



**The RFC Network
User Satisfaction**

Survey

2023

Report for RFC3

RFC USER SATISFACTION SURVEY 2023

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- **13** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 40 companies invited
- **1** personal interview
- Field Phase: **24th August** to **12th October 2023**

SATISFACTION & PARTICIPATION

13
evaluations

This is an increase of 30% compared to the previous year (10 evaluations in 2022).

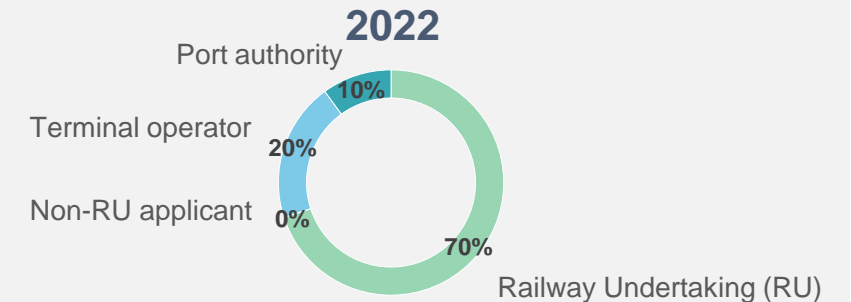
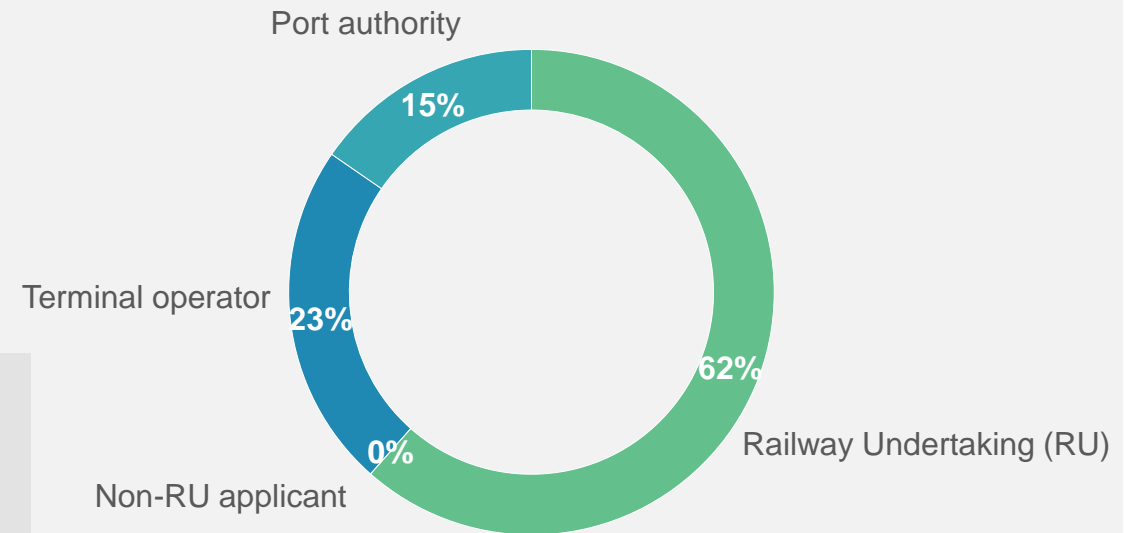
**Evaluations of uninvited participants included.
Percentages rounded without a comma.

Customer satisfaction



**Answers given were very satisfied, satisfied, and slightly satisfied (as per last year's survey methodology). From 2024, only the new methodology (see slide 9) will apply.*

Participant groups in % of 2023



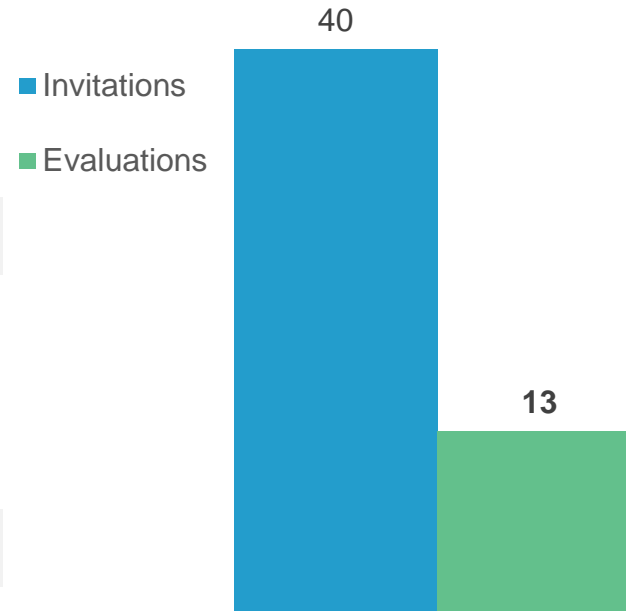
RESPONSE RATE

Compared to the previous year

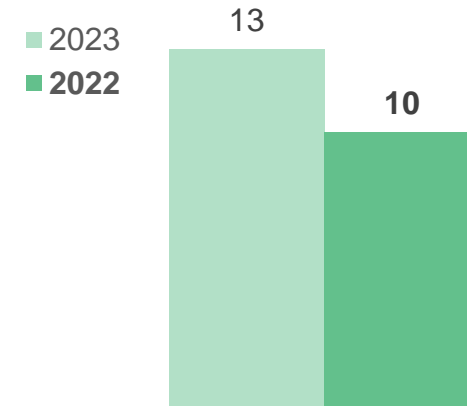


Total	13	(+3)
RUs/non-Rus	8	
Terminals/Ports	5	
Invitations sent	40	(+12)
Response rate overall	33%	(-3%)

Invitations vs. Evaluations ratio



Number of responses 2023 vs. 2022



02 SATISFACTION WITH THE RFC 3

INTRODUCTION

The RFC USS 2023 is based on the relaunched version from 2022, 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, however, the questionnaire was modified. In 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 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

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 = 13

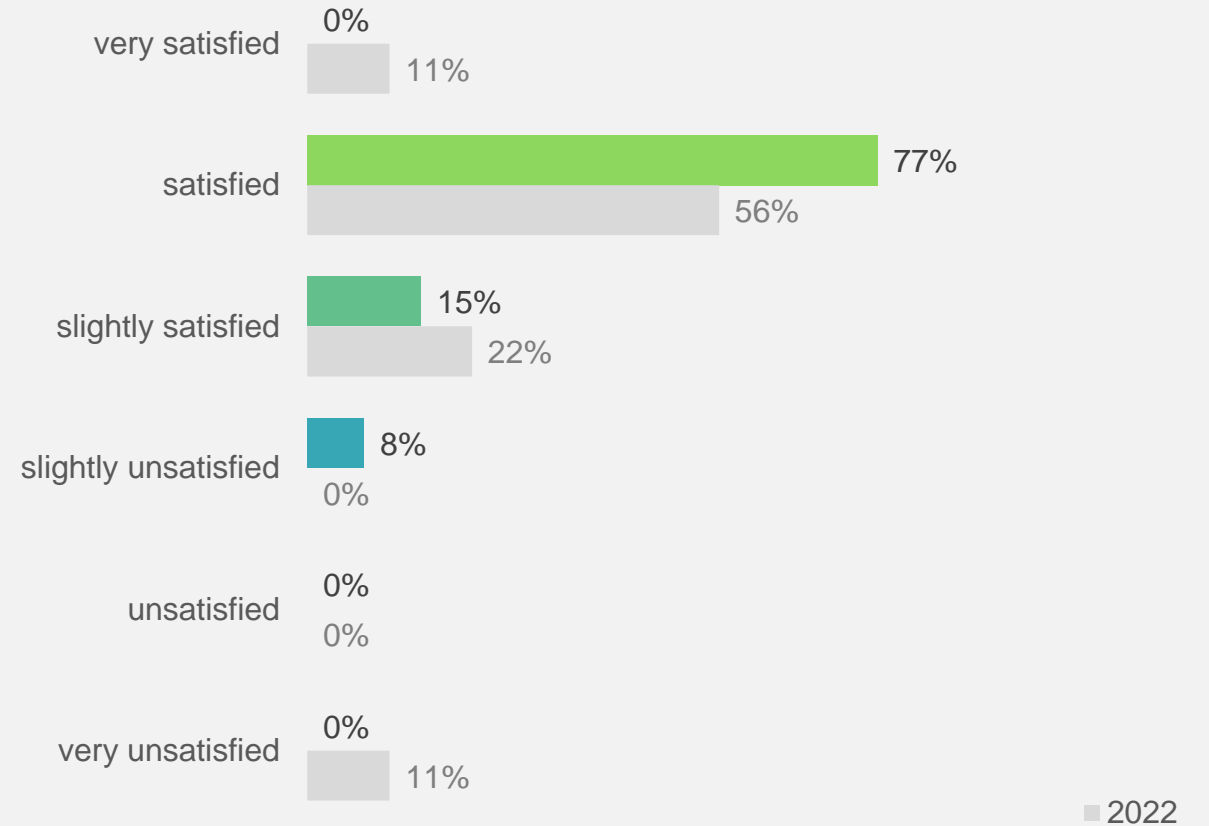
77%

Generally satisfied

**Answers given were very satisfied and satisfied (as per the new survey methodology).*

10%

Increase in satisfaction

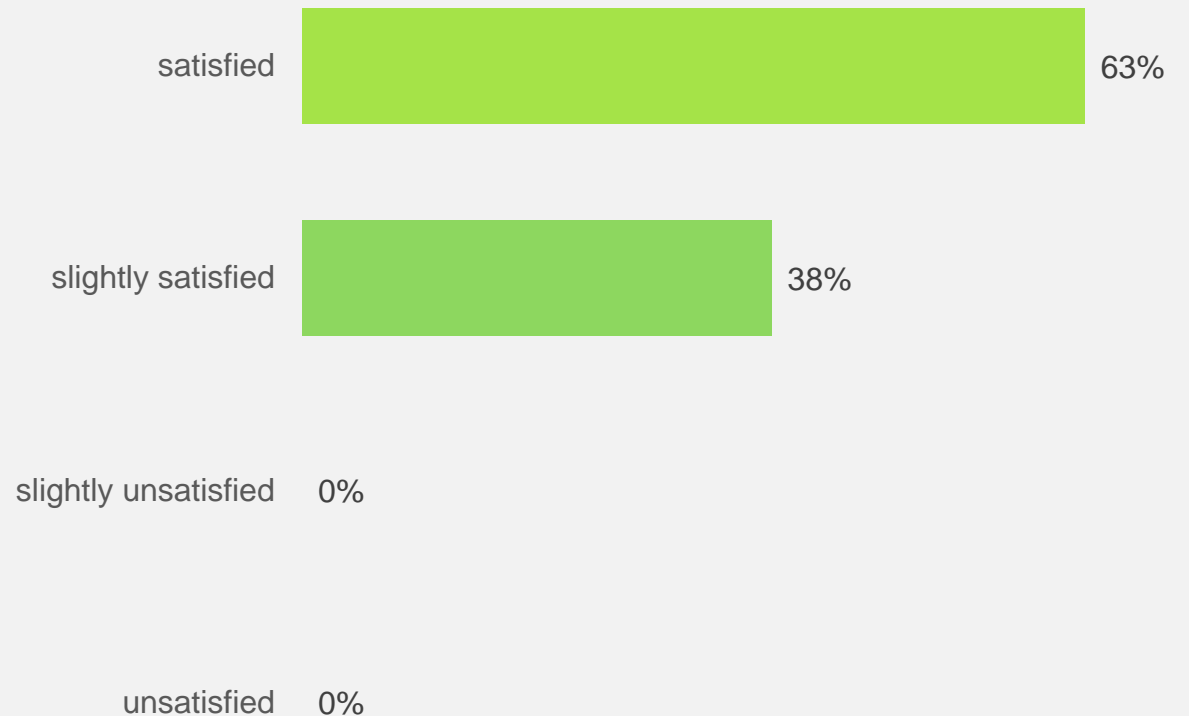


REASONS:

- The Corridor's organization which we were able to set up is very fruitful. It is particularly positive to have the RAG as a kind of steering unit and having the two Regional WGs, one for the northern and one for the southern part of the Corridor, as well as the two TCR WGs and the two cooperation platforms concerning the Brenner Tunnel and the Femern Belt. Personally, being the Corridor's RAG speaker as well as the BCP's RU speaker is very productive because the two aspects are totally integrated into one another. If I may add one last thing, I also approve the role and style of the new MD, who in my opinion is very operationally focused – something that for RUs is a welcome attitude.
- Time schedule almost fits our wishes.
- The timetables offered do not suit Cargonet.
- Communication between the involved IMs in the southern part is working rather well.
- PCS and the handling from RFC 3 worked well.
- Several Paths was not published in time. Some of our comments during the summer was missed by the IMs.
- Organized information regarding the development of the project.
- Satisfied, but there is always more to do.
- Improved agenda, more focus on the northern section the future Femern Belt connection.

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 = 8



REASONS:

RFC 3:

- The biggest job is done here by the two TCR WGs. The one in the North is very recent, but my colleagues' general opinion is positive. Therefore, I prefer not to criticize it beforehand. In the South, instead, what we do within the regional Brenner WG is truly a best practice. There, we use an Excel template which could even become a template for other RFCs. All the necessary information is inside that Excel sheet. However, I would go even a little bit further, and state that this document should be updated more frequently. Of course, this requires a certain effort from the three IMs concerned (DB Netz, ÖBB-Infra, and RFI). Maybe this sheet could be automatized somehow, but I really consider it as a best practice. I'm satisfied with what is going on in the Corridor regarding TCRs. RUs feel heard and can have a proper discussion with IMs.
- It is not complete, as several long breaks are not mentioned.
- GANTT chart needed already in 2023, so keep it going.
- TCRs are published in line with Annex 7 requirements.
- No problems or need to contact the Corridor.
- The publication is OK. Even though that TCR Tools isn't fully working yet. However, coordination between the IMs is still not 100%.

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 = 8

It gives a good overview on which TCRs have not been properly coordinated by the IMs.

Very complete Excel file with lots of useful information, including specific times and dates.

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

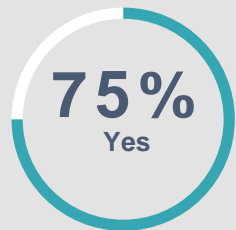
COMMENTS



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?
- » Answered by: RUs/non-Rus
- » sample size = 8

Capacity request via C-OSS



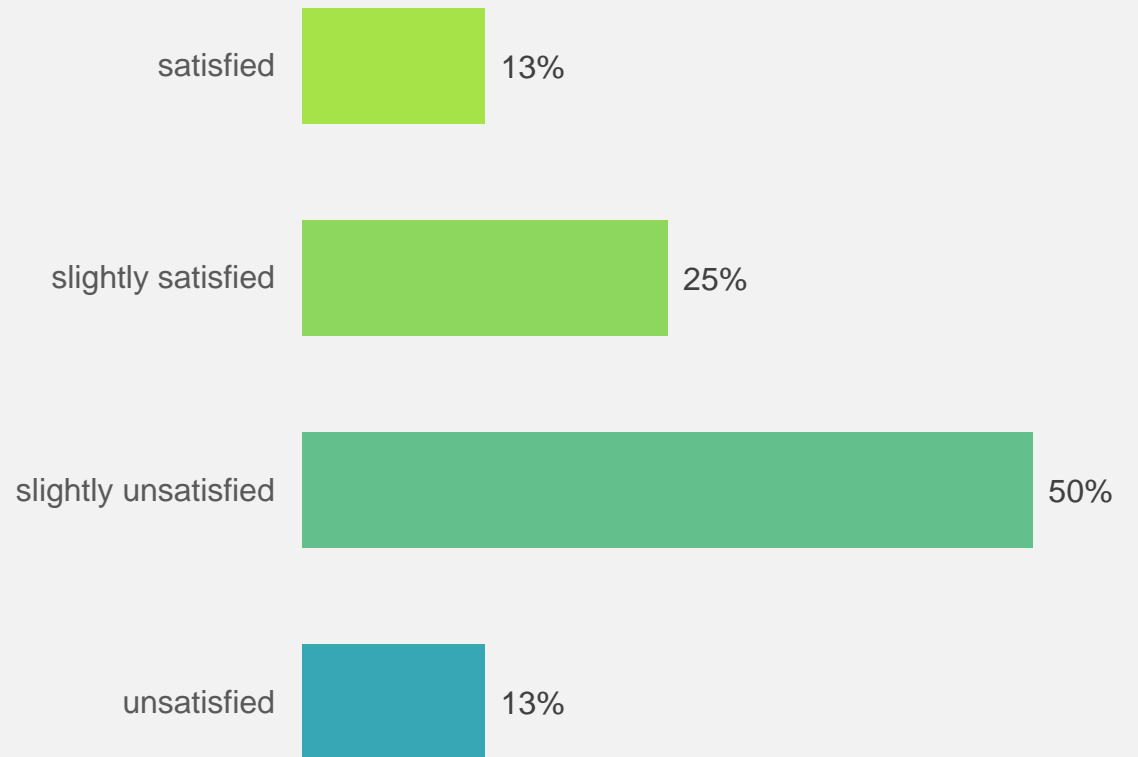
Compared to the past year it has been a 9% increase.

REASONS:

- We do use the pre-arranged paths a lot in the northern part of the Corridor. Honestly speaking, that's the only way to get on the Scandinavian side. Conversely, we do not use it at all in the Southern part because there is an alternative system, the so-called Brenner Catalogue, which is the international path catalogue published by the three IMs involved.
- The routes offered do not match.

SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 8

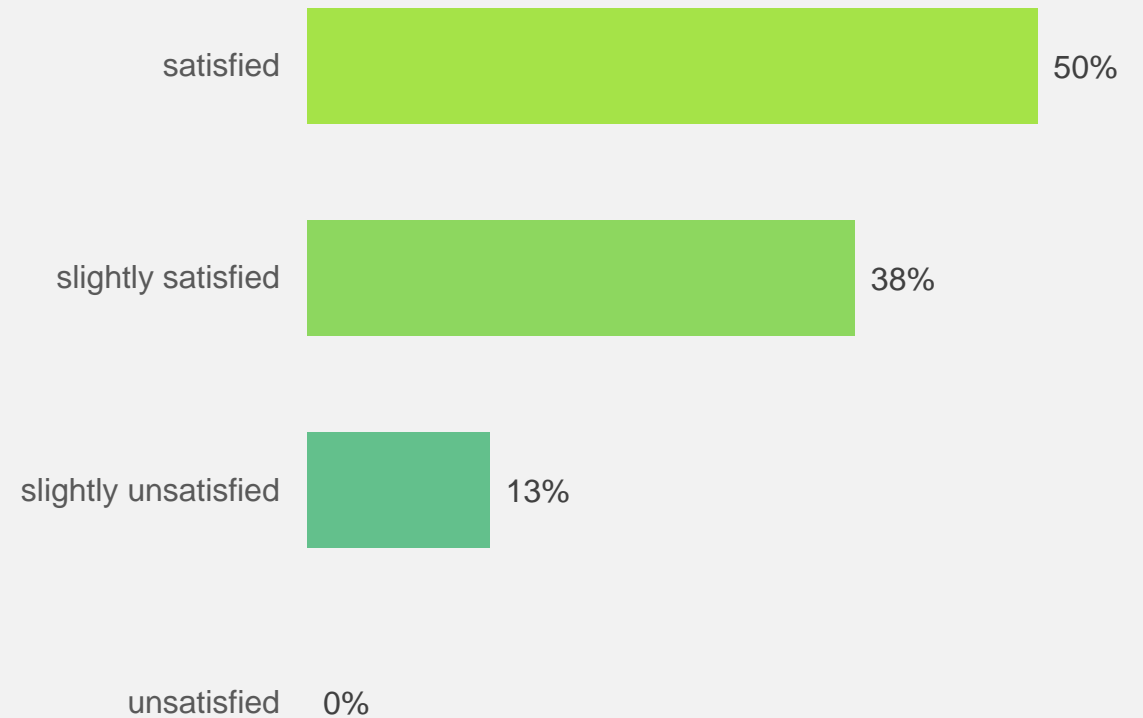


REASONS:

- Regarding the offer in the North, there is too little capacity for the actual demand. This is a well-known issue, yet we recognize that it is not resolvable by the Corridor. Objectively speaking, the issue is due to the Danish bottleneck. Even though the Femern Belt will help in this regard, there will still be the Öresund bridge to act as a bottleneck, and this is something we need to think about. And in the South, as already mentioned, we use a catalogue that is fitting perfectly.
- Few trains to manage on the Corridor and the PaPs do not suit our needs.
- It gives us a clear view on what we can expect.
- It is better for Cargonet to search for the times that we need, as well as the stops where we need, rather than not pre-planned locations.
- There are no benefits visible vis-à-vis the usage of national products in terms of price and speed.
- PaPs with D4 should also be offered on the Malmö – Maschen line.
- The PaPs are getting slower and slower every year making them less and less valuable. If the PaP product is not what the market expects, fewer will apply for it. Which is probably what we are witnessing now.
- When Trafikverket will solve its internal issues with path planning and allocation, customers will take the risk to start operate more trains.

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 = 8

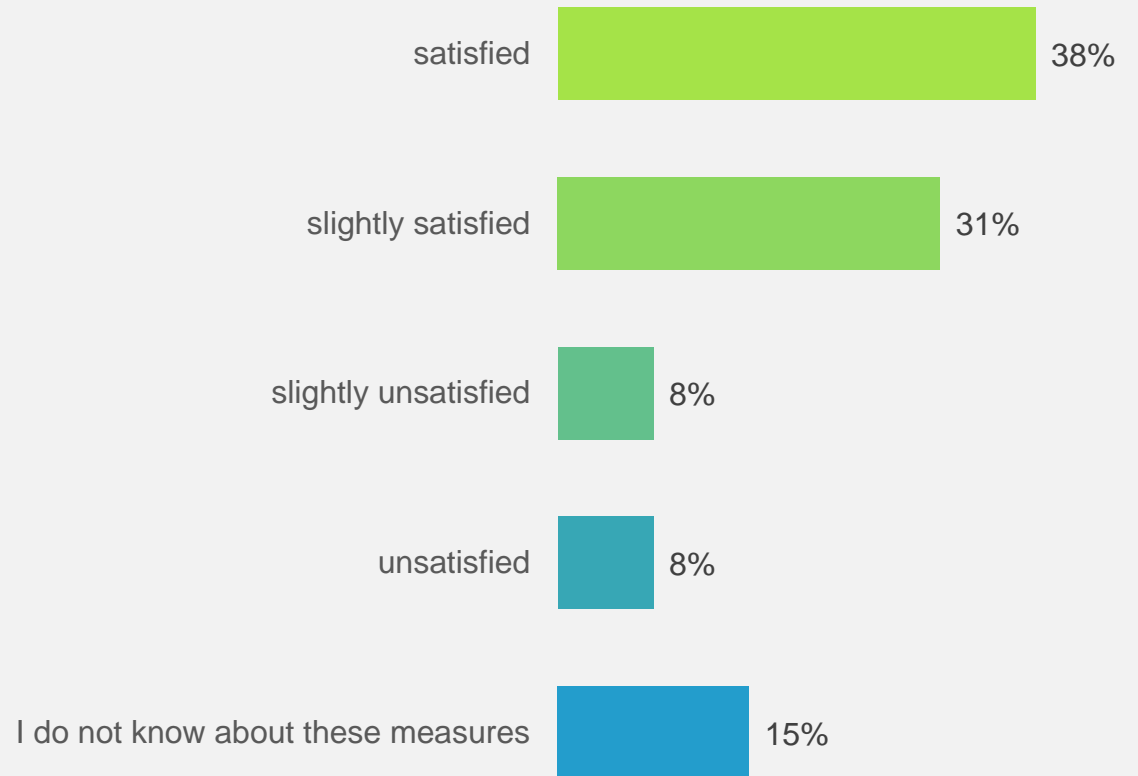


REASONS:

- We are satisfied with the services in all Corridors. We have a good exchange with the COSS. The only remark, which was present also last year, that some COSS managers were in vacation right at the time where there was most need for them, which is the summer period when the wish list is established. And of course, we all know that summer is also vacation period. But we have also process which is in parallel to that. So, we might need to think about some kind of replacement procedures between different COSSs or something like that.
- Cargonet sees no need in using this, as we only run between Norway and Sweden.
- We hardly use it on this RFC – we would have selected "cannot judge" but unfortunately the survey does not allow to choose such option.
- No problems.
- Slow response time during the last week of application. Big difference between different IMs.

SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

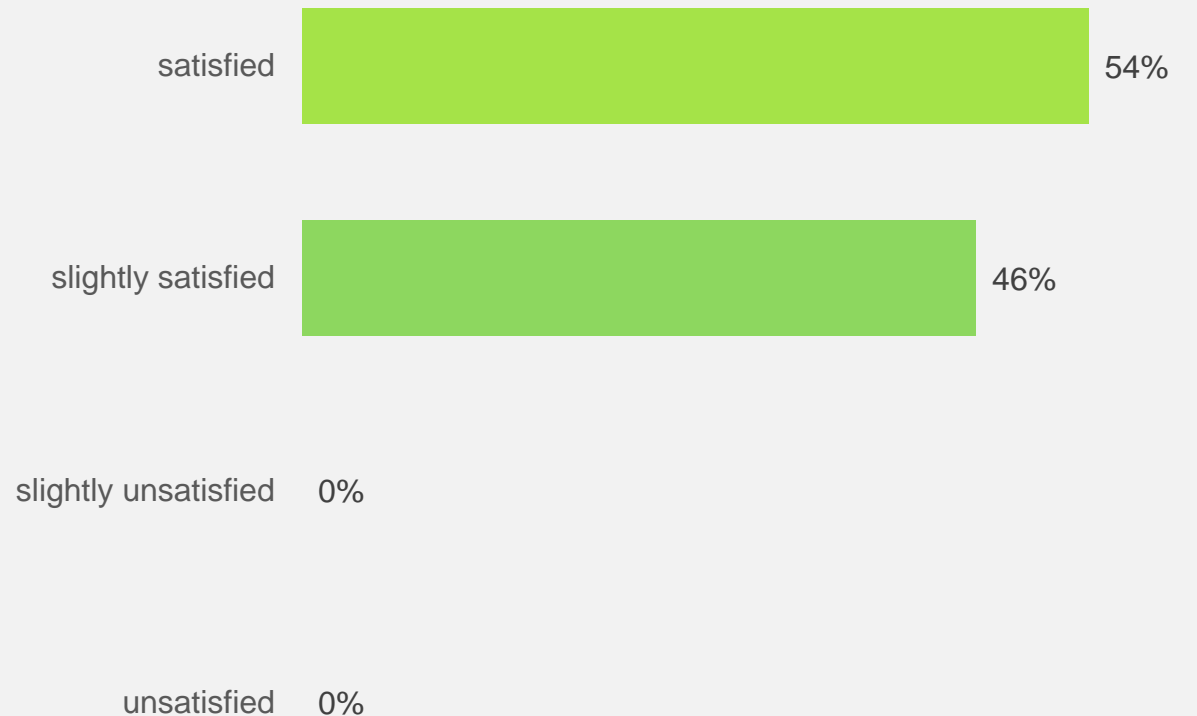


REASONS:

- We appreciate the initiatives of the RFCs and the willingness to improve the situation, but sometimes they simply cannot. So, we are not fully satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The Regional WGs or could be a good platform to discuss operational topics more concretely. We recognise the effort that it is put in the TPM WGs, but we see also that somehow, either you have too much data to derive concrete measures or simply there is no sufficient energy left to put forward concrete measures. Performance data is known but the reasons behind it are not investigated.
- The regional Brenner WG tries to work on performance and thanks to it we have been able to develop some potential solutions to long-standing issues. We should now try to do the same with the Regional WG North. In any case, I can say that the TPM WGs make quite an effort.
- Nothing to add.
- The C-OSS uses its limited influence to improve the performance as good as it can.
- If there have been measures, it seems like they have had no effect yet. The PaPs are getting slower and slower every year.
- Involving the relevant stakeholders. Keep up the communication flow.
- Strengthening the traffic along the Corridor is one of the key businesses of the port of La Spezia.
- On the right path in a complex world.
- Satisfied with the work done by the team to increase cooperation and planning together among northern IMs.

SATISFACTION WITH INFORMATION PROVIDED BY THE RFC

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13



REASONS:

- CIP is a brilliant concept, but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform, and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform RFC Network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not a driving issue. Continue this way of providing information!
- I only use the information about timetables, and these are routes, terminal stops that do not suit Cargonet.
- Im only using the information provided directly by RFC representatives.
- It is useful to analyse the Corridor's data.
- Good information.
- Information is provided relatively fast.

PERCEPTION OF TICO

RFC-specific question 1:

- » Are you aware of our Terminal Integrated Capacity Offer (TICO)? If so, how useful do you believe it is and what measures would you suggest for its successful implementation?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

Yes. It is useful to adapt the PAPs with the delivery times to and from the terminals.

Yes. Efforts are needed to help IMs to integrate more with each other.

Yes. It is not applicable for us now as our partner is taking over to continue the journey towards destination.

Yes. I do not believe it to be a game-changer. It is difficult to integrate PaPs with Terminal Slots, as they follow different booking procedures. Plus, the whole system is too complex and rigid. However, I am open to see what comes out of the project and have an analysis of the process.

Yes. I see the importance of offering terminal capacity in connection with Corridor routes.

Yes. I do not know whether it was used for one of our path orders.

Yes. I do not see a need for it.

Yes. For system-trains (one customer's goods) it is not that useful. The logistics chain is already implemented in the setup, and contacts with terminals are already established outside of the Corridor concept.

Not in detail.

PERCEPTION OF REGIONAL FORUMS

RFC-specific question 2:

- » How useful do you consider ScanMed RFC's regional cooperation fora, most notably the newly established Femern Belt Platform, for your business?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

The FBP is a new initiative, so much still needs to be done to set the project fully into place. The BCP, meanwhile, has become very useful for our business in the past two years. Generally, we support the creation of regional forums, as they provide a great venue to discuss a whole range of issues with relevant stakeholders. The frequency and number of meetings is also good.

They only have an indirect business impact.

They are very interesting for us.

Very good.

Super!

Very useful initiatives. New lines and infrastructure discussed in these meetings are useful to expand the rail network and open new business scenarios.

Useful.

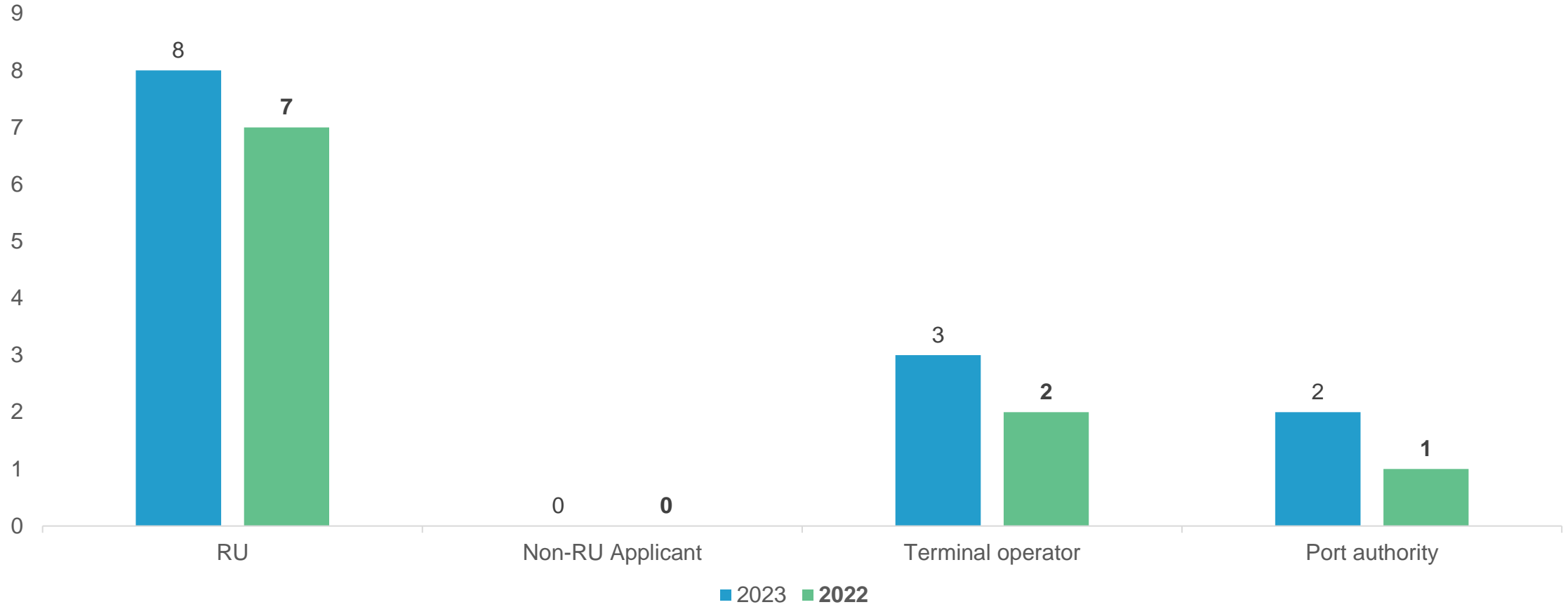
Not useful as we only operate on the southern part of the Corridor.

Very useful.

03 SAMPLE DESCRIPTION

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

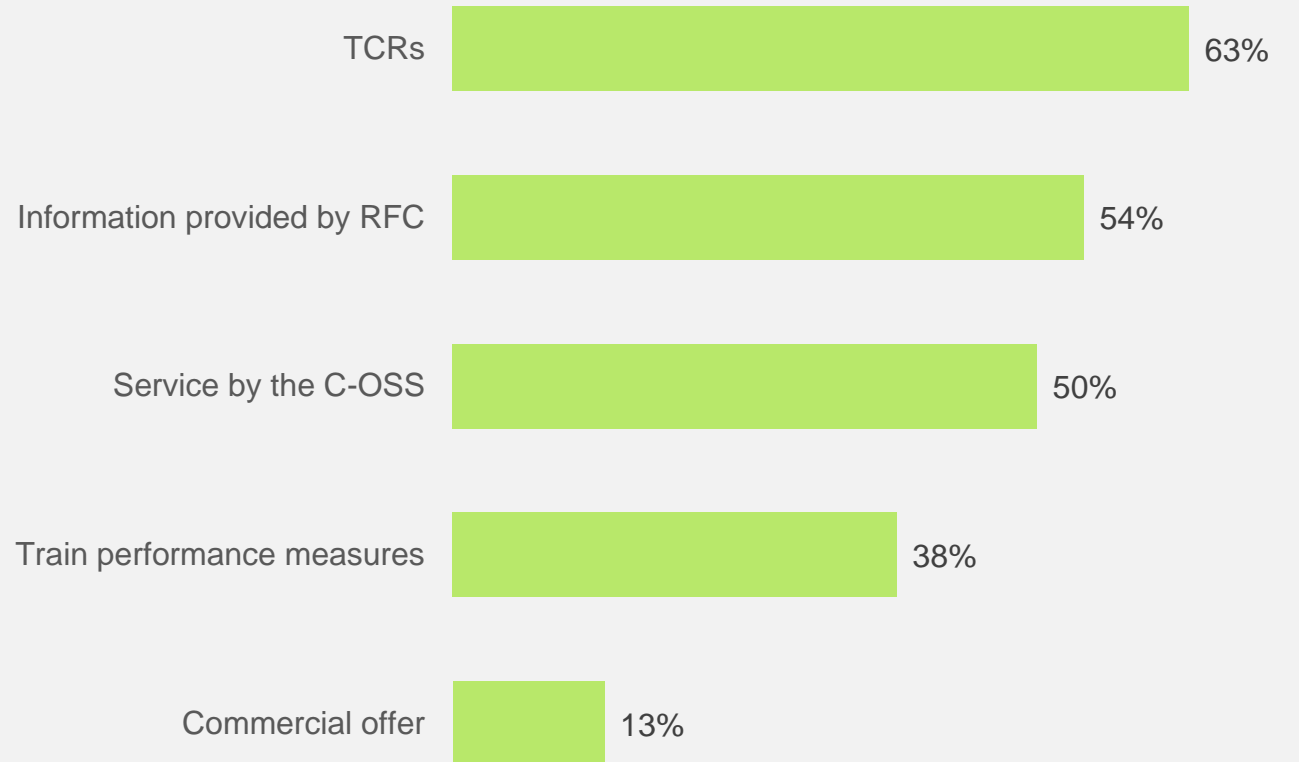


SUMMARY – SATISFACTION RATING

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



SUMMARY – DISSATISFACTION RATING

All respondents

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

Least satisfactory topic
Commercial offer

