



DE – CZ – AT – SK – HU – RO – BG – EL

RFC7

Orient/East-Med

RFC User Satisfaction Survey

2021

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
- **2021: 2nd wave of the new survey**
Fieldwork: 26th August – 8th October, 2021

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 (comparable, nuanced results; shaded evaluation of areas' performance; clear information about whether the user is satisfied or not) 	<ul style="list-style-type: none"> 'Which are the priority areas for improvement on?' (issues of sufficiently differentiated results)
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 (not comparable with former survey's data)
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 (guarantee issues of the same probability of response willingness for all selected corridors)
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/similar
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/similar

All RFCs have joined the research:

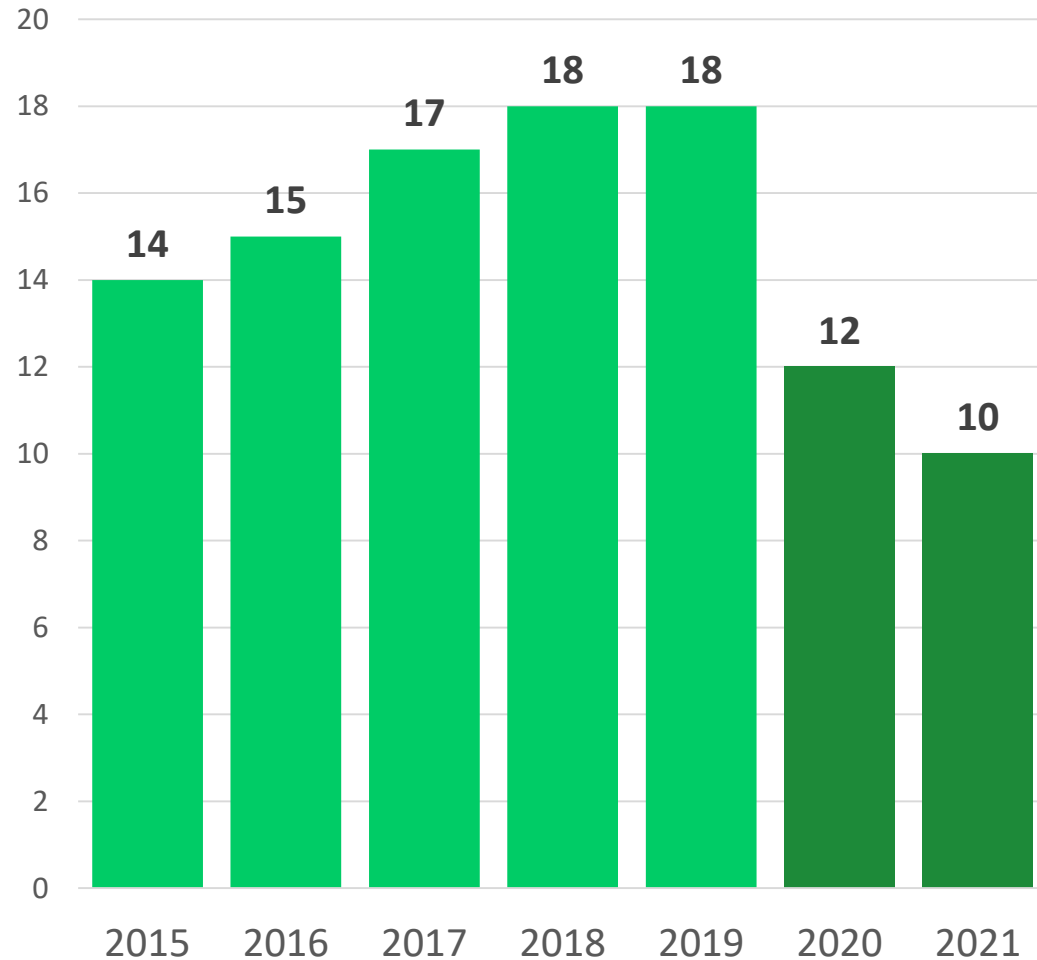


Positive development, strong message:
this is one network

Main results of RFC OEM 2021

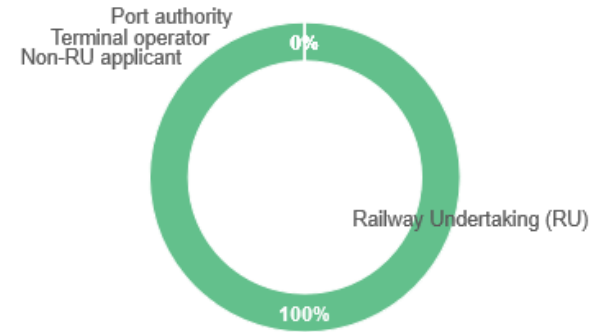
The sample and a possible way of the analysis

Number of full interviews

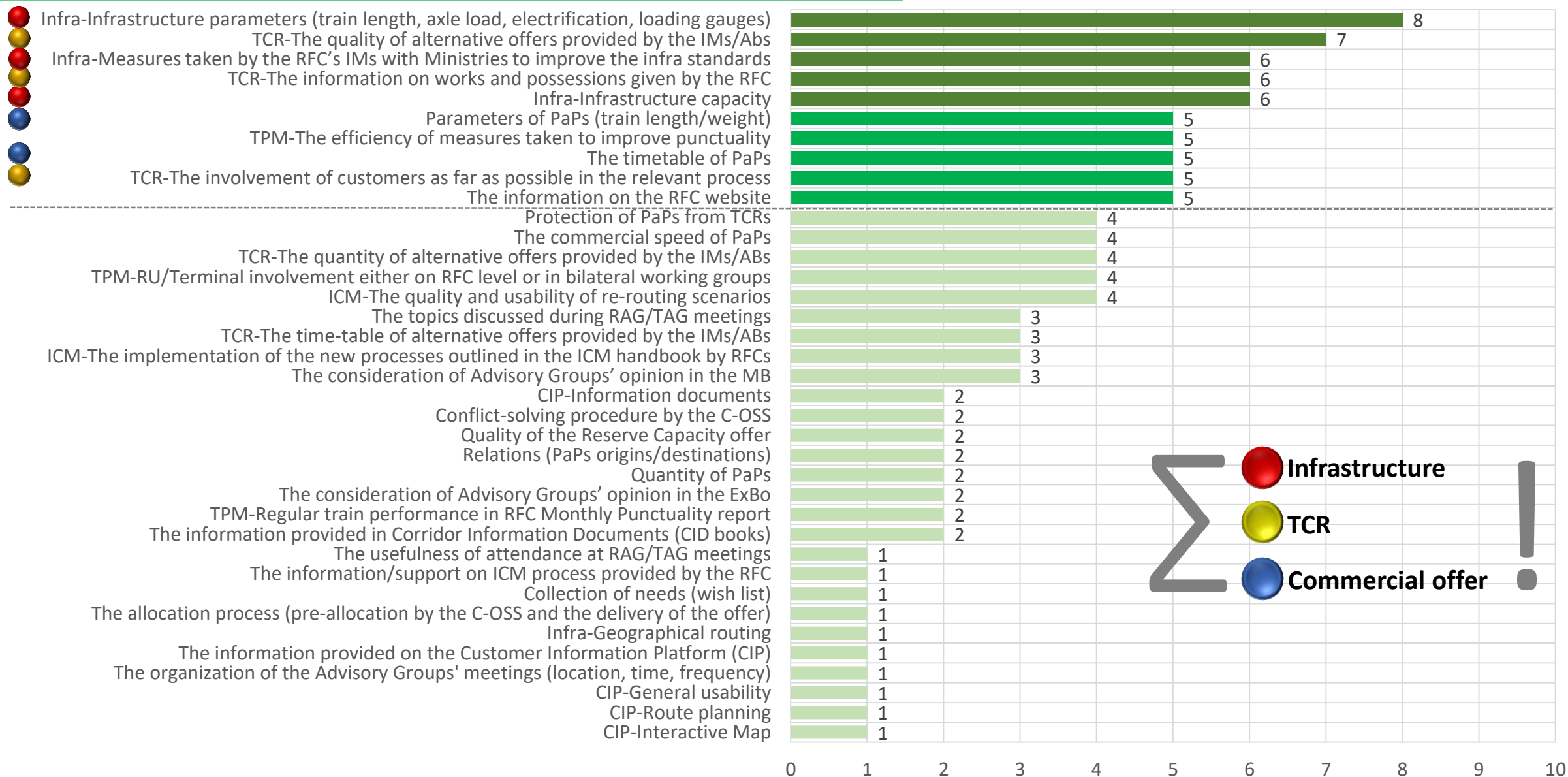


In earlier years we had partial interviews too, which is not allowed in the new survey, therefore we compare the number of full interviews only.

- RFC OEM had 10 evaluations
- All of them are RUs
- Another 17% 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



The priority areas for improvement

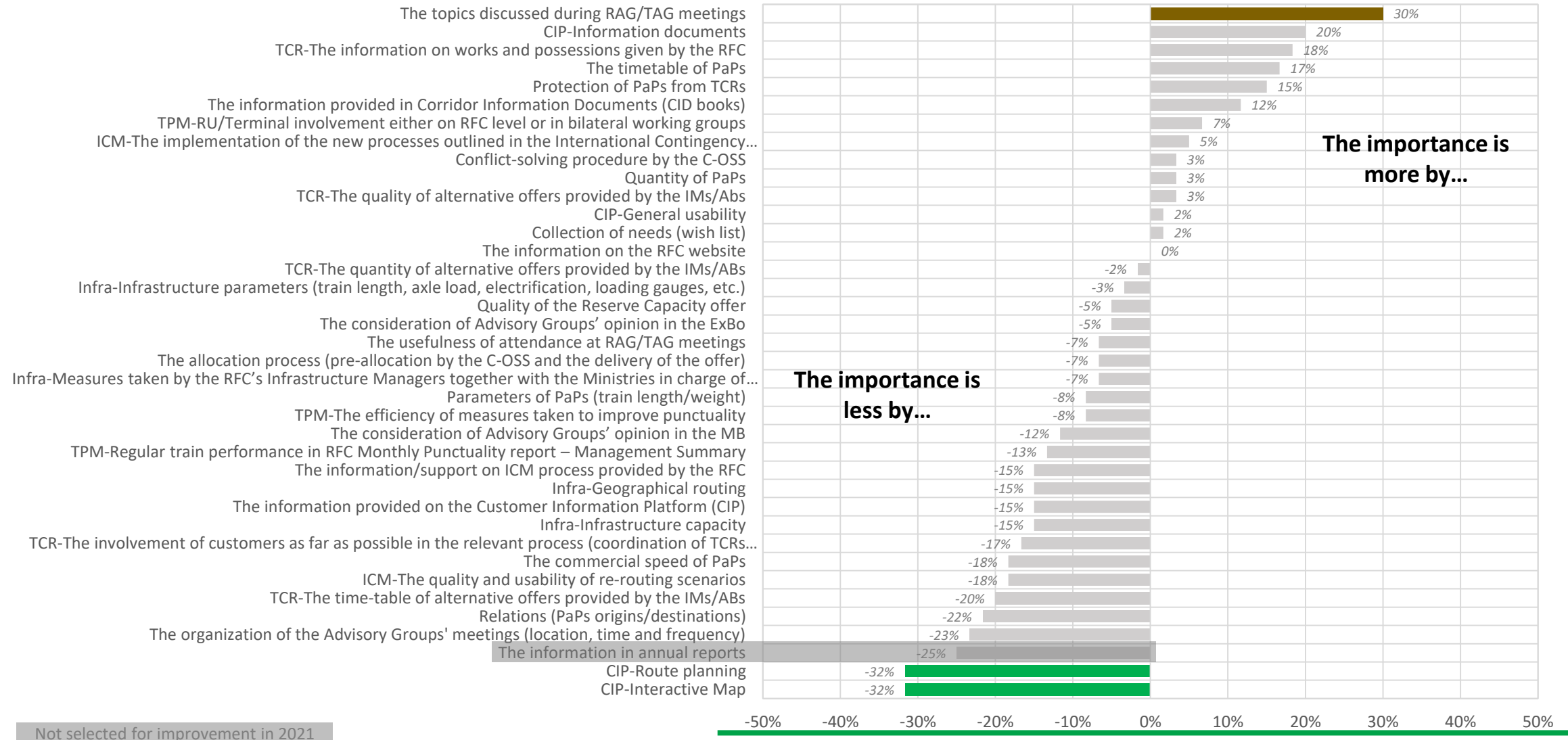


The chart shows the number of respondents who selected the particular element.
The other elements were not selected.

The change extent of importance as a priority area

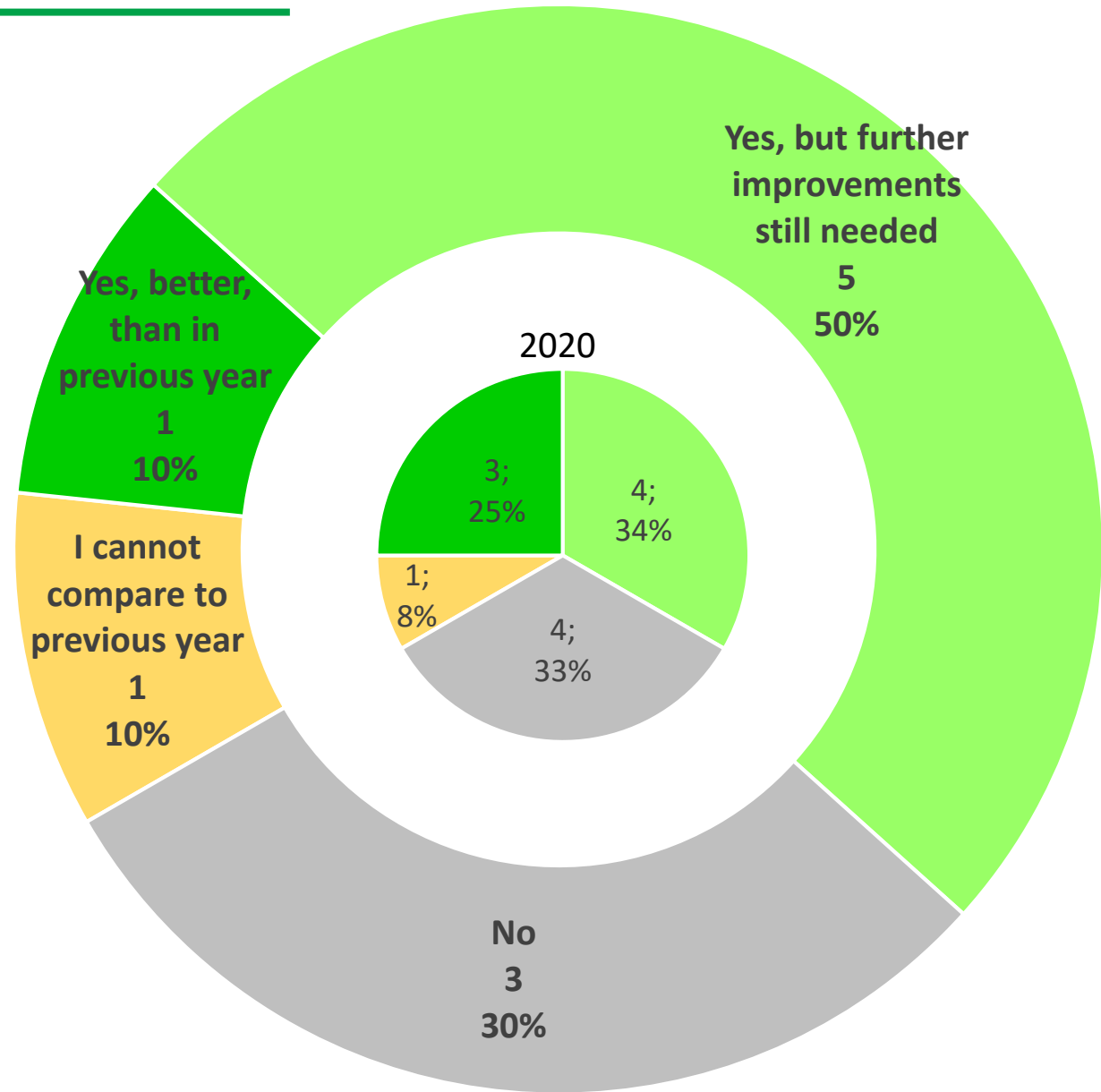
(% with indicative value only)

Difference between the ratio of respondents who selected the area 2021-2020

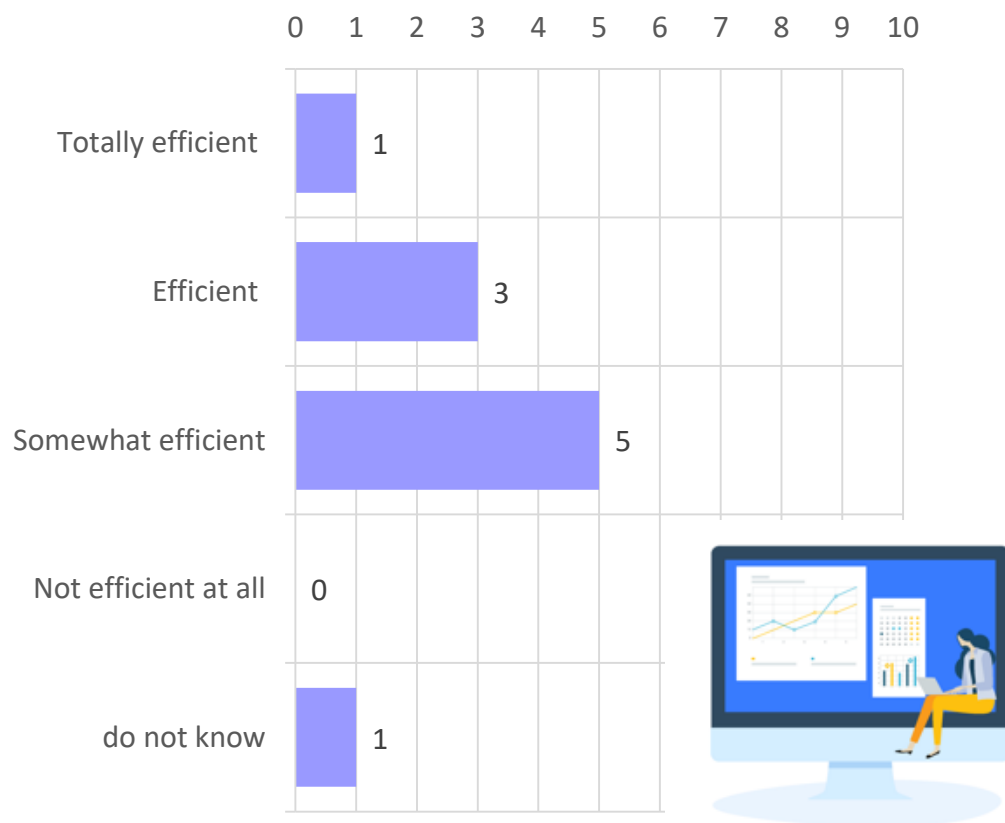


Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions (TCR) on RFC OEM (RFC7)?

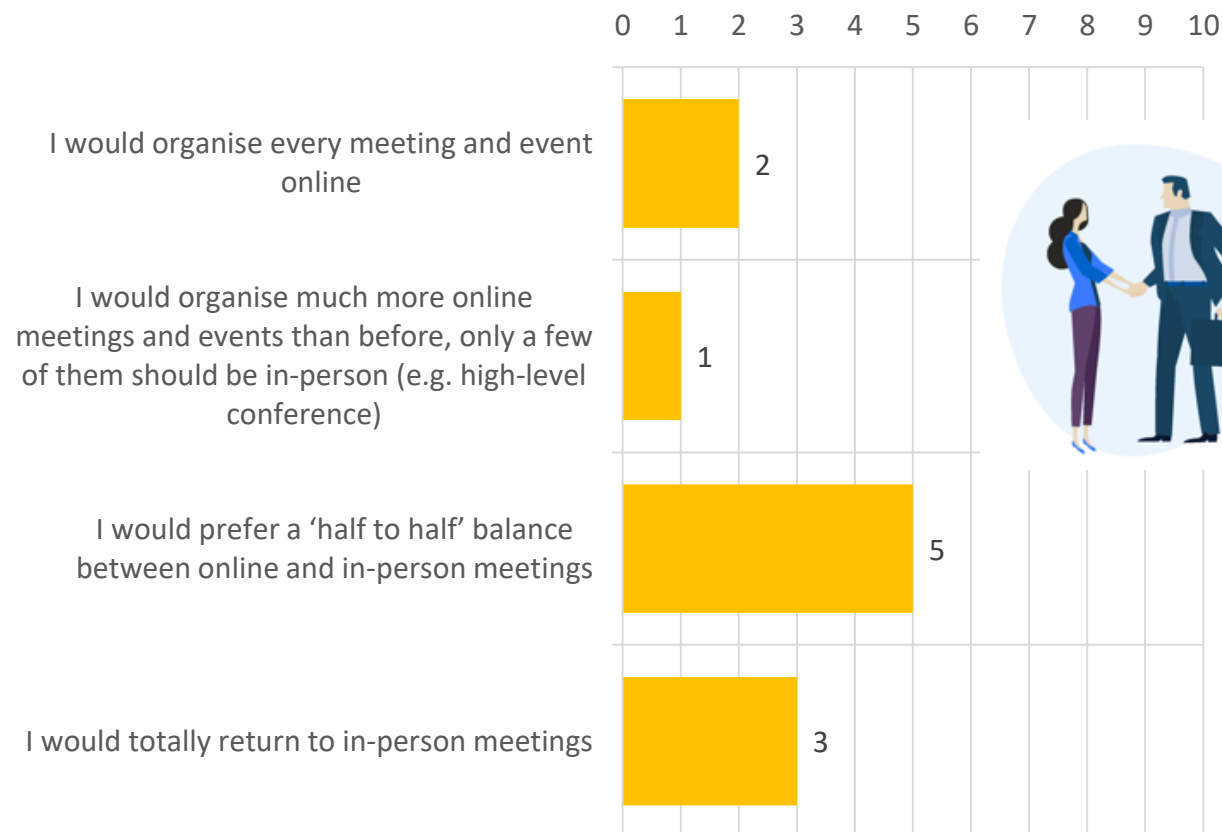
(% with indicative value only)



Because of the pandemic situation we had to use mainly online platforms for holding meetings (e.g. RAG/TAG). What do you think about the effectiveness of these platforms, as tools for holding RFC meetings?

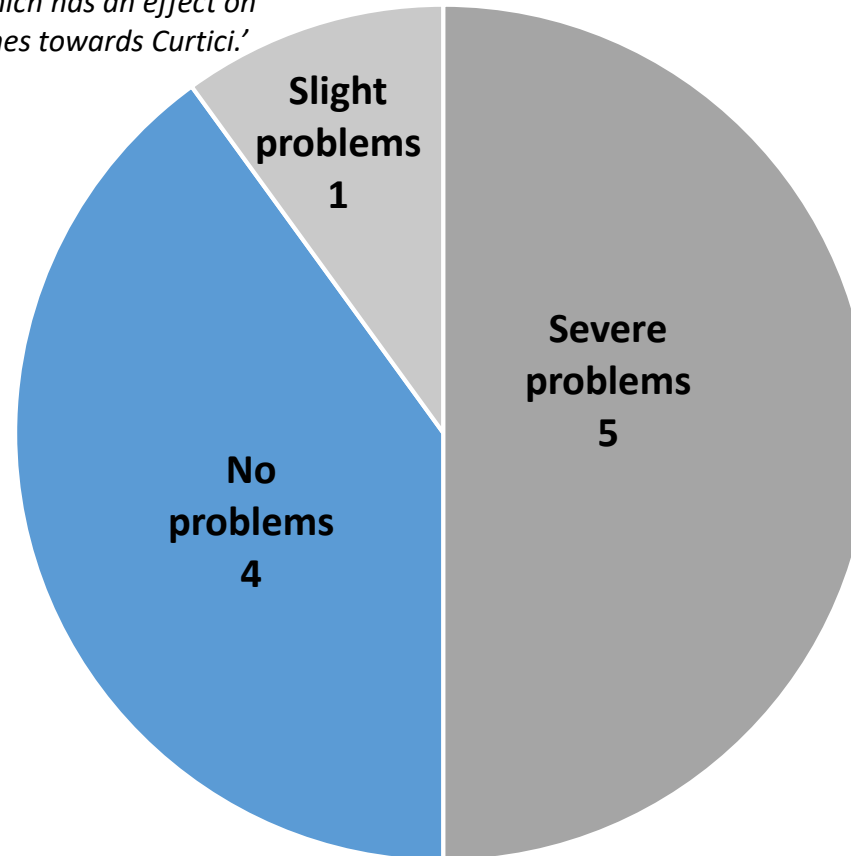
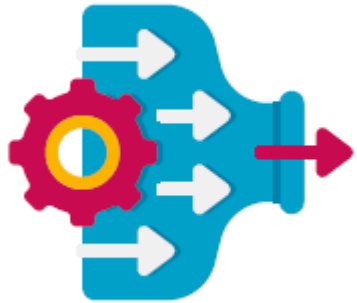


How would you change the form of the RFC meetings and events in the future?



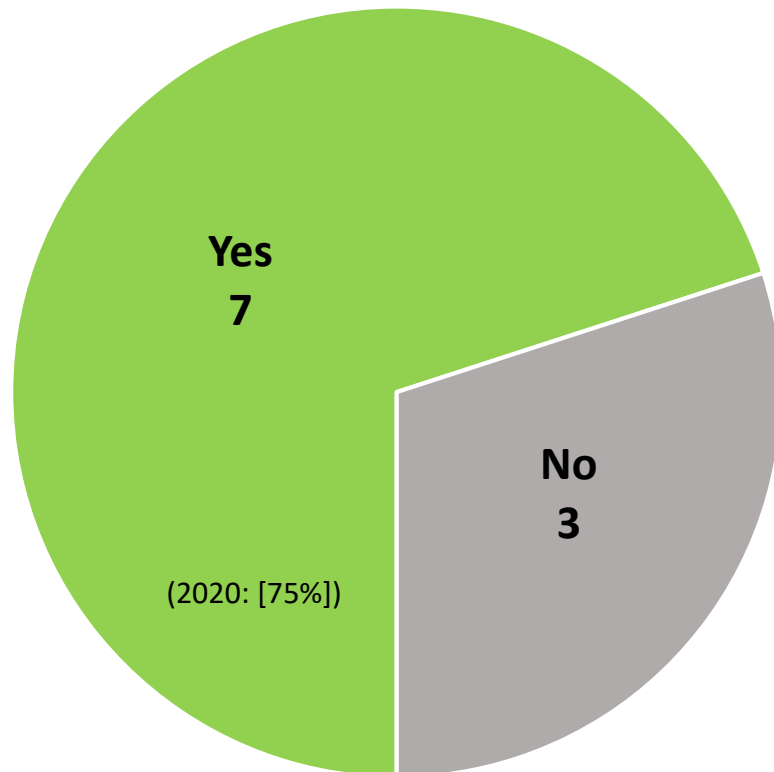
Does your company face capacity bottlenecks along the RFC? (e.g. on lines / in nodes / in terminals / on borders)?

- *„We still have issues around Curtici border section which has an effect on the capacity of lines towards Curtici.’*

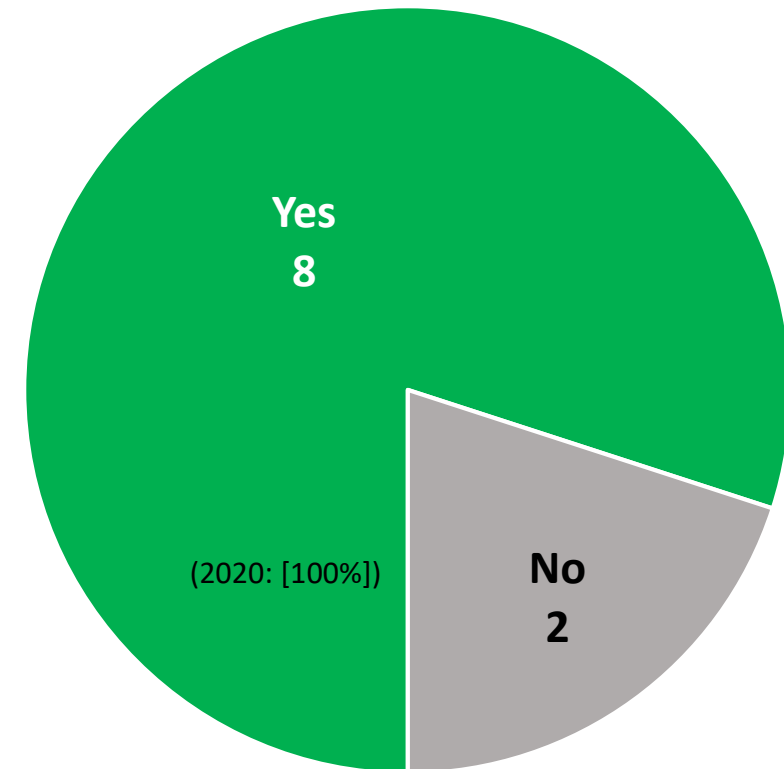


- *„On Curtici border, on Romanian lines (because of the many capacity restrictions)*
- *Dwell time in Curtici border because of Police Border Control and no prioritization of RFC trains to border.*
- *Serious problems on CFR Infra network. Non transparent traffic management processes, not coordinated TCRs and border problems in Curtici*
- *Severe problems daily in Curtici border station.*
- *Border Lőkösháza/Curtici’*

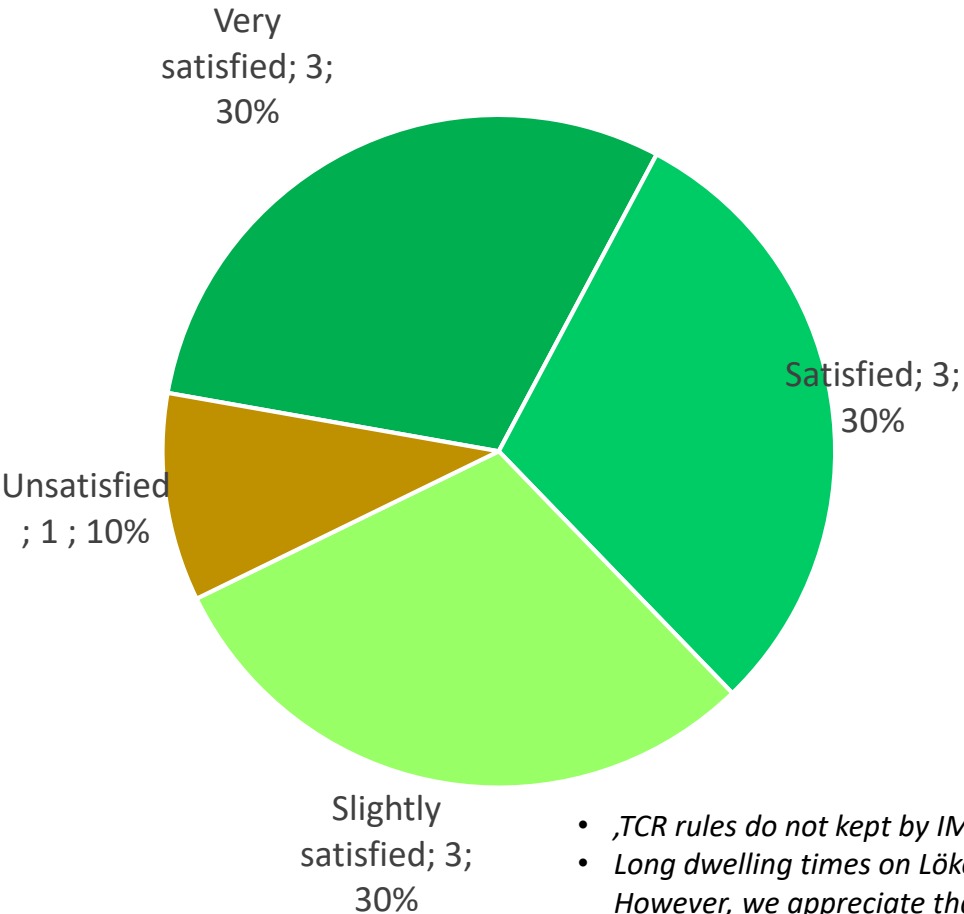
Does your company regularly attend RAG/TAG meetings?



Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?

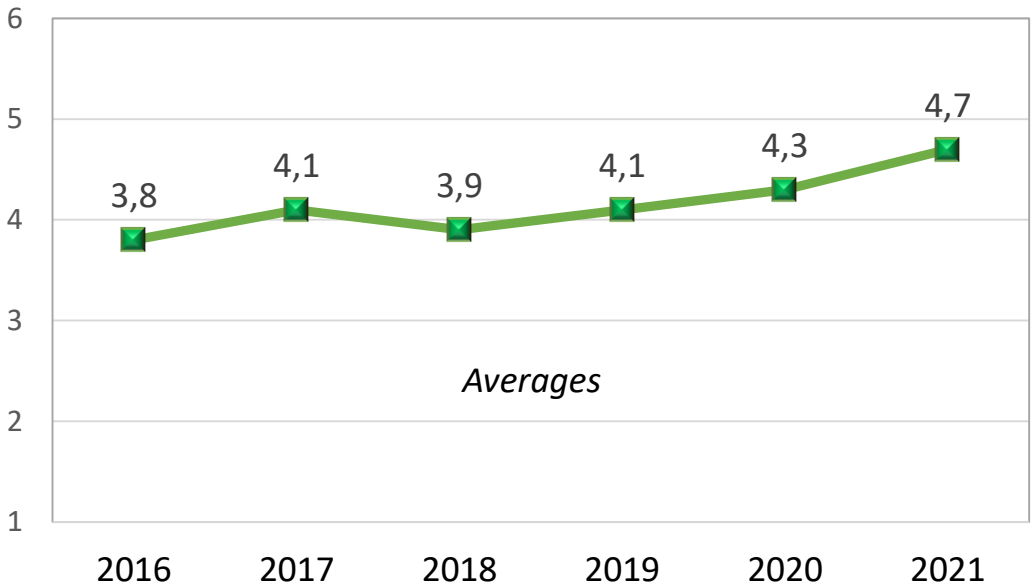


Overall, how satisfied are you as a user of the RFC OEM?



- „TCR rules do not kept by IM, dwelling time at Curtici border station is too much
- Long dwelling times on Lököshaza/Curtici border section continue causing major problems. However, we appreciate that action has been taken for mitigating these issues.
- Evidencia tras v RFC je z mojho pohladu znacne komplikovana (~From my point of view, the registration of routes in the RFC is quite complicated)'

RFC OEM overall satisfaction



Averages

- Favourable result in Overall satisfaction
- Most important areas to focus: Infrastructure, TCR, Commercial offer
- The effect of TCR extra efforts are perceived and appreciated, but more still needed
- Lőkösháza – Curtici: the issue to be solved
- RAG/TAG topics' importance is not highlighted, but increasing

(For professionals it can be suggested to peruse the open-ended answers given on their particular area)

Thank you for your attention!

**Any remarks, feedbacks,
suggestions are very welcomed!**

Erika Vinczellér
Phone: +36-30-758-7290
E-mail: vinczellere@vpe.hu
