

# Tor Relay Operator UX Survey Insights

Quantitative Analyses and Answers to Important Questions

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## Introduction

This is a technical report on findings from the UX Survey conducted for understanding Tor Relay Operators and will help calibrate our efforts for gamification of the relay operators' experience.

The UX survey this report is based on received 201 unique responses.

Please note that the headings titled "Question" do not correspond with questions asked in the UX survey. This is because some findings that arose from qualitative questions are compiled and analyzed in other reports released previously.

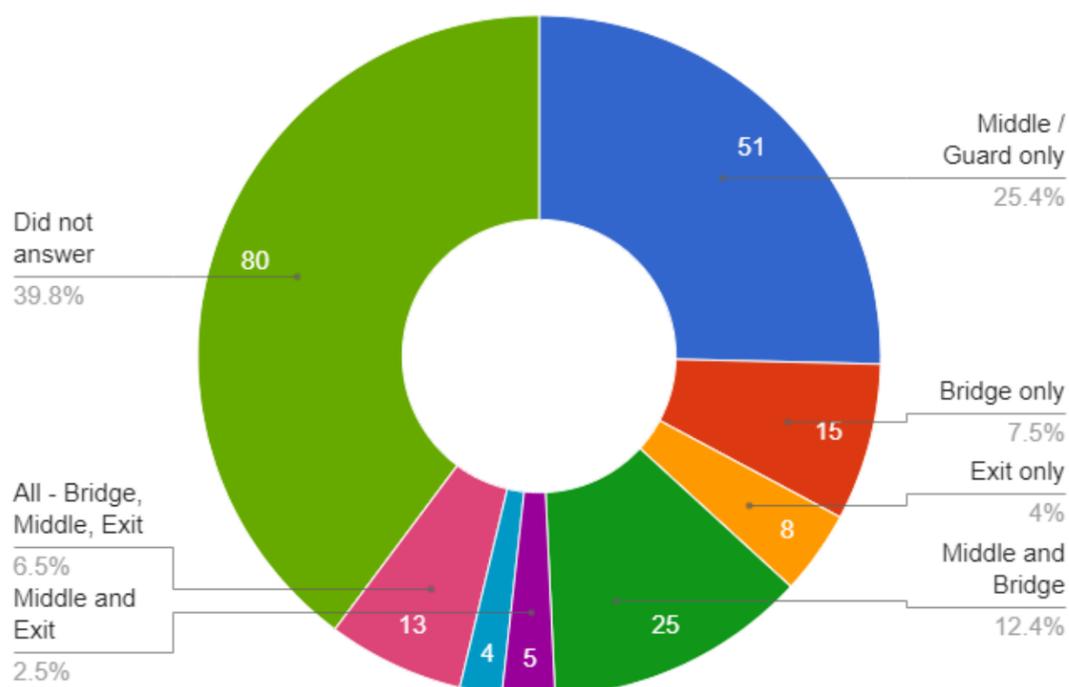
## Question 1: Who runs what

Relay running trends and insights.

1. Relay running trends grouped by type:

Relays by types(s)	Count (out of 201 responses)
Middle / Guard <b>only</b>	51
Bridge <b>only</b>	15
Exit <b>only</b>	8
Middle <b>and</b> Bridge	25
Middle <b>and</b> Exit	5
Bridge <b>and</b> Exit	4
<b>All</b> - Bridge, Middle, Exit	13
Did not answer	80

Relay running trends grouped by type



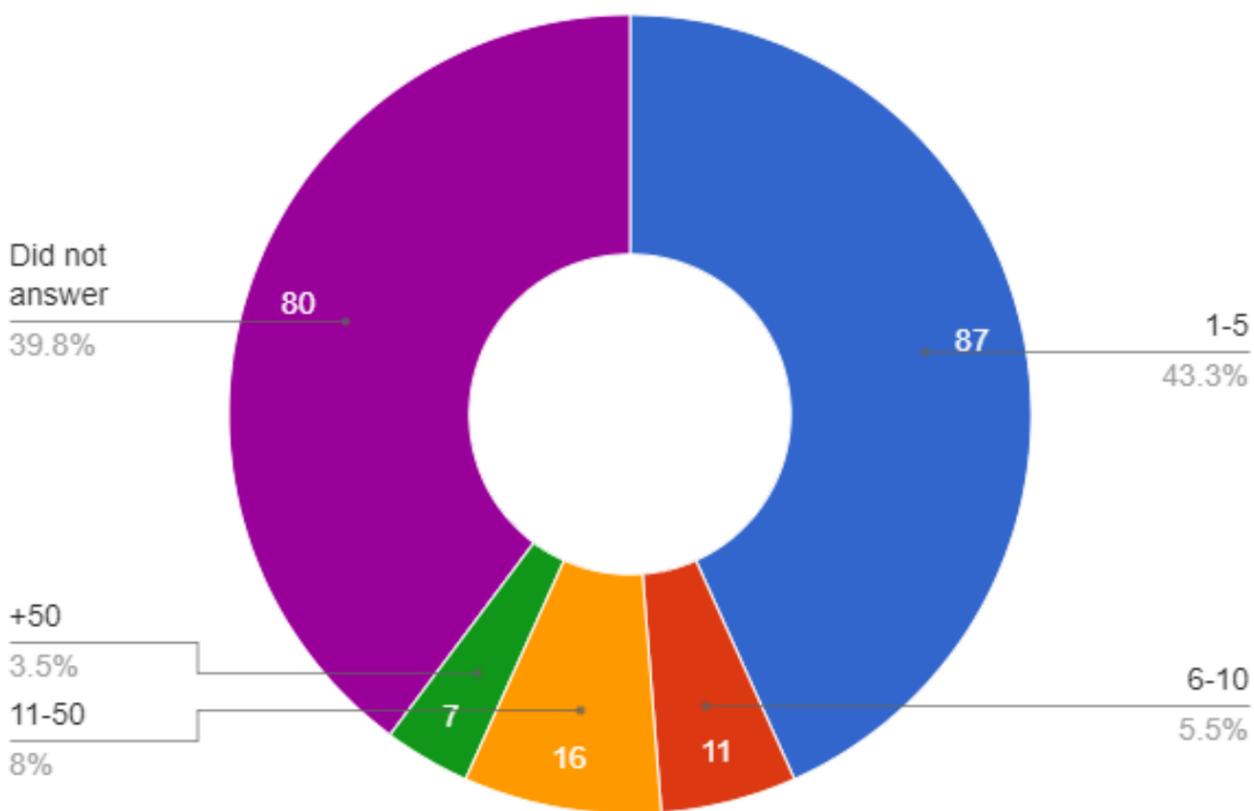
## Question 2: How many relays per operator

Understanding relay running familiarity with the assumption that running more relays is a sign of one or many of the following:

- being more comfortable running relays,
- having more expertise
- having more resources

Number of Relays per Operator	Operator Count (out of 201)
1-5	87
6-10	11
11-50	16
+50	7
Did not answer	80

Number of Relays per Operator



### Question 3: How long have relay operators been running their relays?

Gauging familiarity with running relays based on years spent running relays. Assuming **more time = more expertise** running relays.

This metric was studied to find out the **know-how levels** of relay operators and to understand if peer-to-peer **mentorship** or similar programs are feasible, how many new relay operators exist in the community (that could use support) etc.

Relay running duration	Operator Count (out of 201)
Under 6 months	21
6 months - 2 years	21
2 - 5 Years	22
5 - 10 Years	39

Did not answer	81
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### Analytics for Question 3

Relay Operators who have been running relays for 5-10 Years (tentatively labeled "**Experts**"): 39 out of 201

- **Experts** that run Exit relays: 12 out of 39
- **Experts** that run Bridges: 17 out of 39
- **Experts** that run Middle/Guard nodes: 30 out of 39

Relay Operators who have been running relays for 2-5 Years (tentatively labeled "**Seasoned Operators**"): 22 out of 201

- **Seasoned Operators** that run Exit relays: 9 out of 22
- **Seasoned Operators** that run Bridges: 13 out of 22
- **Seasoned Operators** that run Middle/Guard nodes: 15 out of 22

### Question 4: Do they run relays on and off or continuously?

Relay operators heavily lean on running relays continuously. Some quote **pricing benefits** or **bandwidth benefits** as the reason behind running them continuously. Some quote having "no reason not to" run them continuously.

Relay operators who reported to run relays on and off point to **ISP issues / abuse** as their reason.

Relay running pattern	Operator Count (out of 201)
On and Off	<b>31</b> Relay Types: - 6 Exit - 14 Bridge - 11 Middle/Guard
Continuous	<b>90</b> Relay Types: - 24 Exit - 43 Bridge - 71 Middle/Guard
Did not answer	<b>80</b>

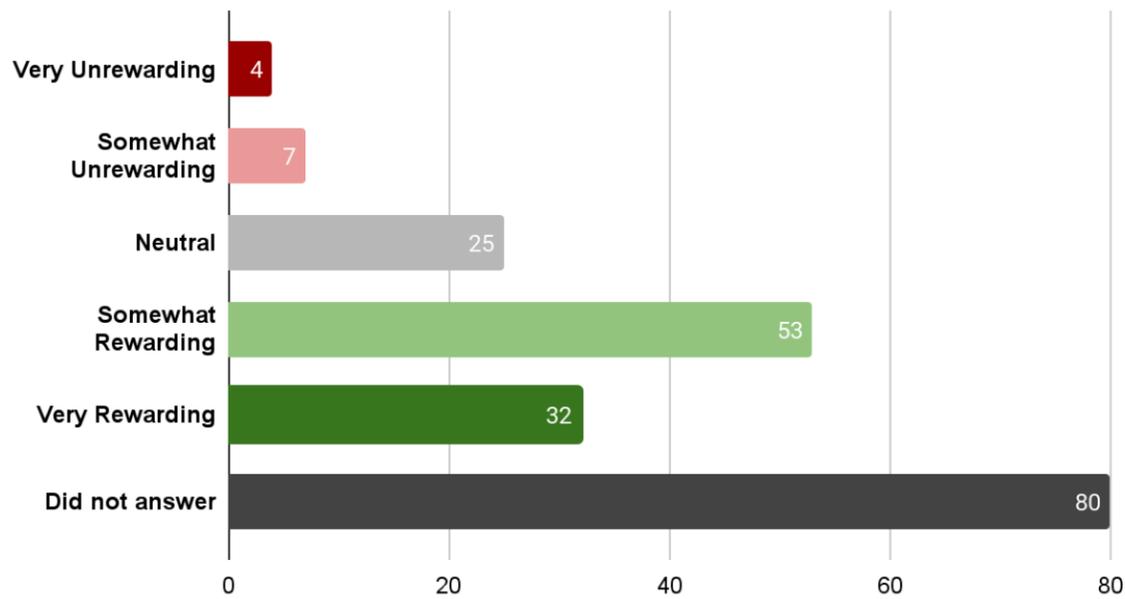
### Question 5: How rewarding do operators find the relay running experience?

Understanding the following:

- General sentiment about how relay running is being perceived as an experience,
- How strongly operators feel about their service
- How strongly intrinsic motivations are at play.

Relay running duration	Operator Count (out of 201)
Very Unrewarding	<b>4</b>
Somewhat Unrewarding	<b>7</b>
Neutral	<b>25</b>
Somewhat Rewarding	<b>53</b>
Very Rewarding	<b>32</b>
Did not answer	<b>80</b>

### Relay Operator Satisfaction

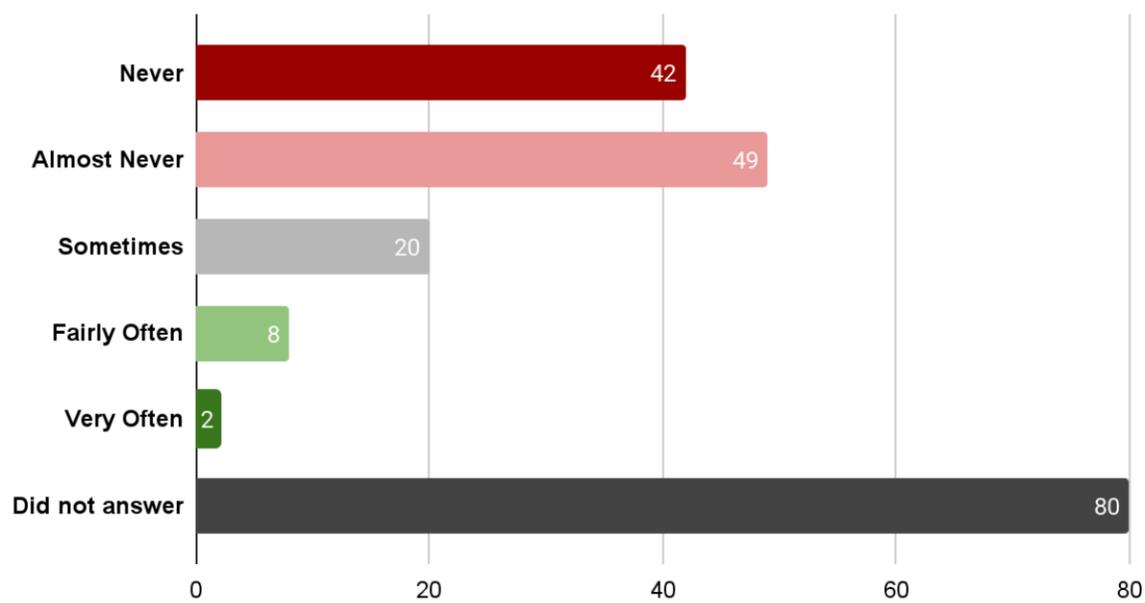


### Question 6: How frequently do relay operators interact with other relay operators?

Understanding social tendencies, introversion versus extroversion (personality dynamics and preferences), willingness to participate in social interaction-heavy programs etc.

Social interaction frequency	Operator Count (out of 201)
Never	42
Almost Never	49
Sometimes	20
Fairly Often	8
Very Often	2
Did not answer	80

### Relay Operator Interaction

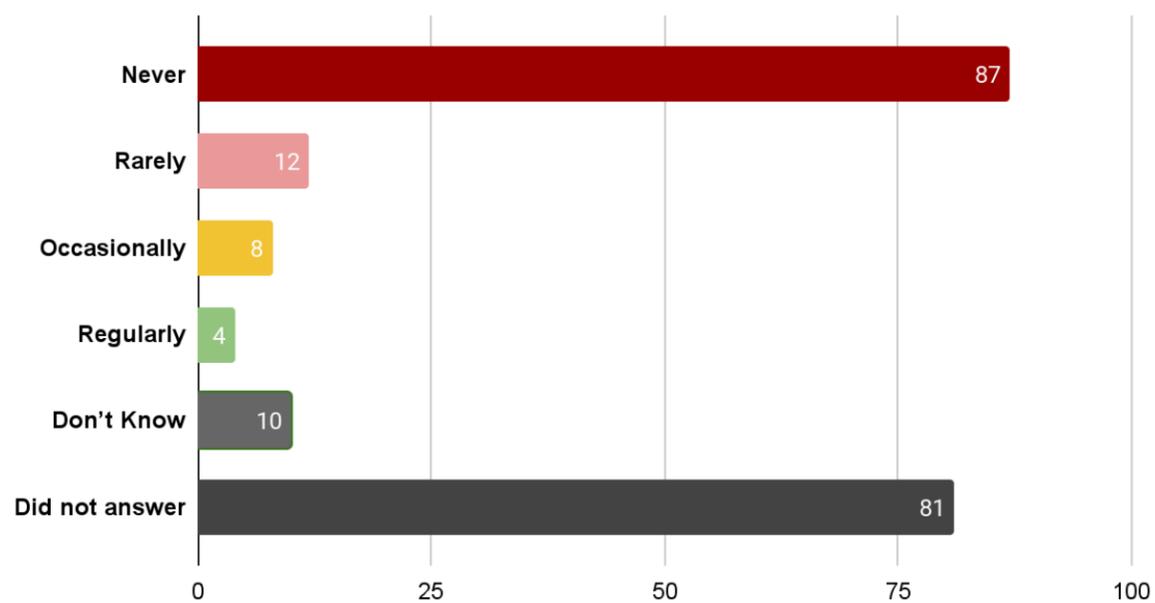


## Question 7: How often do relay operators participate in relay operator meetups??

Understanding meetup participation frequency to gauge viability of meetup-related gamification options.

Meetup Participation Frequency	Operator Count (out of 201)
Never	87
Rarely	12
Occasionally	8
Regularly	4
Don't Know	10
Did not answer	81

Meetup Participation

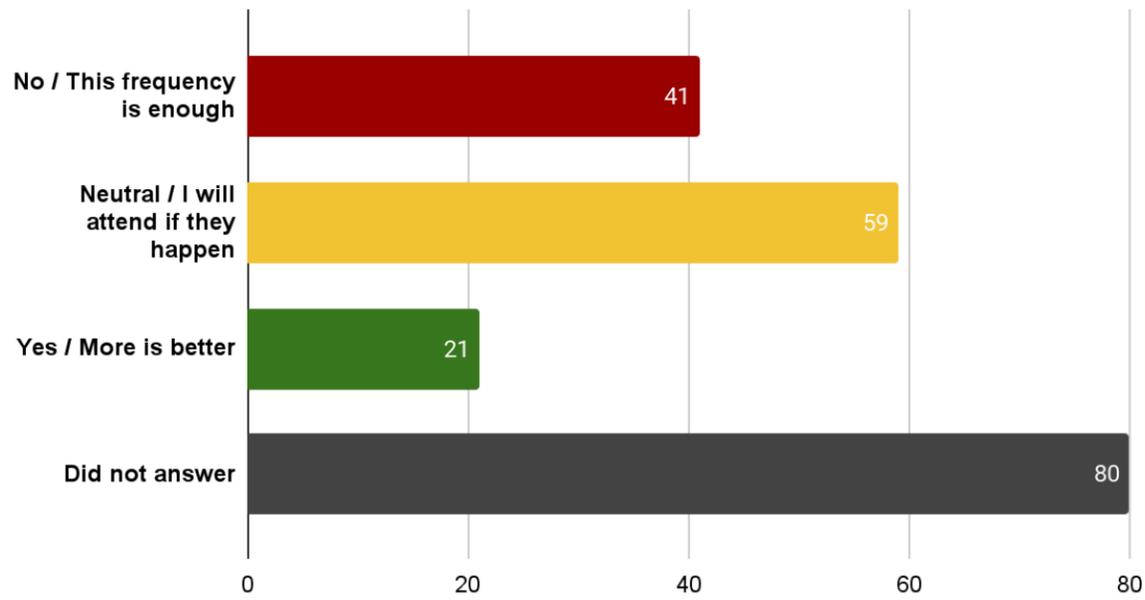


## Question 8: Would relay operators like to participate in more in-person / online relay operator meetups?

Gauging future work potential for meetups based on the general popularity of the idea of attending meetups.

Future Meetup Participation Opinion	Operator Count (out of 201)
No / This frequency is enough	41
Neutral / I will attend if they happen	59
Yes / More is better	21
Did not answer	80

### Future Meetup Participation Opinion

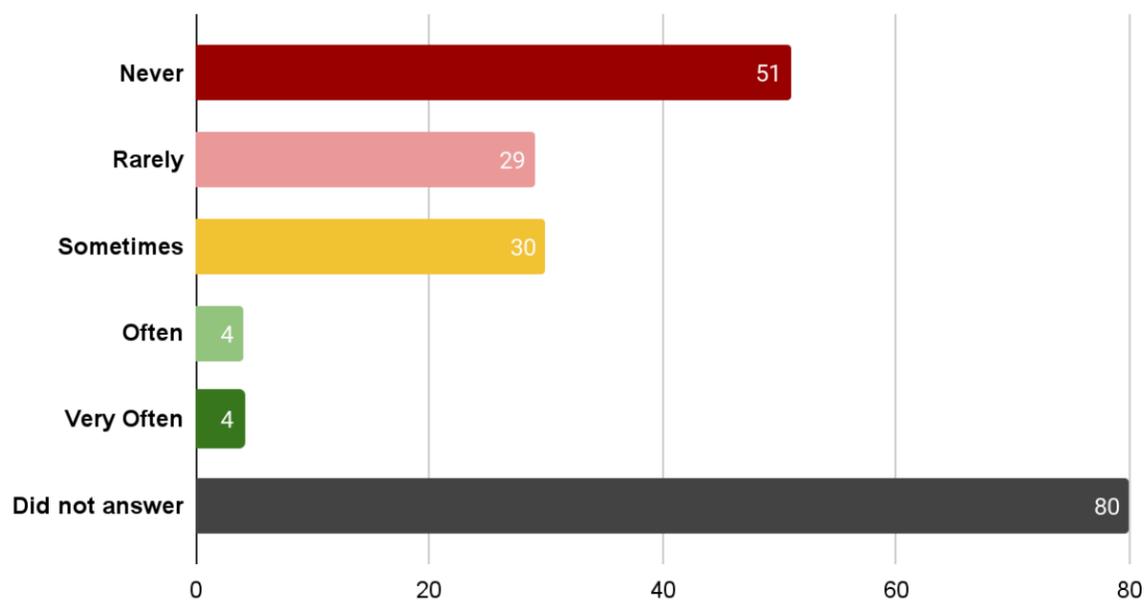


## Question 9: Have relay operators directly or indirectly helped other people set up or maintain their relays?

Understanding current social dynamics of relay operators helping each other out and finding out their preferred medium/media of this exchange.

Helping others set up / maintain relays	Operator Count (out of 201)
Never	51
Rarely	29
Sometimes	30
Often	4
Very Often	4
Did not answer	80

### Helping others set up / maintain relays



This is the end of this report. More qualitative questions are featured in other reports [\[here\]](#) and [\[here\]](#)