



Rail Freight Corridor
North Sea – Baltic



AOB:

- RFC NS-B User Satisfaction Survey 2020
- RAG/TAG meetings in 2021

RAG/TAG web conference on 16.09.2020



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RFC NS-B User Satisfaction Survey 2020

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 cooperate under coordination and execution of RailNetEurope and conduct one, joint, shortened online User Satisfaction Survey in order to avoid the situation of sending multiply surveys.

Timeline:

- 17 September 2020 - Pre-announcement email
- 8 October 2020 - First deadline to complete the Survey 2020
- November/December 2020 - Publication of the User Satisfaction Survey 2020 results on the Rail Freight Corridors and RailNetEurope websites



RFC NS-B User Satisfaction Survey 2020



Your Feedback is very important for us, it helps us to improve the Rail Freight Corridor North Sea-Baltic!

If you would like to participate in the User Satisfaction Survey 2020, please contact us a.s.a.p: **info@rfc8.eu**

Thank you!



RAG/TAG meetings in 2021

- 31st of March - Riga
- 13th of October – place not decided yet