

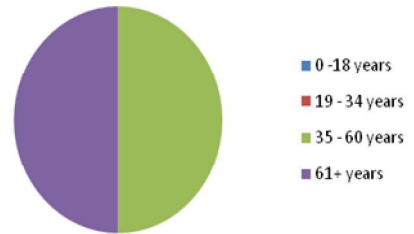


REGIONAL OFFICE – CLANWILLIAM: RESULTS OF COMMUNITY SURVEY CONCERNING MUNICIPAL SERVICES AND COMMUNITY PRIORITIES

1. GENERAL INFORMATION

Municipal Service Area: Clanwilliam
Includes ward: 3 and 6
Towns: Clanwilliam & Wupperthal and surrounding farm areas
Age of respondents:

0 – 18 years	0%
19 – 34 years	0%
35 – 60 years	50%
61+ years	50%

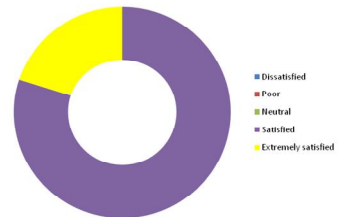


2. MUNICIPAL SERVICES

2.1 Water:

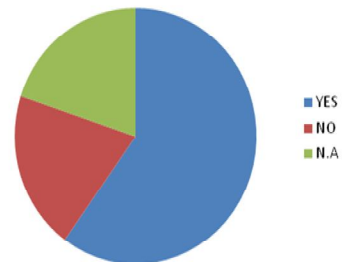
a) *In your opinion, are you satisfied with the water service provided by the municipality?*

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	0%
Neutral – No opinion	0%
Satisfied, but room for improvement	80%
Extremely satisfied – no problems	20%



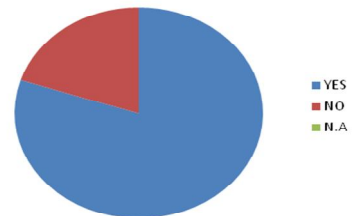
b) *Do you have a water meter that is read regularly?*

YES	60%
NO	20%
N.A	20%



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

YES	56%
NO	38%
N.A	6%



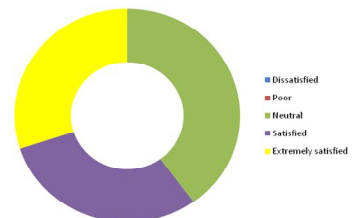
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

1	Faulty meter readings
2	Leaking water meters
3	Repair of pipe breaks and leakages should be communicated to effected customers

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	0%
Neutral – No opinion	40%
Satisfied, but room for improvement	30%
Extremely satisfied – no problems	30%



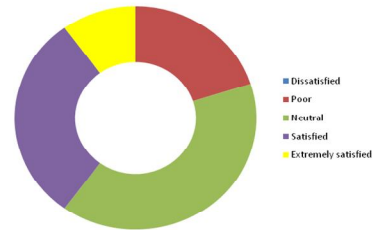
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

1	NONE
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2.3 Electricity:

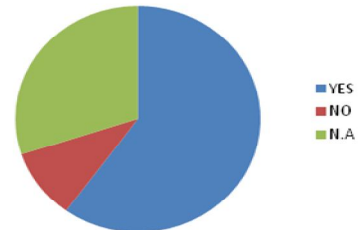
a) *In your opinion, are you satisfied with the electricity service provided by the municipality?*

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	20%
Neutral – No opinion	40%
Satisfied, but room for improvement	30%
Extremely satisfied – no problems	10%



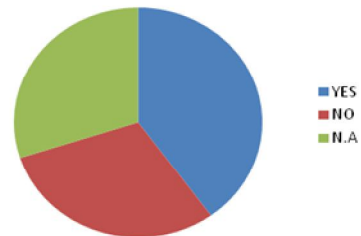
b) *If you have an electricity meter, is it read regularly?*

YES	60%
NO	10%
N.A	30%



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

YES	40%
NO	30%
N.A	30%



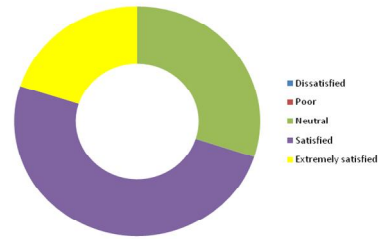
d) *Do you have any suggestions on how to improve electricity provision to your home, ward, residential area or town?*

1	Solar systems should be installed in all new houses (formal and low cost housing)
2	The public should be informed in advance of any power disruptions

2.4 Refuse Removal:

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

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	0%
Neutral – No opinion	30%
Satisfied, but room for improvement	50%
Extremely satisfied – no problems	20%



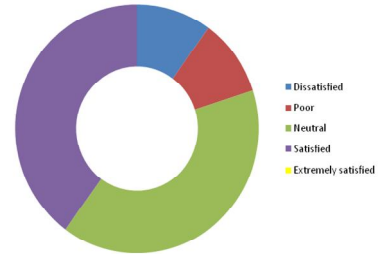
b) Do you have any suggestions on how to improve refuse removal service to your home, ward, residential area or town?

1	Removal of garden refuse do not occur as arranged with municipality
2	Implementation of the time schedule for weekly removals can be executed better
3	Refuse should be removed by the municipality and not Augsburg

3. COMMUNITY SERVICES

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

Extremely Dissatisfied	10%
Receiving a poor service with much room for improvement	10%
Neutral – No opinion	40%
Satisfied, but room for improvement	40%
Extremely satisfied – no problems	0%

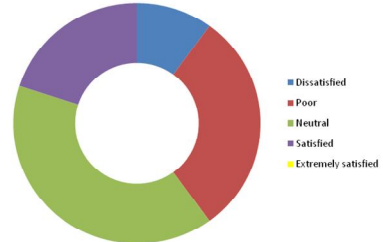


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Improve maintenance, cleaning and improvement of public spaces/areas
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3.2 Community halls & municipal buildings: How would you rate the maintenance of community halls & municipal buildings?

Extremely Dissatisfied	10%
Receiving a poor service with much room for improvement	30%
Neutral – No opinion	40%
Satisfied, but room for improvement	20%
Extremely satisfied – no problems	0%

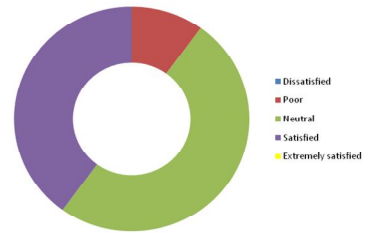


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	NONE
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3.3 Libraries: How would you rate the maintenance of libraries?

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	10%
Neutral – No opinion	50%
Satisfied, but room for improvement	40%
Extremely satisfied – no problems	0%

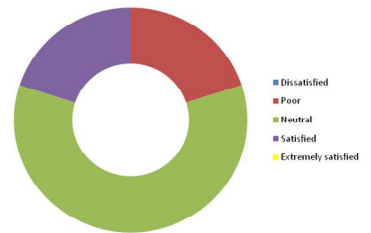


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Customer care training for personnel
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3.4 Sport fields & - facilities: How would you rate the maintenance of sport fields & - facilities?

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	20%
Neutral – No opinion	60%
Satisfied, but room for improvement	20%
Extremely satisfied – no problems	0%

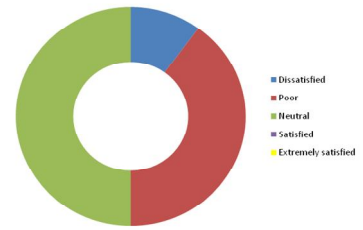


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	NONE
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3.5 Resorts: How would you rate the maintenance of the resort?

Extremely Dissatisfied	10%
Receiving a poor service with much room for improvement	40%
Neutral – No opinion	50%
Satisfied, but room for improvement	0%
Extremely satisfied – no problems	0%

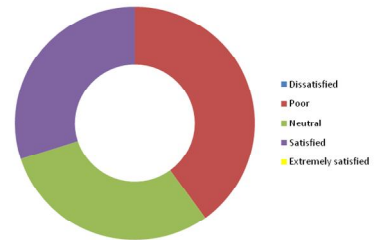


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	NONE
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3.6 Streets & sidewalks: How would you rate the maintenance of streets & sidewalks?

Extremely Dissatisfied	0%
Receiving a poor service with much room for improvement	40%
Neutral – No opinion	30%
Satisfied, but room for improvement	30%
Extremely satisfied – no problems	0%



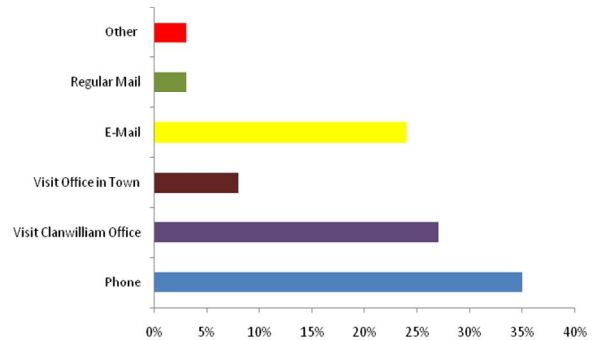
Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Public awareness program regarding littering and illegal dumping. Cooperate with schools to educate young people.
2	Response and repair to pot holes to slow

4. CLIENT SERVICE & COMMUNICATION

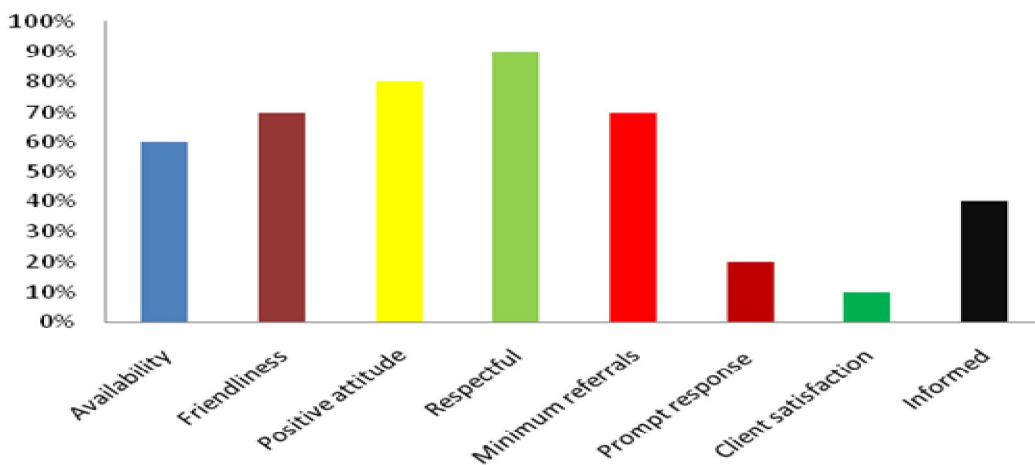
4.1 How do you communicate with the municipality?

Phone	35%
Visit municipal head office in Clanwilliam	27%
Visit municipal office in your town	8%
Use e-mail	24%
Regular mail	3%
Other	3%



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?	60%	40%
Have you found that staff is friendly?	70%	30%
Have you found that staff has a positive attitude?	80%	20%
Have you found that staff treats you with respect?	90%	10%
Have you been helped with minimal referrals?	70%	30%
Have you found that correspondence is dealt with and answered promptly?	20%	80%
Have you found that queries are dealt with and resolved to your satisfaction?	10%	90%
Does your municipality keep you informed sufficiently about its services?	40%	60%



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

1	Create a customer care office to manage queries
2	E-mail communication should be utilized more by the municipality
3	Customer Care training for frontline personnel,

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	Upgrade and beatifying of pavements
2	Upgrade of gravel streets and regular inspections of streets
3	Improve speed control – speed bumps in Park Street
4	Broader consultation regarding planned developments
5	Implementation of municipal by-laws - improve law-enforcement capacity
6	Incorporate De Vlei in ward 3 - Upgrading of town entrance
7	Improved cleaning service for central business area (cleaning of area on Saturday & Sunday)
8	Provide adequate sanitation services for new developments
9	Signage for streets
10	Privatization of cleaning service
11	Training of personnel to provide a professional service and development of skills
12	Municipal swimming pool
13	Improved control of illegal businesses in residential areas
14	Improve the visibility and neatness of the entrance at the N7
15	Improve law enforcement by traffic department
16	Improve maintenance of public facilities
17	Improve maintenance of sport facilities
18	Create infrastructure for industries
19	Development of tourism facilities – Cedarberg Nature Reserve

