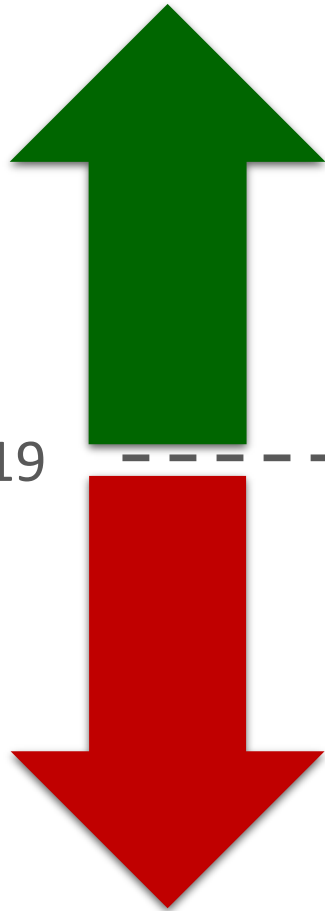


USER SATISFACTION SURVEY 2019



- ▶ 10 respondents
10 full interviews / 0 partial interviews
5 nominated by RFC4 / 5 nominated by other RFCs
2 agreed to forward name
4 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 55 e-mail invitations sent

USER SATISFACTION SURVEY 2019



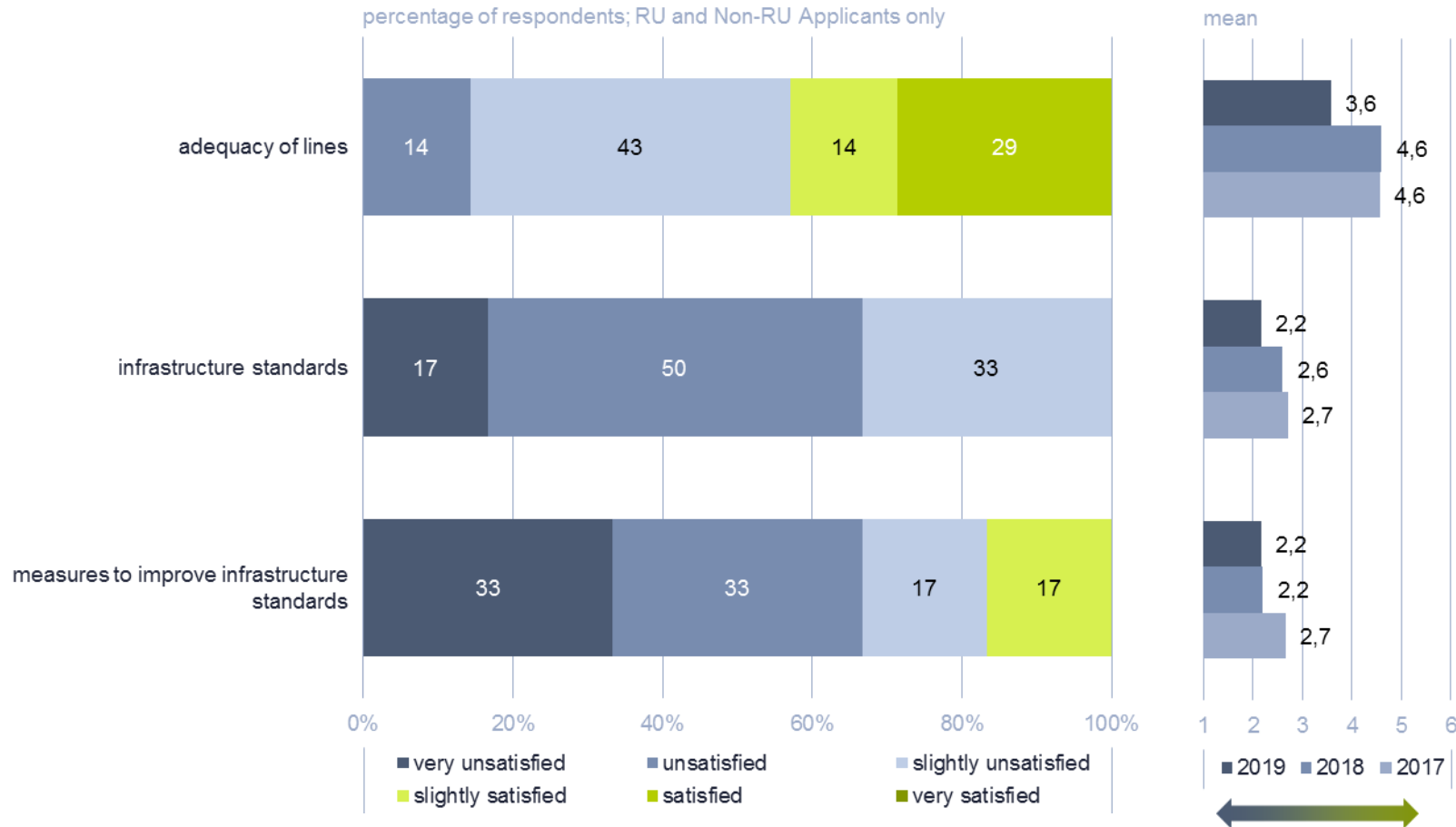
RESULTS2019

- **Overall Satisfaction**
- Result/quality of coordination of TCR
- Corridor Information Document (CID)
- Information on terminals in CID
- Allocation process on C-OSS
- Measures to improve punctuality
- Helpfulness of & information from traffic management
- RU Advisory Group/Terminal Advisory Group
- Annual report by RFC
- Information on Website

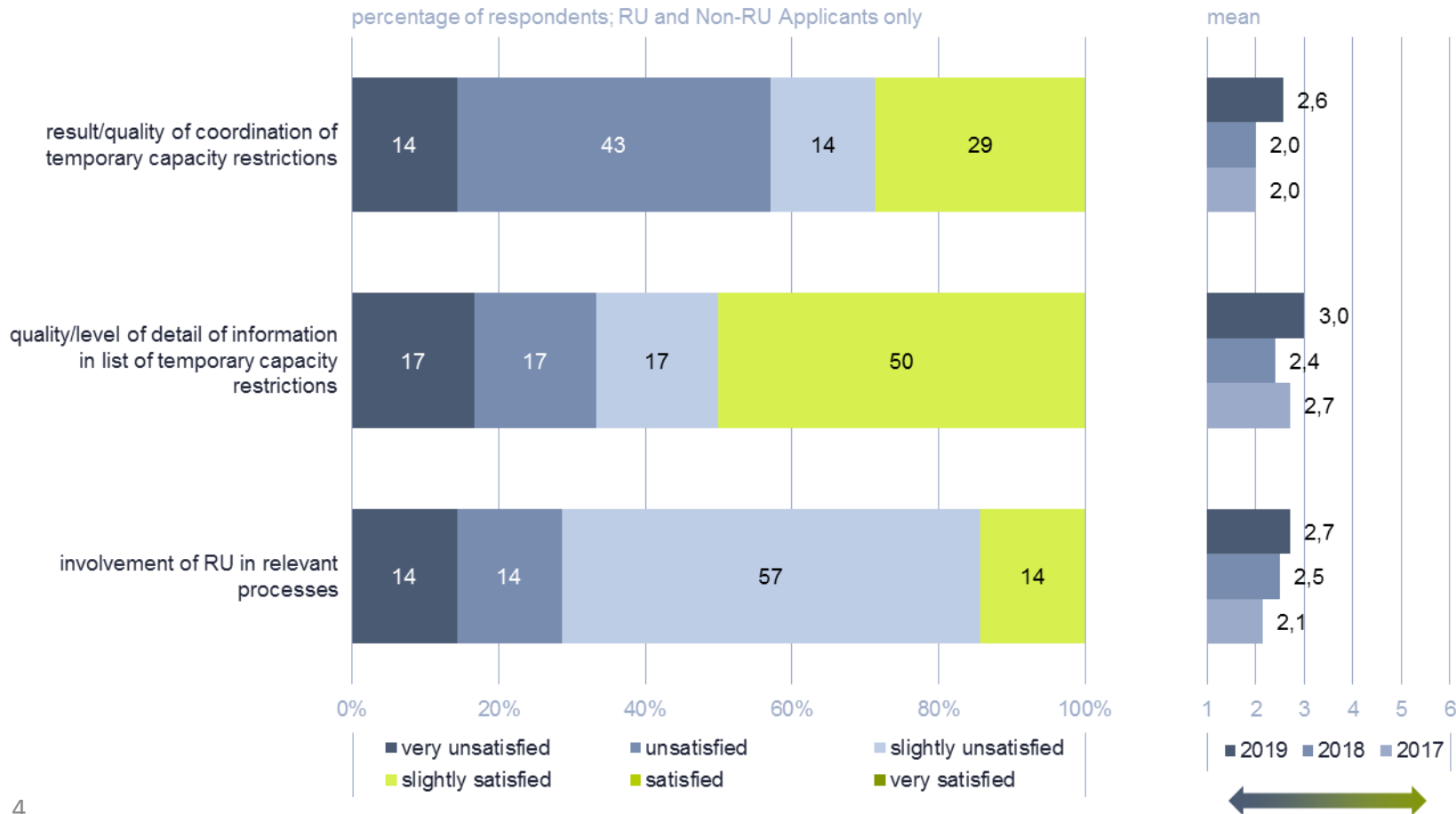
In the overall the **CLIENTS**
SATISFACTION with the Corridor's
performance has improved

- Adequacy of lines
- Infrastructures standards
- Availability of C-OSS
- Handling of complaints within RFC
- Communication

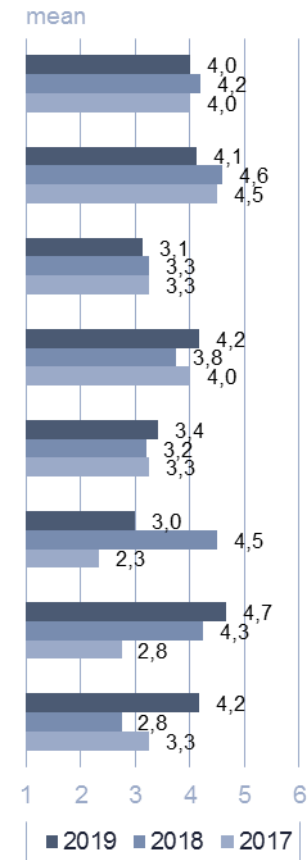
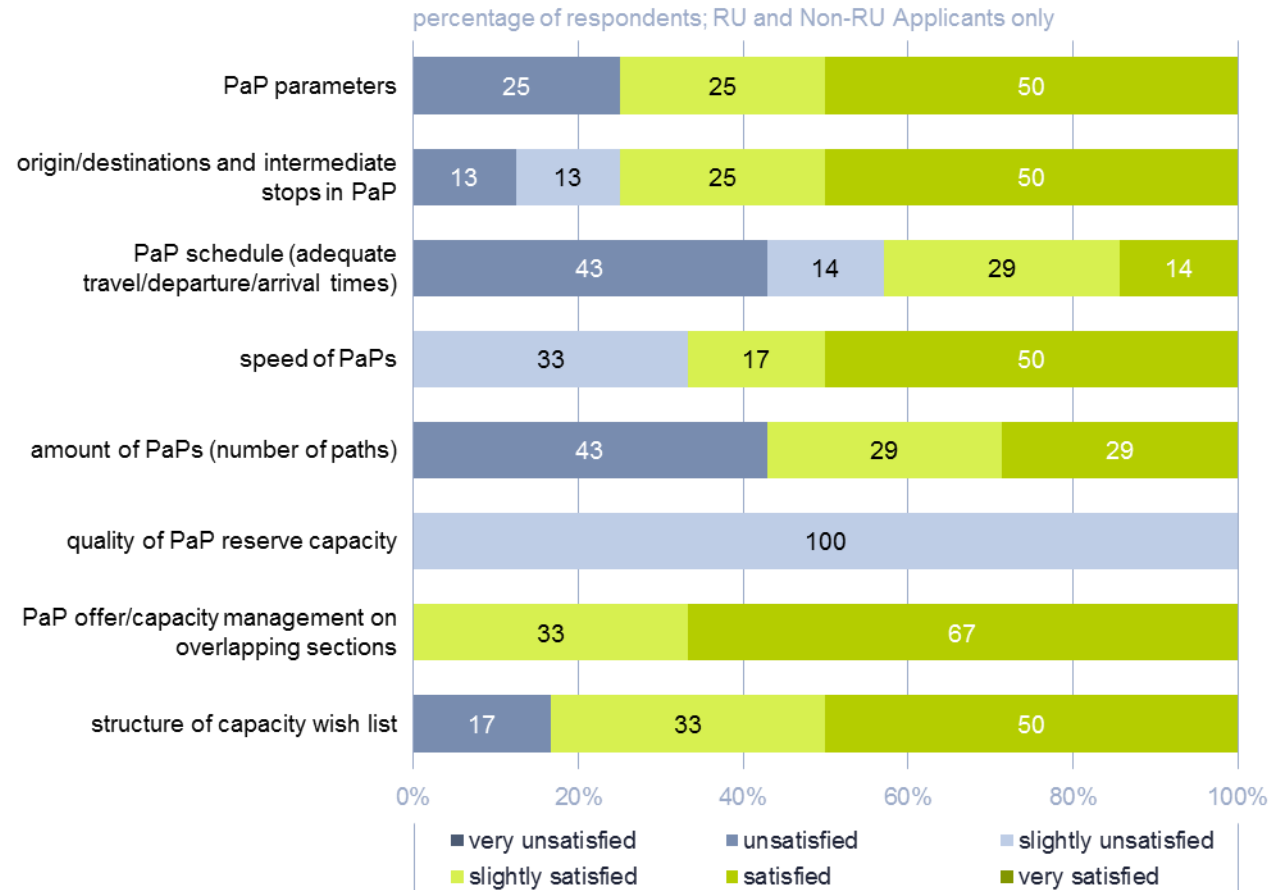
USER SATISFACTION SURVEY 2019



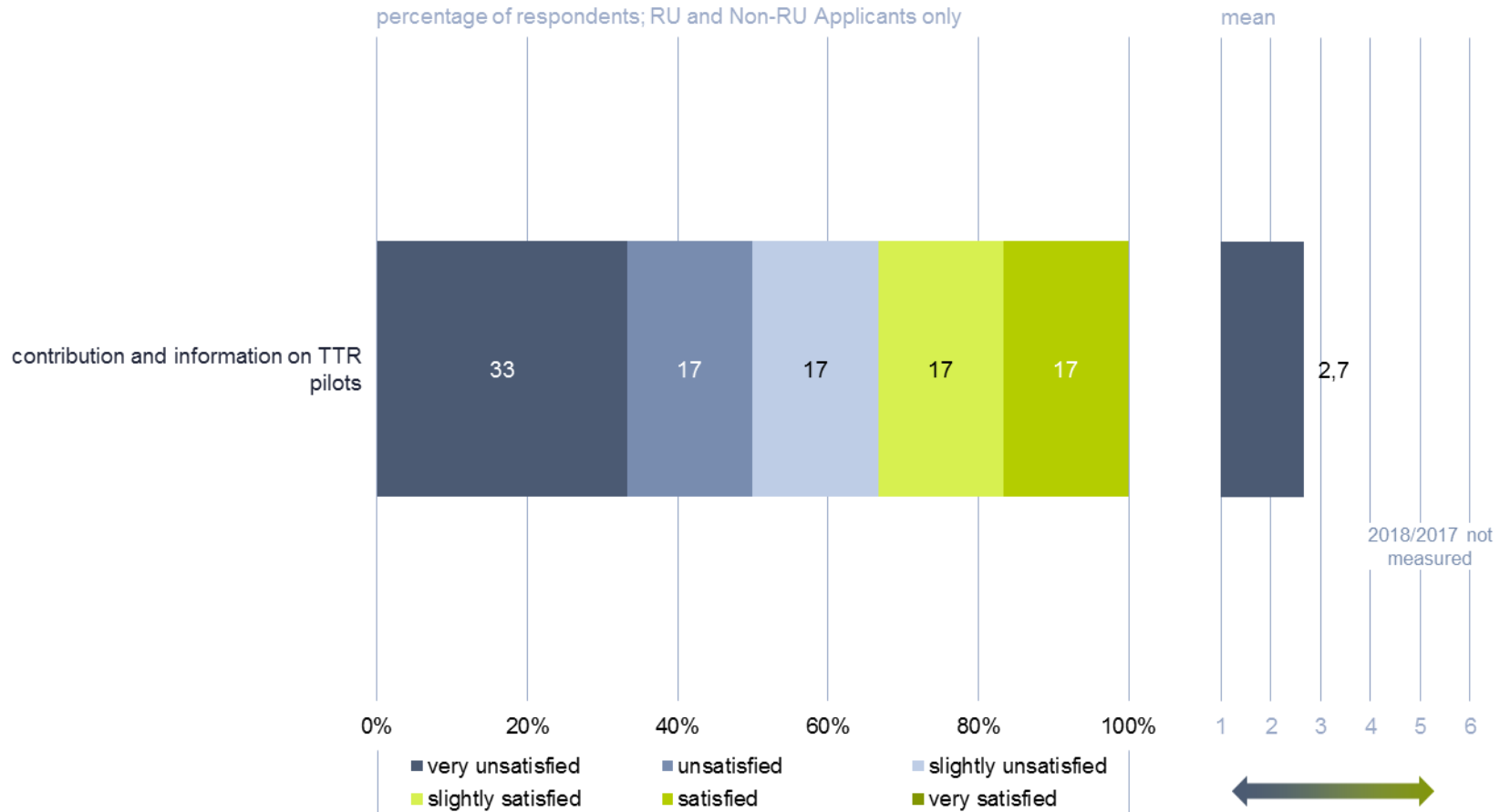
USER SATISFACTION SURVEY 2019



USER SATISFACTION SURVEY 2019

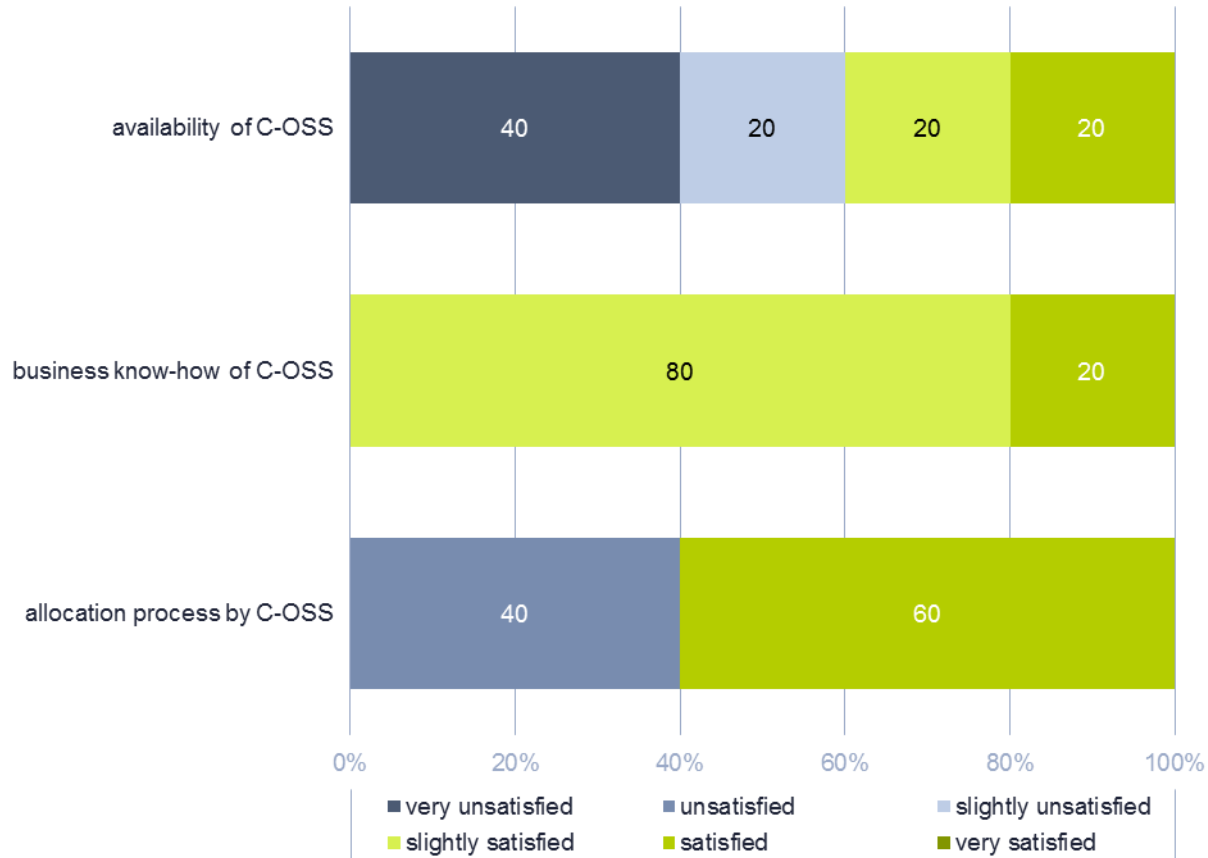


USER SATISFACTION SURVEY 2019

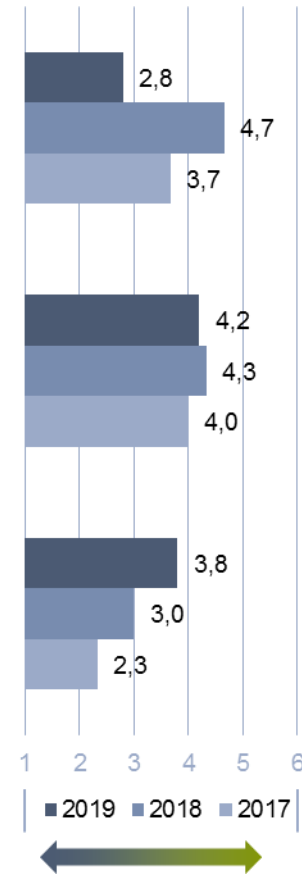


USER SATISFACTION SURVEY 2019

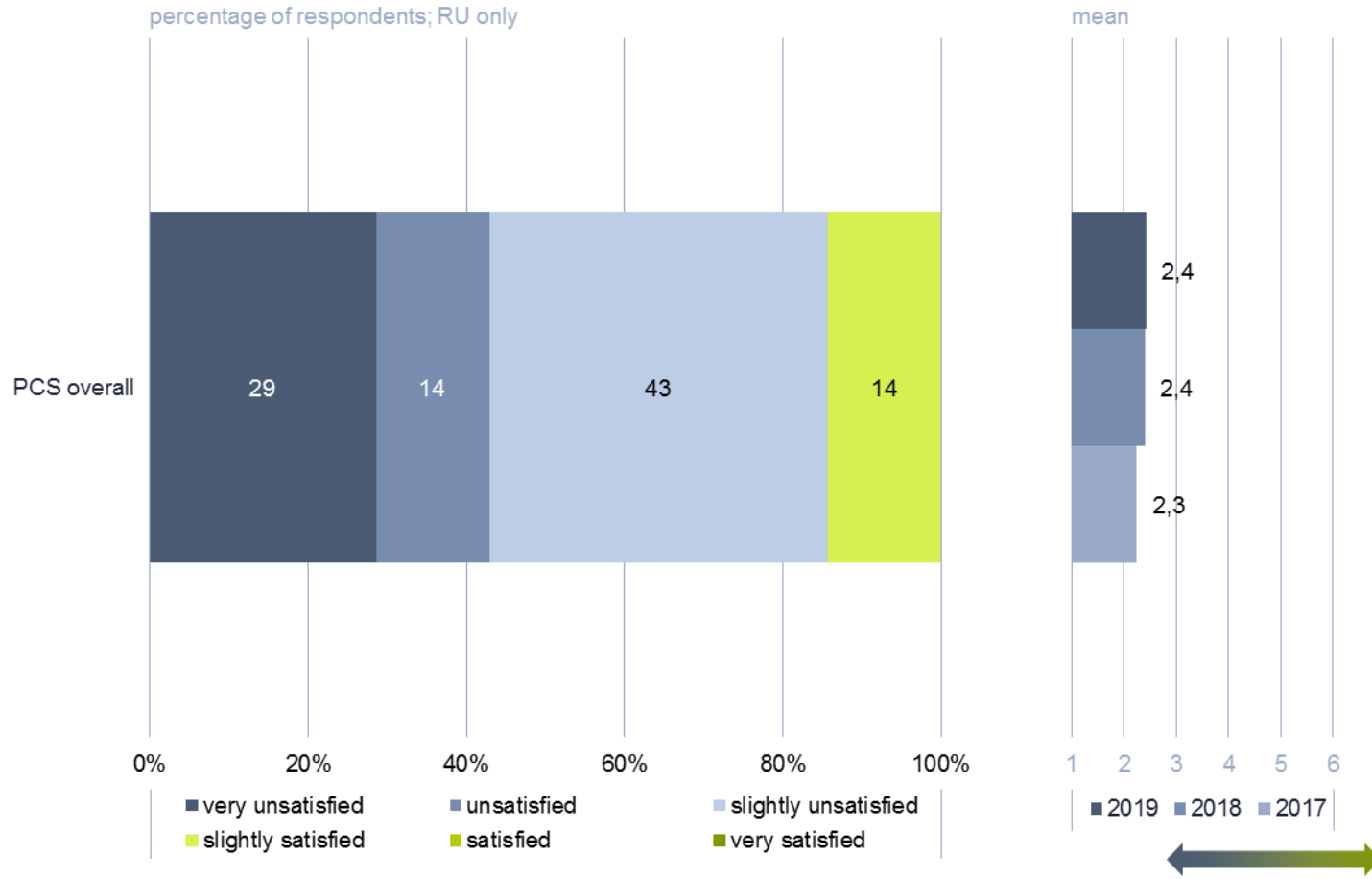
percentage of respondents; RU and Non-RU Applicants only



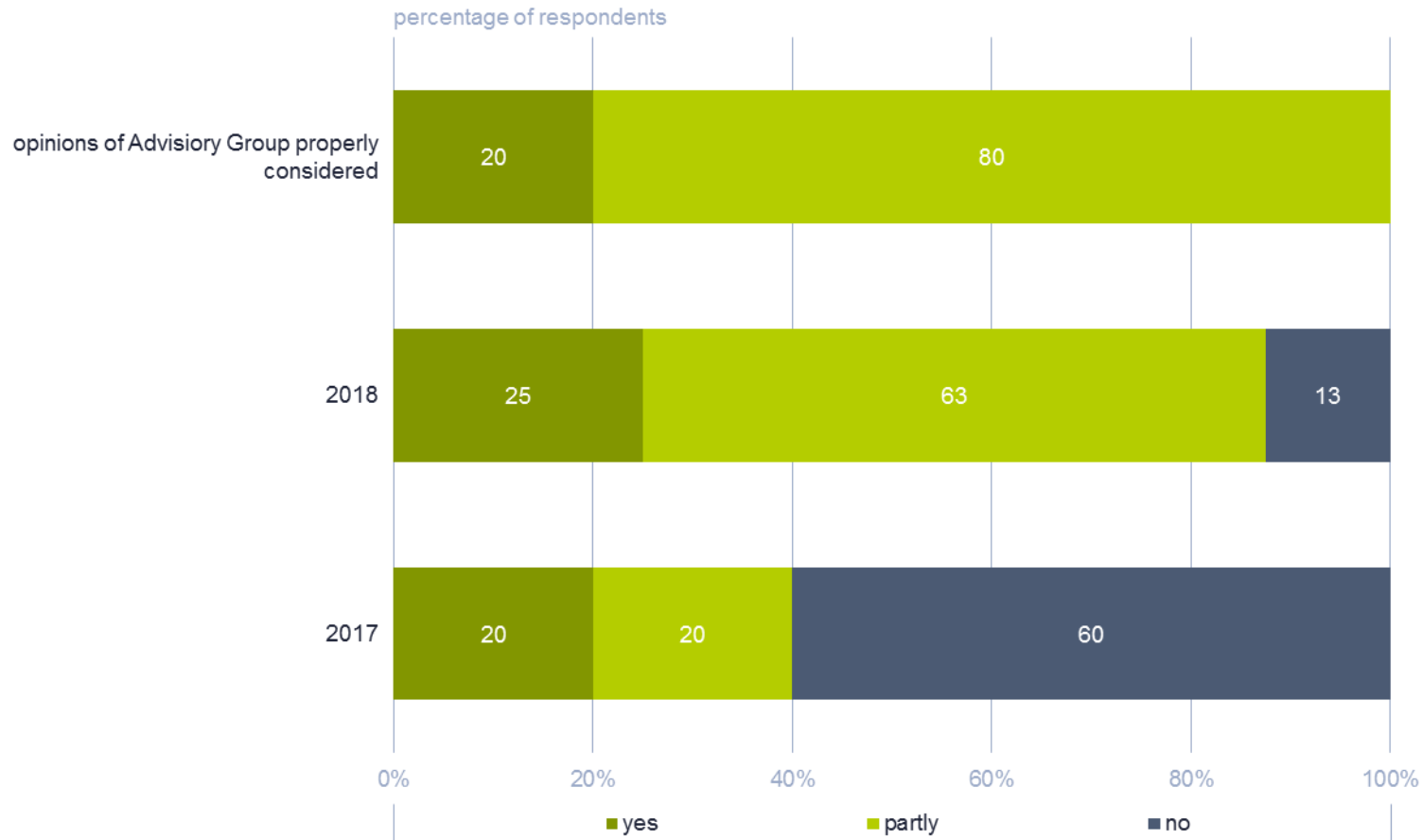
mean



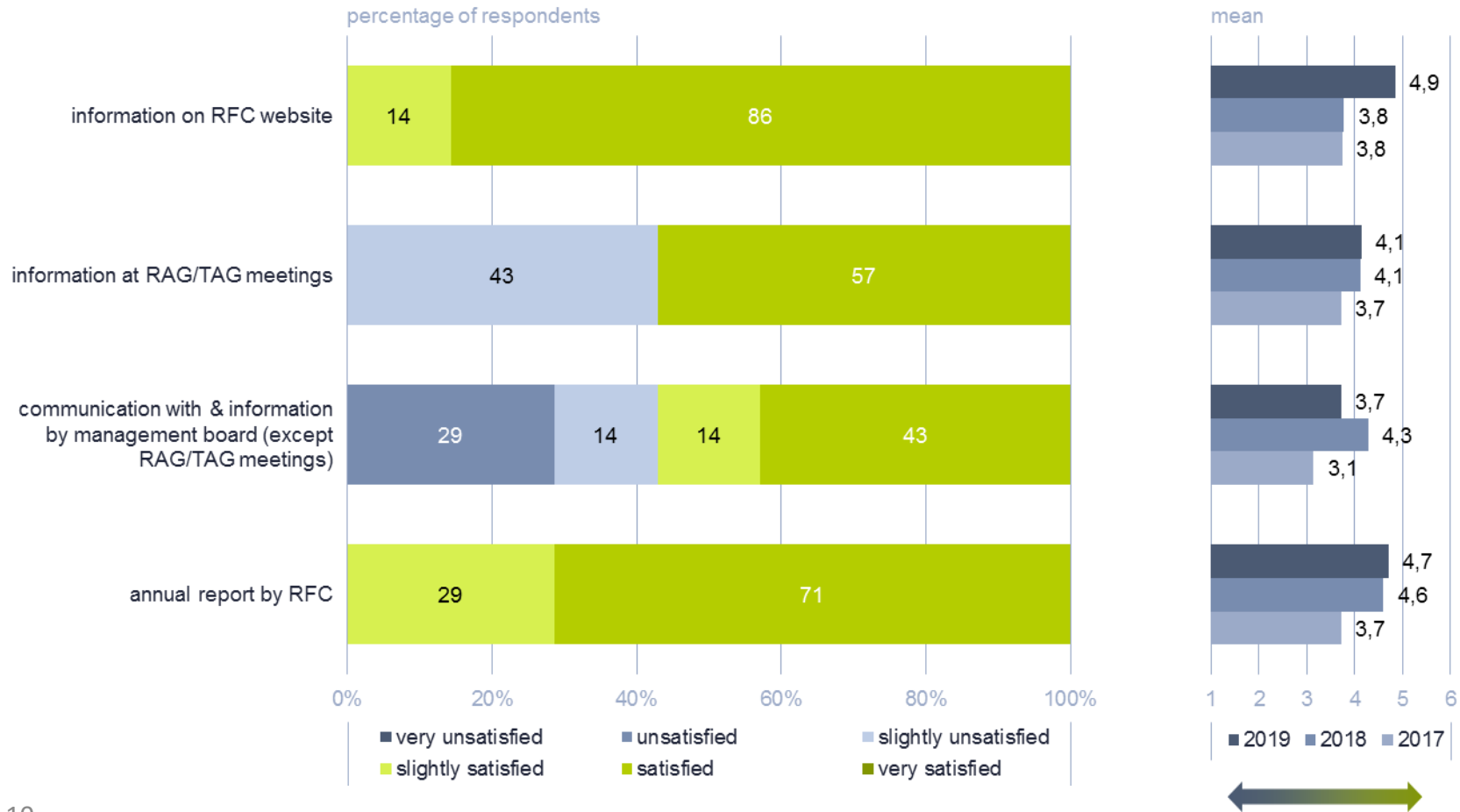
USER SATISFACTION SURVEY 2019



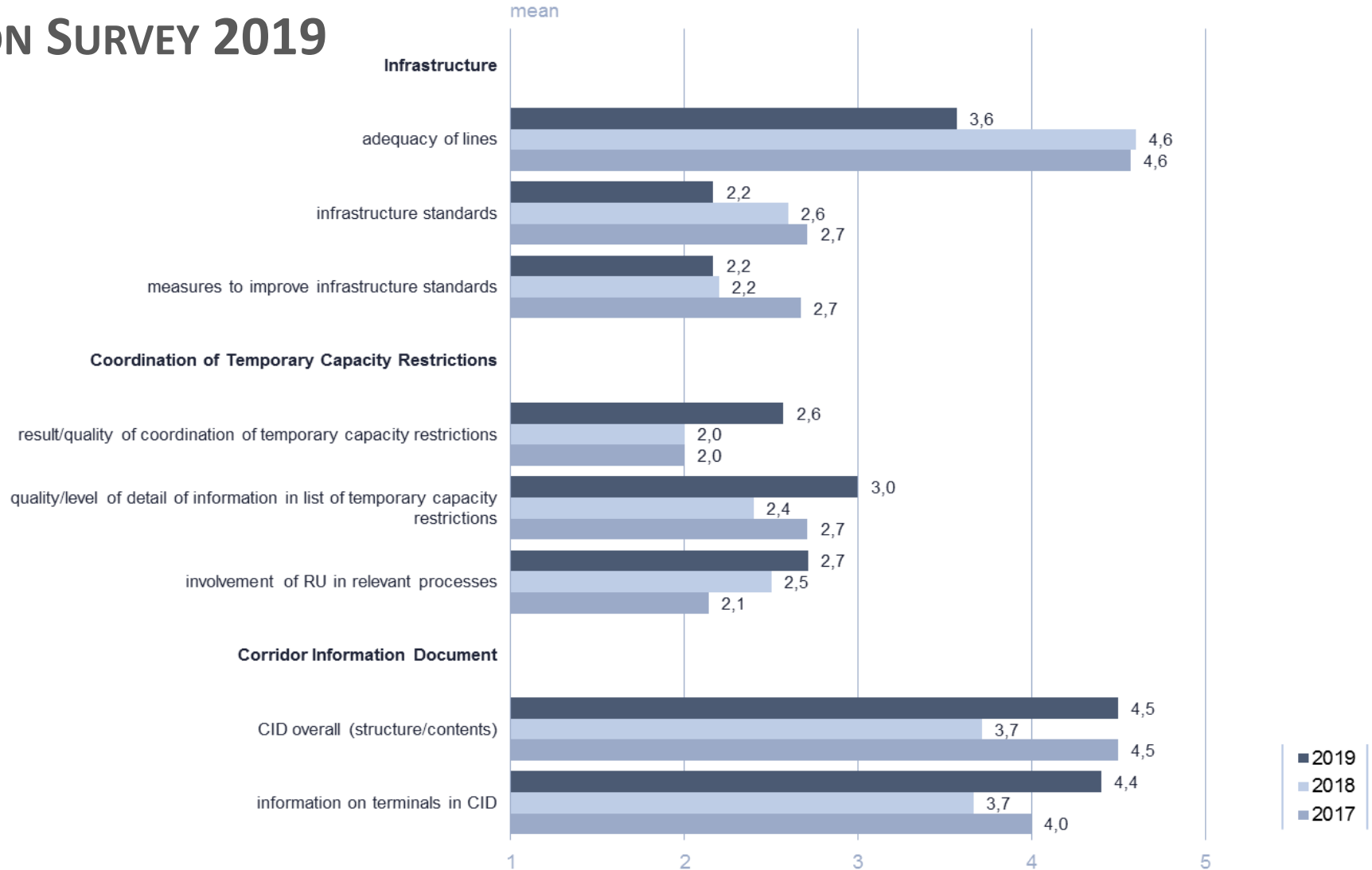
USER SATISFACTION SURVEY 2019



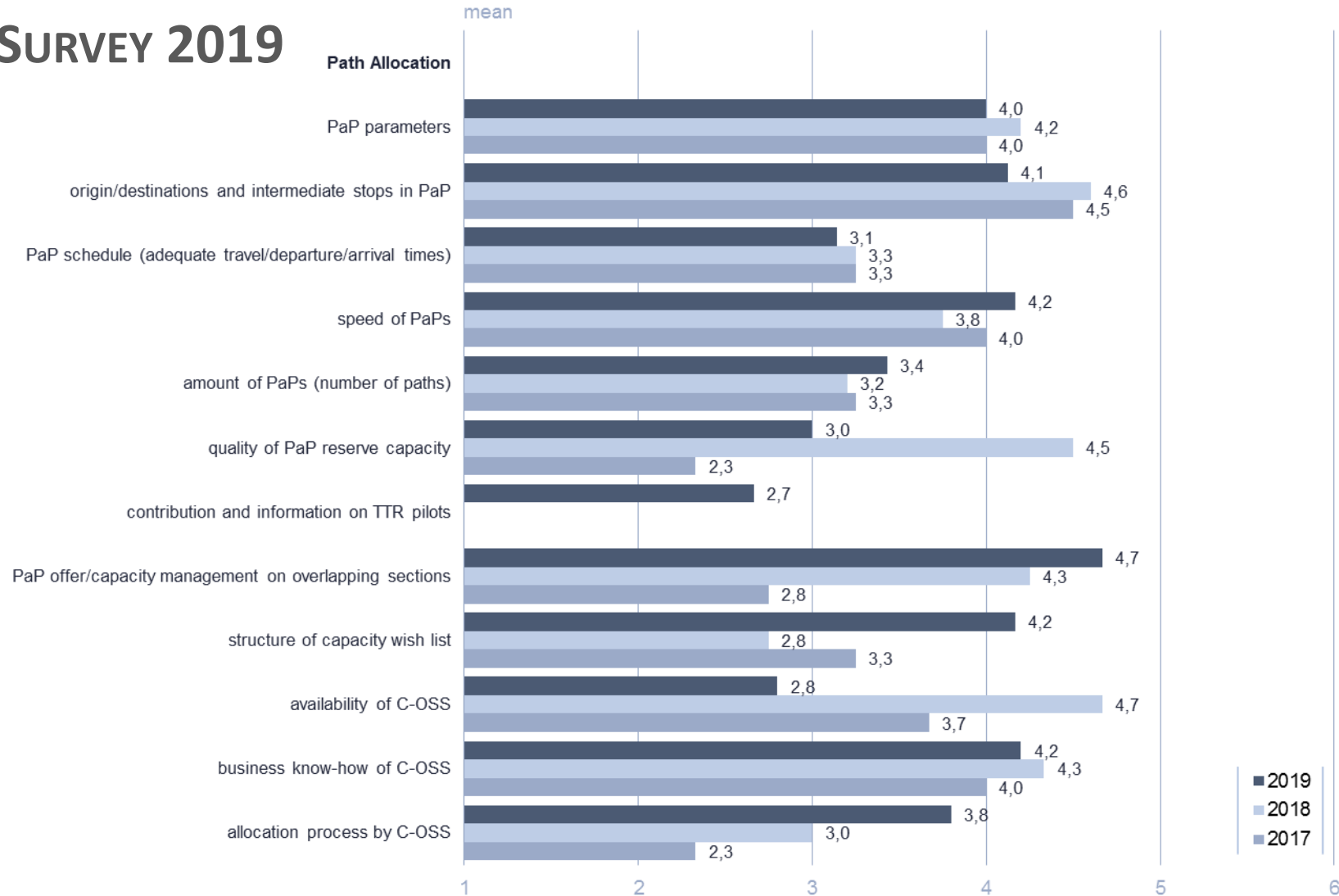
USER SATISFACTION SURVEY 2019



USER SATISFACTION SURVEY 2019



USER SATISFACTION SURVEY 2019



USER SATISFACTION SURVEY 2019

