



RFC User Satisfaction Survey 2018

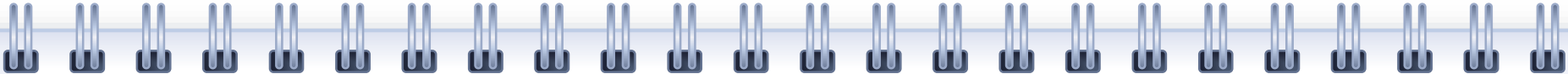
Overall Report



Co-financed by the European Union
Connecting Europe Facility



October 2018



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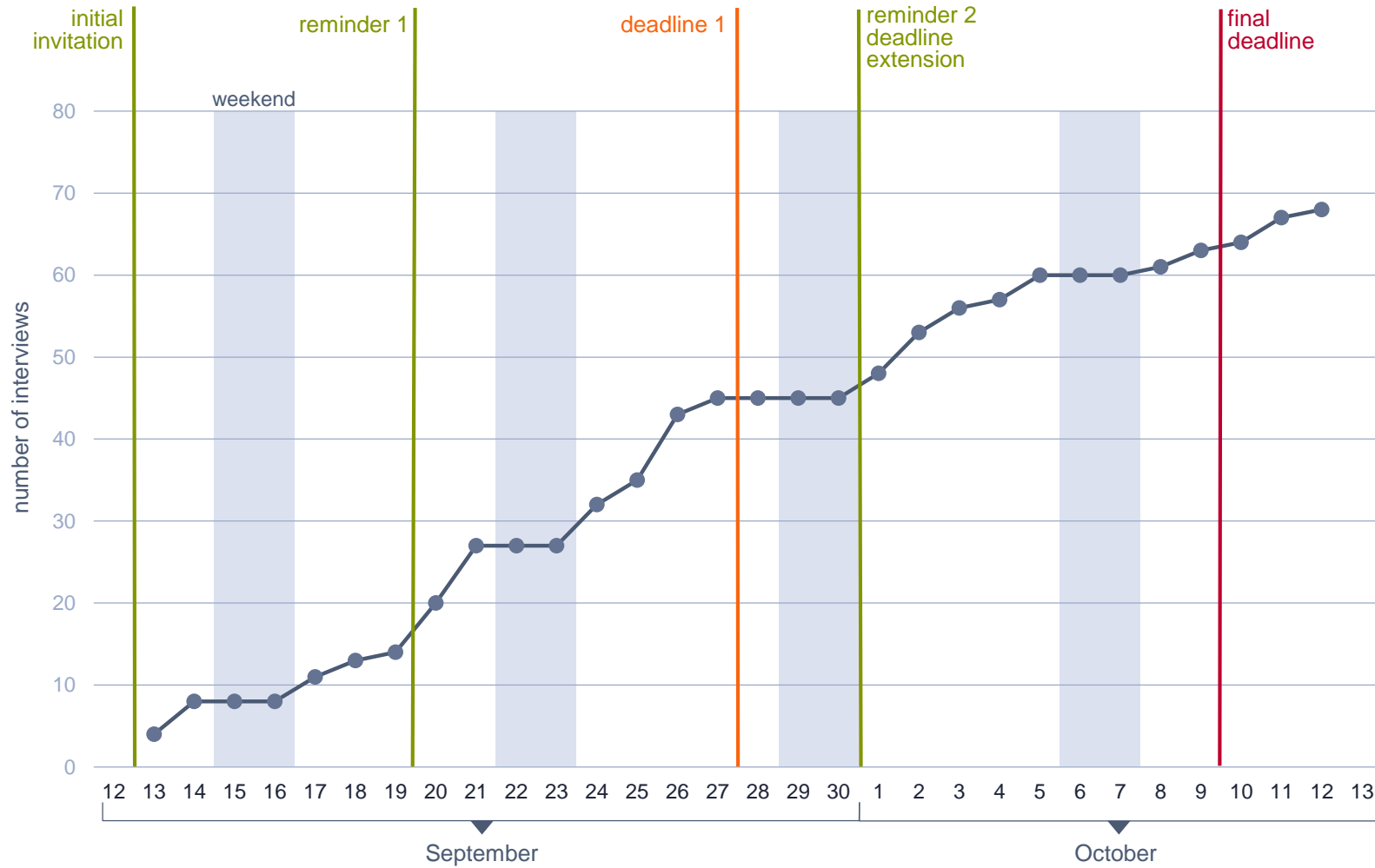
01









Study 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

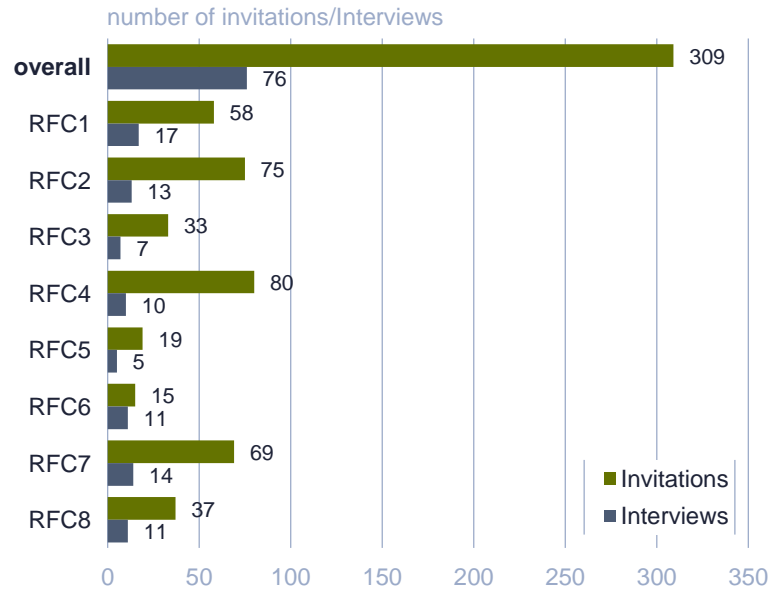


	Overall	 CORRIDOR RHINE-ALPINE	 CORRIDOR NORTH SEA - BALTIC	 ScanMed RFC STOCKHOLM-VISGÖ-COPENHAGEN- HAMBURG-INNOBRUCK-PALERMO	 ATLANTIC CORRIDOR	 RFC5 Baltic-Adriatic Corridor	 MEDITERRANEAN RAIL FREIGHT CORRIDOR	 RFC7 Orient/East-Med	 Rail Freight Corridor North Sea - Baltic
Total interviews (user + non user)	68 (-8)	19 (-3)	19 (-2)	10 (-2)	10 (-4)	12 (-1)	21 (-6)	19 (+2)	15 (+/-0)
Full interviews	65 (-7)	17 (-4)	17 (-3)	9 (+/-0)	10 (-3)	11 (-2)	21 (-5)	18 (+1)	13 (-1)
Partial interviews	3 (-1)	2 (+1)	2 (+1)	1 (-2)	0 (-1)	1 (+1)	0 (-1)	1 (+1)	2 (+1)
RFC user	64 (-6)	19 (-3)	17 (-2)	10 (-1)	9 (-4)	12 (-1)	21 (-4)	18 (+1)	15 (+/-0)
non/potential user <i>(according to respondent)</i>	4 (-2)	0 (+/-0)	2 (+/-0)	0 (-1)	1 (+/-0)	0 (+/-0)	0 (-2)	1 (+1)	0 (+/-0)
Invitations sent	308 (-16)	58 (-8)	75 (-9)	33 (-1)	80 (-1)	19 (-12)	15 (-21)	69 (+1)	37 (-7)
Interviews (user + non user)	76 (+/-0)	17 (+/-0)	13 (-5)	7 (-1)	10 (+/-0)	5 (-5)	11 (-8)	14 (+/-0)	11 (+/-0)
Response rate overall <i>(invited by RFC only)</i>	25% (+2%)	29% (+3%)	17% (-4%)	21% (-3%)	13% (+1%)	26% (-6%)	73% (+20%)	20% (-1%)	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)

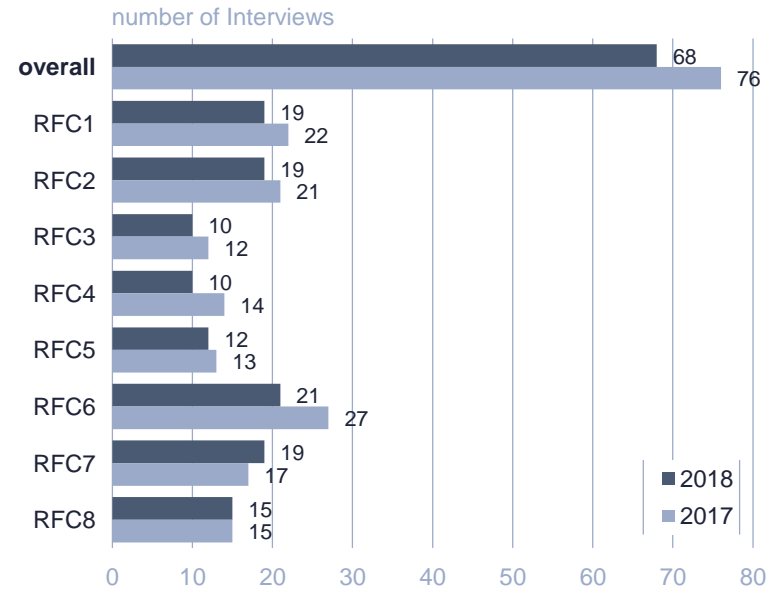
2018 (change from 2017)

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

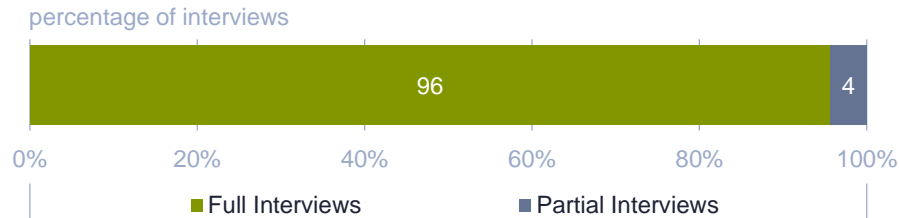
Invitations vs. total interviews

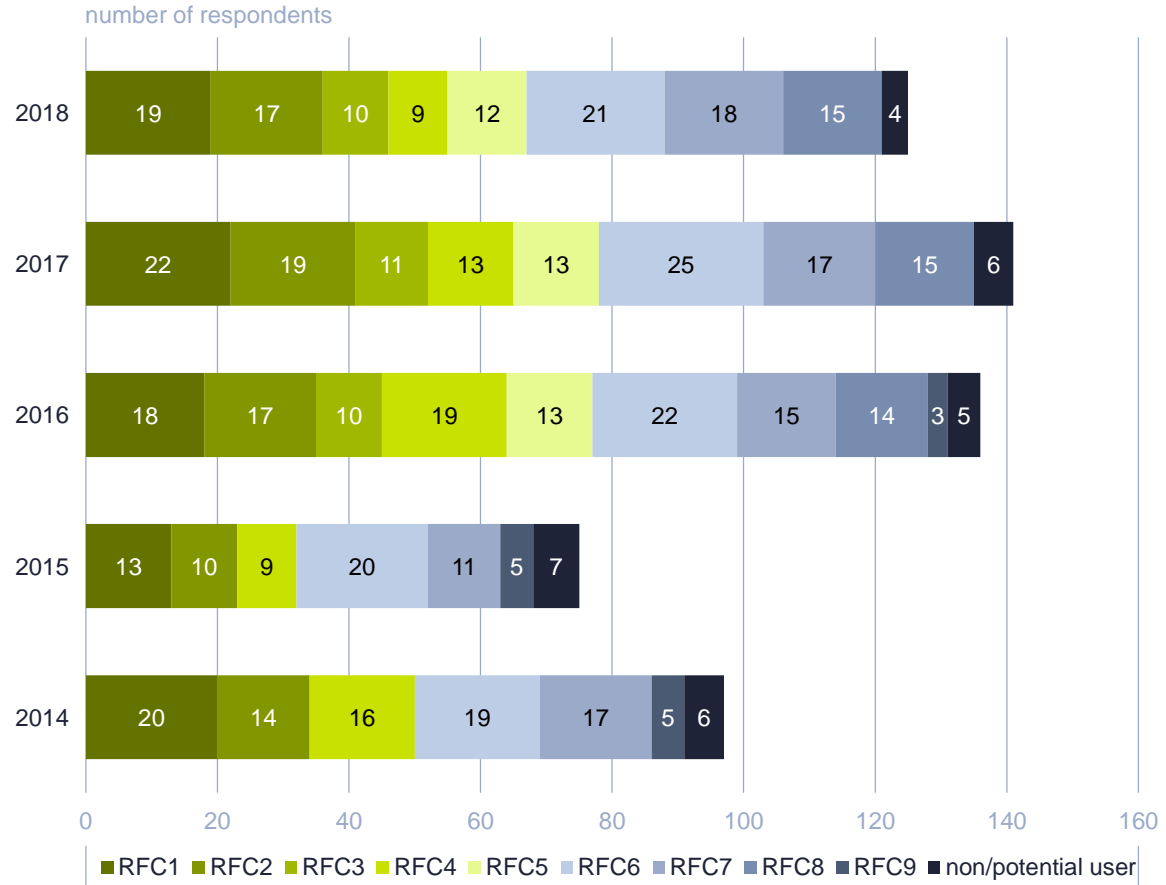


Total interviews



Overall interviews





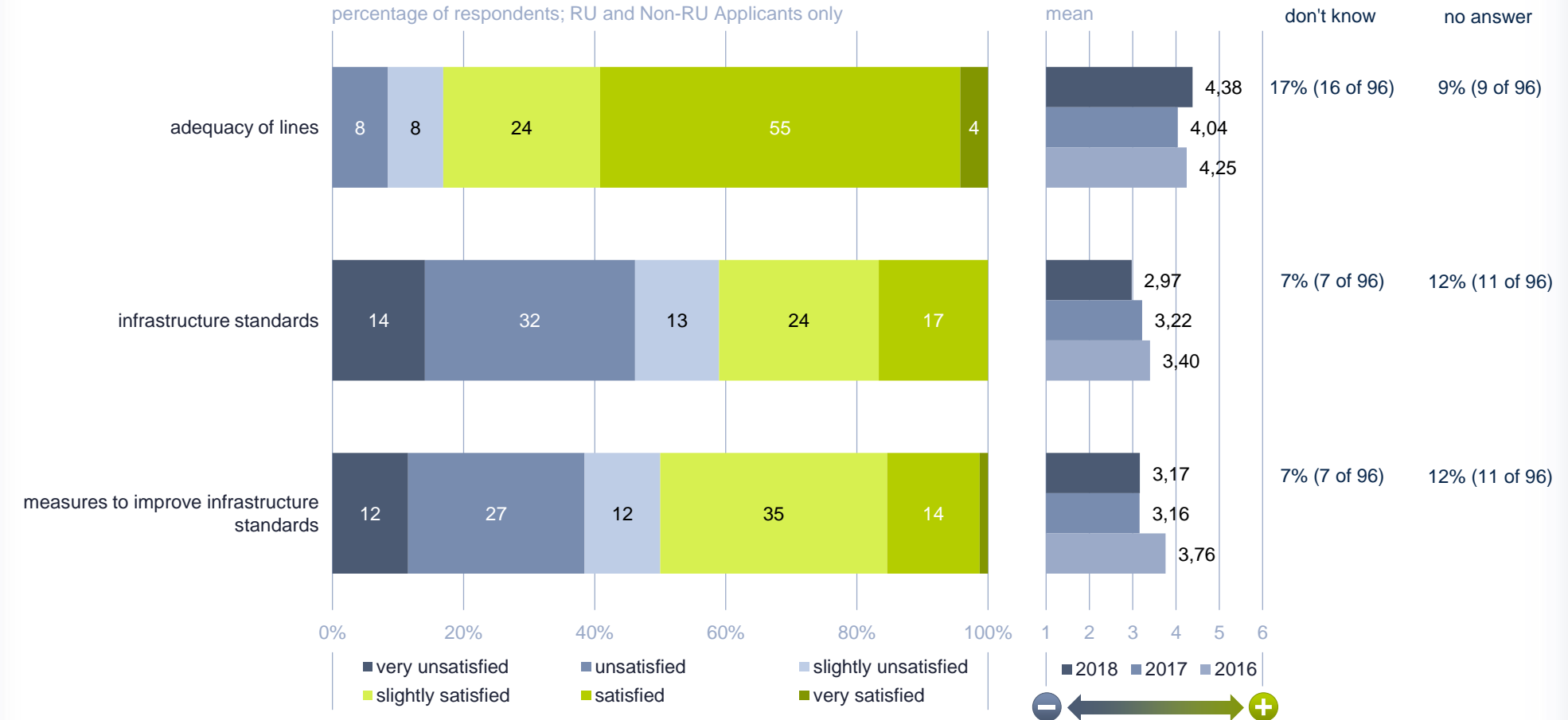
"Which RFCs do you operate/run your services on?"

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

02

Satisfaction with the RFC

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

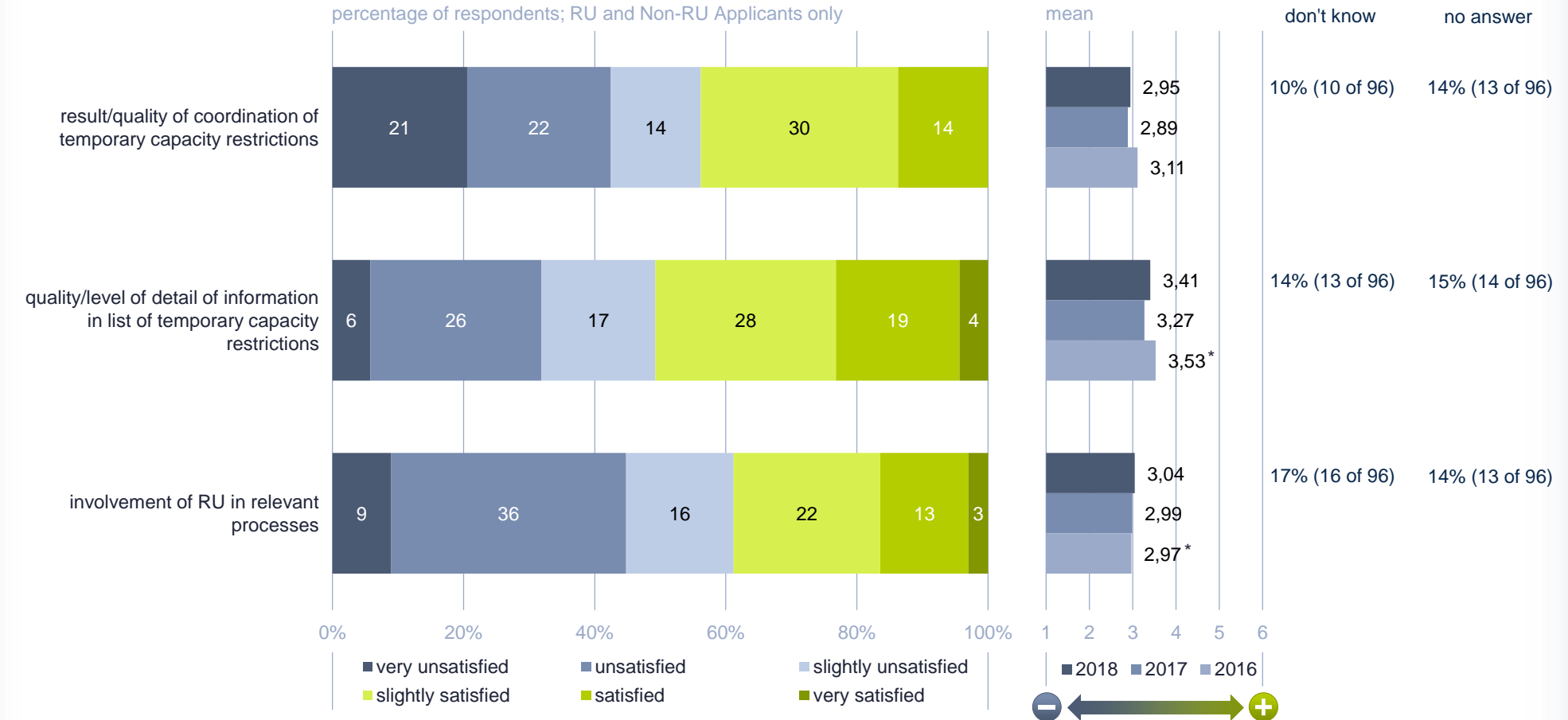


"To what extent are you satisfied with the adequacy of the lines assigned to the RFC? || ... with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading gauges, etc.? ||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

Satisfaction with Coordination/Communication of Temporary Capacity Restrictions

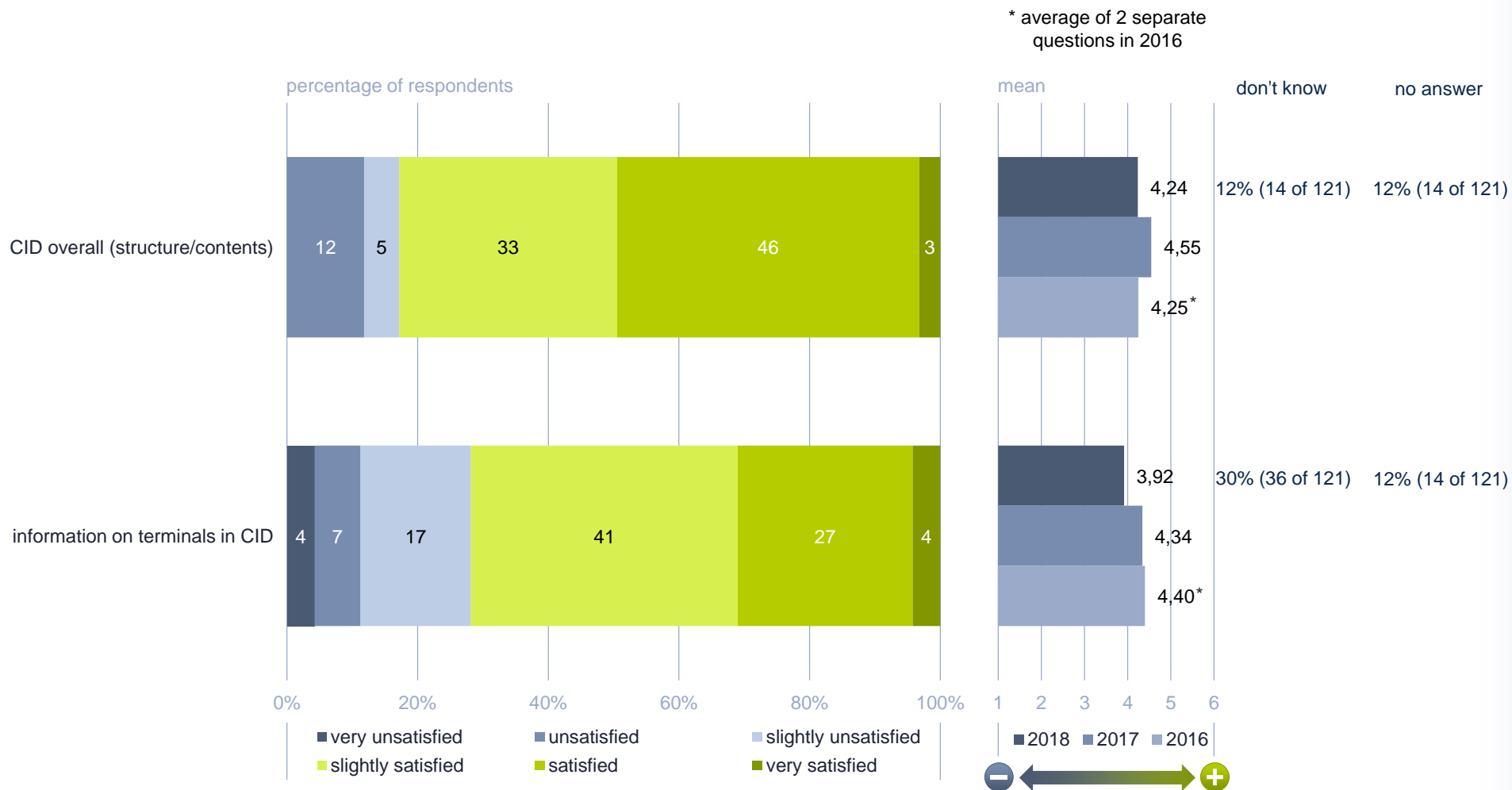
one respondent is counted multiple times, if his/her organisation uses multiple corridors

* average of 2 separate questions in 2016



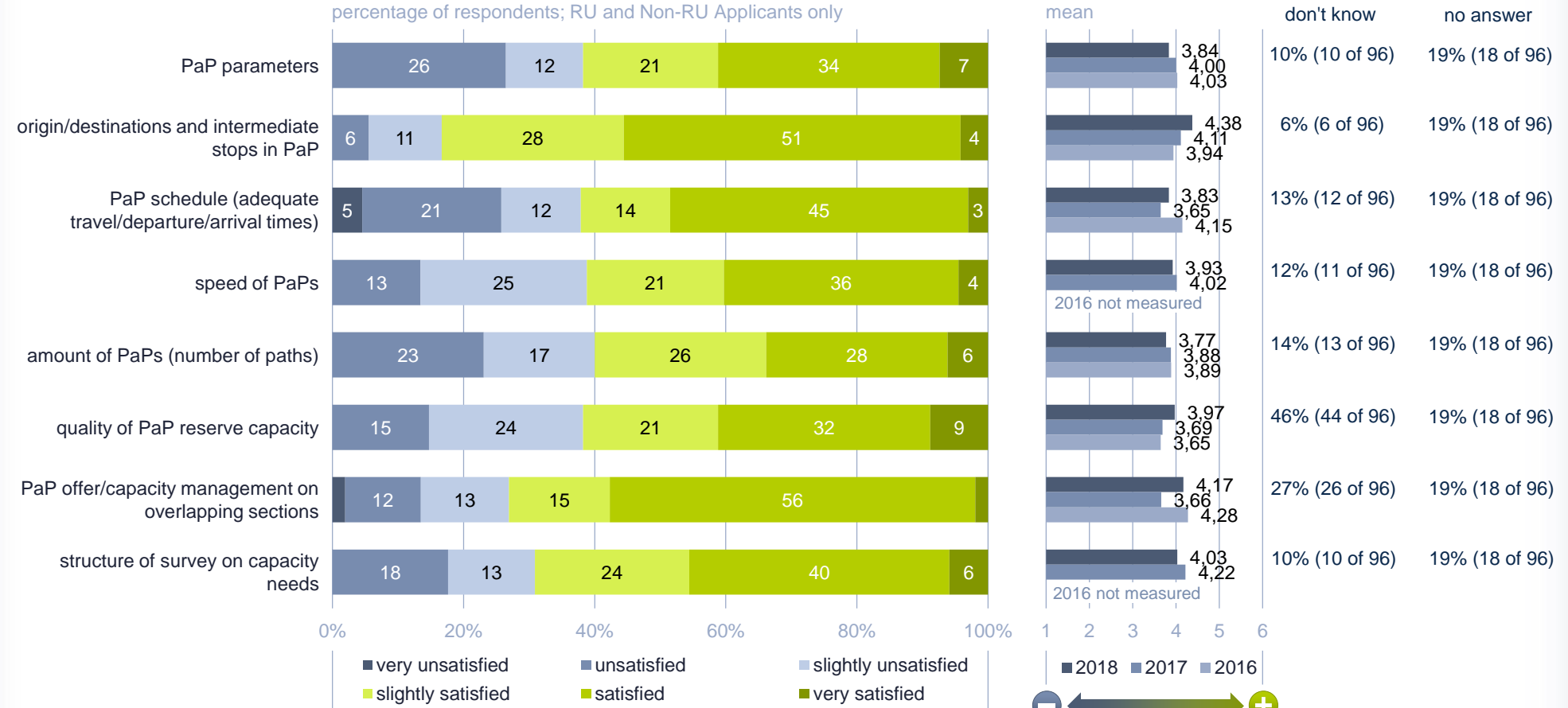
"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || ... with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), 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?"

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



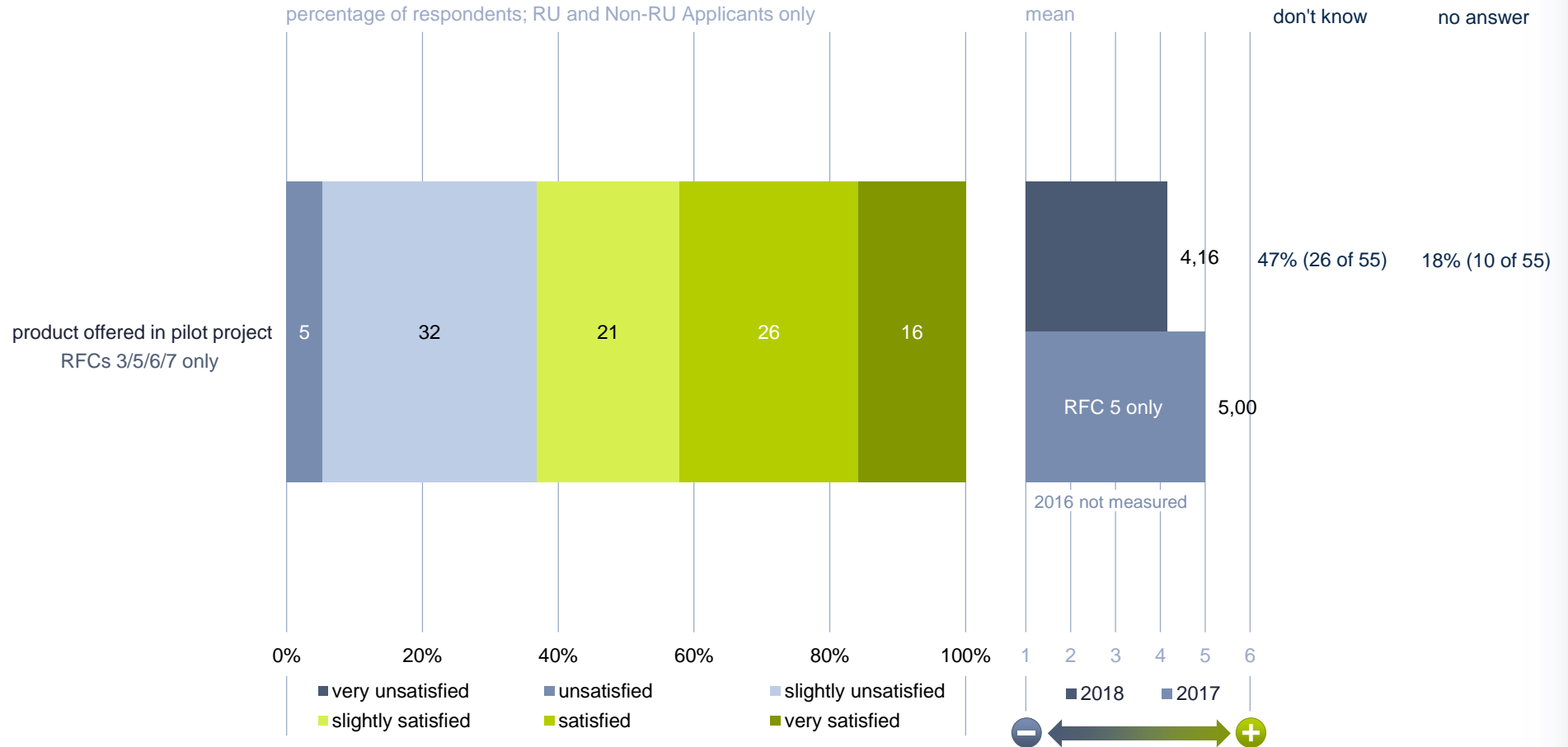
"To what extent are you satisfied with the Corridor Information Document (CID) for the 2019 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent 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?)"

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



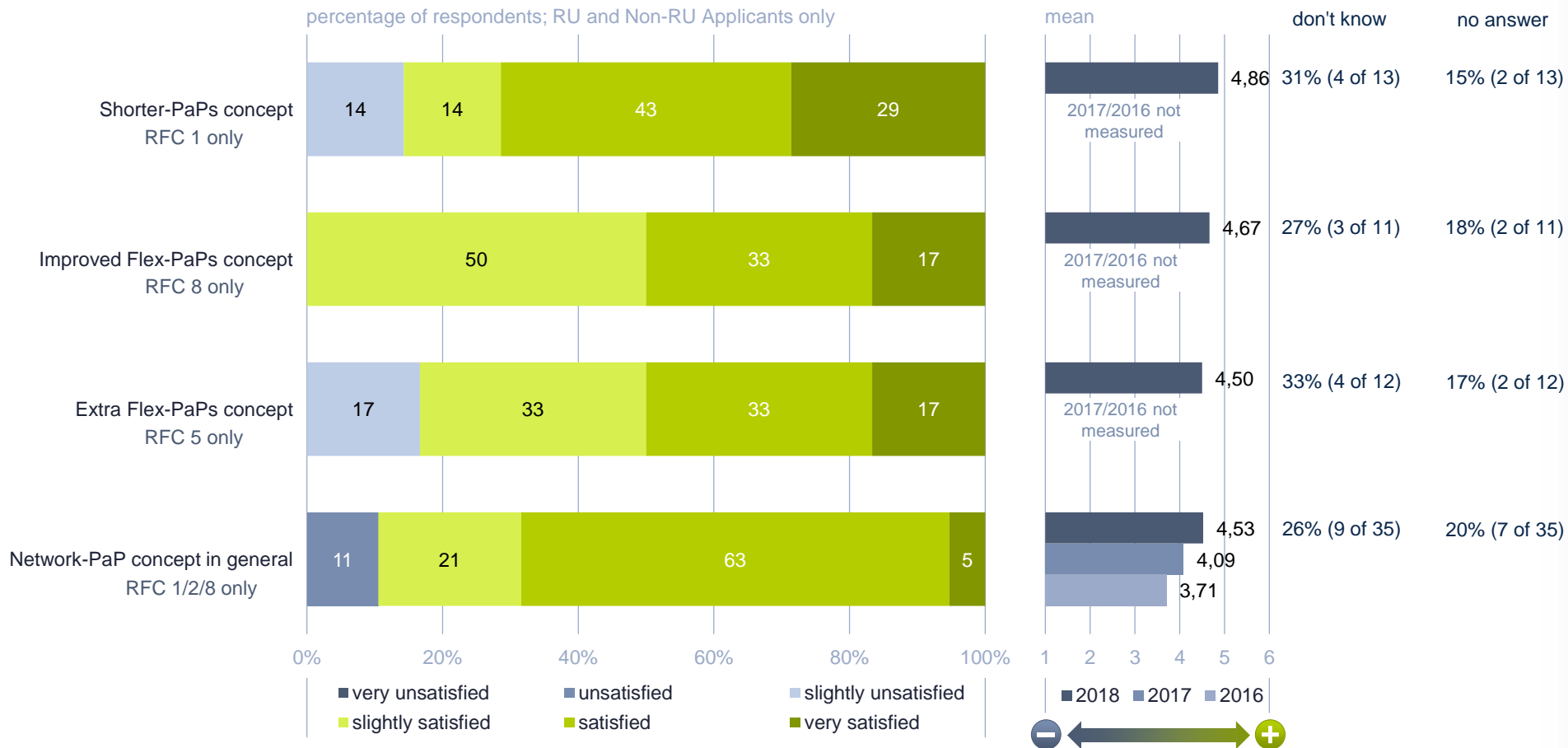
"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || ... with the origins/destinations and intermediate stops? || ... with the PaP schedule? || ... with the commercial speed of PaPs? || ... with the amount of the PaPs? Is there a sufficient number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

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?"

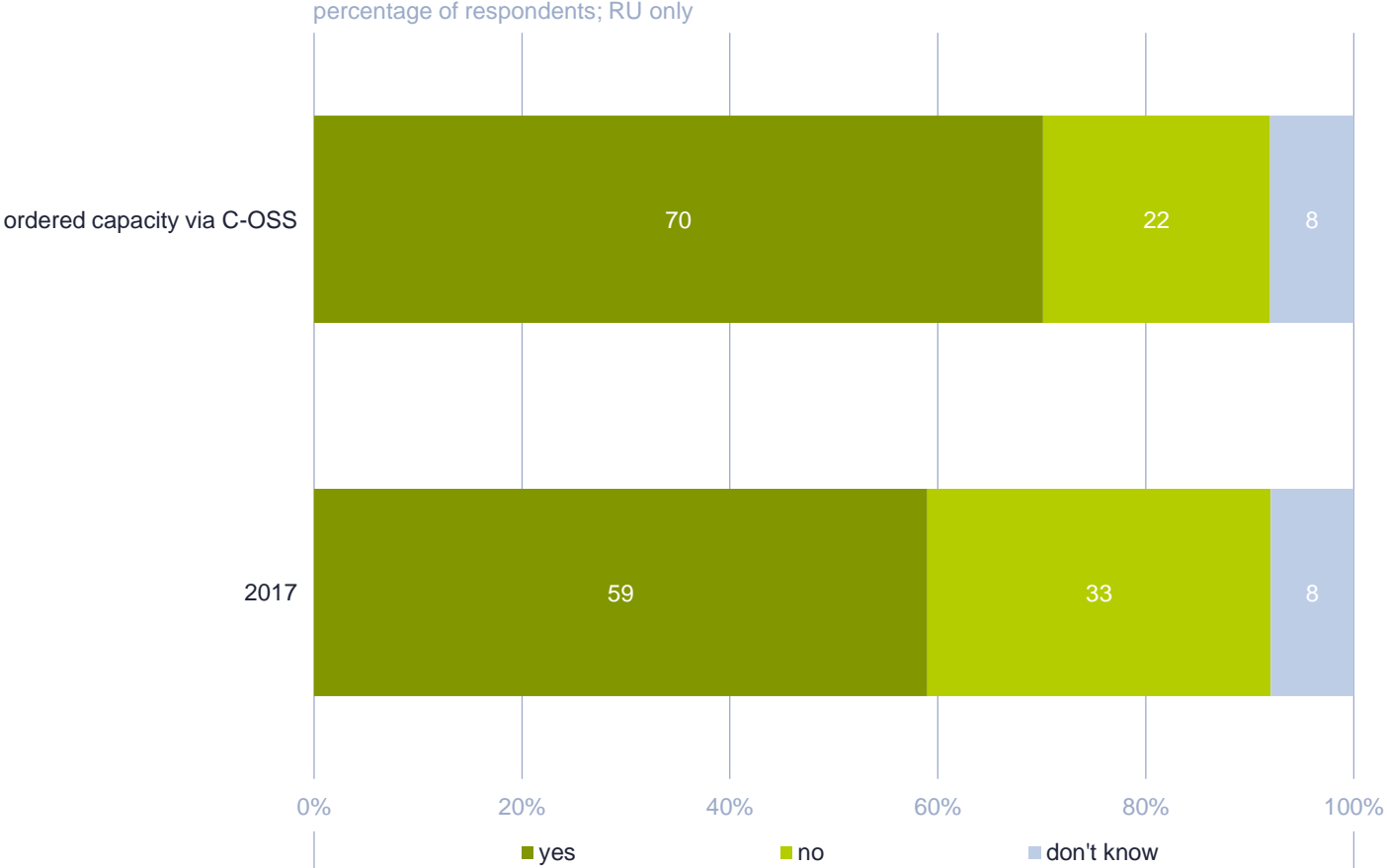
one respondent is counted multiple times, if his/her organisation uses multiple corridors



"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?"

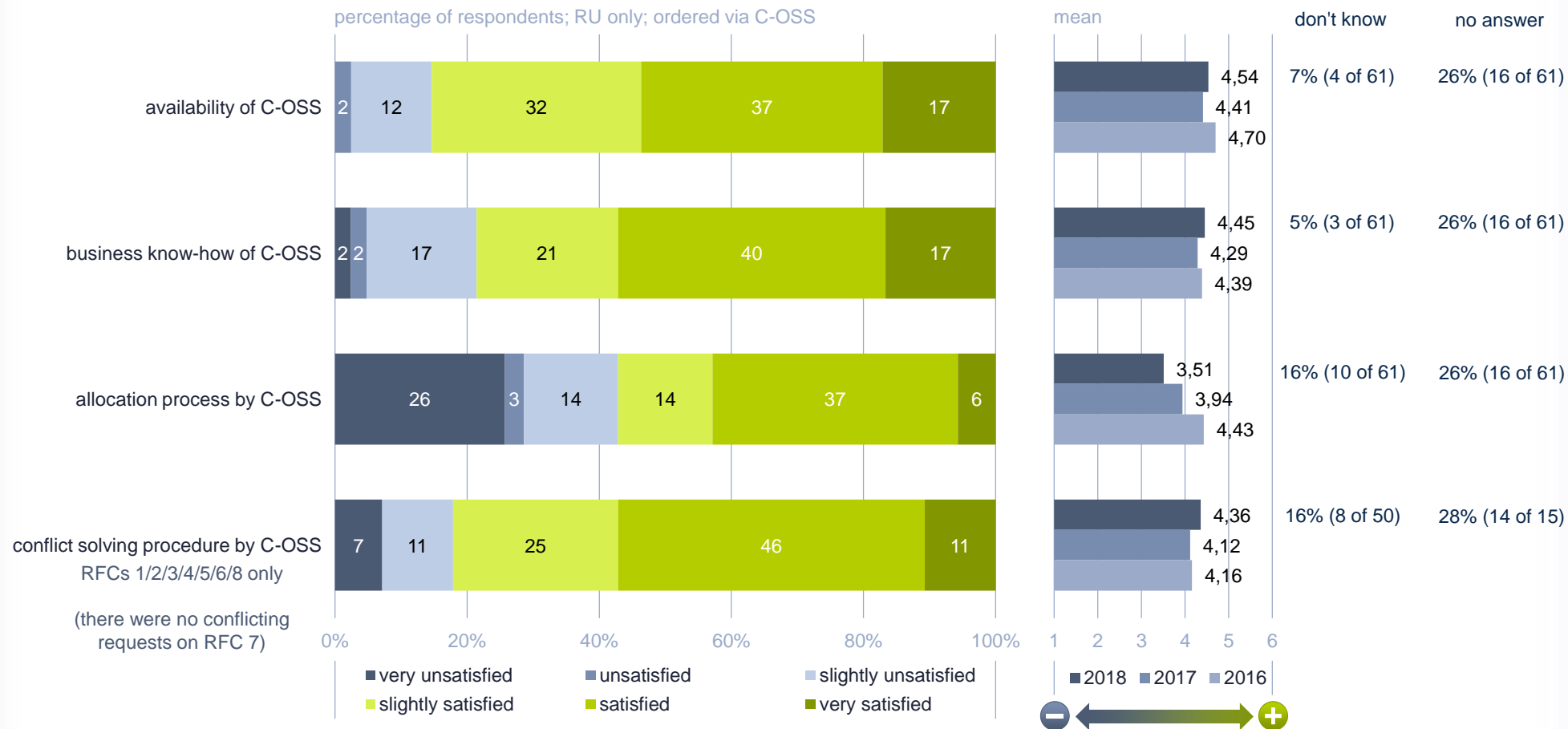
sample size = 13/11/12/35; 32; 49

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



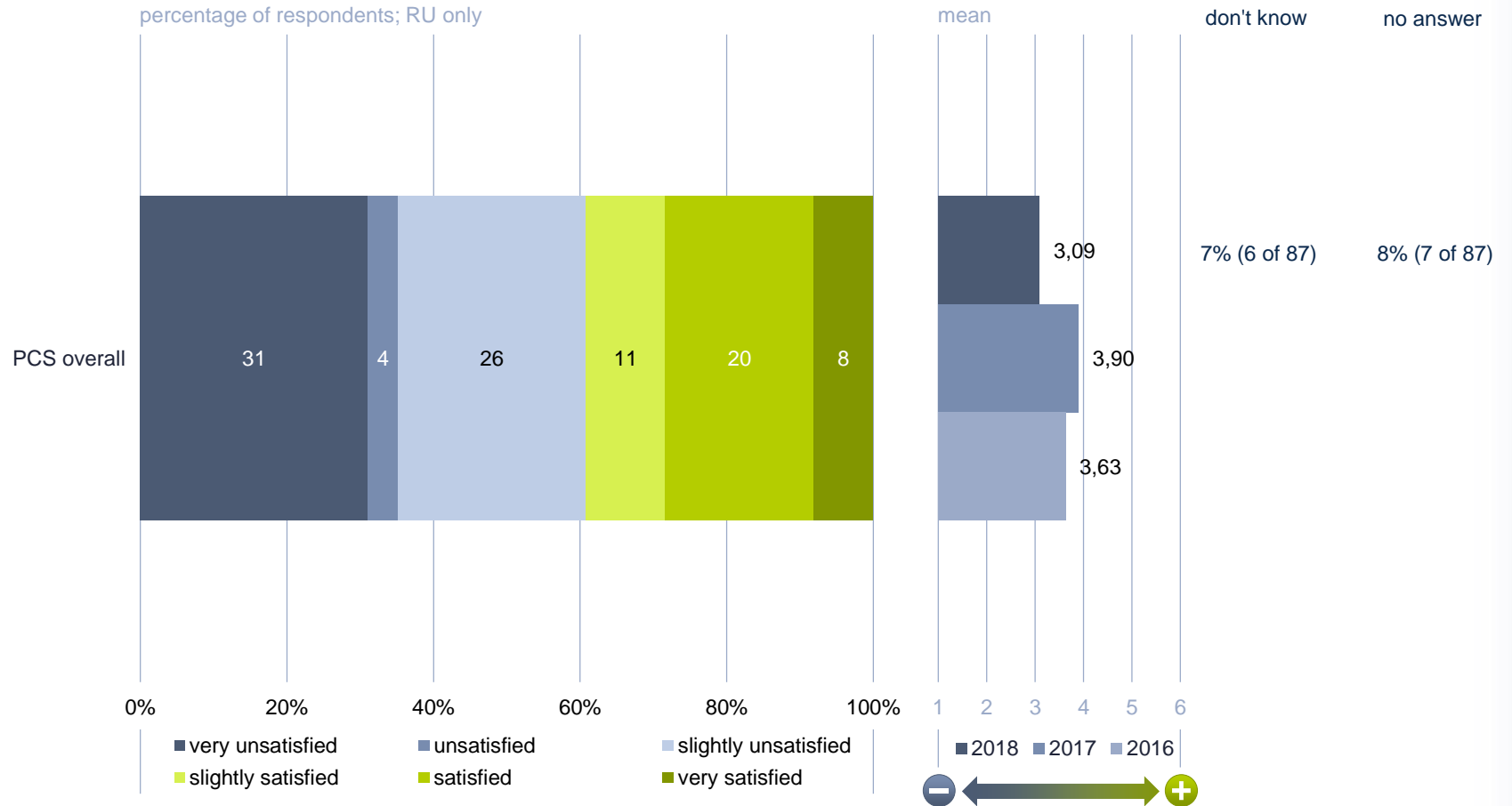
"Were you involved in a request for corridor capacity via the C-OSS as a leading or participating RU?"

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



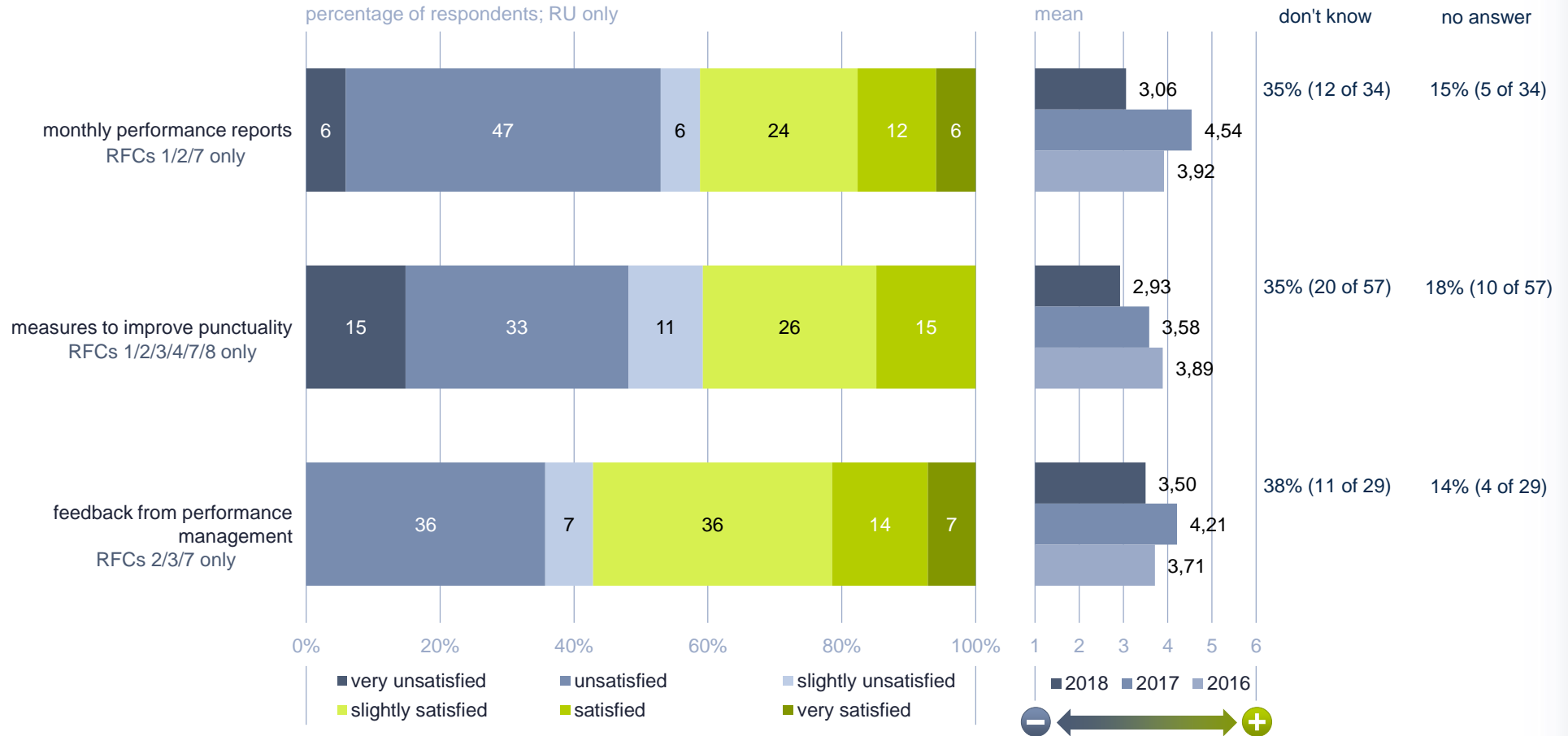
"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2019 timetable year? (Please consider especially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

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



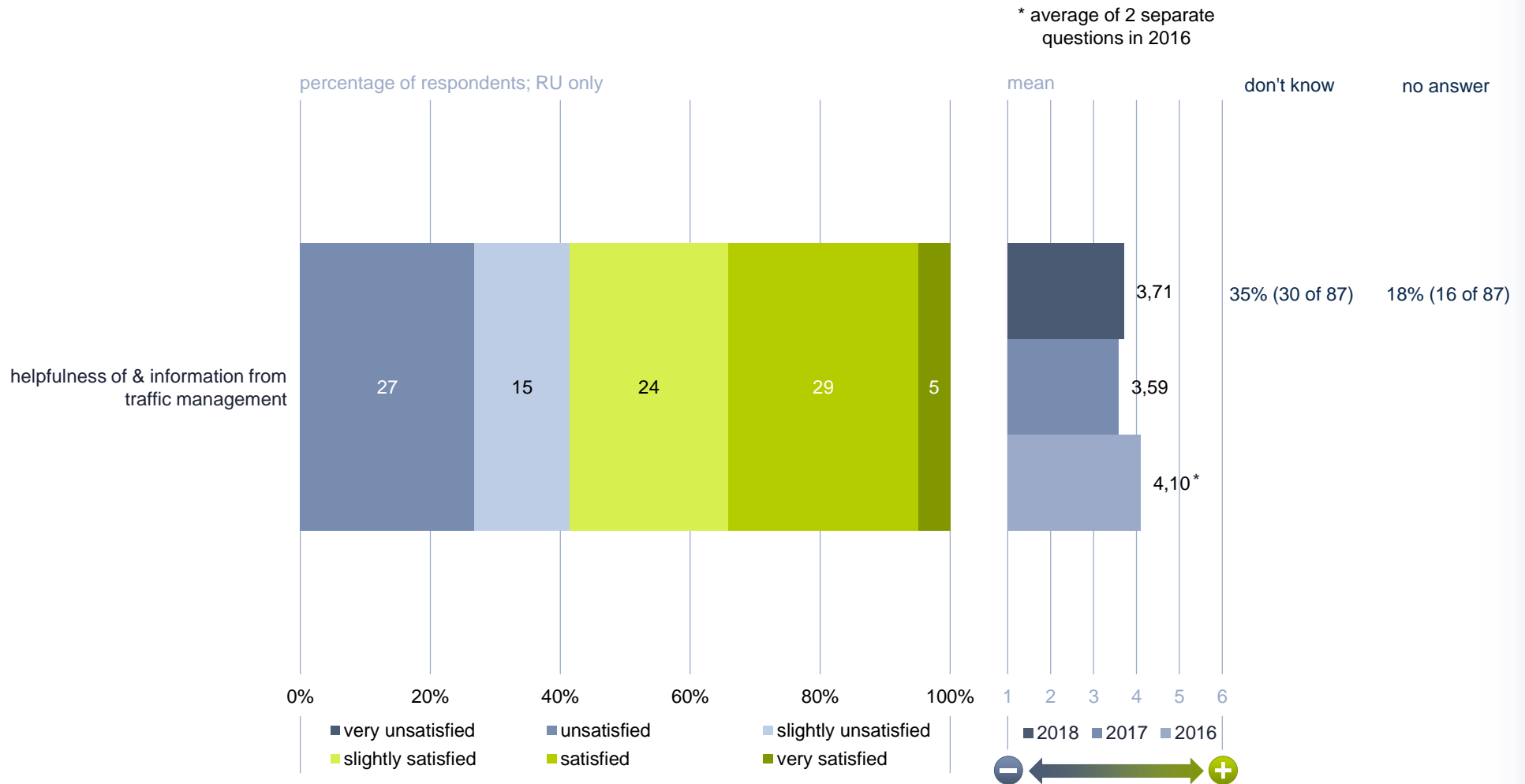
"How satisfied are you all in all with PCS as a booking tool for international path requests?"

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



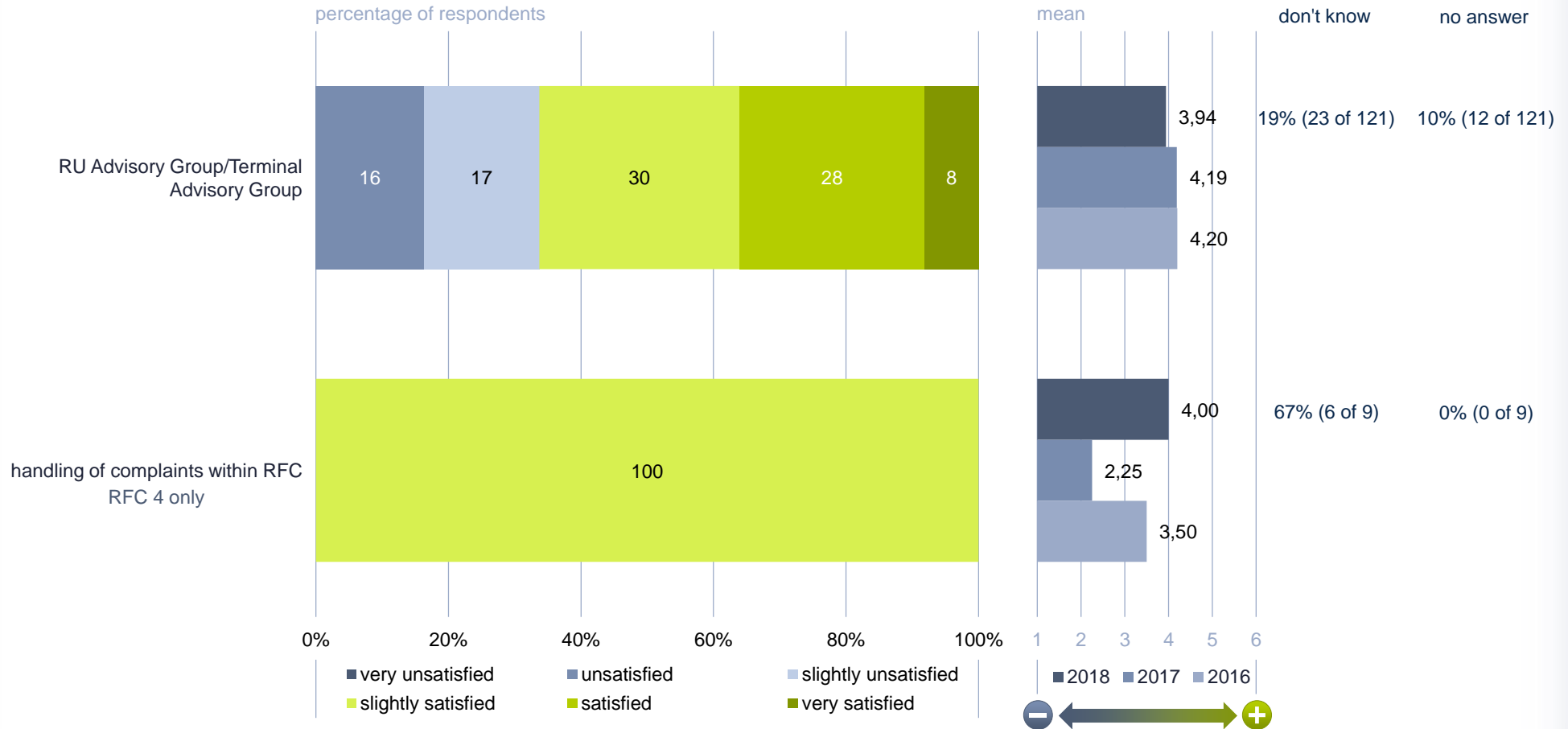
"How satisfied are you with the monthly performance reports? Do they show the information you need? || How satisfied are you with the efficiency of measures taken in order to improve punctuality? || How satisfied are you with the feedback you receive from your whole RFC performance management team (if it exists) / train performance management? The RFC performance management team evaluates the punctuality of your trains and reports it back to you."

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



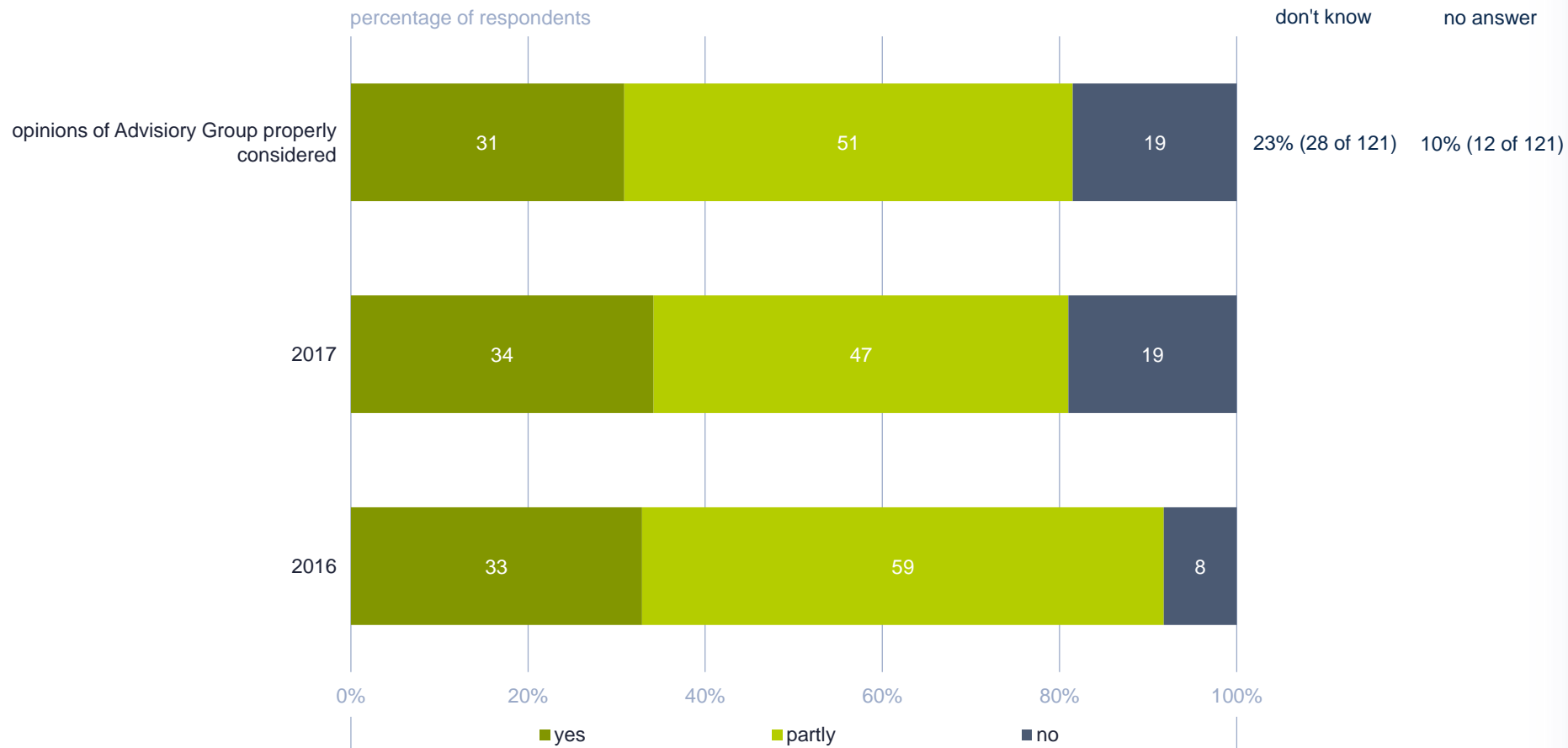
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

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



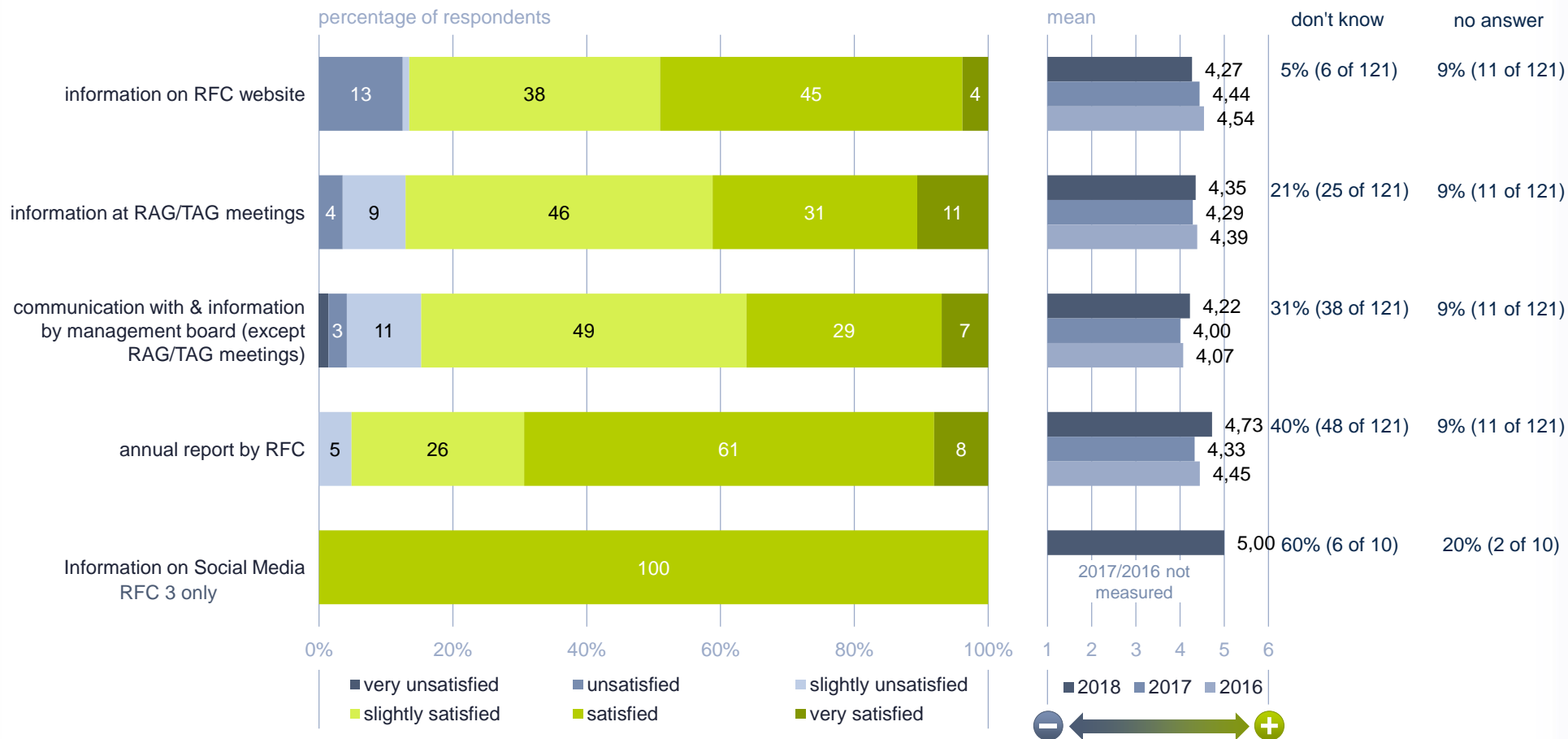
"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?) || How satisfied are you with the procedure for handling complaints within the RFC? Please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

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?"

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

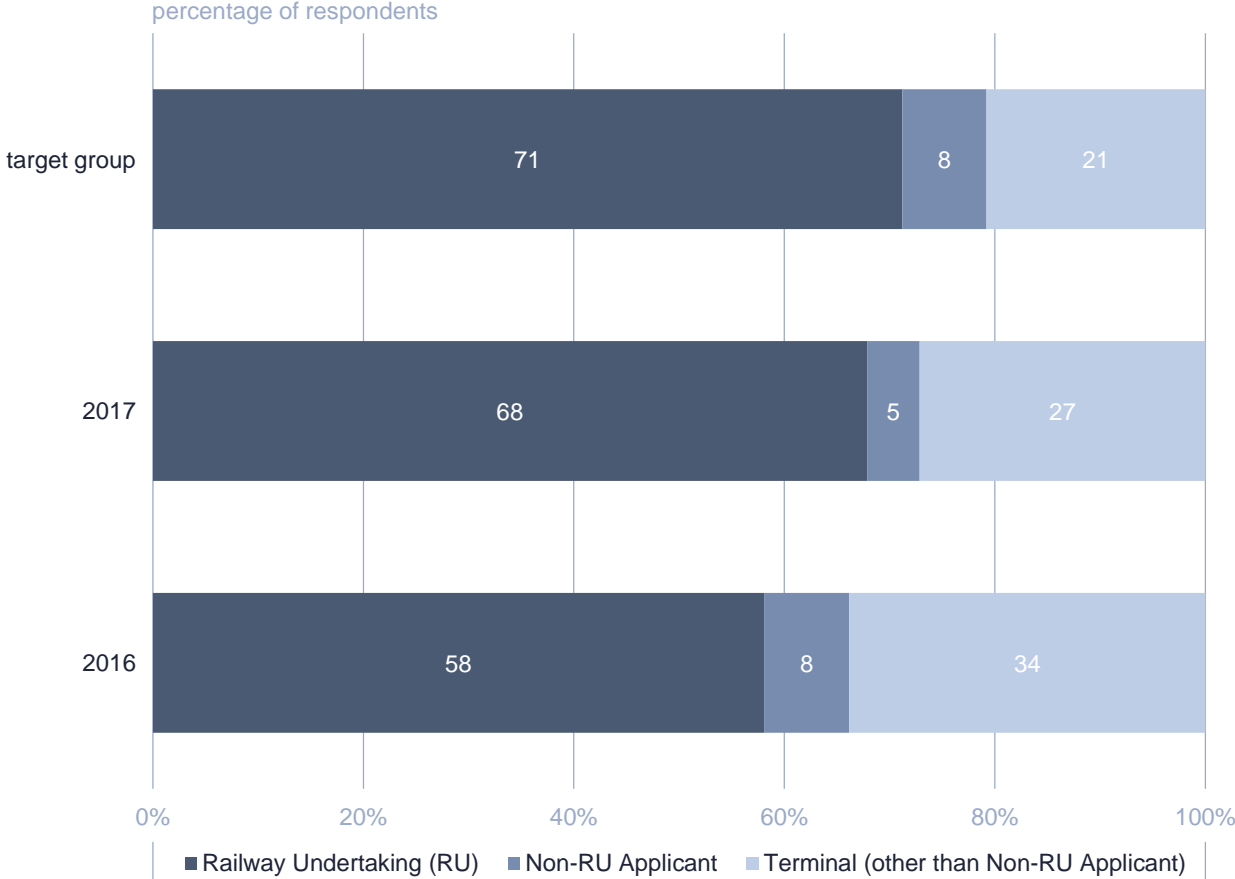


"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other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

03

Sample Description

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



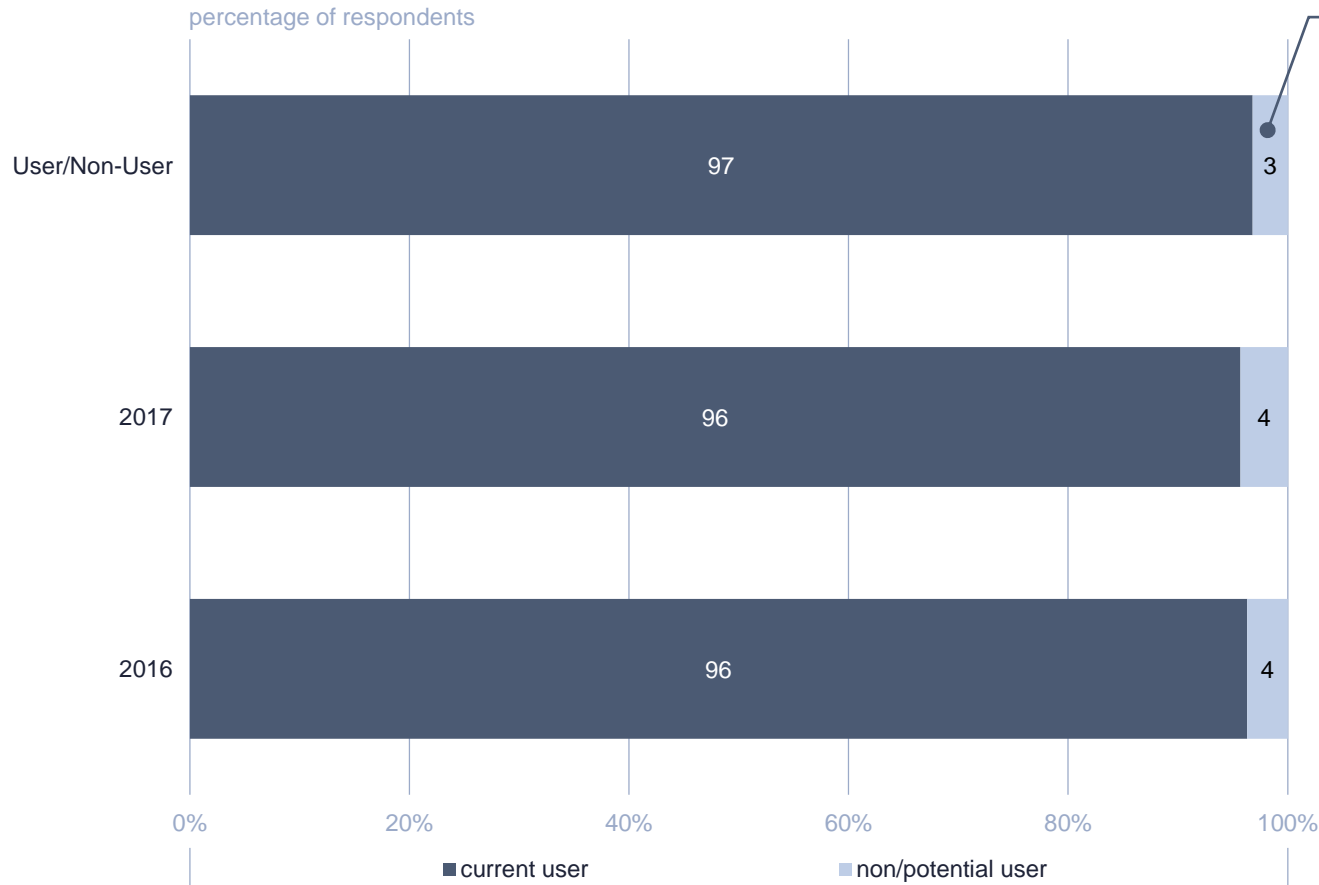
"To which of the following types of target groups does your company belong?"

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

04

Non/Potential Users

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.

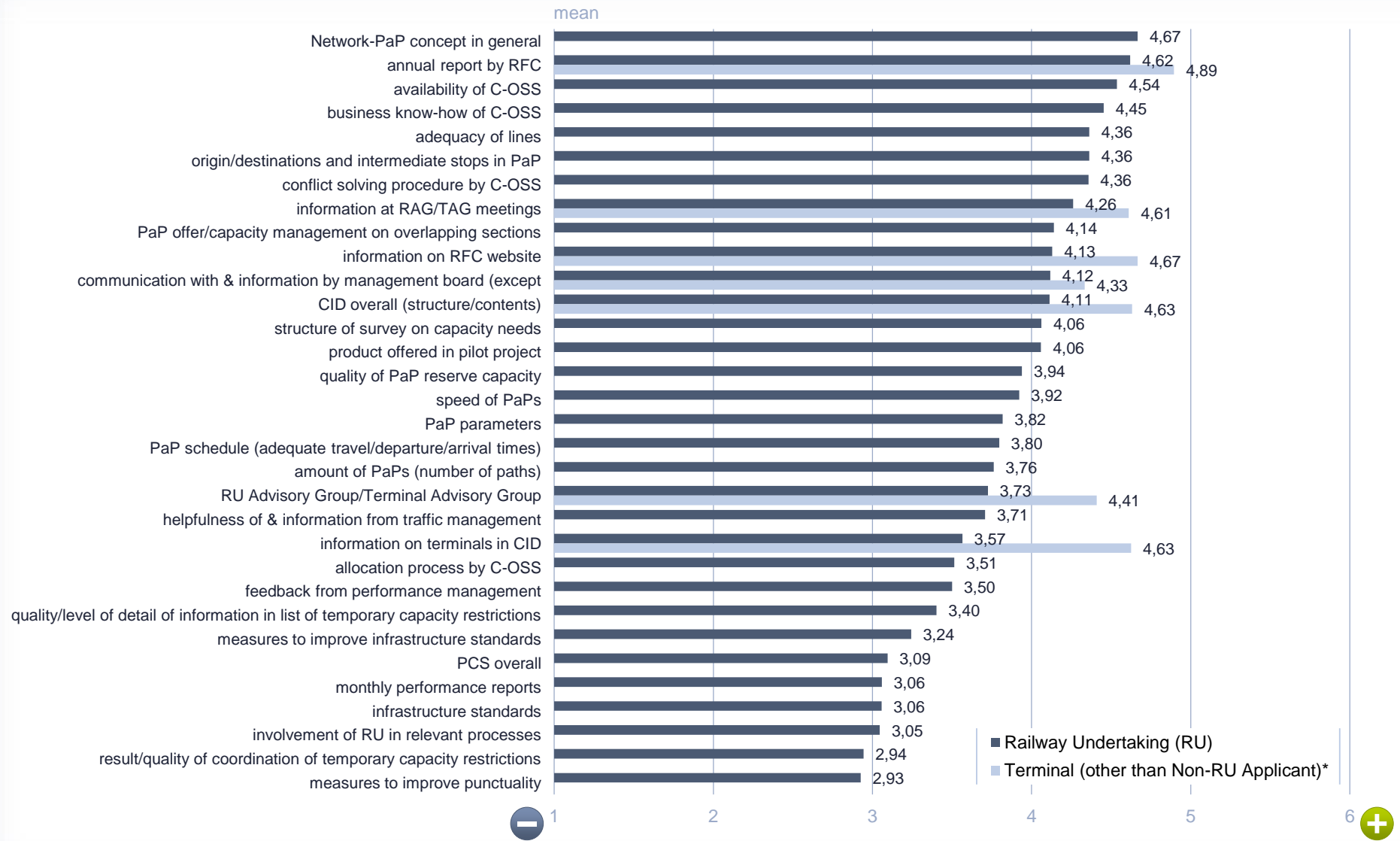
Corridors not addressed in the expression of needs A-2.

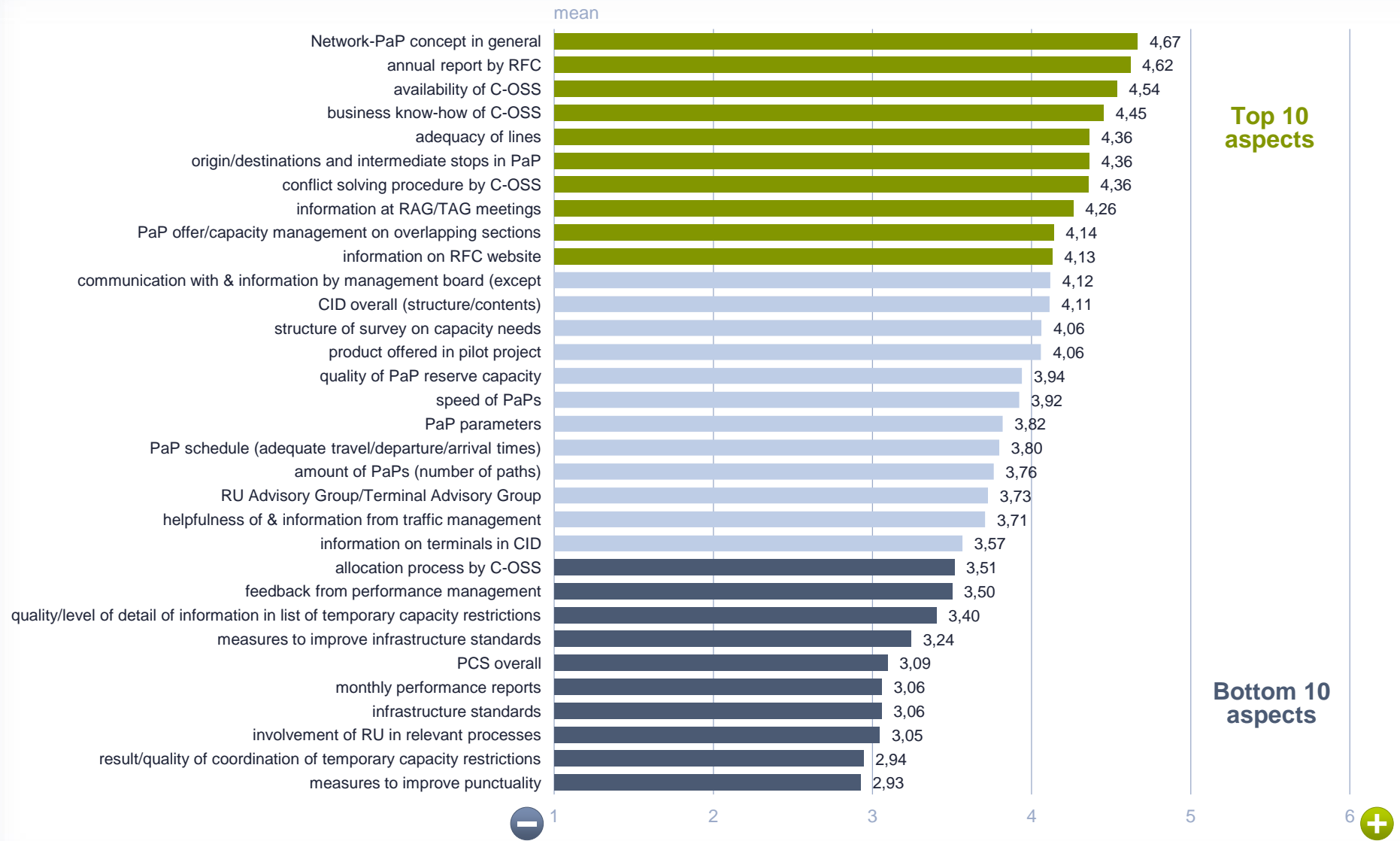
We have not yet implemented freight services in the corridor.

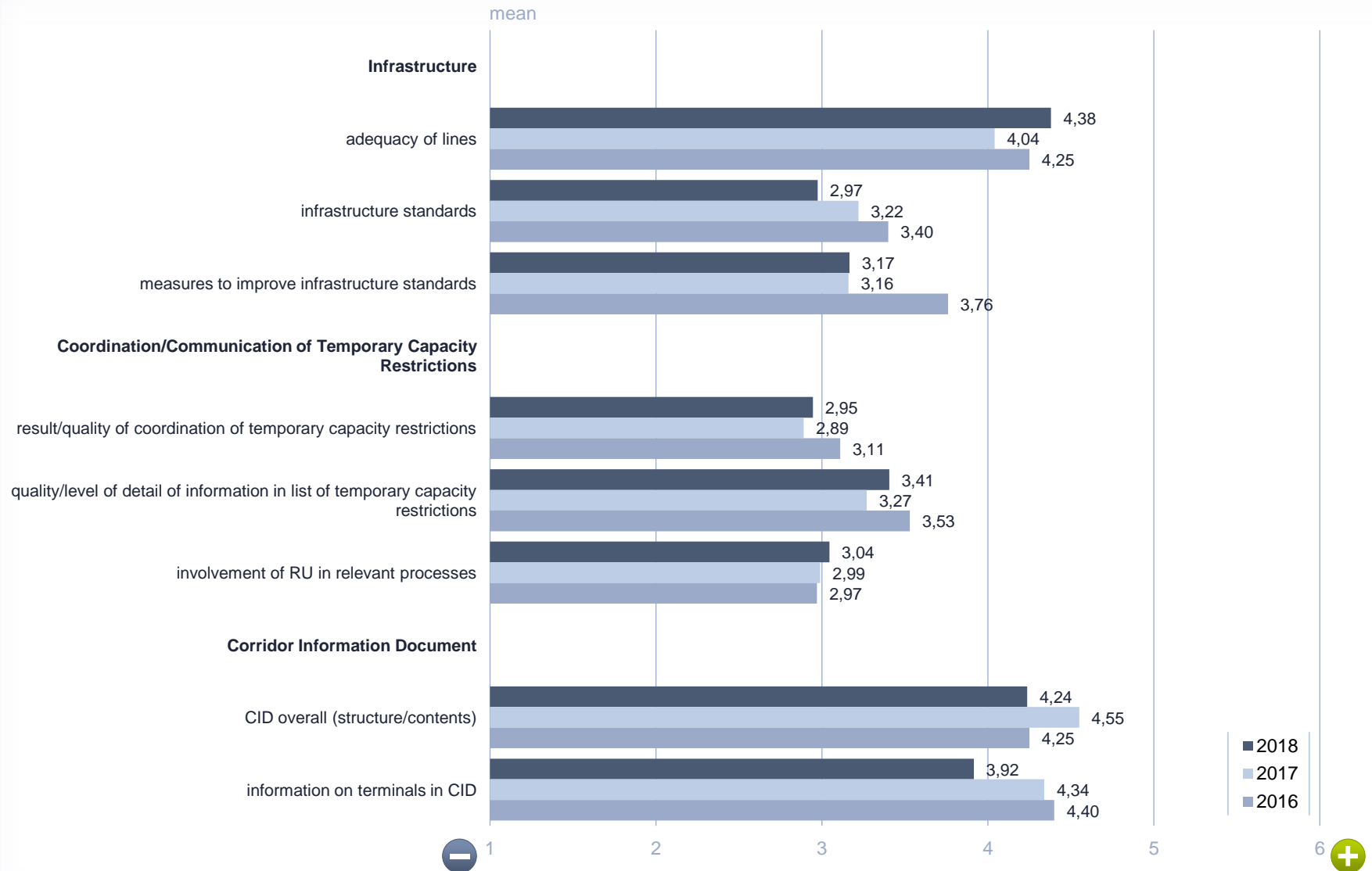
Track gauge problems.

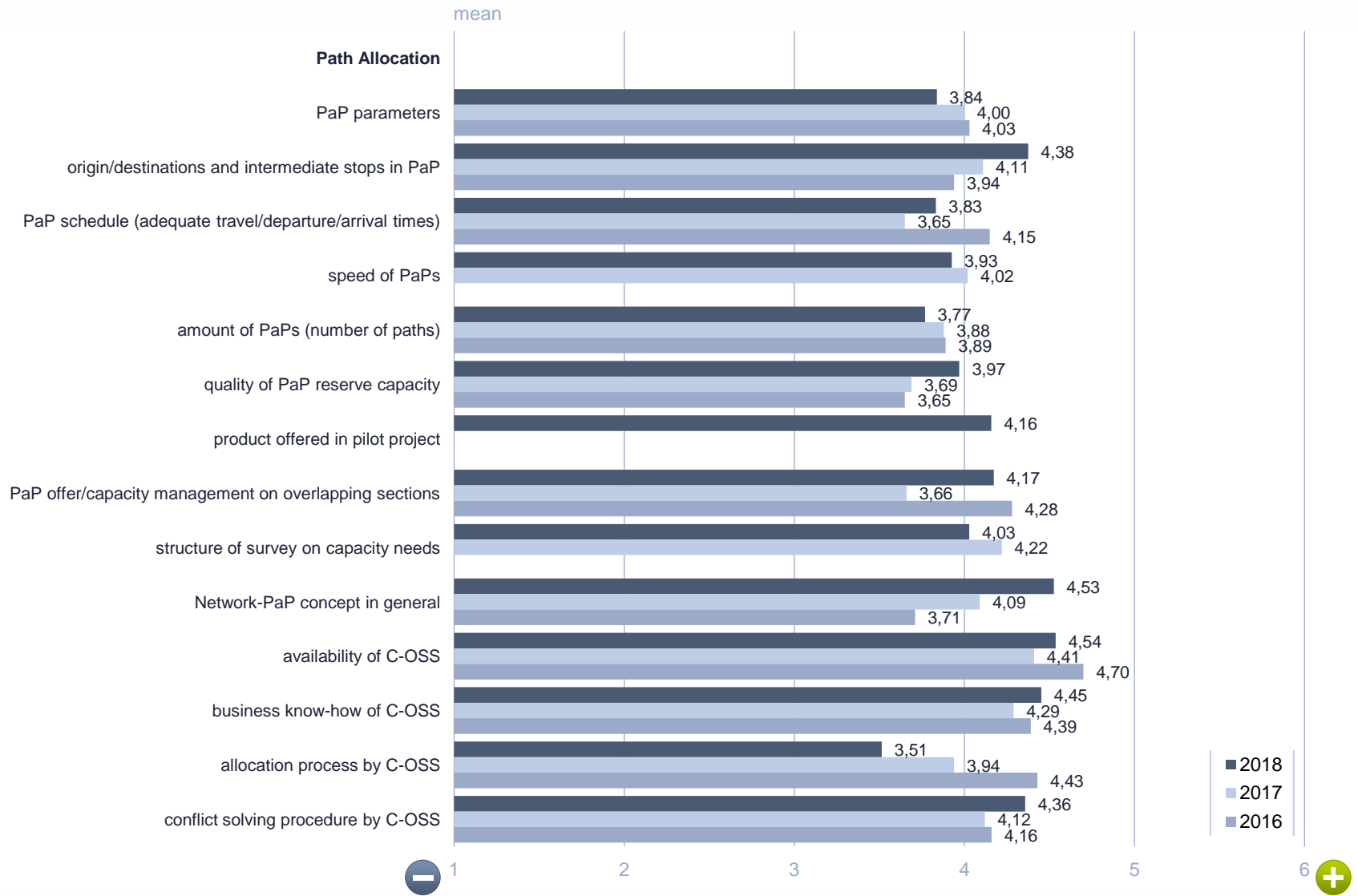
05

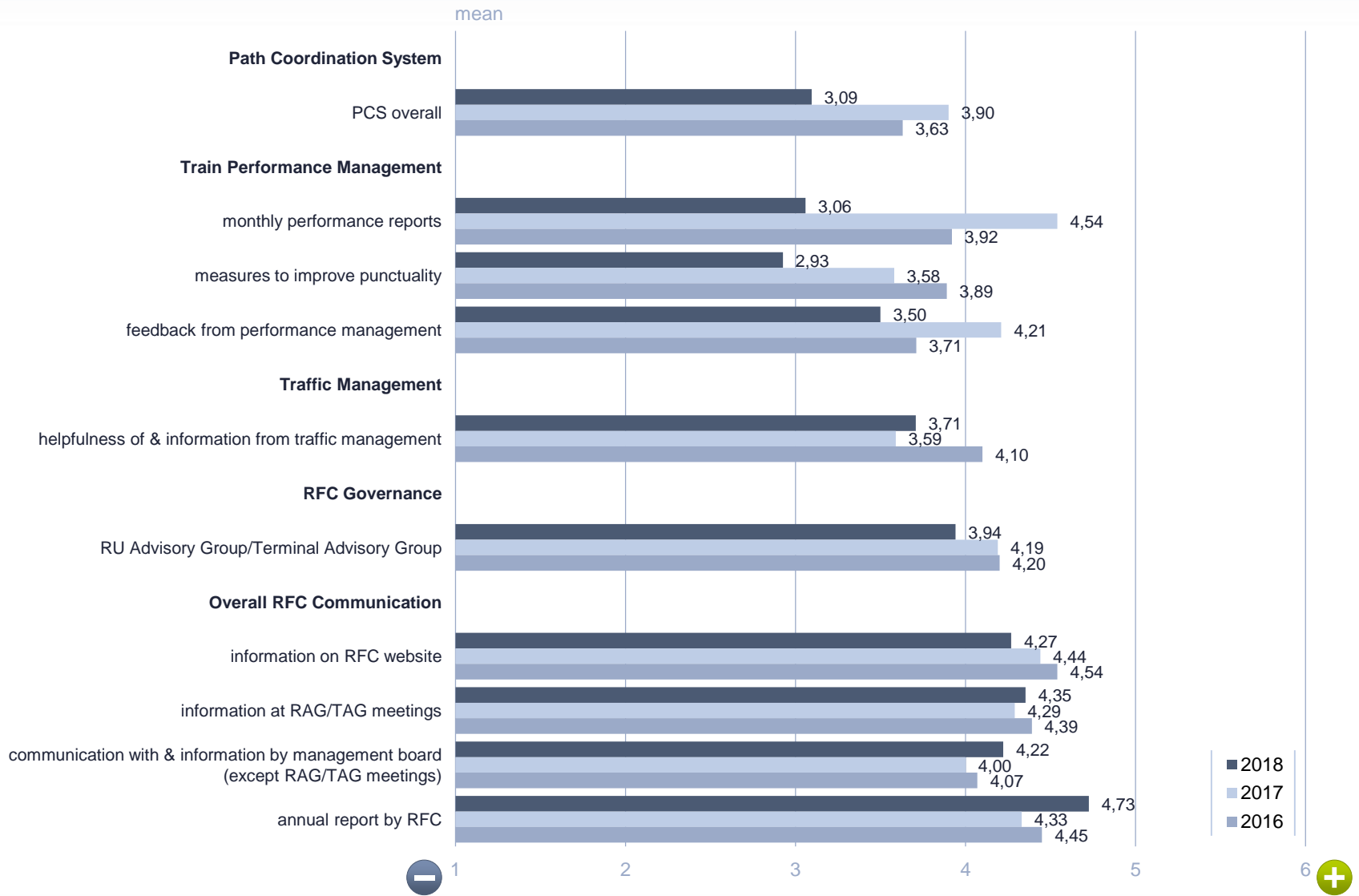
Summary













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