

The RFC Network
User Satisfaction

Survey

2024

Report for
RFC North Sea - Baltic



RFC USER SATISFACTION SURVEY 2024

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01 SURVEY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- **9** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- **35** invitations sent
- Field Phase: **2 September** to **16 October 2024**

SATISFACTION & PARTICIPATION

9
evaluations

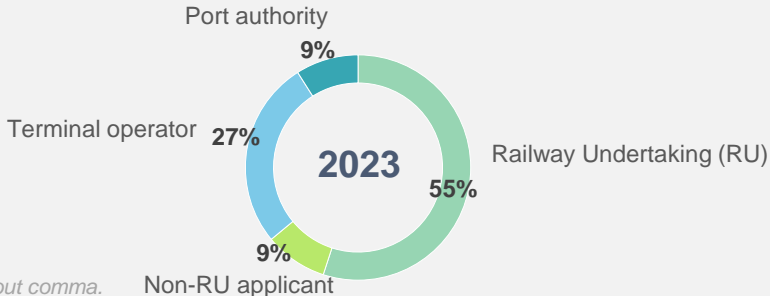
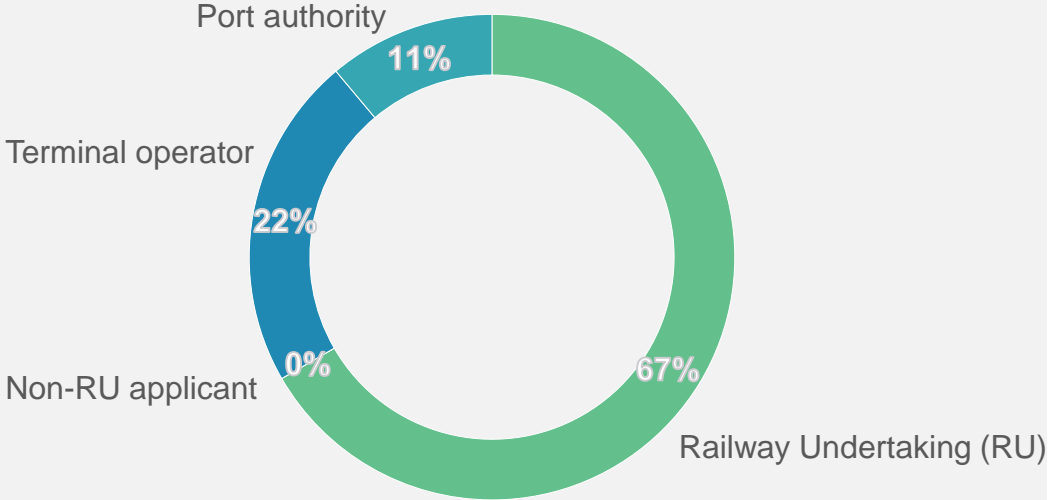
This is a decrease in 2 evaluations compared to the previous year (11 in 2023).

Customer satisfaction



Answers given were satisfied and slightly satisfied. Detailed info in slide 9.

Participant groups in % in 2024



Percentages rounded without comma.

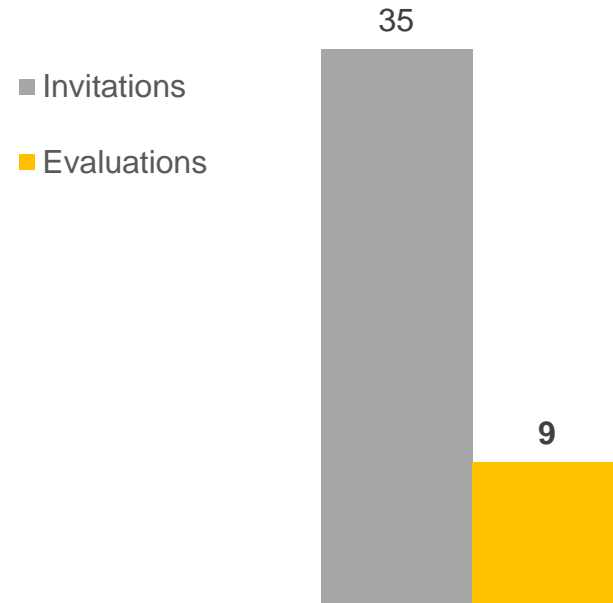
RESPONSE RATE

Compared to the previous year

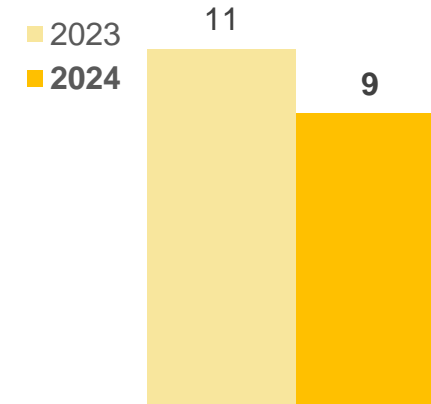


Total	9	(-2)
RUs/non-RUs	6	
Terminals/Ports	3	
Invitations sent	35	(+5)
Response rate overall	26%	(-11)

Invitations vs. Evaluations ratio



Number of responses 2023 vs. 2024





02 SATISFACTION WITH THE RFC NORTH SEA-BALTIC

INTRODUCTION

The RFC USS 2024 is based on the relaunched version from 2023, 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. Similarly to 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 2024. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

All figures are rounded **without comma**.

OVERALL SATISFACTION WITH THE RFC NORTH SEA - BALTIC

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 9

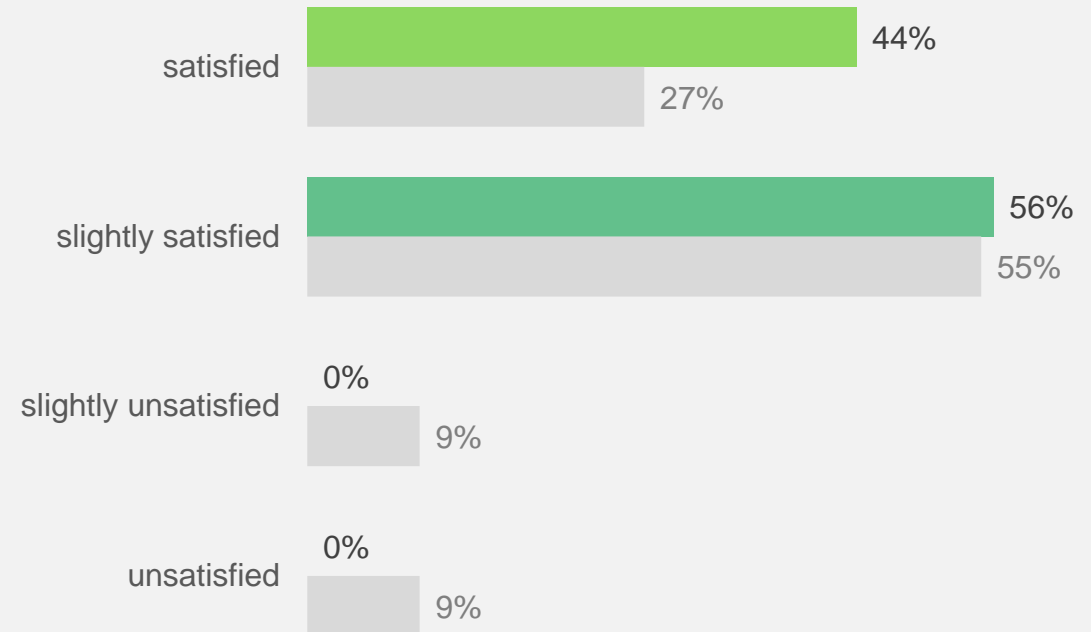
100%

Generally satisfied

**Answers given were satisfied and slightly satisfied.*

18%

Increase of satisfaction



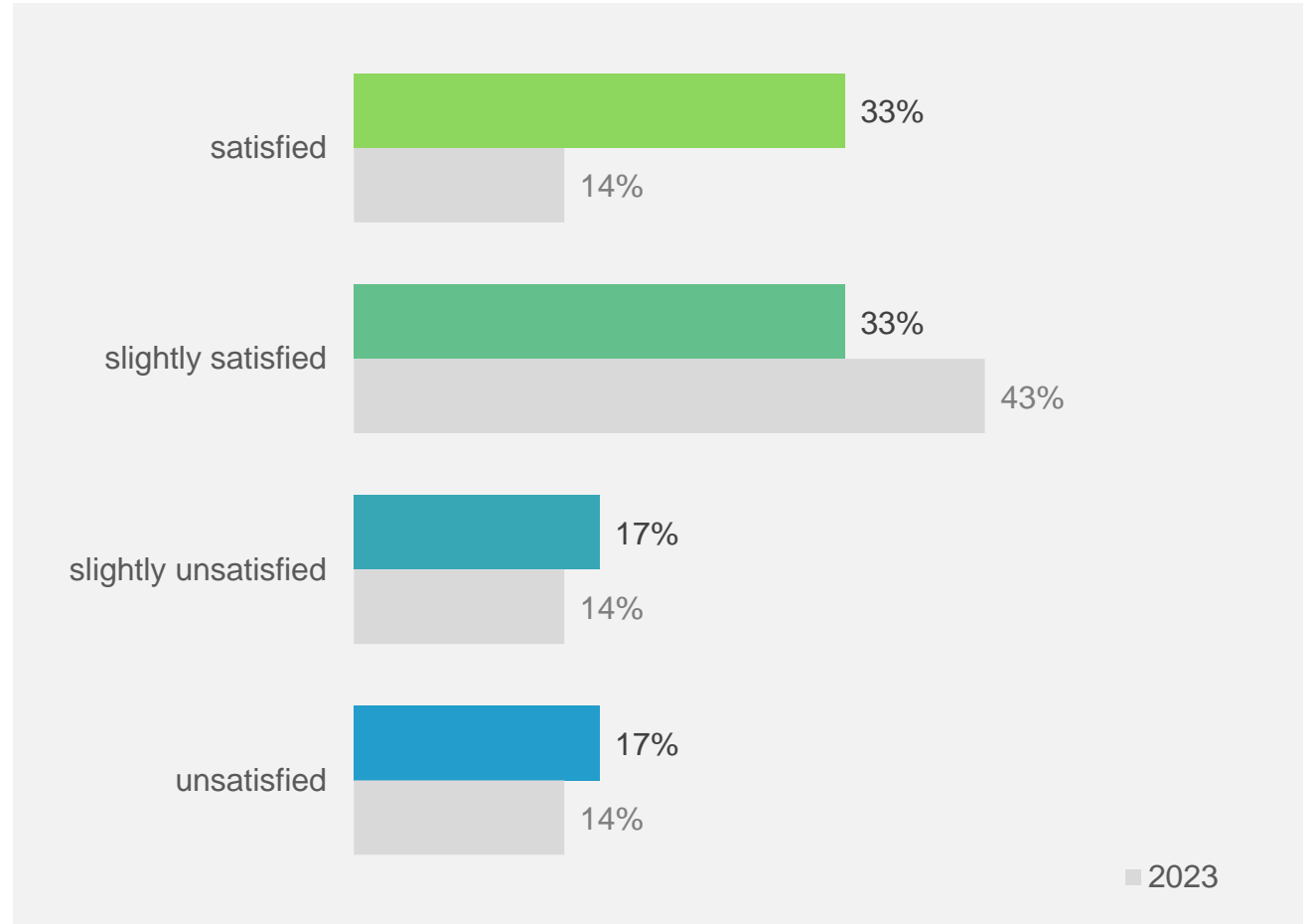
■ 2023

REASONS AND SUGGESTIONS:

- We believe that the activity of this corridor is appropriate, and the cooperation is going well
- wider access is limited by different regulations in other countries
- The proposed routes through Poland are sufficient for us
- There are significant goals which need to be aim, eg. the length of trains
- Information about cost compensation and impacts of TCR TT 2025 and 2026.
- Position of RFC compared to IM's is not easy

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 = 6



REASONS AND SUGGESTIONS:

- We are not able to precisely verify the reliability of data in other countries, but the information about construction works in Poland is superficial and doesn't reflect the actual size of the planned work and the related difficulties. We have drawn attention to this, but the situation remains unchanged. Such data cannot be the basis for long-term planning and therefore we rely on information provided directly from IM through other channels.
- capacity constraints have not yet occurred in practice
- It is very important for us to know in advance the closures on the network, especially the external one. We highly value these publications
- It is good idea, waiting for development
- TCR lists from each of the IMs are not consistent with each other in terms of information content. For example, for DB InfraGO is giving a huge number of detailed information on each individual TCR, while for PKP PLK there are not even listed TCRs about which PKP PLK informs carriers already at the stage of ordering annual timetables - an example of the closure on the Poznań-Rzepin line in 2025, which is not listed.

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: 6

- The document is useful, complementary to national level documents but not equivalent
- This publication gives us a complete picture of the traffic situation and we can know the scale of the problems on the entire train route
- We still rely on national level
- not so much useful because there is a lack of information on how individual TCRs will affect capacity, i.e. what restrictions are to be expected, by how much capacity will drop, etc. Mere information on the occurrence of TCRs gives nothing to carriers.

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: 6

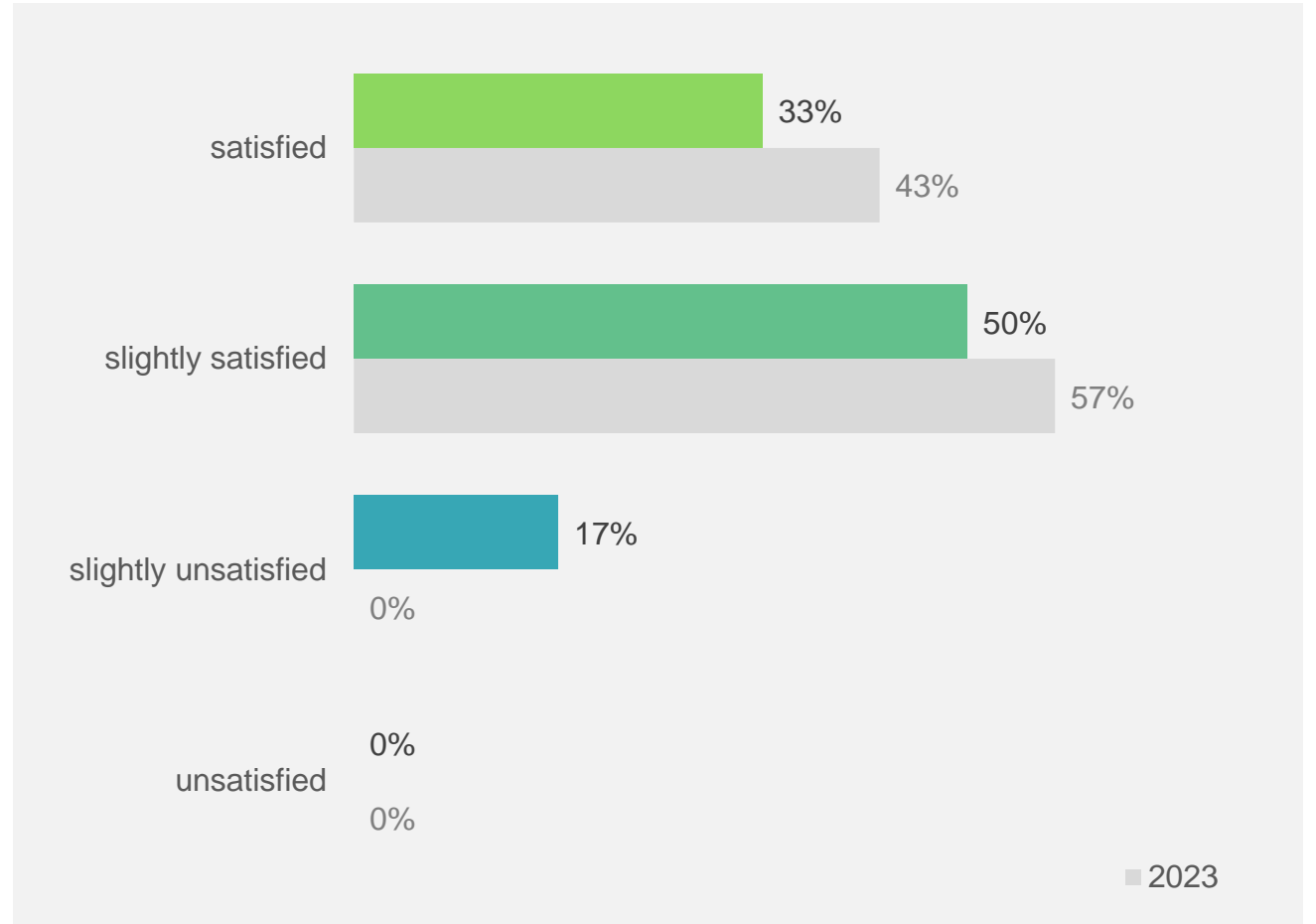
Capacity request via C-OSS



Compared to the past year there has been a 64% increase.

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: 6

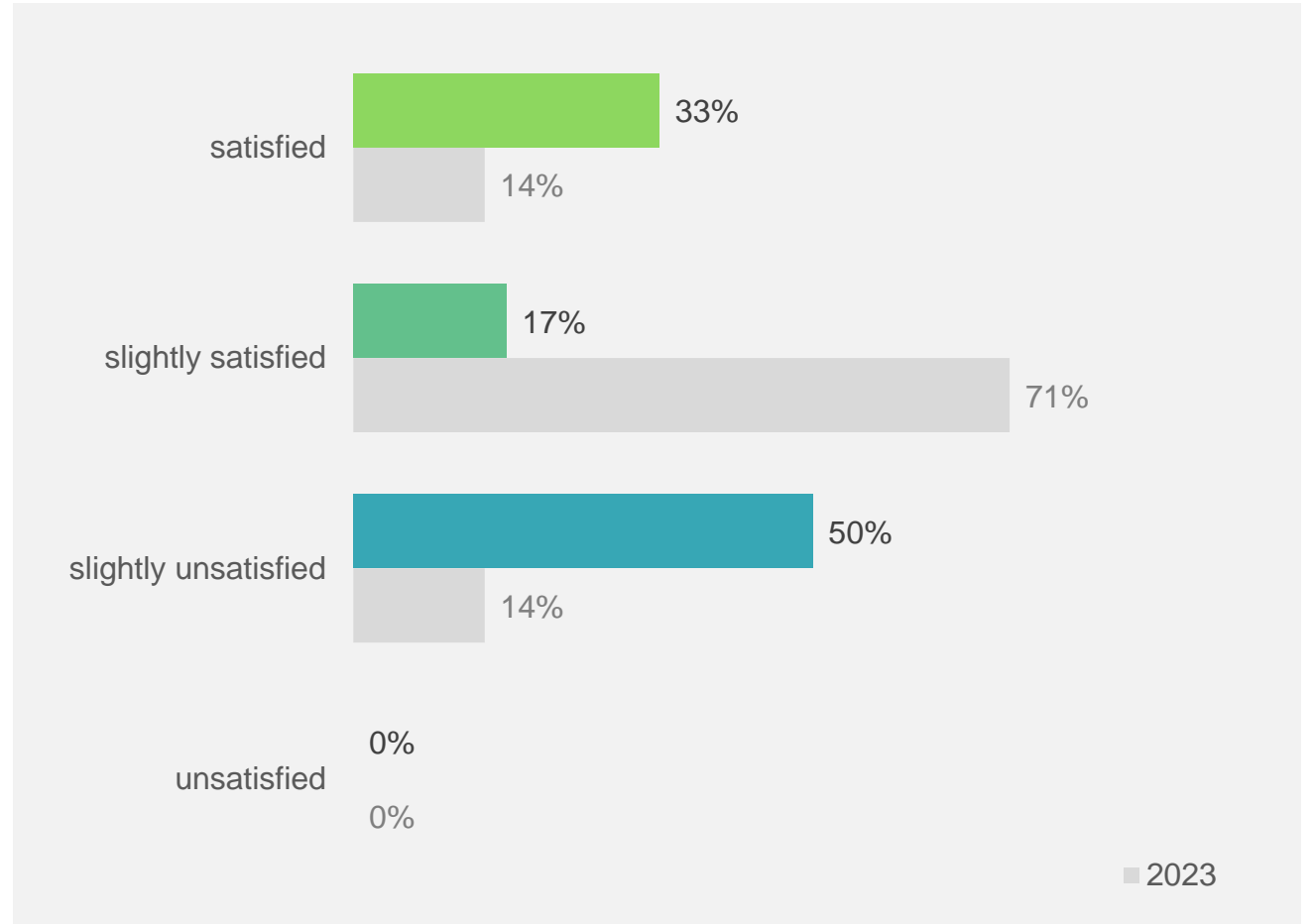


REASONS AND SUGGESTIONS:

- The level of satisfaction is not high, because we still have to do double work, i.e., create a dossier in the PCS platform and in the national system. Generally, there is no noticeable added value in relation to the Annual Timetable.
- joint participation with other countries broadens the picture, helping to find solutions acceptable to neighbours
- We got what we applied for

SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer?
- » Answered by RUs/non-RUs
- » sample size: 6

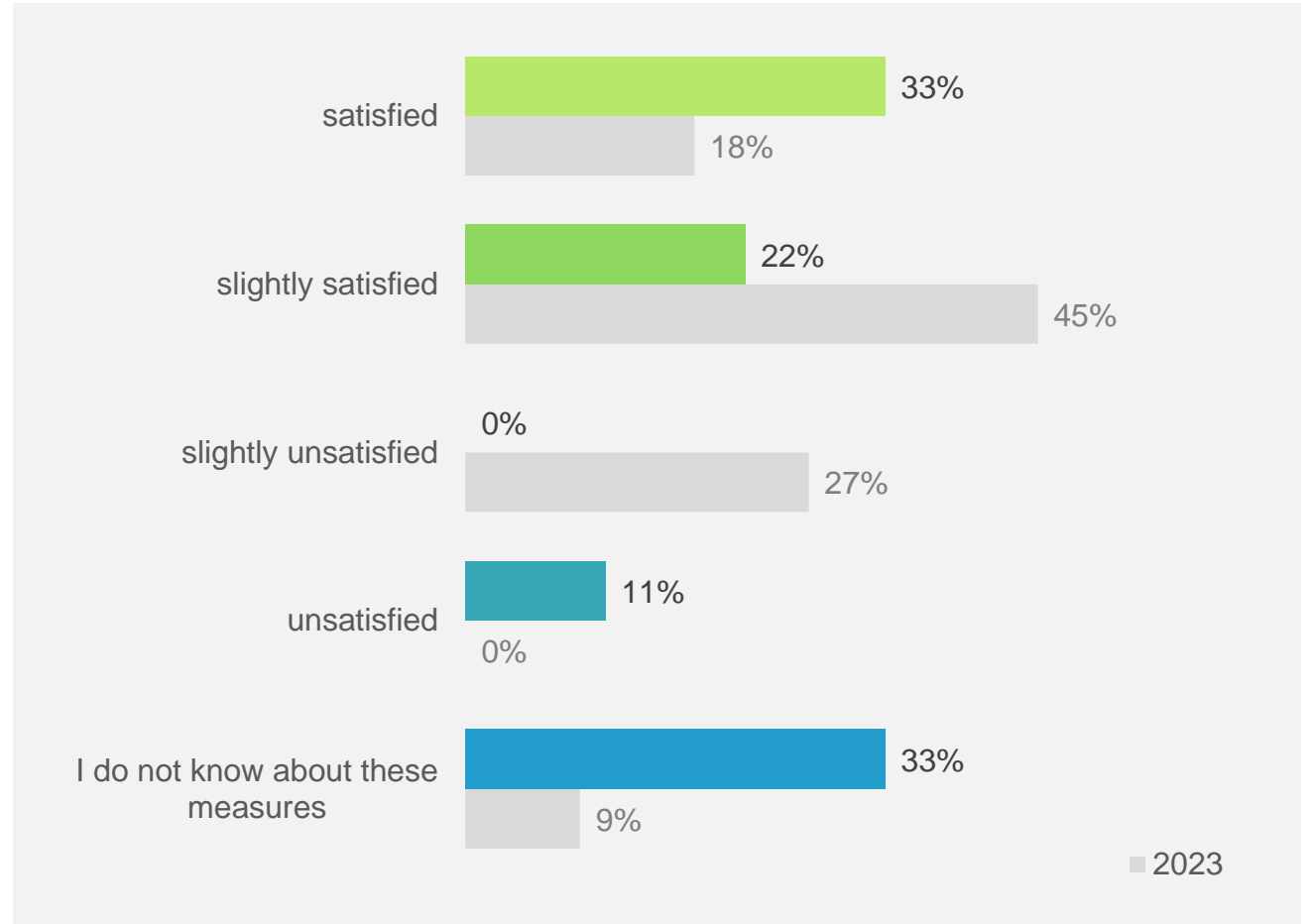


REASONS AND SUGGESTIONS:

- The offer is basically fixed, and it is difficult to modify it to suit our needs. Even the so called “tailor-made” products were not prepared in accordance with our requirements, which meant that we had to abandon the corridor offer in favour of the Annual Timetable.
- It meets our needs
- We are not using commercial offer from RFC, it gives nothing in addition compared to the ordering done by the national IMs

SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the process and the results of performance monitoring as well as on the measures taken to achieve the Corridor's objectives?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size: 9

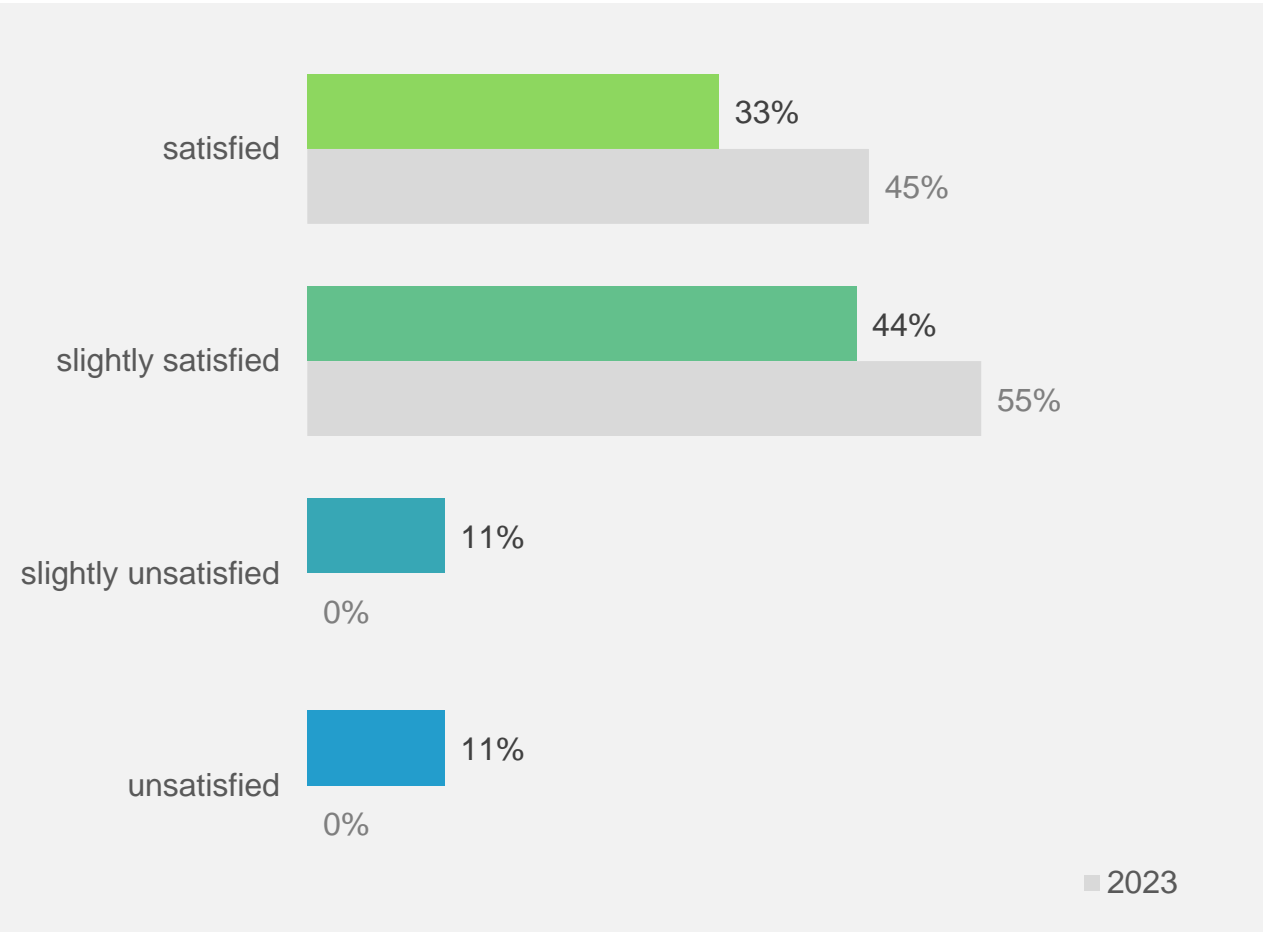


REASONS AND SUGGESTIONS:

- nothing to add, all data are there
- PaP's offers.
- Monitoring is ok!
- Great words and plans, in practice we see nothing back of it. Trains have paths but DB InfraGO AG stops everywhere the trains without info why.
- The KPI results are published during corridor meetings, but we didn't notice any special actions that could improve the flow of traffic in the corridor.

SATISFACTION WITH INFORMATION PROVIDED BY 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: 9



REASONS AND SUGGESTIONS:

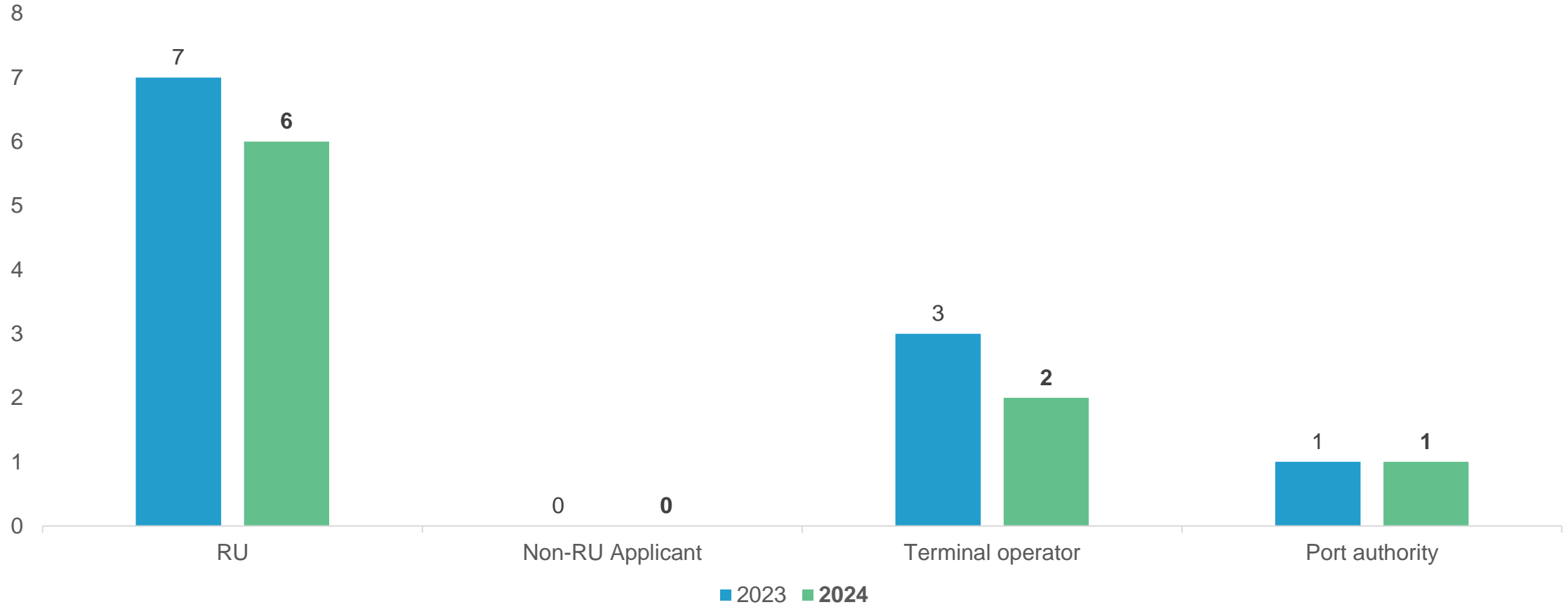
- In our opinion social media activity is relatively good. Other documents are posted on time and the CIP platform is useful.
- I only use this in the route booking process, I don't see it on a daily basis
- only slighty, not always useful information
- I will propose to extend the activity on LinkedIn social media
- Most likely annual reports.
- Information easy accessible
- Webpage is not up to date, North Sea - Baltic RFC is now 12600 Km!

03 SAMPLE DESCRIPTION



SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 11, 9
- » One respondent is counted multiple times if their organization uses multiple corridors

04 SUMMARY



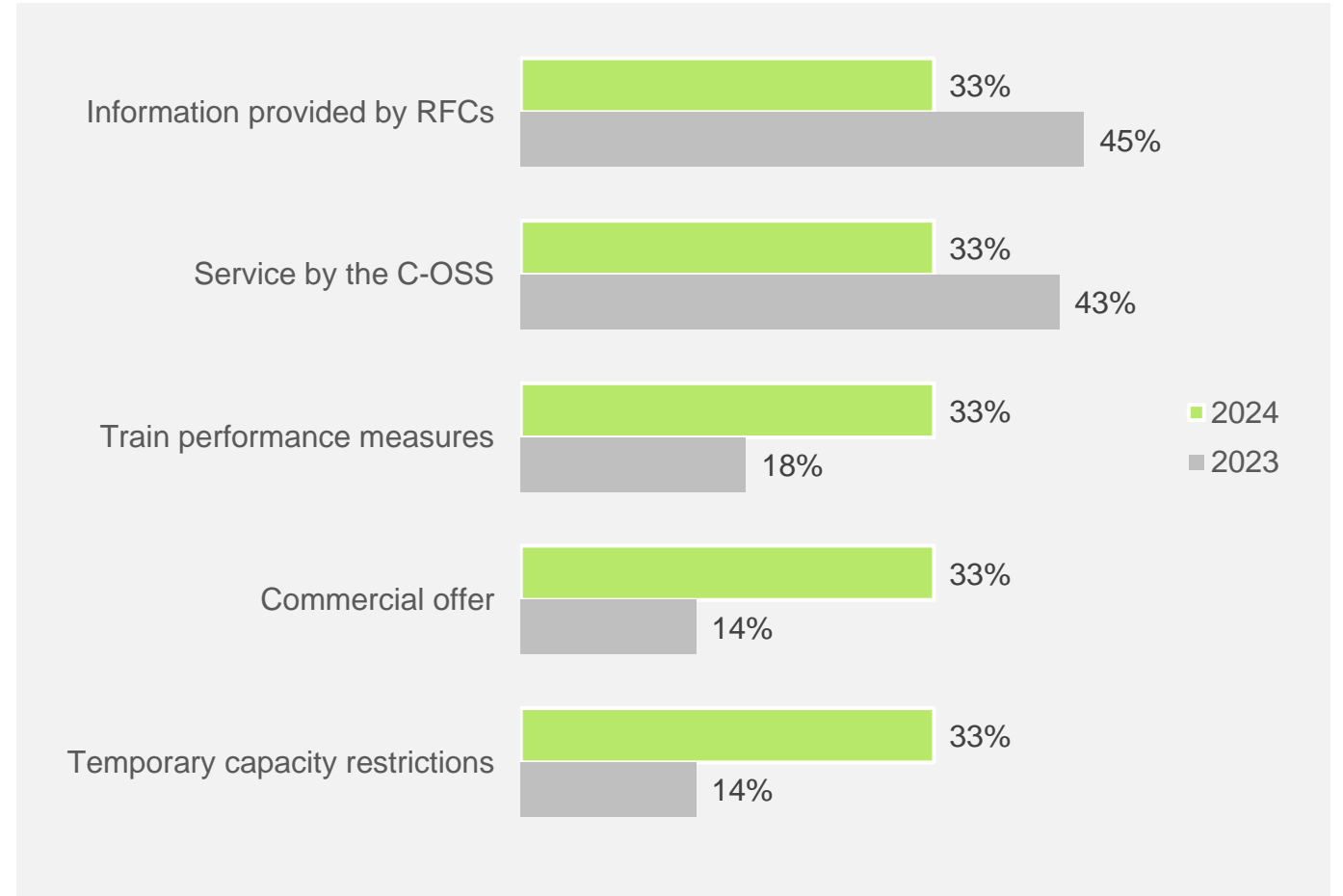
SUMMARY – SATISFACTION RATING

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 topics

- Information provided by RFCs
- Service by the C-OSS
- Train performance measures
- Commercial offer
- Temporary capacity restrictions



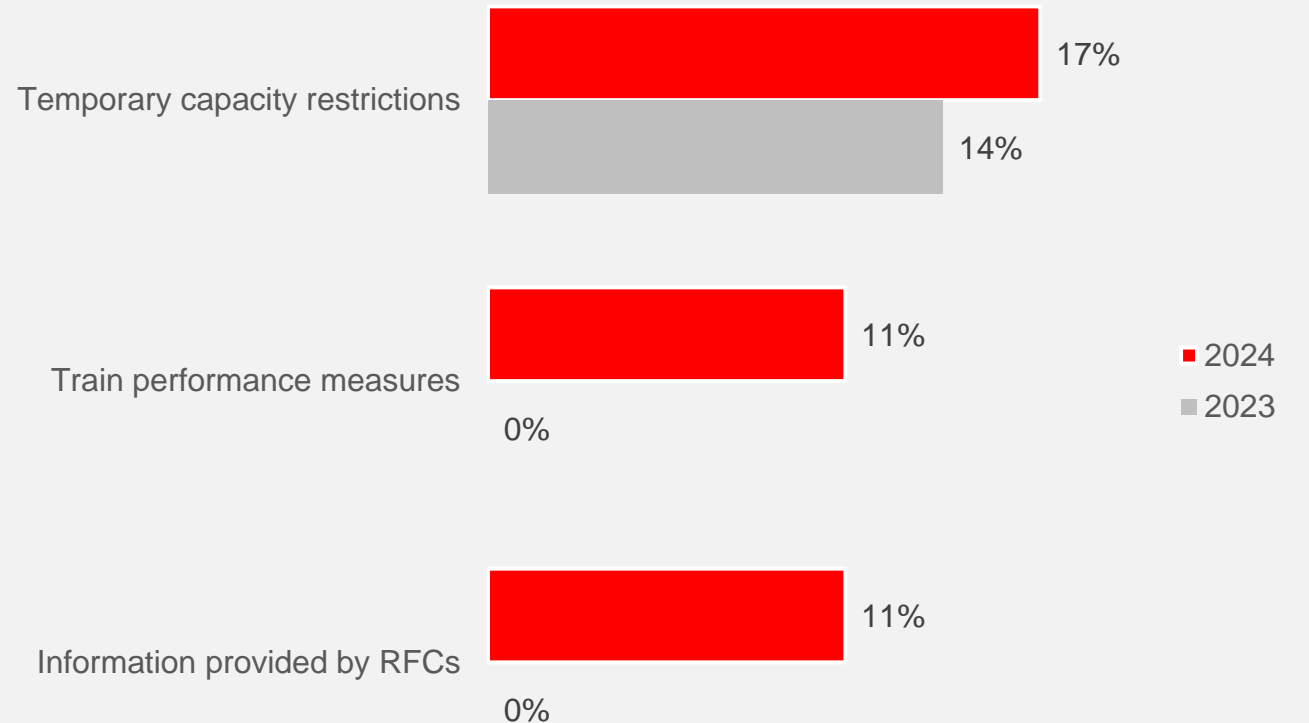
SUMMARY – DISATISFACTION RATING

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 topics

- Temporary capacity restrictions



SUMMARY – SATISFACTION RATING

All respondents

Most satisfactory topics

- Information provided by RFCs
- Service by the C-OSS
- Train performance measures
- Commercial offer
- Temporary capacity restrictions

Least satisfactory topics

- Temporary capacity restrictions

The RFC North Sea Baltic thanks all participants in the survey for their efforts.