

# User Satisfaction Survey



**2018**

## Report Summary

## Czech-Slovak Corridor

Prague – Horní Lideč / Ostrava – Žilina – Košice –  
– Čierna nad Tisou / Maťovce (Slovak/Ukrainian border)

### 2 Member States and 2 Infrastructure Managers (IMs):

- Czech Republic (SŽDC)
- Slovak Republic (ŽSR)





## Introduction to EU context

- Carrying out the User Satisfaction Survey (USS) every year is an obligation under the **Article 19** of the **Regulation (EU) No 913/2010** concerning a European rail network for competitive freight.
- The method of execution and evaluation, including the determination of the time of the survey is not specified by the Regulation (EU) No 913/2010, but it is left to the **individual decision of each RFC**.
- RFC 9 Management Board decided to provide the USS in 2018 by same method, i.e. **differently from other RFCs**.






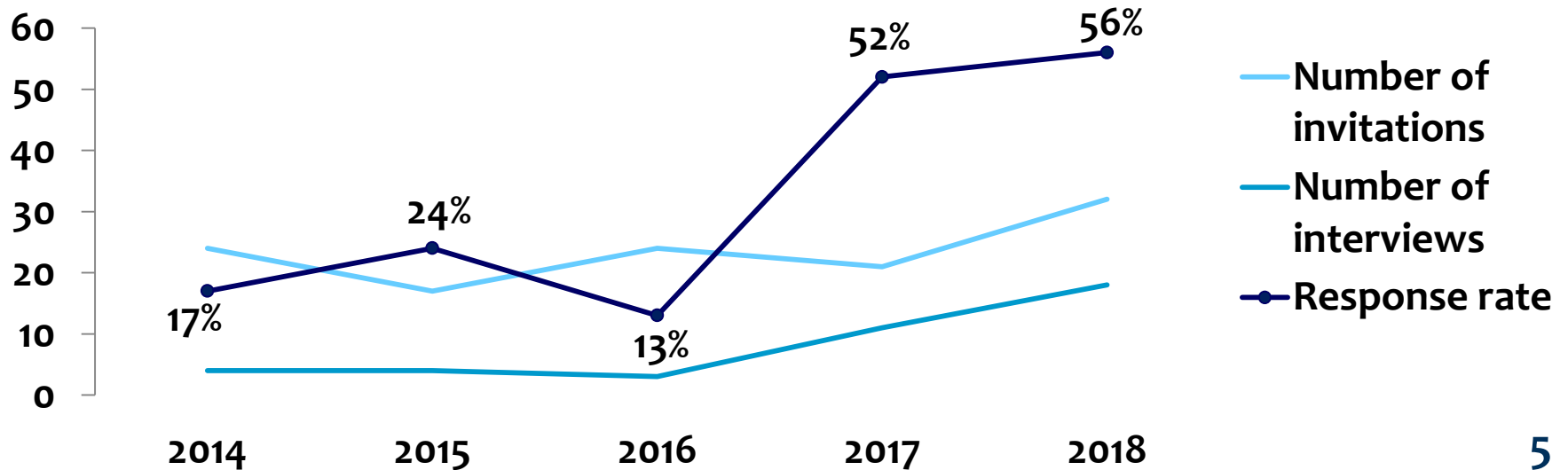
## Reasons for different USS execution than RFC Network common survey

- **Users dissatisfaction with the USS common conception** in the years 2014, 2015 and 2016 (long repeating survey – low customer feedback).
- Requirement to put **region-specific questions**.
- Requirement to focus on **current topics**.
- Saving the time of all stakeholders by **shorter survey**.
- Requirement to involve **more respondents** to the survey.
- Requirement for **lower costs**.
- Possibility to show **best practice** to other corridors.



## Number of RFC 9 USS participants in timeline

	2014	2015	2016	2017	2018
	Common USS			RFC 9 USS	
Number of invitations	24	17	24	21	<b>32</b>
Number of interviews	4	4	3	11	<b>18</b>
Response rate	17 %	24 %	13 %	52 %	<b>56 %</b>





## Survey structure: only 10 major thematic areas

1. Identification
2. Offered Capacity Services (PaPs and Reserve Capacity)
3. Information – Corridor Information Document (CID) and Service Facilities (SF)
4. Future Role of C-OSS
5. RFC Czech-Slovak Website
6. TCR Publication
7. Customer Information Platform (CIP)
8. USS Methodology
9. Any Other Business – Feedback
10. Contact / Anonymity of Responses





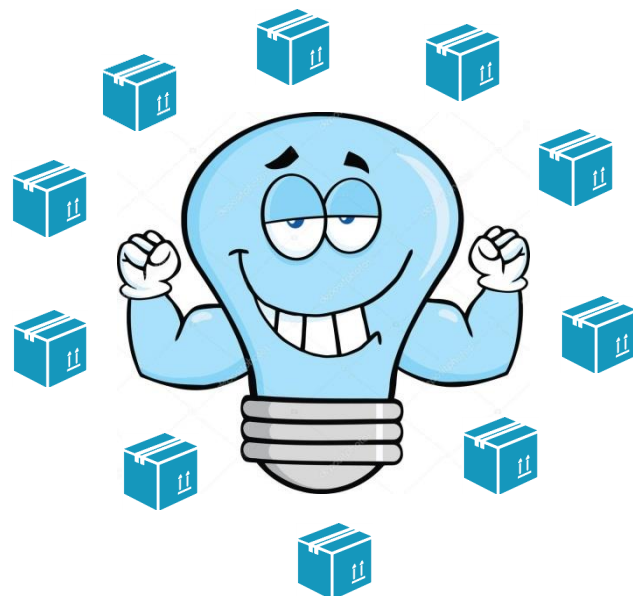
## Survey structure: only 15 questions in total

12 multi-choice questions (with possibility to add any comment)

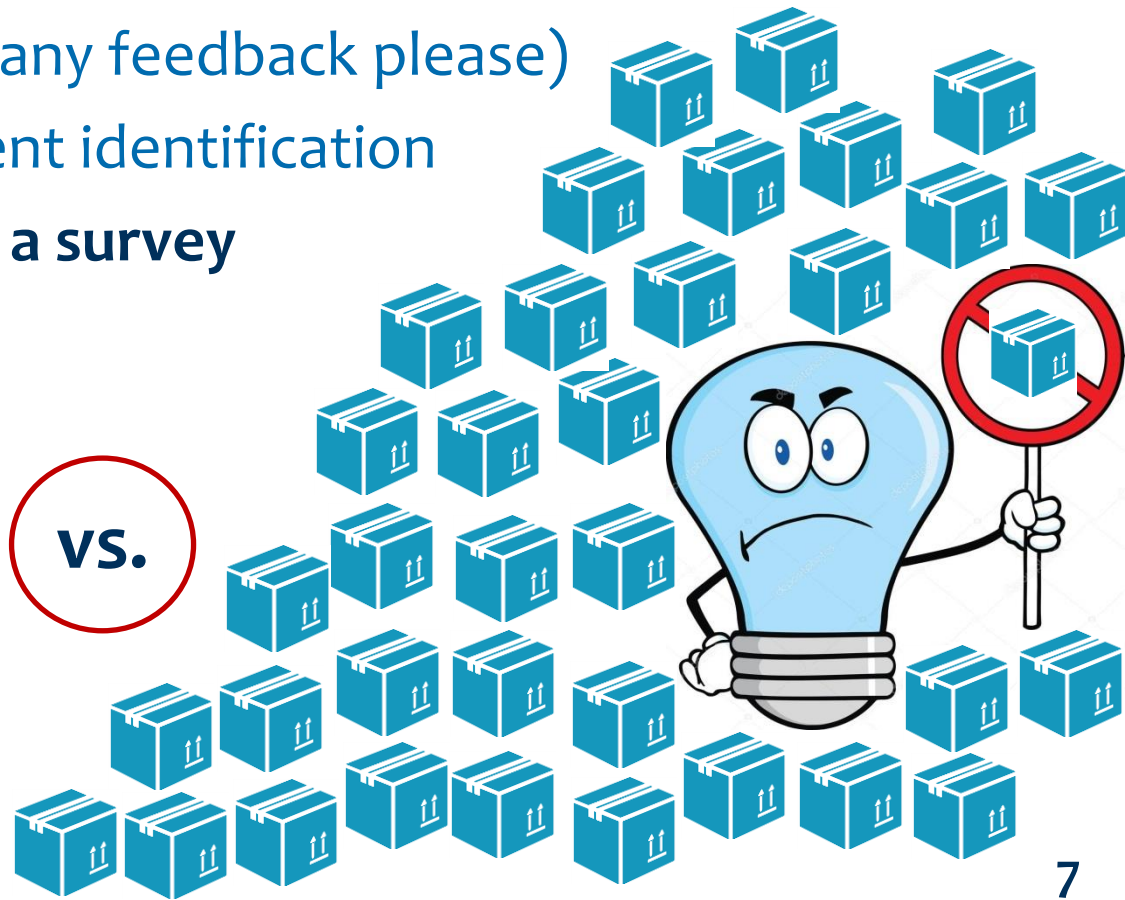
1 open question (give us any feedback please)

2 questions for respondent identification

**5-10 min. for completing a survey**



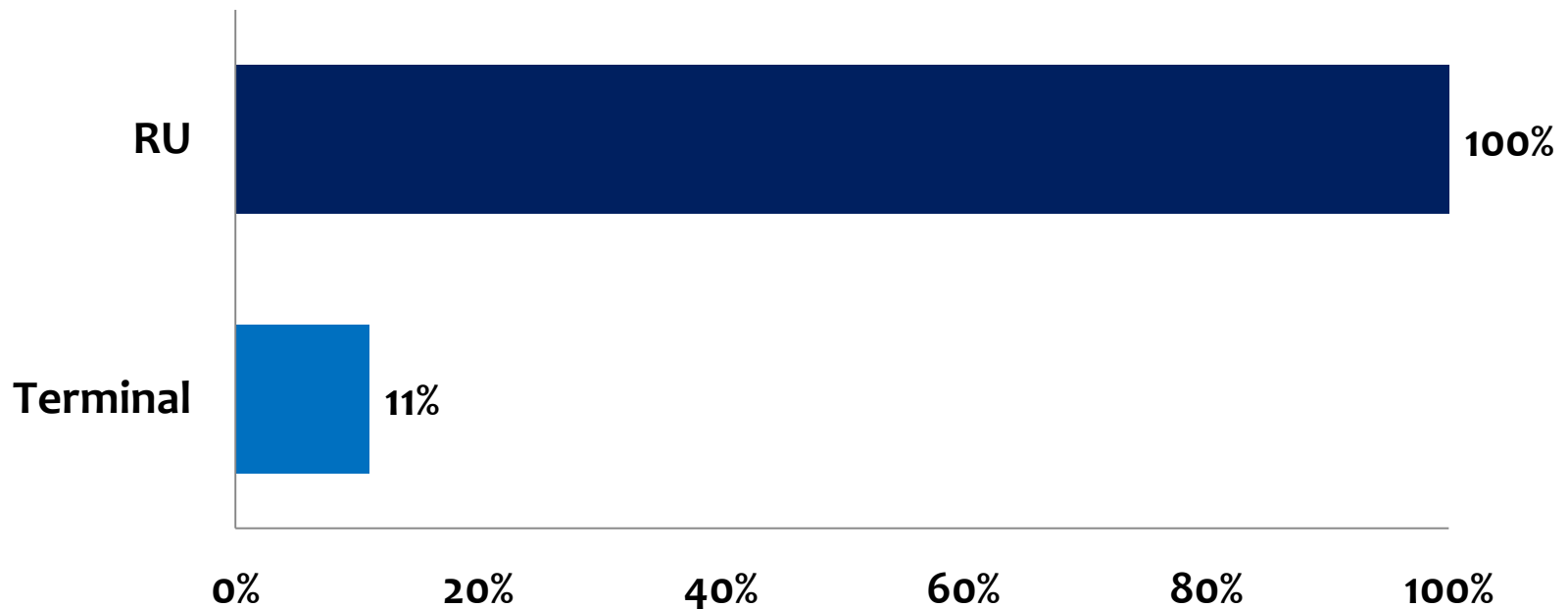
**vs.**





## 1. Identification

Please select for which interested party (company) you fill in the questionnaire:

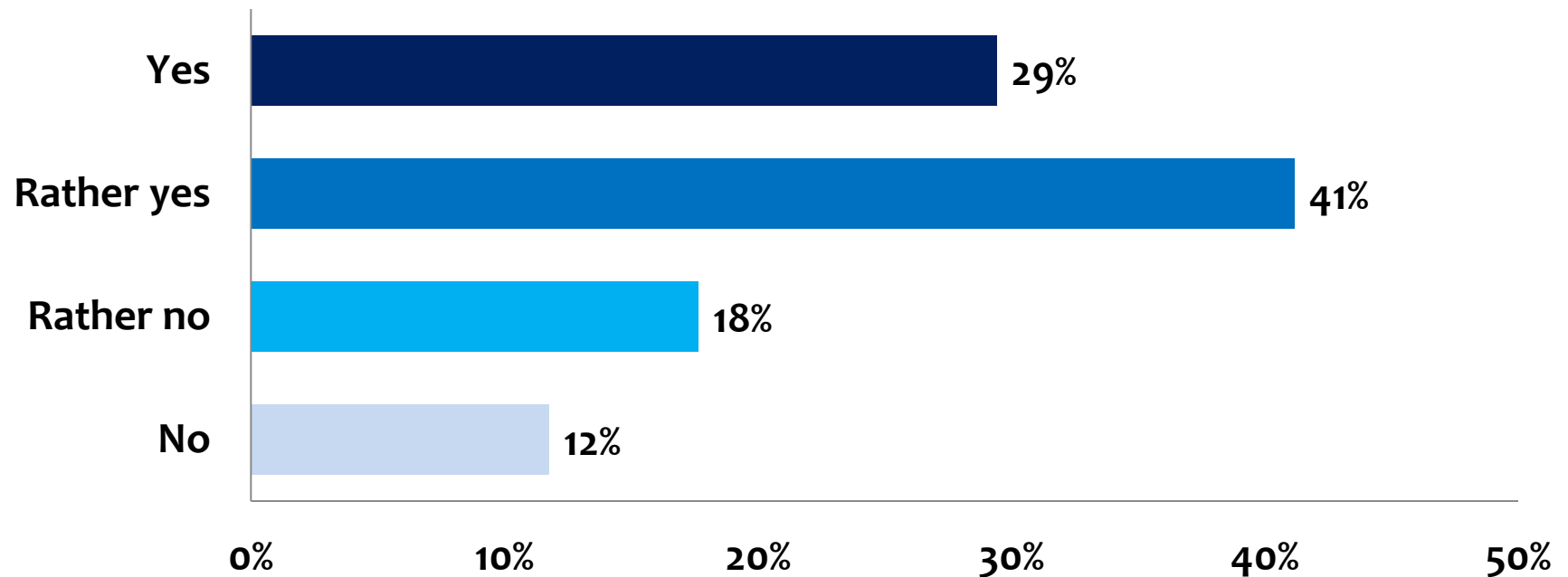


**Note:** Some respondents represent a company that is both RU and terminal as well.



## 2. Offered Services (PaPs)

Do you consider the current offer of pre-arranged paths (PaPs) as satisfactory?



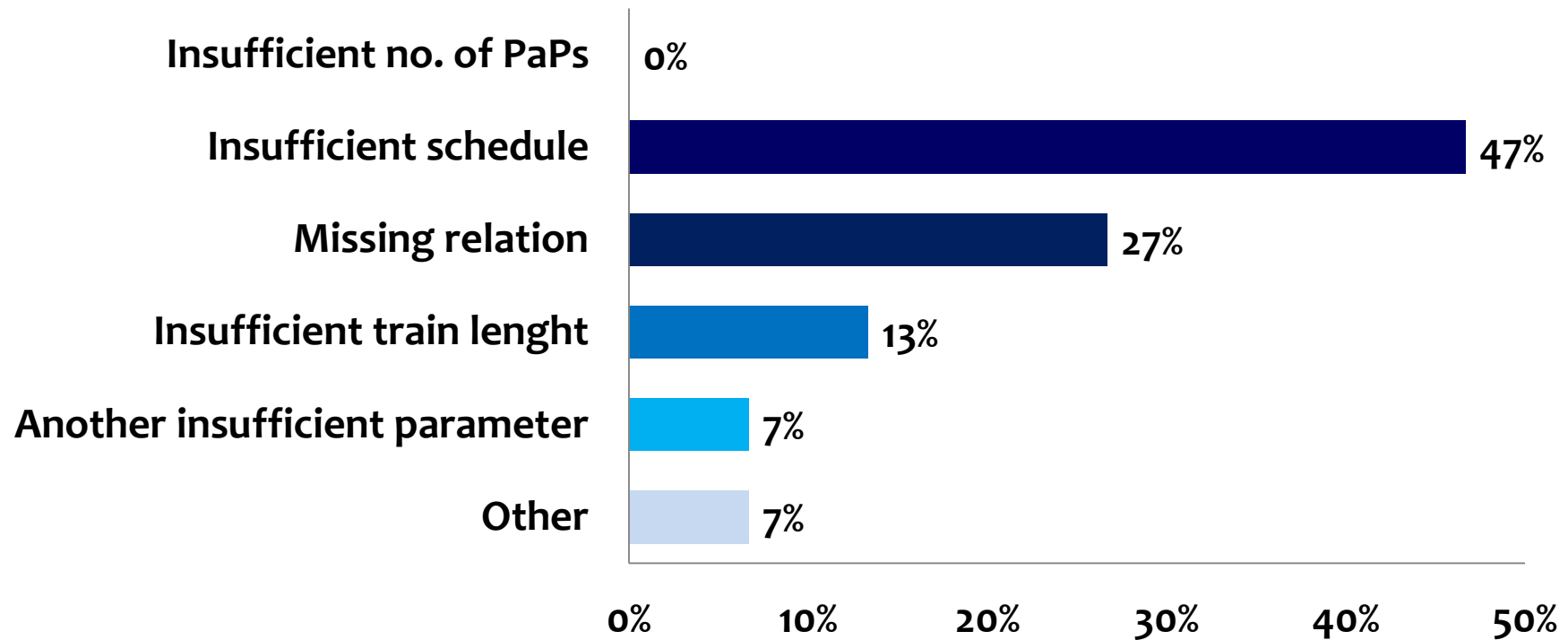
**Comments:** Our company uses "ad-hoc" paths only.



## 2. Offered Services (PaPs)



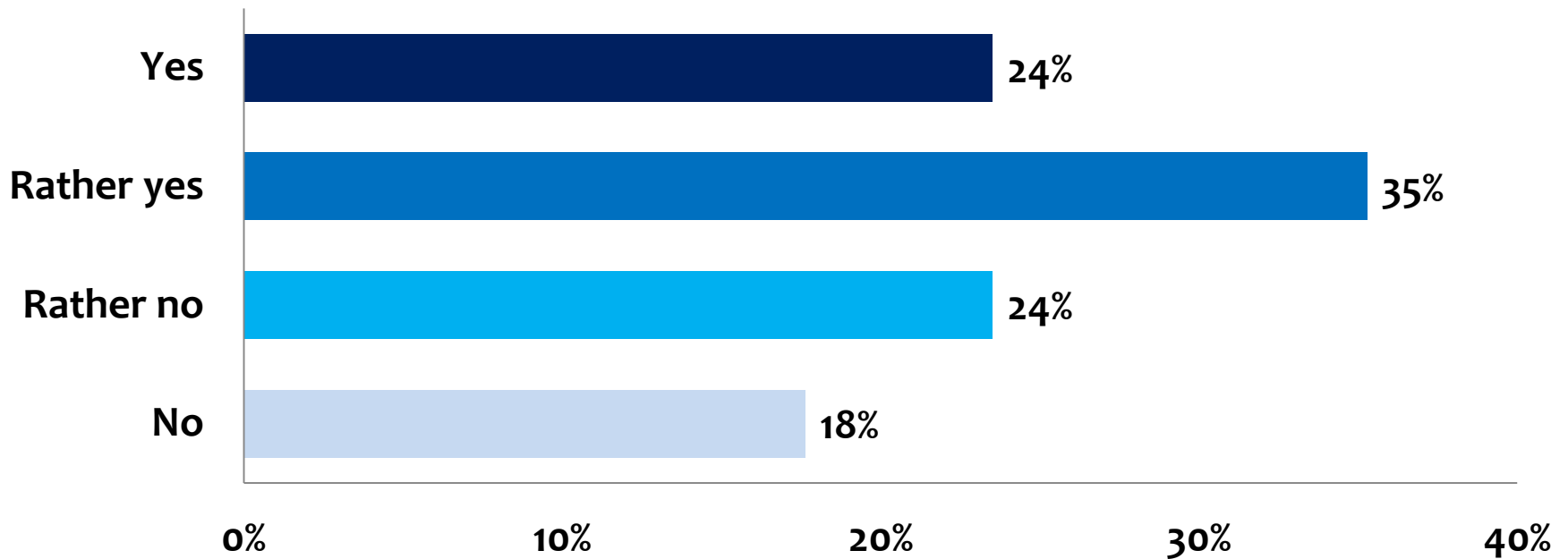
State what imperfections you find in the PaPs offer:



**Comments:** PaPs don't meet the customer's needs. PaPs are sometimes affected by TCRs.

## 2. Offered Services (Reserve Capacity)

Do you consider the current offer of reserve capacity (RC) as satisfactory?

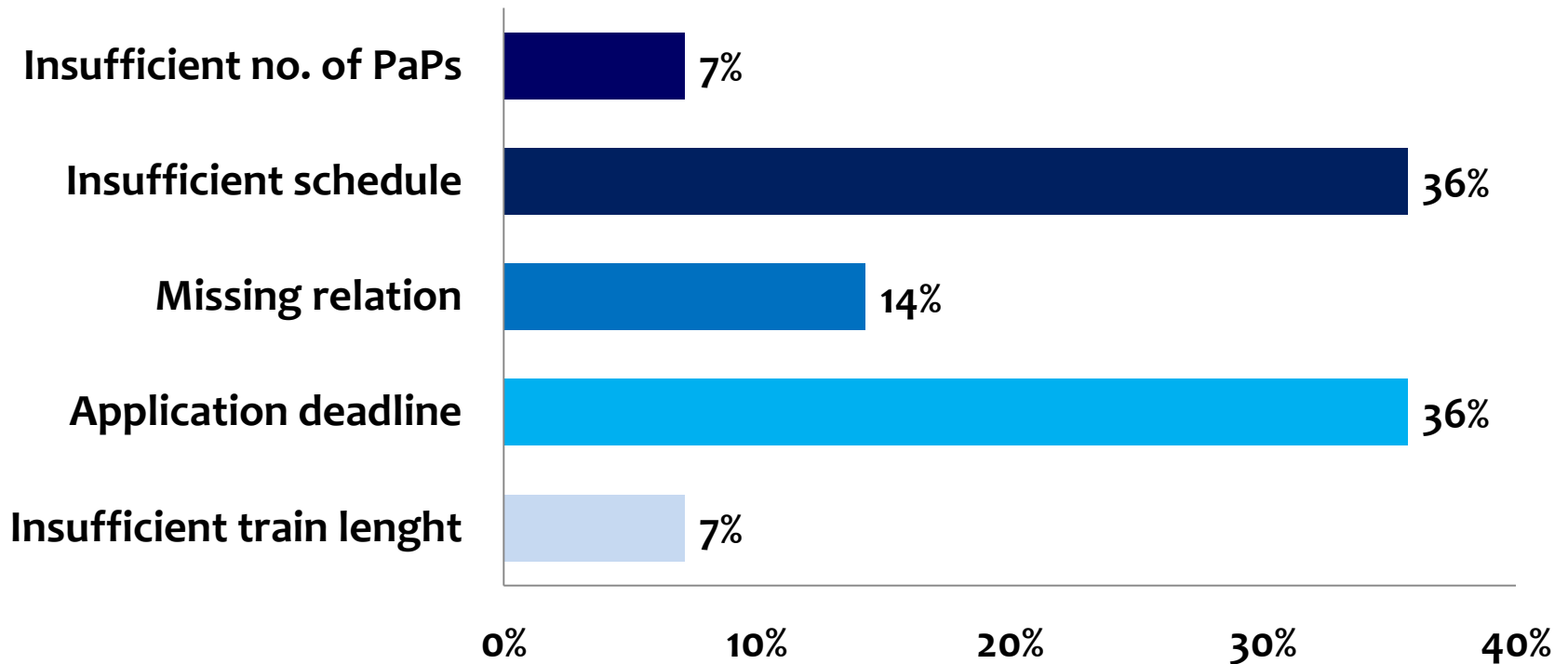




## 2. Offered Services (Reserve Capacity)



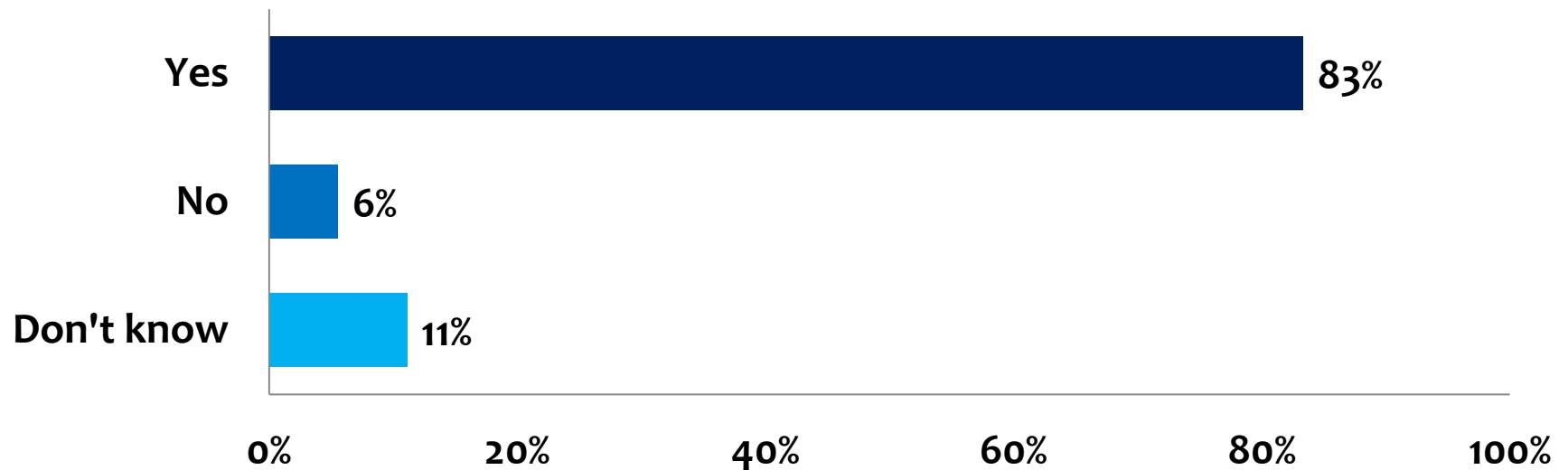
State what imperfections you find in the RC offer:





### 3. Information – Corridor Information Document (CID) and Service Facilities (SF)

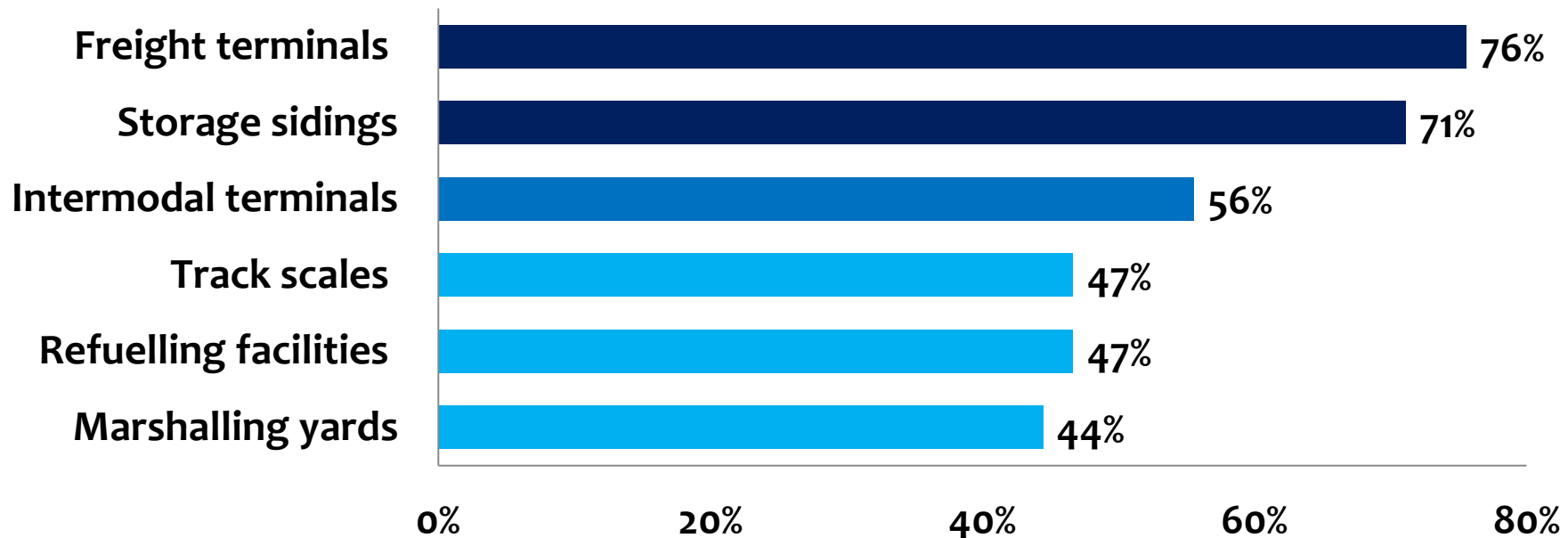
Are you interested in information about the availability of service facilities being listed in the Corridor Information Document (CID)?





### 3. Information – Corridor Information Document (CID) and Service Facilities (SF)

Which specific service facilities should be in your point of view listed in the CID?

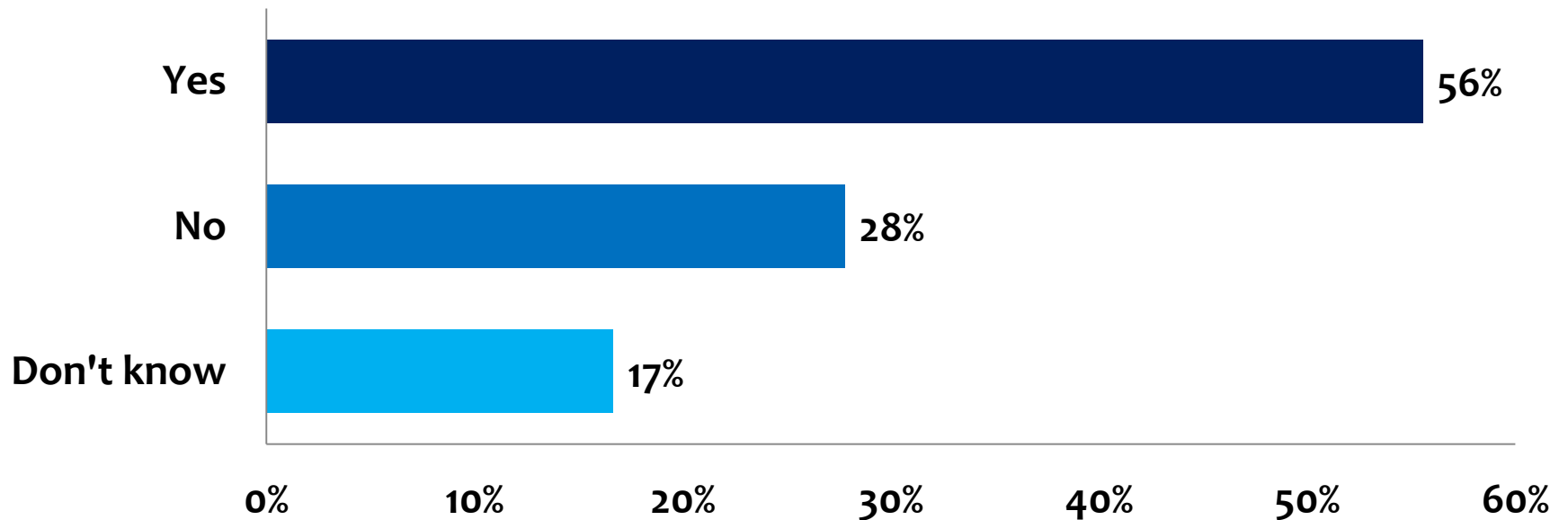


Note: The chart shows the percentage of rating of SF.



## 4. Future role of C-OSS

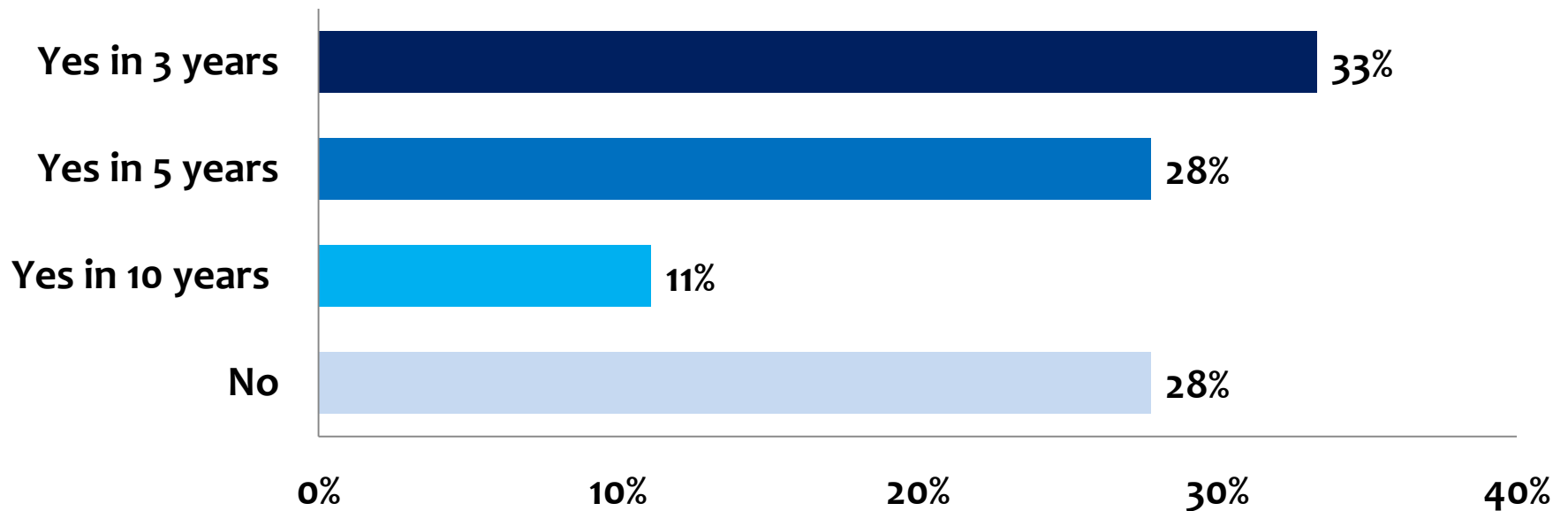
Do you consider the idea that Corridor One-Stop Shop (C-OSS) will allocate capacity for all cross-border freight transport on the corridor, including "ad-hoc" trains as appropriate?





## 4. Future role of C-OSS

Should the Corridor One-Stop Shops be unified to the one central One-Stop Shop keeping the regional C-OSS representatives as a customer support?

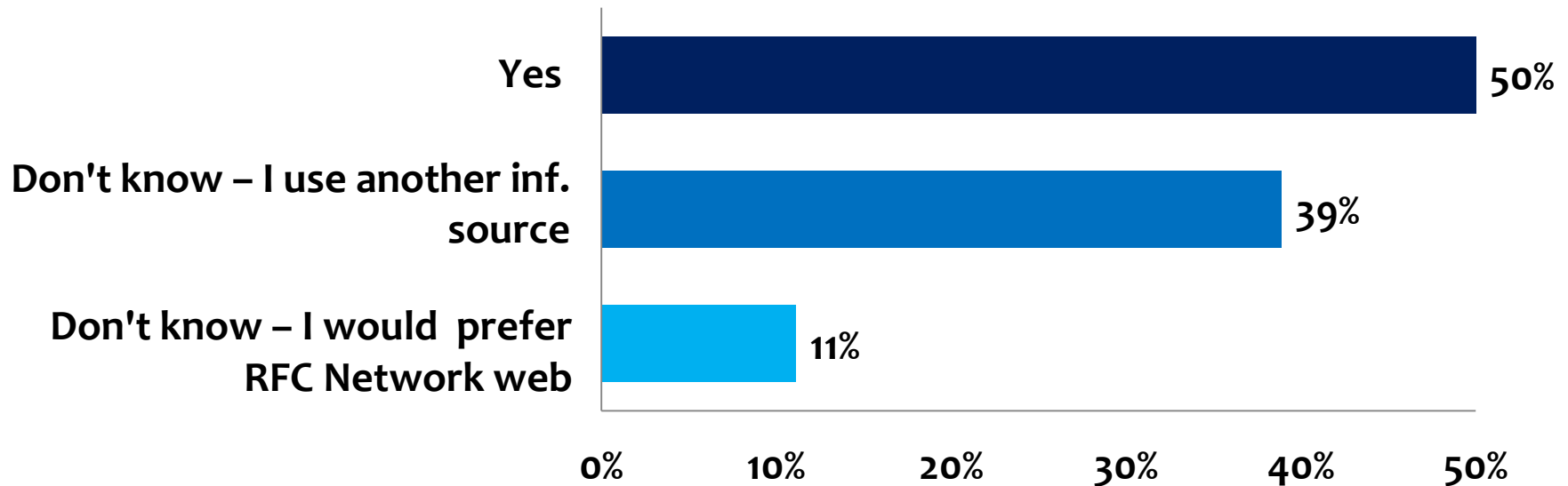




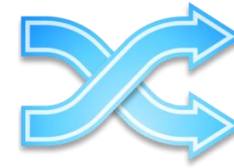


## 5. RFC Czech-Slovak Website

Are you satisfied with the publication of documents and other information about the Czech-Slovak Corridor on the website ([www.rfc9.eu](http://www.rfc9.eu))?

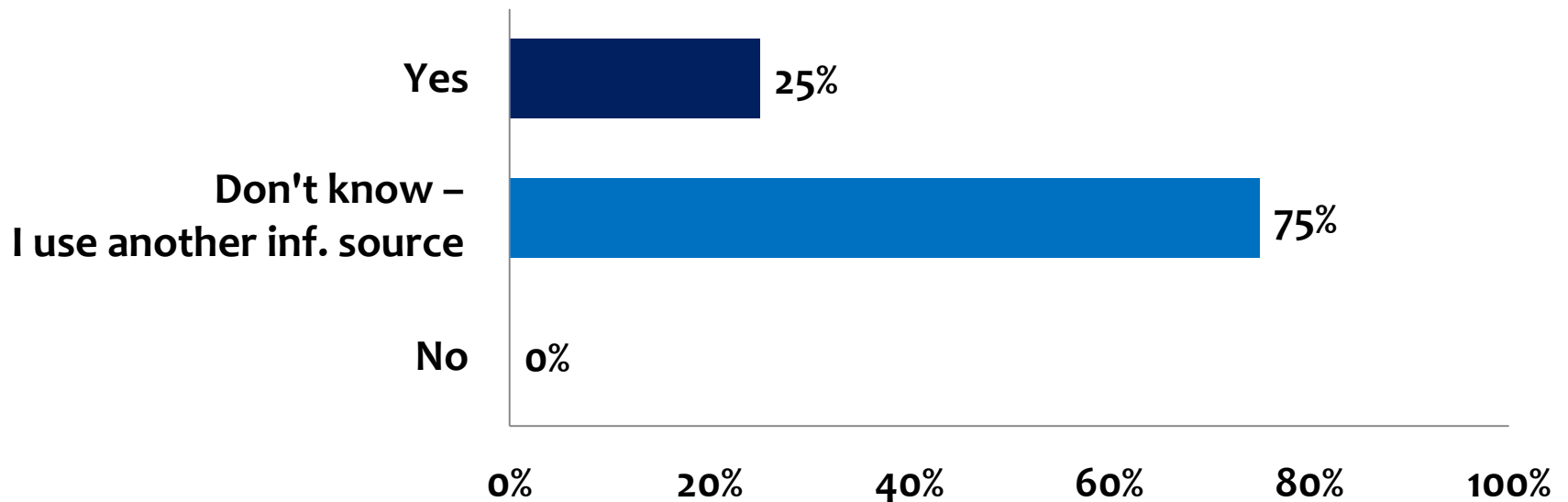


**Note: 0 % of respondents answered "No"**



## 6. TCR Publication

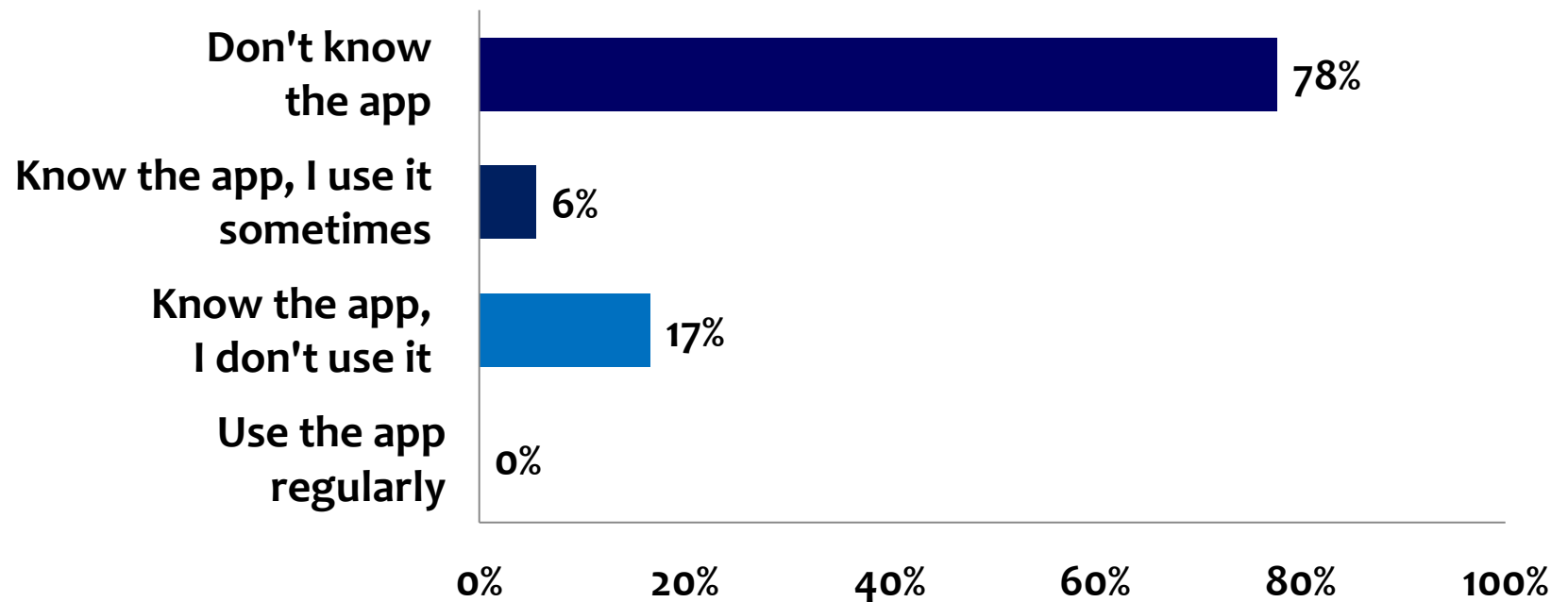
Do you consider the current Temporary Capacity restrictions publication (TCR) on the Corridor website ([www.rfc9.eu](http://www.rfc9.eu)) as satisfactory?





## 7. Customer Information Platform (CIP)

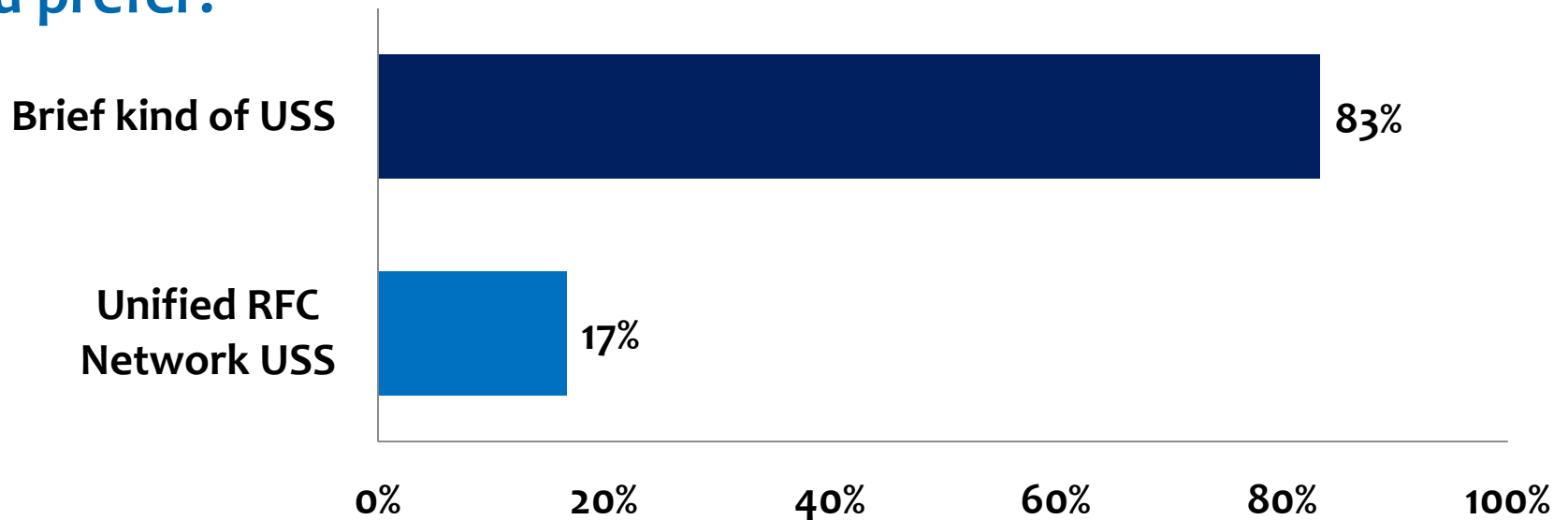
The RNE operates CIP for RFCs. What is your experience with this app?





## 8. USS Methodology

The Czech-Slovak Corridor performs the USS on RFC 9 in this brief form, different from other corridors, which performs it to a much larger extent. Which format do you prefer?





## 9. Any Other Business – Feedback

### Main respondents additional observations:

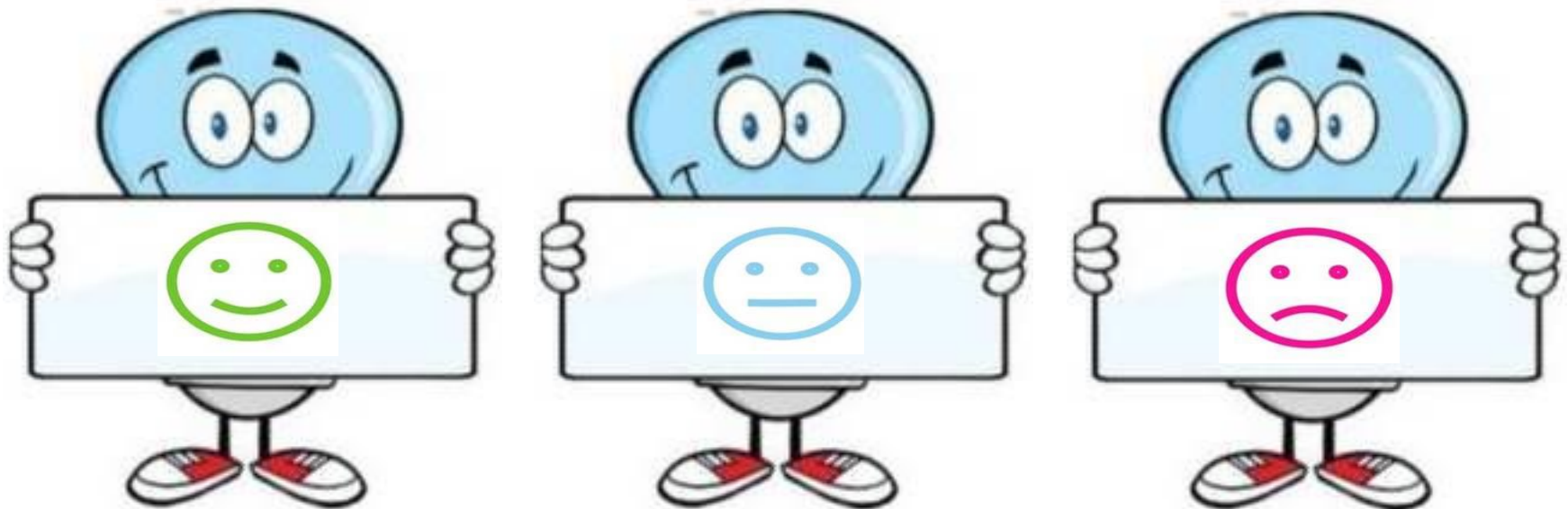
- **No strong advantage** or priority of RFC trains.
- **Each country has its specific rules** and legislation, hence it is not possible to control it from one central place.
- Customer unfriendly **layout of PCS**.
- **Different traction** systems.
- Some **RUs don't use PaPs** at all.
- **TCRs** sometimes affect PaPs.





## 10. Contact / Anonymity of responses

- USS was conducted as **anonymous** (12 respondents – 66 %).
- Each respondent had the opportunity to provide its **contact details** for the feedback (6 respondents – 33 %).



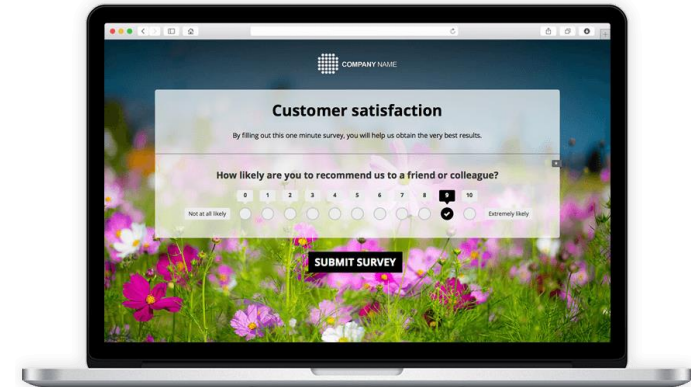


## RFC 9 specific survey confirmed assumptions and expectations

- The specific survey with different (not repeating) questions gives always a **fresh and updated feedback**.
- The results confirmed expected **region-specific conditions** at Central and Eastern European (CEE) market.
- **Fast feedback** on current topics.
- Satisfaction with **shorter survey** confirmed.
- **Number of respondents increased.** ★ ★ ★
- External **costs lowered** to zero (powered by [Survio.com](https://www.survio.com)).

**Answers of RFC9 users are specific from other RFCs!**

This survey has been provided for free using the online tool  **survio**



Survio is easy-to-use survey online software for customer satisfaction that is free of charge with survey templates and further support services.

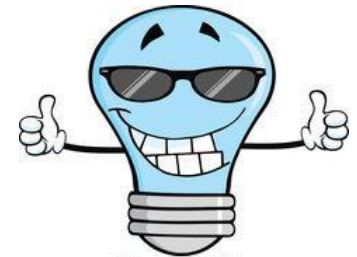






## The most important USS results

- RFC 9 has very **specific feedback** for the products offer: **insufficient schedule** of PaPs and RC, **application deadline** of RC product.
- Current needs of customers does not meet the current offer well (**not many benefits so far**).
- Wide support (72 %) for future (3 to 10 years) **centralization of Corridor One-Stop Shops**.
- Most of RFC 9 customers (83 %) clearly prefers **short survey rather than long sophisticated common survey**.



**Answers of RFC9 users are specific from other RFCs!**



## The most important USS themes to be discussed on RFC 9

- RFCs harmonization and centralization.
- Improving products offer.
- Improving TCR coordination.
- Clear definition of **priority rules** for planning and implementation of corridor trains.
- Providing **more advantages** for corridor trains.

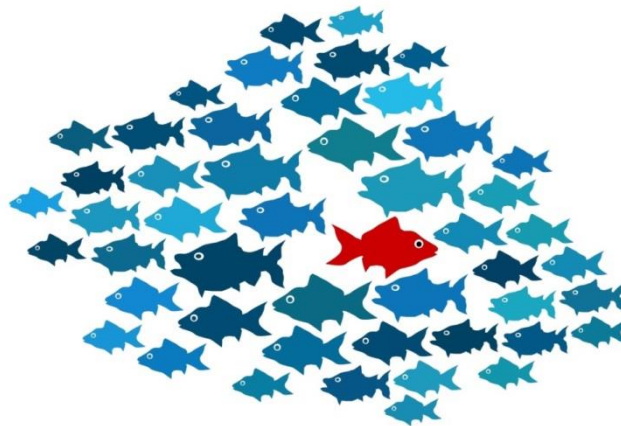


**RFC9 MB will discuss lessons learnt on these topics that are obvious, but difficult to implement soon...**



## The most important message from USS 2018:

Corridor One-Stop Shops shall be unified to the one central One-Stop Shop keeping the regional C-OSS representatives as a customer support (72 % respondents).



**Users expect not 11 RFCs, but only one RFC Network!**



## Evaluation of different method for USS 2018

- More users involved – **multiple increase in respondents:** 4 users (in 2014), 4 (2015), 3 (2016), 11 (2017), 18 (2018)
- Saving the time of all stakeholders (5-10 min. only).
- **Fast, direct and very accurate feedback.**
- **Continuation of a dialogue** – some respondents have taken the opportunity to give a wider individual feedback.
- **Costs lowered to zero.**

**Satisfaction with the feedback, lessons will be learned at next Management Board meeting!**





**Thank you for your attention!**



Czech-Slovak Corridor (Rail Freight Corridor 9) is based on Regulation (EU) No 913/2010 and powered by



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