



# The RFC Network User Satisfaction Survey 2021 Overall Report



Co-financed by the Connecting Europe  
Facility of the European Union

# SURVEY DESIGN

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- 79 respondents || 126 evaluations\*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 341 companies invited || 586 overall e-mail invitations sent
- Field Phase: 26<sup>th</sup> August to 8<sup>th</sup> October 2021

*\* One respondent is counted multiple times if his/her organisation uses multiple corridors.*

# SATISFACTION & PARTICIPATION

**126**  
evaluations

This is a decrease of 4% compared to the previous year (131 evaluations in 2020).

**79**  
participants

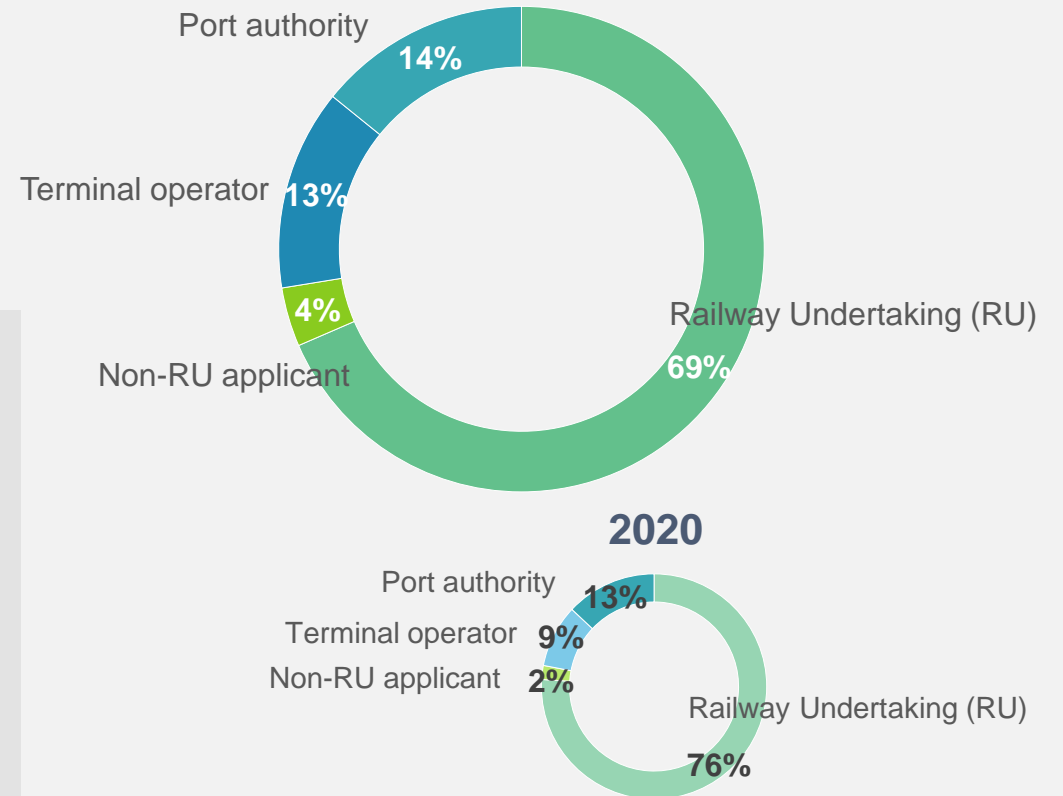
This is an increase of 4% compared to the previous year (76 participants in 2020).

## Customer satisfaction



*\*Answers given were very satisfied, satisfied and slightly satisfied. This is a decrease of 2% compared to the previous year.*

## Participant groups in % of 2021



# FACTS & FIGURES

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- 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.

**22%**

Response rate

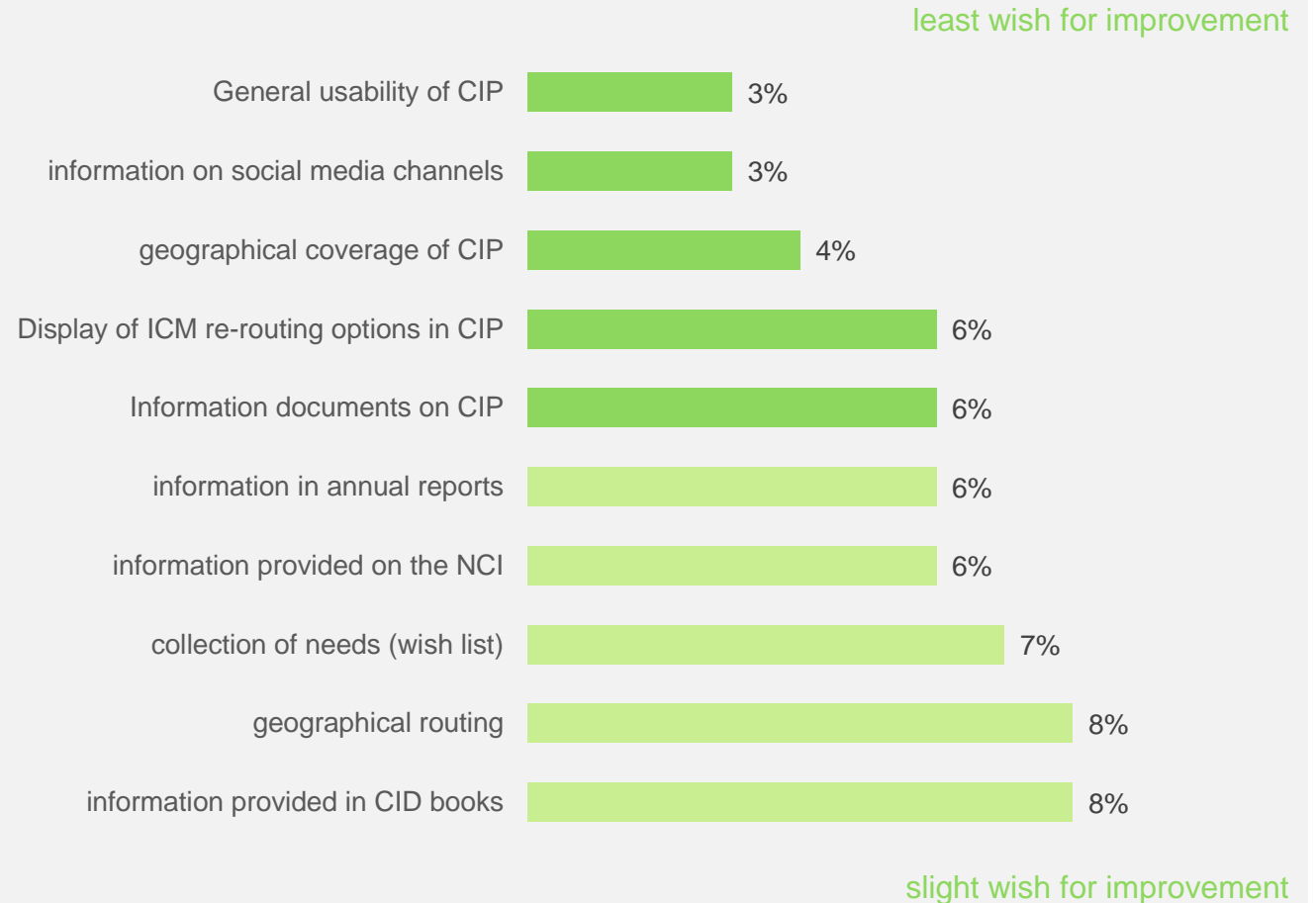
# SUMMARY – TOP 10 SATISFYING TOPICS

All respondents

- » The top 10 topics of the survey which the participants had the least wish for improvement. They were most satisfied with these 10 topics.
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic, there

## 3 Most satisfying topics

1. General usability of CIP
2. Information on social media channels
3. Geographical coverage of CIP



# SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » The lowest 10 topics of the survey which the participants had the most wish for improvement. They were least satisfied with these 10 topics and 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. Parameters of PaPs
2. Protection of PaPs from TCRs
3. Efficiency of measures taken to improve punctuality

