



# 2018 RESIDENTS' SURVEY RESULTS

August 2018

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## Introduction

This report represents the results of the 2018 Central Otago District Council Residents' Survey.

Council carries out an annual survey to:

- Measure its performance with respect to the services it provides during the year
- Identify issues for the coming year
- Identify priorities for the coming year

This year was the third year Council has conducted its survey online.

To ensure the sample was representative of our population, it was important that every household had access to the survey and that those who wanted to complete the survey had the chance to do so.

During the survey period we promoted it via:

- Community newspaper and news bulletin advertising
- Local radio advertising
- Promotion on Council's website
- CODC Facebook page
- App-vertising on the Central App
- Email signature banner on all external CODC emails
- Onelan screen promotion at our libraries, visitor centres and swim centres
- A postcard distributed to all households in the district with personal invite from the Mayor to give feedback

A print version was available for those without access to the internet. Eleven people completed and returned a paper version of the survey. To guard against multiple completions from a single source, which may have skewed the results, the survey software allowed only one completion per IP address.

This year we moved all the mandatory questions to the beginning of the survey to try and increase the number of fully complete surveys. In 2017 we noticed a number of people were completing all questions until they got to the end of the survey and did not complete the mandatory questions relating to demographics. This year we had a completion rate of 82% compared to a completion rate of 80% in 2017.

We had 778 people take the survey and 641 respondents fully complete all the mandatory questions. The survey was carried out between 21 May and 17 June 2018.

The following pages give an analysis of this year's survey results based on the 641 completed surveys. This is followed by an appendix with a copy of the survey.



## How representative is this survey?

The following tables compare the demographics of this year's survey sample to the 2016 and 2017 surveys and against Census 2013 and electoral roll population statistics.

Please note we have not attempted to weight the survey to population parameters or to select a random sample of residents.

### Q1. Gender

The table below shows that once again the sample is skewed towards women with the same percentage of women completing the survey this year as in 2017. This is a common characteristic of un-weighted surveys, especially those that limit participation to one entry per IP address.

	2018 sample %	2017 sample %	2016 sample %	% Census 2013 counts
<b>Male</b>	34	34	33	49.9
<b>Female</b>	66	66	67	50.1

### Q2. Age

The 2018 survey sample by age is very similar to the 2017 survey. The only difference is a slight increase in the percentage of the 50-59 age bracket in 2018 and a small decrease in the 60 and over age bracket. However, there was exactly the same percentage of 50 and over respondents and under 50 respondents in 2018 as in 2017.

The under 40 age bracket is under represented in the 2018 survey sample and the 60+ age bracket is slightly over represented.

	2018 sample %	2017 sample %	2016 sample %	Population Census 2013
<b>Under 40</b>	23	23	34	40
<b>40-49</b>	18	18	25	14
<b>50-59</b>	22	20	20	16
<b>60 and over</b>	37	39	21	30

### Q3. Ward

The 2018 survey is a very similar sample of our district as the 2016 survey. It is slightly less representative of our district than the 2017 survey.

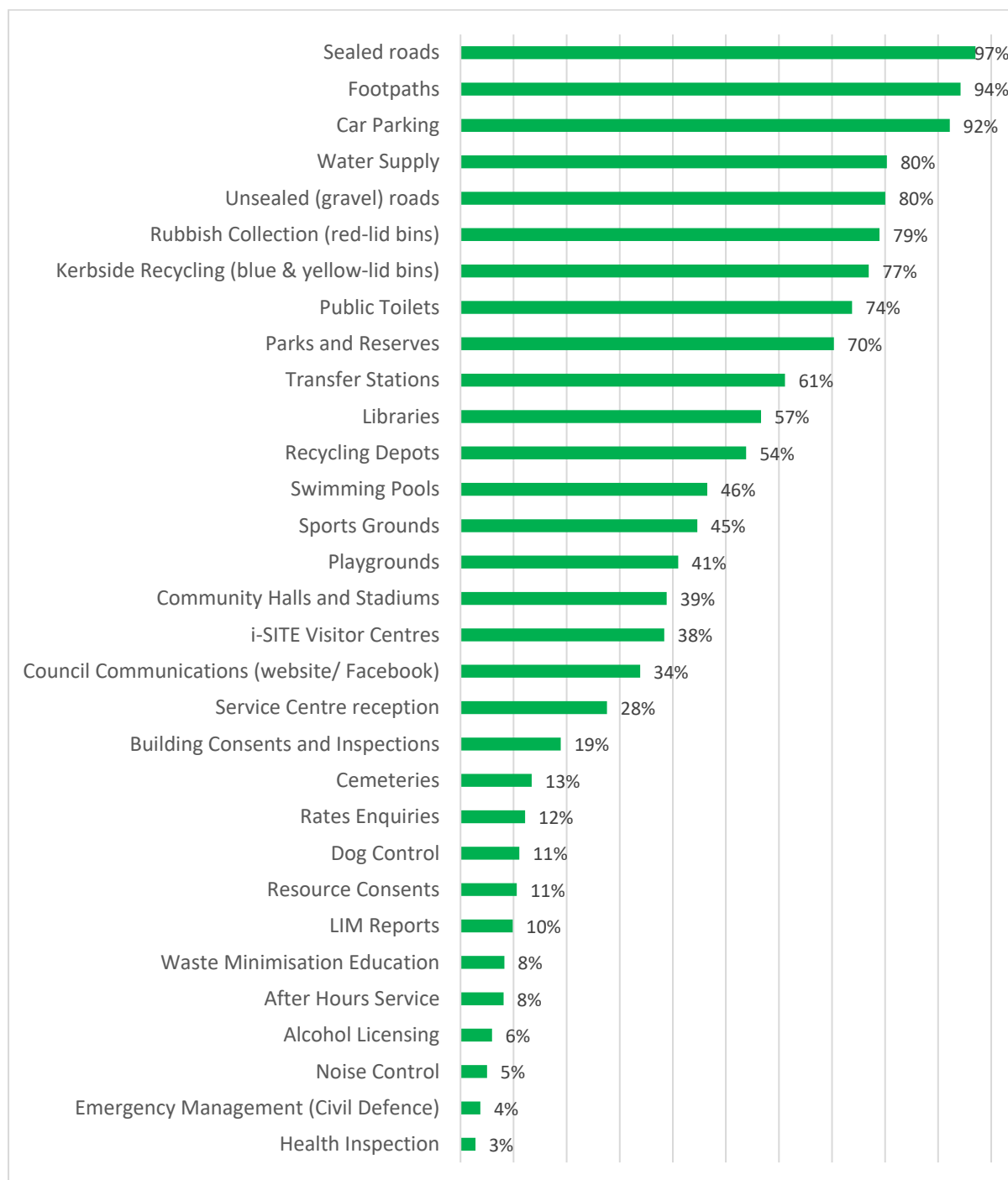
	<b>2018 sample %</b>	<b>2017 sample %</b>	<b>2016 sample %</b>	<b>% of district population by ward based on electoral roll</b>
<b>Alexandra</b>	41	34	40	31.0
<b>Cromwell</b>	31	38	30	33.7
<b>Earnscliffe/Manuherikia</b>	17	15	14	18.4
<b>Maniototo</b>	5	7	7	8.5
<b>Teviot Valley</b>	5	5	7	8.4
<b>None of these</b>	1	1	2	-

## Q4. Services and amenities used or experienced in the last 12 months

Respondents were asked to select which of Council's services and amenities they had used or experienced in the last 12 months.

The next question then showed each individual a list containing only those services and amenities they selected and asked them to indicate whether or not they were satisfied with them.

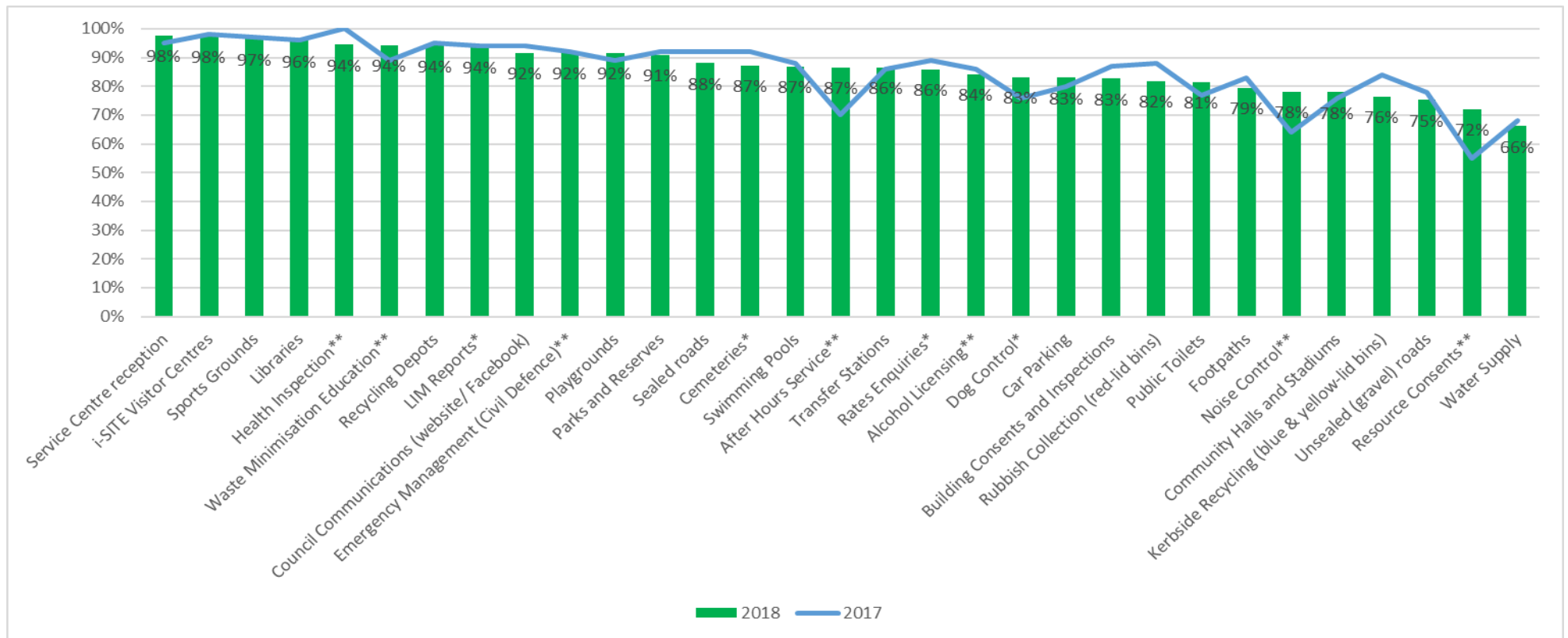
The graph below shows the percentage of respondents who have used or experienced each service or amenity.



### Q5. Satisfaction with services and amenities

The graph below shows the 2018 results compared to the results from 2017. Of note, satisfaction with resource consents increased significantly from 55% in 2017 to 72% in 2018. After hours service also increased significantly from 70% to 87%. Noise control and dog control also saw a rise in respondent satisfaction.

Satisfaction with kerbside recycling decreased from 84% in 2017 to 76% in 2018. Sealed roads, cemeteries and red-lid bins all had minor decreases in respondent satisfaction between 2017 and 2018.



\*Low sample size between 50 – 100 respondents

\*\*Very low sample size 50 or fewer respondents

## Q6. Positive experiences with Council

We introduced this question to our survey in 2017: *'Have you had a great experience with Council in the past 12 months that you'd like to tell us about?'* We had identified there was a gap in our survey for allowing people to share their positive experiences and interactions.

**Customer Services** (58 comments) – the majority of these comments mentioned knowledgeable, friendly and helpful staff, in particular front reception staff across all four service centres. Many mentioned quick and timely responses to inquiries.

**'No'** (55) – 55 comments simply said no, they hadn't had a positive experience they'd like to share.

**Planning** – building control, LIMs (16 comments) – excellent service from the planning team; building consent process is smooth and fast; very helpful staff.

**Parks and Recreation** (13 comments) – upgraded playgrounds are excellent; quick responses to inquiries and service requests; staff are helpful and easy to work with.

**Libraries** (12 comments) – wonderful, helpful staff; great facilities; ability to borrow from one library and return to another in the district; great for kids.

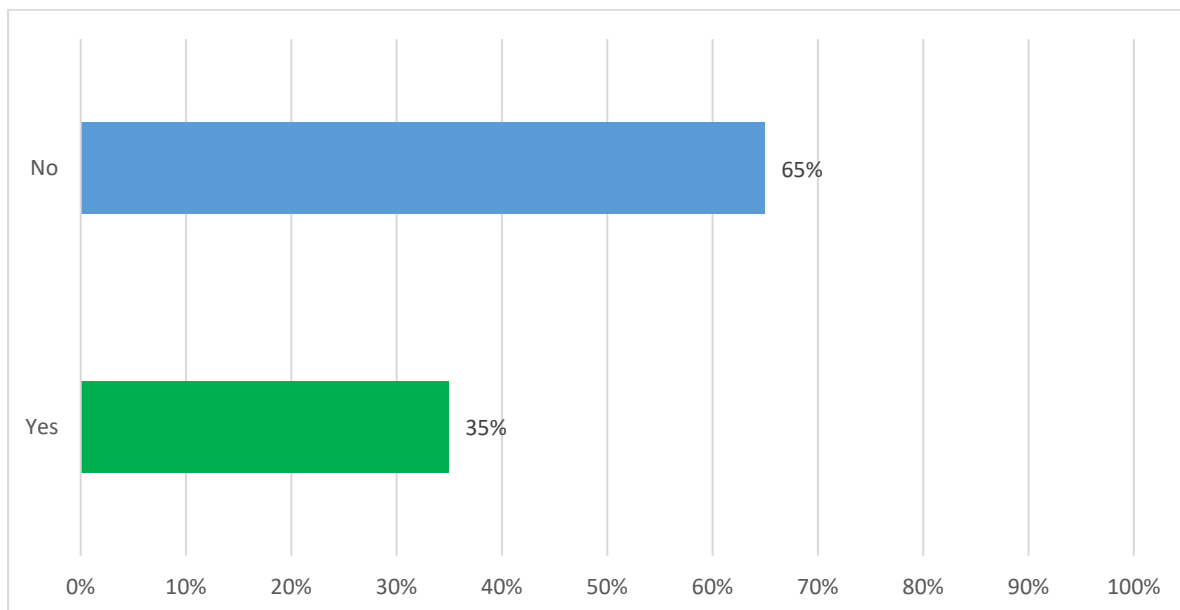
**Mayor** (12 comments) – supportive and approachable; responds quickly to issues; excellent communication across all channels.



### Q7. Issues/problems with services or amenities

Respondents were asked *'In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities?'* Thirty-five percent of people said yes (this was the same percentage of people as in 2017).

Answering in the affirmative brought up question 8 for this group asking more detail about their issue or problem.



## Q8. Problems faced

The main problems experienced by residents fell into the following categories. The information below describes the most commonly mentioned themes in each category:

**Roading** (62 comments) – issues with street lights being out and taking a long time to be replaced; plants/foilage from private properties impeding footpaths; dissatisfaction with gravel roads – grading required more often and to a better standard; safety issues with footpaths, in particular no footpaths on some roads and broken and uneven footpaths; potholes in roads being poorly repaired; some respondents mentioned verges and footpaths need to be repaired after fibre network installation.

**Waste** (49 comments) – the most commonly mentioned issue was rubbish/waste collection not being frequent enough; not enough public rubbish bins; lack of green waste bins; the openings in the recycling bins at transfer stations are too small; yellow bin to be collected more frequently and blue bin less frequently (this issue has been addressed by the recent changes in kerbside bin collections).

**Parks and Recreation** (34 comments) – shade required in playgrounds; sports facilities in need of maintenance; green spaces require watering in summer; untidy public gardens.

**Planning** – including Building Consents, Resource Consents and LIMs (28 comments) – Cromwell development; District Plan needs to be updated; planning department dismissive; lack of communication/consultation around development.

**Water Services** (27 comments) – water quality – lime scale most commonly referred to; drains causing ponding on roads during heavy rain; some respondents noticed issues with water supply (blockages and leaks) after fibre network installation.

**Public Toilets** (16 comments) – issues with cleanliness of public toilets around the district (particularly Cromwell bus stop); respondents have encountered maintenance issues i.e. not flushing, blockages.

**Dog Control** (16 comments) – dogs on sports grounds; lack of public spaces to exercise dogs (dog parks); dog control service not satisfactory; suggestions of dog poo stations with bags and bins.

## Q9. How could the Council improve services?

Respondents were asked, *"In your opinion, how could Council improve services?"* The information below outlines the areas in which respondents felt Council could improve services as well as the most commonly mentioned themes in each area. The majority of comments did not provide the 'how', but more so the 'what'.

**Waste** (123 comments) – many people mentioned they would like the red-lid bin picked up weekly (particularly during summer); more public rubbish bins, emptied more often; more education/information about different recyclables and how best to recycle each; provide options for composting/greenwaste; make it easier to drop-off recycling at transfer stations i.e. larger holes in bins; some felt greenwaste charges at transfer stations too high; there were a number of comments regarding the frequency of yellow and blue bin collections which will have been addressed with the recent kerbside collection changes; provide dog poo stations with bags and bins.

**Roading** (94 comments) – footpaths to be kept in good condition i.e. repair uneven surfaces, cracks tree roots; maintain gravel roads – regular grading to a higher standard; repair sealed roads faster i.e. potholes; more street lighting, ensure street lights are on the same side of the road as the footpath.

**Parks & Recreation** (48 comments) – sun shades required at playgrounds and suggestions to upgrade playground equipment; water grass verges in summer; provide a dog exercise park; proactivity when it comes to removal of weeds and maintaining gardens so that they don't become untidy; a number of comments suggested more toilets at playgrounds and parks.

**Water Services** (41 comments) – the majority of these comments were about removing lime from the water supply and dissatisfaction with the quality of the water supply; water rates are too high for the quality of the water.

**Public Toilets** (28 comments) – monitor and clean toilets more regularly; ensure toilets are in good working condition; more modern toilet facilities i.e. to include baby changing facilities; more public toilet facilities to cater for increased demand; more toilets at playgrounds and parks.

**Planning** – including Building Consents, Resource Consents and LIMs (25 comments) – consideration of existing residents is required when granting resource consents; bring consent processes up-to-date and ensure staff are equipped to deal with issues around consents; faster and more accurate processing of resource and building consents; be proactive and forward thinking when consenting residential sections.

**Parking** (24 comments) – more car parking (particularly in Cromwell, Alexandra and Clyde); ensure car park lines are painted so that spaces are used efficiently; some respondents suggested areas that could be turned into car parks i.e. Linger and Die in Alexandra and the rose garden near the swimming pool in Cromwell.

**Communications** (23 comments) – proactive communication around Council activities i.e. roadworks, recycling; public notifications need to be in plain language ('Plan Change 13' was the example used); ensure timely responses to enquiries/issues; more education on Council services and processes.

## Q10. Priority Issues

Respondents were asked to tick up to four priority issues that they considered Council should give high priority in the next one to three years.

2018 Ranking	Answer Choices	Responses (%)	Actual Count	Last year's ranking
1	Water Supply	38.9	249	1
2	Community Planning	20.9	134	2
3	Sewerage System	15.1	97	10
4	Litter Bins	15.0	96	6
5	Footpaths	14.4	92	5
6	Public Toilets	14.0	90	3
7	Economic Development	13.9	89	7
8	Rubbish Collection (red bin)	12.8	82	13
9	Tourism	12.8	82	9
10	Walking Tracks	12.3	79	8

Water remains the top priority for our district at large. Sewerage system has been identified as a top priority in 2018, this could be top of mind for many as the survey closely followed the 10-Year Plan consultation process in which one of the main issues for community feedback was the Clyde Wastewater project. As indicated on the following page, the sewerage system was the second highest priority behind water supply for the Earnscleugh/Manuherikia ward.

Of those who ticked 'Other' for this question, the following issues were listed: freedom camping/ers, street lighting, cycling tracks, biodiversity and environment protection, sustainable growth, affordable housing, dog park and dog poo bins, more residential sections, greenwaste collection, strategic town planning, rates information available online, retirement village in Alexandra.

### Top Priorities by Year

The table below shows the priorities identified in 2018 compared with 2017 and 2016.

Ranking	2018 Priorities	2017 Priorities	2016 Priorities
1	Water Supply	Water Supply	Water quality
2	Community Planning	Community Planning	Tourism promotion
3	Sewerage System	Public Toilets	Economic development
4	Litter Bins	Community Halls	Elderly persons' housing
5	Footpaths	Footpaths	Rubbish collection
6	Public Toilets	Litter Bins	Public Toilets

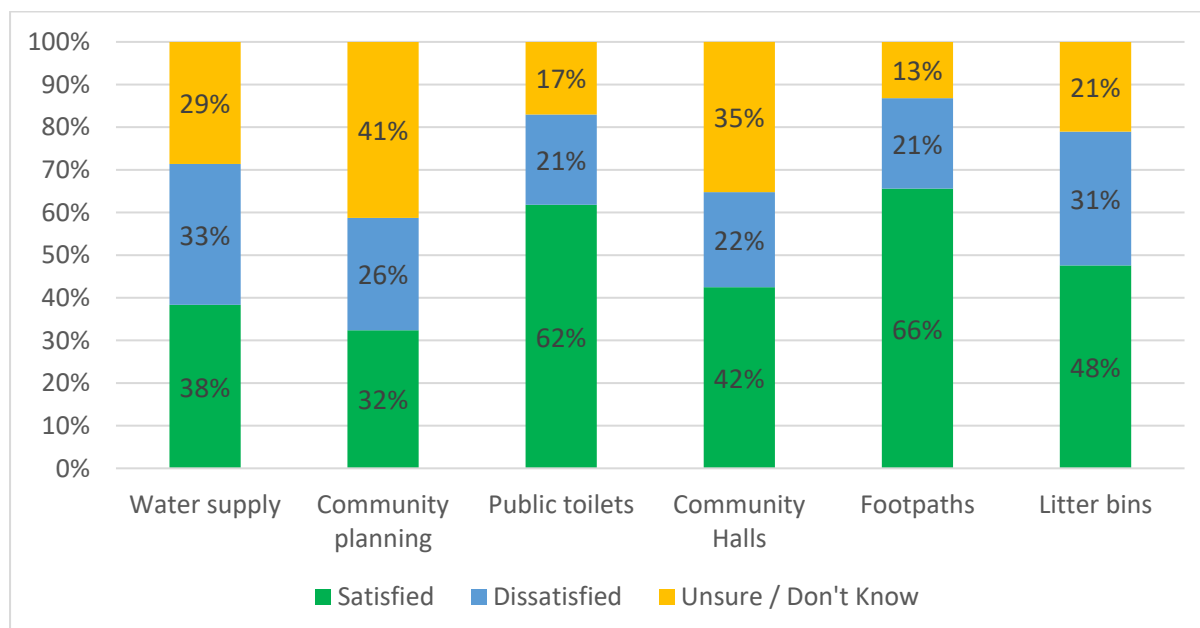
**Top Priorities by Ward**

The following issues had greater significance to particular wards. They are listed in priority order for that ward.

<b>Ward</b>	<b>Higher priority for</b>
Alexandra	<ol style="list-style-type: none"> <li>1. water supply</li> <li>2. litter bins</li> <li>3. public toilets &amp; walking tracks</li> </ol>
Cromwell	<ol style="list-style-type: none"> <li>1. community planning</li> <li>2. community halls</li> <li>3. water supply</li> </ol>
Earnsclough/ Manuherikia	<ol style="list-style-type: none"> <li>1. water supply</li> <li>2. sewerage system</li> <li>3. public toilets</li> </ol>
Maniototo	<ol style="list-style-type: none"> <li>1. unsealed roads</li> <li>2. economic development</li> <li>3. community planning</li> </ol>
Teviot Valley	<ol style="list-style-type: none"> <li>1. sealed roads &amp; unsealed roads</li> <li>2. stormwater, public toilets, swimming pools, economic development</li> </ol>

## Q11. Satisfaction with Council's efforts on priority issues during the last year

In Q11 we asked 'Please indicate how satisfied you are with the Council's efforts on these issues during the last year'. There were three options for respondents to choose from: satisfied, dissatisfied, unsure/don't know.





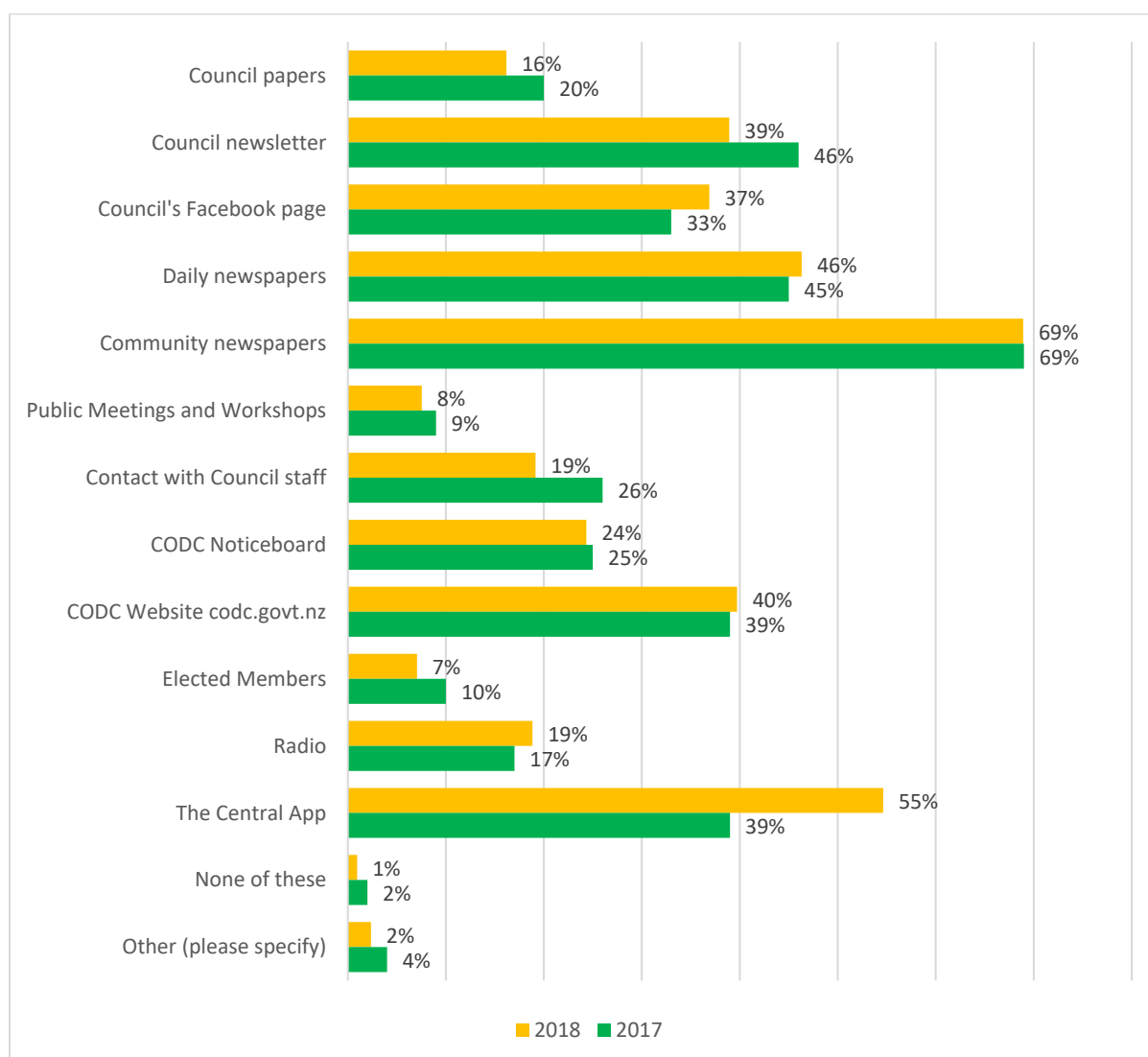
## Q12. Where do you obtain Council information?

The graph below compares the results from 2018 with last year's results.

Community newspapers (69%) remain the most common source of Council information for respondents.

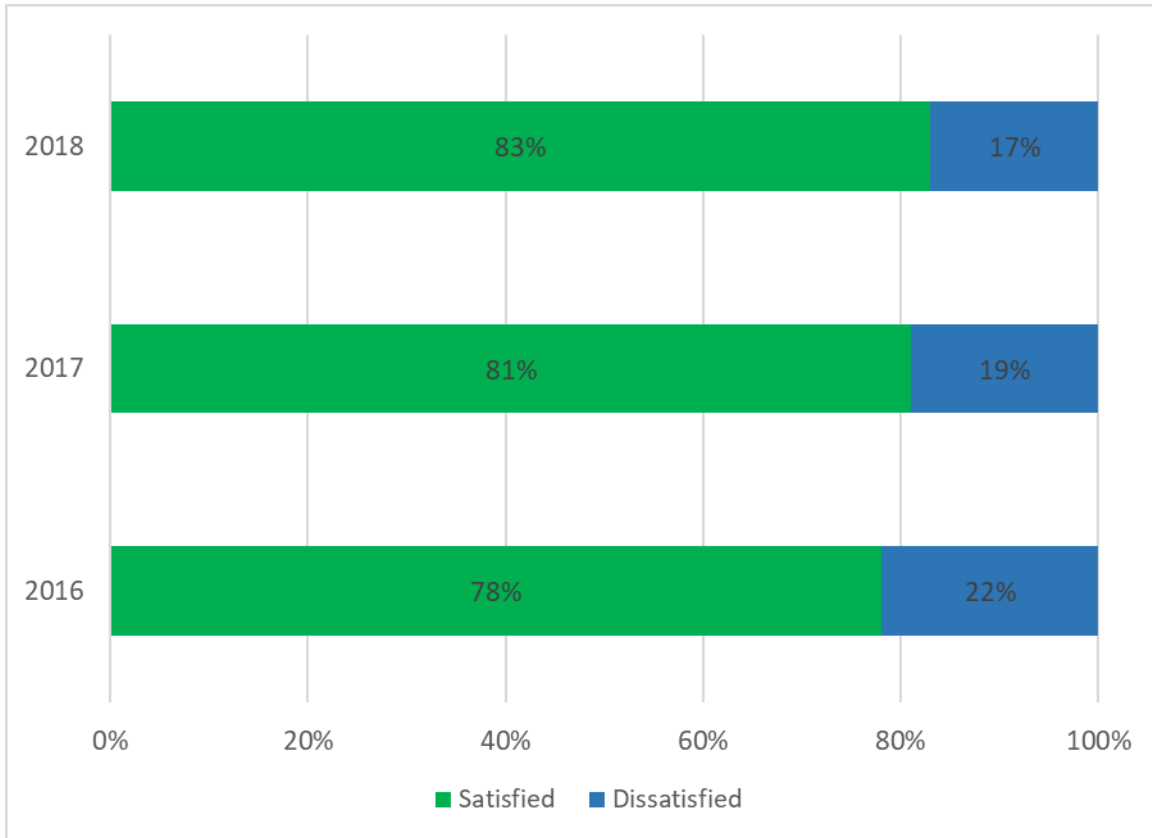
The most significant change when comparing the two years is the number of respondents receiving Council information via The Central App. This has increased from 39% in 2017 to 55% in 2018. Council has built a strong relationship with The App over the past two years and has found the immediacy of the medium great for getting out alerts such as boil water notices, road conditions and unplanned facility closures. Also of note is Council's Facebook page which has increased from 33% to 37%.

Council newsletter 39% (46% in 2017) and contact with Council staff 19% (26% in 2017) have both decreased as sources of Council information for respondents.



Q13. Satisfaction with level of information from Council

There has been a slight increase in residents' satisfaction levels with how well they have been kept informed by Council. The trend since 2016 has been positive.

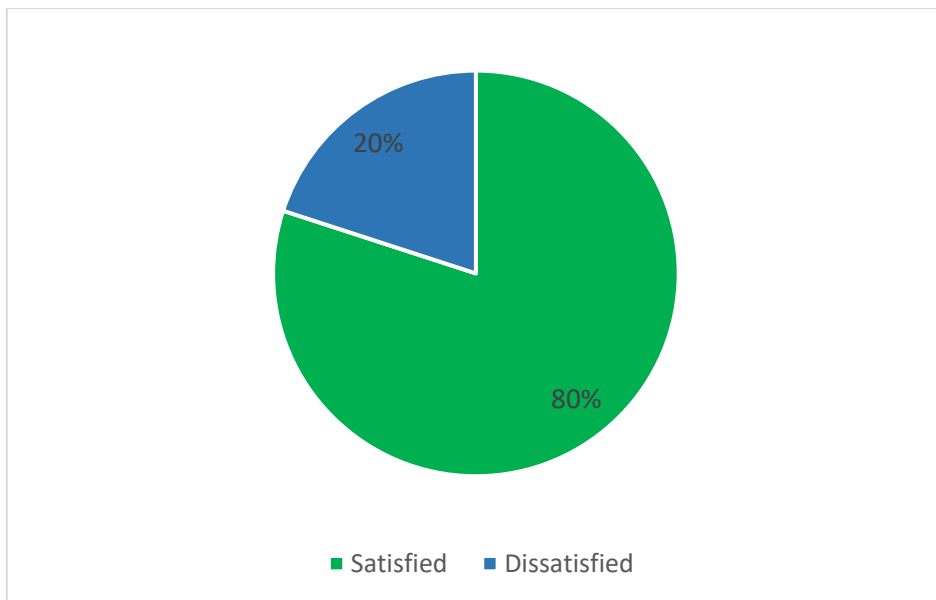


## Q14-15. Elected Member Performance

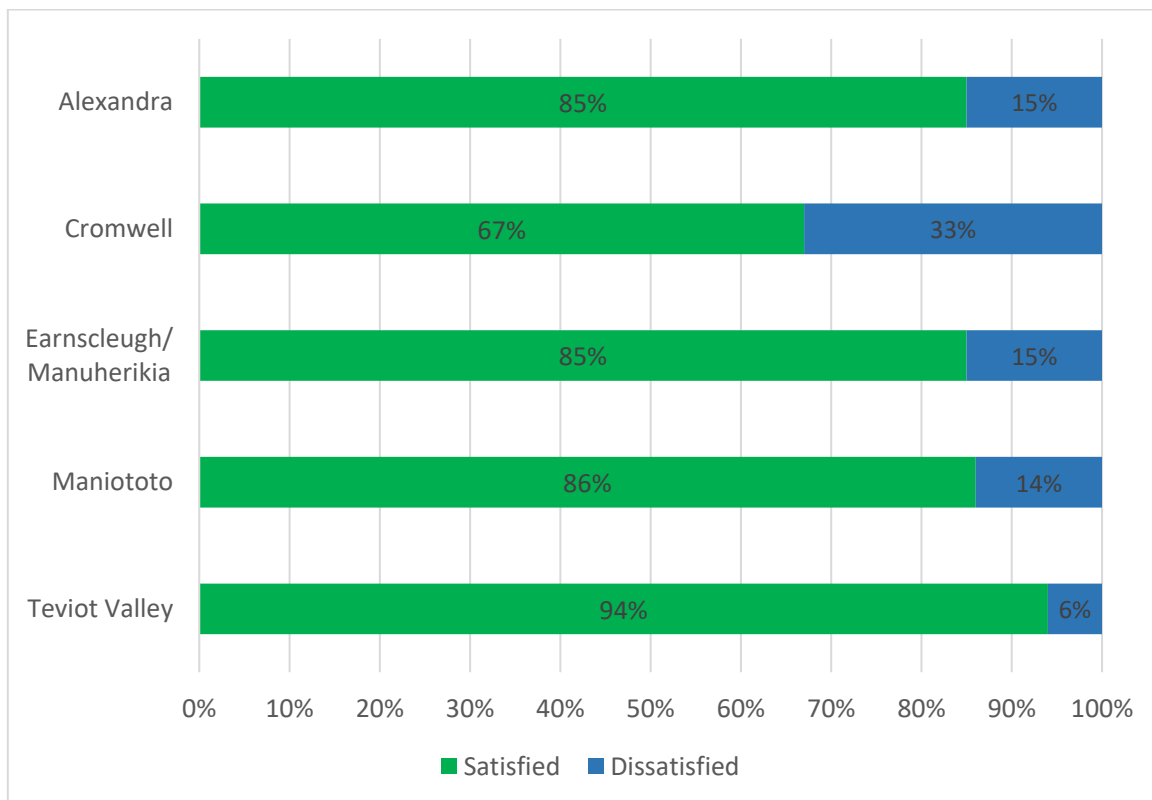
### Performance of Councillors

Respondents were asked, 'Please indicate how you feel about the performance of your elected Councillors in the past 12 months?'

**District Level**



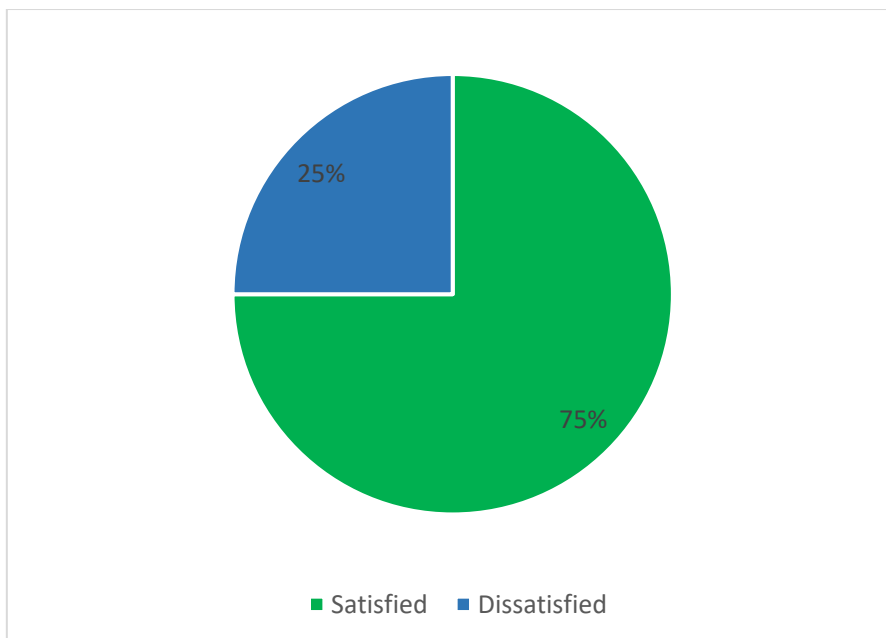
**By Ward**



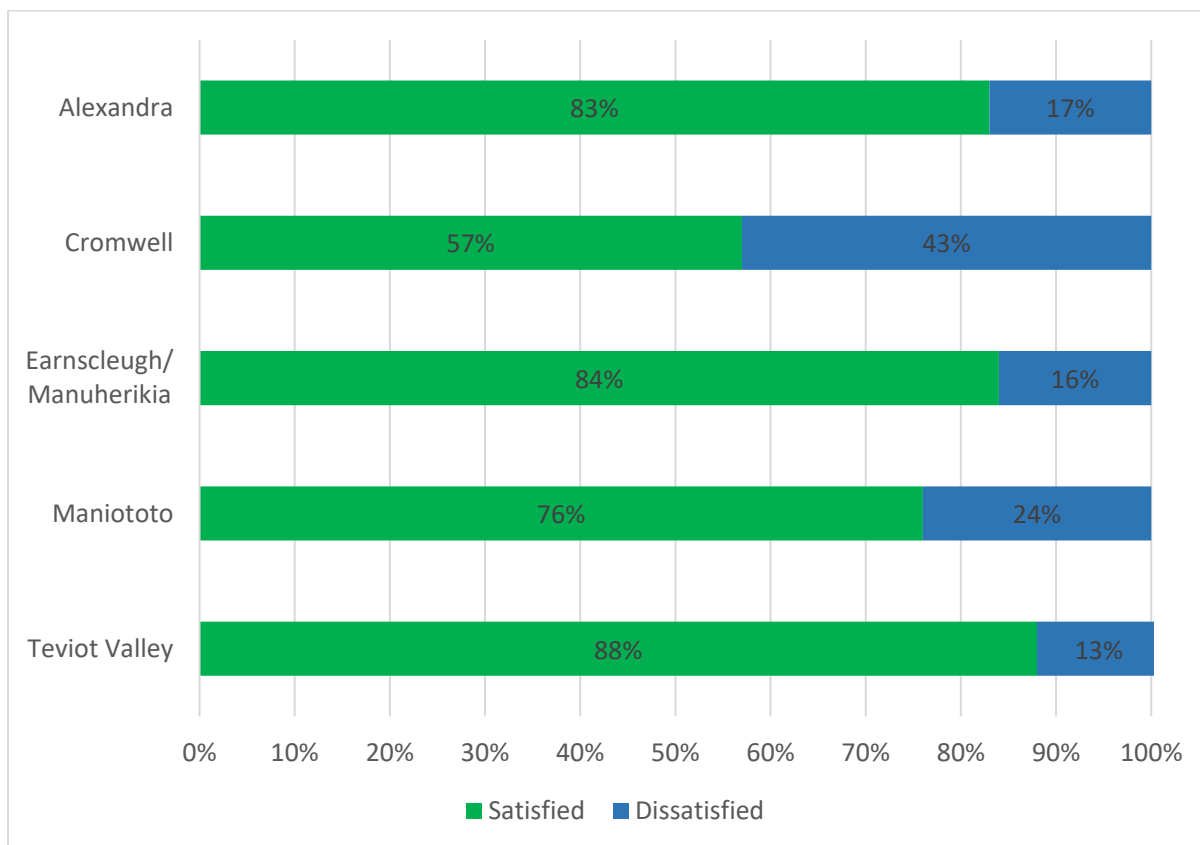
Performance of Community Board Members

Respondents were asked, 'Please indicate how you feel about the performance of your local community board in the past 12 months?'

District Level



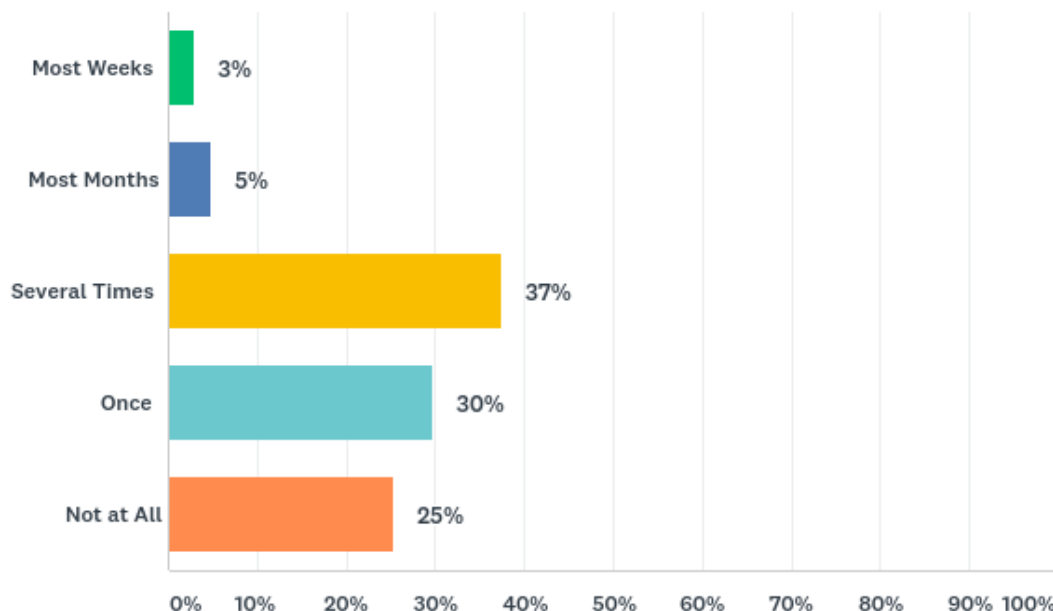
By Ward



## Q16-19. Contact with Council

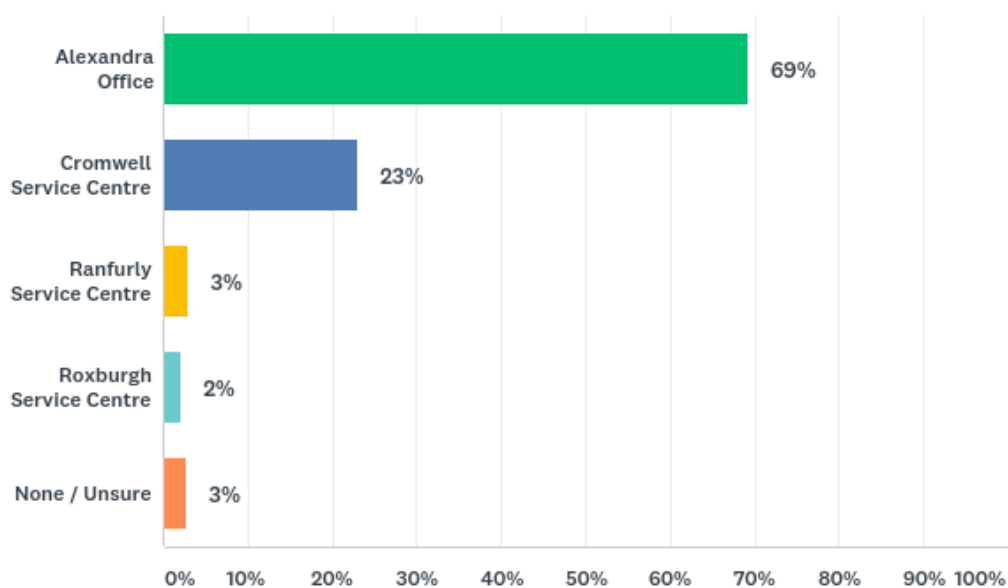
*How often have you contacted Council in the last 12 months?*

75% of respondents had contacted Council at least once in the last 12 months and just under half of the sample (45%) had been in contact multiple times. 25% of respondents had not contacted Council at all in the last 12 months.

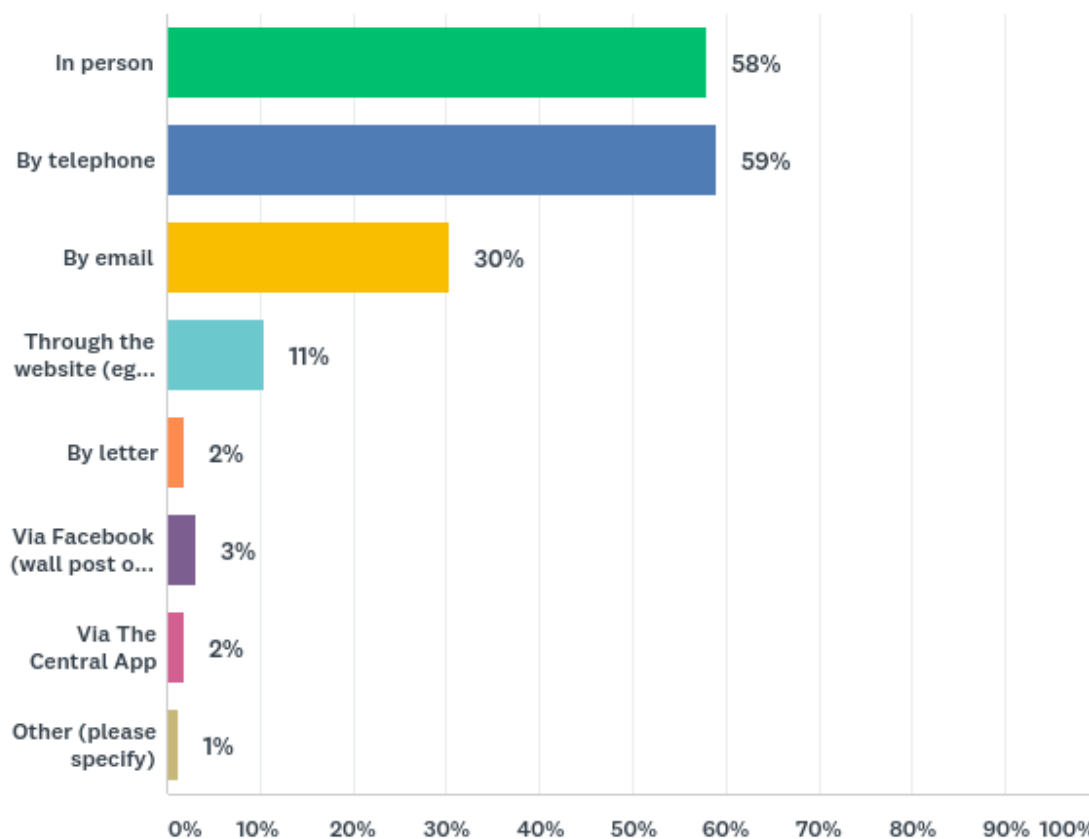


*Which CODC office did you have most contact with in the last 12 months?*

The vast majority of respondents had had most of their contact with Council through the Alexandra office (69%) and the Cromwell office (23%). The bulk of survey respondents came from the Vincent and Cromwell Wards.

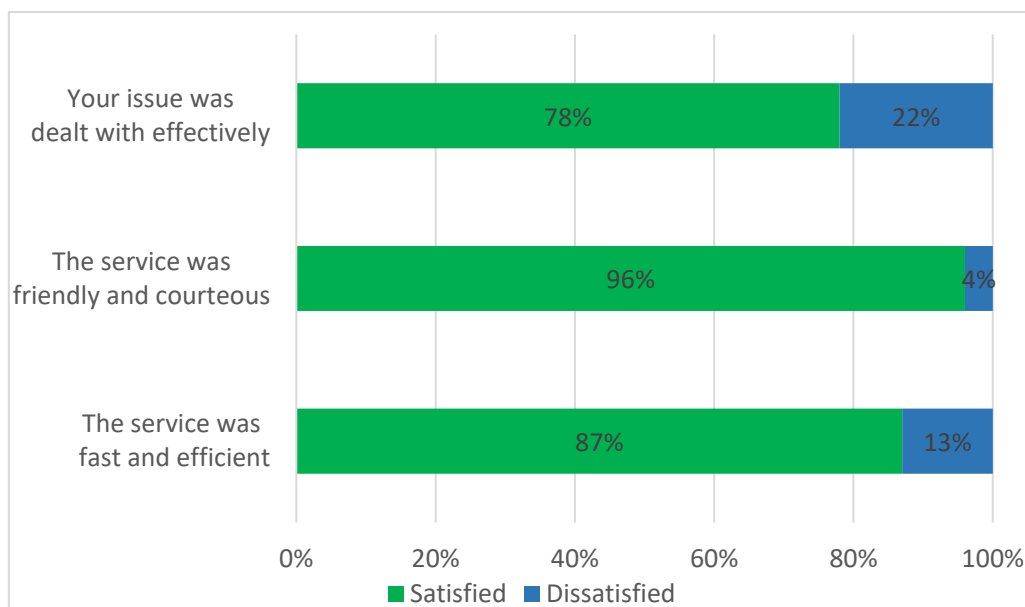


*How did you make contact?*



*Thinking of the initial contact or response you received, how satisfied were you with the following...*

In the majority of cases respondents felt that their contact with Council was a positive experience, even though in a fifth of cases the issue was not or could not be dealt with effectively.





## Q20. Other Comments/Questions about CODC services or amenities

Comments in this question followed similar themes to those in Q8 and Q9. These included planning – *including building consents, resource consents and LIMs* (21), roading (20), waste (13) and parks and reserves (12).

Some new themes that were raised included Elected Members (16) with a number of comments suggesting that there should be more options to select rather than just 'satisfied' and 'dissatisfied' and perhaps to include an option of 'don't know', some comments suggested elected member's need to have the community's best interests in mind; Community Planning (11) many of the comments related to development in Cromwell and the Cromwell Master Plan; Communication (9) again there were comments that this survey should have more open ended questions rather than just the options to choose 'yes' & 'no' and 'satisfied' & 'dissatisfied'.

# APPENDIX

## Introduction

**Welcome to the Central Otago District Council's 2018 Residents' Opinion Survey.**

**This is the printed version of our online survey. Please complete it and return in the envelope provided.**

**This is a confidential survey so please feel free to express your opinions about Council services and amenities.**

**The survey will take 5 to 10 minutes. Everyone who completes the survey can choose to go in the draw for one of five \$50 Prezzy Cards - a total value of \$250 in prizes.**

## About You

\* 1. Are you **(please tick one)**

- Male
- Female

\* 2. Which of the following age groups do you belong to? **(please tick one)**

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and over

\* 3. What ward of the district do you live in?**(please tick one - check the map below if unsure)**

- Alexandra
- Cromwell
- Earnscliffe/ Manuherikia
- Maniototo
- Teviot Valley
- None of These

## Use of Council Services

\* 4. Please tick the boxes to indicate which of the following services and amenities you have used or experienced in the last twelve months and indicate (just for the ones you have used or experienced) whether you are currently satisfied or dissatisfied with them.

	Used in last 12 months	Satisfied	Dissatisfied
Footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sealed roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsealed (gravel) roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water Supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish Collection (red-lid bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kerbside Recycling (blue & yellow-lid bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling Depots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste Minimisation Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Consents and Inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource Consents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIM Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol Licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Management (Civil Defence)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Halls and Stadiums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Used in last 12 months	Satisfied	Dissatisfied
Swimming Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i-SITE Visitor Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rates Enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Centre reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Hours Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Communications (website / Facebook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you had a great experience with Council in the past 12 months that you'd like to tell us about?



## Issues, Problems, Improvements

\* 6. In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities? **(please tick one)**

- Yes **(Please answer Q7 below, then go to Q8)**
- No **(Please answer only Q8)**

7. IF YES: What problems have you faced?**(please be as specific as possible)**

8. In your opinion, how could Council improve services? **(please indicate the service you are referring to)**

## 2018-21 Priorities

\* 9. Please tick up to four **Priority Issues** that you consider the Council should give high priority to in the next one to three years.

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Footpaths                                   | <input type="checkbox"/> Building Consents and Inspections        | <input type="checkbox"/> Playgrounds                             |
| <input type="checkbox"/> Sealed roads                                | <input type="checkbox"/> Resource Consents                        | <input type="checkbox"/> Public Toilets                          |
| <input type="checkbox"/> Unsealed (gravel) roads                     | <input type="checkbox"/> LIM Reports                              | <input type="checkbox"/> Sports Grounds                          |
| <input type="checkbox"/> Car Parking                                 | <input type="checkbox"/> Health Inspection                        | <input type="checkbox"/> Swimming Pools                          |
| <input type="checkbox"/> Water Supply                                | <input type="checkbox"/> Alcohol Licensing                        | <input type="checkbox"/> Walking Tracks                          |
| <input type="checkbox"/> Sewerage System                             | <input type="checkbox"/> Noise Control                            | <input type="checkbox"/> Economic Development                    |
| <input type="checkbox"/> Stormwater                                  | <input type="checkbox"/> Dog Control                              | <input type="checkbox"/> Community Planning                      |
| <input type="checkbox"/> Rubbish Collection (red-lid bin)            | <input type="checkbox"/> Emergency Management (Civil Defence)     | <input type="checkbox"/> Regional Identity – World of Difference |
| <input type="checkbox"/> Transfer Stations                           | <input type="checkbox"/> Cemeteries                               | <input type="checkbox"/> Tourism Marketing and Development       |
| <input type="checkbox"/> Kerbside Recycling (blue & yellow-lid bins) | <input type="checkbox"/> Community Halls and Stadiums             | <input type="checkbox"/> iSITE Visitor Information Centres       |
| <input type="checkbox"/> Recycling Depots                            | <input type="checkbox"/> Council's Elderly Persons' Housing units | <input type="checkbox"/> After Hours Answer Service              |
| <input type="checkbox"/> Waste Minimisation Education                | <input type="checkbox"/> Libraries                                | <input type="checkbox"/> Council Communications                  |
| <input type="checkbox"/> Litter Bins                                 | <input type="checkbox"/> Parks and Reserves                       | <input type="checkbox"/> <b>None of These</b>                    |
| <input type="checkbox"/> Other (please specify)                      |   |  |

## 2017-18 Priorities

\* 10. Last year's survey highlighted the following issues the Council needed to give priority to. Please tick one box per issue to indicate how satisfied you are with the Council's efforts on these issues during the last year.

	Satisfied	Dissatisfied	Unsure / Don't Know
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Council Communications

11. Where do you obtain information about/from Council? **(please tick those you most often refer to)**

- Council papers/documents
- Council newsletter (The FlipSide) delivered to your mailbox
- Council's Facebook page
- Daily newspapers (Otago Daily Times / Southland Times)
- Community newspapers (eg The News, The Mirror)
- Public Meetings and Workshops
- Contact with Council staff
- CODC Noticeboard (page 5 The News)
- CODC Website - [www.codc.govt.nz](http://www.codc.govt.nz)
- Local Community Boards/Elected Members
- Radio
- The Central App
- None of These
- Other (please write in)

12. Please indicate whether or not you are satisfied with how well you have been kept informed by Council

- Satisfied
- Dissatisfied

13. Comments

## Elected Member Performance

14. Please indicate how you feel about the performance of your elected councillors in the past 12 months?

- Satisfied
- Dissatisfied

15. Please indicate how you feel about the performance of your local community board in the past 12 months?

- Satisfied
- Dissatisfied

## Contact with Council

16. How often have you contacted the Council in the last 12 months?**[please tick one]**

- Most Weeks
- Most Months
- Several Times
- Once
- Not at All **[Please go to Q18]**

17. Which CODC office did you have most contact with in the last 12 months?**[please tick one]**

- Alexandra Office
- Cromwell Service Centre
- Ranfurly Service Centre
- Roxburgh Service Centre
- None / Unsure **[Please go to Q18]**

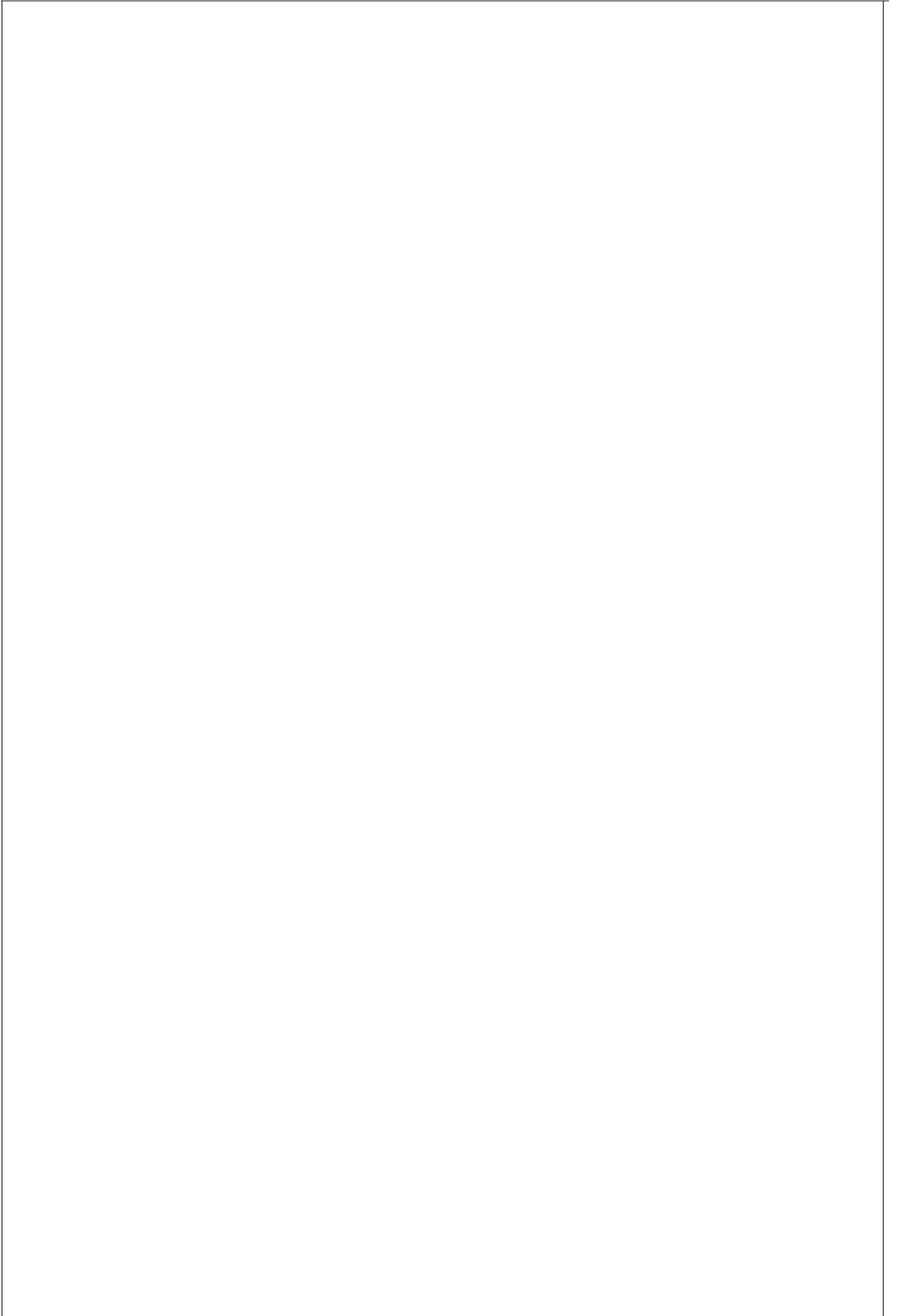
18. And how did you make contact?**[please tick all that apply]**

- In person
- By telephone
- By email
- Through the website (eg online feedback or service request forms)
- By letter
- Via Facebook (wall post or private message)
- Via The Central App
- Other (please specify)

19. Thinking of the initial contact or response you received, how satisfied were you with the following. .  
.**[please tick one per row]**

	Satisfied	Dissatisfied
The service was fast and efficient	<input type="radio"/>	<input type="radio"/>
The service was friendly and courteous	<input type="radio"/>	<input type="radio"/>
Your issue was dealt with effectively	<input type="radio"/>	<input type="radio"/>





## Any Other Issues

20. If you have any other comments or questions about CODC's services or amenities, please write in below.

## Go In the Draw

**Thank you for completing the 2018 CODC Residents' Opinion Survey. If you would like to go in the draw for one of five Prezzy Cards, each valued at \$50, please complete your name, address and phone number below.**

**The contents of this survey will remain confidential**

21. Please complete your name, address and phone number, if you would like to go in the draw for the \$50 Prezzy Card

Name

Address

Phone