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RFC User Satisfaction Survey 2018

Report for RFC 8

Rail Freight Corridor North Sea – Baltic

RNE RailNetEurope

Co-financed by the European Union
Connecting Europe Facility

October 2018

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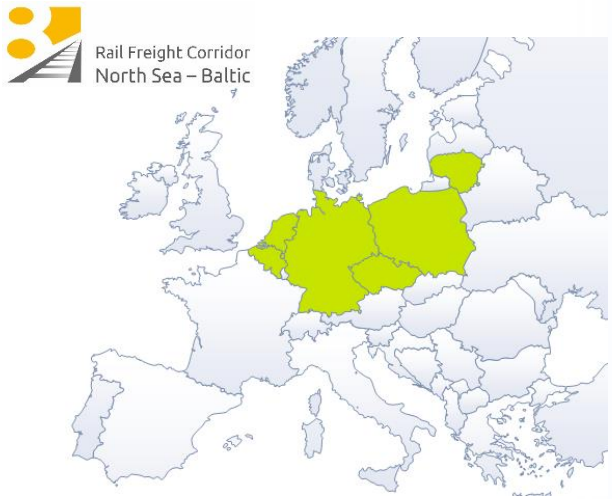
01 Study Design

Survey Design



- 15 respondents
  15 RFC8 users / 0 non-users
  13 full interviews / 2 partial interviews
  11 nominated by RFC8 / 4 nominated by other RFCs
  7 agreed to forward name
  2 used topic-forward
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 37 e-mail invitations sent
- Field Phase: 13 September to 12 October 2018

Attention: very small sample sizes!

RFC specific Response Rate

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Total interviews (user + non user)	**15** (+/-0)
Full interviews	13 (-1)
Partial interviews	2 (+1)
RFC user	15 (+/-0)
non/potential user (according to respondent)	0 (+/-0)
Invitations sent	37 (-7)
Interviews (user + non user)	11 (+/-0)
Response rate overall (invited by RFC only)	**30%** (+5%)
topic-forward used	2 (-1)
forward name	7 (+5)

2018 (change from 2017)

02 Satisfaction with the RFC

Overall Satisfaction

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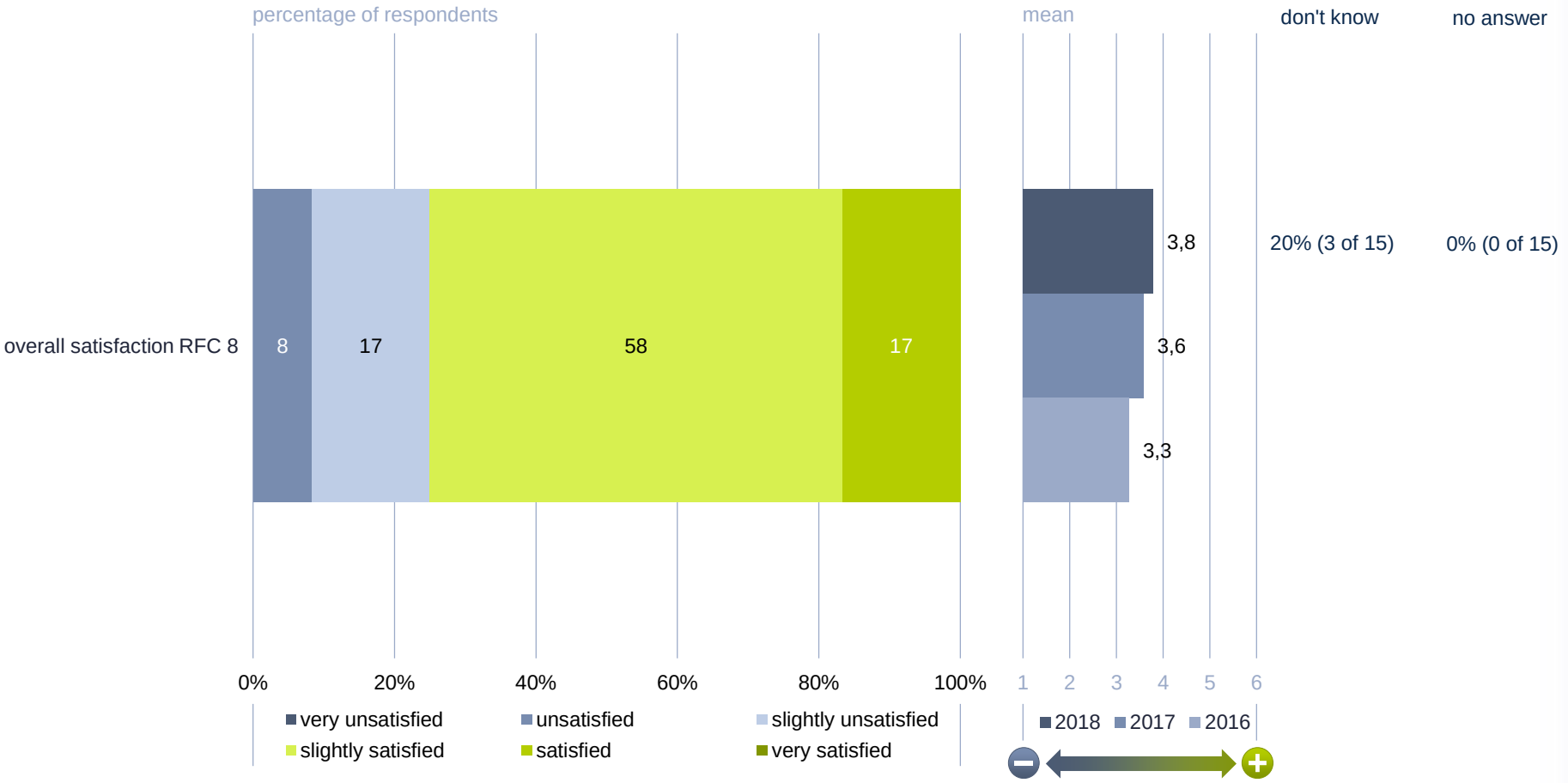

"Overall, how satisfied are you as a user of the RFC(s)?"

sample size = 15; 15; 14

General feedback || open question

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-Quality issue 1 : ETA / info from RU - Support terminals and Combined Transport Operators in getting info from the Infra Managers (RNE and national level) in order to challenge the RU in providing better information

-support alignment of national ERTMS deployment plans

-support comprehensive quality approach including TERM and CTO / FF (from definition of quality indicators / impact analysis of non-quality for 3rd parties / -penalties / SLA / Bonus Malus system)

-continue efforts on TT and TTR communication and consultation of the impacted parties

-more train parameters flexibility

-combination PaP and PCS is terrible - ordering to complicated

-Last Mile shunting provided in TIS

-do not only upgrade max.axle weight on the corridor but also on the last mile

-improve PaP parameters - work on increase parameters along the line (e.g. border limitations)

-remove the bugs in the maps

-consider references to mistakes

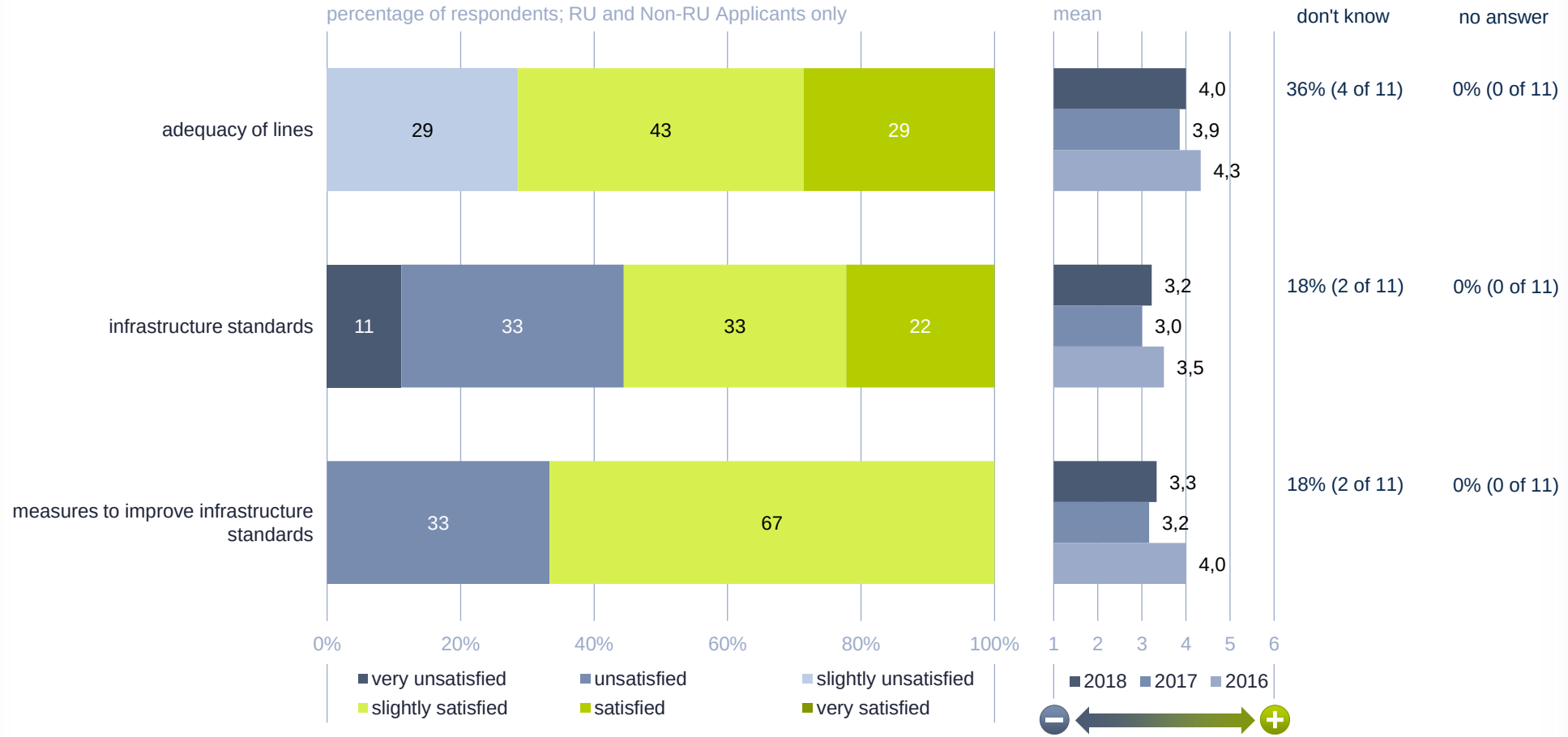
-update infrastructure needs according to the new Bundesverkehrswegeplan (Federal Transport Infrastructure Plan)

-as RAG Speaker for this RFC, I would like to establish with MB a regular exchange on specific topics

-we will make plan for 2019 and hopefully arrangements accordingly

"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."

Satisfaction with Infrastructure



"To what extent are you satisfied with the adequacy of the lines 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?"

sample size = 11; 8; 9

Reasons for dissatisfaction with Infrastructure || open question

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-some proposals of stops in the PaPs are not needed for us (e.g. Wroclaw Brochów, Gliwice)
-we expect to agree with RUs places for stops during creating PaPs proposals
-all trains parameters were inflexible and variously at the same route
-some traffic days were not offered - don't understand alternative offer

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Infrastructure', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Coordination/Communication of Temporary Capacity Restrictions

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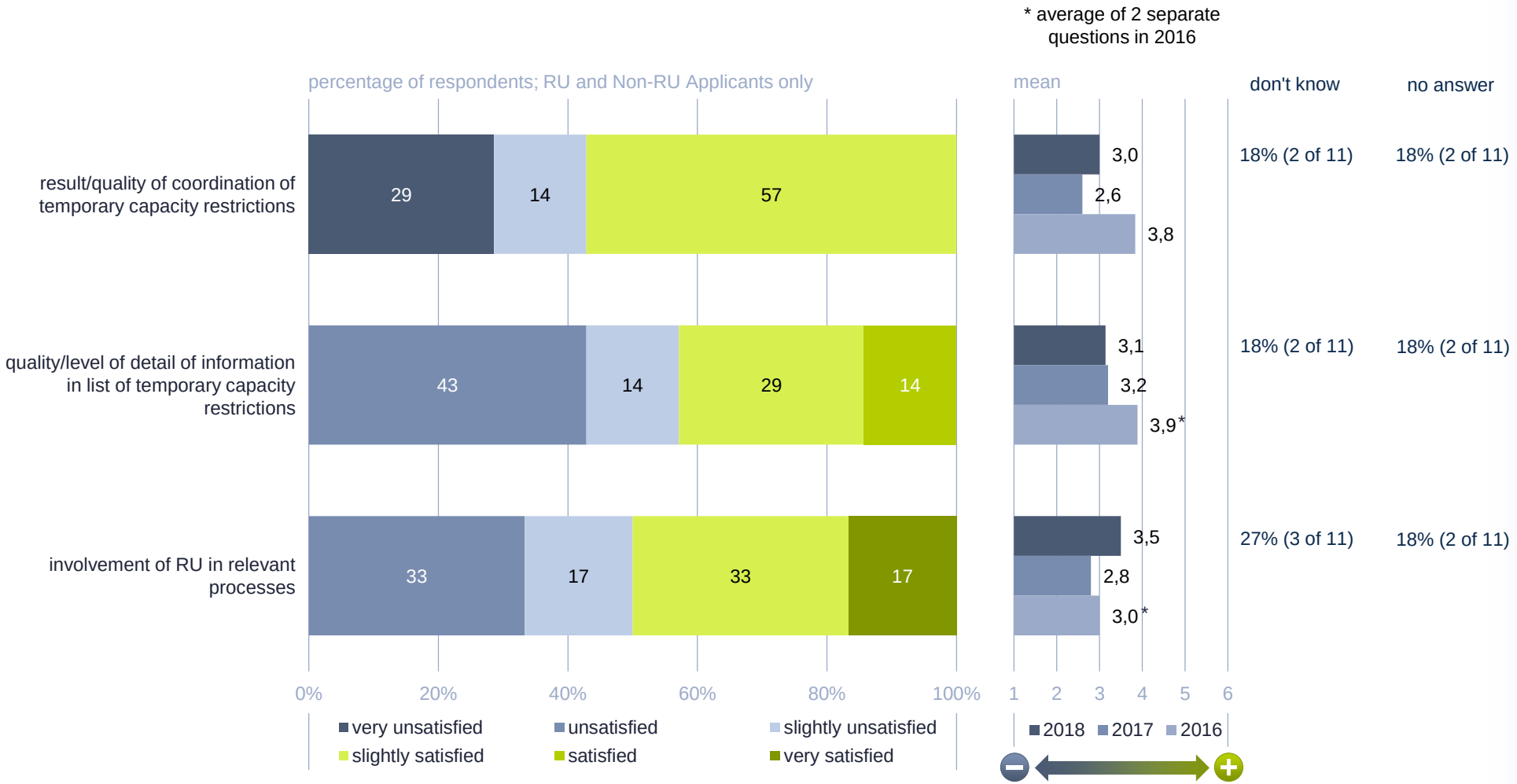

"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || … with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), 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?"

sample size = 11; 8; 9

Reasons for dissatisfaction with Coordination/Communication of Temporary Capacity Restrictions || open question

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-please don´t make non traffic days
-all days must be offered as traffic days, if necessary with other routing
-not always easy to interpret
-limited info on effect - alternatives
-only info 'impacted by works'
-hardly useable
-in the PKP PLK railway network since 2010, there have not been coordinated track works in the main and alternative routes
-alternative border crossings are not meeting our requirements

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Coordination and communication of planned temporary capacity restrictions', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Corridor Information Document (CID)

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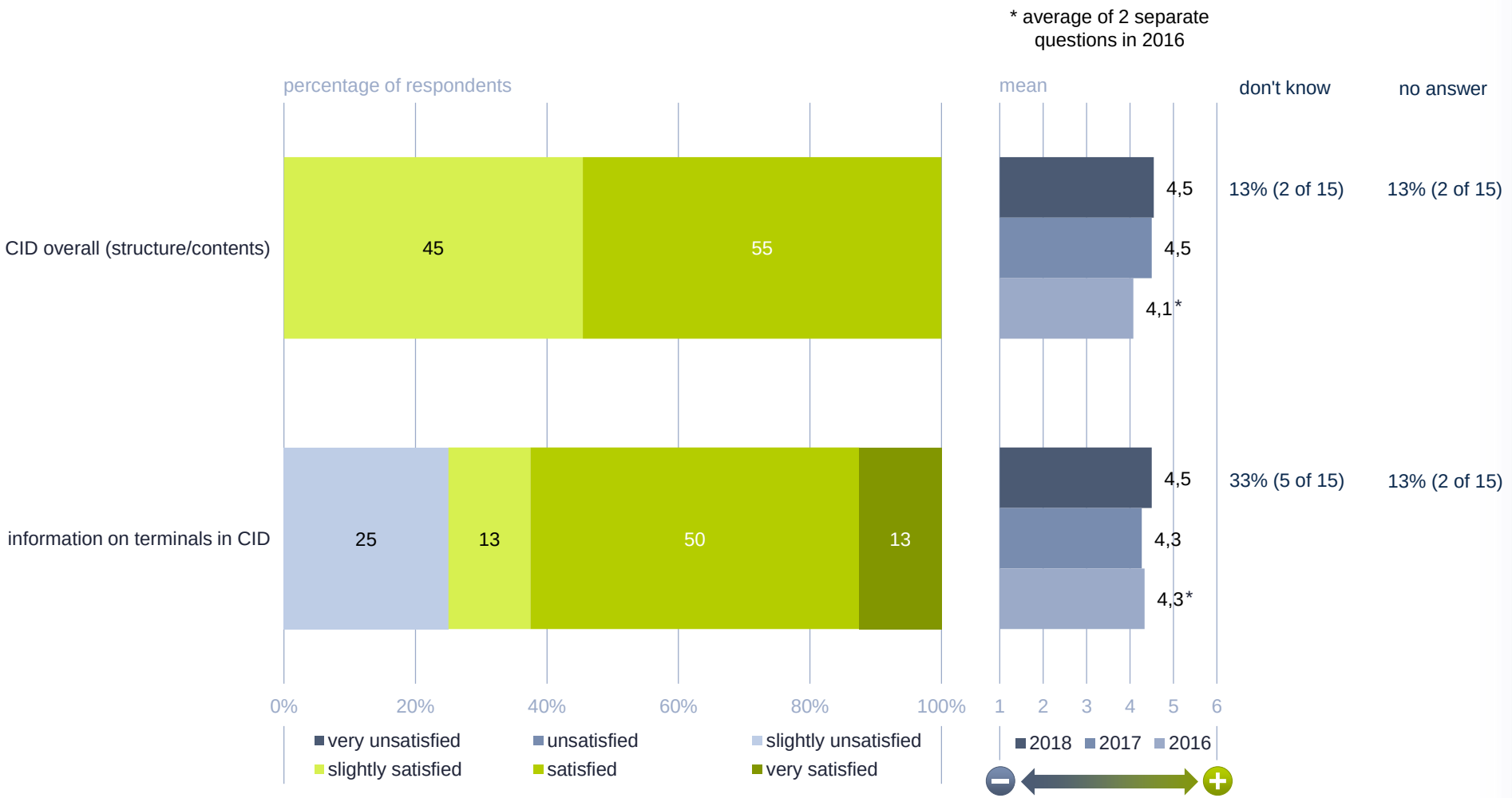

"To what extent are you satisfied with the Corridor Information Document (CID) for the 2019 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2019 or in other sources, e.g. CIP?)"

sample size = 15; 15; 14

Satisfaction with Path allocation (1) - PaP

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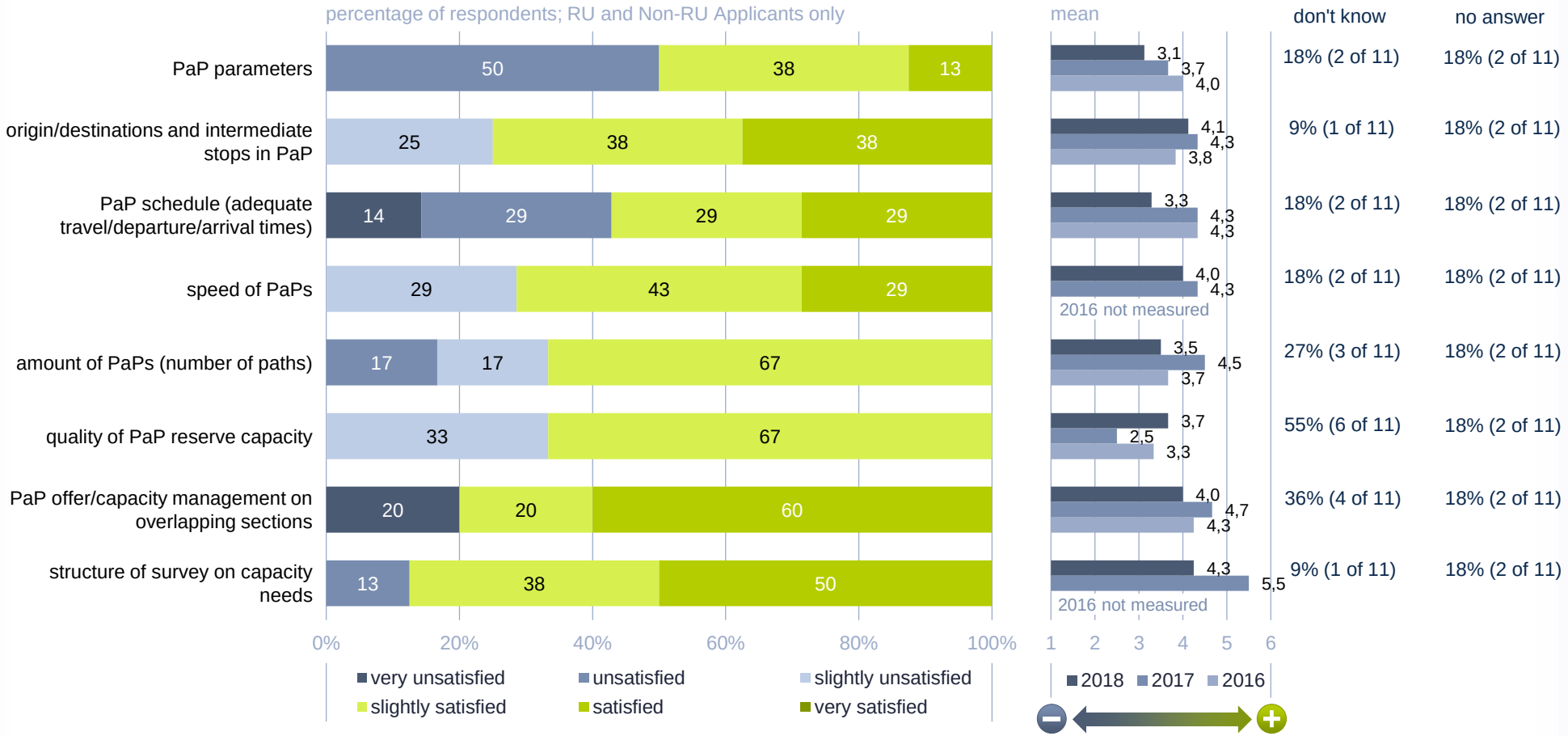

"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || … with the origins/destinations and intermediate stops? || … with the PaP schedule? || … with the commercial speed of PaPs? || … with the amount of the PaPs? Is there a sufficient number of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

sample size = 11; 8; 9

Satisfaction with Path allocation (2) - PaP concepts

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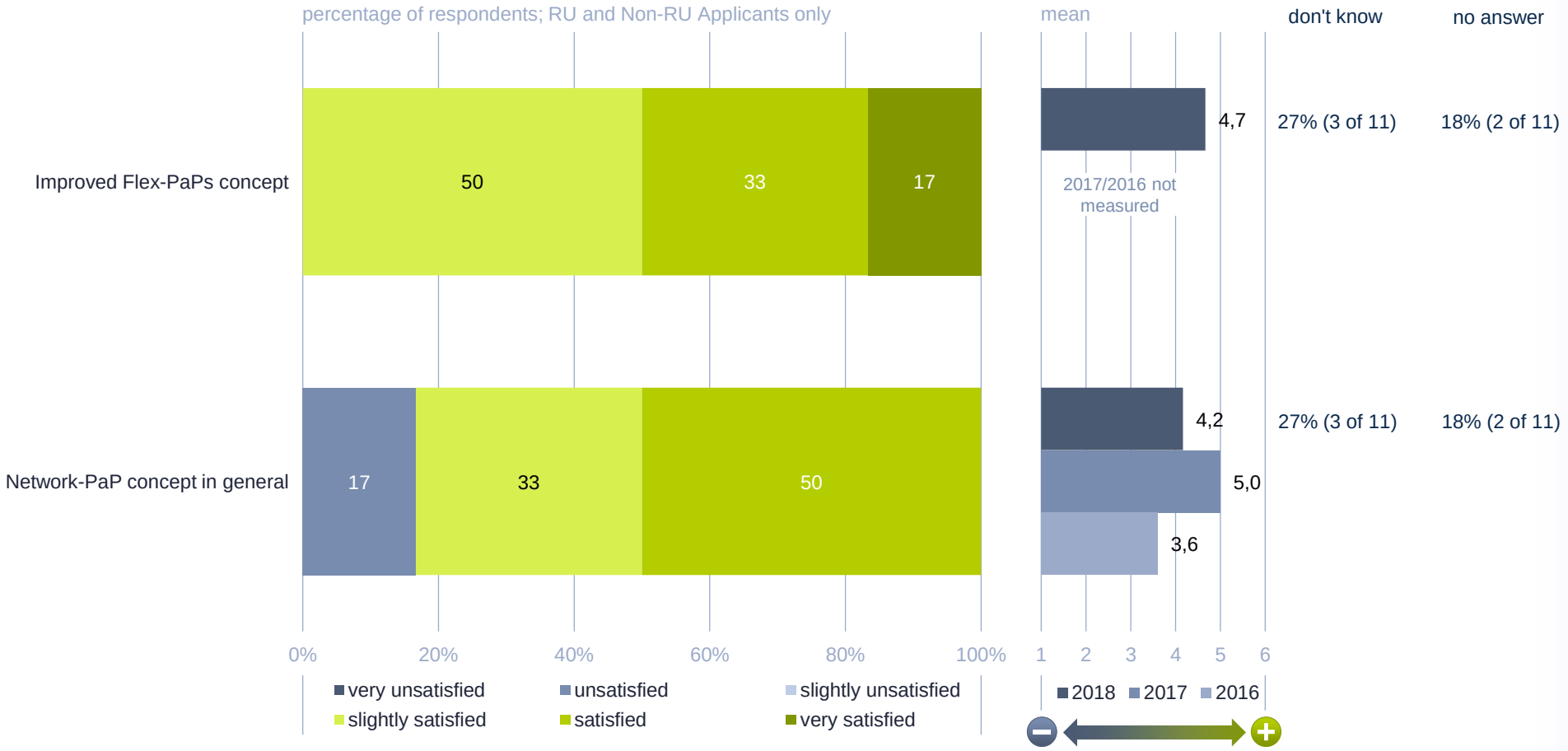
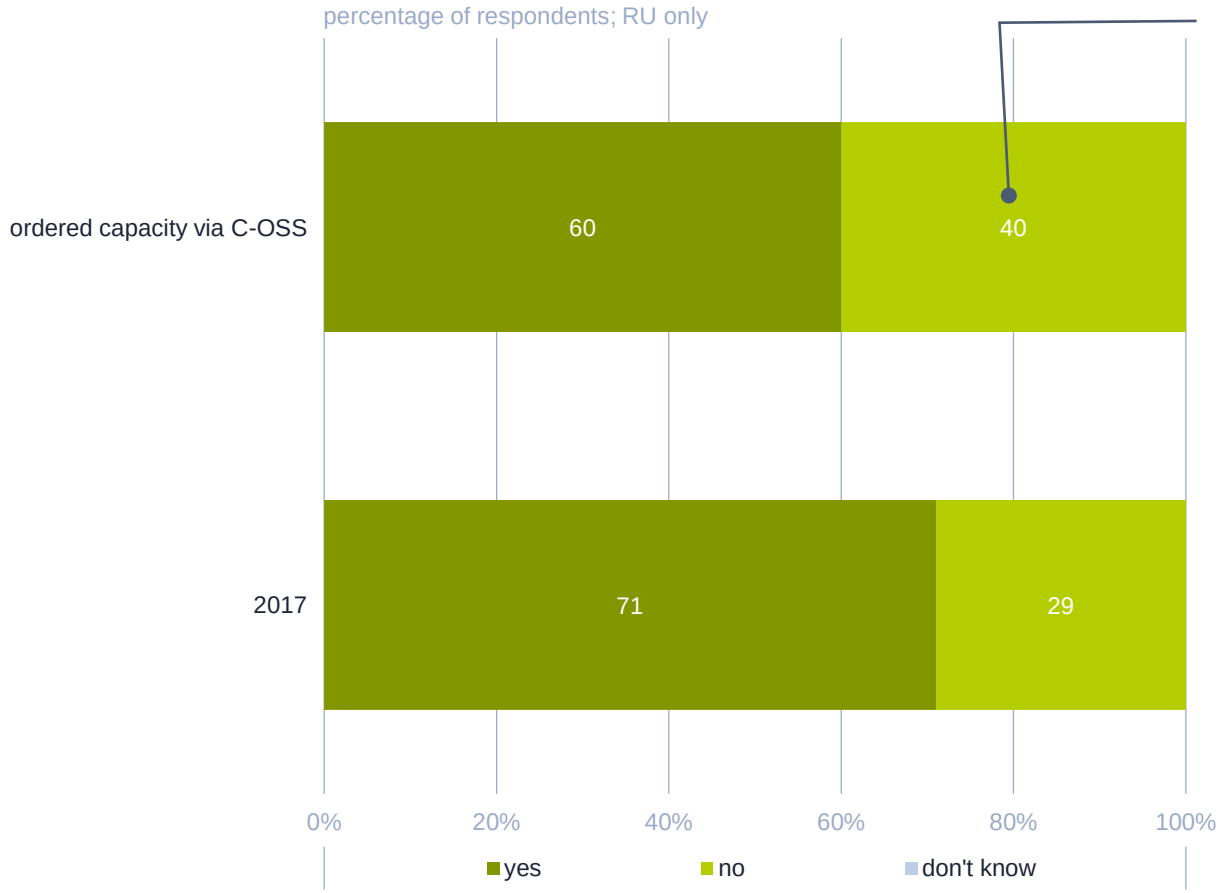


"How satisfied are you with the improved Flex-PaPs concept, offered for the first time for timetable 2019 on the eastern part of the corridor, allowing adjusting the times for locations and use the bandwidth +/-60'? || …the Network-PaP concept to influence / improve the priority value of your PaP request in case of conflicts?"

sample size = 11; 8; 9

Usage of C-OSS



reasons for no current usage:

we did not have a demand for transportation to order capacity via the C-OSS

capacity Switzerland - asked by our partner SBB Cargo

DB Cargo Deutschland does not operate itself but only the entitiy Arriva; however, we have received no data from them

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

sample size = 10; 7

Satisfaction with Path allocation (3) - C-OSS

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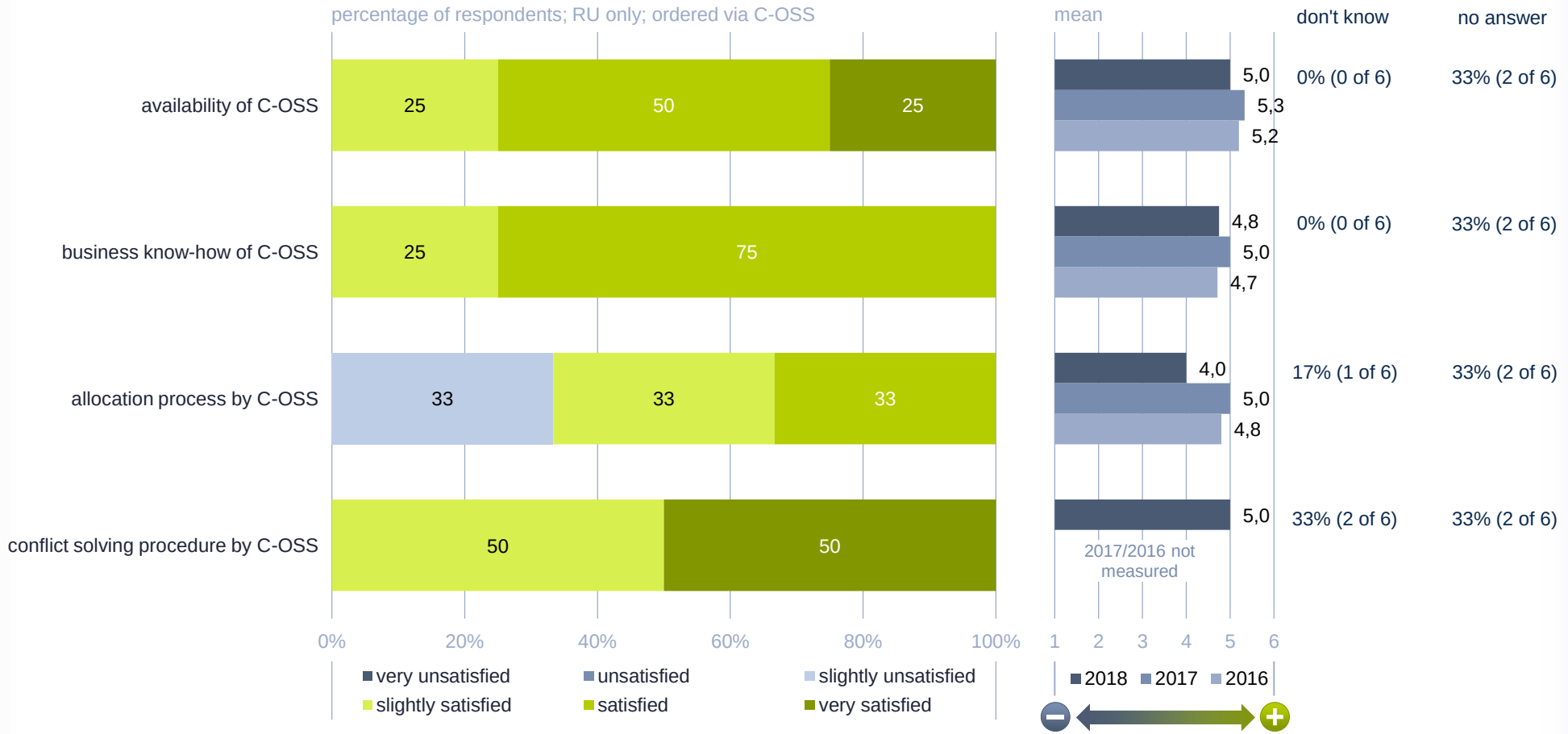

"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2019 timetable year? (Please consider especially 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?"

sample size = 6; 5; 9

Reasons for dissatisfaction with Path offer, PaP allocation and C-OSS || open question

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-PaP Train parameters not flexible
-the entire assignment process is too complicated
-PaP parameters did not match the requirements of customer
-not harmonized along the way - set to minimal
-not adapted to standards on length
-not linking the network PaP based on communicated capacity requirements
-missing definition of quality standards for published PaPs (e.g. PaPs supposed to be warranted and not be changed after publication)
-missing obligation to publish PaP-reroutings for days, when PaP are not available due to scheduled TCR
-missing definition of minimum requirements in order to comply in offer to request and obligation to consider these
-missing obligation to provide offer for all requested days, including period of time when PaP is not available
-missing obligation to implement Post-Processing-Phase with the mandatory considering of observations by IMs

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Path offer, PaP allocation process and C-OSS', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Path Coordination System (PCS)

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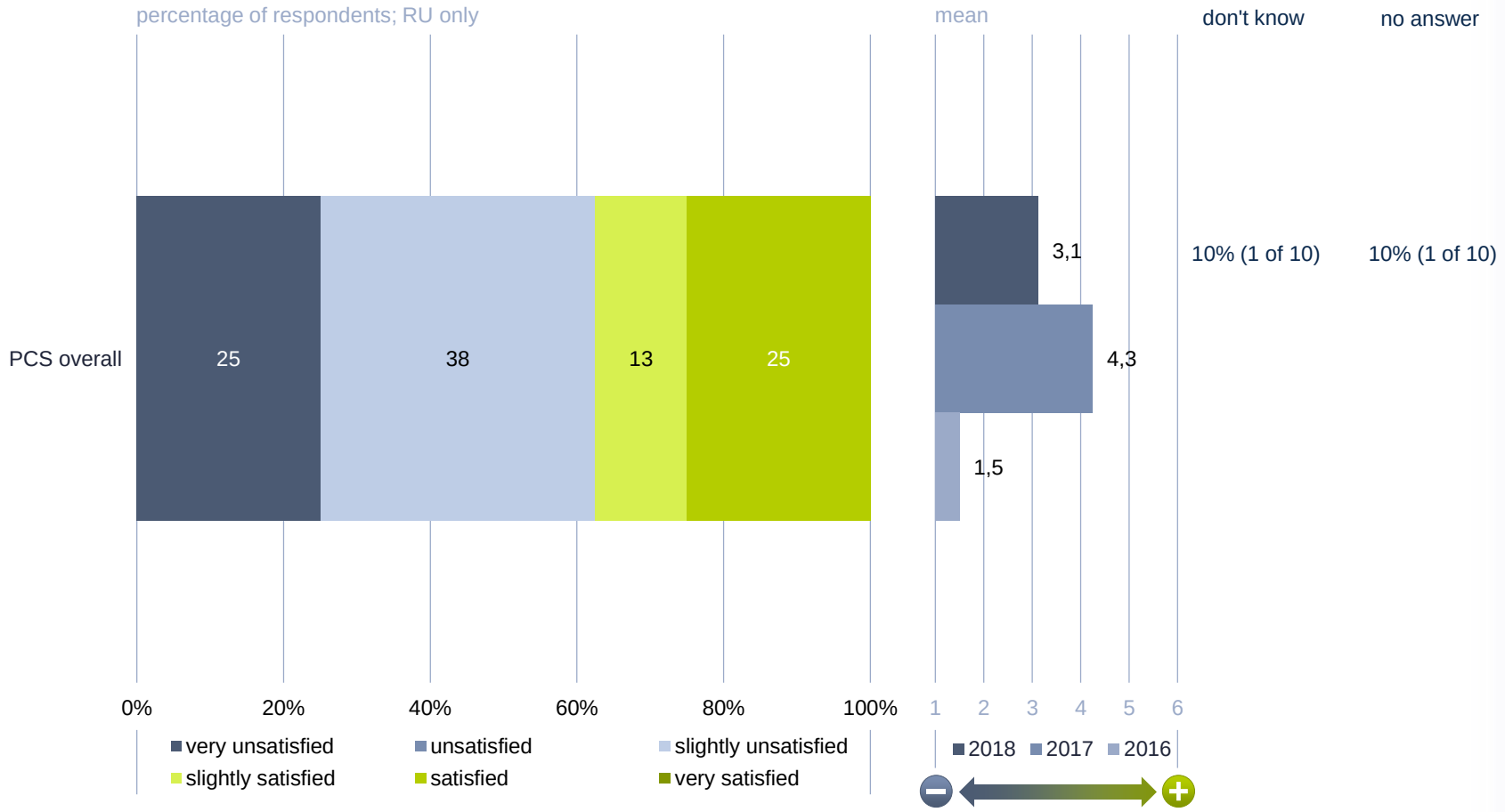

"How satisfied are you all in all with PCS as a booking tool for international path requests?"

sample size = 10; 7; 3

Reasons for dissatisfaction with Path Coordination System (PCS) || open question

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-PCS does not prevent interpretations and inconsistencies

-bad usability

-missing feature to enable efficient working in PCS

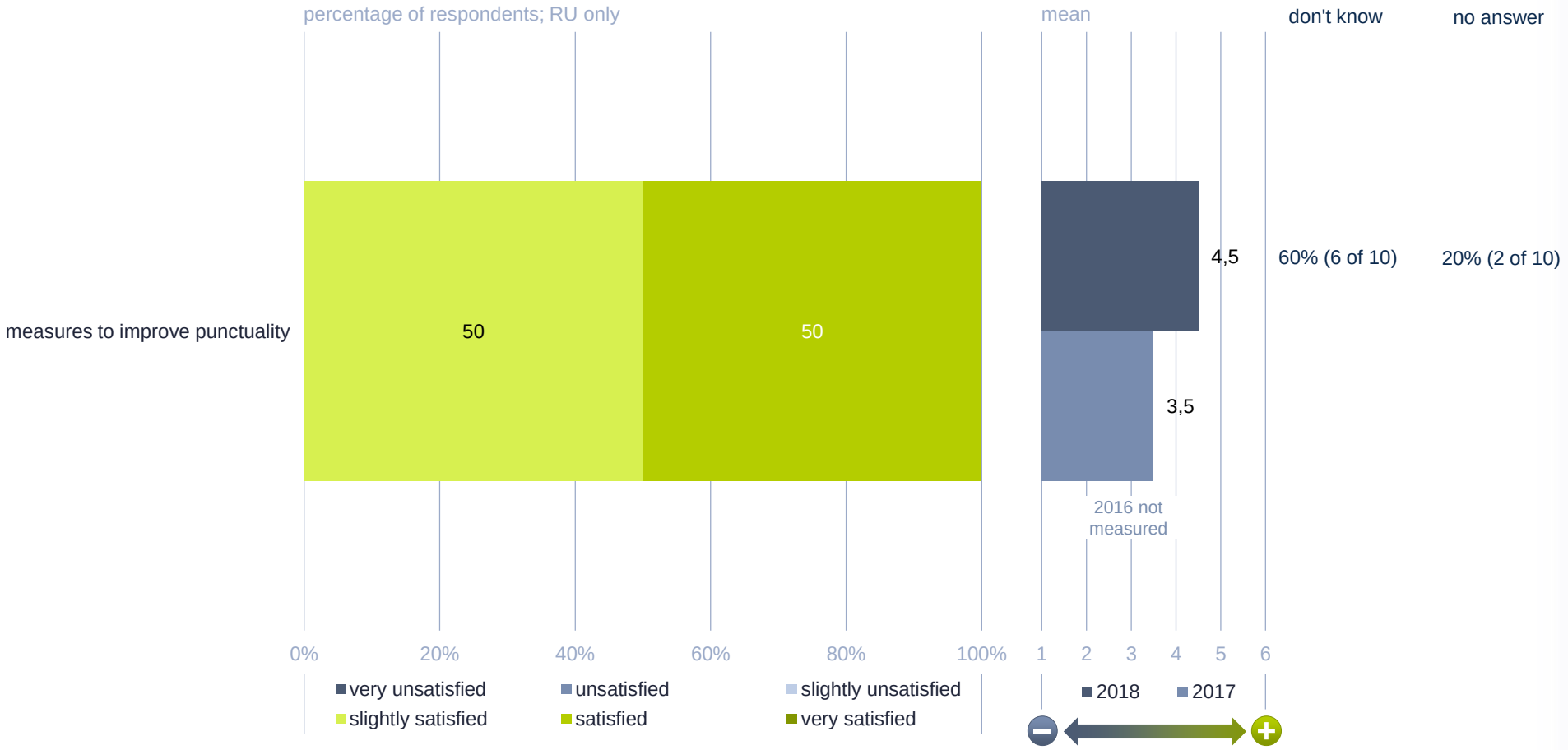
-missing automatic verification function

-comparing of requests and offer for complete journey not possible or very difficult

-we request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'PCS', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Train Performance Management



"How satisfied are you with the efficiency of measures taken in order to improve punctuality?"

sample size = 10; 7

Satisfaction with Traffic Management

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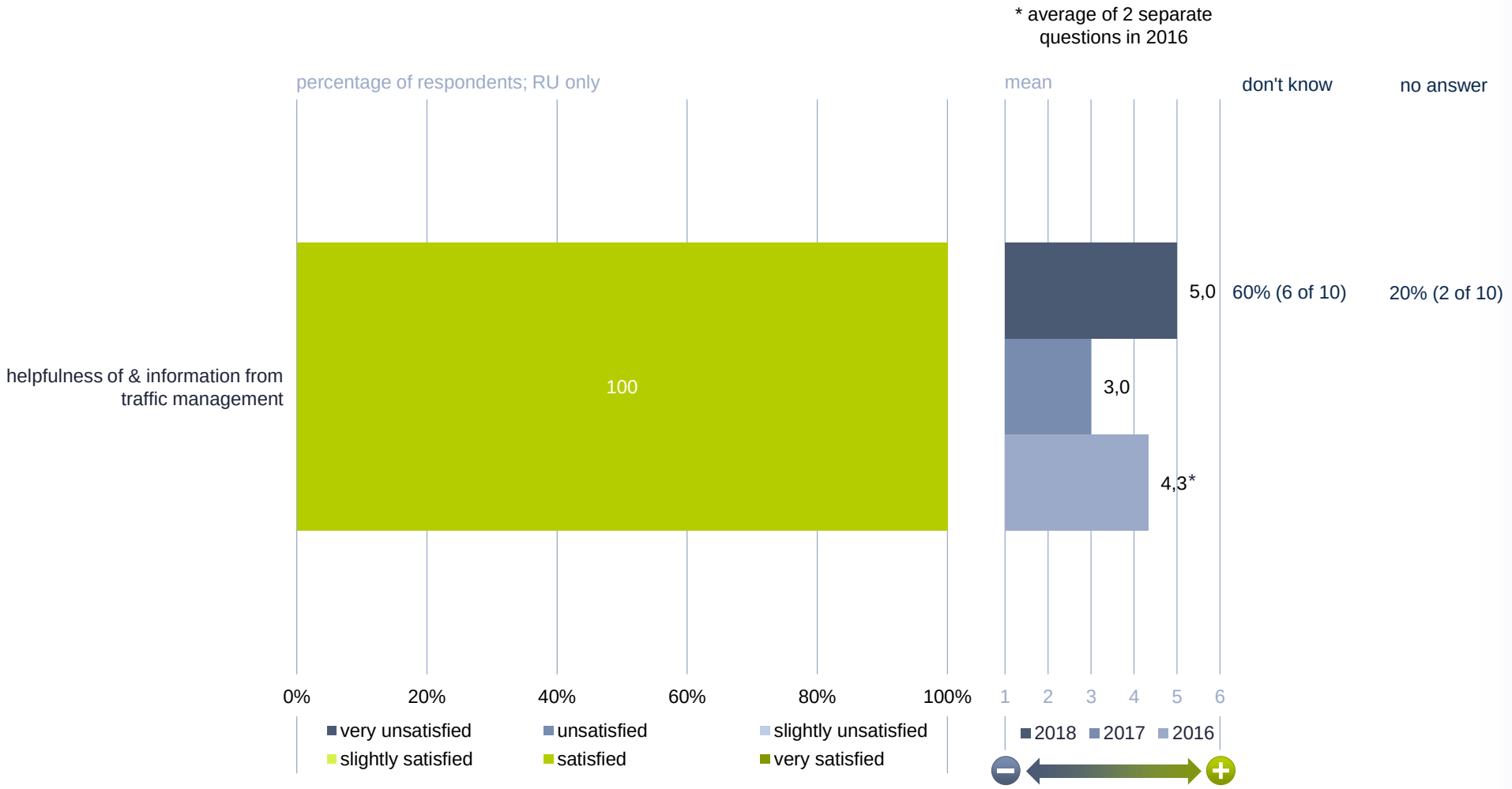

"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

sample size = 10; 7; 8

Satisfaction with Co-operation with the RFC Management Board (1)

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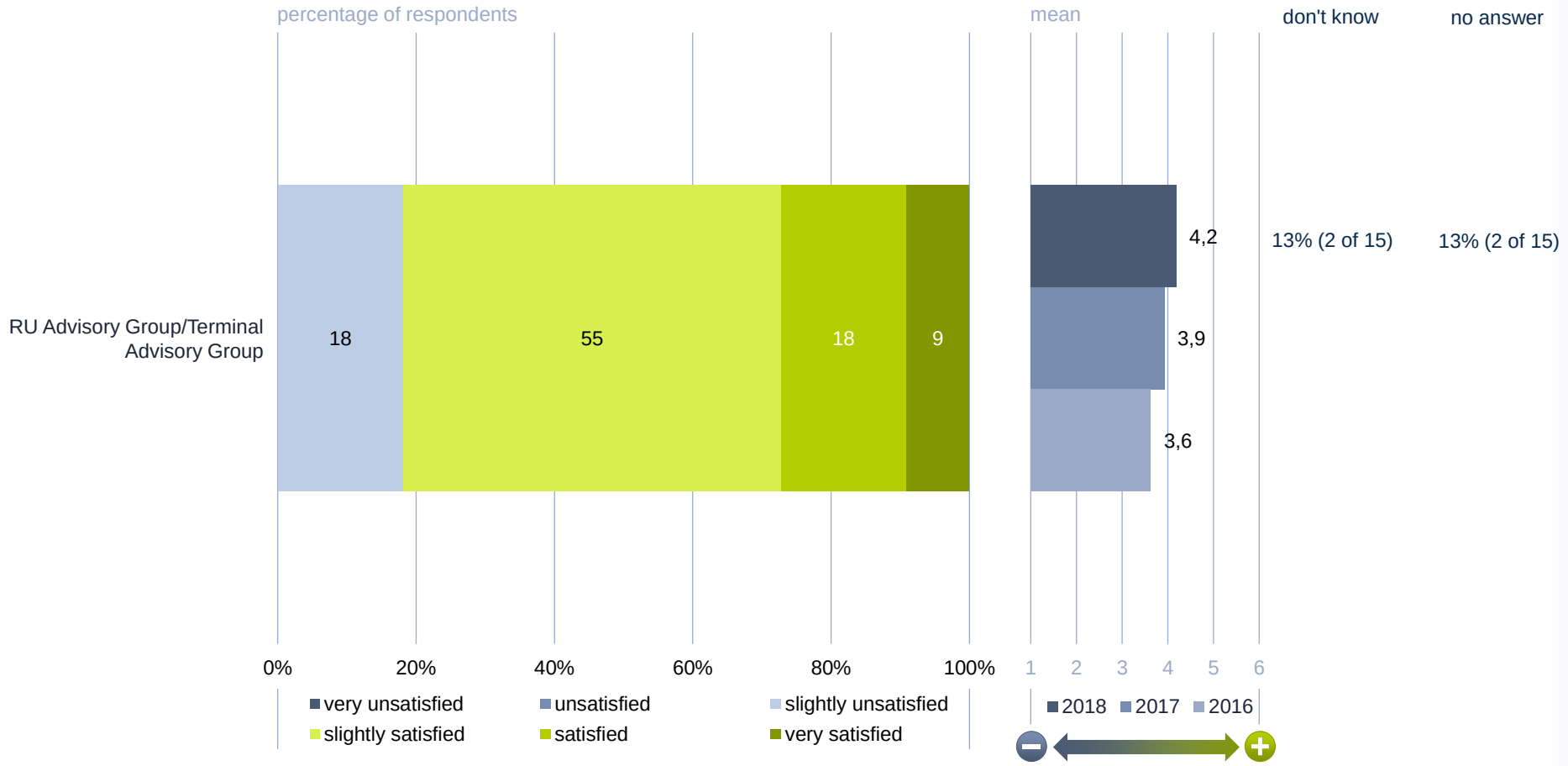

"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?)"

sample size = 15; 15; 14

Satisfaction with Co-operation with the RFC Management Board (2)

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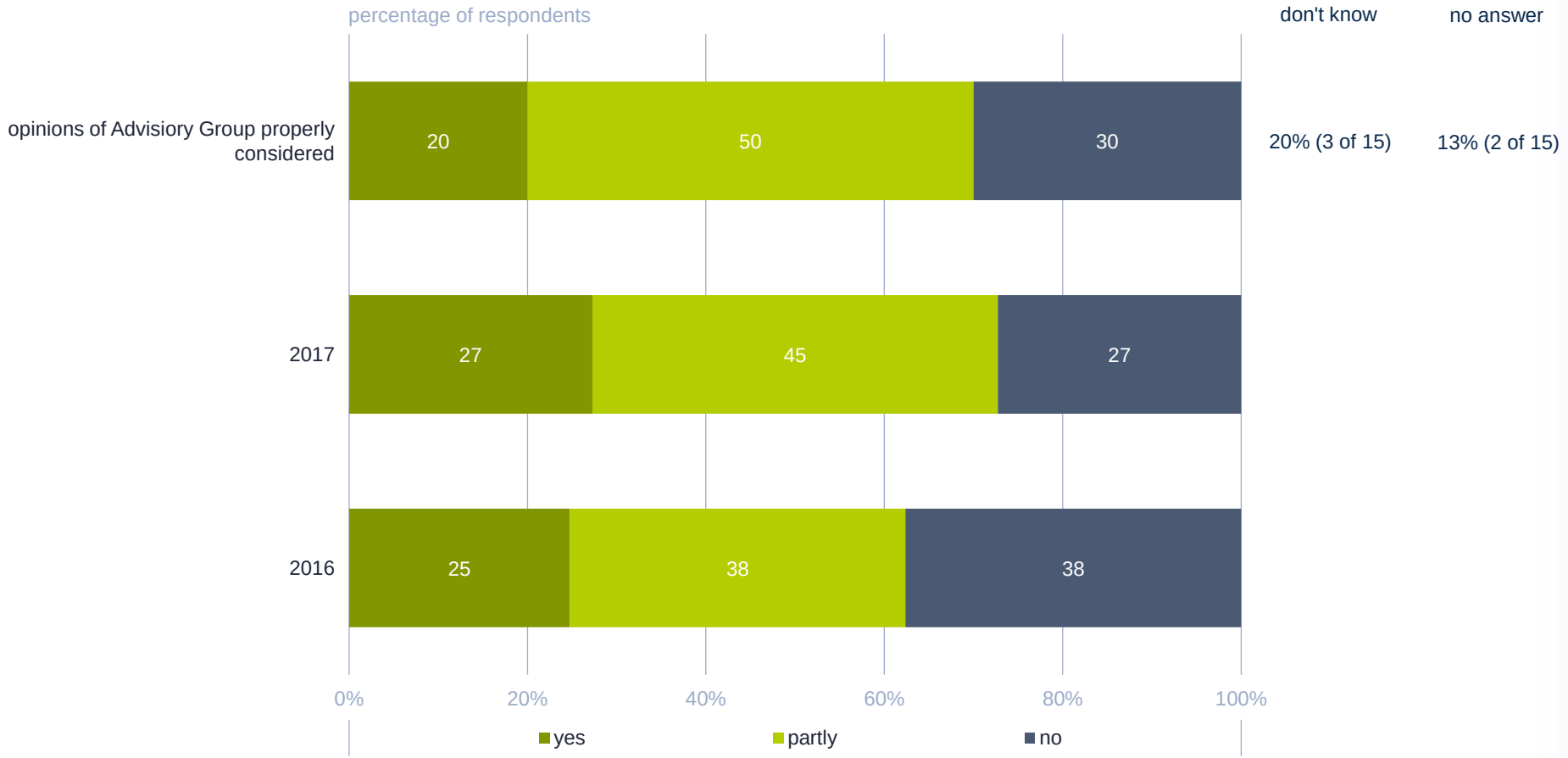

"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

sample size = 15; 15; 14

Reasons for dissatisfaction with RFC Governance || open question

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-the TAG presidency is making a lot of effort to bring the TAG alive and wake it up

-some support should be given by the management in bringing the terminals together and create a consciousness that they are part of a same 'cluster'

-cultural or historical differences are still huge; a common understanding of business - exchange of best practices, presentation of one terminals, including the RFC8 perspectives should be organized (external support should be considered)

-some developments at the edge of the Corridor (at the Russian border) are taking place; it is not clear how the upgrades and works on the line will benefit the whole corridors; a more open view on this project and the involvement of all parties (RU, TERM, LSP, DG MOVE etc...) should be considered

-routing

-capacity

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'RFC Governance', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Overall RFC Communication

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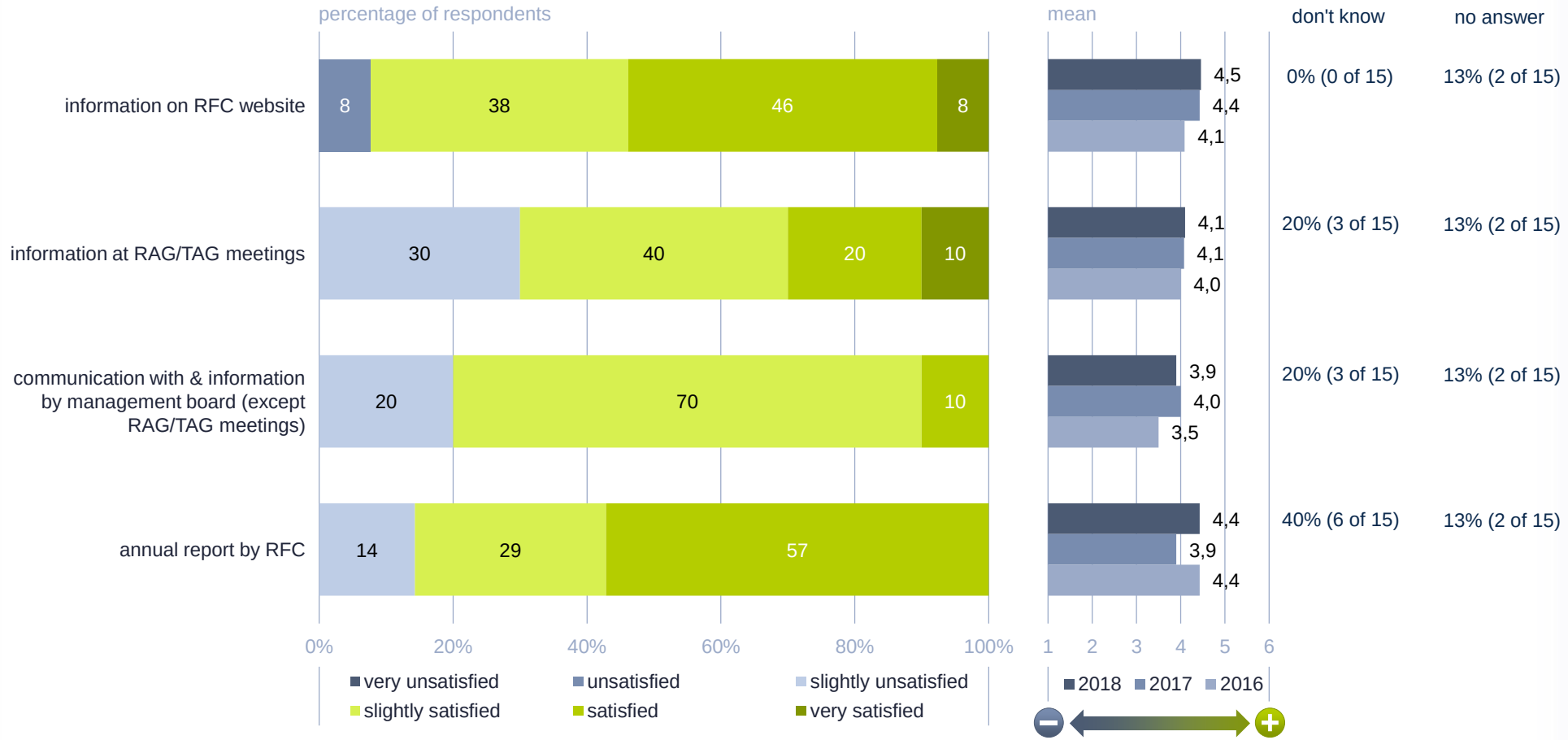

"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other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

sample size = 15; 15; 14

Reasons for dissatisfaction with Overall RFC Communication || open question

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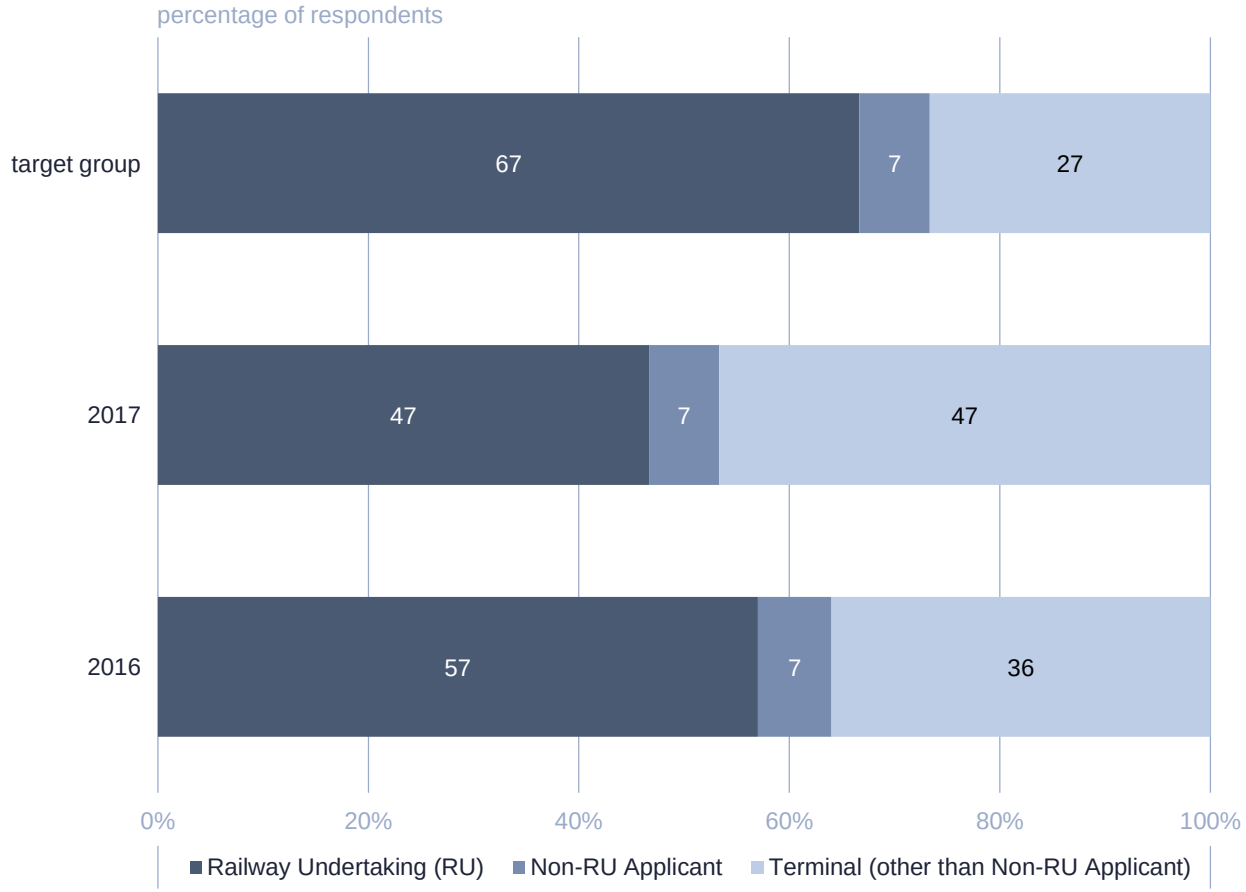
-impact infrastructure works

-approach routings

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Overall RFC Communication', please specify the main reasons and your proposals and ideas for further improvement."

03 Sample Description

Target Group



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

sample size = 15; 15; 14 || potentials/non-user included

Usage of different corridor sections

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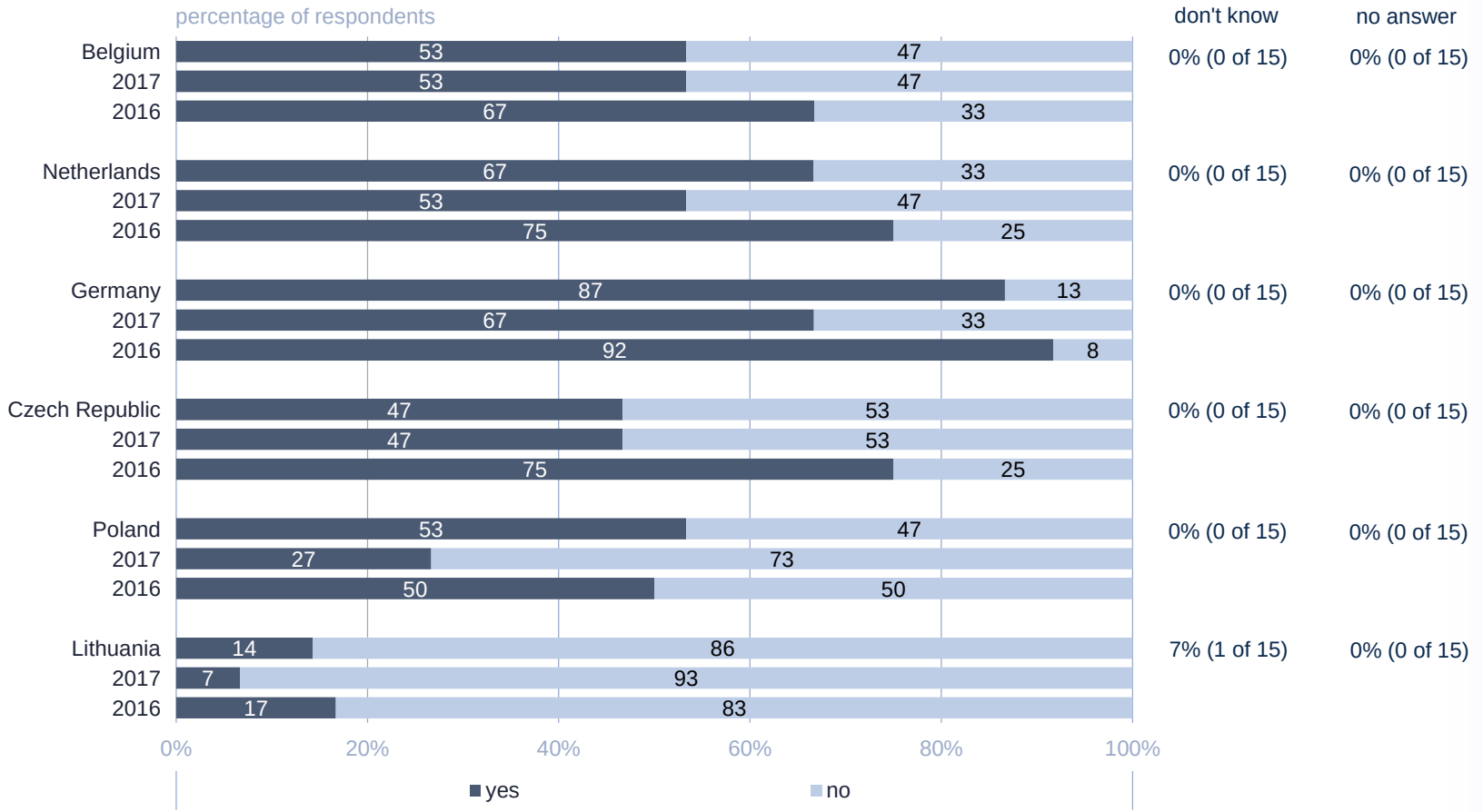

different scale in 2016: daily/several days per week/weekly/monthly/yearly/never

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

sample size = 15; 15; 14

04 Summary

Summary - Satisfaction Rating | by target group

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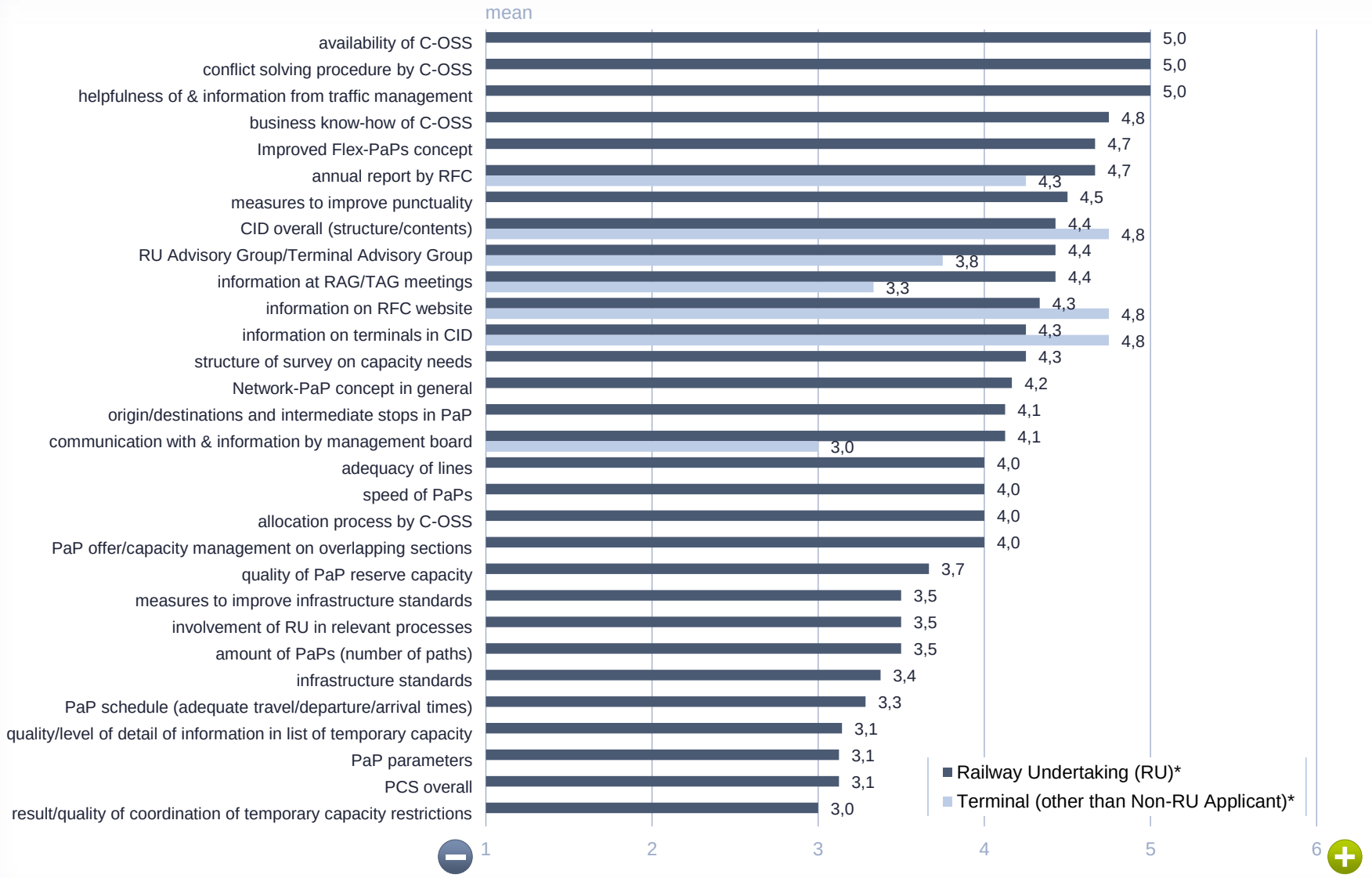

sample size = 10/4

Summary - Satisfaction Rating | RU only

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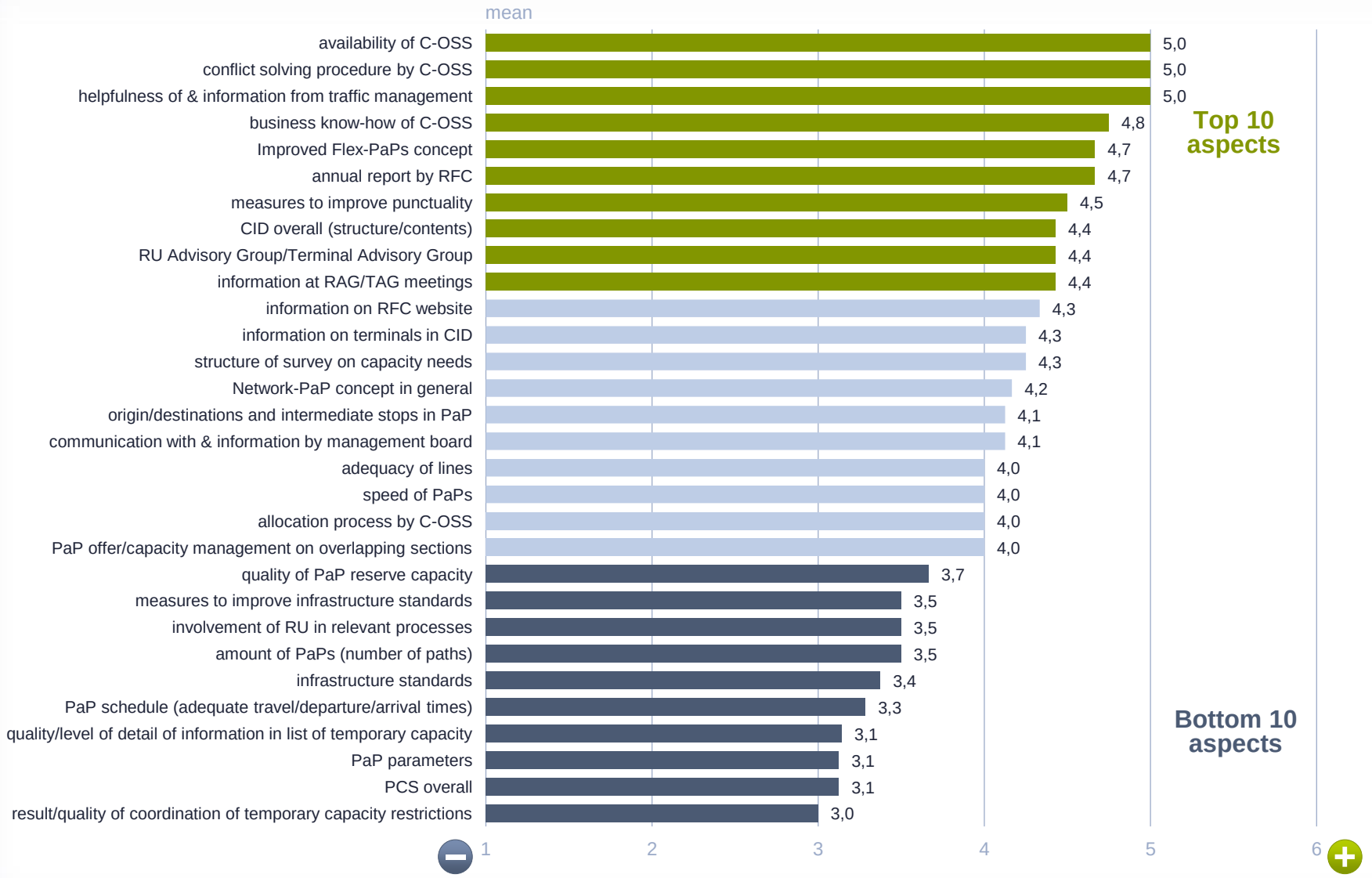
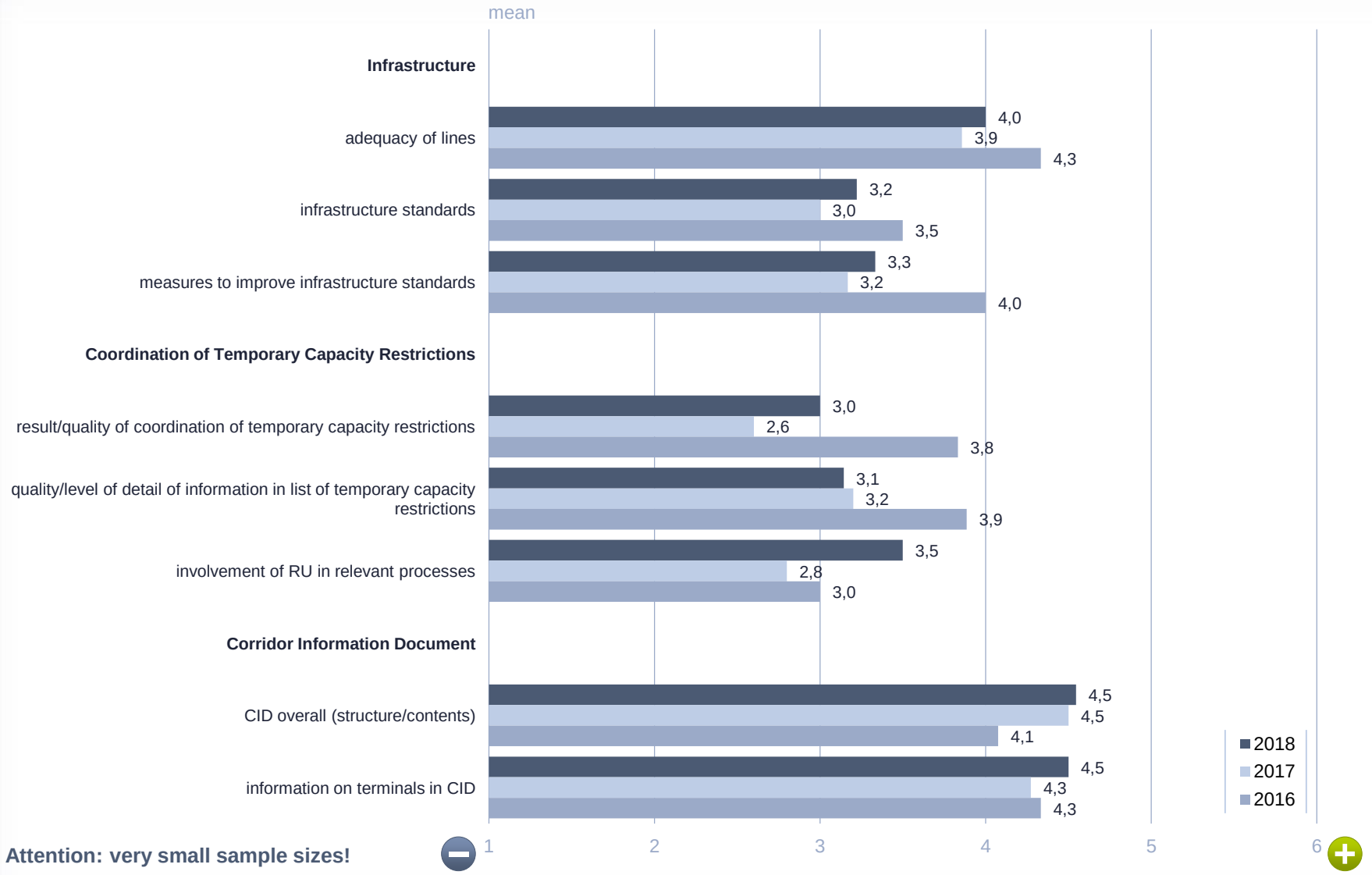


sample size = 10

Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (1)



Attention: very small sample sizes!

Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (2)

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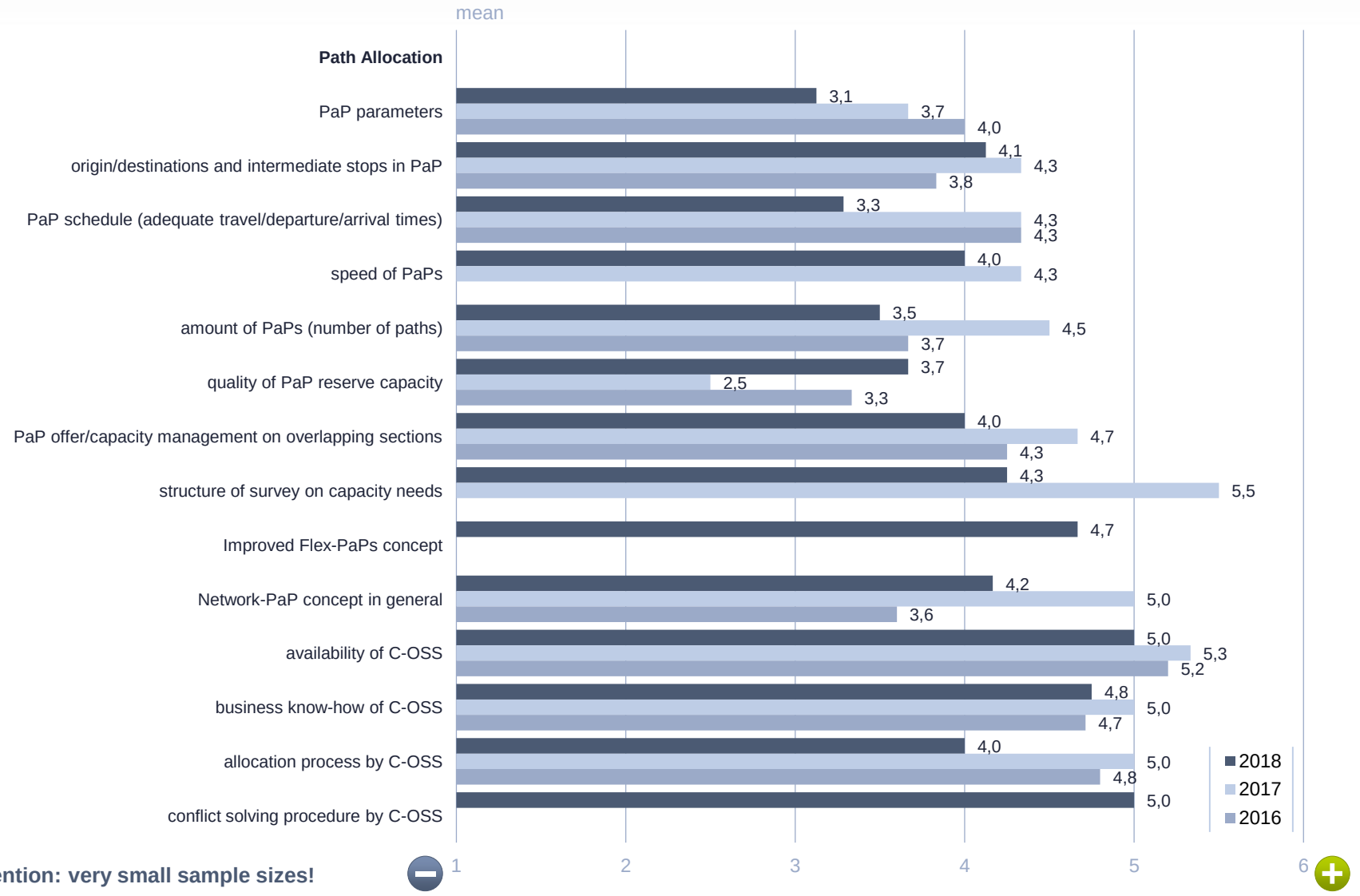

Attention: very small sample sizes!

Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (3)

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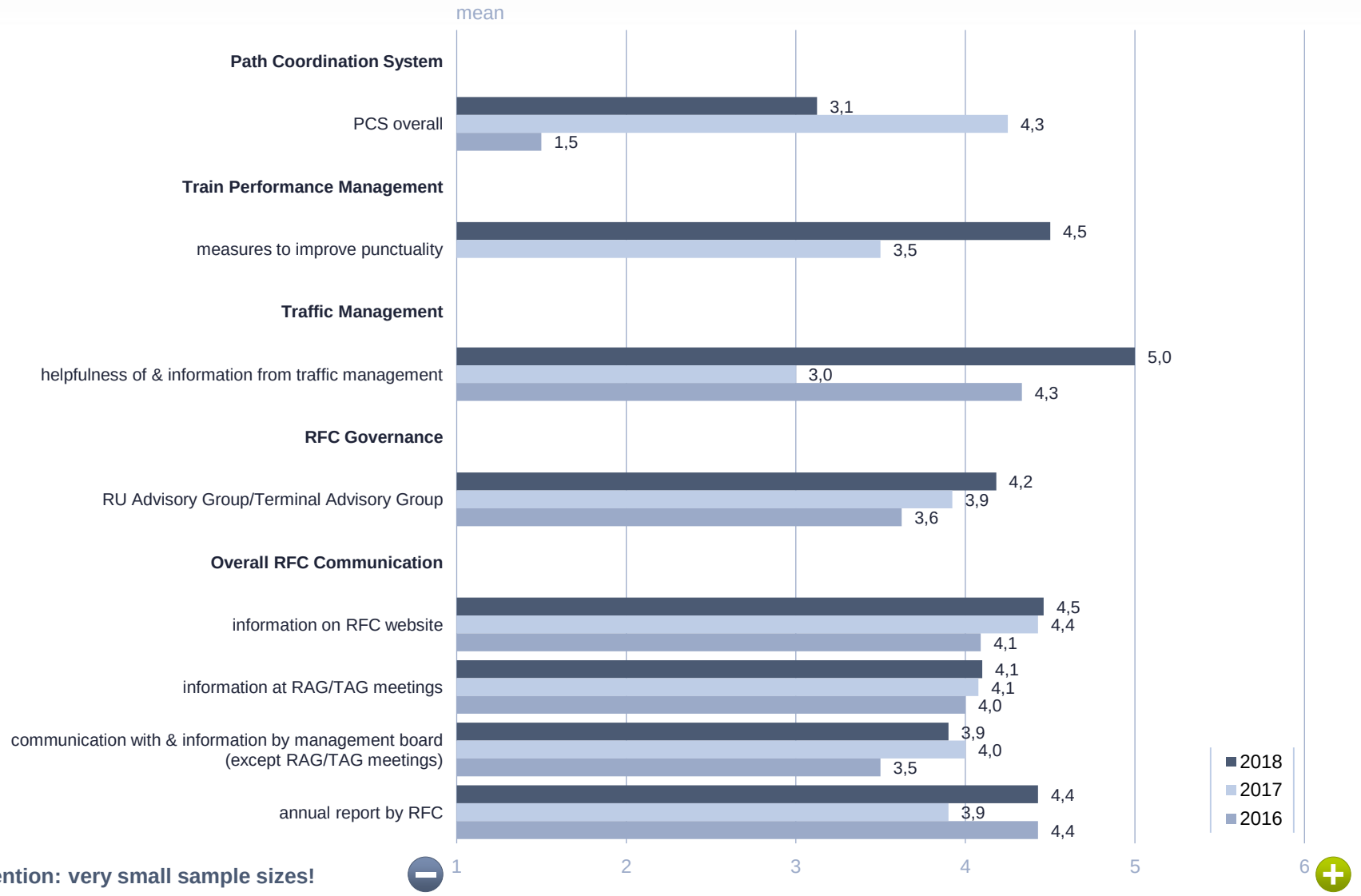

Attention: very small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (1)

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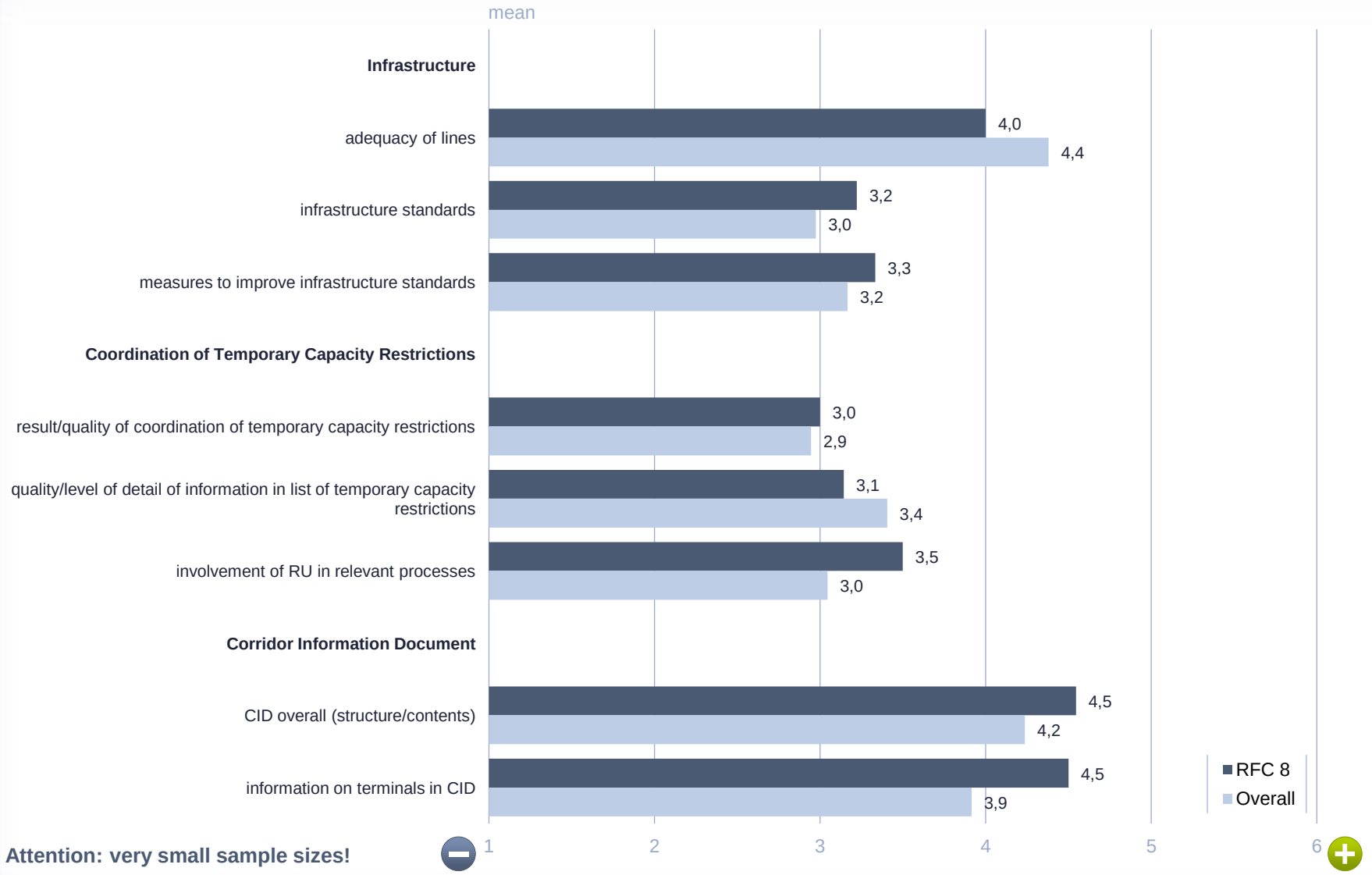

Attention: very small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (2)

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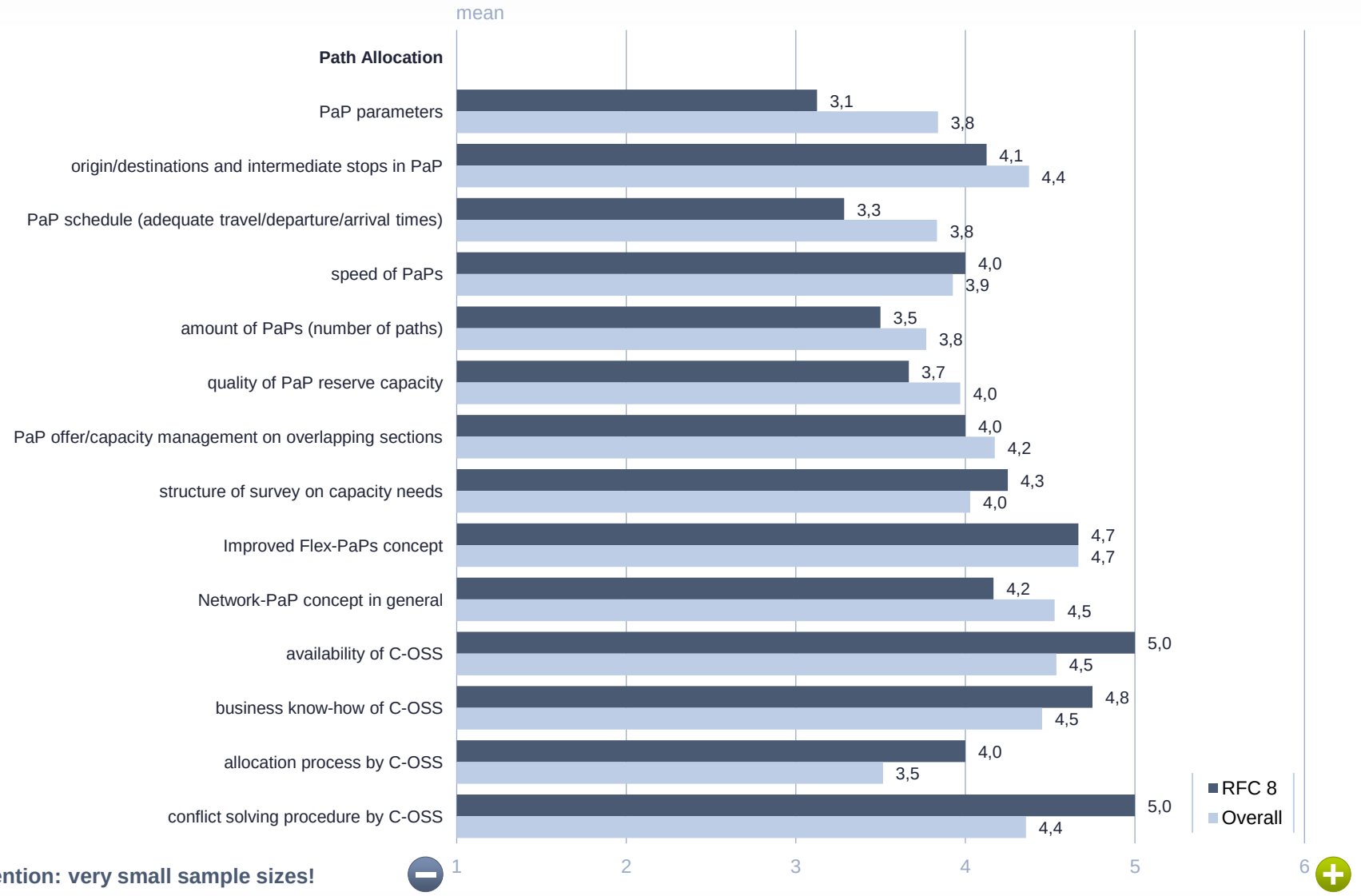
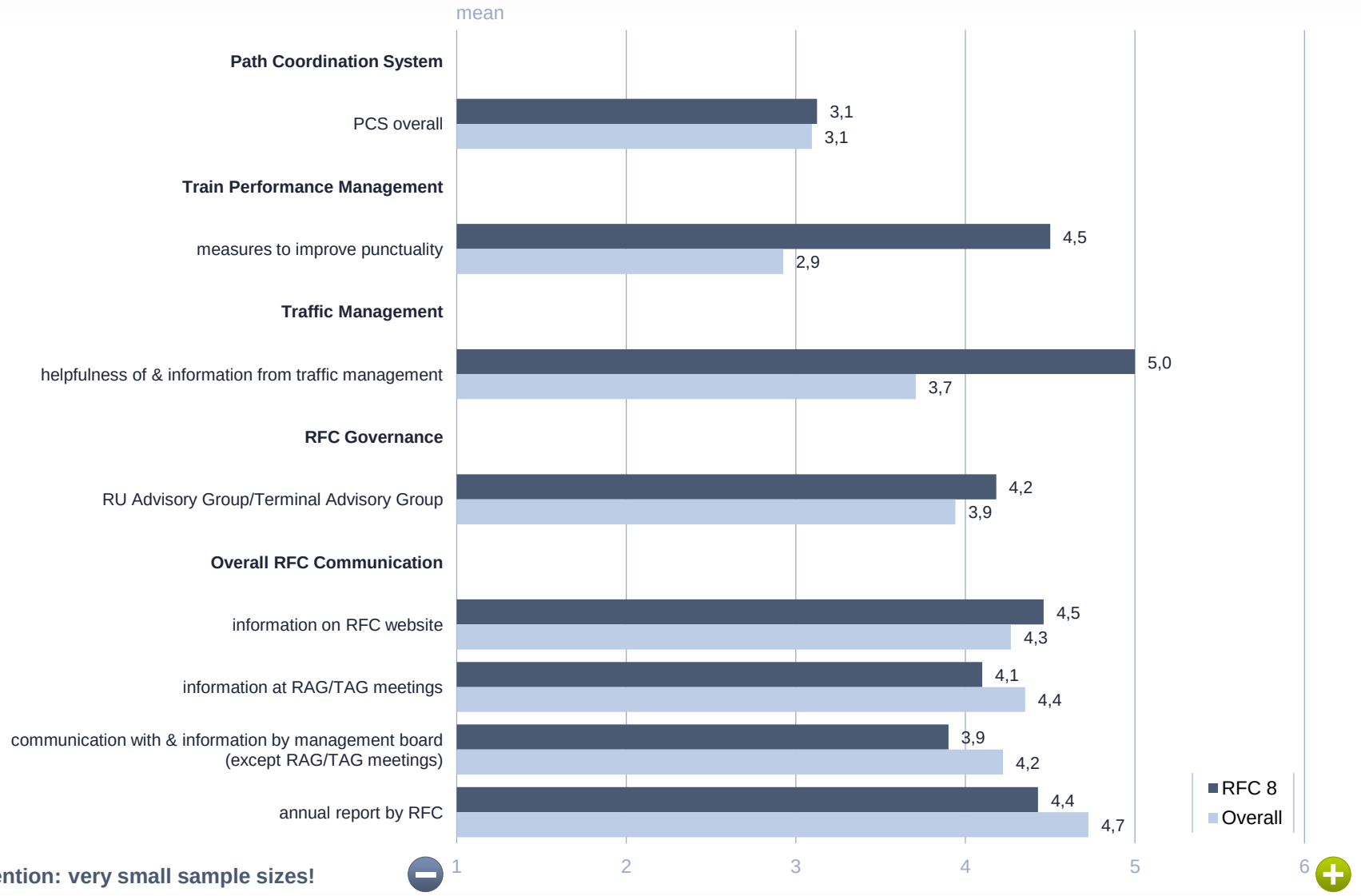


Attention: very small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (3)

marketmind



Attention: very small sample sizes!

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