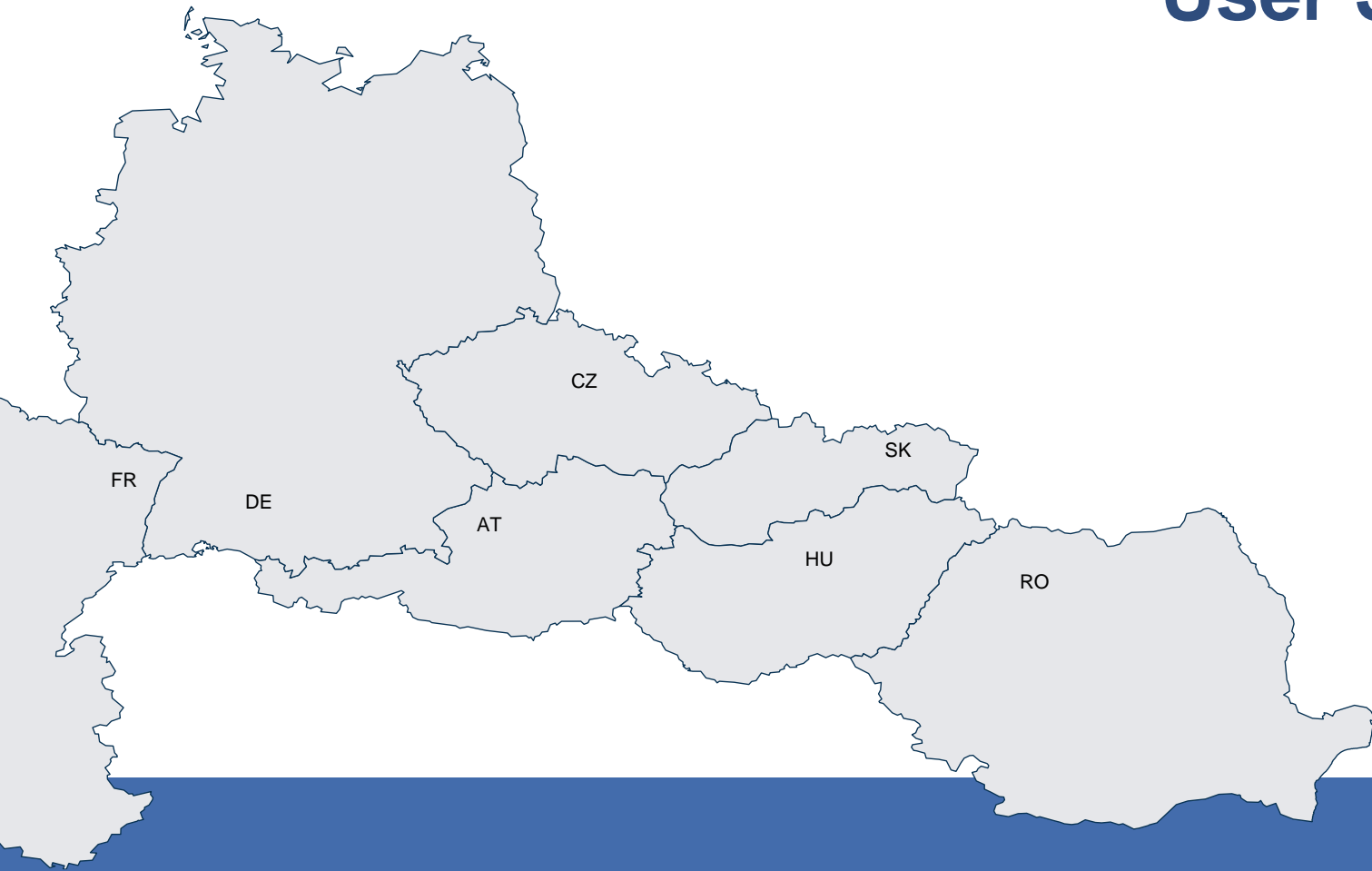


User Satisfaction Survey 2024

Report



1 Survey Design

2 Satisfaction with RFC Rhine-Danube

3 Summary

RFC USER SATISFACTION
SURVEY 2024

CONTENT

- 58 e-mail invitations sent
- **9 respondents**
- **8 online interviews** via Computer Aided Web Interviews (using the online tool Survio) and **1 physical interview**
- Field Phase: from **2nd September** to **16th October 2024**



GENERAL SATISFACTION and PARTICIPATION

9
Respondents*

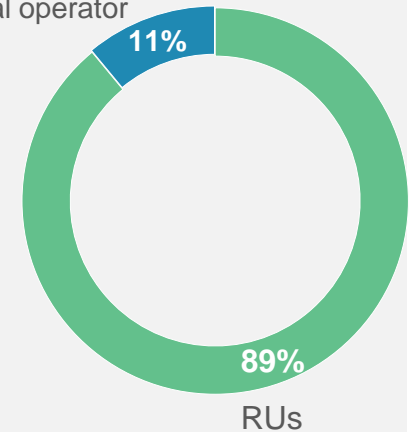
Customer satisfaction



Answers given were satisfied and slightly satisfied.

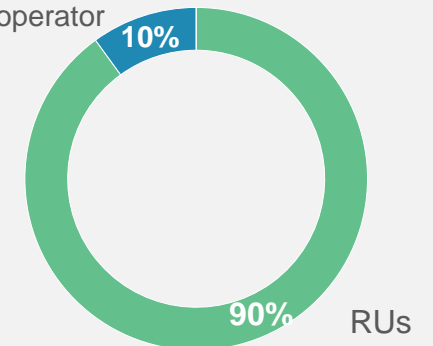
Participant groups in 2024

Terminal operator



Participant groups in 2023

Terminal operator



		Change compared to 2023
Total	9	(-1)
RUs	8	
Terminals	1	
Invitations sent	58	(+9)
Response rate overall	16%	(+1%)

***This low number of respondents limits our possibilities to draw conclusions of appropriate significance.**

1

Survey Design

2

Satisfaction with RFC Rhine-Danube

3

Summary

RFC USER SATISFACTION
SURVEY 2024

CONTENT

SATISFACTION WITH RFC RHINE-DANUBE

Overall, how satisfied are you as a user of the RFC?

Answered by: RUs, Terminals

Sample size = 9

Major reasons for satisfaction and dissatisfaction:

89%

Generally satisfied

**Answers given were 'satisfied' and 'slightly satisfied'.*

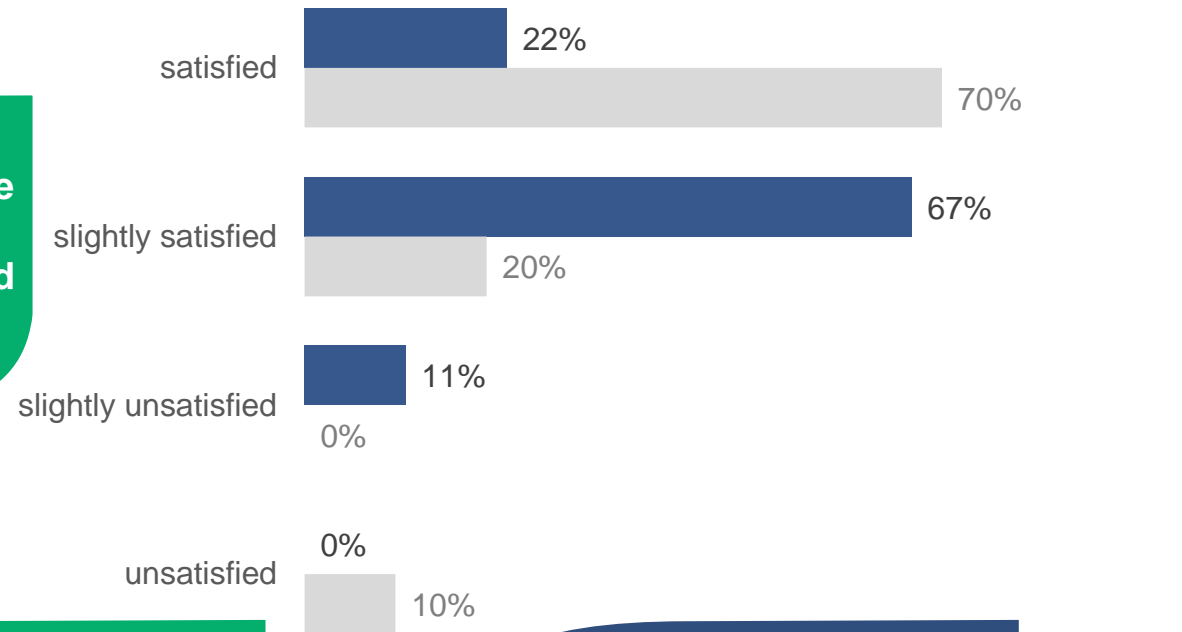
“We are satisfied with both the consideration of the opinions and proposals by the RAG and the topics discussed at RAG meetings.”

1%

Decrease of satisfaction

“Corridor traffic makes sense.”

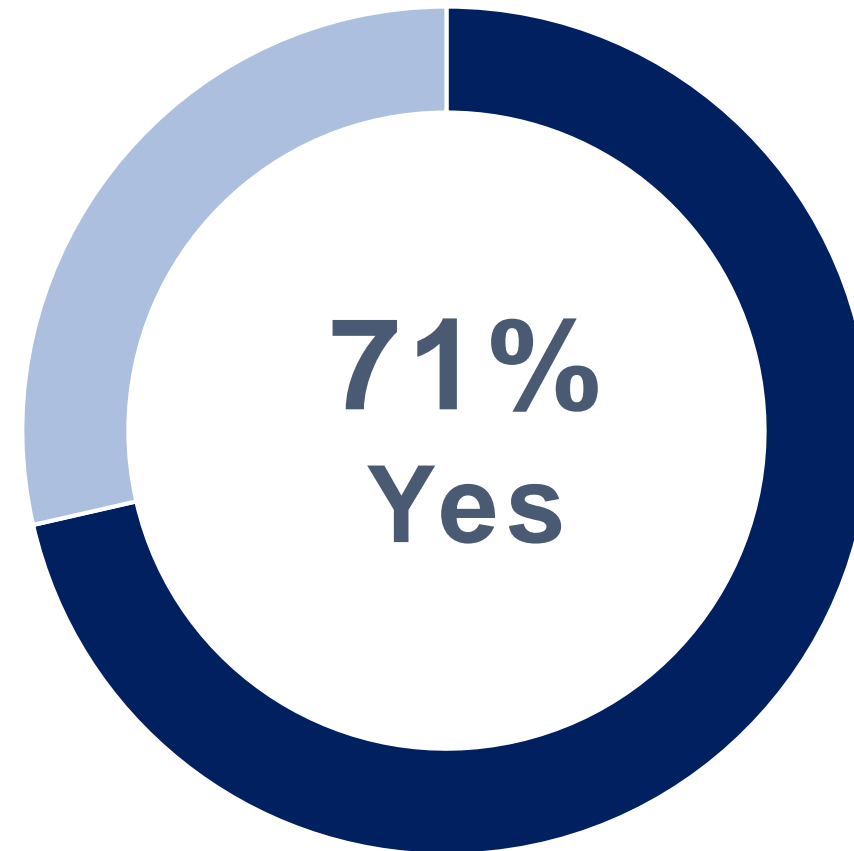
“Apart from providing a good information platform on rather strategic issues, the RFC approach still does not provide sufficient added value to RUs.”



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 = 7

Capacity request via C-OSS

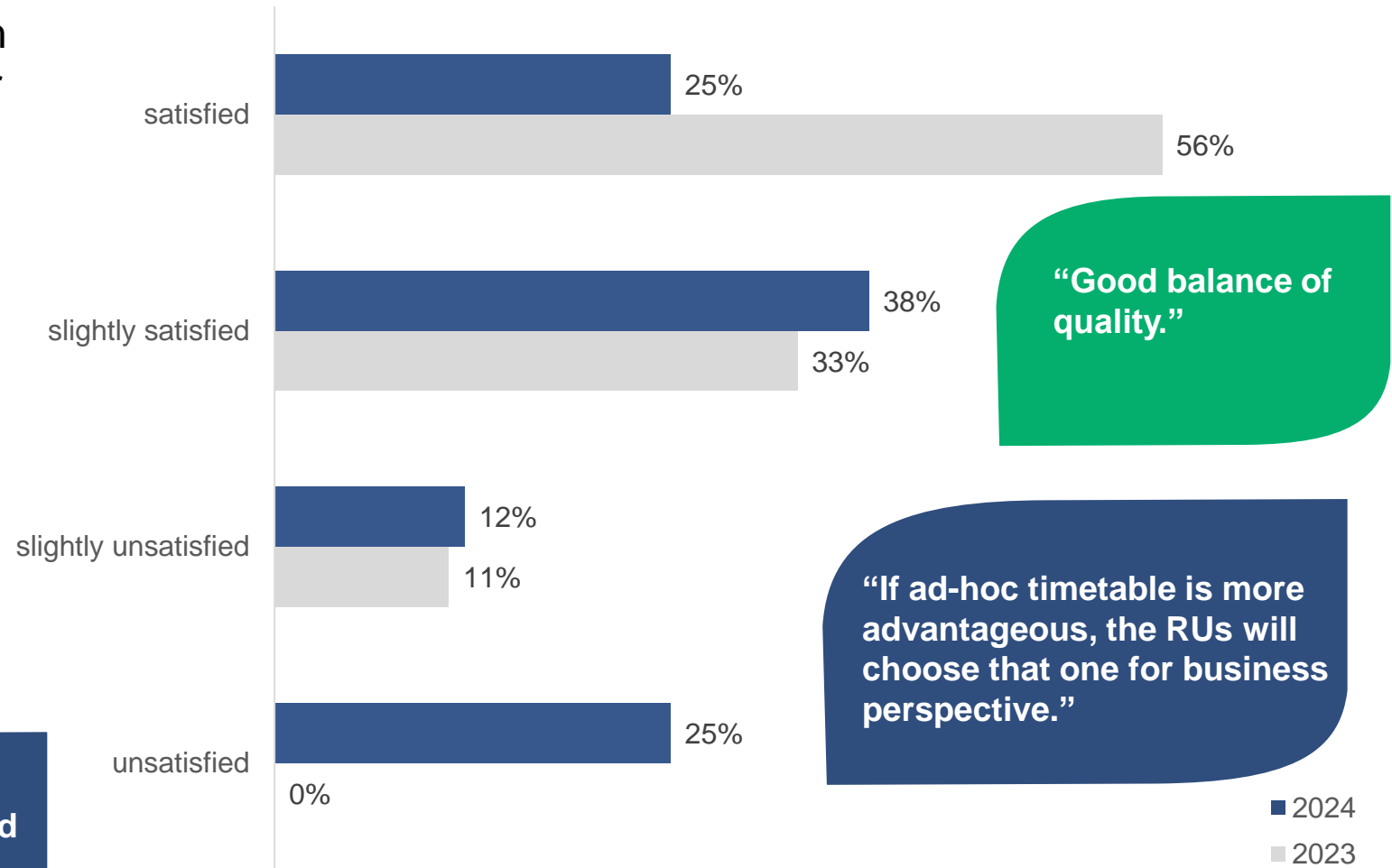


SATISFACTION WITH RFC COMMERCIAL OFFER

- ▲ To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- ▲ Answered by: RUs
- ▲ Sample size = 8
- ▲ Main reasons for satisfaction and dissatisfaction:

“The usefulness of the RFC’s capacity products (its commercial offer) will only increase if there is a tangible benefit for the users, especially, decreased transit time, protection against TCRs or a lower price for the path.”

“No recommended train parameters available.”

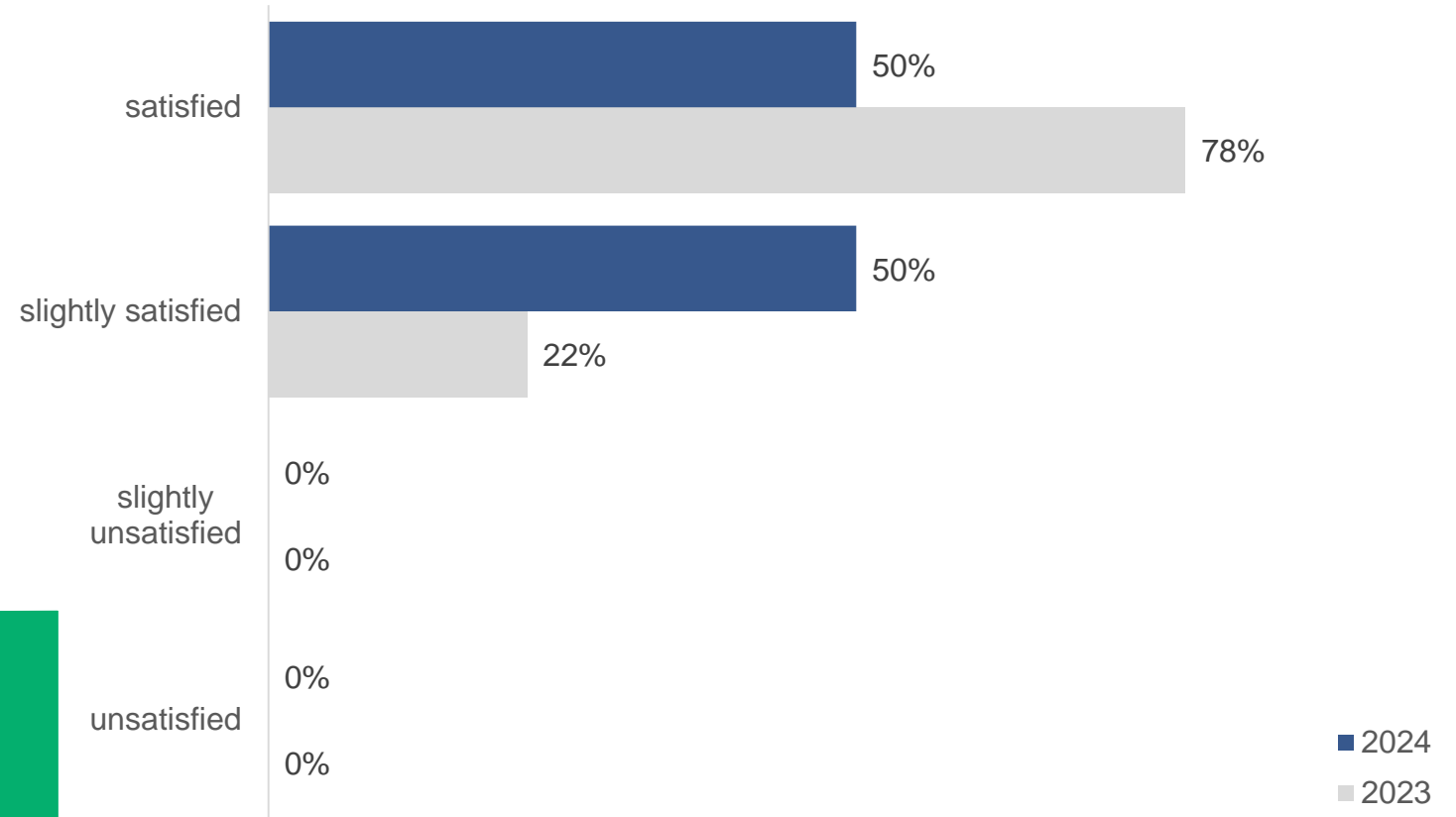


SATISFACTION WITH SERVICE PROVIDED BY THE C-OSS

- ▲ To what extent are you satisfied with the service by the C-OSS?
- ▲ Answered by: RUs
- ▲ Sample size = 6
- ▲ Major reasons for satisfaction:

“The C-OSS does as much as he/she can to satisfy the users of the RFC capacity products.”

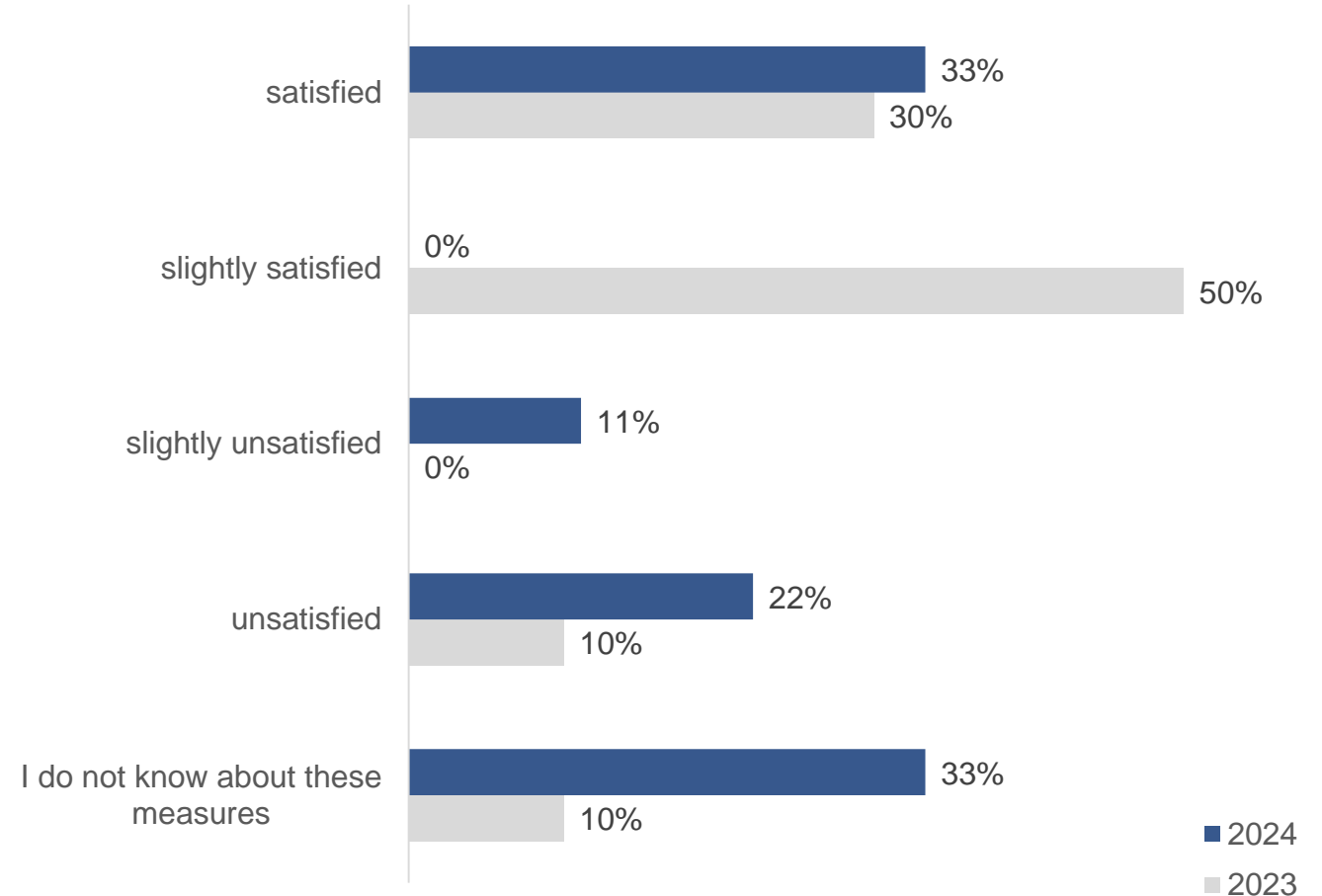
“Colleagues make a great effort.”



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 = 9
- ▲ Major reason for dissatisfaction:

“Most of the problems in this matter are due to the different national rules.”

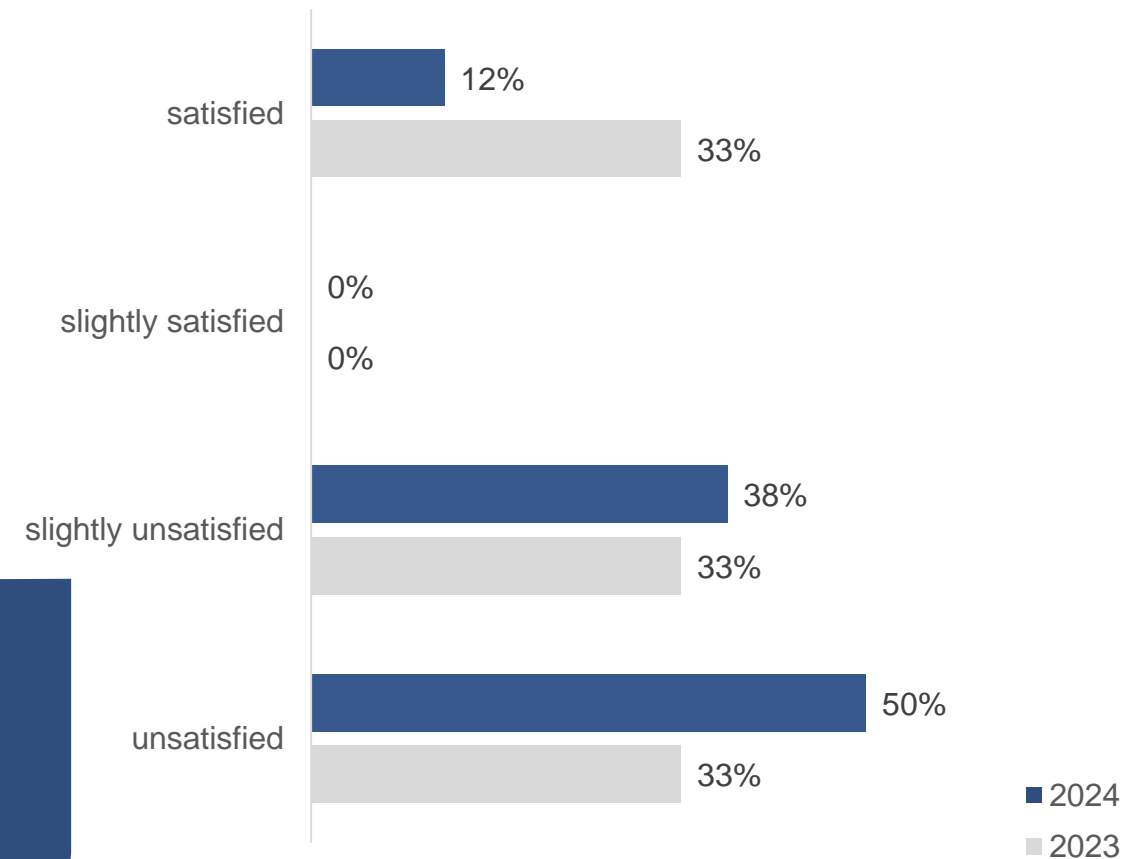


SATISFACTION WITH PUBLICATION OF TEMPORARY CAPACITY RESTRICTIONS (TCR)

- ▲ To what extent are your needs and expectations satisfied with the publication of Temporary Capacity Restrictions (TCR) at the corridor level?
- ▲ Answered by: RUs
- ▲ Sample size = 8
- ▲ Major reasons for dissatisfaction:

“There is still no harmonised and integrated way of exchanging TCR-related information between RFCs/IMs and RUs. This would be needed so that the information can be automatically integrated in the RUs’ (path/traffic) planning process.”

“Some members of the corridor are behind others. A unified regulation is necessary, and it would be advantageous to coordinate this at a European level.”



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 = 8

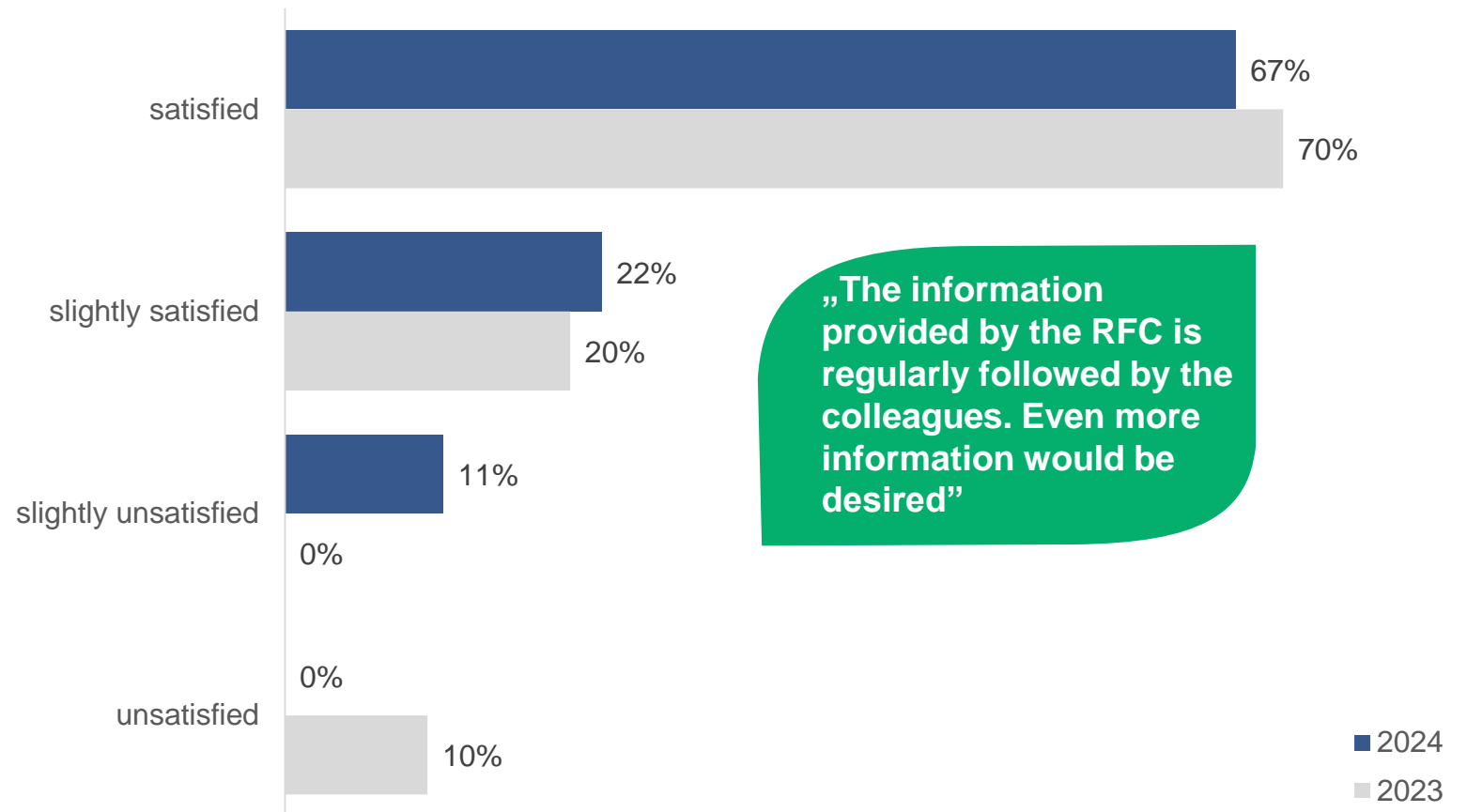
“Very helpful document.”

“We have a complete picture.”

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 = 9
- /// Major reasons for satisfaction and dissatisfaction:

„It is recommended to create an international IT platform. It could work on a mutual basis, everyone would upload their information, which would be visible for RUs.”



1 Survey Design

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3 **Summary**

RFC USER SATISFACTION
SURVEY 2023

CONTENT

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

- ⚡ Different sample sizes on some topics
- ⚡ The low number of respondents limits our possibilities to draw conclusions of appropriate significance.

The Management Board would like to thank the respondents for their valuable feedback.

These topics will be in our focus for improvement from next year.

■ satisfied ■ slightly satisfied ■ slightly unsatisfied ■ unsatisfied

