



**MEDITERRANEAN
RAIL FREIGHT CORRIDOR**

Spain-France-Italy-Slovenia-Croatia-Hungary



The RFC Network
User Satisfaction

Survey

2021

Report for RFC Med



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

STUDY DESIGN



- 21 respondents || 21 evaluations (16 invited/5 not invited)
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 21 invitations sent
- Field Phase: 26th August to 8th October 2021

SATISFACTION & PARTICIPATION

21

evaluations

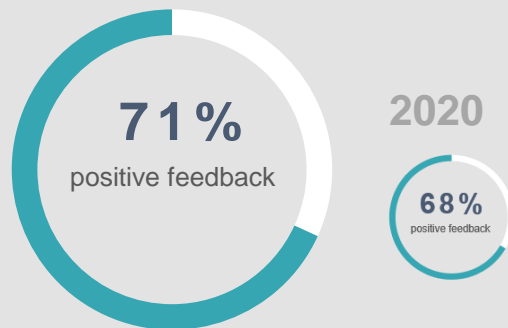
This is constant compared to the previous year (21 evaluations in 2020).

21

participants

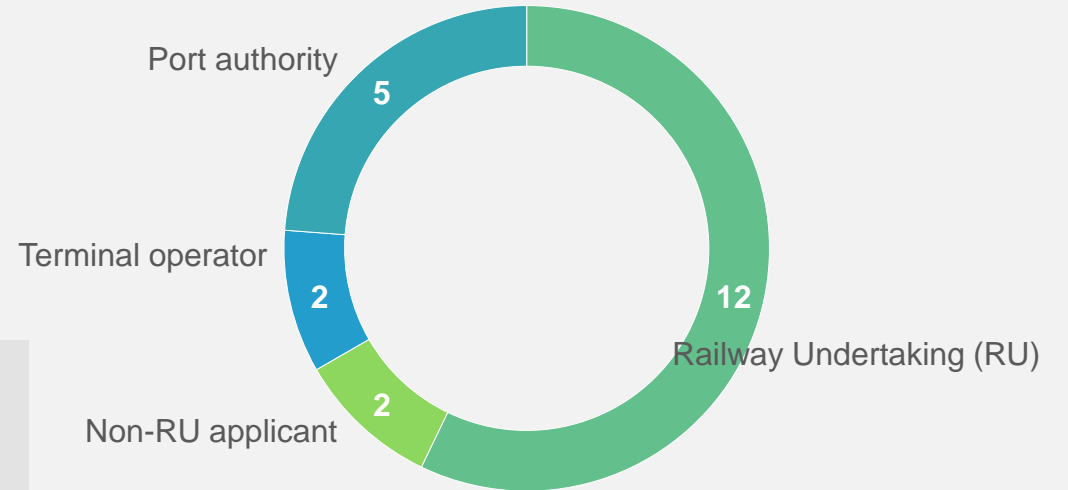
This is constant compared to the previous year (21 participants in 2020).

Customer satisfaction
2021 (+3%)

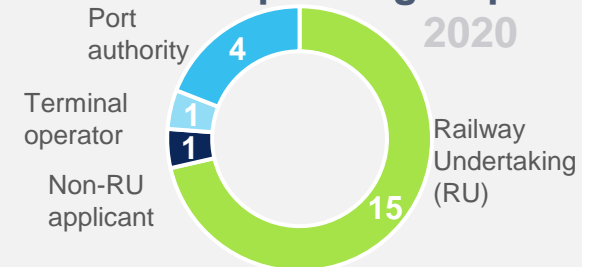


**Answers given were very satisfied, satisfied and slightly satisfied. This is constant compared to the previous year.*

2021 Participants' groups



Participants' groups



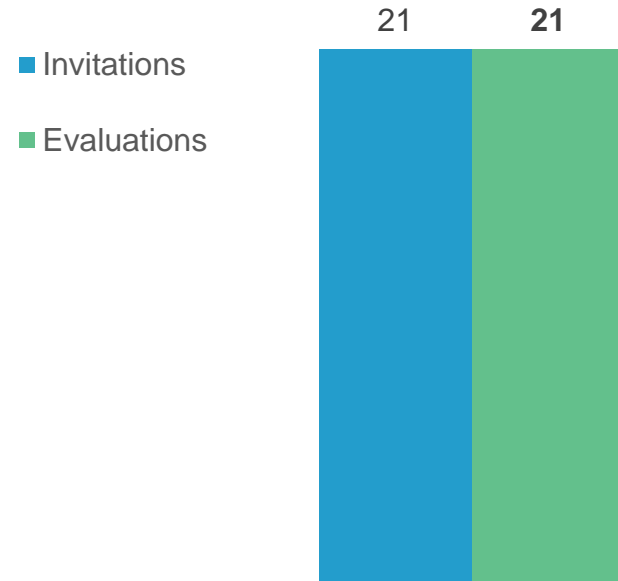
RESPONSE RATE

Compared to the previous year

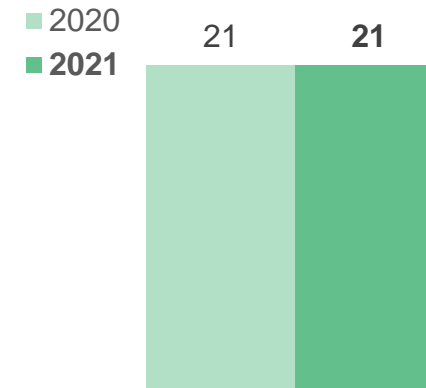


Total	21	(+/-0)
RUs/non-Rus	14	
Terminals/Ports	7	
Invitations sent	21	(+5)
Response rate overall	100%	(-31%)

Invitations vs. Evaluations ratio



Number of responses 2020 vs. 2021



Response rate invited respondents **76%**
 Response rate overall **100%**

n. of invitees	21
n. of total respondents	21
n. of total invited respondents	16
n. of respondents not invited	5
response rate invitees vs invited respondents	76%

02 SATISFACTION WITH RFC Mediterranean

INTRODUCTION

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'. Therefore, 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 Mediterranean

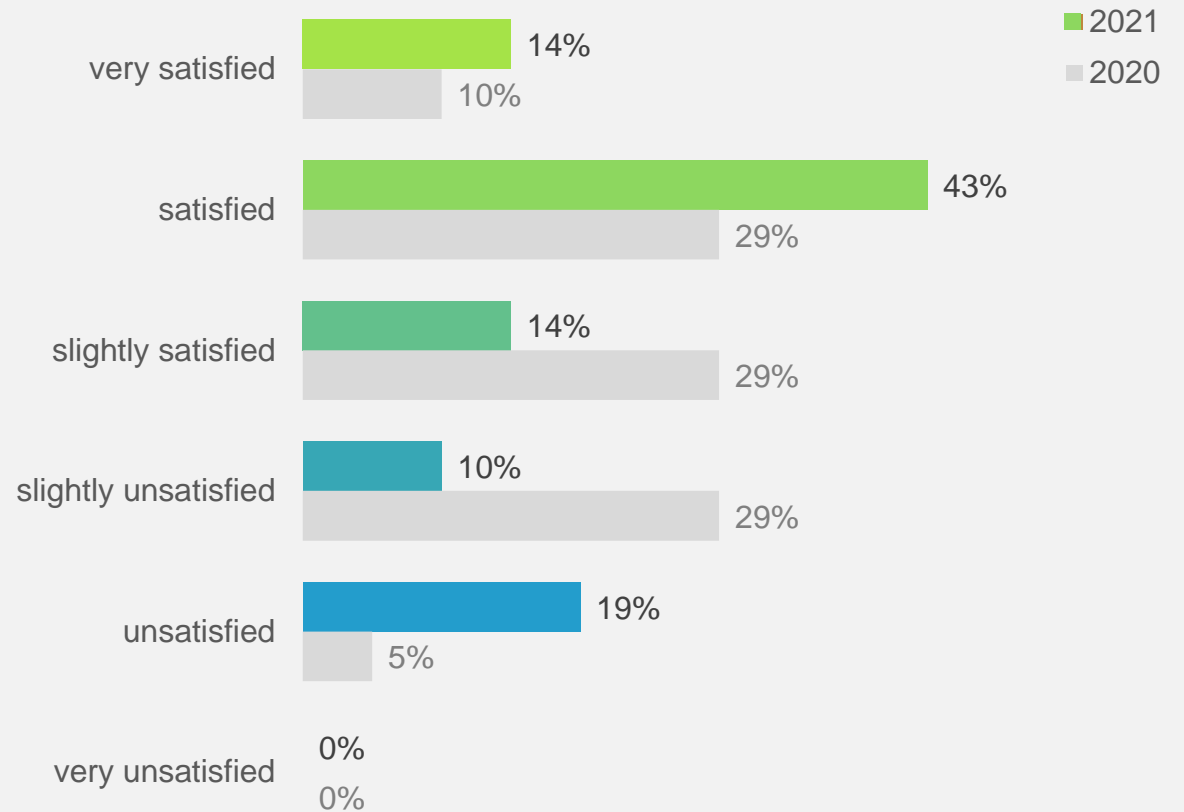
- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 21

71%↑
Generally satisfied

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

3%
Increase of satisfaction

68%
Satisfaction
2020



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 = 21

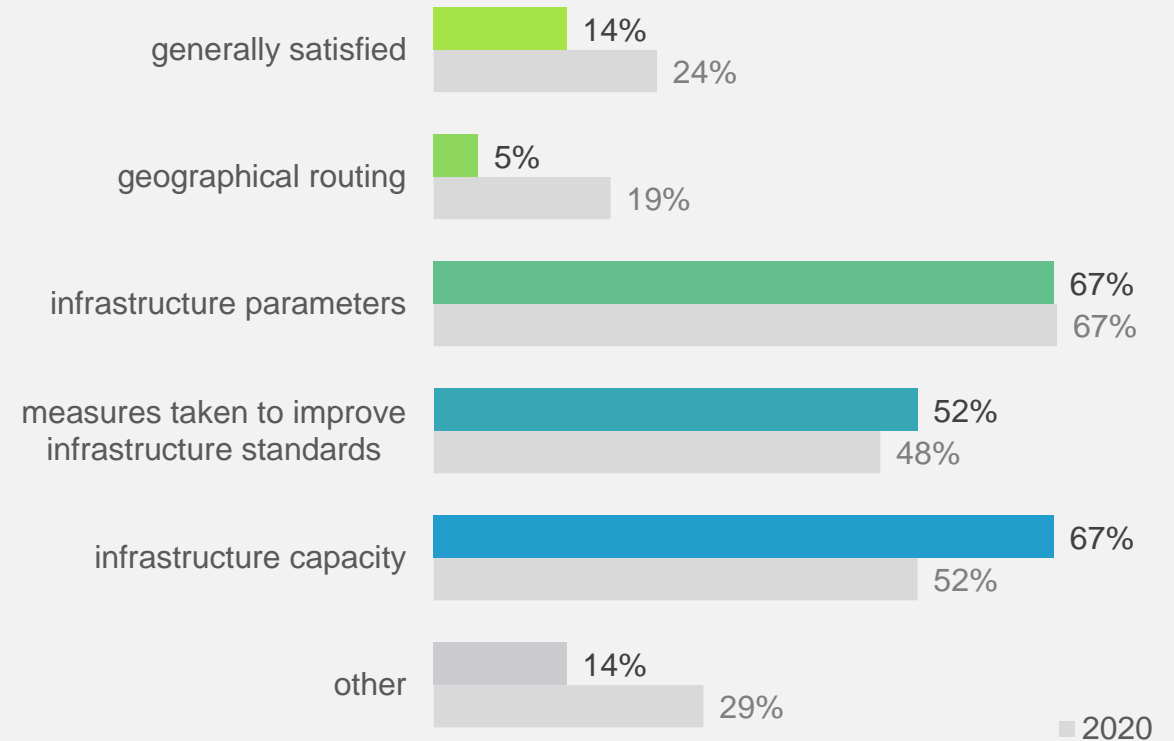
14%↓

Generally satisfied

*This is a 10% decrease in satisfaction compared to last year.
Sample size 2020: 21*

Focus on

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



Other:

- Interoperability improvements
- operational level

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 = 21

24% ↑

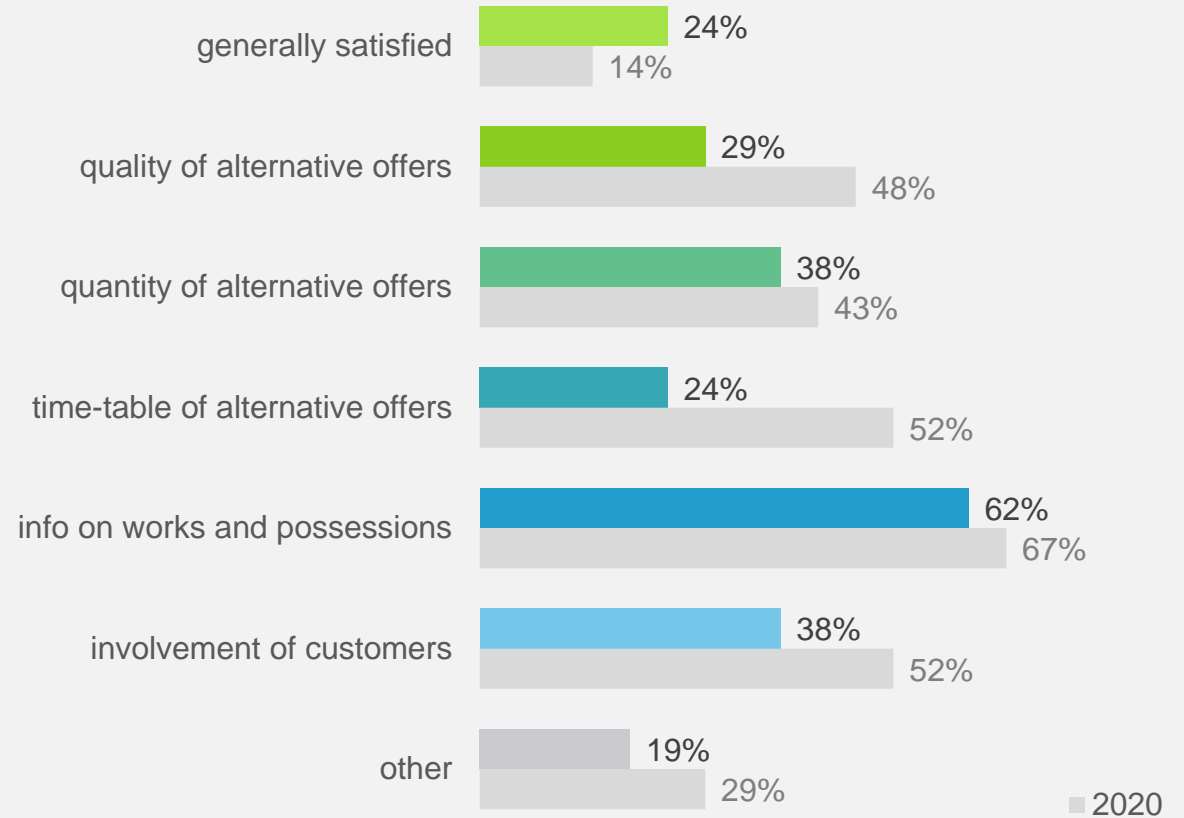
Generally satisfied

This is a 10% increase in satisfaction compared to last year.

Sample size 2020: 21



There is a general decrease in the request for improvement



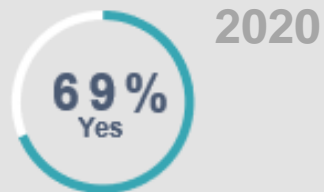
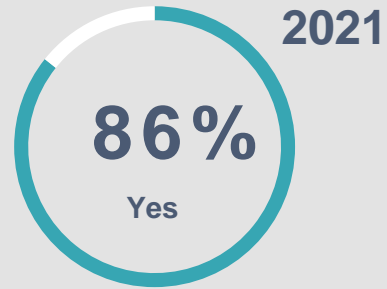
OTHER COMMENTS:

RFC Med:

- We need more transparency on some TCRs planning and we need infos earlier (see the Slovenian case in 2021...)
- Serious lack of coordination
- The timing and planning of TCRs, sometimes we don't have enough time to prepare
- The information on works, restriction and alternatives taking in consideration the internal services provided in terminals, not only corridor capacity

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



COMMENTS



Reasons for not ordering via the C-OSS:

Operating on RFC6 through subsidiaries

we are the RU in the middle, we have not enough info to apply 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 = 14

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 = 14

29% ↑

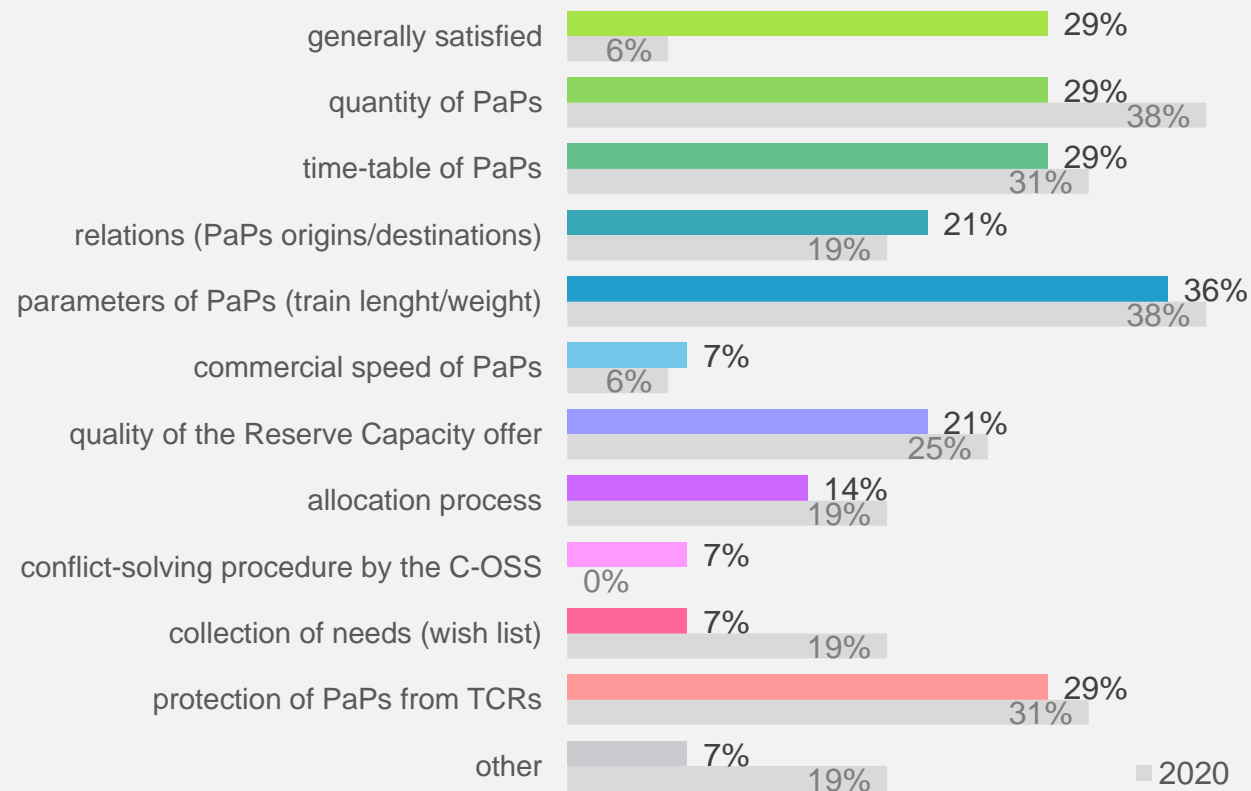
Generally satisfied

There was an increase in satisfaction compared to last year.

Sample size 2020: 16

Focus on

- 1 Parameter of PaPs (36%) 5/14
- 2 Quantity & TT of PaPs (29%) 4/14
- 3 Protection of PaPs from TCRs (29%)



■ **Other:** In case of collection of needs C-OSS have to deliver offer to the customers on a satisfactory level.

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 = 21

38% ↑

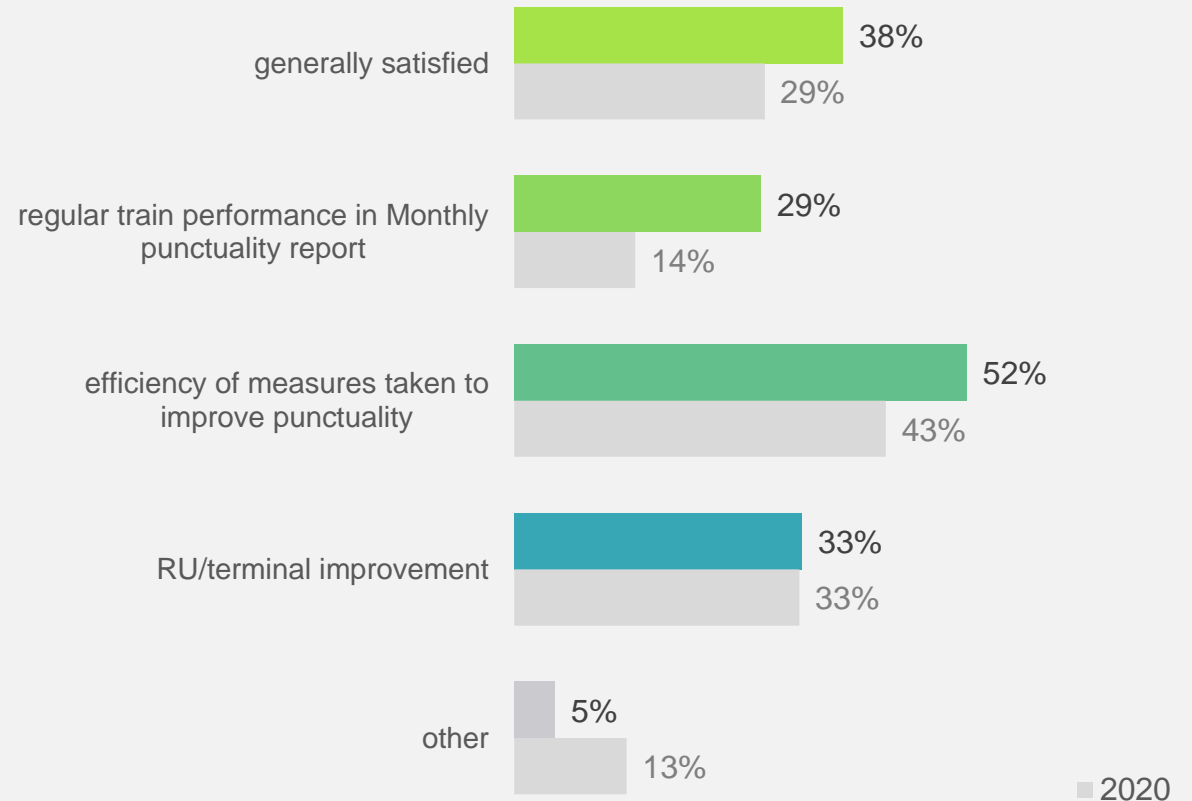
Generally satisfied

This is an increase in satisfaction compared to last year.

Sample size 2020: 21

Focus on

- 1 Efficiency of measures taken to improve punctuality (52%;11/21)
- 2 RU/terminal improvement
- 3 regular train performance in report



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 = 14

Multiple answers can be chosen

57% ↑

Generally satisfied

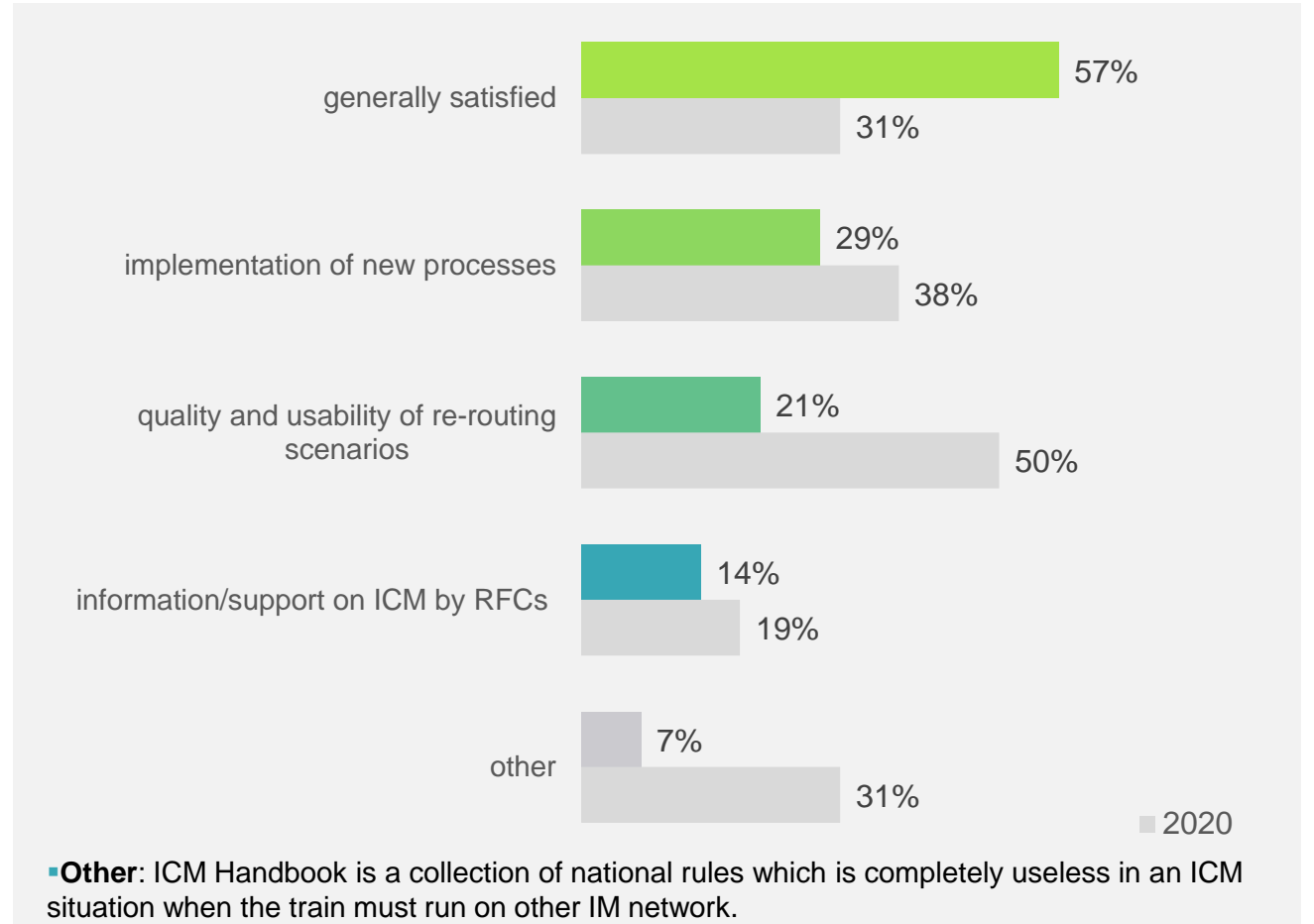
There was an increase in satisfaction compared to last year.

Sample size 2020: 16

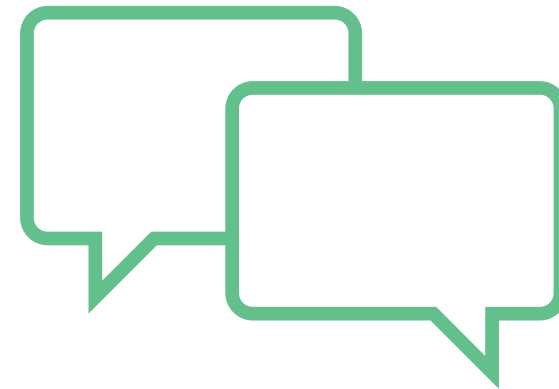
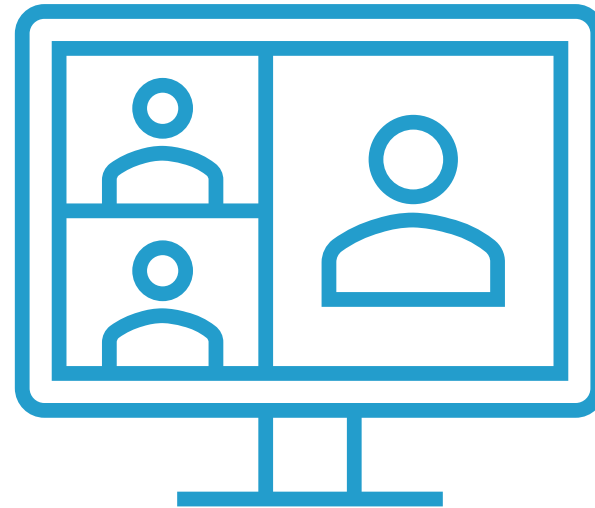
Focus on

1 Implementation of new processes

2 Quality and usability of re-routing scenarios



COMPANY PARTICIPATION IN RAG TAG MEETINGS



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 21

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 = 21

Multiple answers can be chosen

52% ↑

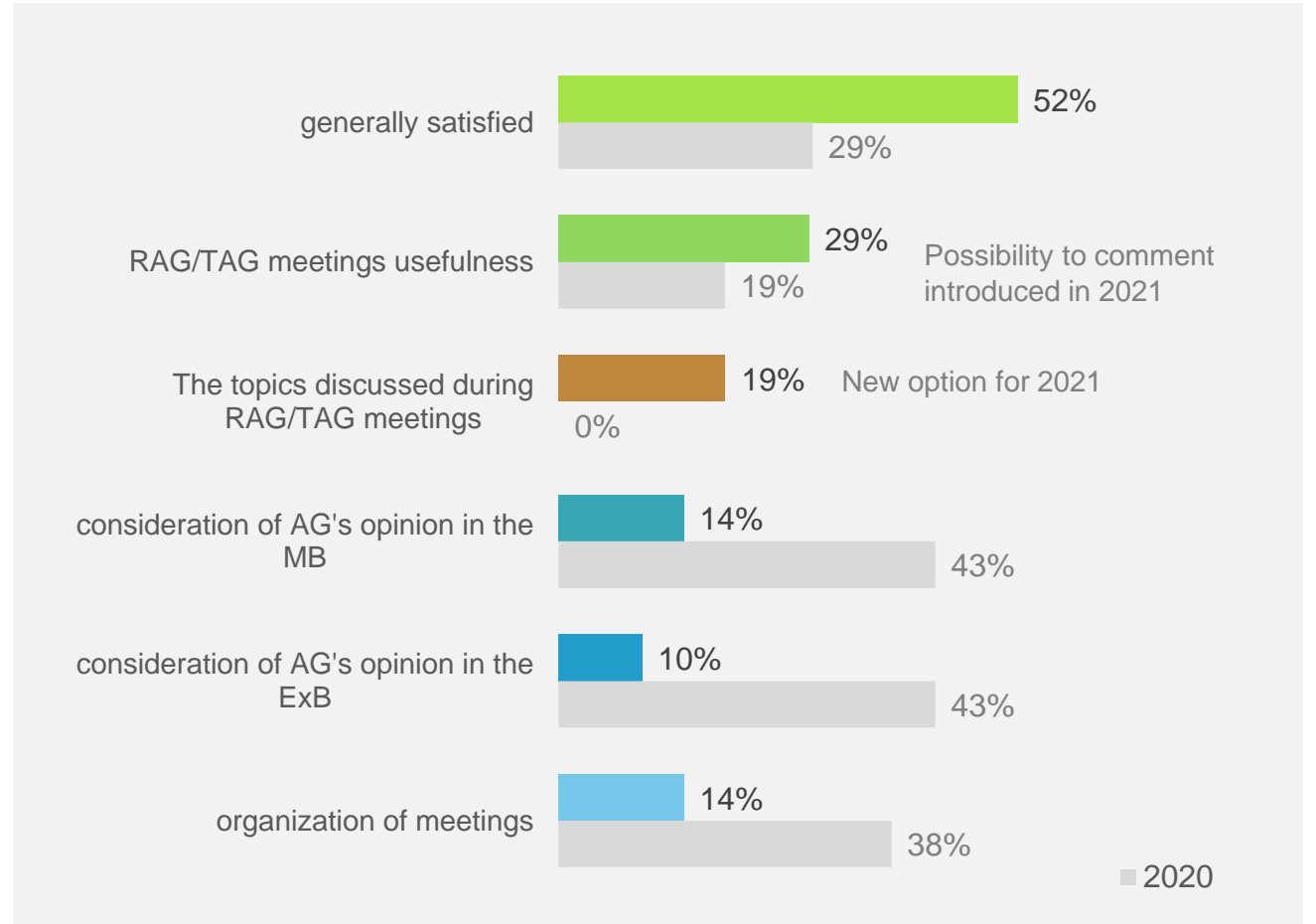
Generally satisfied

This is a consistent increase in satisfaction compared to last year.

Sample size 2020: 21

Focus on

1 RAG/TAG meetings usefulness is the top priority replacing the Consideration of AG opinion by ExBo and MB



Comments within the request to specify the request for usefulness of the meetings:

COMMENTS from RU – non-RU applicants

- we miss answers from IM's on questions and suggestions from RU's
- After the meetings, we need more feedbacks to understand if our requests will evolve into a good phase.
- It could be a place for mutual decisions about e.g different scenarios for TCR
- No concrete follow-up/result on discussed matters

COMMENTS from Terminals/Ports

- Discussing topics more adapted to the needs (benchmarks, new developments, innovation,...)
- Online

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 = 21

Multiple answers can be chosen

29% ↑

Generally satisfied

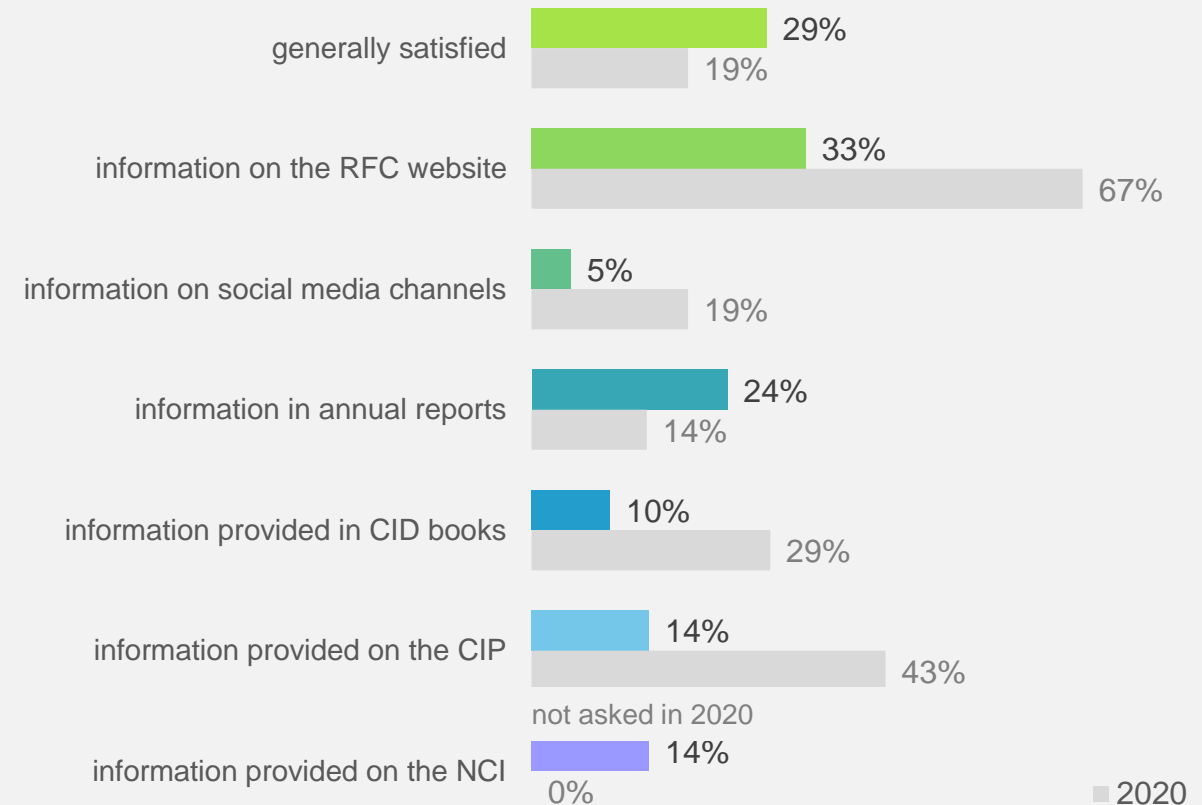
The satisfaction in the communication by the RFC increased of 10%

Sample size 2020: 21

Focus on

1 information on RFC website (7/21)

2 information in the Annual Report



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 = 21

Multiple answers can be chosen

14% ↑

Generally satisfied

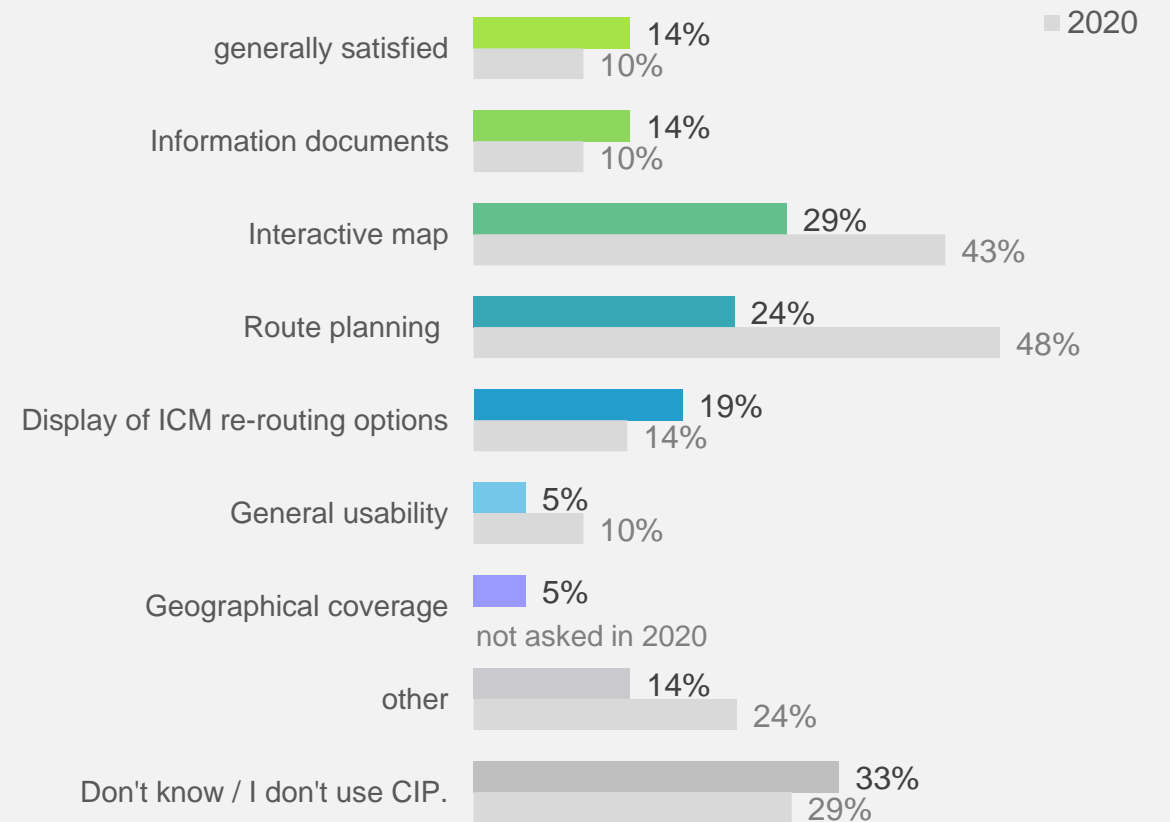
This is a light increase in satisfaction compared to last year 27% for the RFC Network.

Sample size 2020: 21

33%

Slight increase in the answer "Don't know / don't use CIP"

AVERAGE FOR RFC Network: 35%



Comments under OTHER in the CIP question:

COMMENTS from RU – non-RU applicants

- Usability, maybe some training would be useful
- add information on the distance (km) among stations
- Complete + reliable infra data / fill gaps where no info / include info on capacity, PaPs / develop for route compatibility check

COMMENTS from Terminals/Ports

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)?
- » Answered by: RUs/non-RUs
- » sample size = 14

Not asked in 2020 (current topic)
Multiple answers admitted


7%

Reported no problems

OTHER, COMMENTS

See several concrete problems listed on following slides.

not asked in 2020

no problems  7%

The company answering "No problem" then also inserted slight and severe problems.

slight problems, comment:  43%

- Work in Maurienne valley between Ambérieu and Modane (2)
- Gyekenyes border communication between IM's (3)
- French and Slovenian side: waiting for new infrastructures
- Villa Opicina

severe problems, comment:  71%

- Villa Opicina (5)
- Dobova
- Terminals (ES)
- It's not possible to run by night during many days per years. So our rail line is in danger (ES,FR)
- Modane
- Gyekenyes

OTHER COMMENTS:

SLIGHT PROBLEMS:

- Work in Maurienne valley between Ambérieu and Modane
- Gyekenyes border communication between IM's.
- Gyékényes border - police control, long waiting times at CRO section
- French and Slovenian side: waiting for new infrastructures
- Villa Opicina, Modane
- Gyekenyes border

SEVERE PROBLEMS:

- Yes on borders and lines (a lot of line closures till 2025)
- Border between Italy and Slovenija(Villa Opicina), border between Slovenija and Croatia (Dobova), line Divača Koper
- Terminals
- Villa Opicina border is usually full...
- It's not possible to run by night during many days per years. So our rail line is in danger
- Non harmonized TCRs in Italy and Slovenia and Croatia mostly without any coordination with customers.
- Gyekenyes
- In Modane due to the severals works on line the quality is severely impacted
- Yes, we do, mainly in Slovenia and in Italy, for example in Villa Opicina station, or on the whole Slovenian network west from Ljubljana.
- bottleneck on slo network because of rail works

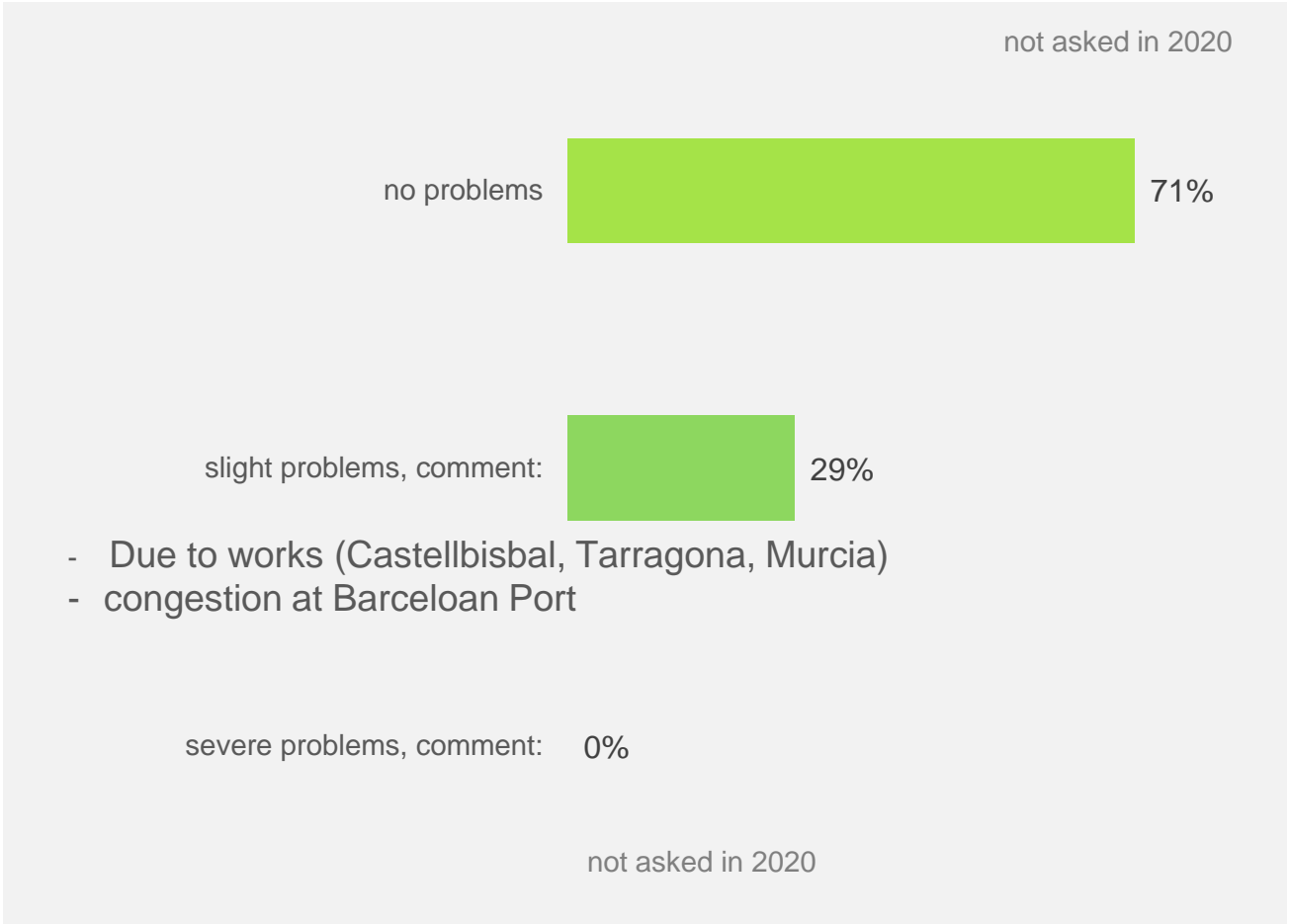
CAPACITY BOTTLENECKS ALONG THE RFC - B

Current topic 2: asked to Ports and Terminals

- » Does your company face capacity bottlenecks on lines / handover stations leading to terminals and ports?
- » Answered by: ports and terminals
- » sample size = 7

71%
Reported no problems

OTHER, COMMENTS



04 SUMMARY

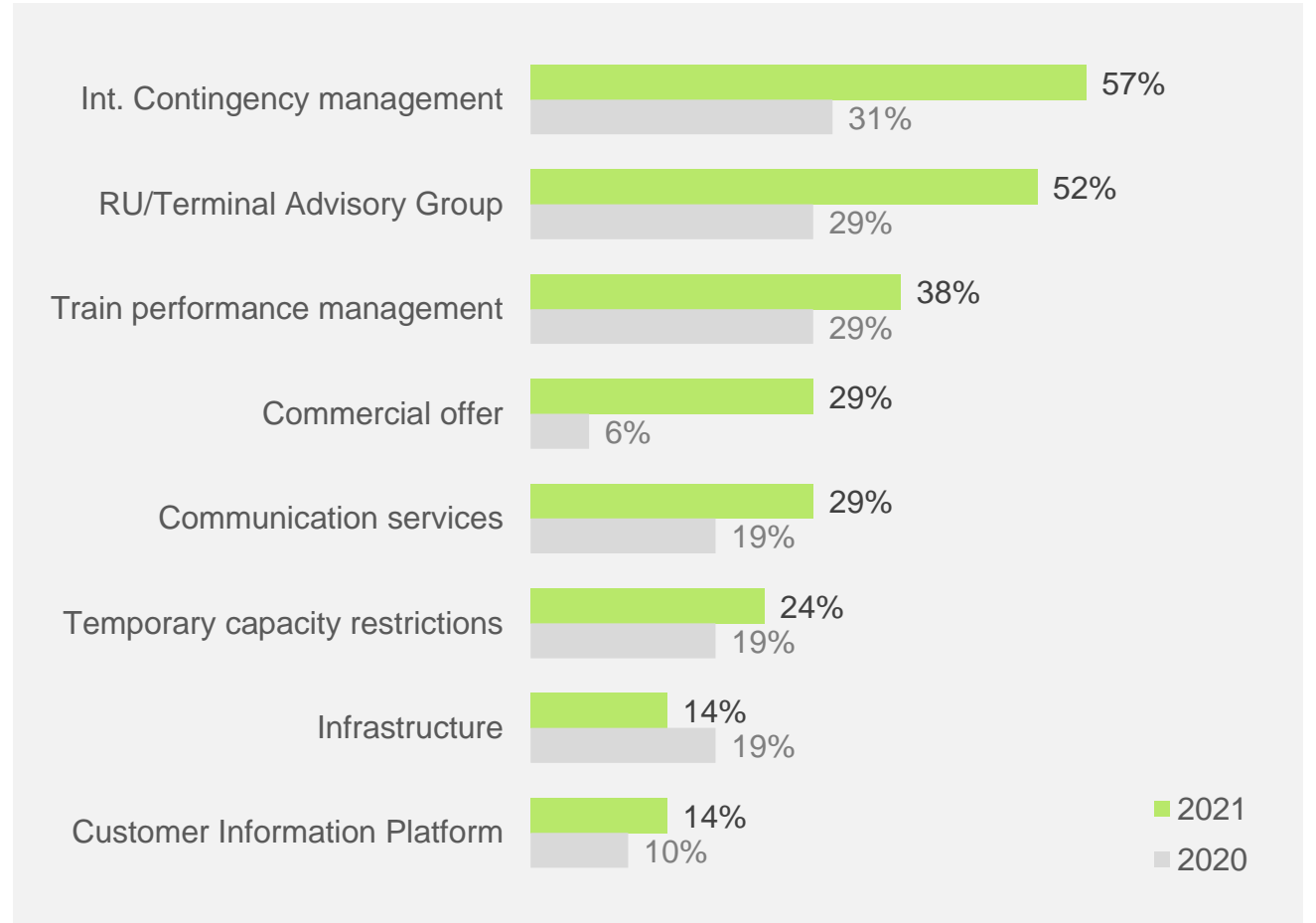


SUMMARY – SATISFACTION RATING EACH TOPIC (descending order)

All respondents

- » General satisfaction
- » **This question was not asked for all topics of the survey**
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample size only for commercial offer and ICM (just Rus – non-Ru applicants)

Average satisfaction for all topics
30%



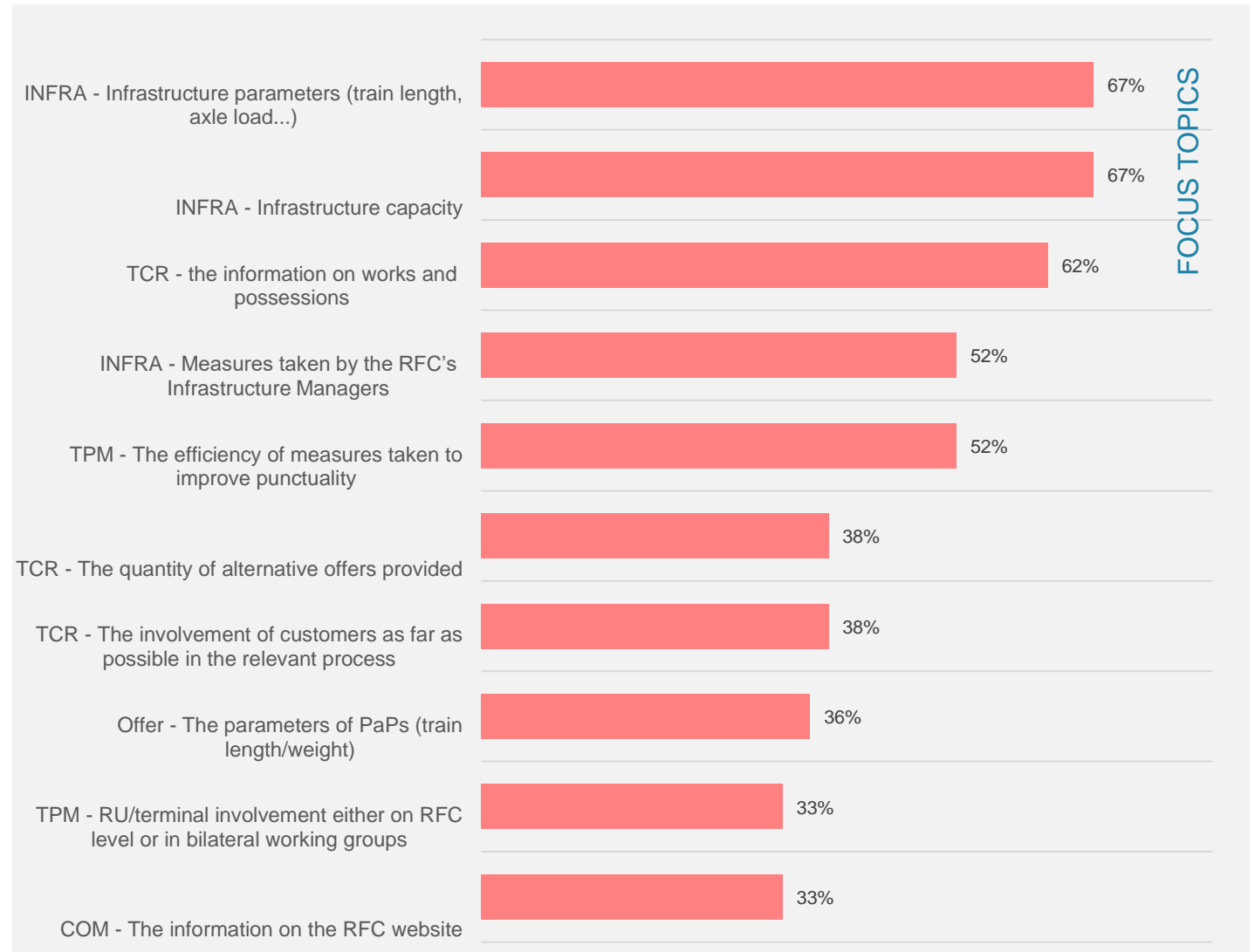
SUMMARY – TOP 10 FOCUS TOPICS

All respondents

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

Top 3 topics where action is required

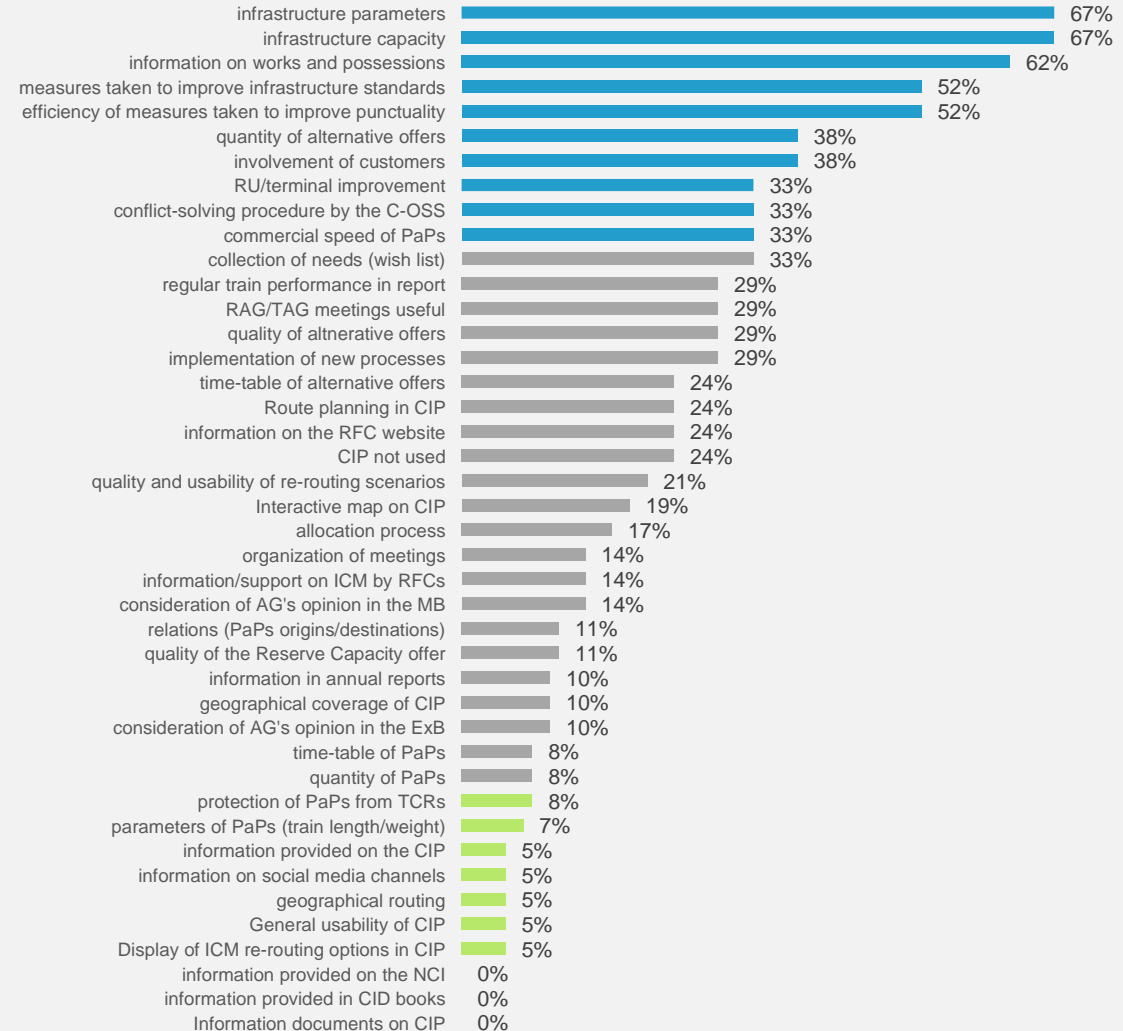
1. Infrastructure parameters
2. Infrastructure capacity
3. The information on works and possessions



SUMMARY – WISH FOR IMPROVEMENT

All respondents

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



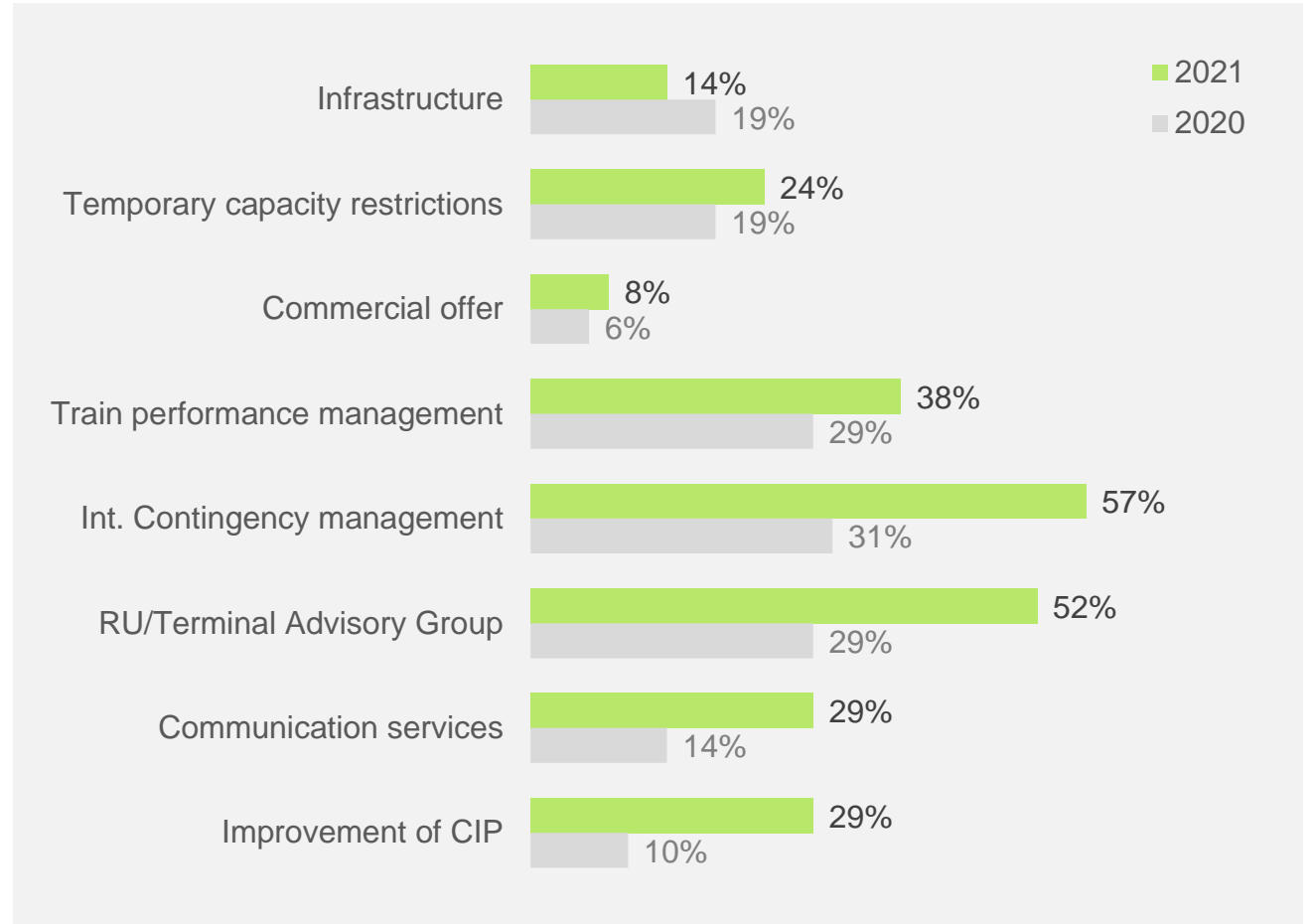
FOCUS TOPICS

LESS URGENT

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



**THANKS TO ALL STAKEHOLDERS WHO TOOK PART IN THE
SURVEY 2021 AND GAVE US FEEDBACK TO IMPROVE OUR
WORK**

**We will provide a detailed follow-up during next Advisory
Group**

Merci

THANK YOU!

Köszönöm

Gracias

Hvala

Grazie

Vielen Dank

Gràcies

Dziękuję