

# OS LAND-LINE CONSULTATION QUESTIONNAIRE

## SECTION ONE

**S1** Which of the following best describes your involvement in decisions regarding licensing mapping purchases for your organisation?

- Have sole responsibility for decisions on purchasing mapping products
- Make decisions in conjunction with others
- Are not directly involved in making the decisions but your advice is sought
- Have no responsibility and advice is not sought

**S1A** Whilst it is not necessary for you to have read the consultation document produced by Ordnance Survey relating to the withdrawal of Land-line, prior to providing feedback, could you please indicate whether you have read it?

- Yes, read all of it
- Yes, read most of it
- Yes, read some of it
- No, read none of it
- Don't know

**S2** Has anyone in your organisation used **OS Land-Line** in the last 12 months?

- Yes  Please go to **Q1- MAIN QUESTIONNAIRE**
- No  Please go to **SECTION TWO**
- Don't know  THANK YOU see below

THANK YOU on behalf of Ordnance Survey for being willing to take part in this consultation. Unfortunately we need to speak to people in organisations where Land-Line has been used in the last 12 months.

## SECTION TWO

**S3** When was OS Land-Line last used within your organisation?

- January-May 2004
- 2003
- 2002
- 2001
- 2000
- Prior to 2000
- Don't know

**S4** Why is your organisation not currently using OS Land-Line? *Please select all that apply*

- Migrated from Land-Line to alternative Ordnance Survey products  Please go to S5
  - Replaced Land-Line with non Ordnance Survey mapping products
  - Land-Line was no longer appropriate for our business needs
  - Land-Line became too expensive
  - Other (please write in)
  - .....
  - Don't know
- } Please go to Q27

**S5** Which, if any, of the following products are you now using as a replacement for OS Land-Line? *Please select all that apply*

- OS MasterMap® – Topography layer™
- 1:10,000 Scale Raster (black and white)
- 1:10,000 Scale Colour Raster
- 1:25,000 Scale Colour Raster
- Boundary-Line
- Superplan® data and Superplan® plots
- Siteplan data™ and Siteplan™ plots
- Landplan
- Streetview
- Other (please write in)
- .....
- Don't know
- None of these

# MAIN QUESTIONNAIRE

## AWARENESS OF OS BUSINESS PRODUCT PORTFOLIO

Q1 Which, if any, of the following Ordnance Survey products are you AWARE of?

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| OS MasterMap® – Address layer™          | <input type="checkbox"/> | Code-Point® or Code-Point with Polygons | <input type="checkbox"/> |
| OS MasterMap® – Topography layer™       | <input type="checkbox"/> | OSCAR Asset-Manager ®                   | <input type="checkbox"/> |
| OS MasterMap® – ITN™                    | <input type="checkbox"/> | OSCAR Traffic-Manager®                  | <input type="checkbox"/> |
| 1:10,000 Scale Raster (black and white) | <input type="checkbox"/> | Boundary-Line                           | <input type="checkbox"/> |
| 1:10,000 Scale Colour Raster            | <input type="checkbox"/> | Land-Form PROFILE®                      | <input type="checkbox"/> |
| 1:25,000 Scale Colour Raster            | <input type="checkbox"/> | Superplan data® and Superplan® plots    | <input type="checkbox"/> |
| 1:50,000 Scale Colour Raster            | <input type="checkbox"/> | Siteplan data™ and Siteplan™ plots      | <input type="checkbox"/> |
| 1:50,000 Scale Gazetteer                | <input type="checkbox"/> | Landplan                                | <input type="checkbox"/> |
| 1:250,000 Scale Colour Raster           | <input type="checkbox"/> | Land-form PROFILE Plus™                 | <input type="checkbox"/> |
| Strategi ®                              | <input type="checkbox"/> | OS Mastermap - Imagery Layer            | <input type="checkbox"/> |
| Meridian® 2                             | <input type="checkbox"/> | Other (please write in)                 | <input type="checkbox"/> |
| MiniScale®                              | <input type="checkbox"/> | .....                                   |                          |
| ADDRESS-POINT®                          | <input type="checkbox"/> | Don't know                              | <input type="checkbox"/> |

Q2 And which, if any, of these products are used within your organisation?

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| OS MasterMap® – Address layer™          | <input type="checkbox"/> | Code-Point® or Code-Point with Polygons | <input type="checkbox"/> |
| OS MasterMap® – Topography layer™       | <input type="checkbox"/> | OSCAR Asset-Manager ®                   | <input type="checkbox"/> |
| OS MasterMap® – ITN™                    | <input type="checkbox"/> | OSCAR Traffic-Manager®                  | <input type="checkbox"/> |
| 1:10,000 Scale Raster (black and white) | <input type="checkbox"/> | Boundary-Line                           | <input type="checkbox"/> |
| 1:10,000 Scale Colour Raster            | <input type="checkbox"/> | Land-Form PROFILE®                      | <input type="checkbox"/> |
| 1:25,000 Scale Colour Raster            | <input type="checkbox"/> | Superplan data® and Superplan® plots    | <input type="checkbox"/> |
| 1:50,000 Scale Colour Raster            | <input type="checkbox"/> | Siteplan data™ and Siteplan™ plots      | <input type="checkbox"/> |
| 1:50,000 Scale Gazetteer                | <input type="checkbox"/> | Landplan                                | <input type="checkbox"/> |
| 1:250,000 Scale Colour Raster           | <input type="checkbox"/> | Land form PROFILE Plus™                 | <input type="checkbox"/> |
| Strategi ®                              | <input type="checkbox"/> | OS Mastermap Imagery Layer              | <input type="checkbox"/> |
| Meridian® 2                             | <input type="checkbox"/> | Other (please write in)                 | <input type="checkbox"/> |
| MiniScale®                              | <input type="checkbox"/> | .....                                   |                          |
| ADDRESS-POINT®                          | <input type="checkbox"/> | Don't know                              | <input type="checkbox"/> |
|   |                          | None of these                           | <input type="checkbox"/> |

## USAGE OF LAND-LINE

Q3 How important is Land-Line to your organisation in terms of helping you to achieve your organisational goals/targets/operations? Would you say it is...

- |  |                          |
|--|--------------------------|
| Absolutely Critical – we could not function properly without it      | <input type="checkbox"/> |
| Very Important – unlikely that we could function properly without it | <input type="checkbox"/> |
| Important – we could function without it, but it would be difficult  | <input type="checkbox"/> |
| Not important – Nice to have, but we could function without it       | <input type="checkbox"/> |
| Don't know   | <input type="checkbox"/> |
| Not applicable   | <input type="checkbox"/> |

Q4 Would you describe the use of Land-Line in your organisation as enterprise-wide, or is it typically used for specific projects/requirements?

- |                            |                          |                |                          |
|----------------------------|--------------------------|----------------|--------------------------|
| Company-wide               | <input type="checkbox"/> | Don't know     | <input type="checkbox"/> |
| Specific Departments       | <input type="checkbox"/> | Not applicable | <input type="checkbox"/> |
| Used for specific projects | <input type="checkbox"/> |                |                          |

- Q5 Which particular departments/functions within your organisation use Land Line?** *Please select all that apply*
- |                              |                          |                         |                          |
|------------------------------|--------------------------|-------------------------|--------------------------|
| Administration               | <input type="checkbox"/> | Marketing/Research      | <input type="checkbox"/> |
| Engineering                  | <input type="checkbox"/> | Strategy                | <input type="checkbox"/> |
| Finance                      | <input type="checkbox"/> | Transport and Logistics | <input type="checkbox"/> |
| Legal Services               | <input type="checkbox"/> | Other (please write in) | <input type="checkbox"/> |
| Modernisation/Change Process | <input type="checkbox"/> | .....                   |                          |
| Planning                     | <input type="checkbox"/> | Don't know              | <input type="checkbox"/> |
| Policy/Standards             | <input type="checkbox"/> |                         |                          |

- Q6 For what specific purposes does your organisation use Land-Line?** *Please select all that apply*
- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Construction and civil engineering                 | <input type="checkbox"/> | Leisure/culture                                   | <input type="checkbox"/> |
| Defence  | <input type="checkbox"/> | Map design and production                         | <input type="checkbox"/> |
| Delivery of government information to the citizen  | <input type="checkbox"/> | Marketing, sales and media planning               | <input type="checkbox"/> |
| Developing/supporting government policy            | <input type="checkbox"/> | Natural resources and land use                    | <input type="checkbox"/> |
| Education  | <input type="checkbox"/> | Property transfer and land registration           | <input type="checkbox"/> |
| Environmental assessment/monitoring                | <input type="checkbox"/> | Risk assessment                                   | <input type="checkbox"/> |
| Estate and Land and Property management            | <input type="checkbox"/> | Traffic management/transportation/vehicle routing | <input type="checkbox"/> |
| General Communication                              | <input type="checkbox"/> | Utility infrastructure/Network analysis           | <input type="checkbox"/> |
| Health   | <input type="checkbox"/> | Other (please write in)                           | <input type="checkbox"/> |
| Housing/planning                                   | <input type="checkbox"/> | .....   |                          |
| Incident and crime pattern analysis and prevention | <input type="checkbox"/> | Don't know  | <input type="checkbox"/> |
| Legal/regulatory                                   | <input type="checkbox"/> |   |                          |

- Q7 How frequently is Land-Line used within your organisation?**
- |                         |                          |                                    |                          |
|-------------------------|--------------------------|------------------------------------|--------------------------|
| Used everyday           | <input type="checkbox"/> | Used once a month                  | <input type="checkbox"/> |
| Used 2 to 4 days a week | <input type="checkbox"/> | Used once every 2-3 months         | <input type="checkbox"/> |
| Used once a week        | <input type="checkbox"/> | Used once every 6 months           | <input type="checkbox"/> |
| Used once a fortnight   | <input type="checkbox"/> | Used less than once every 6 months | <input type="checkbox"/> |
| Don't know              | <input type="checkbox"/> |                                    |                          |

- Q8 Do you license Land-Line direct from Ordnance Survey?**
- Yes  Please go to Q10
- No  Please answer Q9
- Don't know  Please go to Q10

- Q9 Where do you license Land-Line from?** *Please enter your response below*
- 
- Would prefer not to say
- Don't know

## INTEGRATION OF LAND-LINE AND GEOGRAPHIC INFORMATION

- Q10 In what file format do you currently receive Land-Line data?** *Please select all that apply*
- DXF  Please go to Q10A
- NTF  Please go to Q10B
- Other (please write in)  Please go to Q10C
- .....
- Don't know  Please go to Q11

**Q10A How dependent are your systems to receive data in 'DXF' format?**

- Very/highly dependent
- Somewhat dependent
- Not very dependent
- Not at all dependent
- Don't know

**Q10B How dependent are your systems on Land-line 'NTF' data format?**

- Very/highly dependent
- Somewhat dependent
- Not very dependent
- Not at all dependent
- Don't know

**Q10C How dependent are your systems to receive data in the main 'other' format you have specified**

- Very /highly dependent
- Somewhat dependent
- Not very dependent
- Not at all dependent
- Don't know

**Q11 What software product(s) do you use to view (and translate if applicable) your Land-Line data?**

*Please enter the name of the software products(s) below*

- Would prefer not to say
- Don't know

## MIGRATION

**Q12 Prior to being informed about this consultation exercise, were you aware of Ordnance Survey's decision to withdraw Land-Line?**

- Yes
- No
- Don't know

**Q13 Looking at the stages involved in the migration from Land-Line and in adopting alternative mapping products, listed below, where would you place your organisation?**

- |   |  |
|---|--|
| Was not previously aware, no action taken <input type="checkbox"/>                  | A pilot migration of certain systems/applications is underway <input type="checkbox"/> |
| Aware, but no action taken <input type="checkbox"/>                                 | Departmental migration has been completed <input type="checkbox"/>                     |
| Have started to consider the alternative options available <input type="checkbox"/> | Organisation wide migration has been completed <input type="checkbox"/>                |
| Have produced a detailed and costed plan for migration <input type="checkbox"/>     |  |

**Q14 Which, if any, of these is your organisation planning to migrate to as a replacement to Land-Line?**

- OS MasterMap® – Topography layer™  Superplan data® and Superplan® plots
- 1:10,000 Scale Raster (black and white)  Siteplan data™ and Siteplan™ plots
- 1:10,000 Scale Colour Raster  Landplan
- 1:25,000 Scale Colour Raster  Streetview
- Boundary-Line  Other (please write in)

- .....
- Have not yet considered migration  Please go to Q15
  - Not planning to migrate  Please go to Q17A
  - Don't know  Please go to Q15

**IF YOU HAVE ALREADY MIGRATED PLEASE GO TO Q27**

**Q15 Which, if any, of the following are potential barriers to migration from Land-Line to alternative products within your organisation? Please select all that apply**

- GIS systems currently in use  Organisational policy/strategy
- Other internal systems currently in use  Legal implications
- Lack of knowledge of alternative Ordnance Survey products  Other (please write in)
- Lack of technical expertise  .....
- Budget/cost of alternative products  None/no barriers to migration
- Resource  Don't know

**Q16 What, if anything, can Ordnance Survey do to support the smooth transition within your organisation from Land-Line to OS MasterMap or other Ordnance Survey products? Please enter your response below**

- Would prefer not to say
- Don't know

**Q17 When do you expect your organisation to complete its migration from Land-Line to alternative products?**

- In next 6 months
  - In next 12 months
  - In next 24 months
  - In 24 months plus
  - Don't know
- } Please go to Q18
- Not planning to migrate  Please go to Q17A

**Q17A Why are you not planning to migrate from Land-Line to alternative products? Please enter your response below**

- Would prefer not to say
- Don't know

**LAND-LINE WITHDRAWAL**

**Q18 Ordnance Survey does intend to withdraw Land-Line but not before March 2008. If this date were to be chosen, what level of impact would this have on your organisation?**

- Very high impact
- High impact
- Some impact
- No impact
- Don't know

**Q19** And to what extent would the possible withdrawal of Land-Line, in March 2008, impact your organisation in terms of...

	Very high impact	High impact	Some impact	No impact	Don't know	Not applicable
GIS systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget/Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q20** How confident are you that your organisation will have taken sufficient action to be prepared for Land-Line withdrawal, should the date of March 2008 be selected?

- Extremely confident  Not very confident   
 Very confident  Confident   
 Not at all confident  Don't know   
 Refused

**Q21** How, if at all, can Ordnance Survey support you to be ready for Land-Line withdrawal, should the date of March 2008 be selected? *Please select all that apply*

- Provide advice on the best alternative products, in terms of their benefits, applications etc   
 Provide support about pricing issues   
 Provide information about licensing issues   
 Provide information for staff training   
 Help with integration issues in relation to existing GIS systems   
 Help with integration issues in relation to existing information and data systems   
 Provide help in finding an alternative systems supplier   
 Other (please write in)   
 .....  
 Don't know

**IF YOU HAVE SAID THAT WITHDRAWAL WOULD HAVE A VERY HIGH OR HIGH IMPACT ON YOUR ORGANISATION PLEASE GO TO Q22. OTHERWISE, PLEASE GO TO Q24**

**Q22** To what extent will the level of impact of Land-Line withdrawal on your organisation differ, depending on when Ordnance Survey chooses to withdraw Land-Line?

- Impact will not vary by withdrawal date  Please go to Q24  
 Impact will be less if a later date (i.e. after March 2008) is selected  Please answer Q23  
 Impact will be greater if a later date (i.e. after March 2008) is selected  Please answer Q23A  
 Don't know  Please go to Q24

**Q23** You indicated that the impact on your organisation will be less if withdrawal is delayed beyond March 2008. Can you please explain why this is the case? *Please enter your response below*

- Would prefer not to say   
 Don't know

**Q23A** You indicated that the impact on your organisation will be greater if withdrawal is delayed beyond March 2008. Can you please explain why this is the case? *Please enter your response below*

- Would prefer not to say   
 Don't know

**ACCESS TO HISTORIC LAND-LINE DATA POST MIGRATION/WITHDRAWAL**

**Q24** Does your organisation have any specific circumstances which would necessitate access to Land-Line data post withdrawal?

- Yes  Please answer Q24A
- No  Please go to Q27
- Don't know  Please go to Q27

**Q24A** Can these needs be met by alternative products?

- Yes, needs can be met by alternative products
- No, needs cannot be met by alternative products
- Don't know

**Q25** Can you please explain the nature of the projects/application within your organisation which mean you would require access to Land-Line post-withdrawal. *Please enter your response below.*

Don't know

**Q26** How frequently would your organisation require access to Land-Line post withdrawal for this purpose?

- Daily
- Weekly
- Once a month
- Once every 6 months
- Less than once every 6 months
- On an ad-hoc, project by project basis

**ABOUT YOU**

**Q27** To which, if any, of the following industry sectors does your organisation belong?

- |   |  |
|---|--|
| Central Government <input type="checkbox"/>   | Housing Association <input type="checkbox"/>                           |
| Local Government <input type="checkbox"/>   | OS Partner <input type="checkbox"/>                                    |
| Education <input type="checkbox"/>  | Health <input type="checkbox"/>  |
| Utilities <input type="checkbox"/>  | Commercial (i.e. Insurance, Wireless, Retail) <input type="checkbox"/> |
| Transport and Distribution (including Fleet Management) <input type="checkbox"/>                | Other (please write in) <input type="checkbox"/>                       |
| Land and Property (including Architects, Engineering and Construction) <input type="checkbox"/> | .....  |
| Leisure, Hospitality and Manufacturing <input type="checkbox"/>                                 | Don't know <input type="checkbox"/>                                    |

**Q28** On average, which of the following bands most accurately reflects your organisation's annual spend with Ordnance Survey?

- |   |   |
|---|---|
| Less than £500 <input type="checkbox"/>     | £20,000 to £100,000 <input type="checkbox"/>            |
| £5001 to £1,000 <input type="checkbox"/>    | £100,000 + <input type="checkbox"/>                     |
| £1,001 to £5,000 <input type="checkbox"/>   | Refused/Prefer not to disclose <input type="checkbox"/> |
| £5,001 to £10,000 <input type="checkbox"/>  | Don't know <input type="checkbox"/>                     |
| £10,001 to £20,000 <input type="checkbox"/> |   |

**Q29** If there are any other comments relating to the withdrawal of Land-Line, or Ordnance Survey in general, that you have not had the chance to make so far, please feel free to provide them now. *Please enter your response below*

No further comments

**Q30** In order to put your responses into context, we would be grateful if you could fill in the boxes below with details about you and your organisation. A response is required for the Name and Organisation Name fields. Please note that you will have the opportunity to request that your responses remain confidential.

Name

Job Title / Role

Organisation Name

Telephone Number

Email

Nature of Business

**Q31** Finally, would you be willing for your responses and any comments made during this interview to be passed on to Ordnance Survey attributed to you and your organisation?

Yes, can be attributed

No, can't be attributed

**Q32** And would you be willing for your responses and comments to be included in the results summary of the consultation which will be published by Ordnance Survey?

Yes, willing for responses and comments to be published

No, not willing for responses and comments to be published

**That is the end of the questionnaire. On behalf of Ordnance Survey and NOP World, we'd like to thank you very much for taking the time to complete the survey, your views are extremely valuable.**

If you would like more information about the withdrawal of Land-Line, further information and a copy of the formal consultation document are available on the Ordnance Survey web-site: [www.ordnancesurvey.co.uk/oswebsite/](http://www.ordnancesurvey.co.uk/oswebsite/)

For further information about and advice on the alternative Ordnance Survey products available, you can contact your Account Manager or contact our Customer Contact Centre on 08456 05 05 05 or e-mail [customerservice@ordnancesurvey.co.uk](mailto:customerservice@ordnancesurvey.co.uk)

Whilst Ordnance Survey would like to encourage the use of the online questionnaire wherever possible, if you would prefer to complete this hard copy, please return it to: Lynne Sims at Room C335, Ordnance Survey, Romsey Road, Southampton, SO16 4GU, Fax No: 023 8079 2230.