

# The RFC Network User Satisfaction Survey 2020

Report for RFC North  
Sea-Med

Executive Board  
17/03/2021

RFC USER SATISFACTION SURVEY 2020

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- 12 respondents || 12 evaluations\*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 43 e-mail invitations sent
- Field Phase: 24<sup>th</sup> September to 23<sup>rd</sup> October 2020

*\* One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.  
Therefore the number of evaluations is higher than the number of respondents.*

Comments by Permanent Team and Management Board will be in a blue box.

# SATISFACTION & RESPONSE

## Customer satisfaction



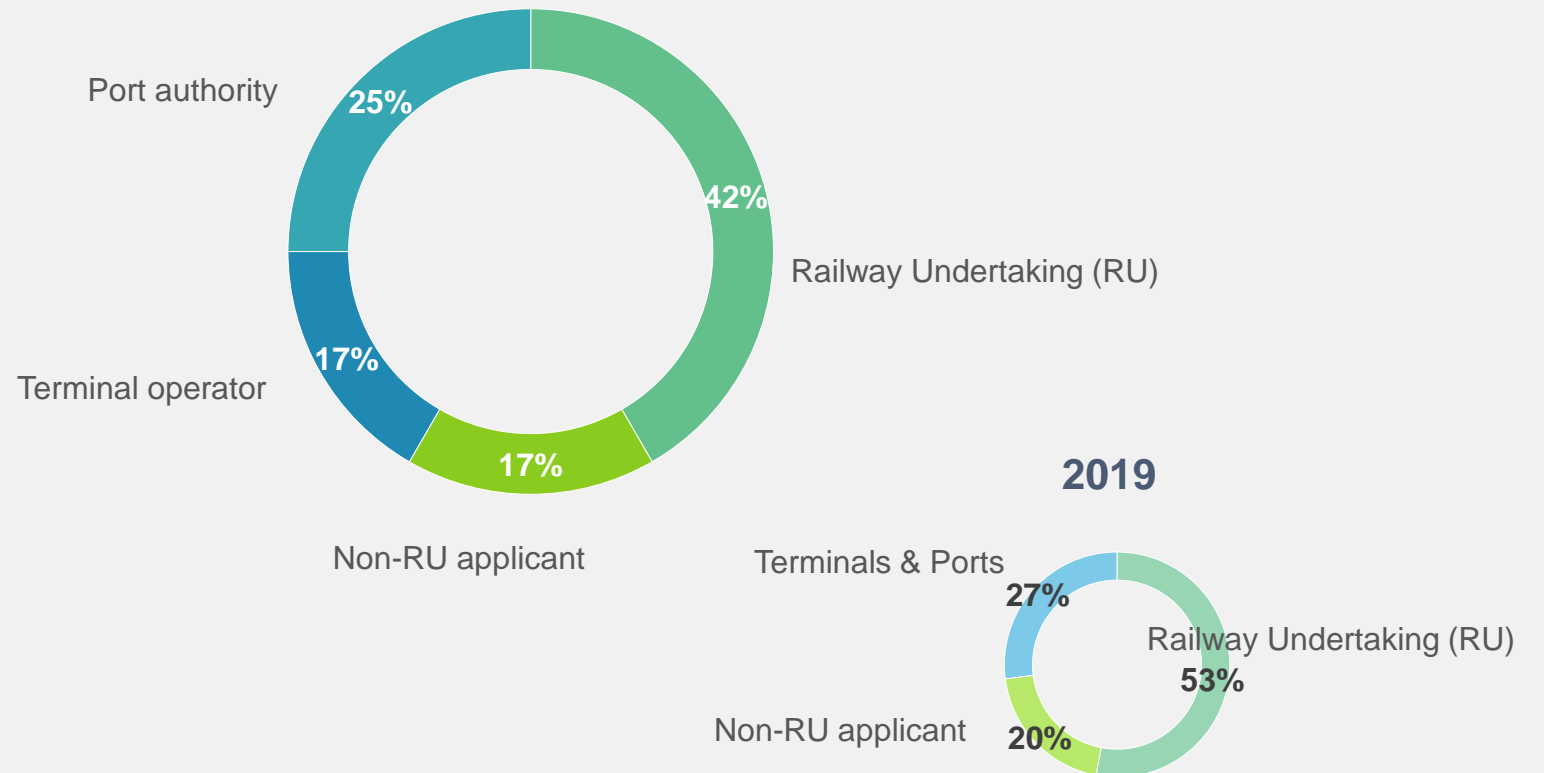
*\*Answers given were very satisfied, satisfied and slightly satisfied.*

**12**  
evaluations

This is a decrease in evaluations of 20% compared to the previous year.

Evaluations 2019: 15

## Target groups in %



# RESPONSE RATE

Compared to the previous year

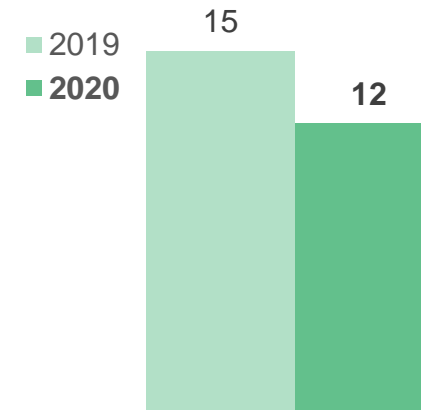
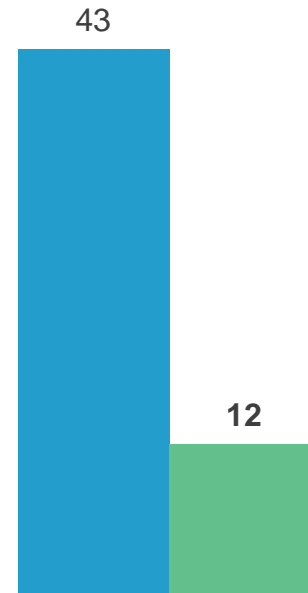
Invitations vs. Evaluations ratio

Number of responses 2019 vs. 2020



<b>Total</b>	<b>12 (-3)</b>
RUs/non-RUs	7
Terminals/Ports	5
Invitations sent	43 (-43)
<b>Response rate RFC 2</b>	<b>28% (+10%)</b>

■ Invitations  
■ Evaluations



Participation: No potential users were invited, reducing the number of invitees from 86 (2019) to 43 (2020). 😞 Response rate is low, only 12 answers, even though this is in line with most of the RFC's, but response rate has increased by 10%. Response rate overall is also 28%.

# INTRODUCTION - NEW SURVEY

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The RFC USS 2020 has been relaunched to better suit the needs of the invitees and the RFC Network. Based on the feedback given in the past years by the participants, this year's survey was shortened and the questions were changed to be less time-consuming. To stay comparable to the past surveys, the same topics were covered. Though this new survey does focus on concrete proposals for improvement.

The participant could answer each topic with 'generally satisfied' or/and would appreciate improvement in ... (select certain concrete measures).

The percentage after the proposed measures indicates what percentage of participants think that topic needs improvement.

Also, in the new survey each topic offered the opportunity to give an open answer under 'other'. Therefor the participants were able to communicate their opinion even better to the RFC Network.

Due to this new approach, a comparison over the different years is difficult to perform.

# SATISFACTION WITH RFC NETWORK

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

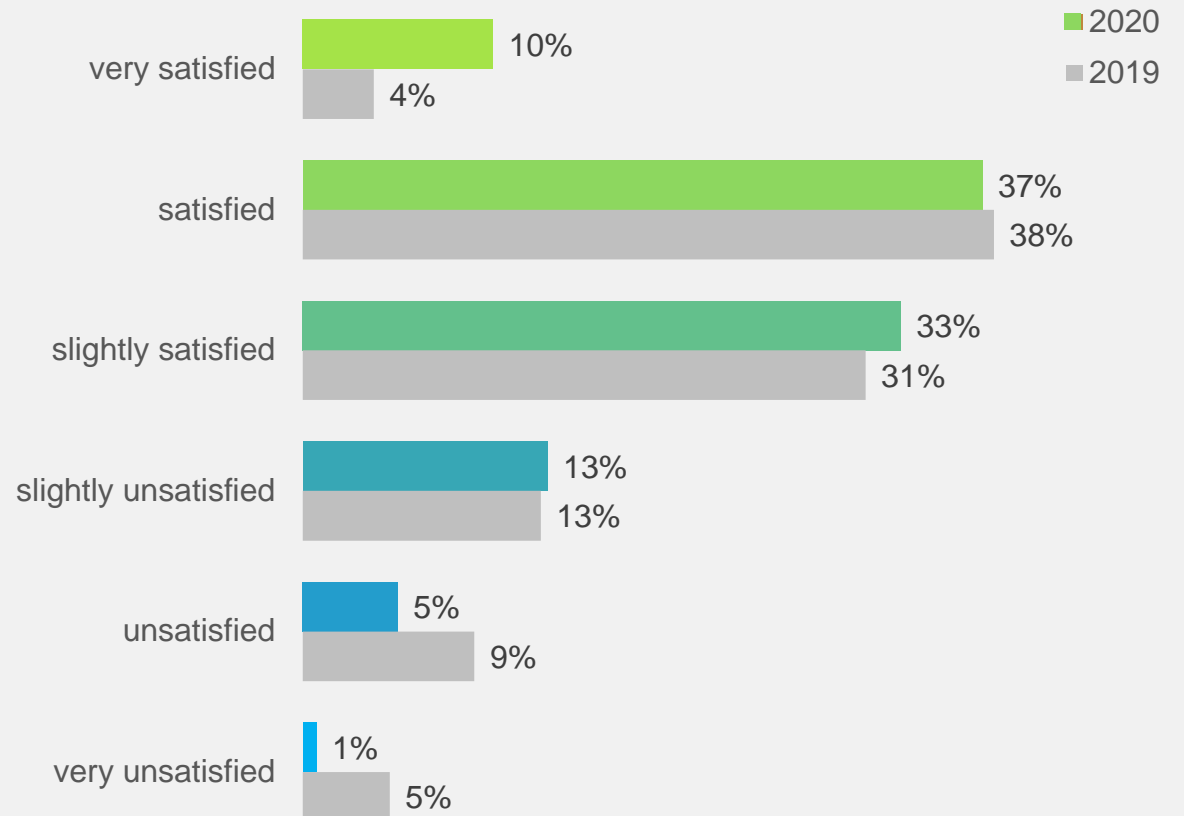
## Other elements to be taken into account:

- Expectations from RUs for improvement of RFC Commercial offer (PaPs), and performance (punctuality);
- Mitigated added value of the RAG/TAG, only 22% find them useful;
- Bad feedback concerning the basic actions by RFC's: Ordering via PCS, and feedback on the C-OSS.

**81%**  
Generally satisfied

*\*Answers given were very satisfied, satisfied and slightly satisfied.*

**8%**  
Increase of satisfaction





## **02 SATISFACTION WITH THE RFC 2**

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# SATISFACTION WITH RFC 2

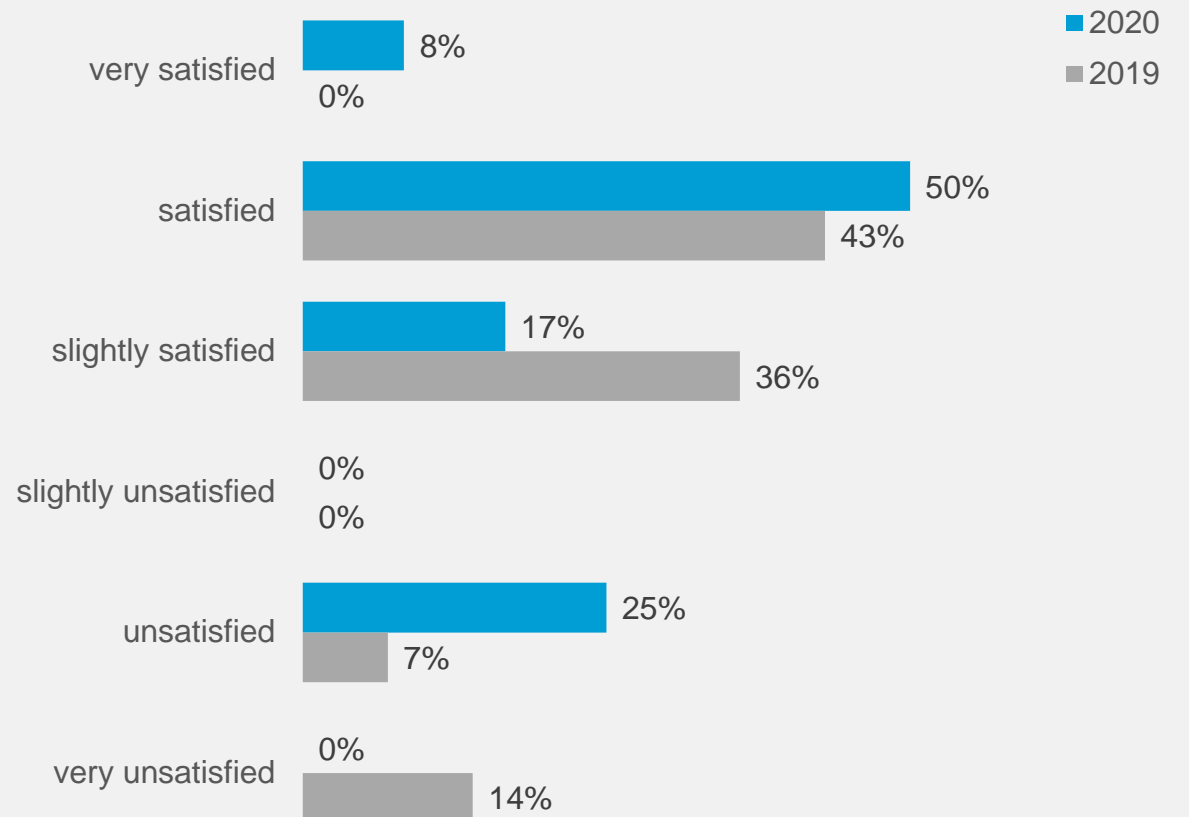
- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

**75%**  
Generally satisfied

*\*Answers given were very satisfied, satisfied and slightly satisfied.*

**4%**  
Decrease of satisfaction

😊75% is globally satisfied in RFC NSM, which seems to be a good result;



# OTHER COMMENTS:

## RFC 2:

- We are not happy with loading gauge restrictions in France which do not allow the operation of many combined transport trains. We would like to see more effort to make intermodal loading gauge P/C 400 available. Moreover, PaP offers are either delayed or unavailable, and information in PCS does not correspond with the information available through the national system Gesico. (mentioned 2 times)
- RFC Staff is committed.
- There is more and more work done - but still real steps to take to support freight in a good flow at european standards.
- general quality level is catastrophic without speaking of strikes and accidents.
- as port authority you are not really a 'user' but it is necessary to be involved in the goals and ambitions.

# SATISFACTION WITH INFRASTRUCTURE

## Priority areas

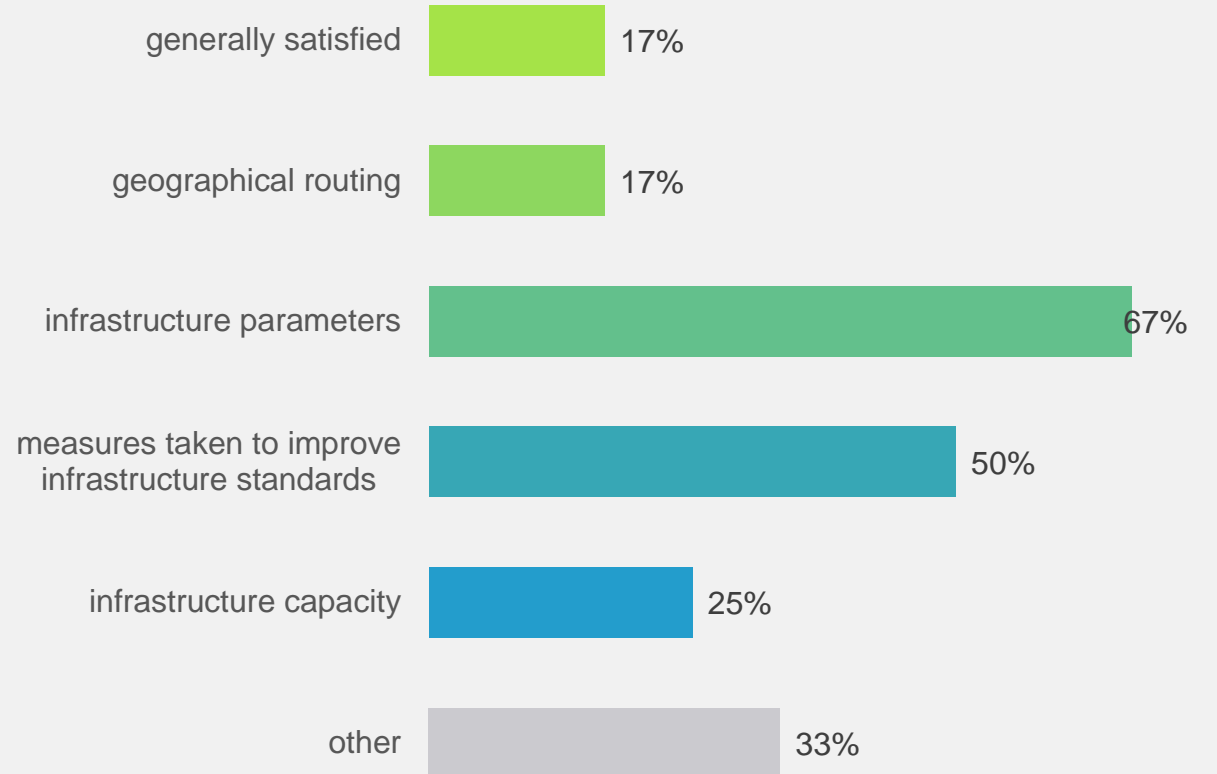
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

17%

chose generally satisfied, improvement is appreciated

## Focus on

- 1 Infrastructure parameters
- 2 Measures to improve infrastructure standards
- 3 Infrastructure capacity



# OTHER COMMENTS:

## RFC 2:

- As the past year, we would like to have a RFC with more power in case of issues, which will work as an independant body.
- Interoperability and Harmonization at border crossings; infrastructure standards and availability on re-routings; proactive information on TCR (several mentions)
- P400 needed

# SATISFACTION WITH TCR

## Priority areas

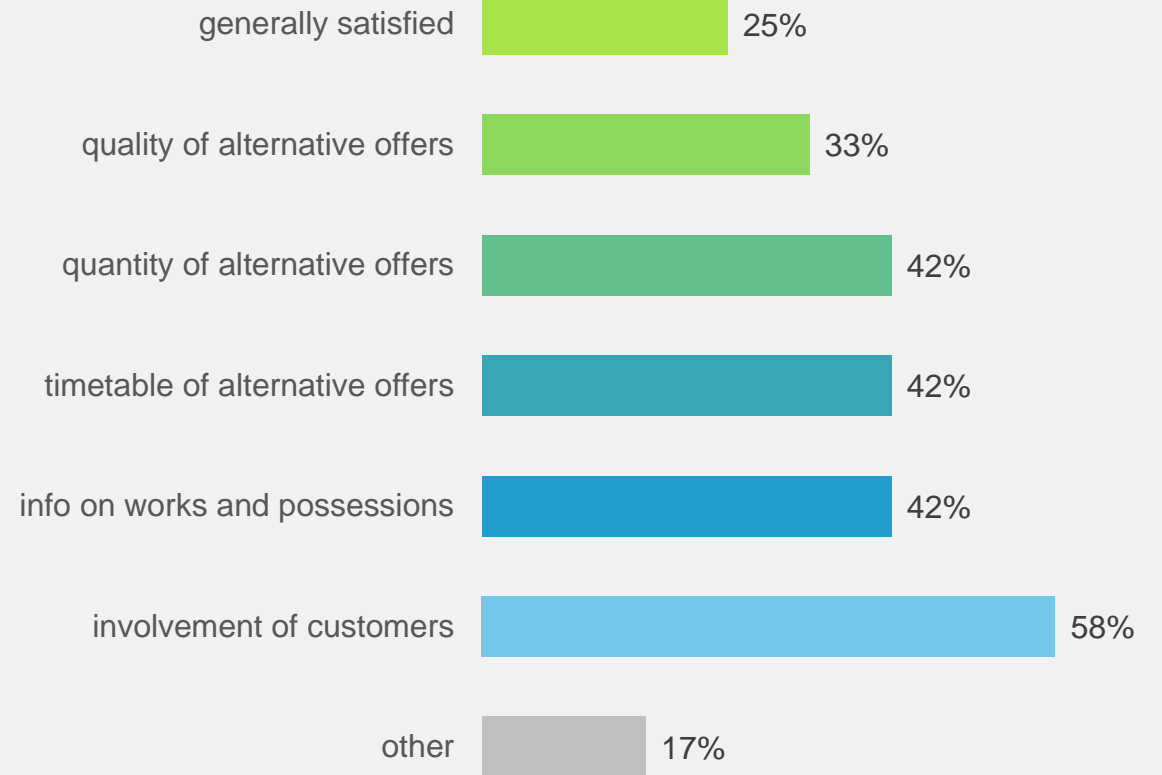
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

**25%**

chose generally satisfied though improvement is appreciated

**Focus on**

1 involvement of customers



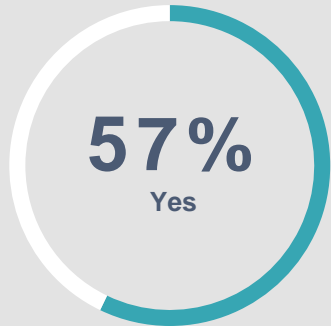
# OTHER COMMENTS:

## RFC 2:

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases (several mentions)

# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

## Capacity request via C-OSS



Compared to the past year it has been a 11 % decrease\*.

## COMMENTS



Reasons for not ordering via the C-OSS:

No capacity order from our side at all

PCS ordering is initiated by the holder of the contract, in most cases DB Cargo

We buy the capacities at other RUs



# IMPROVEMENT OF RFC COMMERCIAL OFFER

## Priority areas

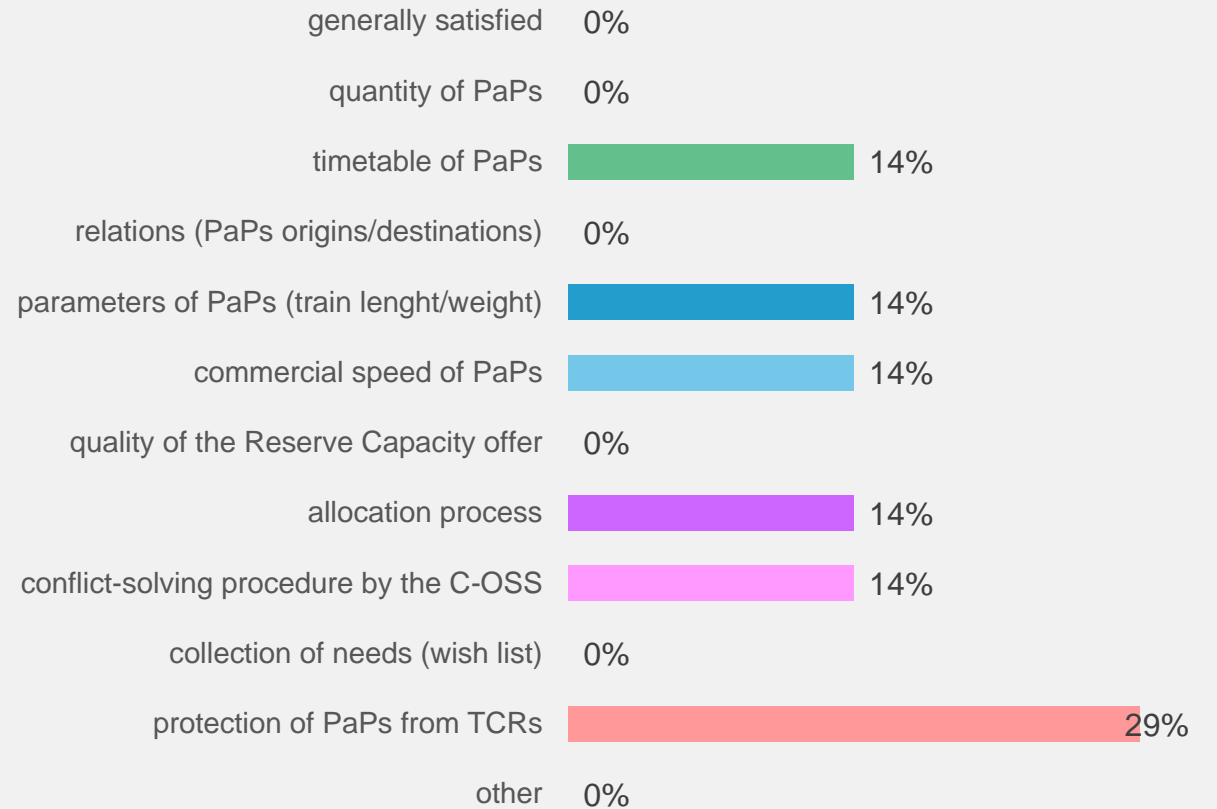
- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

0%

chose generally satisfied though improvement is appreciated

Focus on

1 protection of PaPs from TCRs



# SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

## Priority areas

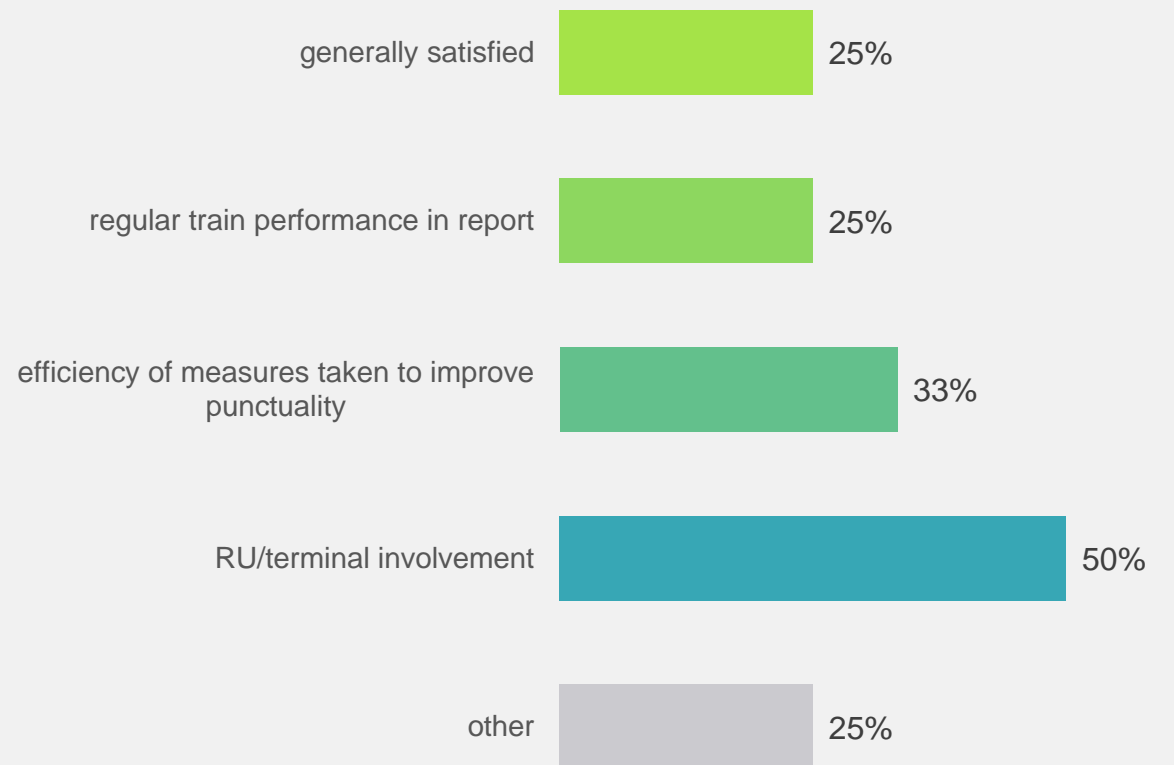
- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

**25%**

chose generally satisfied though improvement is appreciated

**Focus on**

- 1 RU/terminal involvement
- 2 Efficiency of measures taken to improve punctuality



# OTHER COMMENTS:

## RFC 2:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- No RU-involved TPM for RC2

# SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

## Priority areas

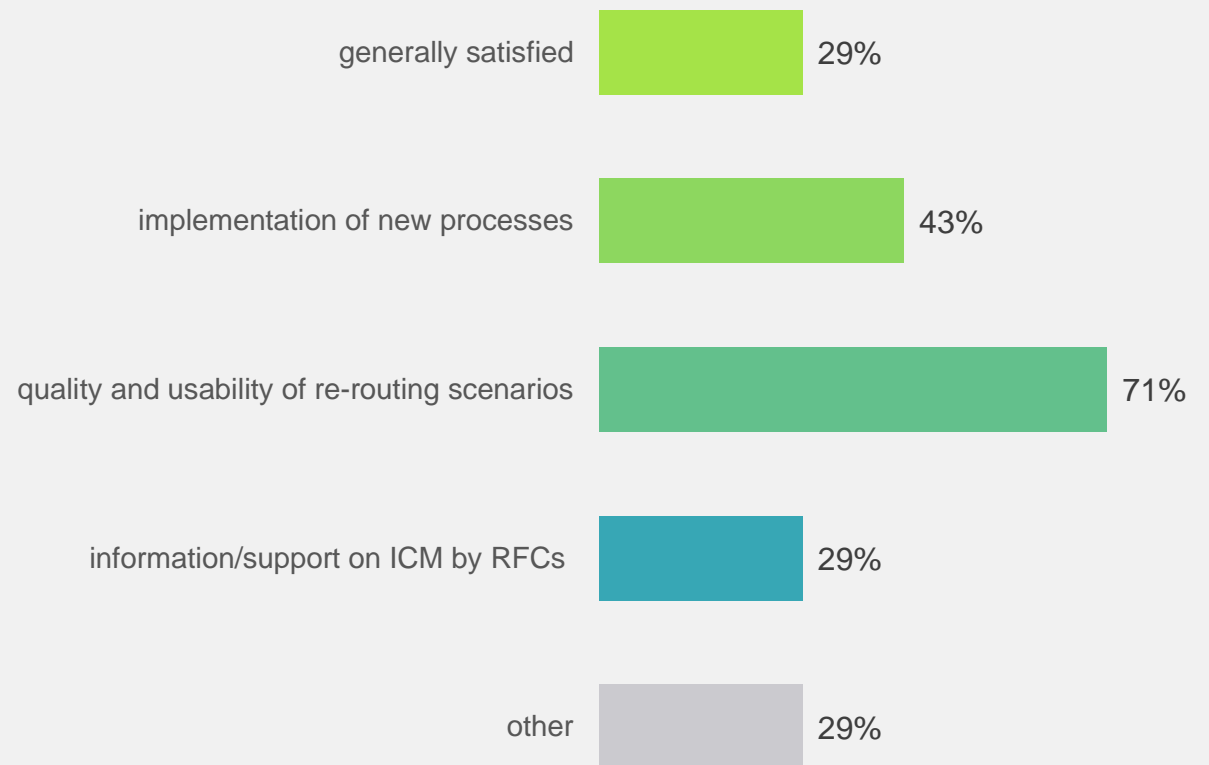
- » Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

**29%**

chose generally satisfied, improvement is appreciated

## Focus on

- 1 Quality and usability of re-routing scenarios
- 2 implementation of new processes



# OTHER COMMENTS:

## RFC 2:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions)

# SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

## Priority areas

- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

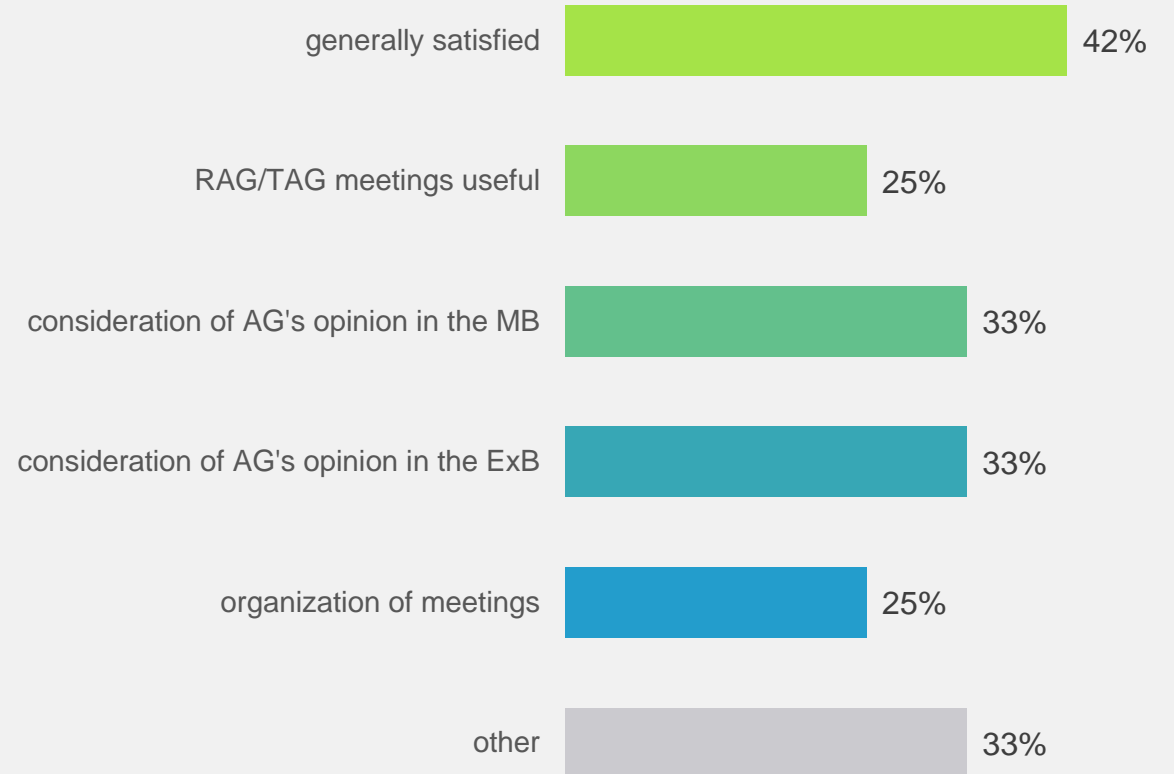
42%

chose generally satisfied though improvement is appreciated

## Focus on

1 consideration of AG's opinion in the MB

2 consideration of AG's opinion in the ExB



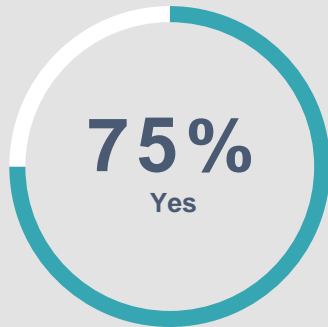
# OTHER COMMENTS:

## RFC 2:

- organization of meetings has for us a lower priority than the other 2 aspects (several mentions)
- Organizing a physical RAG + an online RAG per year
- extend the share of best practices initiated in 2019

# COMPANY PARTICIPATION IN RAG TAG MEETINGS

## Participation in RAG TAG meetings



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 12



# SATISFACTION WITH COMMUNICATION SERVICES

## Priority areas

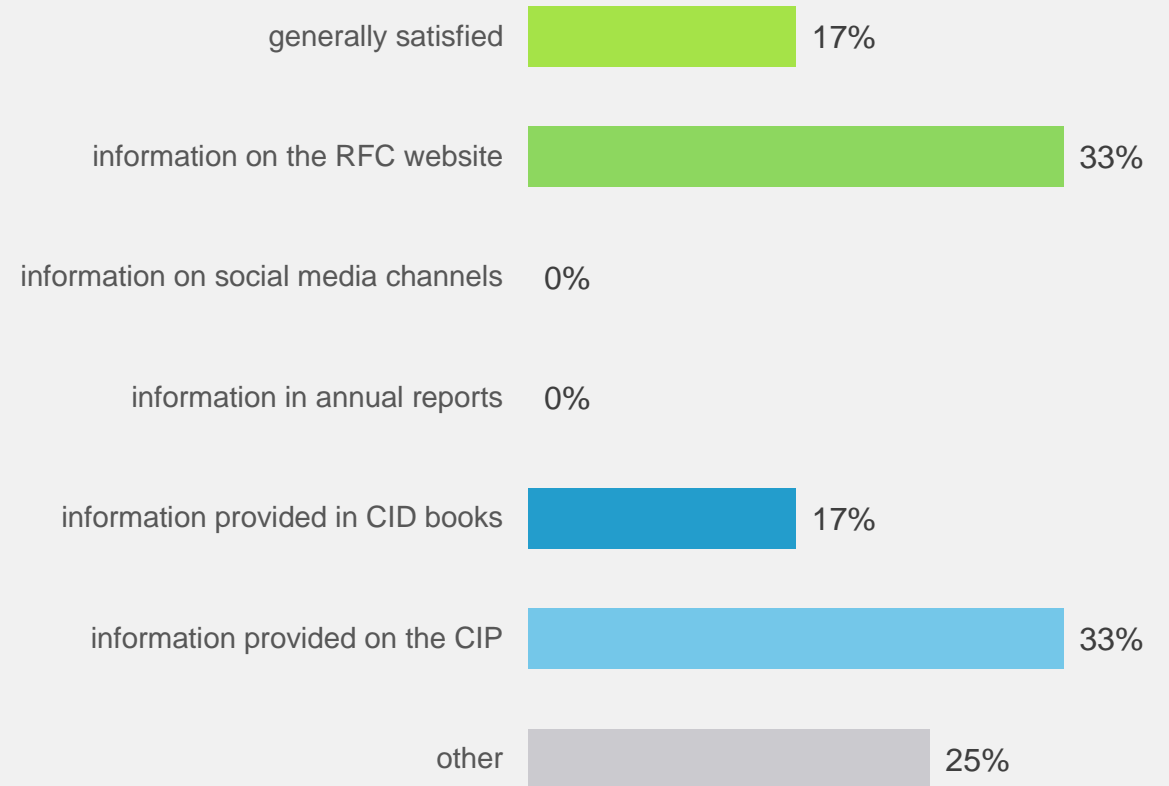
- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 12

17%

chose generally satisfied though improvement is appreciated

Focus on

- 1 information on RFC website
- 2 information provided on CIP



# OTHER COMMENTS:

## RFC 2:

- the flexibility on PCS communication services
- TCR Tool - Proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)

# SATISFACTION WITH SUPPORT DURING CORONA

## RFC specific question 1

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- » Are you satisfied with the support you received by the RFCs and their IMs during the Corona-virus and what would you have expected?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 12

## OTHER COMMENTS:

### RFC 2:

- Yes I am.
- There was good and daily information, but it did not really affect our business and was not relevant. (mentioned 2 times)
- No opinion.
- Yes very very satisfied with the daily report.
- Yes participating actively in the operational sessions of the IM's on the crisis.
- Yes we received important daily information.
- Yes.
- As a terminal yes, satisfied, information was very regular.
- Yes, we got regularly updated.
- Yes, good communication at the beginning of the virus situation.
- Happy with the newsletters.

# INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

- » Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?
- » Answered by: RUs/non-RUs
- » sample size = 7

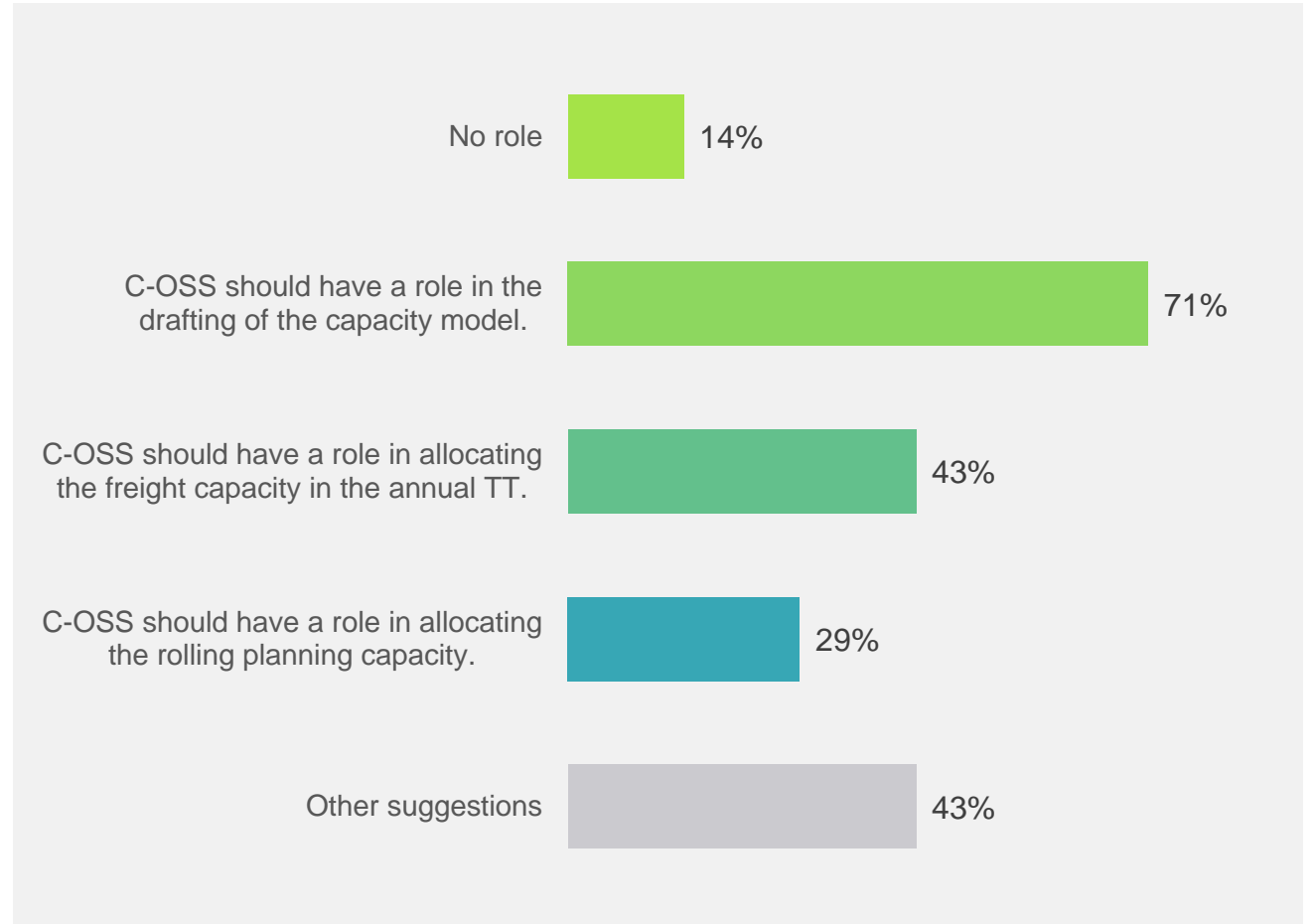
14%

No role

No involvement  
of the RFCs & C-OSS needed

## OTHER, COMMENTS

RFCs should steer the process, monitor the IMs and ensure that the capacity models reserve enough capacity for international freight trains.



# OTHER COMMENTS:

## ALL:

- RFCs should steer the process, monitor the IMs and ensure that the capacity models reserve enough capacity for international freight trains.
- RFCs should steer the process centrally and monitor the correct execution of the process by IMs; enough capacity for int'l trains should be reserved.
- Sorry I don't know.

# CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

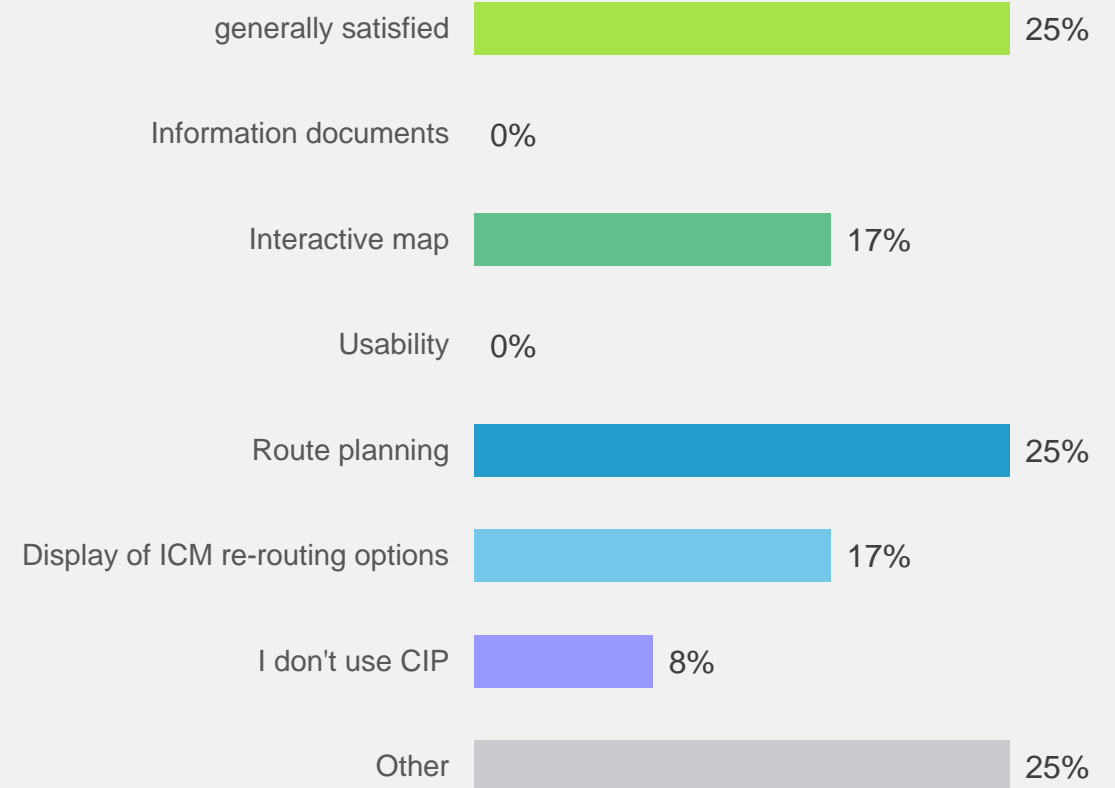
- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 12

**25%**

chose generally satisfied though improvement is appreciated

## OTHER, COMMENTS

Presentation of available PaPs with search function based on parameters. Convenient O-D search function.



# OTHER COMMENTS:

## ALL:

- Presentation of available PaPs with search function based on parameters. Convenient O-D search function.
- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters (e.g. ETCS, 740 m; P/C 400).
- I don't use CIP often. It contains a lot of info but its easy to get lost. It would be nice if the use could be explained in a next TAG meeting.

# NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

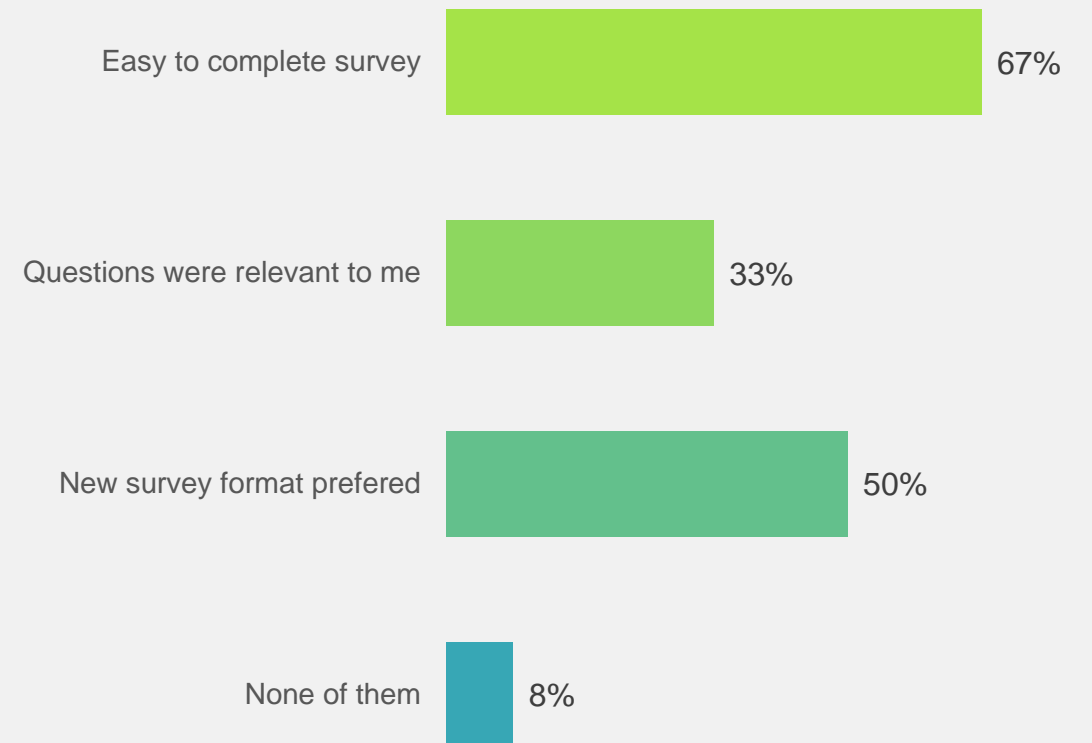
- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 12

**67%**

Easy to complete  
survey

## OTHER, COMMENTS

Some text fields ("Other") were too small for what we intended to enter





# OTHER COMMENTS:

## ALL:

- Some text fields ("Other") were too small for what we intended to enter.
- Some text fields ("Other") were too restricted, and not all intended text could be entered.
- Survey only every 2 years is enough and should be held in January (instead of October).

## Comments on the results:

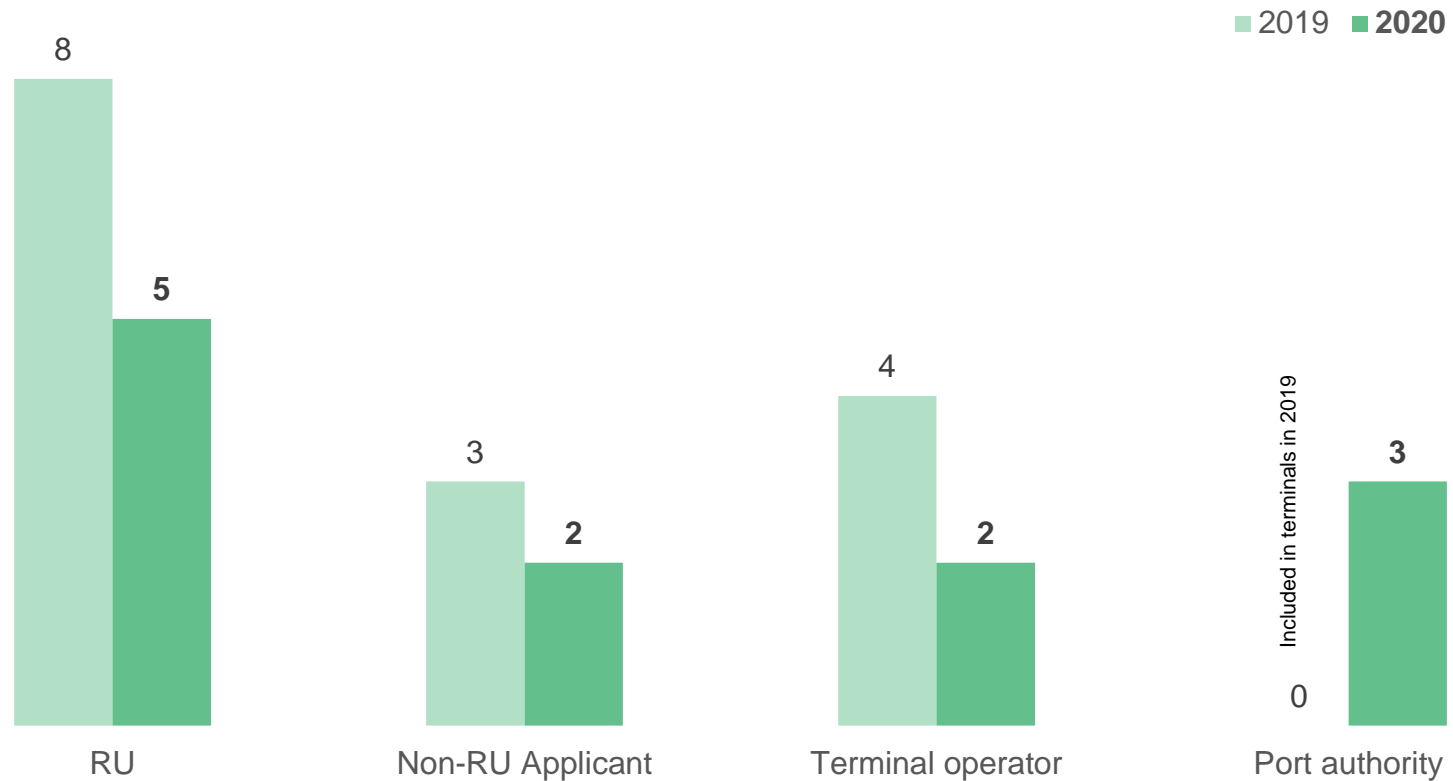
- 😊 Positive feedback on the team's commitment, even if we still have room for improvement:
  - 'RFC Staff is committed';
  - 'There is more and more work done - but still real steps to take to support freight in a good flow at european standards..';
  - Should be discussed with the respondents to know the reason behind;
- 😊 Positive feedback on the COVID crisis communication;
- 😞 Still, 25% is not satisfied:
  - Request from some RU's for more independence towards the members IM's;
  - Or a more central role of RFC's in the TTR project;
  - P400 mentioned several times;
  - Insatisfaction about TCR's and re-routing possibilities;
  - Essential question: added value of PaP's for the clients? How to deal with the subject?
  - TCR's continue to be a source of dissatisfaction: Question: what could an enforced role be of the RFC in the future?

## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 12; 15;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

## 04 SUMMARY



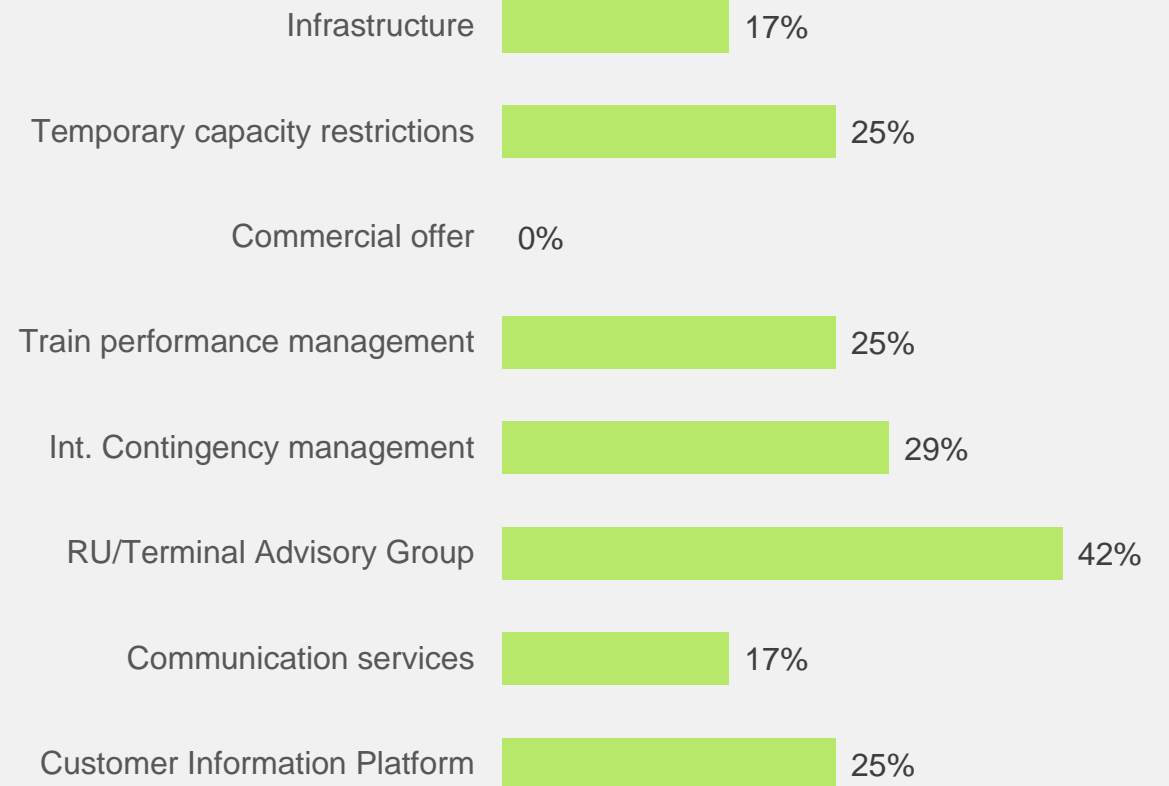
# SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

- » General satisfaction with each topic
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

**23%**

average of each topic,  
respondents used  
the answer  
'generally satisfied'



# SUMMARY – OTHER

All respondents

- » Other was chosen as an answer and a comment was given
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

**26%**

average of each topic, respondents used the option 'other' to give an open answer.

## OTHER, COMMENTS

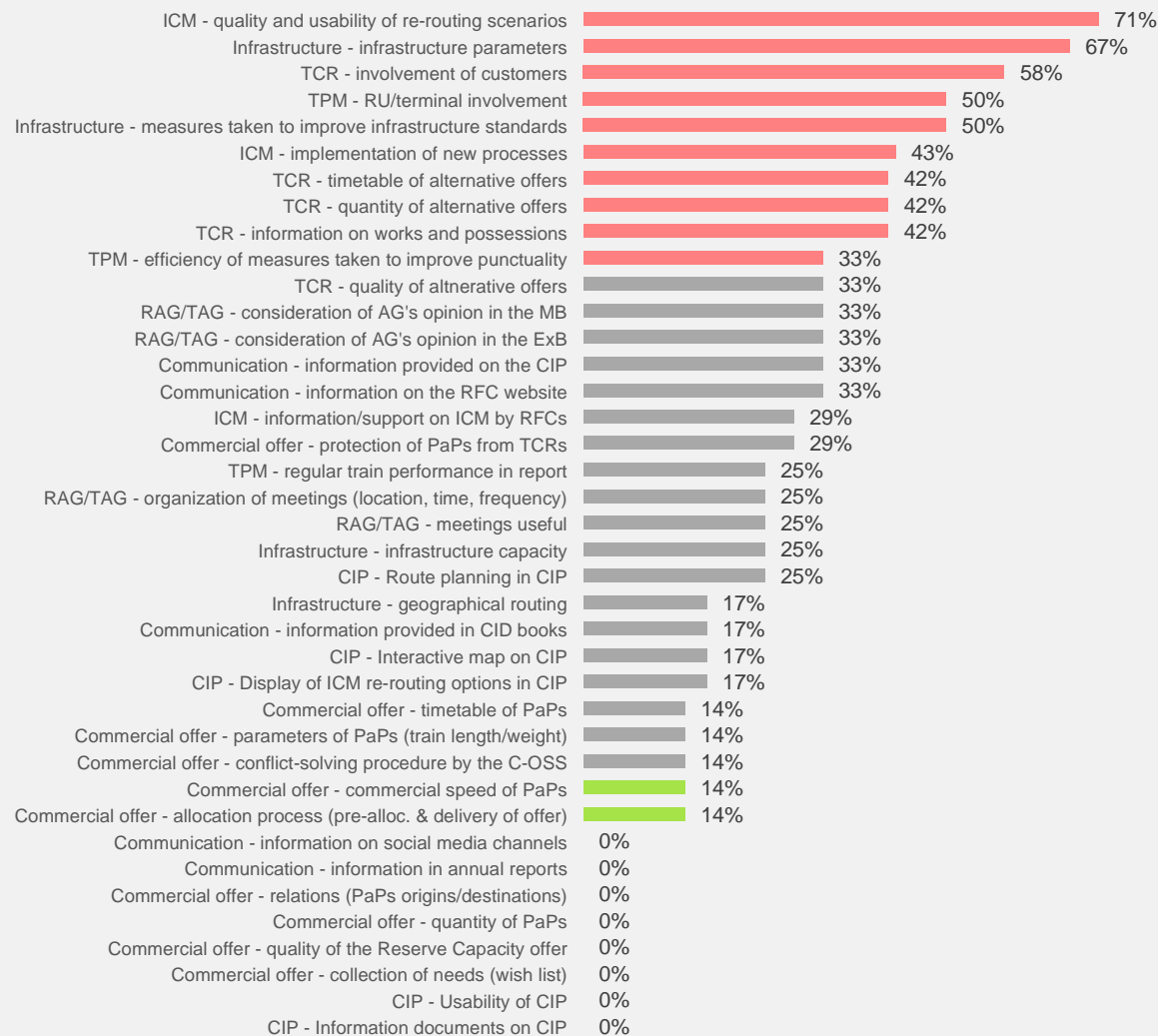
The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.



# SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 12, answered by RUs only 7)



FOCUS TOPICS

LESS URGENT



## Topics to be zoomed in on our activities:

- TPM: RU's want to be more involved:
  - o RAG speaker involved in the TPM in 2020 and 2021;
  - o Bilateral meetings to foresee in 2022;
  - o TO DO: mention it in communication;
- CIP:
  - o RU's suggestions for improvement to be discussed in the CIP WG;
  - o Industrialise the annual update process of CIP data;
  - o Presentation of the improvements during the upcoming RAG and TAG meetings;
- ICM: the update of the handbook and review of the re-routings should address the vague expectations. An ICM simulation with RFC 1 is foreseen in autumn 2021;
- RAG/TAG meetings:
  - o 42% of satisfaction;
  - o Request for 1 physical RAG and 2 to 3 online shorter meetings seems to be already partially agreed;
  - o TO DO: how to deal with the request to 'share best practices'? (already done with the first dedicated TAG 'Innovation').

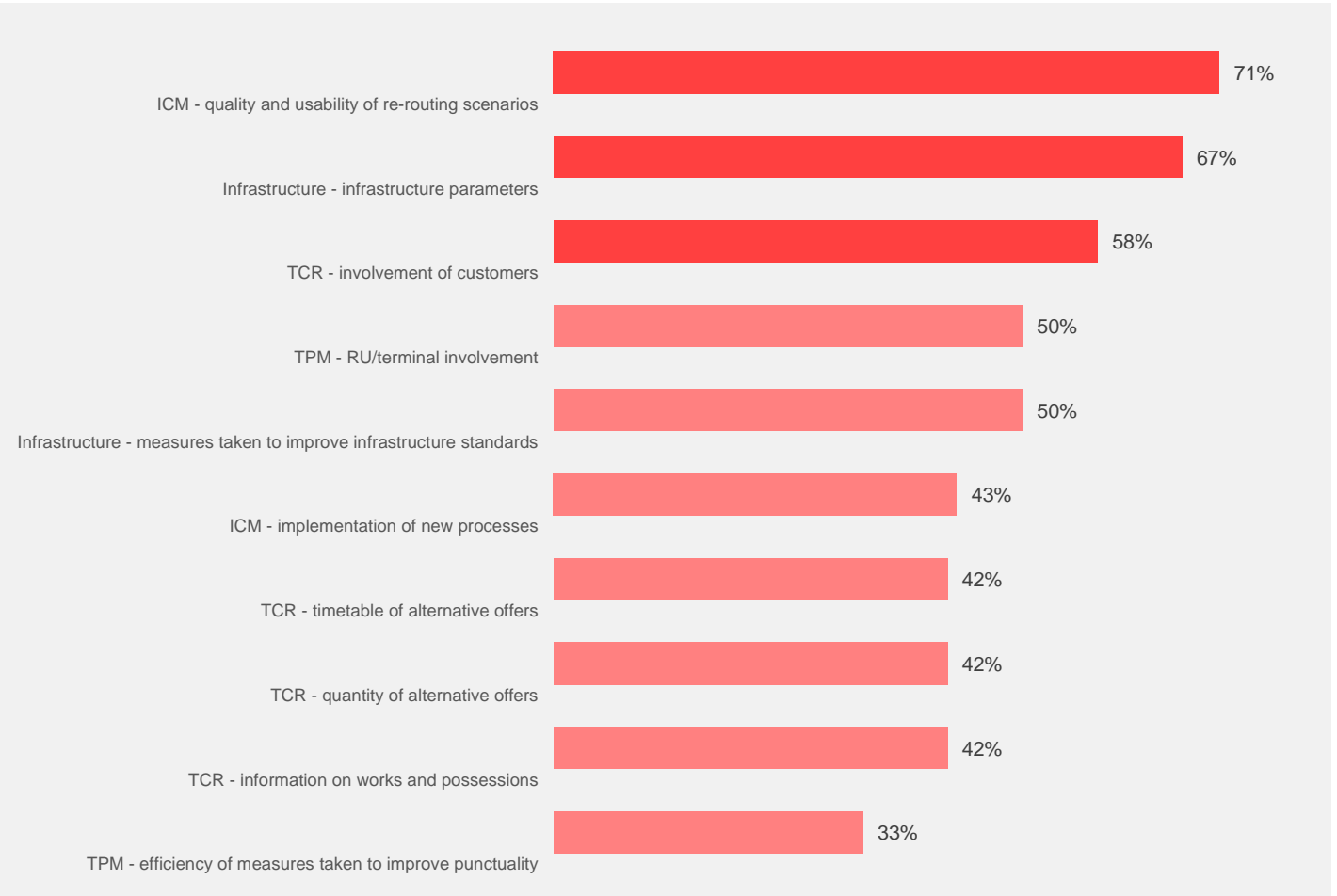
# SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Top 10 of focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 12, answered by RUs only 7)

## 3 Most important topics

1. ICM – quality and usability of re-routing scenarios
2. Infrastructure parameters
3. TCR – involvement of customers



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## Contact

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*Right On Track*

**SNCF**  
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 **SBB CFF FFS**

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