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Analysis of the User Satisfaction Survey 2020
Information for the Executive Board

RFC Rhine-Alpine
11 March 2021

The USS was largely changed to simplify the approach and to lower the efforts for respondents

- **New simplified survey structure – approach agreed with all RFCs:**

  - **Changed structure of the questions**: it was mainly asked for *„Which are the areas for improvements?"*, hence a high number means dissatisfaction/importance and a low number means satisfaction/ignorance

  - Questionnaire **could not be forwarded** to experts

  - **Consecutive questionnaire**: respondents had to answer one Corridor after another (huge workload)

- RFC 9, 10 and 11 took part for the first time

- **Reduced comparability** to results and overall results in 2019

The new survey structure and restructured invitees list led to a decrease of respondents at RFC RALP

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Overall approach and participation for RFC Rhine-Alpine

- 11 respondents II 14 evaluations*

- Computer Aided Web Evaluations (using the online tool Survio)

- Contacts (e-mail address) delivered by RFCs

- 44 e-mail invitations sent

- Field Phase: 24th September to 23rd October 2020

* Respondent = person, who evaluates, Evaluation = answered questionnaire

Overview participation for all RFCs

	Overall respondents		Overall evaluations		CORRIDOR	
Total	**76**	(+12)	**134**	(+9)	**14**	(-5)
RUs/non-RUs	54		106		9	
Terminals/Ports	22		28		5	
Invitations sent	273	(-29)	273	(-29)	44	(-14)
Response rate overall (RFCs 1-11 in 2020)	**28%**	(+7%)	**49%**	(+8%)	**32%**	(-1%)

Overall satisfaction with RFC RALP improved

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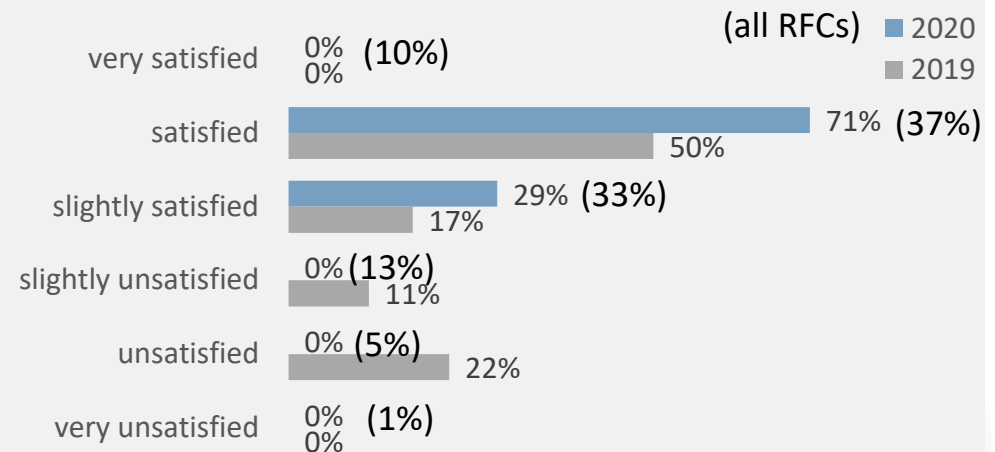» Overall, how satisfied are you as a user of the RFC?

» Answered by: RUs/non-RUs, Terminals/Ports

» sample size = 14

100%
Generally satisfied
Answers given were very satisfied, satisfied and slightly satisfied.

33%
Increase of satisfaction

(all RFCs) ■ 2020 ■ 2019

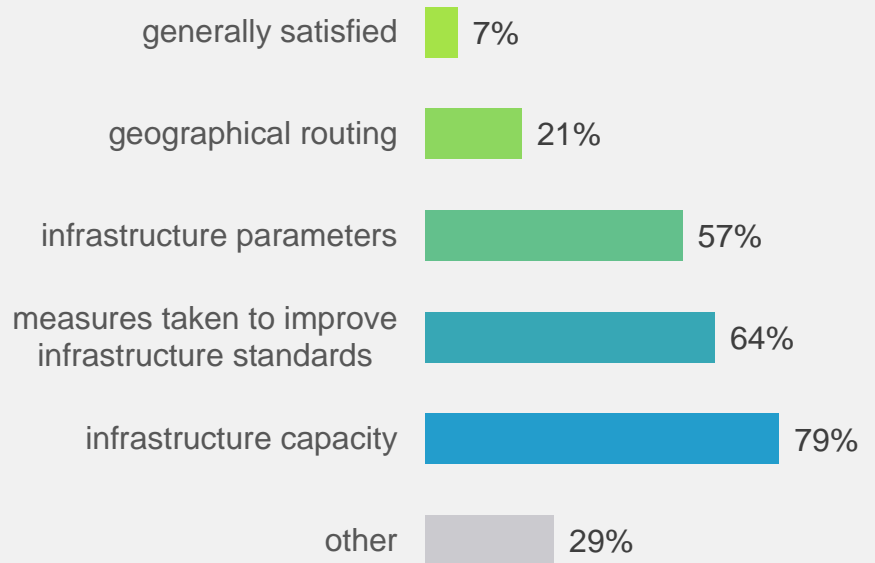|	2020	2019	(all RFCs)
very satisfied	0%	0%	(10%)
satisfied	71%	50%	(37%)
slightly satisfied	29%	17%	(33%)
slightly unsatisfied	0%	11%	(13%)
unsatisfied	0%	22%	(5%)
very unsatisfied	0%	0%	(1%)

- Comparability to last year is given

- Overall RFC satisfaction for RFC Rhine-Alpine is 100% and for all RFCs 80%

- Terminals/ports are slightly more satisfied than RUs

Explanatory chart for topic-related questions

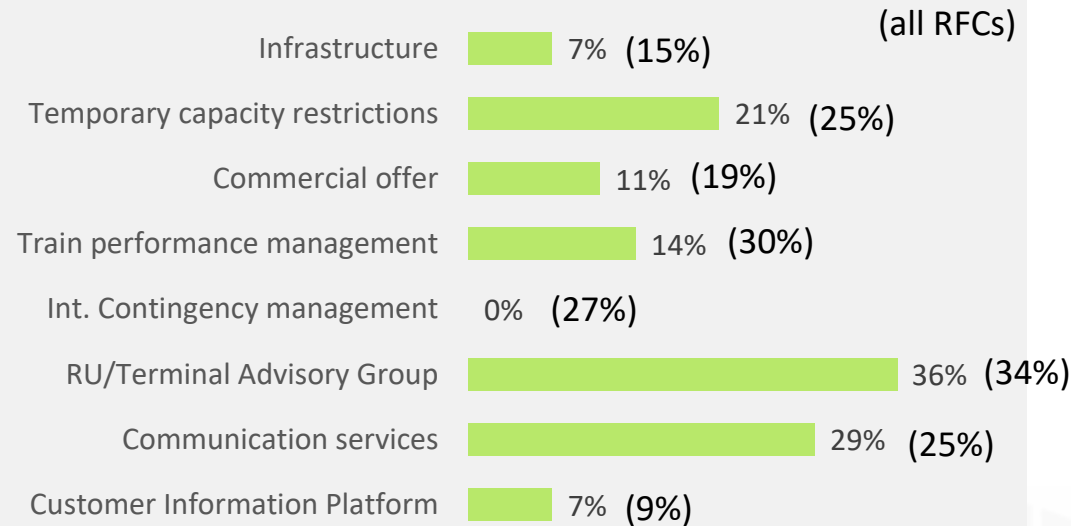**1** *On the left hand side you find the question as asked in the survey.*

> » 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 = 14

2 *These are answer options in the survey. Respondents could chose as many options as they like. Choosing „generally satisfied" does not exclude the option to also choose other answers.*

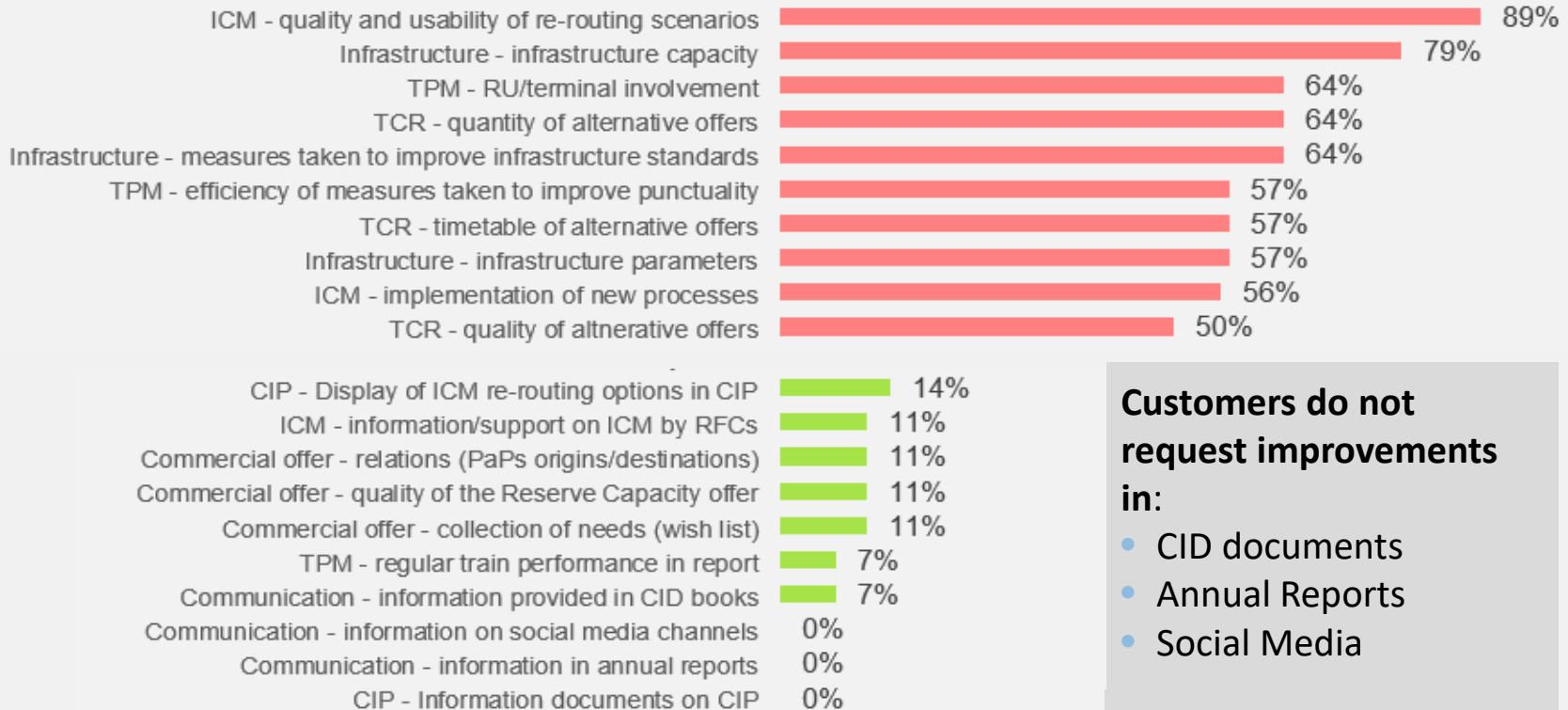| Answer option	%
generally satisfied	7%
geographical routing	21%
infrastructure parameters	57%
measures taken to improve infrastructure standards	64%
infrastructure capacity	79%
other	29%

General satisfaction with each topic

» 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

(all RFCs)

Topic		
Infrastructure	7%	(15%)
Temporary capacity restrictions	21%	(25%)
Commercial offer	11%	(19%)
Train performance management	14%	(30%)
Int. Contingency management	0%	(27%)
RU/Terminal Advisory Group	36%	(34%)
Communication services	29%	(25%)
Customer Information Platform	7%	(9%)

RFC 1 Advisory Groups and Communication Services score better/similar than overall RFCs. In general customers are satisfied with RFC 1, see slide 4.

Lower general satisfaction than for RFCs on average regarding infrastructure, TCRs, commercial offer, TPM and ICM.

Customers see need for improvements regarding contingency, capacity, TCRs and performance

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Improvement topic	%
ICM - quality and usability of re-routing scenarios	89%
Infrastructure - infrastructure capacity	79%
TPM - RU/terminal involvement	64%
TCR - quantity of alternative offers	64%
Infrastructure - measures taken to improve infrastructure standards	64%
TPM - efficiency of measures taken to improve punctuality	57%
TCR - timetable of alternative offers	57%
Infrastructure - infrastructure parameters	57%
ICM - implementation of new processes	56%
TCR - quality of altnerative offers	50%

Improvement topic	%
CIP - Display of ICM re-routing options in CIP	14%
ICM - information/support on ICM by RFCs	11%
Commercial offer - relations (PaPs origins/destinations)	11%
Commercial offer - quality of the Reserve Capacity offer	11%
Commercial offer - collection of needs (wish list)	11%
TPM - regular train performance in report	7%
Communication - information provided in CID books	7%
Communication - information on social media channels	0%
Communication - information in annual reports	0%
CIP - Information documents on CIP	0%

Customers do not request improvements in:
- CID documents
- Annual Reports
- Social Media

Customers see the need for improvements in: ⚠️
- ICM re-routings
- Infrastructure capacity
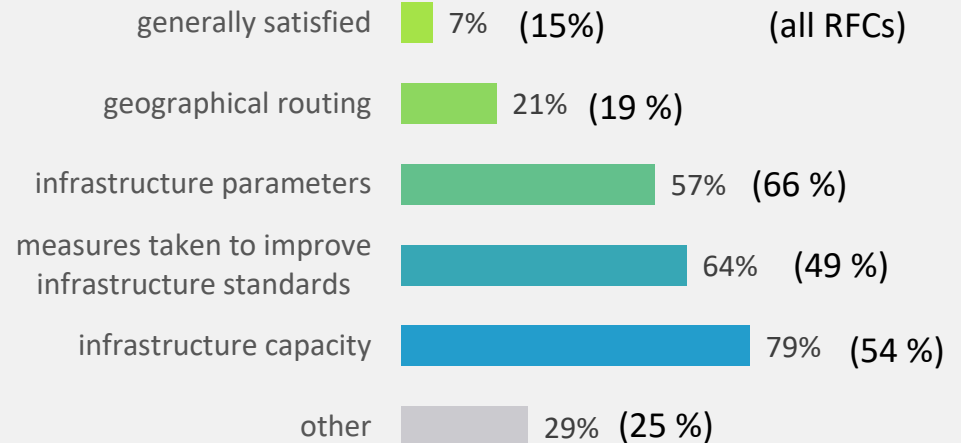- Involvement in TPM
- TCR coordination

Please note: the wish for improvement correlates with the customers' satisfaction but mainly also with how important customers find the topic.

Example infrastructure/ICM topics: major capacity issues seen both on main lines and for re-routings

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» Which topics related to **RFC Infrastructure** are the priority areas for improvement according to your opinion?

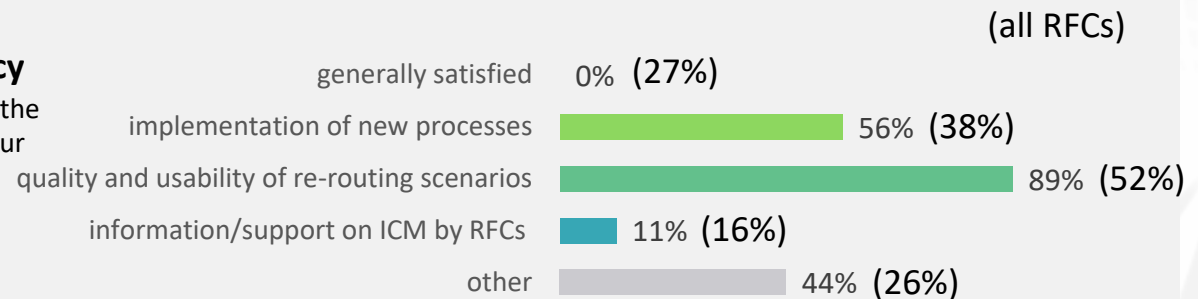» Answered by: RUs/non-RUs, Terminals/Ports

» sample size = 14

Topic	%	(all RFCs)
generally satisfied	7% (15%)	(all RFCs)
geographical routing	21% (19 %)	
infrastructure parameters	57% (66 %)	
measures taken to improve infrastructure standards	64% (49 %)	
infrastructure capacity	79% (54 %)	
other	29% (25 %)	

» 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 = 9

Topic	%	(all RFCs)
generally satisfied	0% (27%)	(all RFCs)
implementation of new processes	56% (38%)	
quality and usability of re-routing scenarios	89% (52%)	
information/support on ICM by RFCs	11% (16%)	
other	44% (26%)	

General conclusions

- The relatively low general satisfaction and high need for improvements seen in the areas of infrastructure capacity / parameters, TCRs, Train Performance Management and International Contingency Management reflects the difficult situation on RFC Rhine-Alpine (on the European rail network in general) related to capacity bottlenecks and the high number of infrastructure works

- On RFC Rhine-Alpine this situation will be ongoing for a long time (>2030), until major bottlenecks have been solved

- Speeding up the planned works on the main corridor lines is not a realistic measure. Possible improvement measures could be (tbd):

  o Improving capacity / infrastructure parameters on re-routing lines – to be clarified with MoTs/ExB

  o Improving coordination processes at IMs and with RUs related to (scarce) capacity, e.g. regarding TCRs, TPM, ICM

Points taken up by RFC Rhine-Alpine in 2021-2022

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Temporary Capacity Restrictions

1. RFC RALP supports DB Netz in coordination of TCR on Rhine-Valley in 2024 and related re-routings
2. TCR WG is taking up information exchange on TCRs with medium/long term perspective
3. TCR information exchange with RFC 2 is initiated

Train Performance Management

1. R-CDM feasibility study will be finalised with strong involvement of railway logistic chain parties; next steps depending on results of the study
2. End-to-end reporting from DUSS terminals will be taken up in WG TPM
3. Bilateral telcos with highly delayed RUs will be organised after each monthly performance report by WG TPM

International Contingency Management

1. ICM Processes will be further developed according to the revision of the ICM handbook in May
2. ICM simulation of the IMs can be coordinated with a simulation of RUs

Points taken up by RFC Rhine-Alpine in 2021-2022

Meetings and Communication

1. Online meetings are appreciated and will be continued
2. Stronger interaction MB – RAG proposed

Customer Information Plattform

Improvements on usability are ongoing as well as an extra CIP marketing campaign to increase the awareness regarding the CIP services and the number of users

Point for further clarification with RAG:

Corridor routing

Clarification regarding proposed extension Milano-Bologna (from comment box)