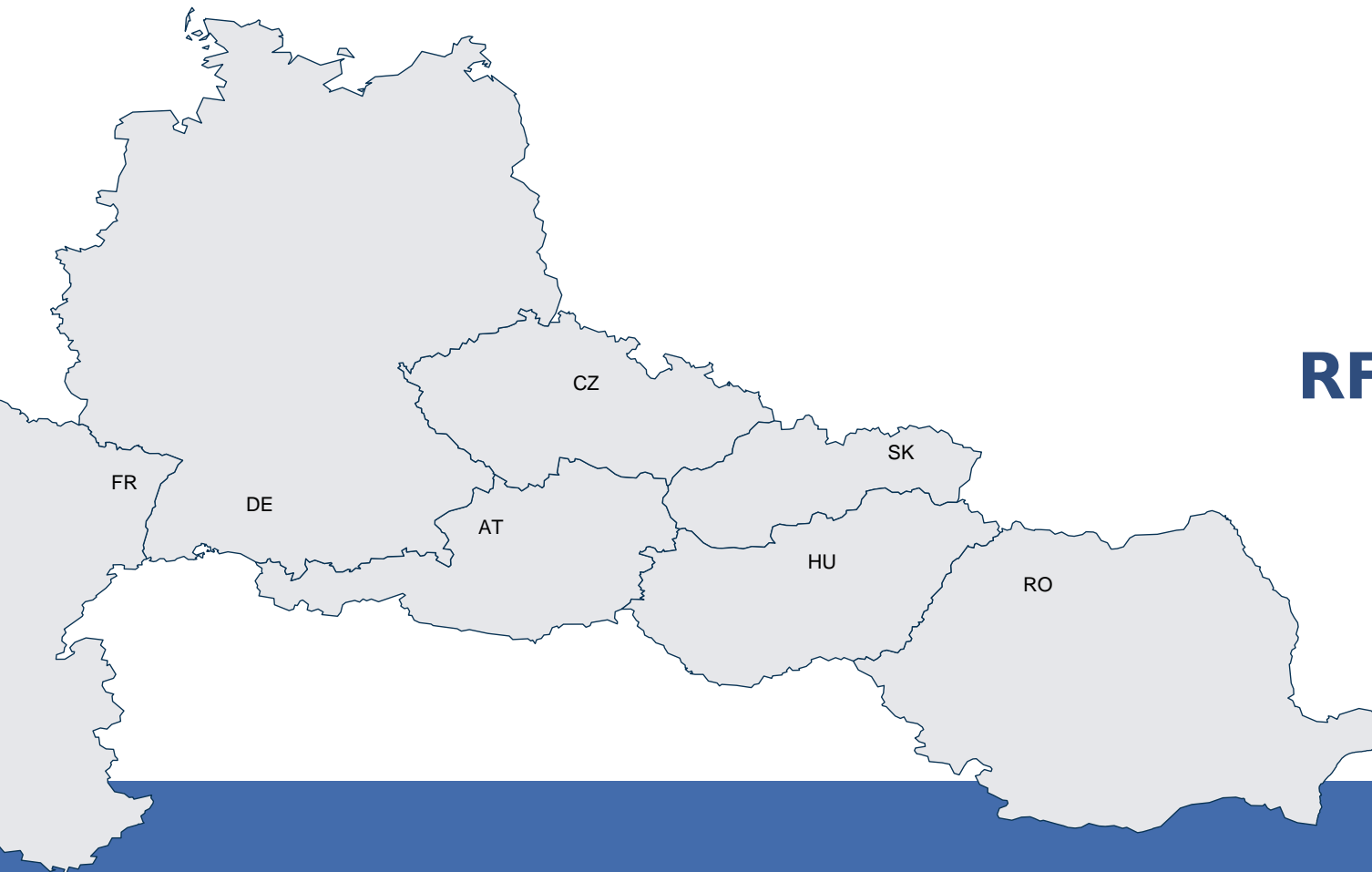


User Satisfaction Survey 2022 Summary

RFC Rhine-Danube



RFC USER SATISFACTION
SURVEY 2022

CONTENT

1

Survey Design

2

Satisfaction with RFC Rhine-Danube

3

Summary

1 Survey Design

2 Satisfaction with RFC Rhine-Danube

3 Summary

RFC USER SATISFACTION
SURVEY 2022

CONTENT

SURVEY DESIGN

- 13 respondents || 13 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 85 e-mail invitations sent
- Field Phase: 19th September to 6th October 2022



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

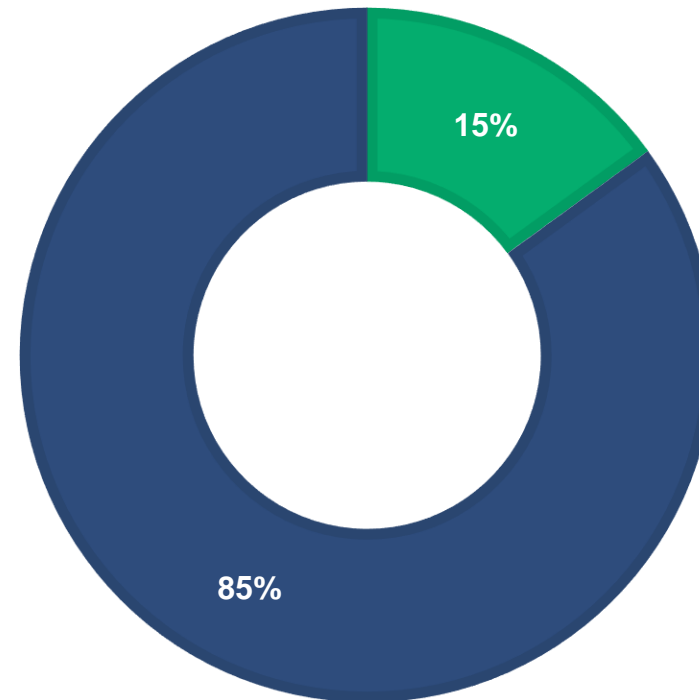
PARTICIPATION



Total	13
RUs	11
Terminals/Ports	2
Invitations sent	85
Response rate overall	15%

PARTICIPANT GROUPS IN %

■ Terminal operator / Port authority ■ Railway Undertaking (RU)



1

Survey Design

2

Satisfaction with RFC Rhine-Danube

3

Summary

RFC USER SATISFACTION
SURVEY 2021

CONTENT

SATISFACTION WITH RFC Rhine-Danube

- Overall, how satisfied are you as a user of the RFC?
- Answered by: RUs/non-RUs, Terminals/Ports
- sample size = 12
- +1 interview from DB Cargo

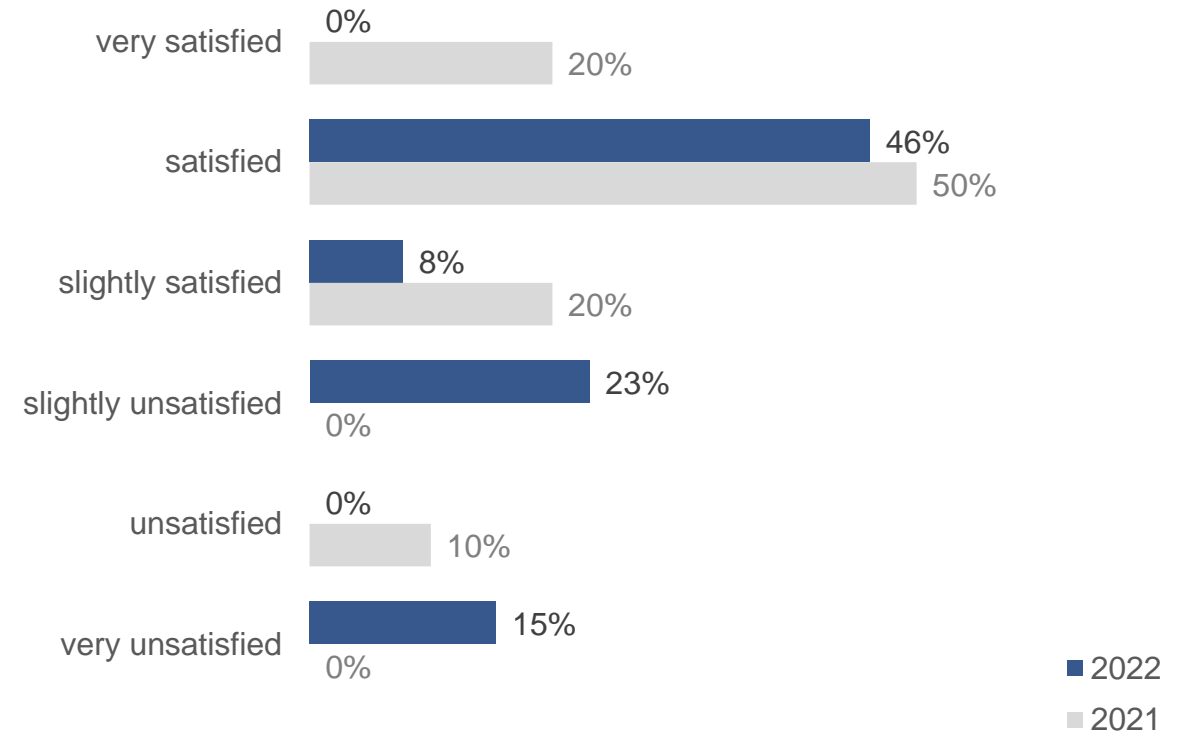
54%

Generally satisfied

**Answers given were very satisfied, satisfied and slightly satisfied.*

36%

Decrease of satisfaction



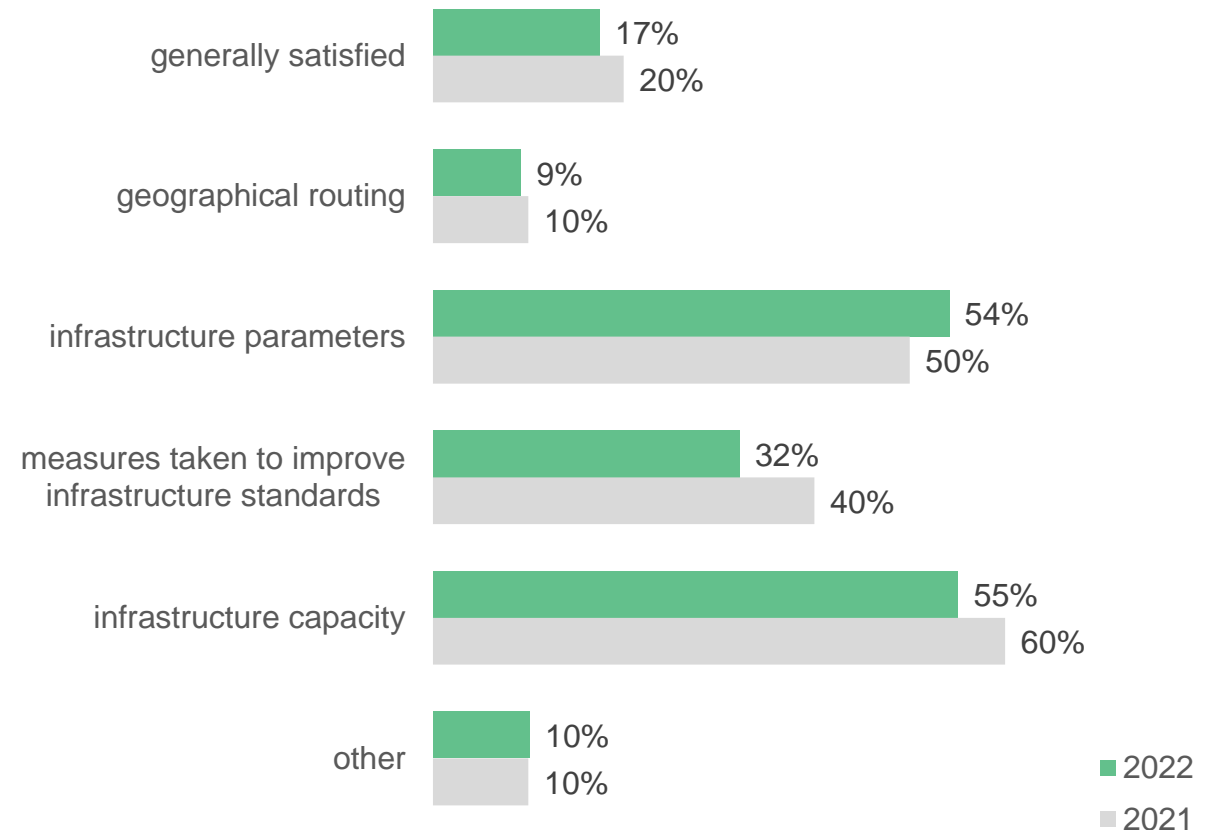
WISH FOR IMPROVEMENT IN INFRASTRUCTURE

- Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- Answered by: RUs/non-RUs, Terminals/Ports
- sample size = 12
- +1 interview from DB Cargo

17%
Generally satisfied
*This is a 3% decrease in satisfaction compared to last year.
 Sample size 2021: 10*

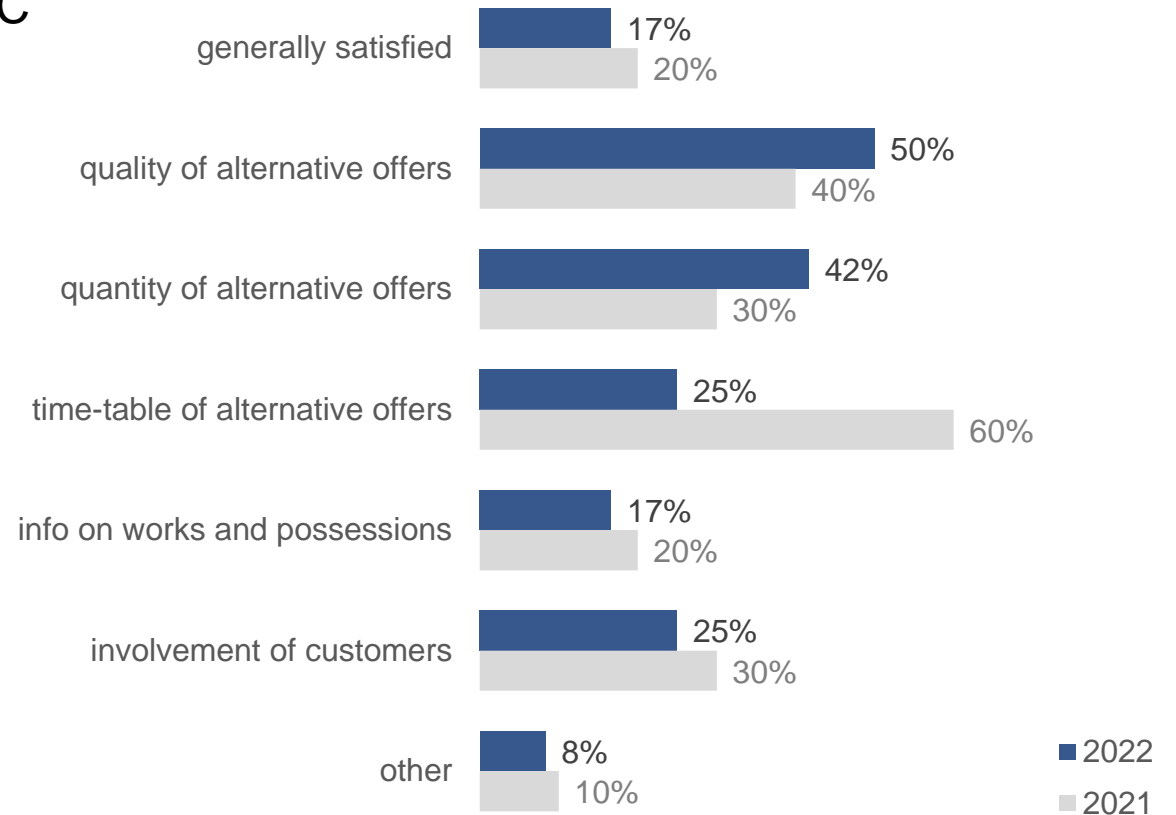
Focus on

- 1 Infrastructure capacity
- 2 Infrastructure parameters
- 3 Measures to improve infrastructure standards



WISH FOR IMPROVEMENT IN TCR

- Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- Answered by: RUs/non-RUs, Terminals/Ports
- sample size = 12
- +1 interview from DB Cargo



WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

▲ In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?

▲ Answered by: RUs/non-Rus

▲ sample size = 10

+1 interview from DB Cargo

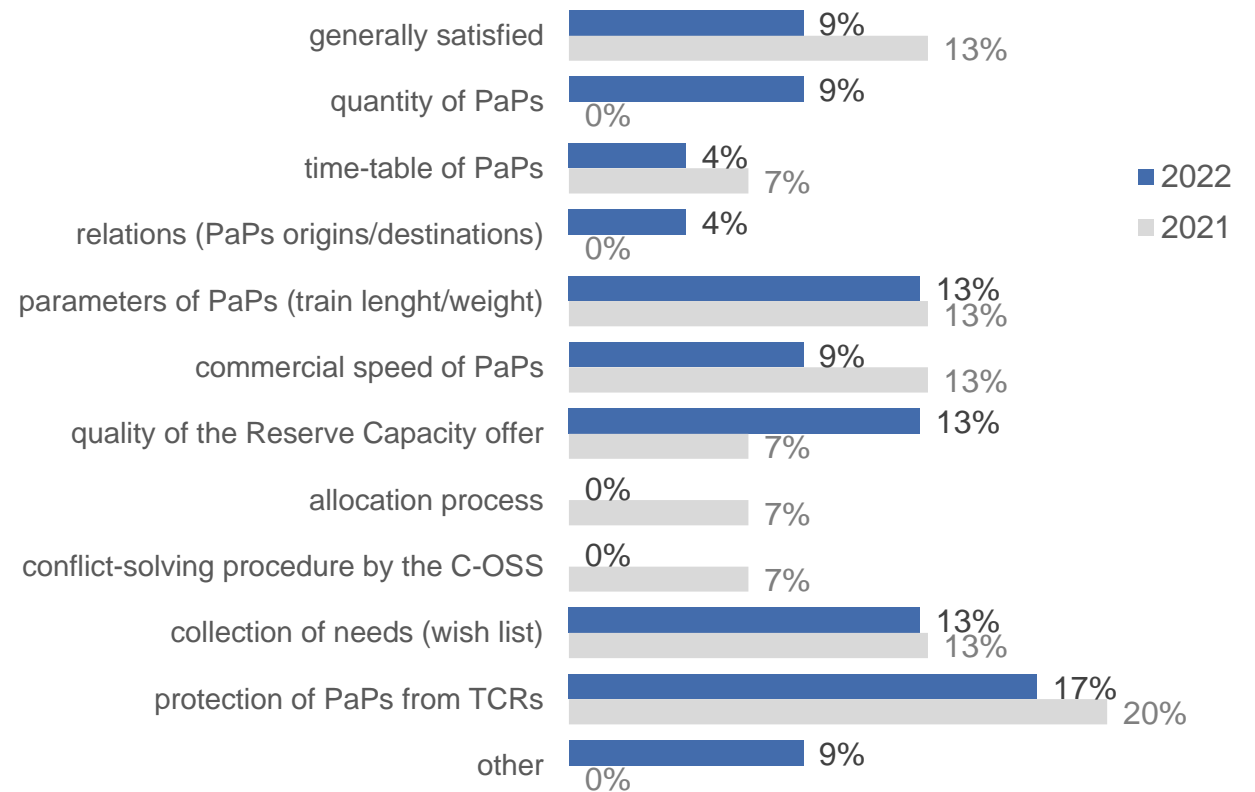
9%

Generally satisfied

*This is a 4% decrease in satisfaction compared to last year
Sample size 2021: 10*

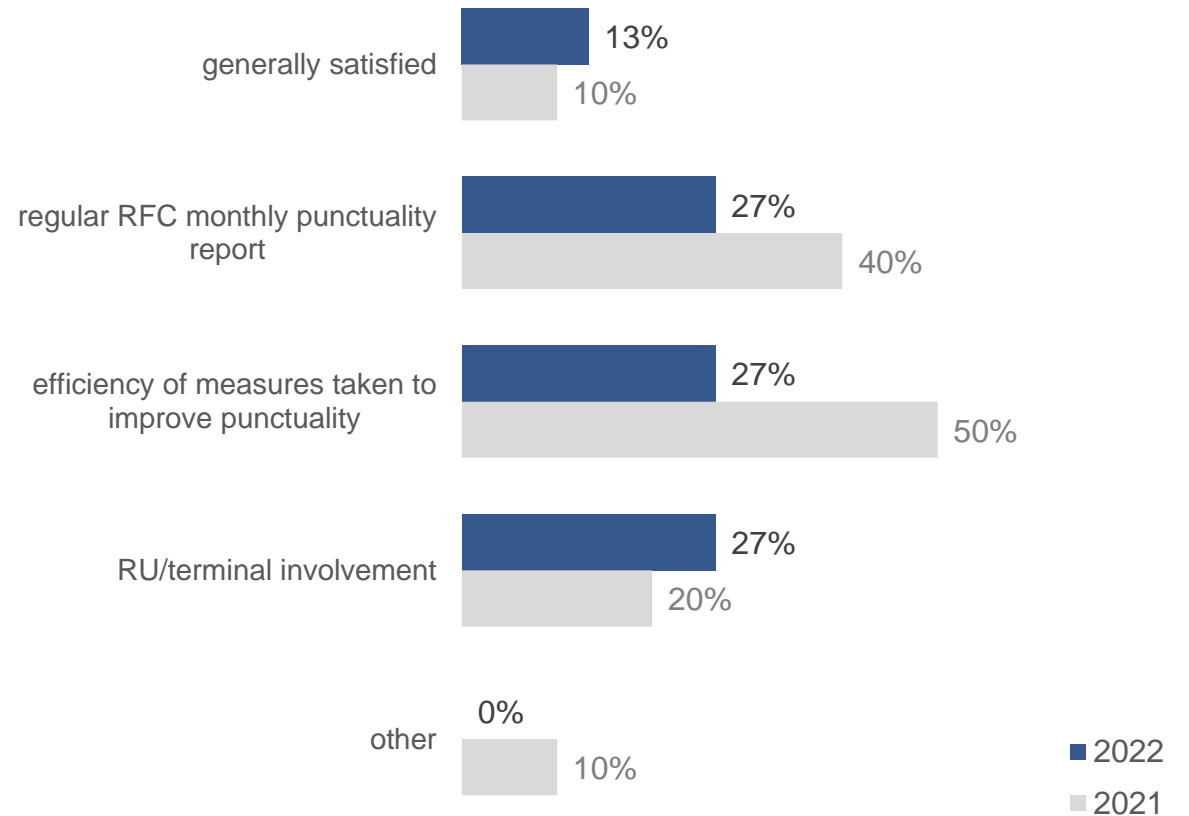
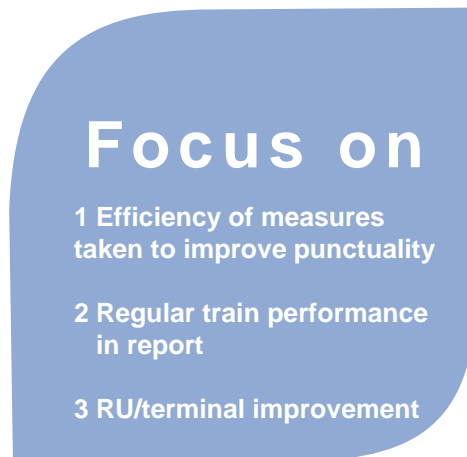
Focus on

- 1 protection of PaPs from TCRs
- 2 parameters of PaPs
- 3 collection of needs
- 4 quality of the Reserve Capacity offer



WISH FOR IMPROVEMENT IN TPM

- /// Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- /// Answered by: RUs/non-RUs, Terminals/Ports
- /// sample size = 12
- +1 interview from DB Cargo



WISH FOR IMPROVEMENT IN ICM

Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?

Answered by: RUs/non-Rus

sample size = 10

+1 interview from DB Cargo

36%

Generally satisfied

This is a 23% increase in satisfaction compared to last year.

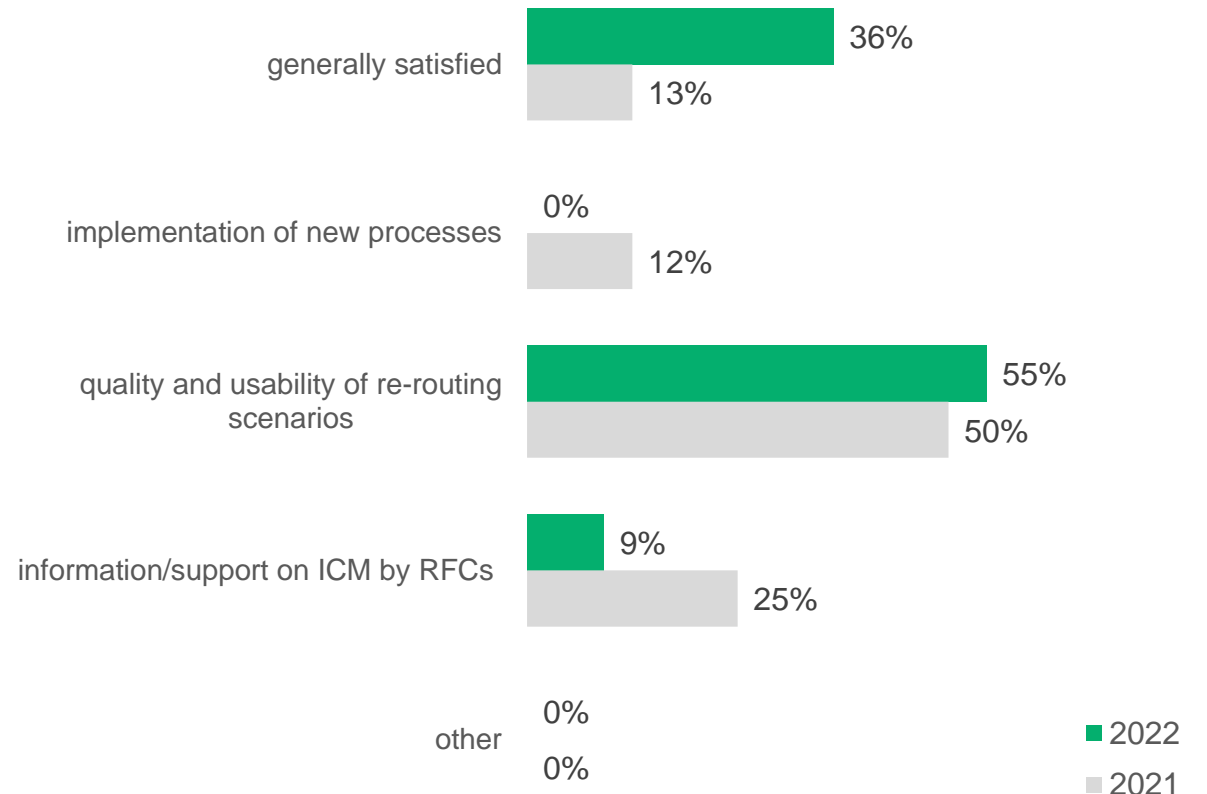
Sample size 2021: 8

Focus on

1 Quality and usability of re-routing scenarios

2 Implementation of new processes

3 Info/support on ICM



WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?

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

sample size = 12

+1 interview from DB Cargo

21%

Generally satisfied

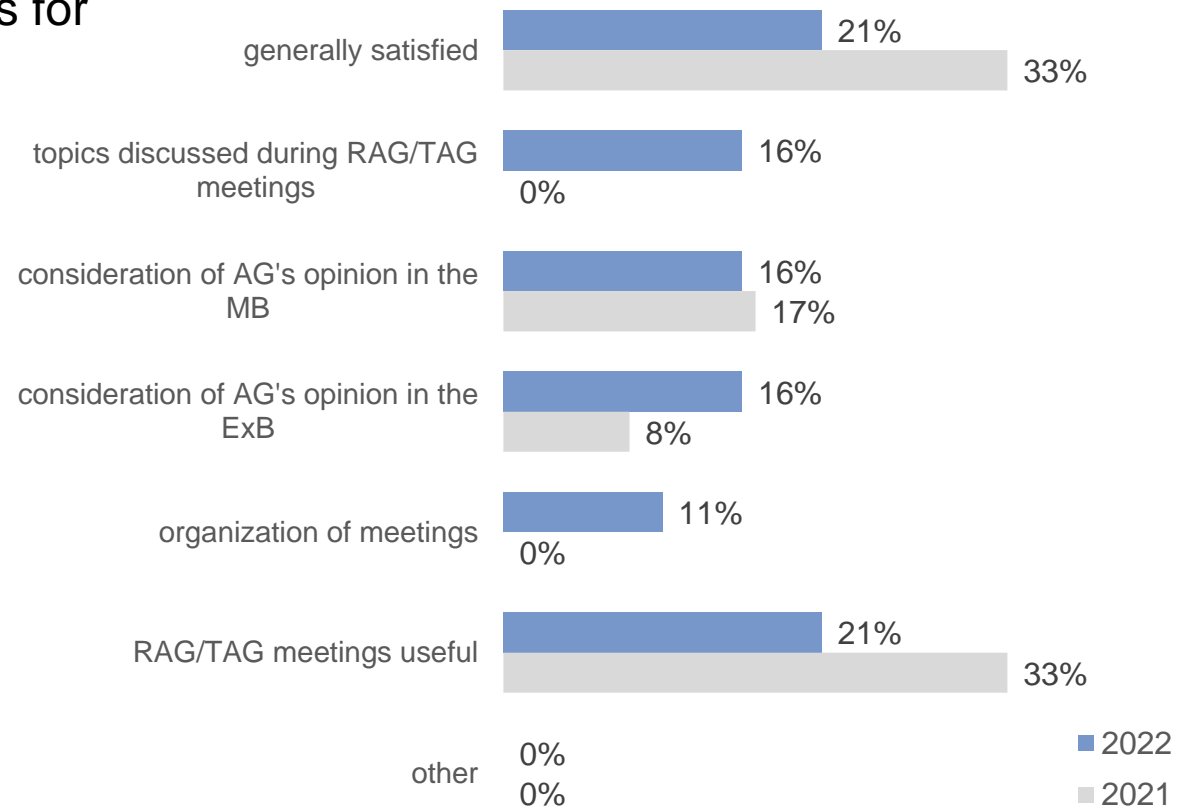
*This is a 12% decrease in satisfaction compared to last year
Sample size 2021 10*

Focus on

1 RAG/TAG meetings useful

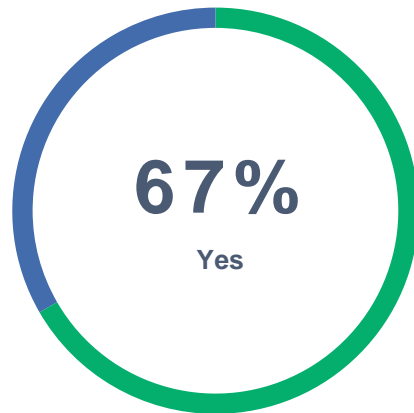
2 topics discussed during RAG/TAP meetings

3 consideration of AG's opinion in the MB and ExB



COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings

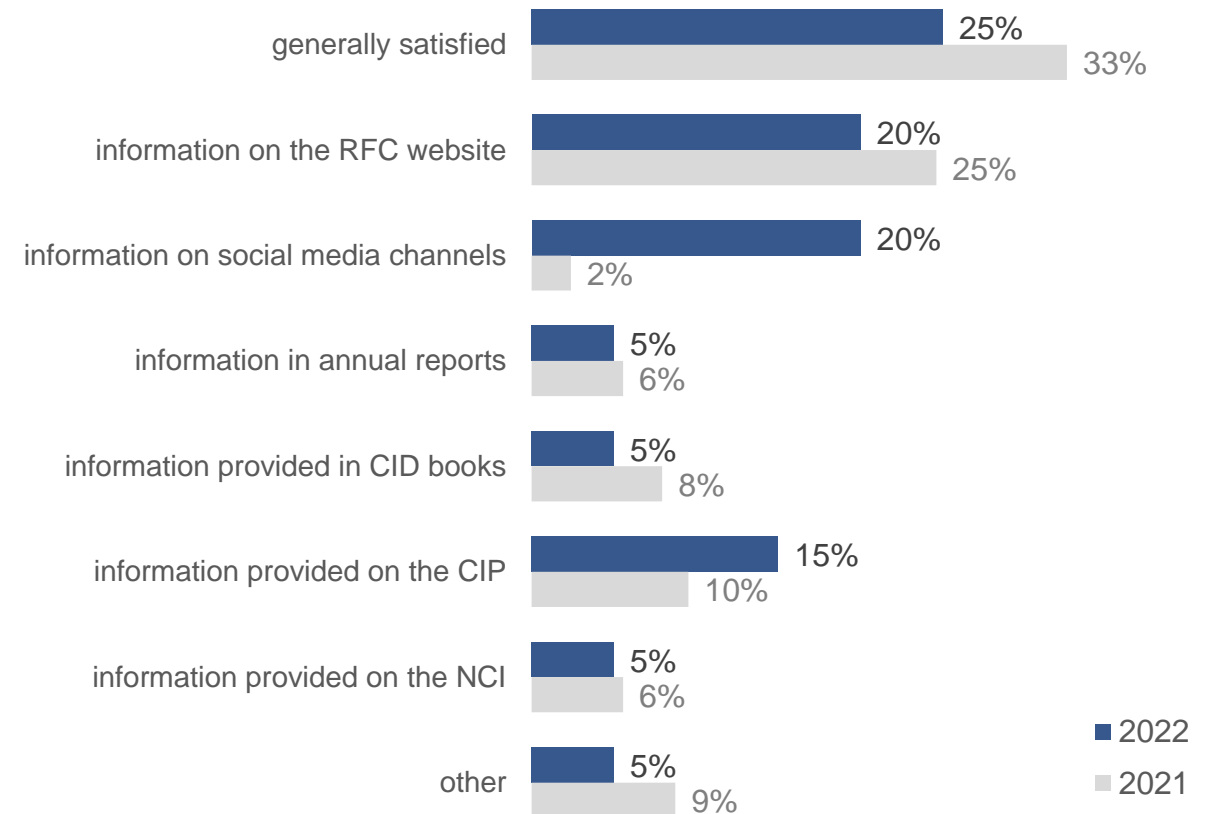
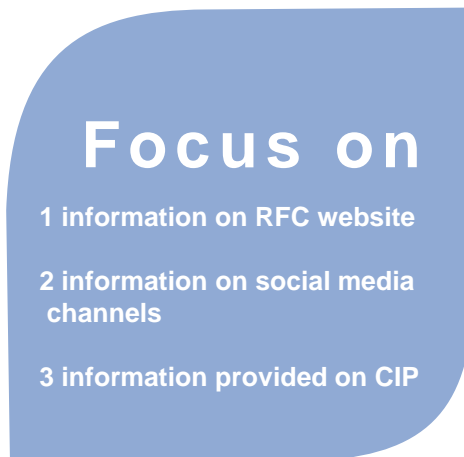


Compared to the past year
it has been a 16 % decrease.

- Does your company regularly attend RAG/TAG meetings?
 - Answered by: RUs/non-RUs, Terminals/Ports
 - sample size = 12
- + 1 interview from DB Cargo

WISH FOR IMPROVEMENT IN COMMUNICATION SERVICES

- Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- Answered by: RUs/non-RUs, Terminals/Ports
- sample size = 11
- +1 interview from DB Cargo



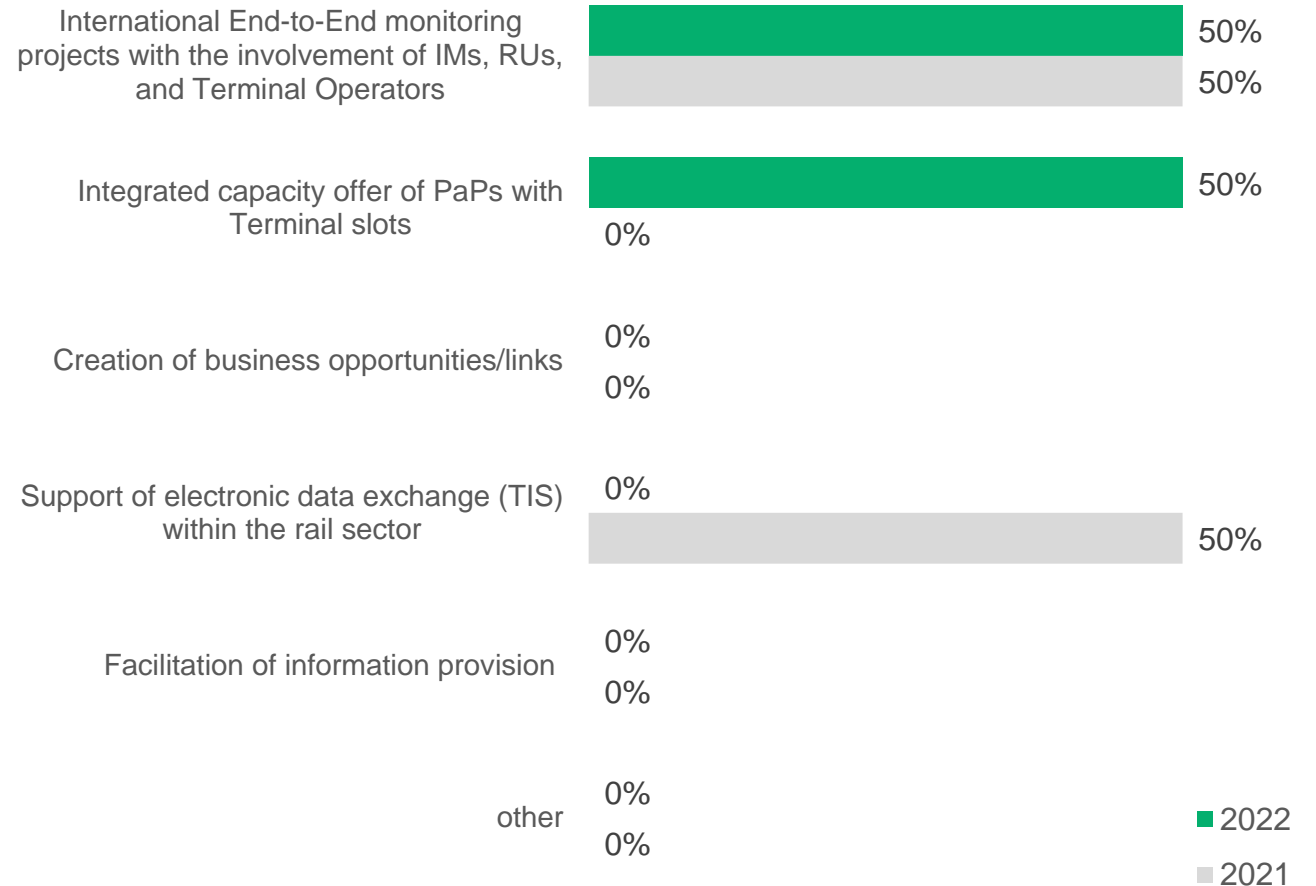
WISH FOR IMPROVEMENT IN PERFORMANCE

- Which topics would your company be interested in for the RFC to improve your rail-related performance?
- Answered by: Terminals/Ports
- sample size = 2

Focus on

1 international end-to-end monitoring projects

2 Integrated capacity offer of PaPs with Terminal slots



WISH FOR IMPROVEMENT IN CERTAIN FIELDS

RFC Specific Question: The 3 main areas for improvement

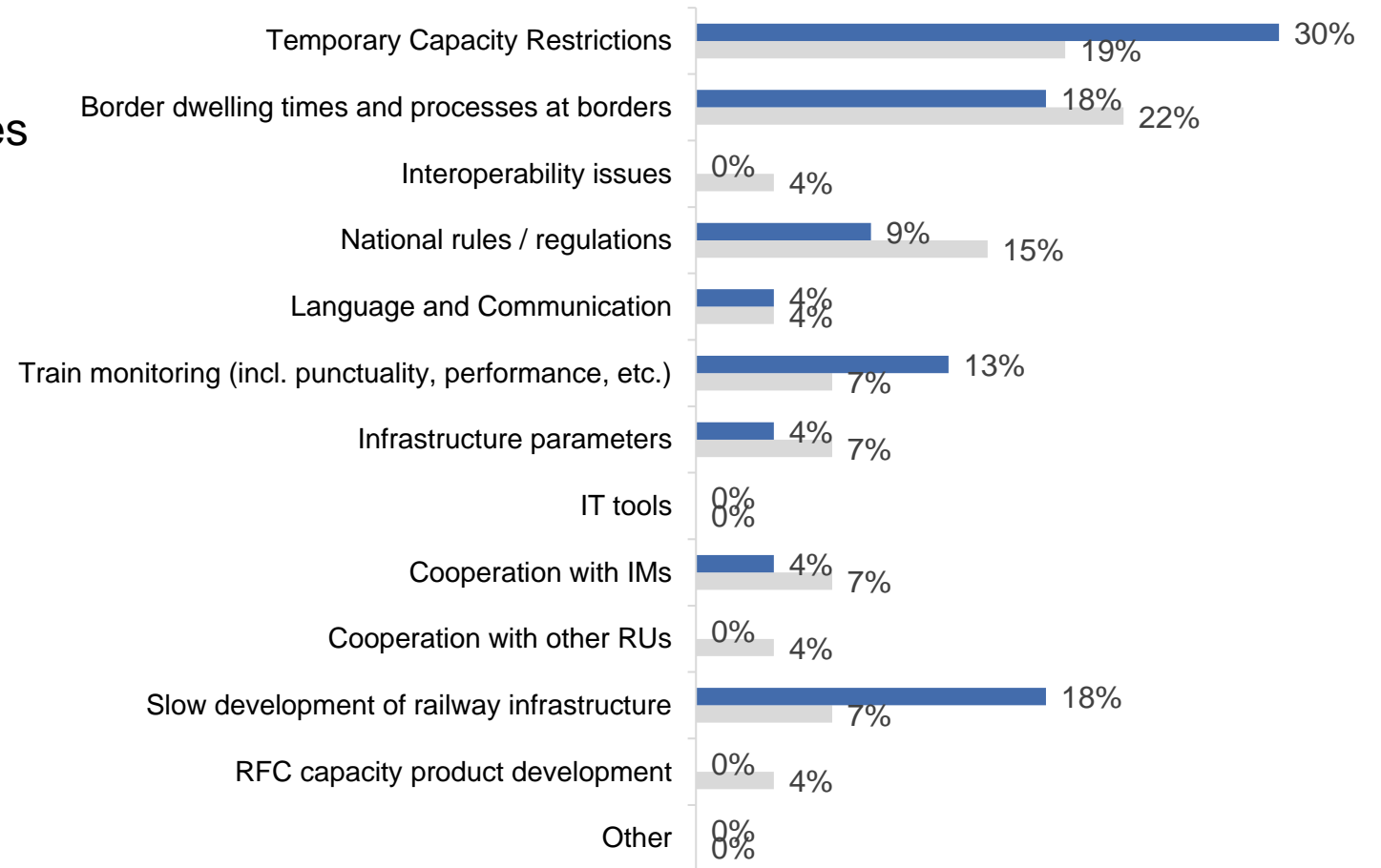
Which are the top 3 main areas, where you experience the most of the difficulties for international traffic on RFC Rhine-Danube? –
(multiple markings possible)

Answered by: RUs/non-RUs

Sample size= 8

Focus on

1. Temporary Capacity Restrictions
2. Border dwelling times and processes at borders
3. Slow development of railway infrastructure



1 Survey Design

2 Satisfaction with RFC Rhine-Danube

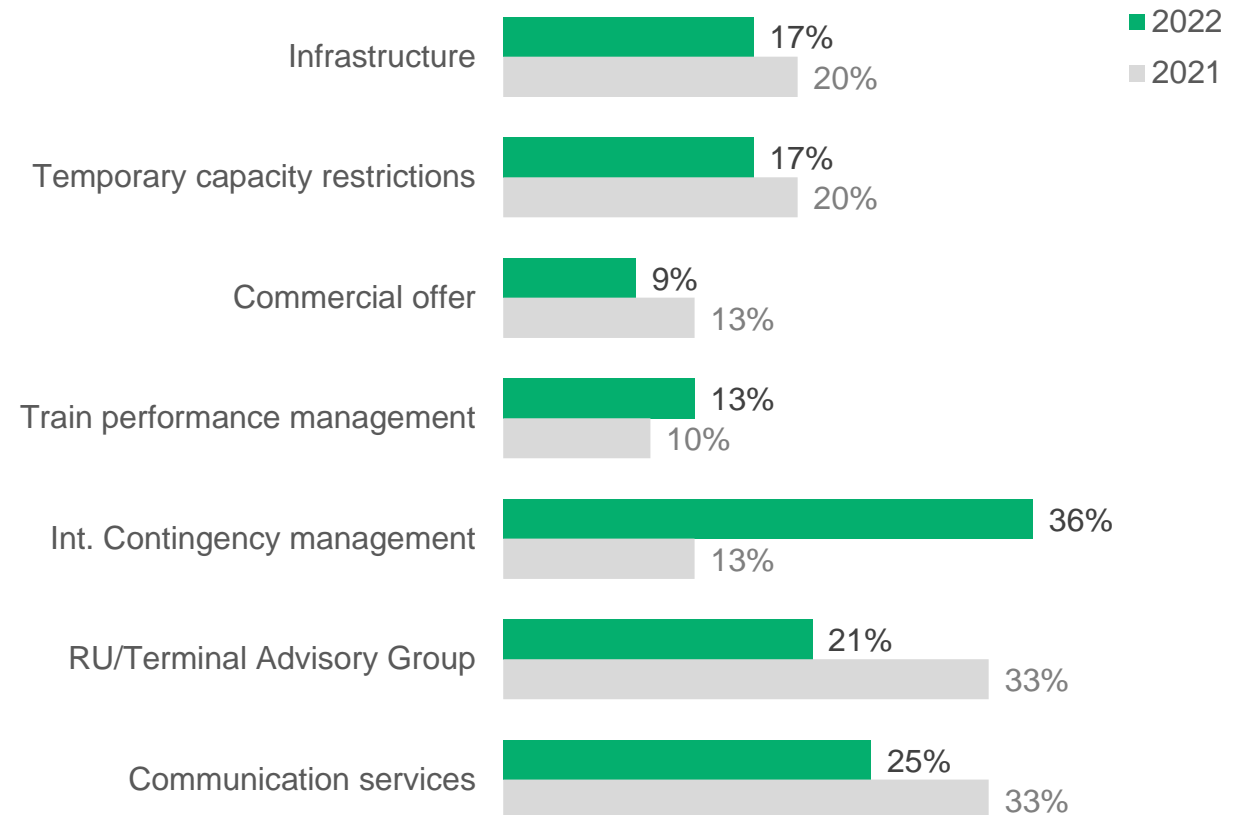
3 **Summary**

RFC USER SATISFACTION
SURVEY 2022

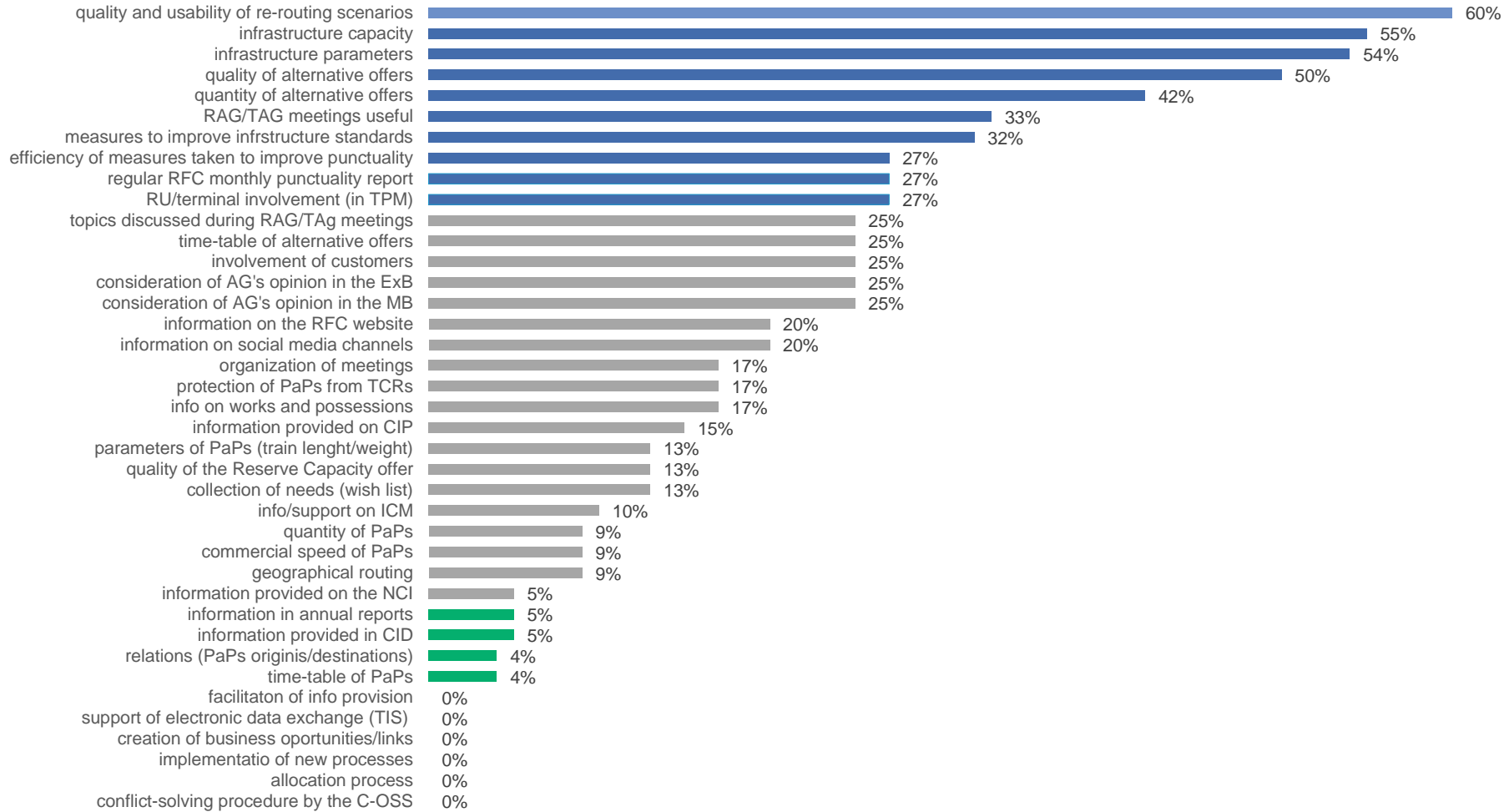
CONTENT

SUMMARY – SATISFACTION RATING

- General satisfaction
- This question was not asked in all topics of the survey
- Answered by: RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic



SUMMARY – WISH FOR IMPROVEMENT



- ▲ Focus topics chosen
- ▲ Answered by:
RUs/non-RUs,
Terminals/Ports
- ▲ Different sample sizes
on every topic

SUMMARY – TOP 10 FOCUS TOPICS

- ▲ 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 RFC will focus on improving those.
- ▲ Answered by: RUs/non-RUs, Terminals/Ports
- ▲ Different sample sizes on every topic

