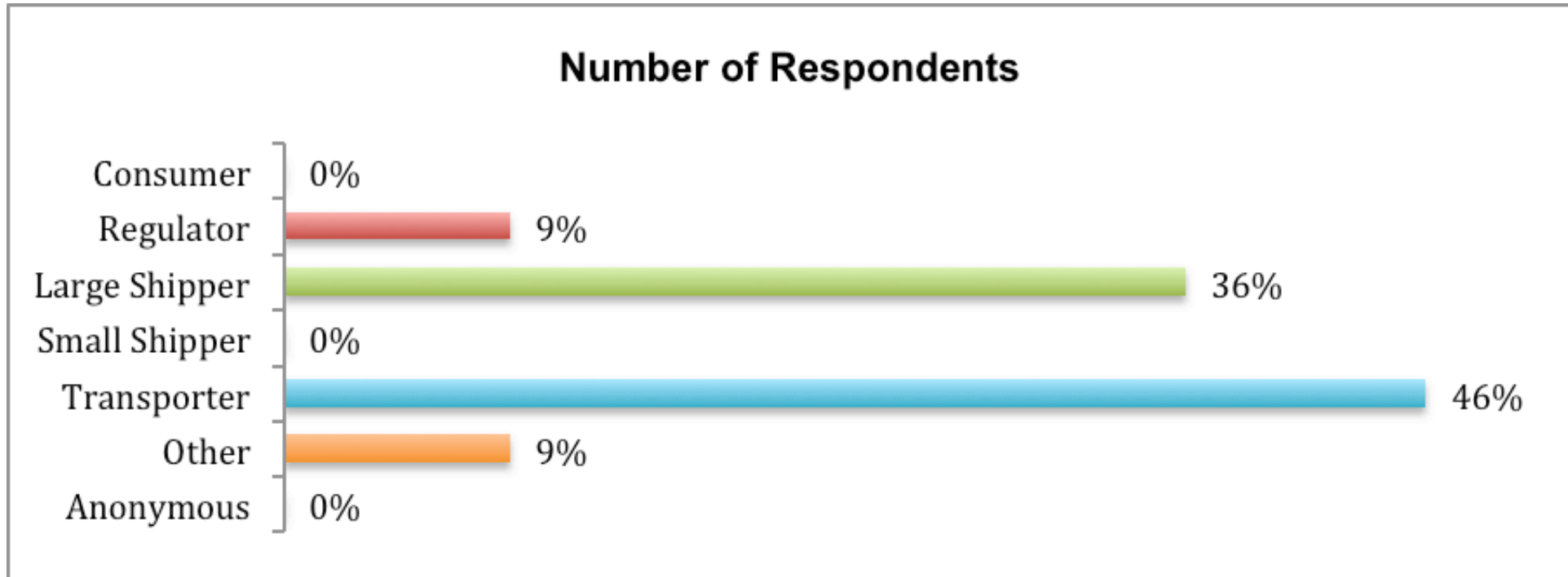


Quarter 1 Survey Results

2015

1 Responses this Quarter

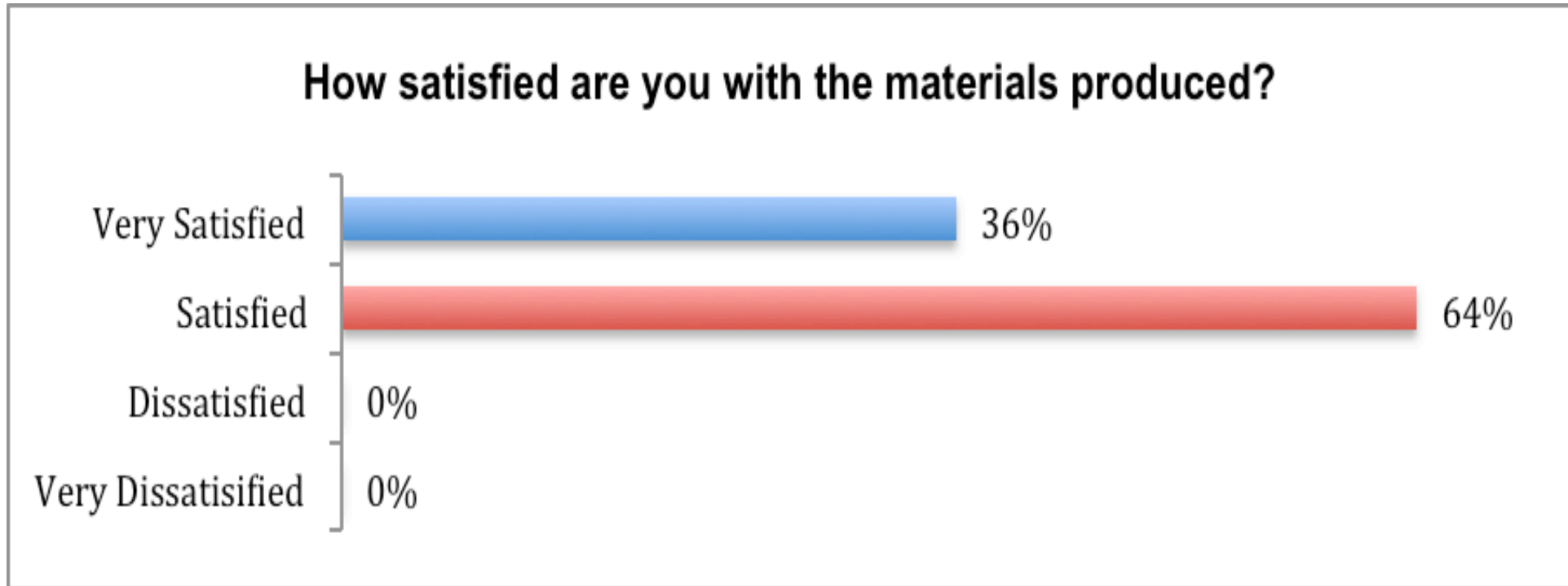


2 Assistance Received

How satisfied are you with the assistance received?



3 Documentation



4 Overall Satisfaction



5 Comments

Comment

I've always found the joint office quite helpful and they demonstrate the 'critical friend' behaviour at all times
--

6 Summary

Satisfaction %	Quarter 1 2015	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Very Satisfied	55	36	34	47	47
Satisfied	45	64	54	49	43
Dissatisfied	0	0	3	2	2
Very Dissatisfied	0	0	1	0	1
No view	0	0	8	2	7

Respondents %	Quarter 1 2015	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Consumer	0	8	3	4	7
Regulator	9	2	3	0	4
Large Shipper	36	22	23	23	16
Other Shipper	0	8	15	13	11
Transporter	46	45	46	43	44
Other	9	15	10	17	18