

RFC North Sea – Med 2016 customer satisfaction survey results & action plan

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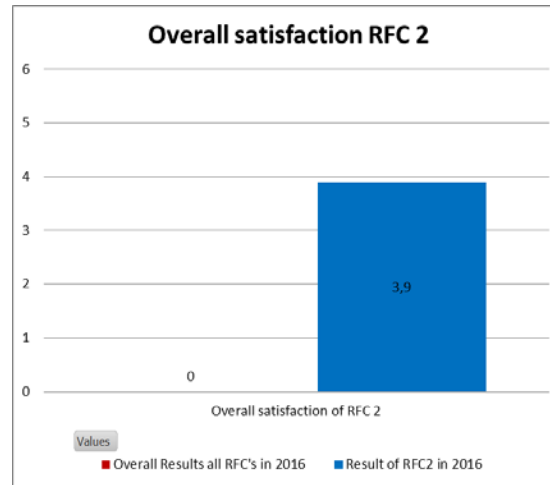
Survey design

- Actions mentioned in this presentation are referring to the action plan as presented in Point 2: 'Action plan following previous RAG'
- Survey organised by RNE and supplier MarketMind
- Common for all RFC's
- Field phase 13 September to 7 October 2016
- Respondants :
 - 69 for all corridors
 - 17 for RFC 2 (out of 42 e-mails sent)

The survey was sent to one person per RU/Applicant/Terminal. Questions could be answered by different persons.
- Computer Aided Web Interviews (CAWI)
- Marks: 1 (very unsatisfied) to 6 (very satisfied)



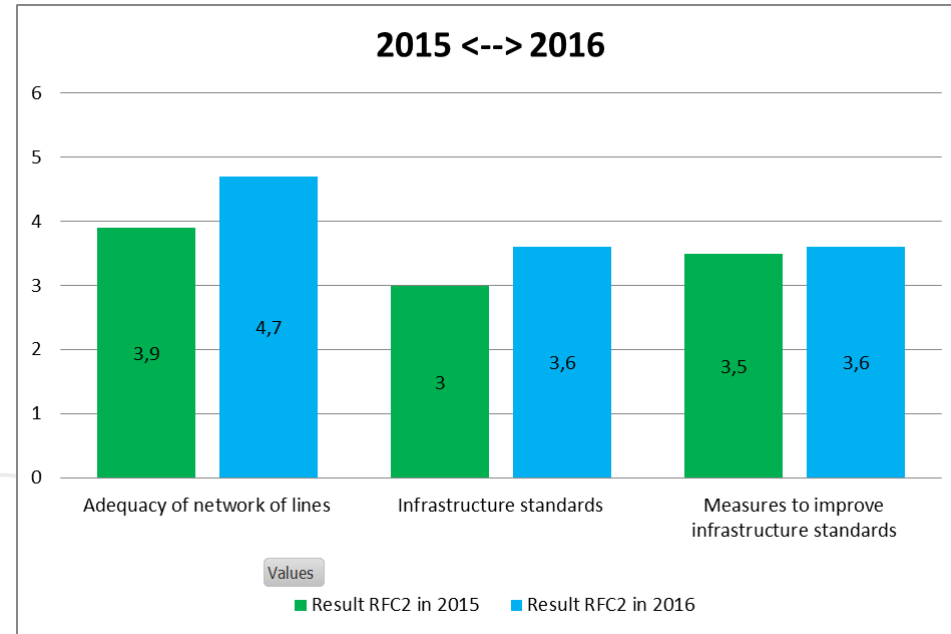
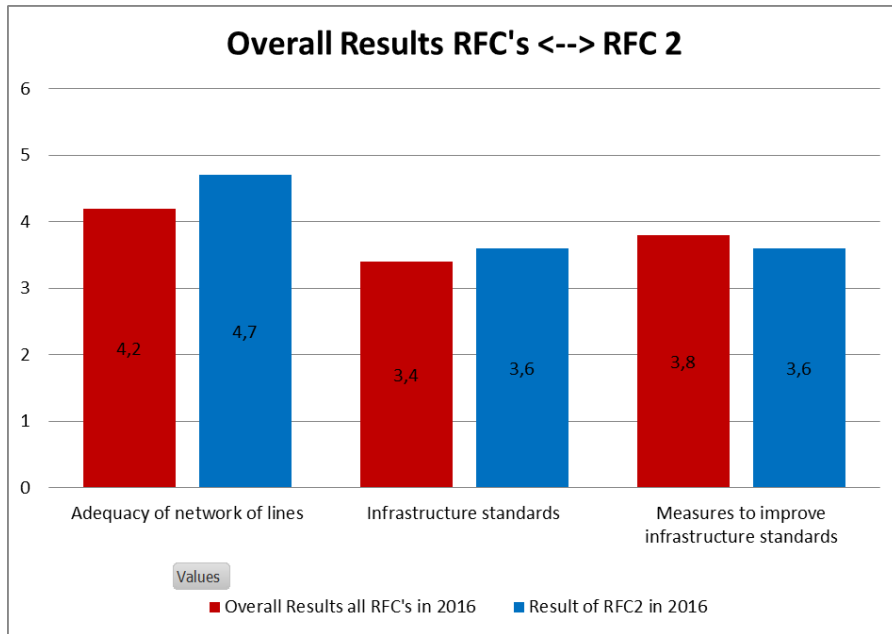
New: Overall satisfaction question RFC 2



Remarks formulated by respondents on the open question:

- SNCF Reseau should be more customer orientated in planning construction works
- Please harmonize the national network statements
- Ministries should take over more responsibility to solve problems they are in charge like longer trains (financing of longer tracks)
- A 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

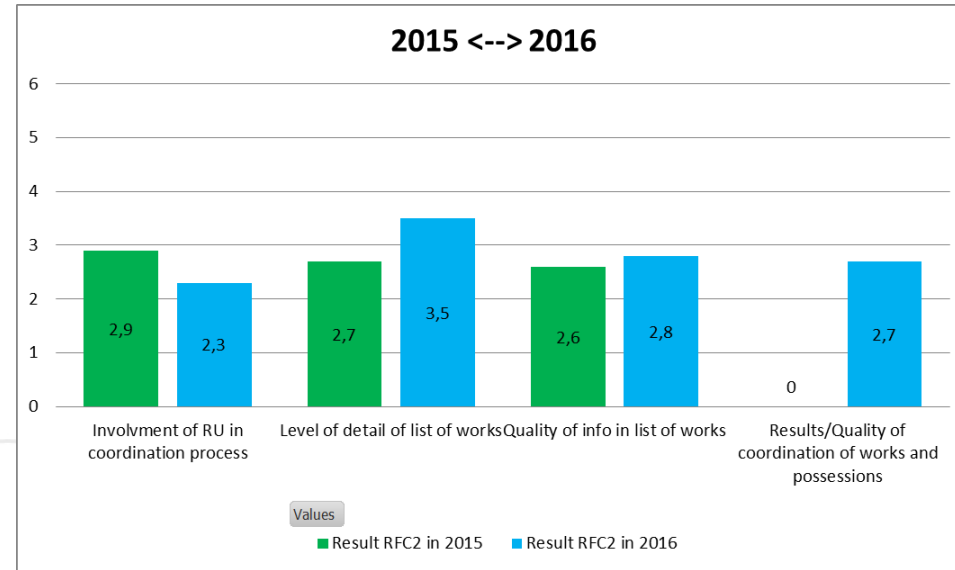
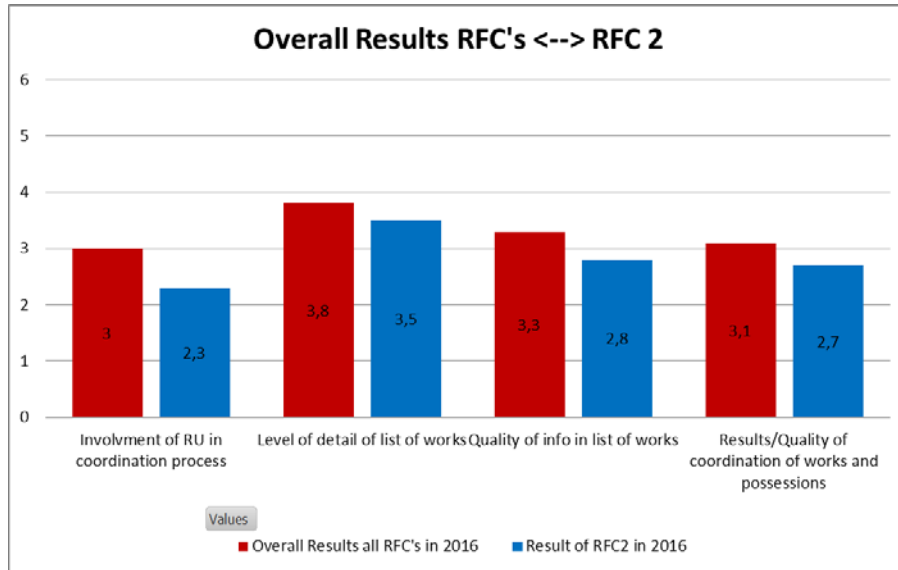
Satisfaction with Infrastructure



Action plan

- Done: Deployment ERTMS achieved on main lines in Belgium, under achievement in LU and for the Longuyon-Basel section in France
- Action 9: recheck the loading gauge limitation along the corridor
- Action 10: test train along the corridor
- Action 11: loading gauge infrastructure enhancement investments
- Action 13: infrastructure enhancement investments

Satisfaction with Coordination of Works

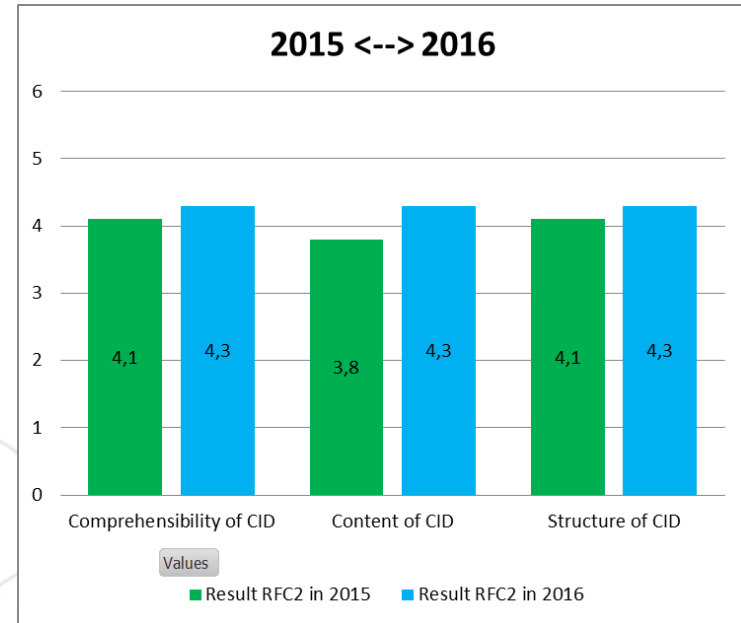
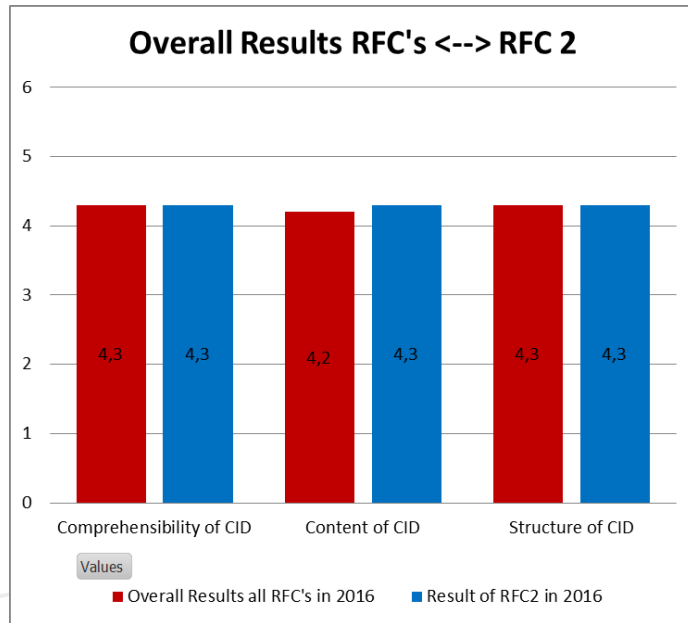


Remark: New question on Results/Quality

Action plan

- Action 7: coordination for all border points within RFC NSM ([Y-4; Y-2] & [Y-2; Y])
- Action 8: systematic implication of RU's in TCR ([Y-4; Y-2] & [Y-2; Y] periods)

Satisfaction with the CID

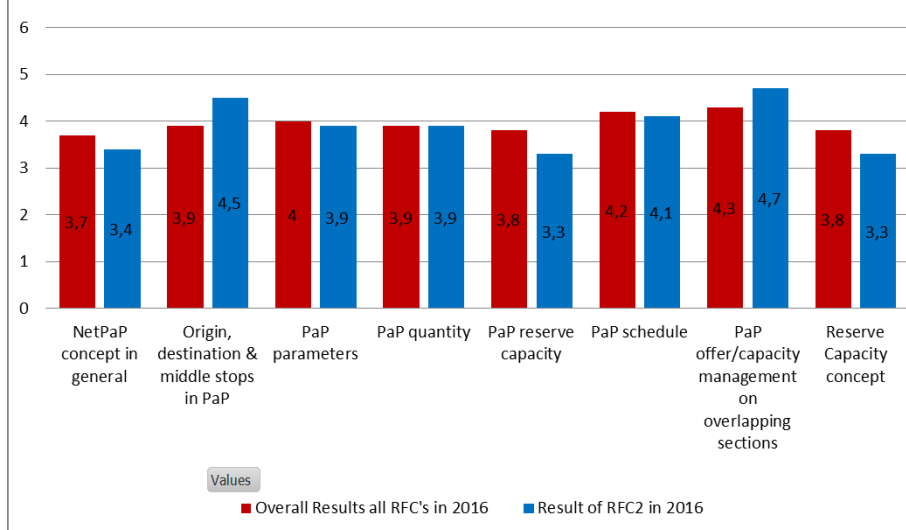


Action plan

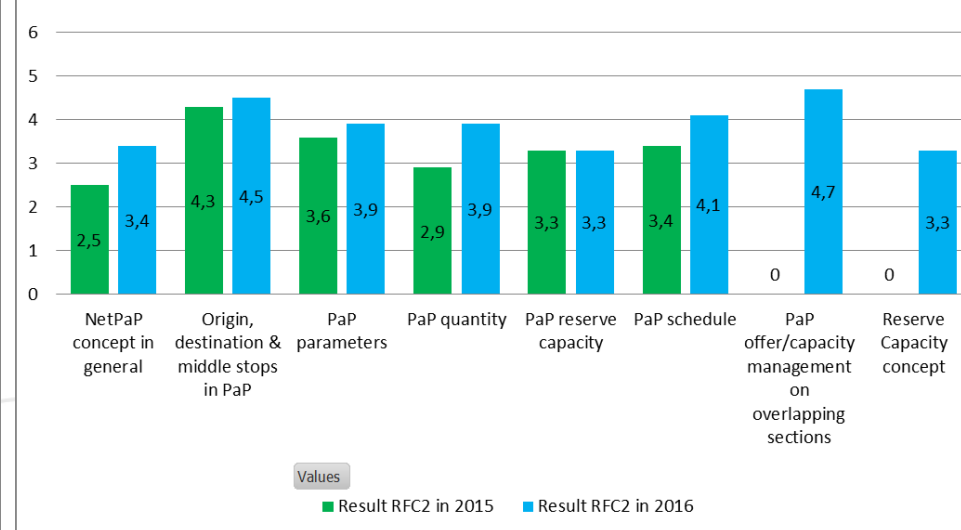
- Done: The CID harmonization was accelerated in 2016 thanks to the active action of RFC2
 - Harmonized Book IV for TT2018
 - Works on harmonization of Book I & III have been started
- Future Objective is to enhance the visibility & readability of the corridor documentation

Satisfaction with PAP's

Overall Results RFC's <--> RFC 2



2015 <--> 2016

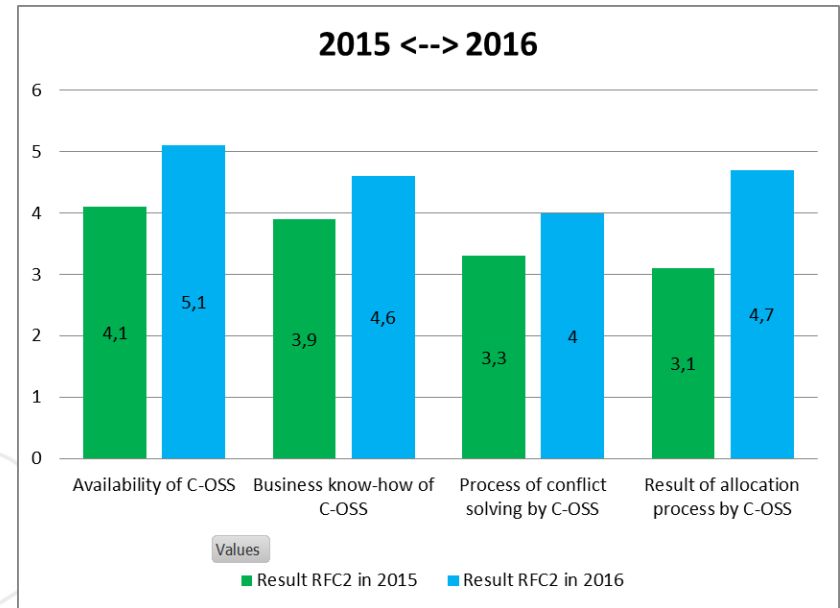
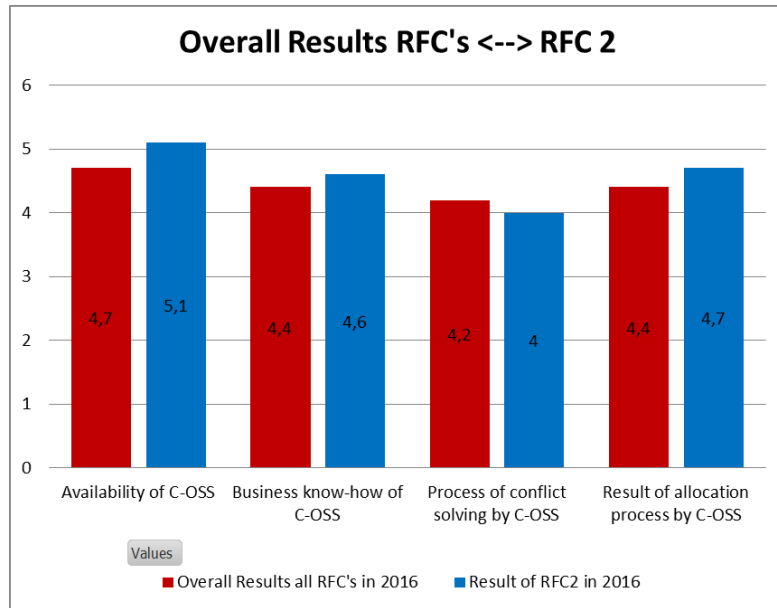


Remark: New questions: Offer/capacity overlapping sections & Reserve capacity concept

Action plan

- Action 1: Benchmark launched by SNCF Réseau with the help of RFC 2, 4 & 6
- Action 2: monitor the allocation process and the quality of the capacity offered

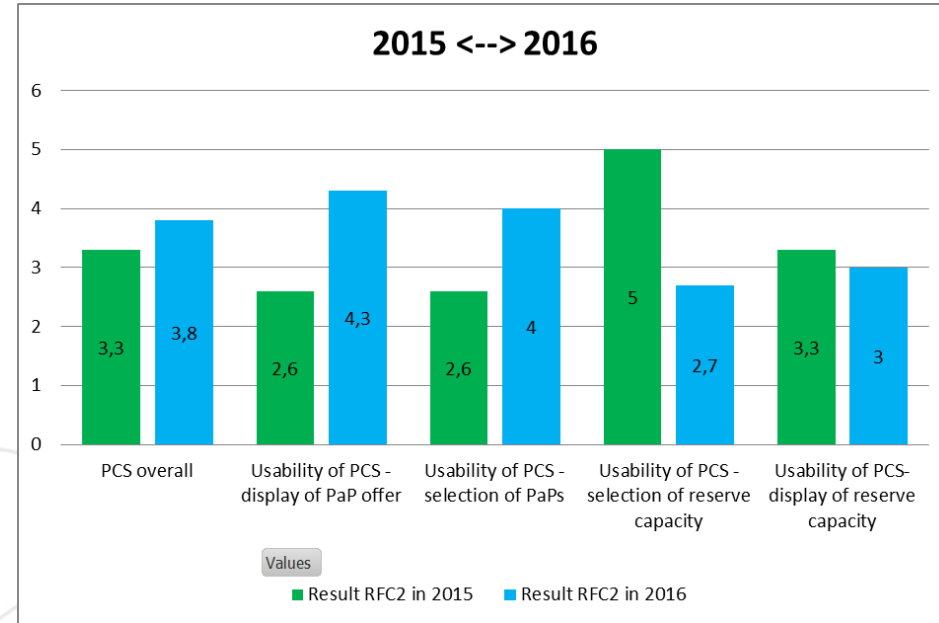
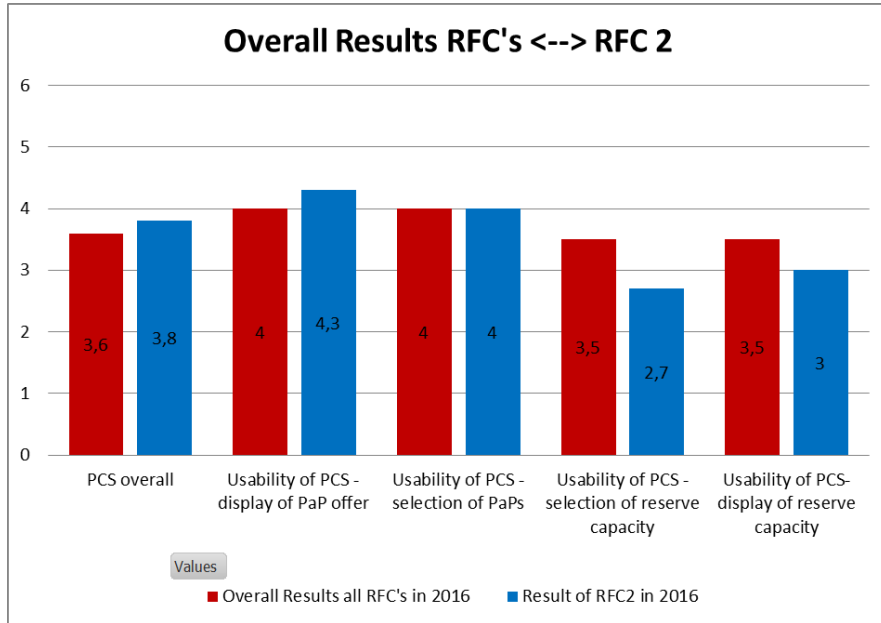
Satisfaction with C-OSS



Action plan

- Action 2: monitor the allocation process and the quality of the capacity offered

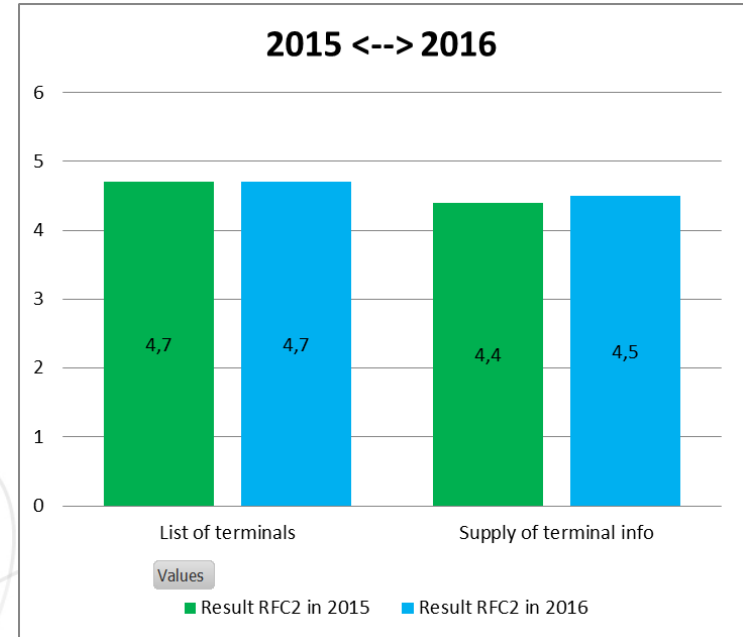
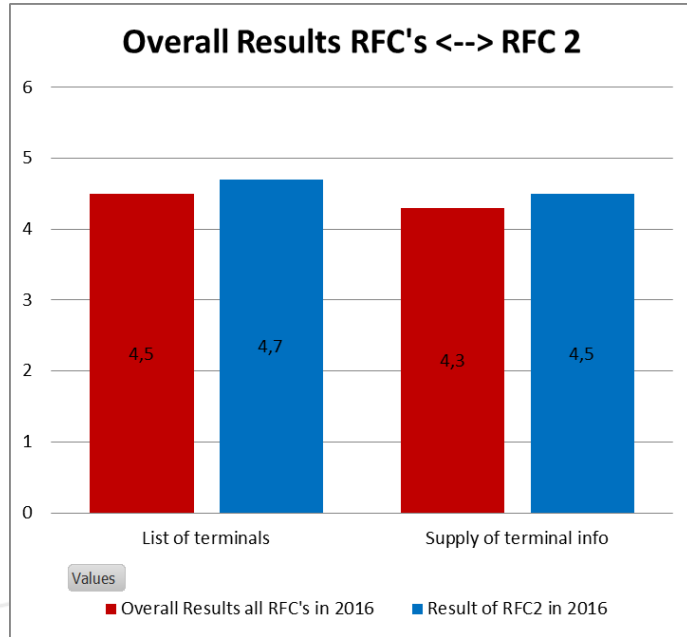
Satisfaction with PCS



Action plan

- Action 5: publish Flex-PaPs instead of PaPs in the French sections of the corridor

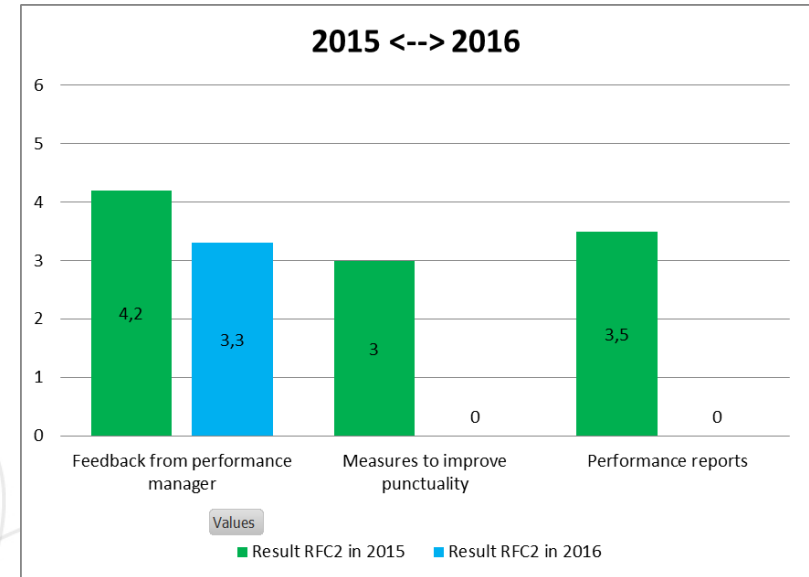
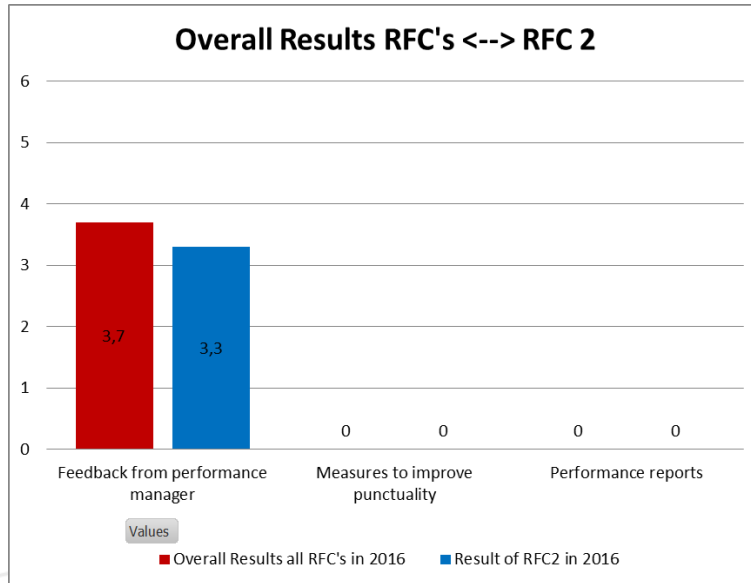
Satisfaction with Terminal Services



Action plan

- Done: The GIS via CIP is now operational
- Future Objective: Current investigations are in progress to include the tool developed by UIRR in the Customer Information Platform developed by RNE

Satisfaction with Train Performance Management

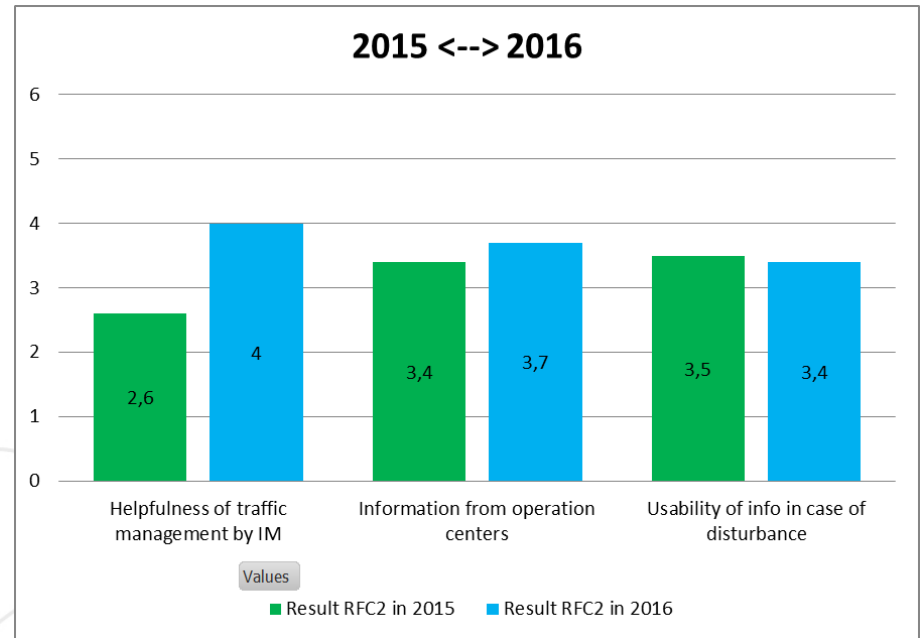
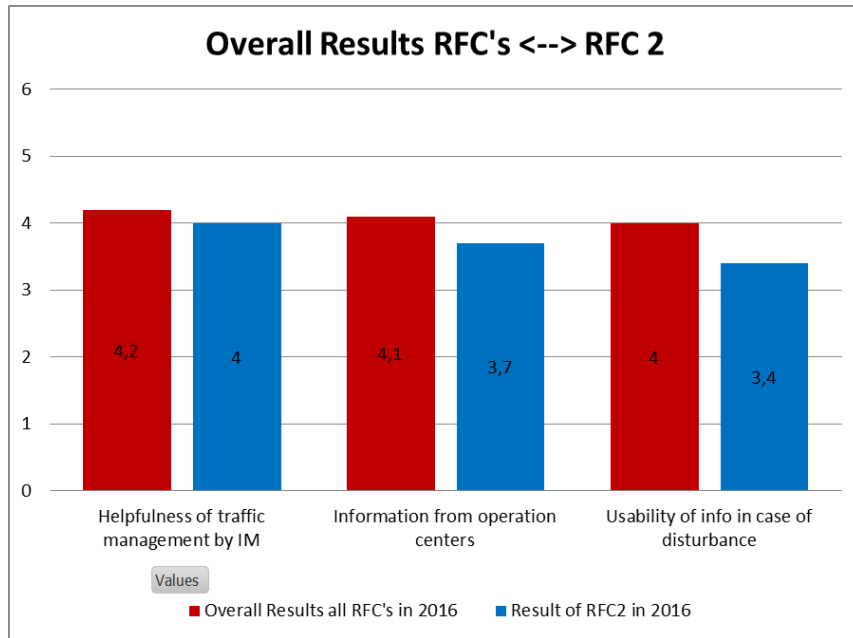


Remark: Question 2 & 3 have been skipped in 2016

Action plan

- Done: The RU/RFC working group on TPM was relaunched in 2015
- Medium term Future Objective: Data quality is being improved
- For the improvement of punctuality, see next slide about traffic management as these measures will finally improve punctuality

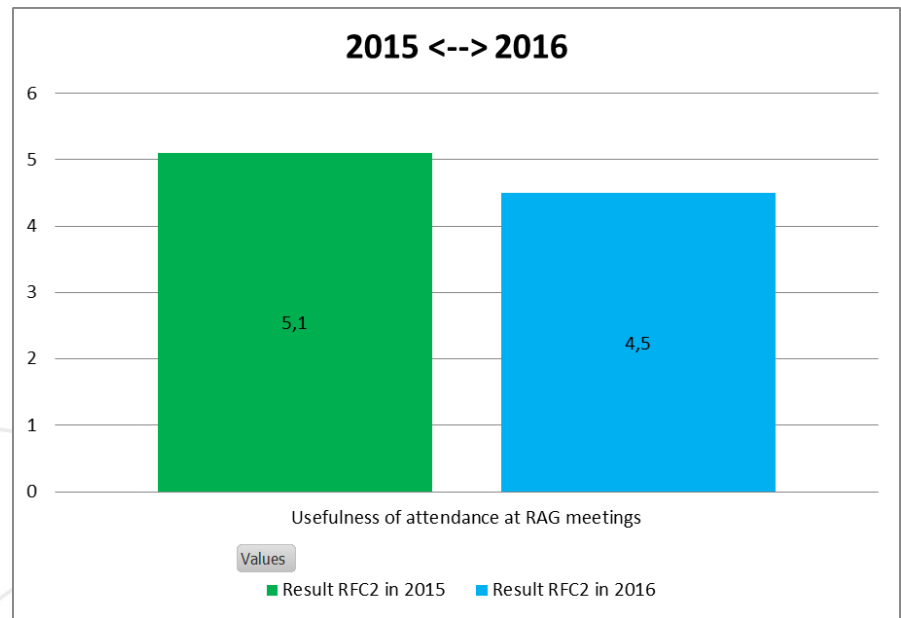
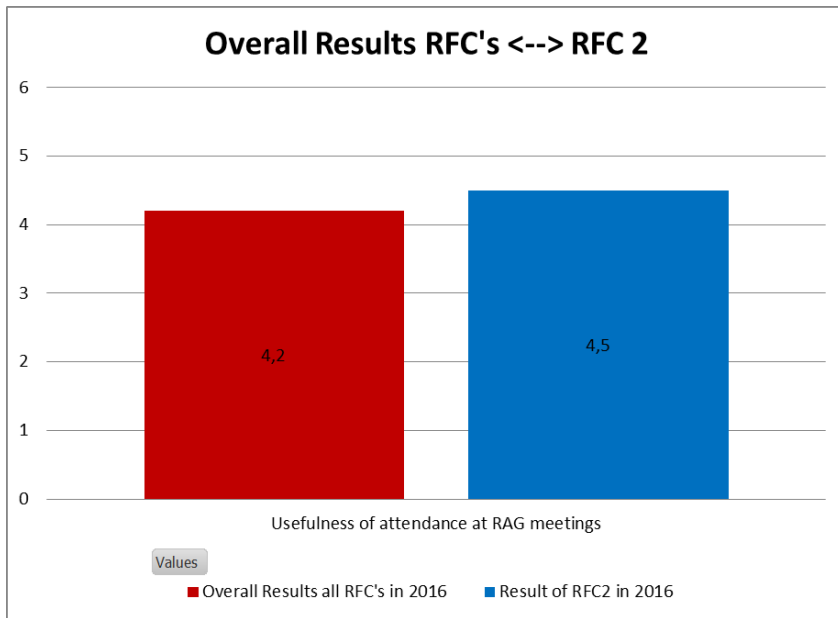
Satisfaction with Traffic Management



Action plan

- Done: The bilateral agreements and border section documents have been updated (published on the website)
- Future Objective: The Traffic Management Working Group of RFC North Sea - Med is implementing an action plan to improve the data exchange between Traffic Control Centers (short term)

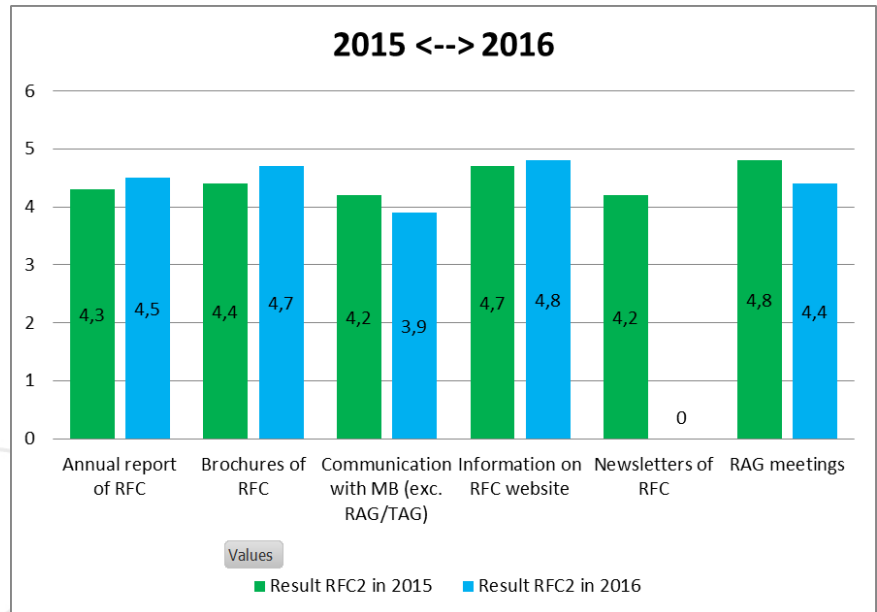
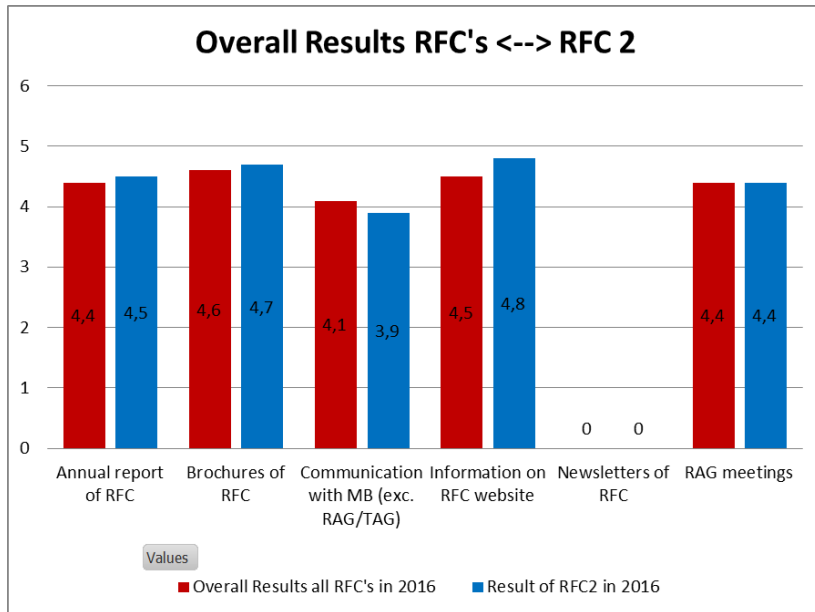
Satisfaction with the Management Board



Action plan

- Done: New RAG windows proposed to ExBo
- Future Objective: Proposal to increase the frequency of WG including RU's

Satisfaction with overall Communication



Action plan

- Done: A web-based application (Electronic data management system) containing all RAG working groups' documents is now available to members of the RAG
- To Do Short term: A CIP with GIS is currently implemented and must now be promoted to our customers
- To Investigate: the development of a RFC NSM newsletter with up-to-date contact list

Conclusion

- Results in line with the one of the other corridors
- Light satisfaction increase for:
 - Infrastructure developments
 - Coordination of works (level of detail & quality of info), but still under the standard RFC level
 - Satisfaction with the CID
 - Satisfaction with PaP
 - Satisfaction with the C-OSS
 - Satisfaction with PCS (overall, usability)
 - Satisfaction with Traffic Management
- Satisfaction decrease for:
 - Coordination of works (involvement of RUs in the process)
 - PCS (display & usability of reserve capacity)
 - Train performance management
 - RAG meetings



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