



Rail Freight Corridor
North Sea – Baltic



User Satisfaction Survey 2016

Rail Freight Corridor North Sea Baltic – Your East West Rail Bridge across Europe!

15.09.2016 RAG/TAG meeting in Prague



Co-financed by the European Union
Connecting Europe Facility

What is the User Satisfaction Survey?

- Article 19 (3) of the Regulation 913/2010 concerning a European rail network for competitive freight requires the Management Board of the Rail Freight Corridors (RFCs) to conduct a satisfaction survey of the users of the freight corridor and to publish its results once a year.
- The Rail Freight Corridors decided to cooperate with coordination from RailNetEurope and conduct one, joint User Satisfaction Survey in order to avoid the situation of sending multiply number of surveys.
- One reply and one contact person per Customer.





General Information

- Coordinated by RailNetEurope;
- Conducted by a market research company – marketmind;
- Powered by Computer Aided Web Interviews (CAWI);

ORGANISED BY		CONDUCTED BY	
ON BEHALF OF			

Dear User / Potential User of the Rail Freight Corridors' (RFC) services and products,

Thank you for participating in this survey which is conducted by marketmind, together with RailNetEurope (RNE) on behalf of the following Rail Freight Corridors (RFCs): Rhine-Alpine (RFC1), North Sea-Mediterranean (RFC2), Scandinavian-Mediterranean (RFC3), Atlantic (RFC4), Baltic-Adriatic (RFC5), Mediterranean (RFC6), Orient / East-Med (RFC7), North Sea-Baltic (RFC8) and Czech-Slovak (RFC9). The aim is to investigate and analyse the level of **satisfaction with the offered services and products** in order to increase their quality for your benefit.

Of course, your answers will be treated **confidentially and anonymously** by marketmind and will not be given to the RFCs or RNE together with your name. It is, however, possible to include your name in the data delivery if you wish to do so. At the end of the questionnaire, you can choose whether you want your name to be included or not.

Please note that your feedback is also important for the RFCs if you have not yet used RFC services. In that case, you will be guided to a shorter version of the questionnaire for **potential RFC users**.

Completing the online questionnaire will take about 20 minutes.

Thank you again for taking part in this survey!

previous ◀ ▶▶▶ next

0% 100%

Timeline:

- ✓ **6 September 2016:** preannouncement email - sent by the RFCs
- ✓ **13 September 2016:** invitation email sent by marketmind
- ✓ **7 October 2016:** deadline
- ✓ **by the end of 2016:** publication of the results which will be shared with RAG/TAG Members during the next meeting.



Your Feedback is very important for us, this helps us to get better!

If you would like to participate, please contact us a.s.a.p:
info@rfc8.eu

Thank you!





Thank you for your attention!