

Registration – absent voting

Collecting personal identifiers from postal and proxy voters

January to May 2007

If you have any comments or questions please contact:

Steve Miller
Electoral Services Manager
Room 28, Hammersmith Town Hall
King Street
London
W6 9JU
steve.miller@lbhf.gov.uk

8 June 2007

Collecting personal identifiers from postal and proxy voters: January to May 2007

1. Summary

At the beginning of 2007, the Electoral Registration Officer (ERO) wrote to all existing postal and proxy voters to collect two personal identifiers (date of birth and signature).

13,531 electors were contacted, and a response was received from 11,579 or 85.6%. The number renewing their postal or proxy vote by 11 May was 10,952 or 80.9%.

This report outlines the methodology and results of the exercise that was carried out in Hammersmith and Fulham.

2. Legislative background

The Electoral Administration Act 2006 introduced new procedures for postal voting, designed to improve security; the law came into force on 1 January 2007. The Absent Voting (Transitional Arrangements) (England and Wales) Regulations 2006 provided further legislative detail.

At elections from 3 May 2007, postal voters will no longer have to have their Declaration of Identity countersigned by a witness. This will enhance the voting process because another person will not be involved. In addition, postal votes will no longer be rejected because of the absence or deficiency of the witness's details. 227 postals were rejected at the 2005 general election, and 185 at the 2006 council election, for reasons involving witnesses.

In future, postal voters will simply give their signature and date of birth on a new Security Statement. These personal identifiers will be checked by electronic scanning against original application forms.

Postal voters have always had to sign their application form in order to go onto the postal voters' list. Although we keep a scanned image of all forms on the elector's computer record, this is not in a usable format for quick matching. Dates of birth have never been collected before.

The new law provided for the ERO to write to every existing postal, proxy and postal proxy voter to obtain their signature and date of birth on a specially-designed scannable form. If the elector did not reply by the statutory end-date of the exercise, the ERO was allowed to remove the elector from the postal voters' list.

The ERO is required to repeat the collection exercise every four years; the next full review will be in early 2011.

As an added security measure, electors who have appointed someone to vote on their behalf (a proxy), also have to give their signature and date of birth, although the proxy does not, and these identifiers will not be checked in the

voting process. Proxies voting by post are covered by the same matching procedures as ordinary postal voters.

It should be noted that all new applications to vote by post or proxy, made since 1 January 2007, have to include a date of birth and scannable signature.

3. The timetable

The collection exercise was carried out to a timetable laid down in electoral law.

It had to start on any date in January 2007, at the ERO's discretion. A reminder had to be sent if no reply was received within 21 days. The deadline to reapply was within 42 days. Non-responders were written to, telling them their postal vote had been cancelled, and this notice had to be sent at least 49 days after the first letter.

This exercise coincided with two other major projects in Electoral Services, and other ongoing work.

We administered board elections for H&F Homes (the housing ALMO) from early January until close of voting on 20 March. This involved the possibility of all-postal ballots in three election areas, although in the event only one (Leaseholders South) was contested. Voting packs explained that only the voter's signature, not the date of birth, was needed in these non-statutory elections. However, a few leaseholders took the opportunity to try out the new system and did give their dates of birth!

Secondly, we started a new policy of pro-active rolling registration aimed at home-movers. This involves sending a voter registration form to everyone who had moved since 1 December 2006, when the revised voters list was published after the annual canvass. This is an ongoing task, but a significant backlog had to be cleared at the same time as starting the personal identifier collection.

We wanted to avoid the Christmas and New Year period, for production reasons and the convenience of electors. Additionally there was no planned election in Hammersmith and Fulham in May; most councils in the UK did have elections and had to start collection at the start of January.

Finally, work was also carried out around our successful application for the Beacon scheme, restructuring budgets for 2007/8, and a general internal review of the service.

Taking all these factors into account it was decided to follow the following timetable:

Event	Date
1 st mailing	30 January 2007
Reminder mailing	19 February 2007
Deadline to respond	20 March 2007
Notices of removal	30 March 2007
Final date for statistical reporting	11 May 2007

4. The mailings

Samples of all the letters and forms used in the collection exercise can be found at the end of this report.

Design was provided by the Council's in-house service (Hammerprint); and printing and the bulk of mailings were done by our external printer (Financial Data Management Ltd - FDM).

Mailings to proxies, postal proxies, overseas electors, service voters, and overseas diplomats were handled direct from Electoral Services, because of the need to use tailored letter text. In the case of electors having their ballot paper sent to an "away" address (mainly students and second home owners), FDM mailed to the home address and Electoral Services additionally mailed to the away address. This double mailing was to ensure the form was received at the most convenient address for the elector.

Each mailing consisted of a letter with explanatory notes on the reverse; an application form; and a prepaid reply envelope.

The Department for Constitutional Affairs (now Ministry of Justice) provided sample letters, but we considered these to be too legalistic, and we produced our own simpler texts. In order to avoid unnecessary duplications, the letters specified earlier deadlines than in the statutory timetable, and these were based on the dates that data would be given to our printers, rather than the day of the next mailing.

The reverse of the letter set out answers to the main issues and we believe this helped to reduce the number of enquiries. The council's contact centre (who handle Electoral Services' general enquiries) received approximately 300 calls above the usual volumes when the mailings were sent. We understand some London boroughs received significantly many more calls from electors.

Some councils sent a simplified collection form concentrating on just obtaining the two identifiers. We decided to use a normal application form personalised with the elector's existing postal voting information. Electors were therefore given the opportunity to alter the types of election when they want to vote by post, the duration of their postal vote, and the address to which the ballot paper will to be sent at election time. The form also required electors who already had their ballot paper sent to an "away" address to give the reason for this, as now required in law.

We would have preferred to have used colour forms with white boxes to be filled in, as this aids form completion. However, we were advised by our software supplier to use a black and white form. We felt that this made the form appear cluttered, although only two electors mentioned this to us on their survey forms. We hope to resolve this problem, and return to clearer, coloured forms.

Although there was no legal requirement to do so, we included an application form with the final removal notice, and this was used by 533 electors (or 21% of those removed) up until 11 May.

As we were contacting over 13,500 service users, we took the opportunity to send a survey to 13,260 “ordinary” postal voters in the first mailing sent by FDM. The survey was not sent with mailings from Electoral Services (ie proxies, postal proxies, overseas electors, service voters, and overseas diplomats).

The survey asked for understanding of the new way of postal voting (to test the effectiveness of the explanatory notes); perception of postal voting security; and our usual tracking question on satisfaction with the service.

Surveys were returned by 5,528 electors (a response rate of just under 42%). The headline findings can be found at the end of this report.

5. The response from electors

The following table shows the numbers included in each mailing:

Event	Postals and postal proxies	Proxies	All absent voters
1 st mailing	13454	77	13531
Reminder mailing	6524	52	6576
Notices of removal	2477	8	2485

A final application form was included with the notice of removal. We are now only receiving small numbers of these each week, so we have decided to use 11 May as the final reporting day. This will take account of some electors who may have been prompted to reply by publicity for elections held elsewhere in the UK on 3 May.

The following responses were received up to 11 May:

Type	Number	%
Cancelled by the elector	179	1.3
Moved address, or returned undelivered by Royal Mail	296	2.2
No date of birth given	62	0.5
No signature given	86	0.6
No reason given for ballot paper to be sent to “away” address	133	1.0
Application renewed with no queries needed by Electoral Services	10290	76.0
Application received after notice of removal	533	3.9
Total responses	11579	85.6
<i>No response to any mailing</i>	<i>1952</i>	<i>14.4</i>
Total	13531	100.0

Only two electors specifically said they did not want to give their dates of birth, citing possible identity theft (the explanatory notes did address this issue).

The contact rate of 85.6% was exceptionally high, especially as there was no election in the borough to incentivise responses. We believe this is explained by the high response to the voter registration canvass (96.3% at 1 December 2006,

97.2% at 1 May 2007) which would have cleansed both the voters list and the postal and proxy lists. In addition, postal voter guides at the past 3 elections have probably not only helped existing postal voters to understand how the postal voting system works, but have also given reassurances to combat perceptions of fraud.

The following table shows the response contact by ward:

Ward	1st mailing	Responses by 11 May	% responses
Addison	838	707	84.4
Askew	616	515	83.6
Avonmore & Brook Green	1058	892	84.3
College Park and Old Oak	344	291	84.6
Fulham Broadway	932	812	87.1
Fulham Reach	866	733	84.6
Hammersmith Broadway	827	696	84.2
Munster	836	731	87.4
North End	910	770	84.6
Palace Riverside	1022	914	89.4
Parsons Green & Walham	1070	941	87.9
Ravenscourt Park	1073	908	84.6
Sands End	1111	913	82.2
Shepherds Bush Green	610	523	85.7
Town	848	747	88.1
Wormholt and White City	570	486	85.3
Borough	13531	11579	85.6

Note: the figures in this table include cancellations, moveds, etc. These categories were not broken down to ward level.

Only 2.4% of responses were incomplete. In each case the elector's application was disallowed; they were removed from the absent voters list, but were contacted again to provide the missing date of birth, signature, or "away reason". 46% of these queries subsequently returned a correctly completed form by 11 May.

Type	Contacted again	Replied correctly	No reply at 11 May
No date of birth	62	} 62 } not recorded separately	} 86 } not recorded separately
No signature	86		
No "away reason"	133	67	66
Totals	281	129	152

When cancellations, moveds and non-response to queries are taken into account, 80.9% of existing postal or proxy voters renewed their applications during the collection exercise up until 11 May.

6. The electors who did not respond

1,952 electors (14.4%) did not respond at all. Our work on home-movers suggests that a number of these electors will have moved since they registered during the annual canvass. They had three opportunities to reply – and can do so at any time in the future. The ERO will not be contacting them again, apart from general promotional activities such as the annual canvass.

To gain some understanding of the non-responders, we have done an analysis of Sands End ward only; a full borough analysis would be time-prohibitive. Sands End was selected because it had the lowest response rate of the 16 wards.

251 removal notices were sent to electors in Sands End; 41 subsequently reapplied before 11 May; this left 210 non-responders. Information was used from the voters list and other council records, to ascertain if people were still resident. The results show that although 12% had moved recently, at least 72%, and probably 86%, of non-responders were still resident.

District	Moved	Still resident	Not clear if still resident	2 nd home owner	Totals
SEA	2	44	9	0	55
SEB	9	33	11	0	53
SEC	15	75	8	4	102
Ward	25	152	28	4	210

We looked to see if non-responders had used their postal vote at the 2005 General Election and the 2006 Council Election.

General Election 2005				
District	Did not have a postal vote	Had postal vote and voted	Had postal vote but did not vote	Total
SEA	13	13	29	55
SEB	21	16	16	53
SEC	33	38	31	102
Ward	67	67	76	210

Note: 17 of the 67 without a postal vote were European Union citizens ineligible to vote at a UK parliamentary election

At the General Election, only 46.8% of non-responders voted, compared to the overall Sands End postal vote turnout of 75.5%.

Council Election 2006				
District	Did not have a postal vote	Had postal vote and voted	Had postal vote but did not vote	Total
SEA	2	4	49	55
SEB	6	11	36	53
SEC	16	18	68	102
Ward	24	33	153	210

At the Council Election, turnout among the non-responders was only 17.7% compared to 63.3% for the ward as a whole.

Evidence from Sands End ward indicates that although few had moved a substantial number of electors who were removed from the postal vote list were actually non-voters. Indeed, 66 non-responders (or 31%) had a postal vote at both elections and did not use it on both occasions. We do not know if this ward is indicative of the borough as a whole.

7. What is the current position with the absent voters lists?

The collection exercise concentrated on the 13,531 electors who had a postal or proxy vote at 24 January (when data was sent to the printers). Since then new residents have been registering and applying to vote by post. Up until 11 May, 373 completely new postal and proxy voters were added.

The following table compares the full list at the start and end of the collection exercise:

Ward	Total postal and proxies		Difference	%“retained”
	24 Jan	11 May		
Addison	838	690	-148	82.3
Askew	616	539	-77	87.5
Avonmore & Brook Green	1058	872	-186	82.4
College Park and Old Oak	344	282	-62	82.0
Fulham Broadway	932	800	-132	85.8
Fulham Reach	866	709	-157	81.9
Hammersmith Broadway	827	675	-152	81.6
Munster	836	715	-121	85.5
North End	910	755	-155	83.0
Palace Riverside	1022	891	-131	87.2
Parsons Green & Walham	1070	906	-164	84.7
Ravenscourt Park	1073	900	-173	83.9
Sands End	1111	885	-226	79.7
Shepherds Bush Green	610	499	-111	81.8
Town	848	707	-141	83.4
Wormholt and White City	570	500	-70	87.7
Borough	13531	11325	-2206	83.7

8. Waivers

We knew that the requirement to provide a signature would present a problem for some electors because of disability. The ERO is allowed to give a “waiver” from providing a signature, where he is satisfied that the elector cannot sign at all, or cannot sign in a consistent manner. If a waiver is given, the elector will only have to give their date of birth (presumably filled in by another person) on their security statement when they vote at future elections.

In law, the waiver application can be completed by another person, who simply gives their name and address. We were unhappy that this could potentially undermine the aim of improving postal voting security. Given the geographical compactness of the borough, an early decision was made to visit all electors requesting a waiver.

Requests	Waiver given	Waiver not given because				
		No mental capacity (1)	Application withdrawn (2)	Will apply for proxy at next election	Applicant died	Applicant did not keep appointment
15	5	5	1	2	1	1

(1) even with maximum assistance as required by the Mental Capacity Act 2005

(2) the elector had a temporary wrist injury

The ERO employed a temporary worker (who is a canvass team leader and deputy presiding officer) to make visits. She attended special briefings with Electoral Services on the background to the collection exercise and the provisions of the Mental Capacity Act 2005.

At future elections a member of staff will take postal voting packs to the current five electors (and any future cases) who have been given a waiver (two can actually sign, but are unable to see the appropriate box without a guiding template).

9. Costs of the collection exercise

The Ministry of Justice are funding the costs of collection and software for subsequent electronic matching. This is provided under “new burdens” rules and specific grants are paid under “Section 31 funding”, ensuring that they are made direct to the ERO. The ERO (and Director of Finance) have certified the numbers of postal and proxies at 1 January 2007 (for collection) and 3 May 2007 (for software).

The number of mailings and the strict timetable (both laid down in law) had the potential to increase costs because of forms crossing in the post and duplication. Electors were specifically asked to respond quickly (including cancellations) to reduce unnecessary costs, and many did so. Only 696 (or 6%) returned forms were duplicates. By using the external printers (FDM) to process the great majority of postings, we were able to take advantage of significant discounts from their non-Royal Mail postage arrangements.

The costs of the collection exercise were:

Design	£ 180
Printing	£ 3,771
Postage out	£ 3,452
Postage back	£ 2,700
Waiver cases	£ 400
Total	£10,503

As there was no election in Hammersmith & Fulham on 3 May, a decision has yet to be made about the purchase of scanning and matching software. The current cost given by our preferred supplier for software and licenses is:

Year 1	£14,000
Year 2	£8,500
Year 3	£8,500

We will be assessing the performance of this, and other, software where it was used at elections that took place on 3 May, before making a final decision.

Total grants from Ministry of Justice will be £25,622.90, thereby covering the costs of the collection exercise and the future purchase of matching software.

10. Conclusions

- The response rate of over 85% is an indication of the accuracy of the voters list and the postal/proxy lists.
- The actual renewal rate of just under 81% is very high, especially without an election on 3 May.
- The number of incorrectly completed forms was very low at 2.4%.
- Indications from Sands End ward suggest that although some non-responders would have moved, a significant number were in fact non-voters.
- 89% of respondents understand how the new system of personal identifier matching will work (only 2% did not).
- 75% of respondents feel that the new system improves security (8% electors said it did not).
- 85% of respondents are satisfied with the overall delivery of electoral services in the borough.
- The costs of the collection exercise were met by government grants, with no call on the Electoral Services budget.

11. Comments

The Electoral Registration Officer welcomes any questions or comments on this report.

Please contact:

Steve Miller
Electoral Services Manager
Room 28, Hammersmith Town Hall
King Street
London
W6 9JU
Phone: 020 8753 2175
Email : steve.miller@lbhf.gov.uk

London Borough of Hammersmith & Fulham

Electoral Services
Room 28, Hammersmith Town Hall, King Street, London W6 9JU

Tel: 020 8753 4466
Fax: 020 8753 2007
Minicom: 020 8753 5373
Email: Electoral.Services@lbhf.gov.uk
Web: www.lbhf.gov.uk



30 January 2007

Dear

Voting by post - protecting your vote

I am writing to all electors in the borough who have a postal vote. All councils across the country are now doing this.

The law has recently changed to improve the security of postal voting. As part of this I have to collect your date of birth and your usual signature.

In future, when you return your ballot paper, you will have to sign and give your date of birth on a security statement. These will be checked automatically against the details you give me on the enclosed form.

The new law says I have to send you a reminder if you do not reply to this letter. Your form should reach me by **14 February 2007**, in order to save the extra cost of sending you a reminder.

There is more information over the page, but if you have any other questions please contact Electoral Services.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Geoff Alltimes'.

Geoff Alltimes
Electoral Registration Officer



Assistant chief executive
(organisational development)
Lesley Courcouf

London Borough of Hammersmith & Fulham

Electoral Services
Room 28, Hammersmith Town Hall, King Street, London W6 9JU
Tel: 020 8753 4466
Fax: 020 8753 2007
Minicom: 020 8753 5373
Email: Electoral.Services@lbhf.gov.uk
Web: www.lbhf.gov.uk



19 February 2007

Dear

Voting by post - protecting your vote - REMINDER

I wrote to you on 30 January 2007, but I have not had a reply from you.

The law has recently changed to improve the security of postal voting. As part of this I have to collect your date of birth and your usual signature.

In future, when you return your ballot paper, you will have to sign and give your date of birth on a security statement. These will be checked automatically against the details you give me on the enclosed form.

The new law says I have to cancel your postal vote if you do not reply by **20 March 2007**.

There is more information over the page, but if you have any other questions please contact Electoral Services.

Yours sincerely,

A handwritten signature in black ink that reads 'Geoff Alltimes'.

Geoff Alltimes
Electoral Registration Officer



INVESTOR IN PEOPLE



Assistant chief executive
(organisational development)
Lesley Courcouf

30 March 2007

FDML/HAMFPV/07LDR3/01

Dear Postal Voter

Cancellation of your postal vote

I have written to you twice in the past two months to ask for your signature and date of birth - now required by law if you wish to vote by post.

My records show that, as of 20 March, I have not received a reply from you.

Therefore, your name has been removed from the list of postal voters.

In future, to vote at elections, you will need to go to your local polling station.

This is currently at:

Holy Trinity Parish Centre
Brook Green
W6

If you still want to vote by post, please complete the enclosed form to re-apply.

If you have recently sent me your date of birth and signature, and that has crossed in the post with this letter, I will write to confirm that you are still on the postal voters list.

Yours sincerely,



Geoff Alltimes

Electoral Registration Officer

HAMFUL_PVI_LT_10228_07



INVESTOR IN PEOPLE



Assistant Chief Executive
(organisational development)
Lesley Courcouf

Don't lose your right to vote by post!

Your questions answered

Why has the law changed?

There is no evidence of postal vote fraud in Hammersmith & Fulham. But there have been problems elsewhere, and the new law will help to stamp out vote stealing.

I already have a postal vote – why do I have to fill in another form?

We do not have your date of birth, and this will be needed for checking at election time. We also need your usual signature so that it can be scanned into our computer records.

Please accept our apologies if you have only just applied for a postal vote, but the law only changed on 1 January 2007.

I'm worried about giving you my date of birth

We assure you that your date of birth will ONLY be used for checking your returned postal vote at election time. It will not be published anywhere, and it will not be given to anyone else.

What if I cannot sign the form?

There are special rules for people who cannot sign because of disability. Please ring the Electoral Services helpline for more advice.

Will you tell me you have received my form?

We are contacting over 13,500 electors. To save costs we will NOT be telling you your form has reached us. But if it does not arrive we will send you a reminder. If we do not get a reply from you at all, we will tell you if we have to take you off the postal vote list.

What if I want to change the address for my ballot paper, or the elections I vote at?

Simply change the details in Part 2, 3 or 4 of the form. Please do not forget your date of birth and signature.

What if I don't want to vote by post anymore?

Please do not ignore this letter – the reminder and cancellation letter will add to costs.

Just put "I want to cancel my postal vote" on the form, and sign it. We will write back to confirm this has been done.

What is this new "security statement"?

At election time we have to know that your voting pack has been used by you – not someone else.

The new statement will look similar to this:

Postal voting statement		Your date of birth:	
Your name	<input type="text" value="Mr Joseph A Bloggs"/>	<input type="text" value="21"/>	<input type="text" value="11"/>
Ballot paper number	<input type="text" value="1234"/>	day	month
		<input type="text" value="1955"/>	year
Please sign in the box below:			
I am the person the ballot paper numbered above was sent to.		<input type="text" value="J. Bloggs"/>	
You must provide your signature and date of birth. If you do not, your vote will not be counted.			
<small>Electoral Fraud is a crime. You must not vote using a ballot paper that is not addressed to you or interfere with another voter's ballot paper.</small>			
Important: keep your signature within the box			

In the past I had to get a witness to countersign my voting pack. Will I still need to do this?

No. Now that we can check your date of birth and signature you do not need to get a witness.

How will the checking work?

The date of birth and signature you give on the form will be stored securely in our computer system. At election time your security statement will be read by the computer and matched. This is similar to the technology used by banks to check signatures on cheques. Staff will do a visual check if there are any discrepancies.

It is important to take extra care filling in the boxes for your signature and date of birth so the computer can do its job.

Helpline 020 8753 4466

(including Typetalk) Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm

Registration – absent voting

Postal voting survey

If you have any comments or questions please contact:

Steve Miller
Electoral Services Manager
Room 28, Hammersmith Town Hall
King Street
London
W6 9JU
steve.miller@lbhf.gov.uk

4 April 2007

Postal voting survey


Introduction

In January 2007, Parliament introduced changes to the laws about voting by post.

All postal and proxy voters must give a sample of their signature and their date of birth when making their application. When voters return their ballot paper in future, they will have to sign and give their date of birth on a security statement which will be automatically checked against the details on their original application.

We wrote to over 13,500 postal and proxy voters in the borough to ask them to supply a sample signature and date of birth. We also included a survey with our letter so that people could tell us what they thought of the changes and our service in general

Postal voting survey



Tell us what you think. Your comments help us improve our services to you. The results of this survey will be published on our website at the end of March.

Return survey to Electoral Services, London Borough of Hammersmith & Fulham, FREEPOST (PAM 4028), London W6 9BR. No stamp required.

1. Do you understand how the new way of postal voting works?
 Yes No Not sure

2. Do you think matching voters' dates of birth and signatures makes postal voting more secure?
 Yes No Not sure

3. Overall, how satisfied are you with the way voter registration and elections are organised in Hammersmith & Fulham?
 Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

Do you have any comments about postal voting?

These questions help us to make sure this survey is representative of all people in the borough. You do not have to provide this information but if you do we will keep your details confidential and we will only use them to compile statistics which cannot be related back to you. If you agree that we can use your information in this way, please tick this box

Which part of the borough do you live in? Please give postcode:

How long have you lived in the borough?

What age are you?
 18-24 25-29
 30-39 40-49
 50-59 60-65 over 65

Are you male or female?
 Male Female

Do you have any long-term illness, health problems or disability which limits your daily activities or the work you can do?
 Yes No

Are you in work?
 Yes No

What is your ethnic group?
 White
 Black or Black British
 Mixed Race
 Asian or Asian British
 Chinese or any other ethnic group
(please write in)

We regard your privacy as important and comply with the Data Protection Act 1998

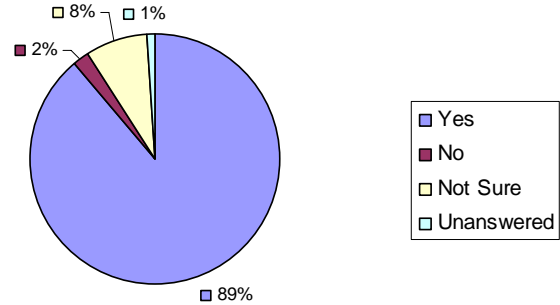
HAMMFT_PV_SURVEY_1009_0007

Headline results

Almost 5,500 (41.4%) electors kindly responded to our survey; their responses were as follows:

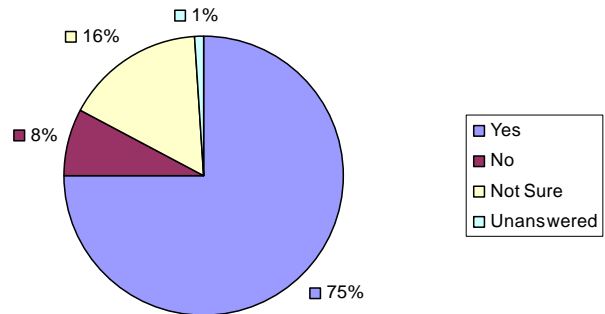
Question 1 – Do you understand how the new way of postal voting works?

Yes	4871	88.7%
No	115	2.1%
Not Sure	438	8.0%
Unanswered	64	1.2%
TOTAL	5488	



Question 2 – Do you think matching voters dates of birth and signatures makes postal voting more secure?

Yes	4122	75.1%
No	416	7.6%
Not Sure	884	16.1%
Unanswered	66	1.2%
TOTAL	5488	



Question 3 – Overall, how satisfied are you with the way voter registration and elections are organised in Hammersmith & Fulham?

Very Satisfied	3004	54.7%
Fairly Satisfied	1668	30.4%
Neither Satisfied Nor Dissatisfied	555	10.1%
Fairly Dissatisfied	155	2.8%
Very Dissatisfied	36	0.7%
Unanswered	110	2.0%
TOTAL	5488	

