

# The RFC Network User Satisfaction Survey 2020

Report for RFC8

RFC USER SATISFACTION SURVEY 2020

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- 15 respondents || 16 evaluations\*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 35 e-mail invitations sent
- Field Phase: 24<sup>th</sup> September to 23<sup>rd</sup> October 2020

*\* One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.  
Therefore the number of evaluations is higher than the number of respondents.*

# SATISFACTION & RESPONSE

## Customer satisfaction



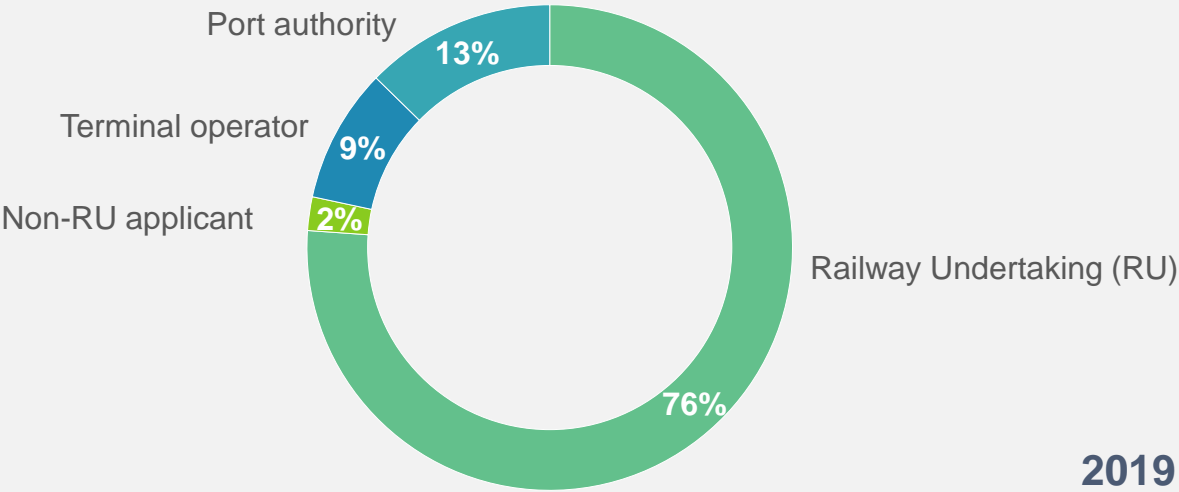
*\*Answers given were very satisfied, satisfied and slightly satisfied.*

**15**  
respondents

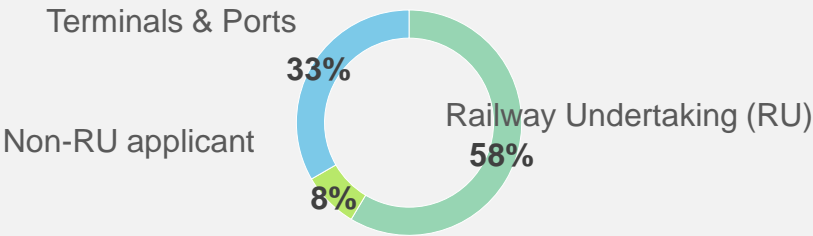
This is an increase in respondents of 25% compared to the previous year.

Respondents 2019: 12

## Target groups in %



**2019**



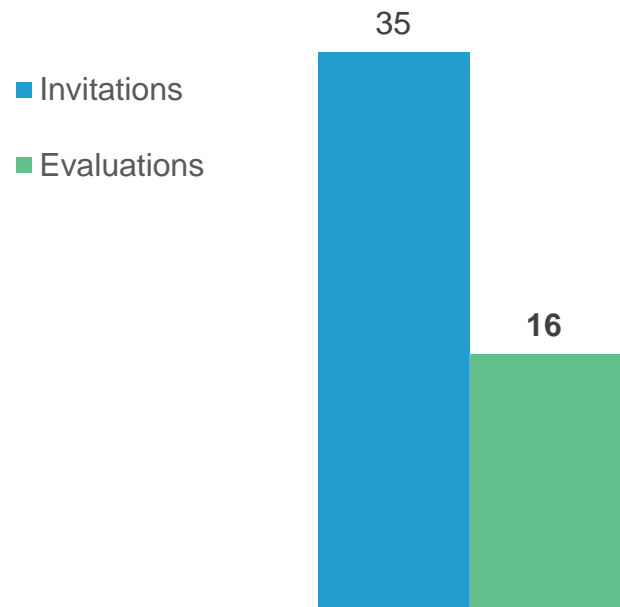
# RESPONSE RATE

Compared to the previous year

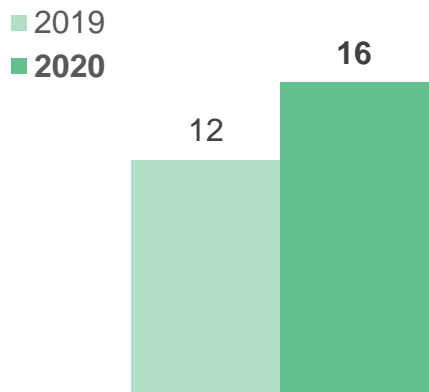


Total evaluations	16 (+4)
evaluations RUs/non-RUs	13
evaluations Terminals/Ports	3
Invitations sent	35 (+2)
Response rate overall (RFCs 1-11 in 2020)	46% (+9%)

Invitations vs. Evaluations ratio



Number of responses 2019 vs. 2020



## 02 SATISFACTION WITH THE RFC 8

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# INTRODUCTION - NEW SURVEY

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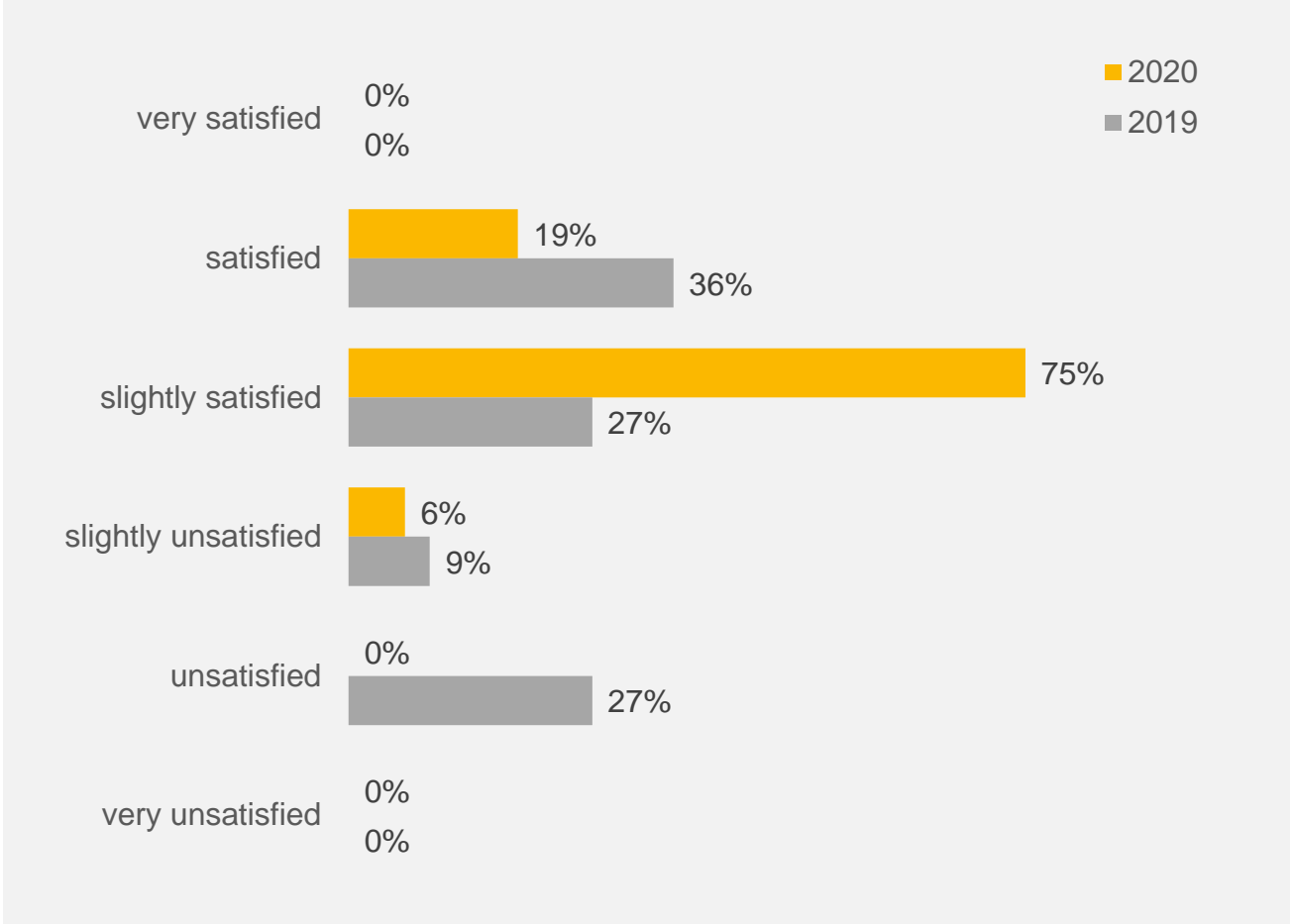
The RFC USS 2020 has been relaunched to better suit the needs of the invitees and the RFC Network. Based on the feedback given in the past years by the participants, this year's survey was shortened and the questions were changed to be less time-consuming. To stay comparable to the past surveys, the same topics were covered. 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 new survey each topic offered the opportunity to give an open answer under 'other'. Therefor 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.



# SATISFACTION WITH RFC 8

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 16



# SATISFACTION WITH INFRASTRUCTURE

## Priority areas

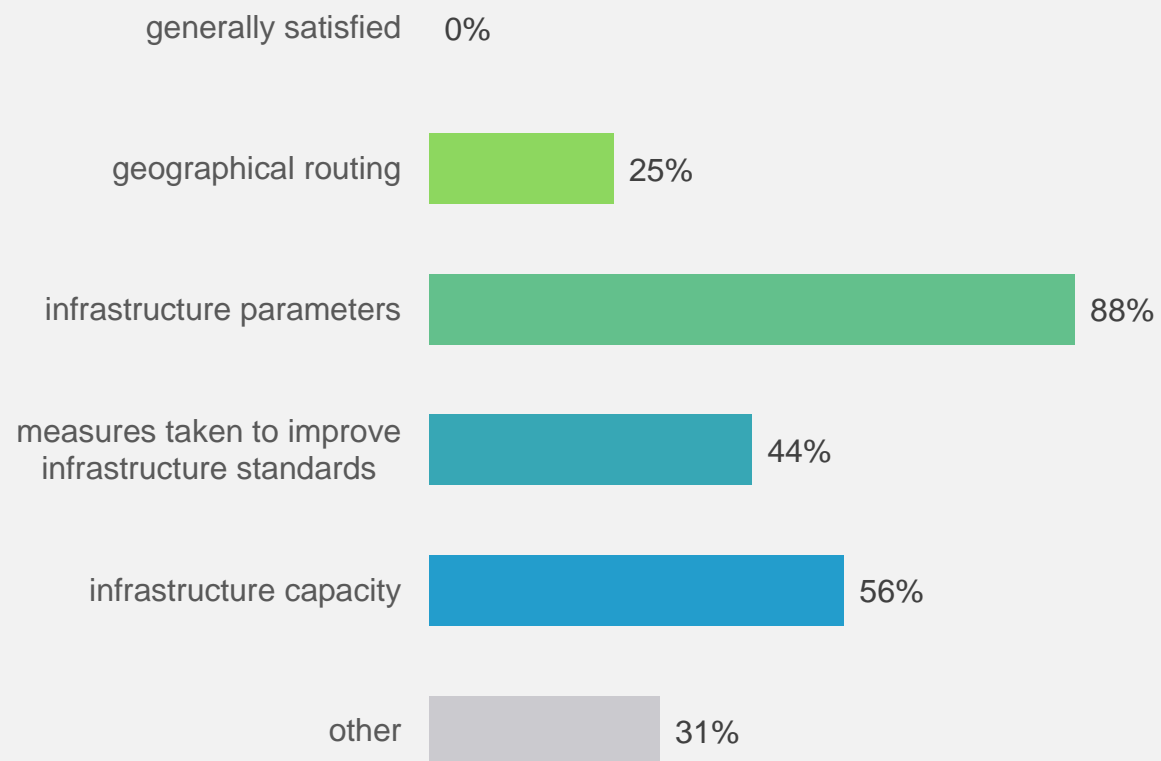
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 16

0%

chose generally  
satisfied,  
improvement is  
appreciated

## Focus on

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



# OTHER COMMENTS:

## **RFC 8:**

- Interoperability and harmonisation at border crossings; infrastructure standards and availability on re-routings.
- Interoperability and harmonization at border crossings; infrastructure standards and availability on re-routings; proactive TCR consultation & coordin (several mentions)
- Border crossings Bad Bentheim and Frankfurt Oderbrücke

# SATISFACTION WITH TCR

## Priority areas

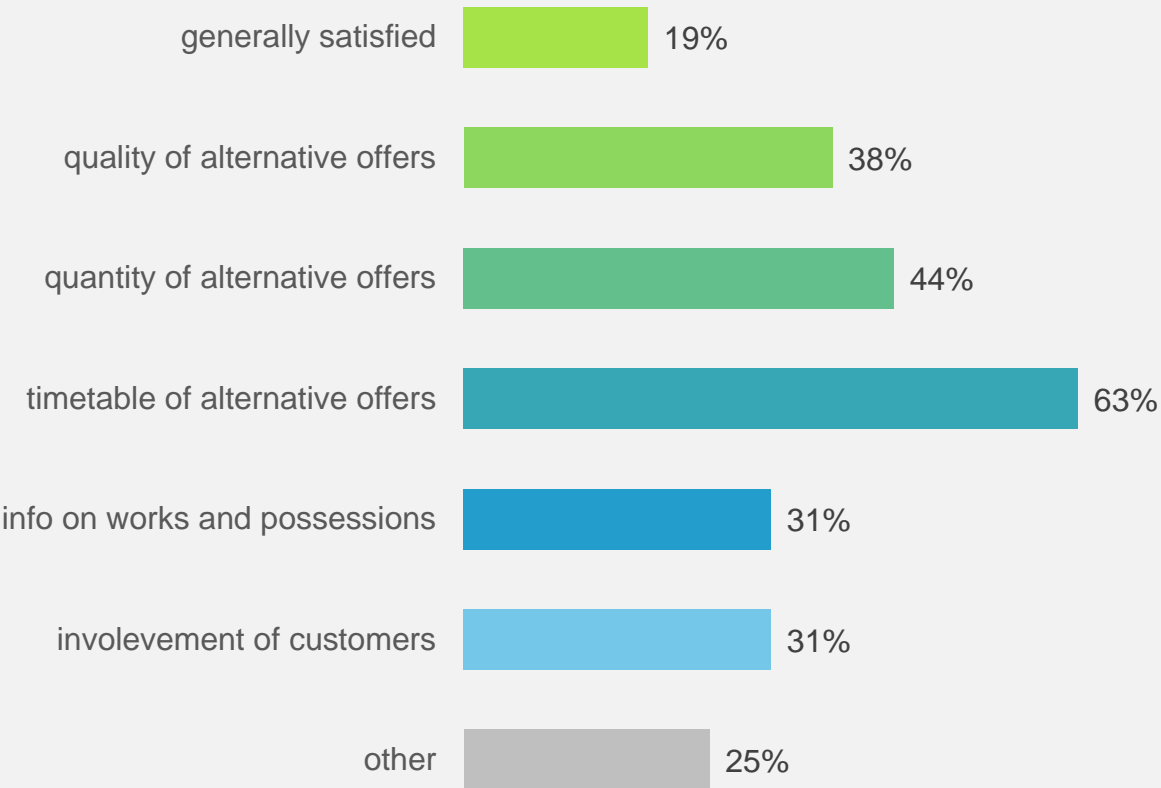
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 16

19%

chose generally  
satisfied though  
improvement is  
appreciated

### Focus on

- 1 TT of alternative offers
- 2 Quantity of alternative offers
- 3 Quality of alternative offers



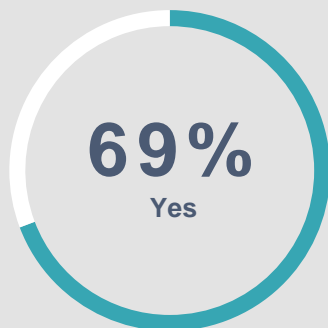
# OTHER COMMENTS:

## **RFC 8:**

- Timetables should be made in such a way that the trains can drive with 10hrs from BadBentheim to Oderbrücke in DE
- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases; RFC role in that process (several mentions)
- Not sure as a terminal I can give a proper answer on which of the indicator has to be improved (see RU)

# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

## Capacity request via C-OSS



Compared to the past year it has been a 17 % decrease\*.

\* 3 new corridors included in 2020

## COMMENTS



Reasons for not ordering via the C-OSS:

Direct contact via IM's is easier to solve issues

Till now true rail operator

Lack of quantity and quality of the paths

PCS ordering is initiated by the holder of the contract, in most cases DB Cargo AG

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 13

# ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

## RFC 8:

- Direct contact via IM's is easier to solve issues
- PCS ordering is initiated by the holder of the contract, in most cases DB Cargo AG
- Lack of quantity and quality of the paths
- Till now true rail operator

# IMPROVEMENT OF 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 = 13

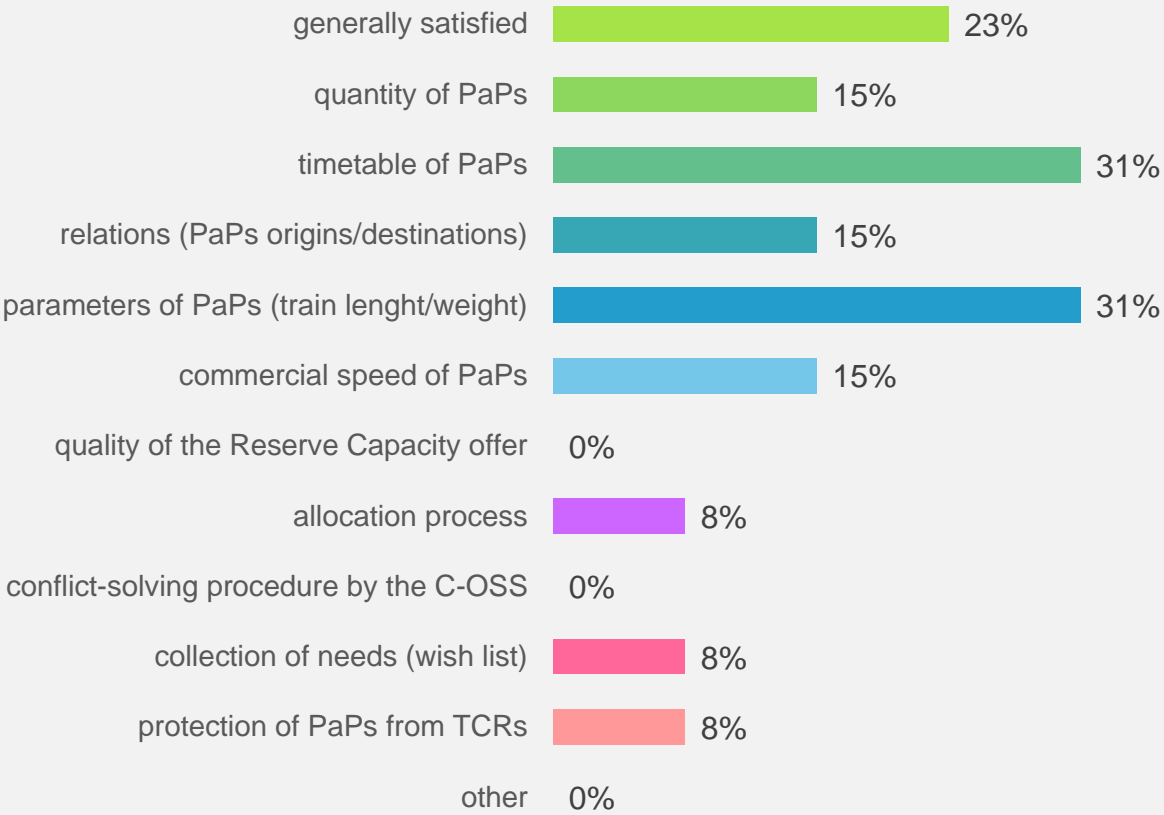
23%

chose generally  
satisfied though  
improvement is  
appreciated

Focus on

1 timetable of PaPs

2 parameters of PaPs





# OTHER COMMENTS:

## RFC 8:

- No comments

# SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

## Priority areas

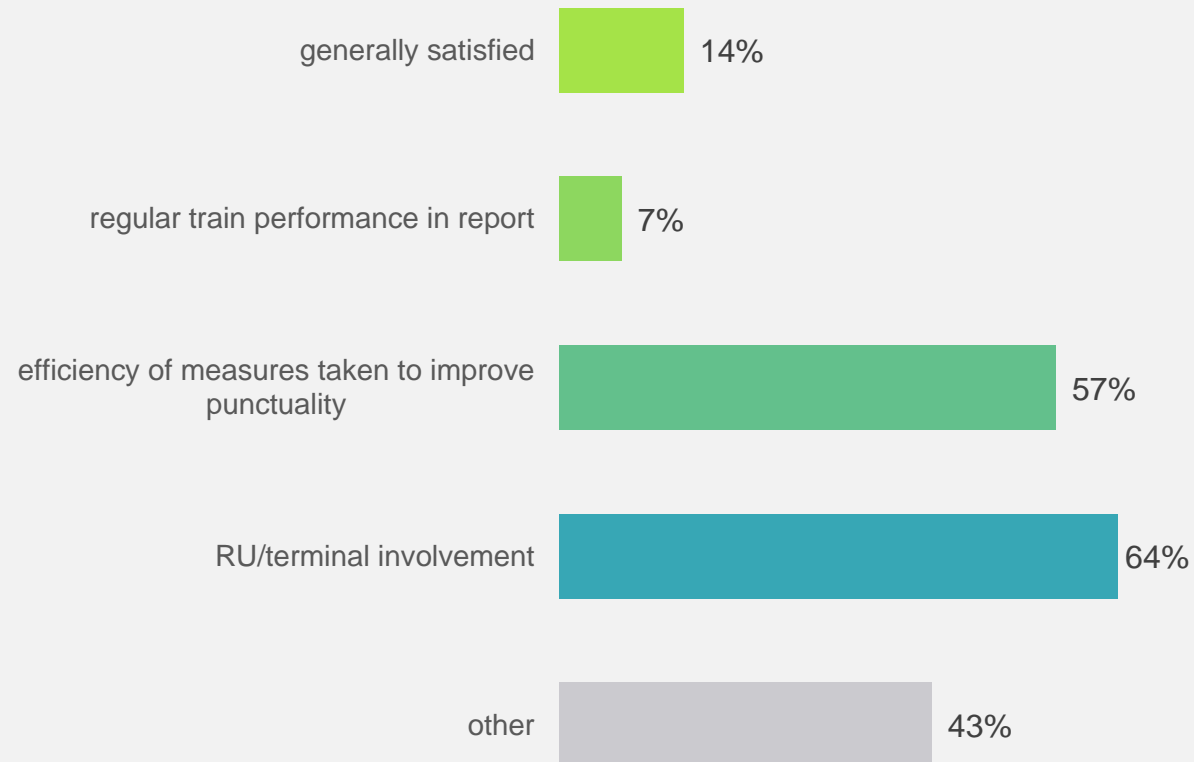
- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 16

**38%**

chose generally  
satisfied though  
improvement is  
appreciated

## Focus on

- 1 RU/terminal improvement
- 2 Efficiency of measures taken to improve punctuality



# OTHER COMMENTS:

## **RFC 8:**

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

# SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

## 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 = 13

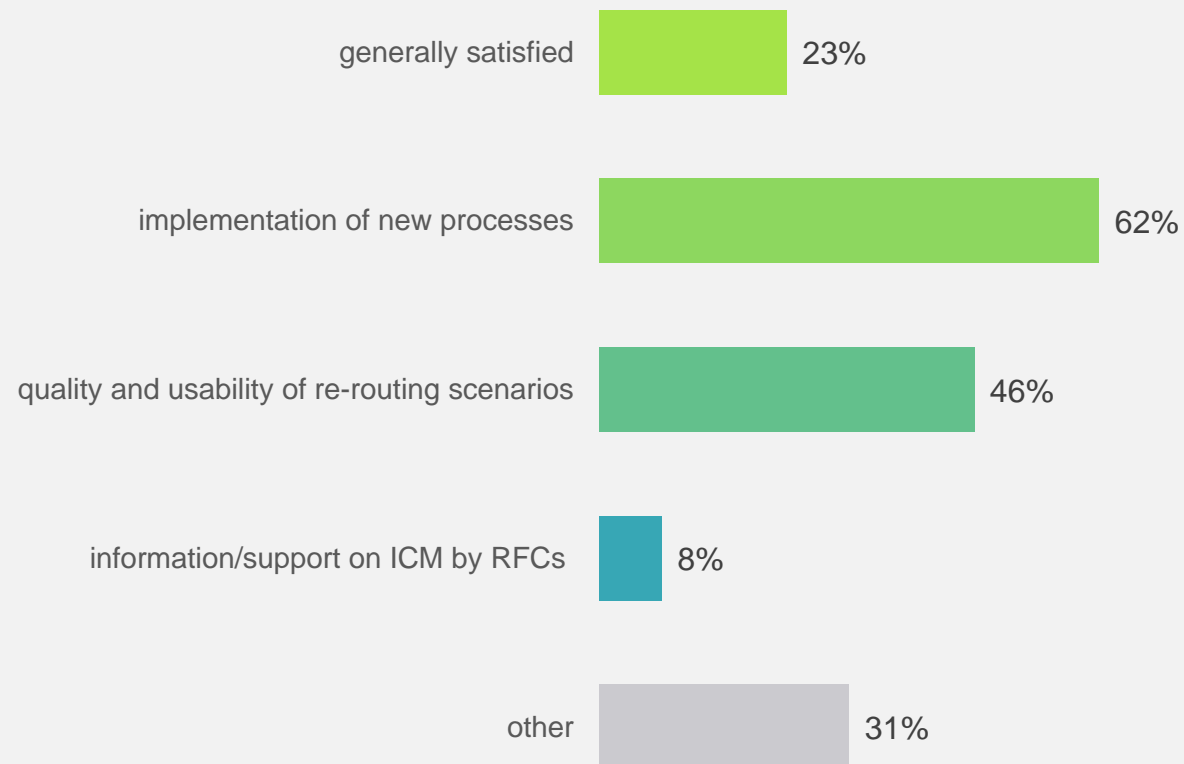
**23%**

chose generally  
satisfied though  
improvement is  
appreciated

## Focus on

1 Implementation of new  
Processes

2 Quality and usability of  
re-routing scenarios



# OTHER COMMENTS:

## **RFC 8:**

- no opinion , we are using the corridor , but not via RFC
- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

# SATISFACTION WITH 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 = 16

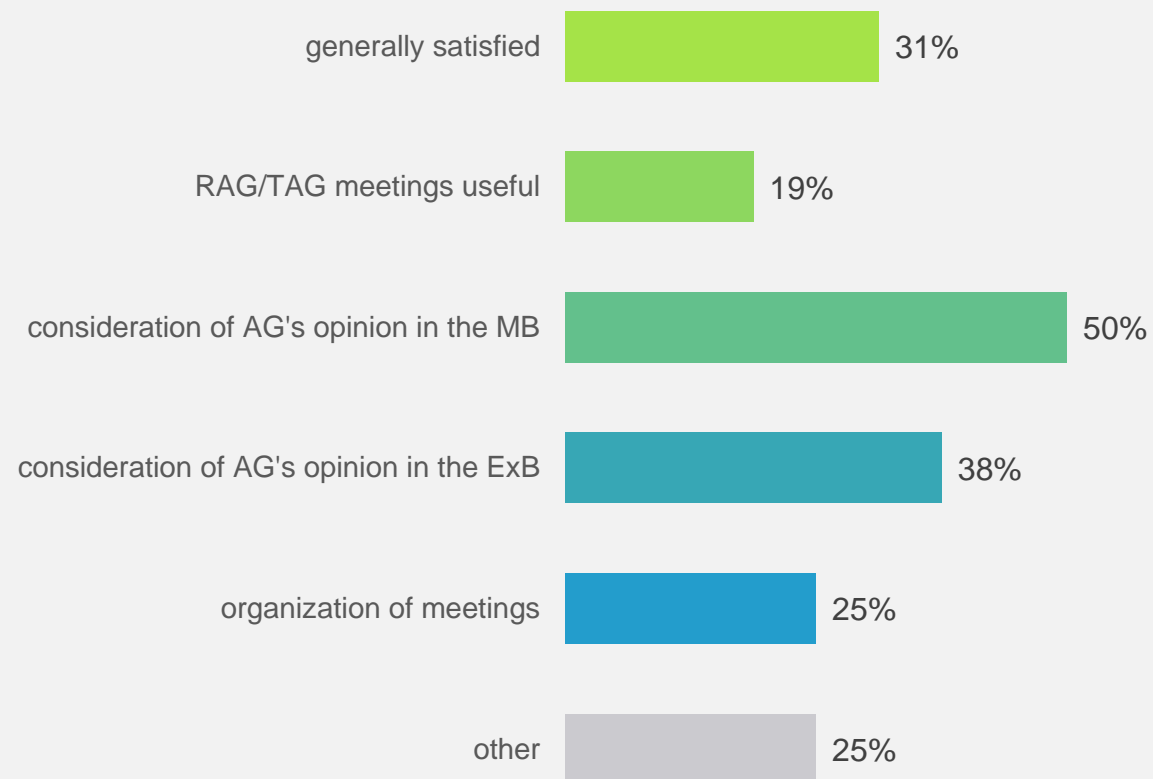
**31%**

chose generally  
satisfied though  
improvement is  
appreciated

## Focus on

1 consideration of AG's opinion  
in the MB

2 consideration of AG's opinion  
in the ExB



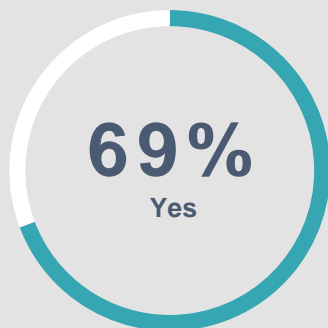
# OTHER COMMENTS:

## RFC 8:

- Border crossings , parameter increases , quick paths
- The organisation of meetings has for us a lower priority than the other 2 aspects (several mentions).

# COMPANY PARTICIPATION IN RAG TAG MEETINGS

## Participation in RAG TAG meetings



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 13



# SATISFACTION WITH COMMUNICATION SERVICES

## Priority areas

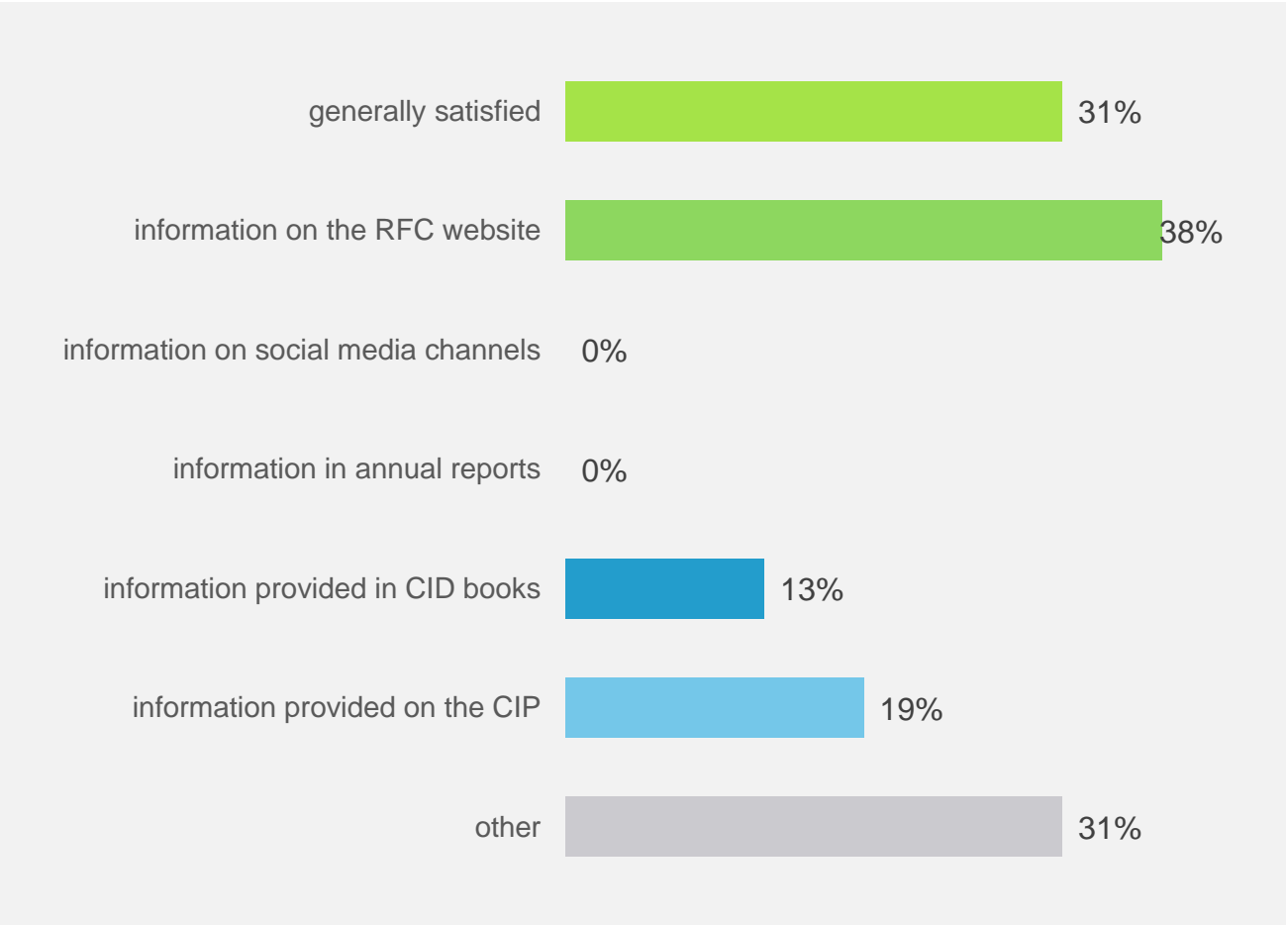
- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 16

31%

chose generally  
satisfied though  
improvement is  
appreciated

### Focus on

- 1 information on RFC website
- 2 information provided on CIP
- 3 information provided in CID



# OTHER COMMENTS:

## **RFC 8:**

- The amount of information should be reduced and simplified so that it will be used more
- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)
- Information side for the real customers (the clients of the rail operators and terminals) and terminals)

# SATISFACTION WITH IMPROVED FLEX-PAPS CONCEPT

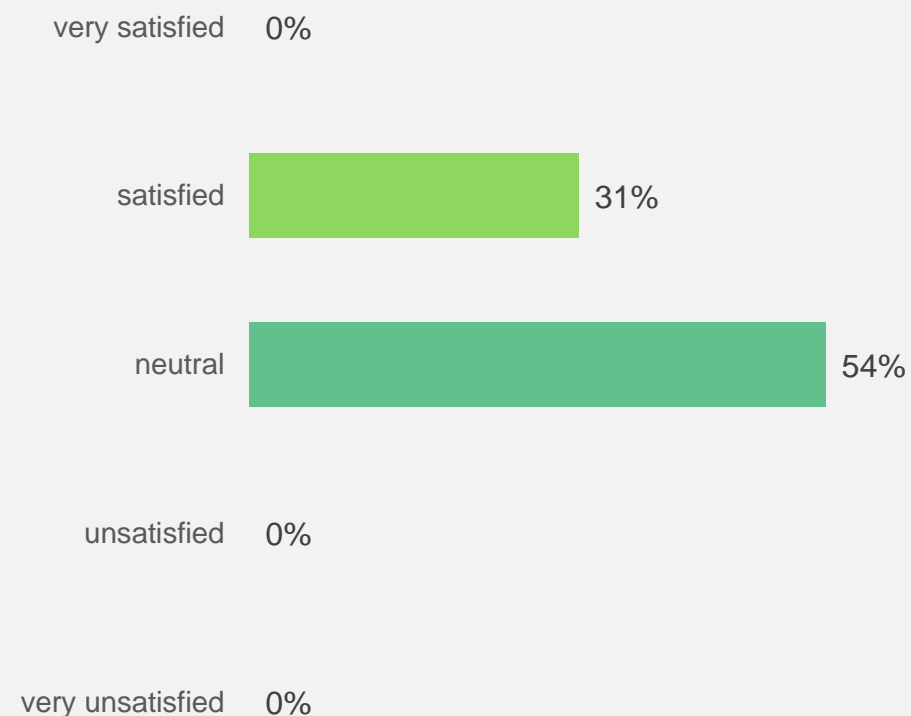
RFC specific question 1

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- » 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'?
- » Answered by: RUs/non-RUs
- » sample size = 13

**31%**

chose generally  
satisfied though  
improvement is  
appreciated



# INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

- » Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?
- » Answered by: RUs/non-RUs
- » sample size = 13

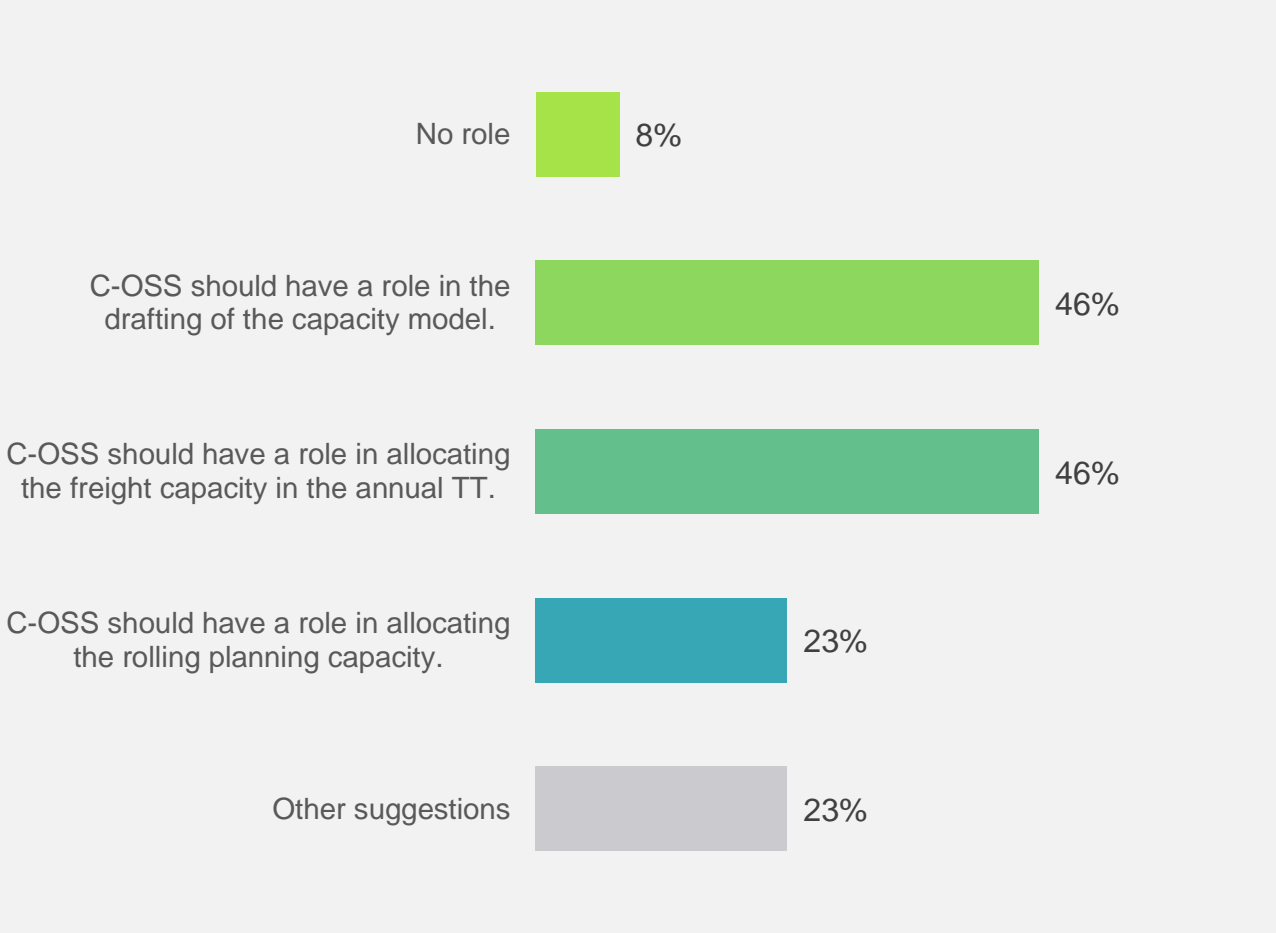
6%

No role

No involvement  
of the RFCs & C-OSS needed

## OTHER, COMMENTS

RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains.



# OTHER COMMENTS:

## ALL:

- RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains. (3 times mentioned)

# CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

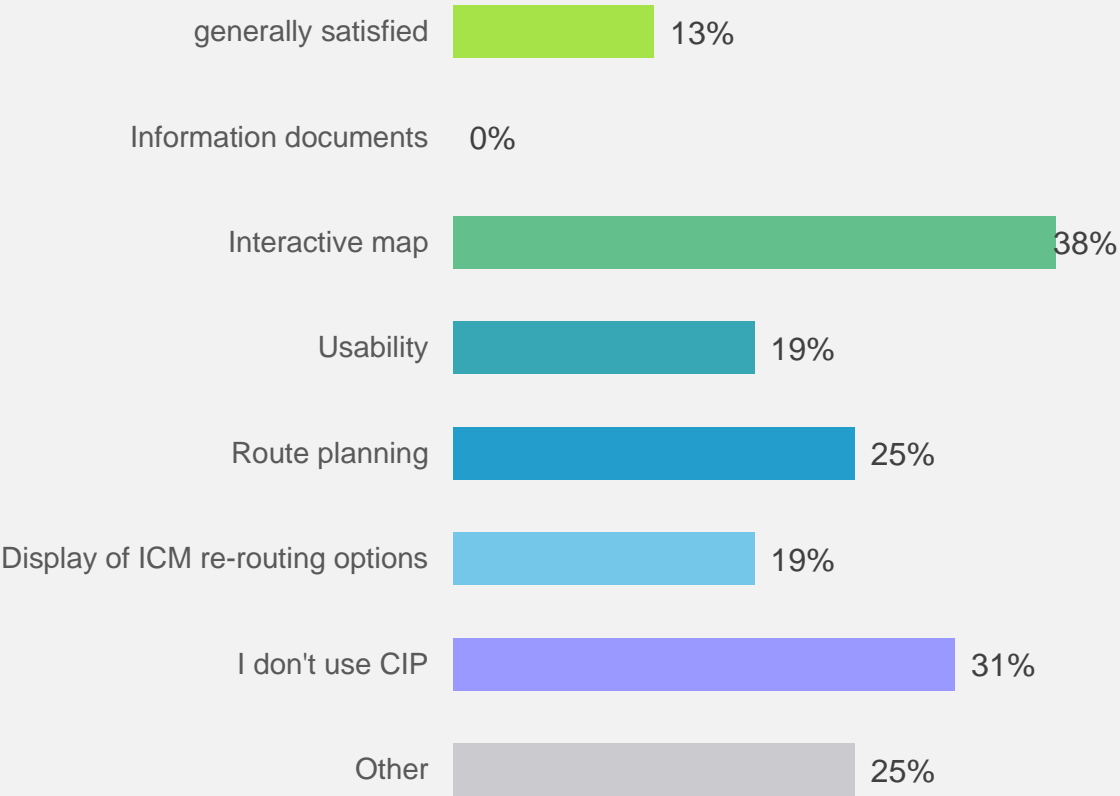
- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 16

13%

chose generally  
satisfied though  
improvement is  
appreciated

## OTHER, COMMENTS

Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function.



# OTHER COMMENTS:

## ALL:

- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function (several mentions)
- Presentation of PaPs with the possibility to search for fitting PaPs by entering O-D and parameters
- More easy use for the real customers (the companies that are gaffing the loadings)
- No opinion.

# NEW USER SATISFACTION SURVEY

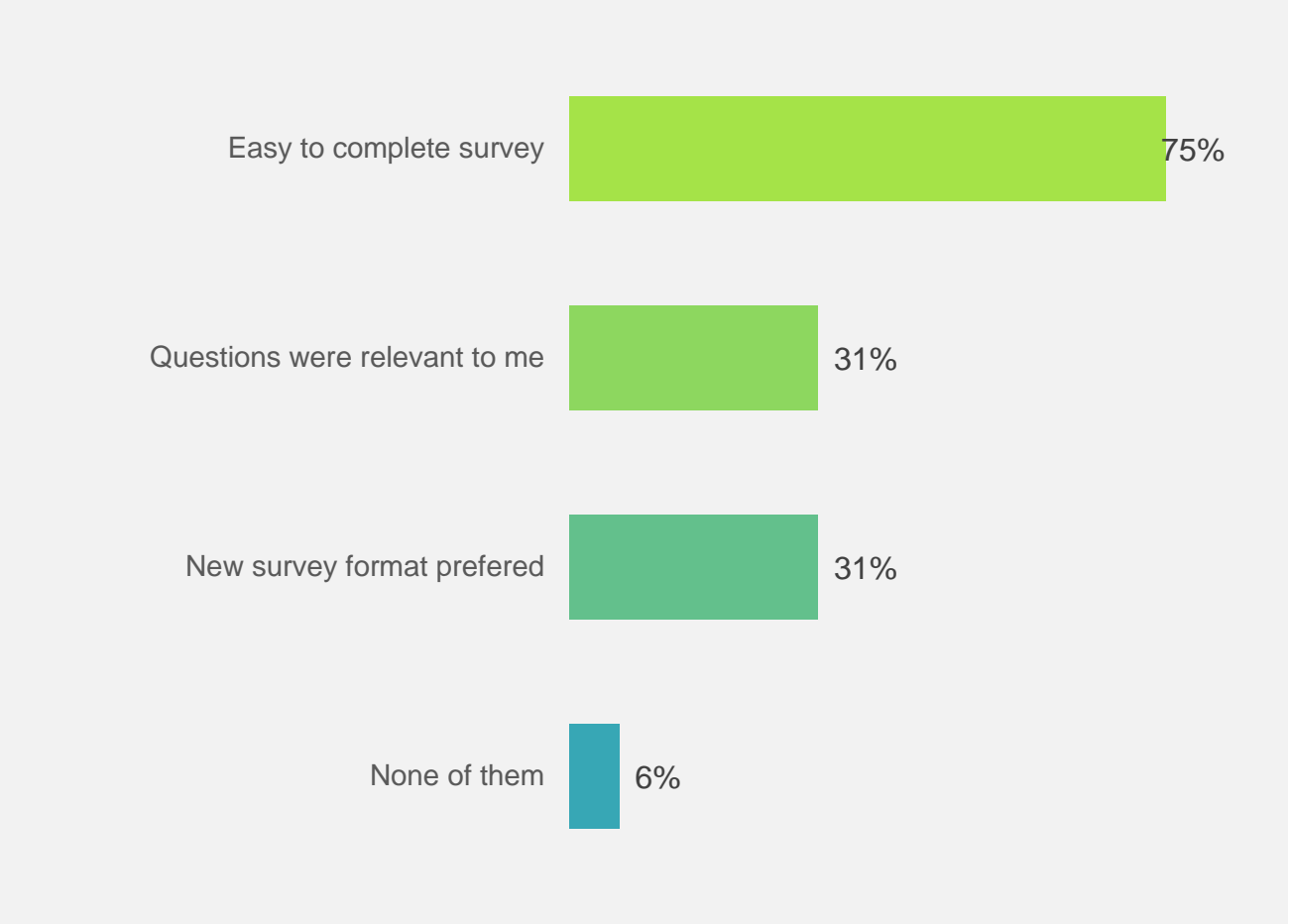
Current topic 3: Agreement on statements

- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 16



OTHER, COMMENTS

- Some text fields ('other') were too small for entering the intended text.
- We would like to get the possibility to fill in more answers than one.





# OTHER COMMENTS:

## ALL:

- Some text fields ('other') were too small for entering the intended text (mentioned several times).
- We would like to get the possibility to fill in more answers than one (we are a Rail Company and Terminal).
- But as we do not use RFC paths ( but the corridor we do ) , it is not easy to answer all the questions

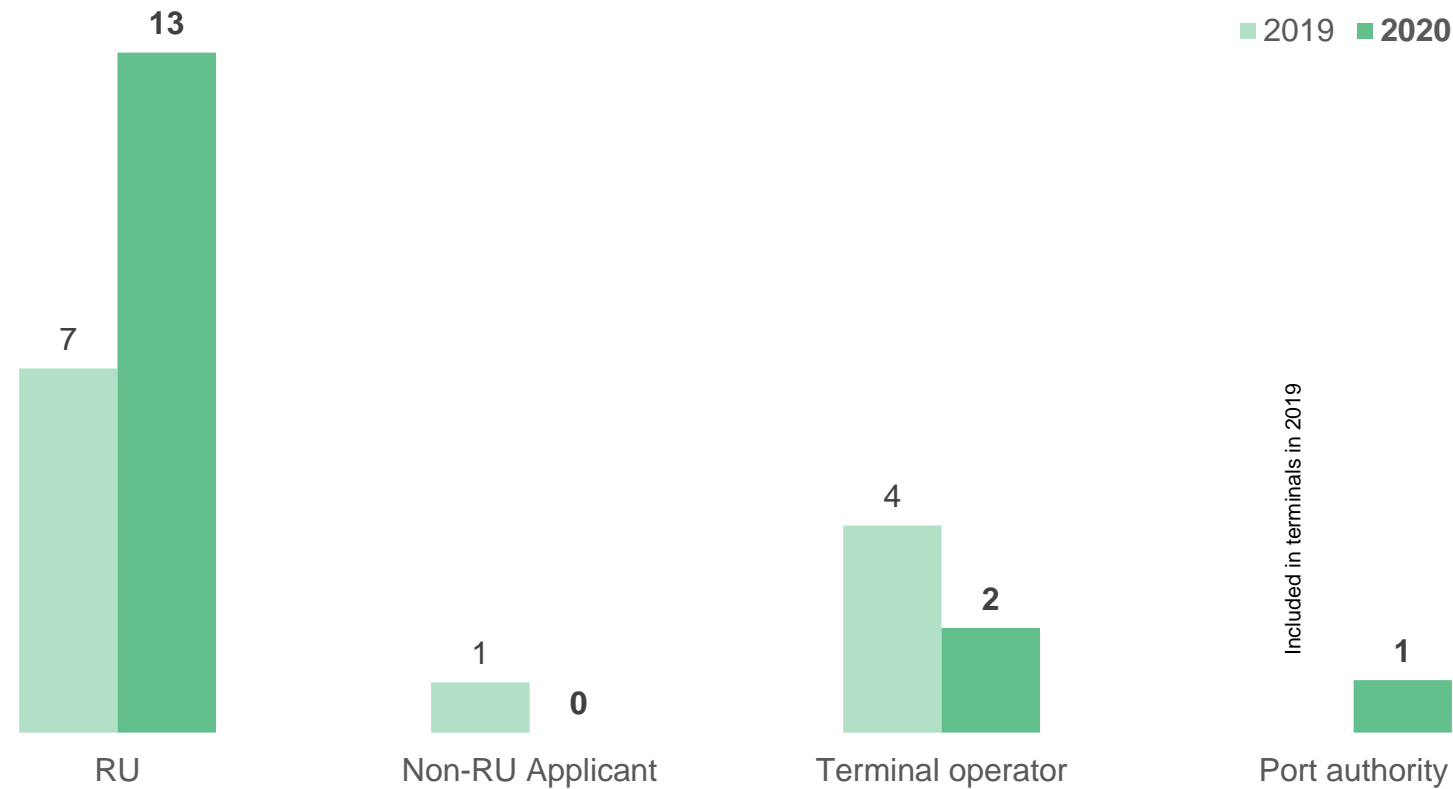
## 03 SAMPLE DESCRIPTION

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# SAMPLE DESCRIPTION

Target group

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- » "To which of the following type of target groups does your company belong?"
- » sample size = 16; 12;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

## 04 SUMMARY

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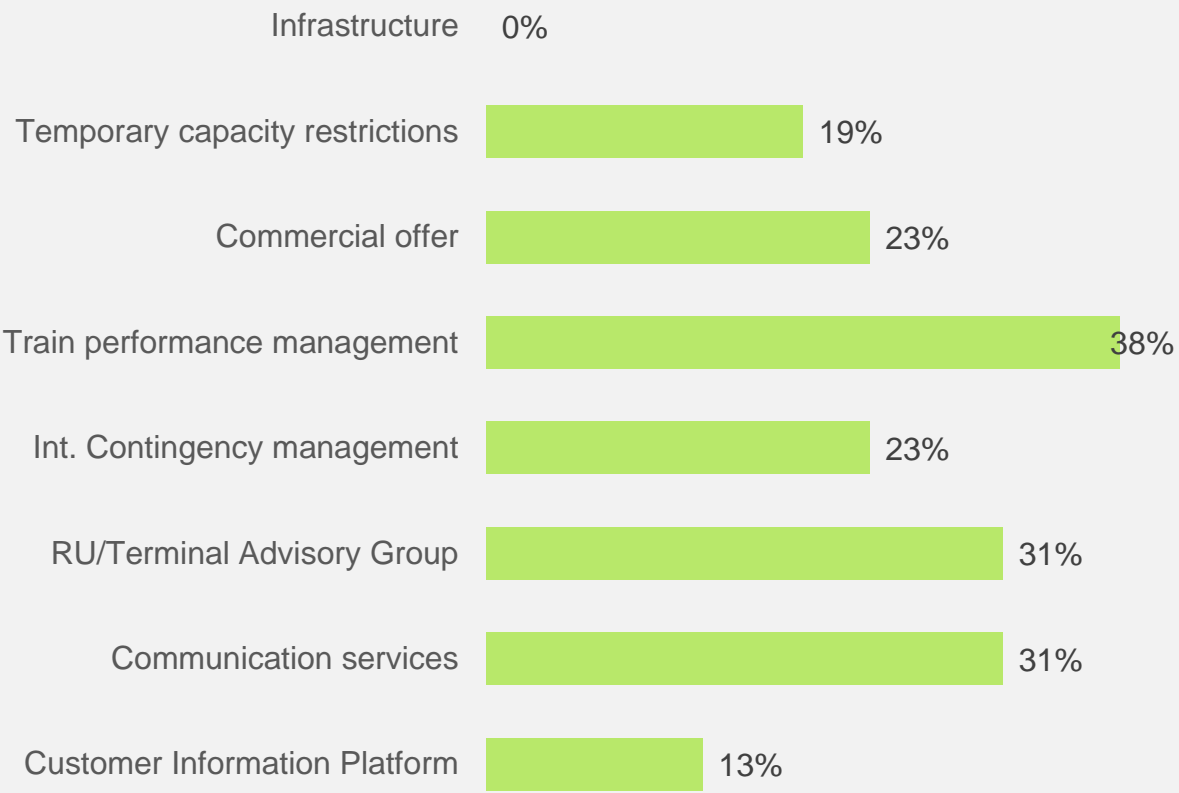
# SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

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

22%

average of each topic,  
respondents used  
the answer  
'generally satisfied'



# SUMMARY – OTHER

All respondents

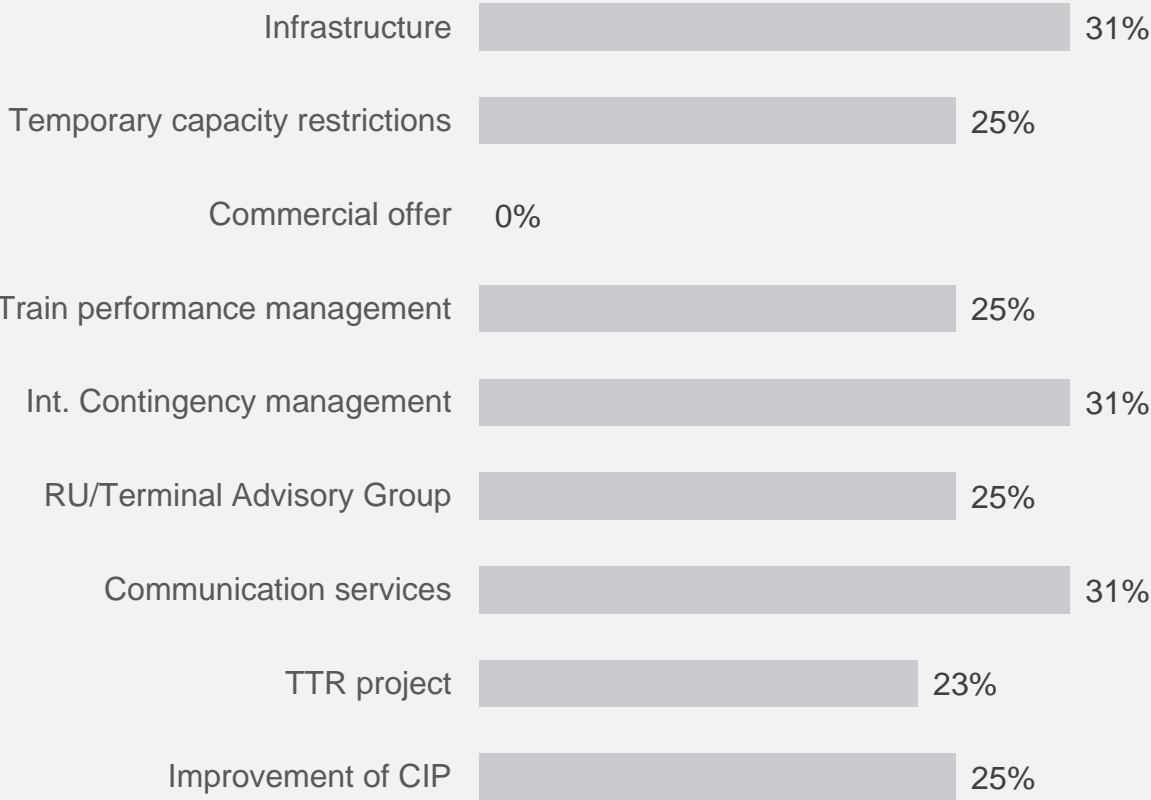
- » Other was chosen as an answer and a comment was given
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

24%

average of each topic, respondents used the option ‘other’ to give an open answer.

## OTHER, COMMENTS

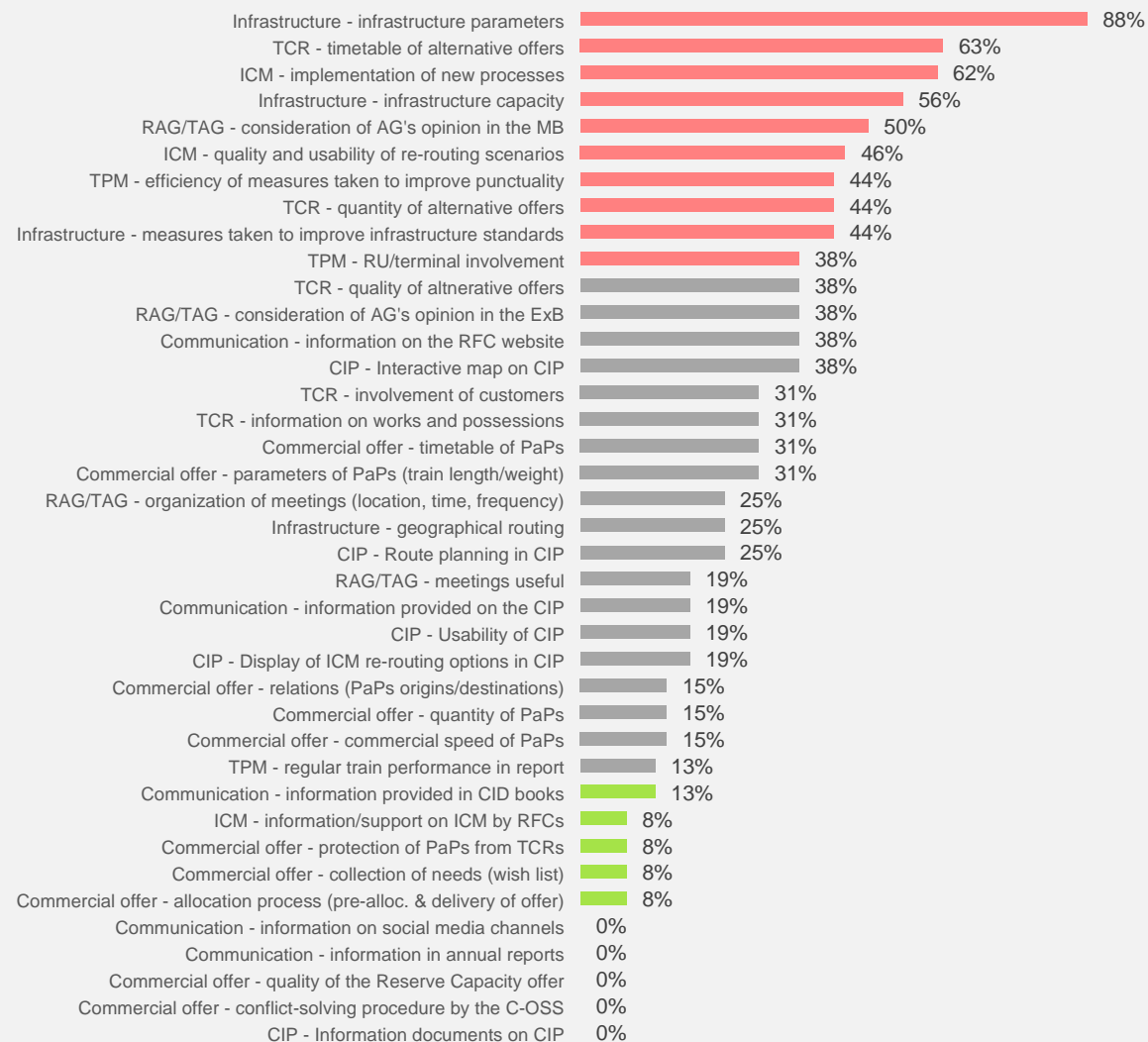
The respondents could choose the answer ‘other’ and then could add feedback in their own words which gives a more direct option to receive concrete feedback.



# SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 16, answered by RUs only 13)



FOCUS TOPICS

LESS URGENT

# SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Top 10 of focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 16, answered by RUs only 13)

## 3 Most important topics

1. Infrastructure parameters
2. TCR – TT of altern. offers
3. ICM implementation of new processes

