Survey Report

05 April 2019 - 04 May 2019
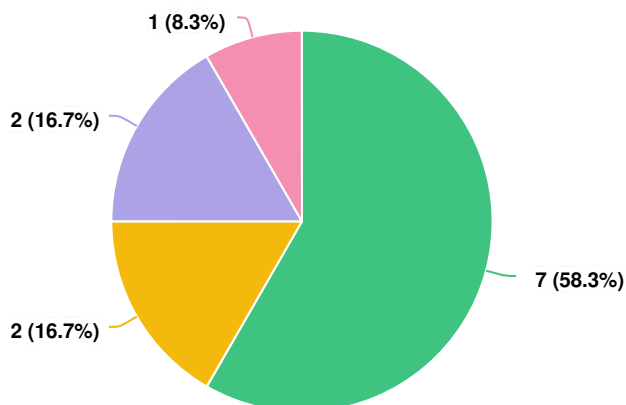
Prioritising online services

PROJECT: City of Canning Digital Strategy 2019 - 2023 (Draft)

Your Say Canning

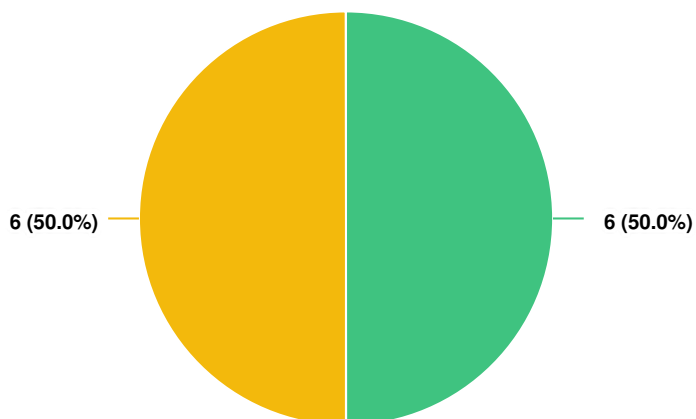| Q1	The ability to lodge and track building and/or planning related requests or issues online

1 (8.3%)

2 (16.7%)

7 (58.3%)

2 (16.7%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

Q2	The ability to lodge general enquiries online

6 (50.0%)

6 (50.0%)

Question options

● Very important   ● Important

(12 responses, 0 skipped)

Q3 | **The ability to lodge and track waste and litter requests or issues online**
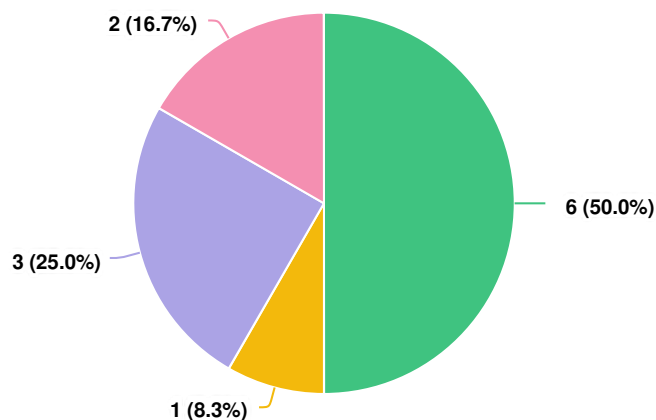
2 (16.7%)

6 (50.0%)

3 (25.0%)

1 (8.3%)

Question options

● Very important ● Important ● Slightly important ● Not at all important

(12 responses, 0 skipped)

Q4 | **The ability to lodge and track animal related requests or issues online**
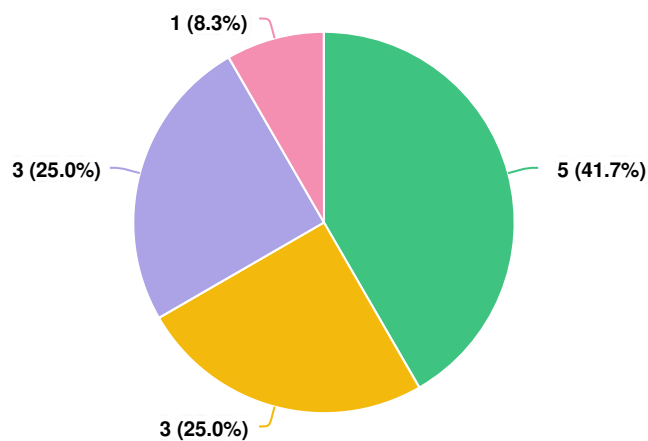
1 (8.3%)

3 (25.0%)

5 (41.7%)

3 (25.0%)

Question options

● Very important ● Important ● Slightly important ● Not at all important

(12 responses, 0 skipped)

| Q5 | The ability to lodge and track graffiti-related reports and issues online |
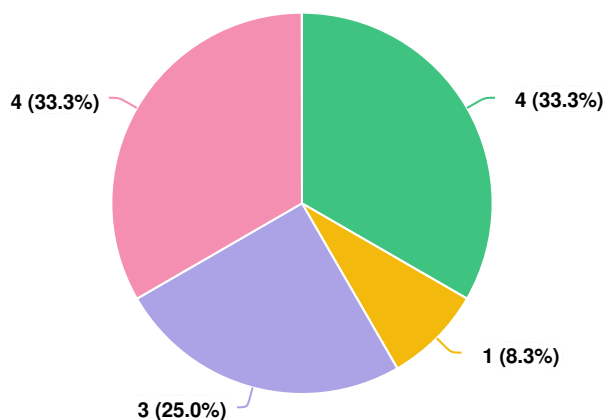
4 (33.3%)

4 (33.3%)

1 (8.3%)

3 (25.0%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

| Q6 | The ability to lodge and track applications for pool inspections online |

5 (41.7%)

4 (33.3%)

3 (25.0%)
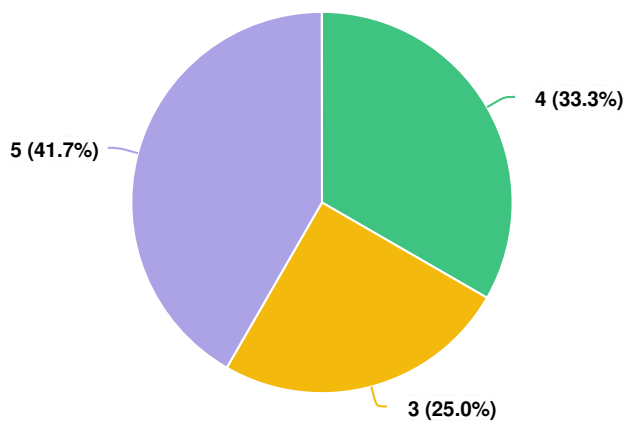
Question options

● Very important   ● Important   ● Not at all important

(12 responses, 0 skipped)

Q7 **The ability to view nearby services, facilities and projects via an online map online**
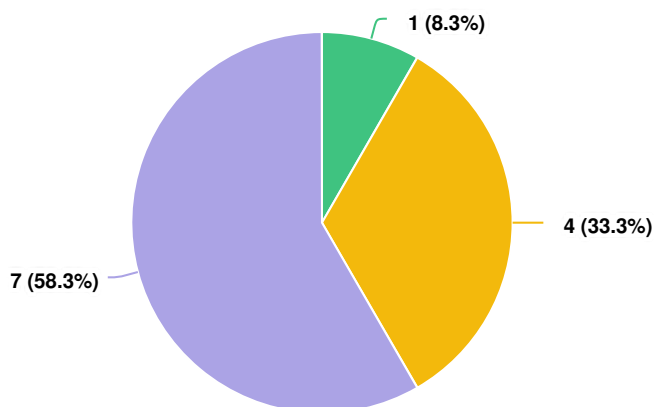
3 (25.0%)

6 (50.0%)

3 (25.0%)
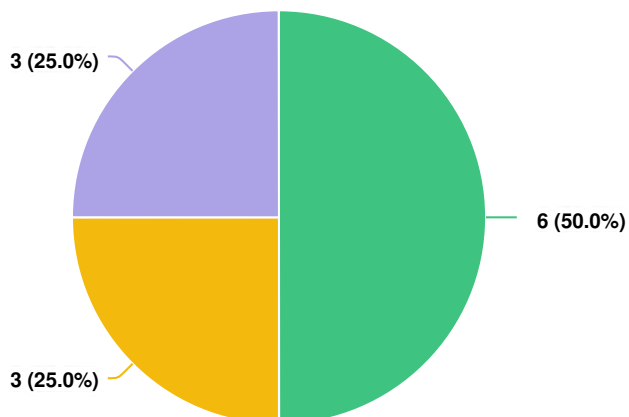
Question options

● Very important ● Important ● Slightly important

(12 responses, 0 skipped)

Q8 **The ability to contact the City's customer support team anytime via online channels like live-chat software**
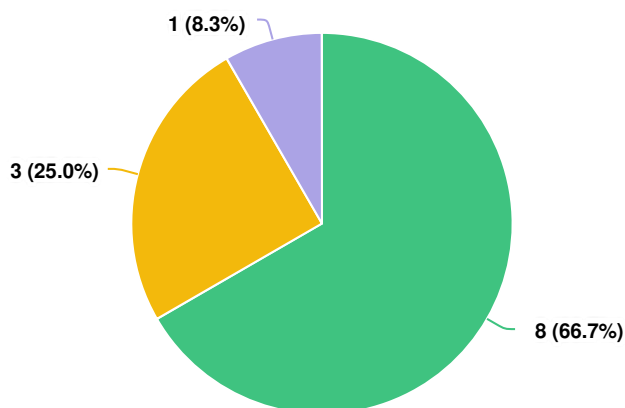
1 (8.3%)

4 (33.3%)

7 (58.3%)

Question options

● Very important ● Important ● Slightly important

(12 responses, 0 skipped)

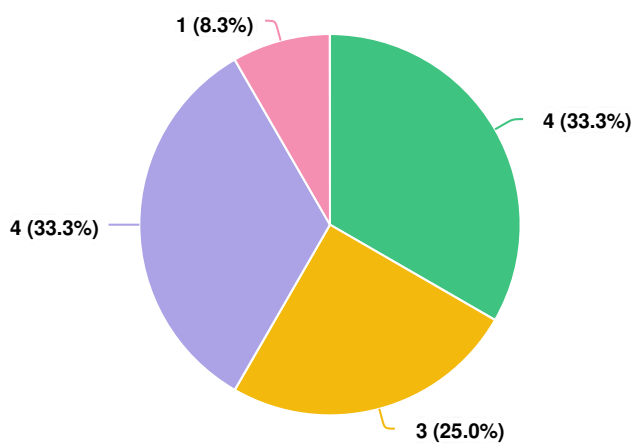**Q9** | **The ability to pay your rates, change your personal details or arrange for a payment plan online**

1 (8.3%)

3 (25.0%)

8 (66.7%)

Question options

● Very important ● Important ● Slightly important

(12 responses, 0 skipped)

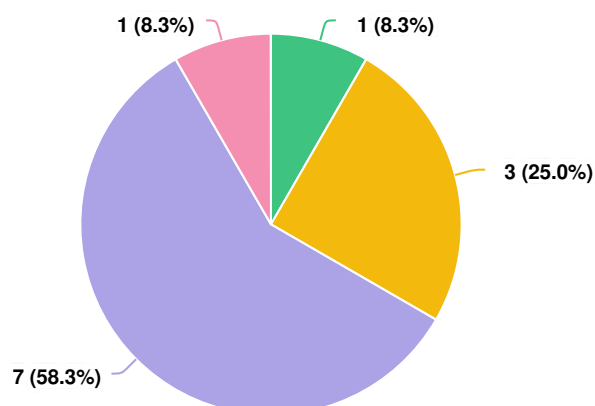**Q10** | **The ability to lodge and track asset maintenance related requests or issues online**

1 (8.3%)

4 (33.3%)

4 (33.3%)

3 (25.0%)

Question options

● Very important ● Important ● Slightly important ● Not at all important

(12 responses, 0 skipped)

Q11 | **The ability to lodge and track vehicle-related requests or issues online**

1 (8.3%)   1 (8.3%)

3 (25.0%)

7 (58.3%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

Q12 | **The ability to lodge and track fire and related hazards requests or issues online**
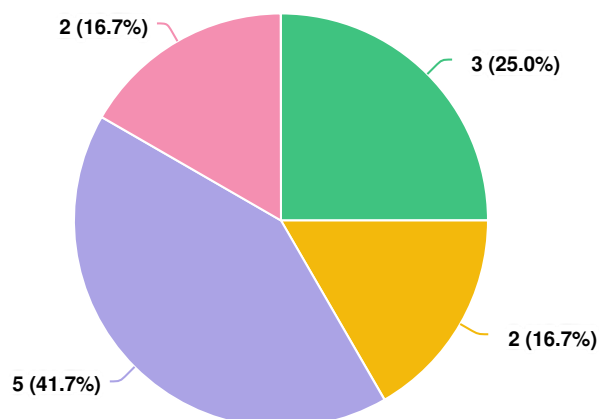
2 (16.7%)

3 (25.0%)

2 (16.7%)

5 (41.7%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

Q13 **The ability to lodge and track holiday watch patrol applications and receive updates online**
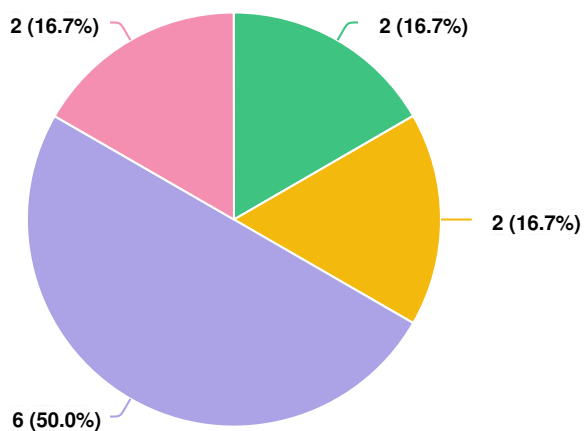
2 (16.7%)
2 (16.7%)

2 (16.7%)

6 (50.0%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

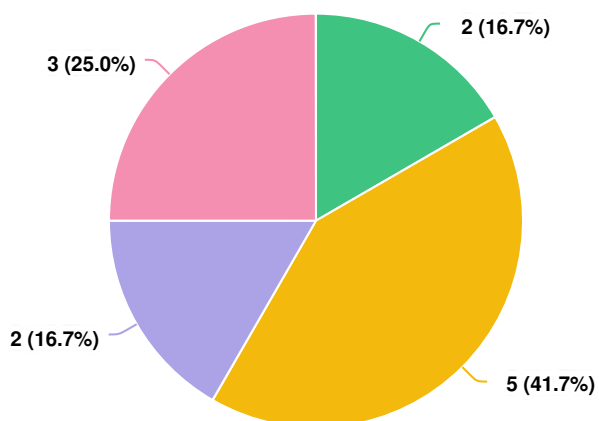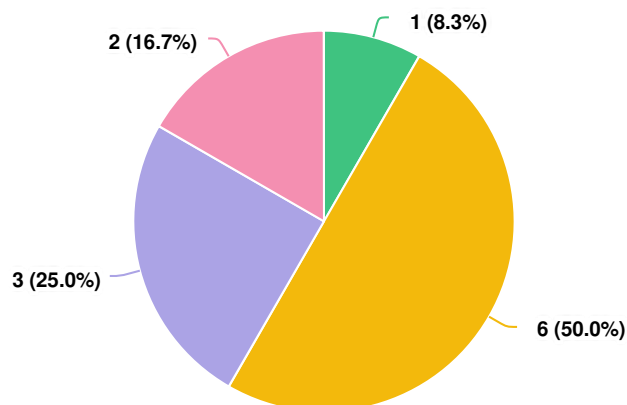**Q14** **The ability to lodge and track permit applications online**

3 (25.0%)
2 (16.7%)

2 (16.7%)

5 (41.7%)

Question options

● Very important   ● Important   ● Slightly important   ● Not at all important

(12 responses, 0 skipped)

Q15	The ability to lodge applications and track public health requests or issues online

1 (8.3%)

2 (16.7%)

3 (25.0%)

6 (50.0%)

Question options

● Very important ● Important ● Slightly important ● Not at all important

(12 responses, 0 skipped)

Q16	The ability to lodge and track pest and vermin requests or issues online
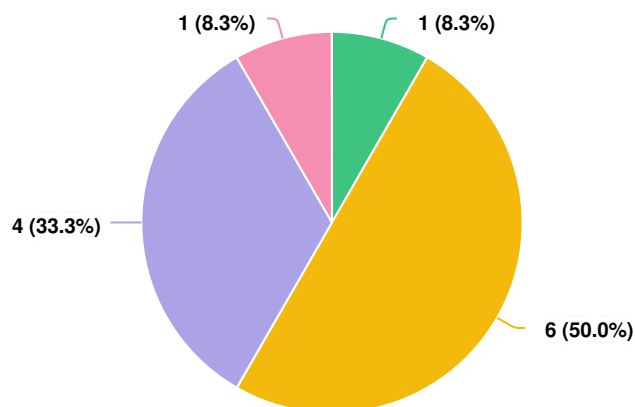
1 (8.3%)

1 (8.3%)

4 (33.3%)

6 (50.0%)

Question options

● Very important ● Important ● Slightly important ● Not at all important

(12 responses, 0 skipped)

| **Q17** | **What additional ideas for online services do you have that could be considered and why?** |

Anonymous 4/17/2019 06:59 PM	Up to date info on facilities, opening hours, library services and catalogues, and all fees and charges. I would say if you are going to have a system to lodge and track one kind of enquiry/application, you should use it/make it available for all types.
Anonymous 4/17/2019 07:51 PM	Building plan and permit is a long process. For this to be traceable would allow the applicants a peace of mind knowing the progress and increase transparency to stakeholders.
Anonymous 4/21/2019 07:55 AM	Fire - Extending fire risk burning off dates boldly due to weather conditions beyond the regulated fire dates should be promoted and easy to find, also shared like other councils do on facebook and just a click away on your page, not have to search for it
Anonymous 4/21/2019 08:48 PM	All data (spatial and otherwise) should be made available if considered to be public knowledge or relevant to ratepayers

Optional question (4 responses, 8 skipped)