Presenting Data: What do Customers Want?

Jeannine Aversa, FESAC, Dec. 8, 2023



Presenting Data: What do Customers Want?



Your feedback will inform how BEA expands data tools and presentations as well as other future projects

Key questions:

What types of dynamic calculators and/or create-your-own data tables would be useful to the public and worth developing?

How valuable would a chart of the month or an easy-to-digest analysis be?

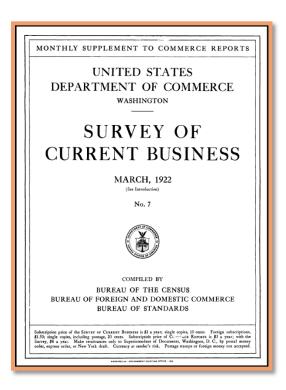
What BEA data series do you consider to be our hidden gems?

History of Innovation



BEA has a long history of innovation in how it presents data to the public

1922



When BEA's journal of record, the *Survey of Current Business*, launched some 100 years ago, people had to wait for the bound volume to arrive at their office to get the latest data on the economy

2023

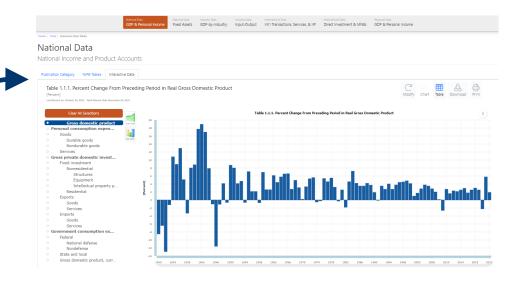


We've Come a Long Way



Now we offer a variety of ways for people to access our data (including a digital *Survey of Current Business* published near daily)





Additional data tools:



GDP, personal income and top industries. Or get personal income stats for a metropolitan area or

county.



We've Come a Long Way



We help tell data stories to the public:

Infographics





Videos



Guideposts



While technology and customers' appetites have changed over the years, BEA's guideposts remain the same:

- Design and deliver data tools and content in a manner that people of all abilities can understand and navigate
- Expand data accessibility
- Enhance the customer experience
- ✓ Make data easy to understand and simple to use



Dynamic applications that would allow users to create their own metrics or data tables based on BEA data publicly available on our website



For instance: A user-specified, or customized, consumer spending inflation metric, such as PCE Price Index excluding financial services or housing

New as of September:

PCE Excluding Food, Energy, and Housing

PCE Services, Excluding Energy and Housing

Contributions to PCE Prices



Dynamic calculators on BEA's website



For instance, a calculator that lets people find out how far their dollar goes in their state or metro area



Based on BEA's **regional price parities** that allows comparisons of buying power across the 50 states and the District of Columbia or from one metro area to another

-or- A calculator that lets users convert BEA's chain type quantity indexes into (chained) dollars



Offer more functionality to BEA's existing interactive data tables on our website

For instance: build in functionality that allows for more interactive drill downs and present linkages to definitions and methods





Expand data visualization offerings

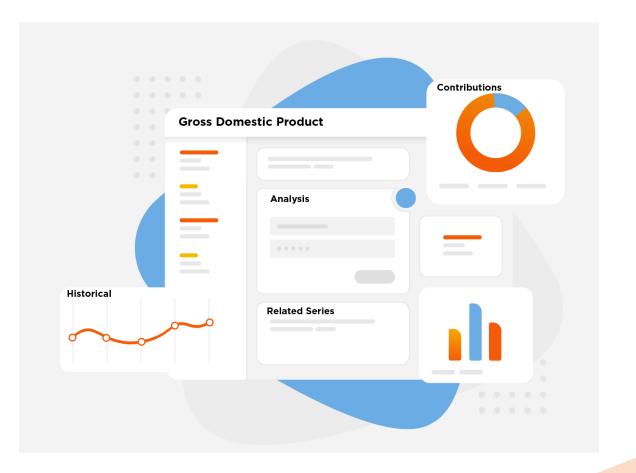


For instance, producing a chart of the month featuring a compelling data nugget that would be featured on BEA's website and carried on BEA's social media channels



Offer easy-to-digest analysis based on BEA's economic data

For instance, evidence-driven analysis of what data show and why this is occurring and/or important



Discussion Questions



What types of dynamic calculators and/or create-your-own data tables would be useful to the public and worth developing? How valuable would a chart of the month or an easy-to-digest analysis be? What BEA data series do you consider to be our hidden gems?