The RFC Network
User Satisfaction
Survey
2024

Report for RFC NSM

CORRIDOR
NORTH SEA – MEDITERRANEAN

Funded by the
European Union

RFC USER SATISFACTION SURVEY 2024

CONTENT

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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SURVEY DESIGN

- **4** evaluations – No personal interview on RFC NSM

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

- Contacts (e-mail addresses) delivered by RFCs

- 39 companies invited, 39 overall e-mail invitations sent

- Field Phase: **2 September** to **16 October** 2024

SATISFACTION & PARTICIPATION
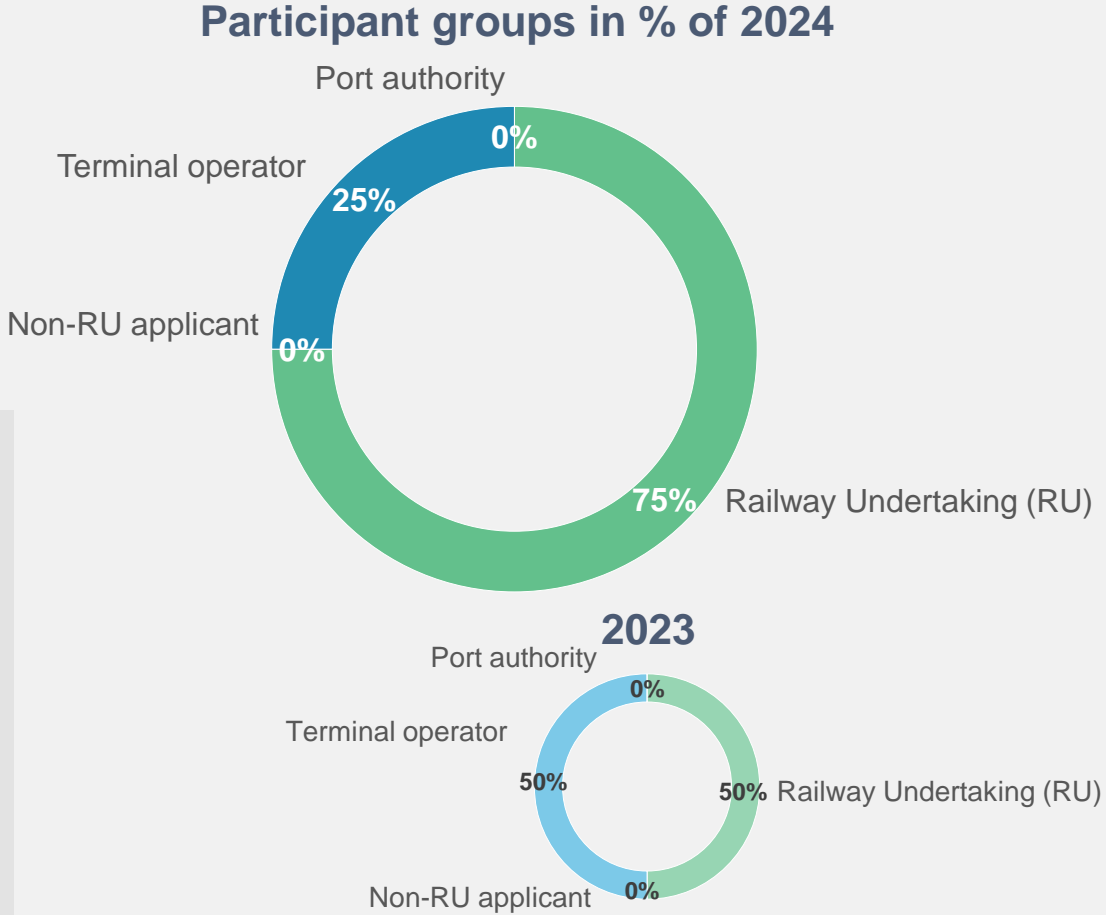
Statistically not valid due to low response rate

4
evaluations

This is the same compared to the previous year (4 evaluations in 2023).

Customer satisfaction

100%
overall satisfaction

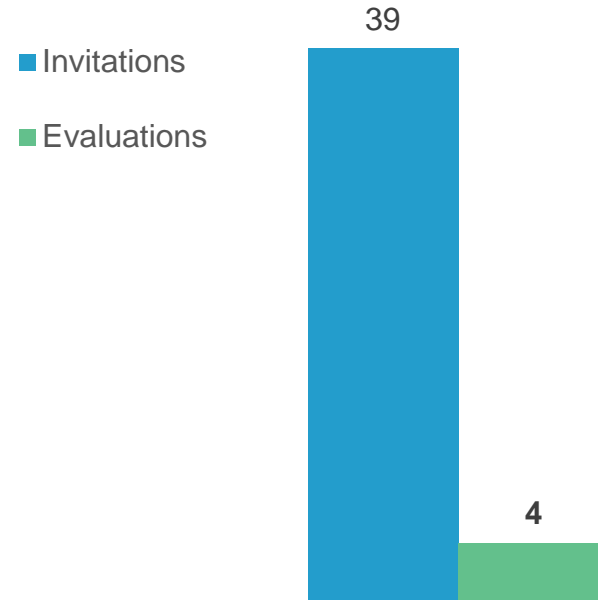*Answers given were satisfied and slightly satisfied. Detailed info in slide 9.*

Participant groups in % of 2024

Port authority

Terminal operator — **25%**

Non-RU applicant — **0%**

0%

75% Railway Undertaking (RU)

2023

Port authority

Terminal operator — **50%**

0%

50% Railway Undertaking (RU)

Non-RU applicant — **0%**

RESPONSE RATE

Compared to the previous year

Invitations vs. Evaluations ratio

Number of responses 2023 vs. 2024

CORRIDOR
NORTH SEA – MEDITERRANEAN

Total	4	0
RUs/Non-RUs	3	
Terminals/Ports	1	
Invitations sent	39	(-4)
Response rate overall	10%	(+1%)

- Invitations
- Evaluations

39

4

2023
2024

4   4
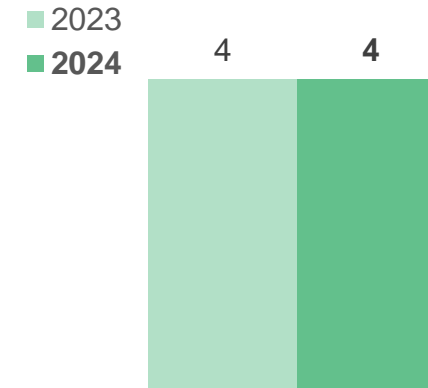
Statistically not valid due to low response rate

02 SATISFACTION WITH RFC NSM

INTRODUCTION

The RFC USS 2024 is based on the relaunched version from 2023, which was optimized to better suit the needs of the invitees and the RFC Network.

The **general questions covered the same topics** as previous years. Similarly to 2023, all the **questions** were **open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

Interviews were possible again in 2024. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

All figures are rounded **without comma.**

OVERALL SATISFACTION WITH RFC NSM

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

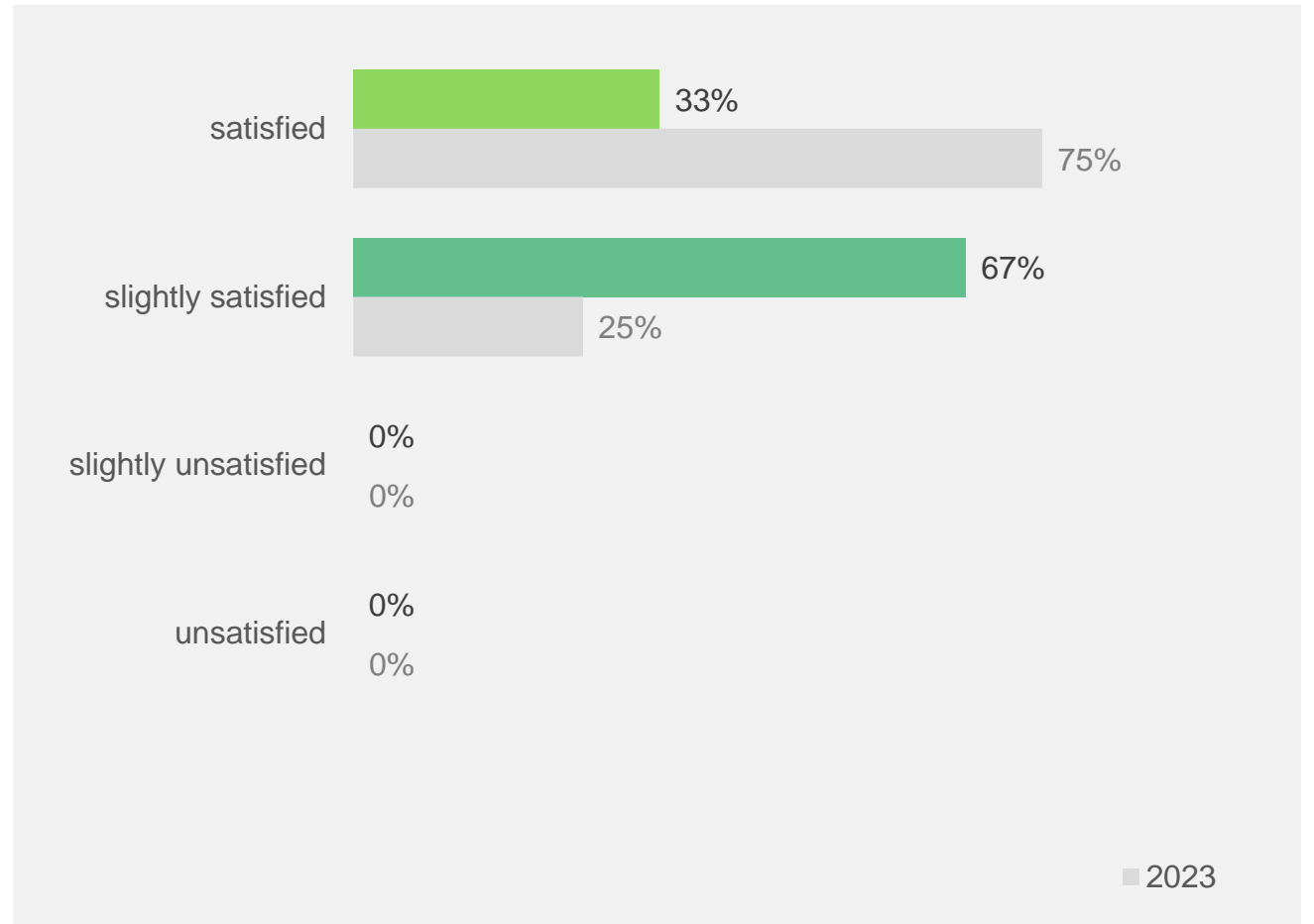» Answered by: RUs/non-RUs, Terminals/Ports

» sample size = 4

Statistically not valid due to low response rate

100%
Generally satisfied

Answers given were satisfied and slightly satisfied.

stable result of satisfaction

satisfied — 33% / 75%

slightly satisfied — 67% / 25%

slightly unsatisfied — 0% / 0%

unsatisfied — 0% / 0%

■ 2023

REASONS AND SUGGESTIONS:

RFC NSM:

- Always available to answer our questions.

- It should be efficient to add regular quality operation meeting (inside RAG meeting).

- No real issues and also poor volumes so we do not have any problems

SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

» To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?

» Answered by: RUs/Non-RUs

» sample size = 3

Statistically not valid due to low response rate

Category	2023
satisfied	0% / 0%
slightly satisfied	100% / 50%
slightly unsatisfied	0% / 50%
unsatisfied	0% / 0%

■2023
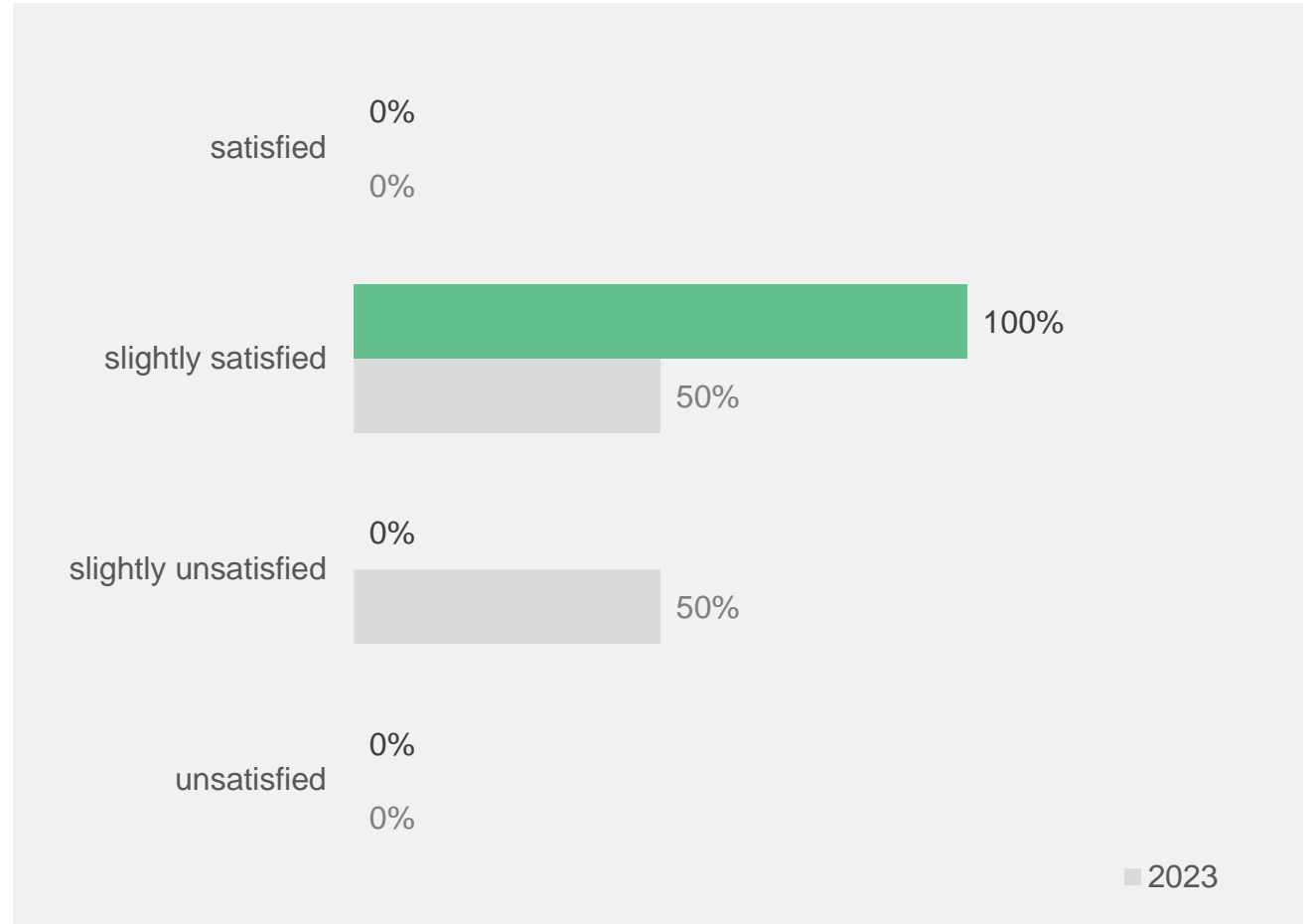
REASONS AND SUGGESTIONS:

RFC NSM:

- This enables us to anticipate

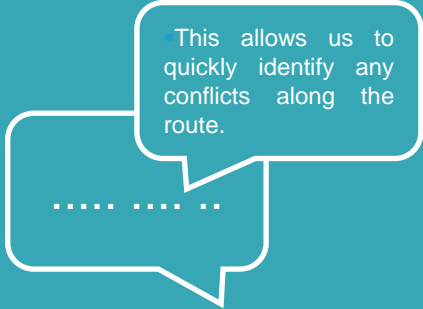- TCR must be absolutely harmonised

USEFULNESS OF **TCR DOCUMENT**

» Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level

» Answered by: RUs/Non-RUs

» sample size = 3

RFC NSM:

▪ This allows us to quickly identify any conflicts along the route.

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COMMENTS

▪ This allows us to quickly identify any conflicts along the route.

….. …. ..

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

REASONS TO NOT REQUEST:

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> » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
>
> » Answered by: RUs/Non-RUs
>
> » sample size = 3

RFC NSM:

- Only RU in Italy.

- We work with our company Sibelit.

Statistically not valid due to low response rate

## Capacity request via C-OSS

100%
No

Compared to the past year there was a 50% decrease.

SATISFACTION WITH **SERVICE BY THE C-OSS**

› To what extent are you satisfied with the service by the C-OSS?

› Answered by: RUs/non-RUs

› sample size = 0

› NB: Since all respondents answered that they did not order capacity via the C-OSS in 2024 (see previous slide) this question was skipped, hence no answers received.

Statistically not valid due to low response rate

satisfied
0%
50%

slightly satisfied
0%
50%

slightly unsatisfied
0%
0%

unsatisfied
0%
0%

■ 2023
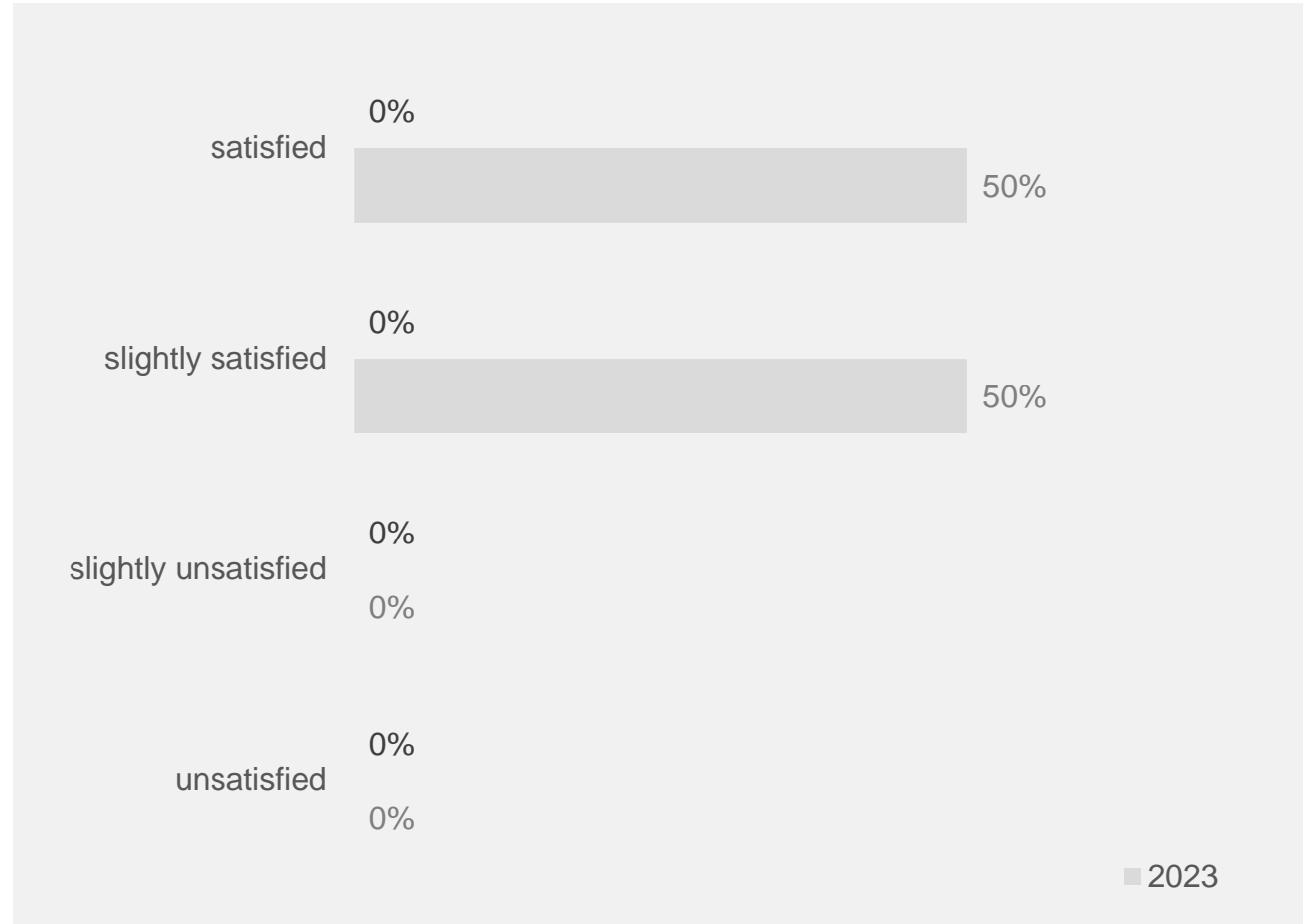
SATISFACTION WITH **RFC COMMERCIAL OFFER**

» To what extent are you satisfied with the current RFC(s) commercial offer?
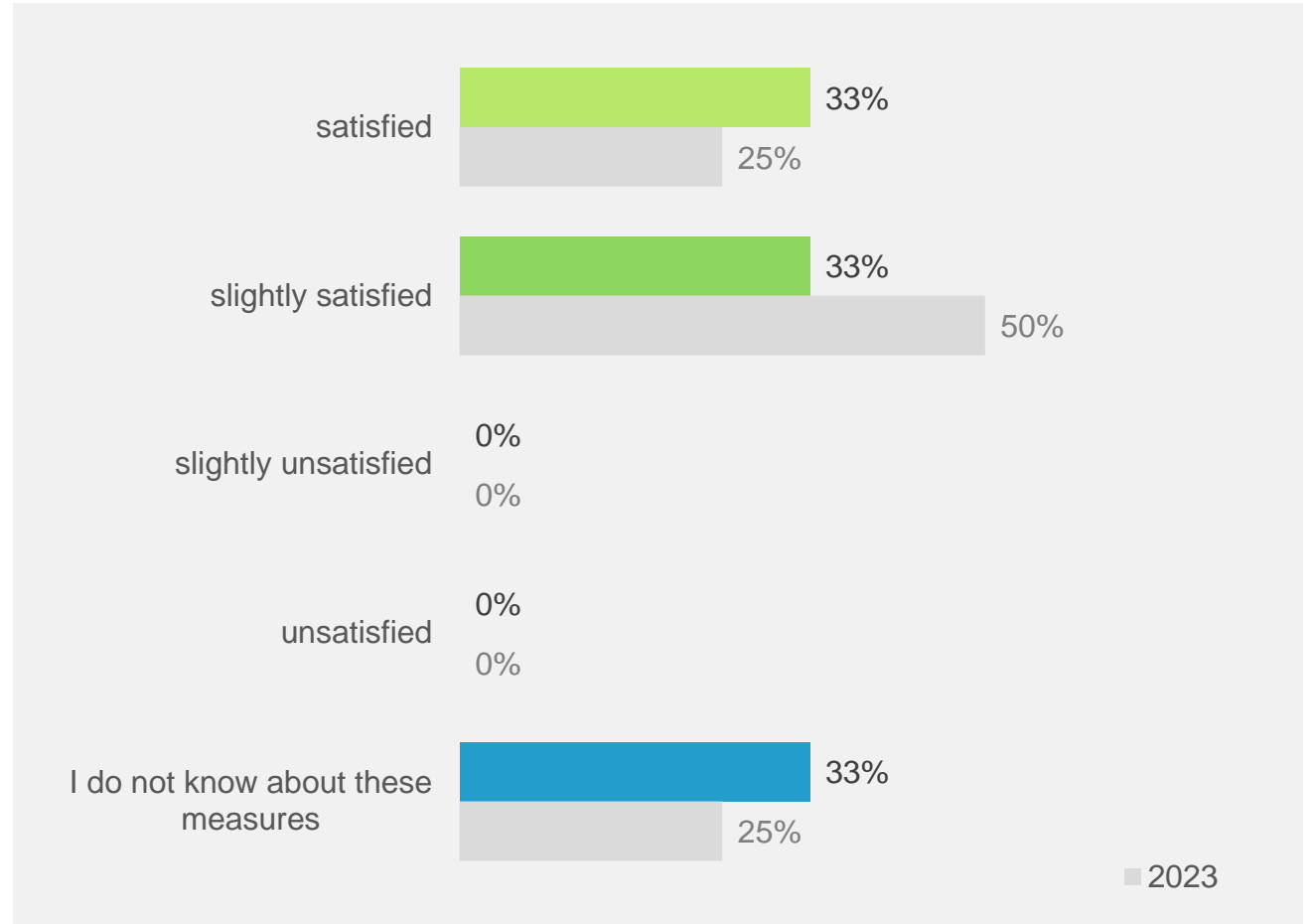
» Answered by: RUs/Non-RUs

» sample size = 3

Statistically not valid due to low response rate

satisfied — 50%
0%

slightly satisfied — 50%
100%

slightly unsatisfied — 0%
0%

unsatisfied — 0%
0%

■ 2023
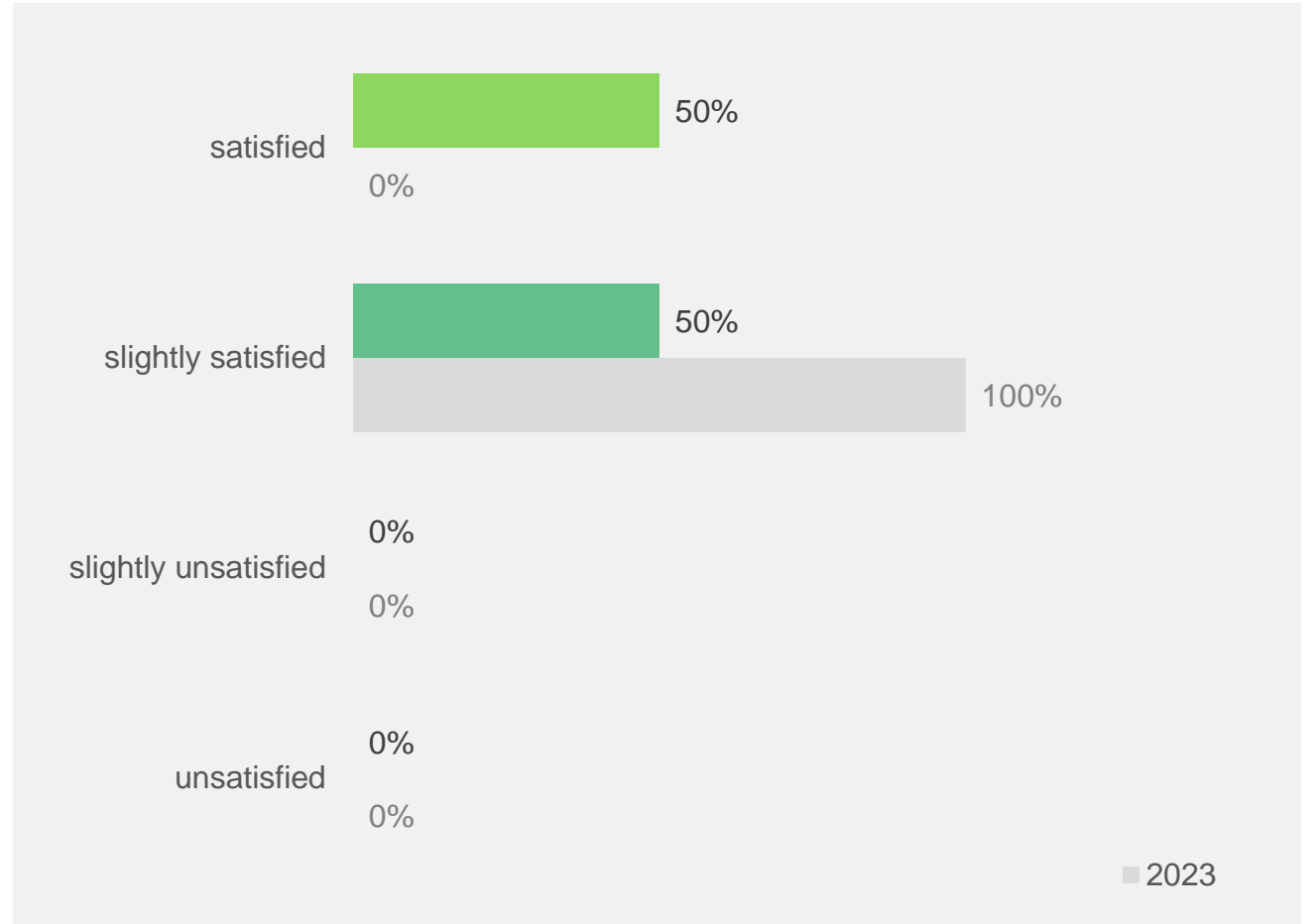
SATISFACTION WITH **RFC PERFORMANCE MEASURES**

» To what extent are you satisfied with the process and the results of performance monitoring as well as on the measures taken to achieve the Corridor's objectives?

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

» sample size = 3

Statistically not valid due to low response rate

satisfied **33%** / 25%

slightly satisfied **33%** / 50%

slightly unsatisfied **0%** / 0%

unsatisfied **0%** / 0%

I do not know about these measures **33%** / 25%

■ 2023

REASONS AND SUGGESTIONS:

RFC NSM:

- Not directly concerned

SATISFACTION WITH **INFORMATION PROVIDED BY RFCS**

» To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?

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

» sample size = 4

Statistically not valid due to low response rate

satisfied
67%
75%

slightly satisfied
33%
25%

slightly unsatisfied
0%
0%

unsatisfied
0%
0%

■2023
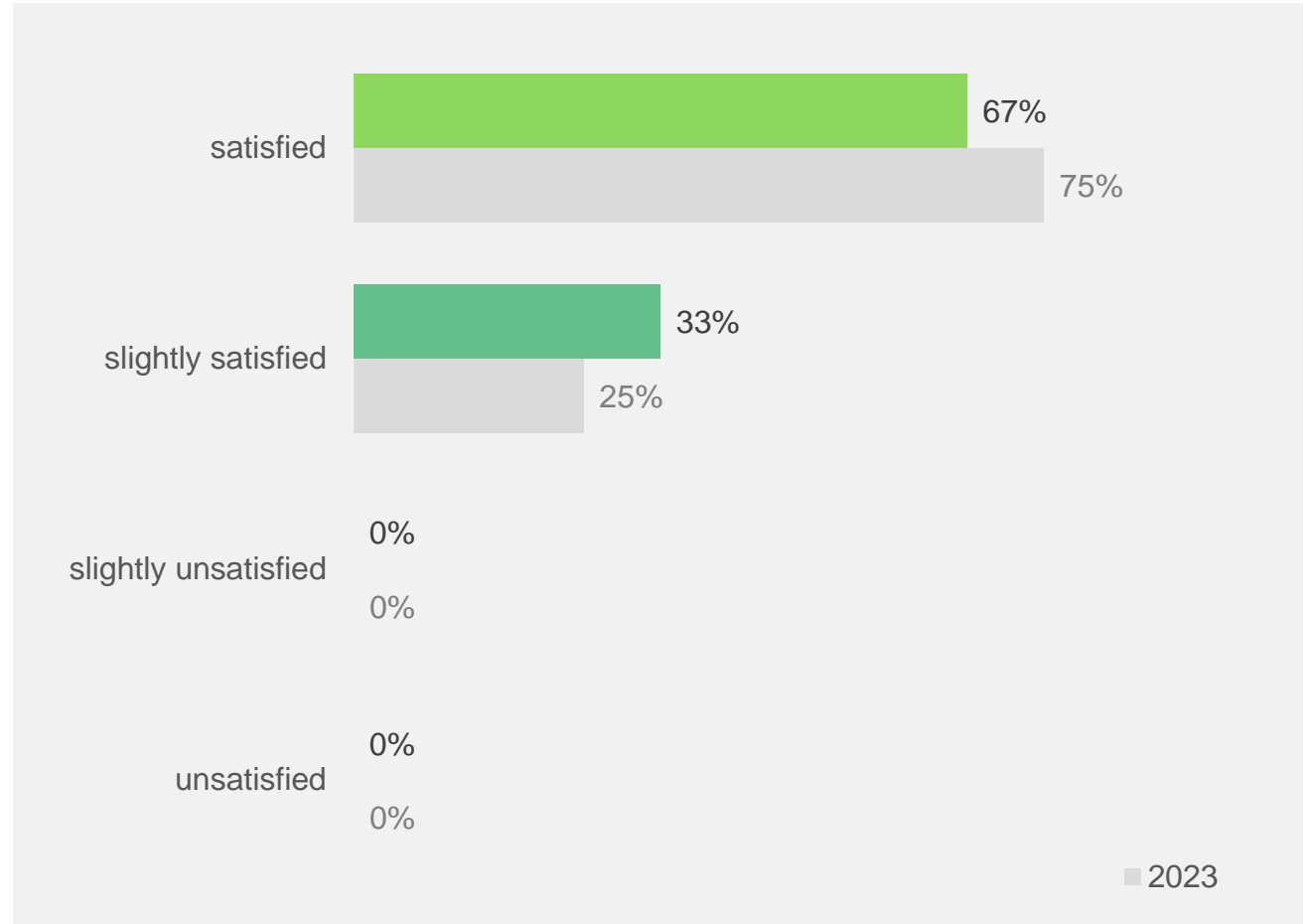
REASONS AND SUGGESTIONS:

RFC NSM:

- All the information we need are available on the RFC web page

ADDITIONAL COMMENTS:

RFC NSM:

▪ We would like to have a better TCR planning between the RFCs

▪ absolutely essential to harmonize the implementation of TCR between IM before setting up

**General remarks from DB Cargo Headquarters Germany concerning RFC NSM:**

▪ We haven't received sufficient feedback for the Southern (French) part of RFC 2. Our colleagues from DB Cargo Nederland, however, are active on the Northern (Dutch/Belgian) part, so their feedback for RFC 1 may apply to RFC 2 too.

▪ Concerning the Belgian – French border we received feedback about inconsistencies regarding non-harmonised cross-border offers for the timetable 2025, e.g.: Belgian path runs via Quévy, where the French counterpart would be Aulnoye, which is, however, not the case for the French path. On French side, a timetable variant starts in Tourcoing, where the Belgian counterpart would be Moeskroen, although no Belgian sub path runs via this route. On another cross-border stretch, Erquelinnes (BE) – Jeumont (FR), times at the border are not harmonised.

▪ Concerning path bookings in France in general, we observed not only missing requested days in the subsequent path offer but also incomplete path offers, meaning that for some days, a path for only a part of the requested stretch was offered.

▪ In general, and this applies for RFC 4 and 6 too, the problem with path ordering and management by SNCF Réseau are, first, its persisting inconsistence with PCS and resulting di-vergences between data published in PCS and the national system and, second, the fact that on days where the requested path was not possible, no alternative routing was offered.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group
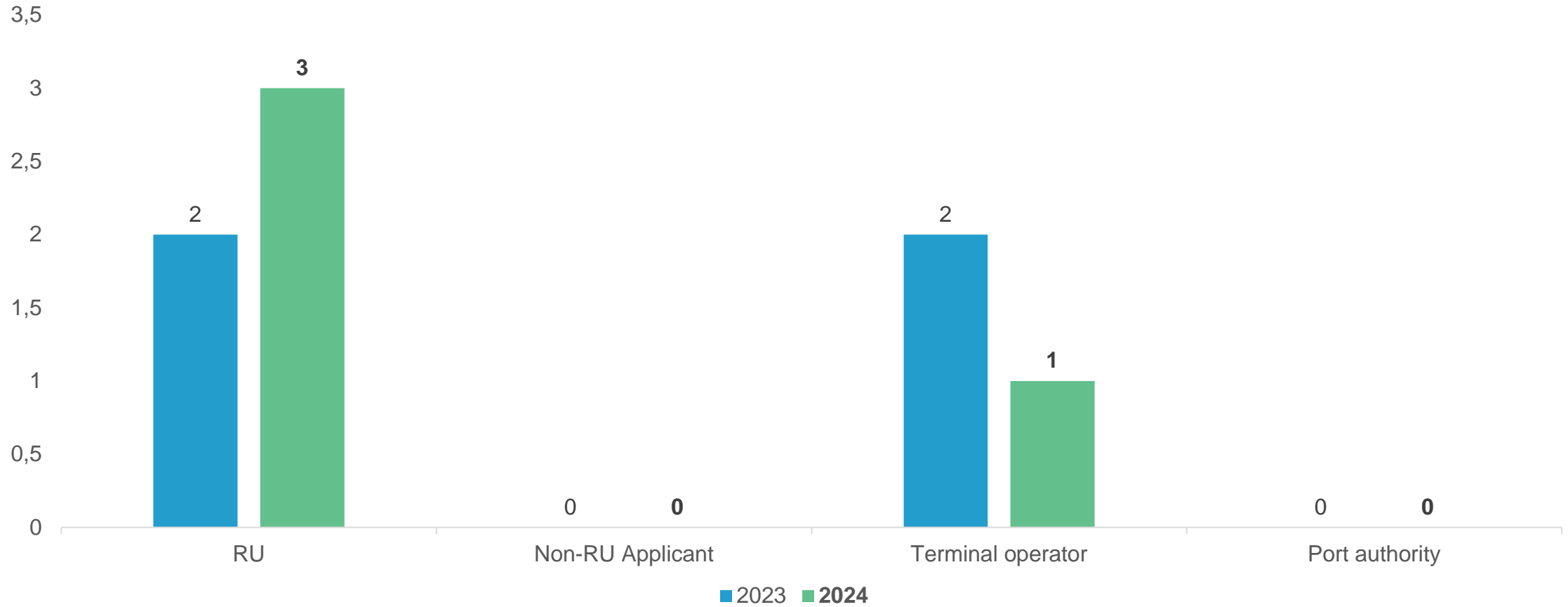
» "To which of the following type of target groups does your company belong?"
» sample size = 4; 4;
» One respondent is counted multiple times if their organization uses multiple corridors

04 SUMMARY

SUMMARY

All respondents + Additional Survey by the C-OSS

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» Important to notice: the USS cannot be considered as statistically reliable due to low response rate

» For the User Satisfaction Survey, following items were marked as most satisfactory:

  » Information provided by the RFC

  » Increase of the RFC commercial offer

» In addition of the USS, 3 weeks after the annual capacity order a questionnaire has been sent by the C-OSS to the technical stakeholders of the RFC:

  » Applicant & RUs, capacity planning department

  » Participating IM's

  » Partner RFCs

» Overall rate of reply: 57% (-5% compared to last year)

» Stakeholders are generally satisfied of their cooperation with the RFC

» We have received very interesting suggestions that have been submitted to our Management Board. Some of the suggestions have been applied for the construction of the PaP catalogue TT2026.