

AMBER RAIL FREIGHT CORRIDOR

RNE RFC User Satisfaction Survey

2022

SUMMARY

November, 2022

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Background information

- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched in 2014
- During the RFC Network February, 2020 the elaboration of a new system has arisen. Main orientations: simplification and done in house (without external company). Based on this initiative a new research will be launched from 2020.
- In 2022 the invitees had the possibility for personal interview instead of online questionnaire.
- The new survey was elaborated by RNE Network Assistant and RFC Satisfaction WG members based on majority decision
- **2022: 3rd wave of the new survey**
Fieldwork: 19th September – 10th November, 2022



Comparison of Methodologies

Up till 2019

From 2020

| | Up till 2019 | From 2020 |
|--------------------------------|---|--|
| Target population: | <ul style="list-style-type: none"> users of corridor lines | <ul style="list-style-type: none"> users of corridor lines |
| Interview type: | <ul style="list-style-type: none"> CAWI (Computer Assisted Web Interview) <ul style="list-style-type: none"> state of the art adequate for international, business target group can diminish the language barrier, hereby increase the response rate can filter inconsistency (e.g. illogical answer, invalid values) | <ul style="list-style-type: none"> Online interview (CAWI type, different research tool) <ul style="list-style-type: none"> Presumably with same advantages 2022: possibility to choose replacement personal interview |
| Evaluation method: | <ul style="list-style-type: none"> 6-point scales, from very dissatisfied to very satisfied (comparable, nuanced results; shaded evaluation of areas' performance; clear information about whether the user is satisfied or not) | <ul style="list-style-type: none"> 'Which are the priority areas for improvement on?'' (issues of sufficiently differentiated results) |
| Maker: | <ul style="list-style-type: none"> An independent professional market research company (marketmind) was commissioned to conduct the fieldwork and the basic analysis | <ul style="list-style-type: none"> RNE RFC USS WG leader (RFC Network Assistant) |
| Research tool: | <ul style="list-style-type: none"> The commissioned market research company's program | <ul style="list-style-type: none"> Free online research tool, Survio |
| Questionnaire: | <ul style="list-style-type: none"> Standard questionnaire included harmonised blocks covering relevant topics, and RFC specific questions, competitive duration time, whereas detailed enough | <ul style="list-style-type: none"> Shorter questionnaire including the majority of relevant topics covered by the earlier survey and RFC specific questions (not comparable with former survey's data) |
| Process of questioning: | <ul style="list-style-type: none"> The respondent received only one link and had to fill up only one questionnaire, independently how many corridors they selected, because the program ran question by question showing at a question all selected corridors | <ul style="list-style-type: none"> They have to start the whole questionnaire from the very beginning in case of every selected corridor (guarantee issues of the same probability of response willingness for all selected corridors) |
| Fieldwork: | <ul style="list-style-type: none"> in September and October of the particular year, to have the information in the planning period of November | <ul style="list-style-type: none"> Same/similar |
| Output: | <ul style="list-style-type: none"> Overall report and RFC specific report, as well as RFC specific raw data table | <ul style="list-style-type: none"> Same/similar |

Members



All RFCs have joined the research:



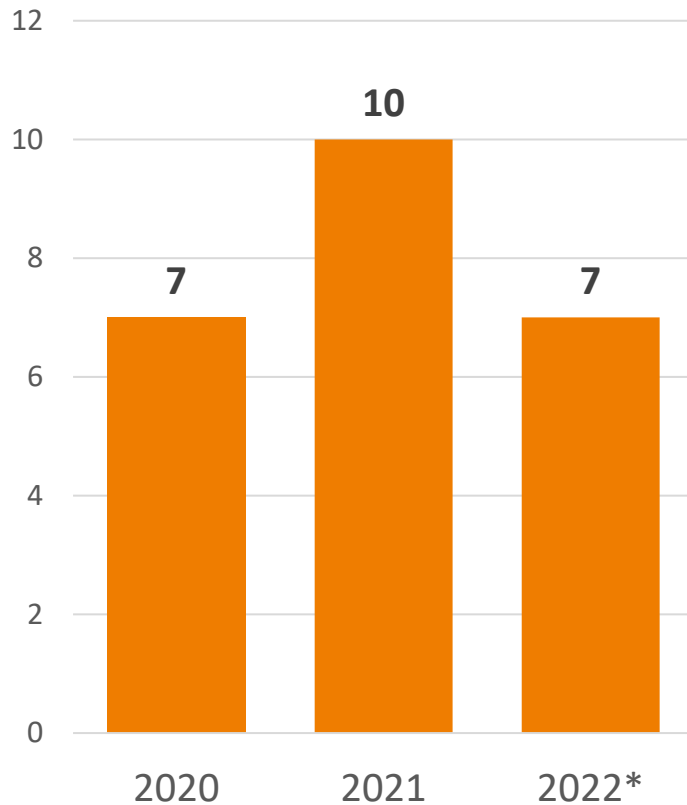
Positive development, strong message:
this is one network

Main results of RFC Amber 2022



The sample and a possible way of the analysis

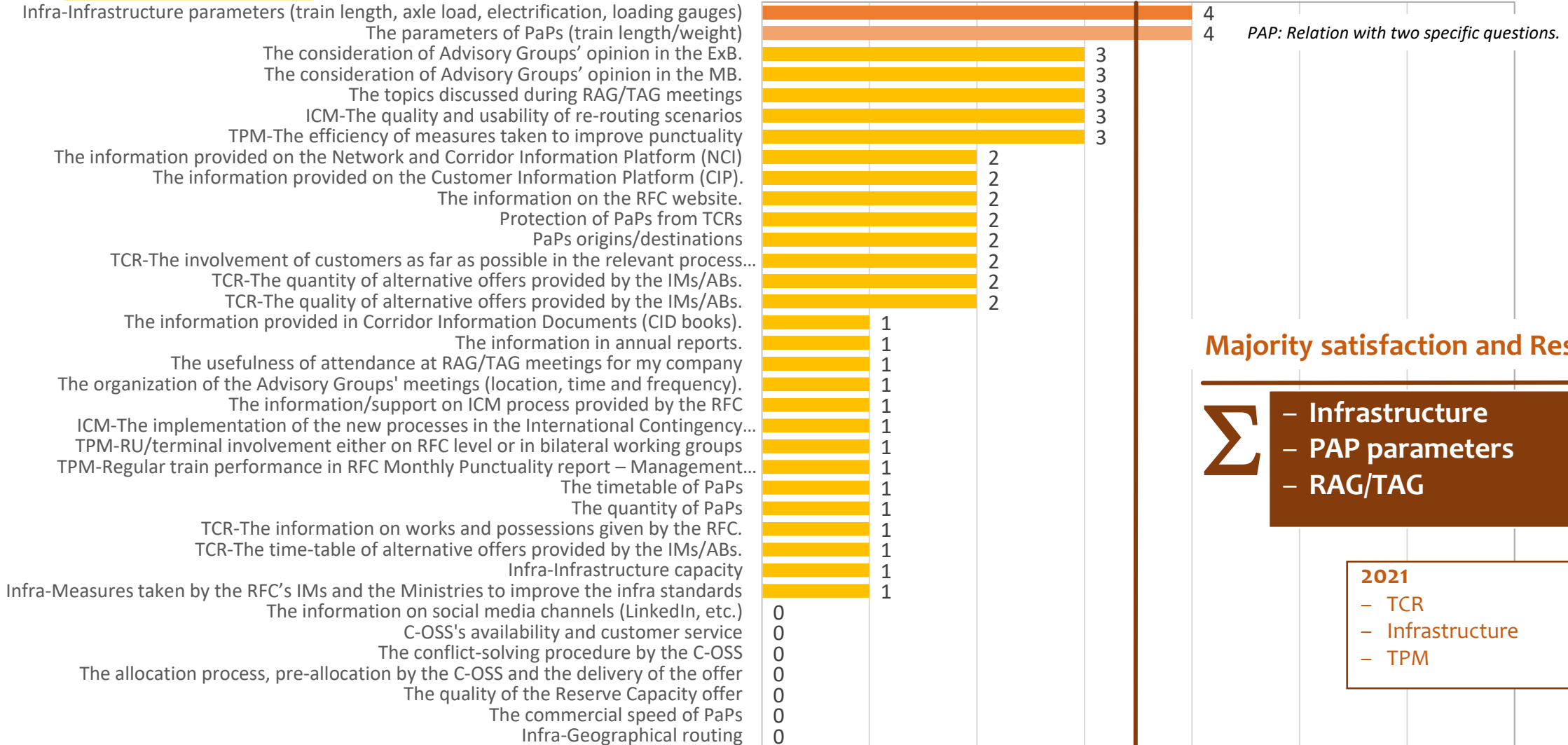
Number of interviews



- RFC Amber had 7 evaluations*, all of them were RU
- +1: DB Cargo provided an aggregated written feedback regarding 10 corridors
- It is a **very small sample size for a quantitative analysis**, therefore we should analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

(The charts will show the number of respondents, usage of percentage is not recommended at this sample size level)

The priority areas for improvement – 2022



PAP: Relation with two specific questions.

Majority satisfaction and Restructuring

Σ

- Infrastructure
- PAP parameters
- RAG/TAG

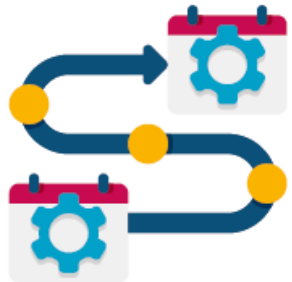
2021

- TCR
- Infrastructure
- TPM

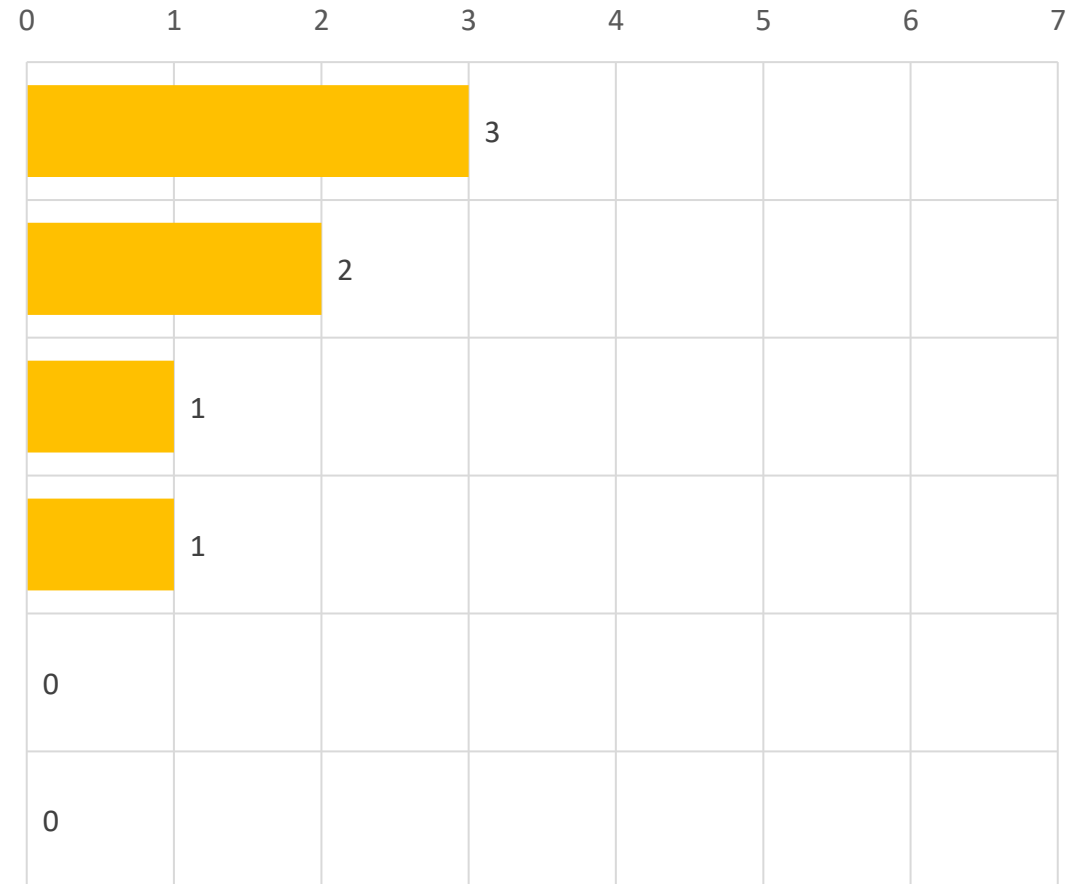
The chart shows the number of respondents who selected the particular element.

RFC Amber specific questions 1.

Do you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions (TCR) on RFC Amber (RFC11)?



: RFC Amber stepped forward on this area



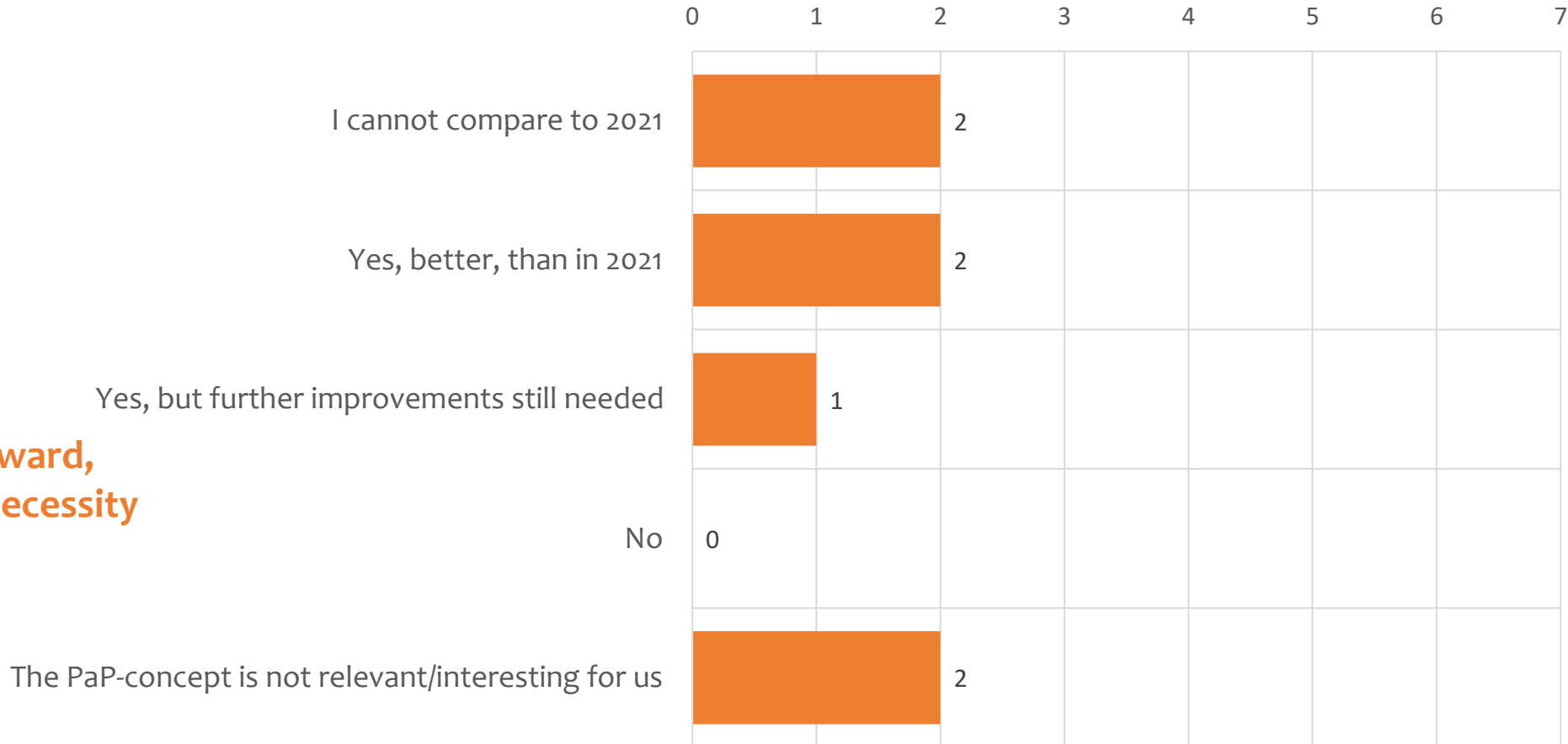
The chart shows the number of respondents who selected the particular element.

RFC Amber specific questions 2.

Are you satisfied with the improvement of the PaP offer (e.g. extra long PaPs, new routes) of RFC Amber (RFC 11)?



: In 2021 step forward, now no urgent necessity for intervene



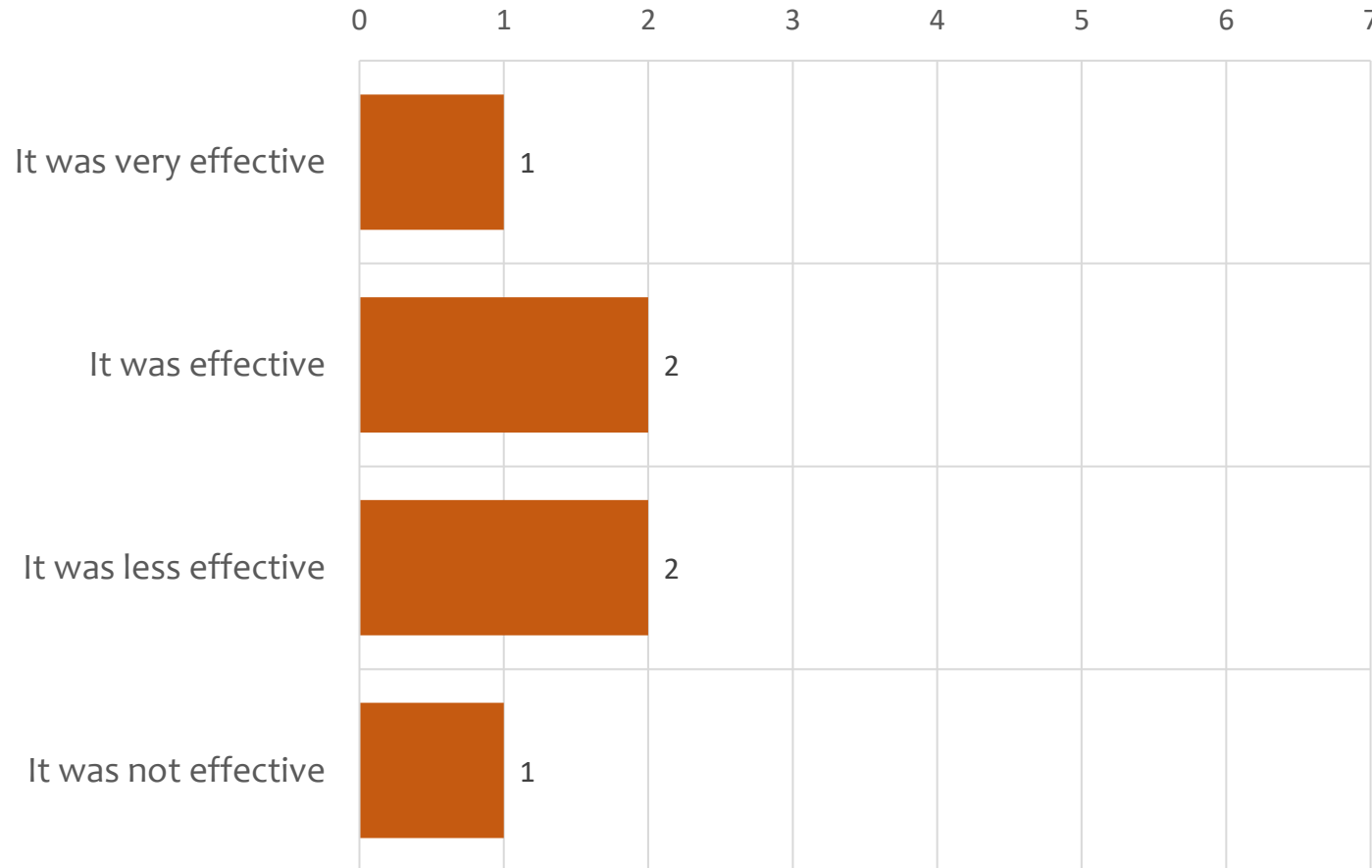
The chart shows the number of respondents who selected the particular element.

RFC Amber specific questions 3.

**What is your opinion about the involvement of RUs in the PaP preparation on RFC Amber (RFC 11)?
 (Based on the Customer Wish list do you consider whether your input has been taken into consideration? If not where would you improve the procedure?)**



: In 2021 the effectiveness was more characteristic, now the positive and negative sides have the same weight



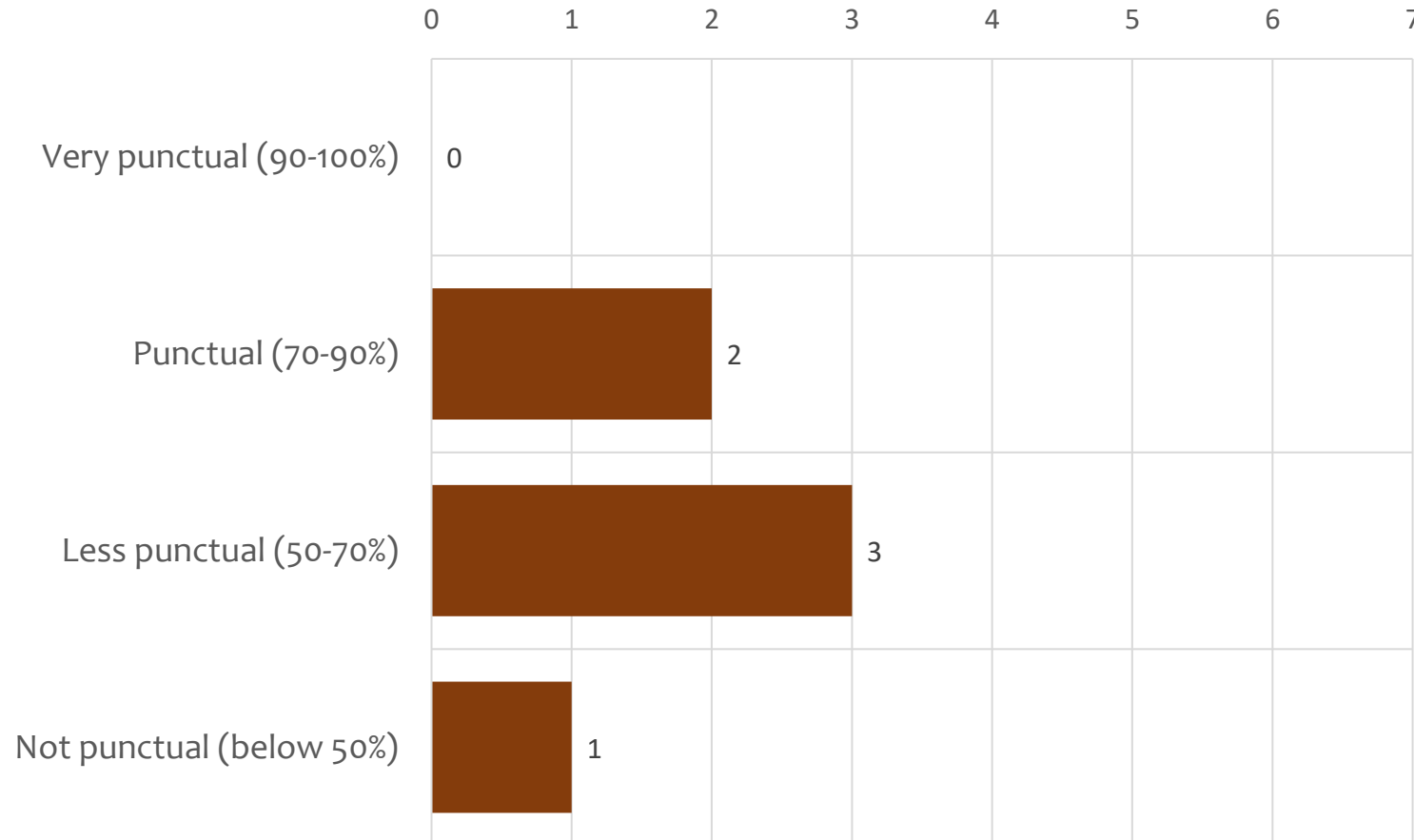
The chart shows the number of respondents who selected the particular element.

RFC Amber specific questions 4.

What is your opinion about the punctuality (both departure and arrival) regarding the RFC Amber traffic flows, based on your own experiences?



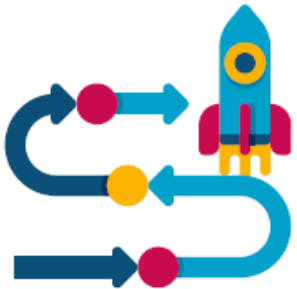
: Slight step backward can be assumed



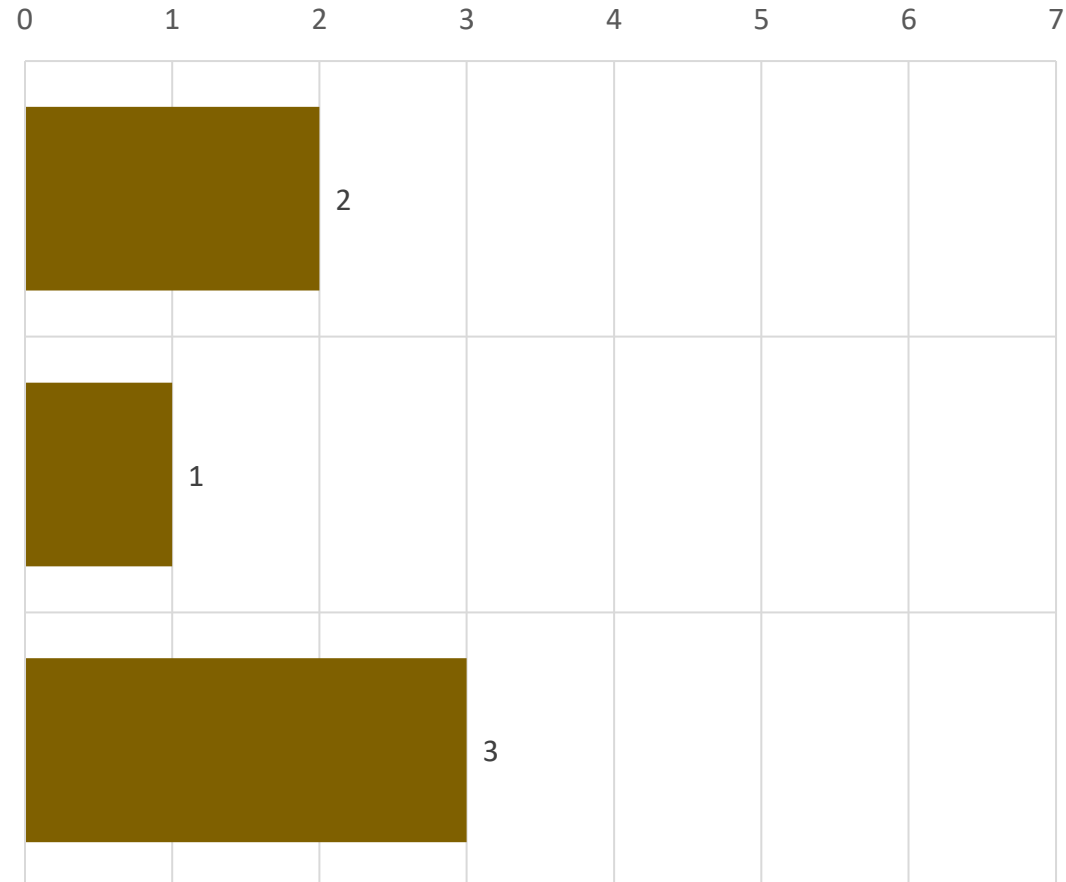
The chart shows the number of respondents who selected the particular element.

RFC Amber specific questions 5.

Are you interested in paths with drastically reduced transit times on RFC Amber (at least 25% shorter than today)?

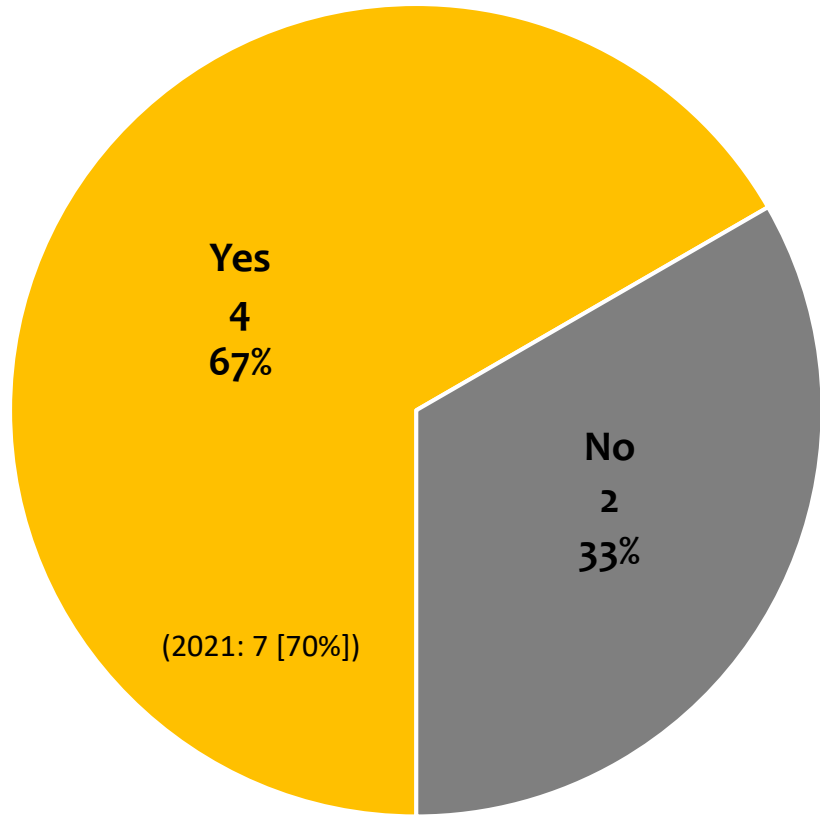


: Slight step forward can be assumed

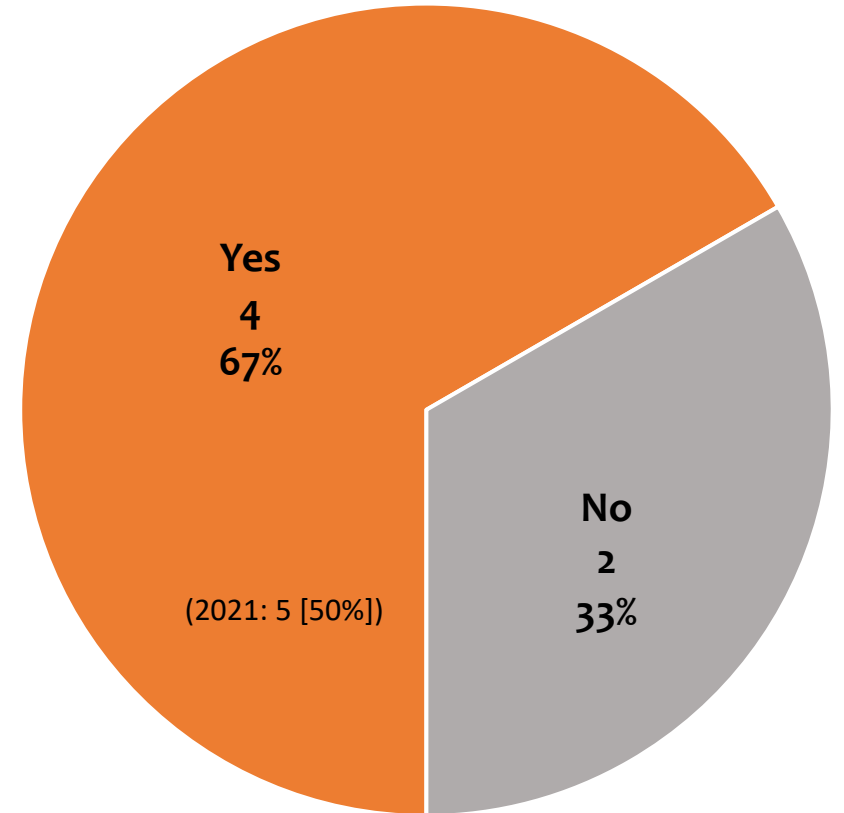


The chart shows the number of respondents who selected the particular element.

Does your company regularly attend RAG/TAG meetings?



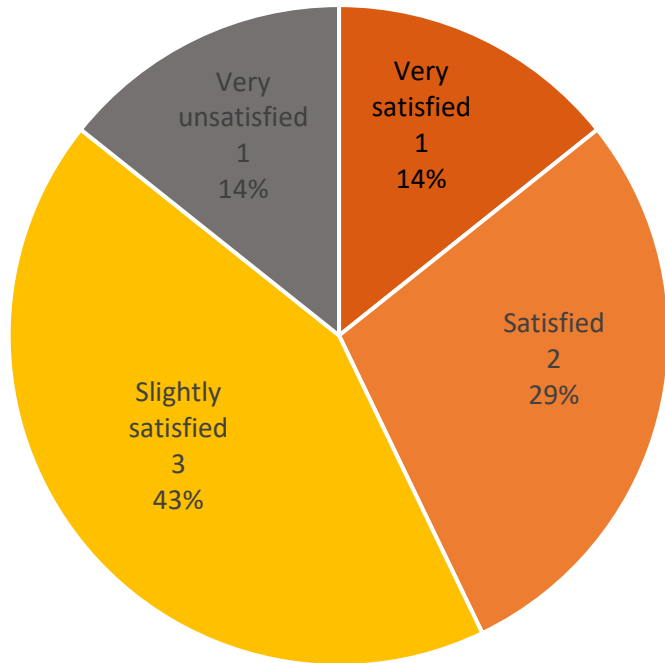
Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?



Company number base (6)
(% only with indicative value)

Overall satisfaction

2022



(Q: Overall, how satisfied are you as a user of the RFC?
On a 6-point scale from ,Very satisfied' to ,Very unsatisfied')

Comparison



- The average decreased from 4,4 to 4,1
(% and averages only with indicative value)

Main conclusions – RFC Amber 2022

- **Less respondents: not only disinterest, but ,no problem/good work’ effect can also be a factor**
- **Majority satisfaction and Restructuring in priority areas for improvement**
- **Steps forward in TCR, TPM, transit time**
- **Some more focus might be needed on PAP parameters and on RAG/TAG (consideration of AG’s opinion, topics discussed)**
- **The real fluent traffic possibility and cooperation with customers seem to be the main aspects**
- **After 2021, where the dominancy of positive changes were revealed, in 2022 slight, but more backwards could be detected and a „balance’’ between positive and negative results can be assumed. Focusing on the highlighted areas, RFC Amber can stop and reverse these tendencies.**

AMBER RAIL FREIGHT CORRIDOR

Thank you for your attention!

Any remarks, feedbacks, suggestions are very welcomed

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