



The RFC Network
User Satisfaction

Survey 2022

Report for RFC Med



Co-funded by
the European Union

STUDY DESIGN



- 19 participants || 19 evaluations*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 21 invitations sent
- Field Phase: 19th September to 10th November 2022

**including DB Cargo feedback, sent in a different format.*

SATISFACTION & PARTICIPATION

19

Evaluations*

This is -2 compared to the previous year (21 evaluations in 2021).

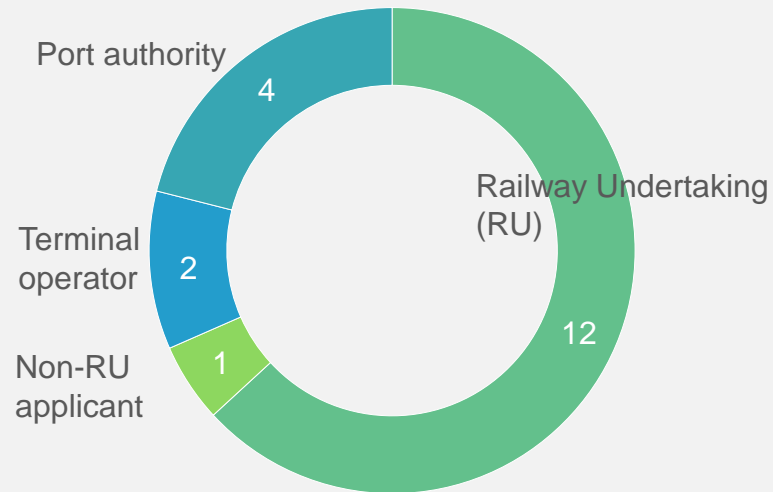
*Including DB Cargo feedback which was given in a different format.

19

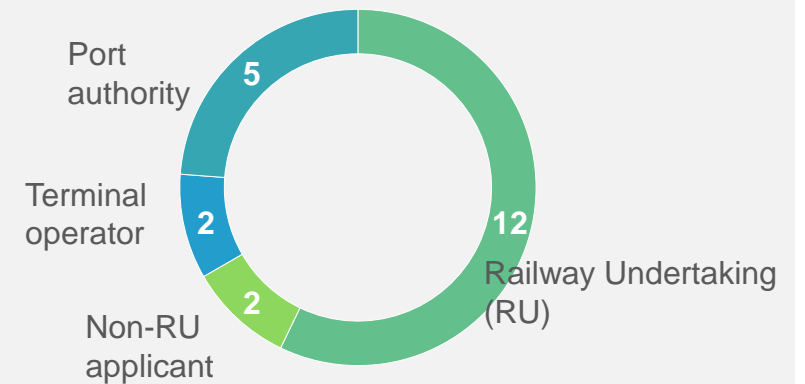
Participants

This is -2 compared to the previous year (21 participants in 2021).

2022 Participants' groups



2021 Participants' groups



RESPONSE RATE

Compared to the previous year

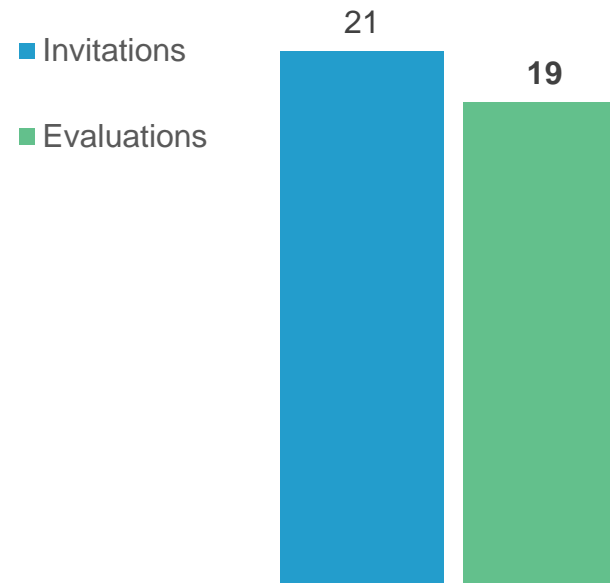


Total	19	(+/-0)
RUs/non-Rus	13	*including DB Cargo
Terminals/Ports	6	
Invitations sent	21	
Response rate overall	90%	

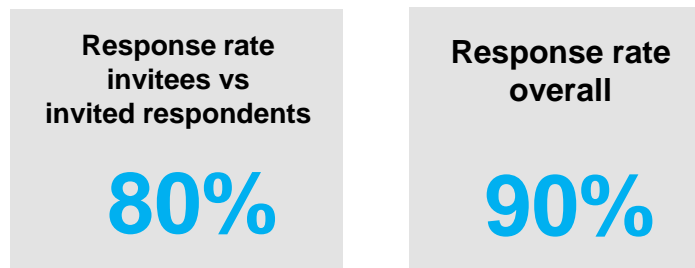
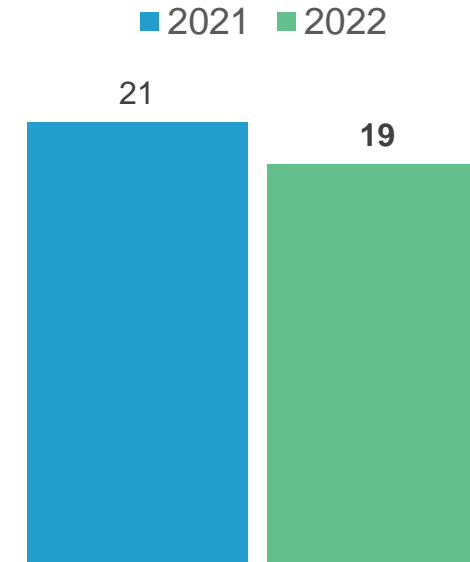
Response rate overall RFC Network: 25%

n. of invitees	21
n. of total respondents	19
n. of total invited respondents	16
n. of respondents not invited	2

Invitations vs. Evaluations ratio



Number of responses 2022 vs. 2021



02 SATISFACTION WITH RFC Mediterranean

INTRODUCTION

The RFC USS 2022 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

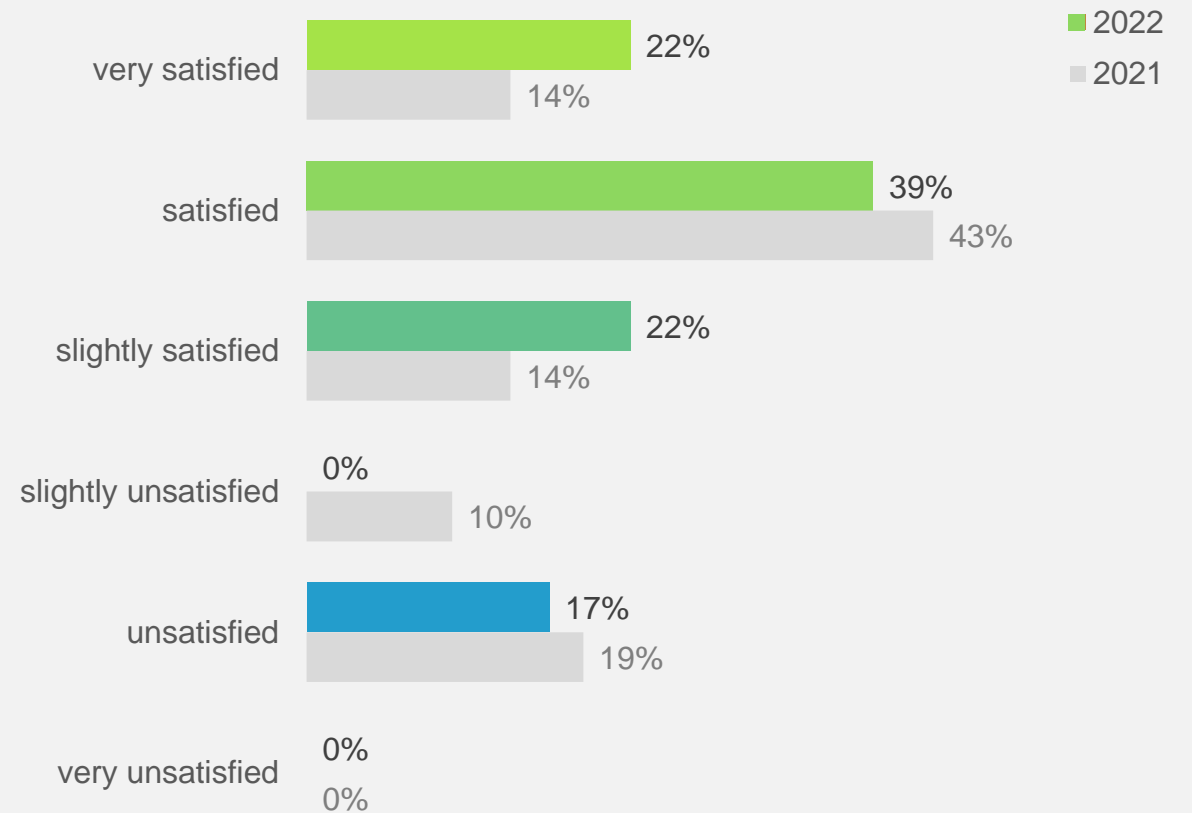
- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

83% ↑
Generally satisfied

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

71%
Satisfaction
2020

Increase of satisfaction



SATISFACTION

Detailed Comments:

Very satisfied:

- Mediterranean RFC has made a great job keeping their clients up to date in topics like works in project, future milestones related to European Infrastructure. Their members have been available whenever I needed it.
- always ready to help us

Satisfied: no detailed comments

Slightly satisfied:

- The latest QCO (30 September) was fruitful but it needs to be more regular with follow up of ongoing actions
- Very good cooperation, but too much activities to make for the QCO groups. We ask to make one activity per time, because we don't have enough people to follow everything.
- We use it very few times

Unsatisfied:

- There is far too much rail work between France and Italy. In addition, the work is not well coordinated between the countries
- Capacity restrictions in Slovenia and Croatia hugely affecting us

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 = 18
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

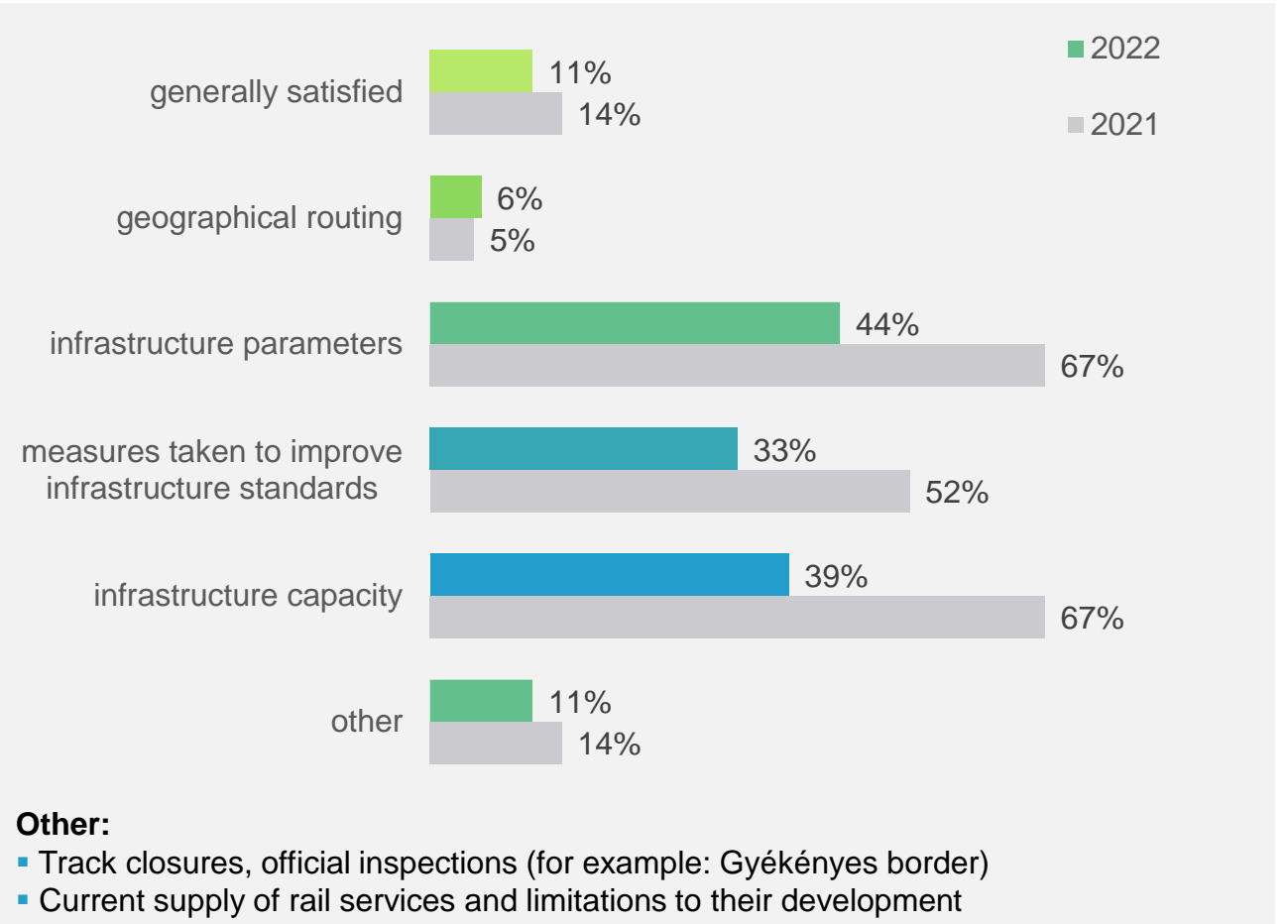
Multiple answers can be chosen

11% ↓
Generally satisfied

Sample size 2021: 21

Focus on

- 1 Infrastructure parameters
 - 2 Infrastructure capacity (50% of RUs selection)
- Remain top selections



WISH FOR IMPROVEMENT IN INFRASTRUCTURE

Detailed Comments:

RU/Non-RU:

- The Corridor should ensure that each IM produces reliable and robust end-to-end train paths by ensuring proper harmonization of border operations throughout the duration of the timetable service. Today, some variants produced by SNCF Réseau are not harmonized at the border with Italian train paths“
- We need more accurate and stabilise capacity
- This year the process for TT2023 Annual Capacity is still ongoing. No paths have been created in some requests or they have been assigned wrongly or not harmonised. The worst part is the lack of communication from the infrastructure managers about this issue.

Ports/Terminals:

- In order to improve infrastructure and service supply, we believe it is important to understand the service offer and the constraints faced by customers and operators.
- It will be useful to be able to reach the information about the infrastructure capacity directly on a web interface. in this way could be more easier to plan new transport and investment on the railway infrastructure.
- It its necessary to complete de link between Spain and France

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 = 18
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

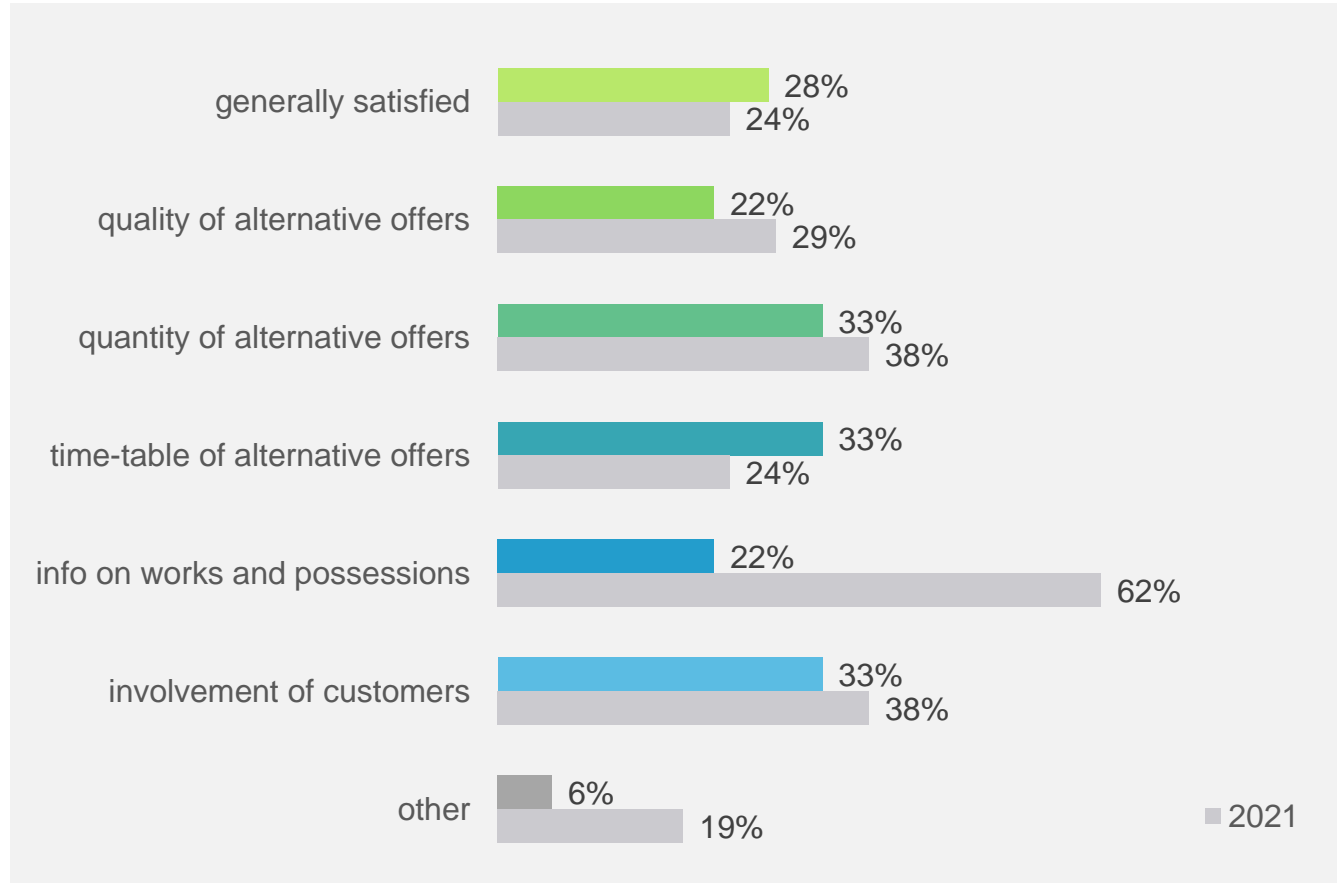
Multiple answers can be chosen

28% ↑

Generally satisfied

Sample size 2021: 21

5/12 RUs asked for better quantity of alternative offers provided by the IMs/ABs



WISH FOR IMPROVEMENT IN TCR

Detailed Comments:

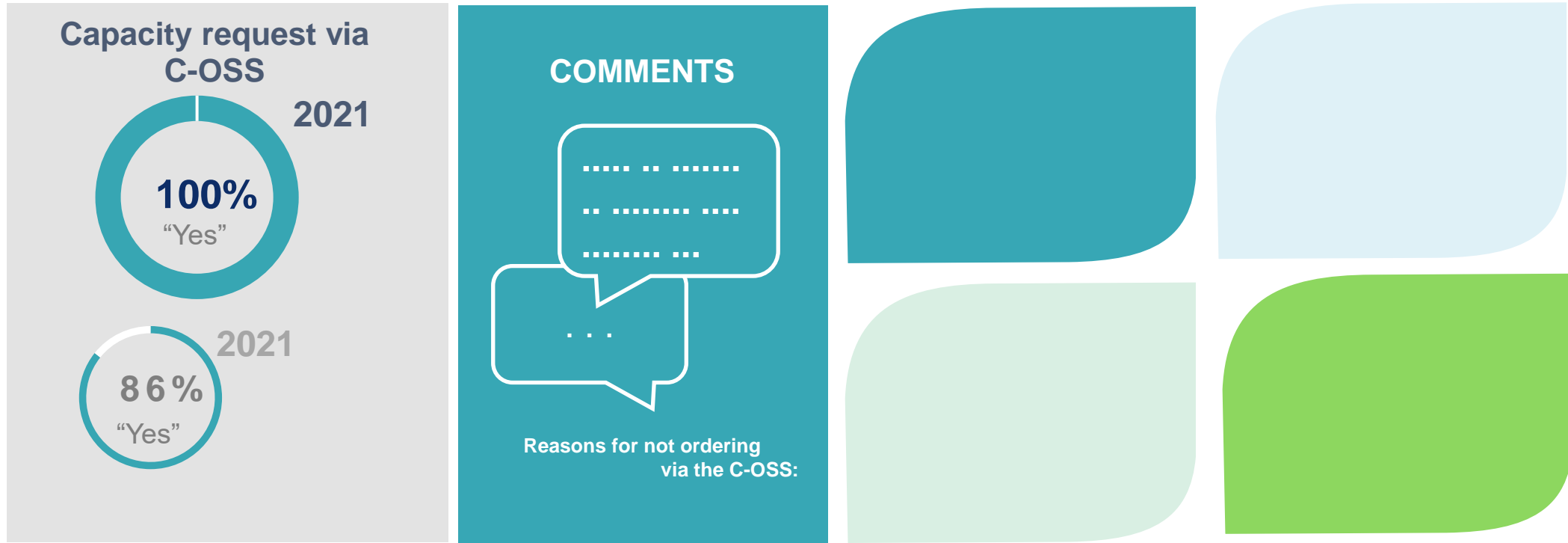
RU/Non-RU:

- We have to work together to improve our quality of production and increase the train number
- No alternatives in Croatia, just total closures announced 2-3 weeks in advance.
- TCRs are often not coordinated across networks in terms of timetables or line closure days. This may force RU to implement new logistics solutions that are not necessarily optimised.

Ports/Terminals:

- We are not aware of these works.

INVOLVEMENT IN CAPACITY REQUESTS 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 = 11, DB used another format

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 = 12
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

Multiple answers can be chosen

33% ↑

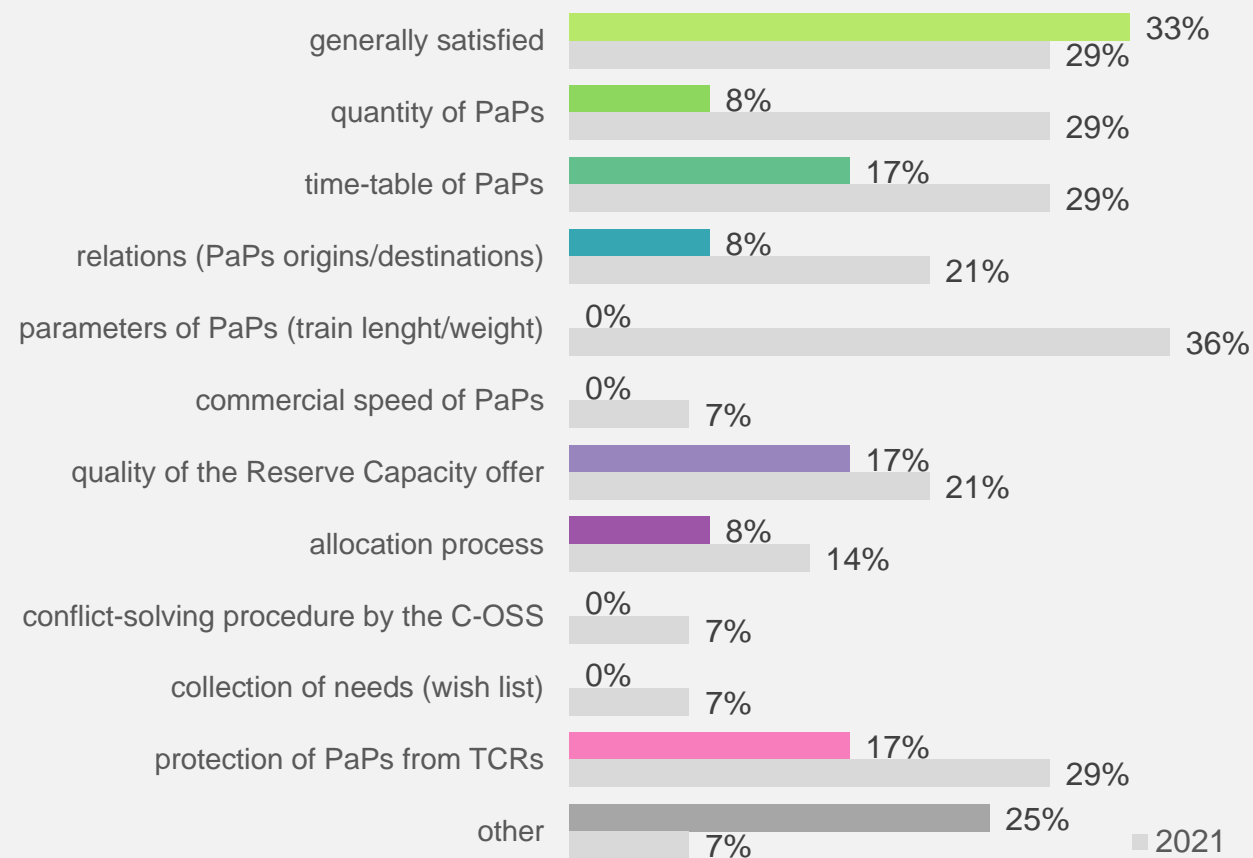
Generally satisfied

There was an increase in satisfaction compared to last year.

Sample size 2021: 14

Focus on

Customers are generally satisfied; however, they look for better border coordination of PaPs and terminals' coordination. See detailed comments.



WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

Detailed Comments:

RU/Non-RU: **Answer Other**

- To sync PaPs likely timetable to terminals slots
- Border improvements
- Coordination between IM and communication to clients

Detailed comment:

- Due to border bottlenecks, we cannot really use designated paths. The daily closures of Koprivnica - Gyékényes is killing the traffic.
- I believe that clients should be informed about the status of allocated paths, provide information about those that are experienced delays and a forecast of when they will be resolved.

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 = 18
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

Multiple answers can be chosen

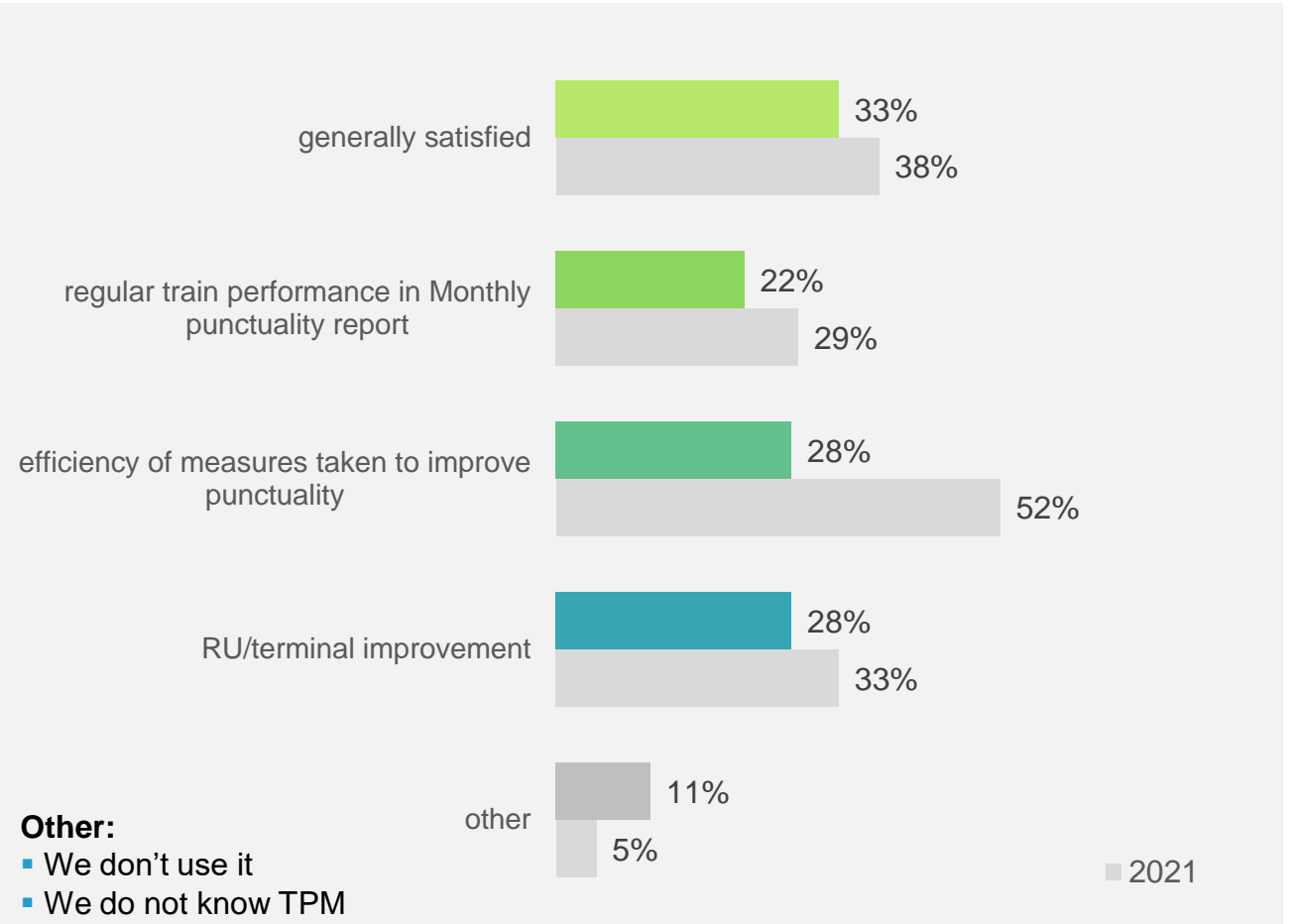
33%



Generally satisfied

Sample size 2021: 21

Focus on



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 = 12
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

Multiple answers can be chosen

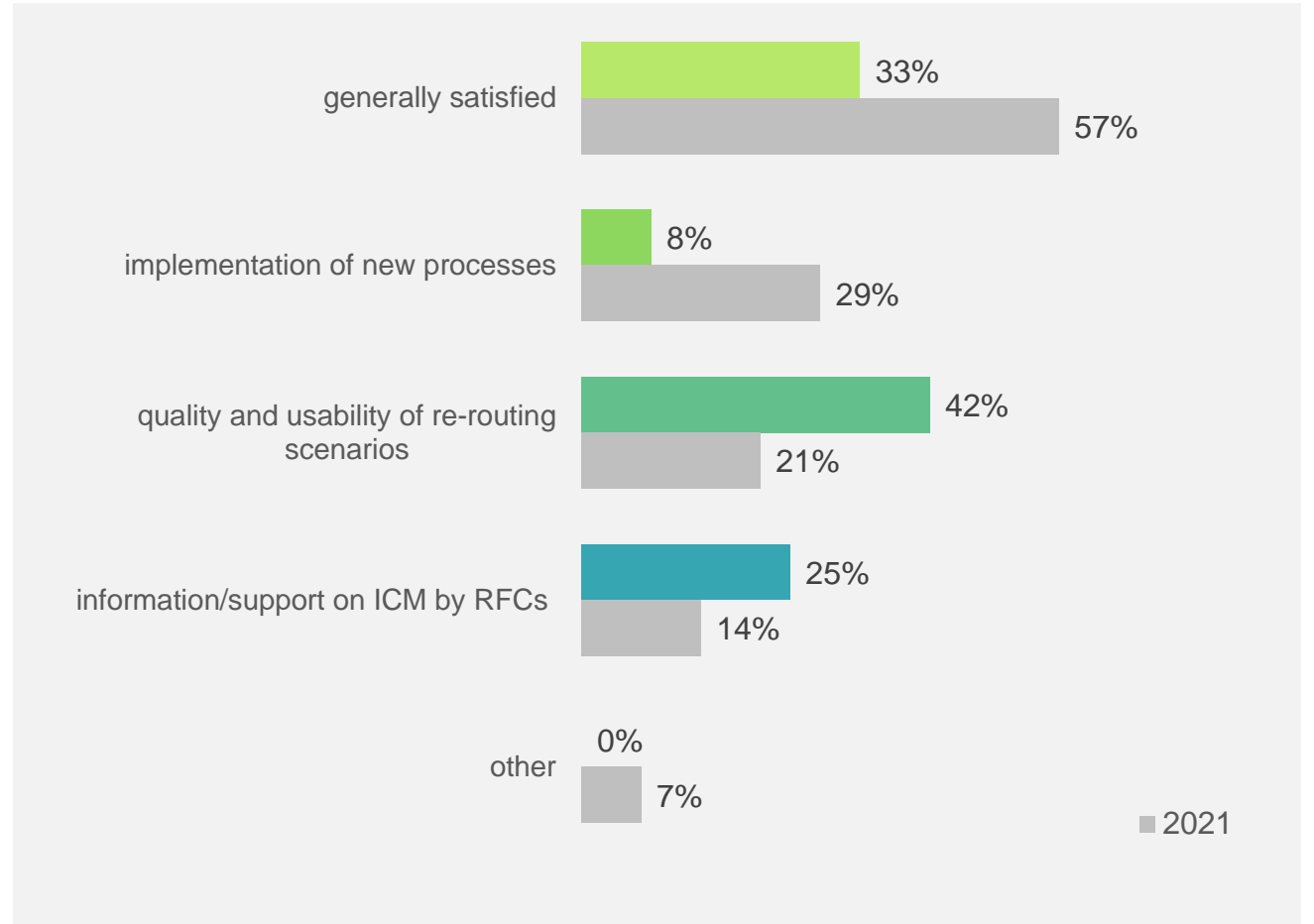
33%↓

Generally satisfied

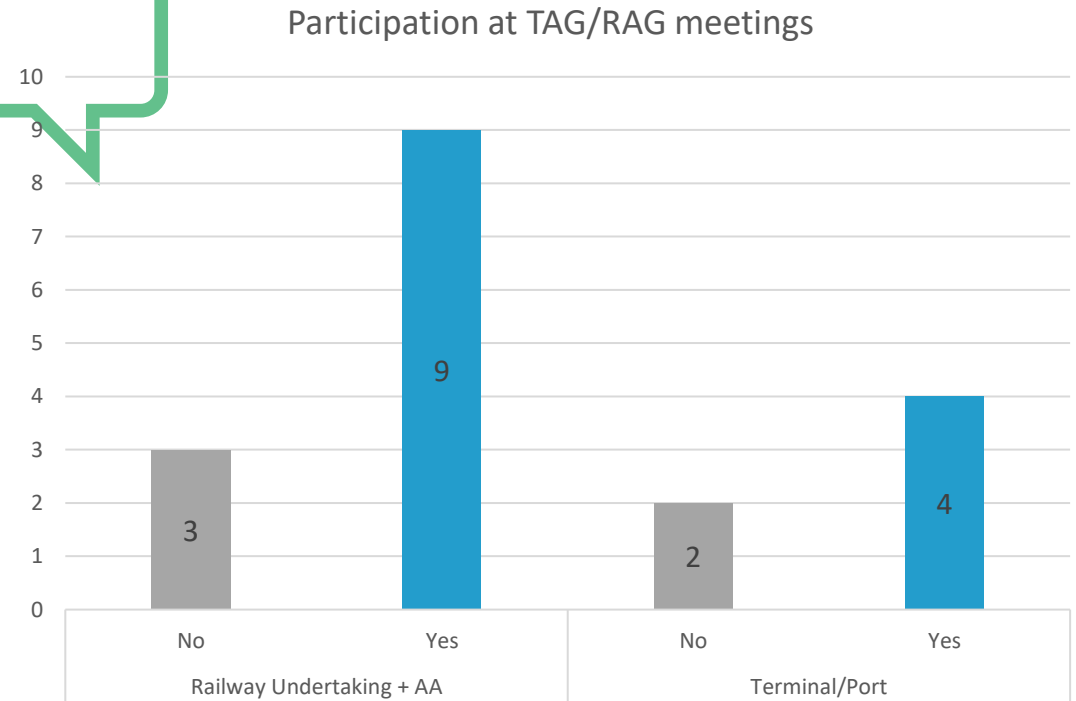
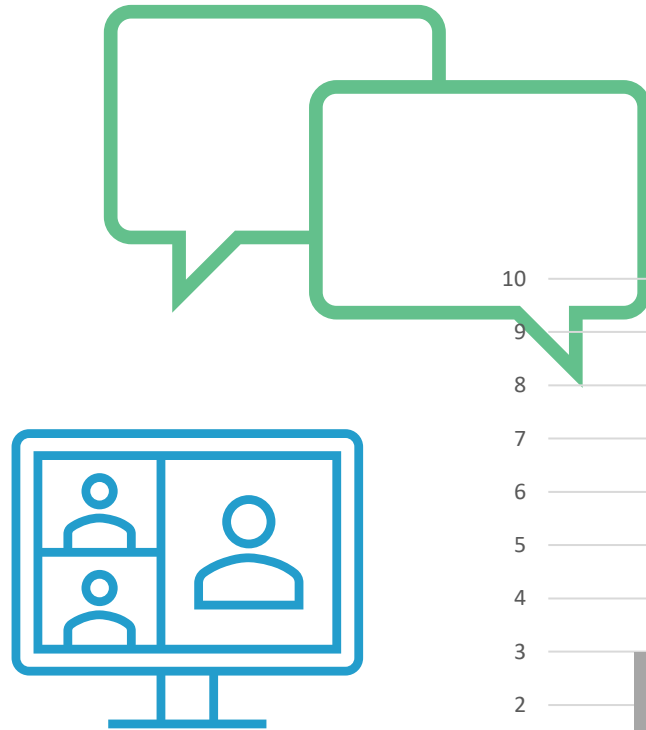
Sample size 2021: 14

Focus on

1. 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 = 18

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 = 18
- » DB Cargo answer is not counted in the sample, because it was sent in a different format.

Multiple answers can be chosen

61% ↑

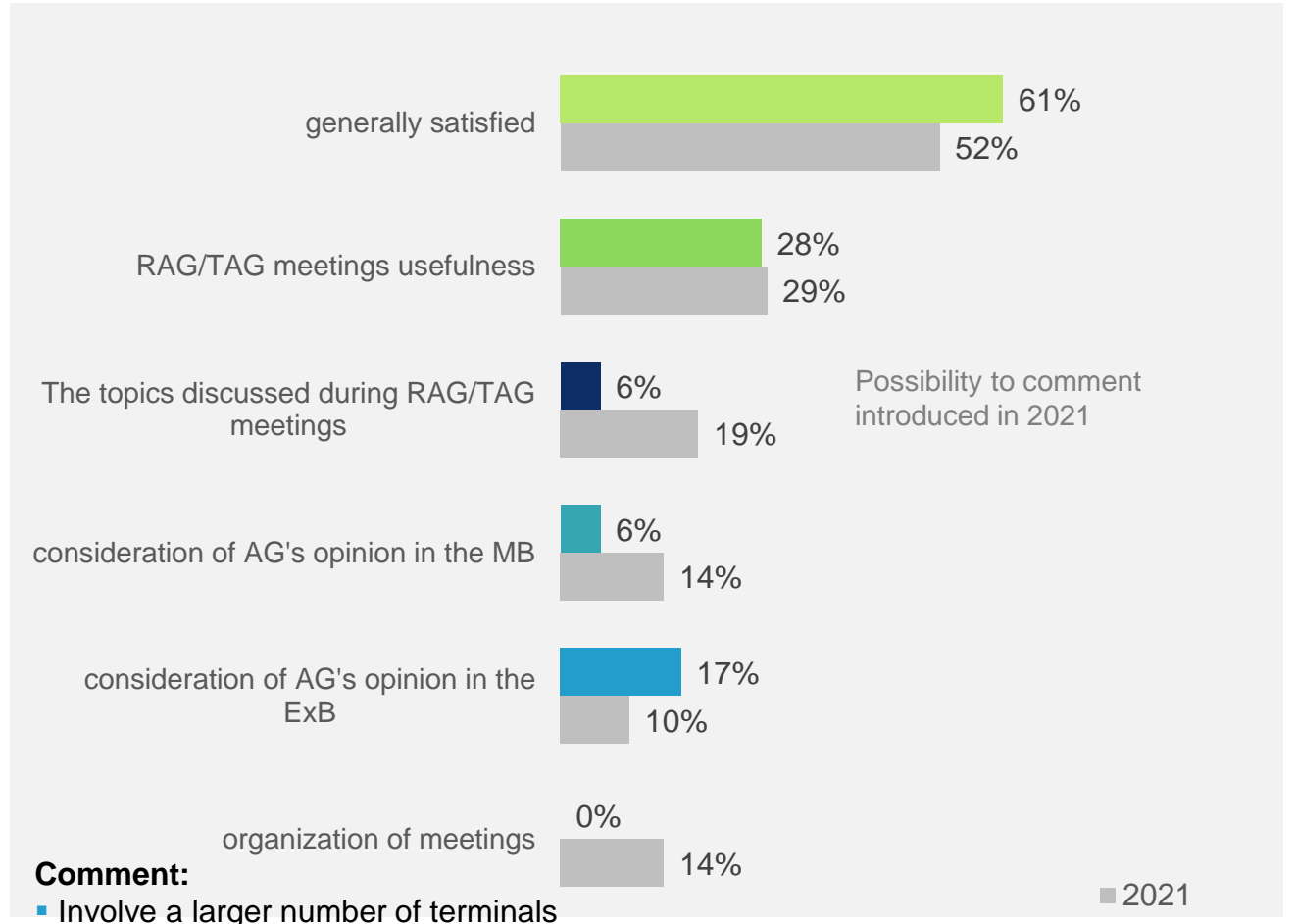
Generally satisfied

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

Sample size 2021: 21

Focus on

Users are generally satisfied, but meetings usefulness is still a priority



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 = 18
 - » DB Cargo answer is not counted in the sample, because it was sent in a different format.
- Multiple answers can be chosen

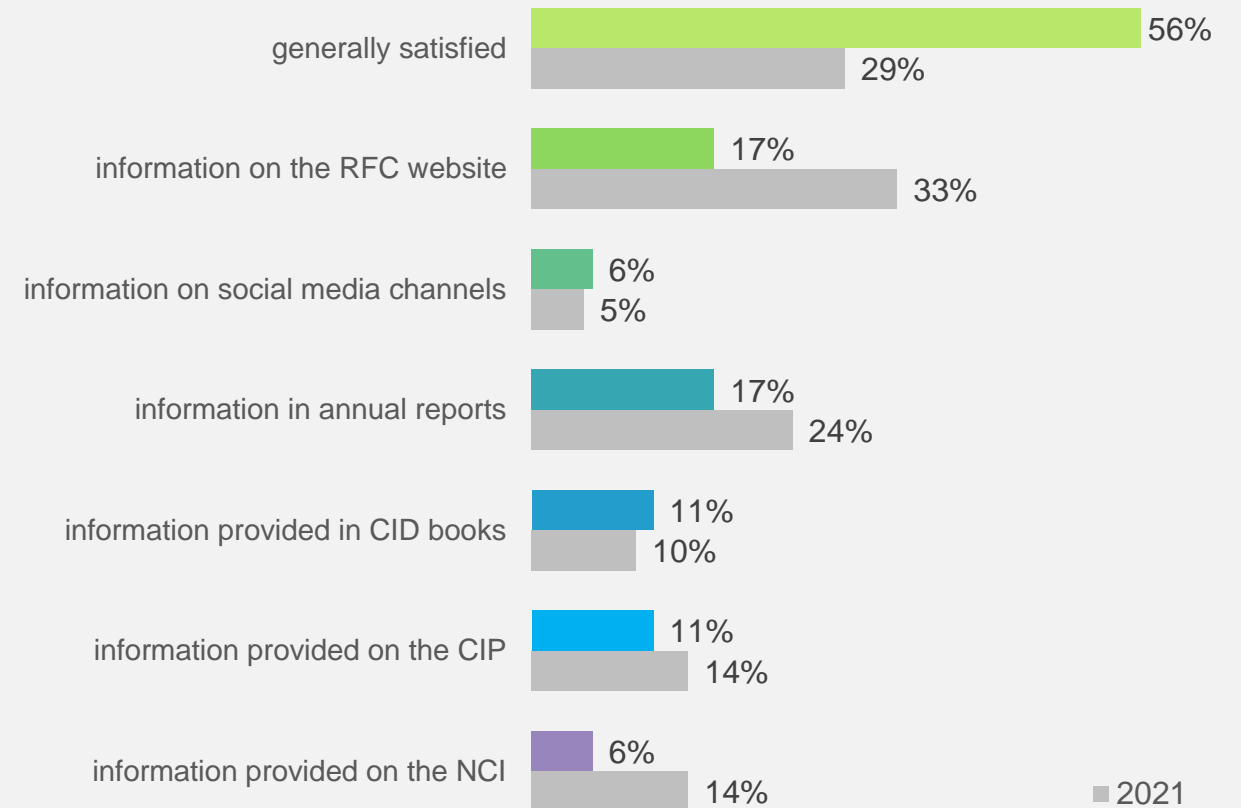
56% ↑

Generally satisfied

Sample size 2021: 21

Focus on

Users are generally satisfied



Other: For the user, the fact that there are different sources of information/platforms (CID, CIP, NCI) is a bit confusing.

04 SUMMARY

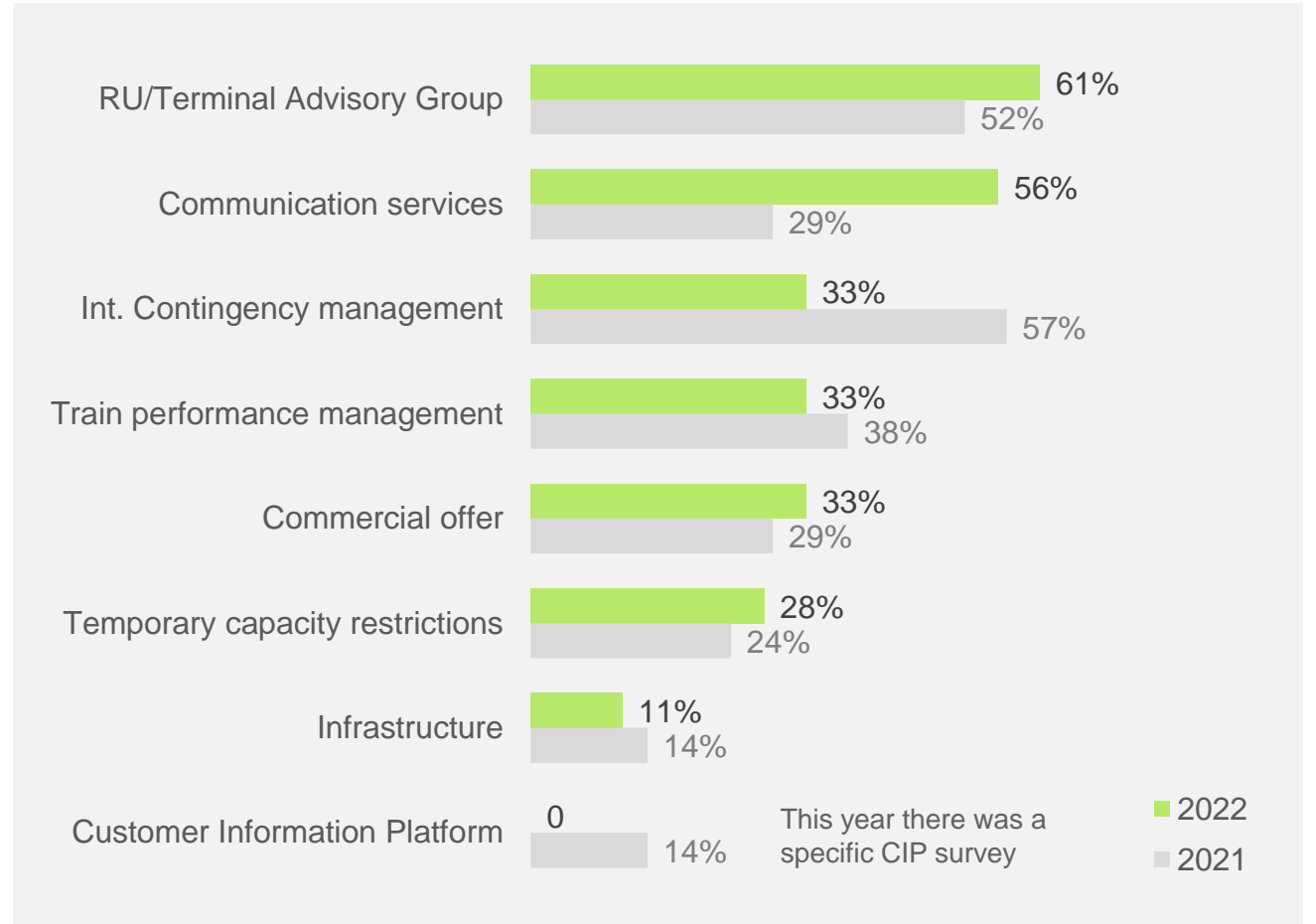


SUMMARY – SATISFACTION RATING EACH TOPIC (descending order)

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
37%
2021 30%



SUMMARY – TOP 10 FOCUS TOPICS

All respondents

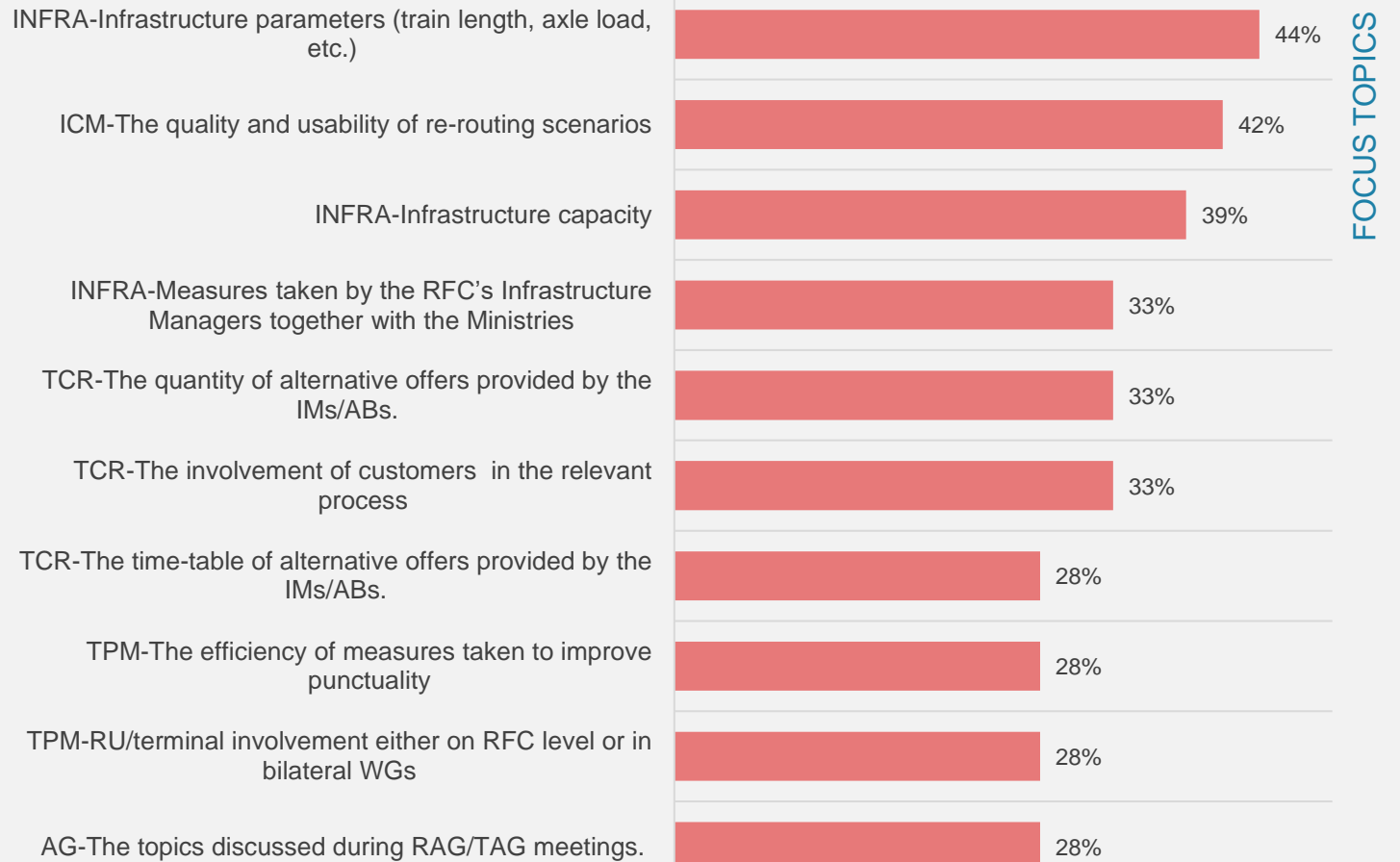
- » Focus topics chosen
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on every topic

Top 3 topics where action is required

1. Infrastructure parameters
2. ICM – Quality and usability of re-routings
3. Infrastructure capacity

Top 3 Focus point 2021

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



**THANKS TO ALL WHO PARTICIPATED IN THE USS 2022 AND
GAVE US FEEDBACK TO IMPROVE OUR WORK**

**We will provide a detailed follow-up during next Advisory
Group, but we remain at your disposal for any clarification.**

Merci

THANK YOU!

Köszönöm

Gracias

Hvala

Grazie

Vielen Dank

Gràcies

Dziękuję