



**The RFC Network  
User Satisfaction**

**Survey**

**2024**

**Report for RFC3**

RFC USER SATISFACTION SURVEY 2023

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- **10** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFC
- 32 companies invited
- No personal interviews
- Field Phase: **2 September** to **16 October 2024**

# SATISFACTION & PARTICIPATION

**10**  
evaluations

This is a decrease of 23% compared to the previous year (13 evaluations in 2023).

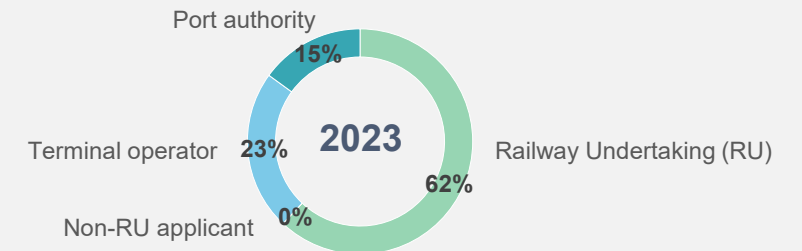
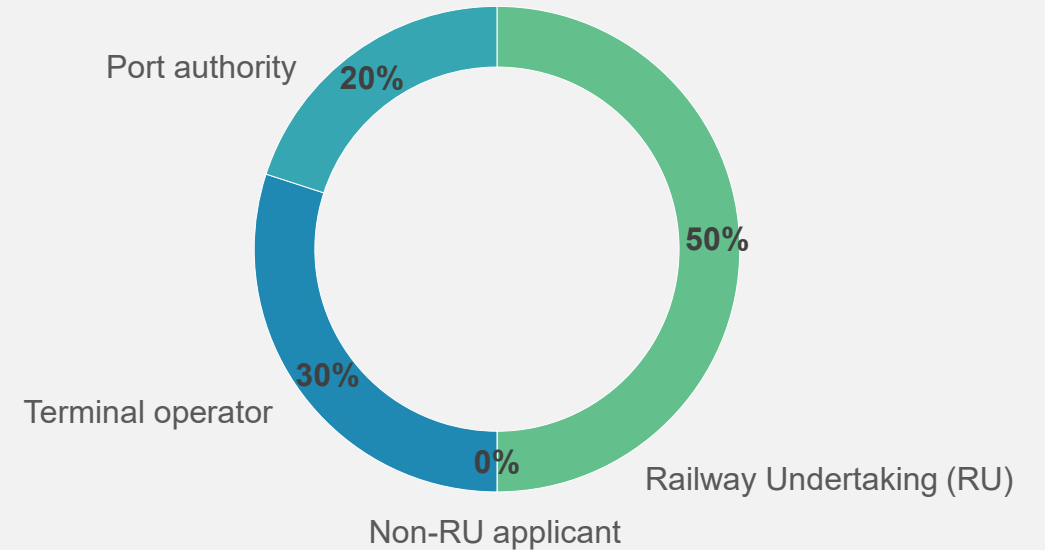
*\*Evaluations of uninvited participants included.*

## Customer satisfaction



*\*Answers given were satisfied. Detailed info on slide 9.*

## Participant groups in % of 2024



*\*Percentages rounded without comma.*

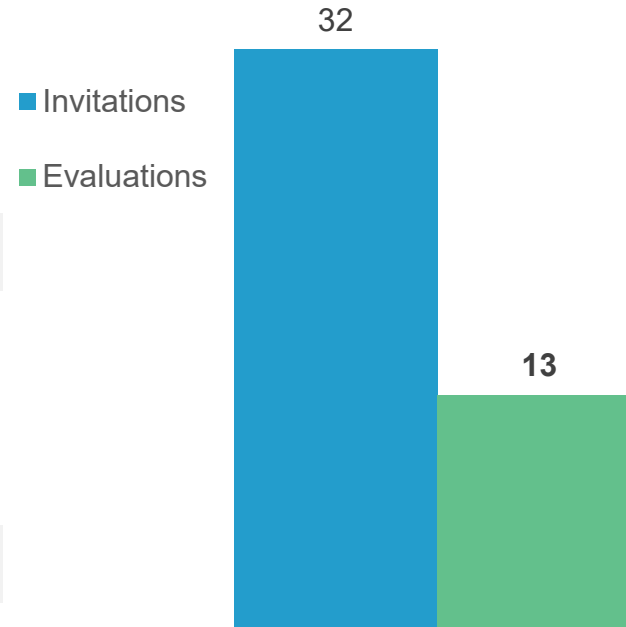
# RESPONSE RATE

Compared to the previous year

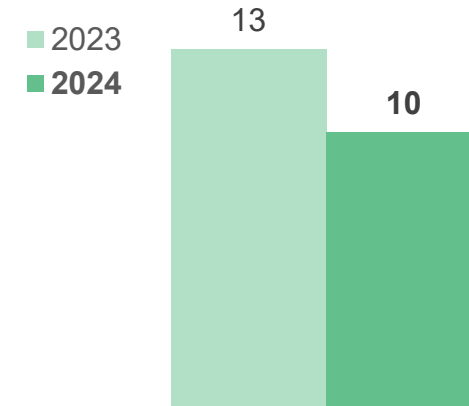


<b>Total</b>	<b>10</b>	<b>(-3)</b>
RUs/non-Rus	5	
Terminals/Ports	5	
Invitations sent	32	(-8)
<b>Response rate overall</b>	<b>31%</b>	<b>(-1%)</b>

Invitations vs. Evaluations ratio



Number of responses 2024 vs. 2023



## **02 SATISFACTION WITH RFC 3**



# INTRODUCTION

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The RFC USS 2024 is based on the relaunched version from 2023, which was optimized to better suit the needs of the invitees and the RFC Network.

The **general questions covered the same topics** as previous years. Similarly to 2023, all the **questions were open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

**Interviews** were possible again in 2024. These Q&A sessions would have the same script as the questionnaire, although follow-up questions might come up during the meetings. Customers decided not to make use of this option, however.

Figures are rounded **without comma**.



# OVERALL SATISFACTION WITH THE RFC

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 10

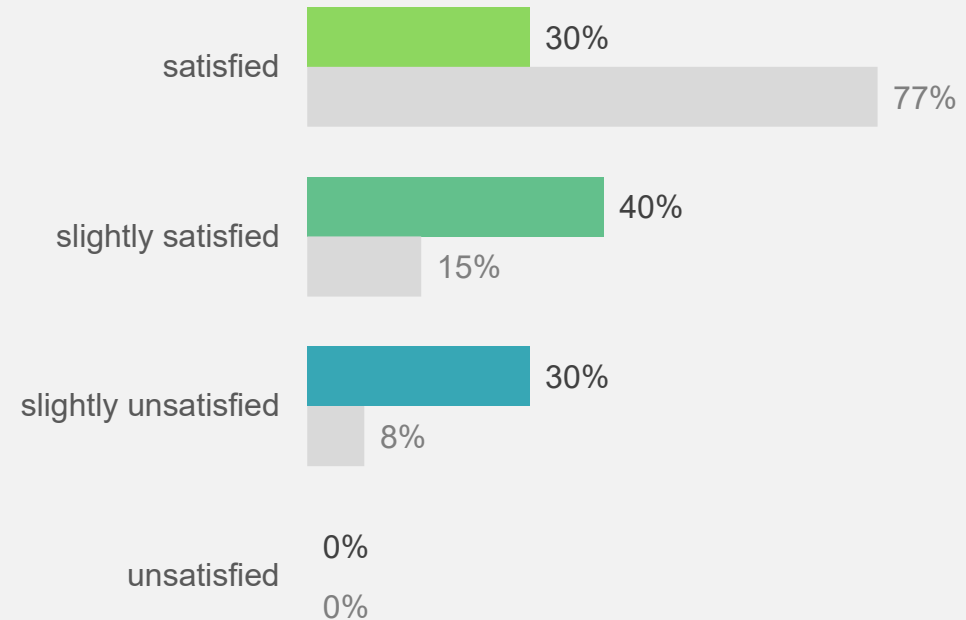
**30%**

Generally satisfied

*\*Answers given were satisfied.*

**47%**

Decrease of satisfaction



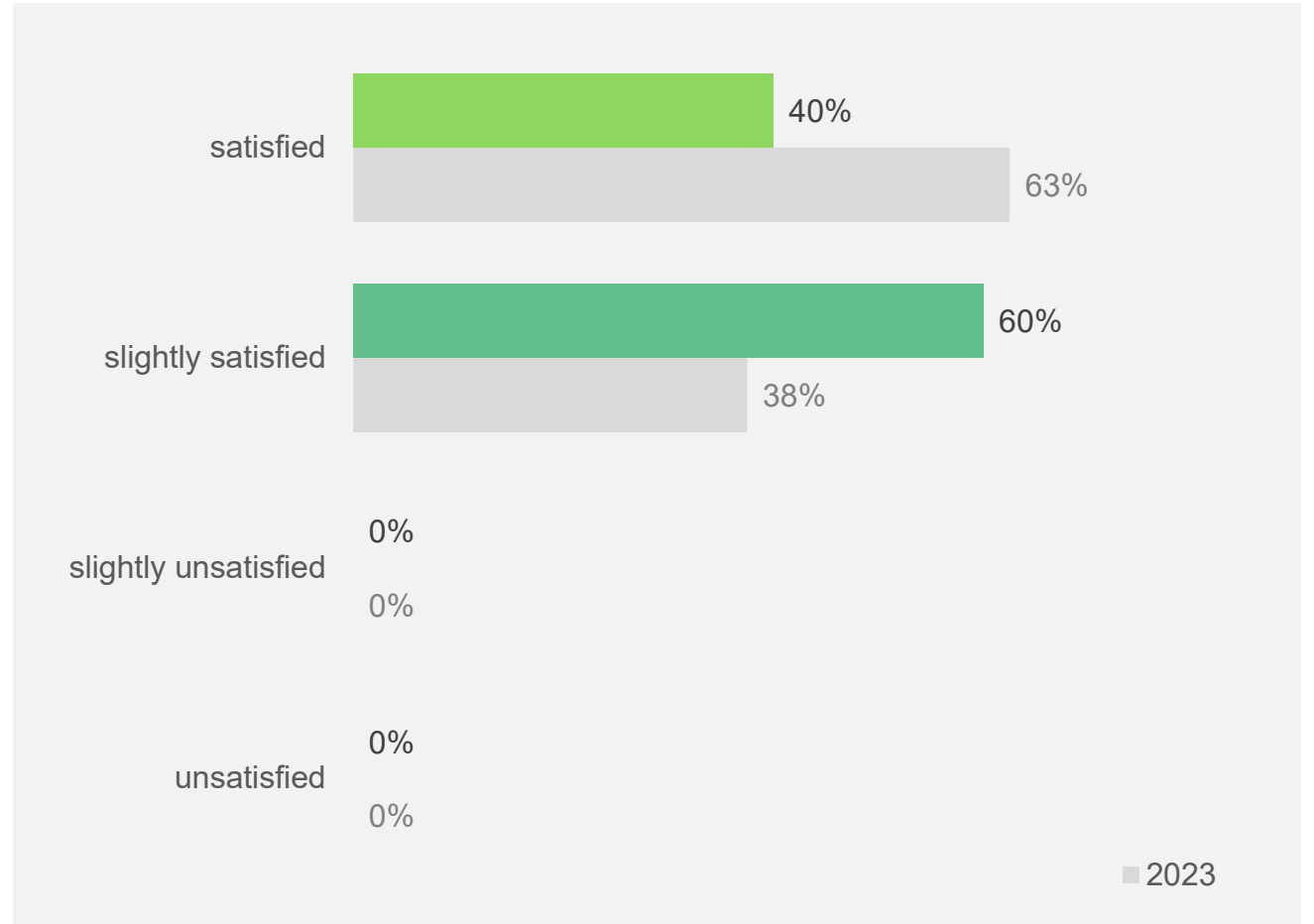
■ 2023

# REASONS:

- The RFC is cooperative and reactive.
- The timetables offered do not suit Cargonet.
- The RFC's communication is quite good, whereas the commercial offer (as on all other RFCs I am familiar with) is still not convincing. Clear advantages compared to national capacity products are not visible (transport time, load, and path price).
- Corridor access is good but must be more flexible for future goods on rail.
- Good dialogue regarding path design for the coming years, TCR information, and quick help with rules and system questions.
- Organized information regarding the project's development.
- To many track closures for the season, especially in the Hamburg region.
- The port of La Spezia has a high intermodal share. Relationships towards terminals outside of Italy should be increased and enhanced through activities with stakeholders and customers (including Corridors).
- Meetings could be arranged better. Lack of interest for TAG issues.
- Very good information by e-mail. I have seen an improvement this early autumn when getting information about disturbances.

# SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

- » To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- » Answered by: RUs/non-Rus
- » sample size = 5



# REASONS:

- It is not complete, as several long breaks are not mentioned.
- The organization of having two Regional WGs (“Brenner” and “North”) for TCR consultation and other operational topics is a good practice. Some changes to the planning of TCRs occur after consultation, which is an aspect to improve.
- The TCR communication on RFC3 is one of the best, as well-established Regional WGs / Platforms have been existing for a long time (even before the RFC came into operation).
- Flexible booking provides for greater opportunities to reschedule production.
- It seems that the IMs have taken international traffic into consideration when coordinating TCRs. This is a positive development for the total traffic output.

# USEFULNESS OF TCR DOCUMENT

- » Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- » Answered by: RUs/non-Rus
- » sample size = 5

It is not complete, as several long breaks are not mentioned.

It is useful, especially in combination with CIP, but it cannot fully replace national documents yet as they are constantly being used to announce, discuss, and optimize TCRs together with Corridor users.

It complements but does not replace the national documents and provides a good overview on why TCRs are planned and at what times.

## COMMENTS



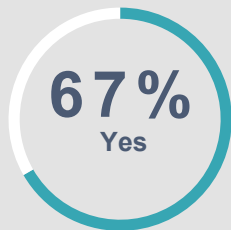
# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU? If not, why?
- » Answered by: RUs/non-Rus
- » sample size = 5

## REASONS WHY NOT:

- Spot train.
- The routes offered do not match.

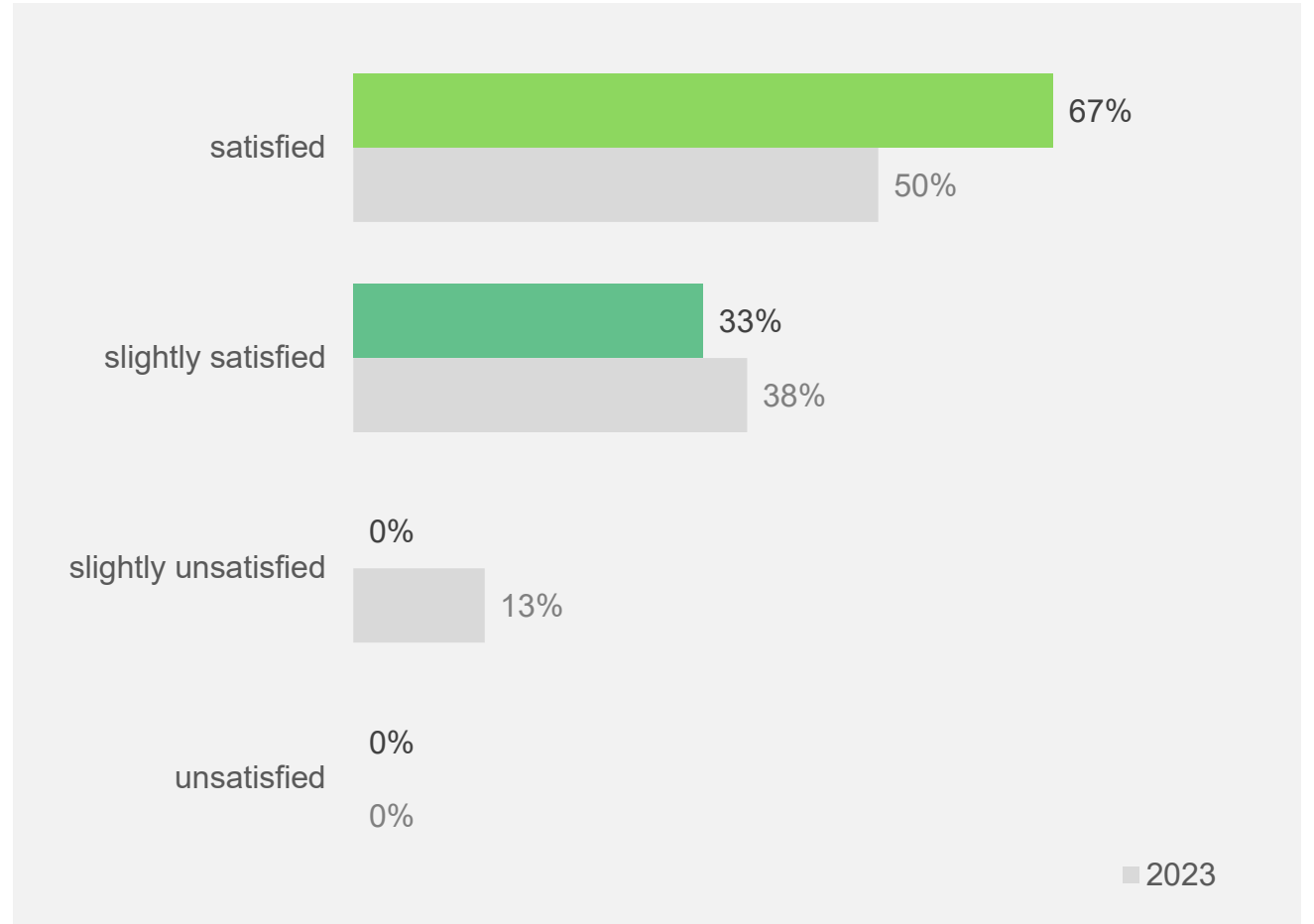
### Capacity request via C-OSS



Compared to the past year it has been an 8% decrease.

# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs/non-RUs
- » sample size = 5



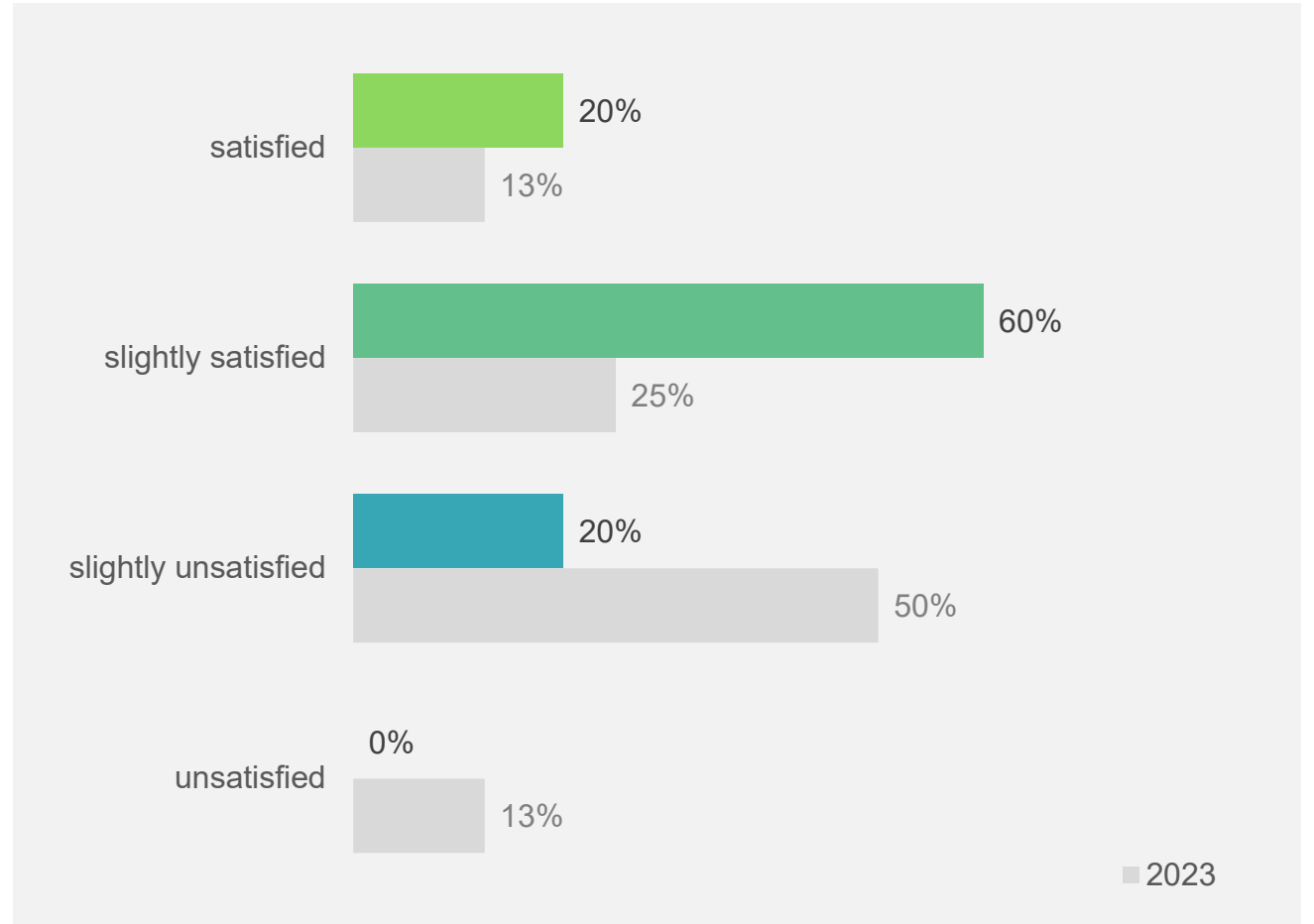
# REASONS:

- We are satisfied with the work on the Corridor's Northern section. In the South, the Brenner Catalogue is used instead of the C-OSS offer.
- The C-OSS cannot really act as a convincing "capacity shopwindow" as its offer is very much limited. We do not see any tangible added value with it, as it is neither quicker nor cheaper, and it is not more resilient during TCRs.
- Quick response time when in need of help. Good coordination to answer questions and a willingness to discuss future developments of both the Corridor and PaPs.



# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer?
- » Answered by: RUs/non-Rus
- » sample size = 5

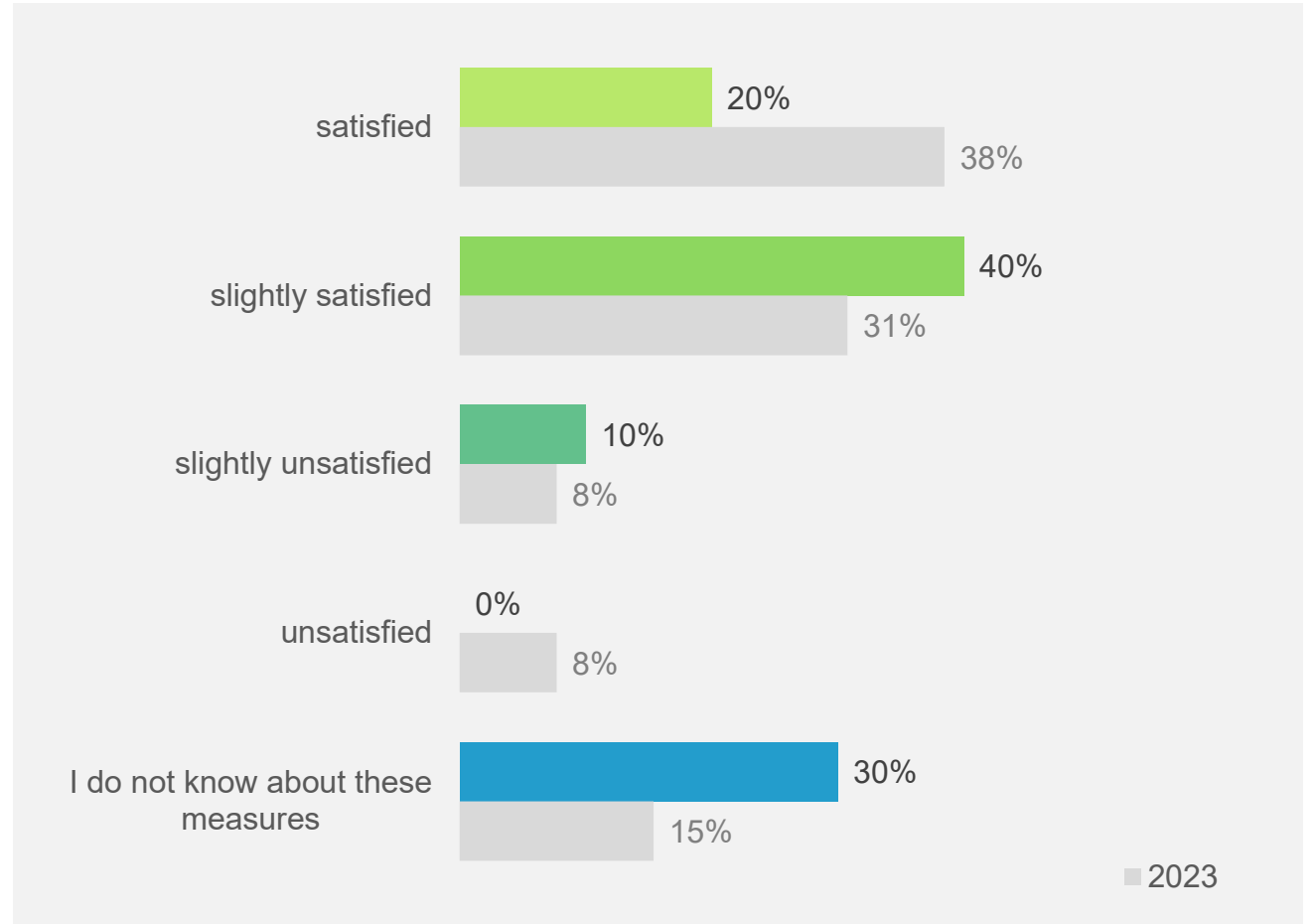


# REASONS:

- It is better for Cargonet to search for the times that we need, as well as the stops that we need, rather than pre-planned locations.
- We are satisfied with the Northern Corridor section. In the South, the Brenner Catalogue is used instead of the C-OSS offer.
- No tangible added value.
- We do not make use of it.
- The overall running times are still going the wrong way. Even if the PaPs are considered prioritized, the offers still leave too much space in the timetable to accommodate local or regional passenger traffic, resulting in longer running time.

# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the process and the results of performance monitoring as well as on the measures taken to achieve the Corridor's objectives?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 10

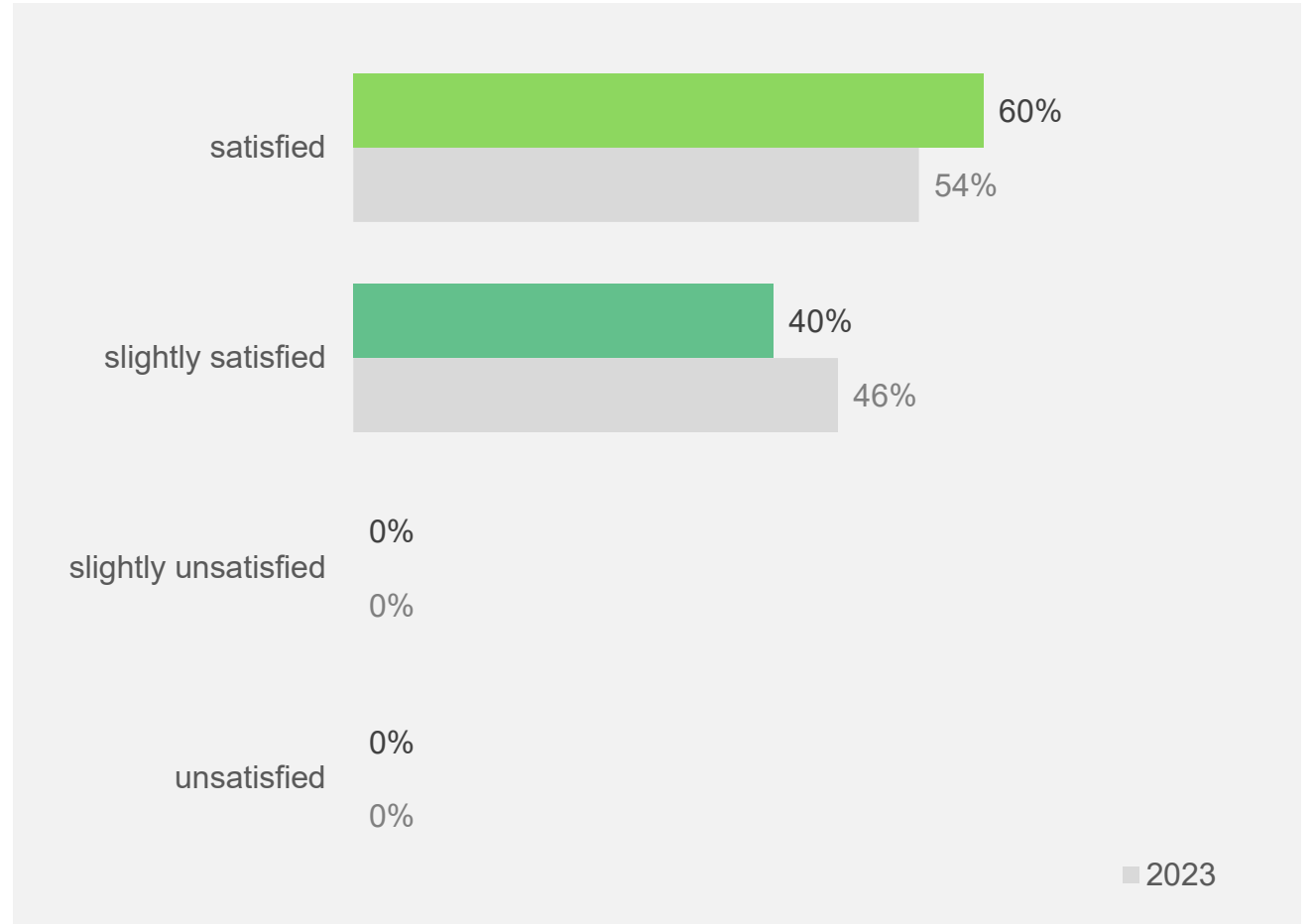


# REASONS:

- We do not see any improvement measures triggered by the TPM WG. Maybe it is just a matter of visibility.
- We do not make use of it.
- It is a good start, where everyone is working towards the same goal. However, it is only a beginning and needs to develop over time. I am thinking of PaP running times offers, TCR coordination, and PCS development. Still, there are national level variants that can be straighten out especially concerning standardizing input data.
- Involving the relevant stakeholders. Keep up the communication flow.
- The criteria seems reliable.
- Exclusion of TAG in aspects regarding the Corridor's Northern part.

# SATISFACTION WITH INFORMATION PROVIDED BY RFC

- » To what extent are you satisfied with the information provided by the RFC (e.g. RFC website, LinkedIn account, etc.), Annual Reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 10



# REASONS:

- I only use the information about timetables, and these are routes and terminal stops that do not suit Cargonet.
- CIP is useful.
- We do not use it.
- I have not been interested enough to read them thoroughly.
- I am only using the information provided directly by RFC representatives.
- We should open profiles also on other social media (es. Instagram) to reach also common people.
- Easy to find.

# ADDITIONAL TOPICS/SUGGESTIONS

- » Would you like to share any other topics/suggestions?
- » Answered by: RUs/non-Rus, Terminals/Ports
- » sample size = 10

Keep up the good work!  
We have not reached the final destination yet, but the journey has started. All efforts made so far are positive and together we will make the foundation for a smaller Europe with free-flowing goods.

Communicate more, both internally and externally.

It is important to maintain a high degree of visibility.

## COMMENTS



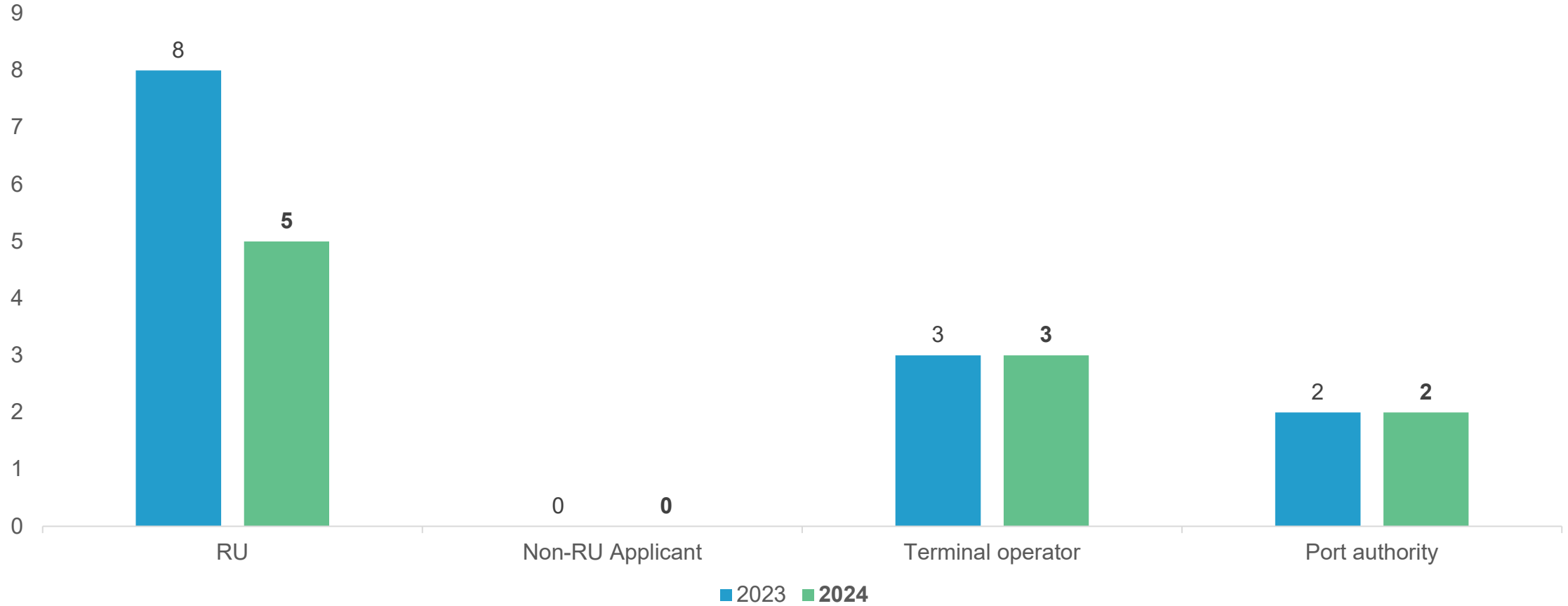
## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 13; 10;
- » One respondent is counted multiple times if their organization uses multiple corridors

## 04 SUMMARY



# SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Most satisfactory topic**  
TCRs

