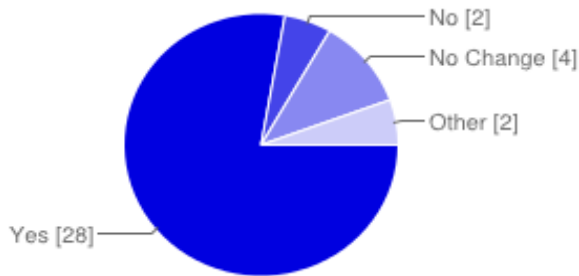
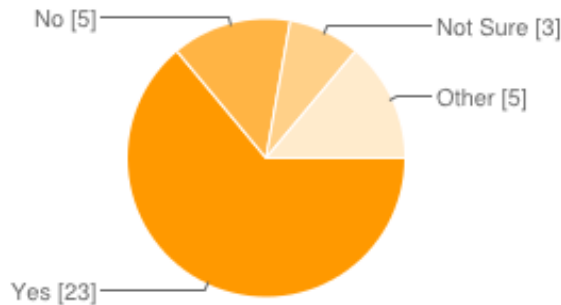


Roads Employee Satisfaction Survey Summary

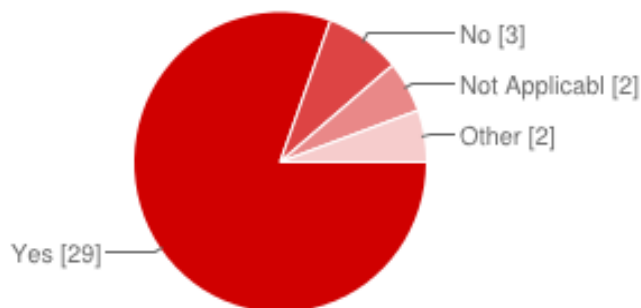
78% of staff stated that iPads have improved their capability to complete work faster / more accurately.



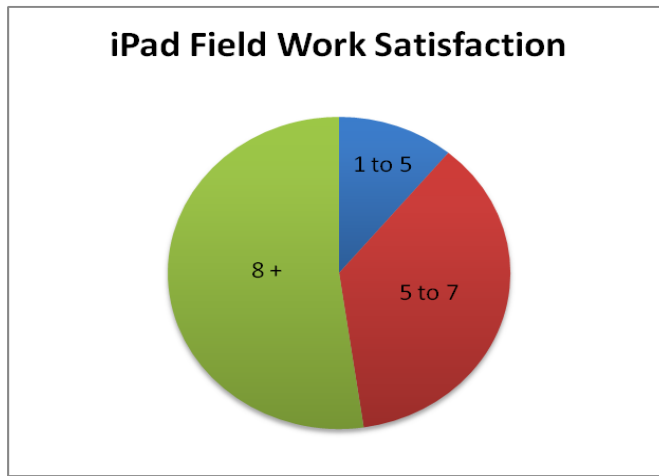
The majority of respondents stated that the iPad tool has improved their ability to resolve 311 requests.



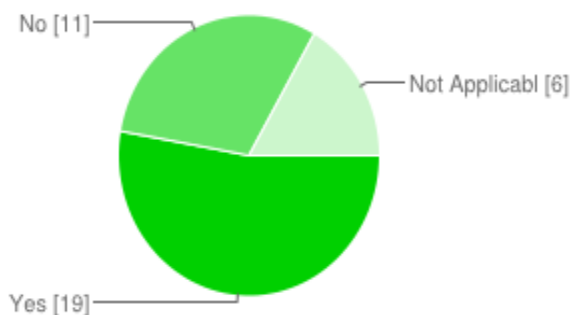
The iPads are a considered to be significant upgrade compared to the previously used Tough Books (Employee preference iPad vs Tough Book).



On a scale of 1 to 10, 77% of respondents rated their level of satisfaction at 7 or higher for field work activities.



Over half of respondents noticed an improvement in their work area's capability to manage 311 requests in the past year.



Areas for improvement:

- Truck mount (additional tools, customizations)
- Pre-populated forms (additional support)
- Compatibility with Windows programs and potential use of other tablets.
- Providing the tool to more staff
- Condition survey and compatibility with GIS