CONTENT

01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

———

SURVEY DESIGN

- ▪ 12 respondents II 12 evaluations*
- ▪ Computer Aided Web Interviews (using the online tool Survio)
- ▪ Contacts (e-mail address) delivered by RFCs
- ▪ 43 e-mail invitations sent
- ▪ Field Phase: 26th August to 8th October 2021

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

SATISFACTION & PARTICIPATION

12
evaluations

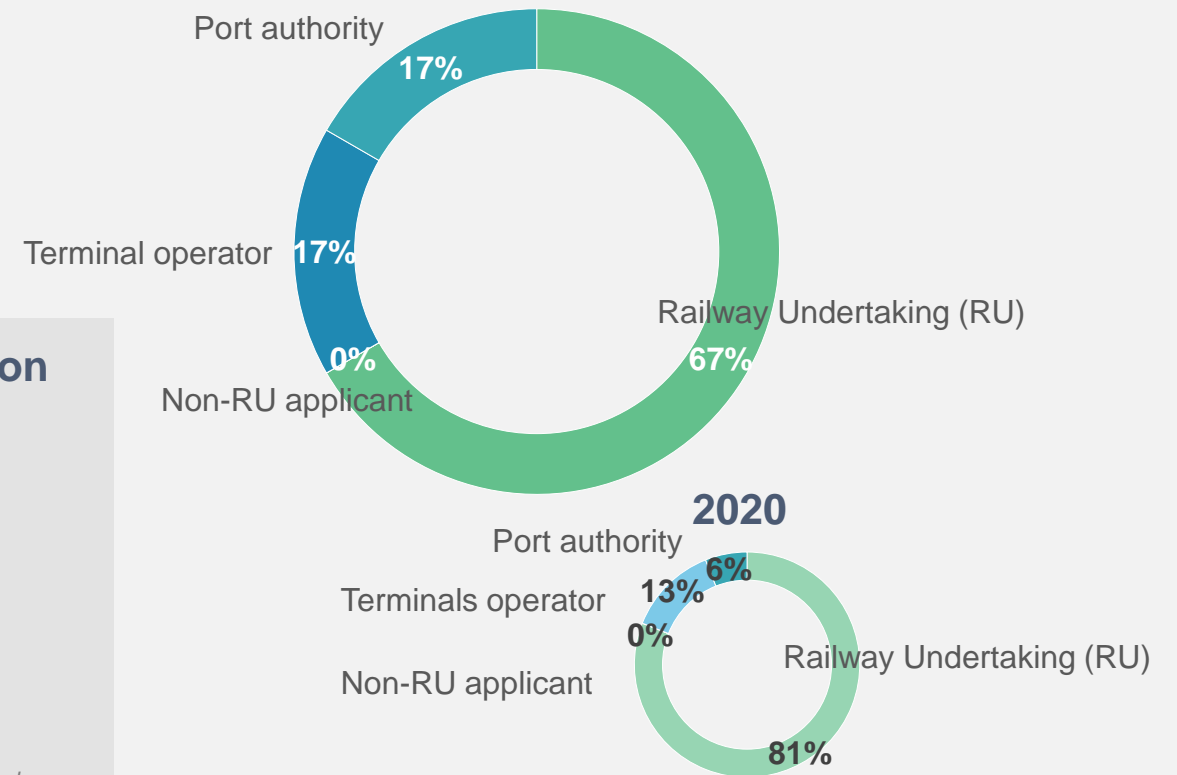This is a 25% decrease compared to the previous year (16 evaluations in 2020).

12
participants

This is a 20% decrease compared to the previous year (15 participants in 2020).

Customer satisfaction

84%
positive feedback

Answers given were very satisfied, satisfied and slightly satisfied.

Participant groups in %

Port authority
17%

Terminal operator **17%**

0%
Non-RU applicant

Railway Undertaking (RU)
67%

2020

Port authority
6%

Terminals operator **13%**

0%

Non-RU applicant

Railway Undertaking (RU)
81%

RESPONSE RATE

Compared to the previous year

Rail Freight Corridor
North Sea – Baltic

Total	**12**	**(-4)**
RUs/non-Rus	8	
Terminals/Ports	4	
Invitations sent	43	(+8)
Response rate overall	**28%**	**(-18%)**

Invitations vs. Evaluations ratio

■ Invitations
■ Evaluations

43

12
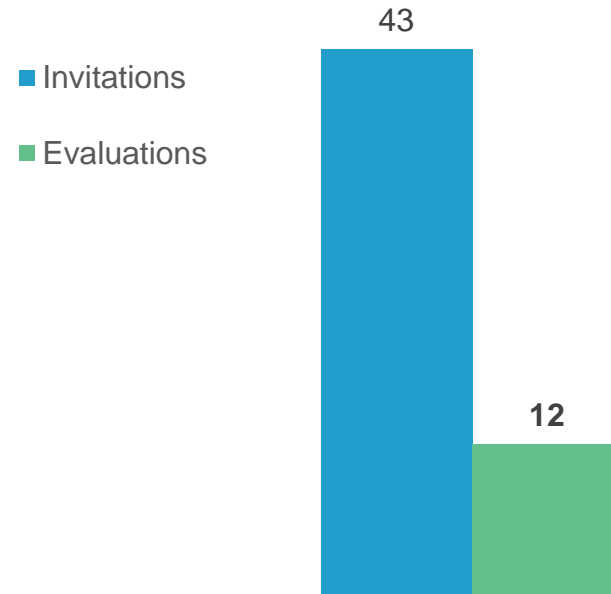
Number of evaluations 2020 vs. 2021

■ 2020
■ **2021**

16

12
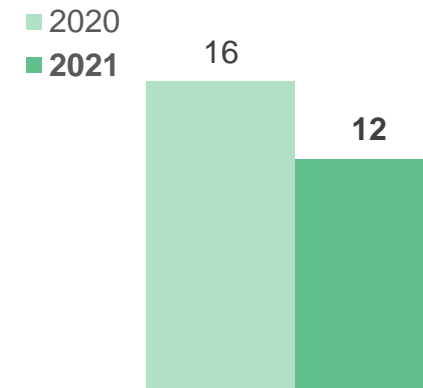
02 SATISFACTION WITH RFC 8

INTRODUCTION - NEW SURVEY

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

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

SATISFACTION WITH RFC 8

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

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

» sample size = 12

84%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

10%
Decrease of satisfaction

■ 2021
■ 2020

very satisfied	0% / 0%
satisfied	42% / 19%
slightly satisfied	42% / 75%
slightly unsatisfied	8% / 6%
unsatisfied	8% / 0%
very unsatisfied	0% / 0%
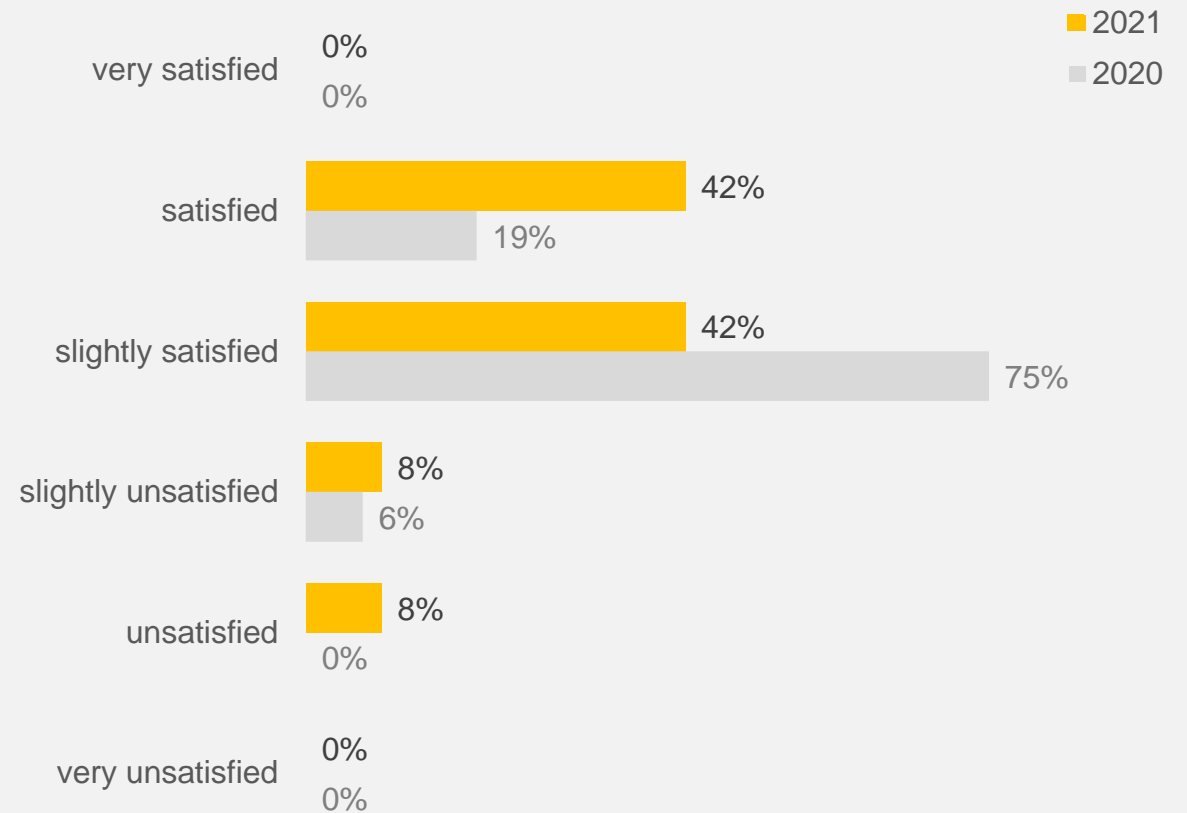
WISH FOR IMPROVEMENT IN **INFRASTRUCTURE**

Priority areas

———

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

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

» sample size = 12

33%
Generally satisfied

This is a 33% increase in satisfaction compared to last year. Sample size 2020: 16

Focus on

1 **Infrastructure parameters**

2 **Infrastructure capacity**

generally satisfied — 33% / 0%

geographical routing — 17% / 25%

infrastructure parameters — 58% / 88%

measures taken to improve infrastructure standards — 17% / 44%

infrastructure capacity — 50% / 56%

other — 25% / 31%

■ 2020

OTHER COMMENTS:

RFC 8:

- Upgrading (electrification, dualling) the alternative route from Berlin to Poznań via Kostrzyn

- There are different technical parameters along RFC, e.g. train length in PL and DE

- Border capacity and organisation over the border till next stations

WISH FOR IMPROVEMENT IN TCR

Priority areas

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

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

» sample size = 12

25%
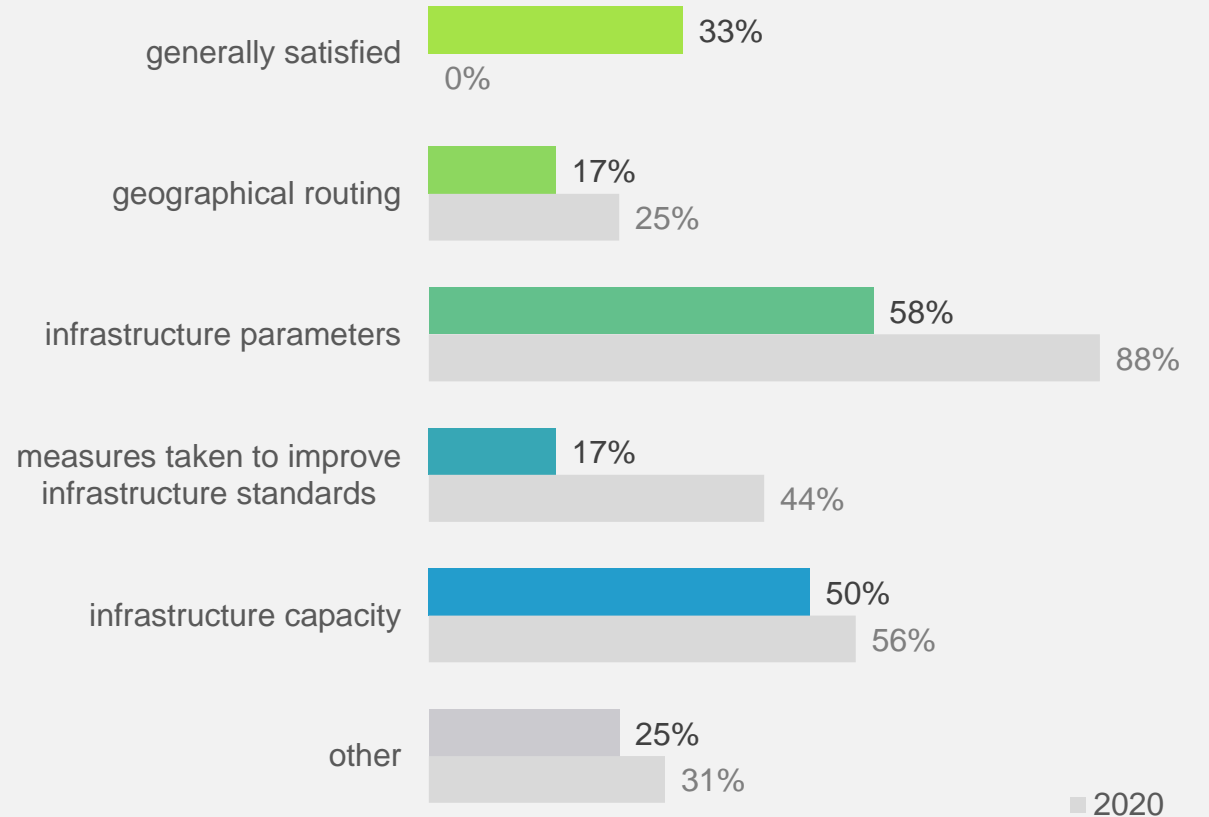### Generally satisfied

This is an 6% increase in satisfaction compared to last year.

Sample size 2020: 16

Focus on

1 **Quality of alternative offers**

2 **Quantity of alternative offers**

3 **TT of alternative offers**

Category	2021	2020
generally satisfied	25%	19%
quality of alternative offers	58%	38%
quantity of alternative offers	42%	44%
time-table of alternative offers	33%	63%
info on works and possessions	8%	31%
involvement of customers	25%	31%
other	33%	25%

2020
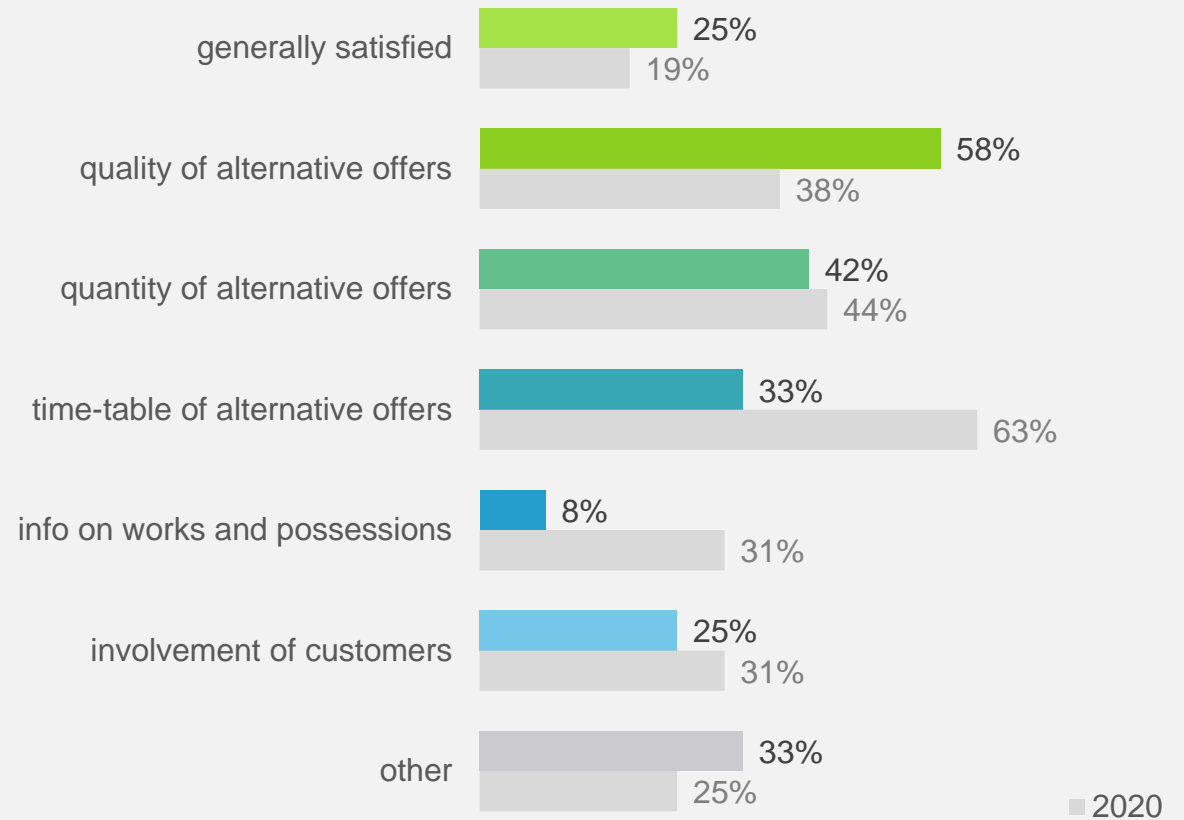
OTHER COMMENTS:

RFC 8:

- implementation and respect of the announcement and coordination rules according to Annex VII to Directive 2012/34

- Corridor paths should be treated as priority ones in case of TCR, the same as in passenger traffic.

- push different IM's to have a harmonised approach on TCR's impacting the bordertimes

- Better planning till over an border (now many times staying at border because behind the border no room for the train)

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

88%

Yes

Compared to the past year
it has been a 19% increase

COMMENTS

- **Not necessary**

. . .

**Reasons for not ordering
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 = 8
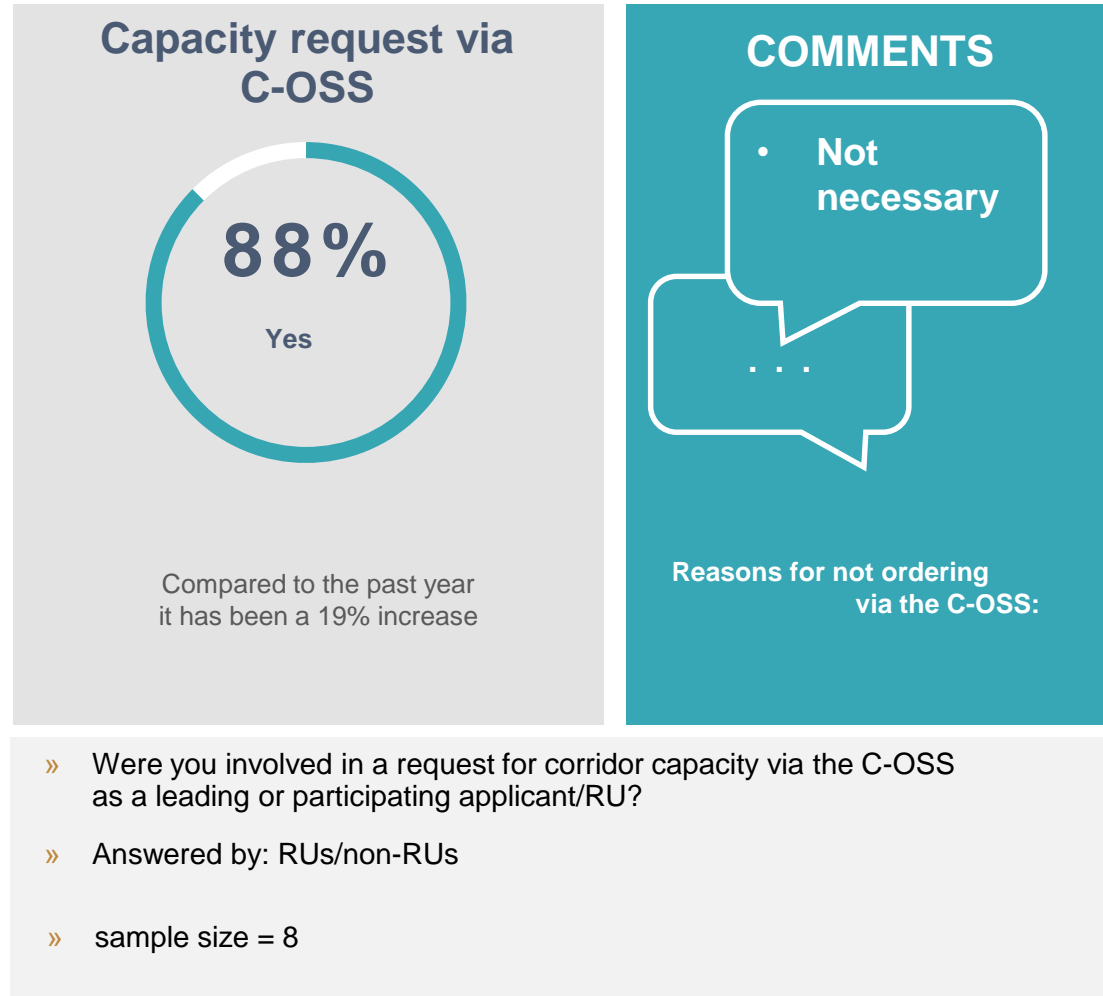
ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 8:

- Not necessary

WISH FOR IMPROVEMENT IN **RFC COMMERCIAL OFFER**

Priority areas

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

» Answered by: RUs/non-RUs

» sample size = 7

29%
Generally satisfied

This is a 6% increase in satisfaction compared to last year.

Sample size 2020: 13

Focus on

- **Quantity of PaPs**
- **Parameters of PaPs**
- **Commercial speed of PaPs**
- **Quality of the RC offer**
- **Protection of PaPs from TCRs**

Category	2021	2020
generally satisfied	29%	23%
quantity of PaPs	29%	15%
time-table of PaPs	0%	31%
relations (PaPs origins/destinations)	0%	15%
parameters of PaPs (train lenght/weight)	29%	31%
commercial speed of PaPs	29%	15%
quality of the Reserve Capacity offer	29%	0%
allocation process	14%	8%
conflict-solving procedure by the C-OSS	14%	0%
collection of needs (wish list)	0%	8%
protection of PaPs from TCRs	29%	8%
other	29%	0%

■2020

OTHER COMMENTS:

RFC 8:

- There is no flexibility of PaPs ordered in annual TT and no possibility to make any changes in paths requested for in annual TT.

- The system is very complex

WISH FOR IMPROVEMENT IN TPM

Priority areas

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

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

» sample size = 12

25%
Generally satisfied

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

Sample size 2020: 16

Focus on

1 Efficiency of measures taken to improve punctuality

2 RU/terminal improvement

generally satisfied — 25% / 14%

regular train performance in report — 0% / 7%

efficiency of measures taken to improve punctuality — 42% / 57%

RU/terminal involvement — 25% / 64%

other — 17% / 43%

2020

OTHER COMMENTS:

RFC 8:

- I do not know

WISH FOR IMPROVEMENT IN ICM

Priority areas

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

» Answered by: RUs/non-RUs

» sample size = 8

25%
Generally satisfied
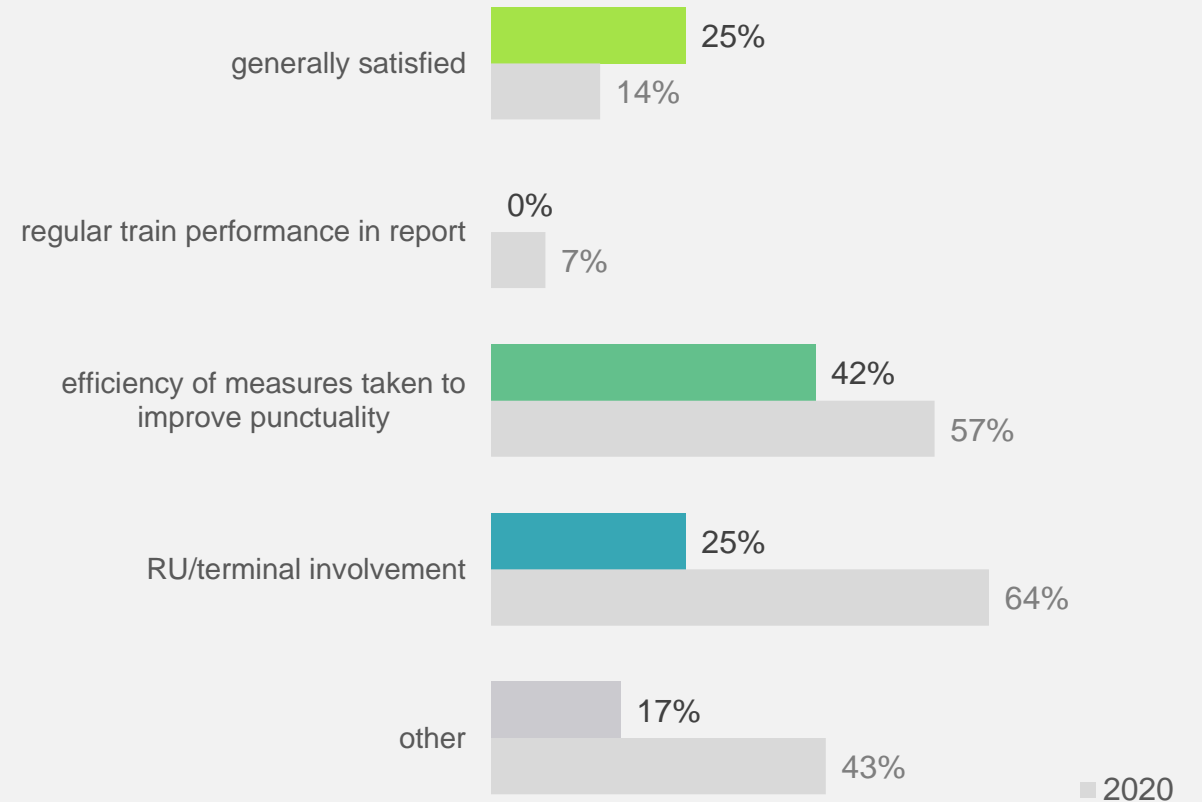*This is a 2% increase in satisfaction compared to last year.*

Sample size 2020: 13

Focus on
1 Quality and usability of re-routing scenarios

generally satisfied — 25% / 23%

implementation of new processes — 13% / 62%

quality and usability of re-routing scenarios — 25% / 46%

information/support on ICM by RFCs — 13% / 8%

other — 50% / 31%

■ 2020
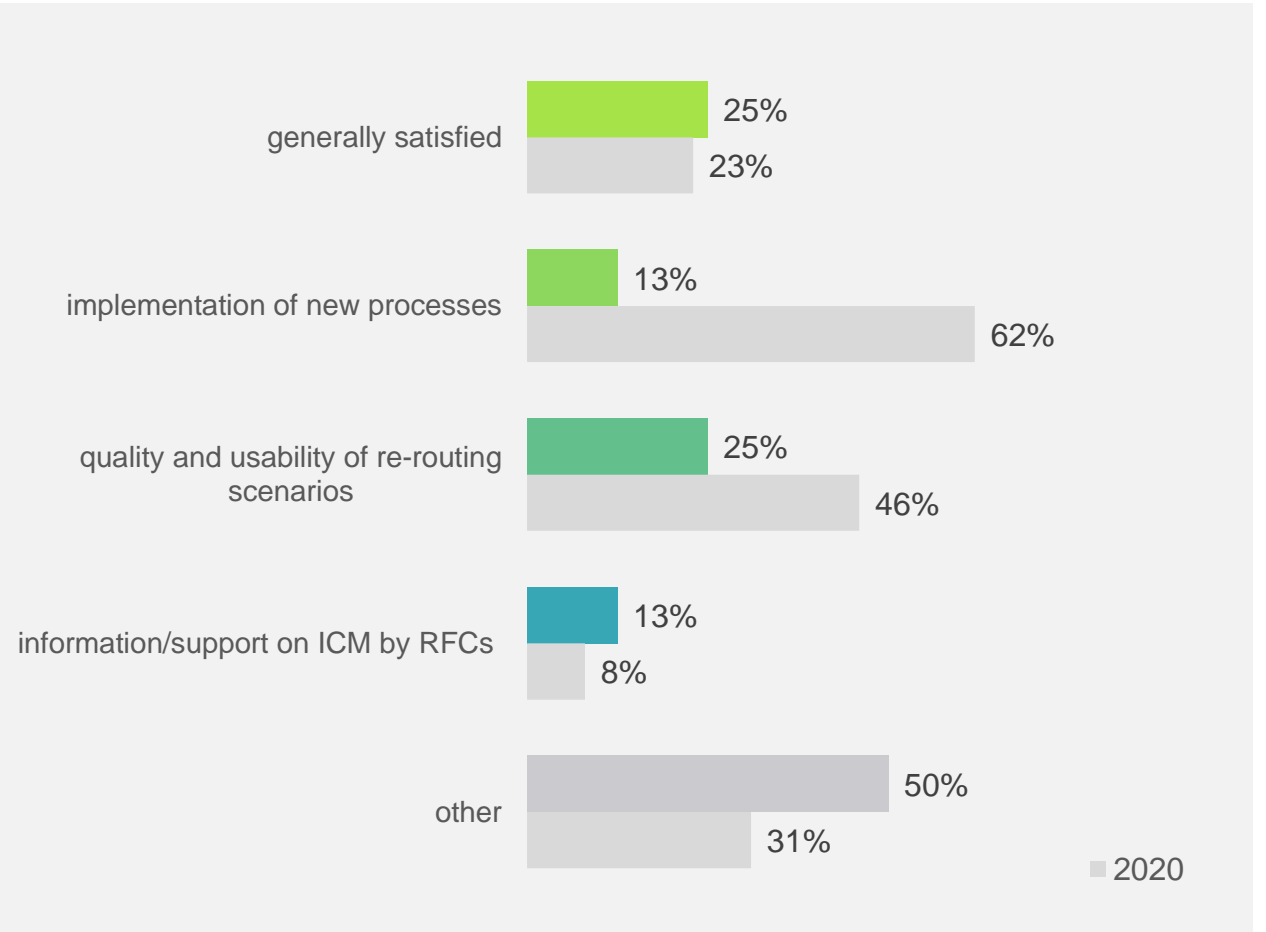
OTHER COMMENTS:

RFC 8:

- We haven't implemented the ICM handbook in our company. We have our own procedures used in case of contingency management.

- I do not know the International Contingency Management

- active coordination in case of

- I don´t know

WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

Priority areas

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

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

» sample size = 12

25%
Generally satisfied

This is a 6% decrease in satisfaction compared to last year.

Sample size 2020: 16

Focus on

1 **consideration of AG's opinion in the MB**

2 **consideration of AG's opinion in the ExB**

3 **RAG/TAG meetings useful**

	2021	2020
generally satisfied	25%	31%
RAG/TAG meetings useful	17%	19%
RAG/TAG meetings useful, other comments	8%	no commenting in 2020
consideration of AG's opinion in the MB	42%	50%
consideration of AG's opinion in the ExB	42%	38%
organization of meetings	8%	25%
other		25% / 25%

OTHER COMMENTS:

RFC 8:

- I do not know this group.

- I don´t know

- More interaction with all members before and during the meetings so that all members have more possibility to give their vision on the meeting points

- Should be every month if we want to make the necessary changes happen!

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in
RAG TAG meetings

58%
Yes
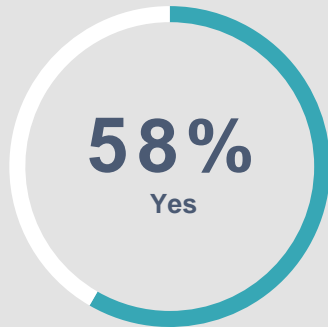
Compared to the past year
it has been a 11% decrease.

» Does your company regularly attend RAG/TAG meetings?

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

» sample size = 12

WISH FOR IMPROVEMENT IN **COMMUNICATION SERVICES**

Priority areas

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

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

» sample size = 12

33%
Generally satisfied
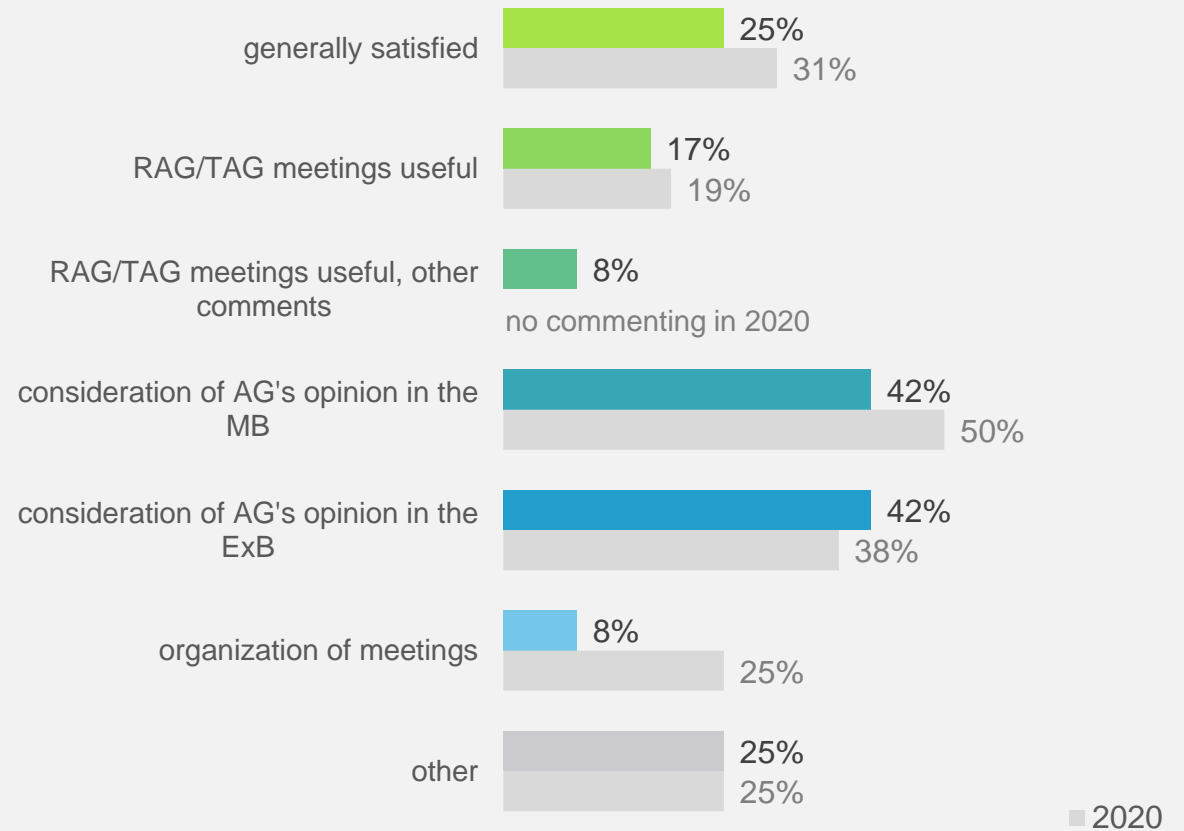*This is a 2% increase in satisfaction compared to last year.*

Sample size 2020: 16

Focus on

1 information on RFC website

2 information provided on CIP

3 Other (see next slide)

■ 2020

generally satisfied
33%
31%

information on the RFC website
17%
38%

information on social media channels
8%
0%

information in annual reports
0%
0%

information provided in CID books
8%
13%

information provided on the CIP
17%
19%

information provided on the NCI
8%
not asked in 2020 (not operational)
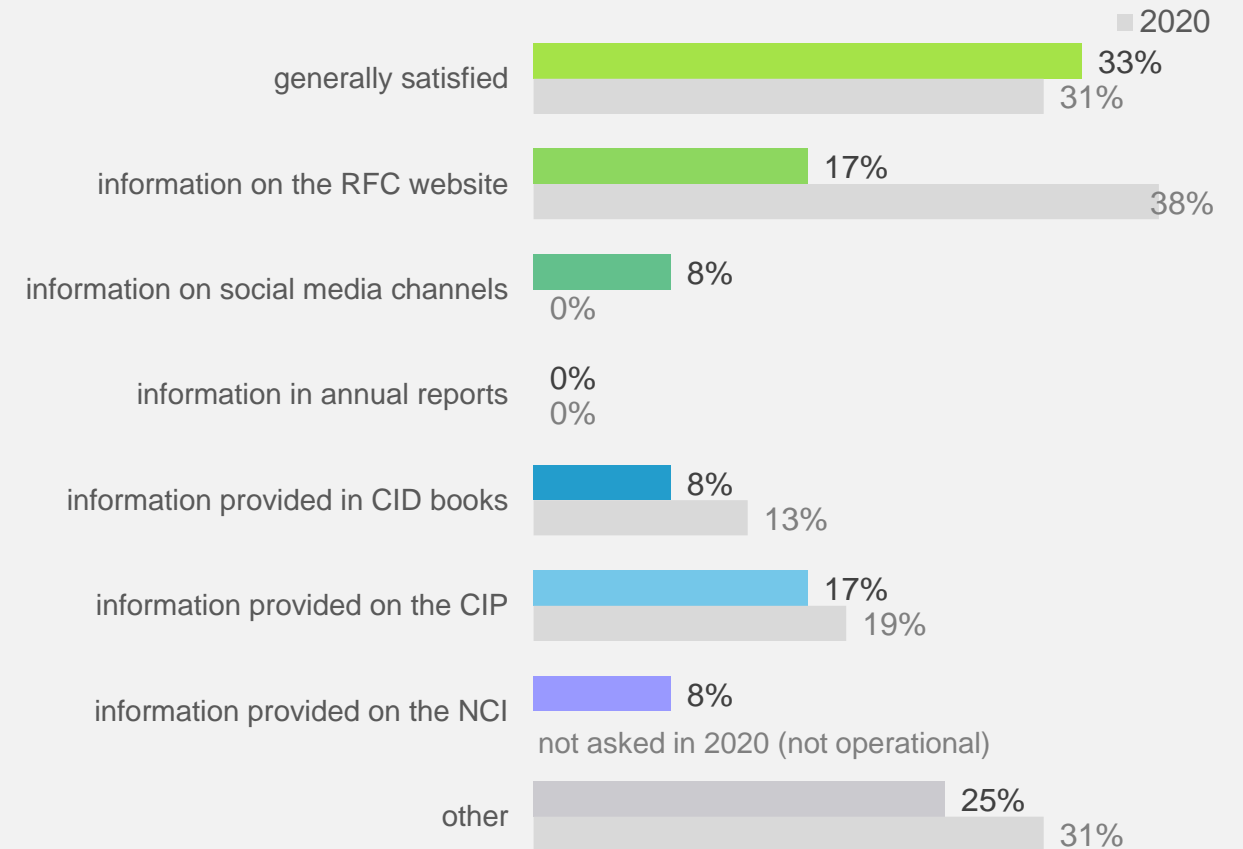
other
25%
31%

OTHER COMMENTS:

RFC 8:

- IMs should be involved in communication services and attracting customers to use RFCs and promoting their offer.

- We suggest a codification for combined transport ("P/C x/y") for the lines in Poland

- I do not need more information.

WISH FOR IMPROVEMENT IN PERFORMANCE

Priority areas

———

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

» Answered by: Terminals/Ports

» sample size = 4

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

0%

not asked in 2020

Integrated capacity offer of PaPs with Terminal slots

0%

not asked in 2020

Creation of business opportunities/links

0%

not asked in 2020

Support of electronic data exchange (TIS) within the rail sector

0%

not asked in 2020

Facilitation of information provision

0%

not asked in 2020

other

0%

not asked in 2020

■ 2020

WISH FOR IMPROVEMENT IN **FLEX PaPs CONCEPT**

RFC specific question: Flex PaPs concept

———

» 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'?
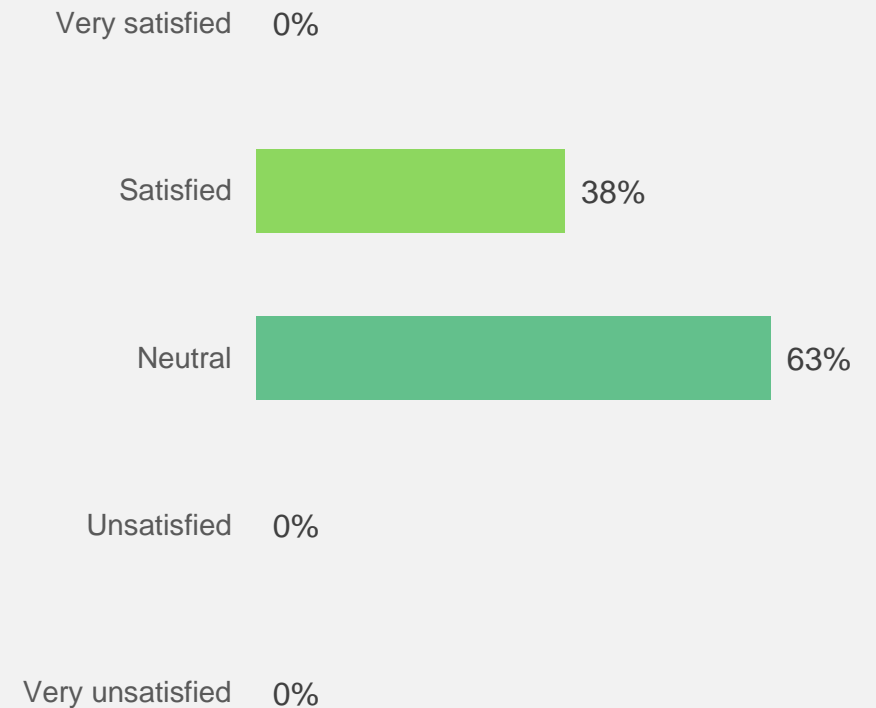
» Answered by: RUs/non-RUs

» sample size = 8

38%
are satisfied

This is an 7% increase in satisfaction compared to last year.

Sample size 2020: 13

Very satisfied   0%

Satisfied   38%

Neutral   63%

Unsatisfied   0%

Very unsatisfied   0%

WISH FOR IMPROVEMENT IN CIP

Current topic 1: Customer Information Platform (CIP)

» Current topic 1: Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs, ports and terminals

» sample size = 12

25%

Generally satisfied

This is a 12% increase in satisfaction compared to last year.

Sample size 2020: 13

Focus on

1 **interactive map**

2 **route planning**

3 **display of ICM re-routing options**

■ 2020

generally satisfied	25%	
	13%	
Information documents	0%	
	0%	
Interactive map	25%	
		38%
Route planning	17%	
	25%	
Display of ICM re-routing options	8%	
	19%	
General usability	0%	
	19%	
Geographical coverage	0%	
	not asked in 2020	
other	17%	
	25%	
Don't know / I don't use CIP.		42%
	31%	
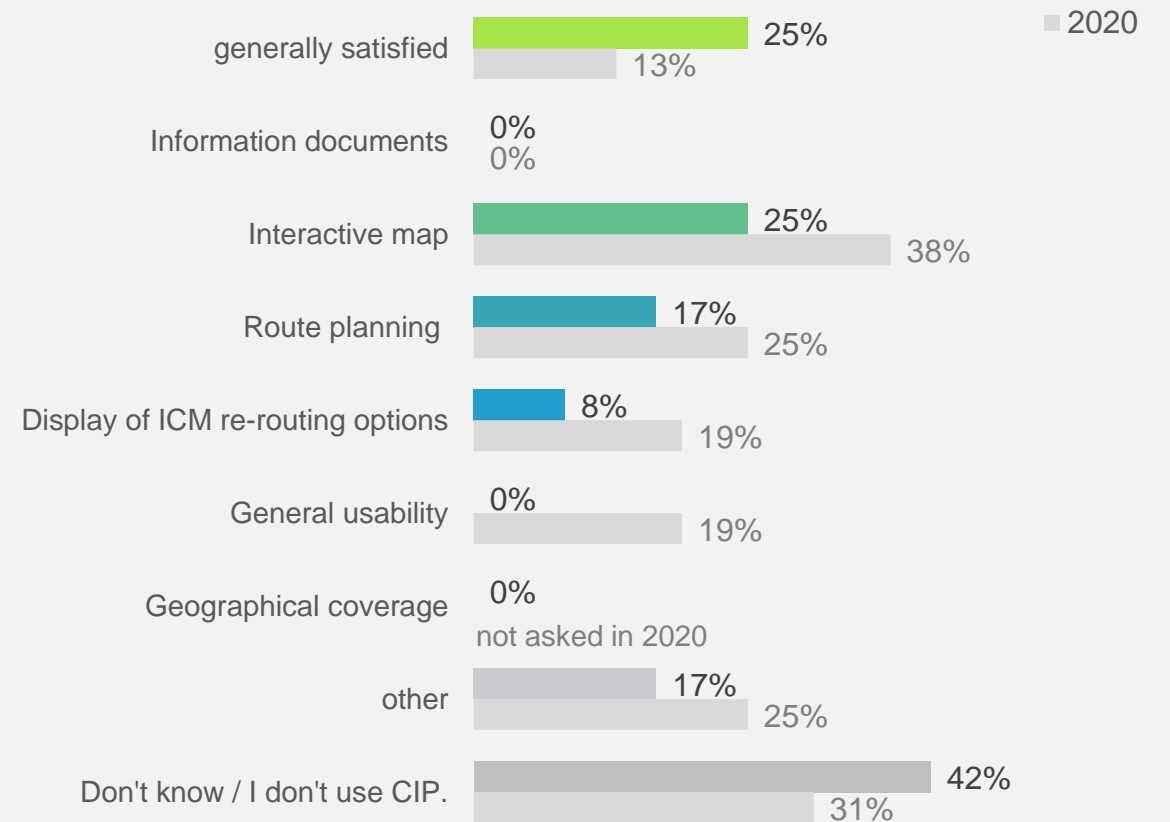
OTHER COMMENTS:

RFC8:

- We don't use CIP in daily work. However, we suggest that CIP provides information on technical parameters of paths.

- Completeness and reliability of data, information on available capacity, PaPs and their planning parameters, tool for route compatibility check

CAPACITY BOTTLENECKS ALONG THE RFC - A

Current topic 2: asked to RUs/Non-RUs

» Does your company face capacity bottlenecks along the RFC (e.g. on lines / in nodes / in terminals / on borders)?

» Respondent may indicate both slight and severe problems

» Answered by: RUs/non-RUs

» sample size = 8

50%
Did not experience any problems

COMMENTS

See next page

no problems   50%

not asked in 2020

slight problems, comment: 13%

not asked in 2020

severe problems, comment: 50%

not asked in 2020
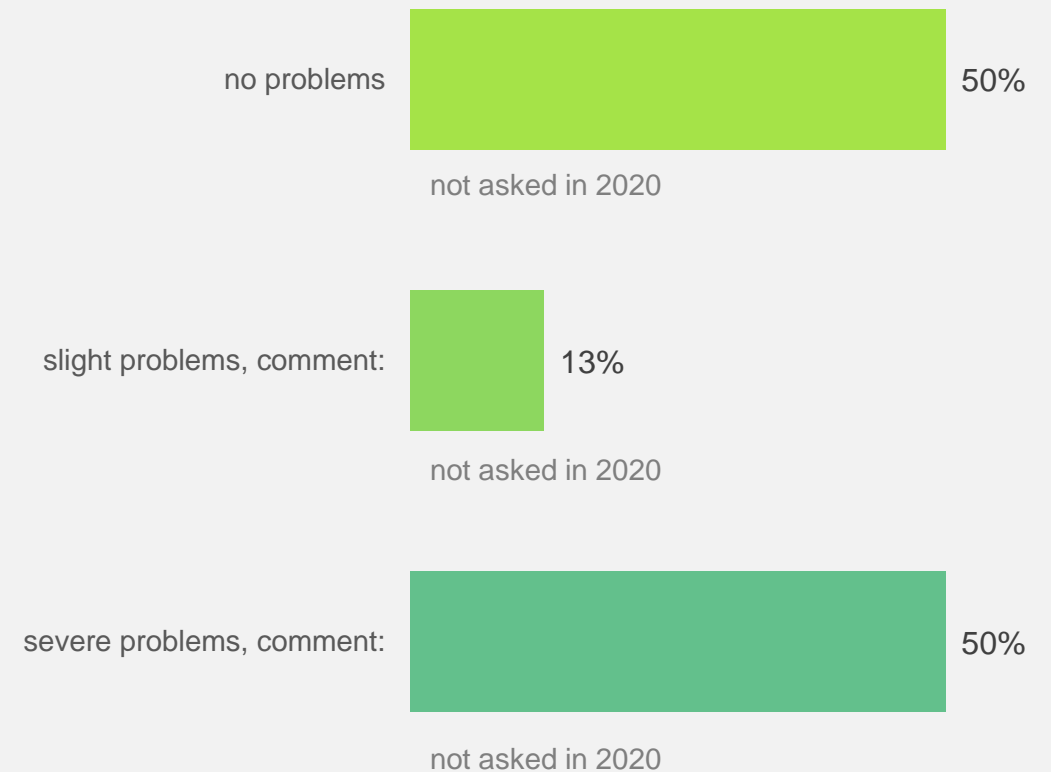
OTHER COMMENTS:

SLIGHT PROBLEMS:

▪ We see a risk of capacity shortage in the near future on the stretch Oderbrücke - Berlin and a lack of resilience in case of major disturbances

SEVERE PROBLEMS:

▪ We suffer from problems resulting from infrastructure works especailly at the section Poznań-Rzepin, Warszawa-Łowicz

▪ construction works and reduction of capacity on the section Oderbrücke - Poznań; capacity constraints on the standard-gauge section Małaszewicze-Brest

▪ Yes, the construction works are big problem in the Czech Republic.

▪ Amsterdam Bentheim + Bentheim - Maschen (due to increased passenger offer)

CAPACITY BOTTLENECKS ALONG THE RFC - B

Current topic 2: asked to ports and terminals

» Does your company face capacity bottlenecks on lines / handover stations leading to terminals and ports?

» Respondent may indicate both slight and severe problems

» Answered by: ports and terminals

» sample size = 4

50%
Did not experience any problems

COMMENTS

See next page

no problems — 50%

not asked in 2020

slight problems, comment: — 50%

not asked in 2020

severe problems, comment: — 50%

not asked in 2020
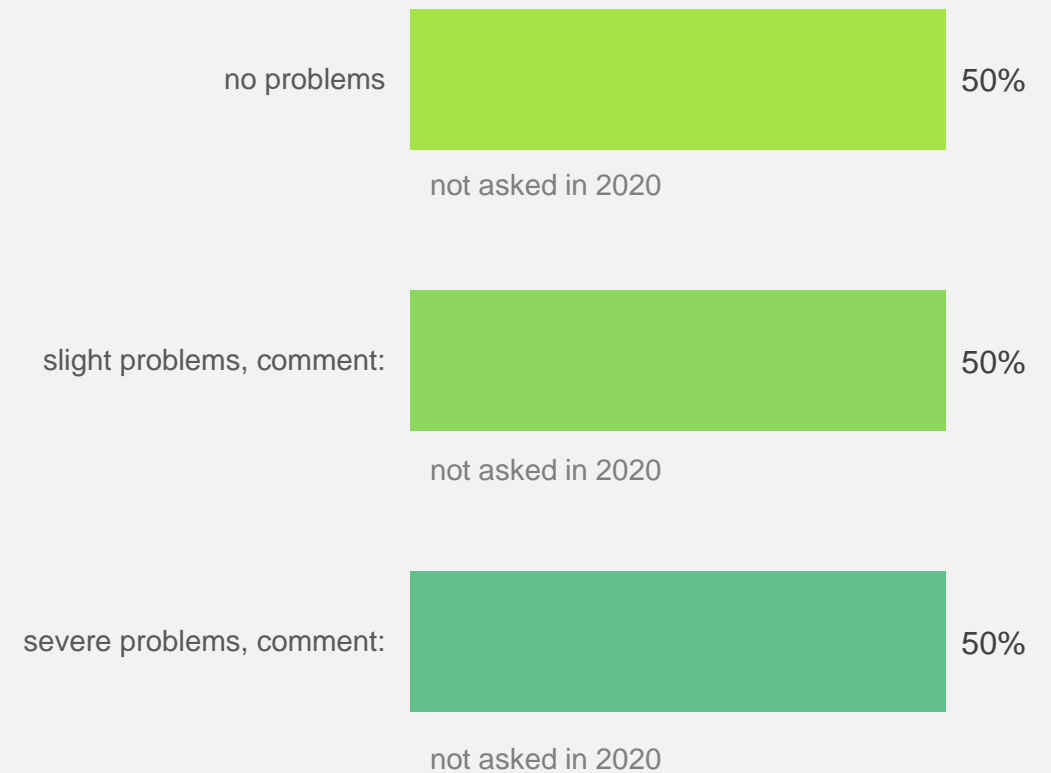
OTHER COMMENTS:

SLIGHT PROBLEMS:

- On handover stations for dangerous goods due to permit issues

- Some older handover stations in the port of Rotterdam lack capacity

SEVERE PROBLEMS:

- Because our terminal is beside the first station before/after the border many times problems to get an free track for our train

- especially between Decin and Dresden - Elbtal, it is a completely collapsing track without capacity. The only route from Czech Republic to Germany.

03 SAMPLE DESCRIPTION

___

SAMPLE DESCRIPTION

Target group
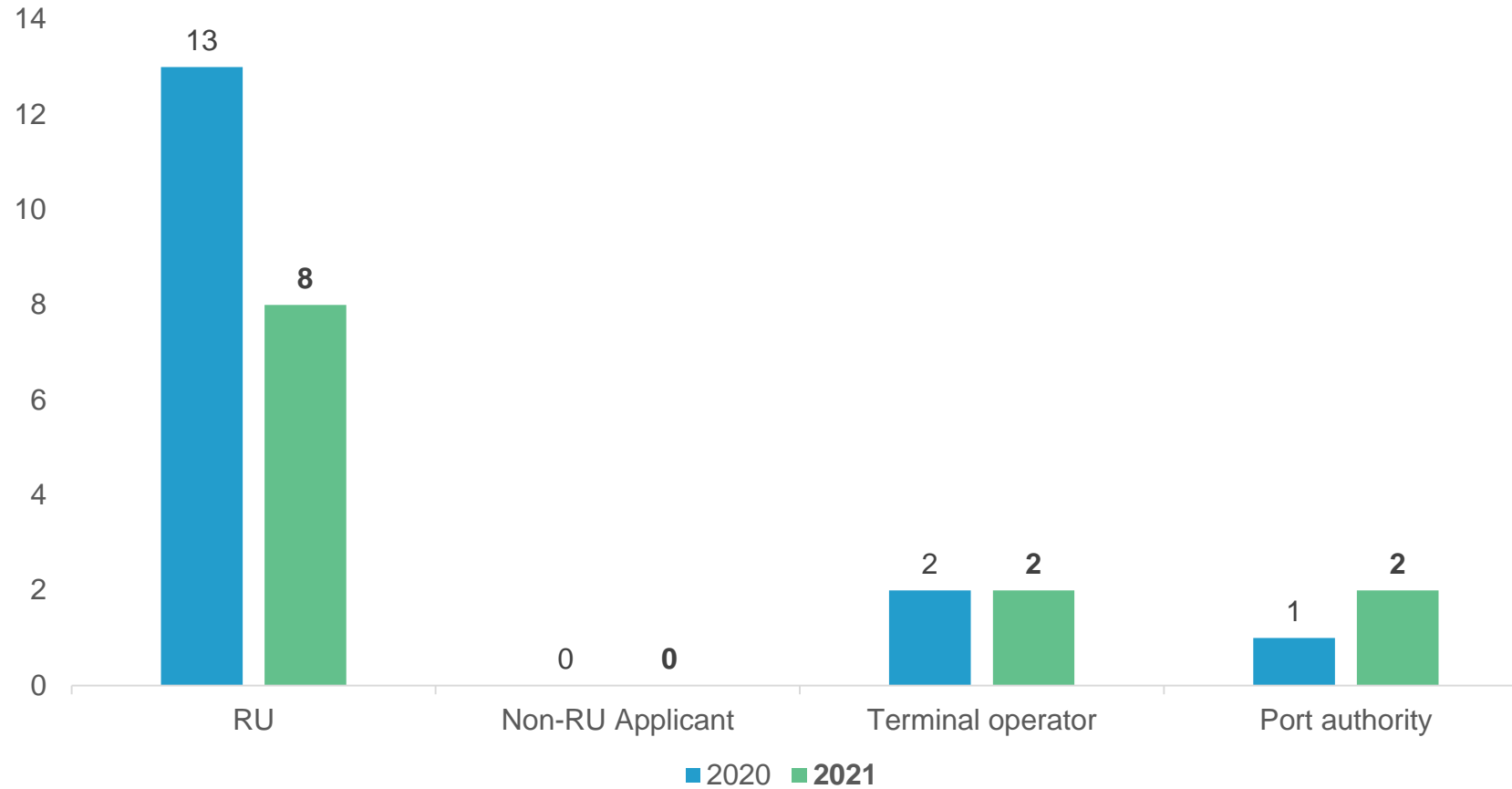
» "To which of the following type of target groups does your company belong?"
» sample size = 16; 12;

04 SUMMARY

SUMMARY – SATISFACTION RATING

All respondents

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

Infrastructure — 33% / 0%
Temporary capacity restrictions — 25% / 19%
Commercial offer — 29% / 23%
Train performance management — 25% / 14%
Int. Contingency management — 25% / 23%
RU/Terminal Advisory Group — 25% / 31%
Communication services — 33% / 31%
Improvement of CIP — 25% / 13%

■ 2021
■ 2020
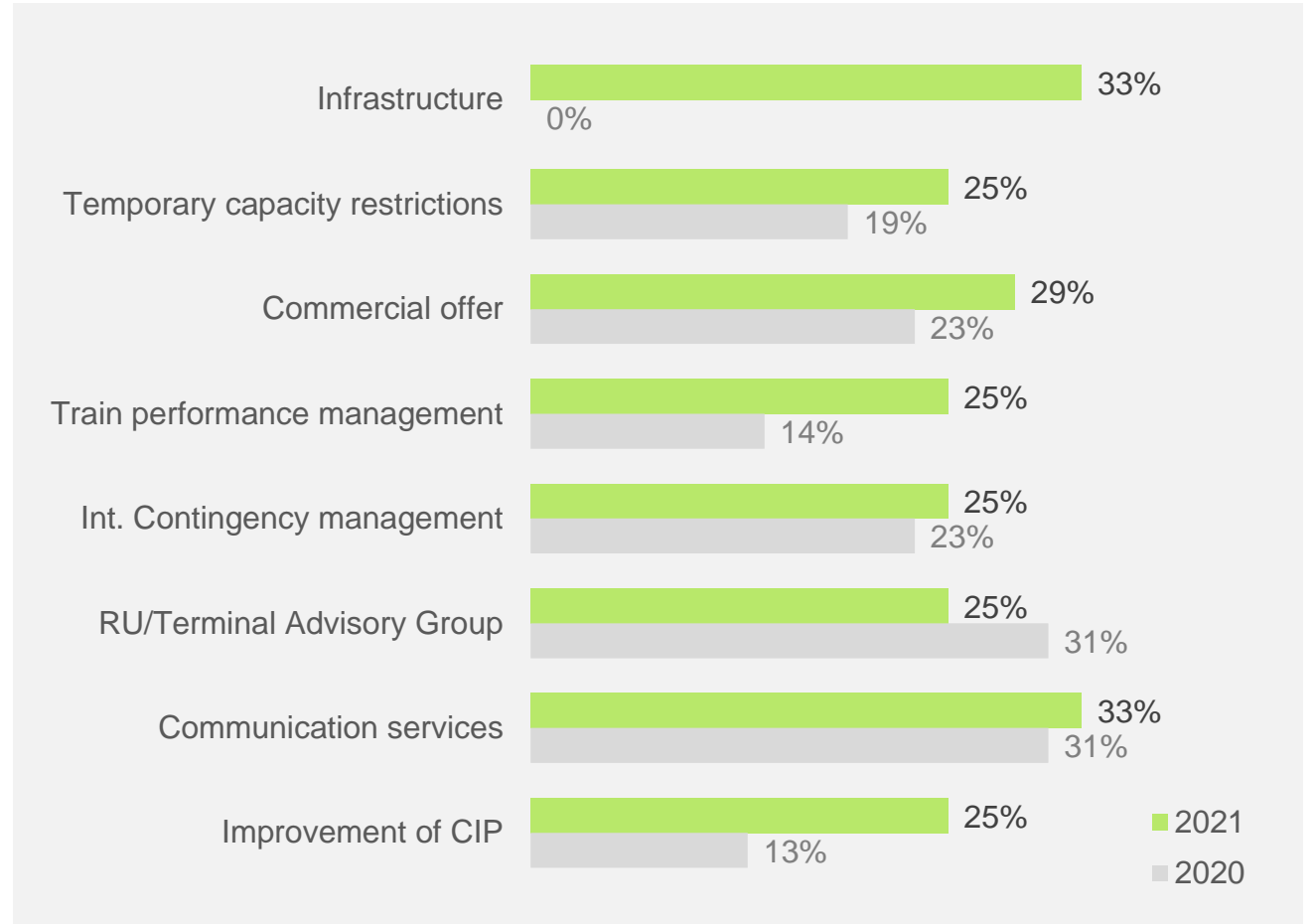
SUMMARY – WISH FOR IMPROVEMENT

All respondents

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

quality of alternative offers	58%
infrastructure parameters	58%
infrastructure capacity	50%
time-table of alternative offers	42%
quantity of alternative offers	42%
efficiency of measures taken to improve punctuality	42%
consideration of AG's opinion in the MB	42%
consideration of AG's opinion in the ExB	42%
CIP not used	42%
quantity of PaPs	29%
quality of the Reserve Capacity offer	29%
protection of PaPs from TCRs	29%
parameters of PaPs (train length/weight)	29%
commercial speed of PaPs	29%
RU/terminal involvement in TPM	25%
quality and usability of re-routing scenarios	25%
involvement of customers	25%
Interactive map on CIP	25%
Route planning in CIP	17%
RAG/TAG meetings useful	17%
measures taken to improve infrastructure standards	17%
information provided on the CIP	17%
information on the RFC website	17%
geographical routing	17%
conflict-solving procedure by the C-OSS	14%
allocation process	14%
information/support on ICM by RFCs	13%
implementation of new processes	13%
organization of meetings	8%
information provided on the NCI	8%
information provided in CID books	8%
information on works and possessions	8%
information on social media channels	8%
Display of ICM re-routing options in CIP	8%
time-table of PaPs	0%
relations (PaPs origins/destinations)	0%
regular train performance in report	0%
information in annual reports	0%
Information documents on CIP	0%
geographical coverage of CIP	0%
General usability of CIP	0%
collection of needs (wish list)	0%

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

____

» Focus topics chosen

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

» Different sample sizes on every topic, there

Topic	Value
quality of altnerative offers	58%
infrastructure parameters	58%
infrastructure capacity	50%
time-table of alternative offers	42%
quantity of alternative offers	42%
efficiency of measures taken to improve punctuality	42%
consideration of AG's opinion in the MB	42%
consideration of AG's opinion in the ExB	42%
CIP not used	42%
quantity of PaPs	29%