CORRIDOR
NORTH SEA – MEDITERRANEAN

The RFC Network
User Satisfaction
Survey
2021

Report for RFC2

RFC USER SATISFACTION SURVEY 2021

CONTENT

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

STUDY DESIGN

- 13 participants II 13 evaluations

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

- Contacts (e-mail address) delivered by RFCs

- 45 invitations sent

- Field Phase: 26th August to 8th October 2021

SATISFACTION & PARTICIPATION

13
evaluations

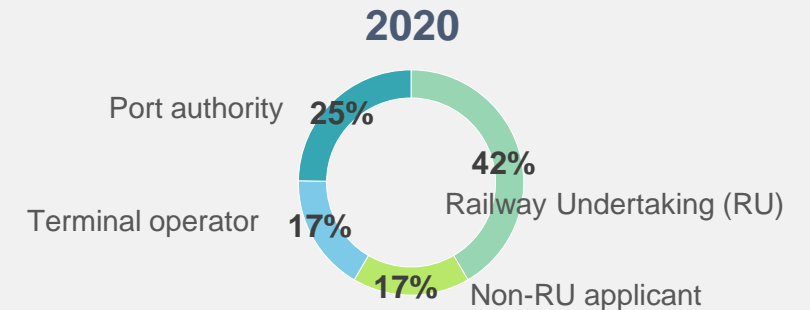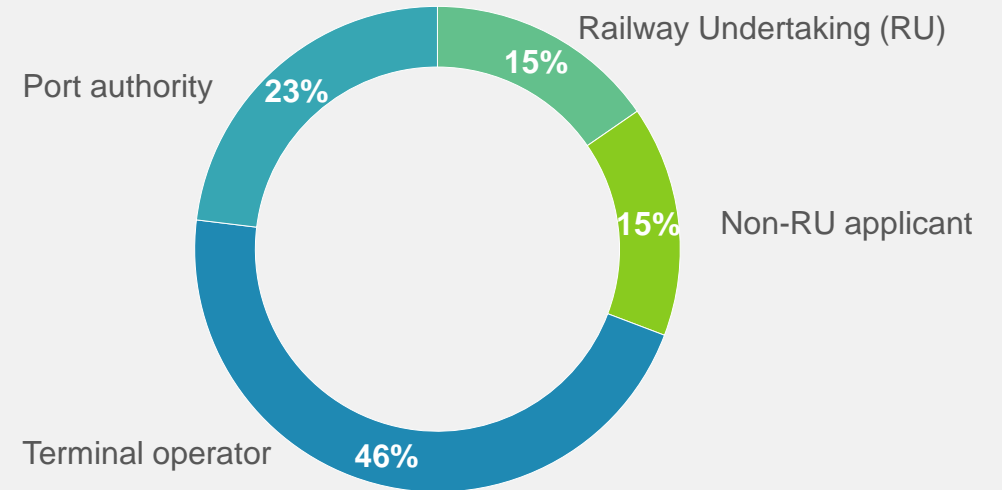This is an 8% increase compared to the previous year (12 evaluations in 2020).

13
participants

This is an 8% increase compared to the previous year (12 participants in 2020).

Customer satisfaction

92%
positive feedback

Answers given were very satisfied, satisfied and slightly satisfied. This is constant compared to the previous year.

Participant groups in % of 2021

Railway Undertaking (RU)
15%
Port authority
23%
15%
Non-RU applicant
Terminal operator
46%

2020

Port authority
25%
42%
Railway Undertaking (RU)
Terminal operator
17%
17%
Non-RU applicant

RESPONSE RATE

Compared to the previous year

Total	**13**	**(+1)**
RUs/non-Rus	4	
Terminals/Ports	9	
Invitations sent	45	(+2)
Response rate overall	**29%**	**(+1%)**

Invitations vs. Evaluations ratio

- Invitations
- Evaluations

45

13
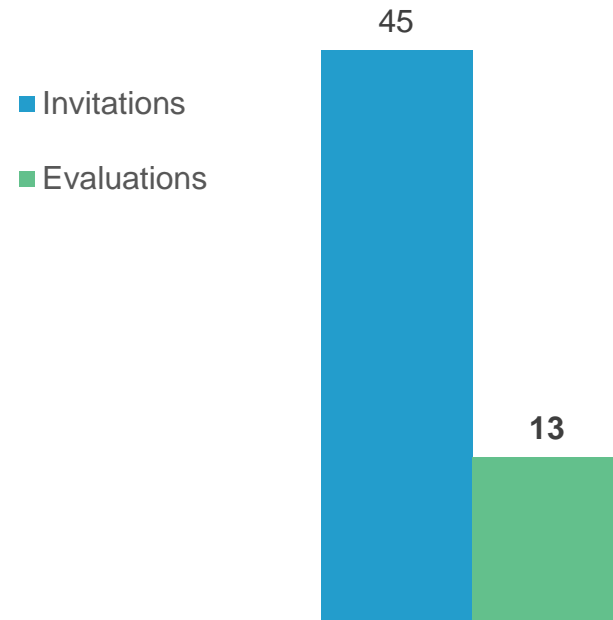
Number of participants 2020 vs. 2021

- 2020
- **2021**

13

12
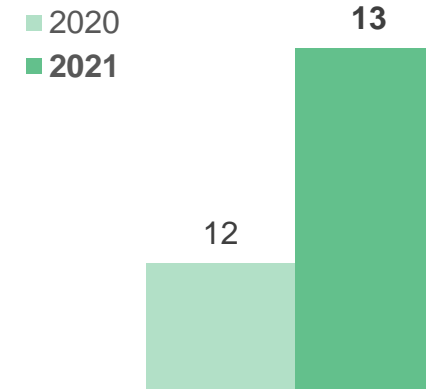
02 SATISFACTION WITH RFC 2

INTRODUCTION

The RFC USS 2021 is based on the relaunched version from 2020 which was optimized to better suit the needs of the invitees and the RFC Network.
Only the annual and RFC-specific questions were changed to be up to date focusing on current topics.
To stay comparable to the past surveys, the general questions covered the same topics.

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).
Also, in the 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.
The percentage indicates what percentage of participants think that topic needs improvement.

RFC Rhine Danube participated for the first time in the RFC USS.

SATISFACTION WITH RFC 2

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

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

» sample size = 13

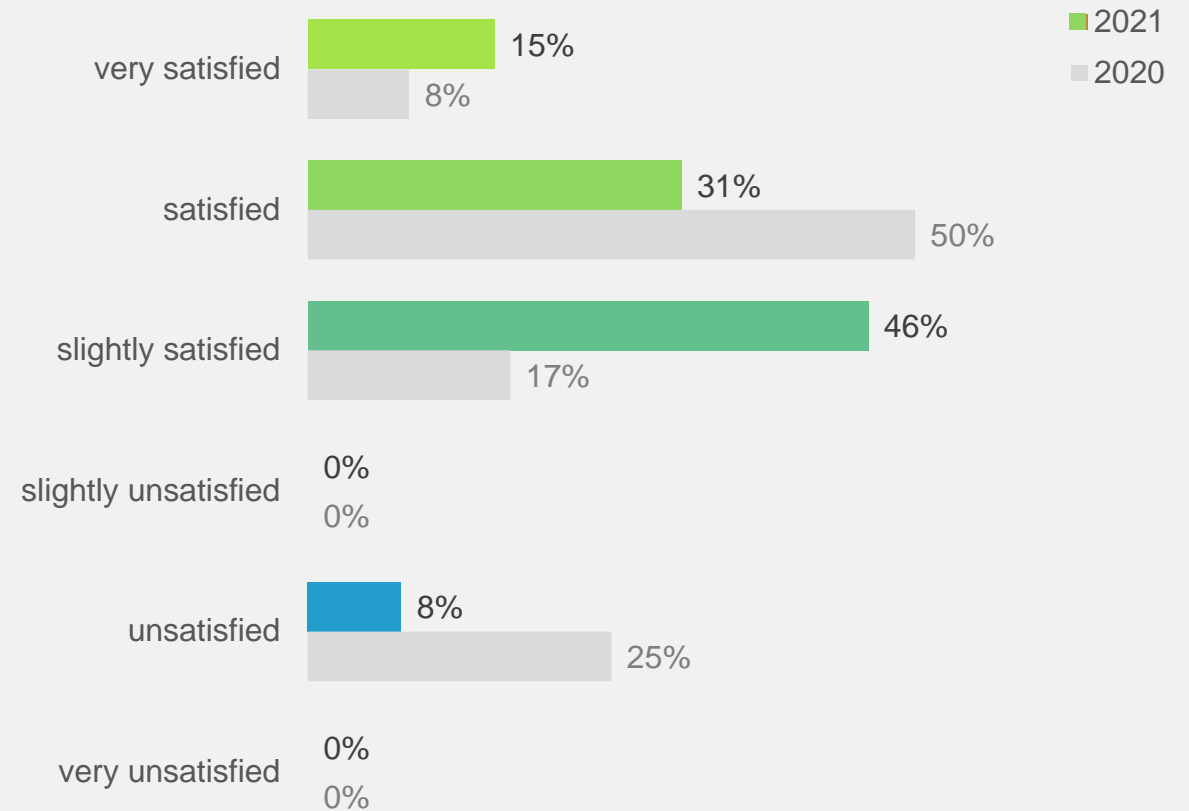**92%**
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

17%
Increase of satisfaction

■ 2021
■ 2020

very satisfied	15%
	8%
satisfied	31%
	50%
slightly satisfied	46%
	17%
slightly unsatisfied	0%
	0%
unsatisfied	8%
	25%
very unsatisfied	0%
	0%

WISH FOR IMPROVEMENT IN **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 = 13

15%
Generally satisfied

This is a 2% decrease in satisfaction compared to last year. Sample size 2020: 12

Focus on

1 Infrastructure parameters

2 Measures to improve infrastructure standards

generally satisfied — 15% / 17%

geographical routing — 31% / 17%

infrastructure parameters — 54% / 67%

measures taken to improve infrastructure standards — 46% / 50%

infrastructure capacity — 31% / 25%

other — 8% / 33%

■ 2020

WISH FOR IMPROVEMENT IN 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 = 13

23%
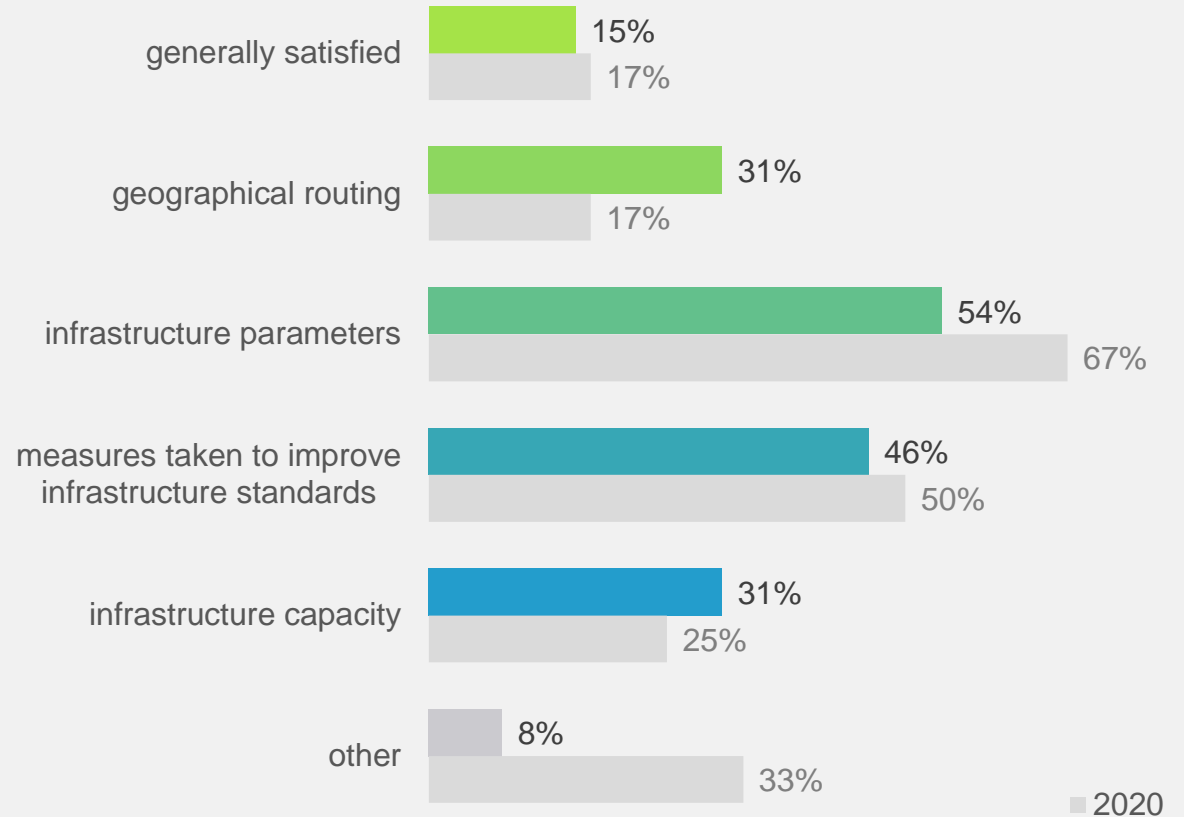### Generally satisfied

This is a 2% decrease in satisfaction compared to last year.

Sample size 2020: 12

Focus on

1 Involvement of customers

2 Quality of alternative offers

3 Info on works and possessions

Category	2021	2020
generally satisfied	23%	25%
quality of alternative offers	31%	33%
quantity of alternative offers	23%	42%
time-table of alternative offers	15%	42%
info on works and possessions	31%	42%
involvement of customers	46%	58%
other	0%	17%
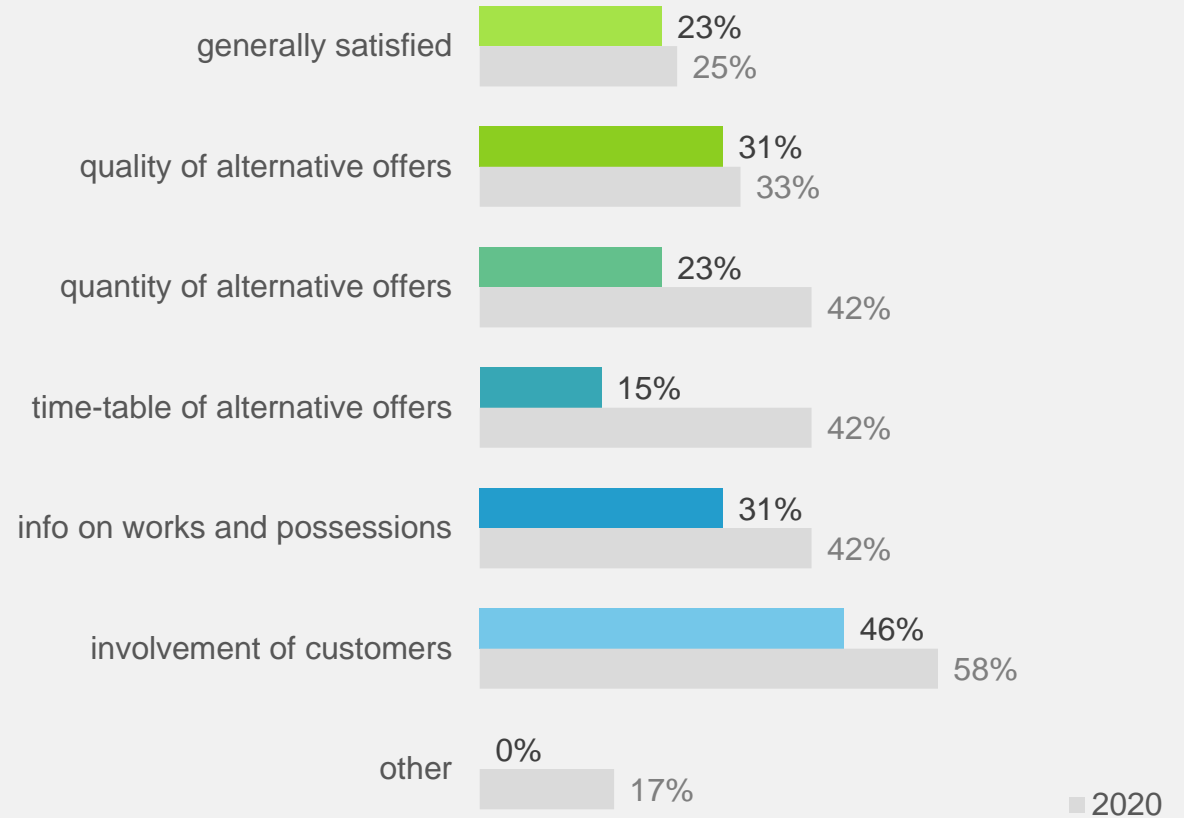
INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

75%
Yes
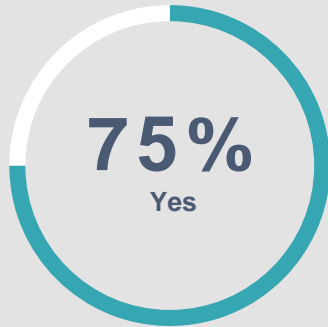
Compared to the past year
it has been constant.

COMMENTS

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· · ·

Reasons for not ordering via the C-OSS:

Order via IM

Operating on RFC through subsidiaries

Missing traffic because of the poor technical conditions of the lines by IMs.

We are actually working on business but could not realize them by now

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

» Answered by: RUs/non-RUs

» sample size = 4

WISH FOR IMPROVEMENT IN 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 = 3 (75% of 4)

33%
Generally satisfied
*This is a 33% increase in satisfaction compared to last year.*

Sample size 2020: 7

Focus on
Time-table of PaPs

	2021	2020
generally satisfied	33%	0%
quantity of PaPs	33%	0%
time-table of PaPs	67%	14%
relations (PaPs origins/destinations)	33%	0%
parameters of PaPs (train lenght/weight)	33%	14%
commercial speed of PaPs	0%	14%
quality of the Reserve Capacity offer	0%	0%
allocation process	0%	14%
conflict-solving procedure by the C-OSS	0%	14%
collection of needs (wish list)	33%	0%
protection of PaPs from TCRs	33%	29%
other	33%	0%

WISH FOR IMPROVEMENT IN TPM

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 = 13

15%
Generally satisfied
This is a 10% decrease in satisfaction compared to last year.

Sample size 2020: 12

Focus on
1 Efficiency of measures taken to improve punctuality
2 RU/terminal improvement

generally satisfied — 15% / 25%

regular train performance in report — 0% / 25%

efficiency of measures taken to improve punctuality — 46% / 33%

RU/terminal improvement — 38% / 50%

other — 0% / 25%

2020
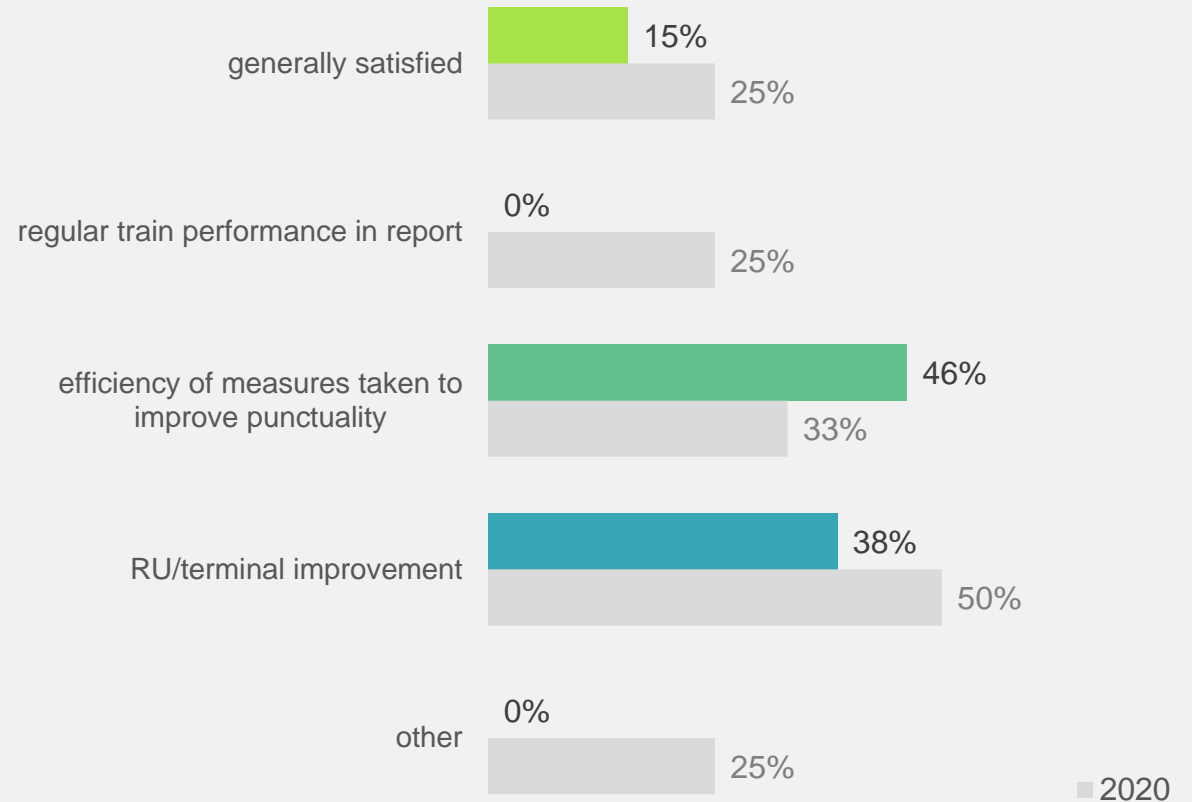
WISH FOR IMPROVEMENT IN ICM

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?
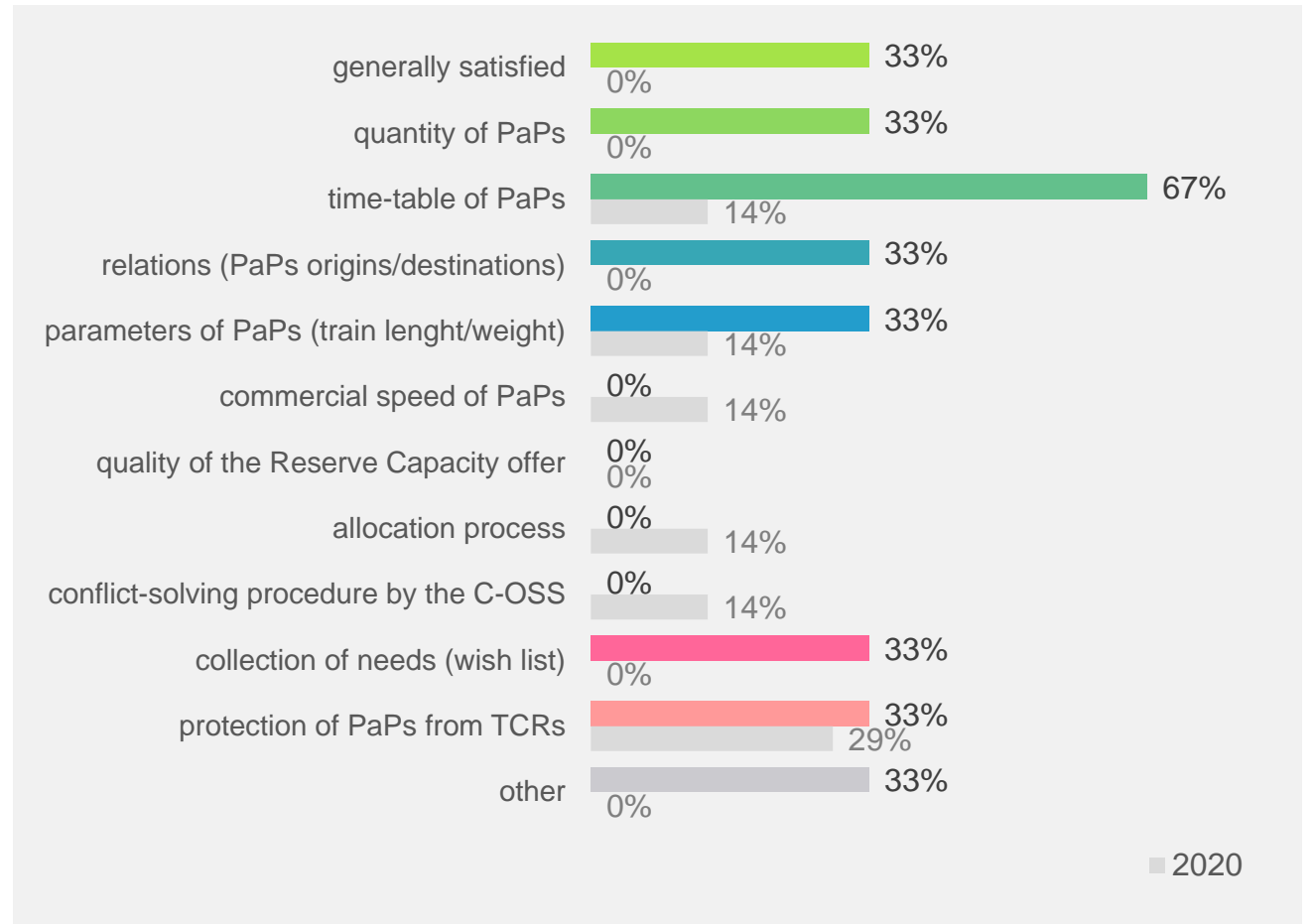
» Answered by: RUs/non-RUs

» sample size = 4

0%
Generally satisfied

This is a 29% decrease in satisfaction compared to last year.

Sample size 2020: 7

Focus on

1 Quality and usability of re-routing scenarios

generally satisfied — 0% / 29%

implementation of new processes — 25% / 43%

quality and usability of re-routing scenarios — 50% / 71%

information/support on ICM by RFCs — 25% / 29%

other — 0% / 29%

■ 2020
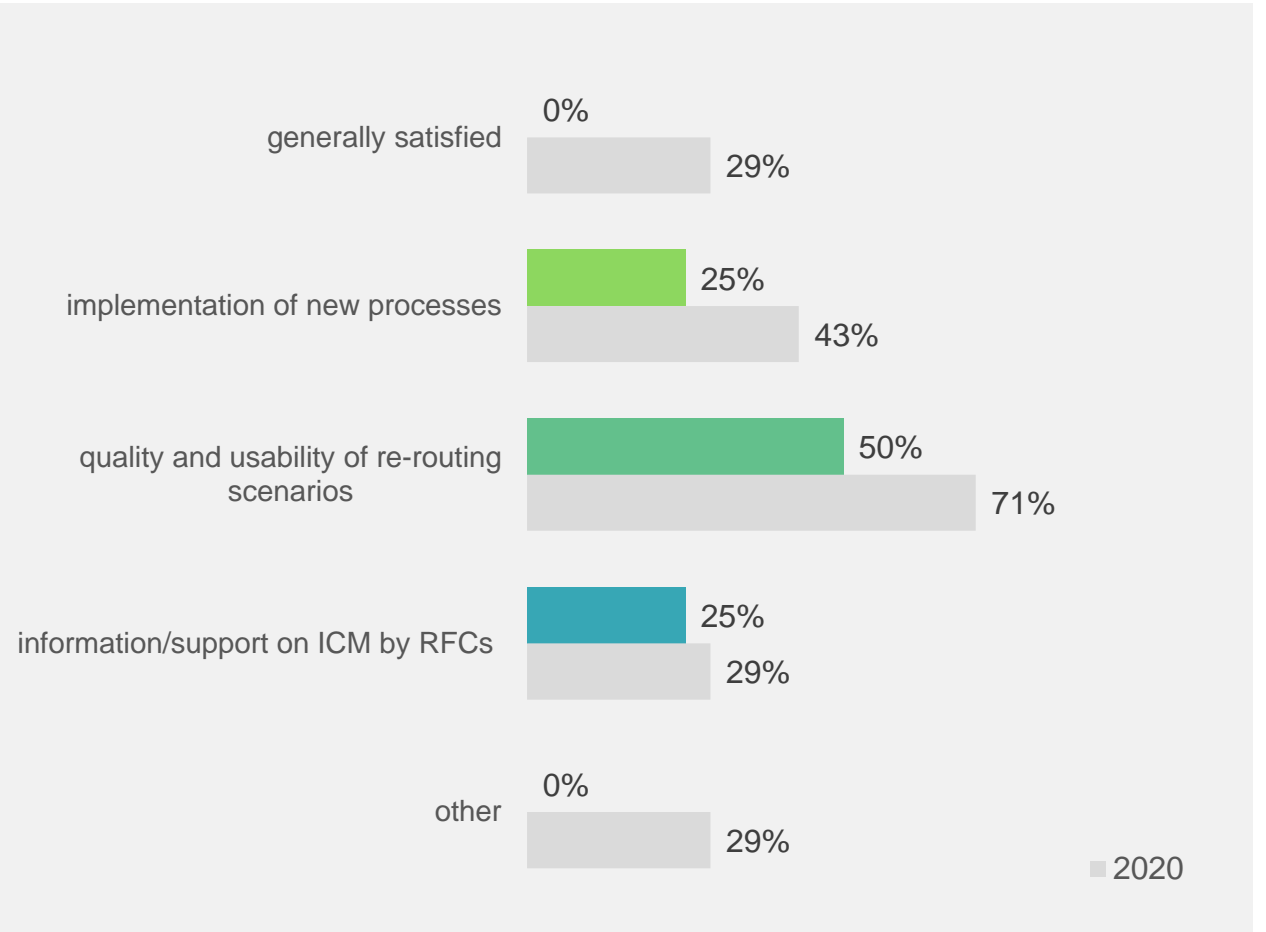
WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

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 = 13

31%
Generally satisfied
This is a 11% decrease in satisfaction compared to last year.

Sample size 2020: 12

Focus on

1 consideration of AG's opinion In the ExB

2 consideration of AG's opinion In the MB

3 organization of meetings

generally satisfied — 31% / 42%

RAG/TAG meetings useful — 8% / 25%

RAG/TAG meetings useful, other comments — 0% / no commenting in 2020

consideration of AG's opinion in the MB — 38% / 33%

consideration of AG's opinion in the ExB — 38% / 33%

organization of meetings — 23% / 25%

other — 15% / 33%

2020

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings

69%
Yes
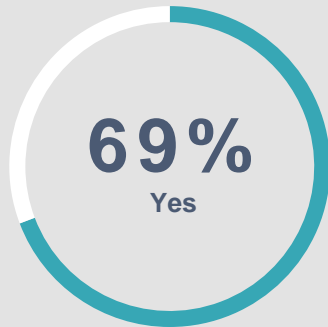
Compared to the past year
it has been a 6% decrease.

» Does your company regularly attend RAG/TAG meetings?

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

» sample size = 13

WISH FOR IMPROVEMENT IN **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 = 13

15%
Generally satisfied

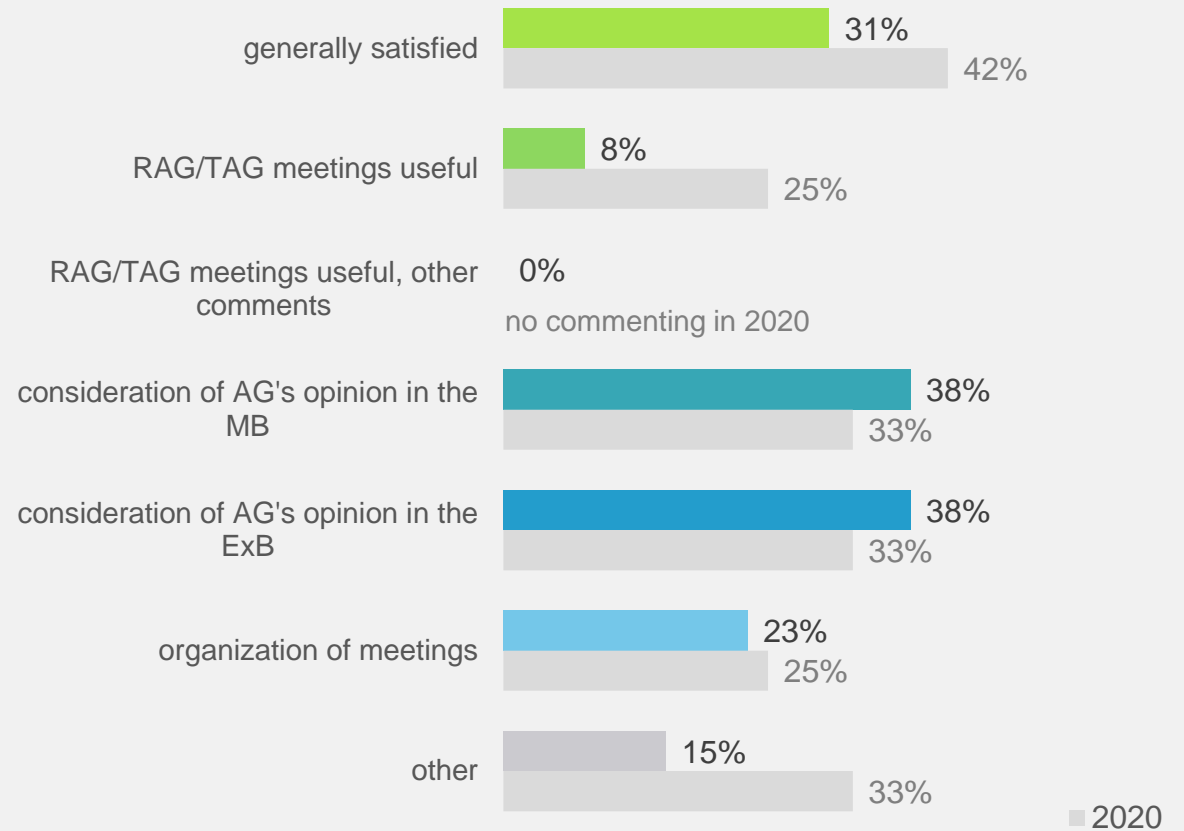*This is a 2% decrease in satisfaction compared to last year.*

Sample size 2020: 12

Focus on

1 information on RFC website

2 information provided on CIP

generally satisfied — 15% / 17%

information on the RFC website — 8% / 33%

information on social media channels — 0% / 0%

information in annual reports — 0% / 0%

information provided in CID books — 0% / 17%

information provided on the CIP — 8% / 33%

information provided on the NCI — 0% / not asked in 2020

other — 8% / 25% ▪ 2020

SATISFACTION WITH **SUPPORT DURING PANDEMIC**

RFC-specific question

———

» Are you satisfied with the support you received by the RFCs and their IMs during the Corona-virus and what would you have expected? – open answer

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

» sample size = 13

5x YES, 1x OK

Yes, clear communication

Yes, communication was fine

Yes, we are satisfied with the information obtained during the pandemic, Matthieu has done a remarkable job !

Yes, globally satisfied

Yes, I'm satisfied.

No opinion (not applicable from our perspective)

WISH FOR IMPROVEMENT IN **PERFORMANCE**

Priority areas

———

» Which topics would your company be interested in for the RFC to improve your rail-related performance?

» Answered by: Terminals/Ports

» sample size = 9

International End-to-End monitoring projects with the involvement of IMs, RUs, and Terminal Operators — **44%**
not asked in 2020

Integrated capacity offer of PaPs with Terminal slots — **0%**
not asked in 2020

Creation of business opportunities/links — **22%**
not asked in 2020

Support of electronic data exchange (TIS) within the rail sector — **56%**
not asked in 2020

Facilitation of information provision — **11%**
not asked in 2020

other — **11%**
not asked in 2020

■ 2020

WISH FOR IMPROVEMENT IN CIP

Current topic 1: Customer Information Platform (CIP)

» Current topic 1: Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs, ports and terminals

» sample size = 13
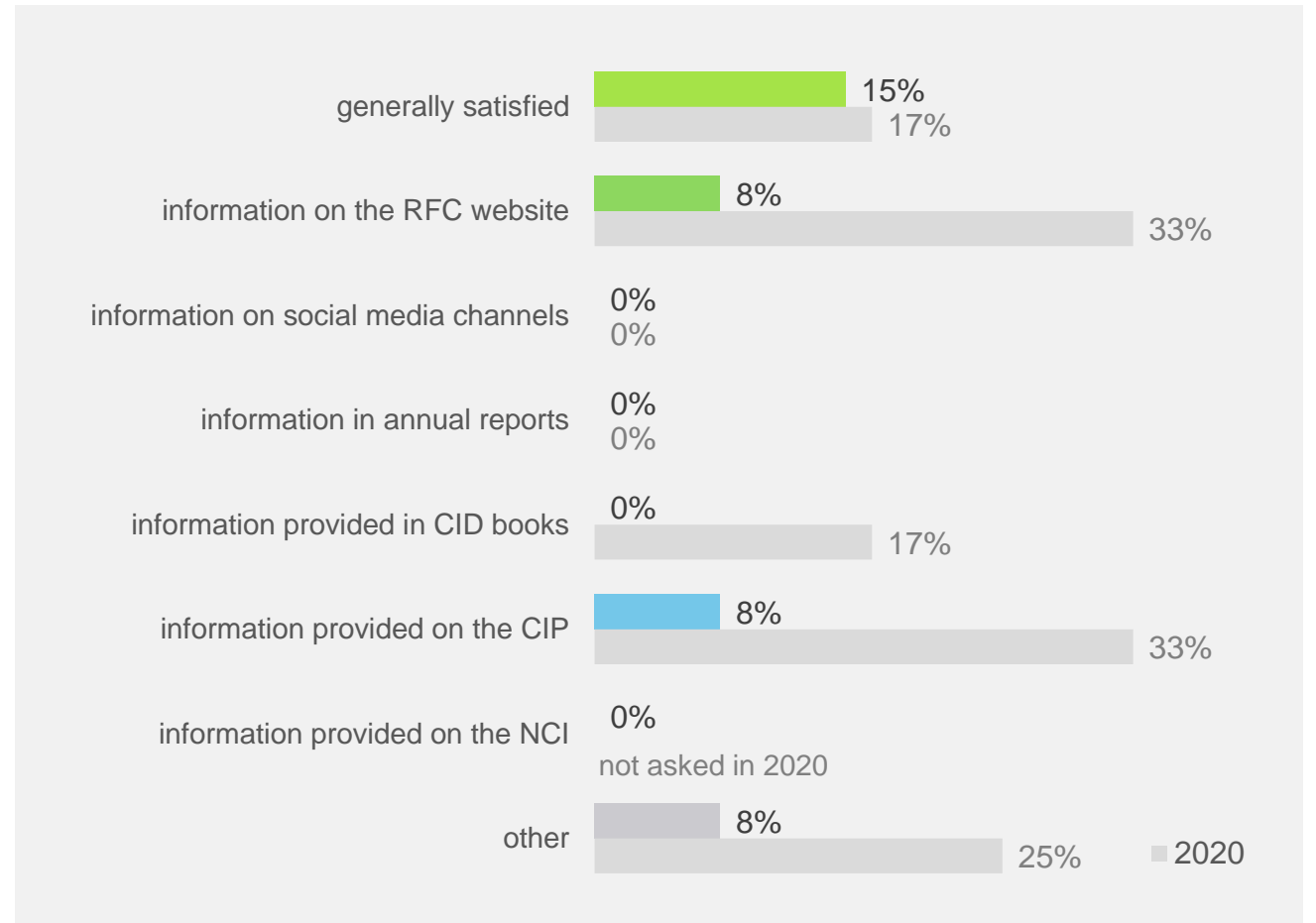
29%
Generally satisfied

This is a 4% increase in satisfaction compared to last year.

Sample size 2020: 12

Focus on

1 interactive map

2 route planning

3 display of ICM re-routing options

	2020
generally satisfied	29% / 25%
Information documents	0% / 0%
Interactive map	7% / 17%
Route planning	7% / 25%
Display of ICM re-routing options	7% / 17%
General usability	0% / 0%
Geographical coverage	0% / not asked in 2020
other	7% / 25%
Don't know / I don't use CIP.	43% / 8%
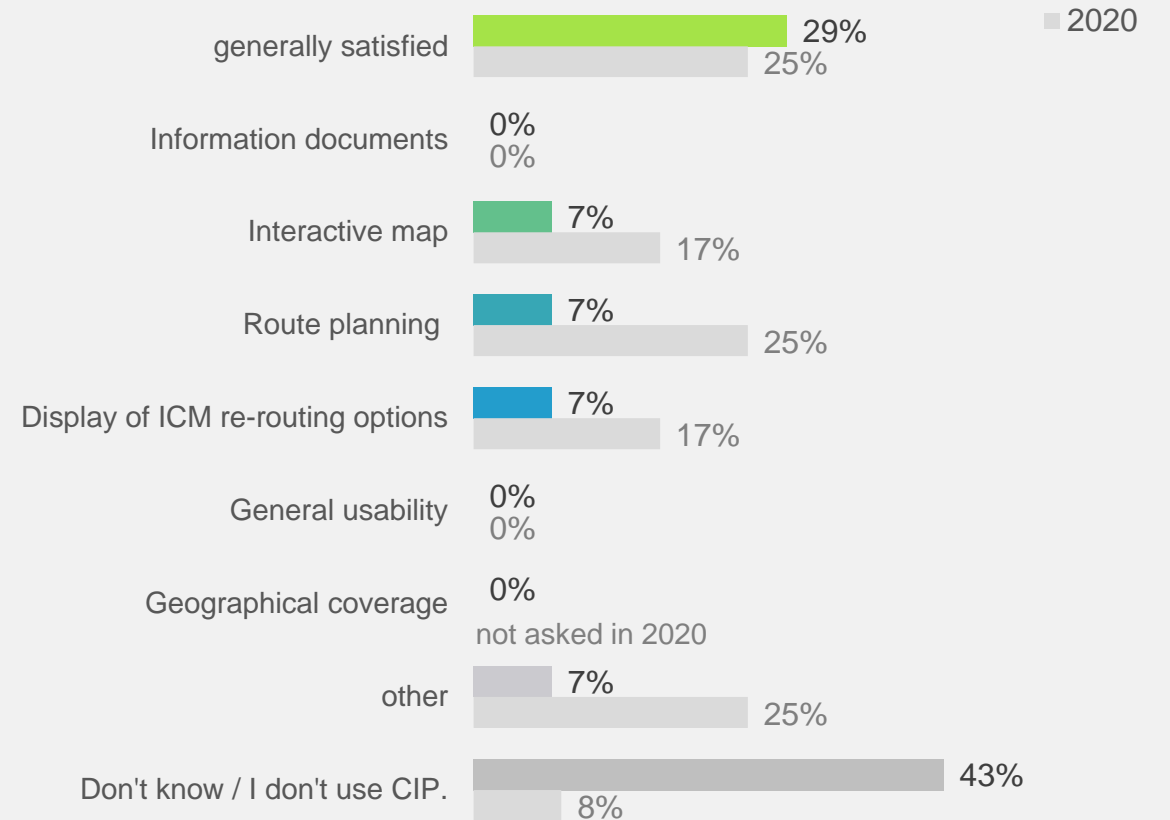
CAPACITY BOTTLENECKS ALONG THE RFC - A

Current topic 2: asked to RUs/Non-RUs

» Does your company face capacity bottlenecks along the RFC (e.g. on lines / in nodes / in terminals / on borders)?

» Answered by: RUs/non-RUs

» sample size = 4

50%
Generally satisfied, no problems

no problems — 50%

not asked in 2020

slight problems, comment: — 25%

not asked in 2020

severe problems, comment: — 25%

not asked in 2020
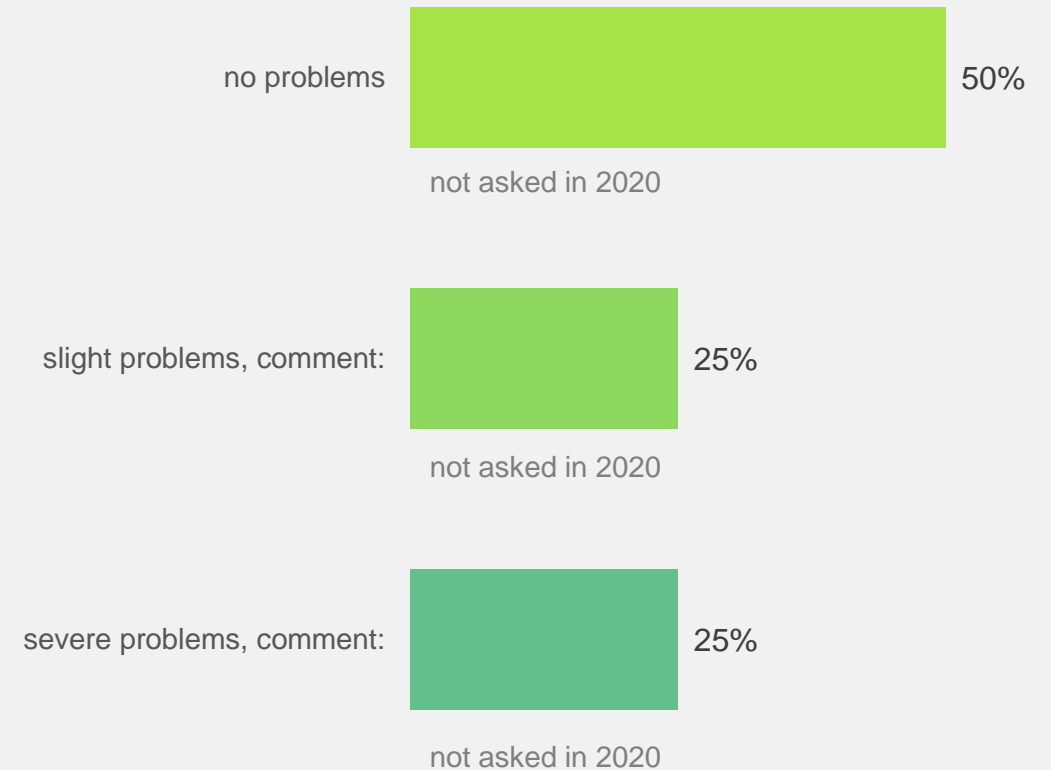
CAPACITY BOTTLENECKS ALONG THE RFC - B

Current topic 2: asked to ports and terminals

» Does your company face capacity bottlenecks on lines / handover stations leading to terminals and ports?

» Answered by: ports and terminals

» sample size = 9

33%
Generally satisfied, no problems

no problems — 33%

not asked in 2020

slight problems, comment: — 56%

not asked in 2020

severe problems, comment: — 22%

not asked in 2020
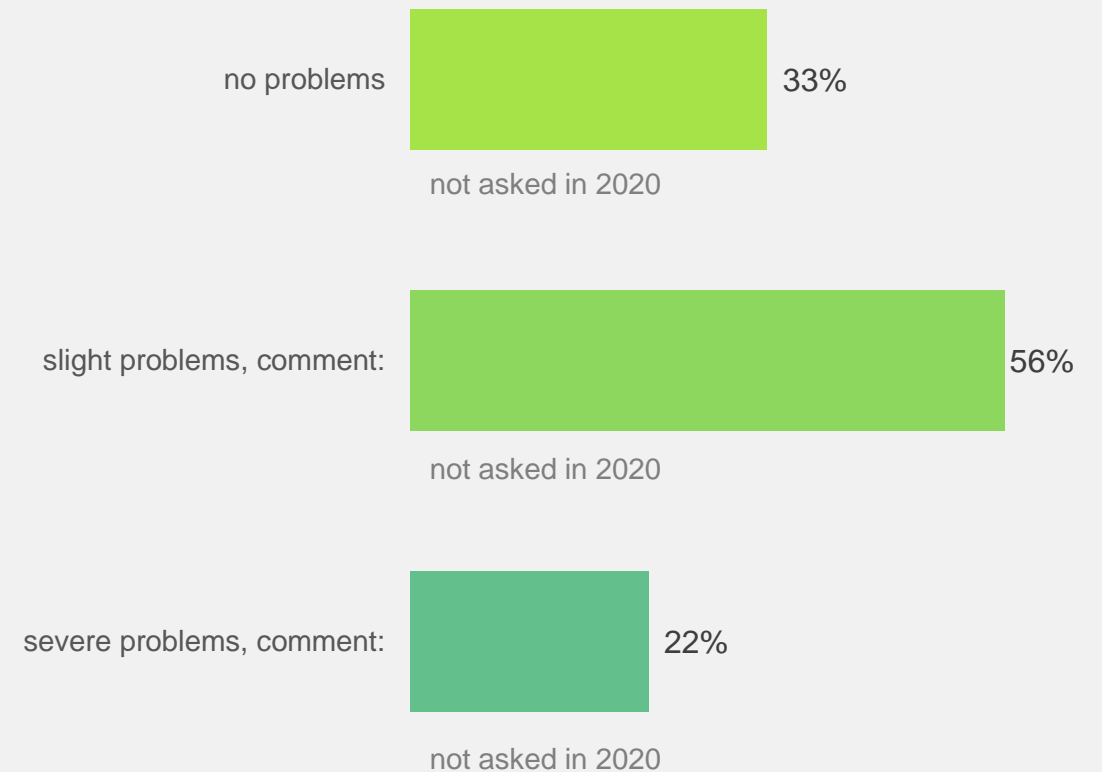
03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group
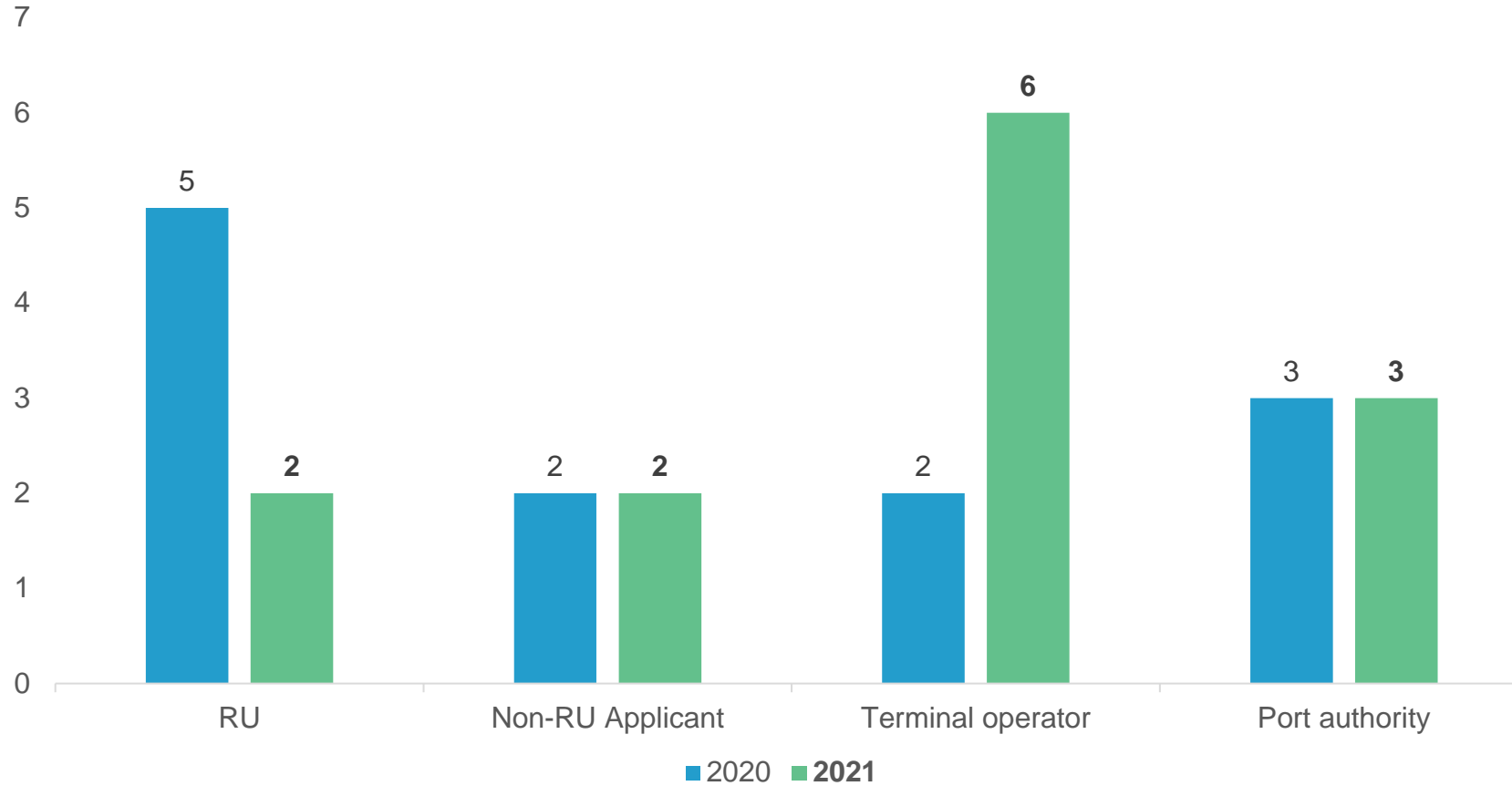
» "To which of the following type of target groups does your company belong?"
» sample size = 15; 13;
» One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY

SUMMARY – SATISFACTION RATING

All respondents

———

» General satisfaction

» This question was not asked in all topics of the survey

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

» Different sample sizes on every topic

2021
2020

Topic	2021	2020
Infrastructure	15%	17%
Temporary capacity restrictions	23%	25%
Commercial offer	33%	0%
Train performance management	15%	25%
Int. Contingency management	0%	29%
RU/Terminal Advisory Group	31%	42%
Communication services	15%	17%
Improvement of CIP	29%	25%
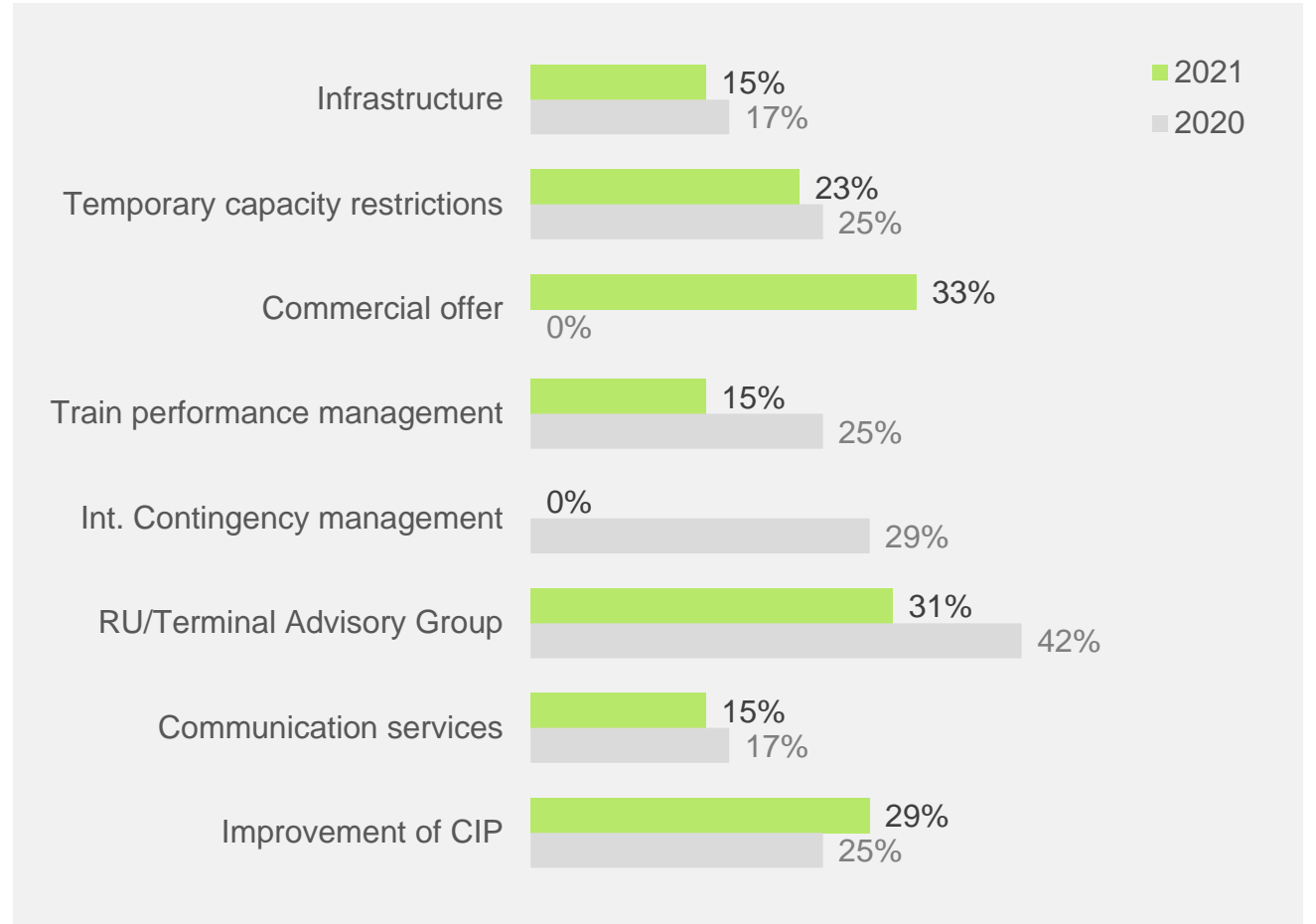
SUMMARY – WISH FOR IMPROVEMENT

All respondents

» Focus topics chosen

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

Topic	%
time-table of PaPs	67%
infrastructure parameters	54%
quality and usability of re-routing scenarios	50%
measures taken to improve infrastructure standards	46%
involvement of customers	46%
efficiency of measures taken to improve punctuality	46%
CIP not used	43%
RU/terminal improvement	38%
consideration of AG's opinion in the MB	38%
consideration of AG's opinion in the ExB	38%
relations (PaPs origins/destinations)	33%
quantity of PaPs	33%
protection of PaPs from TCRs	33%
parameters of PaPs (train length/weight)	33%
collection of needs (wish list)	33%
quality of altnerative offers	31%
infrastructure capacity	31%
information on works and possessions	31%
geographical routing	31%
information/support on ICM by RFCs	25%
implementation of new processes	25%
quantity of alternative offers	23%
organization of meetings	23%
time-table of alternative offers	15%
RAG/TAG meetings useful	8%
information provided on the CIP	8%
information on the RFC website	8%
Information documents on CIP	8%
Route planning in CIP	7%
Interactive map on CIP	7%
Display of ICM re-routing options in CIP	7%
regular train performance in report	0%
quality of the Reserve Capacity offer	0%
information provided on the NCI	0%
information provided in CID books	0%
information on social media channels	0%
information in annual reports	0%
geographical coverage of CIP	0%
General usability of CIP	0%
conflict-solving procedure by the C-OSS	0%
commercial speed of PaPs	0%
allocation process	0%

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

> » Focus topics chosen
>
> » Answered by: RUs/non-RUs, Terminals/Ports

Topic	%
time-table of PaPs	67%
infrastructure parameters	54%
quality and usability of re-routing scenarios	50%
measures taken to improve infrastructure standards	46%
involvement of customers	46%
efficiency of measures taken to improve punctuality	46%
CIP not used	43%
RU/terminal improvement	38%
consideration of AG's opinion in the MB	38%
consideration of AG's opinion in the ExB	38%