

# **CUSTOMER SATISFACTION SURVEY ANALYSIS REPORT**

**2006 / 2007**



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## 1. BACKGROUND

A customer satisfaction survey needs to be conducted annually to obtain statistical data for the quality indicators developed within the Performance Management Framework of the Municipality. The customer satisfaction index is further required to review annual performance targets for services delivered by the municipality.

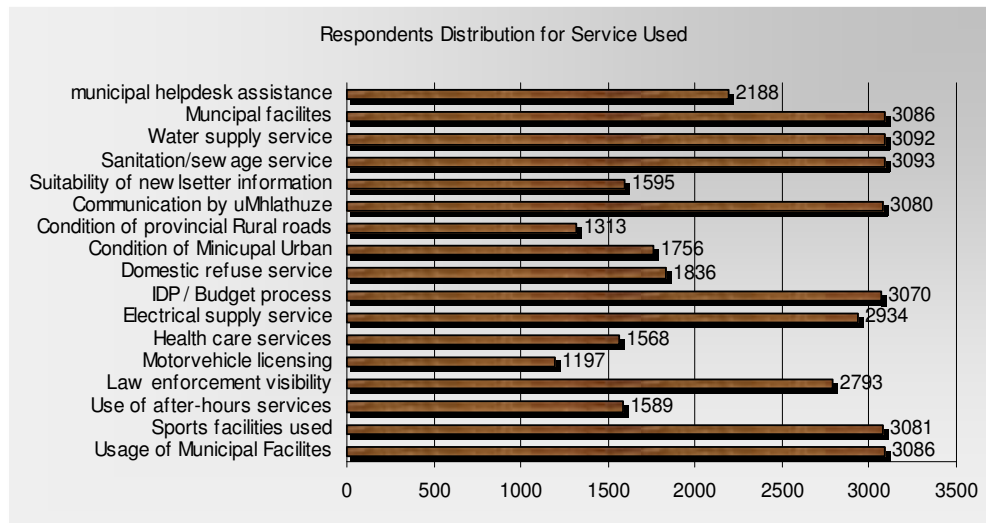
The total number of households in the uMhlathuze area of jurisdiction used for national indicators (38 023 households) according to the uMhlathuze Water Services Development Plan was used as the basis. The Geographical distribution and the following population sample size survey, as reflected in the number of questionnaires, were utilised to ensure the statistical accuracy of the survey:

<b>Urban Areas</b>	<b>Number of households</b>	<b>% of total population</b>	<b>Required Number of questionnaires per area</b>	<b>Actual Number of questionnaires per area</b>
Richards Bay	6142	16.0%	480	488
Empangeni	3529	9.0%	270	272
Nseleni	1872	5.0%	150	166
Esikhawini	7359	20%	600	633
Ngwelezane	2187	6.0%	180	180
Vulindlela	286	1.0%	30	30
	21375	57%	1710	1769
<b>Tribal Areas</b>	<b>Number of households</b>	<b>% of total population</b>	<b>Number of questionnaires per area</b>	<b>Actual Number of questionnaires per area</b>
Bhejane Khoza	3794	10.0%	300	307
Dube	1586	4.0%	120	120
Madlebe	6209	16.0%	520	529
Mkhwanazi North		6.5%	175	184
Mkhwanazi South	5059	6.5%	175	187
	16648	43%	1290	1327
<b>Total</b>	38023	100%	3000	3096

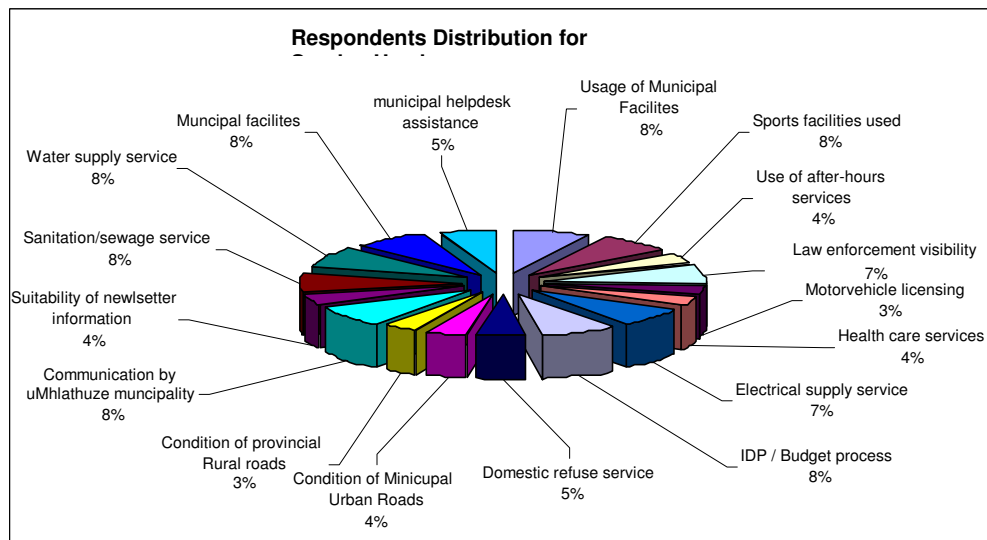
For the purpose of this report the results will be illustrated for the total area of jurisdiction as well as separate responses for the urban areas and for the Tribal areas. Information on all the questions is available on all the different areas, with a further breakdown per suburb in Richards Bay. This information is available upon request.

## 2. SURVEY RESPONSE

A total of 3096 households responded to the twenty-four survey questions. The satisfaction level of these households with regard to the services is illustrated throughout this report. The following services were regarded as high priority: water supply, health care, sanitation/sewerage, electricity supply, domestic refuse removal, condition of roads, communication with the community, municipal assistance, sports facilities, licensing services, law enforcement visibility and after-hours emergency services. Most of these services are also identified to be National Key Performance Indicators. The following figures illustrate the number of responses to the survey's thirteen questions concerning satisfaction with particular services:



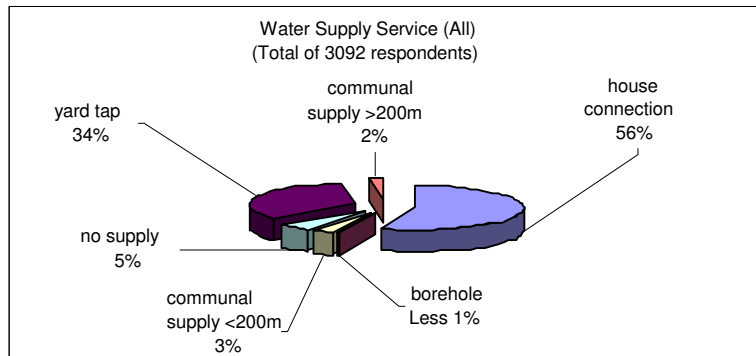
The above figure illustrates the number of respondents for each of the services as well as the percentage contributed towards the total number of the 38 023 population data.



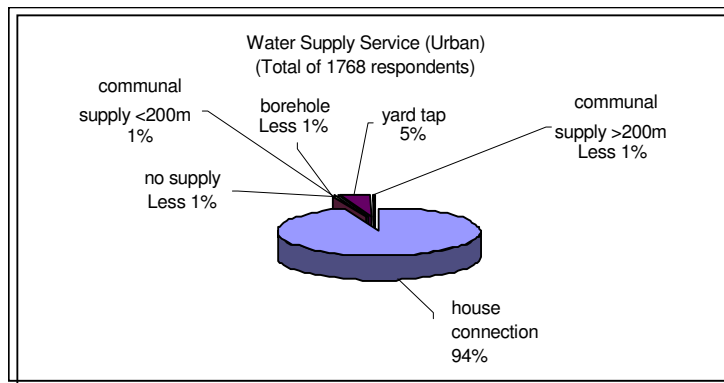
The levels of customer satisfaction with the above services are discussed and illustrated individually as follow:

## WATER SUPPLY SERVICE

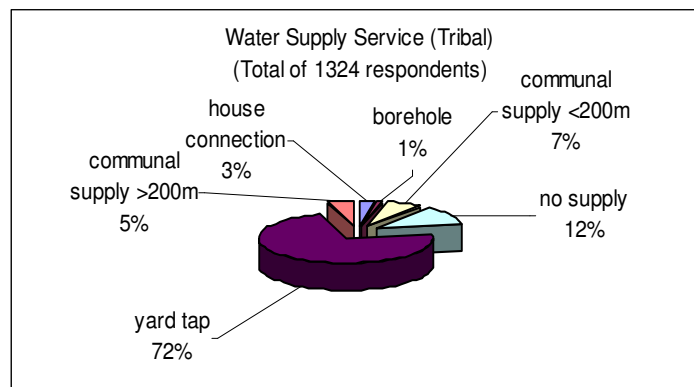
The water supply service currently delivered to the community by the City of uMhlathuze is categorized in terms of National regulations. The categories are divided and measured as follows: house connections, yard connections, communal supply within 200 metres distance (RDP level); communal supply further than 200 metres distance, boreholes. The aim is to improve and upgrade the standard of water supply services level. The survey recorded customer satisfaction with the current service delivered to the community. The following figure illustrates the type of water supply service rendered to the 3092 households that were approached during the survey.



The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the urban areas. The responses from the 1768 households currently served with water, are expressed as a percentage. 2 respondents do not have water supply.

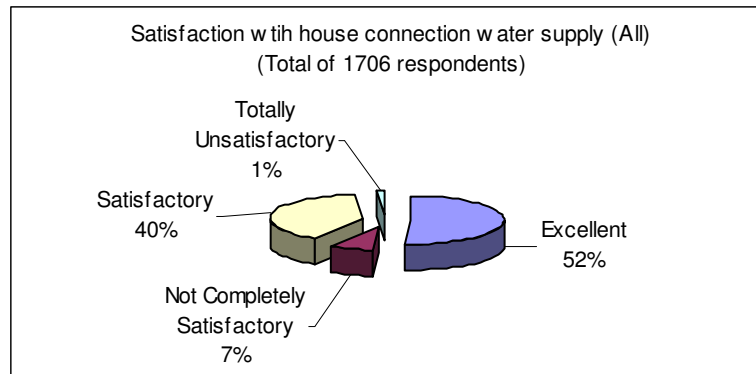


The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the tribal areas. The responses from the 1324 households currently served with water, are expressed as a percentage. 158 of the respondents do not have water supply.

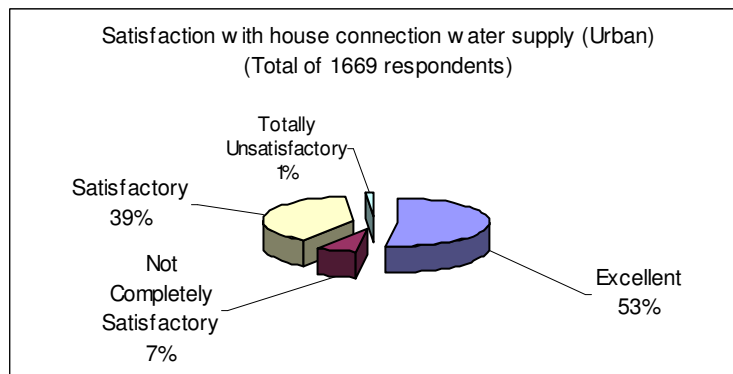


## House connection water supply

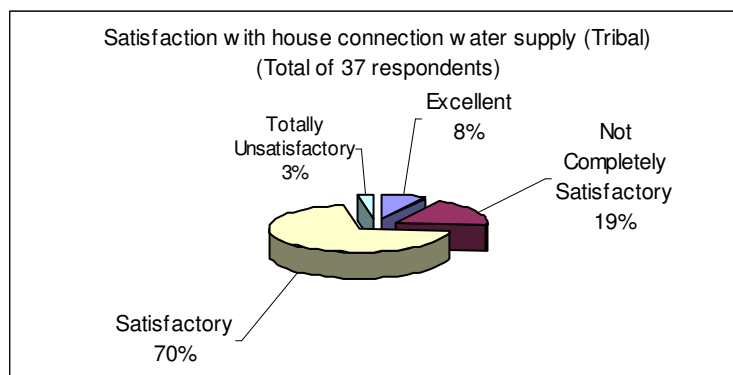
The number of households in the survey with this type of connection was 1706. The following figure illustrates a high satisfaction level among the respondents currently receiving this service. 12 respondents gave no response.



The following figure illustrates the satisfaction level among the 1669 respondents currently receiving this service in the urban areas:-

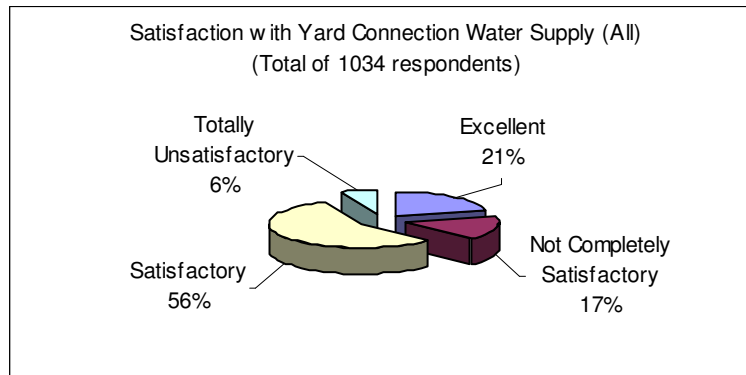


The following figure illustrates the satisfaction level among the 37 respondents currently receiving this service in the tribal areas:-

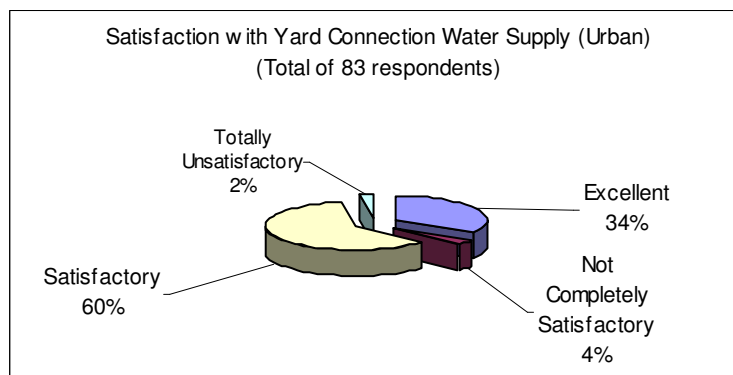


## ***Yard Connection***

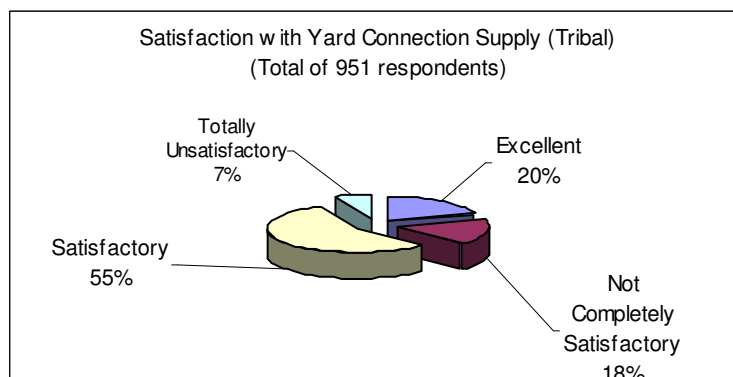
The number of households in the survey with yard connection was 1034. The satisfaction level of the households currently receiving yard connection water supply is illustrated as follows: 8 respondents gave no response.



The following figure illustrates the satisfaction level among the 83 respondents currently receiving this service in the urban areas:-



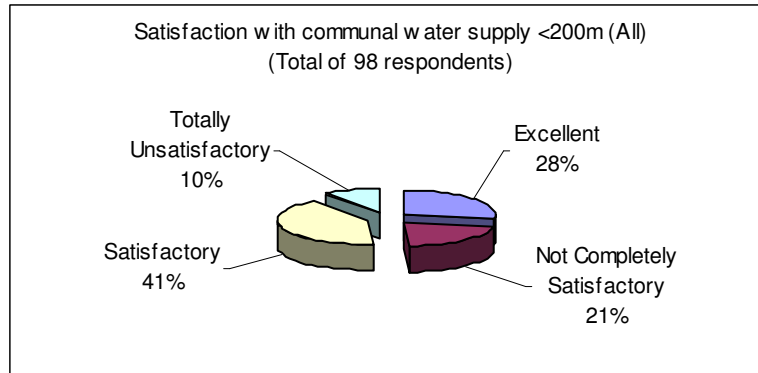
The following figure illustrates the satisfaction level among the 951 respondents currently receiving this service in the tribal areas:-



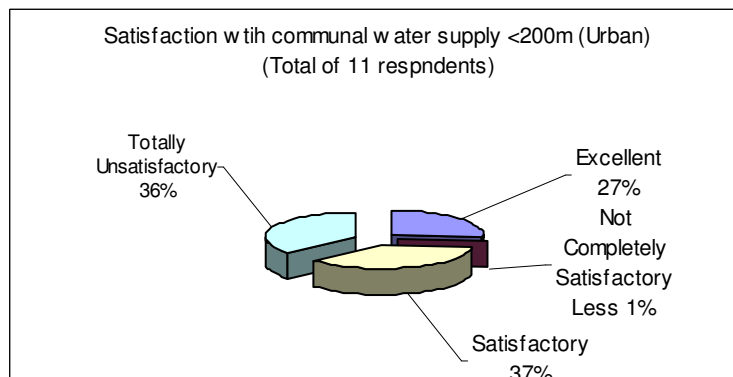


## ***Communal Water Supply within 200metres***

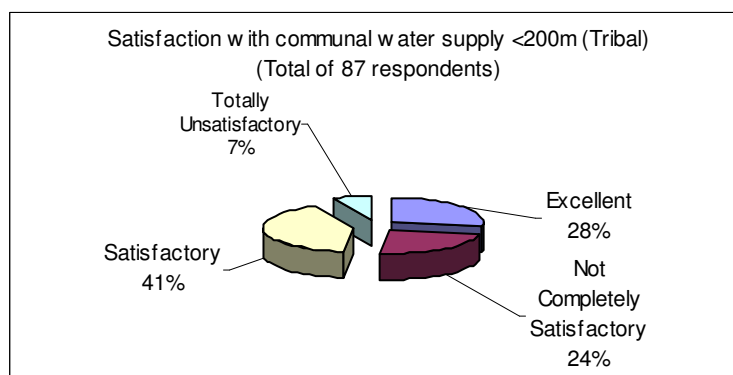
This level of service is as per RDP standard where running water is supplied via a communal water supply of a distance of no more than 200 metres from the residence. The satisfaction level of the 98 respondents currently receiving this service is illustrated as follows.



The following figure illustrates the satisfaction level among the 11 respondents currently receiving this service in the urban areas:-

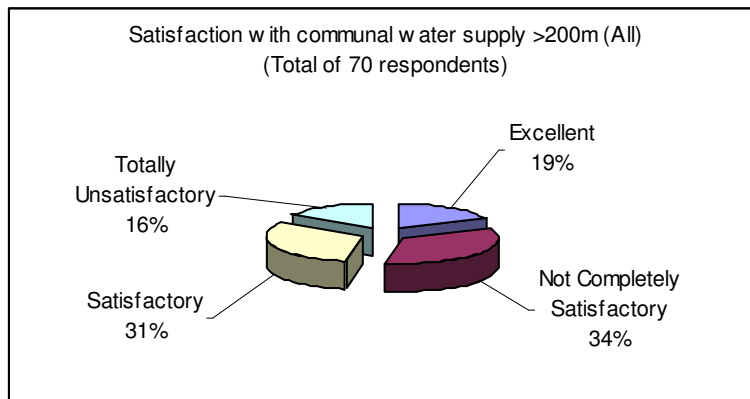


The following figure illustrates the satisfaction level among the 87 respondents currently receiving this service in the tribal areas:-

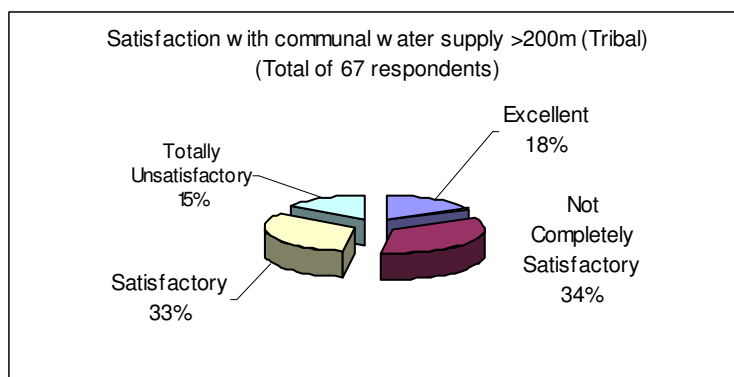


## Communal water supply further than >200metres

The number of households in the survey with communal water supply was 70. There are 3 households in the urban area with a water supply further than 200 meters. 0 respondents did not respond.

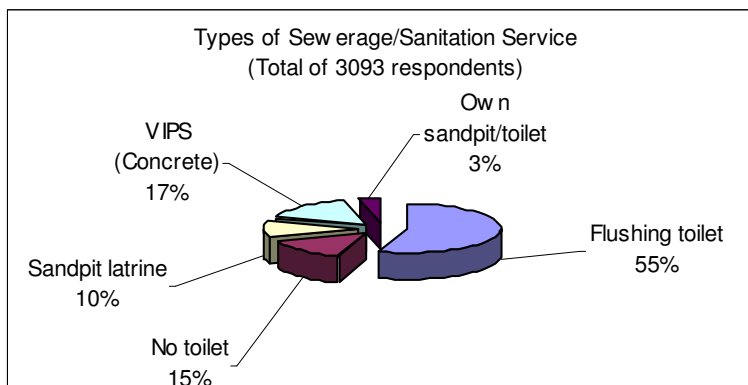


The following figure illustrates the satisfaction level among the 67 respondents currently receiving this service:



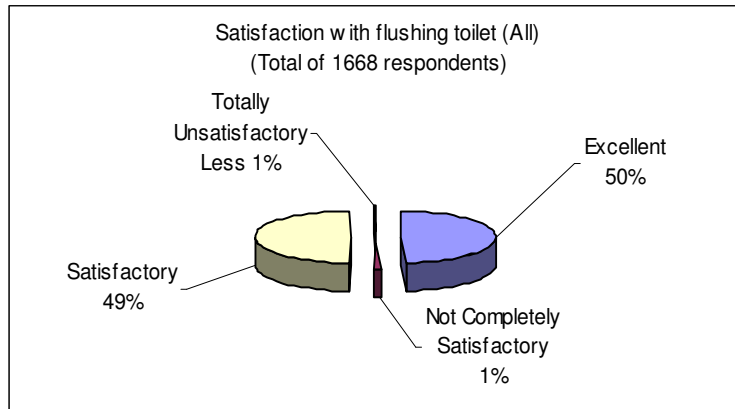
## SANITATION SERVICE

The following figure illustrates the distribution of the type of sanitation service delivered to the households surveyed. The total number of respondents was 3093. The 15% of households with no sanitation service are from the tribal areas and comprise 450 respondents.

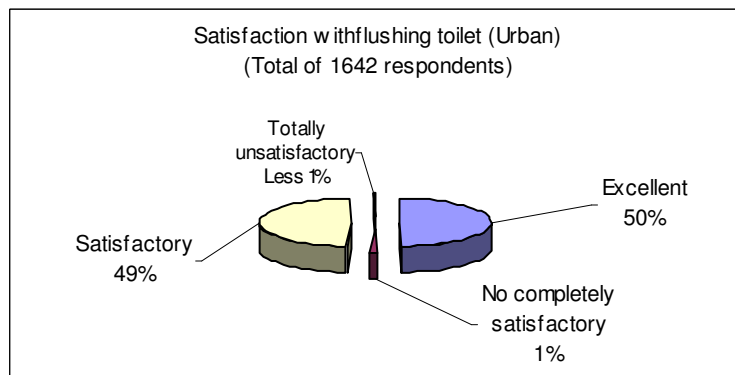


## Flushing toilet service

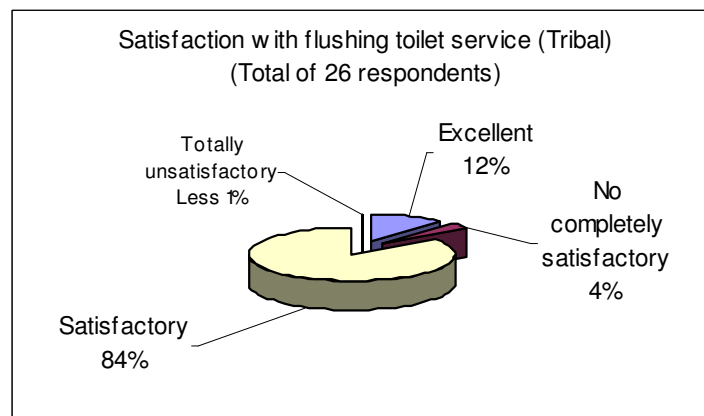
A flushing toilet service is delivered to households in the urban and developed areas. The following figure illustrates the satisfaction rating of the 1668 respondents currently receiving this service. The satisfaction level for this service is exceptionally good.



The following figure illustrates the satisfaction level among the 1642 respondents currently receiving this service in the urban areas:

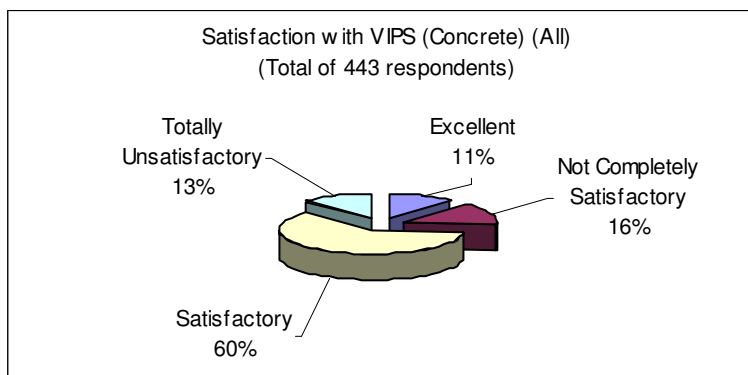


The following figure illustrates the satisfaction level among the 26 respondents currently receiving this service in the tribal areas:

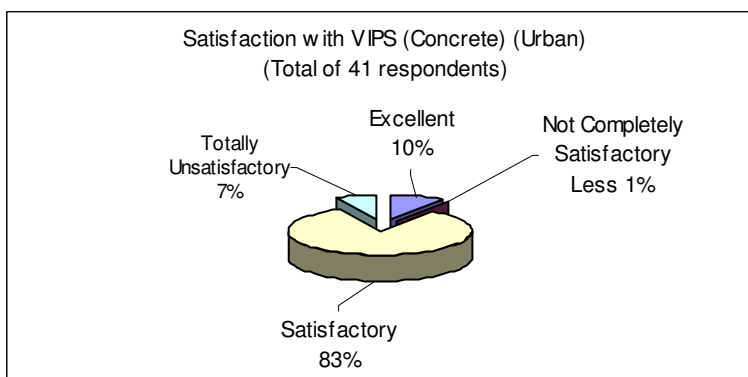


### ***VIPs (Concrete)***

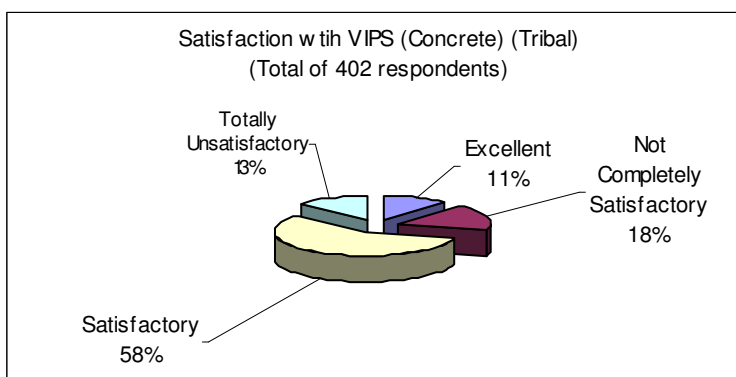
The VIPs (Concrete) service is predominantly delivered in the tribal areas. The number of respondents with this facility is 443.



The following figure illustrates the satisfaction level among the 41 respondents currently receiving this service in the urban areas:



The following figure illustrates the satisfaction level among the 402 respondents currently receiving this service in the tribal areas:

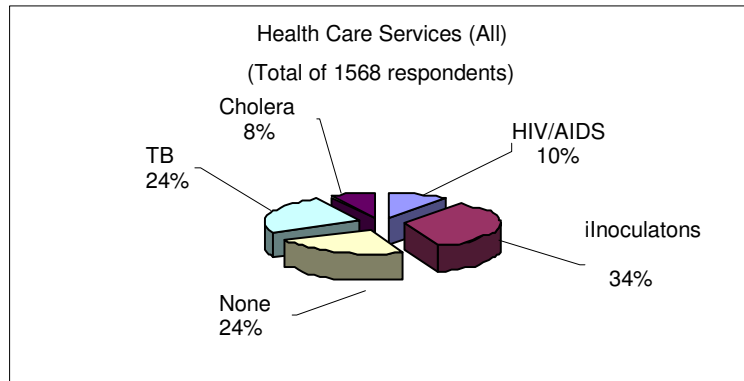


### ***Sandpit Latrine (Own)***

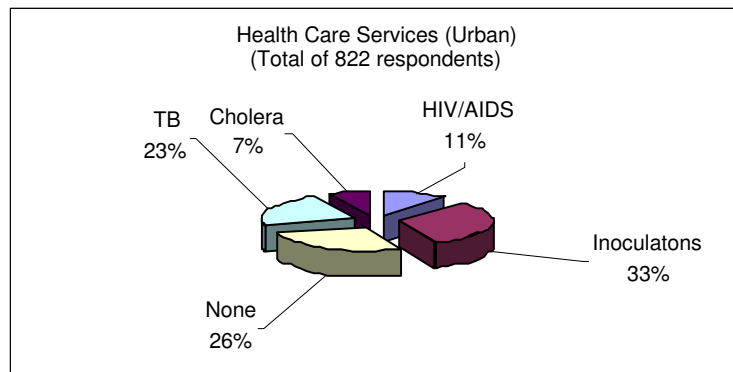
The VIPs (Concrete) service is not delivered to the whole community in the tribal and informal developed areas. Consequently, 432 respondents reported having sandpits or having constructed their own sandpit latrines.

## HEALTH CARE SERVICE

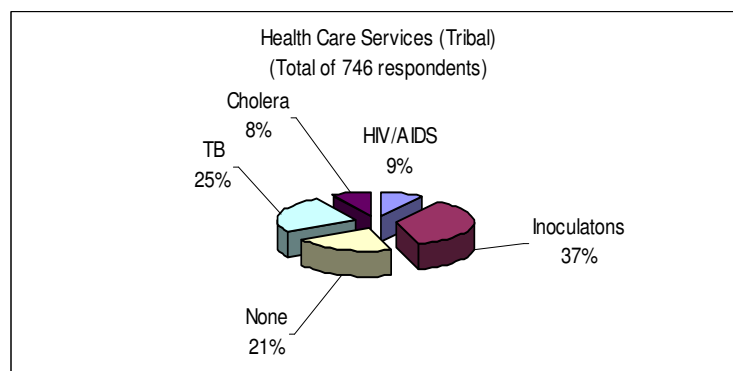
1568 households from the total number of 3096 households approached during the survey reported having made use in the previous 12 months of the health care services provided by the uMhlathuze municipality. 1528 respondents did not make use of any health care services provided by the uMhlathuze municipality. The following figure illustrates the distribution of services used by the 1568 respondents. The services reported on in the survey are TB treatment, HIV/AIDS counseling, cholera treatment, health education (other than HIV/AIDS) and inoculations. Usage of, and satisfaction levels with, these services are illustrated in the next 18 charts.



The following figure illustrates the distribution of health care services used by the 822 respondents in the urban areas.

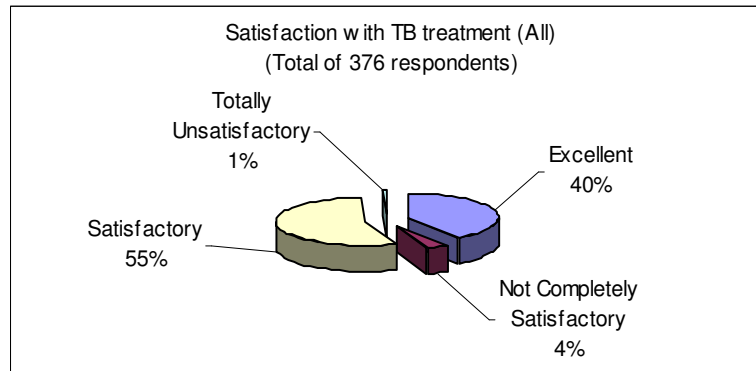


The following figure illustrates the distribution of health care services used by the 746 respondents in the tribal areas.

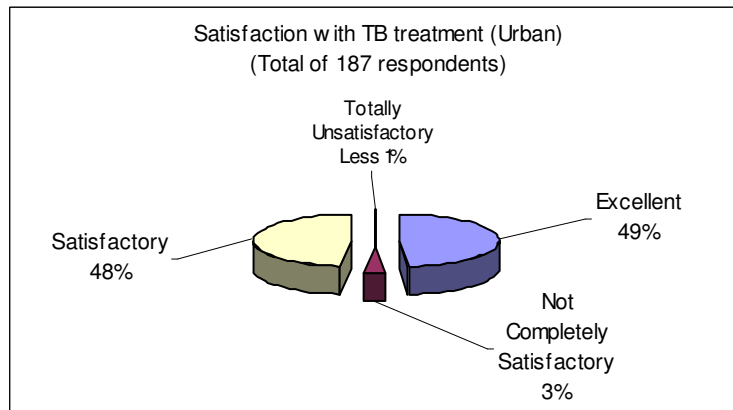


## ***TB Treatment***

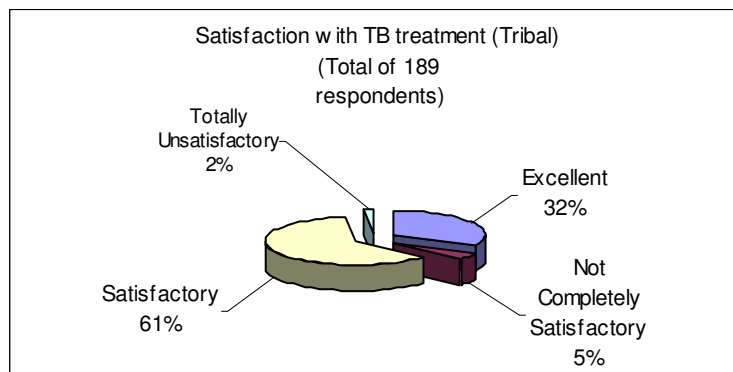
The satisfaction levels of the 376 households which reported having made use of the TB treatment service is as follows:



The following figure illustrates the satisfaction level among the 187 respondents who made use of the TB treatment service in the urban areas:

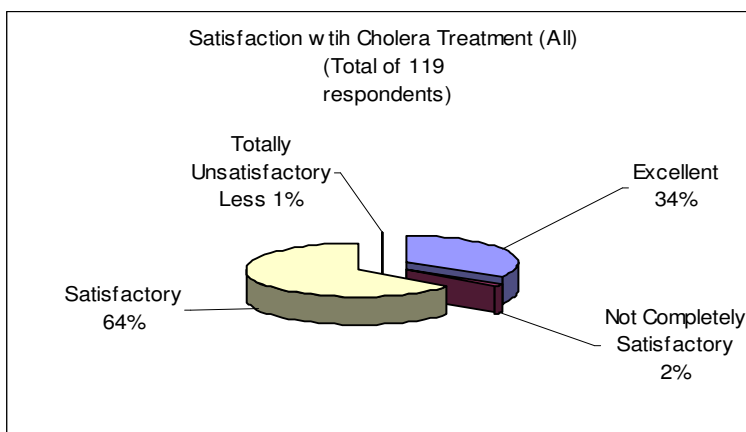


The following figure illustrates the satisfaction level among the 189 respondents who made use of the TB treatment service in the tribal areas:

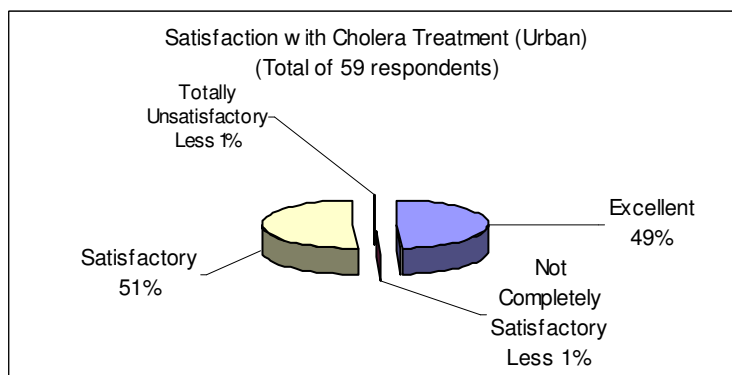


## Cholera Treatment

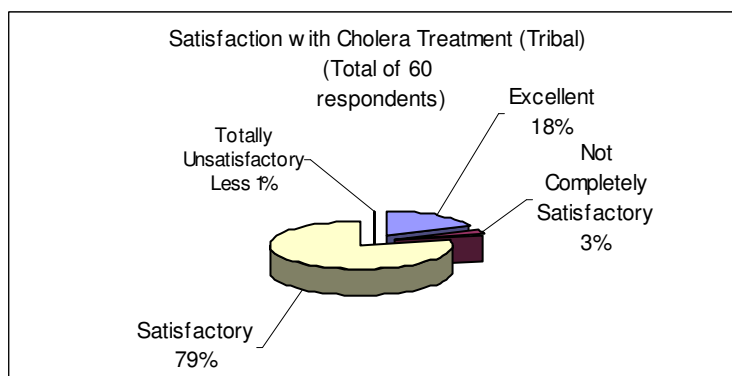
The number of households who reported having used this service was 119. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 59 respondents who made use of the cholera treatment service in the urban areas:

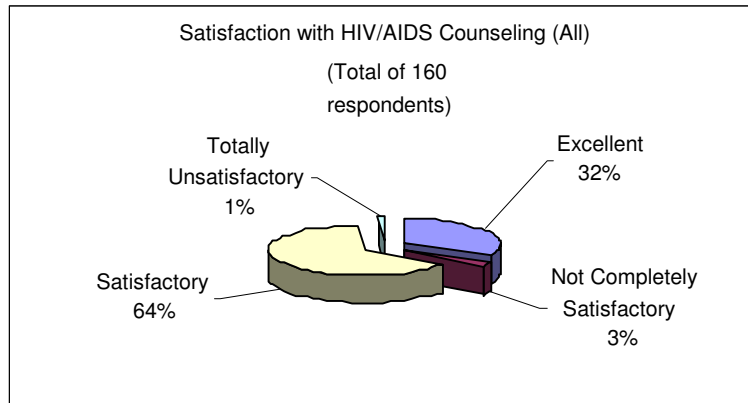


The following figure illustrates the satisfaction level among the 60 respondents who made use of the Cholera treatment service in the tribal areas:

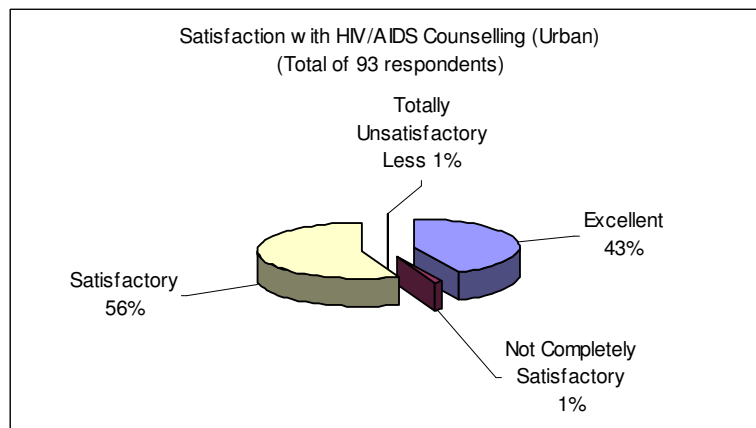


## ***HIV/AIDS Counseling***

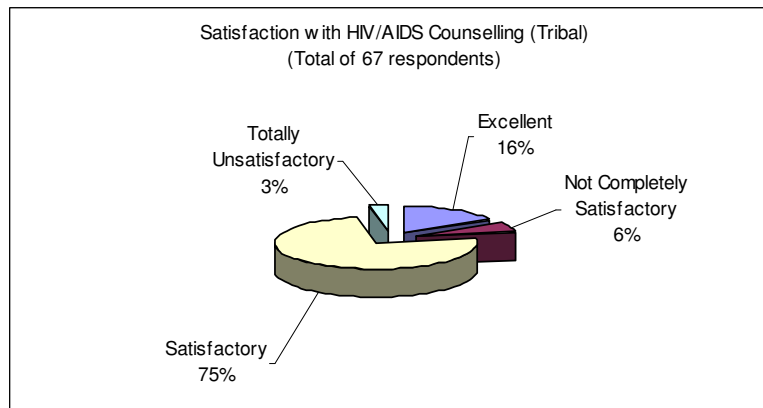
The number of households who reported having used this service was 160. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 93 respondents who made use of the HIV/AIDS counseling service in the urban areas:



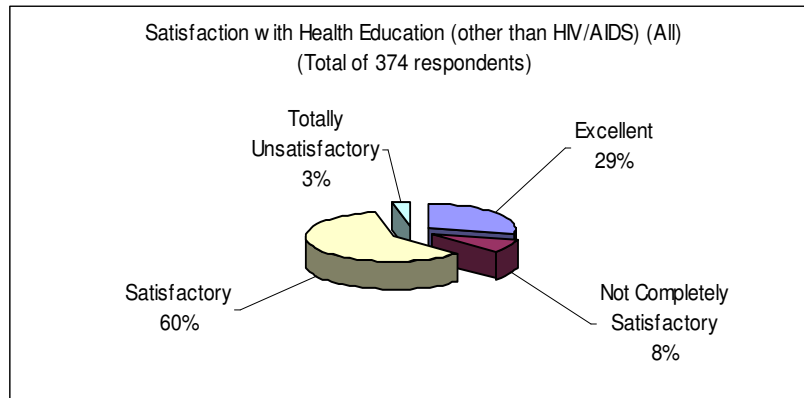
The following figure illustrates the satisfaction level among the 67 respondents who made use of the HIV/AIDS counseling service in the tribal areas:



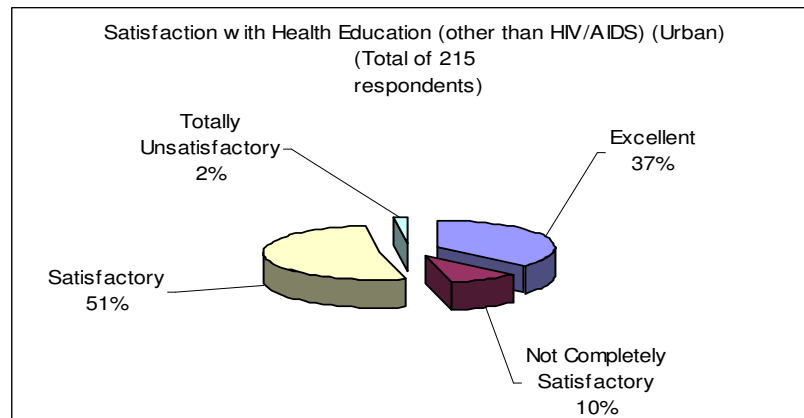


## ***Health Education (other than HIV/AIDS)***

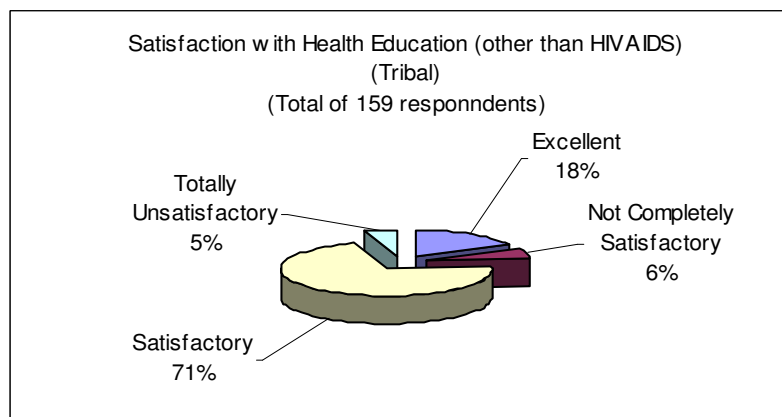
The number of households responding to this question was 374. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction levels among the 215 respondents who made use of the health education service in the urban areas:

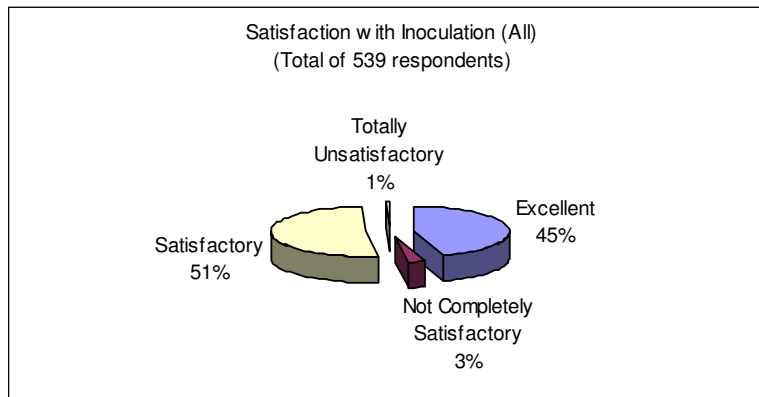


The following figure illustrates the satisfaction level among the 159 respondents who made use of the health education service in the tribal areas:

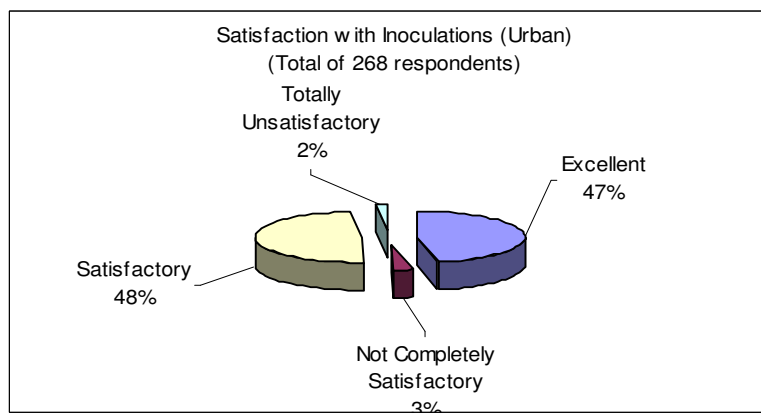


## Inoculations

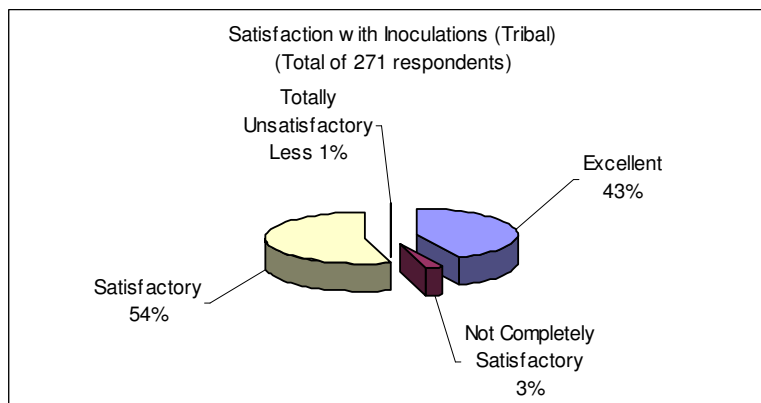
The number of households who responded to this question was 539. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 268 respondents who made use of the inoculations service in the urban areas:

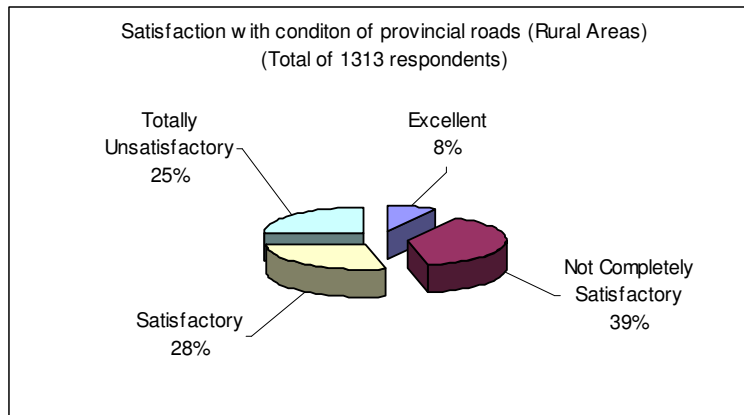


The following figure illustrates the satisfaction level among the 271 respondents who made use of the inoculations service in the tribal areas:



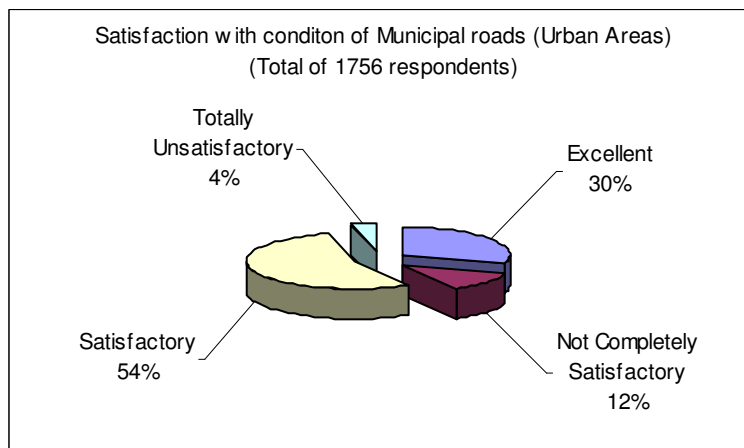
## PROVINCIAL ROADS

The perception of the community with regard to their satisfaction with the provincial road infrastructure was measured in general. The number of households that responded to this question in the survey was 1313. The following figure illustrates the satisfaction response received.



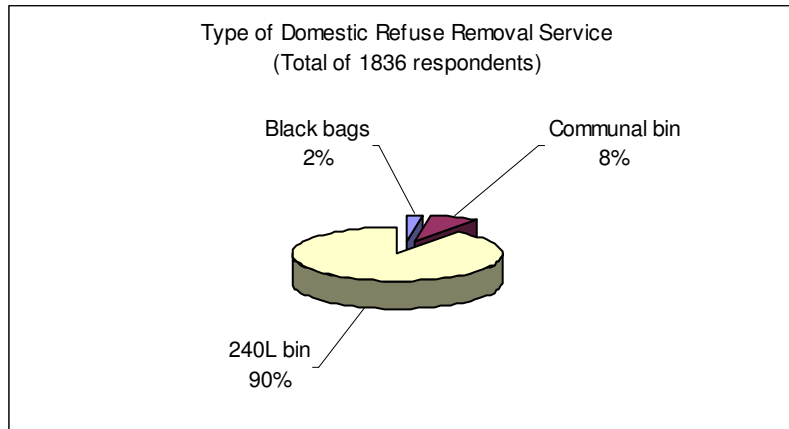
## MUNICIPAL ROADS

The perception of the community with regard to their satisfaction with the roads infrastructure and condition of roads in their immediate vicinity was measured in general. This included tarred as well as gravel roads and streets. The number of households that responded to this question in the survey was 1756. The following figure illustrates the satisfaction response received.



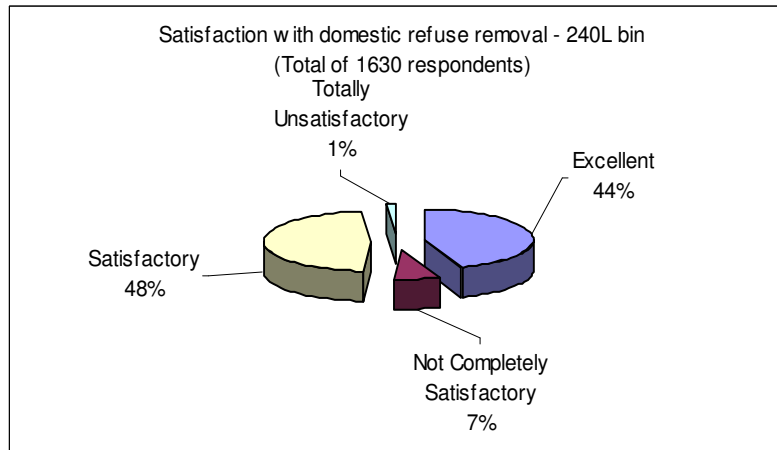
## DOMESTIC REFUSE REMOVAL

The domestic refuse removal service currently delivered by the City of uMhlathuze to households in urban area is either 240-liter bins or communal bins. The total number of respondents to this question was 3093, of which 1836 receive a domestic refuse removal service. Distribution of the type of refuse removal service received by these respondents is illustrated below:



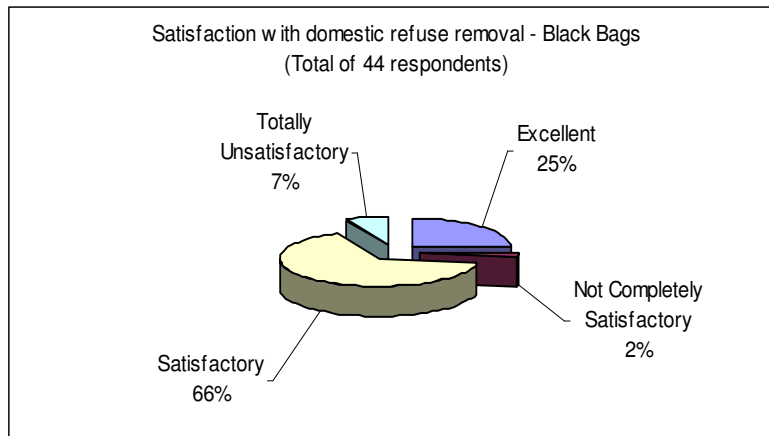
### ***240 liter Bin service***

This service is delivered predominantly in the Richards Bay area once per week. The service satisfaction level as experienced by the 1630 of the 1836 respondents receiving this service is illustrated below:



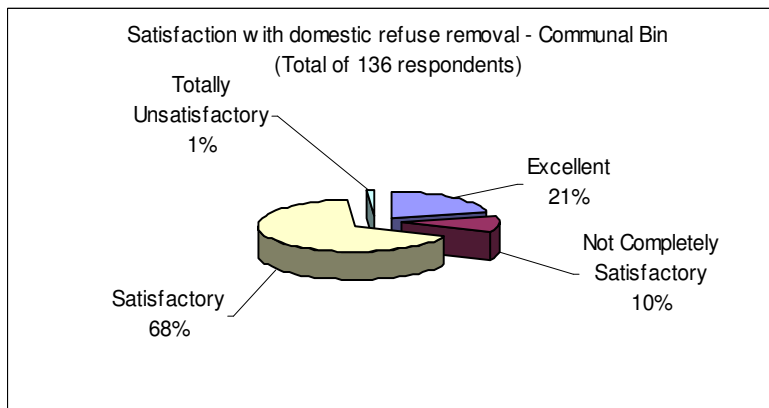
### ***Black bag service***

This service is delivered in Empangeni and other municipal areas once per week. The satisfaction level with this service as experienced by 44 of the 1836 respondents receiving a domestic refuse service is as follows:



### ***Communal bin service***

This service is delivered in some of the tribal municipal areas once per week. The satisfaction level with service delivery as experienced by the 136 of the 1836 respondents receiving a domestic refuse service is as follows:



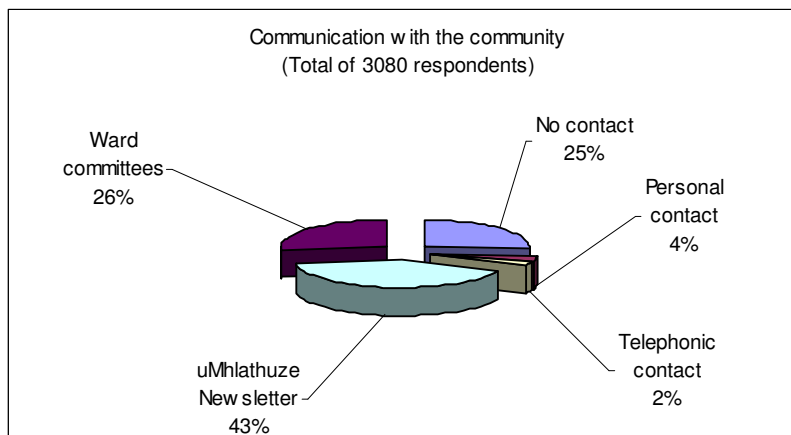
### ***No Service***

1257 of the households who participated in the survey receive no domestic refuse removal service. These households are in the tribal areas.

## COMMUNICATION WITH THE COMMUNITY

Communication between the City of uMhlathuze and the community is very important for public participation. The public needs to be informed regularly on all issues and their inputs and participation must be obtained to make informed decisions for the future.

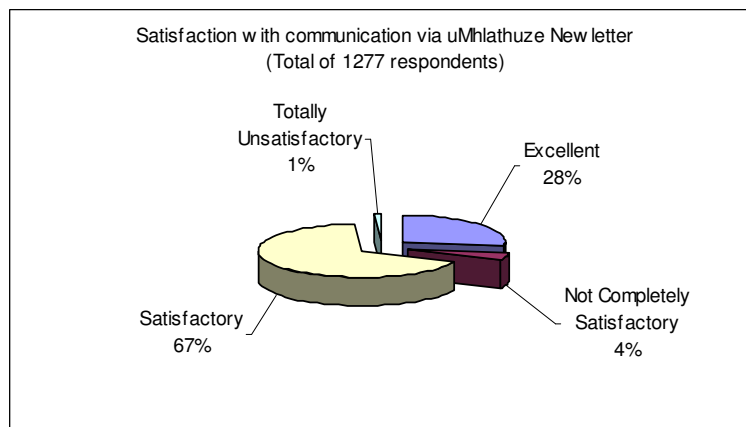
Communication between the Municipality and its inhabitants was classified in the survey as follows: personal contact; telephonic contact; ward committees; the uMhlathuze newsletter; no contact. The following chart illustrates the response distribution per category from the 3080 households that responded to the question:



### ***uMhlathuze newsletter***

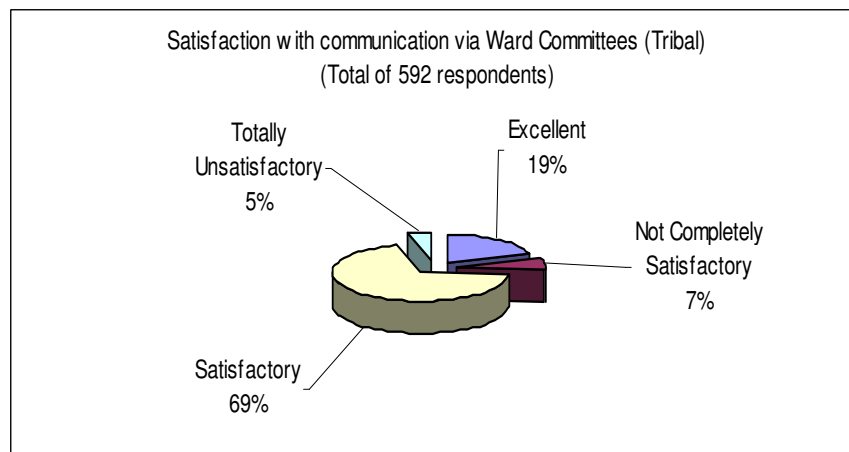
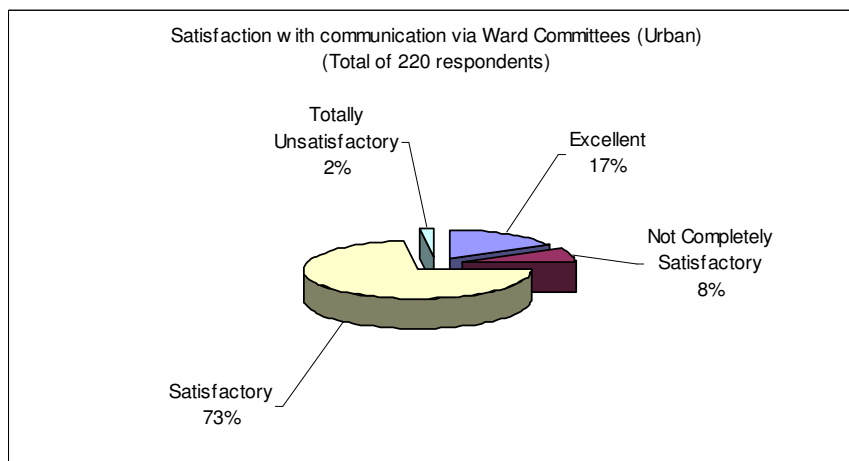
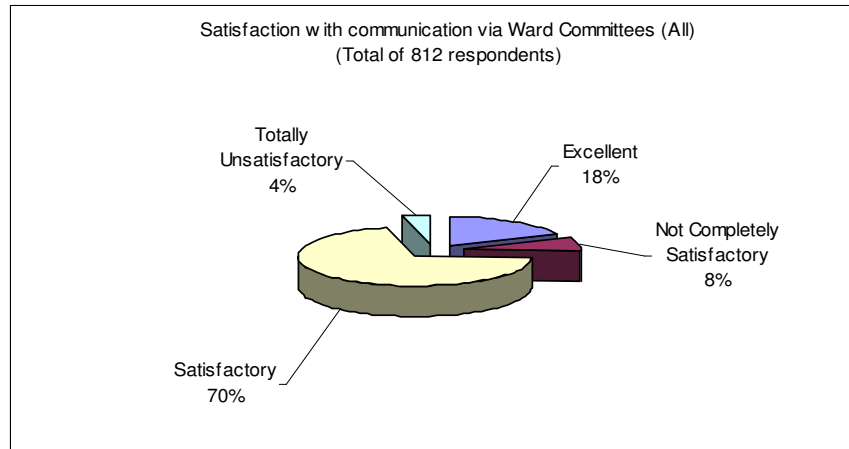
The newsletter seems to be very popular and is generally well accepted. Of the 3080 respondents who indicated that they receive communication from the Municipality, 1277, receive it via the newsletter. However, 1164 of these are from the urban areas, and only 113 are from the tribal areas.

The satisfaction level of the 1277 respondents receiving the newsletter in all areas is as follows:



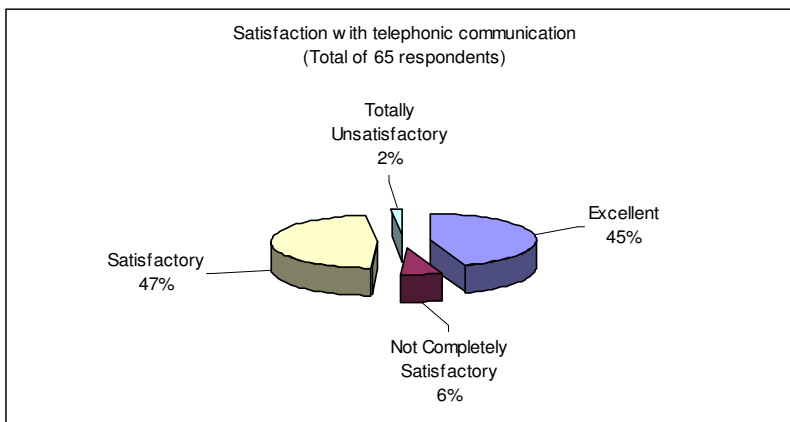
## ***Ward committees***

812, of those who responded to the question on communication receive information from the Municipality via the ward committee system. Of these, 220 live in urban areas and 592 live in tribal areas. Satisfaction levels with this system are as follows:



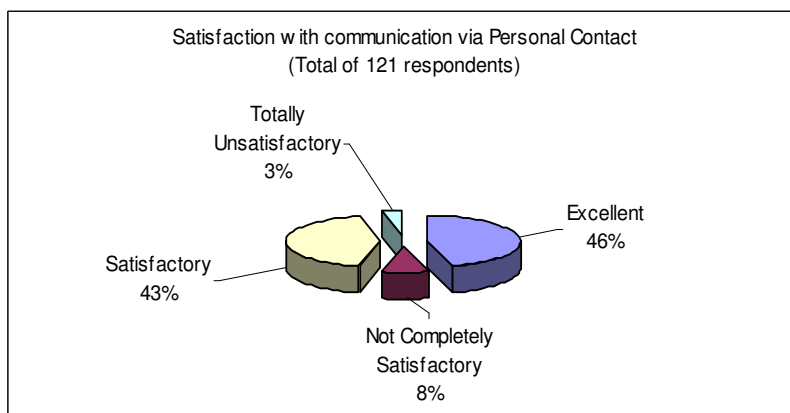
### ***Telephonic Communication***

In the survey, 65 of the respondents indicated that they receive communication from the uMhlathuze Municipality telephonically. Of these, 56 live in urban areas and 9 live in tribal areas. Satisfaction levels with this form of communication are recorded below:



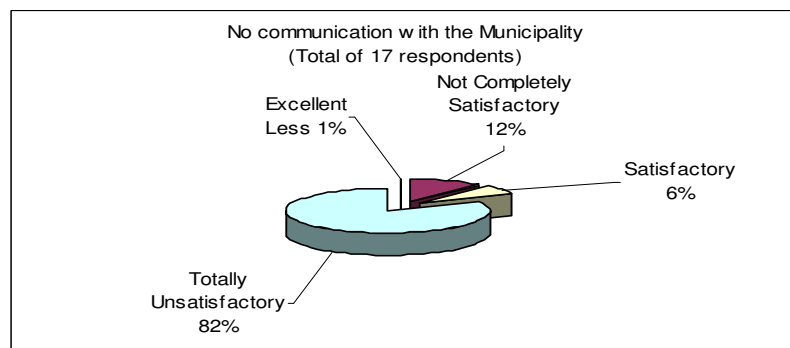
### ***Personal Contact***

121 respondents cited “personal contact” as the means by which the Municipality keeps in touch with them. Of these, 93 live in urban areas. Satisfaction levels with this form of communication are recorded below:



### ***No communication with the municipality***

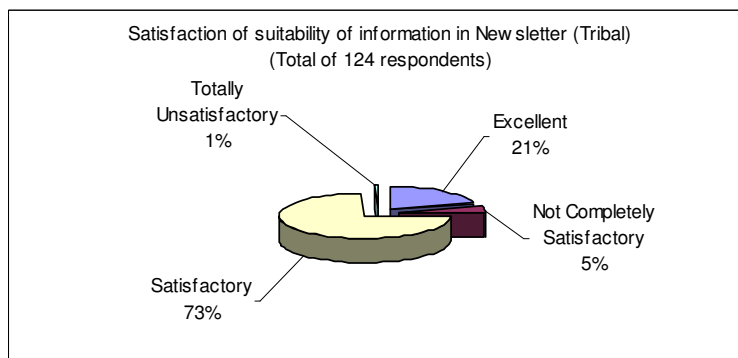
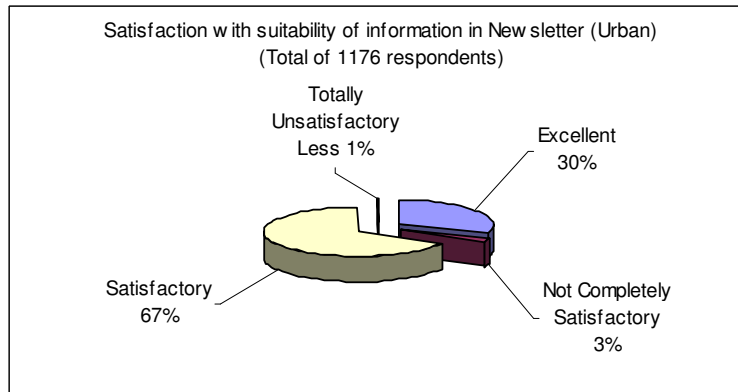
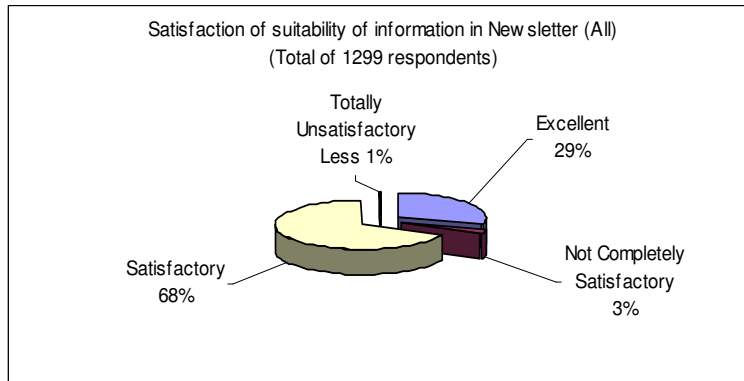
17 respondents do not have any communication with the municipality. Of these, 9 respondents are from urban areas and 8 from tribal areas.





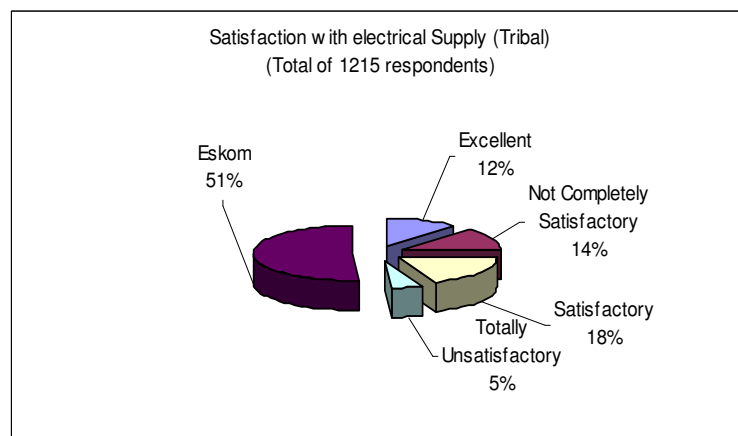
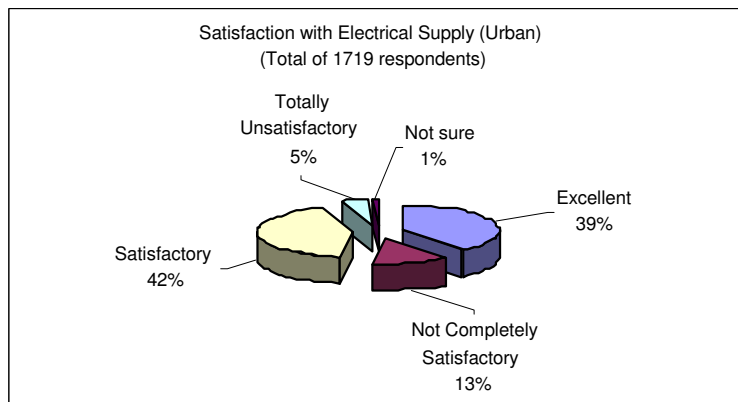
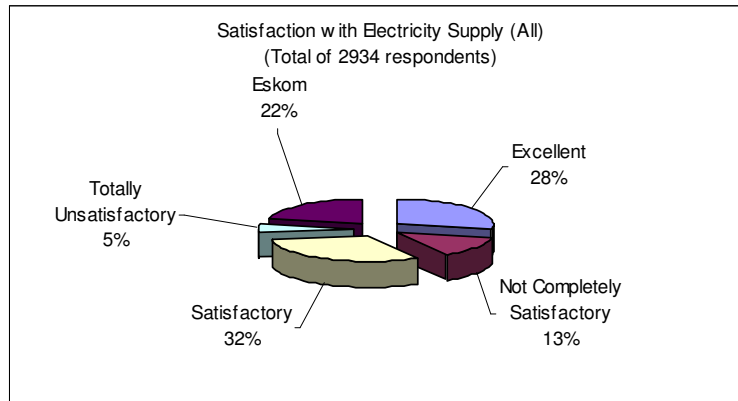
## Suitability of information in the Newsletter

Of the 1299 respondents on the suitability of information in the uMhlathuze Newsletter, only 3 % indicated not completely satisfactory and 1% totally unsatisfactory.

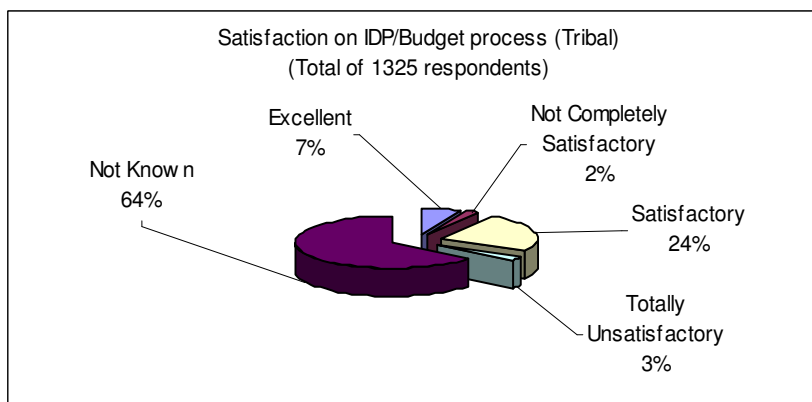
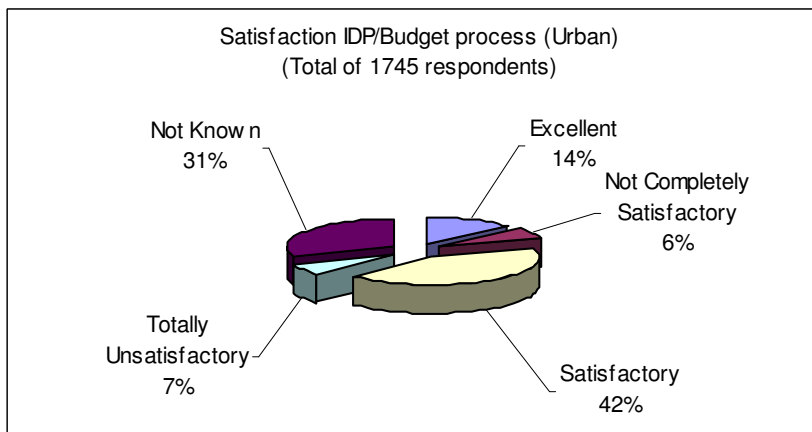
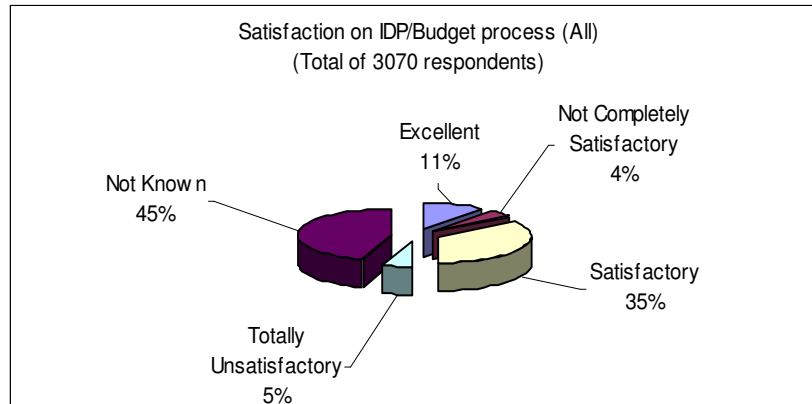


## ELECTRICITY SUPPLY

Of the 3096 households surveyed, 2934 reported having electricity. (1719 of these were in the urban areas and 1215 in the peri-urban / tribal areas). Customer satisfaction with the quality of their electricity supply is recorded in the three charts below:

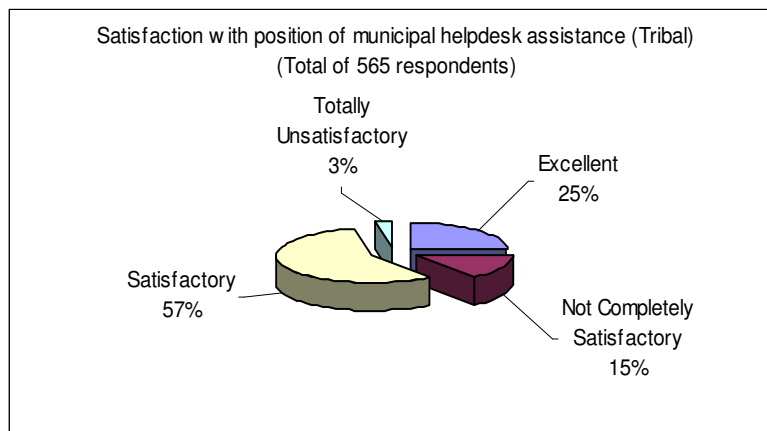
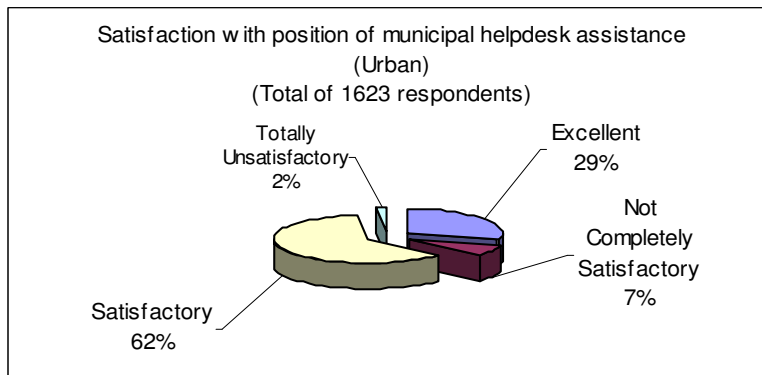
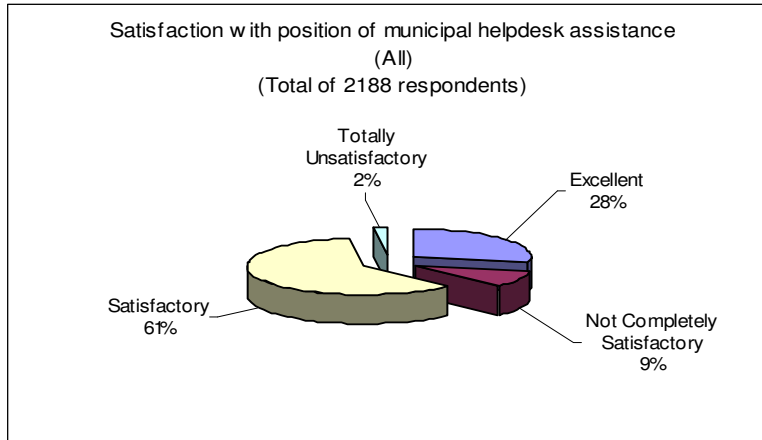


## IDP / Budget Process

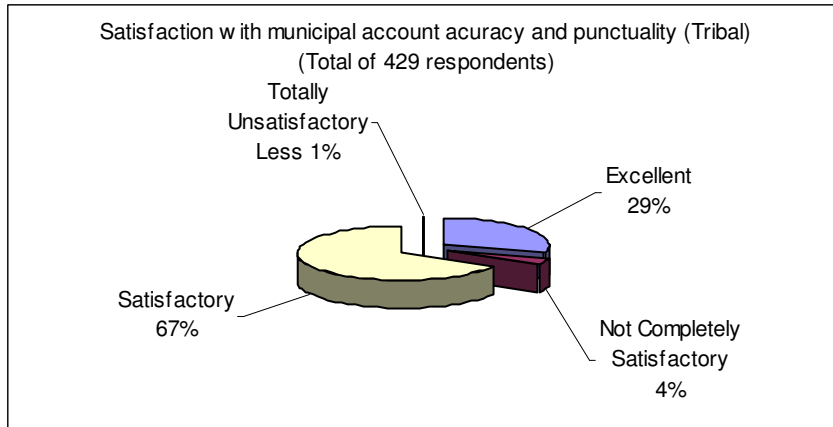
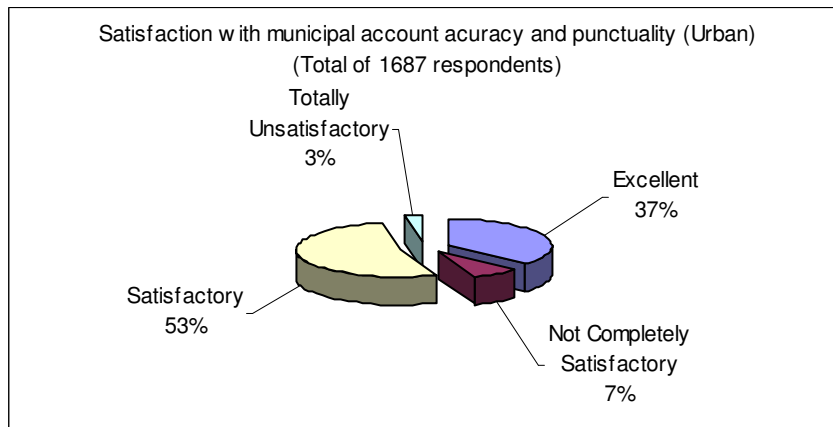
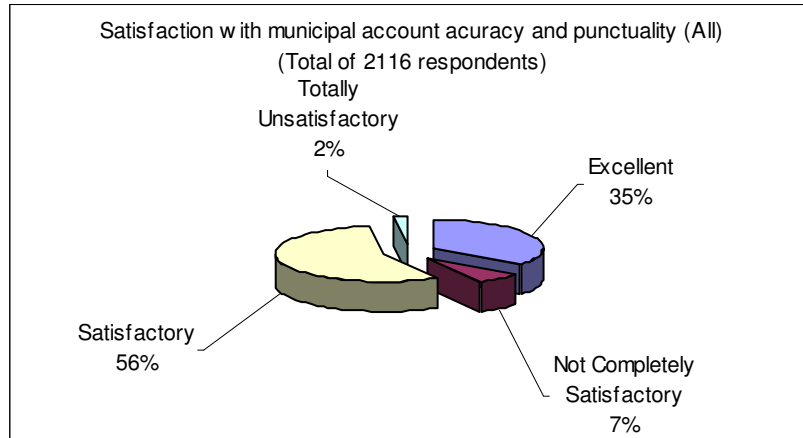


## MUNICIPAL ASSISTANCE FROM HELPDESK

A majority of households surveyed 2188 make use of Municipal pay points. Of these, 1623 are urban dwellers. Satisfaction levels with regard to location and opening times of these pay points are recorded in the charts below:



## MUNICIPAL ACCOUNT ACCURACY

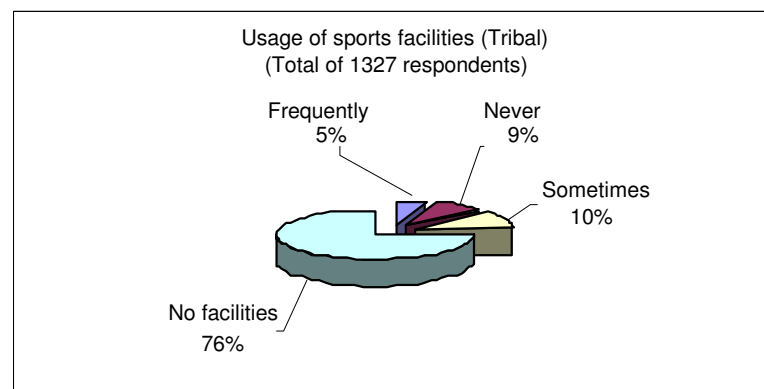
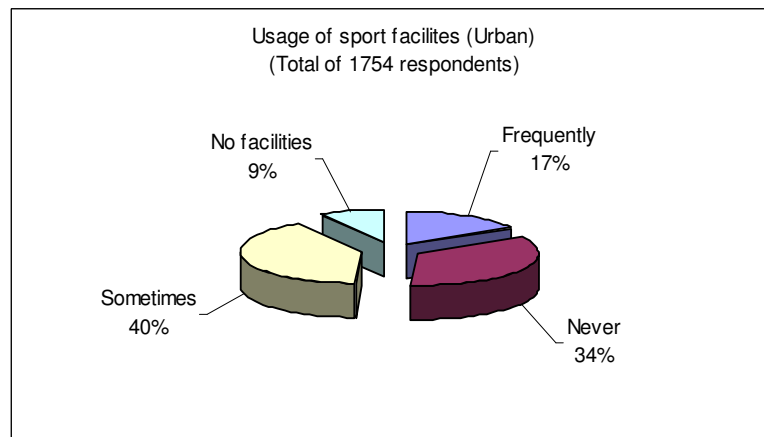
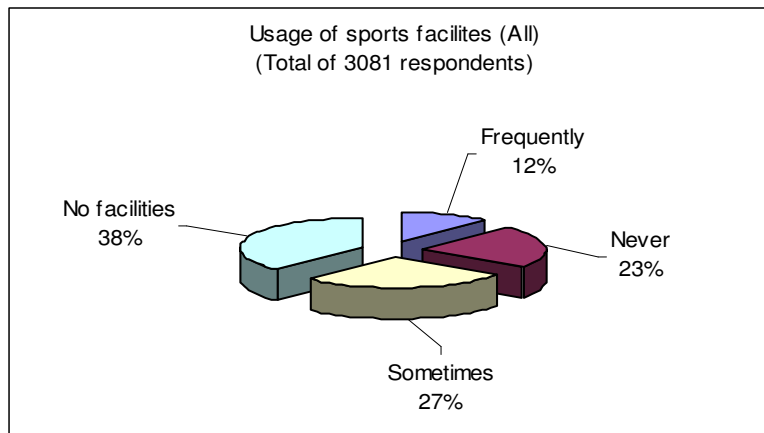


## SPORTS FACILITIES

The following charts illustrate levels of respondent satisfaction with the availability and quality of Municipal sports facilities, and usage thereof.

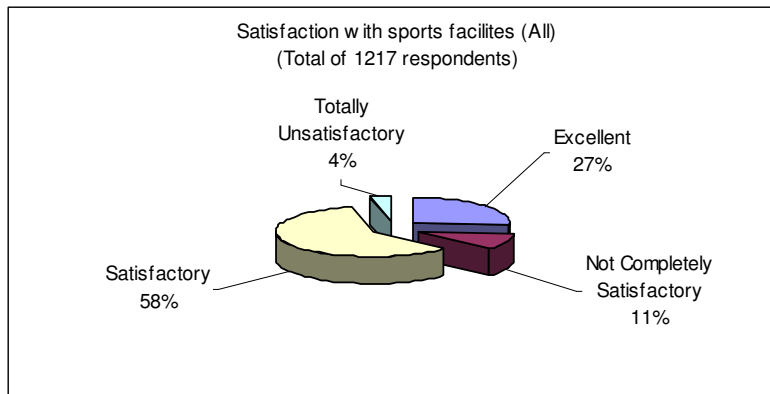
1162 of respondents indicated that there are no sports facilities in their area. Of these responses, 1010 were from the tribal areas.

### *Usage of sports facilities*

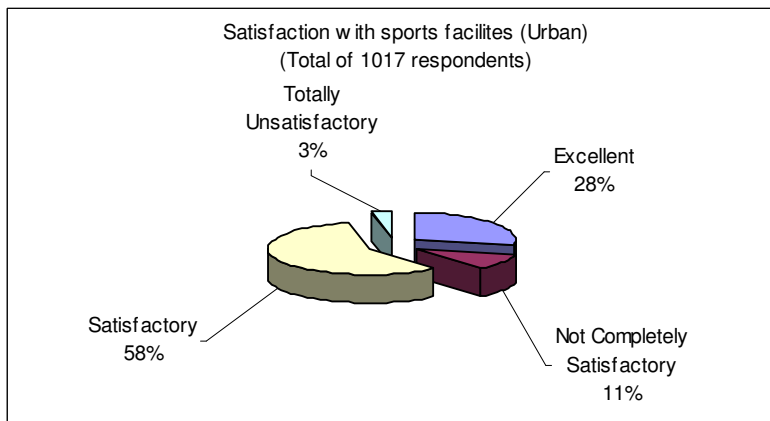


### ***Satisfaction with sport facilities***

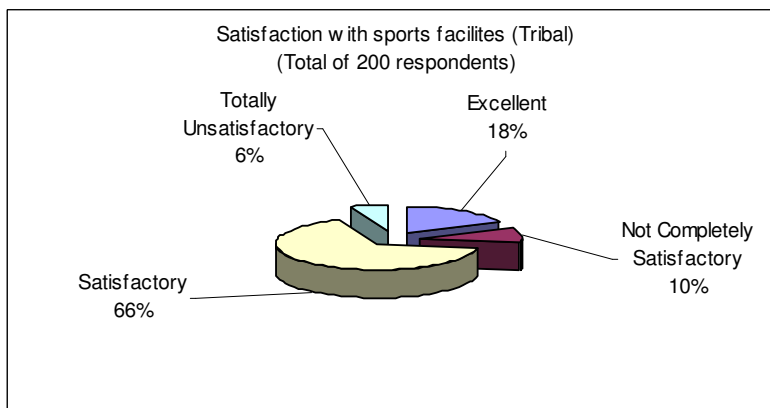
There were 1217 responses regarding the quality of sporting facilities. (1879 respondents did not offer comment, either because there are no facilities, or they do not use them).



The following figure illustrates satisfaction levels among the 1017 respondents in urban areas (752 respondents did not offer comment, either because there are no facilities, or they do not use them):

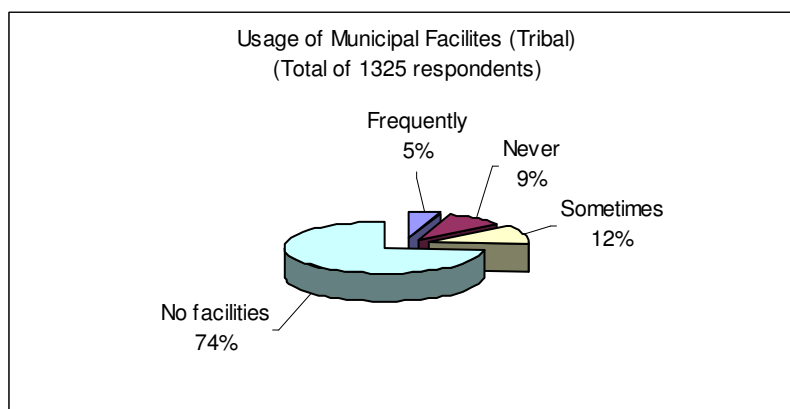
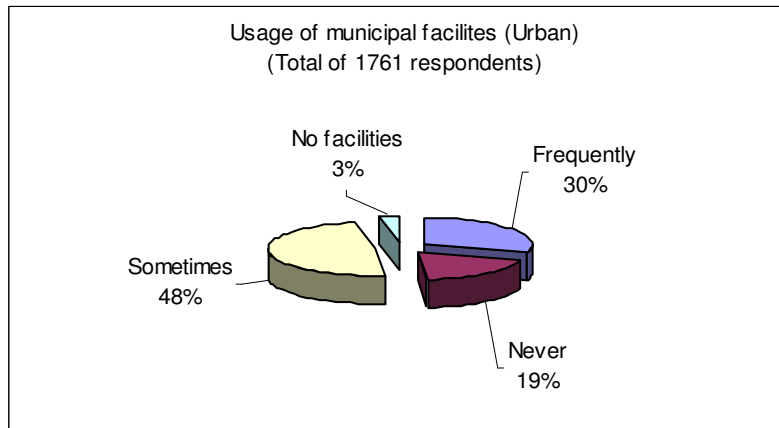
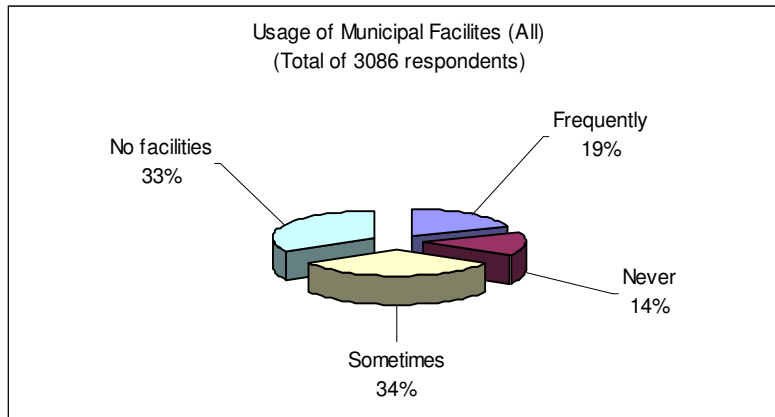


The following figure illustrates the satisfaction level among the 200 respondents in the tribal areas (1127 respondents did not offer comment, either because there are no facilities, or they do not use them):



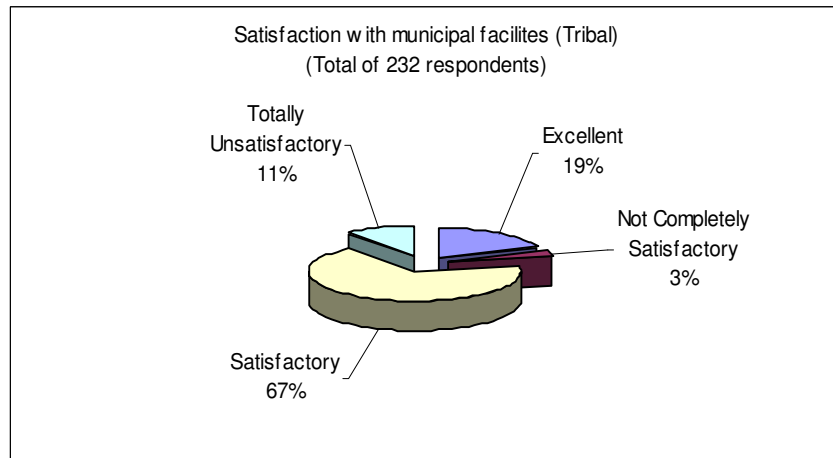
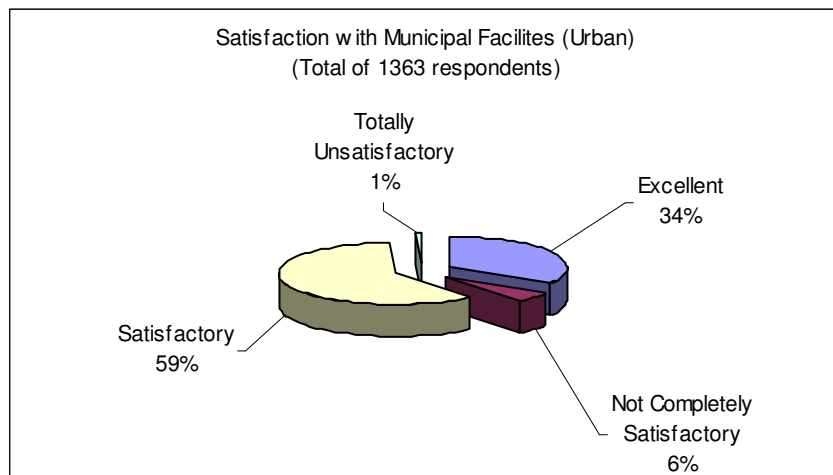
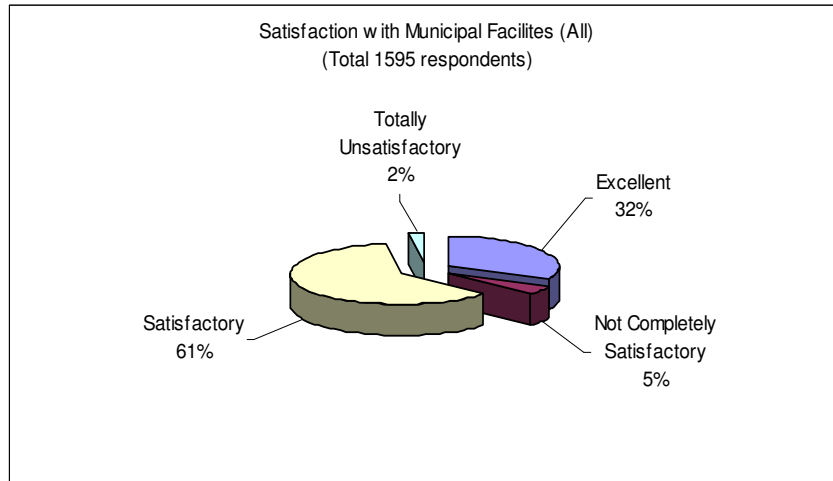
## Community facilities

### *Usage of facilities*



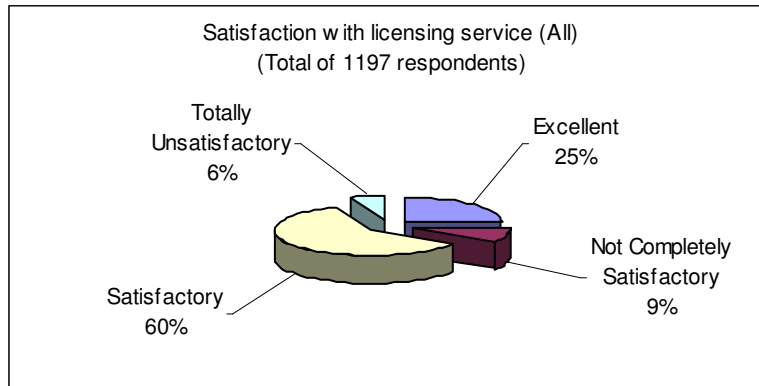


## ***Satisfaction with municipal facilities***

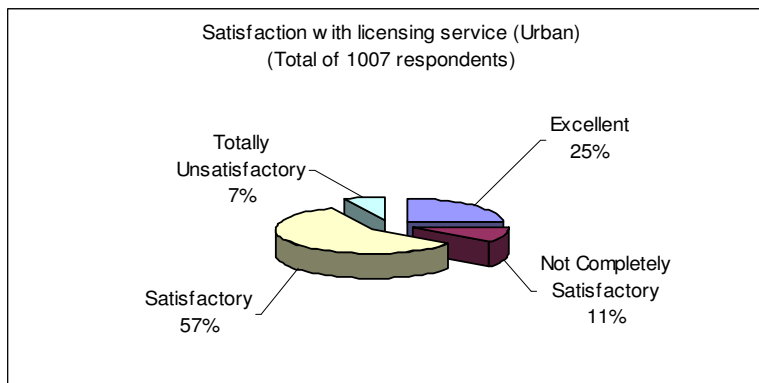


## LICENSING SERVICE

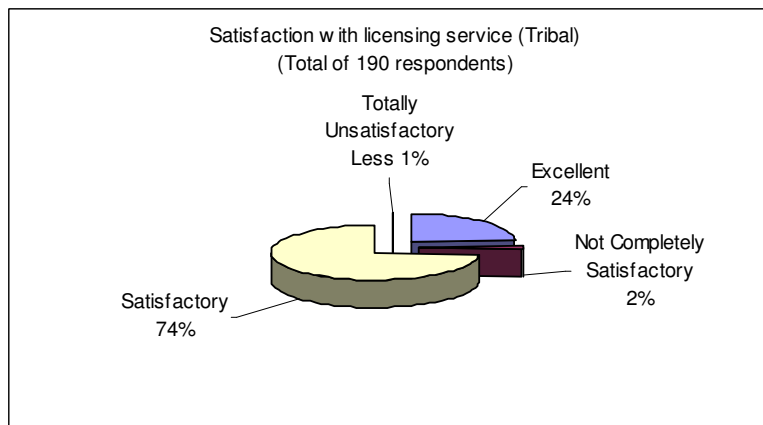
1197 respondents indicated that they had made use of the Municipality's vehicle licensing service. (1899 respondents indicated that they did not make use of the Municipality's vehicle licensing service). The levels of satisfaction with the service are indicated in the following figure:



The following figure illustrates the satisfaction level among the 1007 respondents from the urban areas (762 respondents did not make use of this service):

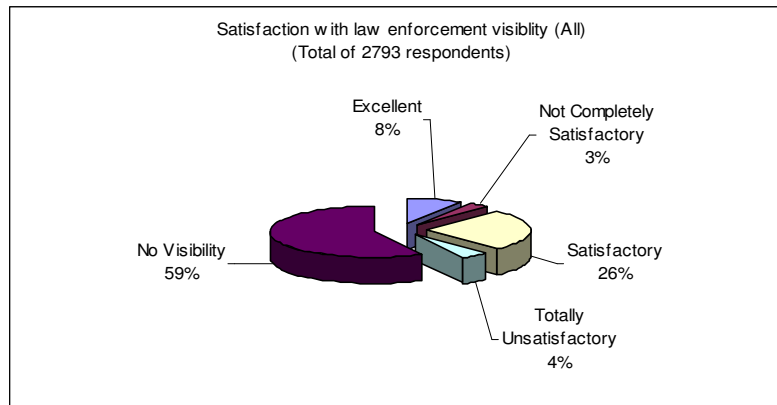


The following figure illustrates the satisfaction level among the 190 respondents from the tribal areas (1137 respondents did not make use of this service):

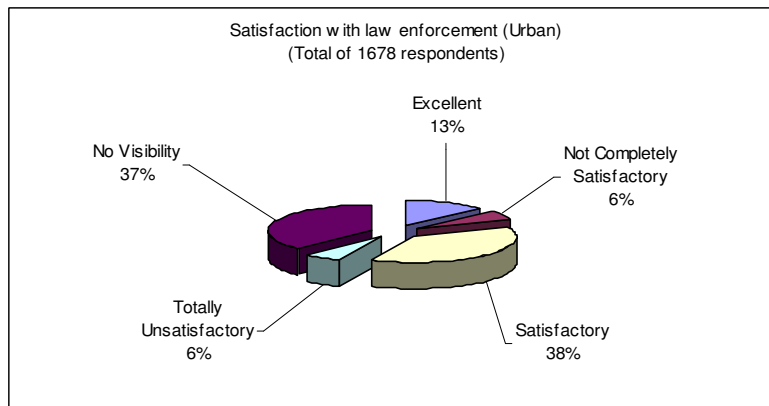


## LAW ENFORCEMENT VISIBILITY

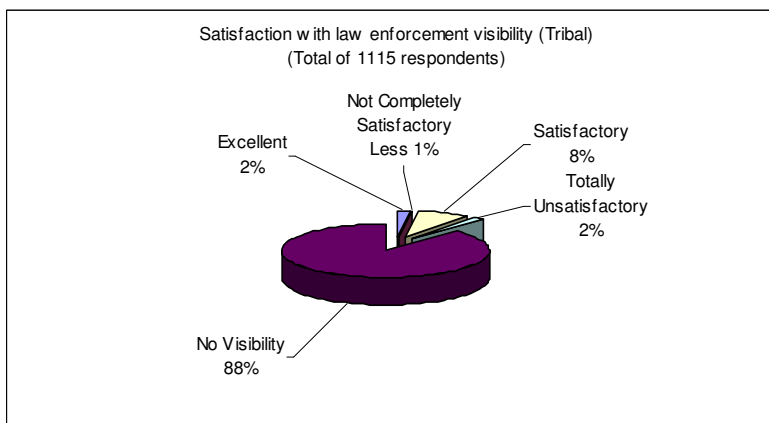
The following figure illustrates the response received from 2793 respondents from all areas expressing their satisfaction level with regard to the visibility of the Municipality's law enforcement service. It is important to note that respondents referred to SAPS personnel as well as to the Municipality's law enforcement service. (303 respondents did not respond to this question)



The following figure illustrates the satisfaction level among the 1678 respondents of the total above living in the urban areas:



The following figure illustrates the satisfaction level among the 1115 respondents of the total above living in the tribal areas. 212 respondents did not respond:

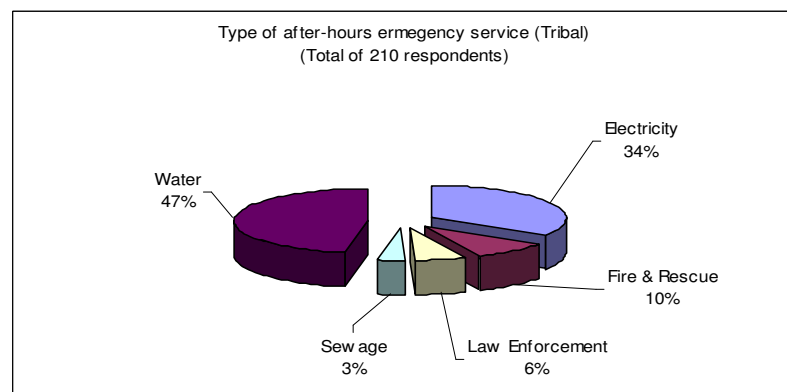
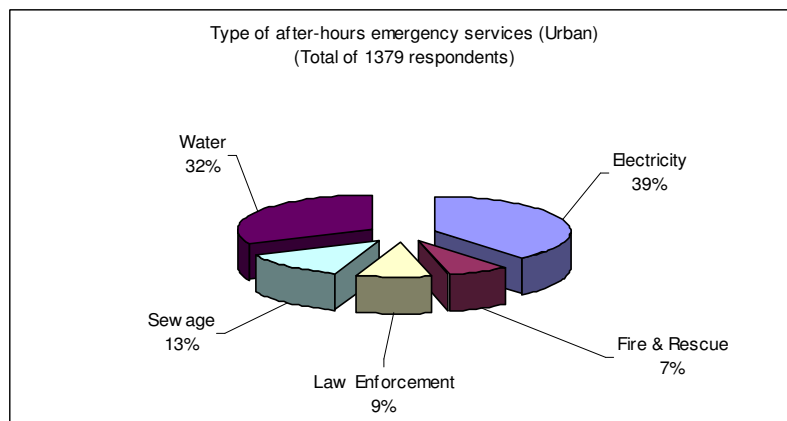
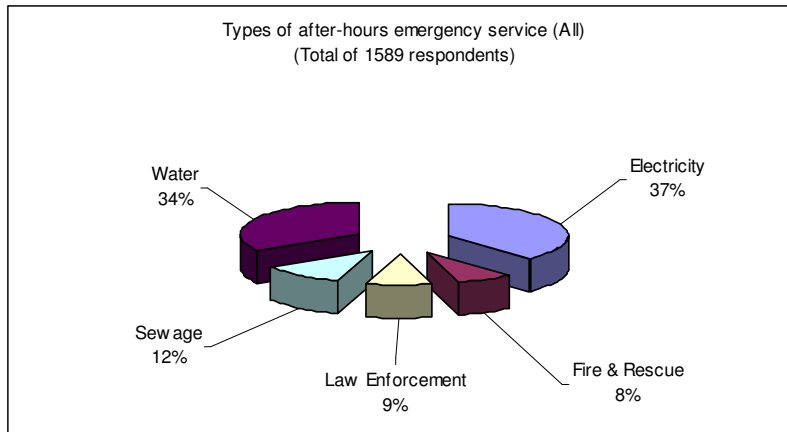


## AFTER-HOUR EMERGENCY SERVICES

1589 respondents indicated that they had called upon the Municipality's after-hours emergency services in the past 12 months (1989 respondents did not make use of this service). 864 of the responses were received from the urban areas and 1125 from the tribal areas.

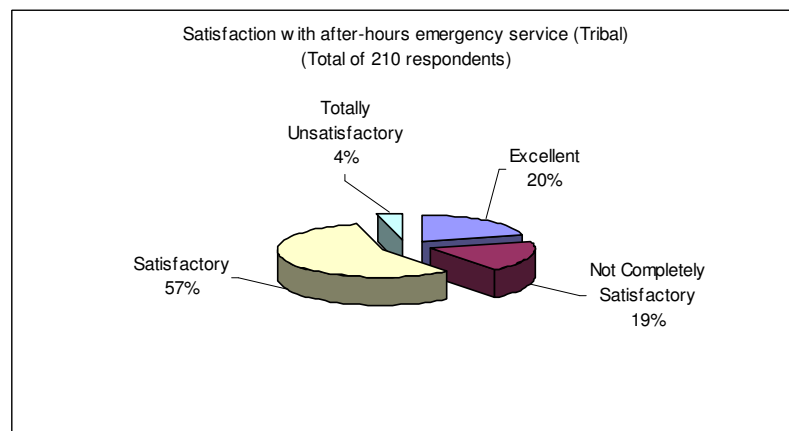
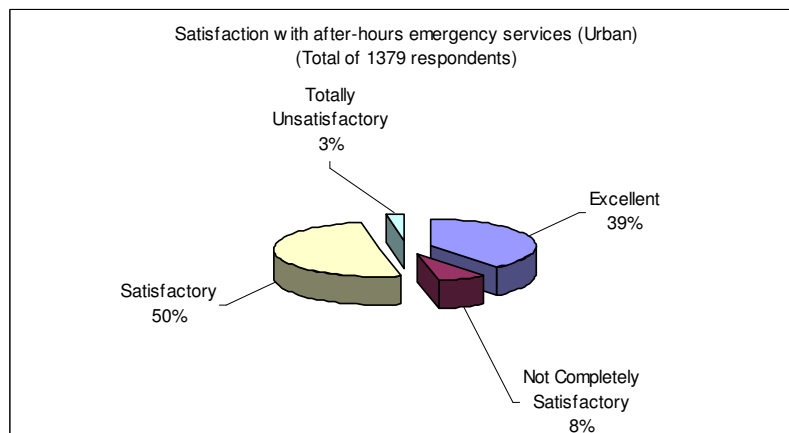
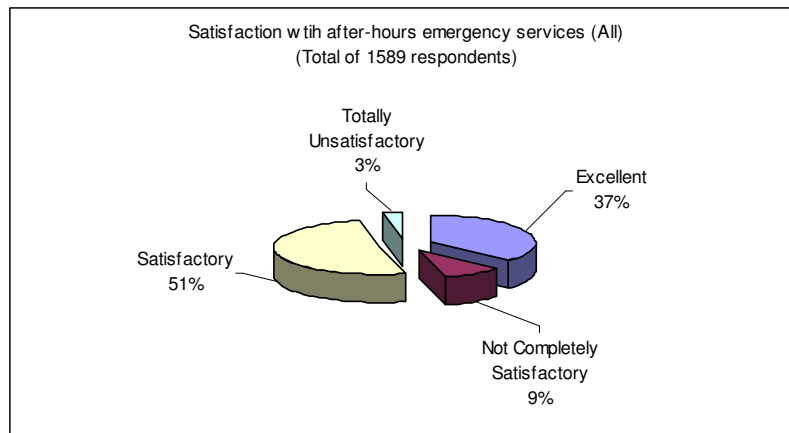
It should be noted that the vast majority, if not all, of the responses with reference to use of after-hours emergency services refer to the SAPS rather than to the Municipality's law enforcement.

The following figures illustrate the type of after-hours emergency services called upon:

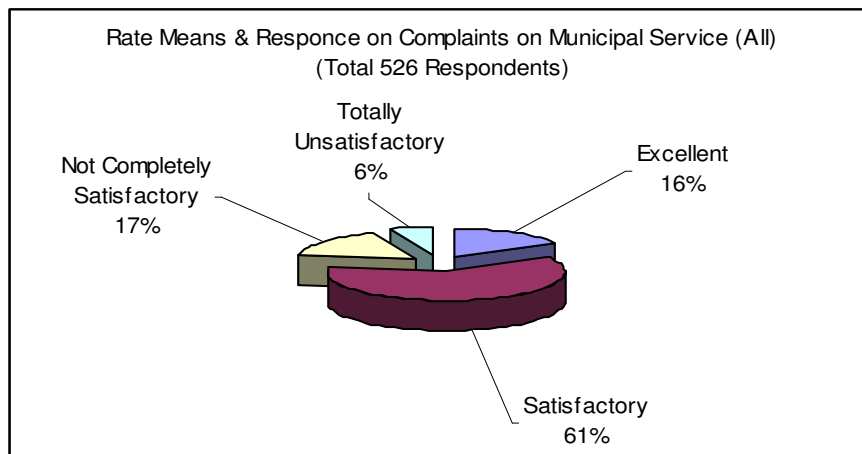
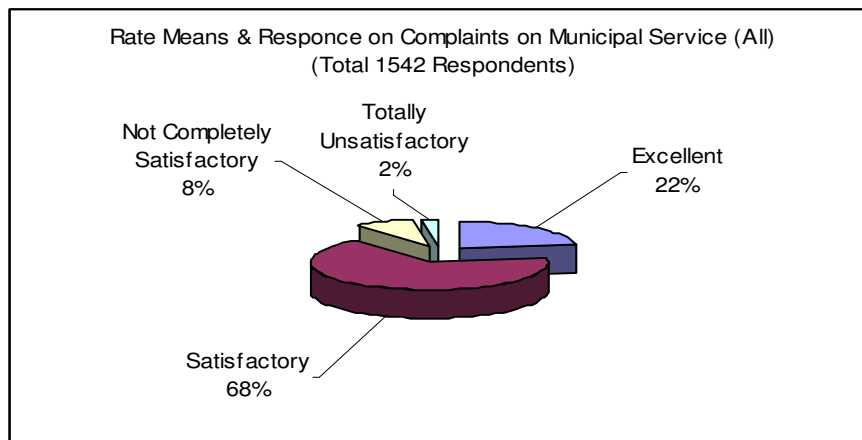
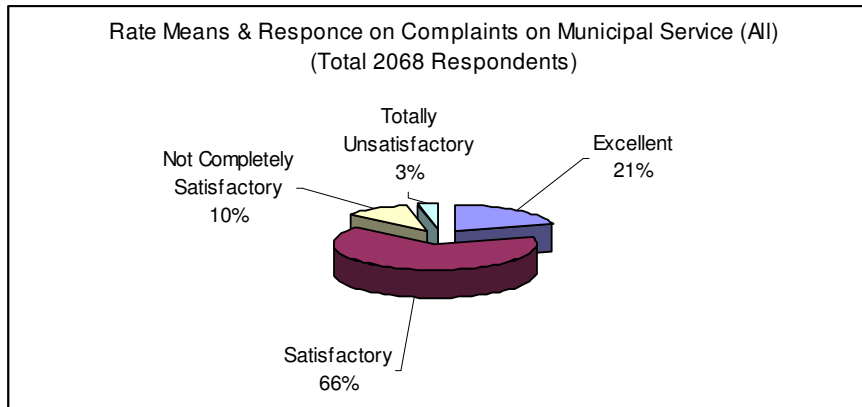


## ***Satisfaction with after-hours emergency services***

The following figures illustrate the satisfaction level of all responses received, urban and tribal.



## Means and response on dealing with complaints on municipal services



## **4. CONCLUSION**

The survey confirms that in the more developed areas of the Municipality people are, by and large, satisfied with the services they receive. In the less well-developed urban areas, levels of satisfaction drop. Dissatisfaction is greatest in the tribal areas.

A number of respondents in these areas expressed anger that (yet) another survey was being conducted when there had been no noticeable change in response to concerns raised in the previous survey.

## **5. COMMENTS**

Respondents to the questionnaire made the following additional comments.

### **Water supply**

In rural areas, and in urban areas other than Empangeni and Richards Bay, the major complaint is that the water supply is cut off frequently and, moreover, without notice.

Other causes of dissatisfaction are: water pressure which is either too low, or variable – with the latter causing problems with electrical equipment such as geysers; bad taste; dark colour; sand in the water.

There are also complaints about the cost of water, the positioning of meters within property boundaries, and the inconsistency of monthly bills caused by estimated readings.

### **Sanitation service**

Major complaints about concrete VIPs include dilapidation, malodour, and malfunction (due to age).

In urban areas, some respondents to the questionnaire mentioned the need to cover sewerage manholes and drains.

### **Domestic refuse removal**

In the rural areas, the major complaint is that there is no refuse removal service, leaving residents to burn their own rubbish or leave it lying around.

In those areas which are serviced by 240 liter bins, complaints are varied, and include the impolite and non co-operative attitude of the Municipality's refuse collectors, their mistreatment of the bins, causing lids and wheels to fall off, their refusal to empty bins which are full over the brim, and their scattering of refuse during the removal process. Some respondents expressed the wish for rubbish to be collected more often per week.

## **Municipal health care**

Many respondents to the questionnaire express satisfaction with the health care service provided, but concerns raised by others include: center's being located too far away; delays in being attended too, inadequate support and information (e.g. for rape victims and HIV infected persons); the unfriendly attitude of staff.

## **Electrical power supply**

The major complaint, in urban and rural areas, is that power interruptions occur without warning. The perception of some respondents is that electricity costs more than it should, and that they are being charged for more than they have actually used.

## **Roads**

Roads attract a substantial amount of criticism, both in rural and in urban areas.

In rural areas, where there are streets at all, they are narrow, unacceptably dusty in dry periods and muddy in wet periods. Many respondents to the questionnaire complained about potholes.

In rural areas, residents complain about poor upkeep and maintenance (broken street lights, unkempt verges, dirty streets, potholes), and the absence of pavements (for pedestrian safety) and road humps (to reduce speed). Roads are felt to be too small for the volume of traffic.

## **Communication via the uMhlathuze Newsletter**

Many respondents were satisfied with the suitability of information in the uMhlathuze newsletters. Those who were not as satisfied observed that much of the information is not useful or interesting and, anyway, is available in the press before the newsletter publishes it.

## **The IDP/ budget process**

Many respondents, particularly in the rural areas, appeared to be mystified by references to the IDP.

## **Help Desk**

Of those who reported using the Help Desk, a number expressed reservations about tardy, inefficient and unfriendly service and inconvenient opening times.

## **Accuracy and punctuality of municipal accounts**

Of those respondents who receive a municipal account many expressed satisfaction, but complaints included late arrival (leading to financial penalties) and inaccuracies.



## **Sports facilities**

Satisfaction with sports facilities is not an easy item to assess. Caution should therefore be exercised in interpreting the findings of the questionnaire. Particularly in the rural areas, the term "sports facilities" might comprise a soccer field or a children's playground. Users' interpretation of what constitutes quality in such facilities is variable. Additionally, a number of respondents reported on facilities they use in areas other than where they are domiciled. In general, however, it still remains the case that urban areas, especially Empangeni and Richards Bay, appear to be advantaged over other urban areas and all rural areas.

## **Community facilities**

The disparity in quality between urban and rural community facilities does not appear to be as pronounced as with sports facilities, but the same basic inequities persist.

## **Motor vehicle licensing services**

Opinions on the professional knowledge and friendliness of staff vary, but the vast majority of respondents agree that the process takes longer than it should. Suggestions have been made that more counters be open during peak times.

## **uMhlathuze traffic law enforcement visibility**

A majority of the respondents who answered this question seem to feel that traffic officers are not as visible as they might be. Where they are visible, (particularly in Empangeni and Richards Bay), opinions were expressed that they were keeping an eye out for the wrong people, (i.e. being preoccupied with minor offences while major offenders were going about their unlawful business).

## **After-hours emergency services**

Whilst a number of respondents reported their satisfaction with these services, others complained about phone lines being engaged, and assistance either not being rendered at all or too late.

## **Dealing with complaints about municipal services**

Most respondents appear not to have used this service but those that do complain about difficulties in getting through on the telephone (line engaged), and failure to solve the problems reported.