## Local Government Community Satisfaction Survey

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

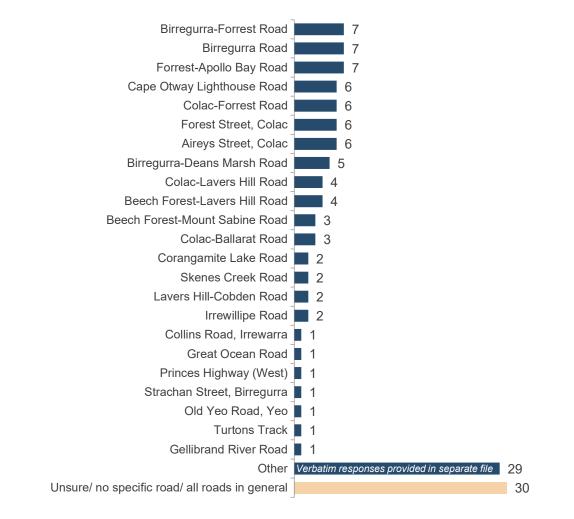
Coordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian councils



#### **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?

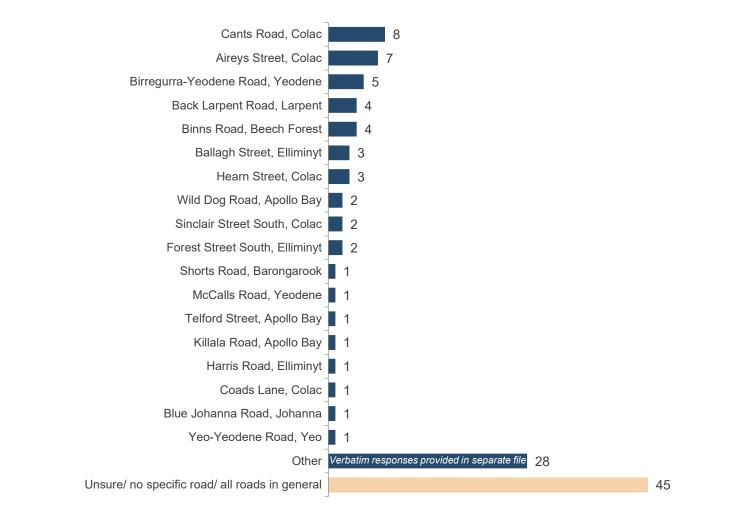
Base: Respondents who rated sealed local roads as average/ poor/ very poor at Q2Y, n=280.

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.

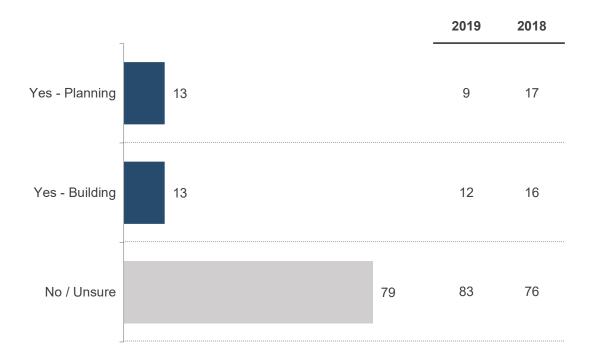
To further investigate the 28% 'Other' responses, please refer to the verbatim responses in the additional data file.

J00858 Community Satisfaction Survey 2020 - Colac-Otway Shire Council

#### **Planning and building permits in last 12 months**



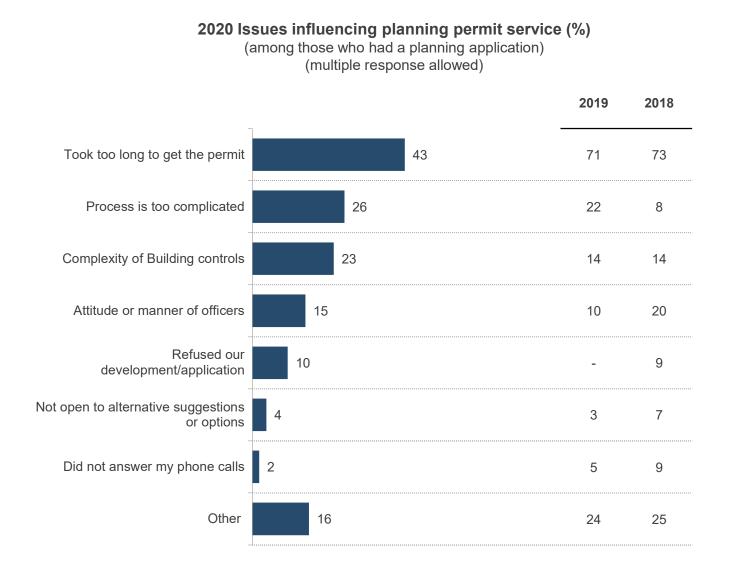
2020 Planning and building permits in past 12 months (%) (multiple response allowed)



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





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



<b>2020 Issues influencing building permit service (%)</b> (among those who had a building application) (multiple response allowed)						
		2019	2018			
Took too long to get the permit	38	61	63			
Process is too complicated	28	29	13			
Attitude/manner of officer	24	-	26			
Complexity of building controls	16	21	8			
Not open to alternative suggestions or options	10	3	7			
Did not answer my phone calls	9	-	8			
Refused our development/application	7	-	11			
Other	11	36	31			
Can't say/ no issues	9	3	4			

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	o have not had a planning or building application or are unsure) (multiple response allowed)				
			2019	2018	
It takes too long to get a permit		54	41	52	
The planning or building process is too complicated	20		18	19	
Inappropriate development in the area	11		3	3	
Issues with a neighbours development	10		11	8	
Complexity of planning and building controls	10		6	3	
Attitude of building or planning officers	6		8	9	
They refuse development applications unnecessarily	6		6	5	
Lack of infrastructure provided with development e.g. footpaths	6		5	5	
They do not answer phone calls	5		3	2	
Too much development in the area	4		2	1	
Other	15		27	17	
No issues	<1		3	2	
Can't say	0		7	7	

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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