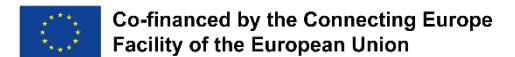


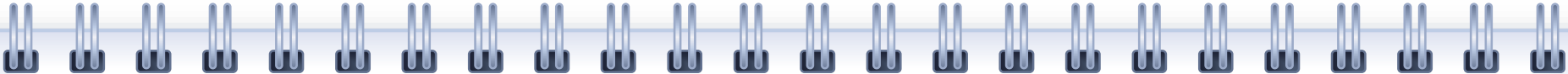


RFC User Satisfaction Survey 2019

Report for RFC 4



November 2019



1 Study Design

2 Satisfaction with the RFC

3 Sample Description

4 Summary

01

Study Design



- ▶ 10 respondents
10 full interviews / 0 partial interviews
5 nominated by RFC4 / 5 nominated by other RFCs
2 agreed to forward name
4 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 55 e-mail invitations sent
- ▶ Field Phase: 12 September to 11 October 2019

Attention: very small sample sizes!

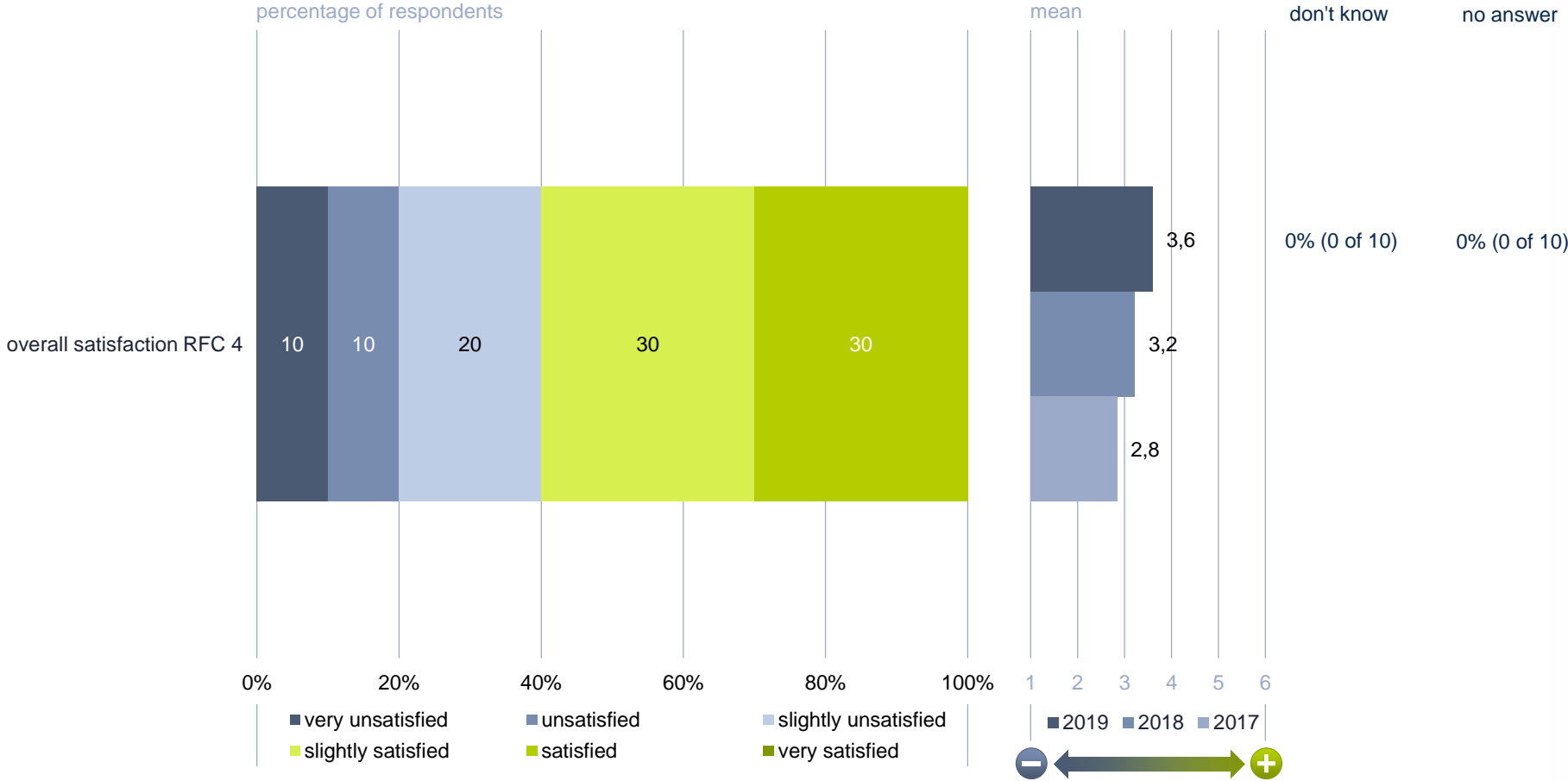


Total interviews	10 (+/-0)
Full interviews	10 (+/-0)
Partial interviews	0 (+/-0)
Invitations sent	55 (-25)
Interviews	5 (-5)
Response rate overall <i>(invited by RFC only)</i>	9% (-3%)
topic-forward used	4 (+/-0)
forward name	2 (-4)

2019 (change from 2018)

02

Satisfaction with the RFC

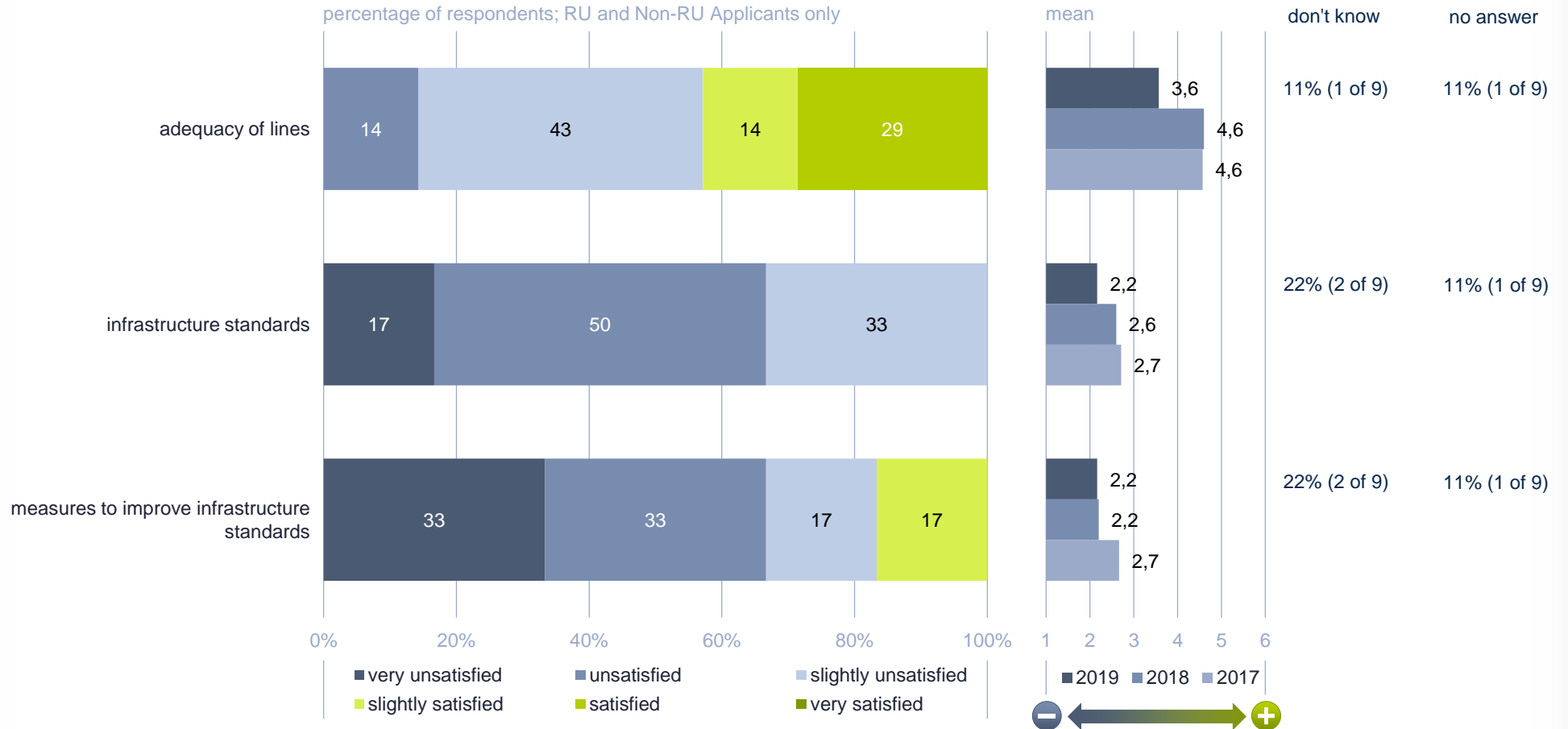


"Overall, how satisfied are you as a user of the RFC(s)?"

sample size = 10; 9; 13

- development of a new product, which is fitting to TTR (with focus to guarantee capacity for freight in advance to the yearly timetabling process and to enable freight RUs to book ad hoc capacity, which is exclusively reserved for freight)
- high gabarit (P400) to be solved in France in order to catch volumes from south of Spain
- hopefully expect to increase competitiveness in relation to the road sector
- more concrete topics related to operations should be approached (harmonisation on border stretches; Xborder)
- we appreciate having a good coordination between RFC, we see the corridor offer as a whole and not specific to each corridor
- as a result, the more harmonized or unified it is, the easier it is for EF
- quality needs to be measured based on KPI's (to be aligned between RU/IM)
- RFCs should be empowered to interact constructively with IMs
- RFCs should concentrate more on the total corridor traffic, not just on PaP-traffic
- RNE TIS to be easily useable - 'Train ID' solution
- seminar about the irun - hendaya section, future projects and calendar
- thank you for informing me of the procedures and steps to be taken to have the required level of information on RFC 2 and RFC 4

"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 (geographical routing) 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?"

- improve the performance of train paths and the arrival in Paris (problem to join "la grande ceinture" the hours of passenger traffic).
- capacity restrictions due to strikes
- capacity restrictions due to works
- electrification of cross-border lines
- greater coordination between infrastructure managers
- harmonisation of cross-border procedures
- increased availability of timetables
- initiative of Elisabeth Werner is welcome
- Irun - Hendaya bottleneck not solved
- even though RFCs are present in the instances in France that discuss the evolution towards the P400 it is not obvious that decisive actions have been carried out
- not clear works calendar in corridor
- PC400 missing, 740 m missing, Circumvention Paris missing

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

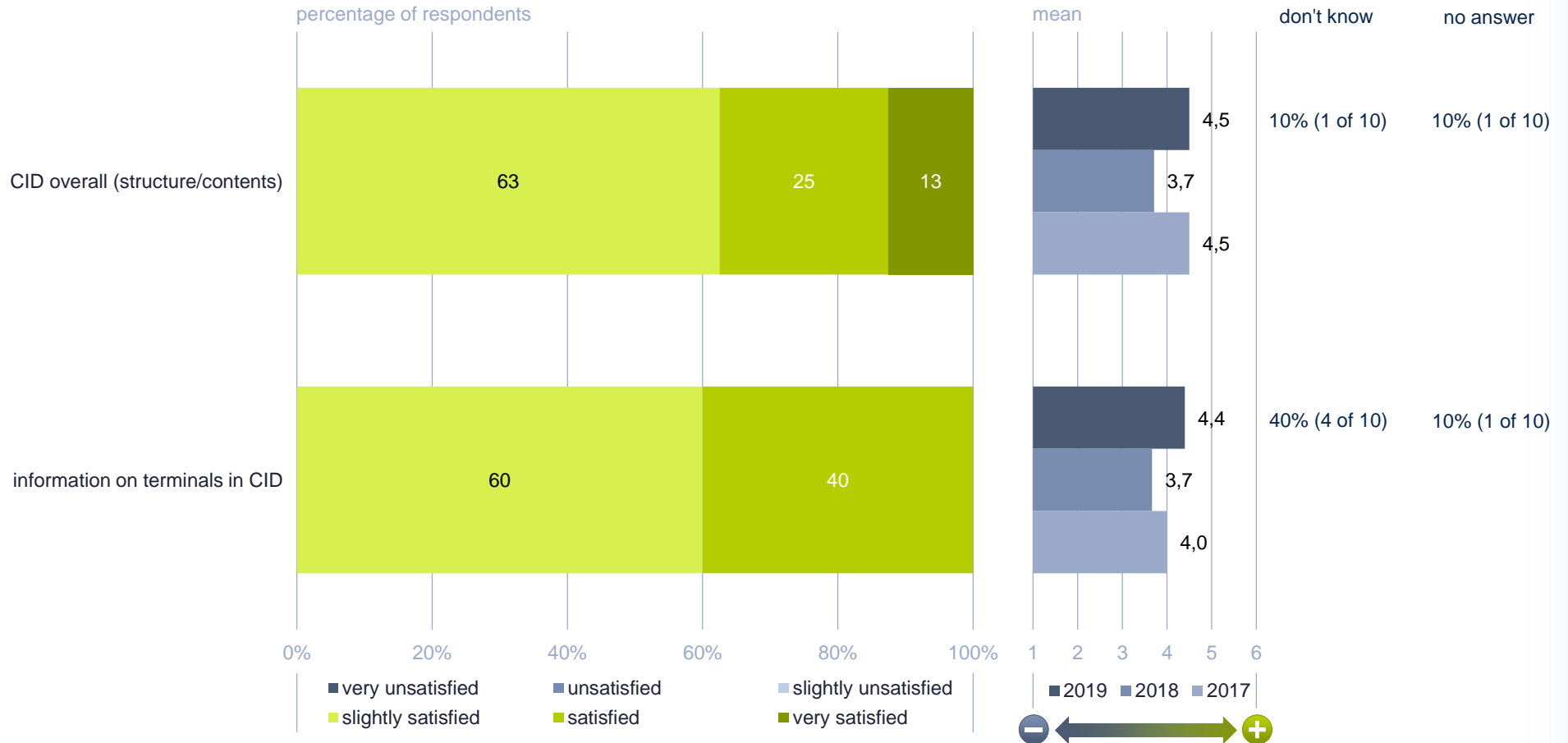
Satisfaction with Coordination/Communication of Temporary Capacity Restrictions



"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?"

- although not considered to be a railway undertaking or authority controlling railway train paths, the port authority remains concerned by all information relating to traffic restrictions (temporary limitation of speed, deviation route, etc.) and of works
- detail information and calendar shall be given of works in track that affect capacity
- lack of alternatives given to freight RU
- PaP-changes and cancelations due to TCRs (parts of stretches and period of times) / Urgent implementation and mandatory usage of TCR Tool
- RFCs should define their role within the new process of annex VII, good things should be rolled out to other RFCs
- important and valuable work for EF
- Alternative PaPs for routes and days of TCRs are urgently needed
- need a more readable format in addition to the excel lines (see cartography like RFC2?). no excel format available on the website
- No solution after 1 year discussion for the TCR Bordeaux – Hendaye (14 trains affected!)
- the dissemination of information could be strengthened especially with the teams in charge of the works
- looking back on 2019 for the guarantees on the Atlantic capacity bands, which are therefore very unsatisfied, actions are being taken, but given the complexity of the organization of the TCRs in France, the RFC must strongly incite that SNCF R identifies very clearly the TCRs in conflict with the capacity bands. Little action of the concerned RFCs on the Paris Modane axis while the problems are numerous
- urgent implementation and usage of TCR tool
- PaP-changes and cancelations (parts of stretches and period of times)
- TCR info should be simplified for wider distribution and tagged only for those impacting capacity bands in IM tools
- No solution after 1 year discussion for the TCR Bordeaux – Hendaye (14 trains affected!)

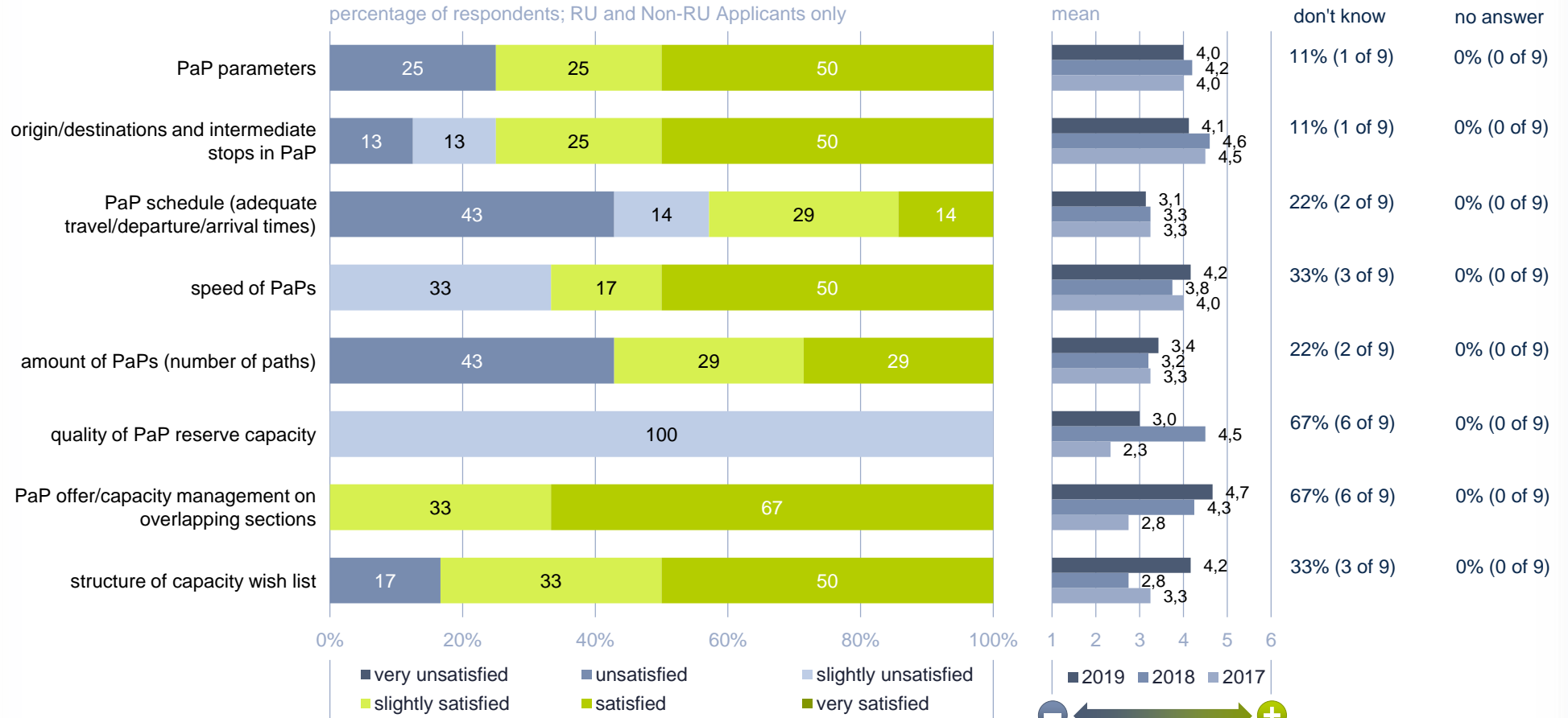
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



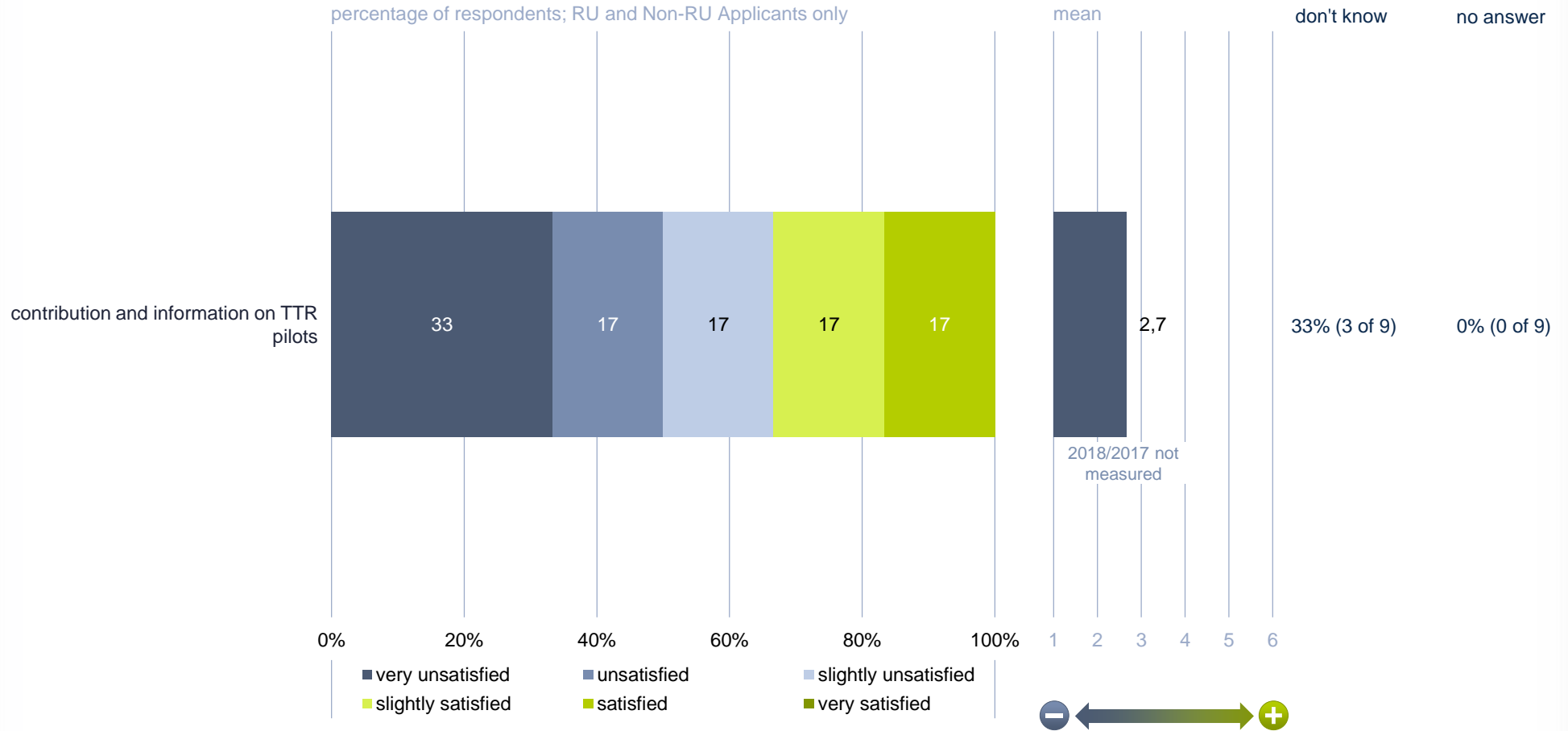
"To what extent are you satisfied with the Corridor Information Document (CID) for the 2020 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2020 or in other sources, e.g. Customer Information Platform?)"

- how can one access the "CID" mentioned here? The information on the terminals is very important to us.
- Terminal Capacity is ordered by the operators
- timetable of available paths should be given
- national differences in processes should be aligned to one harmonised process
- deviations and contradictions from the agreed international process due to national regulations (network statements) are not shown (e.g. deadlines for draft and final offer, reasons and possibilities for observations or justified objections)

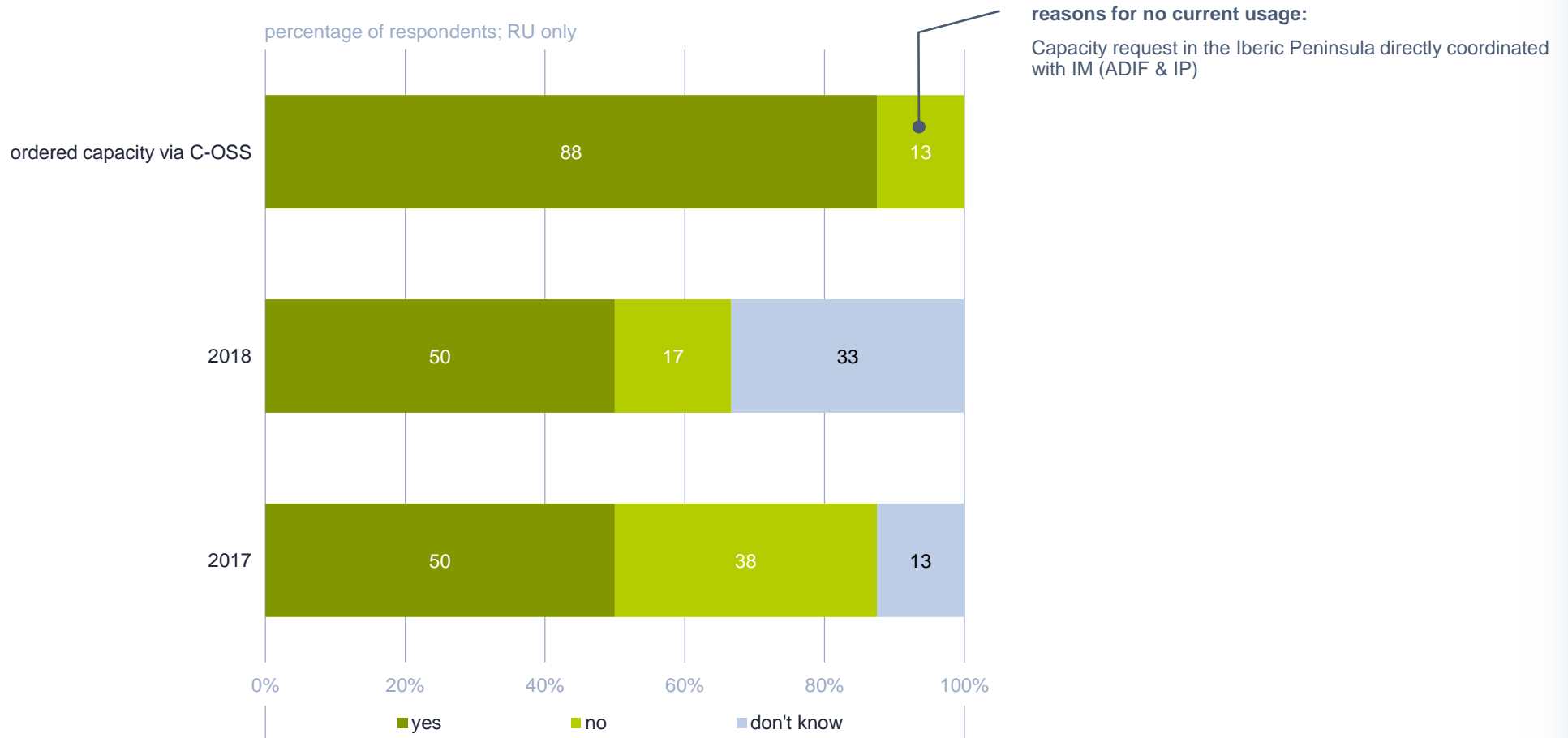
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"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 with the capacity management process on overlapping corridor sections? || ... with the current structure of the capacity wish list?"



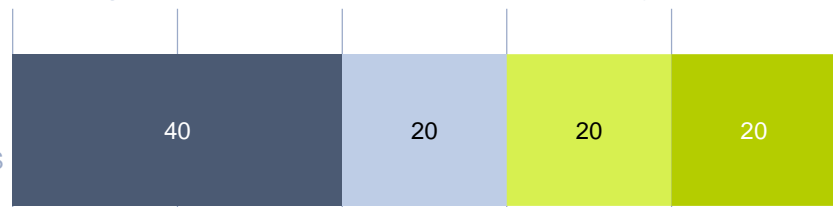
"How satisfied are you with the contribution and information provided by the RFC on the TTR project (pilots) run by RNE and the way it meets your needs?"



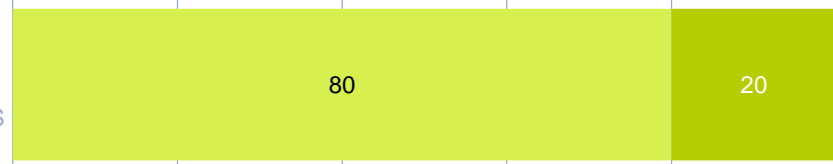
"Were you involved in a request for corridor capacity via the C-OSS as a leading or participating RU?"

percentage of respondents; RU and Non-RU Applicants only

availability of C-OSS
2018/2017: only if ordered via C-OSS



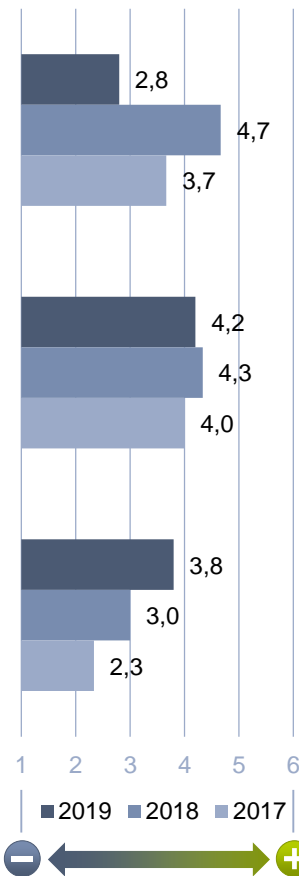
business know-how of C-OSS
2018/2017: only if ordered via C-OSS



allocation process by C-OSS
only if ordered via C-OSS



mean



don't know

33% (3 of 9)

no answer

11% (1 of 9)

33% (3 of 9)

11% (1 of 9)

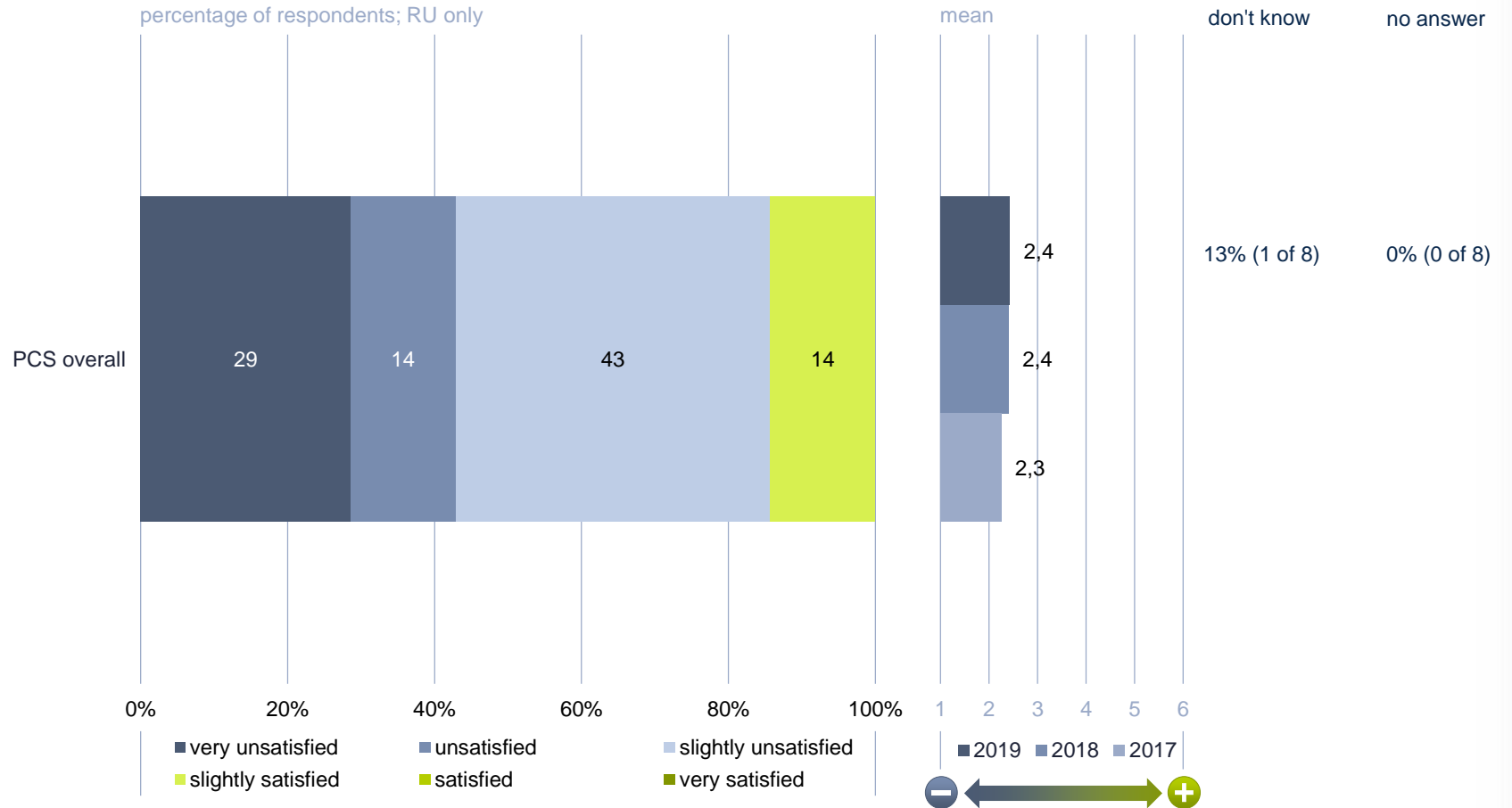
29% (2 of 7)

0% (0 of 7)

"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 2020 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.)"

- good coordination between corridors 2, 4 and 6
- lack of availability of alternatives in case of conflict with the main variant of PaP
- more information should be provided by the authorities about the C-OSS
- PaPs are published on the basis of a reference loco. For every order the RU has to ask the RFC, if a deviating loco type (as published) is allowed or not. This creates an additional effort.
- in final offer for some days the paths have not been offered complete due to missing capacity. RUs should be involved in CID revision process. Regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatory
- We hardly ever ask for C-OSS: it is an intermediary that makes it more difficult to find solutions in the case of non-allocation of PaP, simply needs support to put pressure on the system.
- No critical situation on the supply but we feel that the corridors sometimes have the same difficulties as the RUs with the GIs
- Capacity wish list: SNCF R format used for 2021, redundant RFC format, requests are recurrent for a large part from year to year. Any manually filled format change is human error generator.
- TCRs have to be planned in a way, so that enough capacity for PaPs remains; see problems with TTR pilot; take into consideration planned TCRs for TT 2021
- A solution is needed especially with regard to the availability of representatives during holiday times; competent representatives for management in PCS are needed; possible solution: a back office for all RFCs
- Process and deadlines of RC for response/offering is not defined. This creates high uncertainties for RUs.
- missing representatives for managing in PCS during holiday times, TCR impact of PaP availability not considered (PaP published for the entire year)
- Missing: PaP quality standards / PaP-reroutings for TCRs / unique valid version of Draft and Final Offer in PCS / offer for all requested days / standard observations / post-processing by IMs / mandatory consideration of RU observations

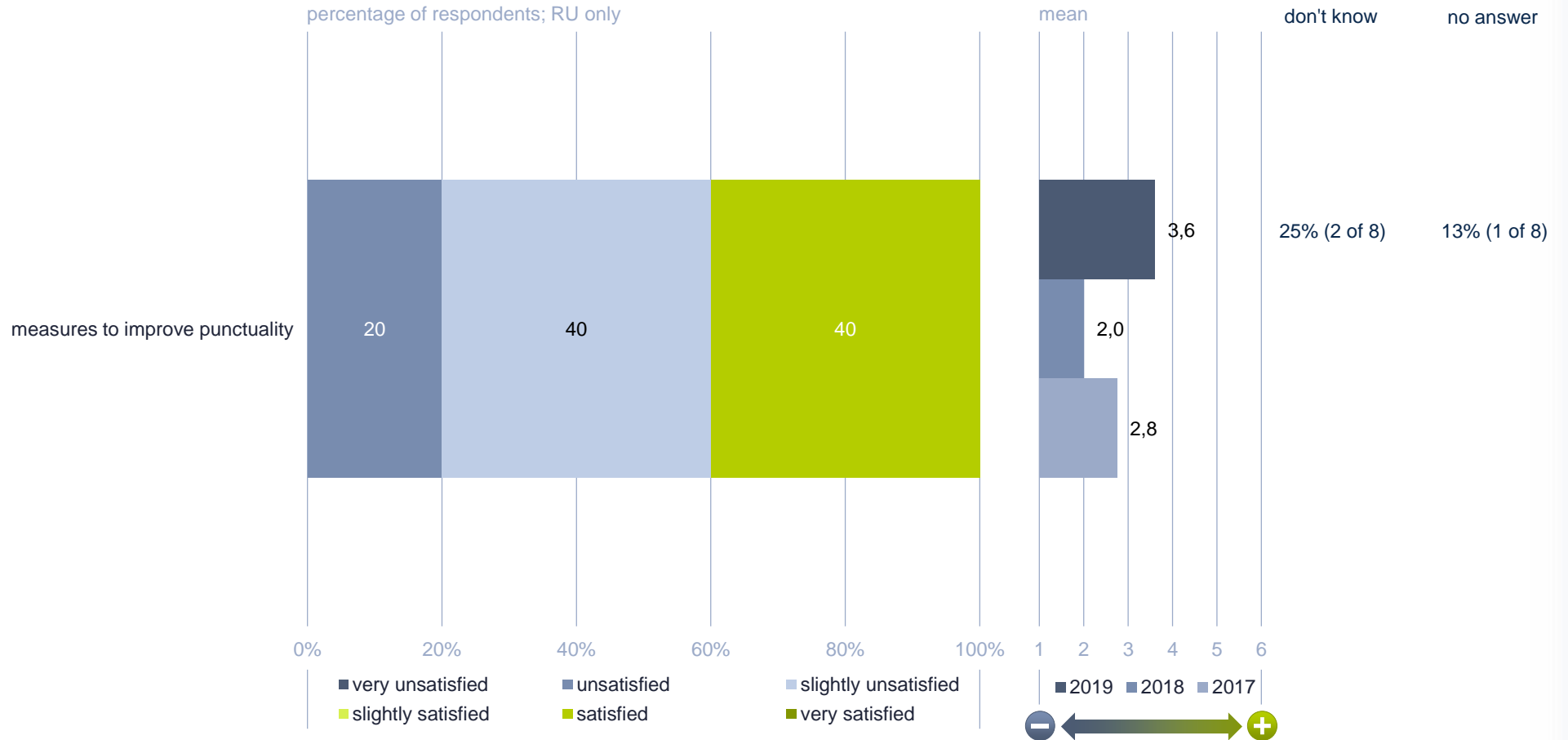
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



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

- A booking tool has no real value in any cases of Combined Traffic, if paths are not harmonized with terminal slots and/or are not connected with important feeder paths. French solution: pour les flux de combiné PSOTC, international use possible?
- Fear that it gets complicated with PCS EC
- For SNCF R the publication of the answers which presents all the variants even if no impact on the required parameters poses a problem of readability. This must be simplified.
- Many parameters to go back to the creation of the files, the PAPs have the merit of reducing them
- Missing automatic verification function. Comparing of requests and offer for complete journey not possible or very difficult.
- Missing feature to enable efficient working in PCS. Missing automatic verification function. Comparing of requests and offer for complete journey not possible or very difficult.
- No improvements since last year! PCS does not prevent interpretations and inconsistencies. Bad usability.
- PCS does not prevent interpretations and inconsistencies. Bad usability. Missing feature to enable efficient working in PCS.
- RFCs could better inform RUs of different IM constraints on PCS usage (path loss if not accepted or remaining in a given phase, etc.)
- We request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured.
- We use PCS for the order only because no track tracking in the tool

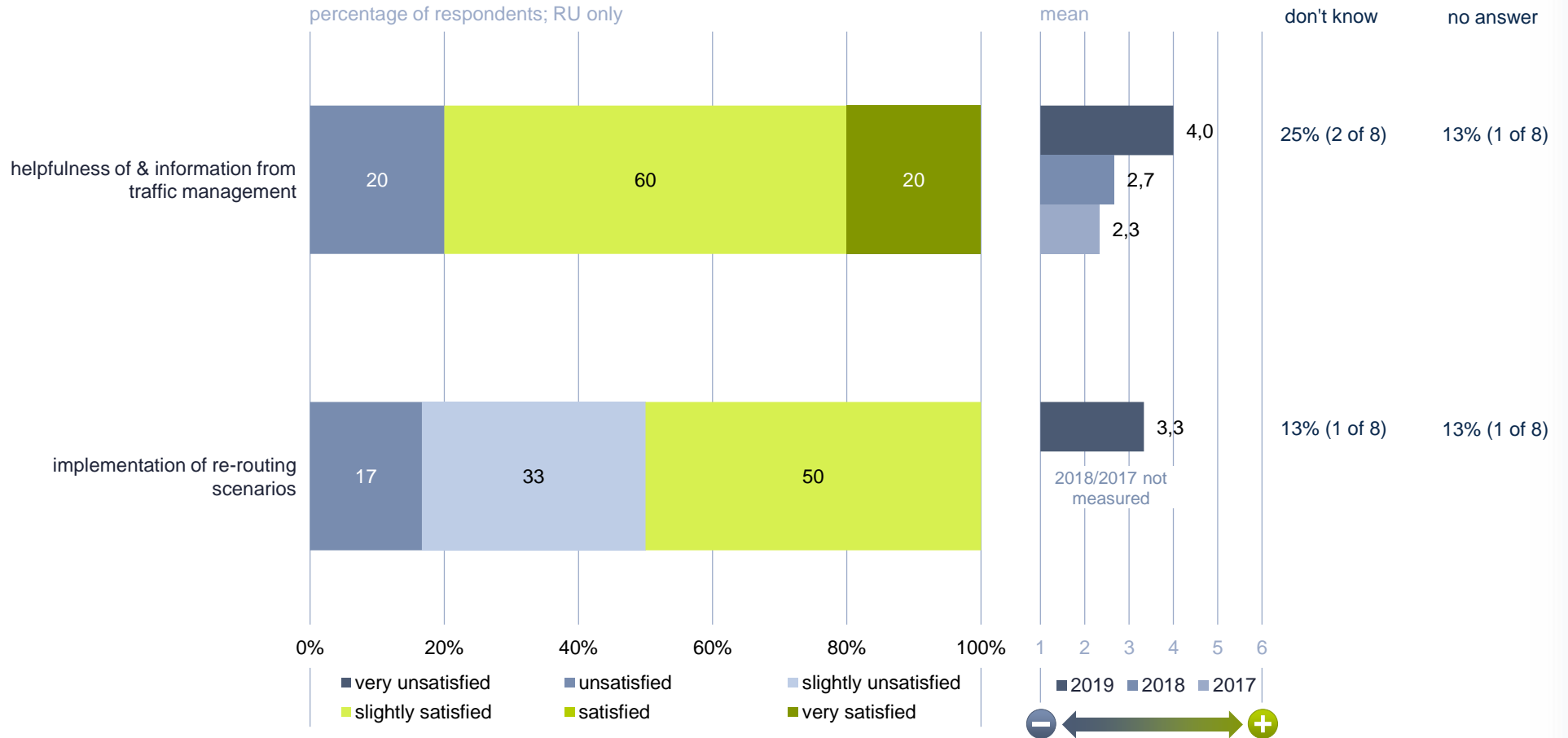
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"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."

- Establishment of a harmonised train driver career regulation between Member States
- make more broader communication on it
- Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points.
- Monthly standardized report by RNE. Precondition: Improvement of data quality.
- Possibility to know the acceptable delay threshold for each traffic that guarantees the prosecution; possibility to delay work start in case of delayed circulation
- provide train number linking – if necessary – for that traffic, identify with the RFCs the weakest points on the corridor and define measures to improve the quality.
- Recognition of the qualifications of the drivers
- Rules for maintaining train path in case undefined stop; difficulty reactivating trains that have been stabled (problem related to congested yards, etc.)
- The process should not just be the publication of an overall performance. RUs should first identify the traffics that require in depth performance analysis, provide train number linking – if necessary – for that traffic, identify with the RFCs ...the weakest points on the corridor and define measures to improve the quality. / Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points
- To note some initiatives on this year but the analyzes remain the addition of national analyzes and not a relevant view on the whole course

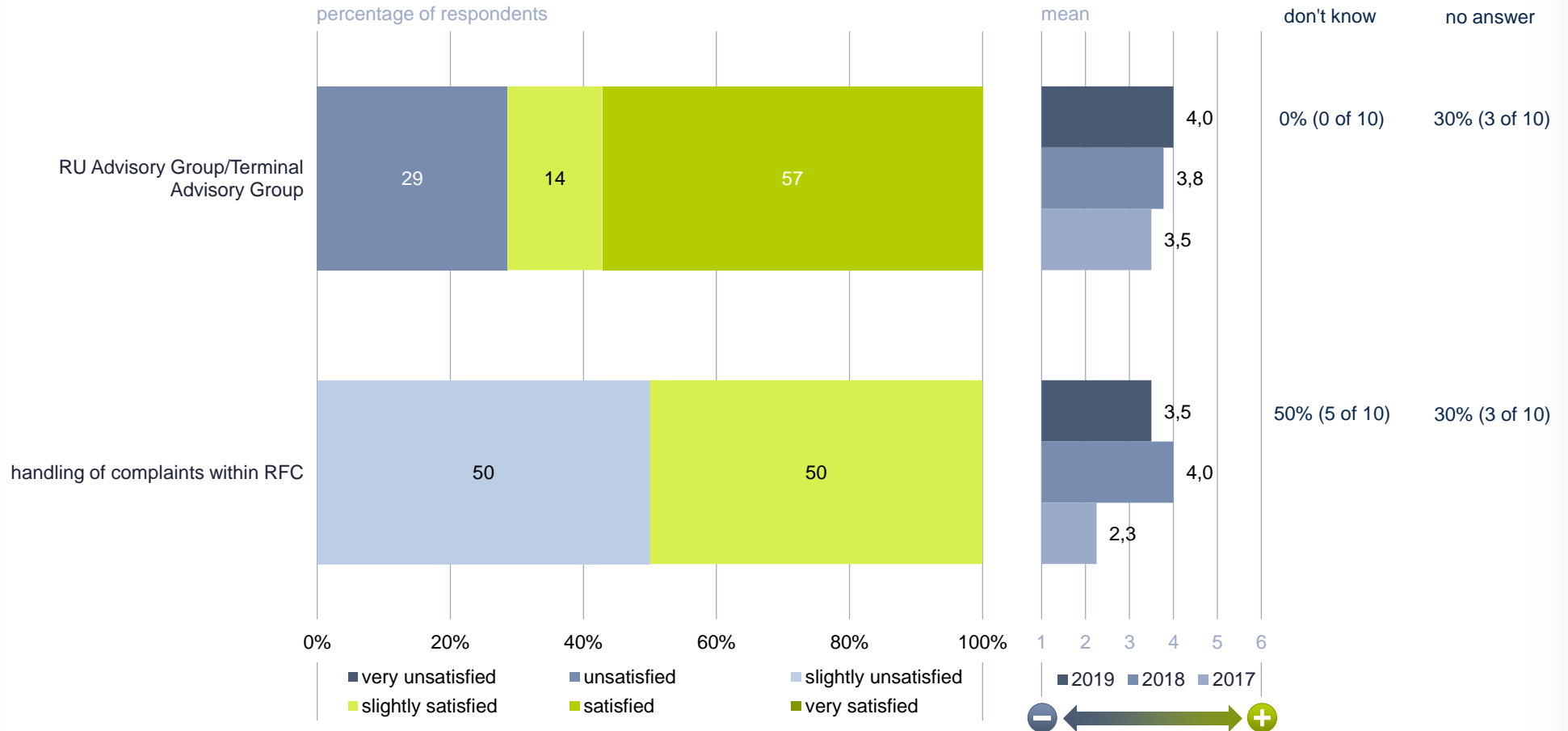
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



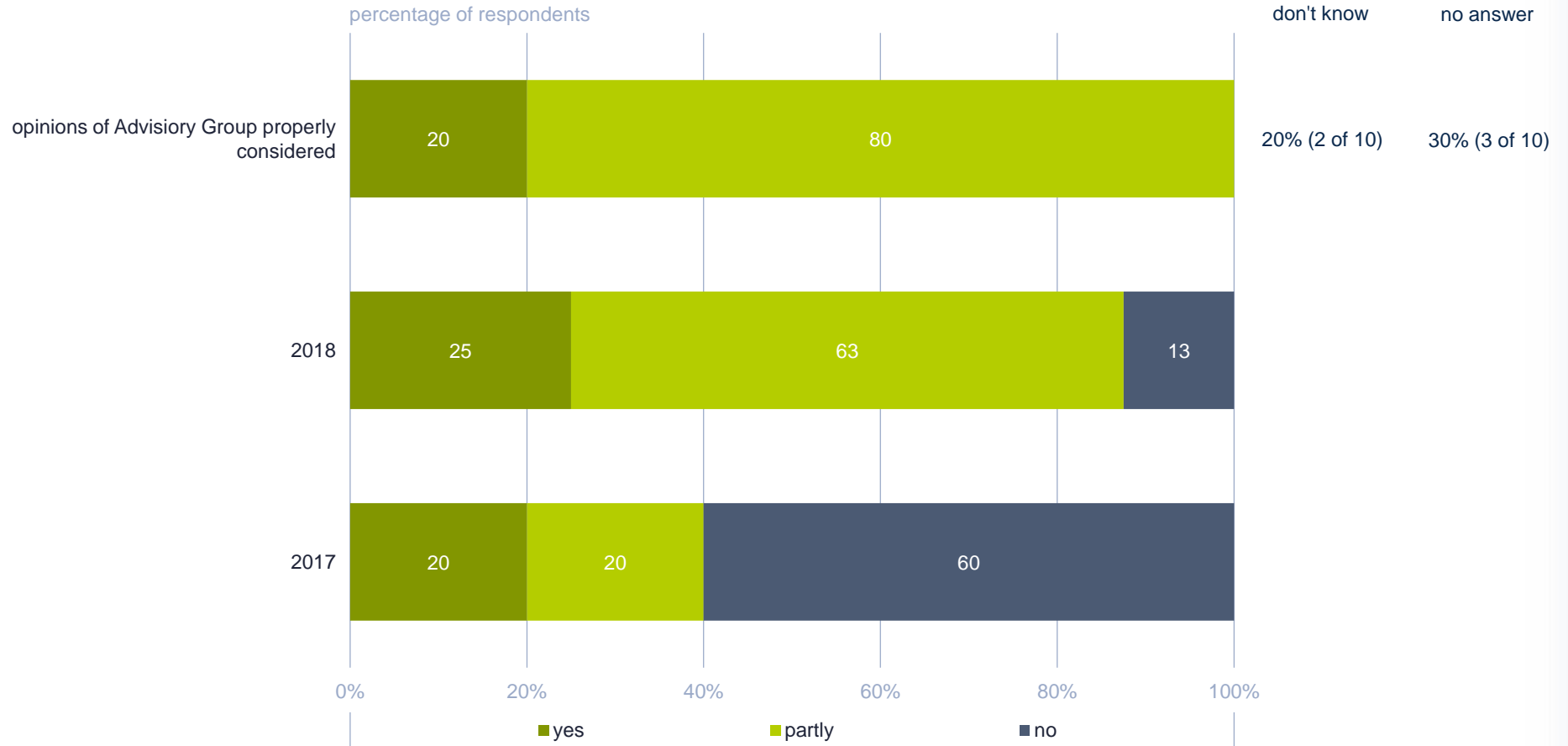
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them? || How satisfied are you with the implementation of the new processes outlined in the International Contingency Management handbook (re-routing scenarios)?"

- Establishment of a single language (English) for harmonized traffic management between Member States
- The traffic management of SNCF R on the long journeys (to the CNO) seem more still too little involved / sensitized to the international flow (international contacts between traffics management?)
- The Quality of traffic management depends strongly of the involved parties, so many of different rules lead to different levels of operational quality.
- Whenever IM's are not able to fulfil minimal standards (e.g. active workflow processes into direction RU), no impact on improvement of quality was measured at all.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



"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?"

- Give RUs significant roles of power in RAG, MaBo and ExBO / Simplify governance and make decision making much more effective, consequential, rapid / Empower corridors vis-a-vis national IMs (NSAs and Ministries) to protect and grow their freight clients
- specific info and calendars of works from the IM shall be public to all RFC members
- Formalise and harmonise all procedures, mandates, tasks and roles on the different RFCs / RNE guidelines should become mandatory for all players / Reduce national influences by enforcing EU regulation and parameter implementation
- Give EU objectives of '30 by 2030' an official place in the RFC functioning / Harmonisation of network statements, relevant national procedures and tool usage / Coordinate investment planning on a European scale; align RCF with CNC network
- Coordinate investment planning on a European scale; align RCF with CNC network. Improve customer usefulness of tools and TCR Harmonisation of national rules would make a simplified RFC governance structure possible.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."



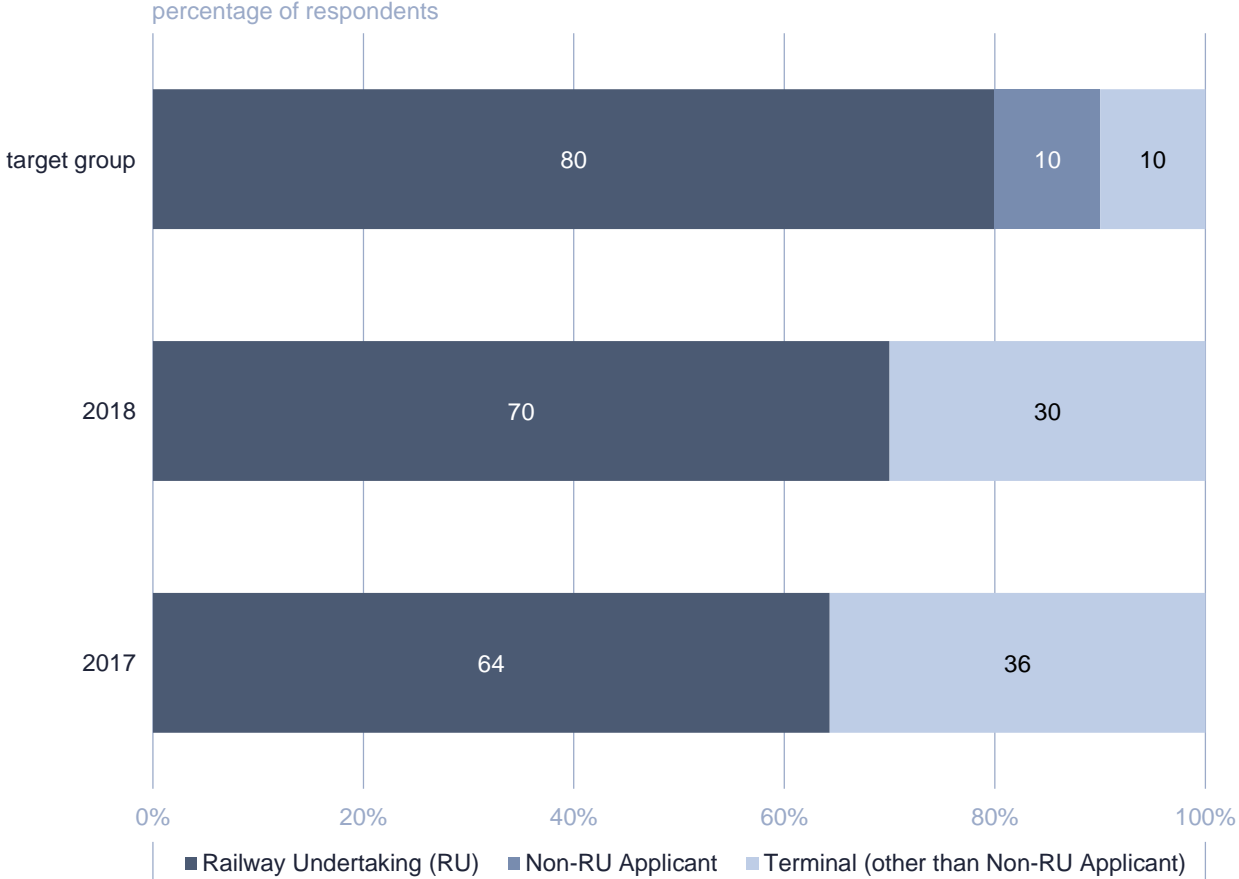
"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other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

- IM has a key role in disseminating the information generated being the preferred communication channel
- state of works for upgrading capacity in the corridor
- cross border rail bottlenecks project priority info

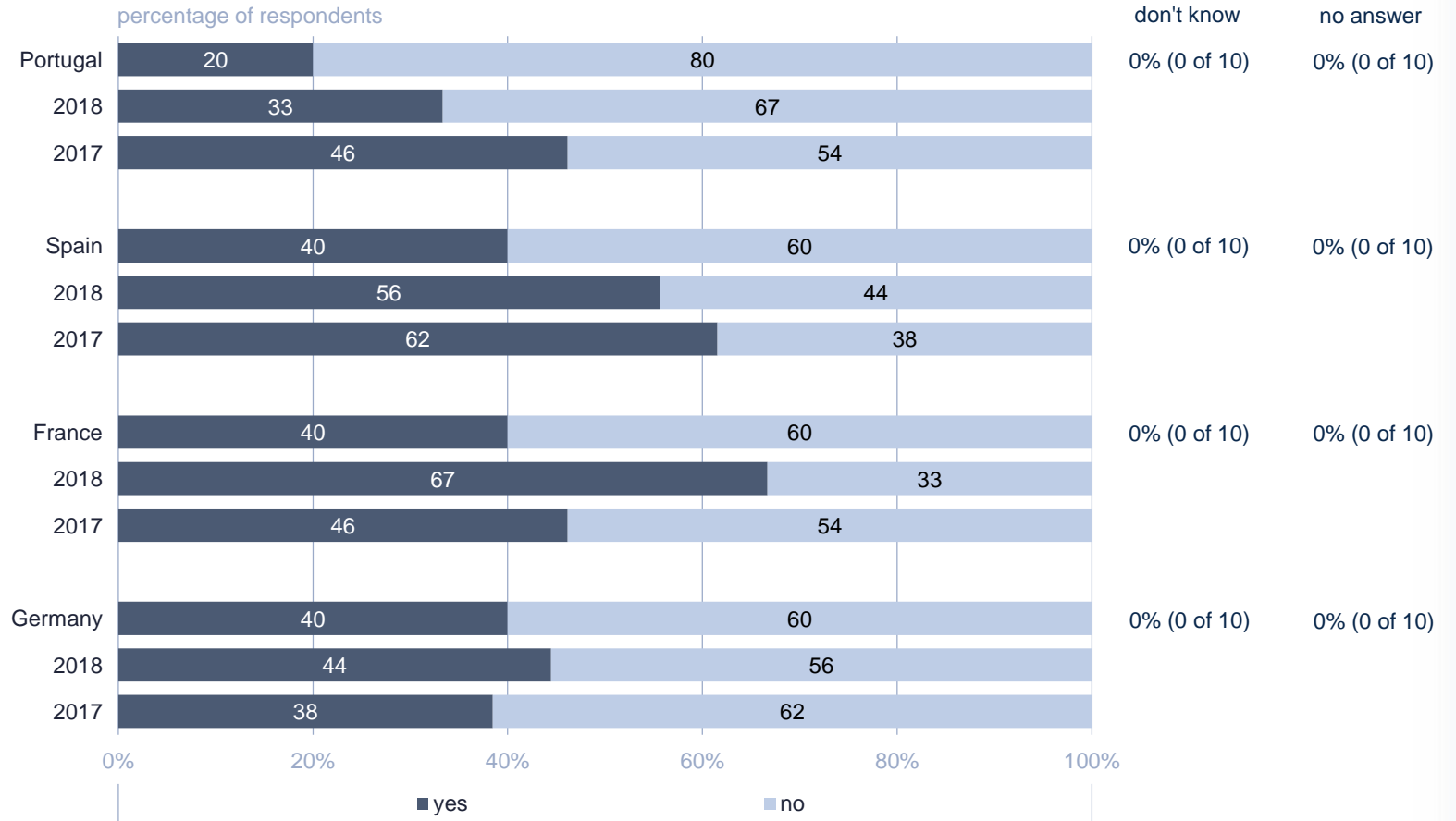
"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

03

Sample Description



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

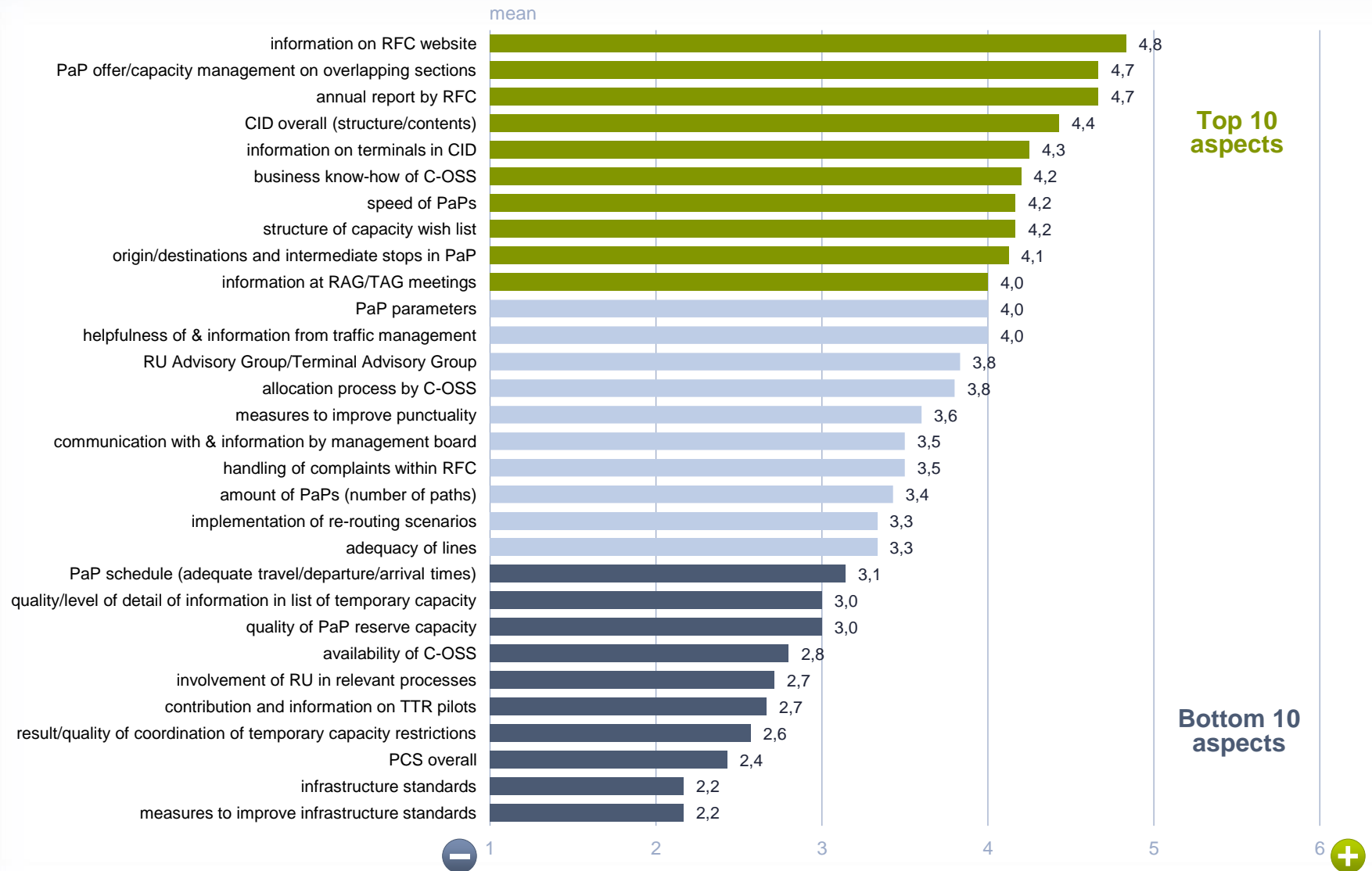


"In which countries involved in the RFCs concerned does your company operate/run international services?"

04

Summary

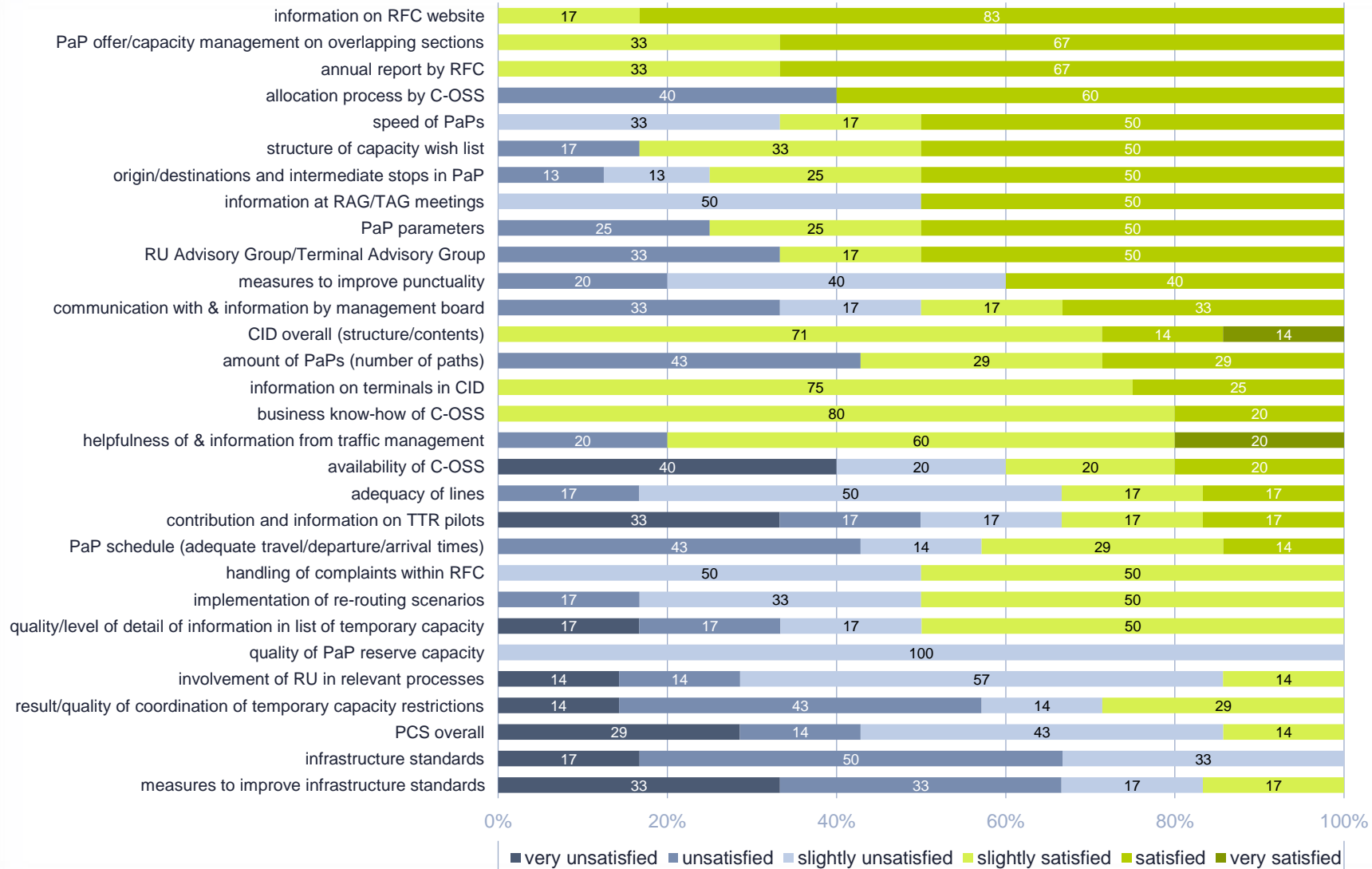


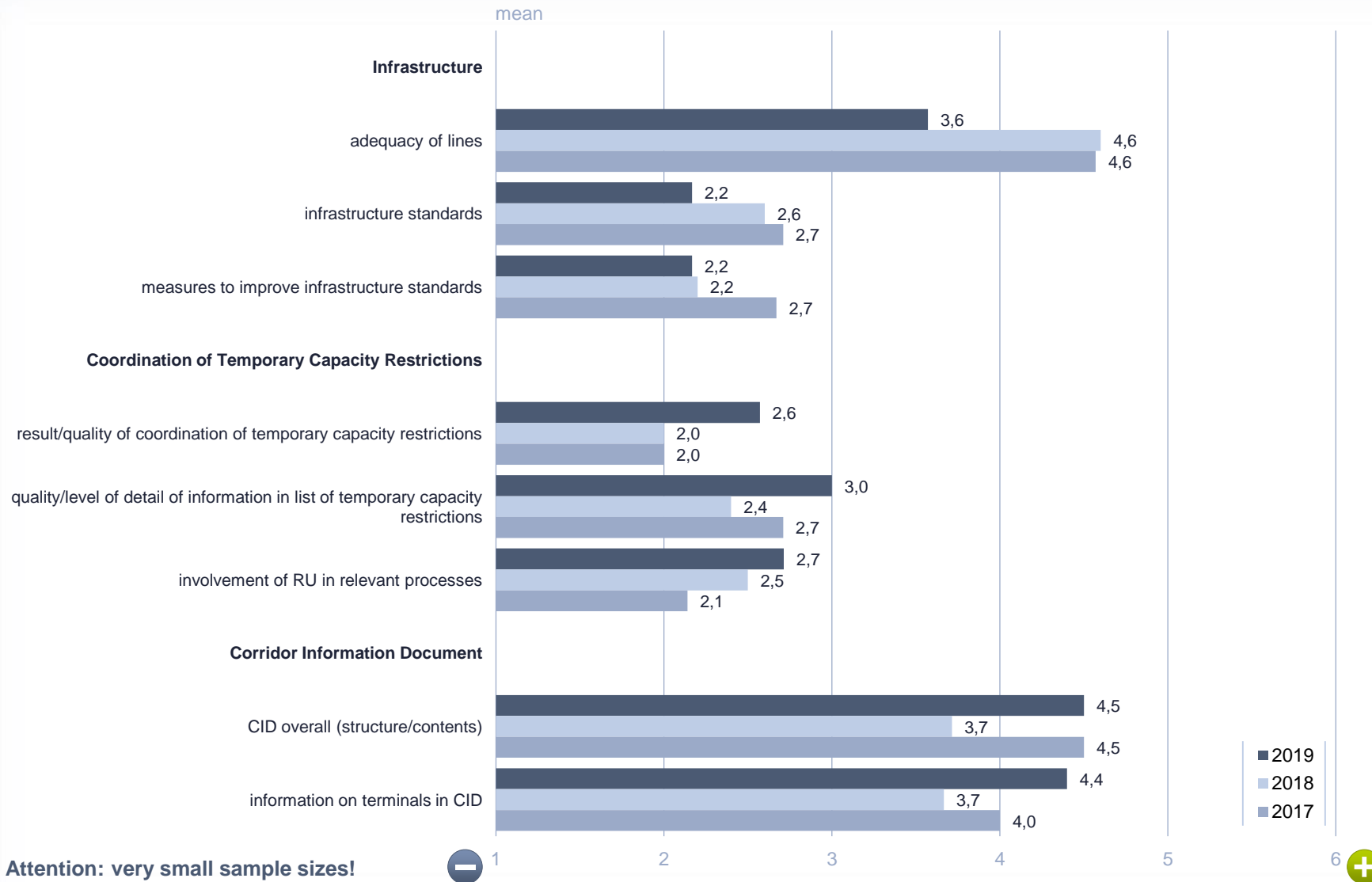


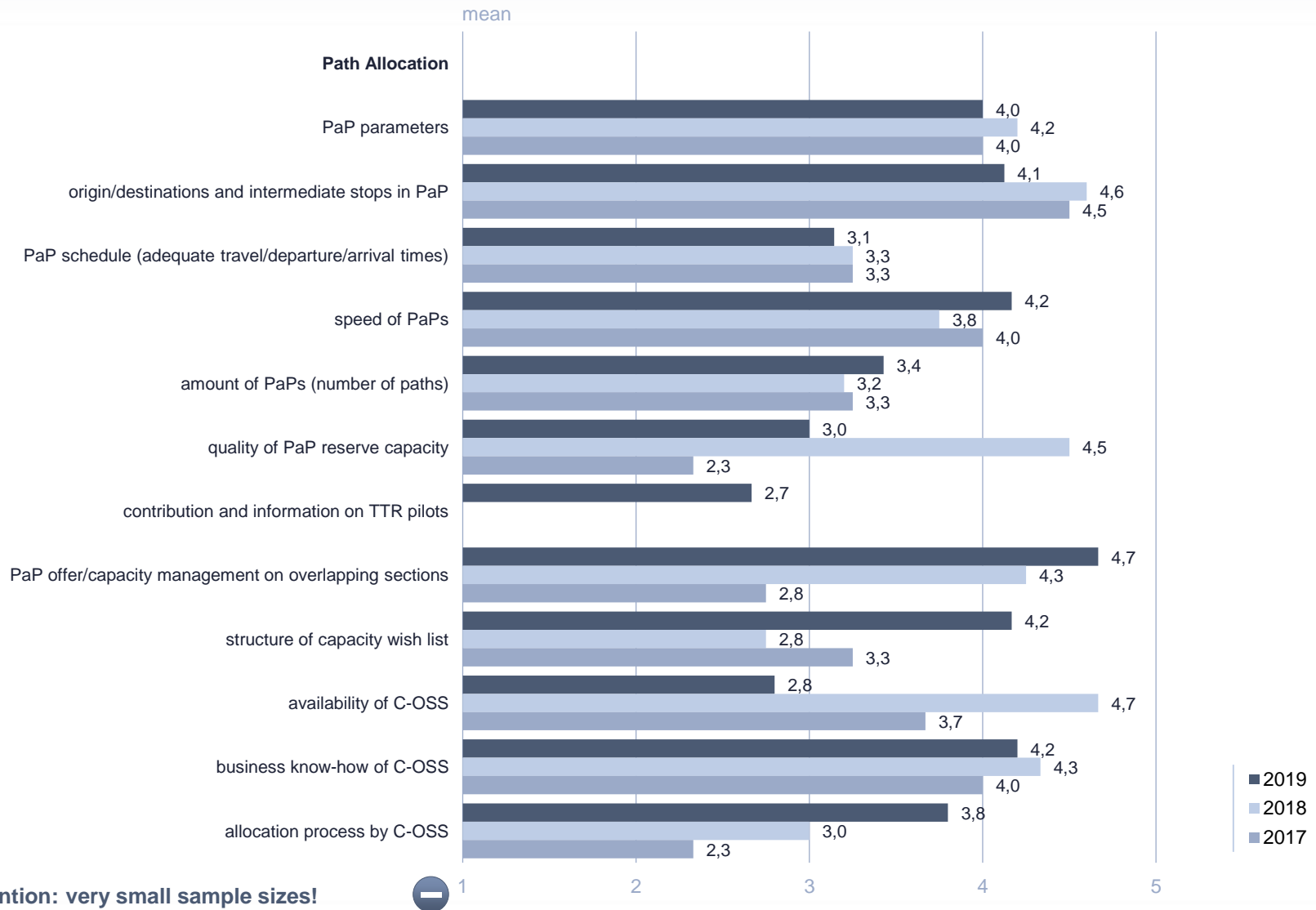
Summary - Satisfaction Grades | RU only

sorted by Top-2-Box (satisfied and very satisfied)

percentage of respondents

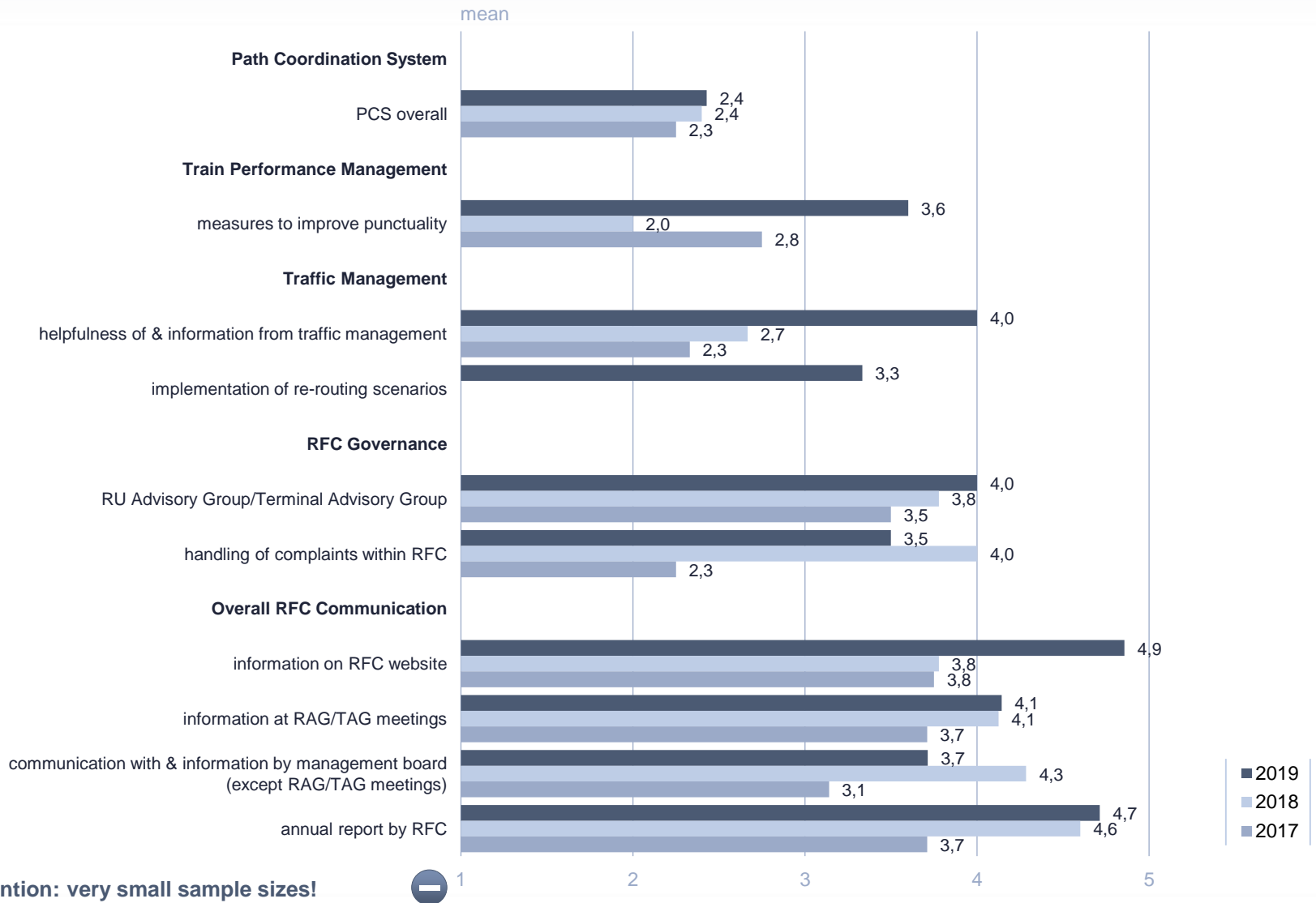






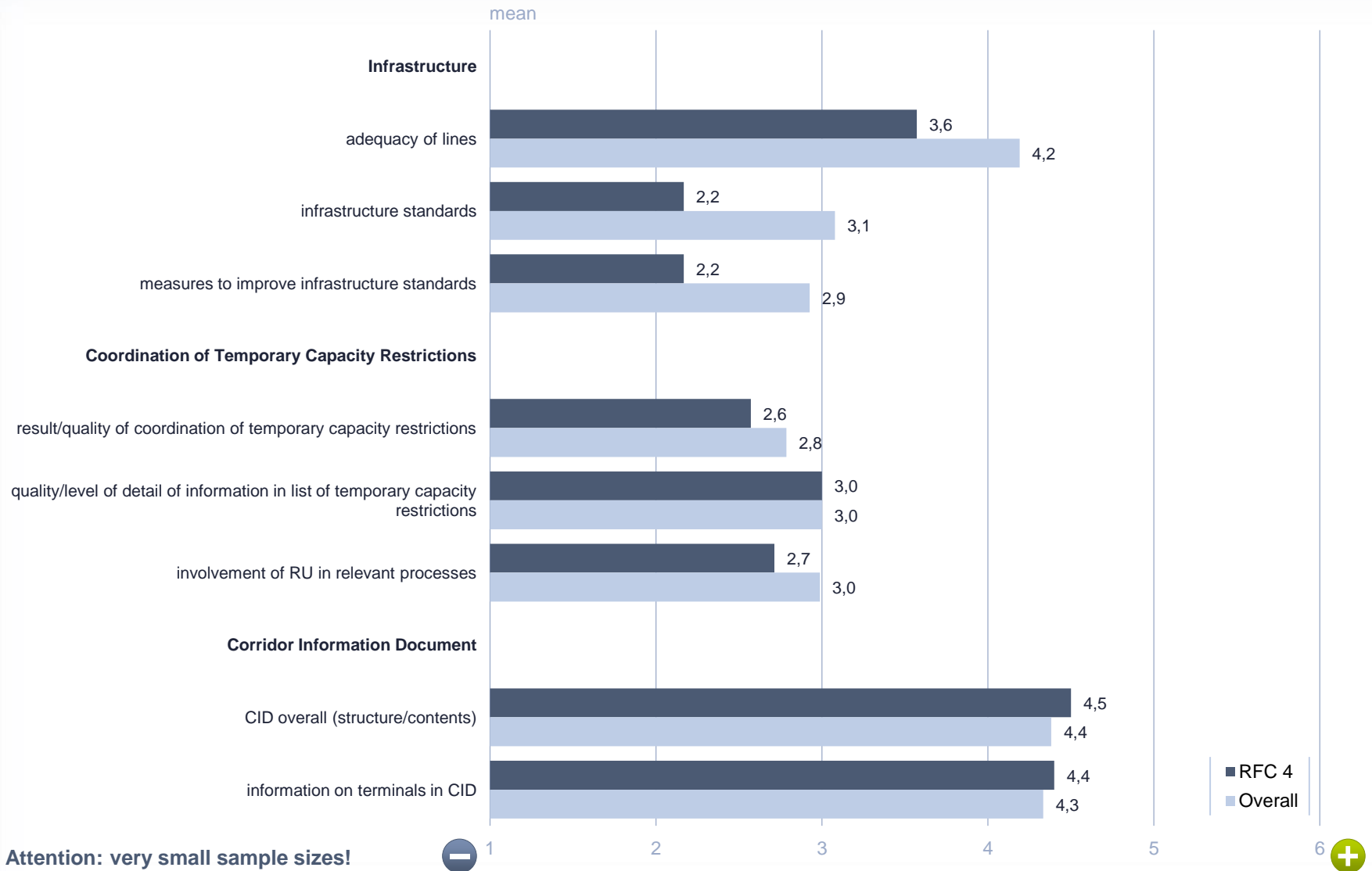
Attention: very small sample sizes!

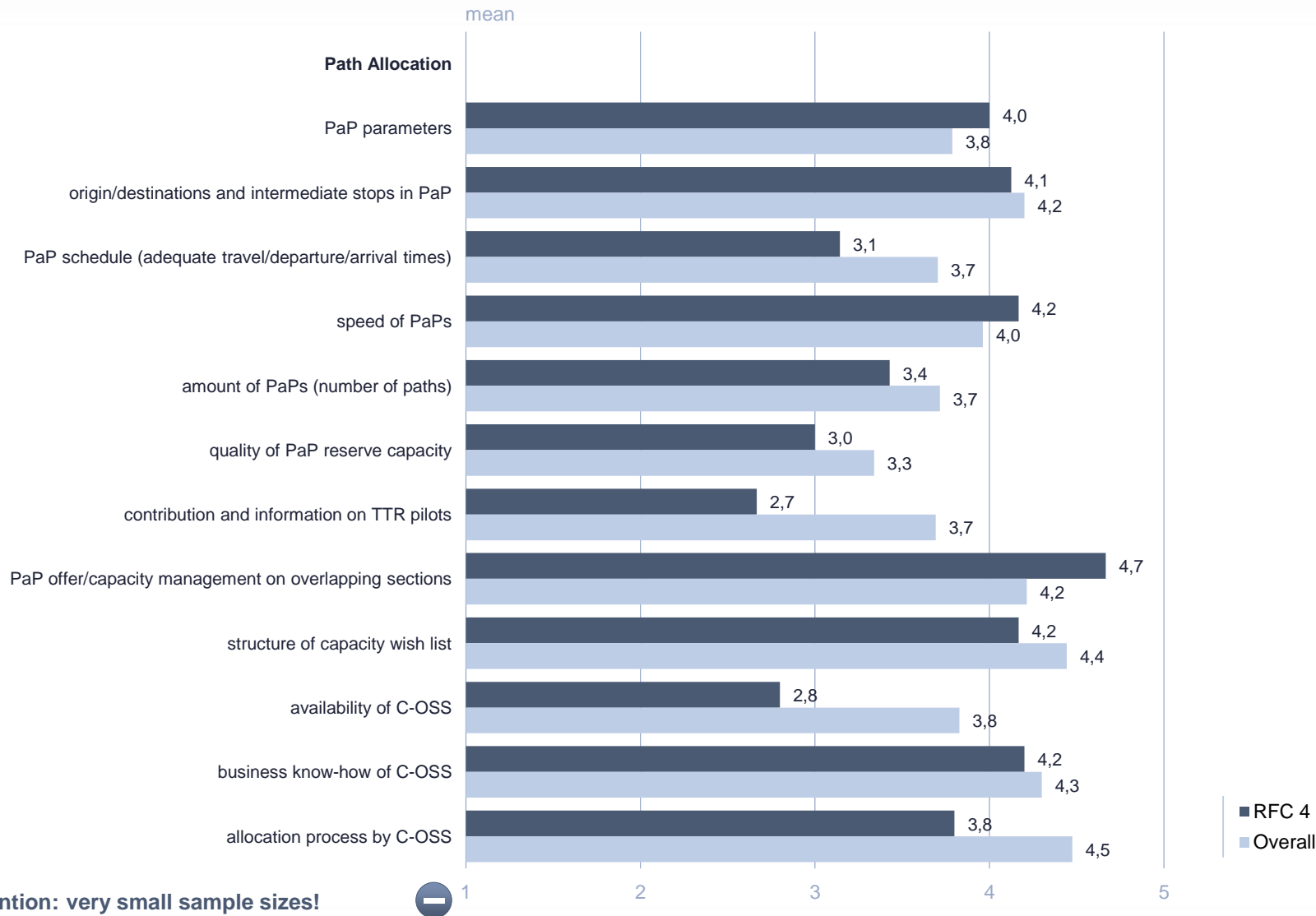




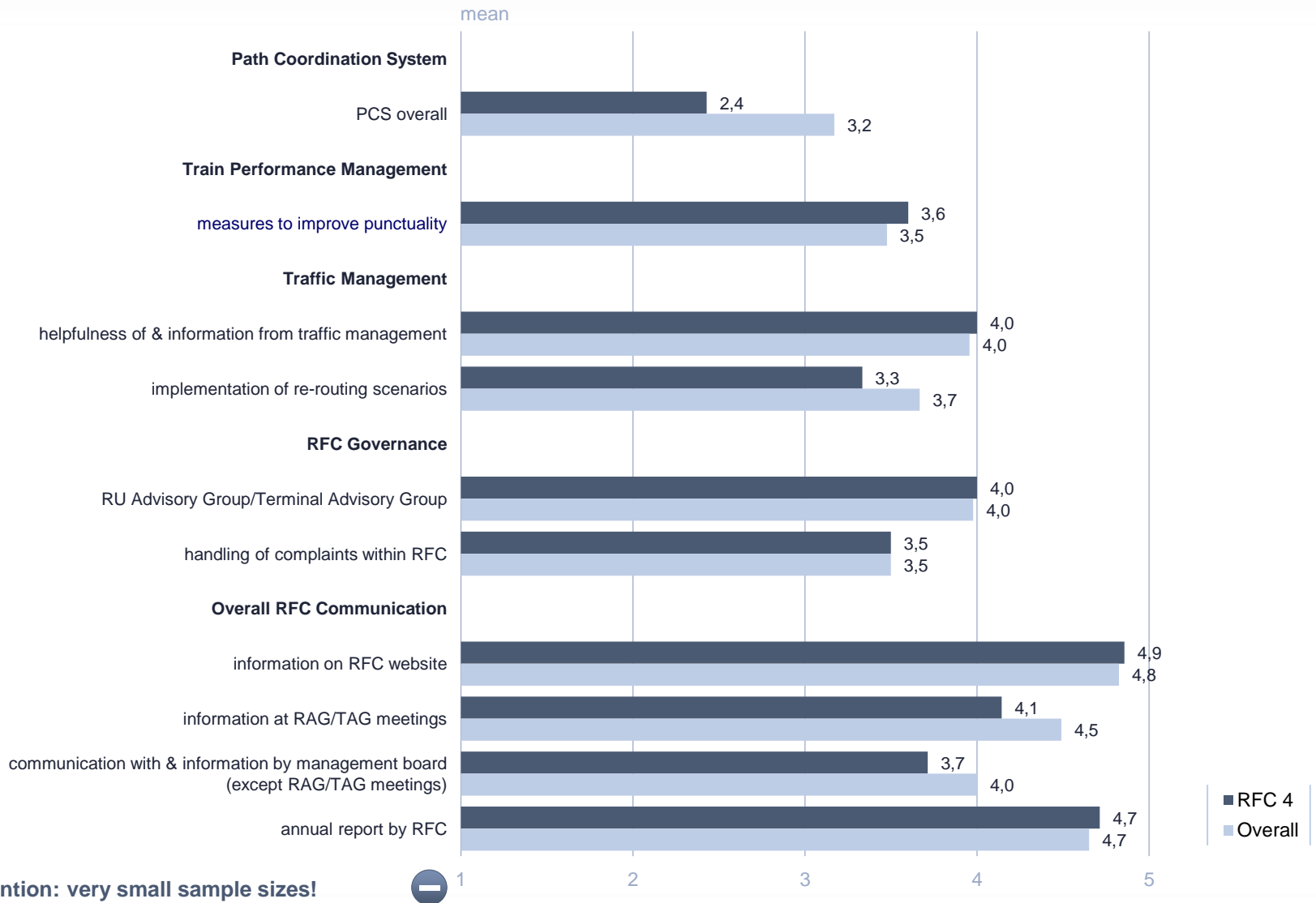
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Attention: very small sample sizes!



Attention: very small sample sizes!





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