

# AMBER RAIL FREIGHT CORRIDOR

## RNE RFC User Satisfaction Survey

### 2021

### SUMMARY

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Erika Vinczellér  
Member of RNE RFC USS WG



Co-financed by the Connecting Europe  
Facility of the European Union



## 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
- **2021: 2nd wave of the new survey**  
**Fieldwork: 26th August – 8th October, 2021**



# Comparison of Methodologies

Up till 2019

From 2020

<b>Target population:</b>	<ul style="list-style-type: none"> <li>users of corridor lines</li> </ul>	<ul style="list-style-type: none"> <li>users of corridor lines</li> </ul>
<b>Interview type:</b>	<ul style="list-style-type: none"> <li>CAWI (Computer Assisted Web Interview)                             <ul style="list-style-type: none"> <li>state of the art</li> <li>adequate for international, business target group</li> <li>can diminish the language barrier, hereby increase the response rate</li> <li>can filter inconsistency (e.g. illogical answer, invalid values)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Online interview (CAWI type, different research tool)                             <ul style="list-style-type: none"> <li>Presumably with same advantages</li> </ul> </li> </ul>
<b>Evaluation method:</b>	<ul style="list-style-type: none"> <li>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)</li> </ul>	<ul style="list-style-type: none"> <li>'Which are the priority areas for improvement on .....?' (issues of sufficiently differentiated results)</li> </ul>
<b>Maker:</b>	<ul style="list-style-type: none"> <li>An independent professional market research company (marketmind) was commissioned to conduct the fieldwork and the basic analysis</li> </ul>	<ul style="list-style-type: none"> <li>RNE RFC USS WG leader (RFC Network Assistant)</li> </ul>
<b>Research tool:</b>	<ul style="list-style-type: none"> <li>The commissioned market research company's program</li> </ul>	<ul style="list-style-type: none"> <li>Free online research tool, Survio</li> </ul>
<b>Questionnaire:</b>	<ul style="list-style-type: none"> <li>Standard questionnaire included harmonised blocks covering relevant topics, and RFC specific questions, competitive duration time, whereas detailed enough</li> </ul>	<ul style="list-style-type: none"> <li>Shorter questionnaire including the majority of relevant topics covered by the earlier survey and RFC specific questions (not comparable with former survey's data)</li> </ul>
<b>Process of questioning:</b>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>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)</li> </ul>
<b>Fieldwork:</b>	<ul style="list-style-type: none"> <li>in September and October of the particular year, to have the information in the planning period of November</li> </ul>	<ul style="list-style-type: none"> <li>Same/similar</li> </ul>
<b>Output:</b>	<ul style="list-style-type: none"> <li>Overall report and RFC specific report, as well as RFC specific raw data table</li> </ul>	<ul style="list-style-type: none"> <li>Same/similar</li> </ul>



# Members



All RFCs have joined the research:



Positive development, strong message:  
**this is one network**



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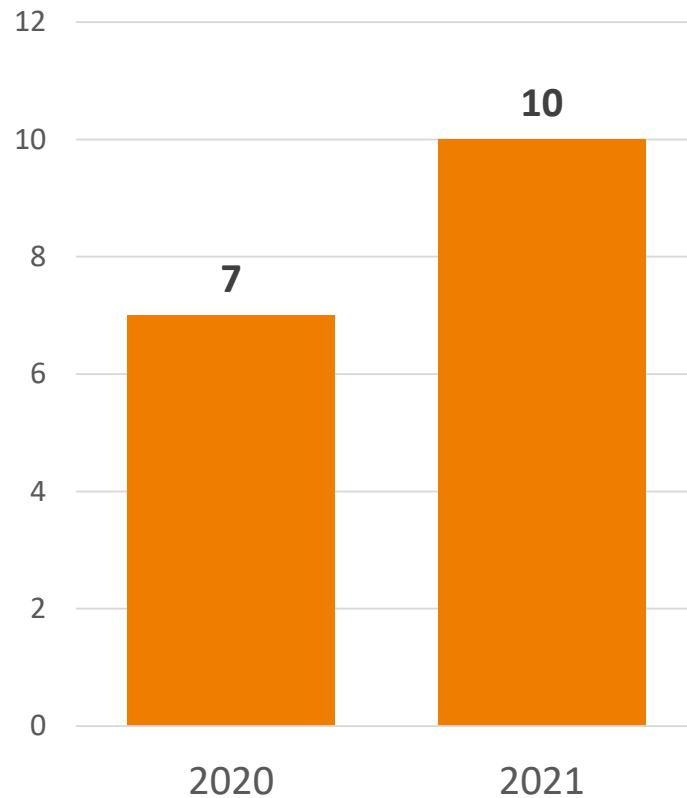
Your Vision Our Mission

# Main results of RFC Amber 2021



## The sample and a possible way of the analysis

Number of interviews



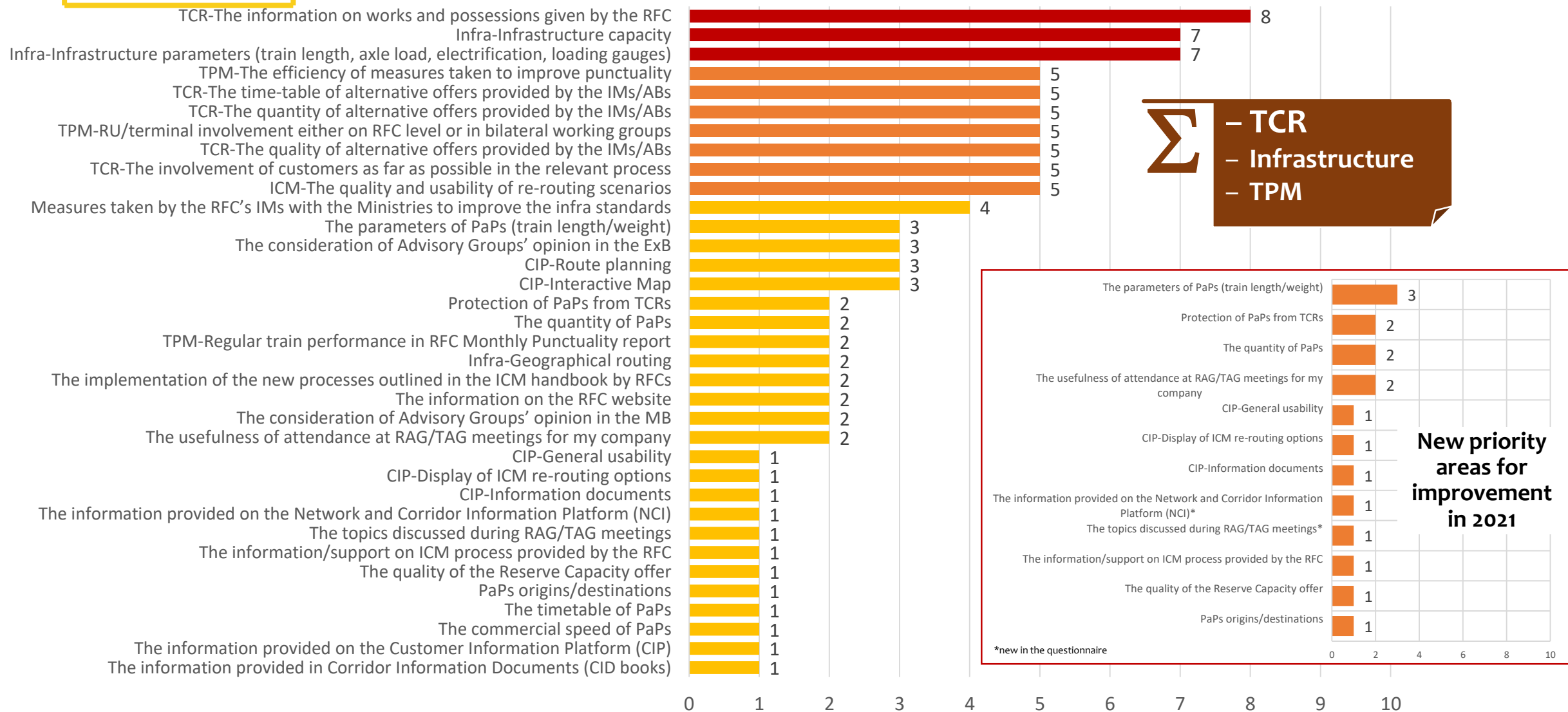
- RFC Amber had 10 interviews, all of them are RUs
- RFC Amber could increase the number of evaluations compared to 2020
- However it is a **very small sample size for a quantitative analysis**, therefore we should analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

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



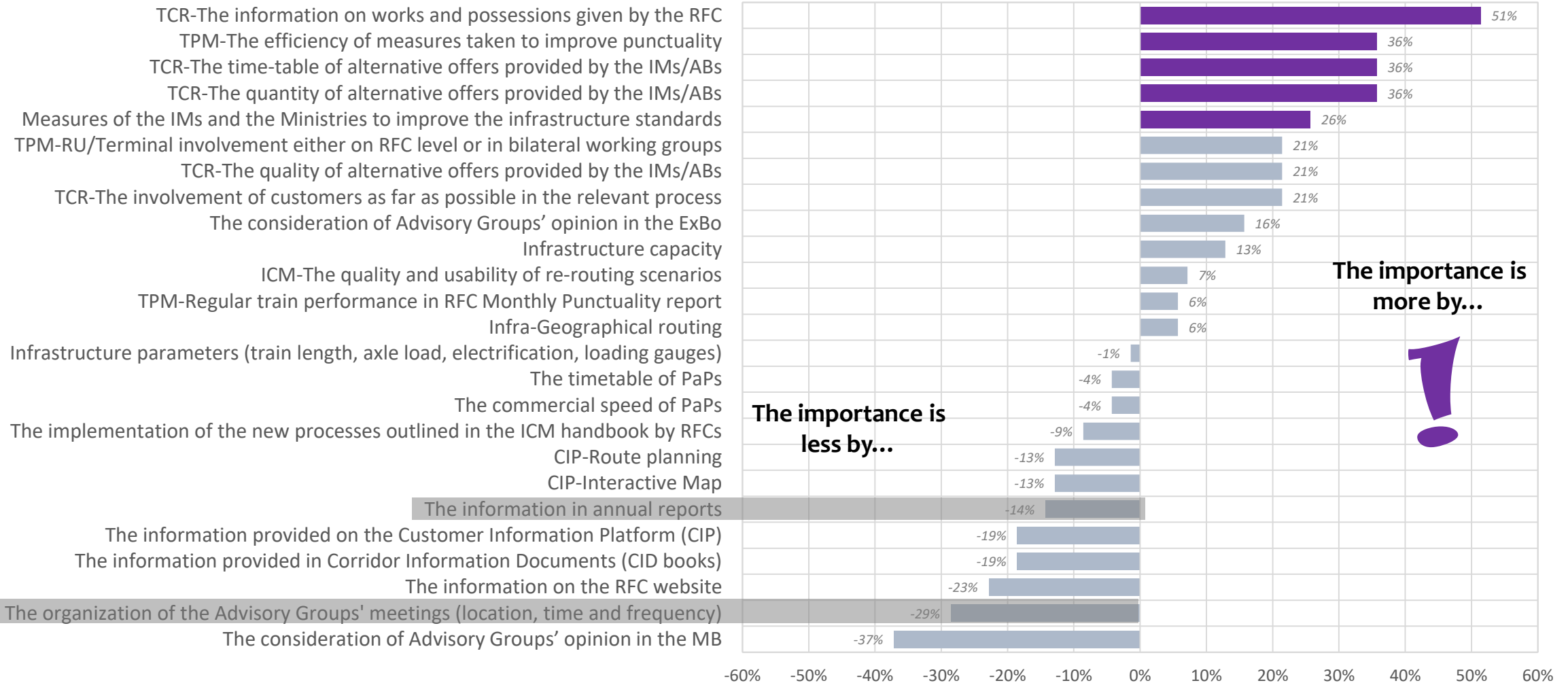


# The priority areas for improvement - 2021



# The change extent of importance as a priority area (% with indicative value only)

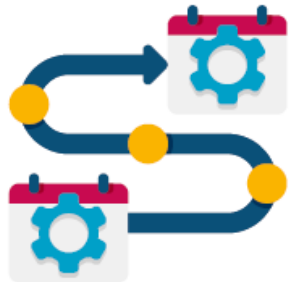
## Difference between the ratio of respondents who selected the area 2021-2020





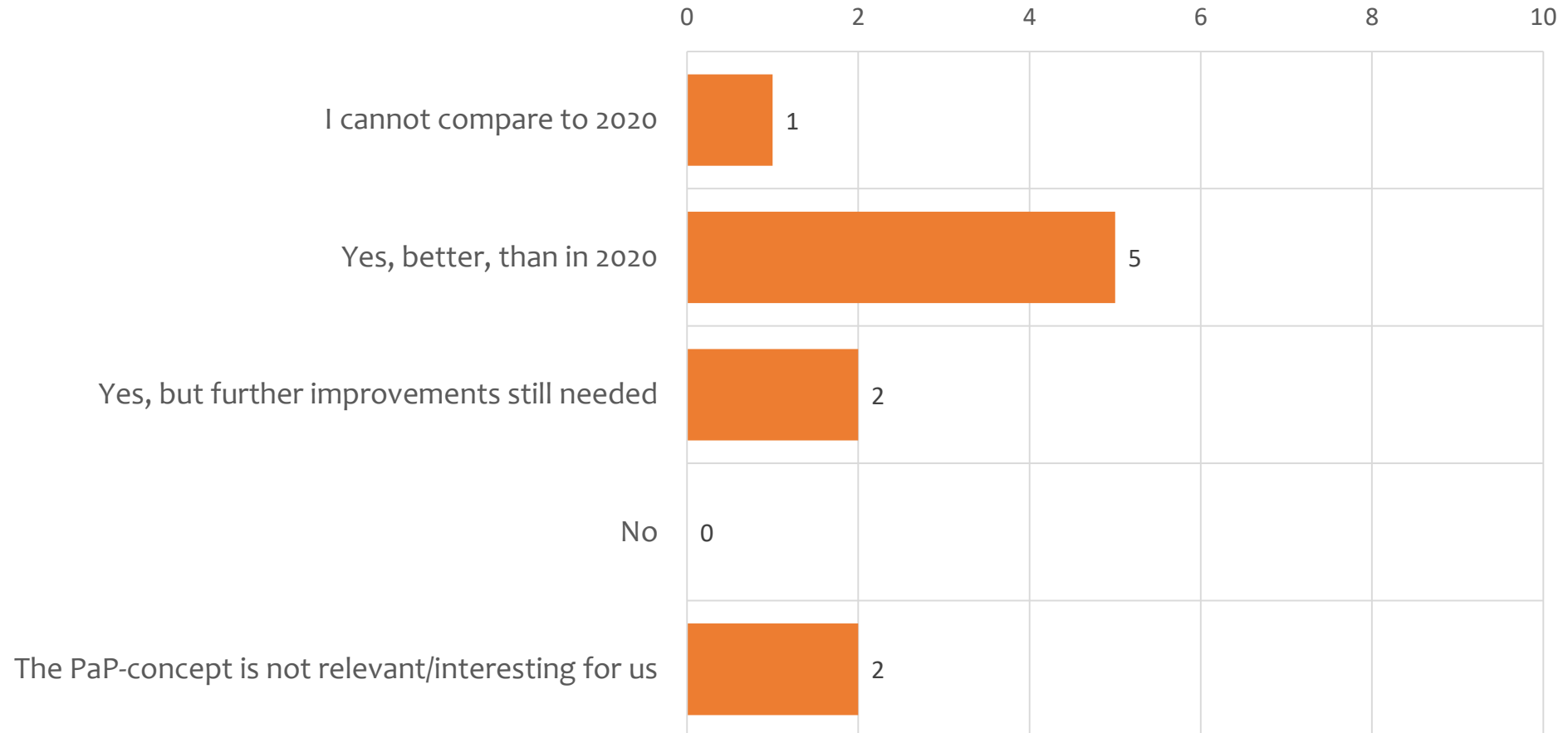
# RFC Amber specific questions 1.

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



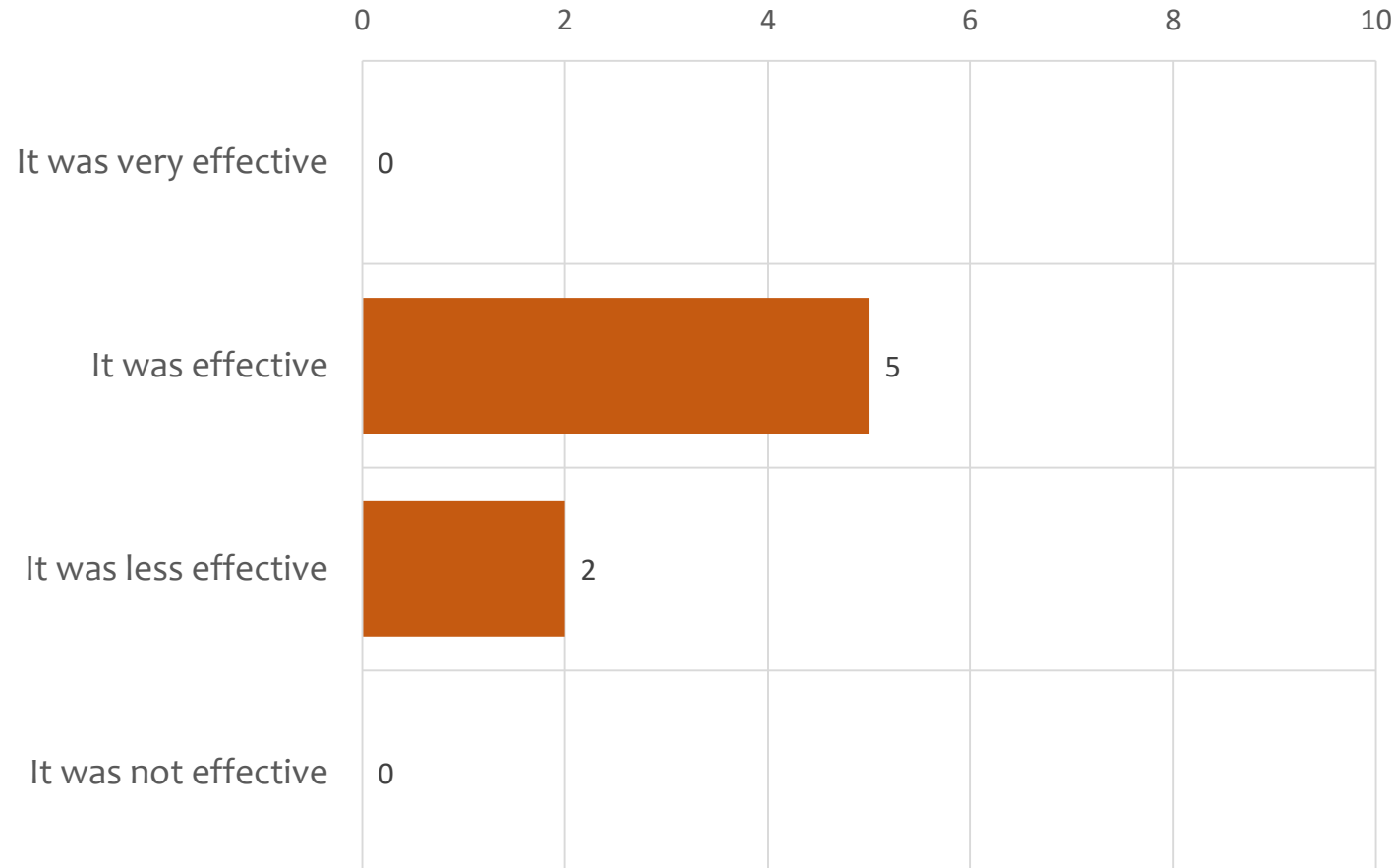
## RFC Amber specific questions 2.

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



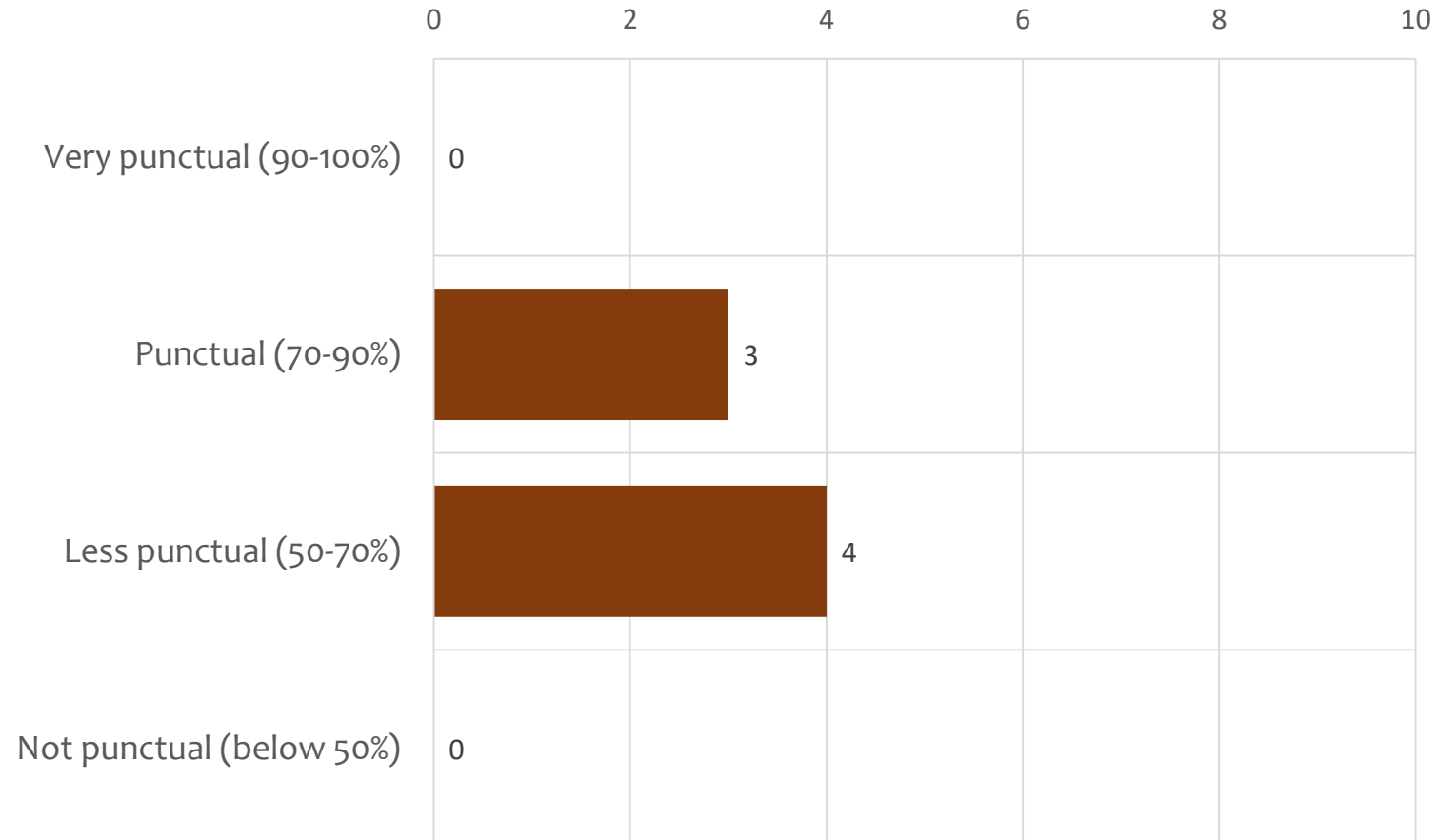
## RFC Amber specific questions 3.

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?)



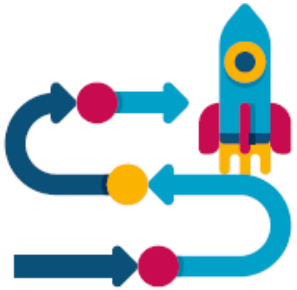
## RFC Amber specific questions 4.

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



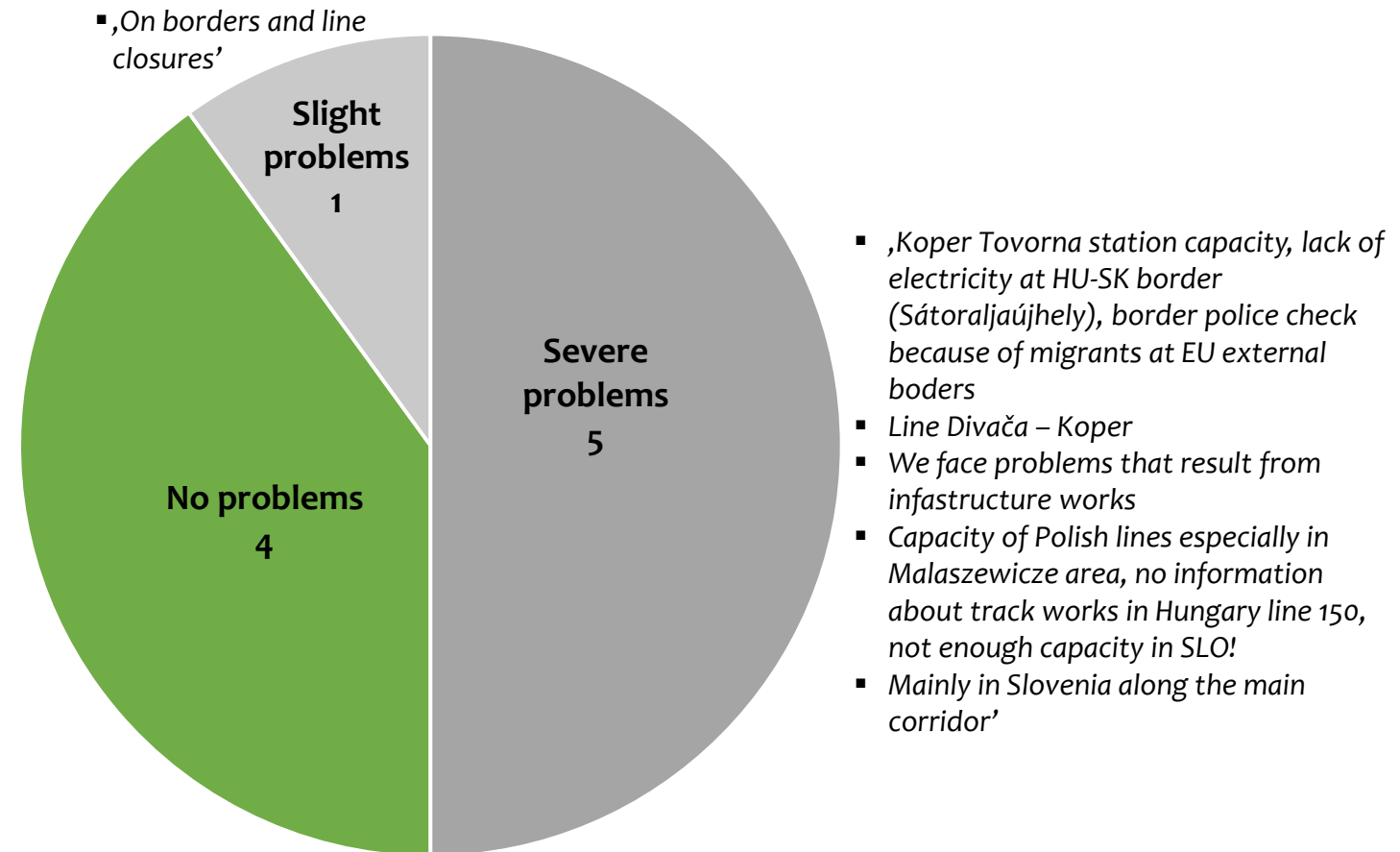
# RFC Amber specific questions 5.

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



# Current topic question

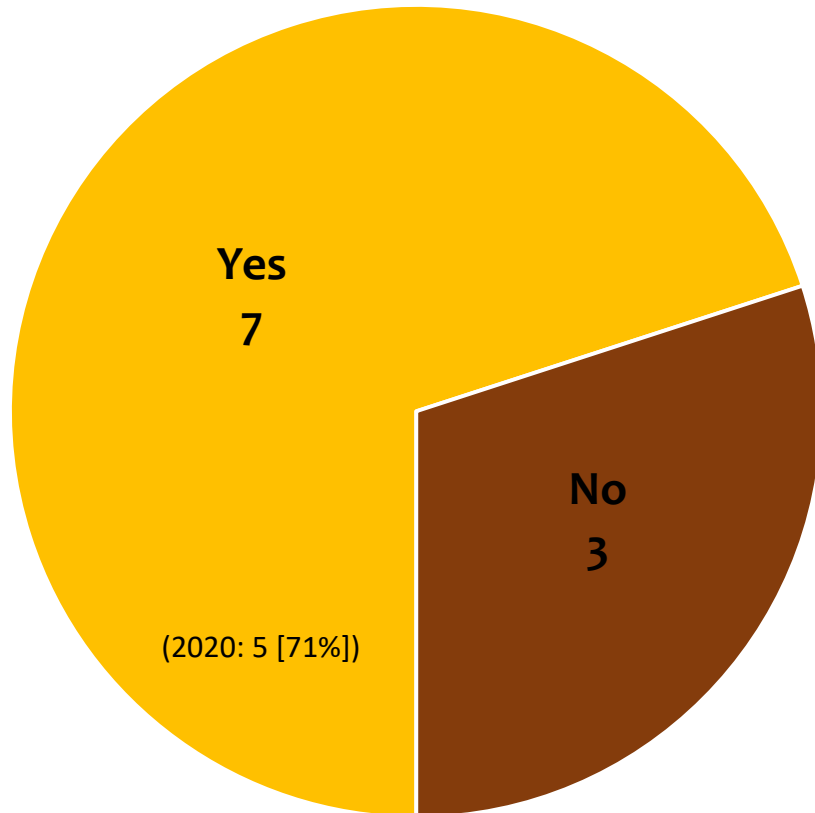
**Does your company face capacity bottlenecks along the RFC?  
(e.g. on lines / in nodes / in terminals / on borders)?**



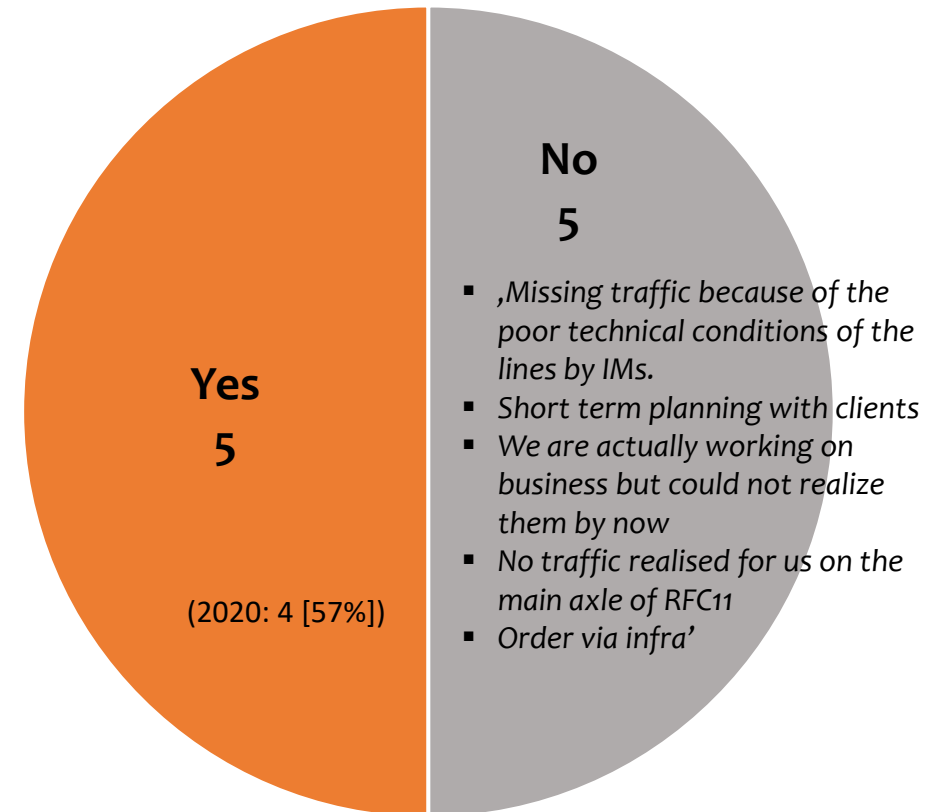


# Respondents' competency

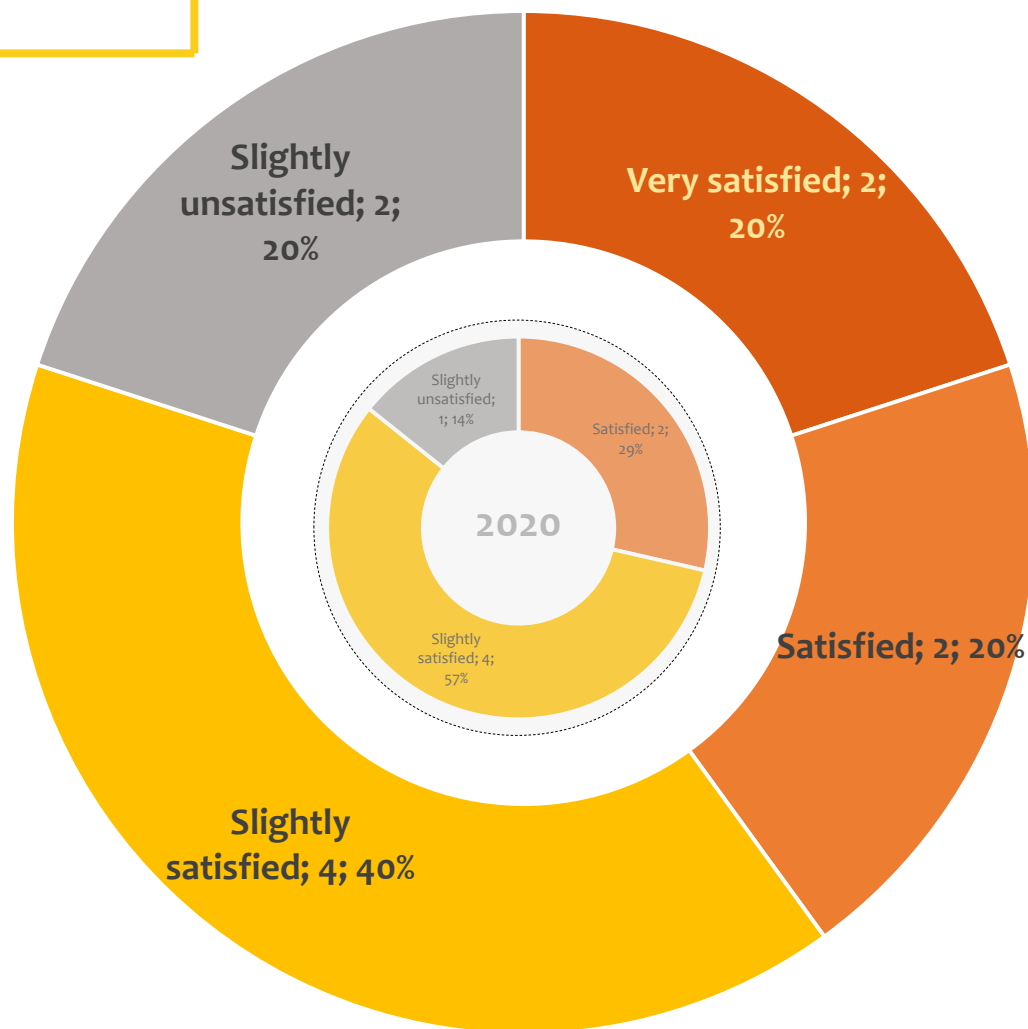
Does your company regularly attend RAG/TAG meetings?



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



# Overall satisfaction



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

- Stronger with 'Very satisfied' evaluations
- There are no 'Unsatisfied' or 'Very unsatisfied'
- The average increased from 4,1 to 4,4 (average only with indicative value)

## Comments (open-ended answers, own wording, strong message)

- 'Koper Tovorna station capacity, HU-PL rail freight connection is not attractive, lacking of electricity some line sections and appropriate alternative route, lack of PaP capacity towards Serbia
- The necessity to order PaPs in two systems - PCS and national one results in administrative burden for RUs. No flexible approach to PaPs ordered in annual timetable.
- Although the technical parameters of the lines in some cases are far away from the parameters described in 1315/2013/EU regulation but corridor management manages it quite well on a customer oriented way.
- The idea of RFC is great but construction works on the tracks makes driving difficult'

## Main conclusions – RFC Amber 2021

- RFC Amber not ,rookie' any more
- More information, more experience: more issues
- Headline: TCR (planning, cooperation, harmonisation)
- Other most important areas to focus: Infrastructure, TPM
- Perceived and appreciated development in PaP offer
- Punctuality is not bad, but the market still needs transit time reduction
- More potential users seems to be interested
- Stronger emotions in overall impression of RFC Amber



# AMBER RAIL FREIGHT CORRIDOR

## Thank you for your attention!

Any remarks, feedbacks, suggestions are very welcomed

Erika Vinczellér

Phone: +36-30-758-7290

E-mail: [vinczellere@vpe.hu](mailto:vinczellere@vpe.hu)



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