

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – July - September 2009

800 Surveys were sent out and 169 were returned which is a 21% response rate.

1. How did you access our service?

1	In person	13%
2	By telephone	9%
3	Internet	41%
4	Post	37%

2. For what did you require our service?

1	Register to vote	71%
2	Register for credit	14%
3	Apply for absent vote	7%
4	Inspect the register	4%
5	Other	4%

3. How often do you vote?

1	Always	32%
2	Most times	31%
3	Sometimes	15%
4	Rarely	8%
5	Never	14%

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	70
2	Telephone Voting	18
3	Text Voting	38
4	Internet Voting	79
5	Weekend Voting	32
Or would you prefer to vote at a polling station in the usual way?		
1	Yes	37%
2	No	47%
3	Don't know or didn't	20%

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

MP	Yes	67%
	No	33%
Ward Councillors	Yes	43%
	No	57%

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

1	Excellent	36%
2	Good	48%
3	Adequate	12%
4	Poor	3%
5	Very Poor	1%