

**Report on City of Houston Employee Survey on Sprint
Communication Services**

November, 2013

I. Introduction

Houston Information Technology Services (HITS) commissioned an on-line survey in August 2013 to measure the City of Houston employees' experience with the communication services provided to them by Sprint. Currently the City of Houston has a three year contract with, 2 one year options with Sprint. One motivation for the survey was that the user experience of employees was one factor that should be analyzed, as the first three years of the contract with Sprint ends in 2014. HITS engaged an independent firm to develop a short survey instrument to be administered over the Internet to gather this data.

The survey was sent to all city employees. Prior to distribution of the questionnaire on August 14, 2013, City of Houston employees were emailed a message explaining the survey project and urging their participation by completing the survey via a link to Survey Monkey, a leading national firm that administers a wide range of Internet polls. All responses were confidential, with Survey Monkey compiling a statistical summary of responses that protected the identity of respondents.

After the initial distribution, two email prompts were sent to all employees urging them to return their completed questionnaire so that a representative sample of City of Houston workers would be obtained. A total of 2,194 surveys were returned by the cutoff date of August 28, 2013.

The firm that developed the survey instrument analyzed the resulting data and prepared this report. The first part of the report summarizes the responses to all the questions asked. The next section is a cross-tabulation analysis that breaks down responses to specific questions by various sub-groups of city employees. A concluding section discusses the major findings from the data.

II. Summary of Findings

1. To begin with, which of the following city-issued Sprint communication devices or services do you use in your work for the City of Houston? (CHECK ALL THAT APPLY)

	Yes	No
Cell phone	1,662 (78.3%)	461 (21.7%)
Email on smart phone	1,094 (58.8%)	766 (41.2%)
Web browsing on smart phone	812 (47.7%)	859 (52.3%)
Text messaging	1,225 (65.5%)	645 (34.5%)
Wireless connection	626 (39.1%)	975 (60.9%)

2. (FOR EACH USED) Please indicate the frequency of use of each device or service provided by Sprint.

	Several times a day	Once, twice a day	Few times a week	Very rarely
Cell phone users (N = 1,680)	68.9%	9.2%	13.0%	9.0%
Email on smart phone (N = 1,079)	88.8%	5.6%	4.8%	2.5%
Web browsing (N = 842)	30.7%	18.4%	24.6%	26.2%
Text messaging (N = 1,256)	37.8%	15.0%	22.4%	24.8%
Wireless connection (N = 672)	46.3%	11.5%	21.6%	20.7%

3. (FOR EACH USED) On a one-to-five scale, where one means very poor, three is average, and five is very good, please rate each service or device provided by Sprint.

	Very Poor 1	2	Average 3	4	Very Good 5
Cell phone (1,643 rated)	25.9%	17.3%	27.1	12.7%	18.3%
Email on smart phone (1,097 rated)	14.9%	14.2%	28.4%	14.9%	27.5%
Web browsing (857 rated)	28.6%	17.5%	25.8%	13.7%	14.5%
Text messaging (1,232 rated)	13.6%	11.0%	36.1%	16.6%	22.7%
Wireless connection (646 rated)	24.6%	18.1%	28.6%	13.0%	15.6%

3. (Summary of ratings for each)

	Mean on 5 pt scale	Net Rating (4s, 5s minus 1s,2s)
Cell phone	2.81	-12.5%
Email on smart phone	3.26	+15.3%
Web browsing	2.63	-17.9%
Text messaging	3.24	+14.7%
Wireless connection	2.77	-14.1%

4. Based on your personal experience, what overall rating would you give Sprint on the same one-to-five scale?

(1,746 rated)

1 (Very poor)	24.7%
2	19.4%
3 (Average).....	27.9%
4	14.1%
5 (Very good)	13.9%
Net Overall Rating (5s, 4 minus 2s,1s):	-16.1%

5. Where do you use the services Sprint provides for city employees (Please select only one) (1832 responses)

Primarily in my office.....	7.9%
Primarily in my office and vehicles	15.6%
Primarily in vehicles.....	7.6%
My office, vehicles, and home....	45.2%
It varies a great deal.....	23.7%

6. How often do you use the services Sprint provides the City of Houston when you are out of town (Continental U.S.)? (2,006 responses)

Very rarely, not at all.....	58.4%
Occasionally.....	24.7%
Quite frequently.....	17.0%

7. On a one-to-five scale where one is very poor and five is very good, how would you rate the services provided by Sprint when you are out of town (Continental U.S.)? (858 responses)

1	17.3%
2	21.1%
3	29.5%
4	15.2%
5	10.5%
Mean score:	2.79
Net (5s, 4s minus 1s, 2s)	-12.7%

8. How often do you use the services Sprint provides the City of Houston when you are travelling internationally? (2,011 responses)

Very rarely, not at all	96.0%
Occasionally.....	2.7%
Quite frequently.....	1.2%

9. On a one-to-five scale where one is very poor and five is very good, how would you rate the services provided by Sprint when you are travelling internationally? (88 responses)

1	25.0%
2	6.8%
3	19.3%
4	5.7%
5	8.0%
Unsure.....	35.2%
Mean score.....	2.46
Net (5s, 4s minus 1s, 2s).....	18.1%

10. In using your Sprint City of Houston device, how often do you experience any of the following difficulties?

	Very Often	Some-times	Once in a while	Never
Poor voice quality of calls..... (1,840 responses)	30.0%	31.4%	20.6%	21.8%
Dropped calls..... (1,838 responses)	31.4%	26.1%	19.6%	22.9%
Delays in sending/receiving mail (1,662 responses)	27.4%	25.4%	16.7%	30.5%
Inability to connect to the Internet (1,571 responses)	27.4%	19.7%	17.5%	35.5%
Delays sending/receiving texts...	19.9%	24.5%	19.8%	35.8%

11. Do you have any other comments about your experience with Sprint’s service for your City of Houston device? (TYPE IN COMMENTS)

Dissatisfied with service.....	20.3%
Signal/coverage often dropped.....	17.3%
Problem(s) with phone device.....	15.9%
Satisfied with service.....	5.5%
Should switch service.....	5.3%
Problem with battery life.....	2.3%
Problem with Internet connection....	1.4%
Problem with email.....	1.2%
Service is OK, average.....	1.0%
Problem with text messaging.....	0.4%
Nothing/No comments.....	29.4%

12. Which City of Houston department do you work for? (1,976 responses)

	Number	%
Administration and Regulatory Affairs.....	39	1.79
Aviation.....	227	11.49
City Controller.....	9	0.46
City Council Member.....	12	0.61
City Secretary.....	1	0.05
Finance.....	11	0.56
Fire.....	76	3.85
Fleet Management.....	5	0.25
General Services.....	30	1.52
Health and Human Services.....	149	7.54
Housing.....	23	1.16
Human Resources.....	55	2.78
Information Technology.....	76	3.85
Legal.....	30	1.52
Library.....	70	3.54
Mayor/Director Office.....	18	0.91
Municipal Courts.....	49	2.48
Neighborhoods.....	31	1.57
Office of Emergency Management (OEM)/ Houston Emergency Center (HEC).....	15	0.76
Office for Business Opportunity.....	12	0.61
Parks and Recreation.....	34	1.72
Planning and Development.....	17	0.86
Police.....	599	30.31
Public Works and Engineering.....	377	19.08
Solid Waste Management.....	11	0.56

13. How long have you worked for the City of Houston? (2,003 responses)

Two years or less	8.7%
Three to five years.....	11.8%
Six to ten years.....	20.1%
Eleven to 15 years.....	12.9%
Sixteen to 20 years.....	18.9%
Twenty one to 30 years.....	20.1%
More than 30 years.....	7.4%

14. (IF MORE THAN THREE YEARS) Prior to Sprint getting the City of Houston’s communication service contract in 2011, the City’s vendor for these services was AT&T. Based on your experience with AT&T (THE PREVIOUS VENDOR), how would you rate the quality of AT&T services to the City of Houston on a one-to-five scale where one is very poor, three is average, and five is very good? (1,788 responses)

One (Very Poor).....	4.5%
Two	5.2%
Three (Average)	25.1%
Four	20.1%
Five	26.9%
UNSURE	18.2%
Mean rating on five point scale	3.73
Net rating (5s, 4s, minus 1s, 2s).....	+35.4%

III. Selected Cross-Tabulations

A. Rating of Sprint Services by Several Times a Day Users Compared to Other Users

	Very 1 – Poor	2	Average 3	4	Very 5 - Good
Cell Phones:					
Most frequent users.....	29.8%	18.7%	23.3%	11.3%	16.7%
Other Users.....	14.5%	13.7%	34.5%	15.7%	21.6%
Email on Smart Phones:					
Most frequent users....	13.8%	15.3%	27.1%	14.9%	28.6%
Other Users.....	9.4%	7.1%	40.2%	18.1%	25.2%
Web Browsing on Smart Phones:					
Most frequent users....	32.8%	19.0%	17.4%	10.7%	19.4%
Other Users.....	23.2%	16.4%	30.9%	16.6%	12.8
Text Messaging:					
Most frequent users...	18.0%	16.9%	25.9%	16.0%	23.2%
Other Users.....	9.0%	7.5%	42.8%	17.7%	22.9%
Wireless Connection:					
Most frequent users...	29.1%	20.8%	22.5%	11.8%	15.9%
Other users.....	15.8%	17.1%	35.2%	15.8%	16.1%

B. Utilization Rates of Sprint Devices and Services by Large COH Departments

Department/Number of Respondents	Cell Phone	Percent of Employees Who Are Using Service/Device			
		Email on Smart Phone	Web Browsing	Text Messaging	Wireless Connection
Aviation (227)	88.1	85.9	68.7	81.1	47.6
Fire (76)	85.5	36.8	31.6	50.0	31.5
Health/Human Services (149)	88.6	57.7	40.9	73.8	41.6
Human Resources (55)	69.1	69.1	56.4	61.8	45.5
Library (70)	44.2	42.1	35.7	22.9	37.1
Municipal Courts (49)	63.3	57.1	51.0	44.9	36.7
Police (599)	86.0	34.4	22.5	62.1	8.8
Public Works/Eng. (377)	81.4	44.3	31.3	46.2	29.7

C. Overall Rating Department Respondents Gave Sprint on a One-to-Five Scale

Department/Respondents	1-Very Poor	2	3 - Average	4	5-Very Good	Did Not Rate
Aviation (222)	21.6%	17.1%	26.6%	18.0%	11.3%	5.4%
Fire (74)	27.0%	18.9%	24.3%	8.1%	10.8%	10.8%
Health/Human Services (143)	16.1%	18.2%	27.3%	12.6%	19.6%	6.3%
Human Resources (52)	1.9%	9.6%	26.9%	28.8%	15.4%	17.3%
Information Technology (76)	19.7%	17.1%	22.4%	15.8%	21.1%	3.9%
Library (67)	11.9%	13.4%	17.9%	4.5%	10.4%	41.8%
Municipal Courts (48)	2.1%	8.3%	16.7%	10.4%	35.4%	27.1%
Police (588)	24.1%	20.9%	27.0%	10.2%	8.0%	9.7%
Public Works/Eng. (368)	32.6%	19.6%	19.8%	10.1%	8.4%	9.5%

D. Overall Rating of Sprint Services by Length of Employment with City

Tenure with City of Houston (Respondents)	Very Poor	2	3 - Average	4	Very Good	Did not Rate
Two Years or Less (171)	17.5%	15.2%	20.5%	15.2%	10.5%	21.1%
Three to Five Years (231)	22.9%	19.5%	19.5%	11.7%	12.1%	14.3%
Six to Ten Years (391)	20.7%	17.1%	22.3%	13.3%	15.6%	11.0%
Eleven to 15 Years (251)	21.1%	17.9%	25.5%	13.9%	7.6%	13.9%
Sixteen to 20 Years (369)	23.3%	15.7%	27.9%	11.1%	11.4%	10.6%
Twenty one to 30 Years (382)	22.3%	15.2%	27.0%	11.5%	11.5%	12.6%
More than 30 years (145)	23.4%	24.1%	23.4%	8.3%	14.5%	6.2%

IV. Conclusions

- (Question 1) A large majority of city employees use some Sprint communication devices or services. More than three-fourths said they used Sprint cell phones (78.3%), about two-thirds (65.5%) used Sprint text-messaging services, and 58.8% said they used email services on a smart phone. A little less than half (47.7%) said they did web browsing on a Sprint smart phone, and 39.1% said they used Sprint's wireless connection services.
- (Question 2) Those who said they used these Sprint services or devices made most frequent use of the email on smart phones (88.8% said several times a day) and their Sprint cell phones (68.9% several times a day). There were fewer frequent users of wireless connections, text messaging, and web browsing.
- (Question 3) On a one (very poor) to five scale (very good), City of Houston employees gave fairly positive ratings to Sprint email services on smart phones (mean rating of 3.26 where 3.0 is average) and text messaging (3.24 on the five-point scale). Employees were more critical of Sprint cell phones (mean rating of 2.81 on the five point scale), wireless connection services (mean of 2.77), and web browsing (mean of 2.63).
- (Question 4) When asked to give an overall rating for Sprint services, 24.7% of City of Houston employees assigned a one, or very poor score, compared to just 13.9% who gave Sprint a five, or very good score. Combined one and two negative scores exceeded combined positives (four and five) by 16.1%.
- (Question 5) Most City of Houston employees used Sprint services in a variety of locations, with less than eight percent saying their use was primarily in their office, or primarily in vehicles.
- (Question 6) A majority of respondents (58.4%) said they rarely or never used Sprint services when out of town but still in the U.S., compared to 17.0% who were quite frequent users, and 24.7% who were occasional users.
- (Question 7) Among those who did use Sprint when out-of-town, the median rating of 2.79 was below average. Low ratings (1 and 2) outnumbered high ratings (4 and 5), 38.4% to 25.7%.
- (Questions 8 and 9) Only four percent of City of Houston employees said they used Sprint services when travelling internationally. This relatively small group was even more negative than domestic travelers, giving Sprint a 2.46 rating on the five point scale.
- (Question 10) When asked about specific problems with Sprint services, the most common criticism was of dropped calls (31.4% said this was "very often" a problem compared to 22.9% saying "never a problem). City of Houston employees were also critical of the poor voice quality of calls (very often a

problem for 30.0% versus never a problem for 21.8%). The fewest complaints were made of delays in sending and receiving texts, connecting to the Internet, and email services.

- (Question 11) When given the opportunity to type in comments about their experiences with Sprint services, complaints greatly outnumbered positive remarks among the 70 percent of the respondents who made specific remarks.
- (Comparing Question 2 and Question 4) A cross tabulation analysis showed dissatisfaction with Sprint devices and services was greatest among those who said they used these several times a day as opposed to less frequent users.
- (Comparing Question 12 to Question 4) The overall ratings for Sprint were largely driven by the negative marks given the service by City of Houston employees in Public Works and Engineering (32.6% “very poor”), Fire (27.0% “very poor”), Police (24.1% “very poor”), and Aviation (21.6% “very poor”). Since these four departments accounted for nearly sixty percent of the 2,194 persons who responded to the survey, their effect on the total results was great.
- Finally, the more than two thousand City of Houston employees who responded to this on-line survey gave a fairly critical assessment of communication services being currently provided by Sprint.