



Alpine-Western Balkan
rail freight corridor

The RFC Network User Satisfaction Survey 2022

Report for RFC 10



Funded by
the European Union

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01 SURVEY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 4 participants – 4 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 84 e-mail invitations sent
- Field Phase: 19th September to 10th November 2022

** One respondent is counted multiple times if their organisation uses multiple corridors.*

SATISFACTION & PARTICIPATION

7
evaluations

This is a decrease of 30% compared to the previous year (10 evaluations in 2021).

4
participants

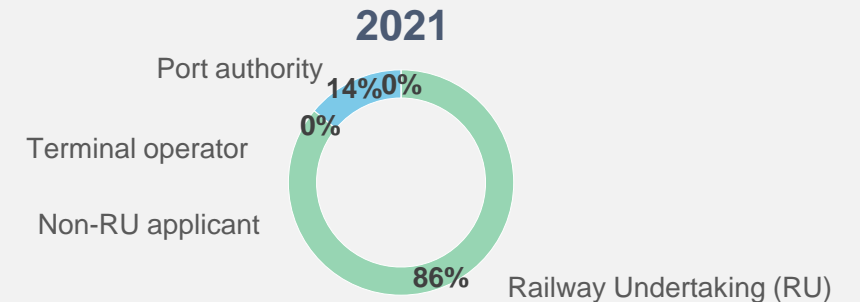
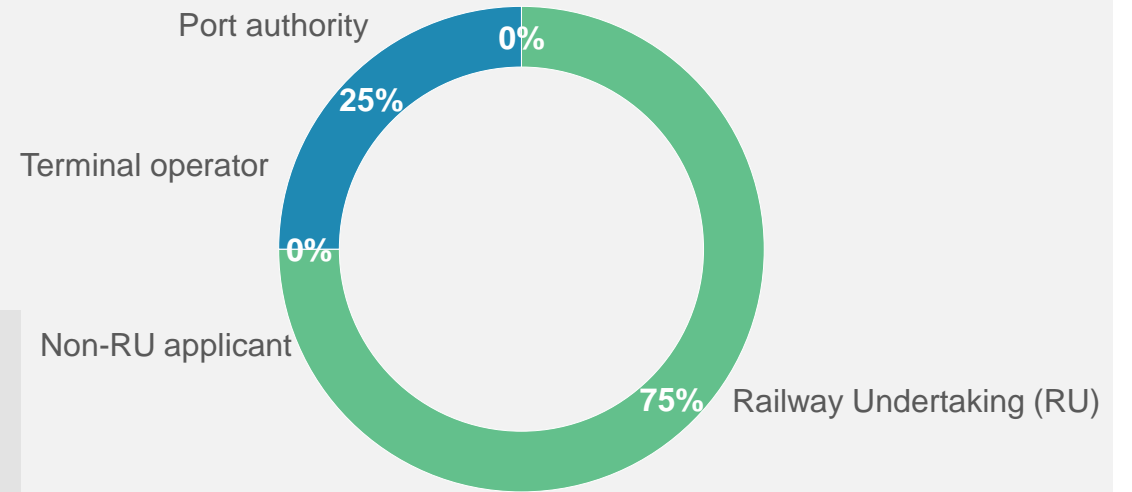
This is a decrease of 43% compared to the previous year (7 participants in 2021).

Customer satisfaction



**Answers given were very satisfied, satisfied and slightly satisfied. This is an increase of 1% compared to the previous year.*

Participant groups in % of 2022



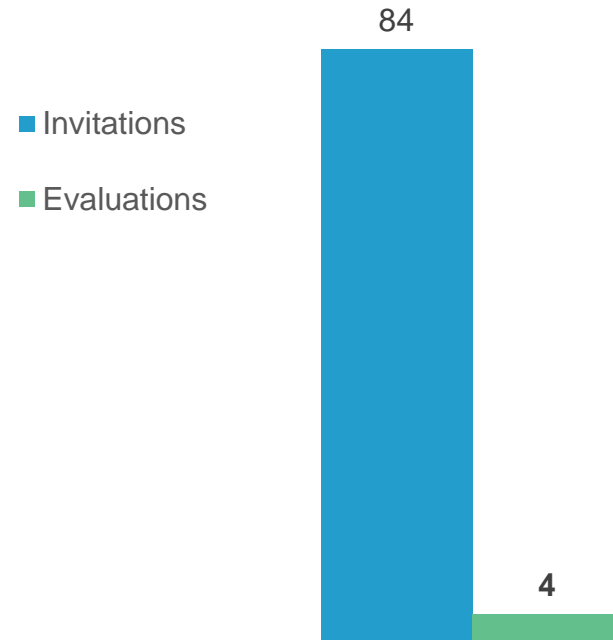
RESPONSE RATE

Compared to the previous year

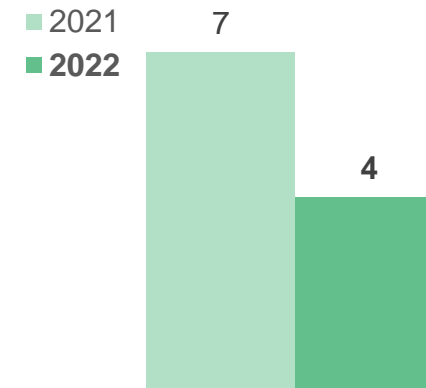


Total	4	(-3)
RUs/non-Rus	3	
Terminals/Ports	1	
Invitations sent	84	(+25)
Response rate overall	5%	(-7%)

Invitations vs. Evaluations ratio



Number of responses 2021 vs. 2022



02 SATISFACTION WITH THE RFC 10

INTRODUCTION

The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, the general questions covered the same topics as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or would appreciate improvement in ... (select certain

concrete measures). Also, in the survey each topic offered the opportunity to give an open answer under 'other'. Therefore, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates the number of participants who think that a specific topic needs improvement. Figures are rounded without comma.

SATISFACTION WITH RFC 10

- » Overall, how satisfied are you as a user of the RFC10?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

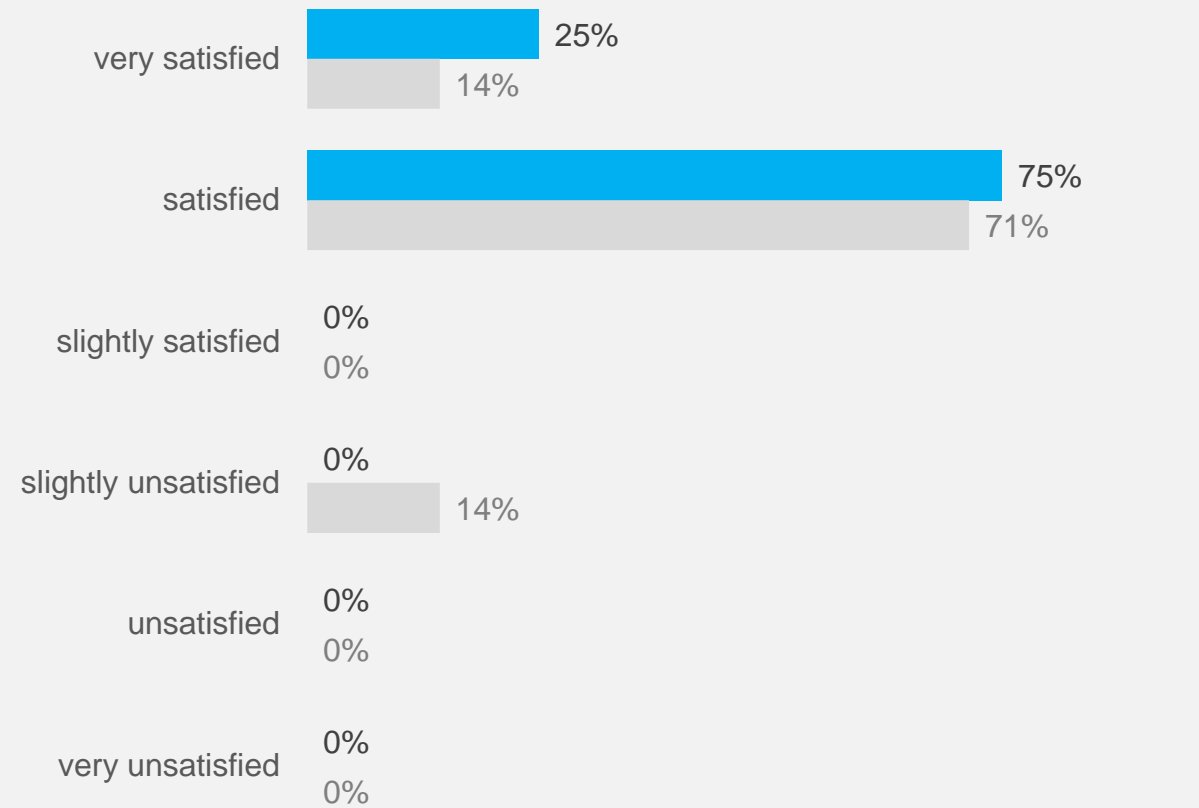
100%

Generally satisfied

**Answers given were very satisfied, satisfied and slightly satisfied.*

15%

Increase of satisfaction



■ 2021

WISH FOR IMPROVEMENT IN INFRASTRUCTURE

Priority areas

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

25%

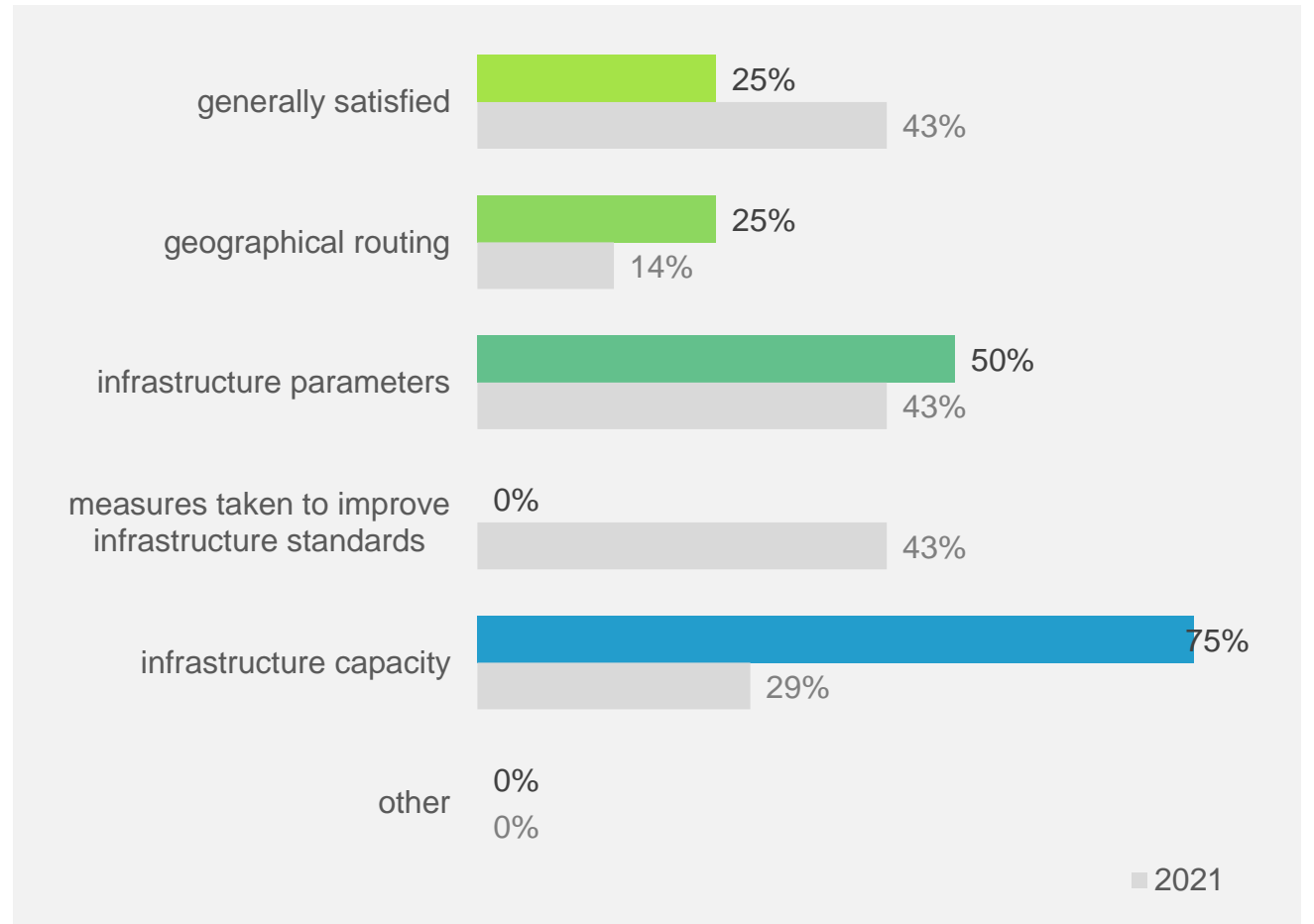
Generally satisfied

*This is a 18% decrease in satisfaction compared to last year.
Sample size 2021: 7*

Focus on

1 Infrastructure capacity

2 Infrastructure parameters



WISH FOR IMPROVEMENT IN TCR

Priority areas

- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

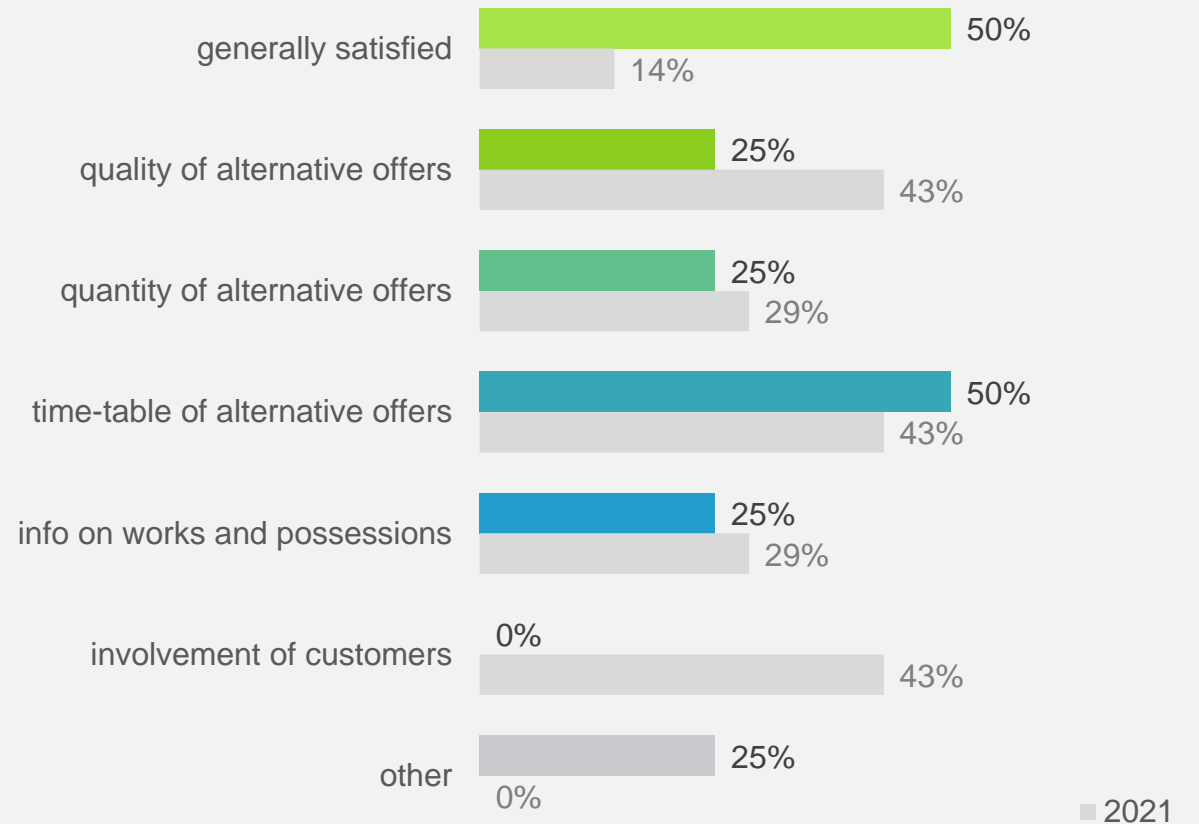
50%

Generally satisfied

*This is a 36% increase in satisfaction compared to last year.
Sample size 2021: 7*

Focus on

- 1 time-table of alternative offers
- 2 quantity of alternative offers
- 3 info on works and possessions



OTHER COMMENTS:

- Coordination between different IMs.

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 17% increase.

COMMENTS



Reasons for not ordering via the C-OSS:

No need at the moment

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- » Answered by: RUs/non-Rus
- » sample size = 3

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 10:

- None

WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

Priority areas

- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-Rus
- » sample size = 3

33%

Generally satisfied

The same rate of satisfaction compared to last year.

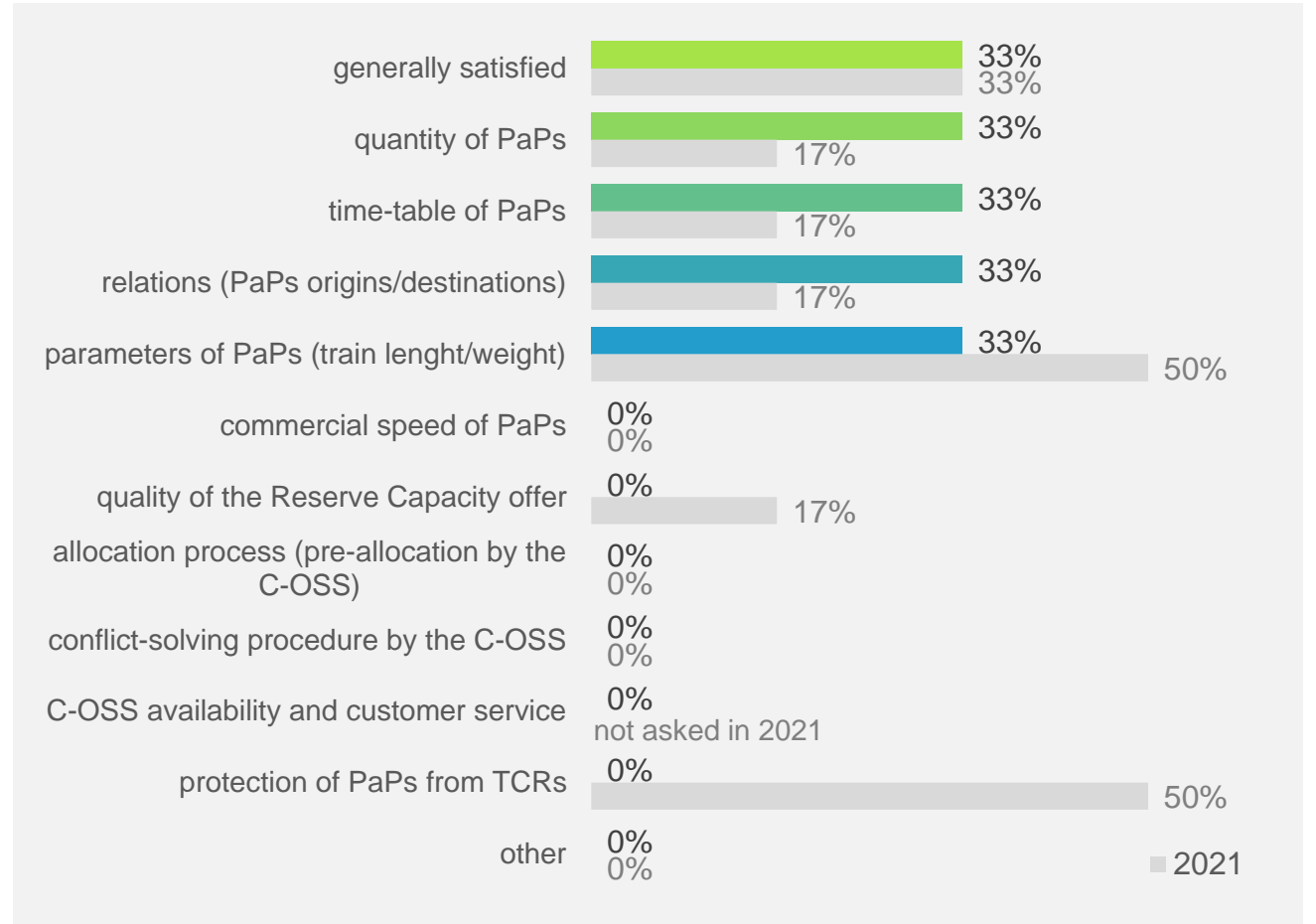
Sample size 2021: 6

Focus on

1 parameters of PaPs

2 quantity of PaPs

3 time-table of PaPs



WISH FOR IMPROVEMENT IN TPM

Priority areas

- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

50%

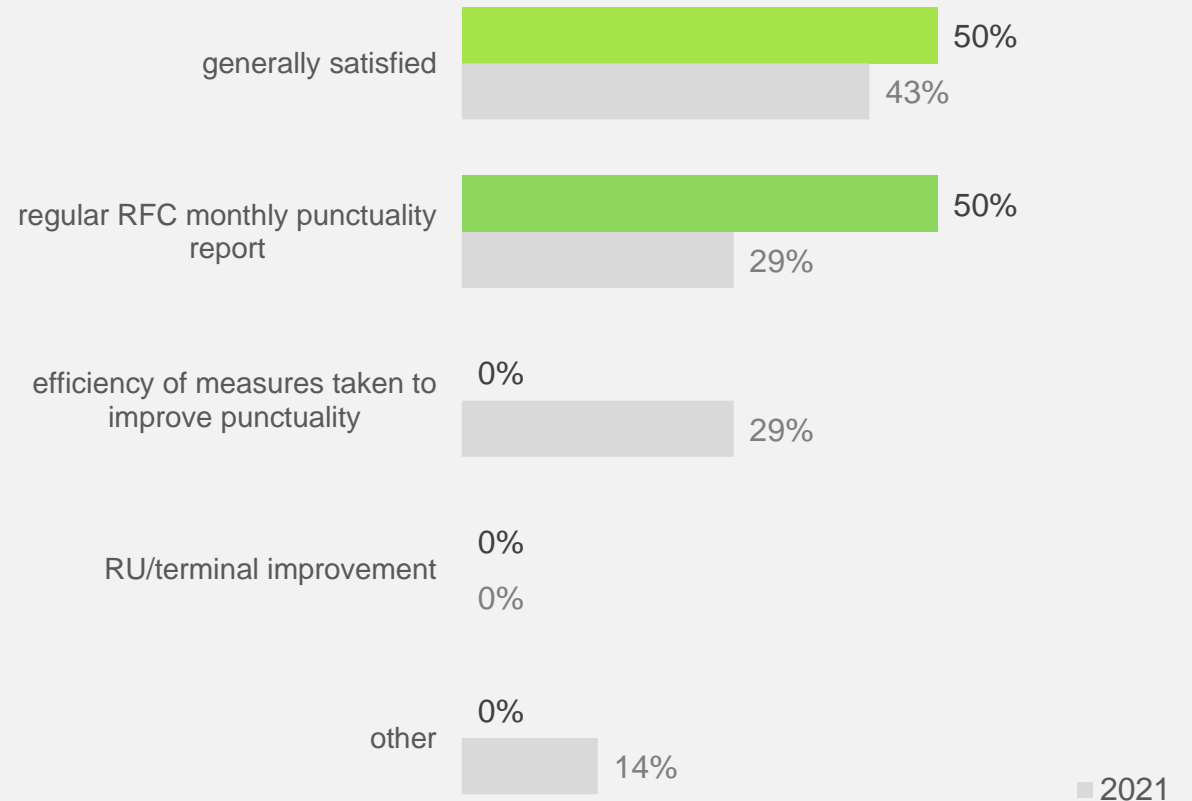
Generally satisfied

This is a 7% increase in satisfaction compared to last year.

Sample size 2021: 7

Focus on

1 Regular RFC monthly punctuality report



OTHER COMMENTS:

RFC 10:

- None

WISH FOR IMPROVEMENT IN ICM

Priority areas

- » Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-Rus
- » sample size = 3

67%

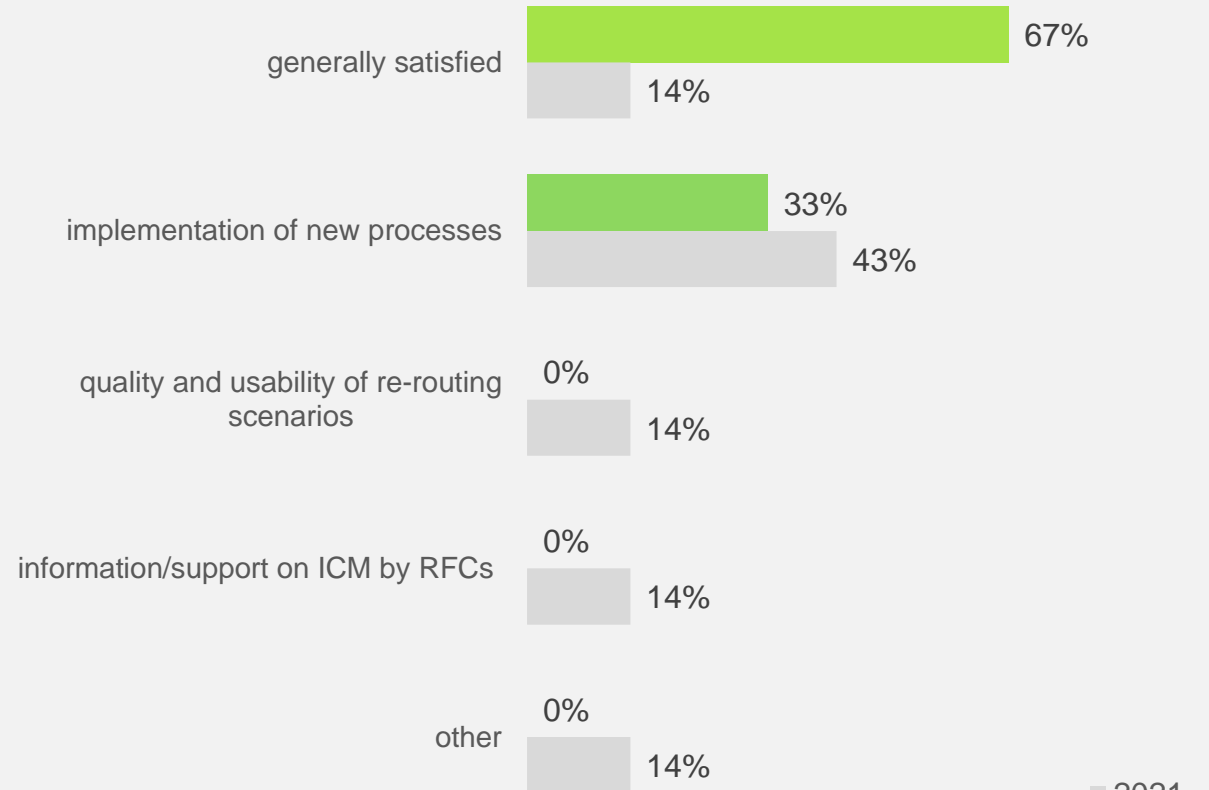
Generally satisfied

This is a 53% increase in satisfaction compared to last year.

Sample size 2021: 7

Focus on

1 Implementation of new processes



OTHER COMMENTS:

RFC 10:

- None

WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

Priority areas

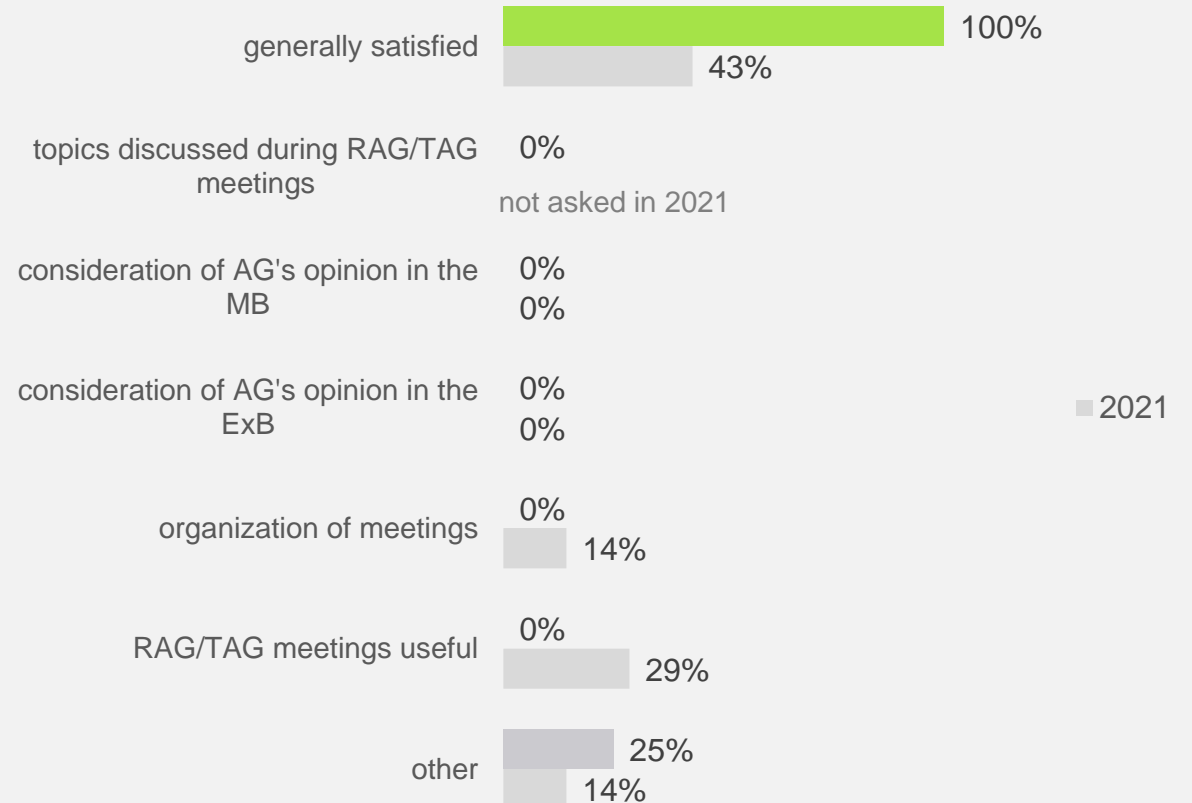
- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

100%

Generally satisfied

This is a 57% increase in satisfaction compared to last year.

Sample size 2021 7



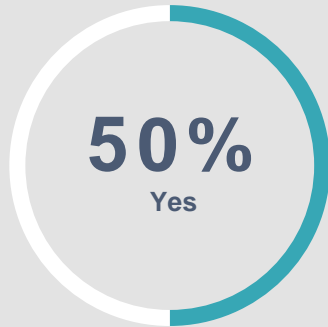
OTHER COMMENTS:

RFC 10:

- None

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



Compared to the past year
it has been a 21 % decrease.

- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

WISH FOR IMPROVEMENT IN COMMUNICATION SERVICES

Priority areas

- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

50%

Generally satisfied

This is a 7% increase in satisfaction compared to last year.

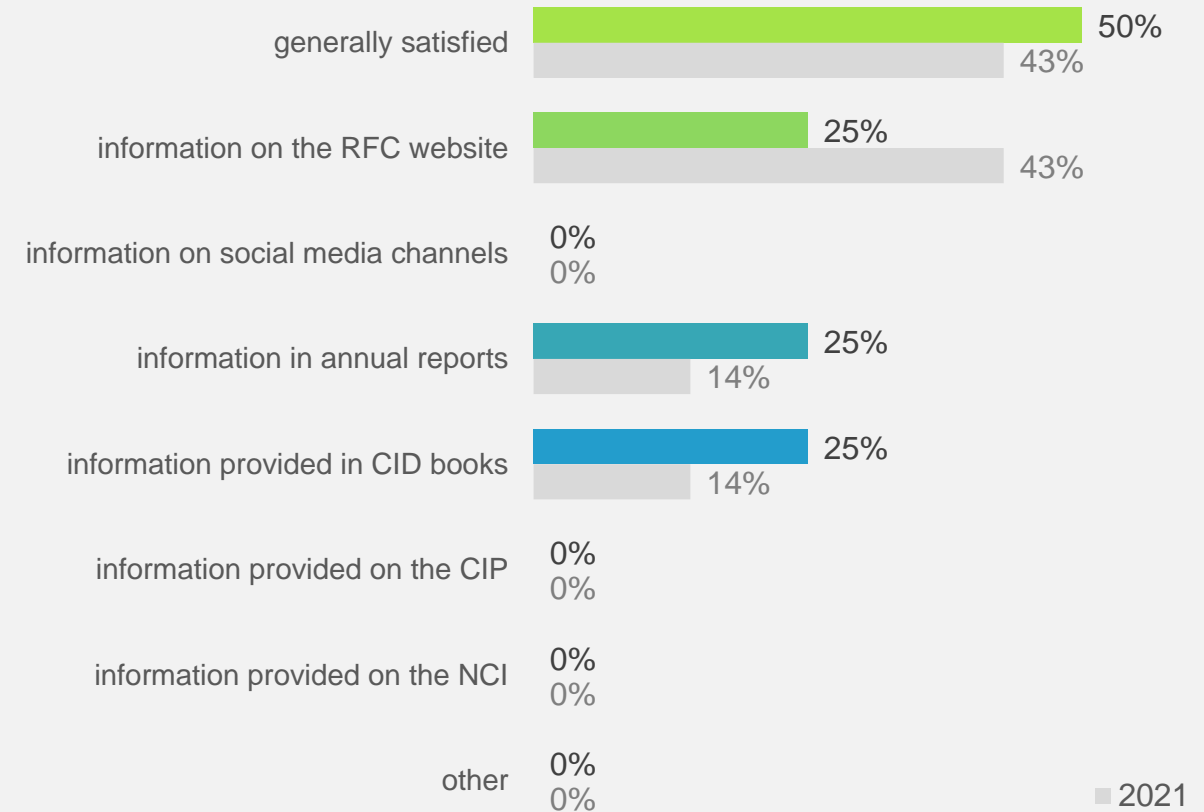
Sample size 2021: 7

Focus on

1 information on the RFC website

2 information in annual reports

3 information provided in CID



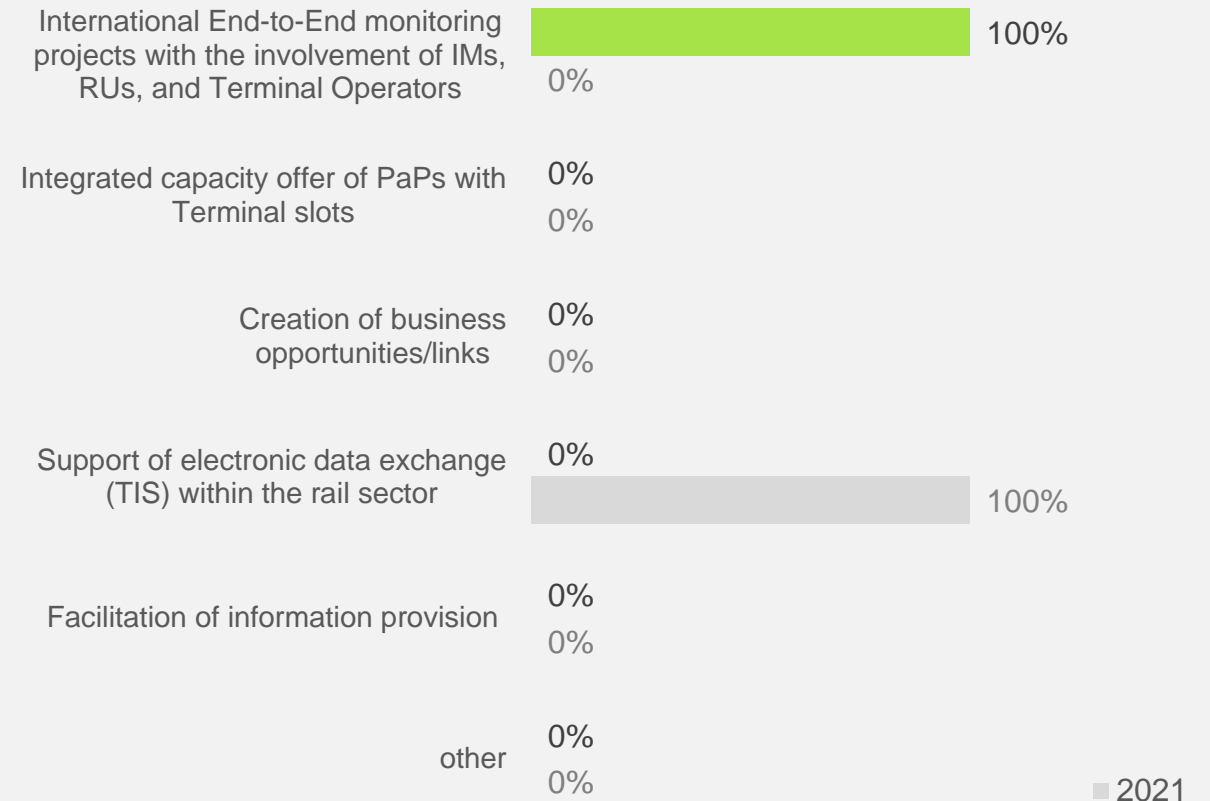
WISH FOR IMPROVEMENT IN PERFORMANCE

Priority areas

- » Which topics would your company be interested in for the RFC to improve your rail-related performance?
- » Answered by: Terminals/Ports
- » sample size = 1

Focus on

1 international end-to-end monitoring projects

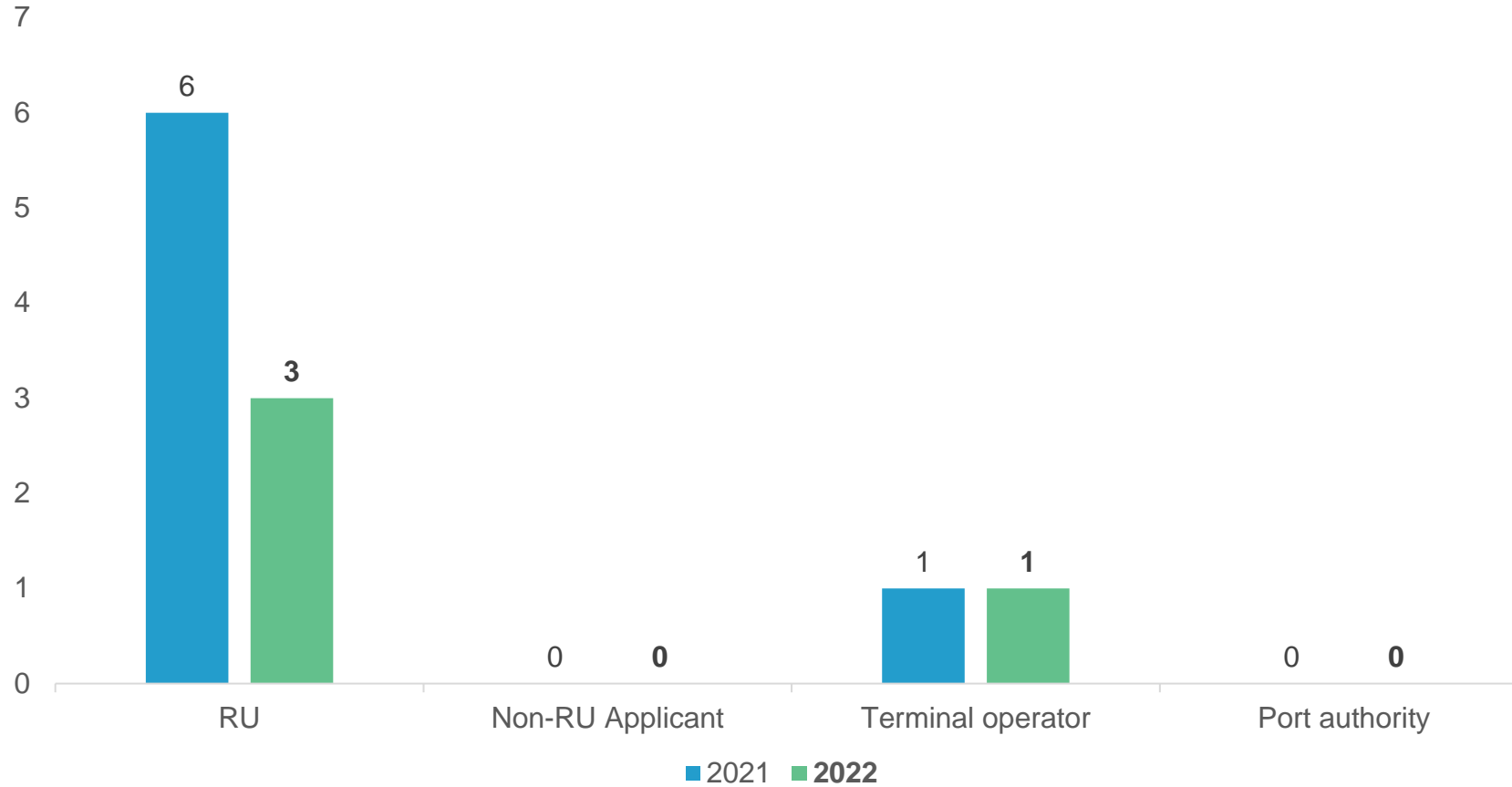


03 SAMPLE DESCRIPTION



SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 7; 4;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

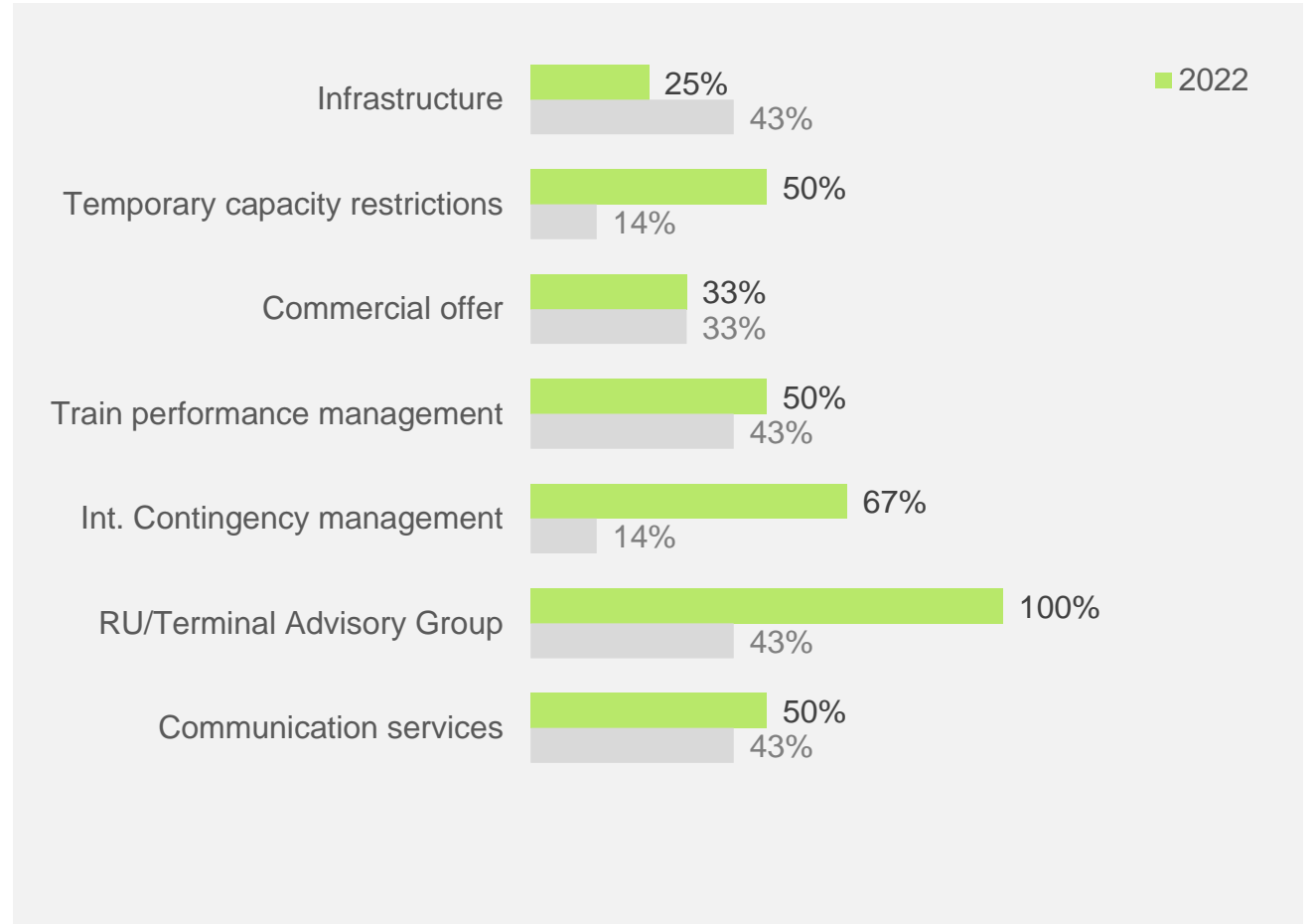
04 SUMMARY



SUMMARY – SATISFACTION RATING

All respondents

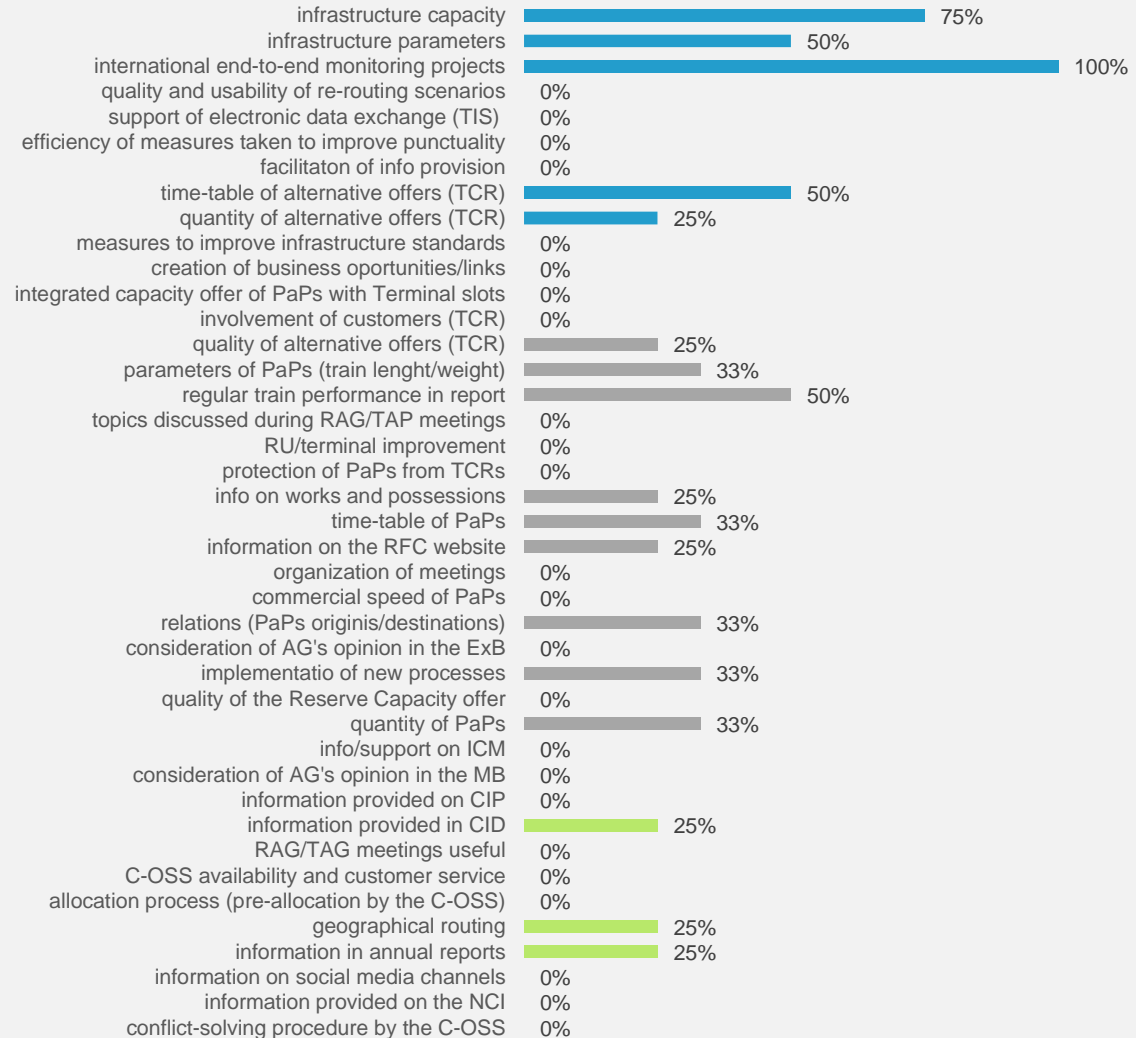
- » General satisfaction
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic



SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic, there



FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » The lowest 10 topics of the survey which the participants had the most wish for improvement. They were least satisfied with these 10 topics and the RFCs will focus on improving those.
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic, there

