



# Municipal Report

**Subject:** Resident Feedback Forms - Results  
**Meeting:** Regular Council Meeting - 18 Apr 2023  
**Prepared For:** Council  
**Staff Contact:** Amanda Hudder, Treasurer

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## **RECOMMENDATION:**

To be received as information.

## **BACKGROUND INFORMATION:**

In January of this year, staff informed Council members at a public meeting that a customer service survey was being developed to release to the ratepayers through an online forum, in the newspaper, and in the tax bills being mailed out in February. This was a staff initiative to attempt to obtain the pulse of the community on whether they are effectively able to contact staff at the municipal office, what services are the majority of the residents contacting us about, and are residents satisfied with the operating hours of the office and give the residents an opportunity to provide comment - good or bad - on any matters that are important to them.

Overall, the response rate was 298 surveys returned out of 3,255 household, this equates to a sample size of the population survey with a 92.5% confidence level in the responses based on a margin of error of +/-5%. **The confidence level is a measure of certainty regarding how accurately a sample reflects the population being studied within a chosen confidence interval.** Therefore, this is a good response rate in statistical data analysis.

I will be providing all Council members with the raw survey data for their review in confidence as a result of references in the notes sections to individuals which falls under the Municipal Act 2001 S.239 (2)(b) personal matters about an identifiable individual, including municipal or local board employees. Attached you will find the data summarized.

Overall, it seems out of those that responded, residents are satisfied with the options available to contact municipal staff and getting issues resolved. Also, the majority of respondents contact the municipal office for Taxes and Water Billing related reasons, with Building/By-law & Fire in second place. The question of municipal office hours seemed to be a hot topic as recorded in the notes section of the raw data provided to Council; 41% do not wish for office hours to change, 36% do not visit the office regularly, and a combined 23% would like to see a change to the office hours.

Also, municipal office staff were asked to complete a confidential survey on municipal office operating hours and the results of which will be discussed at an upcoming staff meeting to determine whether or not to bring forward any discussion(s) of that nature to Council in the future.

**ATTACHED:**

[2023 Feedback Form Survey](#)

[2023 Feedback Form Chart Data](#)

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
1	3-5 times	Taxes and water billing CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
2	I haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
3	I haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
4	1-2 times	CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
5						I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
6	1-2 times	Taxes and water billing CAO/Clerk	Once			I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
7	1-2 times	Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
8	1-2 times	Taxes and water billing	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
9	1-2 times	Taxes and water billing		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
10	1-2 times	Building	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
11	3-5 times	Curbside pickup Recreation	Once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
12	6 or more times	CAO/Clerk Building Bylaw and Fire Planning	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone In person at the Township Office
13	3-5 times	Taxes and water billing CAO/Clerk Curbside pickup Bylaw and Fire	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	In person at the Township Office
14	1-2 times	CAO/Clerk Recreation	Once	No		I don't visit the Township Office regularly	Phone
15	3-5 times	Bylaw and Fire Roads	Once	Yes	Yes	I don't visit the Township Office regularly	Email
16	3-5 times	Taxes and water billing Planning Roads	More than once	Yes	No	Open Tuesday-Friday, 8am to 6pm	Phone Email
17	1-2 times	Curbside pickup	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
18	1-2 times	Bylaw and Fire		Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office Phone Email
19	1-2 times	Waste/transfer sites Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
20	1-2 times	Operations	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
21	3-5 times	Taxes and water billing Waste/transfer sites Planning	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
22	1-2 times	Curbside pickup Bylaw and Fire	Once	No		I don't visit the Township Office regularly	Phone In person at the Township Office
23	3-5 times	Curbside pickup Bylaw and Fire Recreation	Once	Yes		I don't visit the Township Office regularly	Phone
24	1-2 times	Taxes and water billing	Once	No		I don't visit the Township Office regularly	Phone
25	3-5 times	CAO/Clerk Planning Roads	Once	No		I don't visit the Township Office regularly	Phone In person at the Township Office
26	3-5 times	Taxes and water billing Building Roads	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
27	3-5 times	Marriage license	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email In person at the Township Office
28	6 or more times	Building Planning Recreation	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email In person at the Township Office
29	1-2 times	Taxes and water billing	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
30	1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Email
31	3-5 times	Waste/transfer sites Bylaw and Fire Roads	More than once	Yes	Yes	I don't visit the Township Office regularly	Phone
32	1-2 times	Building Planning	Once	Yes	Yes	I don't visit the Township Office regularly	Email

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
33	6 or more times	Taxes and water billing CAO/Clerk Building Bylaw and Fire Recreation	Once		Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
34	3-5 times	Bylaw and Fire Roads	More than once	Yes	No		Phone
35	1-2 times	Taxes and water billing	More than once	No		I don't visit the Township Office regularly	Phone
36	6 or more times	Roads	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
37	6 or more times	Taxes and water billing Building Bylaw and Fire Roads	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office
38	1-2 times	Taxes and water billing CAO/Clerk Recreation	Once	No	Yes	I don't visit the Township Office regularly	Email
39	1-2 times	Taxes and water billing Building	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
40	6 or more times	Taxes and water billing	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
41	1-2 times	Bylaw and Fire Facilities	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
42	I haven't				Yes		Phone Email In person at the Township Office
43	3-5 times	CAO/Clerk Building Recreation	Once	No	Yes	I don't visit the Township Office regularly	Email
44	1-2 times		Once	Yes	No	I don't visit the Township Office regularly	Email
45	6 or more times	Taxes and water billing Building	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
46	1-2 times	Taxes and water billing	More than once	Yes	No	Open Tuesday-Friday, 8am to 6pm	Email
47	3-5 times	Taxes and water billing Curbside pickup Roads	More than once	Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
48	3-5 times	CAO/Clerk Bylaw and Fire	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone Email
49	6 or more times	Taxes and water billing CAO/Clerk Building Bylaw and Fire Recreation Roads Facilities	Once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email In person at the Township Office
50	3-5 times	Bylaw and Fire Recreation Facilities	More than once	Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
51	3-5 times	Roads	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
52	1-2 times	Taxes and water billing	Once		Yes	I don't visit the Township Office regularly	Email
53	I haven't						Phone
54	3-5 times	Building Bylaw and Fire Planning Roads		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email In person at the Township Office
55	1-2 times	Taxes and water billing	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
56	1-2 times	CAO/Clerk Development/operations	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
57	1-2 times	Mayor & Councillors	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
58	1-2 times	Office Clerk	Once	No		I don't visit the Township Office regularly	Phone In person at the Township Office
59	3-5 times	Waste/transfer sites Reception	Once			I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
60	I haven't		Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
61	3-5 times	Taxes and water billing Building Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office

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62	1-2 times	CAO/Clerk Bylaw and Fire Recreation	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
63	3-5 times	Bylaw and Fire Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
64	I haven't			No		I don't visit the Township Office regularly	Phone
65	1-2 times	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Phone
66	1-2 times	Waste/transfer sites Roads	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
67	3-5 times	Taxes and water billing Building Roads	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office
68	I haven't	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Email
69	1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	In person at the Township Office
70	3-5 times	Building	More than once	No		Open Tuesday-Friday, 8am to 6pm	In person at the Township Office
71	1-2 times	Taxes and water billing Curbside pickup	More than once	Yes	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office
72	1-2 times	Roads	Once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
73	1-2 times	Building Planning	Once	No		I don't visit the Township Office regularly	In person at the Township Office
74	1-2 times	Building Bylaw and Fire	Once	No		I don't visit the Township Office regularly	In person at the Township Office
75	I haven't					I don't visit the Township Office regularly	Email
76	3-5 times	Taxes and water billing Building Bylaw and Fire Planning	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
77	1-2 times	Taxes and water billing	More than once	Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
78	1-2 times	Taxes and water billing Roads	Once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
79	1-2 times	Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
80	3-5 times	Taxes and water billing Waste/transfer sites Recreation	Once	Yes	Yes	I don't visit the Township Office regularly	Phone Phone
81	I haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
82						I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	

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83	6 or more times	Taxes and water billing Bylaw and Fire Planning	More than once		Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email In person at the Township Office
84	1-2 times	Check if names on voting list	Once	No		I don't visit the Township Office regularly	In person at the Township Office
85	I haven't						
86	3-5 times	Taxes and water billing Planning Main dedk	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	
87	3-5 times	Roads Facilities	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
88	3-5 times	Roads Facilities	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
89	1-2 times	Bylaw and Fire Planning	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
90	1-2 times	CAO/Clerk Recreation	Once	Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
91	1-2 times	Taxes and water billing	Once	No		I don't visit the Township Office regularly	Phone
92	3-5 times	Building Bylaw and Fire Planning	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
93	1-2 times	Bylaw and Fire Roads	Once	No		Open Tuesday-Friday, 8am to 6pm	Phone
94	1-2 times	Taxes and water billing Emergency - no water	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office
95	1-2 times	CAO/Clerk Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email
96	3-5 times	Just moved to the area	More than once			I don't visit the Township Office regularly	Email
97	1-2 times	Taxes and water billing CAO/Clerk Facilities	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
98	1-2 times	Taxes and water billing		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
99	I haven't			No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone



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100	1-2 times	water shut off	More than once	No		Open Monday-Thursday, 8am to 6pm	Phone
101	6 or more times	Building Roads		No	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email
102	1-2 times	Roads No chip and dip, hot mix on roads. Use the packer when patching pot holes, we as tax payers paid for it	More than once	Yes			Phone
103	3-5 times	Waste/transfer sites Building Roads	Once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office Phone
104	3-5 times	CAO/Clerk Building Roads	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
105	1-2 times	Building Planning	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
106	6 or more times	CAO/Clerk Building Planning Recreation	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email Phone
107	1-2 times	Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
108	1-2 times	Bylaw and Fire	Once				In person at the Township Office Phone
109	3-5 times	Waste/transfer sites	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office Phone
110	1-2 times	Election registration.	Once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Office
111	I haven't	CAO/Clerk	Once	No		Open Monday-Thursday, 8am to 6pm	Phone
112	I haven't		Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
113	1-2 times	Roads	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
114	I haven't		Once	No		I don't visit the Township Office regularly	In person at the Township Office
115	1-2 times	Building Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email
116	1-2 times	CAO/Clerk Building Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office

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117	I haven't			No	Yes	I don't visit the Township Office regularly	Phone In person at the Township
118	3-5 times	Building Bylaw and Fire Planning	Once	No	Yes	I don't visit the Township Office regularly	Phone Email
119	I haven't				Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
120	I haven't					I don't visit the Township Office regularly	In person at the Township Office
121	1-2 times	Taxes and water billing	Once	No	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
122	3-5 times	Recreation Roads	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
123	1-2 times	Building Marriage certificate	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone Email
124	I haven't					I don't visit the Township Office regularly	In person at the Township Office
125	1-2 times		Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
126	1-2 times	Bylaw and Fire	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
127	1-2 times	Waste/transfer sites Bylaw and Fire	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	In person at the Township Office
128	6 or more times	Taxes and water billing CAO/Clerk Waste/transfer sites Curbside pickup Building Bylaw and Fire Planning Recreation Roads Facilities	More than once	Yes	Yes	Open Monday-Thursday, 8am to 6pm	Phone Email In person at the Township Office
129	1-2 times	Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
130	I haven't		Once	Yes	Yes	I don't visit the Township Office regularly	Office Phone
131	1-2 times	Taxes and water billing Bylaw and Fire	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
132	6 or more times	Taxes and water billing Building Planning	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office

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133	6 or more times	Taxes and water billing Building Bylaw and Fire Planning	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
134	1-2 times	Taxes and water billing Waste/transfer sites	More than once	Yes	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
135	1-2 times	Taxes and water billing Waste/transfer sites	Once	No		I don't visit the Township Office regularly	Phone
136	1-2 times	Waste/transfer sites Curbside pickup Animal services	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Office Email
137	I haven't		Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
138	1-2 times	Taxes and water billing Bylaw and Fire	Once	No	No	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
139	I haven't	Taxes and water billing Building	Once	No	Yes	I don't visit the Township Office regularly	Email
140	3-5 times	Taxes and water billing	Once	No			Phone
141	1-2 times	Taxes and water billing Recreation	Once	No	Yes	I don't visit the Township Office regularly	Phone
142	1-2 times	Taxes and water billing CAO/Clerk	Once	No	Yes	I don't visit the Township Office regularly	Phone
143	1-2 times	Taxes and water billing	More than once	Yes			Phone
144	3-5 times	Waste/transfer sites	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
145	1-2 times	Waste/transfer sites	Once	No		I don't visit the Township Office regularly	Phone
146	1-2 times	Taxes and water billing	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
147	1-2 times	Taxes and water billing Curbside pickup	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email
148	1-2 times	Bylaw and Fire Roads	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Office
149	3-5 times	Taxes and water billing Curbside pickup	Once	No			Phone
150	1-2 times	Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
151	I haven't	Property location	Once	No		Open Monday-Thursday, 8am to 6pm	Phone

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
152	I haven't	none.	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
153	1-2 times	Bylaw and Fire	More than once	Yes		I don't visit the Township Office regularly	Phone In person at the Township Office
154	1-2 times	Roads	Once	No		I don't visit the Township Office regularly	Phone
155	1-2 times	Waste/transfer sites	Once			Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
156	I haven't		More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
157	3-5 times	Recreation Roads		No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone Email
158	I haven't			Yes	Yes	I don't visit the Township Office regularly	Email
159	I haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
160	3-5 times	Taxes and water billing CAO/Clerk Building Bylaw and Fire	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
161	1-2 times	Building Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
162	1-2 times	Building Planning		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
163	1-2 times	Bylaw and Fire	More than once	Yes	Yes	I don't visit the Township Office regularly	Phone
164	3-5 times	Building Bylaw and Fire	Once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone In person at the Township Office
165	1-2 times	Building	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
166	3-5 times	CAO/Clerk Recreation Snow Removal/ Commercial service	Once	No	Yes	I don't visit the Township Office regularly	Email
167	I haven't	Taxes and water billing	Once	Yes	No	I don't visit the Township Office regularly	Phone
168	1-2 times	Bylaw and Fire	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
169	I haven't		Once	No		Open Tuesday-Friday, 8am to 6pm	Phone
170	1-2 times	Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email In person at the Township Office

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
171	1-2 times	Taxes and water billing Waste/transfer sites Bylaw and Fire	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email
172	3-5 times	Taxes and water billing CAO/Clerk Bylaw and Fire	More than once				Email
173	1-2 times	Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office Phone Email
174	1-2 times	Bylaw and Fire	Once	No	No	I don't visit the Township Office regularly	Phone Email
175	3-5 times	Building	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
176	3-5 times	CAO/Clerk Nevada Licence	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
177	1-2 times	Taxes and water billing Recreation	Once	Yes	Yes	I don't visit the Township Office regularly	Phone
178	1-2 times	Election	Once	No	Yes	I don't visit the Township Office regularly	Email
179	1-2 times	CAO/Clerk Waste/transfer sites Bylaw and Fire Recreation	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
180	1-2 times	Building	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
181	1-2 times	Bylaw and Fire Planning	Once	Yes	No	I don't visit the Township Office regularly	Email
182	3-5 times	Taxes and water billing Building Planning	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
183	3-5 times	CAO/Clerk Bylaw and Fire Recreation Roads	Once	No	Yes	I don't visit the Township Office regularly	Email Phone In person at the Township Office
184	1-2 times		More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
185	1-2 times	Bylaw and Fire	Once	No	Yes	I don't visit the Township Office regularly	Phone
186	3-5 times	Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
187	1-2 times	Taxes and water billing	Once	Yes	Yes	I don't visit the Township Office regularly	Phone Email
188	I haven't					I don't visit the Township Office regularly	Phone
189	I haven't	Recreation	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
190	1-2 times	Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
191	1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone Email
192	3-5 times	Taxes and water billing Planning	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
193	1-2 times	Taxes and water billing Waste/transfer sites	Once	No	Yes	I don't visit the Township Office regularly	Phone Email
194	1-2 times	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Email In person at the Township Office
195	I haven't			No		Open Monday-Thursday, 8am to 6pm	Phone
196	1-2 times	Taxes and water billing	Once	No		I don't visit the Township Office regularly	Phone
197	1-2 times	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Phone
198	6 or more times	Taxes and water billing CAO/Clerk Building	More than once	No	Yes	I don't visit the Township Office regularly	Email
199	1-2 times	Recreation Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
200	1-2 times	Building	Once	No	Yes	I don't visit the Township Office regularly	Phone Email
201	3-5 times	Planning Roads	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
202	3-5 times	Recreation Roads	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Email
203	3-5 times	Taxes and water billing Waste/transfer sites	Once	No		I don't visit the Township Office regularly	Phone
204	1-2 times	Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone Email
205	1-2 times	Taxes and water billing	Once	No		I don't visit the Township Office regularly	In person at the Township Office
206	3-5 times	Taxes and water billing Roads	Once	No		Open Tuesday-Friday, 8am to 6pm	Phone

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
207	3-5 times	Taxes and water billing Building Bylaw and Fire Recreation Roads	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email In person at the Township Office
208	6 or more times	Taxes and water billing CAO/Clerk Waste/transfer sites Bylaw and Fire Recreation Roads	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
209	1-2 times	Elections	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
210	I haven't		Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
211	3-5 times	Taxes and water billing Building	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
212	3-5 times	Taxes and water billing	More than once	No	Yes	I don't visit the Township Office regularly	Phone
213	1-2 times	Taxes and water billing Bylaw and Fire Roads	Once	Yes		I don't visit the Township Office regularly	Phone Phone
214	1-2 times	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Email
215	3-5 times	Building	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
216	6 or more times	Building Facilities	Once	No	Yes	I don't visit the Township Office regularly	Phone Email In person at the Township Office
217	1-2 times	Taxes and water billing	Once		Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
218	3-5 times	Waste/transfer sites Recreation Facilities	Once	No	Yes	I don't visit the Township Office regularly	Email
219	I haven't		Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
220	I haven't		More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
221	1-2 times	Planning	Once		Yes	I don't visit the Township Office regularly	Email
222	I haven't	Bylaw and Fire	Once	No	Yes	I don't visit the Township Office regularly	Phone
223	3-5 times	Building Planning	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email In person at the Township Office

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
224	6 or more times	Taxes and water billing CAO/Clerk Roads 911 numbers	More than once	Yes	Yes	I don't visit the Township Office regularly	Phone In person at the Township Office
225	1-2 times	land purchase inquiry	Once	No		I don't visit the Township Office regularly	Phone
226	I haven't	n/a	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
227	1-2 times	Building	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
228	1-2 times	Taxes and water billing	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
229	1-2 times	Taxes and water billing Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
230	1-2 times	Taxes and water billing	Once	No		I don't visit the Township Office regularly	Phone
231	3-5 times	Taxes and water billing Recreation A question regarding the election process	More than once	No	Yes		Email
232	3-5 times	Taxes and water billing Recreation	Once	No	Yes	I don't visit the Township Office regularly	Email Phone
233	1-2 times	Taxes and water billing	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
234	3-5 times	Bylaw and Fire	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
235	3-5 times	Taxes and water billing Building Bylaw and Fire Planning	More than once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email Phone
236	3-5 times	CAO/Clerk Building	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email In person at the Township Office
237	1-2 times	Curbside pickup	Once	No	Yes	I don't visit the Township Office regularly	Phone Email In person at the Township Office
238	I haven't			No		I don't visit the Township Office regularly	Phone
239	3-5 times	Building Planning	Once	No	Yes	I don't visit the Township Office regularly	Phone Email
240	I haven't					I don't visit the Township Office regularly	Phone
241	I haven't					I don't visit the Township Office regularly	Phone
242	I haven't					I don't visit the Township Office regularly	Phone



	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
243	1-2 times	Planning	More than once	No	Yes	I don't visit the Township Office regularly	In person at the Township Office
244	1-2 times	Taxes and water billing Waste/transfer sites	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
245	6 or more times	CAO/Clerk Waste/transfer sites Building Bylaw and Fire Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
246	1-2 times	Bylaw and Fire	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
247	I haven't	Marie	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
248	I haven't	n/a	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
249	3-5 times	Bylaw and Fire Planning	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
250	I haven't		Once	No		I don't visit the Township Office regularly	Phone
251	1-2 times	Roads Front desk	Once	Yes	Yes	I don't visit the Township Office regularly	Phone Email
252	3-5 times	Taxes and water billing	More than once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Office
253	3-5 times	Taxes and water billing Building Planning	Once	Yes	Yes	I don't visit the Township Office regularly	Phone Email
254	6 or more times	Taxes and water billing Building Planning	More than once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone Email
255	6 or more times	Taxes and water billing Building Planning	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
256	1-2 times	Roads	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
257	6 or more times	Taxes and water billing Waste/transfer sites Building Bylaw and Fire Planning	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
258	3-5 times	Building Planning	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
259	1-2 times	Taxes and water billing	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
260	1-2 times	Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
261	3-5 times	Building Planning Roads	Once	No		I don't visit the Township Office regularly	Phone

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
262	1-2 times	Bylaw and Fire Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
263	I haven't			No	Yes	Open Tuesday-Friday, 8am to 6pm	Email
264	1-2 times	Roads	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
265	1-2 times	Complaints	More than once		Yes	I don't visit the Township Office regularly	Email
266	1-2 times	Building Bylaw and Fire Planning	Once	No		I don't visit the Township Office regularly	Phone
267	6 or more times	Taxes and water billing CAO/Clerk Building Planning Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Email In person at the Township Office
268	I haven't		Once	No		Open Tuesday-Friday, 8am to 6pm	Phone
269	3-5 times	CAO/Clerk Bylaw and Fire Roads Reception - Also after hrs, nobody answers	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
270	1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
271	3-5 times	Taxes and water billing CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
272	3-5 times	Taxes and water billing CAO/Clerk blank	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
273	1-2 times	Taxes and water billing CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
274	6 or more times	Building Planning	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
275	3-5 times	Waste/transfer sites Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
276	I haven't		Once	No	Yes	I don't visit the Township Office regularly	Email
277	I haven't					Open Monday-Thursday, 8am to 6pm	Email
278	1-2 times	Bylaw and Fire Roads	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email
279	3-5 times	Taxes and water billing Waste/transfer sites Curbside pickup	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	

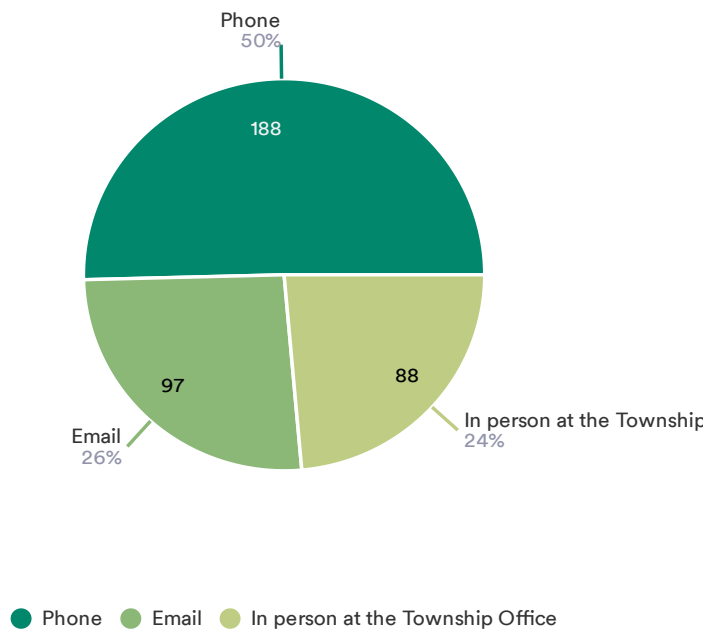
	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
		CAO/Clerk Waste/transfer sites Building Bylaw and Fire Planning Recreation Roads Facilities					
280	6 or more times		Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
281	1-2 times	Taxes and water billing Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
282	1-2 times	Dog license	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
283	I haven't		Once			I don't visit the Township Office regularly	
		Taxes and water billing Building Bylaw and Fire					
284	3-5 times		More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	
285	6 or more times	Building	More than once	Yes	Yes	Open Monday-Thursday, 8am to 6pm	
286	1-2 times	Roads	More than once	No	No	I don't visit the Township Office regularly	
287	6 or more times	Building	More than once	Yes	Yes	Open Monday-Thursday, 8am to 6pm	
288	1-2 times	CAO/Clerk	Once	No		I don't visit the Township Office regularly	
289	I haven't	Building	Once	No	Yes	I don't visit the Township Office regularly	
		Bylaw and Fire Recreation					
290	3-5 times		More than once	No	Yes	I don't visit the Township Office regularly	
291	1-2 times	Taxes and water billing	More than once	Yes		I don't visit the Township Office regularly	
292	1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	
293	1-2 times	Waste/transfer sites	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
294	1-2 times	Taxes and water billing	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
		Taxes and water billing Waste/transfer sites Bylaw and Fire Planning					
295	6 or more times		More than once	No	Yes	I don't visit the Township Office regularly	
		CAO/Clerk Recreation Facilities					
296	3-5 times		More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	

	How often have you contacted the Township Office in the past year?	If you have contacted the Office in the past year, what department did you speak to?	How often do you need to contact the Township Office to have your issue/question/concern resolved?	When you call the office, is it difficult to reach the person you need to speak to?	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:	If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
297	6 or more times	Taxes and water billing CAO/Clerk Building Recreation Roads	Once	No	Yes	I don't visit the Township Office regularly	

# 2023 Feedback Form

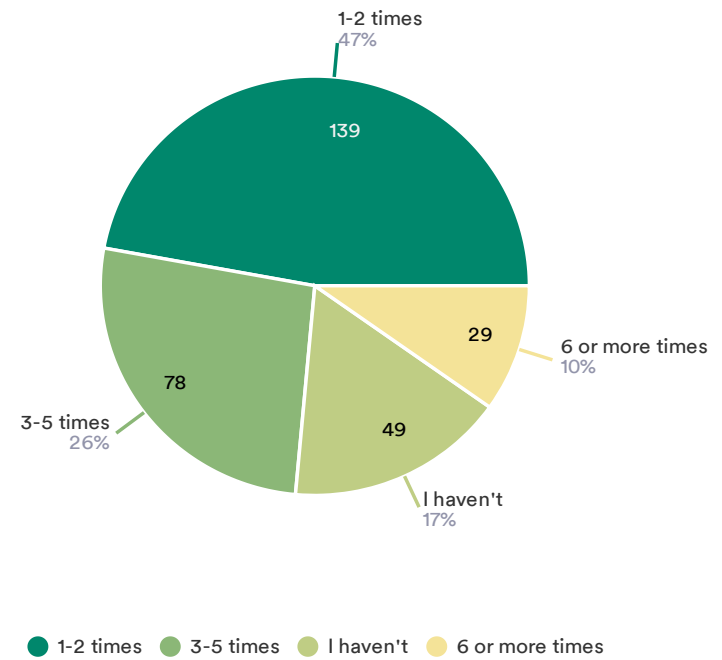
If you have a question or concern about Township-related services, how are you most likely to contact Township staff?  
(Select all that apply)

373 Responses- 23 Empty



How often have you contacted the Township Office in the past year?

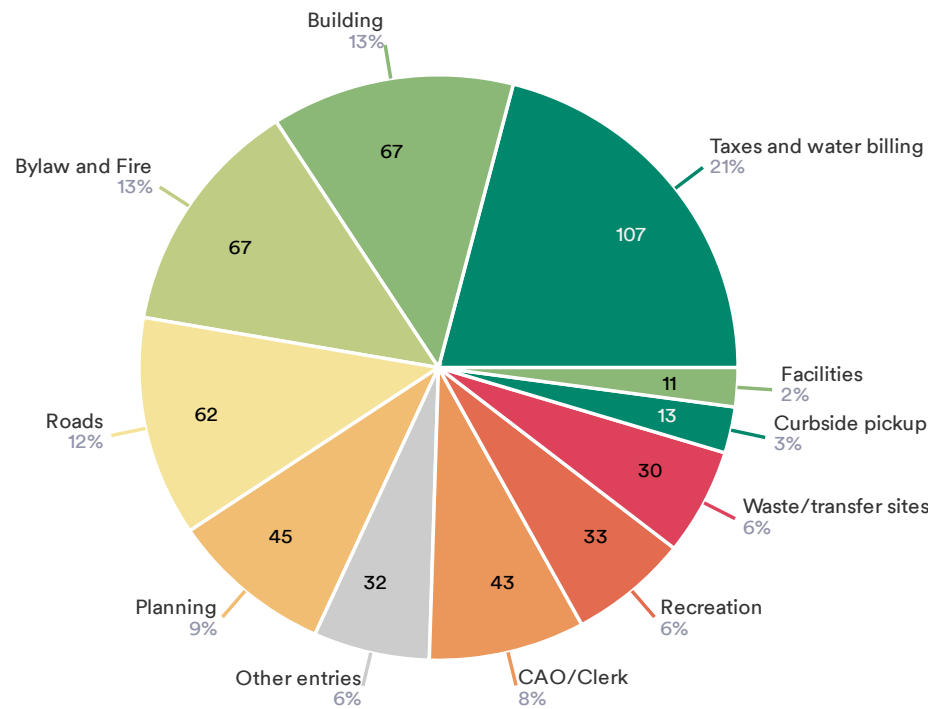
295 Responses- 2 Empty



# 2023 Feedback Form

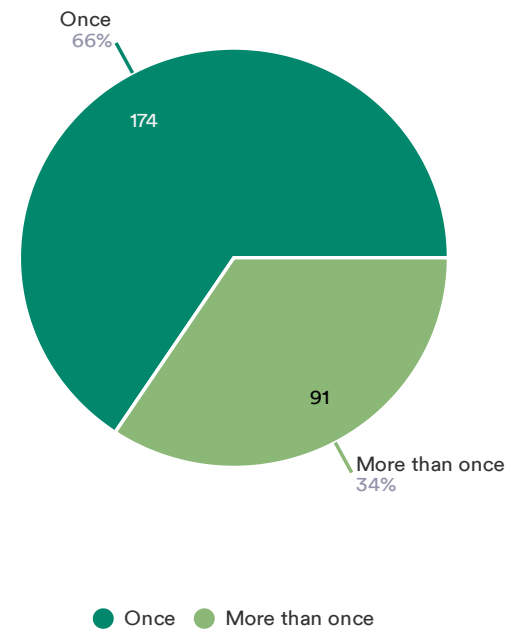
If you have contacted the Office in the past year, what department did you speak to?

510 Responses- 42 Empty



How often do you need to contact the Township Office to have your issue/question/concern resolved?

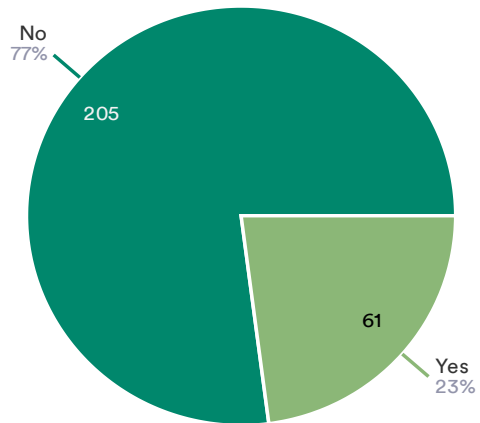
265 Responses- 32 Empty



# 2023 Feedback Form

When you call the office, is it difficult to reach the person you need to speak to?

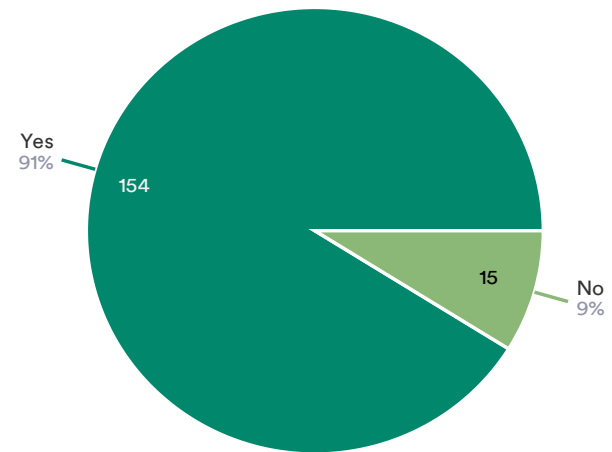
266 Responses- 31 Empty



● No ● Yes

When you email the office, does your email reach its destination?

169 Responses- 128 Empty

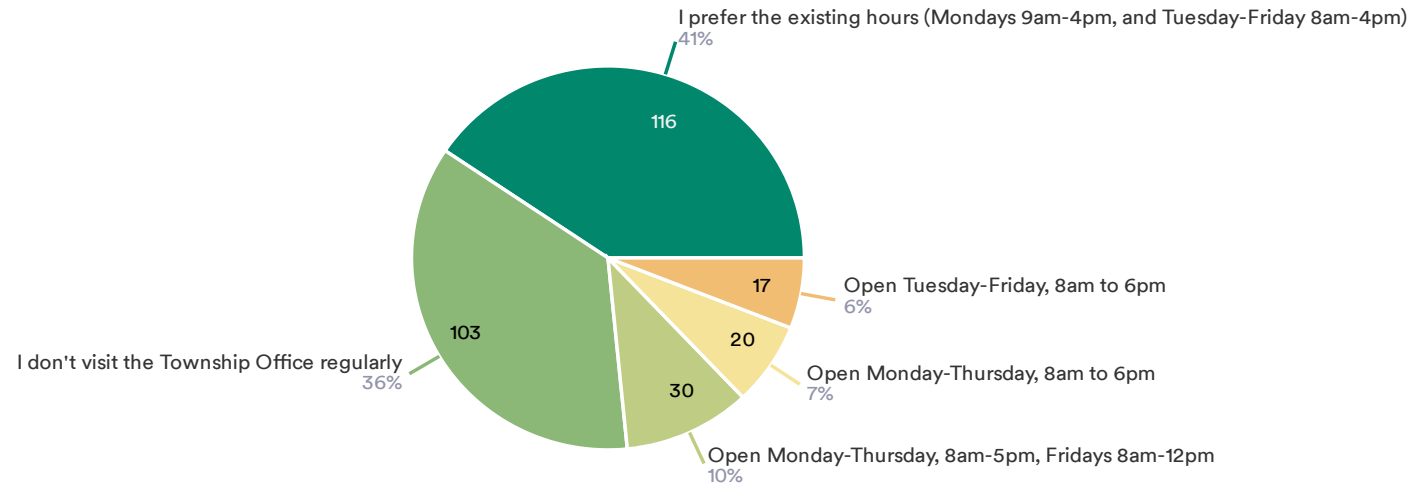


● Yes ● No

## 2023 Feedback Form

The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. If the hours were to change, I would be best served by:

286 Responses- 11 Empty



Data	Response	%
I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8a...	116	41%
I don't visit the Township Office regularly	103	36%
Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	30	10%
Open Monday-Thursday, 8am to 6pm	20	7%
Open Tuesday-Friday, 8am to 6pm	17	6%