



**The RFC Network
User Satisfaction**

Survey

2021

Report for RFC4

RFC USER SATISFACTION SURVEY 2021

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

STUDY DESIGN



- 17 respondents || 18 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 49 invitations sent
- Field Phase: 26th August to 8th October 2021

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

SATISFACTION & PARTICIPATION

3

evaluations

This is a decrease of 50% compared to the previous year (6 evaluations in 2020).

3

participants

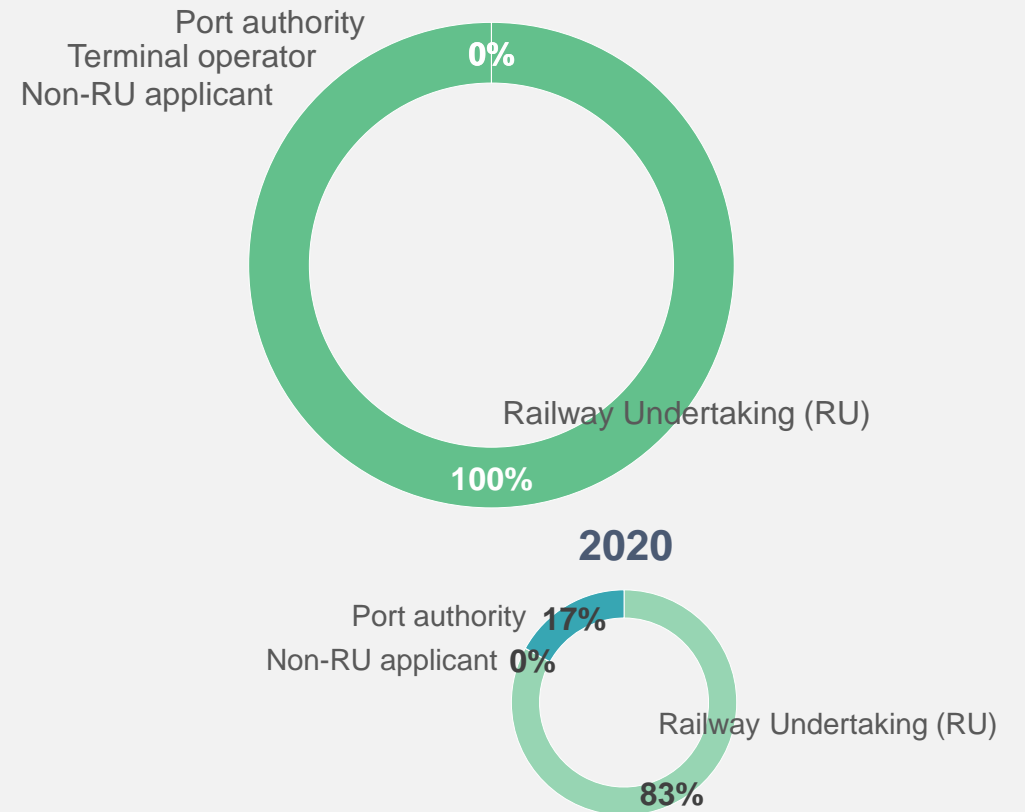
This is a decrease of 50% compared to the previous year (6 participants in 2020).

Customer satisfaction



**Answers given were very satisfied, satisfied and slightly satisfied. This is constant compared to the previous year.*

Participant groups in % of 2021



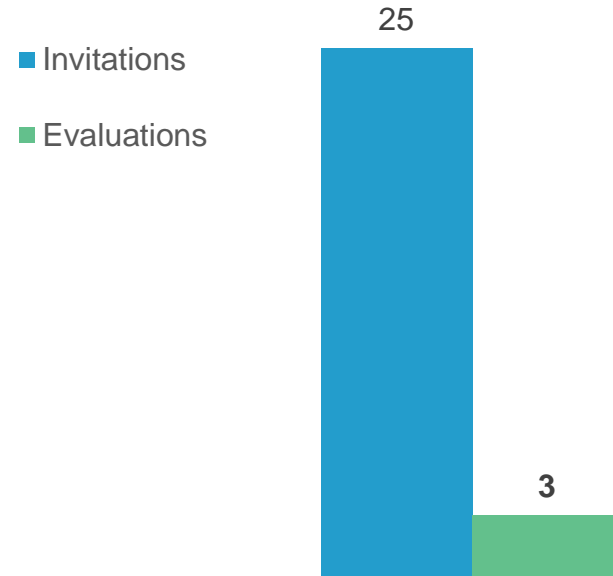
RESPONSE RATE

Compared to the previous year

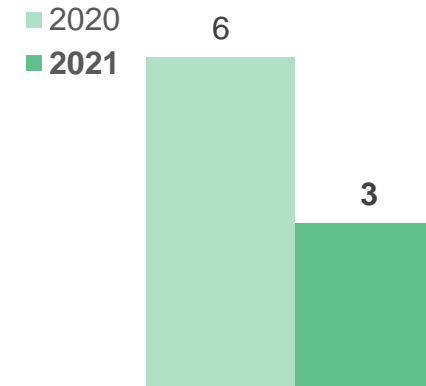


Total	3	(-3)
RUs/non-Rus	3	
Terminals/Ports	0	
Invitations sent	25	(+12)
Response rate overall	12%	(-34%)

Invitations vs. Evaluations ratio



Number of responses 2020 vs. 2021



02 SATISFACTION WITH THE RFC 4



INTRODUCTION

The RFC USS 2021 is based on the relaunched version from 2020 which was optimized to better suit the needs of the invitees and the RFC Network. Only the annual and RFC-specific questions were changed to be up to date focusing on current topics. To stay comparable to the past surveys, the general questions covered the same topics.

Though this new survey does focus on concrete proposals for improvement. The participant could answer each topic with 'generally satisfied' or/and would appreciate improvement in ... (select certain concrete measures). Also, in the survey each topic offered the opportunity to give an open answer under 'other'. Therefore the participants were able to communicate their opinion even better to the RFC Network. The percentage indicates what percentage of participants think that topic needs improvement.

**RFC Rhine Danube participated for the first time in the RFC USS.*

SATISFACTION WITH RFC 4

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 3

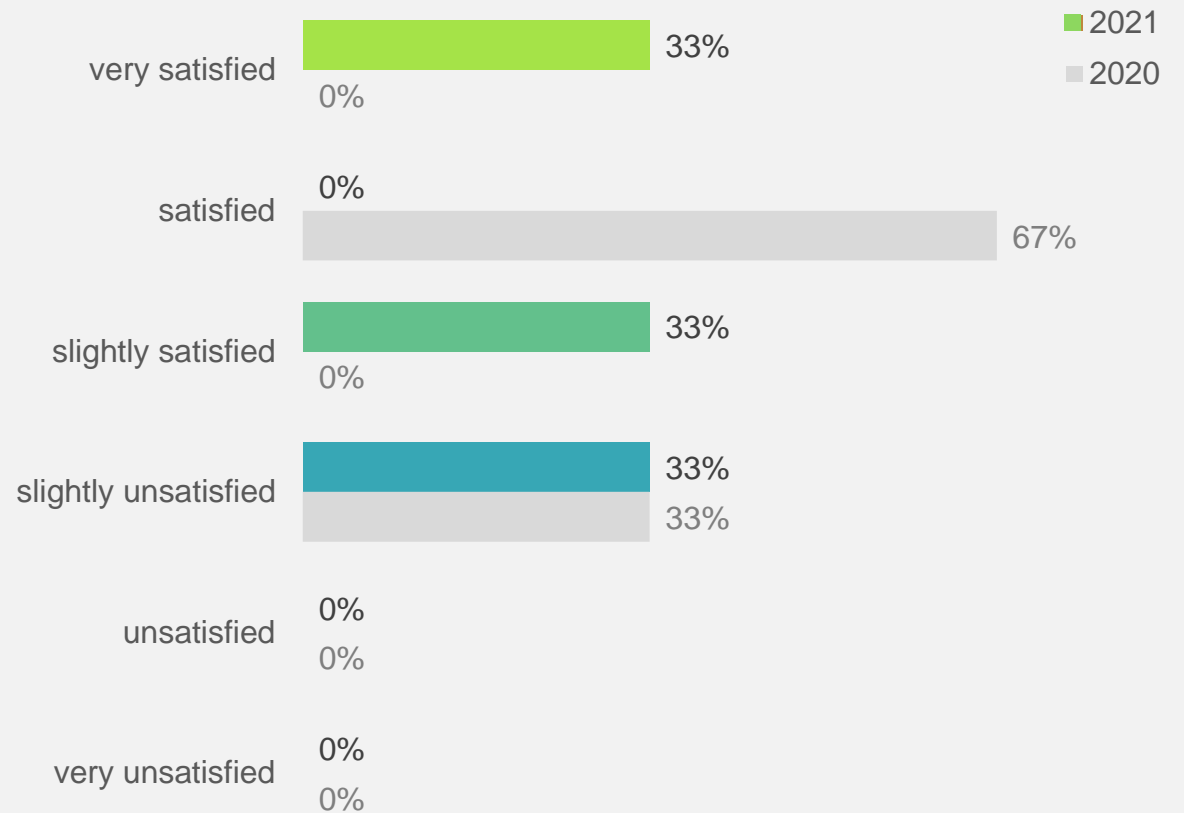
66%

Generally satisfied

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

1%

Decrease of satisfaction



WISH FOR IMPROVEMENT IN 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 = 3

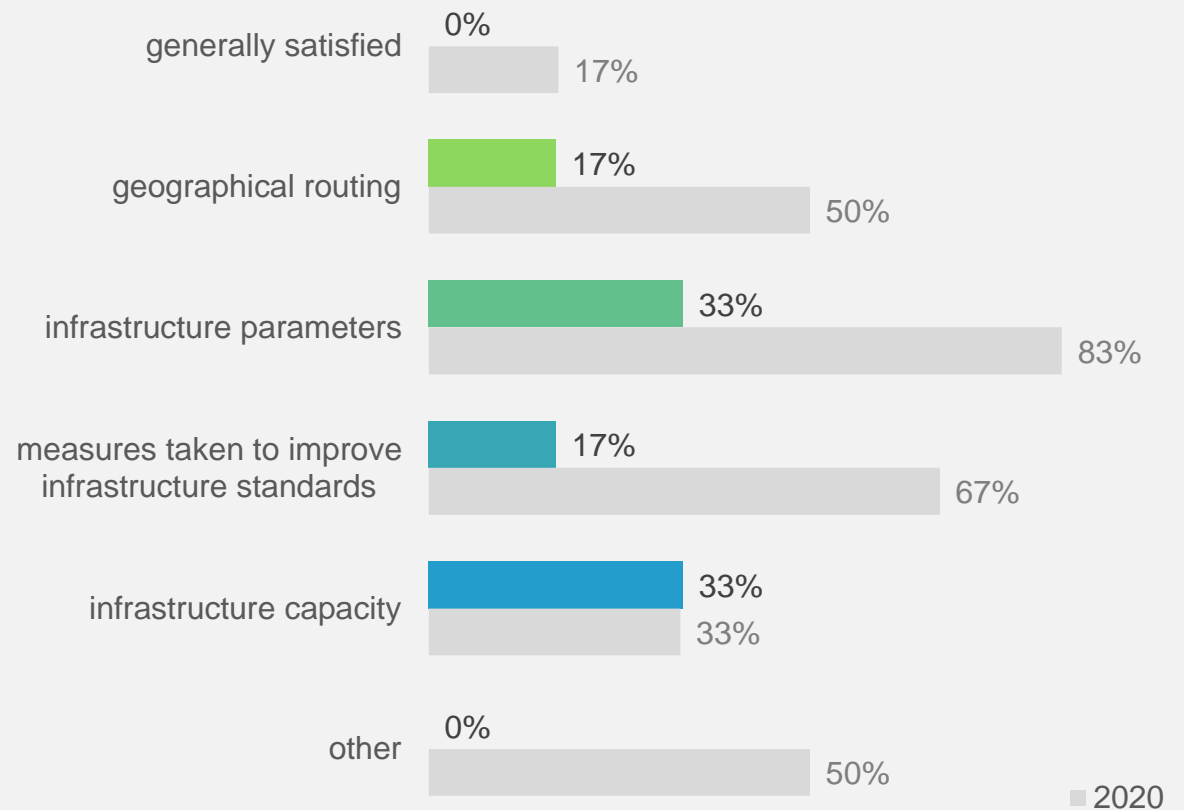
0%

Generally satisfied

*This is a 17% decrease in satisfaction compared to last year.
Sample size 2020: 6*

Focus on

- 1 Infrastructure parameters
- 2 Infrastructure capacity



WISH FOR IMPROVEMENT IN 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 = 3

0%

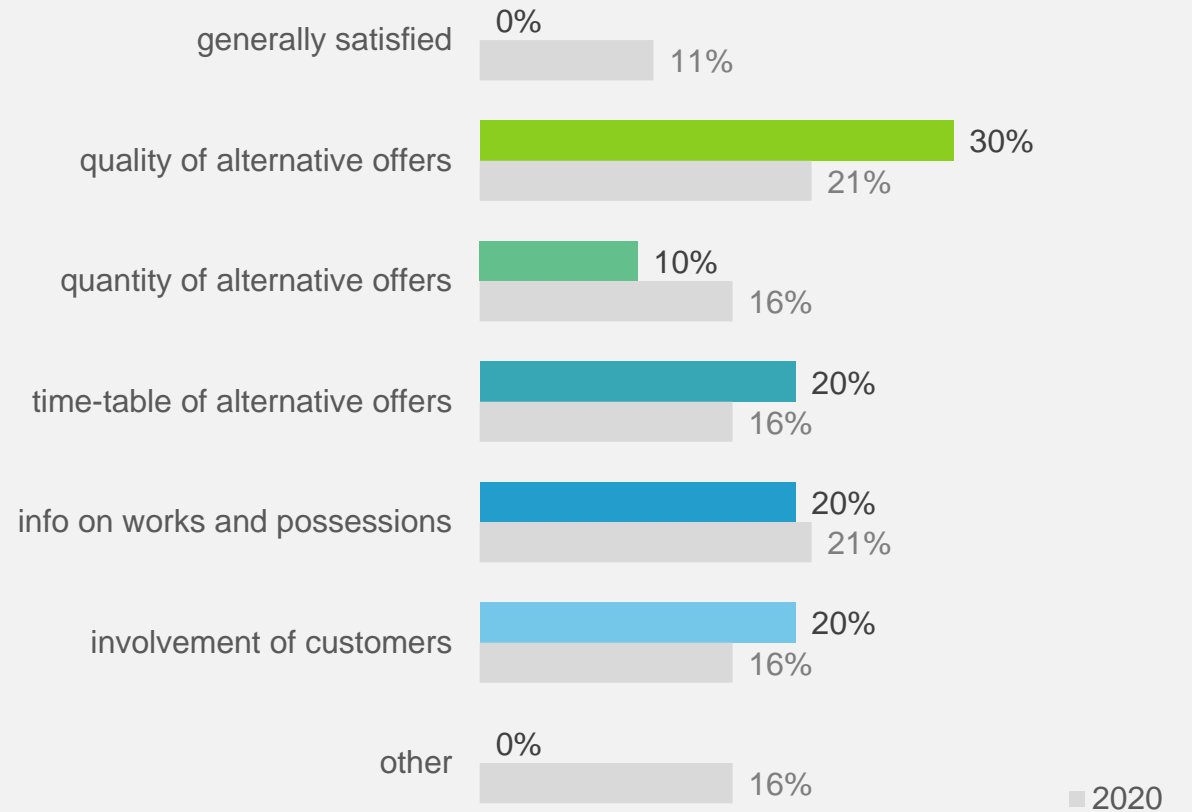
Generally satisfied

This is a 11% decrease in satisfaction compared to last year.

Sample size 2020: 6

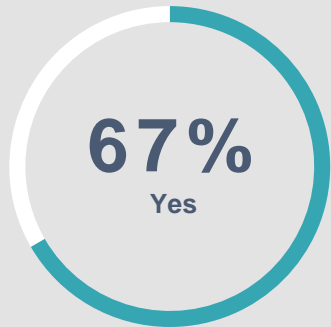
Focus on

- 1 Quality of alternative offers
- 2 TT of alternative offers
- 2 Info on works and possessions
- 2 Involvement of customers



INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 13% decrease.

COMMENTS



Reasons for not ordering via the C-OSS:

Never used the platform C-OSS

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 3

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 4:

- Never used the platform C-OSS

WISH FOR IMPROVEMENT IN 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 = 2 (67% of 3)

0%

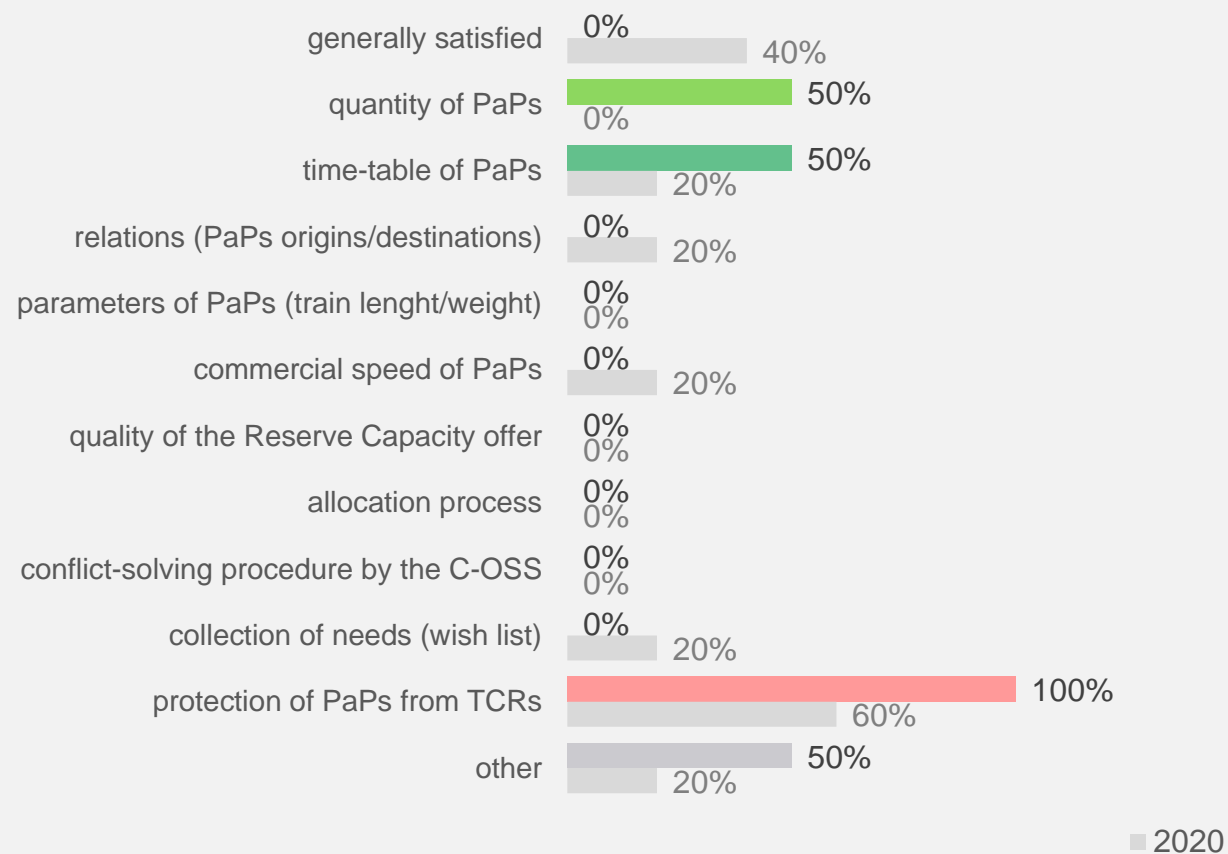
Generally satisfied

This is a 40% decrease in satisfaction compared to last year.

Sample size 2020: 5

Focus on

- 1 Protection of PaPs from TCRs
- 2 Quantity of PaPs
- 3 time-table of PaPs



OTHER COMMENTS:

RFC 4:

- We faced problems with delayed capacity offer in France and harmonisation due to TCR

WISH FOR IMPROVEMENT IN TPM

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 = 3

0%

Generally satisfied

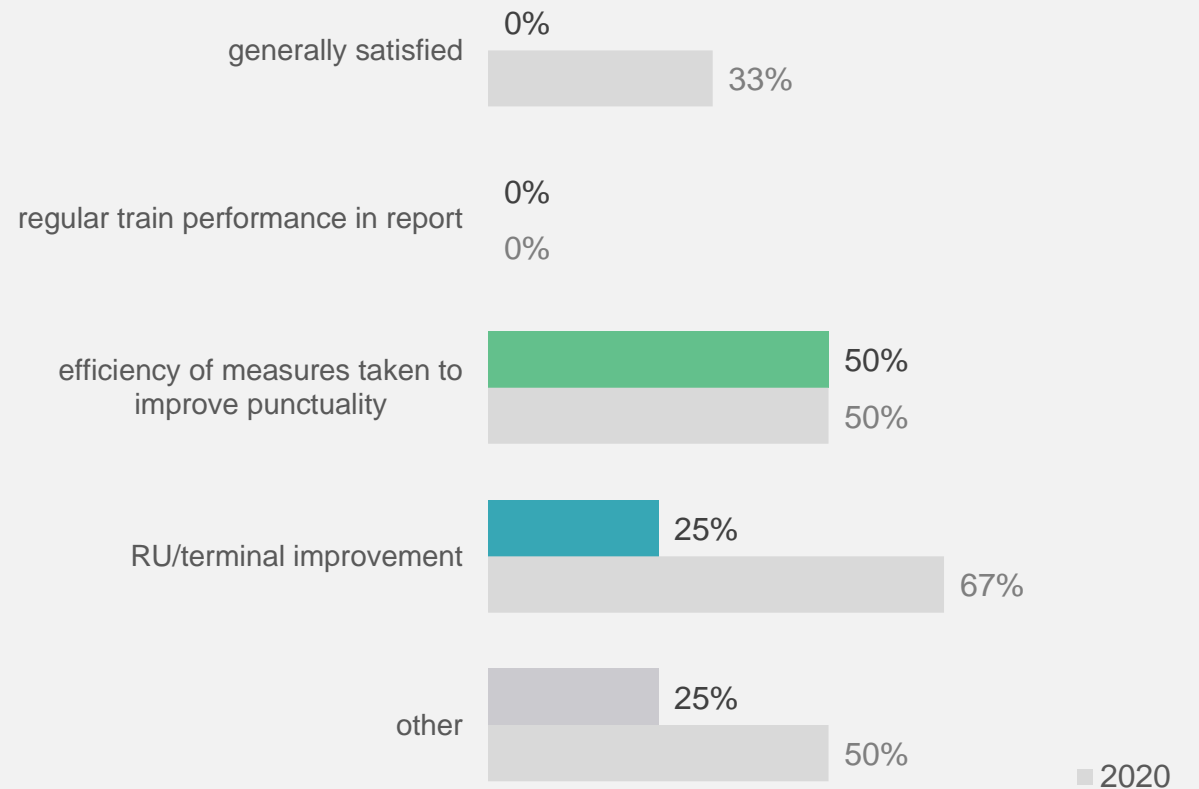
This is a 33% decrease in satisfaction compared to last year.

Sample size 2020: 6

Focus on

1 efficiency of measures taken to improve punctuality

2 RU/terminal improvement



OTHER COMMENTS:

RFC 4:

- Analysis of the impact of work to improve TCR management

WISH FOR IMPROVEMENT IN ICM

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 = 3

33%

Generally satisfied

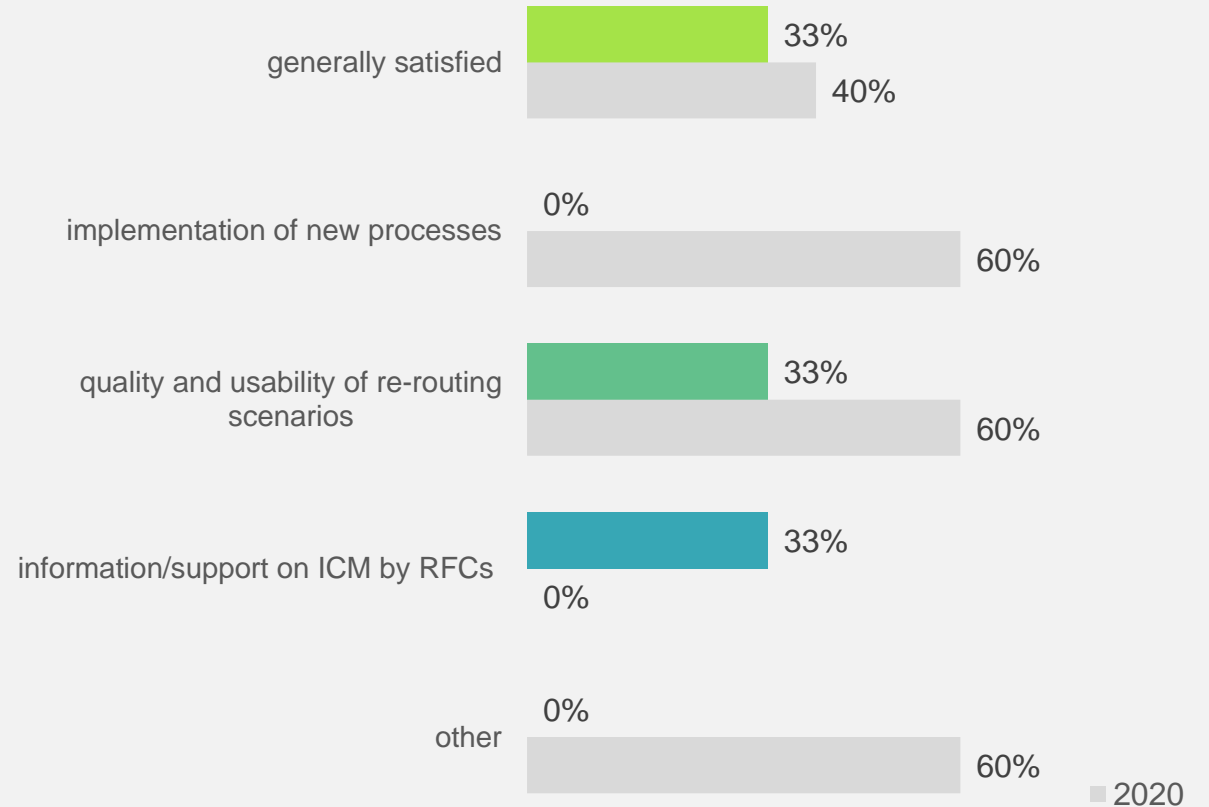
This is a 7% decrease in satisfaction compared to last year.

Sample size 2020: 6

Focus on

1 Quality and usability of re-routing scenarios

2 Info/support on ICM



WISH FOR IMPROVEMENT IN 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 = 3

17%

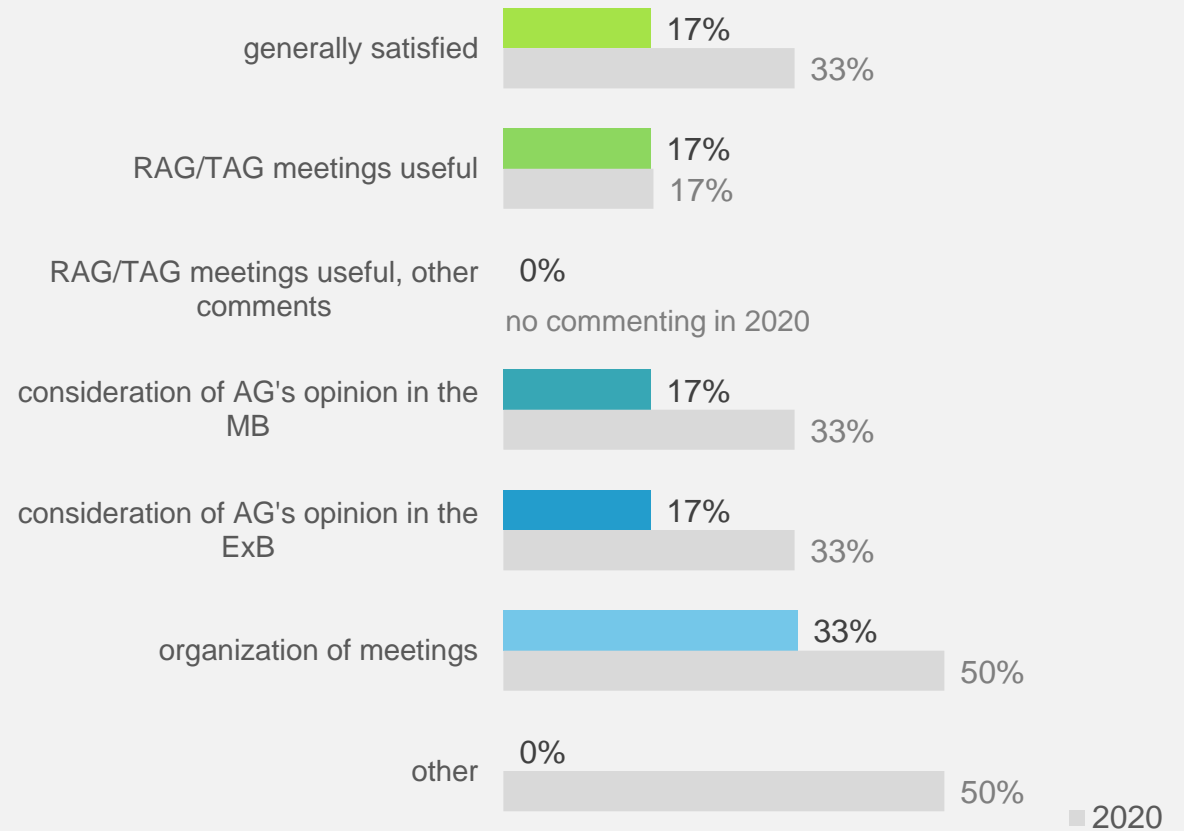
Generally satisfied

This is a 16% decrease in satisfaction compared to last year.

Sample size 2020: 6

Focus on

- 1 organization of meetings
- 2 RAG/TAG meetings useful
- 3 consideration of AG's opinion in the MB



COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



Compared to the past year it has been a 33% increase.

- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 3

WISH FOR IMPROVEMENT IN 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 = 3

0%

Generally satisfied

This is constant in satisfaction compared to last year.

Sample size 2020: 6

Focus on



WISH FOR IMPROVEMENT IN TPM

RFC-specific question 1:

- » Which topics of interest would you like to be tackled in TPM meetings in order to have a more active participation?
– open answer
- » Answered by: RUs/non-RUs
- » sample size = 0

No answers

INTEREST IN A NEW QCO pilot

RFC-specific question 2:

- » Positive results achieved with the QCO pilot in the Forbach-Saarbrücken border, where the joint cooperation of operational experts from the IMs, RUs and RBs successfully agreed upon and implemented several quick wins to the border crossing. For more detailed information on QCO: <https://www.atlantic-corridor.eu/news-events/news/quality-circle-operation-qco-forbachsaarbrucken-continuous-improvement-process/>
Would you be interested in a new QCO?
- » Answered by: RUs/non-RUs
- » sample size = 0

Yes, I would like to have it
deployed/launched at the border: 0%

No. 0%

INTEREST IN A NEW QCO pilot

RFC-specific question 3:

- » What would you expect from a TAG RAG meeting? In your opinion how could the MB improve the TAGRAG meetings, e.g. in frequency, location, and contents.
- » Answered by: RUs/non-RUs

- » sample size = 0

No answers

WISH FOR IMPROVEMENT IN CIP

Current topic 1: Customer Information Platform (CIP)

- » Current topic 1: Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, ports and terminals
- » sample size = 3

0%

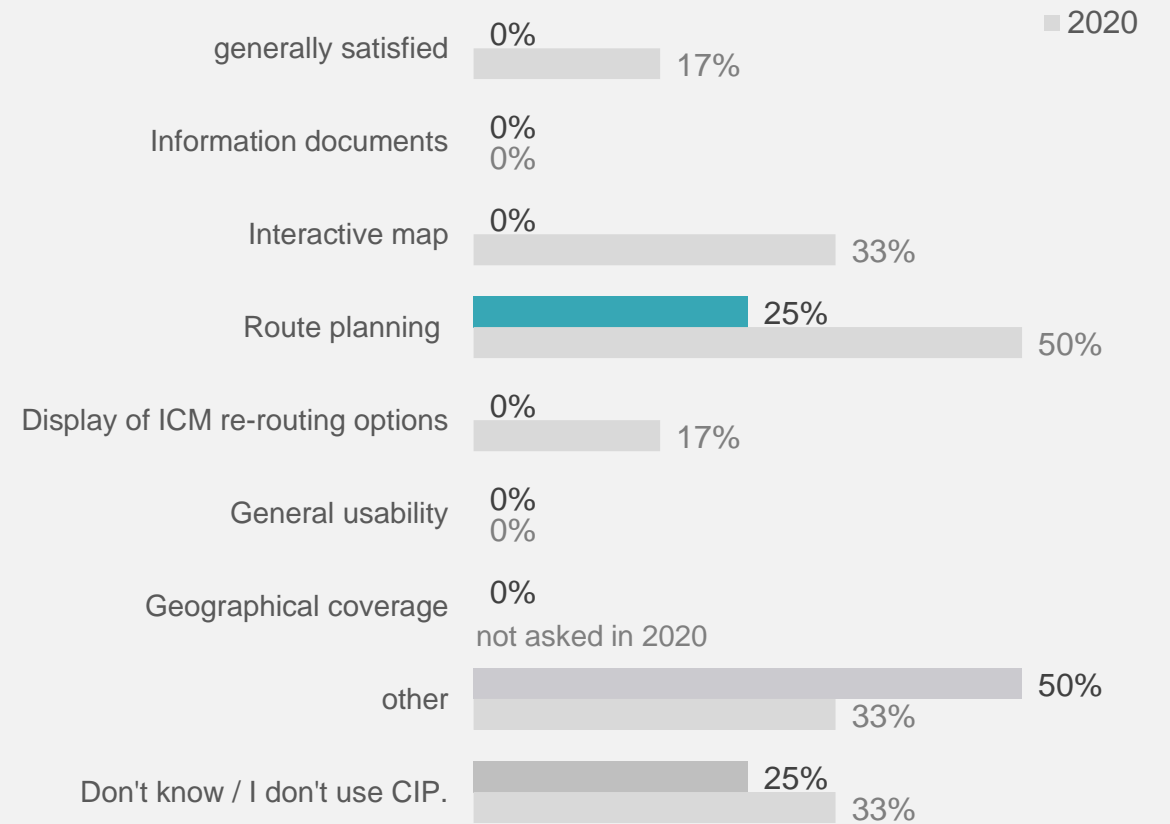
Generally satisfied

This is a 17% decrease in satisfaction compared to last year.

Sample size 2020: 6

Focus on

1 route planning



OTHER COMMENTS:

RFC 4:

- Usability. Training may be required
- Completeness and reliability of infrastructure data; information on available capacity, designed PaPs and their parameters, route compatibility check

CAPACITY BOTTLENECKS ALONG THE RFC - A

Current topic 2: asked to RUs/Non-RUs

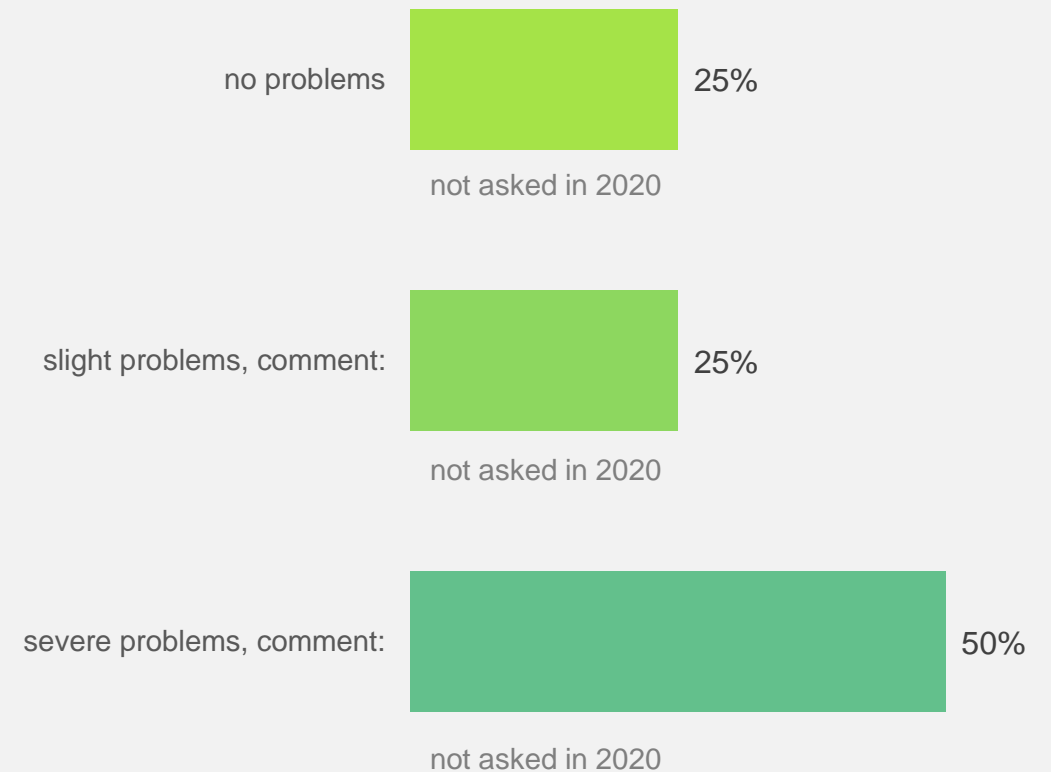
- » Does your company face capacity bottlenecks along the RFC (e.g. on lines / in nodes / in terminals / on borders)?
- » Answered by: RUs/non-RUs
- » sample size = 3

25%

Generally satisfied,
no problems

OTHER, COMMENTS

See several concrete problems listed on following slides.



OTHER COMMENTS:

SLIGHT PROBLEMS:

- lines and nodes, lack of capacity

SEVERE PROBLEMS:

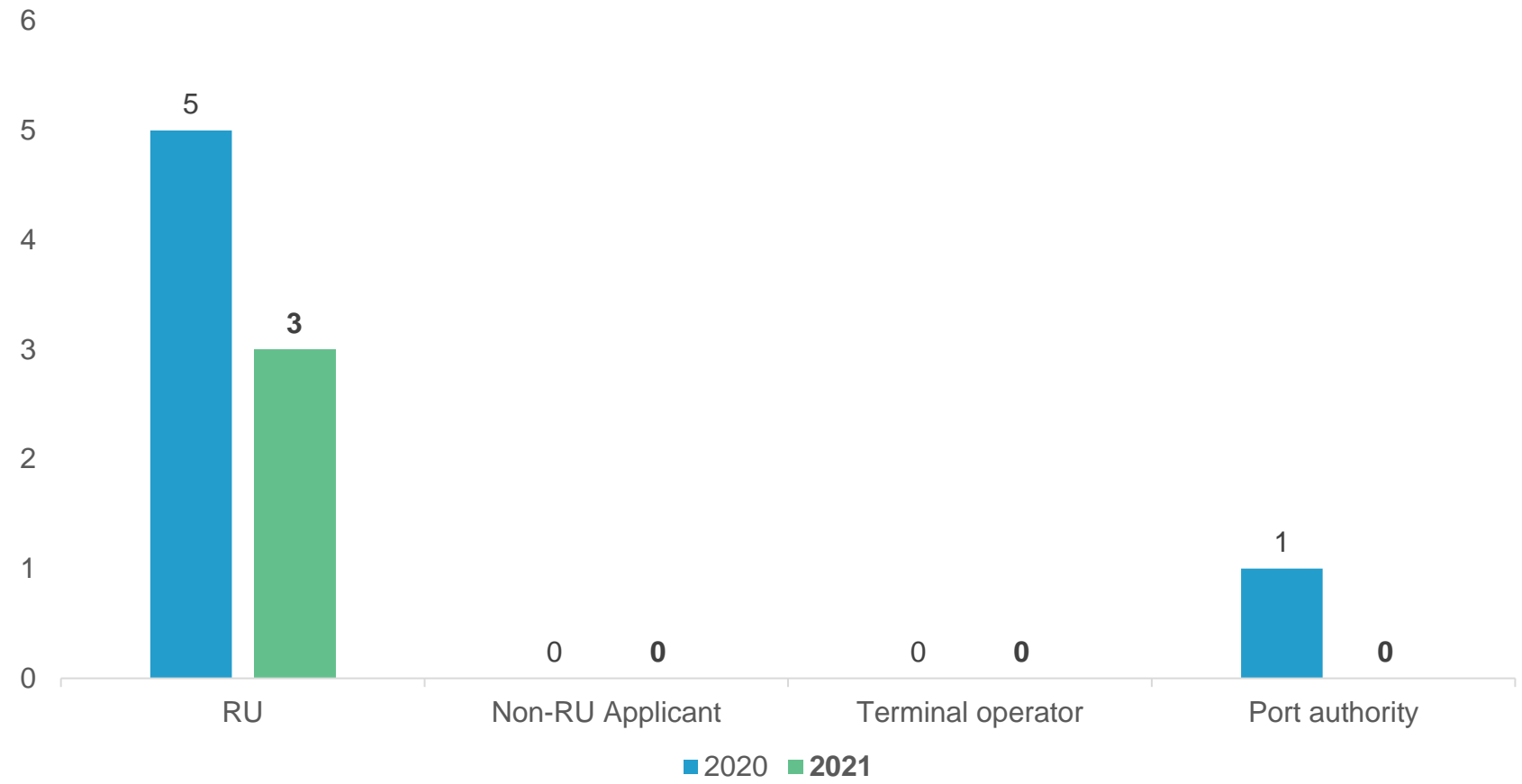
- Terminals and borders
- terminals and borders, coordination between parts

03 SAMPLE DESCRIPTION

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SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 6; 3;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

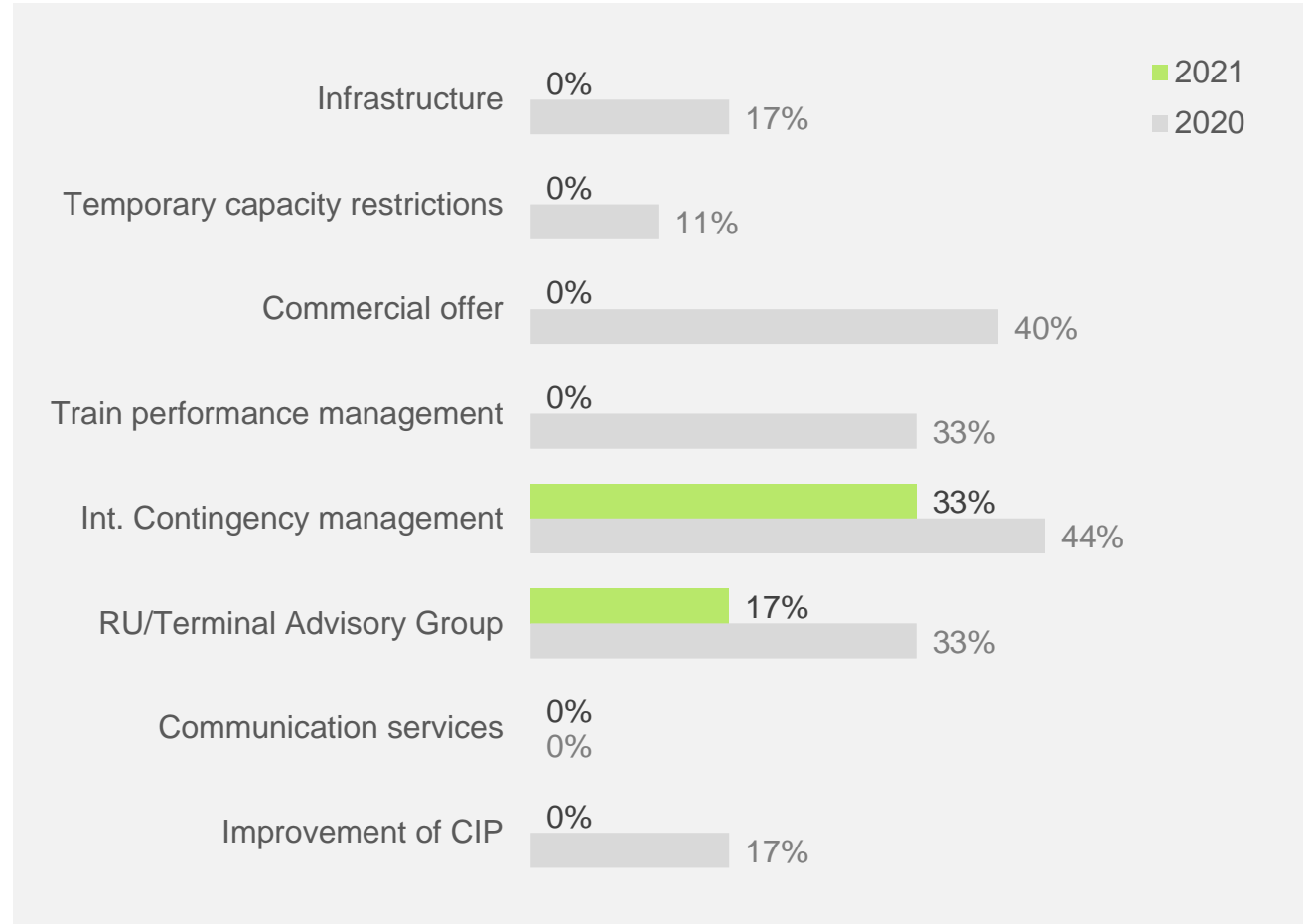
04 SUMMARY



SUMMARY – SATISFACTION RATING

All respondents

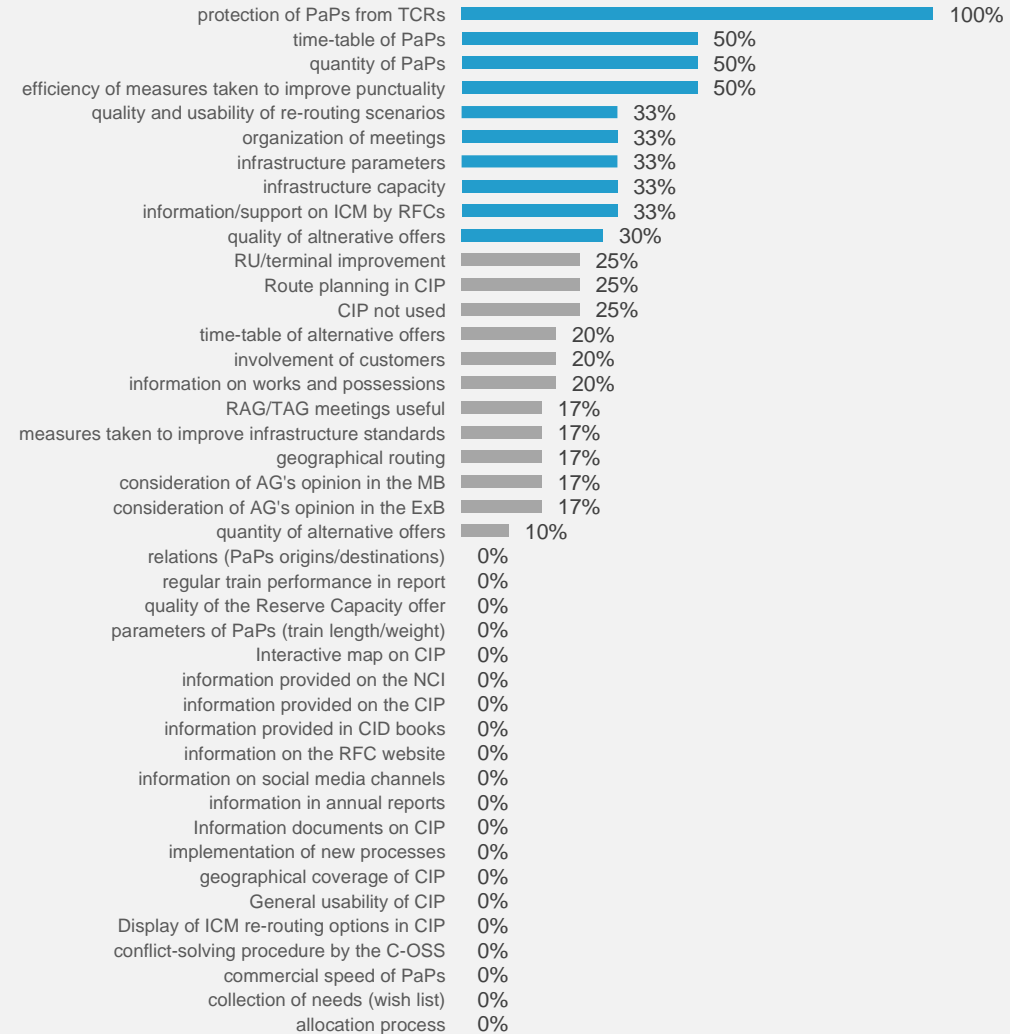
- » General satisfaction
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs
- » Different sample sizes on every topic



SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs
- » Different sample sizes on every topic, there



FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs
- » Different sample sizes on every topic, there

