



Information Management

Customer survey results

Records

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

31% - very good

57% - good

9% - neutral

2% - poor

2% - very poor

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

94% - yes

6% - no

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

26% - very good

51% - good

23% - neutral

0% - poor

0% - very poor

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

23% - very good

45% - good

25% - neutral

7% - poor

0% - very poor

95% of our customers said they would be interested in geo-referenced abandonment plans
62% of our customers said they would be interested in non-coal information
56% of our customers said they would be interested in spoil tip data or plans
57% of our customers said they would be interested in on-line mining photographs

Did our historical coal mining records meet your needs?

98% - yes

2% - no

Would you recommend our historical coal mining records to others?

100% - yes

0% - no

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

97% - likely

0% - unlikely

3% - unsure

Data

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

25% - very good

50% - good

25% - neutral

0% - poor

0% - very poor

We have recently adopted a new area based pricing structure (£ per km²). Did you find this useful?

75% - yes

25% - no

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

50% - yes

50% - no

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

50% - very good

50% - good

0% - neutral

0% - poor

0% - very poor

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

0% - very good

50% - good

0% - neutral

50% - poor

0% - very poor

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

50% 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

90% of our customers knew about our Interactive Map Viewer

Where did you hear about our Interactive Map Viewer?

43% - word of mouth

62% - website

15% - via a search engine

3% - social media

3% - other

How often do you use our Interactive Map Viewer?

13% - daily

47% - weekly

22% - monthly

12% - yearly

6% - never

Whilst using our Interactive Map Viewer:
56% looked at Coalfield consultation areas
88% looked at high risk areas
97% looked at coal mine entries

How responsive was our Interactive Map Viewer?

34% - very good
55% - good
11% - neutral
0% - poor
0% - very poor

How useable was our Interactive Map Viewer?

36% - very good
44% - good
14% - neutral
6% - poor
0% - very poor

Did our Interactive Map Viewer meet your needs?

89% - yes
11% - no

Would you recommend our Interactive Map Viewer to others?

95% - yes
5% - no

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

98% - likely
2% - unlikely
0% - unsure

Web Mapping Service

75% of our customers knew about our Web Mapping Service

Where did you hear about our Web Mapping Service?

37% - word of mouth
68% - website
5% - via a search engine
11% - social media
5% - other

How often do you use our Web Mapping Service?

0% - daily

42% - weekly

5% - monthly

11% - yearly

42% - never

Whilst using our Web Mapping Service:

55% looked at Coalfield consultation areas

73% looked at high risk areas

82% looked at coal mine entries

How responsive was our Web Mapping Service?

36% - very good

64% - good

0% - neutral

0% - poor

0% - very poor

How useable was our Web Mapping Service?

36% - very good

44% - good

9% - neutral

9% - poor

0% - very poor

Did our Web Mapping Service meet your needs?

73% - yes

27% - no

Would you recommend our Web Mapping Service to others?

91% - yes

9% - no

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

91% - likely

0% - unlikely

9% - unsure