

286-CITY Survey Results

	Respondents	Owner	Renter	DNR	18-25	26-45	46-65	66+	DNR
Totals	502	321	166	15	44	154	214	80	10
Percentage	100.00%	63.94%	33.07%	2.99%	8.76%	30.68%	42.63%	15.94%	1.99%

Responses based on Situation

1.) Was the spoken text helpful in guiding you to the desired prompt command?

	YES	NO	Did Not Respond
Situation # 1	489	8	5
Percentage	97.41%	1.59%	1.00%
Situation # 2	373	13	116
Percentage	74.30%	2.59%	23.11%

2.) Did you find the 286-CITY routing sheet useful in guiding your call?

	YES	NO	Did Not Respond
Situation # 1	488	8	6
Percentage	97.21%	1.59%	1.20%
Situation # 2	374	13	115
Percentage	74.50%	2.59%	22.91%

3.) Did you find the system easy to use in getting to where you wanted to go?

	YES	NO	Did Not Respond
Situation # 1	480	17	5
Percentage	95.62%	3.39%	1.00%
Situation # 2	364	22	116
Percentage	72.51%	4.38%	23.11%

4.) Give your reaction to the voice recording of the 286-CITY. (Check all that apply)

Pleasant	432	Spoke too fast	18
Professional	276	Spoke too slow	4
Spoke clearly	246	Spoke too soft	4
Mumbled	4	Spoke too loud	4

Responses from Part II of Survey

1.) The average frequency you call any office/department in the COM within any one year? (Check one answer)

Daily	3	0.60%	3 to 6 times a year	133	26.49%
Once weekly	9	1.79%	1 to 2 time a year	271	53.98%
Once monthly	36	7.17%	Never	37	7.37%
DNR	13	2.59%			

2.) In general do you find it difficult to locate the correct telephone number for the COM department(s) you are trying to contact?

	YES	NO	Did Not Respond
Percentage	426 84.86%	71 14.14%	5 1.00%

3.) Does the "single number access" system you tested make it easier to contact the COM department(s) you usually call, versus the current system of individual telephone number listings?

	YES	NO	Did Not Respond
Percentage	475 94.62%	20 3.98%	7 1.39%

4.) Would you be more likely to call the COM for service/information using the "single number access" versus the current system of individual telephone number listings?

	YES	NO	Did Not Respond
Percentage	447 89.04%	48 9.56%	7 1.39%

All recorded comments below.

Good idea. Too many prompts. Great idea. Easy to remember one number.
Nice. City should handle assessment office calls. Should have prompt for Assessors.
A lot of numbers for elderly. Could not get to Sanitation Dept.
Call the city a lot, this saves time. Should distinguish between DCD and DNS permits.
Good idea, saves time. Great idea. Should be able to interrupt voice message with prompt.
Would rather use single access system instead of calling COM.
Survey too long. Liked the fact that I was directed to the Parking Operations website.
I use the yellow pages and directory. Put routing sheet in phone book.
I DO like this system. Wonderful. Makes it easier to get to the correct service Dept.
More prompts with 5-2.
Still must speak with service rep. @ DPW 5-2-2
More subprompts for DPW. Would like a description of departments in order to make a correct selection.
If per speaking spoke w/out an accent.
Liked # key to return to previous menu.
Library pronounced incorrectly.
Use call to action with no problems.
What took you so long. Long overdue.
I usually use the web access for info.
Received quick response.
Helps to get to where I want. Options for access to departments could be shortened.
Assessment should be listed. Think the single number system is the best.
Hard to get to the Assessor's Office.
This system makes a lot of sense. Reduce the number of listings or combine them.
Would hope to hear a voice.
Very easy and straightforward.
Don't prefer these systems but this one works well.
Lengthy message before getting info.
Like system better, should put into effect.
Uneducated on what departments do, most will end up contacting operator.
Nice to call one number to access all departments.