RNE
RailNetEurope

RFC User Satisfaction Survey 2017
Overall Results

RNE RailNetEurope

Co-financed by the European Union
Connecting Europe Facility

RFC User Satisfaction Survey 2017
General information about the survey design

- Implemented by an RFC project team under the RNE umbrella
- Coordinated by RNE
- Conducted by an independent market research company
- Computer Aided Web Interviews (CAWI)
- Invitees (with e-mail addresses) nominated by the RFCs based on pre-defined selection criteria
- Pre-announcement email one week before the field phase
- Customised invitations
  - Forwarding topics to relevant experts is possible
  - Questions according to type of target group
- Involvement of RFCs and RAG spokespersons in the reminder process
- Field phase: from 12 September till 18 October 2017

RFC User Satisfaction Survey 2017 Figures

- Response rate and number of interviews
  - Figures of 2016 are shown in brackets ()

	Overall	Corridor Rhine-Alpine	Corridor North Sea – Mediterranean	ScanMed RFC Stockholm/Oslo-Copenhagen-Hamburg-Innsbruck-Palermo	Atlantic Corridor	RFC5 Baltic-Adriatic Corridor	RFC6 Rail Freight Corridor	RFC7 Orient Corridor	Rail Freight Corridor North Sea – Baltic
Total number of interviews	**76** (69)	**22** (18)	**21** (17)	**12** (10)	**14** (21)	**13** (14)	**27** (23)	**17** (16)	**15** (14)
Full interviews	72 (65)	21 (15)	20 (13)	9 (9)	13 (20)	13 (13)	26 (20)	17 (15)	14 (12)
Partial interviews	4 (4)	1 (3)	1 (4)	3 (1)	1 (1)	0 (1)	1 (3)	0 (1)	1 (2)
Interviews (users)	70 (64)	22 (18)	19 (17)	11 (10)	13 (19)	13 (13)	25 (22)	17 (15)	15 (14)
Interviews (potential users)	6 (5)	0 (0)	2 (0)	1 (0)	1 (2)	0 (1)	2 (1)	0 (1)	0 (0)
Invitations sent	324 (321)	66 (42)	84 (93)	34 (20)	81 (80)	31 (41)	36 (44)	68 (61)	44 (41)
Response rate	**23%** (21%)	**26%** (24%)	**21%** (15%)	**24%** (25%)	**12%** (24%)	**32%** (29%)	**53%** (34%)	**21%** (21%)	**25%** (22%)

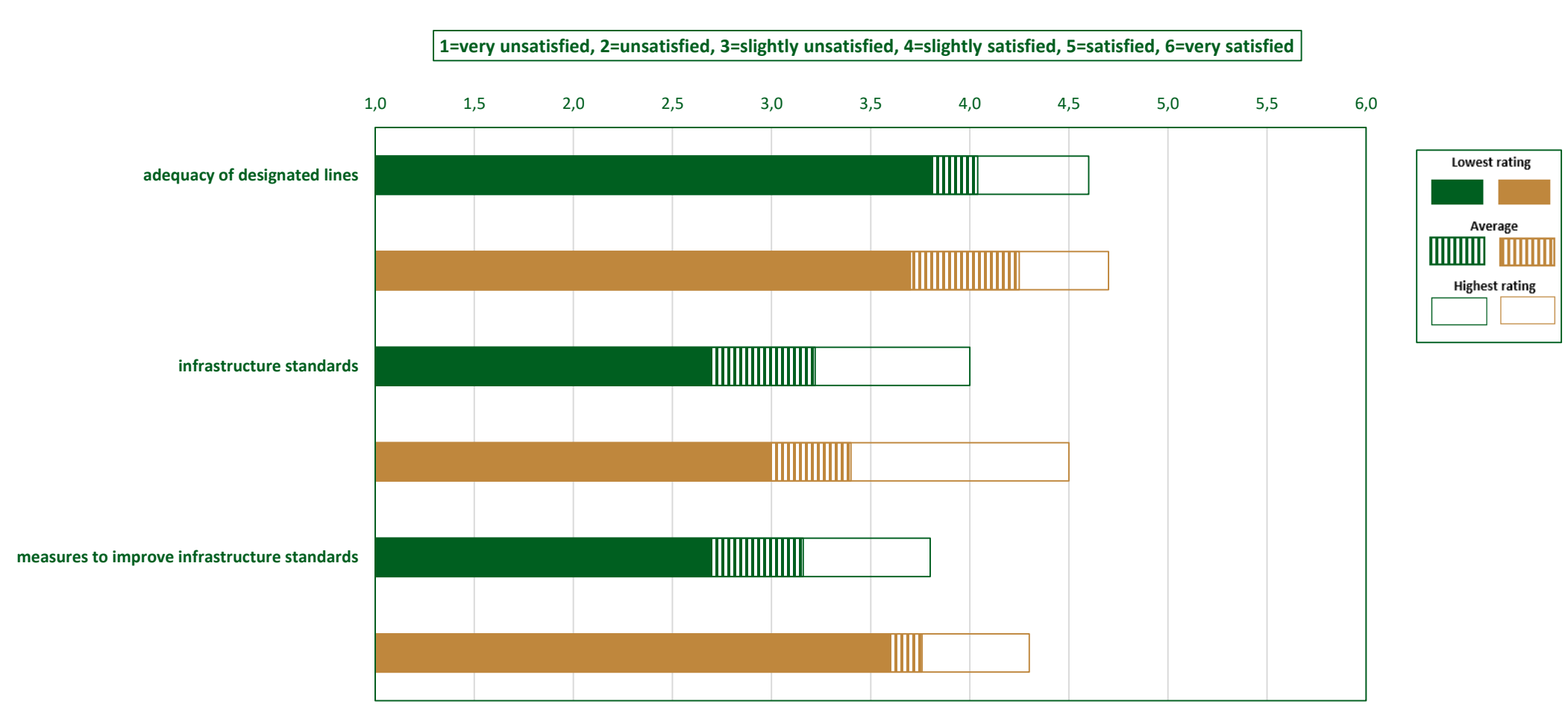
RFC User Satisfaction Survey 2017
Facts

- To be taken into consideration when analysing and comparing the results (with those of the previous years):
  - The results are still based on a relatively small number of interviews.
  - The results are based on the use of **6 RFCs in 2015**, **9 RFCs in 2016** and **8 RFCs in 2017**.
  - A respondent is counted multiple times, if he/she evaluated more than one RFC.
  - The questionnaire has been shortened considerably while ensuring comparability of the results with those of the previous years. As a result, the time needed to fill in the questionnaire has decreased significantly.
  - The RFC-specific results might significantly differ from the average.

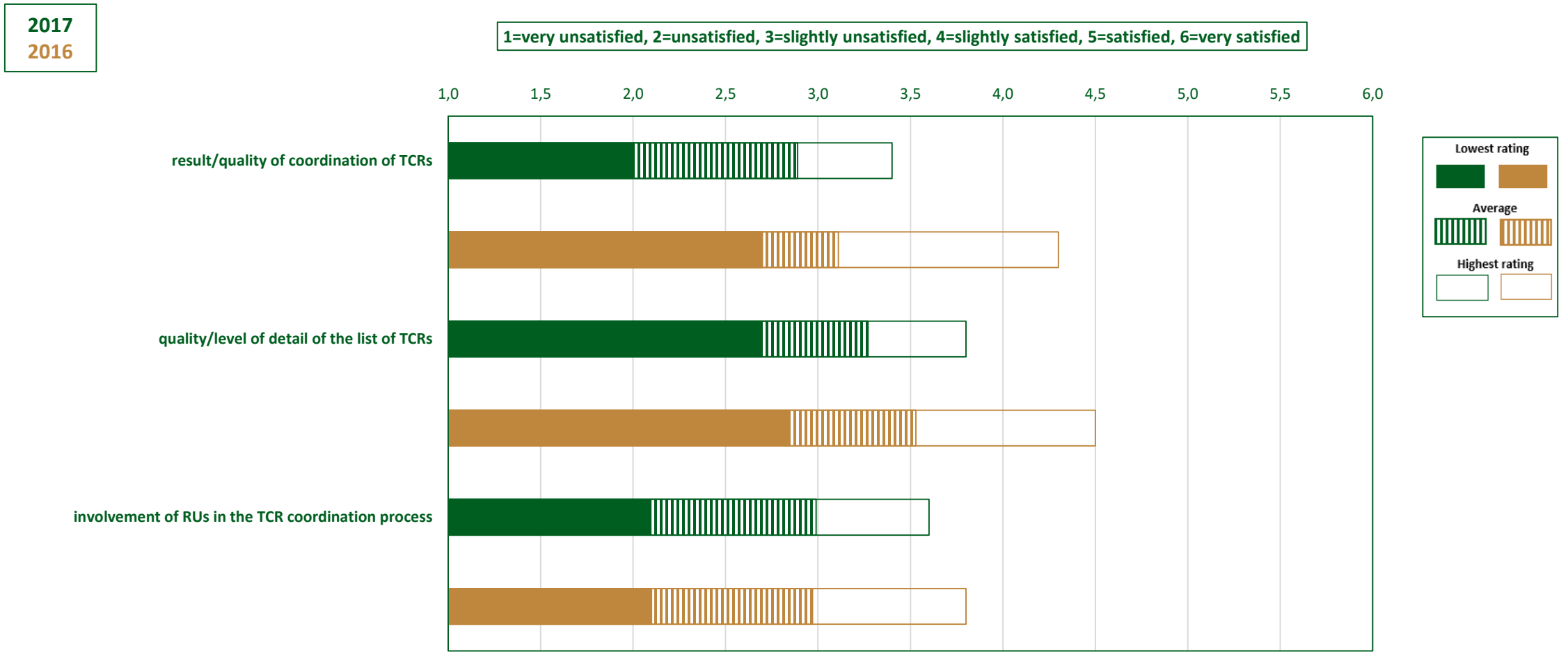
- For the RFC-specific reports, please contact the RFCs directly or check them on their websites.

- Survey follow-up: Action plans to be developed and shared at RAG/TAG meetings by the RFCs.

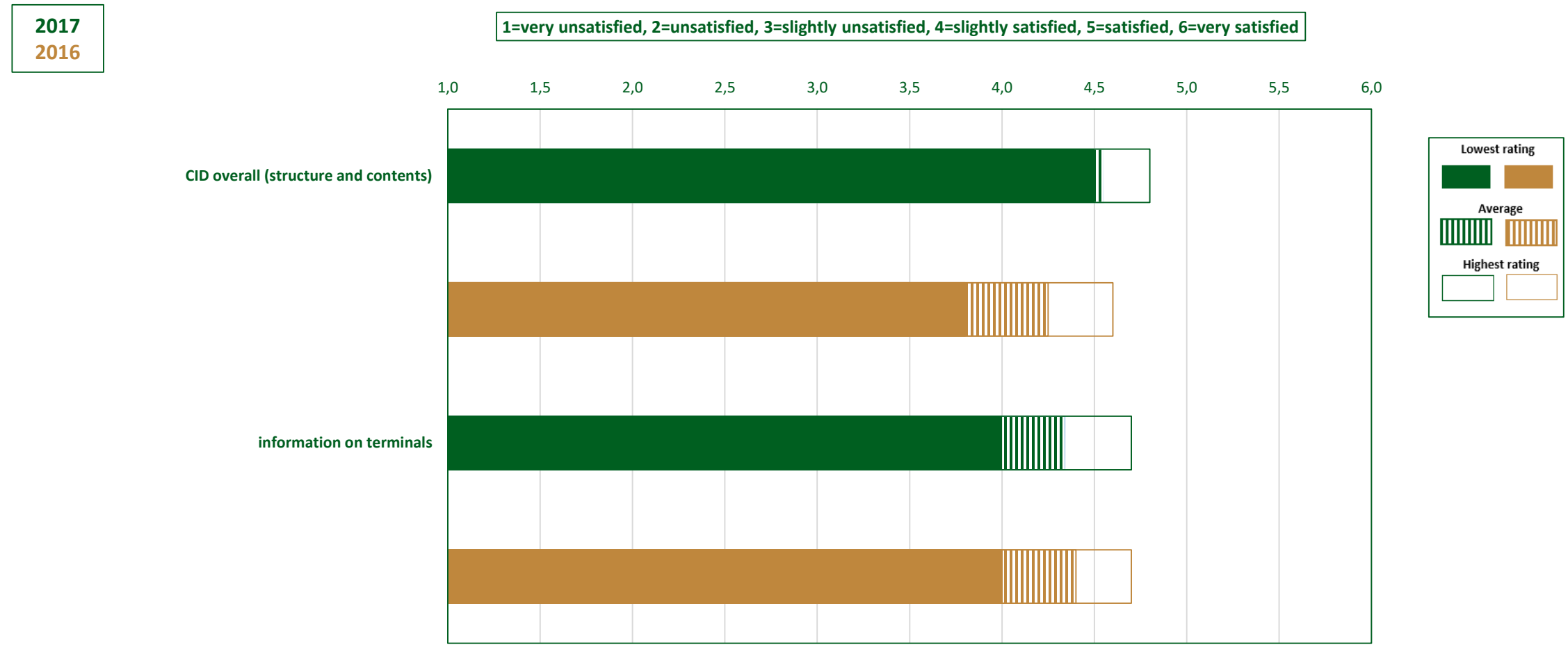
RFC User Satisfaction Survey 2017
Infrastructure



RFC User Satisfaction Survey 2017
Coordination and publication of planned temporary capacity restrictions (TCRs)



RFC User Satisfaction Survey 2017
Corridor Information Document (CID) and Terminal Information

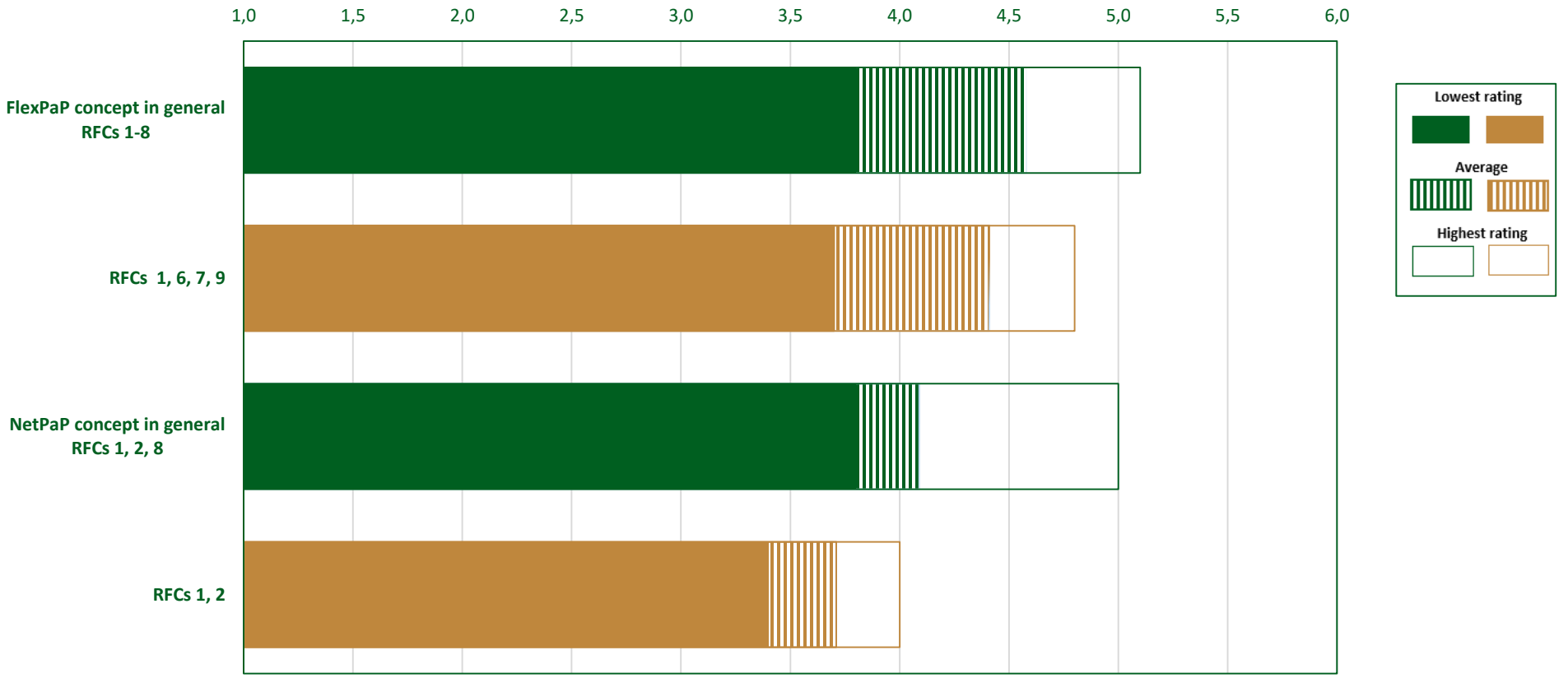


RFC User Satisfaction Survey 2017
Pre-arranged Paths and Reserve Capacity

RFC User Satisfaction Survey 2017
FlexPaP and NetPaP

2017
2016

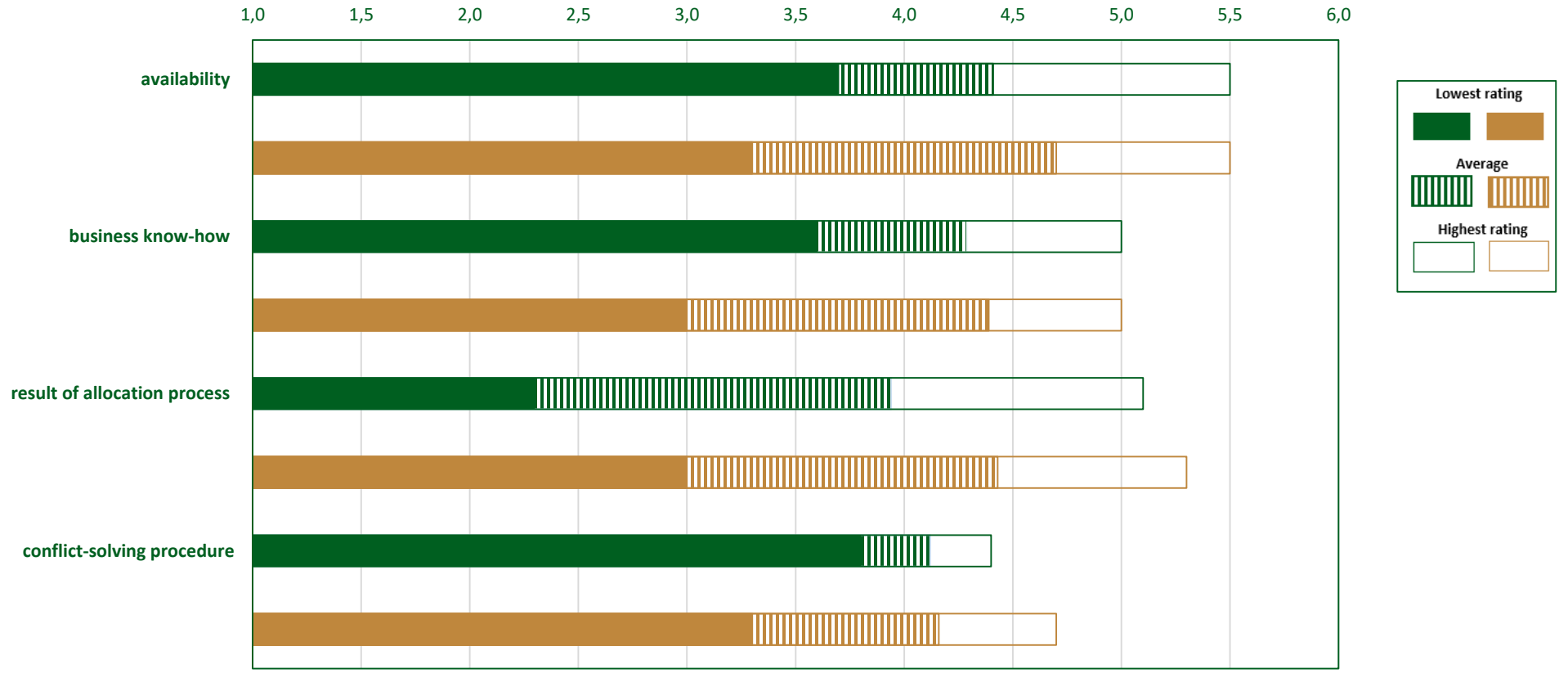
1=very unsatisfied, 2=unsatisfied, 3=slightly unsatisfied, 4=slightly satisfied, 5=satisfied, 6=very satisfied



RFC User Satisfaction Survey 2017
C-OSS

2017
2016

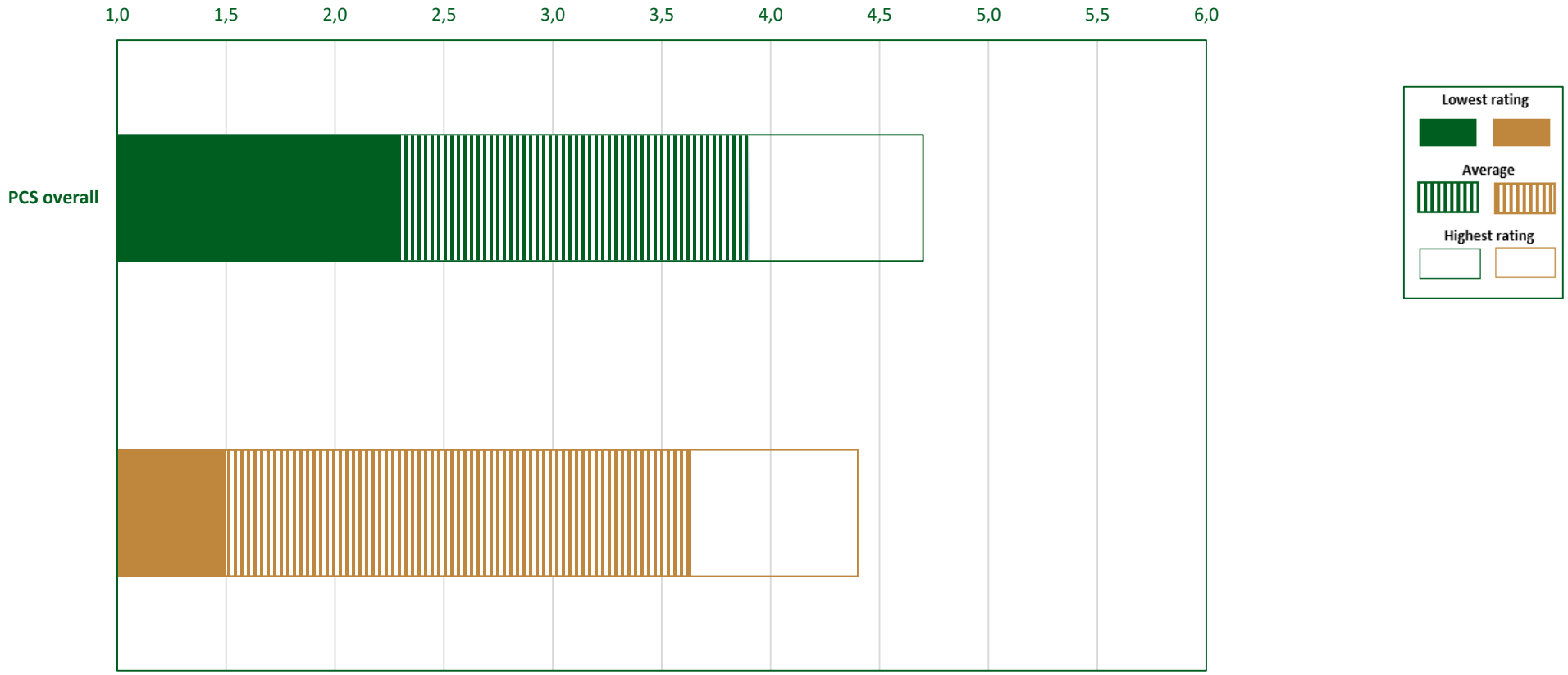
1=very unsatisfied, 2=unsatisfied, 3=slightly unsatisfied, 4=slightly satisfied, 5=satisfied, 6=very satisfied



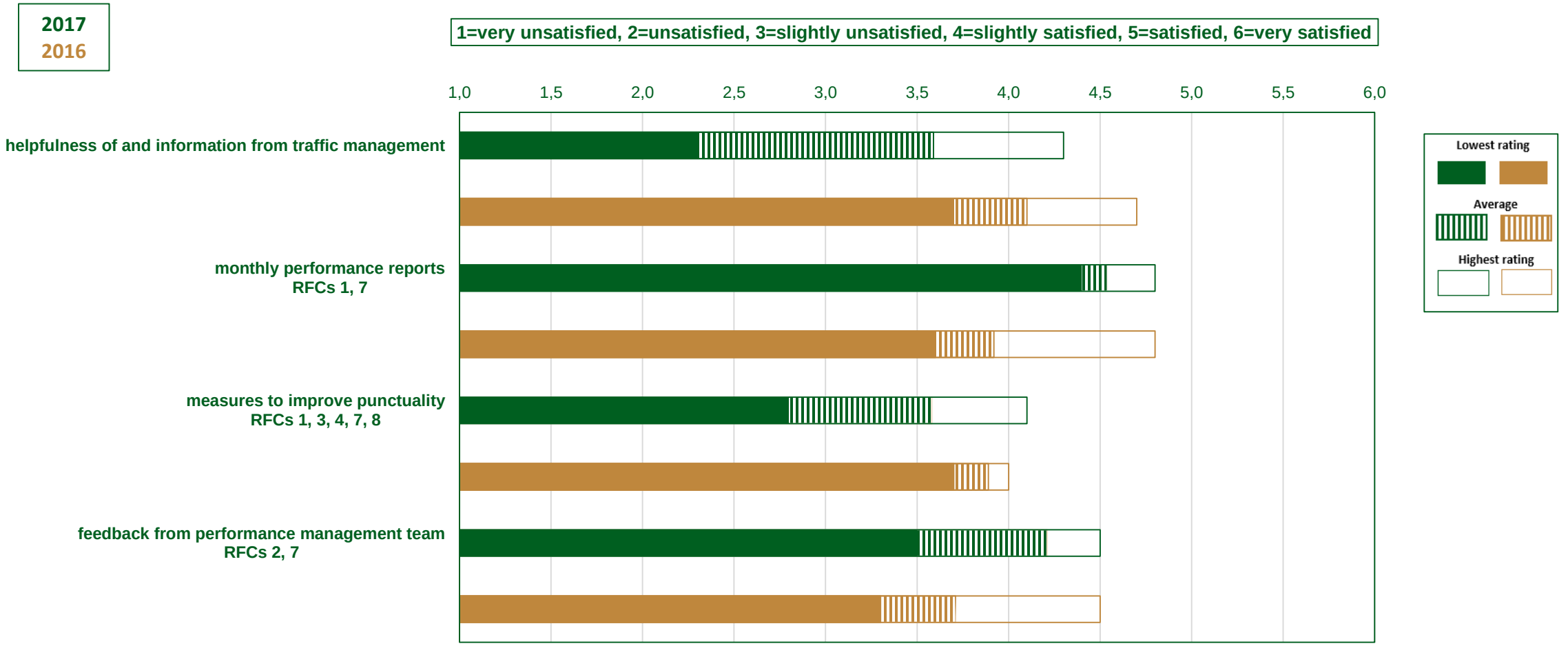
RFC User Satisfaction Survey 2017
Path Coordination System (PCS)

2017
2016

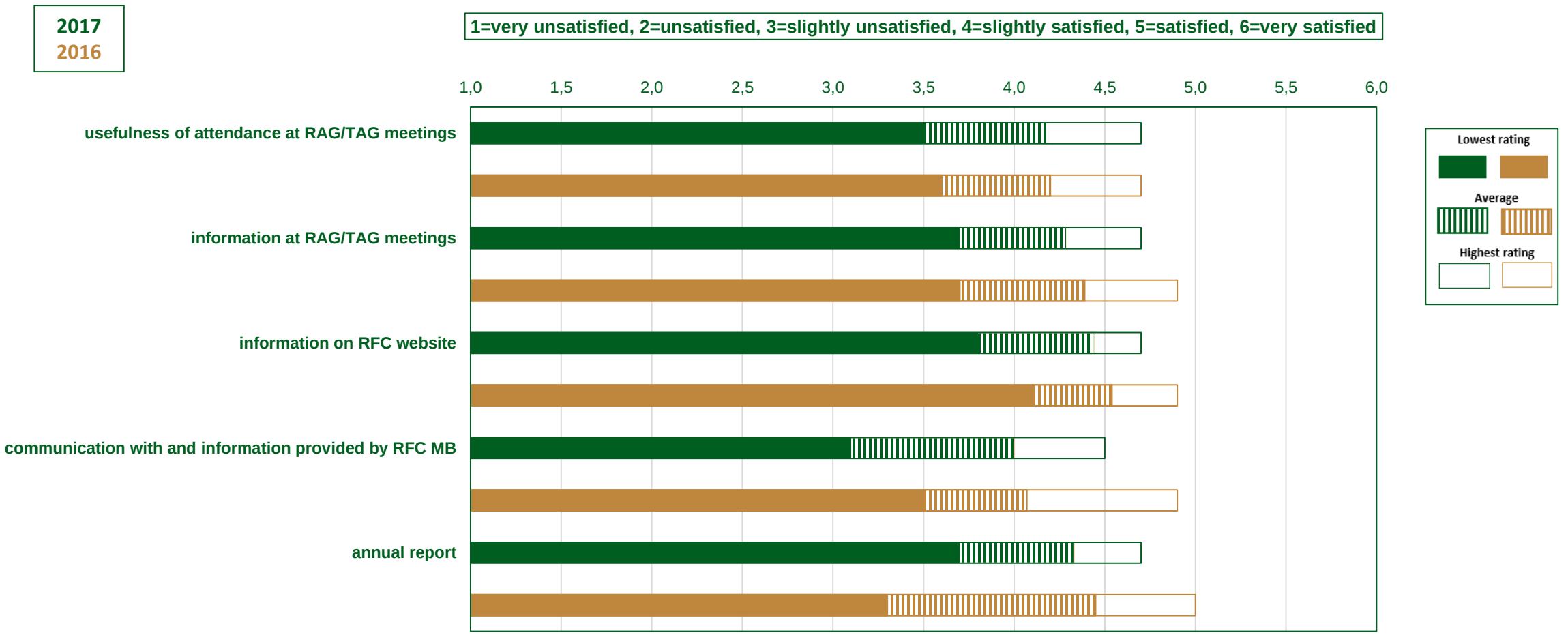
1=very unsatisfied, 2=unsatisfied, 3=slightly unsatisfied, 4=slightly satisfied, 5=satisfied, 6=very satisfied



RFC User Satisfaction Survey 2017
Train Performance and Traffic Management

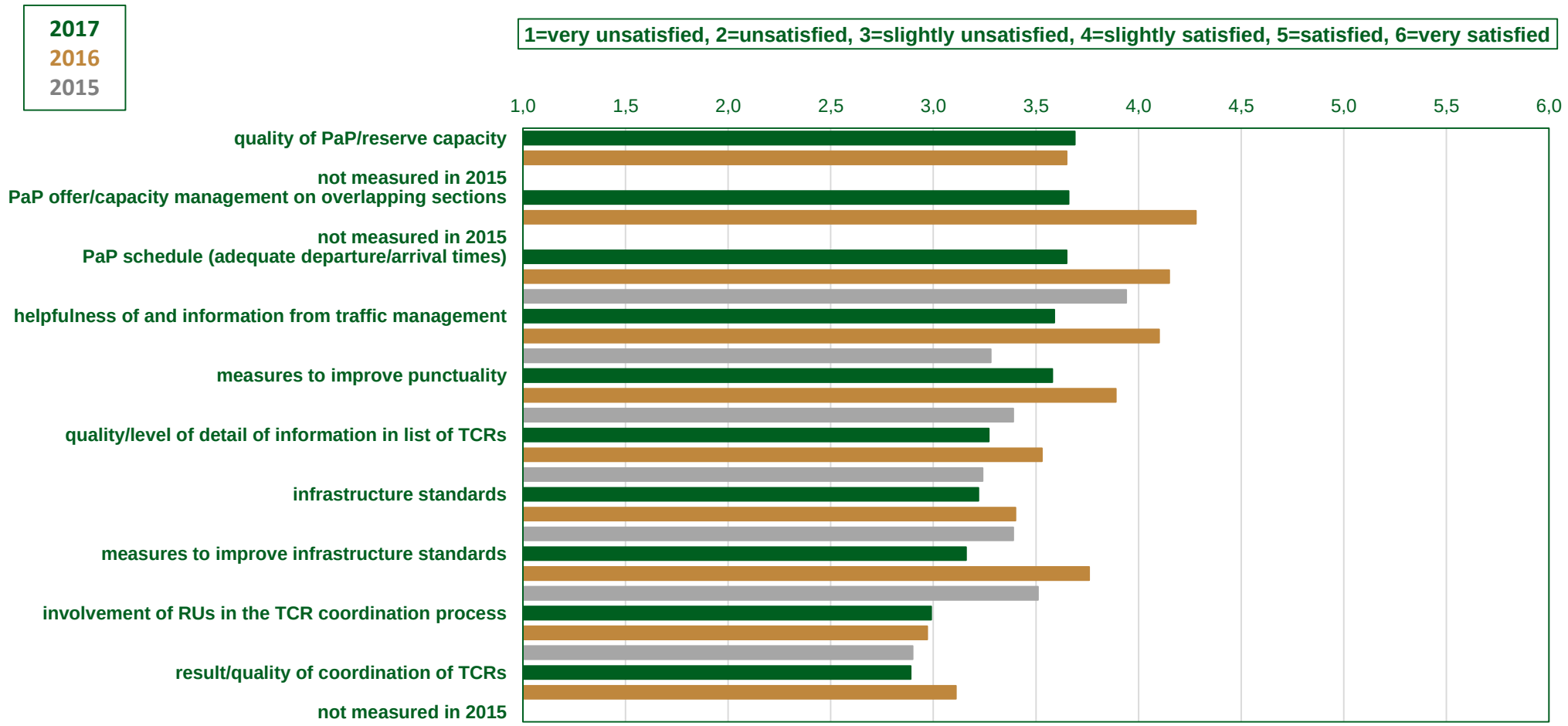


RFC User Satisfaction Survey 2017
Governance and Communication



RFC User Satisfaction Survey 2017
Summary of top 10 results

RFC User Satisfaction Survey 2017
Summary of bottom 10 results



RFC User Satisfaction Survey 2017
Summary of conclusions

Response rate

Slight increase every year.

- People have become more and more familiar with the RFCs over the years. It also shows the result of the efforts made to encourage the invitees to participate in the survey.

Results in general

Quite stable.

- There was neither significant drop, nor notable increase in satisfaction in any of the topics.

Top 10 results

All of them are related to RFC-dependent topics.

- CID
- C-OSS
- Provision of information, communication

Bottom 10 results

Most of them are related to IM-dependent topics.

- Coordination of TCRs
- Improvement of infrastructure standards
- Quality of PaPs