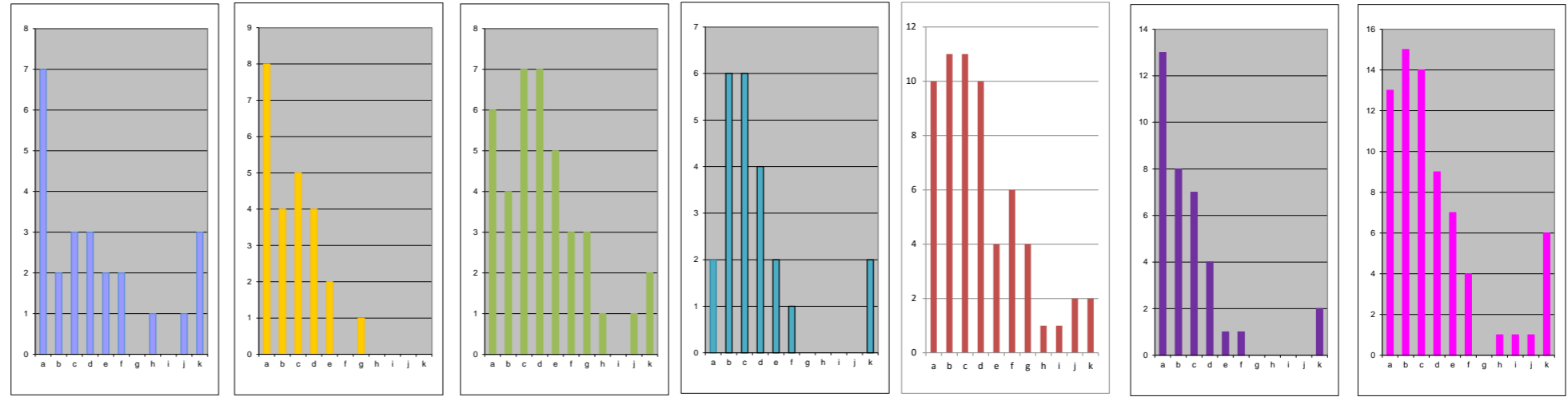


UGC2018 Survey Results (Cairns, Gladstone, Toowoomba, Ballarat, Wagga, Dubbo and Port Mac)

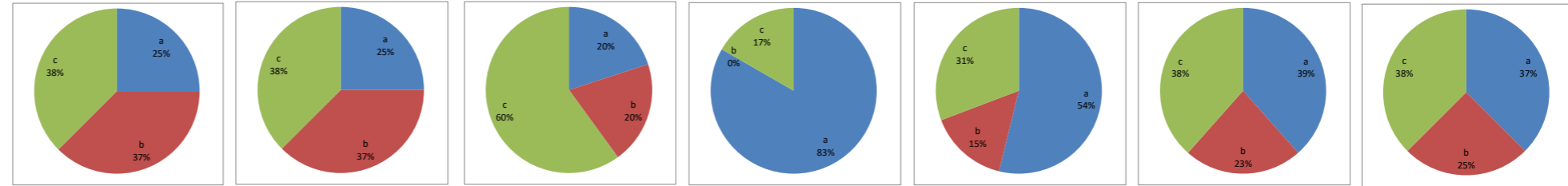
1. What does your council run Reflect for; (circle all applicable)
- a. RMS RMCC or QTRM RMPC (contract highway maintenance)
 - b. Regional Roads
 - c. Rural Roads and Urban Roads
 - d. Footpaths
 - e. Bridges
 - f. Parks and/or reserves
 - g. Water and/or Sewer
 - h. Aerodromes/Airfields
 - i. Levee Systems
 - j. Graffiti Management
 - k. Other

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	7	8	6	2	10	13	13	33
b	2	4	4	6	11	8	15	27
c	3	5	7	6	11	7	14	32
d	3	4	7	4	10	4	9	28
e	2	2	5	2	4	1	7	15
f	2	0	3	1	6	1	4	12
g	0	1	3	0	4	0	0	8
h	1	0	1	0	1	0	1	3
i	0	0	0	0	1	0	1	1
j	1	0	1	0	2	0	1	4
k	3	0	2	2	2	2	6	9



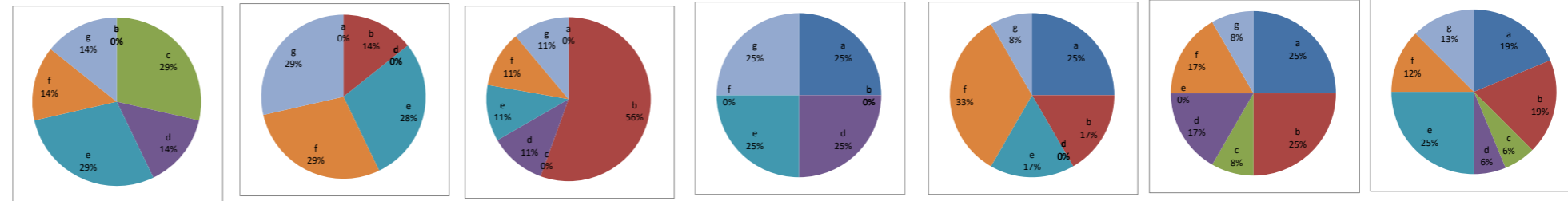
2. Do you think your council will be using Reflect to inspect and maintain NEW ASSET types in next 12 months?
- a. Yes (if yes, asset type _____)
 - b. No
 - c. Unsure

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	8	8	10	6	13	13	16	45
b	3	3	2	0	2	3	4	10
c	3	3	6	1	4	5	6	17



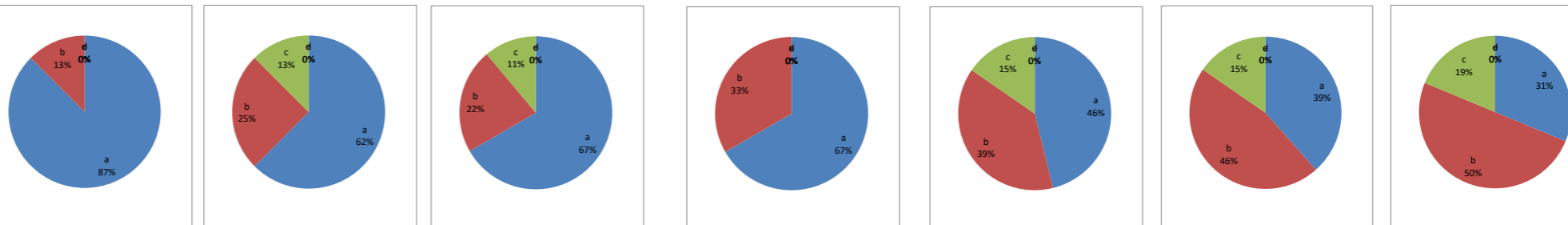
3. If you could make ONE change to Reflect, what would it be? ONLY PICK ONE OPTION
- a. Improved help documentation
 - b. Asset management additions
 - c. Risk and Hazard management additions
 - d. Document management additions
 - e. Work scheduling improvement
 - f. Mapping improvements
 - g. Other

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	7	7	9	4	12	12	16	39
b	0	0	0	1	3	3	3	4
c	0	1	5	0	2	3	3	8
d	2	0	0	0	0	1	1	2
e	1	0	1	1	0	2	1	3
f	2	2	1	1	2	0	4	8
g	1	2	1	0	4	2	2	8
h	1	2	1	1	1	1	2	6



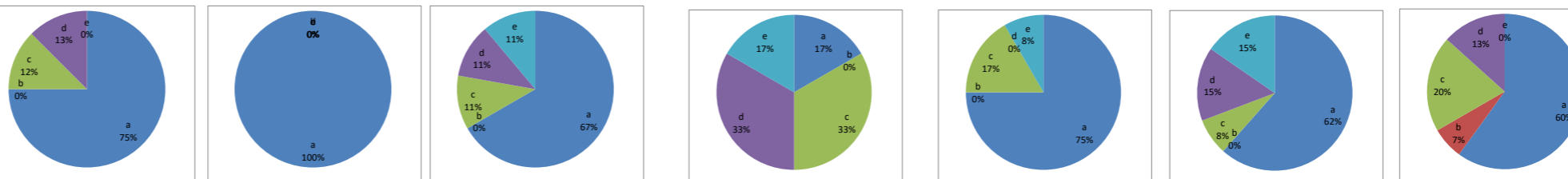
4. How does your organisation rate the levels of support provided by the Asset Edge help desk in the last 12 months?
- a. Excellent
 - b. Very Good
 - c. Good
 - d. Poor
 - e. Woeful

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	7	5	6	4	6	5	5	28
b	1	2	2	2	5	6	8	12
c	0	1	1	0	2	2	3	4
d	0	0	0	0	0	0	0	0
e	0	0	0	0	0	0	0	0



5. With respect to support service provided by Asset Edge. Write a number in the space provided. (1 = most important and 5 = least important) Result for 1 has been shown below
- a. Fast response time to requests
 - b. User Group Conferences
 - c. User Guide and Documentation
 - d. Information from Website/online tutorials
 - e. Additional training courses/options

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	6	8	6	1	9	8	9	30
b	0	0	0	0	0	0	1	0
c	1	0	1	2	2	1	3	6
d	1	0	1	2	0	2	2	4
e	0	0	1	1	1	2	0	3



6. Suggestions for ways Asset Edge support can meet your councils needs even further

- | | | |
|--|---|----------|
| Cairns - Continue to share other councils processes and E-Forms | Ballarat - Support desk 7am to 5pm | NIL DATA |
| Cairns - Advise council of issues and updates of software and also new E-Forms | Ballarat - Add Inspections and requests on Android | |
| Cairns - Hazard Management Additions | Ballarat - Tutorials and Videos | |
| Gladstone - Finance integration and reporting | Ballarat - User Knowledge base and How to's and sharing | |
| Toowoomba - more focus on waste and water | Wagga - Continue to fast response to product that benefits the wider user group | |
| Toowoomba - allowing additional schedules on exiting networks | Wagga - Assistance to get databases up and running | |
| Toowoomba - complete multiple defects from a planned work | Wagga - Client liaison for continuous improvement and individual requirement | |

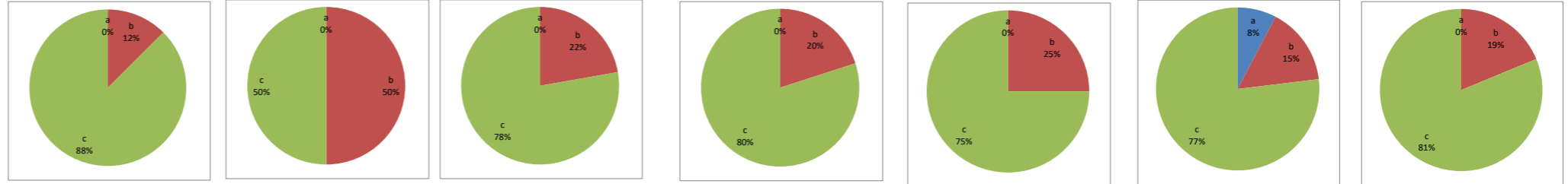
Toowoomba - ability to scan documents into Web and windows
 PM - Keep on Civica's back to improve APIs
 PM - More detailed/variety of tutorial/help vids and docs
 PM - Update to old tutorials
 PM - IOS

Dubbo - Training sessions for crews
 Dubbo - Health Check up for general use - not just RMCC
 Dubbo - More information on what/how other Councils are doing this to improve our works

7. Electronic Field units (tablets, laptops etc) are used for the following in your council

- a. Not at all
- b. Inspectors Only
- c. Inspectors and Crews

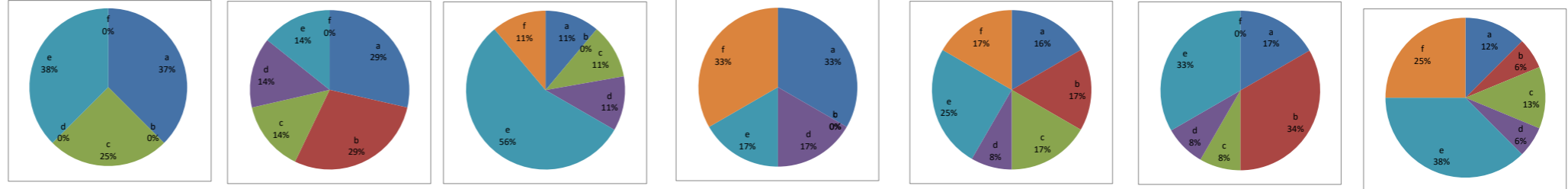
Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	0	0	0	0	0	1	0	0
b	1	4	2	1	3	2	3	11
c	7	4	7	4	9	10	13	31



8. The main issue relating to problems with Reflect at your council is? CIRCLE ONE ANSWER ONLY

- a. No issues
- b. Hardware reliability (tablets, notebooks, ipaqs etc)
- c. Software bugs/crashes
- d. Synchronisation of Data
- e. Staffing issues - internal/IT Department
- f. Other issue

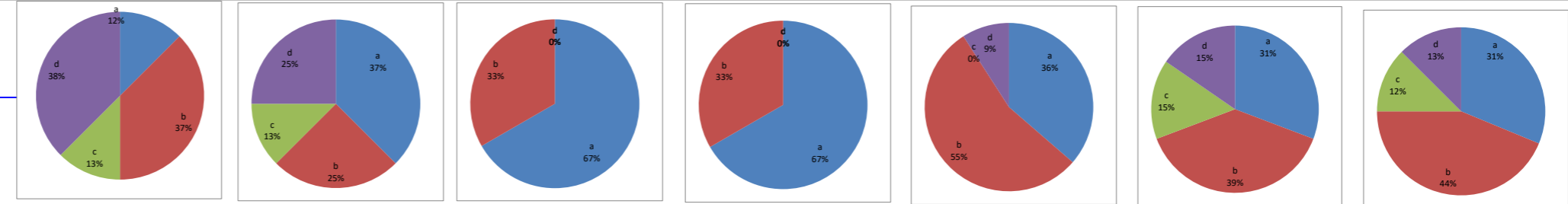
Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	3	2	1	2	2	2	2	10
b	0	2	0	0	2	4	1	4
c	2	1	1	0	2	1	2	6
d	0	1	1	1	1	1	1	4
e	3	1	5	1	3	4	6	13
f	0	0	1	2	2	0	4	5



9. Integration with other Systems at our council (Assets, Finance, GIS, Customer Requests) is?

- a. Very Important
- b. Important
- c. Not Important/Not Applicable
- d. Unsure

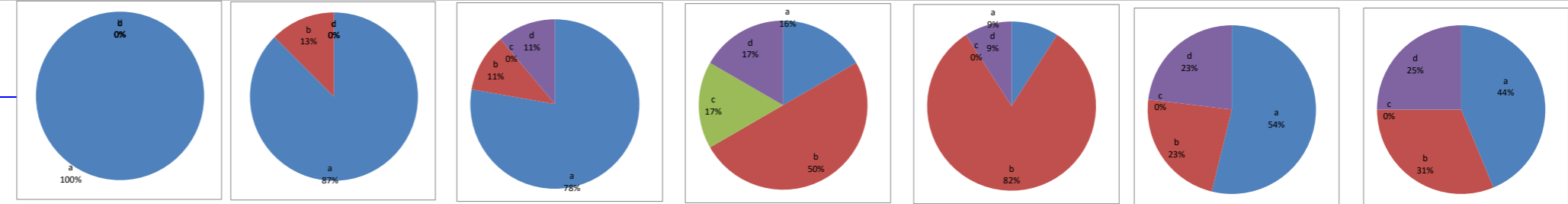
Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	1	3	6	4	4	4	5	18
b	3	2	3	2	6	5	7	16
c	1	1	0	0	0	2	2	2
d	3	2	0	0	1	2	2	6



10. TRAINING - How do you rate the current training courses that have been offered for their software products?

- a. Good (satisfies councils requirements)
- b. Fair (could be more courses offered)
- c. Poor (not enough training courses offered)
- d. Unsure

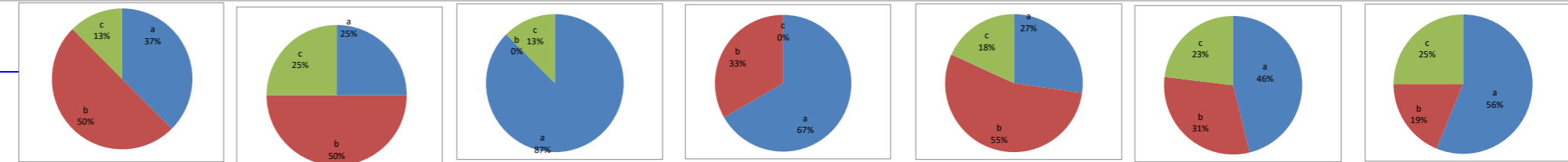
Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	8	7	7	1	1	7	7	24
b	0	1	1	3	9	3	5	14
c	0	0	0	1	0	0	0	1
d	0	0	1	1	1	3	4	3



11. Asset Edge Visit - Would it be beneficial for Asset Edge to give presentation to your IT and/or Managers about Reflect and our other mobile software solutions

- a. Yes
- b. Unsure
- c. Not required

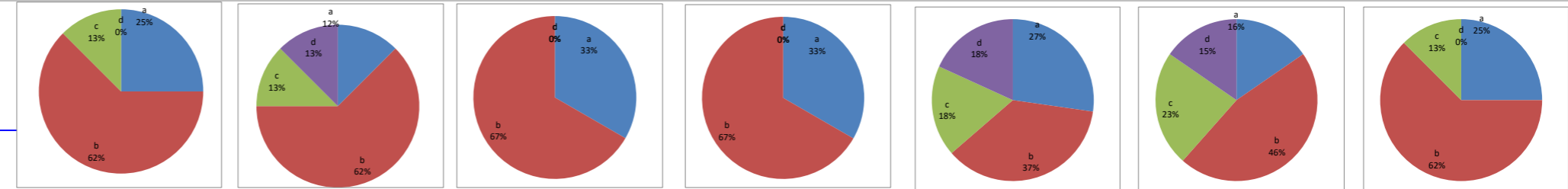
Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	3	2	7	4	3	6	9	19
b	4	4	0	2	6	4	3	16
c	1	2	1	0	2	3	4	6



12. Reflect Web - is your council using the Web version of Reflect yet?

- a. Yes - Extensively
- b. Yes - Occasionally
- c. No - Not at all
- d. Not Sure

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	2	1	3	2	3	2	4	11
b	5	5	6	4	4	6	10	24
c	1	1	0	0	2	3	2	4
d	0	1	0	0	2	2	0	3



13. Does your council have Recover Software for Natural Disaster Damage Pickup and Restoration works

- a. Yes
- b. No
- c. Unsure

Responses	Cairns	Gladstone	Toowoomba	Ballarat	Wagga	Dubbo	Port Mac	Total
a	8	5	6	6	8	6	12	33
b	0	3	2	0	2	4	3	7
c	0	0	1	0	0	3	1	1

