

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

Mediterranean Rail Freight Corridor

15th TAG-RAG meeting

24/09/2020 - 10:00-16:00

Organized via Microsoft Teams

TAG / RAG AGENDA

	Topic	Speaker	Time
1	Welcome	Managing Director	10:00 10:15
2	Last TAG RAG follow-up and new topics ➤ TAG/RAG new proposals and issues	TAG RAG Spokesmen	10:15 11:30
3	Feedback from Med RFC to last meeting issues	Managing Director	11:30 11:45
4	International End to End Monitoring Pilot	Managing Director	11:45 12:00
5	ERTMS deployment along Med RFC: involvement and remarks by RUs and Terminals	ERTMS WG Leader	12:00 12:30
	Lunch break		12:30 14:00
6	COSS state of play ➤ Activities 2020; ➤ Offer 2021; ➤ Expression of need 2022; ➤ Request and suggestions from TAGs and RAGs.	COSS Leader	14:00 14:30
7	Developments of various topics ➤ Train Performance Management – how to proceed? ➤ International Contingency Management (ICM) TT2021 developments version 2.1 – request and suggestions from TAGs and RAGs; ➤ CID books vs. Customer Information Platform (CIP) – request and suggestions from TAGs and RAGs.	Deputy Director Project Manager	14:30 15:00
8	User Satisfaction Survey 2019: main outcomes and suggestions; User Satisfaction Survey 2020: new questionnaire;	Project Manager	15:00 15:45
9	Wrap-up of the meeting and main conclusions	Managing Director	15:45 16:00
	End of the meeting		16:00

PRE-MEETINGS

- TAG pre-meeting: chairman Carles Rua
hold on 23rd September 2020 – 14.00-15.30
- RAG pre-meeting: chairman Aldo Maietta
hold on 23rd September 2020 – 16.00-17.30

1 / Welcome and approval of the agenda

- Welcome and introduction
- Approval of the Agenda
- Appointment of the secretary of the meeting

2/ Last TAG RAG meeting follow up and new topics

- TAG pre-meeting main outcomes
- RAG pre-meeting main outcomes
- New proposals and Specific issues
- 14th TAG RAG meeting main issues – feedback

2 / TAG pre-meeting main outcomes

- Covid impact on terminals
- RFC information on corridor disruptions

MED rail terminals: impact of the Covid-19 in rail traffics in MED RFC

Ports



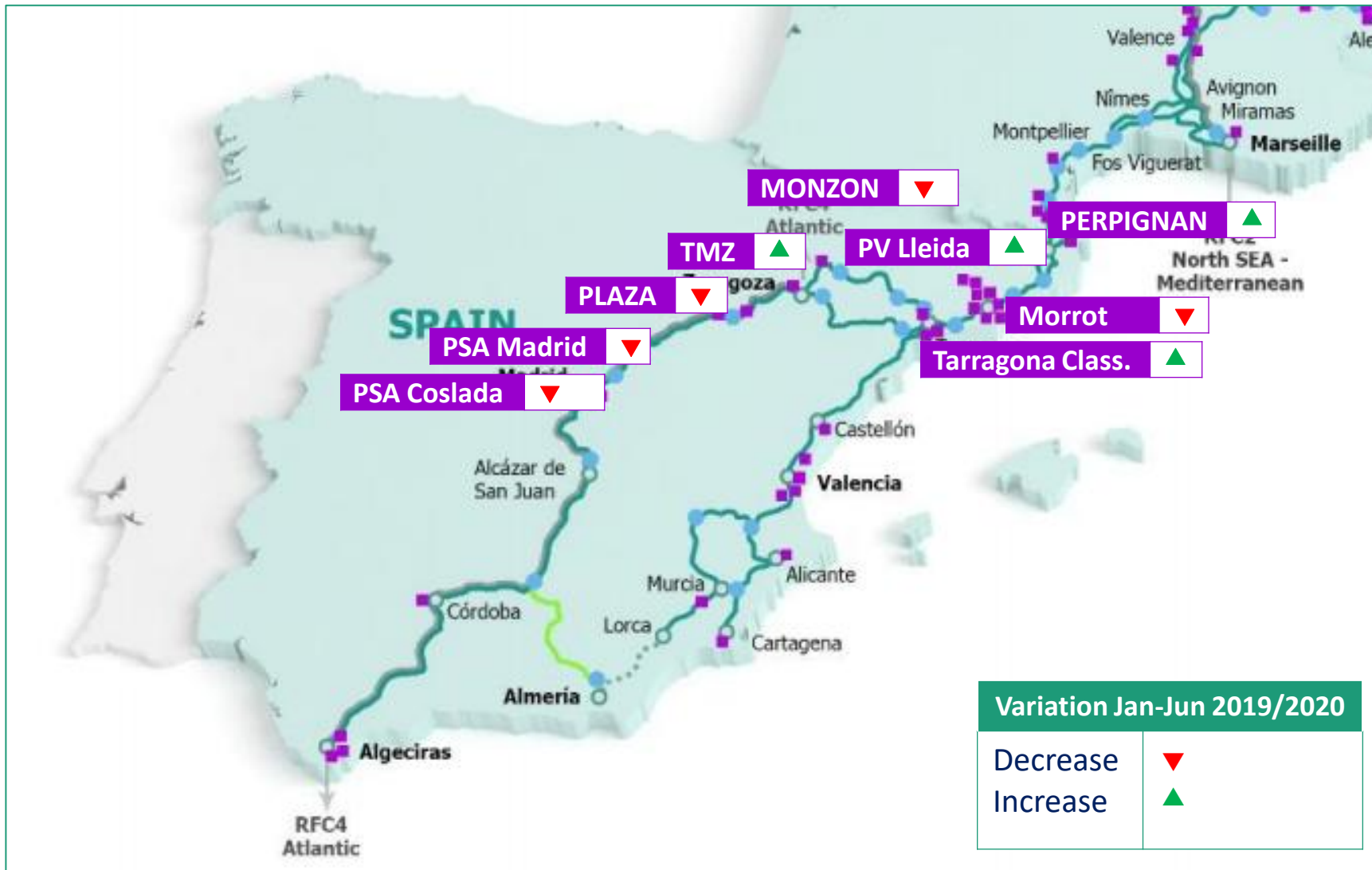
Expectations on 4Q-2020

- **Valencia:** Increase in order to return back to 2019 average volumes reached on 3Q and 4Q after upturn registered in August 2020
- **Venice:** stability of the flows
- ...

Activity / Period		Valencia		Tarragona		Trieste		Venice (over 2018)		Barcelona	
Trains	Jan-Jun 2019	2.489		1.731		5.169		2.437		4.821	
	Jan-Jun 2020	2.127	-15,4%	935	-46,0%	3.899	-24,6%	2.443	+0% (-13%)	3.892	-19,3%
TEU	Jan-Jun 2019	108.117				391.068		268		112.250	
	Jan-Jun 2020	95.339	-13,4%	-	-	376.251	-3,8%	0	-100% (-100%)	111.132	-1,0%
Tonnes	Jan-Jun 2019	1.029.565		557.481		30.721.066		1.110.818		302.418	
	Jan-Jun 2020	922.543	-11,6%	282.532	-49,3%	26.256.714	-14,5%	1.177.223	+6% (-12%)	211.045	-30,2%

MED rail terminals: impact of the Covid-19 in rail traffics in MED RFC

Inland terminals. Spanish range



IRREGULAR IMPACT

- Type of cargo: agri-food, textile, bazaar, cars and components...
- New rail services: i.e.: reefer for agri-food...
- Cancellation of international rail services Spain-France..
- Intensification of the terminal's function (i.e. railway hub)
- 2019 (comparison year) affected by storms damages and strikes
- Launch of new terminals that was postponed
-

2 / TAG pre-meeting main outcomes

- Information on disruptions is wide valued by TAG
- A minimum information dissemination should be coordinated by RFC in case of disruptions or heavy affections to the MED Corridor.

2/ RAG pre-meeting main outcomes - 1

- State of play of main bottlenecks on the Corridor
- Focus on UIC track gauge lines in Spain: financing and technical aspects
- International Contingency Management (ICM)
 - Re-routing options: simplification of procedure
 - Involvement of RUs in simulations

2/ RAG pre-meeting main outcomes - 2

- International End to end monitoring Pilot: state of play and possibility to extent to other traffic using the Corridor partly
- Introducing of Quality Circle Operations
- Coordinate implementation and harmonization process

2/ RAG pre-meeting main outcomes - 3

- Implementation TPM working groups: setup a continuous plan-do-check-act cycle
- Train linking in RNE TIS: possibility to link trains also at stations inside countries
- New PCS version: more support from IMs and C-OSS

2/ Impact of the Covid-19 in rail traffics in MED RFC

Activity / Period		Mercitalia Rail		Adriafer		AFA		Rail Cargo Carrier	PKP		SZ	
Trains	Jan-Jun 2019	14.722		460		846			1.738		31.785	
	Jan-Jun 2020	11.305	-23%	290	-37%	701	-17%		1.717	-1%	28.201	-11%
Tonnes	Jan-Jun 2019	8.809.206		252.836		415.582			1.218.231		29.878.000	
	Jan-Jun 2020	6.830.886	-22%	201.707	-20%	350.605	-16%		1.287.132	6%	26.528.000	-11%
Trains*km	Jan-Jun 2019	5.252.927		16.339		148.050		-3% Slovenia	272.411		4.886.770	
	Jan-Jun 2020	4.304.913	-18%	9.978	-39%	122.675	-17%	10% Croatia	270.278	-1%	4.428.615	-9%
Ton*km	Jan-Jun 2019	2.890.252.979		9.025.364.000		72.726.850			167.635.615		5.017.535.155	
	Jan-Jun 2020	2.412.115.906	-17%	6.897.699.000	-24%	61.355.875	-16%		190.150.942	13%	4.523.702.707	-10%

Expectations on 4Q-2020 (increase/decrease/stability of the flows)

Mercitalia Rail	Stability of the flows
Adriafer	Increase of the flows
AFA	slight increase of the flows
Rail Cargo	We expect stability of the flows (Slovenia) / We expect a slight increase of the flows (Croatia)
PKP	Stability of the flows
SZ	The reduction in the number of trains and thus less freight transported is not only due to the Covid-19 pandemic, but is also partly due to fewer trains ordered by subscribers and the annual optimization of train runs. In the last quarter, we expect a slight increase in the number of trains and consequently freight transported. This would at least partially cover the loss of freight transported this year.

2/ New proposals and Specific issues

- Med RFC as **key player** in information sharing among rail stakeholders in case of major events, looking for more effective communication tools
- In Covid-19 and in post-pandemic phases focus on Government's supporting provisions for **rail relaunch and development** among the European member's States (information and best practices' sharing)

2/ 14th TAG RAG meeting main issues – feedback 1

1. Prioritization of Investments on the Mediterranean Corridor

- Presentation of the Consultation outcomes at the 14th Med CNC Forum



2/ 14th TAG RAG meeting main issues – feedback 2

2. ICM lessons learned : additions to the Med RFC ICM maps

- 26/09/2019 TAG/RAG Approval TT2019
- 08/04/2020 TAG/RAG Approval TT2020
 - Better visibility available in CIP, now
 - The document is shortened
 - The TT2020 version will be available with excel Annex

3. Proposal to have catalogues of international train paths based on residual capacity – to be kept updated on relevant sections

- Proposal delivered to DG Move
- Proposal discussed within Med RFC GA

3/ International End-to-End Traffic Monitoring Pilot



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

**International End-to-End Freight
Traffic Monitoring Pilot
along the Mediterranean corridor**

In cooperation with

RFI
RETE FERROVIARIA ITALIANA
GRUPPO FERROVIE DELLO STATO ITALIANE

adif

SNCF
RÉSEAU

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

24/09/2020

ProMEtEO


1  **MEDITERRANEAN
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4 / ERTMS deployment along Med RFC: involvement and remarks by RUs and Terminals

**MEDITERRANEAN
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Spain-France-Italy-Slovenia-Croatia-Hungary

ERTMS interoperability on the Mediterranean Rail Freight Corridor: the state of the art

Stefano Marcoccio
ERTMS Team Leader
Mediterranean Corridor-RFC6
Via Ernesto Breda, 28
20126 Milano


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Co-financed by the European Union
Connecting Europe Facility

24/09/2020

15th TAG-RAG Meeting

1

**MEDITERRANEAN
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Lunch break



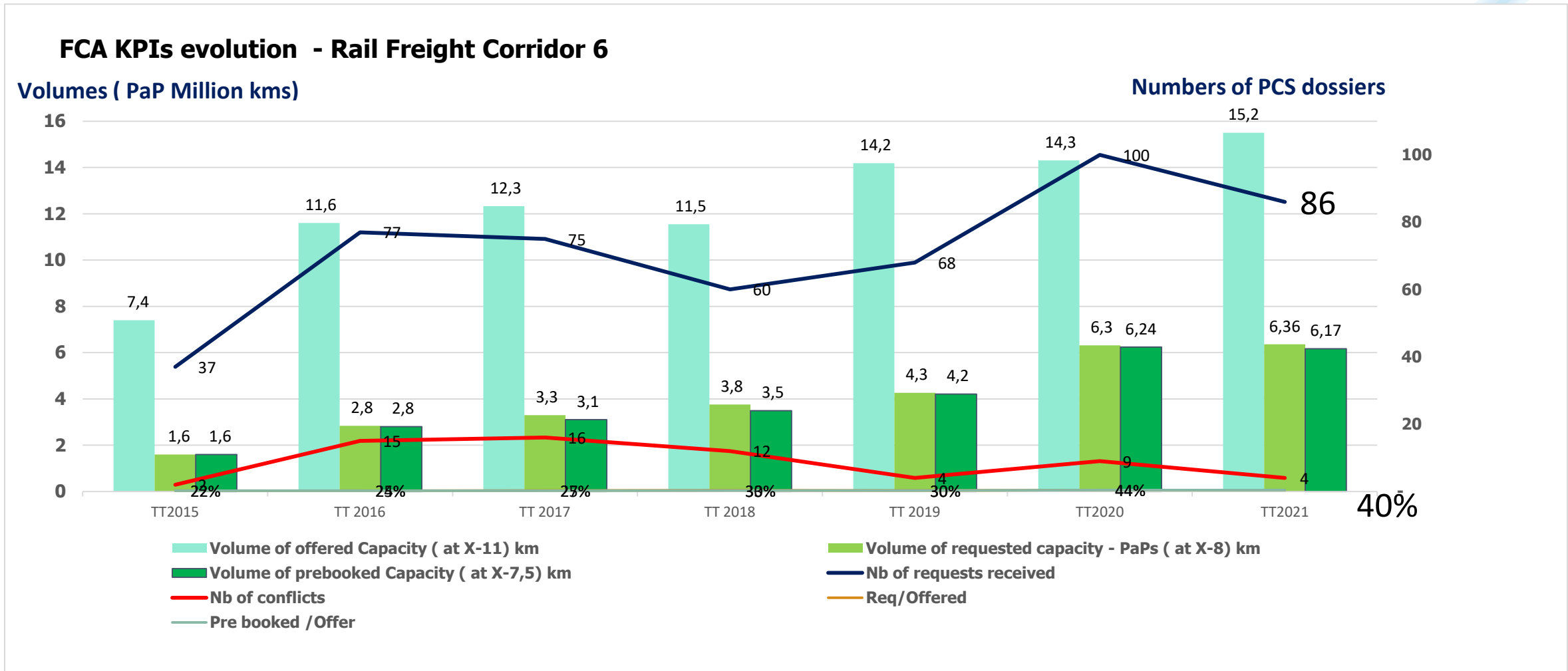
6 / C-OSS State of play

- Activities 2020
- Offer 2021
- Expression of needs 2022
- TCR tool
- Requests and suggestions from TAG - RAG

6 C-OSS Activities 2020

- ❖ TT **2020**, started with a long French strike
- ❖ Then we had the **Covid 19 crisis** (large impact for the economy and the freight)
Now the flows are always low (about **80 to 90%** compared to 2020)
- ❖ An **unstable situation** that is unfavourable to the economic development
- ❖ All the meetings has been cancelled (as PCS meeting in Milano) or postponed in the first time and made in virtual in a second time as the same of today.

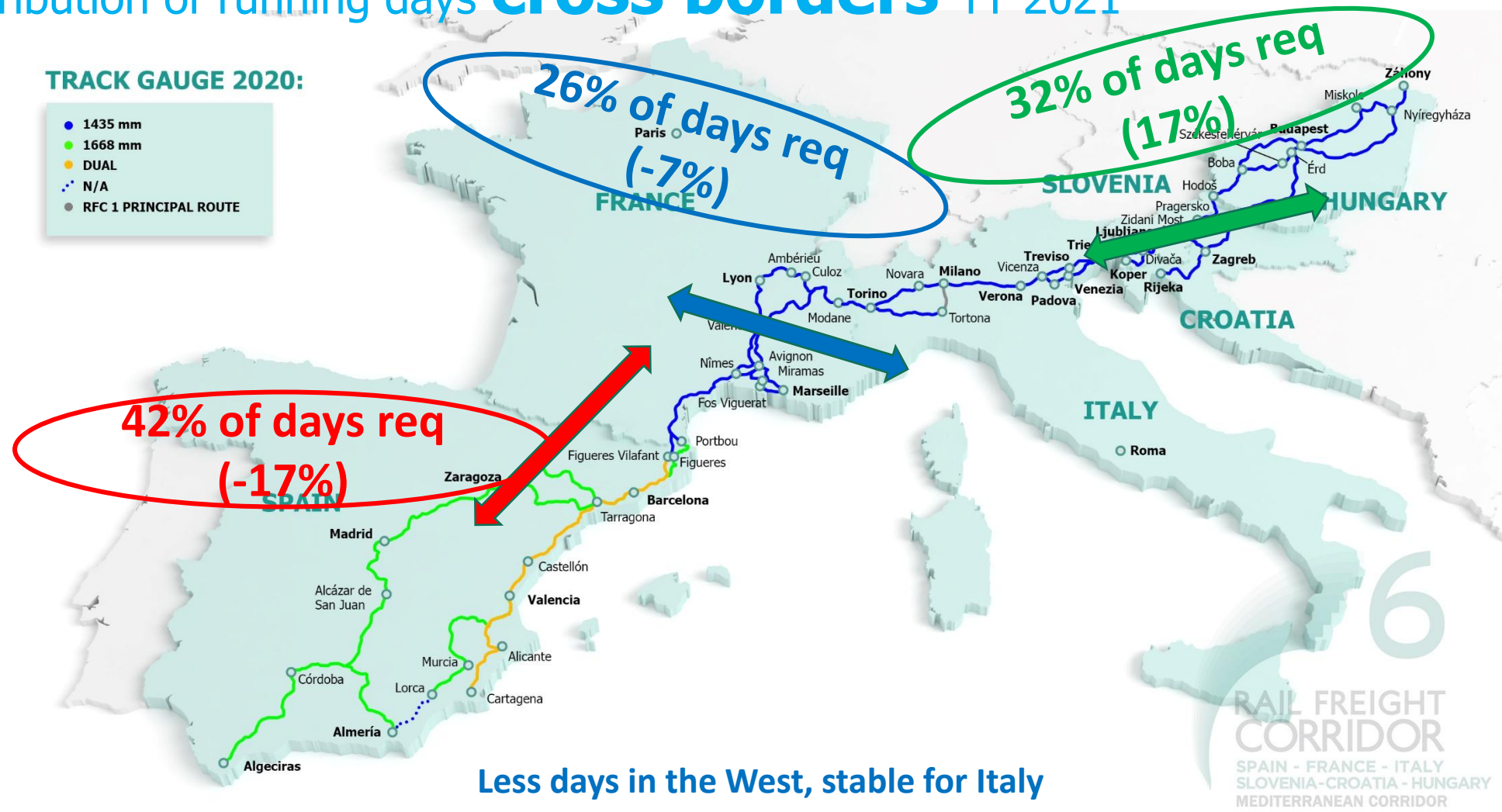
6 C-OSS Offer TT 2021 The Requests



86 requests, 4 conflicts all in Italy,
6.36 M Km requests and 6,17 M Km reserved,
40% of the Offer requested

6 C-OSS OfferTT 2021

Distribution of running days **cross borders** TT 2021



Less days in the West, stable for Italy to France and in increase for the East

© 2015 RFC 6 – Mediterranean Corridor

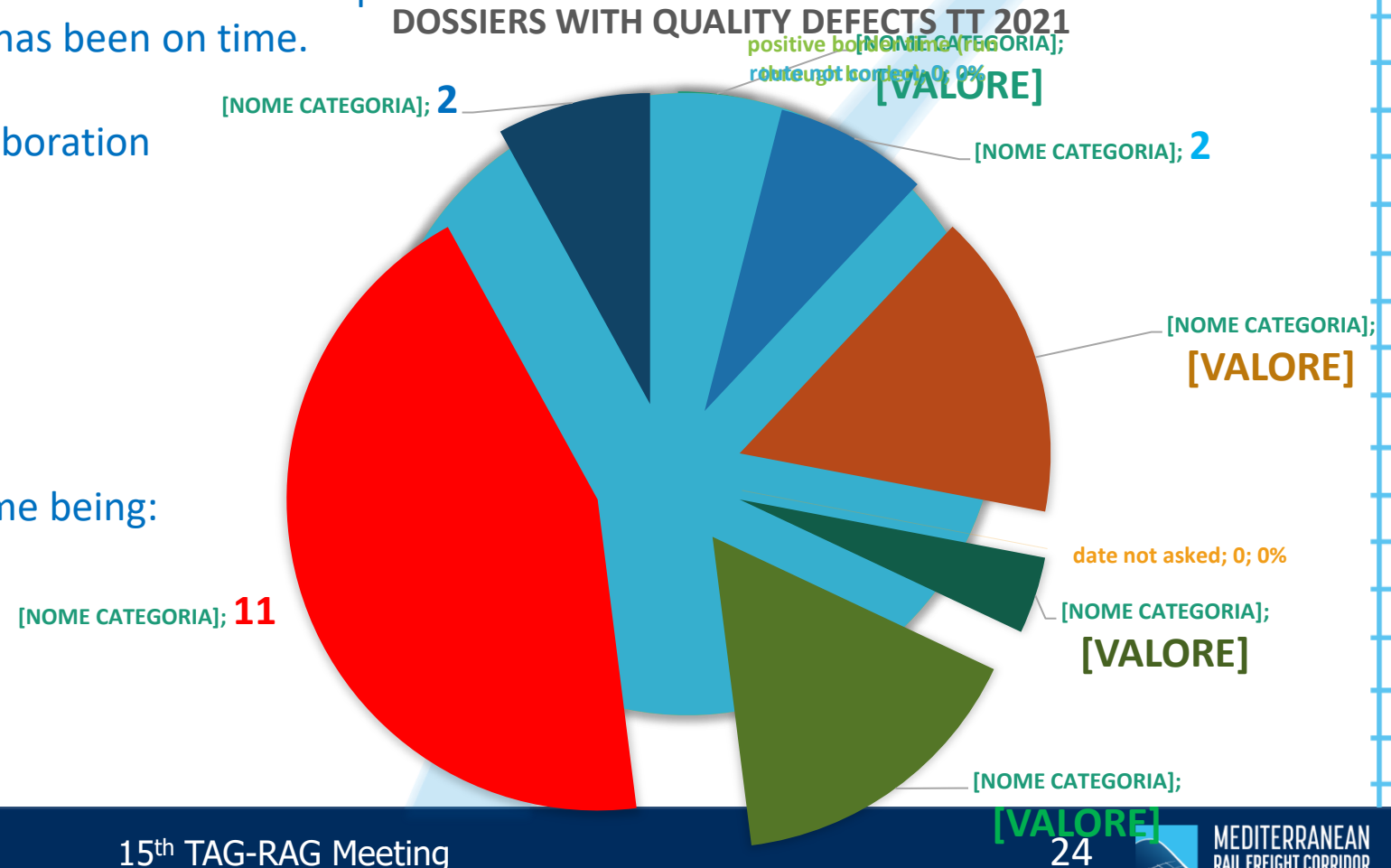
6 C-OSS Offer TT 2021 construction state of play

TT 2021, the construction is still on progress,
Delay for SNCF R due the Covid 19 and a new tool (5 to 6 weeks)

Consequence:

- ❖ Deadlines not respected and all of the process has been disrupted
- ❖ At the Final offer deadline: 44% dossiers has been on time.
- ❖ Today 82% of the offer is done
- ❖ There are now 11 dossiers still in Path Elaboration

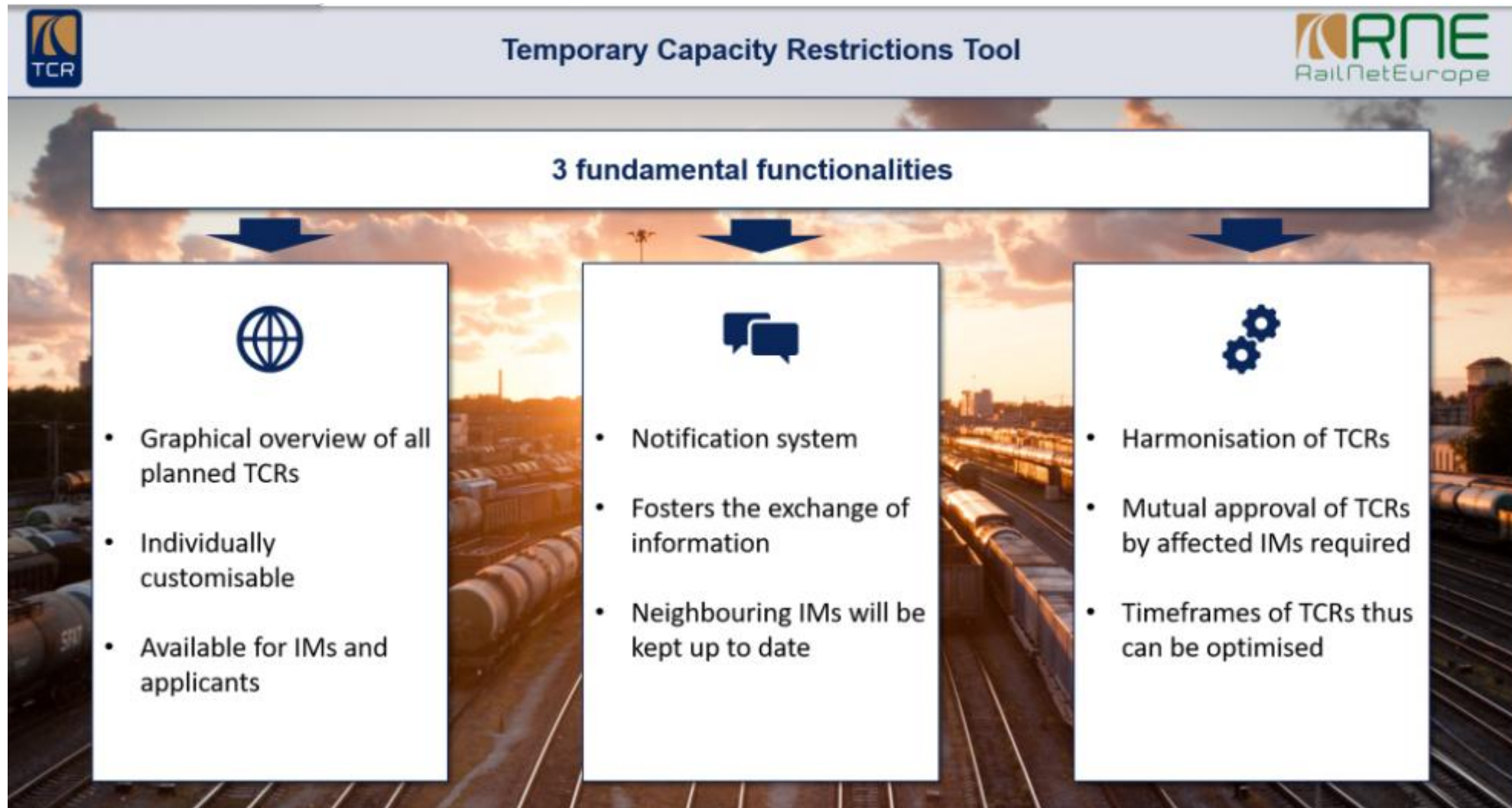
➤ Main problems of construction for the time being:



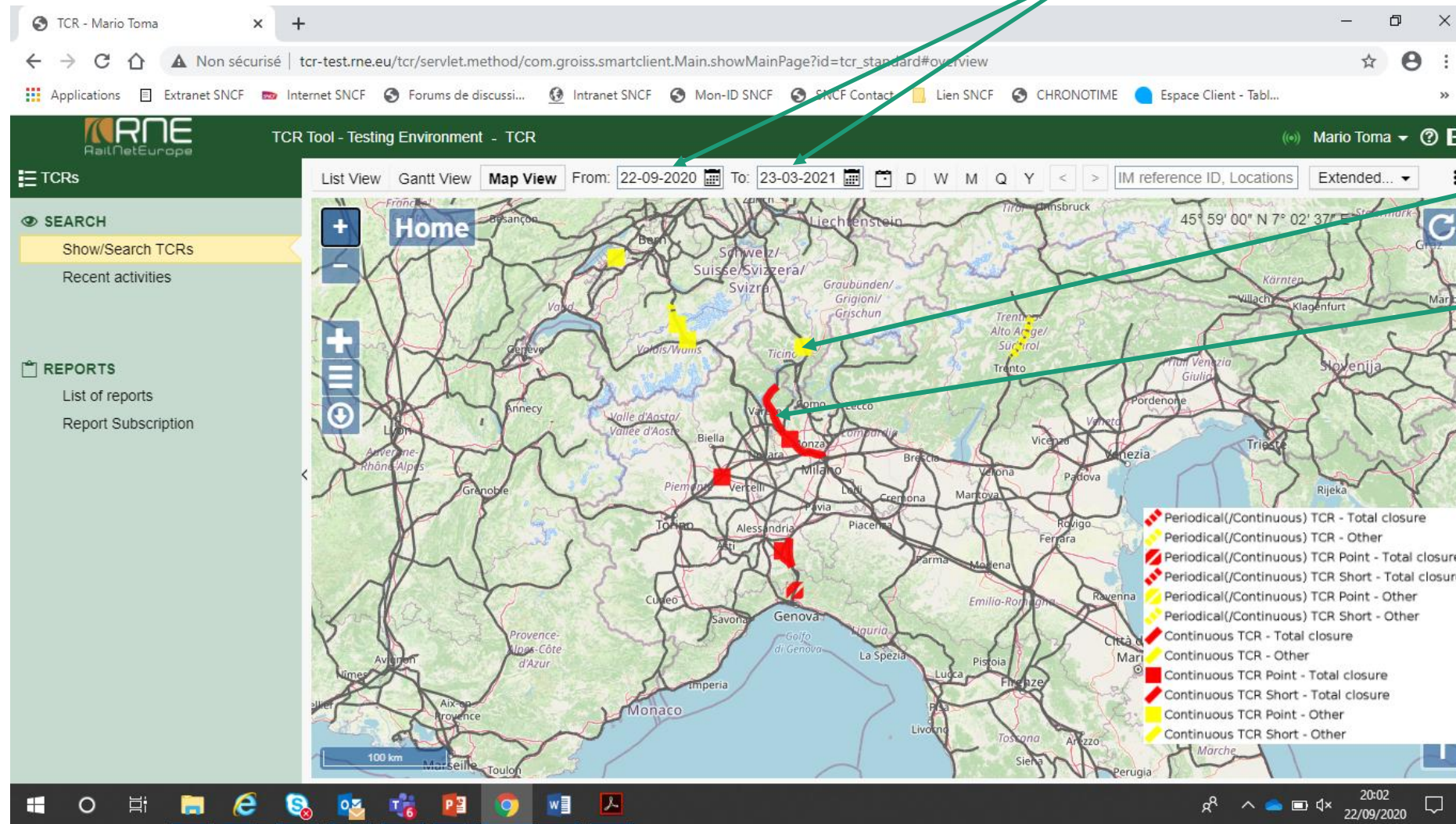
6 C-OSS Expression of needs for TT 2022

- ❖ All the requests have been received from the RUs, in spite of a confuse situation not stabilize.
We are more or less with a same requests than the TT 2021 with some news flows.
- ❖ After some doubt for the construction of TT 2022 by SNCF R due the delay of TT 2021, they think to be on time for 2022.
It's crucial for the harmonization at the borders

6 C-OSS TCR tool



6 C-OSS TCR tool example of view



6 C-OSS TCR tool example of view

The screenshot displays the C-OSS TCR tool interface in a web browser. The browser's address bar shows the URL: `tcr-test.rne.eu/tcr/servlet.method/com.groiss.smartclient.Main.showMainPage?id=tcr_standard#overview`. The page title is "TCR - Mario Toma". The interface includes a sidebar with "TCRs" and "REPORTS" sections. The main area is titled "TCR Tool - Testing Environment - TCR" and features a "Map View" tab. A map of the rail corridor is shown, with a popup window for a specific TCR event. The popup is titled "LUINO - MILANO CENTRALE" and contains the following information:

- Time from: 04.02.2019 / 00:00
- Time to: 28.03.2021 / 00:00
- Reason for Restr.: Switch
- Impact on traffic: Total Closure
- Traffic measures: Train bus replacement: FT
- Status: Publication
- IM Reference ID: RFI

A "View Details" button is located at the bottom of the popup. A legend on the right side of the map provides a key for various TCR types and their impacts, such as "Periodical/(Continuous) TCR - Total closure" and "Continuous TCR - Total closure".

Click on the section or the point for more information,

6 C-OSS TCR tool and now

- ❖ TCR tool is in development for the time being
- ❖ Progressive commissioning during 2021 with alimmentation by the IMs, the data quality and reliability of the information will be the keys to the success of this tool
- ❖ It will be not totally efficient at 100% for the start but will be improve along time
- ❖ The objective is to have a total implementation with the TTR project for improve highly the TT constructions

6/ C-OSS state of play – Request and suggestions from TAG and RAG



7 Train Performance Management: how to proceed?

- TPM WG meetings with RUs
 - Problem listing
 - ▶ Border crossings
 - ▶ Lines to develop
 - ▶ Measures to introduce
 - ▶ Performance regime update
 - Informative TPM reports
 - Data sharing & analysis
 - Establish a common basis for a discussion on quality
 - Effective interventions to eliminate obstacles
 - Performance improvement
 - ▶ End-users
 - ▶ Forwarders
 - ▶ IMs
 - ▶ Terminals
 - ▶ RUs
 - ▶ RFCs



7 Re-routing overview 3rd edition – TT2021



No new route

- Spain-France-Switzerland-Italy
- Italy
- Italy-Austria-Slovenia-Austria-Croatia-Hungary-Slovakia
- Interactive map available in CIP
- Excel sheet versions in ANNEX



Restructured content

- Shorter & simplified data
 - ▶ Same structure as other RFCs
 - ▶ CAPACITY and TM data sheets out
 - ▶ TECHICAL PARAMETERS sheet with Capacity/Usability Columns
 - ▶ Benefits – IMs/RFC/RUs – Win/Win/Win – Less workload/Less heavy document (-42 pages)

IM	Line section	Re-routing Line Section	Usage (Y/N)		Traction power (Power supply)	Train length	Line category (Axle Load)	Number of tracks	Track gauge	Intermodal freight code (Loading gauge)	Signalling	Speed	Extra running time	Load per metre	Train weight	Gradient		Border other border	Miscellaneous	Capacity	Usability	In re-routing scenarios
			Passenger	Freight												W/E	E/W					

7 Re-routing overview 3rd edition – TT2021

- ICM Handbook Revision – 2020 > 2021
 - Kick-off: 23 June
 - Phase 1: ICM Handbook revision > December 2020
 - 7 task forces
 - Allocation principles > “Alteration of an Allocated Path” applicable from TT2022
 - ▶ Handbook for International Path Alteration Management <https://rne.eu/downloads/>
 - Phase 2: Supporting tools/functions revision > May 2021



7 Customer Information Platform

RNE CIP
Customer Information Platform

Map Information Documents

Public-Map

Options

- Background maps
 - None
 - Google Physical
 - Google Streets
 - Google Hybrid
 - Google Satellite
 - OpenStreetMap
- Corridor
 - Terminals
 - Nodes
- Line Properties
 - None
 - Corridor Lines
 - Line Cat. (Lead Model)
 - Traction Power
 - Signalling Groups
 - Interm. Freight Code
 - Interop. Gauge
 - Multiint. Gauge
 - Gradient (1)
 - Gradient (2)

Search location

Segments

NAME	Value
NAME	Eindhoven - Blerick
MANAGER	ProRail
COUNTRY	The Netherlands
CATEGORY	Diversionary Line
INTERMODAL_FREIGHT_CODE	PIC 80410
INTEROPERATIONAL_GAUGE	GC
LINE_CATEGORY	D4
NATIONAL_GAUGE	G2
POWER	1,5 KV DC

Terminals

Value
Köln Niehl Hafen CTS
http://www.intermodal-terminals.eu/database/terminal/view/id/120
Stapelkai 2, Niehl Hafen - 50735
Container/Intermodal Terminal

Nodes

NAME	Value
NAME	Bilzen
MANAGER	Infrabel
COUNTRY	Belgium
CODE	FE
CATEGORY	Node
FTS_LC	BE
PLC	157

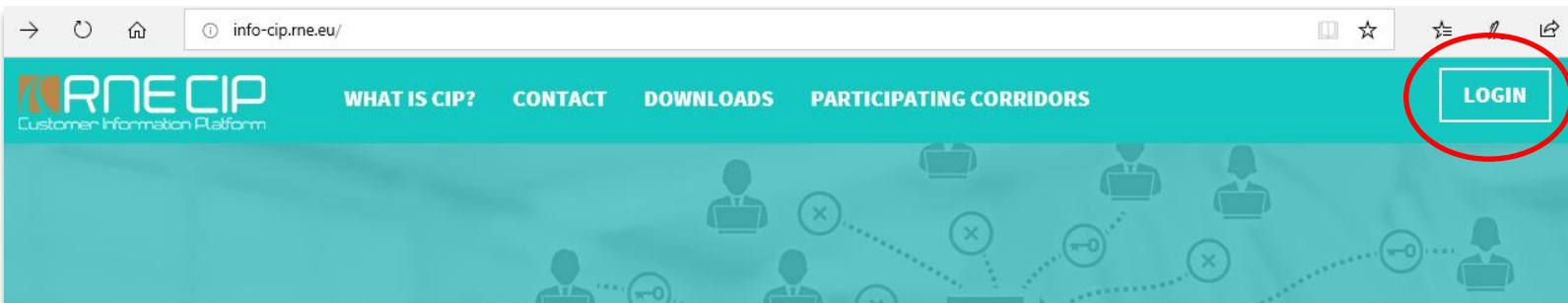
Coordinates: 5.190, 50.639

WHAT?

Single source of harmonized information for all RFCs
Available 24h a day and 7/day a week

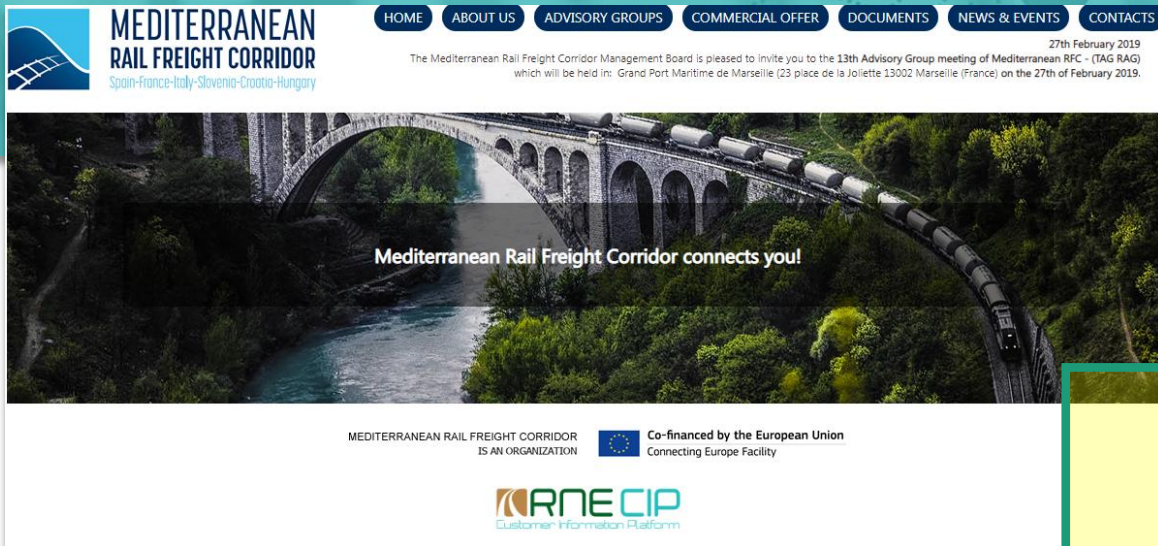
7 Customer Information Platform

<https://cip.rne.eu/apex/f?p=212:65:::>



CUSTOMER INFORMATION PLATFORM

Single source of harmonised corridor information



Customer Login

Dear customer, welcome to the Customer Information Platform of RFCs Rhine-Alpine, North Sea-Med, ScanMed, Atlantic, Baltic-Adriatic, Mediterranean, Orient/East-Med, North Sea-Baltic and Amber. To access the platform, please select the button with the type of organization you belong to.

RU / Shipper / Operator	Service Facility / Last Mile	Research Institution
Public Authority	Infrastructure Manager / AB	Other

If you need support with accessing the system, please contact our Service Desk at support.cip@rne.eu.

Free LOGIN and ACCES for all customers without registration

7 Customer Information Platform

Main
harmonised
corridor info
you can find in
CIP

Interactive
Map

Corridor
Information
Documents

The screenshot displays the RNE CIP interface. The top navigation bar includes 'Interactive Map', 'Information Documents', and 'Feedback'. Below this, a 'Multi-Corridor View' section prompts the user to select a corridor from a list of logos (All RFCs, CORRIDOR, ScanMed RFC, ATLANTIC, RFCS, etc.) and press the 'Set' button. The main area is divided into two panels. The left panel, titled 'Options', contains a tree structure for map settings: Background maps (None, Google Hybrid, OpenStreetMap), Corridor Locations (Terminals, Nodes, Corridor Line), Line Properties (Line Category, Traction Power, Signalling Groups, Intermodal Freight Code, Interoperable Gauge, Gradient, ETCS Deployment, ETCS Build Status), and ETCS Deployment. The right panel, titled 'Public-Map', shows a map of Northern Italy with various rail corridors and terminals highlighted. A legend on the right side of the map defines symbols for Nodes (Railway Node or Junction, Border Point, Handover Point, Expected Node) and By Rail Freight Corridor (Rhine-Alpine (RFC1), North Sea-Mediterranean (RFC2), ScanMed (RFC3), Atlantic (RFC4), Baltic-Adriatic (RFC5), Mediterranean (RFC6), Orient/East-Med (RFC7), North Sea-Baltic (RFC8), and expected). The bottom section, titled 'Information Documents', shows a 'Tree Structure' on the left with a list of documents: Public Information Document, Corridor Information Documents (CIDs), Book 1 - Generalities TT 2020 (RFC Rhine-Alpine, RFC North Sea-Med, RFC ScanMed, RFC Atlantic, RFC Baltic-Adriatic, RFC Mediterranean, RFC Orient/East-Med, RFC North Sea-Baltic), Book 1 - Generalities TT 2019, Book 2 - Network Statement Excerpts TT 2020, Book 2 - Network Statement Excerpts TT 2019, and Book 3 - Terminal Description TT 2020. The right side of this section, titled 'Pages', displays the content of the selected 'Public Information Document', which includes a welcome message and instructions on how to navigate the document structure.

7 Customer Information Platform – ICM function

Interactive Map | I - Information Documents | Documents | Projects | ERTMS Status

Multi-Corridor View: Dear Customer, please select the Corridor(s), the 'Interactive Map' of which you are interested in and then press the 'Set' button.

☐ All RFCs ☐ CORRIDOR RHINE-ALPINE ☐ CORRIDOR ☐ ScanMed RFC ☐ ATLANTIC ☐ RFCS ☐ MEDITERRANEAN RAIL FREIGHT CORRIDOR ☐ RFC7 ☐ Rail Freight Corridor North Sea - Baltic ☐ Alpine-Western Balkan rail freight corridor ☐ Amber ☐ Set

Map (internal)

Options

- Background maps
 - None
 - OpenStreetMap
- Corridor Locations
 - Topology
 - Terminals
 - Nodes
- Corridor Line
 - None
 - By Infrastructure Manager
 - By Rail Freight Corridor
 - RFC Line Category
- Line Properties
 - Line Category (Load Model)
 - Traction Power
 - Signalling Groups
 - Intermodal Freight Code
 - Gauging
 - Gradient Dir. 1
 - Gradient Dir. 2
- ETCS Deployment
 - ETCS Build Status
 - ETCS Deployment Type
 - ETCS Operational Level
 - ETCS System Version
- Projects
 - None
 - Infrastructure
 - Signalling
 - ERTMS

Search location

ICM Re-routing Options

Route Planning

1 : 3466743

Legend

ICM Lines:

- ICM Lines with Re-Routings
- ICM Lines without Re-Routings

Selected Corridor(s):

- Existing RFC Lines
- Expected RFC Lines

Terminals

Nodes

- Railway Node or Junction
- Border Point
- Handover Point
- Expected Node

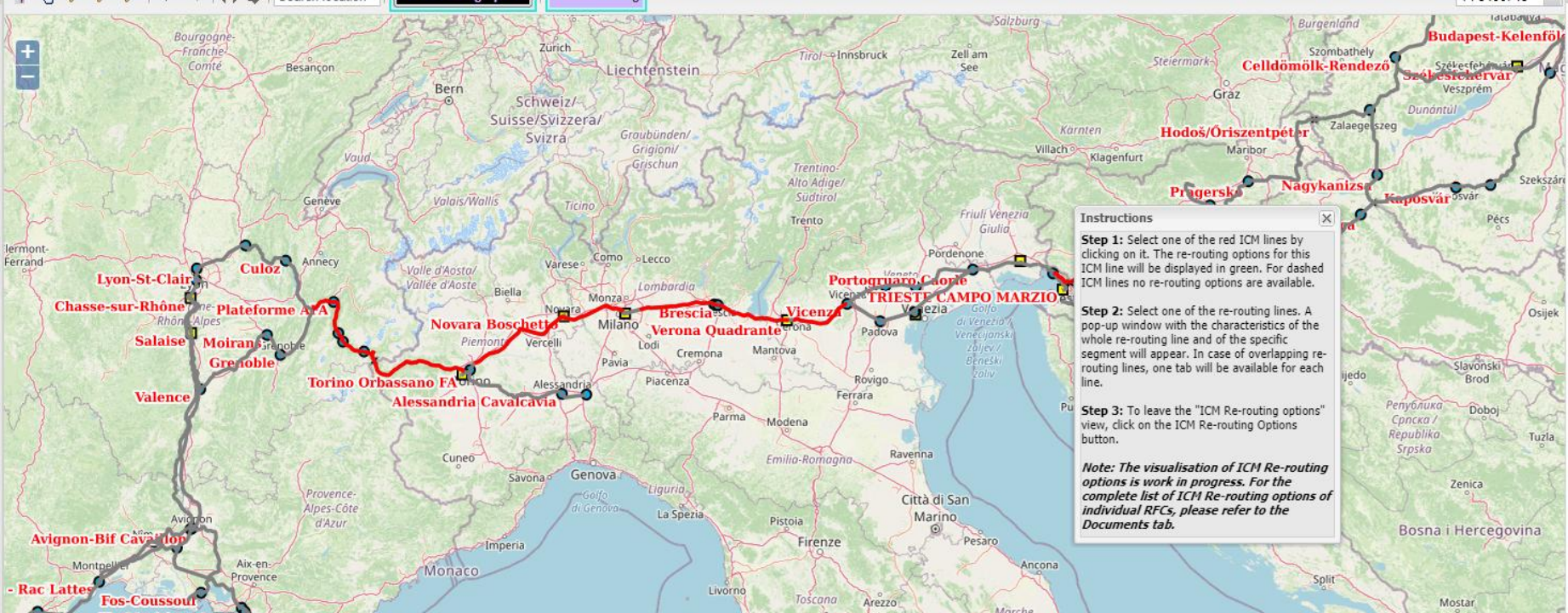
Instructions

Step 1: Select one of the red ICM lines by clicking on it. The re-routing options for this ICM line will be displayed in green. For dashed ICM lines no re-routing options are available.

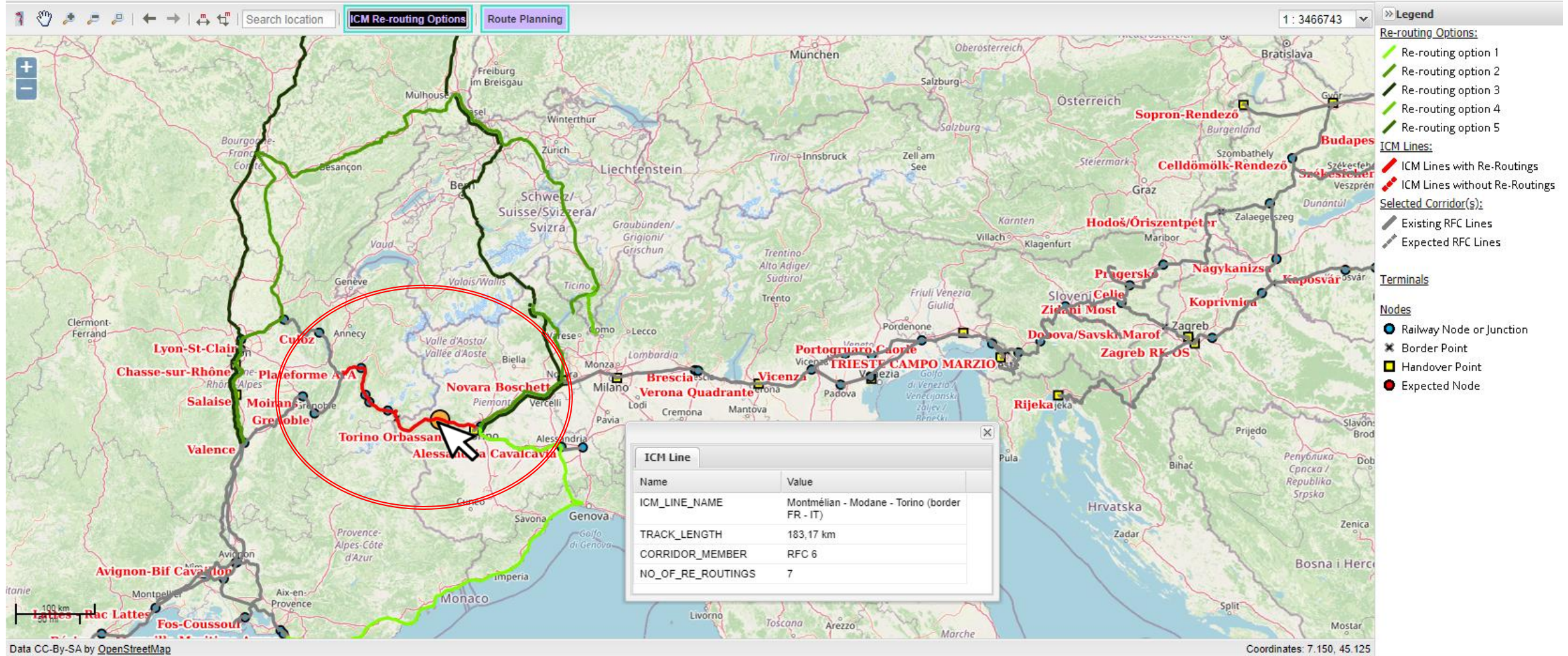
Step 2: Select one of the re-routing lines. A pop-up window with the characteristics of the whole re-routing line and of the specific segment will appear. In case of overlapping re-routing lines, one tab will be available for each line.

Step 3: To leave the "ICM Re-routing options" view, click on the ICM Re-routing Options button.

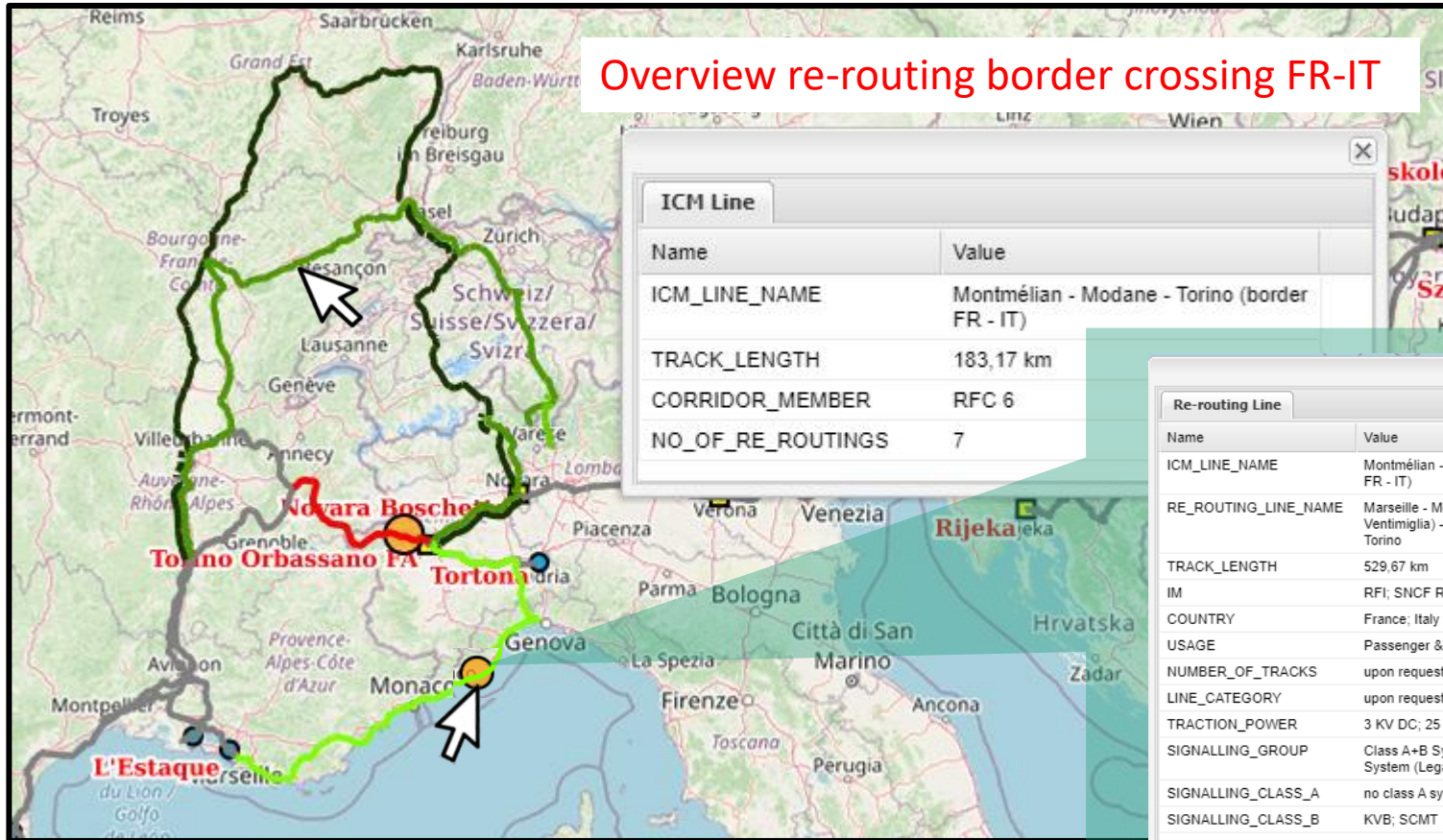
Note: The visualisation of ICM Re-routing options is work in progress. For the complete list of ICM Re-routing options of individual RFCs, please refer to the Documents tab.



7 Customer Information Platform – ICM function

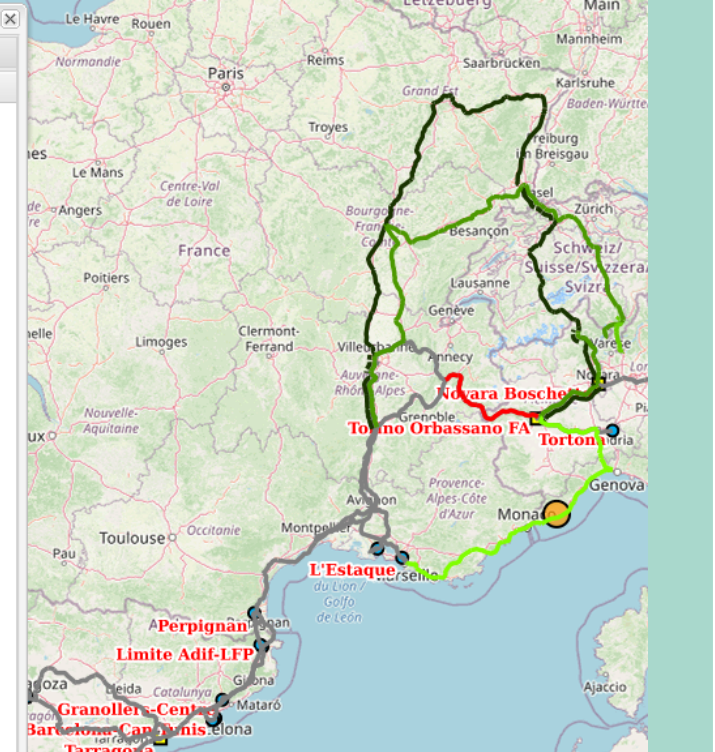


7 Customer Information Platform – ICM function



Parameters of the re-routing lines

Re-routing Line	
Name	Value
ICM_LINE_NAME	Montmélian - Modane - Torino (border FR - IT)
RE_ROUTING_LINE_NAME	Marseille - Menton (Border IT Ventimiglia) - Genova - Alessandria - Torino
TRACK_LENGTH	529,67 km
IM	RFI; SNCF Réseau
COUNTRY	France; Italy
USAGE	Passenger & Freight
NUMBER_OF_TRACKS	upon request; One; Two
LINE_CATEGORY	upon request; C4; D4; D4L
TRACTION_POWER	3 KV DC; 25 KV AC
SIGNALLING_GROUP	Class A+B System; Class B/National System (Legacy)
SIGNALLING_CLASS_A	no class A system; Class A system
SIGNALLING_CLASS_B	KVB; SCMT
TRAIN_LENGTH	upon request; 400 - 449 m; 500 - 549 m; 670 - 740/750 m
SPEED	upon request; 81 - 100 km/h; 101 - 120 km/h; ≥ 121 km/h
INTERMODAL_FREIGHT_...	upon request
GAUGING	upon request; GA; GB
GRADIENT_DIR_1	10 - 15
GRADIENT_DIR_2	15 - 20
MISCELLANEOUS	train weight depending on RU authorization; upon request



7 Customer Information Platform – ICM function



How to access the CIP?

Click on the link :

Or search CIP rne on your browser

If you need support with accessing the system, please contact CIP Service Desk:

For e-mail inquiries write to: support.cip@rne.eu **For inquiries by phone** +43 1 907 62 72 25

Service Desk opening hours on working days:

Monday - Thursday: 09:00 - 16:00

Fridays: 09:00 - 15:00

If you don't find what you're looking for, for suggestions, questions and support, the Project Manager of RFC Med is at your disposal, your feedback is valuable to us!

@ g.gargantini@railfreightcorridor6.eu or  +39 02 36642435



7 / CID Books vs. Customer Information Platform (CIP)

- Simplification of Books
 - 1 single CID Document
 - Basically 5 Chapters
 - Shorter
 - Applicable TT2022

- Digitalisation of Network Statements/CID Books
 - Upon a link register/login
 - RFC website
 - Customer Information Platform
 - Maps of the Implementation Plan
 - Applicable TT2022
 - Benefits – Less workload, more added value



Welcome to **RNE NCI**

"Network Statements and
Corridor Information Documents Platform."

Full-screen Snip



7/ COVID-19 relief measures to rail freight

Proposal for a Regulation on establishing measures for a sustainable rail market in view of the COVID-19 pandemic

- The Regulation will allow Member States to:
 - ❑ Waive track access charges and mark-ups applicable to freight trains
 - ❑ Waive reservation fees that apply to cancelled freight train paths
- The European Commission is authorized to:
 - ❑ Extend the 1 March – 31 December 2020 validity of the Regulation in case the pandemic would continue disrupting the rail freight market
- The adopted text by the Parliament corresponds fully to the Council's position. The Council will now have to formally adopt its first reading position
 - ❑ The regulation will enter into force the day after its publication in the Official Journal of the EU

7/ COVID-19 relief measures to rail freight

- The Proposed text is available as a part of the meeting document package



Brussels, 19.6.2020
COM(2020) 260 final

2020/0127 (COD)

Proposal for a

REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

establishing measures for a sustainable rail market in view of the COVID-19 pandemic

(Text with EEA relevance)

8/ User Satisfaction Survey 2019: main outcomes and suggestions



Total interviews 21 (+/-0)

Full interviews 21 (+/-0)

Partial interviews 0 (+/-0)

Invitations sent 16 (+/-0)

Interviews 11 (+/-0)

Response rate overall 69% (+/-0)
(invited by RFC only)

topic-forward used 3 (+/-0)

forward name 3 (-3)

GENERAL REMARKS:



- Highest number of answer overall
- Highest response rate
- Highest number of non-invited companies answering (10 out of 21)
- Most important field of satisfaction: RFC Communication

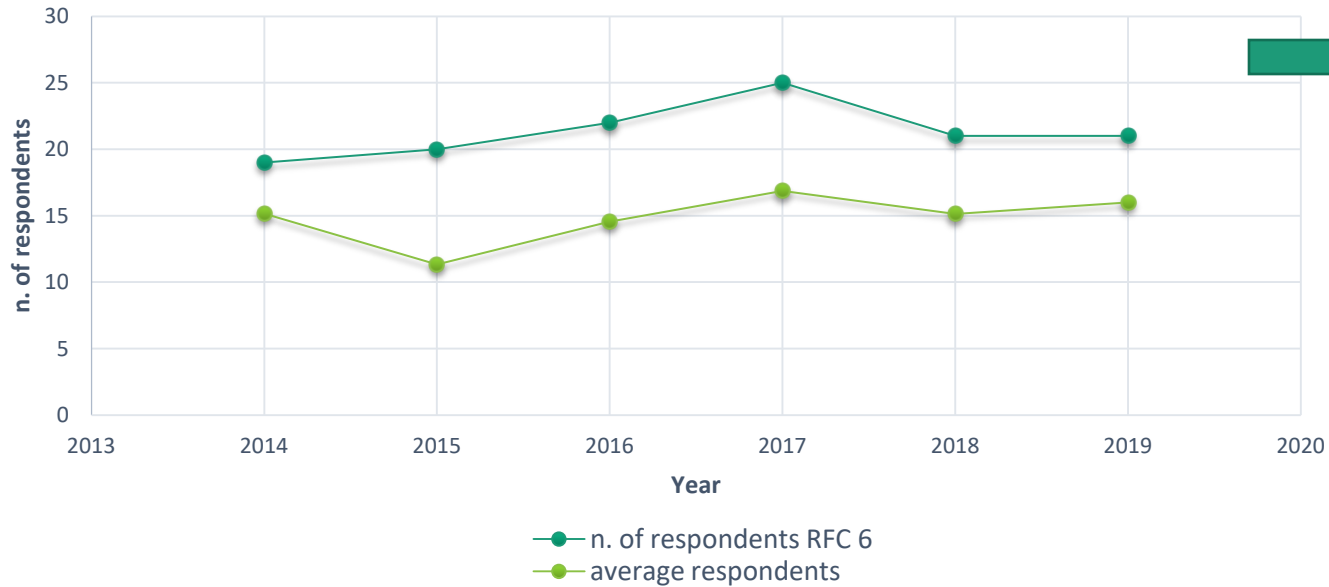
GENERAL REMARKS:



- Very few terminals/Port authority participating
- Not all questions were answered by the participants
- Most important field of unsatisfaction: Temporary Capacity Restriction coordination and PCS

The Trend of respondees is stable through the years

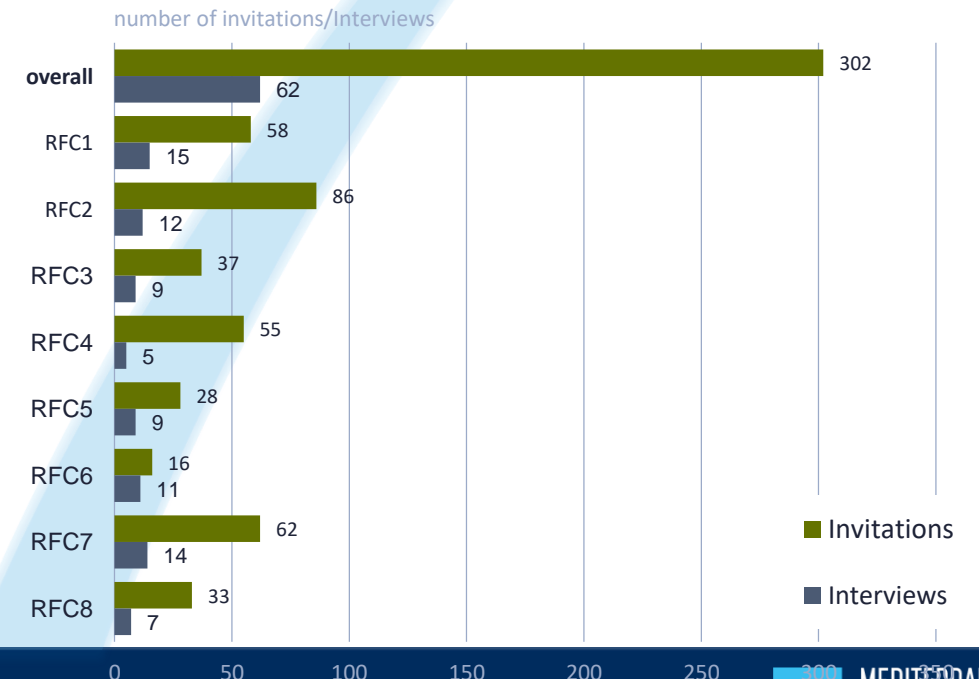
Respondents RFC 6 vs average RFCs



The number of respondees is stable through the years

The policy of RFC 6 is to invite to the USS the Uses who requested capacity during the previous TT year through the C-OSS

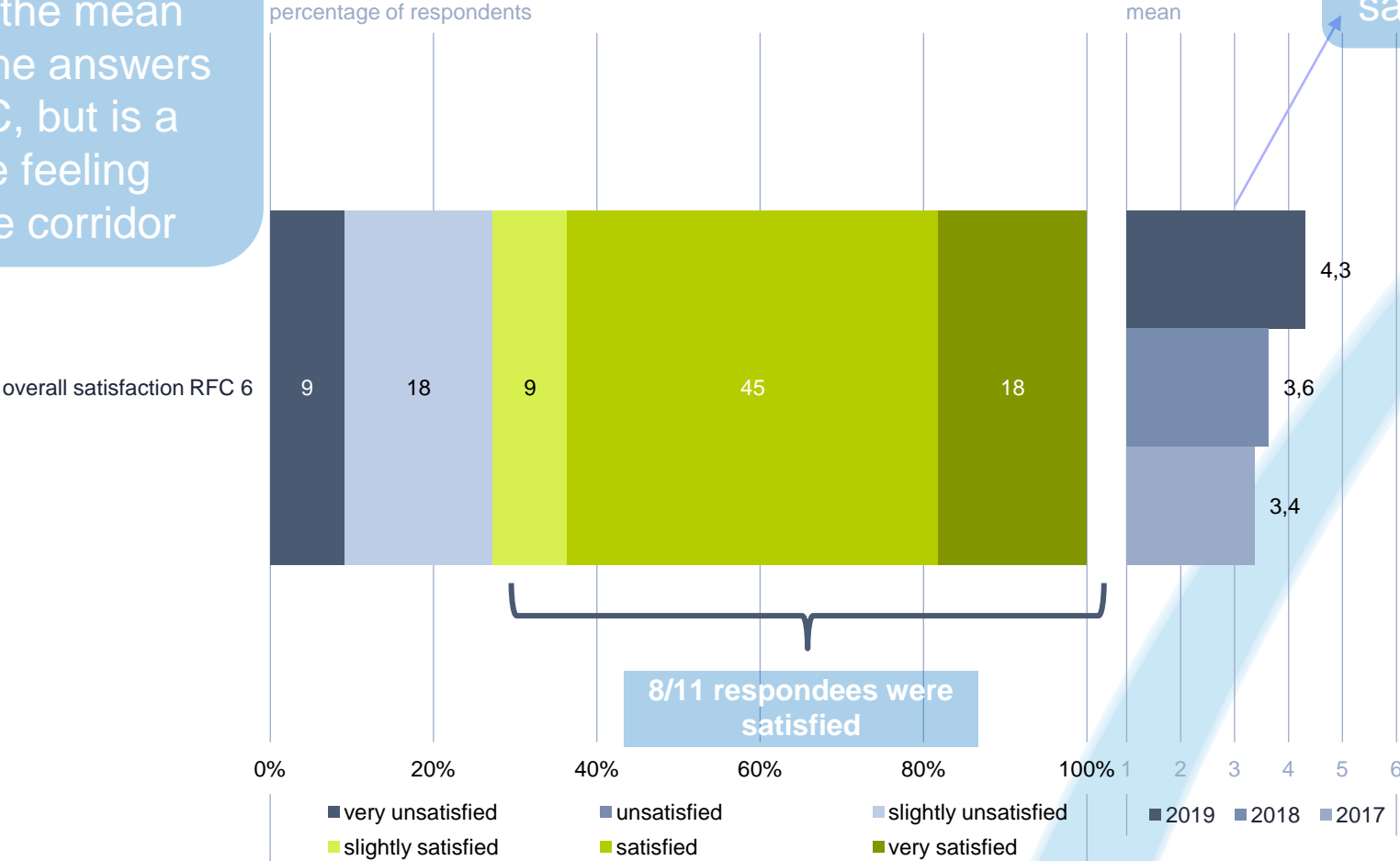
Invitations vs. total interviews



Overall Satisfaction Mediterranean RFC

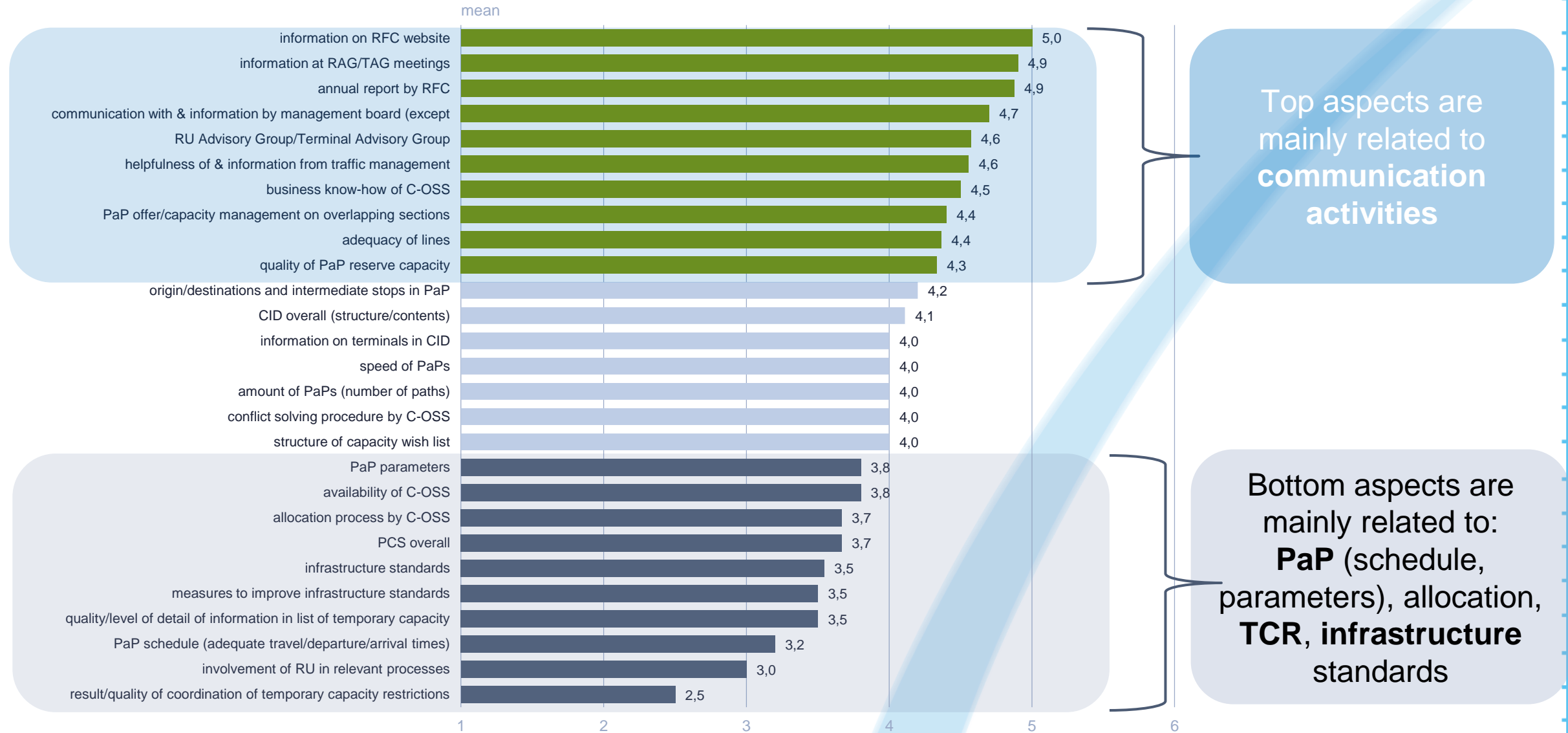
The evaluation does not depend on the mean value of all the answers for the RFC, but is a subjective feeling towards the corridor

Positive trend for satisfaction with Med RFC



"Overall, how satisfied are you as a user of the RFC(s)?"

Summary - Satisfaction Rating



8/ User Satisfaction Survey 2020: new questionnaire



The news of this year's Survey:

- All RFC Participating
- Shorter questionnaire easier to fill in
- New online platform : Survio

Remember, If you were nominated as respondent by more than one RFC, once you finished the questionnaire for the first RFC please take the time to fill it in for the other re-starting clicking on the button

TAKE SURVEY AGAIN



RFC User Satisfaction Survey 2020

The Survey begins now, don't wait till the last minute, fill it in !

<https://www.survio.com/survey/d/rfc-uss2020>

9/ Wrap-up of the meeting and main conclusions

- Deliver/monitor main request/bottleneck state of play.
- Support ICM procedures development in cooperation with RUs (simplification, common simulations..)
- Continue information sharing of relevant events among Mrd RFC stakeholders, with more effective tools
- Information/best practice sharing on Member States' support to rail re-launch/development
- Develop furtherly End-to-End Traffic Monitoring, even with terminals out of Med RFC (feed back from available RUs/Terminals)



Mediterranean Rail Freight Corridor connects you!

Thank you for your participation!

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Co-financed by the European Union
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*Thank
you*

