

Key insights from December 2021 survey

- Nearly 80% reported seeing faults but not reporting them
- 46% stated 'too long' as the main reason to report a fault
- 56% their preferred way to report would be website or mobile
- 88% said they would be more inclined to report faults via mobile

Key insights from December 2021 survey

- 66% said they would prefer a mobile app, 16.5% said they would prefer to use a website through their phone's browser and 16.5% said they would continue to use the helpdesk
- There were strong, mixed options on downloading an app
- Over 83% said they were permitted to use their mobile phones whilst working on site, the 17% remaining said sometimes they were permitted.
- 67% said they routinely had wifi access and 83% said they had 3G/4G