



RFC User Satisfaction Survey 2016 Overall Results

SERAC meeting

Brussels, 16 November 2016



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Connecting Europe Facility

RFC User Satisfaction Survey 2016

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
- » Customized invitations
 - » Forwarding topics to relevant experts is possible
 - » Questions according to type of target group
- » Involvement of RFCs in the reminder process
- » Field phase: from 13 September till 7 October 2016

RFC User Satisfaction Survey 2016

Major improvements

Lessons learnt in 2015

- More promotion of the survey is necessary
- No qualitative feedback is available

Improvements in 2016

- Promotion of the survey by the RFCs
 - with harmonised texts
 - on their websites
 - via newsletters
 - on RAG/TAG meetings (if any during the field phase)
- Open questions for reasons of dissatisfaction
 - if 'very unsatisfied' or 'unsatisfied'
 - in case of Bottom 10 aspects in 2015
 - provides better interpretation of the results in case of dissatisfaction

RFC User Satisfaction Survey 2016










Facts

- » To be taken into consideration when analysing and comparing the results:
 - » Results are still based on a relatively small number of interviews
 - » A respondent is counted multiple times, if he/she evaluated more than one RFC
 - » Results are based on usage of 6 RFCs in 2015 and 9 RFCs in 2016
 - » RFC-specific results might significantly differ from overall (average of the nine) RFC results in a few cases (for the RFC-specific reports, please turn to the RFCs directly or check it on their websites).

RFC User Satisfaction Survey 2016 Figures

» Response rate and number of interviews

» Figures of 2015 are shown in brackets ()

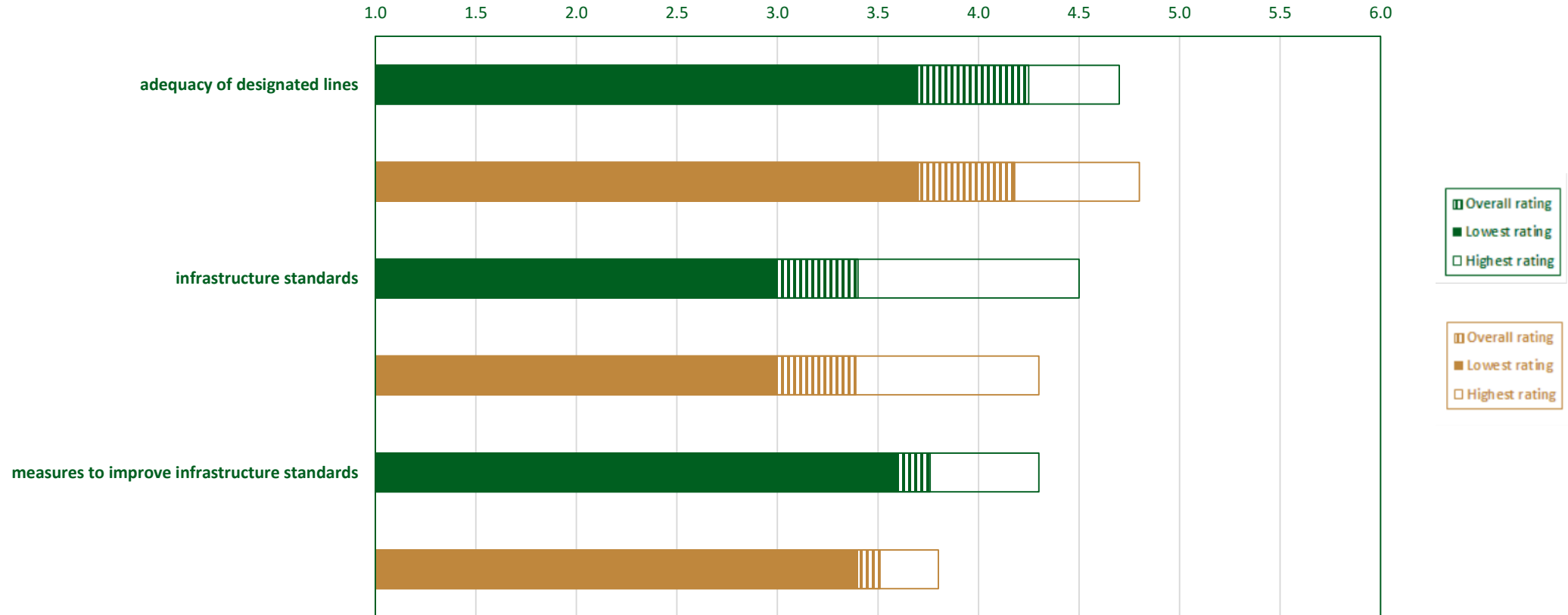
	Overall	 CORRIDOR RHINE-ALPINE	 CORRIDOR NORTH SEA - MEDITERRANEA	 ScanMed RFC STOCKHOLM/OSLO-COPENHAGEN- HAMBURG-INNSBRUCK-PALERMO	 ATLANTIC CORRIDOR	 RFC5 Baltic-Adriatic Corridor	 6 RAIL FREIGHT CORRIDOR	 RFC7 ORIENT CORRIDOR	 Rail Freight Corridor North Sea - Baltic	 RFC9 CSCORRIDOR
Total number of interviews	69 (47)	18 (13)	17 (10)	10 (-)	21 (11)	14 (-)	23 (23)	16 (15)	14 (-)	4 (5)
Full interviews	65 (40)	15 (11)	13 (9)	9 (-)	20 (11)	13 (-)	20 (20)	15 (14)	12 (-)	4 (4)
Partial interviews	4 (7)	3 (2)	4 (1)	1 (-)	1 (0)	1 (-)	3 (3)	1 (1)	2 (-)	0 (1)
Interviews (users)	64 (40)	18 (13)	17 (10)	10 (-)	19 (9)	13 (-)	22 (20)	15 (11)	14 (-)	3 (5)
Interviews (potential users)	5 (7)	- (-)	0 (0)	0 (-)	2 (2)	1 (-)	1 (3)	1 (4)	0 (-)	1 (0)
Invitations sent	321 (172)	42 (29)	93 (18)	20 (-)	80 (62)	41 (-)	44 (30)	61 (64)	41 (-)	24 (17)
Response rate (overall)*	21% (37%)	24% (41%)	15% (39%)	25% (-)	24% (16%)	29% (-)	34% (47%)	21% (22%)	22% (-)	13% (12%)
Response rate (users)*	18% (32%)	24% (45%)	20% (38%)	38% (-)	26% (25%)	60% (-)	54% (100%)	29% (20%)	67% (-)	13% (12%)
Response rate (potential users)*	26% (20%)	- (-)	8% (40%)	0% (-)	21% (9%)	25% (-)	25% (27%)	15% (29%)	14% (-)	0% (-)

*from the contacts nominated by the RFC concerned in case of RFC-specific response rates

RFC User Satisfaction Survey 2016 Infrastructure

2016
2015

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

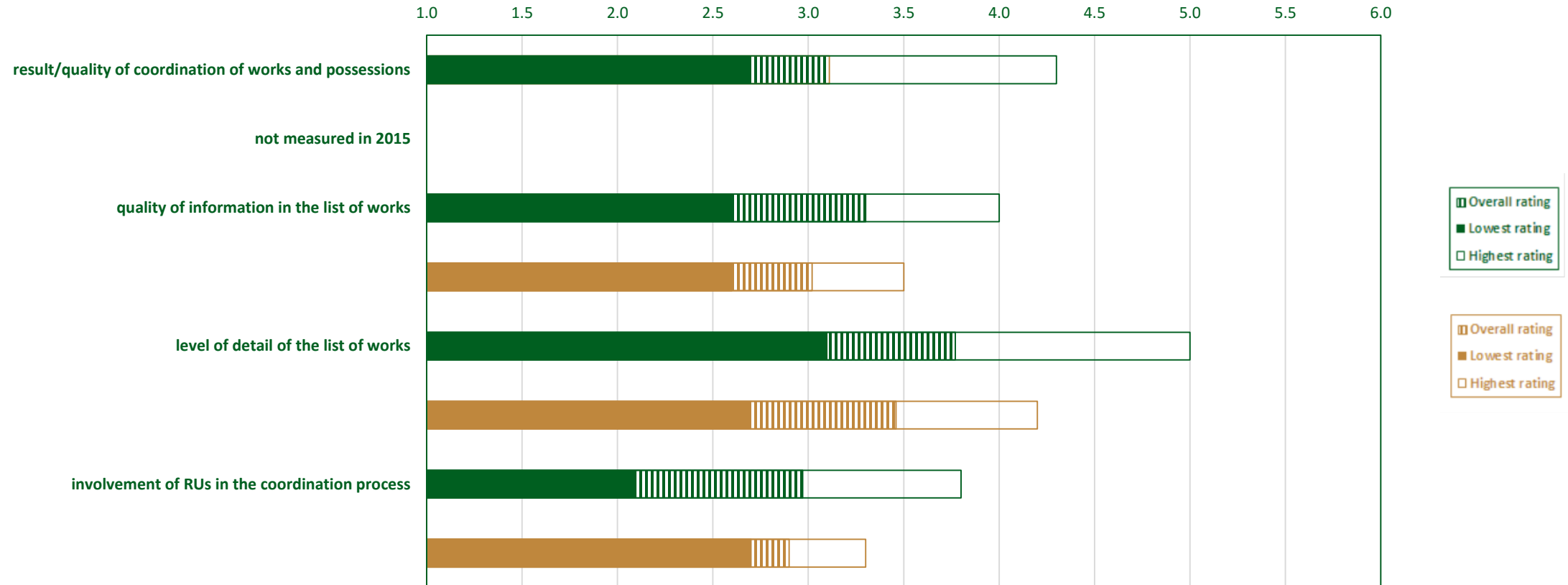


RFC User Satisfaction Survey 2016

Coordination of works and possessions

2016
2015

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

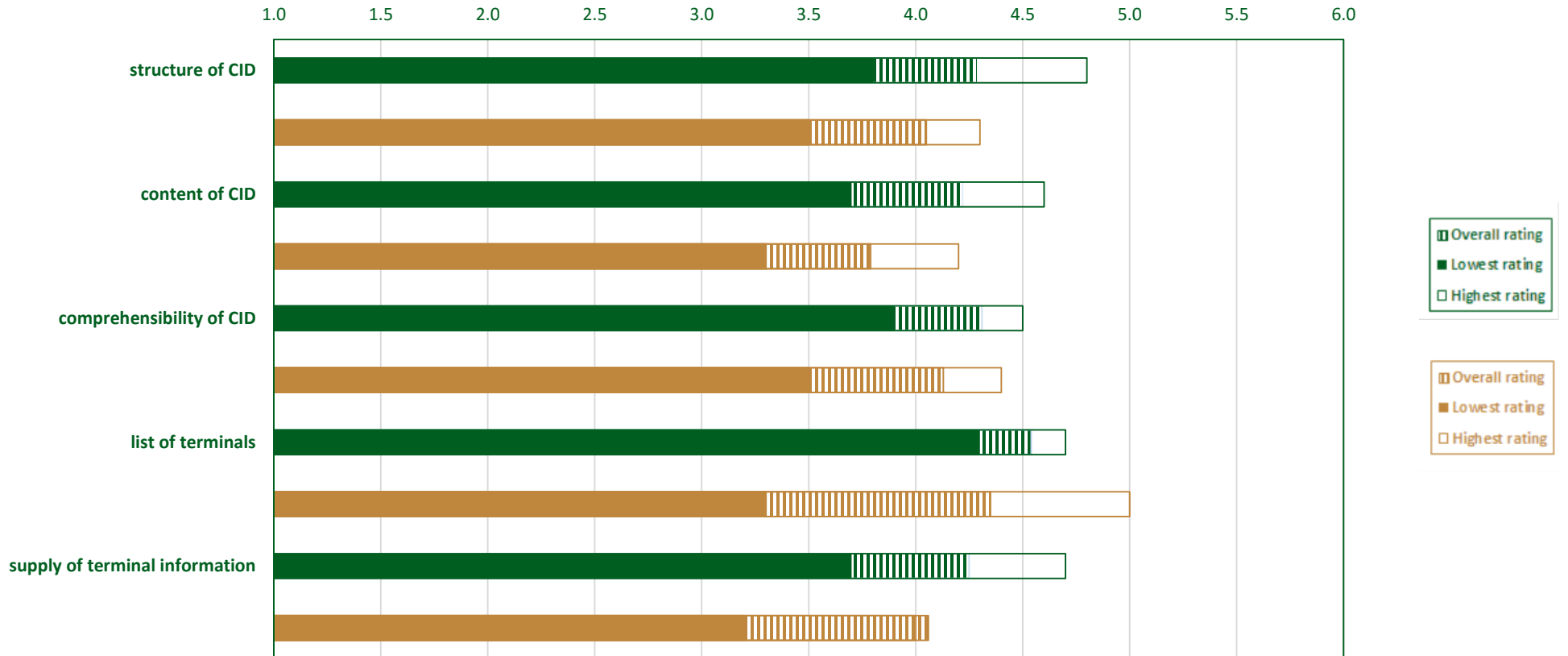


RFC User Satisfaction Survey 2016

Corridor Information Document & Terminal Information

2016
2015

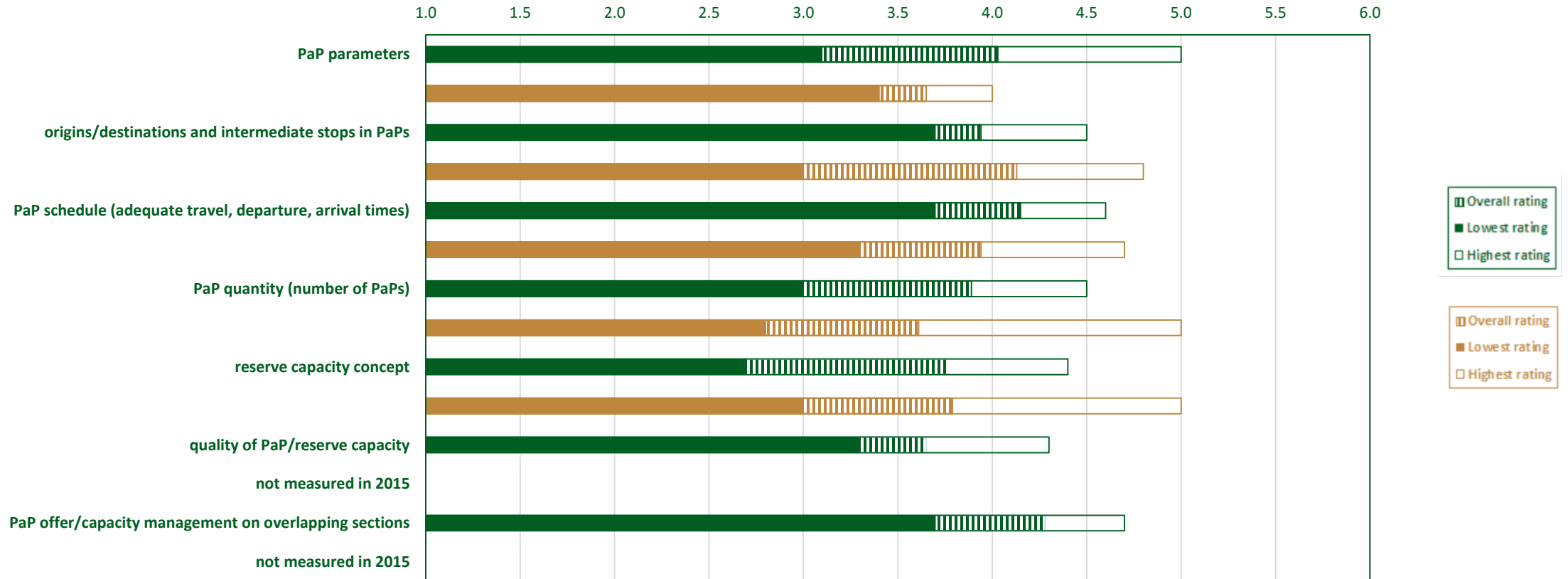
1=very unsatisfied, 2=unsatisfied, 3=slightly unsatisfied, 4=slightly satisfied, 5=satisfied, 6=very satisfied



RFC User Satisfaction Survey 2016 Pre-arranged Paths

2016
2015

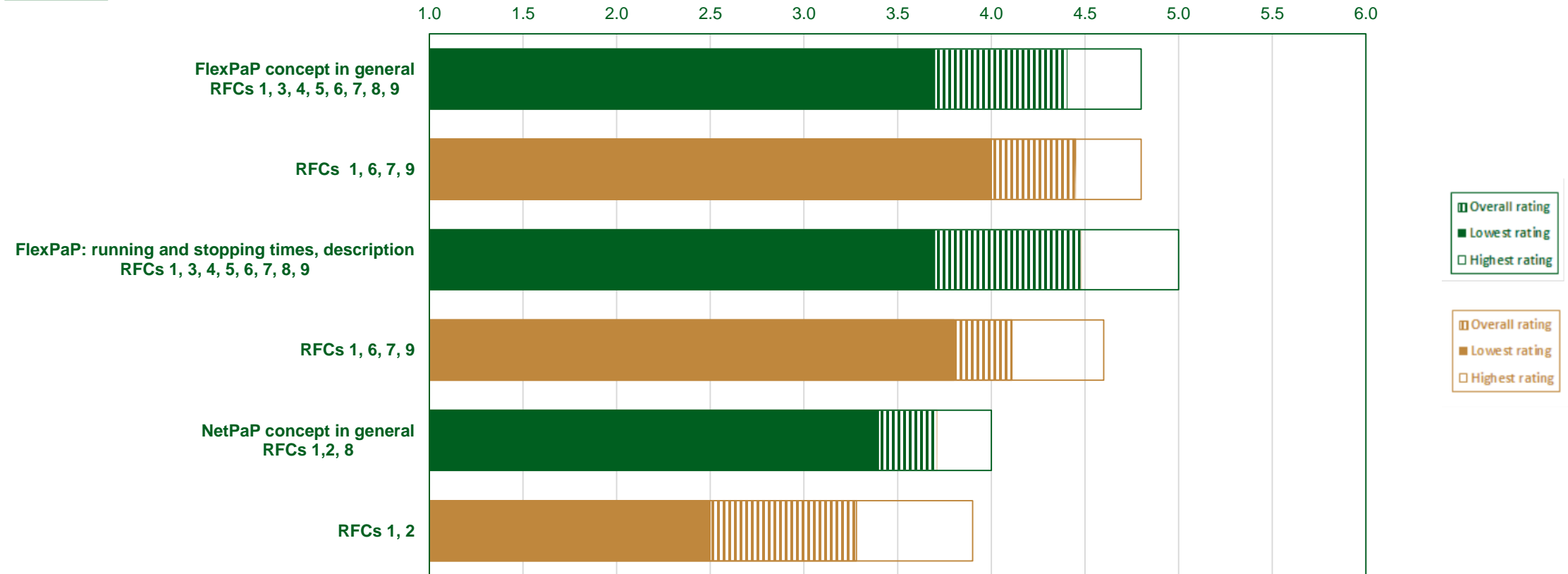
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RFC User Satisfaction Survey 2016 FlexPaP & NetPaP

2016
2015

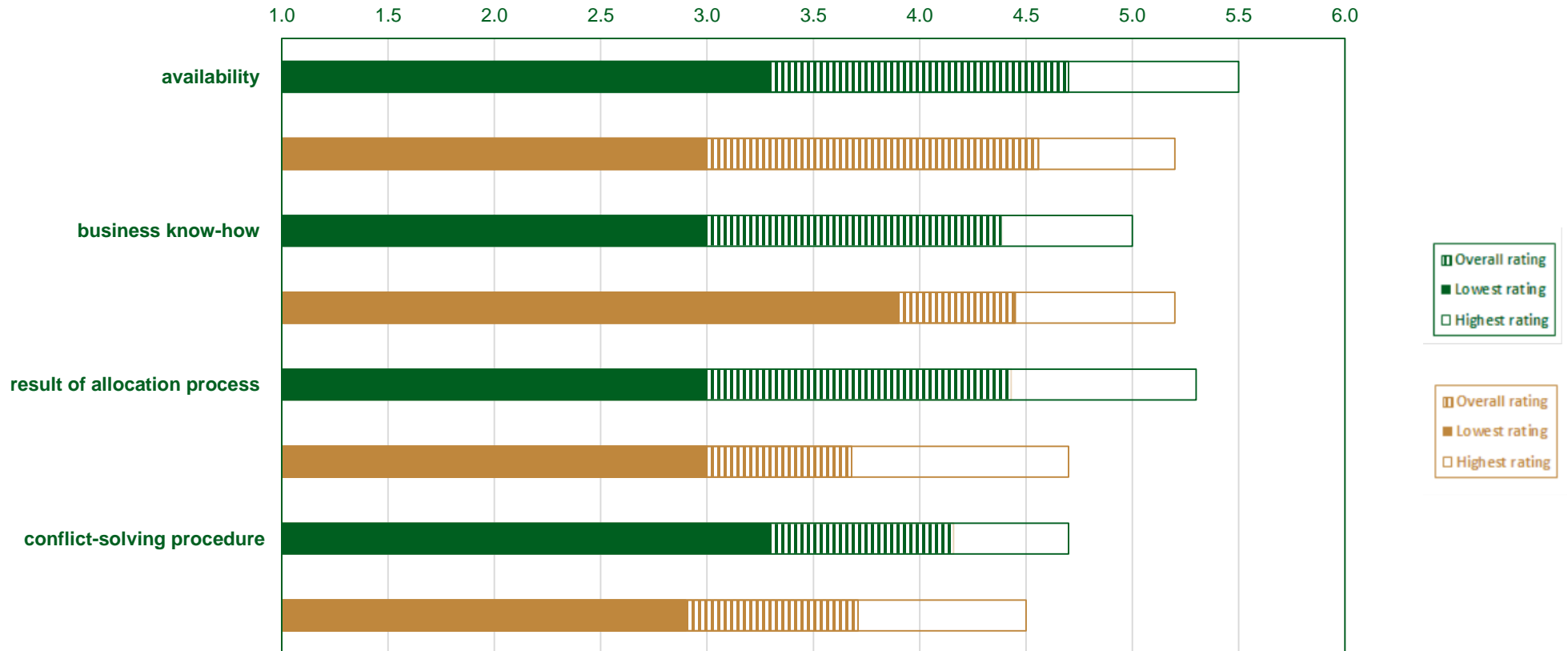
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RFC User Satisfaction Survey 2016 C-OSS

2016
2015

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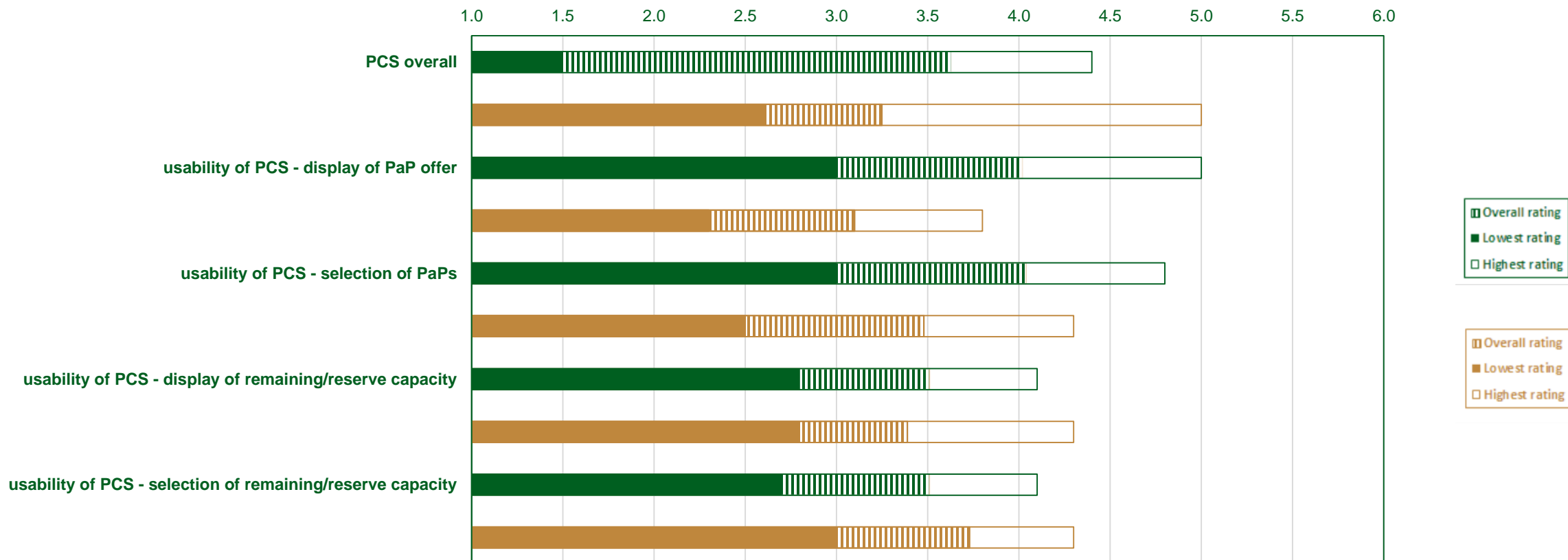


RFC User Satisfaction Survey 2016

Usability of Path Coordination System (PCS)

2016
2015

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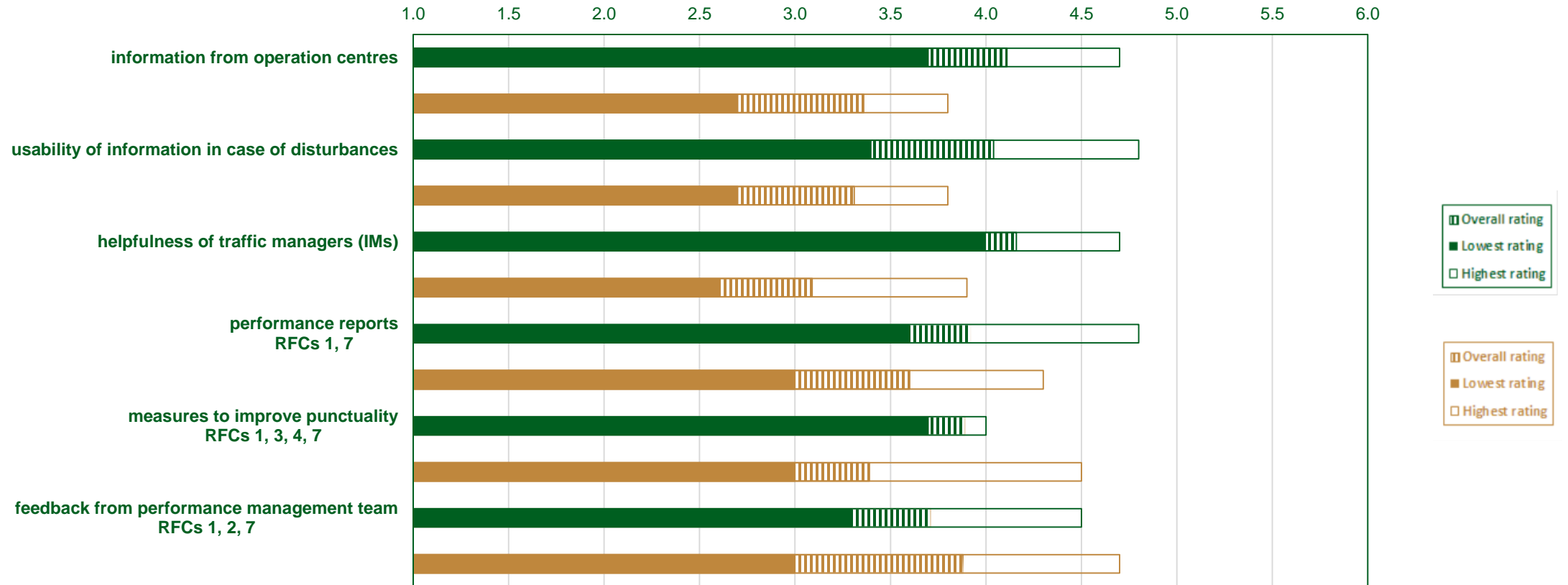


RFC User Satisfaction Survey 2016

Traffic Management & Train Performance Management

2016
2015

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

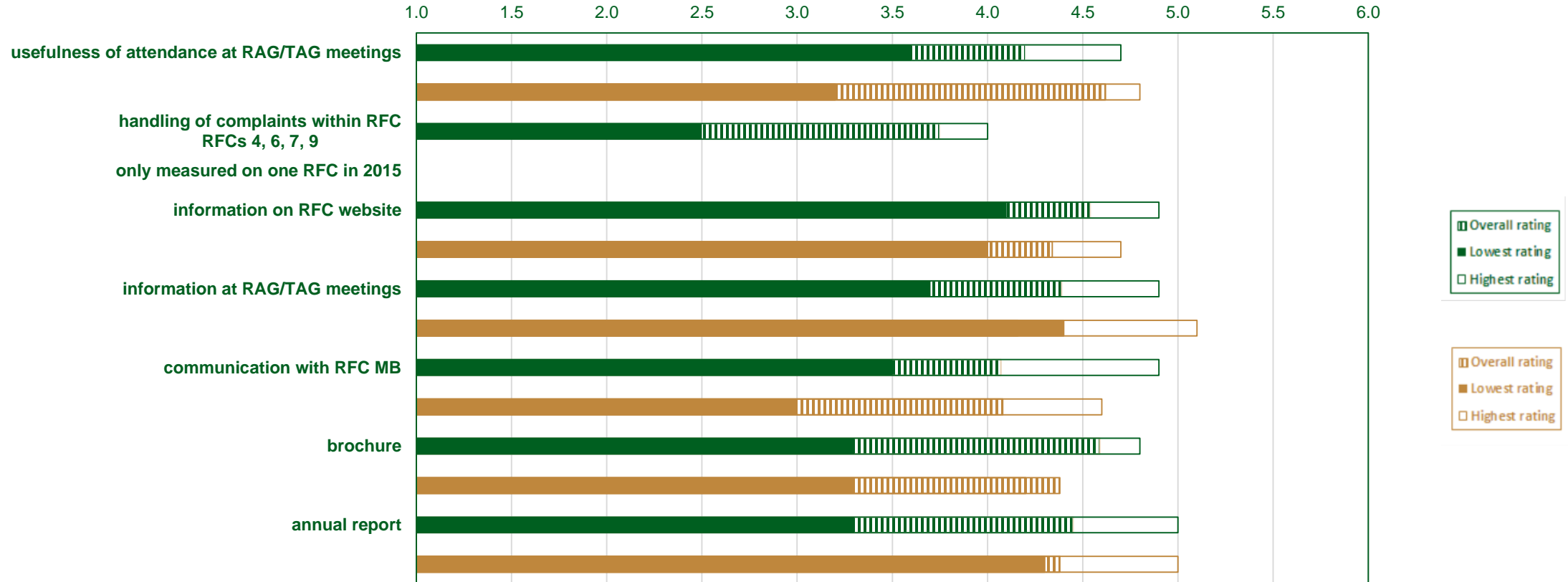


RFC User Satisfaction Survey 2015

Cooperation & Communication

2016
2015

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

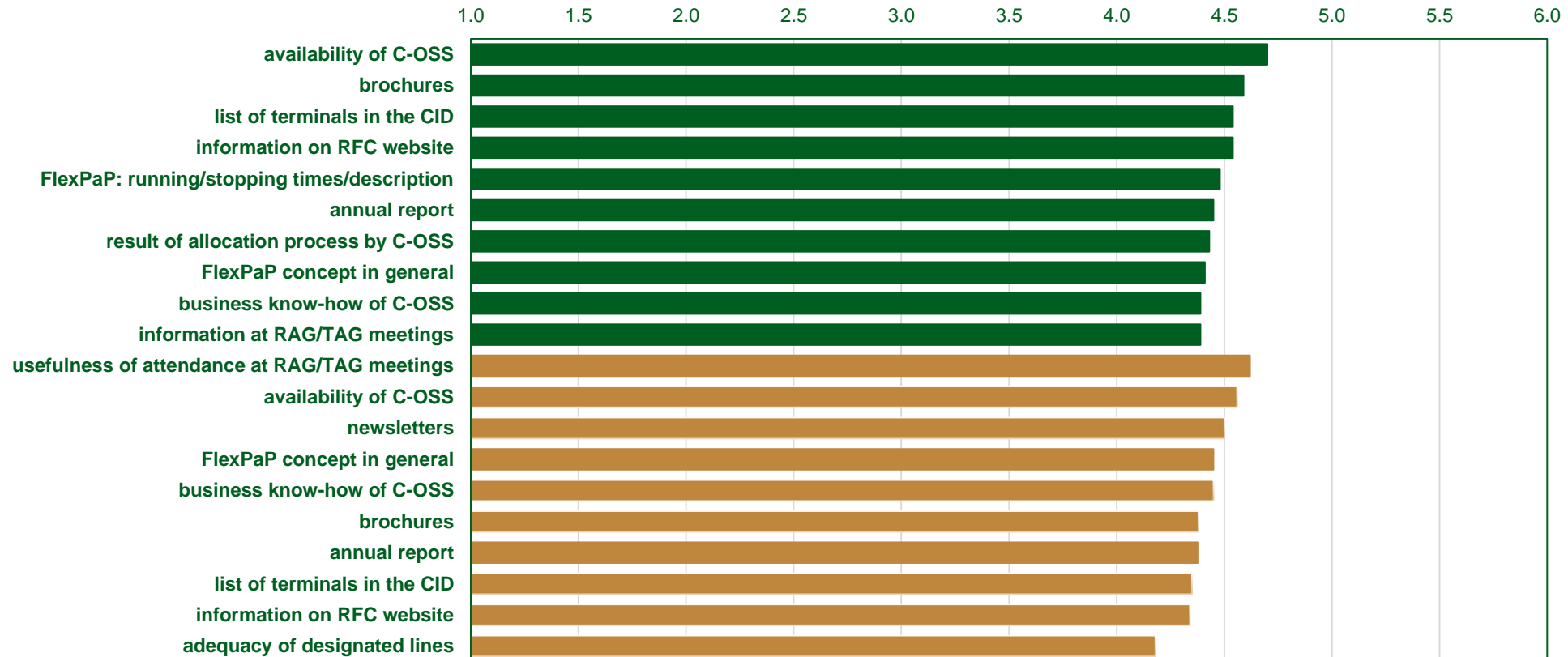


RFC User Satisfaction Survey 2016

Summary of top 10 aspects

2016
2015

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

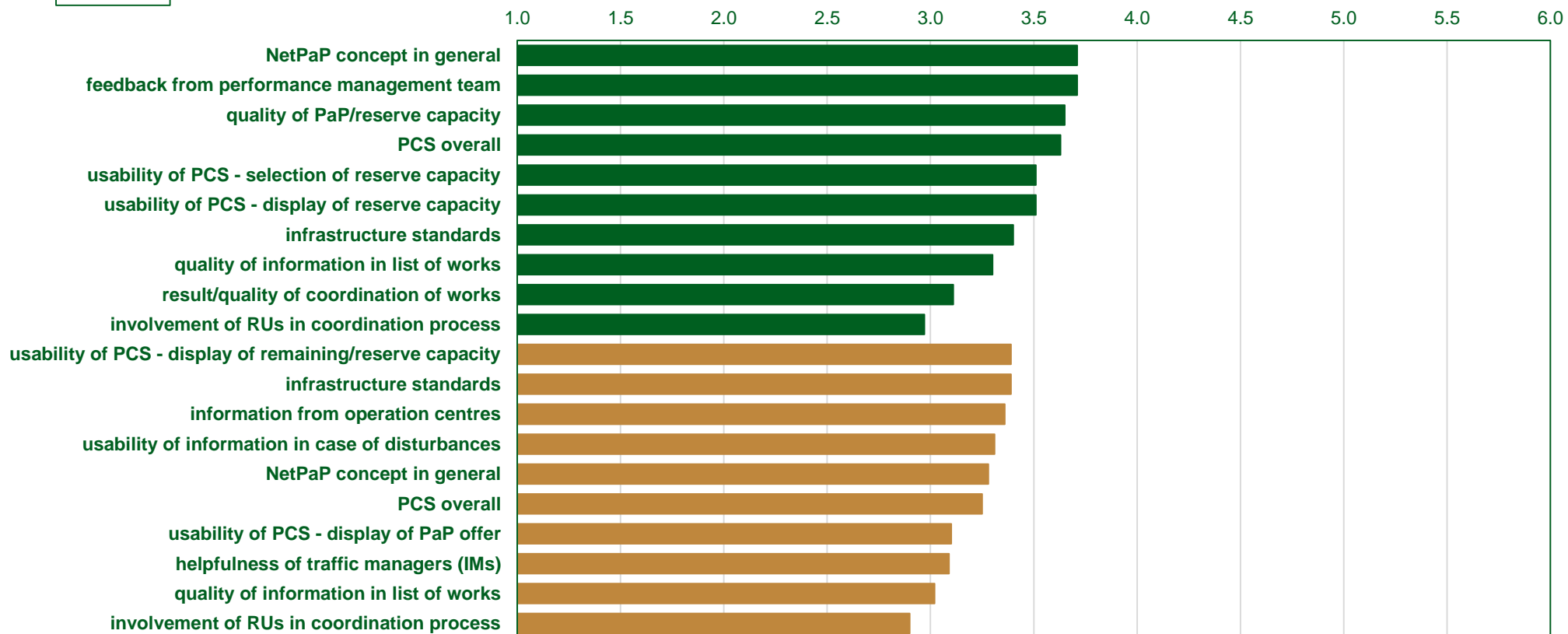


RFC User Satisfaction Survey 2016

Summary of bottom 10 aspects

2016
2015

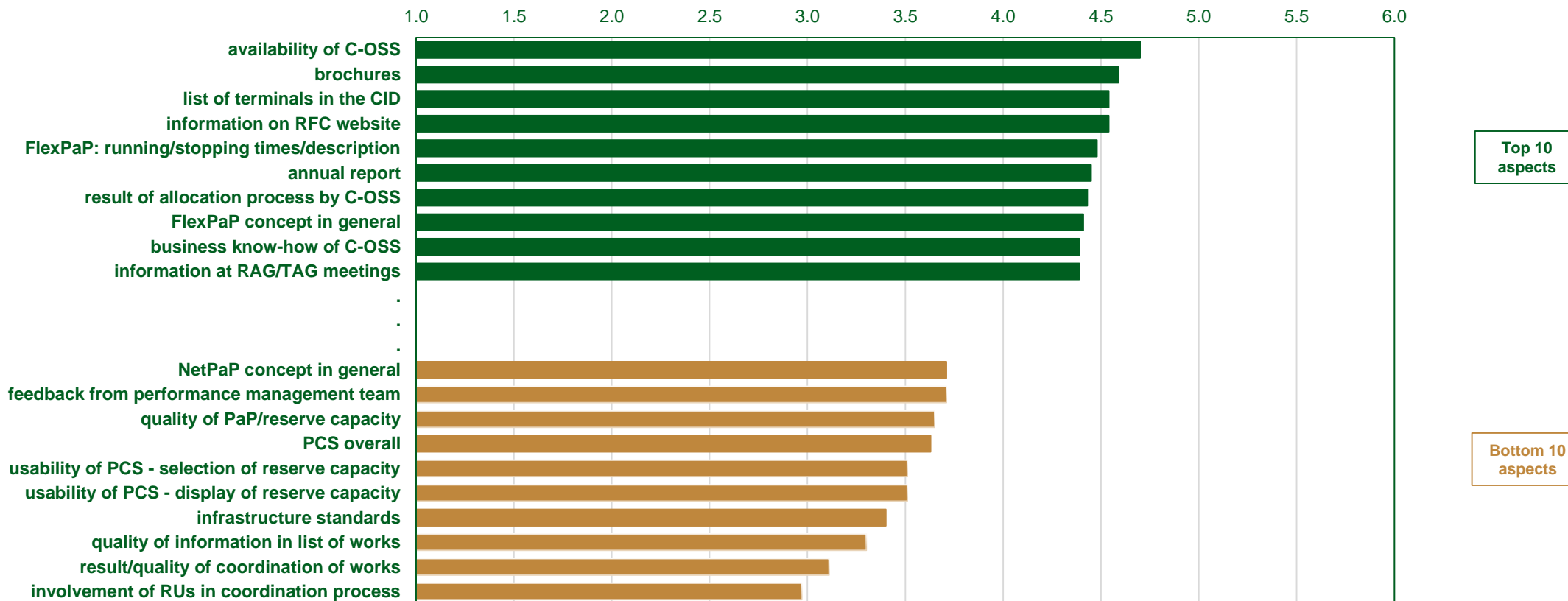
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RFC User Satisfaction Survey 2016

Summary of top 10 and bottom 10 aspects in 2016

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



RFC User Satisfaction Survey 2016

Summary of conclusions

- » For the survey:
 - » Further alternative ways should be found for increasing the response rate
 - » Feedback should be collected from invitees concerning the process survey design
- » For RFCs/IMs:
 - » Compared to 2015, satisfaction increased in most of the areas in 2016
 - » Satisfaction increased to the highest extent in case of
 - » Traffic Management in all aspects (one of the most critical areas in 2015!)
 - » Usability of PCS in terms of PaPs
 - » Measures to improve punctuality
 - » Result of allocation process by the C-OSS
 - » Conflict-solving procedure by the C-OSS
 - » NetPaP concept
 - » Content of CID
 - » All top 10 aspects are RFC-dependent; Strengths are
 - » C-OSS
 - » Communication
 - » Some of the bottom 10 aspects are not / not (only) RFC-dependent; Weaknesses / most critical areas to look into are
 - » Coordination of works and possessions, especially the RUs' involvement
 - » Infrastructure standards
 - » Quality of PaP & reserve capacity
 - » Action plans should be developed and communicated at RAG/TAG meetings

