

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – October - December 2009

400 Surveys were sent out and 90 were returned which is a 22% response rate.

1. How did you access our service?

1	In person	9%
2	By telephone	13%
3	Internet	22%
4	Post	56%

2. For what did you require our service?

1	Register to vote	64%
2	Register for credit	2%
3	Apply for absent vote	25%
4	Inspect the register	nil
5	Other	9%

3. How often do you vote?

1	Always	28%
2	Most times	39%
3	Sometimes	15%
4	Rarely	4%
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	44
2	Telephone Voting	11
3	Text Voting	16
4	Internet Voting	45
5	Weekend Voting	16

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

1	Yes	34%
2	No	66%
3	Don't know or didn't answer	18 res.

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

MP	Yes	68%
	No	32%
Ward Councillors	Yes	33%
	No	67%

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

1	Excellent	31%
2	Good	53%
3	Adequate	16%
4	Poor	nil
5	Very Poor	nil