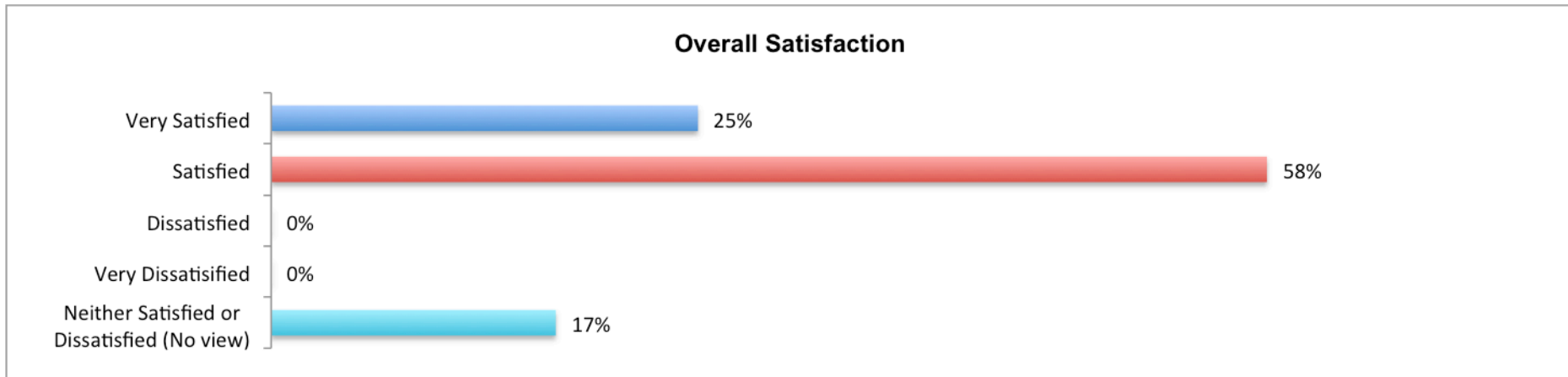


# Quarter 2 Survey Results

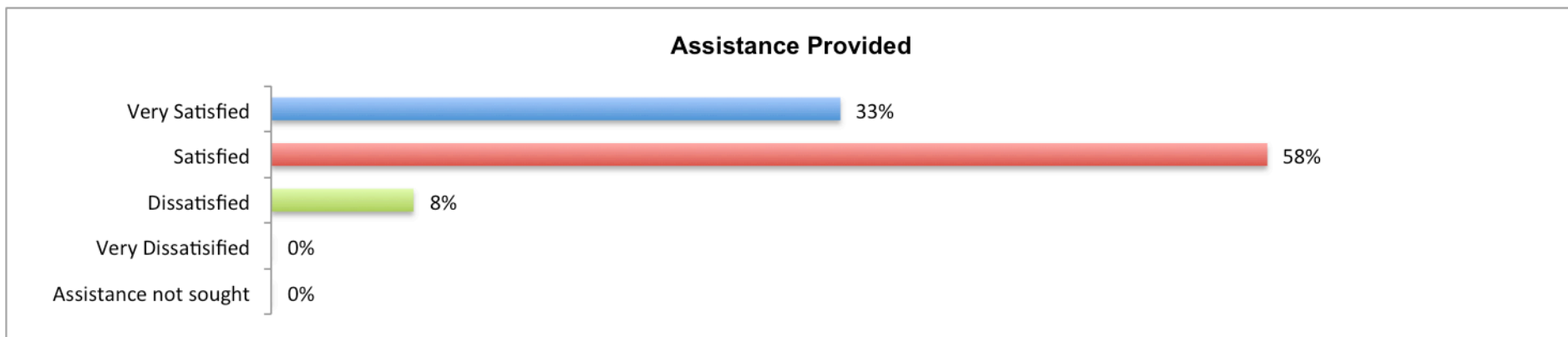
## 2016

## 1 Responses

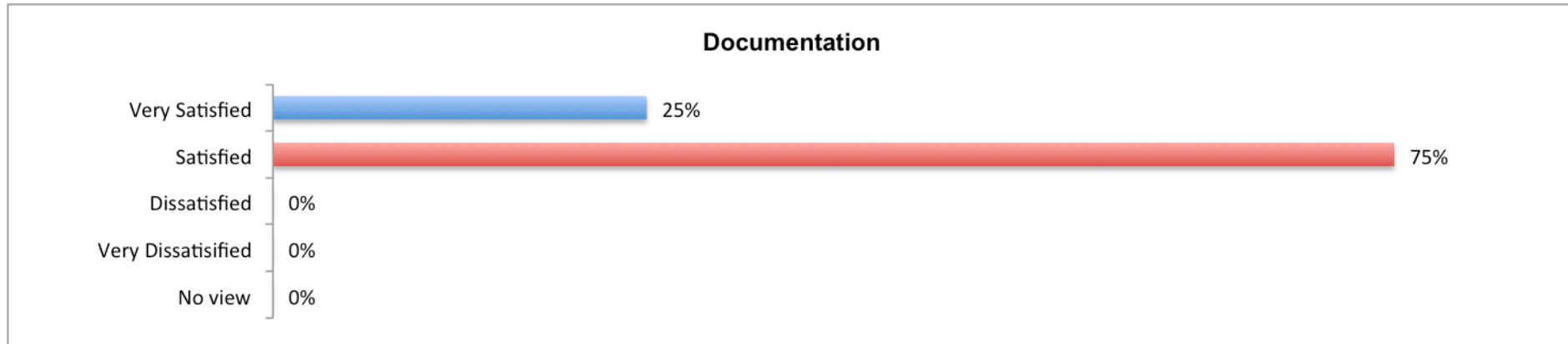


Sample Size: 12 Respondents

## 2 Assistance Received



### 3 Documentation



### 4 Comments

Question	Response	Party
Do you have any suggestions for improvement?	#2 - Minutes of meetings do not always reflect discussions very well, although understand that is probably due to an understanding gap rather than inaccurate minute taking. Some more training of minute makers on how some parts of the industry work would be helpful to address this, or minute makers to be people with more experience of the industry.	Large Shipper
	#7 - Improvements in technology that make teleconferences more workable to support less travel, particularly for short meetings. the current teleconference equipment means that you either only partially hear conversations or it's not clear who is talking.	Large Shipper
	#11 - Actively notify parties when they've been given actions in the minutes.	Transporter

## 5 Summary

Satisfaction %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Very Satisfied	33	25			36	32
Satisfied	50	58			52	67
Dissatisfied	8	0			13	1
Very Dissatisfied	0	0			0	0
Neither Satisfied or Dissatisfied (No view number count prior to 2016)	8	17			1	1
Respondents %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Consumer	0	0			3	8
Regulator	8	0			3	1
Large Shipper	17	17			36	20
Other Shipper	17	8			9	8
Transporter	42	58			46	47
Other	8	8			12	13
Anonymous	8	8			9	3