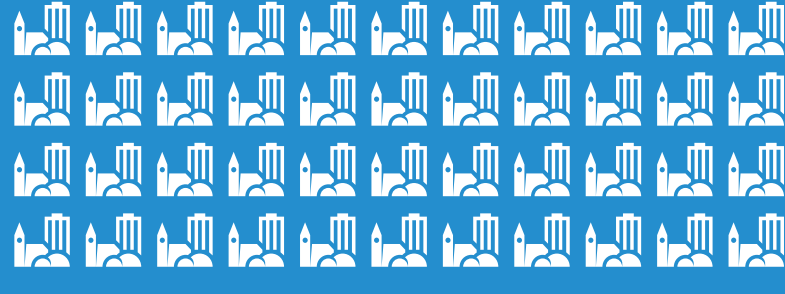


Snap Send Solve 2013 user survey

68,000+
USERS



OVER
40

Local government authorities actively promoting Snap Send Solve

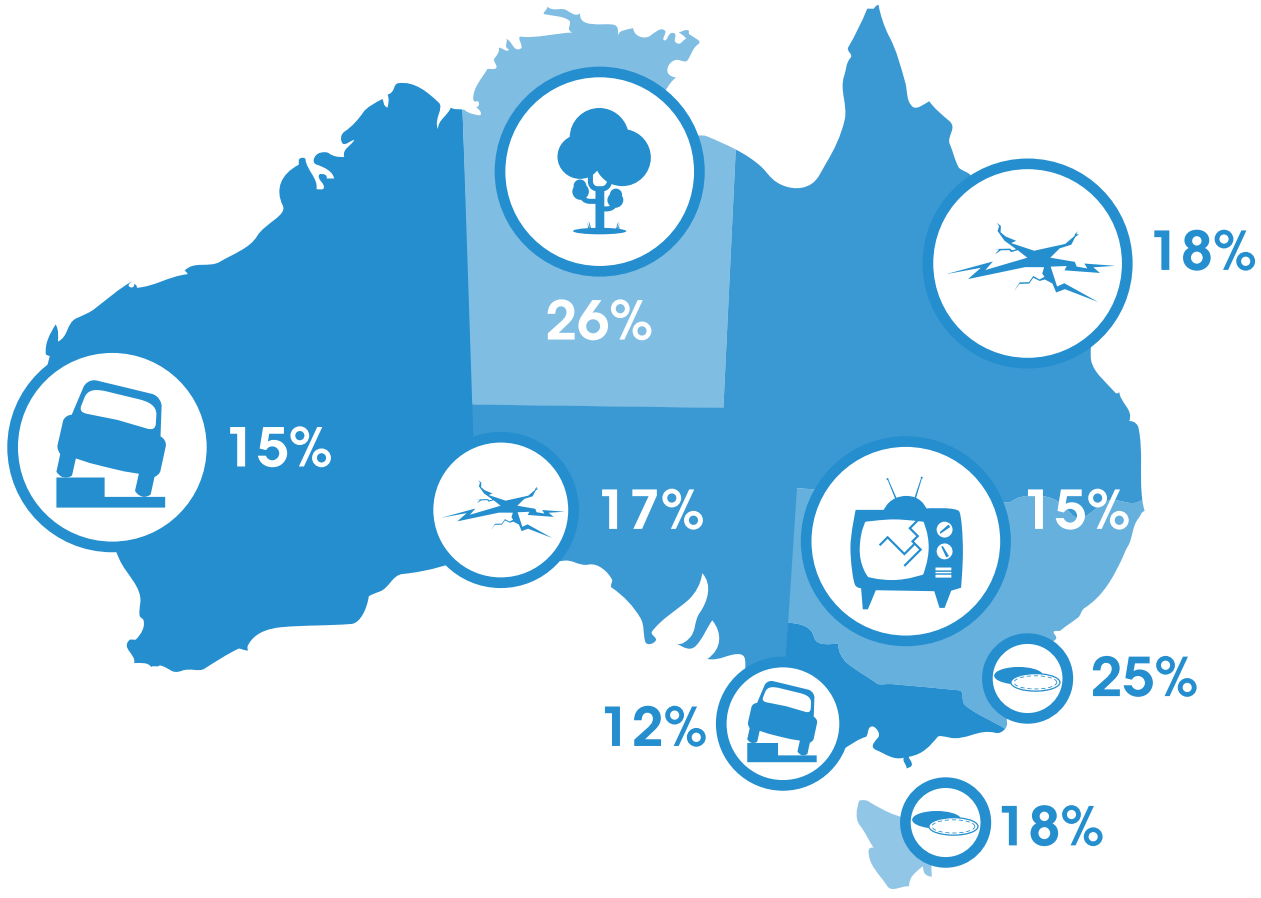
83%

83% of responding LGAs said they believe SSS offers value to their organisation

89%

89% of responding LGAs said they believe SSS offers value to their constituents

MOST POPULAR REPORTS PER STATES



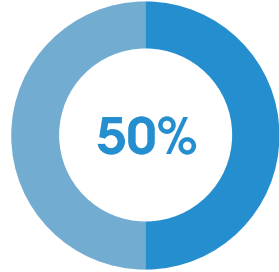
VIC, WA
PARKING

TAS, ACT
PAVEMENT

QLD, SA
ROAD

NSW
HARDWASTE

NT
TREES

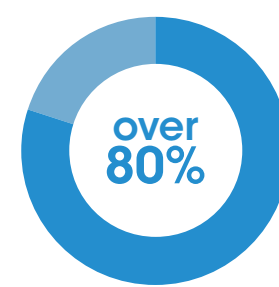


users look at the local authority profile page



80%

of users would not have sent a report if it wasn't for SSS



of users say Snap Send Solve is either Very convenient or
EXTREMELY CONVENIENT

MORE THAN **40%** of SSS users have sent over 10 reports

2/3

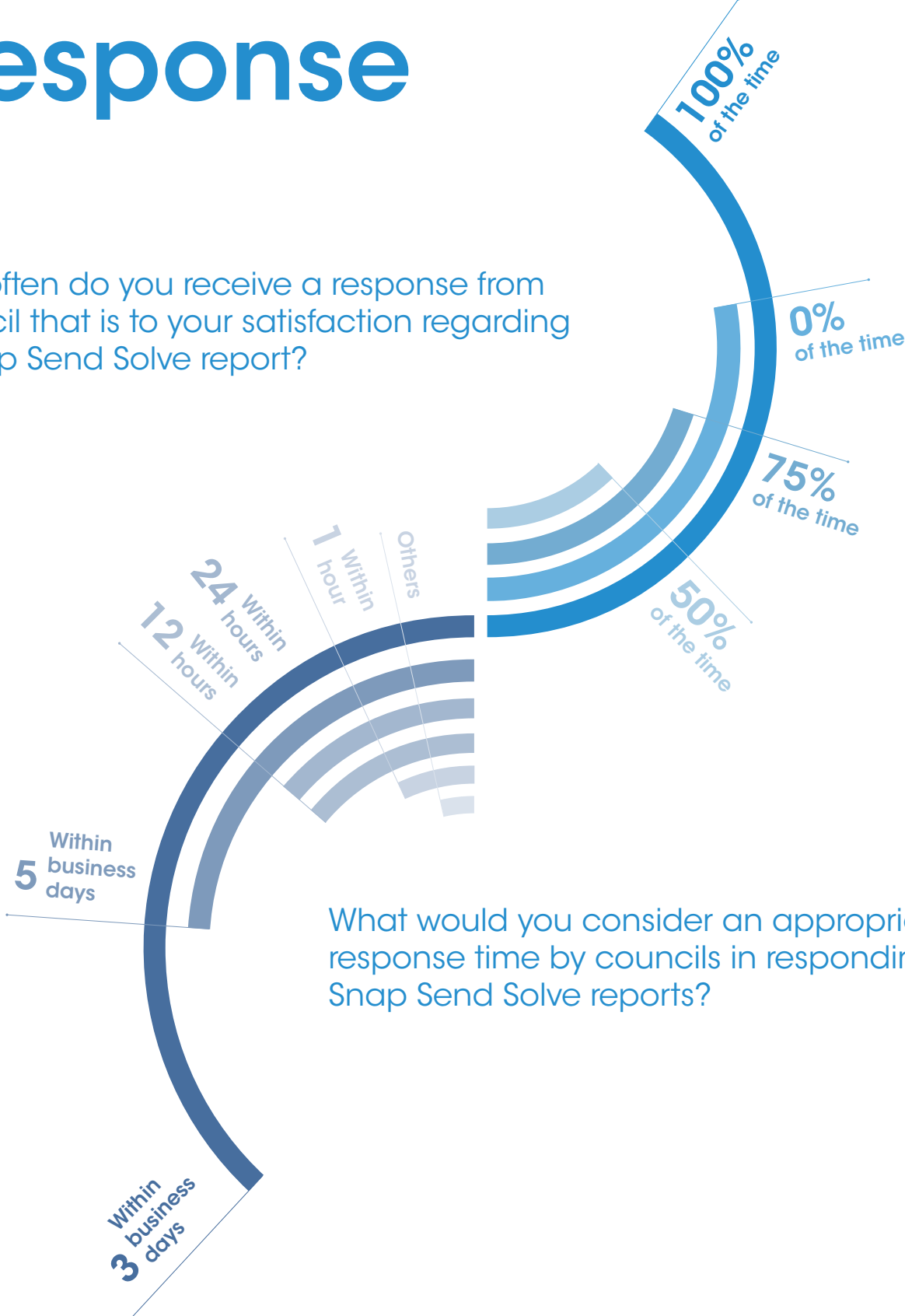
of SSS users add their personal information to reports



The main reason for not adding personal information is because a user wants it to remain anonymous

Response

How often do you receive a response from council that is to your satisfaction regarding a Snap Send Solve report?



What would you consider an appropriate response time by councils in responding to Snap Send Solve reports?

Hobsons Bay Feedback



If you could provide any advice to a council starting to adopt and promote SSS, what would it be?

Embrace it!!! Customers love the flexibility of being able to choose how they contact you and Snap Send Solve provides another choice for them. This is a free app and you only need to download it once, so if you are promoting staff to use it there is no cost to the Council. The app allows the customer to submit a photo and tracks the gps coordinates of where the report is situated. This makes it a lot easier to log jobs and provides contractors with a lot more detail.

