



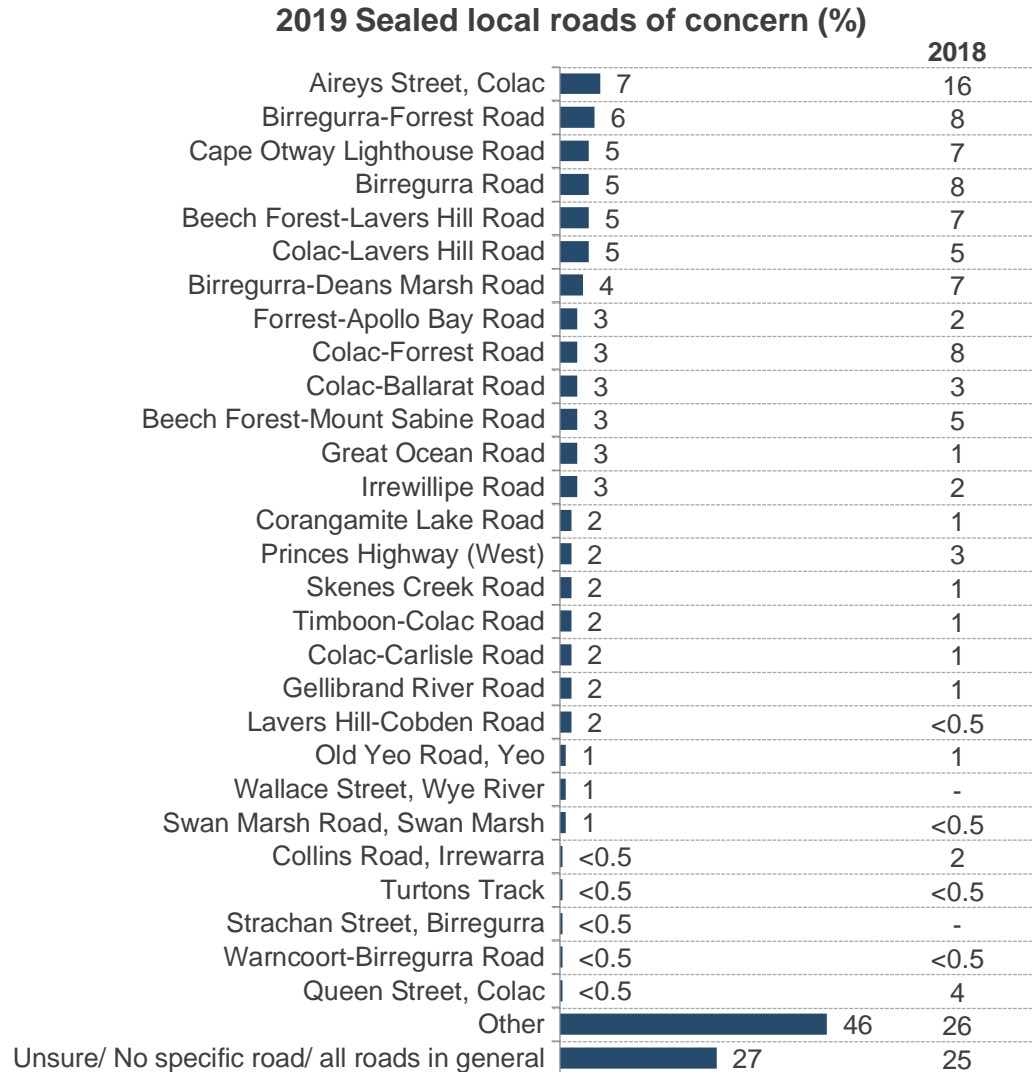
Local
Government
Community
Satisfaction Survey

Colac-Otway Shire
Council
2019 Tailored Questions

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



Sealed local roads of concern



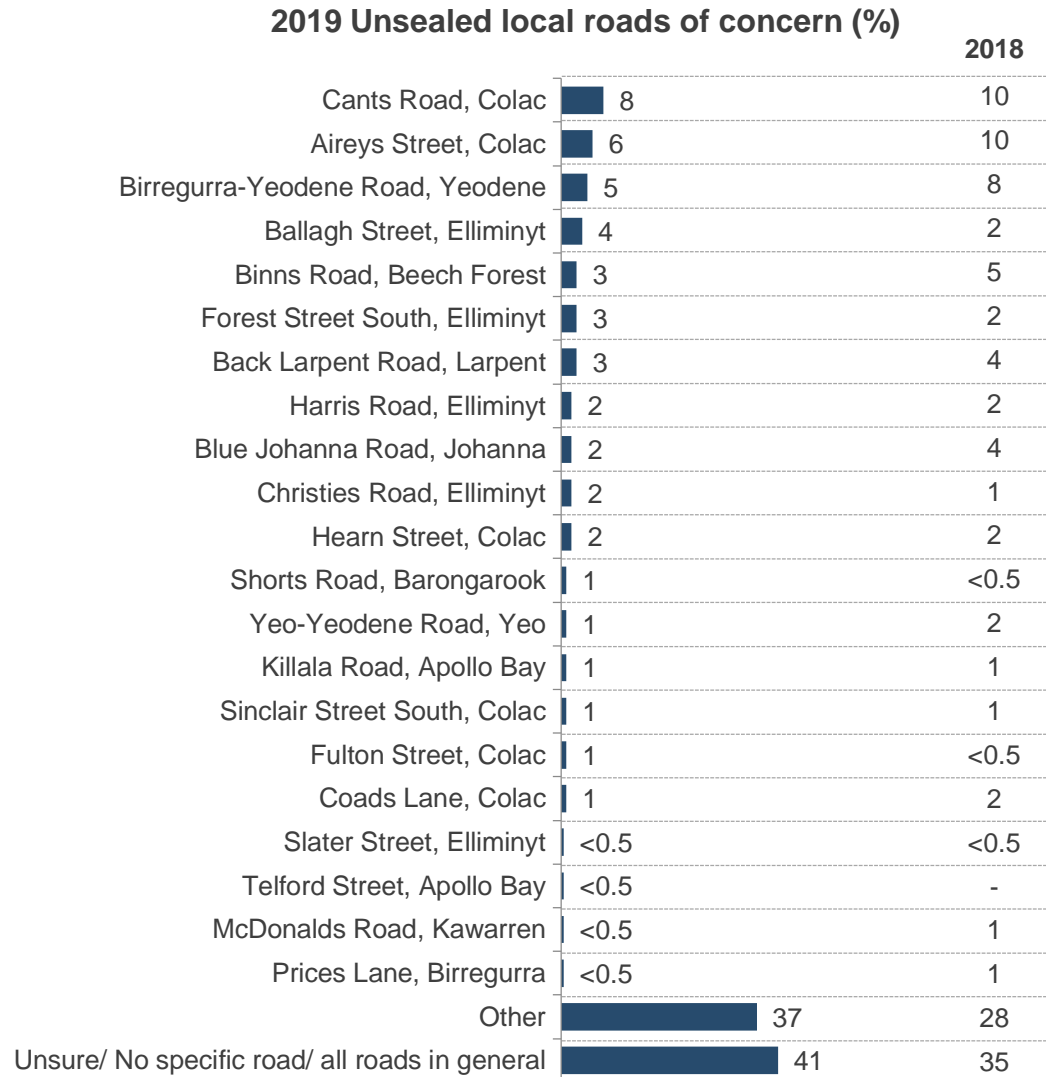
CY1. You earlier rated the performance of sealed local roads as: average/ poor/ very poor, can you specify which particular road or roads are of concern?

Base: Those who rated sealed local roads as average/ poor/ very poor at Q2Y, n=288.

To further investigate the 46% 'Other' responses, please refer to the verbatim responses in the additional data file



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?

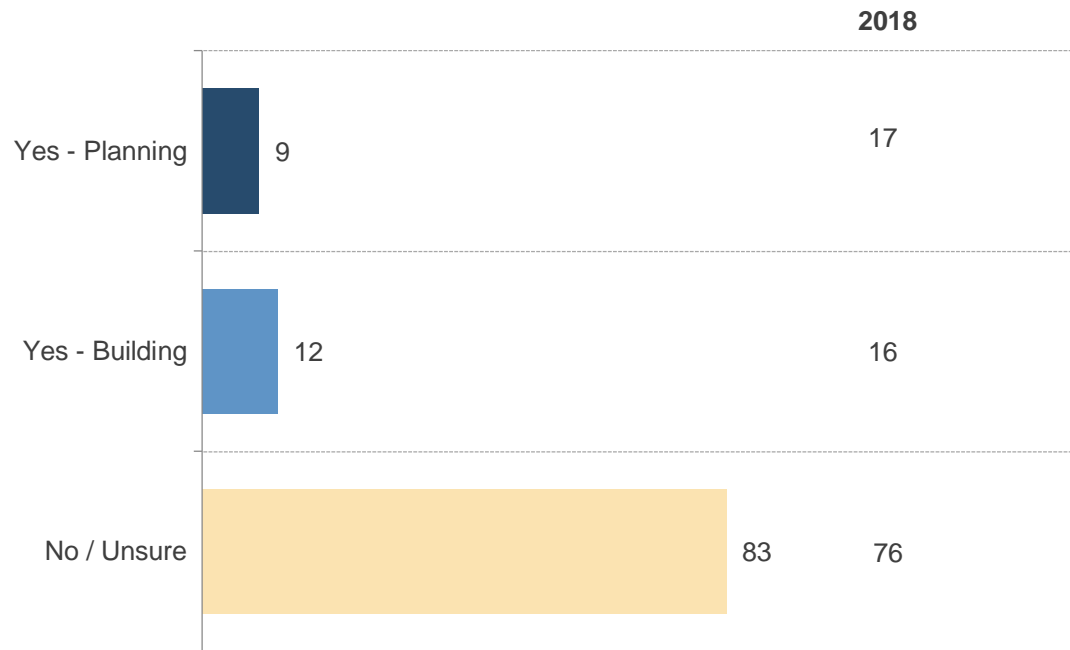
Base: Those who rated unsealed local roads as average/ poor/ very poor at Q2W, n=311.

To further investigate the 37% 'Other' responses, please refer to the verbatim responses in the additional data file.



Planning and building permits in last 12 months

2019 Planning and building permits in past 12 months (%)
(multiple response allowed)

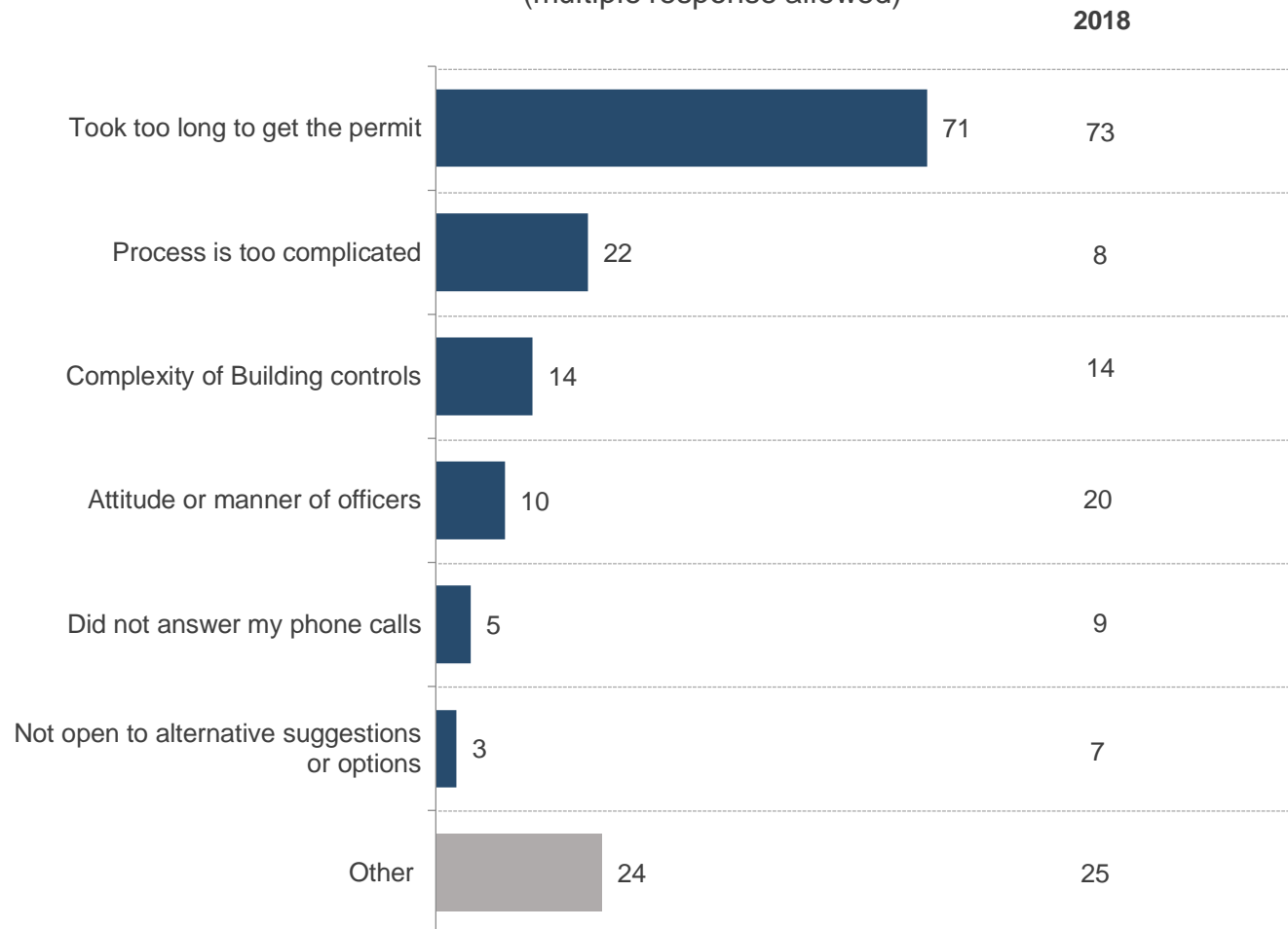


CY3. You earlier rated the performance of planning and building permits as average/poor/very poor. Have you had a planning or building application with Council in the past 12 months? Was that a planning application, a building application or both?
Base: Those who rated planning and building permits as average/ poor/ very poor at Q2R, n=260.

Issues that influenced planning permit service rating: planning applications



2019 Issues influencing planning permit service (%)
(among people who had a planning application)
(multiple response allowed)

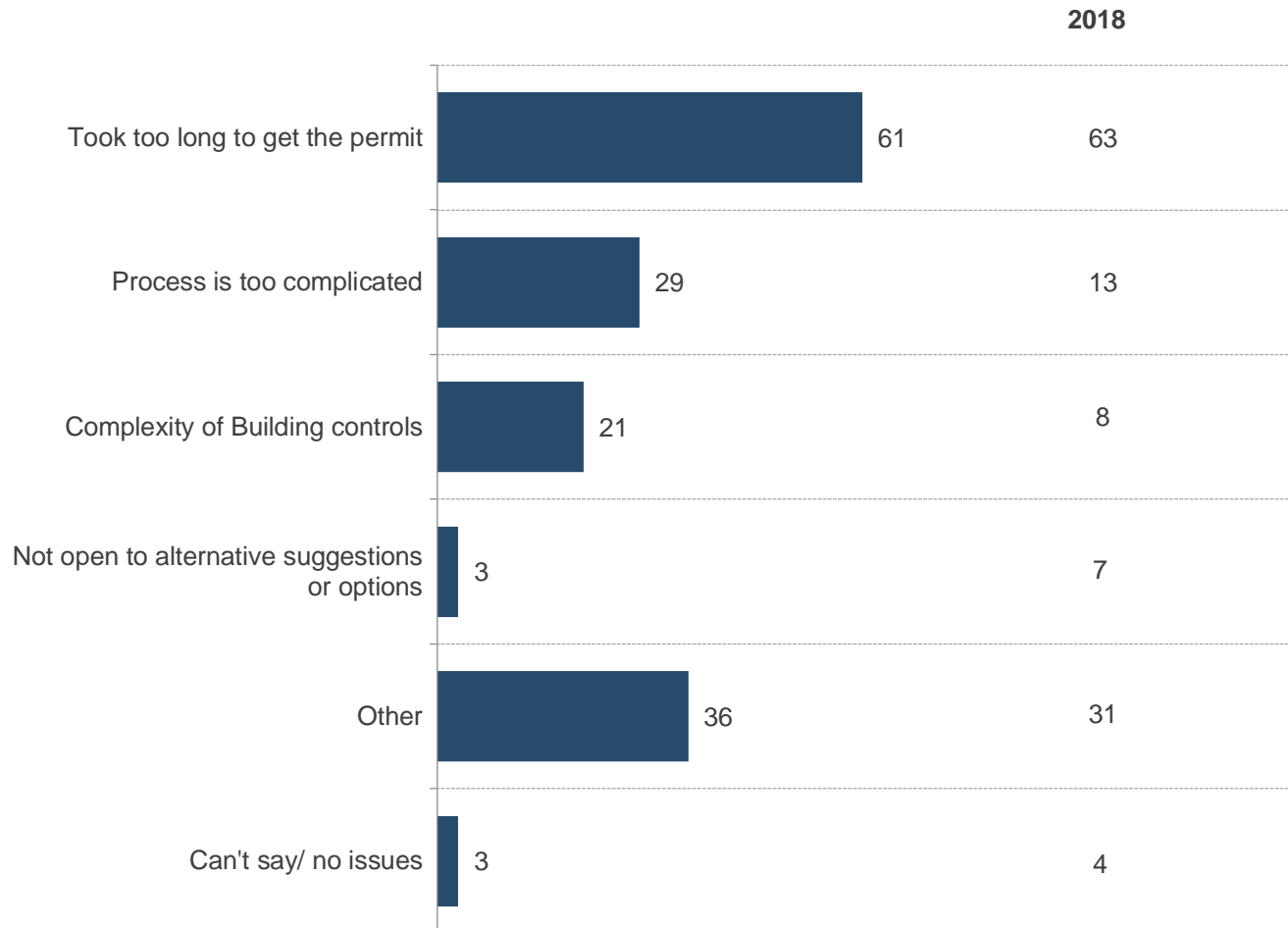


CY4. What was the issue that has influenced your rating of the planning permit service?
Base: Those who have had a planning application with Council in the past 12 months, n=22.
To further investigate the 24% 'Other' responses, please refer to the verbatim responses in the additional data file

Issues that influenced building permit service rating: building applications



2019 Issues influencing building permit service (%)
(among people who had a building application)
(multiple response allowed)

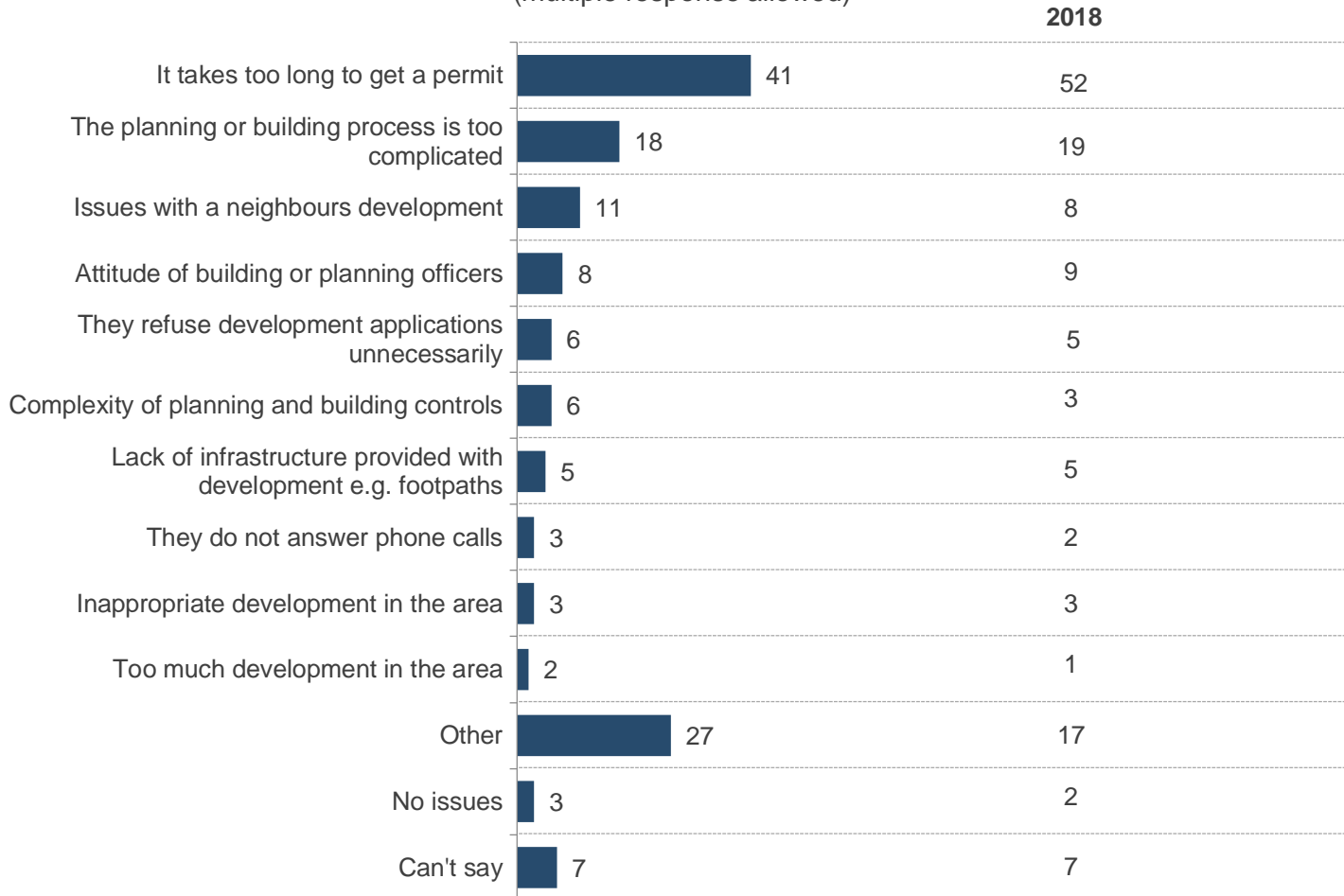


CY5. What was the issue that has influenced your rating of the building permit service?
 Base: Those who have had a building application with Council in the past 12 months, n=25.
 To further investigate the 36% 'Other' responses, please refer to the verbatim responses in the additional data file



Issues that influenced planning and building permit service

2019 Issues influencing planning and building permit service (%) (among those who haven't or may not have had a planning or building application in the past 12 months) (multiple response 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=220.

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.



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Managing Director
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

