

Welcome to Office of Rail Regulation (ORR) survey for NRT Portal

The National Rail Trends (NRT) Portal was launched in May 2011 by ORR.

As one of the registered users of the NRT Portal, we would like to invite you to take part in our survey.

We would be very grateful if you can spare a few minutes to complete this survey.

If at any time you are unable to access the survey page, please email: dataportal@orr.gsi.gov.uk

Thank you.

1. Please enter your name (optional):

2. Please enter your email address (optional):

3. Please enter the name of your Organisation (optional):

4. How did you find out about the NRT Portal ?

- Internet search
- ORR website
- ORR email/publications
- Friend/colleague
- Other (please specify)

Other (please specify)

5. Which of the following best describes your use ?

- Academic
- Business
- Government
- Media
- Personal
- Other (please specify)

Other (please specify)

6. What do you use the NRT Portal for ?

- Planning Analysis Decision making Validation Other (please specify)

Other (please specify)

7. How well do the statistics available in the NRT Portal meet your needs ?

- Very well
 Well
 Average
 Poor
 Very poor
 N/A

If it does not meet your needs, please describe how the statistics in the NRT Portal could be improved

8. How satisfied are you with the accuracy of the statistics ?

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Unsatisfied
 Very unsatisfied
 N/A

Comments

9. How often do you use or visit the NRT Portal ?

- Daily
- Weekly
- Monthly
- Less often
- I haven't accessed it yet

Comments

10. How satisfied are you with the timeliness of the statistics (i.e. are they available in the NRT Portal in time for your needs) ?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Unsatisfied
- Very unsatisfied
- N/A

Comments

11. Please rate the user friendliness of the NRT Portal (i.e. how easy it is to find the information you are after)

- Excellent
- Good
- Average
- Poor
- Very poor
- N/A

Comments

12. How would you rate the organisation of the various indicators, categories and sub-categories ?

- Excellent
- Good
- Average
- Poor
- Very poor
- N/A

Comments

13. How relevant are the indicators / datasets to your requirements ?

- Essential
- Mostly important
- Important
- Not important
- Don't know

Comments

14. How often do you use the following statistics ?

	Use daily	Use weekly	Use monthly	Use less often	Don't use
Government support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electrification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Route availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancellations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possession Disruption - freight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possession Disruption - passengers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punctuality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary speed restrictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight moved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train volumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk - Precursor Indicator Model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight market	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers above capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rolling Stock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NRES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. How useful are the following statistics to you ?

	Very useful	Useful	Fairly useful	Not at all useful	N/A
Government support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electrification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Route availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancellations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possession Disruption - freight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possession Disruption - passengers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punctuality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary speed restrictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Rolling Stock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NRES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How would you rate the following ?

	Excellent	Good	Average	Poor	Very poor	N/A
Report wizard (Create your own report)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Precreated reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search (search reports/data)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse reports/data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyReports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyAccount	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latest report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Export and save	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How would you rate the appearance and structure of the NRT Portal ?

- Excellent
- Good
- Average
- Poor
- Not important to me

Comments

18. How would you rate the NRT Portal newsletter ?

- Excellent
- Good
- Average
- Poor
- Not important to me
- Don't receive it

Comments

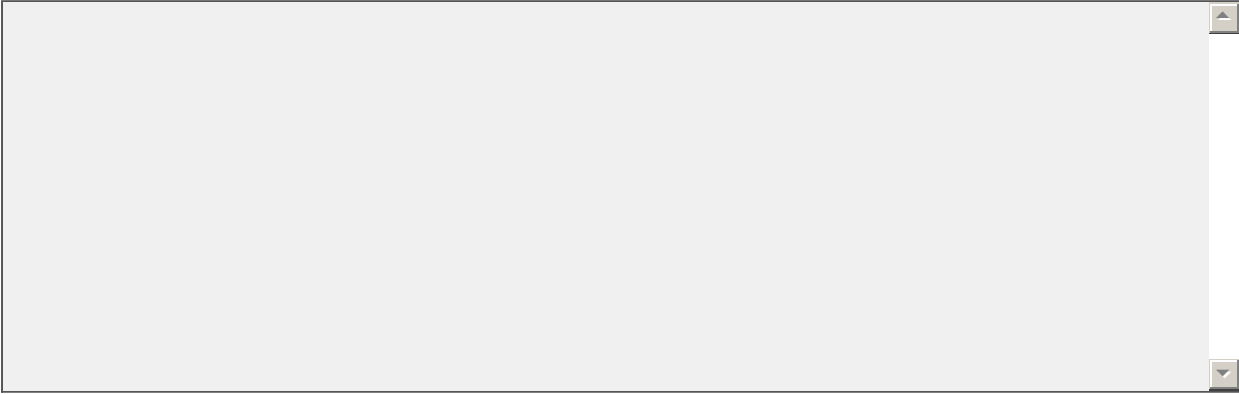
19. I would recommend the NRT Portal to a friend or colleague

- Yes
- No
- Don't know (comments)


Comments

20. Are there ways you think we can improve the functionality or content of the NRT Portal ?

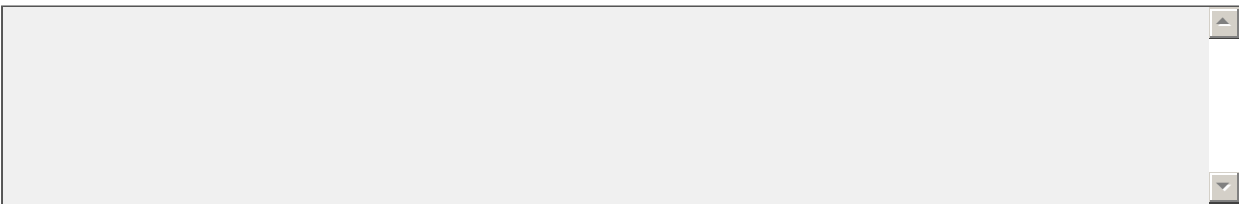
Please add your suggestions below:



21. What changes / improvements / additions would you most like to see in the statistics available in the NRT Portal ?



22. If you have any other comment, please add here:



Please click the 'Done' button to finish.

Thank you for completing this survey.