

**The RFC Network  
User Satisfaction  
Survey  
2023**

**Report for RFC2**

RFC USER SATISFACTION SURVEY 2021

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- 4 evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 43 companies invited, 43 overall e-mail invitations sent
- 1 personal interviews (DB Cargo)
- Field Phase: **24<sup>th</sup> August** to **12<sup>th</sup> October 2023**

# SATISFACTION & PARTICIPATION

**Not representative due to low response rate**

**4**  
evaluations

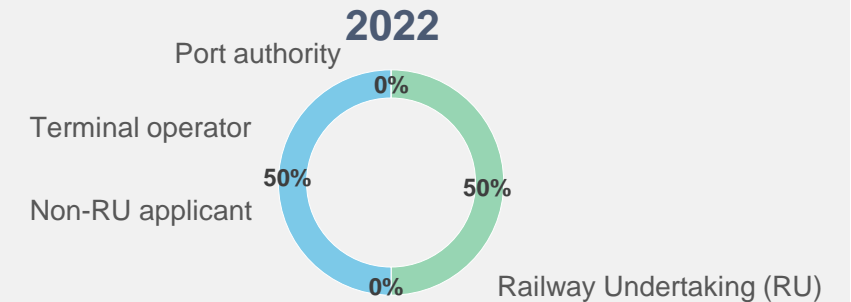
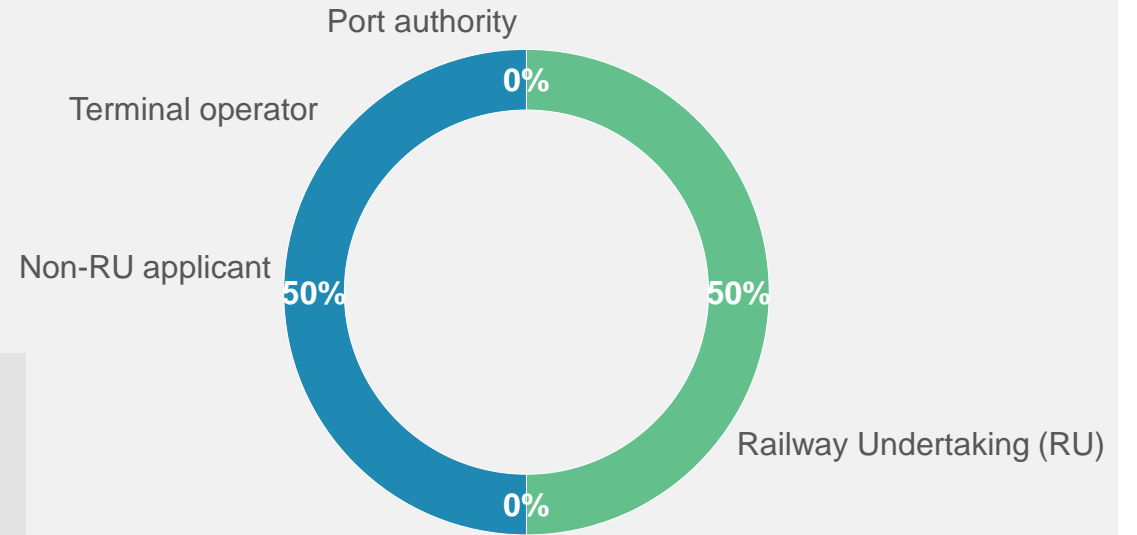
This is a decrease of 2% compared to the previous year (7 evaluations in 2022).

*\*Evaluations of uninvited participants included.  
\*Percentages rounded without a comma.*

## Customer satisfaction



## Participant groups in % of 2023



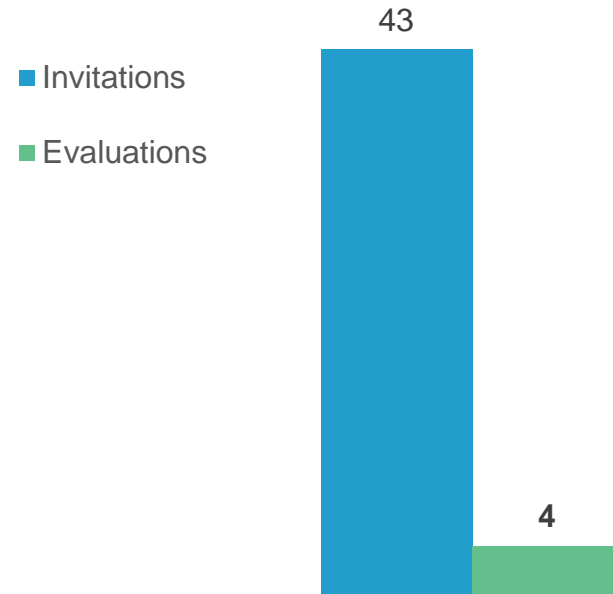
# RESPONSE RATE

Compared to the previous year

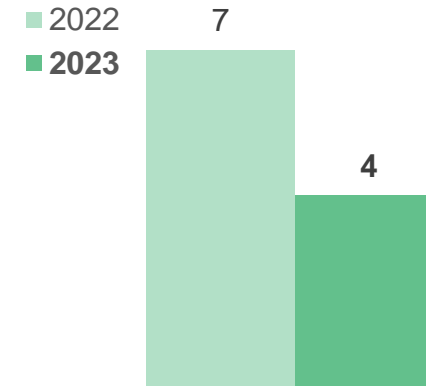


|                              |           |               |
|------------------------------|-----------|---------------|
| <b>Total</b>                 | <b>4</b>  | <b>(-3)</b>   |
| RUs/non-Rus                  | 9         |               |
| Terminals/Ports              | 6         |               |
| Invitations sent             | 43        | (+16)         |
| <b>Response rate overall</b> | <b>9%</b> | <b>(-17%)</b> |

Invitations vs. Evaluations ratio



Number of responses 2020 vs. 2021



## **02 SATISFACTION WITH THE RFC 2**

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# INTRODUCTION

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The RFC USS 2023 is based on the relaunched version from 2022, 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, however, the questionnaire was modified. In 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 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded **without comma**.



# OVERALL SATISFACTION WITH RFC 2

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4

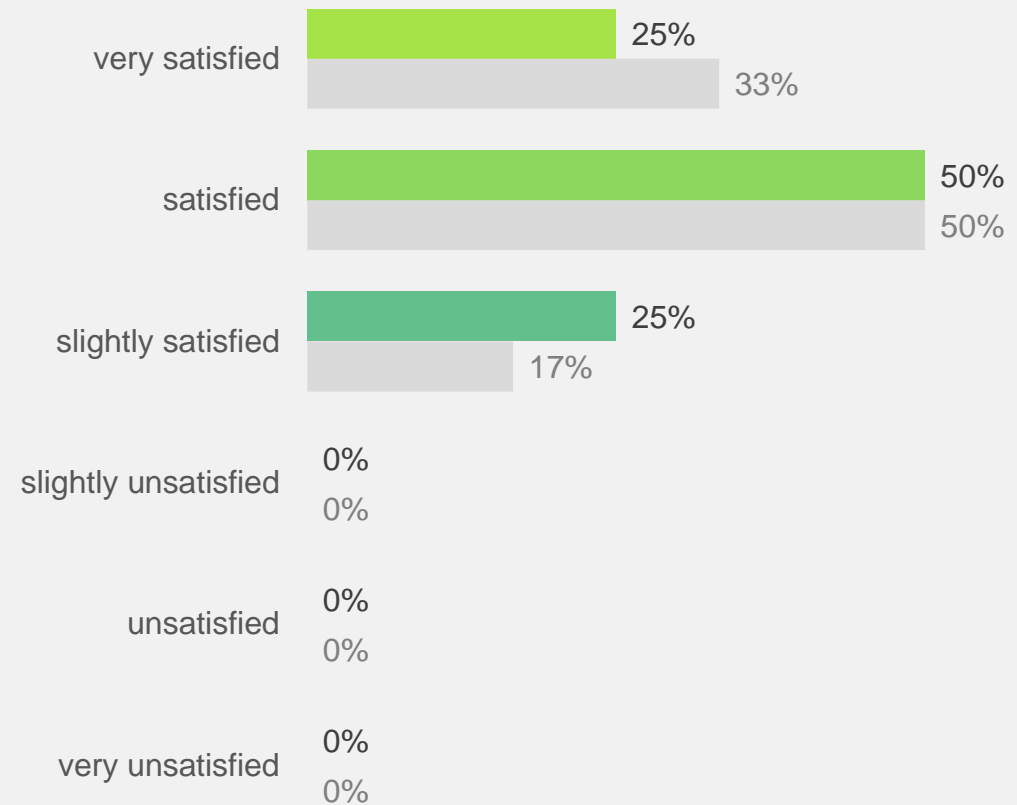
**100%**

**Generally satisfied**

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

**10%**

**Increase of satisfaction**



■ 2022

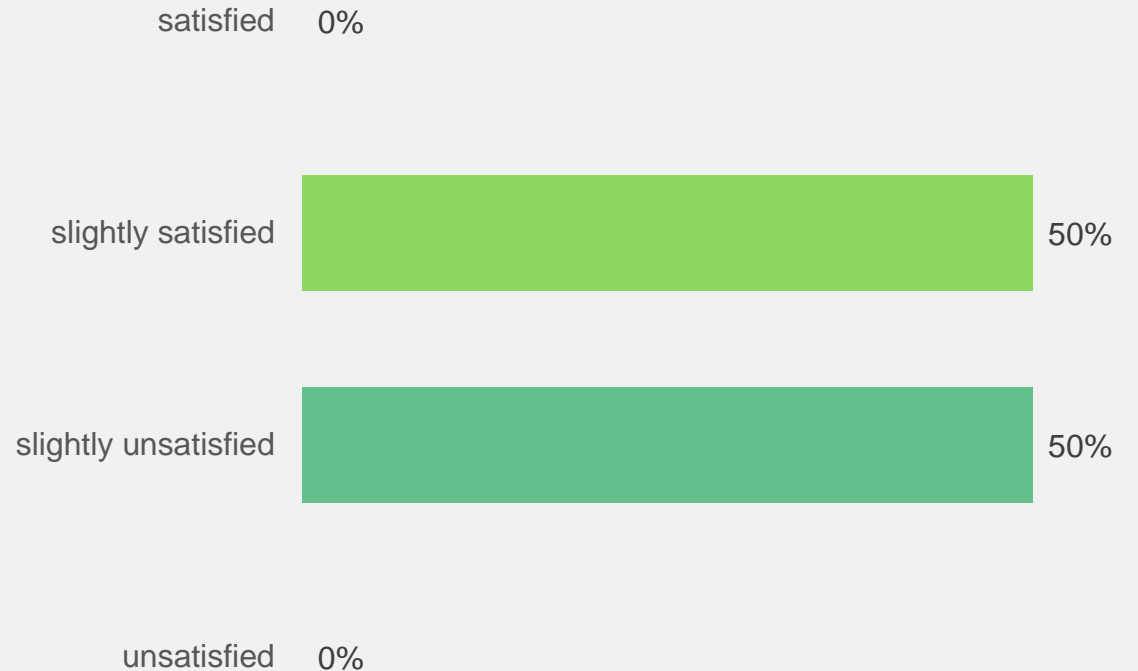
# REASONS:

## RFC 2:

- The influence of the RFC representatives on the respective and responsible departments for some other things like TCR planning, infrastructure planning is so to say very limited or even not existent. They blame a bit that in the RAG meetings critical issues are not brought forward because of maybe political issues. It is hard to mirror what specific customers want and to raise awareness at these respective departments which may lead to a slight change of initial planning and look for better solution. The effect on short time improvement is rather limited.
- Good knowledge of RU needs and constraints. Discussions always open and constructive.

# 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 = 2



# REASONS:

## RFC 2:

- The major problem is that the RFCs seem to be unaware of the project of the IM in France. As a consequence, the RFCs can only publish the final decision of the IM even though it has a strong impact on the proposed capacities (PaPs). The TCRs should be discussed between IMs and RFCs from the beginning of the process to ensure that the TCRs proposed by the IM are relevant and will not affect the capacity usually proposed by the RFCs. For example, even if they don't have the wish list from the RUS, the RFCs should be able to check whether the TCR is planned on year Y+2 are consistent with the PaP proposed for year Y +1. As most of the capacity is copy-pasted from one year to another, this could be a good basis to evaluate the impact of the TCRs and the RFC could give its opinion to the IM and if necessary could veto the proposal from the IM. This is unfortunately not the case.
- Difficulty in finding solutions via RFC2 due to simultaneous work on RFC1

# 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 = 2

As a non-RU applicant, we don't use this document.  
(RFC 2)

## COMMENTS



# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- » 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 = 2

## Capacity request via C-OSS



Compared to the past year it has been a 9% decrease.

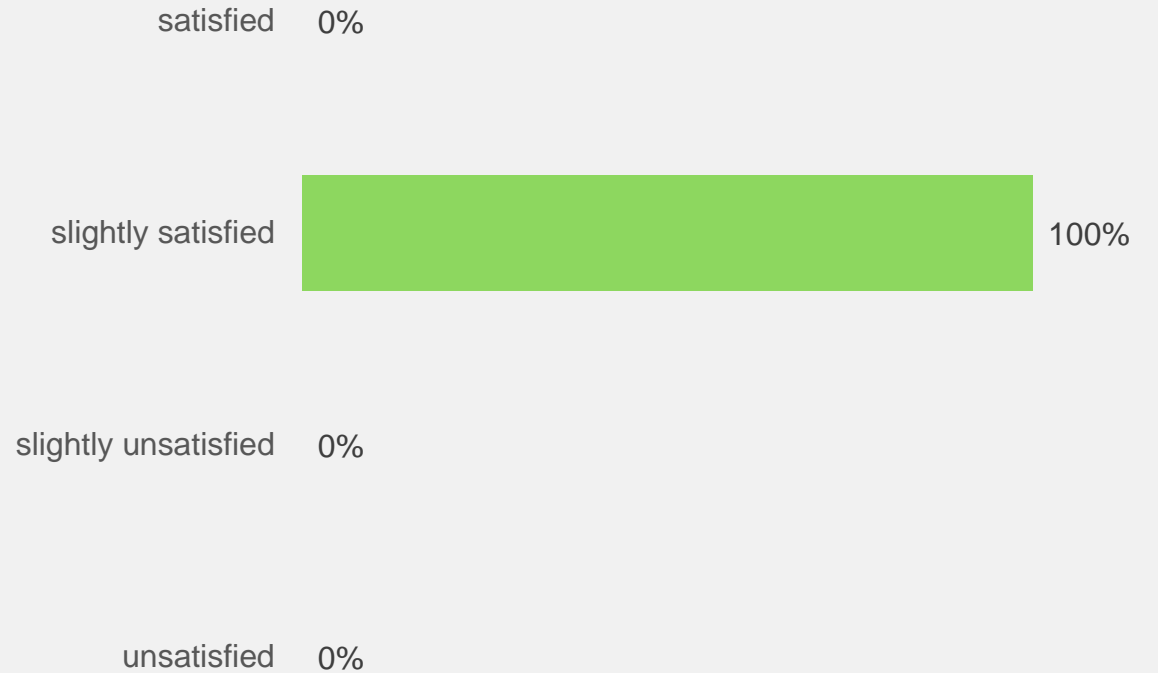
## REASONS:

### RFC 2:

- DB cargo France is involved in 52 PCS dossiers for TT 24 as a leading RU for some dossiers and a participating for most of them. One reason why in France we use a lot of the PaPs is because it's otherwise very difficult to get harmonised through going passes
- Not via C-OSS but via DB Netz

# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 2



# REASONS:

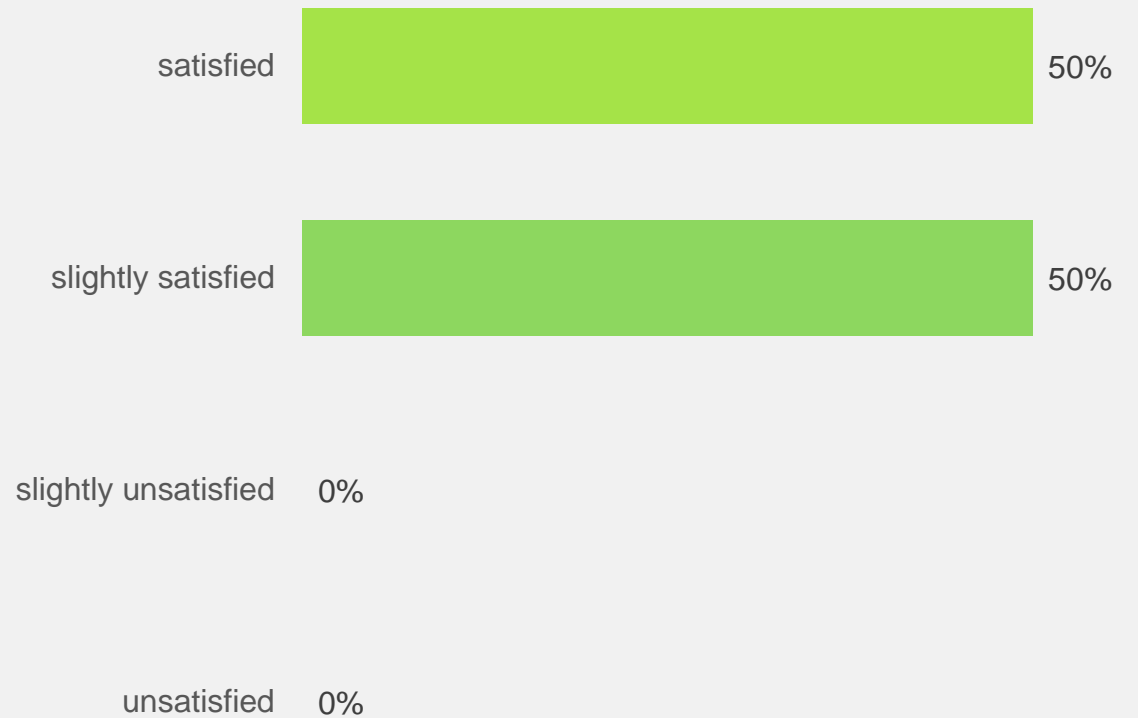
## RFC 2:

- Generally RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So if you translate this into satisfaction with the slightly satisfied. On the corridors related to France RFC 2, 4 and 6, the offer is generally aligned with the requests and provide good quality path. So again, the problem with the conflicting TCRs is raised. We really expect that PaPs should be protected against TCRs, which is not the case in France.
- - need of P400- need of 750 in Belgium



# 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 = 2



# REASONS:

## **RFCs 1-9 (DB Cargo interview):**

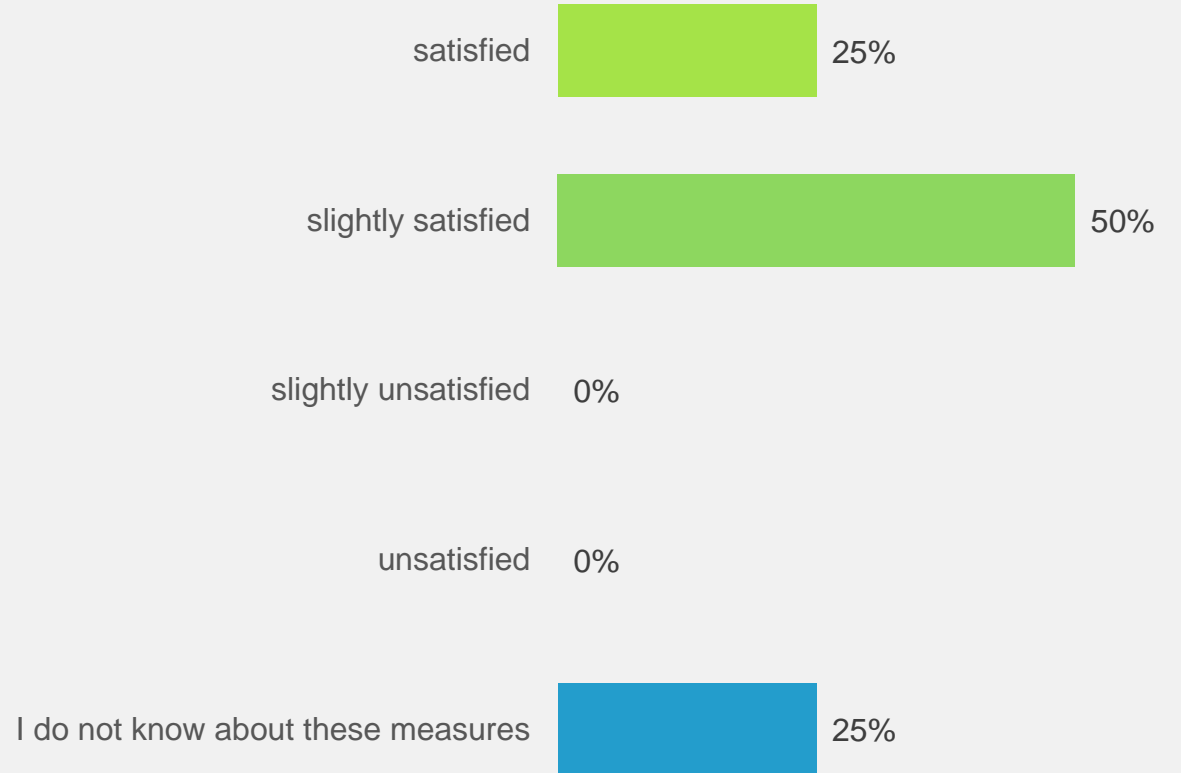
- Despite the slight dissatisfaction in France, we have a definite satisfaction on the services in all corridors. We have a good exchange with the COSS. The only remark, which was present also last year, that some COSS managers were in vacation right at the time where there was most need for them, which is the summer period when the wish list is established. And of course, we all know that summer is also vacation period. But we have also process which is in parallel to that. So, we might need to think about some kind of replacement procedures between different COSSs or something like that.

## **RFC 2:**

- Not used

# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 4



# REASONS:

## **RFCs 1-9 (DB Cargo interview):**

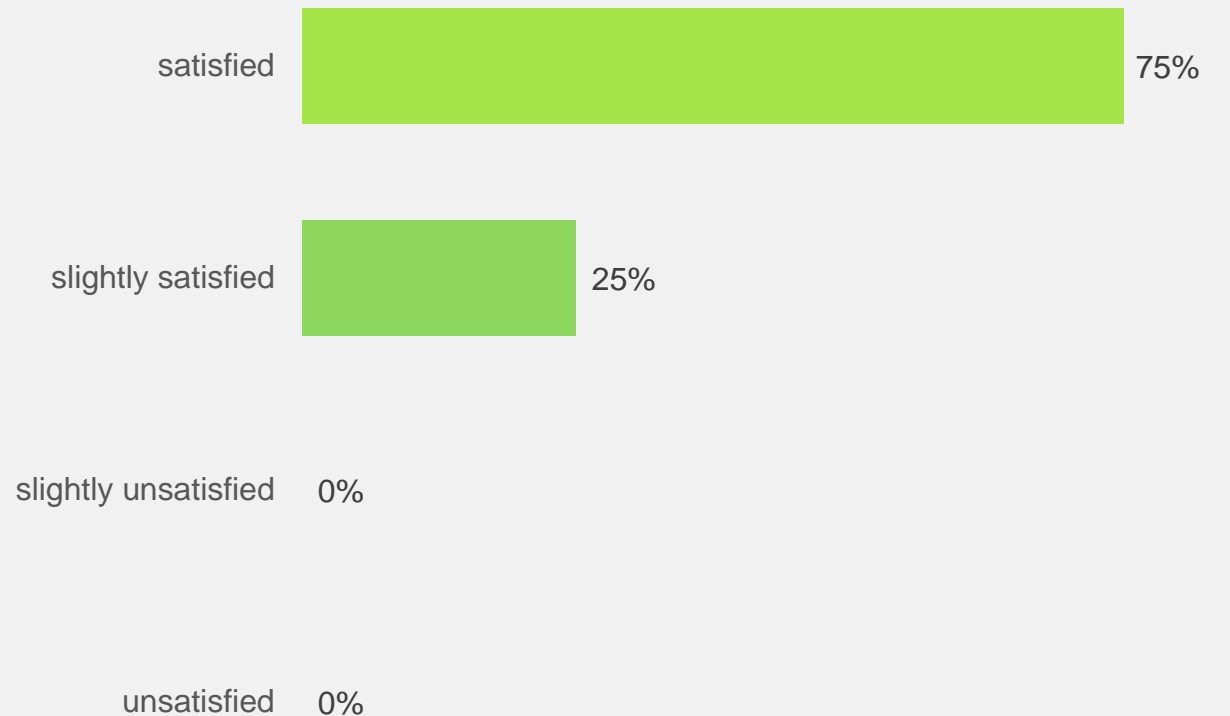
- We appreciate the initiatives of the corridor and the willingness to improve the situation, but sometimes they simply cannot. So, we are not satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The operational regional WGs or QCOs could be a good platform to discuss operational topics more concretely. We recognise the effort that it is put in the TPM WGs but we see also that somehow, either you have too many data to derive concrete measures or simply there is not sufficient energy left to step into the concrete measures. Performance data is known but the reasons behind it are not investigated.

## **RFC 2:**

- As written before the market needs P400-750m and we currently have no visibility on the timing of these projects.

# 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



# REASONS:

## **RFCs 1-9 (DB Cargo interview):**

- CIP is a brilliant concept but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform corridor network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not really not a driving issue that. So we can put also slightly satisfied for all and satisfied for RFC 7 and 9 because Romanian colleagues are generous.

## **RFC 2:**

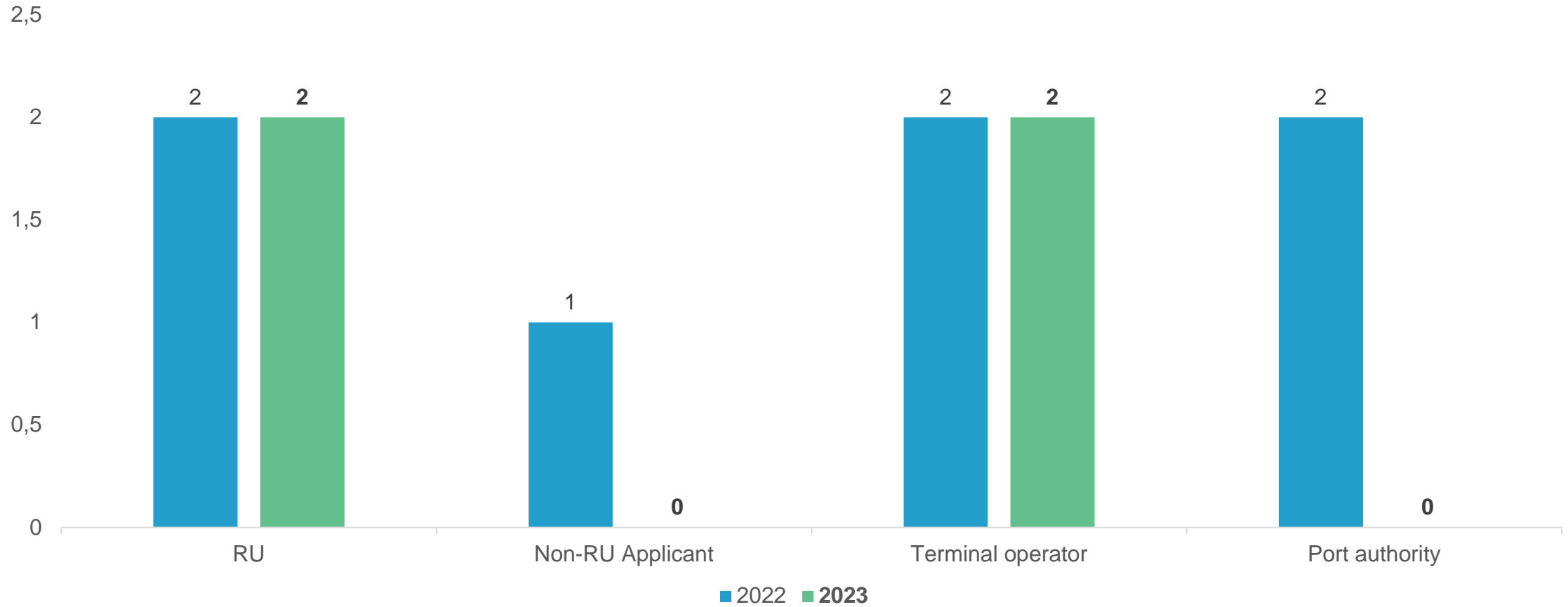
- Everything here is perfect, especially since Matthieu keeps us regularly informed directly by e-mail.

## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 7; 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 can not be considered as representative due to low response rate
- » For the User Satisfaction Survey, following items were marked as satisfactory:
  - » Information provided by the RFC
  - » Services by the C-OSS
- » In addition of the USS, 2 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: 62%
- » Stakeholders are generally satisfied of their cooperation with the RFC
- » We have received very interesting suggestions that have been submitted to our MB. Some of the suggestions have been applied for the construction of the PaP catalogue TT2024