



**Local
Government
Community
Satisfaction Survey**

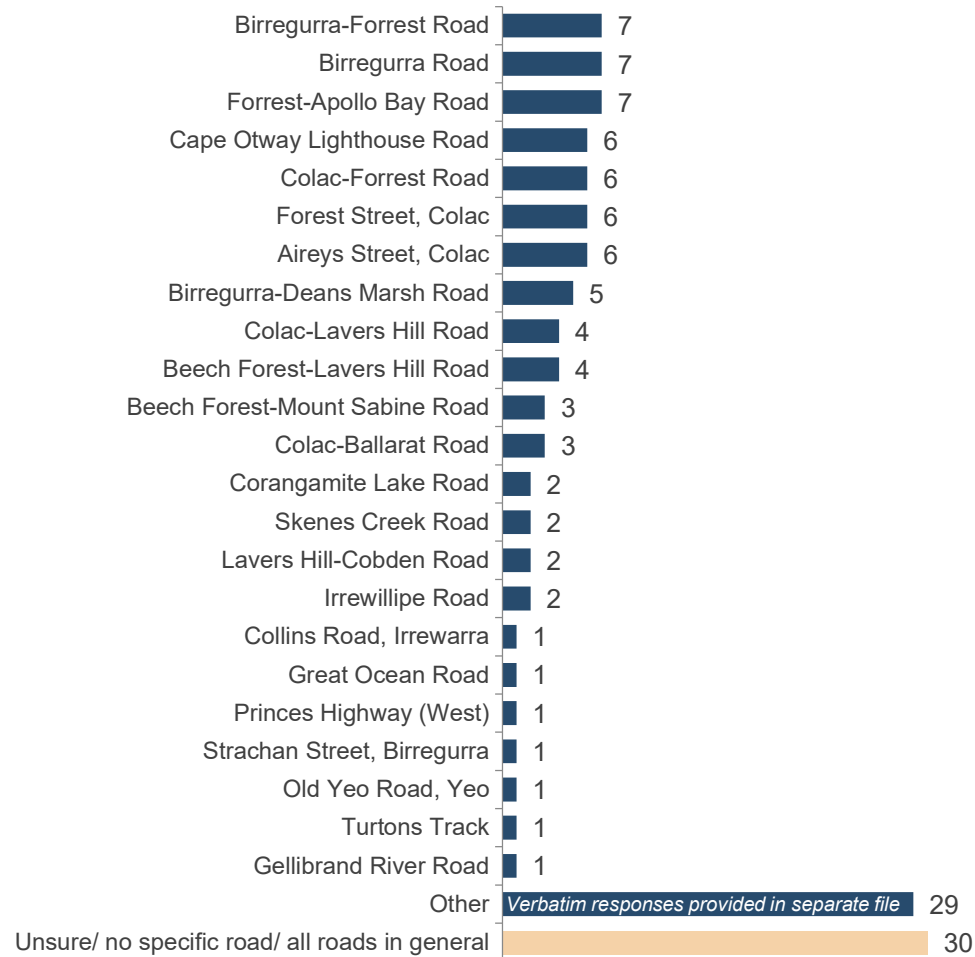
**Colac-Otway Shire
Council
2020 Tailored Questions**

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils



Sealed local roads of concern

2020 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?

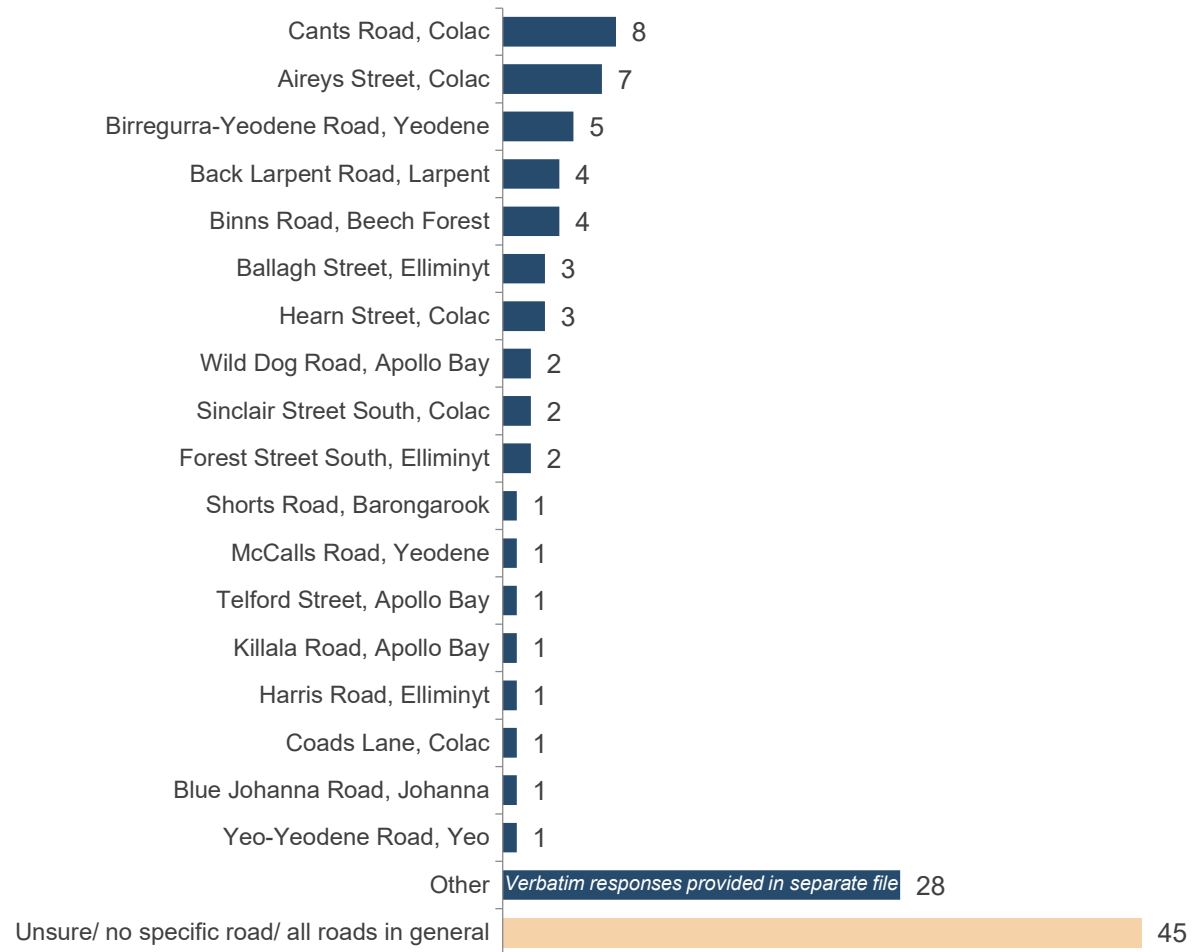
Base: Respondents who rated sealed local roads as average/ poor/ very poor at Q2Y, n=280.

To further investigate the 29% 'Other' responses, please refer to the verbatim responses in the additional data file



Unsealed local roads of concern

2020 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?

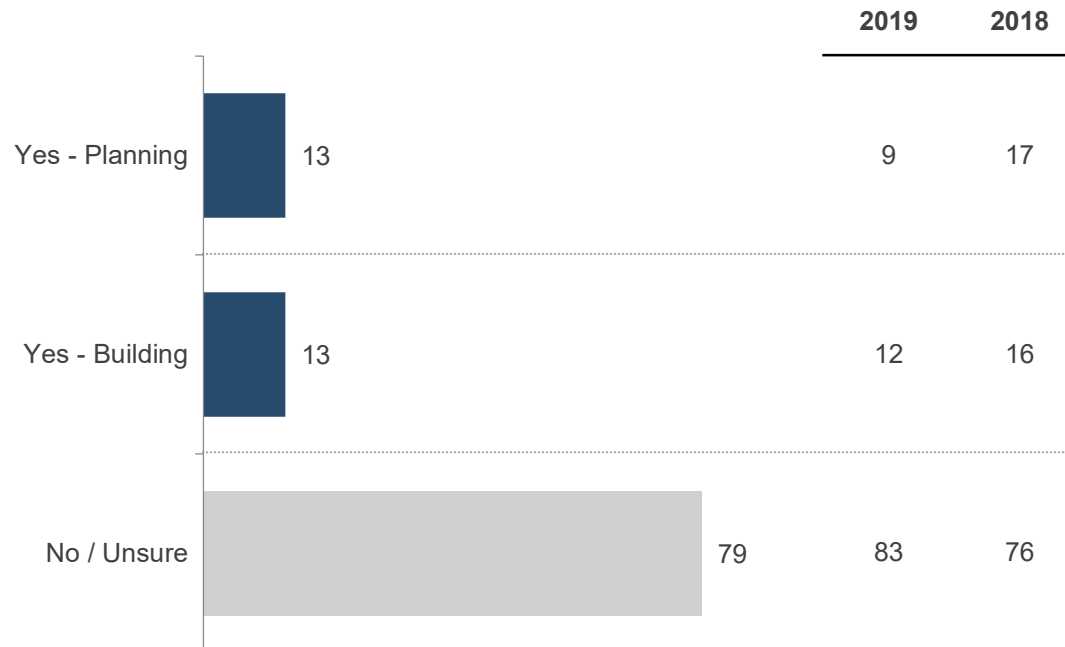
Base: Respondents who rated unsealed local roads as average/ poor/ very poor at Q2W, n=304.

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

2020 Planning and building permits in past 12 months (%)
(multiple response allowed)

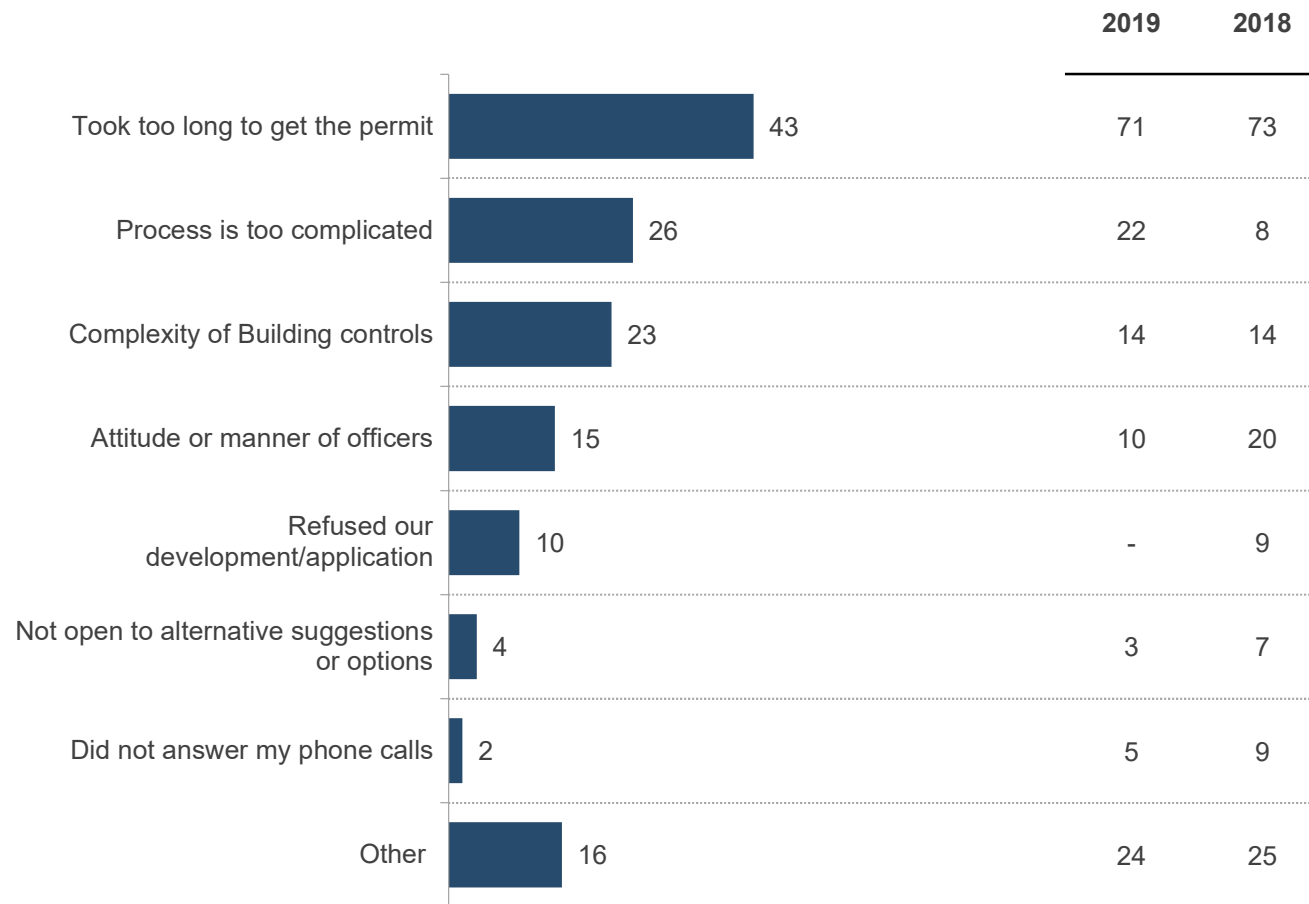


CY3. You earlier rated the performance of planning and building permits as average/poor/very poor. Have you had a planning or building application with Council in the past 12 months? Was that a planning application, a building application or both?
Base: Respondents who rate planning and building permits as average/ poor/ very poor, n=266.

Issues that influenced planning permit service rating: planning applications



2020 Issues influencing planning permit service (%)
(among those who had a planning application)
(multiple response allowed)



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

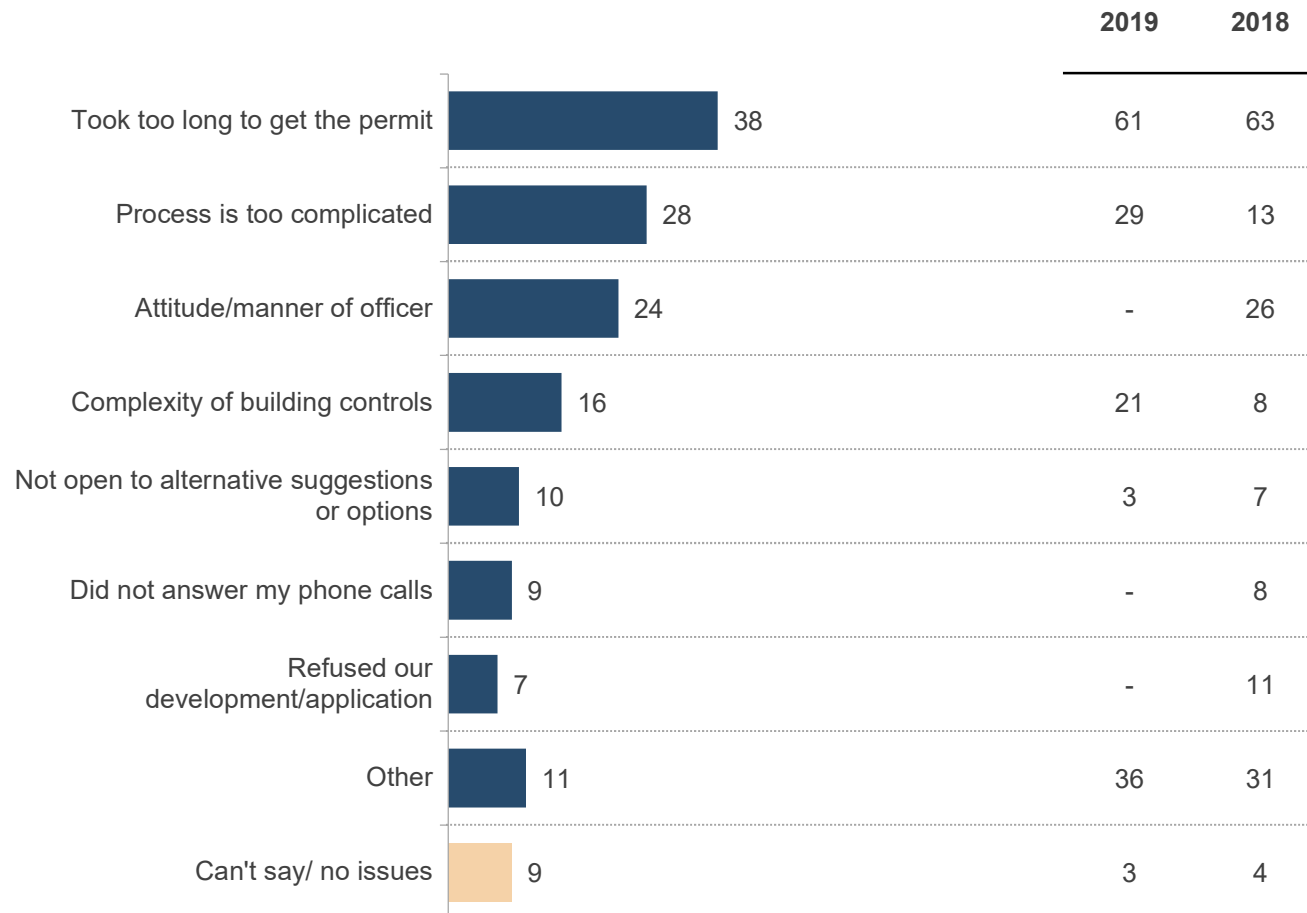
Base: Respondents who rate planning and building permits as average/ poor/ very poor and have had a planning application with Council in the past 12 months, n=22.

To further investigate the 16% 'Other' responses, please refer to the verbatim responses in the additional data file

Issues that influenced building permit service rating: building applications



2020 Issues influencing building permit service (%)
 (among those who had a building application)
 (multiple response allowed)



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

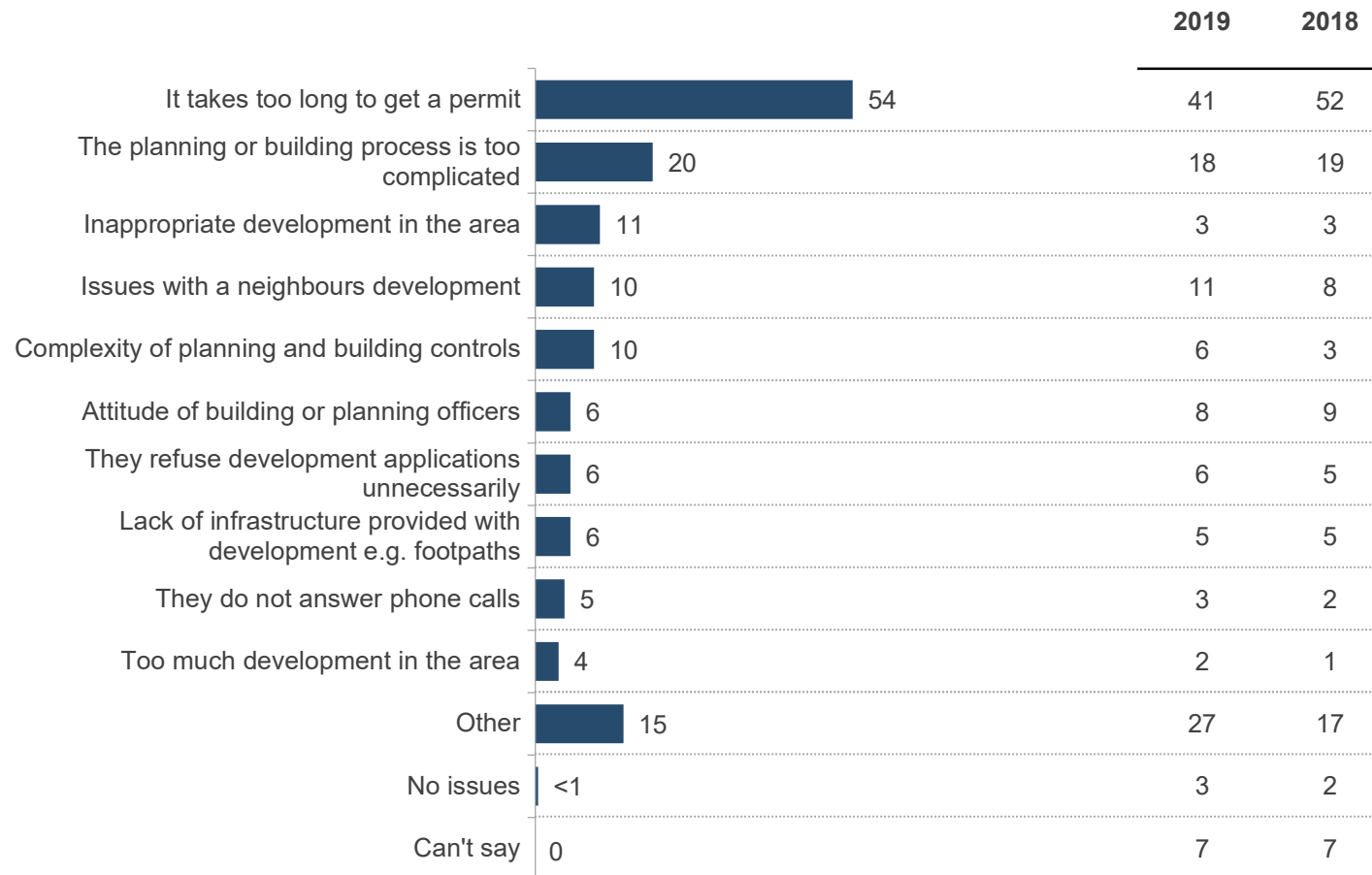
Base: Respondents who rate planning and building permits as average/ poor/ very poor and have had a building application with Council in the past 12 months, n=34.

To further investigate the 11% 'Other' responses, please refer to the verbatim responses in the additional data file



Issues that influenced planning and building permit service

2020 Issues influencing planning and building permits (%)
 (among those who have not had a planning or building application or are unsure)
 (multiple response allowed)



CY6. What was the issue that has influenced your rating of the planning and building permits?
 Base: Respondents who rate planning and building permits as average/ poor/ very poor and have not had a planning or building application with Council in the past 12 months or are unsure, n=188.
 To further investigate the 27% '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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