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RFC User Satisfaction Survey 2017

Report for RFC 4



Co-financed by the European Union
Connecting Europe Facility

November 2017

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1 Study Design

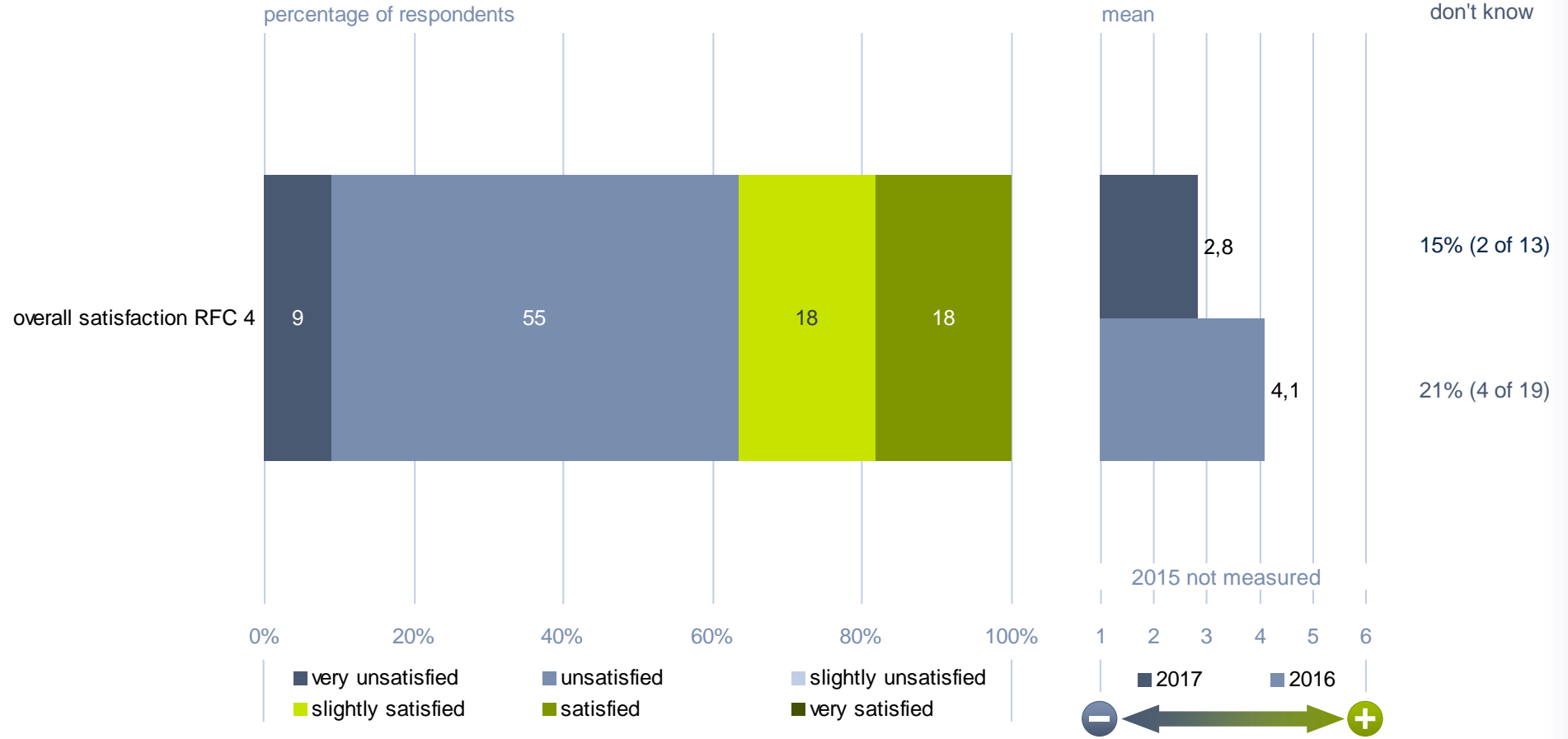


- ▶ **14 respondents**
 - 13 RFC4 users / 1 non-users
 - 13 full interviews / 1 partial interviews
 - 10 nominated by RFC4 / 4 nominated by other RFCs
 - 5 agreed to forward name/company
 - 6 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 81 e-mail invitations sent
- ▶ Field Phase: 12 September to 18 October 2017

Attention: very small sample sizes!



2 Satisfaction with the RFC

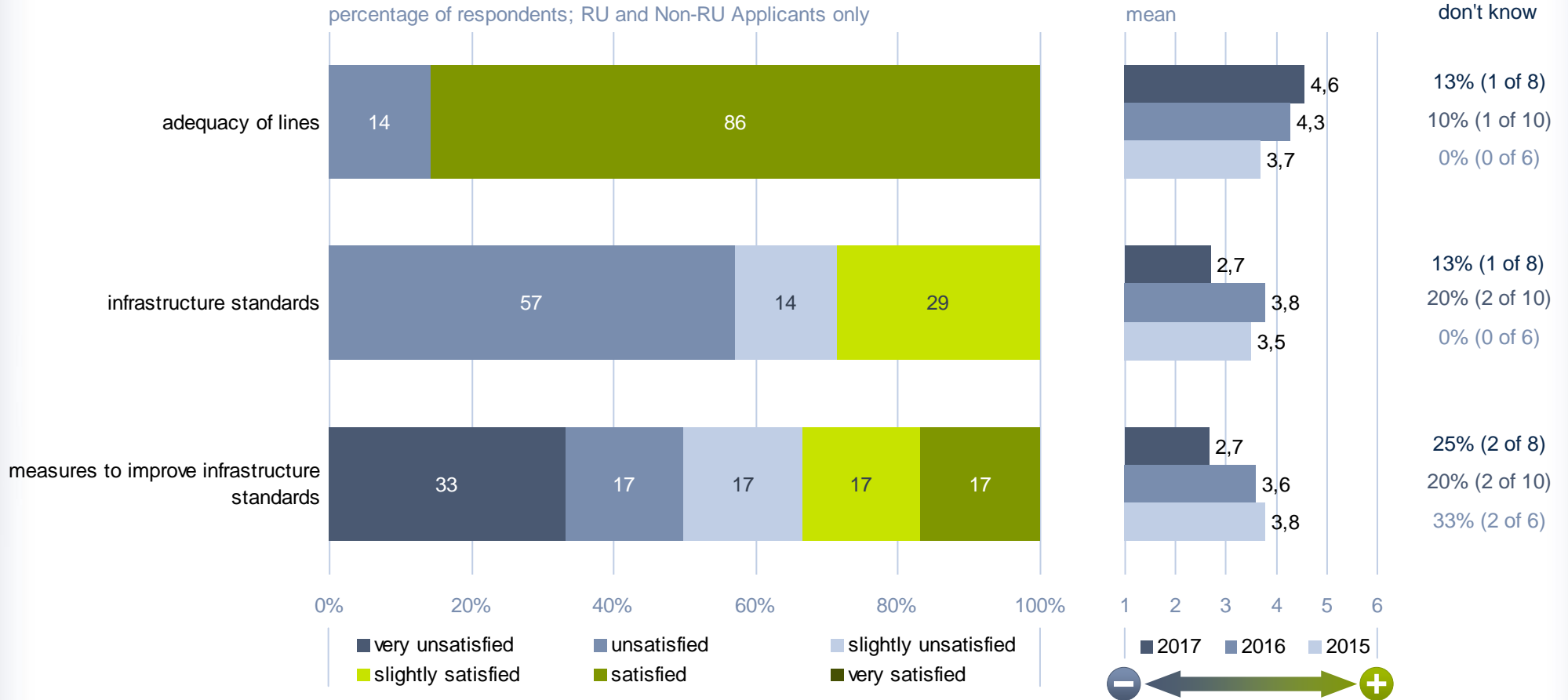


"Overall, how satisfied are you in general as a user of the RFC(s)?"

n = 13; 19

- information about terminals needs to be more up-to-date
- commitment between IM
- follow the problems with the path after the allocation of September
- foresee reduction of Infra costs in case of long term quality disturbance due to Infra works
- improve capacity allocation process in France, PaP and PCS improvements urgently needed
- improve the possibility of requesting train paths outside the stipulated periods
- questions about the communication with the executive board is missing
- It would be desirable to be able to attend the Advisory Group meetings by videoconference
- urgent measures to be taken in order to improve capacity allocation process in France and apply PaP and PCS principles
- increase coordination between GI for maintenance periods.
- coordination of works between RFC (on alternative and cross route sections)
- harmonization of processes and rules between different countries/IMs (urgent)
- improvement and harmonization of processes along the corridor (cross-border and not only within member states)
- the market (customers) would have the advantage in realizing which terminals they could use in the distribution of their products
- sop using PCS for PaP
- the RFC should have a budget for "small" investments with big impact
- cooperation with other corridors to avoid disharmonized operational rules
- development of one harmonized TCM
- harmonize the document of the expression of need with our national document
- more and timely information about concrete operational topics
- planning of TTR to be aligned with users
- development of a harmonized and concerted ERTMS-migration strategy along the corridor; taking into account the RU-migration (loco investments)
- harmonized TCM required
- stop making changes every year and stabilize the process/ tools
- taking care for disturbances, whatever it takes
- harmonized und concerted ERTMS/ETCS deployment required, RUs investments to be considered
- no PaPs should be published for French path as long as SNCF Réseau could not ensure that PaP will not be changed after the publishing date (in January)
- SNCF Réseau plans construction works in a way, which allows considering the effects of construction works sufficiently in PaP-creation until publication. PaPs need to be guaranteed pre-constructed.
- the national process of SNCF Réseau should be compatible with PaP-process. Only one valid version of draft and final offer should be published in PCS. This version should be fixed and not deviate vs. timetable in national system.

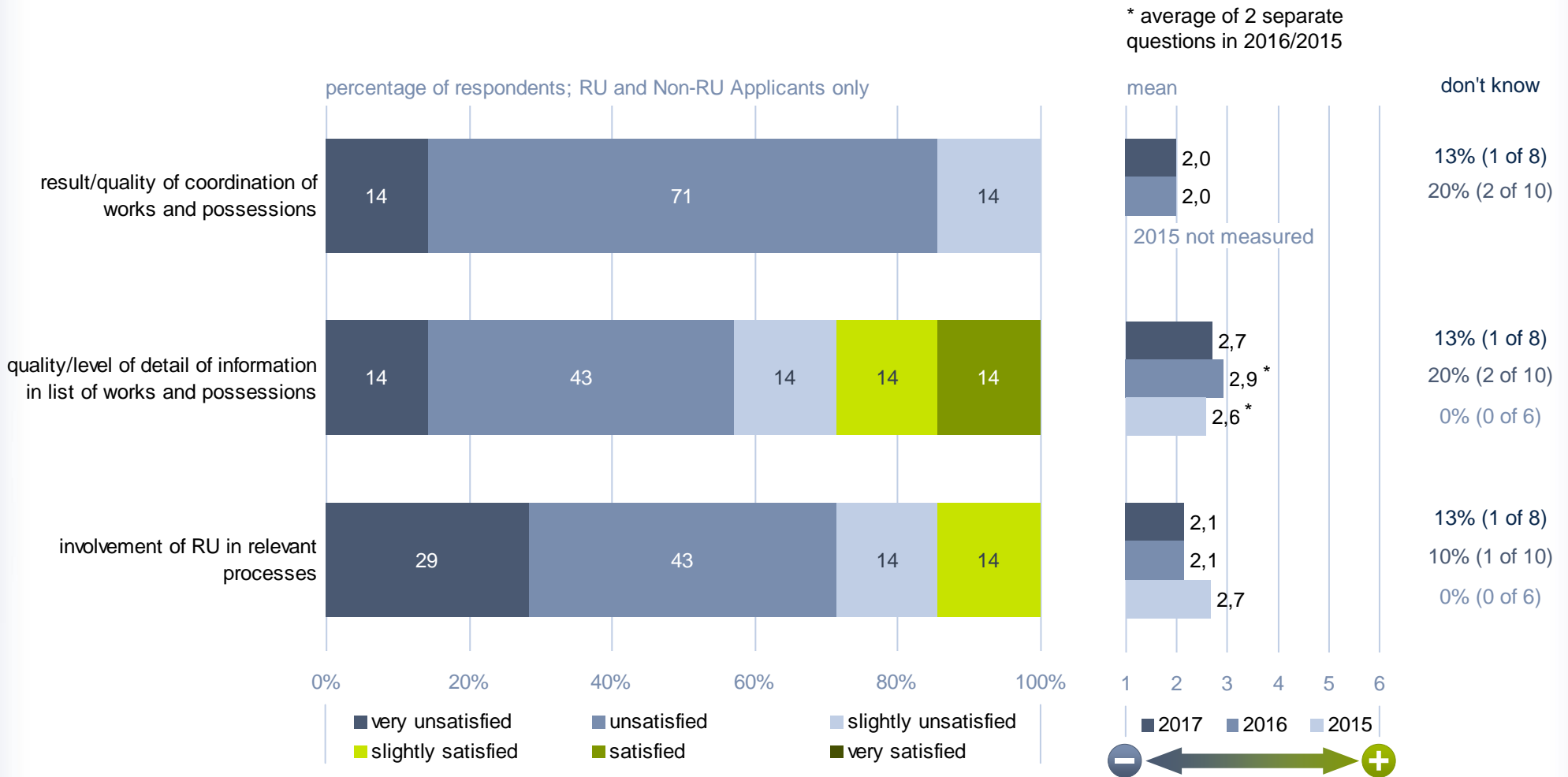
"If there are any other opinions/suggestions/expectations (either concerning the state of play or the future development of the RFC) that you would like to share with us, please describe them below."



"To what extent are you satisfied with the adequacy of the lines assigned to the RFC? || ... with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading gauges, etc.? || ... with the measures taken by the RFCs' Infrastructure Managers to improve the infrastructure standards on the lines assigned to the RFC?"

- gauge harmonization
- length of trains
- no harmonized gauge on the corridor
- the circulation of the Beira Alta line must be improved, there are a lot of constraints
- automatic signaling must be installed on Leste Line
- no transparent published profile codifications in France
- only one international train number
- schlechte, bzw. unzureichende Registerführung
- bad or insufficient register management
- create conditions to circulate with a single driver in both lines Beira Alta and Leste
- not clear who is responsible for the measurements
- not clear who should measure the gauge and release authorizations for exceptional transports in France
- include real capacity in the border terminal
- improve the lines to admit trains with 750 m length
- timetable of the operations: transshipment
- harmonization of the catenary tension and signaling

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Infrastructure', please specify the main reasons and your proposals and ideas for further improvement."



* average of 2 separate questions in 2016/2015

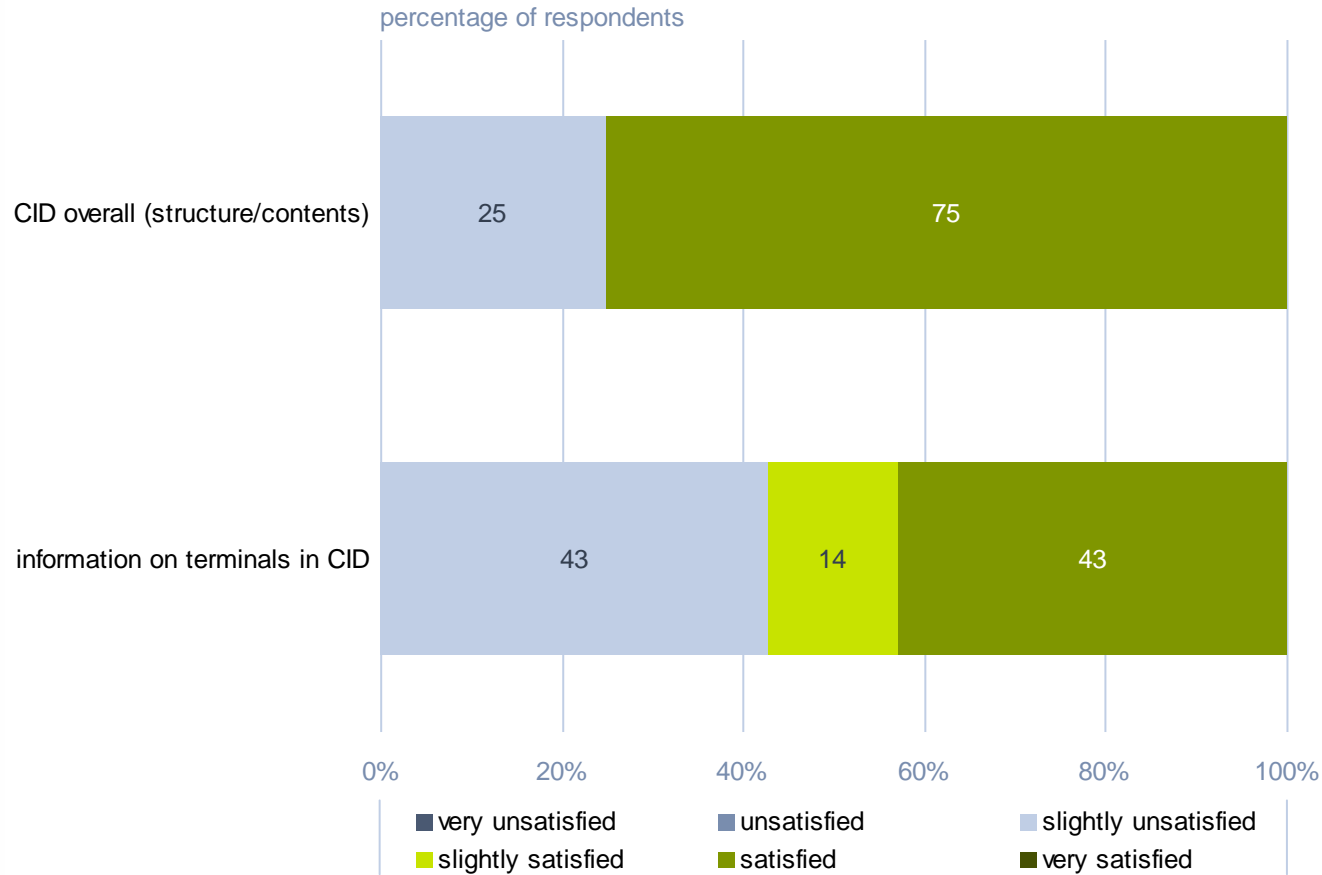
"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || ... with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), affecting the availability of the lines assigned to the RFC? || How do you feel about the way your opinion is taken into account in the relevant processes?"

n = 8; 10; 6

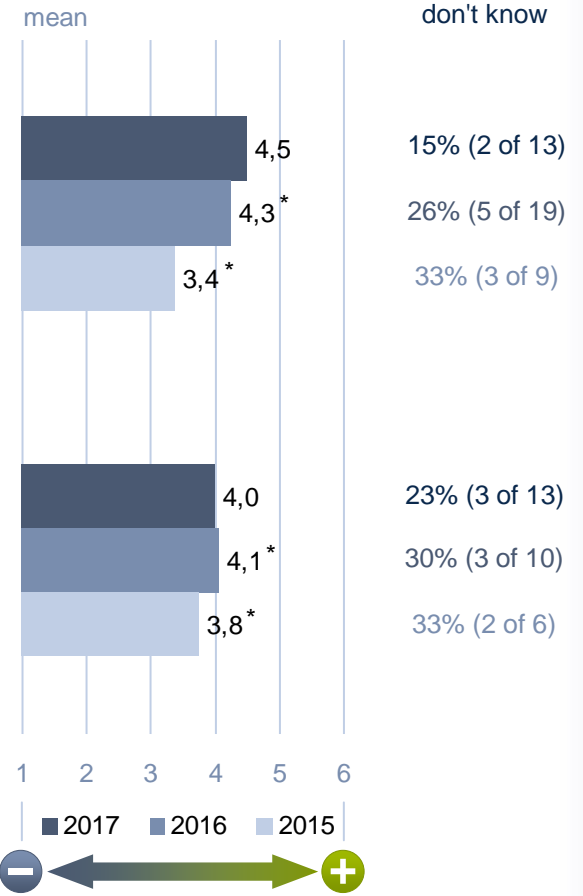
- agreement between IMs for the interchange of the temporary restrictions capacity
- coordination between the IB only partially available
- no harmonization between IMs
- PaP offer is under the reservation of construction works and not reliable
- there are currently not many alternatives, the main lines are closed almost all night long
- the official RNE process is not "lived" (new Annex 7)
- information changes constantly
- no pre-information to RUs
- informing the RUs 2 years before of the temporary restrictions capacity
- introduce the TCR process
- no consideration of RU's requirements
- no respect of official RNE-process (new annex VII to directive 2012/34/EU)

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Coordination and communication of planned temporary capacity restrictions', please specify the main reasons and your proposals and ideas for further improvement."

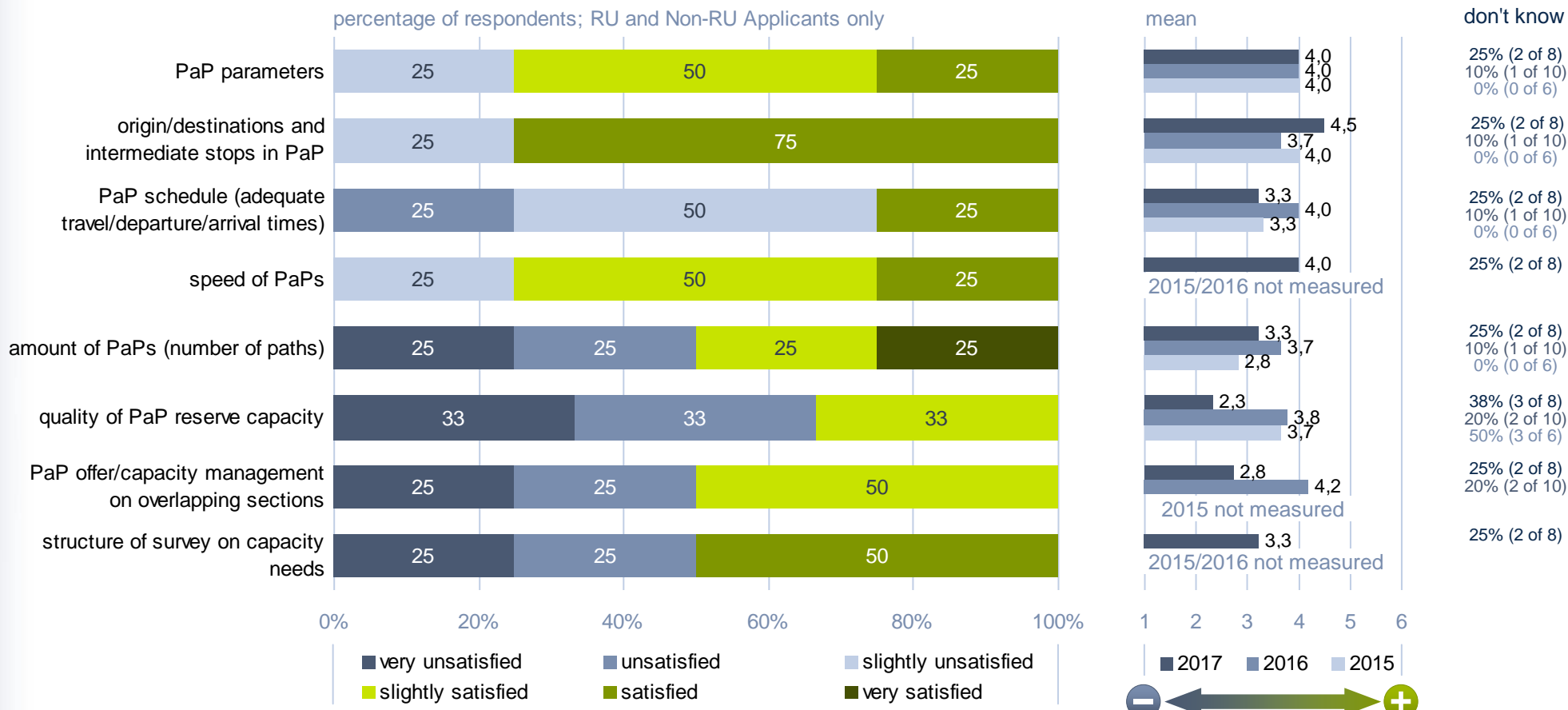
Satisfaction with Corridor Information Document (CID)



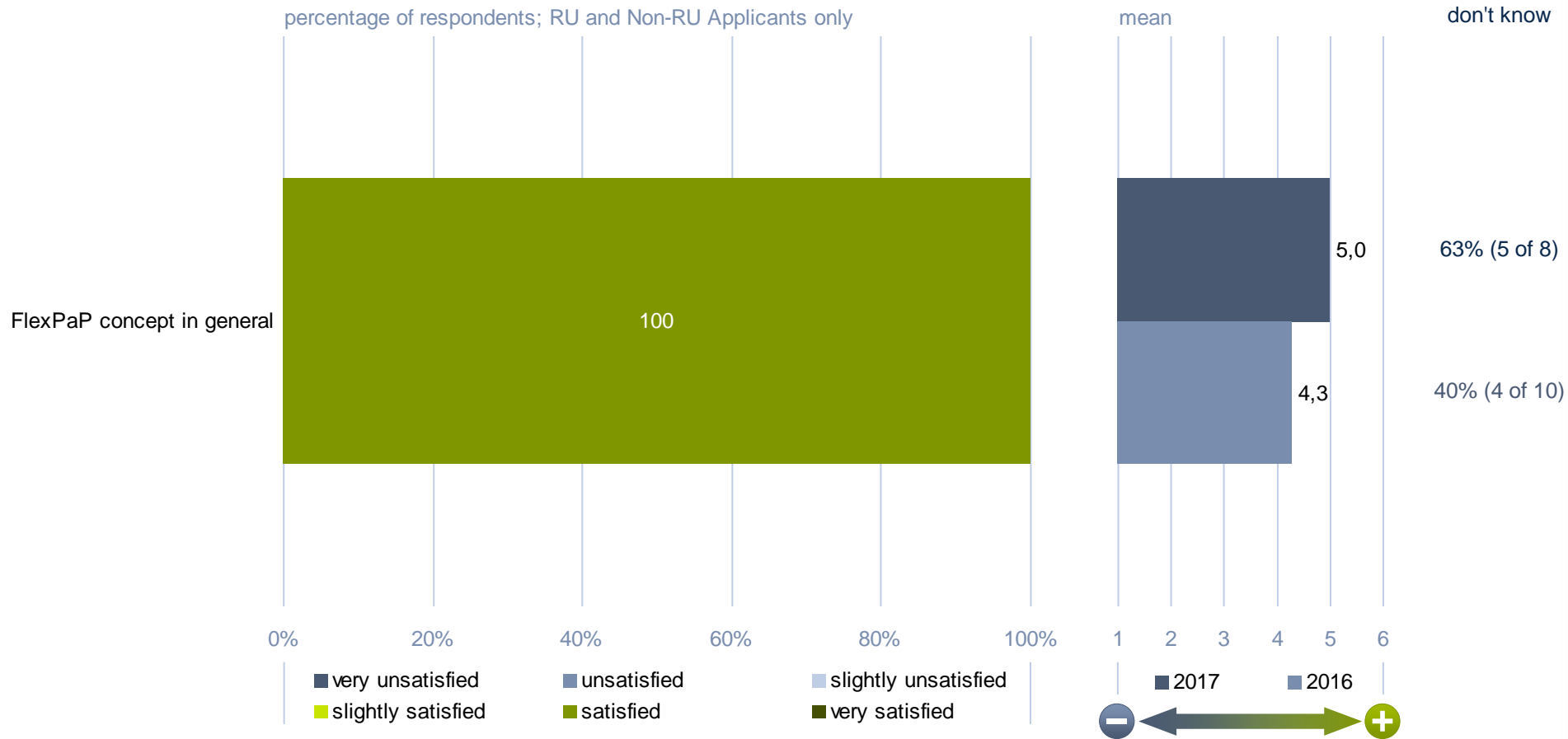
* average of 2 separate questions in 2016/2015



"To what extent are you satisfied with the Corridor Information Document (CID) for the 2018 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2018 or in other sources, e.g. CIP?)"

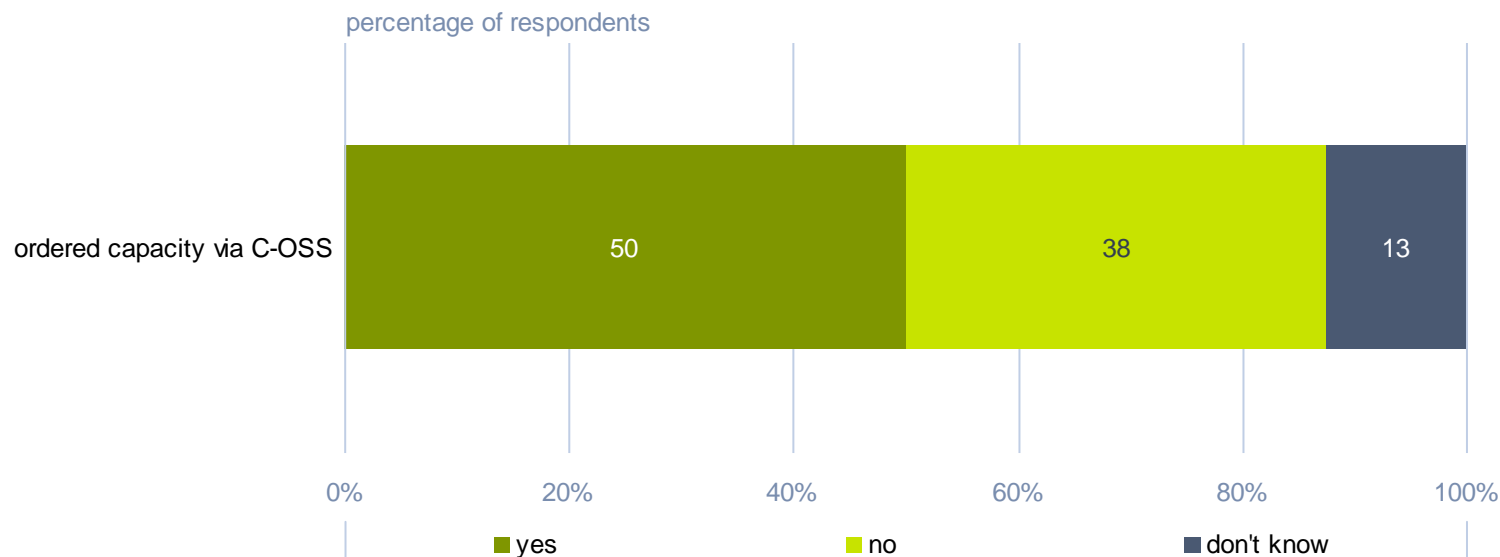


"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || ... with the origins/destinations and intermediate stops? || ... with the PaP schedule? || ... with the speed of PaPs? || ... with the amount of the PaPs? Is there a sufficient number of PaPs? || ... with the quality of Reserve Capacity (RC)? || ... with the PaP offer and the capacity management process on overlapping corridor sections? || ... with the survey on capacity needs?"



"How satisfied are you with the FlexPAP concept?"

n = 8; 10



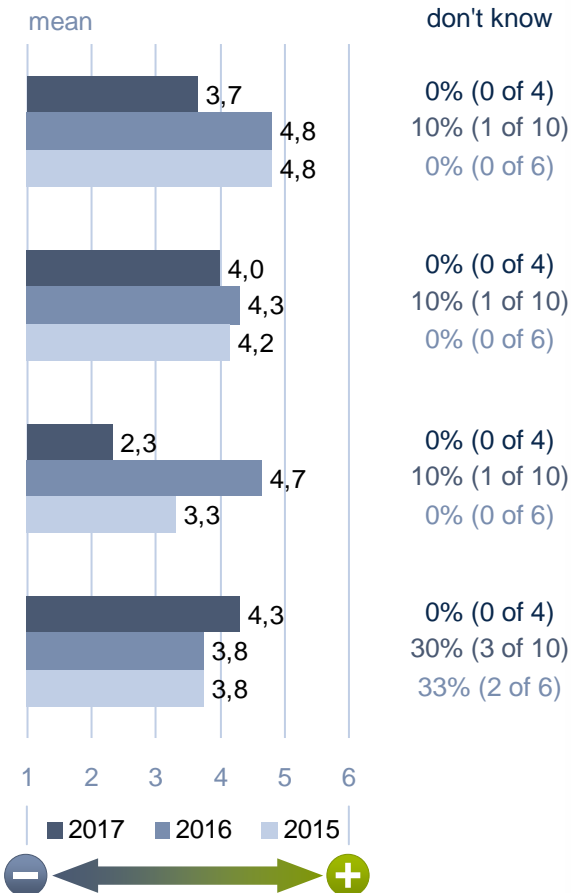
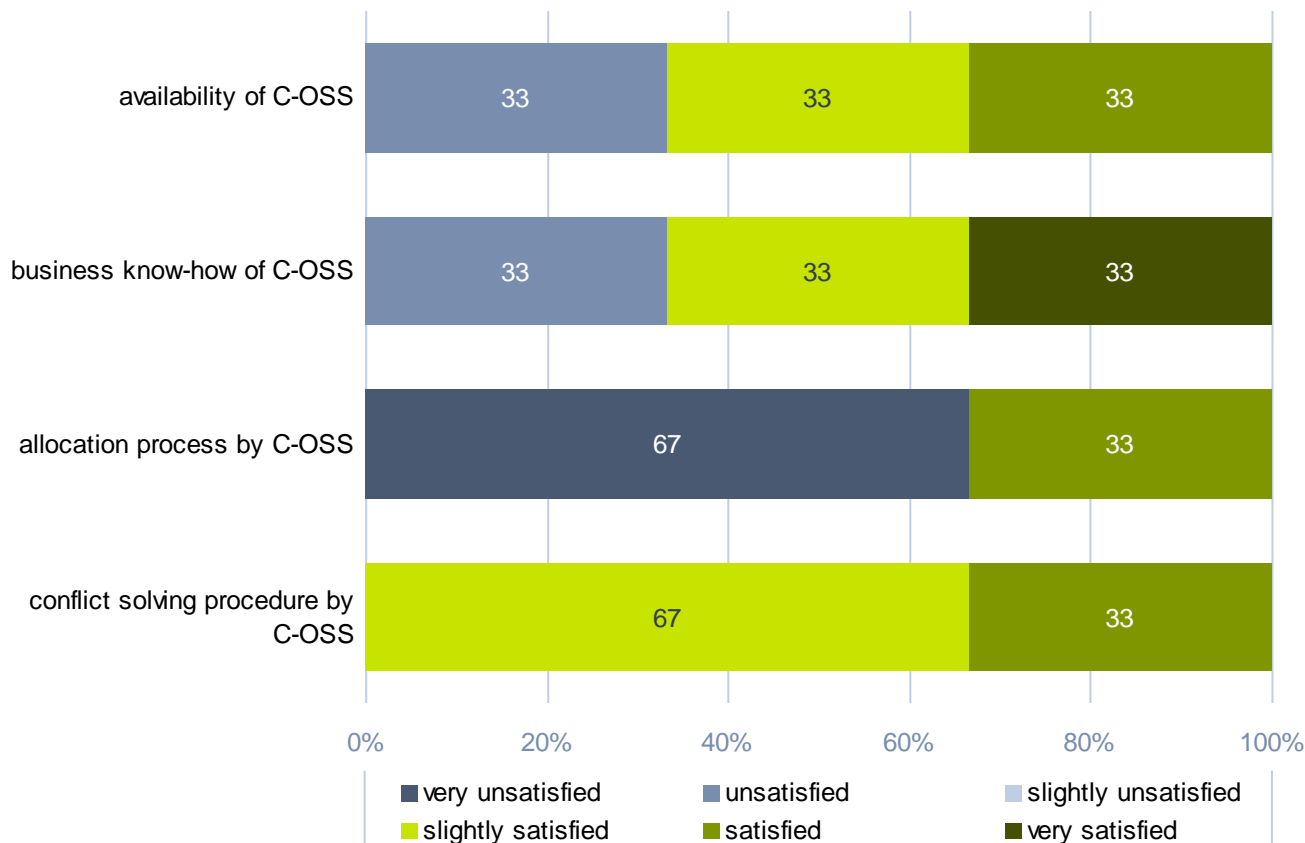
Reasons for non-usage:

- the quality is very low
- we order capacity directly to the portuguese infrastructure manager (tailor made)
- the Infrastructure Manager does not respect the timeline of RNE
- the data is inconsistence
- the offers are not complete
- no reliable information about construction works

"Did you order capacity via the C-OSS? || What are the reasons you did not order capacity via the C-OSS?"

n = 13

percentage of respondents; RU and Non-RU Applicants only, ordered via C-OSS

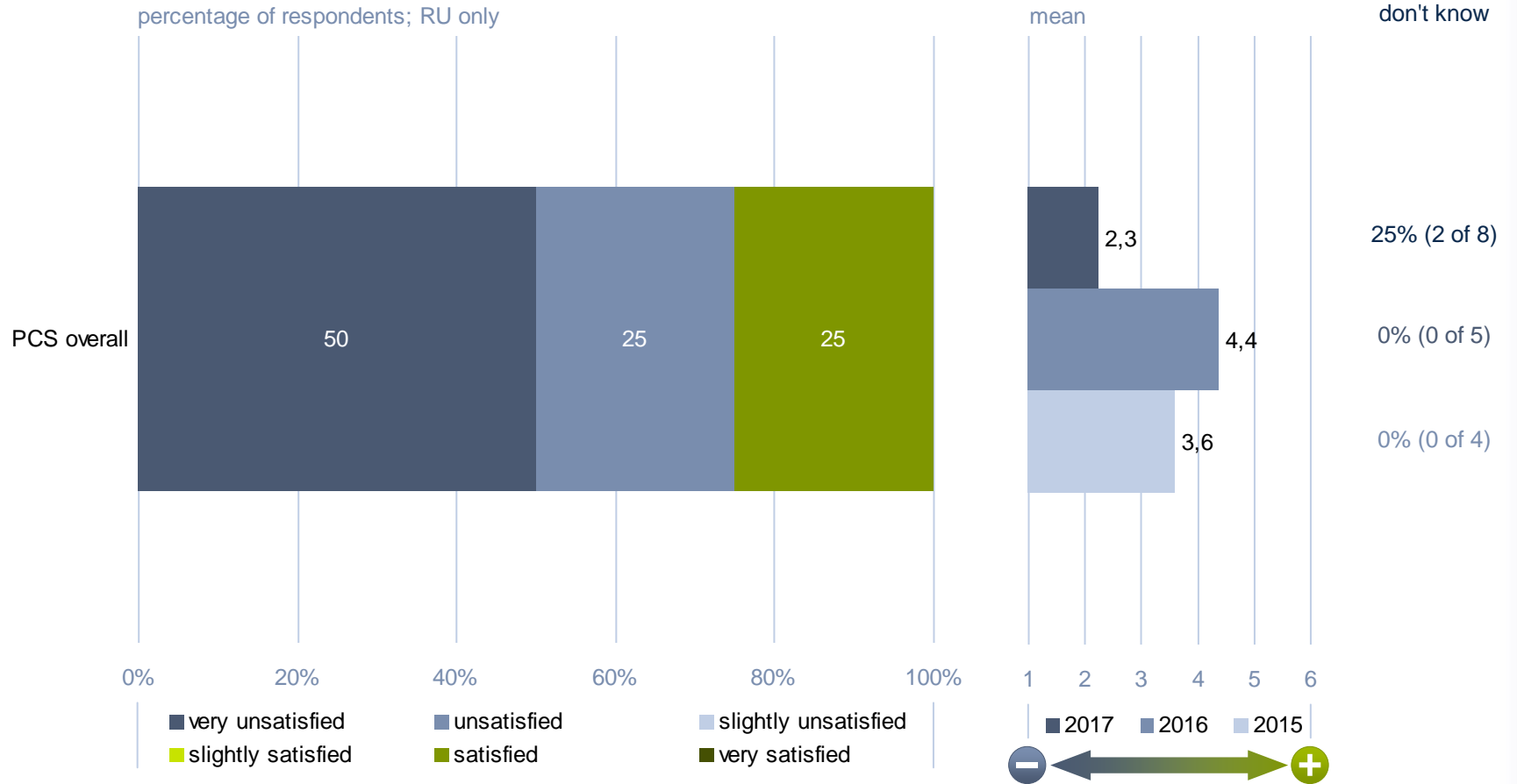


"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2018 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.) || How satisfied are you with the conflict-solving procedure?"

Reasons for dissatisfaction with Path offer, PaP allocation and C-OSS || open question

- commitment between IM for every international path origin-destination
- the C-OSS should be involved until after the train runs
- all the traffic of the needs pictures must be included in Path offer
- PaP should be protected from works and have a better coordination

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Path offer, PaP allocation process and C-OSS', please specify the main reasons and your proposals and ideas for further improvement."

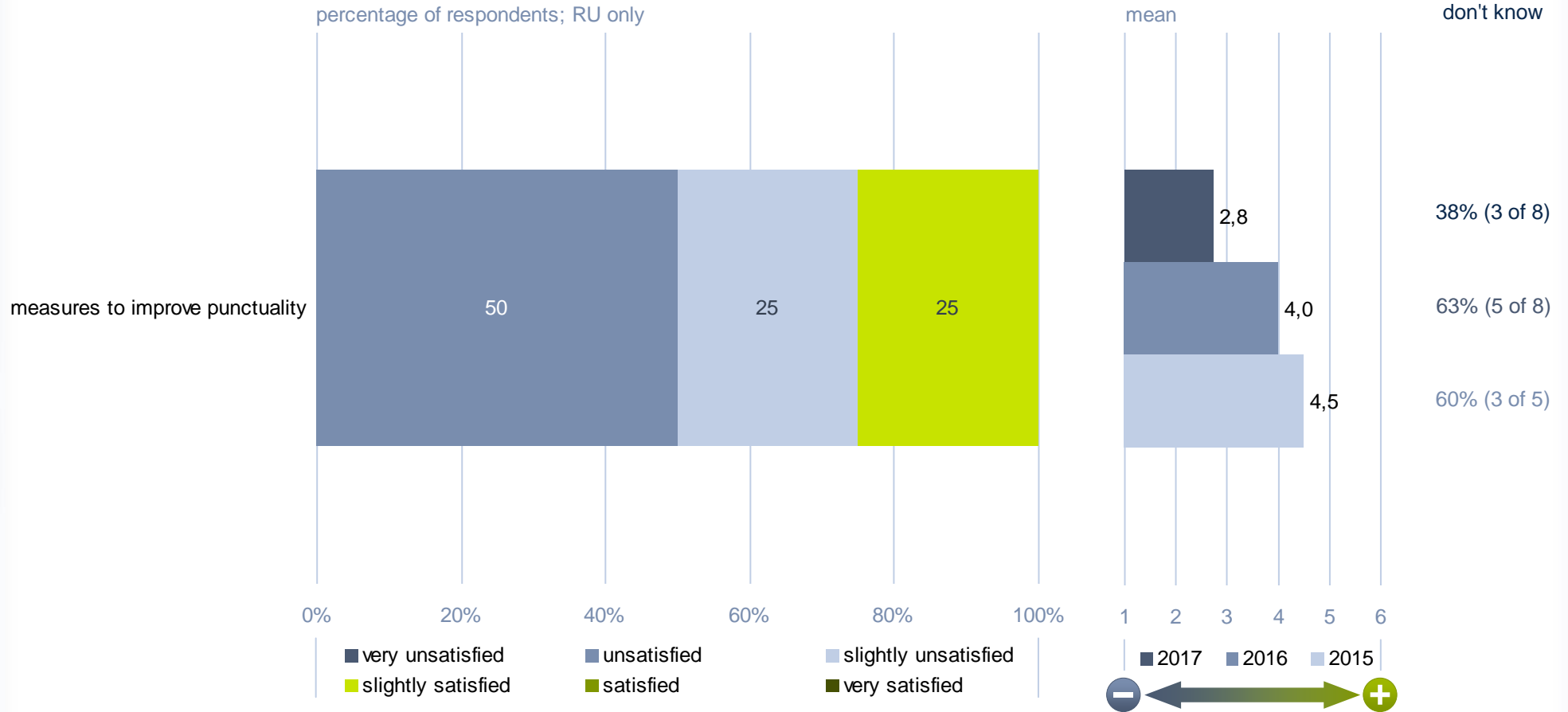


"How satisfied are you all in all with PCS as a booking tool for international path requests? Does it match your needs?"

n = 8; 5; 4

- incompatible processes of timetabling in France with PaP-process. In national system in France it is allowed to continuously change the offer (also published PaPs). This makes harmonized offer of pre-construction of PaPs, involving French path, impossible.
- only one international path request with or without RFC
- do not use the national system for the international requests
- published PaPs and offer will be changed during all process phases, even after conclusion about final offer in the Active Timetable until October. Previous harmonization of offer is worthless, pre-construction will be cancelled.
- all the traffics by PCS must be on corridor path
- data in French national system deviate vs. PCS. Offer for French paths, provided and agreed in PCS are wrong and not valid, because the real offer will be published earliest in October only in national system. Data in PCS are redundant.
- RUs have additional effort: 1) to fulfill all phases in PCS. 2) separately to work in French national system. 3) try to compare manually offer in national system with offers of connecting-IMs in PCS.
- RUs incur effort and costs for modification of offers after reaching of Active Timetable in PCS. This is necessary because the national offer for French path in national system is not compatible to offer for connecting-stretches of other IMs in PCS.

"If you are 'unsatisfied' or 'very unsatisfied' with the topic in this chapter, 'PCS', please specify the main reasons and your proposals and ideas for further improvement."



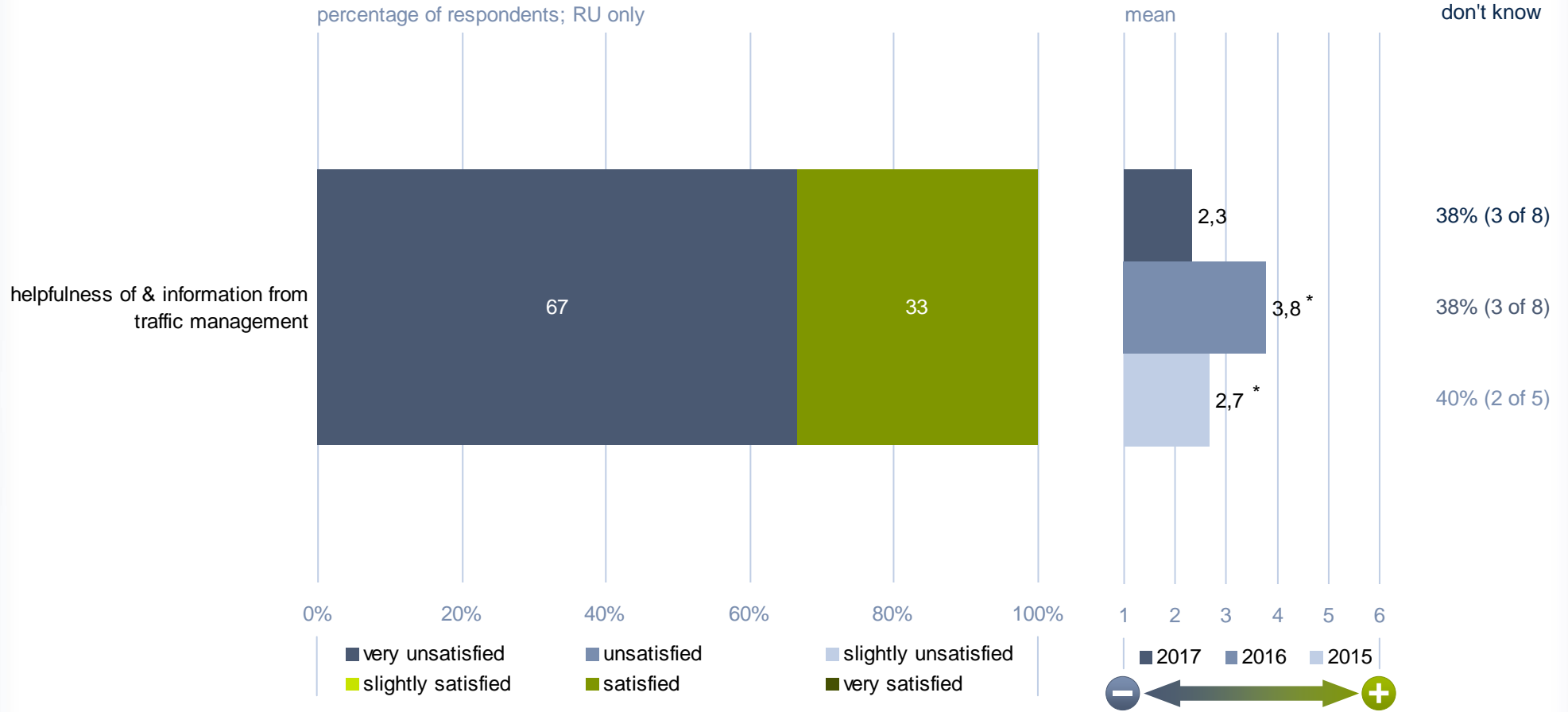
"How satisfied are you with the monthly performance reports? Do they show the information you need? || How satisfied are you with the efficiency of measures taken in order to improve punctuality?"

n = 8; 8; 5

Reasons for dissatisfaction with Train Performance Management || open question

- good idea about working group analyzing delay reasons, but no real effect up to date
- more or more detailed information with clear measures how to improve quality
- no noticeable influence of the corridor on the respective IM
- too little influence of RFC on IM operations

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Train Performance Management', please specify the main reasons and your proposals and ideas for further improvement."

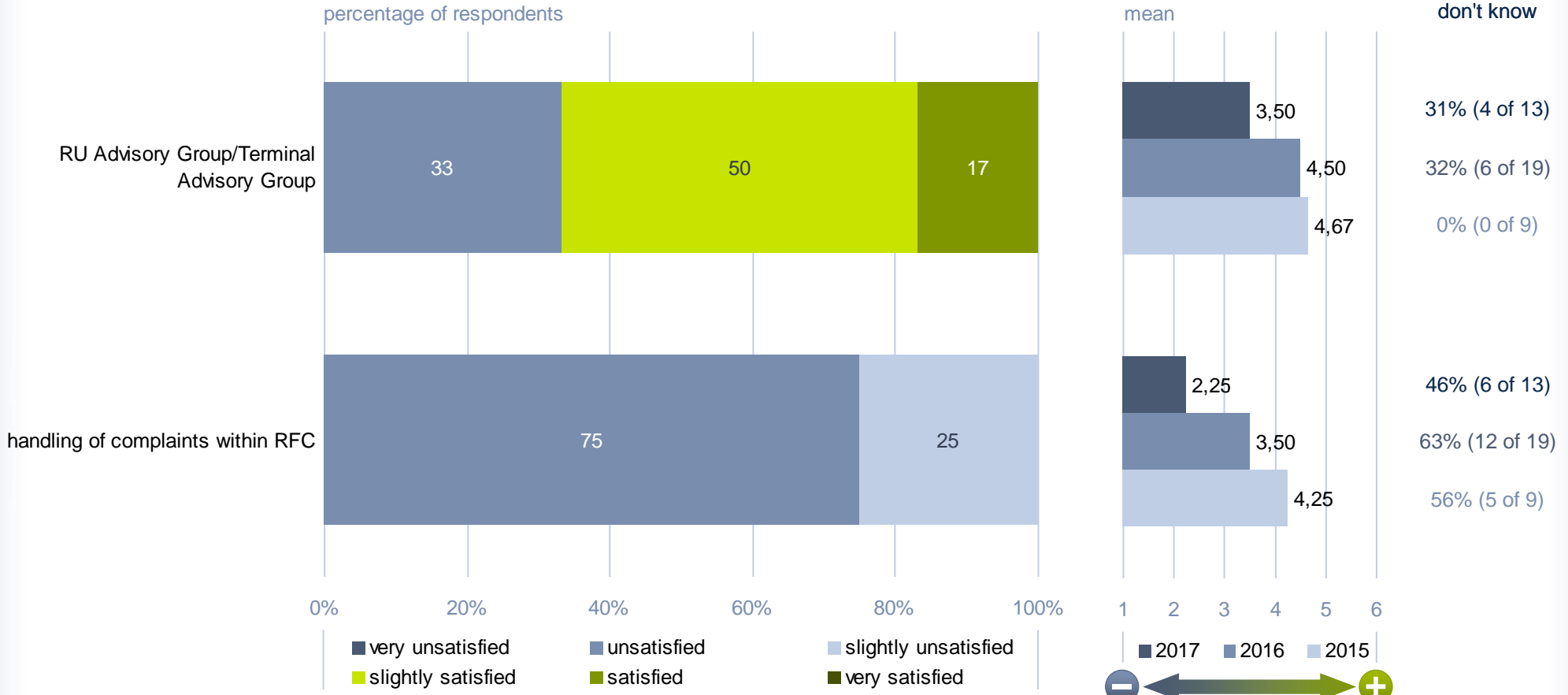


"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

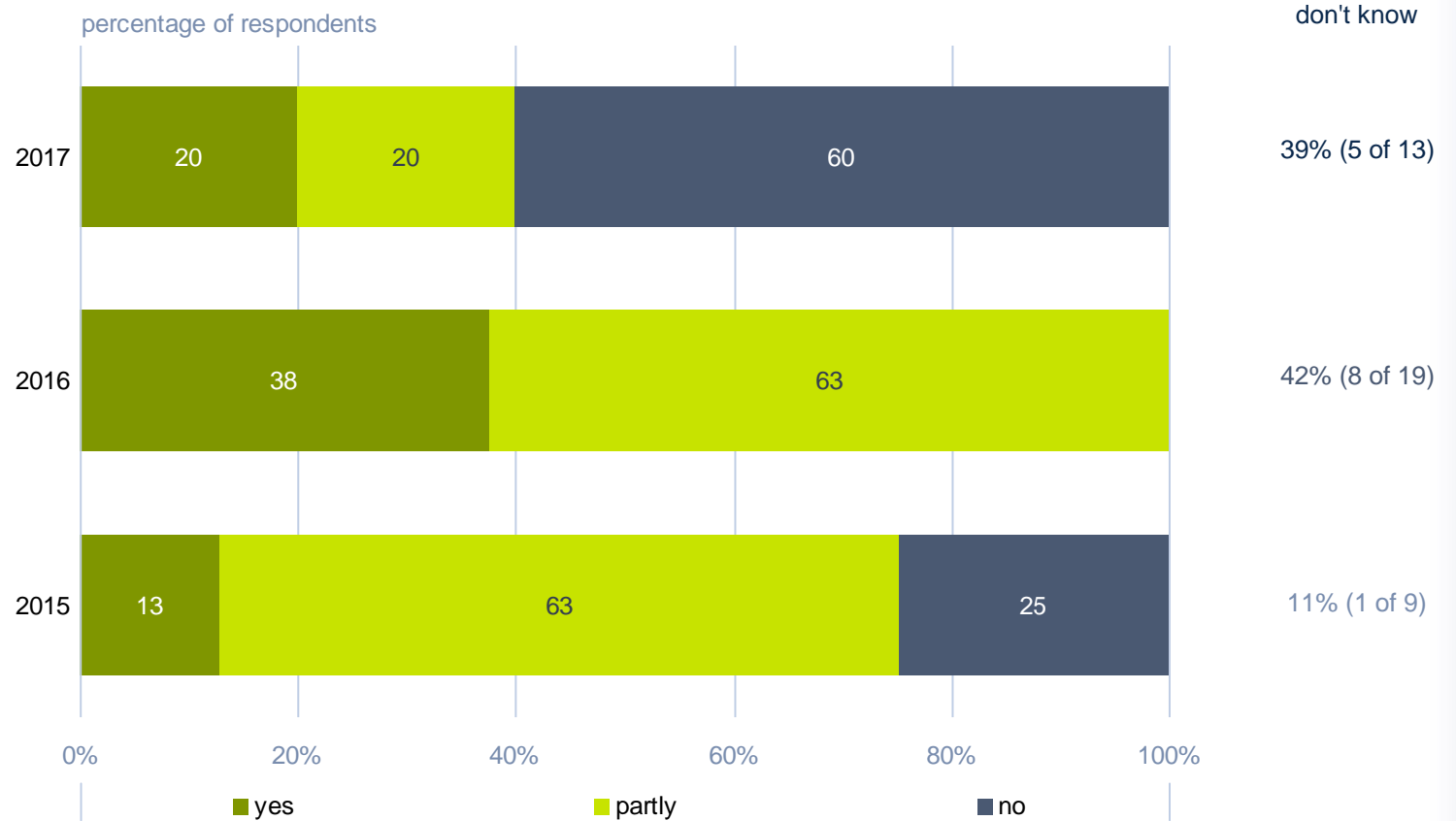
n = 8; 8; 5

- no action known, which is the role of RFCs in traffic management?
- no visible impact at all

"If you are 'unsatisfied' or 'very unsatisfied' with the topic in this chapter, 'Traffic Management', please specify the main reasons and your proposals and ideas for further improvement."



"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?) || How satisfied are you with the procedure for handling complaints within the RFC? Please note that this question only refers to complaints – if any – handled by the RFC, it does not refer to complaints handled by the Regulatory Body."

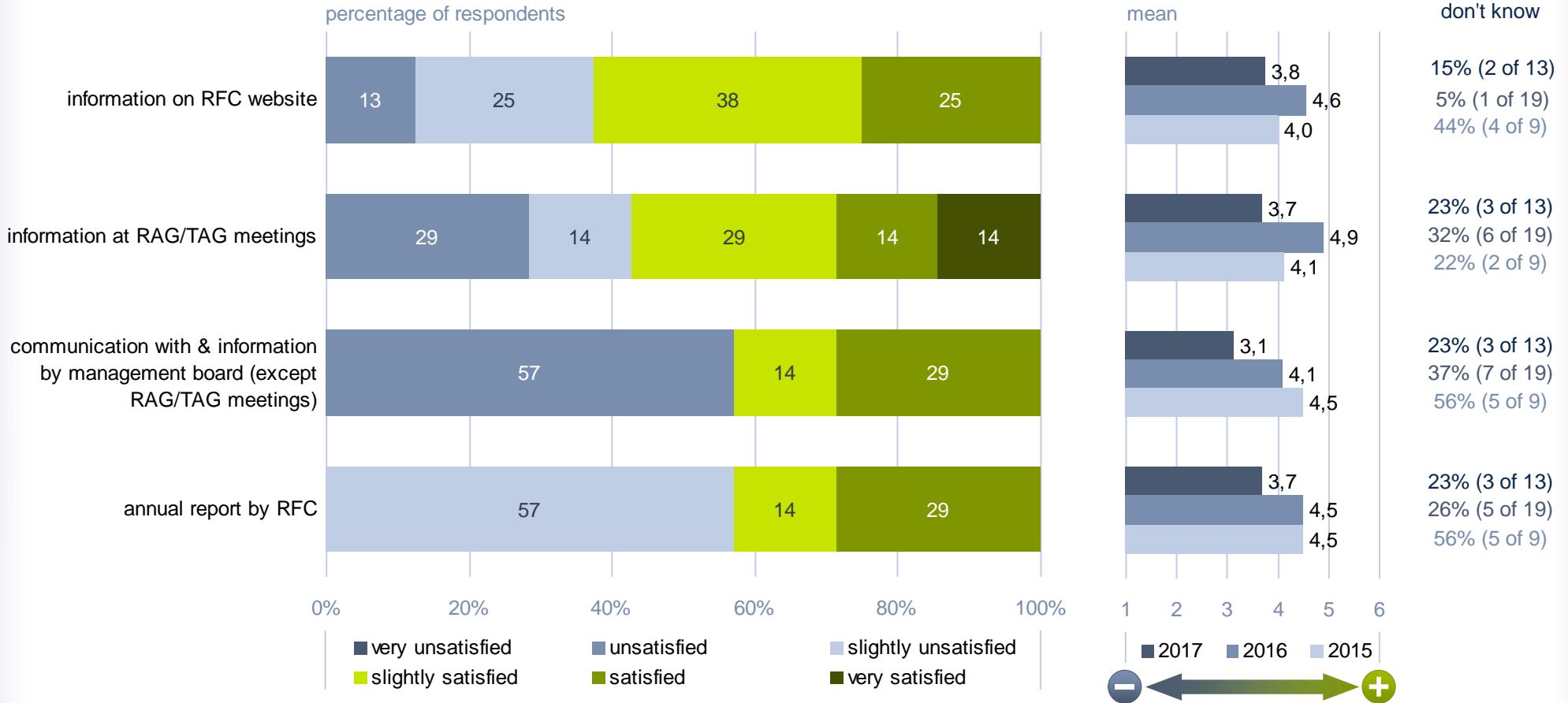


"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

n = 13; 19; 9

- 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-awardingTT2018)
- problems not managed
- we keep having the same complaints year after year and nothing changes
- commitment between IMs for every international path origin-destination
- no solutions provided
- take into account the opinions of the RUs
- topics not relevant
- no real harmonization of processes between IMs
- no real PaPs in France

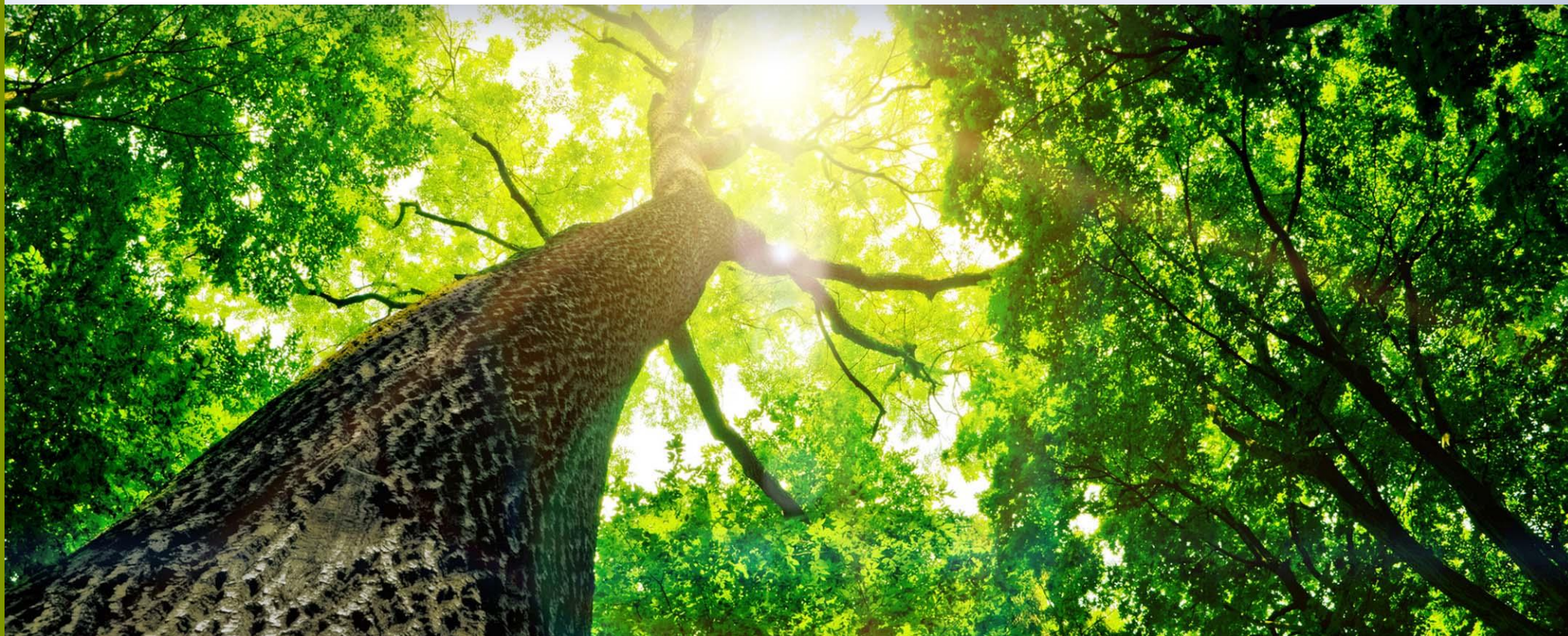
"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'RFC Governance', please specify the main reasons and your proposals and ideas for improving your involvement in the RFCs' activities."



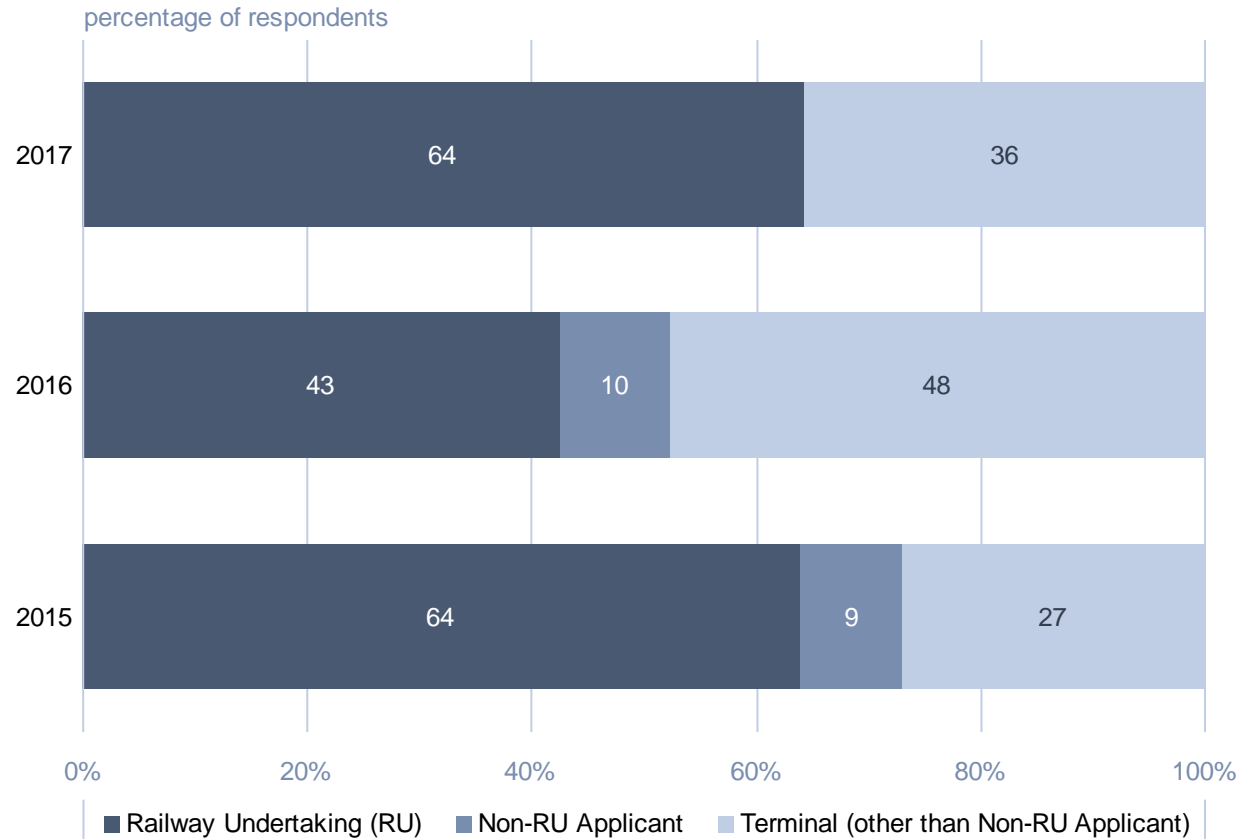
"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other than at the RAG/TAG meetings? || To which extent are you satisfied with the annual report published by the RFC? "

- report not really important, should include more operational topics/information relevant for RU's business
- reports should include more operational topics or topics relevant the business of the RUs
- temporary restrictions capacity
- train international system

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Overall RFC Communication', please specify the main reasons and your proposals and ideas on which subjects you would like the RFC to communicate more."

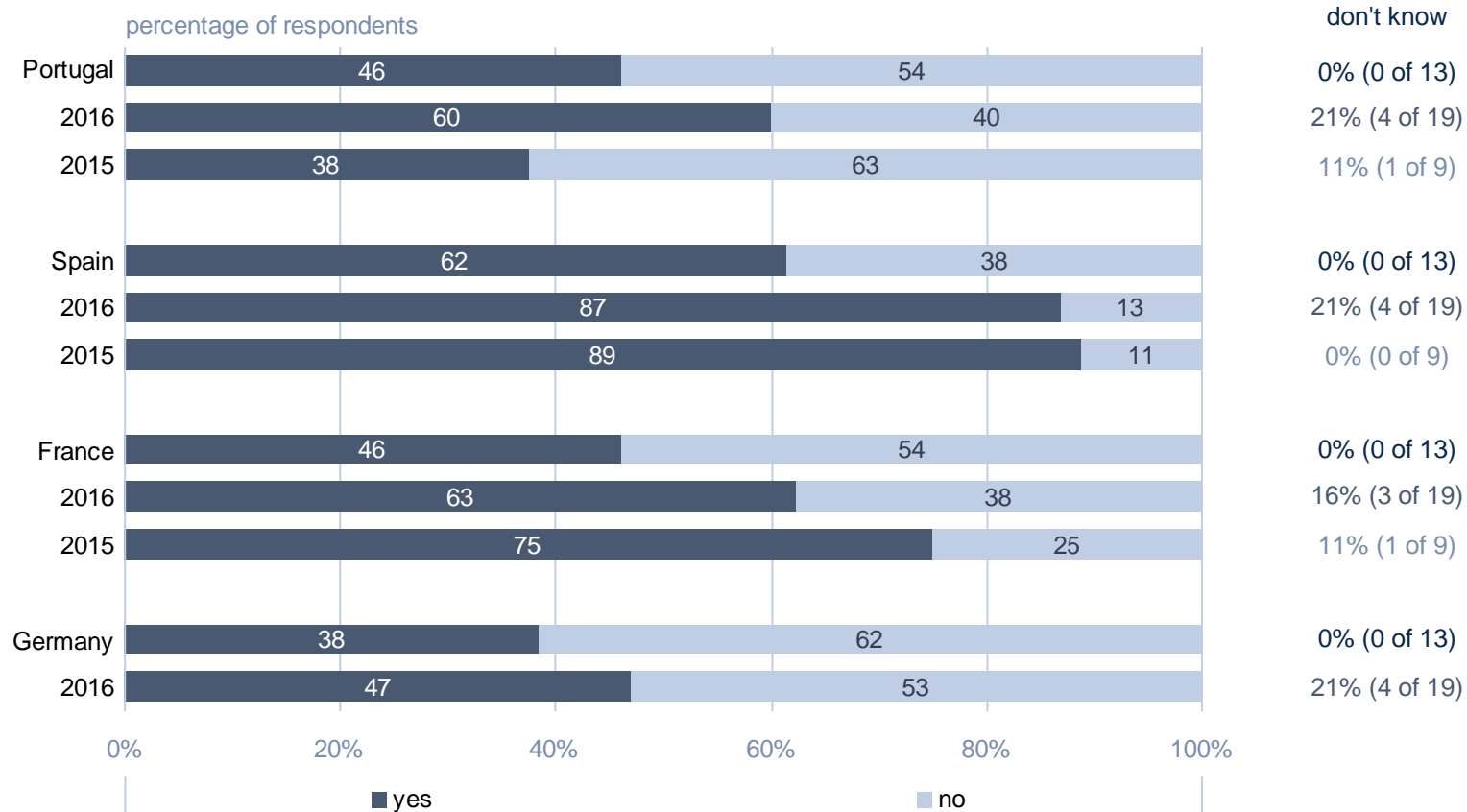


3 Sample Description



"To which of the following types of target groups does your company belong?"

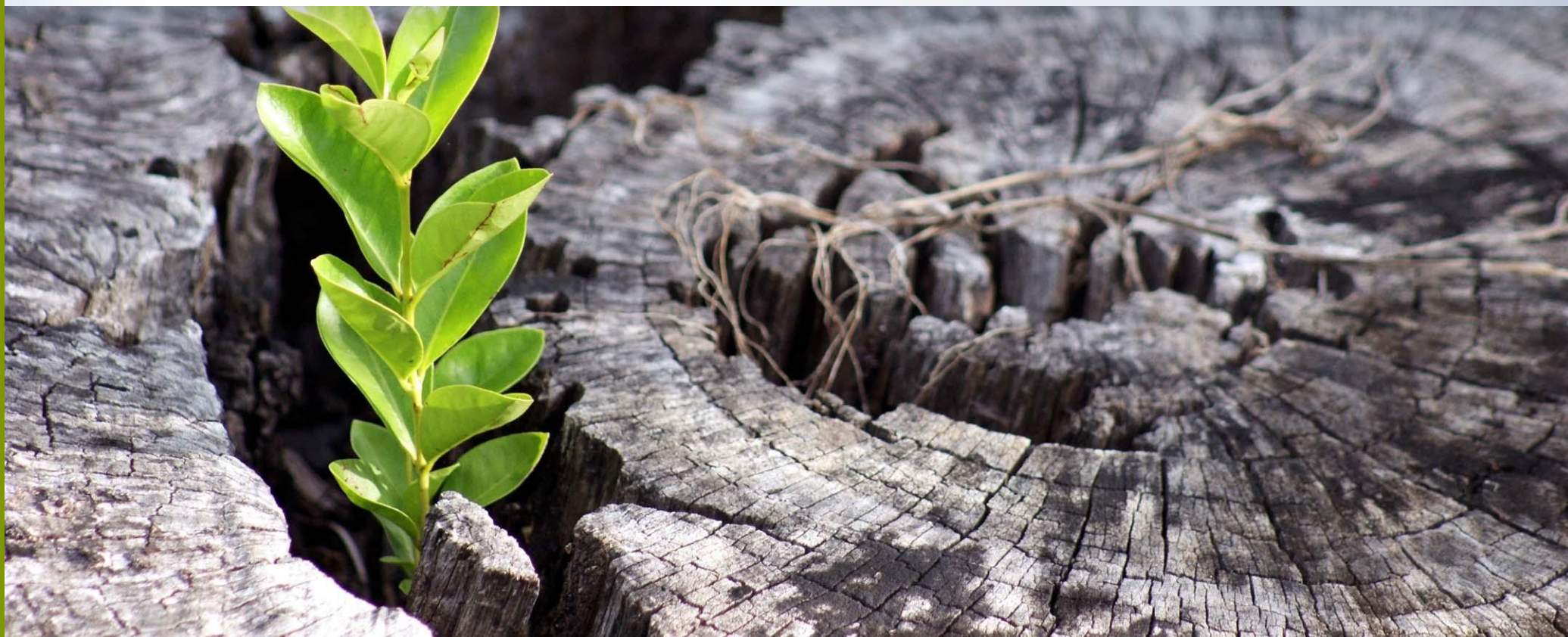
n = 14; 21; 11 || non/potential users included



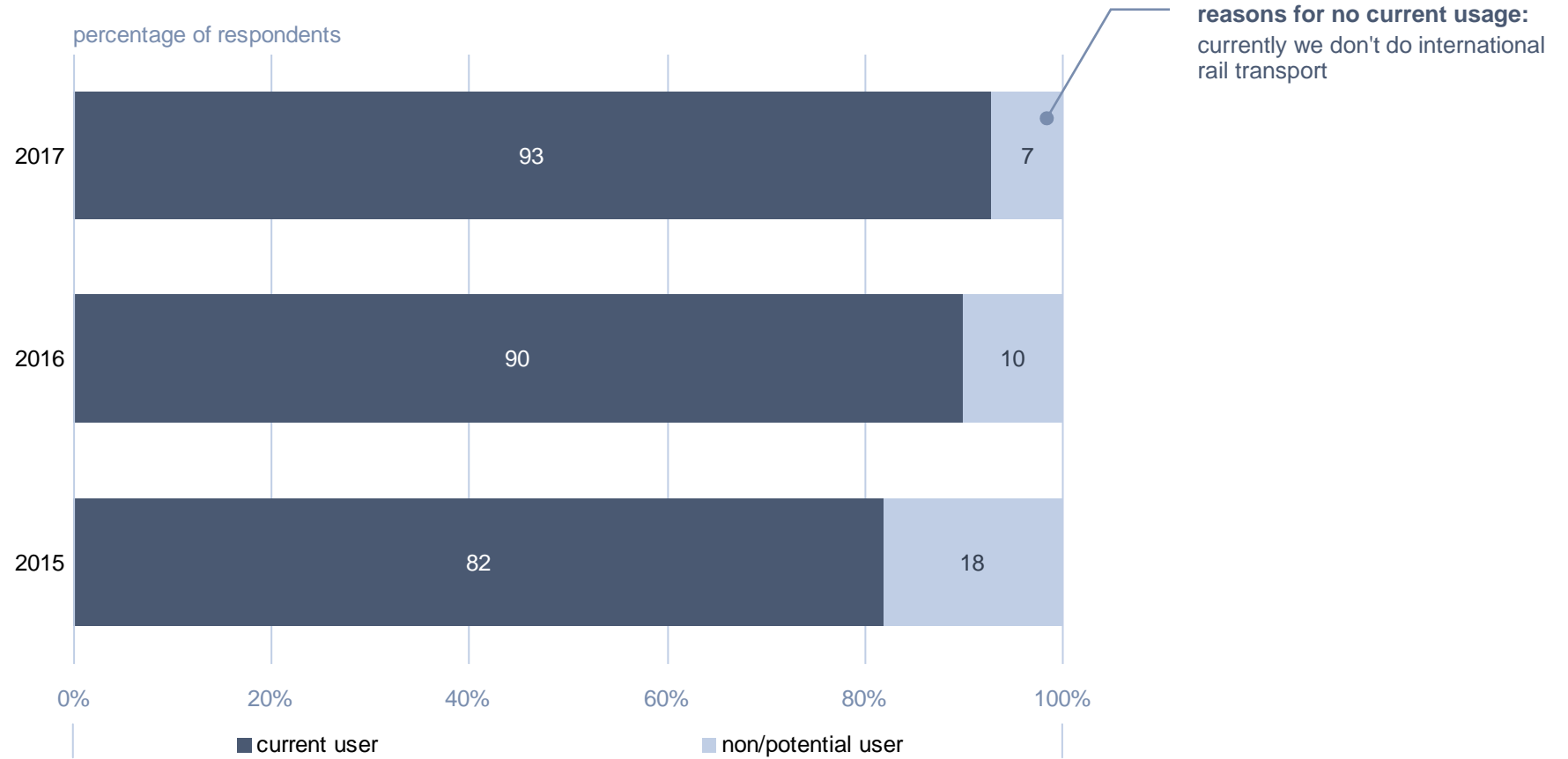
different scale in 2016/2015: daily/several days per week/weekly/monthly/yearly/never

"In which countries involved in the RFCs you have chosen before does your company operate/run international services?"

n = 13; 19; 9



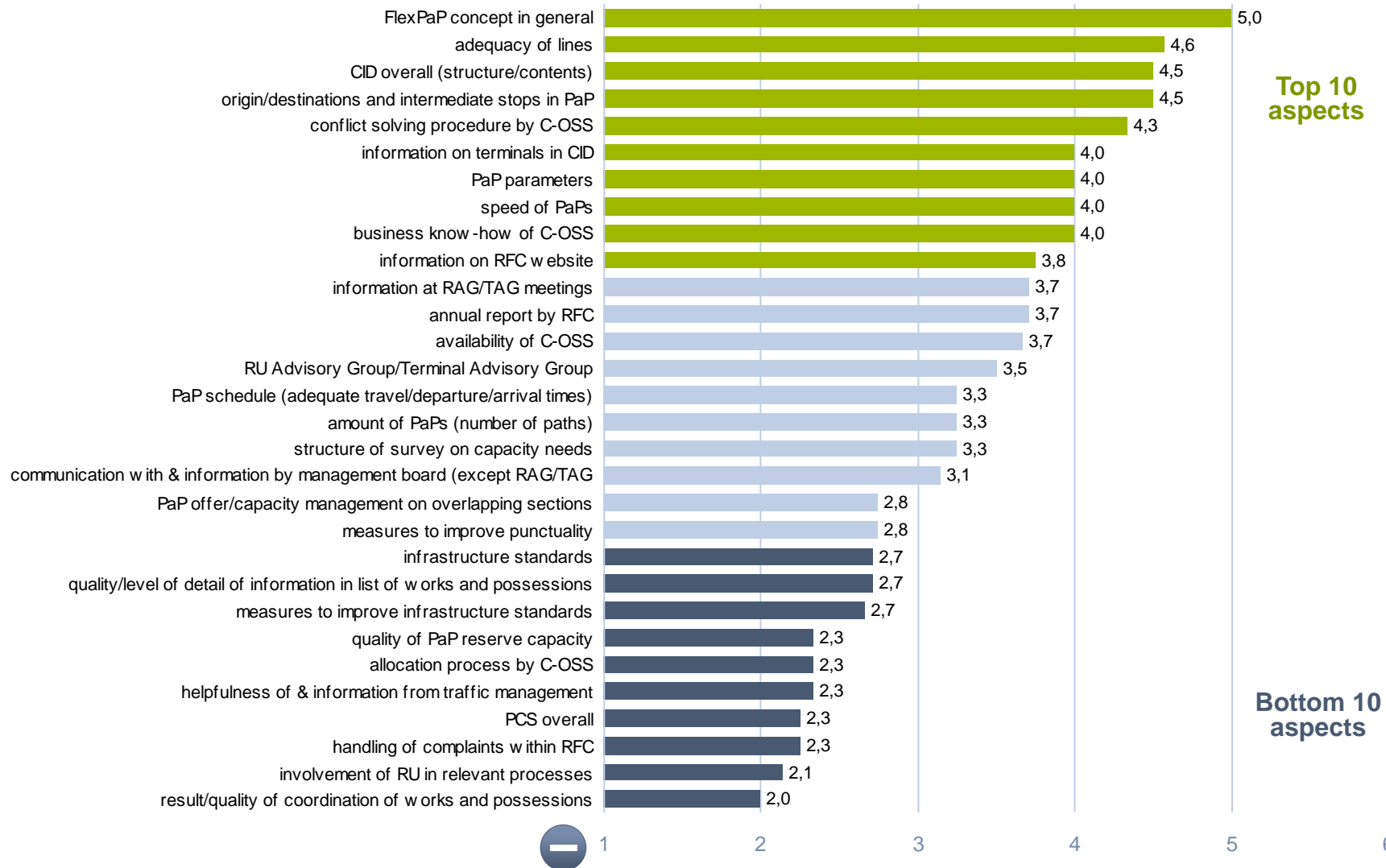
4 Non/potential users





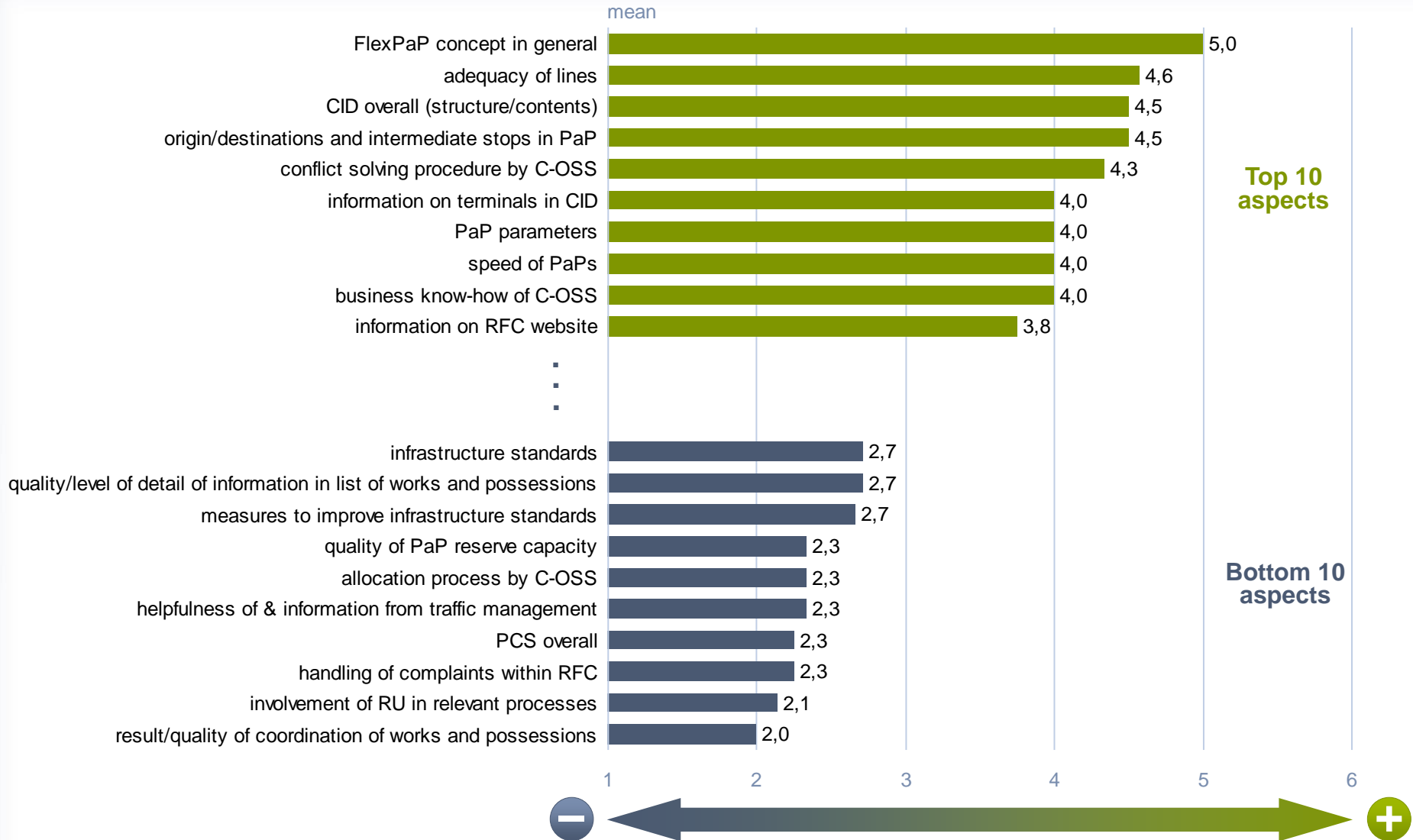
5 Summary

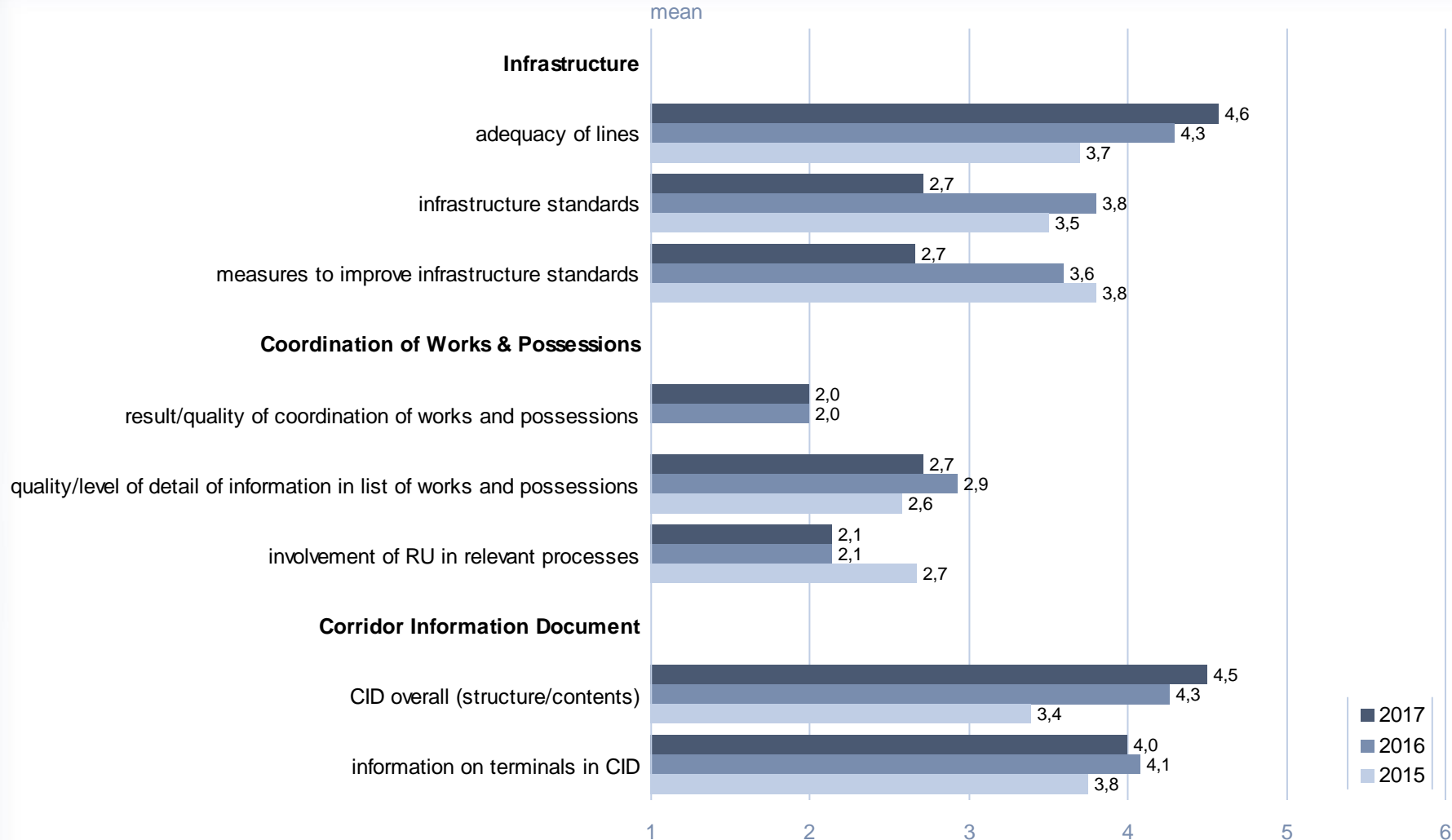
mean



Top 10 aspects

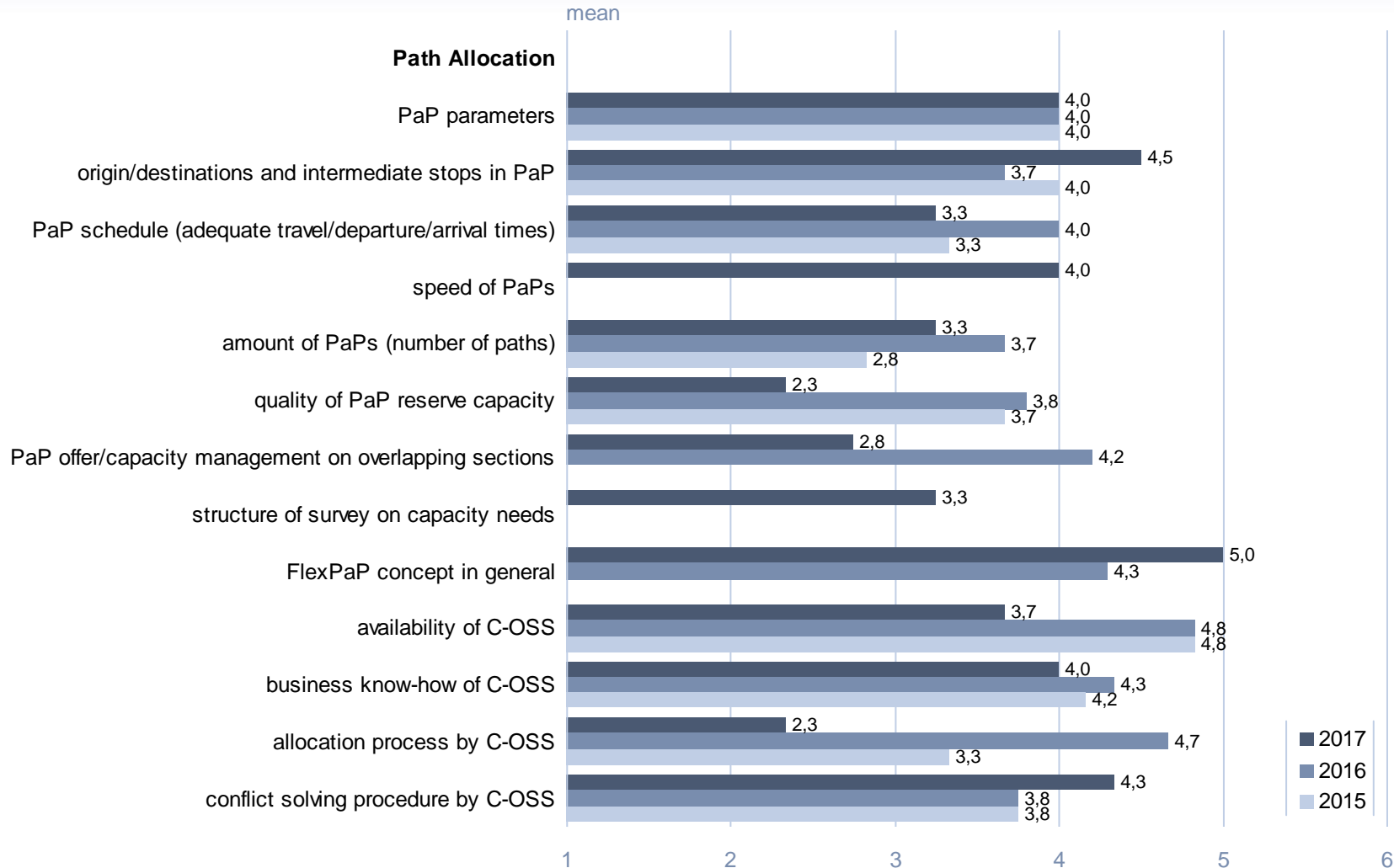
Bottom 10 aspects





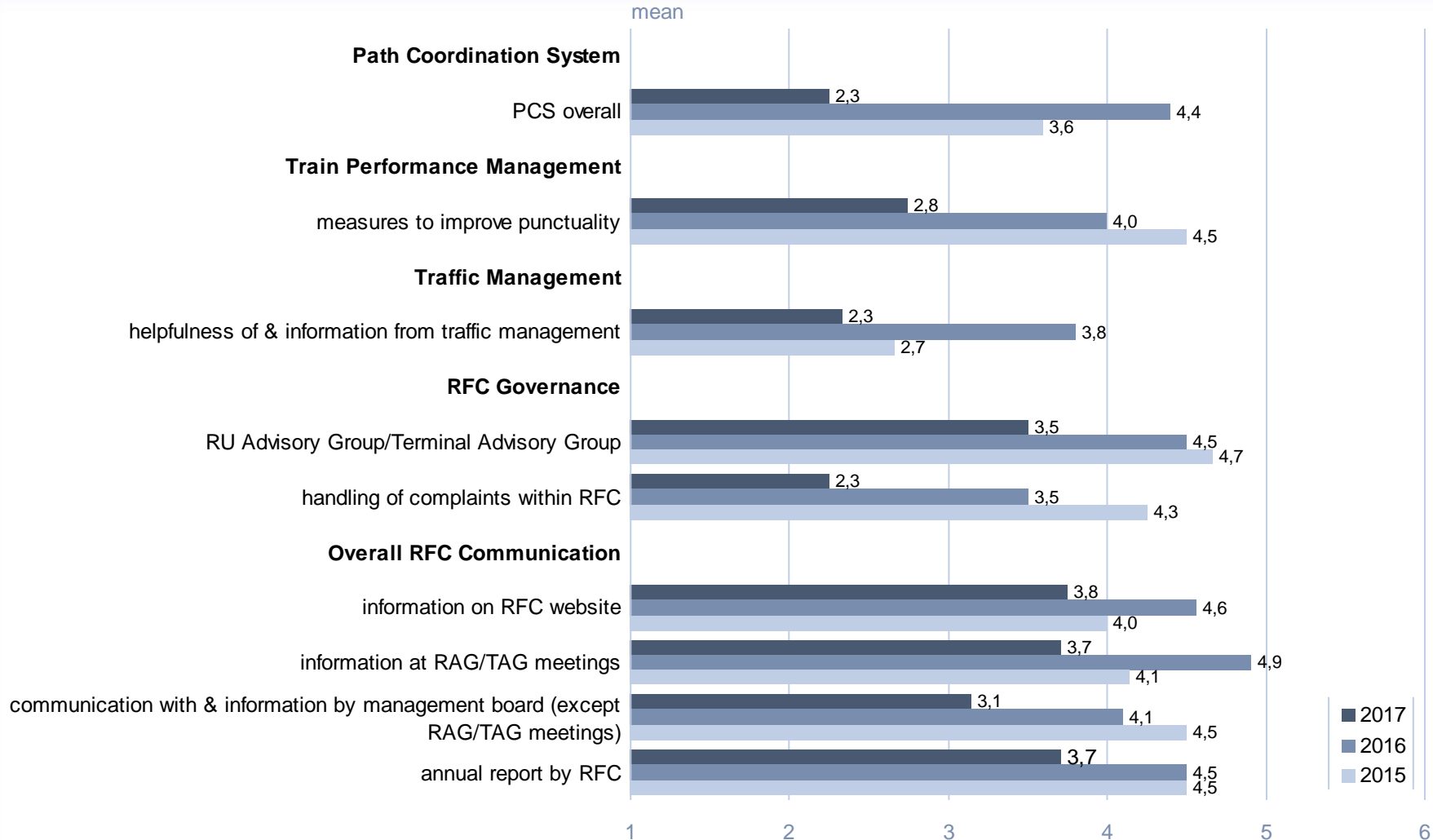
Attention: very small sample sizes!





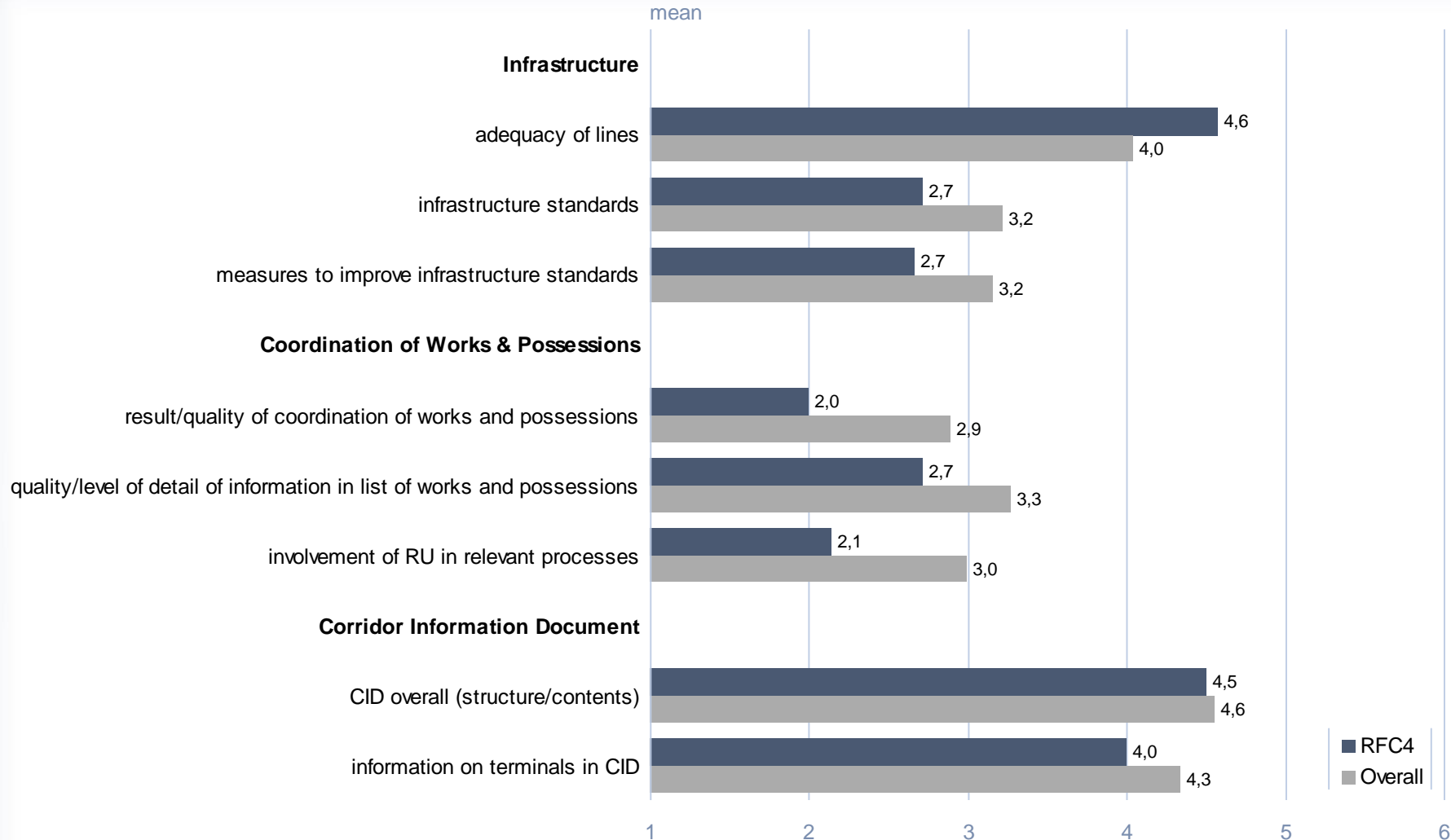
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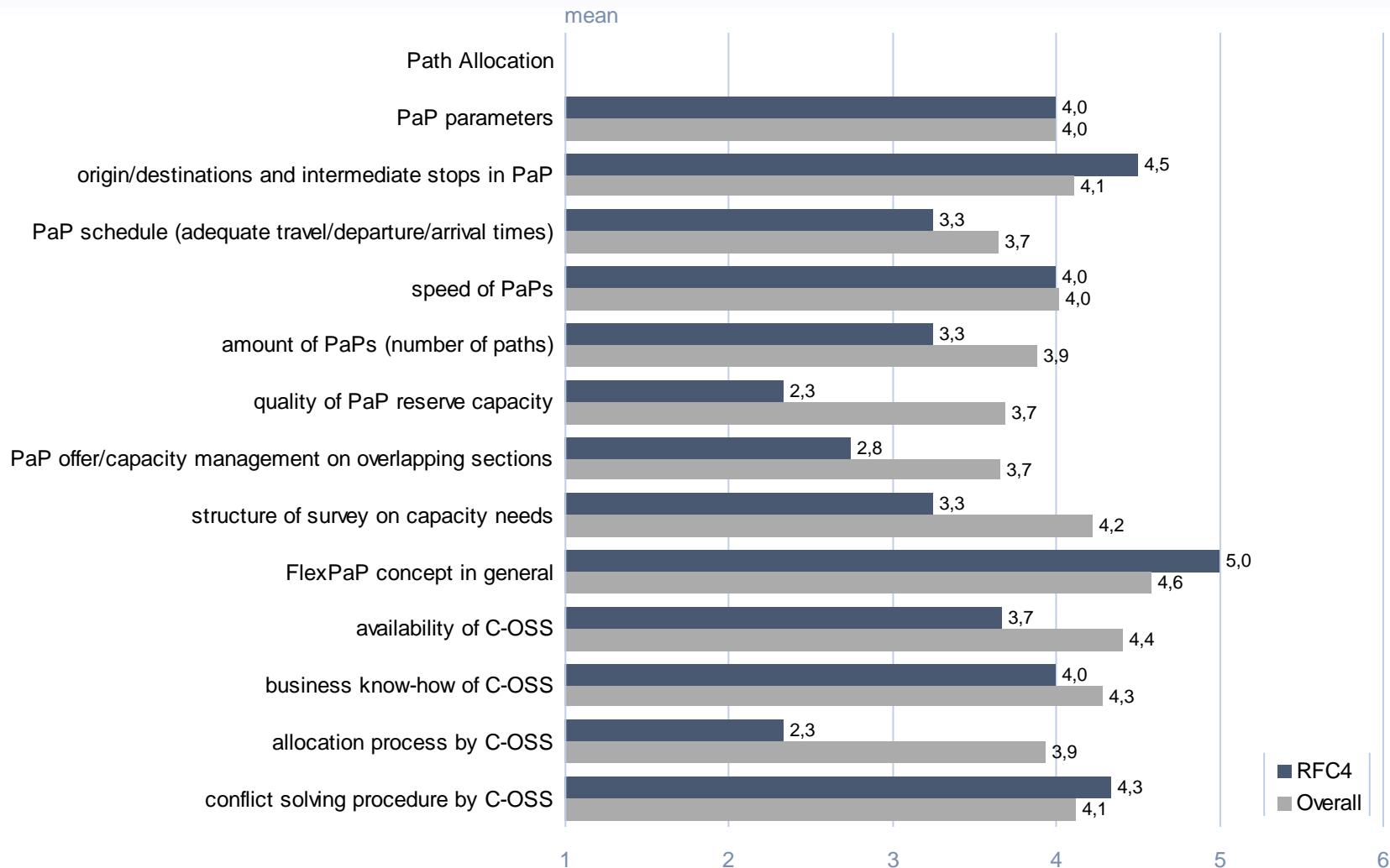
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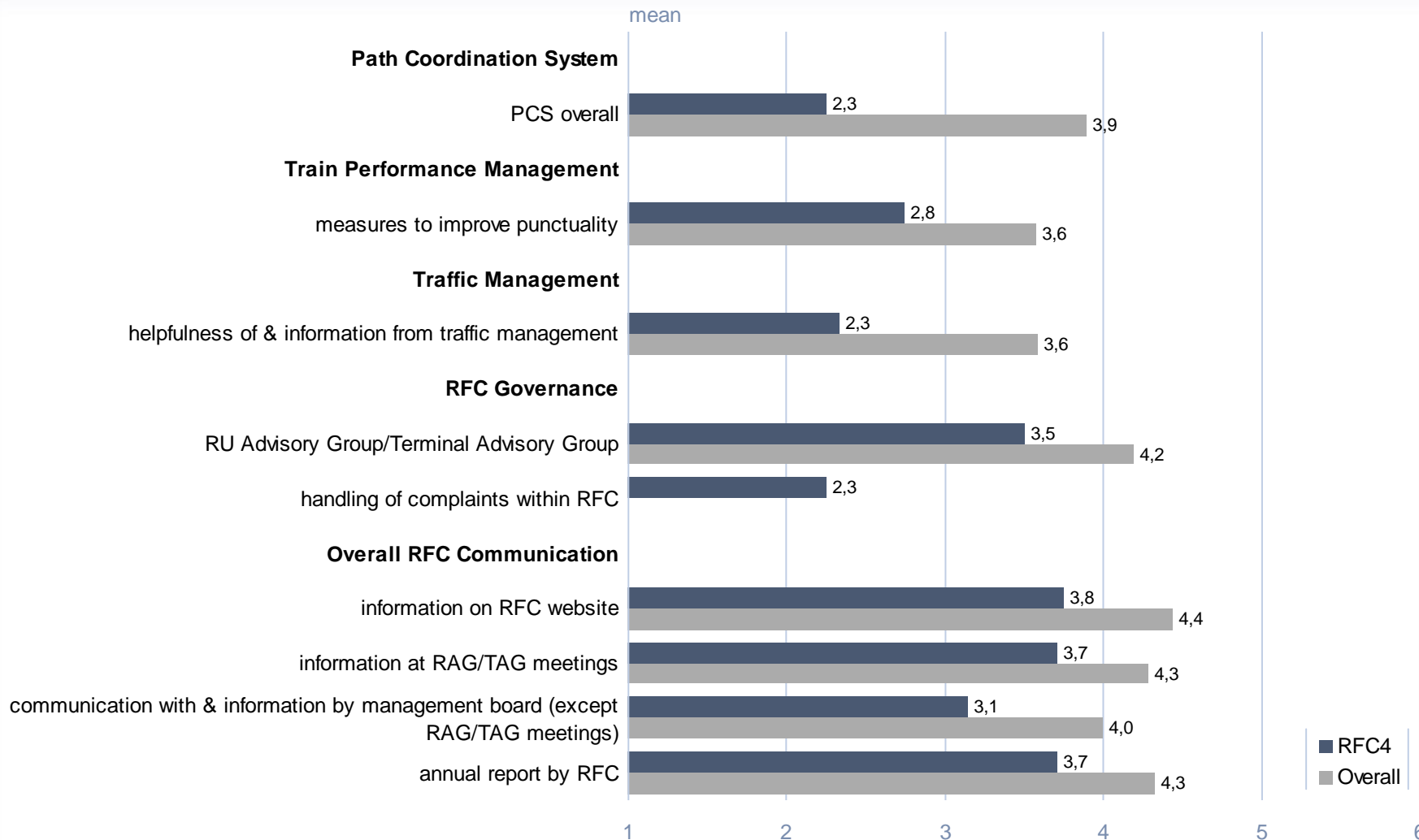
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