Information Management
Customer survey results

Records

How would you rate the time it took for us to reply to your request for a quote?

39% - very good

52% - good

9% - neutral

0% - poor

0% - very poor

Following the quote, did you receive our historical coal mining records?

96% - yes

4% - no

How would you rate the historical coal mining records: quality of product?

24% - very good

68% - good

5% - neutral

2% - poor

0% - very poor

How would you rate the historical coal mining records: value for money?

17% - very good

54% - good

14% - neutral

14% - poor

0% - very poor

Did our historical coal mining records meet your needs?

95% - yes

5% - no

Would you recommend our historical coal mining records to others?

97% - yes

3% - no

How likely are you to purchase our historical coal mining records again?

92% - likely

0% - unlikely

3% - unsure

Data

How would you rate the time it took for us to reply to your request for a quote?

67% - very good

33% - good

0% - neutral

0% - poor

0% - very poor

Following the quote, did you receive our digital data sets?

100% - yes

0% - no

How would you rate our digital data sets: quality of product?

67% - very good

33% - good

0% - neutral

0% - poor

0% - very poor

How would you rate our digital data sets: value for money?

67% - very good

33% - good

0% - neutral

0% - poor

0% - very poor

100% of our customers said they would be interested in ESRI feature class

100% of our customers said they would be interested in CAD

0% of our customers said they would be interested in GML

Did our digital data sets meet your needs?

100% - yes

0% - no

Would you recommend our digital data sets to others?

100% - yes

0% - no

How likely are you to purchase our digital data sets again?

100% - likely

0% - unlikely

0% - unsure

Interactive Map Viewer

93% of our customers knew about our Interactive Map Viewer

Where did you hear about our Interactive Map Viewer?

45% - word of mouth

34% - website

8% - via a search engine

0% - social media

12% - other

How often do you use our Interactive Map Viewer?

17% - daily

46% - weekly

31% - monthly

5% - yearly

2% - never

Whilst using our Interactive Map Viewer:

19% looked at Coalfield consultation areas

30% looked at high risk areas

33% looked at coal mine entries

How responsive was our Interactive Map Viewer?

47% - very good

51% - good

2% - neutral

0% - poor

0% - very poor

How useable was our Interactive Map Viewer?

36% - very good

55% - good

9% - neutral

0% - poor

0% - very poor

Did our Interactive Map Viewer meet your needs?

95% - yes

5% - no

Would you recommend our Interactive Map Viewer to others?

98% - yes

2% - no

Would you find having an 'app' for a smart phone/tablet useful?

64% - likely

36% - unlikely

0% - unsure

How likely are you to use our Interactive Map Viewer again?

98% - likely

2% - unlikely

0% - unsure

Web Mapping Service

30% of our customers knew about our Web Mapping Service

Where did you hear about our Web Mapping Service?

48% - word of mouth

30% - website

13% - via a search engine

0% - social media

9% - other

How often do you use our Web Mapping Service?

0% - daily

14% - weekly

24% - monthly

29% - yearly

33% - never

Whilst using our Web Mapping Service:

28% looked at Coalfield consultation areas

38% looked at high risk areas

28% looked at coal mine entries

How responsive was our Web Mapping Service?

29% - very good

57% - good

14% - neutral

0% - poor

0% - very poor

How useable was our Web Mapping Service?

14% - very good

57% - good

21% - neutral

7% - poor

0% - very poor

Did our Web Mapping Service meet your needs?

86% - yes

14% - no

Would you recommend our Web Mapping Service to others?

86% - yes

14% - no

How likely are you to use our Web Mapping Service again?

93% - likely

0% - unlikely

7% - unsure