



# 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 |
| 47% | - | good      |
| 11% | - | neutral   |
| 2%  | - | poor      |
| 1%  | - | very poor |

Did you decide to purchase our records after the quote?

|     |   |     |
|-----|---|-----|
| 96% | - | Yes |
| 4%  | - | No  |

How would you rate the quality of our product?

|     |   |           |
|-----|---|-----------|
| 34% | - | very good |
| 49% | - | good      |
| 16% | - | neutral   |
| 1%  | - | poor      |
| 0%  | - | very poor |

How would you rate it as value for money?

24% - very good  
40% - good  
28% - neutral  
6% - poor  
2% - very poor

92% of our customers said they would be interested in geo-referenced abandonment plans

52% of our customers said they would be interested in non-coal information

51% of our customers said they would be interested in spoil tip data or plans

66% of our customers said they would be interested in on-line mining photographs

Did our historical coal mining records meet your needs?

92% - Yes  
8% - No

Would you recommend our historical coal mining data to others?

97% - Yes  
3% - No

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

91% - likely  
1% - unlikely  
8% - unsure

## Data

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

25% - very good  
63% - good  
6% - neutral  
6% - poor  
0% - very poor

Did you decide to purchase our data after the quote?

75% - Yes  
25% - No

How would you rate the quality of our product?

34% - very good  
42% - good  
8% - neutral  
8% - poor  
8% - very poor

How would you rate it as value for money?

17% - very good  
25% - good  
33% - neutral  
17% - poor  
8% - very poor

55% of our customers said they would be interested in ESRI feature class

45% of our customers said they would be interested in CAD

9% of our customers said they would be interested in GML

Did our datasets meet your needs?

92% - Yes  
8% - No

Would you recommend our datasets to others?

100% - Yes

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

75% - likely  
0% - unlikely  
25% - unsure

## Interactive Map Viewer

82% of our records customers knew about our interactive map viewer

75% of our data customers knew about our interactive map viewer

On average our map viewer is used –

Records - 56% once a week  
33% once a month

Data - 33% once a week  
58% once a month

Whilst using the interactive map viewer –

Records - 51% looked at Coalfield consultation areas  
78% looked at high risk areas  
96% looked at coal mine entries

Data - 27% looked at Coalfield consultation areas  
73% looked at high risk areas  
64% looked at coal mine entries

How responsive was our interactive map viewer?

Records - 34% very good  
55% good  
11% neutral

Data - 9% very good  
64% good  
18% neutral  
9% poor

How useable was our interactive map viewer?

Records - 27% very good  
55% good  
16% neutral  
2% poor

Data - 9% very good  
64% good  
27% neutral

96% of our records customers said they would be likely to use our interactive map viewer again

91% of our data customers said they would be likely to use our interactive map viewer again

## Web mapping services

72% of our records customers knew about our web mapping services

44% of our data customers knew about our web mapping services

On average our web mapping services are used –

Records - 13% once a week  
34% once a month  
10% once a year  
5% only once  
37% never

Data - 29% once a month  
29% once a year  
42% never

Whilst using the web mapping services –

Records - 42% looked at Coalfield consultation areas  
87% looked at high risk areas  
87% looked at coal mine entries

Data - 75% looked at Coalfield consultation areas  
75% looked at high risk areas  
75% looked at coal mine entries

How responsive was our mapping services?

Records - 37% very good  
38% good  
21% neutral  
4% poor

Data - 50% good  
50% neutral

How useable was our mapping services?

Records - 29% very good  
50% good  
17% neutral  
4% poor

Data - 50% good  
50% neutral

100% of our records customers said they would be likely to use our web mapping services again

75% of our data customers said they would be likely to use our web mapping services again

## Other services

81% of our customers said they would be interested in finding out more about our other records products

88% of our customers said they would be interested in finding out more about our other data products