



**The RFC Network
User Satisfaction**

Survey

2020

Report for RFC4

RFC USER SATISFACTION SURVEY 2020

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 6 respondents || 6 evaluations*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 13 e-mail invitations sent
- 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.*

SATISFACTION & RESPONSE

Customer satisfaction



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

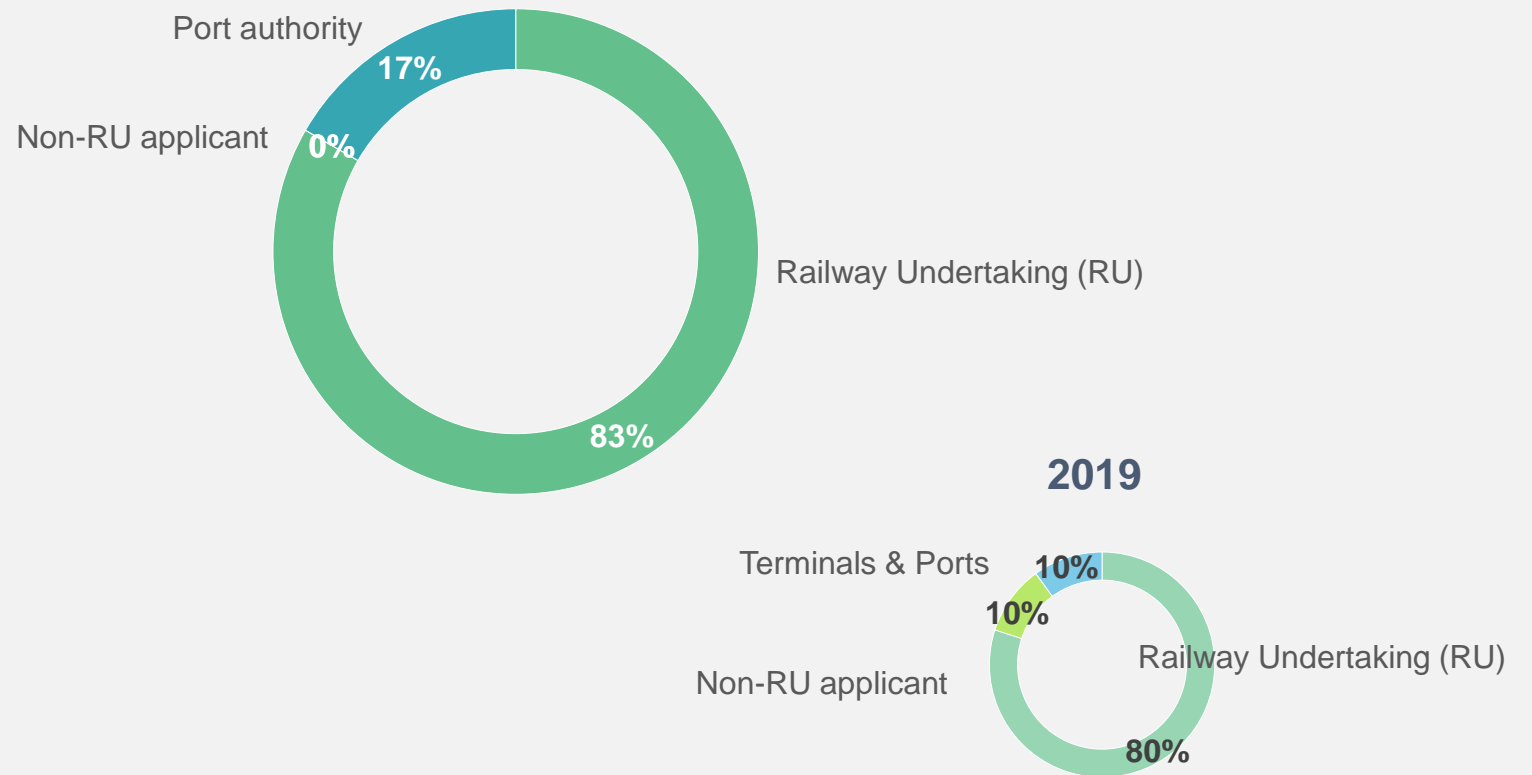
6

evaluations

This is a decrease in evaluations of 40% compared to the previous year.

Evaluations 2019: 10

Target groups in %



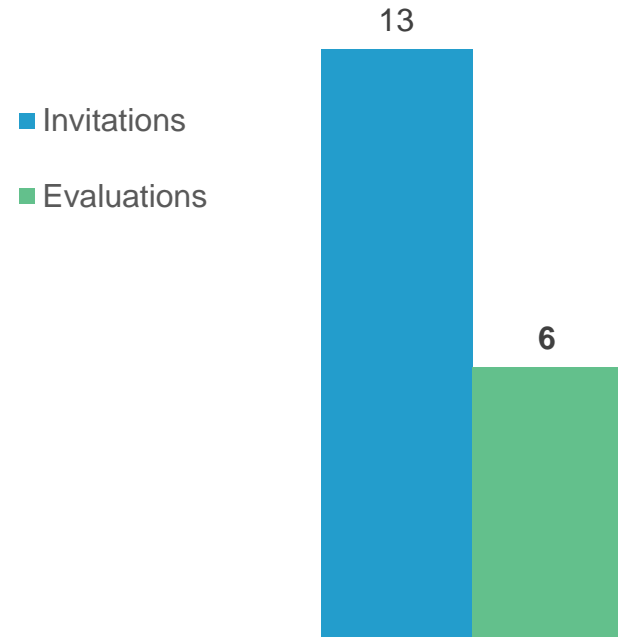
RESPONSE RATE

Compared to the previous year

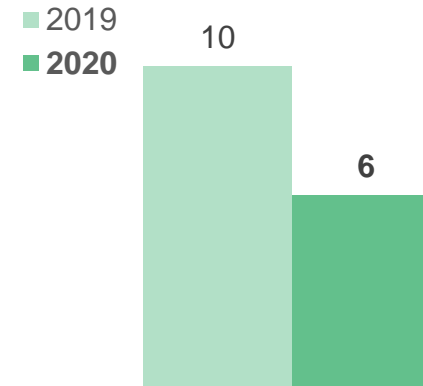


Total	6 (-4)
RUs/non-RUs	5
Terminals/Ports	1
Invitations sent	13 (-42)
Response rate overall (RFCs 1-11 in 2020)	46% (+28%)

Invitations vs. Evaluations ratio



Number of responses 2019 vs. 2020



02 SATISFACTION WITH THE RFC 4



SATISFACTION WITH RFC 4

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 6

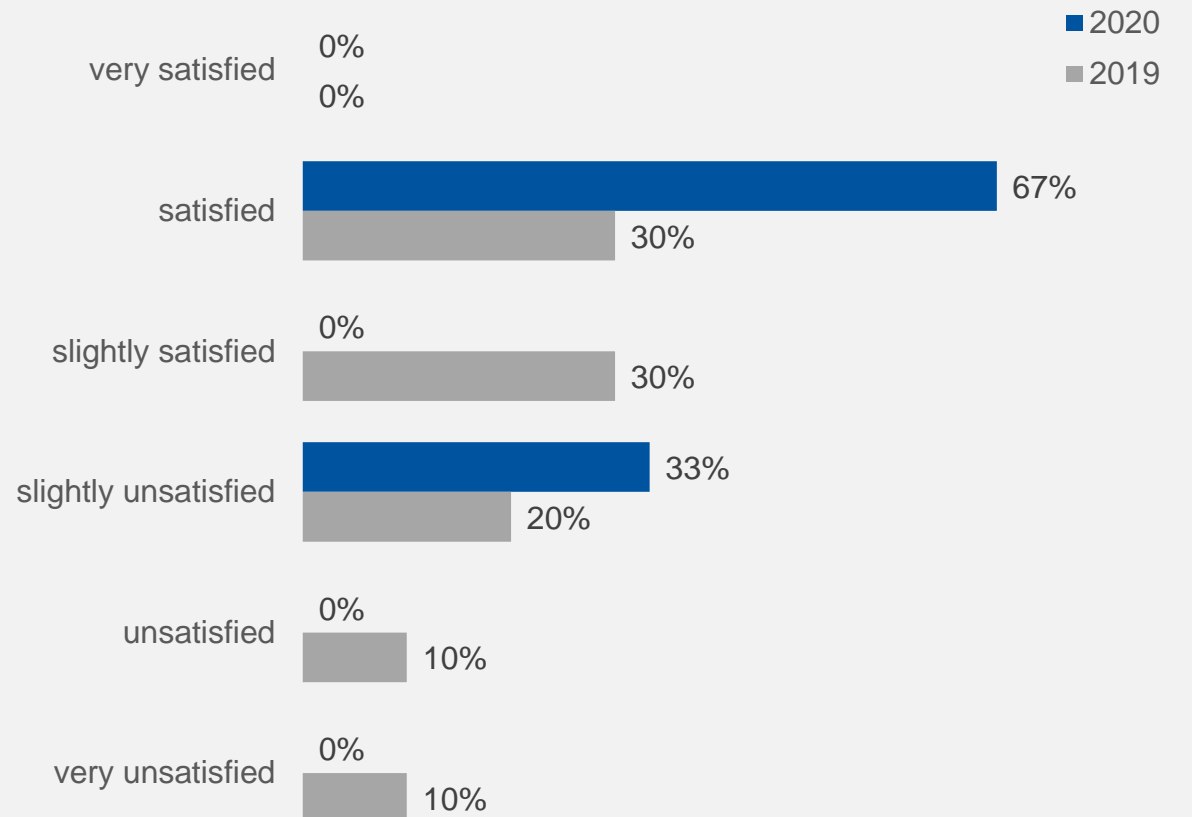
67%

Generally satisfied

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

7%

Increase of satisfaction



OTHER COMMENTS:

RFC 4:

- We appreciate the very good local cross-border initiative “Quality Circle Operations” as well as the general good C-OSS support. Moreover, the problems of the RUs are taken serious by the RFC, but there seems to be a lack of influence towards other decision-making bodies on the IM’s side. A concrete perspective for intermodal loading gauge P/C 400 is needed. PaP offers are often either delayed or unavailable, and data in PCS does not correspond with Gesico data.
- Very supportive, they try to fulfill all our request.
- We appreciate the general good C-OSS support. Moreover, the problems of the RUs are taken serious by the RFC, but there seems to be a lack of influence towards other decision-making bodies on the IM’s side. Most critical point is the lack of infrastructure improvement plans for intermodal loading gauge P/C 400. Regarding PaPs, offers are either delayed or unavailable, and data in PCS does not correspond with data in French national system (Gesico).
- The Port Authority is not a direct user but the RFC is a key element of the rail connectivity of the Port of Nantes Saint-Nazaire.

SATISFACTION WITH INFRASTRUCTURE

Priority areas

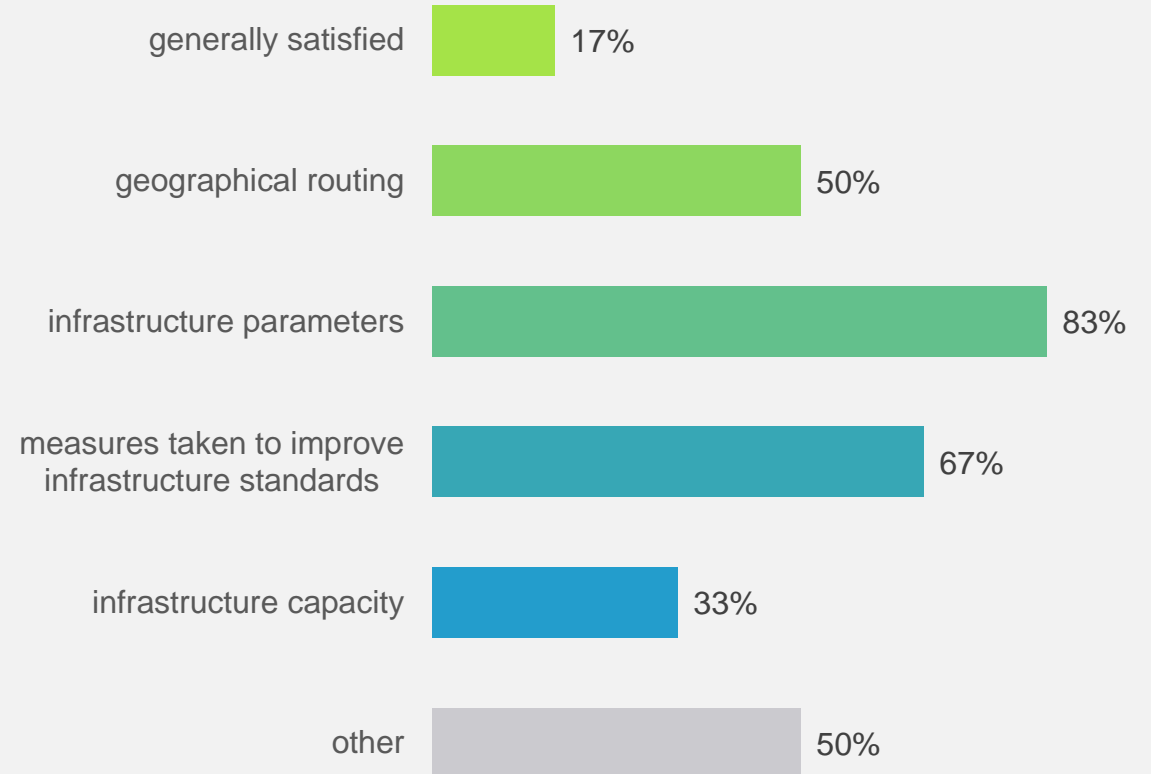
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 6

17%

chose generally satisfied, improvement is appreciated

Focus on

- 1 Infrastructure parameters
- 2 Measures to improve infrastructure standards
- 3 Geographical routing



OTHER COMMENTS:

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

SATISFACTION WITH TCR

Priority areas

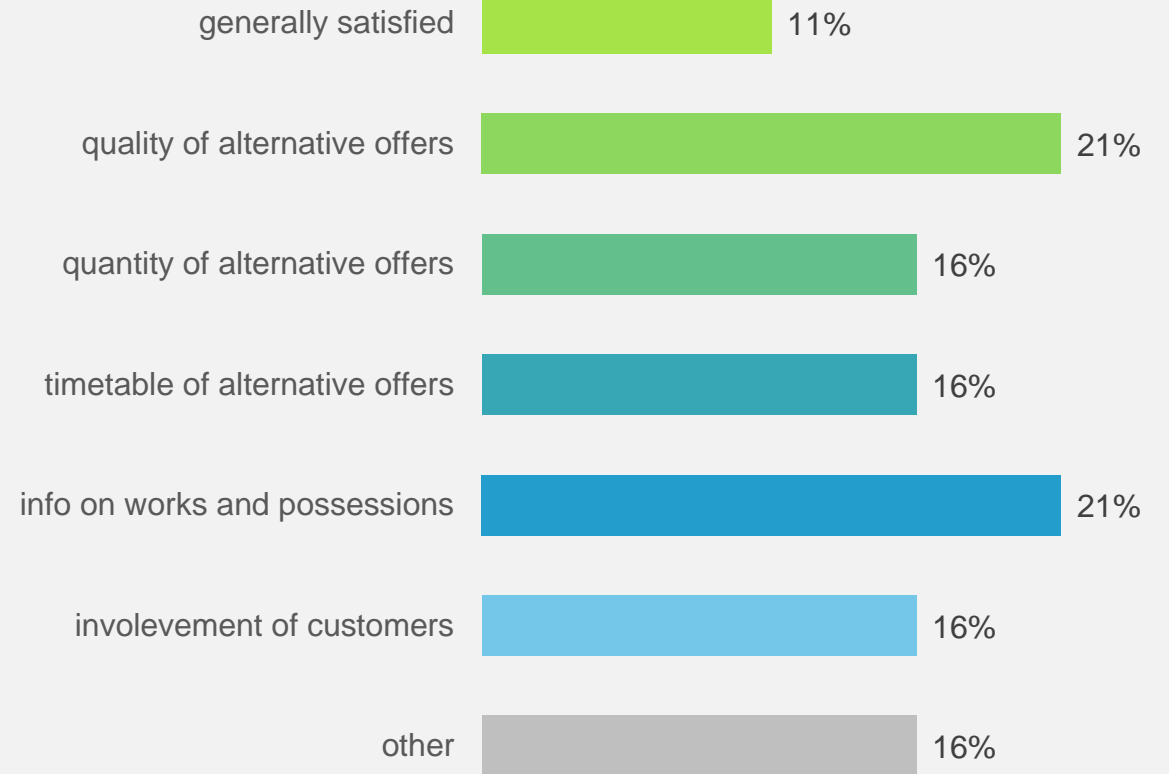
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 6

11%

chose generally satisfied though improvement is appreciated

Focus on

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



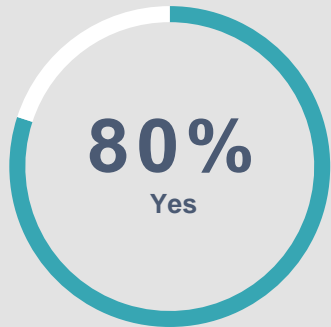
OTHER COMMENTS:

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

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 11 % decrease*.

* 3 new corridors included in 2020

COMMENTS



Reasons for not ordering via the C-OSS:

Not needed

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 5

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 4:

- Not needed

IMPROVEMENT OF RFC COMMERCIAL OFFER

Priority areas

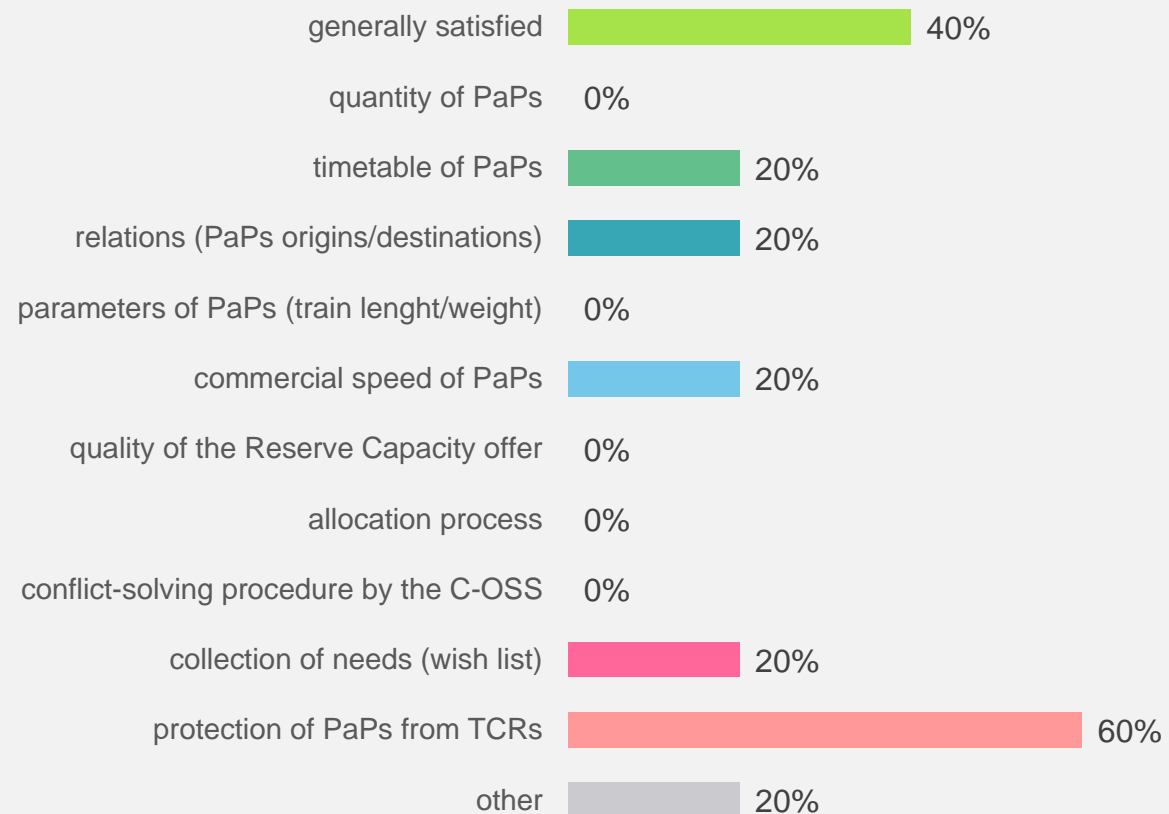
- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 5

40%

chose generally satisfied though improvement is appreciated

Focus on

1 protection of PaPs from TCRs



OTHER COMMENTS:

RFC 4:

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

SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

Priority areas

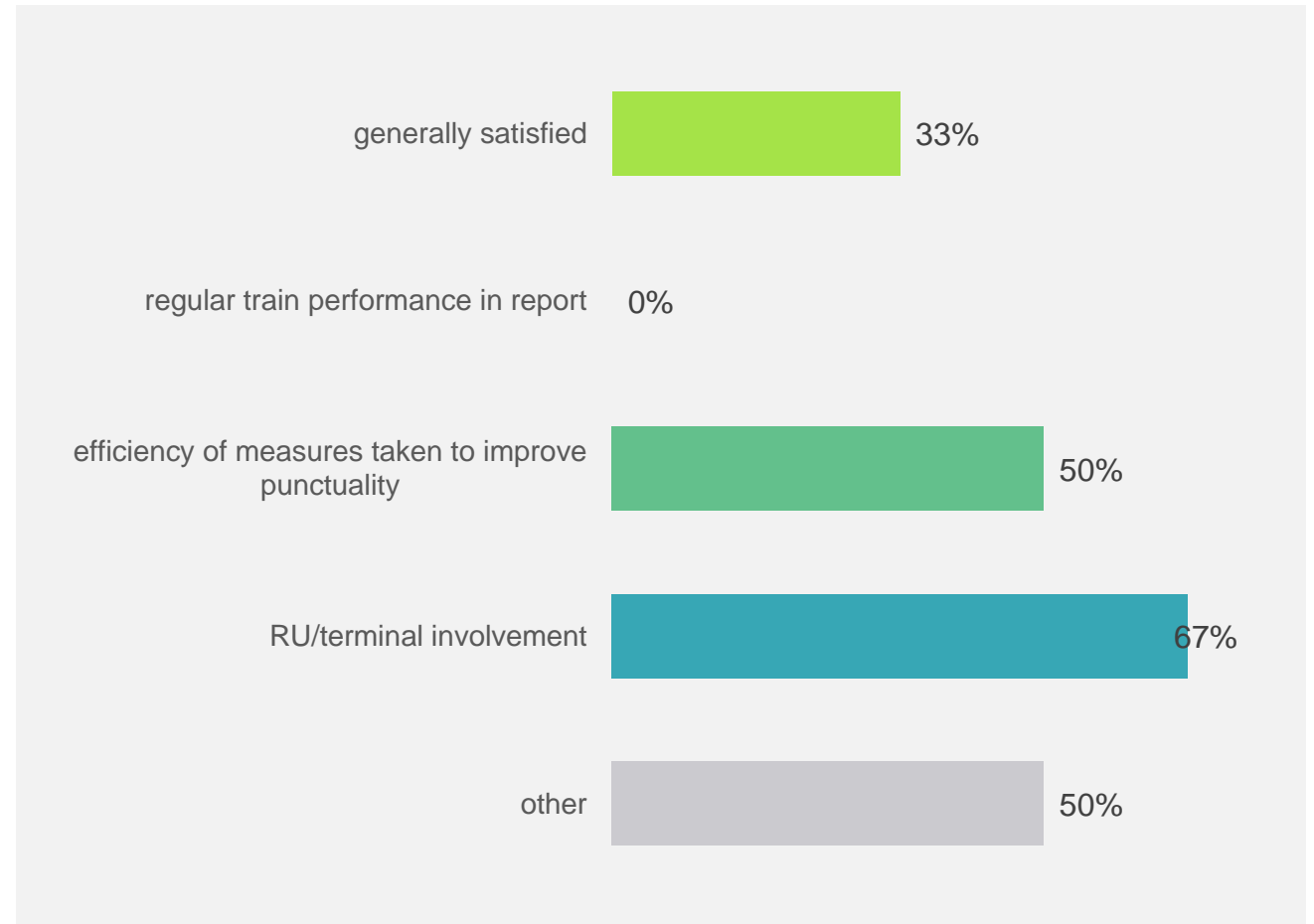
- » Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 6

33%

chose generally satisfied though improvement is appreciated

Focus on

- 1 RU/terminal improvement
- 2 Efficiency of measures taken to improve punctuality



OTHER COMMENTS:

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.

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 = 5

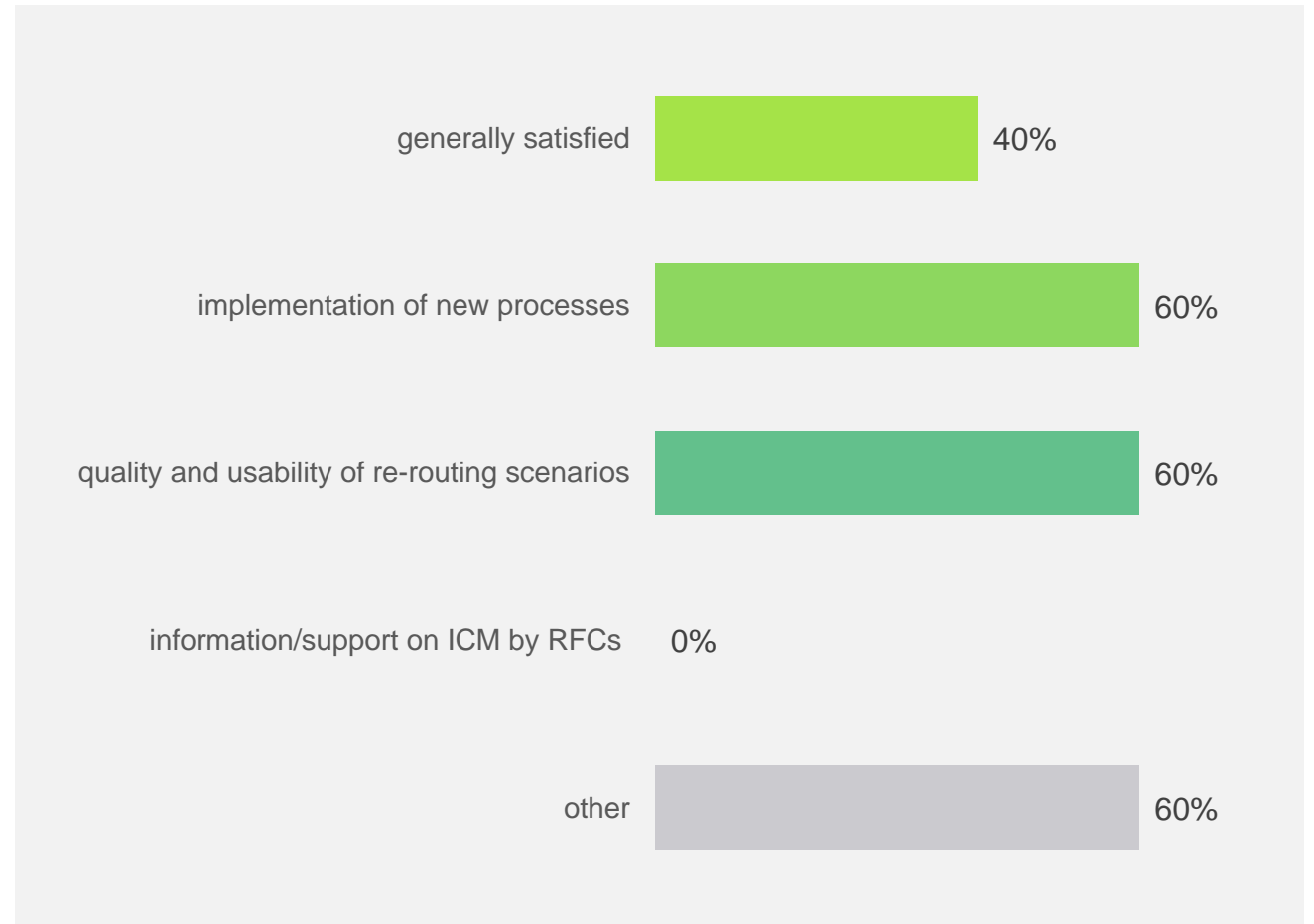
40%

chose generally
satisfied,
improvement is
appreciated

Focus on

1 Quality and usability of
re-routing scenarios

2 implementation of new
processes



OTHER COMMENTS:

RFC 4:

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

SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

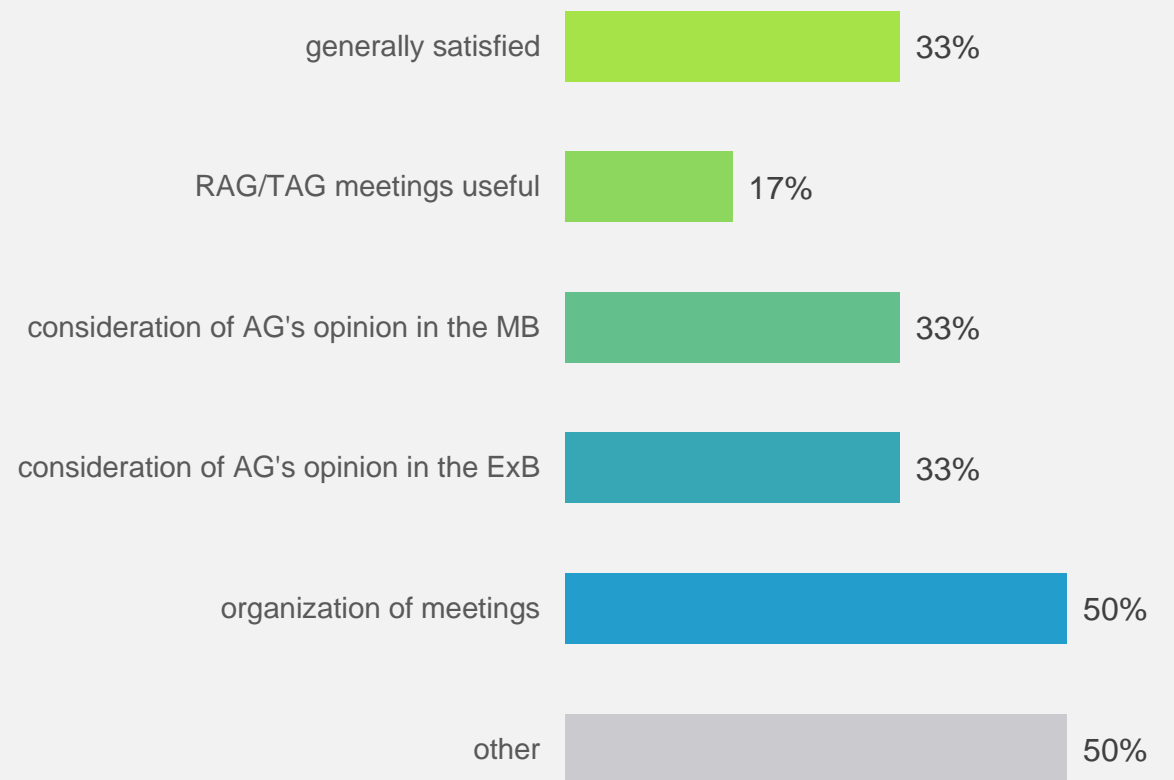
- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 6

33%

chose generally satisfied though improvement is appreciated

Focus on

1 organization of meetings



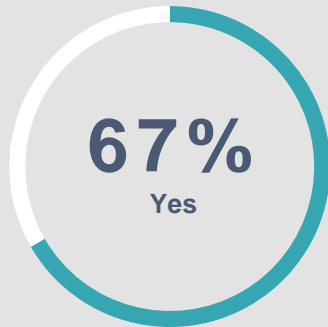
OTHER COMMENTS:

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

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 = 6

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 = 6

generally satisfied	0%
information on the RFC website	0%
information on social media channels	0%
information in annual reports	0%
information provided in CID books	0%
information provided on the CIP	0%
other	0%

0%

chose generally satisfied though improvement is appreciated

Focus on

OTHER COMMENTS:

RFC 5:

- -

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 = 5

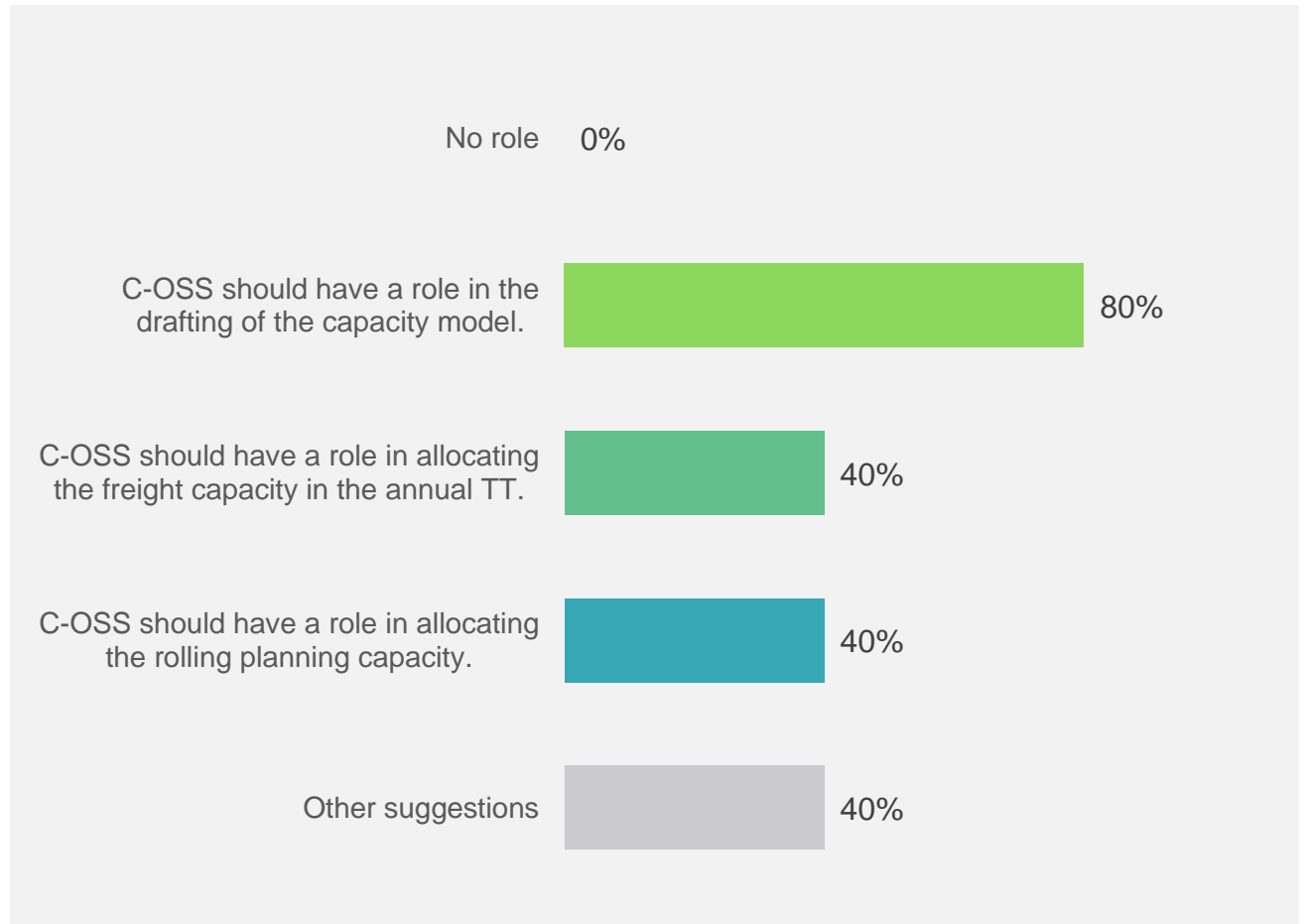
0%

No role

No involvement
of the RFCs & C-OSS needed

OTHER, COMMENTS

RFCs should steer the process and ensure that the capacity models reserve enough capacity for international freight trains for each route.



OTHER COMMENTS:

ALL:

- RFCs should steer the process and ensure that the capacity models reserve enough capacity for international freight trains for each route.
- RFCs should steer the process centrally and monitor the correct execution of the process by IMs.

CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

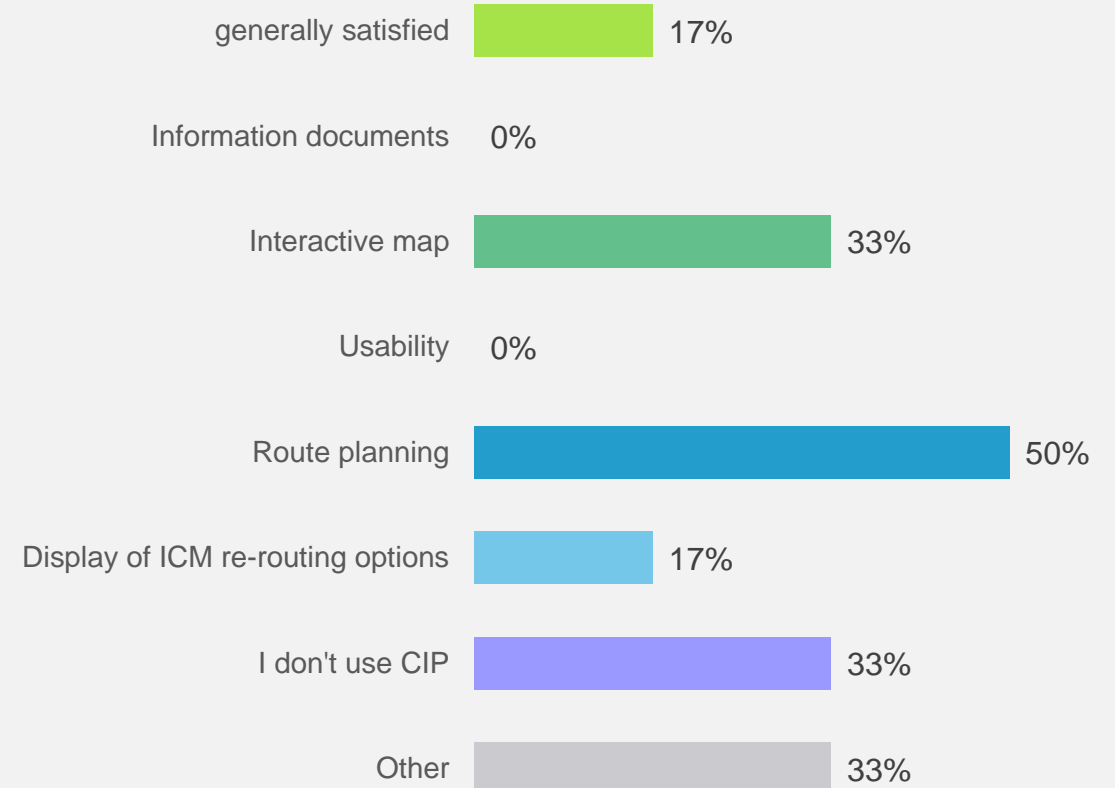
- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 6

17%

chose generally satisfied though improvement is appreciated

OTHER, COMMENTS

Completeness and reliability of infrastructure data; perspectives for infrastructure development (upgrades, parameters); PaP search function.



OTHER COMMENTS:

ALL:

- Completeness and reliability of infrastructure data; perspectives for infrastructure development (upgrades, parameters); PaP search function.
- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters.

NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

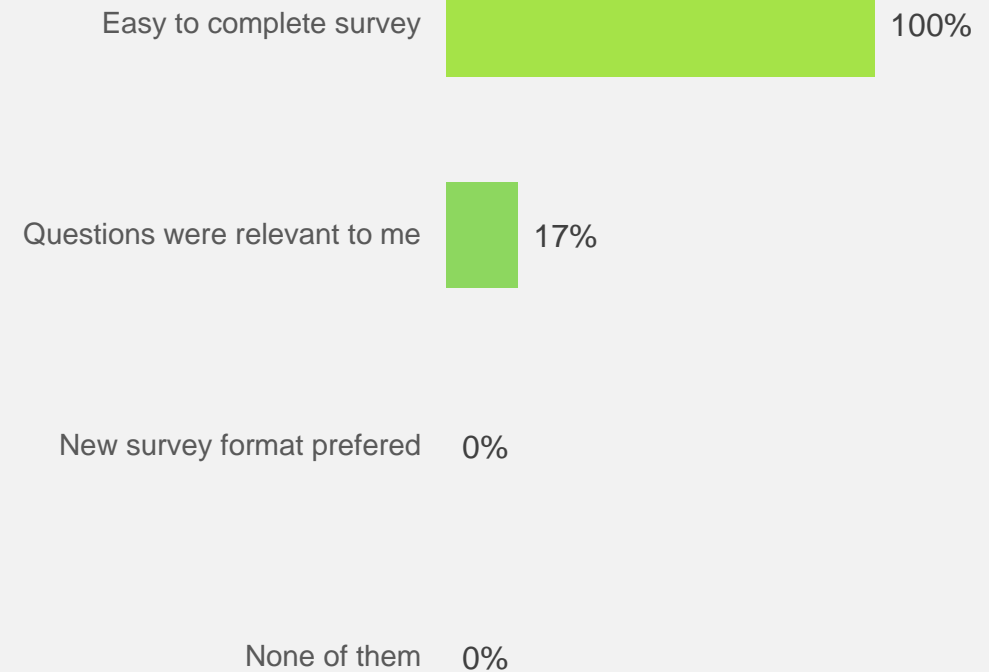
- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 6

100%

**Easy to complete
survey**

OTHER, COMMENTS

- Some text fields ("Other") were too small for what we intended to enter.
- Survey to be conducted every 2 years and in January (instead of October).
- Some text fields ("Other") were too small for entering the intended text.



OTHER COMMENTS:

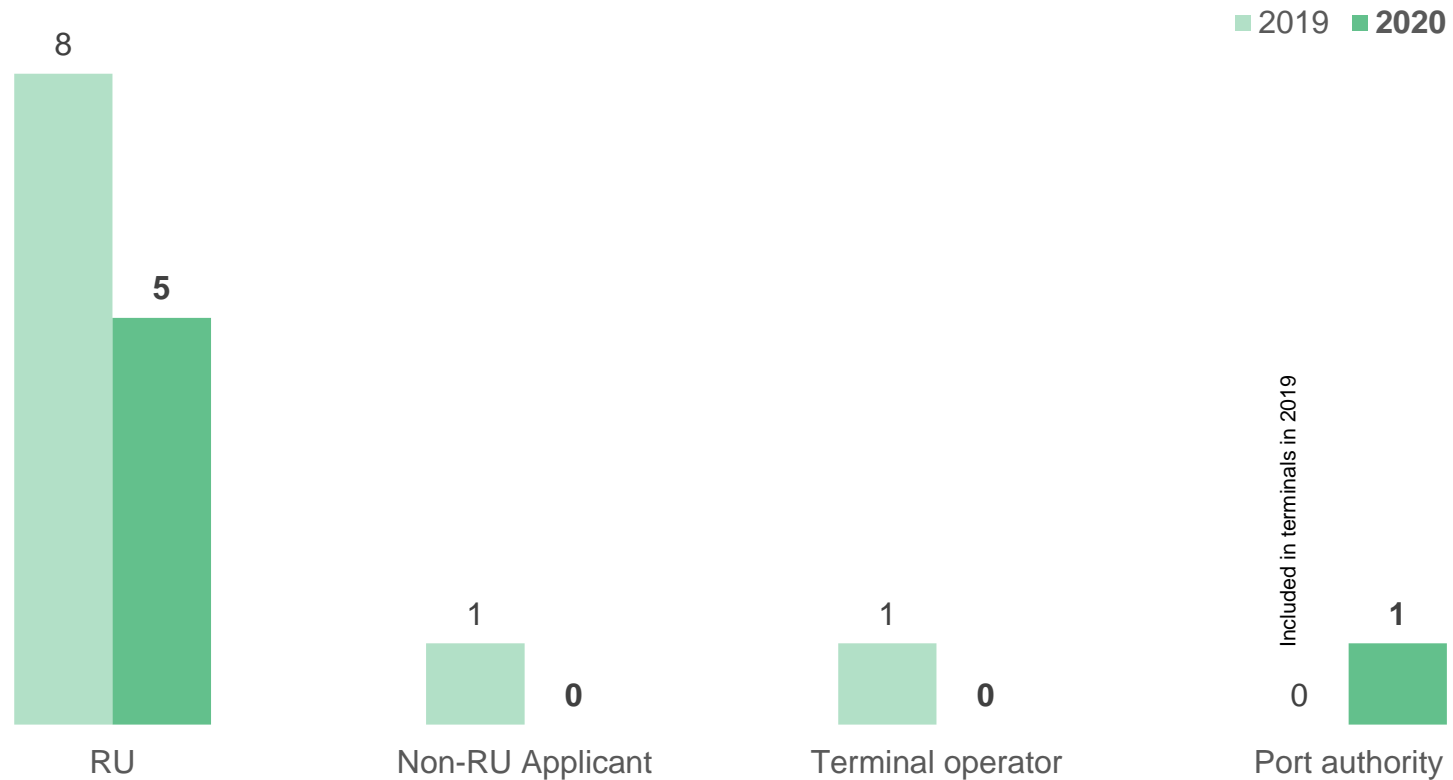
ALL:

- Some text fields ("Other") were too small for what we intended to enter.
- Survey to be conducted every 2 years and in January (instead of October).
- Some text fields ("Other") were too small for entering the intended text.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 6; 10;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY



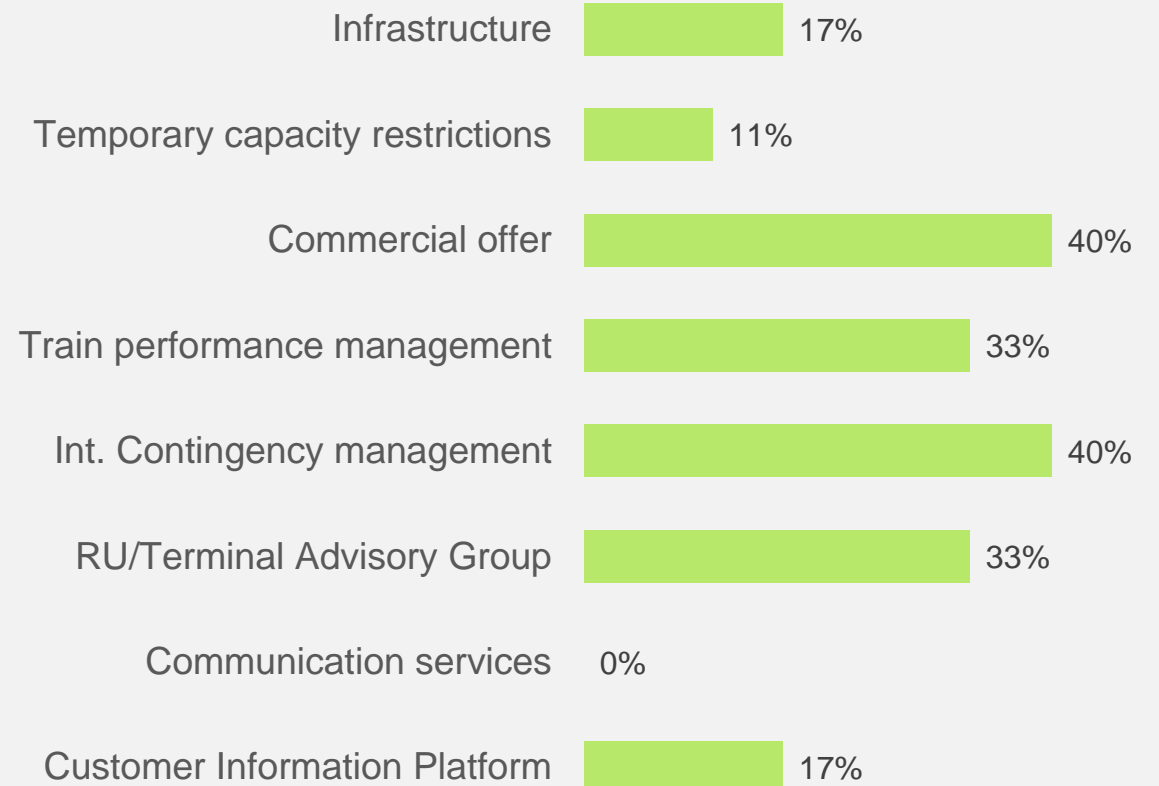
SUMMARY – SATISFACTION RATING OF EACH TOPIC

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

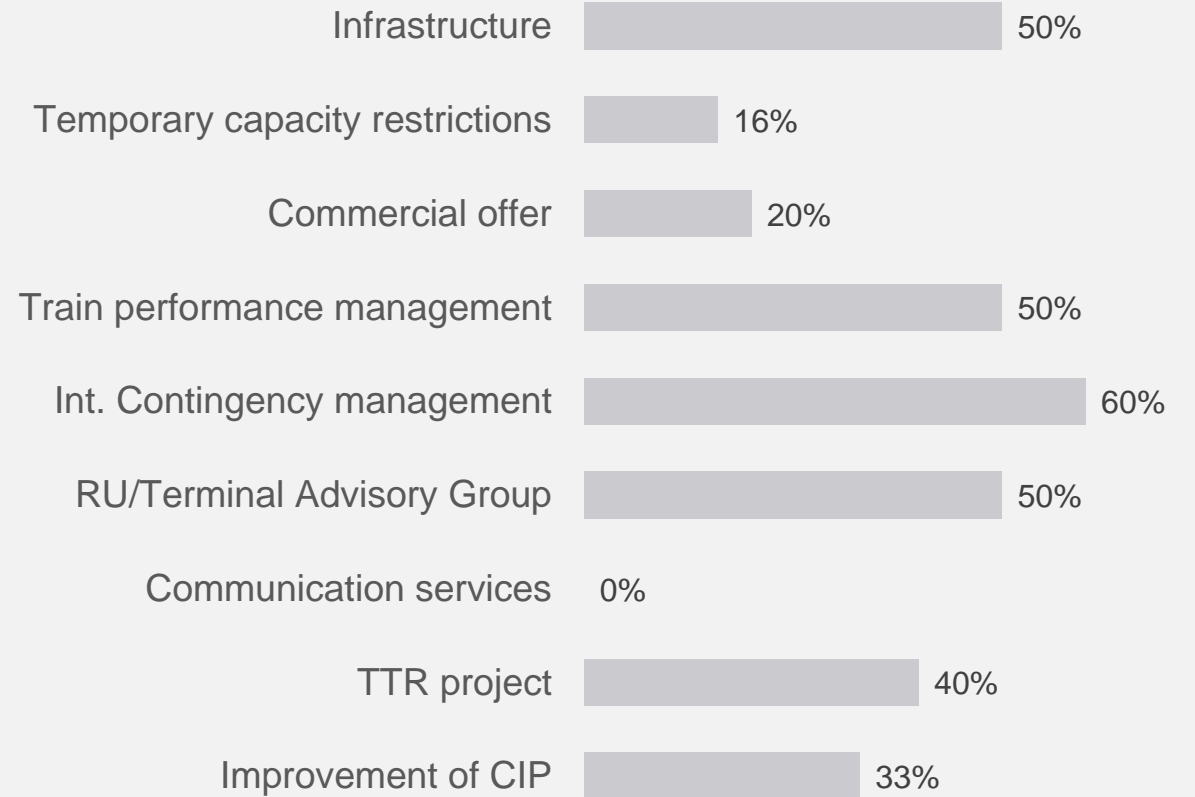
- » Other was chosen as an answer and a comment was given
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

35%

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

OTHER, COMMENTS

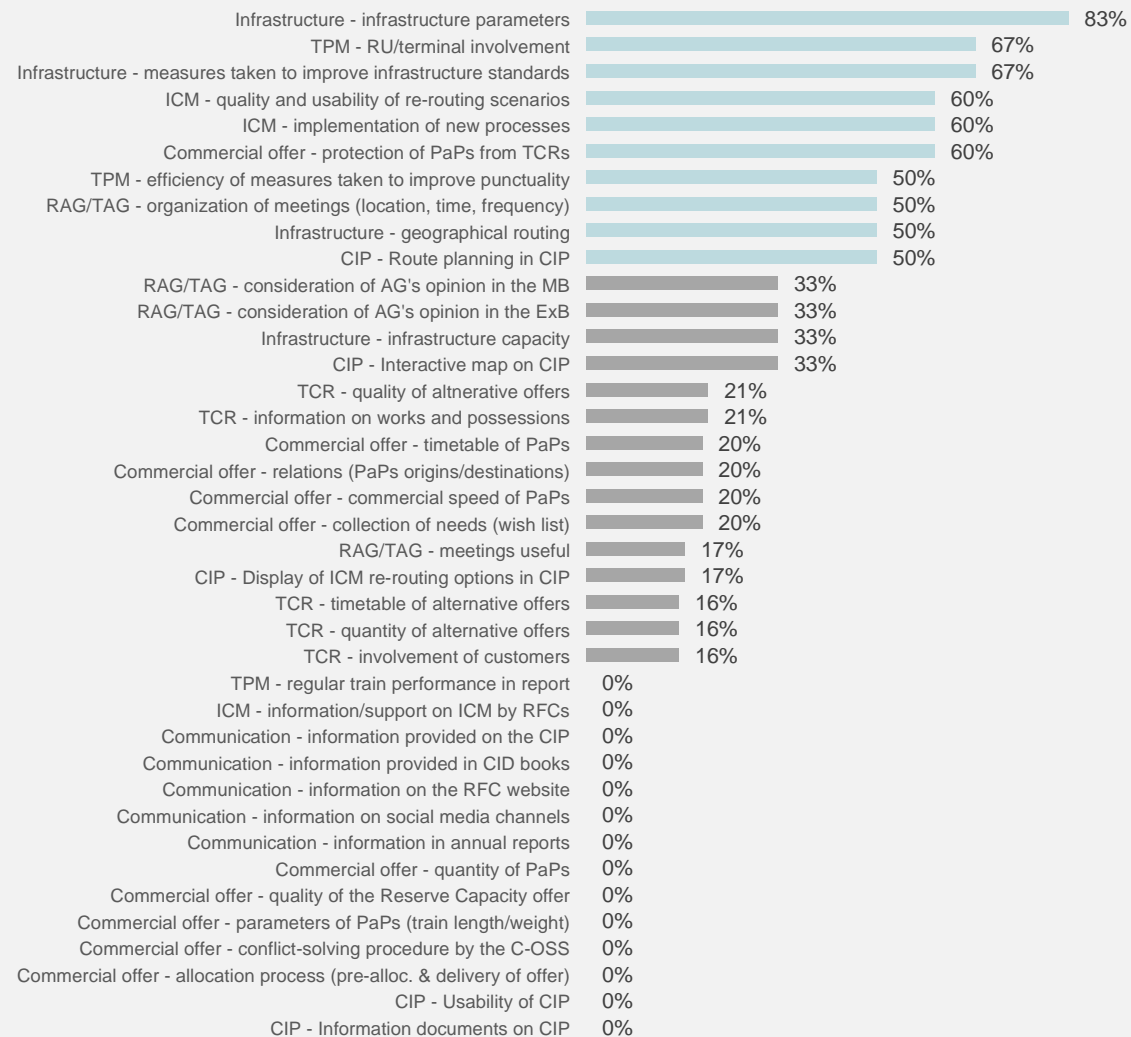
The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.



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 6, answered by RUs only 5)



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 6, answered by RUs only 5)

3 Most important topics

1. Infrastructure parameters
2. TPM – RU/terminal involvement
3. Measures to improve infrastructure standards

