



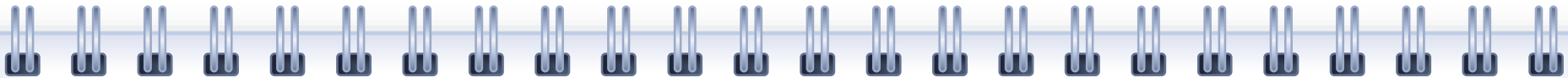
# RFC User Satisfaction Survey 2019

Report for RFC 8



Co-financed by the Connecting Europe  
Facility of the European Union

November 2019



1      Study Design

2      Satisfaction with the RFC

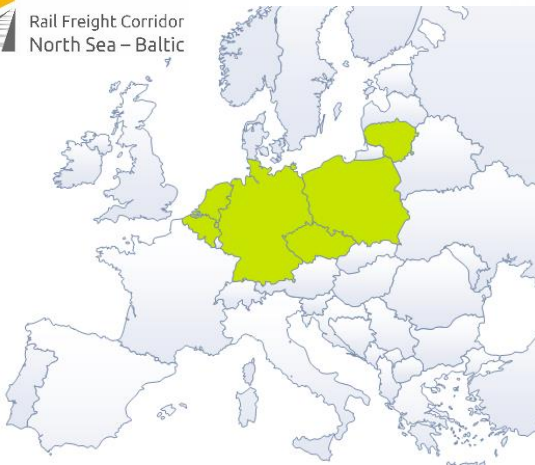
3      Sample Description

4      Summary

# 01

## Study Design





- ▶ 12 respondents  
11 full interviews / 1 partial interviews  
7 nominated by RFC8 / 5 nominated by other RFCs  
2 agreed to forward name  
1 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 33 e-mail invitations sent
- ▶ Field Phase: 12 September to 11 October 2019

**Attention: very small sample sizes!**



Rail Freight Corridor  
North Sea – Baltic

<b>Total interviews</b>	<b>12 (-3)</b>
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Full interviews	11 (-2)
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Partial interviews	1 (-1)
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Invitations sent	33 (-4)
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Interviews	7 (-4)
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<b>Response rate overall</b>	<b>21% (-9%)</b>
(invited by RFC only)	

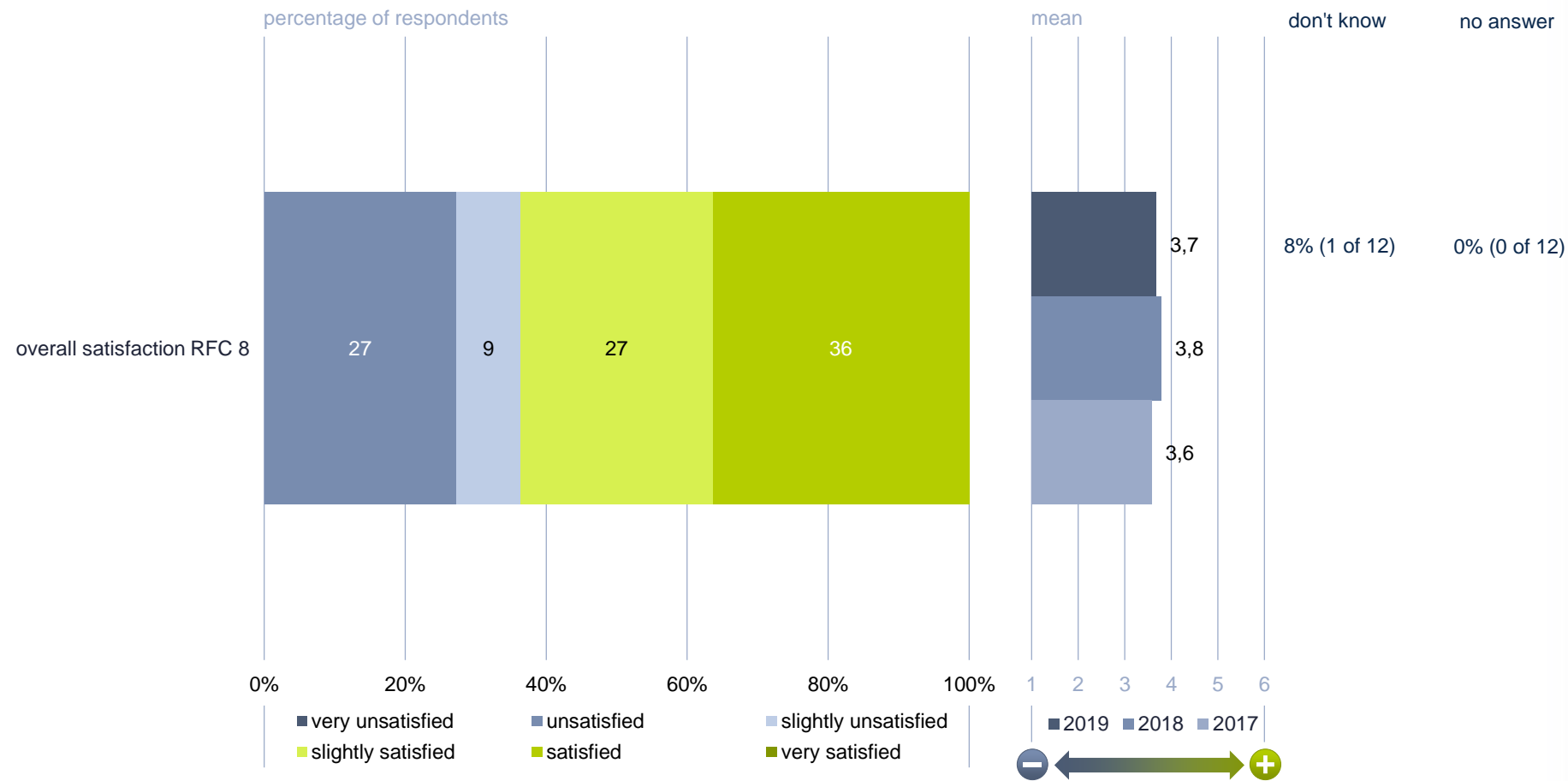
topic-forward used	1 (-1)
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forward name	2 (-5)
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2019 (change from 2018)

# 02

## Satisfaction with the RFC



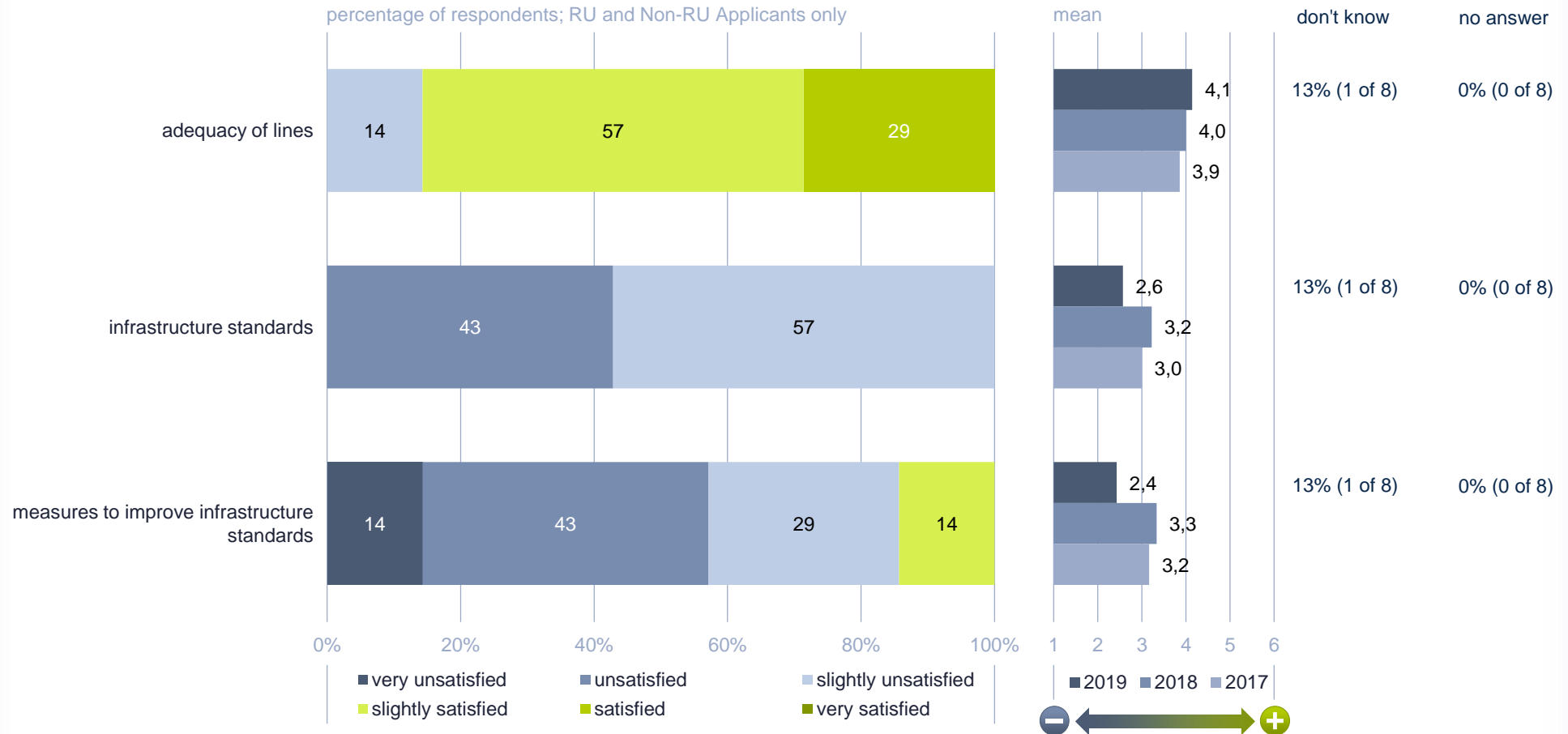
"Overall, how satisfied are you as a user of the RFC(s)?"

sample size = 12; 15; 15

- border crossing NL/GER to be further improved
- Development of a new product, which is fitting to TTR (with focus to guarantee capacity for freight in advance to the yearly timetabling process and to enable freight RUs to book ad hoc capacity, which is exclusively reserved for freight)
- More concrete topics related to operations should be approached (harmonisation on border stretches; Xborder).
- New Silk Road - state of Play of future vision to be clarified
- quality needs to be measured based on KPI's (to be aligned between RU/IM)
- RFCs should concentrate more on the total corridor traffic, not just on PaP-traffic. RFCs should be empowered to interact constructively with IMs.
- RNE TIS to be easily useable - 'Train ID' solution
- simplify the registration of RNE routes
- the development of RFC should be discussed in separate RU Working groups with the goal to have equal suggestions how PaP offer should look like
- The work in the different RFCs corridors need to be matched better with the TEN network
- The work of the RFCs should be coordinated better. More network thinking than isolated corridors.
- Video conference should be offered as optional way for better participation

"If there are any other opinions/suggestions/expectations (either concerning the state of play or the future development of the RFC) that you would like to share with us, please describe them below."





"To what extent are you satisfied with the adequacy of the lines (geographical routing) assigned to the RFC? || ... with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading gauges, etc.? || ... with the measures taken by the RFCs' Infrastructure Managers to improve the infrastructure standards on the lines assigned to the RFC?"

- Amount of closures due to works, which are a huge problem for trains running in ad hoc timetables
- Diversion lines for TCR's (between Praha & Dresden) with harmonized train parameters 1800t, 660m train length & electrification
- Electrification route between Korsze and Sestokai.
- Ensure unblocking length limitation Geldermalsen
- harmonized train parameters in the whole corridor, no different parameters for the small sections on RFC lines
- Initiative of Elisabeth Werner is welcome
- missing Osnabrück – Maschen connection, missing alternative routings to BY
- Still not optimal coordination between IMs in case of long planned works
- Unblock length limitations Bentheim Border

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

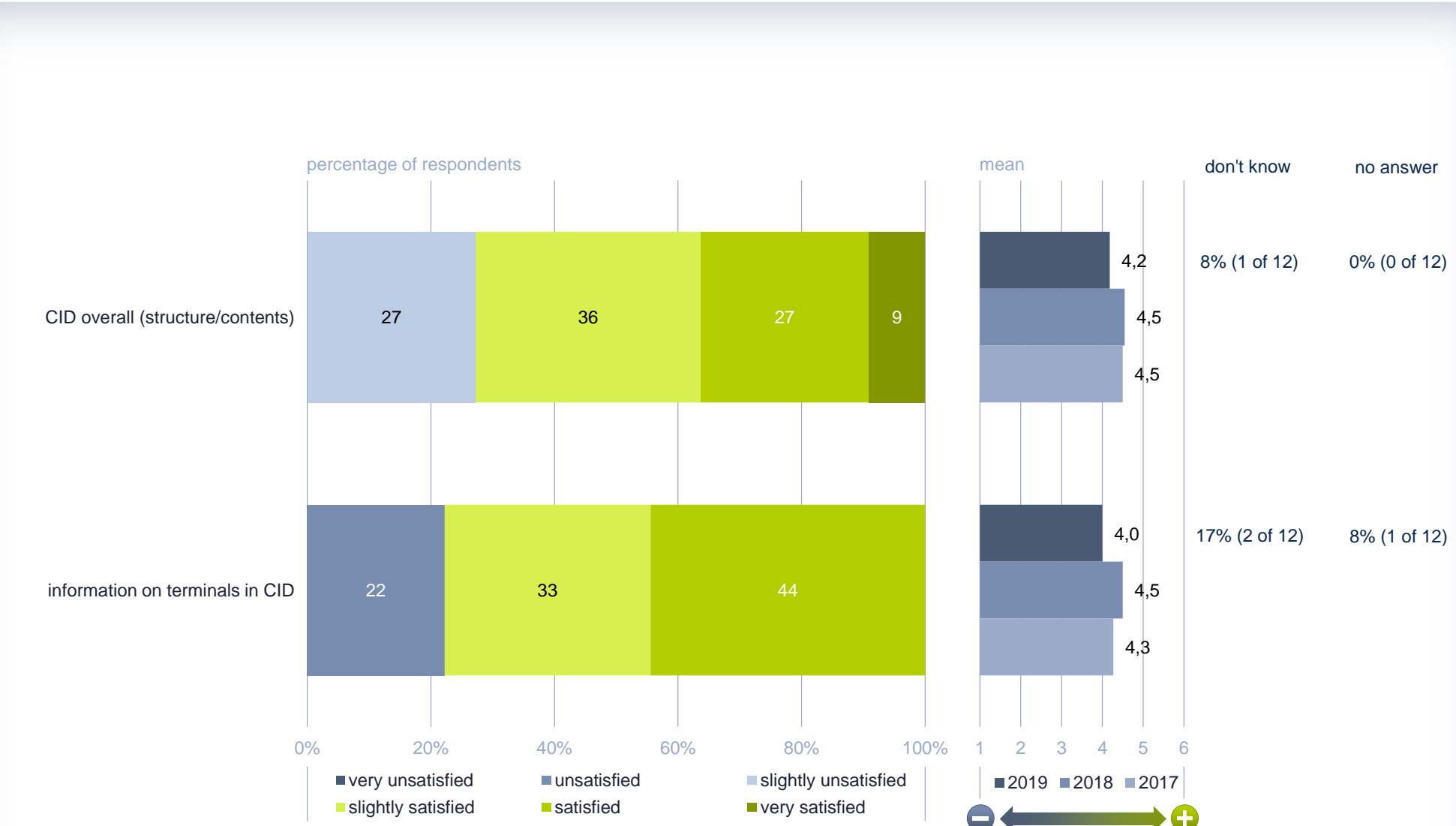
# Satisfaction with Coordination/Communication of Temporary Capacity Restrictions



"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || ... with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), affecting the availability of the lines assigned to the RFC? || How do you feel about the way your opinion is taken into account in the relevant processes?"

- Alternative PaPs for routes and days of TCRs are urgently needed
- better coordination of closures
- influence of RFC Management Board should be much greater on TCR's that have an major effect on capacity of RFC Lines
- More better new information about it.
- RFCs should define their role within the new process of annex VII, good things should be rolled out to other RFCs
- right now the real coordination and communication of TCR's takes only place on a national level
- urgent implementation and usage of TCR tool
- accelerating the processing of trains

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

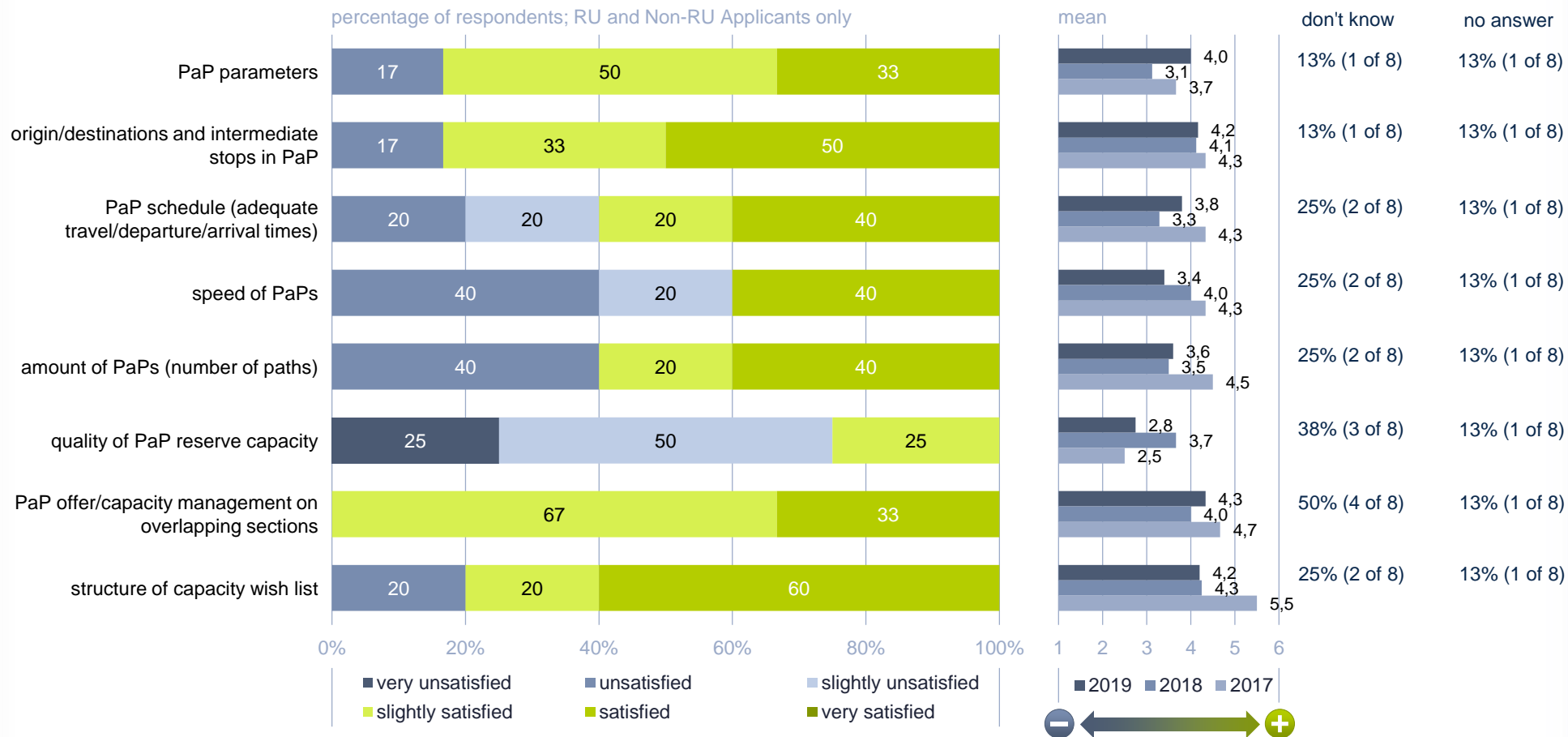


"To what extent are you satisfied with the Corridor Information Document (CID) for the 2020 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2020 or in other sources, e.g. Customer Information Platform?)"

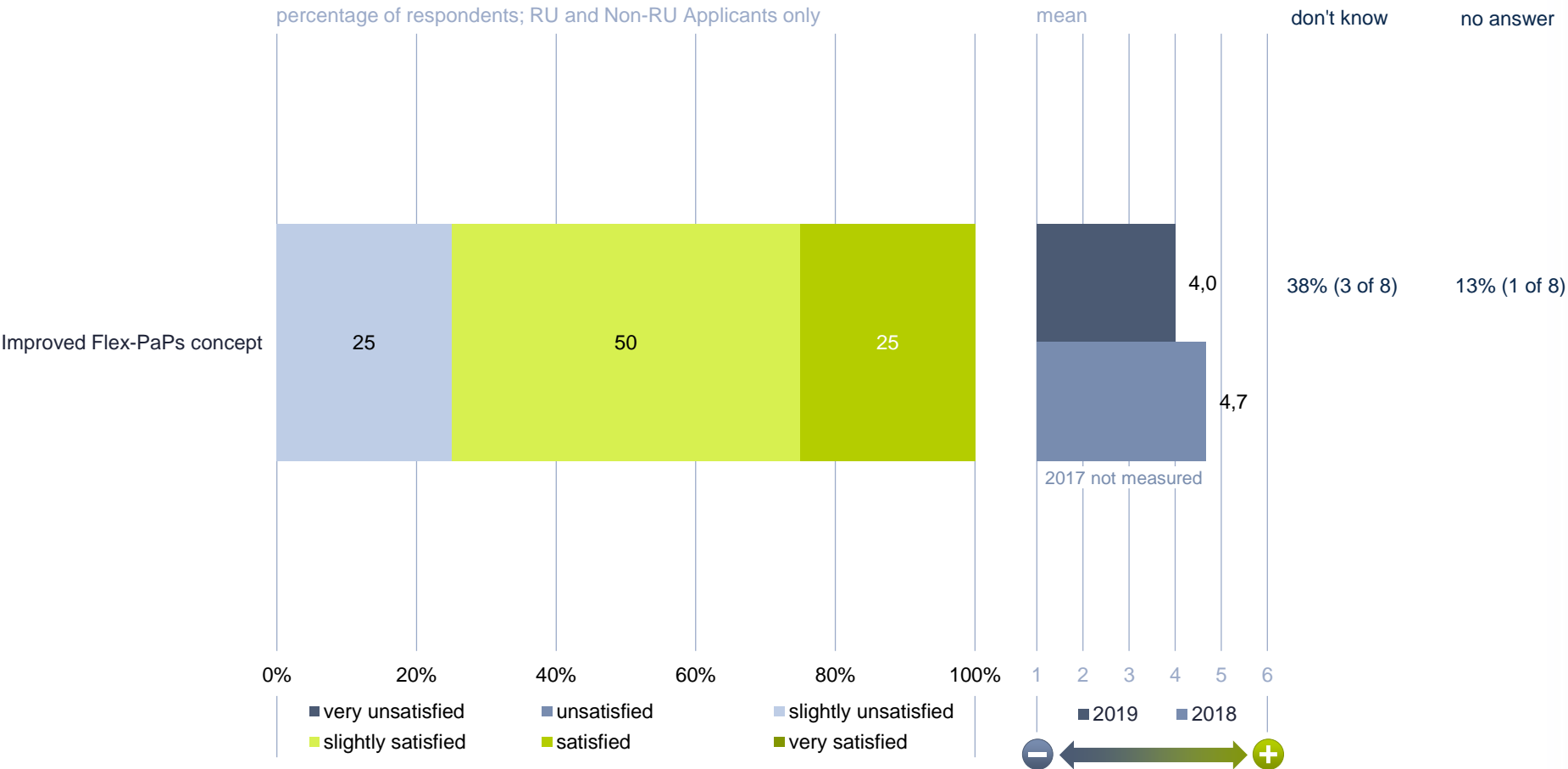


- Better involvement of RAG and TAG groups for decisions of the management board
- Better transparency on the work performed on RFC8
- Deviations and contradictions from the agreed international process due to national regulations (network statements) are not shown (e.g. deadlines for draft and final offer, reasons and possibilities for observations or justified objections)
- National differences in processes should be aligned to one harmonised process
- Terminal Capacity is ordered by the operators

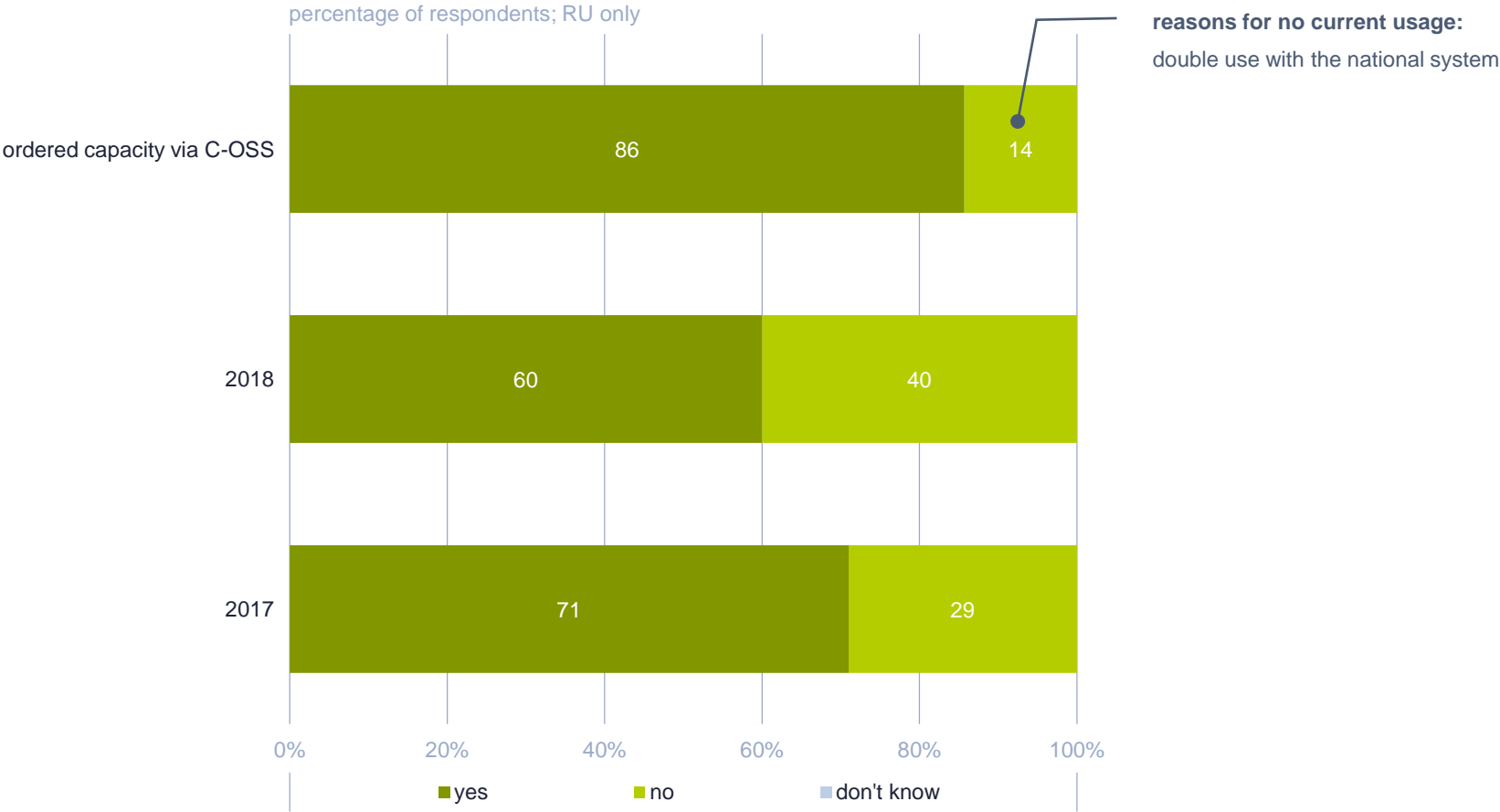
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || ... with the origins/destinations and intermediate stops? || ... with the PaP schedule? || ... with the commercial speed of PaPs? || ... with the amount of the PaPs? Is there a sufficient number of PaPs? || ... with the quality of Reserve Capacity (RC)? || ... with the PaP offer and with the capacity management process on overlapping corridor sections? || ... with the current structure of the capacity wish list?"

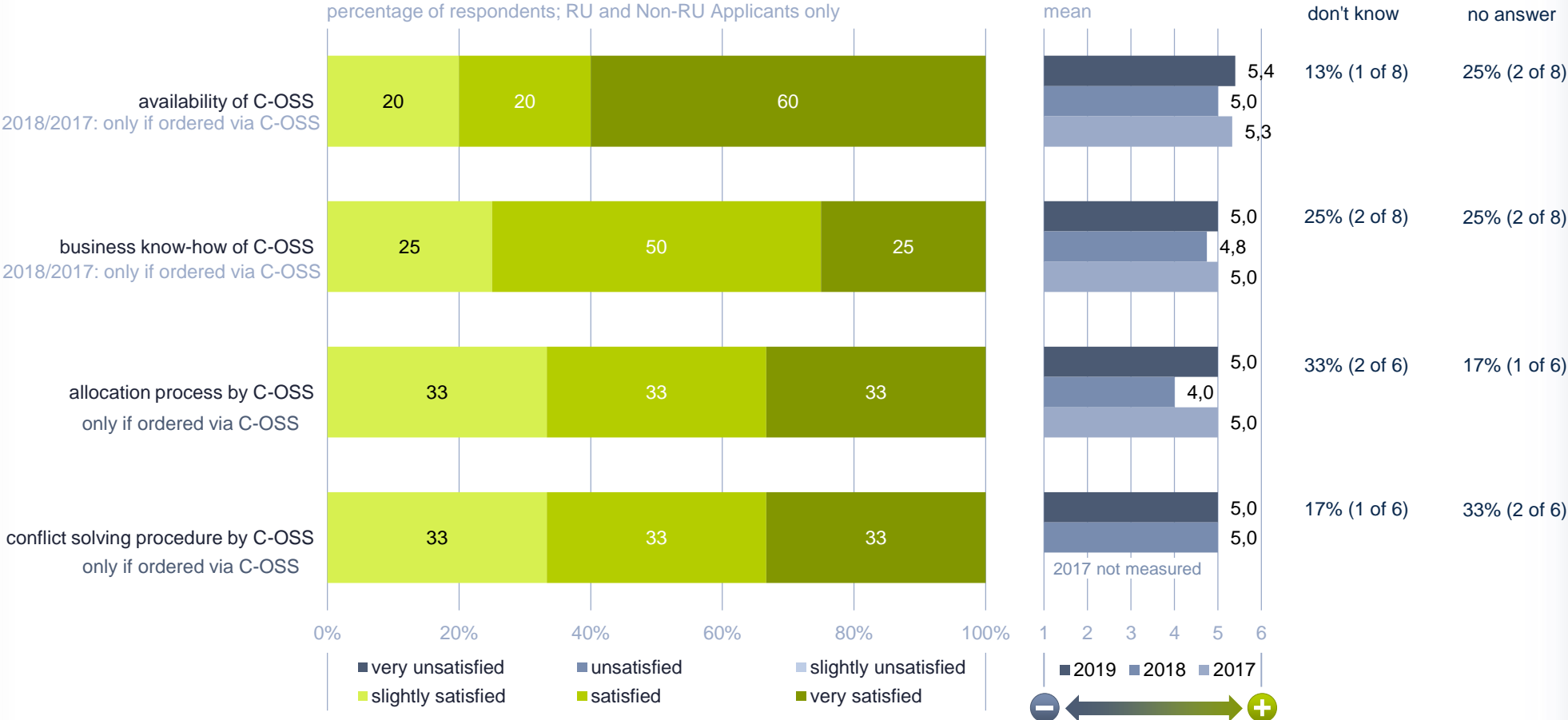


"How satisfied are you with the improved Flex-PaPs concept, on the eastern part of the corridor, allowing adjusting the times for locations and use the bandwidth +/-60'?"



"Were you involved in a request for corridor capacity via the C-OSS as a leading or participating RU?"

sample size = 7; 10; 7

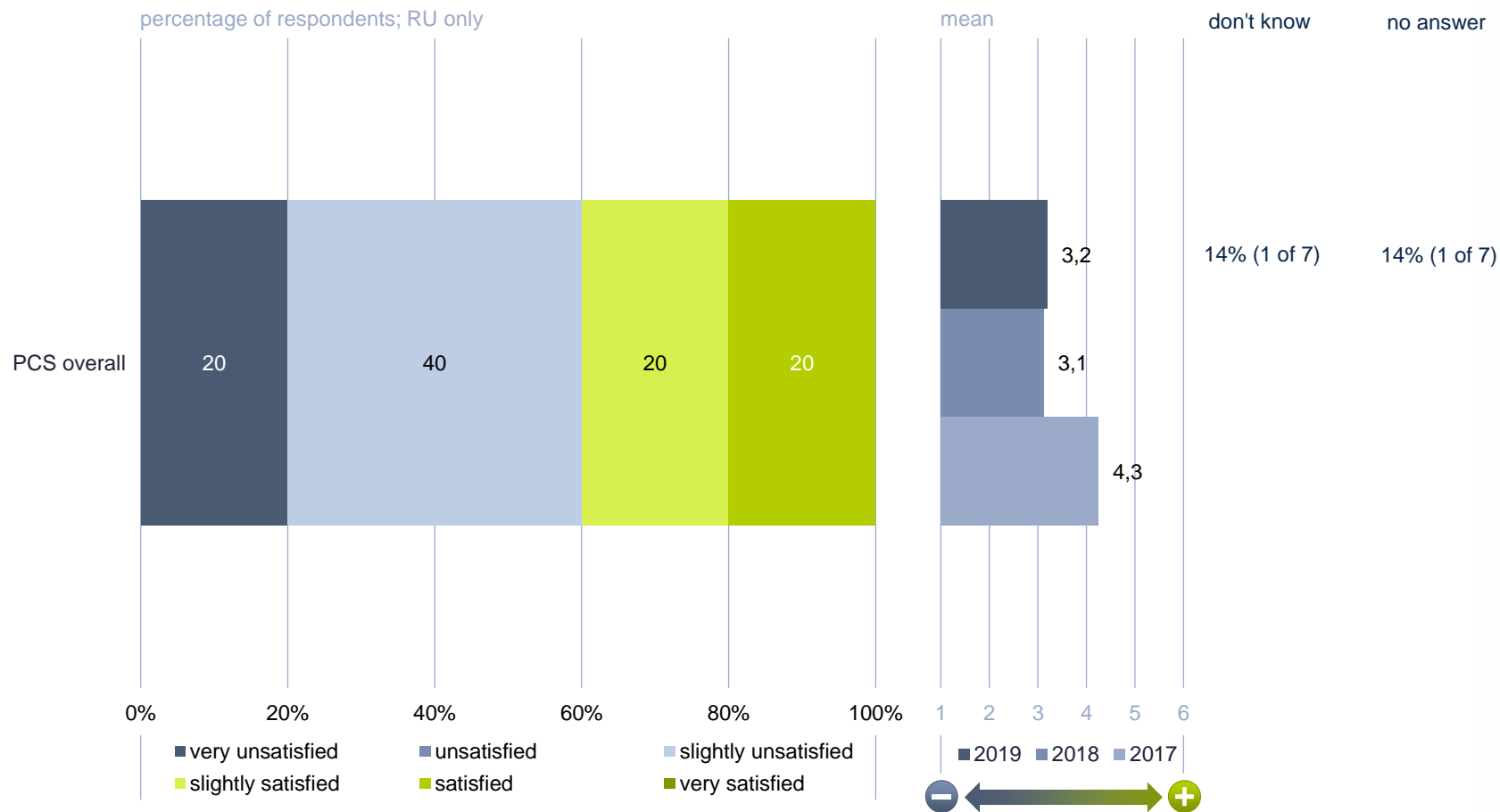


"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2020 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.) || How satisfied are you with the conflict-solving procedure?"



- "safe-capacity" for trains using RFC PaP's during capacity restrictions
- capacity slots on lines instead of timetable exact to the minute
- guaranteed capacity during constructions works for long running international trains
- harmonized parameters on the whole corridor
- increase speed of PaP's
- more connecting PaP's RFC3-8 in Maschen
- PaP-products with +/- 60 minutes are only valid for parts of the RFC (some IMs published instead a fixed PaP without possibilities for adjustments).
- PaPs are published on the basis of a reference loco. For every order the RU has to ask the RFC, if a deviating loco type (as published) is allowed or not. This creates an additional effort.
- Process and deadlines of RC for response/offering is not defined. This creates high uncertainties for RUs.
- RUs should be involved in CID revision process. Regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatorily.
- wishes for new lines should be taken in to account (e.g. Hamburg-Berlin)

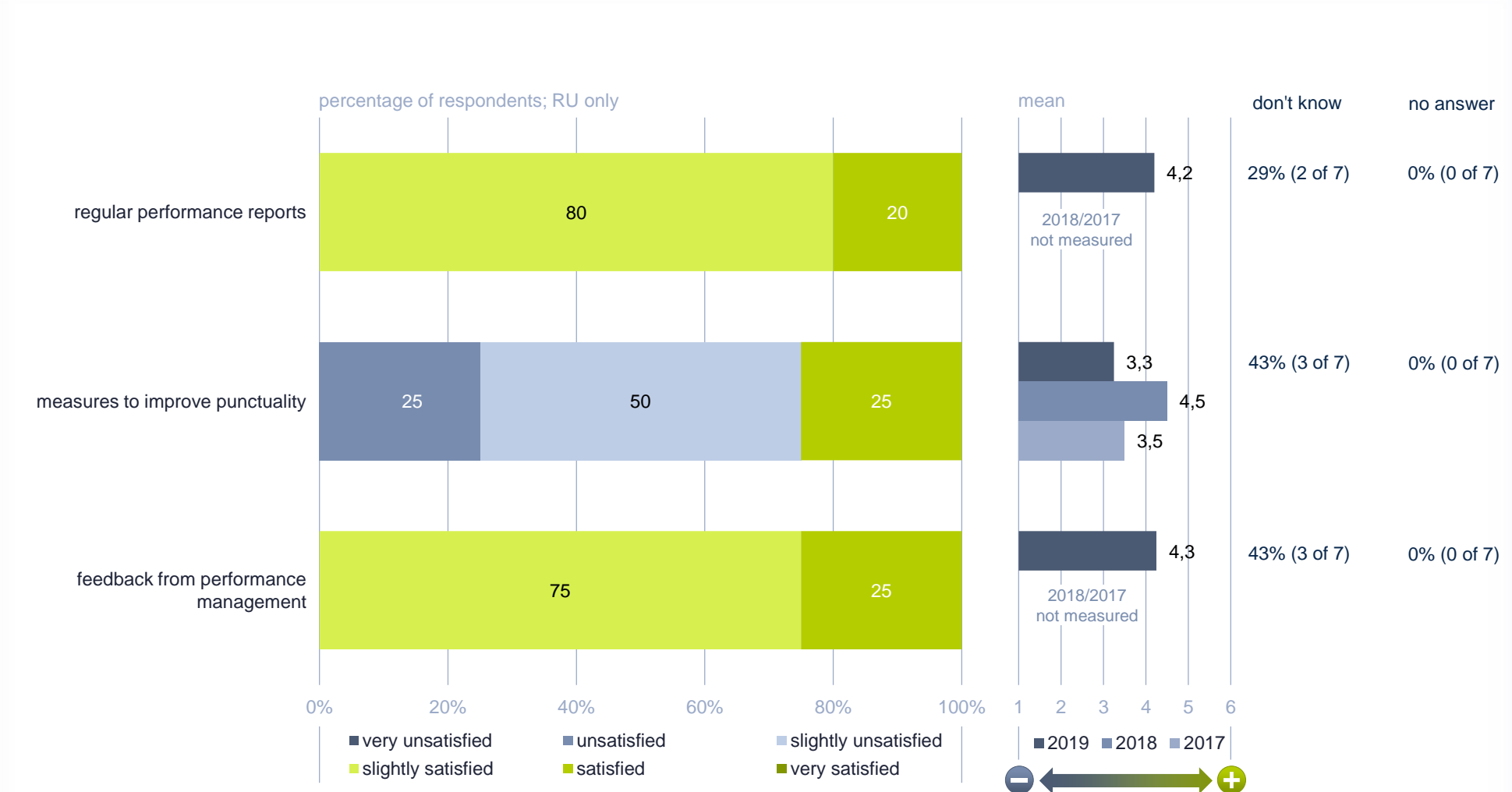
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"How satisfied are you all in all with PCS as a booking tool for international path requests?"

- A booking tool has no real value in any cases of Combined Traffic, if paths are not harmonized with terminal slots and/or are not connected with important feeder paths.
- as long as PCS has no "influence" on national level (e.g. Germany) - it makes NO sense to use it!
- Missing feature to enable efficient working in PCS. Missing automatic verification function. Comparing of requests and offer for complete journey not possible or very difficult.
- No improvements since last year! PCS does not prevent interpretations and inconsistencies. Bad usability.
- We request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

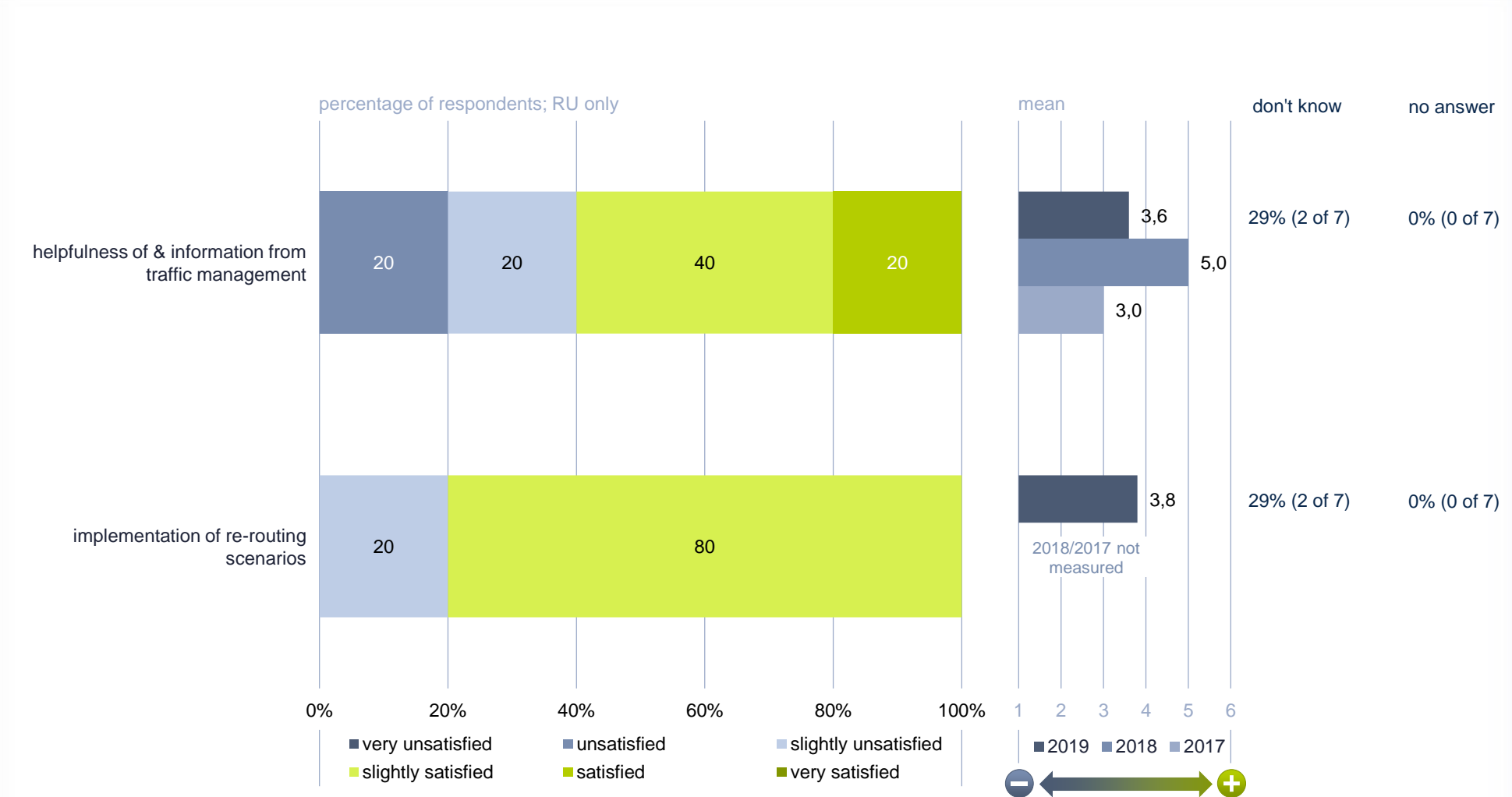


"How satisfied are you with the regular performance reports? Do they show the information you need? || How satisfied are you with the efficiency of measures taken in order to improve punctuality? || How satisfied are you with the feedback you receive from your whole RFC performance management team (if one exists) / train performance management? The RFC performance management team evaluates the punctuality of your trains and reports it back to you."

- Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points.
- Monthly standardized report by RNE. Precondition: Improvement of data quality.
- provide train number linking – if necessary – for that traffic, identify with the RFCs the weakest points on the corridor and define measures to improve the quality.
- The process should not just be the publication of an overall performance. RUs should first identify the traffics that require in depth performance analysis
- make broader communication on it

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

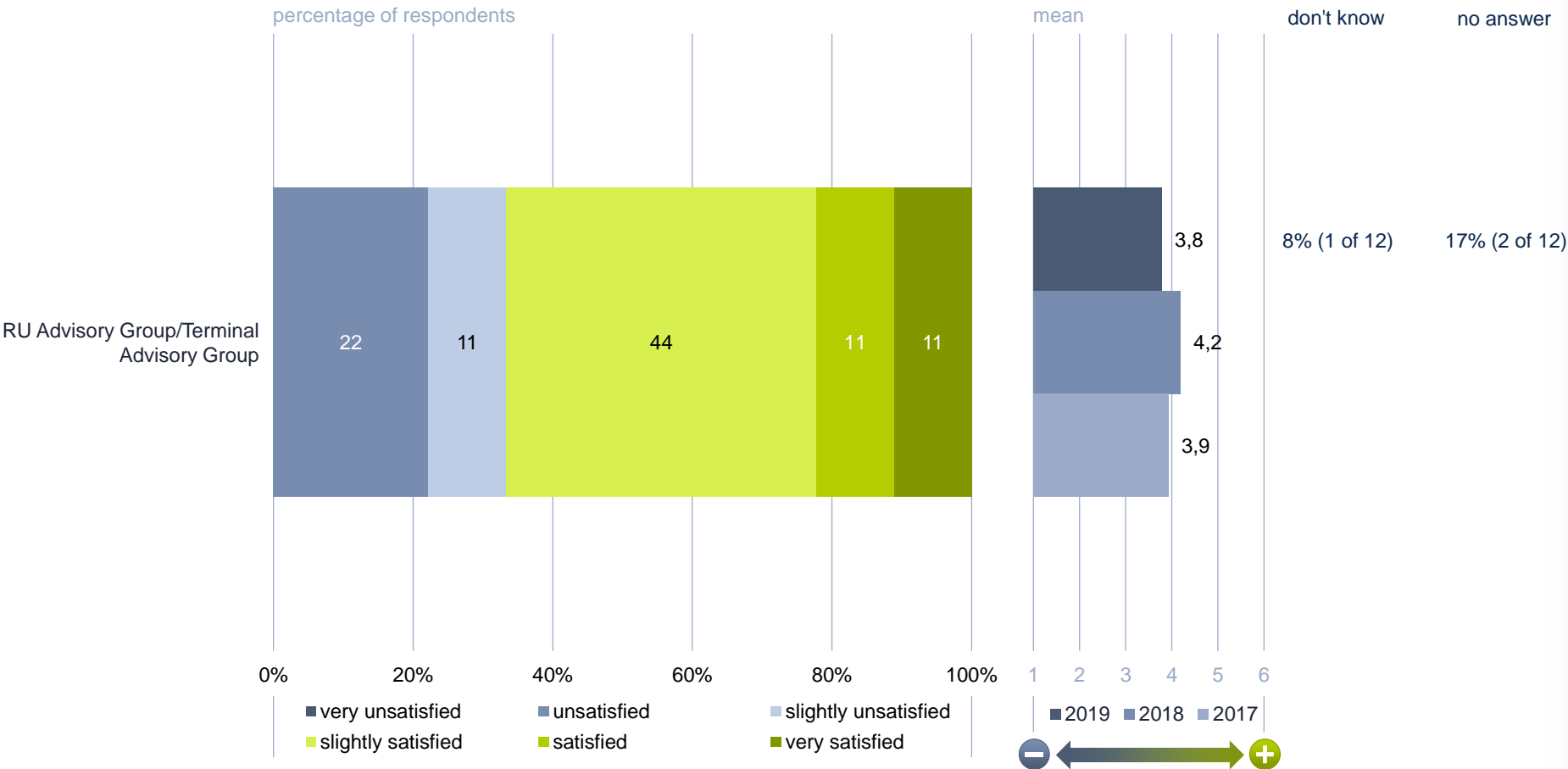




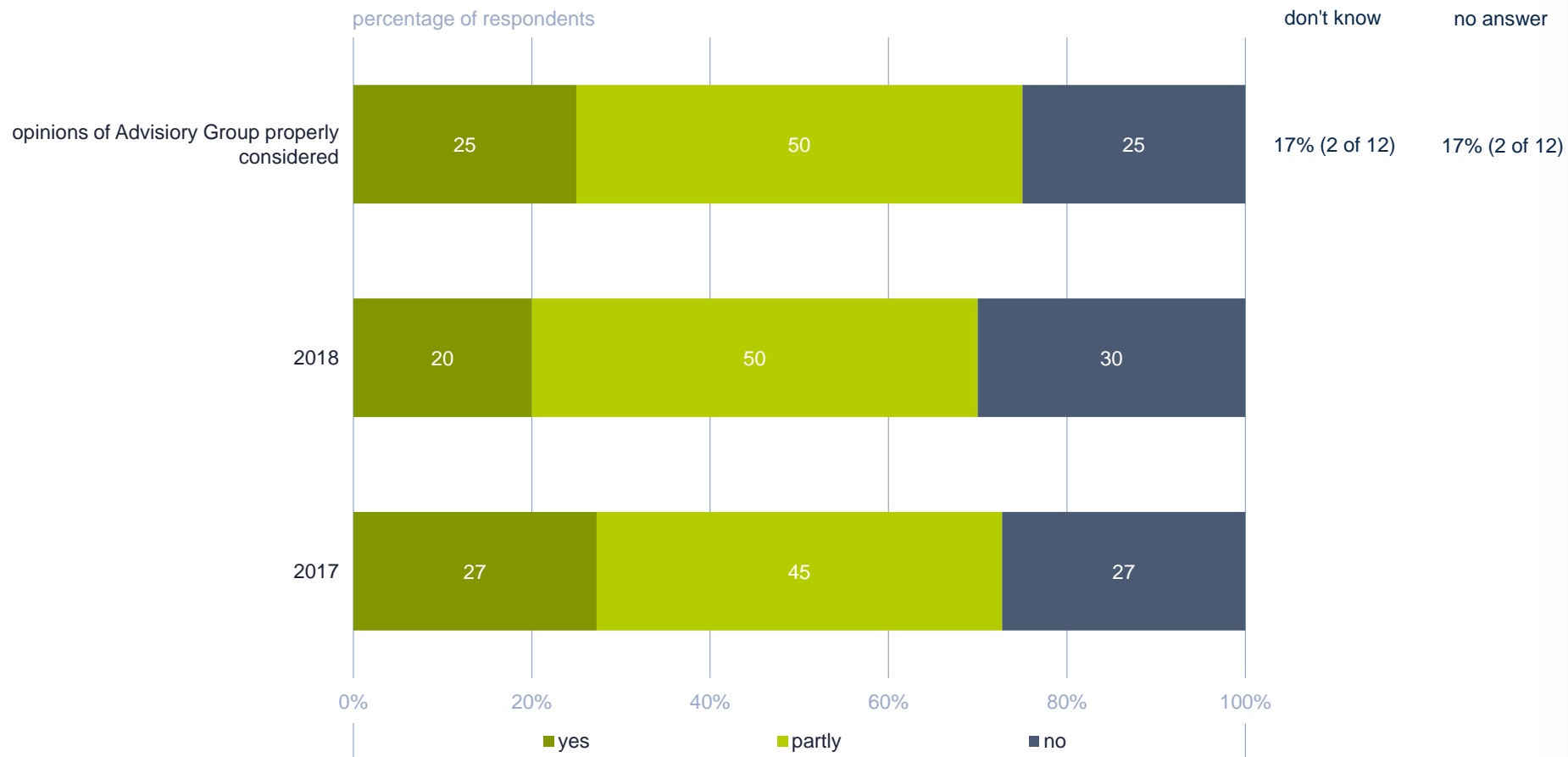
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them? || How satisfied are you with the implementation of the new processes outlined in the International Contingency Management handbook (re-routing scenarios)?"

- The Quality of traffic management depends strongly of the involved parties, so many of different rules lead to different levels of operational quality.
- Whenever IM's are not able to fulfil minimal standards (e.g. active workflow processes into direction RU), no impact on improvement of quality was measured at all.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?)"

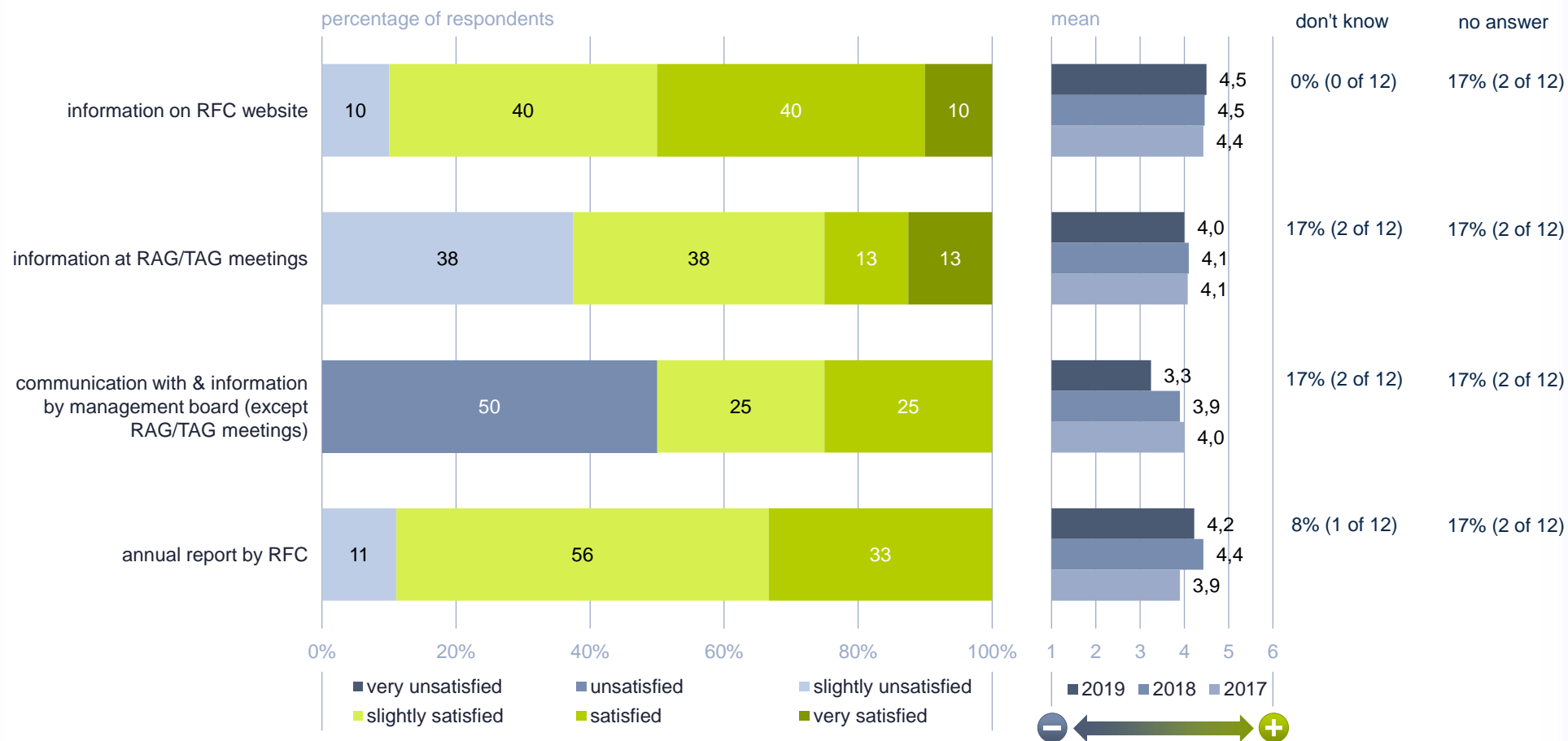


"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

- 1) Give RUs significant roles of power in RAG, MaBo, ExBO. 2) Simplify governance and make decision making much more effective, consequential, rapid. 3) Empower corridors vis-a-vis national IMs (NSAs, Ministries) to protect and grow their freight clients.
- 4) Formalise and harmonise all procedures, mandates, tasks and roles on the different RFCs. 5) RNE guidelines should become mandatory for all players. 6) Reduce national influences by enforcing EU regulation and parameter implementation
- 7) Give EU objectives of '30 by 2030' an official place in the RFC functioning. 8) Harmonisation of network statements, relevant national procedures and tool usage
- 9) Coordinate investment planning on a European scale; align RCF with CNC network. 10. Improve customer usefulness of tools and TCR Harmonisation of national rules would make a simplified RFC governance structure possible.
- More operational topics would be welcome (like Oderbruecke coordinator presentation))
- on national level the influence of RFC Board is way to less
- RAG/TAG meetings are necessary as well to get a present overview on the situation and keep in contact
- the product "PaP" that is offered doesn't fit to the needs of the market/Customers (RU'S)

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."





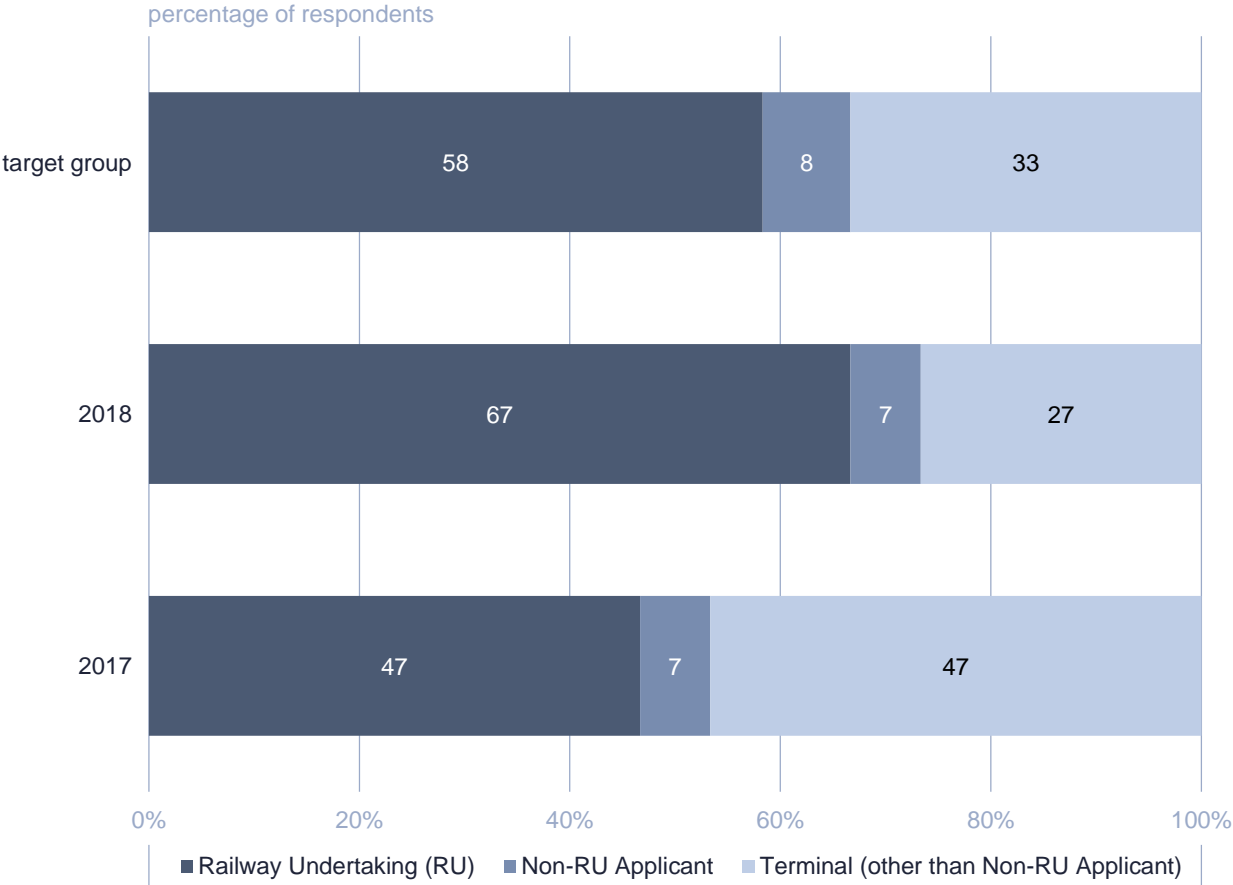
"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other than at the RAG/TAG meetings? || To which extent are you satisfied with the annual report published by the RFC?"

- Beside the RAG/TAG meetings RFC 8 needs to communicate more on news, works etc. (not just via the website!)
- More proactive communication with the RAG / TAG

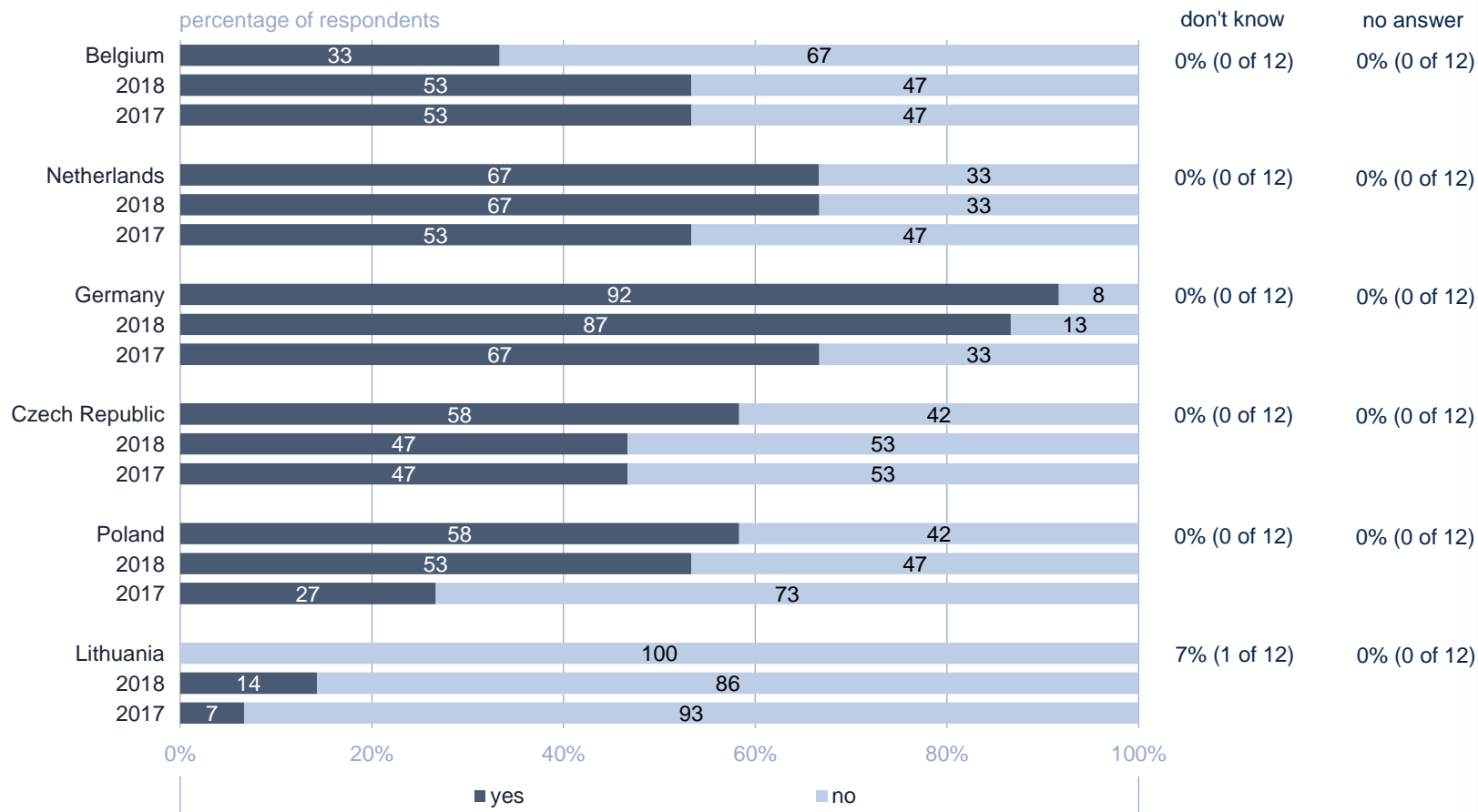
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

# 03

## Sample Description



"To which of the following types of target groups does your company belong?"



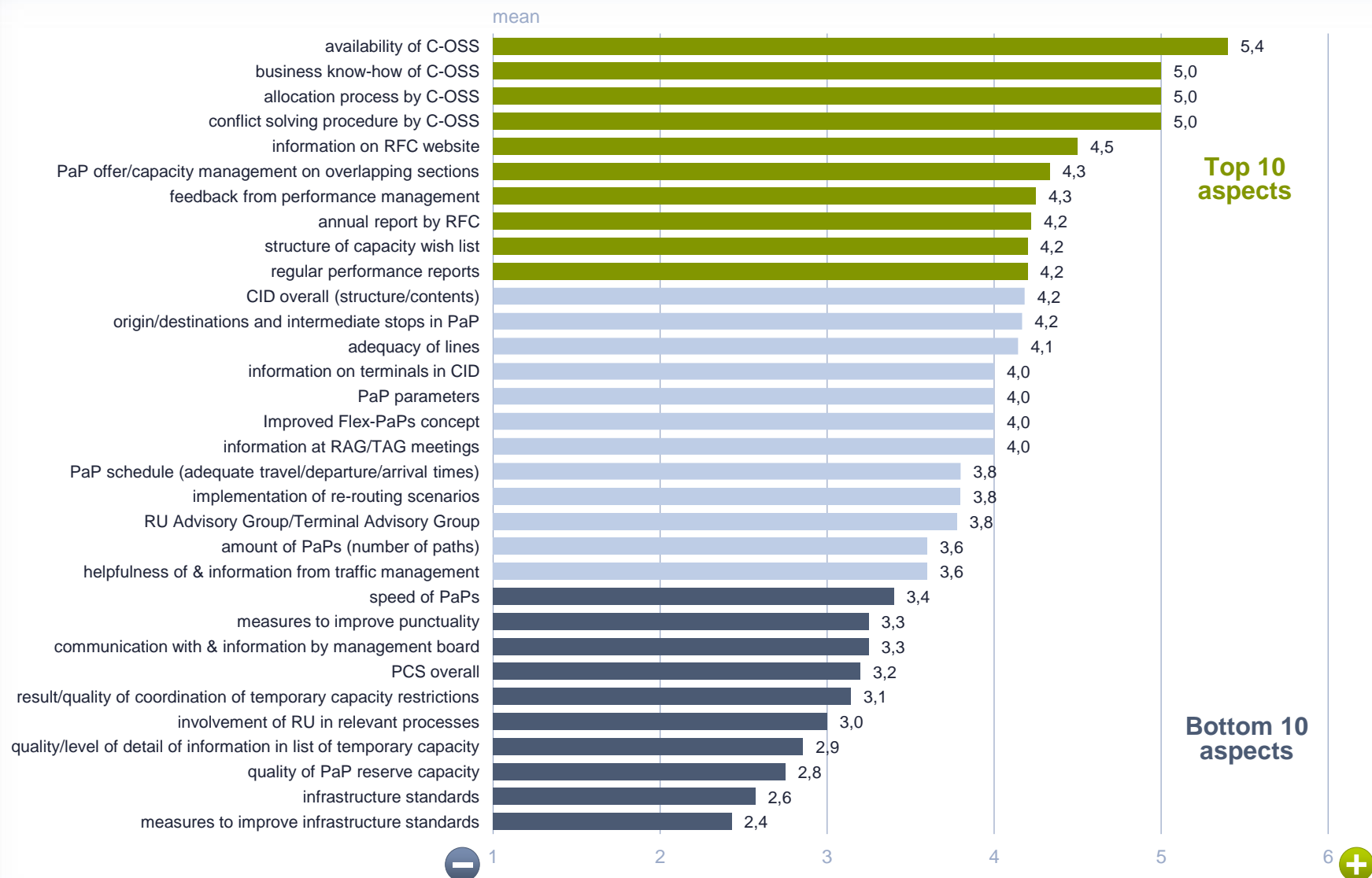
"In which countries involved in the RFCs concerned does your company operate/run international services?"

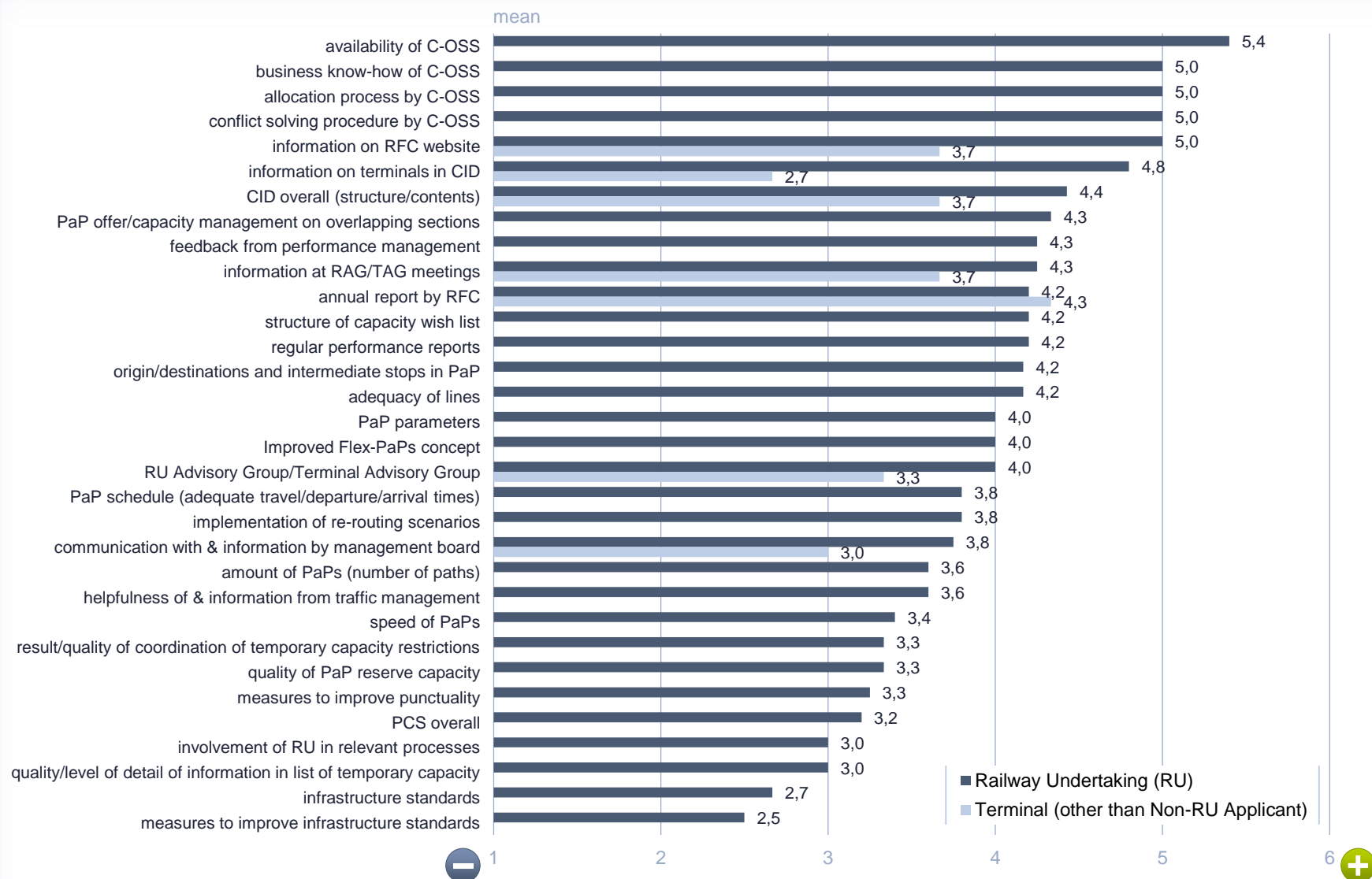


# 04

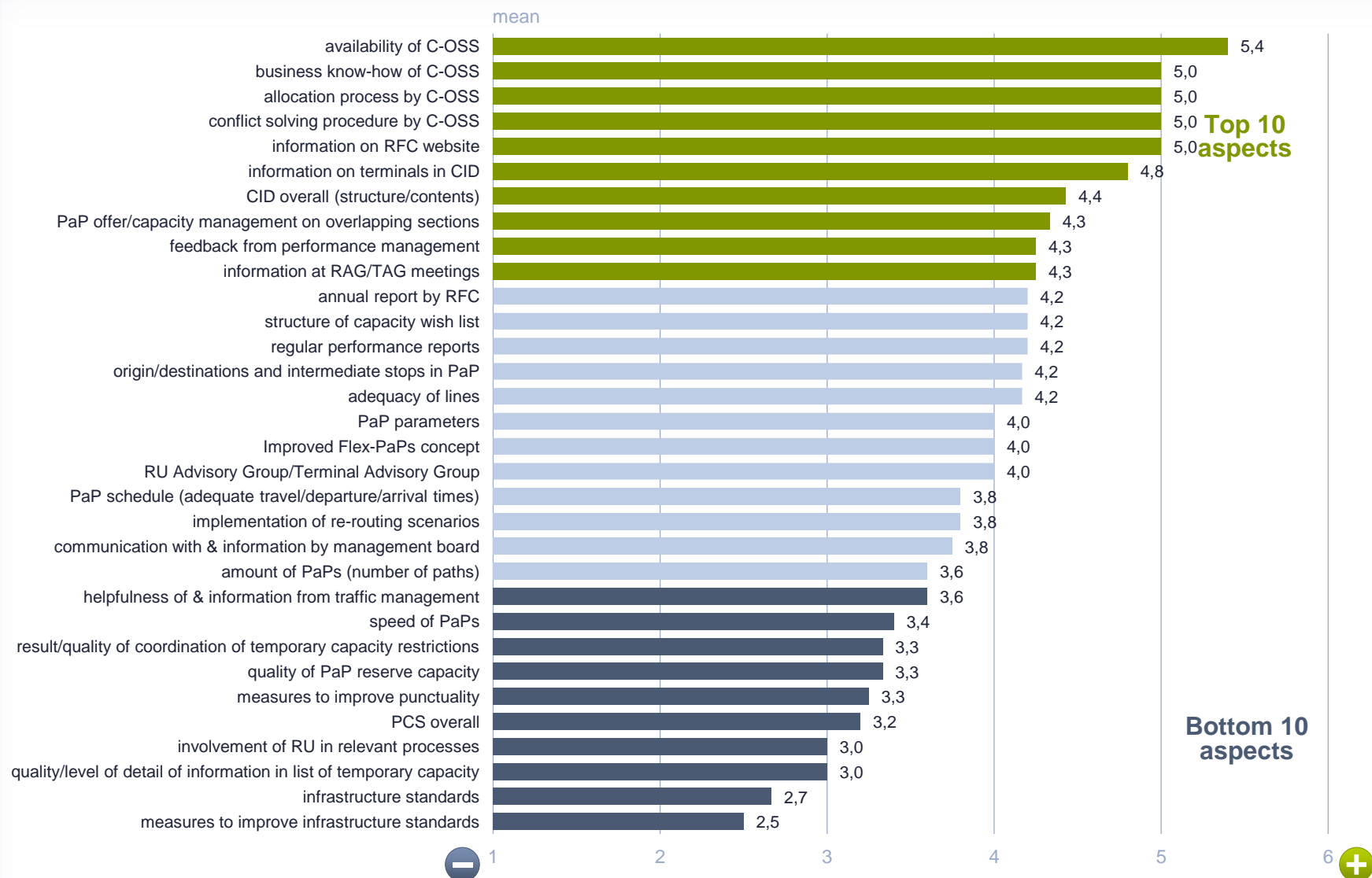
## Summary







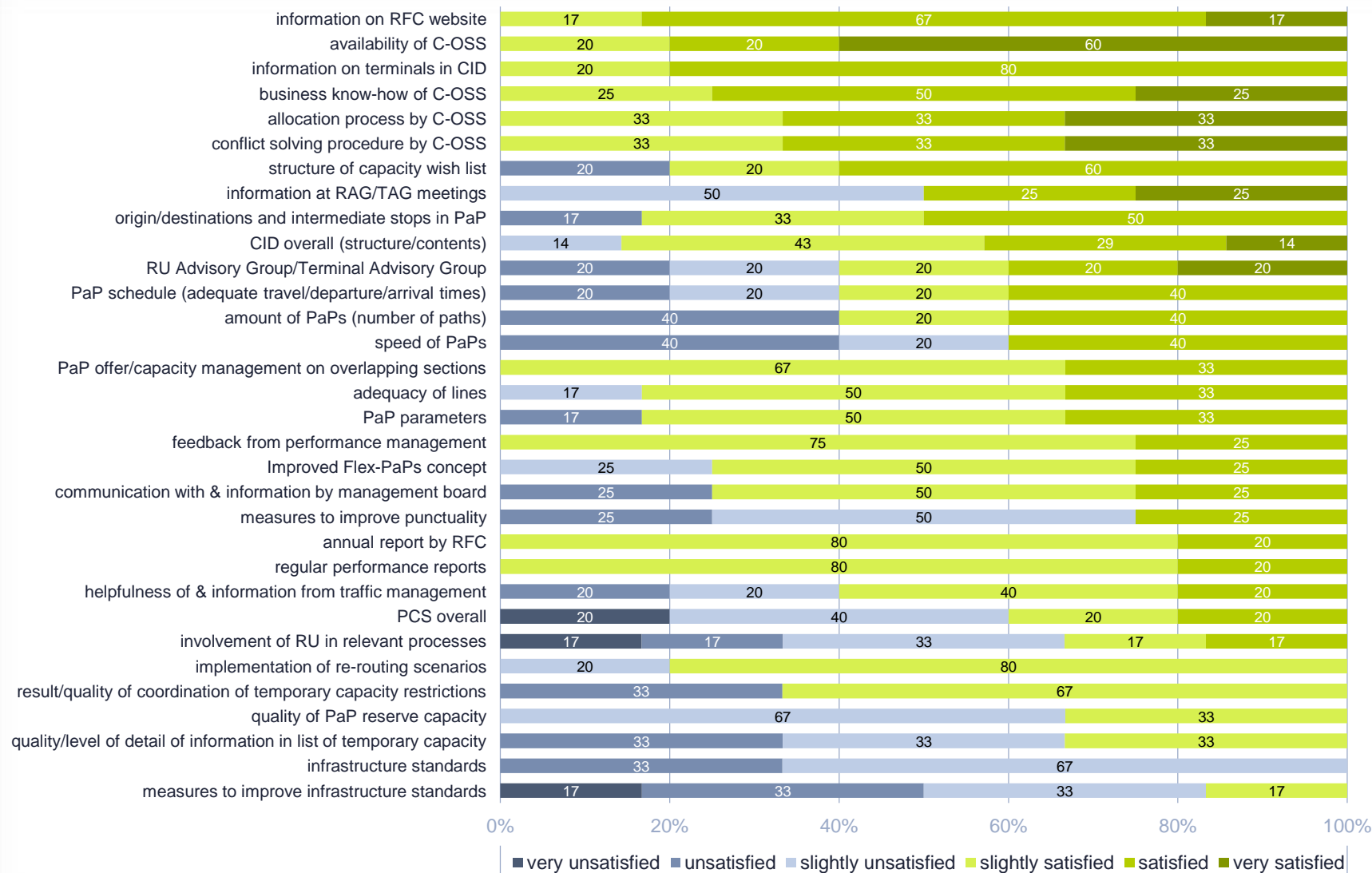


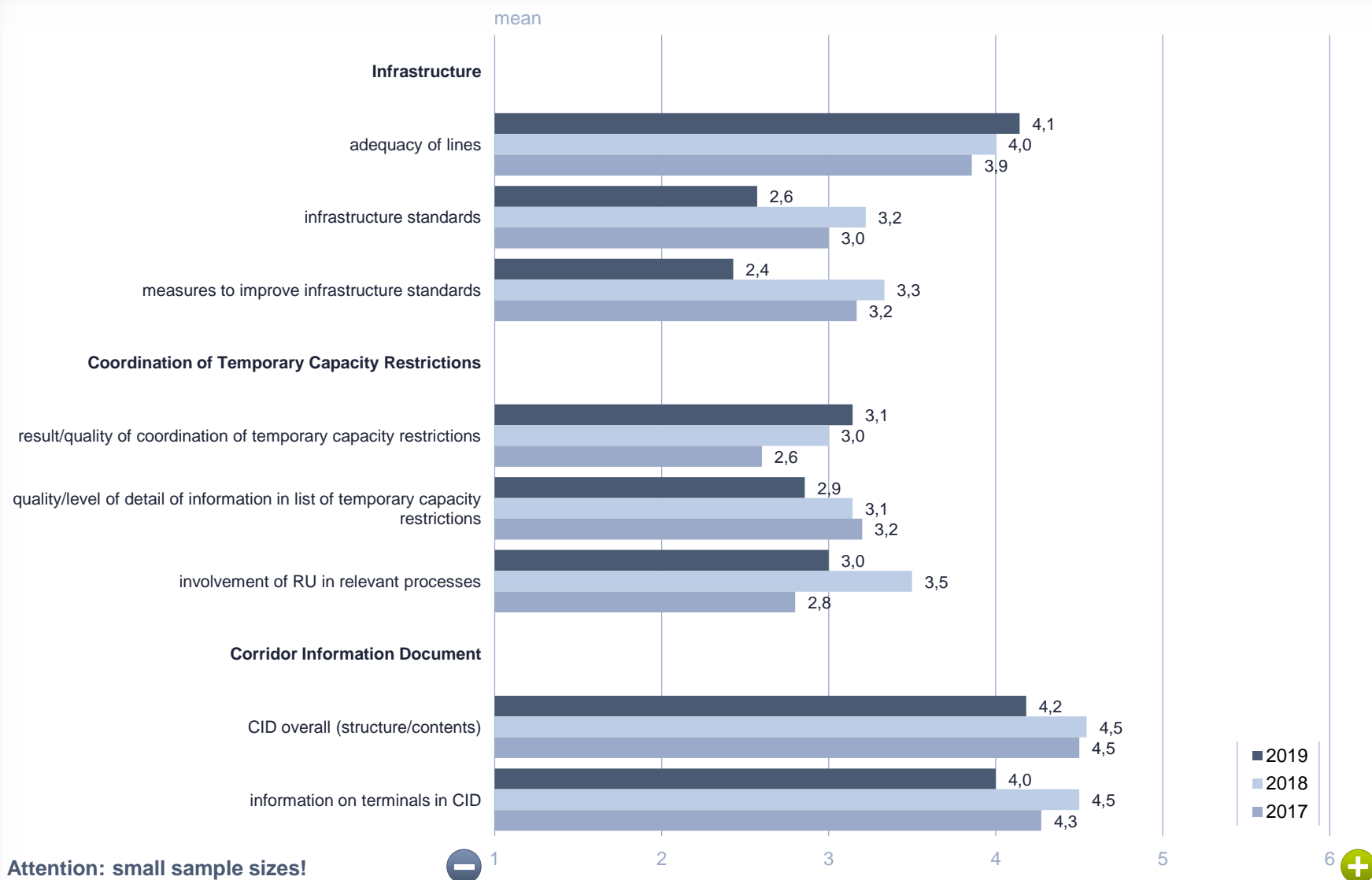


# Summary - Satisfaction Grades | RU only

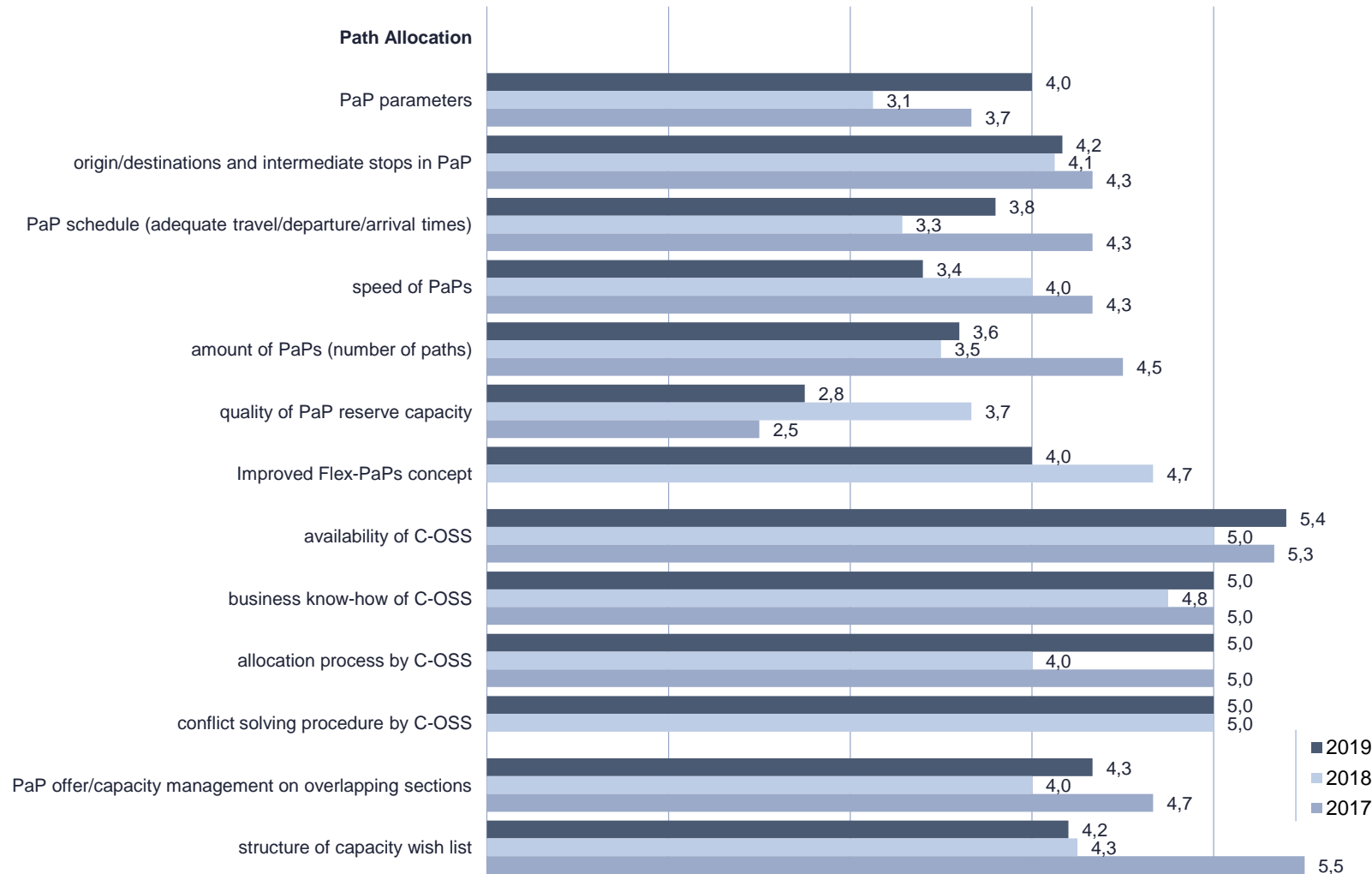
sorted by Top-2-Box (satisfied and very satisfied)

percentage of respondents





mean



Attention: small sample sizes!



1

2

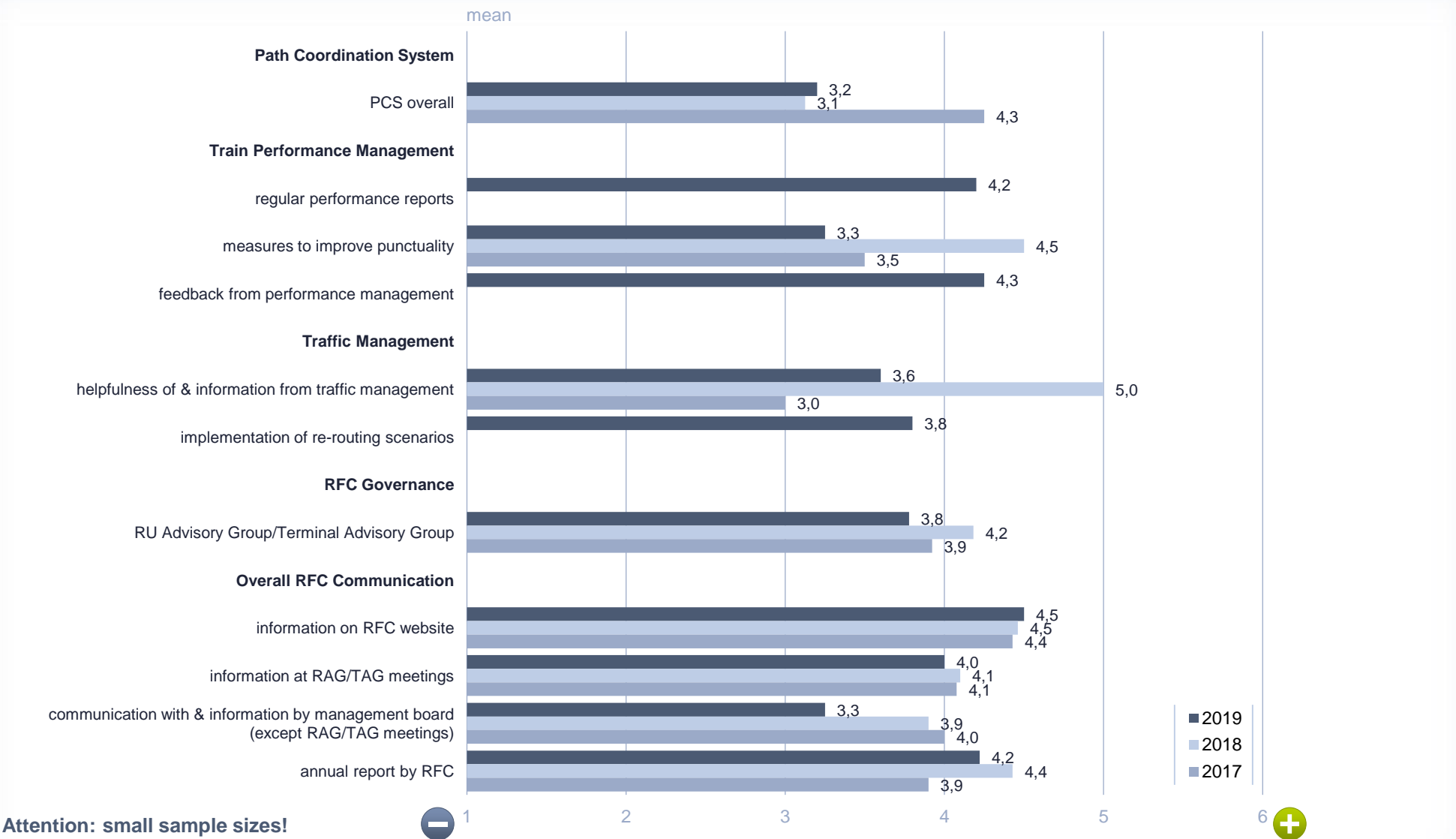
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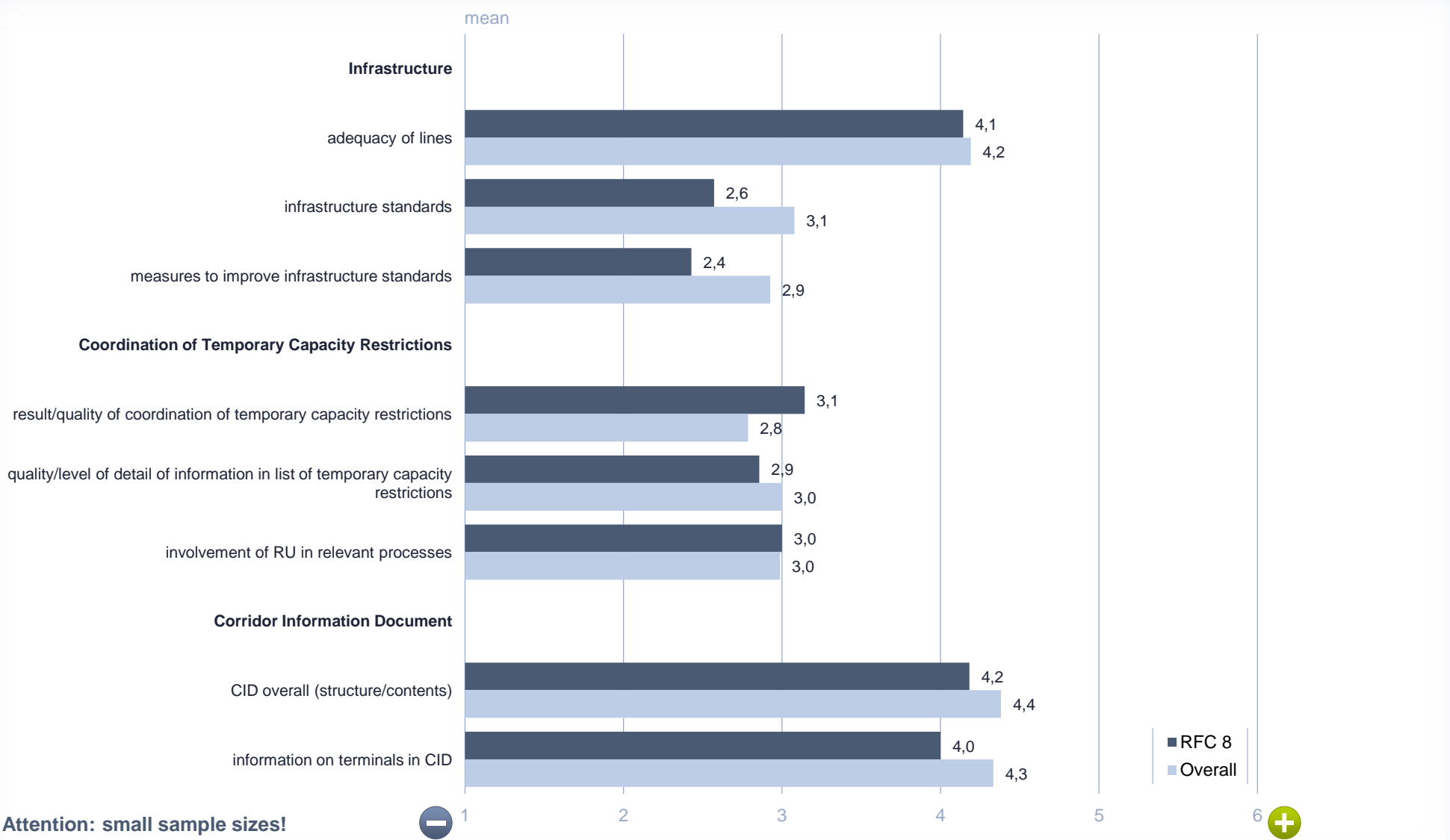
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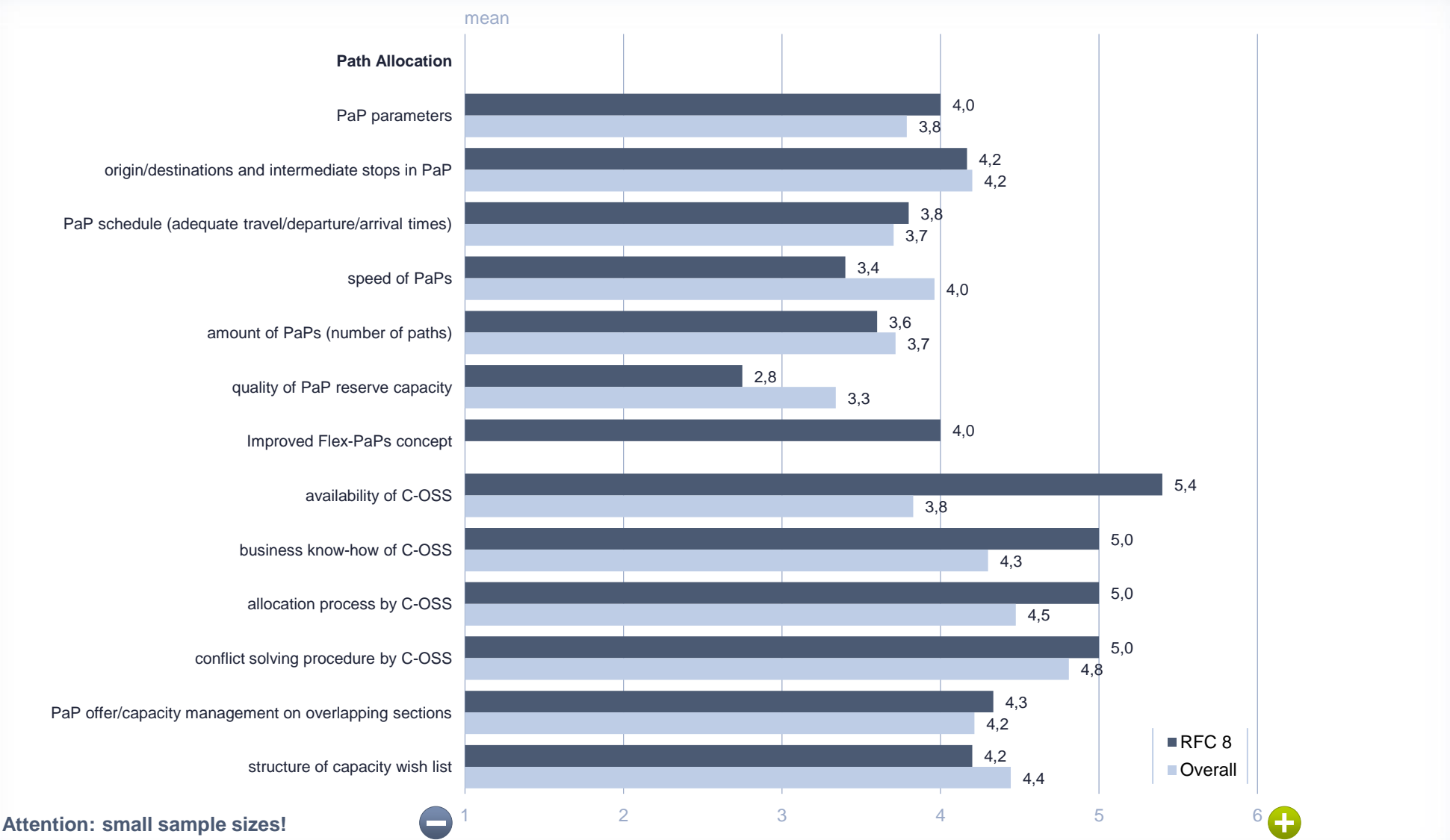
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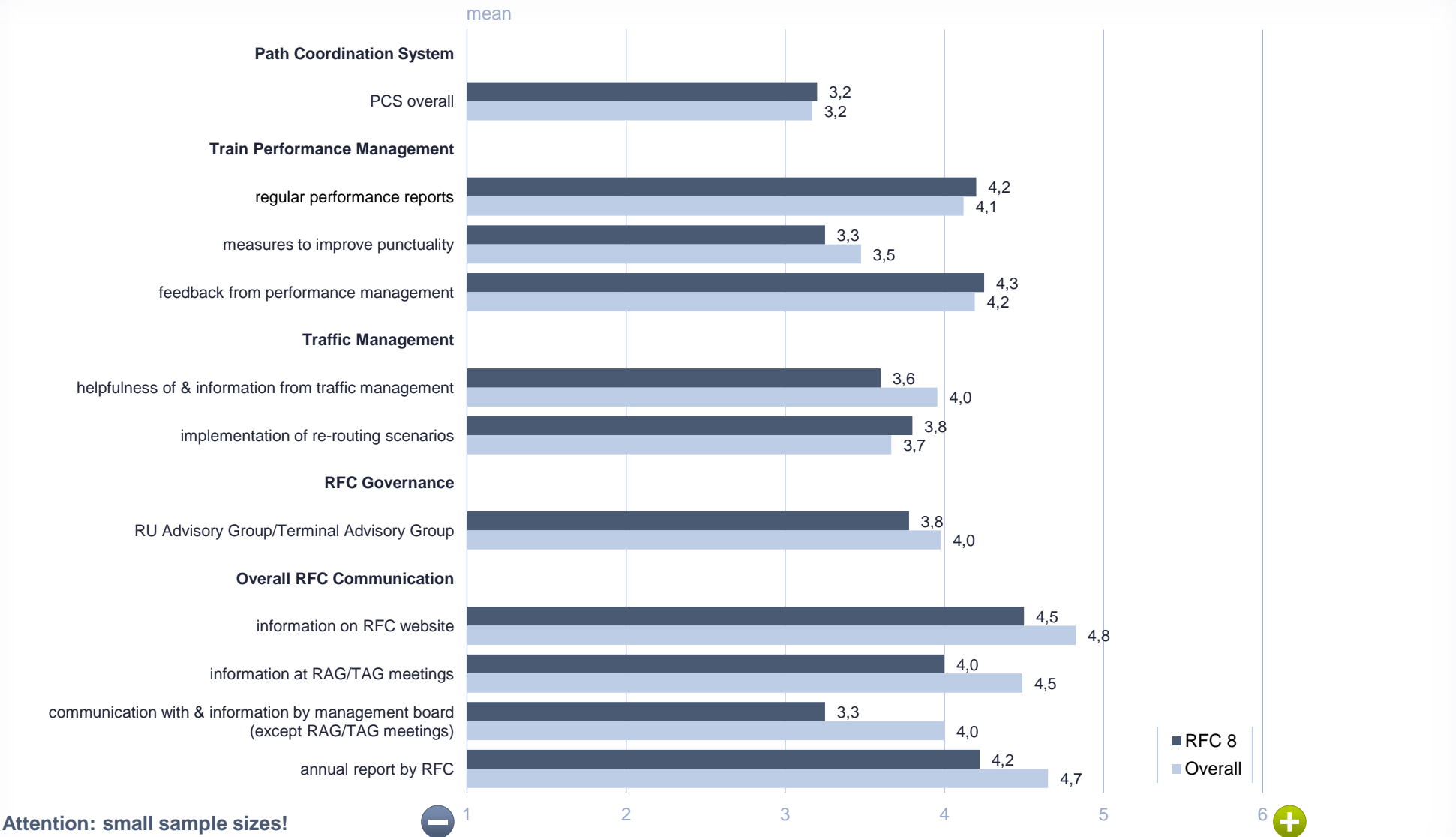
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marketmind

**Mag. Martin Fuchs**

Senior Research Consultant

T +43-1-369 46 26-26, [m.fuchs@marketmind.at](mailto:m.fuchs@marketmind.at)  
Porzellangasse 32, A-1090 Vienna, Austria  
[www.marketmind.at](http://www.marketmind.at)



marketmind

**Dr. Christian Bosch**

Managing Director

T +43-1-369 46 26-16, [c.bosch@marketmind.at](mailto:c.bosch@marketmind.at)  
Porzellangasse 32, A-1090 Vienna, Austria  
[www.marketmind.at](http://www.marketmind.at)