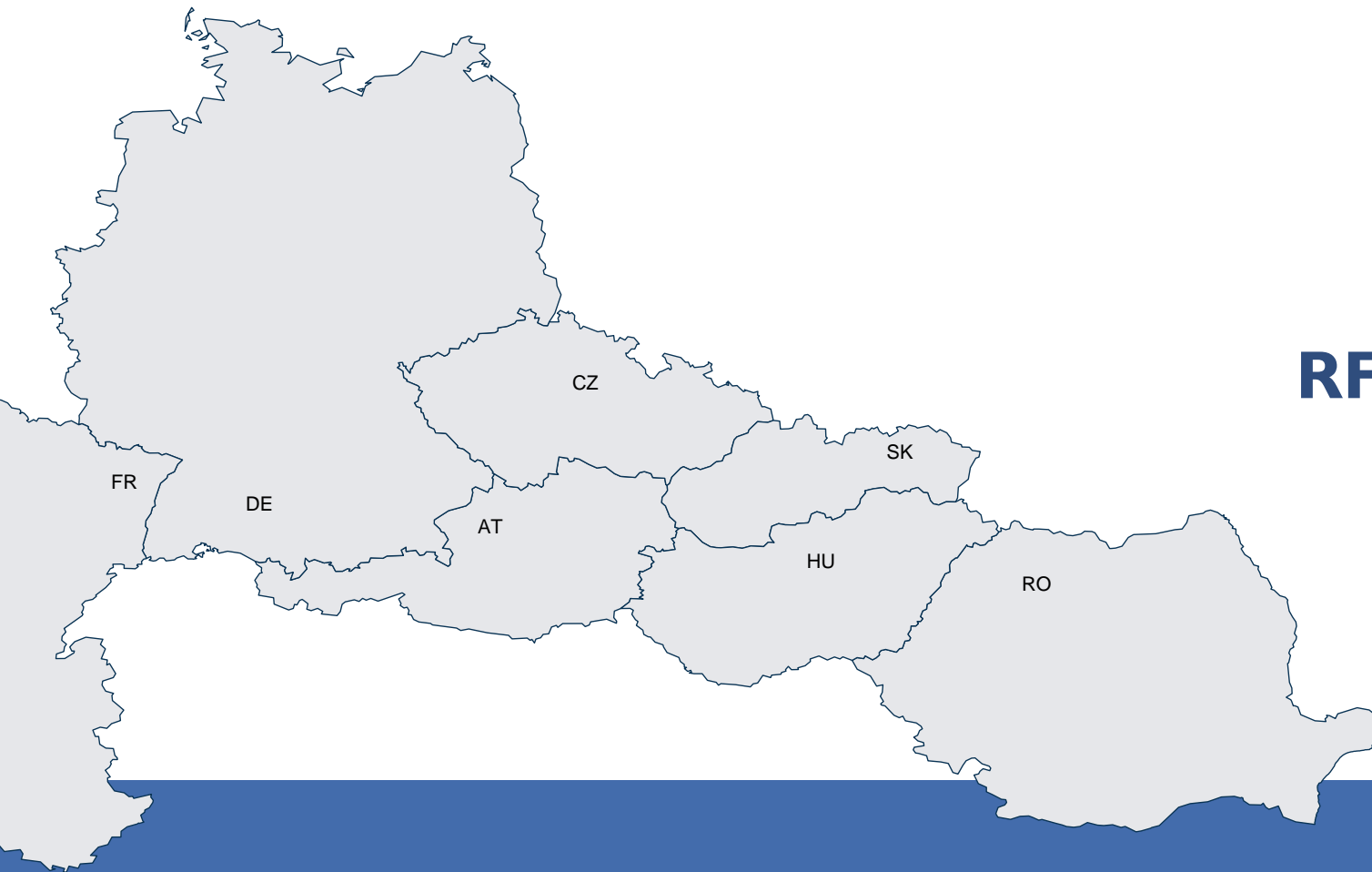


User Satisfaction Survey 2022 Summary

RFC Rhine-Danube



RFC USER SATISFACTION
SURVEY 2022

CONTENT

1 Survey Design

2 Satisfaction with RFC Rhine-Danube

3 Summary

4 Action plan

- 13 respondents II 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.*

RFC USER SATISFACTION
SURVEY 2021

CONTENT

1

Survey Design

2

Satisfaction with RFC Rhine-Danube

3

Summary

4

Action plan

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

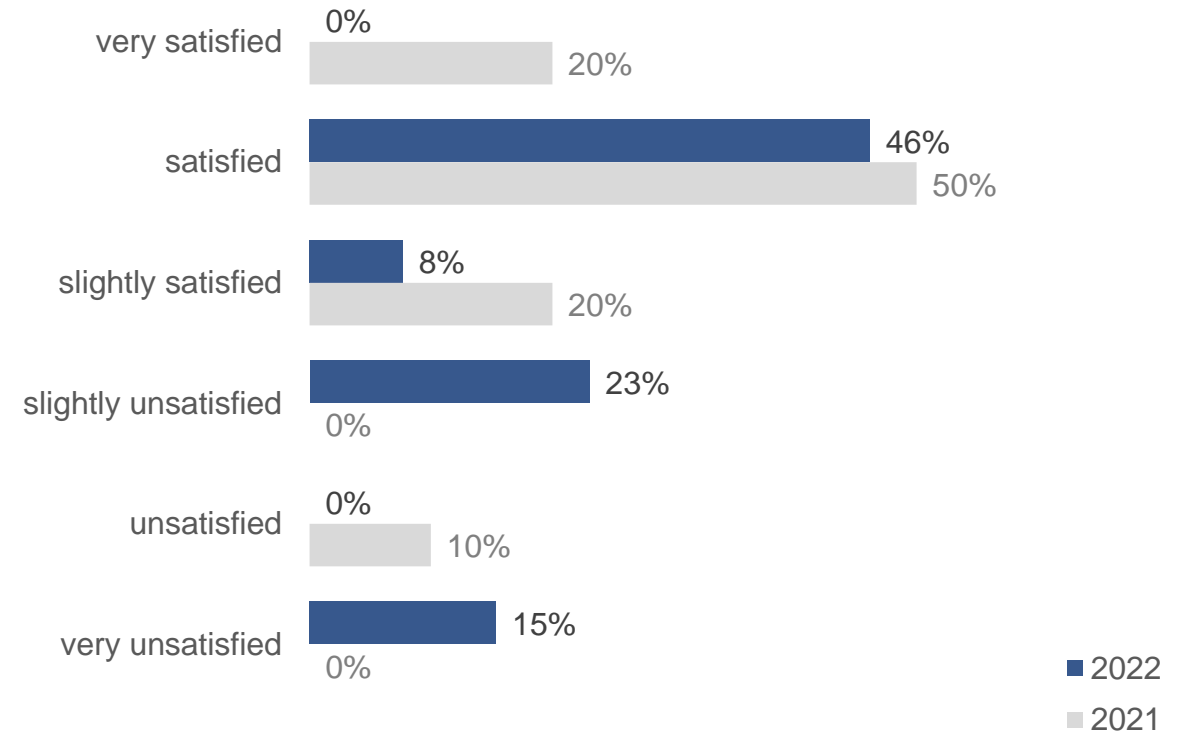
54%

Generally satisfied

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

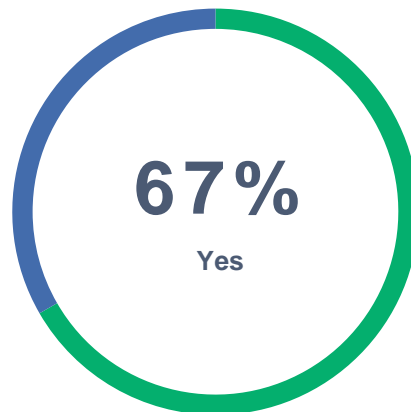
36%

Decrease of satisfaction



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

RFC USER SATISFACTION
SURVEY 2022

CONTENT

1 Survey Design

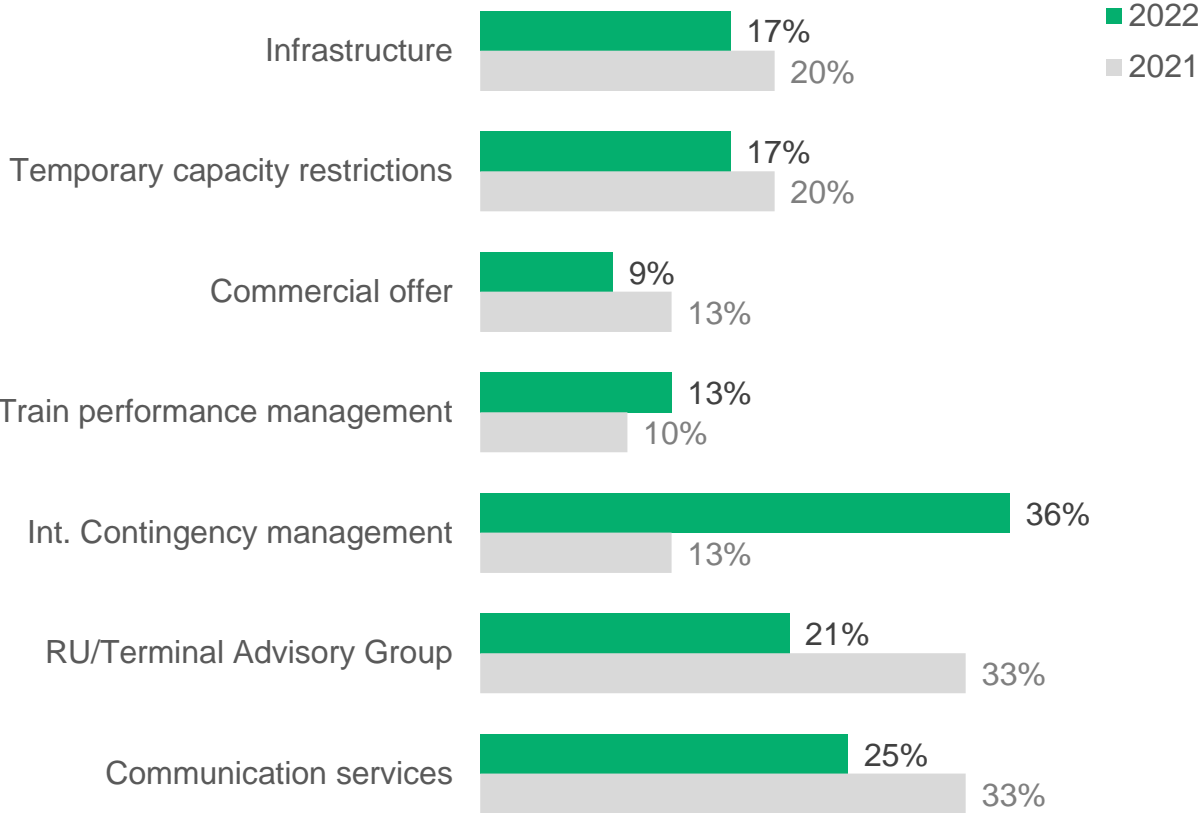
2 Satisfaction with RFC Rhine-Danube

3 **Summary**

4 Action plan

SUMMARY – SATISFACTION RATING

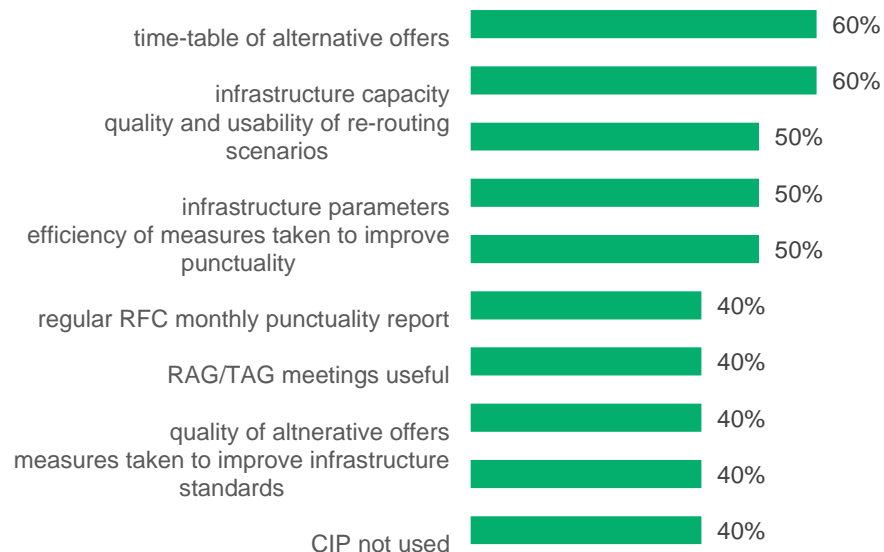
- General satisfaction
- This question was not asked in all topics of the survey
- Answered by: RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic



SUMMARY – TOP 10 FOCUS TOPICS

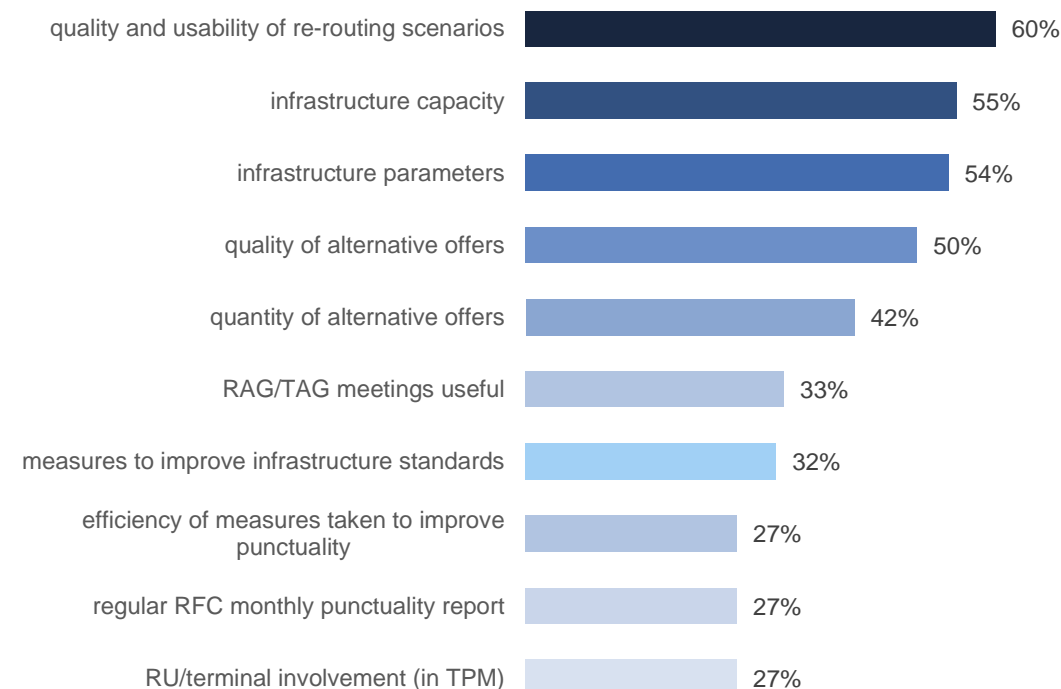
- The lowest 10 topics of the survey which the participants had the most wish for improvement.
They were least satisfied with these 10 topics and the RFC will focus on improving those.
- Answered by: RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic

2021



2022

most wish for improvement



less wish for improvement

RFC USER SATISFACTION
SURVEY 2022

CONTENT

1 Survey Design

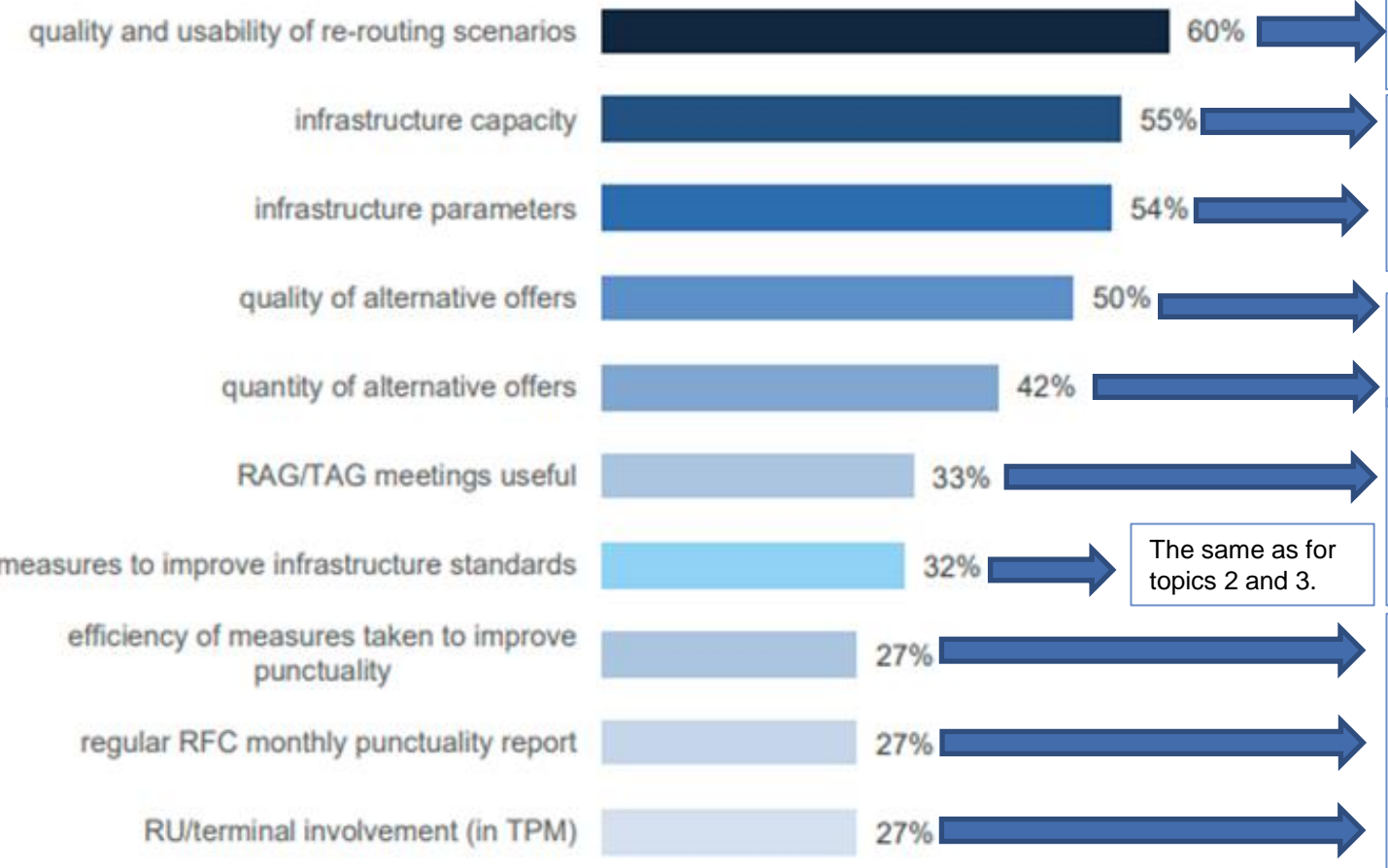
2 Satisfaction with RFC Rhine-Danube

3 Summary

4 **Action plan**

ACTION PLAN

2022 most wish for improvement



The same as for topics 2 and 3.

Action already ongoing: The ICM re-routing overview is updated annually with the support of the relevant experts of the IMs and it is digitalised via the CIP.

Action agreed with the RAG/TAG: The wish for improvement will be forwarded to the experts of the IMs as follows: The infrastructure parameters of the re-routing options often do not match the parameters of the original route and this should be changed.

Action already ongoing: The RFC Infrastructure Working Group is preparing a new capacity bottleneck analysis and capacity management plan, which will be delivered by the end of 2023. The members of the RAG/TAG will be consulted on it, too.

Action agreed with the RAG/TAG: To raise the attention of the Ministries, too, to this particular wish of the customers.

Action agreed with the RAG/TAG: To submit this wish for consideration to the TCR Working Group of the RFC in their next meetings.

Action already ongoing: Regular coordination of the agendas and other arrangements of the RAG/TAG meetings with the RAG speaker. Joint, thus more resource-efficient meetings of RFC RD and OEM since 2022.

Action agreed with the RAG/TAG: To further prioritise the topics with the RAG speaker for the meetings. More dialogue between the members of the RAG/TAG and the RFC MBs are essential in the meetings.

Action already ongoing: TPM meetings, held twice a year, are already open to all interested RUs and terminals. Interested RUs are involved in cross-border cooperation groups, too, such as QCO at Passau and Salzburg and monitoring the dwell time at Curtici.

Action agreed with the RAG/TAG: To focus on issues specific to a border section in the cross-border cooperation groups comprising IMs and RUs. To focus on setting goals in the TPM WG meetings. To report about the activities of the cross-border cooperation groups in the RAG/TAG meetings instead of the TPM meetings.