



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

The RFC Network
User Satisfaction

Survey

2020

Report for RFC
Mediterranean



Co-financed by the Connecting Europe
Facility of the European Union

SURVEY DESIGN



- 21 evaluations* || 19 respondents (2 companies responded twice)
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 21 e-mail invitations sent
- Field Phase: 24th September to 23rd October 2020

** evaluation counts the n. of times the survey was taken, respondents counts the n. of companies which took part to the survey*

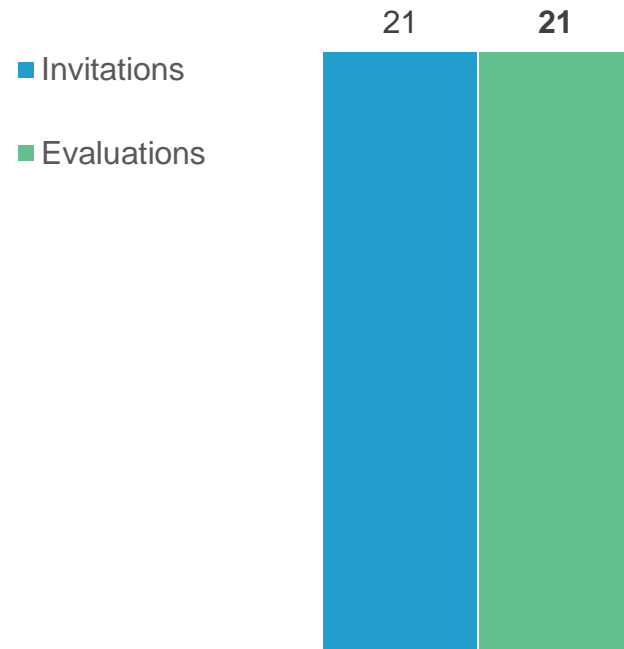
RESPONSE RATE 2020

Compared to the previous year

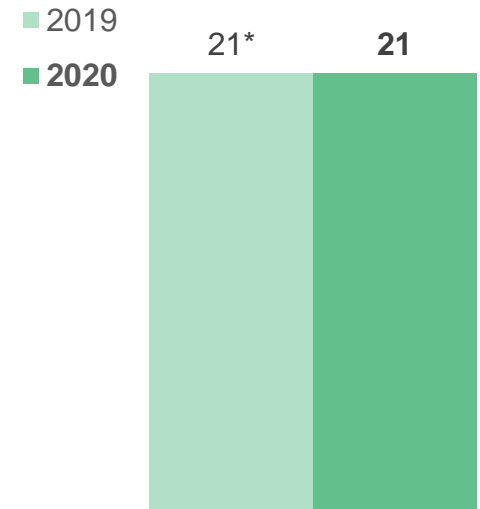


Total	21 (+/-0)
RUs/non-RUs	16
Terminals/Ports	5
Invitations sent	21 (+5)
Response rate overall (RFCs 1-11 in 2020)	100% (-31%)

Invitations vs. Evaluations ratio 2020



Number of interviews 2019 vs. 2020



*In the 2019 report by Marketmind, only the answers from invited respondents (11) were taken into account

SATISFACTION & RESPONSE

Customer satisfaction



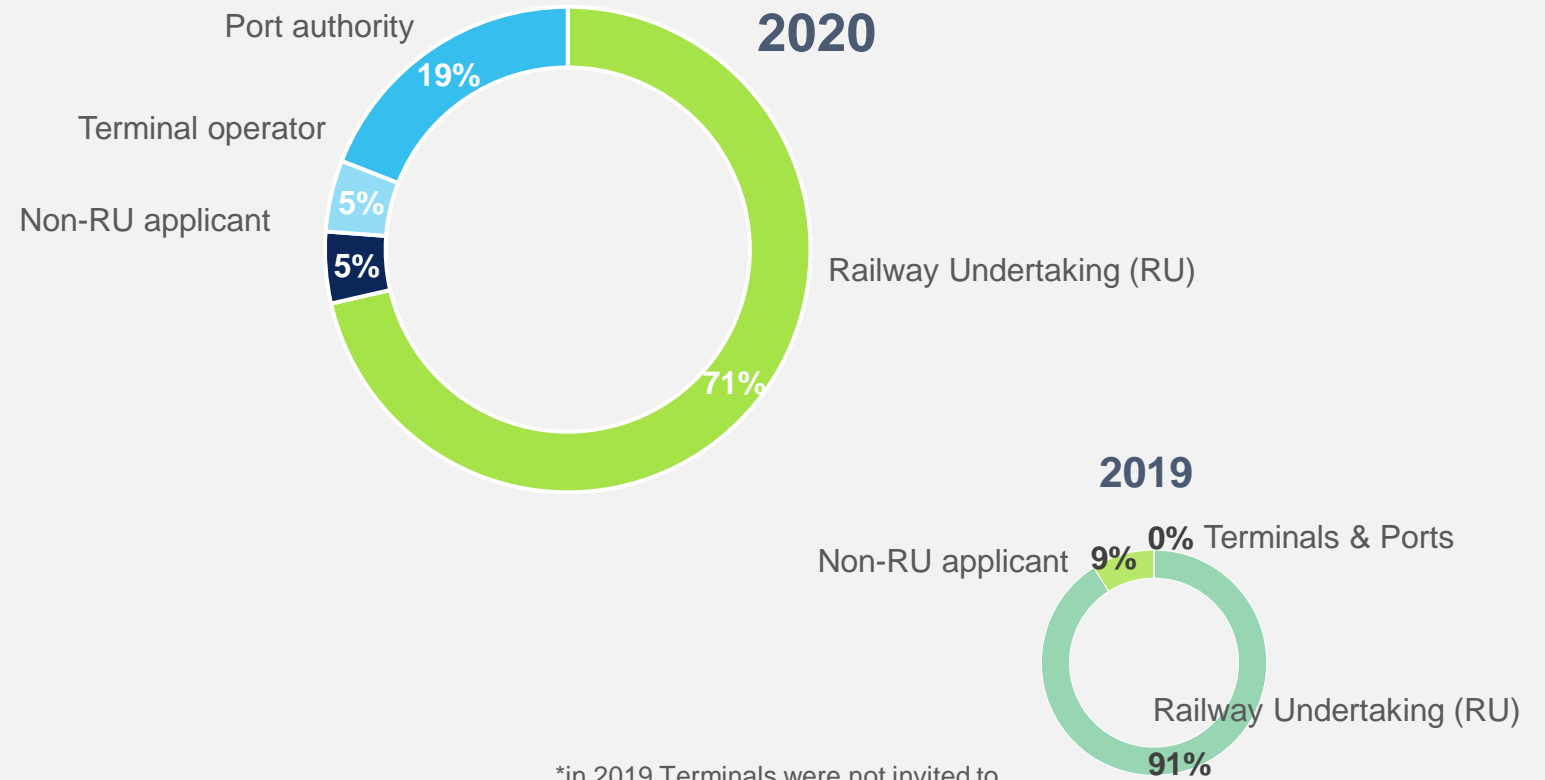
**Counted answers are very satisfied, satisfied and slightly satisfied.*

19
respondents

The number of respondents is **stable** compared to the previous year.

Respondents 2019: 21 overall, 11 directly invited by the RFC

Target groups in %



**in 2019 Terminals were not invited to answer the questionnaire.*

SATISFACTION WITH RFC 6

- » **Q1: Overall, how satisfied are you as a user of the RFC?**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

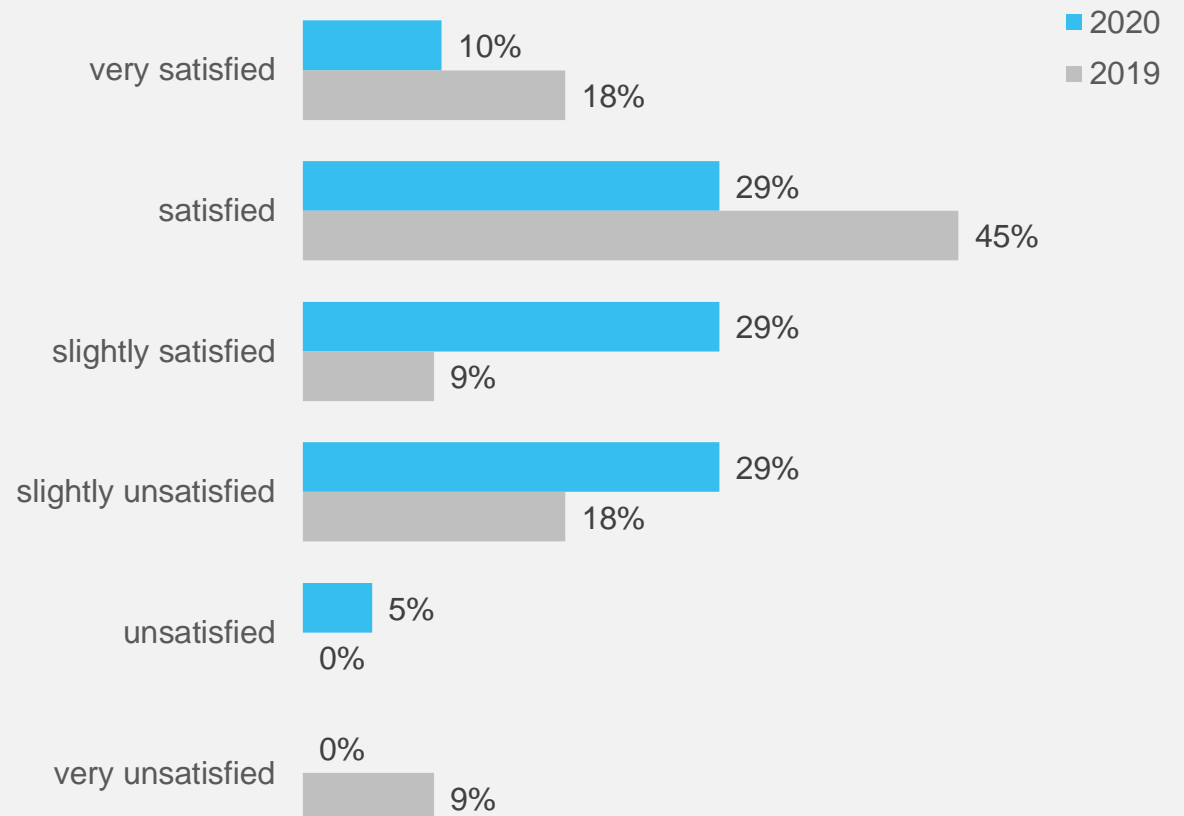
68%

Generally satisfied

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

4%

Decrease of satisfaction



SATISFACTION WITH INFRASTRUCTURE

Priority areas

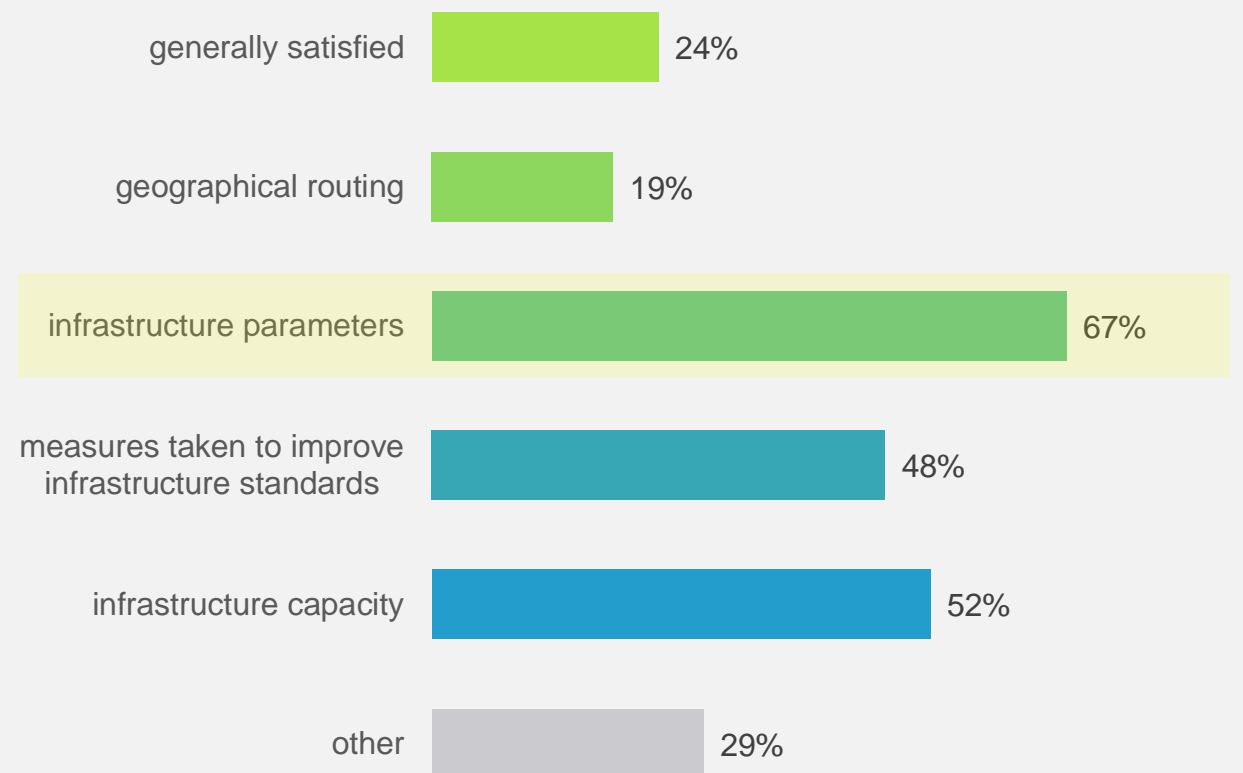
- » **Q2: Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

24%

chose generally satisfied, improvement is appreciated

Focus on

- 1 Infrastructure parameters
- 2 Infrastructure capacity
- 3 Measures to improve infrastructure standards



SATISFACTION WITH TCR coordination

Priority areas

» **Q3: Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?**

» sample size = 21

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

14%

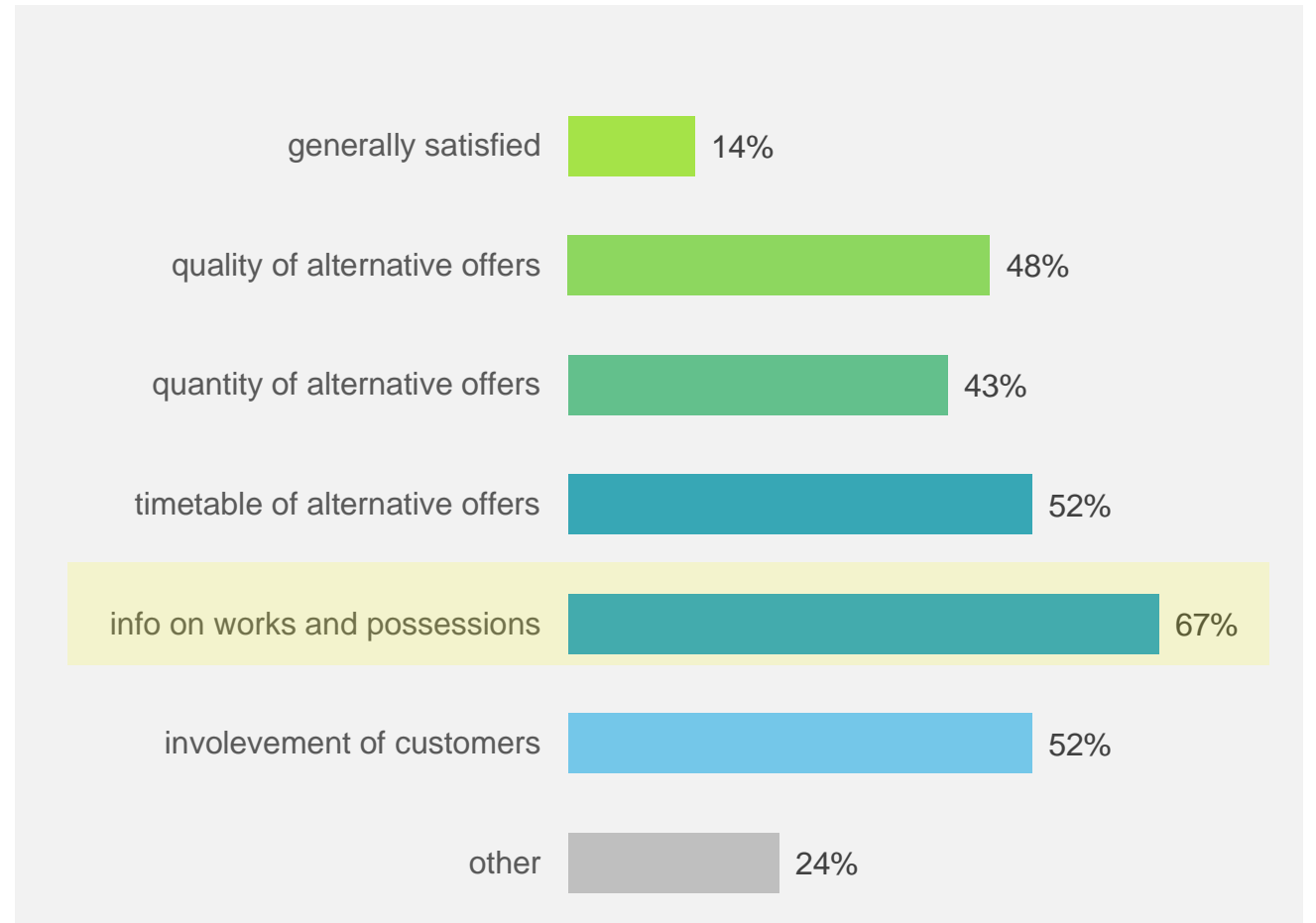
chose generally satisfied though improvement is appreciated

Focus on

1 Information on works and possessions

2 TT of alternative offers

3 Quality of alternative offer



IMPROVEMENT OF RFC COMMERCIAL OFFER

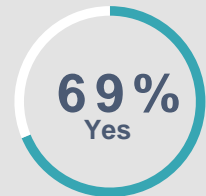
Priority areas

» **Q5: In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?**

» Answered by: RUs/non-RUs

» sample size = 12 (only the Rus ordering capacity can answer the question)

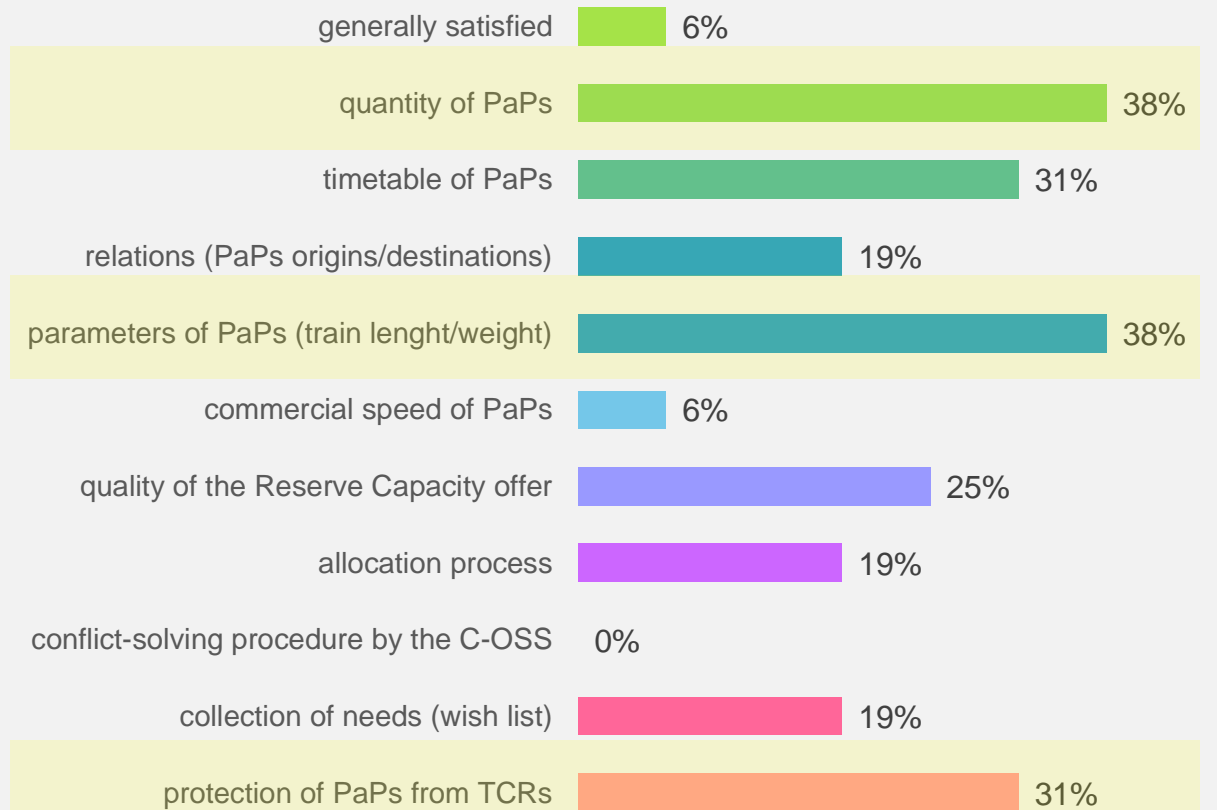
**Capacity request
via C-OSS**



In 2019 the 80 % of the respondents answered yes.

Focus on

- 1 Quantity of PaPs
- 2 Parameters of PaPs
- 3 protection of PaPs from TCRs



SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

Priority areas

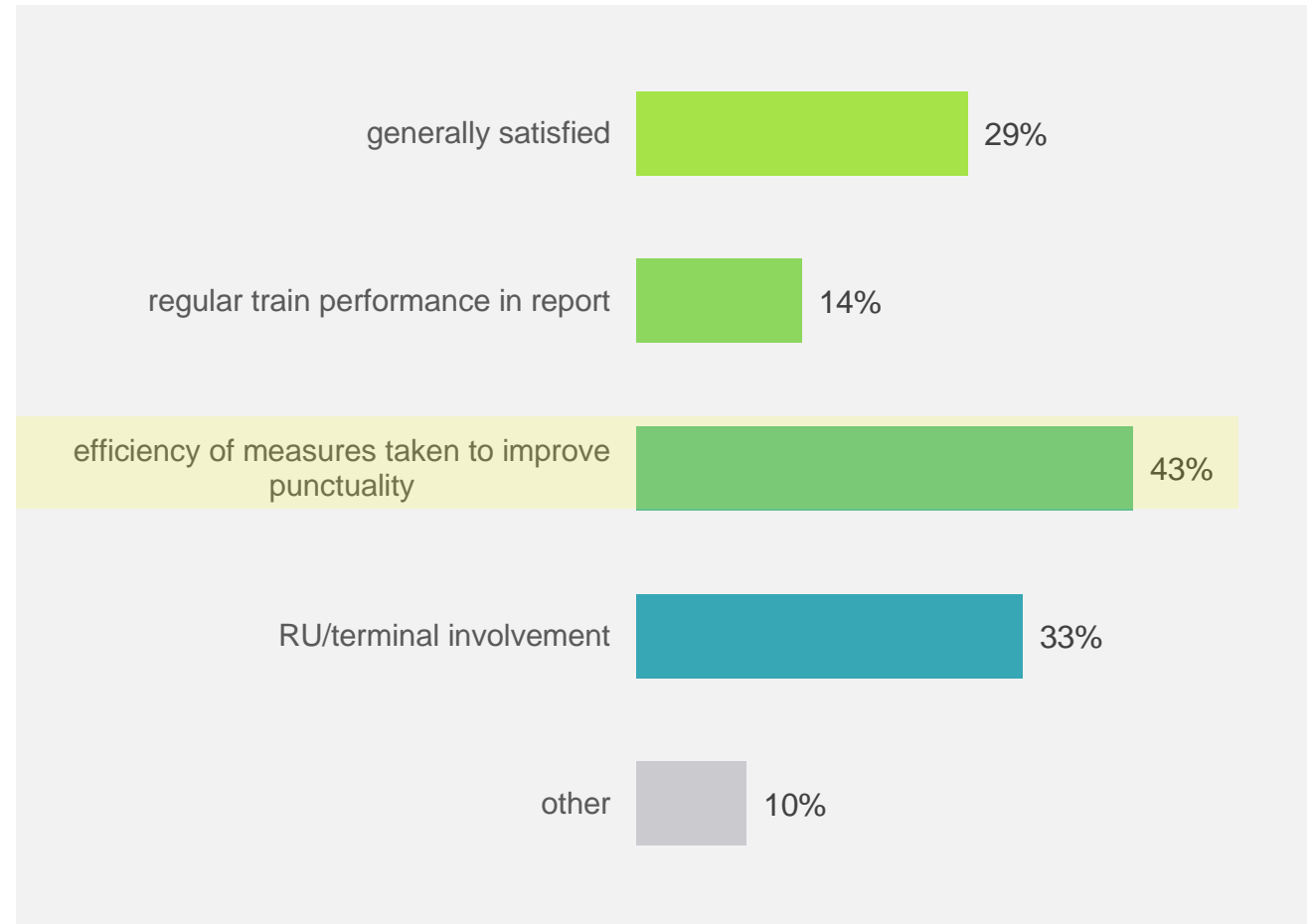
- » **Q6: Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

29%

chose generally satisfied though improvement is appreciated

Focus on

- 1 Efficiency of measures taken to improve punctuality
- 2 RU/terminal improvement



SATISFACTION WITH INT. CONTINGENCY MANAGEMENT

Priority areas

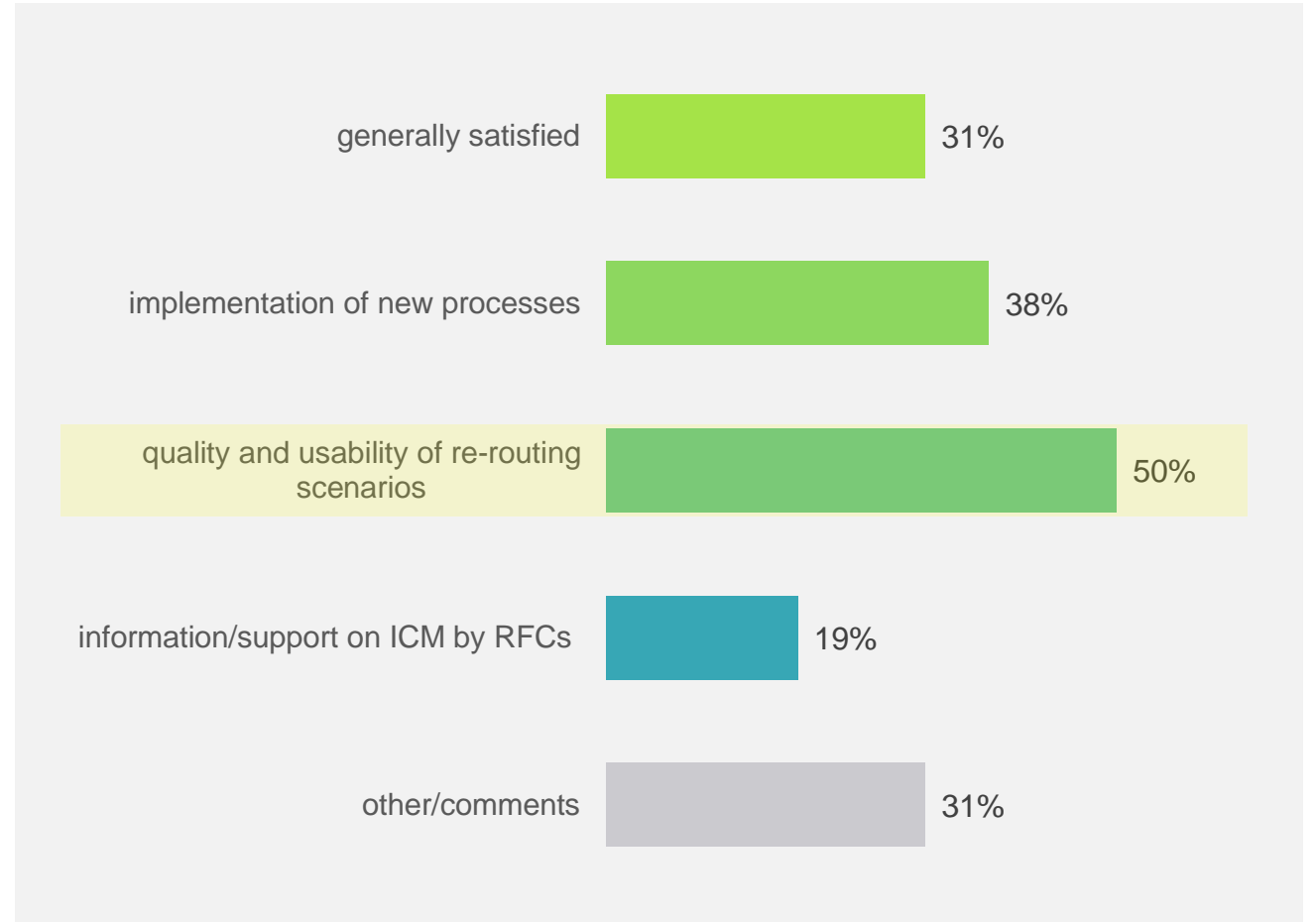
- » **Q7: Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?**
- » Answered by: RUs/non-Rus
- » sample size = 16

31%

chose generally satisfied, improvement is appreciated

Focus on

- 1 Quality and usability of re-routing scenarios
- 2 implementation of new processes

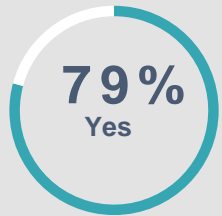


SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

- » **Q8: 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 = 21

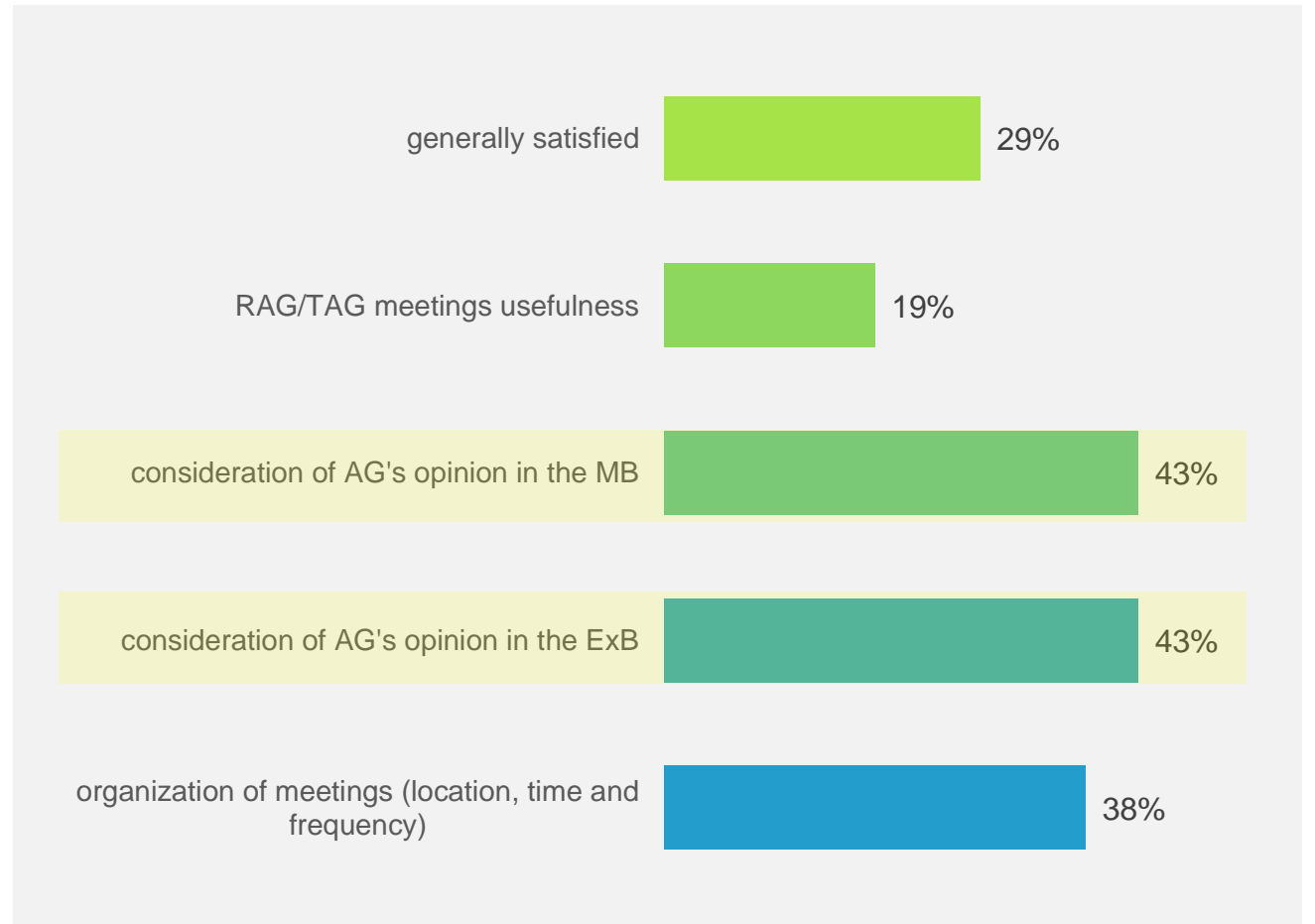
Participation in RAG TAG meetings



79% of the respondents regularly attend TAG-RAG meetings

Focus on

- 1 consideration of AG's opinion In the ExBo
- 2 consideration of AG's opinion In the MB
- 3 organization of meetings (location, time and frequency)



SATISFACTION WITH COMMUNICATION SERVICES

Priority areas

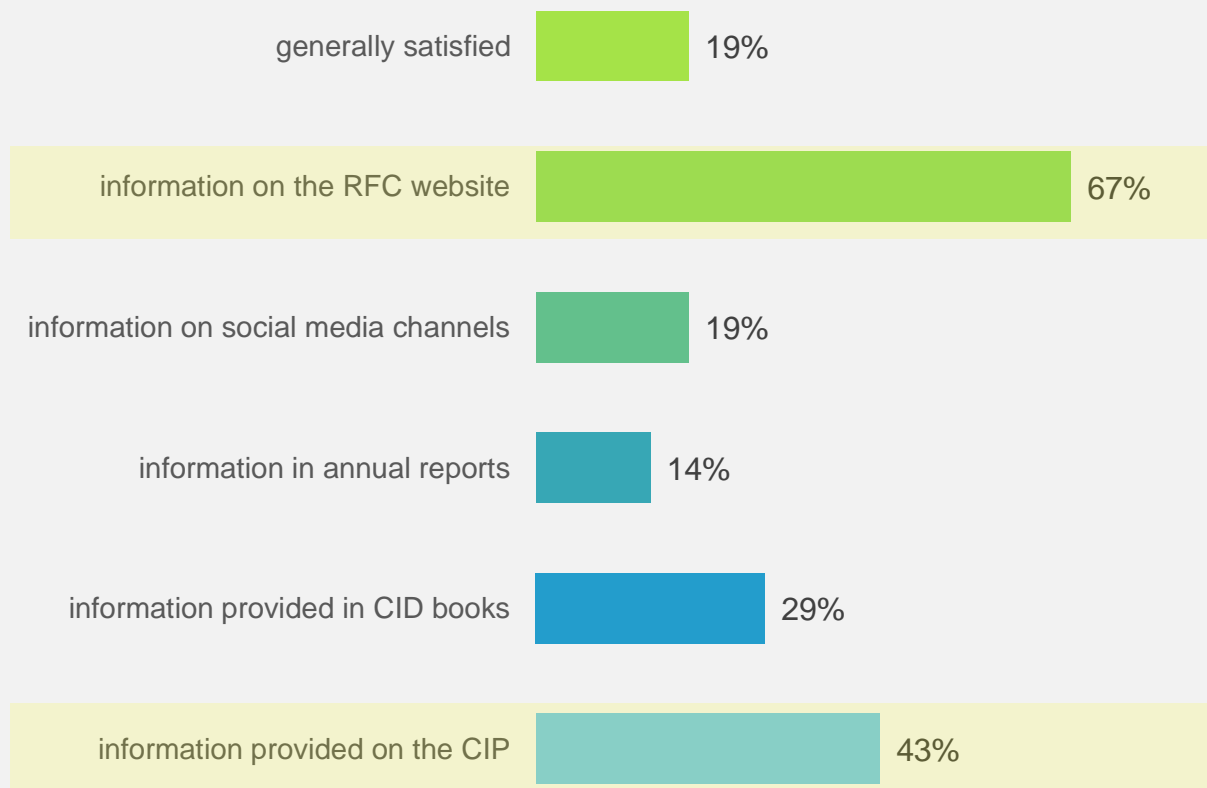
- » **Q10: Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

19%

chose generally satisfied though improvement is appreciated

Focus on

- 1 information on RFC website
- 2 information provided on CIP
- 3 information provided in CID



AREAS TO IMPROVE FOR RFC Mediterranean

RFC MED specific question 1

- » **Q11: What are the preferred areas where Mediterranean RFC needs to improve according to your experience?**
Please list at least one and, if possible, explain to us the current shortcomings encountered in that field. This will help us to improve and give you feedback.
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

COMMENTS



Areas of improvement:

In my opinion
the best
organized RFC

Infrastructure
parameters

Too long waiting time
for hand over /
take over the trains
on borders.

More support
needed from
C-OSS Manager.

COMMENTS (1):

Open comments have been clustered according to the topic for easier readability



INFRASTRUCTURE

- train parameters (length and weight) in transit point (Modane and Villa Opicina)
- more tracks on the part Dugo Selo - Koprivnica border, more station for crossing , better train parameters.
- Infrastructure parameters
- Intervene in the interest of RUs (3rd rail Tarragona-Castellón, homogeneous locomotive standards between FR and ES, intervention on bottlenecks).

COMMERCIAL OFFER

- Make sure with involved IM that PAP catalogue will indeed be offered as paths following delivery by IM. TCR brings a lot of alteration including for paths requested via RFC.
- The quantity of offered PaPs is far behind our need.
- More support needed from C-OSS Manager.
- Support of C-OSS manager during path allocation process, quality and quantity of PaPs on the eastern part of the corridor (2)
- to fulfil RU' capacity wish list.

DEVELOPMENTS

- It could be useful to receive regular information from the RFC (works, status of the projects, ...) once every month or every two months. Not only during RAG TAG Meetings. Also, it would be good to see the status of the wish list that RU sends to RFC, the reason why the requests are not accepted, etc.

COMMENTS (2):

Open comments have been clustered according to the topic for easier readability



ICM

- Lack of re-routing options in Italy and France, no measures taken / capacity bottlenecks, no measure taken.
- ICM: lack of suitable re-routings in France and Italy and no concrete measures to counteract / standard gauge in Spain: RFC not acting to keep double gauge Tarragona-Castellón and to harmonize locomotive standards between France and Spain / no action to remove bottlenecks.

OTHER

- Ventimiglia border-crossing has to be included in the MED RFC, East of Europe is still far away from the standard used on the rest of Europe.
- As far as Spain it is related we miss the presence of private companies (RU and IM) as for example shipping companies involved in rail services (MEDWAY, EUROGATE, MAERSK, etc).
- Real adaption to standards, entry barriers to the market (transnational) and information on line disruptions.

OTHER

- too long waiting time for hand over / take over the trains on borders.
- To expand the choice of language, each country can use it in its own mother tongue.
- In my opinion the best organized RFC.
- The Mediterranean RFC is a great help for us, it would be even better if they were allowed to take decision beyond the IMs issues and authorities.
- To properly schedule RAG/TAG meetings

SATISFACTION WITH SUPPORT DURING CORONA

RFC MED specific question 2

- » **Q12: Are you satisfied with the support you received by the RFCs and their IMs during the Corona-virus and what would you have expected?**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

COMMENTS



Yes, they were very supportive and the information received was accurate and in time.

Yes, the information have been properly presented.

Good information, but not relevant for RUs.

Yes, we received important daily information.

Most of the respondents appreciated the information but:

- Different information from different countries. Not homogeneous. Need of a corridor wide information
- There was good information, but it did not really affect our business and was not relevant.



Same feedback received from TAG-RAG

INVOLVEMENT IN TT-REVIEW TTR PROJECT

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

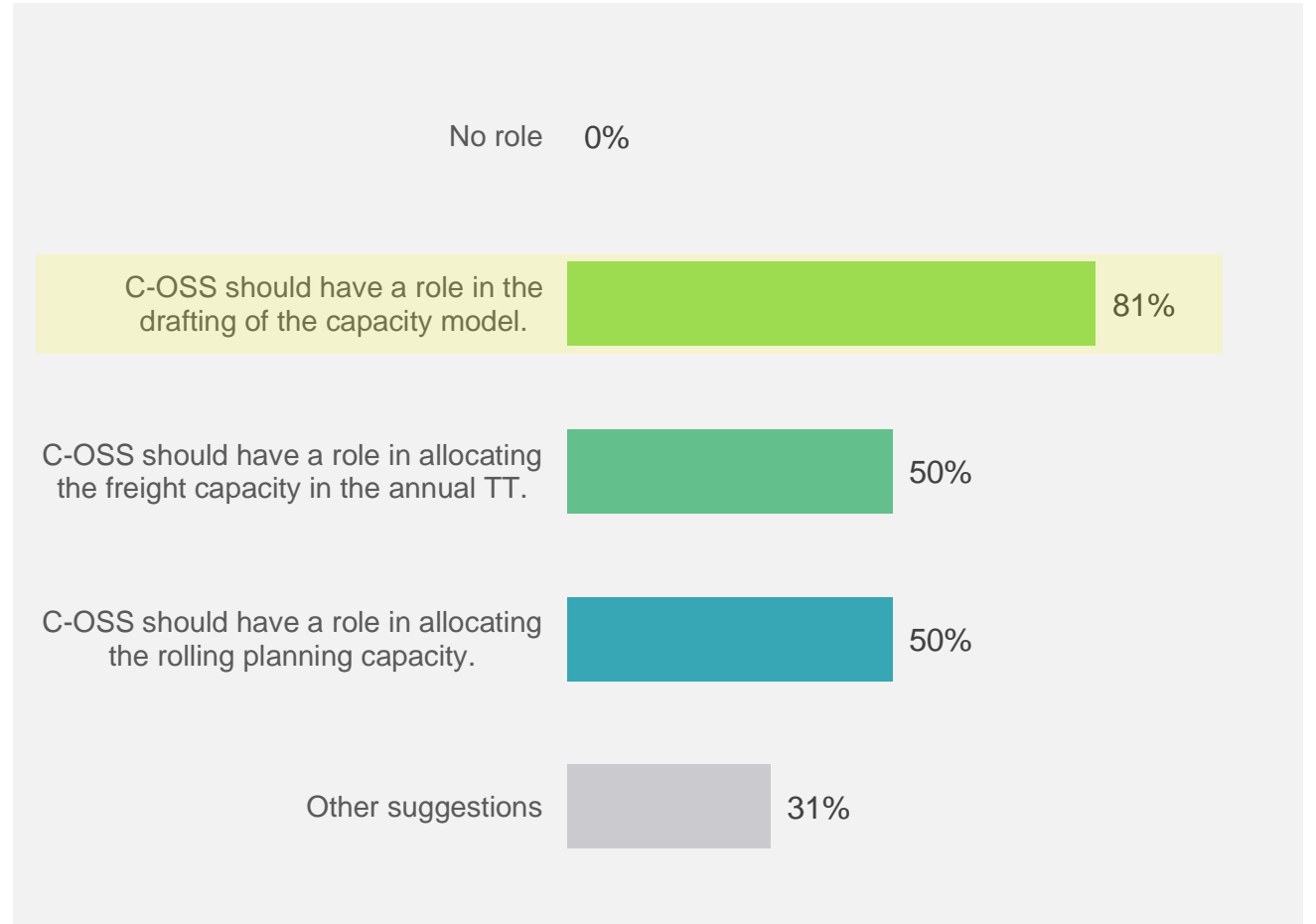
- » **Q13: Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?**
- » Answered by: RUs/non-RUs
- » sample size = 16

81%

Of the respondents think that the C-OSS should have a role in the drafting of the capacity model

OTHER, COMMENTS

RFC should: steer+monitor correct execution of process by IMs / ensure that capacity model reserves enough capacity for freight on each route



CUSTOMER INFORMATION PLATFORM

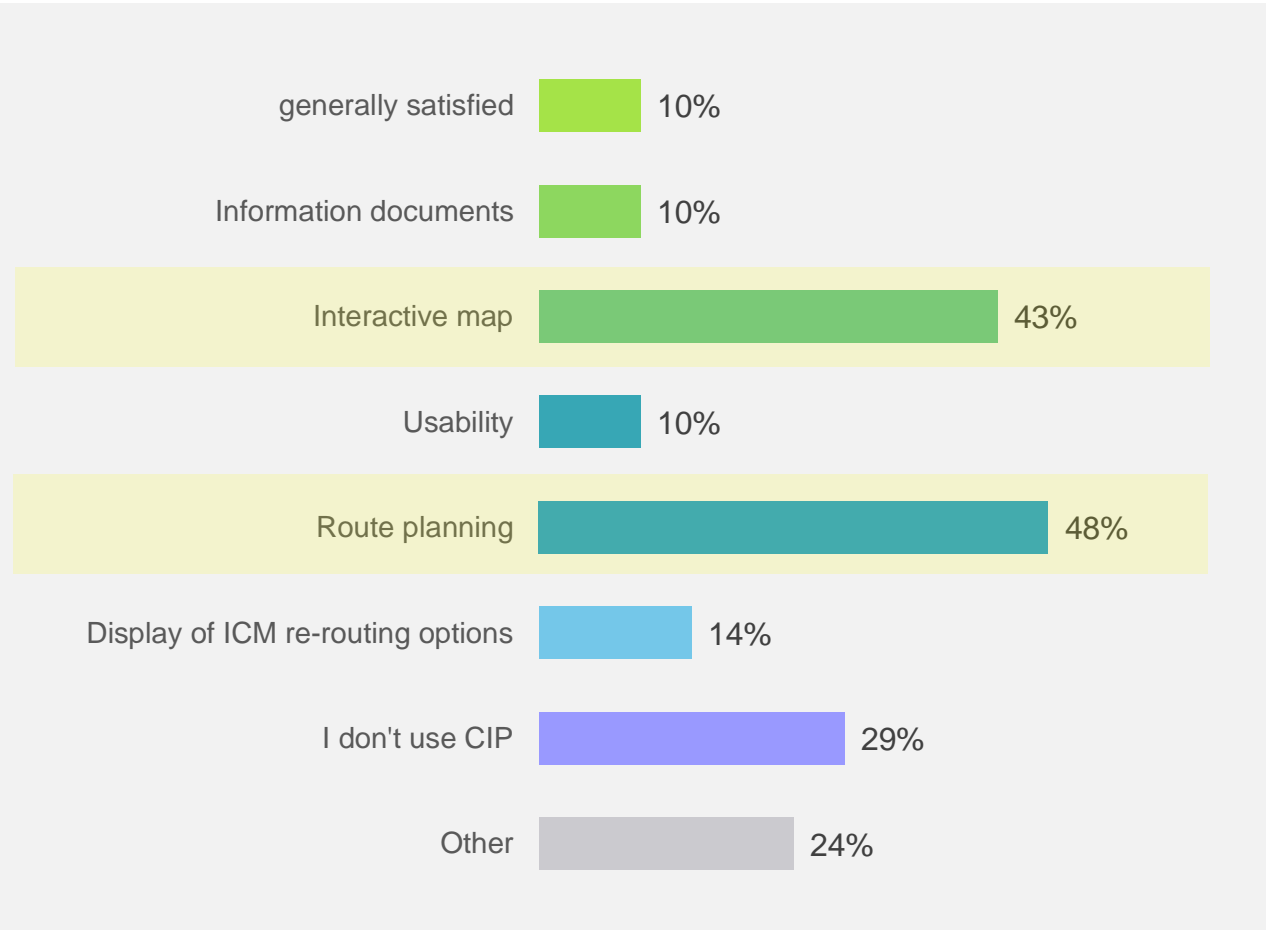
Current topic 2: priority areas of improvement of the CIP

- » **Q14: 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 = 21

10%
chose generally
satisfied though
improvement is
appreciated

OTHER, COMMENTS

Improve the quality of
the data in CIP



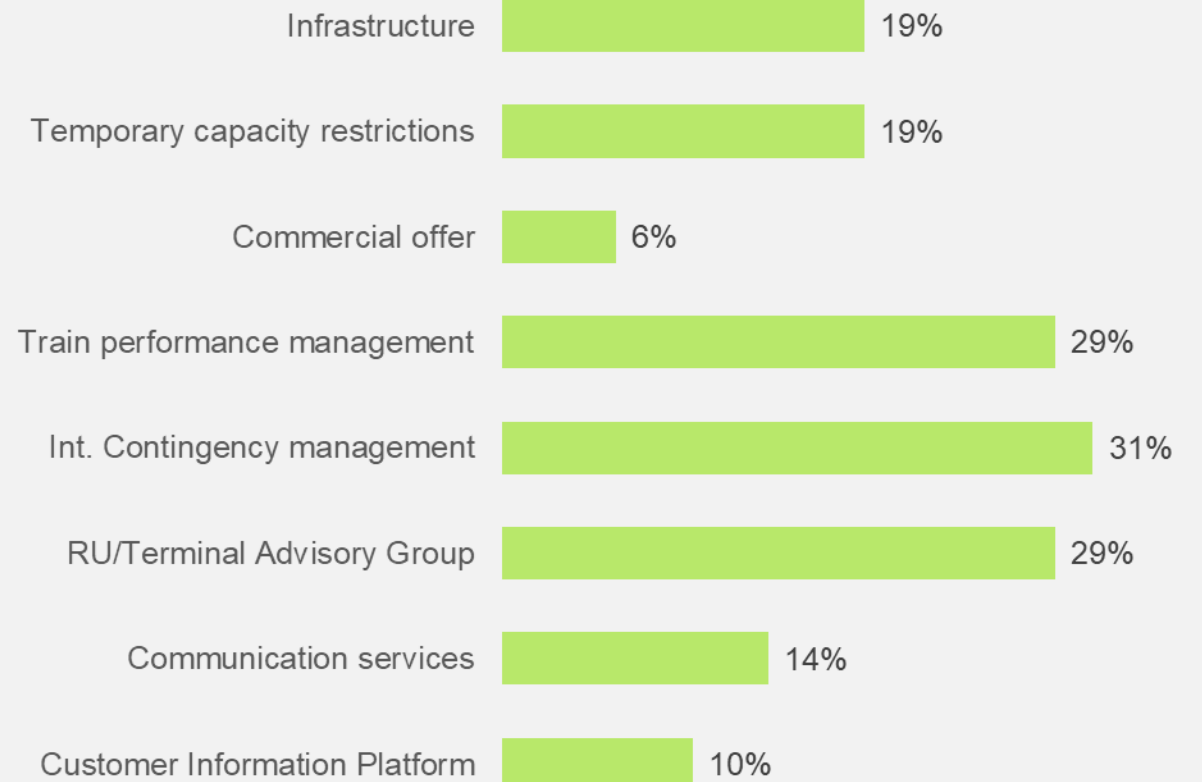
SUMMARY – SATISFACTION RATING OF EACH TOPIC

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

20%

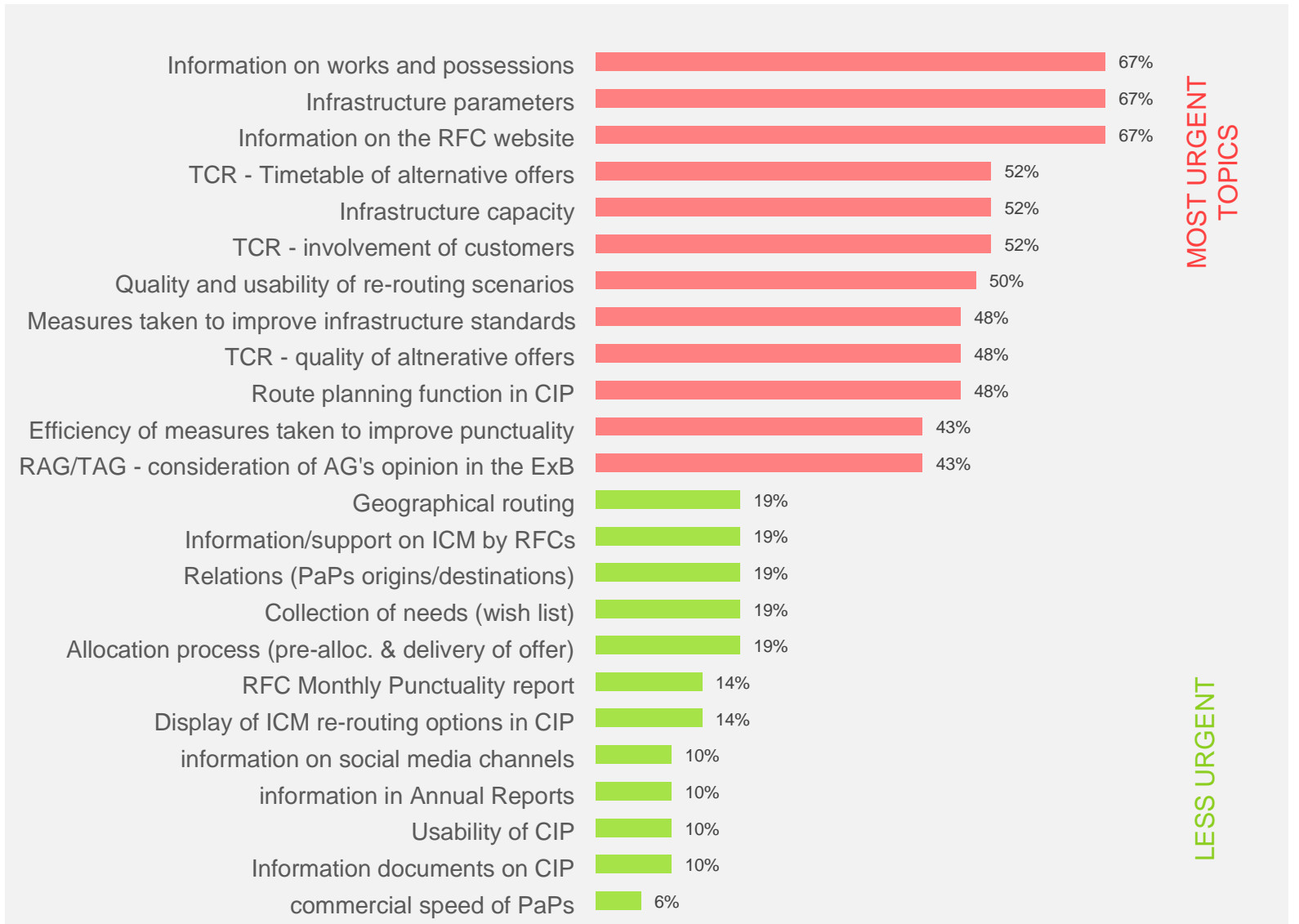
average of each topic,
respondents used
the answer
'generally satisfied'



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 21, answered by RUs only 16)



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 21, answered by RUs only 16)

3 Most important topics

1. TCR info on works and possessions
2. Infrastructure parameters
3. Information on RFC website



**THANKS TO ALL STAKEHOLDERS WHO PARTICIPATED IN THE
SURVEY AND SENT US COMMENTS TO IMPROVE OUR WORK**

We will provide feedback during next Advisory Groups

THANK YOU!

Merci

Gracias

Köszönöm

Hvala

Grazie

Vielen Dank

Gràcies

Dziękuję