CORRIDOR
RHINE-ALPINE

CORRIDOR
NORTH SEA - MEDITERRANEAN

ScanMed RFC
STOCKHOLM/OSLO-COPENHAGEN-
HAMBURG-INNSBRUCK-PALERMO

ATLANTIC
CORRIDOR

RFC5
Baltic-Adriatic Corridor

MEDITERRANEAN
RAIL FREIGHT CORRIDOR
Spain-France-Italy-Slovenia-Croatia-Hungary

RFC7
Orient/East-Med

Rail Freight Corridor
North Sea – Baltic

RAIL
FREIGHT
CORRIDOR
Rhine-Danube

Alpine-Western Balkan
rail freight corridor

Amber
Rail Freight Corridor

RNE
RailNetEurope

Funded by
the European Union

The RFC Network
User Satisfaction
Survey
2022

Overall Report

01 SURVEY DESIGN

HOW THE SURVEY WAS SET UP

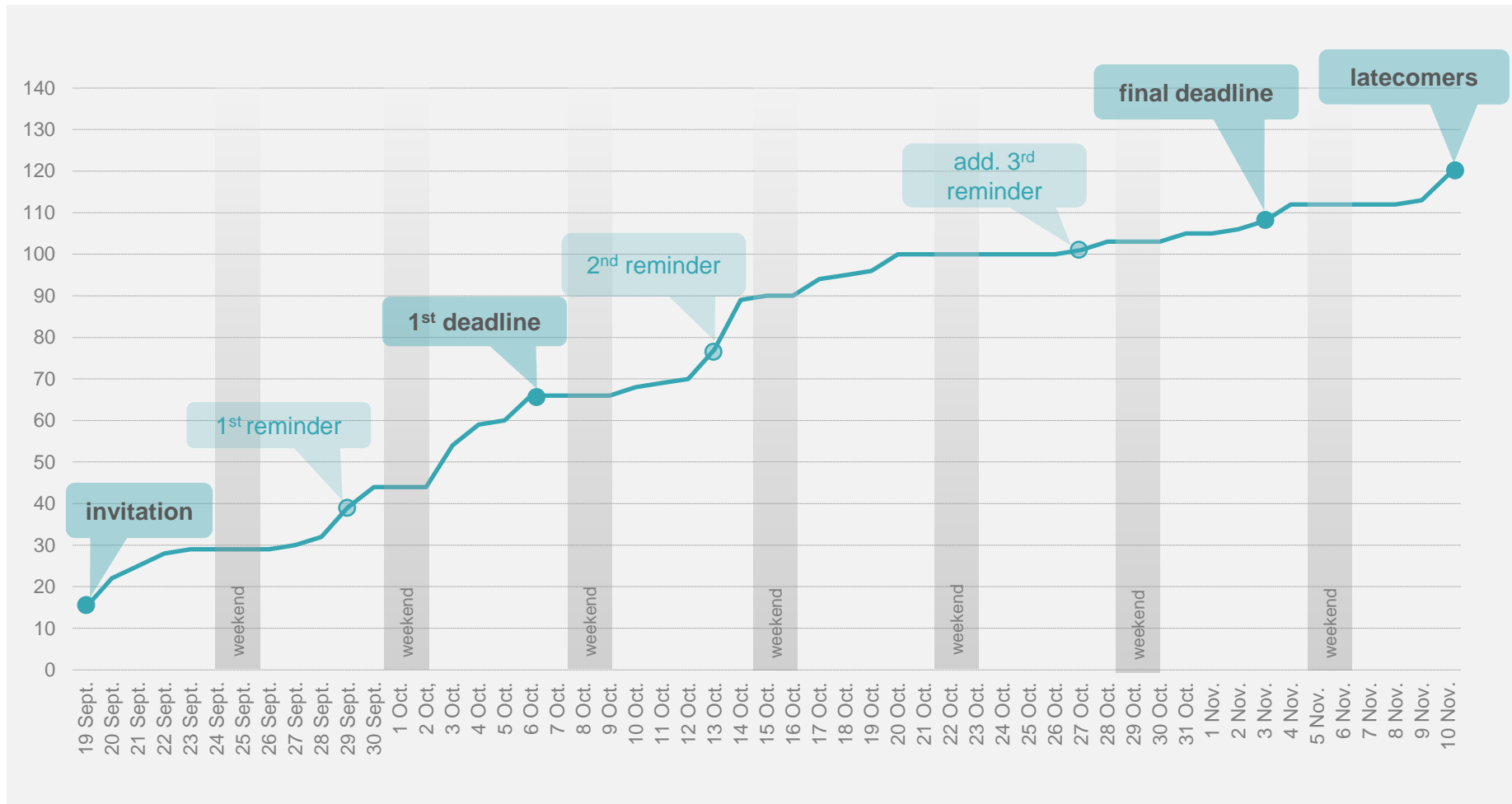———

SURVEY DESIGN

___

- 60 participants – 119 evaluations*

- Computer Aided Web Interviews (using the online tool Survio)

- Contacts (e-mail addresses) delivered by RFCs

- 128 companies invited, 495 overall e-mail invitations sent and 14 personal interviews**

- Field Phase: 19th September to 10th November 2022

One respondent is counted multiple times if their organisation uses multiple corridors.

** 10 interviews from DB Cargo (see attachment).

NUMBER OF EVALUATIONS OVER TIME

* The respondent are counted multiple times if their organisation uses multiple corridors.

SATISFACTION & PARTICIPATION

119
evaluations

This is a decrease of 6% compared to the previous year (126 evaluations in 2021).

*Evaluations of uninvited participants included.
*Including 10 interviews from DB Cargo (see attachments).
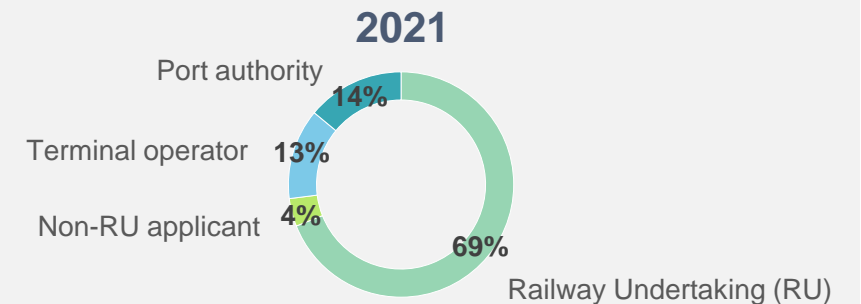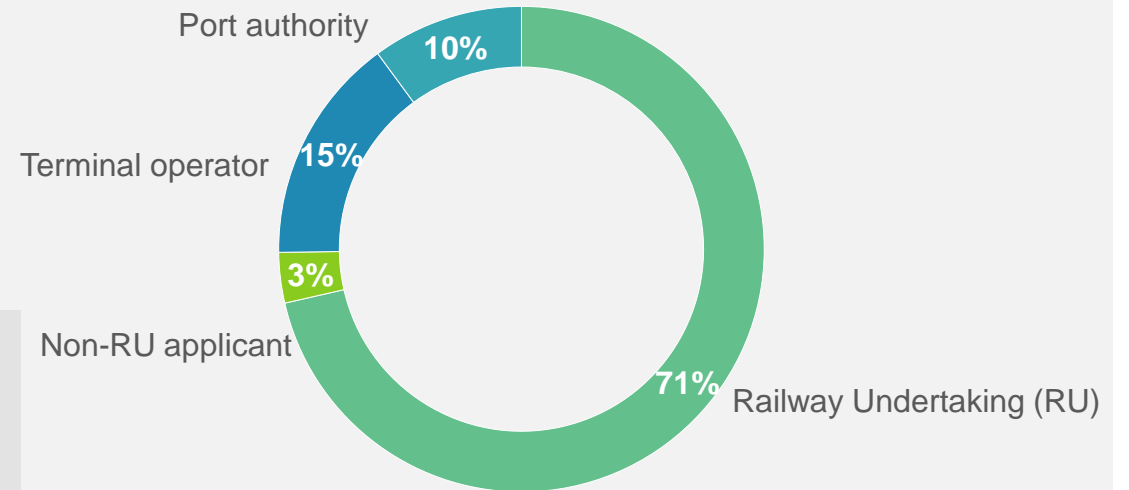
60
participants

This is a decrease of 24% compared to the previous year (79 participants in 2021).

Customer satisfaction

80%
positive feedback

*Answers given were very satisfied, satisfied and slightly satisfied. This is an decrease of 3% compared to the previous year.

Participant groups in % of 2022

Port authority — 10%
Terminal operator — 15%
Non-RU applicant — 3%
Railway Undertaking (RU) — 71%

2021

Port authority — 14%
Terminal operator — 13%
Non-RU applicant — 4%
Railway Undertaking (RU) — 69%

RESPONSE RATE

Compared to the previous year

	Overall	CORRIDOR RHINE-ALPINE	CORRIDOR NORTH SEA - MED	ScanMed RFC STOCKHOLM-OSLO-COPENHAGEN-HAMBURG-INNSBRUCK-PALERMO	ATLANTIC CORRIDOR	RFC5 Baltic-Adriatic Corridor	MEDITERRANEAN RAIL FREIGHT CORRIDOR	RFC7 Orient/East-Med	Rail Freight Corridor North Sea – Baltic	RAIL FREIGHT CORRIDOR Rhine-Danube	Alpine-Western Balkan rail freight corridor	Amber Rail Freight Corridor
Total evaluations	**119** (-7)	**13** (-2)	**7** (-6)	**10** (+3)	**7** (+4)	**16** (-2)	**19** (-2)	**16** (+6)	**7** (-5)	**13** (+6)	**4** (-3)	**7** (-3)
Evaluations RUs/non-RUs	89**	9	3	7	7	9	13	15	5	11	3	7
Evaluations Terminals/Ports	**30**	4	4	3	0	7	6	1	2	2	1	0
Invitations sent	495 (-83)	46 (-21)	27 (-18)	28 (-9)	19 (-6)	47 (-2)	21 (+/-0)	67 (-8)	39 (-4)	85 (-40)	84 (+25)	32 (-6)
Response rate overall	**24%** (+2%)	**28%** (+4%)	**26%** (-3%)	**36%** (+17%)	**37%** (+25%)	**34%** (-3%)	**90%** (-10%)	**24%** (+11%)	**18%** (-10%)	**15%** (+3%)	**5%** (-7%)	**22%** (-4%)

*Evaluations of uninvited participants included.
** RUs/non-Rus include 10 interviews from DB Cargo (see attachment).

RESPONSE RATE

Ratio of Invitations vs. Evaluations

overall 495 / 119

CORRIDOR RHINE-ALPINE 46 / 13

CORRIDOR 27 / 7

ScanMed RFC STOCKHOLM/OSLO-COPENHAGEN-HAMBURG-INNSBRUCK-PALERMO 28 / 10

ATLANTIC CORRIDOR 19 / 7

RFC5 Baltic-Adriatic Corridor 47 / 16

MEDITERRANEAN RAIL FREIGHT CORRIDOR 21 / 19

RFC7 Orient/East-Med 67 / 17

Rail Freight Corridor North Sea – Baltic 39 / 7

RAIL FREIGHT CORRIDOR Rhine-Danube 85 / 11

Alpine-Western Balkan rail freight corridor 84 / 5

Amber Rail Freight Corridor 32 / 7

■ Invitations
■ Evaluations

Customer response rate

24%
Response rate

Compared to the past year it
has been an increase of 2%.

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

EVALUATIONS

Number of evaluations 2021 vs. 2022

■ 2021 ■ **2022**

3%
Overall increase
of evaluations
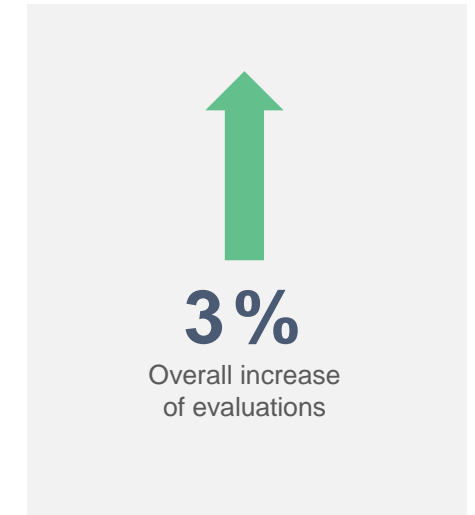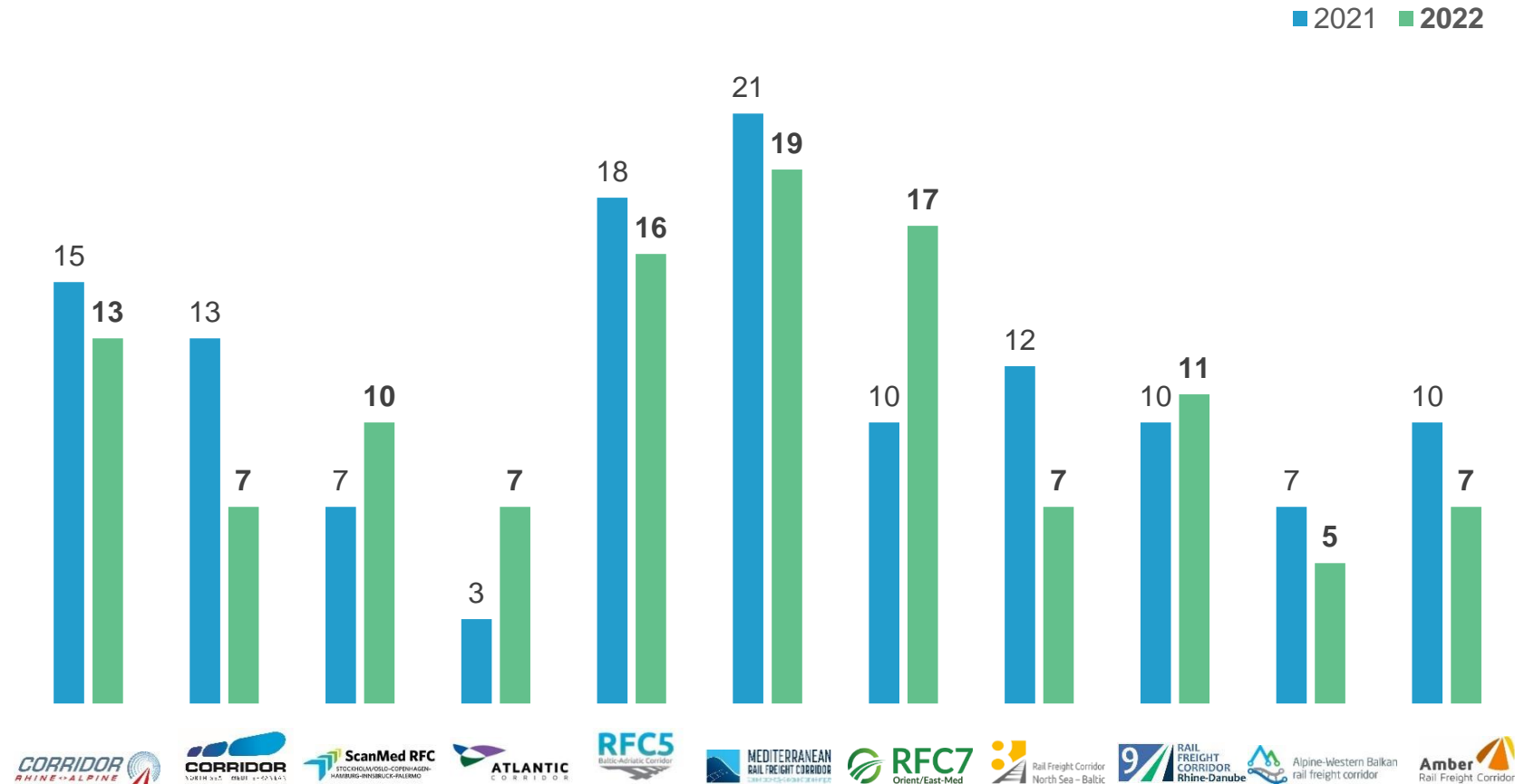
Invitees could be counted multiple times if they answered for several RFCs.

» "Which RFCs do you operate/run your services on?"
» sample size = 126;119 includes 10 interviews from DB Cargo (see attachment).

02 SATISFACTION WITH THE RFC NETWORK

INTRODUCTION

The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, the general questions covered the same topics as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or 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, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates the number of participants who think that a specific topic needs improvement. Figures are rounded without comma.

SATISFACTION WITH RFC NETWORK

» Overall, how satisfied are you as a user of the RFC?

» Answered by: RUs/non-RUs, Terminals/Ports

» sample size = 109

+10 interviews from DB Cargo (see attachment)

80%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

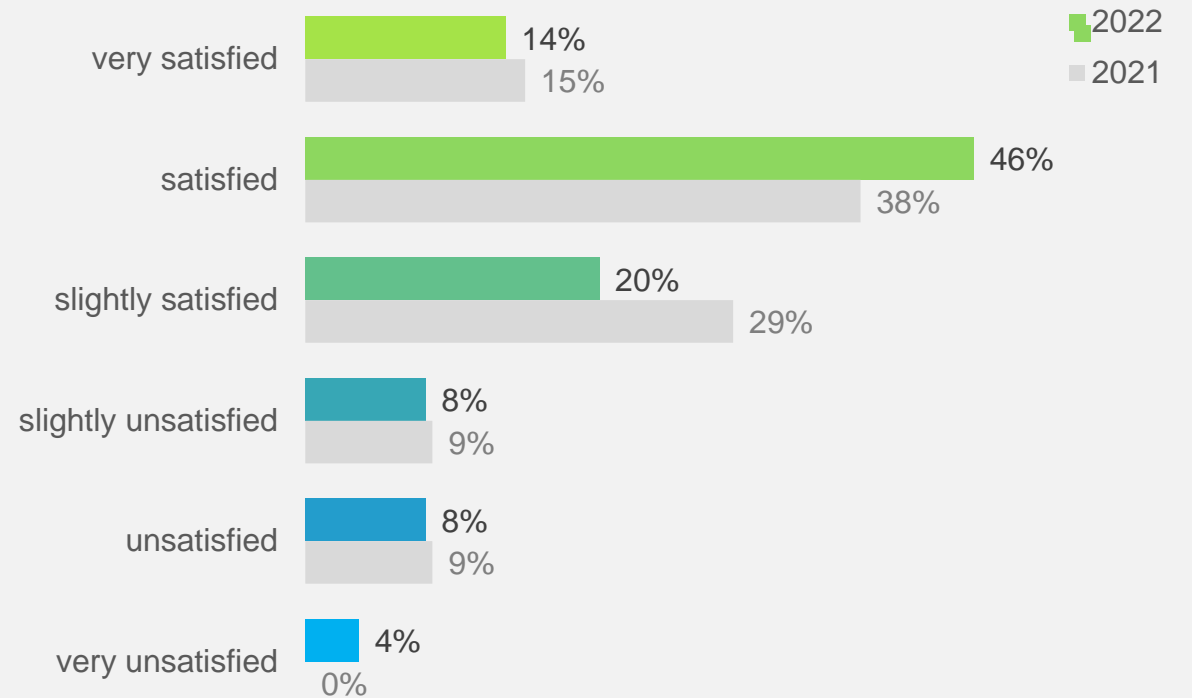**3%**
Decrease of satisfaction

■ 2022
■ 2021

	2022	2021
very satisfied	14%	15%
satisfied	46%	38%
slightly satisfied	20%	29%
slightly unsatisfied	8%	9%
unsatisfied	8%	9%
very unsatisfied	4%	0%

* Figures rounded without commas

OTHER COMMENTS:

RFC 1:

- We are a neighboring railroad infrastructure company to DB Netz AG and currently not a user of RFC1 - Rhine-Alpine. We are responsible for the "first mile" and "last mile" from the DB/HGK network crossings.

- Low level of cooperation with the Corridor, as most topics are talked bilateral with IMs.

- Operational quality on the Corridor is not satisfying at all (50% punctuality, 13%-20% loss of trains).

- Bad quality, bad contingency management, poor planning, poor international coordination.

- Very good communication, good reports.

RFC 2:

- Helpful.

RFC 3:

- We are satisfied with the allocation of PaPs and that the schedules was correct. However, the schedules of PaPs must be the backbone of RFCs. In 2023, BaneDanmark and DB Netz are not providing PaPs all year, while Trafikverket is prolonging maintenance windows on Sat/Sun at the yard in Malmö, so that trains that otherwise are in PaPs cannot arrive there. Moreover, the paths in Denmark have so bad running time so that with a tailormade path you can run up.

- Slowly moving in the right direction.

RFC 4:

- Difficulties in obtaining an international path, with concerns regarding the coordination of timetables between two neighboring countries. This situation has been made worse due to TCRs.

- Works on the main lines are progressing, especially on the Beira Alta Line which is currently closed. This situation highly interferes with the normal traffic and connections to Spain.

RFC 5:

- The aim was good, and the discussions started well, but until now we don't really see any result.

- CLIP terminal is a Railway Undertaking, terminal operator and logistics center developing on several Corridors: Baltic - Adriatic, North Sea - Baltic, and far distances like Poland - Spain, so a single choice is not reflecting the true picture.

- Transit trains from the Czech Republic and Slovakia arrive with much delays to our terminal.

- We are unsatisfied because we believe that the Corridor could enhance the typologies of parties involved, that means to organize some group meetings like the next one in Prague on 7th October 2022, with a specific focus on the Port Network Authorities and Inland Terminals functionally linked. In this way, we are available to cooperate with the Corridor to sensibilize and involve the others Port Authorities.

RFC 6:

- Always ready to help us.

- There is far too much rail work between France and Italy. In addition, the work is not well coordinated between countries.

- The latest QCO (30th September) was very fruitful, but it needs to be more regular with follow up of ongoing actions.

- Capacity restrictions in Slovenia and Croatia hugely affect us.

- Very good cooperation, but too much activities to make for the QCO groups. We ask to make one activity per time, because we don't have enough people to follow everything.

- The Mediterranean RFC has done a great job keeping their clients up to date in topics like projects and future milestones related to European infrastructure. Their members have been available whenever I needed it.

OTHER COMMENTS:

RFC 7:

- Lack of TCR information in time, poor TCR coordination among IMs, poor TCT coordination among Corridors, lack of harmonization of traffic rules and regulation, poor quality of infrastructure, uncompetitive transit time with rival modes, long dwell times at borders.

- We can find all the necessary information on the website and help whenever we need.

- Well-functioning communication, reliability.

- Construction works in Germany. Construction works in the Lőkösháza area in March and April caused traffic difficulties. The takeover/handover procedures of trains at the Lőkösháza/Curtici border take a lot of time. From Epsicopia Bihor on the Romanian side one can use only diesel traction (no electrified stretch).

- Very expensive to use.

- Huge waiting time at Lökösháza-Curtici border.

RFC 8:

- Especially high satisfaction with PaPs through the Elbe valley, which were requested by our German subsidy RCC-Germany (on behalf of which I answer here).

- CLIP terminal is a Railway Undertaking, terminal operator and logistics center developing on several Corridors: Baltic - Adriatic, North Sea - Baltic, and far distances like Poland - Spain, so a single choice is not reflecting the true picture.

RFC 9:

- Terrible situation in RO and HU in terms of track closures, 50%-100% increase of lead times.

- The infrastructure capacity and the overall condition is very bad. Frequent delays caused by infrastructural problems and the resulting additional costs have to be borne by the RUs.

- Especially the Romanian IM does not communicate and execute its TCRs according to the Requirements of Annex VII. We also face a partially poor commitment of some IMs in the RU AGs and in special task forces or use-case related activities such as the efforts to shorten the Curtici Border dwell times. Especially in CEE countries the effort to organise meetings involving political actors and decision makers is far too high - "old hierarchies" still exist.

- Lot of works on German and Italian rail infrastructure are causing delays. Moreover, there is a problem with the ports which has nothing to do with rail infrastructure - but is causing headaches. Trains are very much late!!!

RFC 11:

- It is not possible to order ad-hoc trains with extra parameters. First, the Zwardoń - Skalite railway crossing. RFC11 boasts that it is possible to travel by train with a maximum length of 640m. However, on the condition that the journey is purchased as part of the annual timetable. PKP Cargo needs to be able to order routes with such a length in any timetable and as many times as it is needed. Need more characters for topic codification.

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 = 109

+10 interviews from DB Cargo (see attachment)

17%
Generally satisfied

This is a 4% decrease in satisfaction compared to last year. Sample size 2021: 126

Focus on

1 Infrastructure capacity

2 Infrastructure parameters

3 Measures to improve infrastructure standards

generally satisfied — 17% / 21%

geographical routing — 9% / 16%

infrastructure parameters — 54% / 61%

measures taken to improve infrastructure standards — 32% / 40%

infrastructure capacity — 55% / 52%

other — 10% / 17%

■ 2021
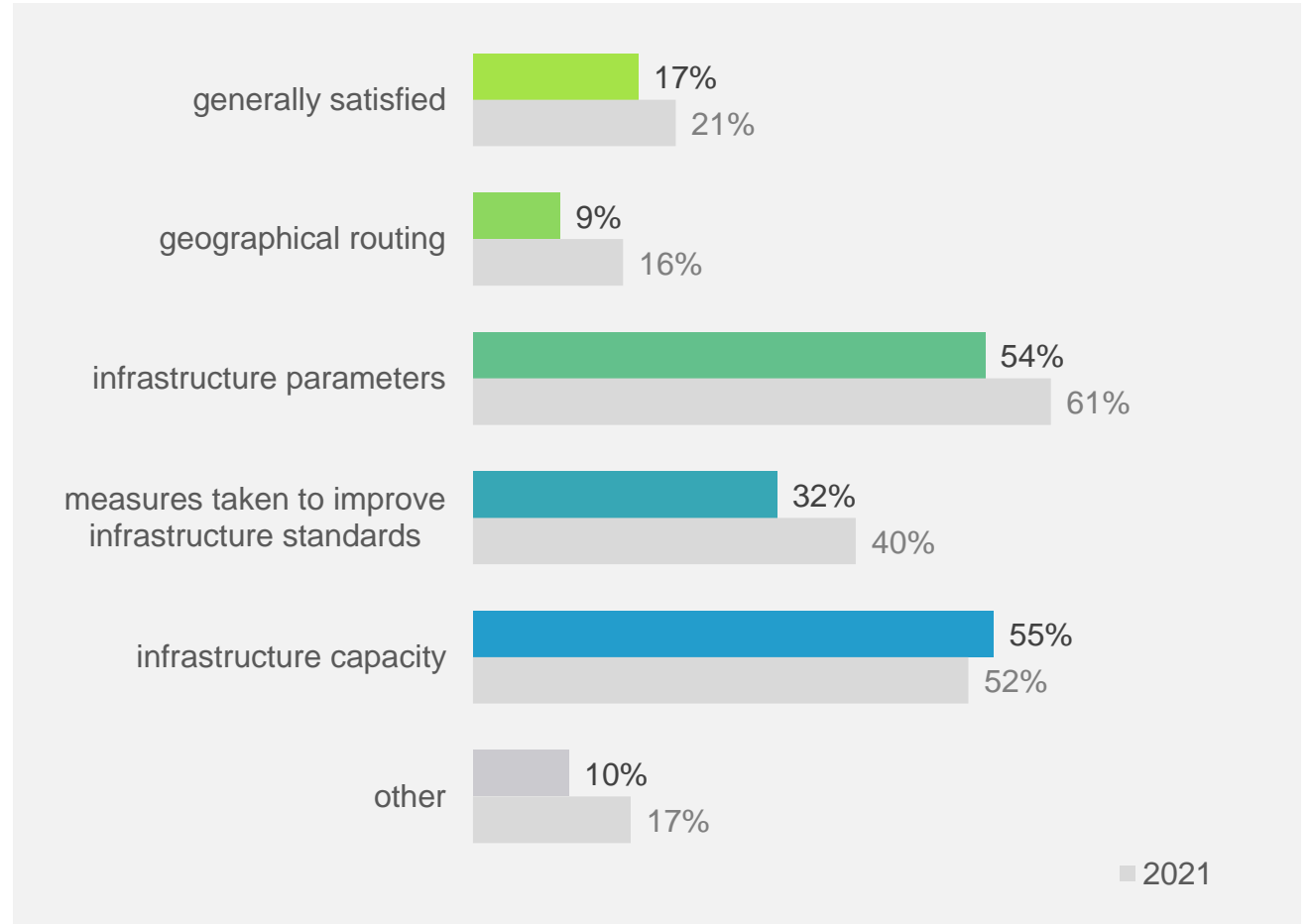
OTHER COMMENTS:

RFC 1:

- Measures taken by the RFC's IMs together with the ministries in charge of transport to improve the infrastructure standards.

- More focus on paths beside the main routes (e.g., Herzogenrath). Consider infrastructure parameters, route knowledge and border crossing points in a uniform manner. Better timetable harmonization. Basel: Train driver authorisation on DB network in Switzerland (border agreement). Optimise legal standards between Germany and Switzerland (Basel). Operational rules of IMs not enough harmonised within the EU.

- We have a lot of trains which drive via Venlo. Therefore, it would great if you can offer some PaPs via Venlo. But Venlo is not included in RFC1.

- Lack of capacity in shunting yards, Betuwe line in Germany.

RFC 2:

- Info on the works.

RFC 3:

- Speed/length (time frame) of the transports as an important business factor.

- Decrease maintenance window Brenner - Bozen.

RFC 4:

- Timetable harmonization.

- Harmonisation at the border Irun/Hendaye. Clear definition of the responsibilities of each IM at the border in terms of path allocation, train number allocation, etc., to ensure that the RU will be able to run its intra-border trains smoothly.

- As an Iberian RU, the continuity of the infrastructure standards throughout the RFC Atlantic is very important. Particularly, what concerns the implementation of the TEN-T interoperability standards, in a coordinated way between to neighbouring countries.

- In addition to the parameters necessary for the success of the freight transport (train length, loading gauges, electrification...), the safety measures and communication systems must meet the current conditions installed in the rolling stock (Radio, Convel/ETCS).

RFC 5:

- Complete lack of harmonization between IMs. Line interruptions without any notice to nearby countries and often in the same period of big rerouting or similar.

- Rentability of a train IT in its length, weight, and speed, lack of capacity on rail and delayed and prolonged repairs cause withdrawal of customers, and therefore economic losses.

- It looks like infrastructure on Polish/Slovakian border is insufficient. All trains are touted via the Czech Republic/Poland cross border.

- To improve and enhancing railway relations as a Port Authority we need more information about the infrastructure capacity in terms of trains/day, and the information about the infrastructure parameters. Could be kind to share with the Ports' Authorities the plan about infrastructure maintenance which affects the railroad on the Corridor.

- In this scenario we can plan the transport and support the development of new traffic.

RFC 6:

- The Corridor should ensure that each IM produces reliable and robust end-to-end train paths by ensuring proper harmonization of border operations throughout the duration of the timetable service. Today, some variants produced by SNCF Réseau are not harmonised at the border with Italian train paths.

OTHER COMMENTS:

RFC 6:

- Track closures, official inspections (for example at Gyékényes border).

- We need more accurate and stable capacity.

- This year the process for TT2023 Annual Capacity is still ongoing. No paths have been created in some requests, or they have been assigned wrongly, or not harmonised. The worst part is the lack of communication from IMs about this issue.

- Current supply of rail services and limitations to their development. In order to improve infrastructure and service supply, we believe it is important to understand the service offer and the constraints faced by customers and operators.

- It will be useful to be able to get the information about infrastructure capacity directly on a web interface. In this way, it could be easier to plan new transport and investment on railway infrastructure.

- It its necessary to complete the link between Spain and France.

RFC 7:

- Better coordination on TCRs.

- The big problems are on the CFR infrastructure. I know that improvement is ongoing, but it is very

slow and never respects the deadlines.

- Operation of more trains at the same time.

- Procedures of crossing the borders. Takeover/handover procedure of the trains at the Lőkösháza/Curtici border takes a lot of time. Electrification of the stretch Episcopia Bihor - Oradea in Romania.

- RFC7 not competitive from GR to HU via North MK and Serbia. Also, not fully electrified.

RFC 8:

- A general shortage of capacity in the Elbtal section south of Dresden.

- IMs are mostly renewing existing tracks and not getting more tracks and space at stations/borders.

- Rentability of a train IT in its length, weight, and speed, lack of capacity on rail and delayed and prolonged repairs cause withdrawal of customers, and therefore economic losses.

RFC 9:

- Capacity also in form of overtaking tracks etc. needs to be drastically improved.

- Construction works on the Corridor. No efficient measures to improve planning, no control or sync of

track closure.

RFC 11:

- Railway lines in Poland included in RFC11 are not codified. The line codification framework should include the maximum parameters for which the carrier applies for extraordinary transport, such as maximum pressure and gauge. Today's practice shows that in order to complete the extraordinary transport, it is necessary to purchase an additional consent, which is associated with additional costs and a time-consuming process of preparing an application for such transport (e.g., DB Netz has codes for RFC8).

- Lack of capacity on border stations, lack of track for personal exchange.

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 = 109

+10 interviews from DB Cargo (see attachment)

23%
Generally satisfied

This is a 1% increase in satisfaction compared to last year. Sample size 2021: 126

Focus on

1 quantity of alternative offers

2 time-table of alternative offers

3 involvement of customers

Category	2022	2021
generally satisfied	23%	22%
quality of alternative offers	28%	42%
quantity of alternative offers	34%	33%
time-table of alternative offers	33%	36%
info on works and possessions	21%	40%
involvement of customers	31%	40%
other	6%	18%

■2021
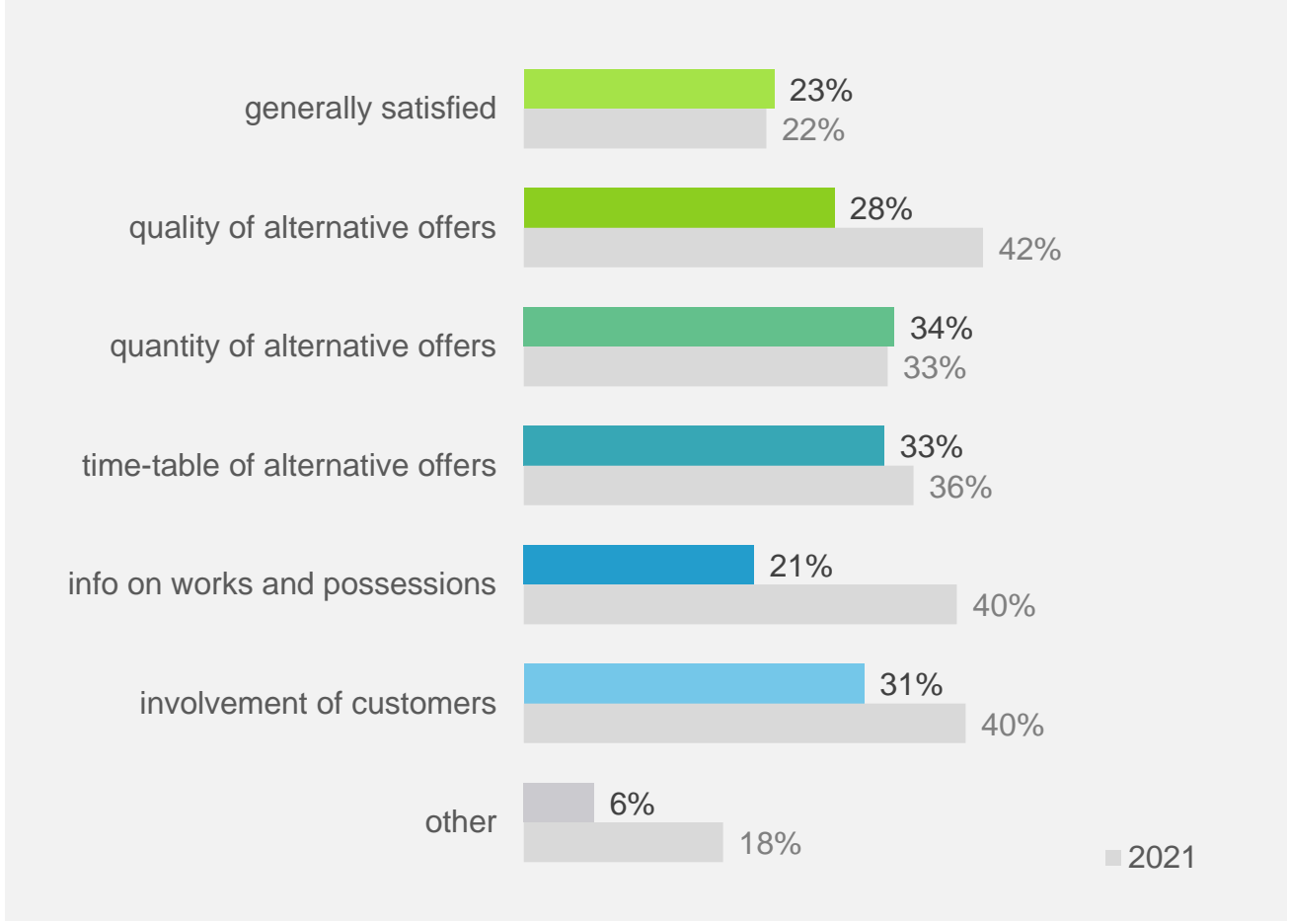
OTHER COMMENTS:

RFC 1:

- The question is difficult to answer from an IM's point of view because, as described earlier, we are not currently involved in the RFC1 processes as NE rail infrastructure.

- TCR: Better communication in terms of international re-routings. Coordination in advance must improve, DB Netz coordination with partner Ims. No TCRs one after the other. Better holiday coordination.

- There are a lot of construction works in Germany and DB Netz can't reroute/handle all trains. Therefore, we are facing a lot of cancelled trains...

- Long term capacity planning. Infrabel is dealing with the short-term capacity planning. Infrastructure planning by the government as well as by IMs affects the capacity planning of ports.

- More and earlier Information.

RFC 2:

- Terminals are not involved in that process.

RFC 3:

- The offer of alternative paths is not coordinated neither in time nor at borders between DB Netz, BDK, and TRV.

- Denmark has "refused" most pre-constructed paths during their timetable year because of major construction works with both total closures and "channel runs" where the ordinary timetable can't be used. This gives a big uncertainty for the RU as we can't plan our resources for the whole year, and for our customers as they can't plan their transports for the whole year.

RFC 4:

- The RU would like to know further in advance the TCRs, thus it supports the creation of a bilateral group between Portugal and Spain for the coordination of TCRs, which would involve both IMs and RUs.

- Coordination among IMs. Improvement of coordination between IMs involved in TCR in terms of path allocation, line closure, etc.

RFC 5:

- Example: In Italy we discovered a line interruption in Slovenia lasting 4-5 years only when it started, and it was originally included also the period of rerouting trains via Villa Opicina due to Tarvisio closure.

RFC 6:

- We have to work together to improve our quality of production and increase train numbers.

- No alternatives in Croatia, just total closures announced 2-3 weeks in advance.

- TCRs are often not coordinated across networks in terms of timetables or line closure days. This may force RUs to implement new logistics solutions that are not necessarily optimised.

RFC 7:

- On the CFR network there are no alternative offers, the paths are canceled in case of TCR.

- Informing customers about anticipated capacity restrictions.

- Especially the non-obeyance of Annex VII Requirements in RO and partly in HU is a very serious issue which constitutes a real threat for our business especially in CEE-parts of RFCs 7 and 9.

- Alternative routes are more expensive and take more time to run.

RFC 9:

- Not much, just to be able to get through Romania in 36 hours, instead of the current 48+.

- Works are often communicated far too late - the remaining capacity on alternative routes is far too low

OTHER COMMENTS:

- Coordination between different IMs.

RFC 11:

- Alternative path is too long and not electrified.

- The offer is not flexible - you have to order it in the annual timetable.

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

75%
Yes
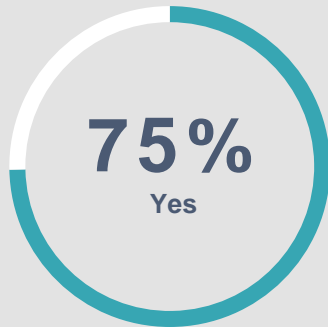
Compared to the past year it has been a 1% increase.

COMMENTS

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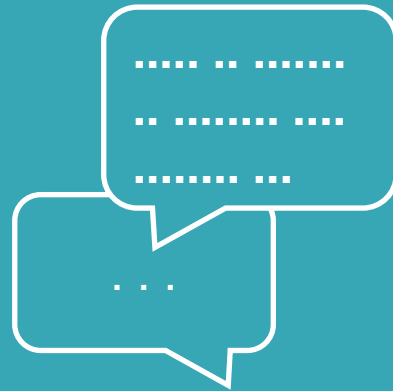
Reasons for not ordering via the C-OSS:

Lack of knowledge of the PaP request process and the O/D pairs used by the RU within the RFC

Orders via the national path order systems are easier to handle for both parties.

Have not received an invitation.

Irrelevant – no significant advantages for corridor paths (in normal conditions).

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

» Answered by: RUs/non-Rus

» sample size = 79

» +10 interviews from DB Cargo (see attachment)

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 3:

- Lack of adaptability.

- Not able to use.

RFC 4:

- Due to lack of knowledge of the PaP request process and the O/D pairs used by the RU within the RFC

- Orders via the national path order systems are easier to handle for both parties

RFC 5:

- As I am employed at ÖBB Produktion, I cannot 100 % guarantee that ÖBB Produktion is involved in such processes.

RFC 6:

- No, I'm not responsible for that.

RFC 7:

- We have not received an invitation.

- I am a new colleague at the RU.

RFC 8:

- Too little flexibility.

RFC 9:

- Irrelevant - no significant advantages for corridor paths (in normal conditions).

RFC 11:

- Ad-hoc traffic only, pre-booking of capacity is not possible.

- We use PCS for ordering.

- We have no corridor capacity on RFC11.

- Other department has an obligation to do that.

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 = 79

+10 interviews from DB Cargo (see attachment)

28%
Generally satisfied

The same rate of satisfaction compared to last year.

Sample size 2021: 91

Focus on

1 **parameters of PaPs**

2 **protection of PaPs from TCRs**

3 **time-table of PaPs**

Category	2022	2021
generally satisfied	28%	28%
quantity of PaPs	13%	28%
time-table of PaPs	23%	33%
relations (PaPs origins/destinations)	18%	18%
parameters of PaPs (train lenght/weight)	27%	45%
commercial speed of PaPs	18%	25%
quality of the Reserve Capacity offer	15%	19%
allocation process	9%	10%
conflict-solving procedure by the C-OSS	1%	13%
collection of needs (wish list)	9%	7%
protection of PaPs from TCRs	24%	40%
other	14%	15%

■ 2021

OTHER COMMENTS:

RFC 1:

- TT: Including of train driver breaks possibilities for recovery within the PaPs. Interfaces between path ordering systems would be helpful (e.g., PCS <-> CPN). One ordering system rather than many. PCS train length? Parameters must be transferable, driver recovery times / staff deployment / work assignments / stops.

- PaPs via Venlo are still missing.

RFC 4:

- Clients should receive more information during the Capacity Allocation process, especially in case of conflicts.

RFC 5:

- Train paths requested by PCS must then be completed in national system, often with big communication problems... (especially on services, links between paths, and so on).

RFC 6:

- To sync PaPs likely timetable to terminals slots.

- Border improvements. Due to border bottlenecks, we cannot really use designated paths. Daily closures of Koprivnica - Gyékényes kill traffic.

- Coordination between IM and communication to clients. I believe that clients should be informed about the status of allocated paths, provide information about those that are experienced delays and a forecast of when they will be resolved.

RFC 7:

- The same problem on the CFR network, with rehabilitation works that never ends, which leads to low commercial speed and 0 reserved capacity.

- Worth mentioning here is the really good commitment of the C-OSS and his customer-orientation. As already mentioned in the answers for RFC9, a success factor for the RFC PaP product are its additional features compared to conventional capacity products, such as protection against TCRs, higher commercial speed, priority in planning and operation, or lower infra usage fees.

- Not a commercially competitive Corridor.

RFC 8:

- There was some issue that due to TCRs offered PaPs times could not be fully allocated (further issues to be clarified with RCC-Germany).

RFC 9:

- PaPs will only be perceived as an attractive product

if they provide some additional benefits compared to conventional paths such as higher priority, "resistance" against TCRs, or lower access charges.

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 = 109

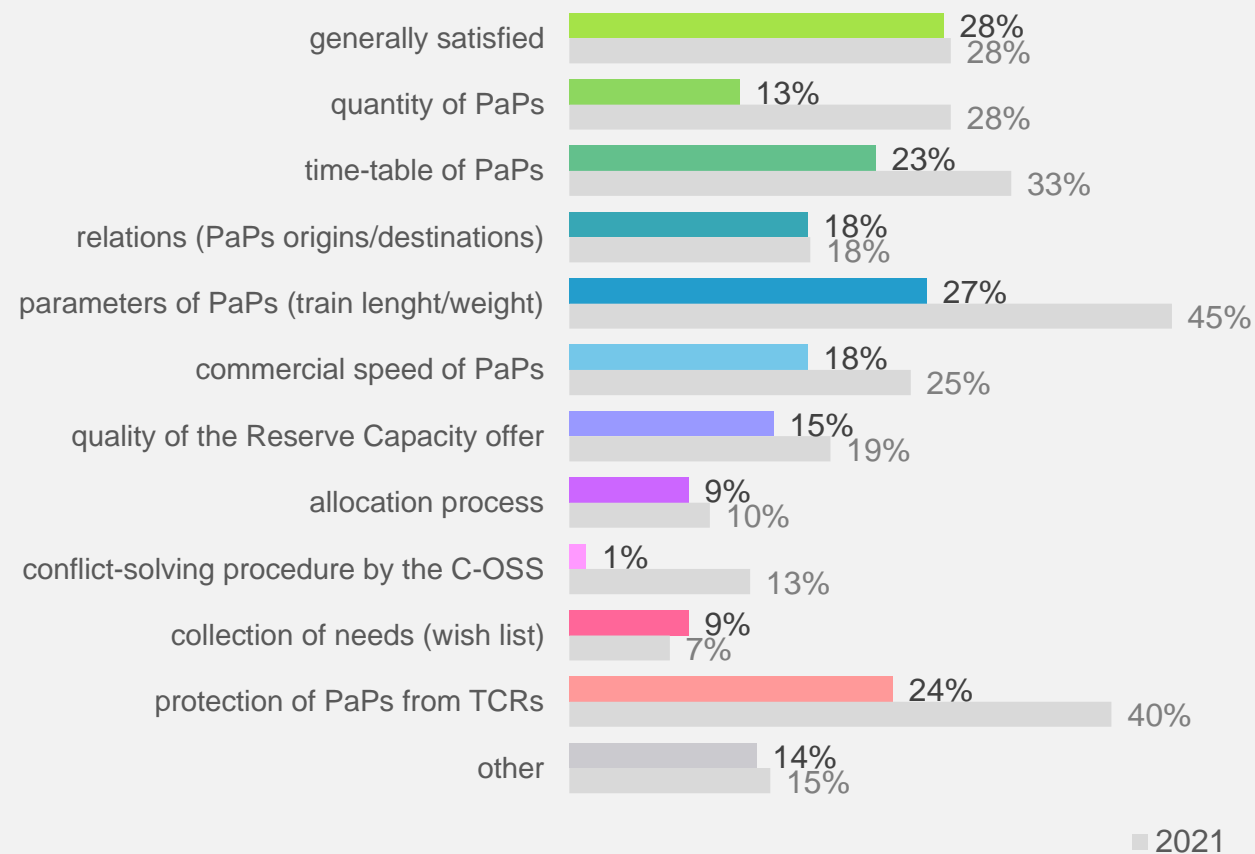+10 interviews from DB Cargo (see attachment)

29%
Generally satisfied

This is a 2% decrease in satisfaction compared to last year.

Sample size 2021: 126

Focus on

1 Efficiency of measures taken to improve punctuality

2 Regular train performance in report

3 RU/terminal improvement

generally satisfied — 29% / 27%

regular RFC monthly punctuality report — 25% / 19%

efficiency of measures taken to improve punctuality — 35% / 47%

RU/terminal improvement — 24% / 32%

other — 10% / 12%

■ 2021

OTHER COMMENTS:

RFC 1:

- We don't participate.

- Not used in general.

- Only slightly involved in TPM. Currently the ship terminal is decoupled of the rail terminal in terms of transport management.

RFC 3:

- Details are hard to discuss within the entire Corridor. These are handled in each country.

RFC 4:

- The RU considers very important a higher involvement of the RUs in several WGs such as the ongoing QCO in Irun / Hendaye and the new QCO to be organized in Vilar Formoso / Fuentes de Oñoro.

- The tools for monitoring the punctuality of trains are extremely important to implement the necessary measures to avoid delays.

RFC 5:

- The market faces a lack of KPI fulfillment due to poor performance on rail and lack of involvement of terminals. It's essential to know the real reason and react.

RFC6 :

- We don't use it.

- We don't know the TPM.

RFC 8:

- The market faces a lack of KPI fulfillment due to poor performance on rail and lack of involvement of terminals. It's essential to know the real reason and react.

RFC 9:

- Good involvement from RUs, unfortunately with few real results.

RFC 11:

- Capacity improvement at border points.

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 = 79

+10 interviews from DB Cargo (see attachment)

35%
Generally satisfied

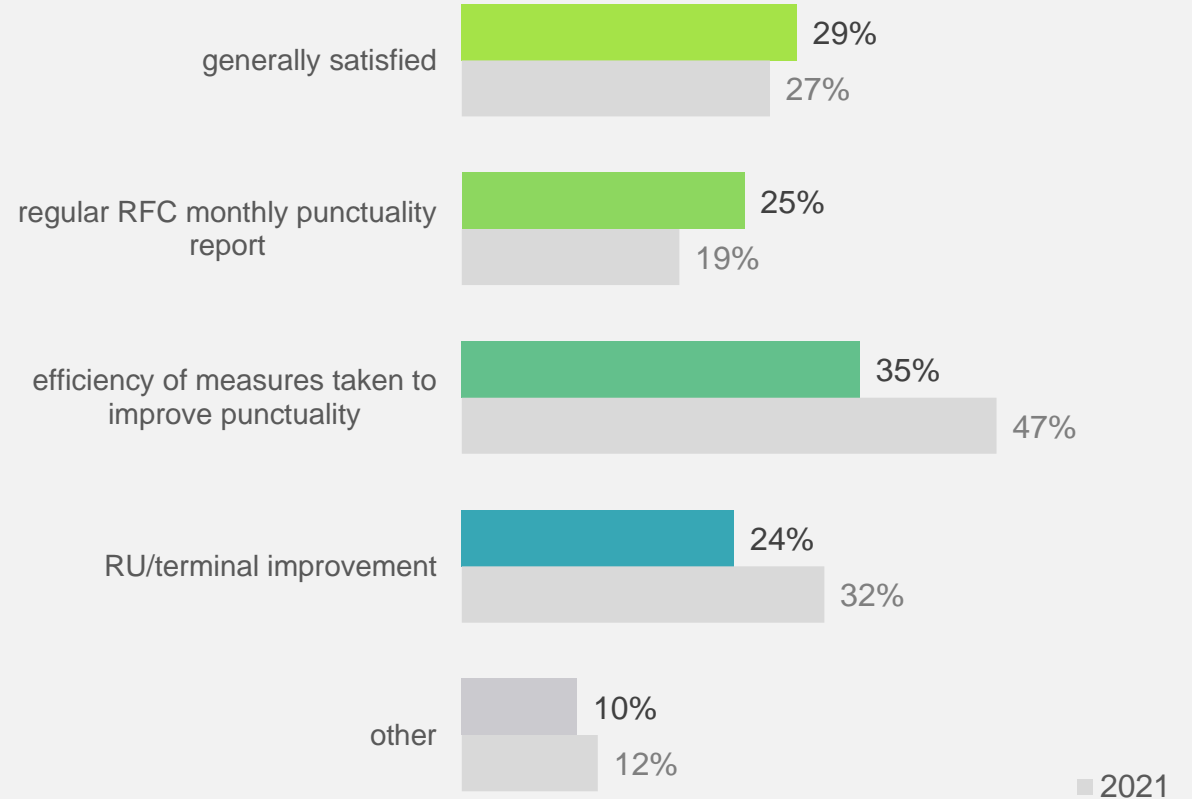*This is a 4% increase in satisfaction compared to last year.*

Sample size 2021: 91

Focus on

1 Quality and usability of re-routing scenarios

2 Implementation of new processes

3 Info/support on ICM

generally satisfied — 35% / 31%

implementation of new processes — 16% / 24%

quality and usability of re-routing scenarios — 41% / 37%

information/support on ICM by RFCs — 13% / 16%

other — 5% / 18%

■ 2021
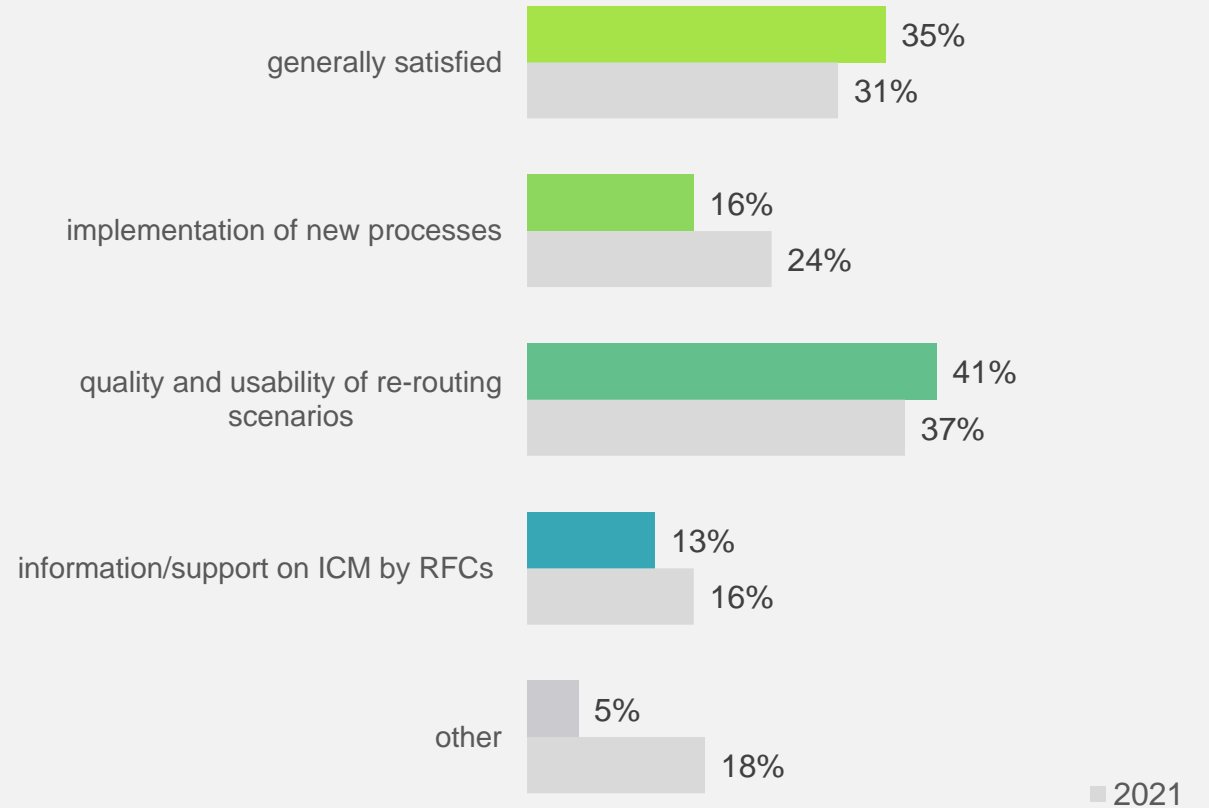
OTHER COMMENTS:

RFC 3:

- No experience.

RFC 7:

- Contingency management is all in all too much of an operational task to deeply involve the RFCs. The RFC should have its focus on the availability of complete logic procedures in case a contingency case is declared but keep its hands out of the actual operations during the case itself.

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 = 109

+10 interviews from DB Cargo (see attachment)

50%
Generally satisfied
This is a 10% increase in satisfaction compared to last year.

Sample size 20201 126

Focus on

1 topics discussed during RAG/TAP meetings

2 organization of meetings

3 consideration of AG's opinion In the ExB

generally satisfied	50% / 40%
topics discussed during RAG/TAG meetings	24% / not asked in 2021
consideration of AG's opinion in the MB	12% / 27%
consideration of AG's opinion in the ExB	16% / 25%
organization of meetings	20% / 15%
RAG/TAG meetings useful	7% / 25%
other	15% / 10%

2021
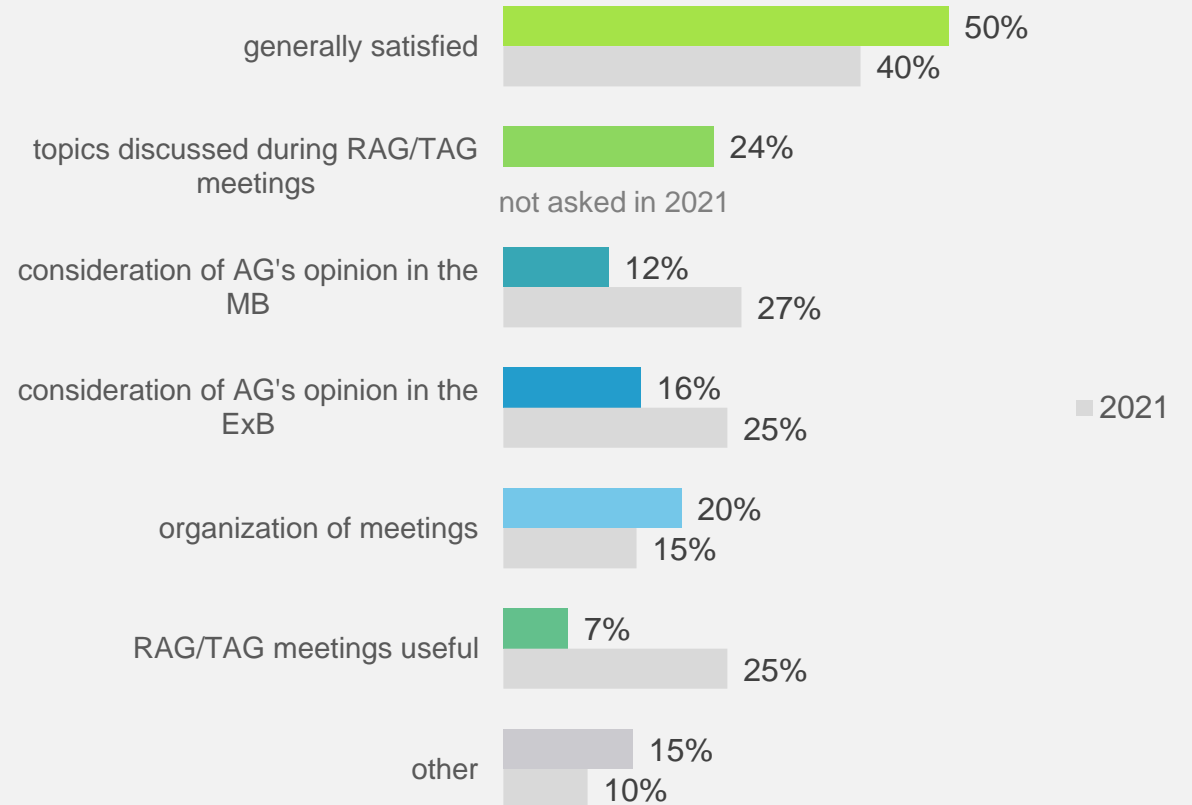
OTHER COMMENTS:

RFC 1:

- The RAG has little significance. Better bundeling of topics.

- Consideration of opinion is just the tip of the iceberg. In general, the necessary measures to improve the capacity and quality on the Corridor need to be made a reality, especially in foresight of the upcoming RFC regulation Corridors need to be empowered.

- Online TAG meetings make it easier to participate. Less theoretical and legal topics should be discussed during TAG meetings (little feedback on made decisions). Include all relevant RFCs to bigger TAG meetings (maybe on the Rail Freight Days). TAG meetings for more general topics.

RFC 5:

- I would appreciate if the option of online access was available.

- You could improve this meeting by extending invitations to the Port Network authorities.

RFC 6:

- Involve a larger number of terminals. Currently, the Port of Barcelona (Jordi Torrent) is the spokesman for the TAG.

RFC 7:

- As RU, we have not been invited.

- One user friendly meeting, time and place, for example Wien or Ljubljana (with FTE meetings). It was proposed the last time.

- Need more info on RAG/TAG.

RFC 8:

- One user friendly meeting, time and place, for example Wien or Ljubljana (with FTE meetings). It was proposed the last time.

- Meetings closer to the users (easy to attend), more point-to-point seeking for solutions, and get them done (first borders than border stations and so on).

- I would appreciate if the option of online access was available.

RFC 9:

- Attendance would be especially (more) useful if more RUs, IMs and ExBo representatives attended.

- To be able to make a difference in these meetings.

- One time, one place for all Corridors and the possibility for online connections to meetings.

- One user friendly meeting, time and place, for example Wien or Ljubljana (with FTE meetings). It was proposed the last time.

- I think that you have to increase the pressure on IMs to attend meetings and to analyze and solve some issues discussed at RAG/TAG meetings.

RFC 11:

- For small companies it is a problem because of lack of personnel, which means that mainly larger companies are involved. They can point out only their requests and this can result with compliances toward small companies.

COMPANY PARTICIPATION IN RAG TAG MEETINGS

**Participation in
RAG TAG meetings**

55%
Yes
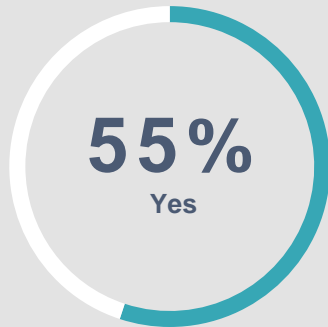
Compared to the past year
it has been a 16 % decrease.

» Does your company regularly attend RAG/TAG meetings?

» Answered by: RUs/non-RUs, Terminals/Ports

» sample size = 109

+ 10 interviews from DB Cargo (see attachment)

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 = 109

+10 interviews from DB Cargo (see attachment)

37%
Generally satisfied

This is a 4% increase in satisfaction compared to last year.

Sample size 2021: 126

Focus on

1 information on RFC website

2 information provided on CIP

3 information provided in CID

Category	2022	2021
generally satisfied	37%	33%
information on the RFC website	22%	25%
information on social media channels	6%	2%
information in annual reports	6%	6%
information provided in CID books	10%	8%
information provided on the CIP	12%	10%
information provided on the NCI	5%	6%
other	4%	9%

■ 2021
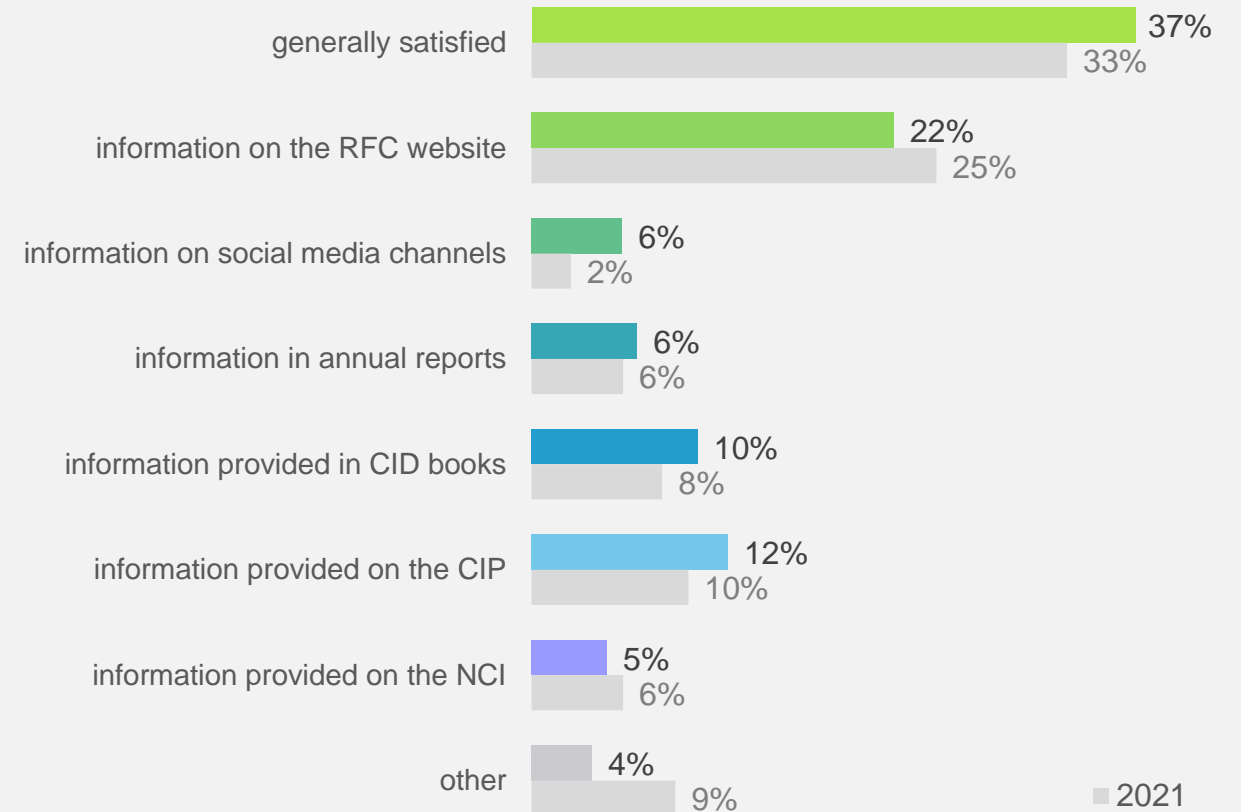
OTHER COMMENTS:

RFC 1:

- Informations will be delivered over different ways (e.g. other RUs, construction information events).

- Annual report and social media is used.

- More often.

RFC 3:

- The RFC working group is the best solution at the moment.

RFC 4:

- The RU would like to see a more frequent update on the Investment Plan entailed in the Implementation Plan of the RFC Atlantic, annexed to the CID.

RFC 6:

- For the user, the fact that there are different sources of information/platforms (CID, CIP, NCI) is a bit confusing.

WISH FOR IMPROVEMENT IN **PERFORMANCE**

Priority areas

___

» Which topics would your company be interested in for the RFC to improve your rail-related performance?

» Answered by: Terminals/Ports

» sample size = 30

Focus on

1 international end-to-end monitoring projects

2 support of electronic data exchange (TIS)

3 facilitation of info provision

International End-to-End monitoring projects with the involvement of IMs, RUs, and Terminal Operators
- 43%
- 26%

Integrated capacity offer of PaPs with Terminal slots
- 30%
- 6%

Creation of business opportunities/links
- 30%
- 14%

Support of electronic data exchange (TIS) within the rail sector
- 40%
- 29%

Facilitation of information provision
- 33%
- 6%

other
- 10%
- 3%

■ 2021
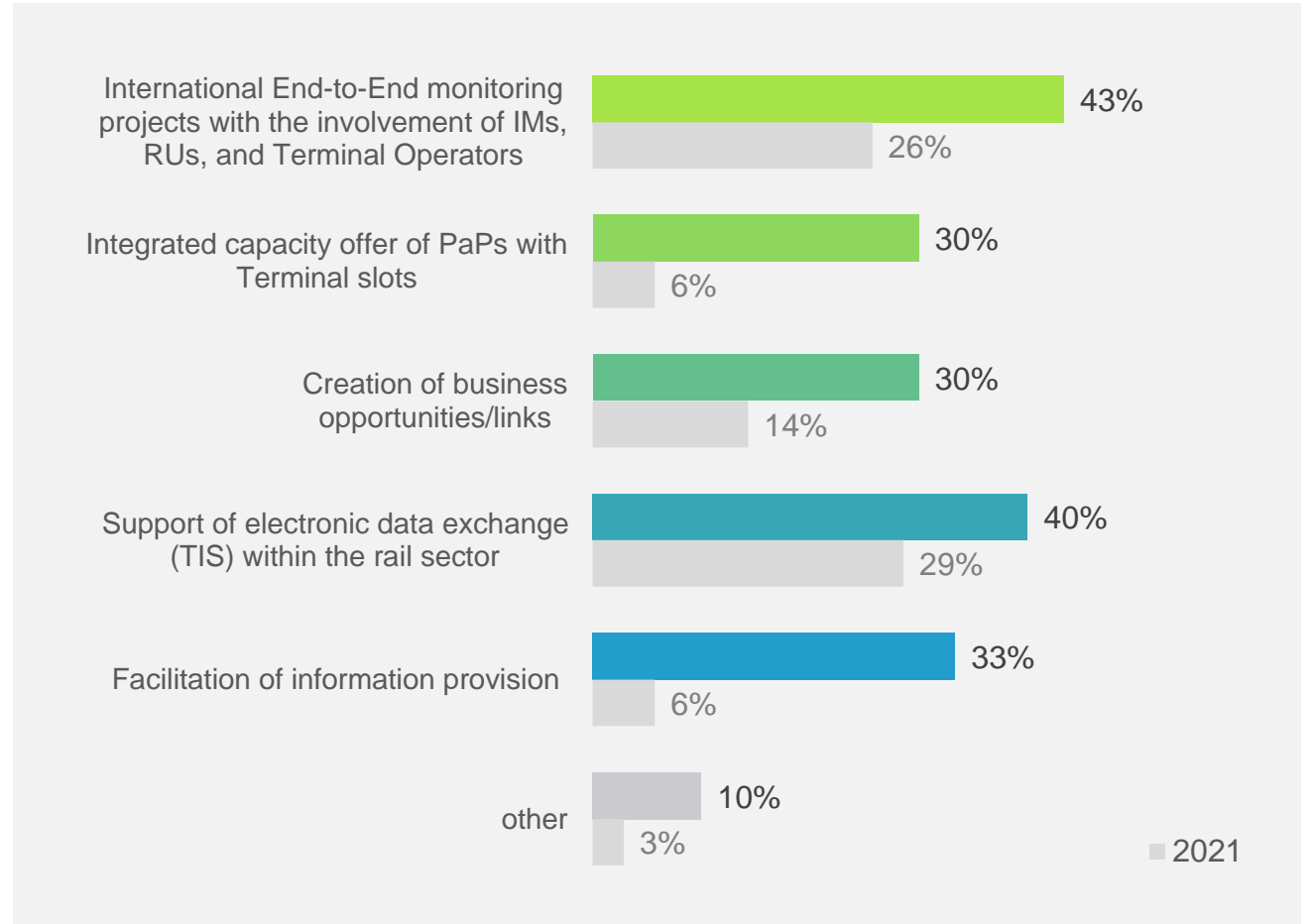
03 SAMPLE DESCRIPTION

___

SAMPLE DESCRIPTION

Target group
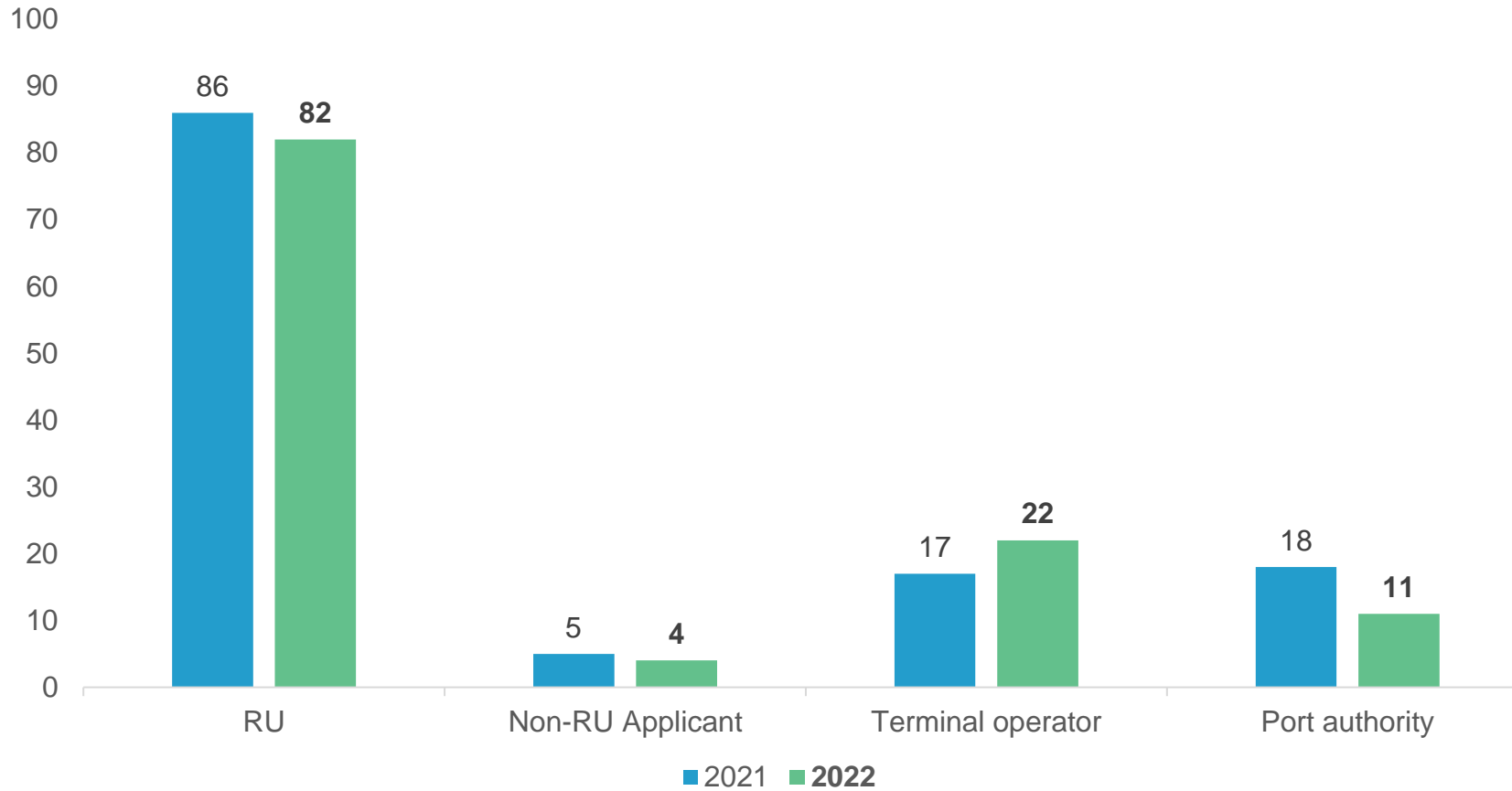
» "To which of the following type of target groups does your company belong?"
» sample size = 119; 126;
» One respondent is counted multiple times if his/her organization uses multiple corridors

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, Terminals/Ports

» Different sample sizes on every topic

■ 2022
■ 2021

Topic	2022	2021
Infrastructure	17%	21%
Temporary capacity restrictions	23%	22%
Commercial offer	28%	28%
Train performance management	29%	27%
Int. Contingency management	35%	31%
RU/Terminal Advisory Group	50%	40%
Communication services	37%	33%
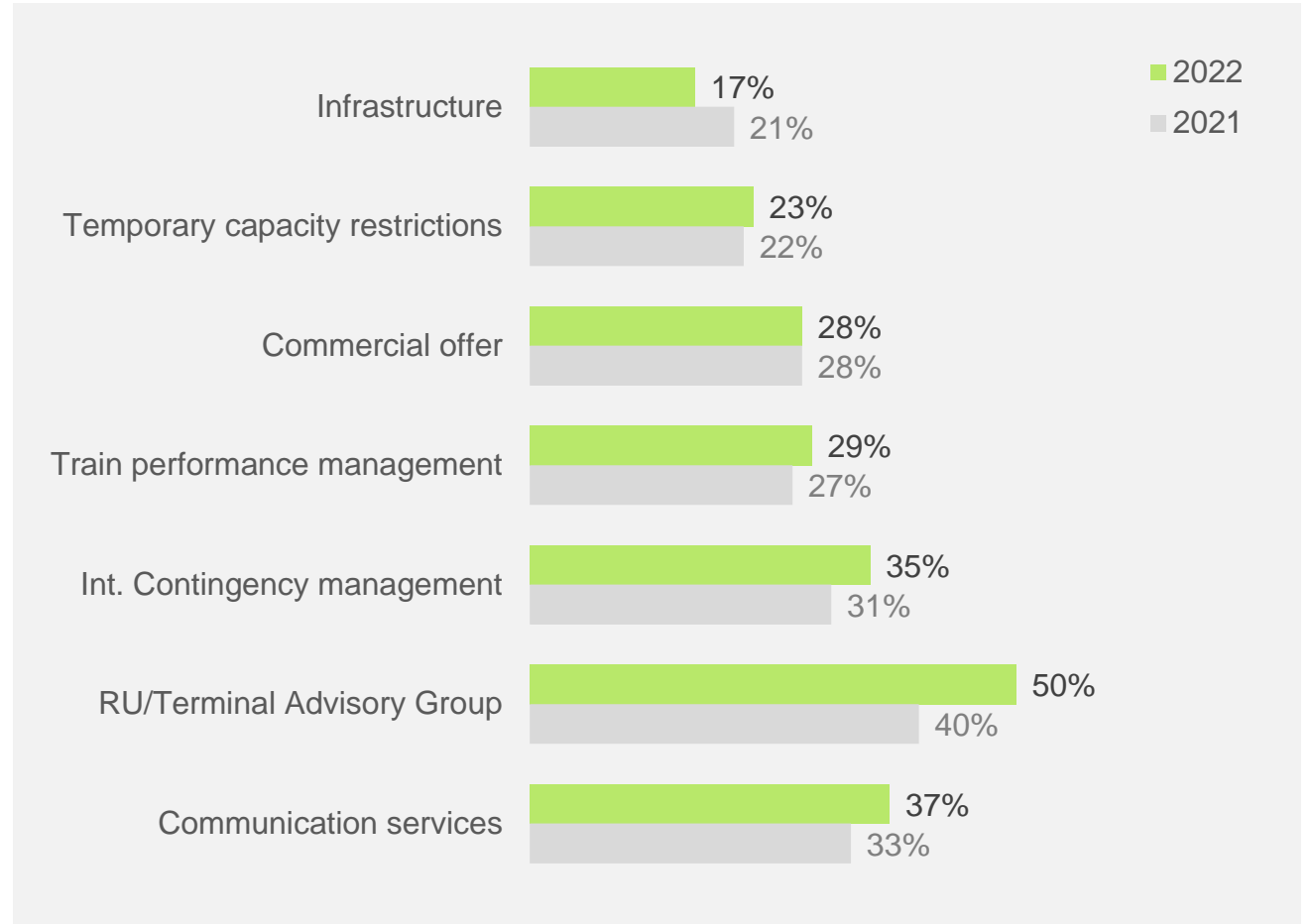
SUMMARY – WISH FOR IMPROVEMENT

All respondents

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

Topic	Value
infrastructure capacity	55%
infrastructure parameters	54%
international end-to-end monitoring projects	43%
quality and usability of re-routing scenarios	41%
support of electronic data exchange (TIS)	40%
efficiency of measures taken to improve punctuality	35%
facilitaton of info provision	33%
time-table of alternative offers	33%
quantity of alternative offers	33%
measures to improve infrstructure standards	32%
creation of business oportunities/links	30%
integrated capacity offer of PaPs with Terminal slots	30%
involvement of customers	30%
quality of alternative offers	28%
parameters of PaPs (train lenght/weight)	27%
regular train performance in report	25%
topics discussed during RAG/TAP meetings	24%
RU/terminal improvement	24%
protection of PaPs from TCRs	24%
info on works and possessions	23%
time-table of PaPs	23%
information on the RFC website	22%
organization of meetings	20%
commercial speed of PaPs	18%
relations (PaPs originis/destinations)	18%
consideration of AG's opinion in the ExB	16%
implementatio of new processes	16%
quality of the Reserve Capacity offer	15%
quantity of PaPs	13%
info/support on ICM	13%
consideration of AG's opinion in the MB	12%
information provided on CIP	12%
information provided in CID	10%
RAG/TAG meetings useful	9%
collection of needs (wish list)	9%
allocation process	9%
geographical routing	9%
information in annual reports	6%
information on social media channels	6%
information provided on the NCI	5%
conflict-solving procedure by the C-OSS	1%

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

» The lowest 10 topics of the survey which the participants had the most wish for improvement.
They were least satisfied with these 10 topics and the RFCs will focus on improving those.

» Answered by: RUs/non-RUs, Terminals/Ports

» Different sample sizes on every topic, there

most wish for improvement

infrastructure capacity	55%
infrastructure parameters	54%
international end-to-end monitoring projects	43%
quality and usability of re-routing scenarios	41%
support of electronic data exchange (TIS)	40%
efficiency of measures taken to improve punctuality	35%
facilitaton of info provision	33%
time-table of alternative offers	33%
quantity of alternative offers	33%
measures to improve infrastructure standards	32%

less wish for improvement