



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
COLAC-OTWAY SHIRE COUNCIL**

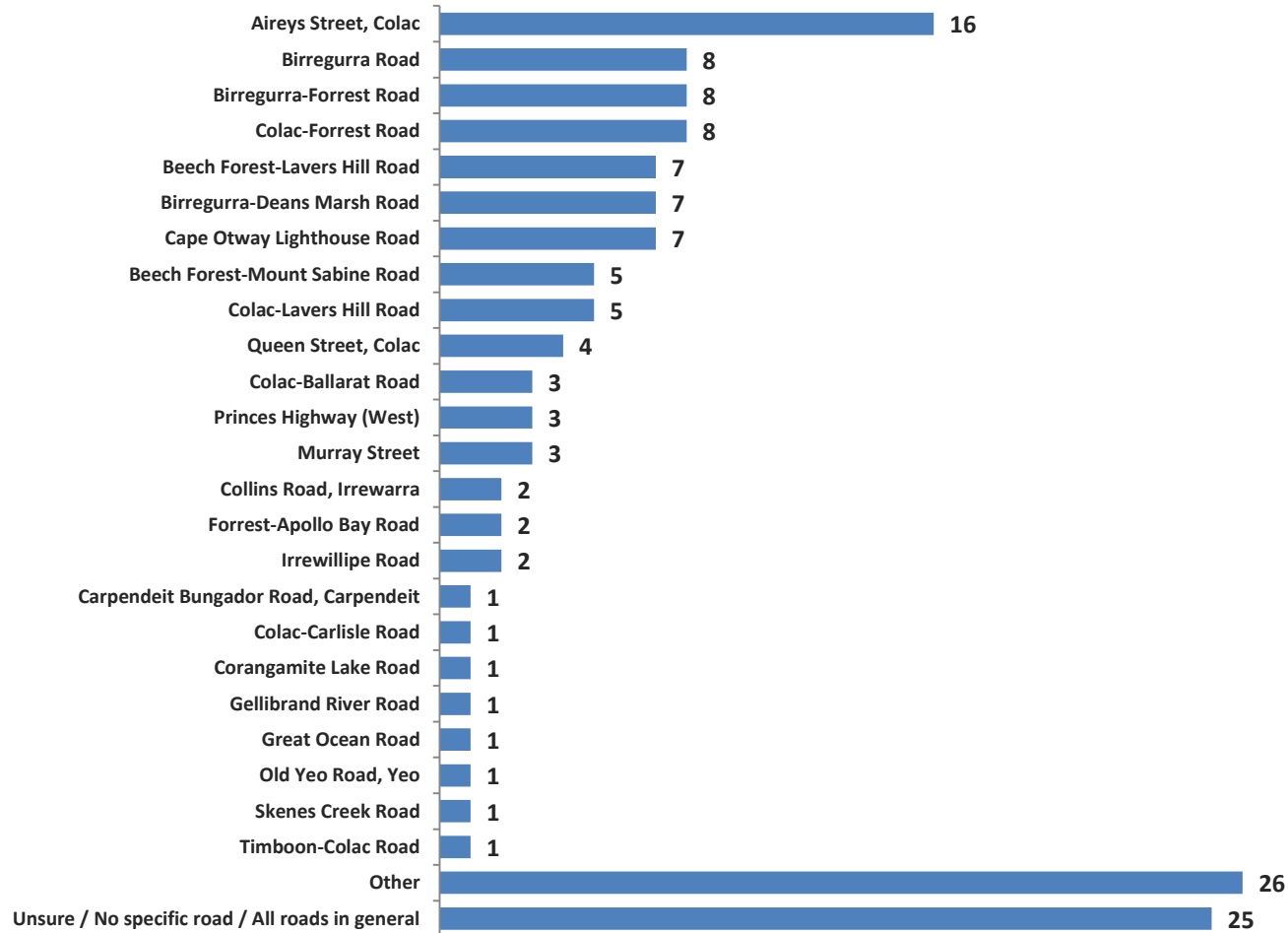
2018 TAILORED QUESTIONS

**COORDINATED BY DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

2018 SEALED LOCAL ROADS OF CONCERN

PERCENTAGE SCORES

2018 Sealed Local Roads of Concern (%)



CY1. You earlier rated the performance of sealed local roads as: average/ poor/ very poor, can you specify which particular road or roads are of concern?

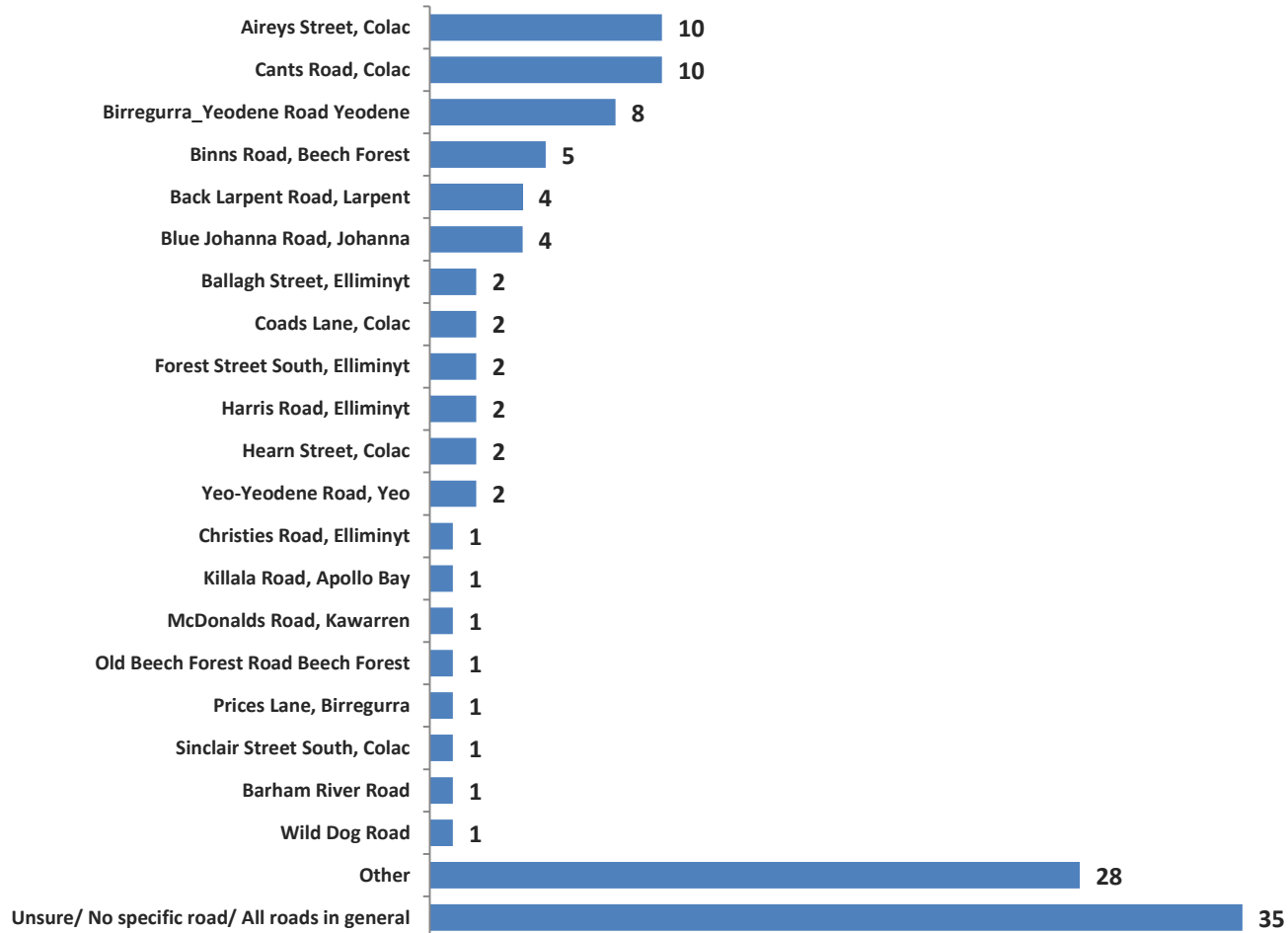
Base: Rated sealed local roads as average/ poor/ very poor at Q2Y, n= 311.

To further investigate the 26% 'Other' responses, please refer to the verbatim responses in the additional data file.

2018 UNSEALED LOCAL ROADS OF CONCERN

PERCENTAGE SCORES

2018 Unsealed Local Roads of Concern (%)



CY2. You earlier rated the performance of unsealed local roads as: average/ poor/ very poor, can you specify which particular road or roads are of concern?

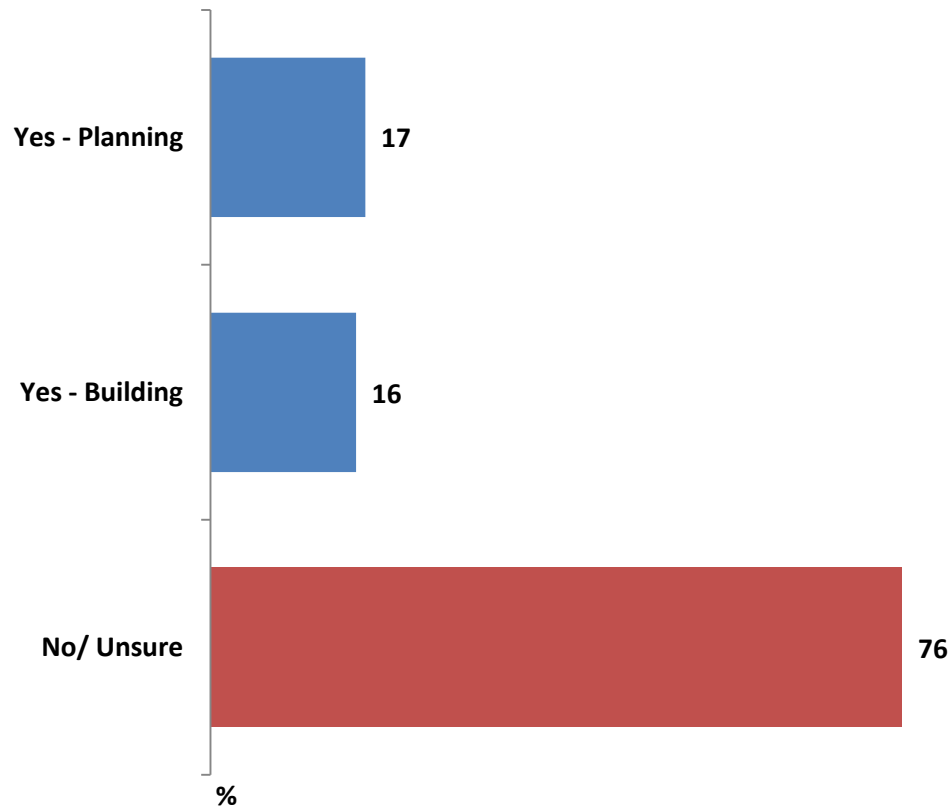
Base: Rated unsealed local roads as average/ poor/ very poor at Q2W, n= 320.

To further investigate the 28% 'Other' responses, please refer to the verbatim responses in the additional data file.

PLANNING AND BUILDING PERMITS IN LAST 12 MONTHS

PERCENTAGE RESULTS

Planning and Building Permits in Past 12 Months

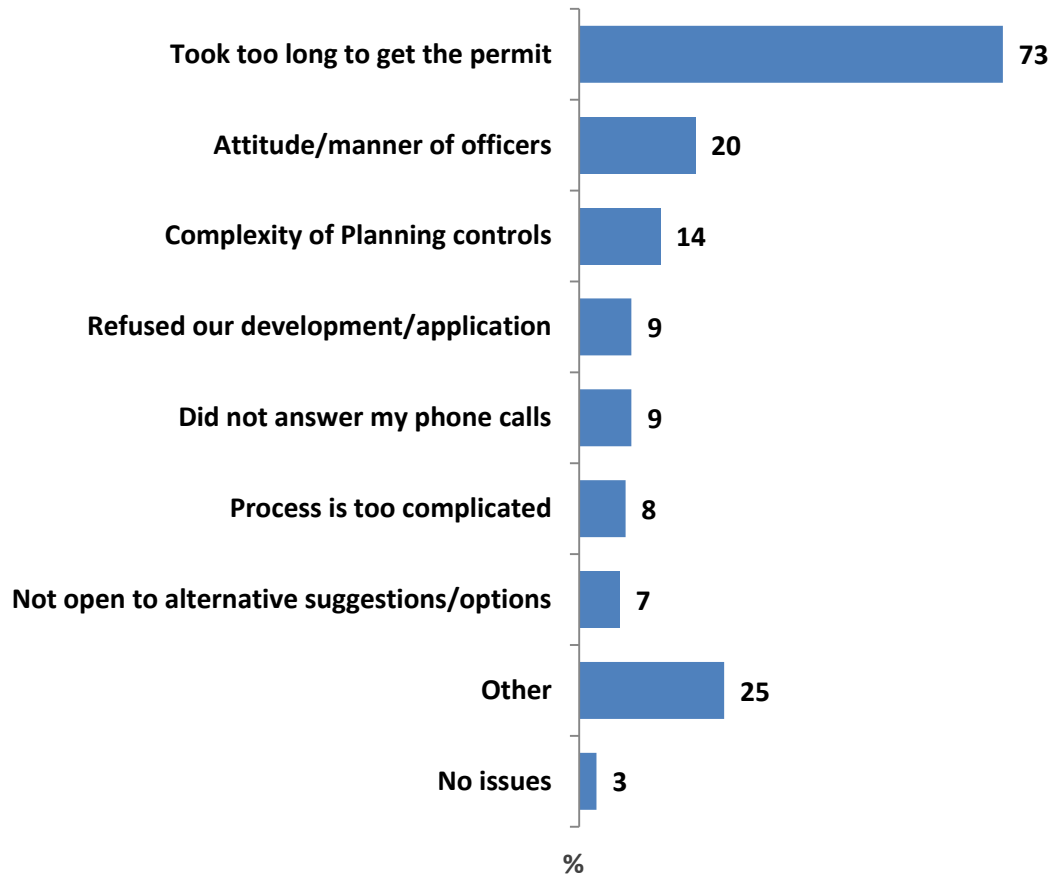


CY3. You earlier rated the performance of planning and building permits as average/poor/very poor. Have you had a planning or building application with Council in the past 12 months? Was that a planning application, a building application or both?
Base: Rated planning and building permits as average/ poor/ very poor at Q2R, n= 264

ISSUES THAT INFLUENCED PLANNING PERMIT SERVICE RATING

PERCENTAGE RESULTS

Issues Influencing Planning Permit Service
Multiple responses allowed



CY4. What was the issue that has influenced your rating of the planning permit service?

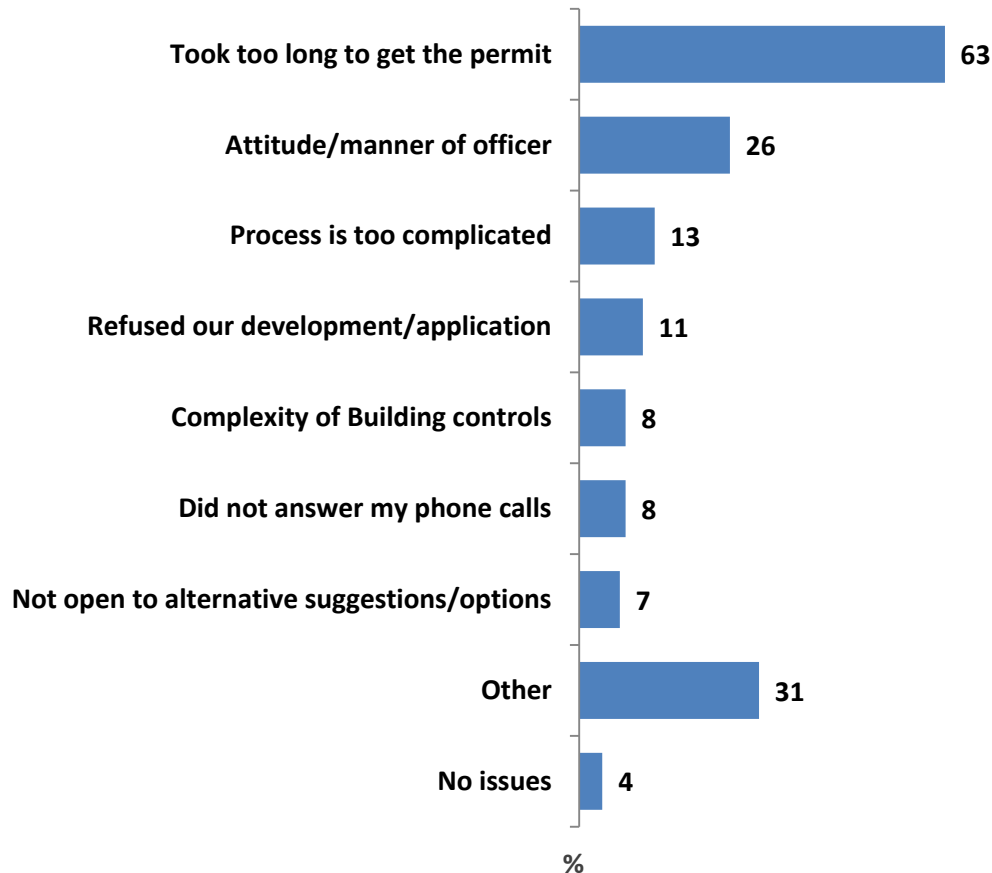
Base: Those who have had a planning application with Council in the past 12 months, n=44.

To further investigate the 25% 'Other' responses, please refer to the verbatim responses in the additional data file.

ISSUES THAT INFLUENCED BUILDING PERMIT SERVICE RATING

PERCENTAGE RESULTS

Issues Influencing Building Permit Service
Multiple responses allowed



CY5. What was the issue that has influenced your rating of the building permit service?

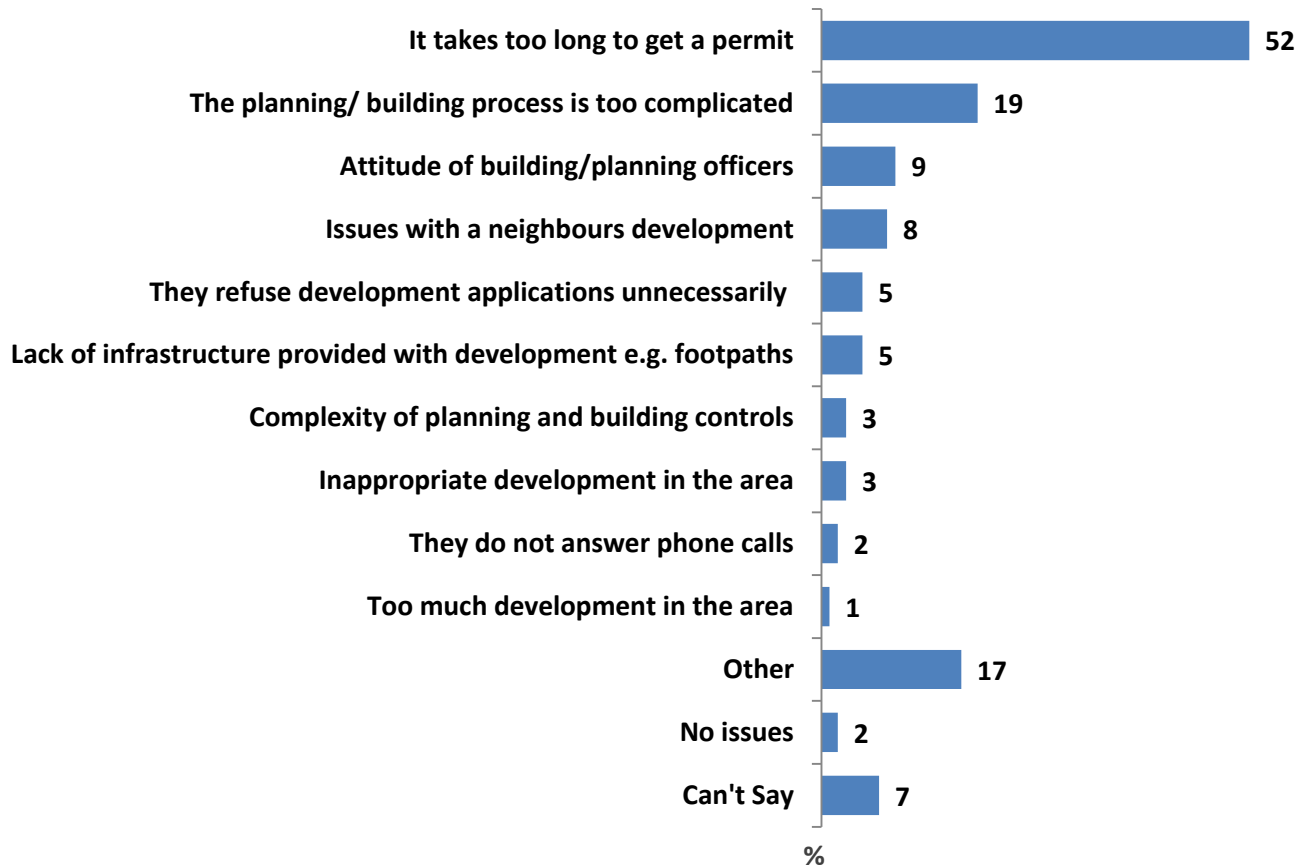
Base: Those who have had a building application with Council in the past 12 months, n=38.

To further investigate the 31% 'Other' responses, please refer to the verbatim responses in the additional data file.

ISSUES THAT INFLUENCED PLANNING & BUILDING PERMIT SERVICE RATING

PERCENTAGE RESULTS

Issues Influencing Planning & Building Permit Service
 (amongst those who haven't or may not have had a planning or building application in the past 12 months)
Multiple responses allowed



CY6. What was the issue that has influenced your rating of the planning and building permits?

Base: Those who haven't or may not have had a planning or building application with Council in the past 12 months, n=203.

To further investigate the 17% 'Other' responses, please refer to the verbatim responses in the additional data file.



**THERE ARE OVER
6 MILLION PEOPLE
IN VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**

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