Customer Satisfaction Survey

SurveyMonkey

1. How responsive is the OTS to your requests for information or assistance?

	Response Percent	Response Count
1=Not Responsive	0.4%	1
2	0.7%	2
3	12.7%	35
4	42.8%	118
5=Very Responsive	**43.5%**	**120**
	answered question	**276**
	skipped question	**1**

2. How would you rate the overall value/effectiveness of the OTS' traffic safety enforcement projects?

	Response Percent	Response Count
1=Not Valuable/Effective	0.0%	0
2	1.8%	5
3	12.4%	34
4	**49.1%**	**135**
5=Very Valuable/Effective	36.7%	101
	answered question	**275**
	skipped question	**2**

5. How important is it for all activity reports to be exactly the same in format and required information?

	Response Percent	Response Count
1=Not Important	0.7%	2
2	1.5%	4
3	12.4%	34
4	37.5%	103
5=Very Important	**48.0%**	**132**
	answered question	**275**
	skipped question	**2**

6. How important is access to a new shared website only for law enforcement to share information?

	Response Percent	Response Count
1=Not Important	0.7%	2
2	2.2%	6
3	13.1%	36
4	40.4%	111
5=Very Important	**43.6%**	**120**
	answered question	**275**
	skipped question	**2**

8. Rate the value of assistance provided by your LEL; leave blank if not provided.

	1=Not at all useful	2	3	4	5=Exceptional assistance	Rating Average	Response Count
Enforcement strategy suggestions	0.0% (0)	3.6% (9)	19.9% (50)	**45.8% (115)**	30.7% (77)	4.04	251
Presentations to City Councils/County Boards	2.8% (6)	7.8% (17)	29.8% (65)	**33.5% (73)**	26.1% (57)	3.72	218
Information on grant opportunities	0.8% (2)	3.2% (8)	16.7% (42)	**44.0% (111)**	35.3% (89)	4.10	252
Motivation to participate in OTS programs	0.8% (2)	4.7% (12)	12.2% (31)	38.4% (98)	**43.9% (112)**	4.20	255
Answers to questions	0.0% (0)	2.7% (7)	10.5% (27)	38.9% (100)	**47.9% (123)**	4.32	257
Scheduling or assisting with multi-agency enforcement Planning meetings	0.0% (0)	6.7% (16)	17.6% (42)	**38.5% (92)**	37.2% (89)	4.06	239
Provide samples of DPS materials that can be ordered or providing the actual materials	0.4% (1)	5.9% (15)	14.6% (37)	**39.9% (101)**	39.1% (99)	4.11	253
Access to traffic safety vests and signs when requested	1.7% (4)	4.7% (11)	15.0% (35)	36.1% (84)	**42.5% (99)**	4.13	233
Assistance with news events	0.8% (2)	5.1% (12)	20.3% (48)	**39.7% (94)**	34.2% (81)	4.01	237
Advice on traffic safety problems	0.8% (2)	5.5% (13)	22.7% (54)	**37.8% (90)**	33.2% (79)	3.97	238
Mentoring for new traffic safety project directors	1.9% (4)	7.0% (15)	26.5% (57)	**36.3% (78)**	28.4% (61)	3.82	215
Incentive items for participating in mobilizations	1.2% (3)	7.5% (19)	12.2% (31)	37.4% (95)	**41.7% (106)**	4.11	254
Comparisons of enforcement activities to other agencies	0.4% (1)	4.5% (11)	17.9% (44)	**41.5% (102)**	35.8% (88)	4.08	246
					answered question		**261**
					skipped question		**16**

10. Please rate the usefulness of the following materials provided by the Office of Communications to help you publicize enforcement activity such as the Memorial Day Seat Belt enforcement wave.

	1=Never Used	2	3	4	5=Always Used	Rating Average	Response Count
Pre-wave news release	3.5% (9)	3.8% (10)	21.9% (57)	**41.9% (109)**	28.8% (75)	3.89	260
Post-wave news release	3.5% (9)	5.8% (15)	27.3% (71)	**36.9% (96)**	26.5% (69)	3.77	260
Mid-wave or alternative news angle news releases	16.0% (40)	10.4% (26)	**37.6% (94)**	31.2% (78)	4.8% (12)	2.98	250
News Conference Ideas	16.7% (42)	11.9% (30)	32.9% (83)	**33.7% (85)**	4.8% (12)	2.98	252
News Conference Media Advisory	17.1% (43)	13.9% (35)	30.6% (77)	**32.9% (83)**	5.6% (14)	2.96	252
Interview Talking Points	13.1% (33)	7.9% (20)	29.4% (74)	**36.9% (93)**	12.7% (32)	3.28	252
News Conference Talking Points	16.9% (42)	13.3% (33)	29.8% (74)	**30.2% (75)**	9.7% (24)	3.02	248
Radio PSA Scripts	23.4% (58)	12.5% (31)	**27.8% (69)**	25.4% (63)	10.9% (27)	2.88	248
High School PA Announcements	20.8% (52)	14.4% (36)	**26.4% (66)**	26.0% (65)	12.4% (31)	2.95	250
Facebook Status Media Advisory	**36.0% (86)**	10.5% (25)	25.9% (62)	20.9% (50)	6.7% (16)	2.52	239
Statistics by County	0.8% (2)	4.0% (10)	25.8% (65)	**41.7% (105)**	27.8% (70)	3.92	252
Posters	3.5% (9)	7.4% (19)	23.7% (61)	**45.1% (116)**	20.2% (52)	3.71	257
Banners	10.2% (26)	8.3% (21)	24.8% (63)	**40.2% (102)**	16.5% (42)	3.44	254
Window Clings	12.6% (32)	11.5% (29)	27.7% (70)	**34.0% (86)**	14.2% (36)	3.26	253