

**The RFC Network
User Satisfaction
Survey
2021
Report for RFC3**

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Summary

01 STUDY DESIGN

HOW THE SURVEY WAS SET UP



STUDY DESIGN



- 7 respondents || 7 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 37 invitations sent
- Field Phase: 26th August to 8th October 2021

** One respondent is counted multiple times if his/her organisation uses multiple corridors.*

SATISFACTION & PARTICIPATION

7
evaluations

This is constant compared to the previous year (13 evaluations in 2020).

7
participants

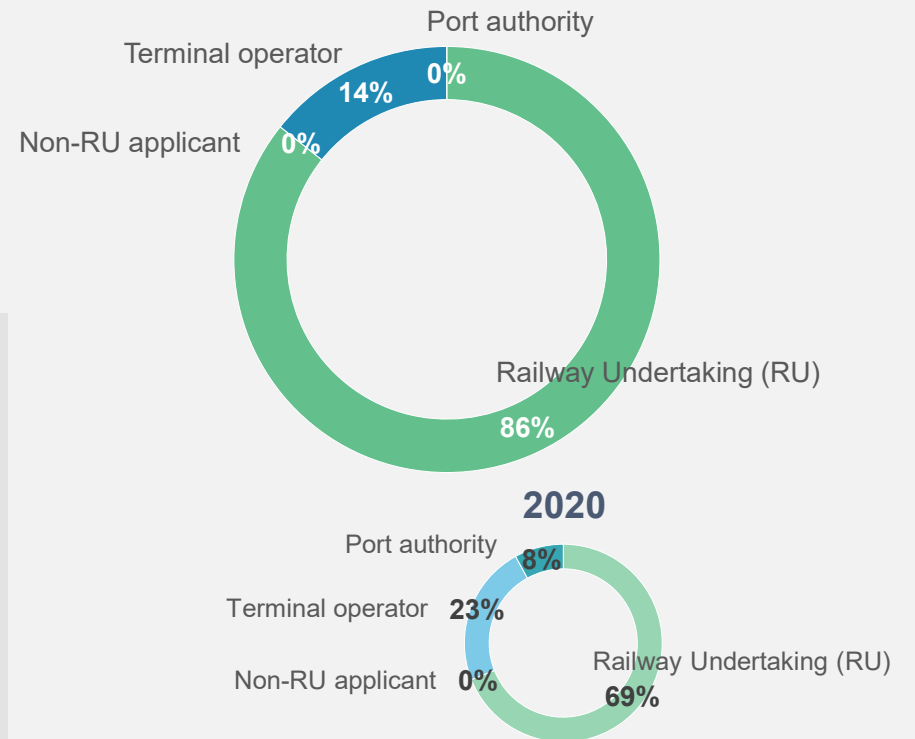
This is constant compared to the previous year (9 participants in 2020).

Customer satisfaction



**Answers given were very satisfied, satisfied and slightly satisfied. This is constant compared to the previous year.*

Participant groups in % of 2021



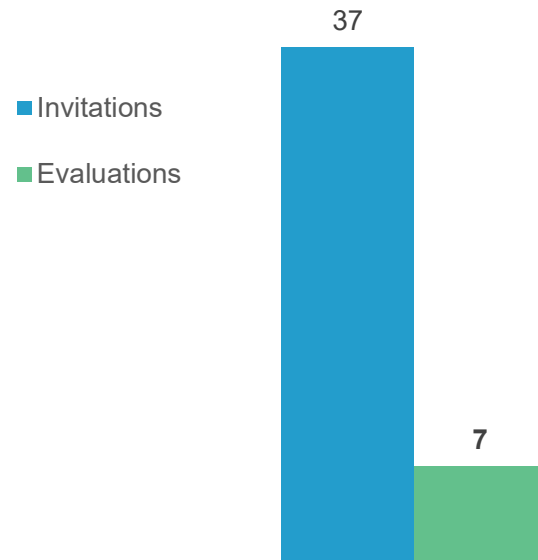
RESPONSE RATE

Compared to the previous year

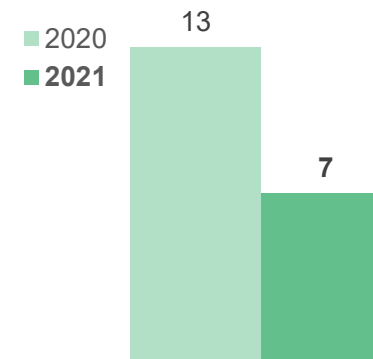


Total	7	(-6)
RUs/non-Rus	6	
Terminals/Ports	1	
Invitations sent	37	(+2)
Response rate overall	19%	(-18%)

Invitations vs. Evaluations ratio



Number of responses 2020 vs. 2021



02 SATISFACTION WITH THE RFC 3



INTRODUCTION

The RFC USS 2021 is based on the relaunched version from 2020 which was optimized to better suit the needs of the invitees and the RFC Network. Only the annual and RFC-specific questions were changed to be up to date focusing on current topics. To stay comparable to the past surveys, the general questions covered the same topics.

Though this new survey does focus on concrete proposals for improvement. The participant could answer each topic with 'generally satisfied' or/and 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 the participants were able to communicate their opinion even better to the RFC Network. The percentage indicates what percentage of participants think that topic needs improvement.

**RFC Rhine Danube participated for the first time in the RFC USS.*

SATISFACTION WITH RFC 3

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 7

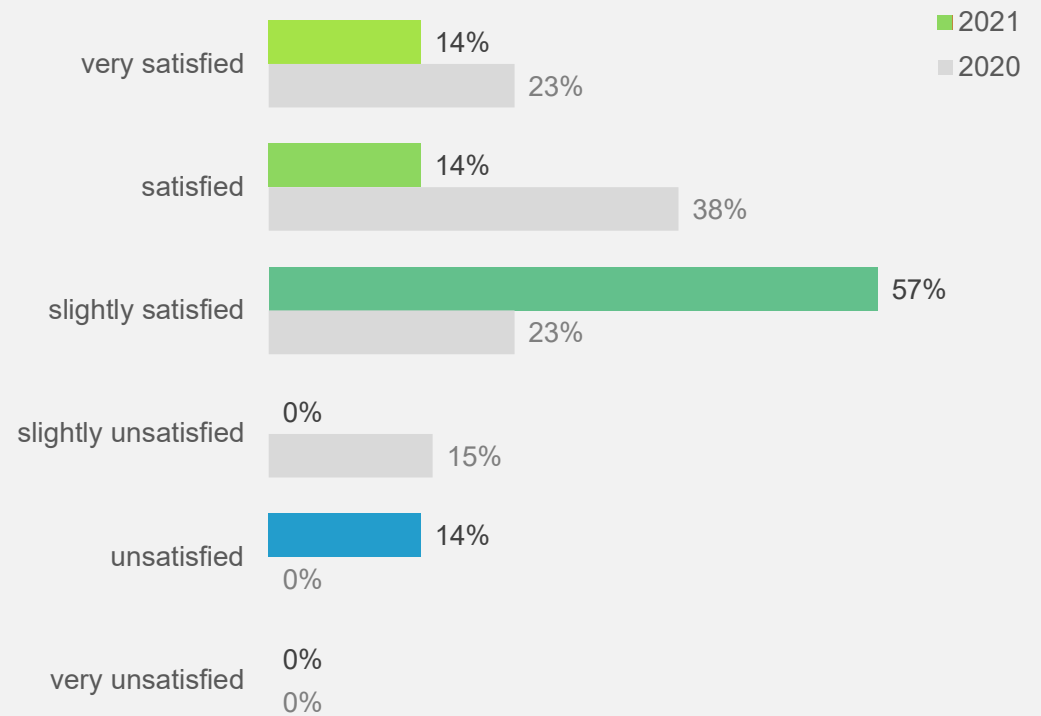
85%

Generally satisfied

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

6%

Decrease of satisfaction



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 = 7

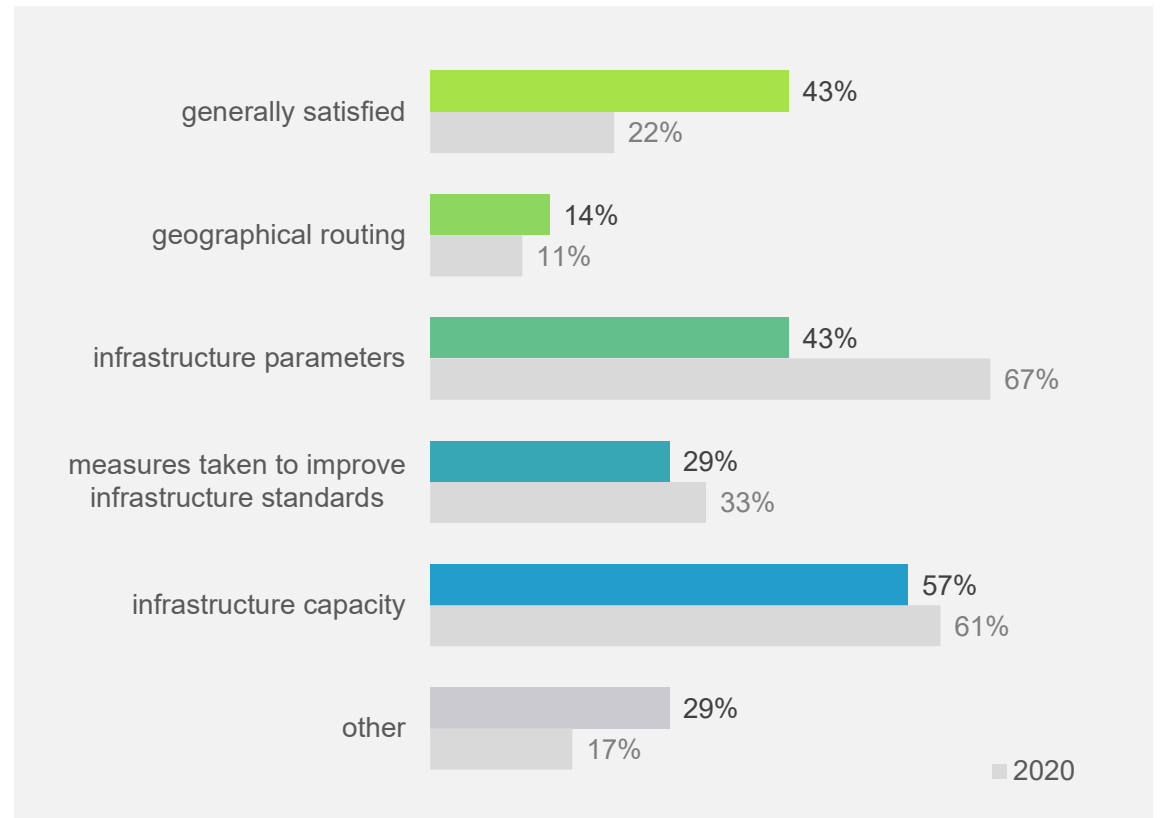
43%

Generally satisfied

*This is a 35% increase in satisfaction compared to last year.
Sample size 2020: 13*

Focus on

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



OTHER COMMENTS:

RFC 3:

- interoperability border crossings / availability of re-routings / proactive consultation on TCRs / late realization of BBT feeder lines
- train length on RFI part of RFC, congestion tendencies especially around Gemünden-Würzburg-Nürnberg lines

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 = 7

43%

Generally satisfied

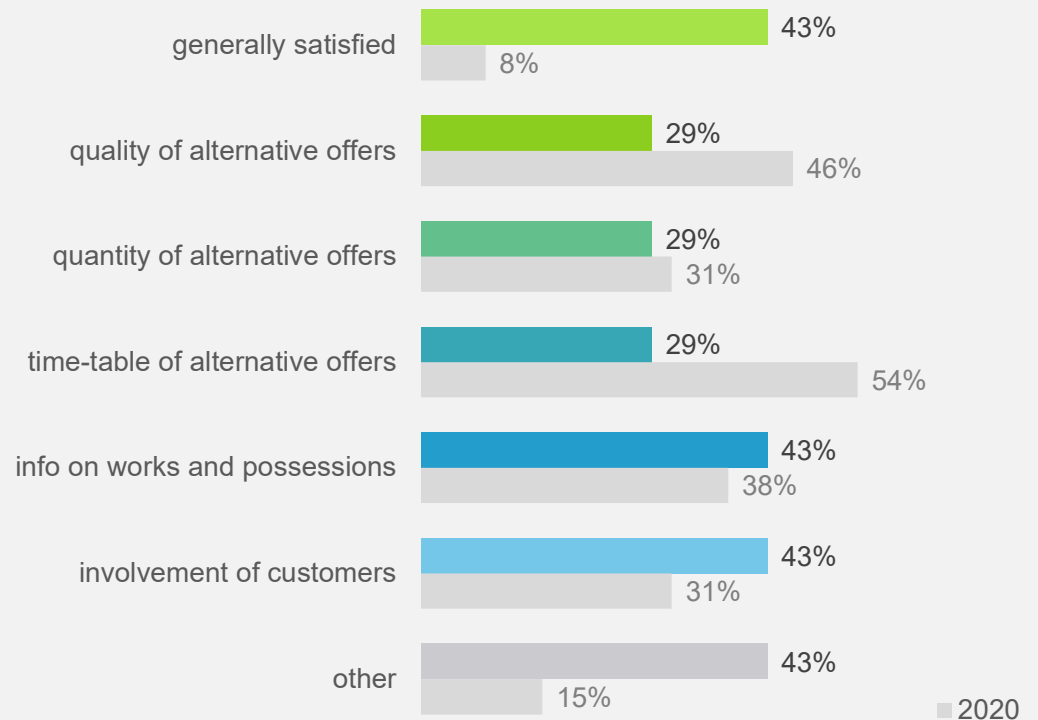
This is a 35% increase in satisfaction compared to last year.

Sample size 2020: 13

Focus on

1 Info on works and possessions

2 Involvement of customers



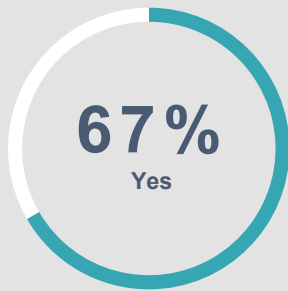
OTHER COMMENTS:

RFC 3:

- RUs' proposals for timing of total line closures during August should be heard; interests of local Italian authorities should not prevail over market
- implementation of annexVII / definition RFC role in annexVII process / consider RU consultation in TCR planning / timely offer alternative paths
- The harmonization and reliability of TCR across the corridor. Denmark being the worst example.

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:

Order via Infra

Operating on RFC through subsidiaries

Missing traffic because of the poor technical conditions of the lines by IMs.

We are actually working on business but could not realize them by now

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 6

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 3:

- Capacity is booked via RNE
- the time slots did not fit to our needs, wrong origin and destination; for 2023 we put them in the wish list and plan to order PaPs as leading entity

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 = 4 (67% of 6)

25%

Generally satisfied

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

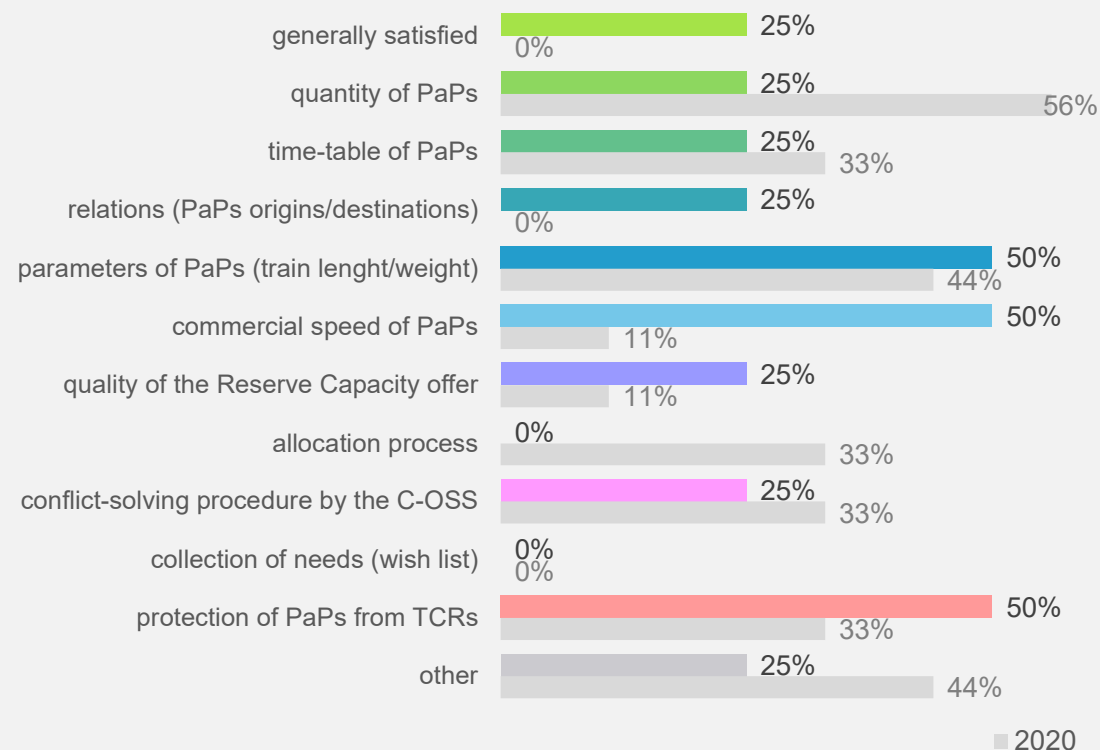
Sample size 2020: 9

Focus on

Parameters of PaPs

Commercial speed of PaPs

Protection of PaPs from TCRs



OTHER COMMENTS:

RFC 3:

- Insufficient offer in the Northern RFC section

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 = 7

57%

Generally satisfied

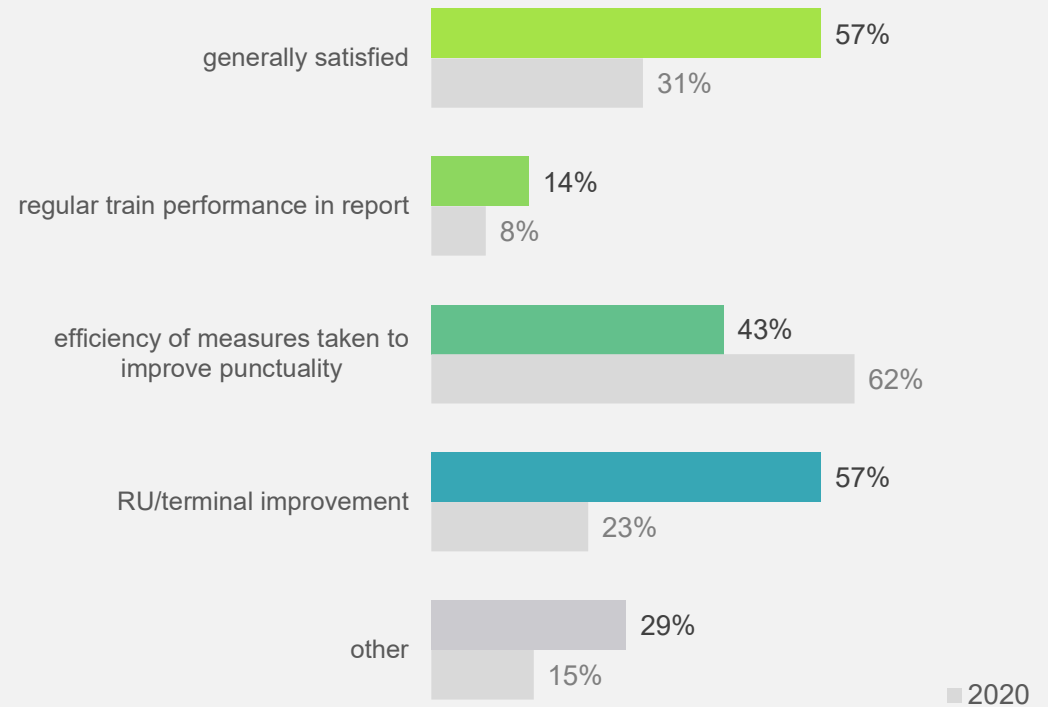
This is a 46% decrease in satisfaction compared to last year.

Sample size 2020: 13

Focus on

1 RU/terminal improvement

2 Efficiency of measures taken to improve punctuality



OTHER COMMENTS:

RFC 3:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures
- I can't answer. Not involved directly.

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

33%

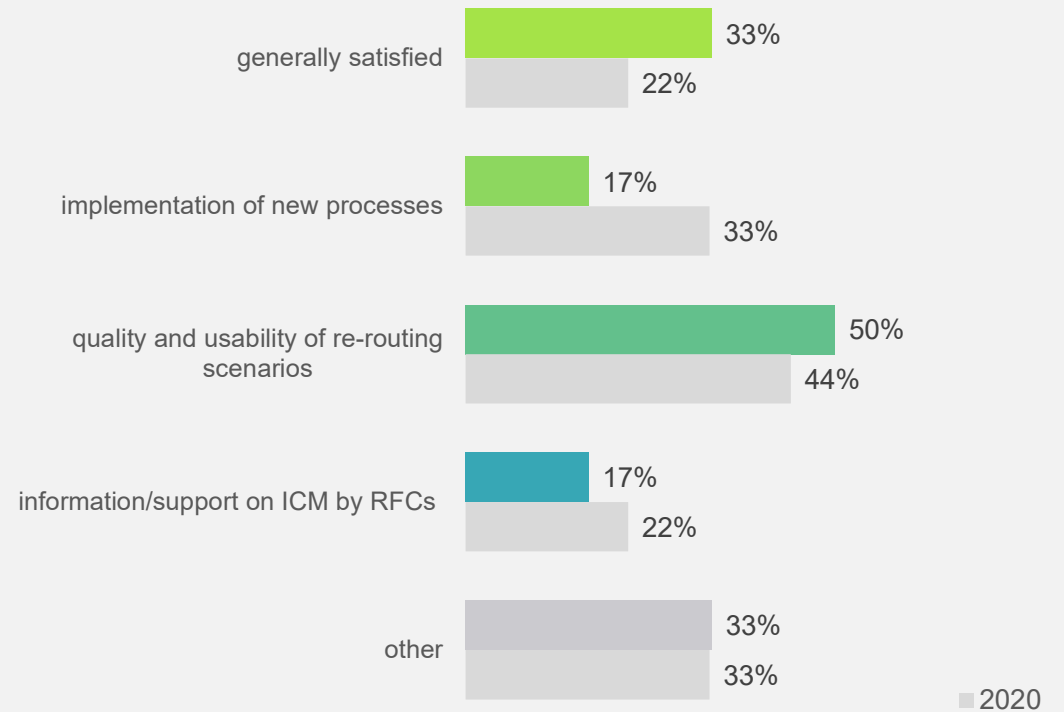
Generally satisfied

This is a 11% increase in satisfaction compared to last year.

Sample size 2020: 9

Focus on

1 Quality and usability of re-routing scenarios



OTHER COMMENTS:

RFC 3:

- Further work on RU-ICM-handbook and merge into a sector handbook
- I don't know

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 = 7

57%

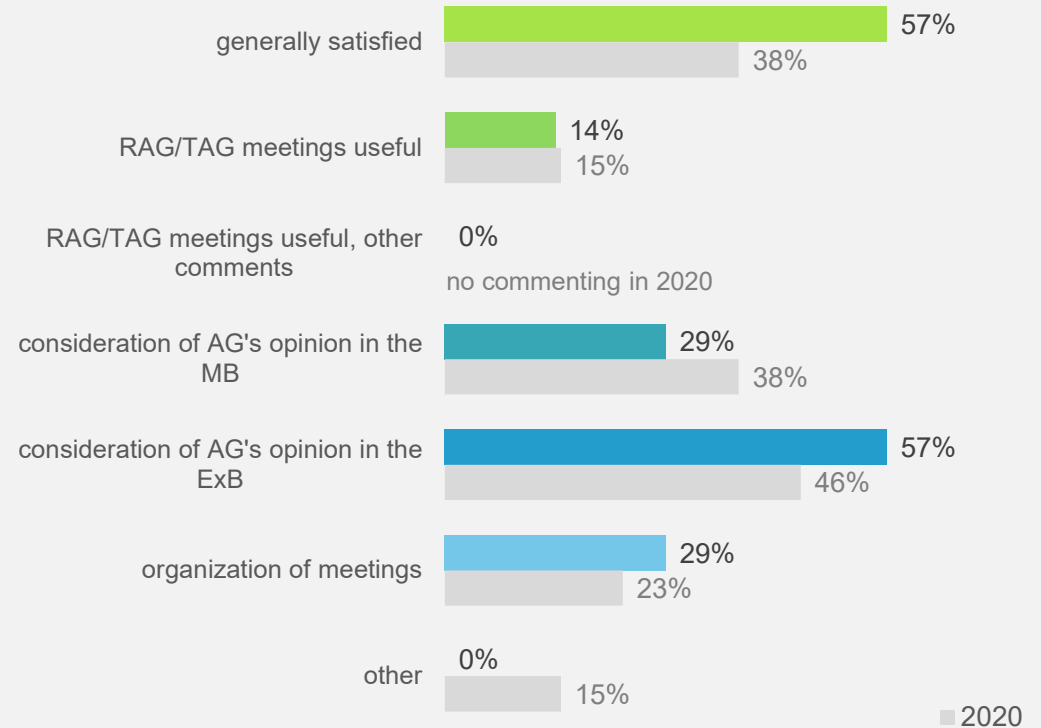
Generally satisfied

This is a 19% increase in satisfaction compared to last year.

Sample size 2020: 13

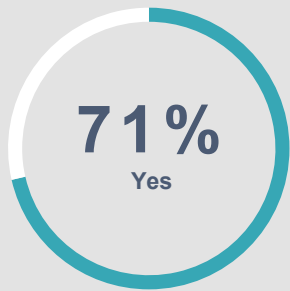
Focus on

- 1 consideration of AG's opinion In the ExB
- 2 consideration of AG's opinion In the MB
- 3 organization of meetings



COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



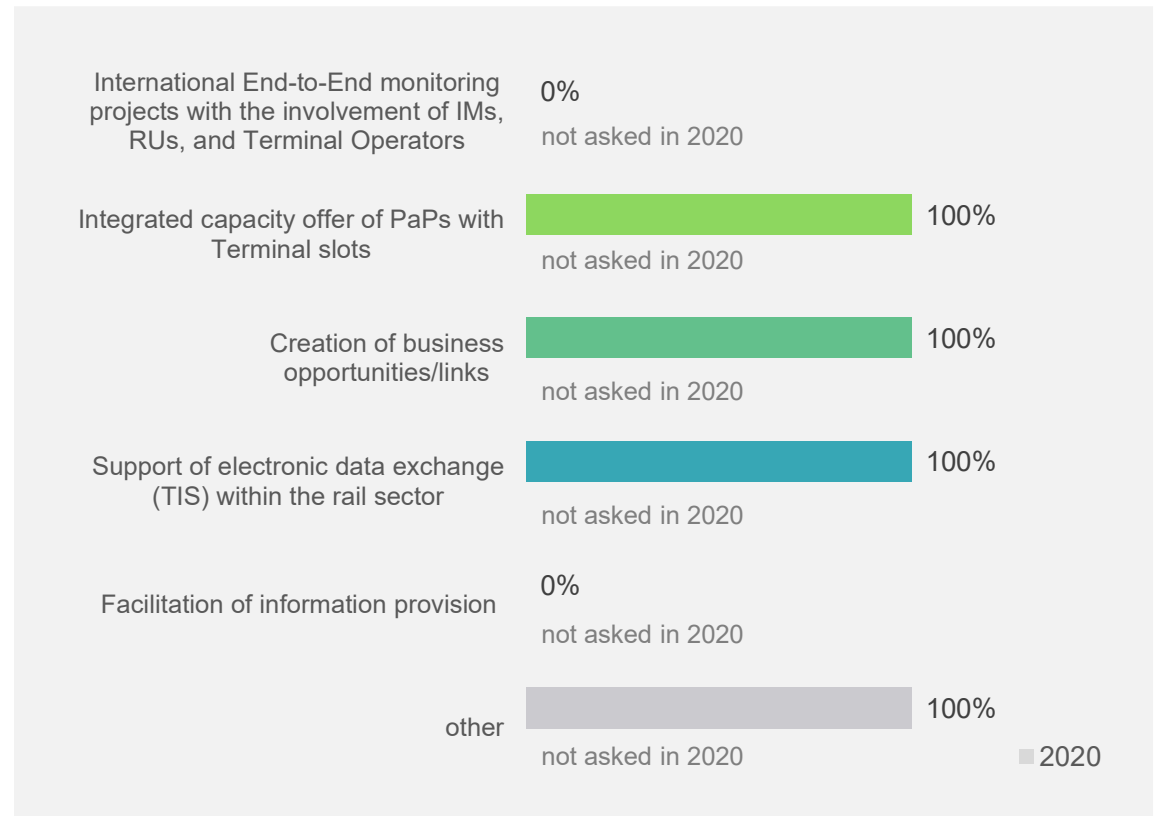
Compared to the past year it has been a 21% decrease.

- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 7

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 = 1



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 = 7

43%

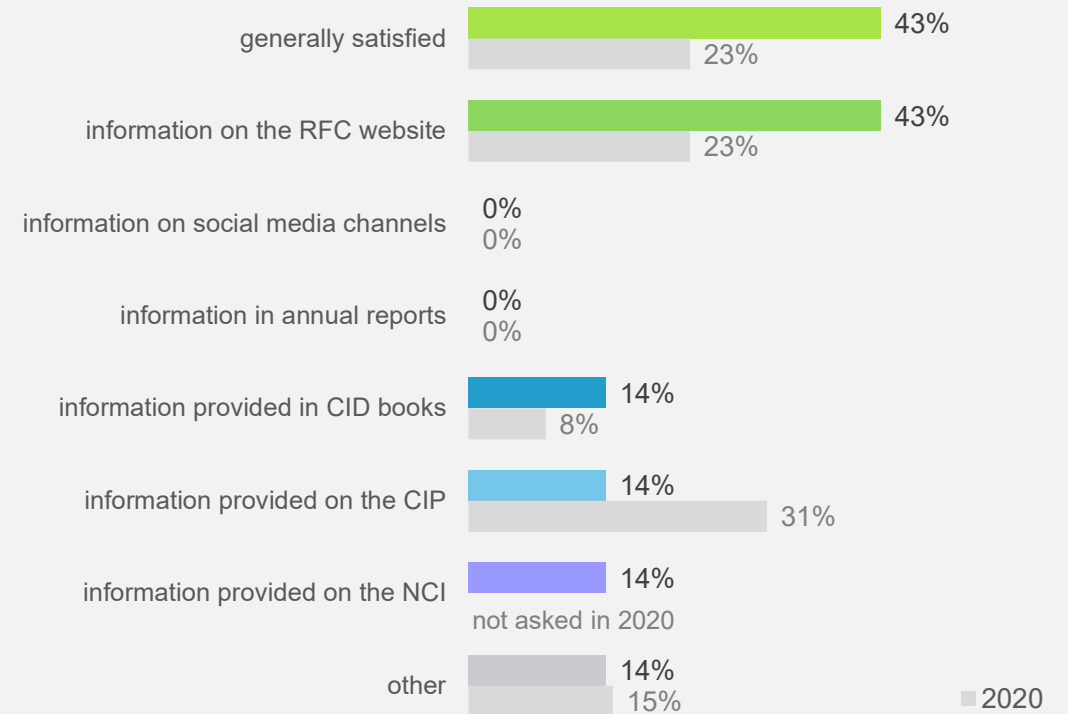
Generally satisfied

This is a 20% increase in satisfaction compared to last year.

Sample size 2020: 13

Focus on

1 information on RFC website



OTHER COMMENTS:

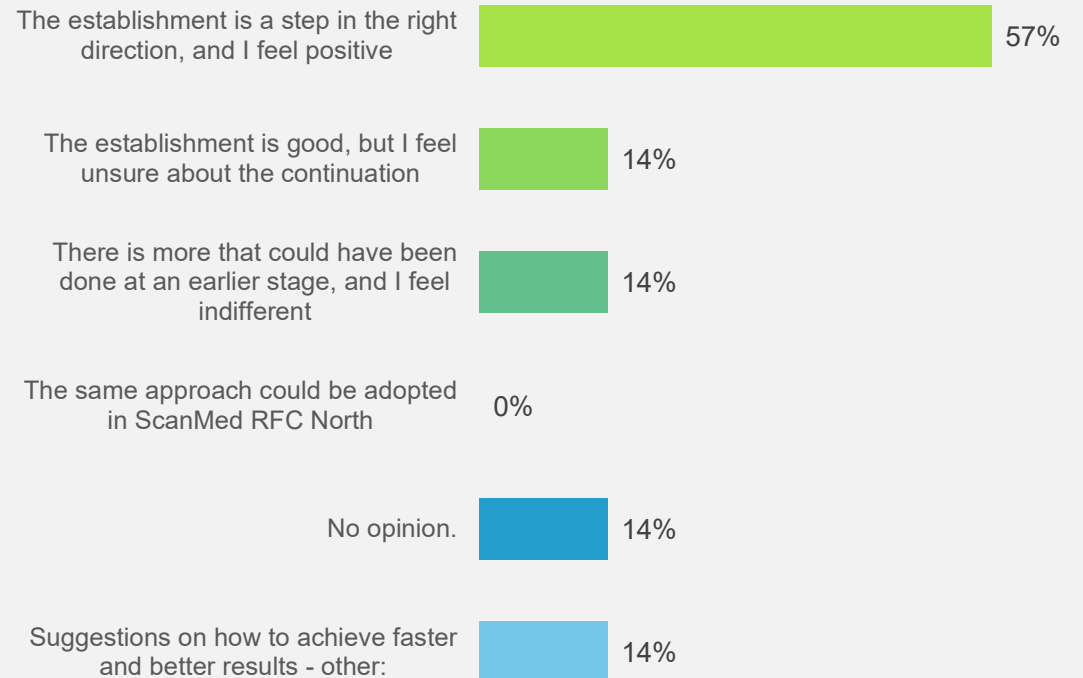
RFC 3:

- TCR Tool

PERCEPTION OF South Brenner Axis Task Force

RFC-specific question 1:

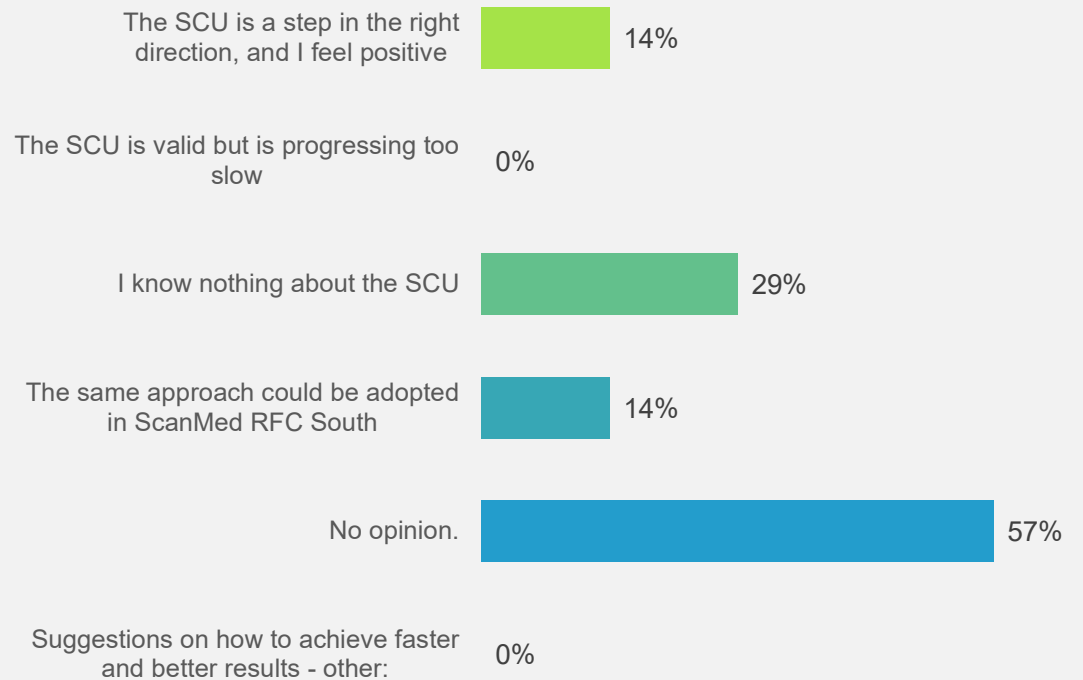
- » Which of these statements would best describe your perception of the ScanMed RFC South Brenner Axis Task Force (more than one answer possible)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 7



PERCEPTION OF Single Contract of Use (SCU)

RFC-specific question 2:

- » 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 = 7



WISH FOR IMPROVEMENT IN CIP

Current topic 1: Customer Information Platform (CIP)

- » Current topic 1: Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, ports and terminals
- » sample size = 7

13%

Generally satisfied

This is a 5% increase in satisfaction compared to last year.

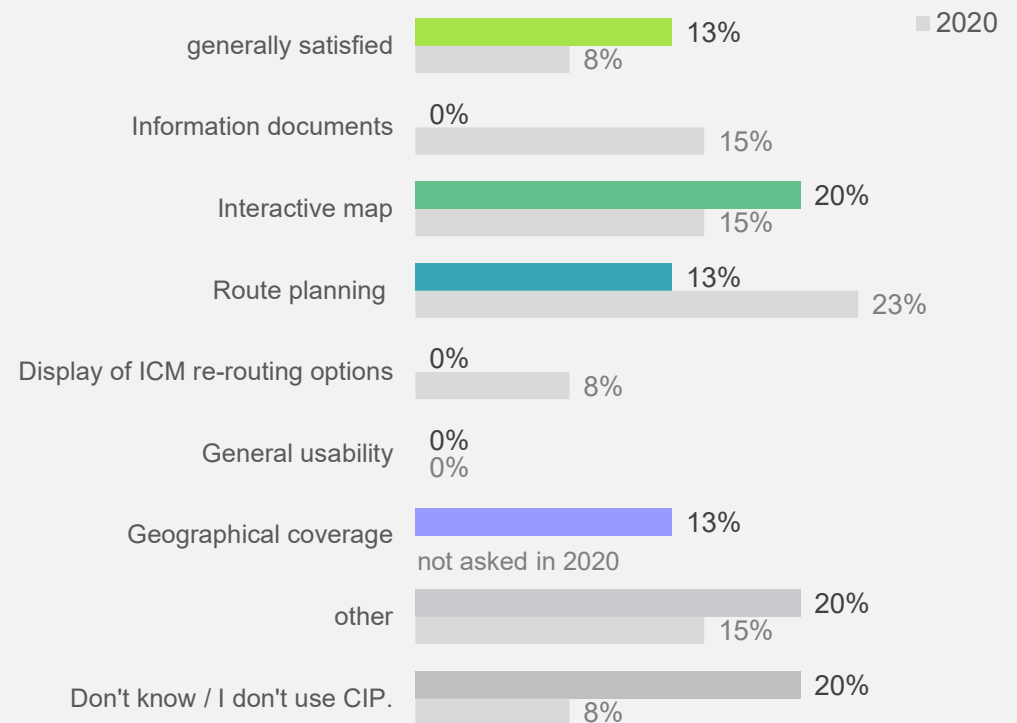
Sample size 2020: 13

Focus on

1 interactive map

2 route planning

3 geographical coverage



OTHER COMMENTS:

RFC3:

- enlargement of scope to non-RFC lines would bring added value
- km among stations
- Completeness+reliability of infra data / Fill gaps where data not / Include info on available capacity / develop for route compatibility check

CAPACITY BOTTLENECKS ALONG THE RFC - A

Current topic 2: asked to RUs/Non-RUs

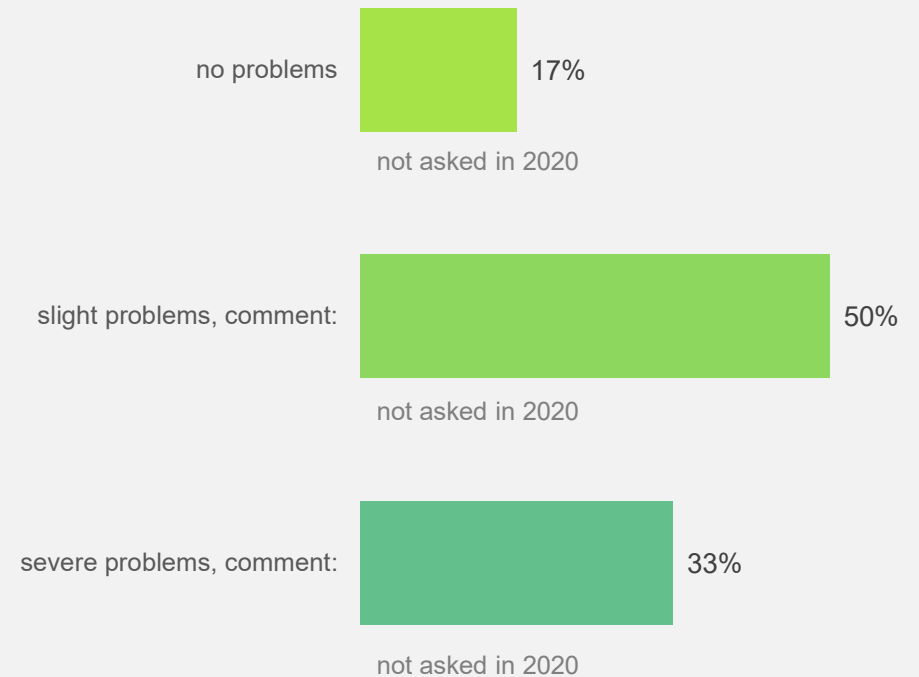
- » Does your company face capacity bottlenecks along the RFC (e.g. on lines / in nodes / in terminals / on borders)?
- » Answered by: RUs/non-RUs
- » sample size = 6

17%

Generally satisfied,
no problems

OTHER, COMMENTS

See several concrete problems listed on following slides.



OTHER COMMENTS:

SLIGHT PROBLEMS:

- Delays – Brenner
- Gemünden-Würzburg-Nürnberg are in northern parts of Bavaria require path planning and routings via diversionary lines in daily regular operations
- Scandinavian route

SEVERE PROBLEMS:

- There is a severe capacity bottleneck in Munich area, e.g. station Munich East Rbf and on lines around.
- Sweden: Jönköpingsbanan capacity with lots of stand time, West-coast to Norway not really any PaP to use. Denmark: Long running times.

CAPACITY BOTTLENECKS ALONG THE RFC - B

Current topic 2: asked to ports and terminals

- » Does your company face capacity bottlenecks on lines / handover stations leading to terminals and ports?
- » Answered by: ports and terminals
- » sample size = 1

100%

Generally satisfied,
no problems

OTHER, COMMENTS

No comments.

no problems

100%

not asked in 2020

slight problems, comment:

0%

not asked in 2020

severe problems, comment:

0%

not asked in 2020

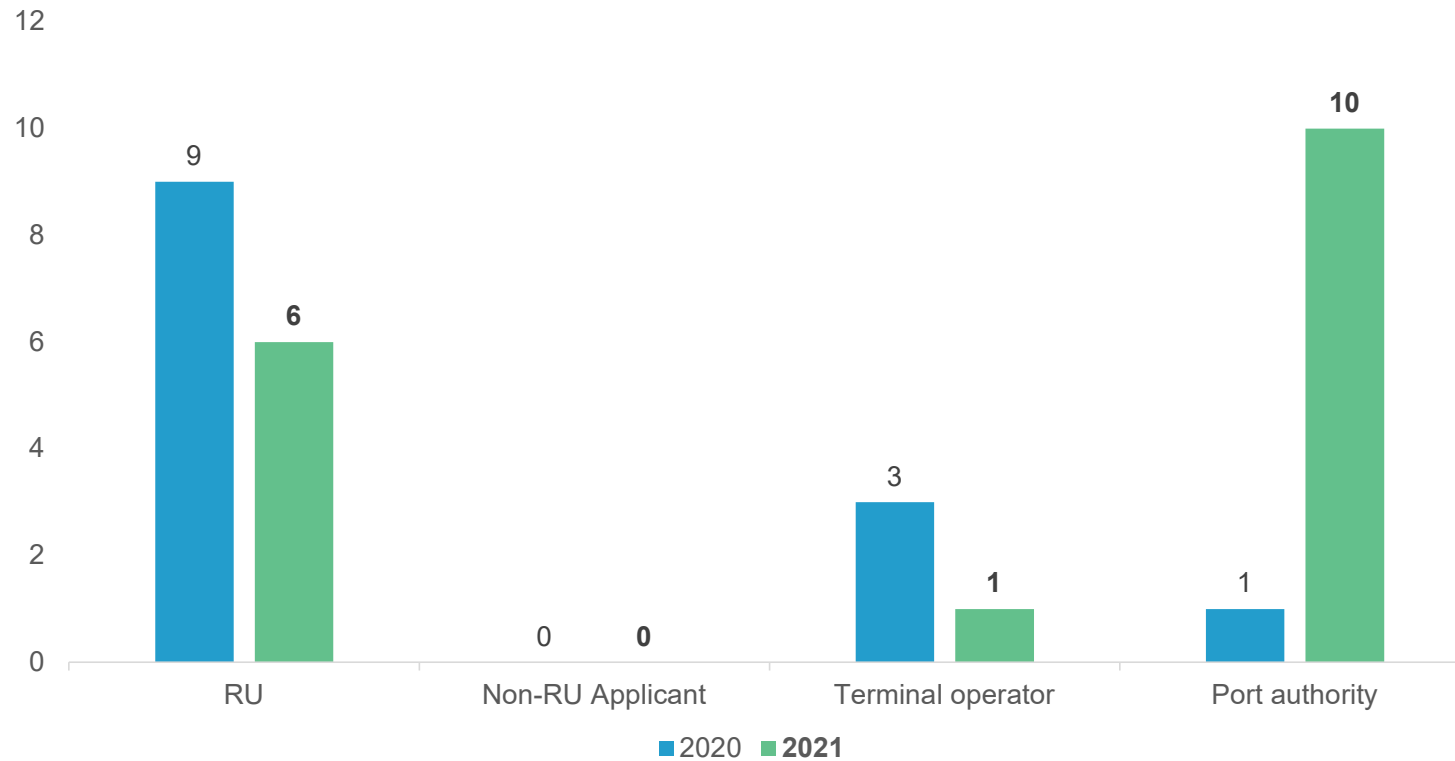
03 SAMPLE DESCRIPTION

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SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 13; 7;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

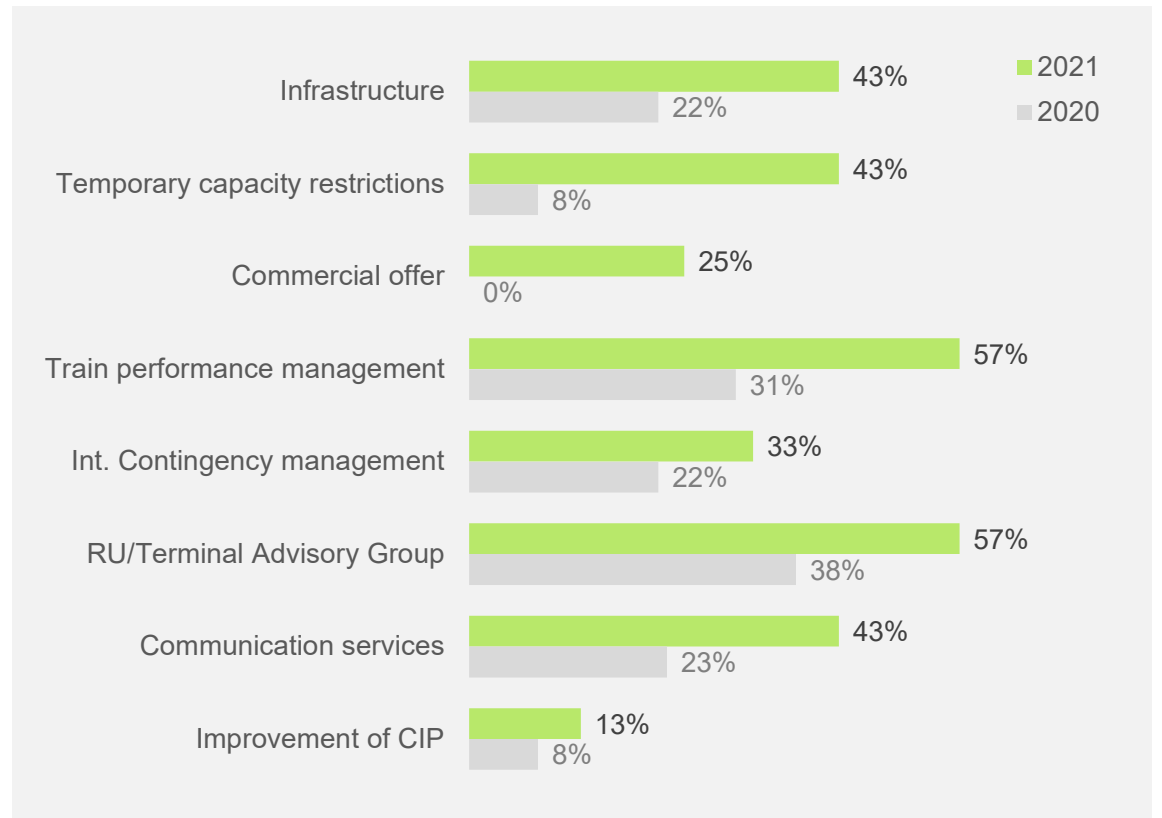
04 SUMMARY



SUMMARY – SATISFACTION RATING

All respondents

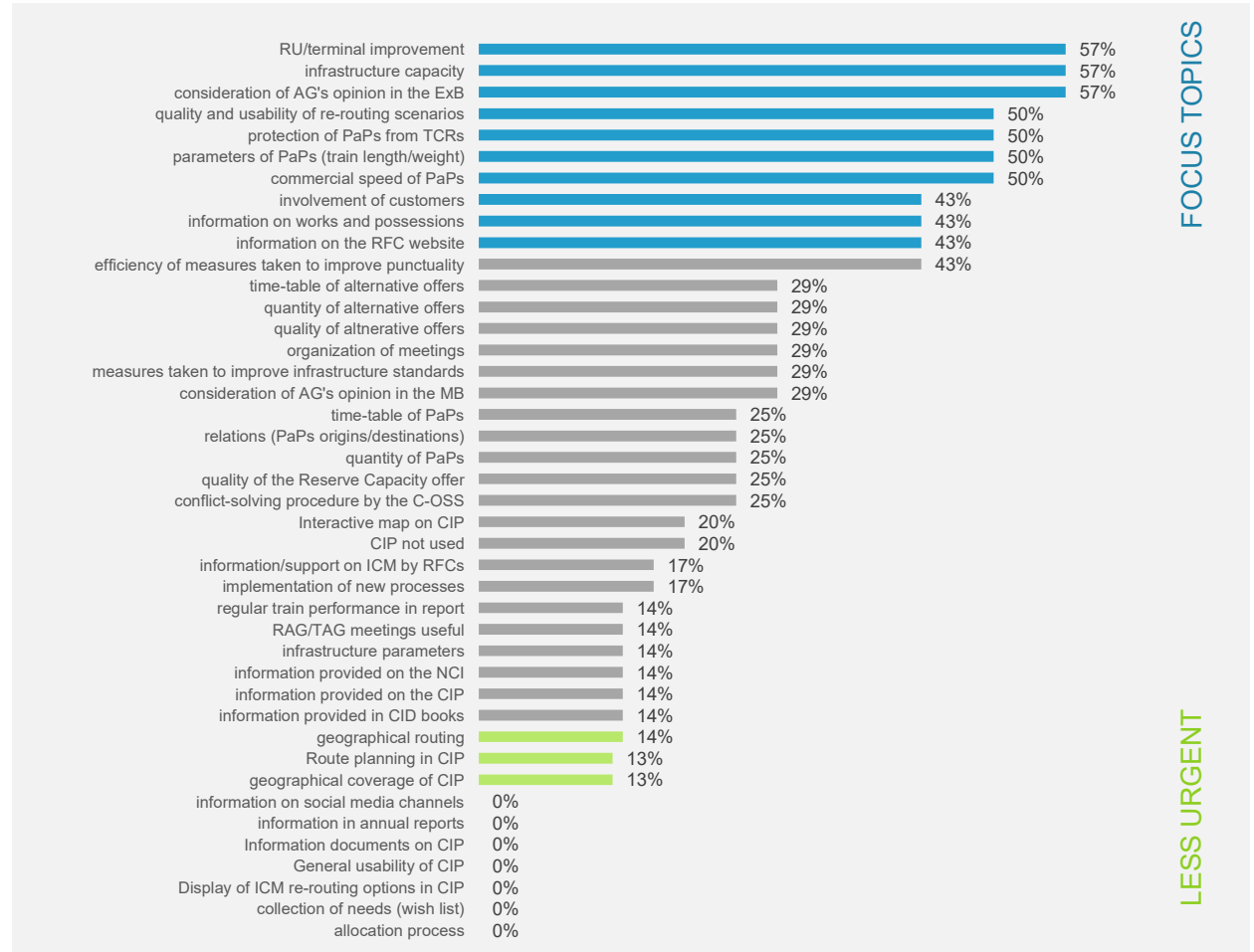
- » General satisfaction
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic



SUMMARY – WISH FOR IMPROVEMENT

All respondents

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



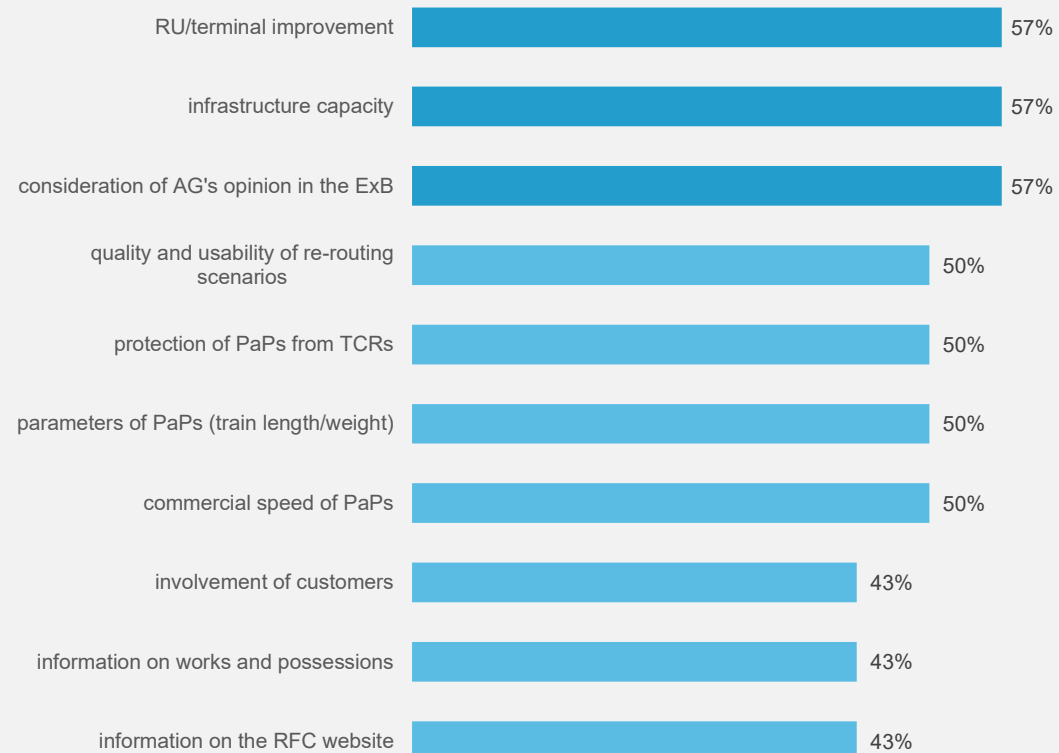
FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

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



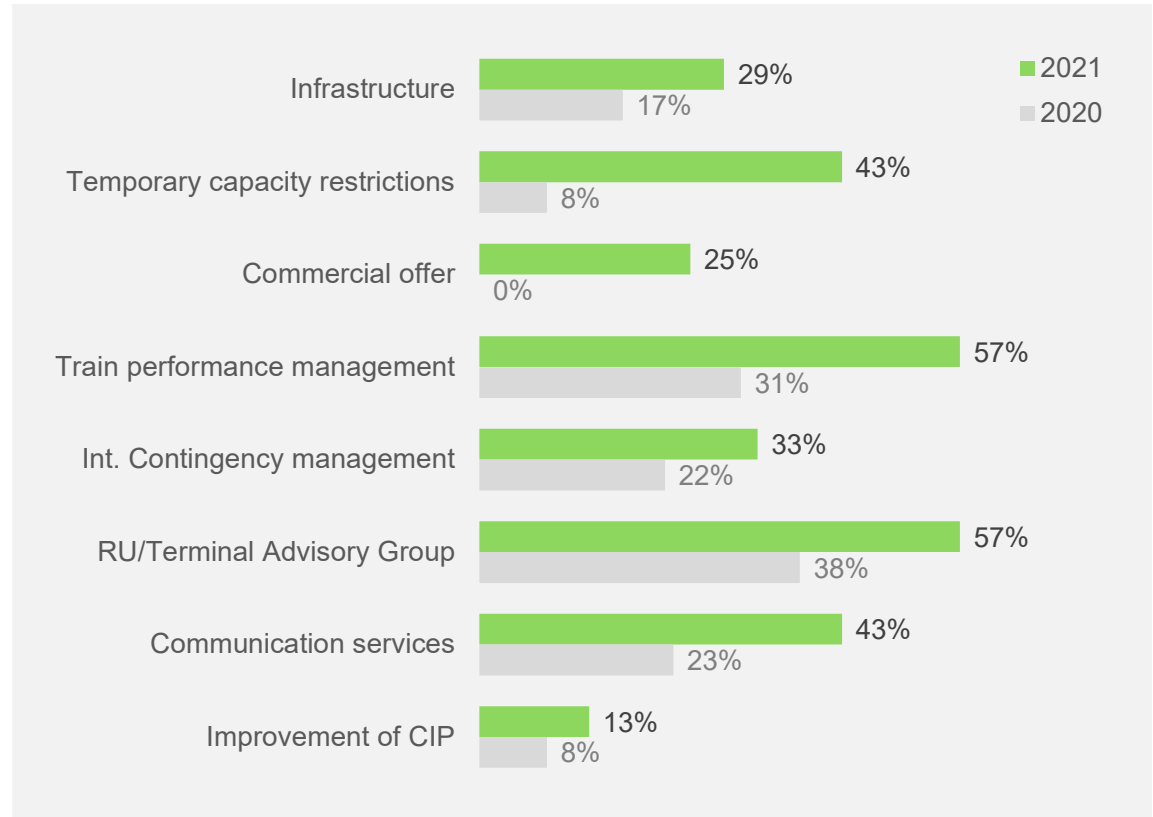
05 CONCLUSION

NO PUBLICATION
internal analysis

SUMMARY – OTHER

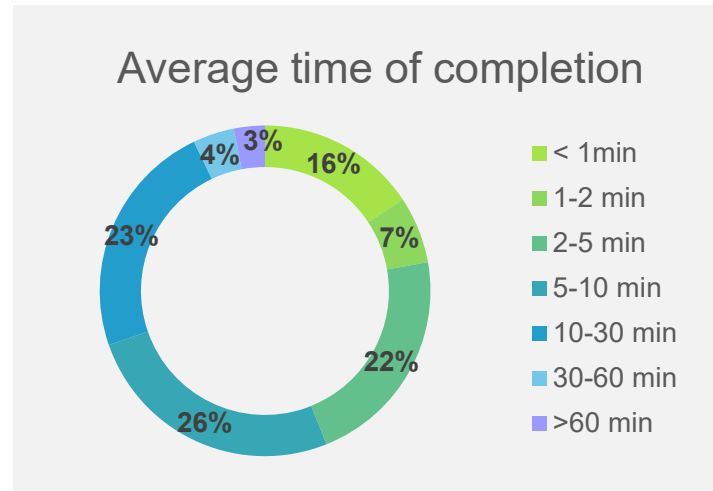
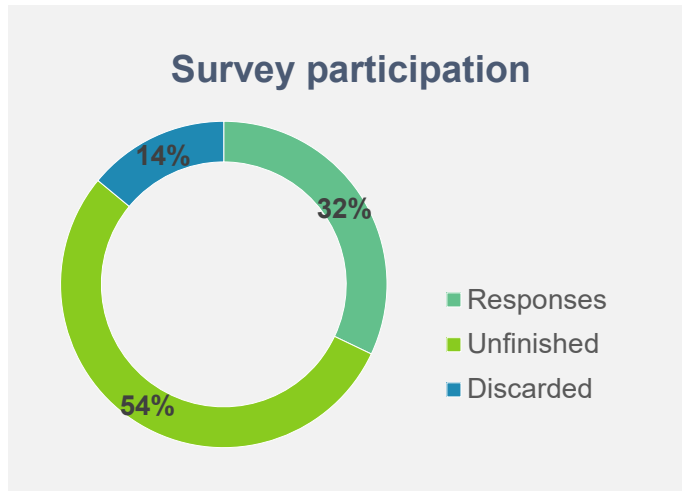
All respondents

- » Other was chosen as an answer
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic



INVITATION & PARTICIPATION

Delivery, engagement and response



The invitations were sent out individually by the RFCs, therefore no overall data of delivery and response is available.

CONCLUSION

Clarification and lessons learned

- Since the new counting system which was introduced in 2020 was used again, now the data can be compared again to the previous year.
- The low response rate is due to again increased number of invitees.
- The list of invitees for several RFCs might not be suitable and should be re-evaluated.
- The list of contacts is well updated (only very few bounce back emails).
- In the past year more nominees answered for several RFCs, so this year 7% more invitees could be motivated to answer.
2019: 125 interviews from 67 participants (54%),
2020: 134 interviews from 82 participants (61%)

To be updated