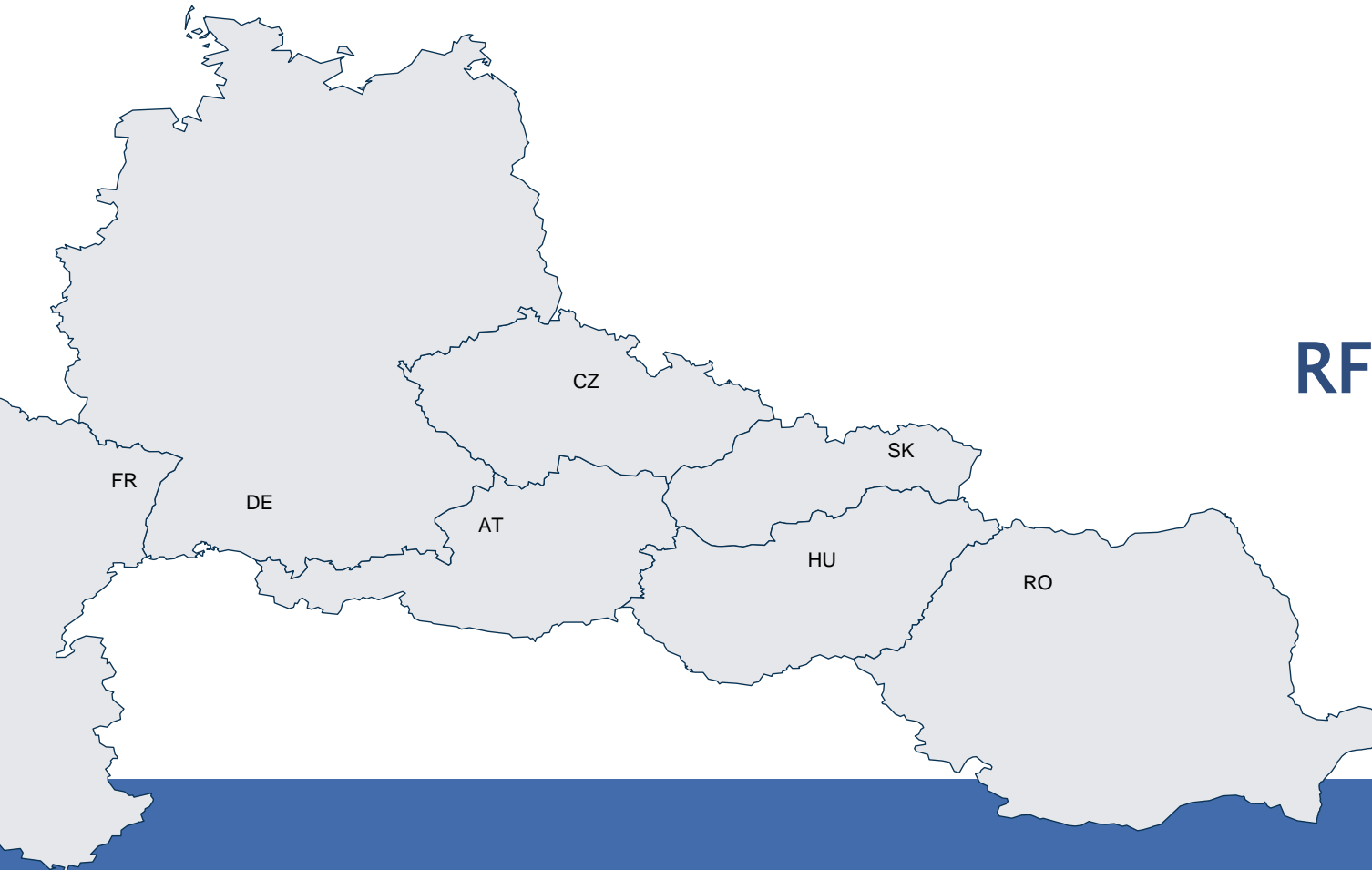




User Satisfaction Survey 2021 Summary

RFC Rhine–Danube



1 Survey Design

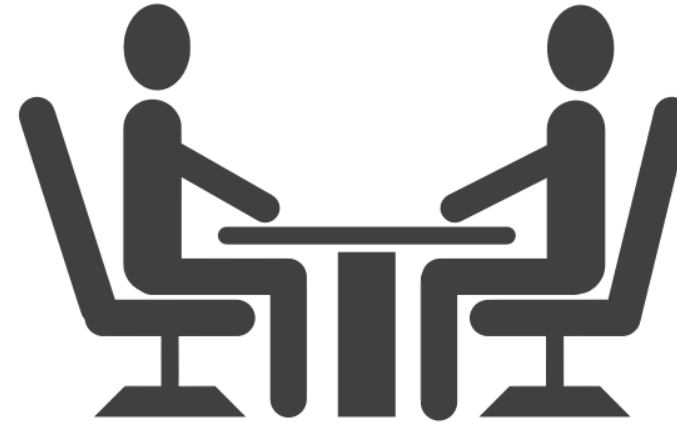
2 Satisfaction with RFC Rhine-Danube

3 Summary

RFC USER SATISFACTION
SURVEY 2021

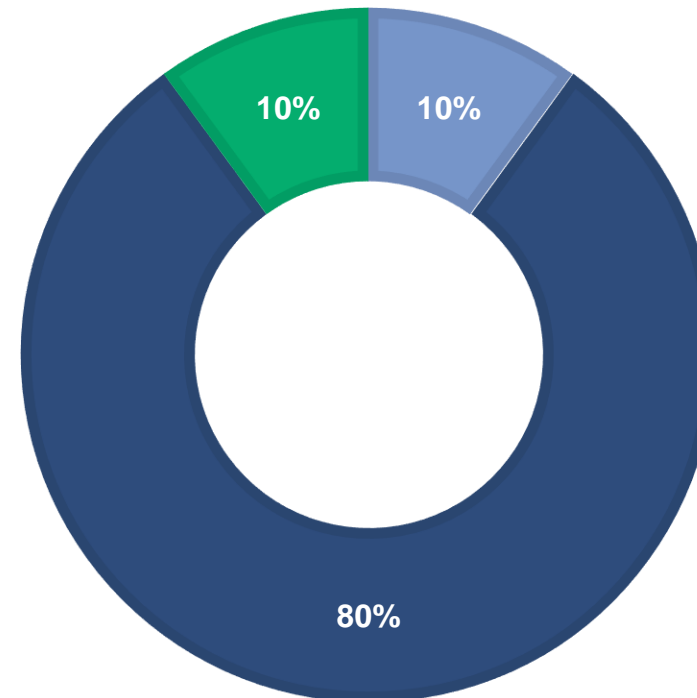
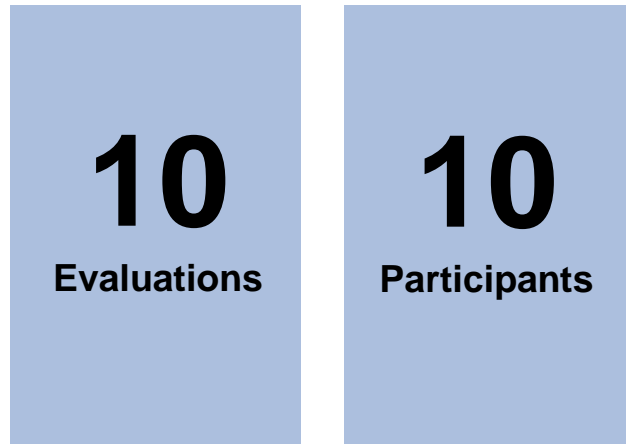
CONTENT

- Computer Aided Web Interviews
- Field Phase: 26th August to 8th October 2021



PARTICIPANT GROUPS IN %

■ Terminal operator ■ Railway Undertaking (RU) ■ Port authority



1

Survey Design

2

Satisfaction with RFC Rhine-Danube

3

Summary

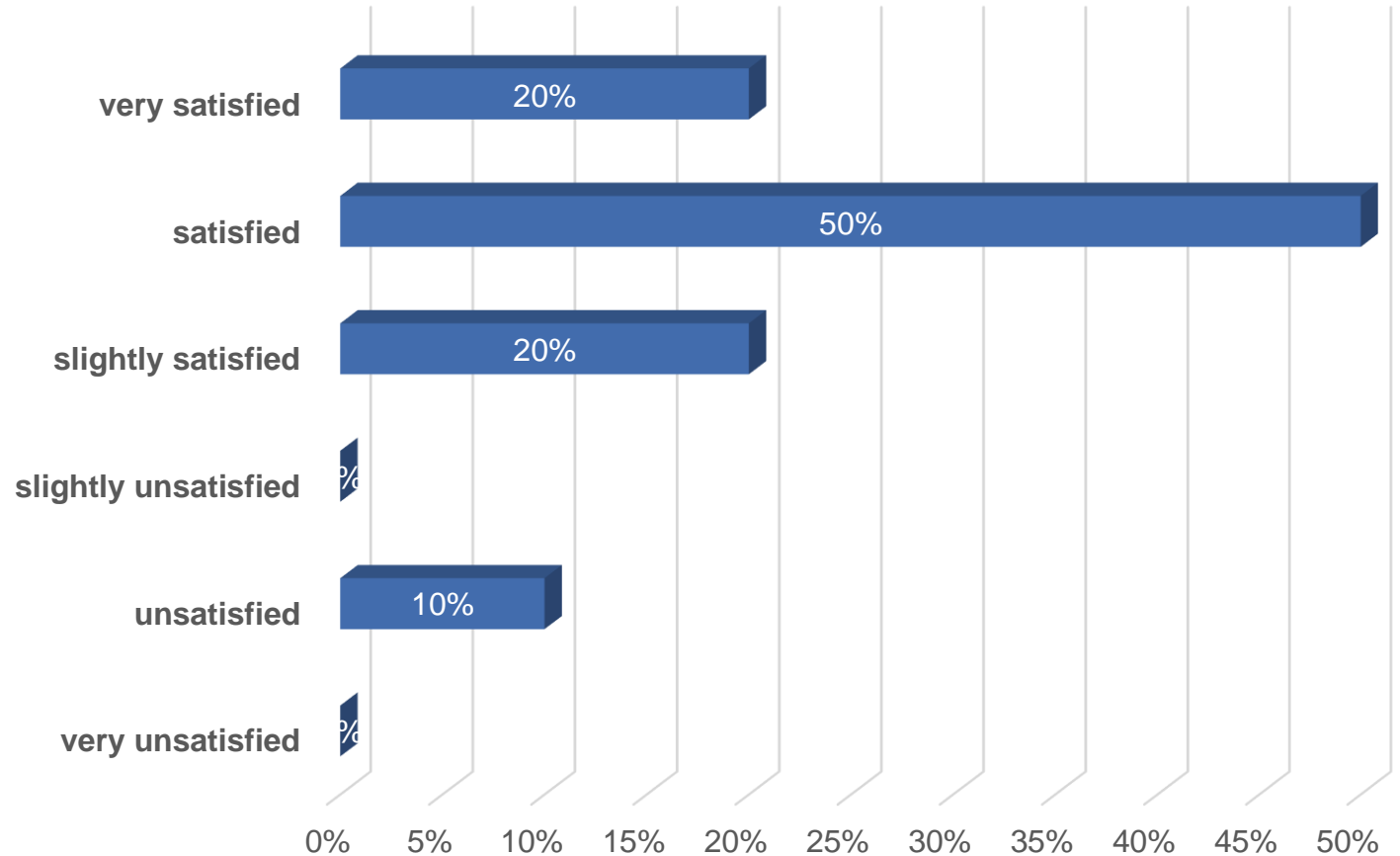
RFC USER SATISFACTION
SURVEY 2021

CONTENT

SATISFACTION WITH RFC Rhine-Danube

- Overall, how satisfied are you as a user of the RFC?
- sample size = 10

90%
Generally satisfied



1 Survey Design

2 Satisfaction with RFC Rhine-Danube

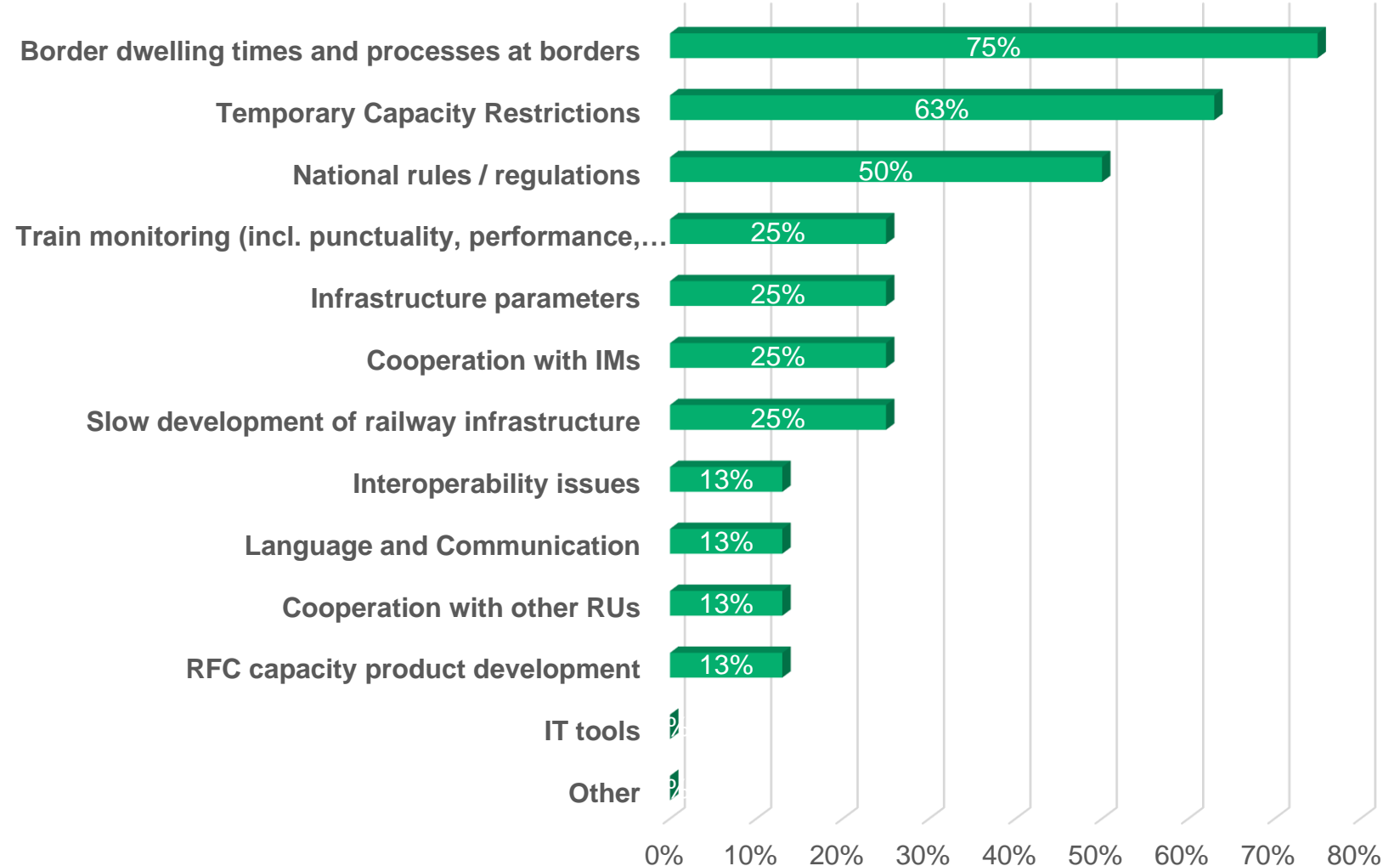
3 **Summary**

RFC USER SATISFACTION
SURVEY 2021

CONTENT

WISH FOR IMPROVEMENT IN CERTAIN FIELDS

- Which are the top 3 main areas, where you experience difficulties for international traffic on RFC Rhine-Danube? (*multiple markings possible*)
- sample size = 8



WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

- Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?

sample size = 10

40%

Generally satisfied

Focus on

- 1 RAG/TAG meetings useful
- 2 consideration of AG's opinion in the MB
- 3 consideration of AG's opinion in the ExB

