



Georgia Technology Authority

FY'16 Annual  
Georgia Felon  
Search  
Survey Report



# FY'16 Annual Georgia Felon Search Survey

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### **Office of Data Sales**

47 Trinity Ave. Suite 600, Atlanta, GA 30334  
Tel: 404 463 2300 / Fax: 404 463 2390  
datasales@gta.ga.gov - <http://gta.ga.gov/>

# Executive Summary

The FY'16 annual survey for Georgia Felon Search was conducted in January, 2016. The survey results indicate a customer satisfaction rating of 100% overall.

This was the seventh annual survey conducted for the purpose of measuring and improving customer satisfaction of the Georgia Felon Search service. This year's survey allowed the Office of Data Sales to continue to build upon information that was obtained in previous years, and discover what factors influence usage of the service.

The survey results were categorized into suggestions, and the Georgia Technology Authority responses to these have been documented for future reference.

These annual surveys have continued to help the Office of Data Sales maintain a 90%+ customer satisfaction rating every year.

# Background & Objective

*Georgia Law - O.C.G.A. 35-3-35C - allows criminal history record information showing in-state felony convictions, pleas and sentences to be requested and released electronically without fingerprint comparison or consent of the person whose record is requested.*

## Background:

The Georgia Technology Authority, in partnership with the Georgia Bureau of Investigation, offers the Georgia Felon Search service. This service provides Internet access to query the database containing state felony conviction records.

Georgia Felon Search allows customers to submit an online search to the Georgia Crime Information Center (GCIC) and verify whether individuals have been convicted of felony offenses in the State of Georgia. The reason for conducting a search may be for business or personal usage.

## Objective:

Assess customer satisfaction for FY'16 and maintain a customer satisfaction rating of 90+% for Georgia Felon Search.

# Methodology

Based upon the methodology established in previous years for customer service improvement, Office of Data Sales has followed the same steps in conducting the FY'16 survey.

The purpose was to gain insight from the customers' perspective on where improvements can be made, as well as uncover any additional ideas for services they would like to see added to our offerings.

The survey results were categorized into key suggestions, and standard responses were formulated.

Details of these responses were recorded to be considered as potential future enhancements.

# Survey Results

The survey was received by all of the Georgia Felon Search customers who have established a billing account and used the service within the past year.

A total of six survey responses were documented, which made up a 46% response rate among billable customers. The survey results indicate a customer satisfaction rating of 100% overall.

The details of the survey are listed in the Appendix.

The results were categorized into the following key customer suggestions:

### Key Suggestions:

- Some customers suggested being able to upload Identification documents, as well as reserve personalized license plates online, as new services to be offered.
- It was suggested that accessing Georgia Felon Search from a mobile device would be helpful.

# Survey Results

Standard responses to customer suggestions plus feedback to these are listed below:

## Customer Request

- Some customers suggested being able to upload Identification documents, as well as reserve personalized license plates online, as new services to be offered.

## GTA Response

Thank you for the suggestions. Georgia Technology Authority is currently in the process of investigating these as potential new products.

- It was suggested that accessing Georgia Felon Search from a mobile device would be helpful.

Thank you for the feedback. A mobile app for Georgia Felon Search is being investigated.

# Conclusion

The Office of Data Sales concludes that these surveys are an effective means to obtain customer feedback and measure the satisfaction level with services over time.

Additionally, the customer suggestions lead to exploring new products that will meet customer needs.

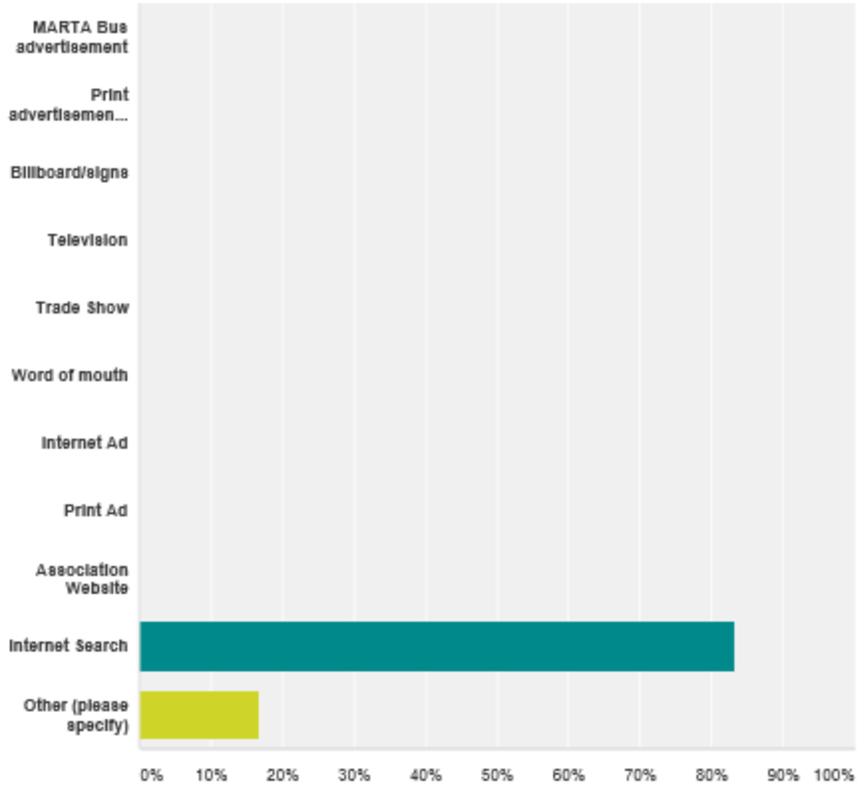
Finally, the Office of Data Sales' annual customer surveys help Georgia Technology Authority achieve its customer satisfaction goals and elevate the level of satisfaction experienced by Georgians when interacting with their state government.

The results of the FY' 16 Survey again indicate that there is high satisfaction associated with this offering. Office of Data Sales will continue to solicit feedback from customers and work to improve the service based on customer-focused enhancements.

# Appendix

## How did you hear about us?

Answered: 6 Skipped: 0

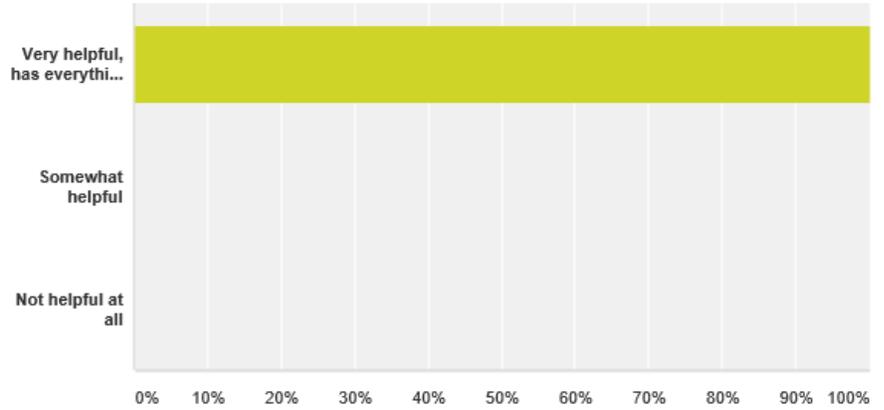


Answer Choices	Responses
▼ MARTA Bus advertisement	0.00% 0
▼ Print advertisement / Association periodical	0.00% 0
▼ Billboard/signs	0.00% 0
▼ Television	0.00% 0
▼ Trade Show	0.00% 0
▼ Word of mouth	0.00% 0
▼ Internet Ad	0.00% 0
▼ Print Ad	0.00% 0
▼ Association Website	0.00% 0
▼ Internet Search	83.33% 5
▼ Other (please specify)	16.67% 1
Total Respondents: 6	

# Appendix

## How would you rate the service?

Answered: 6 Skipped: 0

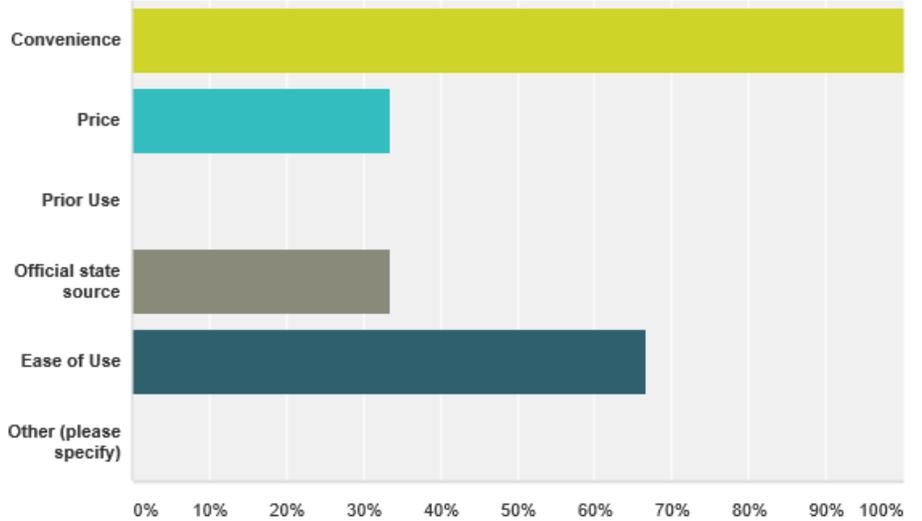


Answer Choices	Responses
Very helpful, has everything I need	100.00% 6
Somewhat helpful	0.00% 0
Not helpful at all	0.00% 0
<b>Total</b>	<b>6</b>

# Appendix

## What influenced your decision to use Georgia Felon Search? Check all that apply.

Answered: 6 Skipped: 0

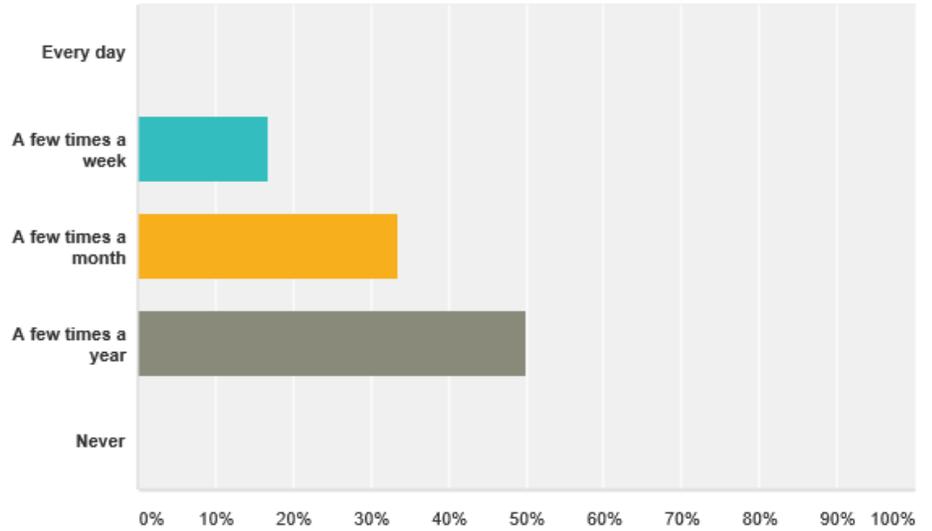


Answer Choices	Responses
Convenience	100.00% 6
Price	33.33% 2
Prior Use	0.00% 0
Official state source	33.33% 2
Ease of Use	66.67% 4
Other (please specify)	0.00% 0
Total Respondents: 6	

# Appendix

## How often would you expect to use Georgia Felon Search?

Answered: 6 Skipped: 0

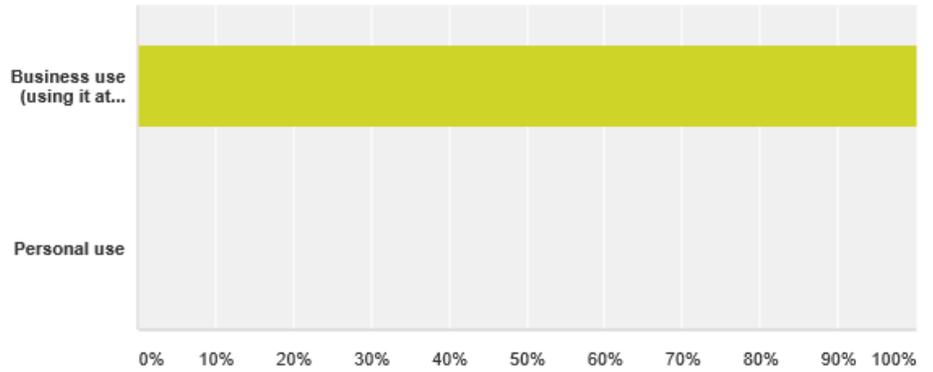


Answer Choices	Responses
Every day	0.00% 0
A few times a week	16.67% 1
A few times a month	33.33% 2
A few times a year	50.00% 3
Never	0.00% 0
<b>Total</b>	<b>6</b>

# Appendix

Please describe the reason for your search, and how can we make the service better for you?

Answered: 6 Skipped: 0

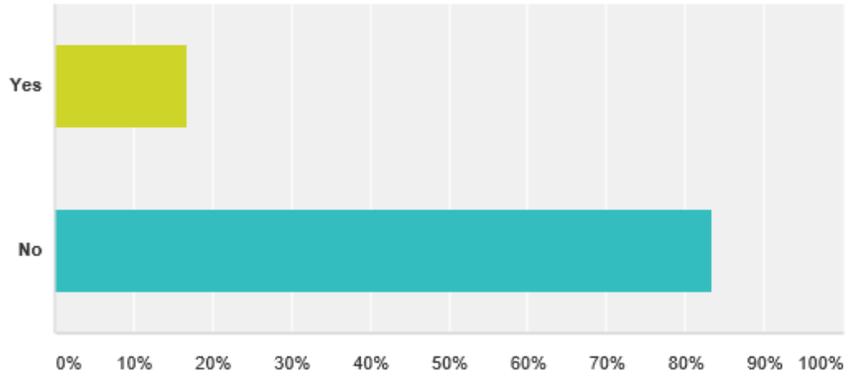


Answer Choices	Responses
Business use (using it at work)	100.00% 6
Personal use	0.00% 0
Total	6

# Appendix

## Would you be interested in accessing the Georgia Felon Search service from a mobile device?

Answered: 6 Skipped: 0

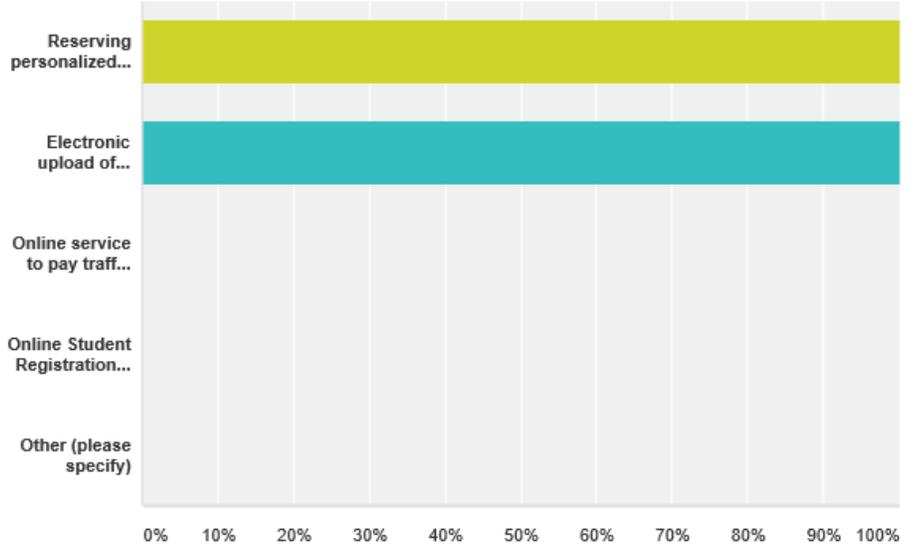


Answer Choices	Responses	
Yes	16.67%	1
No	83.33%	5
Total		6

# Appendix

Please select if you would like to see any of the following services offered. (Check all that apply)

Answered: 1 Skipped: 5

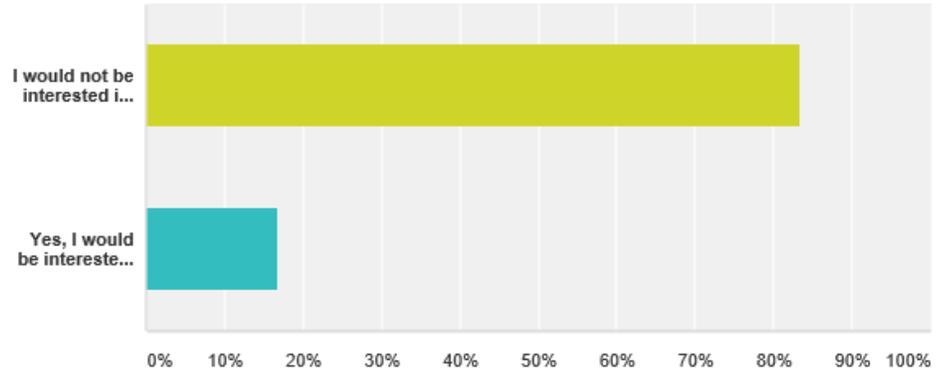


Answer Choices	Responses
Reserving personalized license plates online	100.00% 1
Electronic upload of Identification documents	100.00% 1
Online service to pay traffic tickets	0.00% 0
Online Student Registration service	0.00% 0
Other (please specify)	0.00% 0
Total Respondents: 1	

# Appendix

## Would your business be interested in offering discounts to Georgia state retirees?

Answered: 6 Skipped: 0

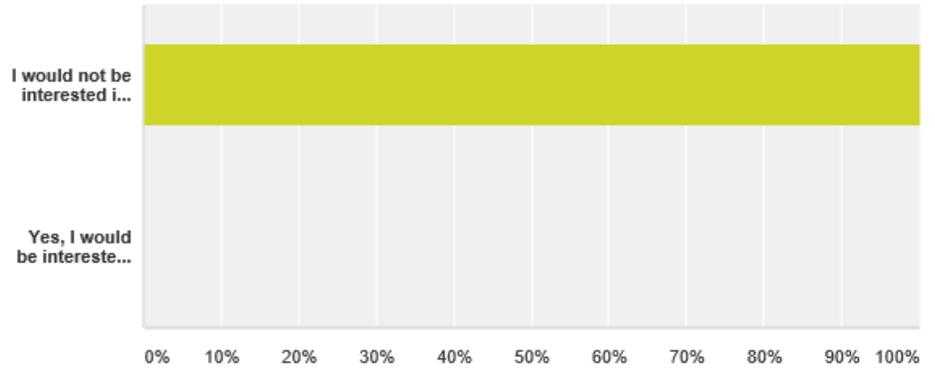


Answer Choices	Responses
I would not be interested in the discount program.	83.33% 5
Yes, I would be interested in offering discounts (Please provide your contact information below.)	16.67% 1
<b>Total</b>	<b>6</b>

# Appendix

## Would you be interested in participating in a new product idea session?

Answered: 6 Skipped: 0



Answer Choices	Responses
<ul style="list-style-type: none"> <li>▼ I would not be interested in participating in a new product idea session.</li> </ul>	100.00% 6
<ul style="list-style-type: none"> <li>▼ Yes, I would be interested in participating in an idea session. (Please provide your contact information below.)</li> </ul>	0.00% 0
<b>Total</b>	<b>6</b>

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