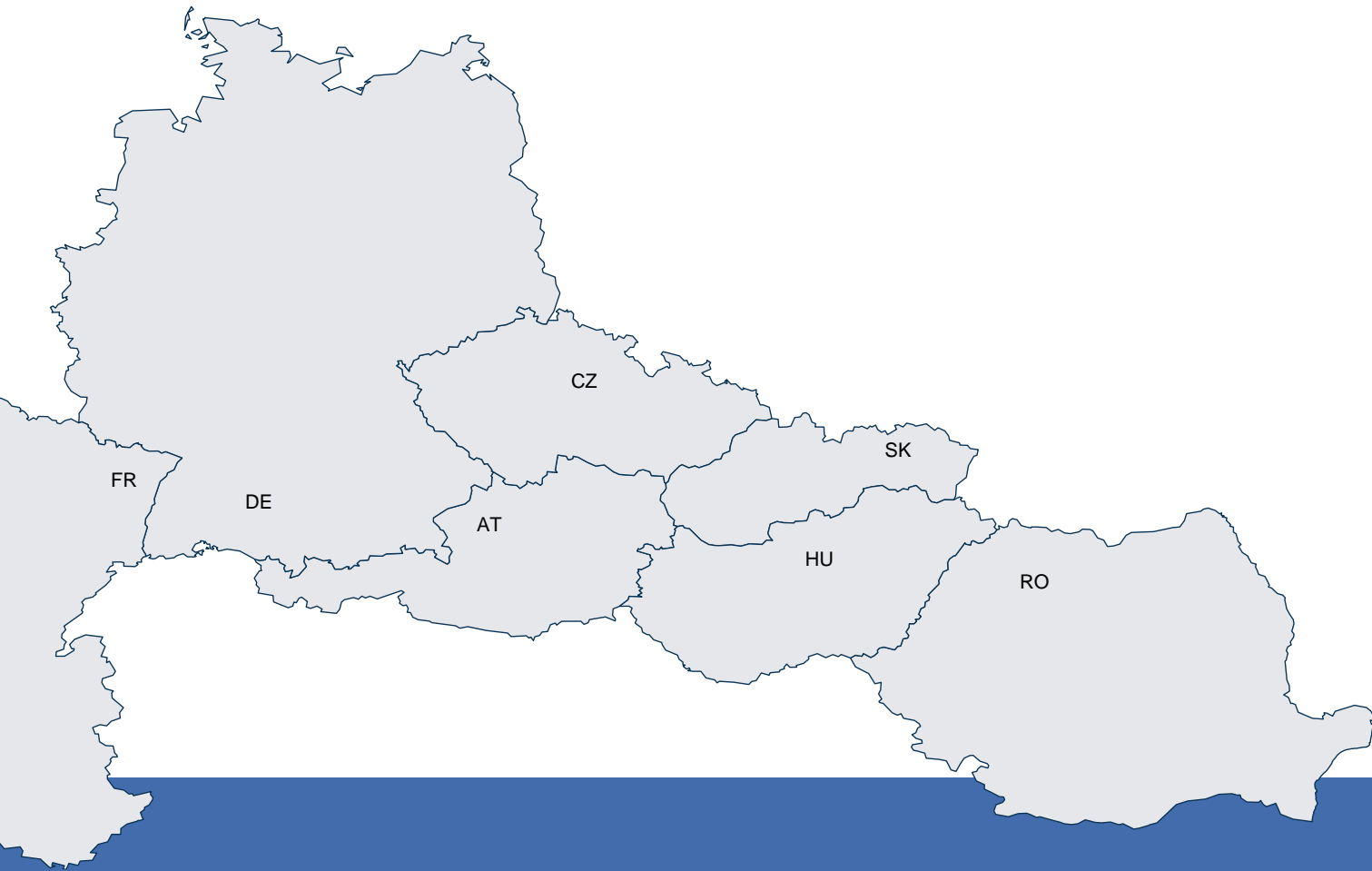




Co-funded by
the European Union

User Satisfaction Survey 2023 Summary



- 10 respondents, 10 evaluations
- Computer Aided Web Interviews (using the online tool Survio) and possibility for personal interviews
- Contacts (e-mail addresses) delivered by RFCs
- 49 overall e-mail invitations sent
- 3 personal interviews
- Field Phase: 24th August to 12th October 2023



SATISFACTION WITH RFC RHINE-DANUBE

- Overall, how satisfied are you as a user of the RFC?
- Answered by: RUs, Terminals
- sample size = 10

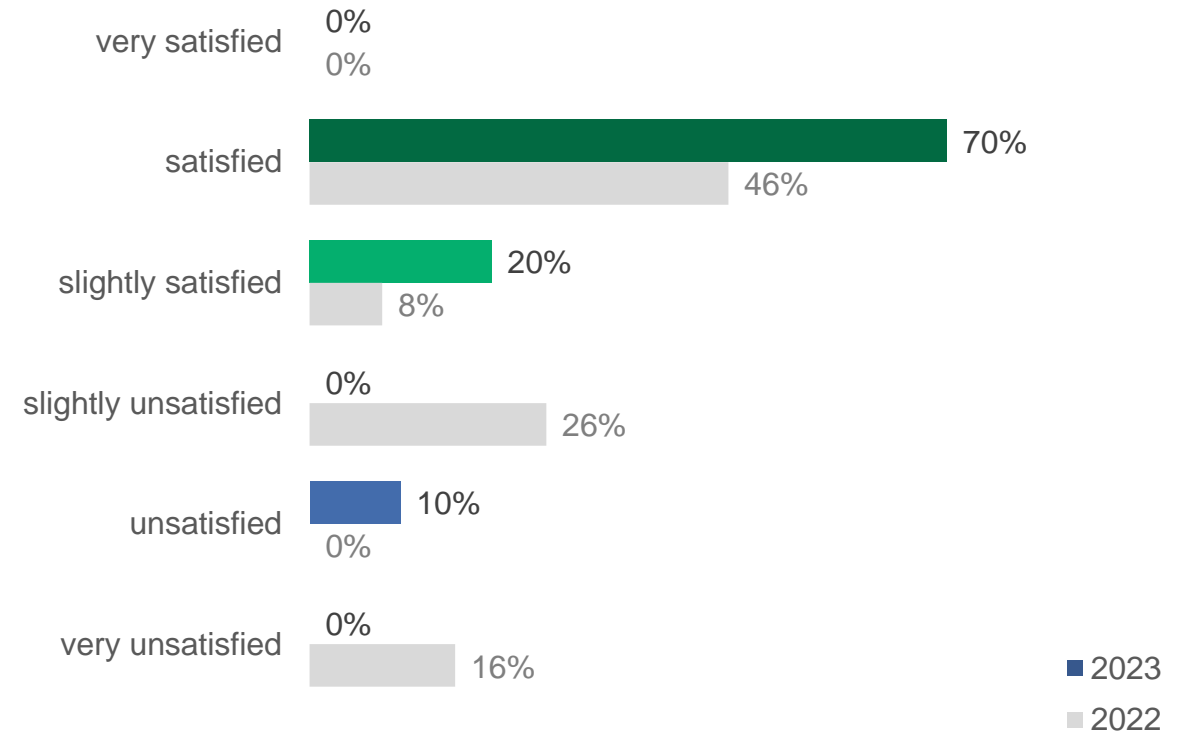
90%

Generally satisfied

**Answers given were very satisfied, satisfied and slightly satisfied.*

36%

Increase of satisfaction

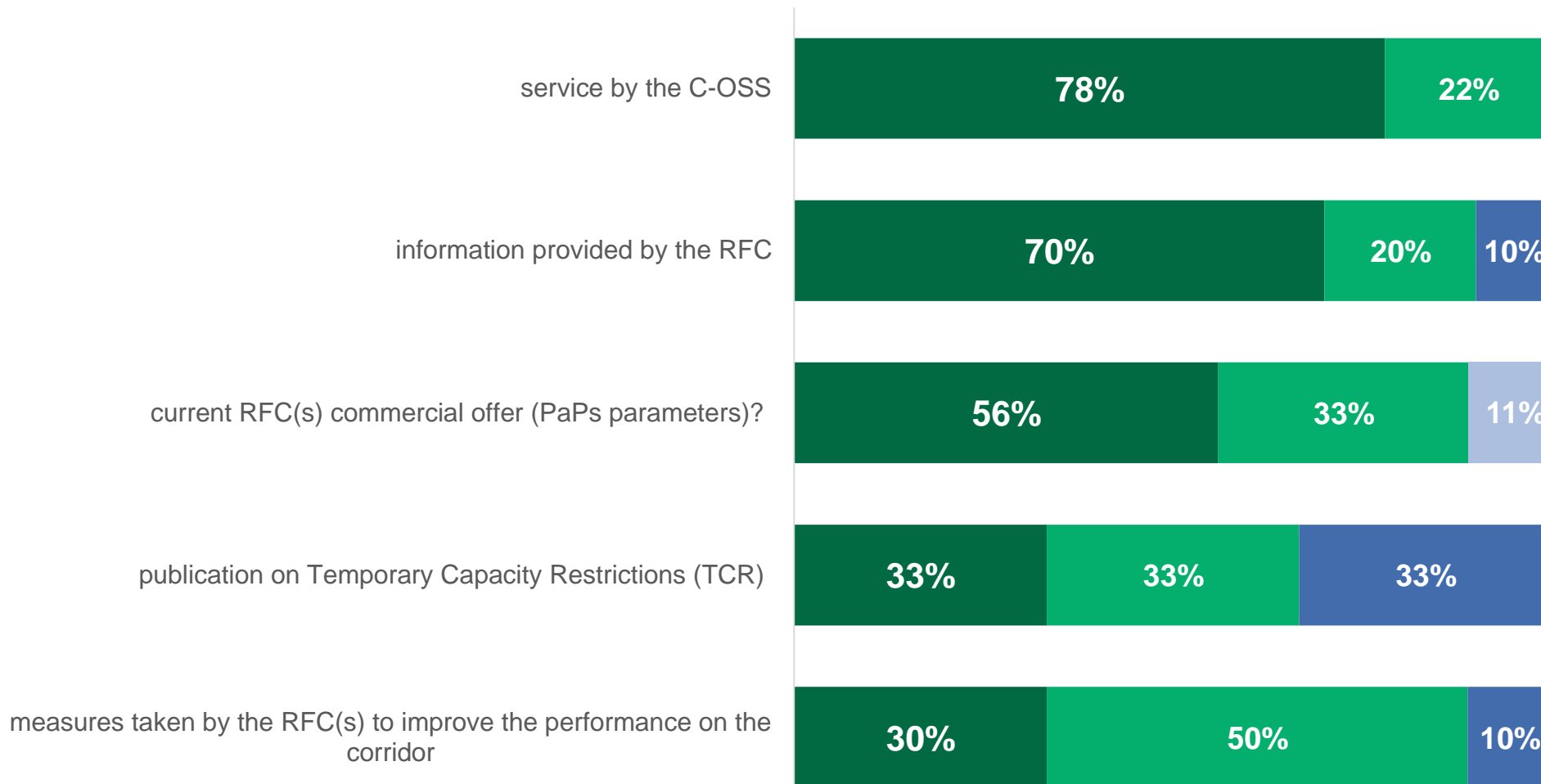


SUMMARY – To what extent are you satisfied with the ...

■ satisfied ■ slightly satisfied ■ slightly unsatisfied ■ unsatisfied

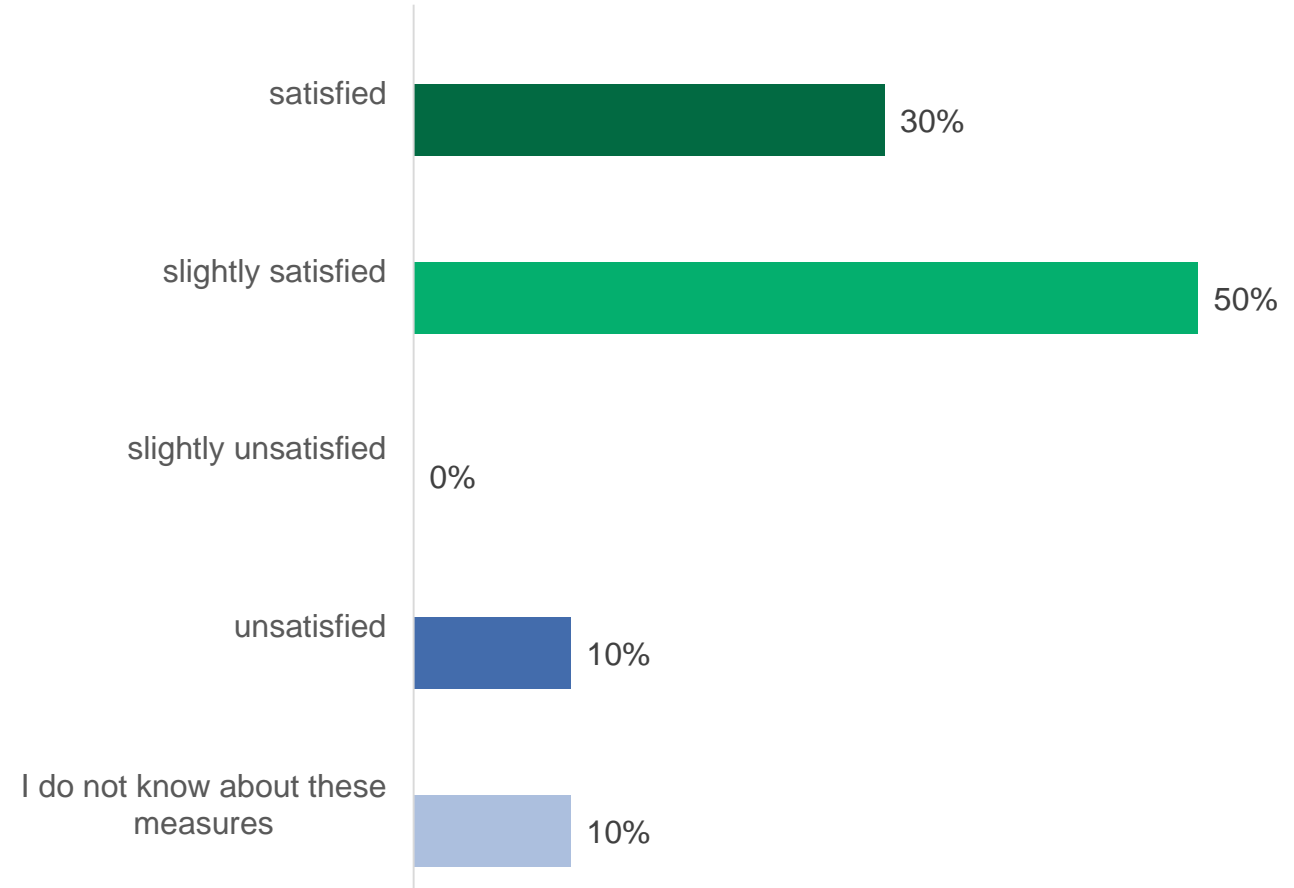
- Answered by: RUs, Terminals
- Different sample sizes on some topics

These should be in the focus for improvement next year.



SATISFACTION WITH RFC PERFORMANCE MEASURES

- ▲ To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- ▲ Answered by: RUs, Terminals
- ▲ sample size = 10



SATISFACTION WITH PUBLICATION OF TEMPORARY CAPACITY RESTRICTIONS (TCR)

/// To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?

/// Answered by: RUs

/// sample size = 9

USEFULNESS OF TCR DOCUMENT

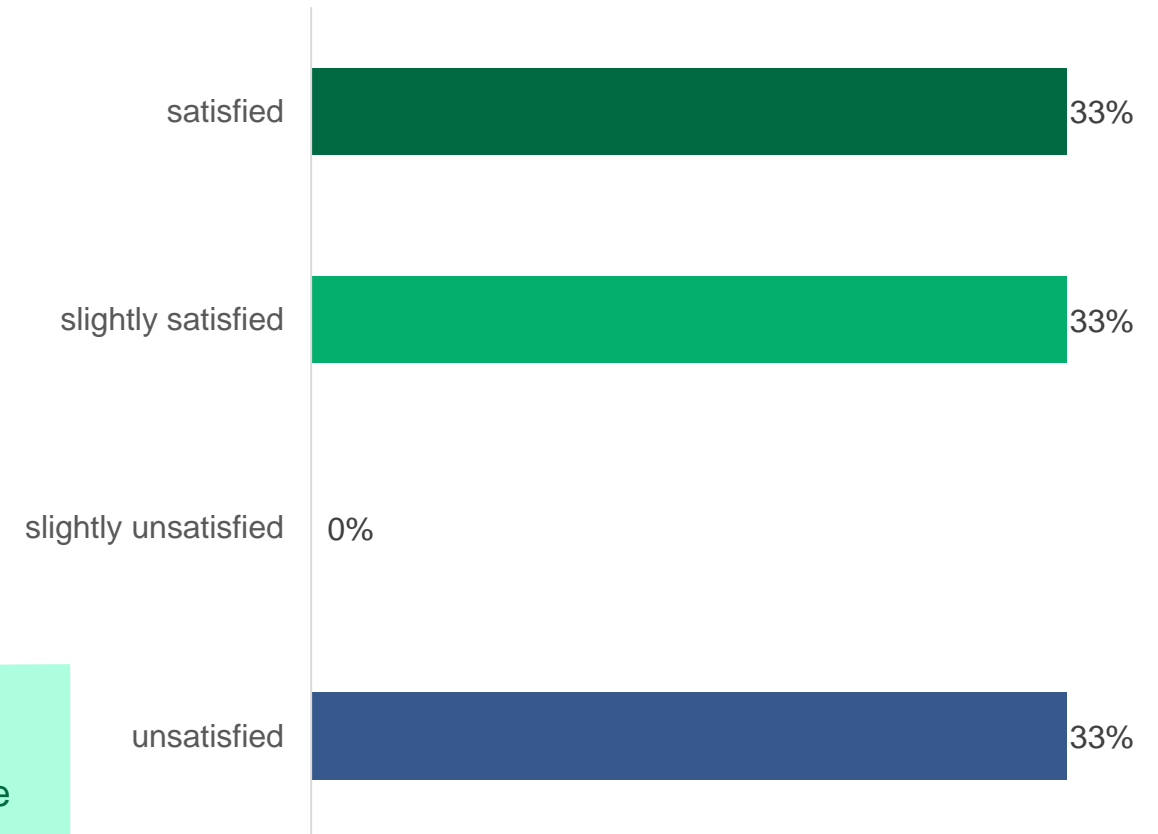
/// Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level

/// Answered by: RUs

/// sample size = 9

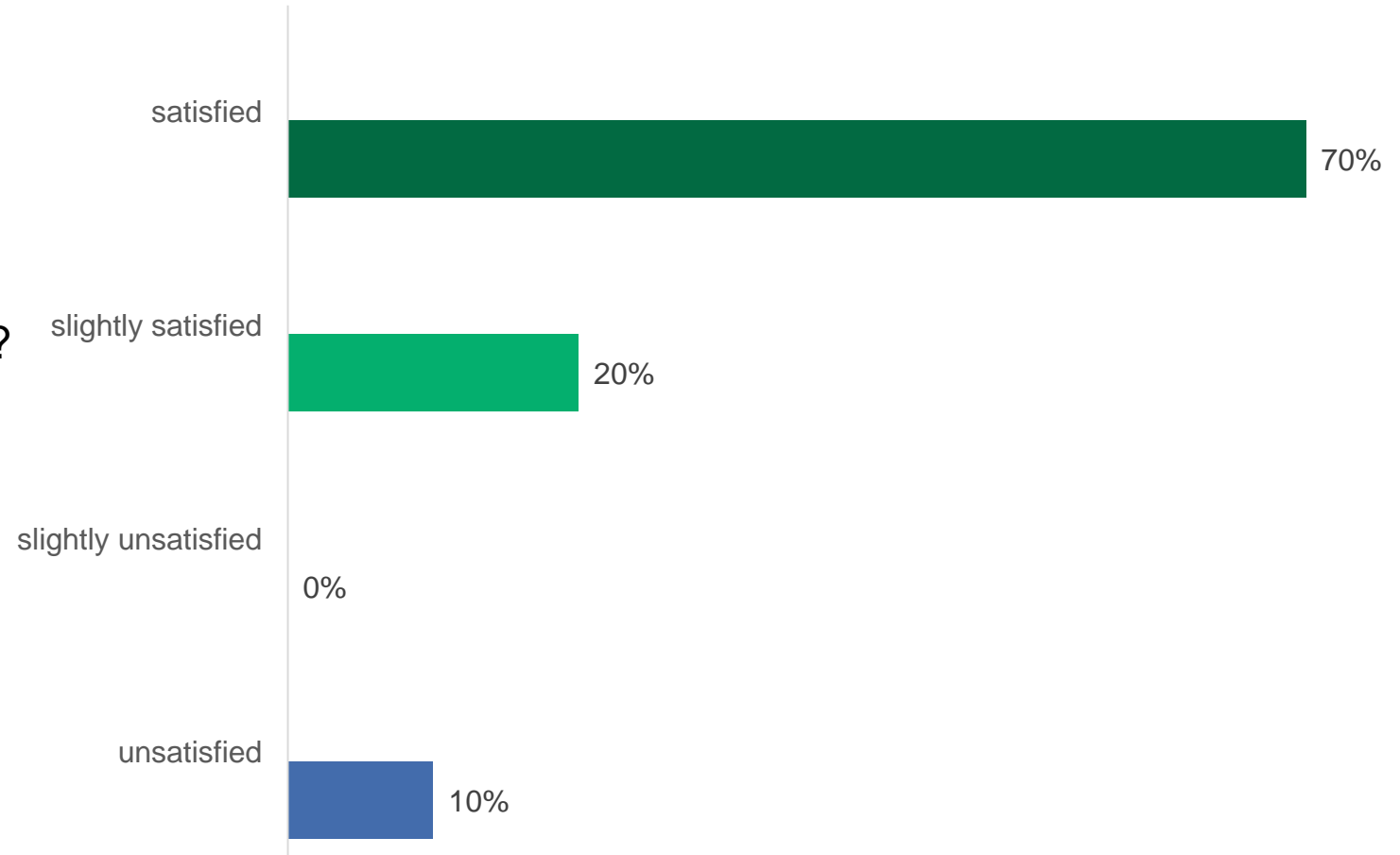
I would see it as complementary as its level of detail (especially towards the TCR becoming effective) is not sufficient to fully replace national publications which e.g. contain timetables for re-routings. (RFC 9)

optimized time



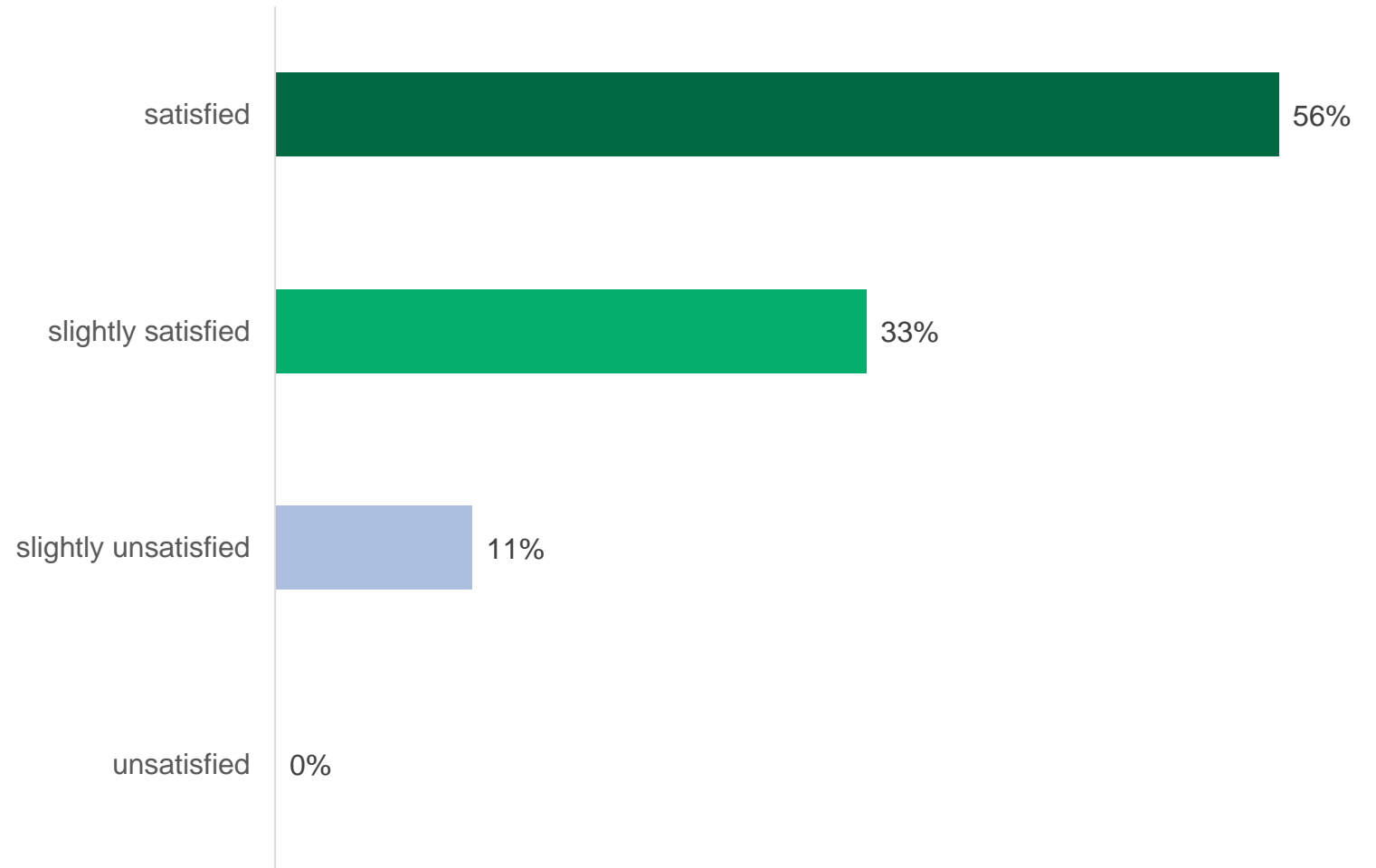
SATISFACTION WITH INFORMATION PROVIDED BY THE RFC

- ▲ To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, Corridor Information Document, Customer Information Platform)?
- ▲ Answered by: RUs, Terminals
- ▲ sample size = 10



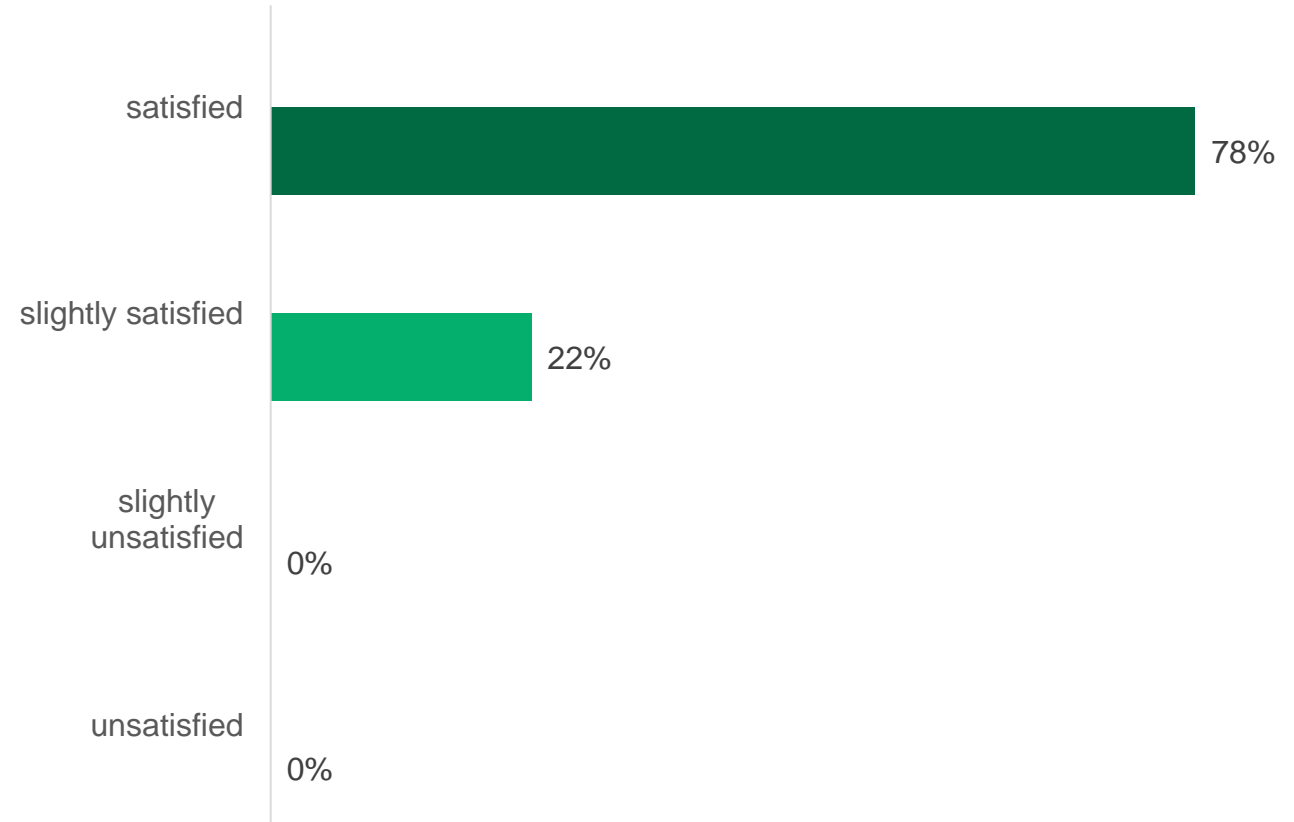
SATISFACTION WITH RFC COMMERCIAL OFFER

- ▲ To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- ▲ Answered by: RUs
- ▲ sample size = 9



SATISFACTION WITH SERVICE PROVIDED BY THE C-OSS

- ▲ To what extent are you satisfied with the service by the C-OSS?
- ▲ Answered by: RUs
- ▲ sample size = 9



The speed and efficiency of decisions must be increased. Consultations with the surrounding PHMs are necessary. Corridor application

international coordination with a clear plan on detours for construction works would go a long way

I would like the RFC to continue existing until it will be replaced by the provisions of the upcoming EU Capacity Regulation so that there will be no time-gap in between.

Unify place and time RAG TAG meetings all corridors.