The RFC Network
User Satisfaction
Survey
2022

Overall Report

SURVEY DESIGN

- 60 participants – 119 evaluations*

- Computer Aided Web Interviews (using the online tool Survio)

- Contacts (e-mail addresses) delivered by RFCs

- 128 companies invited, 495 overall e-mail invitations sent and 14 personal interviews

- Field Phase: 19th September to 10th November 2022

One respondent is counted multiple times if their organisation uses multiple corridors.

SATISFACTION & PARTICIPATION

119
evaluations

This is a decrease of 6% compared to the previous year (126 evaluations in 2021).

Evaluations of uninvited participants included.
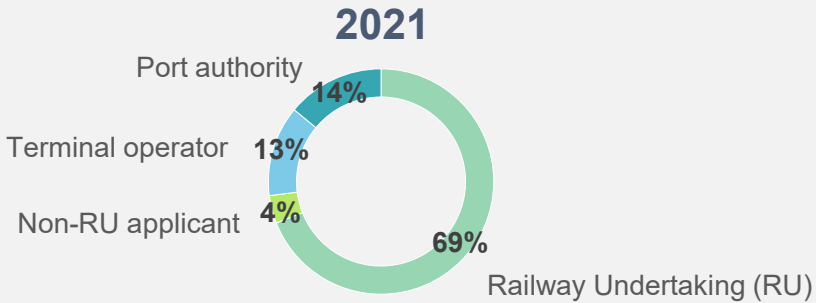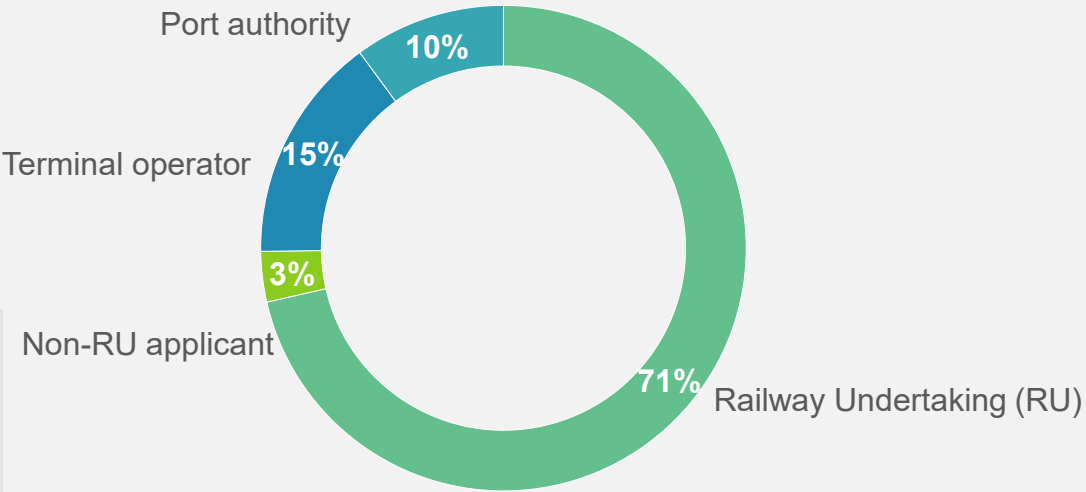
60
participants

This is a decrease of 24% compared to the previous year (79 participants in 2021).

Customer satisfaction

80%
positive feedback

Answers given were very satisfied, satisfied and slightly satisfied. This is an decrease of 3% compared to the previous year.

Participant groups in % of 2022

Port authority — 10%
Terminal operator — 15%
Non-RU applicant — 3%
Railway Undertaking (RU) — 71%

2021

Port authority — 14%
Terminal operator — 13%
Non-RU applicant — 4%
Railway Undertaking (RU) — 69%

FACTS & FIGURES

- To be taken into consideration when analyzing and comparing the results:
    - The results are still based on a **relatively small number of interviews**.
    - The **RFC-specific results** might significantly **differ from the average**.

- For the **RFC-specific reports**, please contact the RFCs directly or check them on their websites.

- Survey follow-up: Action plans to be developed and shared at RAG/TAG meetings by the RFCs.
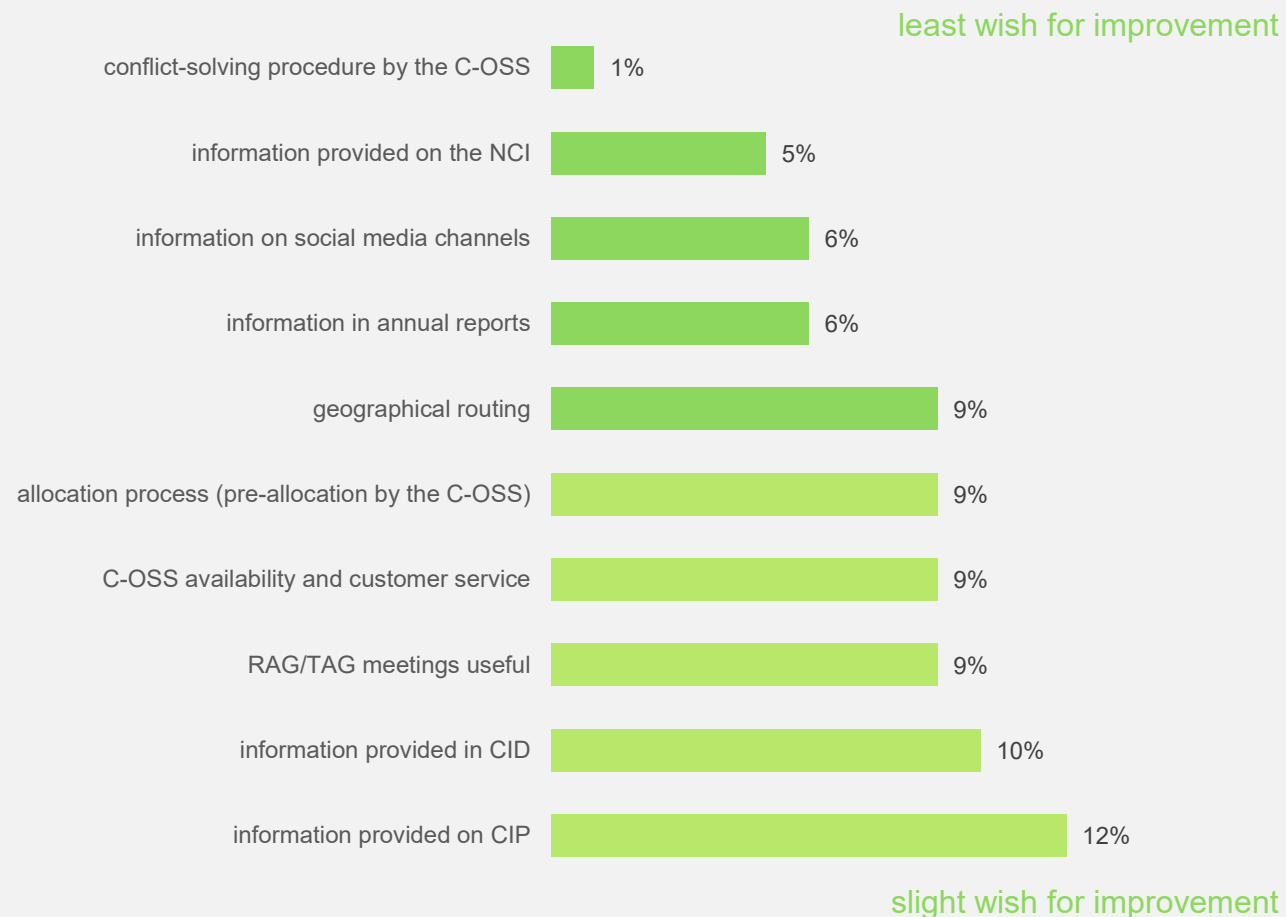
24%
Response rate

SUMMARY – TOP 10 SATISFYING TOPICS

All respondents

» The top 10 topics of the survey which the participants had the least wish for improvement.

» Answered by: RUs/non-RUs, Terminals/Ports

» Different sample sizes on every topic, there

3 Most satisfying topics

1. Conflict-solving procedure by the C-OSS
2. Information provided on the NCI
3. Information on social media channels

least wish for improvement

Topic	Percentage
conflict-solving procedure by the C-OSS	1%
information provided on the NCI	5%
information on social media channels	6%
information in annual reports	6%
geographical routing	9%
allocation process (pre-allocation by the C-OSS)	9%
C-OSS availability and customer service	9%
RAG/TAG meetings useful	9%
information provided in CID	10%
information provided on CIP	12%

slight wish for improvement

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

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» The lowest 10 topics of the survey which the participants had the most wish for improvement. The RFCs will focus on improving those

» Answered by: RUs/non-RUs, Terminals/Ports

» Different sample sizes on every topic, there

3 Most important topics

1. Infrastructure capacity

2. Infrastructure parameters

3. Quality and usability of re-routing scenarios (ICM)

most wish for improvement

Topic	%
infrastructure capacity	55%
infrastructure parameters	54%
quality and usability of re-routing scenarios (ICM)	41%
efficiency of measures taken to improve punctuality (TPM)	35%
time-table of alternative offers (TCR)	33%
quantity of alternative offers (TCR)	33%
measures to improve infrastructure standards	32%
involvement of customers (TCR)	30%
quality of alternative offers (TCR)	28%
parameters of PaPs (train lenght/weight)	27%

less wish for improvement