



The RFC Network User Satisfaction Survey 2024 Overall Report



Funded by
the European Union

SURVEY DESIGN



- **98** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- **223** companies invited, **451** overall e-mail invitations sent
- Field Phase: **2 September** to **16 October 2024**

SATISFACTION & PARTICIPATION

98
evaluations

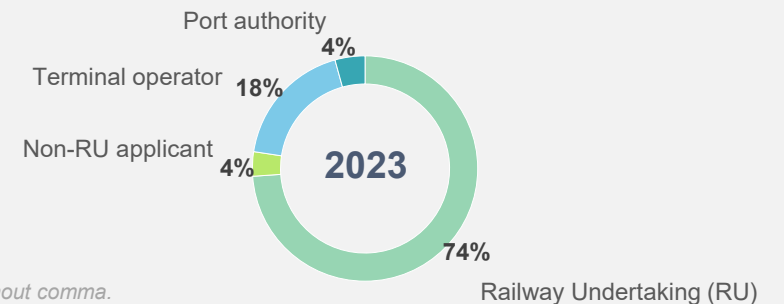
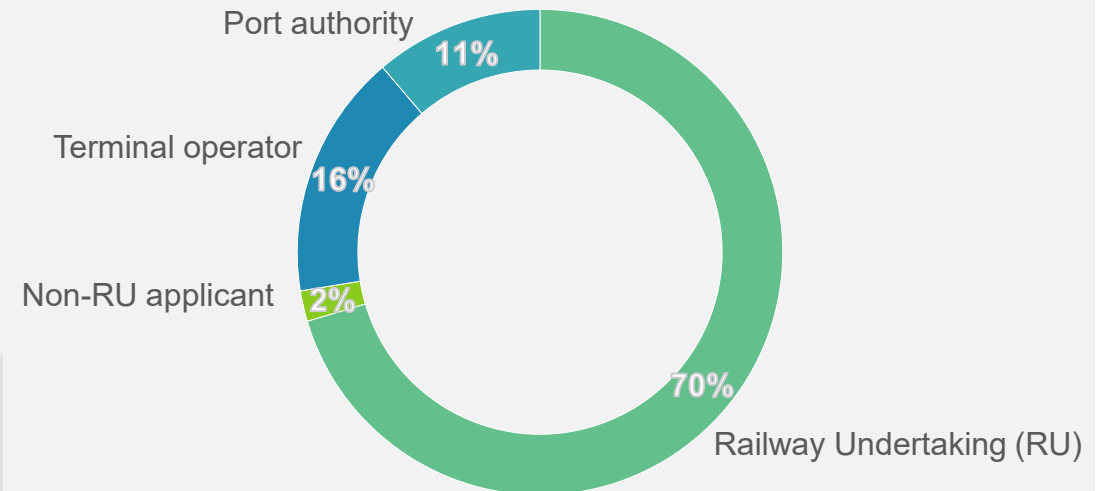
This is a decrease of 14% compared to the previous year (115 evaluations in 2023).

Customer satisfaction



*Answers given were satisfied and slightly satisfied.
Detailed info in slide 12.*

Participant groups in % of 2024



Percentages rounded without comma.

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.

22%

Response rate

OVERALL SATISFACTION WITH RFC NETWORK

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 98

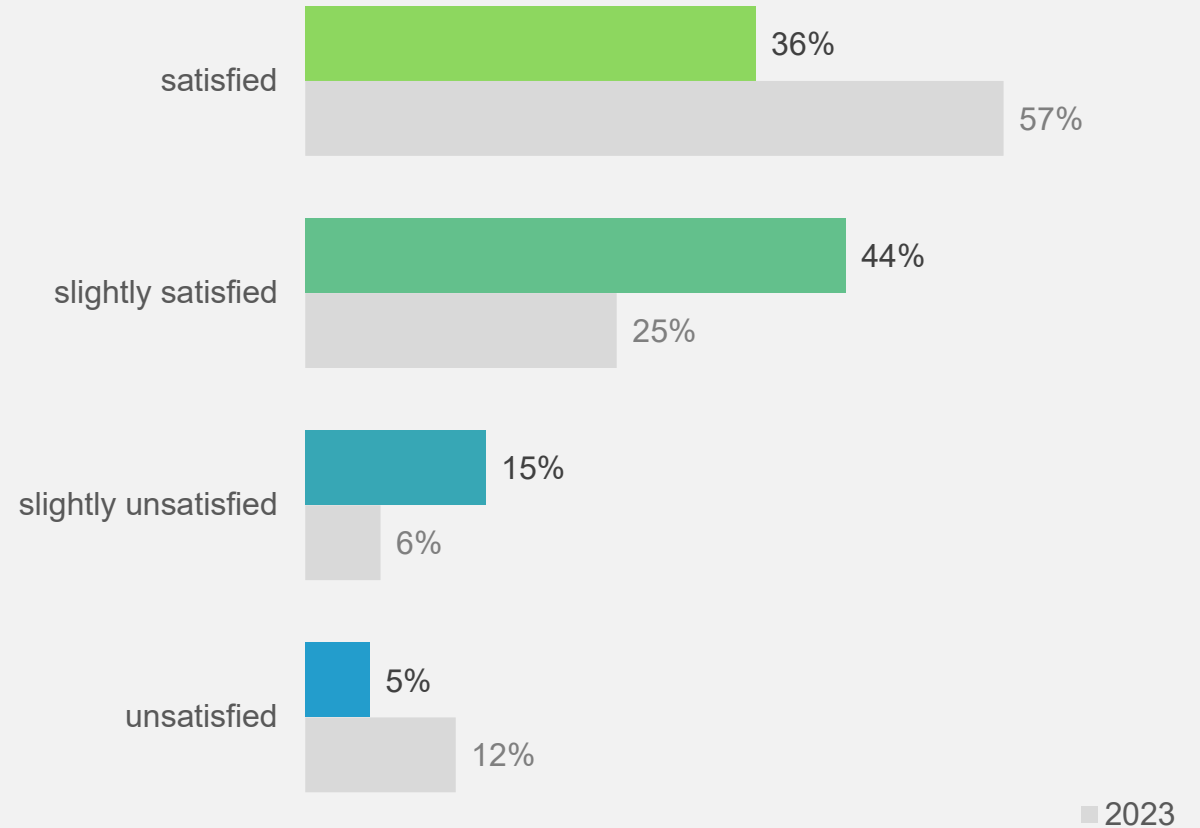
80%

Generally satisfied

**Answers given were satisfied and slightly satisfied.*

2%

Decrease of satisfaction



SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

Most satisfactory topics

Service by the C-OSS
Information provided by RFCs

