

### **Voice controlled technology**

- Received 90 responses
- 64% owned voice controlled technology
- Majority use Amazon Alexa or Apple Smartphones for voice controlled tasks
  - Some also used Google Assistant app, Google Home and Cortana (Windows)
- Majority had used voice controlled technology to search for information, set a reminder or listen to music
  - Some had also checked the weather, sent a message, listened to the radio etc.
- Only one respondent that didn't own voice controlled technology planned to buy an Alexa
- The following suggestions were made for accessing council services:
  - Renew my library books
  - Notification of road works on my commute
  - Check service opening hours
  - Check how busy the HWRC is
  - Check how busy the roads are
- The following suggestions were made for Alexa skills (council transactions):
  - Report pot holes
  - Report fly tipping
  - Fault reporting