

**NIR-ONLINE
SURVEY RESULTS**

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AMENDMENTS

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1 EXECUTIVE SUMMARY

NIR-Online was launched to over 150 companies and 1500 individual users in February 2006. The software is a web based system for the raising and distribution of National Incident Reports (NIRs) within the UK Rail Industry.

The NIR-Online survey was commissioned by the NIR-Online System Management Group (SMG) with the aim to find what kind of experience users have had when using NIR-Online and also to obtain feedback from users about suggested improvements.

Based on the results of the survey most users found the experience of NIR-Online to be more than acceptable to perform their duties and found the site easy to use. Only a small percentage of users found a problem in the day to day usage of NIR-Online; most of these problems were very basic and trivial issues. These were down to either personal preference or lack of exposure to certain practices and policies (such as password expiration timescales).

The results confirm anecdotal positive feedback from users obtained by the NIR-Online SMG and Interfleet Technology that the application fulfils and surpasses the needs of Railway Group Standard GM/RT8250.

Of the users who responded in a negative way to the questions presented to them as part of the survey only a very small number actually commented on why it was they had responded in such a way and what improvements they could actually recommend or would like to see as a result.

The number of users who took time to take part in the survey was relatively low at only 88 users. The system has a total of 1326 users yet only 625 users logged on during the time period the survey was active. Ideally, a larger user response rate would be required to give a more representative point of view.

2 INTRODUCTION

NIR-Online was launched to over 150 companies and 1500 individual users on the 26th February 2006. The software is a web based system used for the raising and distribution of National Incident Reports (NIRs) within the UK Rail Industry.

The NIR-Online survey aimed to find what kind of experience users have had when using NIR-Online and also to find out if any suggestions for improvement could be made by the users.

The survey was deployed with the intention of using the results and feedback to improve NIR-Online and help prioritise its future development.

3 METHOD

To collect the views and opinions of NIR-Online's users, an online survey was created that would allow users of the system to answer a series of 6 questions. The questions were all multiple choice questions to ensure that the results of the survey could be normalised to draw conclusions. Users were allowed to add comments after every question to allow further information and suggestions to be supplied.

3.1 CONSTRAINTS

3.1.1 Time

The survey was launched on 25th June 2008 and was closed on 31st August 2008 allowing 68 days during which the survey was available. This time window for the survey particularly over the summer months may have contributed to the low feedback rate.

3.1.2 Participation

Users were only allowed to take part and answer the survey once.

4 RESULTS

4.1 OVERVIEW

At the time of the survey the following statistics and key performance indicators need to be considered:

Number of Active Companies:	201
Number of Registered Users:	1326
Number of Users who logged on during survey:	625
Number of Users who replied to survey:	88

4.2 QUESTION 1

How would you rate your experience with NIR-Online?

4.2.1 Responses:

100% of survey participants answered this question, 6.63% of all users.

Response	%
Very Good	35.56
Good	53.33
Average	10.00
Poor	1.11

4.3 QUESTION 2

Do you feel you need any extra training?

4.3.1 Responses:

100% of survey participants answered this question, 6.63% of all users.

Response	%
Yes	2.22
No	97.78

4.4 QUESTION 3

If the following functionality was available via NIR-Online, would you want to use it regularly? (Select each that applies)

4.4.1 Responses:

60.22% of survey participants answered this question, 3.99% of all users.

Response	%
View NIRs on your BlackBerry / mobile phone	60.38
Acknowledging receipt of NIRs via mobile communications devices	33.96
Other	5.66

4.5 QUESTION 4

If a NIR-Online seminar was organised would you attend?

4.5.1 Responses:

100% of survey participants answered this question, 6.63% of all users.

Response	%
Yes	48.31
No	51.69

4.6 QUESTION 5

Do you think that NIR-Online has contributed to improved communications on the railway?

4.6.1 Responses:

100% of survey participants answered this question, 6.63% of all users.

Response	%
Yes	95.56
No	4.44

4.7 QUESTION 6

Have you experienced any account management problems?

4.7.1 Responses:

100% of survey participants answered this question, 6.63% of all users.

Response	%
Yes	11.11
No	88.88

5 NEXT STEPS

The findings of the survey and the contents of this report will be reviewed at the next NIR-Online System Management Group meeting, scheduled to be held in January 2009.