

NRT Portal Survey – September 2011

Early in September, we created an online survey for the NRT Portal that could be completed by our subscribed users and users of the ORR website. The NRT Portal survey ran from 14 September to 30 September 2011.

We intended to use the results of the survey to obtain feedback on the use of the NRT Portal and to inform future enhancements of the NRT Portal. Additionally, the results of the survey would assist us with prioritising the introduction and roll-out of new datasets.

The collated results and the key findings are below.

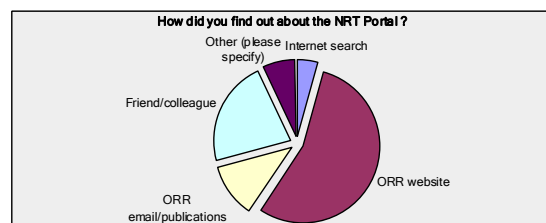
Survey summary

- **Size of sample:** the number of respondents to the survey was 47
- **Results by questions:**
 - In Q1 to Q3, we requested for optional information, for example, name, email address, and this information has not been grouped.
 - The results for Q4 to Q19 are grouped below.
 - In Q20 to Q22, we requested for suggestions on how to improve the functionality, improvements / additions to the statistics available and for further comments. The feedback in this section is captured within the key findings section.

Q4 to Q19 summary

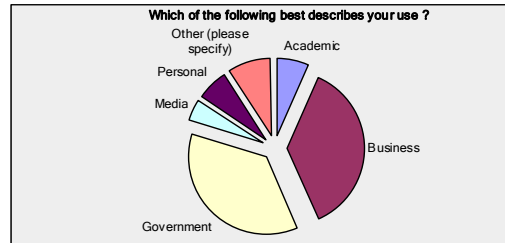
Q4: How did you find out about the NRT Portal? (Most registered users found out from ORR website)

How did you find out about the NRT Portal ?		
Answer Options	Response Percent	Response Count
Internet search	4.5%	2
ORR website	54.5%	24
ORR email/publications	11.4%	5
Friend/colleague	22.7%	10
Other (please specify)	6.8%	3
Other (please specify)		3
<i>answered question</i>		44
<i>skipped question</i>		3



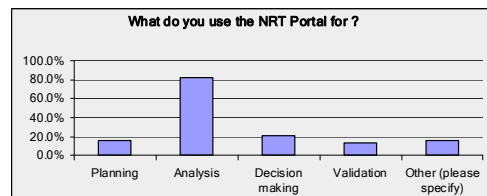
Q5: Which of the following best describes your use? (Most registered users are business and government users)

Which of the following best describes your use ?		
Answer Options	Response Percent	Response Count
Academic	6.8%	3
Business	36.4%	16
Government	36.4%	16
Media	4.5%	2
Personal	6.8%	3
Other (please specify)	9.1%	4
Other (please specify)		5
answered question		44
skipped question		3



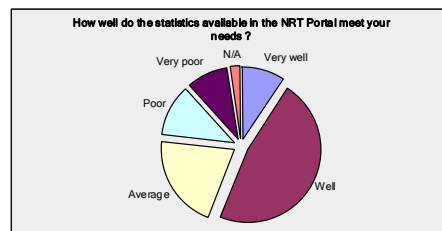
Q6: What do you use the NRT Portal for? (Mostly used for Analysis)

What do you use the NRT Portal for ?		
Answer Options	Response Percent	Response Count
Planning	16.3%	7
Analysis	81.4%	35
Decision making	20.9%	9
Validation	14.0%	6
Other (please specify)	16.3%	7
Other (please specify)		6
answered question		43
skipped question		4



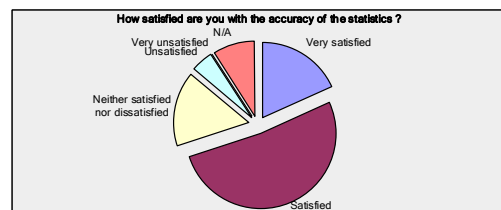
Q7: How well do the statistics available in the NRT Portal meet your needs? (Total positive rating = 55.8%)

How well do the statistics available in the NRT Portal meet your needs ?		
Answer Options	Response Percent	Response Count
Very well	9.3%	4
Well	46.5%	20
Average	20.9%	9
Poor	11.6%	5
Very poor	9.3%	4
N/A	2.3%	1
If it does not meet your needs, please describe how the statistics in the NRT Portal could be improved		15
answered question		43
skipped question		4



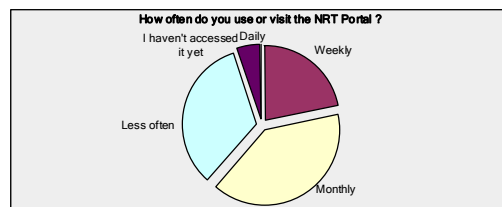
Q8: How satisfied are you with the accuracy of the statistics? (Total positive rating = 69.8%)

How satisfied are you with the accuracy of the statistics ?		
Answer Options	Response Percent	Response Count
Very satisfied	18.6%	8
Satisfied	51.2%	22
Neither satisfied nor dissatisfied	16.3%	7
Unsatisfied	4.7%	2
Very unsatisfied	0.0%	0
N/A	9.3%	4
Comments		5
answered question		43
skipped question		4



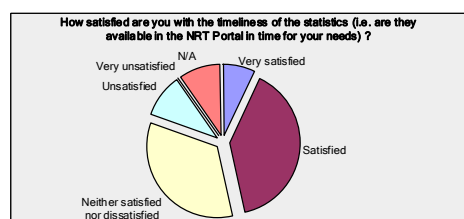
Q9: How often do you use or visit the NRT Portal? (The average visit is monthly)

How often do you use or visit the NRT Portal ?		
Answer Options	Response Percent	Response Count
Daily	0.0%	0
Weekly	22.0%	9
Monthly	39.0%	16
Less often	34.1%	14
I haven't accessed it yet	4.9%	2
Comments		2
<i>answered question</i>		41
<i>skipped question</i>		6



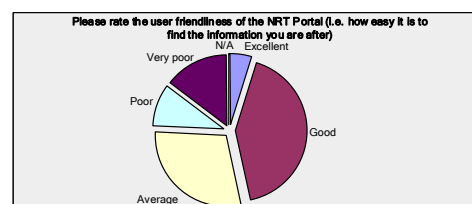
Q10: How satisfied are you with the timeliness of the statistics (i.e. are they available in the NRT Portal in time for your needs)? (Total positive rating = 46.3%)

How satisfied are you with the timeliness of the statistics (i.e. are they available in the NRT Portal in time for your needs) ?		
Answer Options	Response Percent	Response Count
Very satisfied	7.3%	3
Satisfied	39.0%	16
Neither satisfied nor dissatisfied	34.1%	14
Unsatisfied	9.8%	4
Very unsatisfied	0.0%	0
N/A	9.8%	4
Comments		4
<i>answered question</i>		41
<i>skipped question</i>		6



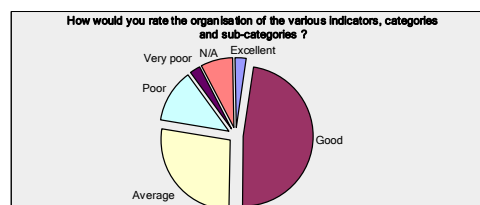
Q11: Please rate the user friendliness of the NRT Portal (i.e. how easy it is to find the information you are after) (Total positive rating = 46.4%)

Please rate the user friendliness of the NRT Portal (i.e. how easy it is to find the information you are after)		
Answer Options	Response Percent	Response Count
Excellent	4.9%	2
Good	41.5%	17
Average	29.3%	12
Poor	9.8%	4
Very poor	14.6%	6
N/A	0.0%	0
Comments		8
<i>answered question</i>		41
<i>skipped question</i>		6



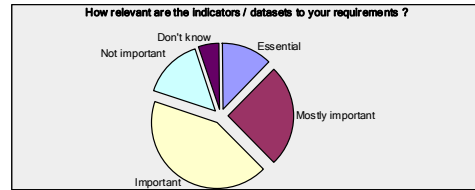
Q12: How would you rate the organisation of the various indicators, categories and sub-categories? (Total positive rating = 50.0%)

How would you rate the organisation of the various indicators, categories and sub-categories ?		
Answer Options	Response Percent	Response Count
Excellent	2.5%	1
Good	47.5%	19
Average	27.5%	11
Poor	12.5%	5
Very poor	2.5%	1
N/A	7.5%	3
Comments		4
<i>answered question</i>		40
<i>skipped question</i>		7



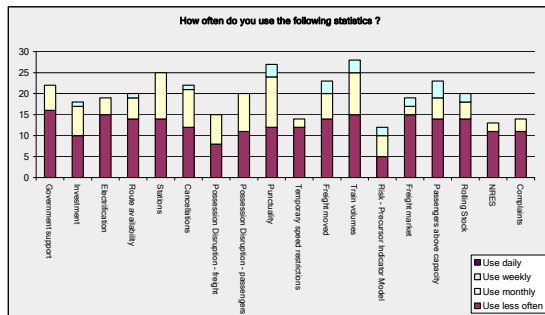
Q13: How relevant are the indicators / datasets to your requirements?

How relevant are the indicators / datasets to your requirements ?			
Answer Options	Response Percent	Response Count	
Essential	12.5%	5	
Mostly important	25.0%	10	
Important	42.5%	17	
Not important	15.0%	6	
Don't know	5.0%	2	
Comments		2	
			answered question
			40
			skipped question
			7



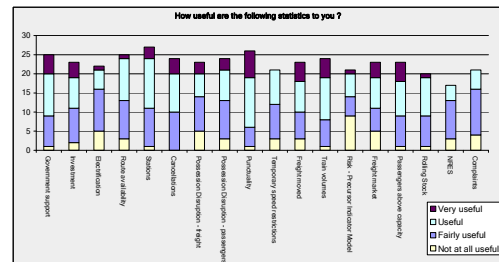
Q14: How often do you use the following statistics? (Frequency shows usage at more than a month with train volumes and punctuality accessed the most)

How often do you use the following statistics ?					
Answer Options	Use daily	Use weekly	Use monthly	Use less often	Response Count
Government support	0	0	6	16	22
Investment	0	1	7	10	18
Electrification	0	0	4	15	19
Route availability	0	1	5	14	20
Stations	0	0	11	14	25
Cancellations	0	1	9	12	22
Possession Disruption - freight	0	0	7	8	15
Possession Disruption - passengers	0	0	9	11	20
Punctuality	0	3	12	12	27
Temporary speed restrictions	0	0	2	12	14
Freight moved	0	3	6	14	23
Train volumes	0	3	10	15	28
Risk - Precursor Indicator Model	0	2	5	5	12
Freight market	0	2	2	15	19
Passengers above capacity	0	4	5	14	23
Rolling Stock	0	2	4	14	20
NRES	0	0	2	11	13
Complaints	0	0	3	11	14



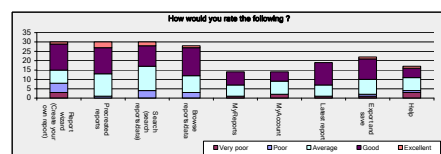
Q15: How useful are the following statistics to you? (Stations and punctuality are reports found most useful)

How useful are the following statistics to you ?					
Answer Options	Very useful	Useful	Fairly useful	Not at all useful	Response Count
Government support	5	11	8	1	25
Investment	4	8	9	2	23
Electrification	1	5	11	5	22
Route availability	1	11	10	3	25
Stations	3	13	10	1	27
Cancellations	4	10	10	0	24
Possession Disruption - freight	3	6	9	5	23
Possession Disruption - passengers	3	8	10	3	24
Punctuality	7	13	5	1	26
Temporary speed restrictions	0	9	9	3	21
Freight moved	5	8	7	3	23
Train volumes	5	11	7	1	24
Risk - Precursor Indicator Model	1	6	5	9	21
Freight market	4	8	6	5	23
Passengers above capacity	5	9	8	1	23
Rolling Stock	1	10	8	1	20
NRES	0	4	10	3	17
Complaints	0	5	12	4	21



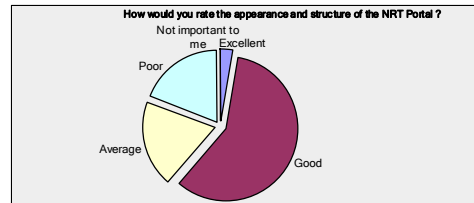
Q16: How would you rate the following?

How would you rate the following ?						
Answer Options	Excellent	Good	Average	Poor	Very poor	Response Count
Report wizard (Create your own report)	1	14	7	5	3	30
Precreated reports	3	14	12	1	0	30
Search (search reports/data)	2	11	13	4	0	30
Browse reports/data	1	15	9	3	0	28
MyReports	0	7	6	0	1	14
MyAccount	0	5	7	0	2	14
Latest report	0	12	6	0	1	19
Export and save	1	11	8	1	1	22
Help	1	5	7	1	3	17



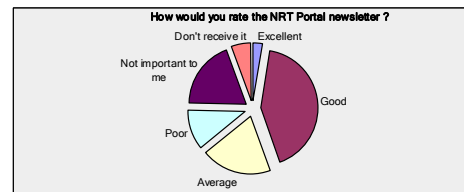
Q17: How would you rate the appearance and structure of the NRT Portal?
(Total positive rating = 61.1%)

How would you rate the appearance and structure of the NRT Portal ?		
Answer Options	Response Percent	Response Count
Excellent	2.8%	1
Good	58.3%	21
Average	19.4%	7
Poor	19.4%	7
Not important to me	0.0%	0
Comments		2
<i>answered question</i>		36
<i>skipped question</i>		11



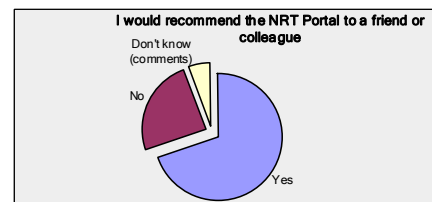
Q18: How would you rate the NRT Portal newsletter? (Total positive rating = 44.5%)

How would you rate the NRT Portal newsletter ?		
Answer Options	Response Percent	Response Count
Excellent	2.8%	1
Good	41.7%	15
Average	19.4%	7
Poor	11.1%	4
Not important to me	19.4%	7
Don't receive it	5.6%	2
Comments		1
<i>answered question</i>		36
<i>skipped question</i>		11



Q19: I would recommend the NRT Portal to a friend or colleague (Total positive rating = 69.4%)

I would recommend the NRT Portal to a friend or colleague		
Answer Options	Response Percent	Response Count
Yes	69.4%	25
No	25.0%	9
Don't know (comments)	5.6%	2
Comments		5
<i>answered question</i>		36
<i>skipped question</i>		11



Key findings

The summary in this section has been collated from suggestions on how to improve the functionality, improvements / additions to the statistics available and other comments made by respondents to the survey.

While we received lots of feedback on the quality of the NRT Portal we feel we need more information from users on how the functionality can be improved to address respondents' comments. ORR will therefore establish a user group of NRT Portal users, which will be consulted and involved throughout the deployment of any functional changes.

Key finding	Deadline	ORR comments
1. User friendliness - apply improvements that aid user familiarity and the interface of NRT Portal.	31 March 2012	We will improve the layout and navigation of the site, in line with feedback from user group sessions.
2. Better/clearer signposting - make clearer what datasets are available, the periods they cover and where they can be found.	31 March 2012	We will include more detail on the timeliness of datasets and consult the user group on how best to display this information.
3. Better keyword searches – provide searchable items that are non-jargonistic and do not rely on industry knowledge to use.	31 December 2011	We will add keywords to all datasets, enabling more powerful and easier searching. Again, we will seek view from the user group
4. Newsletter - to improve the quality of the newsletter.	Ongoing	We have sought feedback on each and every newsletter to-date, but we will make our request for feedback more explicit in future versions and act on all feedback received.
5. Automated logouts – to investigate how the automatic logout time can be increased from five minutes.	31 December 2011	We will assess the security requirements associated with the five minute logout limit, with the intention of extending / abolishing it
6. Disaggregated data: provide finer granular data, for example, route, regional, freight operator	Ongoing	We will continue to liaise with data providers with a view to providing more granular data. We will seek

and safety data.		advice on what datasets should be provided at more granular levels, from the user group and ensure that this aligns with our proposed transparency strategy.
7. Report wizard – improve the report wizard functionality.	TBC	We will liaise with the user group and our technical providers, to determine how best to improve the functionality and layout of the report wizard
8. Notes - provide better methodology notes, for example, an explanation where franchise operators have changed within the time series.	31 December 2011	We will review all notes and sources, to ensure we have defined all measures and provide appropriate methodologies. We will consult our user group to check the notes are thorough.
9. Greater timeliness – provide information on when datasets are going to be updated and confirmation of when these have been uploaded.	31 March 2012	If technically feasible, we will introduce functionality that automatically emails users when saved datasets have been updated.
10. Registration – investigate the possibility of using the NRT Portal without having to register.	N/A	To make improvements to the data portal, we need to know who the users are and obtain their feedback. Therefore, we require users to register to understand who uses the system and why, and to communicate to users via newsletters and other channels. For those users who do not wish to register, we have made pre-created reports accessible. .

- The NRT Portal will be updated as the key findings are delivered.