



The RFC Network User Satisfaction Survey 2020 Overall Report

RFC USER SATISFACTION SURVEY 2020

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

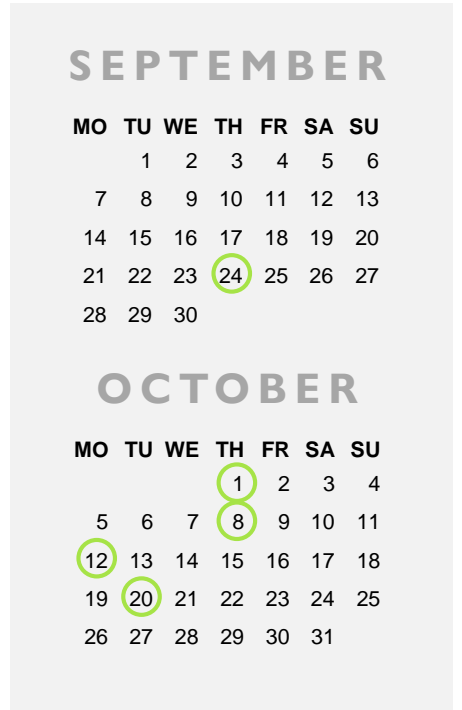
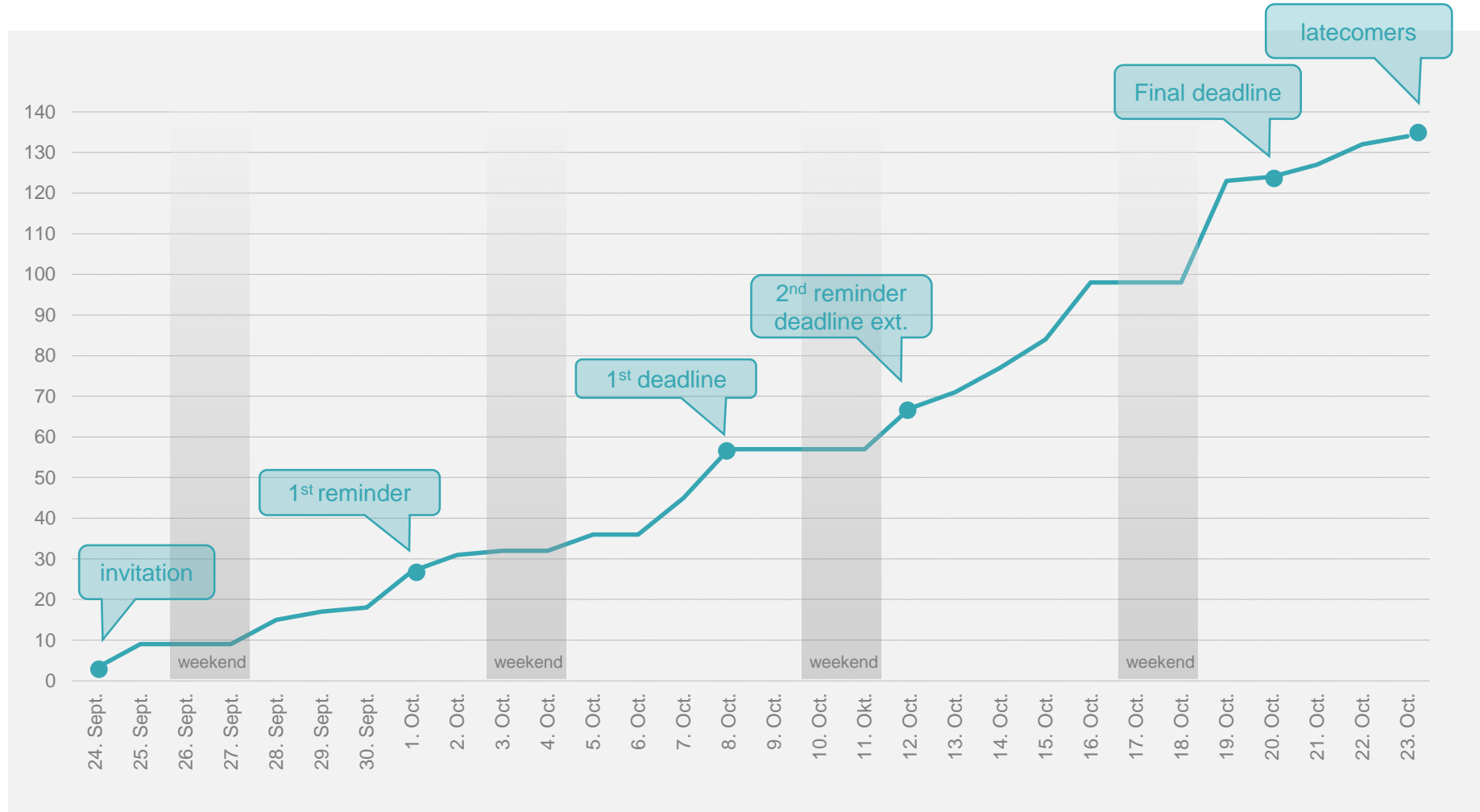
SURVEY DESIGN



- 77 respondents || 134 evaluations*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 273 e-mail invitations sent (406*)
- Field Phase: 24th September to 23rd October 2020

** One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors. Therefore the number of evaluations is higher than the number of respondents.*

RESPONSE OVER TIME



* The respondent is counted multiple times if his/her organisation uses multiple corridors.

SATISFACTION & RESPONSE

Customer satisfaction



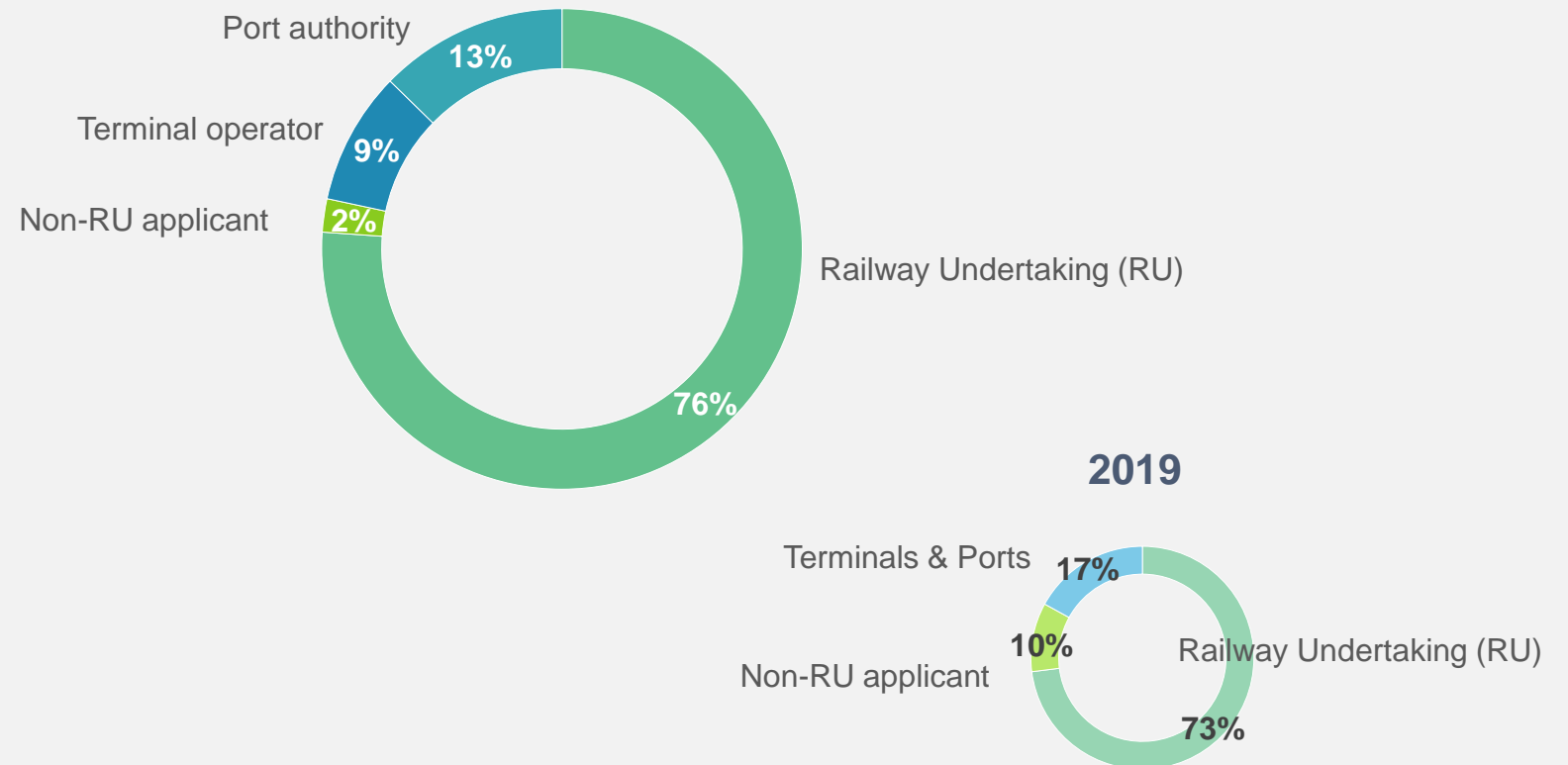
**Answers given were very satisfied, satisfied and slightly satisfied.*

77
respondents

This is an increase in respondents of 13% compared to the previous year.











Respondents 2019: 67

Target groups in %



RESPONSE RATE

Compared to the previous year

	Overall											
Total interviews	134 (+9)	14 (-5)	12 (-3)	13 (-1)	6 (-4)	19 (+5)	21 (+/-0)	14 (-6)	16 (+4)	7	5	7
Interviews RUs/non-RUs	106	9	7	9	5	14	16	14	13	7	5	7
Interviews Terminals/Ports	28	5	5	4	1	5	5	0	3	0	0	0
Invitations sent	273 (-29)	44 (-14)	43 (-43)	35 (-2)	13 (-42)	26 (-2)	16 (+/-0)	68 (+6)	35 (+2)	20	70	36
Response rate overall (3 more RFCs in 2020)	49% (+8%)	32% (-1%)	28% (+10%)	37% (-1%)	46% (+28%)	73% (+23%)	131% (+/-0)	21% (-12%)	46% (+9%)	35%	7%	19%
Response rate overall (comparable to 2019 – calculating only RFCs 1-8)	55% (+14%)											
Total interviews: 115												
Invitations sent: 211												

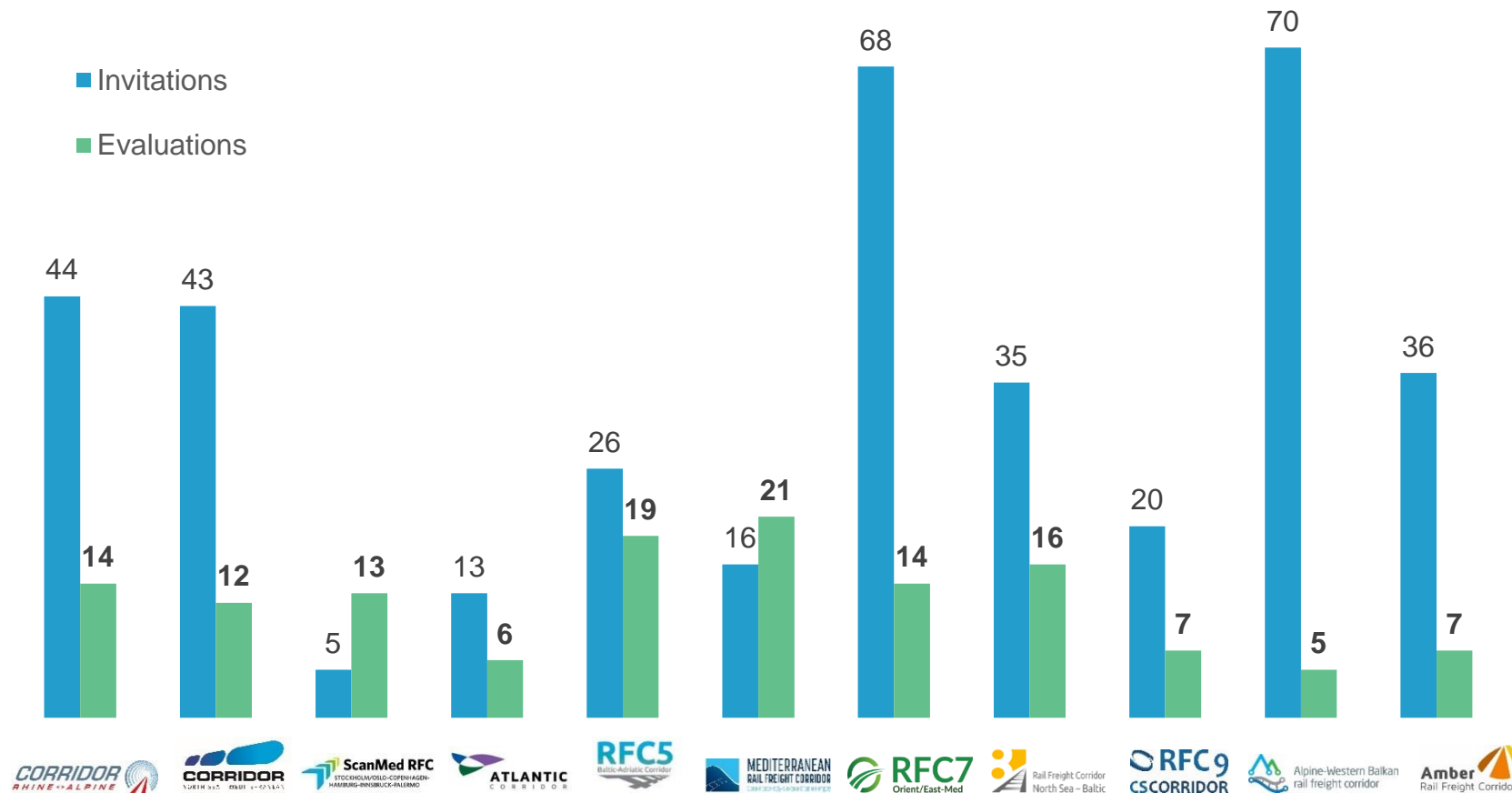
2020 (change from 2019):

- Only full evaluations are counted in 2020. 2019 included 3 partial evaluations.
- RFC9, RFC10 and RFC11 participated for the first time.

* Response rate overall higher than 100% is due to uninvited respondents.

RESPONSE RATE

Invitations vs. Evaluations ratio



Customer response rate

49%

Response rate

Compared to the past year it has been a increase of 8%.

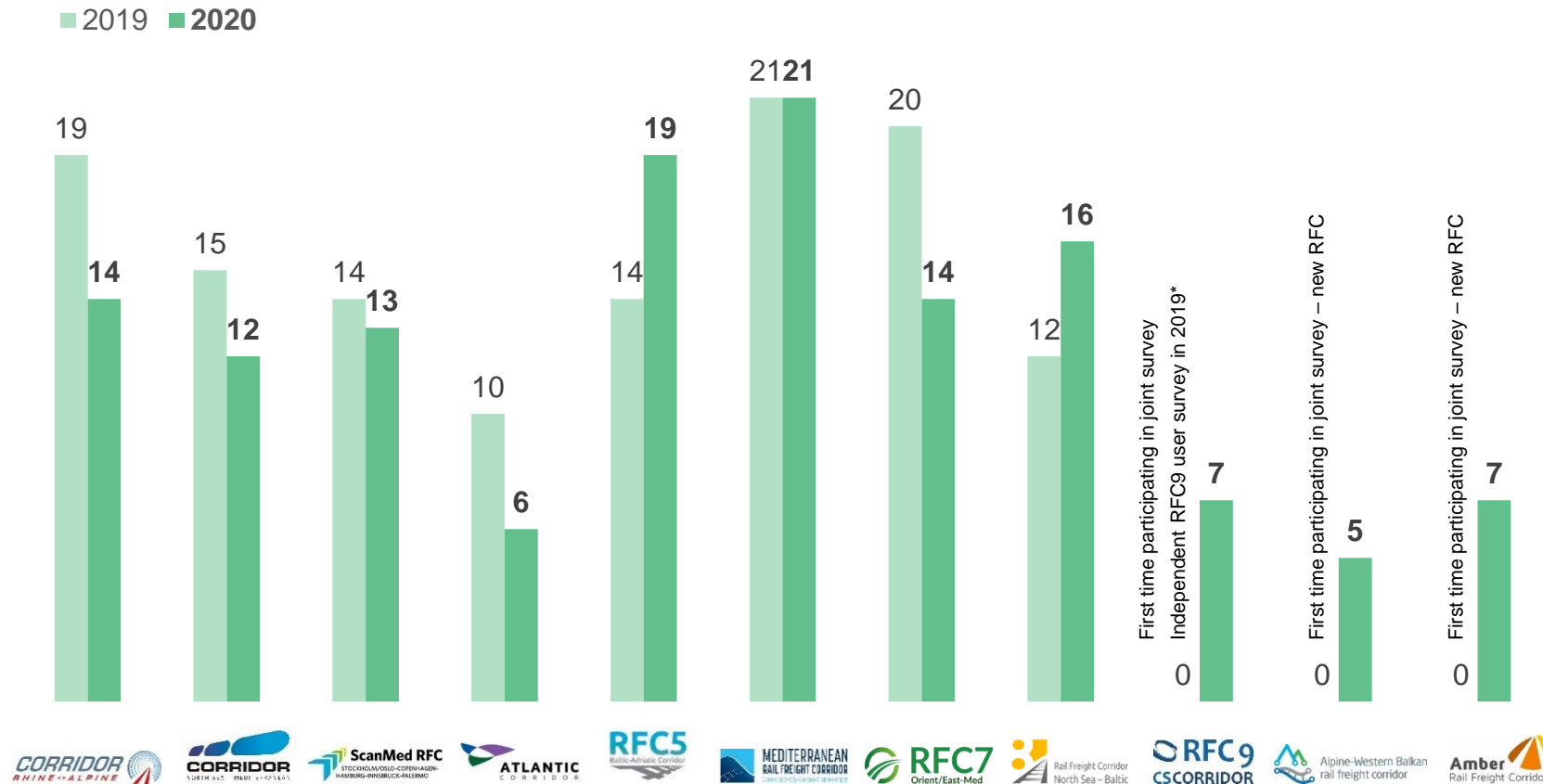
2019: 302 Invitations and 125 evaluations
2020: 273 Invitations and 134 evaluations


**The response rate is the ratio btw. the number of invitations sent and the evaluations completed.*

**In 2020, 3 additional RFCs participated. If calculated on a comparable basis the response rate in 2020 without RFC9,10 and 11 is 41% (same as in 2019).*

EVALUATIONS

Number of responses 2019 vs. 2020




7%
Overall increase of responses
 Responses 2019: 125
 Responses 2020: 134

**The number of responses results in the evaluations completed (so one invitee could be counted multiple times if he/she answered for several RFCs. This year only complete evaluations were counted, in 2019 also partial evaluations were counted.*

- » "On which RFC do you operate your services and would like to evaluate?"
- » sample size = 128; 134

* RFC9 user survey report 2019 can be found on website (<http://www.rfc9.eu/>)

02 SATISFACTION WITH THE RFC NETWORK

SATISFACTION WITH RFC NETWORK

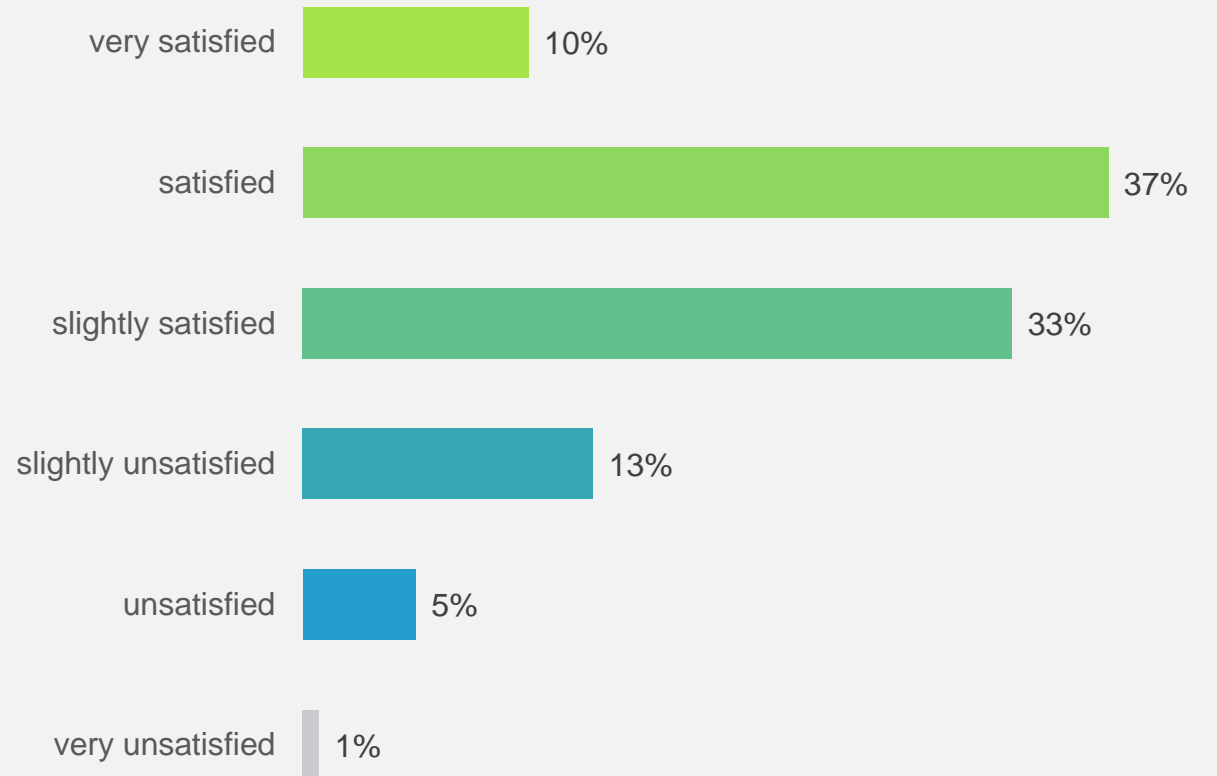
- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports

- » sample size = 134

81%

Generally satisfied

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



SATISFACTION WITH INFRASTRUCTURE

Priority areas

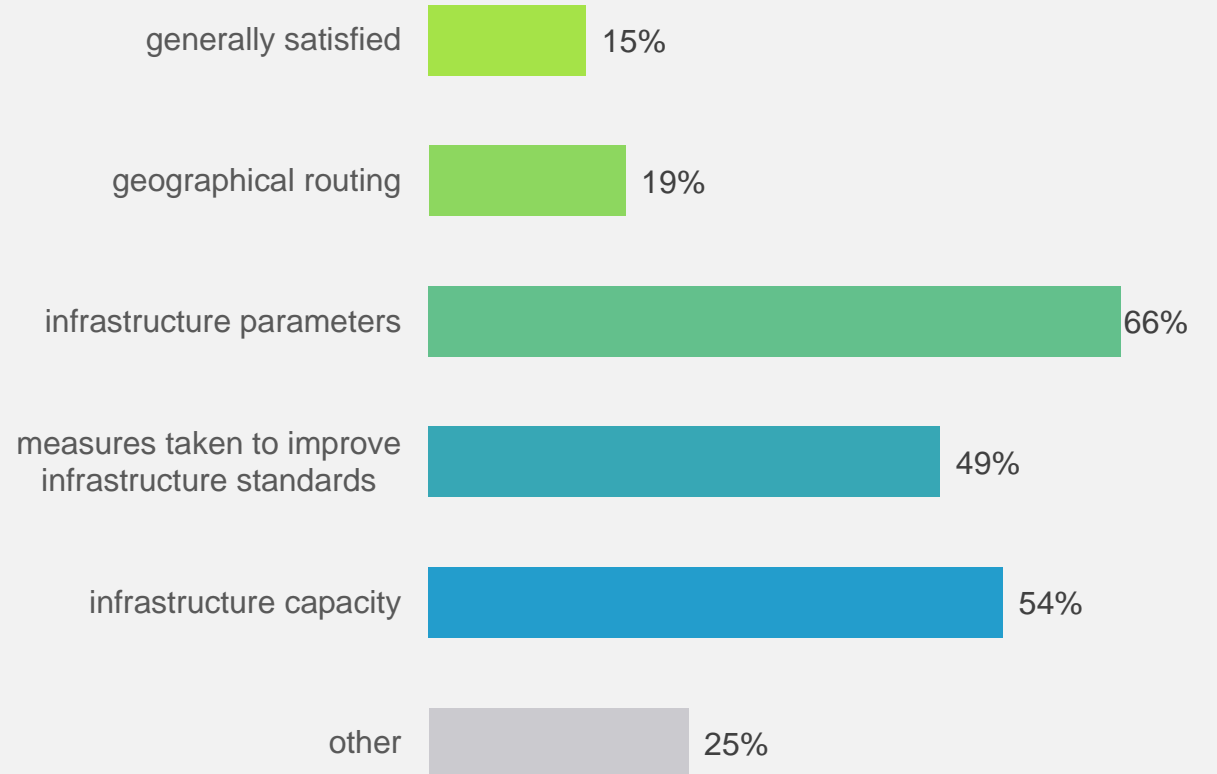
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

15%

chose generally satisfied though improvement is appreciated

Focus on

- 1 Infrastructure parameters
- 2 Infrastructure capacity
- 3 Measures to improve infrastructure standards



OTHER COMMENTS:

RFC 1:

- Interoperability+harmonization borders / infra standards on RFC and re-routings / proactive coordination and RU information-consultation on TCRs (several mentions)
- Interoperability+harmonization at borders / infra standards + their availability on re-routings / Milano-Bologna line should be part of RFC1
- Some bottlenecks on the corridor make it impossible or very difficult for the RU to manage arrivals on time

RFC 2:

- As the past year, we would like to have a RFC with more power in case of issues, which will work as an independant body.
- Interoperability and Harmonization at border crossings; infrastructure standards and availability on re-routings; proactive information on TCR (several mentions)
- P400 needed

RFC 3:

- Interoperability + harmonization at borders - infra standards and their availability also on re-routings / proactive TCR coordination and consultation (several mentions)

RFC 4:

- Infrastructure standards and availability on re-routings; proactive coordination, information and consultation on TCRs; harmonisation at borders (several mentions)
- Coordination of investment plan for infrastructure needs to be put in place

RFC 5:

- We need more space in Tarvisio: the border is quite full! It's a great problem!
- Interoperability+harmonization at borders / infrastandards / availability of re-routings / proactive coordination, information, consultation on TCRs (several mentions)

RFC 6:

- Need of Vintimille section to be included in the RFC scope
- We need the RFC more powerful for taking decisions like an independent body
- Interoperability+harmonization at borders / infrastructure standards / availability re-routings / TCR proactive coord., information, consultation (several mentions)

- know which are the future mesasure to improve the functionality of the corridor

RFC 7:

- quality of the products
- better coordination of track closures, harmonisation of different national traffic rules, orders, regulations
- Interoperability, harmonization at border crossings. Definition and respect of a workflow with IMs regarding prioritisation of RFC trains to borders. (several mentions)

RFC 8:

- Interoperability and harmonisation at border crossings; infrastructure standards and availability on re-routings.
- Interoperability and harmonization at border crossings; infrastructure standards and availability on re-routings; proactive TCR consultation & coordin (several mentions)
- Border crossings Bad Bentheim and Frankfurt Oderbrücke

OTHER:

RFC 9:

- Interoperability+harmonization borders / infra standards on RFC and re-routings / proactive coordination and RU information-consultation on TCRs (several mentions)

RFC 11:

- Umleitungsverkehre, Baustellen- und Unfallmanagement
- Interoperability and harmonization at border crossings; infrastructure standards and availability on re-routings - TCR management

SATISFACTION WITH TCR

Priority areas

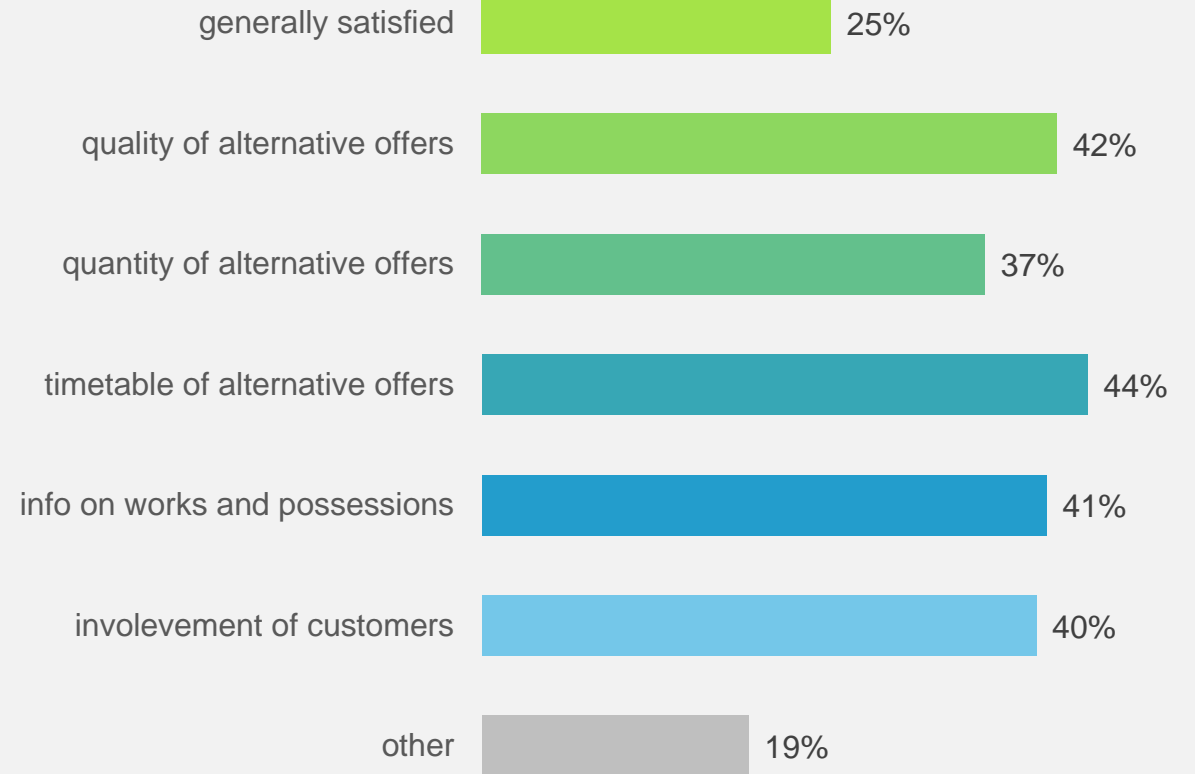
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

25%

chose generally satisfied though improvement is appreciated

Focus on

- 1 TT of alternative offers
- 2 Quality of alternative offers
- 3 Information on works and possessions



OTHER COMMENTS:

RFC 1:

- Annex VII to 2012/34: implementation of mandatory consultation of RUs in all TCR process phases / definition of RFC role (several mentions)
- Alternatives for Profile P400 and crucial bottlenecks. Still perspective on the whole stretch intern. trains. It has improved, though not on point yet
- As a terminal operator, it is not clear which of the aforementioned indicator is the right one, quantity, quality or time-table of the alternative of

RFC 2:

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases (several mentions)

RFC 3:

- Annex VI of 2012/34: implementation of RU consultation (development of Reg WG North!) / definition of RFC role (several mentions)

RFC 4:

- Definition of the role of the RFC within the process described by annex VII to Reg 2012/34 and application of the procedure laid down in that annex. (several mentions)

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases.
- Not currently concerned by this issue

RFC 5:

- Annex VII to 2012/34: mandatory consultation of RUs in all TCR process phases / definition of the role of the RFC
- Implementation of Annex VII to 2012/34: mandatory consultation of RUs / definition of the role of the RFC

RFC 6:

- We need more coordination especially between France and Italy when there are some track-works.
- Annex VII to 2012/34 implementation: mandatory consultation of RUs / definition of the role of the RFC (several mentions)

RFC 8:

- Timetables should be made in such a way that the trains can drive with 10hrs from BadBentheim to Oderbrücke in DE
- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases; RFC role in that process (several

mentions)

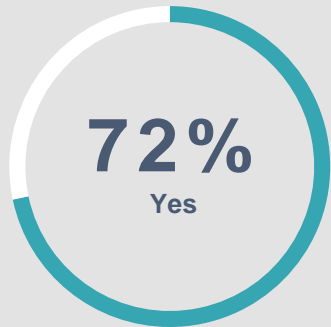
- Not sure as a terminal I can give a proper answer on which of the indicator has to be improved (see RU)

RFC 11:

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases.

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

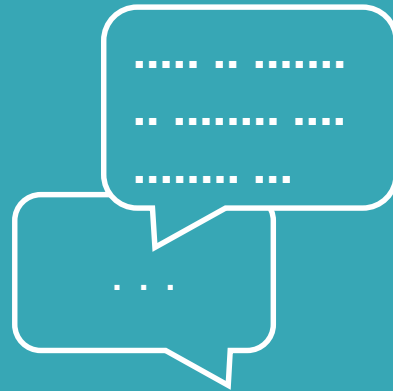
Capacity request via C-OSS



Compared to the past year it has been a 4 % decrease*.

* 3 new corridors included in 2020

COMMENTS



Reasons for not ordering via the C-OSS:

Corridor lines are slower than normal lines

Direct contact via IM's easier to solve issues

Timetable not suitable

No visible value

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 106

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 1:

- Main traffic is split at IT/CH border (single wagon load), good coordination within RUs, RFI not relying on PCS
- Ordering is initiated by holder of the contract, in most cases DB Cargo AG

RFC 2:

- No capacity order from our side at all
- We buy the capacities at other RUs
- PCS ordering is initiated by the older of the contract, in most cases DB Cargo DB

RFC 3:

- We haven't ordered PaPs or other RFC's product on the RFC yet. So, we've never had the chance to order capacity via C-OSS
- No visible added value of PaP/RC use for us
- We have no traffic increases

RFC 4:

- Not needed

RFC 5:

- Irregular transport
- We were not the leading RU
- No need to

RFC 6:

- We took a wish list for capacity to C-OSS, but it was not fulfilled
- Because we order train paths via PCS
- Not needed
- Not suitable TT
- Not suitable TT

RFC 11:

- Non satisfactory level of technical parameters between PL and SK
- Corridor lines are slower than normal lines
- No customer needs/demand

RFC 8:

- Direct contact via IM's is easier to solve issues
- PCS ordering is initiated by the holder of the contract, in most cases DB Cargo AG
- Lack of quantity and quality of the paths
- Till now true rail operator

RFC 9:

- Corridor lines are slower than normal lines
- I make all orders via ZSR INFRA
- There was no opportunity

RFC 10:

- Operating only from 2021
- Not have transport

IMPROVEMENT OF RFC COMMERCIAL OFFER

Priority areas

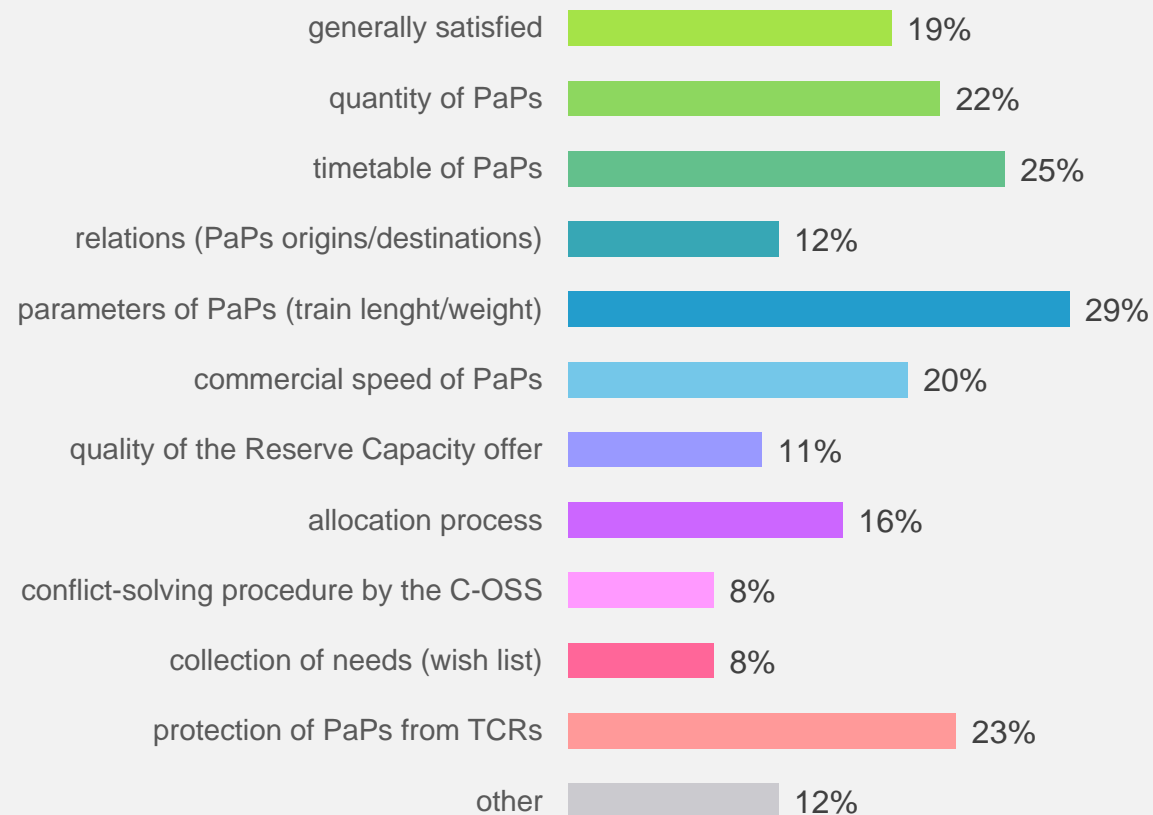
- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 106

19%

chose generally satisfied though improvement is appreciated

Focus on

- 1 parameters of PaPs
- 2 timetable of PaPs
- 3 protection of PaPs from TCRs



OTHER COMMENTS:

RFC 1:

- Timetables and parameters (e.g. loading gauge and train weight) better fitting to RU needs / priority in operations (e.g. in case of disturbances)
- Care for PAP Losers!

RFC 3:

- The efficiency of the PaP. At lot of unnecessary stand still time is being added to the PaPs. Same speed as before, but faster timetables.
- alternative offers (Quality)
- Quantity to be increased in ScanMed North / more priority to "PaP-trains " in operations (e.g. in case of disturbance)
- The quantity of PaPs requires increase especially in the Northern part of the RFC

RFC 4:

- PAP catalogue and préconstruit catalogue do not have the same deadlines.

RFC 5:

- reduced charge for usage
- Priority of PaP-trains in operations (in case of

irregularities/disturbances)

RFC 6:

- The listed items are not commercial offer, just train path allocation. Commercial offer means commercial contracts behind.
- Stability of PAPs (some change may occur after publication by RFC) due to SNCF Réseau
- more flexibility with the PCS process

RFC 7:

- The listed items are not commercial offer but path allocation. Commercial offers need commercial contracts between business partners.

SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

Priority areas

- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

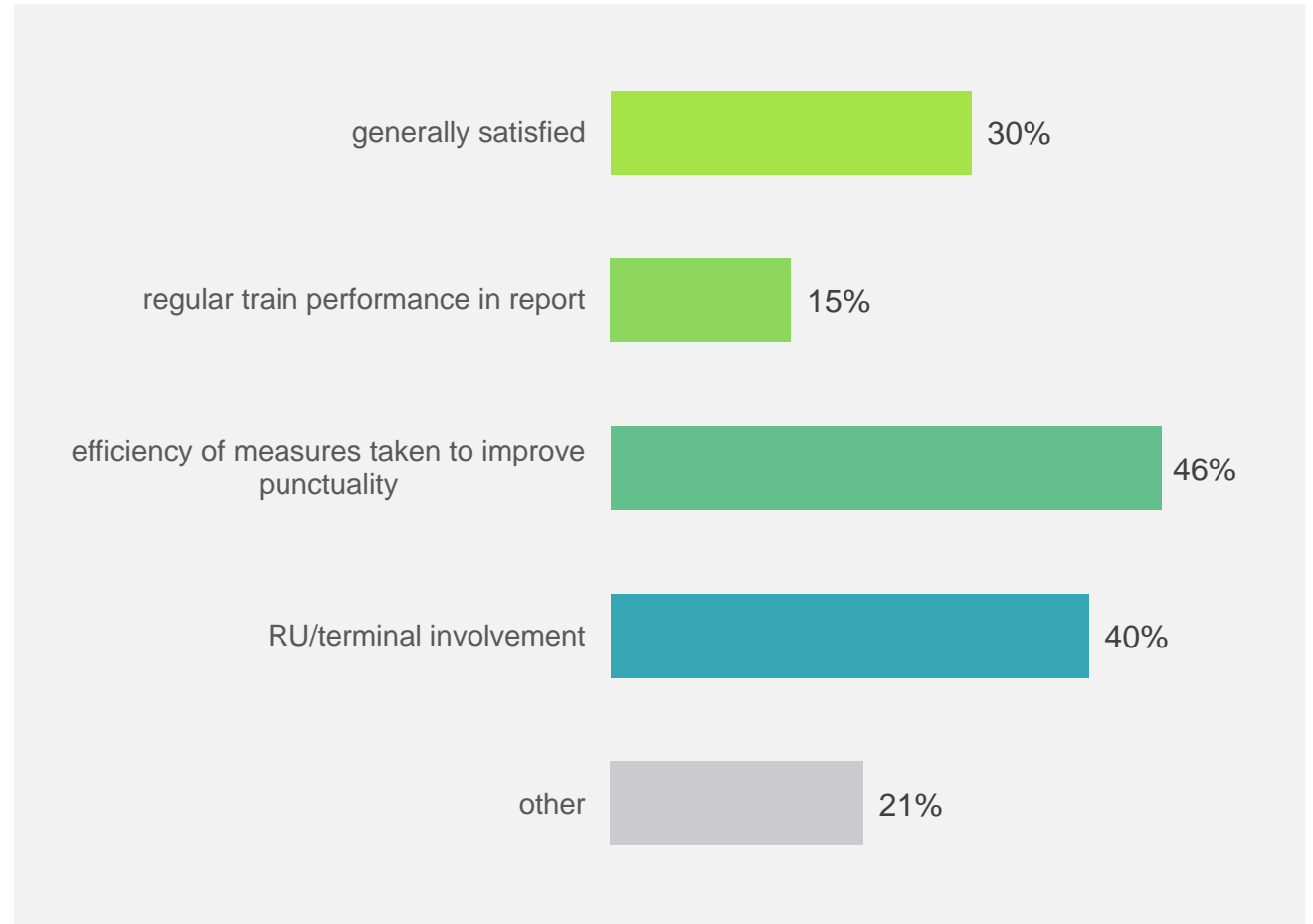
30%

chose generally satisfied though improvement is appreciated

Focus on

1 Efficiency of measures taken to improve punctuality

2 RU/terminal improvement



OTHER COMMENTS:

RFC 1:

- Monthly Corridor Performance Report, no train-by-train.
- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- Transparent involvement of all parties (incl. operators, shippers).

RFC 2:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- No RU-involved TPM for RC2

RFC 3:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

RFC 4:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- Great job from RFC4 with QCO WG regarding TPM.

RFC 5:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- TPM not yet implemented on RFC5 – further steps necessary
- We need a report with a global view of the punctuality performance, it's not necessary train-by-train. IMs know where problems are.

RFC 6:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).
- We need a report with a global view of the punctuality performance, it's not necessary train-by-train. IMs know where problems are.

RFC 7:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

RFC 8:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

RFC 11:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures.
- We track the train performance ourselves.

SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

Priority areas

- » Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 106

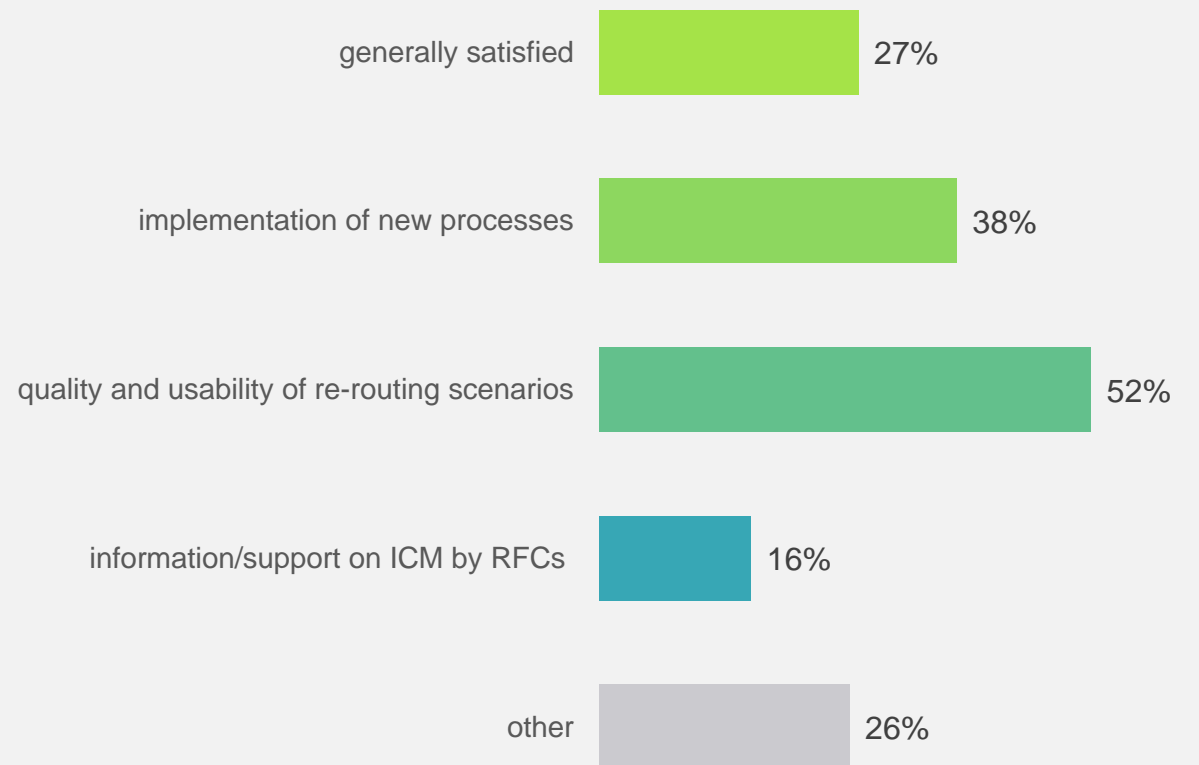
27%

chose generally satisfied though improvement is appreciated

Focus on

1 Quality and usability of re-routing scenarios

2 implementation of new processes



OTHER COMMENTS:

RFC 1:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions)
- Measures to show and improve capacity bottlenecks on rerouting lines

RFC 2:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions)

RFC 3:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

RFC 4:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).
- Rerouting scenarios must respect initial train parameters.

RFC 5:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).
- further input can only follow after testing the published measures in real contingency case

RFC 6:

- We almost never use this book.
- Possibility of rerouting scenarios with same train parameters
- Concrete measures to enable re-routings
- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

RFC 7:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

RFC 8:

- no opinion , we are using the corridor , but not via RFC
- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

RFC 10:

- There is no published ICM Handbook yet.

RFC 11:

- Further work on RU-ICM-handbook and merge into a sector handbook.

SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

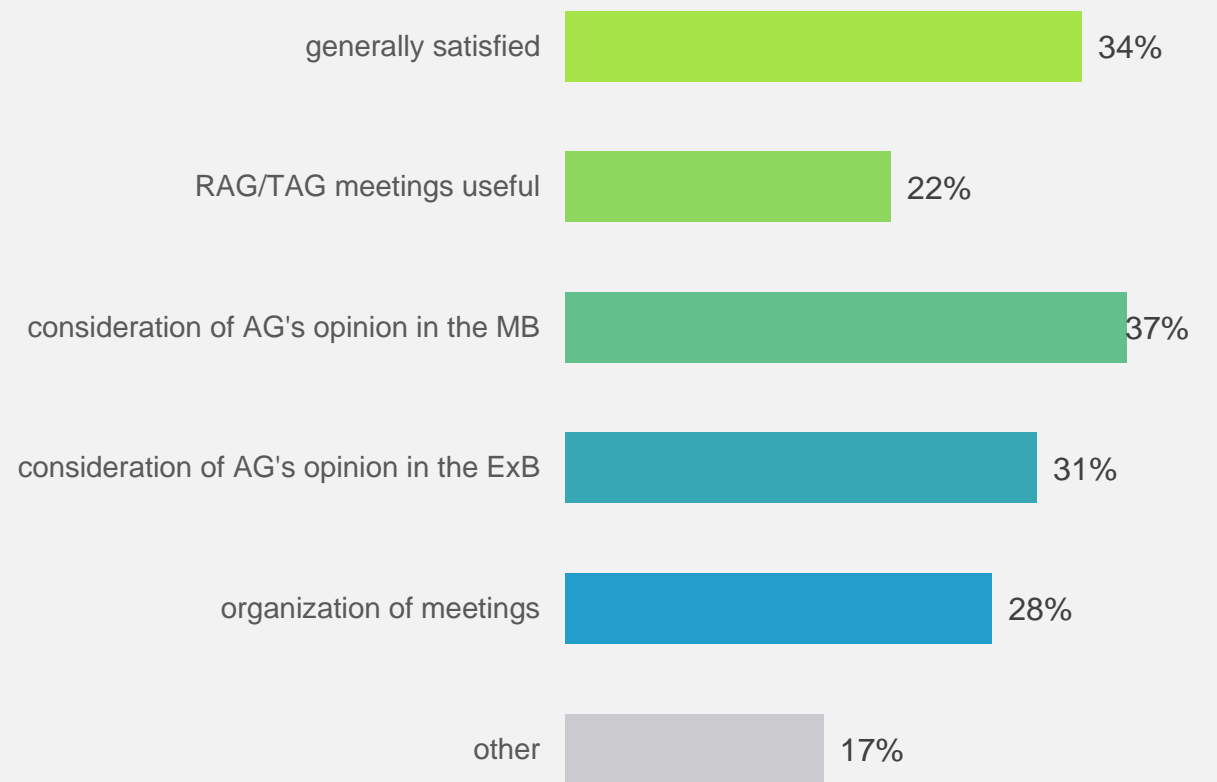
- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

34%

chose generally satisfied though improvement is appreciated

Focus on

- 1 consideration of AG's opinion in the MB
- 2 consideration of AG's opinion in the ExB
- 3 organization of meetings



OTHER COMMENTS:

RFC 1:

- Positive to have possibility to hold on-line RAG meetings. Future presence meetings should be coordinated with other RFCs to reduce travel effort
- Formation and output of concrete projects

RFC 2:

- organization of meetings has for us a lower priority than the other 2 aspects (several mentions)
- Organizing a physical RAG + an online RAG per year
- extend the share of best practices initiated in 2019

RFC 3:

- Organization of meetings has for us a lower priority than the other 2 aspects (several mentions).

RFC 4:

- The organisation of meetings has for us a lower priority than the other 2 aspects (several mentions).
- Organizing an online meeting + a physical meeting per year

RFC 5:

- Organization of meetings less important than other 2 aspects

RFC 6:

- One physical meeting a year + one digital meeting a year

RFC 7:

- nemam nazor na tento aspekt
- to reach the result in line with the considered RAG' opinion in the MB/ExB is very slow

RFC 8:

- Border crossings , parameter increases , quick paths
- The organisation of meetings has for us a lower priority than the other 2 aspects (several mentions).

RFC 10:

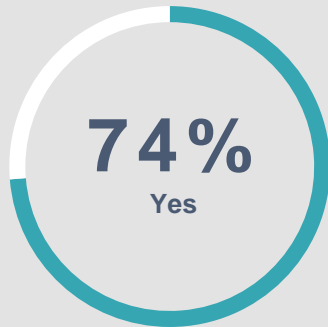
- There is no published ICM Handbook yet.

RFC 11:

- At least two times per year meetings would be necessary
- The organization of meetings has for us a lower priority than the other 2 aspects.

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 137

SATISFACTION WITH COMMUNICATION SERVICES

Priority areas

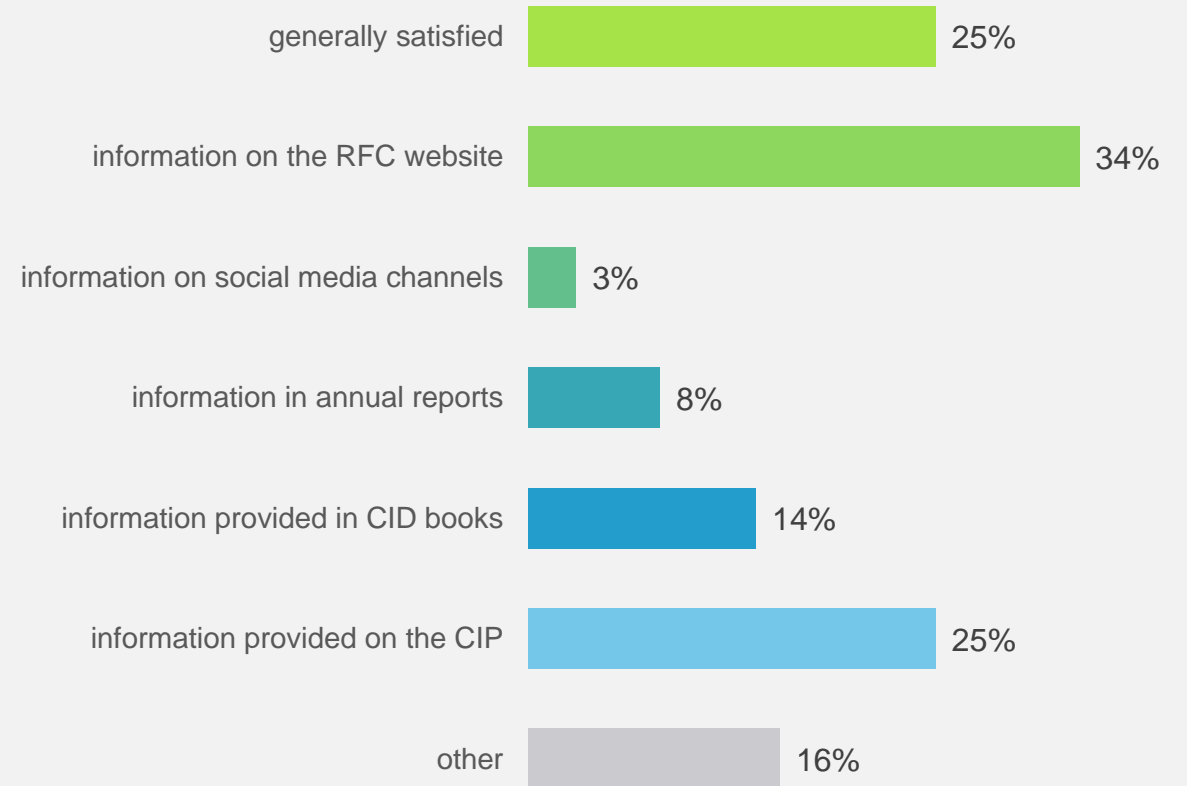
- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 134

25%

chose generally satisfied though improvement is appreciated

Focus on

- 1 information on RFC website
- 2 information provided on CIP
- 3 information provided in CID



OTHER COMMENTS:

RFC 1:

- Precise information about targeted implementation of ERTMS and TEN-T parameters
- TCR Tool / proactive customer service on capacity products (email+phone) / targeted infra parameters (ERTMS, 740-m-network) several mentions

RFC 2:

- the flexibility on PCS communication services
- TCR Tool - Proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)

RFC 3:

- TCR tool / proactive customer service related to capacity products (email and phone) several mentions

RFC 5:

- TCR Tool / Proactive customer service for RFC capacity products: e-mail and telephone

RFC 6:

- TCR Tool

RFC 7:

- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)

RFC 8:

- The amount of information should be reduced and simplified so that it will be used more
- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)
- Information side for the real customers (the clients of the rail operators and terminals) and terminals)

RFC 10:

- the infos regarding the quality of the corridor paths and delays.

RFC 11:

- Kommunikation und Problemlösung - grenzüberschreitend im täglichen Geschäft
- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone

INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

- » Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?
- » Answered by: RUs/non-RUs
- » sample size = 106

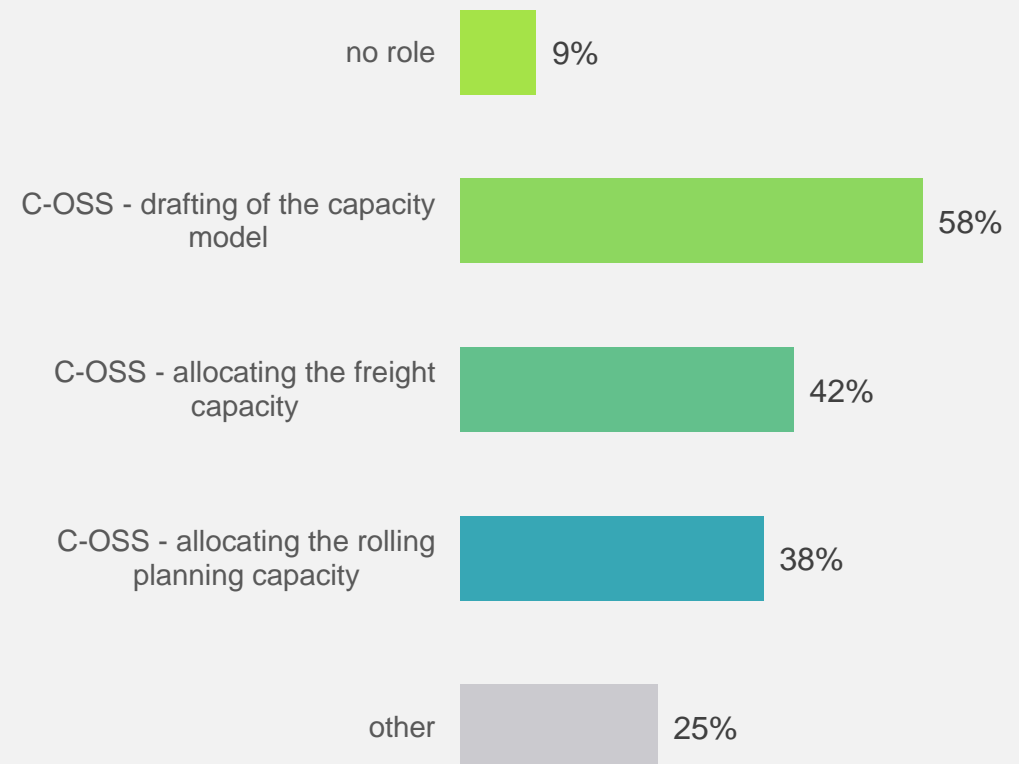
9%

No role

No involvement
of the RFCs & C-OSS needed

OTHER, COMMENTS

RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains.



OTHER COMMENTS:

ALL:

- RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains.
AND:
RFCs should steer the process and ensure that the models reserve enough capacity for international freight trains for each route.
(several mentions)
- Active involvement of RUs into C-OSS activity.
- Make sure paths remain always coordinated including in adaption phase (no intervention before offer but right to act if not coordinated).
- Monitor correct execution of all process phases by IMs.
- C-OSS should check the quality of the paths and running trains.
- C-OSS should have a role in all above.

CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

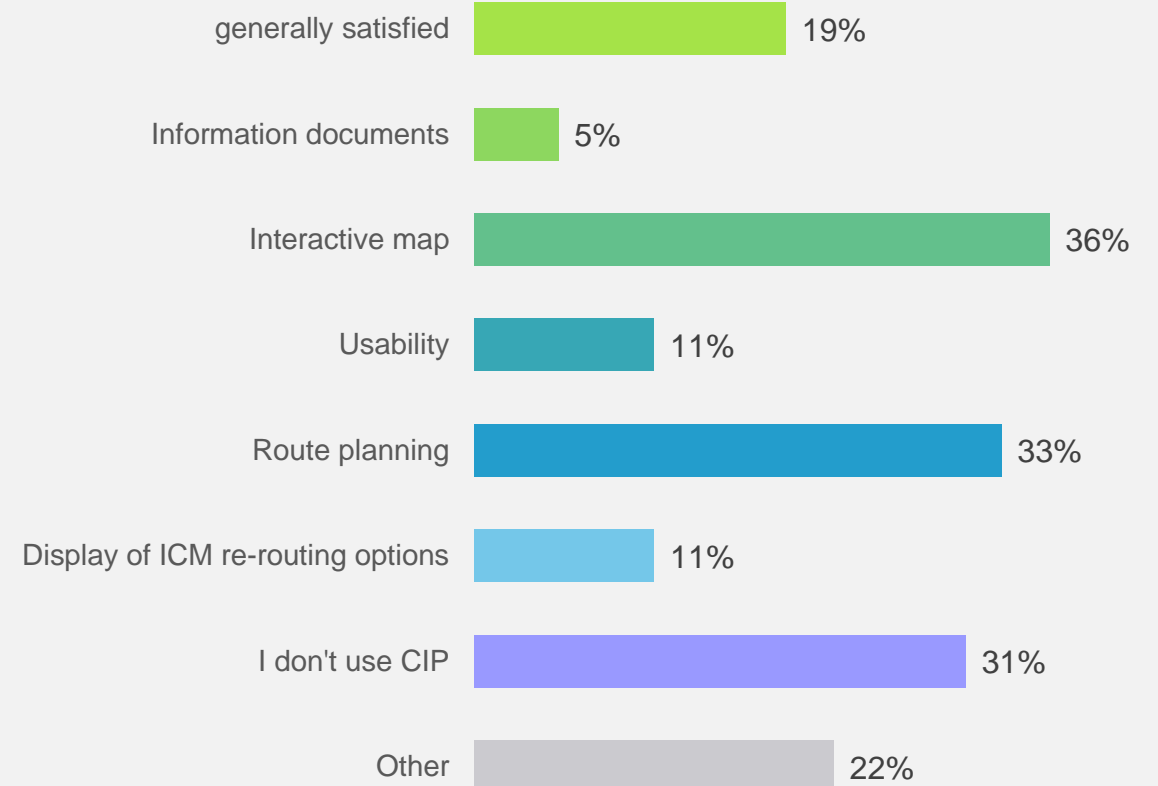
- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 134

19%

chose generally satisfied though improvement is appreciated

OTHER, COMMENTS

Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function



OTHER COMMENTS:

ALL:

- Publication of TCRs on CIP (several mentions)
- TCR information need on the map
- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function (several mentions)
- Complete and reliable infra data; outlook for ERTMS and TEN-T parameter implementation; PaP route visualization; PaP O/D chosen from list (similar mentioning several times)
- Presentation of PaPs with the possibility to search for fitting PaPs by entering O-D and parameters
- More easy use for the real customers (the companies that are gaffing the loadings)
- To show TCRs as well
- ICM re-routing integration on a map
- Please update to state of the art IT

NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

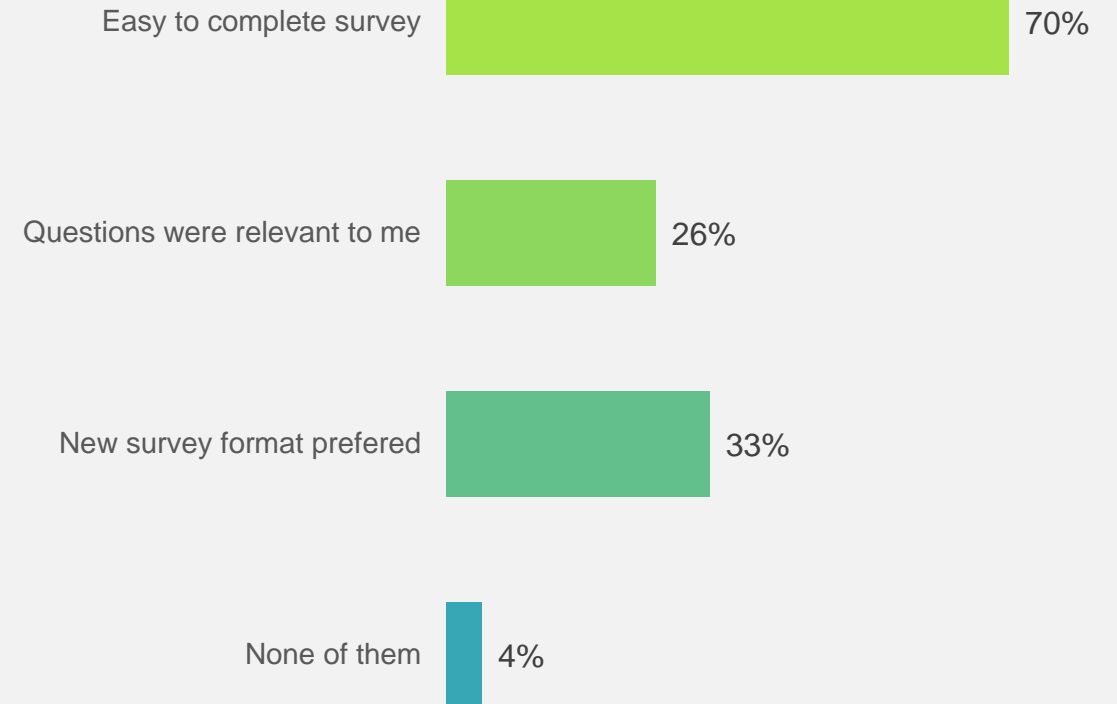
- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 134

70%

**Easy to complete
survey**

OTHER, COMMENTS

- Survey only bi-/triannually
- More open answers and space to comment
- Option to answer for several RFCs at one time



OTHER COMMENTS:

ALL:

- Some text fields ('other') were too small for entering the intended text (mentioned several times).
- Survey to be conducted every 2 year and in January (instead of October).
- Not needed every year, every 2 or 3 years sufficient (mentioned several times).
- No possibility to answer for more than 1 RFC at a time (mentioned several times).
- We would like to get the possibility to fill in more answers than one (we are a Rail Company and Terminal).
- RFC is very nice idea, but the main problem is, that infrastructure on many states in EU didn't accept it. RFC trains have not any benefit over other freight trains. What is the different for customer (operator of train or carrier) when he will order 'standard train' or RFC train to Timetable? Sorry, but currenty without any stimulus from RFC side for customers. What is the reason that is better for customer order of RFC train? Thank you and have a nice day.
- Very closer to our production real topics.
- Always provide free text.
- Port operator is not a direct user of RFC services.

NEW USER SATISFACTION SURVEY

comments

Some text fields ('other') were too small for entering the intended text (mentioned several times).

Not needed every year, every 2 or 3 years sufficient (mentioned several times).

No possibility to answer for more than 1 RFC at a time (mentioned several times).

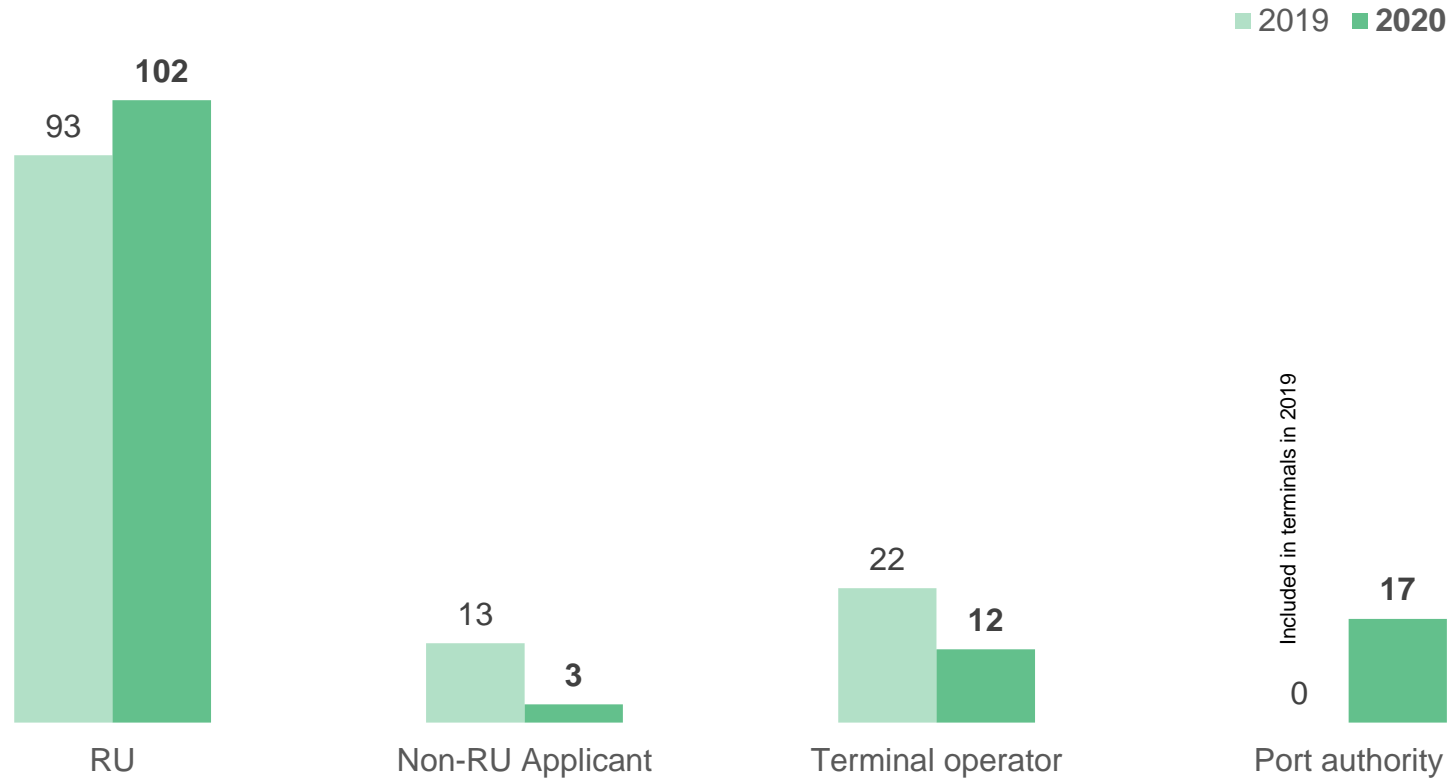
Always provide free text.

03 SAMPLE DESCRIPTION



SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 134; 128;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY



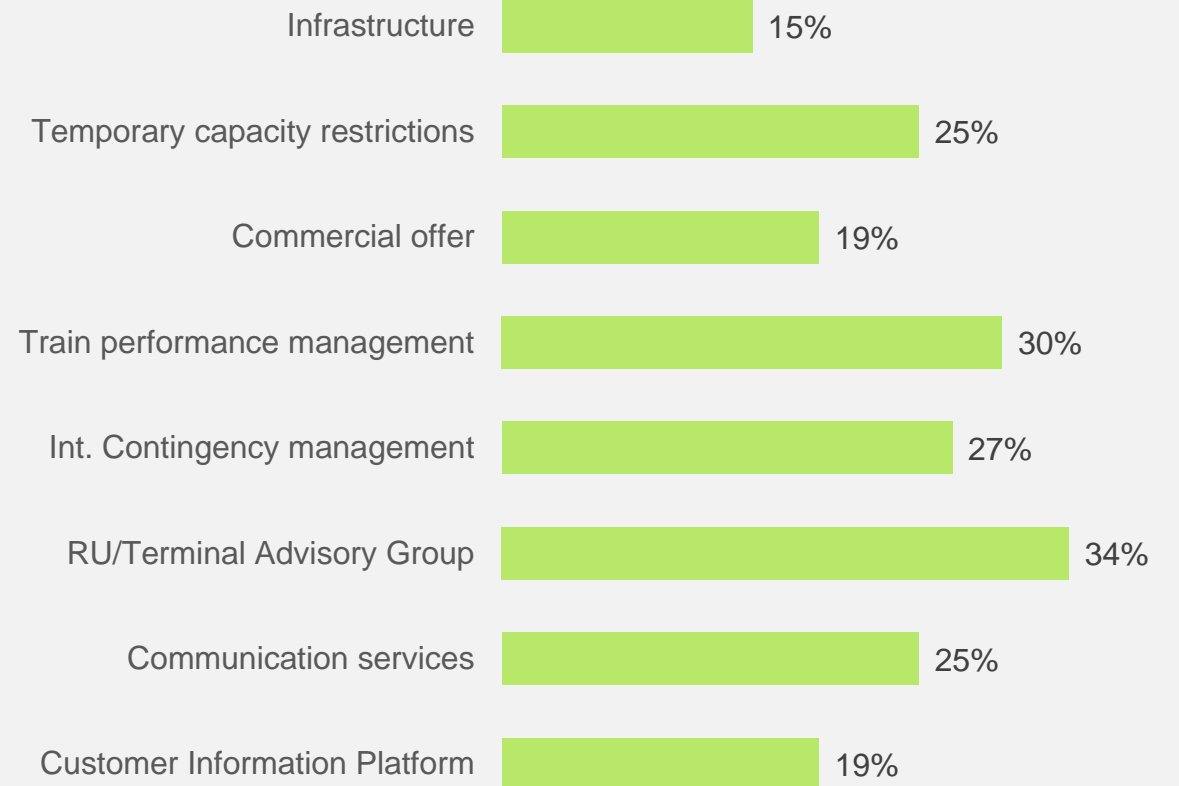
SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

- » General satisfaction with each topic
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

24%

average of each topic,
respondents used
the answer
'generally satisfied'



SUMMARY – OTHER

All respondents

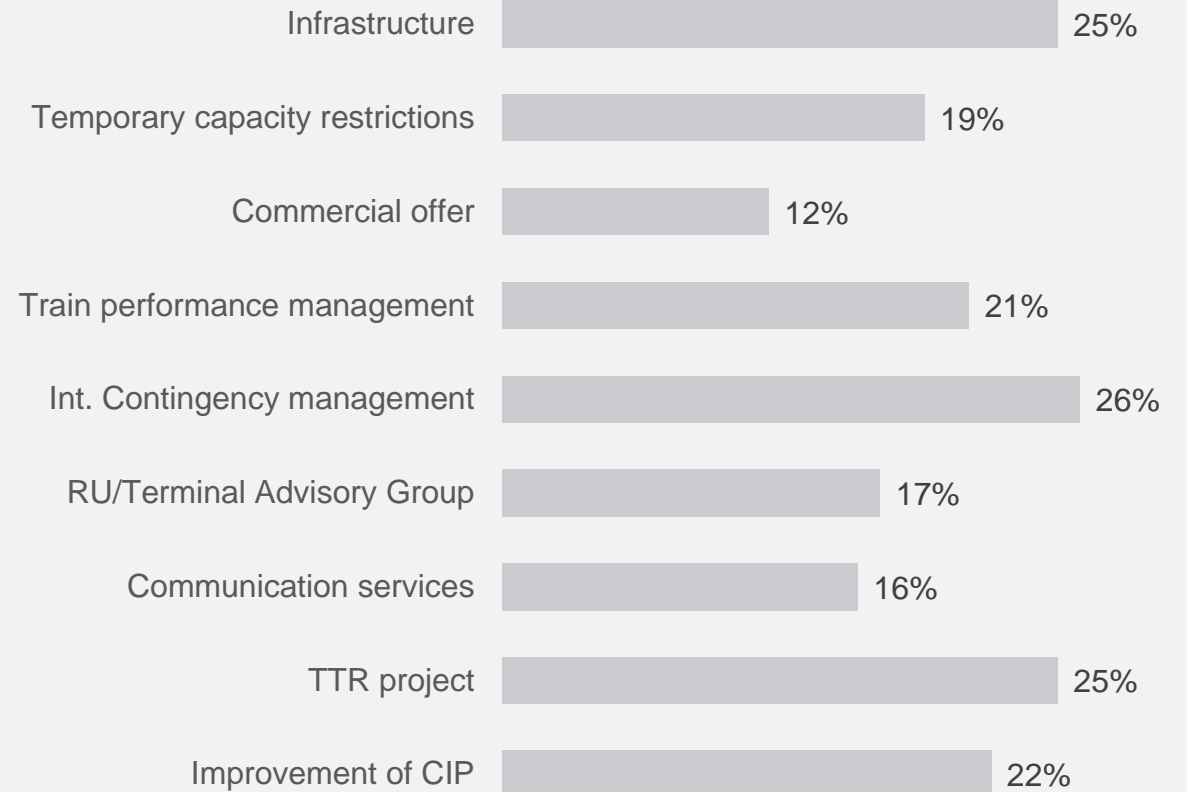
- » Other was chosen as an answer and a comment was given
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

20%

average of each topic, respondents used the option 'other' to give an open answer.

OTHER, COMMENTS

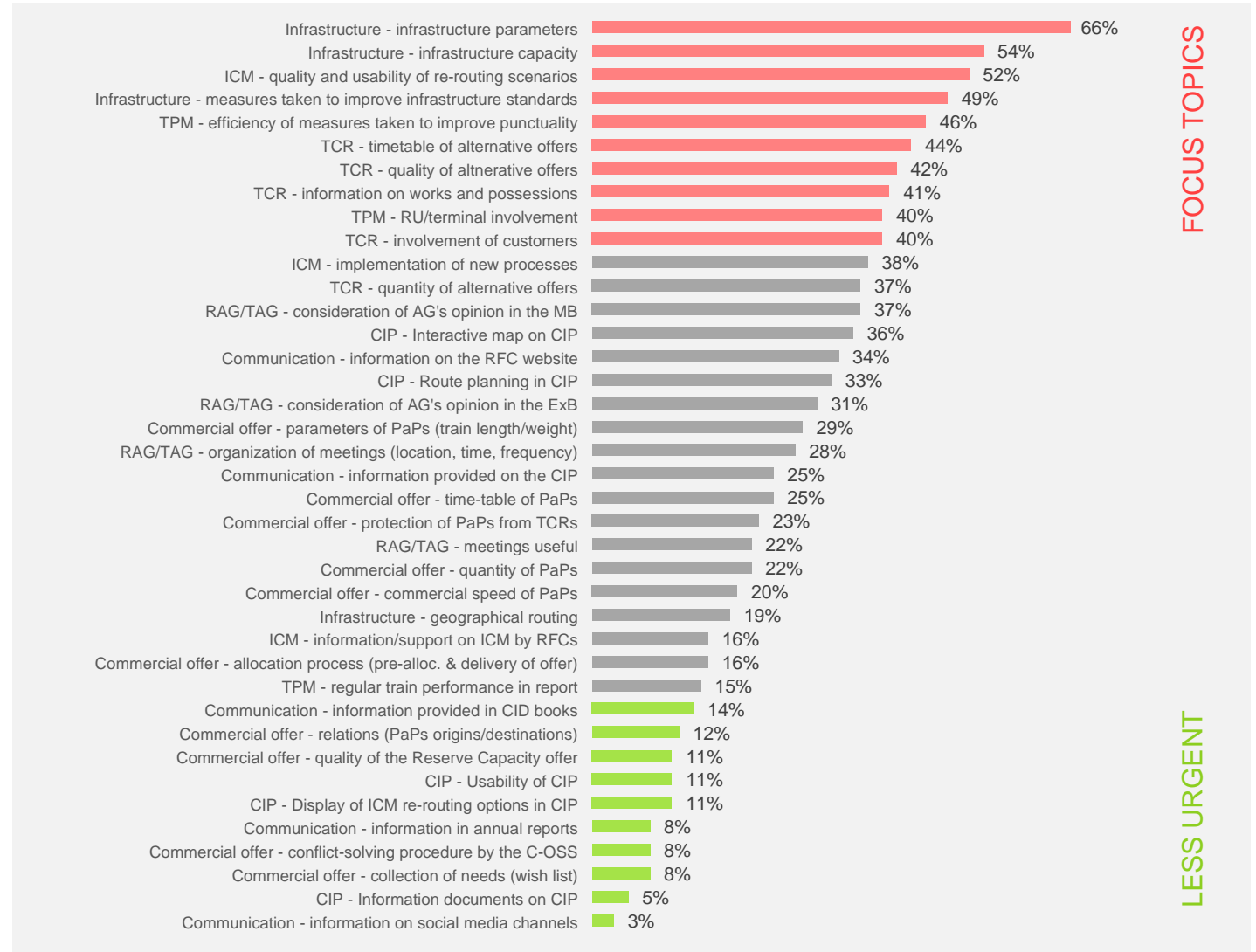
The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.



SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 134, answered by RUs only 106)



FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Top 10 of focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 134, answered by RUs only 106)

3 Most important topics

1. Infrastructure parameters
2. Infrastructure capacity
3. ICM re-routing scenarios

