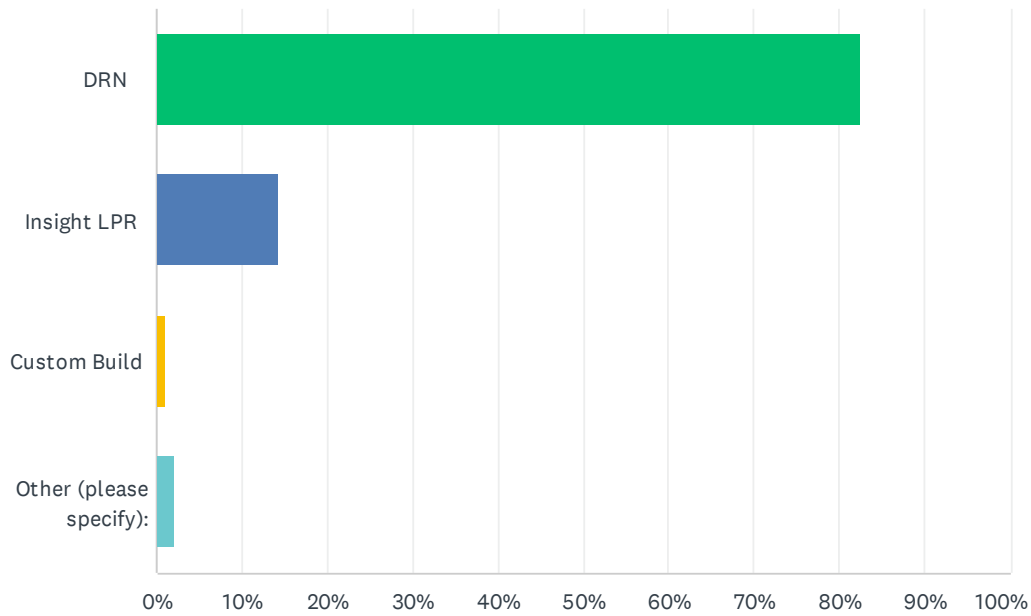


## Q1 Which LPR service provider are you currently using?

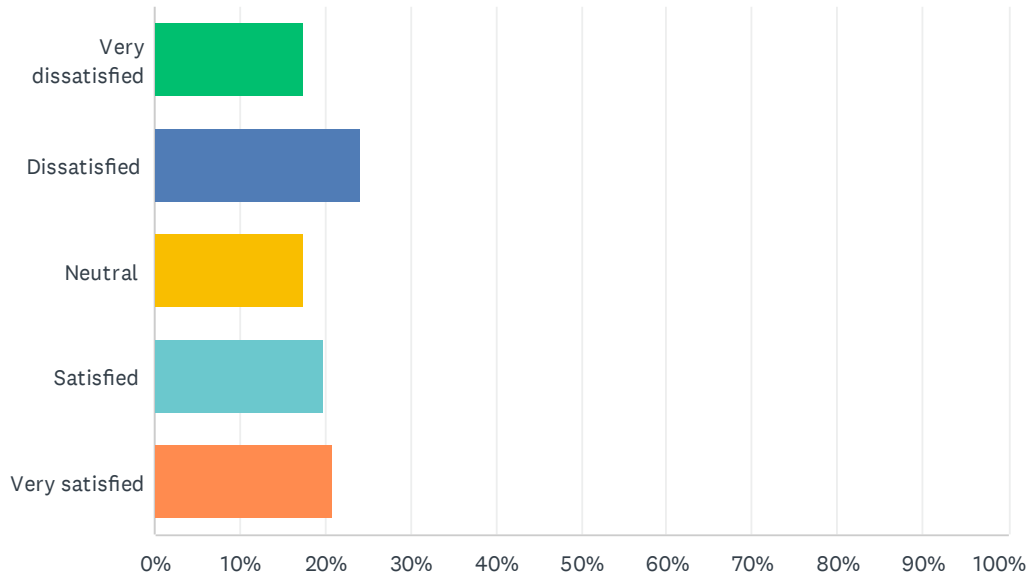
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
DRN	82.42%	75
Insight LPR	14.29%	13
Custom Build	1.10%	1
Other (please specify):	2.20%	2
<b>TOTAL</b>		<b>91</b>

## Q2 How would you rate the overall value provided by your LPR service provider?

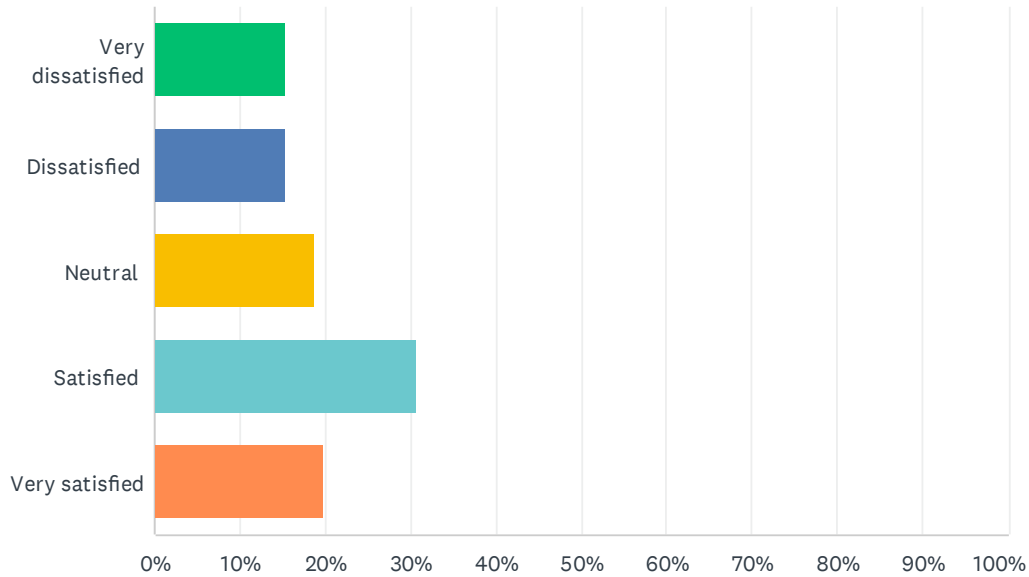
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very dissatisfied	17.58%	16
Dissatisfied	24.18%	22
Neutral	17.58%	16
Satisfied	19.78%	18
Very satisfied	20.88%	19
<b>TOTAL</b>		<b>91</b>

### Q3 How satisfied are you with the responsiveness of the customer service provided by your LPR service provider?

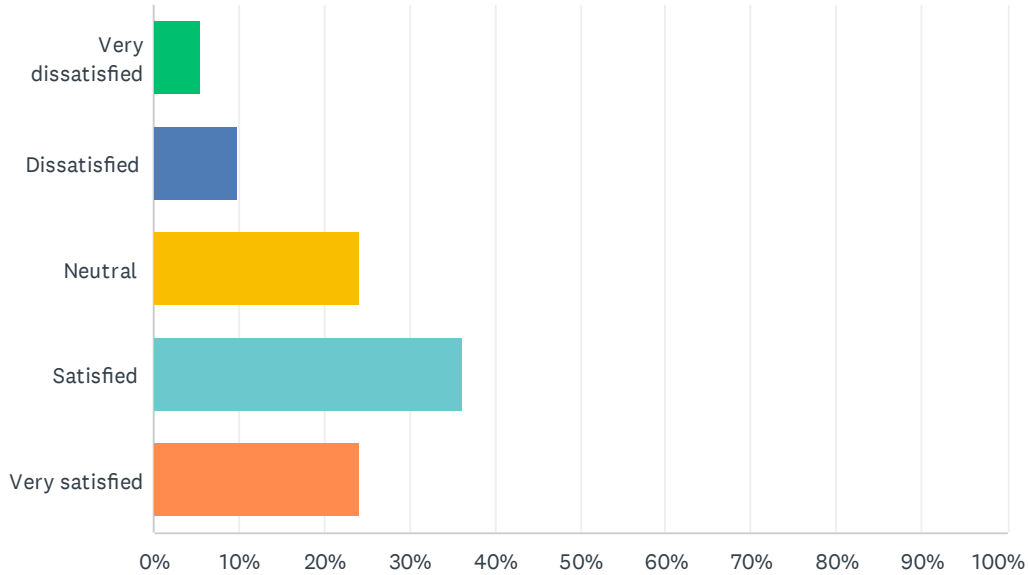
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very dissatisfied	15.38%	14
Dissatisfied	15.38%	14
Neutral	18.68%	17
Satisfied	30.77%	28
Very satisfied	19.78%	18
<b>TOTAL</b>		<b>91</b>

## Q4 How would you rate the technology used by your LPR service provider?

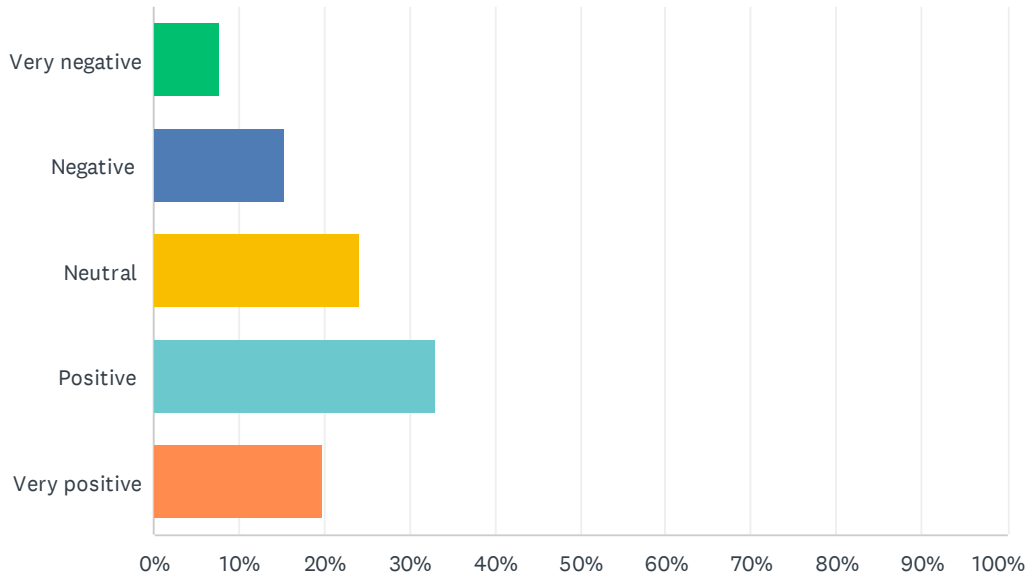
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very dissatisfied	5.49%	5
Dissatisfied	9.89%	9
Neutral	24.18%	22
Satisfied	36.26%	33
Very satisfied	24.18%	22
<b>TOTAL</b>		<b>91</b>

### Q5 How do your employees feel about the LPR service provider? Please share their overall sentiment.

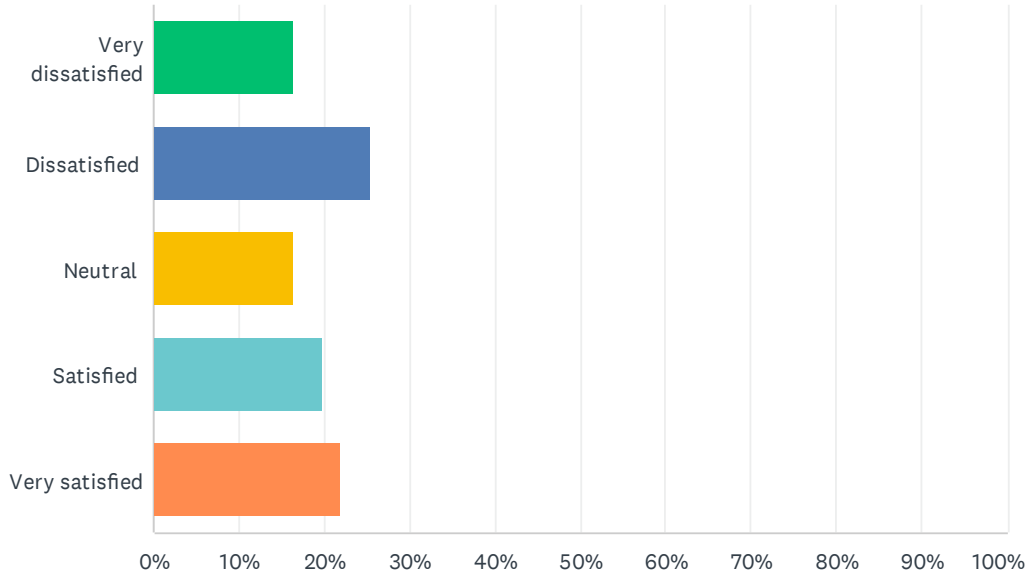
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very negative	7.69%	7
Negative	15.38%	14
Neutral	24.18%	22
Positive	32.97%	30
Very positive	19.78%	18
<b>TOTAL</b>		<b>91</b>

## Q6 How satisfied are you with the relationship and communication provided by your LPR service provider?

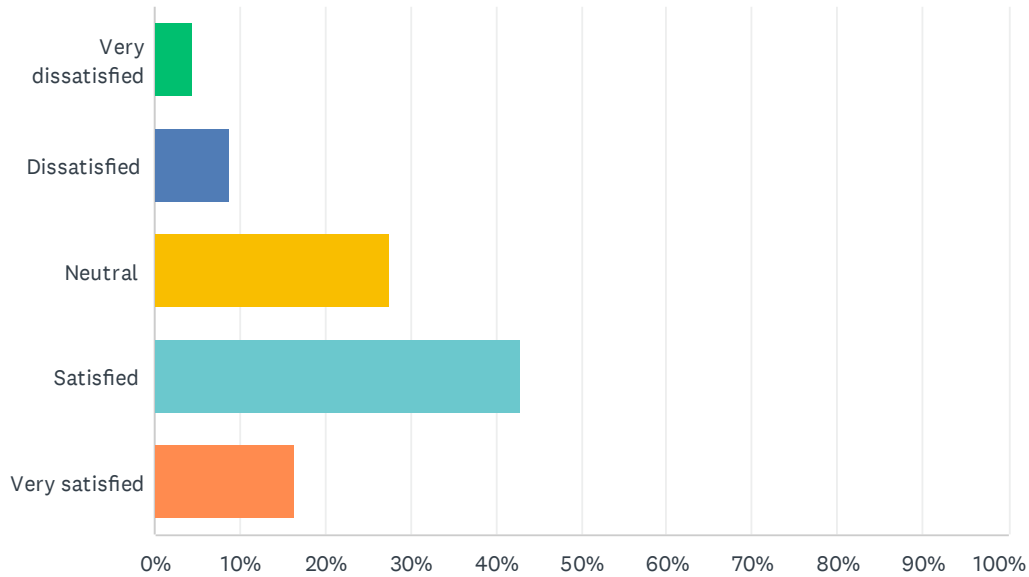
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very dissatisfied	16.48%	15
Dissatisfied	25.27%	23
Neutral	16.48%	15
Satisfied	19.78%	18
Very satisfied	21.98%	20
<b>TOTAL</b>		<b>91</b>

## Q7 How would you rate the size of the hotlist provided by your LPR service provider?

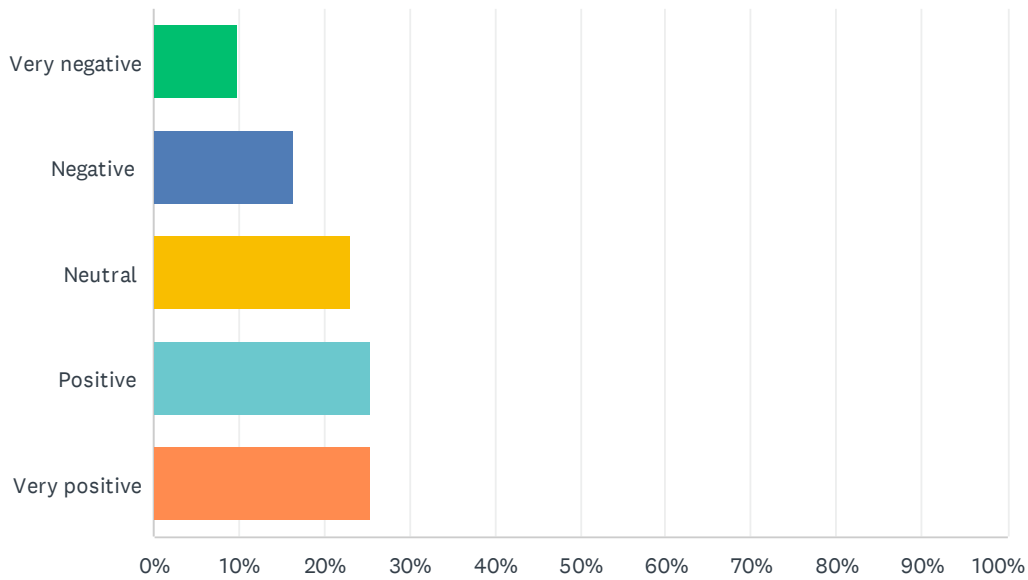
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES
Very dissatisfied	4.40% 4
Dissatisfied	8.79% 8
Neutral	27.47% 25
Satisfied	42.86% 39
Very satisfied	16.48% 15
<b>TOTAL</b>	<b>91</b>

## Q8 What impact has your LPR service provider had on your operations?

Answered: 91 Skipped: 0

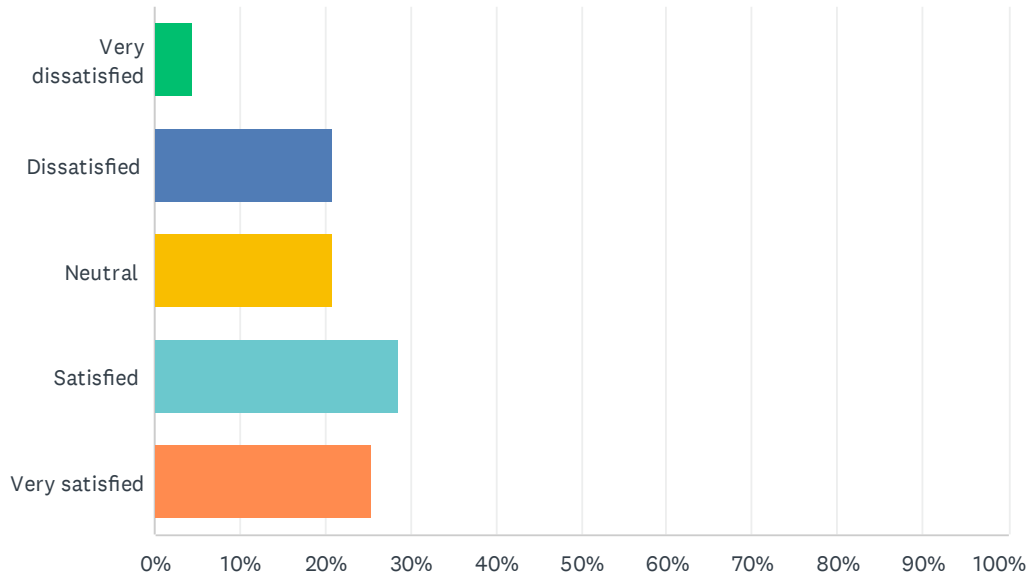


ANSWER CHOICES	RESPONSES	
Very negative	9.89%	9
Negative	16.48%	15
Neutral	23.08%	21
Positive	25.27%	23
Very positive	25.27%	23
<b>TOTAL</b>		<b>91</b>



## Q9 How would you rate the quality of the equipment provided by your LPR service provider?

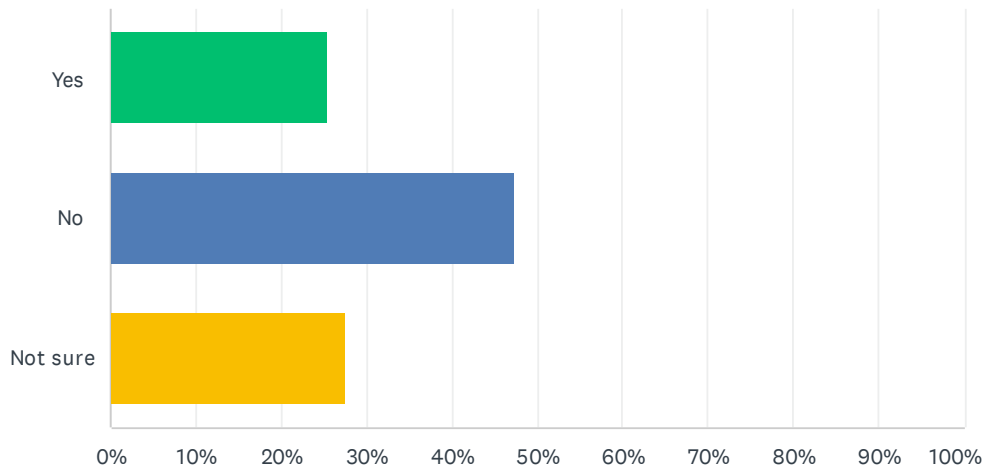
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very dissatisfied	4.40%	4
Dissatisfied	20.88%	19
Neutral	20.88%	19
Satisfied	28.57%	26
Very satisfied	25.27%	23
<b>TOTAL</b>		<b>91</b>

## Q10 Are you considering switching to another LPR service provider?

Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.27%	23
No	47.25%	43
Not sure	27.47%	25
<b>TOTAL</b>		<b>91</b>

# Q11 Any questions, comments or concerns you'd like to share?

Answered: 47 Skipped: 44

## Q12 Optional and confidential we will not publish:

Answered: 33 Skipped: 58

## Q13 Optional and confidential we will not publish: How many employees?

Answered: 47 Skipped: 44

Q14 Optional and confidential we will not publish: How many repos per month?

Answered: 47 Skipped: 44

**Q15 Optional and confidential we will not publish: If you would like to share your name and company please enter it here:**

Answered: 25 Skipped: 66