

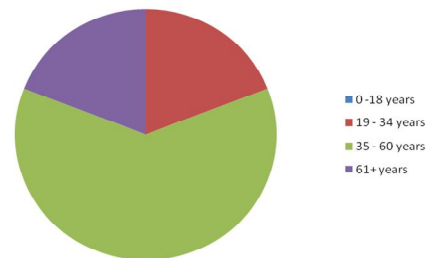


REGIONAL OFFICE – CITRUSDAL: RESULTS OF COMMUNITY SURVEY CONCERNING MUNICIPAL SERVICES AND COMMUNITY PRIORITIES

1. GENERAL INFORMATION

Municipal Service Area: Citrusdal
Includes ward: 1 and 2
Towns: Citrusdal and surrounding farm areas
Age of respondents:

| | |
|---------------|-----|
| 0 – 18 years | 0% |
| 19 – 34 years | 19% |
| 35 – 60 years | 62% |
| 61+ years | 19% |

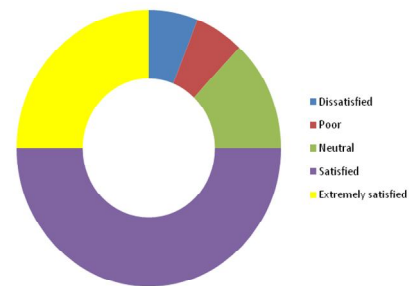


2. MUNICIPAL SERVICES

2.1 Water:

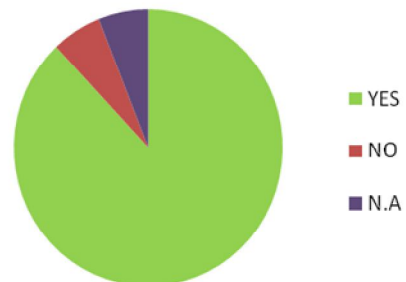
a) *In your opinion, are you satisfied with the water service provided by the municipality?*

| | |
|---|-----|
| Extremely Dissatisfied | 6% |
| Receiving a poor service with much room for improvement | 6% |
| Neutral – No opinion | 13% |
| Satisfied, but room for improvement | 50% |
| Extremely satisfied – no problems | 25% |



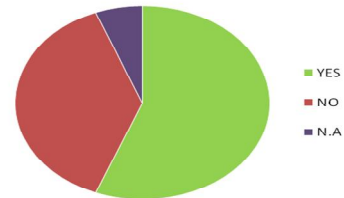
b) *Do you have a water meter that is read regularly?*

| | |
|-----|-----|
| YES | 88% |
| NO | 6% |
| N.A | 6% |



c) *In your opinion, is your water consumption accurately measured and reflected on the account?*

| | |
|-----|-----|
| YES | 56% |
| NO | 38% |
| N.A | 6% |



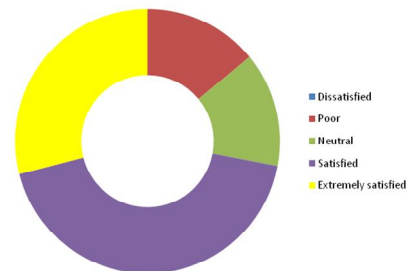
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

| | |
|---|---|
| 1 | Quality of drink water should be addressed by the municipality |
| 2 | Municipality should communicate to public when meter reading will be conducted |
| 3 | Replacement of existing and ageing water pipes to address pipe breaks and leakages. |

2.2 Sanitation:

a) *In your opinion, are you satisfied with the sanitation service provided by the municipality?*

| | |
|---|-----|
| Extremely Dissatisfied | 0% |
| Receiving a poor service with much room for improvement | 14% |
| Neutral – No opinion | 14% |
| Satisfied, but room for improvement | 43% |
| Extremely satisfied – no problems | 29% |



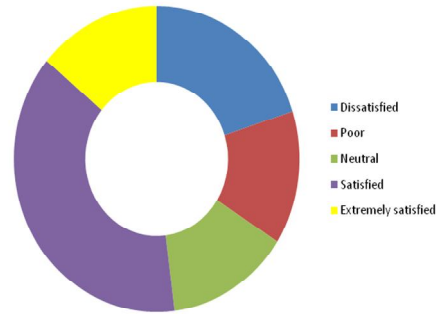
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

| | |
|---|---|
| 1 | Monitor illegal connections more stringently |
| 2 | Extend the capacity of the sewerage plant to address development needs of the area and town |
| 3 | Municipality should budget for pest control services i.e. cockroaches |

2.3 Electricity:

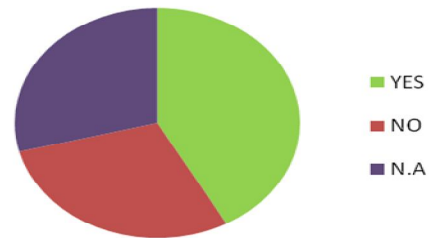
a) *In your opinion, are you satisfied with the electricity service provided by the municipality?*

| | |
|---|-----|
| Extremely Dissatisfied | 20% |
| Receiving a poor service with much room for improvement | 14% |
| Neutral – No opinion | 14% |
| Satisfied, but room for improvement | 38% |
| Extremely satisfied – no problems | 14% |



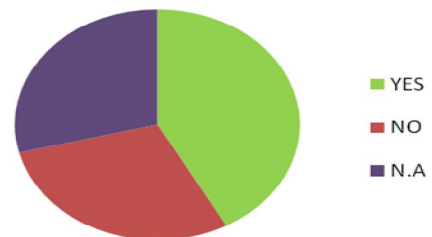
b) *If you have an electricity meter, is it read regularly?*

| | |
|-----|-----|
| YES | 42% |
| NO | 29% |
| N.A | 29% |



c) *In your opinion, is your electricity consumption accurately measured and reflected on the account?*

| | |
|-----|-----|
| YES | 42% |
| NO | 29% |
| N.A | 29% |



d) *Do you have any suggestions on how to improve electricity provision to your home, ward, residential area or town?*

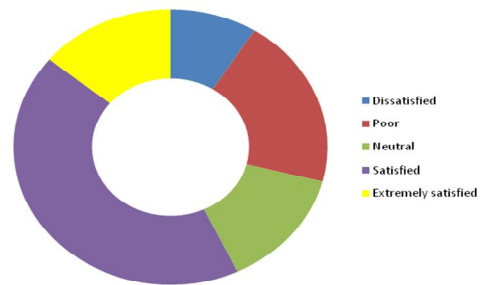
| | |
|---|---|
| 1 | Notice to the public when meter reading will be done |
| 2 | Maintenance & upgrading of power connections |
| 3 | Installation of pre-paid meters |
| 4 | Cost of electricity extremely high – municipality should investigate alternative energy sources |
| 5 | Improve on turnaround time to provide feedback to the customers on faults & complaints reported |

| | |
|---|---|
| 6 | Maintenance of electrical infrastructure should be done regularly |
| 7 | Public should be notified regarding future power failures & disruptions |
| 8 | Electricity capacity limited during the summer months |

2.4 Refuse Removal:

a) *In your opinion, are you satisfied with the refuse removal service you receive from the municipality?*

| | |
|---|-----|
| Extremely Dissatisfied | 9% |
| Receiving a poor service with much room for improvement | 20% |
| Neutral – No opinion | 14% |
| Satisfied, but room for improvement | 43% |
| Extremely satisfied – no problems | 14% |



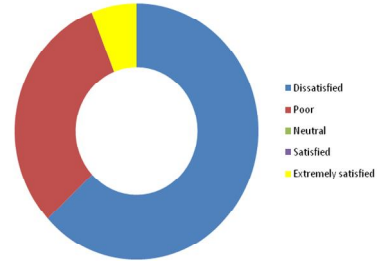
b) *Do you have any suggestions on how to improve refuse removal service to your home, ward, residential area or town?*

| | |
|---|--|
| 1 | Availability of black bags |
| 2 | Time management of when service is available |
| 3 | Removal of garden refuse should be provided at a reasonable cost to the public |
| 4 | Billing of farmers that dump refuse at the municipal refuse dump |
| 5 | Privatize the service |

3. COMMUNITY SERVICES

3.1 Parks and public spaces: How would you rate the maintenance of parks and public spaces?

| | |
|---|-----|
| Extremely Dissatisfied | 63% |
| Receiving a poor service with much room for improvement | 31% |
| Neutral – No opinion | 0% |
| Satisfied, but room for improvement | 0% |
| Extremely satisfied – no problems | 6% |

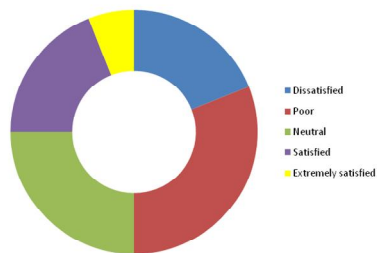


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|---|
| 1 | Mobilize businesses and residents to take ownership of public spaces and infrastructure: adopt a space/park |
| 2 | Cutting of grass, cleaning of pavements and general cleaning of town and business areas should be priority for the municipality. Monthly maintenance program should be designed, communicated with the public and implemented rigorously. |
| 3 | Private services the municipality can't afford or provide efficiently and in a cost effective manner |

3.2 Community halls & municipal buildings: How would you rate the maintenance of community halls & municipal buildings?

| | |
|---|-----|
| Extremely Dissatisfied | 19% |
| Receiving a poor service with much room for improvement | 31% |
| Neutral – No opinion | 25% |
| Satisfied, but room for improvement | 19% |
| Extremely satisfied – no problems | 6% |

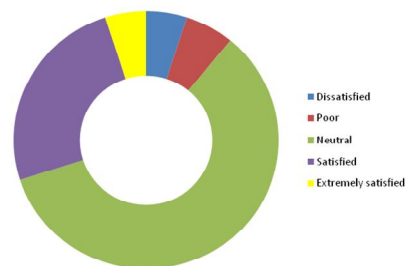


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|------|
| 1 | NONE |
|---|------|

3.3 Libraries: How would you rate the maintenance of libraries?

| | |
|---|-----|
| Extremely Dissatisfied | 5% |
| Receiving a poor service with much room for improvement | 6% |
| Neutral – No opinion | 59% |
| Satisfied, but room for improvement | 25% |
| Extremely satisfied – no problems | 5% |

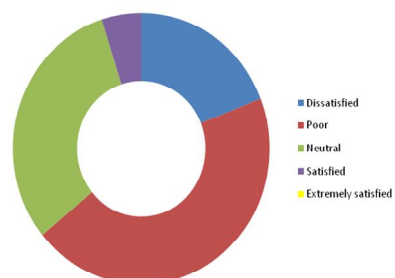


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|--------------------------------------|
| 1 | Customer care training for personnel |
|---|--------------------------------------|

3.4 Sport fields & - facilities: How would you rate the maintenance of sport fields & - facilities?

| | |
|---|-----|
| Extremely Dissatisfied | 19% |
| Receiving a poor service with much room for improvement | 45% |
| Neutral – No opinion | 31% |
| Satisfied, but room for improvement | 5% |
| Extremely satisfied – no problems | 0% |

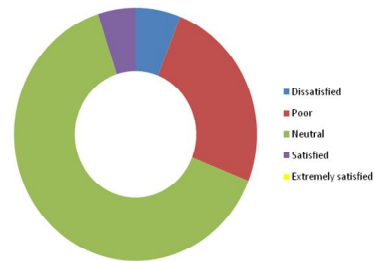


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|------|
| 1 | NONE |
|---|------|

3.5 Resorts: How would you rate the maintenance of the resort?

| | |
|---|-----|
| Extremely Dissatisfied | 6% |
| Receiving a poor service with much room for improvement | 25% |
| Neutral – No opinion | 64% |
| Satisfied, but room for improvement | 5% |
| Extremely satisfied – no problems | 0% |

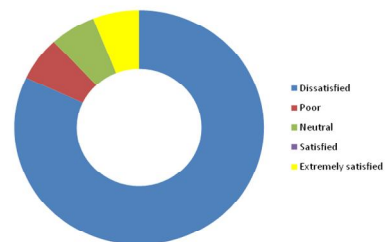


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|------|
| 1 | NONE |
|---|------|

3.6 Streets & sidewalks: How would you rate the maintenance of streets & sidewalks?

| | |
|---|-----|
| Extremely Dissatisfied | 82% |
| Receiving a poor service with much room for improvement | 6% |
| Neutral – No opinion | 6% |
| Satisfied, but room for improvement | 0% |
| Extremely satisfied – no problems | 6% |



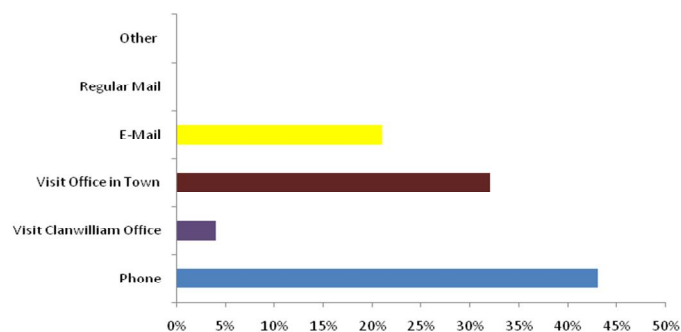
Do you have any suggestions on how to improve the above mentioned service in your ward or town?

| | |
|---|---|
| 1 | Ongoing maintenance of roads |
| 2 | Improve supervision of staff in this service section |
| 3 | Cooperate with SAPS and implement municipal by-laws to combat littering and illegal dumping |

4. CLIENT SERVICE & COMMUNICATION

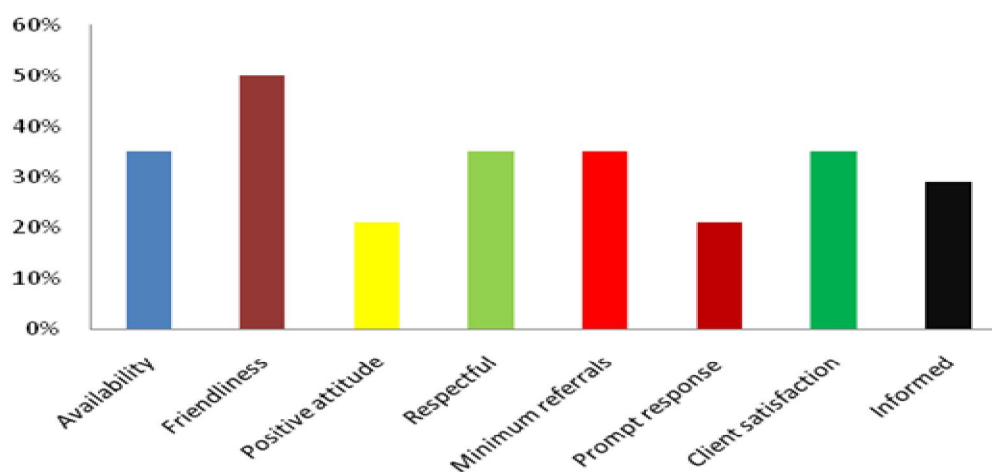
4.1 How do you communicate with the municipality?

| | |
|--|-----|
| Phone | 43% |
| Visit municipal head office in Clanwilliam | 4% |
| Visit municipal office in your town | 32% |
| Use e-mail | 21% |
| Regular mail | 0% |
| Other | 0% |



4.2 In your dealings with the staff of the municipality, what was your experience?

| | % YES | % NO |
|---|-------|------|
| Have you found that staff is available to help at all times? | 35% | 65% |
| Have you found that staff is friendly? | 50% | 50% |
| Have you found that staff has a positive attitude? | 21% | 79% |
| Have you found that staff treats you with respect? | 35% | 65% |
| Have you been helped with minimal referrals? | 35% | 65% |
| Have you found that correspondence is dealt with and answered promptly? | 21% | 79% |
| Have you found that queries are dealt with and resolved to your satisfaction? | 35% | 65% |
| Does your municipality keep you informed sufficiently about its services? | 29% | 71% |



4.3 *Do you have any suggestions on how to improve communication between the municipality and yourself?*

| | |
|---|--|
| 1 | Effective management and follow-up of queries and complaints. Correct referrals must be given to members of the public |
| 2 | Utilize e-mail facility to communicate to clients and the public |
| 3 | Customer Care training for frontline personnel, |
| 4 | Traffic Department should improve communication with public and keep to office hours pertaining to services provided |

5. WARD PRIORITIES

5.1 *What are the most important issues that you would like to be addressed in your ward within the next 5-years?*

| | |
|----|---|
| 1 | Maintenance of streets (potholes and re-servicing) and pavements |
| 2 | New Sewerage plant to manage growing demand and developments |
| 3 | Improve water quality and maintenance of water infrastructure |
| 4 | Increase capacity for electricity to manage increased demand |
| 5 | Improve maintenance for electricity |
| 6 | Upgrading of town entrance |
| 7 | Improved cleaning service for central business area (cleaning of area on Saturday & Sunday) |
| 8 | Finalize the relocation of Jaagvlei and Sandkamp to Petersfield |
| 9 | Provide adequate sanitation services for new developments |
| 10 | Signage for streets |
| 11 | Privatization of cleaning service |
| 12 | Training of personnel to provide a professional service and development of skills |
| 13 | Municipal swimming pool |
| 14 | Improved control of illegal businesses in residential areas |
| 15 | Improve the visibility and neatness of the entrance at the N7 |
| 16 | Improve law enforcement by traffic department |
| 17 | Improve maintenance of public facilities |
| 18 | Improve maintenance of sport facilities |
| 19 | Create infrastructure for industries |