

AMBER RAIL FREIGHT CORRIDOR

RNE RFC User Satisfaction Survey 2020

SUMMARY

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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
- The new survey was elaborated by RNE Network Assistant and RFC Satisfaction WG members based on majority decision

Comparison of Methodologies

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
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
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



Members



All RFCs have joined the research:



Positive development, strong message:
this is one network



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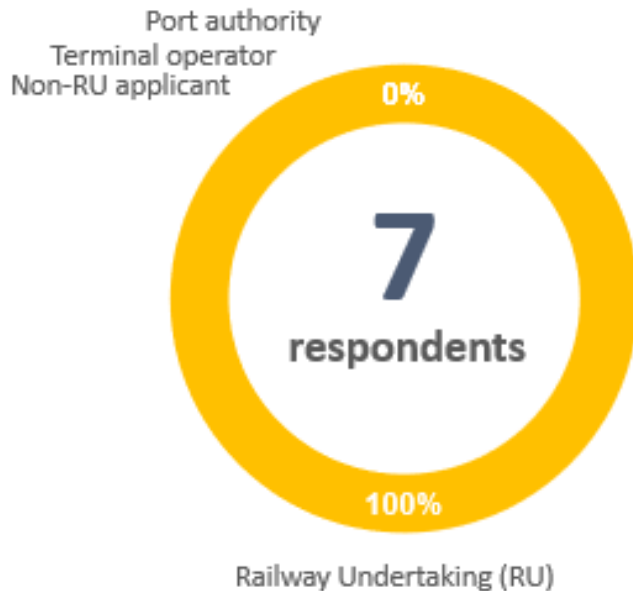
Your Vision Our Mission

Main results of RFC Amber 2020



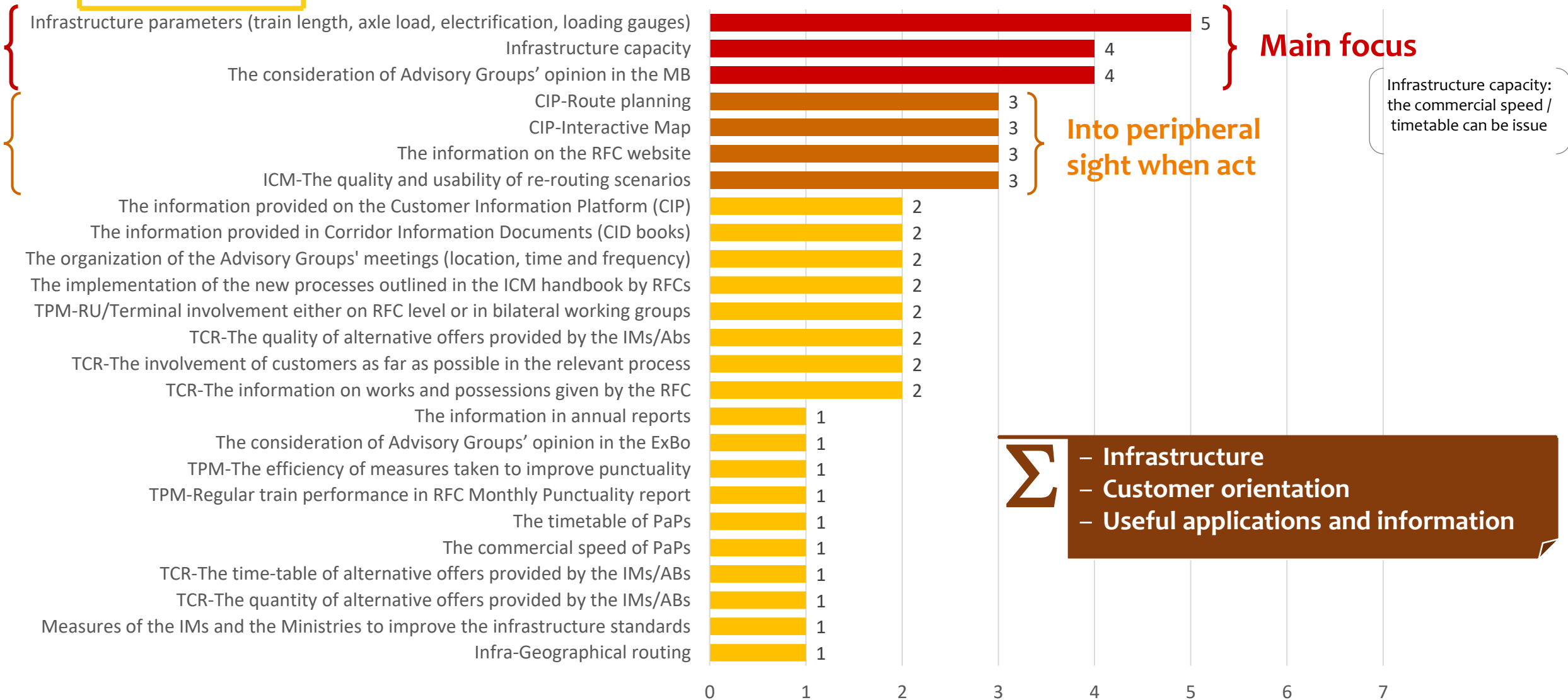
The sample and a possible way of the analysis

Target groups in %



- RFC Amber had 7 respondents, all of them are RUs
- It is not unfavourable result for a new corridor, considering that even the target population is quite small and overlapping with other corridors'
- However 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 priority areas for improvement

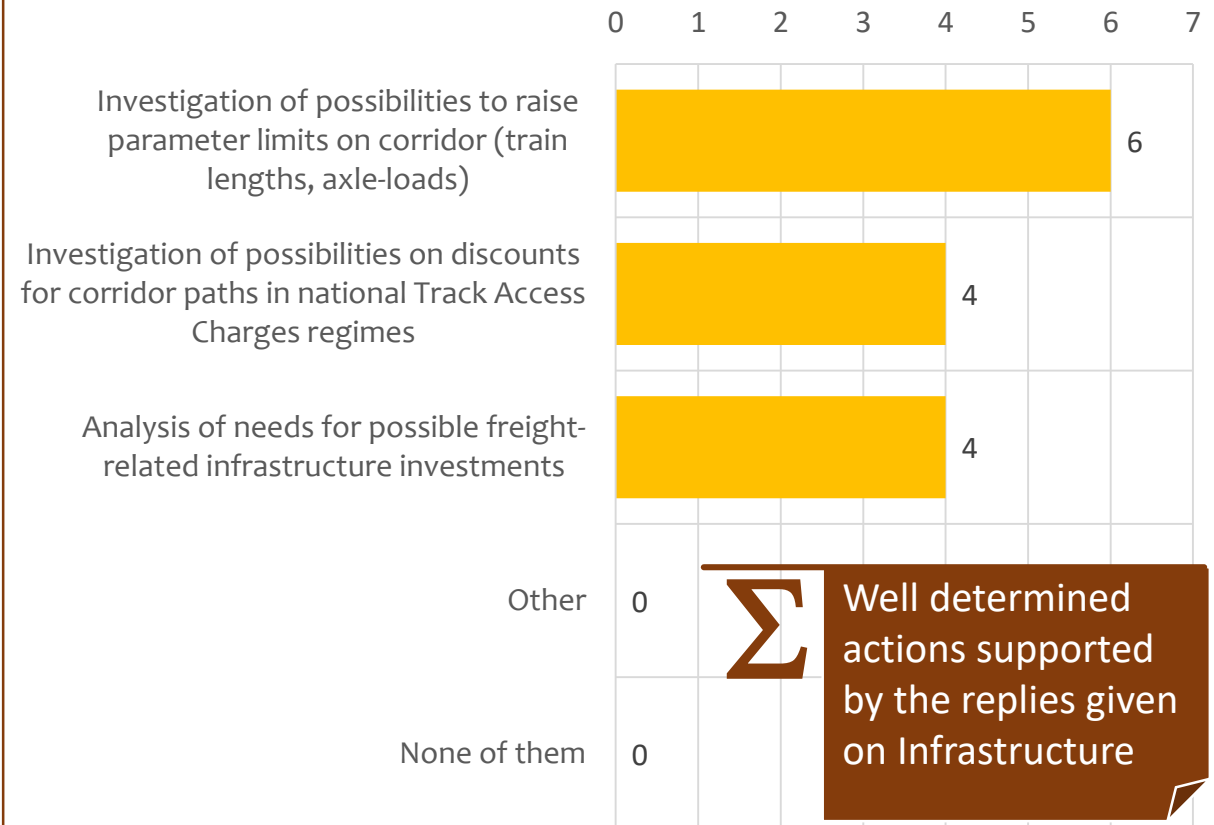


RFC Amber specific questions

What is your opinion about RFC Amber (RFC 11) offering PaPs with extended train length (662 m instead of usually 360 m) on the section Czechowice Dziedzice to Žilina?



Which of the following planned Actions of RFC Amber (RFC11) are relevant from your company's business aspects?



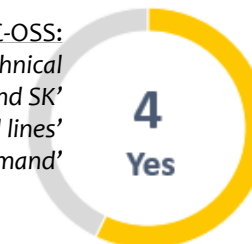
Other results can be highlighted

Regular
Participation in
RAG TAG meetings



Capacity request via
C-OSS

Not ordering via C-OSS:
,Non satisfactory level of technical
parameters between PL and SK'
,Corridor lines are slower than normal lines'
,No customer needs/demand'



Respondents' competency

- Sufficient, but can be increased

TTR – (What do you see as role for the RFCs and the C-OSS in particular?)

- C-OSSs should clearly have some role in TTR

From Open-ended answers (own wording, strong message)

- ,Interoperability, cooperation, harmonization at border crossings' (at Infrastructure part)
- ,Communication and problem solving - across borders in daily business' (Communication)
- ,RU involvement preferable on RFC level instead of bilateral working groups' (Train Performance Management)
- + Not ordering via C-OSS

Comparison to Overall

Based on opinion patterns the profile of RFC Amber differs from the averages of corridors (overall results), however, because of the small sample size clear characteristics cannot be concluded yet.



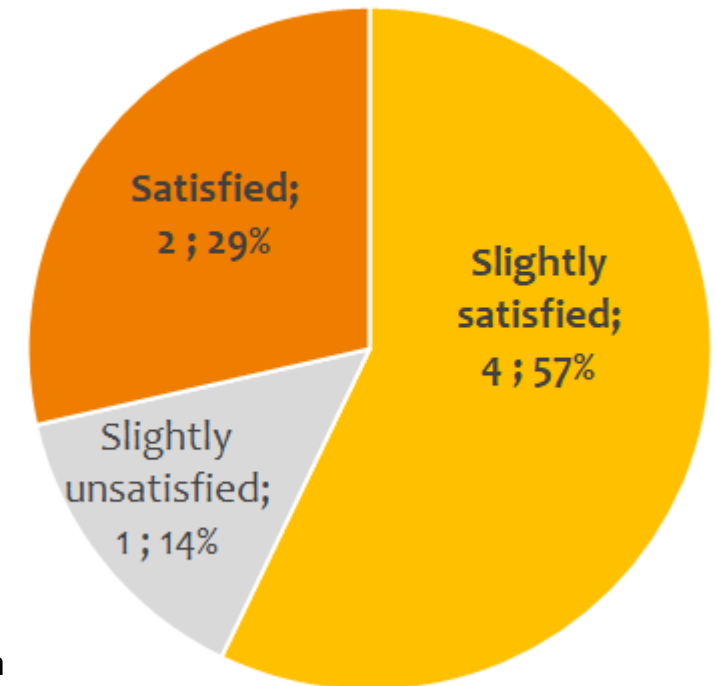
Main conclusions

- RFC Amber results insinuate a good impression
- Most important areas to focus: Infrastructure, Customer orientation, Information, Communication, Cooperation
- RFC Amber's customer oriented attitude can be an important advantage

Some influencing factors to be considered when analyse:

- Because of **overlapping** sections and the overlap in target population of RFCs Network the responses may not explicitly address RFC Amber, but are general responses about RFCs (e.g. it can be possible in topic RAG/TAG). Acceptable human factor, that they projected their earlier experience somewhat to the new and other corridors as well.
- RFC Amber results can also be influenced somewhat by the fact, that because of its **novelty** some respondents cannot have enough real experience in some questions and their answer reflected partly their general opinion (e.g. it can be possible in TCR question).

Overall satisfaction



(Q: Overall, how satisfied are you as a user of the RFC?)

Some issues in connection with new survey system

- Shortcomings in supervision of the survey: in online questionnaire preparing, program testing, data handling, as well as accuracy, reliability and objectivity issues
- Future will decide
 - whether the survey will have capability to exceed evident facts adequately
 - whether the survey will have sensitivity to reveal smaller changes

Suggestion: to be member of Common Platform, but asking more RFC specific questions



AMBER RAIL FREIGHT CORRIDOR

Thank you for your attention!

Any remarks, feedbacks, suggestions are very welcomed

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