

# RFC User Satisfaction Survey 2023

**SUMMARY** 



#### **Background information**



- 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

#### **Members**



#### All RFCs participated in the research:























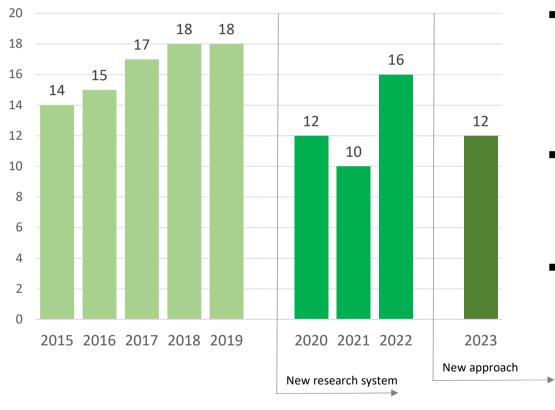


## Main results of RFC OEM 2023

#### The sample and a possible way of the analysis



#### **Number of interviews**



 RFC OEM had 12 interviews, all of them were RUs (4 personal and 8 online)

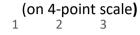
- Sample size is relatively small, limiting the possibilities of drawing conclusions of appropriate significance
- We analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

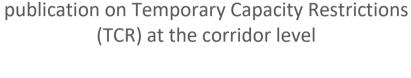
(The charts will primarily show the number of respondents.)

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







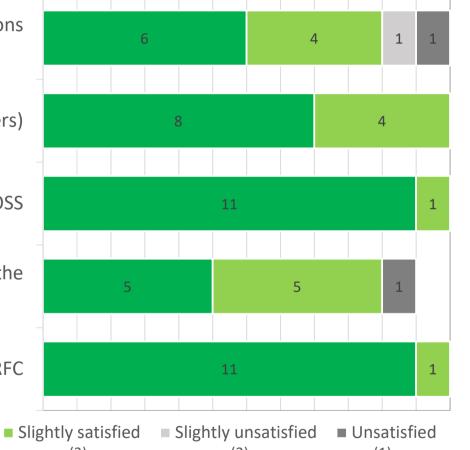


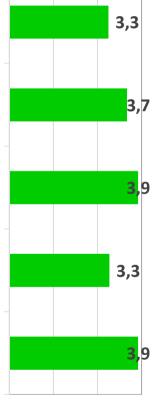
current RFC commercial offer (PaPs parameters)

service by the C-OSS

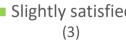
measures taken by the RFC to improve the performance on the corridor

information provided by the RFC







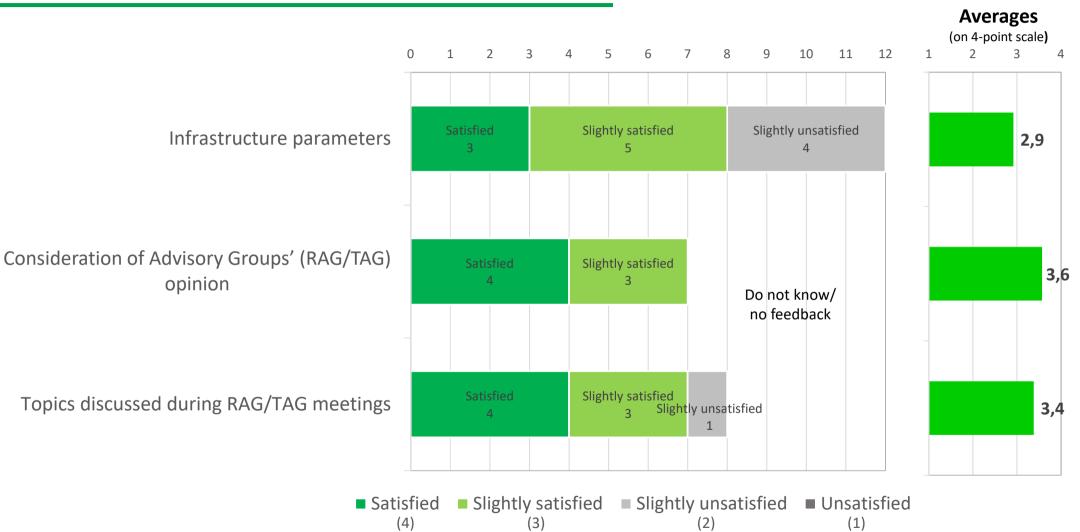


(1)

9 10 11 12

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





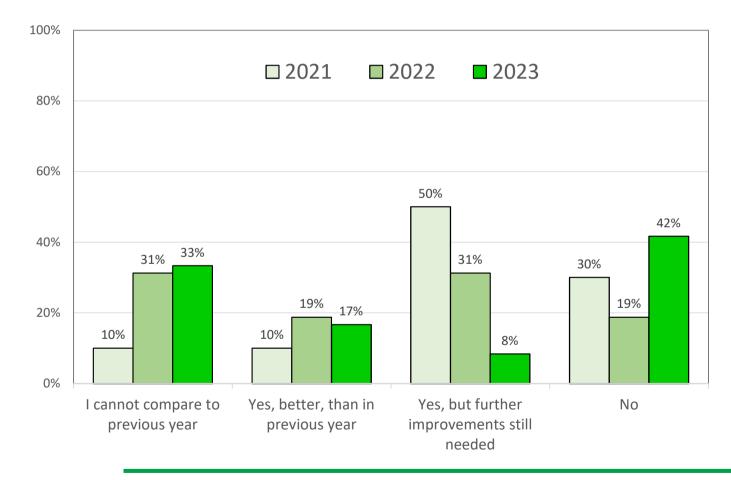
#### **Corridor specific trend question on TCR**



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

(% with indicative value only)





#### **RFC OEM Word Cloud 2023**



#### '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'

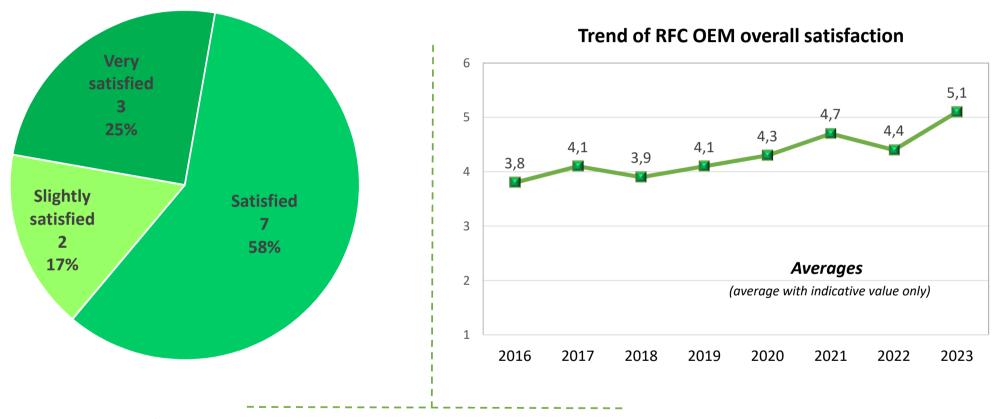
'Unsatisfaction in Czech relation ' 'TAG/RAG to be expanded '

Tableau supported visualisation

#### **Overall satisfaction**



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



(% with indicative value only)



### Thank you for your attention!

Any remarks, feedbacks, suggestions are very welcomed!

Erika Vinczellér

Phone: +36-30-758-7290

E-mail: vinczellere@vpe.hu