



**The RFC Network  
User Satisfaction**

**Survey**

**2022**

**Report for RFC3**



RFC USER SATISFACTION SURVEY 2022

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- 9 respondents – 10 evaluations\*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 27 invitations sent + 1 interview\*\*
- Field Phase: 19<sup>th</sup> September to 10<sup>th</sup> November 2022

*\* One respondent is counted multiple times if their organisation uses multiple corridors.*

*\*\* 1 interview from DB Cargo (see attachment).*

# SATISFACTION & PARTICIPATION

**10**  
evaluations

This is an increase of 30% compared to the previous year (7 evaluations in 2021).

*\*Evaluations of uninvited participants included.*

*\*Including 1 interview from DB Cargo (see attachments).*

**9**  
respondents

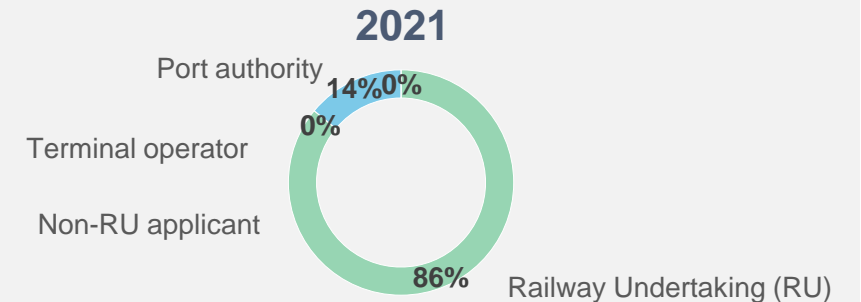
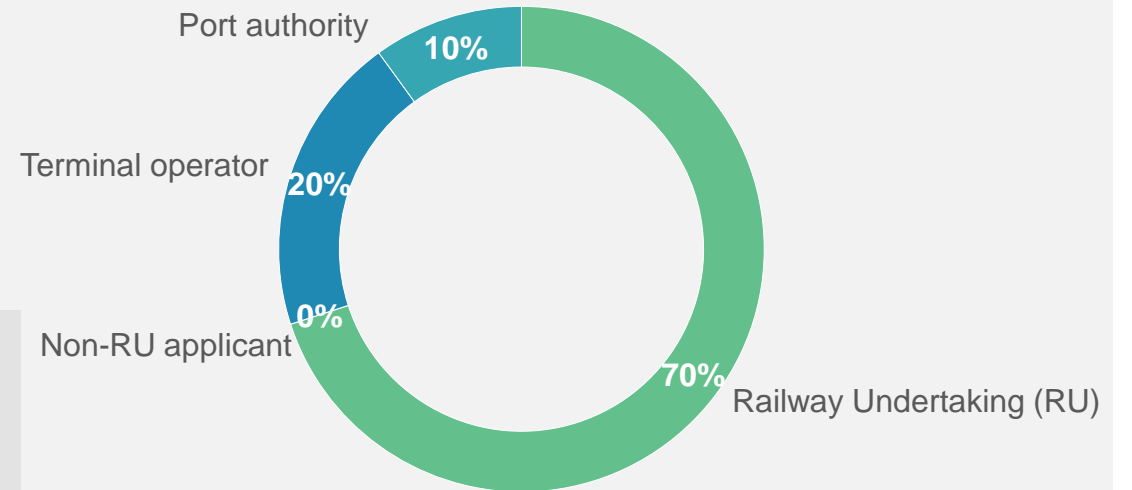
This is an increase of 22% compared to the previous year (7 participants in 2021).

## Customer satisfaction



*\*Answers given were very satisfied, satisfied and slightly satisfied. This is an increase of 4% compared to the previous year.*

## Participant groups in % of 2022



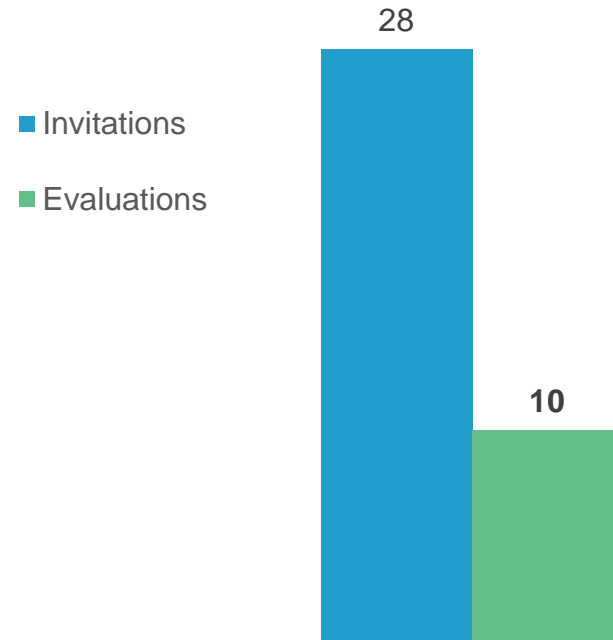
# RESPONSE RATE

Compared to the previous year

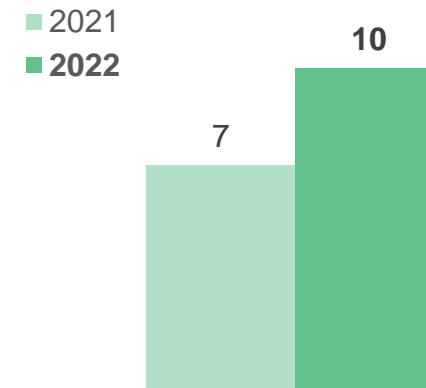


<b>Total</b>	<b>10</b>	<b>(+3)</b>
RUs/non-Rus	7	
Terminals/Ports	3	
Invitations sent	28	<b>(-9)</b>
<b>Response rate overall</b>	<b>36%</b>	<b>(+17%)</b>

Invitations vs. Evaluations ratio



Number of responses 2021 vs. 2022



## **02 SATISFACTION WITH THE RFC3**

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# INTRODUCTION

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The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, the general questions covered the same topics as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or

would appreciate improvement in ... (select certain concrete measures). Also, in the survey each topic offered the opportunity to give an open answer under 'other'. Therefore, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates the number of participants who think that a specific topic needs improvement.



# SATISFACTION WITH RFC3

- » Overall, how satisfied are you as a user of the RFC?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 answer by DB Cargo (see attachment)

**89%**

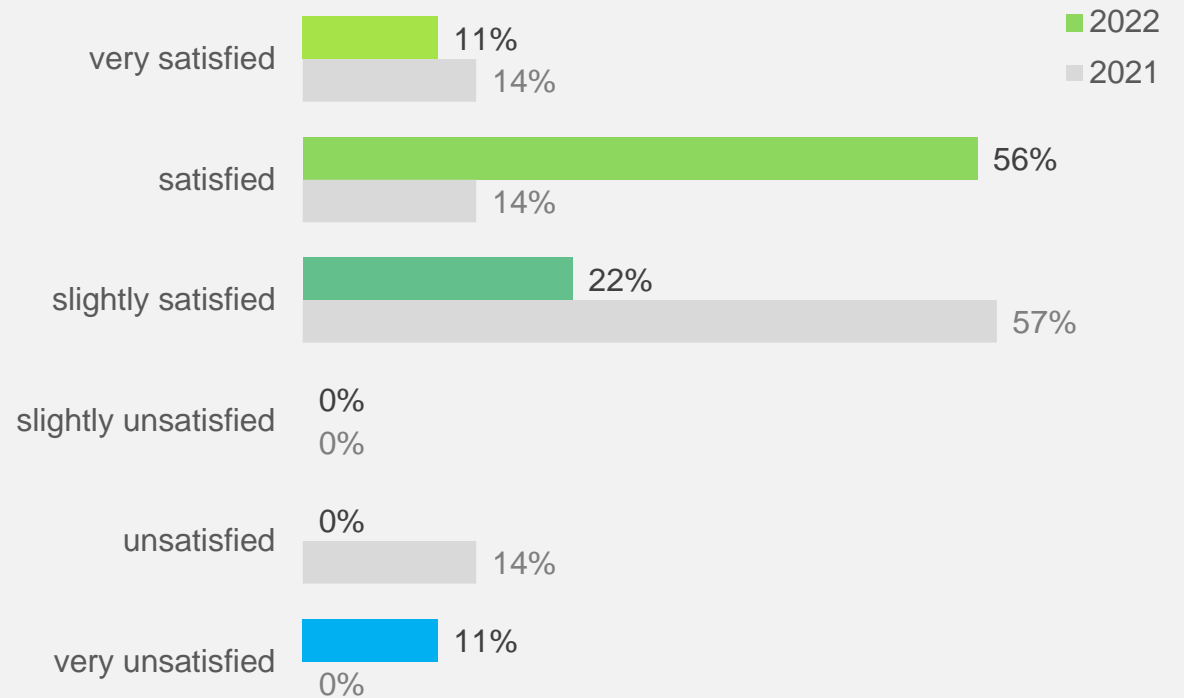
**Generally satisfied**

*\*Answers given were very satisfied, satisfied and slightly satisfied.*

*Figure rounded without comma*

**4%**

**Increase of satisfaction**



*\* Figures rounded without commas*

## OTHER COMMENTS:

- We are satisfied with the allocation of PaPs and that the schedules were correct. However, the schedules of PaPs must be the backbone of RFCs. In 2023, BaneDanmark and DB Netz are not providing PaPs all year, while Trafikverket is prolonging maintenance windows on Sat/Sun at the yard in Malmö, so that trains that otherwise are in PaPs cannot arrive there. Moreover, the paths in Denmark have so bad running time so that with a tailor-made path you can run up.
- Slowly moving in the right direction.

# WISH FOR IMPROVEMENT IN INFRASTRUCTURE

## Priority areas

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 interview from DB Cargo (see attachment)

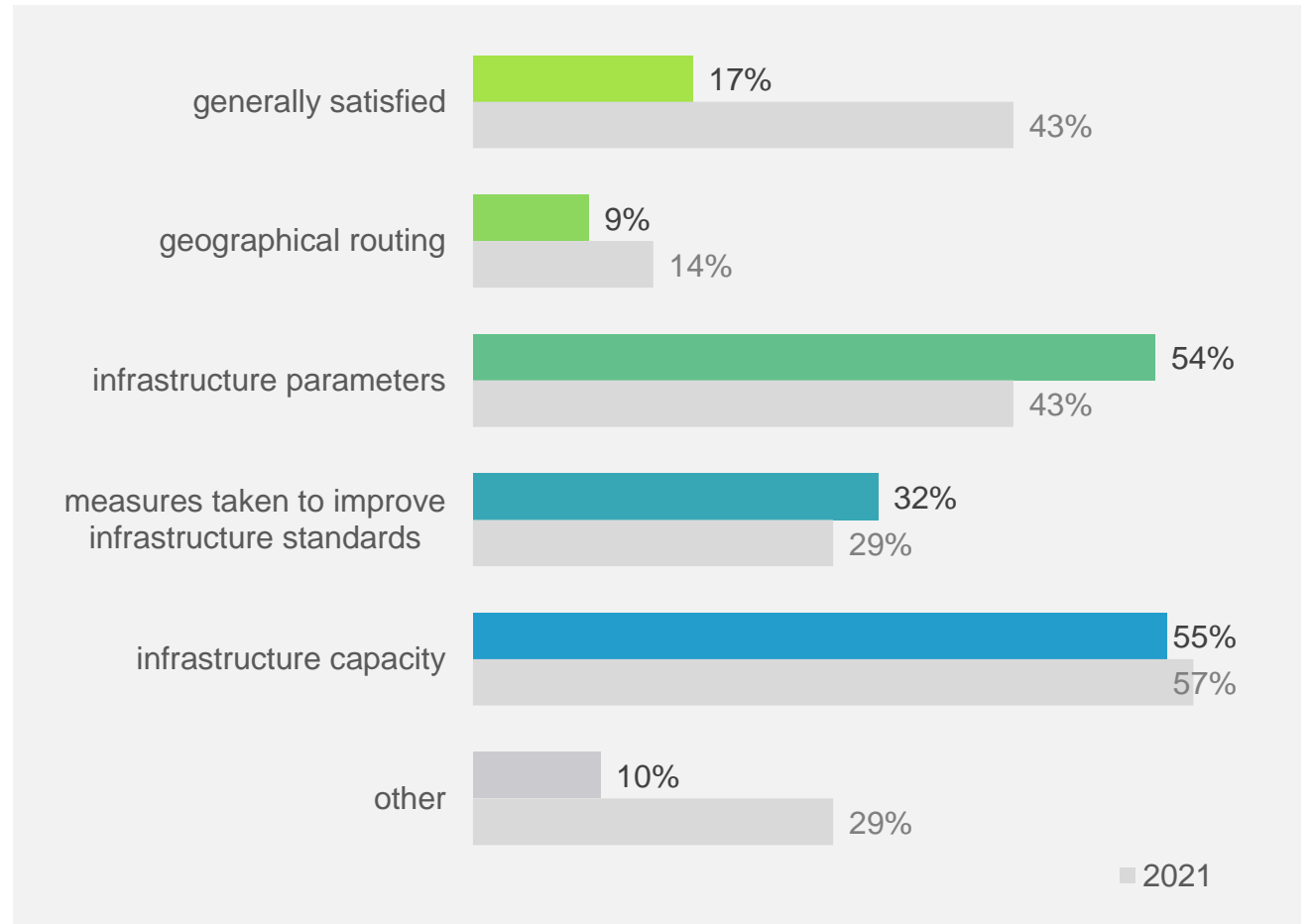
**17%**

**Generally satisfied**

*This is a 26% decrease in satisfaction compared to last year.  
Sample size 2021: 7*

**Focus on**

- 1 Infrastructure capacity
- 2 Infrastructure parameters
- 3 Measures to improve infrastructure standards



## OTHER COMMENTS:

- Speed/length (time frame) of the transports as an important business factor.
- Decrease maintenance window Brenner - Bozen.

# WISH FOR IMPROVEMENT IN TCR

## Priority areas

- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 answer by DB Cargo (see attachment)

**11%**

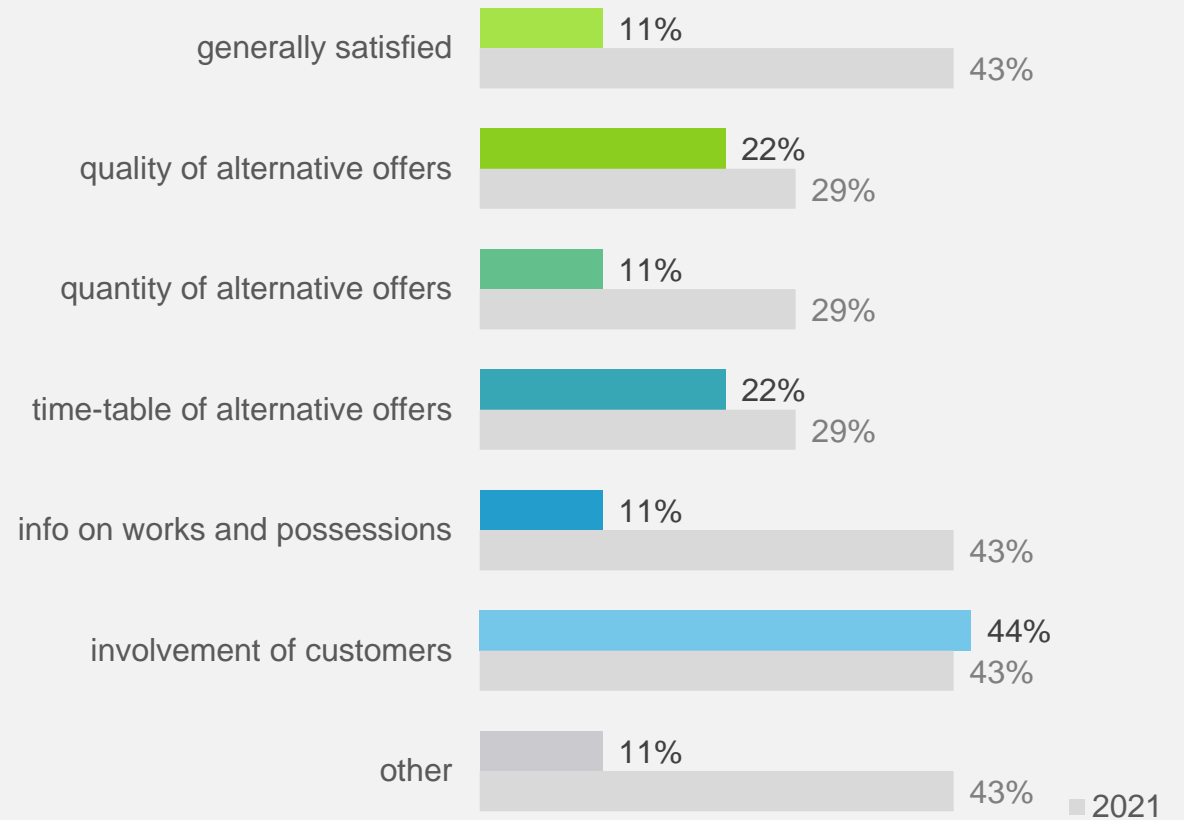
**Generally satisfied**

*This is a 32% decrease in satisfaction compared to last year.*

*Sample size 2021: 7*

**Focus on**

- 1 involvement of customers
- 2 time-table of alternative offers
- 3 quality of alternative offers

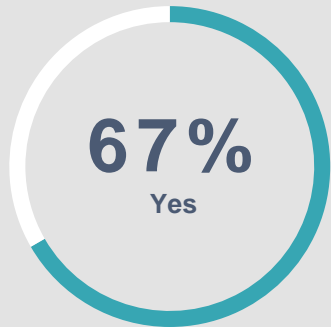


## OTHER COMMENTS:

- The offer of alternative paths is not coordinated neither in time nor at borders between DB Netz, BDK, and TRV.
- Denmark has "refused" most pre-constructed paths during their timetable year because of major construction works with both total closures and "channel runs" where the ordinary timetable can't be used. This gives a big uncertainty for the RU as we can't plan our resources for the whole year, and for our customers as they can't plan their transports for the whole year.

# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

## Capacity request via C-OSS



Compared to the past year it has been constant.

## COMMENTS



Reasons for not ordering via the C-OSS:

Lack of adaptability

Not able to use

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
  - » Answered by: RUs/non-RUs
  - » sample size = 7
- +1 answer by DB Cargo (see attachment)

# WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

## Priority areas

- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-Rus
- » sample size = 6
- +1 interview from DB Cargo (see attachment)

**50%**

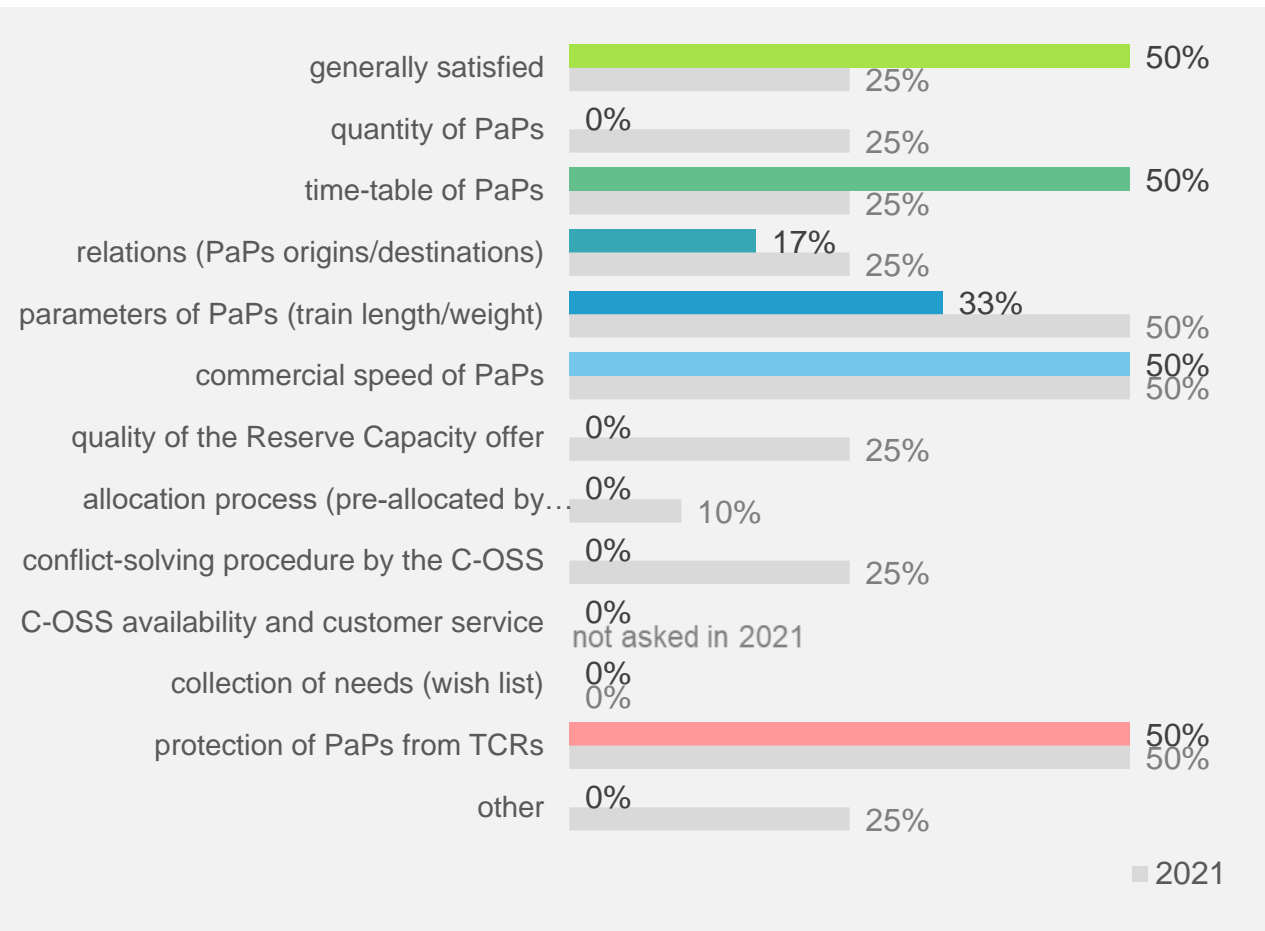
**Generally satisfied**

*This is a 25% increase in satisfaction compared to last year.*

*Sample size 2021: 6*

**Focus on**

- 1 Time-table of PaPs
- 2 Commercial speed of PaPs
- 3 Protection of PaPs from TCRs





# WISH FOR IMPROVEMENT IN TPM

## Priority areas

- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 interview from DB Cargo (see attachment)

**33%**

**Generally satisfied**

*This is a 24% decrease in satisfaction compared to last year.*

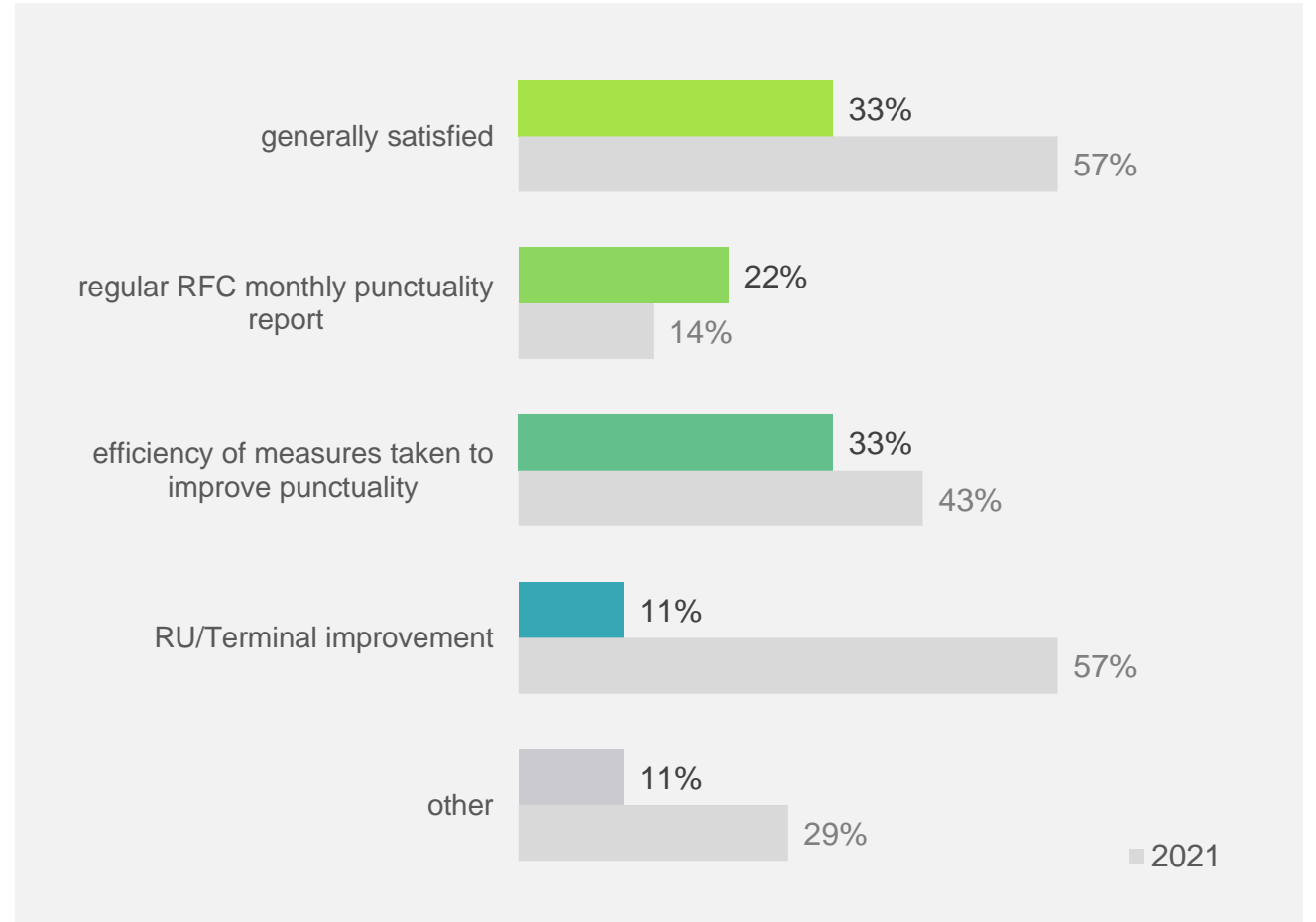
*Sample size 2021: 7*

**Focus on**

1 Efficiency of measures taken to improve punctuality

2 Regular RFC monthly punctuality report

3 RU/terminal improvement



## OTHER COMMENTS:

- Details are hard to discuss within the entire Corridor. These are handled in each country.

# WISH FOR IMPROVEMENT IN ICM

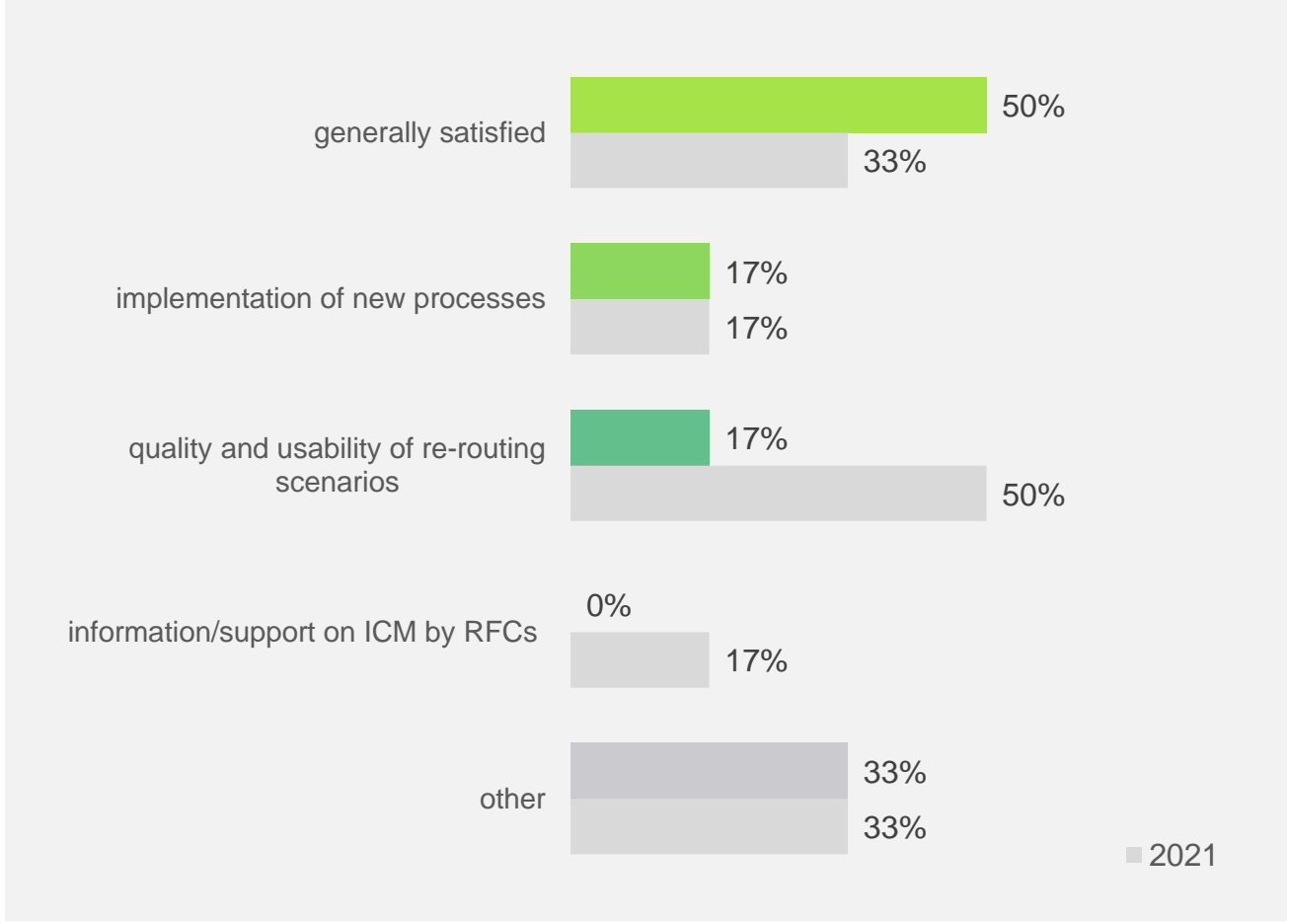
## Priority areas

- » Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?
  - » Answered by: RUs/non-Rus
  - » sample size = 6
- +1 interview from DB Cargo (see attachment)

**50%**  
**Generally satisfied**  
*This is a 17% increase in satisfaction compared to last year.*  
 Sample size 2021: 6

**Focus on**

- 1 Implementation of new processes
- 2 Quality and usability of re-routing scenarios



## OTHER COMMENTS:

- No experience.

# WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

## Priority areas

- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 interview from DB Cargo (see attachment)

**56%**

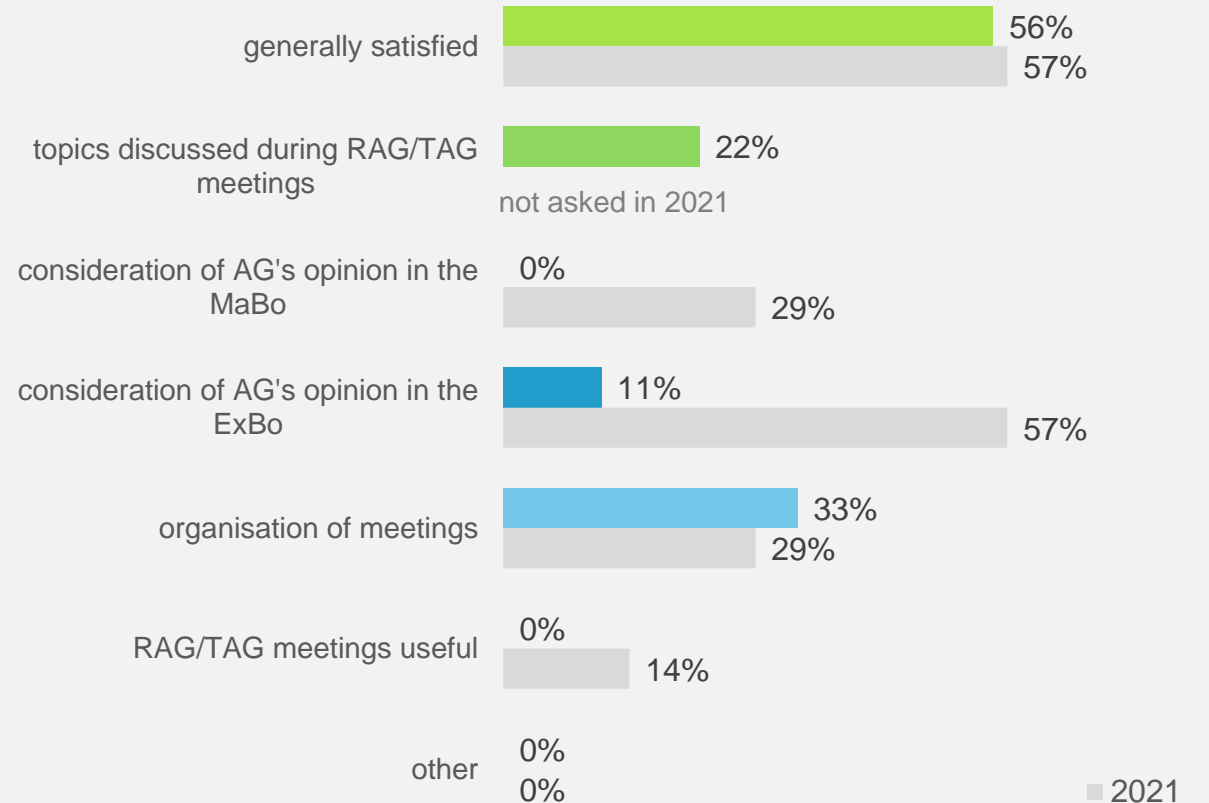
**Generally satisfied**

*This is a 1% decrease in satisfaction compared to last year.*

*Sample size 2021: 7*

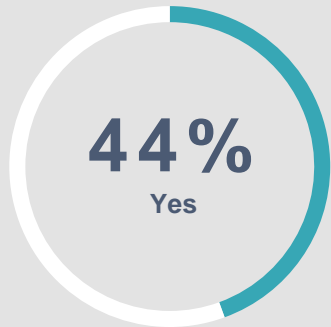
## Focus on

- 1 Organisation of meetings
- 2 Topics discussed during RAG/TAG meeting
- 3 Consideration of AG's opinion in the ExBo



# COMPANY PARTICIPATION IN RAG TAG MEETINGS

## Participation in RAG TAG meetings



Compared to the past year it has been a 27% decrease.

- » Does your company regularly attend RAG/TAG meetings?
  - » Answered by: RUs/non-RUs, Terminals/Ports
  - » sample size = 9
- +1 answer by DB Cargo

# WISH FOR IMPROVEMENT IN COMMUNICATION SERVICES

## Priority areas

- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 9
- +1 interview from DB Cargo (see attachment)

**44%**

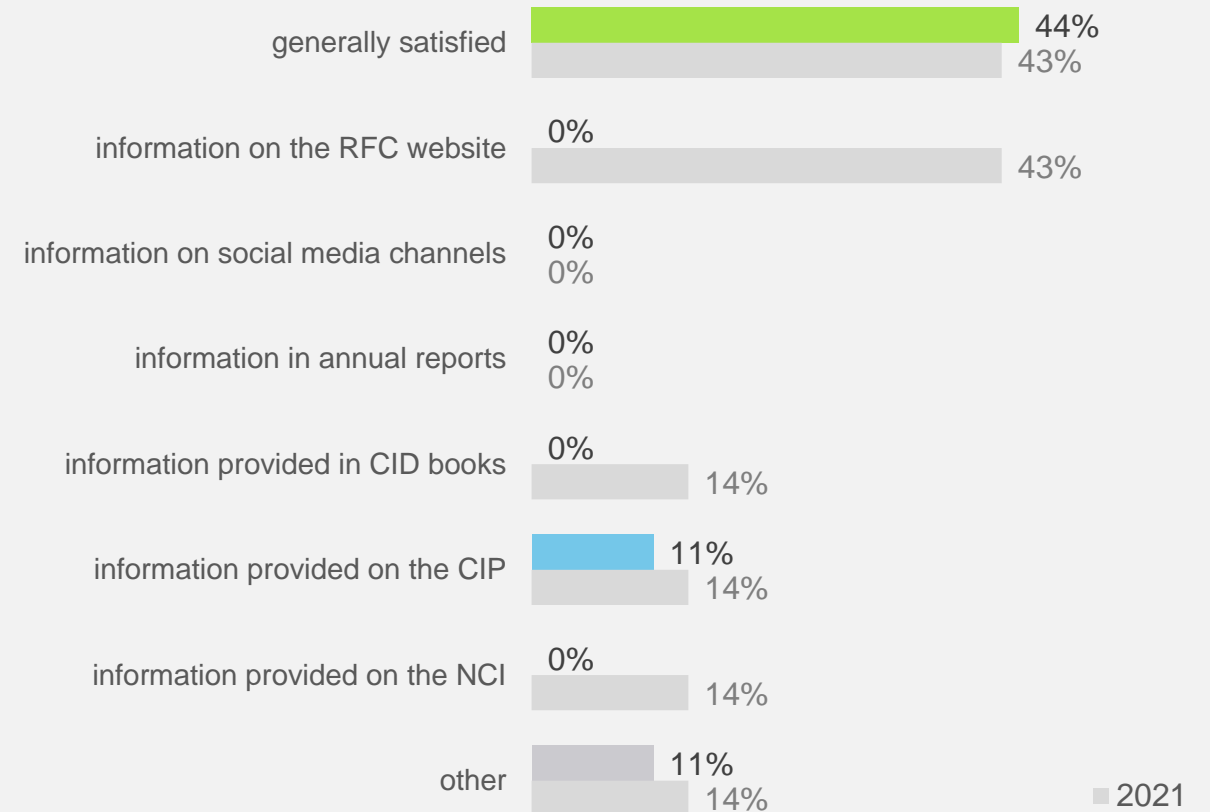
**Generally satisfied**

*This is a 1% increase in satisfaction compared to last year.*

*Sample size 2021: 7*

**Focus on**

1 information provided on CIP



## OTHER COMMENTS:

- The RFC working group is currently the best solution.



# WISH FOR IMPROVEMENT IN PERFORMANCE

## Priority areas

- » Which topics would your company be interested in for the RFC to improve your rail-related performance?
- » Answered by: Terminals/Ports
- » sample size = 3

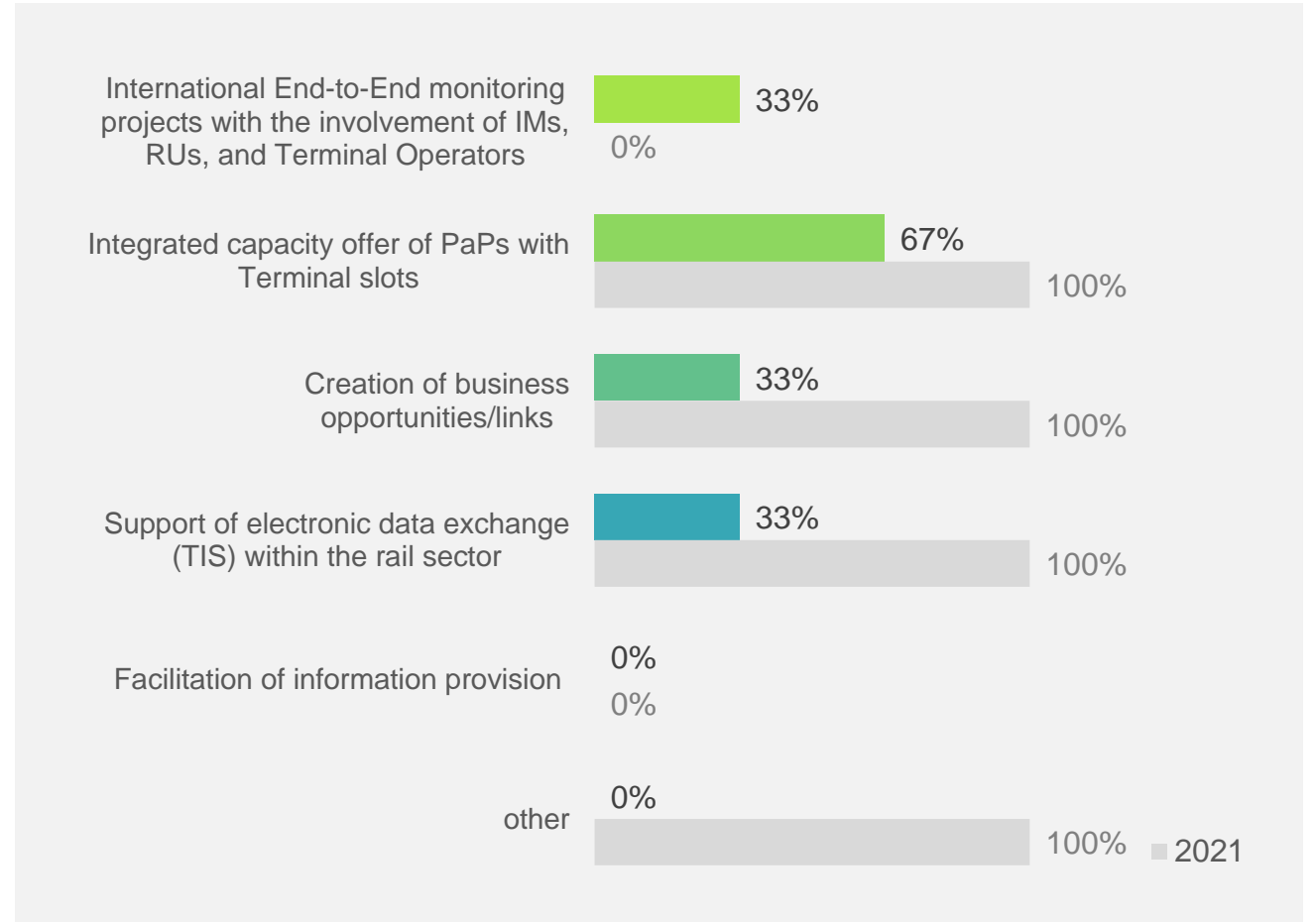
### Focus on

1 Integrated capacity offer of PaPs with Terminal slots

2 International End-to-End monitoring projects

3 Creation of business opportunities/links

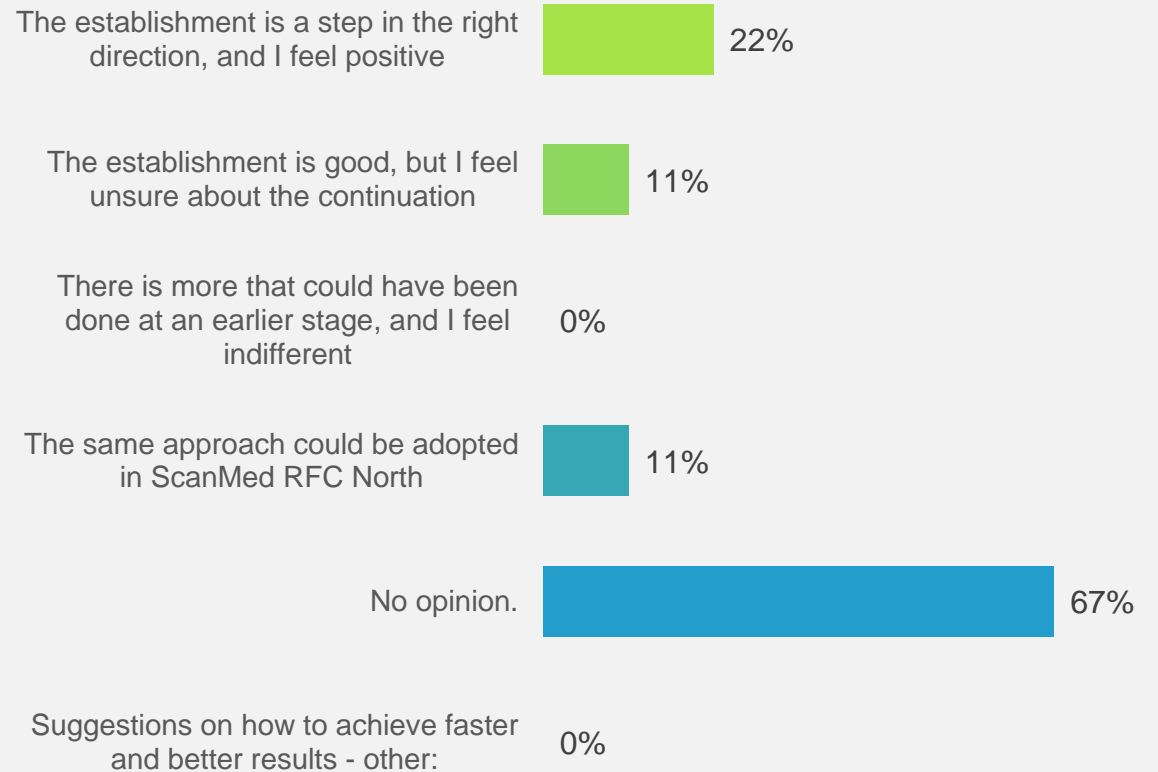
4 Support of electronic data exchange (TIS)



# PERCEPTION OF South Brenner Axis Task Force

RFC-specific question 1:

- » Which of these statements would best describe your perception of the ScanMed RFC South Brenner Axis Task Force (more than one answer possible)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 9

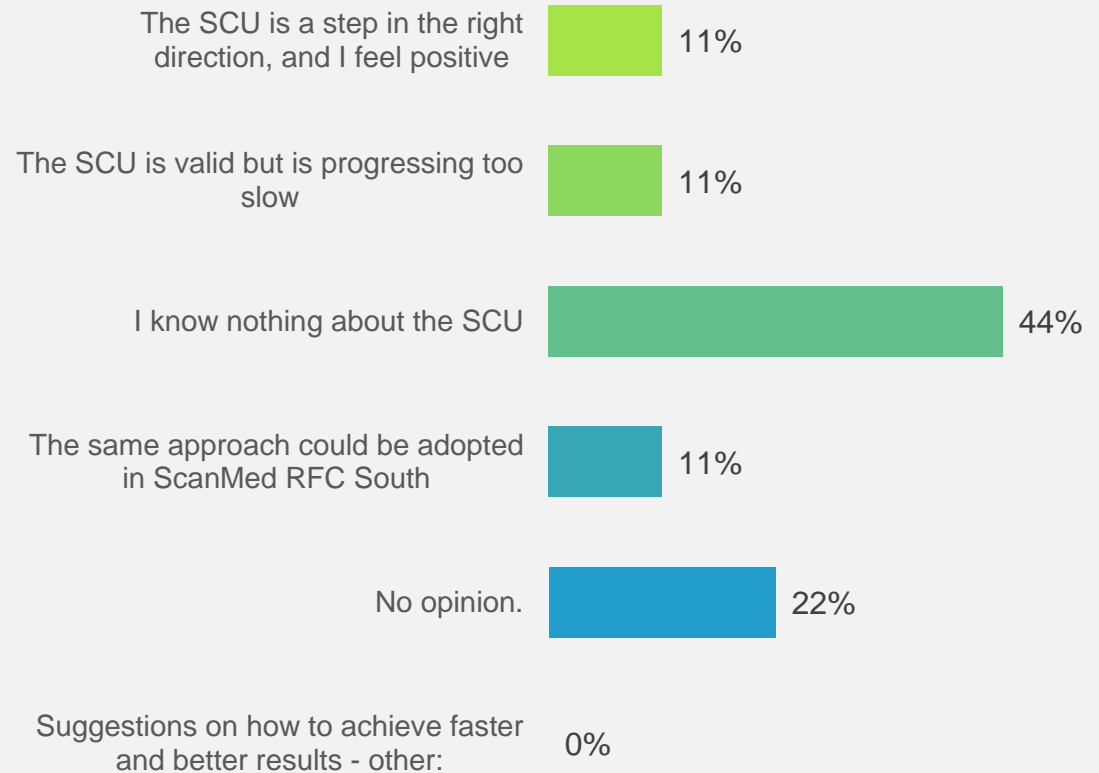


# PERCEPTION OF Single Contract of Use (SCU)

RFC-specific question 2:

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- » Which of these statements would best describe your perception of the Single Contract of Use (SCU) in ScanMed RFC North (more than one answer possible)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 9



# SATISFACTION WITH Coronavirus support

RFC-specific question 3:

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- » Are you satisfied with the support you received by the RFC and its IMs during the coronavirus and what would you have expected?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 9

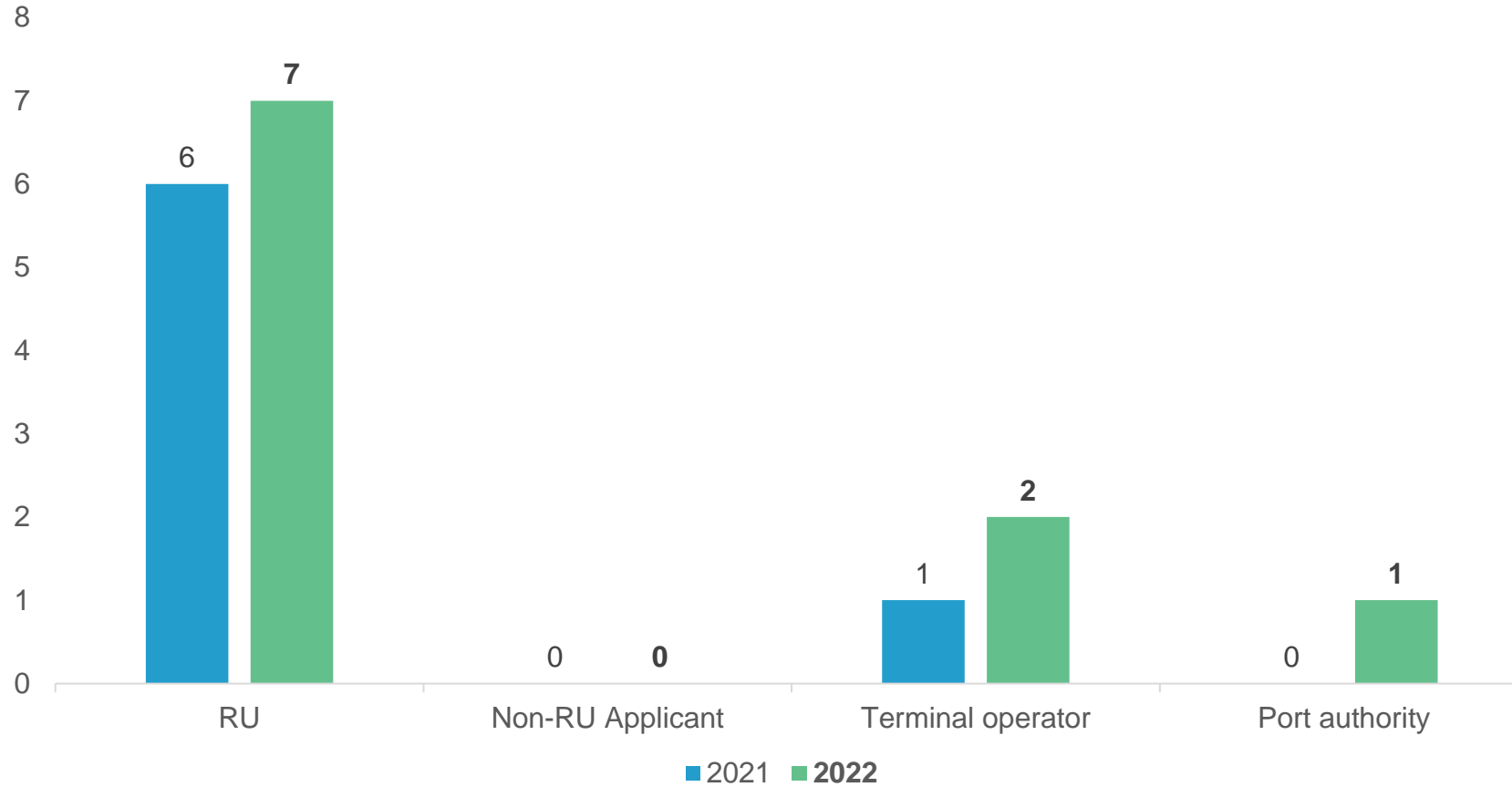


## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 10; 7;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

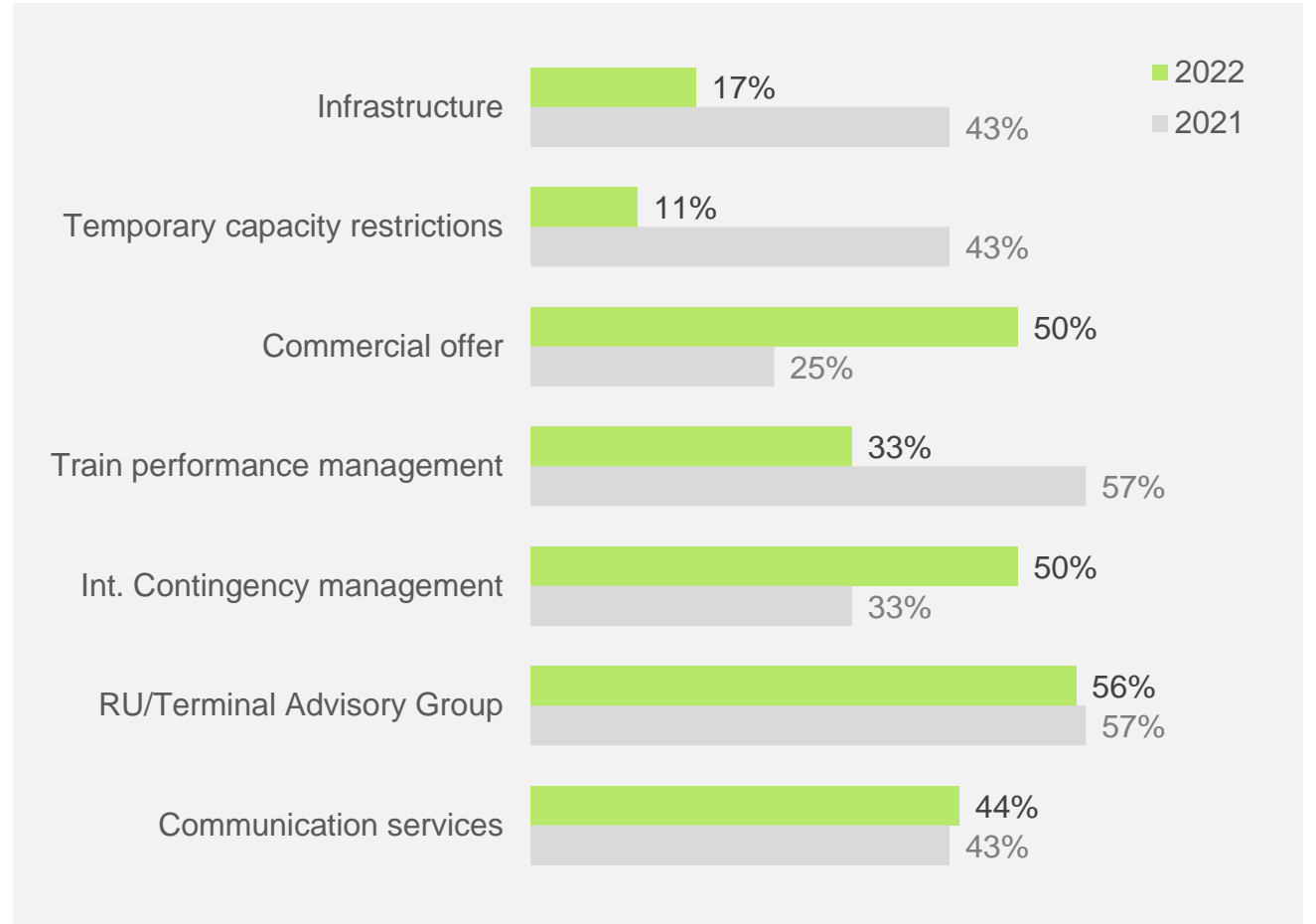
## 04 SUMMARY



# SUMMARY – SATISFACTION RATING

All respondents

- » General satisfaction
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

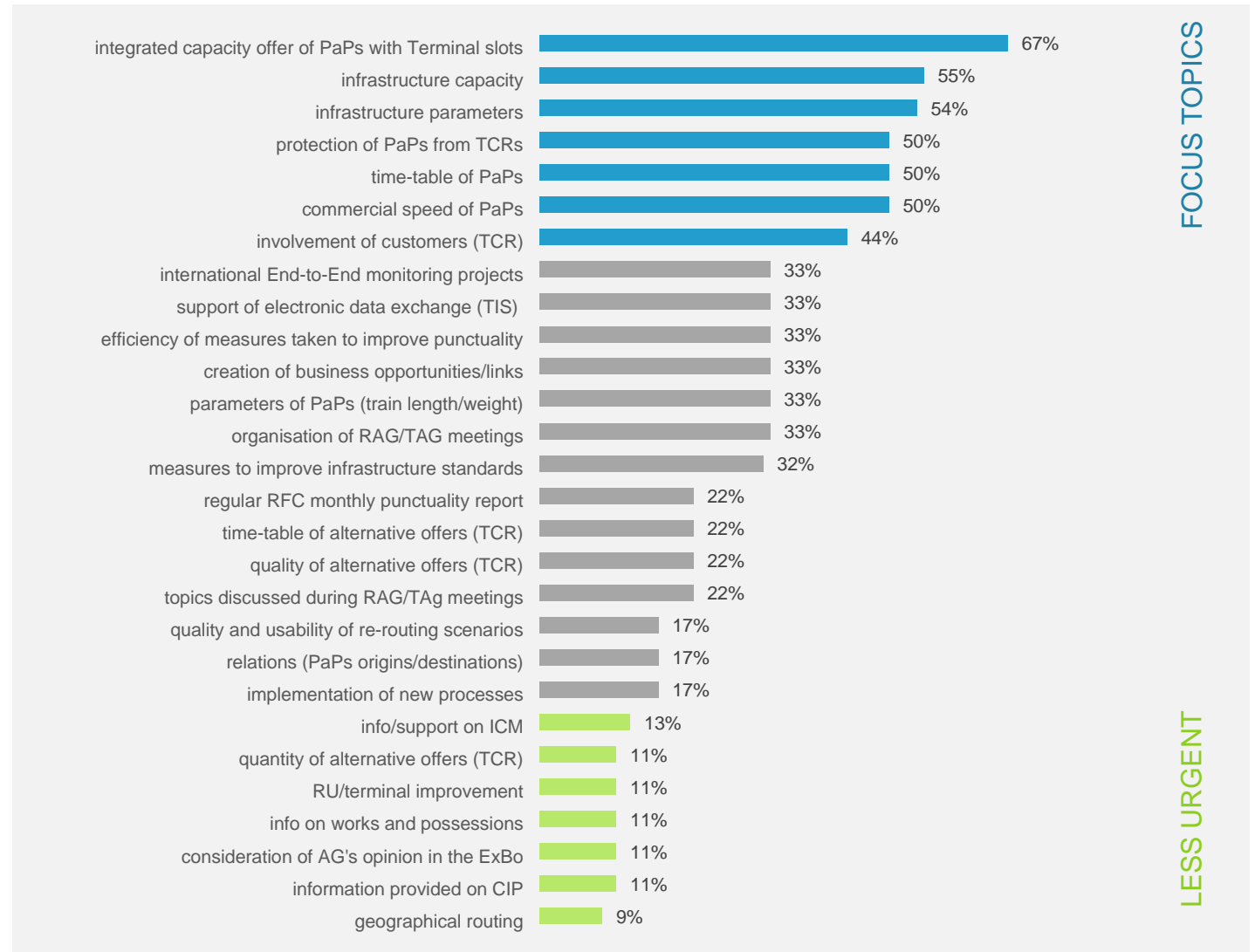




# SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

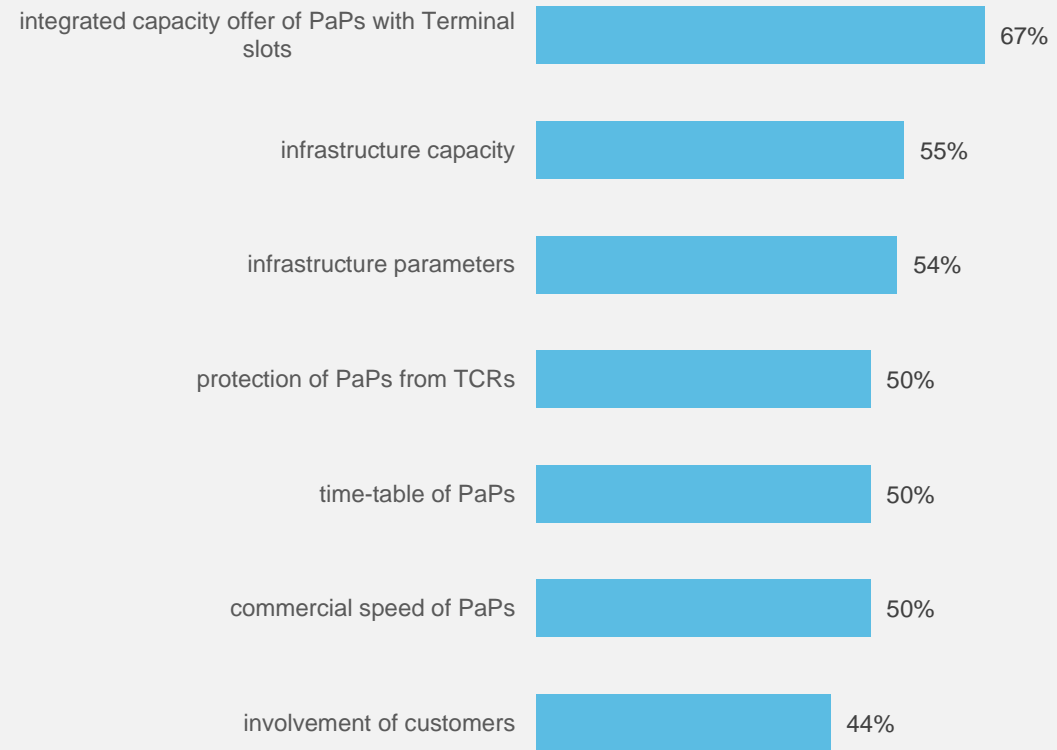


# SUMMARY – TOP 7 FOCUS TOPICS

All respondents

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- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic



## **05 DB CARGO FEEDBACK**

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# DB CARGO FEEDBACK

## Timetable / PaP offer

- DB Cargo Headquarters: Different ways for limitation of parameters in PaPs (max./recommended weight and/or length of trains or/and carriages set) for different IMs/RFCs is a big obstacle for requesting PaPs. In some cases (e.g., in the northern part of RFC 3) PaP-parameters have been unnecessarily limited, because in the later discussion with involved IMs/RFC-managers exceeding of parameters was agreed and possible for the operation, but not anymore for requesting PaPs (technically blocked by PCS). For these cases, a manual work-around has been implemented (entering wrong parameters for the request of PaP but adding the correct parameters in comments). In almost all cases this work-around hasn't worked in PCS, because of not considering comments by IMs. This issue has been already placed in the C-OSS-community meeting.

Another general problem is deviating timetable data in PCS and in the national system because PCS is not the "single point of true"-system and there are different national processes. Therefore, data in PCS are not reliable, analysis and harmonization of timetable often does not make sense.

Furthermore, we have been faced also this year with the problem of delayed or missing path offers in PCS. Some of path offers have been provided in PCS on 10<sup>th</sup> October, some are still missing. So, in order to enable further national processes (deadline 2. NEP of DB Netz 28<sup>th</sup> September) also here a workaround was implemented: we asked IMs with the ready path offers to provide an extract from the national system in PDF-format, which was sent via e-mail and accepted via e-mail, too (completely outside of PCS).

Additionally, the following shortcomings have been identified in path offers:

- Border time not harmonized
- Some requested days missing in the offer
- Deviating times and parameters in the offer (compared to the request).

## Supporting activities (Working Groups to solve specific problems etc.)

- DB Cargo Headquarters: QCOs are a good instrument to analyse problems and start a dialogue about finding solutions. RFCs are neutral coordinators and a welcomed platform to organise this exchange. Sometimes RFCs should

have more power to force adaptations to reach an added value for international operation even if it is not the optimum for each national stakeholder. Perhaps this international thinking and evaluation will be implemented with the revision of 913/2010.

## TCR coordination

- DB Cargo Italia states the construction works planned by the IMs are often overlapped although this has been pointed out for years.
- DB Cargo Headquarters: TCR coordination should be improved on all RFCs. It is the key to more capacity on the existing network. Coordination should include the aspect of planning how to carry out the TCR itself as well as planning and organising re-routing concepts during the TCR-phase. The published TCR xls-sheets are often not as up to date as national systems. One common TCR-tool – in the best case linked to national systems – should be implemented. RUs should be involved in a user group to further develop the system in a customer friendly way. The implementation of Annex VII should be supervised by the RFCs to push forward the national implementation.

# DB CARGO FEEDBACK

## Final remarks from DB Cargo Headquarters

Even if we do not submit the expected questionnaires, this will not mean that we do not value the RFC activities, initiatives, and progress. We just think that the USSs as they are conducted today are not the appropriate means to reflect the quality of the RFC work.

Based on our past experience, the most critical issue on all corridors was and continues to be (at least in the short and medium term) the capacity situation and the reliability of the capacity offers in the RU planning process. This includes international TCR coordination, which is logically part of “the overall capacity issue” and is complicating the problem that capacity is already scarce even without any maintenance and construction works on given line sections.

On all RFCs, we see a willingness to cope with that problem and deliver a decent quality for running freight trains on the rail network that is available. Yes, we may occasionally (sometimes even more often...) “blame” the one or other IM for not being able to solve a problem the way we think it should be solved, but we do not criticize the RFCs as such. On the contrary, we see the limiting framework within which they cooperate, thus we want to strengthen them and given them

the power to go beyond the limits of that framework. The existing one is in many respects still national-oriented rather than EU-minded (above all regarding financing and investment planning) and the willingness for changing this is in some Member States rather low.

What we would expect from RFCs in the future is at least to acknowledge that the root of the current capacity problems is the discrepancy of what is politically communicated since decades in the EU and what is actually done in many (not all) Member States. Since the start of railway liberalisation in the late 1990s, the development of the rail network in Europe has not kept pace with the growth of transport (both freight and passenger). And even when problems are finally acknowledged (e.g., relief of bottlenecks through infrastructure development) and urgent action is announced, their actual solution takes “ages” (i.e., usually 10 years and longer...), due to not at all harmonised and sometimes very tedious national planning and financial procedures.

Squeezing out the maximum capacity from an existing network, and this is what we observe today in some “crucial” countries, makes it vulnerable, less resilient and thus will be a catalyst for cascading operational problems even

if only small irregularities occur. The substantial negative effects of TCR on the operation of freight trains on certain main routes are a strong indicator for lacking capacity on appropriate alternative routes or even their unavailability at all. Although the current draft of a revised TEN-T Regulation proposed by the EU Commission addresses this issue, the readiness of some Member States to really support this and turn words into deed, which may include changing and reprioritising specific projects within their national transport investment programmes, however, leaves room for scepticism.

Hence, what we would like to add to the RFC task list for the future, is to put a focus on medium and long-term infrastructure development (including cross-border ERTMS migration) by not only communicating what each Member State is planning, but also to draw conclusions, how these national plans can be harmonised or adapted accordingly in order to generate the highest (and ideally fastest possible) effect for freight train operation on the RFCs.