

Survey: Online Payment Service

SURVEY RESPONSE REPORT

02 September 2020 - 27 June 2022

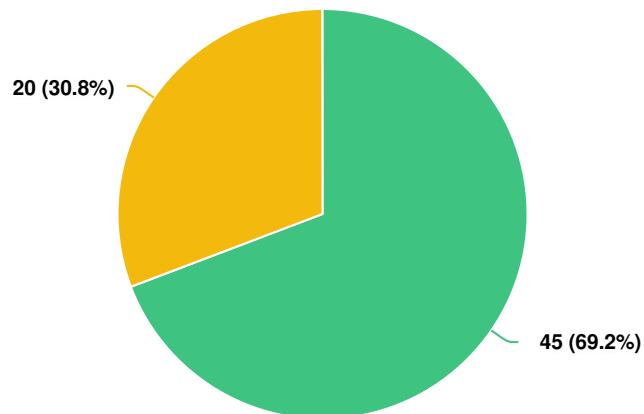
PROJECT NAME:

Citizen Survey



SURVEY QUESTIONS

Q1 Have you used the RDOS online payment service?

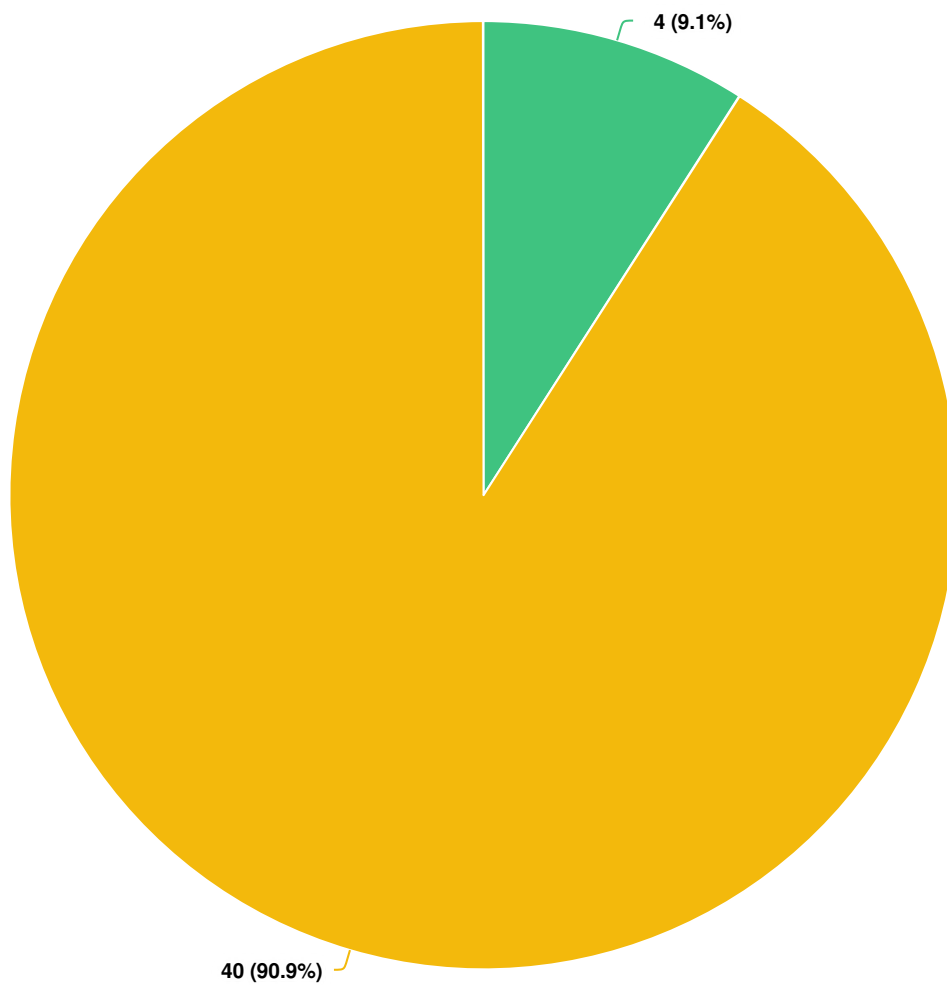


Question options

☒ Yes ☐ No

Mandatory Question (65 response(s))
Question type: Dropdown Question

Q2 Have you had issues or problems using the online payment service?



Question options

☒ Yes ☐ No

Optional question (44 response(s), 21 skipped)
Question type: Radio Button Question

Q3 Please provide details about your experience?

Anonymous

8/26/2021 02:42 PM

Temperamental.

Anonymous

8/26/2021 11:37 PM

i signed up, then it did not work.

Anonymous

8/27/2021 10:14 AM

When making a payment for a water or sewer service installation, there is no where to pick which lead to confusion as to whether or not my payment went to the correct department.

Anonymous

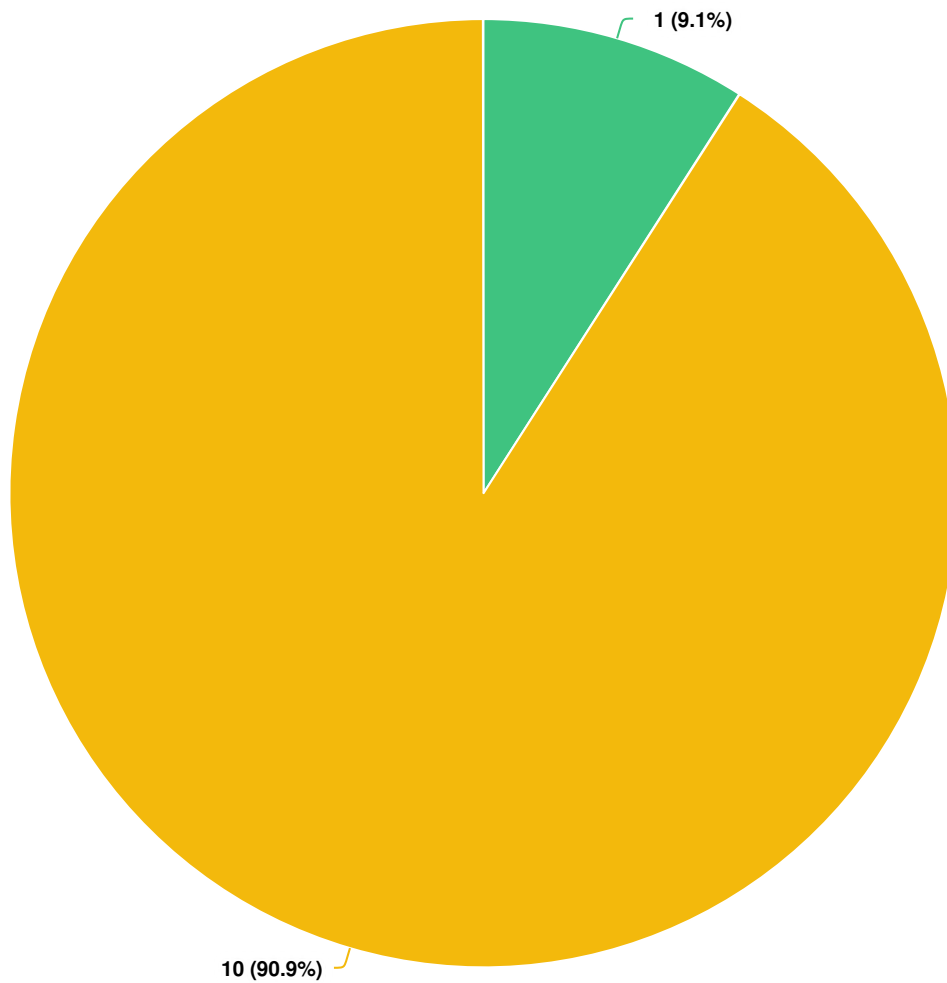
8/27/2021 12:17 PM

Last year there was major issues with completing a transaction. It took quite a while for this to be resolved.

Optional question (4 response(s), 61 skipped)

Question type: Single Line Question

Q4 Did you find the online payment service easy to navigate?



Question options

☒ Yes ☐ No

*Optional question (11 response(s), 54 skipped)
Question type: Dropdown Question*

Q5 Please provide details about your experience?

Anonymous

8/26/2021 11:12 PM

I did not like the additional charge to pay online for utilities.

Anonymous

8/27/2021 03:25 AM

No trust in data security

Anonymous

8/27/2021 09:34 AM

I do not do any financial business on line

Anonymous

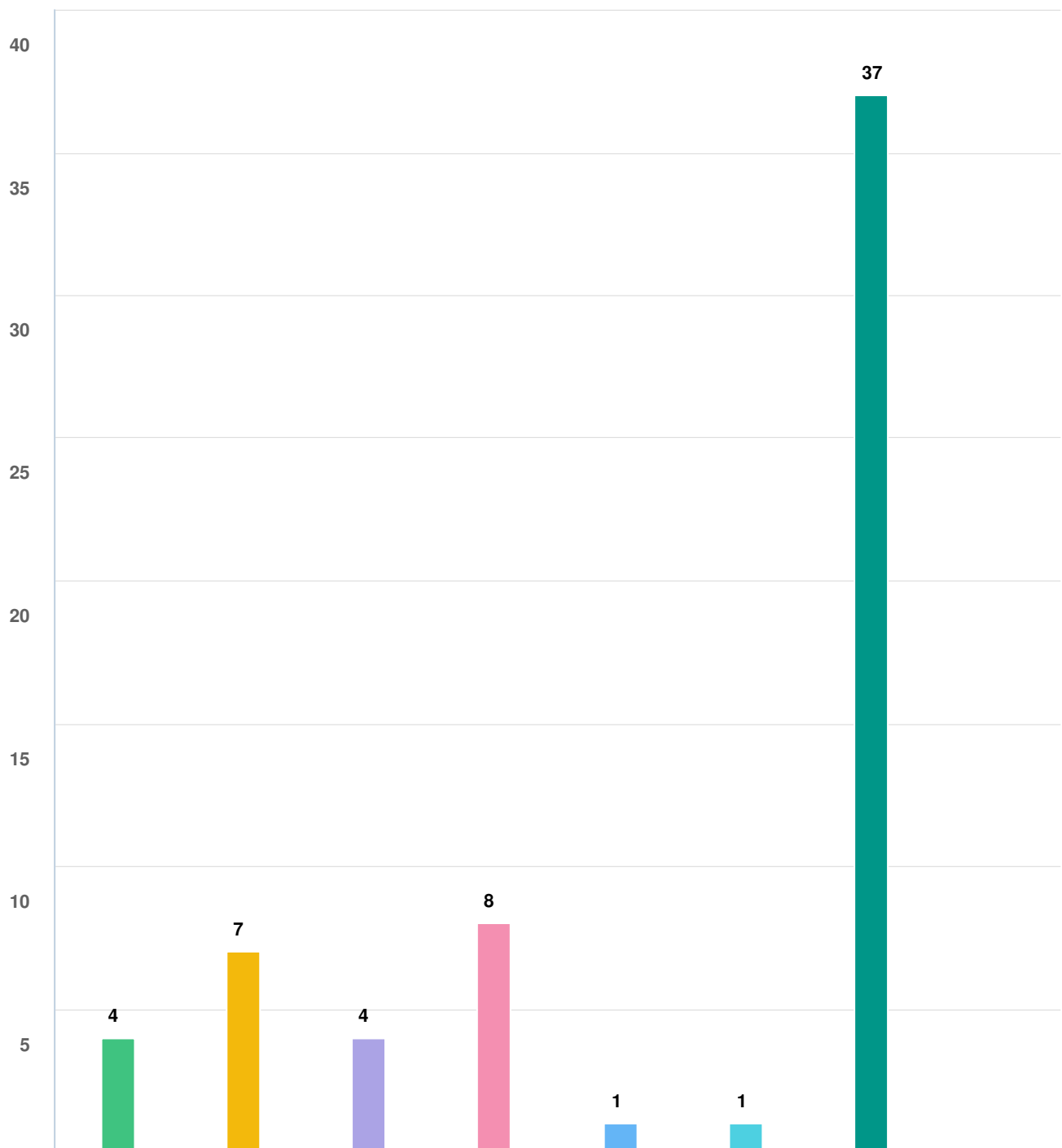
8/27/2021 10:01 AM

As always RDOS finds the most annoying way to add a 'service'.

Optional question (4 response(s), 61 skipped)

Question type: Single Line Question

Q6 Which online payment service(s) have you used?



Question options

● Building Department ● Dog Licence ● Landfill/Misc. Accounts ● Misc. Payment ● Planning Department
● Transit ● Utility Accounts ● Green Cone

Optional question (49 response(s), 16 skipped)

Question type: Checkbox Question

Q7 If you would like to recommend changes to the online payment system, please share your thoughts below.

Anonymous

8/26/2021 02:42 PM

Use e transfers

Anonymous

8/26/2021 05:04 PM

electronic etransfers

Anonymous

8/26/2021 08:18 PM

It would be nice to use a credit card directly and not through a third party with such a steep fee.

Anonymous

8/26/2021 08:58 PM

fairly unsophisticated. Could be better

Anonymous

8/26/2021 09:00 PM

Not clear why a dog license needs a "mandatory " comments box. Also for new dog licenses no reference if the license will be mailed out or the next steps that will occur.

Anonymous

8/26/2021 11:12 PM

Do not add additional charges to pay online. My bank doesnt charge me...

Anonymous

8/26/2021 11:37 PM

get the devs to look how other systems work and learn.

Anonymous

8/27/2021 03:19 AM

I would prefer to be billed annually.

Anonymous

8/27/2021 03:25 AM

Do not want to loose current payment system.

Anonymous

8/27/2021 09:22 AM

The RDOS payment system works well for me.

Anonymous

8/27/2021 09:34 AM

Do not muck around with the current system.

Anonymous

8/27/2021 09:43 AM

Unaware that on line payment existed.

Anonymous 8/27/2021 09:51 AM	I am in Kaleden. Garbage pick up is charged twice a year. It would be nice if charged monthly or even quarterly
Anonymous 8/27/2021 10:01 AM	Cheques, cash must be retained, remember YOU work from US, it should be what is easiest for US.
Anonymous 8/27/2021 10:09 AM	It is great to have set up to automatic withdraw for sewer bills.
Anonymous 8/27/2021 10:14 AM	Improve or expand the section to pay for a fire hydrant rental or water or sewer service connection
Anonymous 8/27/2021 12:31 PM	Be consistant, the Account # on the Annual Utility Invoice appears to be labelled CUST ID on the transaction approved email - which is it?
Anonymous 8/27/2021 12:36 PM	The Payment Result form and the Transaction Approved email you send have many not completed feilds; i.e. Address, City, etc. This creates confusion!
Anonymous 8/27/2021 02:09 PM	As a resident of rdos, I receive notice of automatic withdrawal by mail over a month in advance of payment due date.
Anonymous 8/27/2021 05:51 PM	I would like to see the ability to pay property taxes added
Anonymous 8/27/2021 11:51 PM	More services should be available for online payment.
Anonymous 8/28/2021 06:53 AM	Credit Card only at the dump is bullshit, only place in the community that does this!
Anonymous 8/28/2021 01:28 PM	We would NEVER pay online for anything, having had our cards compromised by an online payment system.
Anonymous 9/01/2021 12:29 PM	I don't have any recommendations
Anonymous	I have now set up the auto withdrawal for my utilities, which I really

10/06/2021 02:56 AM

like.

Optional question (25 response(s), 40 skipped)

Question type: Single Line Question

Q8 This is an anonymous survey. Please call or send an email if you have questions about the online payment service. 250-492-0237 | info@rdos.bc.ca

Anonymous

8/26/2021 11:37 PM

I live a 50 min walk away and it's easier to walk there then try and make the online system work.

Anonymous

8/27/2021 10:09 AM

Use electronic payment on Provincial home tax's too

Anonymous

8/27/2021 10:14 AM

This is coming from an RDOS employee that has been asking for this for years LOL :)

Anonymous

8/27/2021 12:17 PM

For the most part this has been a handy and reliable payment option.

Anonymous

8/28/2021 09:32 AM

I don't use. On line payment.

Anonymous

9/01/2021 12:29 PM

I will surely do

Anonymous

9/01/2021 01:48 PM

Works great, thanks for having the option!

Anonymous

9/01/2021 06:55 PM

Confused why we have to pay garbage charge outside of property tax bill, especially when some other RDOS charges (ie fore protection).are line items on the bill

Anonymous

9/08/2021 09:53 AM

I appreciate this online option!

Optional question (9 response(s), 56 skipped)

Question type: Single Line Question