

# Code Administration

## Quarter 2 2014 Customer Survey Results

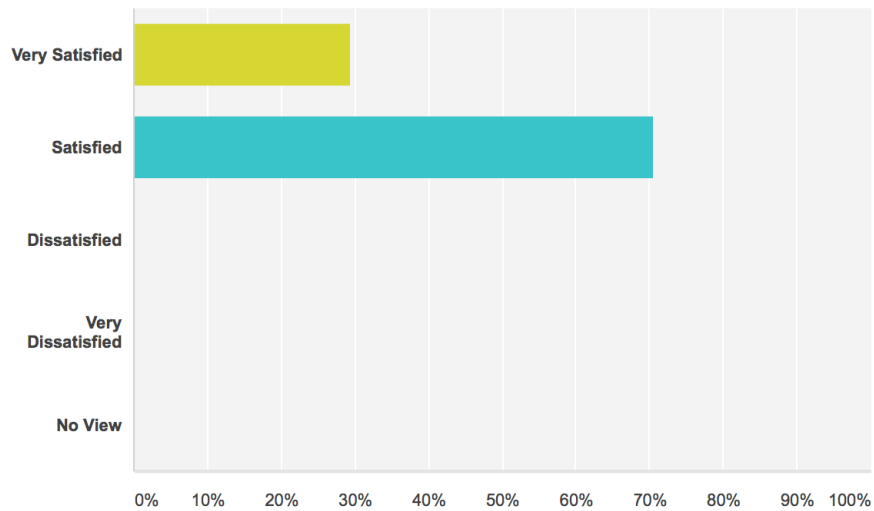
This is the first Quarterly Customer Satisfaction Report for the Joint Office.

It introduces a new overall satisfaction measure in addition to the usual questions about the assistance received and the quality of materials provided.

# 1 Overall Satisfaction

## How satisfied are you with the Joint Office overall?

Answered: 17 Skipped: 0

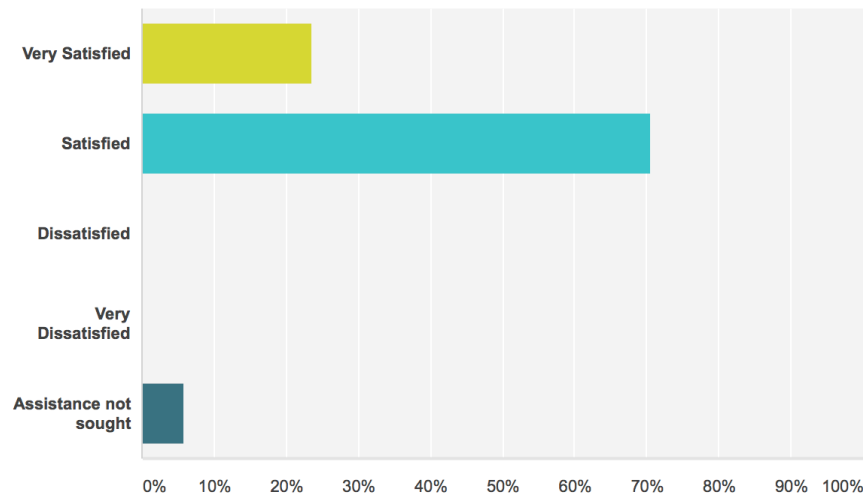


Answer Choices	Responses
▼ Very Satisfied	29.41% 5
▼ Satisfied	70.59% 12
▼ Dissatisfied	0.00% 0
▼ Very Dissatisfied	0.00% 0
▼ No View	0.00% 0
Total	17

## 2 Responses

### How satisfied are you with the assistance you receive?

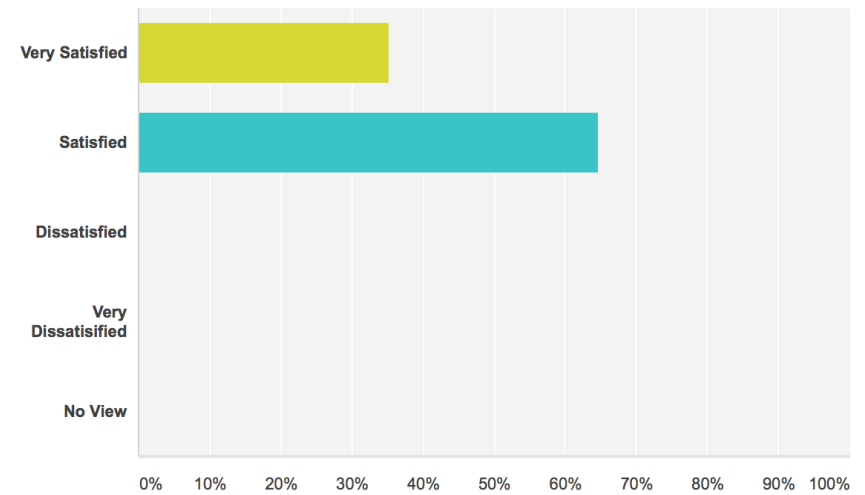
Answered: 17 Skipped: 0



Answer Choices	Responses	
Very Satisfied	23.53%	4
Satisfied	70.59%	12
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Assistance not sought	5.88%	1
Total		17

### How satisfied are you with the materials produced by the Joint Office?

Answered: 17 Skipped: 0



Answer Choices	Responses	
Very Satisfied	35.29%	6
Satisfied	64.71%	11
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
No View	0.00%	0
Total		17

### 3 Feedback

The feedback suggests the Joint Office continue to provide a valued and effective service.

Number of areas for further consideration/improvement:

- Management of Meeting
  - provide more informative agendas
  - more proactive chasing of action updates
  - control circular discussions
  - engage more consumer representatives
- Website Publications
  - Consider website navigation
  - Provide a central repository for Workgroup documentation
- Explore options for web based conferencing

## 4 Summary of Reponses

<b>% Responses</b>	<b>Year End 2011</b>	<b>Year End 2012</b>	<b>Year End 2013</b>	<b>Quarter 2 2014</b>
Very Satisfied	47.73	47.12	34.00	29.41
Satisfied	42.61	49.04	54.00	68.63
Dissatisfied	1.70	1.92	3.33	0
Very Dissatisfied	0.57	0.00	0.67	0
Other (ie. not used/no view)	7.39	1.92	8.00	1.96

<b>% Respondents</b>	<b>Year End 2011</b>	<b>Year End 2012</b>	<b>Year End 2013</b>	<b>Quarter 2 2014</b>
Consumer	6.67	4.17	2.7	5.88
Regulator	4.44	0	2.7	0
Large Shipper	15.56	25	24.32	17.65
Other Shipper	11.11	12.50	16.11	11.76
Transporter	44.44	45.83	48.65	29.41
Other	17.78	12.5	5.41	35.29