

# RFC User Satisfaction Survey 2023

**SUMMARY** 



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



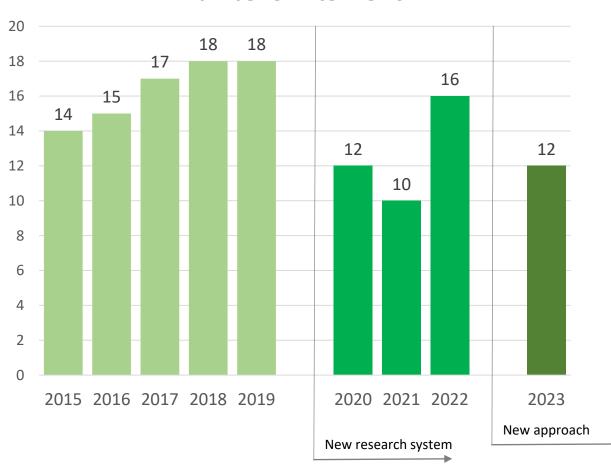
All RFCs participated in the research:





## Main results of RFC OEM 2023





Number of interviews

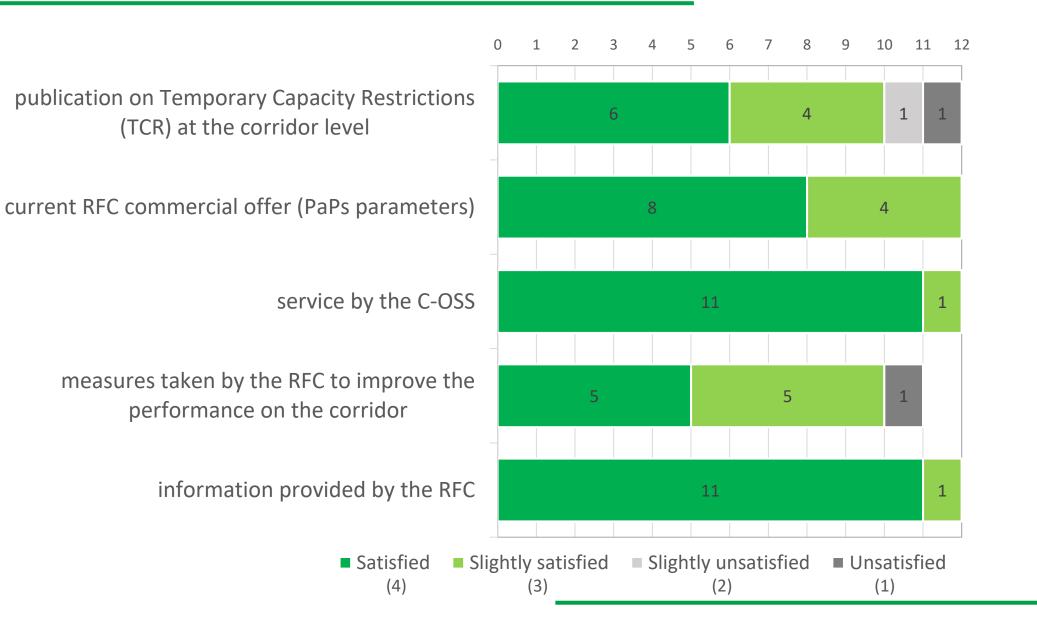
- RFC OEM had **12 interviews**, all of them were RUs
  - 4 personal
  - 8 online
- Sample size is relatively small, limiting the possiblities of drawing conclusions of appropriate significance.

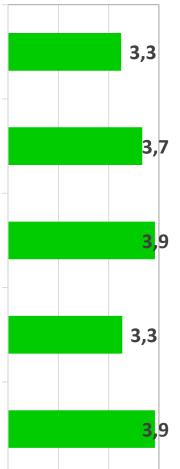
We analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages.

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

#### To what extent are you satisfied with the ...



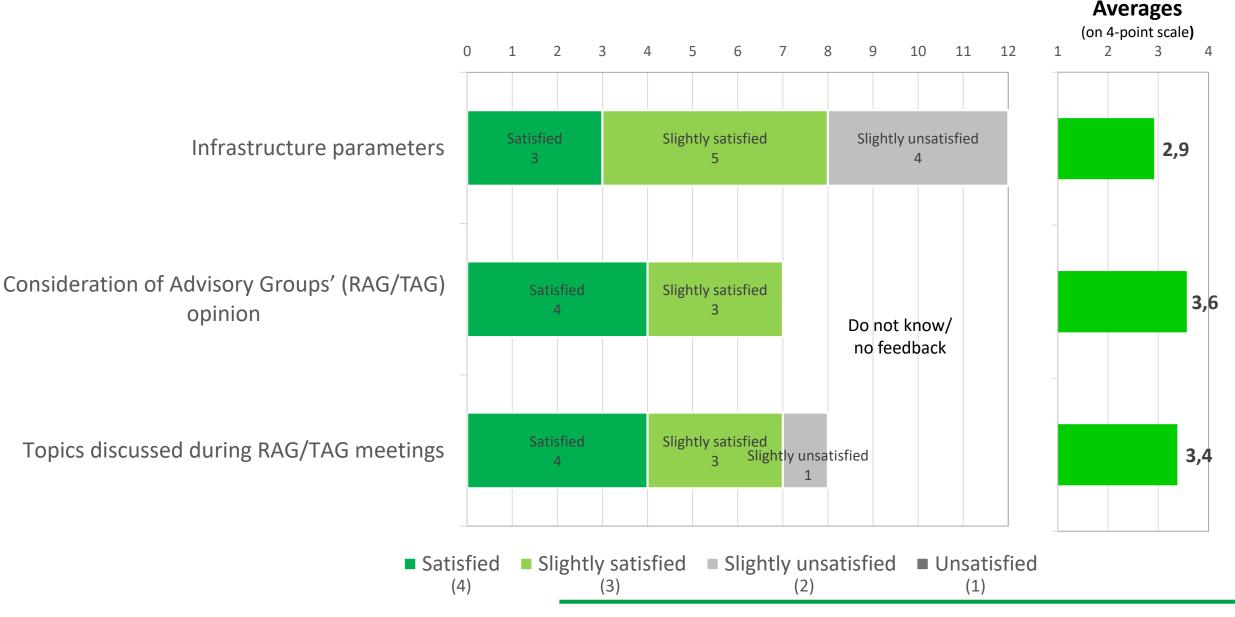




(on 4-point scale)

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



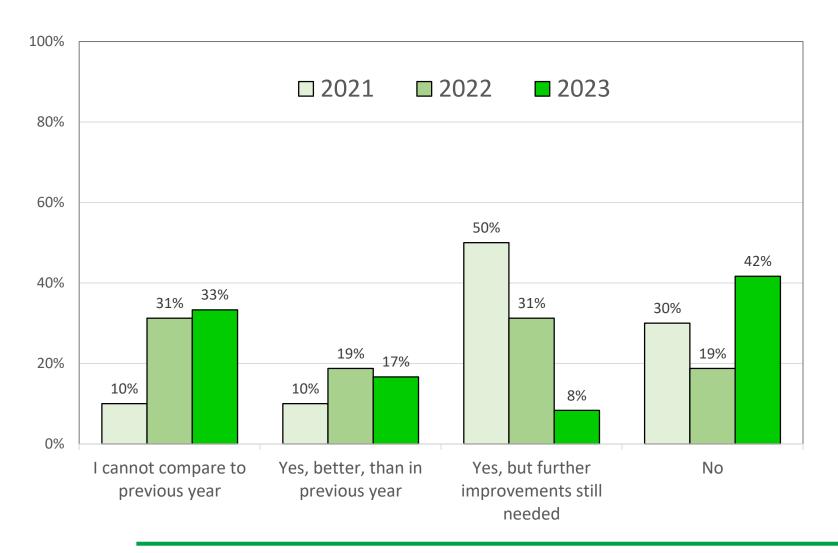




Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions on RFC OEM?

(% with indicative value only)







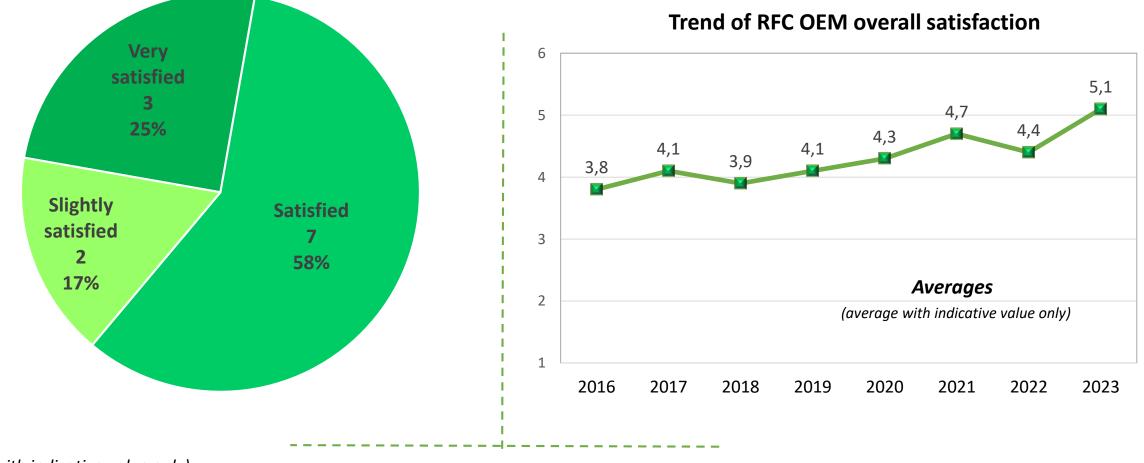
'We use the annual reports' 'Developing' 'Corridor management should have more 'voice', influence' 'Border crossing problem' 'Kürtös is better' 'Romanian relation is improving' 'Is going well' 'Infrastructure, capacity problems' 'The possession on Line 1 - difficulties' 'C-OSS: one of the best' 'Uncoordinated possessions - difficulties' 'Harmonisation, coordination between countries to be further improved' 'PaP: flexible, sufficient, satisfactory' 'Initiative, willingness, efforts are OK' 'PaP: train length, commercial time to be improved' 'Unpredictability, unplannable' 'Meetings in English: to allow active participation of non-negotiating English speakers as well' 'Business potential is good' 'Good communication and customer care' 'No guaranteed commercial time ' 'More detailed and uptodate information are needed' 'Joint RFC7 and RFC9 actions - good initiatives' 'Reality is far from the timetable' 'Unsatisfaction in Czech relation ' 'TAG/RAG to be expanded '

Based on all open-ended answers grouping them into items The size of item indicates the number of answers in it

#### **Overall satisfaction**



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



(% with indicative value only)

RFC2 Orient/East-Med

- 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!

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