

# **Municipal Report**

Subject: Resident Feedback Forms - Results

**Meeting:** Regular Council Meeting - 18 Apr 2023

Prepared For: Council

**Staff Contact:** Amanda Hudder, Treasurer

#### 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?	-	difficult to reach the person you	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)
							Phone
		Taxes and water billing					In person at the Township
1	3-5 times	CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	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
							Phone
							In person at the Township
4	1-2 times	CAO/Clerk	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
5						I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
6	1-2 times	Taxes and water billing	Once			I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
_	1.2 times	CAO/Clerk	Onco	No	Voc	Investor the existing hours (Mandaus Com Ann. and Tuesday Friday Com Ann.)	Email
	1-2 times	Roads		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
	1-2 times	Taxes and water billing		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
	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
	3-5 times	Taxes and water billing CAO/Clerk Curbside pickup Bylaw and Fire		No	Yes	Open Tuesday-Friday, 8am to 6pm	In person at the Township Offic
13	3-3 tilles	CAO/Clerk	Office	INU	163	Open ruesday-rilday, balli to opini	in person at the Township Onic
1/1	1-2 times	Recreation	Once	No		I don't visit the Township Office regularly	Phone
14	T-7 IIIIE2	Bylaw and Fire	Once	INU		Tabilit visit the Township Office regularly	FIIOIIE
15	3-5 times	Roads	Once	Voc	Yes	I don't visit the Township Office regularly	Email
15	טיט נוווופט	Taxes and water billing	Once	Yes	162	Tuon t visit the Township Office regularly	
	0.5	Planning					Phone
16	3-5 times	Roads	More than once	Yes	No	Open Tuesday-Friday, 8am to 6pm	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
1/	1-7 miles	cui uside pickup	IVIOLE CHAIL OHCE	INU		i prefer the existing hours (worldays sain-4pm, and ruesday-rinday 8dm-4pm)	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?	-	difficult to reach the person you	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 Offic
19	1-2 times	Waste/transfer sites 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
	1-2 times			No	162		Phone
		Taxes and water billing Waste/transfer sites				I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
21	3-5 times	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 Curbside pickup	Once	No		I don't visit the Township Office regularly	Phone In person at the Township Office
23	3-5 times	Bylaw and Fire	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
		CAO/Clerk Planning					Phone In person at the Township
25		Roads Taxes and water billing Building	Once	No		I don't visit the Township Office regularly	Office
26		Roads	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Phone Email
27	2 F #imag	Mayyingalinana	Mayo they are	Na	Ves	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
21	3-5 times	Marriage license  Building Planning	More than once	No	Yes	T prefer the existing hours (Mondays Sam-4pm, and Tuesday-Friday 8am-4pm)	Email In person at the Township
28	6 or more times	Recreation	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	1-2 times			No		Open Tuesday-Friday, 8am to 6pm	Phone
30	1-2 times		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
<b>J1</b>	J J tilles	Building	WIGHT CHAIT OFFICE	103	103	Taon Crist the Township Office regularly	Hone
32	1-2 times	Planning	Once	Yes	Yes	I don't visit the Township Office regularly	Email

	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/conce rn resolved?	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-relate services, how are you most likely to contact Township staf (Select all that apply)
		Taxes and water billing CAO/Clerk Building Bylaw and Fire					
33		Recreation	Once		Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
	3-5 times	Bylaw and Fire Roads Taxes and water billing		Yes No	No	I don't visit the Township Office regularly	Phone Phone
33	1 2 times	Taxes and water billing	Wore than once	110		Tuon t visit the Township Office regularly	THORE
		Roads Taxes and water billing Building Bylaw and Fire Roads		Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)  Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone Phone In person at the Township Office
		Taxes and water billing CAO/Clerk					
		Recreation Taxes and water billing		No	Yes	I don't visit the Township Office regularly	Email
		Building		No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
40			Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
		Bylaw and Fire	Na Ib	NI.	W	The distribute To continuous but	Phone
41	1-2 times	Facilities	More than once	No	Yes	I don't visit the Township Office regularly	Email
							Phone Email In person at the Township
42	I haven't				Yes		Office
		CAO/Clerk Building					
		Recreation		No	Yes	I don't visit the Township Office regularly	Email
		Taxes and water billing		Yes	No	I don't visit the Township Office regularly	Email
$\overline{}$		Building		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
46		Taxes and water billing  Taxes and water billing  Curbside pickup	More than once	Yes	No	Open Tuesday-Friday, 8am to 6pm	Email
47		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/conce rn resolved?	difficult to reach the person you			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					Phone
<b>48</b> 3-5 times	Bylaw and Fire	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
	Taxes and water billing CAO/Clerk Building Bylaw and Fire					Phone
	Recreation					Email
	Roads					In person at the Township
<b>49</b> 6 or more times	Facilities	Once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
<b>50</b> 3-5 times <b>51</b> 3-5 times	Recreation Facilities Roads		Yes Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm) I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email Phone
<b>52</b> 1-2 times	Taxes and water billing	Once		Yes	I don't visit the Township Office regularly	Email
53 I haven't					- activities to the control of the c	Phone
	Building Bylaw and Fire Planning					Phone Email In person at the Township
<b>54</b> 3-5 times	Roads		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
					p	Phone In person at the Township
<b>55</b> 1-2 times	Taxes and water billing	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	CAO/Clerk					Phone
56 1-2 times	Development/operations	More than once	No	Yes	I don't visit the Township Office regularly	Email
<b>57</b> 1-2 times	Mayor & Councillors	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
<b>58</b> 1-2 times	Office Clerk		No		I don't visit the Township Office regularly	In person at the Township Of
	Waste/transfer sites					Phone In person at the Township
<b>59</b> 3-5 times	Reception	Once			I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
60   I haven't	Taxes and water billing Building	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Of
<b>61</b> 3-5 times	Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Of

	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?	-	difficult to reach the person you	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)
		Bylaw and Fire					
62	1-2 times	Recreation	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
		Bylaw and Fire					
63	3-5 times	Roads	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
	I haven't			No		I don't visit the Township Office regularly	Phone
	1-2 times	Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	Phone
		Waste/transfer sites					
66	1-2 times	Roads	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
		Taxes and water billing					Phone
		Building					In person at the Township
67	3-5 times	Roads	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	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 Offic
70	3-5 times	Building	More than once	No		Open Tuesday-Friday, 8am to 6pm	In person at the Township Offic
	1-2 times 1-2 times	Taxes and water billing Curbside pickup Roads		Yes Yes	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office Phone
		Building					
73	1-2 times	Planning	Once	No		I don't visit the Township Office regularly	In person at the Township Offic
		Building					
74	1-2 times	Bylaw and Fire	Once	No		I don't visit the Township Office regularly	In person at the Township Offic
75	l haven't					I don't visit the Township Office regularly	Email
76	2.5.1	Taxes and water billing Building Bylaw and Fire	Marilana	W.	M.		N
	3-5 times	Planning			Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
//	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 Offic
	4.2.1	Taxes and water billing	0	W	V.	Leafaille a Marie a Marie a Company and Tracks 5 th Company	
	1-2 times	Roads			Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offic
	1-2 times	Roads Taxes and water billing Waste/transfer sites		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
80	3-5 times	Recreation	Once	Yes	Yes	I don't visit the Township Office regularly	Phone
	I haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township
82						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/conce rn resolved?	difficult to reach the person you	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)
		Taxes and water billing					Email
		Bylaw and Fire					In person at the Township
	6 or more times	Planning	More than once		Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	1-2 times	Check if names on voting list	Once	No		I don't visit the Township Office regularly	In person at the Township Off
85	I haven't						
		Taxes and water billing					
		Planning					
86	3-5 times	Main dedk	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	
							Phone
		Roads					In person at the Township
87	3-5 times	Facilities	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
							Phone
		Roads					In person at the Township
88	3-5 times	Facilities	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	1-2 times	Bylaw and Fire Planning  CAO/Clerk		No	Yes	I don't visit the Township Office regularly	Phone Email Phone In person at the Township
90	1-2 times	Recreation	Once	Yes	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
91	1-2 times	Taxes and water billing Building	Once	No		I don't visit the Township Office regularly	Phone Phone
		Bylaw and Fire					In person at the Township
92	2 5 timos	Planning	More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
32	3-5 times	Bylaw and Fire	Widte than once	No		Tipleter the existing hours (Mohaays Sam-4pm, and Tuesday-Friday Gam-4pm)	Office
03	1-2 times	Roads	Once	No		Open Tuesday-Friday, 8am to 6pm	Phone
<i></i>	1-2 times	Nodus	Office	INO		open ruesuay-rriday, bann to opin	Phone
94	1-2 times	Taxes and water billing Emergency - no water	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Office
J 1		CAO/Clerk		. 55		open	Phone
95	1-2 times	Bylaw and Fire	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
	3-5 times	Just moved to the area	More than once	<del>-</del>		I don't visit the Township Office regularly	Email
		Taxes and water billing CAO/Clerk				- across sections and a section of the section of t	
97	1-2 times	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

	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?		difficult to reach the person you	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)
100	1-2 times	water shut off	More than once	No		Open Monday-Thursday, 8am to 6pm	Phone
		Building					Phone
101	6 or more times	Roads		No	No	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
		Roads					
		No chip and dip, hot mix on					
		roads. Use the packer when					
		patching pot holes, we as tax					
102	1-2 times	payers paid for it	More than once	Yes			Phone
		Waste/transfer sites					
		Building					
103	3-5 times	Roads	Once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offi
		CAO/Clerk					Phone
		Building					In person at the Township
104	3-5 times	Roads	More than once	Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
		Building					
105	1-2 times	Planning	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offi
		CAO/Clerk					
		Building					
		Planning					
106	6 or more times	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
108	1-2 times	Bylaw and Fire	Once				In person at the Township Office
							Phone
							In person at the Township
109	3-5 times	Waste/transfer sites	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
							Phone
							In person at the Township
110	1-2 times	Election registration.	Once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	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
							In person at the Township
114	I haven't		Once	No		I don't visit the Township Office regularly	Office
		Building				· · · · · · · · · · · · · · · · · · ·	Phone
115	1-2 times	Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
		CAO/Clerk					Phone
		Building					In person at the Township
		٠ ٠		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	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?	•	difficult to reach the person you	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)
117	I haven't			No	Yes	I don't visit the Township Office regularly	In person at the Township
		Building				,	<u> </u>
		Bylaw and Fire					Phone
118	3-5 times	Planning	Once	No	Yes	I don't visit the Township Office regularly	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 Offic
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 Building	More than once	No	Yes	I don't visit the Township Office regularly	Phone Email Phone
123	1-2 times	_	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Email
	I haven't					I don't visit the Township Office regularly	In person at the Township Offic
125	1-2 times		Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offic
	1-2 times	Waste/transfer sites		No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
127	1-2 times	•	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	In person at the Township Offic
		Taxes and water billing CAO/Clerk Waste/transfer sites Curbside pickup Building Bylaw and Fire Planning Recreation Roads					Phone Email In person at the Township
128	6 or more times	Facilities	More than once	Yes	Yes	Open Monday-Thursday, 8am to 6pm	Office
	1-2 times	Roads		No	103	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone In person at the Township Office
	I haven't			Yes	Yes	I don't visit the Township Office regularly	Phone
	1-2 times	Taxes and water billing		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone Phone
132	6 or more times	Building Planning	More than once	Yes		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	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?		difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
		Taxes and water billing					
		Building					
400		Bylaw and Fire					
133	6 or more times	Planning	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
424	4.24:	Taxes and water billing	N.A	V	V	Once Manday Thursday One Face Friday One 42.00	Dhara
134	1-2 times	Waste/transfer sites	More than once	Yes	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
425	4.24:	Taxes and water billing	0	NI -		I doubt which the Township Office accordants	Dhara
135	1-2 times	Waste/transfer sites	Once	No		I don't visit the Township Office regularly	Phone
		Waste/transfer sites					
120	1 2 times	Curbside pickup	0.000	No	Vaa	Once Manday Thursday Com Fare Friday Com 12 am	In name at the Taylorhia Offic
136	1-2 times	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
		Taxes and water billing					
138	1-2 times	•	Once	No	No	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
		Taxes and water billing					
	I haven't			No	Yes	I don't visit the Township Office regularly	Email
140	3-5 times	Taxes and water billing	Once	No			Phone
		Taxes and water billing					
141	1-2 times	Recreation	Once	No	Yes	I don't visit the Township Office regularly	Phone
		Taxes and water billing					
142	1-2 times	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
							Phone
							In person at the Township
	3-5 times	Waste/transfer sites		Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	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
		Taxes and water billing		v			
14/	1-2 times	Curbside pickup	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
							Email
		Bylaw and Fire			.,	0 14 1 7 1 0 5 5 1 0 40	In person at the Township
148	1-2 times		Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Office
1.40	2.5 4:	Taxes and water billing	0.000	No			Dhana
	3-5 times	Curbside pickup		No	Voc	I don't visit the Township Office regularly	Phone
120	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
131	I Havell t	Toperty location	Once	140		open wonday-muisday, oam to opin	1 HOHE

	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/conce rn resolved?	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-relate services, how are you most likely to contact Township staff (Select all that apply)
<b>152</b>	haven't	none.	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
152	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
		Roads		No		I don't visit the Township Office regularly	Phone
	2	110000	0.1.00			Tuest et tourismp ettiec regularly	· ···oiic
<b>155</b> 1	1-2 times	Waste/transfer sites	Once			Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
<b>156</b>	haven't		More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
4		Recreation		NI.	W	Over Toroloof the Over to Con-	Phone
<b>15/</b> a	3-5 times	Roads		No	Yes	Open Tuesday-Friday, 8am to 6pm	Email
	haven't			Yes	Yes	I don't visit the Township Office regularly	Email
<b>159</b> I	haven't					I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
160 3	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
	1-2 times	Building Planning		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
<b>163</b> 1	1-2 times	Bylaw and Fire	More than once	Yes	Yes	I don't visit the Township Office regularly	Phone
		Building					Phone In person at the Township
		Bylaw and Fire	Once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Office
165		Building CAO/Clerk Recreation Snow Removal/ Commercial	More than once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
		service	Once	No	Yes	I don't visit the Township Office regularly	Email
<b>167</b>	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
	haven't	27.57 4114 1116		No		Open Tuesday-Friday, 8am to 6pm	Phone
205	naven c		- Citica	110		open raesady rriddy, sain to opin	Email In person at the Township
170	1-2 times	Planning	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office

the Township O	office in the past ar?	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/conce rn resolved?	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-related services, how are you most likely to contact Township staff: (Select all that apply)
		Taxes and water billing Waste/transfer sites					Phone
<b>171</b> 1-2 times		·	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
		Taxes and water billing CAO/Clerk		TVO		Tprefer the existing nours (workdays sam 4pm, and ruesday rinday cam 4pm)	
<b>172</b> 3-5 times		Bylaw and Fire	More than once				Email
<b>173</b> 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 Offi
4-4 4 2		5.1	•				Phone
<b>174</b> 1-2 times		Bylaw and Fire	Once	No	No	I don't visit the Township Office regularly	Email
<b>175</b> 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 Phone
		CAO/Clerk					In person at the Township
<b>176</b> 3-5 times		Nevada Licence	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
		Taxes and water billing					
<b>177</b> 1-2 times		Recreation	Once	Yes	Yes	I don't visit the Township Office regularly	Phone
<b>178</b> 1-2 times		Election		No	Yes	I don't visit the Township Office regularly	Email
170 1 2 1		CAO/Clerk Waste/transfer sites Bylaw and Fire					
179 1-2 times					Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Phone
<b>180</b> 1-2 times		Building	Once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Phone
		Bylaw and Fire					
<b>181</b> 1-2 times		Taxes and water billing Building	Once	Yes	No	I don't visit the Township Office regularly	Email
<b>182</b> 3-5 times		Planning CAO/Clerk Bylaw and Fire Recreation	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
<b>183</b> 3-5 times			Once	No	Yes	I don't visit the Township Office regularly	Email
							Phone In person at the Township
<b>184</b> 1-2 times			More than once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
<b>185</b> 1-2 times		Bylaw and Fire	Once	No	Yes	I don't visit the Township Office regularly	Phone
<b>186</b> 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/conce rn resolved?	difficult to reach the person you	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)
			_				Phone 
		Taxes and water billing	Once	Yes	Yes	I don't visit the Township Office regularly	Email
	I haven't I haven't	Decreation	0	No	Vac	I don't visit the Township Office regularly	Phone
			Once		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
							Phone
191			Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Email
		Taxes and water billing					
192	3-5 times		Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offic
		Taxes and water billing					Phone
193	1-2 times	Waste/transfer sites	Once	No	Yes	I don't visit the Township Office regularly	Email
							Email
							In person at the Township
		Taxes and water billing	Once	No	Yes	I don't visit the Township Office regularly	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			Once	No	Yes	I don't visit the Township Office regularly	Phone
		Taxes and water billing CAO/Clerk					
198	6 or more times	Building	More than once	No	Yes	I don't visit the Township Office regularly	Email
		Recreation					
199	1-2 times	Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
							Phone
200	1-2 times	0	Once	No	Yes	I don't visit the Township Office regularly	Email
		Planning					
201	3-5 times	Roads	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
		Recreation					
202	3-5 times	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	Poods	Onco	No	Voc	I don't visit the Township Office regularly	Phone
			Once		Yes	I don't visit the Township Office regularly	Email
205	1-2 times	Taxes and water billing Taxes and water billing	Once	No		I don't visit the Township Office regularly	In person at the Township Offic
206		_	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?  Taxes and water billing	-	difficult to reach the person you	When you email the office, does your email reach its destination?		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	Building Bylaw and Fire Recreation Roads	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email In person at the Township Office
		Taxes and water billing CAO/Clerk Waste/transfer sites Bylaw and Fire Recreation					Phone In person at the Township
	6 or more times	Roads	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
	1-2 times	Elections		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offic
210	I haven't		Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
		Taxes and water billing					Phone
211	3-5 times	Building	More than once	No	Yes	I don't visit the Township Office regularly	Email
	3-5 times	Taxes and water billing Taxes and water billing Bylaw and Fire		No	Yes	I don't visit the Township Office regularly	Phone
213	1-2 times	Roads	Once	Yes		I don't visit the Township Office regularly	Phone
	1-2 times			No	Yes	I don't visit the Township Office regularly	Phone 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
	1-2 times	Taxes and water billing	Once	<u> </u>	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
		Waste/transfer sites Recreation		N			
	3-5 times	Facilities		No	Yes	I don't visit the Township Office regularly	Email
	I haven't			No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Offic
	I haven't			Yes	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
	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/conce rn resolved?	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-related services, how are you most likely to contact Township staff? (Select all that apply)
		Taxes and water billing CAO/Clerk					Phone
		Roads					In person at the Township
224	6 or more times	911 numbers	More than once	Yes	Yes	I don't visit the Township Office regularly	Office
	1-2 times			No		I don't visit the Township Office regularly	Phone
		n/a		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	In person at the Township Office
	1-2 times	Building		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
	1-2 times	Taxes and water billing		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
		Taxes and water billing				, , , , , , , , , , , , , , , , , , ,	
229	1-2 times	Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
	1-2 times	Taxes and water billing		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
		Taxes and water billing					
232	3-5 times	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
		Taxes and water billing Building Bylaw and Fire					
235	3-5 times	Planning	More than once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Email
							Phone
							Email
		CAO/Clerk					In person at the Township
236	3-5 times	Building	Once	No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	Office
							Phone
							Email
							In person at the Township
		Curbside pickup		No	Yes	I don't visit the Township Office regularly	Office
238	I haven't			No		I don't visit the Township Office regularly	Phone
		Building					Phone
		Planning	Once	No	Yes	I don't visit the Township Office regularly	Email
	I haven't					I don't visit the Township Office regularly	Phone
	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/conce rn resolved?	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-relate services, how are you most likely to contact Township staff (Select all that apply)
<b>243</b> 1-2 times	Planning	More than once	No	Yes	I don't visit the Township Office regularly	In person at the Township Off
	Taxes and water billing	_				_,
<b>244</b> 1-2 times	Waste/transfer sites	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
	CAO/Clerk					
	Waste/transfer sites					Dhara
	Building					Phone
	Bylaw and Fire	_				In person at the Township
245 6 or more times	Roads		No	.,	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
<b>246</b> 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
						In person at the Township
247   I haven't	Marie		No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
248 I haven't	n/a	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Phone
	Bylaw and Fire					
<b>249</b> 3-5 times	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
	Roads					Phone
<b>251</b> 1-2 times	Front desk	Once	Yes	Yes	I don't visit the Township Office regularly	Email
<b>252</b> 3-5 times	Taxes and water billing	More than once	No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	In person at the Township Off
	Taxes and water billing					
	Building					Phone
<b>253</b> 3-5 times	Planning	Once	Yes	Yes	I don't visit the Township Office regularly	Email
	Taxes and water billing					
	Building					Phone
<b>254</b> 6 or more times	Planning	More than once	No	Yes	Open Tuesday-Friday, 8am to 6pm	Email
	Taxes and water billing					
	Building					
255 6 or more times	Planning	More than once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email
<b>256</b> 1-2 times	Roads	More than once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
	Taxes and water billing					
	Waste/transfer sites					
	Building					
	Bylaw and Fire					Phone
257 6 or more times	Planning	More than once	No	Yes	I don't visit the Township Office regularly	Email
	Duilding					
359 2 E timos	Building	More than once	Voc		Onen Manday Thursday, Sam Enm. Eridaya Sam 12am	Email
<b>258</b> 3-5 times <b>259</b> 1-2 times	Planning Taxes and water billing		Yes No		Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Email Phone
260 1-2 times	Roads			Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)  I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
1-2 tilles		Office	No	162	i prefer the existing hours (iviolidays Sain-4pin, and Tuesday-Friday 8am-4pm)	Email
	Building					
<b>361</b> 2. E timos	Planning	Onco	No		I don't visit the Township Office regularly	Dhana
<b>261</b> 3-5 times	Roads	Once	No		I don't visit the Township Office regularly	Phone

How often have you contacted the Township Office in the pas year?	department did you speak to?	•	difficult to reach the person you	When you email the office, does your email reach its destination?		If you have a question or concern about Township-related services, how are you most likely to contact Township staff (Select all that apply)
<b>262</b> 1-2 times	Bylaw and Fire Roads	Once	No	Yes	I don't visit the Township Office regularly	Phone
263 I haven't	Noaus		No	Yes	Open Tuesday-Friday, 8am to 6pm	Email
264 1-2 times	Roads		No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
265 1-2 times			INU			
265 1-2 times	Complaints	More than once		Yes	I don't visit the Township Office regularly	Email
	Building					
	Bylaw and Fire	_				
<b>266</b> 1-2 times		Once	No		I don't visit the Township Office regularly	Phone
	Taxes and water billing					
	CAO/Clerk					Phone
	Building					Email
	Planning					In person at the Township
<b>267</b> 6 or more times	Roads	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
268 I haven't		Once	No		Open Tuesday-Friday, 8am to 6pm	Phone
	CAO/Clerk Bylaw and Fire Roads Reception - Also after hrs,					Phone In person at the Township
<b>269</b> 3-5 times	nobody answers	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
<b>270</b> 1-2 times	Taxes and water billing	Once	No	Yes	Open Monday-Thursday, 8am to 6pm	Phone
<b>271</b> 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 Off
	Taxes and water billing CAO/Clerk					Phone In person at the Township
<b>272</b> 3-5 times	blank	Once	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
272 3 3 times	Sid.iii.	Once	110		Therefore the existing hours (Monadys Sain April, and Taesady Thady Sain April)	Phone
	Taxes and water billing					In person at the Township
<b>273</b> 1-2 times	CAO/Clerk	Onco	No		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	Office
273 1-2 times		Once	No		T prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
374 Cormora timas	Building	Marathan are	No	Voc	I don't visit the Township Office required.	Phone
274 6 or more times	Planning	More than once	No	Yes	I don't visit the Township Office regularly	Email
	Waste/transfer sites					
<b>275</b> 3-5 times	Bylaw and Fire		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
	Bylaw and Fire					Phone
<b>278</b> 1-2 times	Roads	More than once	No	Yes	I don't visit the Township Office regularly	Email
	Taxes and water billing Waste/transfer sites					
<b>279</b> 3-5 times	Curbside pickup	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	

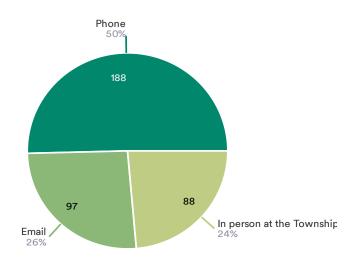
	How often have you contacted the Township Office in the past year?	department did you speak to?	•	difficult to reach the person you	When you email the office, does your email reach its destination?	The Township Office in Barry's Bay is currently open Mondays from 9am-4pm, and Tuesday-Friday from 8am-4pm. 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					
280	6 or more times	Facilities	Once	No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
		Taxes and water billing					
	1-2 times	Bylaw and Fire		No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
	1-2 times	Dog license		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					
	3-5 times	Bylaw and Fire		No	Yes	Open Monday-Thursday, 8am-5pm, Fridays 8am-12pm	
	6 or more times	Building		Yes	Yes	Open Monday-Thursday, 8am to 6pm	
	1-2 times	Roads		No	No	I don't visit the Township Office regularly	
	6 or more times	Building		Yes	Yes	Open Monday-Thursday, 8am to 6pm	
	1-2 times	CAO/Clerk		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					
290	3-5 times	Recreation	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	
202	1-2 times	Waste/transfer sites	More than once	Yes		I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
	1-2 times			No	Yes	I prefer the existing hours (Mondays 9am-4pm, and Tuesday-Friday 8am-4pm)	
234	1-2 times	Taxes and water billing	Office	110	163	T prefer the existing hours (worldays sam 4pm, and ruesday rinday bain 4pm)	
		Waste/transfer sites Bylaw and Fire					
295	6 or more times	Planning	More than once	No	Yes	I don't visit the Township Office regularly	
		CAO/Clerk Recreation					
	3-5 times	Facilities	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?	•		When you email the office, does your email reach its destination?		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		Taxes and water billing CAO/Clerk Building Recreation Roads	Once	No	Yes	I don't visit the Township Office regularly	

If you have a question or concern about Township-related services, how are you most likely to contact Township staff?

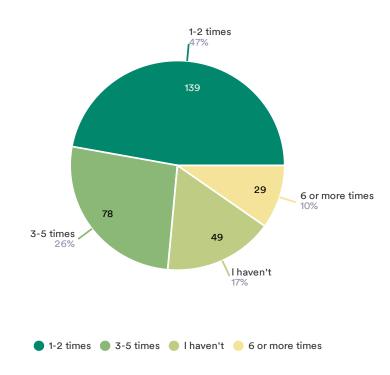
(Select all that apply)

373 Responses- 23 Empty



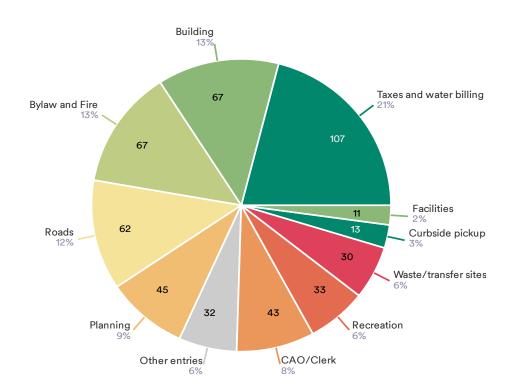
How often have you contacted the Township Office in the past year?

295 Responses- 2 Empty



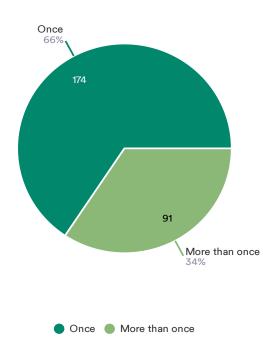
If you have contacted the Office in the past year, what department did you speak to?

510 Responses- 42 Empty



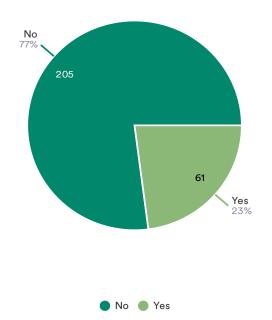
How often do you need to contact the Township Office to have your issue/question/concern resolved?

265 Responses- 32 Empty



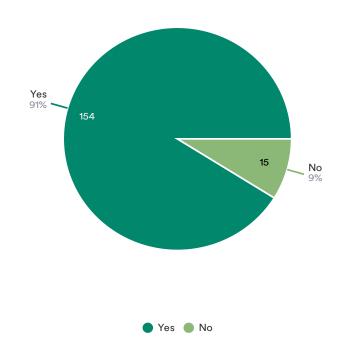
When you call the office, is it difficult to reach the person you need to speak to?

266 Responses- 31 Empty



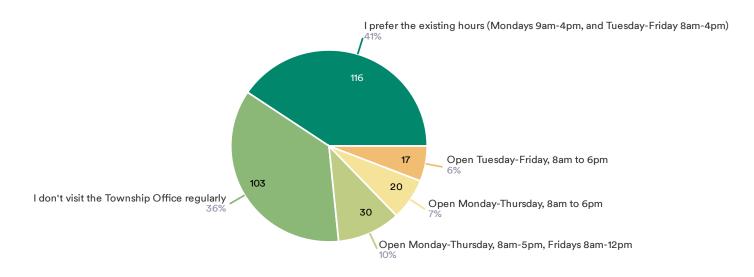
When you email the office, does your email reach its destination?

169 Responses- 128 Empty



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%