

## Client Survey - waterlevel.ie

Link to survey results: <https://www.surveymonkey.net/results/SM-RF8LF62Z/>

### Background and Objective of the Survey

The Hydrometric Section of the Office of Public Works provides hydrometric data for flood relief and arterial drainage services in the OPW. The core operations of the Section are the collection, processing, storage, analysis and dissemination of hydrometric data.

The waterlevel.ie website disseminates hydrometric data from the OPW's nationwide network of hydrometric stations. Data is sent using telemetry from each logger in real time and displayed on the waterlevel.ie website before transfer to the hydrometric archive database.

The Hydrometric Section sought client feedback about the waterlevel.ie website through a client satisfaction survey, the objectives of the survey were to assess current opinions of the website and prioritise future improvements to the service.

### Website Survey

The survey was published on waterlevel.ie through a link to an external survey provider. The survey was active from the 03/11/2016 until 03/01/2017; there were 294 respondents in total, with 6,493 unique visitors to the website throughout the survey period giving a response rate of 4.5%.

### Findings

Feedback from the survey was very positive, and users were generally complimentary of the website.

Eight out of ten clients felt that the data fulfilled their requirements.

Where respondents felt data requirements were not fulfilled, they gave details on further data requirements they would like to see; a summary of these further requirements are displayed in Figure 1.

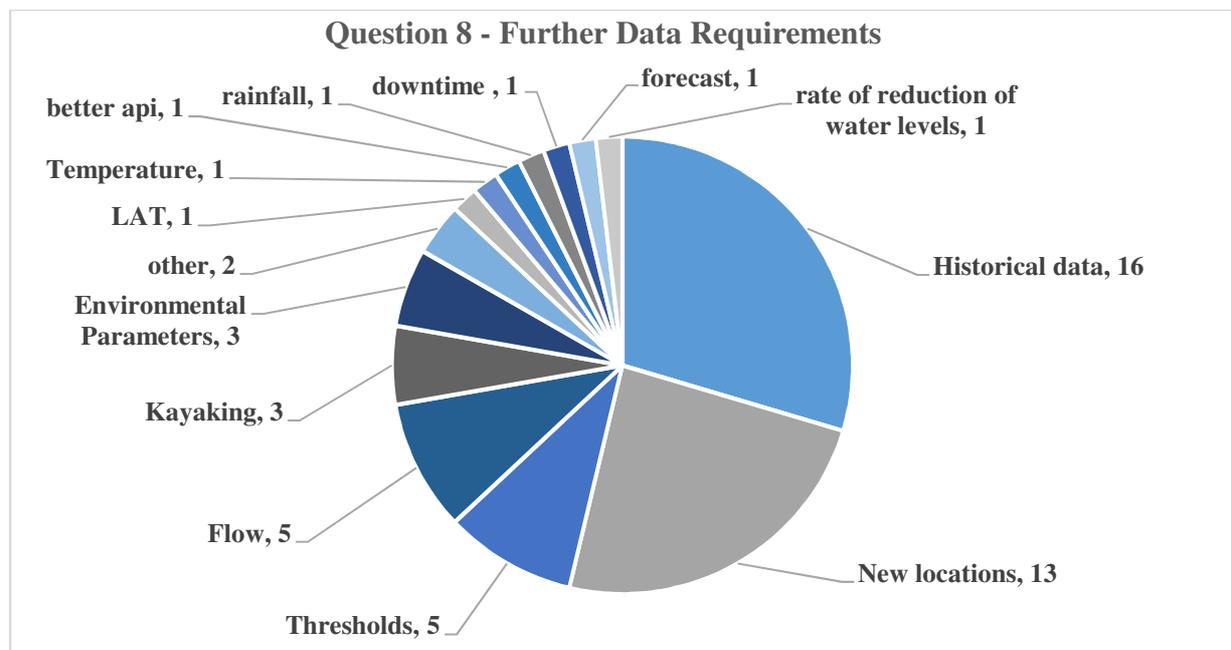


Figure 1 Question 8 - Further Data Requirements

When presented with options for data presentation enhancements respondents ranked the choices in the following order (Q12):

1. **Significant flood thresholds**
2. **Longer period of data**
3. **Mobile friendly design**
4. **Threshold exceedance alert service**
5. **Selected percentile thresholds**

Q14 of the survey asked respondents to suggest any improvements they would like to see on the waterlevel.ie website. Figure 2 shows a summary of the suggested improvements.

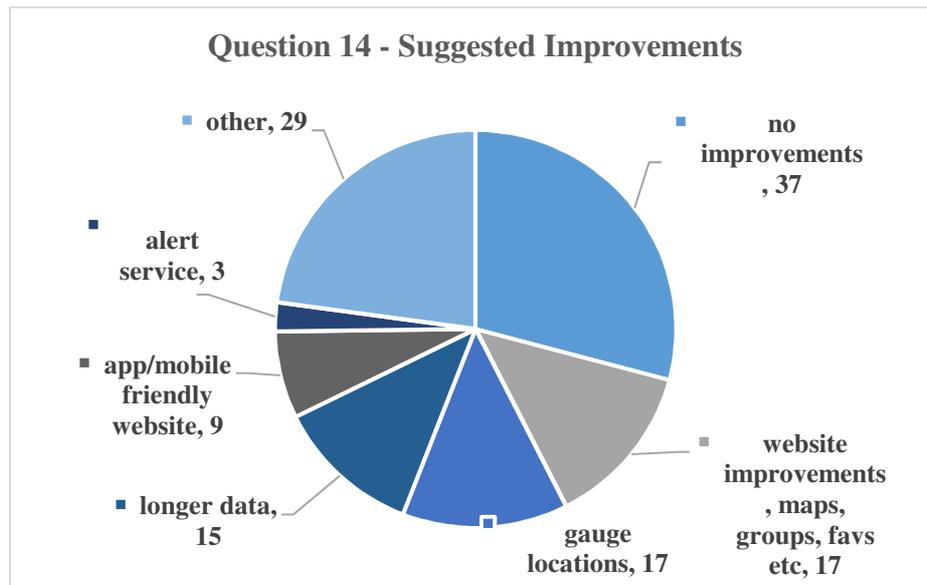


Figure 2 Question 14 - Suggested Improvements

In general there was a very low awareness of the further information sections of the site such as FAQ, Disclaimer and API (Q10). Of those who had accessed the further information sections of the site over 90% of respondents said they found the further information sections either informative or very informative, keeping these pages to a high standard is one of our goals therefore we encourage any feedback users may have on improvements we could make to these sections (Q11). All users are advised to read the Disclaimer and the FAQs section of the site in order to get the best out of the website for their individual needs.

### Proposed Actions

The Hydrometric section has implemented and plans to implement a number of changes to the website in response to the client survey.

Following the responses to Q12 with regard to data presentation options the following improvements have been implemented.

1. **Significant flood thresholds** – Significant thresholds on the water level graph were added to the site in January 2018.
2. **Selected percentile thresholds** –Percentile values are available in some cases on the hydro-data website. Selected percentiles are now displayed on the water level graph on the realtime website waterlevel.ie.

Improvements that are planned for implementation in 2018 are:

1. **Longer period of data** – longer periods of data are available on our hydro-data website, and we aim to highlight this service more. [waterlevel.ie/hydro-data/](http://waterlevel.ie/hydro-data/)
2. **Mobile friendly design** - the next stage of development of the website will be to change the styling of the site to incorporate a responsive design to facilitate easier use on mobile devices.
3. **Threshold exceedance alert service** – we are currently investigating options on how best to provide an alert service for thresholds predetermined by the user.

The Hydrometric section plans to improve other areas of the website based on the outcome of the survey, they include improvements to the map viewer to show all stations when on individual station pages. Improved accessibility to station groups and further useful groupings. Also to provide link on individual station pages to the linked group.

Unfortunately, many respondents were unaware of the OPW archive website at [waterlevel.ie/hydro-data/](http://waterlevel.ie/hydro-data/), which publishes historic records for stations across the network (Q18). The link to this website will be made more accessible on the [waterlevel.ie](http://waterlevel.ie) website. Stations are added on a continual basis, after first being fully processed and quality assessed. It is the intention of the Hydrometric Section to disseminate all station datasets via the Hydro-Data archive website upon completion of data preparation works. In addition, historic data for inactive station datasets will also be made available. The data disseminated includes a range of hydrometric data types, including water levels, estimated flows, summary statistics, annual maximum series and other station related metadata.

We are unable to address all comments and implement all suggested improvements raised through the response to the survey; however, we will endeavour to deliver improvements primarily for the purpose of flood risk management.