

ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future



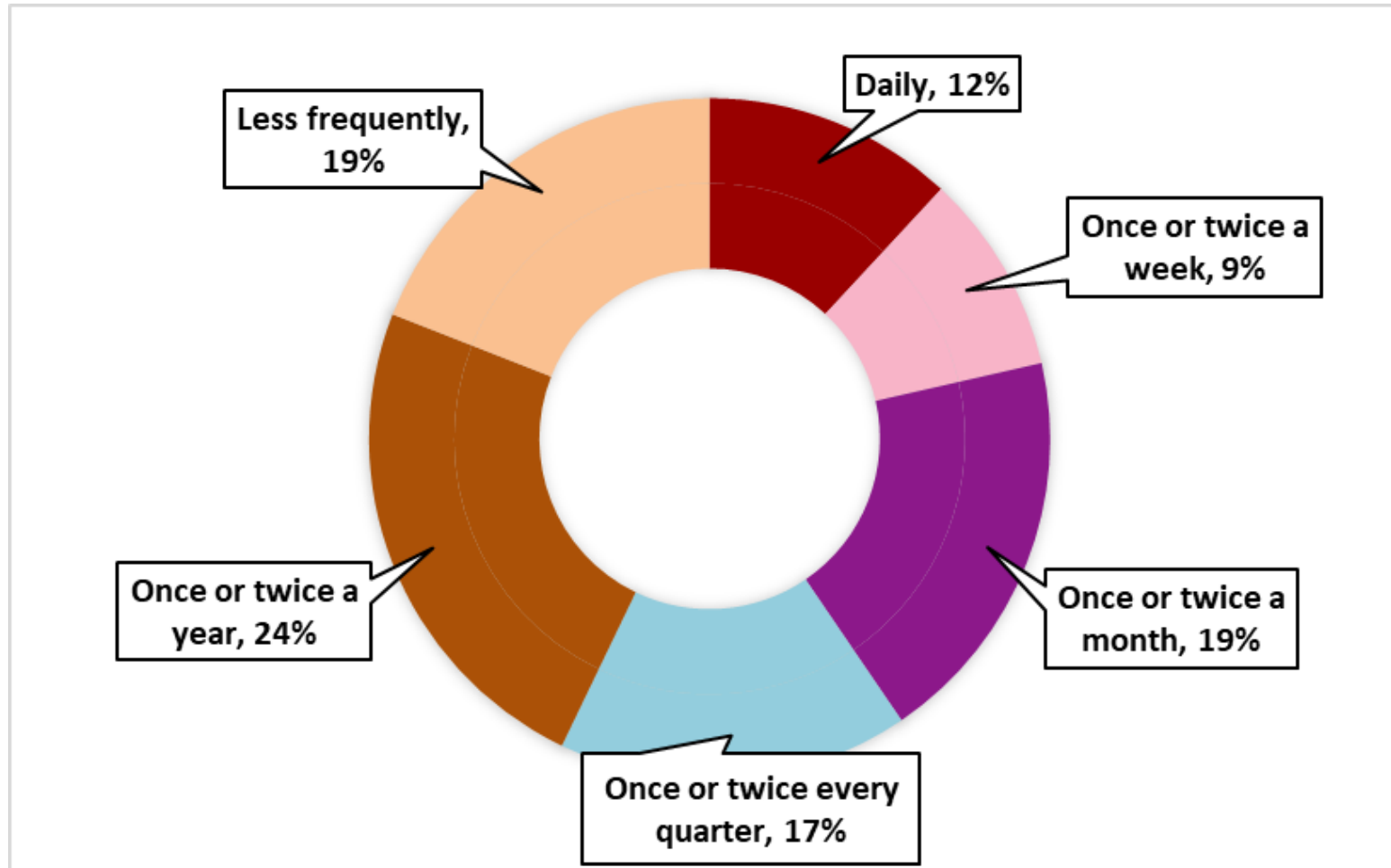
ORR Data Portal: User Engagement Survey results

July 2020

Survey overview

- The purpose of the survey was to gather feedback on the Office of Rail and Road's (ORR) new [Data Portal](#), which was launched in July 2019. The Data Portal now includes the statistical releases, data tables and all supplementary material, and groups related publications by themes.
- The survey ran from 14th January to 16th April 2020, and there were 42 respondents who answered our online questionnaire.
- The previous survey was conducted in April 2017, and where possible we have compared findings between the two surveys.

Frequency of access to the data portal



40% of respondents access the data portal monthly or more

Q. How often do you access the ORR Data Portal?

Most used statistics

Rank	Statistic	Percentage
1	Estimates of station usage	63%
2	Passenger rail performance	54%
3	Passenger rail usage	49%
4=	Rail industry key statistics	32%
4=	TOC key statistics	32%
6	Rail safety	29%
7	Freight rail usage and performance	27%
8	Rail statistics compendium	24%
9	Rail fares index	22%
9	Regional rail usage	22%
11=	Delay compensation claims	20%
11=	Disabled Persons Railcards (DRPC)	20%
13=	Passenger rail service complaints	17%
13=	Rail emissions	17%
15=	Passenger assistance	12%
15=	Rail infrastructure and assets	12%
17=	Occupational health	10%
17=	Rail investment and subsidies	10%



Q. We would like to know which ORR statistics you use. Please select those that you have accessed on the Data Portal.
(multiple response)

Other themes/topics requested from users

Detail on number of tickets sold

Connectivity (ease of getting to train station, number of locations served by train station)

Line loads, along line of route

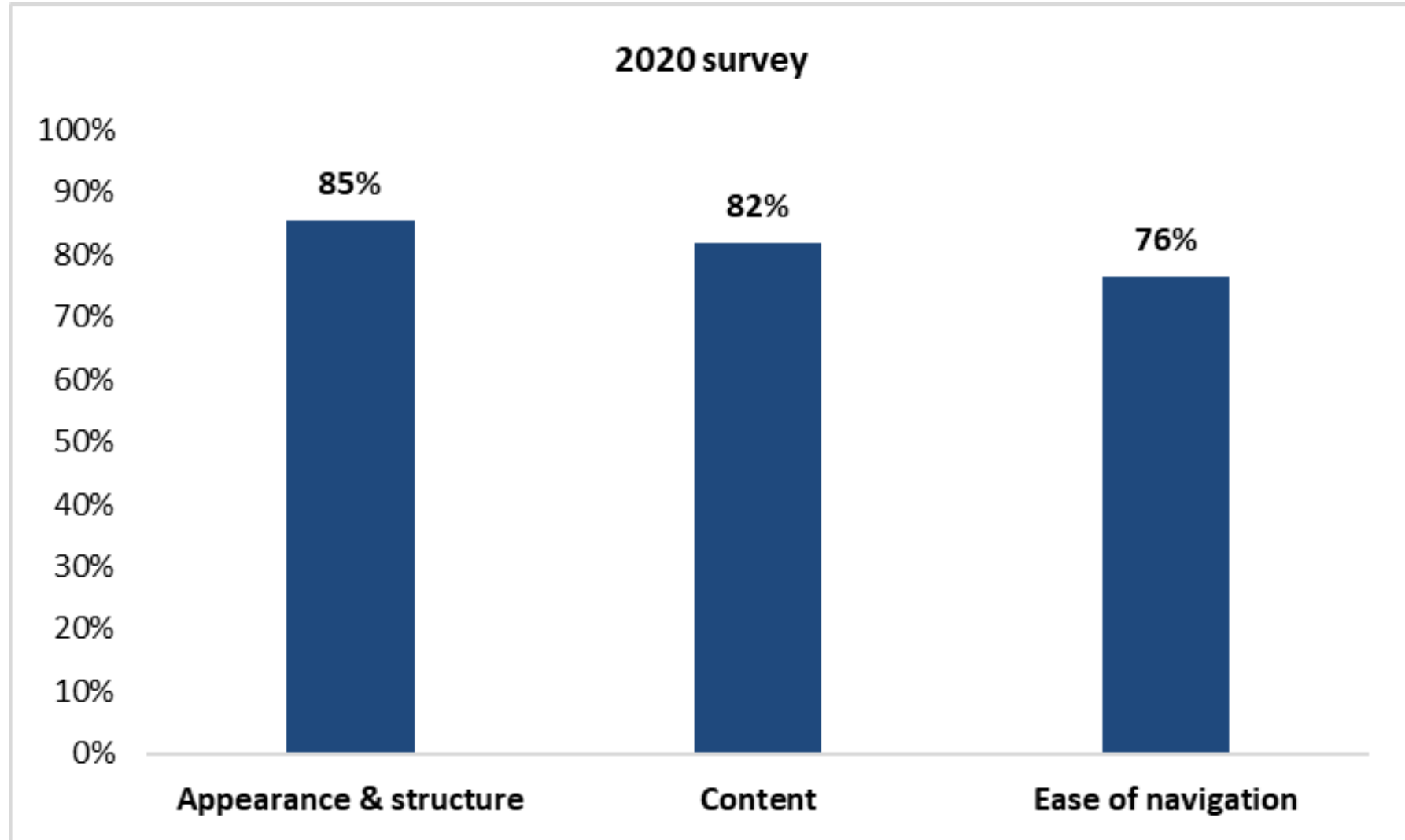
Comparison of national performance and TOC performance on specific routes

More sub-TOC level data (service group, route)

Rail workforce (salary, pensions, strike days)

Origin/Destination usage data Number of train services between A and B (timetable analysis)

Data Portal rating – Excellent / Good

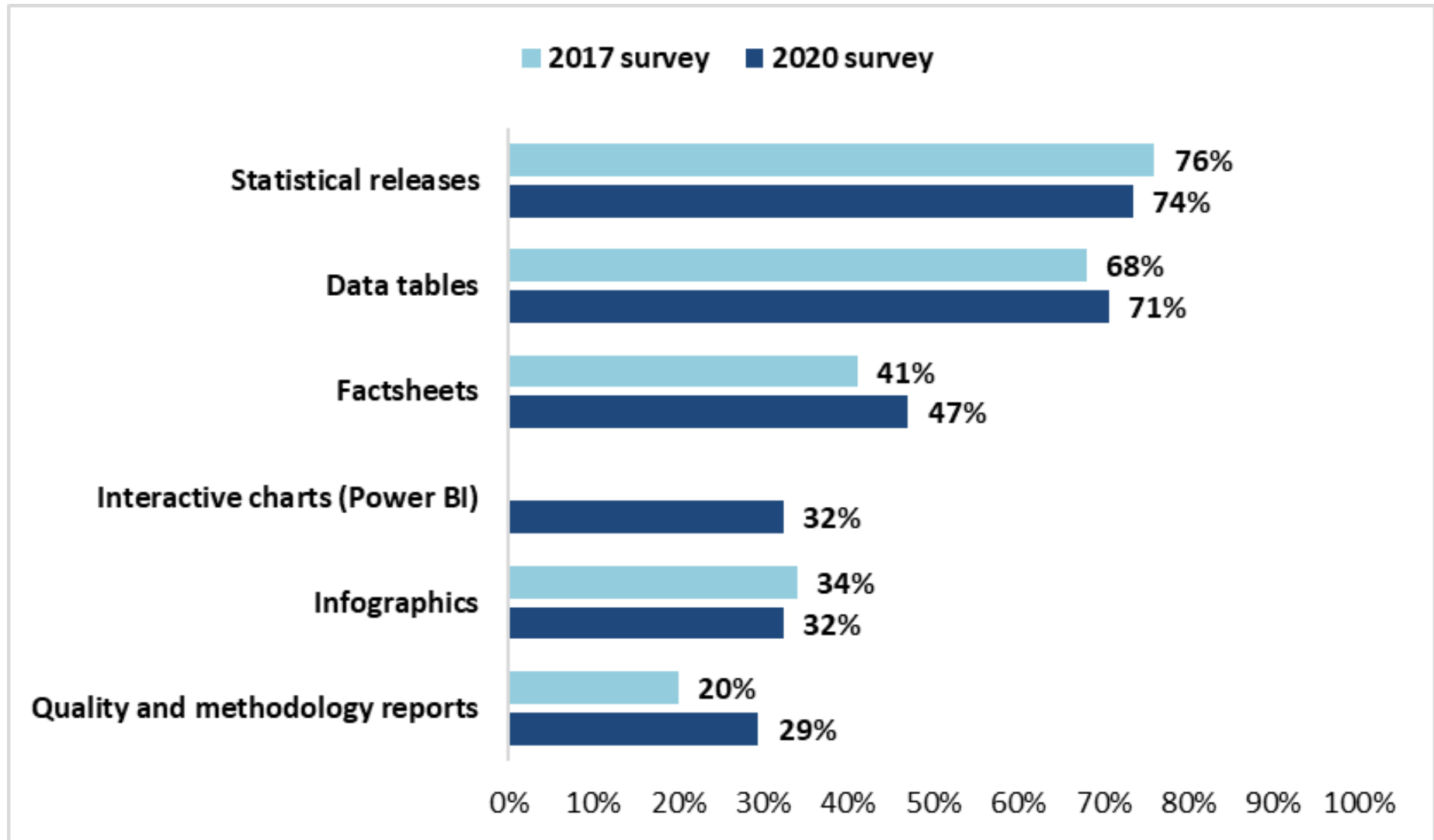


Q. How would you rate the Data Portal in terms of: Appearance & structure; Content; Ease of navigation

Data portal – what did users ask for

- Simplify table names
- Option for users to select the variables they need in a table
- Download data from PowerBI visuals
- Option to zoom all graphics on mobile
- Export data in the form of CSVs
- Variety of interlinked stats – able to navigate more easily and see links on pages as well as now (mainly via menu)
- Make it easier to find related materials or reports, including from outside of ORR
- Build stronger links to the policy context of the statistics
- Comparison of route performance metrics

What outputs are used



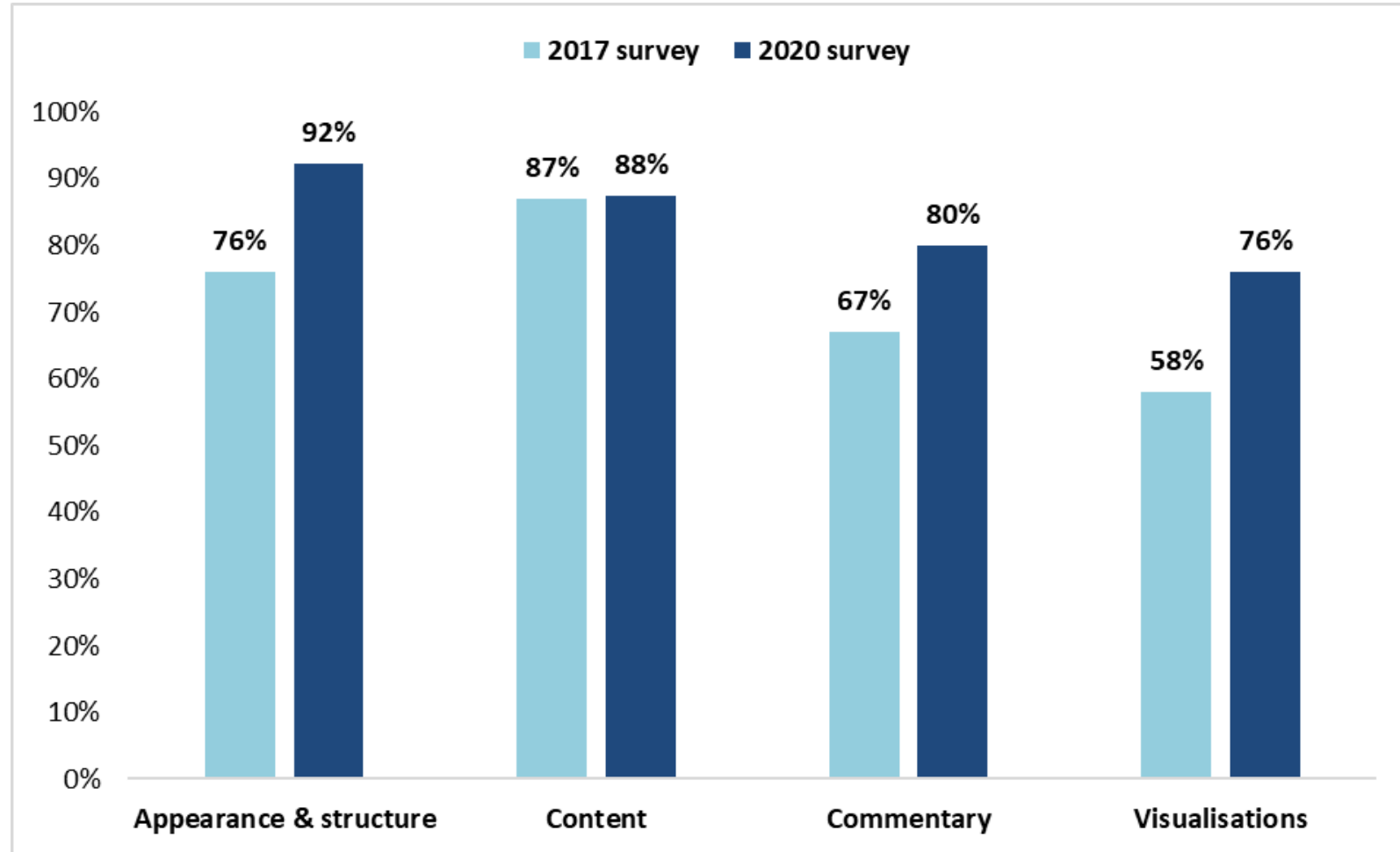
Q. Which of the following do you use? (tick all that apply)

Ratings of our outputs & any improvements

- The following slides show the ratings our users gave to each of our output types:
 - statistical releases,
 - data tables,
 - factsheets,
 - interactive charts (PowerBI),
 - Infographics,
 - Quality & methodology reports

- And any improvements they would like to see made to them

Statistical releases rating – Excellent / Good



Q. If you use any Statistical release(s), how would you rate them in terms of: Appearance & structure; Content; Commentary; Visualisations

Statistical releases – what did users ask for

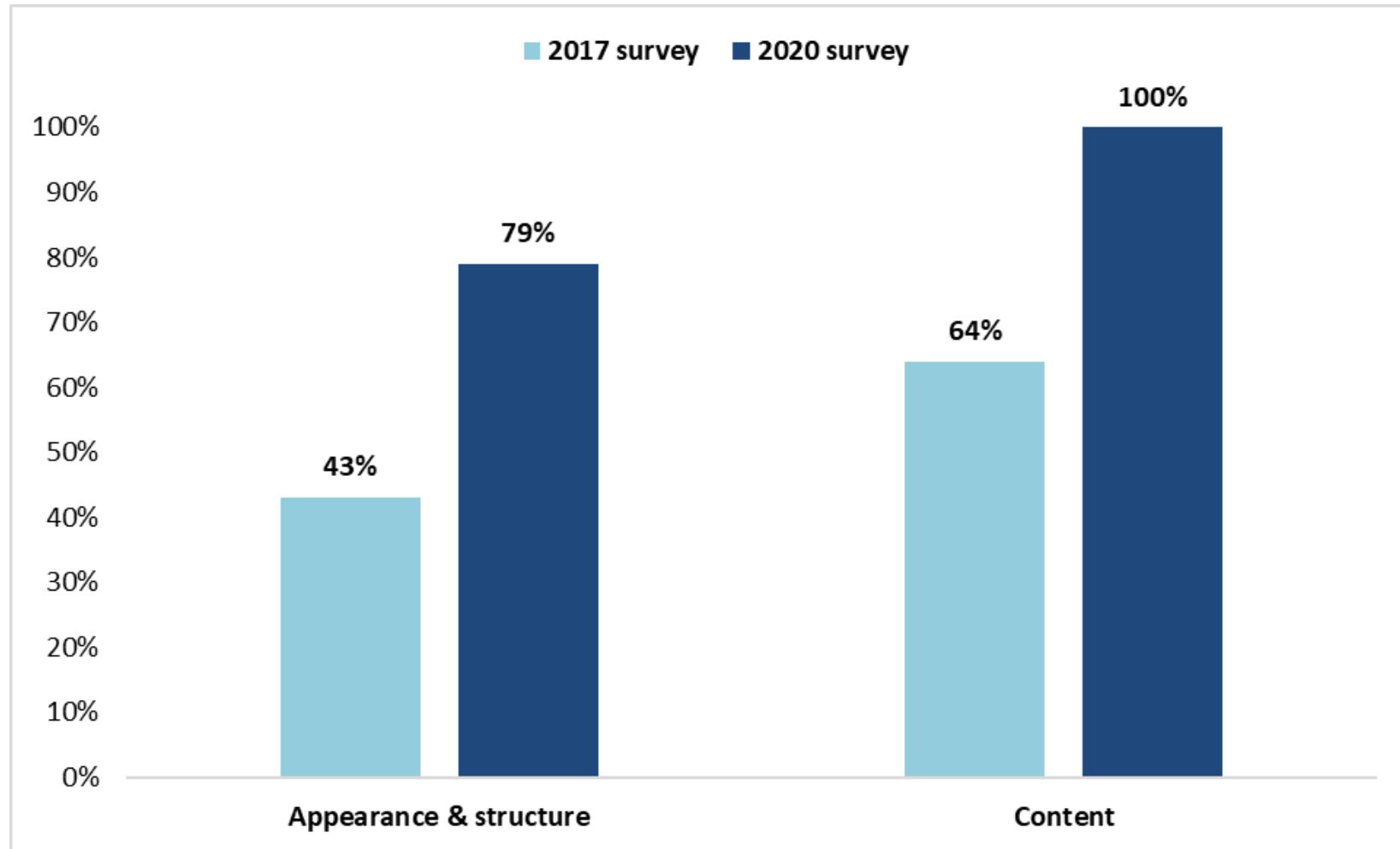
Better indexing

More pictures

Translate text into
speech for people with
hearing loss

Less pictures

Data tables rating – Excellent / Good



Q. If you use Data tables, how would you rate them in terms of: Appearance & structure; Content

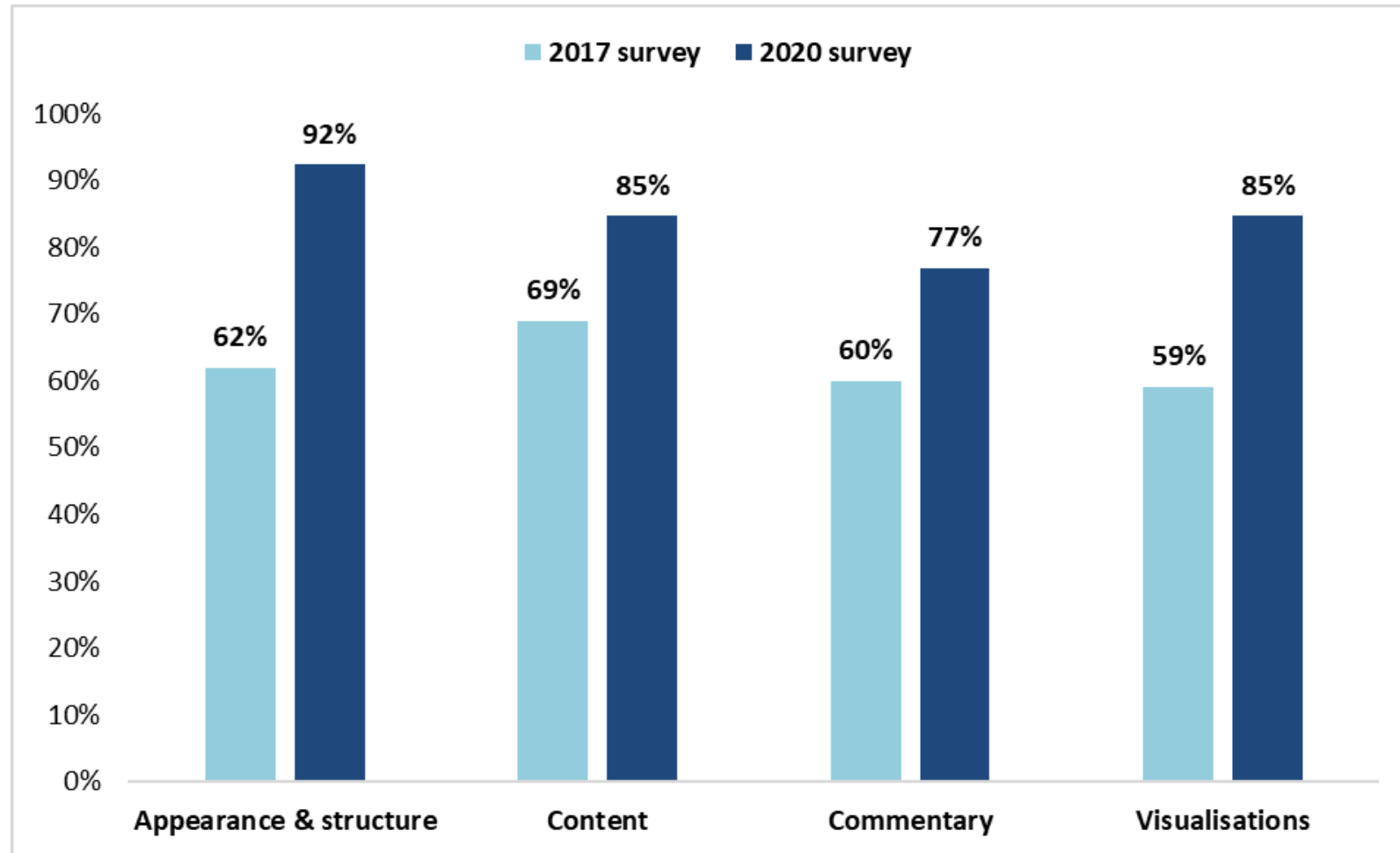
Data tables – what did users ask for

make accessible by Data feed, exclude metadata from export

Facilitate option to sort and filter

Many tables have hidden or merged columns making them tricky to analyse

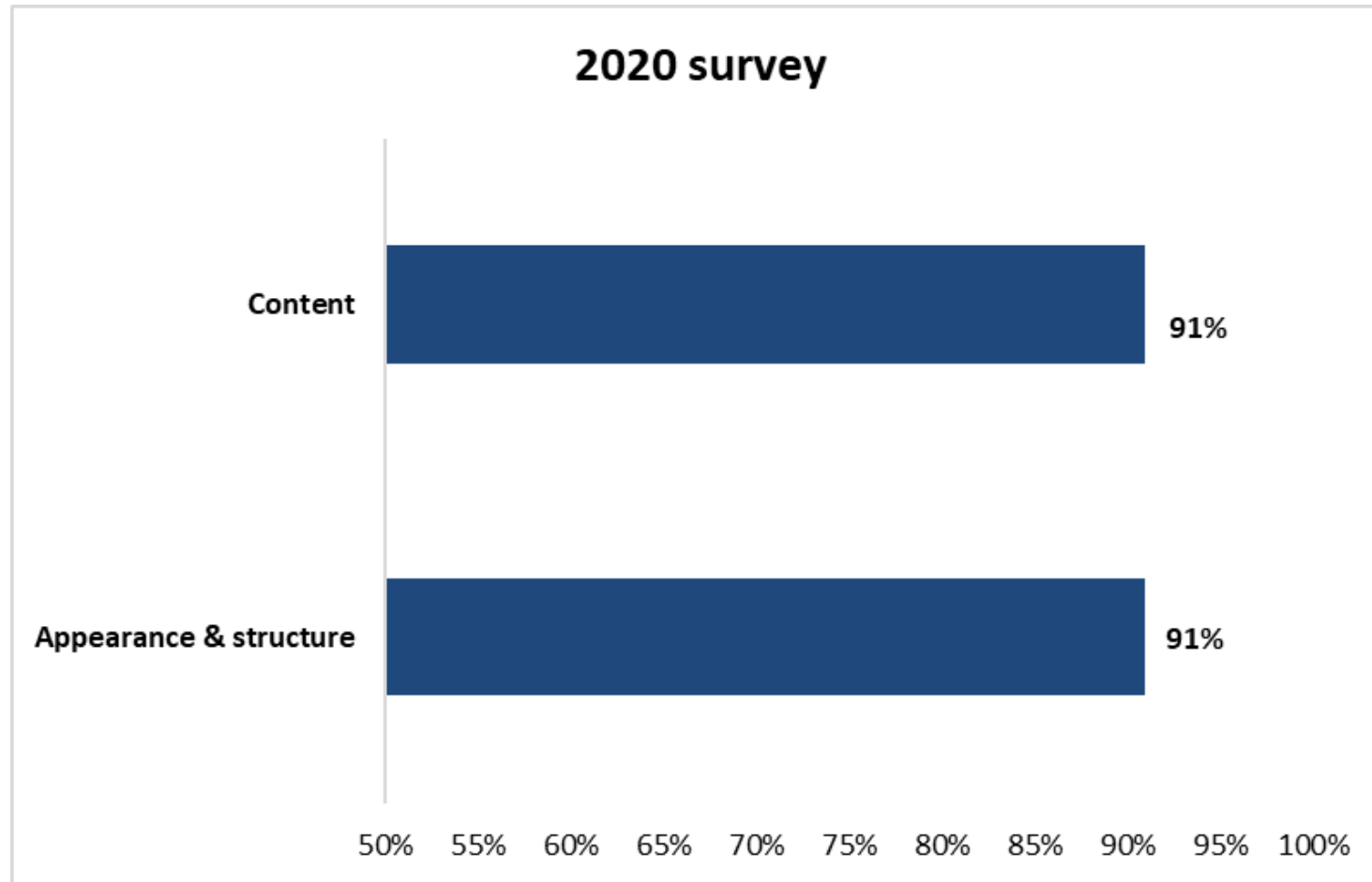
Factsheets rating – Excellent / Good



No comments were provided for further improvements

Q. If you use any factsheet(s), how would you rate them in terms of: Appearance & structure; Content; Commentary; Visualisations

Interactive charts (PowerBI) – Excellent / Good

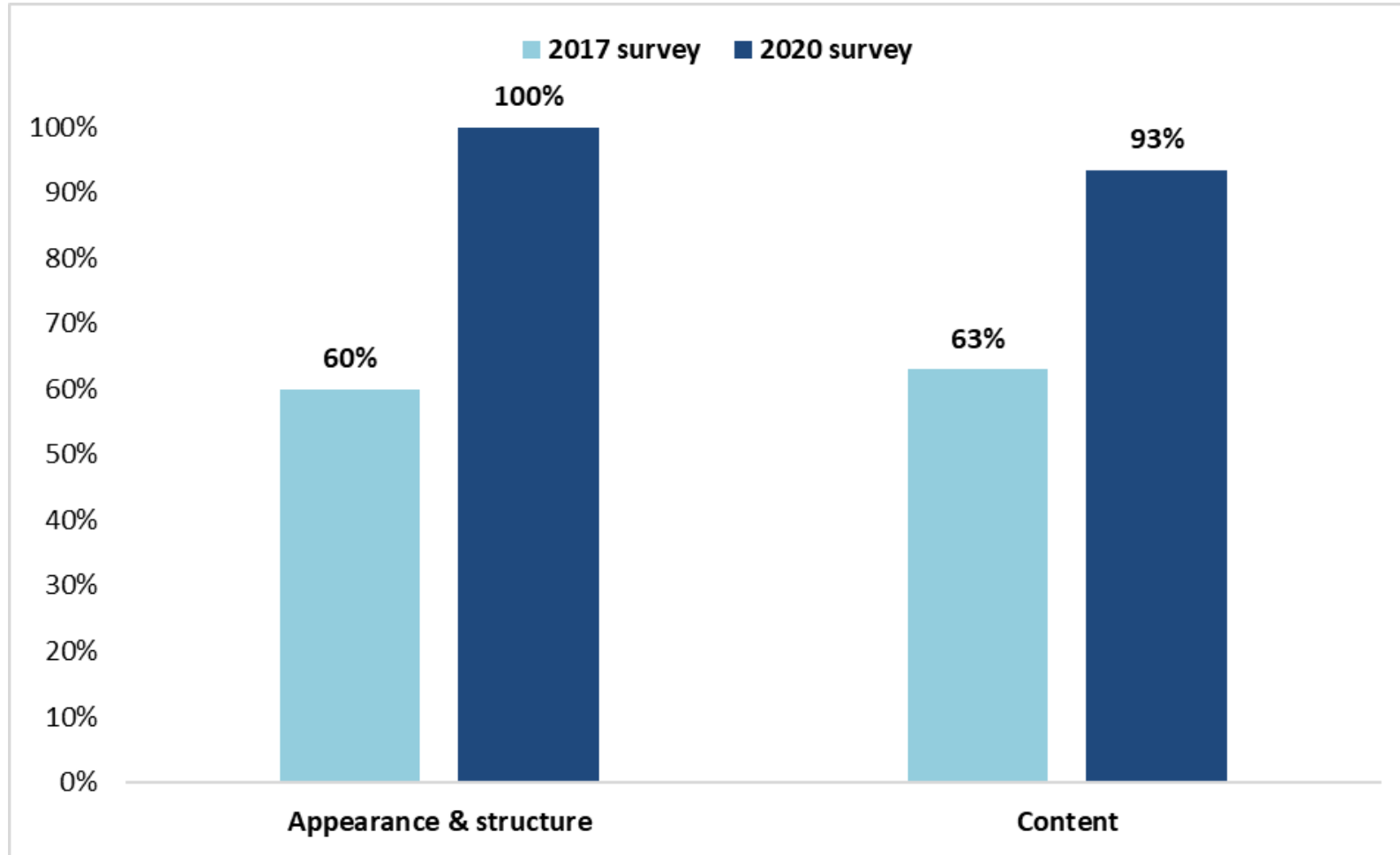


Users asked for:

Option to download data from PowerBI visuals

Q. If you use interactive charts (PowerBI), how would you rate them in terms of: Appearance & structure; Content

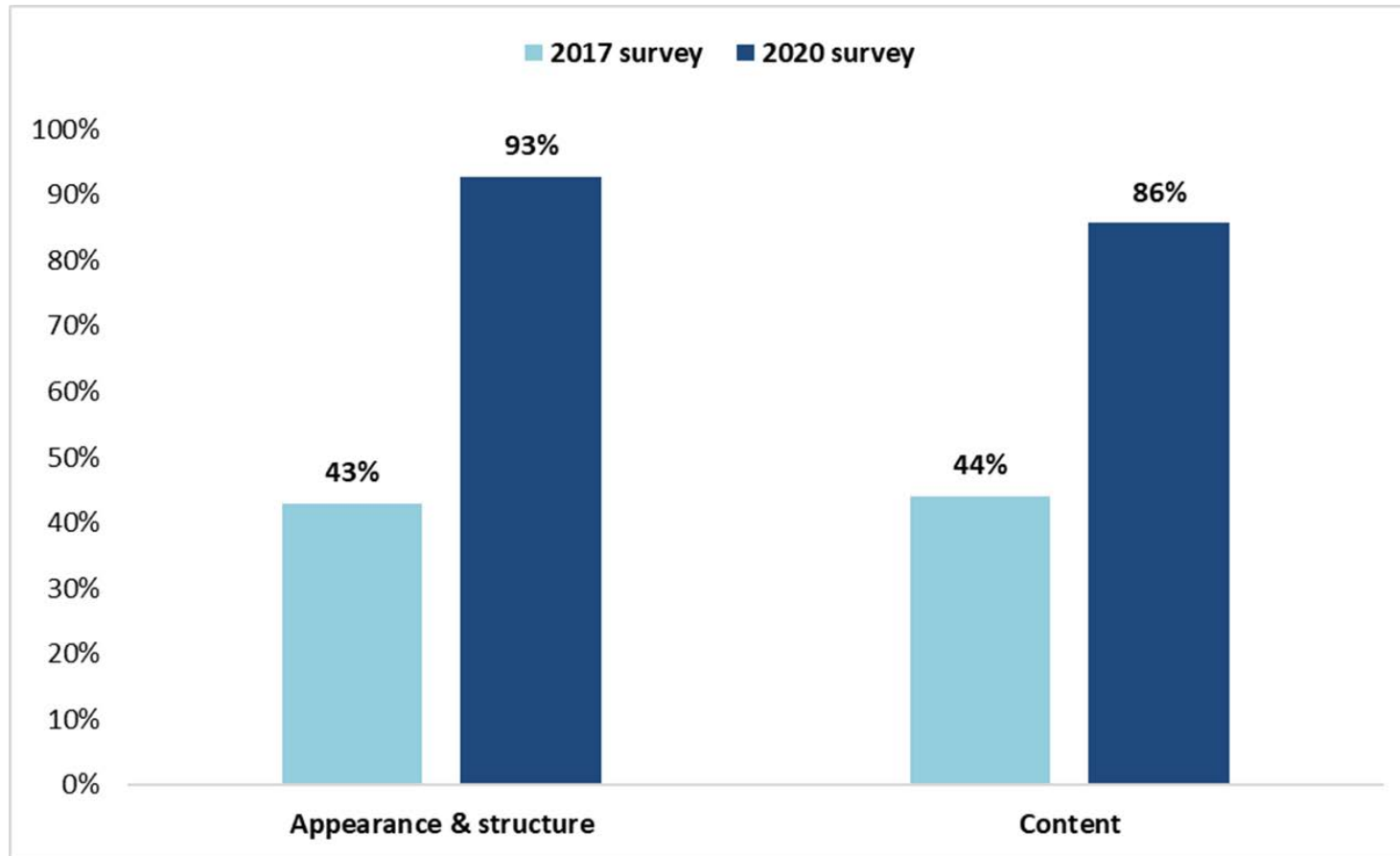
Infographics rating – Excellent / Good



No comments were provided for further improvements

Q. If you use any infographics, how would you rate them in terms of: Appearance & structure; Content

Quality and Methodology reports rating – Excellent / Good



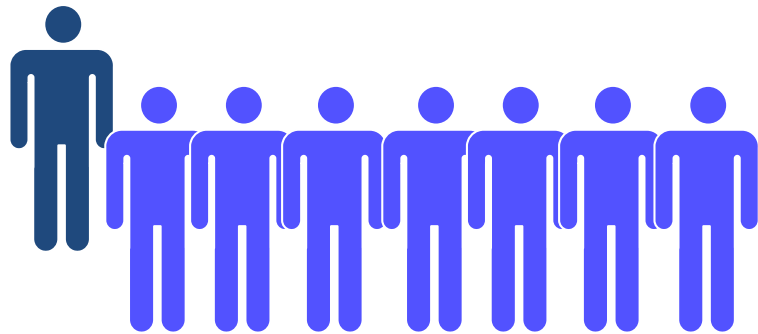
Users asked for:

Specific information is quite hard to find

Q. If you use Quality and methodology report(s), how would you rate them in terms of: Appearance & structure; Content

ORR Data Portal – Registration process

- Only data suppliers and dutyholders need to register to the Data Portal to supply data or use our online RIDDOR* form.
- 8 out of the 42 respondents are registered to the Data Portal



1 respondent said they found the registration process very straightforward and the other 7 said it was fairly straightforward

- 3 respondents used RIDDOR and/or file upload, and all of them found it fairly straightforward

*RIDDOR: [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013](#)

Q. Have you registered to the ORR Data Portal?

Q. How did you find the registration process?

How are we going to use these survey results?

- We will publish an action plan with timelines based on the user survey feedback and confirm which changes we will be implementing and when.
- One example we are taking forward already is simplifying the titles on the data tables which will be rolled out fully for the next set of statistical releases (the Quarter 1 2020-21 releases).
- We have also started investigating the use of HTML for publishing our outputs.
- Alongside the action plan we will also work on the recommendations from the Office for Statistics Regulation [compliance check](#), e.g. review of jargon and suitability of charts. This will be part of a full internal review of all our statistical releases and factsheets.
- We are also working on accessibility and will be compliant with the new guidelines due in September.