



DE - CZ - AT - SK - HU - RO - BG - EL

RFC7

Orient/East-Med

RFC User Satisfaction Survey

2020

SUMMARY

- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched in 2014
- During the RFC Network February, 2020 the elaboration of a new system has arisen. Main orientations: simplification and done in house (without external company). Based on this initiative a new research was launched in 2020
- The new survey was elaborated by RNE Network Assistant and RFC Satisfaction WG members based on majority decisions

	Up till 2019	From 2020
Target population:	<ul style="list-style-type: none"> users of corridor lines 	<ul style="list-style-type: none"> users of corridor lines
Interview type:	<ul style="list-style-type: none"> CAWI (Computer Assisted Web Interview) <ul style="list-style-type: none"> state of the art adequate for international, business target group can diminish the language barrier, hereby increase the response rate can filter inconsistency (e.g. illogical answer, invalid values) 	<ul style="list-style-type: none"> Online interview (CAWI type, different research tool) <ul style="list-style-type: none"> Presumably with same advantages
Evaluation method:	<ul style="list-style-type: none"> 6-point scales, from very dissatisfied to very satisfied <small>(comparable, nuanced results; shaded evaluation of areas' performance; clear information about whether the user is satisfied or not)</small> 	<ul style="list-style-type: none"> 'Which are the priority areas for improvement on?' <small>(issues of sufficiently differentiated results)</small>
Maker:	<ul style="list-style-type: none"> An independent professional market research company (marketmind) was commissioned to conduct the fieldwork and the basic analysis 	<ul style="list-style-type: none"> RNE RFC USS WG leader (RFC Network Assistant)
Research tool:	<ul style="list-style-type: none"> The commissioned market research company's program 	<ul style="list-style-type: none"> Free online research tool, Survio
Questionnaire:	<ul style="list-style-type: none"> Standard questionnaire included harmonised blocks covering relevant topics, and RFC specific questions, competitive duration time, whereas detailed enough 	<ul style="list-style-type: none"> Shorter questionnaire including the majority of relevant topics covered by the earlier survey and RFC specific questions <small>(not comparable with former survey's data)</small>
Process of questioning:	<ul style="list-style-type: none"> The respondent received only one link and had to fill up only one questionnaire, independently how many corridors they selected, because the program ran question by question showing at a question all selected corridors 	<ul style="list-style-type: none"> They have to start the whole questionnaire from the very beginning in case of every selected corridor <small>(guarantee issues of the same probability of response willingness for all selected corridors)</small>
Fieldwork:	<ul style="list-style-type: none"> in September and October of the particular year, to have the information in the planning period of November 	<ul style="list-style-type: none"> Same
Output:	<ul style="list-style-type: none"> Overall report and RFC specific report, as well as RFC specific raw data table 	<ul style="list-style-type: none"> Same

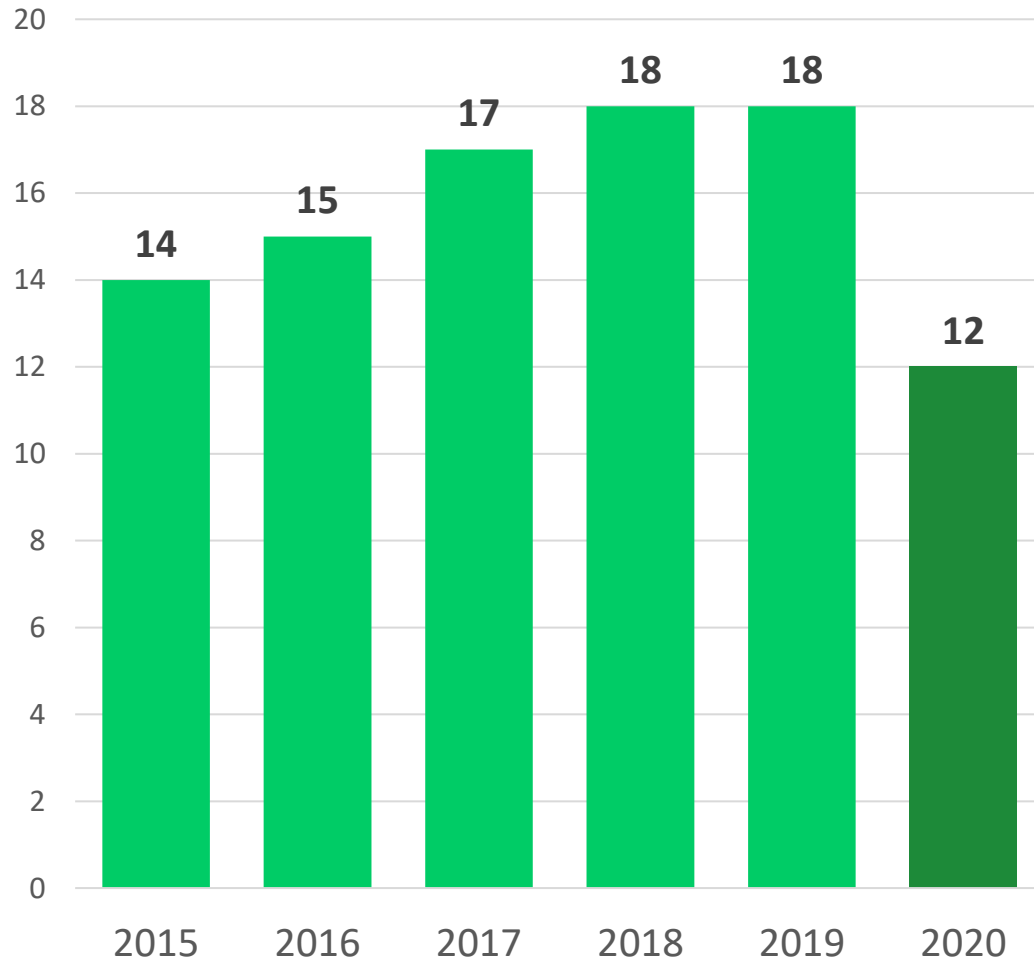
All RFCs have joined the research:



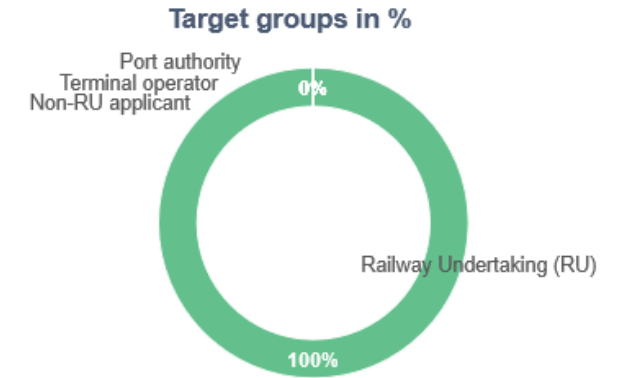
Positive development, strong message:
this is one network

The sample and a possible way of the analysis

Number of full interviews



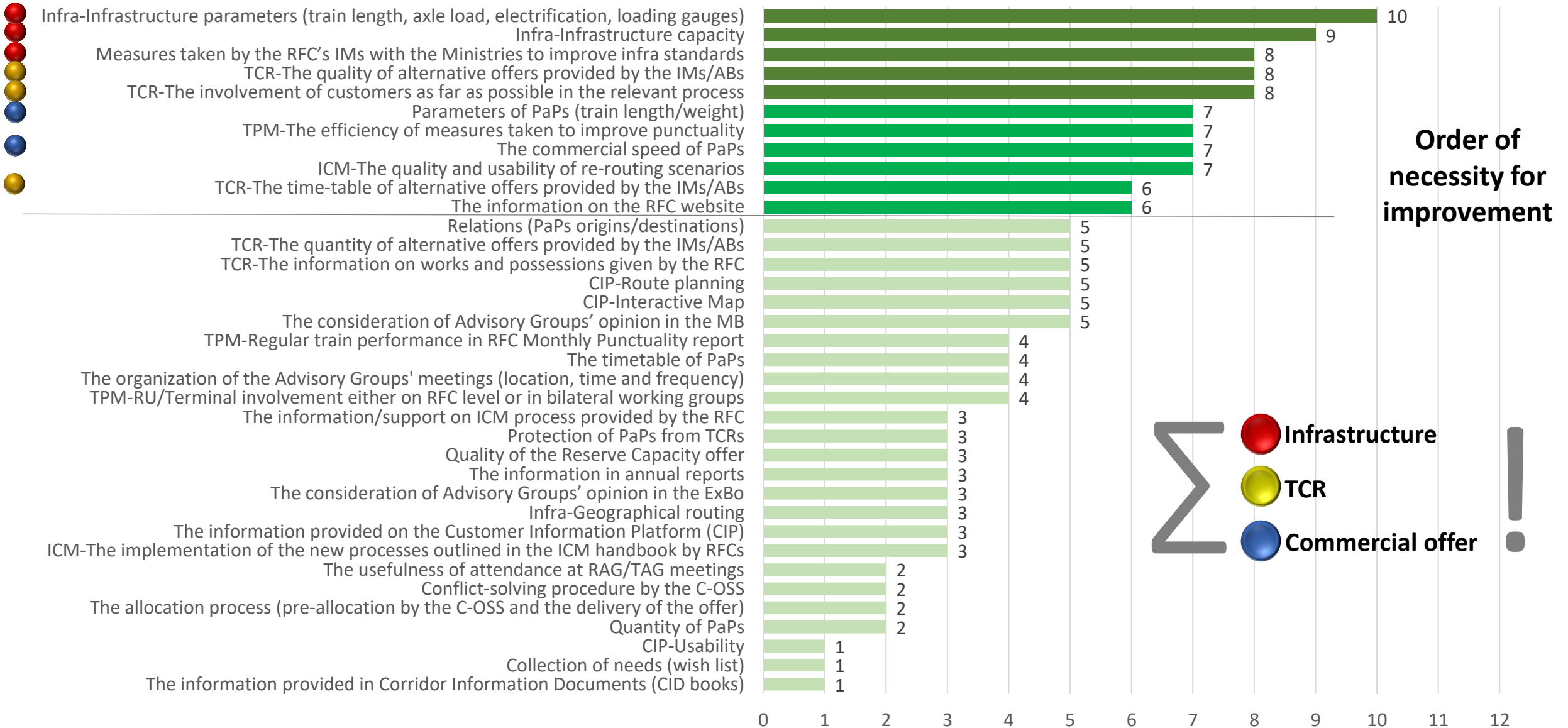
- RFC OEM had 12 respondents
- All of them are RUs
- 33% decrease in the number of interviews



- It is a small sample size for a quantitative analysis, therefore we should analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

In earlier years we also had partial interviews, which is not allowed in the new survey (it contains only full interviews), therefore we can compare the number of full interviews only.

The priority areas for improvement

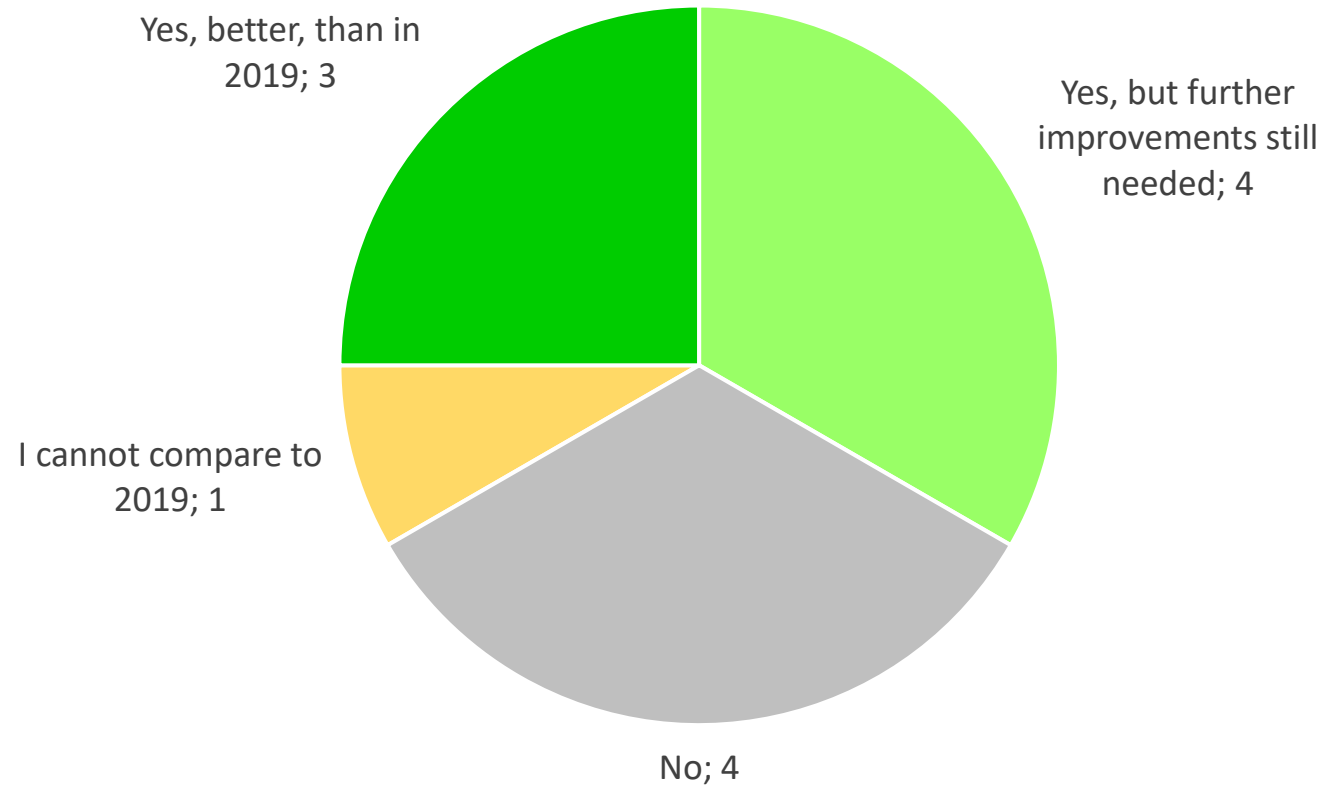


Order of necessity for improvement

● **Infrastructure**
● **TCR**
● **Commercial offer**

The chart shows the number of respondents who selected the particular element. The other elements were not selected.

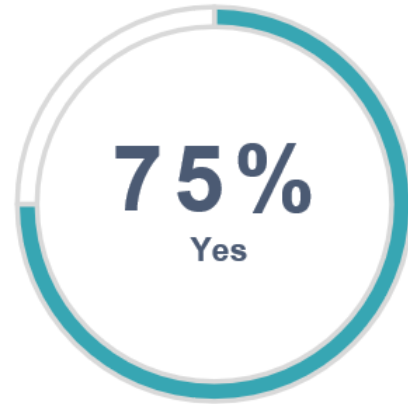
Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions (TCR) on RFC OEM (RFC7)?



Capacity request via C-OSS



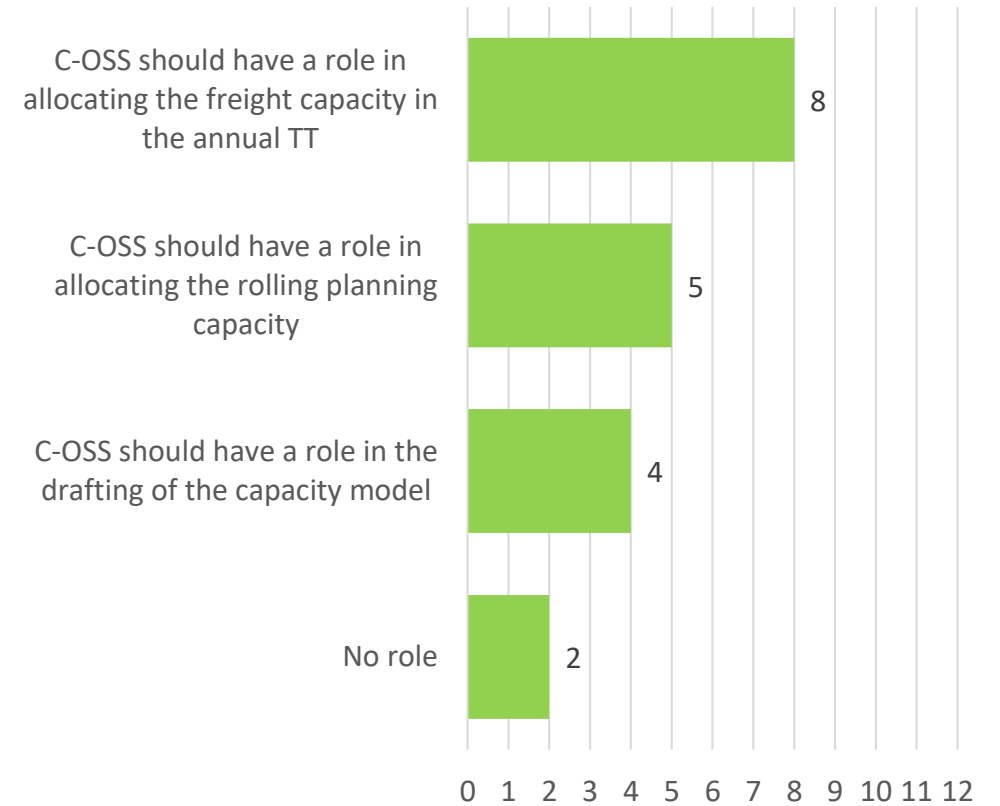
Regular participation in RAG/TAG meetings



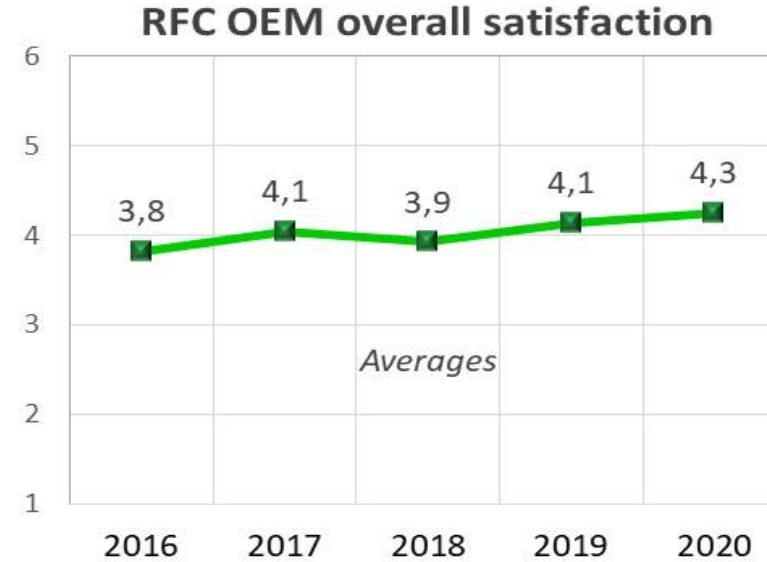
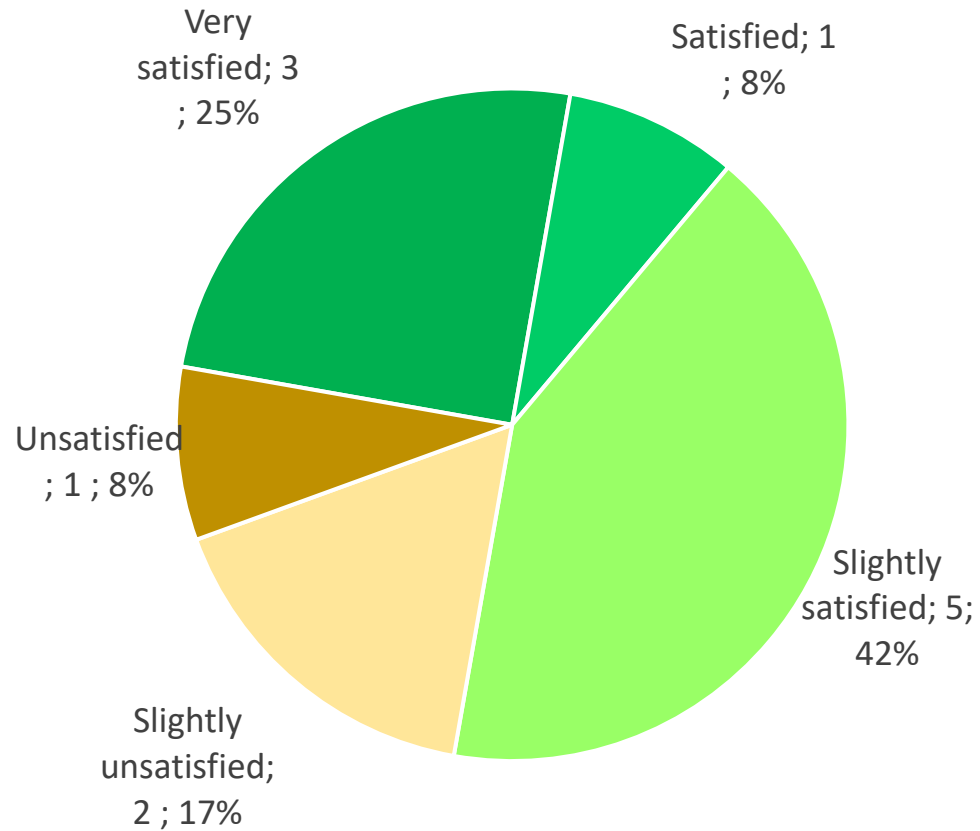
- **Overall versus RFC:**
Confident comparison between RFC OEM's profile to Overall results cannot be concluded (small sample size can be a reason)
- **Open-ended answers:**
The comments did not arrange into stronger messages, they remained sporadic (small sample size can be a reason)

Timetable review TTR project

What do you see as role for the RFCs and the C-OSS in particular?



Overall, how satisfied are you as a user of the RFC OEM?



- Favourable result in Overall satisfaction
- Most important areas to focus: Infrastructure, TCR, Commercial offer
- The effect of TCR extra efforts can be proved

Thank you for your attention!

Any remarks, feedbacks, suggestions
are very welcomed!

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