RFC5
Baltic-Adriatic Corridor

The RFC Network
User Satisfaction
Survey
2022
Report for RFC5

RFC USER SATISFACTION SURVEY 2022

CONTENT

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN

▪ 16 participants – 16 evaluations*

▪ Computer Aided Web Interviews (using the online tool Survio)

▪ Contacts (e-mail addresses) delivered by RFCs

▪ 47 invitations sent

▪ Field Phase: 19th September to 10th November 2022

• *One respondent is counted multiple times if their organisation uses multiple corridors*

One Reply from DB CARGO in different way (written feedback on different matters)

SATISFACTION & PARTICIPATION

16
evaluations

This is a little decrease compared to the previous year (18 evaluations in 2021).

*Evaluations of uninvited participants included.
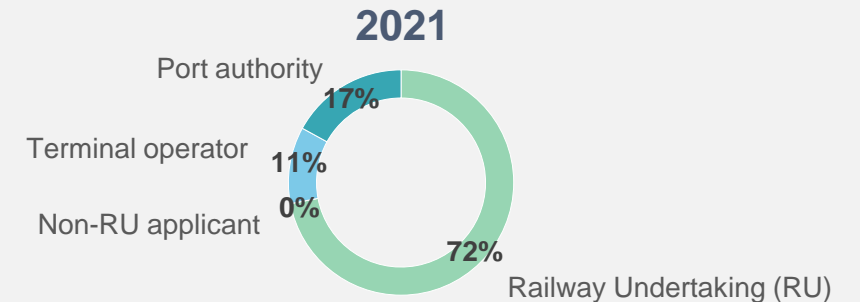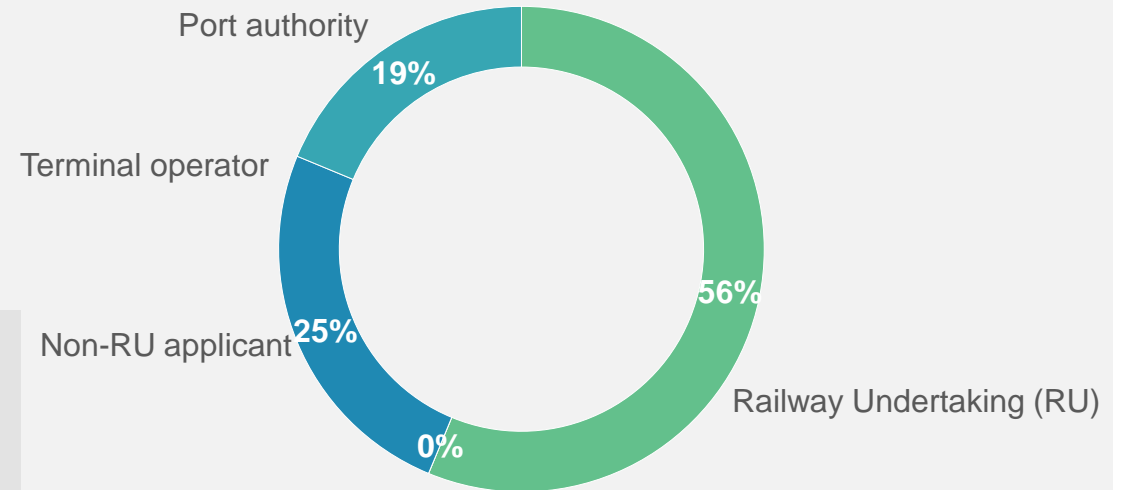*Including 1 interviews from DB Cargo

16
participants

This is a little decrease compared to the previous year (17 participants in 2021).

Customer satisfaction

80%
positive feedback

*Answers given were very satisfied, satisfied and slightly satisfied. This is an increase of 8% compared to the previous year.

Participant groups in % of 2022

Port authority **19%**

Terminal operator

Non-RU applicant **25%**

0%

56%

Railway Undertaking (RU)

2021

Port authority **17%**

Terminal operator **11%**

Non-RU applicant **0%**

72%

Railway Undertaking (RU)

RESPONSE RATE

Compared to the previous year

RFC5
Baltic-Adriatic Corridor

Total	**16**	(-2)
RUs/non-Rus	9	
Terminals/Ports	7	
Invitations sent	47	(-2)
Response rate overall	**34%**	(-3%)

Invitations vs. Evaluations ratio

- ■ Invitations
- ■ Evaluations

47

16
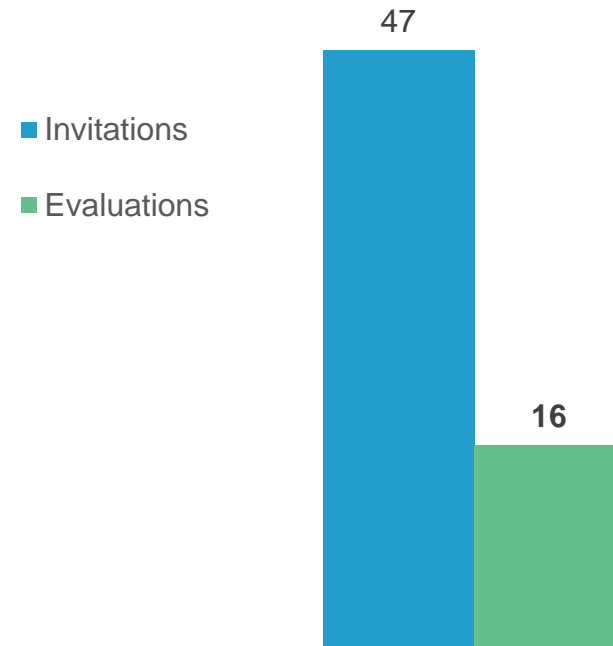
Number of responses 2021 vs. 2022

- ■ 2021
- ■ **2022**

18

16
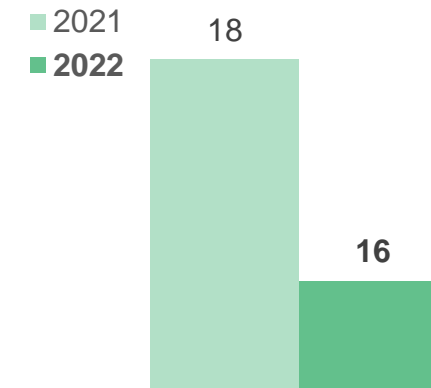
02 SATISFACTION WITH THE RFC 5

INTRODUCTION

The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, the general questions covered the same topics as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or 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, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates the number of participants who think that a specific topic needs improvement. Figures are rounded without comma.

SATISFACTION WITH RFC 5

» Overall, how satisfied are you as a user of the RFC?

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

» sample size = 15

80%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.
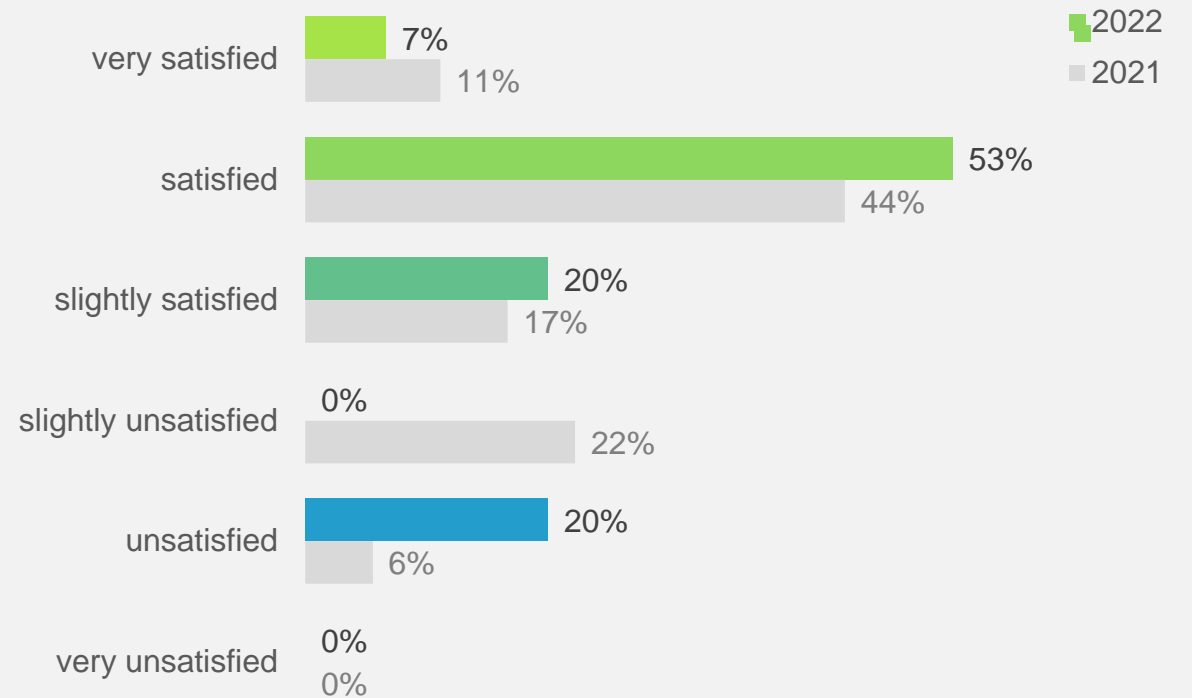
8%
Increase of satisfaction

	2022	2021
very satisfied	7%	11%
satisfied	53%	44%
slightly satisfied	20%	17%
slightly unsatisfied	0%	22%
unsatisfied	20%	6%
very unsatisfied	0%	0%

* Figures rounded without commas

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 = 15

67%

27%
Generally satisfied

This is a 5% increase in satisfaction compared to last year. Sample size 2021: 18

Focus on

1 Infrastructure capacity

2 Infrastructure parameters

3 Measures to improve infrastructure standards

generally satisfied — 27% / 22%

geographical routing — 20% / 0%

infrastructure parameters — 47% / 67%

measures taken to improve infrastructure standards — 47% / 22%

infrastructure capacity — 60% / 44%

other — 7% / 6%

■ 2021

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 = 15

40%

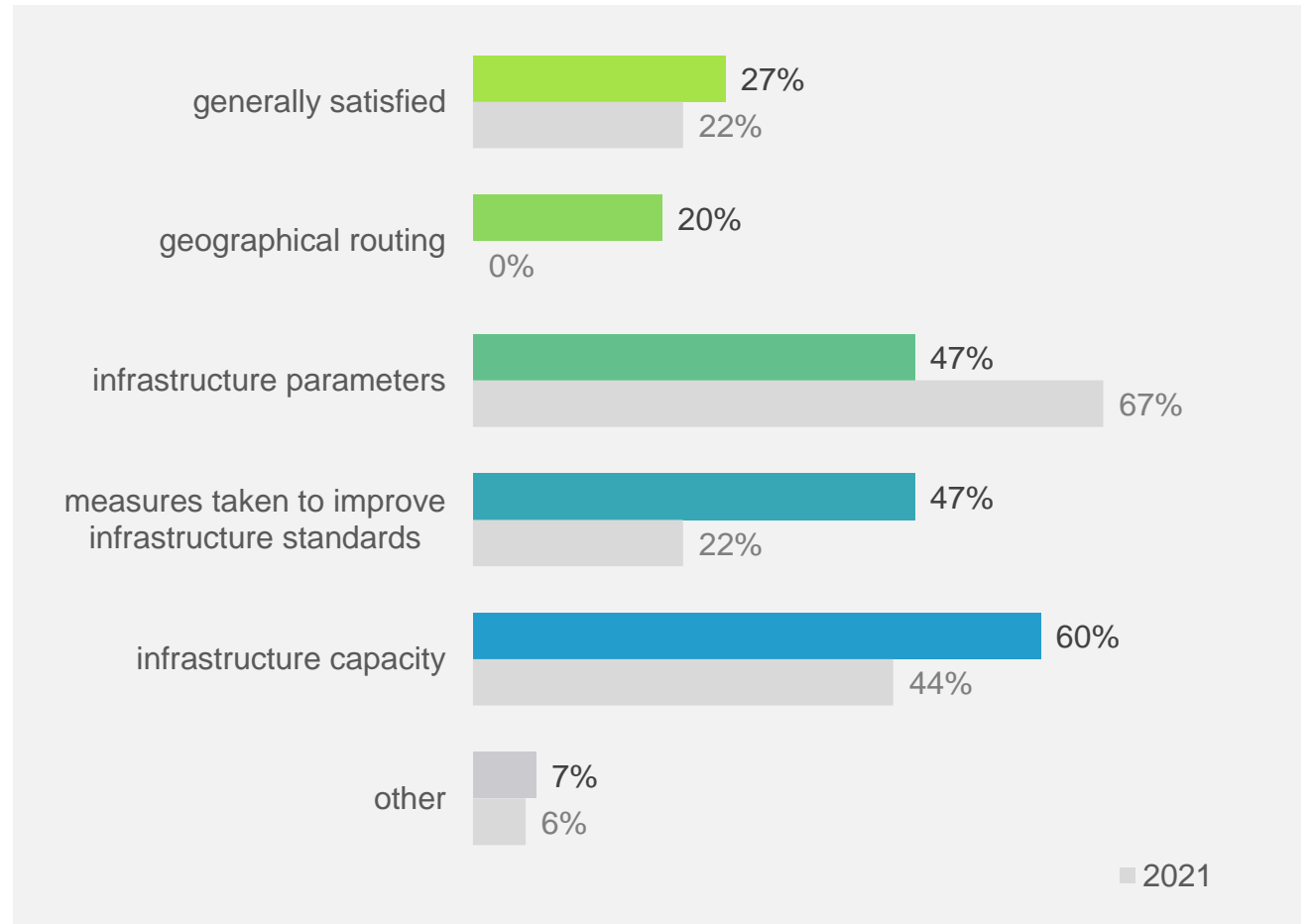**Generally satisfied**

This is a 1% increase in satisfaction compared to last year. Sample size 2021: 18

Focus on

1 time-table of alternative offers

2 info on works and possessions

3 involvement of customers

	2022	2021
generally satisfied	40%	39%
quality of alternative offers	20%	33%
quantity of alternative offers	20%	22%
time-table of alternative offers	40%	33%
info on works and possessions	33%	28%
involvement of customers	27%	22%
other	0%	11%
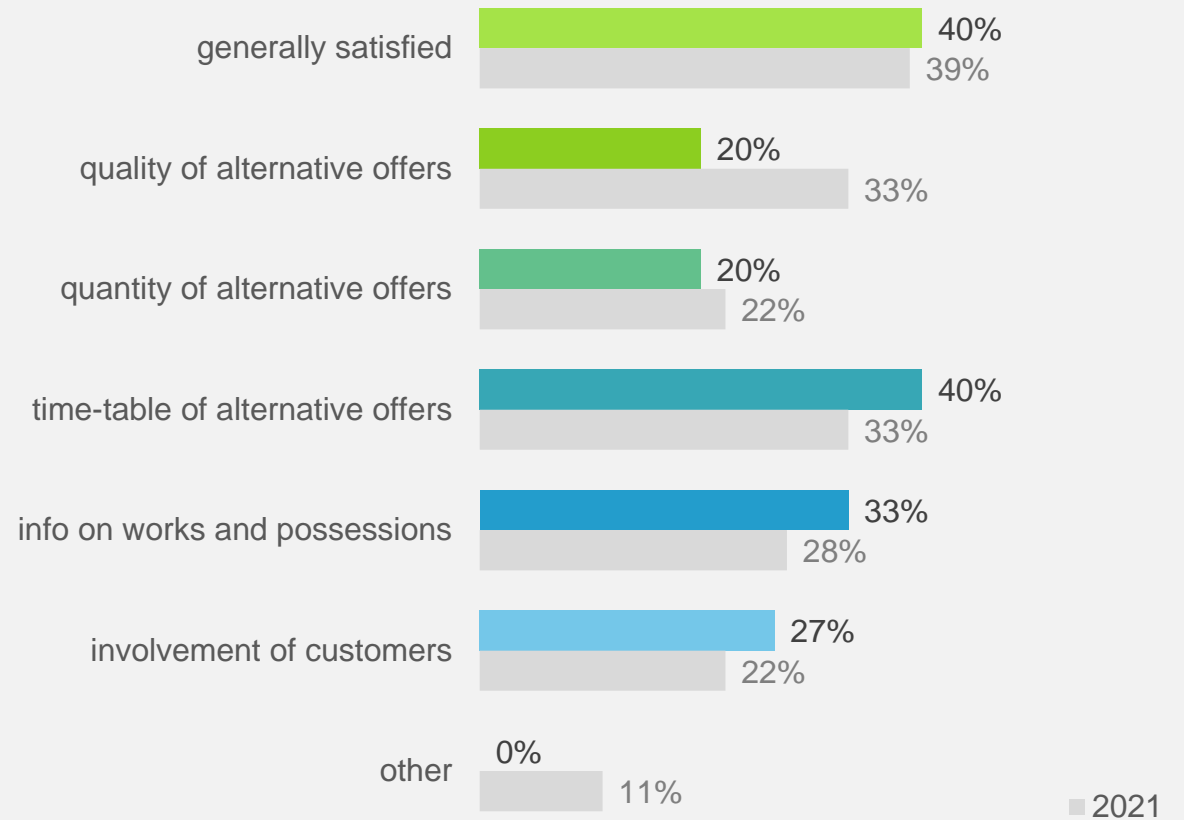
INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

100%
Yes

Compared to the past year
it has been a 46% increase.

COMMENTS

....

... .

....

. . .

**Reasons for not ordering
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 = 7

» +1 interviews from DB Cargo (see attachment)

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 6

33%
Generally satisfied

This is a 4% increase in satisfaction compared to last year.

Sample size 2021: 7

Focus on

1 allocation process

2 protection of PaPs from TCRs

3 collection of needs (wish list)

Category	2022	2021
generally satisfied	33%	29%
quantity of PaPs	17%	43%
time-table of PaPs	17%	57%
relations (PaPs origins/destinations)	17%	29%
parameters of PaPs (train lenght/weight)	0%	43%
commercial speed of PaPs	17%	43%
quality of the Reserve Capacity offer	0%	14%
allocation process	33%	14%
conflict-solving procedure by the C-OSS	0%	14%
collection of needs (wish list)	17%	0%
availability of C-OSS	17%	0%
protection of PaPs from TCRs	33%	43%
other	0%	14%

■ 2021

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 = 15

33%
Generally satisfied

This is a 5 % increase in satisfaction compared to last year.

Sample size 2021: 18

Focus on

1 efficiency of measures taken to improve punctuality

2 regular RFC monthly punctuality in report

3 RU/terminal improvement

generally satisfied — 33% / 28%

regular RFC monthly punctuality report — 27% / 33%

efficiency of measures taken to improve punctuality — 33% / 28%

RU/terminal involvement — 27% / 33%

other — 7% / 11%

■2021

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 = 8

50%
Generally satisfied
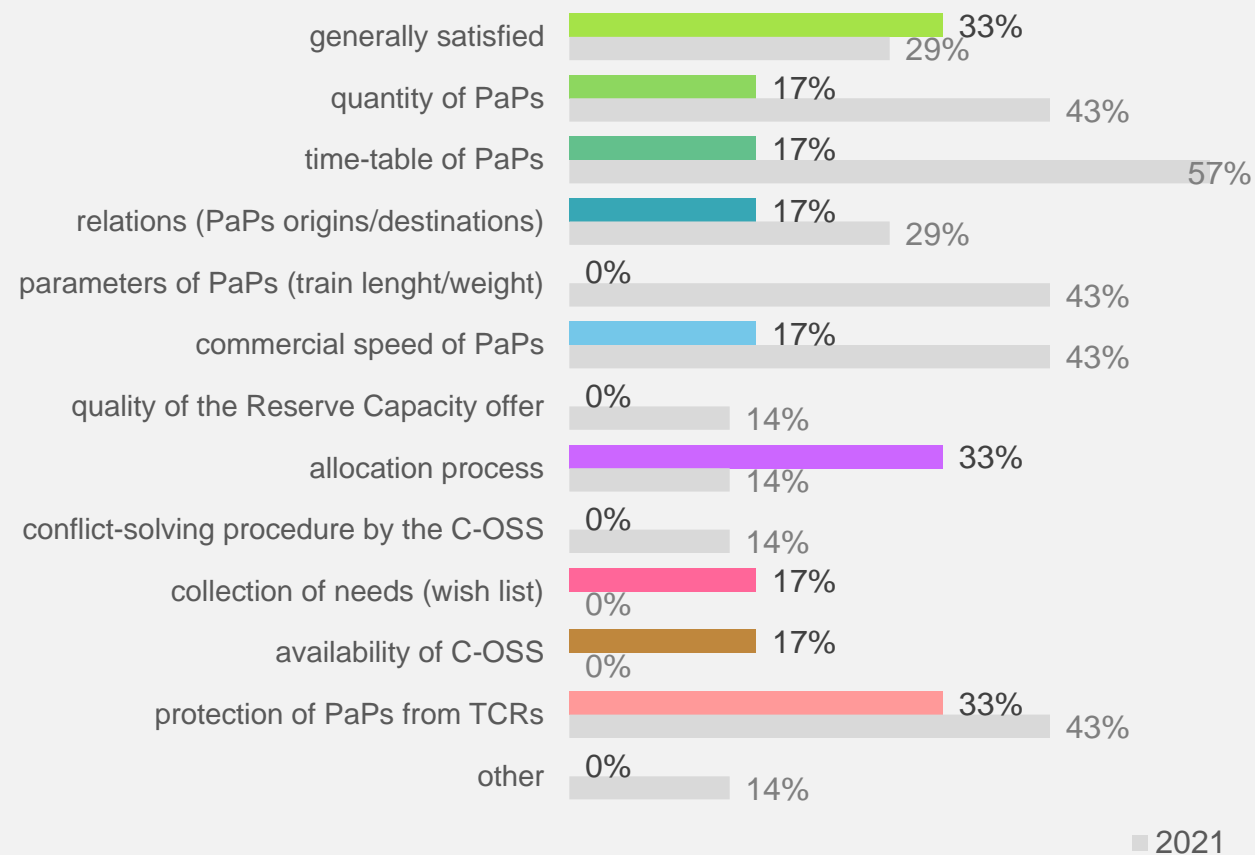
This is a 19% increase in satisfaction compared to last year.

Sample size 2021: 7

Focus on

1 quality and usability of re-routing scenarios

2 info/support on ICM

3 implementation of new processes

generally satisfied — 50% / 31%

implementation of new processes — 13% / 15%

quality and usability of re-routing scenarios — 38% / 31%

information/support on ICM by RFCs — 13% / 31%

other — 0% / 8%

■ 2021

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 = 15

47%

Generally satisfied

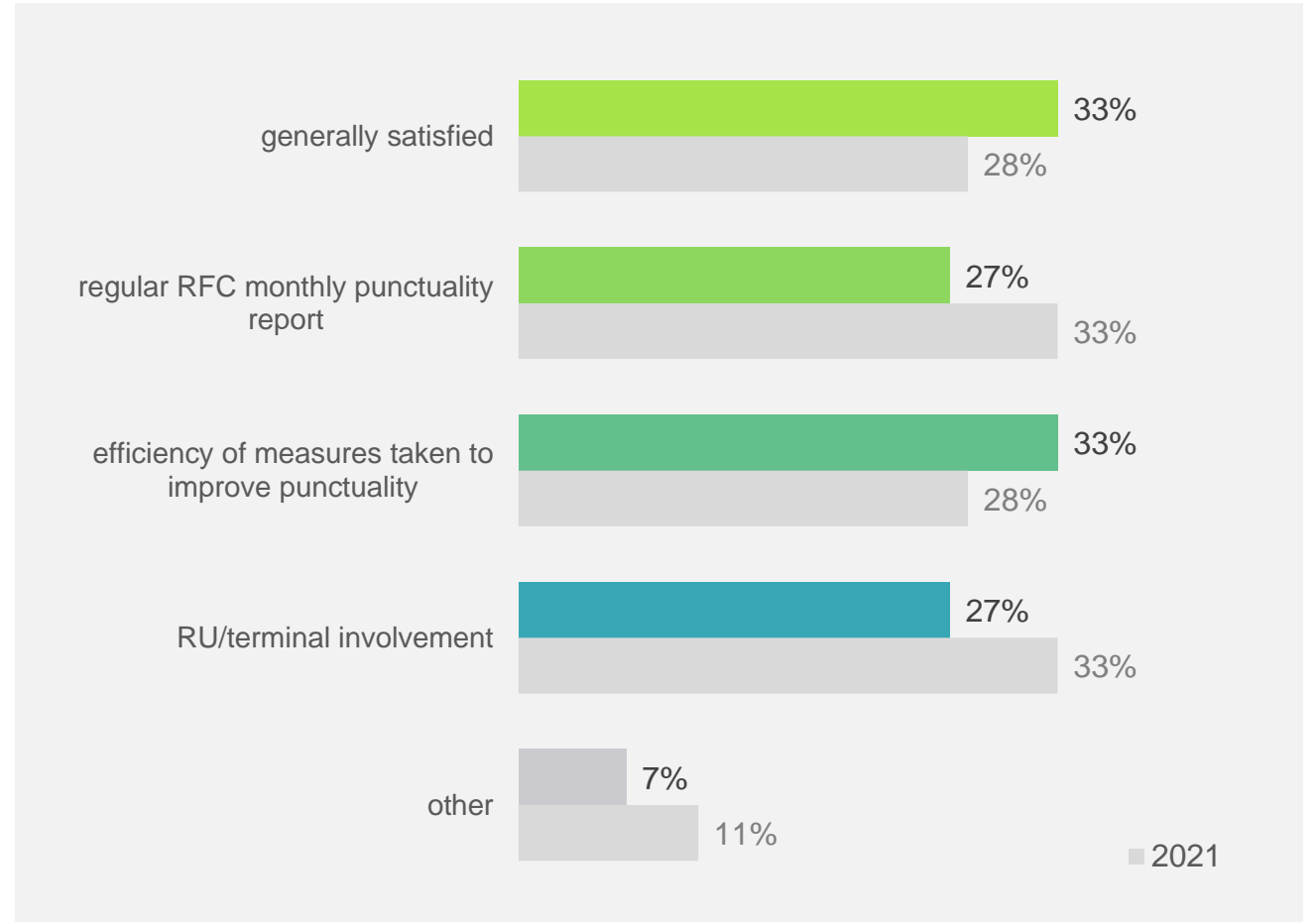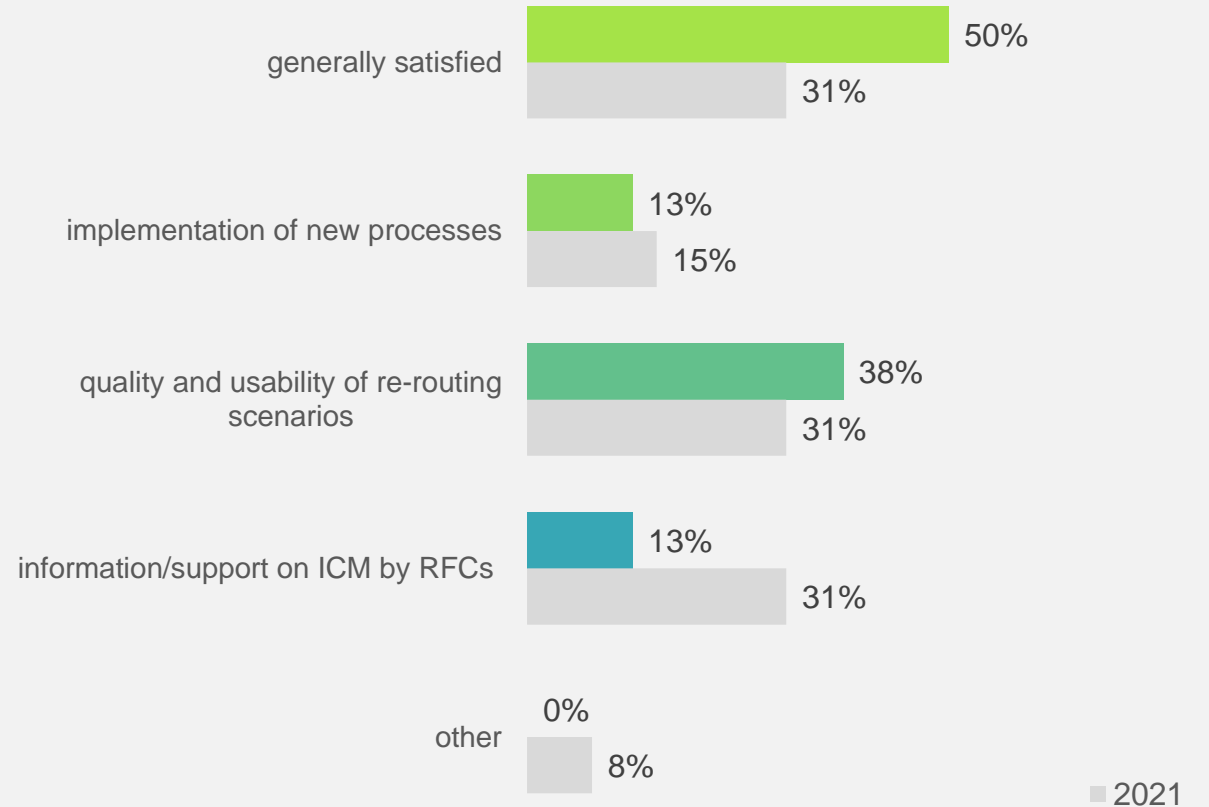*This is a 14% increase in satisfaction compared to last year.*

Sample size 2021: 18

Focus on

1 **organization of meetings**

2 **topics discussed during RAG/TAP meetings**

3 **RAG/TAG meetings useful**

	2022	2021
generally satisfied	47%	33%
topics discussed during RAG/TAG meetings	13%	not asked in 2021
consideration of AG's opinion in the MB	0%	28%
consideration of AG's opinion in the ExB	7%	17%
organization of meetings	33%	22%
RAG/TAG meetings useful	13%	39%
other	0%	6%

COMPANY PARTICIPATION IN RAG TAG MEETINGS

**Participation in
RAG TAG meetings**

55%
Yes
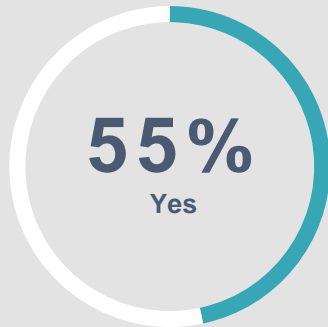
Compared to the past year
it has been a 17% decrease.

» Does your company regularly attend RAG/TAG meetings?

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

» sample size = 15

+ 1 interview from DB Cargo

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 = 15

33%
Generally satisfied
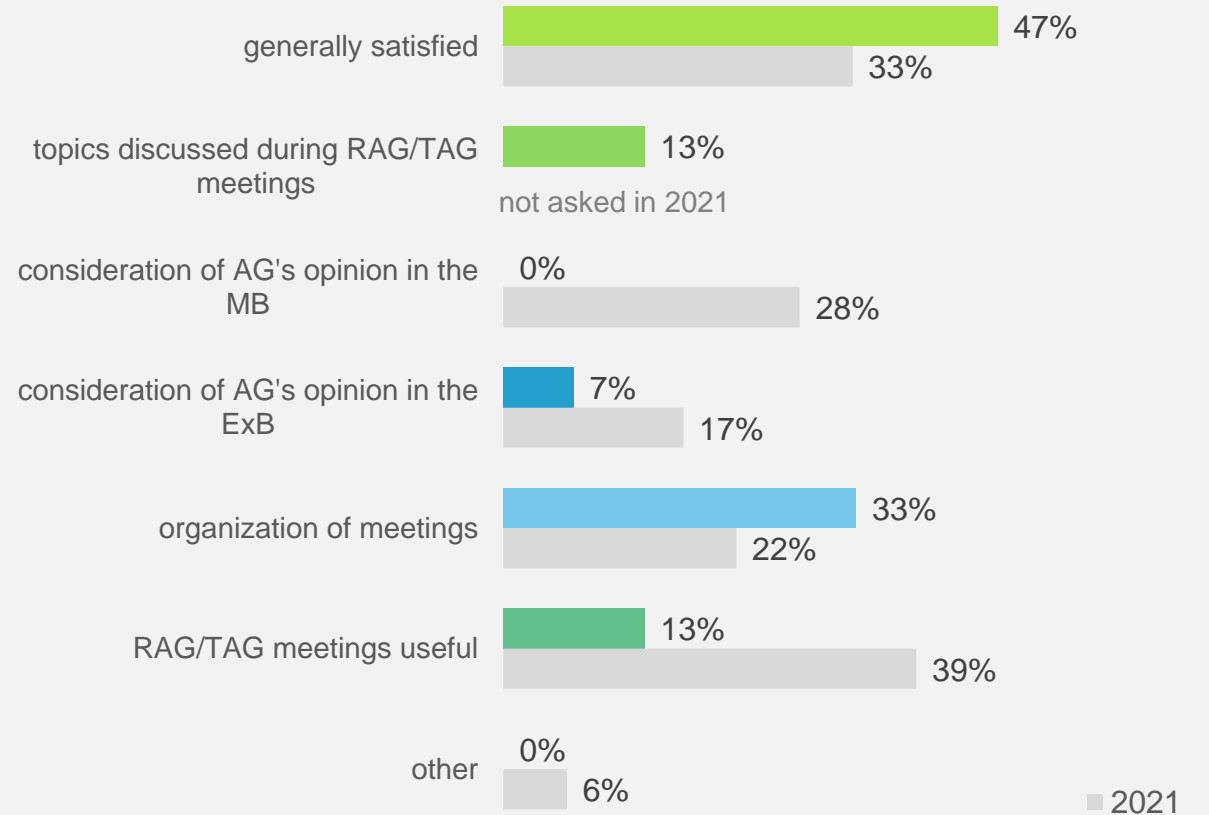*This is 5% increase of satisfaction compared to last year.*

Sample size 2021: 18

Focus on
1 information on RFC website

2 information in annual reports

3 information on social media channes

generally satisfied — 33% / 28%

information on the RFC website — 20% / 22%

information on social media channels — 7% / 0%

information in annual reports — 7% / 11%

information provided in CID books — 0% / 6%

information provided on the CIP — 0% / 11%

information provided on the NCI — 0% / 6%

other — 0% / 6%

2021
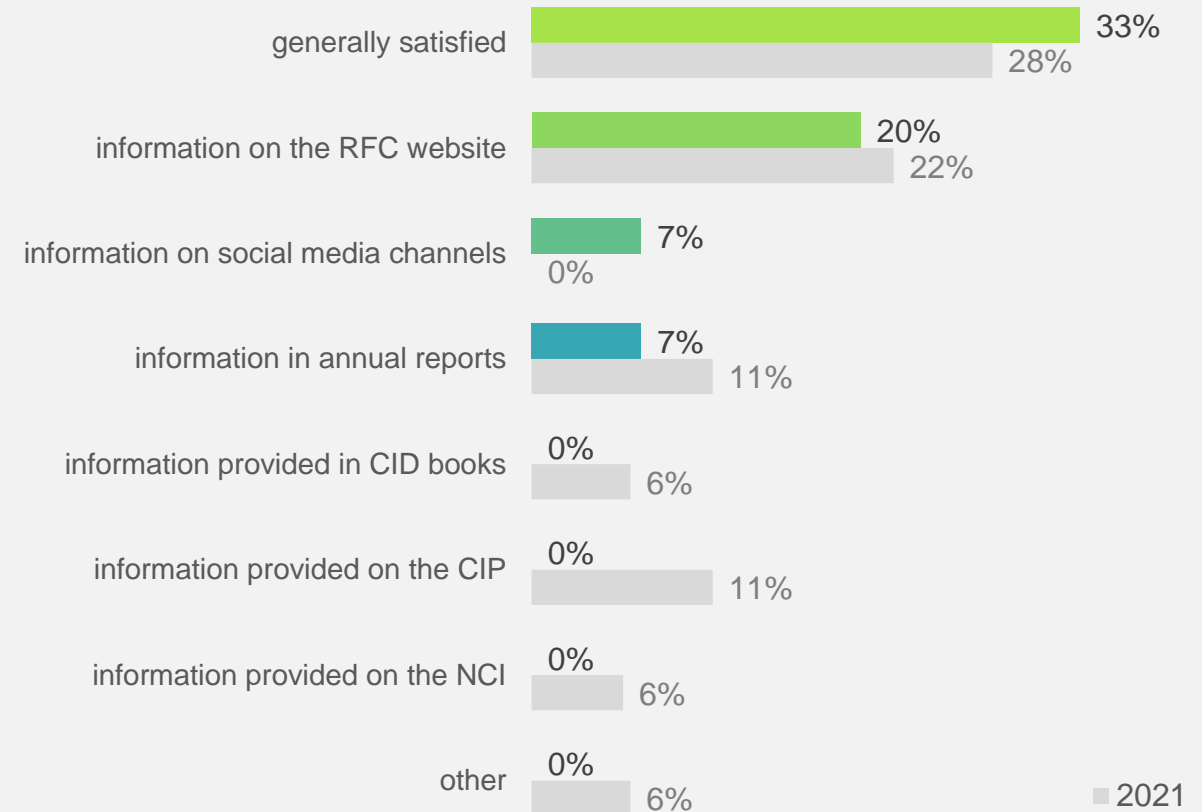
WISH FOR IMPROVEMENT IN **PERFORMANCE**

Priority areas

———

» Which topics would your company be interested in for the RFC to improve your rail-related performance?

» Answered by: Terminals/Ports

» sample size = 7

Focus on

1 integrated capacity offer of PaPs with Terminal slots

2 international End –to End Monitoring

3 support of electronic data exchange (TIS)

International End-to-End monitoring projects with the involvement of IMs, RUs, and Terminal Operators — 43% / 60%

Integrated capacity offer of PaPs with Terminal slots — 43% / 40%

Creation of business opportunities/links — 43% / 40%

Support of electronic data exchange (TIS) within the rail sector — 29% / 40%

Facilitation of information provision — 43% / 20%

other — 0% / 14%

■2021
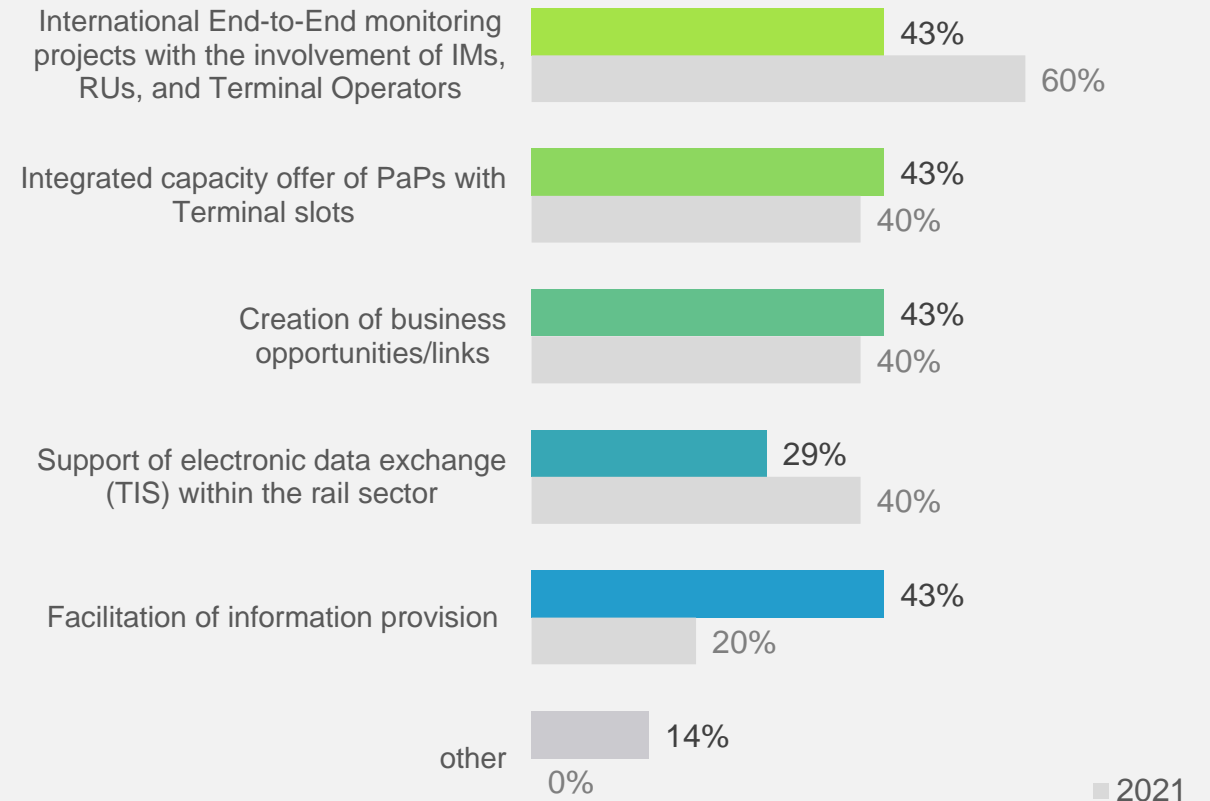
SATISFACTION WITH PREMIUM PAPS FEATURES

Specific question 1:

_____

» Are you satisfied with the premium PaPs features (extralong train from/to Koper, extra heavy trains from/to Trieste; re-routing priority in case of ICM) offered by RFC Baltic-Adriatic?

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

» sample size = 15

54%
Generally satisfied

OTHER, COMMENTS
What about services to Baltic ports?

yes	27%
yes, but we also would like other premium features	27%
not, we would like other features	7%
we were not aware of them	47%
other	7%
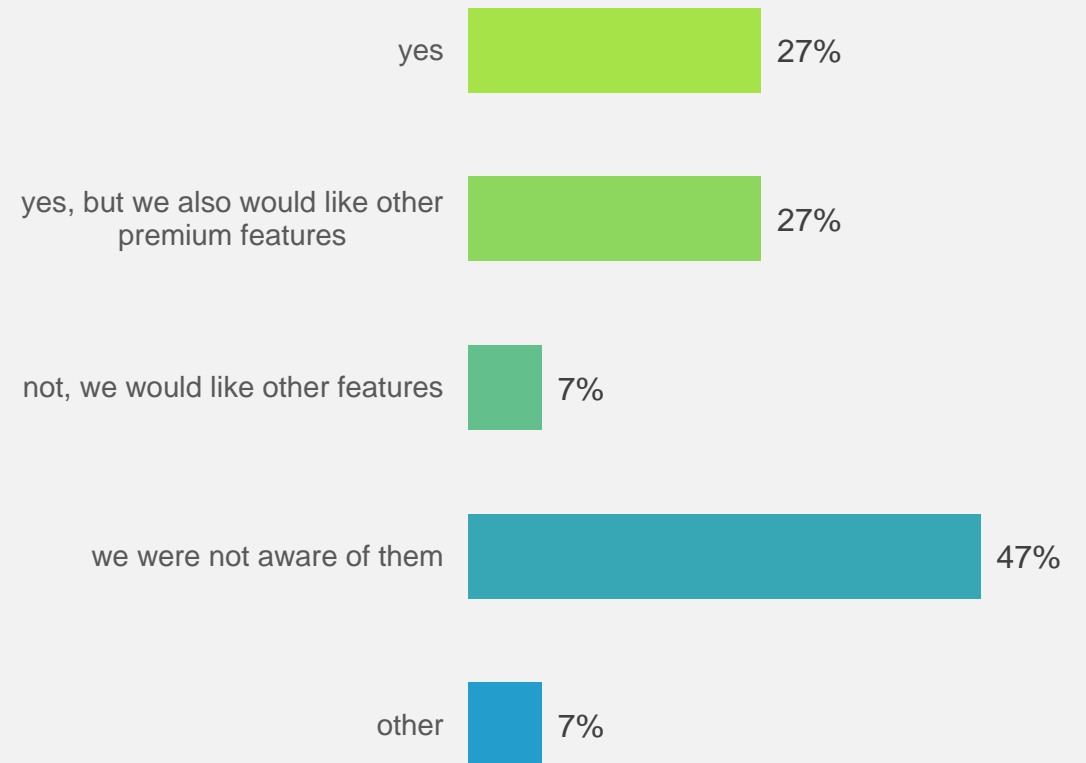
OPINION ABOUT TCR DOCUMENTS

Specific question 2:

———

» What is your opinion about the published TCR documents by the RFCs?

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

» sample size = 15

87%
Useful or partially

useful	40%
partially useful	47%
not useful	0%
replace/complement equivalent documents provided at a national level	0%
replace/complement equivalent documents provided at a national level only partially	13%
don't replace/complement equivalent documents provided at a national	7%
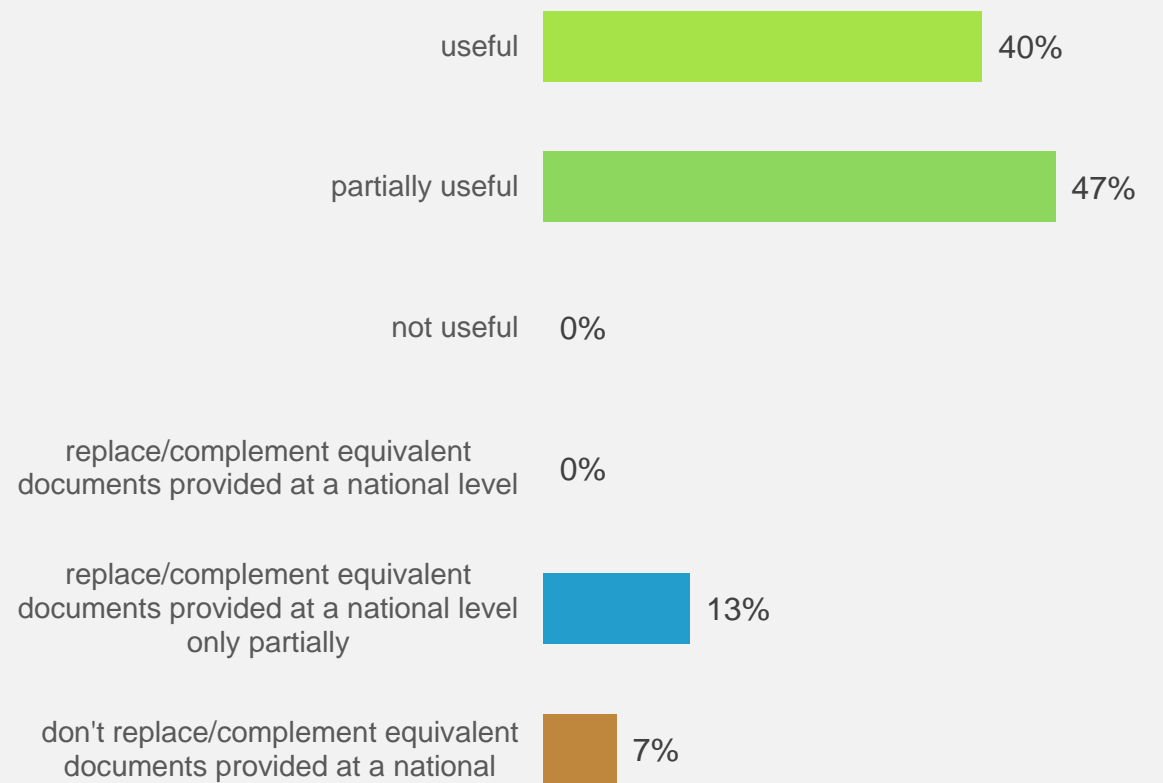
NEEDS AND EXPECTATIONS ON TCR

Specific question 3:

———

» Please specify your needs and expectations as regards a publication on Temporary Capacity Restrictions (TCR) at the corridor level.

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

» sample size = 15

RUs/non-RUs:

- TCR excel file is very useful, the map also; maybe an interactive map tool will be easyer and quicker to use.

- I think that a deeper exchange between IMs and RUs is needed, also with reminders via email or website

- We need a correct announcment and immediate options in order to make aware Clients about problems and possible costs of rerouting, then maximum capacity and availability of spaces

- Establishment of joint working groups for TCRs

- more options to/from Koper

Terminals/Ports:

- We don't have specific needs about TCR publication.

- I want to informed about them.

- More Infrastructure.

- Improving the time-slot scheduling freight trains .

- Better information to the terminals.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group
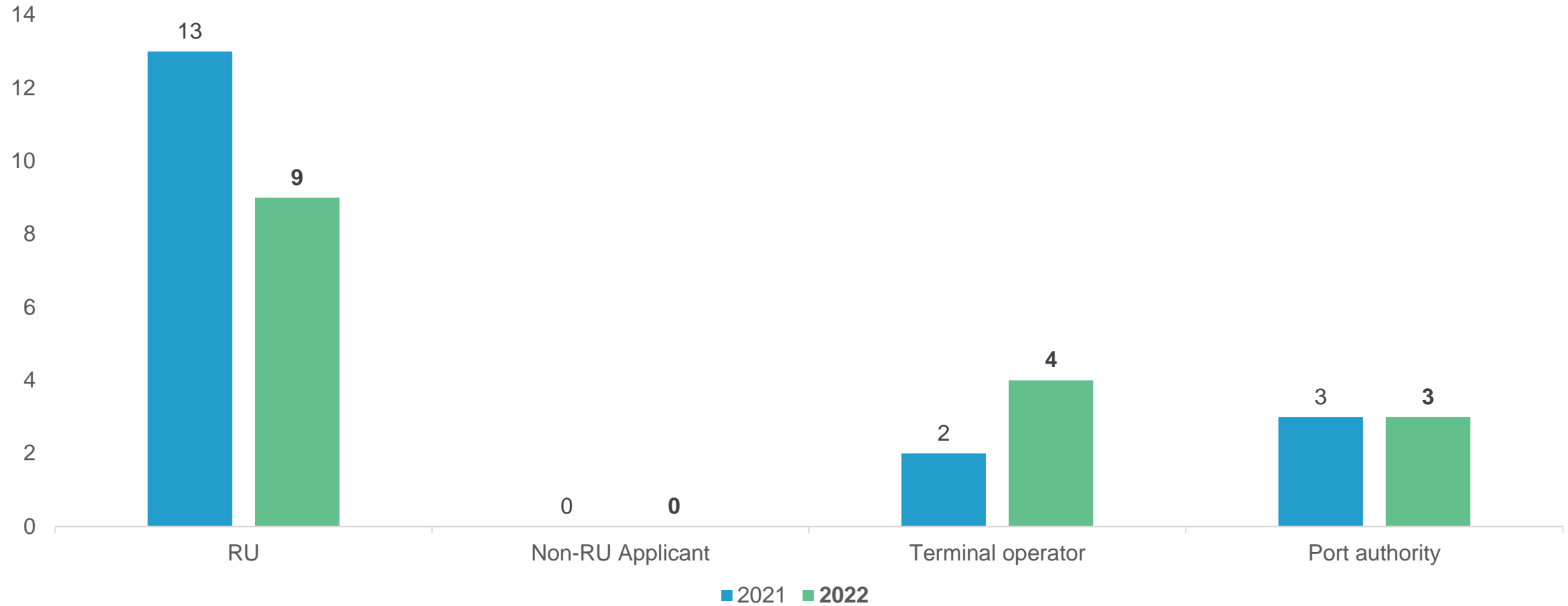
» "To which of the following type of target groups does your company belong?"
» sample size = 18; 16;
» One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY

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

■ 2022
■ 2021

Infrastructure
- 2022: 27%
- 2021: 22%

Temporary capacity restrictions
- 2022: 40%
- 2021: 39%

Commercial offer
- 2022: 33%
- 2021: 29%

Train performance management
- 2022: 33%
- 2021: 28%

Int. Contingency management
- 2022: 50%
- 2021: 31%

RU/Terminal Advisory Group
- 2022: 47%
- 2021: 33%

Communication services
- 2022: 33%
- 2021: 28%
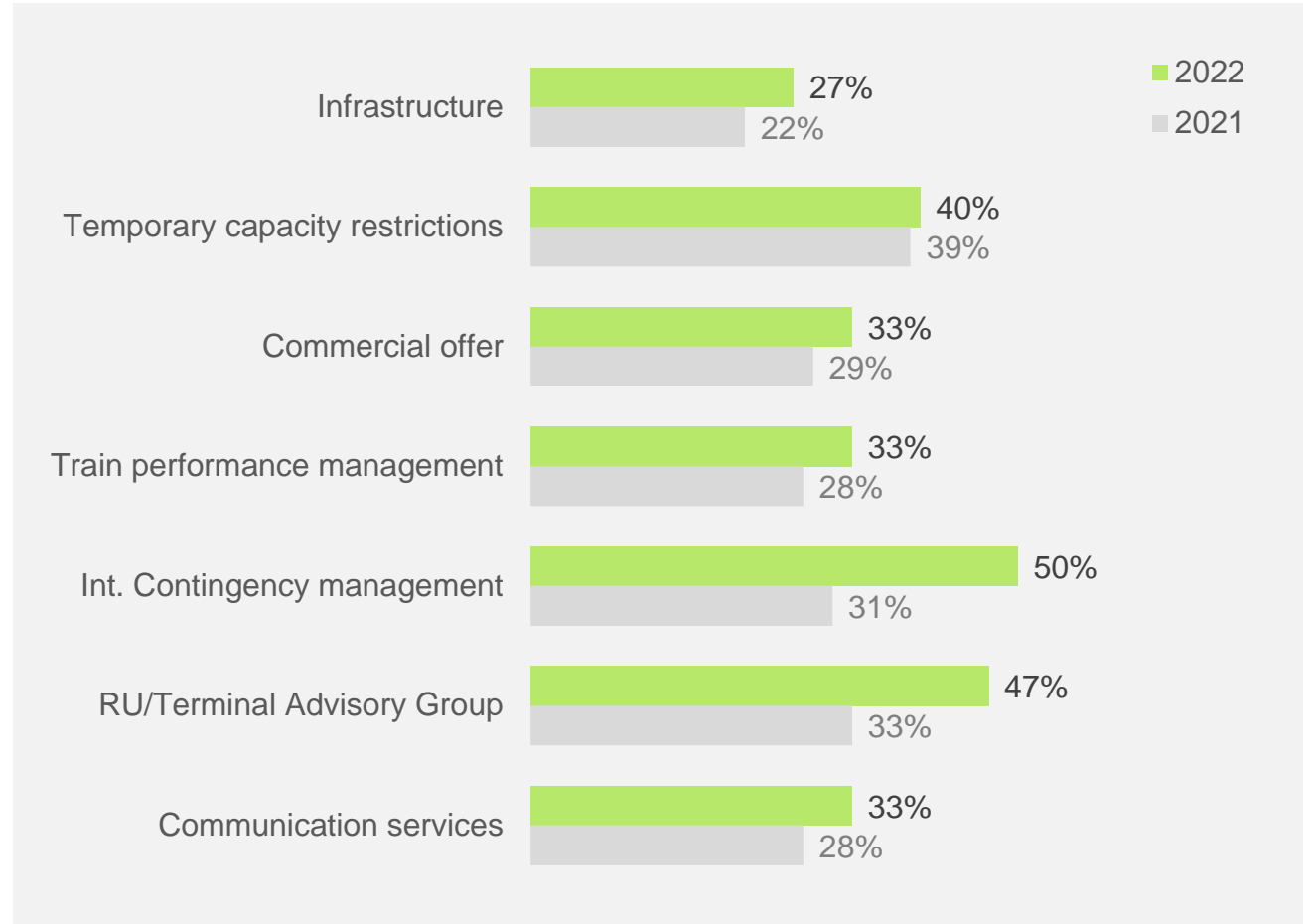
SUMMARY – WISH FOR IMPROVEMENT

All respondents

———

» Focus topics chosen

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

» Different sample sizes on every topic, there

Topic	%
infrastructure capacity	55%
infrastructure parameters	54%
time-table of alternative offers in TCRs	40%
quality and usability of re-routing scenarios	38%
efficiency of measures taken to improve punctuality	33%
info on works and possessions	33%
organization of AG meetings	33%
measures to improve infrstructure standards	32%
involvement of customers	27%
RU/terminal involvement	27%
regular train performance reports	27%
protection of PaPs from TCRs	25%
allocation process	25%
quantity of alternative offers	20%
quality of alternative offers	20%
information on the RFC website	20%
availability of C-OSS	17%
time-table of PaPs	17%
commercial speed of PaPs	17%
quantity of PaPs	17%
collection of needs (wish list)	17%
relations (PaPs originis/destinations)	17%
information/support on ICM by RFCs	13%
topics discussed during RAG/TAP meetings	13%
implementatio of new processes	13%
info/support on ICM	13%
RAG/TAG meetings useful	13%
geographical routing	9%
consideration of AG's opinion in the ExB	7%
information in annual reports	7%
information on social media channels	7%
parameters of PaPs (train lenght/weight)	0%
quality of the Reserve Capacity offer	0%
consideration of AG's opinion in the MB	0%
information provided on CIP	0%
information provided in CID	0%
information provided on the NCI	0%
conflict-solving procedure by the C-OSS	0%

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

» The 10 topics on which the RFC should focus according to the survey.

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

» Different sample sizes on every topic

Topic	Percentage
integrated capacity offer of PaPs with Terminal slots	57%
infrastructure capacity	55%
infrastructure parameters	54%
time-table of alternative offers	40%
quality and usability of re-routing scenarios	38%
efficiency of measures taken to improve punctuality	33%
info on works and possessions	33%
organization of meetings	33%
measures to improve infrstructure standards	32%
support of electronic data exchange (TIS)	29%