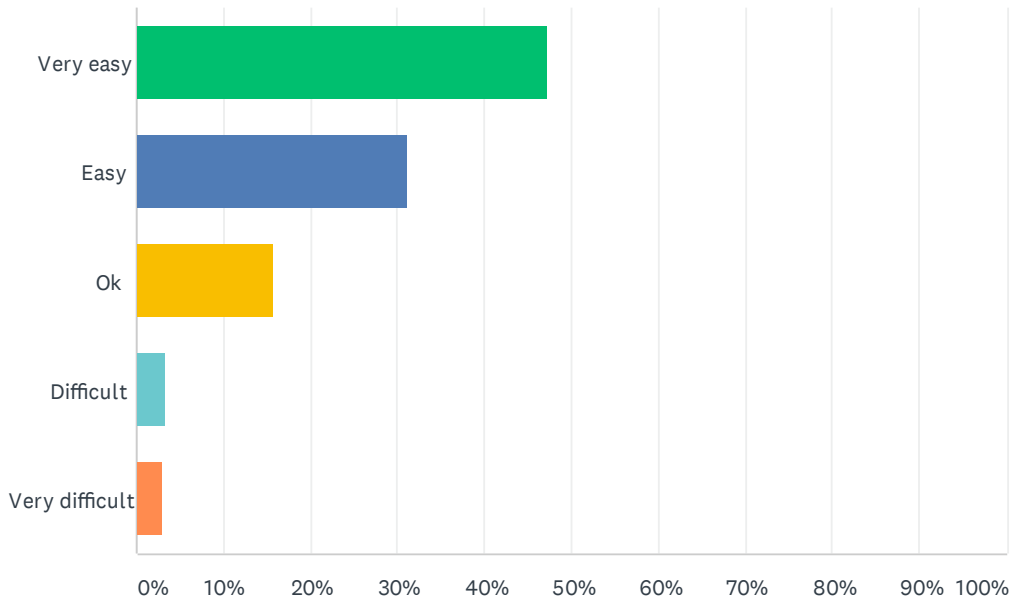


Q1 How was your experience creating your e-permit account?

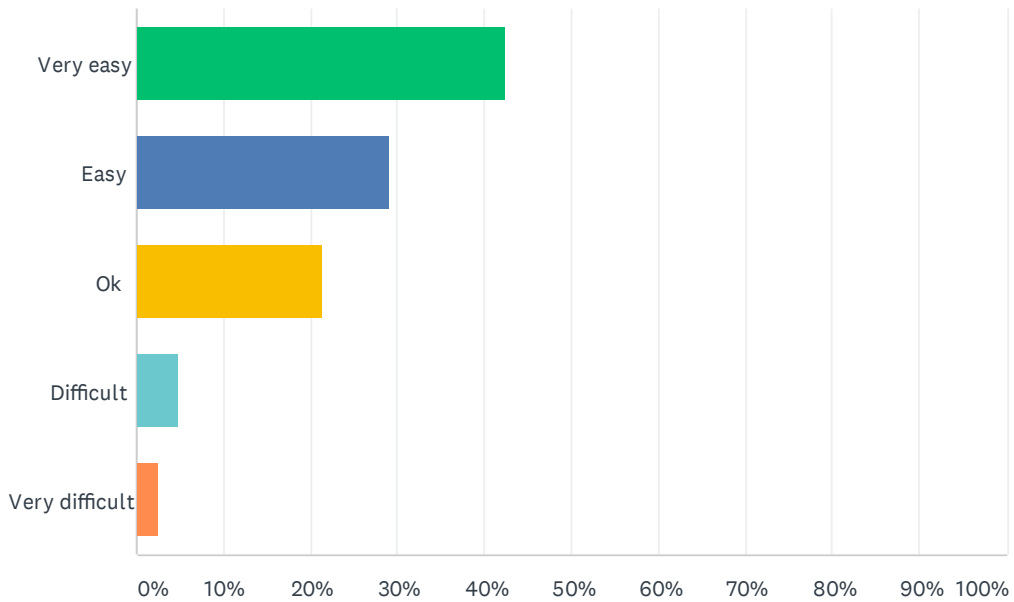
Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	47.37%	99
Easy	31.10%	65
Ok	15.79%	33
Difficult	3.35%	7
Very difficult	2.87%	6
Total Respondents: 209		

Q2 How was your experience managing your e-permit account once created?

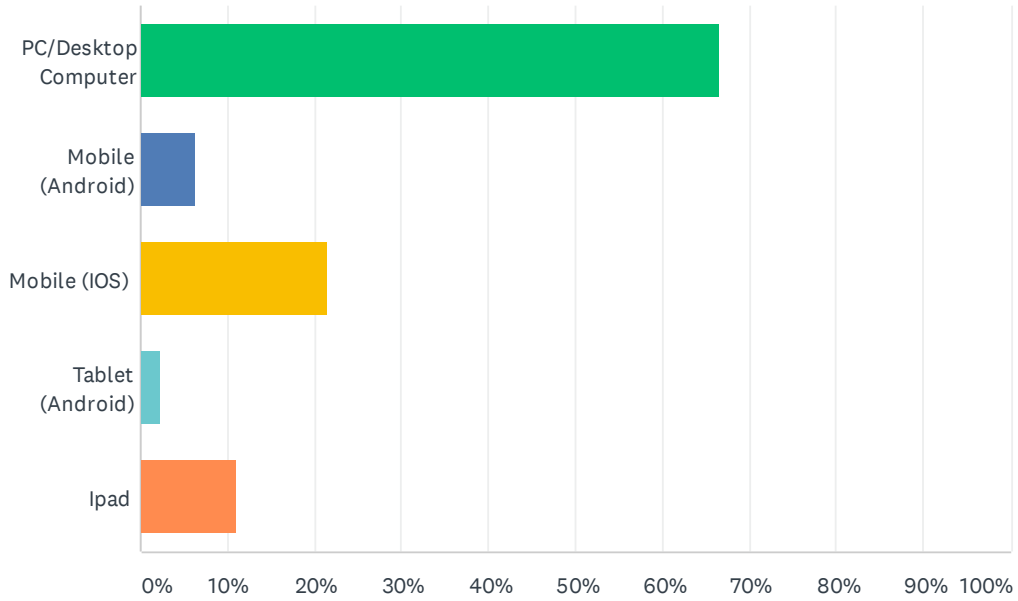
Answered: 207 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very easy	42.51%	88
Easy	28.99%	60
Ok	21.26%	44
Difficult	4.83%	10
Very difficult	2.42%	5
TOTAL		207

Q3 What device did you use to create and/or manage your account?

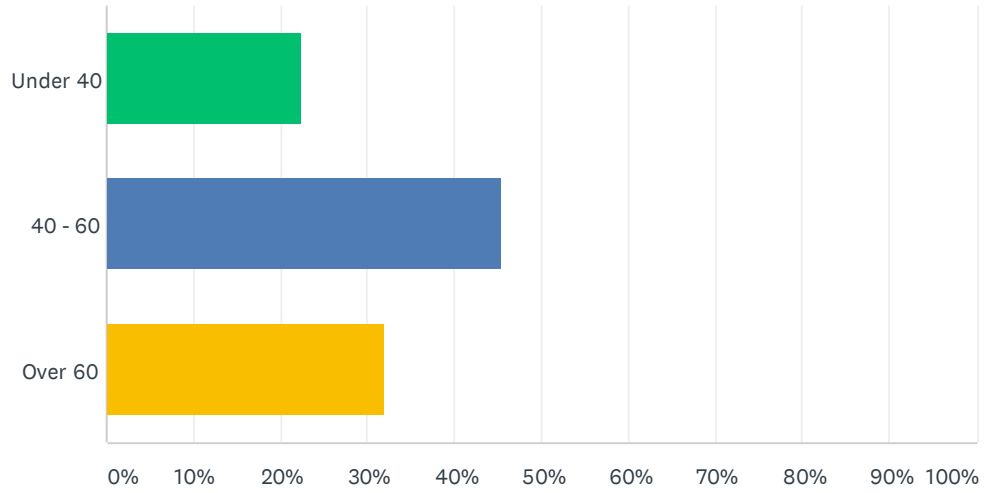
Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES	
PC/Desktop Computer	66.51%	139
Mobile (Android)	6.22%	13
Mobile (IOS)	21.53%	45
Tablet (Android)	2.39%	5
Ipad	11.00%	23
Total Respondents: 209		

Q4 What age bracket do you belong to?

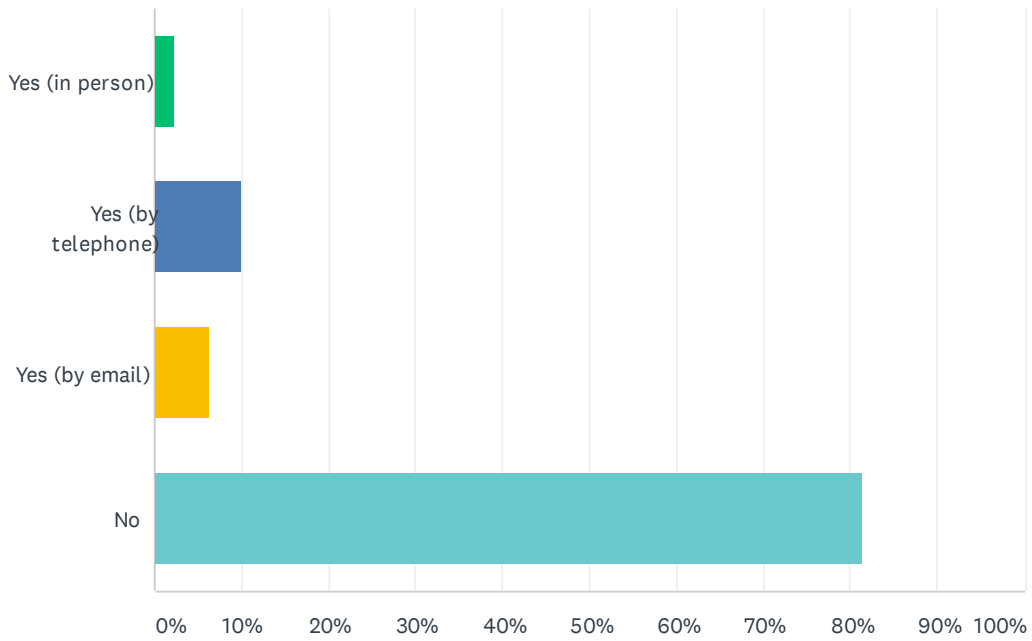
Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES
Under 40	22.49% 47
40 - 60	45.45% 95
Over 60	32.06% 67
TOTAL	209

Q5 Did you need to contact the City for assistance during the create/or manage account process?

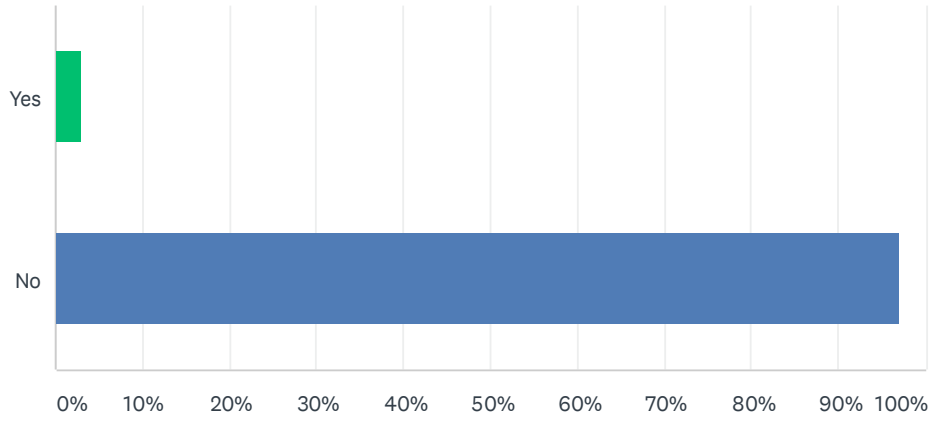
Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes (in person)	2.39%	5
Yes (by telephone)	10.05%	21
Yes (by email)	6.22%	13
No	81.34%	170
TOTAL		209

Q6 Did you require any assistance from a family member, friend or other, with creating your account?

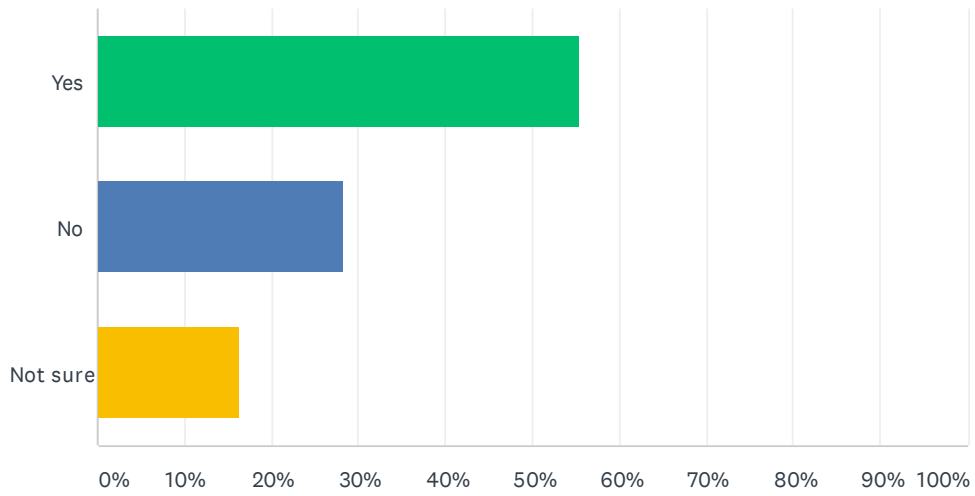
Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	2.87%	6
No	97.13%	203
TOTAL		209

Q7 Do you think the e-permit system will make it easier for you to manage your residential parking permits?

Answered: 209 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	55.50%	116
No	28.23%	59
Not sure	16.27%	34
TOTAL		209

Q8 Do you have any other comments or feedback you would like to make regarding your experience thus far with the system itself or City staff, or any suggestions you think could improve the system?

Answered: 162 Skipped: 48