

## “ Levels of service

The CODC records all calls from the public related to transportation. They identify themes and monitor trends from these calls on a quarterly basis. The number of calls is tracked, with an objective of reducing the number of calls over time. The council also tracks calls by type to identify the area where focused efforts are required.

Here are some examples:



”

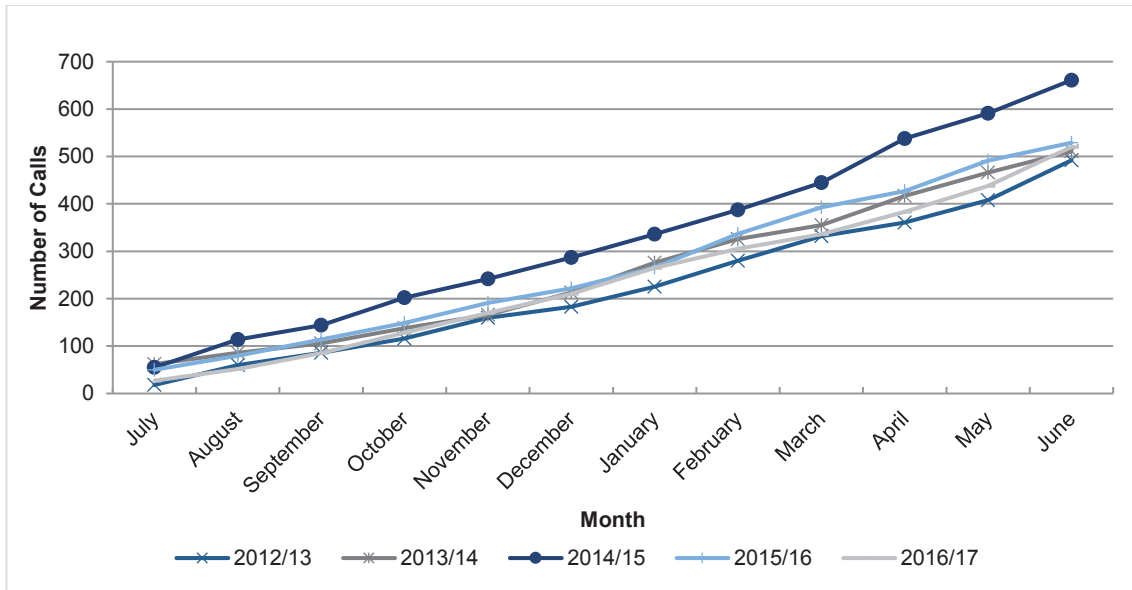


Figure 2.2 Cumulative Number of Calls per Annum

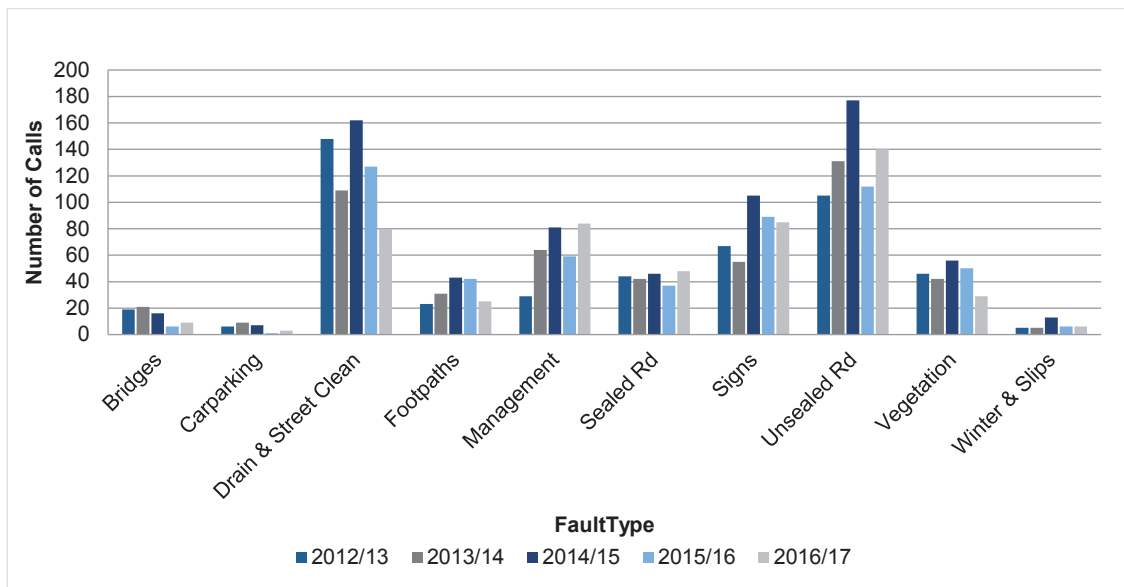
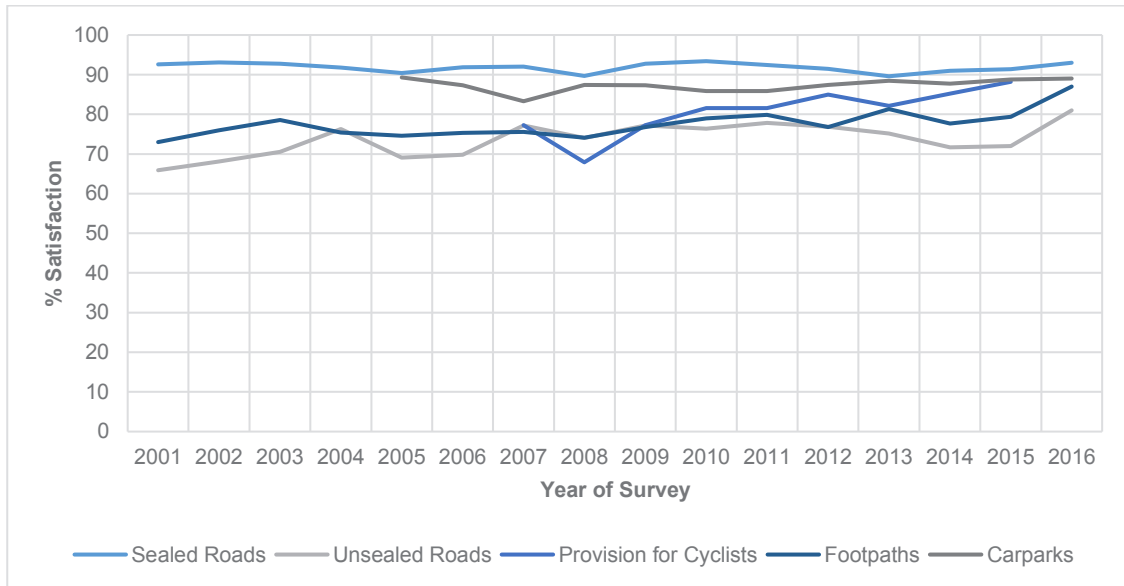


Figure 2.3 Calls by Fault per Annum

Source: Central Otago District Council Transportation AMP 2018-2021

“ The CODC undertakes an annual resident opinion survey where a random group of residents is asked to rate their level of satisfaction with services. The results of that survey are given below. ”



**Figure 2.4 Resident Opinion Survey Levels of Satisfaction for Transportation Assets**

Source: Central Otago District Council Transportation AMP 2018-2021