

# **An Bord Pleanála**

## **Tionscadal Phlean-IT**

### **Freagraí ó Shuirbhé**

### **Seachtrach ar Chustaiméirí**

## Suirbhé ar Chustaiméirí

Tá uasghrádú á dhéanamh ag an mBord Pleanála ar a chórais chun gur féidir le custaiméirí achomhairc a chur isteach ar líne agus idirbhearta eile a dhéanamh ar líne. Cuireadh tús le tionscadal Plean-IT go luath i Meán Fómhair 2014.



Is mian linn a chinntiú so ndéanfar aon chóras nua a shonrú chun riachtanais ár gcustaiméirí a chomhlíonadh; chuige sin sheolamar Suirbhé ar Chustaiméirí idir Nollaig 2014 go Eanáir 2015. D'iarramar ort do thráchaí agus do thuairimí ar do chaidreamh linn a thabhairt dúinn.



Cuirtear príomhthorthaí an tSuirbhé i láthair sa doiciméad seo; áirítear air Anailís Chainníochtúil (Graif de phríomhthorthaí) agus Anailís Cháilíochtúil (tráchaí díreacha a fuarthas i bhfreagraí sa suirbhé).



# Suirbhé ar Chustaiméirí

## Cur chuige

### Ullmhaíodh suirbhé dátheangach de 15 cheist

- Bhí sé ar fáil ar líne ar feadh 8 seachtaine
- Bhí sé ar fáil freisin i gceantar fáiltithe an Bhoird Phleanála
- Cuireadh sonraí an tsuirbhé chuig úsáideoirí rialta sheirbhísí an Bhoird Phleanála i ríomhphost
- Cuireadh cóipeanna crua san áireamh i gcomhfhreagras amach

## Comhthiomsú na bhfreagraí

- 257 freagra san iomlán
- 234 suirbhé ar líne déanta
- 18 a fuarthas leis an bpost
- 5 suirbhé a líonadh isteach san Oifig Fáilte
- 2 fhreagra Gaeilge a fuarthas

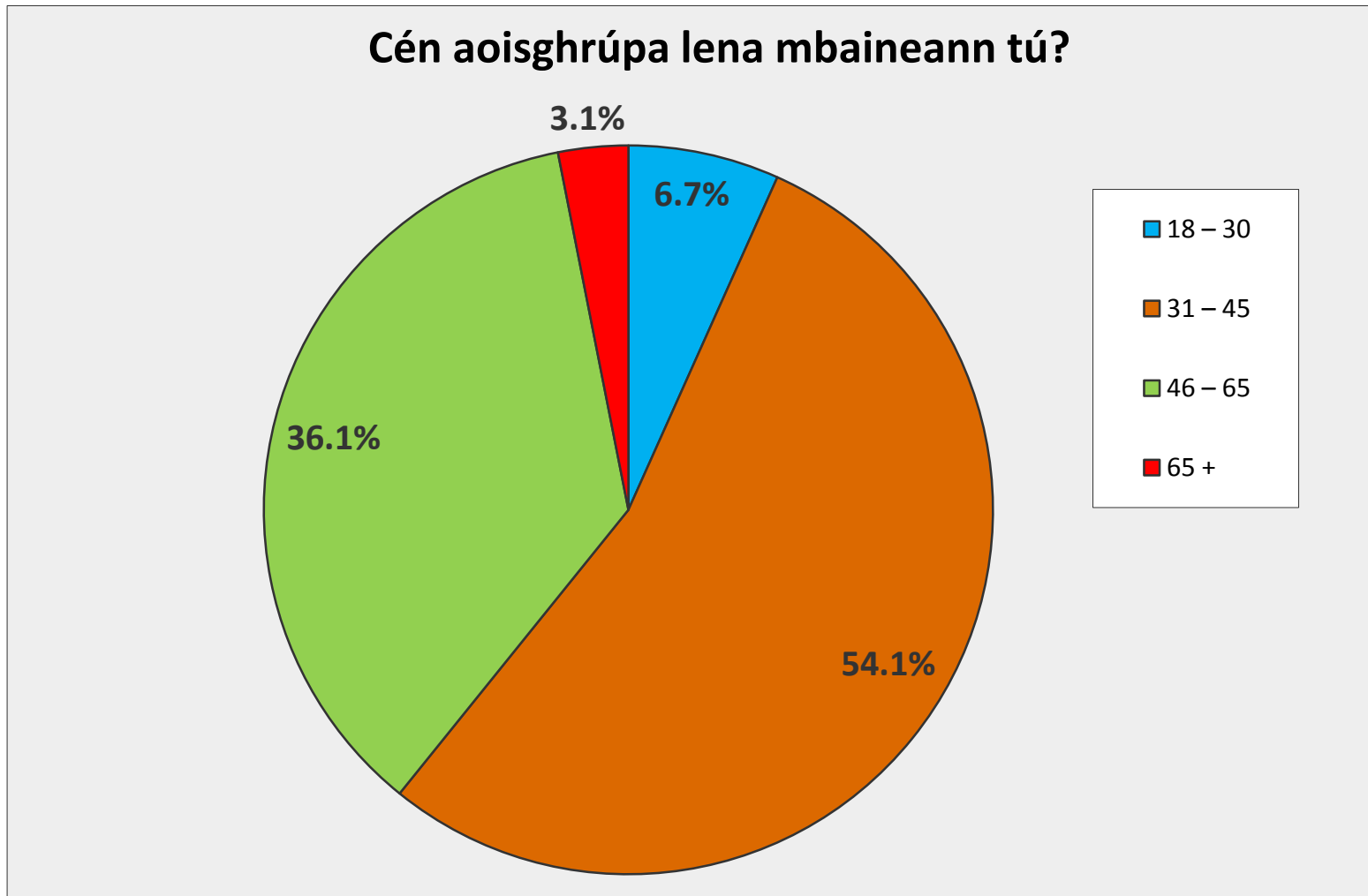
## Freagraí

## Anailís

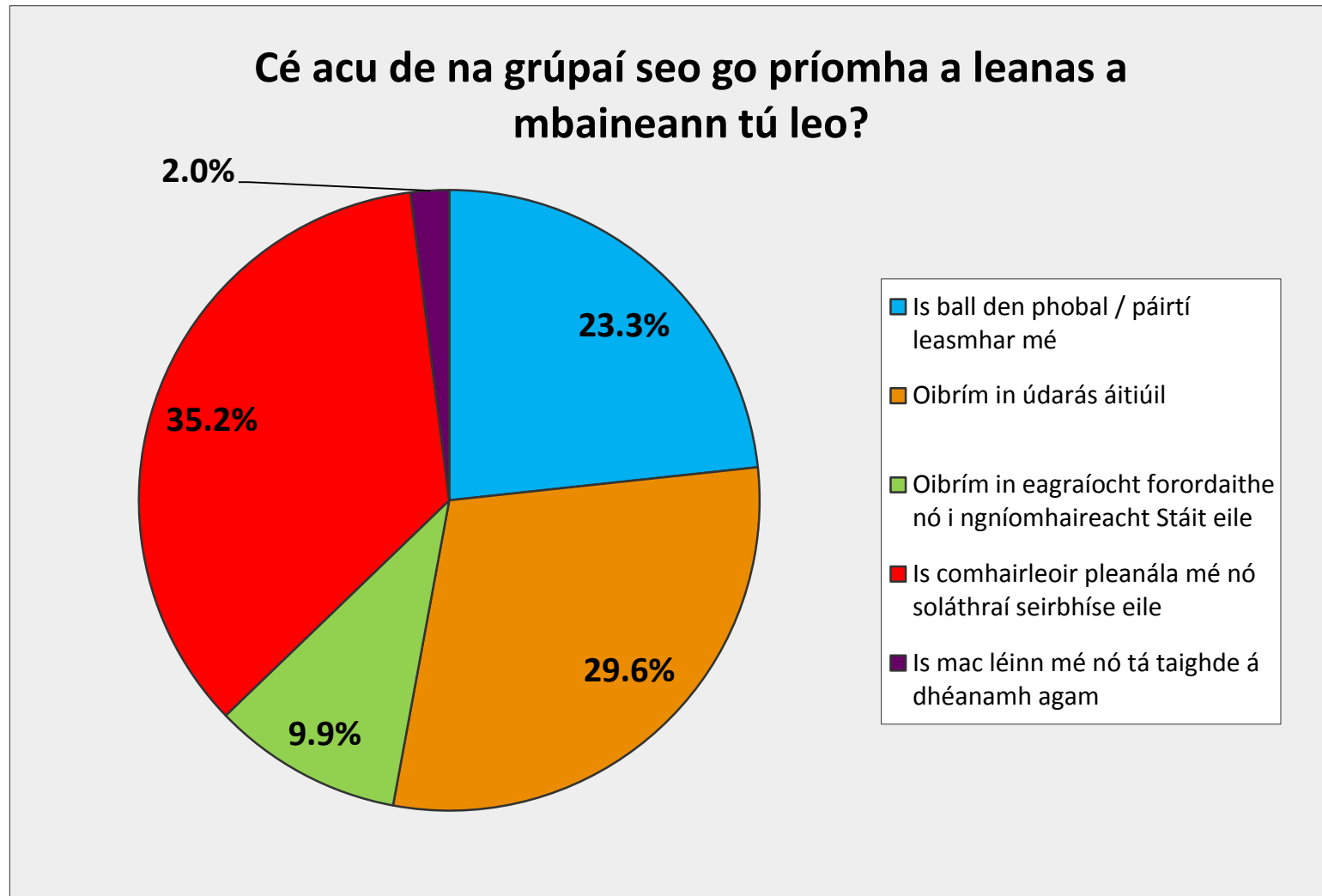
### Anailís Chainníochtúil agus Anailís Cháilíochtúil a rinneadh

- Torthaí grafacha a ullmhaíodh do fhreagraí ar Cheisteanna Chainníochtúla
- Torthaí téamacha a ullmhaíodh do fhreagraí ar Cheisteanna Cáilíochtúla
- Fócasghrúpa a tionóladh chun an t-aiseolas a phlé tuilleadh

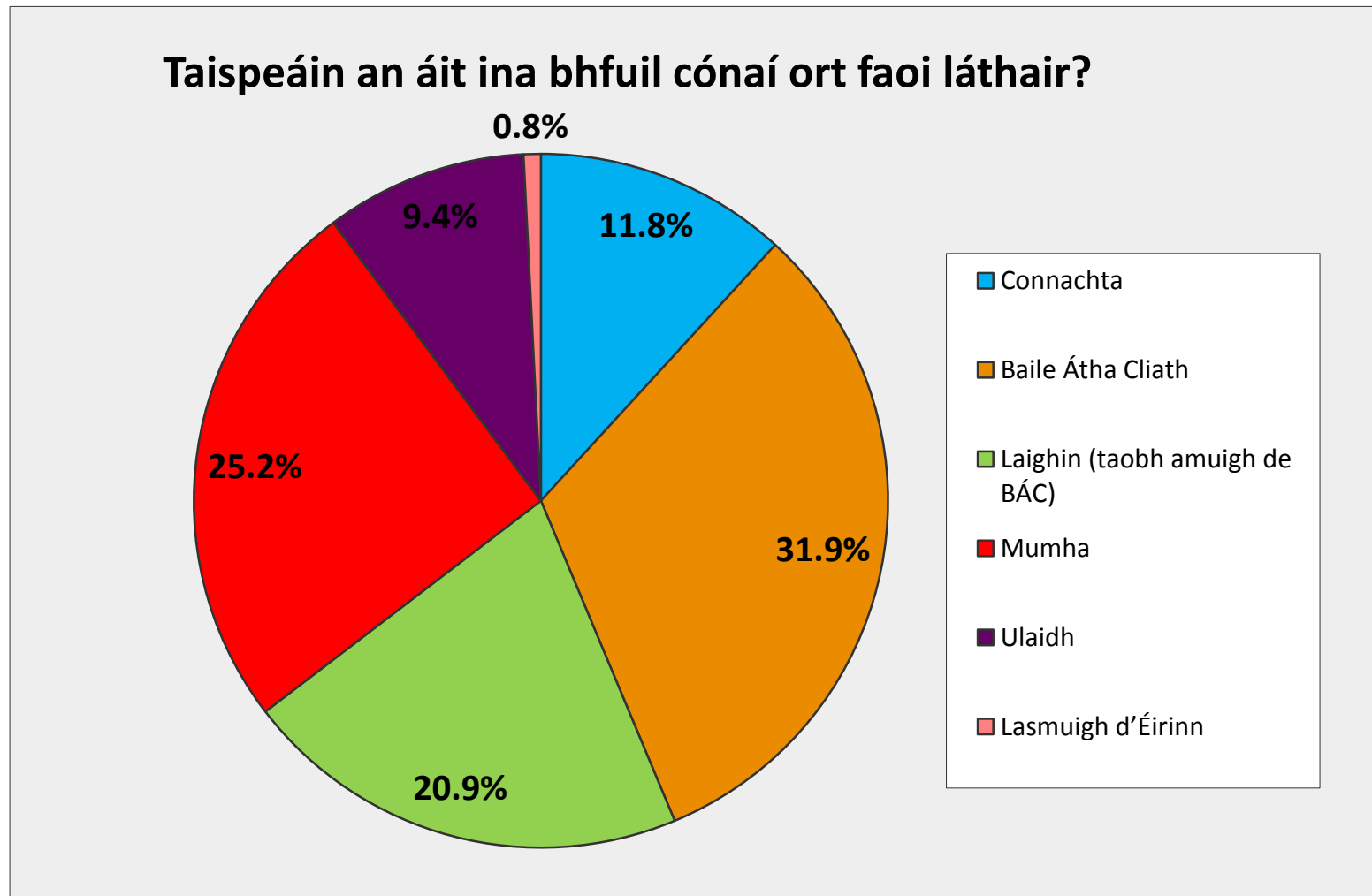
## Suirbhé ar Chustaiméirí



## Suirbhé ar Chustaiméirí

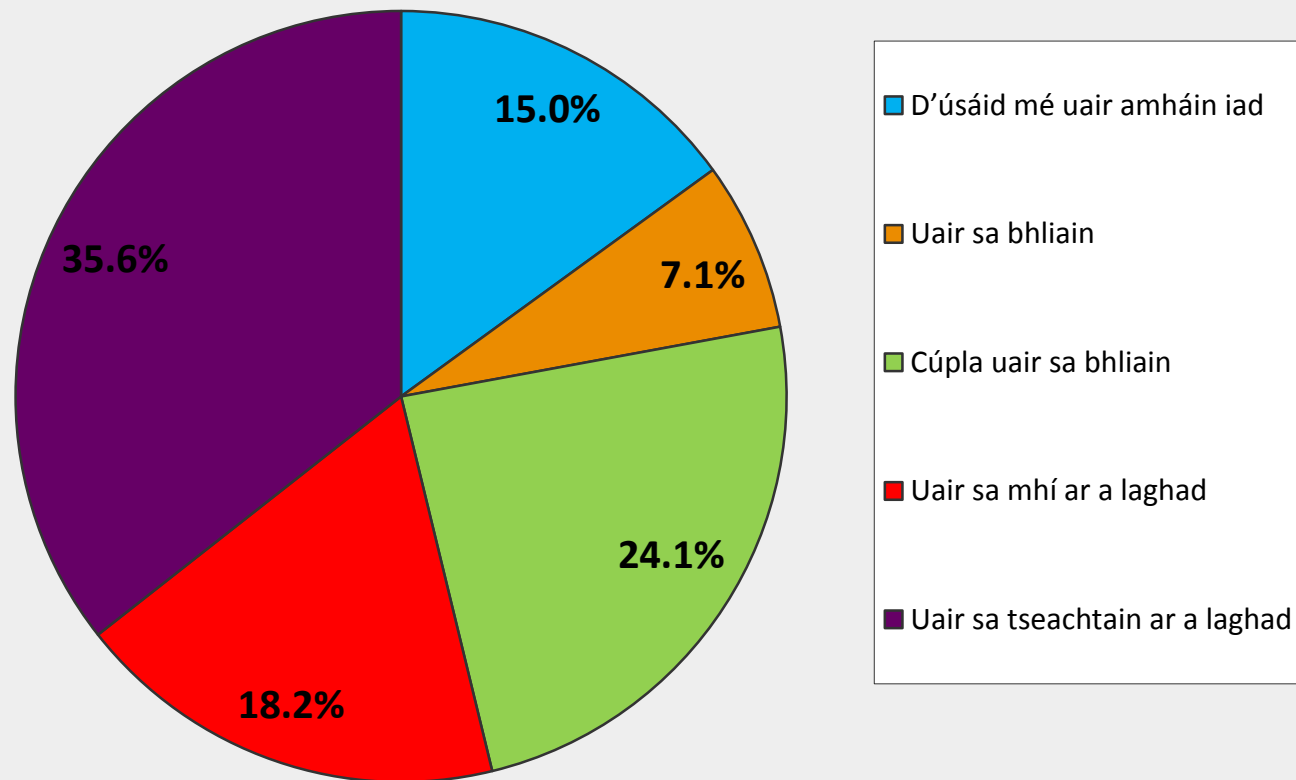


## Suirbhé ar Chustaiméirí



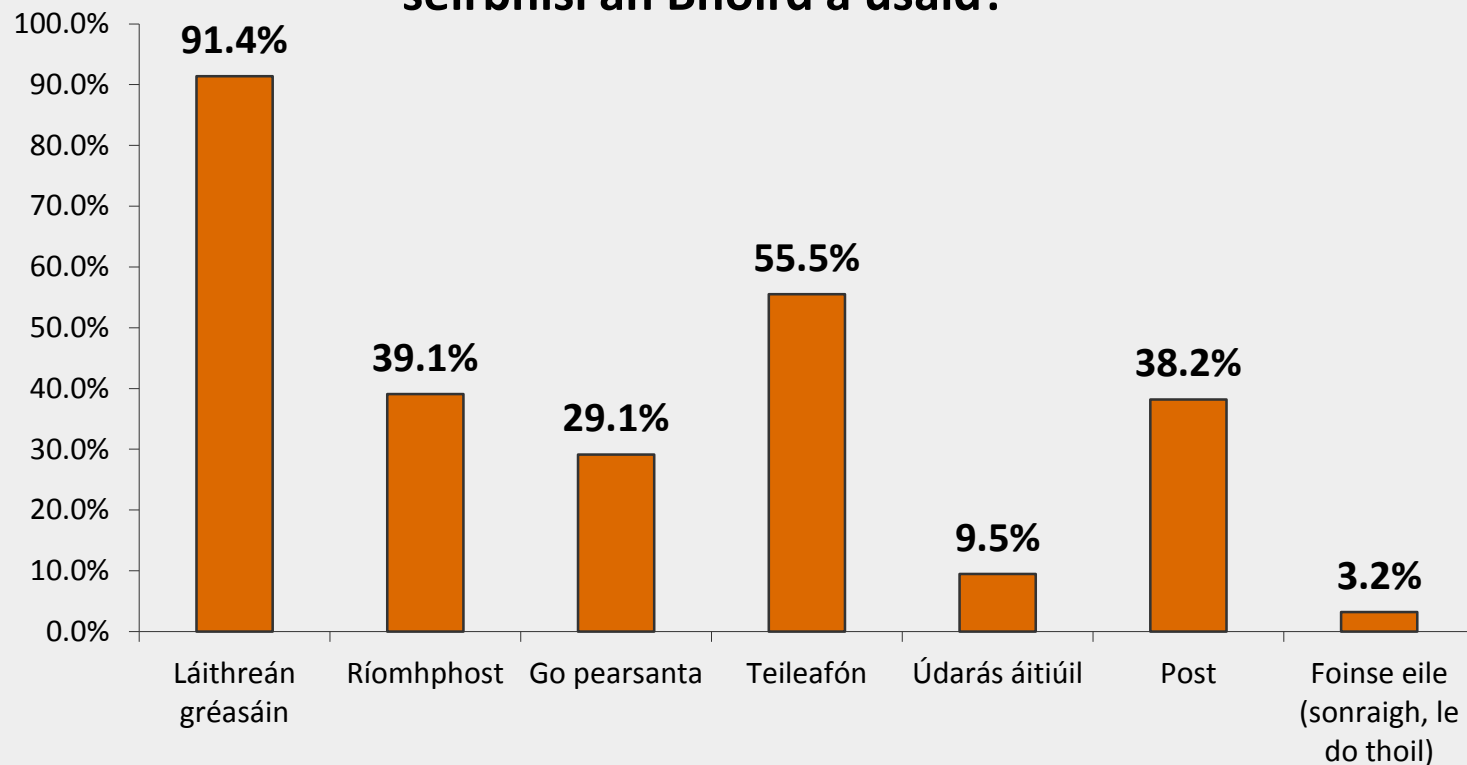
## Suirbhé ar Chustaiméirí

Cé chomh minic, ar an meán, a úsáideann tú seirbhísí an Bhoird Phleanála?



## Suirbhé ar Chustaiméirí

**Cad iad na modhanna atá agat faoi láthair chun seirbhísí an Bhoird a úsáid?**



### Modhanna eile a luadh

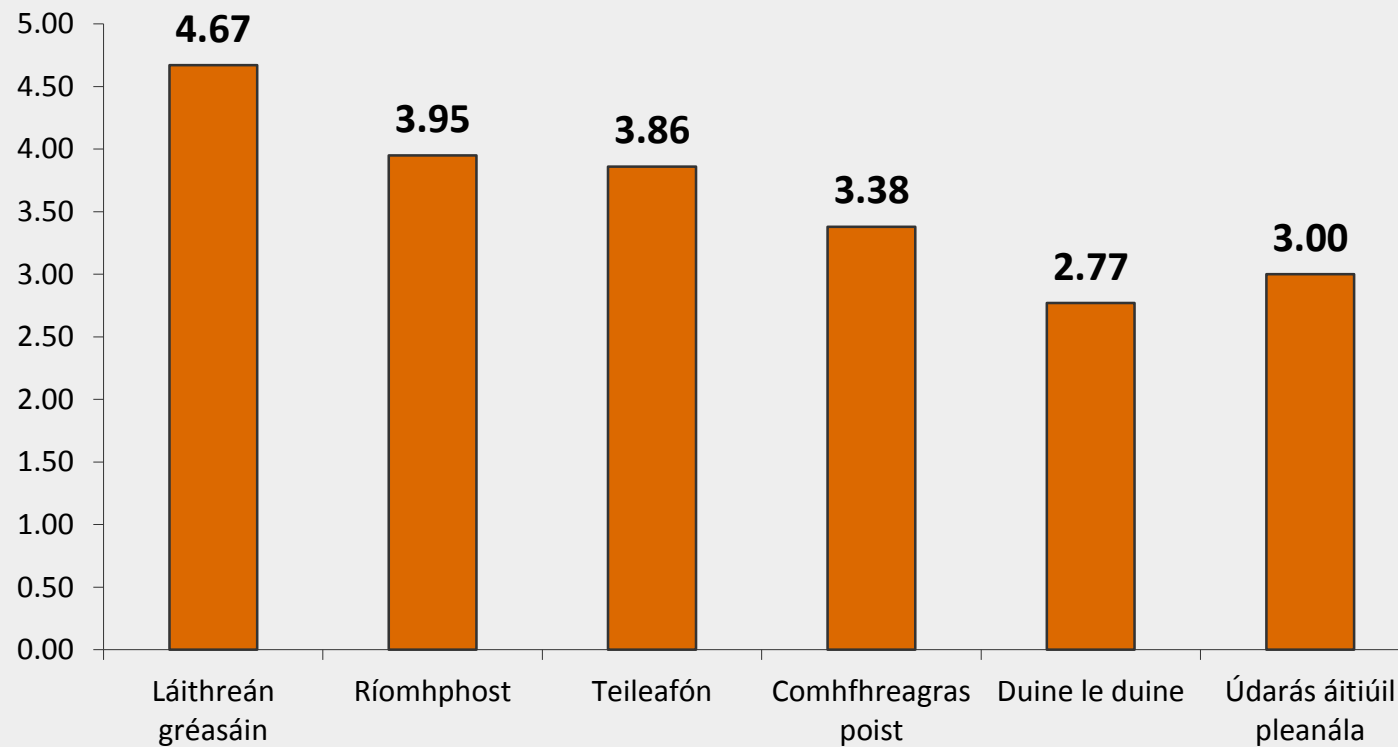
- Turas bus ó Chorcaigh chun achomharc a sheachadadh de láimh
- Comhfhreagras scríofa
- Le courier
- Facs



## Suirbhé ar Chustaiméirí

Dar leatsa, cé chomh tábhachtach agus atá gach ceann de na modhanna seo a leanas maidir le heolas ón mBord Pleanála a fheiceáil?

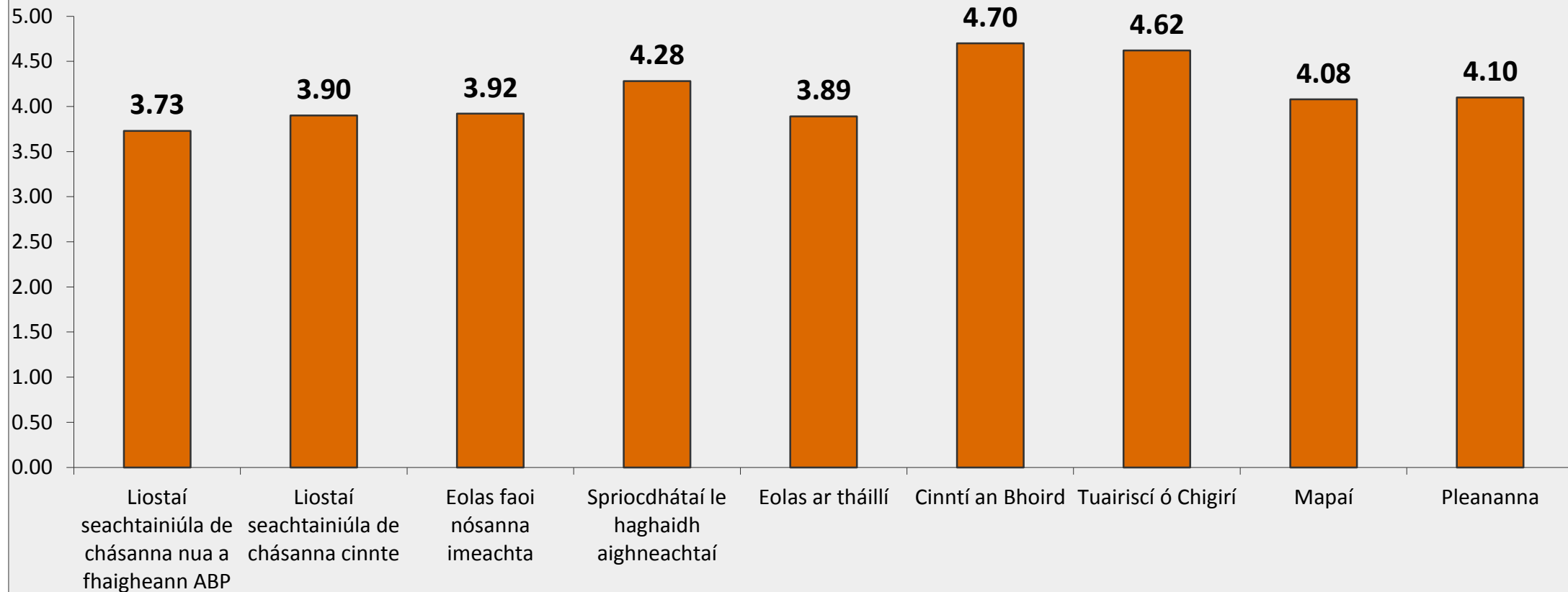
(1 = beag an tábhacht, 5 = an-tábhachtach)



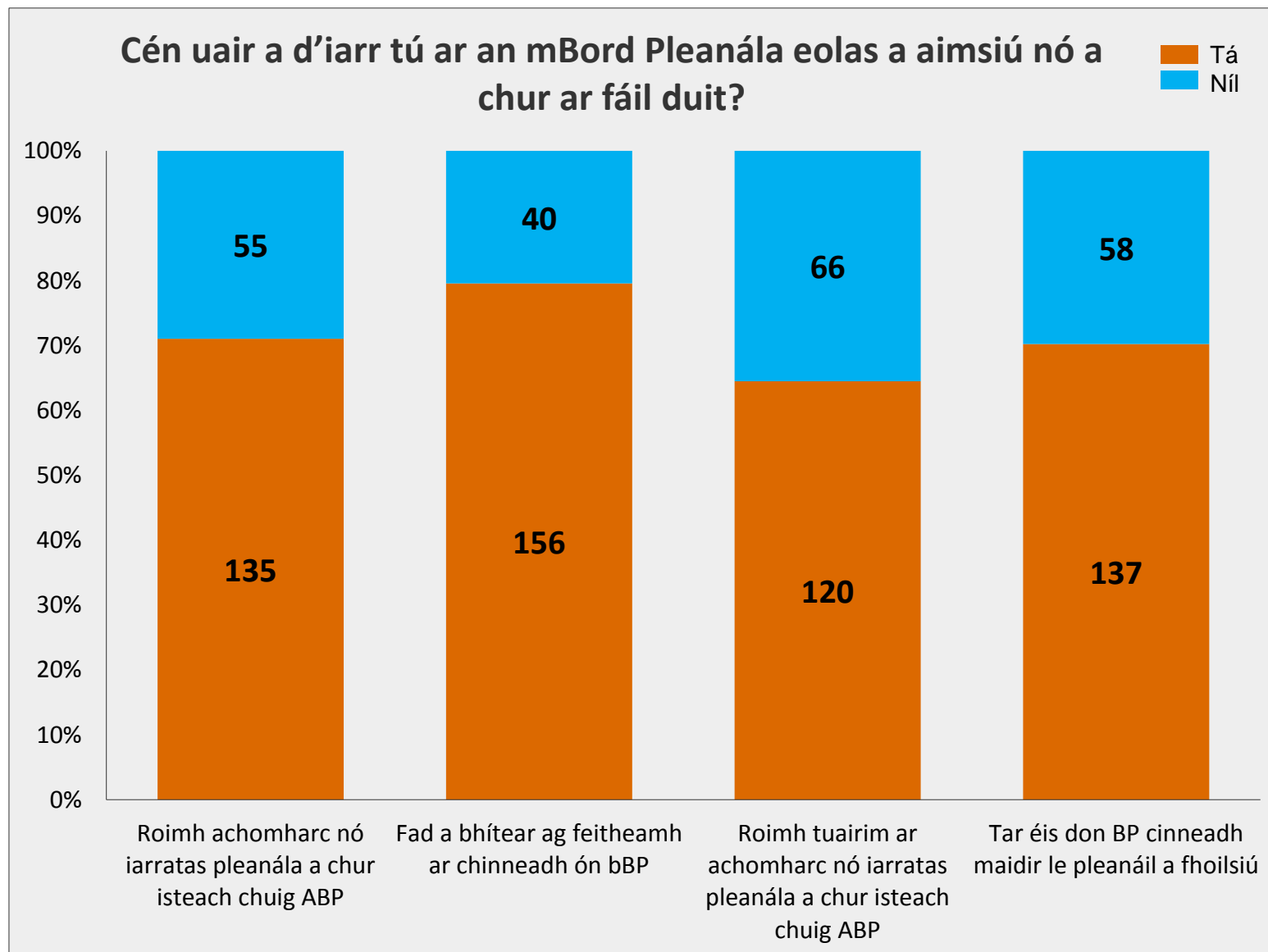
Is é meánscór gach freagróra a thugtar i gcás gach rogha (raon 1-5)

## Suirbhé ar Chustaiméirí

Cé acu díobh seo a leanas an maith leat teacht a bheith agat air go furasta?  
(1 = beag an tábhacht, 5 = an-tábhachtach)



## Suirbhé ar Chustaiméirí

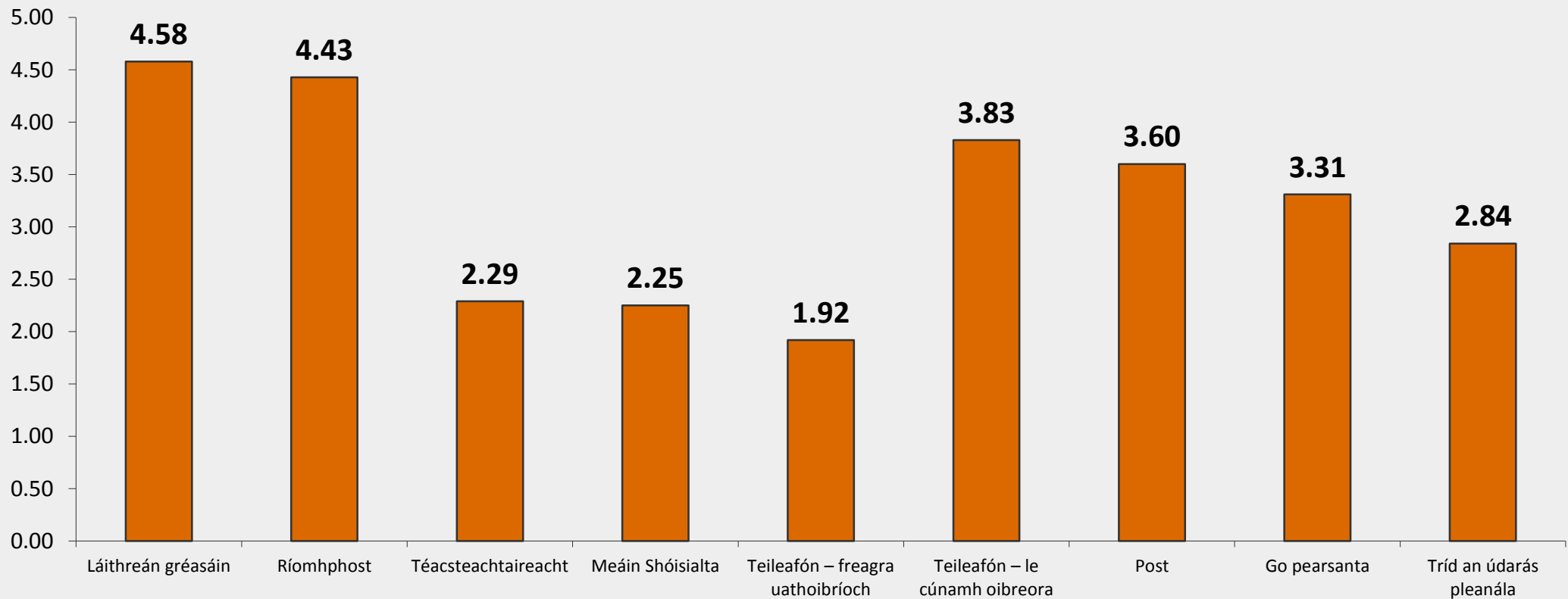


### Eile

- Cinntí pleanála roimhe seo a sheiceáil
- Taighde ar chinntí, go háirithe i gcás tarchuir
- Ar iarratais FBS (Forbairtí Bonneagair Straitéisigh)
- Comhairliúcháin ar shuíomhanna incheadúnaithe
- I gcás ina dteastódh soiléiriú éigin
- Le linn an chomhairliúcháin réamhphleanála agus éisteachtaí ó bhéal
- Le linn achomhairc – chun faisnéis iarrtha a chur ar fáil don Bhord
- Chun faisnéis ghinearálta a lorg i dtaobh an phróisis achomhairc

## Suirbhé ar Chustaiméirí

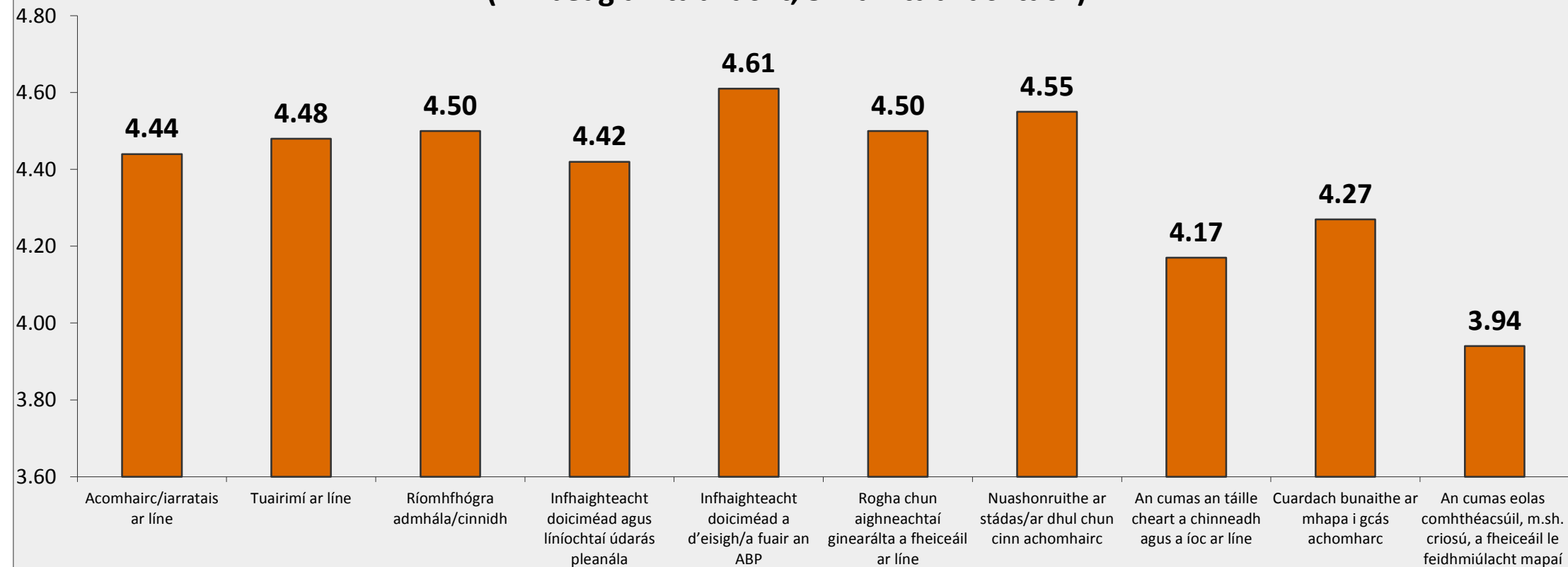
**Cé chomh tábhachtach atá na modhanna seo a leanas chun faisnéis a mhalartú leis an mBord Pleanála?**  
**(1 = beag an tábhacht, 5 = an-tábhachtach)**



## Suirbhé ar Chustaiméirí

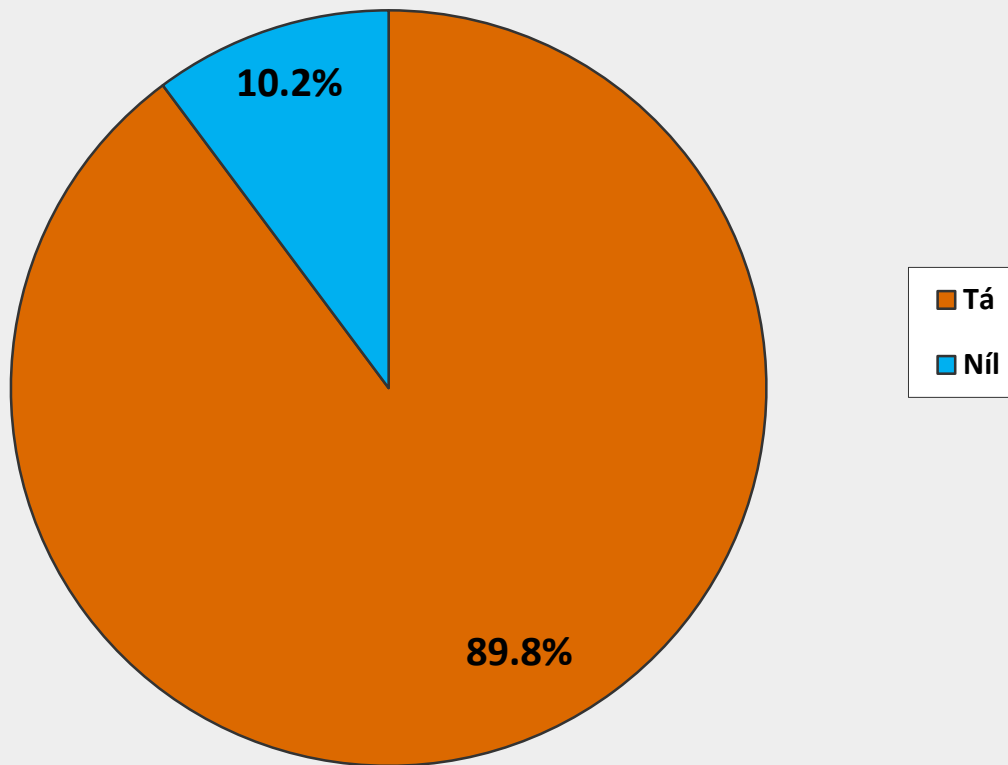
**Cén tábhacht a ghabhann leis na nithe seo a leanas mar sheirbhísí ar líne de chuid an Bhoird Phleanála?**

**(1 = beag an tábhacht, 5 = an-tábhachtach)**

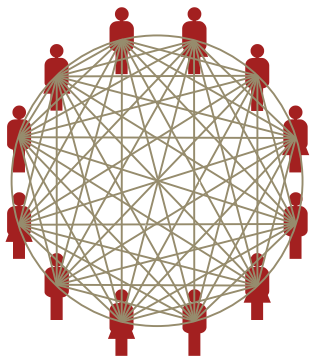


## Suirbhé ar Chustaiméirí

An roghnófa comhfhreagras a fháil i bhfoirm leictreonach ón mBord Pleanála?



# Suirbhé ar Chustaiméirí



An méid a dúirt tú

Bhíomar in ann cúig phríomhthéama a aithint sna freagraí a fuaireamar

## Na téamaí a aithníodh

### Bheith in ann an láithreán gréasáin a chuardach

- Feabhas ar an bhfeidhm chuardaigh
- Líon níos mó aitreabúidí cuardaigh

### Soiléire faoi oibriú an Bhoird Phleanála

- Soiléire ar ról ABP
- Soiléire ar phróiseas an Bhoird Phleanála
- Soiléire ar chúiseanna le cinneadh

### Bheith in ann comhad an cháis a fheiceáil ar líne

- Rochtain ar líne
- An comhad iomlán a bheith ar fáil
- Sonraí a bheith ar fáil go tráthúil

### Bheith in ann achomhairc agus táillí a chur isteach ar líne

- A bheith in ann bheith páirteach sa phróiseas pleanála ar líne
- An cumas táillí a íoc ar líne
- An stádas is déanaí a fháil

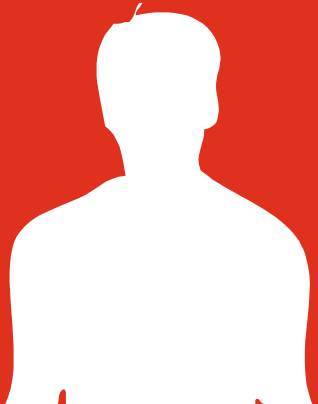
### GIS a bheith ar fáil

- An cumas féachaint ar mhapaí
- An cumas cuardach spásúil a dhéanamh

## Suirbhé ar Chustaiméirí – Téamaí a aithníodh ó thráchtaí

### Bheith in ann an láithreán Gréasáin a chuardach

Bhí tóir mhór ar chumas feabhsaithe cuardaigh ar an láithreán gréasáin.



Searching on the website can be hard if you have no reference and are looking up a general decision.

It would be useful to improve the search for a particular topic, especially in Section 5 cases.

The Search Engine on the website could be improved; it often fails to locate appeals that I know are there. More accessible information on referrals would be useful.

If one thing has to improve it is the listing of information arising from a search. At the moment a search results in a long list of inspector reports without any indication of what these reports relate to. As such the user is left to trawl through each report to find the relevant one they are after.

The search function is unwieldy, slow and does not return the results in a way that can be easily viewed.

The current website is useful IF you understand how to search within it, it is not as intuitive as the local authority websites generally.

Make sure it is Mac compatible.

An improved search function on the website would be helpful, so that searches can be better conducted using key words, locations or phrases.

Website search engine is antiquated and generally difficult to search.



## Suirbhé ar Chustaiméirí – Téamaí a aithníodh ó thráchtaí

### Soiléire faoi oibriú an Bhoird Phleanála

I feel that An Bord Pleanála is not as open as it could be, that many people do not understand how it works.

It is difficult to access information once a case has gone to An Bord Pleanála.

It would be useful to have a tracker so that you know what stage your appeal is at (i.e. awaiting PA documentation; with Inspector; with Board; decision pending etc.).

What stage is the file in the decision process?

I appreciate the difficulties involved, and that there are no easy solutions, but greater information on time-frames for decisions would help.

I think more effort should be made to provide an estimated date for likely decision. No decision available at this time is meaningless.

Greater level of detail on decision process/timeframe in respect of appeals.

Lorgáidh soiléire faoi ról an Bhoird Phleanála agus faoin gcéim ag a mbíonn iarratas ag am faoi leith



## Suirbhé ar Chustaiméirí – Téamaí a aithníodh ó thráchtaí

### Bheith in ann comhad a fheiceáil ar líne

To view the full file - the limited information available electronically (Board's Order, Inspector's Report, Board's Direction) necessitates a visit to the ABP offices located in Dublin, which would require travelling from Cork, in my case.

Local Authority would prefer to transfer documents & maps to the Board electronically.

Better online information and case tracking would be very useful.

Regarding receiving correspondence from ABP electronically, we need hard copy for legal reasons.

Full colour high quality PDF's of all public documents should be available on-line.

The addition of a service whereby planning appeals can be submitted on line would be most useful - especially for me as I am remote from Dublin.

Decisions should be posted online and/or issued by email immediately - i.e. same day. Do they even need to be posted at all? How much does ABP spend on registered letters a year? Spend that on a proper website instead. Who loses if someone finds out a day earlier?

It would be very useful to have access to drawings, especially drawings that were submitted to ABP only, and are not available from the LA website. The minutes of the Board's deliberations on appeals and other decisions would also be very useful.

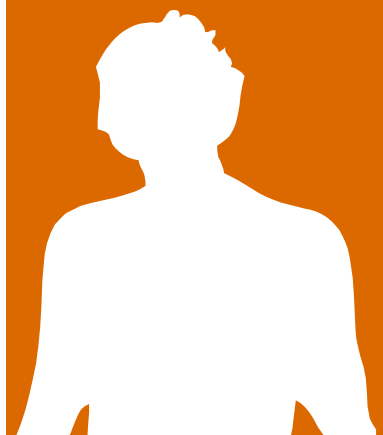
Tá na freagróirí ar aon fhocal go m'fhiú bheith in ann cásanna atá faighte ag an mBord Pleanála a fheiceáil ar líne.



## Suirbhé ar Chustaiméirí – Téamaí a aithníodh ó thráchtaí

### Bheith in ann achomhairc agus táillí a chur isteach ar líne

Tá na freagróirí ar aon intinn go m'fhiú go mór a bheith in ann achomhairc a chur isteach ar líne, nó cuidiú leis an bpróiseas achomharc ar líne, agus na táillí cuí a íoc ar líne.



On-line lodgement of appeals and observations is an essential service which should be implemented without delay, together with the ability to pay the statutory fee on-line.

The ability to pay the statutory fee on-line when the appeal or observation is being submitted.

Would like to be able to lodge appeals via online service (including facility to accept EFT payment).

At present people making submissions/appeals from outside Dublin are disadvantaged because electronic payments are not acceptable.

Improvement of online system very important, especially appeal submissions online with immediate validation.

Definitely the ability to lodge and pay the appeal fee online. That would be massively helpful.

As a national service, the Board's functions should be carried out on-line to the maximum extent possible, whilst also providing support to those without the appropriate level of tech knowledge or infrastructure to be able to avail of those services. The Aarhus Convention supports the dissemination of environmental information through central electronic 'portals' such as through websites and social media.

It is currently too expensive to make an appeal. The fee should not be so high.

## Suirbhé ar Chustaiméirí – Téamaí a aithníodh ó thráchtaí

### GIS a bheith ar fáil

The lack of maps showing the exact locations of appeals is a fundamental requirement.

Mapping of appeal sites (on myplan.ie style viewer) and availability of appeal documentation is very important.

There is no map based system - also the local authorities as a general rule do not map any SID applications, either local authority development or private. I would be strongly in favour of a mapping tool on the ABP website for applications received by the Board.

Need a GIS system for the Appeals Board ASAP.

Augmented search facilities, possibly map based/spatial would be useful.

Mapping of new and historic appeals.

The lack of a mapping function for appeals is of concern.

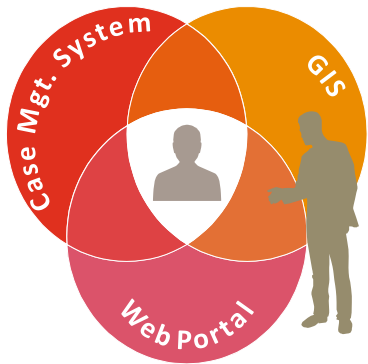
A GIS map based planning enquiry system would be very helpful.

Consideration should be given to map based interface where user could zoom to area of interest and access docs from this point. (GIS).

Bhí tóir mhór ar GIS sna freagraí a tugadh ar an suirbhé, mar aon leis an gcumas cuardach spásúil a dhéanamh chun eolas pleanála a aimsiú.



## Suirbhé ar Chustaiméirí – An rud a dhéanfaimid mar fhreagairt ar d’aiseolas:



An fhreagairt atá á tabhairt againn ar do thráachtaí agus ar d’aiseolas

Tá Riachtanais Córais á mbailiú againn faoi láthair chun tairiscintí poiblí a iarraidh an samhradh seo. Ar deireadh de bharr an tionscadail beidh na nithe seo a leanas ar fáil: Córas Nua Bainistíocht Cásanna, Tairseach Gréasáin agus GIS le haghaidh an Bhoird Phleanála.

### An méid a chuirfimid ar fáil:

Tá tionscadal Plean-IT sceidealta le leanúint ar aghaidh go ceann dhá bhliain eile agus cuirfear feidhmiúlacht agus seirbhísí méadaithe ar fáil don phobal de réir a chéile. I measc na gclochmhílte a chuirfear ar fáil idir seo agus 2017 beidh láithreán gréasáin athfhorbartha, an cumas doiciméid a chur isteach ar líne, an chumas úsáid a bhaint as GIS agus athbhreithniú a dhéanamh ar chás iomlán ar líne.