



Rail Freight Corridor
North Sea – Baltic



User Satisfaction Survey 2016 Results

30th March 2017

Berlin

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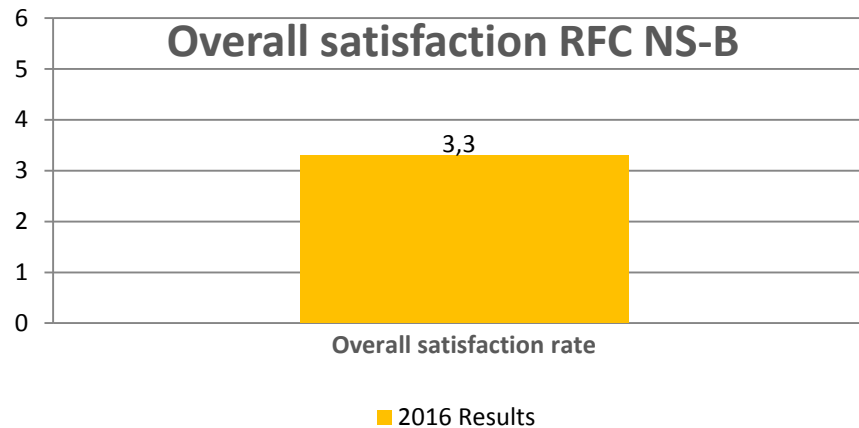


Co-financed by the European Union
Connecting Europe Facility

Survey Design

- Survey **organized** by RNE and **conducted** by supplier MarketMind;
- Common for all RFCs;
- **Field phase** from 13th September to 7th October 2016;
- **Respondents:**
 - ❖ **69 interviews** for all RFCs;
 - ❖ Response rate for RFC NS-B - **14 interviews** out of **41 invitations** sent;
 - ❖ Survey was sent to a **dedicated person** per user who coordinated collection of answers within an organization.
- Survey **conducted** by means of **Computer Aided Web Interviews (CAWI)**;
- **Marks: 1** (very unsatisfied) to **6** (very satisfied).



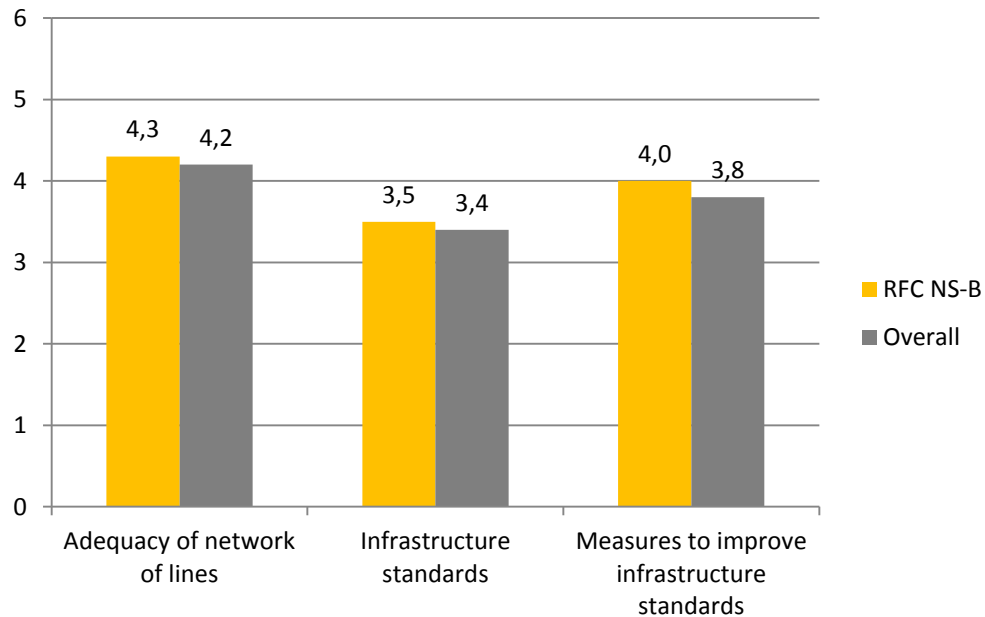


General comments given by respondents to open questions:

- one overall TAG meeting for all corridors; this would ensure a coherent treatment of topic;
- use of the plate as tail signal should be possible in Belgium;
- ministries should take over more responsibility to solve problems they are in charge like longer trains (financing of longer tracks);
- cross-corridor coordination and consultation process together with RU should be set up;
- an official body (e.g. Executive Board) should approve that process and eventually establish a regularly reporting;
- development of ETA on the whole corridor.

Satisfaction with Infrastructure: Results RFC NS-B vs overall results of all RFCs

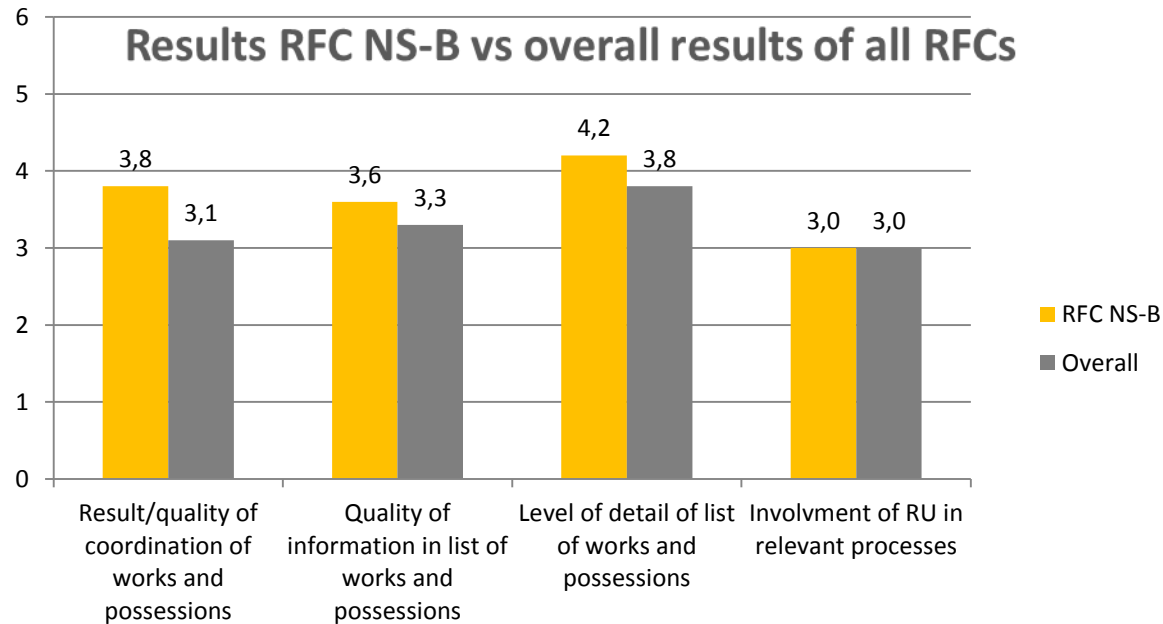
Results RFC NS-B vs overall results of all RFCs



➤ Future action:

- ❖ Conduction of Capacity Improvement Study in order to identify and recommend measures to improve capacity;

Satisfaction with Coordination of Works & Possessions



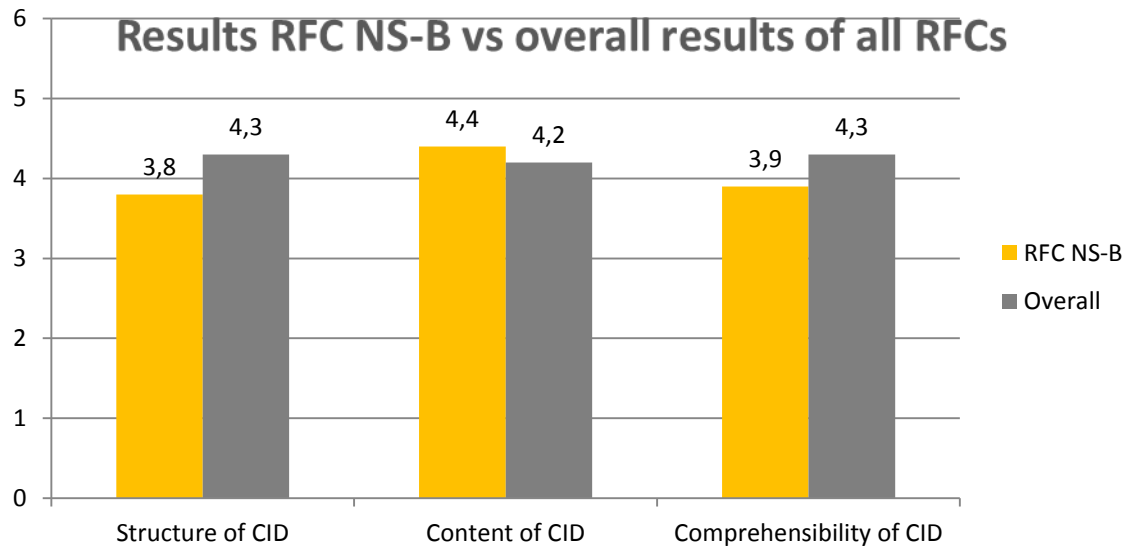
➤ What is being done:

- ❖ Coordination for all border points during bilateral and trilateral meetings;

➤ Possible next steps:

- ❖ Include TCR in Customer Information Platform;

Satisfaction with Corridor Information Document



➤ What is done:

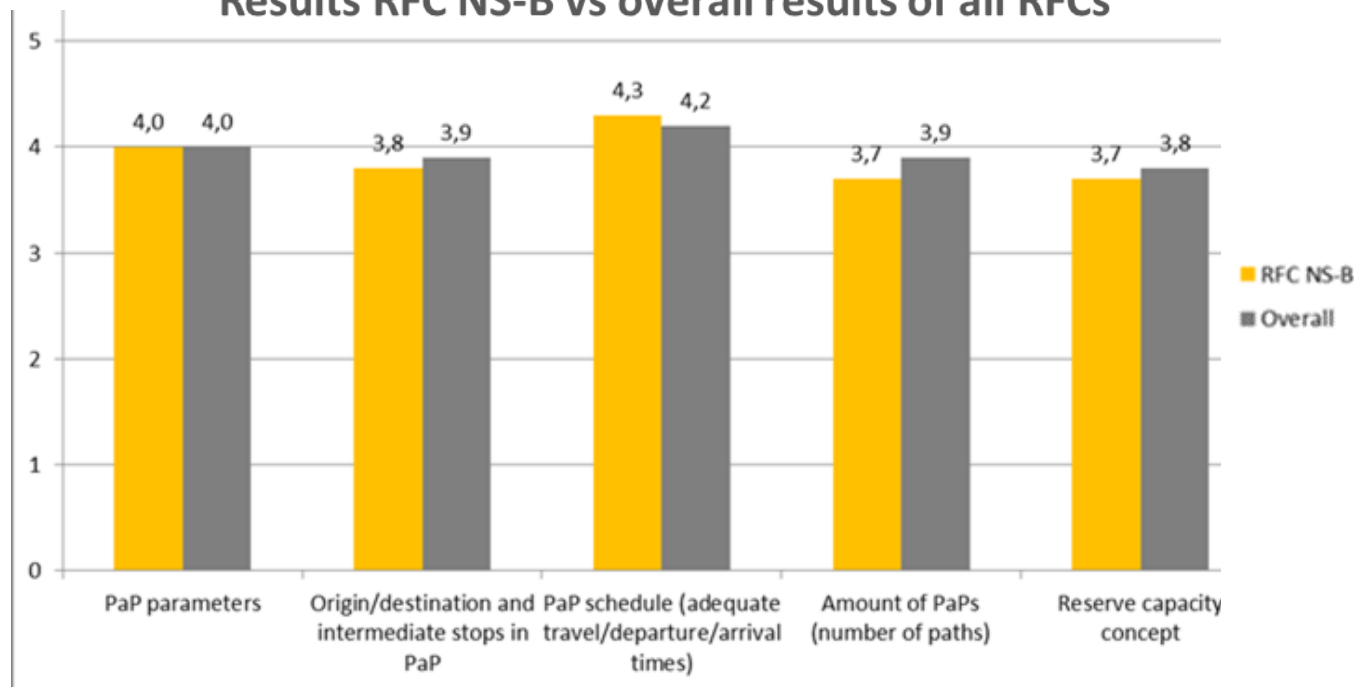
- ❖ Harmonization of Book 4 and partly Book 2;

➤ Future action:

- ❖ Further harmonization of CID: Books 1 and 2 for TT 2019;

Satisfaction with Pre-arranged Paths (I)

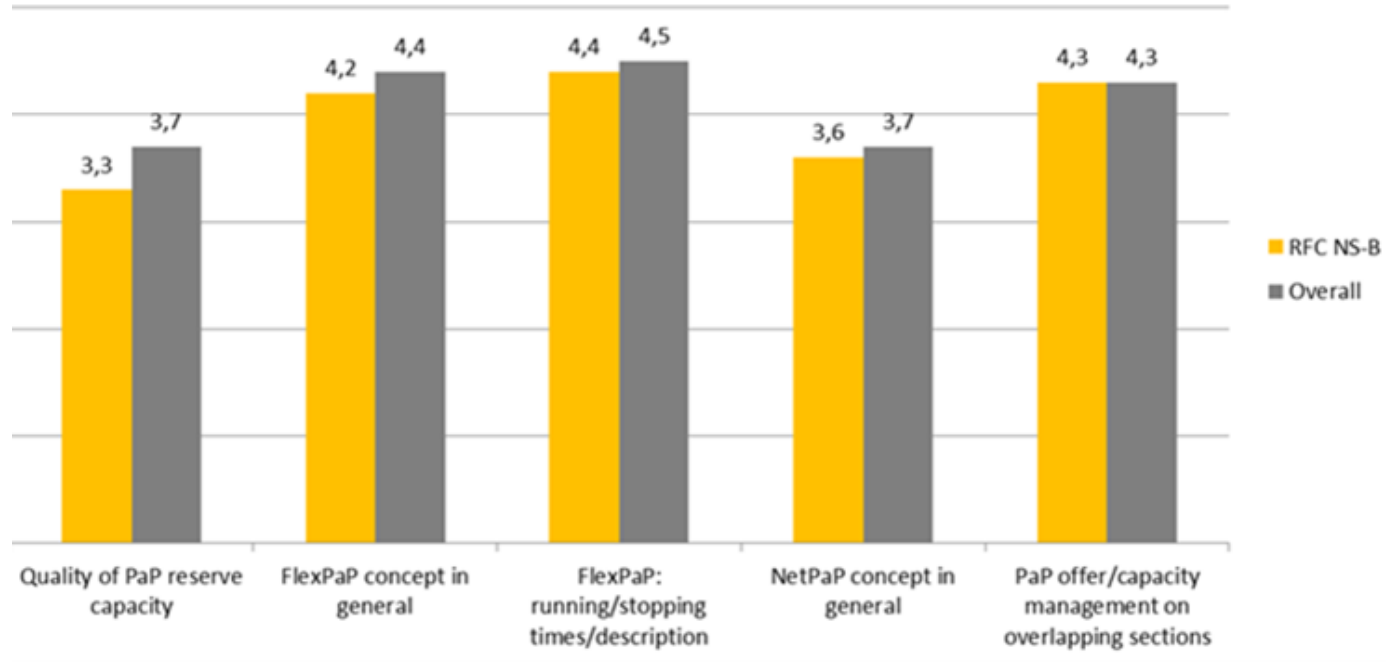
Results RFC NS-B vs overall results of all RFCs



- What is being done:
- ❖ monitor the allocation proces and the quality of the capacity offered;

Satisfaction with Pre-arranged Paths (II)

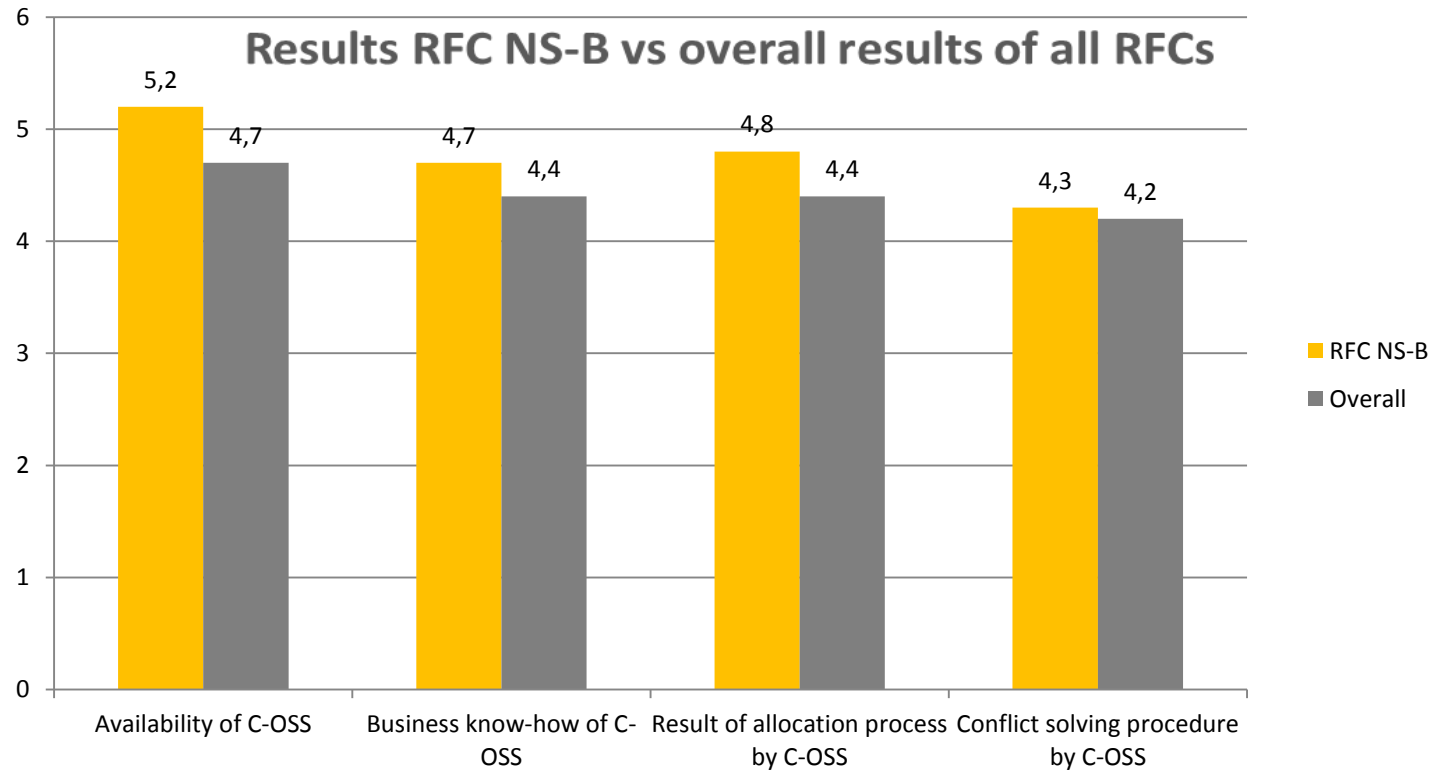
Results RFC NS-B vs overall results of all RFCs



➤ Future action:

❖ In order to improve the PaPs offer gathering the wish list for TT 2019;

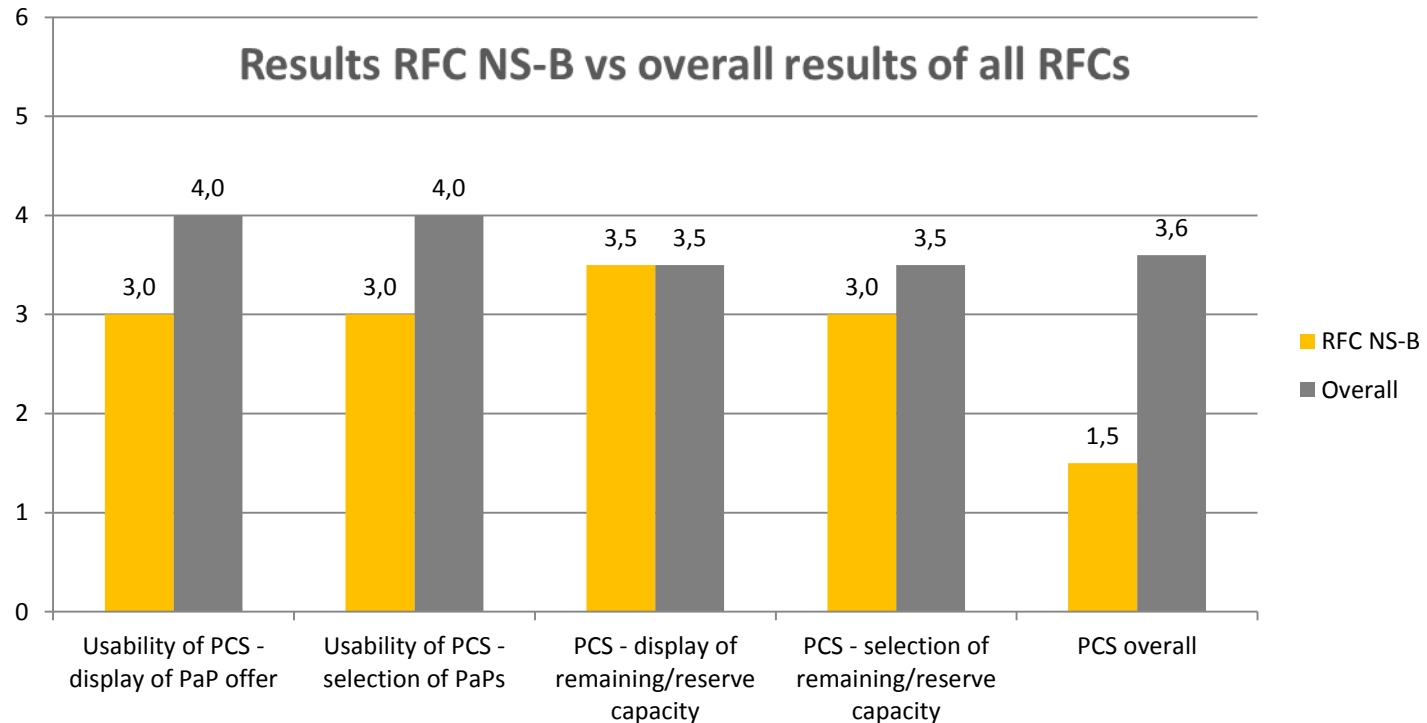
Satisfaction with Corridor One-Stop-Shop



➤ Future action:

❖ Continuous development and improvement;

Satisfaction with Path Coordination System

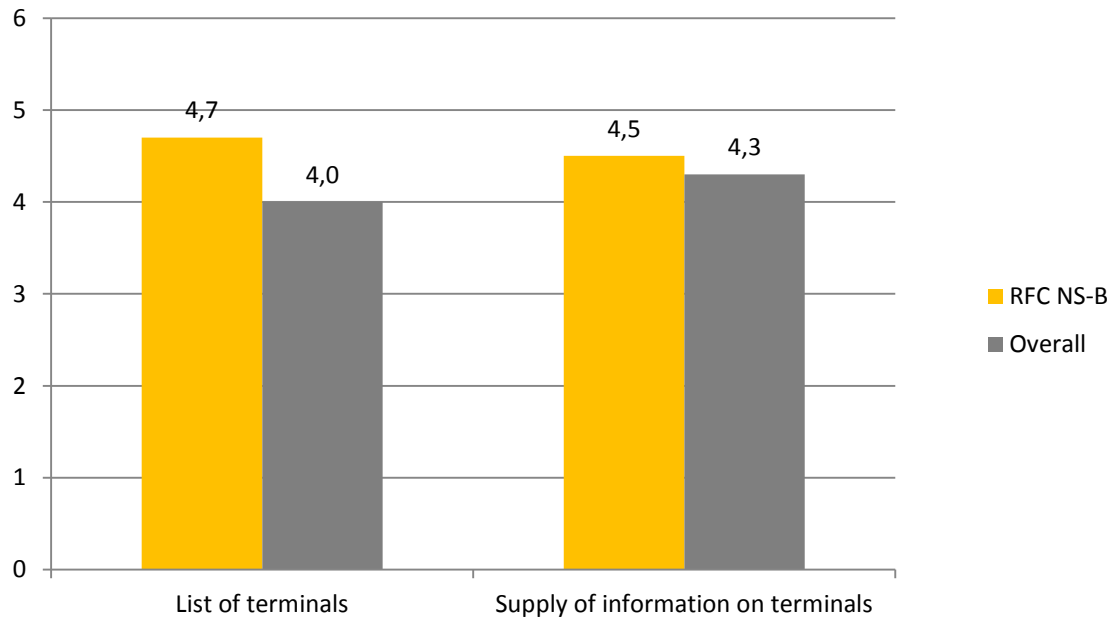


➤ What is being done:

- ❖ Active involvement in PCS development;
- ❖ Involvement in TT Quality Taskforce;
- ❖ C-OSS customer visits and PCS trainings;

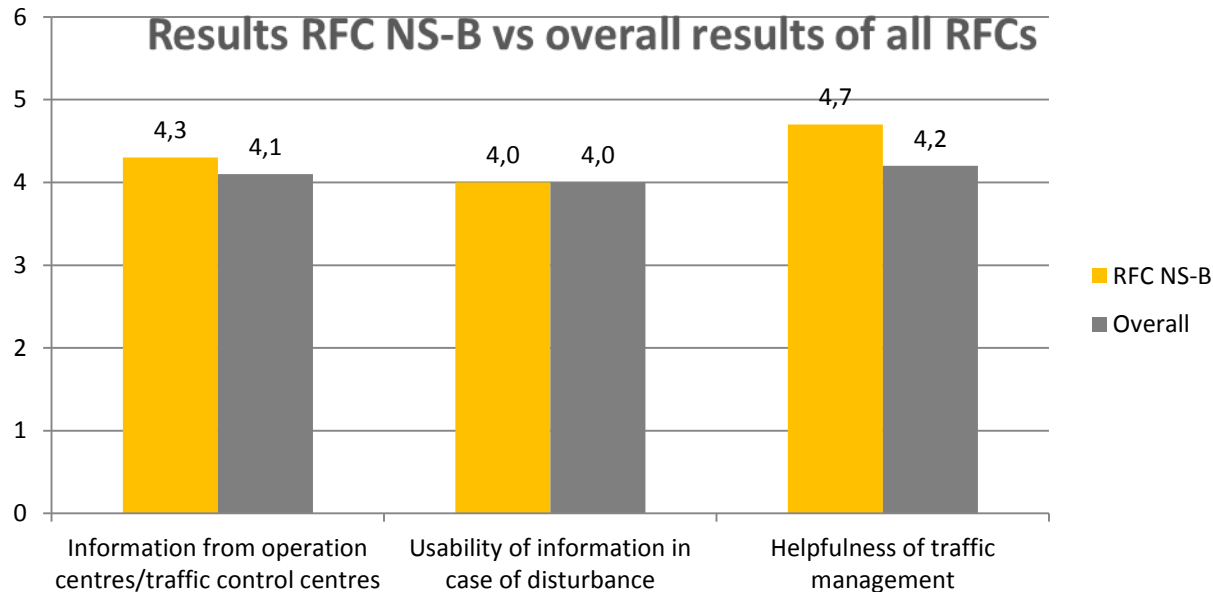
Satisfaction with Terminal Services

Results RFC NS-B vs overall results of all RFCs



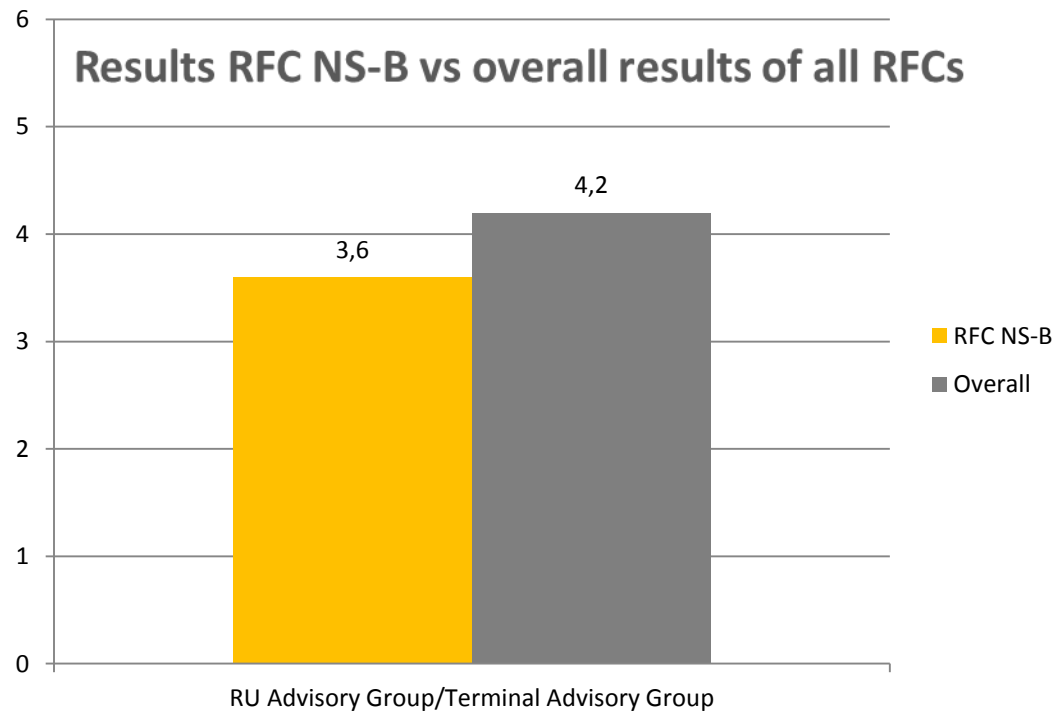
- Future action:
- CID Book 3 possible update – involvement of Terminals needed!

Satisfaction with Traffic Management



- There is a Working Group on RFC NS-B that deals with train performance and operations;
- Future action:
 - ❖ Establishing bilateral group with RUs in order to make recommendation to improve punctuality;
 - ❖ ETA project;

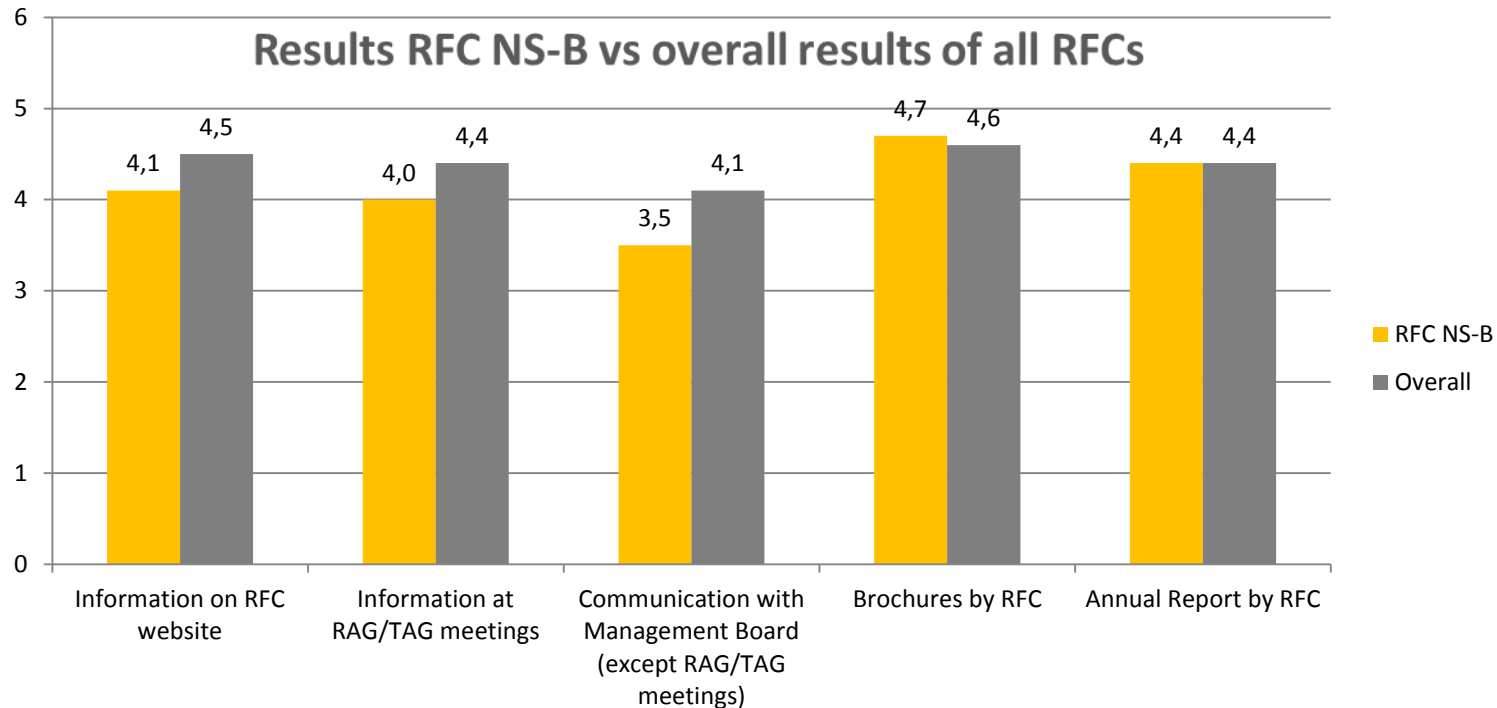
Satisfaction with RFC Governance



➤ Future action:

- ❖ To change the AGs meeting formula – indication of two main focus topics;

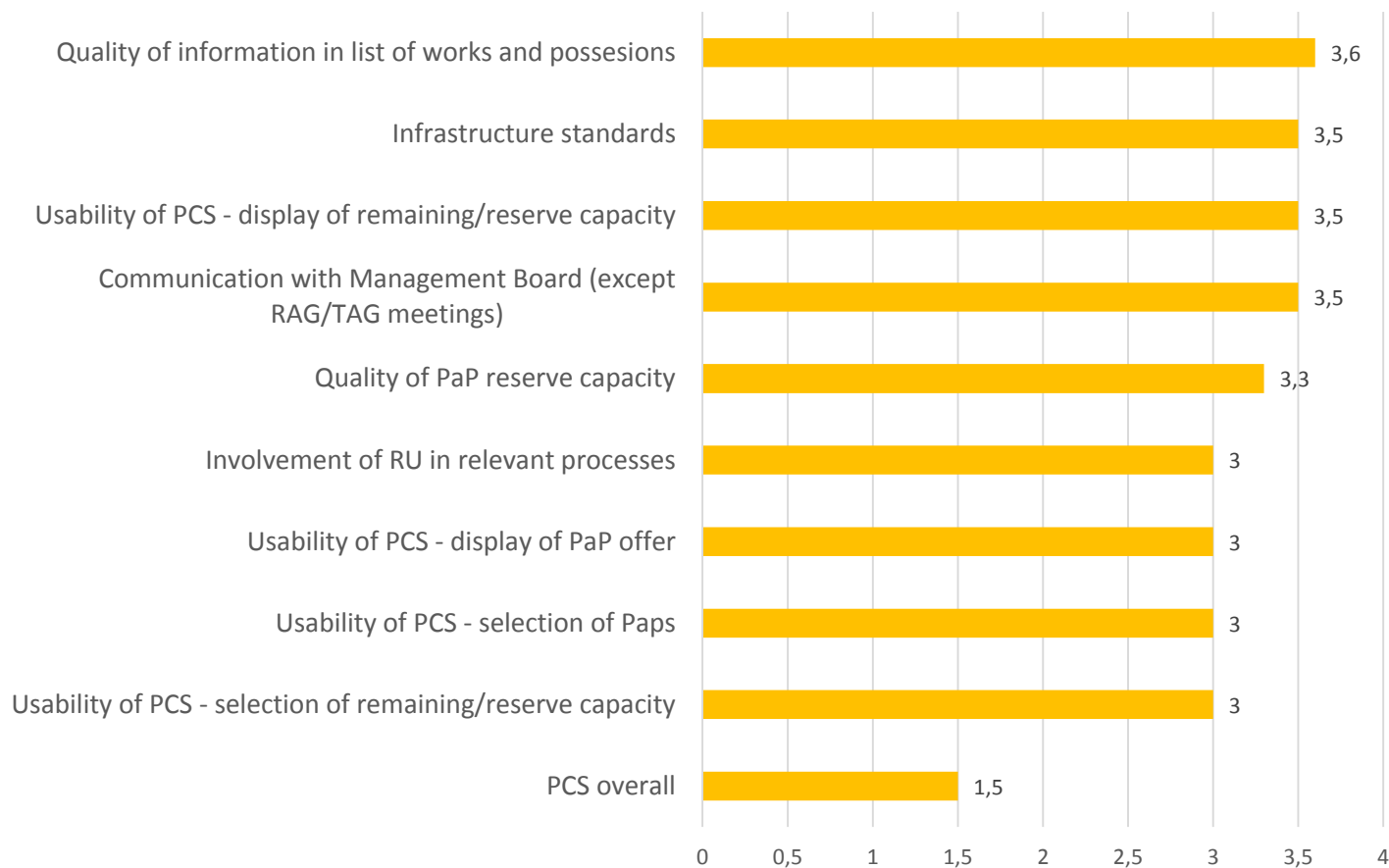
Satisfaction with overall RFC communication



- What is being done:
- Dedicated windows for AGs spokespersons during ExBo/MB meetings;
- Launching of a new corridor website;



Conclusions: Bottom 10 aspects



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