

RFC North Sea – Med 2015 customer satisfaction survey results & action plan



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Survey design

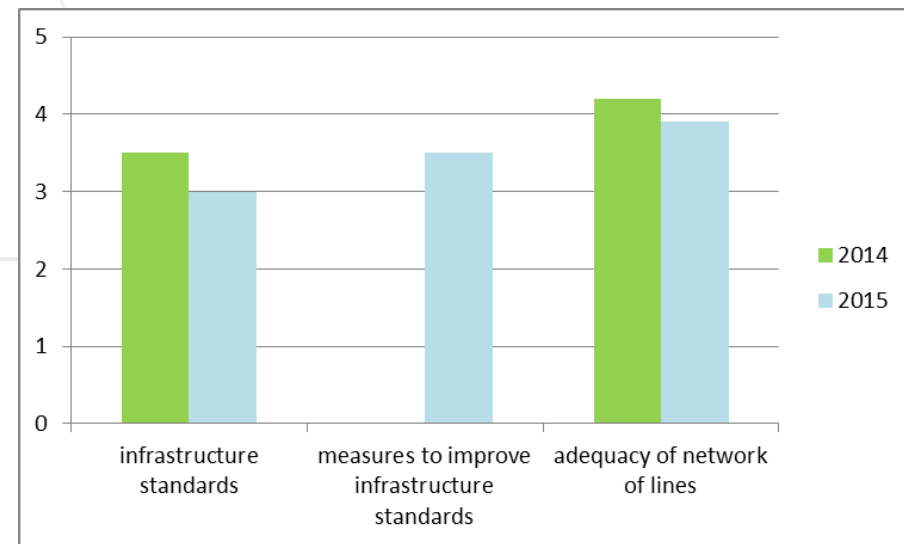
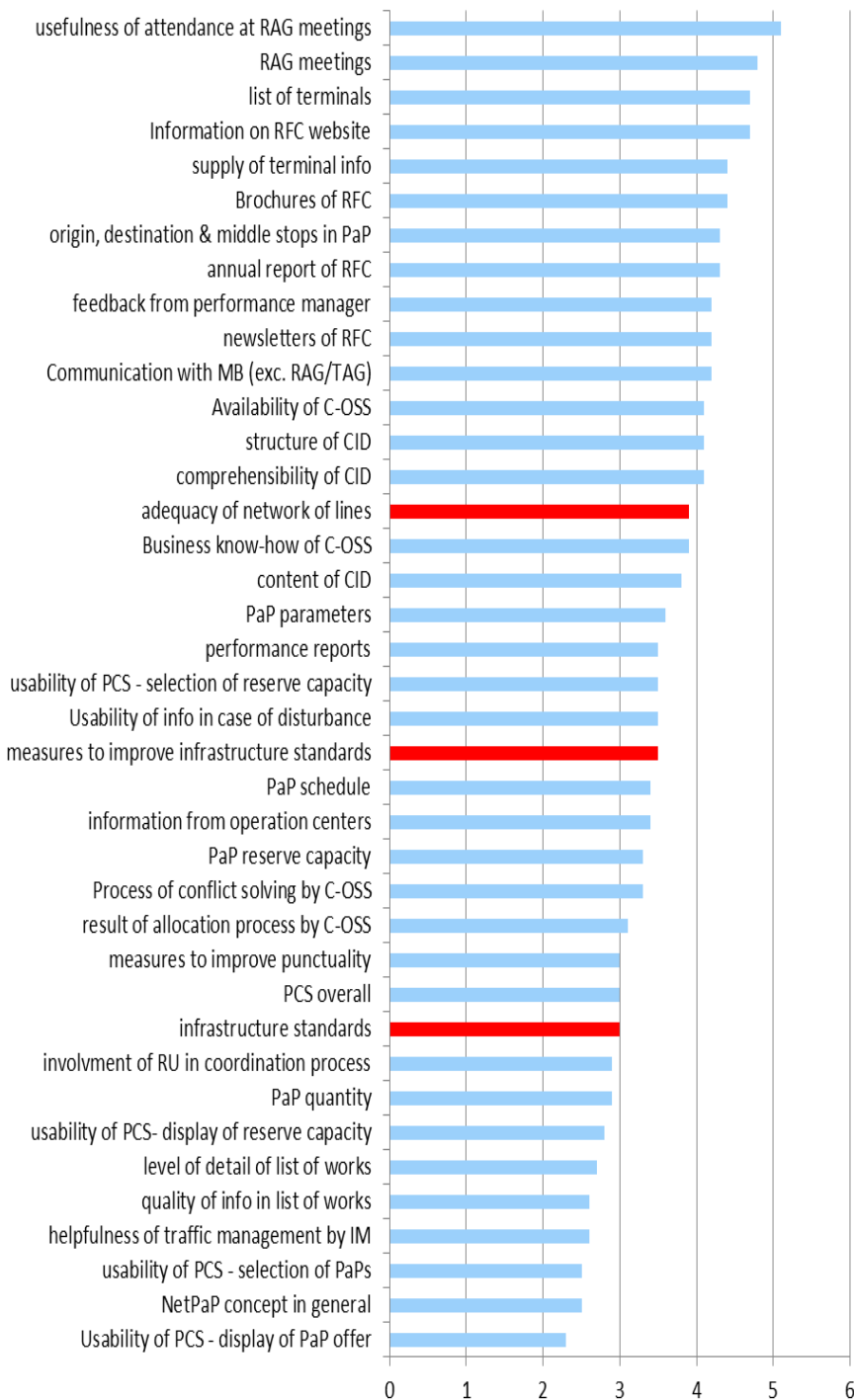
- Survey organised by RNE
 - Common for RFC 1, 2, 4, 6, 7, 9
 - Field phase 7 September to 2 October 2015
 - Respondants :
 - 47 for all corridors
 - 12 for RFC 2 (out of 18 e-mails sent)
- Main difference with last year: the survey was sent to one person/RU. Questions could be answered by different persons.
- Computer Aided Web Interviews (CAWI)
 - Marks: 1 (very unsatisfied) to 6 (very satisfied)



Satisfaction with infrastructure

Action plan

- ERTMS is being deployed on the corridor
(*medium to long term*)
- Infrabel will study the possibility to upgrade train length in Belgium to 740 meters at all times
(*short term for the study – medium to long term for the works*)
- CFL and SNCF Réseau will finalise end 2015 a study on the possibility to upgrade the loading gauge on the Luxembourg and French part of the corridor
(*medium to long term for the works*)



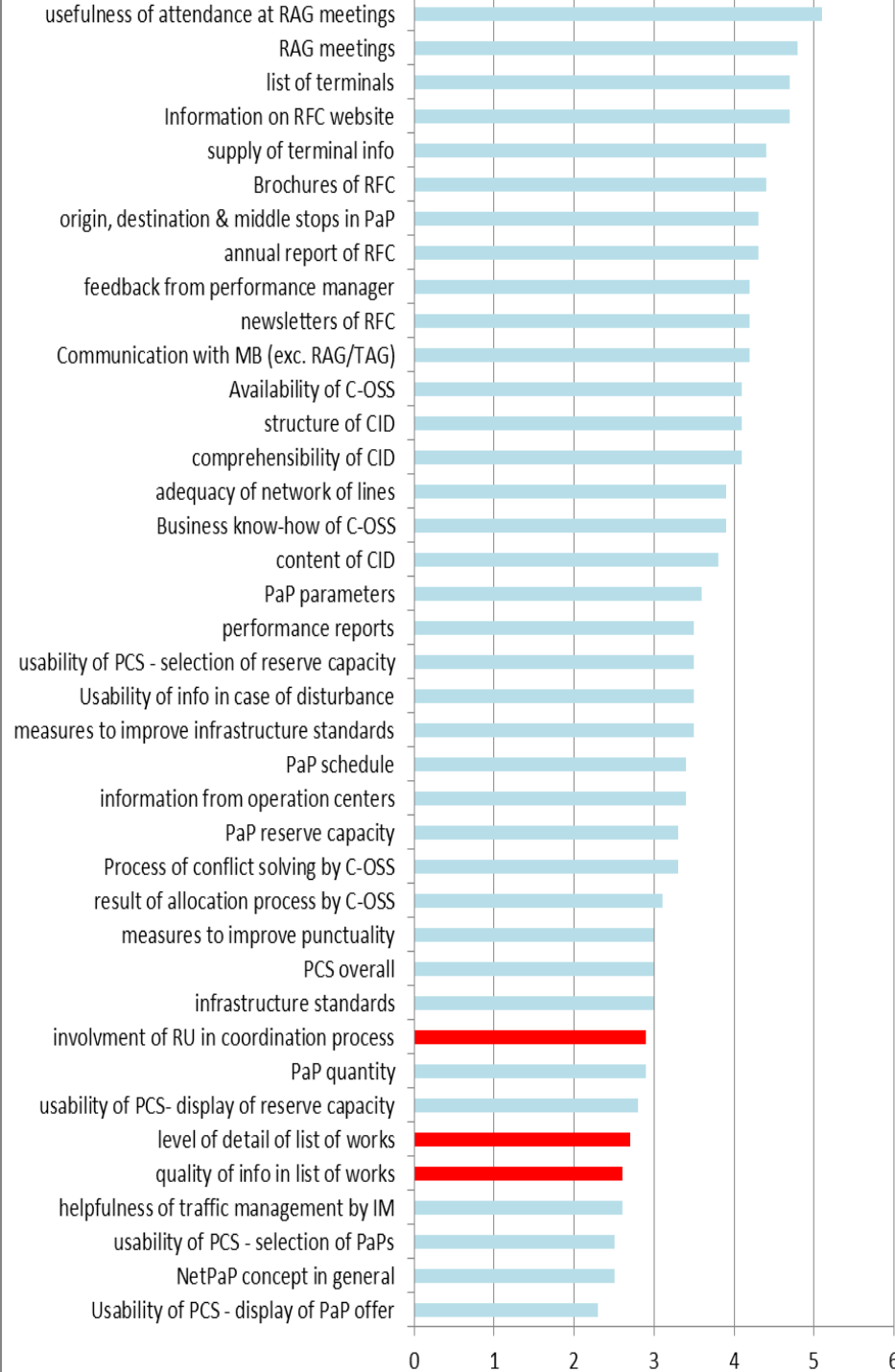
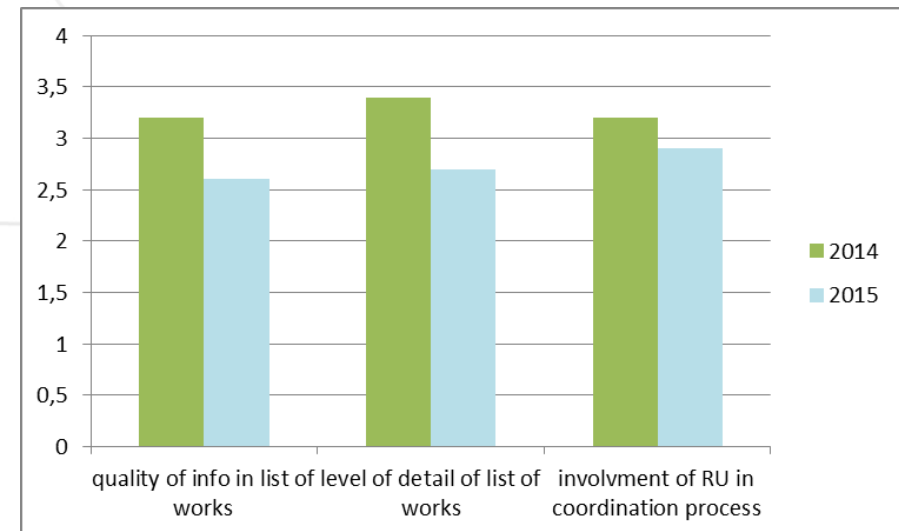
Satisfaction with coordination of works

Action plan

- The corridor offers RUs and IMs a corridor overview on works and capacity restrictions and gives them the opportunity to find solutions when a conflict occurs (*already performed*)

Ongoing WG which can be relaunched whenever needed

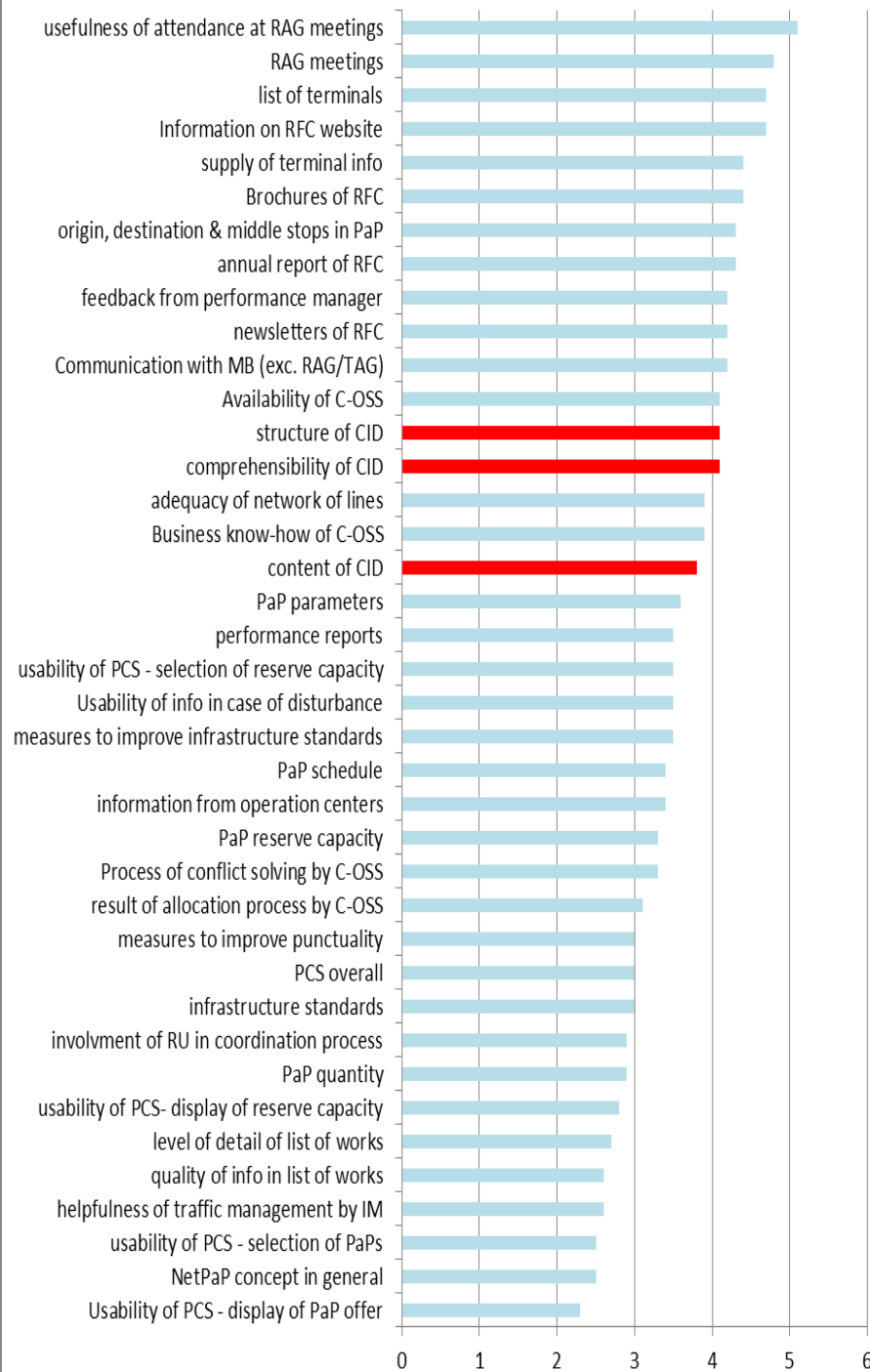
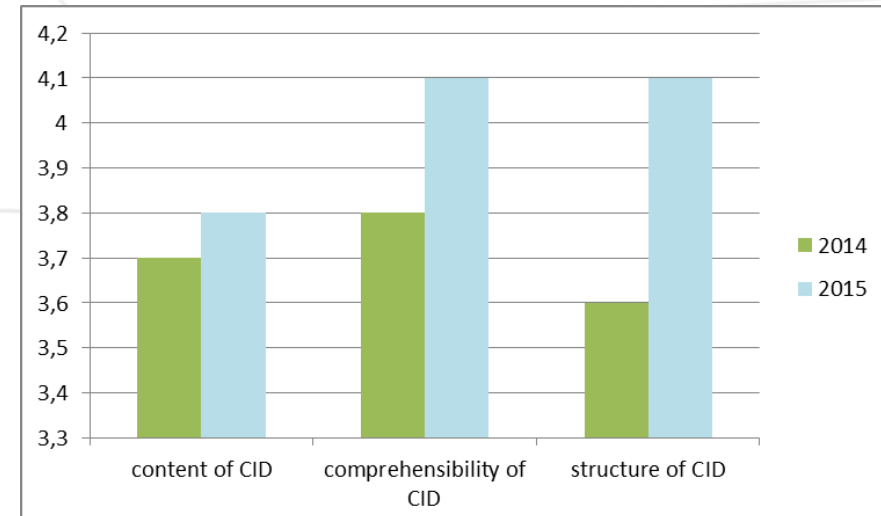
- RNE has launched a project to improve the guidelines on coordination & publication of list of works (*short term*)



Satisfaction with CID

Action plan

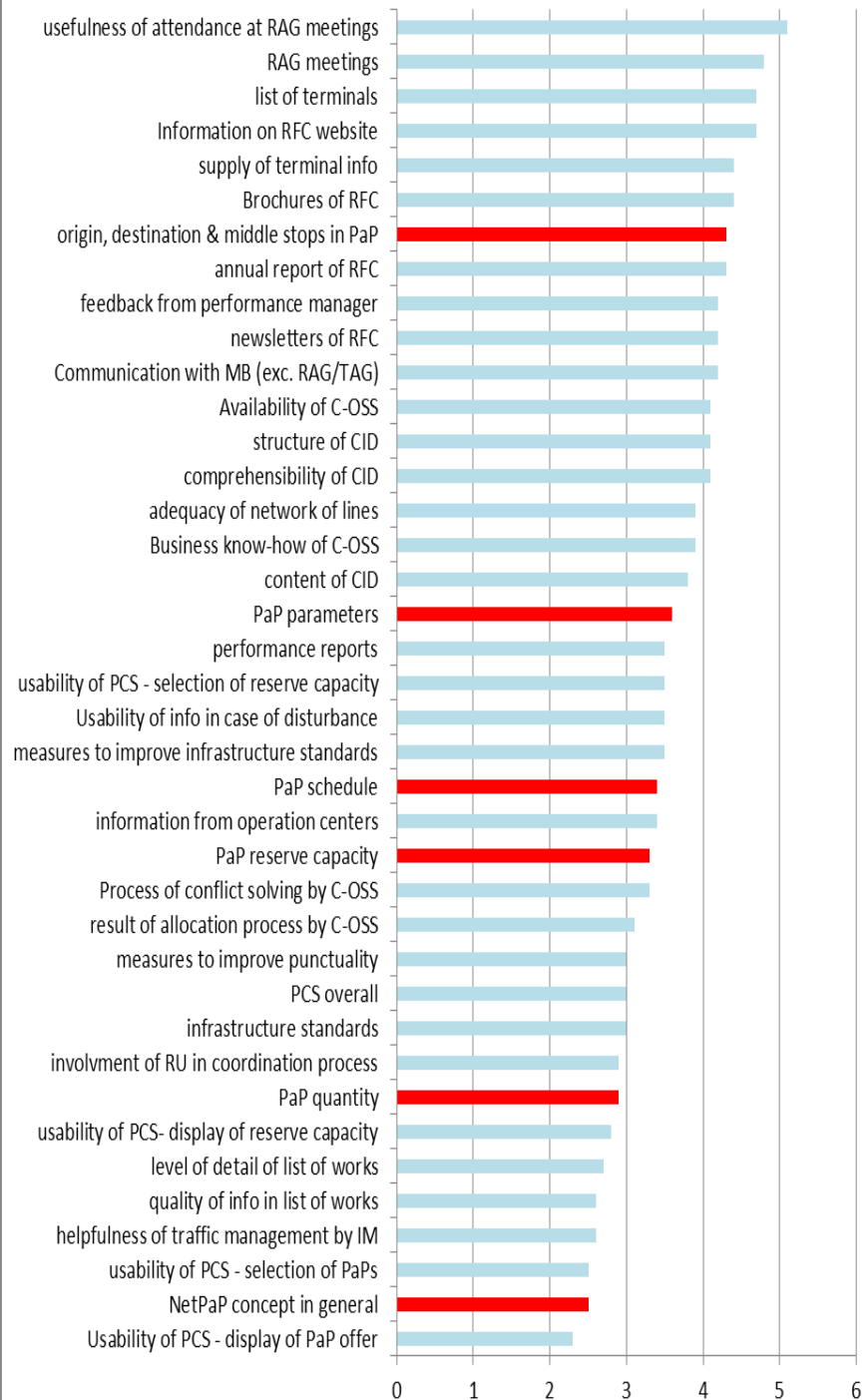
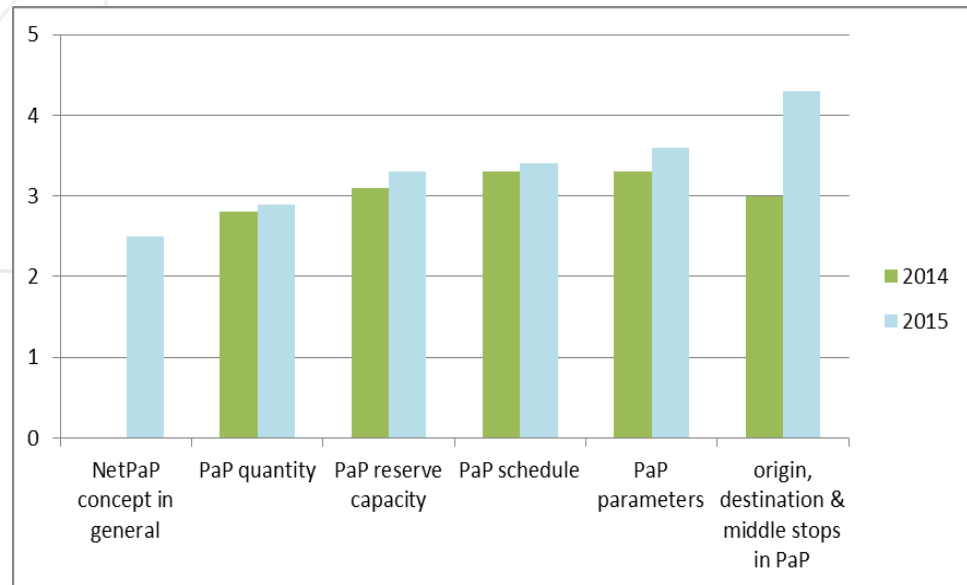
- The RFC North Sea – Med's CID structure has been improved for the 2016 TT CID and harmonised with the other corridors (*already performed*)
- New improvements for the 2017 TT CID (*short term*)
 - new lay-out for network statement excerpts
 - Pilot on wording for all RFC in Book IV, capacity procedures
 - Simplification of Book V (implementation plan)



Satisfaction with PaPs

Action plan

- 2016 TT PaPs were made taking even more customers needs into consideration, the offer was 22% higher compared to 2015 TT and the allocation 79% higher (*already performed*)
- 2017 TT will see a new increase in number of PaPs, improved harmonisation with RFC Rhine Alpine and inclusion of new lines (*short term*)
- RNE is currently working on a new timetable process (*medium term*)

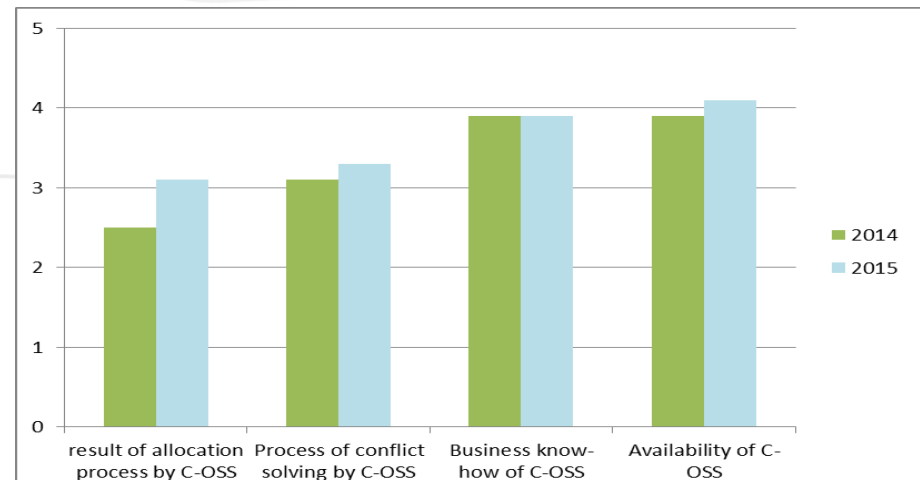
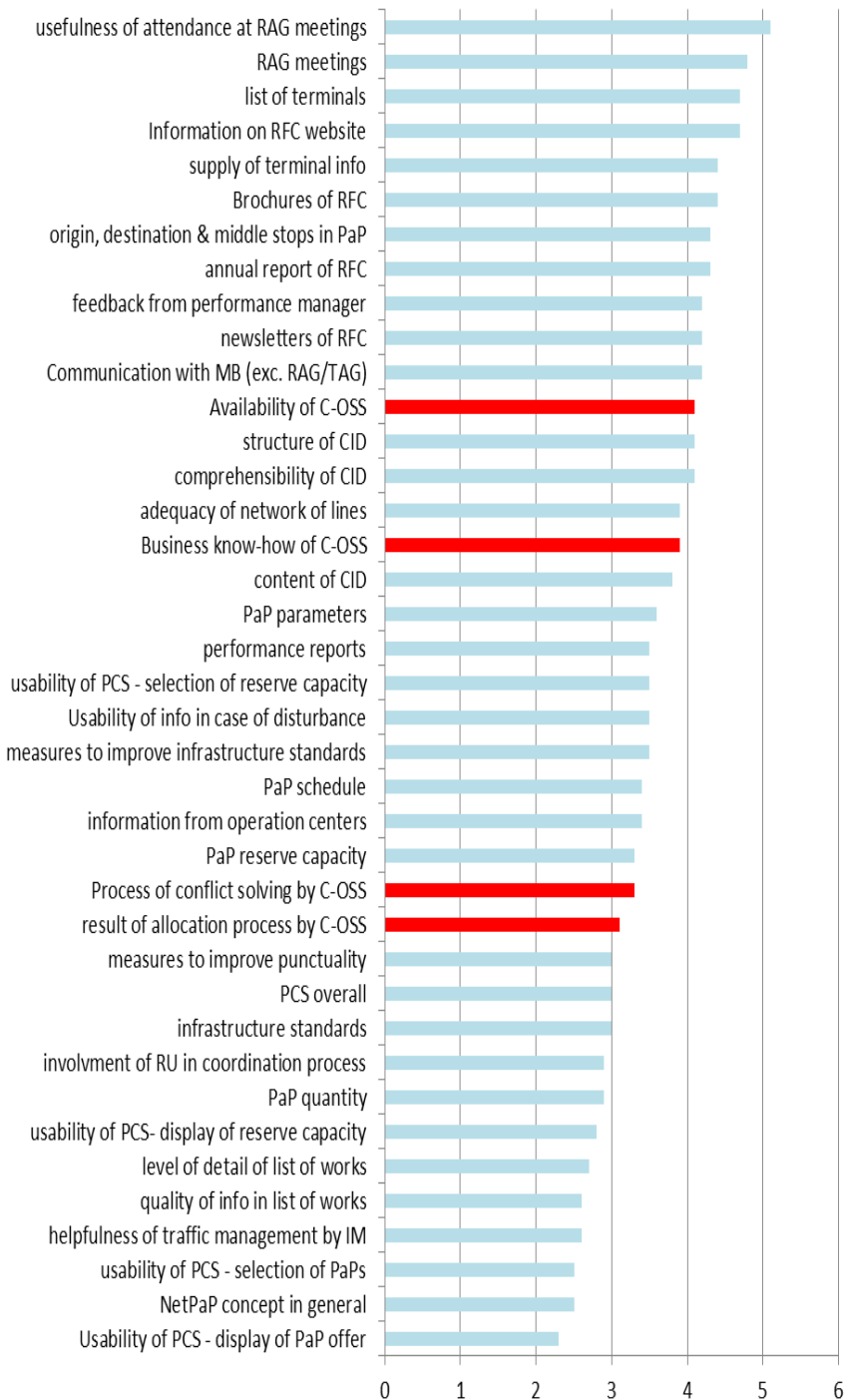


Satisfaction with C-OSS

Action plan

- The new framework for capacity allocation implements a consultation process in case of conflict and clarifies the conflict solving process (*already performed*)
- The C-OSS organises specific trainings for TT2017 on how to order capacity (*already performed*)
- The C-OSS participates in IM-client meetings to explain its role and the capacity available via the corridor (*already performed*)

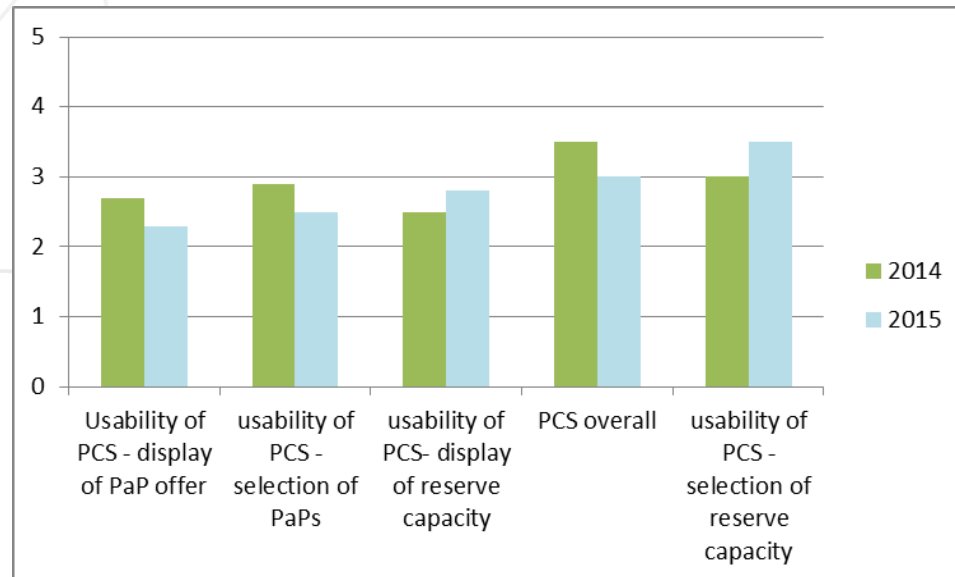
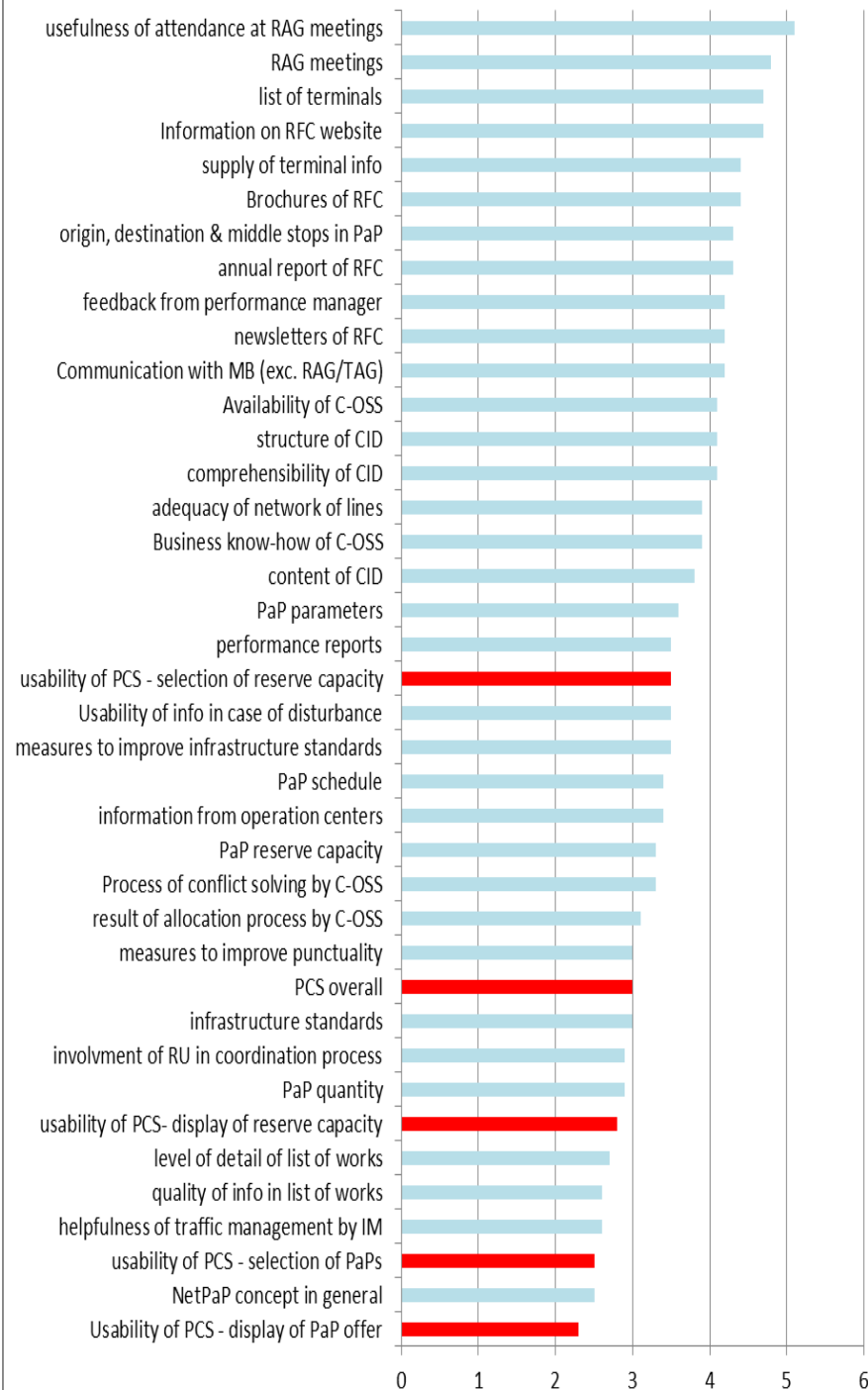
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Satisfaction with PCS

Action plan

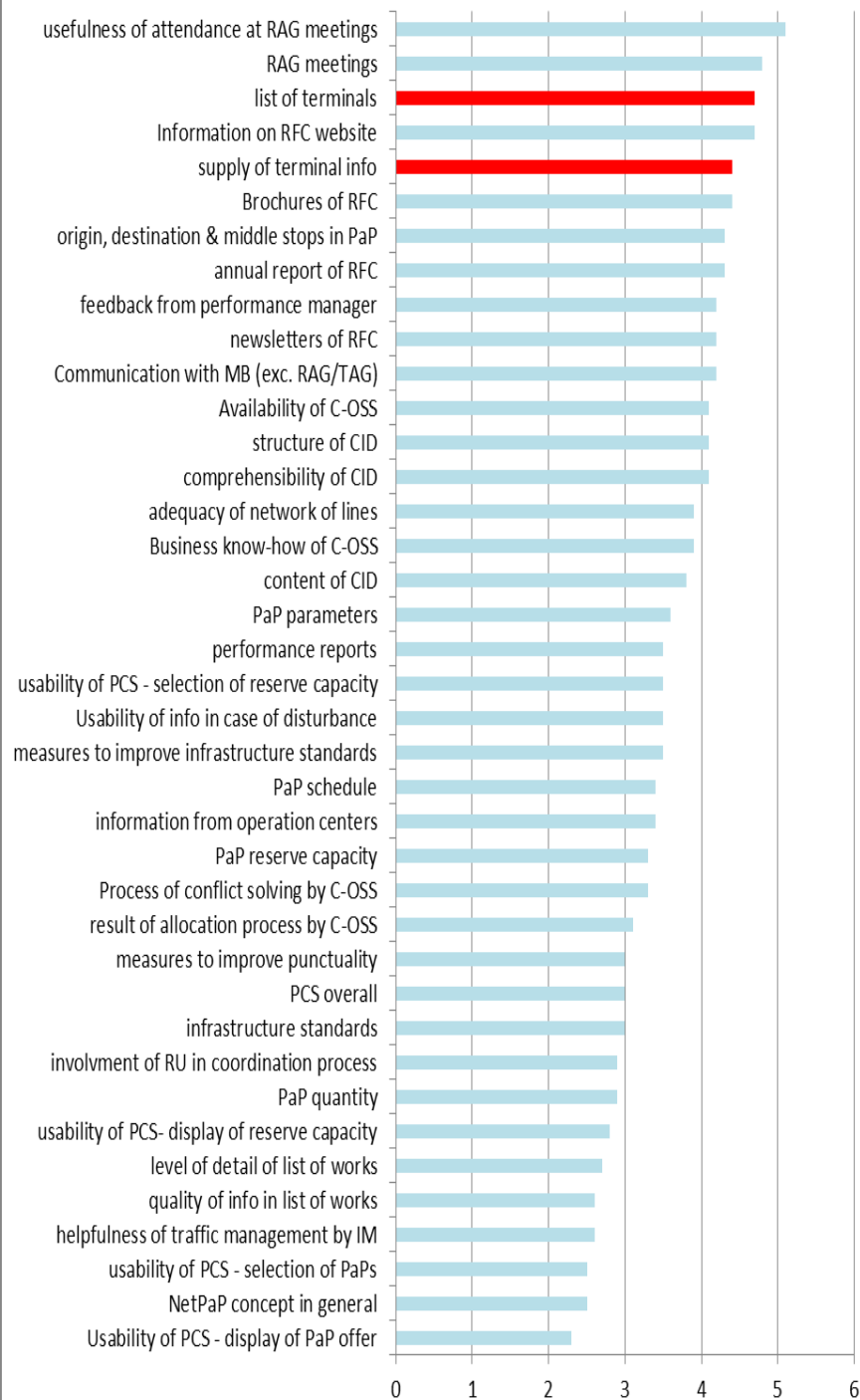
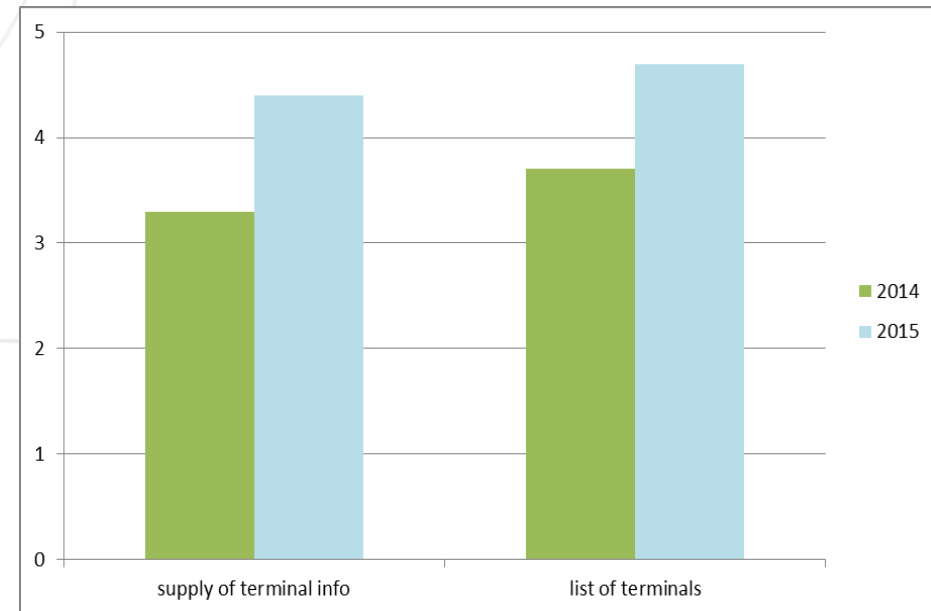
- RNE will implement new releases for corridors end 2015, following requests by customers (*short term*)
- PCS Next generation will be ready end 2015. It concerns the improvement of visualisation and usability (*short term*)



Satisfaction with terminal services

Action plan

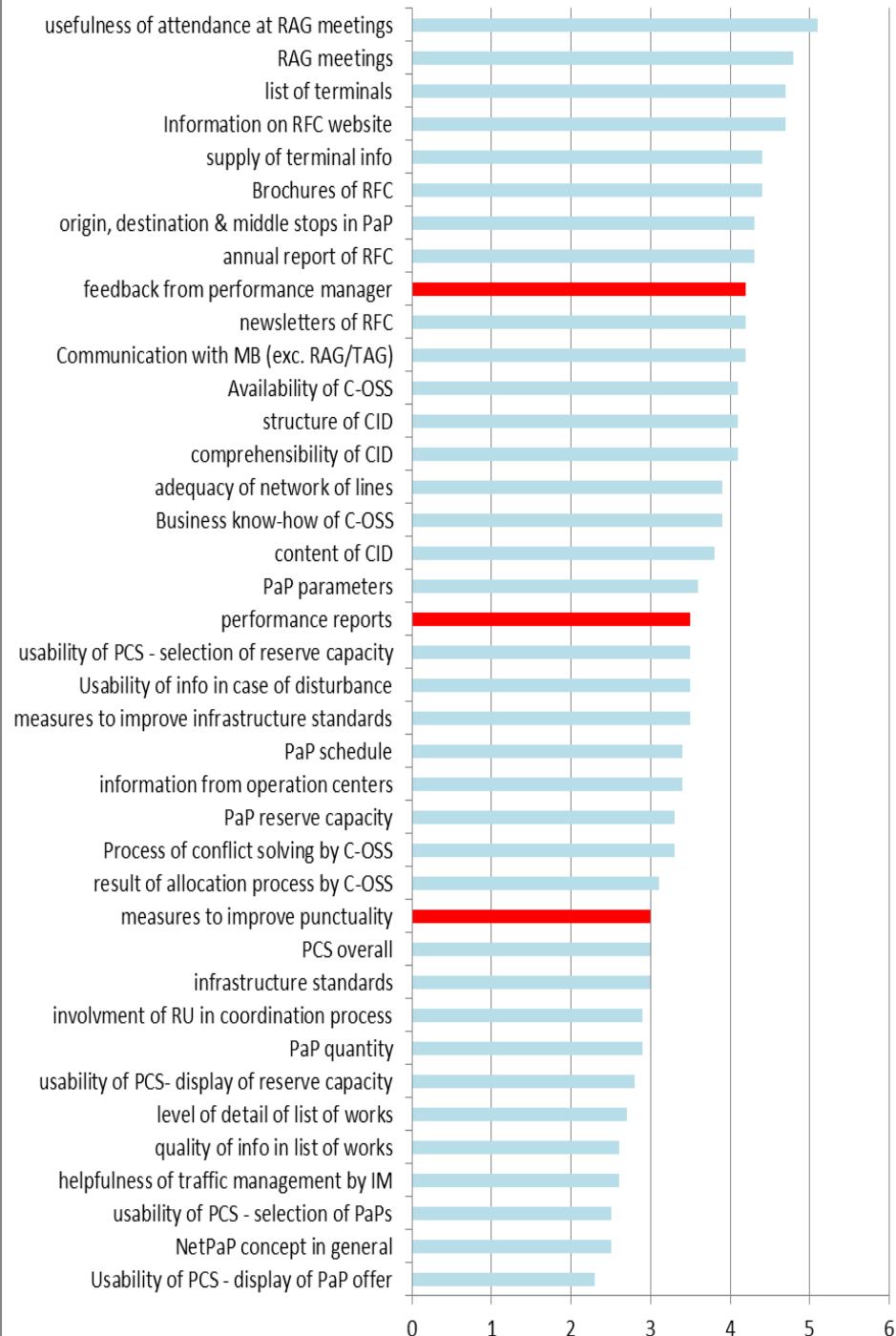
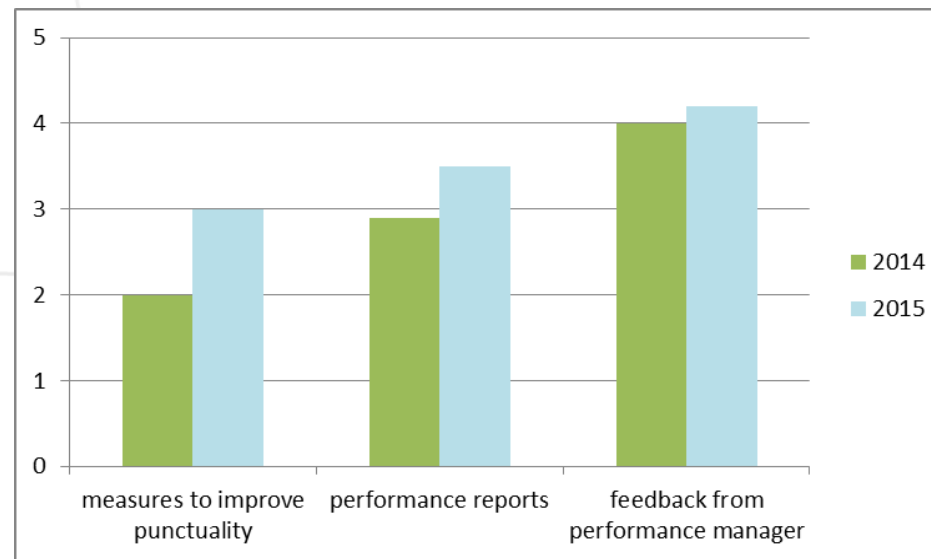
- The CID has a link to the terminal website when there is no link to the information form (*already performed*)
- The MB added a terminal, as a result of the CID consultation (*already performed*)
- The corridor will publish a GIS with information on terminals (*short-term*)



Satisfaction with train performance management

Action plan

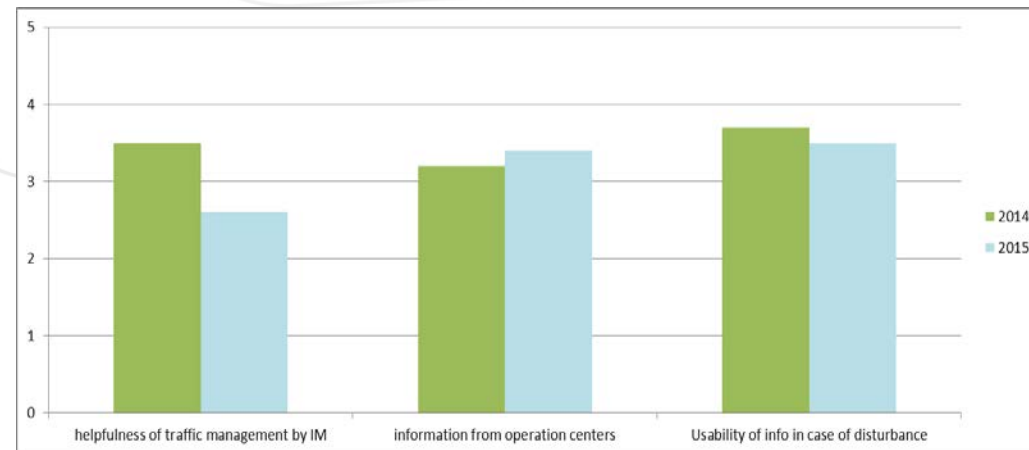
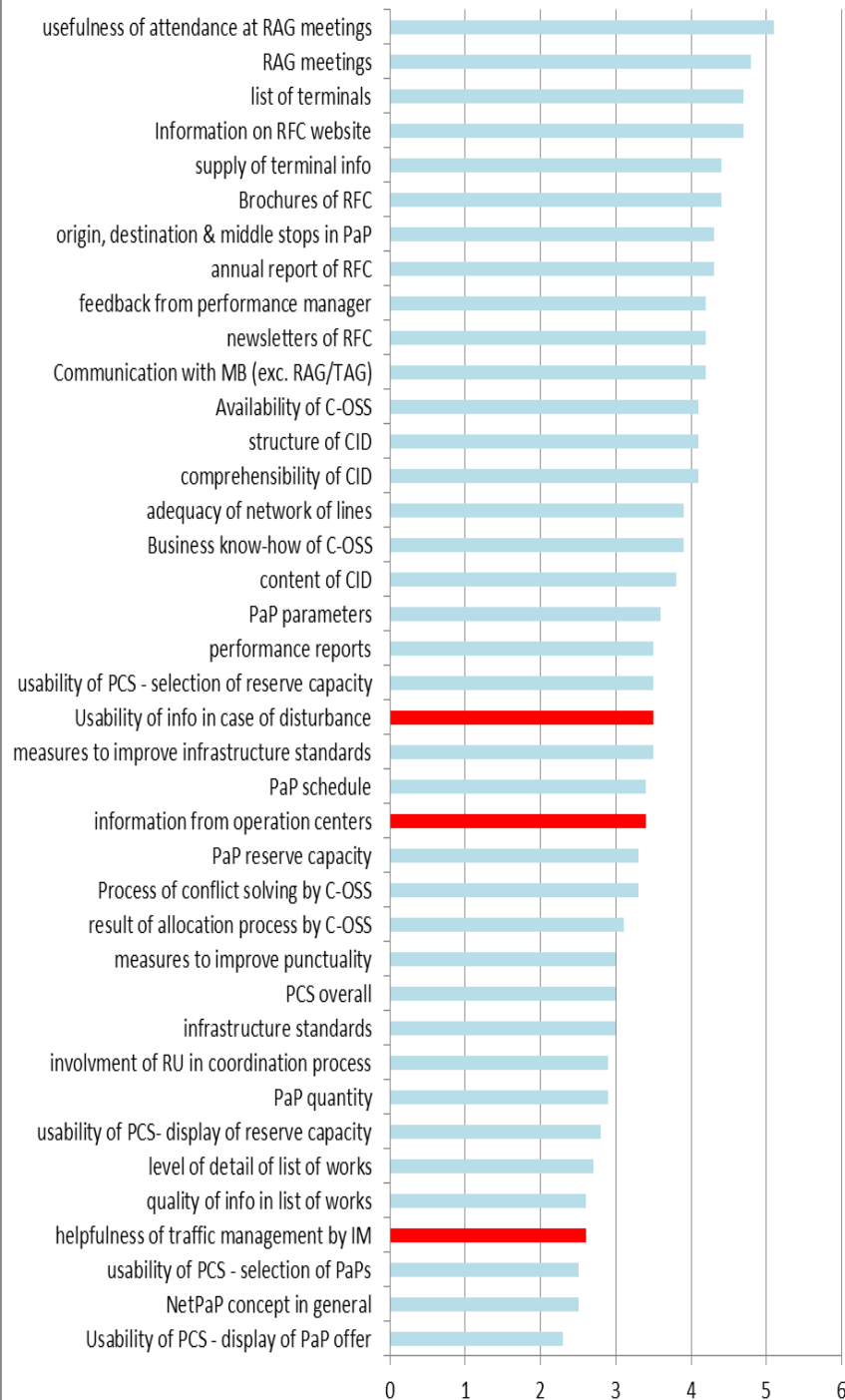
- The RU/RFC working group on TPM was relaunched in 2015 (*already performed*)
- data quality is being improved (*medium term*)
- For the improvement of punctuality, see next slide about traffic management as these measures will finally improve punctuality



Satisfaction with traffic management

Action plan

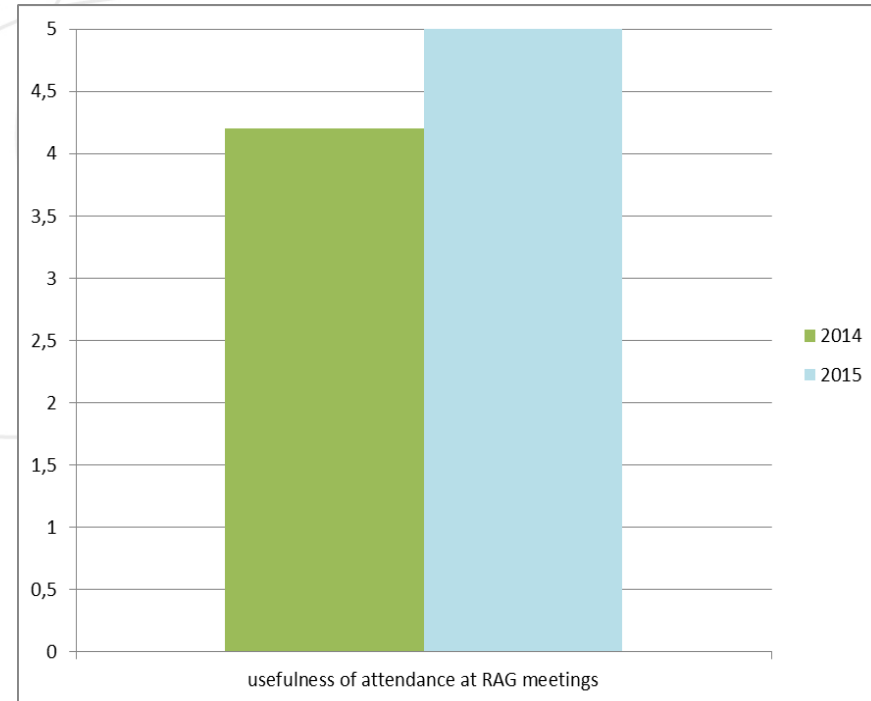
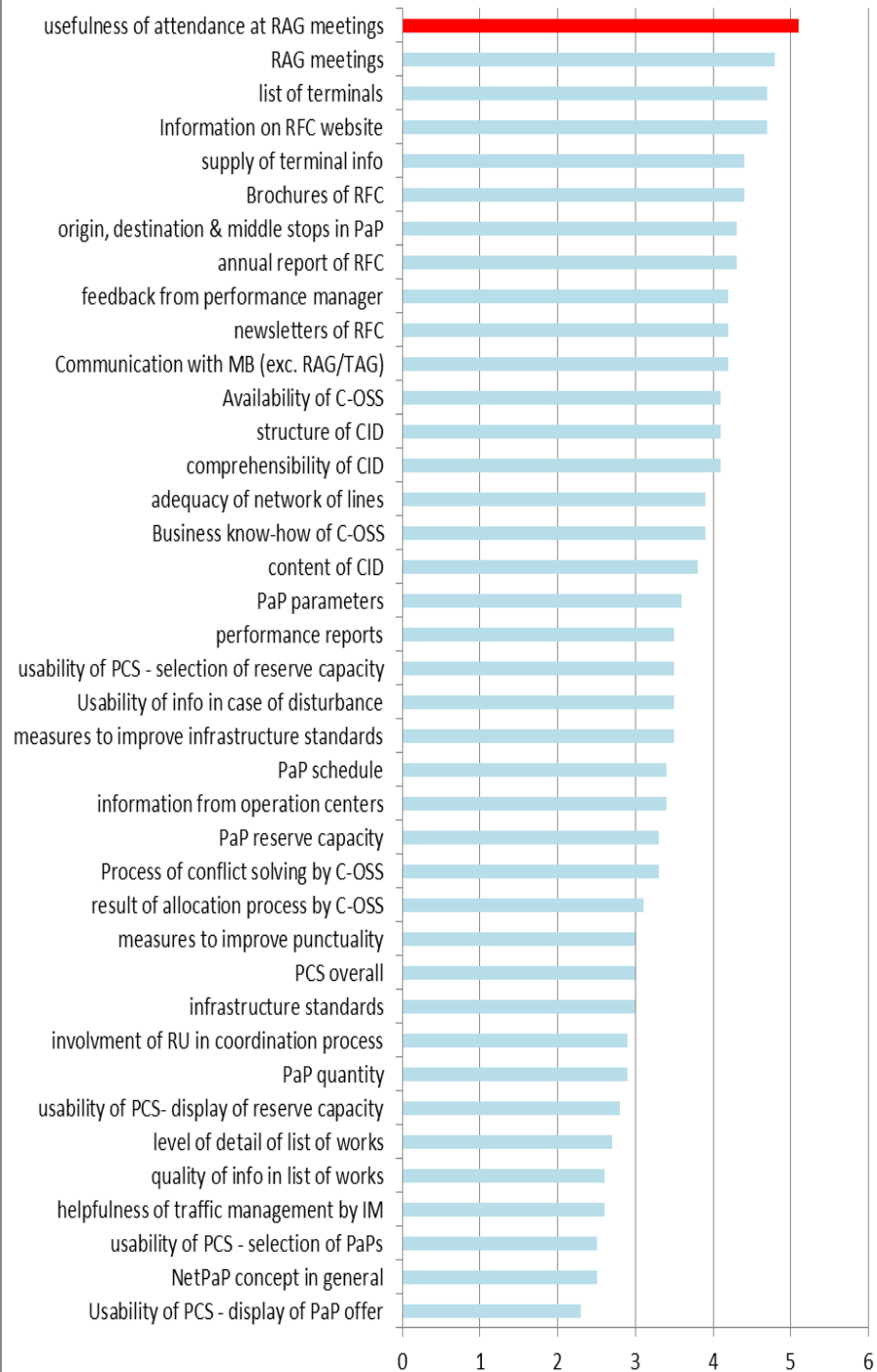
- The bilateral agreements and border sections documents have been updated (*already performed*)
- The Traffic Management Working Group of RFC North Sea - Med is implementing an action plan to improve the data exchange between Traffic Control Centers (*short term*)



Satisfaction with cooperation with the MB

Action plan

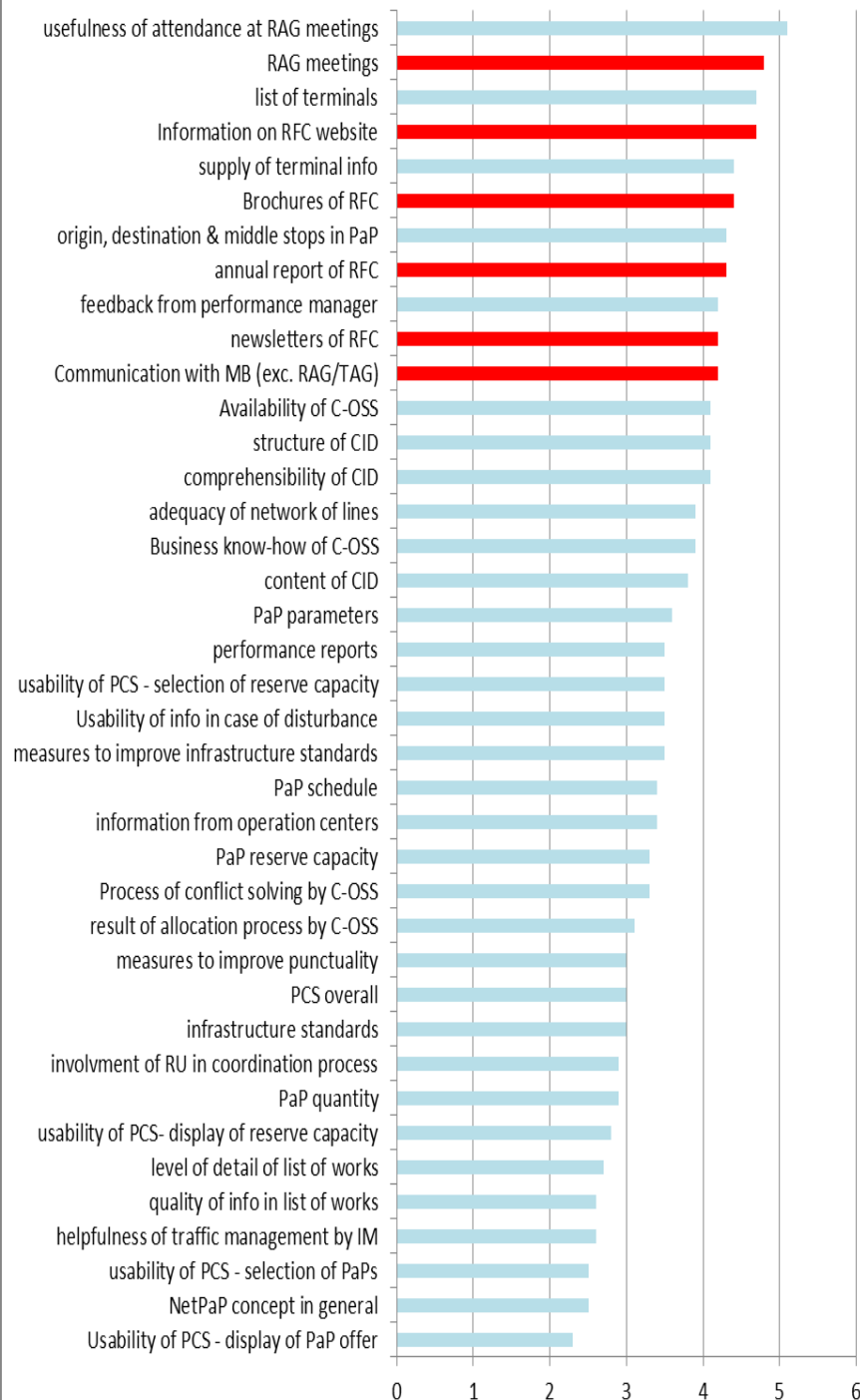
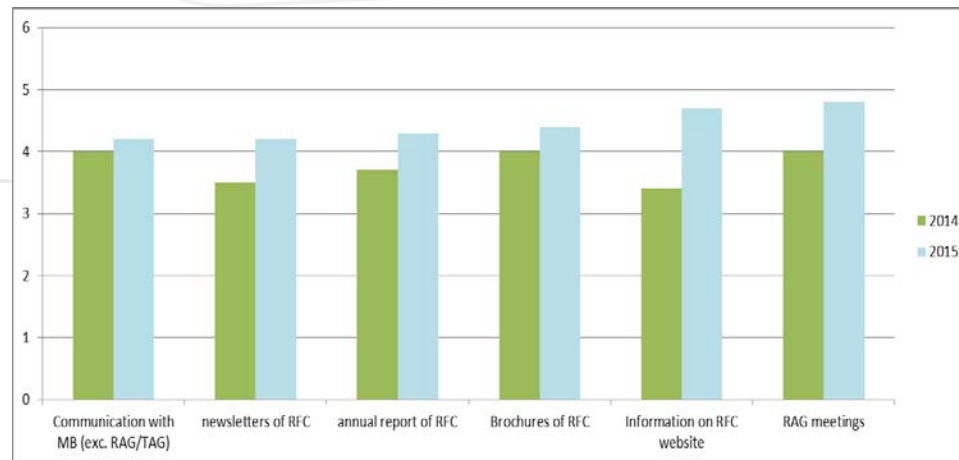
- RAG meetings: increase time for customer's expectations in RAG meetings



Satisfaction with overall communication

Action plan

- A web-based application (Electronic data management system) containing all RAG working groups' documents is now available to members of the RAG (*already performed*)
- A GIS is currently being implemented (*short term*)



Conclusion

- Positive feedback on items for which the Management board has complete control (RAG meetings, communication, C-OSS, CID)
- Efforts still have to be made on
 - coordination of works
 - PaP offer
 - PCS
- Answers on open questions also show an interest for harmonisation with other RFCs, including on the PaP concept
- RFC North Sea – Med has similar results as all corridors. This and the wish for further harmonisation show that most developments have to be made Europe wise



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