



Rail Freight Corridor  
North Sea – Baltic



## User Satisfaction Survey 2017

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

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Article 19 (3) of the Regulation (EU) 913/2010 requires Rail Freight Corridors to conduct a satisfaction survey of the users of the freight corridor and to publish its results once a year.

It is not only a requirement of the Regulation!

Customer feedback is essential for the RFCs. It allows to identify necessary changes to be made in services in order to tailor them even more to customer's exact needs.



## User Satisfaction Survey 2016

In 2016 the RFC North Sea - Baltic conducted this survey for the first time. It was organized by RNE and performed by the supplier MarketMind for all corridors.



Results of the USS 2016 together with RFC NS-B future actions were presented during the previous RAG&TAG meeting in Berlin in March 2017.

Results of the survey may be found on RFC NS-B website:

[www.rfc-northsea-baltic.eu/files/public/uploads/RFC\\_Satisfaction\\_Survey\\_2016.ppt](http://www.rfc-northsea-baltic.eu/files/public/uploads/RFC_Satisfaction_Survey_2016.ppt)

## User Satisfaction Survey 2017



- Respondents were asked for their opinion on the structure of the survey itself.



- On the basis of customer feedback the questionnaire was changed with the aim to make it shorter and less time consuming for respondents but comparison of the results from the previous year is still possible.



- Only one person per company has been invited to participate in the survey. This person can choose the topic(s) he/she is competent in, and answer only the questions related to these topics.



- The rest of the topics should be forwarded by the survey recipient to competent colleague(s) who can give answers on these topics. Forwarding is quick and easy, in only a few clicks.



- Invitation to complete the survey was sent on 12<sup>th</sup> of September. Deadline for completing online questionnaire is 13<sup>th</sup> of October 2017.



Your feedback is important for us!