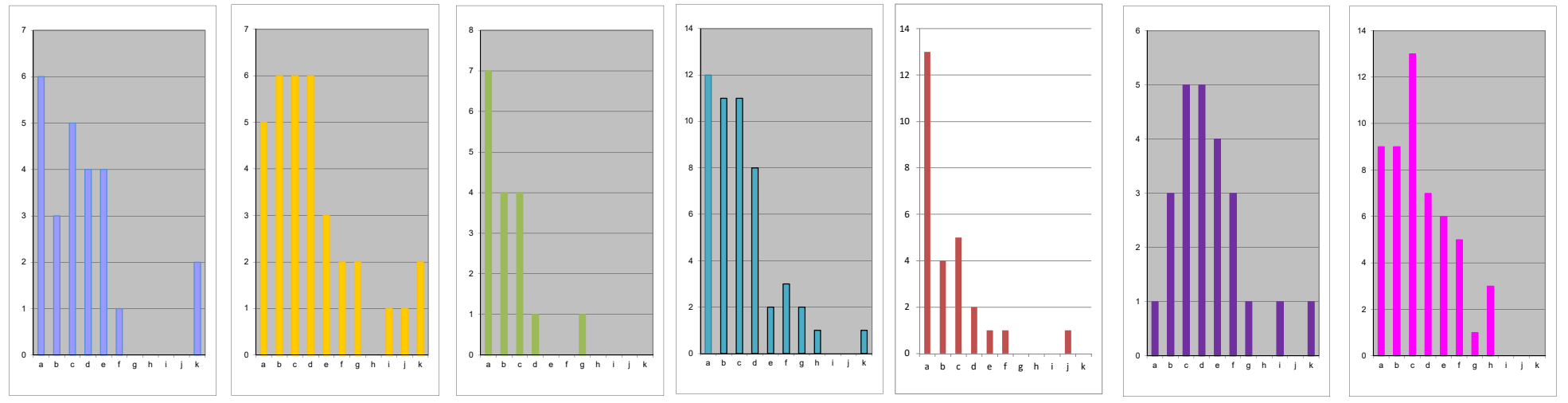


UGC2017 Survey Results (Townsville, Maroochydore, Emerald, Wagga, Dubbo, Bendigo, Coffs)

1. What does your council run Reflect for; (circle all applicable)

- a. RMS RMCC or QTMR 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

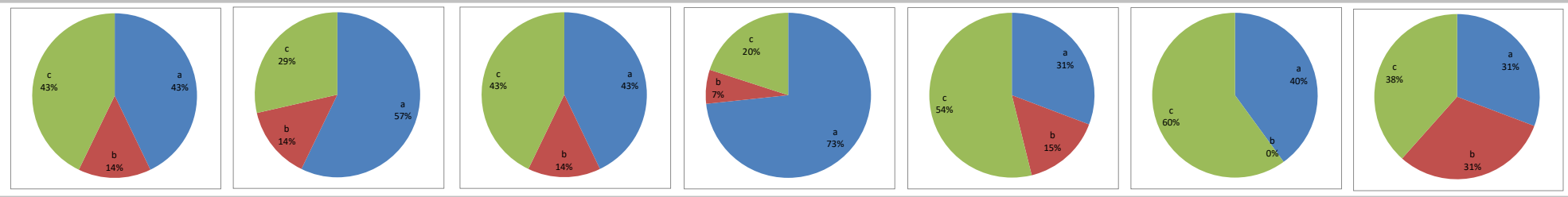
Responses	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
a	6	5	7	12	13	1	9	43
b	3	6	4	11	4	3	9	28
c	5	6	4	11	5	5	13	31
d	4	6	1	8	2	5	7	21
e	4	3	0	2	1	4	6	10
f	1	2	0	3	1	3	5	7
g	0	2	1	2	0	1	1	5
h	0	0	0	1	0	0	3	1
i	0	1	0	0	0	1	0	1
j	0	1	0	0	1	0	0	2
k	2	2	0	1	0	1	0	5



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	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
a	3	4	3	11	4	2	4	25
b	1	1	1	1	2	0	4	6
c	3	2	3	3	7	3	5	18

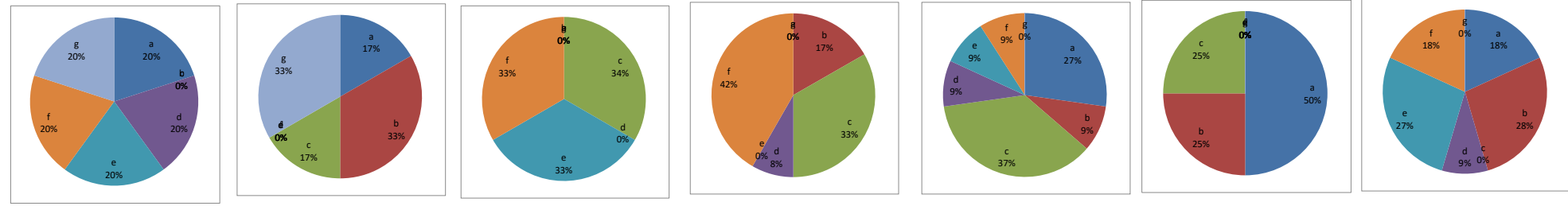


3. If you could make ONE change to Reflect, what would it be?

- 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	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
a	1	1	0	0	3	2	2	5
b	0	2	0	2	1	1	3	5
c	0	1	1	4	4	1	0	10
d	1	0	0	1	1	0	1	3
e	1	0	1	0	1	0	3	3
f	1	0	1	5	1	0	2	8
g	1	2	0	0	0	0	0	3

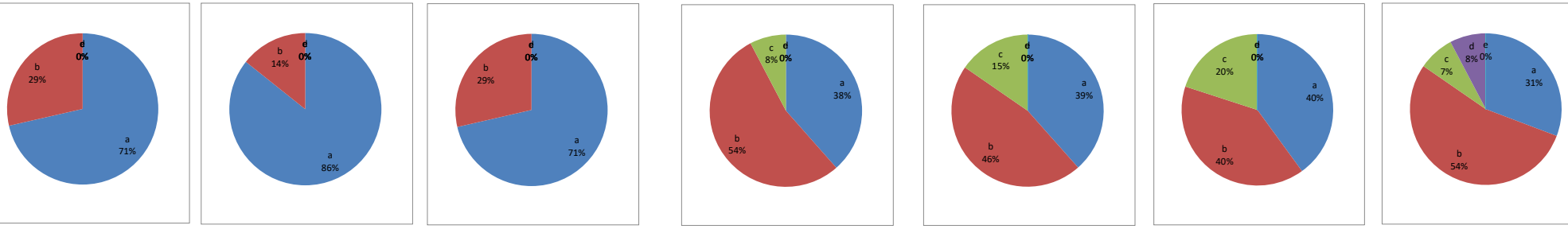
windows speed



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

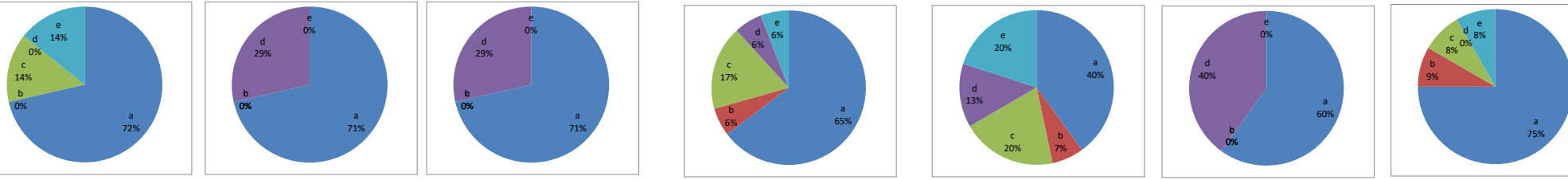
Responses	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
a	5	6	5	5	5	2	4	26
b	2	1	2	7	6	2	7	18
c	0	0	0	1	2	1	1	3
d	0	0	0	0	0	0	1	0
e	0	0	0	0	0	0	0	0



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	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
a	5	5	5	11	6	3	9	32
b	0	0	0	1	1	0	1	2
c	1	0	0	3	3	0	1	7
d	0	2	2	1	2	2	0	7
e	1	0	0	1	3	0	1	5



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

- Online support / chat
- Examples of best practice databases and forms
- API integration with other systems
- Increased system performance and speed
- Improved doco

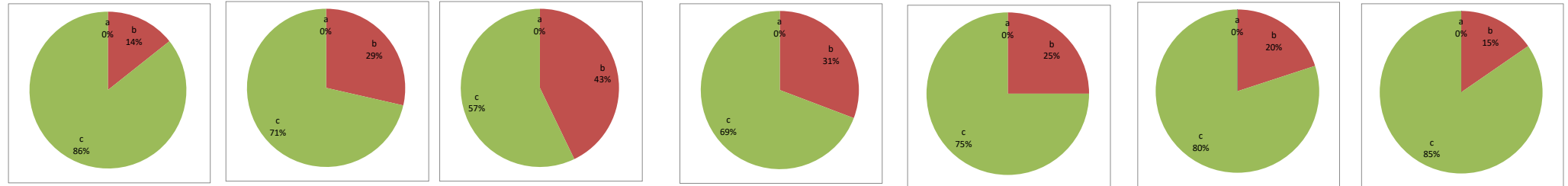
- More Android development
- Work Programming
- Asset Register
- Majiq integration

NIL DATA

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

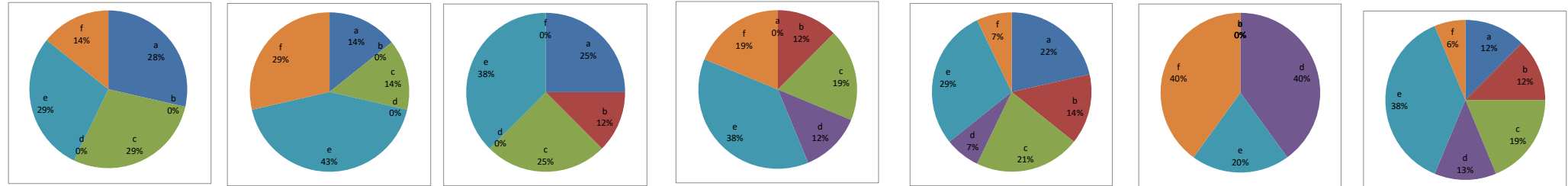
	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	7	7	7	13	12	5	13	46
a	0	0	0	0	0	0	0	0
b	1	2	3	4	3	1	2	13
c	6	5	4	9	9	4	11	33



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 _____

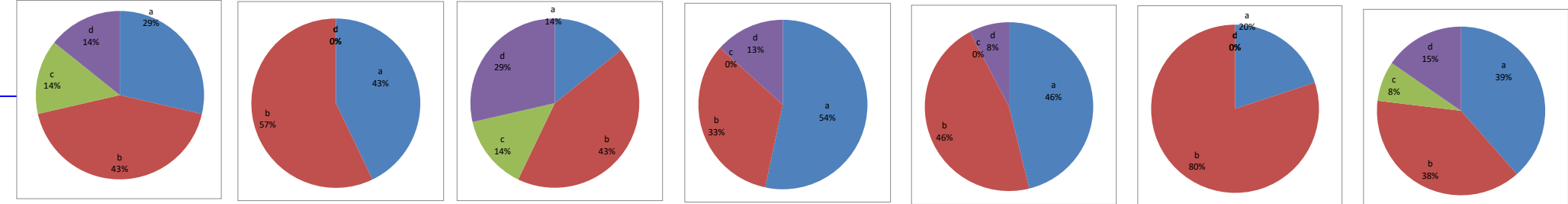
	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	7	7	7	16	14	5	16	52
a	2	1	2	0	3	0	2	8
b	0	0	1	2	2	0	2	5
c	2	1	2	3	3	0	3	11
d	0	0	0	2	1	2	2	3
e	2	3	3	6	4	1	6	18
f	1	2	0	3	1	2	1	7



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

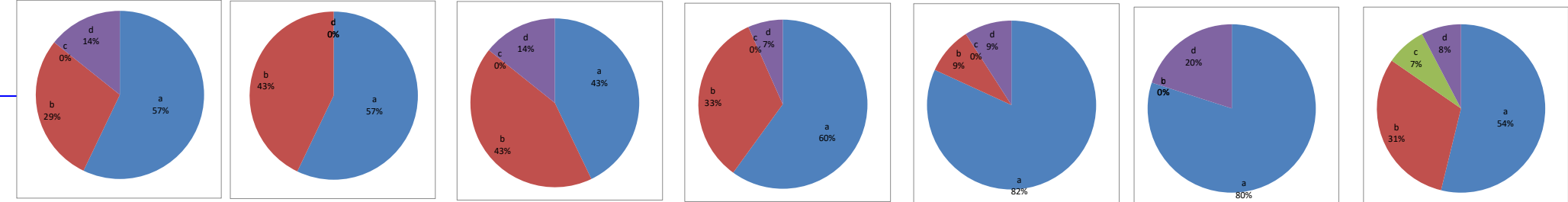
	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	7	7	7	15	13	5	13	49
a	2	3	1	8	6	1	5	20
b	3	4	3	5	6	4	5	21
c	1	0	1	0	0	0	1	2
d	1	0	2	2	1	0	2	6



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

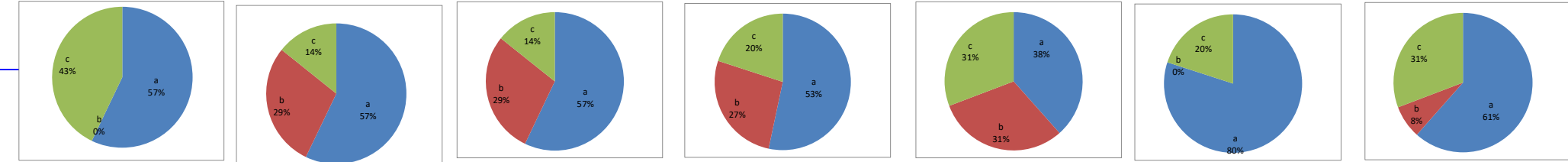
	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	7	7	7	15	11	5	13	47
a	4	4	3	9	9	4	7	29
b	2	3	3	5	1	0	4	14
c	0	0	0	0	0	0	1	0
d	1	0	1	1	1	1	1	4



11. 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. No
- c. Unsure

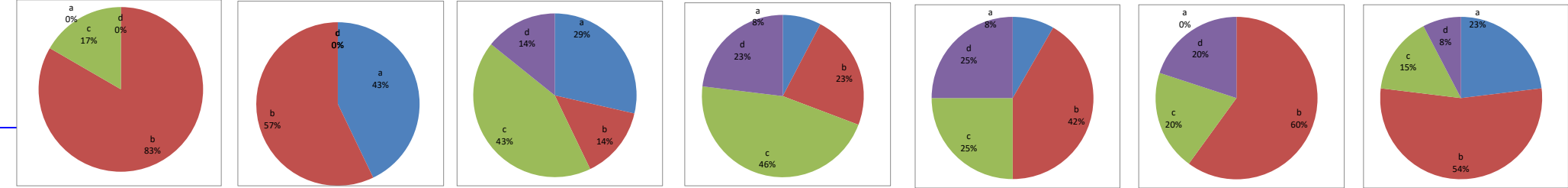
	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	7	7	7	15	13	5	13	49
a	4	4	4	8	5	4	8	25
b	0	2	2	4	4	0	1	12
c	3	1	1	3	4	1	4	12



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

	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	6	7	7	13	12	5	13	45
a	0	3	2	1	1	0	3	7
b	5	4	1	3	5	3	7	18
c	1	0	3	6	3	1	2	13
d	0	0	1	3	3	1	1	7



13. Integration - Do you have Reflect integrated with other systems within your organisation? (Yes / No)

- a. GIS (which GIS system?) Intramaps, mapinfo
- b. Asset Management (which AMS system tech 1, excel)
- c. Accounting (which accounting system tech 1, Civicview, Civica/Fujitsu)
- d. Customer Requests (which request system?) tech 1 crm

	Townsville	Maroochy	Emerald	Wagga	Dubbo	Bendigo	Coffs	Total
Responses	0	2	0	8	1	8	5	11
a	0	1	0	2	1	2	2	4
b	0	1	0	2	0	2	1	3
c	0	0	0	3	0	2	1	3
d	0	0	0	1	0	2	1	1

No sites with integration Only one site with integration Four with and 10 with none One site with civica integraton

