

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



The RFC Network  
User Satisfaction

**Survey**

**2023**

Report for RFC Med



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

# STUDY DESIGN

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- **13 evaluations/respondents**
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 20 companies invited
- **3 personal interviews**
- Field Phase: 24<sup>th</sup> August to 12<sup>th</sup> October 2023

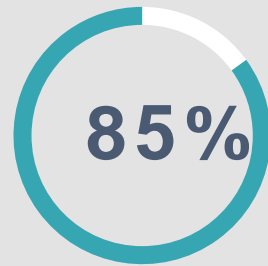
# SATISFACTION & PARTICIPATION

13

evaluations

- 6 compared to 2022.

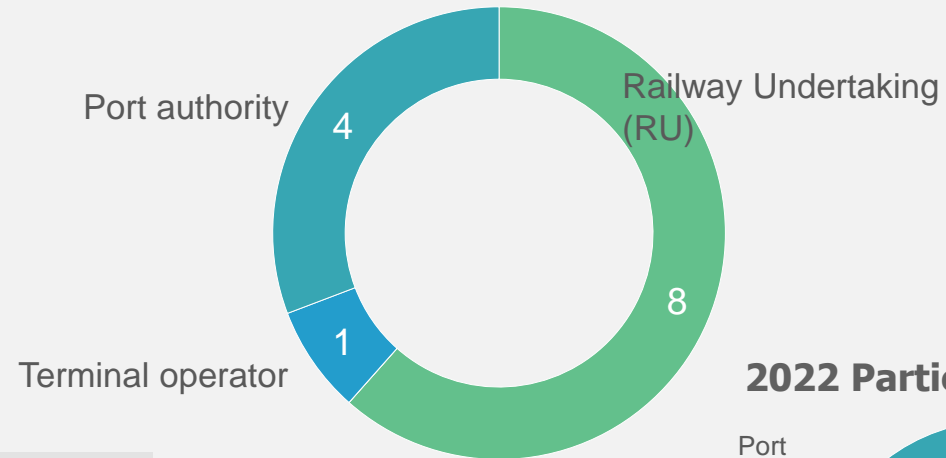
overall n. of evaluations RFC Network: 115  
(-4 compared to 2022)  
Average n. of evaluations per RFC: 10



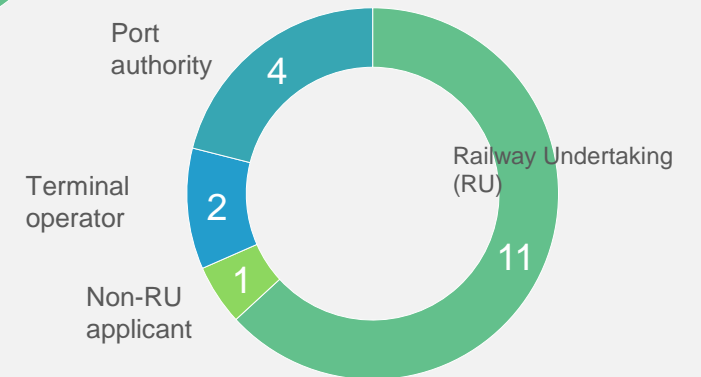
MED RFC satisfaction

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

## 2023 Participants' groups



## 2022 Participants' groups



# RESPONSE RATE

Compared to the previous year

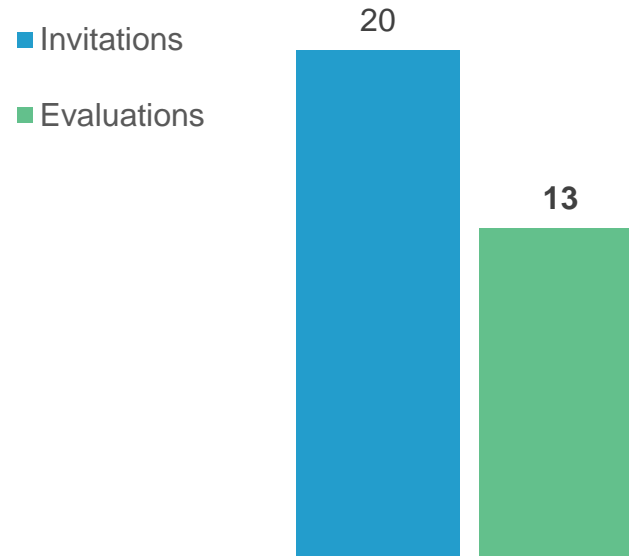


<b>Total</b>	<b>13</b>	<b>(+/-0)</b>
RUs/non-Rus	8	(-3)
Terminals/Ports	5	(-1)
Invitations sent	20	
<b>Response rate overall</b>	<b>65%</b>	

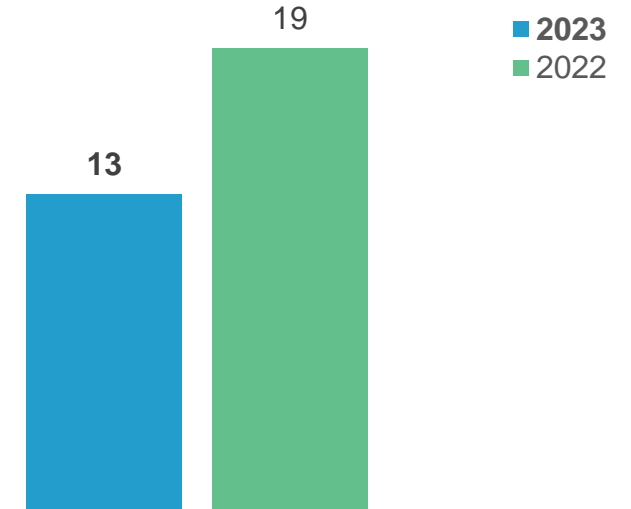
Response rate overall RFC Network: 26%  
**(+2%)**

n. of invitees	20
n. of total respondents	13

Invitations vs. Evaluations ratio



Number of responses 2023 vs. 2022



**Response rate**  
(-25%)

**65%**

## **02 SATISFACTION WITH RFC Mediterranean**

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# INTRODUCTION

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The RFC USS 2023 is based on the relaunched version from 2022, which was optimized to better suit the needs of the invitees and the RFC Network.

The **general questions covered the same topics** as previous years, however, the questionnaire was modified. In 2023, all the **questions** were **open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

**Interviews** were possible again in 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded **without comma**.

# SATISFACTION WITH RFC Mediterranean

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

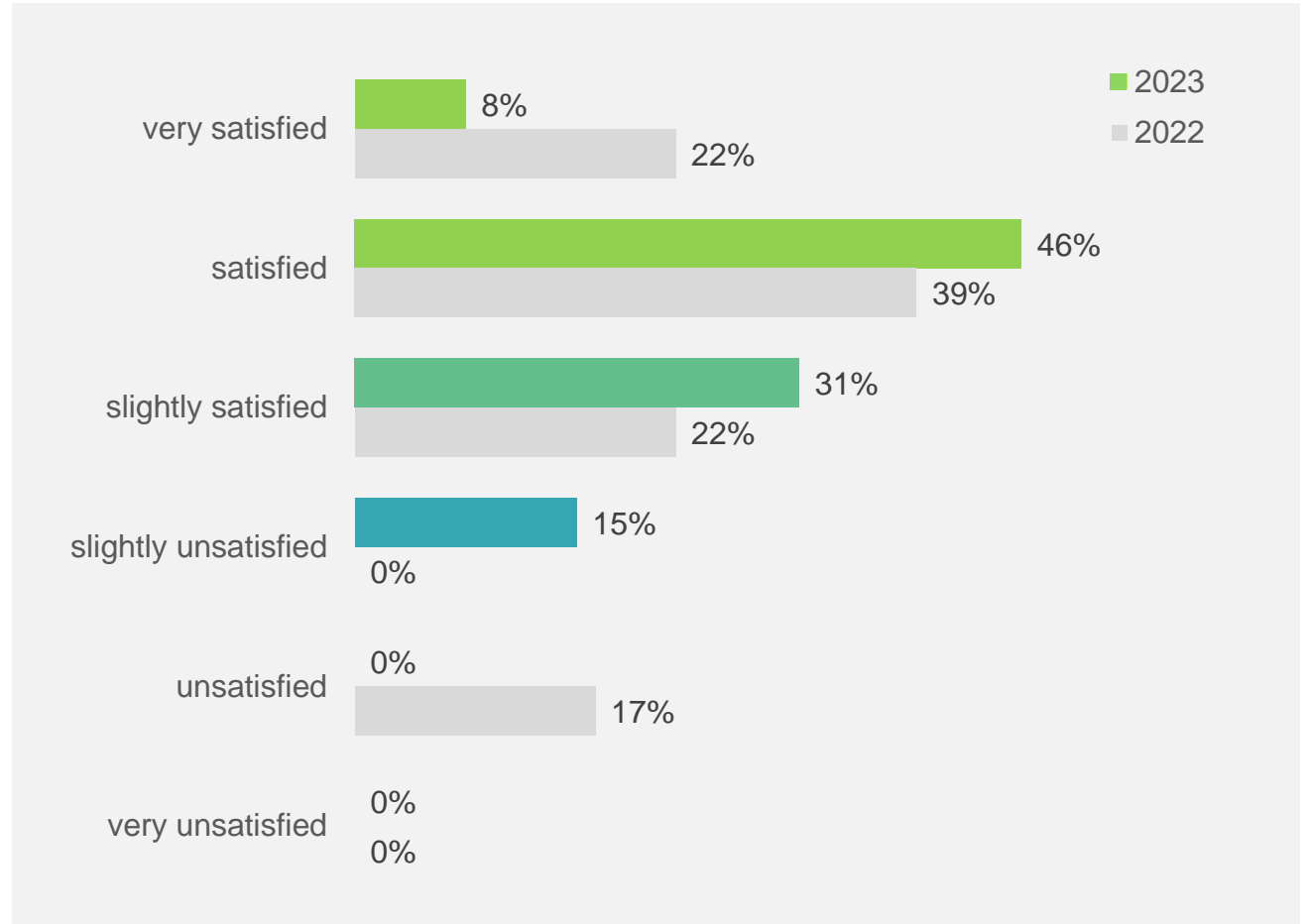
**85%**   
**Generally satisfied**  
*\*Answers given were very satisfied, satisfied and slightly satisfied.*

**83%**  
**Satisfaction 2022**

**Stable satisfaction**

**54%** **2023**  
**61%** **2022**  
*\*Answers given were very satisfied, satisfied*

**\* Satisfaction excluding the value "slightly satisfied"**



# SATISFACTION

## Detailed Comments:

- There are a lot of track closure on Croatia side. **With the end of border controls, traffic improved**, but track closures still significantly limit traffic.
- Infra in SI is good in planning
- I've got very mixed feelings on RFC 6. I work very well with them we speak and work openly together, which is a very good thing. We were able to start thinking about the two Italian border crossings, so Villa Opicina and Modane. I would have liked a little bit more speed in the topics. Mainly for Villa Opicina a more courageous approach. And for Modane, we would like to **follow up better the works on the new tunnel. The time between meetings is too long and the follow-up and the exchanges become difficult, also for TAG-RAGs.** . Follow-up a bit better
- about Lyon-Torino, start discussing more operational issues about the tunnel and run political influence and bring fresh information. It seems that now Bombardier and Siemens are developing loco which could run on the new line + access lines.
- The scenario is getting more and more complicated, many works are ongoing, and **it seems to me that PaPs are less protected compared to before.** TCRs are strongly impacting the capacity, paths are changed many times in some cases.
- Simply the best.
- Information provided by RFC6 is good and they are very interested in the issues penalising international traffics. They try to look for solutions to improve the amount and quality of transport by train
- construction work obstacles, passenger traffic prioritising, lack of track for needed break of loco drivers after 5 hours of running, lack of track for parking loco on border station

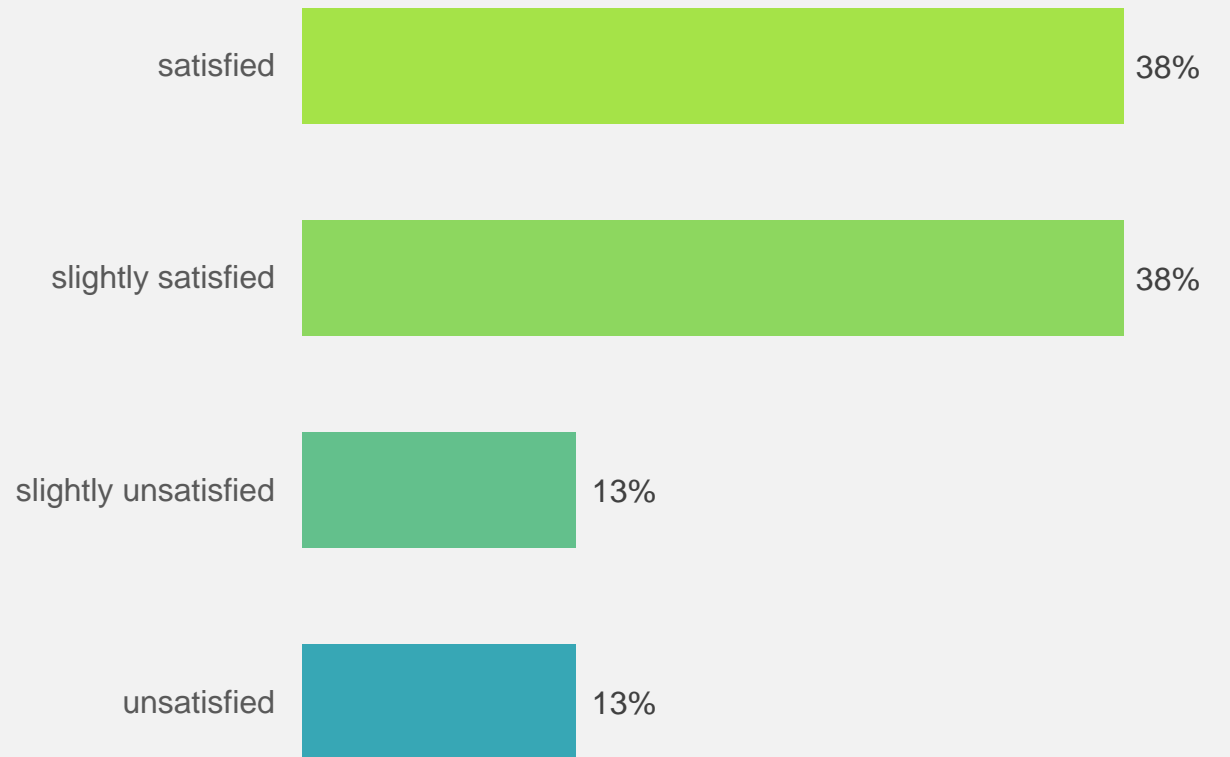
### Port Authorities and Terminals

- like Port Authority we are not involved into the activity of the RFC6
- Information on affectations is provided on too short notice and usually after inquiries from the PA to the infrastructure manager after receiving some leads form the RFC office
- European scope of work and corridor vision; Efficient and accessible management team; Contact and knowledge of operations, infrastructure and actors throughout the corridor.
- Railway transit time to the hinterland is still not appropriate.



# SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

- » To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- » Answered by: RUs/non-Rus
- » sample size = 8



# REASONS:

## Detailed Comments

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- Unsatisfied if we are talking about longer period track closures.
- The major problem is that **the RFCs seem to be unaware of the projects of the IM in France**. As a consequence, the RFCs can only publish the final decision of the IM even though it has a strong impact on the proposed capacities (PaPs). **The TCRs should be discussed between IMs and RFCs from the beginning of the process to ensure that the TCRs proposed by the IM are relevant and will not affect the capacity usually proposed by the RFCs**. For example, even if they don't have the wish list from the RUS, the RFCs should be able to check whether the TCR is planned on year Y+2 are consistent with the PaP proposed for year Y +1. As most of the capacity is

copy-pasted from one year to another, this could be a good basis to evaluate the impact of the TCRs and the RFC could give its opinion to the IM and if necessary could veto the proposal from the IM. This is unfortunately not the case.

- **The TCRs shall be in the agenda of the RAG, but not to discuss in detail**, this is not the right platform. Only major TCRs east vs west shall be discussed and brought to the attention of the MB and ExBo.
- The file excel provided by the RFC gives a useful view of the macro causes for TCRs, but then, to get the real impact on the operations we need to wait for the "nota con provvedimento autorizzativo". There are sometimes best practices (i.e. SBB), between France and Italy there are good efforts to harmonise works for

TELT, but still, there are difficulties. **It is often the case both on the French side and Slovenian side, that minor works are announced by the IM or by the partner RU.**

- All the information and needs arising therefrom are provided in due time and in an appropriate manner.
- It's just high-level information. We cannot know the final impact of TCR until IM send the detail of each TCR.
- no alternative route available, traveling time thru double or more extended

# USEFULNESS OF THE TCR DOCUMENT

- » Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- » Answered by: RUs/non-Rus
- » sample size = 8

It's not typical for me to use it, so I can't comment. (RFC 6)

It integrates the national one very well, in a visual way. In a single slide everything that is planned along the stretch of the corridor. (RFC 6)

At the national level, we are checking the internal system, but at the international level, the information prepared by the RFC provides a wider view. We are anyway relying on partner RUs. (RFC 6)

## COMMENTS



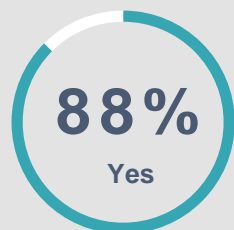
It's just a complement of the national level documents. (RFC 6)

OK (RFC 6)

# 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 = 8

## Capacity request via C-OSS



Compared to the past year it has been a 9% decrease.

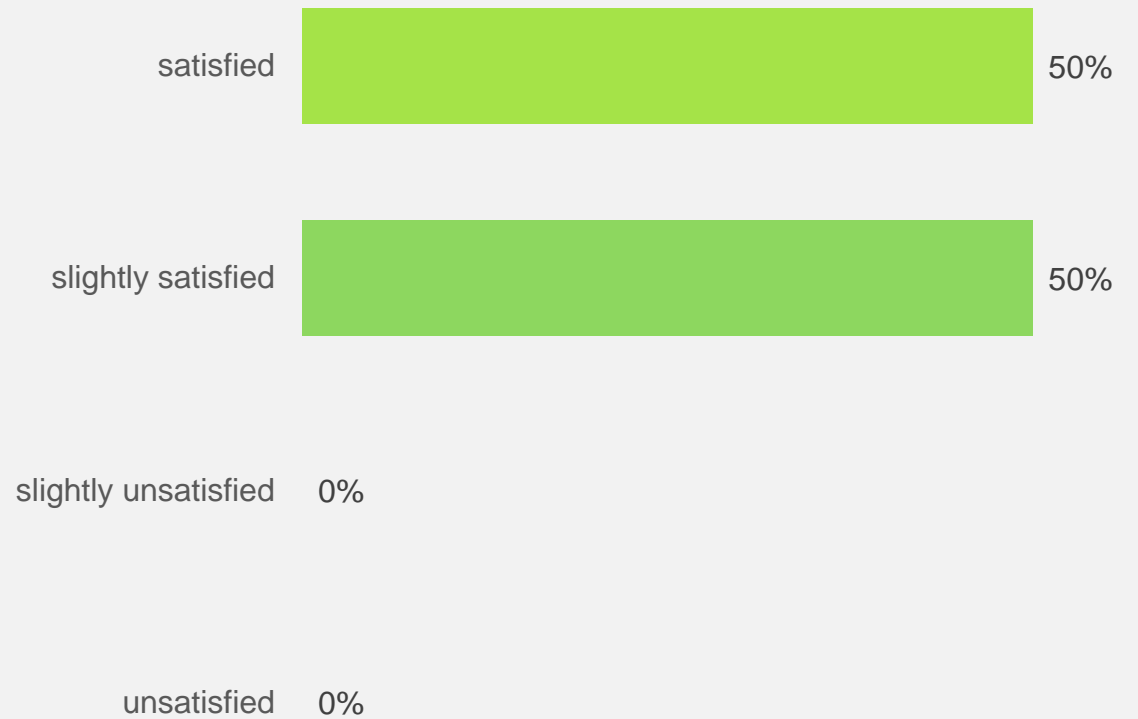
## REASONS:

### RFC 6:

■ About five years ago, we started concretely to operate on the corridor between Italy and France. And there we approached slowly the COSS and the booking of paths. But then unfortunately the traffic broke down recently and so today we closed unfortunately the cooperation on the western borders of Italy. It was promising the work with the COSS.

# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 8



# REASONS:

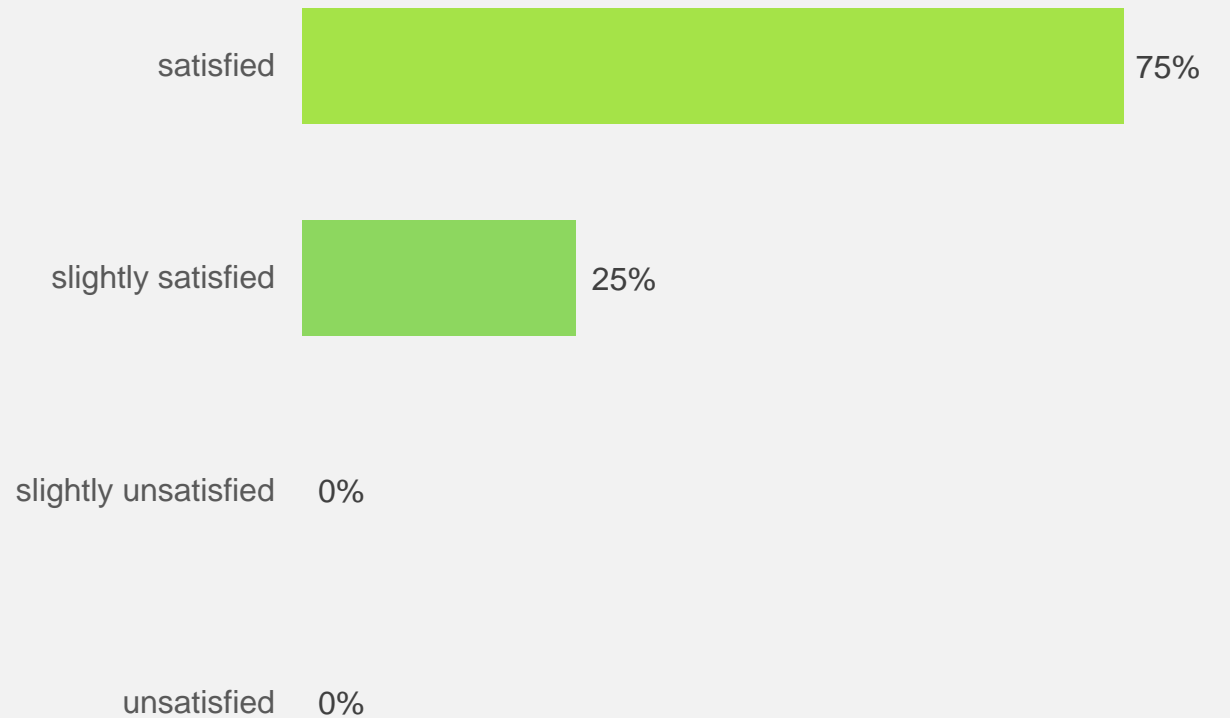
## RFC 6:

- We did not experience any shortages or problems.
- Often the C-OSS contacts us and supports us in the process, reminding the deadlines. For the next TT year we will need to pay attention to the offer of PaP over 1600 tons, because VCO or PaP shall be used for RFI network. These cannot be managed ad hoc. Length derogation or heavy trains (> 1600) are more and more needed in Italy both for Modane and Villa Opicina traffic.
- The commercial offer covers all our needs.
- **RFC6 creates most of the PaP requested in the Capacity Wish List, but that list is made too much time in advanced.** Business might change

since the submission of the Wish List.

# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs/non-RUs
- » sample size = 8



# REASONS:

- Despite the slight dissatisfaction in France, we have a definite satisfaction on the services in all corridors. We have a good exchange with the COSS. The only remark, which was present also last year, that some COSS managers were in vacation right at the time where there was most need for them, which is the summer period when the wish list is established. And of course, we all know that summer is also vacation period. But we have also process which is in parallel to that. So, we might need to think about some kind of replacement procedures between different COSSs or something like that.

## RFC 6:

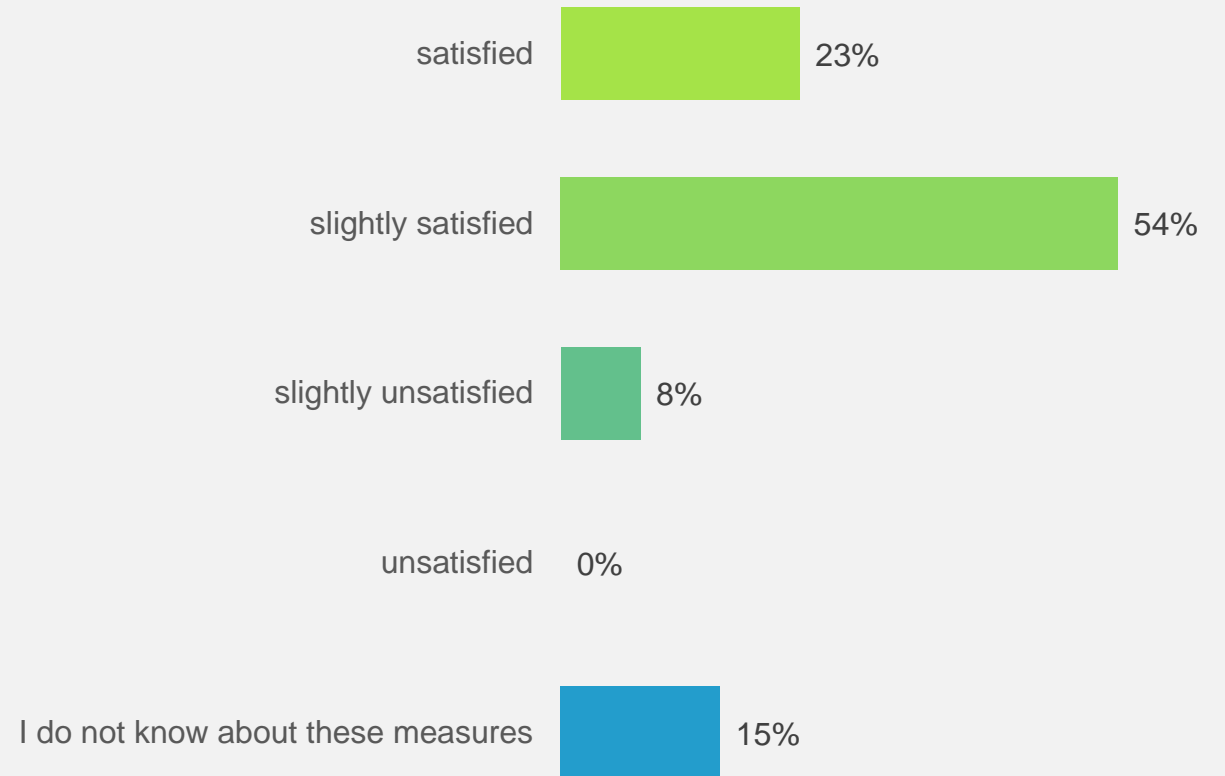
- They are helpful, I can only say positive things about them.

- as explained in the previous answer and it's appreciated the presence and the discussions at FTE.
- Always available for expert advice or interpretation. Cooperative and customer-oriented. We are very satisfied with his work.
- Very satisfied with Spanish C-OSS. Communication with French C-OSS could be better.



# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13



# REASONS:

- We appreciate the initiatives of the corridor and the willingness to improve the situation, but sometimes they simply cannot. So, we are not satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The operational regional WGs or QCOs could be a good platform to discuss operational topics more concretely. We recognise the effort that it is put in the TPM WGs but we see also that somehow, either you have too many data to derive concrete measures or simply there is not sufficient energy left to step into the concrete measures. Performance data is known but the reasons behind it are not investigated.

## RFC 6:

- Some WG is appreciated, for example

the harmonisation of the rule for the train composition at Modane/Bardonecchia was a first result. It is important to underline that the RFC needs to be more incisive and more effective, sometimes it seems the urgency of funding a solution is not perceived.

- The work of all those responsible for the corridor is coordinated, professional and geared towards assisting, guiding and providing relevant information to all stakeholders in the corridor.
- We haven't observed significant results, especially in terms of TCR and the economic impact caused by them
- taking too much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new

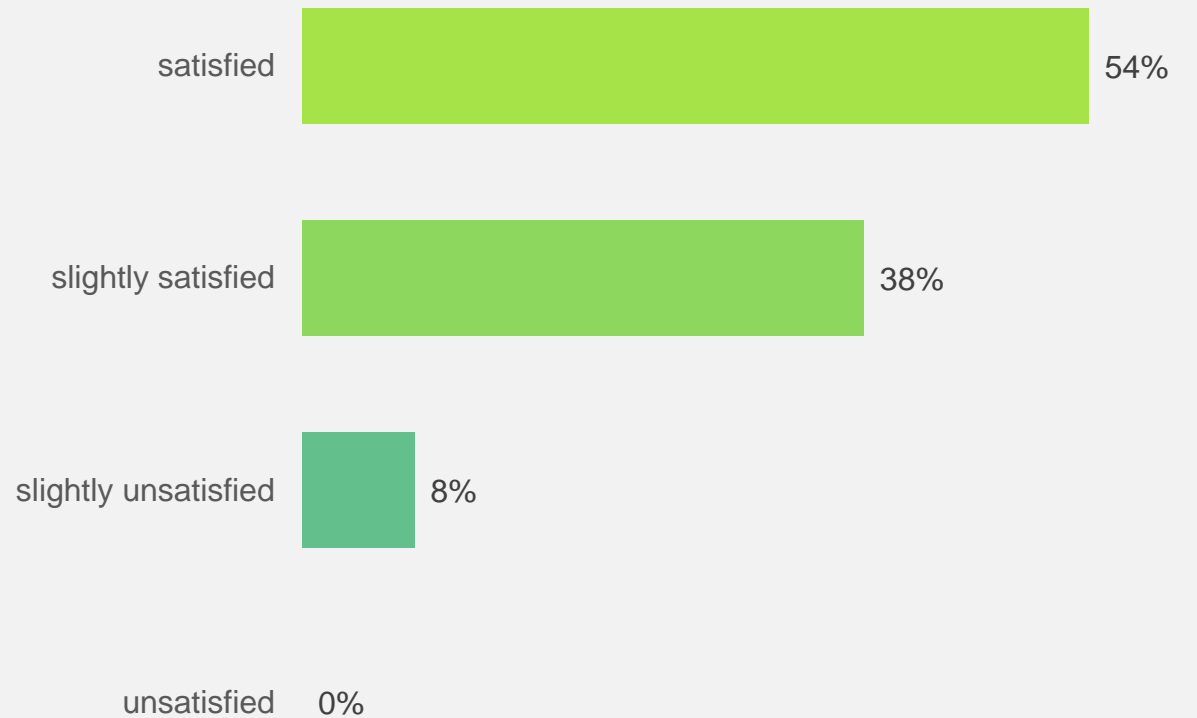
track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridiculous and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities

## Port Authorities and Terminals

- We would like to receive more information about your activities.
- Good work from the office, but more work is still needed
- Direct access to infrastructure managers to raise infrastructure and operational issues in the corridor.
- On time information of disruptions in the corridor.
- Measures are appropriate.

# SATISFACTION WITH INFORMATION PROVIDED BY RFCS

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13



# REASONS:

- CIP is a brilliant concept but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform corridor network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not really not a driving issue that. So we can put also slightly satisfied for all and satisfied for RFC 7 and 9 because

Romanian colleagues are generous.

## RFC 6:

- I don't have free capacity to deal with this in more depth, so I can't make a meaningful statement.
- **we are not that much looking for information, maybe a newsletter could be useful to share interesting and useful information.**
- All the necessary documents are available on the Corridor's transparent website and can be accessed 24/7.
- RFC is not enough independent and not respected in decisions about planned TCR.

## Port Authorities and Terminals

- We suggest to send emails to inform the user about the activities of the corridor.
- Good quality of the information provided, overall. Some missing information but not relevant at this stage
- As a TAG member we use the CIP to get a better understanding of the corridor infrastructure. We would like to improve the knowledge of rail services in the corridor.
- There are enough information provided.

# OTHER COMMENTS:

## RFC 6:

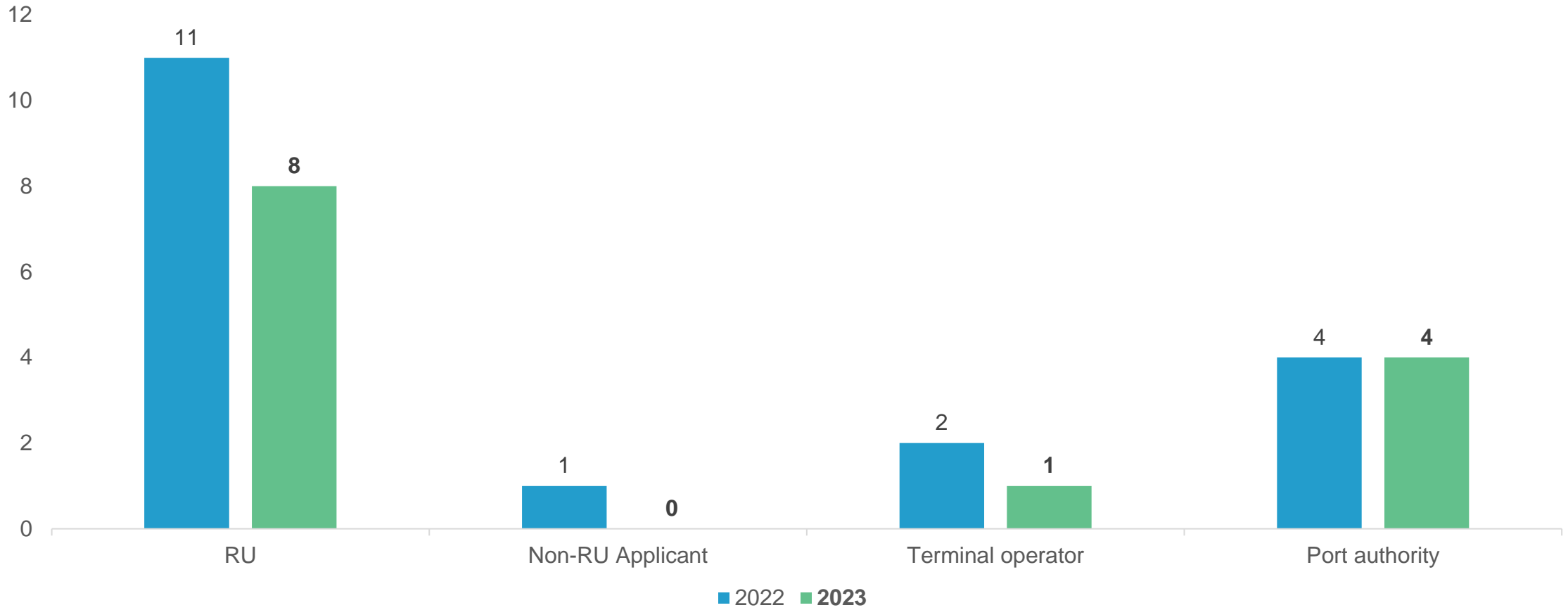
- Besides the usual RAG/TAG meetings, I would suggest organising about two meetings a year (one-hour discussion) so that the RFC can get closer to the RUs activities and needs. With the aim of understanding its users.
- Keep it up, because that is the only way to be the best.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

## Port Authorities and Terminals

- We suggest to realize greater synergy between the parts of the logistic chain, perhaps organizing also on monthly base of the encounters in video call
- We should all work together to achieve greater participation of corridor members.

# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 18; 13;

## 04 SUMMARY

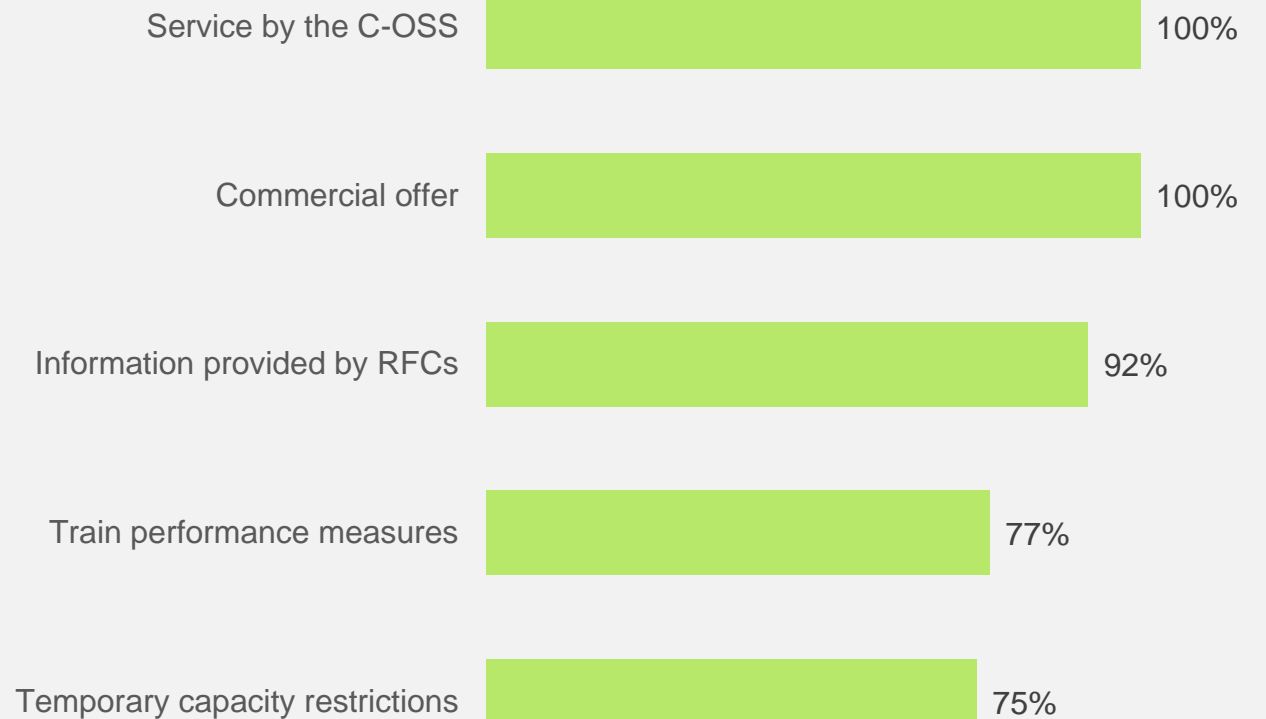


# SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Topics in  
satisfaction order  
(descending)**





# THANKS TO ALL STAKEHOLDERS WHO TOOK PART IN THE SURVEY 2023 AND GAVE US FEEDBACK TO IMPROVE OUR WORK

Merci

**THANK YOU!**

Köszönöm

Gracias

Hvala

Grazie

Vielen Dank

Gràcies

Dziękuję