



Rail Freight Corridor  
North Sea – Baltic



*Rail Freight Corridor North Sea Baltic – Your East West Rail Bridge across Europe!*

## User Satisfaction Survey 2017 Results

RAG/TAG meeting  
01.03.2018, Berlin



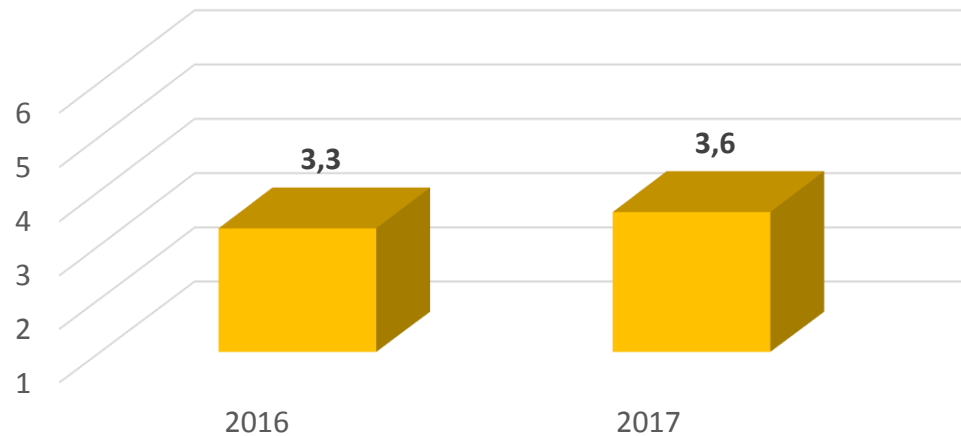
Co-financed by the European Union  
Connecting Europe Facility

## Survey Design

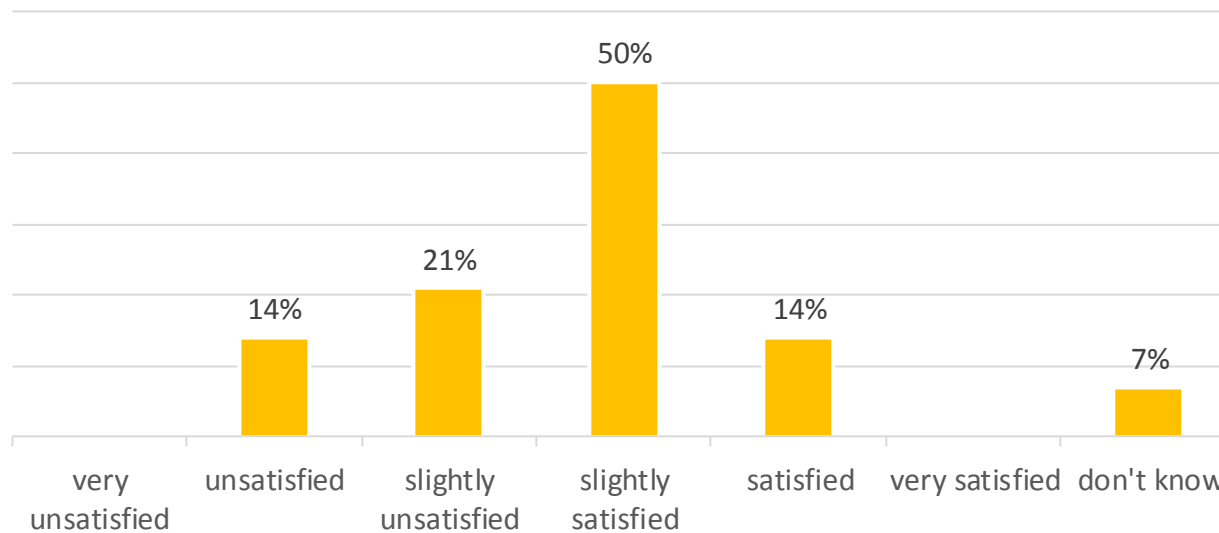
- As last year the Survey **was organized** by RNE and **conducted** by supplier MarketMind;
- **Field phase** from 12<sup>th</sup> September to 18<sup>th</sup> October 2017;
- Survey **conducted** by means of **Computer Aided Web Interviews (CAWI)**;
- **Respondents:**
  - ❖ **76 respondents** for all RFCs;
  - ❖ Response rate for RFC NS-B - **15 interviews** out of **44 invitations** sent;
  - ❖ Survey was sent to a **dedicated person** per user who coordinated collection of answers within an organization.
- **Marks: 1** (very unsatisfied) to **6** (very satisfied).



## Overall Satisfaction with RFC NS-B

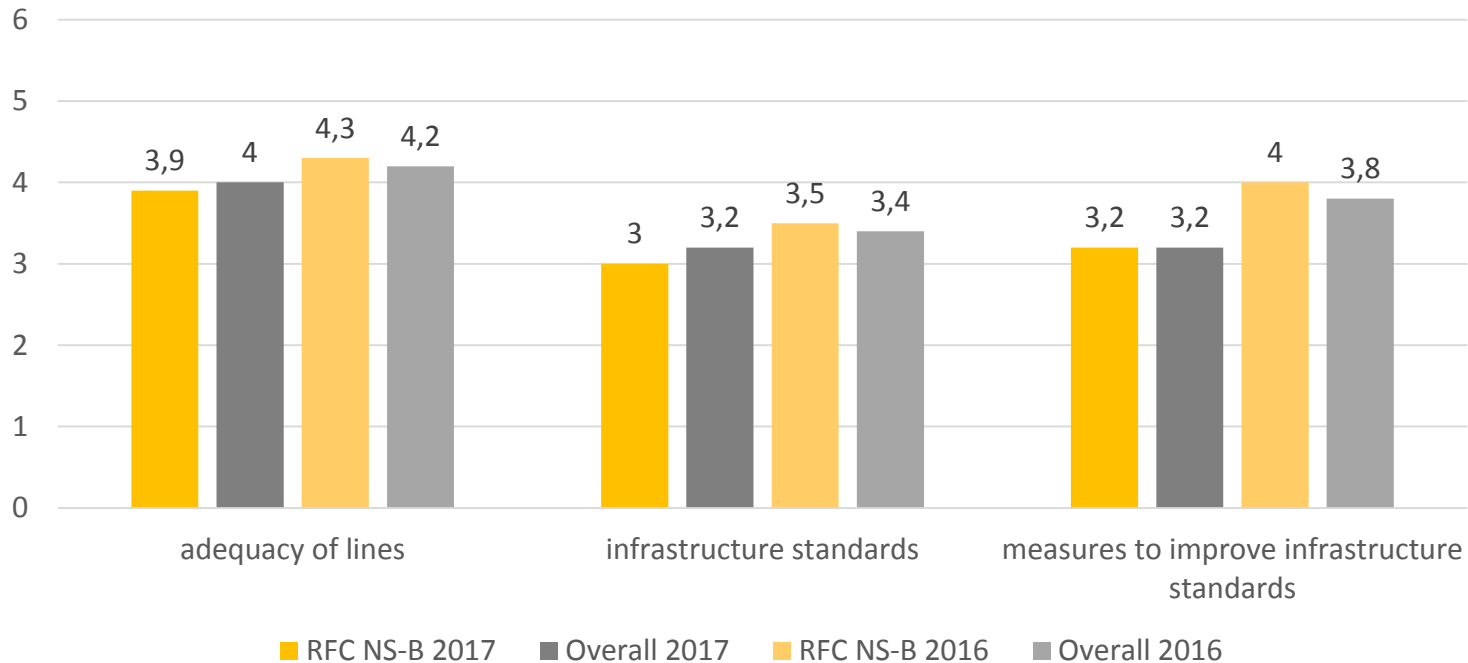


## Overall Satisfaction with RFC NS-B in 2017



# Satisfaction with Infrastructure

Results RFC NS-B vs overall results of all RFCs

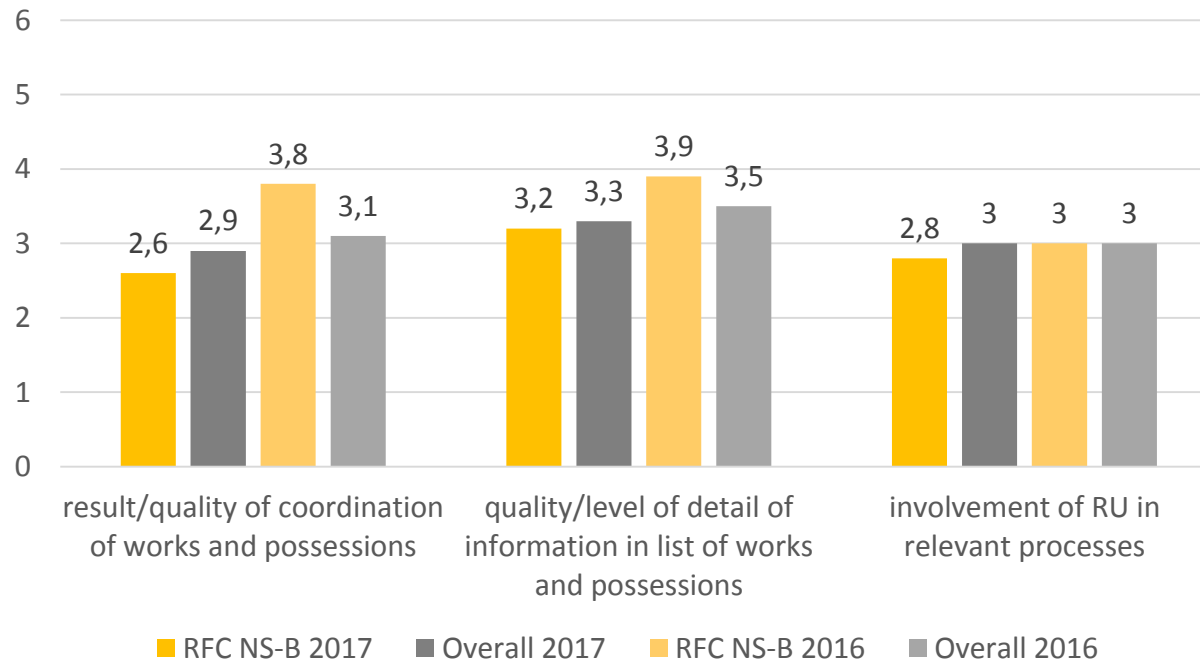


➤ Future action:

- ❖ conducting Study on Capacity Improvement in order to identify and recommend measures to improve the capacity on the Corridor;

# Satisfaction with Coordination of Works and Possessions

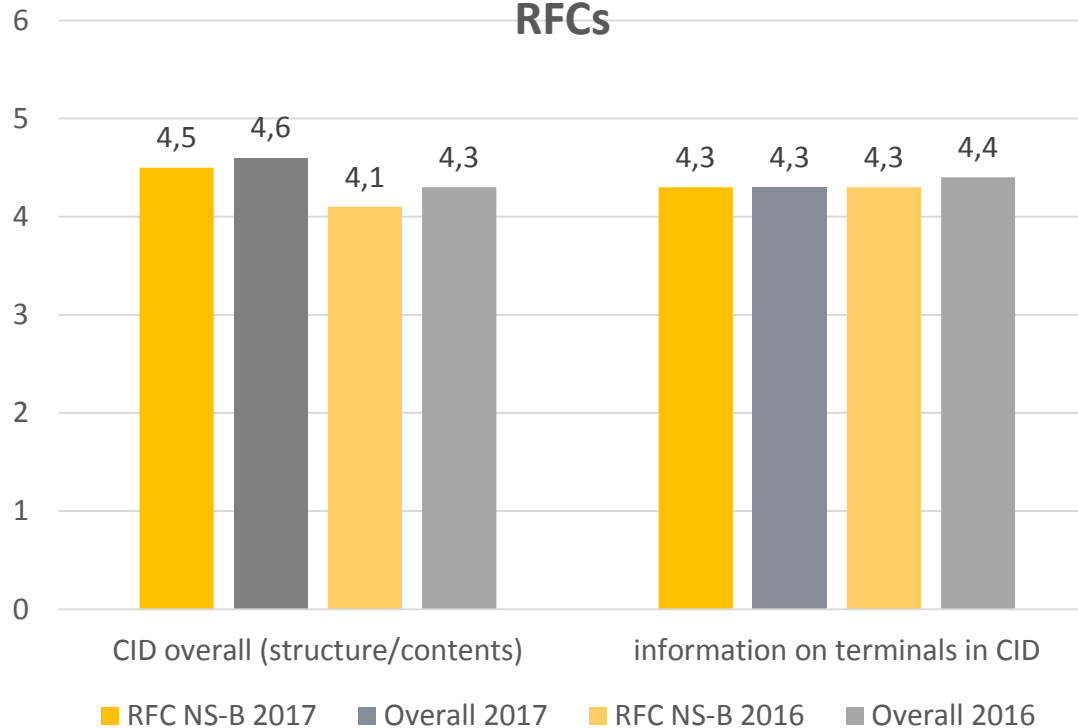
## Results RFC NS-B vs overall results of all RFCs



- Future action:
- ❖ analysis of the impact of Annex VII into TCR inclusion during PaP construction and RUs involvement in the process;
  - ❖ development of TCR tool;

# Satisfaction with Corridor Information Document

Results RFC NS-B vs overall results of all  
RFCs



➤ What is done:

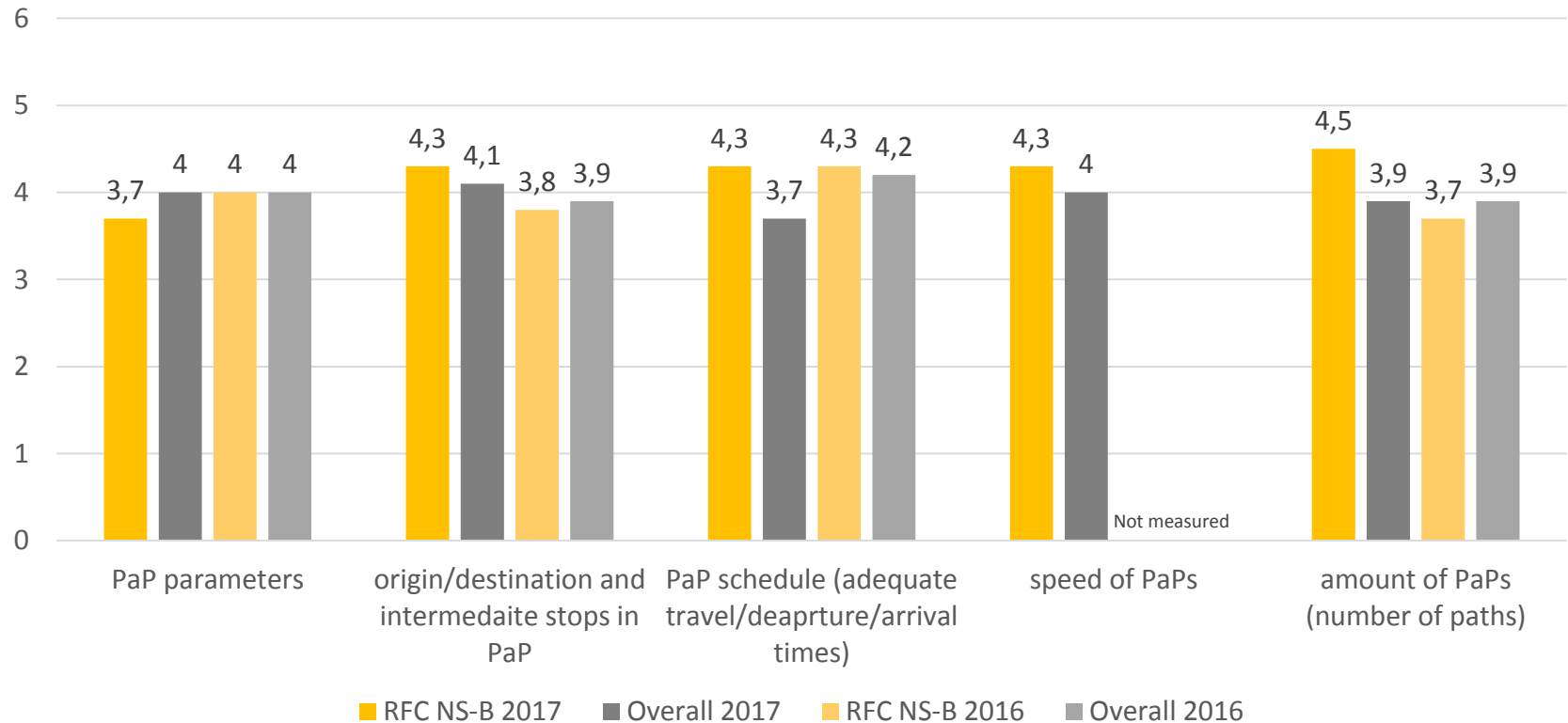
- ❖ harmonization of Books 1, 2 and 4 for TT 2019;

➤ Future action:

- ❖ revision of Book 5 content and its simplification;

# Satisfaction with Path allocation (1) - PAP

## Results RFC NS-B vs overall results of all RFCs

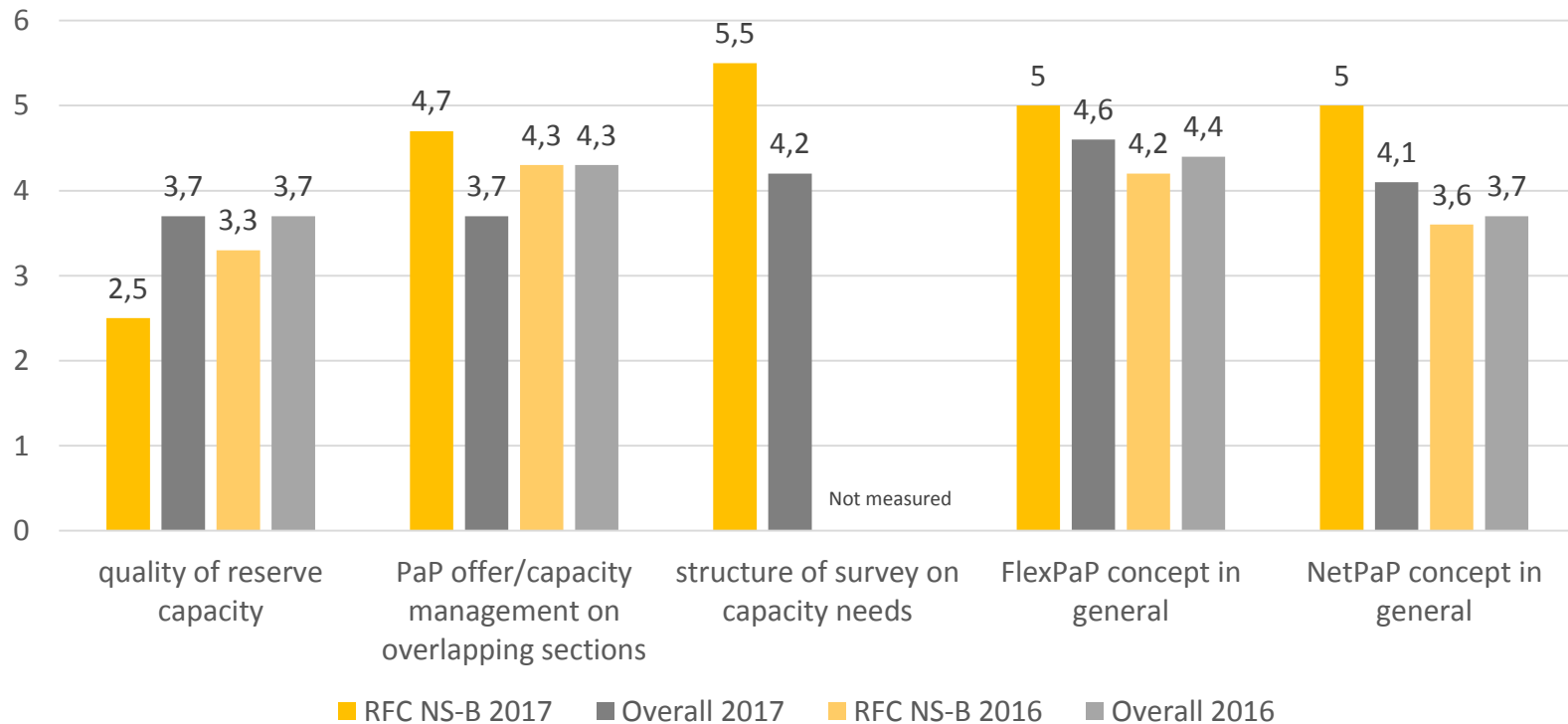


➤ What is being done:

❖ monitoring the allocation process and the quality of the capacity offered;

## Satisfaction with Path allocation (2) - PAP

Results RFC NS-B vs overall results of all RFCs



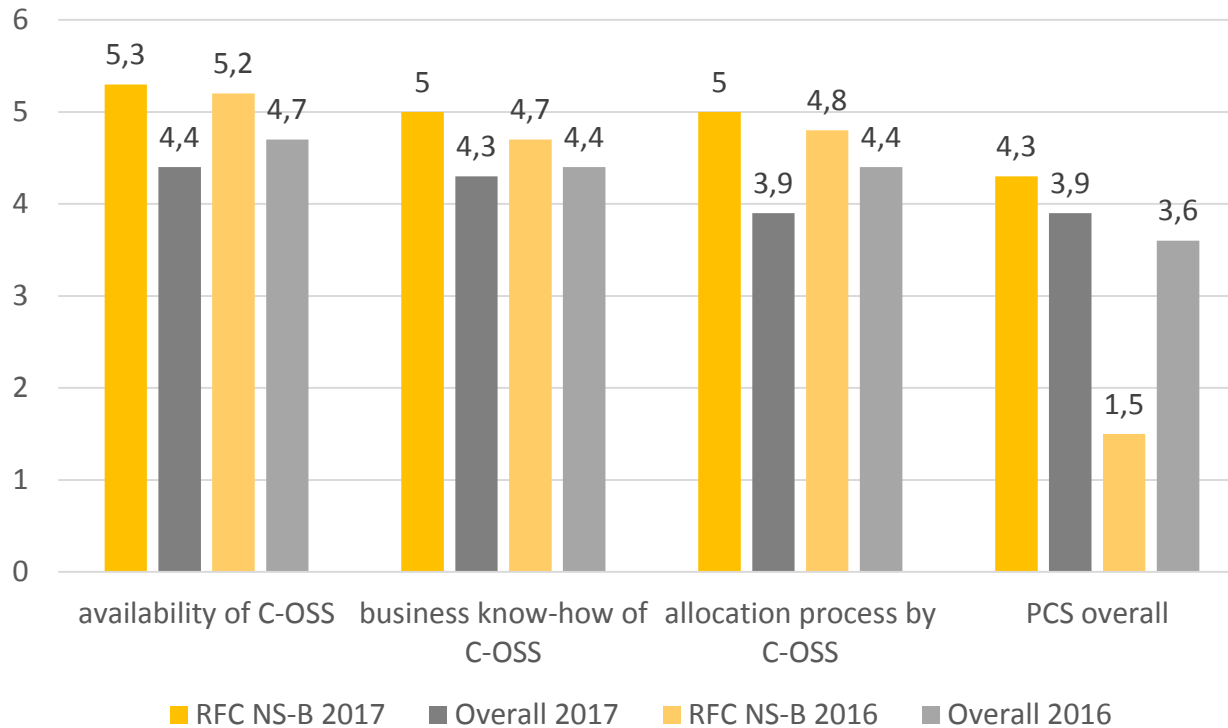
### ➤ Future actions:

- ❖ gathering the wish list for TT 2020;
- ❖ changes in the RC overview;



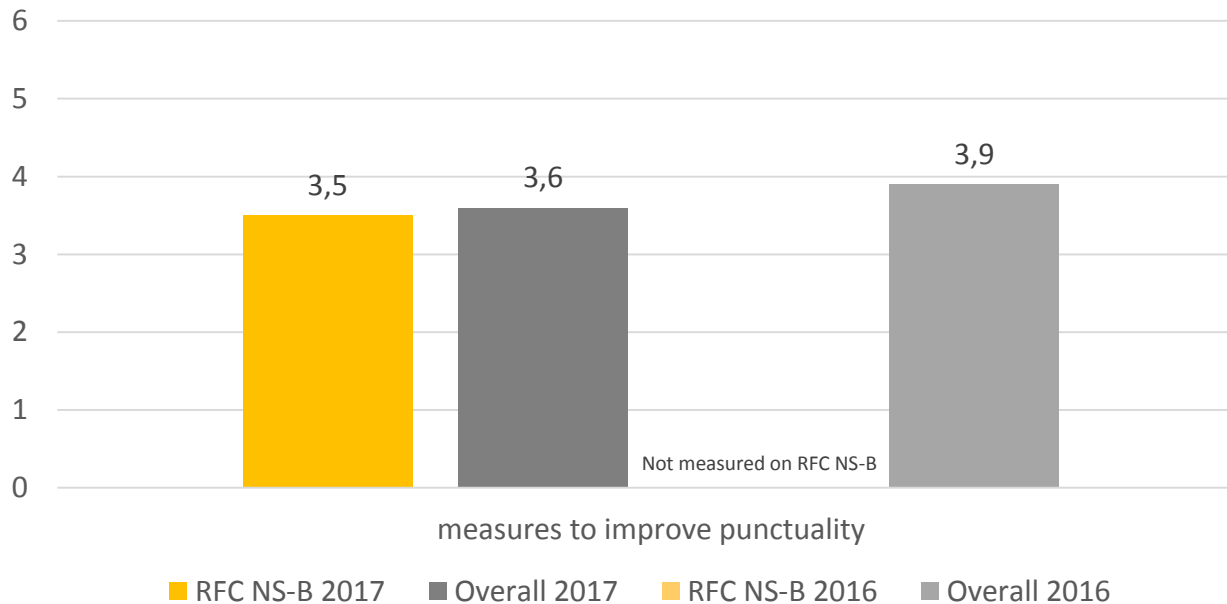
## Satisfaction with C-OSS and PCS

Results RFC NS-B vs overall results of all RFCs



# Satisfaction with Train Performance Management

Results RFC NS-B vs overall results of all RFCs

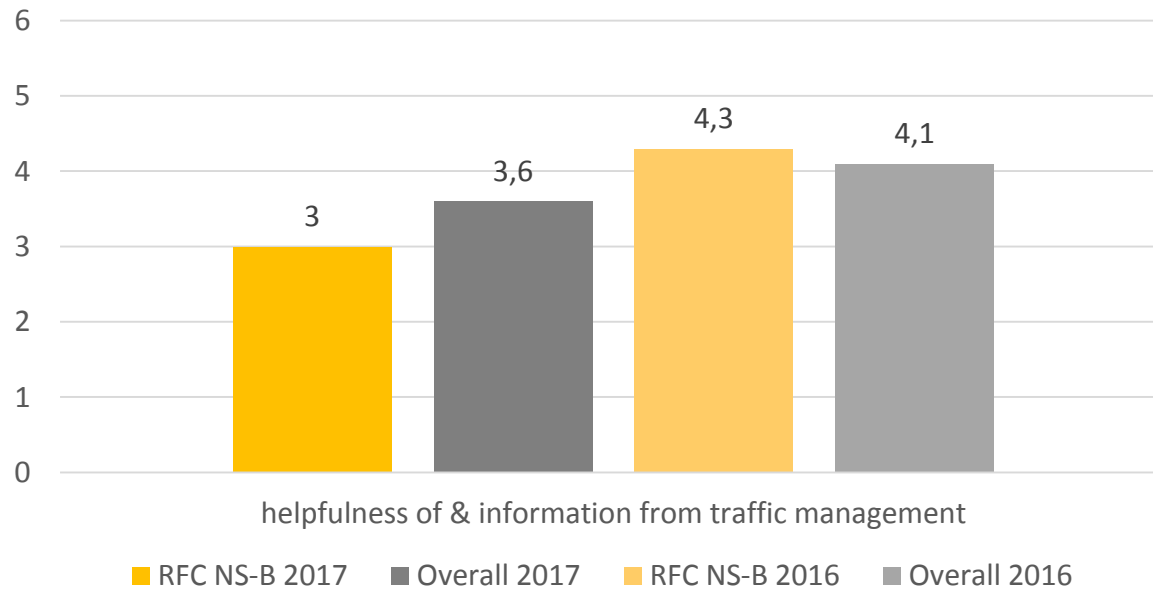


## ➤ Future action:

- ❖ involving RUs in Train Performance Management Working Group in order to make recommendations to improve punctuality on the Corridor;

## Satisfaction with Traffic Management

Results RFC NS-B vs overall results of all RFCs

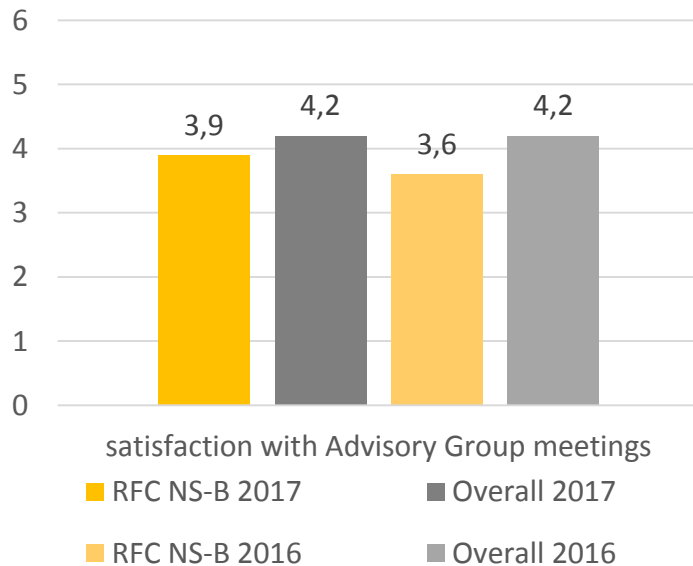


➤ Future action:

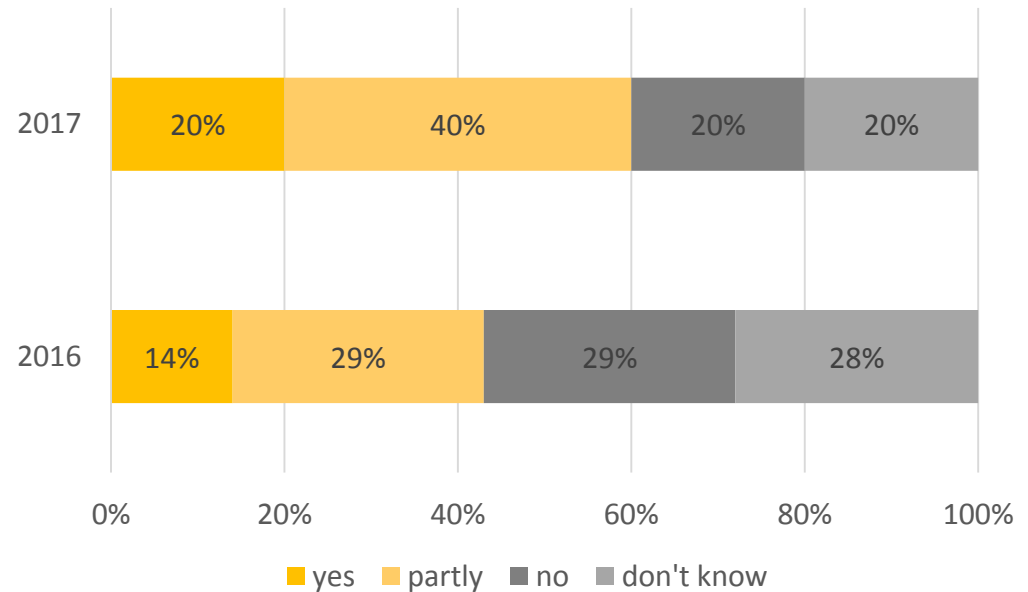
- ❖ the RNE GA approved in December 2017 the introduction of at least one English speaking dispatcher on national traffic control centre in every shift until 2020.

# Satisfaction with cooperation with Management Board

**Results RFC NS-B vs overall results of all RFCs**



**Do you consider that the opinion of the Advisory Group has been properly taken into account?**

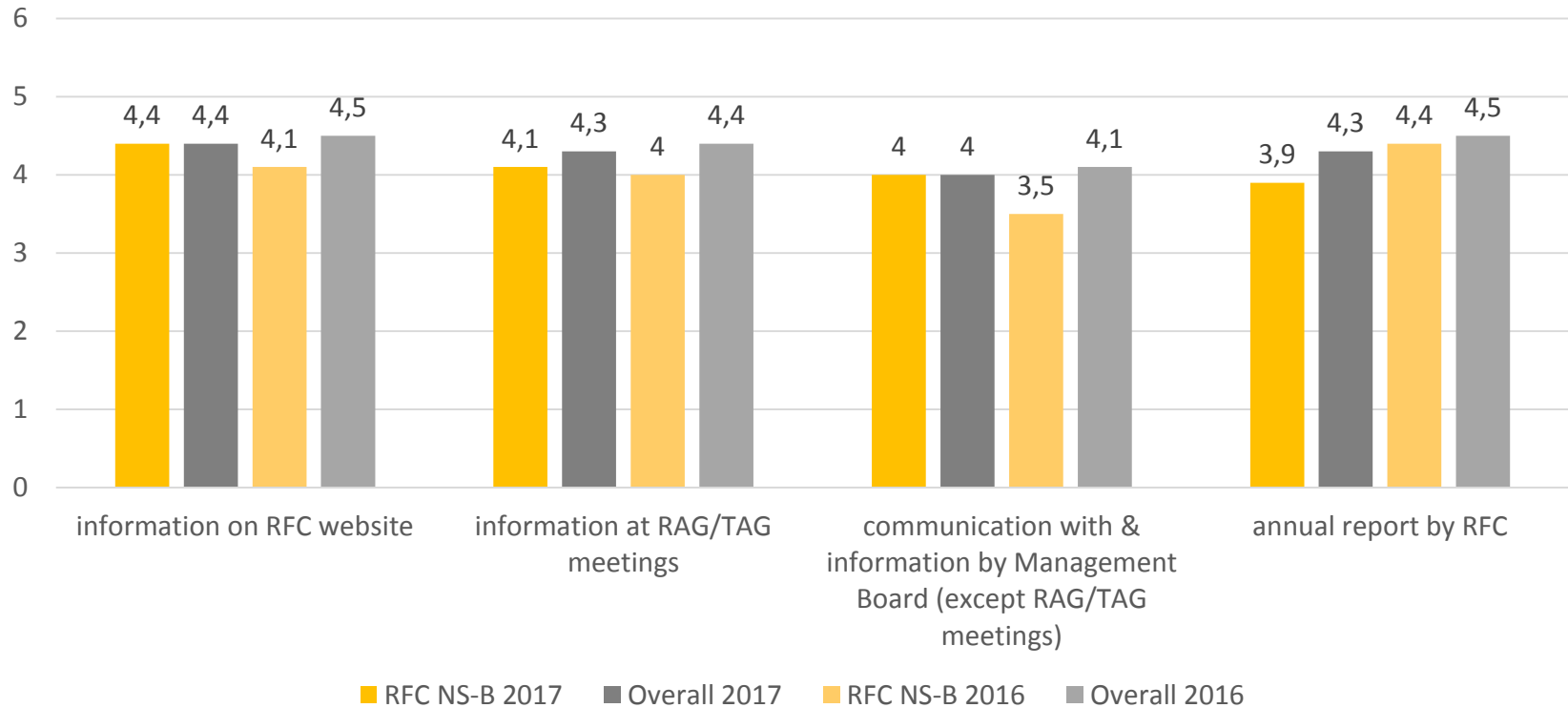


## ➤ DISCUSSION:

- ❖ Organizing separate meetings for RAG and TAG? Multi-corridor TAG?

# Satisfaction with overall RFC communication

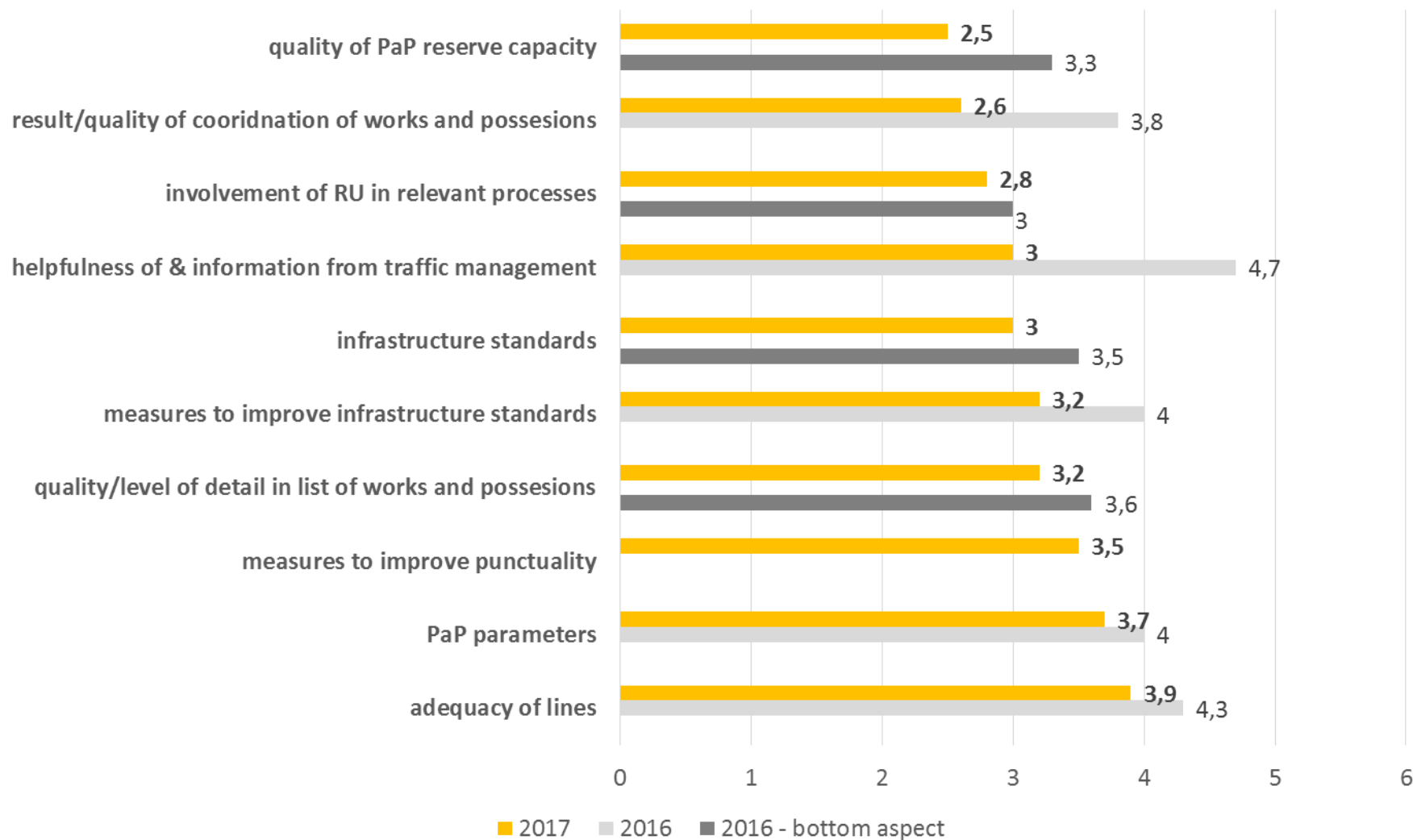
## Results RFC NS-B vs overall results of all RFCs



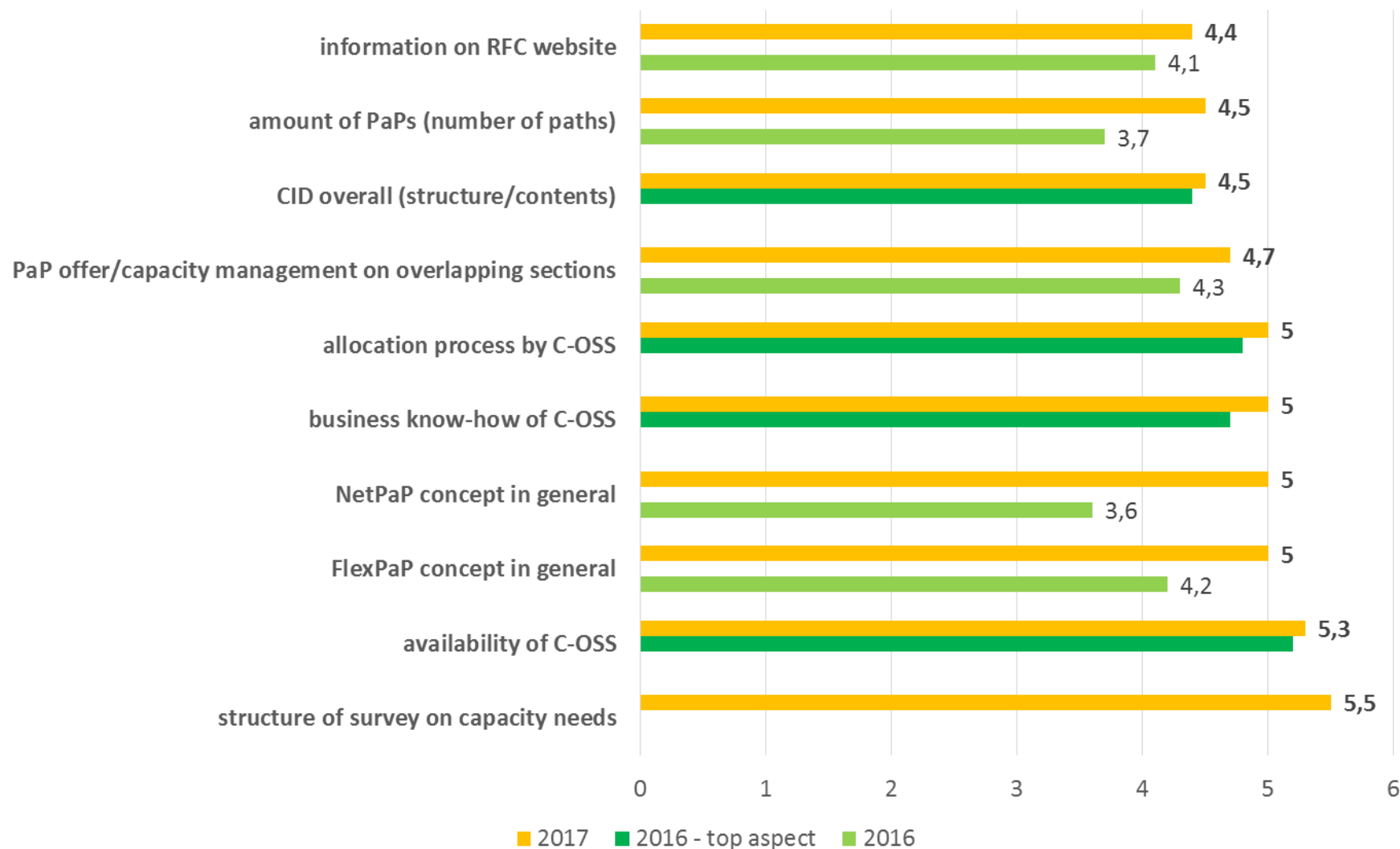
### ➤ Future action:

- ❖ to consider the possibility to include more operational topics in the annual report (proposals from AGs?)

## Conclusions: Bottom 10 aspects



## Conclusions: Top 10 aspects



## Discussion:

In the General feedback given respondents asked among others RFC NS-B to:

- focus more on maritime flows going to or from deep sea terminals;
- be an enabler by providing data to bundle maritime flows;

*How it may be achieved? What are the specific expectations behind?*

- split RAG from TAG meetings;

*Decision, next steps?*







# Back-up

## General comments given by respondents to open questions:

### ➤ **General remarks**

- connections with other RFC to be clarified and aligned
- focus more on maritime flows going to or from deep sea terminals
- be an enabler by providing data to bundle maritime flows
- the RFC should have a budget for "small" investments with big impact
- questions about the communication with the executive board is missing
- cancellation conditions in Poland are a negative factor for PaP-ordering

### ➤ **TCR related**

- be a leader in coordinating construction sites
- foresee reduction of Infra costs in case of long term quality disturbance due to Infra works
- temporary restrictions to be aligned with market demands

### ➤ **RAG/TAG meeting organization**

- split RAG from TAG meetings

## General comments given by respondents to open questions:

### ➤ **Capacity offer**

- planning of TTR to be aligned with users and market demand

### ➤ **Operational rules/ERTMS**

- improvement and harmonization of processes along the corridor (cross-border and not only within member states)
- reduce restrictions for border crossings (requirements for language, engines)
- cooperation with other corridors to avoid disharmonized operational rules
- more rapid deployment of investment at cross border level (incl. ERTMS, coord. works, long trains etc...)
- take the lead in aligning ERTMS deployment between IM
- development of a harmonized and concerted ERTMS-migration strategy along the corridor; taking into account the RU-migration (loco investments)
- take the lead in aligning completion of missing links / eliminating bottlenecks

### ➤ **Traffic management**

- development of one harmonized TCM
- taking care for disturbances, whatever it takes