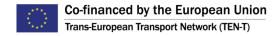


# RFC Satisfaction Survey 2014

Report for RFC 2







October 2014

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1 Study Design



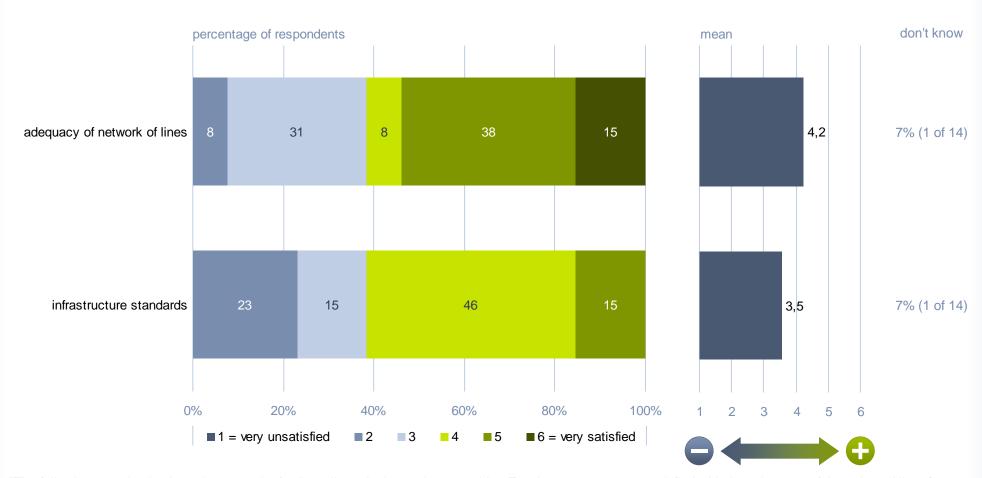
- 15 respondents
  - 14 RFC2 users / 1 non-user 12 full interviews / 3 partial interviews 9 nominated by RFC2 / 6 nominated by other RFCs 5 agreed to forward name
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 96 e-mail invitations sent
- Field Phase: 3 September to 6 October 2014



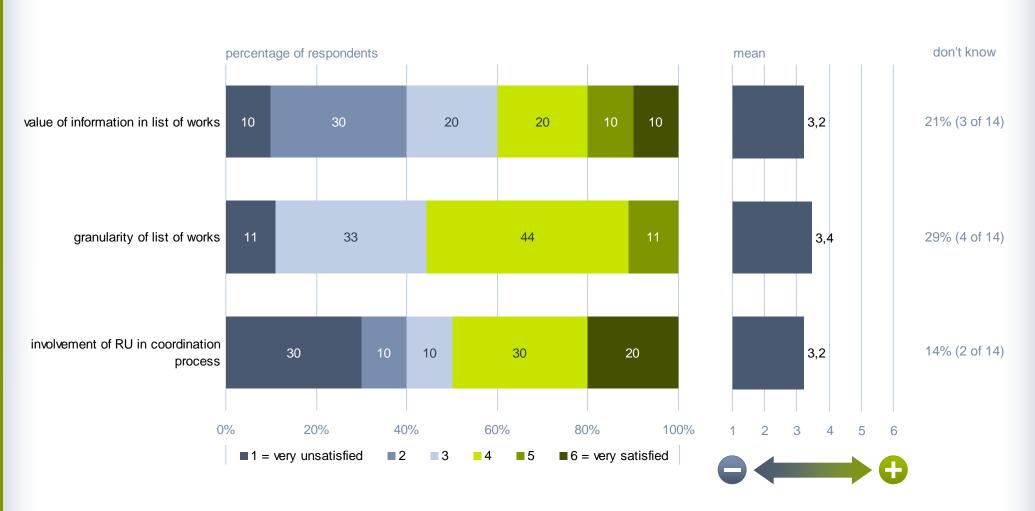
2 Satisfaction with the RFC

Satisfaction with Infrastructure

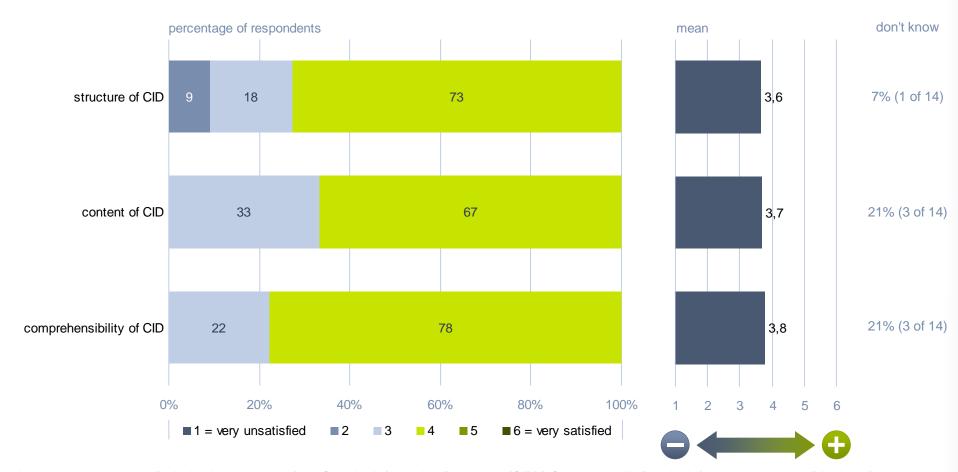
#### marketmind



"The following question is about the network of railway lines designated to a corridor. To what extent are you satisfied with the adequacy of the selected lines? Are they the right ones in your opinion? || To what extent are you satisfied with the Infrastructure standards of all designated lines, including diversionary routes, dedicated to the RFC concerning parameters like Train length, Axle load, Electrification, Loading gauges, etc.?"



<sup>&</sup>quot;To what extent are you satisfied with the value of the information given in the list of works with effect on availability of the line? || How do you judge the "granularity" of content in the list? Is it detailed enough? || How do you feel about the involvement of you as a Railway Undertaking in the coordination process?"

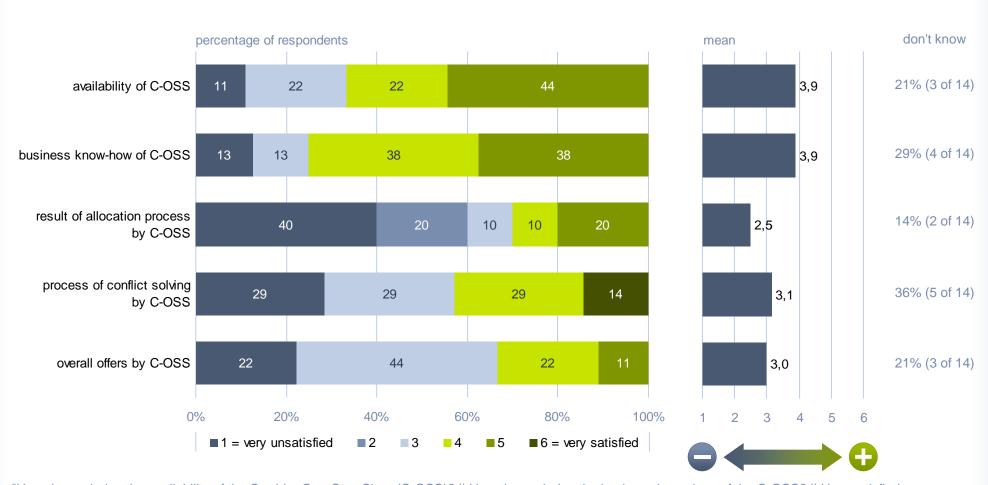


"To what extent are you satisfied with the structure of the Corridor Information Document (CID)? Can you easily find the information you want? Is the information organized in a logic way? || ... with the content of the CID? Is the content adjusted for your business needs? Is the detail level sufficient? || ... with the comprehensibility of the CID? Is the wording clear and user-friendly? Are there enough graphical elements? Is the CID layout design attractive?"

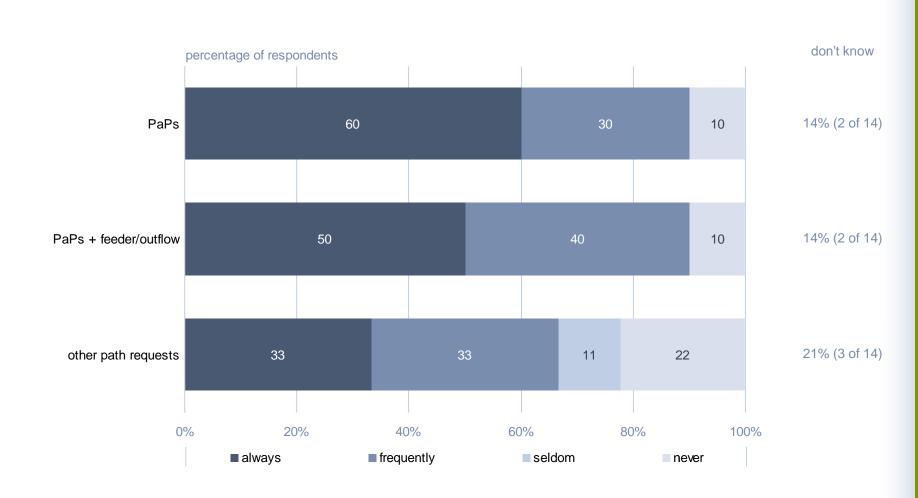


"To what extent are you satisfied with the Pre-arranged Path (PAP) parameters such as length, weight, etc.? || To what extend are you satisfied with the origin/destinations and middle stops? || To what extent are you satisfied with the PAP schedule? || To what extent are you satisfied with the PAP quantity? || To what extent are you satisfied with the Reserve Capacity offered by the RFC? Compared to the PAP offer, is the Reserve Capacity enough/adequate?"

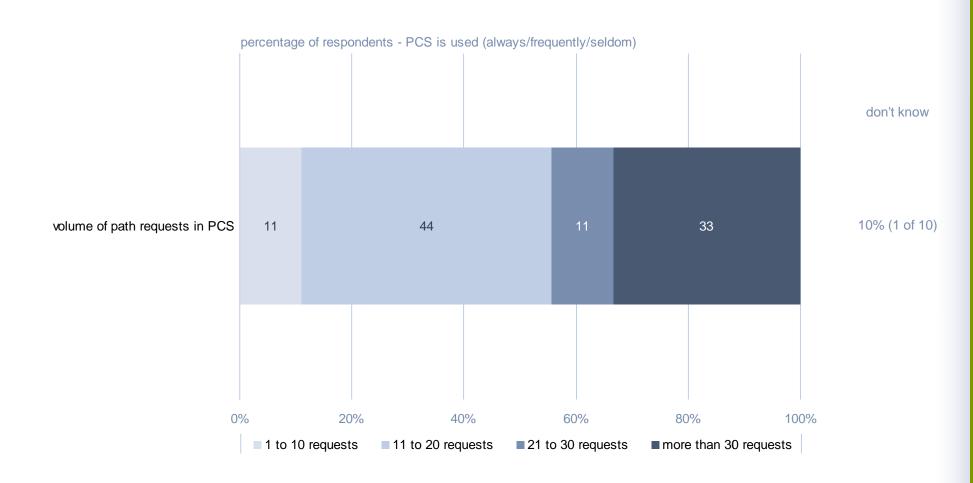
## Satisfaction with Corridor One-Stop Shop (C-OSS)



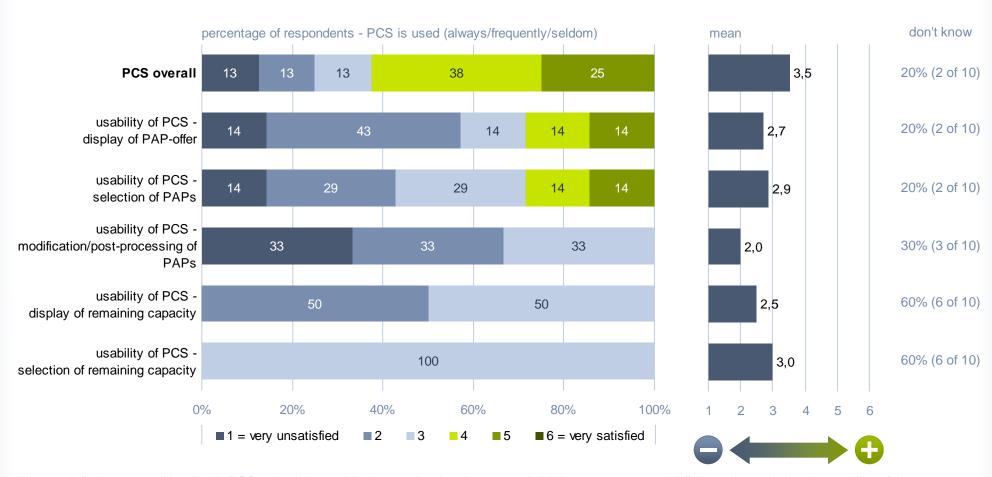
"How do you judge the availability of the Corridor One-Stop Shop (C-OSS)? || How do you judge the business know-how of the C-OSS? || How satisfied are you with the result of the allocation process? Did it cover your request? || In case of conflict-solving – how did you experience the process? || How do you judge the overall offers provided by the C-OSS (PAP, remaining capacity, conflict solving and allocation)?"



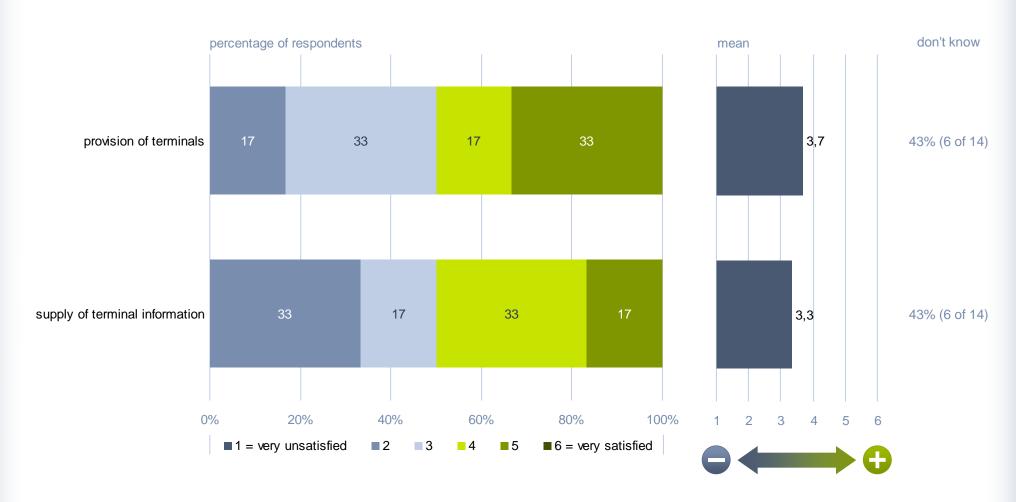
<sup>&</sup>quot;Does your company use the booking tool PCS for international path requests?"



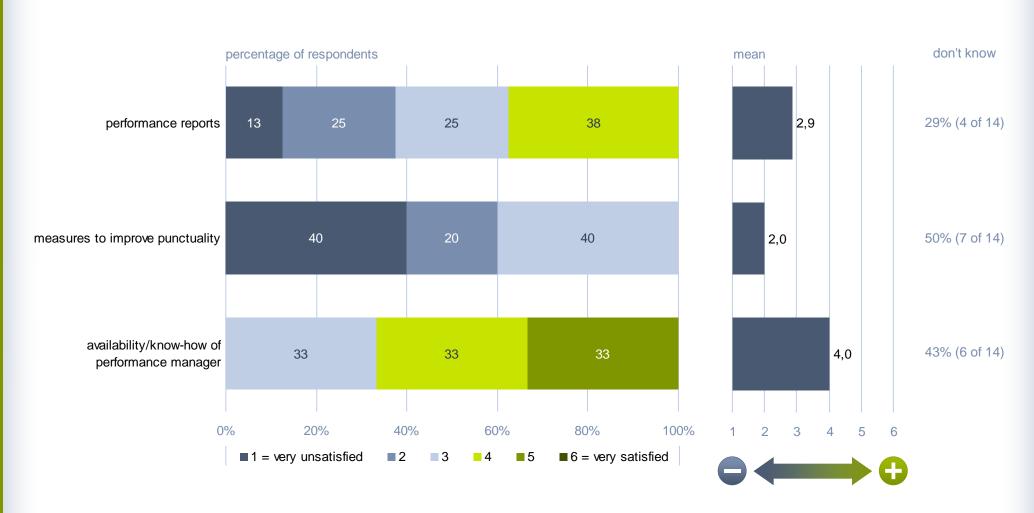
"What is the volume of path requests (dossiers) you placed in PCS for Timetable 2015?"



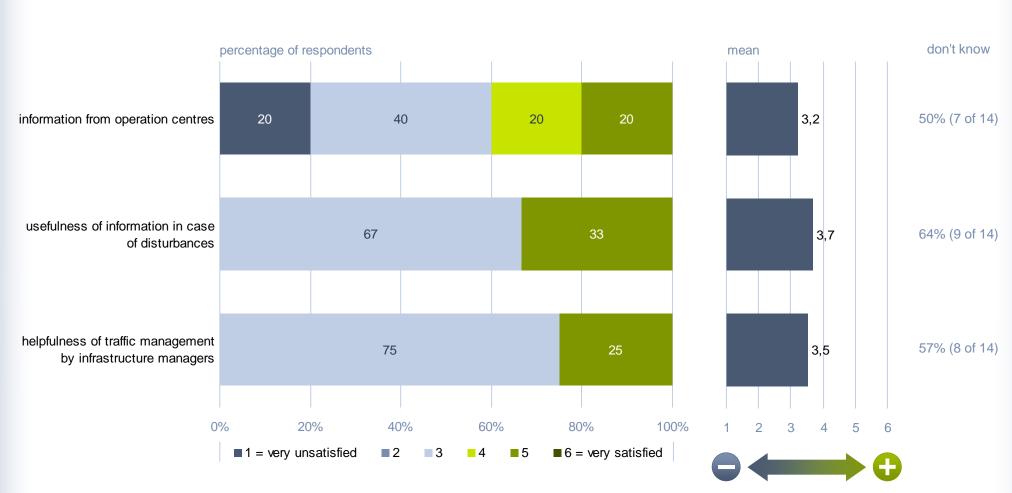
"How satisfied are you all in all with PCS as booking tool for international path requests? Did it cover your needs? || How do you judge the usability of the booking tool PCS concerning the display of the PaP-offer? || ... the usability of the booking tool PCS concerning the selection of required PaPs? || ... concerning the modification/post-processing of PaPs? || ... concerning the display of remaining capacity? || ... concerning the selection of required remaining capacity?"



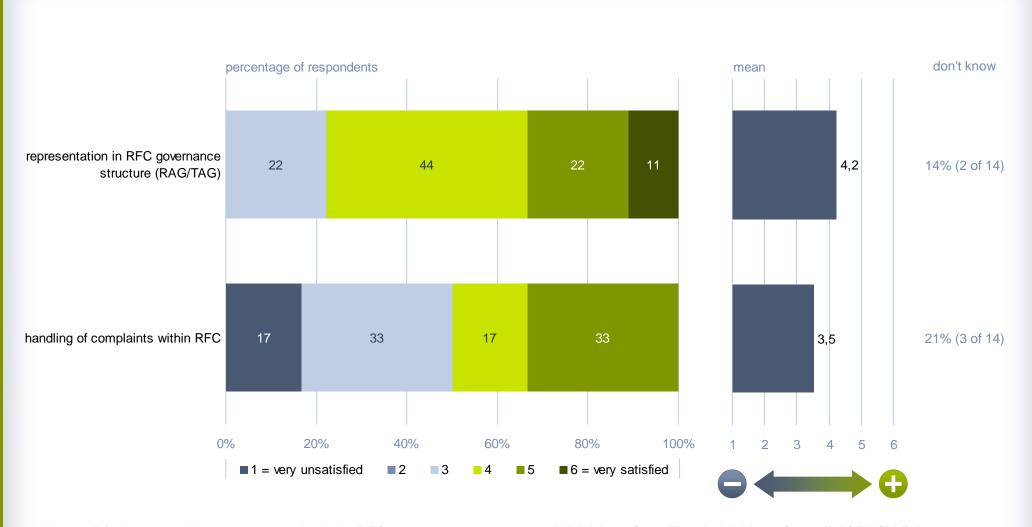
<sup>&</sup>quot;To what extent are you satisfied with the RFCs' provision of terminals? Are all relevant terminals included / described in the CID? || To what extent are you satisfied with the supply of Terminal information?"



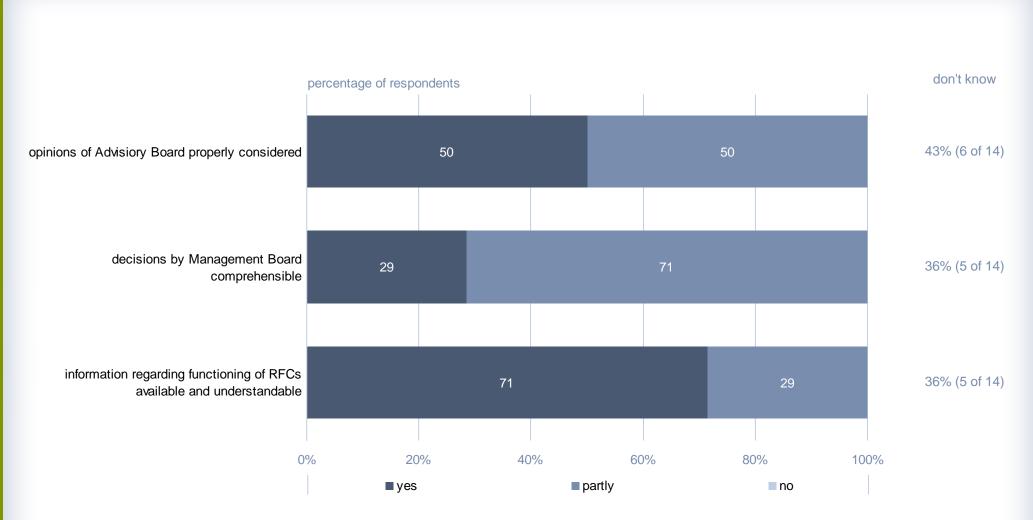
<sup>&</sup>quot;How satisfied are you with the performance reports? Do they show the information you need? || How do you judge the efficiency of measures taken in order to improve the punctuality? || How satisfied are you with the availability and the professional know-how of your performance manager?"



<sup>&</sup>quot;How do you judge the information you get from the different operation centres on the corridor while operating trains? || How useful is the information you get from the operation centres in case of disturbances? || How helpful is the Infrastructure Managers' (IMs') traffic management for you to run your trains in a good quality?"

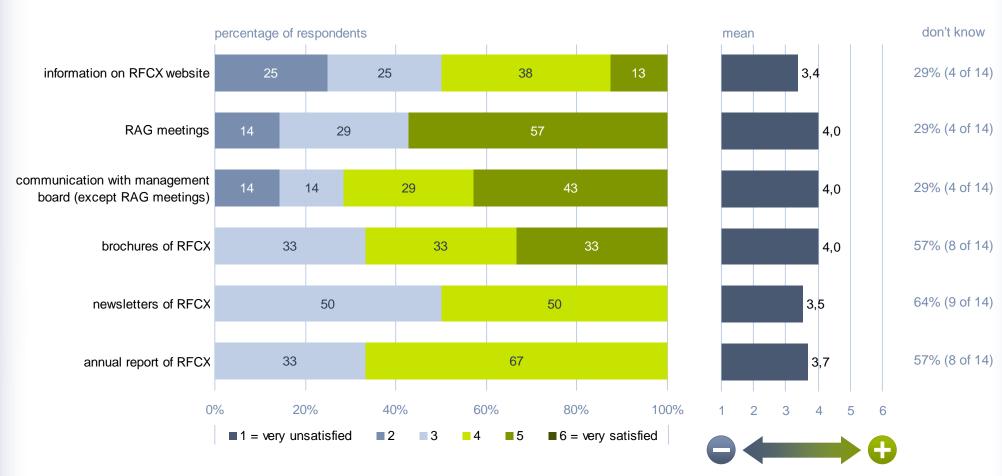


<sup>&</sup>quot;How satisfied are you with your representation in the RFC governance structure as an RU Advisory Group/Terminal Advisory Group (RAG/TAG)? || Are you satisfied with the procedure of handling complaints within the RFC?"



"Do you perceive that the opinions of the Advisory Group have been properly considered by the RFC Management Board? || Are the respective decisions taken by the RFC Management Board comprehensible for you? || Is the information regarding the functioning if the RFC easily available and understandable for you?"

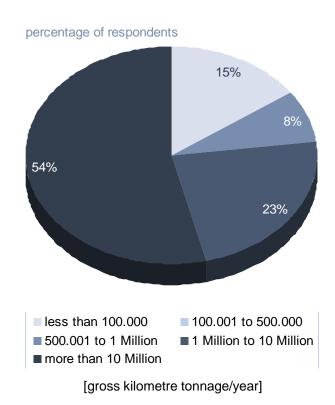
#### Satisfaction with Overall RFC Communication



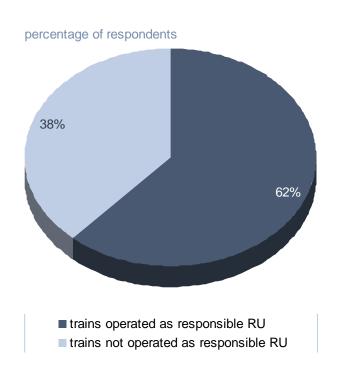
"To which extent are you satisfied with the information provided by RFCX website? || To which extent are you satisfied with the RAG Meetings? || To which extent are you satisfied with the communication with the management board of RFCX other than at the RAG meetings? || To which extent are you satisfied with the brochures/newsletters/annual report of RFCX (as far as they exist)?"

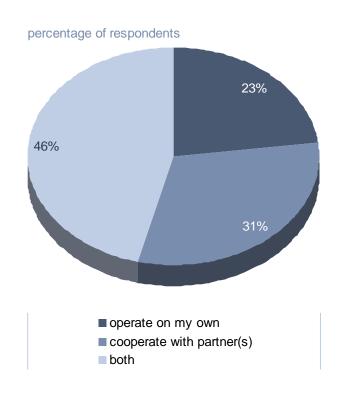


3 Sample Description



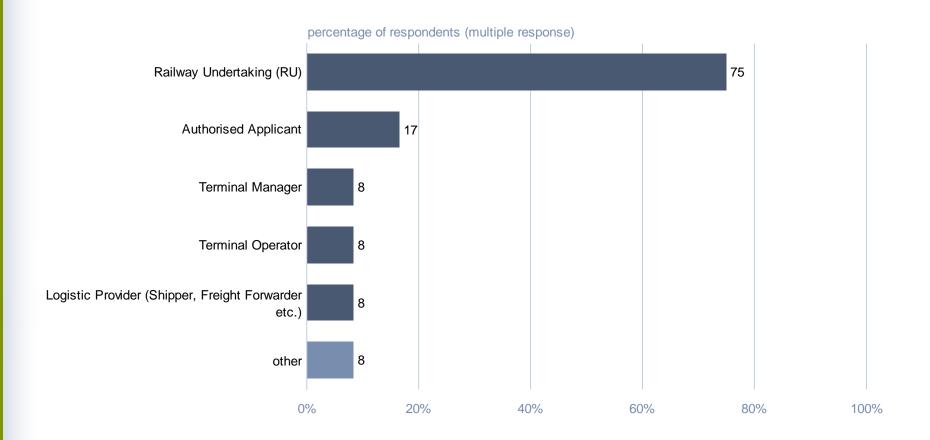
"What is the volume of your company's international rail freight business (in gross kilometre tonnage/year)?"



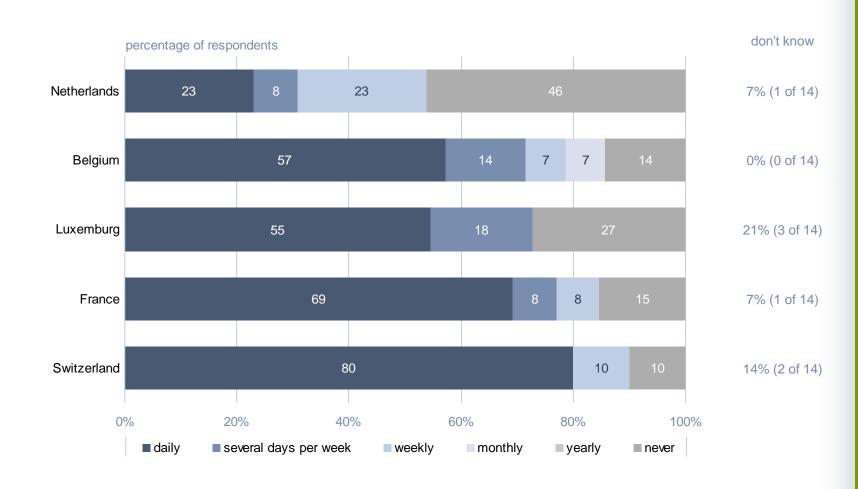


"Do you operate cross-border (open access) or do you make use of (a) co-operation partner(s) on sections of the train run?"

Type of company marketmind



<sup>&</sup>quot;Which of the following type or types characterize your company best?"

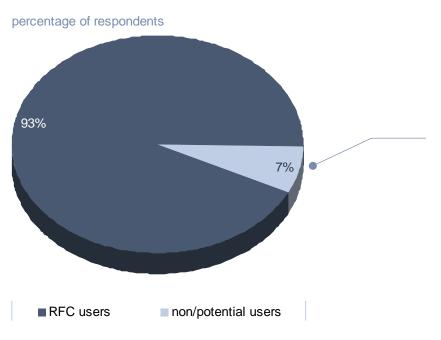


<sup>&</sup>quot;Does your company use the booking tool PCS for international path requests?"



4 Non/potential users

Users vs. non users marketmind



we need a larger choice of itineraries: Paris-Dijon for example - the rail paths do not exactly match out needs, especially regarding schedules



5 Summary

