

RFC User Satisfaction Survey

2023

SUMMARY



Funded by
the European Union

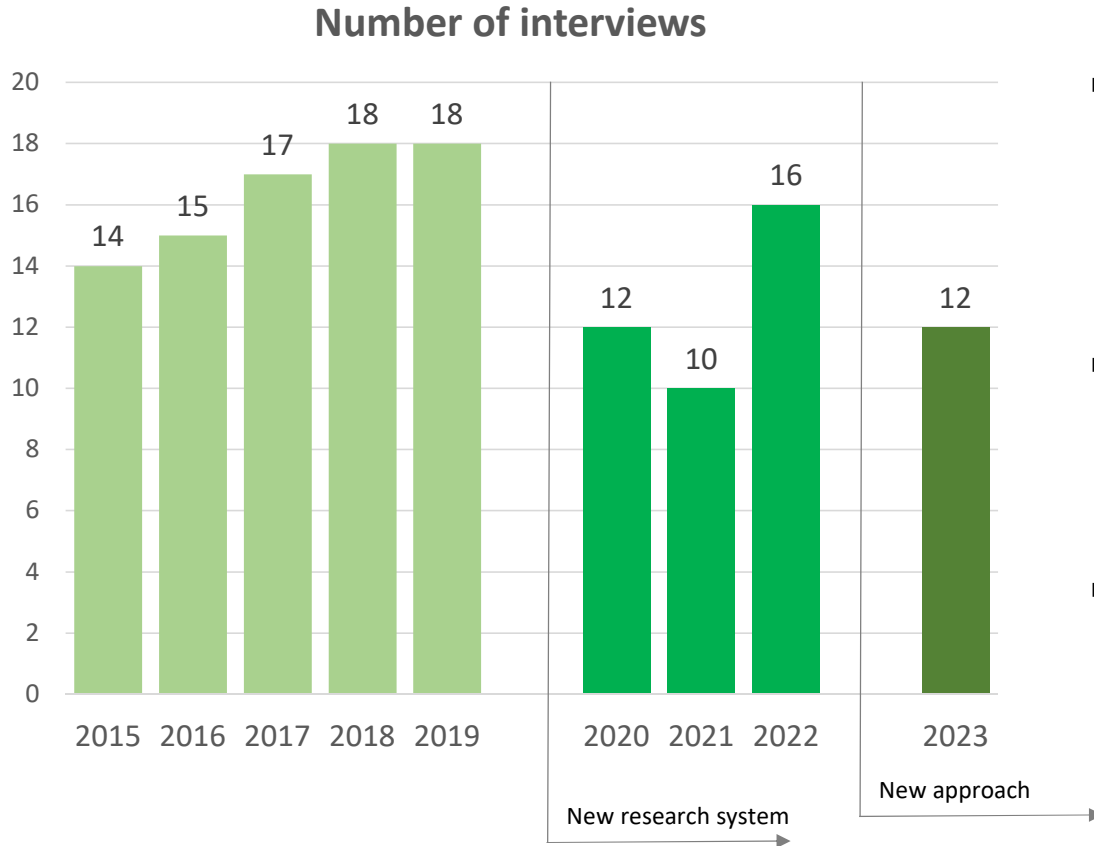
- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched 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



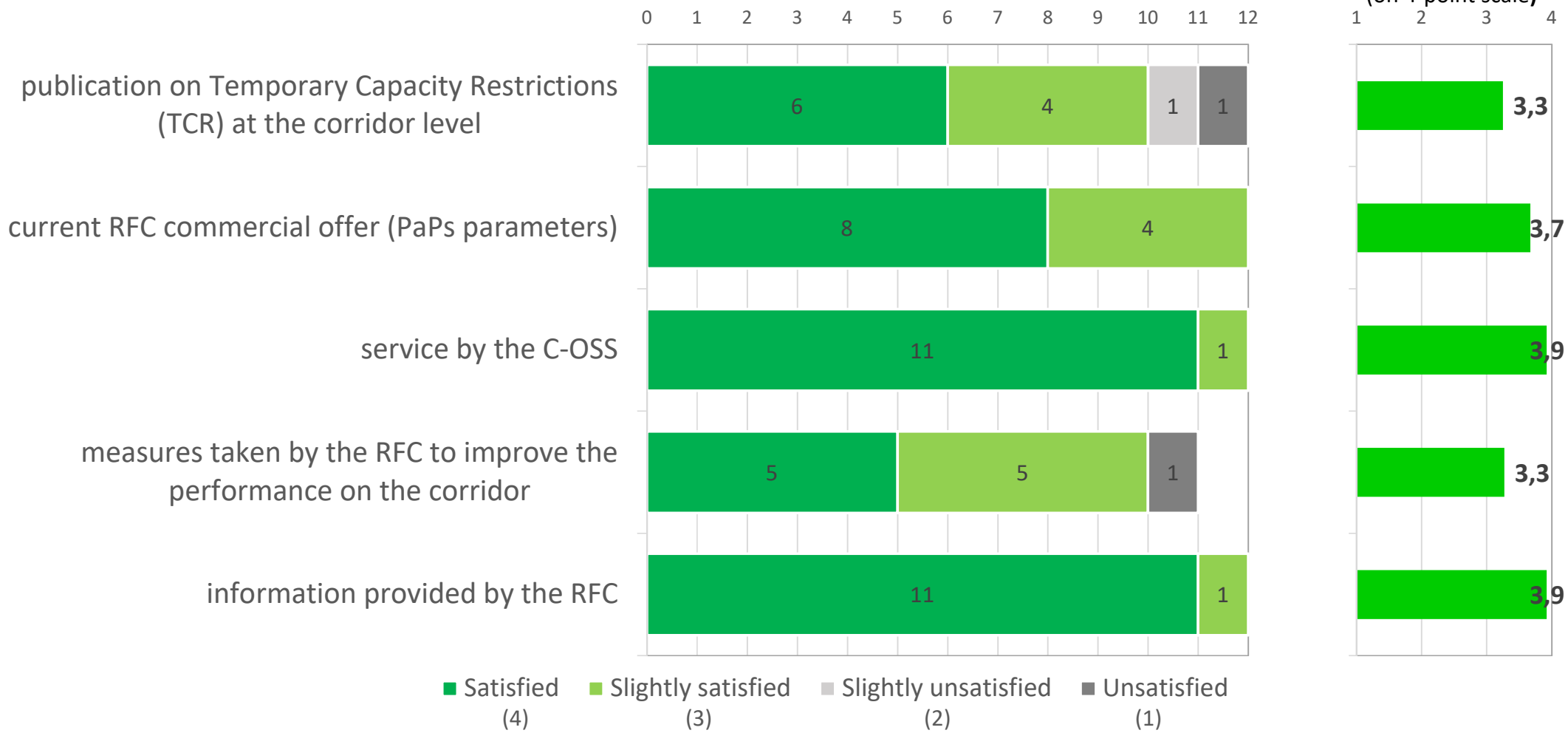
- RFC OEM had **12 interviews**, all of them were RUs (4 personal and 8 online)
- **Sample size is relatively small, limiting the possibilities of drawing conclusions of appropriate significance**
- We analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main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

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

To what extent are you satisfied with the ...

Averages

(on 4-point scale)



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

Averages
(on 4-point scale)



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

(% with indicative value only)

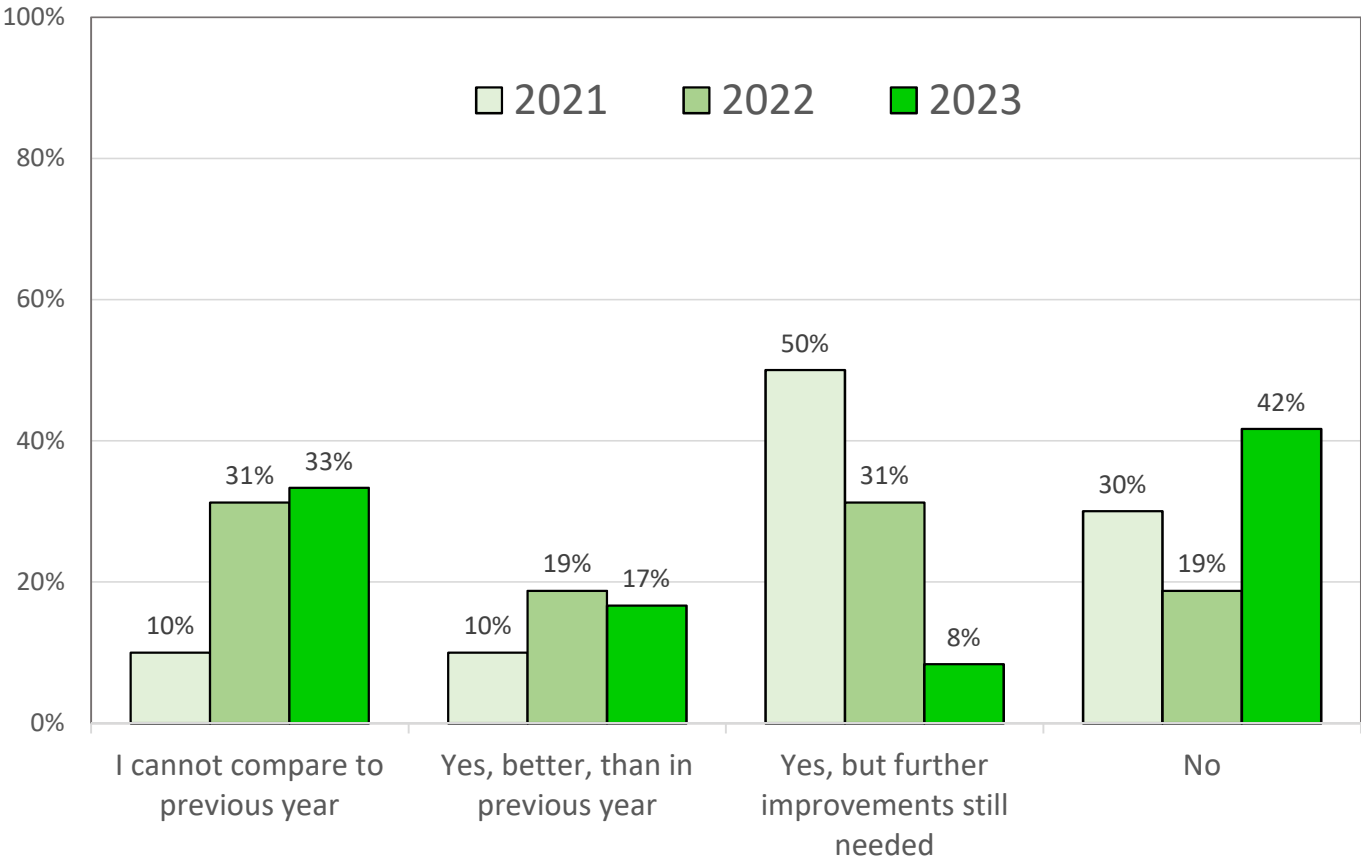
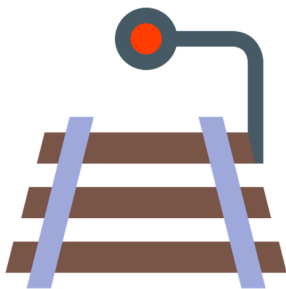


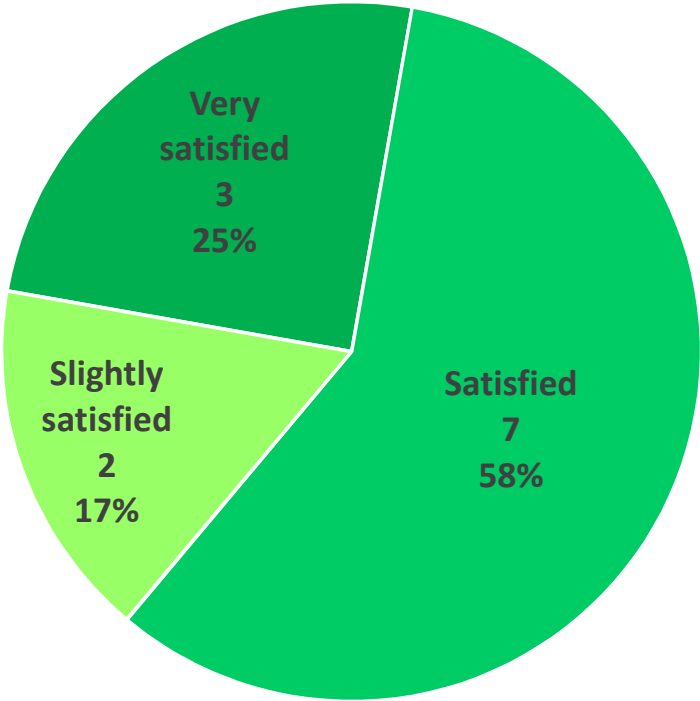


Tableau supported visualisation

Based on all open-ended answers grouping them into topics they were clustering around
The size of item indicates the number of answers in it

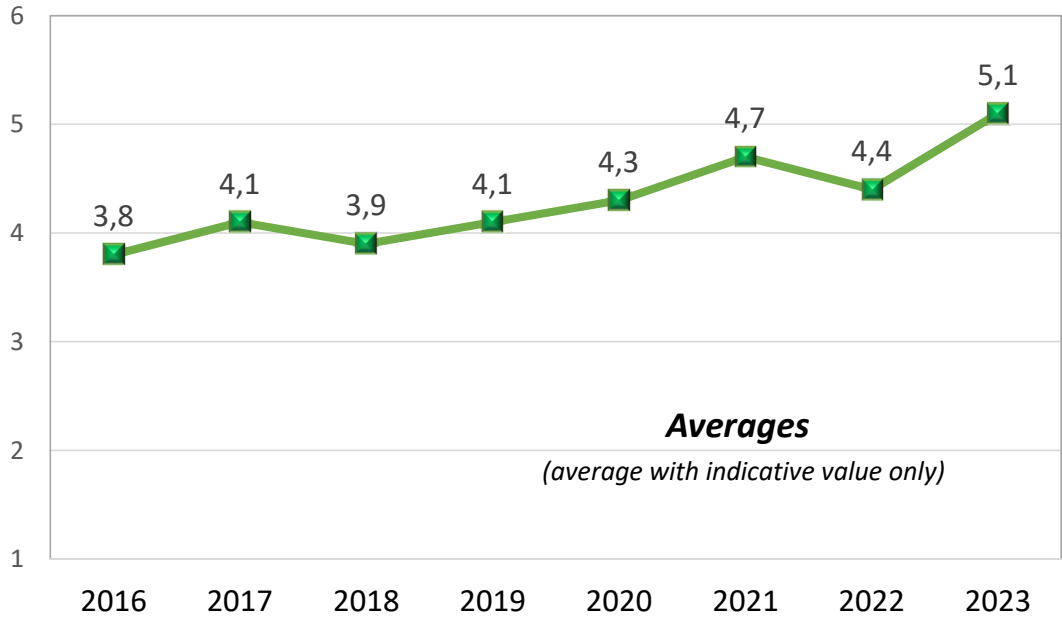
Overall satisfaction

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



(% with indicative value only)

Trend of RFC OEM overall satisfaction



Thank you for your attention!

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

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