

# Electoral Services Customer Feedback Questionnaire

## Analysis of Responses – June 2009

**500 Surveys were sent out and 138 were returned which is a 28% response rate.**

1. How did you access our service?

1	In person	5%
2	By telephone	5%
3	Internet	17%
4	Post	73%

2. For what did you require our service?

1	Register to vote	79%
2	Register for credit	5%
3	Apply for absent vote	11%
4	Inspect the register	nil
5	Other	5%

3. How often do you vote?

1	Always	53%
2	Most times	23%
3	Sometimes	9%
4	Rarely	7%
5	Never	8%

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	60
2	Telephone Voting	17
3	Text Voting	27
4	Internet Voting	70
5	Weekend Voting	35

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

1	Yes	44%
2	No	47%
3	Don't know or didn't answer	8%

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

MP	Yes	74%
	No	26%
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	55%
3	Adequate	13%
4	Poor	2%
5	Very Poor	2%