



DE – CZ – AT – SK – HU – RO – BG – EL

RFC7

Orient/East-Med

RFC User Satisfaction Survey 2023

SUMMARY



Funded by
the European Union

Preliminary results

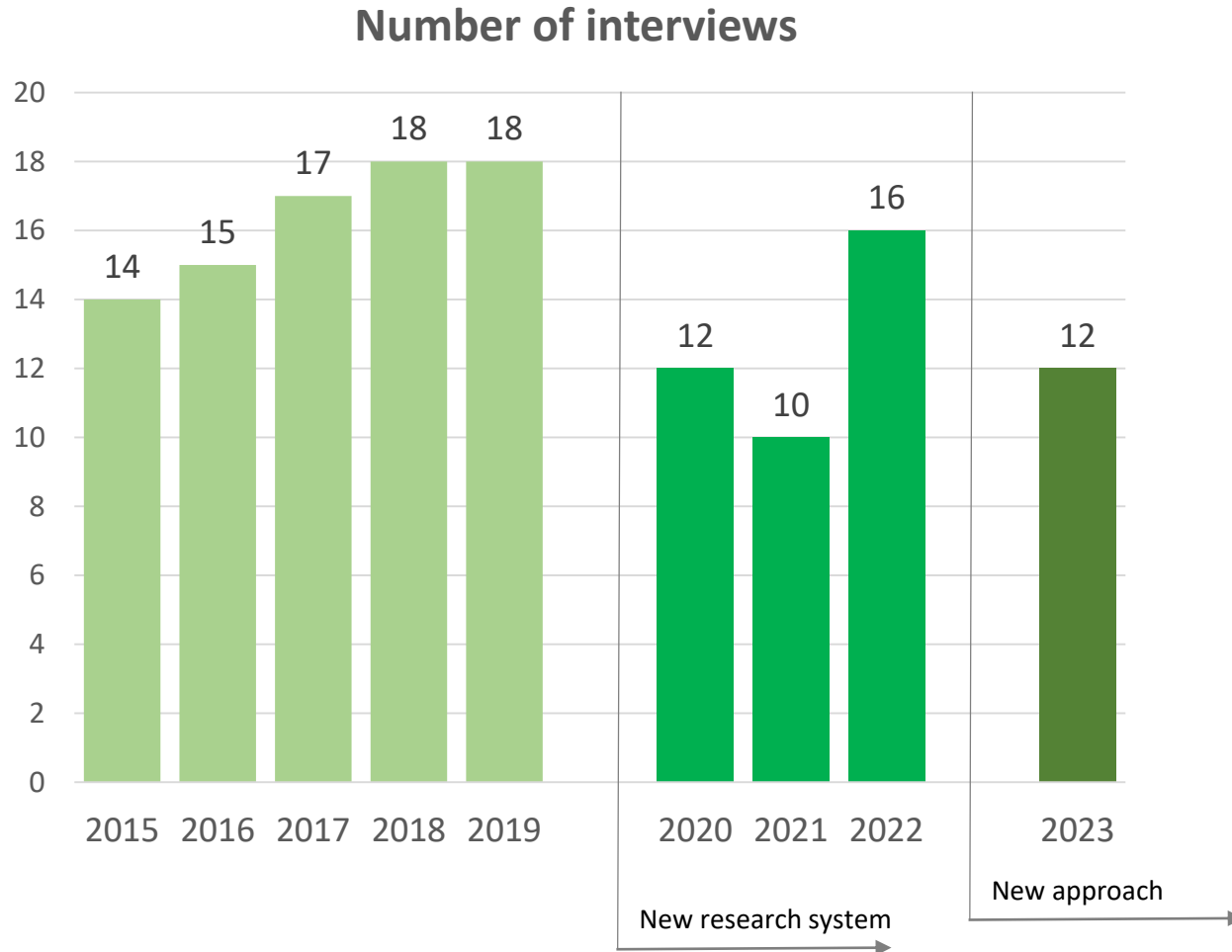
- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched in 2014, and **redesigned more times based on the recent research experience**
- In 2023 hybrid version (online survey or personal interviews) was kept, and **more focused questions as well as 4-point scales were applied** (except overall satisfaction).
- **Fieldwork:** 24th August – 12th October, 2023

All RFCs participated in the research:



Main results of RFC OEM 2023

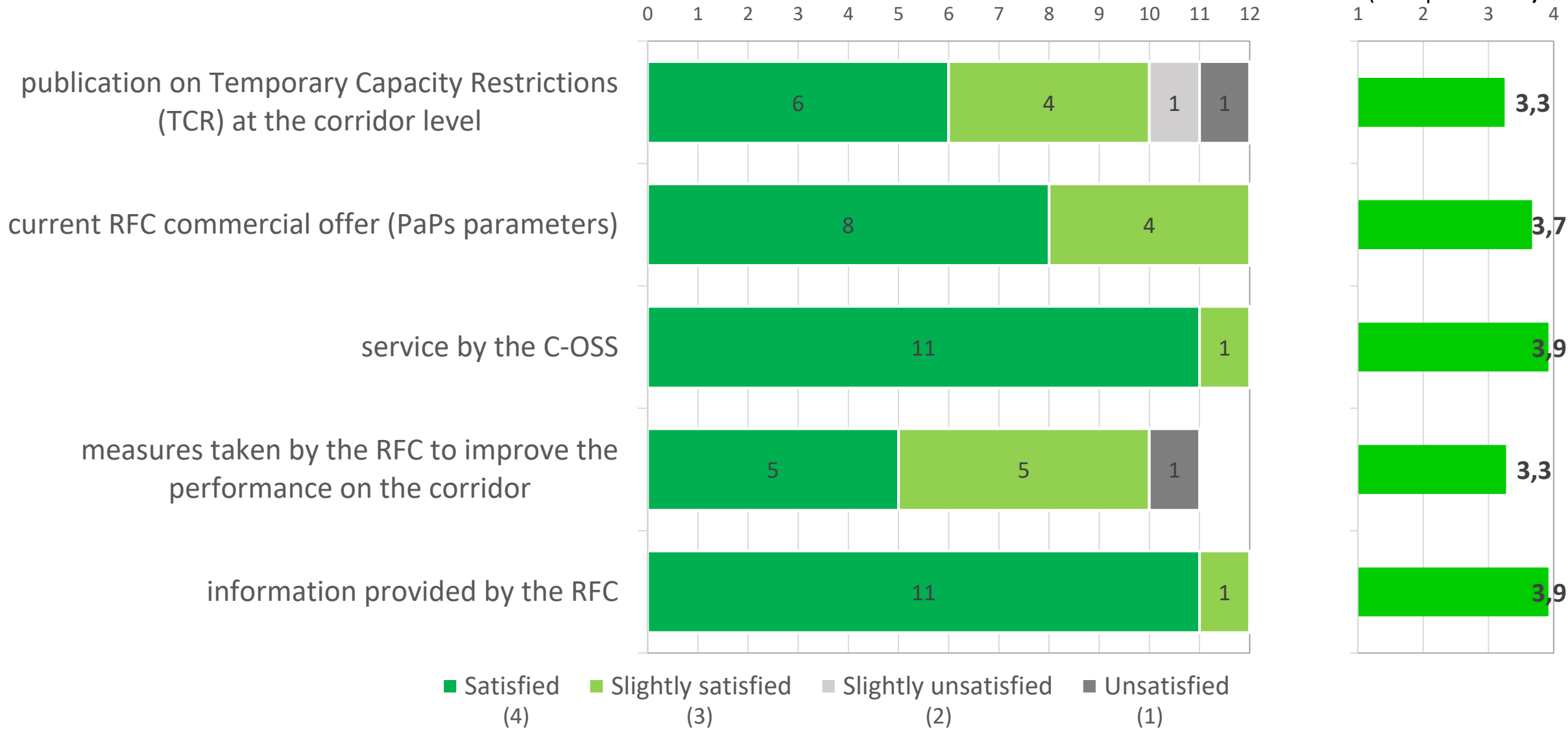
The sample and a possible way of the analysis



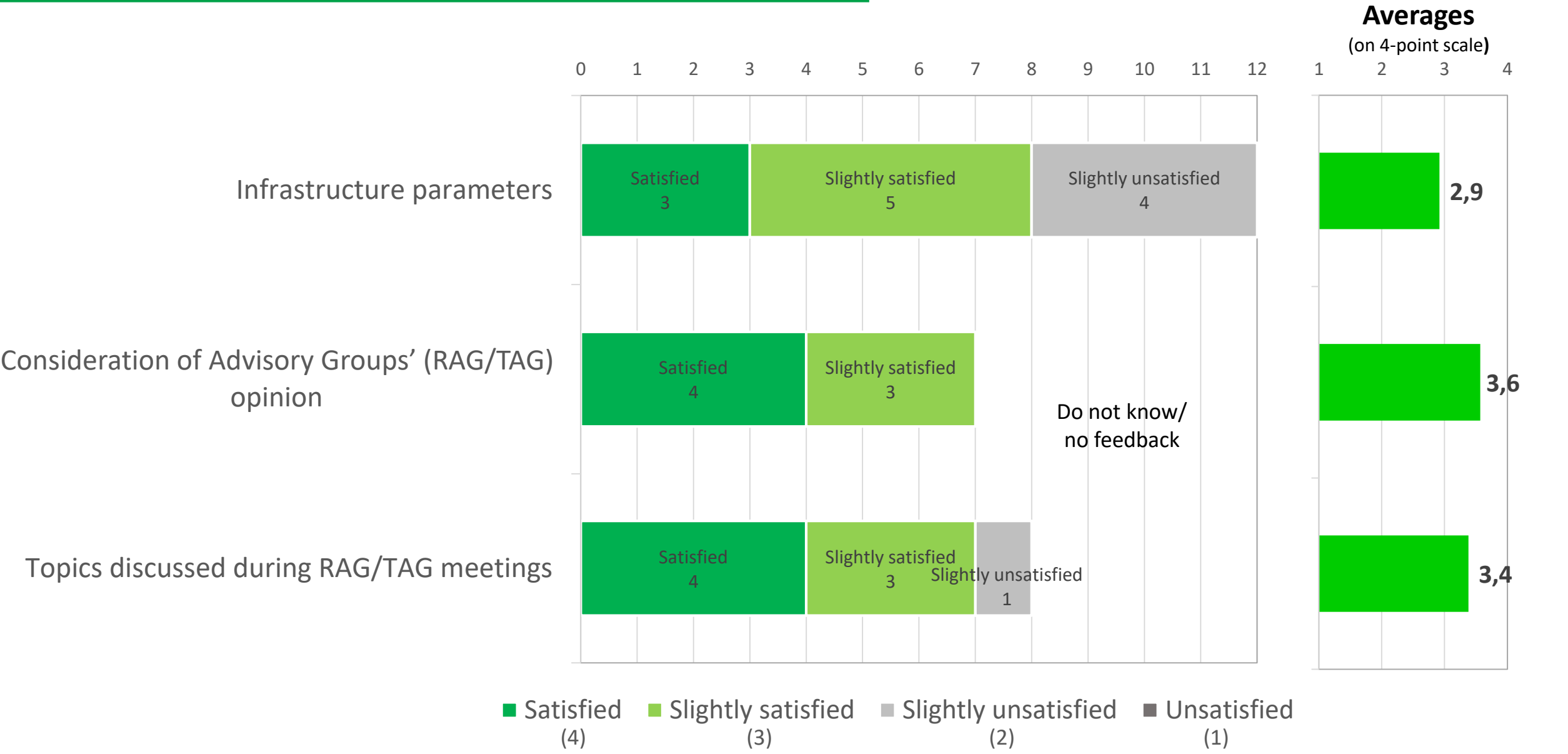
- RFC OEM had **12 interviews**, all of them were RUs
 - 4 personal
 - 8 online
- **Sample size is relatively small, limiting the possibilities of drawing conclusions of appropriate significance.**
 We analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages.

(The charts will primarily show the number of respondents.)

To what extent are you satisfied with the ...

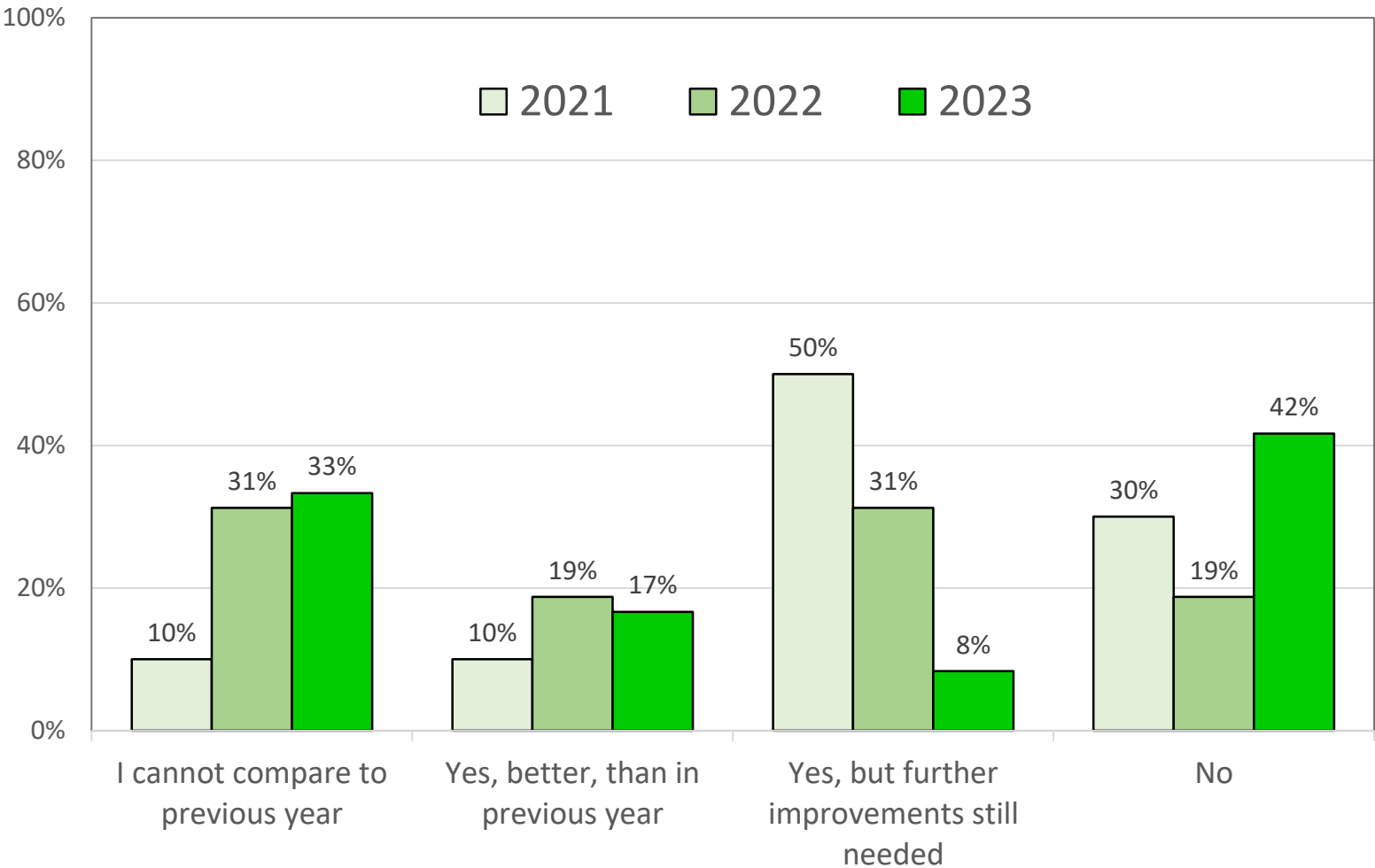
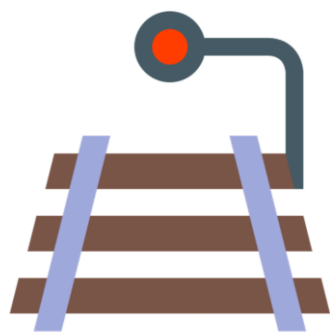


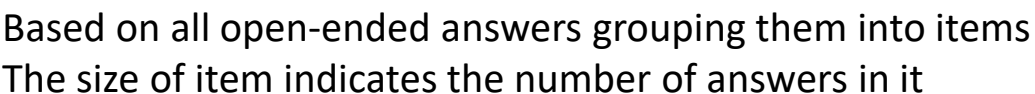
To what extent are you satisfied with the following items on RFC OEM?



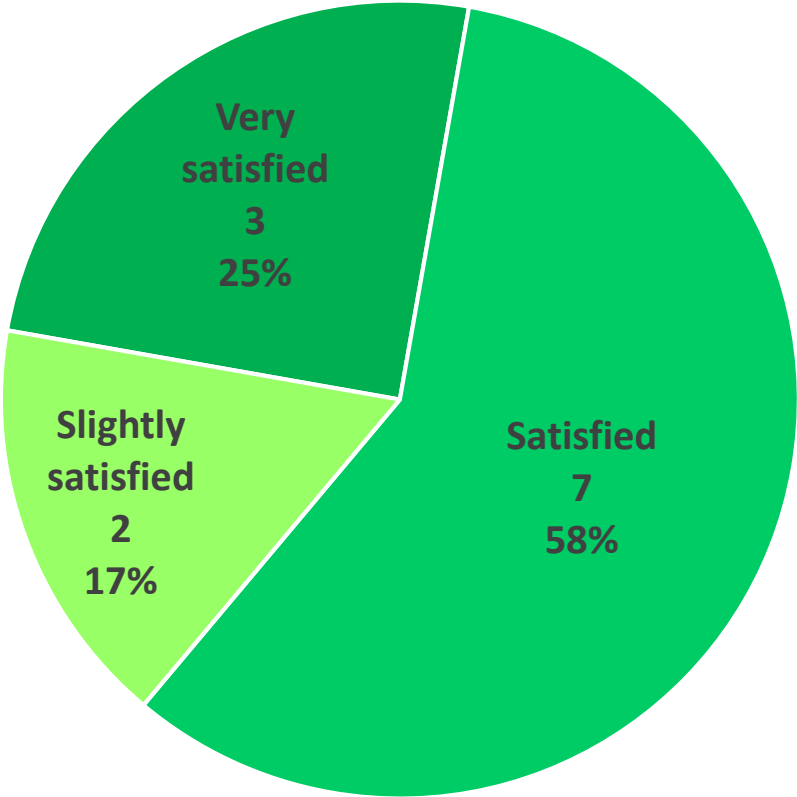
Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions on RFC OEM?

(% with indicative value only)



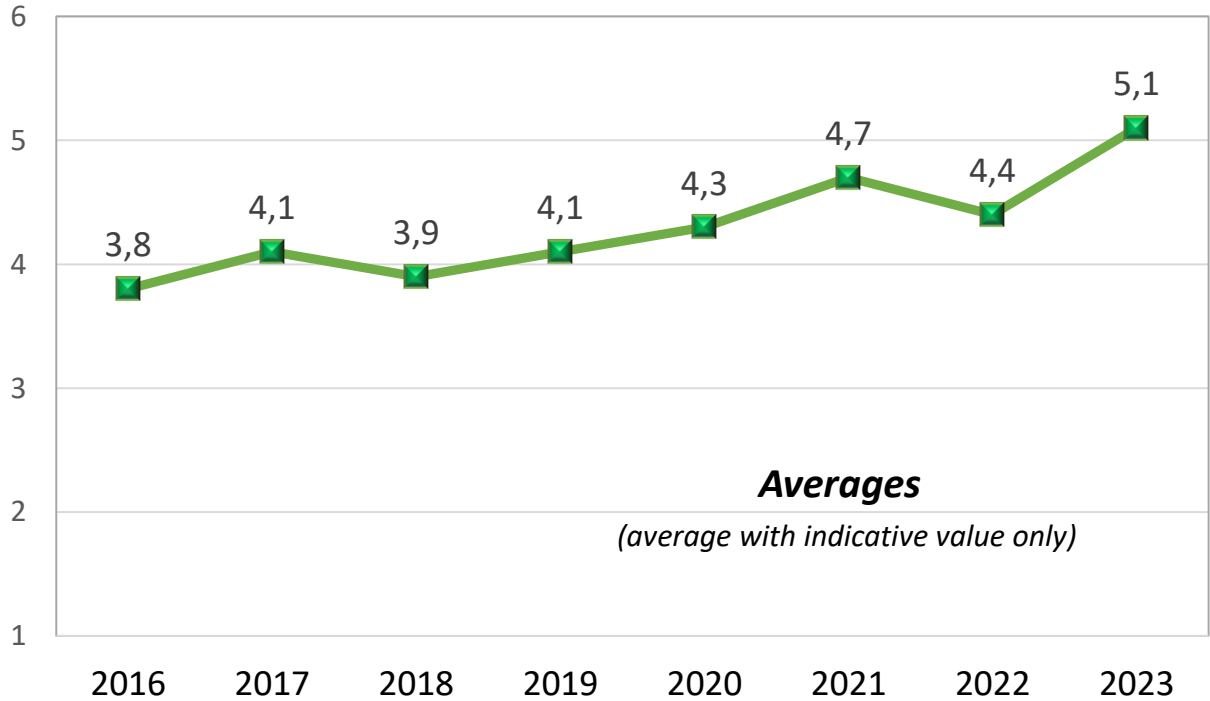


Overall, how satisfied are you as a user of the RFC OEM?



(% with indicative value only)

Trend of RFC OEM overall satisfaction



- The level of satisfaction: increasing
- Overall: on high level
- Endeavour of corridor: perceived and appreciated
- Services areas: managed to improve
- RFC OEM is on right track, developing, challenging

- Main future focus:
TCR; Harmonisation, coordination; Corridor ,voice'; Infrastructure;
Quality of traffic flow; Involvement of more customers

Thank you for your attention!

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

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