

**NRT Data Portal user group meeting agenda**

**Tuesday 5 March 2013, 12 – 2pm**

**Room 1, ORR Offices, One Kemble Street, London WC2B 4AN**

**Attendees:**

- Folusho Amusan (FA) – ORR
- Stuart Carpenter (SC) – RSSB
- David White (DW) – HS1
- Billy Denyer (BD) – ATOC
- Daniel Hawksworth (DH) - DfT
- Rachel Hughes (RH) – ADAS
- Tim Jackson (TJ) – Freightliner
- David Brace (DB) – Individual
- Peter Moran (PM) – ORR
- Christopher Waite (CW) – DfT
- Peter Walley (PWa) – ORR
- Paul Withrington (PWi) – Transport Watch
- ORR Attendee1 – ORR1
- ORR Attendee2 – ORR2

**Meeting Notes**

	<b>Item</b>	<b>Lead</b>
12.00-12.05	<p>1. Welcome</p> <p>Attendees introduced themselves and FA outlined the purpose of the user group.</p>	FA
12.05-12.35	<p>2. Walk-through the new proposed navigation design</p> <p>FA explained the four main business objectives behind the re-design of the NRT Data Portal:</p> <ul style="list-style-type: none"> <li>- Transparency</li> <li>- User Experience</li> <li>- Increased Patronage</li> <li>- Gaining UKSA (United Kingdom Statistics Authority) Accreditation</li> </ul> <p>FA outlined the main features to the NRT Data Portal's new design. These include:</p> <ul style="list-style-type: none"> <li>- Rebranding</li> <li>- No registration required</li> <li>- Easy Navigation on top bar</li> <li>- Create own report replaces report wizard</li> <li>- Latest news section</li> <li>- Search function that includes directing users to external sides if the data can't be found on the NRT Data Portal.</li> <li>- Registered users can save reports and receive alerts.</li> </ul> <p>A question was asked whether the NRT Data Portal would be accessible on iPADS. FA &amp; ORR1 responded that ensuring the NRT Data Portal works on different formats will be included in</p>	FA

	<p>the developer's brief.</p> <p>One attendee asked when the re-designed NRT Data Portal is likely to go-live. FA stated that the aim is to have it go- live by December 2013 but recognises that some back and forth with developers is to be expected.</p> <p>A question was asked about when the next consultation with stakeholders would be taking place. FA answered stating that there were three public focus groups planned (subject to approved funding) in addition to the Rail Statistics Management Group (RSMG) being consulted.</p> <p>A final question was asked regarding the current ORR website and whether there were any plans for development. ORR1 replied that there were plans to do so throughout the year but would also include alterations to the staff intranet.</p>	
<p>12.55-13.10</p>	<p>3. Breakout sessions (group discussions on the new proposed design)</p> <p>There were three groups and each group were asked to consider the following questions.</p> <ol style="list-style-type: none"> <li>1. What features/ elements of the refresh do you think works well?</li> <li>2. What features/ elements of the refresh does not work well – were there any particular elements that make it more confusing?</li> <li>3. What about the language and labelling:           <ul style="list-style-type: none"> <li>• Is it clear what create your own report and Pre-created means?</li> </ul> </li> <li>4. Reports sidebar – does the positioning of that work – would you expect it on the left?</li> <li>5. Are there other areas that we've missed or need to improve?</li> </ol>	<p>All</p>
<p>13.10-13.40</p>	<p>4. Collated feedback from the groups are as follows</p> <ol style="list-style-type: none"> <li>1. Overall, the new design is better than the current design and all the groups from the breakout sessions liked the new design.</li> <li>2. The revised Home page (detailed) is preferred to the alternative Home page.</li> <li>3. Link indicator and data geography available - when using 'create your own reports', can we link the Category/Sub category/ Indicator fields to selected Operator/Location, for example, if a particular dataset is only available at Great Britain level (level 1), the level 2 and level 3 under select Operator/Location should be greyed out.</li> <li>4. Change the term <b>pre-created reports</b> as it's not clear what it means and not plain English.</li> <li>5. Re-define 'Other' category (under pre-created).</li> <li>6. Of the pre-created reports you should provide a break-down of e.g. Performance types.</li> <li>7. Where the break-down result in a longer list, use a drop-</li> </ol>	<p>All</p>

	<p>down box field for the categories.</p> <ol style="list-style-type: none"> <li>8. Group passenger and freight data under the same area/theme.</li> <li>9. Differentiate between tables and charts, for example, list all tables together and charts separately.</li> <li>10. Include dates when reports are published alongside the report.</li> <li>11. Password reset functionality does not work well. Ensure it's functional in the new design.</li> <li>12. Include a sitemap so you can see what the site holds.</li> <li>13. <b>Pre-created reports</b> (in the reports sidebar) should feature on the main page. This would suit the frequent user of the site who does not need to know about the NRT Data Portal or why they should register. This could perhaps use another box like the 'Why register?'</li> <li>14. They felt the 'Why register' was an improvement and is a benefit to site users.</li> <li>15. <b>Search results</b> – no results page: customise it depending on the search term (e.g. complaints) and link to the relevant external website page rather than to a generic page, under 'Alternatively, you may find the following websites useful'.</li> <li>16. Report is confusing when all you are doing is generating a table. Why not change to 'Data report' instead of having a 'Report' name.</li> <li>17. <b>Release dates</b> to be given more prominence [Webteam suggestion: move the release dates table to NRT Data Portal instead of main site]</li> <li>18. <b>Login/Register buttons</b> to be more prominent [Webteam suggest: this can be done with CSS styling, e.g. dark blue background with white bold text]</li> <li>19. Under Latest news, <b>Pre-release</b> (e.g. in the breadcrumb and wherever else it appears) should be renamed 'Previously released reports', as pre-release is can be confused with release to a limited number of organisations before final publication (pre-release publication).</li> <li>20. Decide on whether re-design is for a new and occasional users or the regular user. The home page will reflect.</li> <li>21. Alerts and my saved reports – liked how this is personalised.</li> <li>22. Under contact us, the reference to the hyperlink is a bit confusing.</li> <li>23. You say your site will contain links to the sources in other web sites. That may create a nightmare since those other sites will, over time, change the links or rub the data out altogether. One way round that may be to import the relevant data into the ORR site.</li> <li>24. What is meant by official statistics? Implies others are unofficial.</li> <li>25. Rather have the titles on the left than the right to improve consistency.</li> <li>26. Add hyperlink on alternative homepage for the words browse and search.</li> <li>27. Better ordering of reports.</li> </ol>	
--	---	--

	<p>28. More sub categories below titles on the right.                  29. Might be worth publishing a list of statistics that other organisations produce.</p>	
13.40-13.50	<p>5. Uses of data</p> <p>PM informed attendees that in order to be able to comply with UKSA accreditation certain data sets will be published on a quarterly rather than periodic basis. Attendees stated that they were happy for the data releases to occur on a quarterly basis but were careful to emphasise that they were not in a position to speak on behalf of the whole industry. One attendee did state that they do look at periodic data but only on an ad-hoc basis and could access that data through the quarterly release.</p> <p>Several comments were made by attendees regarding the data that ORR publishes.</p> <ul style="list-style-type: none"> <li>- More emphasis should be given to notes in data for example defining capital/grants.</li> <li>- Categorisation of international freight could be looked at.</li> <li>- Extension of time series.</li> <li>- Table numbering.</li> </ul>	PM
13.50-13.55	<p>6. Next steps</p> <p>FA reminded attendees that three public focus groups were planned (subject to funding) following which RSMG will be updated.</p>	FA
13.55-14.00	<p>7. AOB</p> <p>No matters to discuss.</p>	All
14.00	<p>8. Close</p>	