

RFC North Sea – Med 2017 Customer Satisfaction Survey Results

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Survey design

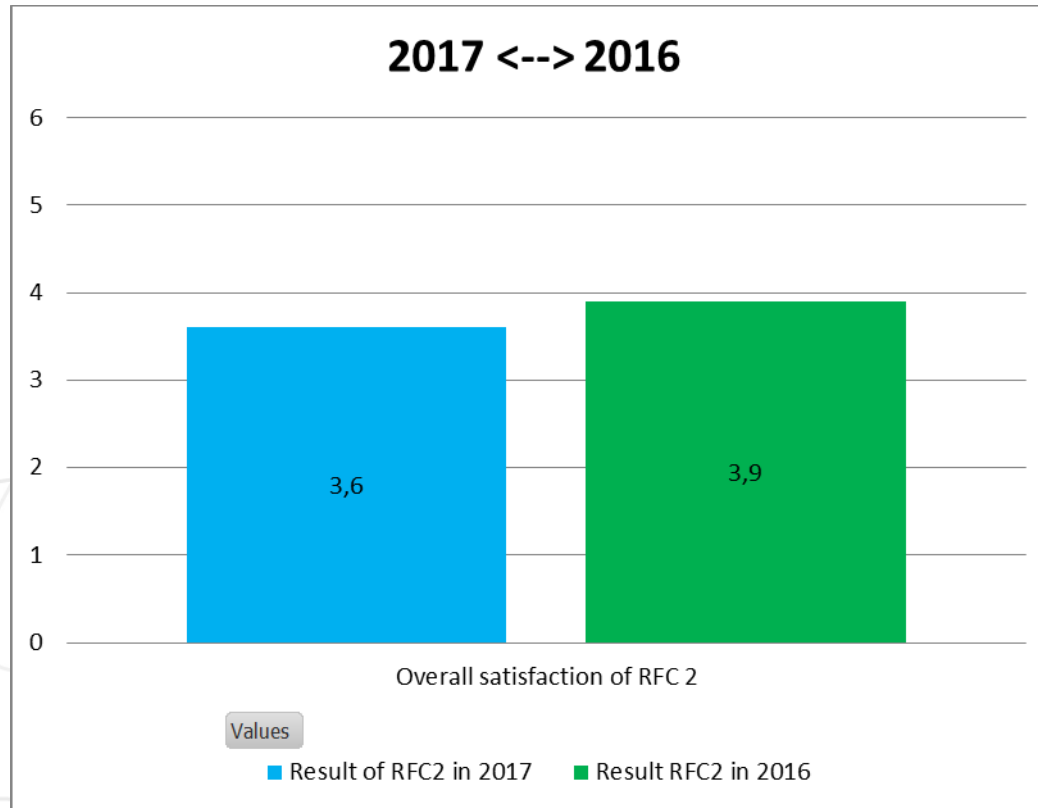
- Survey organised by RNE and supplier MarketMind
- Common for all 8 participating RFCs
- Field phase 12 September to 18 October 2017 → In a **short notice after the Rastatt** incident
- Respondants :
 - 76 for all corridors
 - 19 for RFC NSM (out of 84 e-mails sent)

The survey was sent to one person per RU/Applicant/Terminal. Questions could be answered by different persons.

 - Almost all clients answered but due to low number of responses hard to compare statistically
- Computer Aided Web Interviews (CAWI)
- Marks: 1 (very unsatisfied) to 6 (very satisfied)



Overall satisfaction question RFC 2

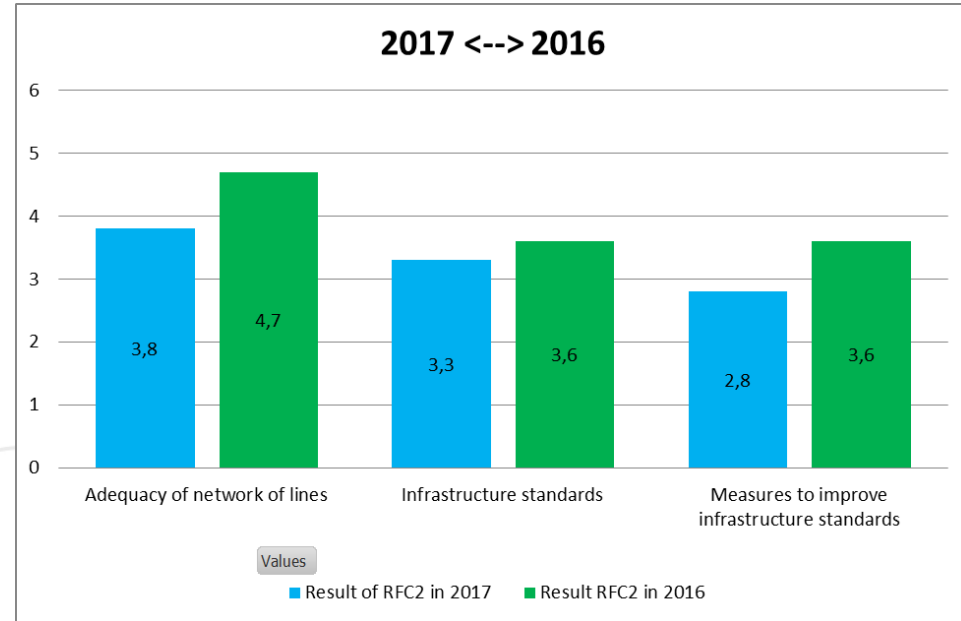
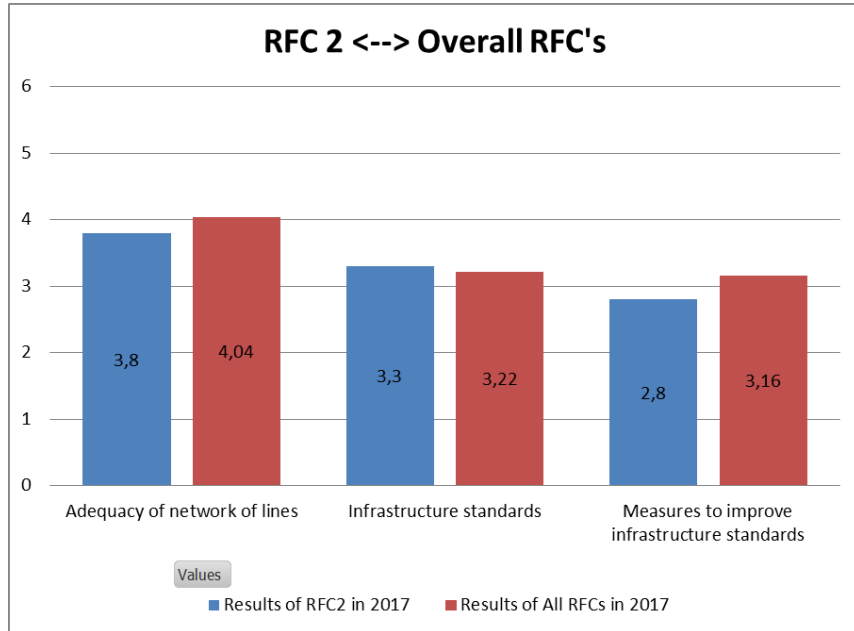


Overall satisfaction question RFC 2

Remarks formulated by respondents (expressed in case of dissatisfaction):

- commitment between IM
- coordination of works between RFCs (on alternative and cross route sections)
- coordination with other RFC at various levels (alternative route description)
- focus more on maritime flows going to or from deep sea terminals
- follow the problems with the path after the allocation of September
- I would like to feel the corridor more than today
- improve capacity allocation process in France, PaP and PCS improvements urgently needed
- be an enabler by providing data to bundle maritime flows
- foresee reduction of Infra costs in case of long term quality disturbance
- improvement and harmonization of processes along the corridor (cross-border and not only within member states)
- more rapid deployment of investment at cross border level (incl. ERTMS, coord. works, long trains etc.)
- stop using PCS for PAP
- development of one harmonized TCM
- harmonize the document of the expression of need with our national document
- take the lead in completing missing links / eliminating bottlenecks - P400
- development of a harmonized and concerted ERTMS-migration strategy along the corridor; taking into account the RU-migration (loco investments)
- stop making changes every year and stabilize the process/tools
- take the lead in aligning ERTMS deployment between IM (NL/BE/LU/FR)

Satisfaction with Infrastructure



Comments by respondents (expressed in case of dissatisfaction):

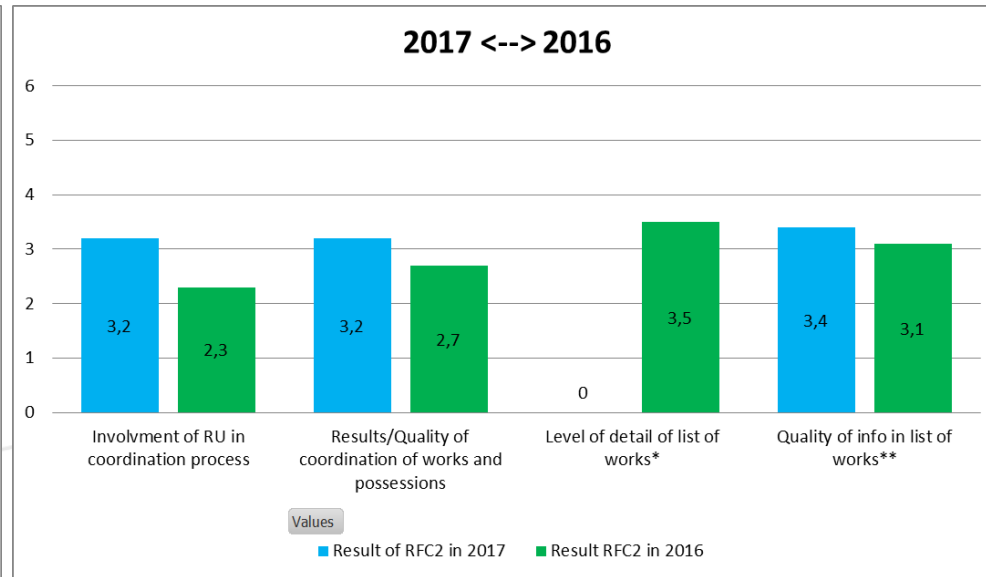
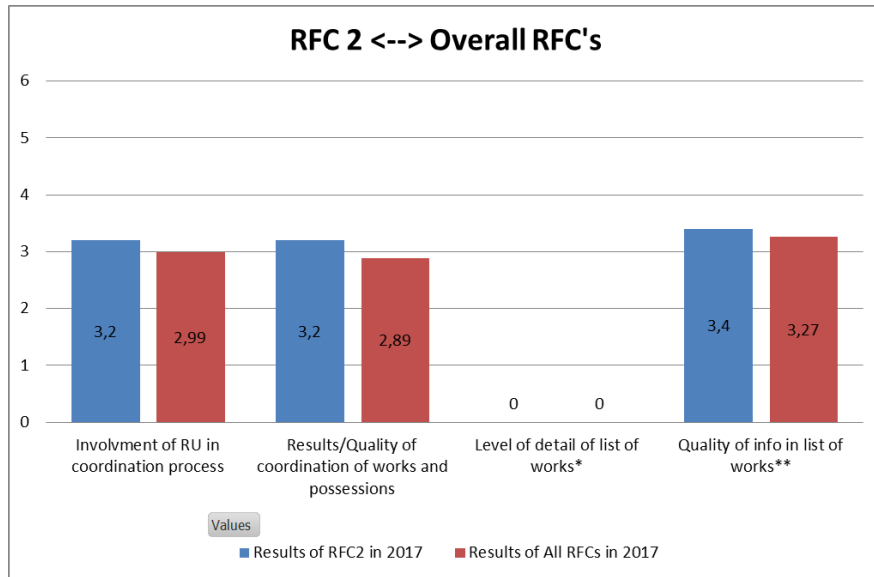
- approach to the timetable ordering process
- gauge harmonization
- length of trains
- loading gauge
- we ordered slots on the Italian side and did not get an answer
- more transparency
- only one international train number
- bad or insufficient register management
- be prepared for FTE and RNE meetin
- not clear who is responsible for the measurements

Satisfaction with Infrastructure

Actions linked to the action plan

- Action 9: recheck the loading gauge limitation in France & Switzerland
- Action 10: test train along the corridor
→ Done
- Action 11: loading gauge infrastructure enhancement investments
- Action 13: infrastructure enhancement investments
→ Longer trains in Belgium
- New annex 7

Satisfaction with Coordination of Works



Remark: Questions level of detail and quality were set together

Comments by respondents (expressed in case of dissatisfaction)

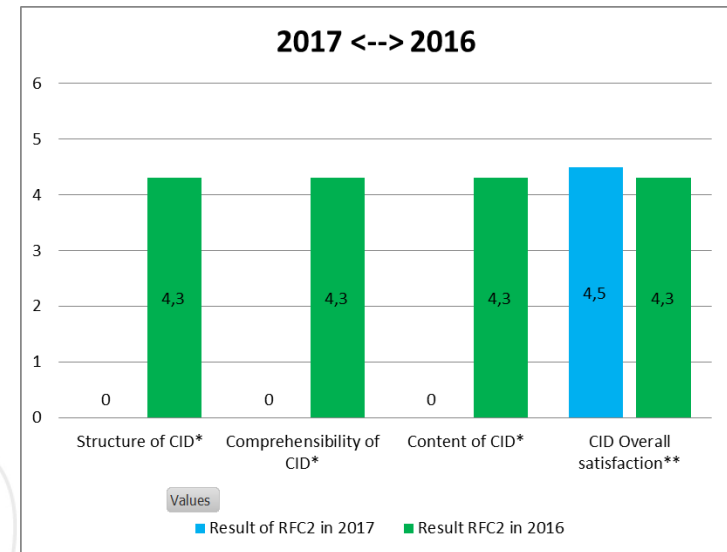
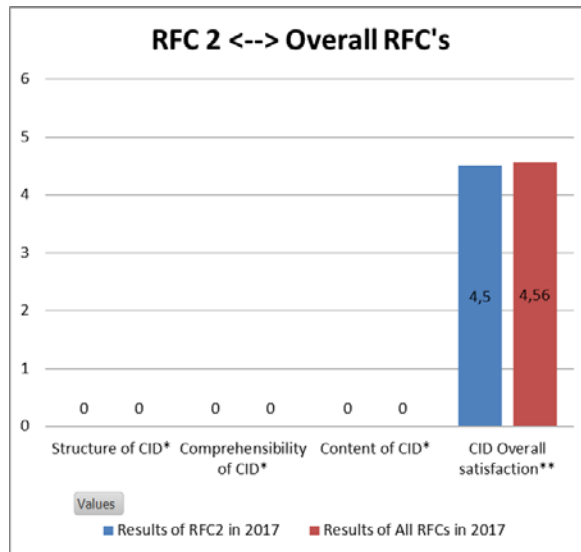
- agreement between IM for the interchange of the temporary restrictions capacity
- informing the RUs 2 years before of the temporary restrictions capacity
- coordination between the IB only partially available
- not much coordination experienced
- the official RNE process is not "lived" (new Annex 7)

Satisfaction with Coordination of Works

Actions linked to the action plan

- Action 7: coordination for all border points within RFC NSM
- Action 8: systematic implication of RU's in TCR

Satisfaction with the CID

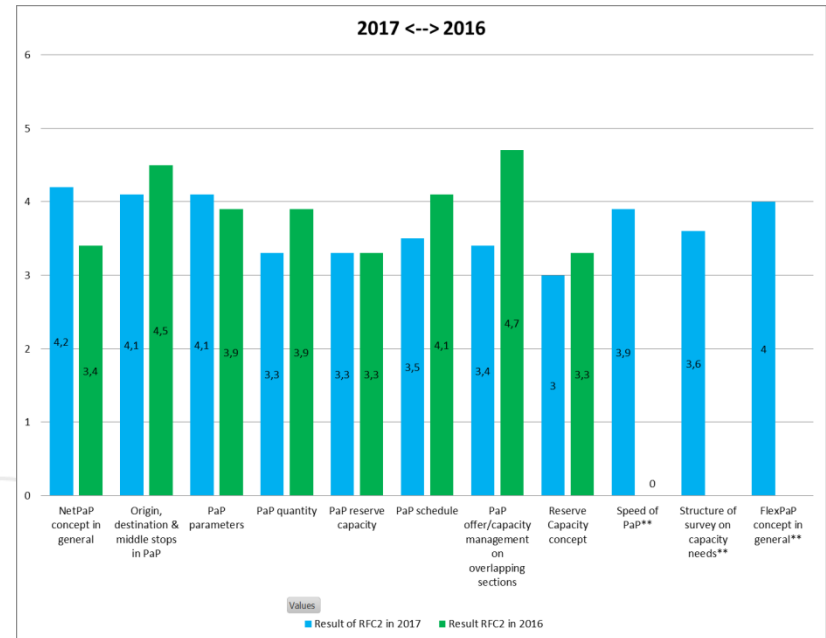
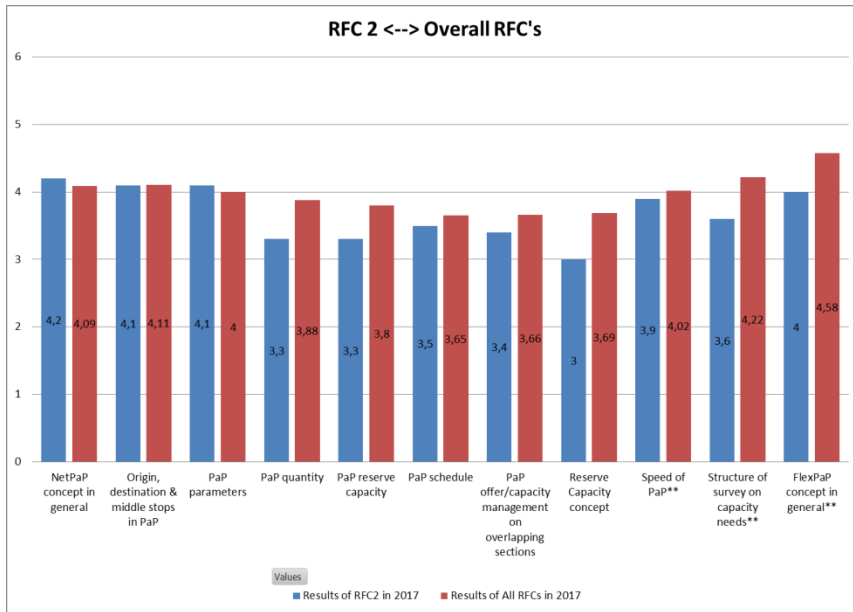


Remark: Questions were set together into the overall satisfaction

Proposed actions out of action plan

- Work for further harmonisation of all other books is ongoing within the NS and CID workgroup steered by RNE

Satisfaction with PAP's



Remark: New questions: speed, structure of survey of capacity needs, flexPaP

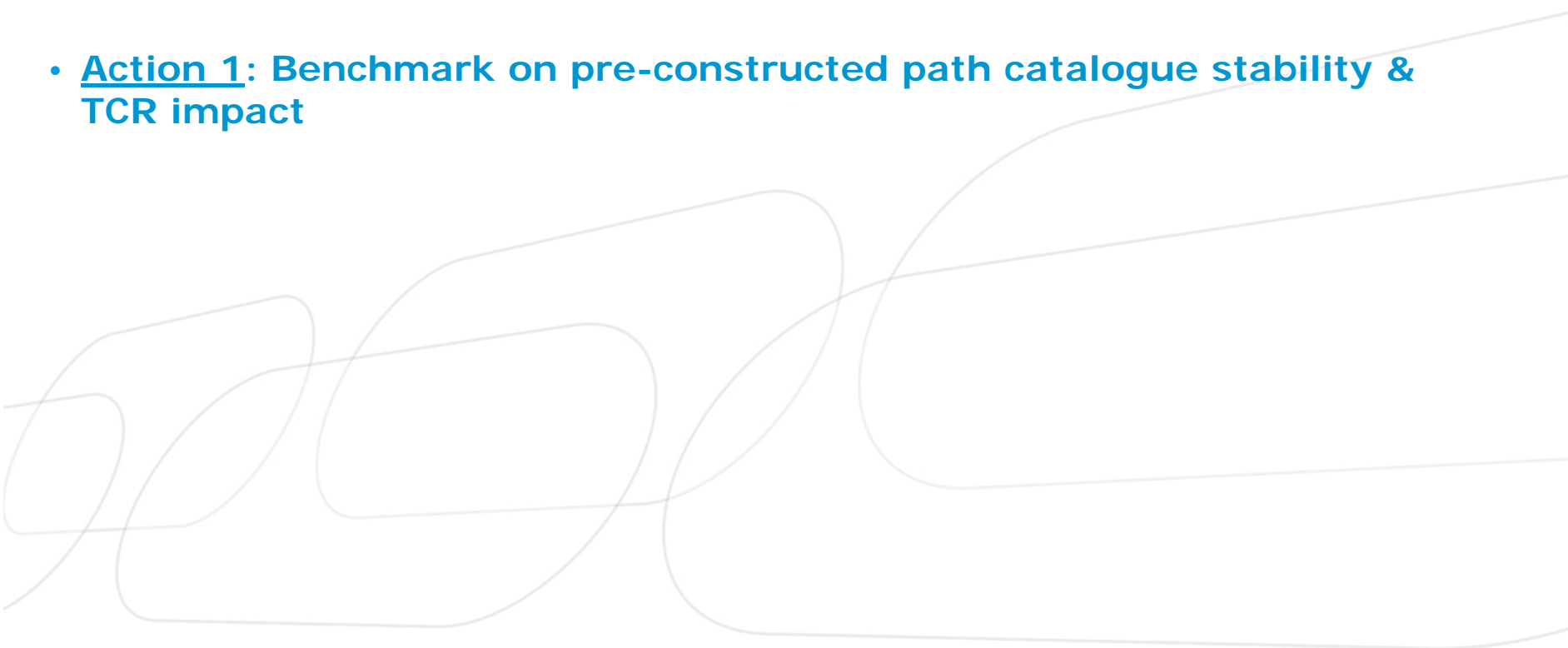
Comments by respondents (expressed in case of dissatisfaction)

- commitment between IM for every international path origin-destination
- to slow and to few on certain time windows
- we ordered slots on the Italian side and did not get an answer
- all the traffic of the needs pictures must be included in Path offer
- PAP should be protected from works and have a better coordination

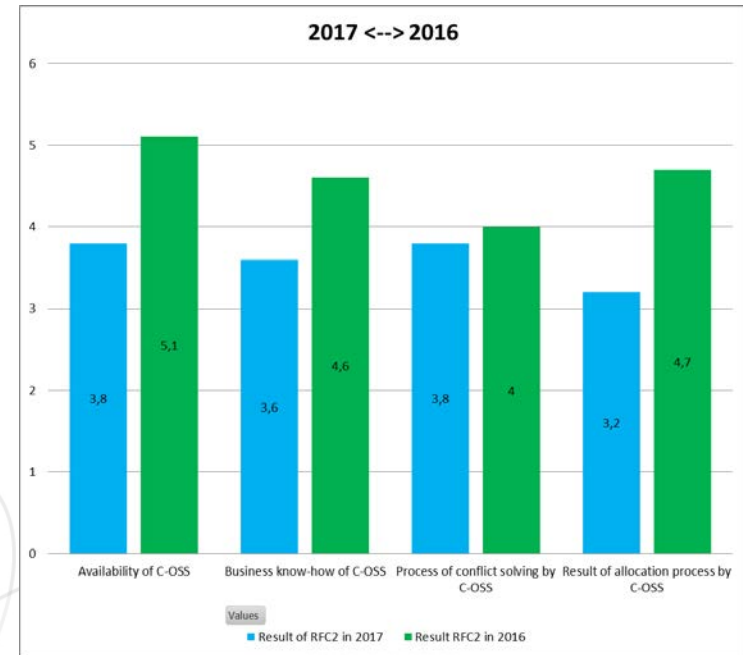
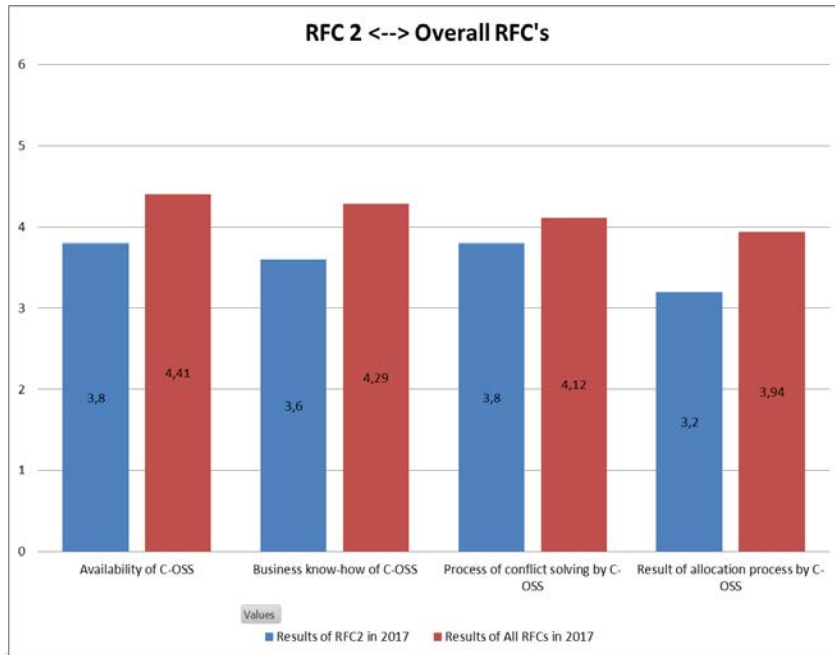
Satisfaction with PaPs

Actions linked to the action plan

- Action 1: Benchmark on pre-constructed path catalogue stability & TCR impact



Satisfaction with C-OSS



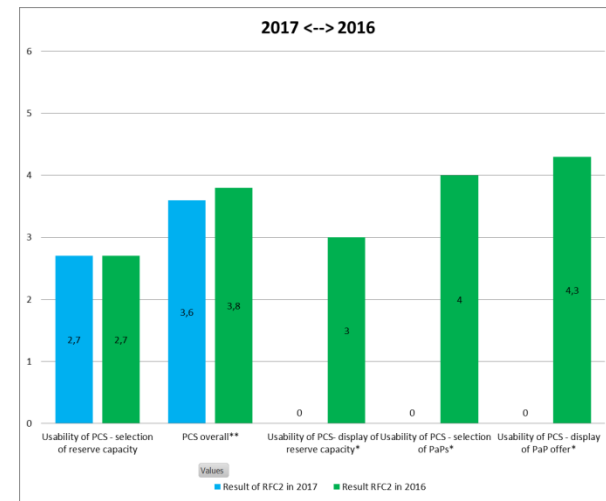
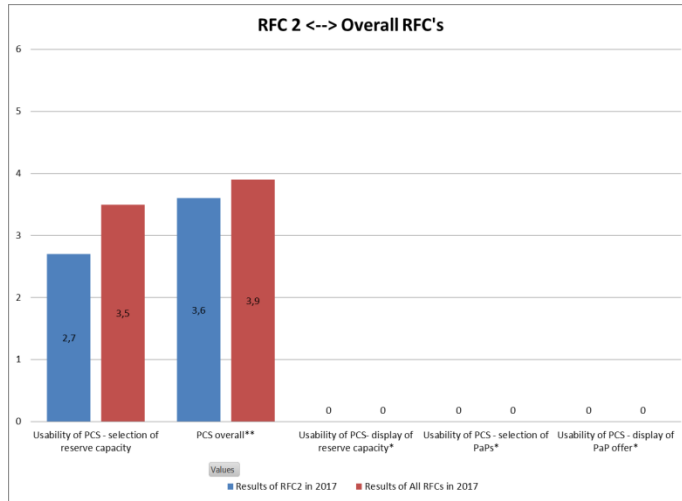
Comments by respondents (expressed in case of dissatisfaction)

- the C-OSS should be involved until after running of the train

Actions linked to the action plan

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

Satisfaction with PCS



Remark: Questions were set together into the overall satisfaction

Comments by respondents (expressed in case of dissatisfaction)

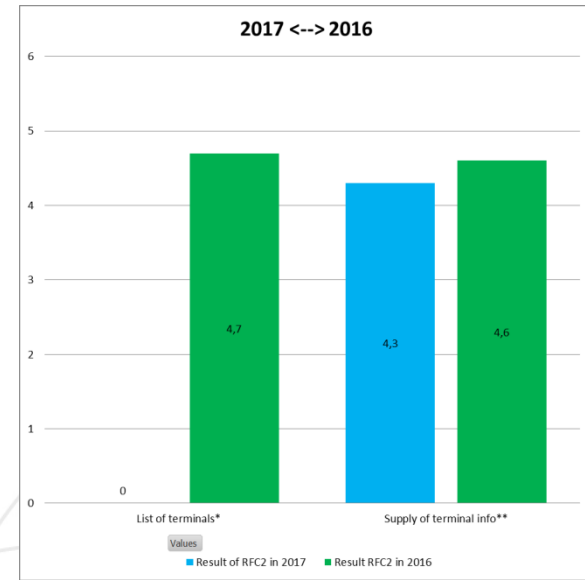
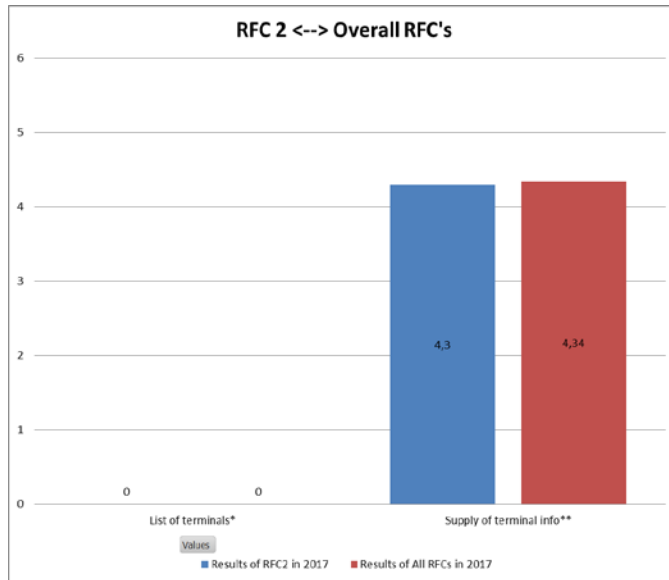
- no answer from the French IM in PCS
- only one international path request with or without RFC
- do not use the national system for the international request
- double work for our planners (having 2 tools)
- all the traffic by PCS must be corridor path
- constant evolution of PCS making it impossible to stabilize the knowledge and connect our national IT
- use of PCS stops at the publication in September

Satisfaction with PCS

Actions linked to the action plan

- **Action 3**: modification of SNCF Réseau's internal planning in order to take into consideration most works before final PaP publication
- **Action 5**: publish Flex-PaPs instead of PaPs in some sections of the corridor
- **Action 6**: Automatic interface between PCS and GESICO

Satisfaction with Terminal Services

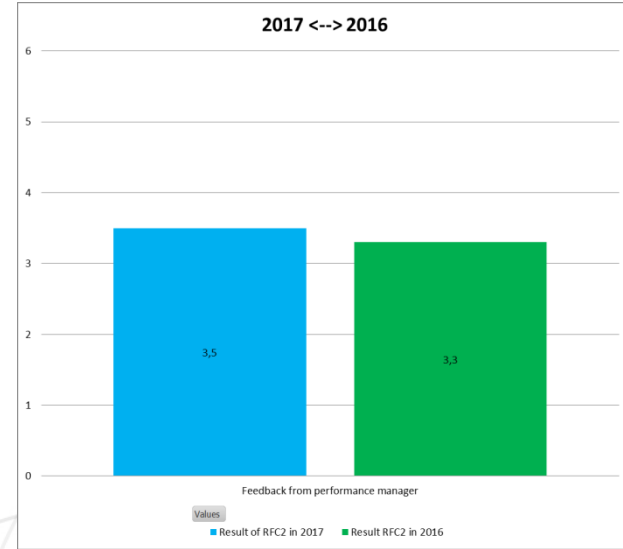
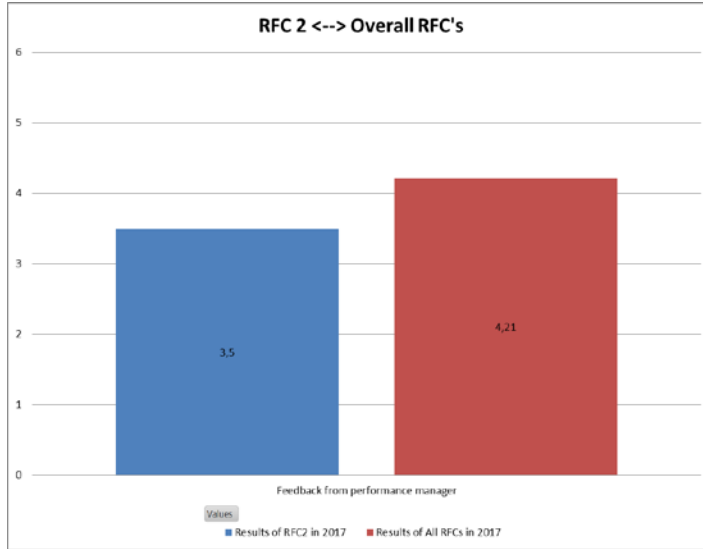


Remark: Questions were set together into the overall satisfaction

Proposed actions out of action plan

- The implementation of the portal railfreightlocations.eu is still ongoing

Satisfaction with Train Performance Management



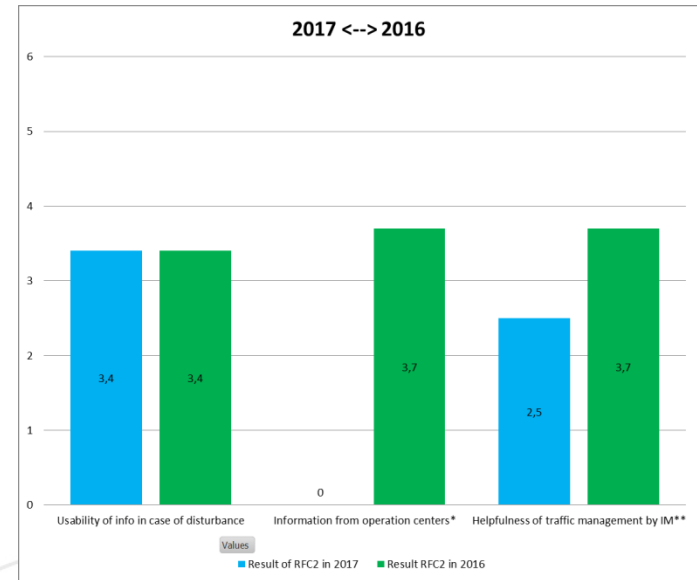
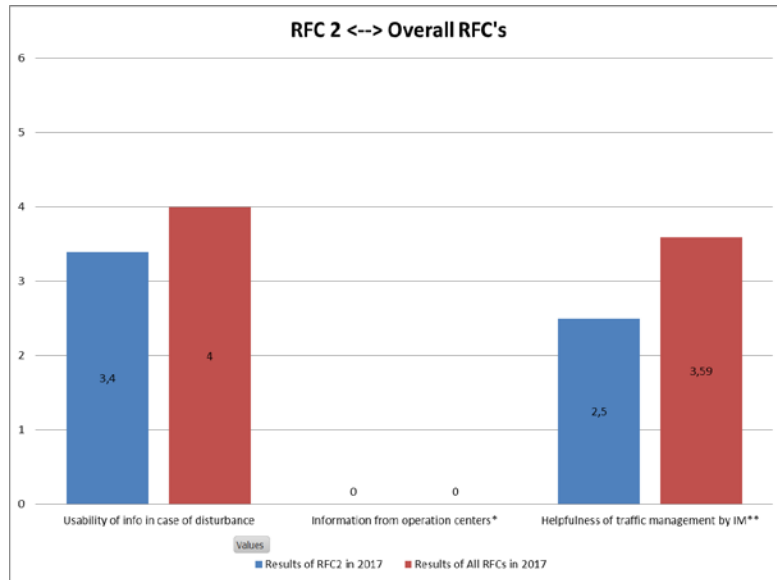
Comments by respondents (expressed in case of dissatisfaction)

- more or more detailed information with clear measures how to improve quality

Proposed actions out of action plan

- **New work plan for 2018 has been drafted and approved, including a more client oriented approach in the analyses presented**

Satisfaction with Traffic Management



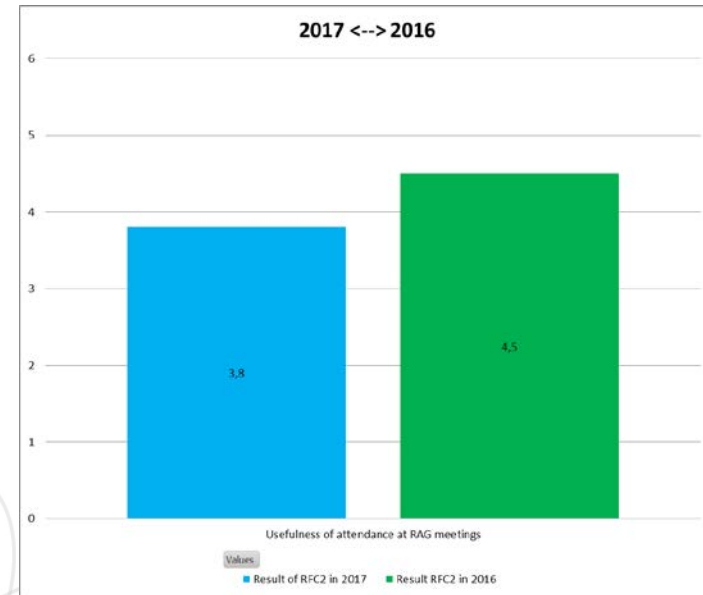
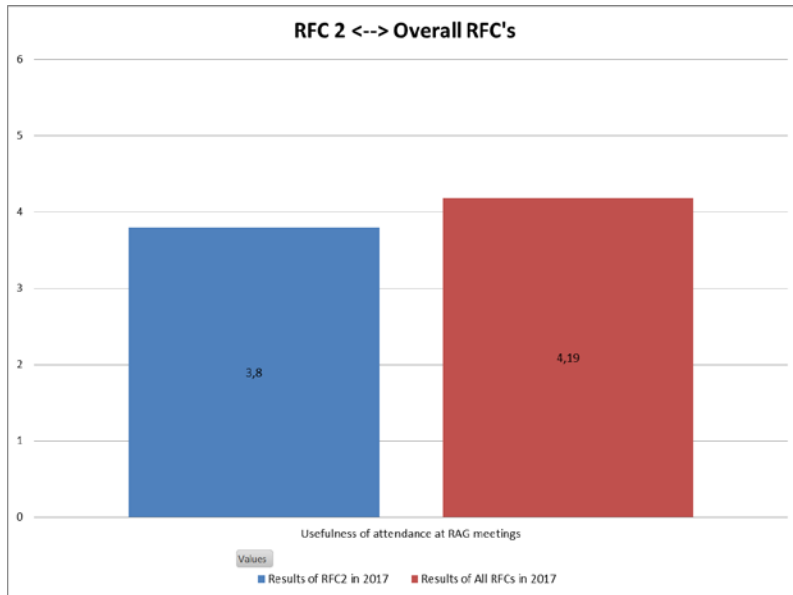
Comments by respondents (expressed in case of dissatisfaction)

- no visible impact at all

Proposed actions out of action plan

- No actions till now are defined in the action plan related to the Traffic Management topics

Satisfaction with the Management Board



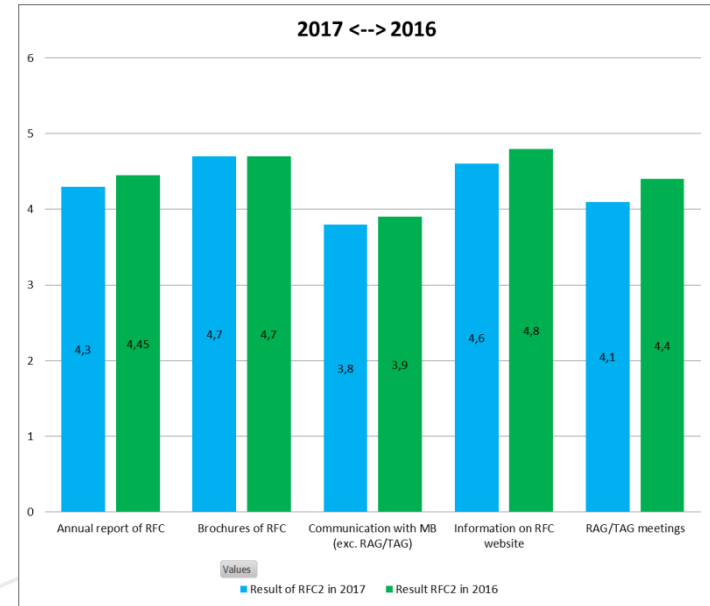
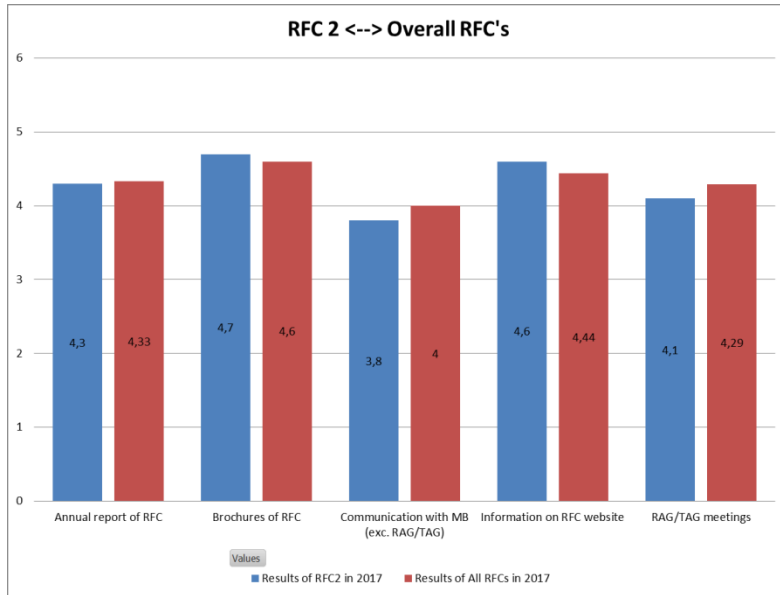
Comments by respondents (expressed in case of dissatisfaction) (question formulated as satisfaction of overall governance of the Corridor)

- only one international path request with or without RFC
- Problems are only partially addressed; at the same time, no real solutions are offered for problems raised (eg Pap-awarding TT2018)
- we keep having the same complaints year after year and nothing changes
- commitment between IM for every international path origin-destination
- need to take into account the opinions of the RUs

Proposed actions out of action plan:

- Continue to steer the action plan shared with the Railway Undertakings, in order to develop solutions in a transparent way and open communication

Satisfaction with overall Communication



Comments by respondents (expressed in case of dissatisfaction)

- no answer is given during the RAG, every one trying only to demonstrate that the other part is wrong instead of focusing on finding common solutions
- reports should include more operational topics or topics relevant to the business of the RUs
- temporary restriction capacity
- train international system

Proposed actions out of action plan:

- Continue to steer the action plan shared with the Railway Undertakings, in order to develop solutions in a transparent way and open communication

Conclusion

- Results in line with the other corridors
- Light satisfaction increase for:
 - Coordination of works
 - Satisfaction with the CID
 - Train performance management
- Stable for:
 - Satisfaction with PaP
 - Satisfaction with PCS (overall, usability)
 - Overall communication
- Satisfaction decrease for:
 - Overall satisfaction, with more comments formulated by the respondents!
 - Infrastructure developments
 - Satisfaction with the C-OSS
 - Terminal information
 - Satisfaction with Traffic Management
 - Management Board in RAG meetings



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