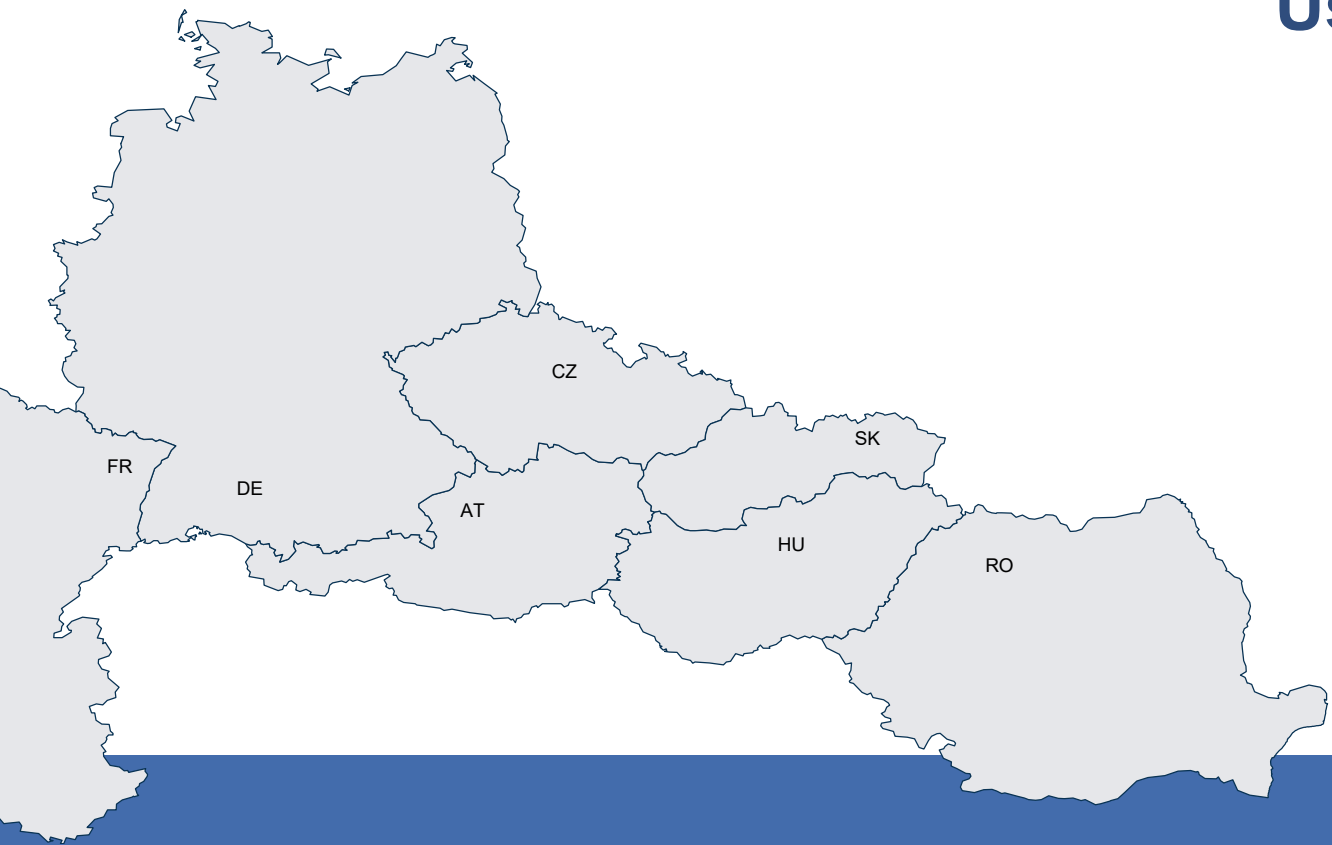




# User Satisfaction Survey 2023 Report



RFC USER SATISFACTION  
SURVEY 2023

# CONTENT

1

**Survey Design**

2

Satisfaction with RFC Rhine-Danube

3

Summary

# SURVEY DESIGN

- **10 respondents, 10 evaluations**
- Computer Aided Web Interviews (using the online tool Survio) and possibility for personal interviews
- Contacts (e-mail addresses) delivered by RFCs
- 49 overall e-mail invitations sent
- **3** personal interviews
- Field Phase: **24<sup>th</sup> August** to **12<sup>th</sup> October 2023**



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

# SATISFACTION & PARTICIPATION

**10**

evaluations

**10**

participants

Total	10	(-3)
RUs/non-Rus	9	
Terminals/Ports	1	
Invitations sent	49	(-36)
Response rate overall	20%	(+5%)

## Customer satisfaction



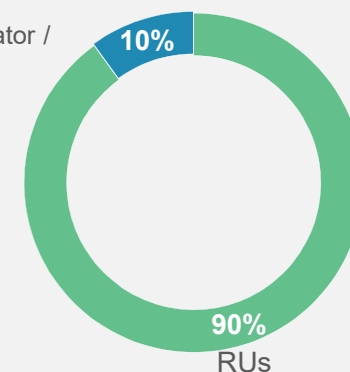
2022



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

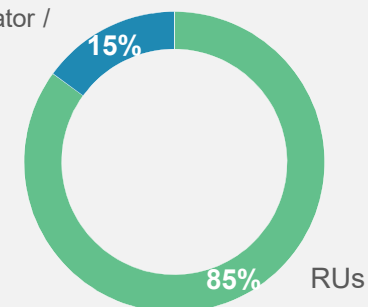
## Participant groups in % 2023

Terminal operator /  
Port authority



## Participant groups in % 2022

Terminal operator /  
Port authority



RFC USER SATISFACTION  
SURVEY 2023

# CONTENT

1

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**Satisfaction with RFC Rhine-Danube**

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Summary

# SATISFACTION WITH RFC RHINE-DANUBE

- Overall, how satisfied are you as a user of the RFC?
- Answered by: RUs, Terminals
- sample size = 10

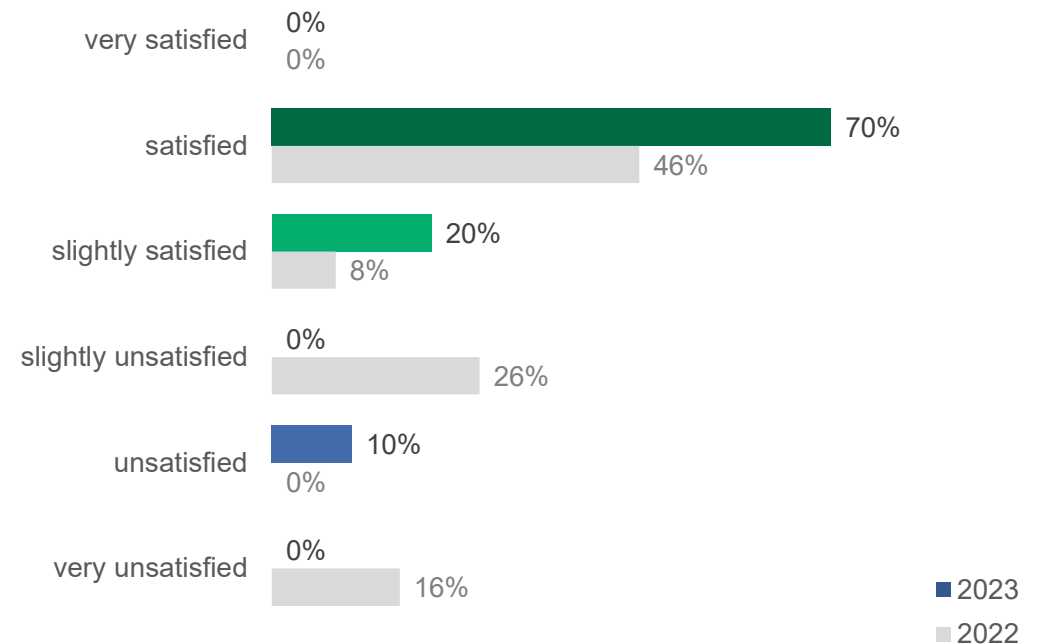
**90%**

**Generally satisfied**

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

**36%**

**Increase of satisfaction**



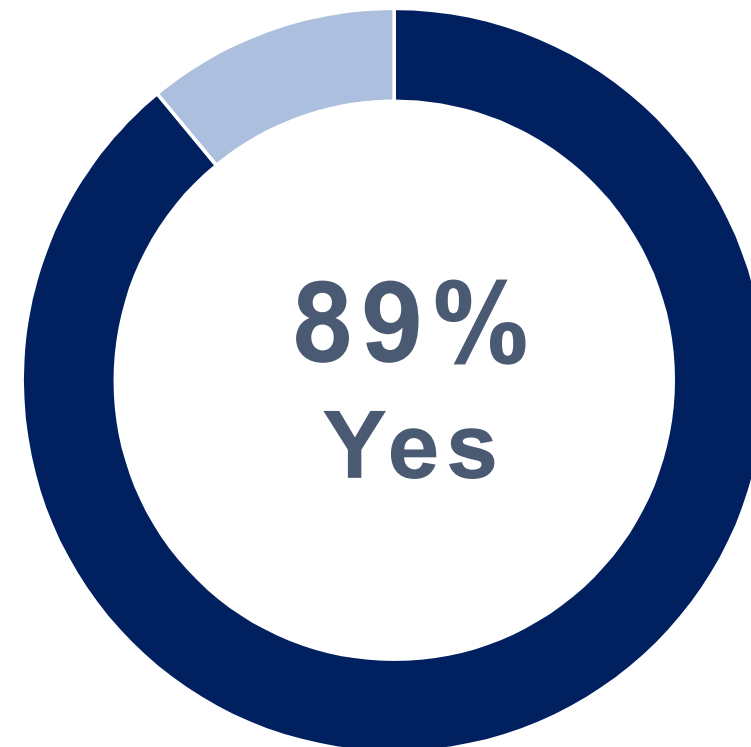
# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- Answered by: RUs
- sample size = 9

**1%**

Compared to the past year  
it has been a 1% increase.

Capacity request via C-OSS

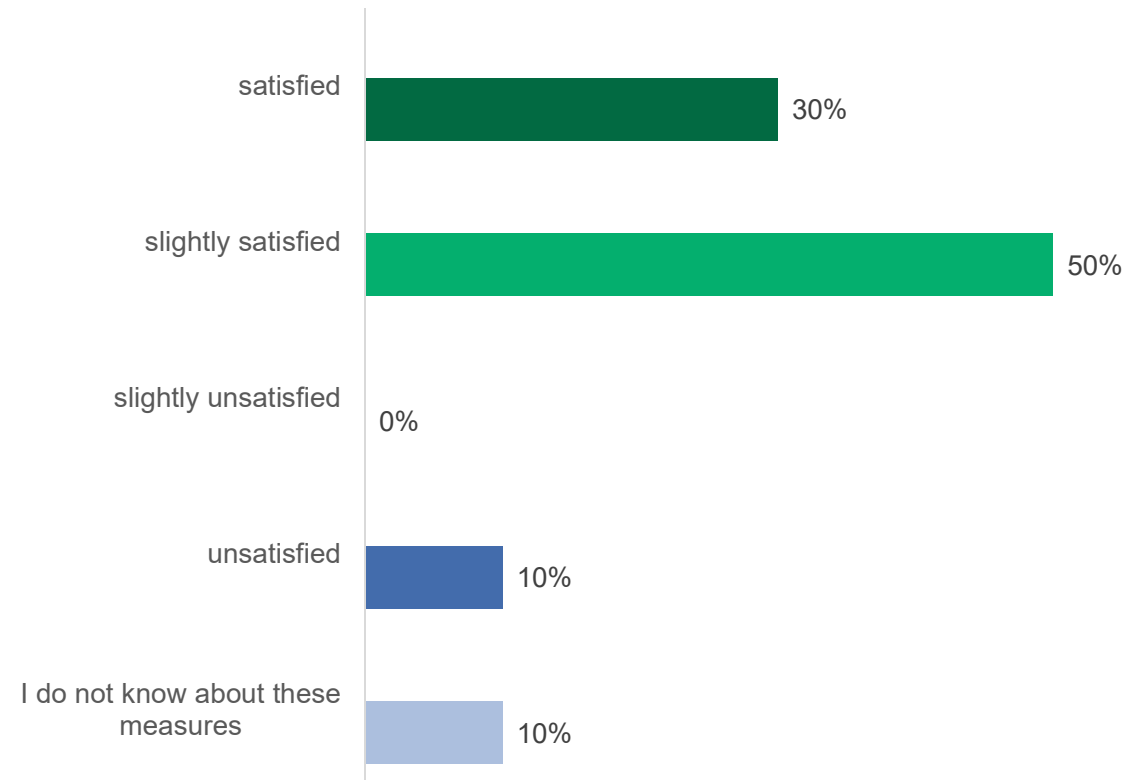


# SATISFACTION WITH RFC PERFORMANCE MEASURES

/// To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?

/// Answered by: RUs, Terminals

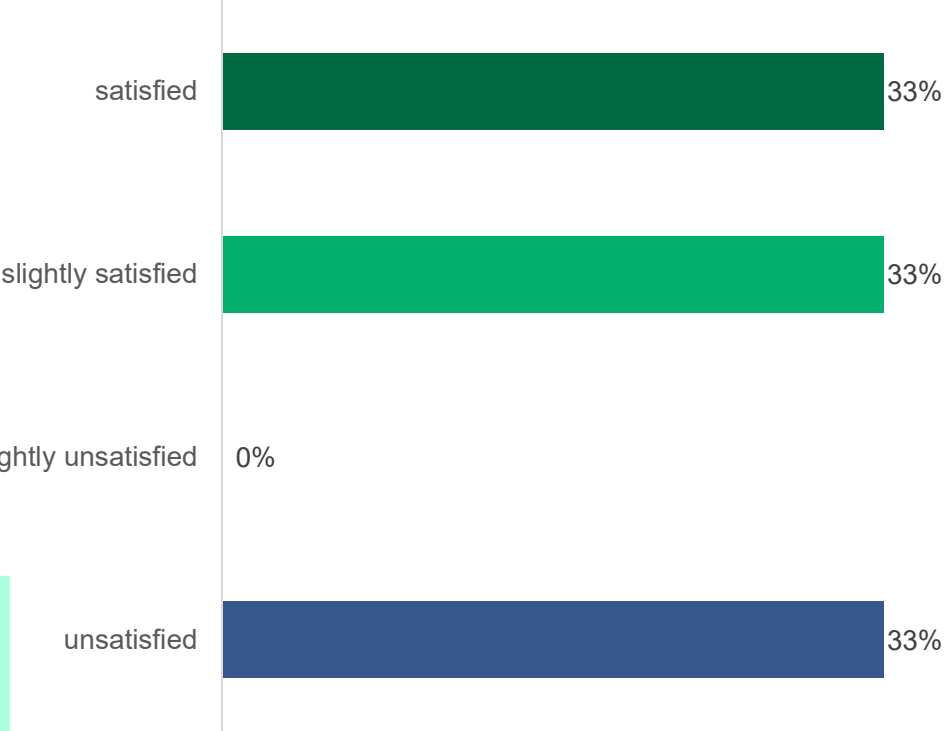
/// sample size = 10





# SATISFACTION WITH PUBLICATION OF TEMPORARY CAPACITY RESTRICTIONS (TCR)

- To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- Answered by: RUs
- sample size = 9



## USEFULNESS OF TCR DOCUMENT

- Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- Answered by: RUs
- sample size = 9

I would see it as complementary as its level of detail (especially towards the TCR becoming effective) is not sufficient to fully replace national publications which e.g. contain timetables for re-routings. (RFC 9)

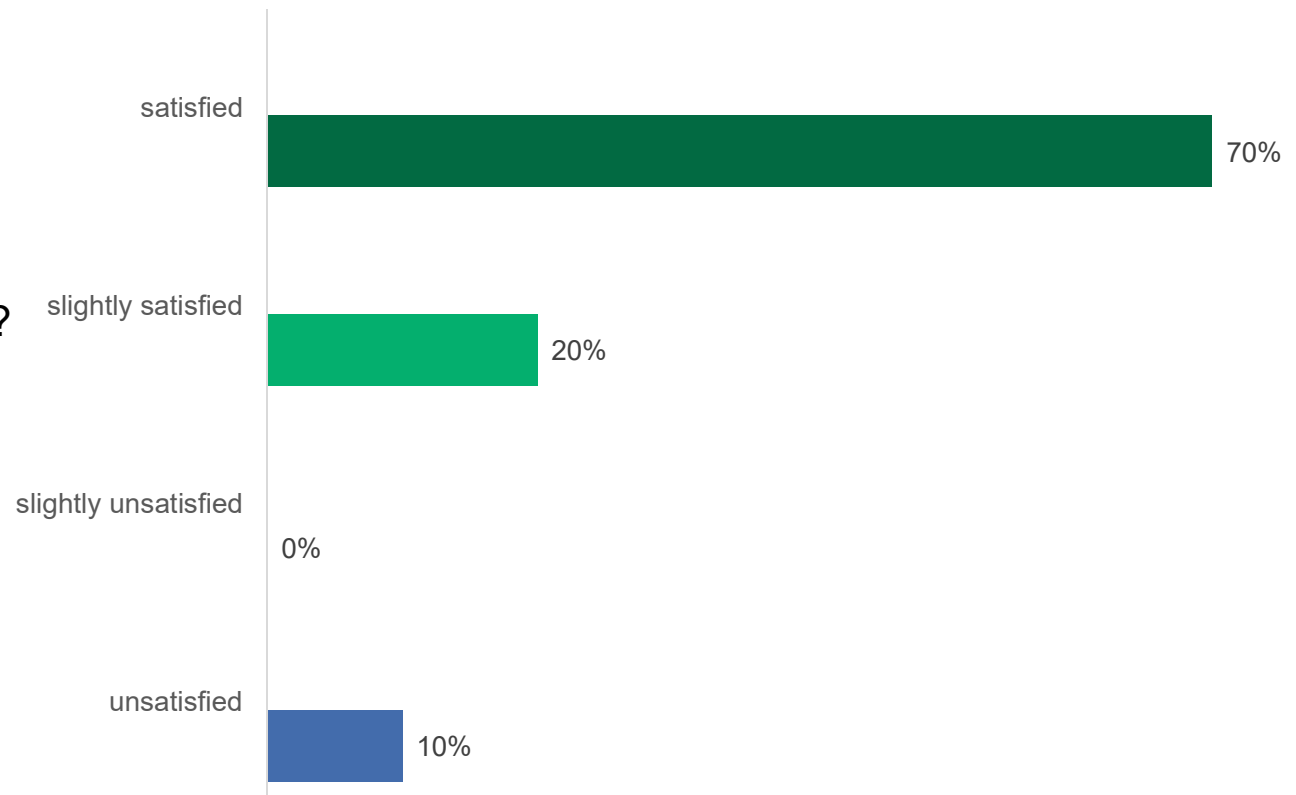
optimized time

# SATISFACTION WITH INFORMATION PROVIDED BY THE RFC

/// To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, Corridor Information Document, Customer Information Platform)?

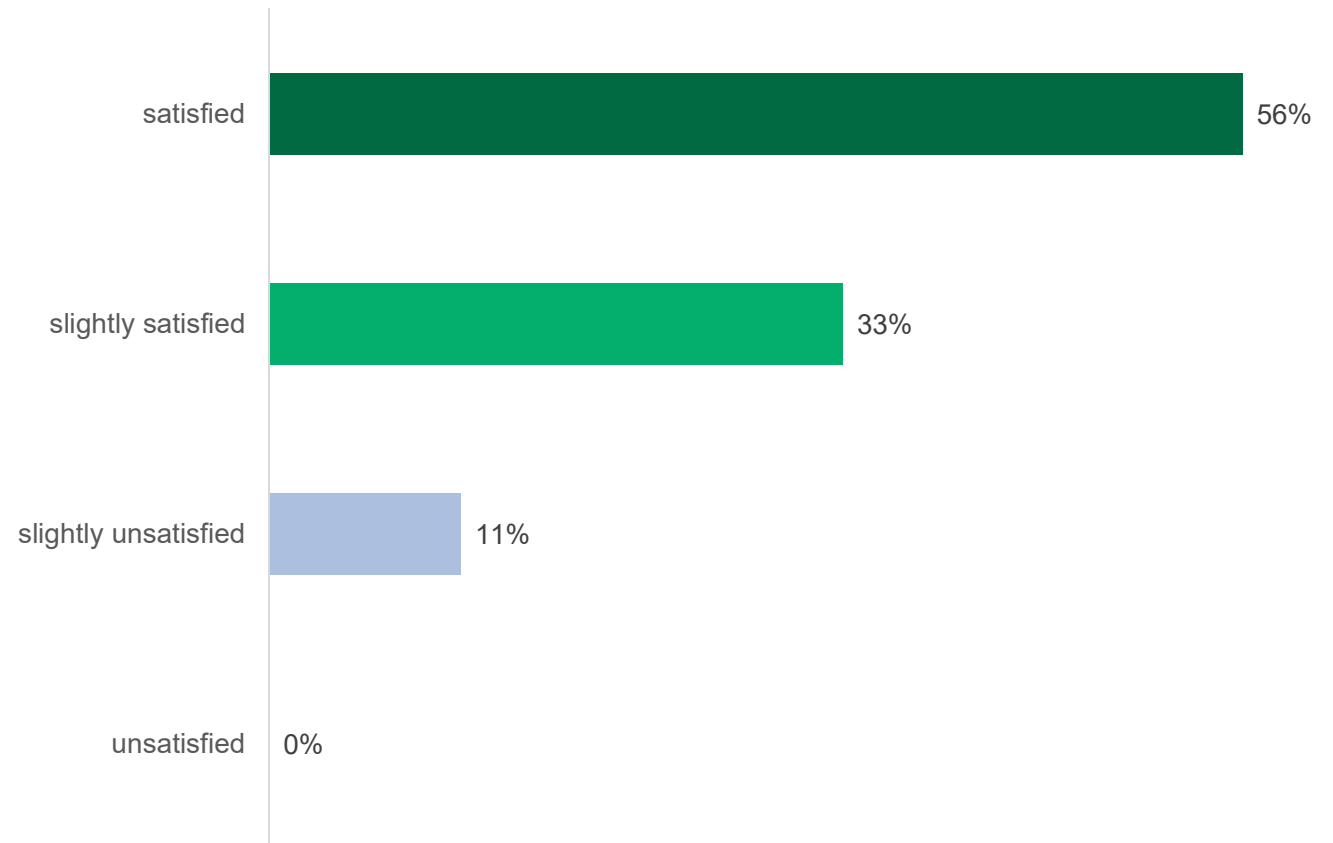
/// Answered by: RUs, Terminals

/// sample size = 10



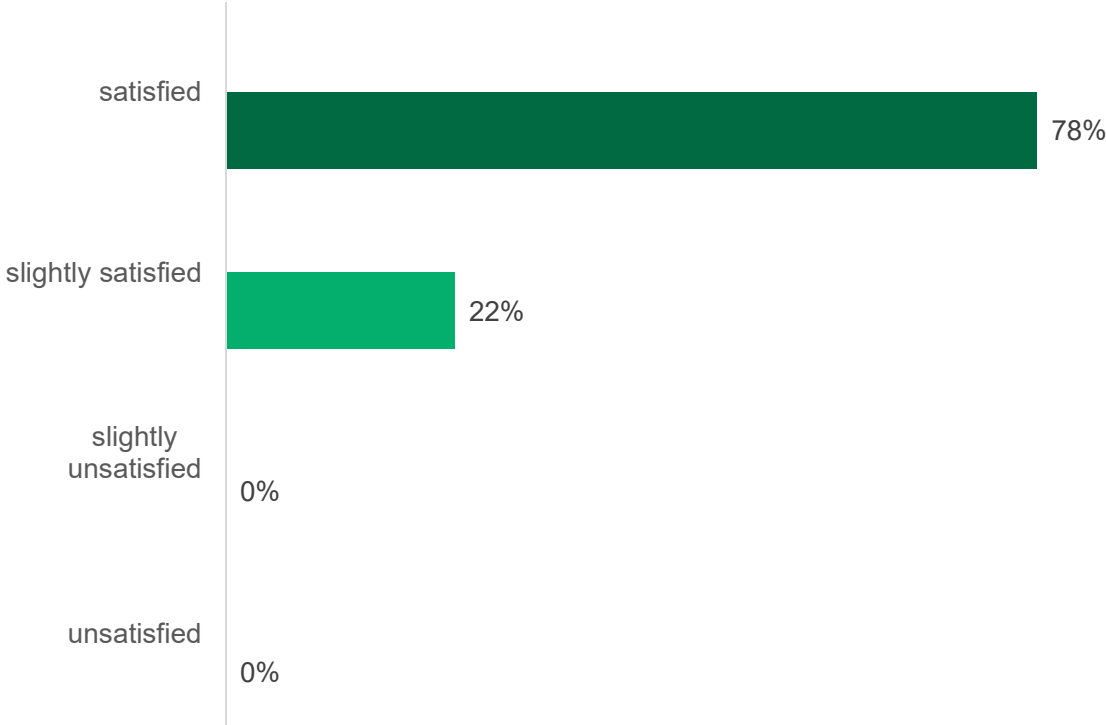
# SATISFACTION WITH RFC COMMERCIAL OFFER

- To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- Answered by: RUs
- sample size = 9



# SATISFACTION WITH SERVICE PROVIDED BY THE C-OSS

- To what extent are you satisfied with the service by the C-OSS?
- Answered by: RUs
- sample size = 9



## Other Comments

The speed and efficiency of decisions must be increased. Consultations with the surrounding IMs are necessary. Corridor application

international coordination with a clear plan on detours for construction works would go a long way

I would like the RFC to continue existing until it will be replaced by the provisions of the upcoming EU Capacity Regulation so that there will be no time-gap in between.

Unify place and time RAG TAG meetings all corridors.

RFC USER SATISFACTION  
SURVEY 2023

# CONTENT

**1** Survey Design

**2** Satisfaction with RFC Rhine-Danube

**3** **Summary**

# SUMMARY – To what extent are you satisfied with the ...

■ satisfied ■ slightly satisfied ■ slightly unsatisfied ■ unsatisfied

- Answered by:  
RUs, Terminals
- Different sample  
sizes on some  
topics

service by the C-OSS

78%

22%

information provided by the RFC

70%

20%

10%

current RFC(s) commercial offer (PaPs parameters)?

56%

33%

11%

publication on Temporary Capacity Restrictions (TCR)

33%

33%

33%

measures taken by the RFC(s) to improve the performance on the corridor

30%

50%

10%

**These topics  
should be in  
the focus for  
improvement  
next year.**