

The RFC Network User Satisfaction Survey 2022

Report for RFC2

RFC USER SATISFACTION SURVEY 2021

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 7 participants – 7 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 27 companies invited, 495 overall e-mail invitations sent and 14 personal interviews**
- Field Phase: 19th September to 10th November 2022

** One respondent is counted multiple times if their organisation uses multiple corridors.*

*** 10 interviews from DB Cargo (see attachment).*

SATISFACTION & PARTICIPATION

7
evaluations

This is a decrease of 54% compared to the previous year (13 evaluations in 2021).

**Evaluations of uninvited participants included.
Including 10 interviews from DB Cargo (see attachments).

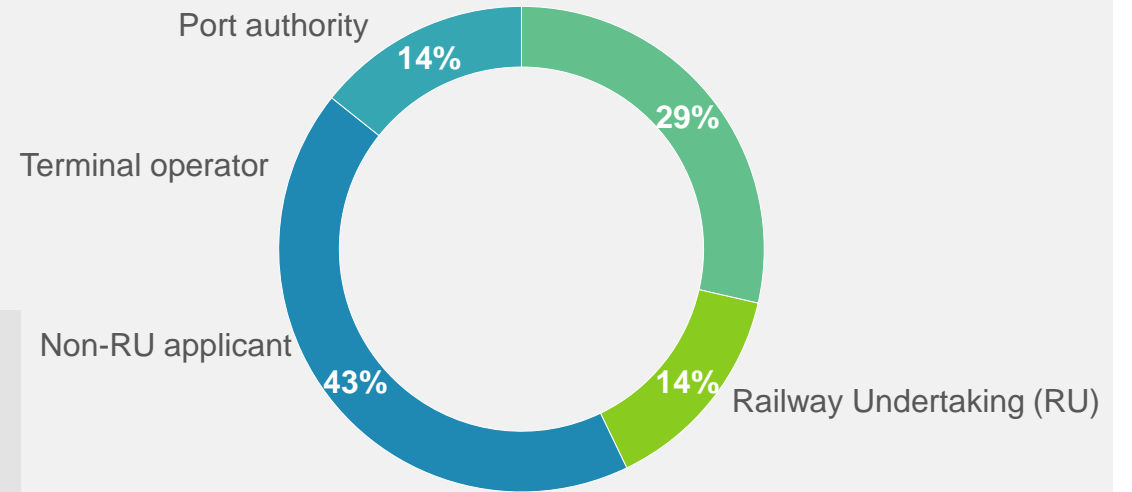
7
participants

This is a decrease of 54% compared to the previous year (13 participants in 2021).

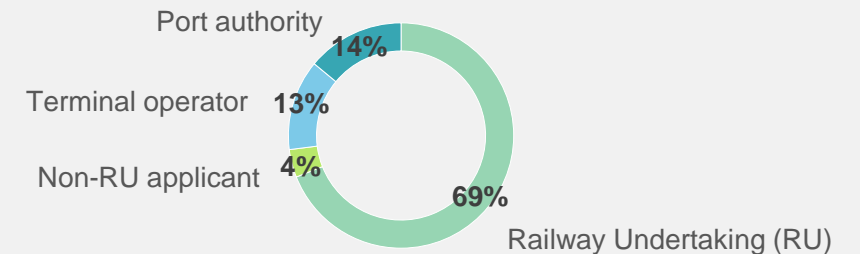
Customer satisfaction



Participant groups in % of 2022



2021



RESPONSE RATE

Compared to the previous year



Total	7	(-6)
RUs/non-Rus	3	
Terminals/Ports	4	
Invitations sent	27	(-18)
Response rate overall	25%	(-4%)

02 SATISFACTION WITH THE RFC 2

INTRODUCTION

The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, **the general questions covered the same topics** as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or would appreciate improvement in ... (select certain concrete measures). Also, in the survey each topic

offered the opportunity to give an open answer under 'other'. Therefore, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates **the number of participants who think that a specific topic needs** improvement. Figures are rounded **without comma**.

SATISFACTION WITH RFC 2

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

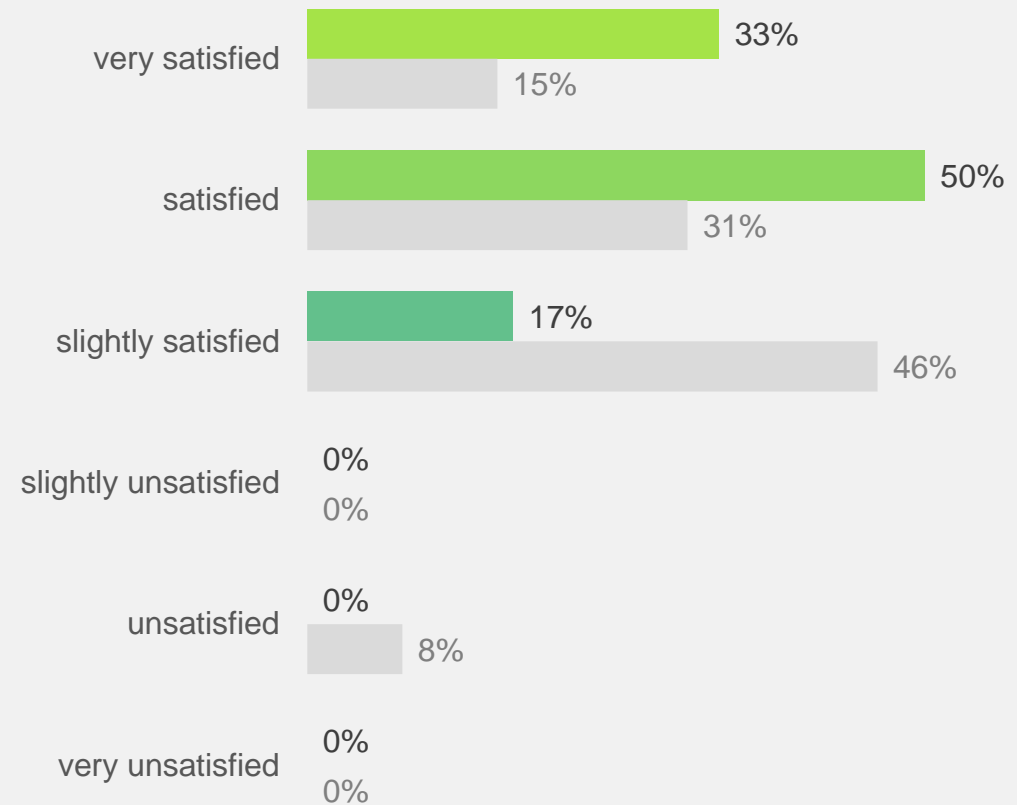
90%

Generally satisfied

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

2%

Decrease of satisfaction



■ 2021

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

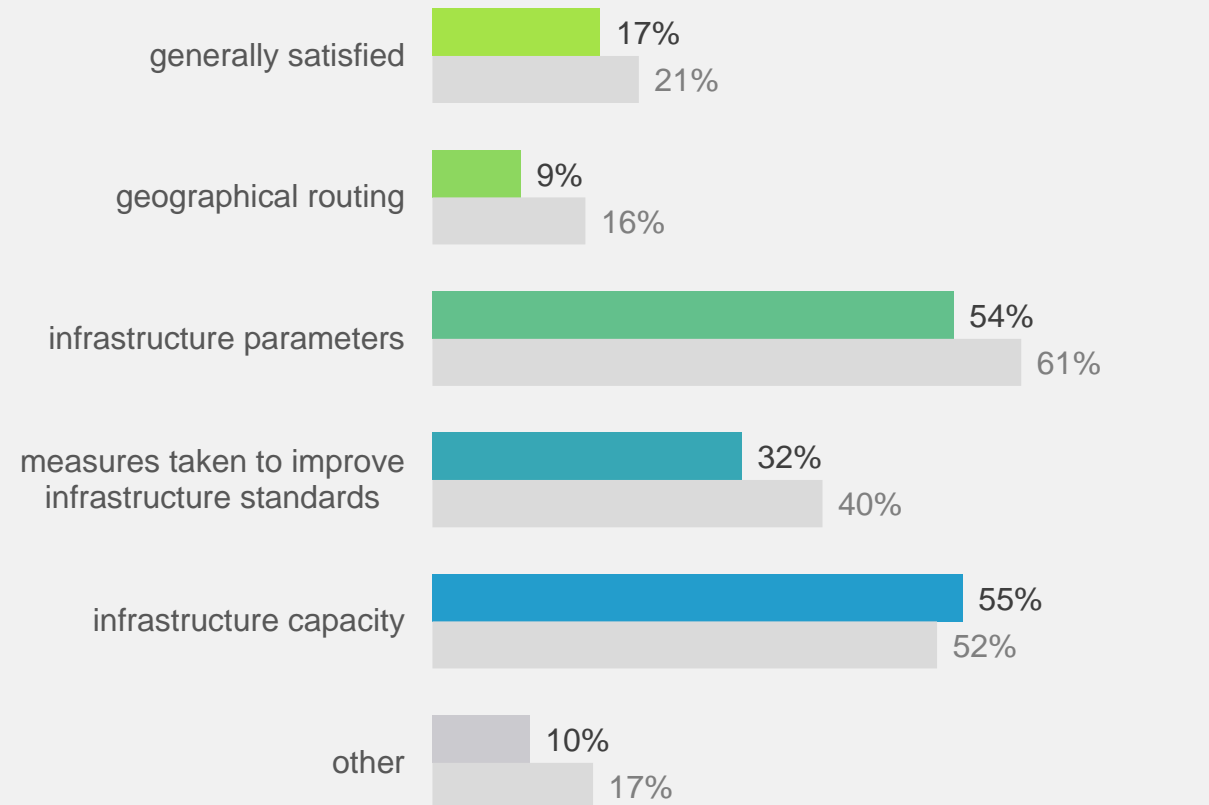
17%

Generally satisfied

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

Focus on

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



■ 2021

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

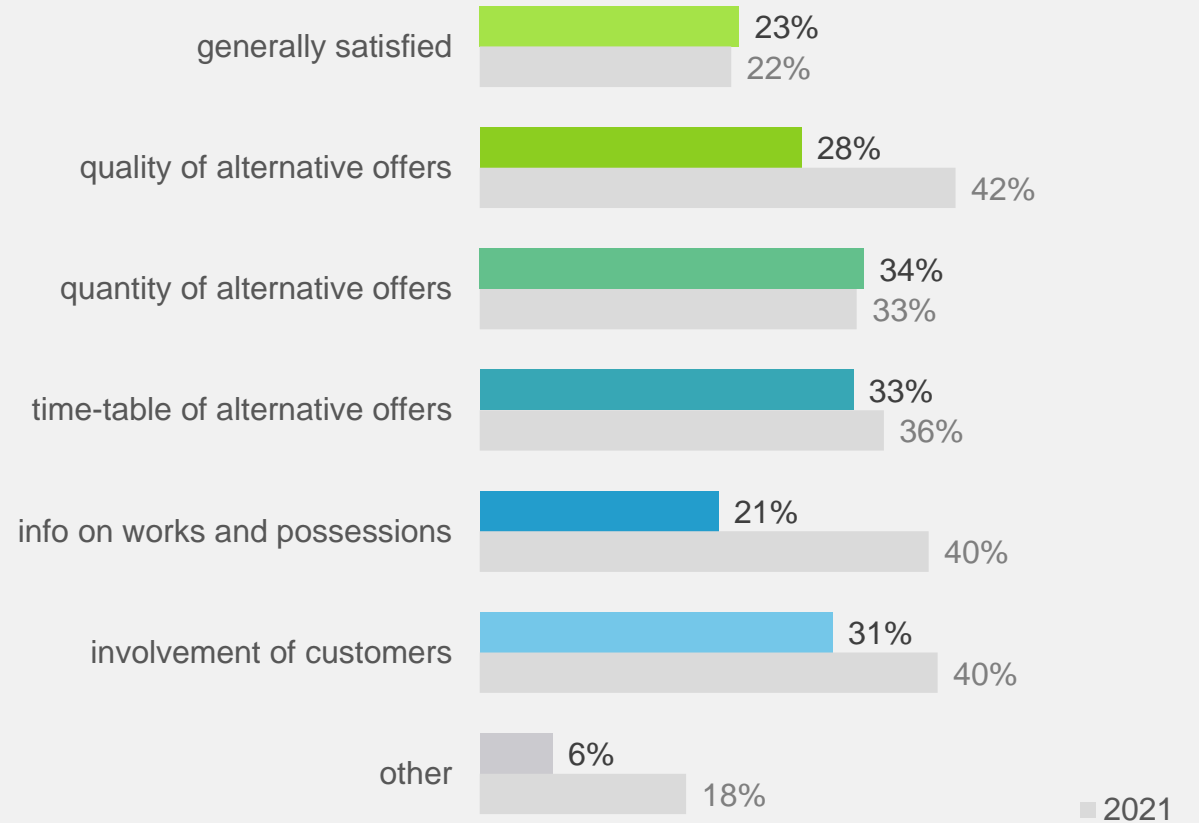
23%

Generally satisfied

This is a 1% increase in satisfaction compared to last year.

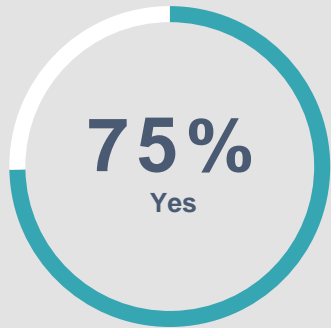
Focus on

- 1 quantity of alternative offers
- 2 time-table of alternative offers
- 3 involvement of customers



INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 1% increase.

COMMENTS



Reasons for not ordering via the C-OSS:

Lack of knowledge of the PaP request process and the O/D pairs used by the RU within the RFC.

Orders via the national path order systems are easier to handle for both parties.

Have not received an invitation.

Irrelevant – no significant advantages for corridor paths (in normal conditions).

- » 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

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

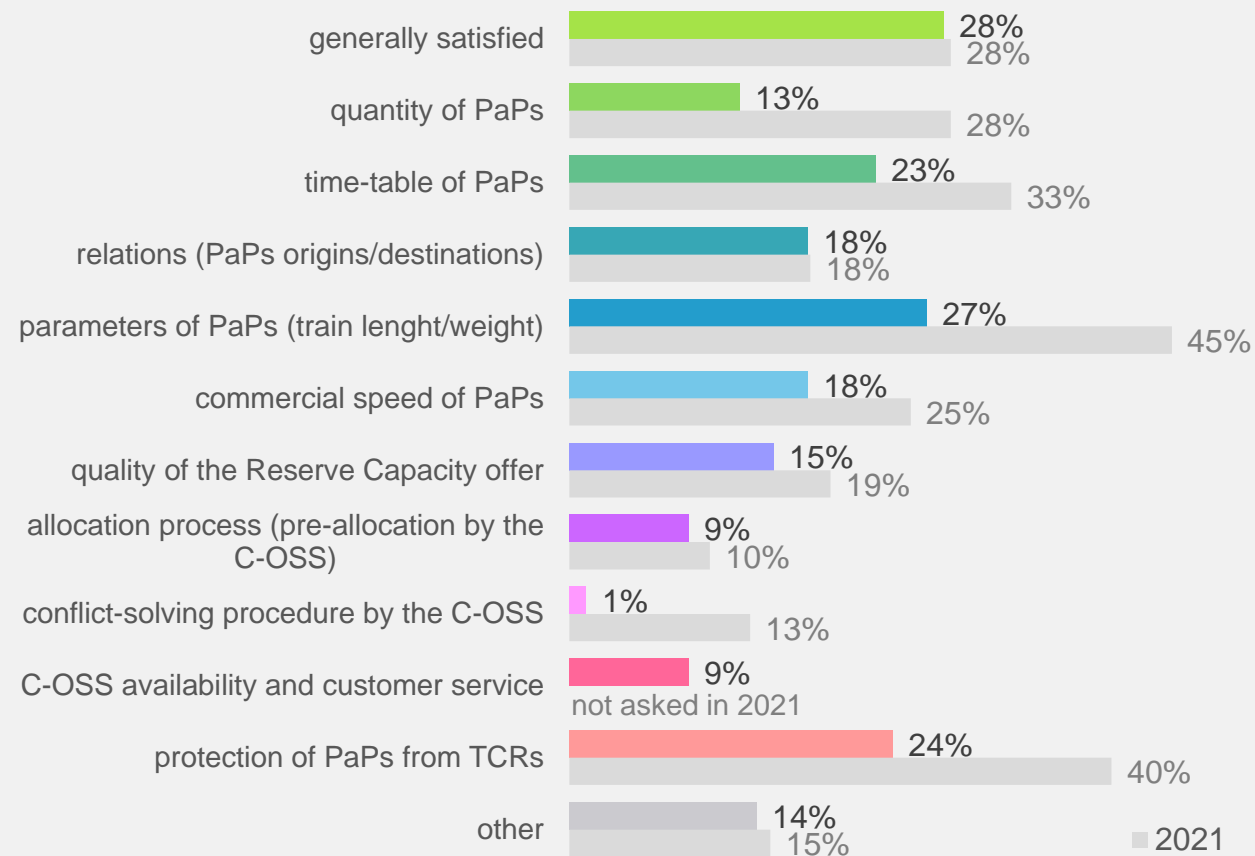
28%

Generally satisfied

The same rate of satisfaction compared to last year.

Focus on

- 1 parameters of PaPs
- 2 protection of PaPs from TCRs
- 3 time-table of PaPs



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

29%

Generally satisfied

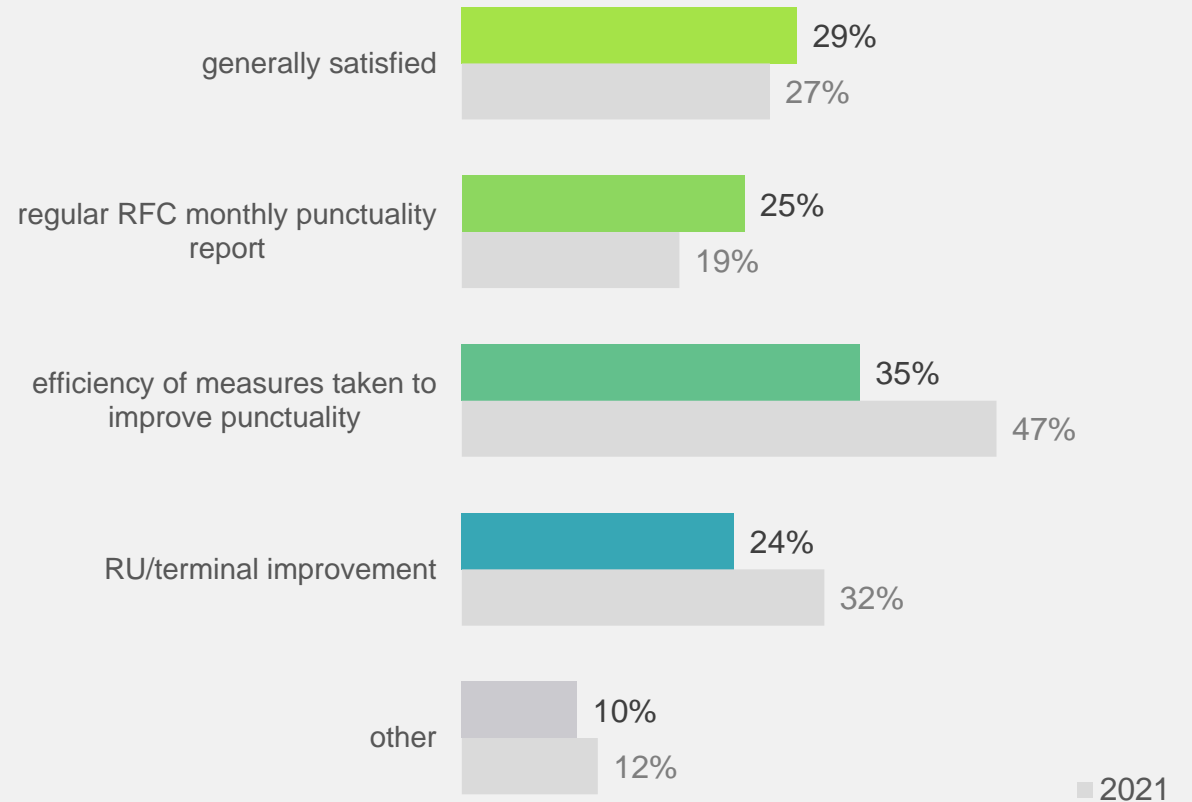
This is a 2% decrease in satisfaction compared to last year.

Focus on

1 Efficiency of measures taken to improve punctuality

2 Regular train performance in report

3 RU/terminal improvement



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

35%

Generally satisfied

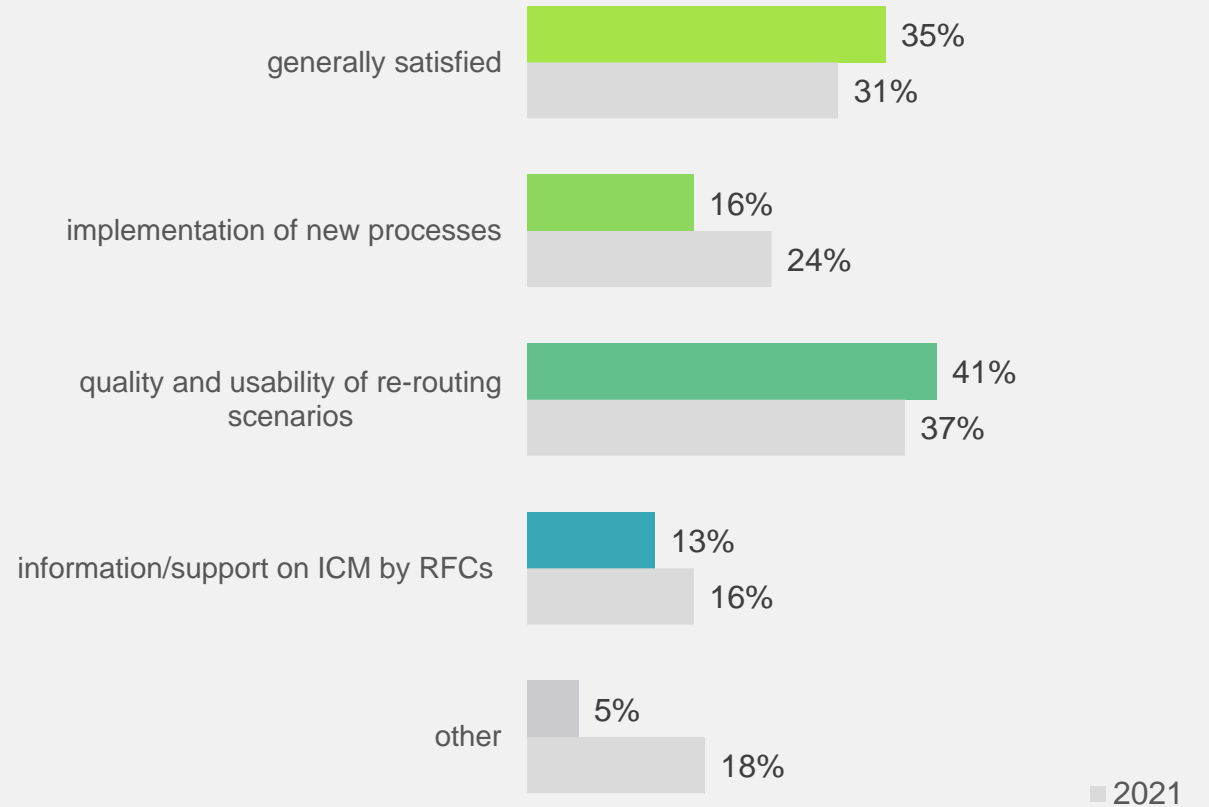
This is a 4% increase in satisfaction compared to last year.

Focus on

1 Quality and usability of re-routing scenarios

2 Implementation of new processes

3 Info/support on ICM



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

50%

Generally satisfied

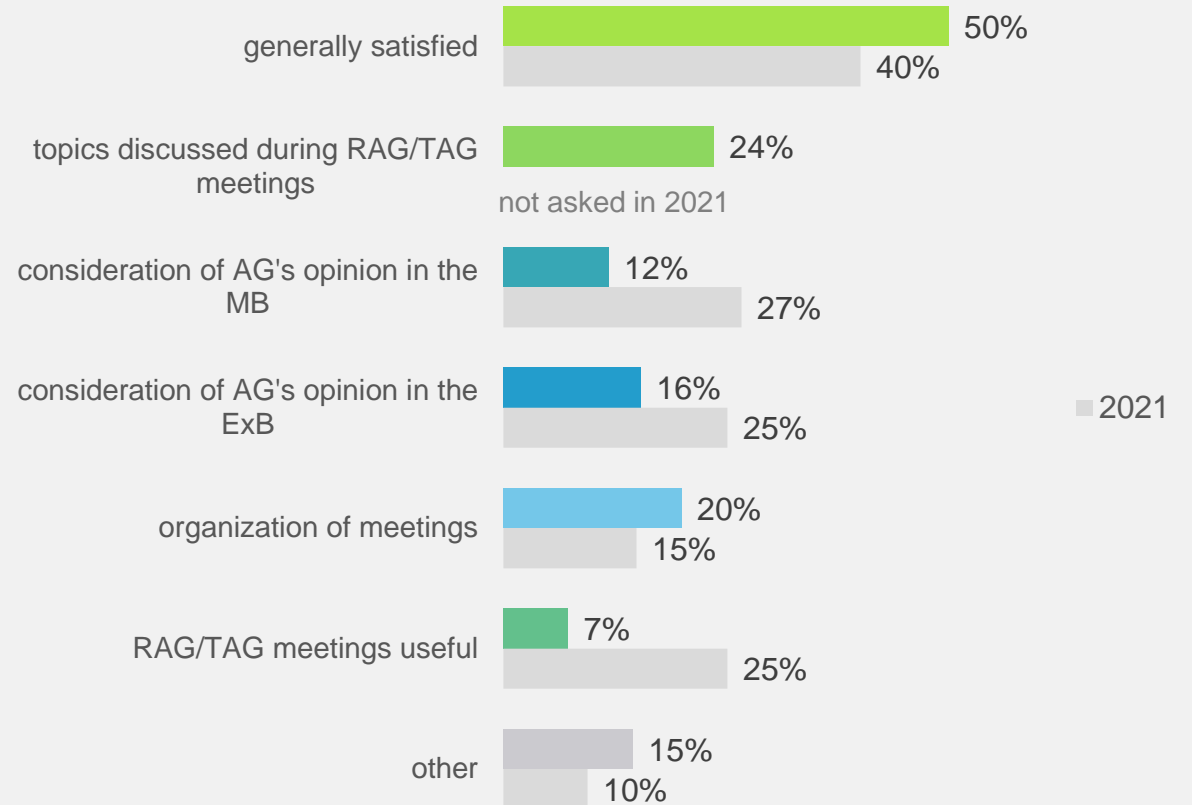
This is a 10% increase in satisfaction compared to last year.

Focus on

1 topics discussed during RAG/TAP meetings

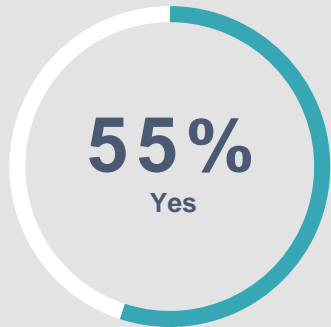
2 organization of meetings

3 consideration of AG's opinion in the ExB



COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



Compared to the past year it has been a 16 % decrease.

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

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

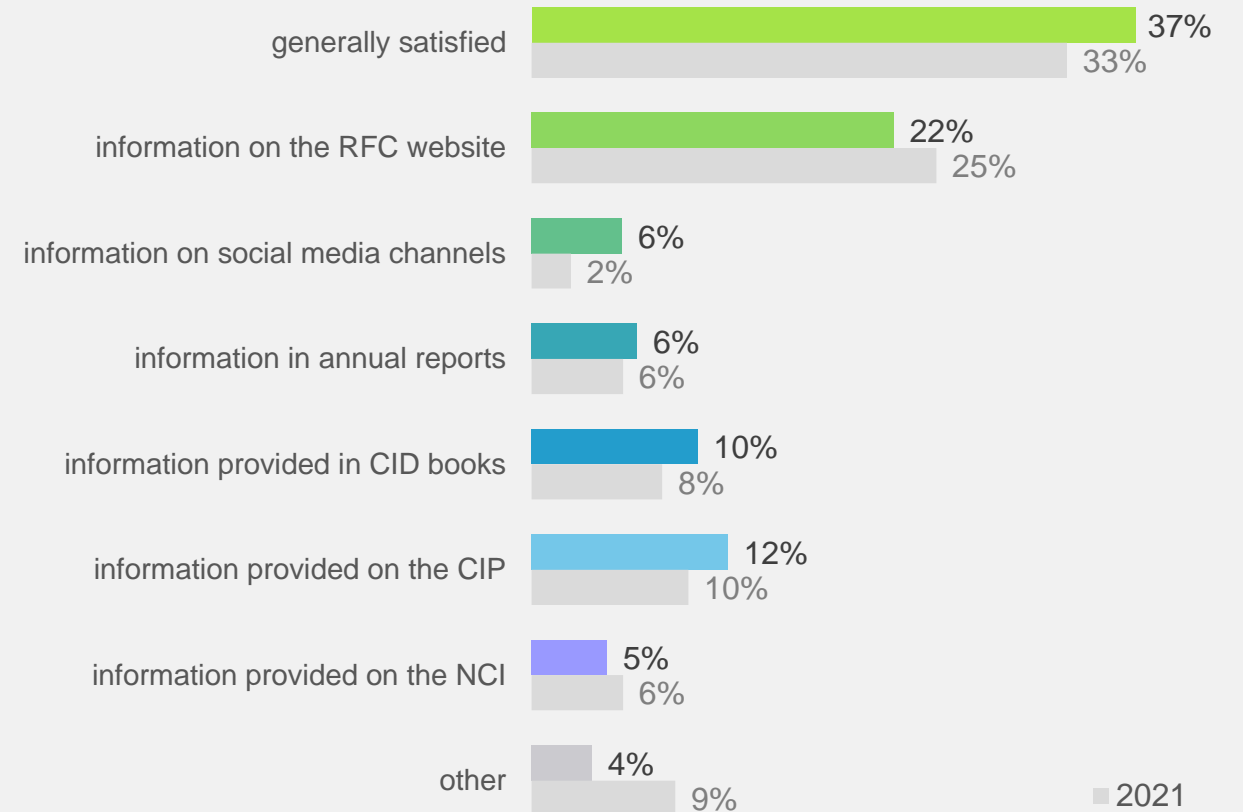
37%

Generally satisfied

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

Focus on

- 1 information on RFC website
- 2 information provided on CIP
- 3 information provided in CID



WISH FOR IMPROVEMENT IN RAIL-RELATED PERFORMANCE

Priority areas

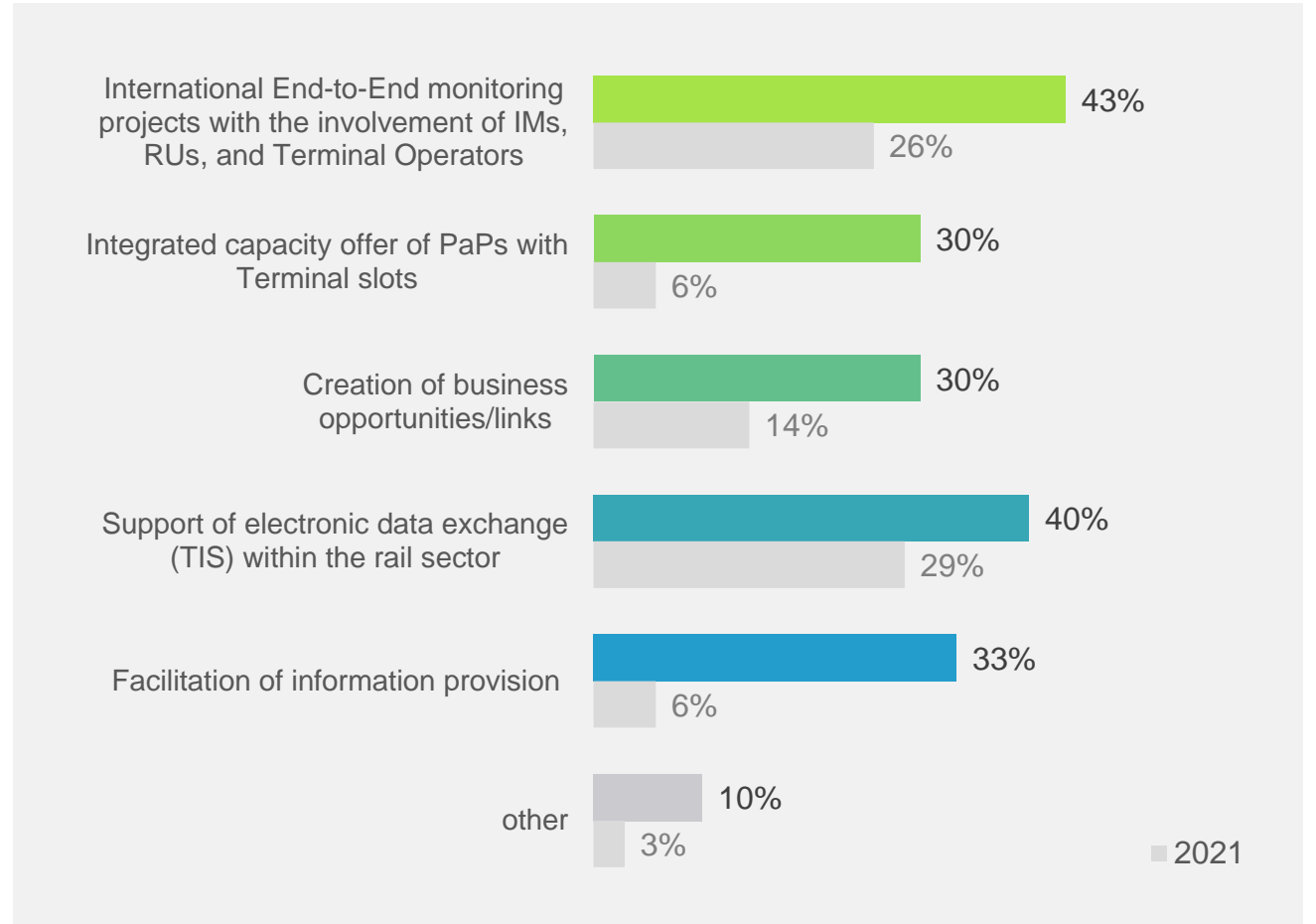
- » Which topics would your company be interested in for the RFC to improve your rail-related performance?
- » Answered by: Terminals/Ports

Focus on

1 international end-to-end monitoring projects

2 support of electronic data exchange (TIS)

3 facilitation of info provision



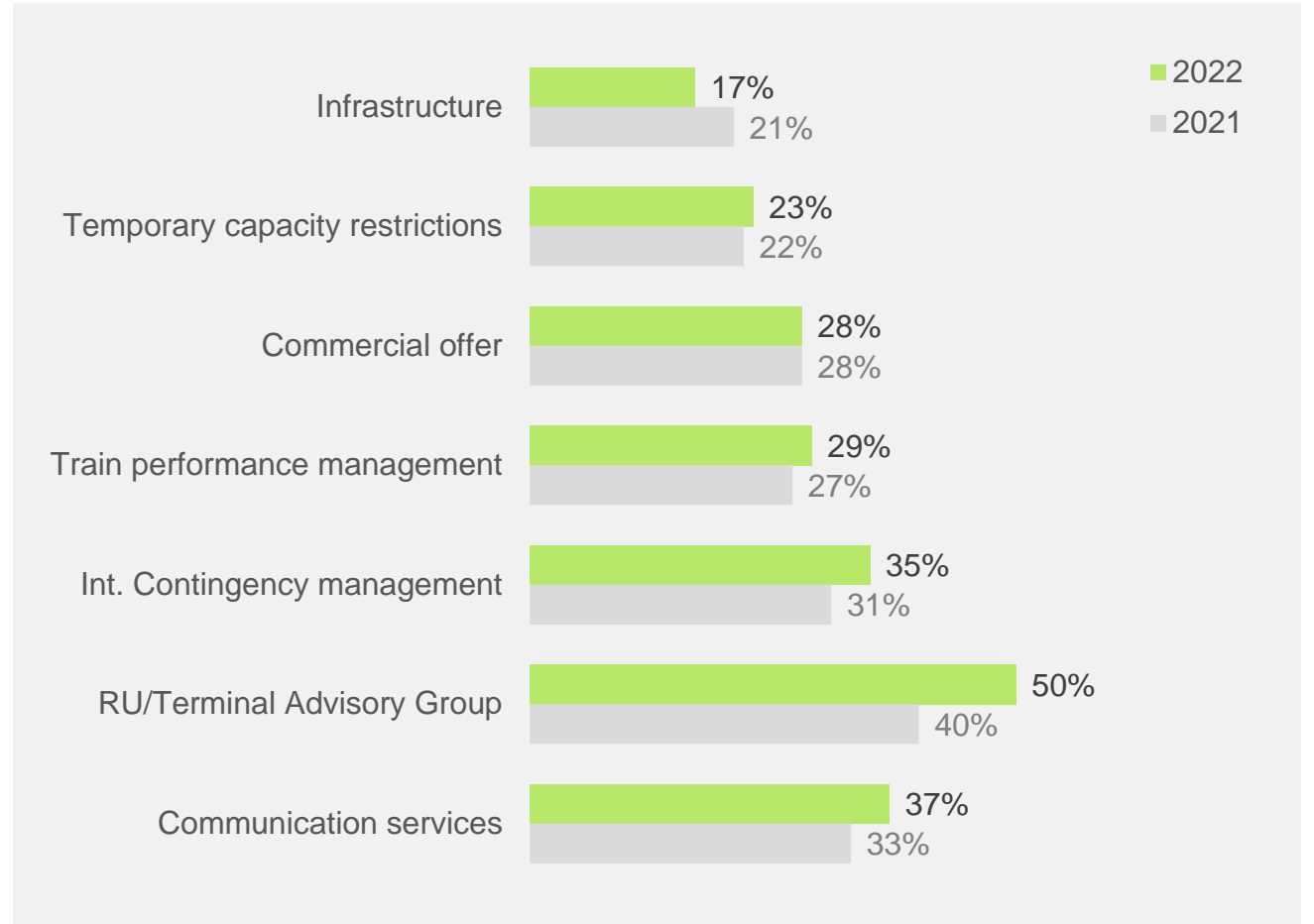
04 SUMMARY



SUMMARY – SATISFACTION RATING

All respondents

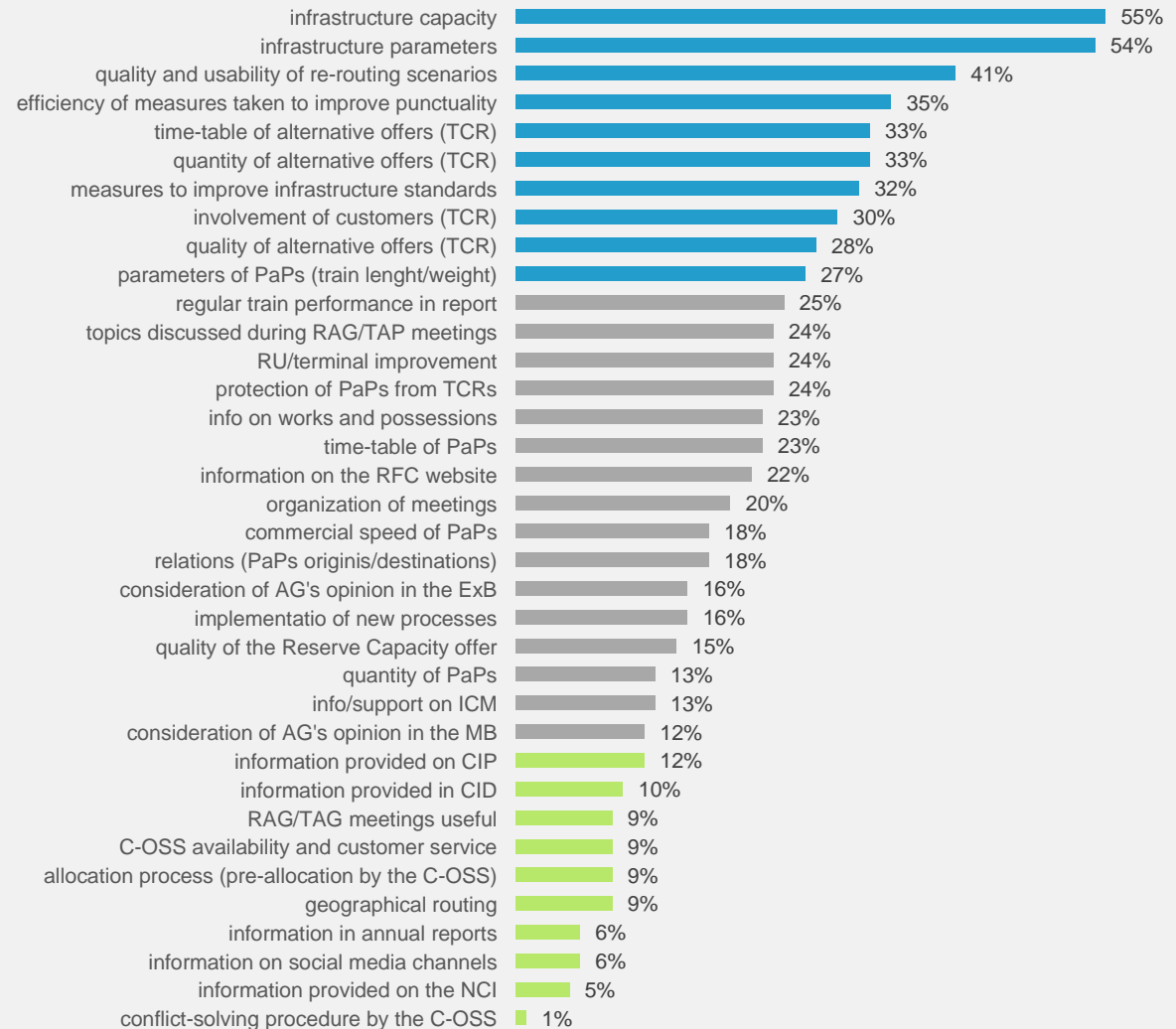
- » General satisfaction
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic



SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic, there
- » The answers for the question “which topics would your company be interested in for the RFC to improve your rail-related performance?” are not included in this graph.



FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » The lowest 10 topics of the survey which the participants had the most wish for improvement. They were least satisfied with these 10 topics and the RFCs will focus on improving those.
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic, there

