

# RFC User Satisfaction Survey 2018



**Overall Report** 







October 2018

	1	S	Study	' Des	sign													
	2	ç	Satisfaction with the RFC															
	3	ç	Samp	le D	escri	ption												
	4	١	Non/p	oter	itial u	isers												
	5	S	Sumn	nary														

# Study Design

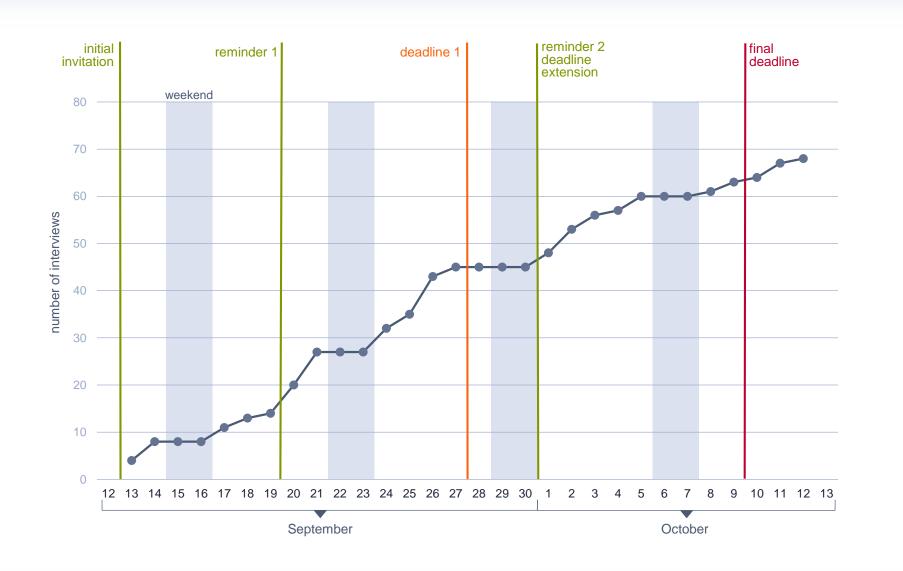
## Survey Design



- 68 respondents || 125 evaluations\*
  64 RFC users / 4 non-users
  65 full interviews / 3 partial interviews
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 309 e-mail invitations sent
- Field Phase: 13 September to 12 October 2018

\* one respondent is counted multiple times, if his/her organisation uses multiple corridors

# Response over time



# **Response Rate**

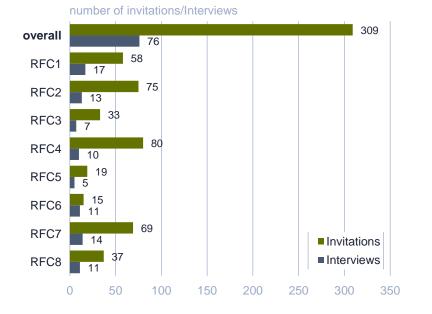
	Overall			ScanMed RFC STOCHOLAVOSID-COPENAGEN- HAMBURG-INNISBUCK-FALLEND		RFC5 Bilic-Adriatic Corridor	MEDITERRANEAN Rail Freight Corridor	Orient/East-Med	Rail Freight Corridor North Sea – Baltic
Total interviews (user + non user)	68 (-8)	<b>19</b> (-3)	<b>19</b> (-2)	<b>10</b> (-2)	10 (-4)	<b>12</b> (-1)	21 (-6)	<b>19</b> (+2)	<b>15</b> (+/-0)
Full interviews Partial interviews	65 (-7)	17 (-4)	17 <mark>(-3)</mark> 2 (+1)	<b>9</b> (+/-0)	10 (-3)	11 (-2) 1 (+1)	21 (-5)	18 (+1) 1 (+1)	13 (-1)
RFC user	3 (-1) 64 (-6)	2 (+1) 19 (-3)	2 (+1) 17 (-2)	1 (-2) 10 (-1)	0 (-1) 9 (-4)	12 (-1)	0 (-1) 21 (-4)	18 (+1)	2 (+1) 15 (+/-0)
non/potential user (according to respondent)	4 (-2)	0 (+/-0)	2 (+/-0)	0 (-1)	<b>1</b> (+/-0)	<b>0</b> (+/-0)	0 (-2)	1 (+1)	<b>0</b> (+/-0)
Invitations sent	308 (-16)	58 (-8)	75 (-9)	33 <mark>(-1)</mark>	80 (-1)	19 (-12)	15 (-21)	69 (+1)	37 <mark>(-7)</mark>
Interviews (user + non user) Response rate overall (invited by RFC only)	76 (+/-0) 25% (+2%)	<b>17</b> (+/-0) <b>29%</b> (+3%)	13 (-5) <b>17% (</b> -4%)	7 (-1) 21% (-3%)	10 (+/-0) 13% (+1%)	5 (-5) <b>26%</b> (-6%)	11 (-8) 73% (+20%)	14 (+/-0) 20% (-1%)	11 (+/-0) 30% (+5%)
topic-forward used	14 (-8)	6 (-3)	5 (+/-0)	4 (-4)	4 (-2)	3 (-2)	3 (-4)	2 (-5)	2 (-1)
forward name	30 (+5)	8 (+/-0)	6 (-1)	2 (-1)	6 (+1)	4 (+1)	6 (-4)	10 (+6)	7 (+5)

#### 2018 (change from 2017)

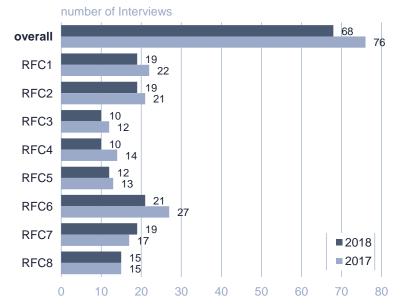
Respondents having evaluated more than one RFC are counted multiple times: 68 Total interviews 🗢 125 evaluations

## **Response Rate**

#### marketmind

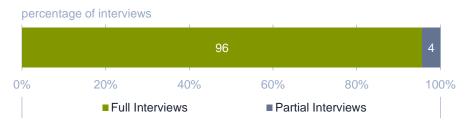


#### Invitations vs. total interviews



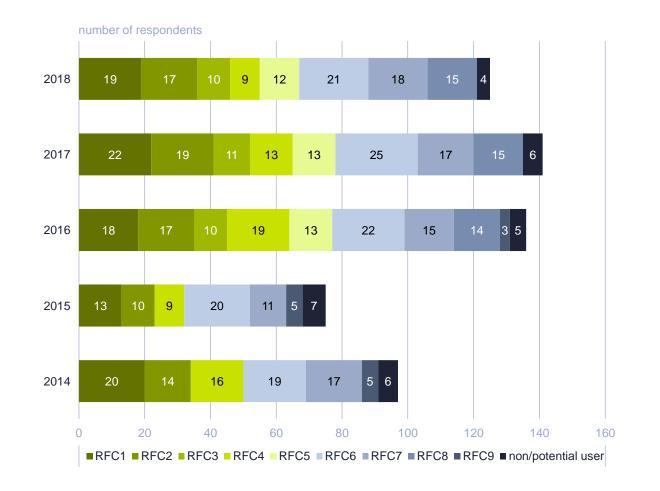
#### Total interviews

#### **Overall interviews**



# Sample Description: Usage of RFCs

#### marketmind



"Which RFCs do you operate/run your services on?"

sample size = 125; 141; 136; 75; 97

# Satisfaction with the RFC

02

#### Satisfaction with Infrastructure

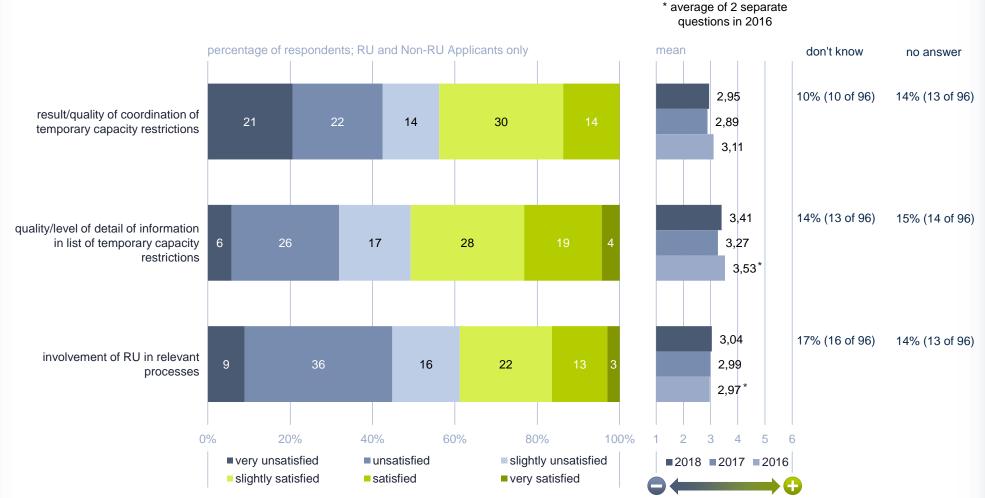
one respondent is counted multiple times, if his/her organisation uses multiple corridors



"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?"

sample size = 96; 97; 86

## Satisfaction with Coordination/Communication of Temporary Capacity Restrictions

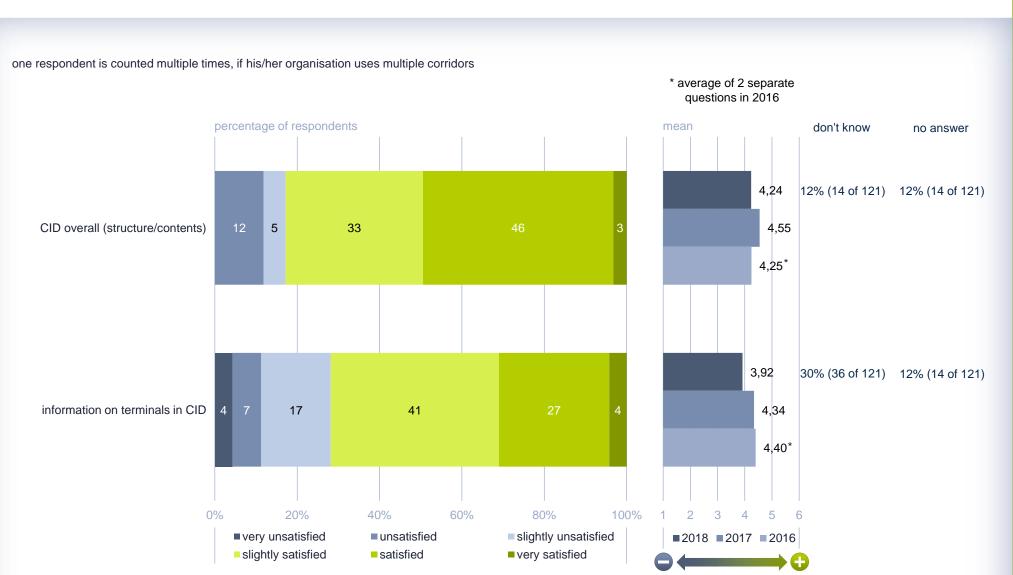


one respondent is counted multiple times, if his/her organisation uses multiple corridors

"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?"

sample size = 96; 97; 91

#### Satisfaction with Corridor Information Document (CID)



"To what extent are you satisfied with the Corridor Information Document (CID) for the 2019 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 2019 or in other sources, e.g. CIP?)"

sample size = 121; 135; 131

#### Satisfaction with Path allocation (1) - PaP

one respondent is counted multiple times, if his/her organisation uses multiple corridors

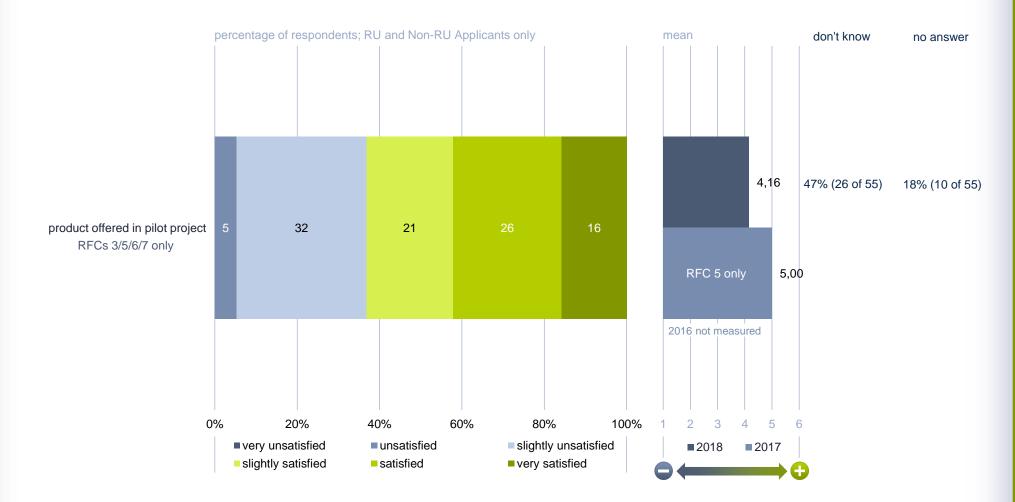


"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || ... with the origins/destinations and intermediate stops? || ... with the PaP schedule? || ... with the commercial speed of PaPs? || ... with the amount of the PaPs? Is there a sufficient number 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?"

sample size = 96; 97; 86

## Satisfaction with Path allocation (2) - pilot project

one respondent is counted multiple times, if his/her organisation uses multiple corridors

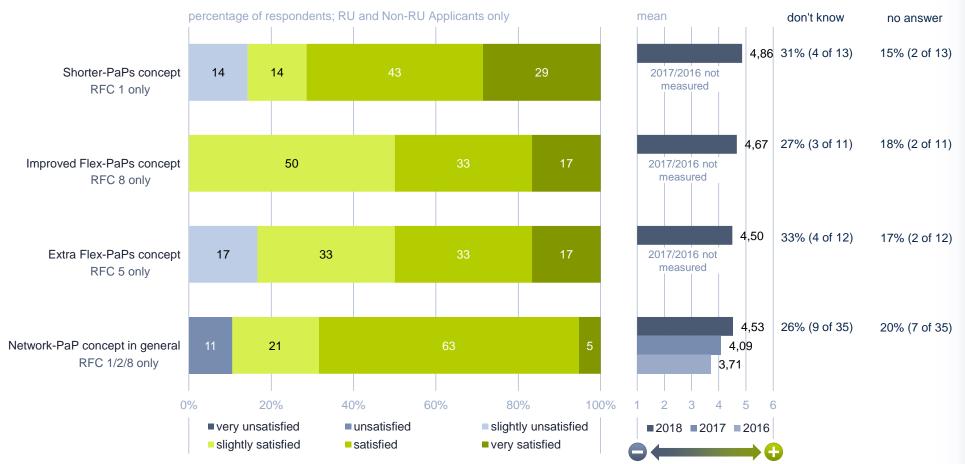


"How satisfied are you with the product offered in the pilot project run by the RFC and the way it meets your needs for short-term capacity?"

sample size = 55; 10

#### Satisfaction with Path allocation (3) - PaP concepts

one respondent is counted multiple times, if his/her organisation uses multiple corridors



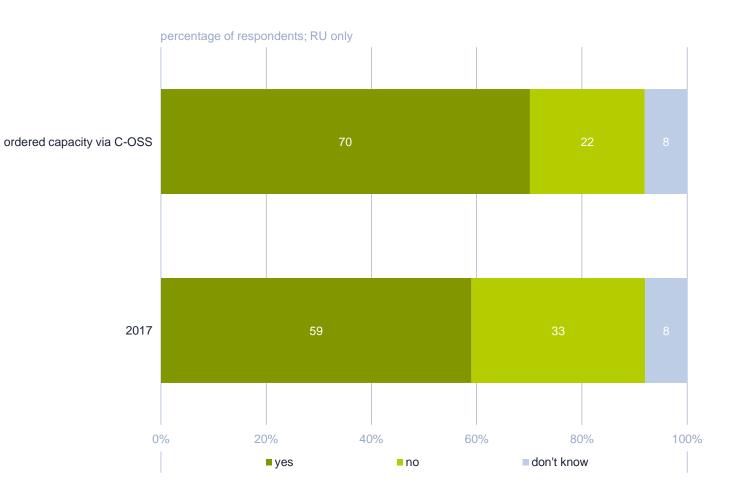
"How satisfied are you with the Shorter-PaPs concept, offered for the first time for timetable 2019 on the northern and southern part of the corridor? || ...the improved Flex-PaPs concept, offered for the first time for timetable 2019 on the eastern part of the corridor, allowing adjusting the times for locations and use the bandwidth +/-60'? || ...the Extra Flex-PaPs concept, offered for the first time for timetable 2019 on central-northern borders of the corridor, allowing to adjust the times at border locations too within a pre-defined time bandwidth (e.g. +/- 60') || ...the Network-PaP concept to influence / improve the priority value of your PaP request in case of conflicts?"

sample size = 13/11/12/35; 32; 49

# Usage of C-OSS

#### marketmind

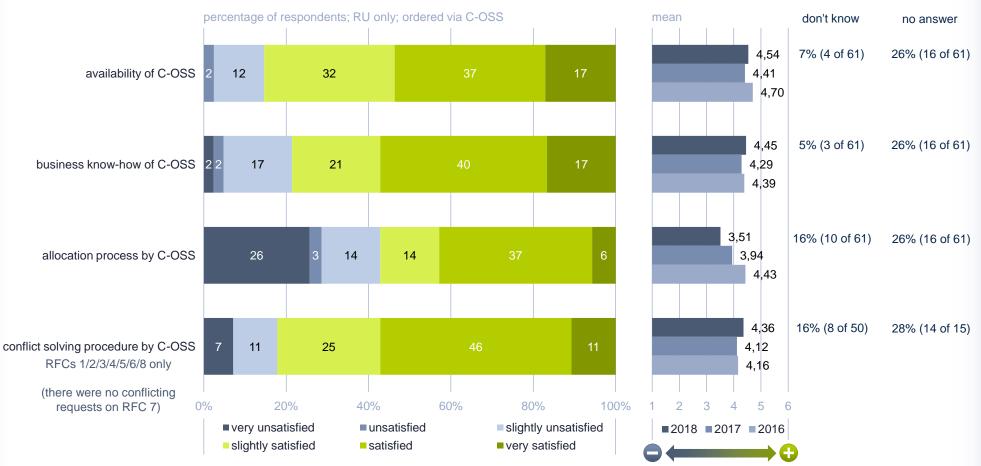
one respondent is counted multiple times, if his/her organisation uses multiple corridors



"Were you involved in a request for corridor capacity via the C-OSS as a leading or participating RU?"

#### Satisfaction with Path allocation (4) - C-OSS

one respondent is counted multiple times, if his/her organisation uses multiple corridors

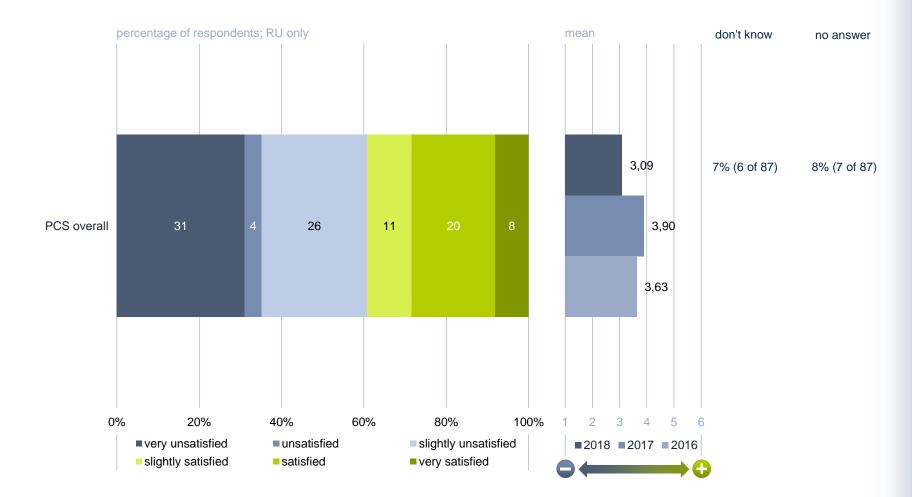


"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2019 timetable year? (Please consider especially 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?"

sample size = 61/50; 53/39; 86

## Satisfaction with Path Coordination System (PCS)

one respondent is counted multiple times, if his/her organisation uses multiple corridors

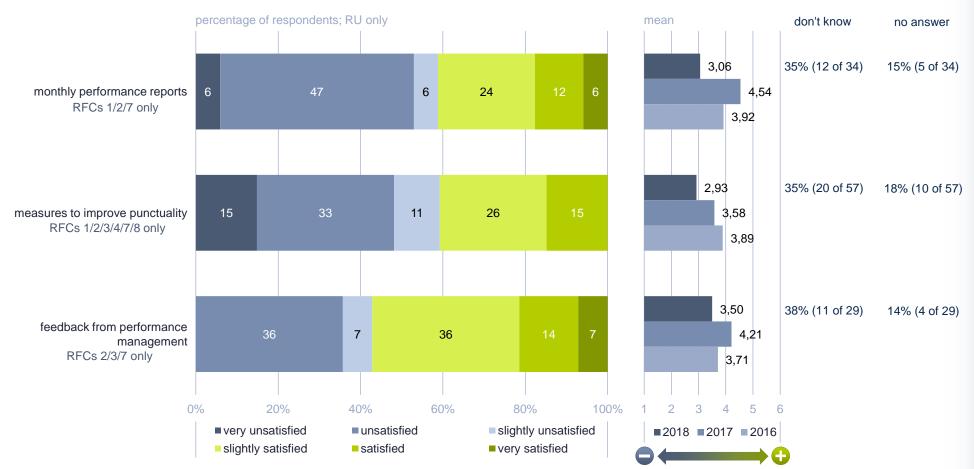


"How satisfied are you all in all with PCS as a booking tool for international path requests?"

#### Satisfaction with Train Performance Management

marketmind

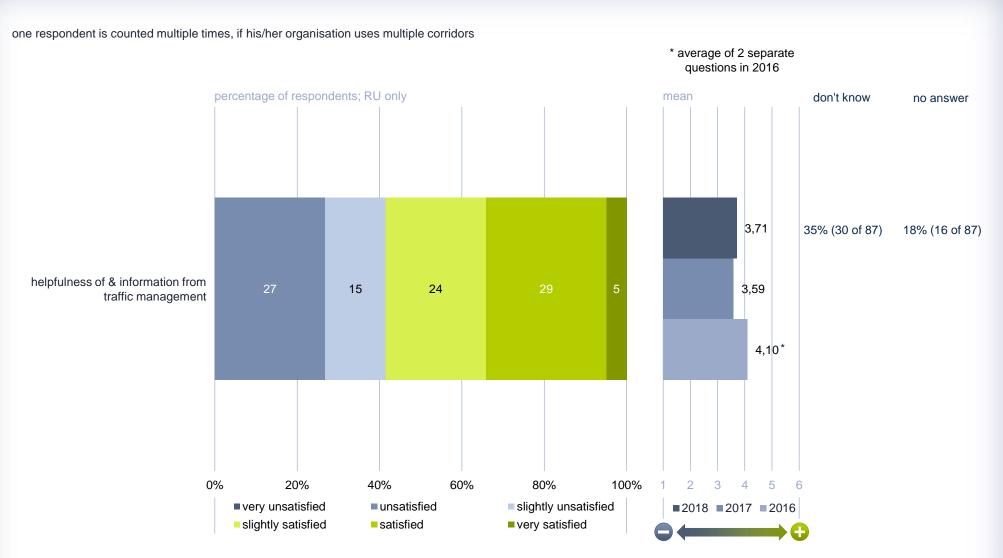
one respondent is counted multiple times, if his/her organisation uses multiple corridors



"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? || How satisfied are you with the feedback you receive from your whole RFC performance management team (if it exists) / train performance management? The RFC performance management team evaluates the punctuality of your trains and reports it back to you."

sample size = 34/57/29; 24/48/23; 33/95/50

#### Satisfaction with Traffic Management



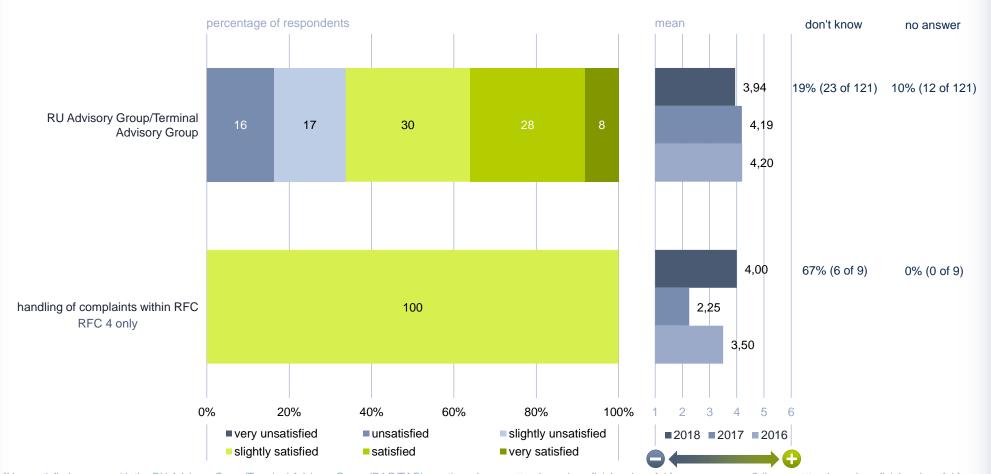
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

sample size = 87; 90; 76

## Satisfaction with Co-operation with the RFC Management Board (1)

marketmind

one respondent is counted multiple times, if his/her organisation uses multiple corridors



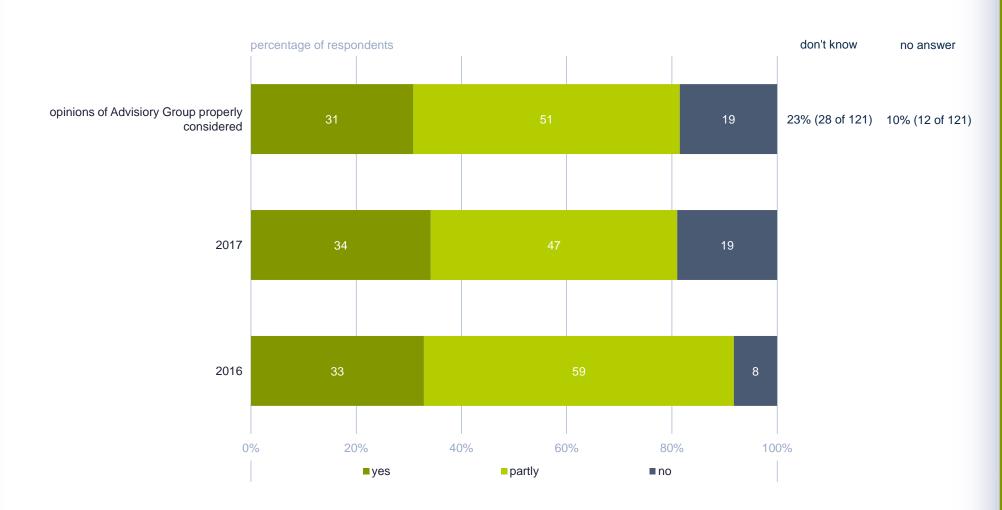
"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?) || How satisfied are you with the procedure for handling complaints within the RFC? Please 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."

sample size = 121/9; 135/13; 131/19

## Satisfaction with Co-operation with the RFC Management Board (2)

marketmind

one respondent is counted multiple times, if his/her organisation uses multiple corridors

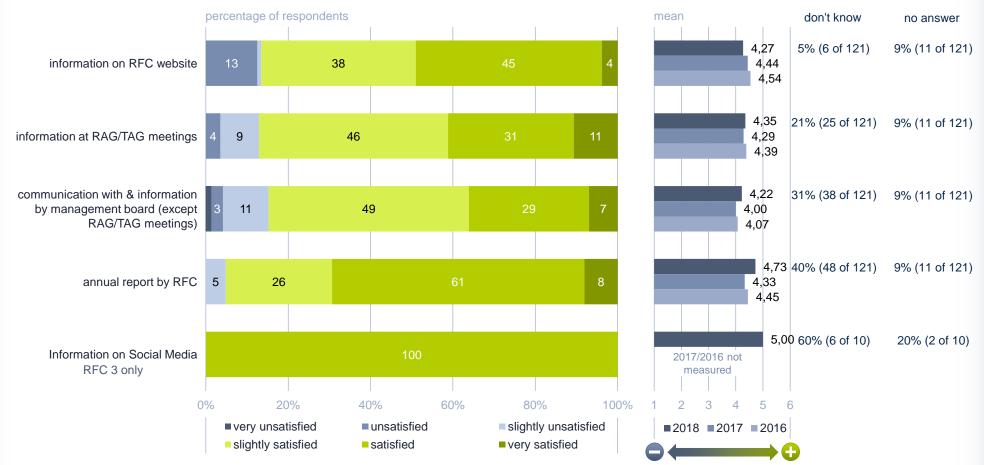


"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

sample size = 121; 135; 131

#### Satisfaction with Overall RFC Communication

one respondent is counted multiple times, if his/her organisation uses multiple corridors



"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? || To what extent are you satisfied with the information provided on social media channels of the RFC?"

sample size = 121/10; 135; 131

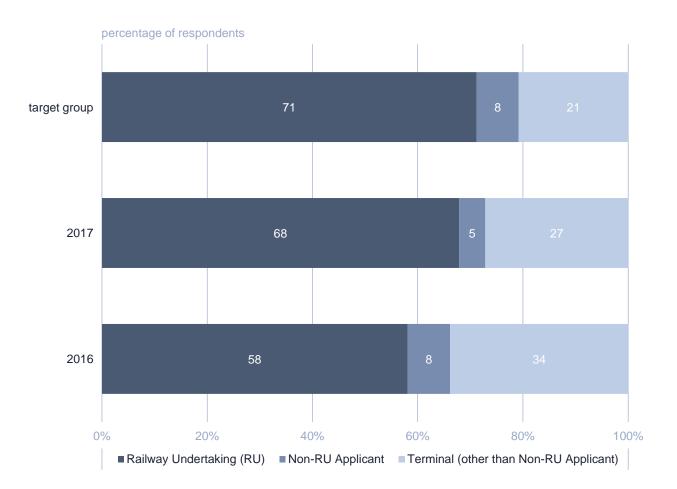
# 03

# Sample Description

## Target Group

marketmind

one respondent is counted multiple times, if his/her organisation uses multiple corridors



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

sample size = 125; 141; 136 (non/potential users included)

# 04

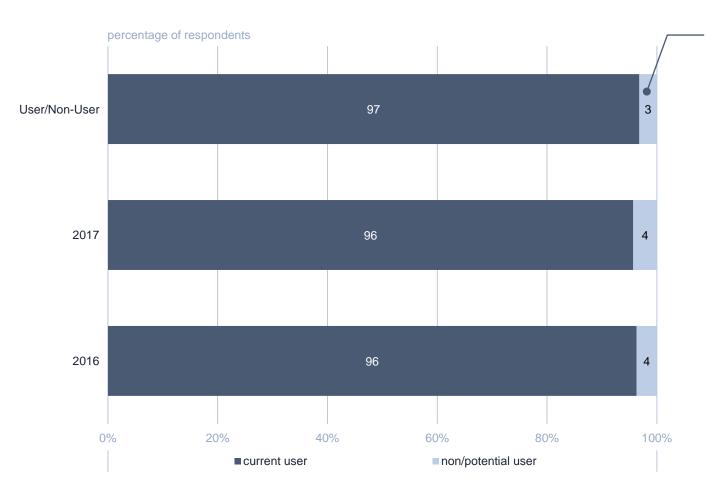
# Non/Potential Users

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#### Users vs. non users

#### marketmind

one respondent is counted multiple times, if his/her organisation uses multiple corridors



#### reasons for no current usage:

Most of our services are in domestic traffic. International traffic we have with neighboring countries only.

As a terminal we have no direct impact on cargo logistical flows. We are working on projects regarding Baltic North Sea Corridor.

Train paths not available in the GESICO ordering tool.

Corridors not addressed in the expression of needs A-2.

We have not yet implemented freight services in the corridor.

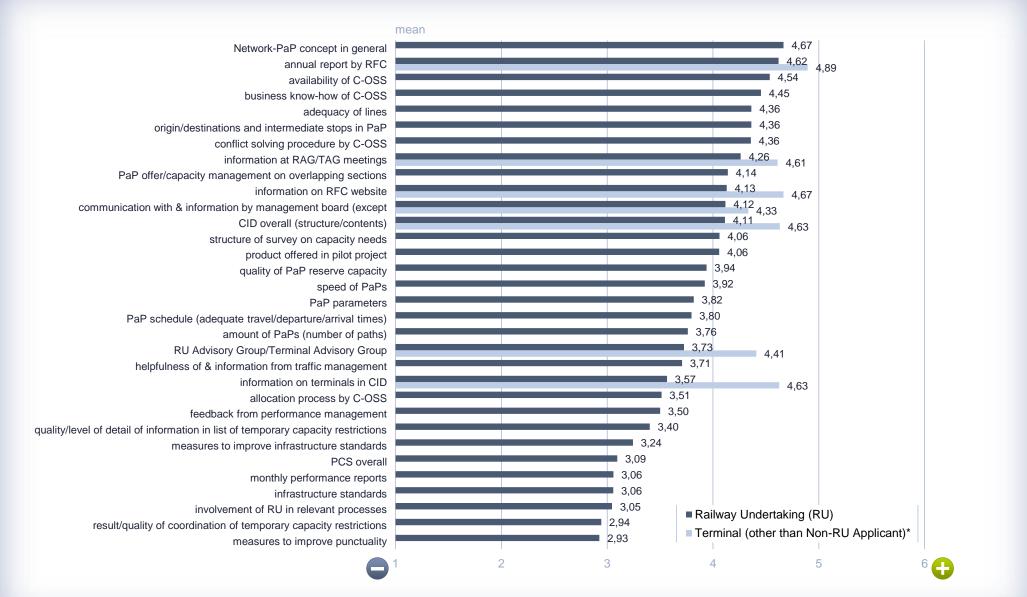
Track gauge problems.



# Summary

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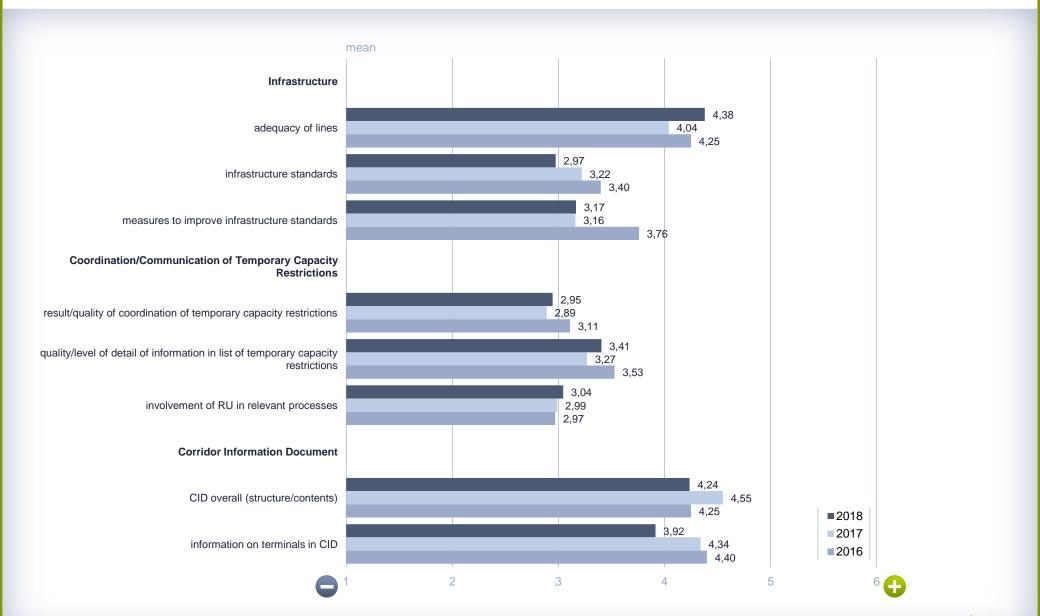
# Summary - Satisfaction Rating | by target group



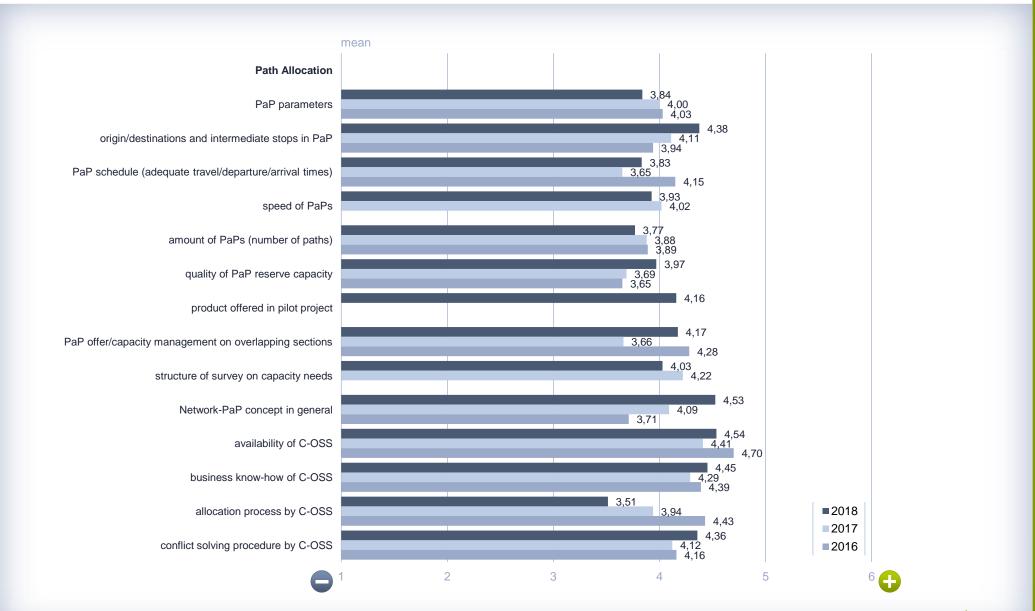
# Summary - Satisfaction Rating | RU only

	mean				
Network-PaP concept in general				4,67	
annual report by RFC				4,62	
availability of C-OSS				4,54	
business know-how of C-OSS				4,45	Тор 10
adequacy of lines				4,36	aspects
origin/destinations and intermediate stops in PaP				4,36	
conflict solving procedure by C-OSS				4,36	
information at RAG/TAG meetings				4,26	
PaP offer/capacity management on overlapping sections				4,14	
information on RFC website				4,13	
communication with & information by management board (except				4,12	
CID overall (structure/contents)				4,11	
structure of survey on capacity needs				4,06	
product offered in pilot project				4,06	
quality of PaP reserve capacity				3,94	
speed of PaPs				3,92	
PaP parameters			3,	82	
PaP schedule (adequate travel/departure/arrival times)			3,8	30	
amount of PaPs (number of paths)			3,7	6	
RU Advisory Group/Terminal Advisory Group			3,73		
helpfulness of & information from traffic management			3,71		
information on terminals in CID			3,57		
allocation process by C-OSS			3,51		
feedback from performance management			3,50		
quality/level of detail of information in list of temporary capacity restrictions			3,40		
measures to improve infrastructure standards			3,24		
PCS overall			3,09		
monthly performance reports			3,06		Bottom 10
infrastructure standards			3,06		aspects
involvement of RU in relevant processes			3,05		40000
result/quality of coordination of temporary capacity restrictions			2,94		
measures to improve punctuality			2,93		
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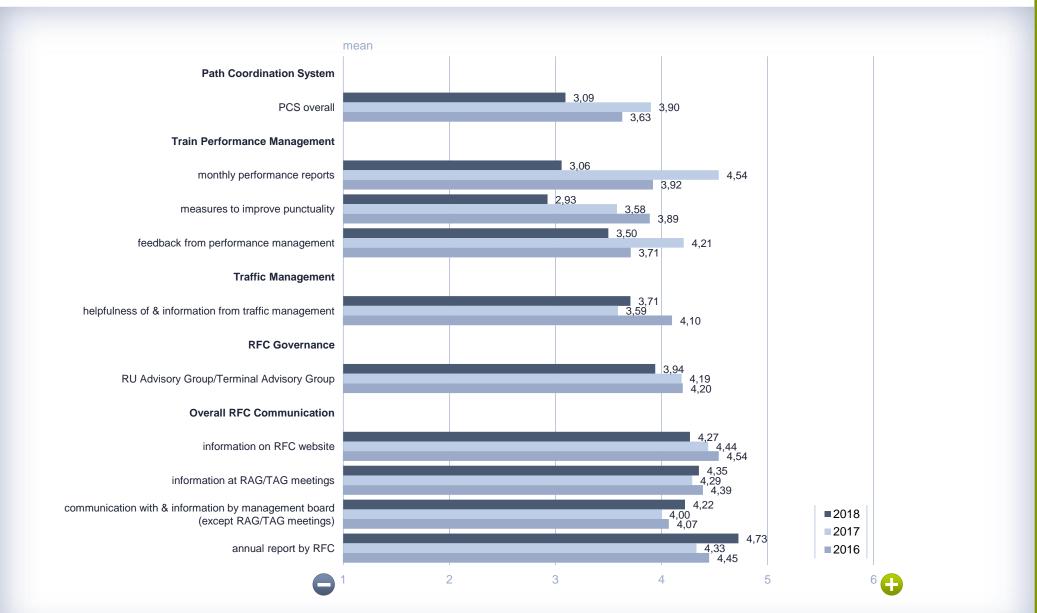
## Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (1)



#### Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (2)



## Summary - Satisfaction Rating | Overall | Comparison to 2017/2016 (3)



# Ihre persönlichen Ansprechpartner

#### marketmind

#### Mag. Martin Fuchs

Senior Research Consultant

T +43-1-369 46 26-26, m.fuchs@marketmind.at Porzellangasse 32, A-1090 Vienna, Austria www.marketmind.at

#### marketmind

#### Dr. Christian Bosch

Managing Director

T +43-1-369 46 26-16, c.bosch@marketmind.at Porzellangasse 32, A-1090 Vienna, Austria www.marketmind.at