

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – April / May 2009

300 Surveys were sent out and 104 were returned which is a 34% response rate.

1. How did you access our service?

1	In person	17%
2	By telephone	12%
3	Internet	13%
4	Post	58%

2. For what did you require our service?

1	Register to vote	76%
2	Register for credit	5%
3	Apply for absent vote	8%
4	Inspect the register	2%
5	Other	9%

3. How often do you vote?

1	Always	34%
2	Most times	27%
3	Sometimes	15%
4	Rarely	8%
5	Never	16%

4. Would you be more likely to vote if you could vote by any of the following means? Tick as many as you like.

1	Post/proxy	53
2	Telephone Voting	19
3	Text Voting	10
4	Internet Voting	33
5	Weekend Voting	17

Or would you prefer to vote at a polling station in the usual way?

1	Yes	40%
2	No	45%
3	Don't know or didn't answer	15%

5. Do you know the name of your local...?

MP	Yes	60%
	No	40%
Ward Councillors	Yes	50%
	No	50%

6. How do you rate the overall service you received from the Electoral Services Office?

1	Excellent	28%
2	Good	64%
3	Adequate	6%
4	Poor	nil
5	Very Poor	2%