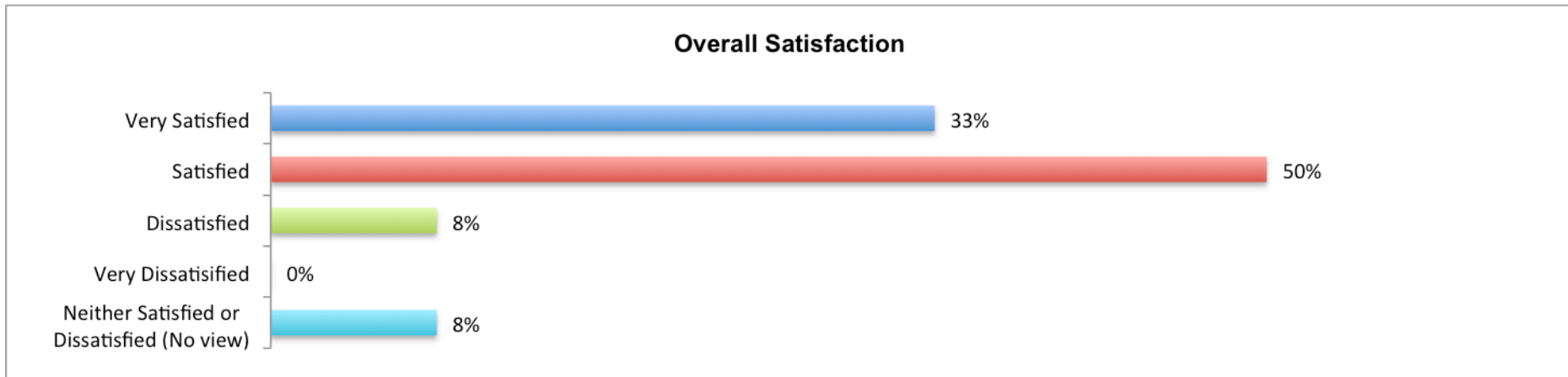


Quarter 1 Survey Results

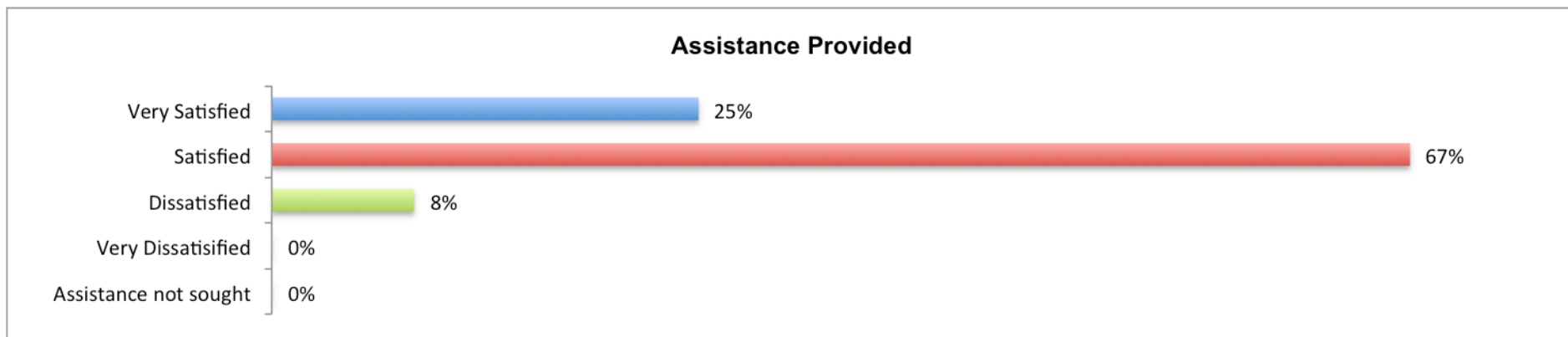
2016

1 Responses

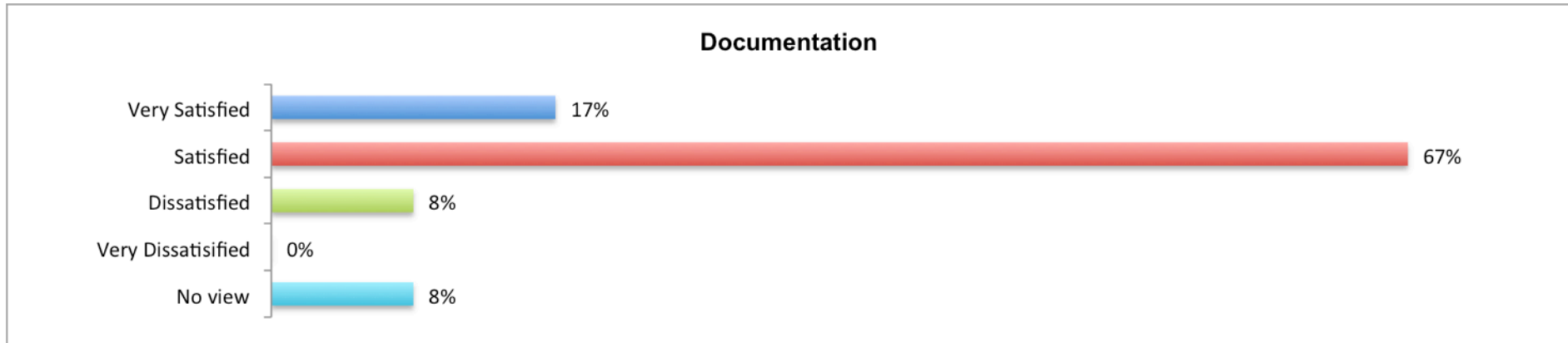


Sample Size: 12 Respondents

2 Assistance Received



3 Documentation



4 Comments

Question	Response	Party
Do you have any suggestions for improvement?	#1 - My compliments to Bob Fletcher on the quality of chairmanship of the Project Nexus Workgroup on 29th January. This was potentially a difficult meeting but in the end, notwithstanding the complexity and contentious nature of the issues, was kept focused and in topic by competent stewardship.	Transporter
	#2 - The modification process has become too formalistic, template driven and time consuming. Even the smallest of changes take a very long time to get implemented and at times may impede progress and innovation. I appreciate that this is not a matter the JO has influence over.	Other
	#7 - More needs to be done to ensure that impartiality of the Joint Office is maintained. Perceived bias from the arrangements through JGAC to being based on a transporter site must be actively countered to reassure industry.	Anonymous
	#9 - The knowledge and experience of the Joint Office staff is excellent and I have found them to be very helpful.	Transporter
	#12 - What is the purpose of the survey? If it's an opportunity to identify areas for improvement then the questions are too narrow. There is a great deal of difference between being satisfied and being dissatisfied, with no opportunity to provide a neutral position or something in-between. The survey as drafted risks opinions being either overly critical, or giving an inflated sense of satisfaction, so I would re-iterate my previous suggestion of including a wider range of response options, unless you're looking just for a temp check, which goes back to the point above - the purpose of the survey. I provided quite detailed feedback at the end of year survey, suggesting for example that the survey areas be more focused on specific JO activities, however this survey is less detailed than the previous version.	Large Shipper

5 Summary

Satisfaction %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Very Satisfied	33				36	32
Satisfied	50				52	67
Dissatisfied	8				13	1
Very Dissatisfied	0				0	0
Neither Satisfied or Dissatisfied (No view number count prior to 2016)	8				1	1
Respondents %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Consumer	0				3	8
Regulator	8				3	1
Large Shipper	17				36	20
Other Shipper	17				9	8
Transporter	42				46	47
Other	8				12	13
Anonymous	8				9	3