

The RFC Network
User Satisfaction

Survey

2023

Report for RFC4

RFC USER SATISFACTION SURVEY 2023

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- **9** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 20 companies invited, 40 overall e-mail invitations sent
- **5** personal interviews
- Field Phase: **24th August** to **12th October 2023**

SATISFACTION & PARTICIPATION

2023: Only Railway Undertaking (RU) surveyed as was in 2022.

9
evaluations

This is a increase of 29% compared to the previous year (7 evaluations in 2022).

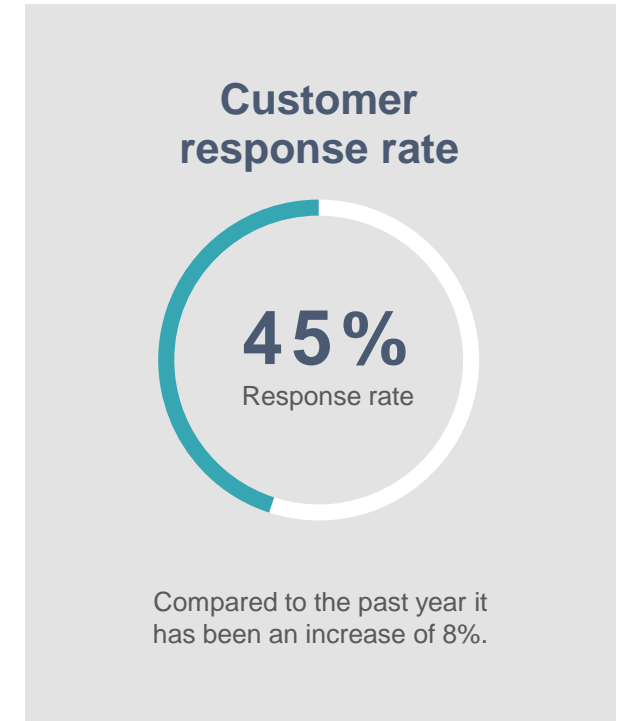
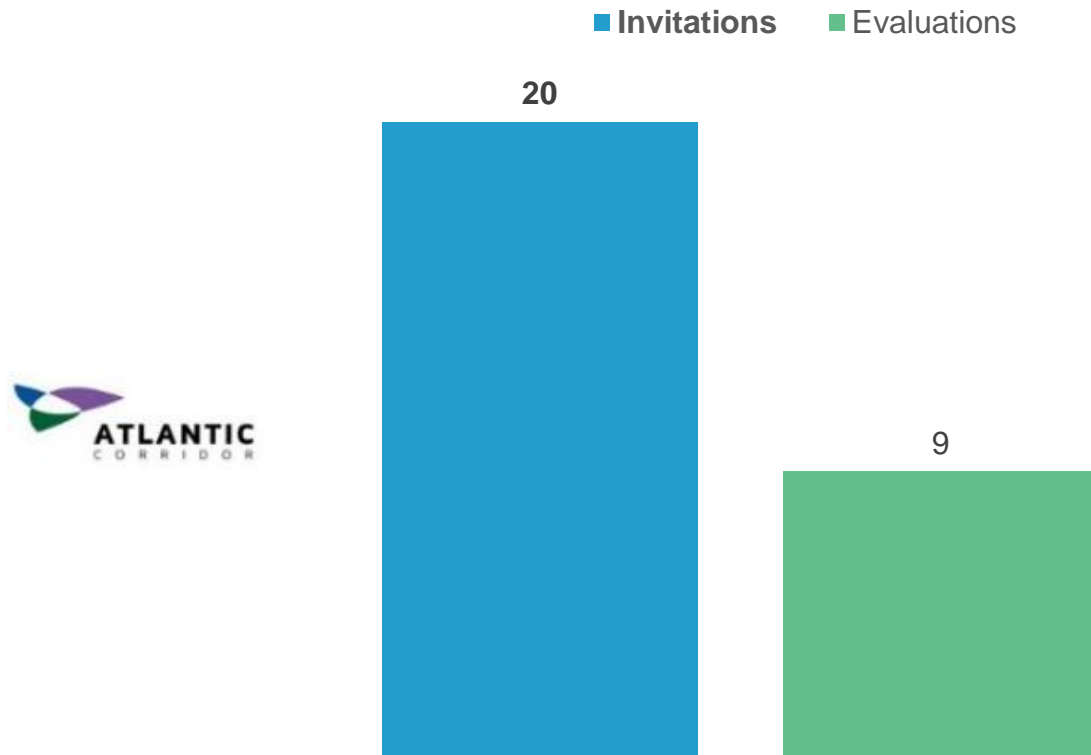
**Evaluations of uninvited participants included.
Percentages rounded without a comma.

Customer satisfaction



RESPONSE RATE

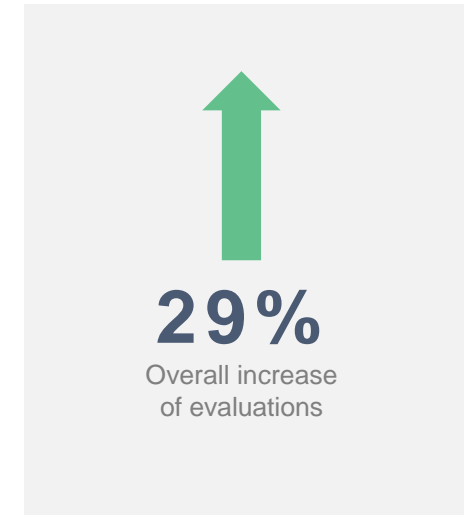
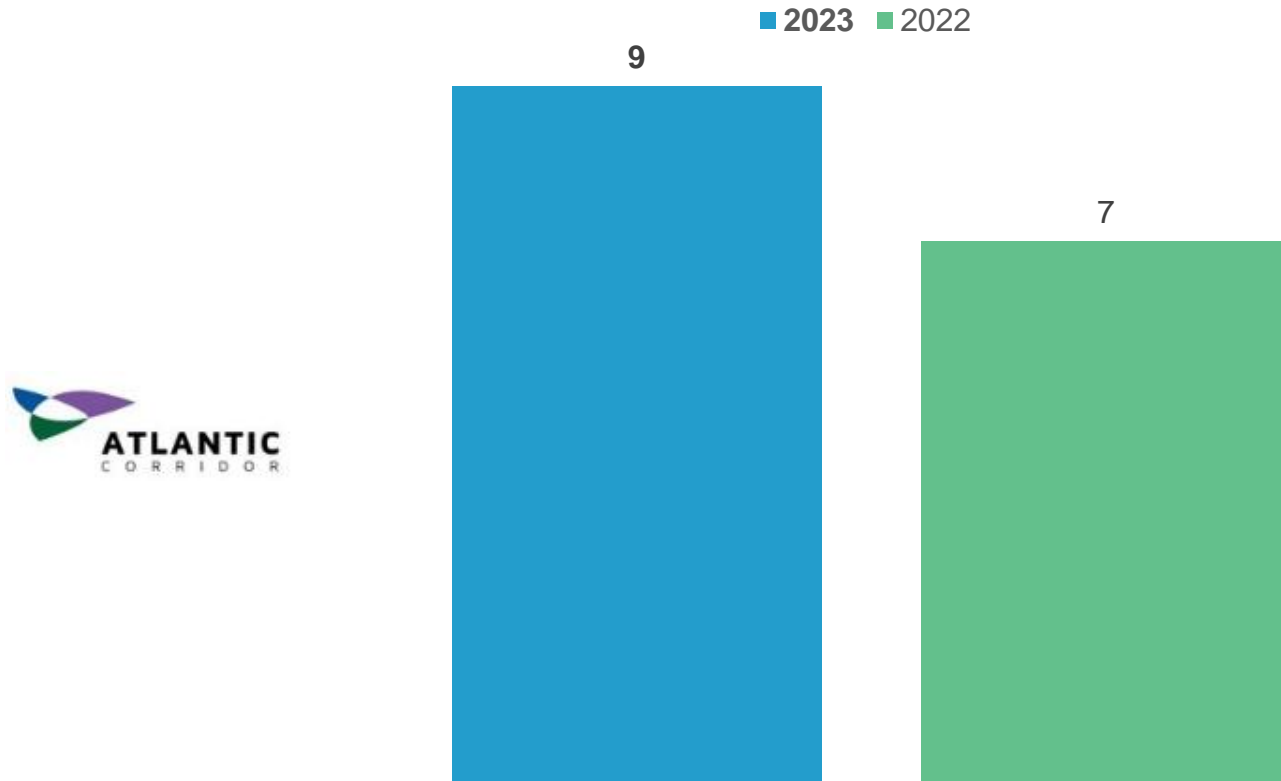
Ratio of Invitations vs. Evaluations



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

EVALUATIONS

Number of evaluations 2022 vs. 2023



**Invitees could be counted multiple times if they answered for several RFCs.*

- » "Which RFC would you like to evaluate?"
- » sample size = 9

02 SATISFACTION WITH THE RFC NETWORK

INTRODUCTION

The RFC USS 2023 is based on the relaunched version from 2022, which was optimized to better suit the needs of the invitees and the RFC Network.

The **general questions covered the same topics** as previous years, however, the questionnaire was modified. In 2023, all the **questions** were **open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

Interviews were possible again in 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded **without comma**.

SATISFACTION WITH RFC 4

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs
- » sample size = 9

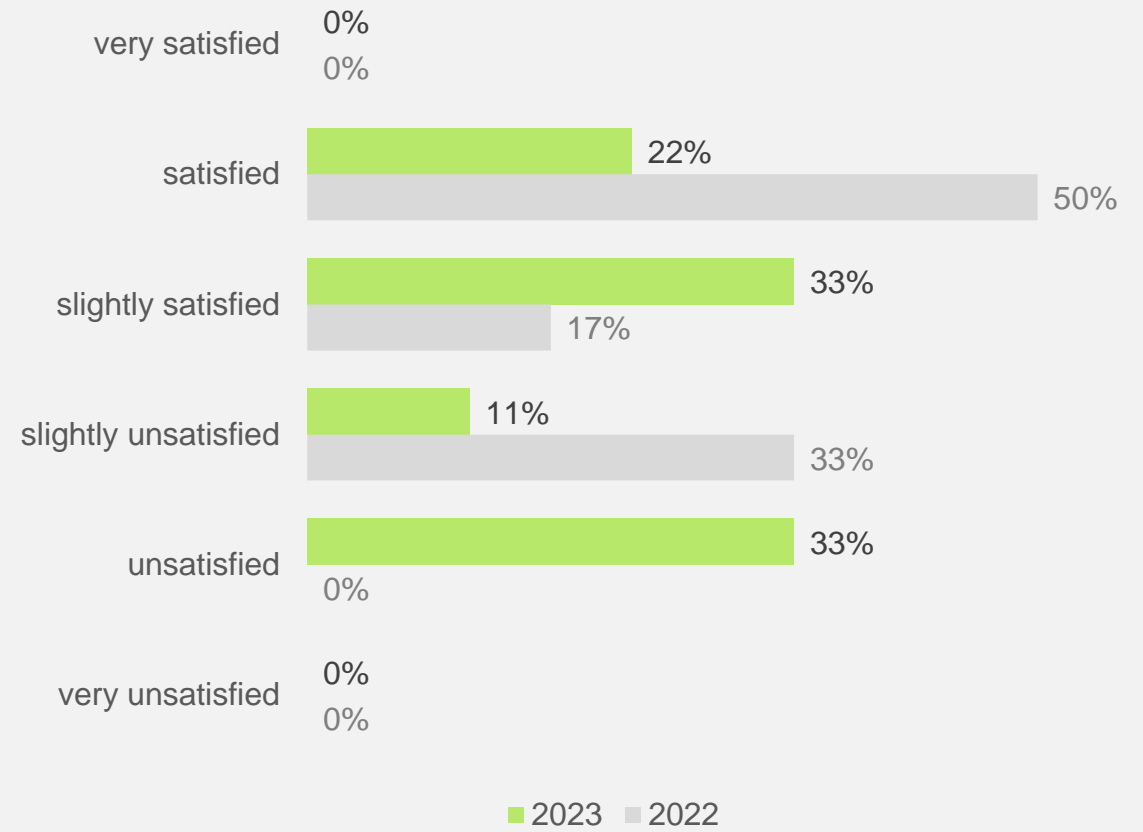
55%

Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

12%

Decrease of satisfaction



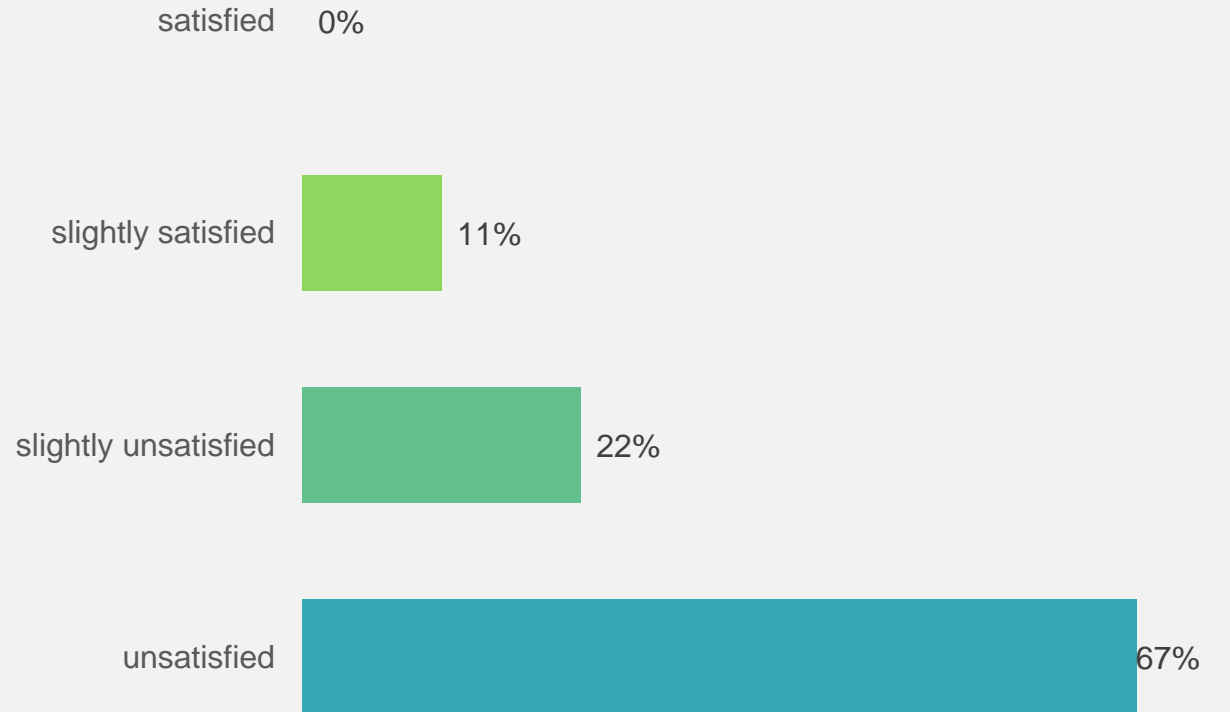
REASONS:

RFC 4:

- It has not helped but it has not done things worst.
- We prefer to use only the national system.
- The problems are noted on the French network in general, do not distinguish between RFC 2 and 4, so RFC 4 has also the problems with the TCRs. But there are so-called QCO initiatives, an initiative from DB Netz, to focus on the border crossing point for Forbach/Saarbrücken and this has been integrated bit the corridor 4 activities, because it is also monitored by RFC 4. And in between there also this idea has been copied to the French Spanish border at Hendaye-Irun. The initiatives of these both boarder crossing points are running and are still running. A very positive aspect to learn so I encourage them to further the proceed to for the proceed.
- We prefer to use the national system.
- As we only use the German part of the RFC, we only have interaction with DB Netz and not with the Corridor organisation itself.
- We look forward to the completion of the renovation works on the railway infrastructure in Portugal.
- Too long process, poor flexibility.
- The travel time is very high.
- Very slow process, The RFC does not speed things up too much, slow bureaucracy, inability to impose laws, lack of coordination in work between the IM's.

SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

- » To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- » Answered by: RUs
- » sample size = 9



REASONS:

RFC 4:

- We just receive information from Adif, and It is not useful because its too late and too little.
- The major problem is that the RFCs seem to be unaware of the project of the IM in France. As a consequence, the RFCs can only publish the final decision of the IM even though it has a strong impact on the proposed capacities (PaPs). The TCRs should be discussed between IMs and RFCs from the beginning of the process to ensure that the TCRs proposed by the IM are relevant and will not affect the capacity usually proposed by the RFCs. For example, even if they don't have the wish list from the RUS, the RFCs should be able to check whether the TCR is planned on year Y+2 are consistent with the PaP proposed for year Y +1. As most of the capacity is copy-pasted from one year to another, this could be a good basis to evaluate the impact of the TCRs and the RFC could give its opinion to the IM and if necessary could veto the proposal from the IM. This is unfortunately not the case.
- It is neither centralized nor clear , there is not even an interactive map with the works.
- Coordination with the two infrastructure managers (PT/ES) is imperative and in most cases overlaps the document's indications.
- There is not centralized information. Many times the information is not real.
- No clear information.
- We need an application in which all the TCR of the corridor are listed in an interactive map.

USEFULNESS OF TCR DOCUMENT

- » Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- » Answered by: RUs
- » sample size = 9

We only read the national one (RFC 4)

RFC document ZERO useful (RFC 4)

Not useful (RFC 4)

It does not help (RFC 4)

It is not relevant, Renfe does not received french information of TCR (RFC 4)

Informative content that serves as a starting point for optimizations and new studies (RFC 4)

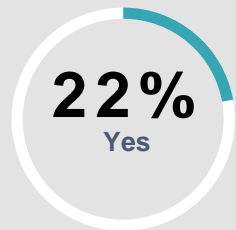
COMMENTS



INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- » Answered by: RUs
- » sample size = 9

Capacity request via C-OSS



Compared to the past year it has been a 45% decrease.

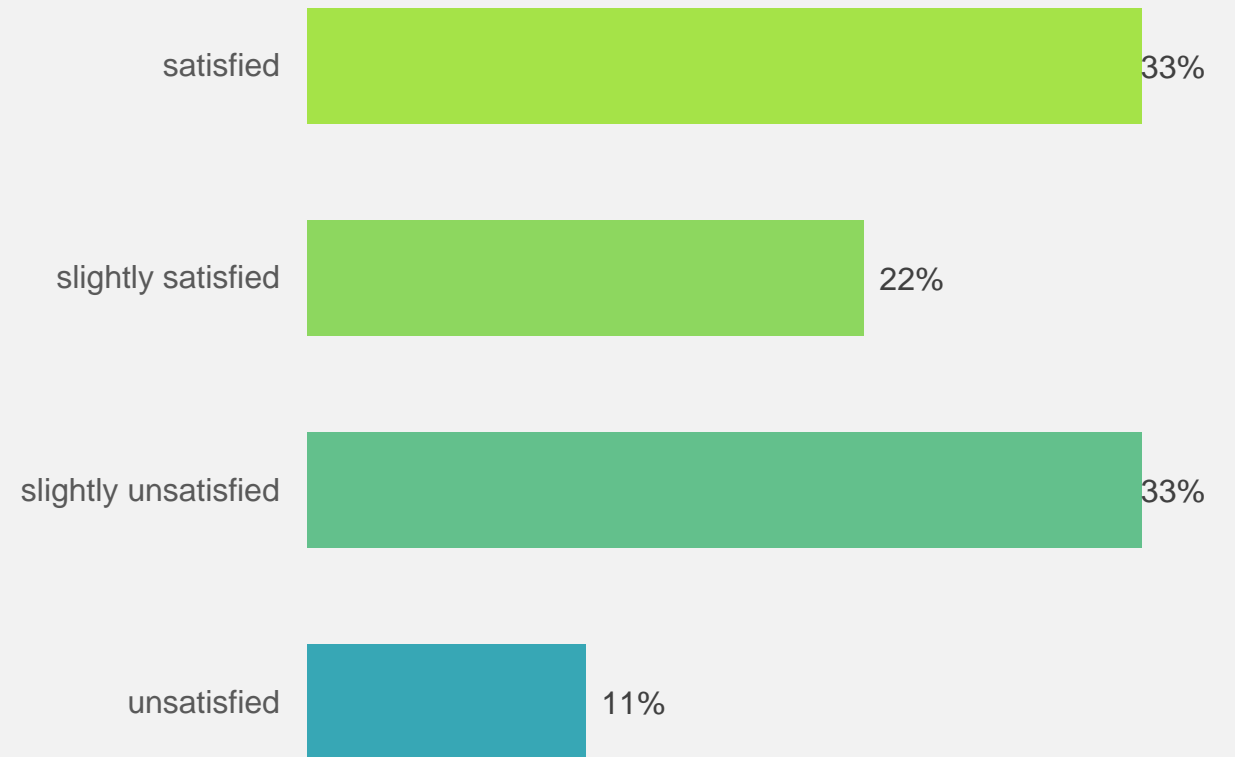
REASONS:

RFC 4:

- We hire another RU to do it.
- We prefer the national system.
- DB cargo France is involved in 52 PCS dossiers for TT 24 as a leading RU for some dossiers and a participating for most of them. One reason why in France we use a lot of the PaPs is because it's otherwise very difficult to get harmonised through going passes.
- For current needs it was not necessary.
- It is easier the national system.

SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs
- » sample size = 9



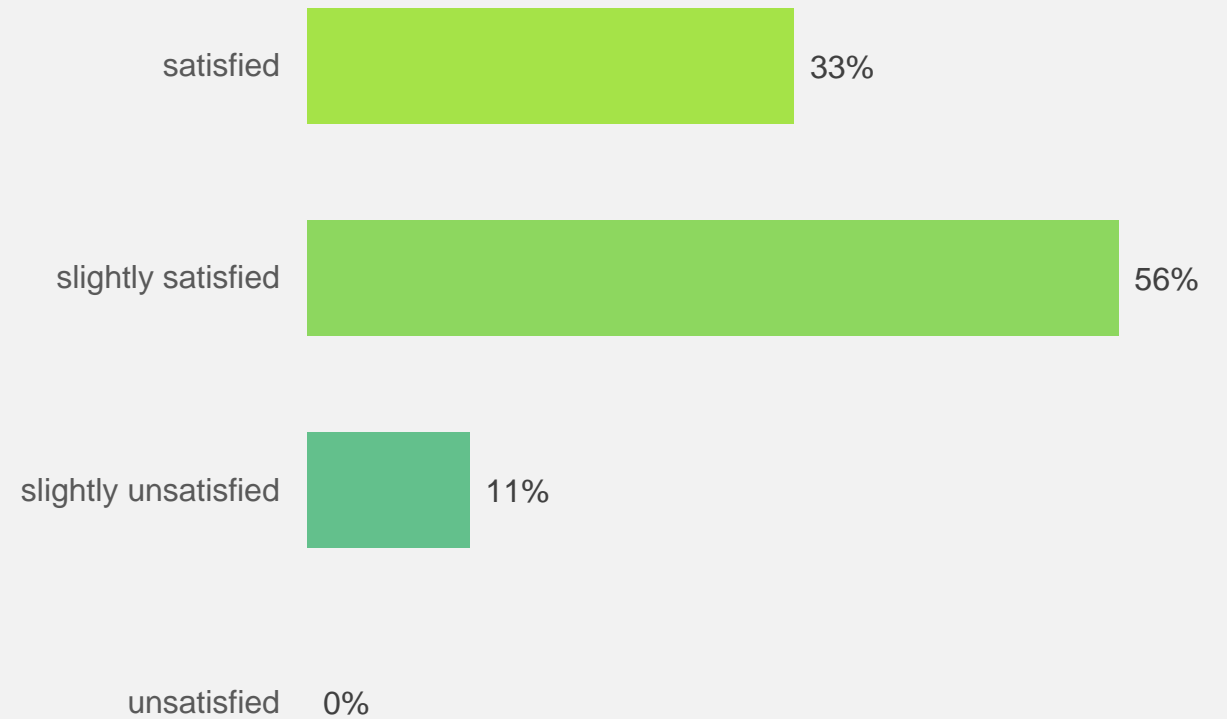
REASONS:

RFC 4:

- Adif capacity department very useful and resilient.
- Mixed traffic lines are not profitable because of the ramps and the minimum velocity required. We need standardization of the parameters.
- The PaPs are okay, we have problems of capacity at the terminals.
- We don't use PaPs on this corridor, we order tailor made only.
- For current needs due to existing limitations, the offer is sufficient.
- Terminals have not enough capacity and are old.
- The PaPs fit well Renfe necessities. What does not are the Terminals: there is not capacity enough and do not have enough resources.

SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs
- » sample size = 9



REASONS:

RFCs 1-9 (DB Cargo interview):

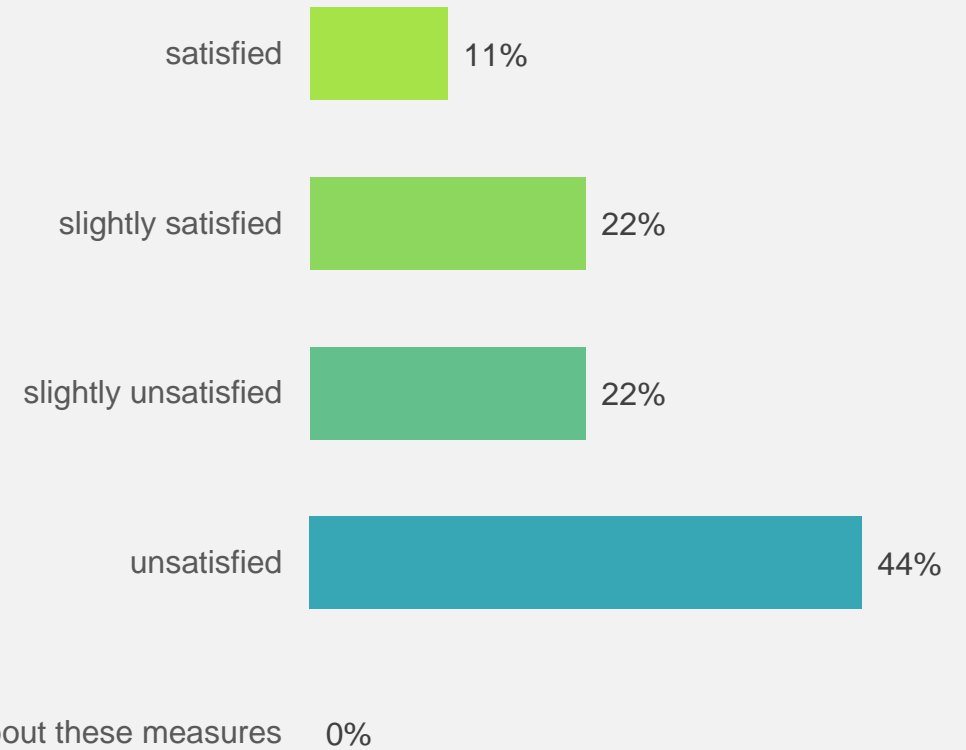
- Despite the slight dissatisfaction in France, we have a definite satisfaction on the services in all corridors. We have a good exchange with the COSS. The only remark, which was present also last year, that some COSS managers were in vacation right at the time where there was most need for them, which is the summer period when the wish list is established. And of course, we all know that summer is also vacation period. But we have also process which is in parallel to that. So, we might need to think about some kind of replacement procedures between different COSSs or something like that.

RFC 4:

- Spanish Pap department is very good.
- We find useful some things like the safety certificates management.
- Difficult to understand.
- In France there is no security if the request has been uploaded in the application correctly.

SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: Rus
- » sample size = 9



REASONS:

RFCs 1-9 (DB Cargo interview):

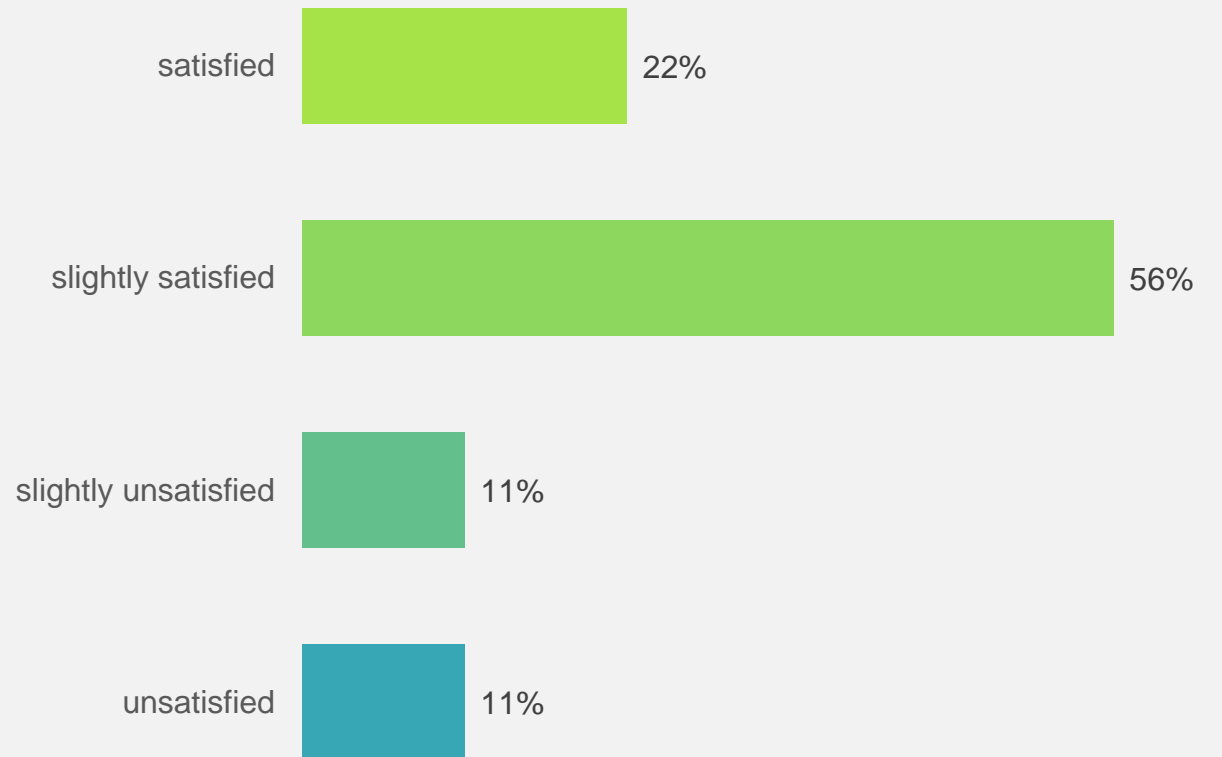
- We appreciate the initiatives of the corridor and the willingness to improve the situation, but sometimes they simply cannot. So, we are not satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The operational regional WGs or QCOs could be a good platform to discuss operational topics more concretely. We recognise the effort that it is put in the TPM WGs but we see also that somehow, either you have too many data to derive concrete measures or simply there is not sufficient energy left to step into the concrete measures. Performance data is known but the reasons behind it are not investigated.
- We await the opening of the infrastructure in Portugal.
- The information is better now than in the past.
- We do not see changes.
- Daily management of the PaPs is unsatisfied. There is a very serious lack of coordination between IM's in TCR and new infrastructures .general design of the network.

RFC 4:

- It is the same as 20 years ago.
- For us, the Atlantic corridor is useless. There is no coordination between Adif and SNCF.
- We do not find useful the existence of the corridor.
- QCO Forbach/Saarbrücken is well organised and measures discussed there are quite okay.

SATISFACTION WITH INFORMATION PROVIDED BY RFCS

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: Rus
- » sample size = 9



REASONS:

RFCs 1-9 (DB Cargo interview):

- CIP is a brilliant concept but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform corridor network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not really not a driving issue that. So we can put also slightly satisfied for all and satisfied for RFC 7 and 9 because Romanian colleagues are generous.

RFC 4:

- We do not bother to read it.
- It is not important for us, we never read it. It is not realistic as RFC are not decision makers.
- We do not have enough time to read everything.
- We don't use it.
- information is accessible and available.
- It is necessary to centralized the information more. There is a general lack in digitization .
- The only thing that is better now with the corridor compared to the past when there was none is that now there is more information. Of course, that is clearly not enough. .

OTHER COMMENTS:

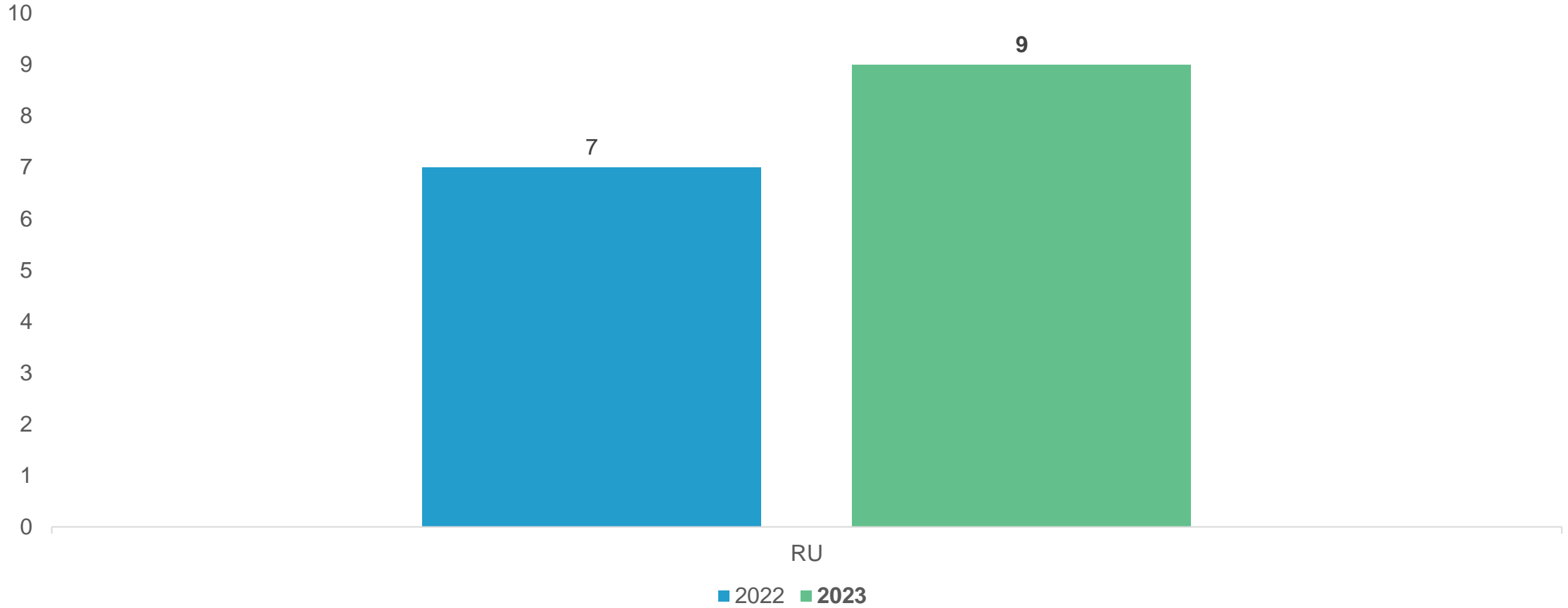
RFC 4:

- RFC are not very useful.
- RFC4 is useless for us.
- We do not think the corridor is useful, at least not to our company.
- Terminals do not have enough capacity for trains.
- Our company may not survive because of the capacity restrictions.
- It seems that the RFC European it is not working, at least in Spain.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 9;
- » One respondent is counted multiple times if their organization uses multiple corridors

04 SUMMARY



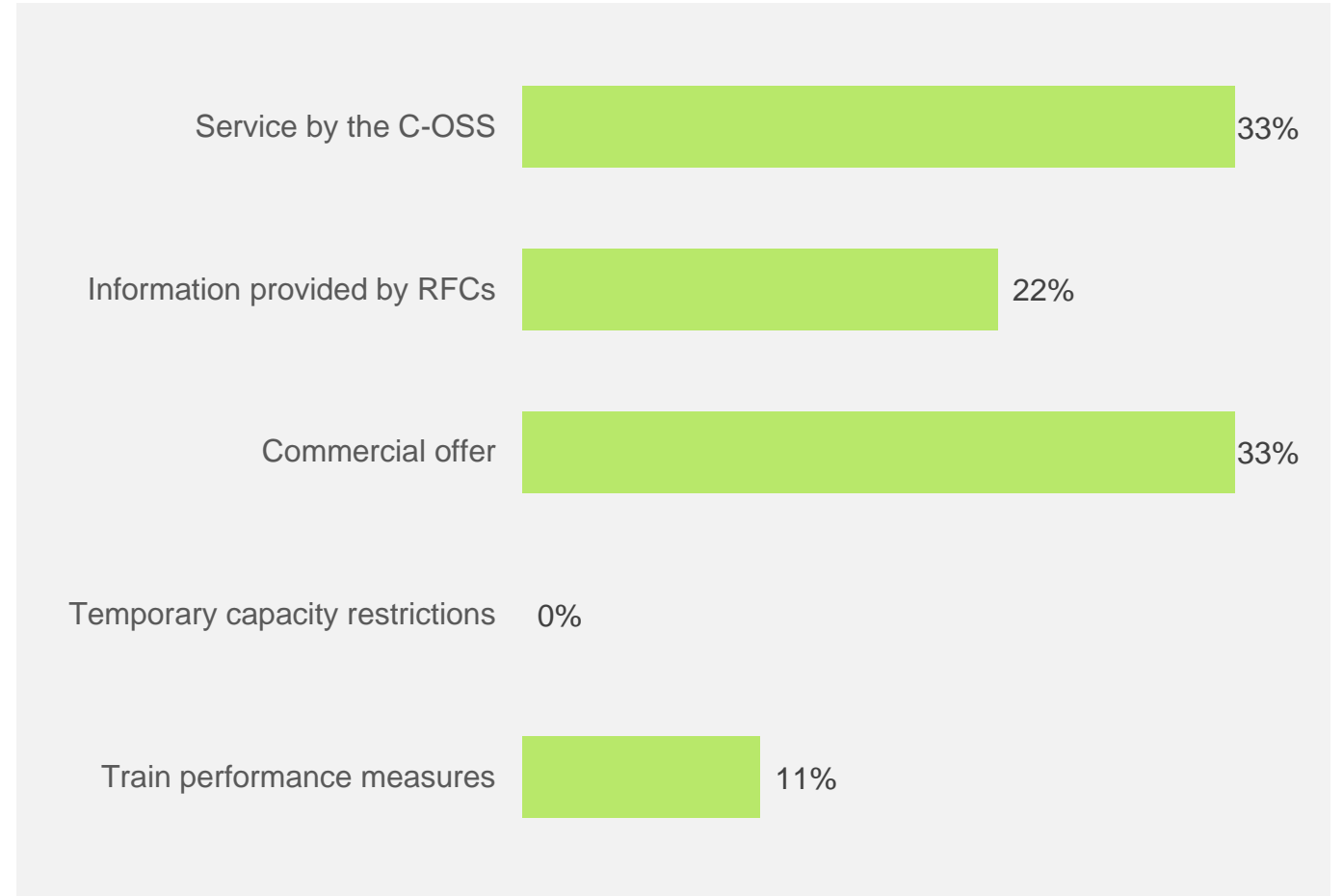
SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: Rus
- » Different sample sizes on some topics

Most satisfactory topic

Service by the C-OSS



SUMMARY – DISATISFACTION RATING

All respondents

- » Only fully dissatisfaction rates considered (not slightly unsatisfied)
- » Answered by: RUs
- » Different sample sizes on some topics

Least satisfactory topic

Temporary capacity restrictions

