RFC USER SATISFACTION SURVEY 2020

CONTENT

———

01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

———

SURVEY DESIGN

—

- 15 respondents II 16 evaluations*

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

- Contacts (e-mail address) delivered by RFCs

- 35 e-mail invitations sent

- Field Phase: 24th September to 23rd October 2020

One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.
Therefore the number of evaluations is higher than the number of respondents.
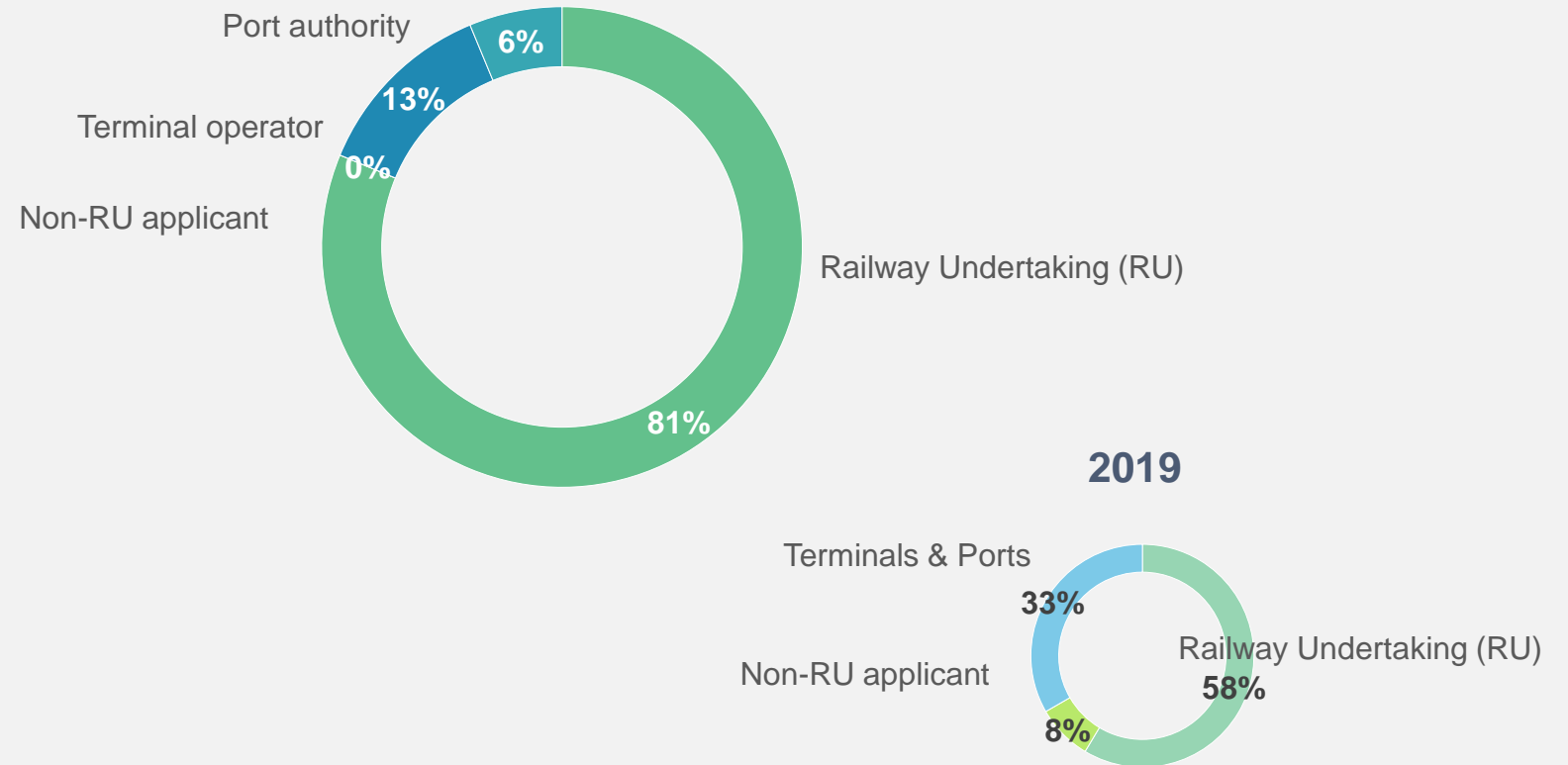
SATISFACTION & RESPONSE

Customer satisfaction

94%

positive feedback

Answers given were very satisfied, satisfied and slightly satisfied.

15

respondents

This is an increase in respondents of 25% compared to the previous year.

Respondents 2019: 12

Target groups in %

Port authority

6%

13%

Terminal operator

0%

Non-RU applicant

81%

Railway Undertaking (RU)

2019

Terminals & Ports

33%

Non-RU applicant

Railway Undertaking (RU)

58%

8%

RESPONSE RATE

Compared to the previous year

Rail Freight Corridor
North Sea – Baltic

Total evaluations	**16**	(+4)
evaluations RUs/non-RUs	13	
evaluations Terminals/Ports	3	
Invitations sent	35	(+2)
Response rate overall	**46%**	(+9%)

Invitations vs. Evaluations ratio

35

■ Invitations

■ Evaluations

16
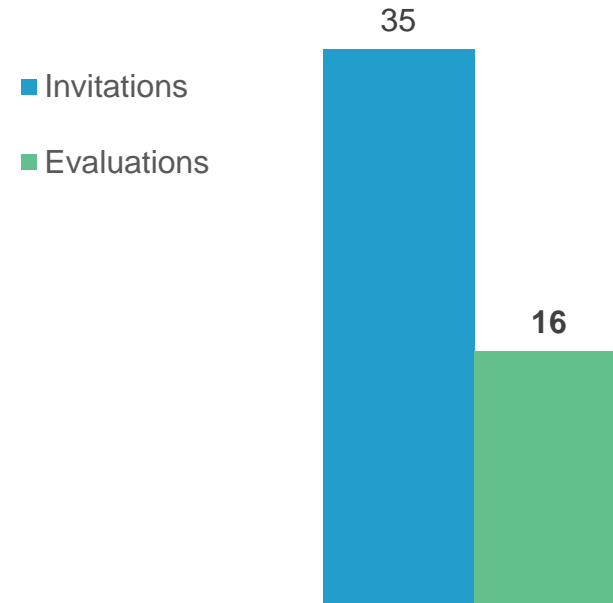
Number of responses 2019 vs. 2020

■ 2019
■ **2020**

16

12
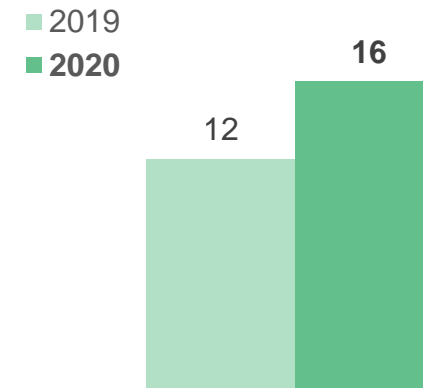
02 SATISFACTION WITH THE RFC 8

INTRODUCTION - NEW SURVEY

The RFC USS 2020 has been relaunched to better suit the needs of the invitees and the RFC Network. Based on the feedback given in the past years by the participants, this year's survey was shortened and the questions were changed to be less time-consuming. To stay comparable to the past surveys, the same topics were covered. Though this new survey does focus on concrete proposals for improvement.

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

SATISFACTION WITH RFC 8

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

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

» sample size = 16
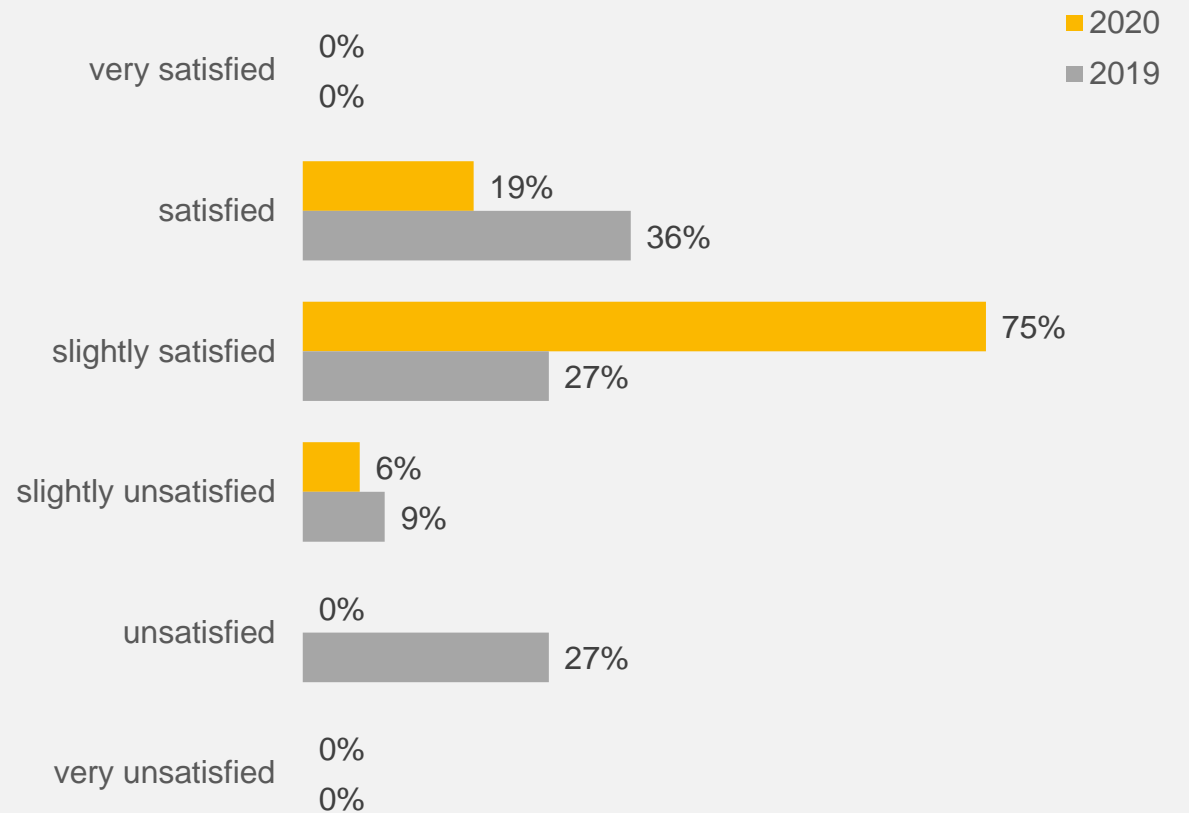
94%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

31%
Increase of satisfaction

■ 2020
■ 2019

	2020	2019
very satisfied	0%	0%
satisfied	19%	36%
slightly satisfied	75%	27%
slightly unsatisfied	6%	9%
unsatisfied	0%	27%
very unsatisfied	0%	0%

SATISFACTION WITH INFRASTRUCTURE

Priority areas

» Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?

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

» sample size = 16

0%

chose generally satisfied, improvement is appreciated

Focus on

1 Infrastructure parameters

2 Infrastructure capacity

3 Measures to improve infrastructure standards

generally satisfied   0%

geographical routing   25%

infrastructure parameters   88%

measures taken to improve infrastructure standards   44%

infrastructure capacity   56%

other   31%
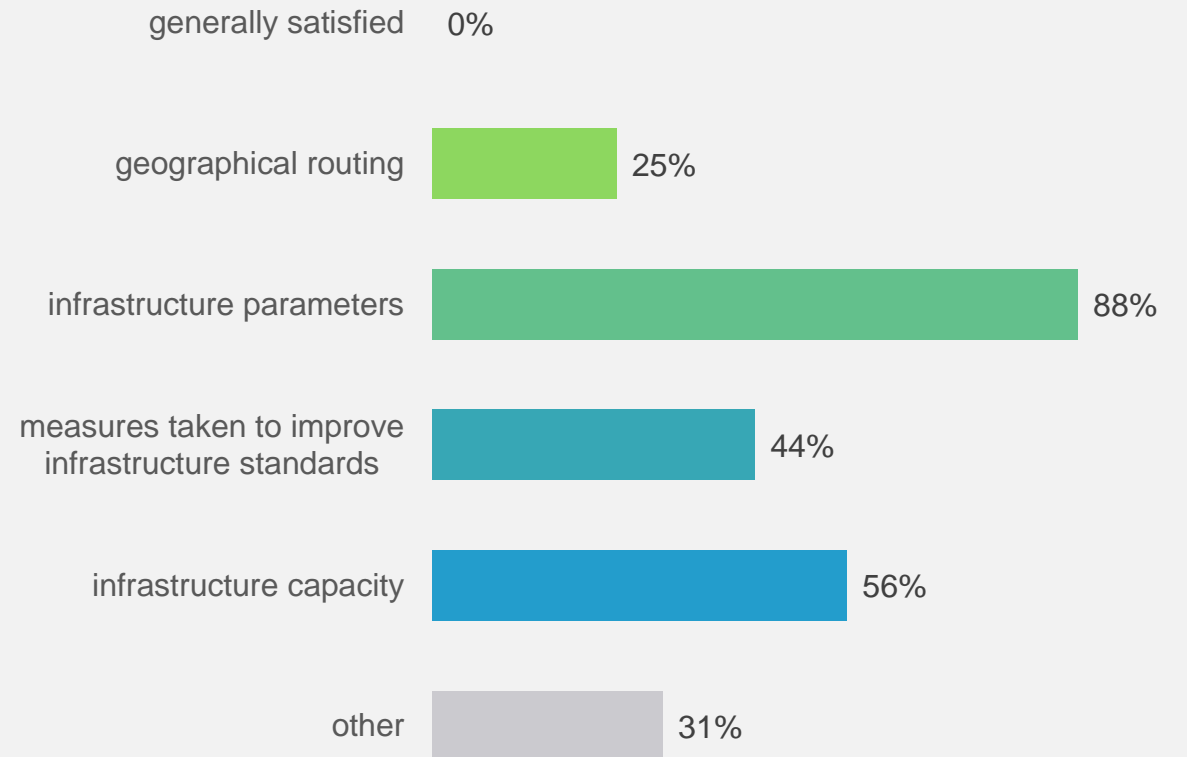
OTHER COMMENTS:

RFC 8:

- Interoperability and harmonisation at border crossings; infrastructure standards and availability on re-routings.

- Interoperability and harmonization at border crossings; infrastructure standards and availability on re-routings; proactive TCR consultation & coordination (several mentions)

- Border crossings Bad Bentheim and Frankfurt Oderbrücke

SATISFACTION WITH TCR

Priority areas

———

» Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?

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

» sample size = 16

19%

chose generally satisfied though improvement is appreciated

Focus on

1 TT of alternative offers

2 Quantity of alternative offers

3 Quality of alternative offers

generally satisfied	19%
quality of alternative offers	38%
quantity of alternative offers	44%
timetable of alternative offers	63%
info on works and possessions	31%
involevement of customers	31%
other	25%
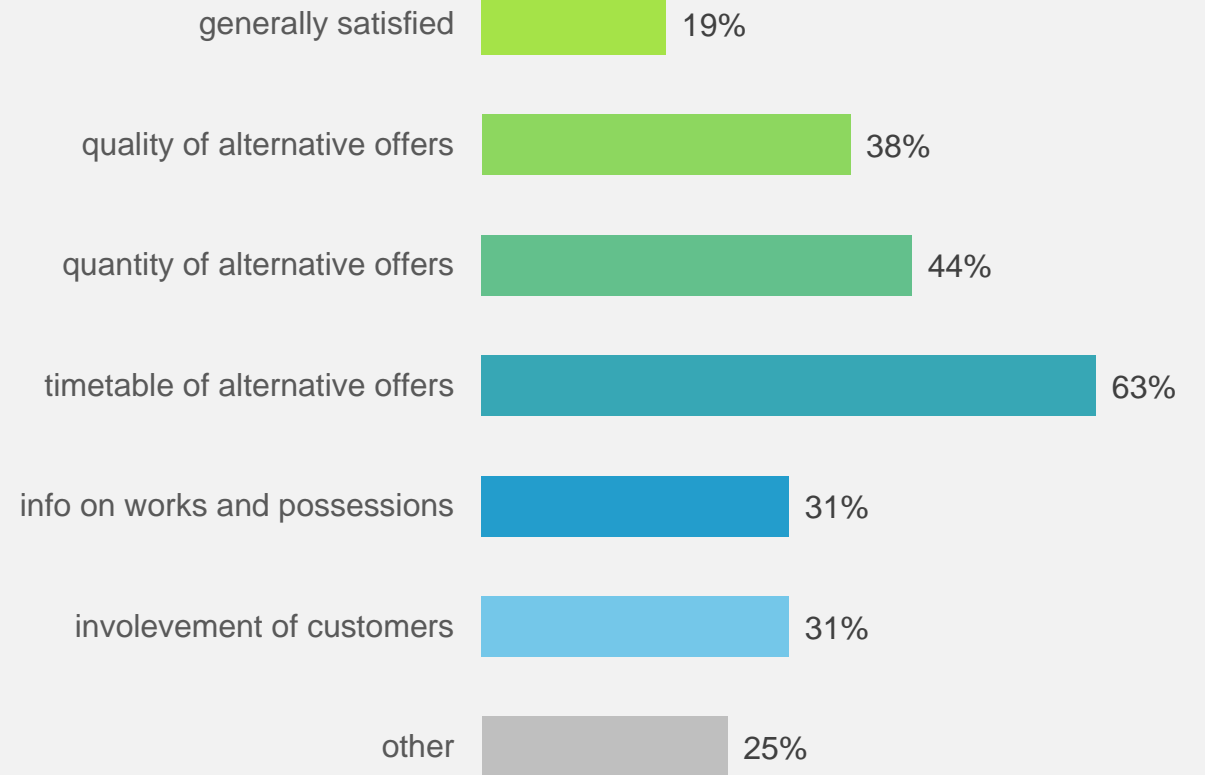
OTHER COMMENTS:

RFC 8:

- Timetables should be made in such a way that the trains can drive with 10hrs from Bad Bentheim to Oderbrucke in DE

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases; RFC role in that process (several mentions)

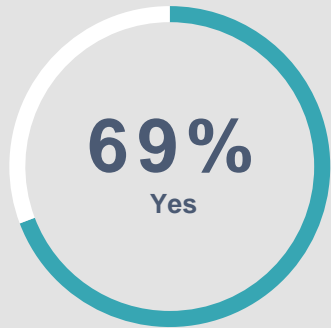- Not sure as a terminal I can give a proper answer on which of the indicator has to be improved (see RU)

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

69%
Yes

Compared to the past year it has been a 17 % decrease*.

* 3 new corridors included in 2020

COMMENTS

....
... .
....
. . .

Reasons for not ordering via the C-OSS:

Direct contact via IM's is easier to solve issues

Till now true rail operator

Lack of quantity and quality of the paths

PCS ordering is initiated by the holder of the contract, in most cases DB Cargo AG

» 'What are the reasons you did not order capacity via the C-OSS? Please specify:

» Answered by: RUs/non-RUs

» sample size = 13

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 8:

- Direct contact via IM's is easier to solve issues

- PCS ordering is initiated by the holder of the contract, in most cases DB Cargo AG

- Lack of quantity and quality of the paths

- Till now true rail operator

IMPROVEMENT OF RFC COMMERCIAL OFFER

Priority areas

» In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» sample size = 13

23%
chose generally satisfied though improvement is appreciated

Focus on
1 timetable of PaPs

2 parameters of PaPs

generally satisfied	23%
quantity of PaPs	15%
timetable of PaPs	31%
relations (PaPs origins/destinations)	15%
parameters of PaPs (train lenght/weight)	31%
commercial speed of PaPs	15%
quality of the Reserve Capacity offer	0%
allocation process	8%
conflict-solving procedure by the C-OSS	0%
collection of needs (wish list)	8%
protection of PaPs from TCRs	8%
other	0%

OTHER COMMENTS:

RFC 8:

- No comments

SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

Priority areas

———

» Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?

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

» sample size = 16

14%
chose generally satisfied though improvement is appreciated

Focus on

1 RU/terminal improvement

2 Efficiency of measures taken to improve punctuality

generally satisfied	14%
regular train performance in report	7%
efficiency of measures taken to improve punctuality	57%
RU/terminal involvement	64%
other	43%
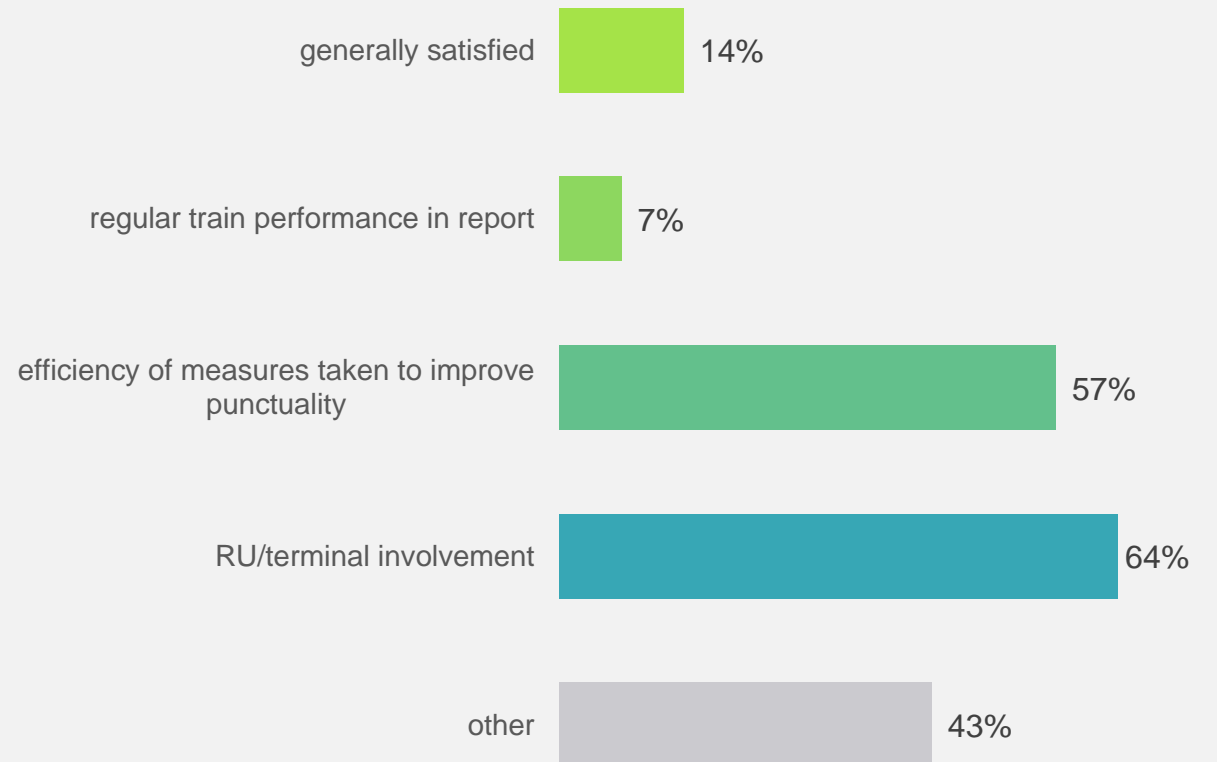
OTHER COMMENTS:

RFC 8:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

Priority areas

» Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» sample size = 13

23%
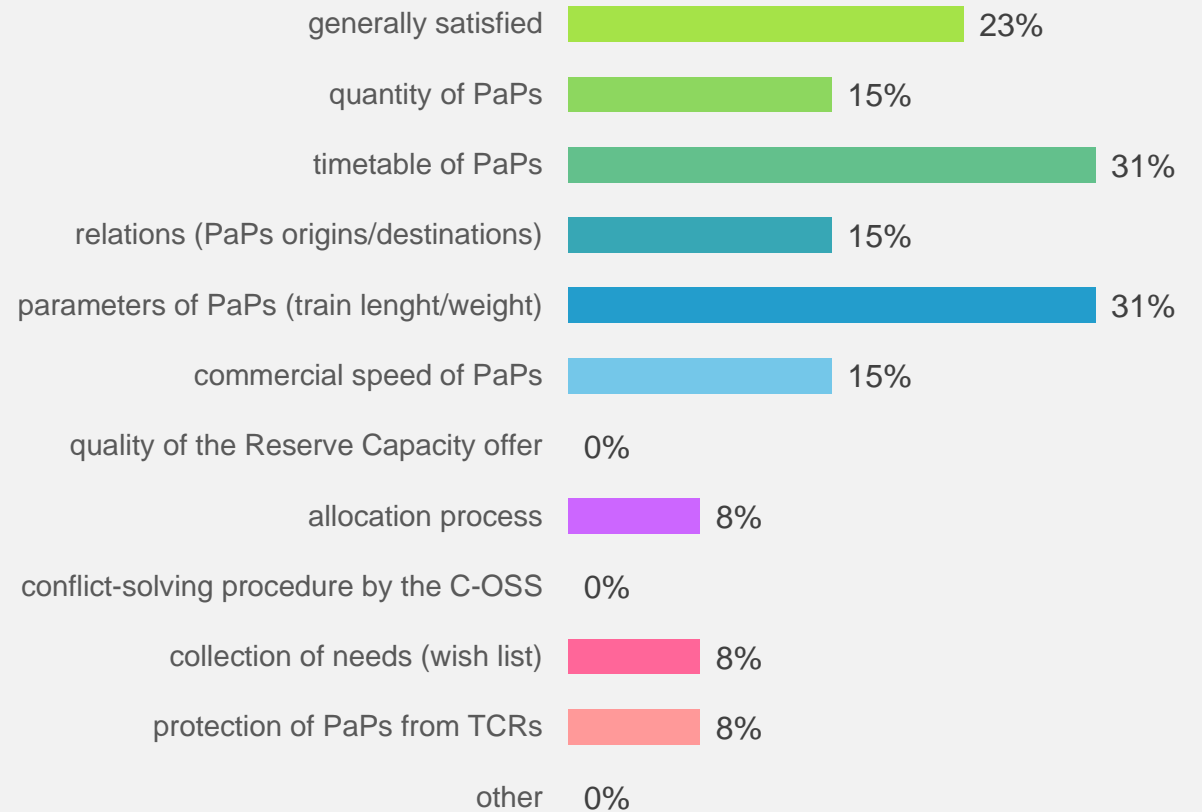chose generally satisfied though improvement is appreciated

Focus on
1 Implementation of new Processes

2 Quality and usability of re-routing scenarios

generally satisfied — 23%

implementation of new processes — 62%

quality and usability of re-routing scenarios — 46%

information/support on ICM by RFCs — 8%

other — 31%
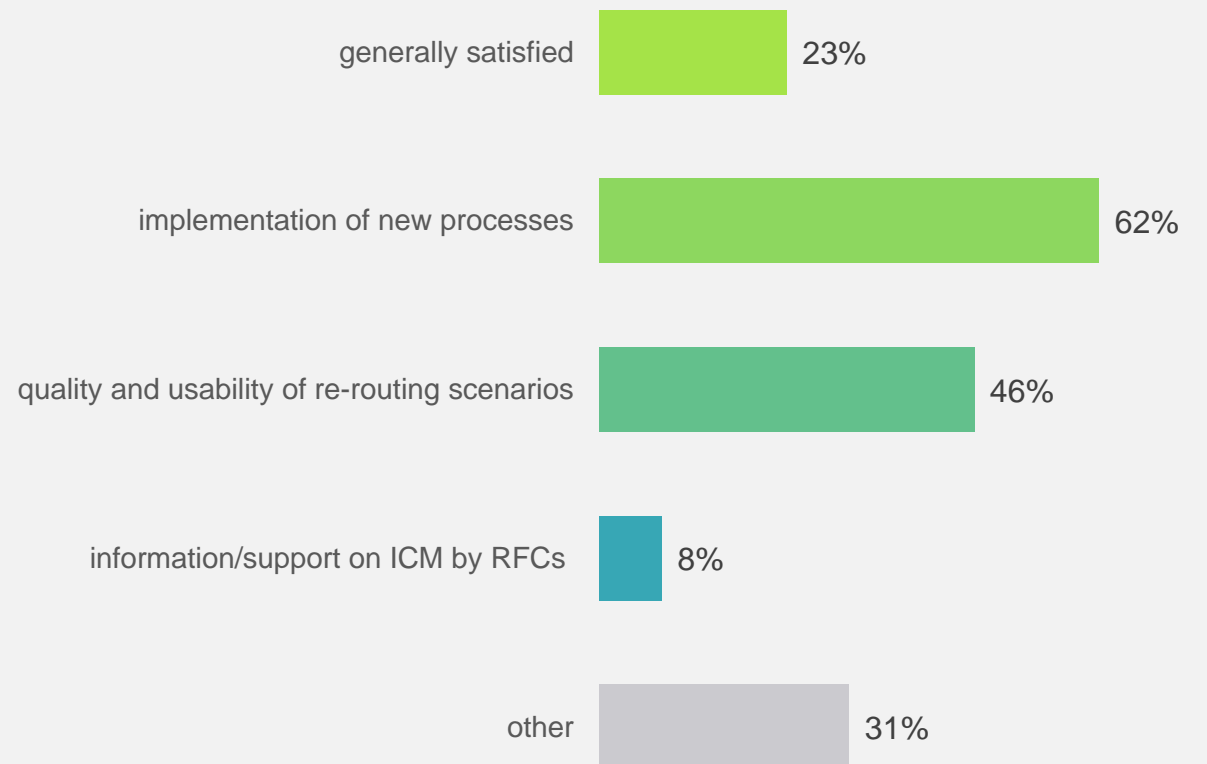
OTHER COMMENTS:

RFC 8:

- no opinion, we are using the corridor but not via RFC

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

» Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?

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

» sample size = 16

31%

chose generally satisfied though improvement is appreciated

Focus on

1 consideration of AG's opinion In the MB

2 consideration of AG's opinion In the ExB

generally satisfied — 31%

RAG/TAG meetings useful — 19%

consideration of AG's opinion in the MB — 50%

consideration of AG's opinion in the ExB — 38%

organization of meetings — 25%

other — 25%

OTHER COMMENTS:

RFC 8:

- Border crossings, parameter increases, quick paths

- The organisation of meetings has for us a lower priority than the other 2 aspects (several mentions).

COMPANY PARTICIPATION IN RAG TAG MEETINGS

**Participation in
RAG TAG meetings**

69%
Yes
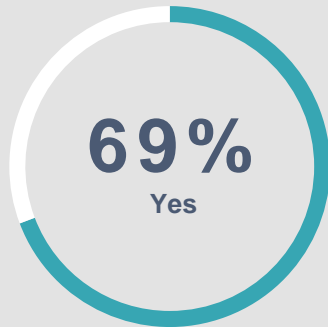
» Does your company regularly attend RAG/TAG meetings?

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

» sample size = 13

SATISFACTION WITH COMMUNICATION SERVICES

Priority areas

___

» Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?

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

» sample size = 16

31%

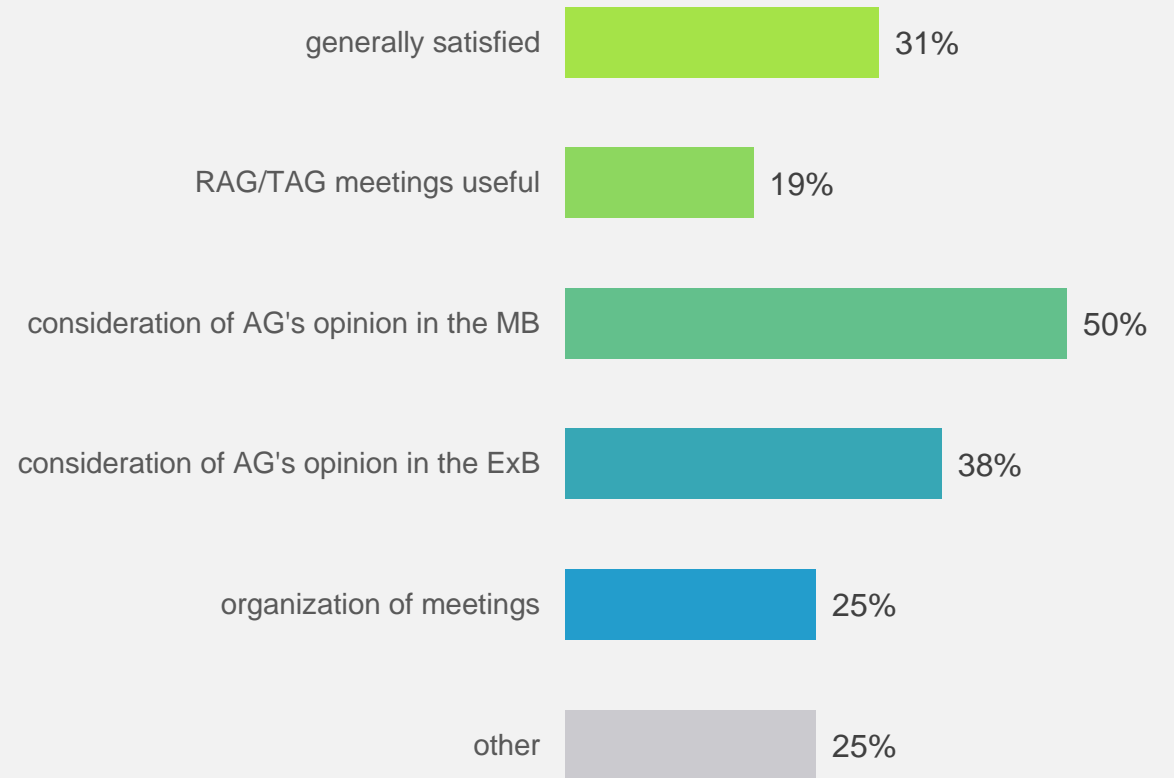**chose generally satisfied though improvement is appreciated**

Focus on

1 information on RFC website

2 information provided on CIP

3 information provided in CID

generally satisfied	31%
information on the RFC website	38%
information on social media channels	0%
information in annual reports	0%
information provided in CID books	13%
information provided on the CIP	19%
other	31%
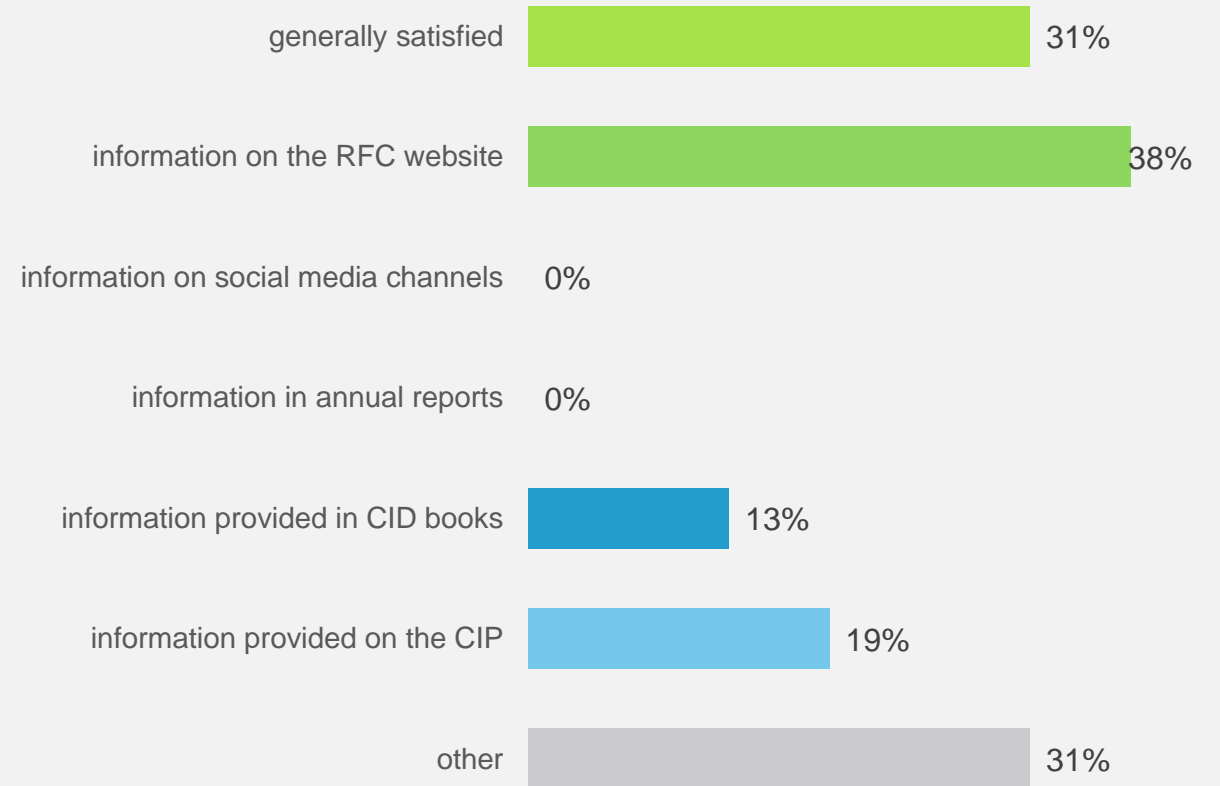
OTHER COMMENTS:

RFC 8:

- The amount of information should be reduced and simplified so that it will be used more

- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone (several mentions)

- Information side for the real customers (the clients of the rail operators and terminals)

SATISFACTION WITH IMPROVED FLEX-PAPS CONCEPT

RFC specific question 1

» How satisfied are you with the improved Flex-PaPs concept, on the eastern part of the corridor, allowing adjusting the times for locations and use the bandwidth +/-60'?

» Answered by: RUs/non-RUs

» sample size = 13

31%

chose generally satisfied though improvement is appreciated

very satisfied	0%
satisfied	31%
neutral	54%
unsatisfied	0%
very unsatisfied	0%
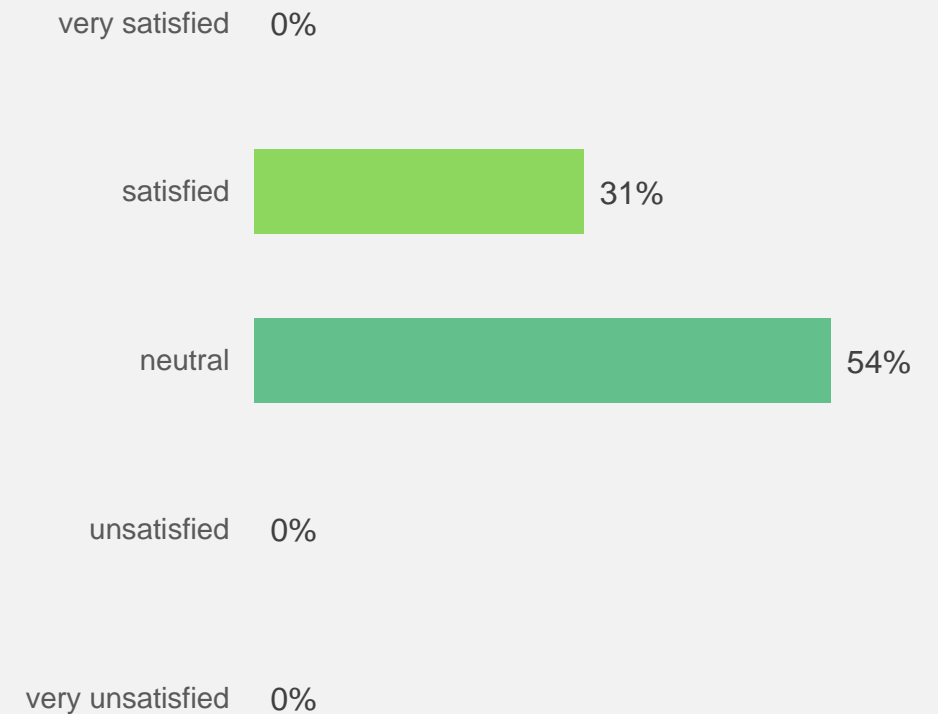
INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

———

» Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?

» Answered by: RUs/non-RUs

» sample size = 13

8%
No role

No involvement
of the RFCs & C-OSS needed

OTHER, COMMENTS

RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains.

No role — 8%

C-OSS should have a role in the drafting of the capacity model. — 46%

C-OSS should have a role in allocating the freight capacity in the annual TT. — 46%

C-OSS should have a role in allocating the rolling planning capacity. — 23%

Other suggestions — 23%
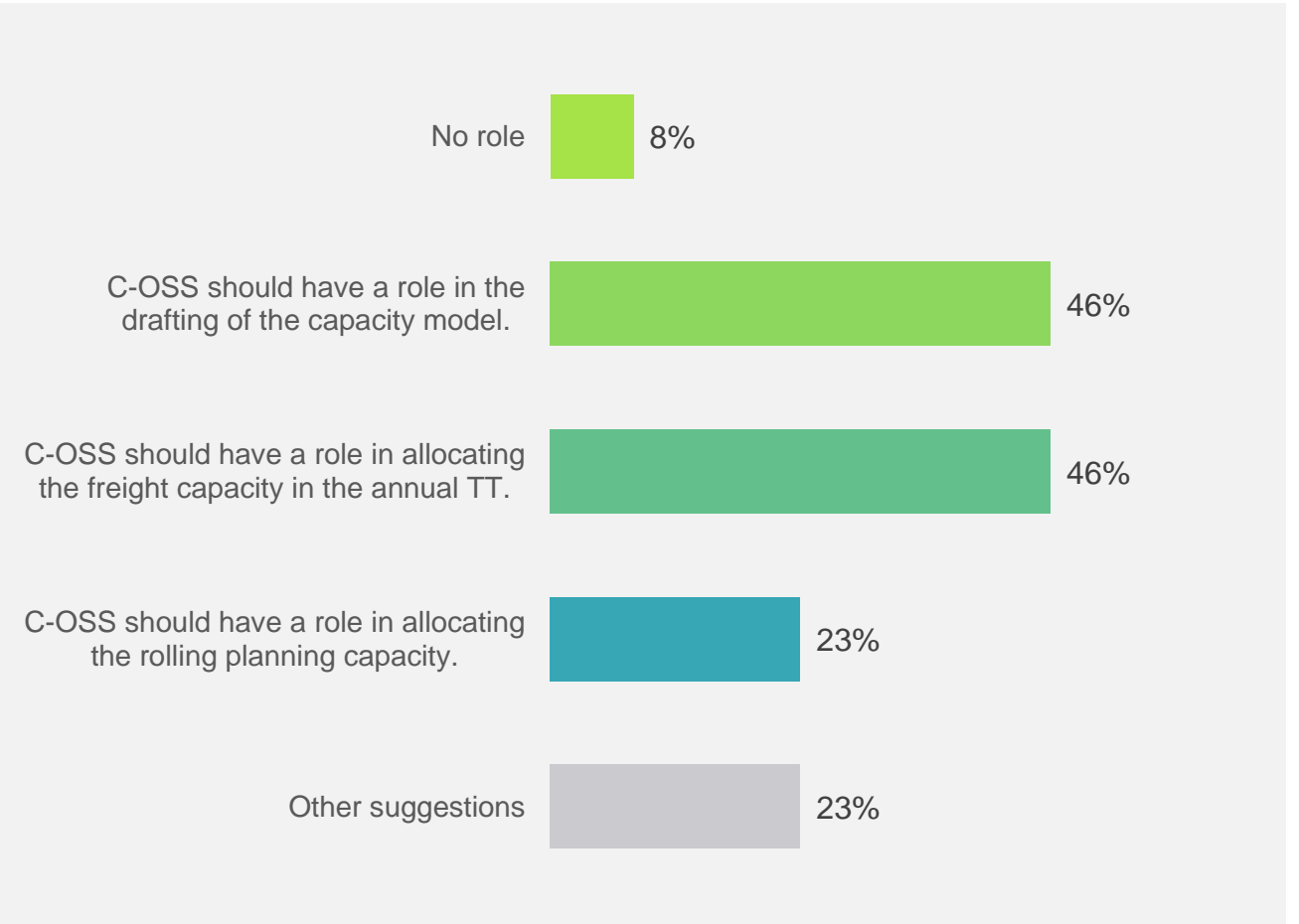
OTHER COMMENTS:

ALL:

- RFCs should steer the process centrally and monitor the correct execution of the process by IMs.
  The capacity model must reserve enough capacity for international trains. (3 times mentioned)

CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

» Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?

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

» sample size = 16

13%
chose generally satisfied though improvement is appreciated

OTHER, COMMENTS

Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function.

generally satisfied	13%
Information documents	0%
Interactive map	38%
Usability	19%
Route planning	25%
Display of ICM re-routing options	19%
I don't use CIP	31%
Other	25%
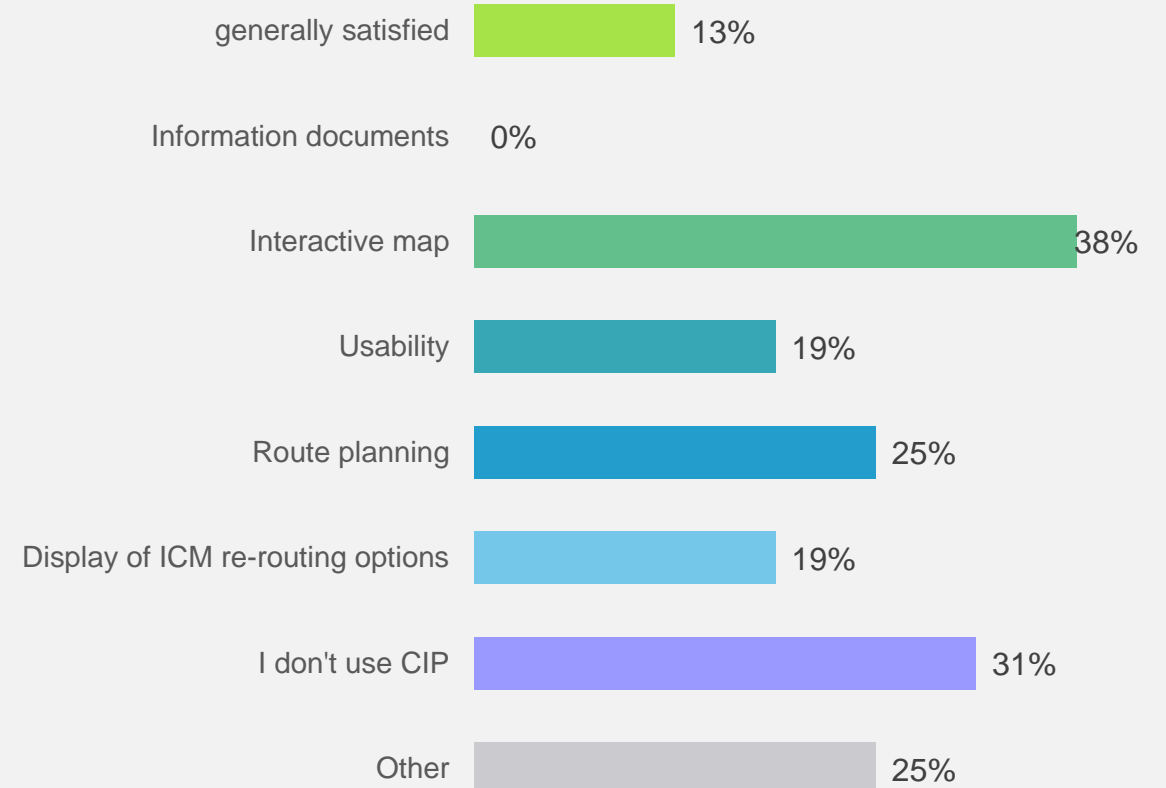
OTHER COMMENTS:

ALL:

- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters; PaP search function (several mentions)

- Presentation of PaPs with the possibility to search for fitting PaPs by entering O-D and parameters

- More easy use for the real customers (the companies that are gaffing the loadings)

- No opinion.

NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

» On which statements regarding this survey can you agree?

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

» sample size = 16

75%

Easy to complete survey

OTHER, COMMENTS

• Some text fields ('other') were too small for entering the intended text.

• We would like to get the possibility to fill in more answers than one.

Statement	%
Easy to complete survey	75%
Questions were relevant to me	31%
New survey format prefered	31%
None of them	6%
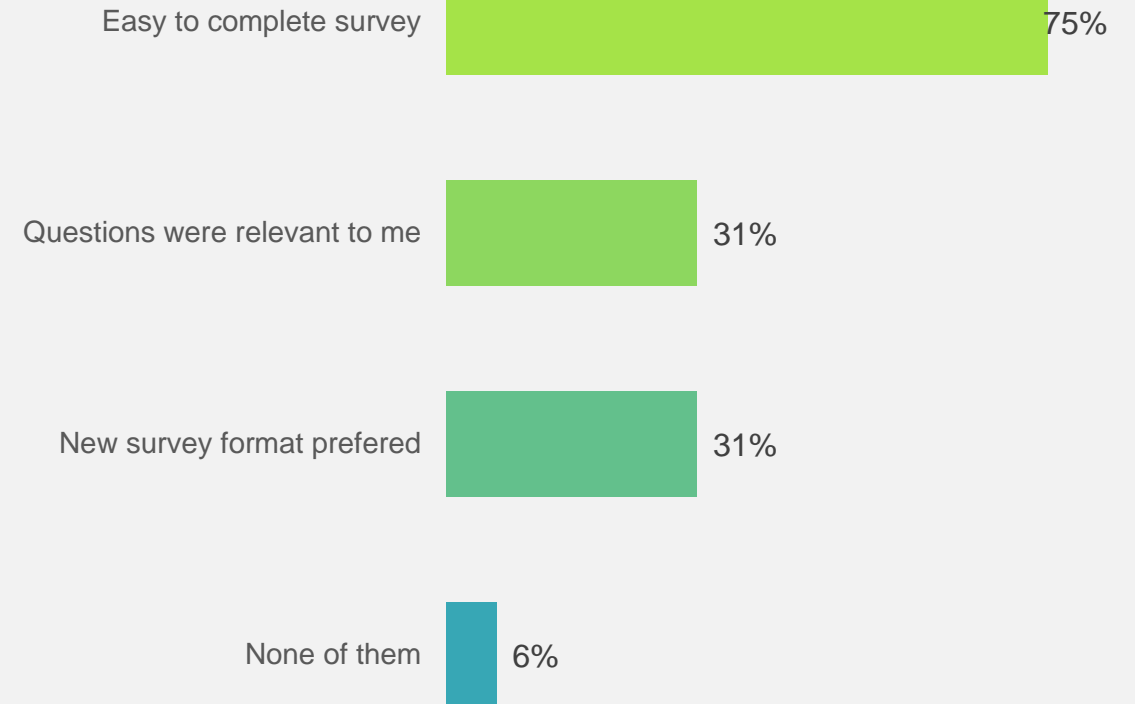
OTHER COMMENTS:

ALL:

- Some text fields ('other') were too small for entering the intended text (mentioned several times).

- We would like to get the possibility to fill in more answers than one (we are a Rail Company and Terminal).

- But as we do not use RFC paths (but the corridor we do) , it is not easy to answer all the questions

03 SAMPLE DESCRIPTION

——

SAMPLE DESCRIPTION

Target group

2019   **2020**

13

7

RU

1

0

Non-RU Applicant

4

2

Terminal operator

Included in terminals in 2019

1

Port authority
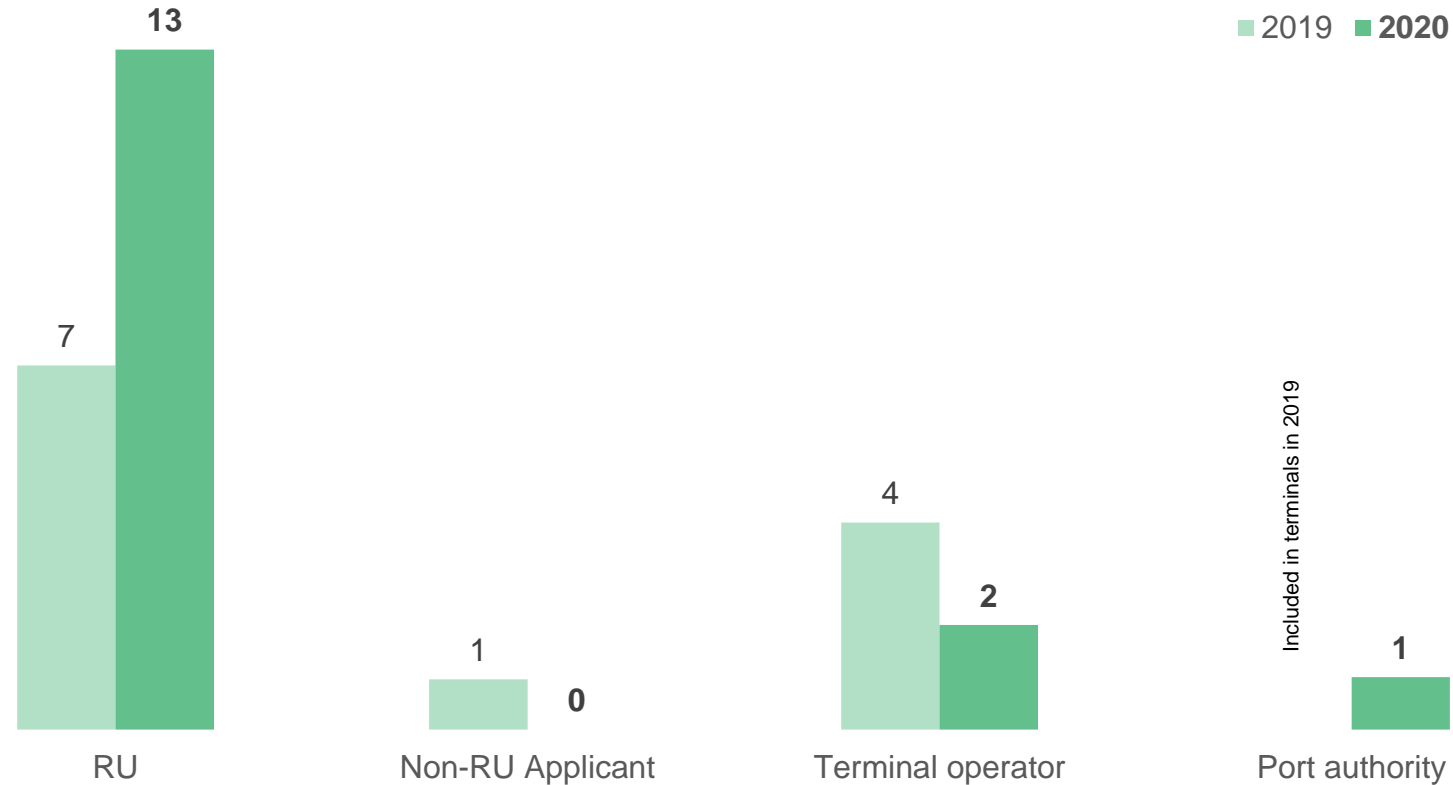
» "To which of the following type of target groups does your company belong?"
» sample size = 16; 12;
» One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY

SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

» General satisfaction with each topic

» This question was not asked in all topics of the survey

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

» Different sample sizes on every topic

22%

average of each topic, respondents used the answer 'generally satisfied'

Topic	Percentage
Infrastructure	0%
Temporary capacity restrictions	19%
Commercial offer	23%
Train performance management	38%
Int. Contingency management	23%
RU/Terminal Advisory Group	31%
Communication services	31%
Customer Information Platform	13%
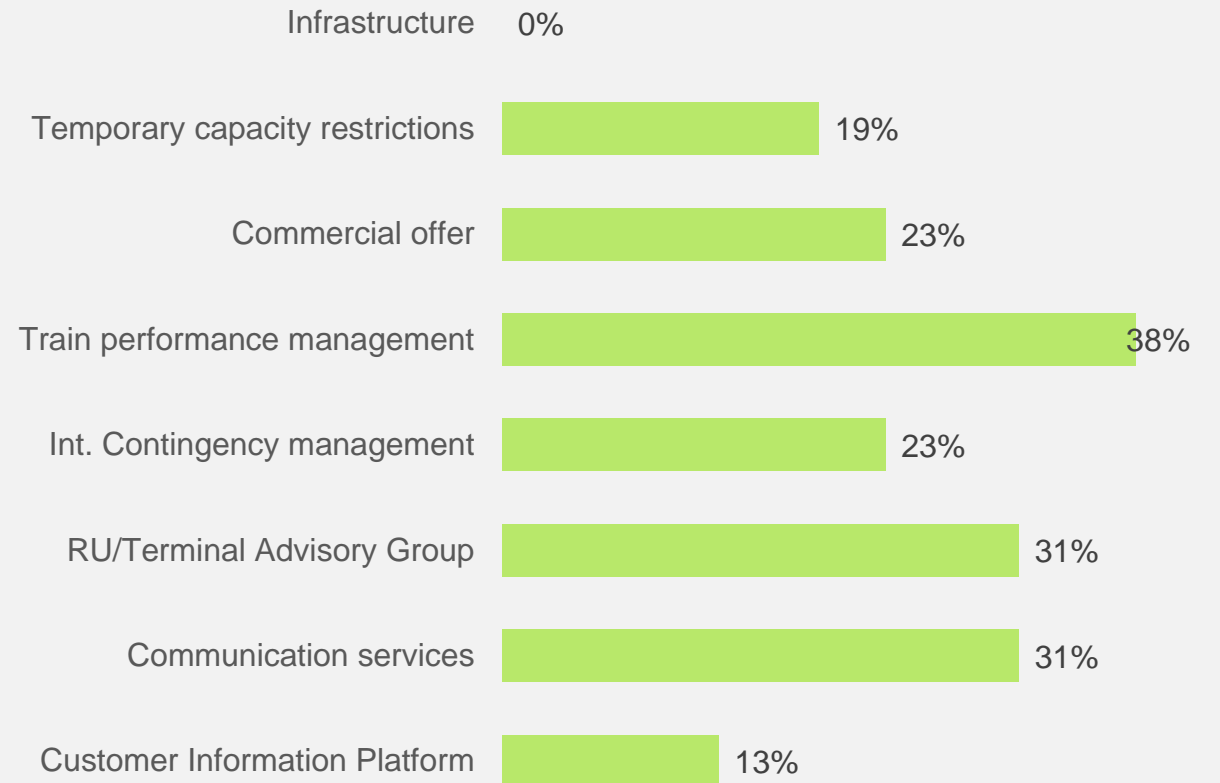
SUMMARY – OTHER

All respondents

» Other was chosen as an answer and a comment was given

» A specific answer or comment was given

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

» Different sample sizes on every topic

24%

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

OTHER, COMMENTS

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

Topic	Percentage
Infrastructure	31%
Temporary capacity restrictions	25%
Commercial offer	0%
Train performance management	25%
Int. Contingency management	31%
RU/Terminal Advisory Group	25%
Communication services	31%
TTR project	23%
Improvement of CIP	25%

SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic (answered by RUs&Terminals 16, answered by RUs only 13)

FOCUS TOPICS

Topic	%
Infrastructure - infrastructure parameters	88%
TCR - timetable of alternative offers	63%
ICM - implementation of new processes	62%
Infrastructure - infrastructure capacity	56%
RAG/TAG - consideration of AG's opinion in the MB	50%
ICM - quality and usability of re-routing scenarios	46%
TPM - efficiency of measures taken to improve punctuality	44%
TCR - quantity of alternative offers	44%
Infrastructure - measures taken to improve infrastructure standards	44%
TPM - RU/terminal involvement	38%
TCR - quality of altnerative offers	38%
RAG/TAG - consideration of AG's opinion in the ExB	38%
Communication - information on the RFC website	38%
CIP - Interactive map on CIP	38%
TCR - involvement of customers	31%
TCR - information on works and possessions	31%
Commercial offer - timetable of PaPs	31%
Commercial offer - parameters of PaPs (train length/weight)	31%
RAG/TAG - organization of meetings (location, time, frequency)	25%
Infrastructure - geographical routing	25%
CIP - Route planning in CIP	25%
RAG/TAG - meetings useful	19%
Communication - information provided on the CIP	19%
CIP - Usability of CIP	19%
CIP - Display of ICM re-routing options in CIP	19%
Commercial offer - relations (PaPs origins/destinations)	15%
Commercial offer - quantity of PaPs	15%
Commercial offer - commercial speed of PaPs	15%
TPM - regular train performance in report	13%
Communication - information provided in CID books	13%
ICM - information/support on ICM by RFCs	8%
Commercial offer - protection of PaPs from TCRs	8%
Commercial offer - collection of needs (wish list)	8%
Commercial offer - allocation process (pre-alloc. & delivery of offer)	8%
Communication - information on social media channels	0%
Communication - information in annual reports	0%
Commercial offer - quality of the Reserve Capacity offer	0%
Commercial offer - conflict-solving procedure by the C-OSS	0%
CIP - Information documents on CIP	0%

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

» Top 10 of focus topics chosen

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

» Different sample sizes on every topic (answered by RUs&Terminals 16, answered by RUs only 13)

3 Most important topics

1. Infrastructure parameters
2. TCR – TT of altern. offers
3. ICM implementation of new processes

Topic	%
Infrastructure - infrastructure parameters	88%
TCR - timetable of alternative offers	63%
ICM - implementation of new processes	62%
Infrastructure - infrastructure capacity	56%
RAG/TAG - consideration of AG's opinion in the MB	50%
ICM - quality and usability of re-routing scenarios	46%
TPM - efficiency of measures taken to improve punctuality	44%
TCR - quantity of alternative offers	44%
Infrastructure - measures taken to improve infrastructure standards	44%
TPM - RU/terminal involvement	38%