



# The RFC Network User Satisfaction Survey 2023

## Overall Report

November 2023



RFC USER SATISFACTION SURVEY 2022

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# 01 SURVEY DESIGN

HOW THE SURVEY WAS SET UP

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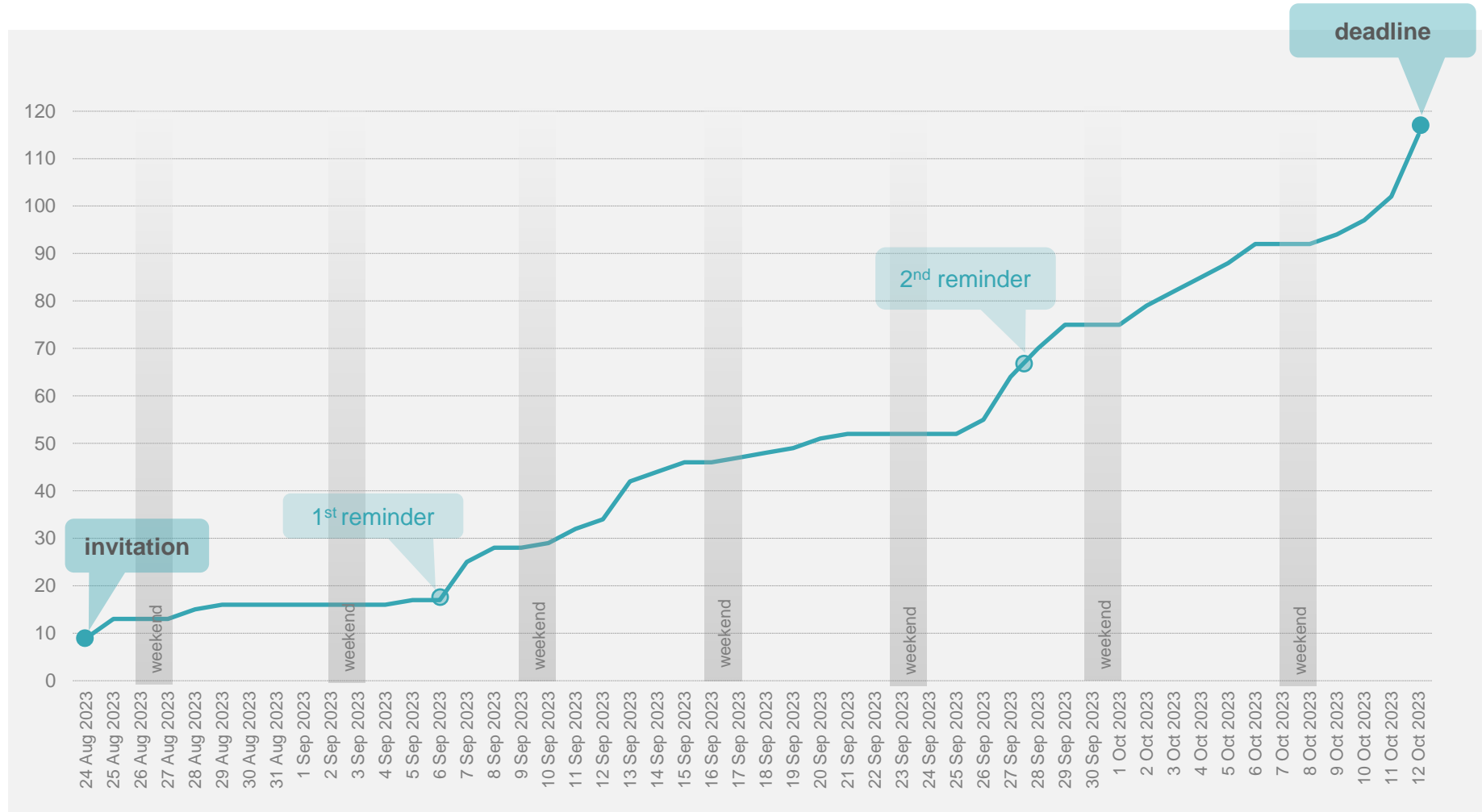
# SURVEY DESIGN

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- **115** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 225 companies invited, 445 overall e-mail invitations sent
- **28** personal interviews
- Field Phase: **24<sup>th</sup> August** to **12<sup>th</sup> October 2023**

# NUMBER OF EVALUATIONS OVER TIME



## AUGUST

MO	TU	WE	TH	FR	SA	SU	
		1	2	3	4	5	6
	7	8	9	10	11	12	13
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31				

## SEPTEMBER

MO	TU	WE	TH	FR	SA	SU	
					1	2	3
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

## OCTOBER

MO	TU	WE	TH	FR	SA	SU
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

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

# SATISFACTION & PARTICIPATION

**115**  
evaluations

This is a decrease of 2% compared to the previous year (119 evaluations in 2022).

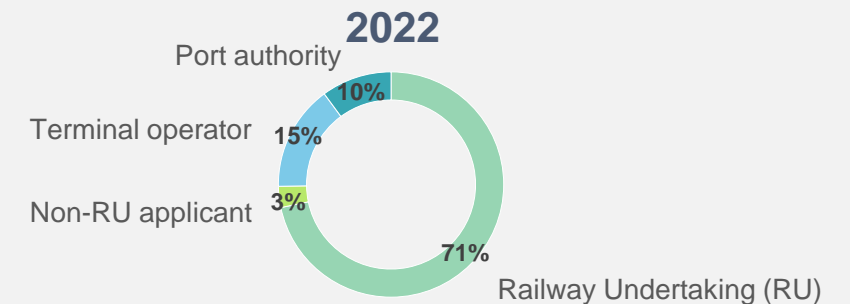
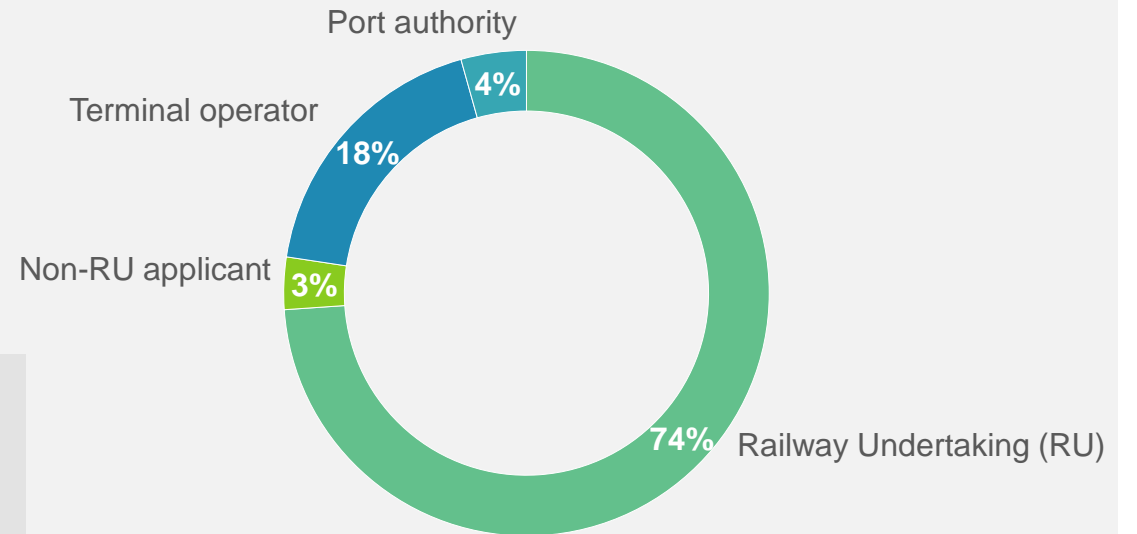
*\*Evaluations of uninvited participants included.  
\*Percentages rounded without a comma.*

## Customer satisfaction














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

## Participant groups in % of 2023



# RESPONSE RATE

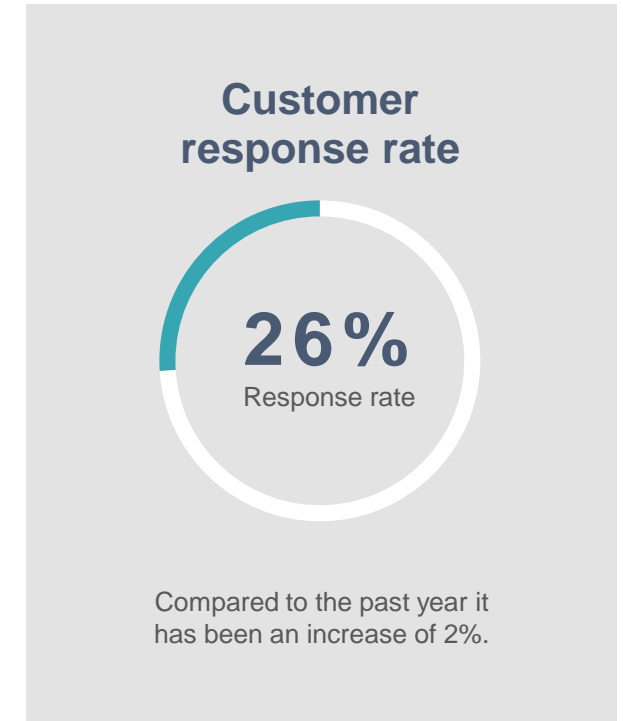
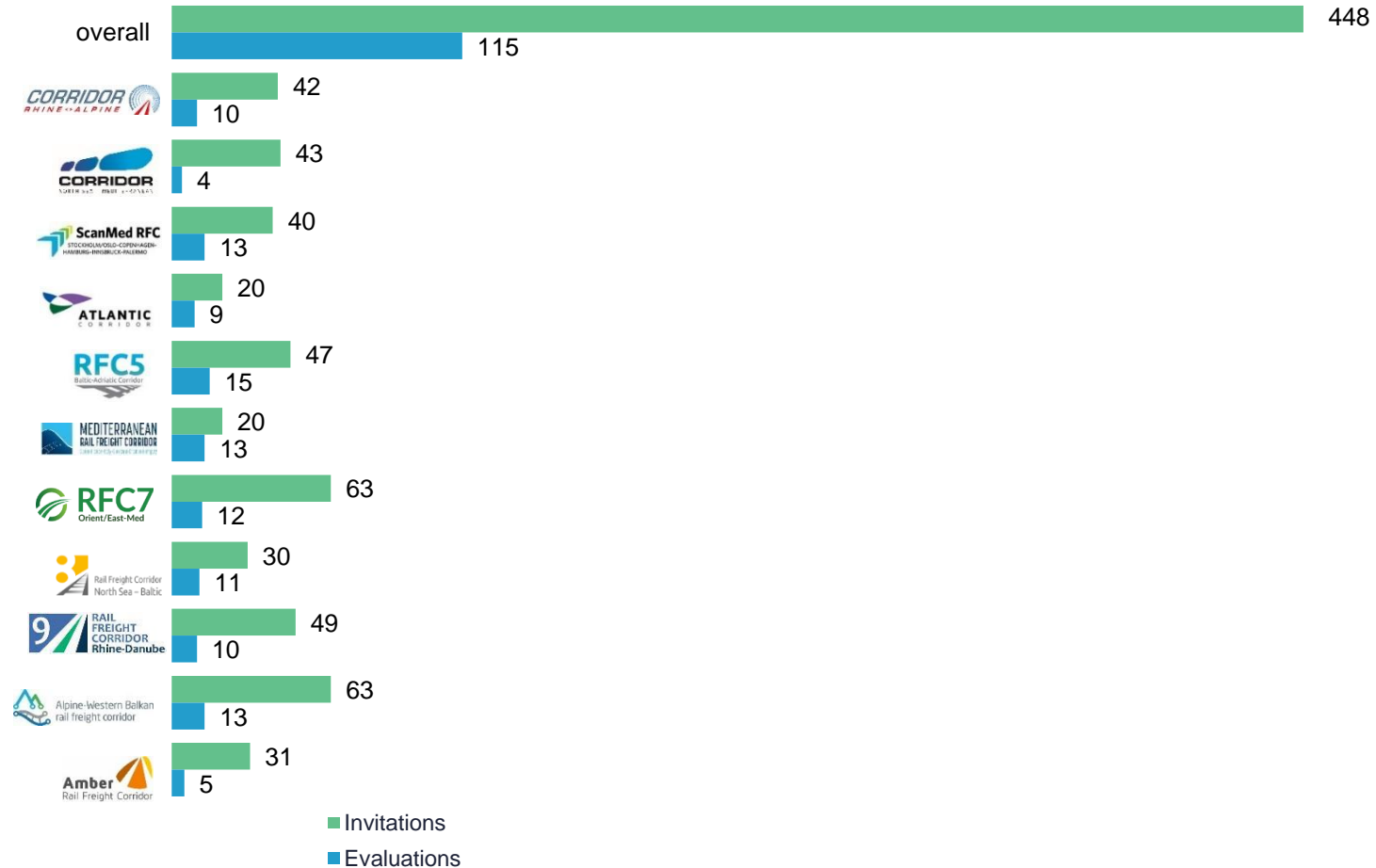
Compared to the previous year

	Overall											
<b>Total evaluations</b>	<b>115 (-4)</b>	<b>10 (-3)</b>	<b>4 (-3)</b>	<b>13 (+3)</b>	<b>9 (+2)</b>	<b>15 (-1)</b>	<b>13 (-6)</b>	<b>12 (-4)</b>	<b>11 (+4)</b>	<b>10 (-3)</b>	<b>13 (+9)</b>	<b>5 (-2)</b>
Evaluations RUs/non-RUs	89	6	2	8	9	11	8	12	7	9	12	5
Evaluations Terminals/Ports	<b>26</b>	4	2	5	0	4	5	0	4	1	1	0
Invitations sent	445 (-133)	42 (-4)	43 (+16)	40 (+12)	20 (+4)	44 (-3)	20 (-1)	63 (-4)	30 (-9)	49 (-36)	63 (-21)	31 (-1)
<b>Response rate overall</b>	<b>26% (+2%)</b>	<b>24% (-4%)</b>	<b>9% (-17%)</b>	<b>33% (-3%)</b>	<b>45% (+8%)</b>	<b>34% (+0%)</b>	<b>65% (-25%)</b>	<b>19% (-5%)</b>	<b>37% (+19%)</b>	<b>20% (+5%)</b>	<b>21% (+16%)</b>	<b>16% (-6%)</b>

\*Evaluations of uninvited participants included.

# RESPONSE RATE

Ratio of Invitations vs. Evaluations

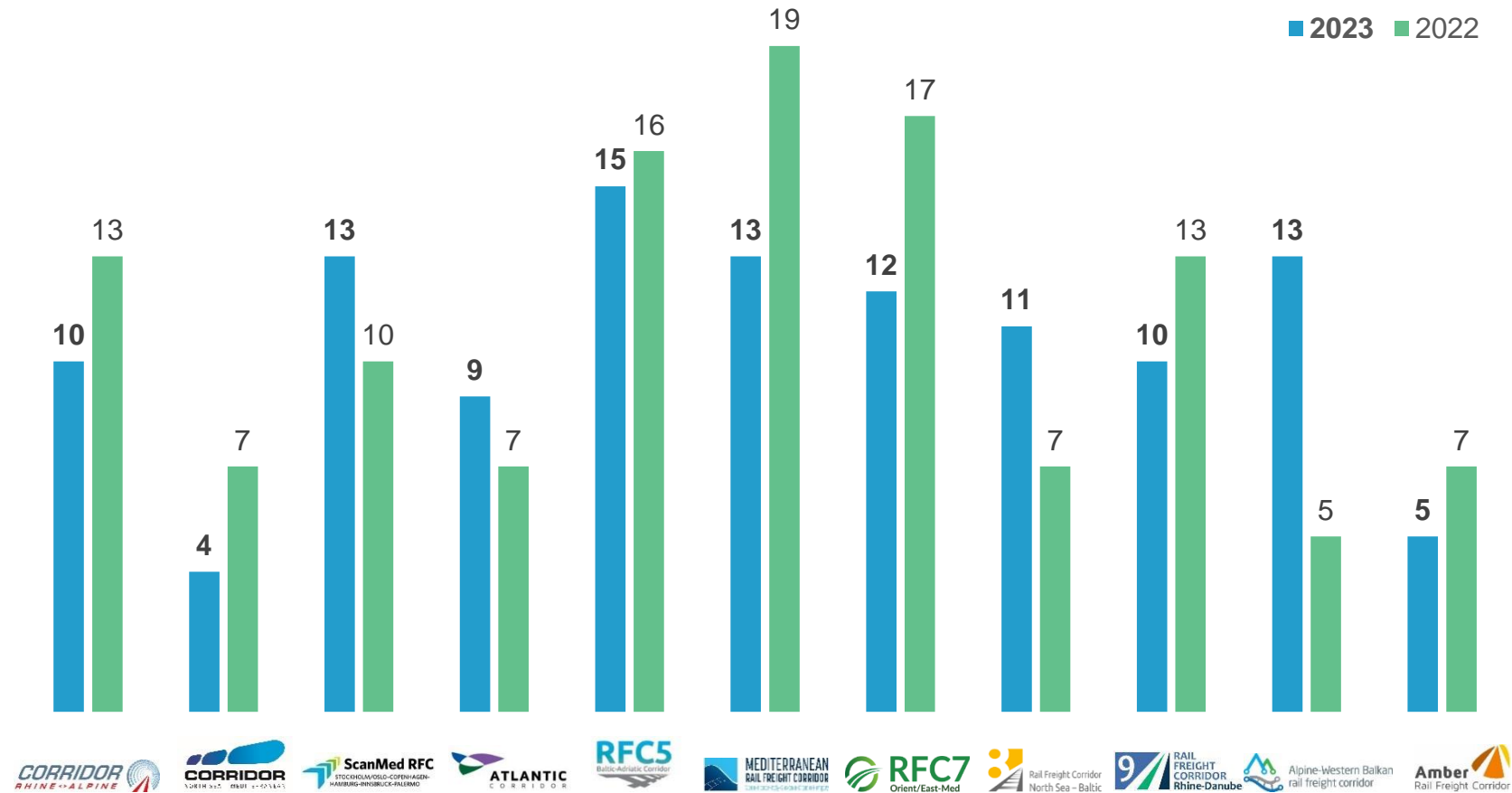



*\*The response rate is the ratio between the number of invitations sent and the evaluations completed.*



# EVALUATIONS

Number of evaluations 2022 vs. 2023



  
**2%**  
 Overall decrease 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 = 115

## **02 SATISFACTION WITH THE RFC NETWORK**

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# INTRODUCTION

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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**.

# OVERALL SATISFACTION WITH RFC NETWORK

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 115

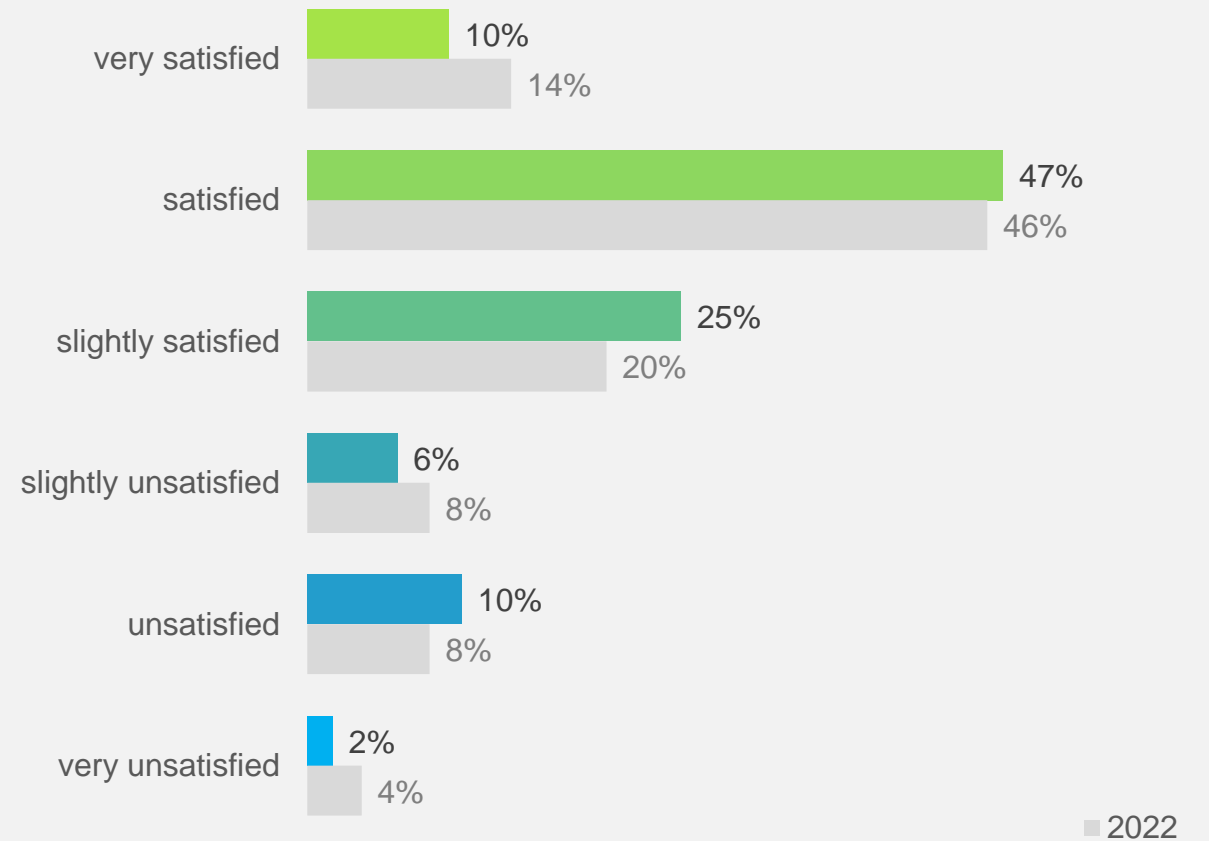
**82%**

**Generally satisfied**

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

**2%**

**Increase of satisfaction**



# REASONS:

## RFC 1:

- RFC 1 really focuses on concrete operational matters. They had the brilliant idea to organize “mini-RAGs”, very limited RAG meetings concentrated on one topic, so that even specialists from each companies could join, not just the speaker of the company. And this was very interesting. The QCOs established are very welcome. RFC1 has 6 RAGs in a year, so 2 long ones and 4 short ones. It helps to keep the flow going if that makes sense, because if you only meet with twice a year or once a year, then topics yeah. Are only slightly discussed. But with those six times a year we can keep focusing on topics and follow them up. More concretely.
- "Still satisfied" given the circumstances. Certain lessons from Rastatt were not drawn. Especially the transparency in TCR planning and communication could be improved. Concepts like the Fahrplanwerkstatt are the only ones that can develop routines and achieve timetable stability.
- everything is good
- We do not currently use any PaPs. Overall, however, it can be said that in the last 5 years it has become increasingly difficult to run a stable product. The profit margin is quite small, so that it weighs quite heavily when we lose a train roughly once a week. A lost train can only be economically offset by several successful train runs.
- We need PaP's via Venlo. Do you see any chance?

- RFCs create more transparency, especially in cross-border matters
- Infrastructural situation as a basic problem. Apart from that, deficiencies in TCR organisation (national and international coordination), as well as general and short-term information policy of the IMs.
- As port authority we are not a direct user, so difficult to assess the performance of the RFC
- Professional and available

## RFC 2:

- The influence of the RFC representatives on the respective and responsible departments for some other things like TCR planning, infrastructure planning is so to say very limited or even not existent. They blame a bit that in the RAG meetings critical issues are not brought forward because of maybe political issues. It is hard to mirror what specific customers want and to raise awareness at these respective departments which may lead to a slight change of initial planning and look for better solution. The effect on short time improvement is rather limited.
- Good knowledge of RU needs and constraints. Discussions always open and constructive.

## RFC 3:

- Nothing to add.

- Time schedule fits almost our wishes
- The timetables offered do not suit Cargonet
- Communication between involved IMs in the southern part of this RFC, which we use, DB Netz, ÖBB-Infra and RFI is rather well working.
- PCS and the handling from RFC 3 worked well
- The organization of ScanMed which we were able to set up is very fruitful. It is particularly positive to have the RAG as a kind of steering unit and having the two regional working groups, one for the northern and one for the southern part of the corridor, as well as the two TCR groups, and the two cooperation platforms concerning the Brenner Tunnel and the Femern Belt. Personally, being the Corridor's RAG speaker as well as the BCP's RU speaker is very productive because the two aspects are totally integrated into one another. If I may add one last thing, I also approve the role and style of the new MD, Furio, who in my opinion is very operationally focused – something that for RUs is a welcome attitude.
- Several Paths was not published in time. Some of our comments during the summer was missed by the IMs

## RFC 4:

- It has not helped but it has not done things worst
- We prefer to use only the national system

# REASONS:

- 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 with 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 border crossing points are running and are still running. A very positive aspect to learn so I encourage them to further 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
- Basically satisfied however we have noticed that in general when the scenario gets complicated (particularly at the TCR level) the Corridors remain somewhat drained of their power/role. TCRs in fact impact the power of the Corridors. Even there is a prior coordination and a lot of work is done on, when it comes to being more operational everyone goes their own way. PAPs for example remain at the mercy of the TCRs (they change schedule, route).
- The lines running within RFC5 in Poland do not have line codification, which is why every year we, as RU, apply for consent for extraordinary transport, despite the fact that the lines themselves are complete - that is, they have high parameters, including gauge 50/380. Applying for extraordinary transport generates costs and takes time to prepare such a document. On other IMs and RFCx such codes work. E.g. DB Netz & RFC8. There is no straight running on line No. 9 for freight trains (no 221kN)
- Everything as it should be.
- Unfortunately, insufficient infrastructure capacity and mutually uncoordinated construction work on individual sections make effective use impossible. For end customers, rail is not attractive due to slow journey times, unreliability and constant restrictions. There is not much willingness on the part of the infrastructure manager to listen to the needs of carriers, resp. transport market.
- The Baltic Adriatic is not really the RFC where we have our biggest traffic, but nevertheless it's starting to become very interesting. We are running two traffics along this corridor from Poland and Czech Republic down to Italy. And so it is getting interesting. With relation to the to the corridor I have to admit I'm a little bit unsatisfied because we were able to start focusing on border crossing mainly Treviso AR visual Border Crossing and. And despite a very good starting of this working group. I really appreciated that work that was done there in clustering and defining importance of each topic but then we lost a little bit the pressure. It is a little bite like having RAGs, the mentioned 6 RAGs on RFC 1 is very fruitful because you keep on the topics. When having a meeting once a year, you start the discussion from the very beginning each time again. We are a little bit unsatisfied with RFC 5 but we are putting an interesting eye on it. We are experimenting their very new production models. So, it would be important maybe to set up a dialogue on this and find solutions. Maybe we could organize as more as more meeting with a corridor and and the three DB cargo companies which are involved on RFC 5 and maybe put together the problems we had in general, and even the positive aspects we found and then define if there is something where the corridor could help or if they are all really very operational related topics which has to be discussed with the IM. It could be could be a teams meeting, where we simply put things together in a very open-minded way.

## RFC 5:

# REASONS:

- Corridor routes do not correspond to actual traffic flows, lack of coordination of track closures in different countries
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.
- construction work obstacles, passenger traffic prioritising, lack of track for needed break of loco drivers after 5 hours of running, lack of track for parking loco on border station

## RFC 6:

- There are a lot of track closure on Croatia side. With the end of border controls, traffic improved, but track closures still significantly limit traffic.
- Infra in SI is good in planning
- I've got very mixed feelings on RFC 6. I work very well with them we speak and work openly together, which is a very good thing. We were able to start thinking about the two Italian border crossings of the corridor, so Villa Opicina and Modan. I would have like a little bit more speed in the topics. Mainly for Villa Opicina a more courageous approach. And for Modan, we would like to follow up better the works on the on the new tunnel. Maybe we should meet a little bit more frequently and start discussing the more operational topics related to the tunnel. We thought to have a big problem with locos as there were really no locomotives which were

suitable for the future setup of the corridor.

- The scenario is getting more and more complicated, many works are ongoing and it seems to me that PaPs are less protected compared to before. TCRs are strongly impacting the capacity, paths are changed many times in some cases.
- Simply the best.
- Information provided by RFC6 is good and they are very interested in the issues penalising international traffics. They try to look for solutions to improve the amount and quality of transport by train
- construction work obstacles, passenger traffic prioritising, lack of track for needed break of loco drivers after 5 hours of running, lack of track for parking loco on border station

## RFC 7:

- Good communication.
- The possession on Line 1 made it difficult to get through at first, but then it worked out. Kürtös has improved, it is now the best border crossing. But here the 12-hour buffer time that had to be built in helps a lot. All in all we can run on the whole corridor well.
- Uncoordinated possessions make rail traffic unplannable.

- A common problem is the Hungarian-Romanian border crossing, where capacity needs to be increased and waiting times reduced. Currently the main problem is the temporary closure of the Budapest-Hegyeshalom section.
- Discussing problems is fine, but it is difficult to find solutions. Infra has works to do, so it is not the RU ability to minimize or stop them, as well it is not RFC& responsibility to help in such cases.
- I have the feedback from my Romanian colleagues. When I think about RFC7, I mostly think on the border crossing problems in Curtici. my Romanian colleagues told me they are satisfied they are satisfied. I'm very happy with that because another example is there are activities trying to solve the problems altogether and in this context I also appreciate the role of the Austrian MoT of their influence to solve the Curtici problem. I say because this is very complex due to schengen border, but political development will probably solve this over time. So romanian infrastructure quality is also an issue but as we already discussed, this is not solvable from today to tomorrow. But there are initiatives on Romanian site to upgrade the infrastructure and also on Hungarian side, not always always perfectly harmonized but I think in the perspective of the next 4 five years that will probably be a solution. I hope these activities are ongoing.

# REASONS:

- Technical deficiencies in Romania, Bulgaria, Greece. No guaranteed transit time to get through to countries. Travel time is important, but predictability is more important. Rapid and significant possessions are not customer friendly. Unpredictability, unplannable. The business potential of the corridor is good, but there are problems with capacity, planning and organisational conditions.
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.
- Satisfied with the amount of information and customer care.

## RFC 8:

- There is some improvement on German-Polish border according securities and performance , but capacity especially on Oderbrücke doesn't meet the requirements, to run train through Western border of the RFC runs very well.
- The initiatives undertaken by RFC8 are interesting and reflect the needs of carriers. It is a good platform for exchanging views and raising important issues
- Insufficient capacity, numerous mutually uncoordinated restrictions due to construction works, absence of bypass routes. The RFC corridor

cannot solve these problems...

- An open issue where I'm personally a bit disappointed is the connection to the Rail Baltica project. I think it is time now to discuss how this internationally new infrastructure will be governed and organized and under which operational rules. I think because there are strategic decisions to be taken, will it be a proper IM? Will it be divided between the three Baltic countries? I know this is a highly political issue. But there I would like to have the corridor to raise awareness for these issues and formally that three Baltic Infrastructure managers are part of the corridor already today. I think a certain discussion and corporation platform similar to the Brenner corridor platform or the Femern Belt. There's new international infrastructure being built which is not be able to be governed like the traditional infrastructure from the 19th century.
- not a very flexible system to change the technical parameters of the trains
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.

## RFC 9:

- Technical deficiencies in Romania. There is no guaranteed transit time to get through countries. Delivery time is also important, but safe planning is more important. A significant track closure in rapid

fashion is not customer-friendly. Unpredictability, cannot be planned.

- The core section of RFC 9, which is under focus of our Romanian colleagues, is overlapping with RFC 7. So the Hungarian-Romanian part the satisfaction is the same as for RFC 7. And unfortunately, I have no distinctive feedback regarding the other parts of RFC 9. I noted that many of the activities of Corridor 7 and 9 are linked (e.g. common RAG meetings). So I would have the same the same note to make as for RFC 7. Only one specific point, the Passau border crossing Germany-Austria as there is also a QCO, and this is a positive development on going in RFC 9.
- border delays, especially between HU and RO
- The communication tools, channels and formats (like the regular QCOs for Passau/Salzburg, the RU AG Meetings) provide a valuable benefit. So does the CIP which facilitates the access to the "system Rail" throughout all RFCs. However, the RFCs' concrete products such as PaPs provide little additional benefit due to the co-existence of (often national) alternatives.
- PaP's are almost complete to our wish
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.



# REASONS:

## RFC 10:

- A possibility to make good connections.
- Everything is working just fine.
- It is possible to be better!
- Construction works
- We haven't a lot of trains but if we have trains run without big problems
- Bad condition of the infrastructure on one part and huge infrastructure works on the corridor.
- As a RU which operates in RFC 10, we are satisfied with the provided service by IM.
- In Croatia, there are vast problems with border passing. Due to construction works in the Zagreb area, the border crossing Dobova-Savski Marof is congested and infra service is very poor. On the other side border crossing Šid-Tovarnik is often congested due to the extremely slow work of customs officers in both Šid and Tovarnik.
- Exchange of electrification (25 kV - 3 kV) between SLO-HR, low commercial speed, frequent congestions, there are no adequate alternative

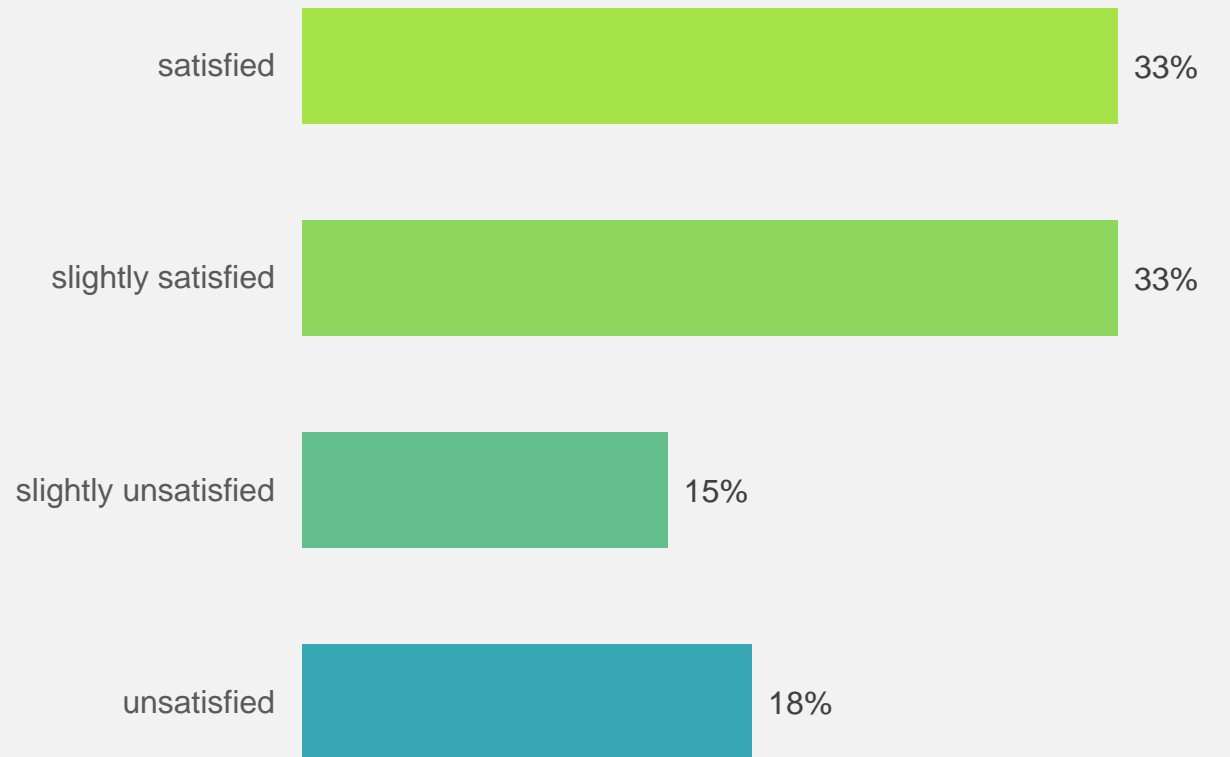
routes, there are no tracks for parking, poor traffic organisation, unadequate border station Tovarnik (HŽI) between HR-SRB

## RFC 11:

- Flexibility.
- Its practical usefulness is limited. Problems: lack of capacity, gross tonnage, train length, electrification, 2 locomotives for traction because of slope. But they are rather satisfied because of the management's good attitude and efforts.
- construction work obstacles, passenger traffic prioritising, lack of track for needed break of loco drivers after 5 hours of running, lack of track for parking loco on border station

# 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/non-Rus
- » sample size = 89



# REASONS:

## RFC 1:

- The time indication of the various restrictions is missing.
- A little bit unsatisfied on how TCRs are fabricated on corridor one. There was the brilliant idea of this TCR tool, but it was not followed up. I mean, this is how it appears to our use and because we don't speak about it now since two years and so are wondering what is getting out of it and we thought it was a very interesting approach to have an informatic tool to display TCRs and what is mostly important also to display in the right time, so in real time quasi. I think we need to improve this. We know all that TCRs are necessary and they will increase a lot in the coming year. We have of course a very central problem in Germany, where we have this prized to Corrioryre, where the will closed entire sectionctions of the network to renovate the infrastructure. And so what we need to make sure is really a detailed open information and also a unified information. The main critic on Corridor One is not to have followed up this idea of the TCR tool, which in fact we understood that could have been an interesting approach. Maybe also to put it together with CIP.
- The information provided at national level is used, especially for short-term planning. Problems here arise especially with international TCRs.
- Satisfied with the progress made at individual IM

level, not necessarily with the current state. Coordination between IMs and at EU level could be improved

- More and better communication between the IM's and from IM to RU would be great!
- Even if overall there is an improvement of performance, problems remain in the field of coordination of works on the corridors.
- Duisport obtains the biggest share of its goods from Rotterdam, not Hamburg. Joint international coordinated infrastructure planning would certainly be advantageous. However, this is opposed by the respective self-interests of the countries/IMs involved. The limiting factor for the growth of the Port of Duisburg is DB Netz AG. On a positive note, lessons have been learned from the Rastatt ICM case, as can currently be seen in the Gotthard ICM case.
- Resilience measures have been good, better cooperation between the inframanagers
- Coordination and positive lobbying

## RFC 2:

- 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.

- Difficulty in finding solutions via RFC2 due to simultaneous work on RFC1

## RFC 3:

- It is not complete, as several long breaks are not mentioned
- GANTT chart needed already in 2023 - so keep it going on
- TCRs are published in line with Annex 7 requirements
- No problems or need to contact RFC 3

# REASONS:

- The biggest job is done here by the two TCR WGs. The one in the North is very recent, but my colleagues' general opinion is positive. Therefore, I prefer not to criticize it beforehand. In the South, instead, what we do within the regional Brenner WG is truly a best practice. There, we use an Excel template which could even become a template for other RFCs. All the necessary information is inside that Excel sheet. However, I would go even a little bit further, and state that this document should be updated more frequently. Of course, this requires a certain effort from the three IMs concerned (DB Netz, ÖBB-Infra, and RFI). Maybe this sheet could be automatized somehow, but I really consider it as a best practice. I'm definitely satisfied with what is going on in RFC Scan-Med regarding TCRs. RUs feel heard by the Corridor and can have a proper discussion with IMs.
- The publication is OK. Even though that TCR Tools isn't fully working yet. However the coordination between the IM's is still not 100%.

## 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

## RFC 5:

- It could be improved if it were also presented graphically on a map. This would help to find the various TCRs on the route to follow, without scrolling through all the lines of the excel file.
- The publication is useful because it gives a macro-level overview of the work internationally. Some managers work well with shared calendars. Sometimes, however, we get information from our partner companies about the type of works. From Slovenia we get works information bulletins (manager or companies) close to the start of the works creating bottlenecks at the Villa Opicina level that are not exactly easy to manage.
- If necessary, there are detours with appropriately high parameters.
- As already mentioned, the exclusions are not mutually coordinated between local IMs, except for exceptions where there is no offer of detour routes. Additional costs and dissatisfaction of target customers are borne by RU, no responsibility or refund of damages is accepted by IM
- It is difficult to judge. The border crossing of Treviso is dealt within the regional WG Brenner, in a very good way. But I don't have information about how TCRs that are discussed over other parts of the corridor like Austria, Czech Republic and Poland. I lack of information myself.

# REASONS:

I missed in the questionnaire the possibility to take “no opinion” because some colleagues have really written no opinion on some issues, because either they have the standardized process with the IM directly, so they don't look at the corridor publication or they say “Well, we don't know that they exist”. I'm personally a big promoter of CIP. It is not very up today but at least you have this information there. In fact, we have responded to this question already last year and said the RFC homework so to say is to keep the information up to date so at least no contradictions between what is published directly from the IM to the customers if it contradicts what is published with RFCs. But our homework is to convince people and to make them aware of what is already existing. We have already tried it several times but this is I think this is a constant homework to bring people also to use RNE CIP because I think it's a very good platform and I would like to encourage you to further develop it.

- As mentioned before- paths of corridor do not match to flows
- Observe terms large TCRs.
- no alternative route available, traveling time thru double or more extended

## RFC 6:

- Unsatisfied if we are talking about longer period track closures.
- 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.

- The file excel provided by the RFC gives a useful view of the macro causes for TCRs, but then, to get the real impact on the operations we need to wait for the "nota con provvedimento autorizzativo". There are sometimes best practices (i.e. SBB), between France and Italy there are good efforts to harmonise works for TELT, but still, there are difficulties. It is often the case both France and Slovenian side that minor works are announced by the IM or by the partner RU.
- All the information and needs arising therefrom are provided in due time and in an appropriate manner.
- It's just high-level information. We cannot know the

final impact of TCR until IM send the detail of each TCR.

- no alternative route available, traveling time thru double or more extended

## RFC 7:

- I don't know where this information is available
- Better coordination and harmonisation of possessions between countries would be very important/needed. It works at Kürtös.
- The publication of the possession between Biatorbágy - Szárliget was not possible due to planning and preparation deficiencies.
- Differences between the preliminary forecast and the actual situation
- Information should be available on operational level. There should be closer contact between the corridor and the OP.
- Satisfaction level given by DB Cargo Romania, but without further comment.
- One-sided information, or not even that. No customer approach. Predictability n+2 years in advance with providing sources. Corridor management should also have influence on the planned possessions, including feeder/outflow sections. Compensation in development planning should be part of the investment budget plan.

# REASONS:

- Observe terms large TCRs
- Corridor information pretty match with domestic IM Statement information.

## RFC 8:

- Graphic interface with the opportunities of interactive search would be great.
- Some IMs publish TCRs at a very general level and the information is not updated often enough
- unfortunately, the real restrictions are often significantly different from the long-term plans cannot be relied upon
- Only got feedback from DB Cargo NL received. They had no opinion in this matter.
- Observe terms large TCRs.

## RFC 9:

- There are visible efforts on the part of the RFCs, but the information does not always reach the right place. A closer relationship with operations should be established
- One-sided information or not even that. Can be planned for n+2 years in advance with fund insurance. Corridor management should also have an impact on the planned terminals and feeder/outflow sections. When planning the

development, compensation should be the investment link. part of. The documentation has improved, also due to the announcement on the website.

- Satisfaction level given by DB Cargo Romania, but without further comment.
- the timeliness and the quality of the publication differ strongly along the RFC. Especially towards its eastern end (CFR) the information is not very complete and RUs are often surprised by short term planned TCRs
- the closure of PAssau in 2023 should have been foreseen!
- Observe terms large TCRs.
- coordination

## RFC 10:

- We know more before about the restriction, so we can plan other routes, and inform our clients in time
- Everything is working just fine.
- More restrictions...
- Announcements of constructions works are not on time
- if we need some path we can get it

- Not satisfied because we do not have those publications.
- There are no adequate compensatory measures
- Should be coordination between IM and information provided to deferent corridors.
- no alternative route available, traveling time thru double or more extended

## RFC 11:

- low level of coordination between Ims
- Information should be available on operational level. There should be closer contact between the corridor and the OP.
- Sufficient to meet the carrier's needs.
- Predictability n+2 years in advance with providing sources. Corridor management should also have influence on the planned possessions, including feeder/outflow sections. Compensation in development planning should be part of the investment budget plan.
- no alternative route available, traveling time thru double or more extended

# 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/non-Rus
- » sample size = 89

The documents are similar, in the one in the corridor there is also a very convenient calendar on a visual level (RFC 1)

We mainly use the information published by Ims (RFC 1)

Information provided at corridor level has no added value due to the lack of significance with regard to short-term planning and actual train runs. However, it is rather helpful for the long-term outlook (RFC 1)

There is, in general, enough information. I appreciate the swift communication in case of problems on the corridors.(RFC 1)

Clear and punctual information (RFC 1)

## COMMENTS



Better than the provision of information by DB Netz. As basic information and within the possibilities of the corridor, this is almost satisfactory. (RFC 1)

CIP is very useful, LinkedIn also used well (RFC 1)

As a non-RU applicant, we don't use this document. (RFC 2)

It gives a good overview on what TCRs that hasn't been coordinated properly by the IMs. (RFC 3)

Very complete Excel file with lots of useful information, including specific times and dates. (RFC 3)

It is not complete, as several long breaks are not mentioned. (RFC 3)



# 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/non-Rus
- » sample size = 89

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)

The national is bad, the european is even worst. (RFC 4)

Very complete, same format as corridor 3, a little distracting. (RFC 5)

## COMMENTS



We don't use schedules that often, IMs can surprise us with unplanned closures if they really want to. As long as we have detours, it's ok, let them write whatever they want there. (RFC5)

The publication is useful because it allows me to have a general, macro idea. In addition it gives me more information at the international level. But it is complementary to the Network Statement at national level. (RFC 5)

The usefulness and scope of the document are satisfactory. (RFC 5)

not very useful due to numerous short-term changes at the local level (RFC 5)



# 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/non-Rus
- » sample size = 89

It doesn't because it shows only narrow scope of trackworks, specially that live IM's change very often (RFC 5)

It's not typical for me to use it, so I can't comment. (RFC 6)

It integrates the national one very well, in a visual way. In a single slide everything that is planned along the stretch of the corridor. (RFC 6)

At the national level, we are checking the internal system, but at the international level, the information prepared by the RFC provides a wider view. We are anyway relying on partner RUs. (RFC 6)

## COMMENTS



It's just a complement of the national level documents. (RFC 6)

I can't compare (RFC 7)

We are informed by national documents. (RFC 7)

it can only to a limited extent replace national documents at this stage (RFC 7)

Improving documentation, also because of website publication. (RFC 7)

National documents is easy for assess. (RFC 7)

The documents provided by IMs at the national level are much more accurate and updated more frequently (RFC 8)

# 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/non-Rus
- » sample size = 89

unfortunately, the real restrictions are often significantly different from the long-term plans cannot be relied upon (RFC 8)

optimized time (RFC 9)

I would see it as complementary as its level of detail (especially towards the TCR becoming effective) is not sufficient to fully replace national publications which e.g. contain timetables for re-routings. (RFC 9)

It is equivalent enough (RFC 10)

The scope and usability are acceptable. Yes. (RFC 10)

I don't have possibility to find. (RFC 10)

## COMMENTS



Zadovoljavajuće (RFC 10)

we find the documents useful (RFC 10)

Currently is not usefull. (RFC 10)

IM Statement should be timely issued before next timetable periode. (RFC 10)

regulation is OK, practice should be better (RFC 11)

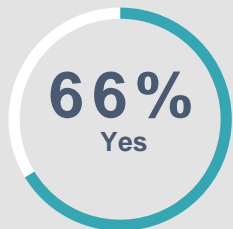
The scope and usefulness of the document are satisfactory. Yes. (RFC 11)

Improving documentation, also because of website publication. (RFC 11)

# 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/non-Rus
- » sample size = 89

## Capacity request via C-OSS



Compared to the past year it has been a 9% decrease.

## REASONS:

### RFC 1:

- We don't use them a lot. Mainly due to the Swiss IM, which is in the lead there. There is a strong harmonisation at borders in the southern part, which probably triggers also the same way in the northern part. DB Cargo NL said that they have only one path, so probably not that the primary way of booking capacity either
- No capacity request has been made. This depends mainly on the production concept. PaPs often do not match the personnel turnover. The requested train paths were also possible to be obtained manually within the national framework

### RFC 2:

- 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
- Not via C-OSS but via DB Netz

### RFC 3:

- The routes offered do not match
- We do use a lot the pre-arranged paths in the Northern part of the corridor. Honestly speaking, that's the only way to get it on the Scandinavian part. Conversely, we do not use it at all in the Southern part because there is an alternative system, the so-called Brenner Catalogue, which is the international path catalogue published by the three IMs involved

### 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

# REASONS:

- It is better the national system

## RFC 5:

- very complicated application process in PCS, non-cooperation of partner carriers, necessity of parallel service in the national system.
- I'm quite sure that the two traffics that we have running on that corridor could have easily been a PaP, but I'm not informed about it. I will speak again with my CZ colleagues who apparently said that they do not book any PaP. But it surprises me a little bit because it would be probably much easier on such a complex corridor to use them.

- i am not concerned with these topics

## RFC 6:

- About five years ago, we started concretely to operate on the corridor between Italy and France. And there we approached slowly the COSS and the booking of paths. But then unfortunately the traffic broke down recently and so today we closed unfortunately the cooperation on the western borders of Italy. It was promising the work with the COSS.

## RFC 7:

- Operative traffic
- routine, habituation, lack of knowledge

## RFC 8:

- I think yes, but not my department. Therefore I would like to skip the answer.
- complicated entry in PCS, non-cooperation of partners, necessity of parallel entry in local systems

## RFC 10:

- we are just operating support for owner
- Because we see no improvements using extra tools for capacity, through national requests for capacity we have the same service. This is just an extra task to do.
- We offer just a train traction on HŽI network

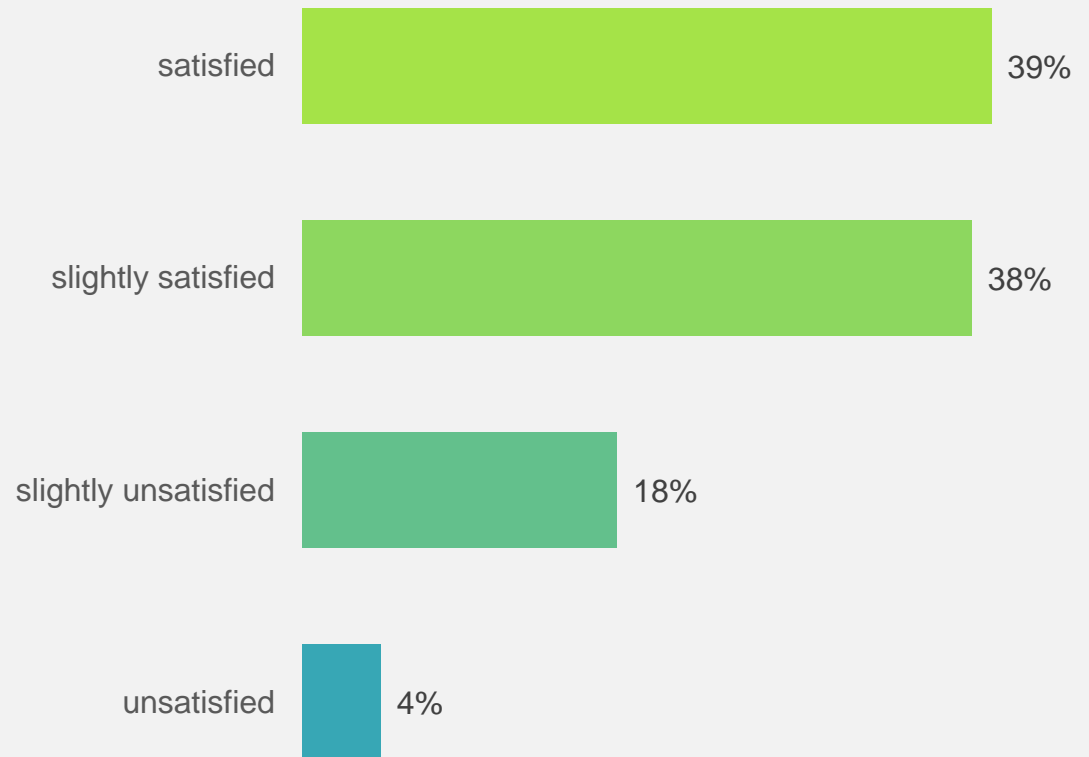
## RFC 11:

- No annual orders, no regular, but quite a lot of ad-hoc

- No traffic due to SK-PL parameters. HU-SL weekly planning traffic.

# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 89



# REASONS:

## RFC 1:

- Nothing to add
- Generally RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So if you translate this into satisfaction with the slightly satisfied.
- 740 m trains usually do not play a role, depend on customer wishes.
- everything is good
- There is no benefit of PaPs for Lineas on RFC 1, as we have no new products currently and have been running the same baseline for 15 years. These are covered in the corresponding IM systems.
- PaPs never quite fit the needs of our production scheme (e.g. driver needs, driver changes, driver time). PaPs are too fixed and not adjustable.

- We run a lot of trains via Venlo. It would be good if you can offer some PaP's via Venlo.

## RFC 2:

- Generally RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So if you translate this into satisfaction with the slightly satisfied. On the corridors related to France RFC 2, 4 and 6, the offer is generally aligned with the requests and provide good quality path. So again, the problem with the conflicting TCRs is raised. We really expect that PaPs should be protected against TCRs, which is not the case in France.
- - need of P400- need of 750 in Belgium

## RFC 3:

- Few trains to manage on the corridor and the PAPS do not suit our needs.

- It gives us a clear view on what we can expect.
- It is better for Cargonet to search for times that we need, as well as stops where we need, and not pre-planned locations
- no benefits visible vis a vis the usage of national products in terms of e.g. price and speed
- PaPs with D4 should also be offered Malmö – Maschen
- Regarding the offer in the North, there is too little capacity for the actual demand. This is a well-known issue, yet we recognize that it is not resolvable by the Corridor. Objectively speaking, the issue is due to the Danish bottleneck. Even though the Femern Belt will help in this regard, there will still be the Oresund bridge to act as a bottleneck, and this is something we need to think about. And in the South, as already mentioned, we use a catalogue which is perfectly fitting.
- The PaPs are getting slower and slower every year making them less and less valuable. If the PaP product isn't what the market expects fewer will apply for it. Which is probably what we're seeing now.

## RFC 4:

- Adif capacity department very useful and resilient

# REASONS:

- 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

## RFC 5:

- Molta disponibilità da parte del RFC che molto spesso ci ha contattati per migliorare le PAPs. Quando siamo stati interpellati abbiamo sempre ricevuto offerte interessanti che si adattano bene alle nostre esigenze. Sui parametri ci siamo abbastanza. Bisognerà fare molta attenzione in futuro alle offerte per i cosiddetti treni pesanti superiori a 1600 t che dal TT 2024 in Italia non sarà più possibile gestire in fase operativa. Es.:

PAPs che passano V. Opicina che sarebbero comode a 2000/2200t

- PaPs are not great because, as we mentioned, they do not have line codification.
- It does not match to transport flows

## RFC 6:

- We did not experience any shortages or problems.
- Often the C-OSS contacts us and supports us in the process, reminding the deadlines. For the next TT year we will need to pay attention to the offer of PaP over 1600 tons, because VCO or PaP shall be used for RFI network. These cannot be managed ad hoc. Length derogation or heavy trains (> 1600) are more and more needed in Italy both for Modane and Villa Opicina traffic.
- The commercial offer covers all our needs.
- RFC6 creates most of the PaP requested in the Capacity Wish List, but that list is made too much time in advanced. Business might change since the submission of the Wish List.

## RFC 7:

- PaP parameters are sufficient
- Flexible schedule, they can leave when they want.
- No assistance for operative traffic.
- sufficient for our current delivery capacity
- not used
- Our trains on Corridor 7 or 9 from Turkey via Romania, Bulgaria, Romania and Hungary are rather limited. So the real international trains there are and not so many. There's always a risk to over to overestimate. The reality is often far away from the from the timetable so we are satisfied.
- Slightly satisfied nyugatról indulva Romániáig Slightly unsatisfied onnan keletre gond: vonathossz, eljutási idő
- PaPs should be more developed - especially max. available train length parameter.

## RFC 8:

- I think yes, but not my department. Therefore I would like to skip the answer.
- The path ordering process is very inflexible

# REASONS:

- Generally RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So if you translate this into satisfaction with the slightly satisfied.

## RFC 9:

- Our trains on Corridor 7 or 9 from Turkey via Romania, Bulgaria, Romania and Hungary are rather limited. So the real international trains there are and not so many. There's always a risk to over to overestimate. The reality is often far away from the from the timetable so we are satisfied.
- especially in the south eastern section of the RFC the commercial performance of the paths (not only PaPs) ist still very unsatisfying due to poor infrastructure parametres and ongoing TCRS without really visible improvement. The poor performance due to poor infrastructure parametres

is even aggravated by non comitative procedural requirements (esp. dwell times at Curtic due to the ongoing non Shengen zone-membership of RO).

- next time a complete path and not in bits and parts (due to TCR's)
- quality use of capacity

## RFC 10:

- Can be more flexible
- PaPs meet all the necessary
- parameters of the carrier's needs.
- The parameters are good.
- Insufficient information about it
- will need longer trains
- Not familiar with the abovementioned
- Max. available parameters topic is not solved - especially wagons set length.

## RFC 11:

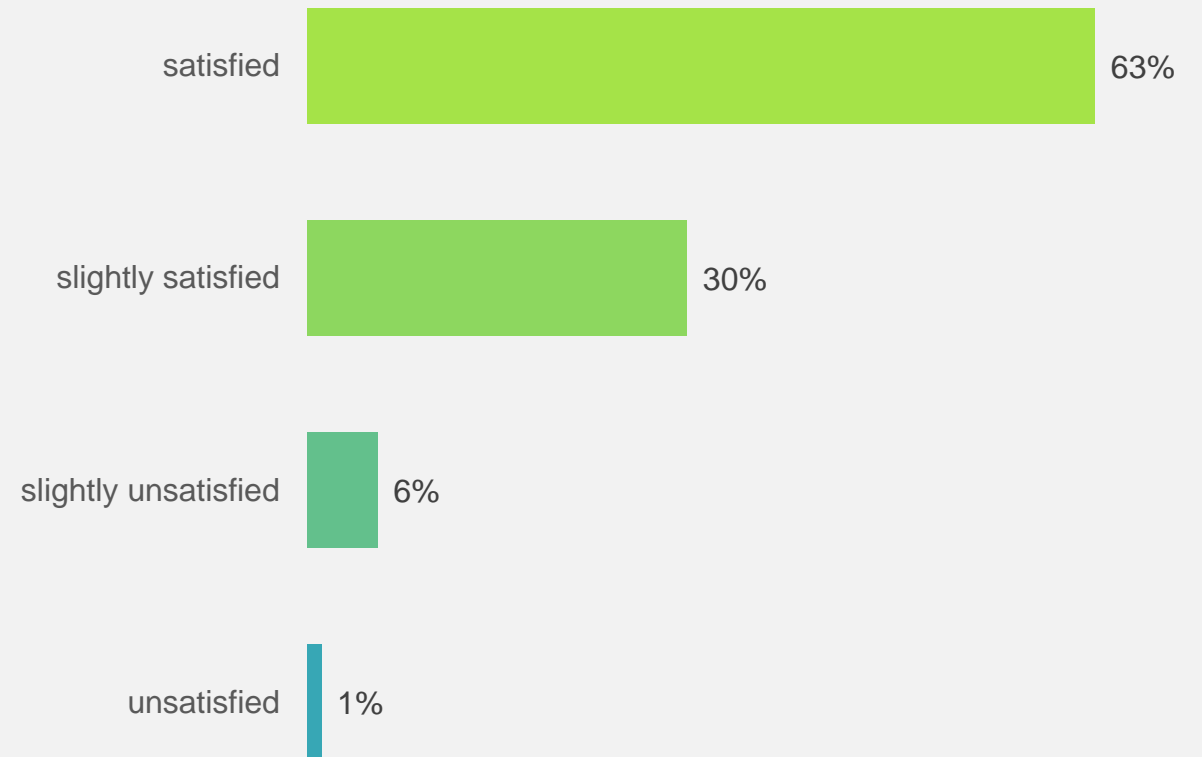
- nor regulary used

- Electrification problem: Nagykanizsa-Gyékényes OK, but after that diesel. Plus the slope.
- Commercial offer is OK on our needs.
- Slightly satisfied szlovén-magyar, BILK-Kopper Slightly unsatisfied lengyel irány miatt



# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs/non-RUs
- » sample size = 89



# 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 1:

- 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.
- Communication is good
- The replies are swift and complete.

- Thanks for the service and the help!

## RFC 2:

- Not used

## RFC 3:

- Cargonet sees no need to use this, as we only run between Norway and Sweden
- we hardly use it on this RFC - we would have selected "cannot judge" but unfortunately the survey does not allow to choose such option :-)
- No problems
- Slow response time during the last week for application. Big difference between different IM's.
- questions to the COSS felt through in between position changes within the COSS

## 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

## RFC 5:

- Too long waiting time for obtaining consent/starting timetable construction in OSS at the PLK/SZCZ junction.

▪ již popsáno v předchozí odpovědi

- Some countries still require to order train in national system

## RFC 6:

- They are helpful, I can only say positive things about them.
- as explained in the previous answer and it's appreciated the presence and the discussions at FTE.
- Always available for expert advice or interpretation. Cooperative and customer-oriented. We are very satisfied with his work.
- Very satisfied with Spanish C-OSS. Communication with French C-OSS could be better.

## RFC 7:

- Services are sufficient
- Absolutely! With 5\*!
- We use the national system.
- We have no bad experience

# REASONS:

- not too helpful
- One of the best!
- Very informative and helpful.
- Work timmely.

## **RFC 8:**

- I think yes, but not my department. Therefore I would like to skip the answer.
- They are open to cooperation and new initiatives

## **RFC 9:**

- cannot really give a statement or evaluation here as I did not use the C-OSS and its services directly.

## **RFC 10:**

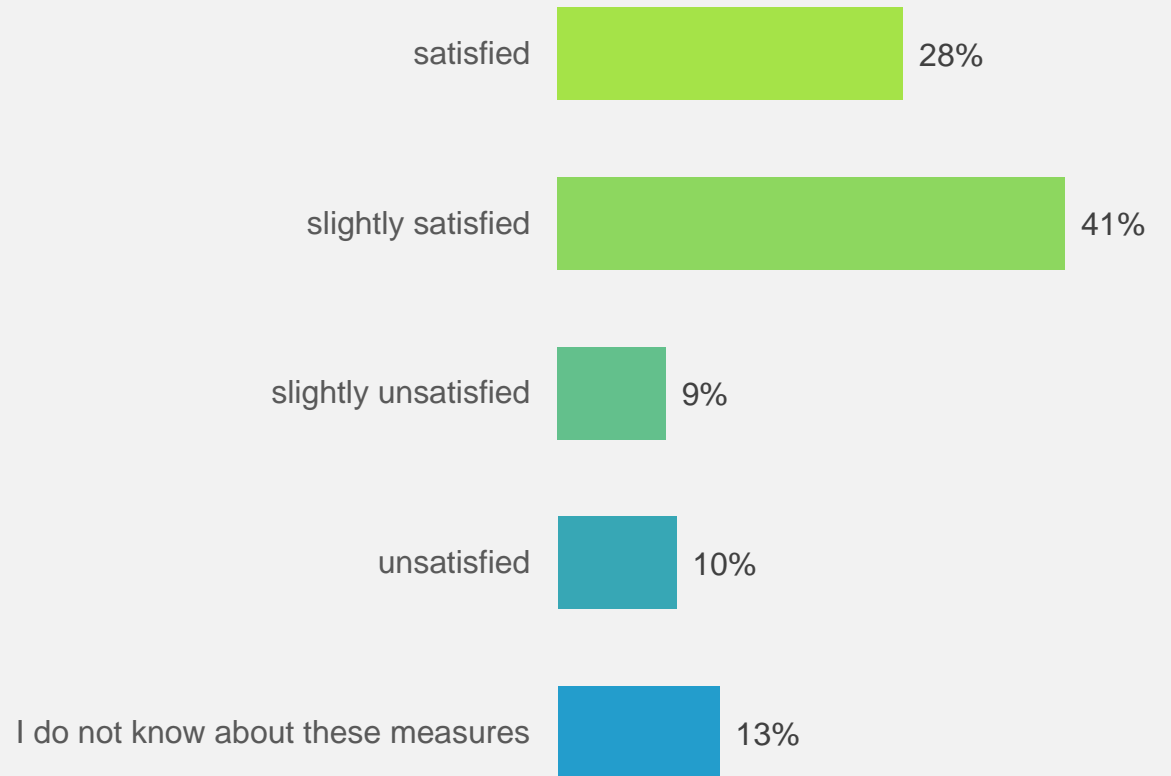
- The servise is good.
- Insufficient use of C-OSS
- we can get as we need it at one point
- Not familiar with the abovementioned

## **RFC 11:**

- rarely contacting
- Cooperative, approachable, professional...

# 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/non-RUs, Terminals/Ports
- » sample size = 115



# 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.

## RFC 1:

- 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.

- Quality Core Group is in risk of becoming a blame game. Reliability measure for RUs difficult to control in the framework of competition and short-term business. This is then difficult to reflect in the annual timetable. Overall, there are various quality initiatives and groups, which often overlap in terms of content (e.g. QCO Aachen).
- There is a lot of planning, but in the end we have to improve the execution. In the end, the biggest problems are related to political decisions and the associated funding to increase capacity and implement tools for real time flow management.

## RFC 2:

- As written before the market needs P400-750m and we currently have no visibility on the timing of these projects.

## RFC 3:

- Nothing to add.
- the C-OSS uses its limited influence to improve the performance as good as it can.
- If there have been measures, it seems like they haven't had any effect yet. The PaPs are getting slower and slower every year.

## 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.
- 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 5:

- Discussions are going on but we don't see much progress on operational issues. Although I understand that there are very difficult realities to deal with such as the saturation of the Tarvisio crossing. A crossborder initiative had been thought of. It would take a more emboldened approach on operational issues.
- We have these bilateral meetings, but we are still waiting for the Line Codification.

# REASONS:

- Great team.
- I didn't notice any real improvement.
- overall KPI system would be great
- taking to much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridicules and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities

## RFC 6:

- Some WG is appreciated, for example the harmonisation of the rule for the train composition at Modane/Bardonecchia was a first result. It is important to underline that the RFC needs to be more incisive and more effective, sometimes it seems the urgency of funding a solution is not perceived.
- The work of all those responsible for the corridor is coordinated, professional and geared towards assisting, guiding and providing relevant information to all stakeholders in the corridor.
- We haven't observed significant results, especially in terms of TCR and the economic impact caused by them

- taking to much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridicules and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities

## RFC 7:

- In the section Děčín - Bad Schandau adequate diversion routes are not provided during the total closure of the line. In the section Breclav - Kutý, a diversion route with a line load limitation of max. C3 (D3 required)
- What the corridor can do, they do.
- Capacity utilisation at border stations needs to be improved.
- Apart from the occasional Hungarian problems, we are satisfied. Szükséges a magyar-román határátmenet gyorsítása
- No harmonisation of possessions. Corridor intentions, efforts are good.
- Not possible for too much in Balkans
- TPM meetings are good. The energy invested in settling the transition at Kürtös is appreciated.

## RFC 8:

- Some improvement at Oderbrücke, but still challenging due to transition at stand and some domestic Polish rules, announcement of train to Rzepin signalling staff additional to paperwork sent. All other borders satisfying.
- They do not affect the actual transport quality
- I haven't noticed any real improvements in practical operation

## RFC 9:

- The measures taken by the RFCs are visible, but there are still problems in terms of traffic. (Ex: coordination of tracks, track closures at national levels)
- how can Hungary announce such huge construction works on the main corridor between Budapest and Hegyeshalom with almost no lead in time for the RUs?
- I think the RFCs does what it can. Further improvements mainly depend on political actions and commitment mainly (e.g. acceptance of RO to become a Schengen Zone member)
- the border discussions on Curtici are helping + QCO Passau

# REASONS:

## RFC 10:

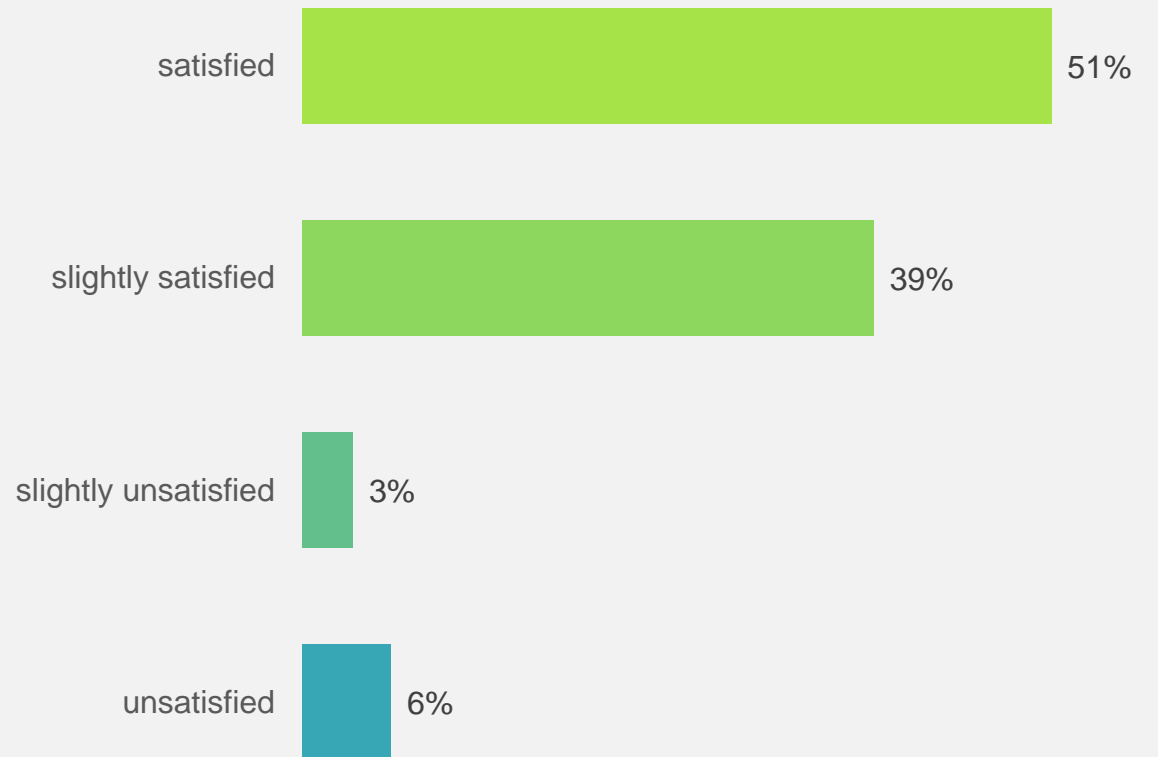
- The corridor representatives act in accordance to take care of all the necessary things that carriers need for their smooth operation.
  - We believe that the RFC can and should put more pressure on the IMs regarding problems related to the execution of construction works
  - hope that every year will be better
  - taking to much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridicules and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities
- Traffic is smaller, but the intentions and attitude are good. SI-HU: only because of the usage of the Hodos border crossing they must have concluded a network access contract with the Slovenian IM, due to the request of the authorities, this has to be dealt with!
  - taking to much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridicules and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities

## RFC 11:

- Croatian and Hungarian rebuilding: lack of coordination. Good intentions and efforts are visible and good, but there are deficiencies in parameters of network. High-level cooperation activity.

# 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/non-RUs, Terminals/Ports
- » sample size = 115





# 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 1:

- Most of the information services such as website, social media and other corridor documents are not used. RAG as a good information and exchange format.
- Overall, there is a high granularity of information provision, which makes it challenging to find certain information at all. (Example: Where can I find what information about which construction site...).
- An invitation to share and compare future port development plans with corridor development

plans.

- Infrastructural situation and lack of capacity should always be worked out as an overarching problem. Individual measures and "low-hanging fruits" would have already been identified and implemented by economically thinking actors. Solution approaches that only think in this direction are therefore less goal-oriented. Instead, it would be helpful to develop a compact and generally understandable mapping of the most critical capacity problems.
- The 80 weeks period from november 2024 until may 2026 with the blockage of one or both tracks at Emmerich-Oberhausen should get more attention in my opinion
- CIP and Annual Report are read, but only outside the busiest times. We need more staff to have the time to constantly look at all the information provided.

## RFC 2:

- Everything here is perfect, especially since Matthieu keeps us regularly informed directly by e-mail.

## RFC 3:

- Continue the way of providing the information!
- I only use the information about timetables, and these are routes, terminal stops that do not suit Cargonet

## 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.

## RFC 5:

- It would be interesting to receive newsletters when something is published
- All in one place - website.
- DB Cargo CZ does not receive any information about RFC 5.
- It is easily accessible
- RFC is not enough independent ant not respected in decisions about planned TCR

# REASONS:

## RFC 6:

- I don't have free capacity to deal with this in more depth, so I can't make a meaningful statement.
- we are not that much looking for information, maybe a newsletter could be useful to share interesting and useful information.
- All the necessary documents are available on the Corridor's transparent website and can be accessed 24/7.
- RFC is not enough independent and not respected in decisions about planned TCR.

## RFC 7:

- Information about the corridor could also be in Slovak language.
- We mainly use the annual reports, Corridor Information Document
- Informative
- Efforts, improvements, directions are good. Visible progress. The needs we have indicated have been taken into account. C-OSS sectioning is also useful. CIP also good. As a toolkit they are included in the daily routine because the data quality is good. TCR has no practical use because of the quality of the underlying data. Feedback on KPI

performance: there is a need for this, continuous monitoring of this, what measures are behind it, etc. even as a newsletter.

- I mostly use annual overview and reports.

## RFC 8:

- I find CIP particularly valuable

## RFC 9:

- CIP is also good. As a toolkit, they have been included in the daily routine because the data quality is good. TCR has no practical use due to the quality of the data content behind it. Feedback on the feasibility of KPI: there would be a need for this, continuous monitoring of this, what measures are behind it, etc. even in the form of a newsletter.
- again, how can huge construction works which are supposed to start in a few weeks happen on such short notice without any information whatsoever
- very useful and clear

## RFC 10:

- Enough information, and it time
- Useful informations o one place.
- I haven't received any information.

- We are satisfied with access to all information provided by the RFC
- we don't need more
- Not familiar with it.
- We have seen no changes in the past couple of years.
- The information is formal without any real effect on the execution of the railway traffic
- There's sufficient information at all.
- RFC is not enough independent and not respected in decisions about planned TCR

## RFC 11:

- too general
- All in one place - the Corridor website.
- Efforts, improvements, directions are good. Visible progress. CIP also good. As a toolkit they are in the daily routine because data quality is good. TCR has no practical use because of the quality of the data behind it.
- RFC is not enough independent and not respected in decisions about planned TCR

# OTHER COMMENTS:

## RFC 1:

- The corridor could focus more on real time and short term issues and thus getting closer to RUs who, in contrast to the IMs, live more in the day to day operation. For example, certain situations could be more quickly declared as ICM cases, which according to the manual would not currently qualify as ICM (example: mudslide in the Rhine valley was not an ICM, as it could be solved within one IM). This would simplify information sharing and planning, as well as client communication for RUs.

## RFC 2:

- We really appreciate the fact that joint RAGs with RFC1 are now being organized.

## 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.

## RFC 5:

- It could be very useful to increase the meetings, to see each other a bit more beyond the RAG-TAGs . Have exchanges to get a sense of what an RU experiences in the marketplace, even one-hour exchanges , to allow the company to talk about the various operational issues it encounters in its daily business operations that may affect the Corridors.
- RFC could prepare applications for subsidies to secure transport in connection with diversion routes (e.g. rental of diesel locomotives or covering order costs) co-financing from CEF.
- I have nothing to add, unfortunately in practice there is a vast difference between the promising ideas of RFC corridors and the actual implementation in real practice.
- Improvement of network of corridor, spreading the range of trains which would be supervised
- Unify place and time RAG TAG meetings all corridors.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

## RFC 6:

- Besides the usual RAG/TAG meetings, I would suggest organising about two meetings a year (one-hour discussion) so that the RFC can get closer to the RUs activities and needs. With the aim of understanding its users.
- Keep it up, because that is the only way to be the best.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

## RFC 7:

- Unify place and time RAG TAG meetings all corridors.

## RFC 8:

- Unify place and time RAG TAG meetings all corridors.

## RFC 9:

- The speed and efficiency of decisions must be increased. Consultations with the surrounding PHMs are necessary. Corridor application
- international coordination with a clear plan on detours for construction works would go a long way

# OTHER COMMENTS:

- I would like the RFC to continue existing until it will be replaced by the provisions of the upcoming EU Capacity Regulation so that there will be no time-gap in between.
- Unify place and time RAG TAG meetings all corridors.

## **RFC 10:**

- just work with goal that every year will be better options for transport
- No, since we are not familiar with the work of RFC10 and thus we are sorry that our answers are mainly negative.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

## **RFC 11:**

- Need to increase the speed and efficiency of decisions. Monitoring type newsletter, informing clients of actions.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

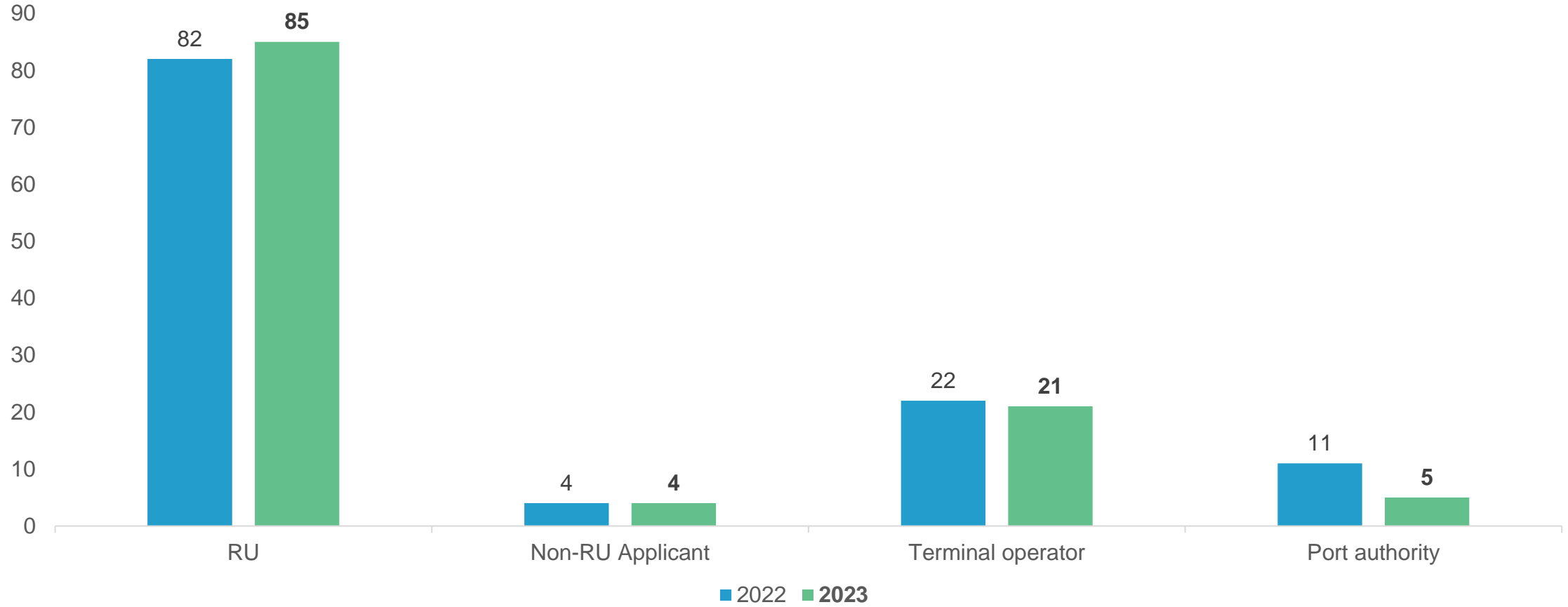
## 03 SAMPLE DESCRIPTION



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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 119; 115;
- » One respondent is counted multiple times if their organization uses multiple corridors

## 04 SUMMARY



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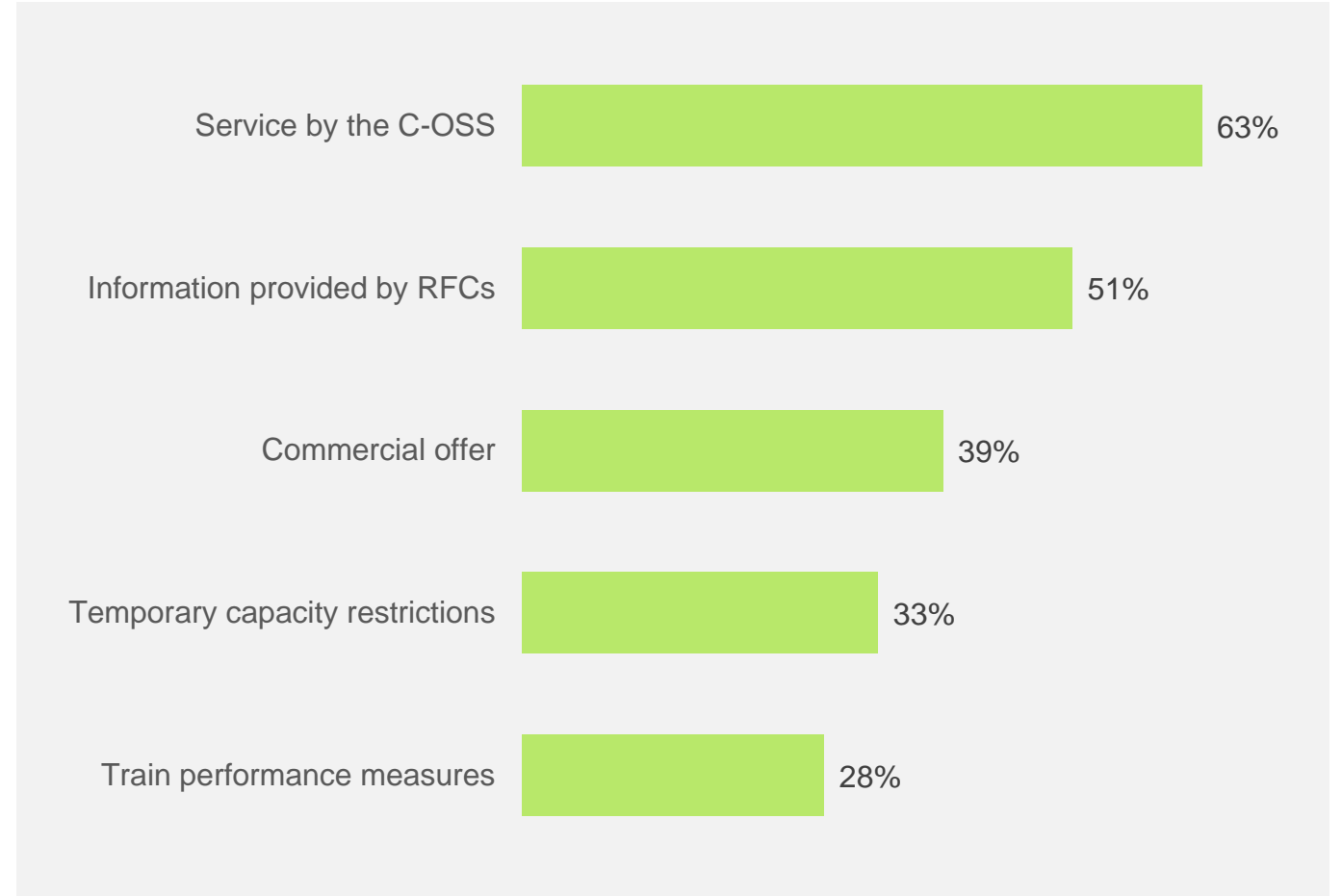
# SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » 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/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Least satisfactory topic**

Temporary capacity restrictions

