ScanMed RFC
STOCKHOLM/OSLO-COPENHAGEN-
HAMBURG-INNSBRUCK-PALERMO

The RFC Network
User Satisfaction
Survey
2020

Report for RFC3

RFC USER SATISFACTION SURVEY 2020

CONTENT

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN

- 9 respondents II 13 evaluations*

- Computer Aided Web Evaluations (using the online tool Survio)

- Contacts (e-mail address) delivered by RFCs

- 35 e-mail invitations sent

- Field Phase: 24th September to 23rd October 2020

One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.
Therefore the number of evaluations is higher than the number of respondents.
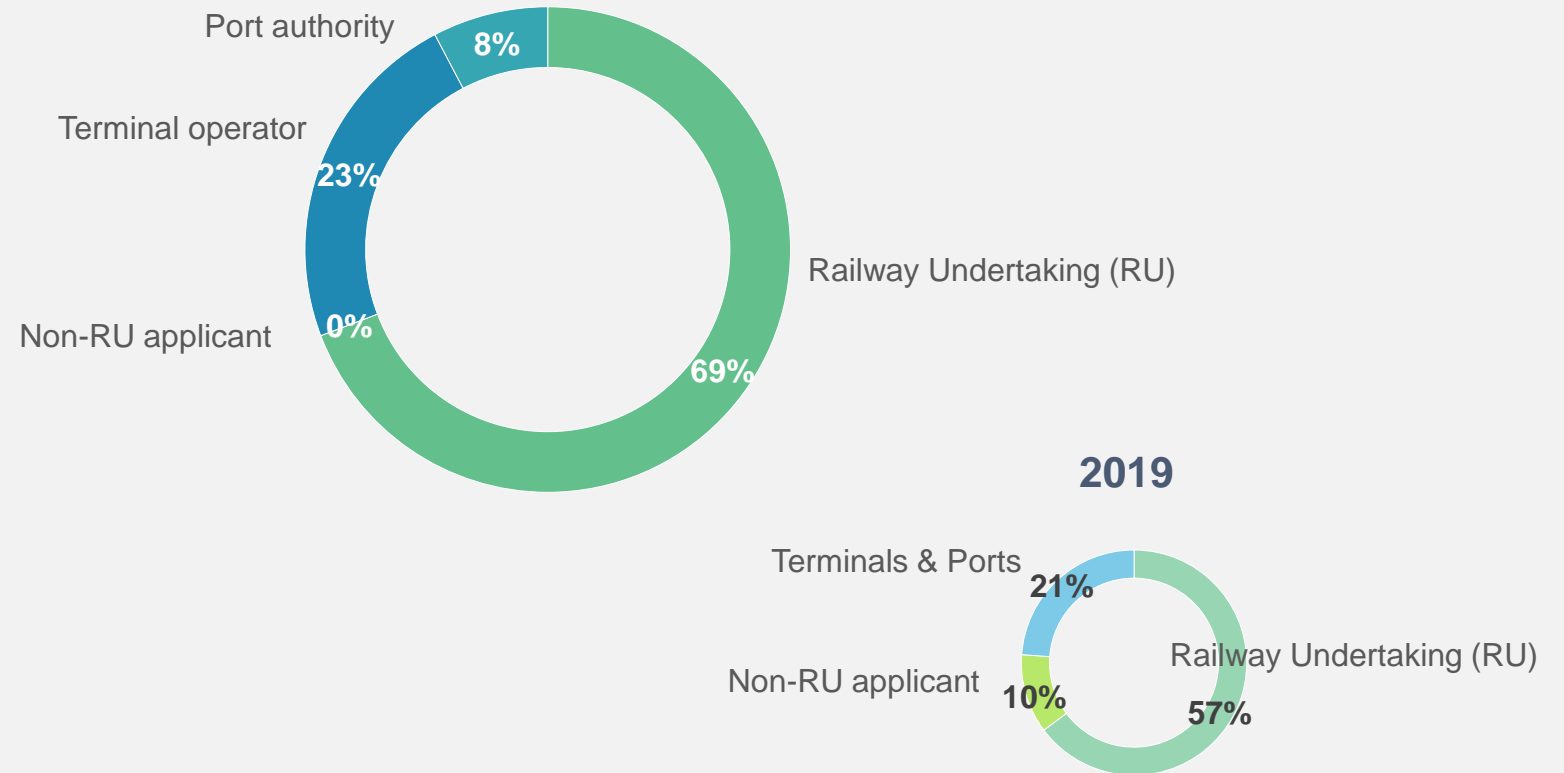
SATISFACTION & RESPONSE

Customer satisfaction

84%

positive feedback

Answers given were very satisfied, satisfied and slightly satisfied.

13

evaluations

This is a decrease in evaluations of 7% compared to the previous year.

Evaluations 2019: 14

Target groups in %

Port authority — **8%**

Terminal operator — **23%**

Non-RU applicant — **0%**

Railway Undertaking (RU) — **69%**

2019

Terminals & Ports — **21%**

Non-RU applicant — **10%**

Railway Undertaking (RU) — **57%**

RESPONSE RATE

Compared to the previous year

ScanMed RFC
STOCKHOLM/OSLO-COPENHAGEN-
HAMBURG-INNSBRUCK-PALERMO

Total	**13**	(-1)
RUs/non-RUs	9	
Terminals/Ports	4	
Invitations sent	35	(-2)
Response rate overall (RFCs 1-11 in 2020)	**37%**	(-1%)

Invitations vs. Evaluations ratio

- ■ Invitations
- ■ Evaluations

13

5
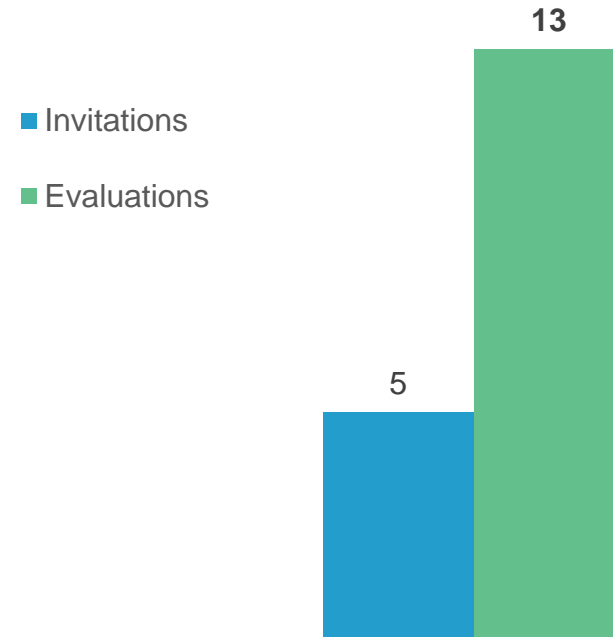
Number of responses 2019 vs. 2020

- ■ 2019
- **■ 2020**

14

13
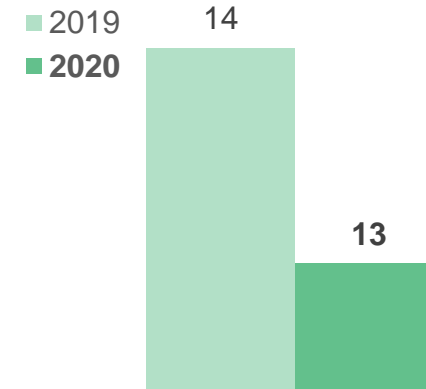
02 SATISFACTION WITH THE RFC 3

SATISFACTION WITH RFC 3

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

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

» sample size = 13

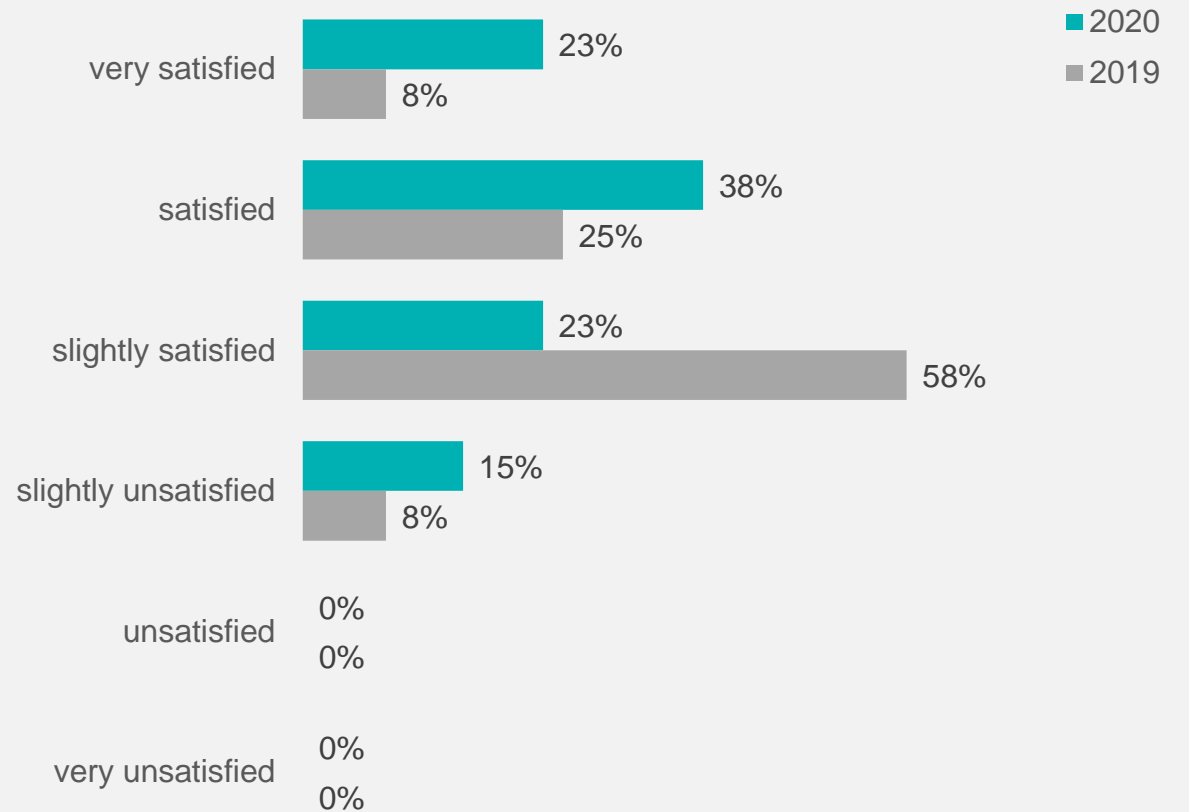## 84%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

7%
Decrease of satisfaction

■ 2020
■ 2019

	2020	2019
very satisfied	23%	8%
satisfied	38%	25%
slightly satisfied	23%	58%
slightly unsatisfied	15%	8%
unsatisfied	0%	0%
very unsatisfied	0%	0%

OTHER COMMENTS:

RFC 3:

- Positive: regional WG structure (to be improved) / Negative: missing PaPs days in offer / Negative: low committment for development of Brenner corridor.

- Positive: Working groups estabished / Negative: dificulty in developing Regional WG North towards the Brenner model. / Negative: Missing days in partial PaP offer.

- The basic idea of a pan-european partnership amongst the IM's is great! However on a domestic level sometimes the in-country trains of domestic RU tends to be prioritized ahead of the ScanMed corridor. Reasons I've heard is: If you dont win a PaP, the time it takes to construct the new timetable is too long which means that the domestic traffic is already in place when the timetable is delivererd to the IM's timetable constructors.

- Strong focus on PaP (Northern part) with missing acceptabel alternatives on alternative Path offers.

- because it proposes and supports the development of railway traffic.

- It's very useful because we can share our rail projects within the TAG members and we can collect information about the rail projects developed by ports and terminals integrating with the corridor.

SATISFACTION WITH 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 = 13

8%
chose generally satisfied, improvement is appreciated

Focus on

1 **Measures to improve infrastructure standards**

2 **Infrastructure capacity**

3 **Infrastructure parameters**

generally satisfied	8%
geographical routing	15%
infrastructure parameters	38%
measures taken to improve infrastructure standards	54%
infrastructure capacity	54%
other	15%
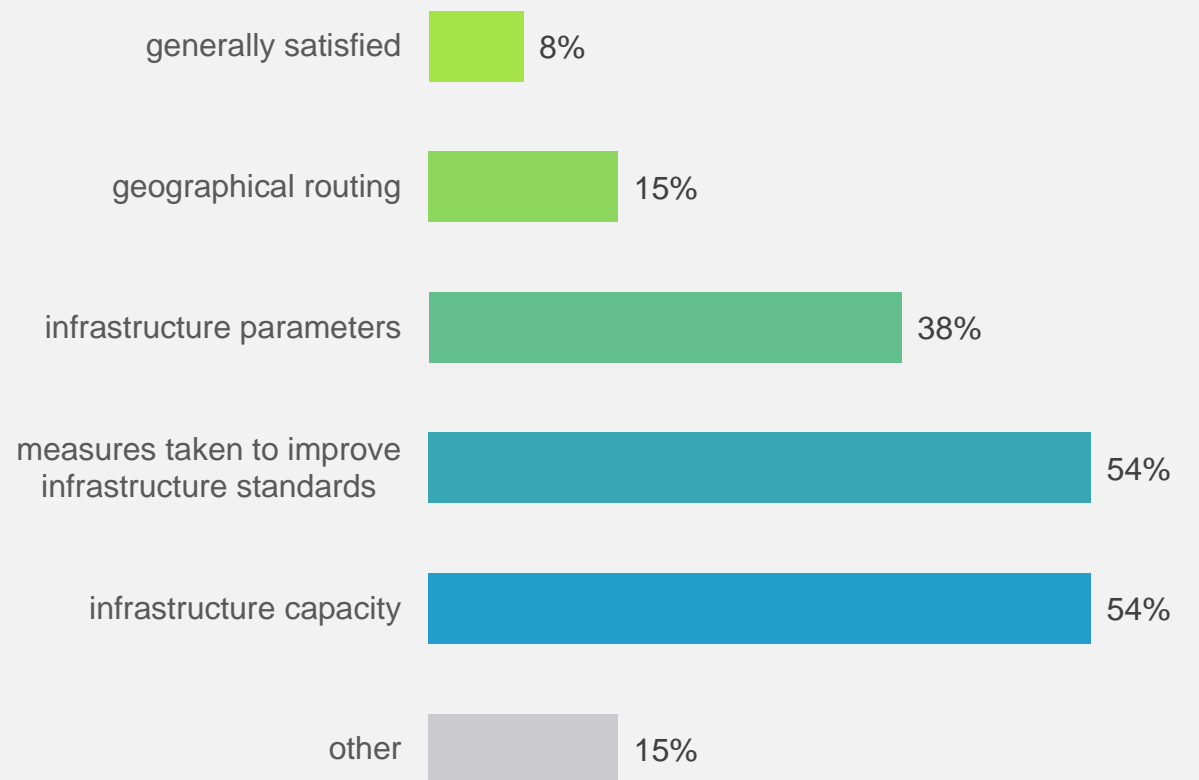
OTHER COMMENTS:

RFC 3:

- Interoperability + harmonization at borders - infra standards and their availability also on re-routings / proactive TCR coordination and consultation (several mentions)

SATISFACTION WITH 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 = 13

8%
chose generally satisfied though improvement is appreciated

Focus on
1 TT of alternative offers

2 Quality of alternative offers

3 Information on works and possessions

generally satisfied	8%
quality of alternative offers	46%
quantity of alternative offers	31%
timetable of alternative offers	54%
info on works and possessions	38%
involevement of customers	31%
other	15%
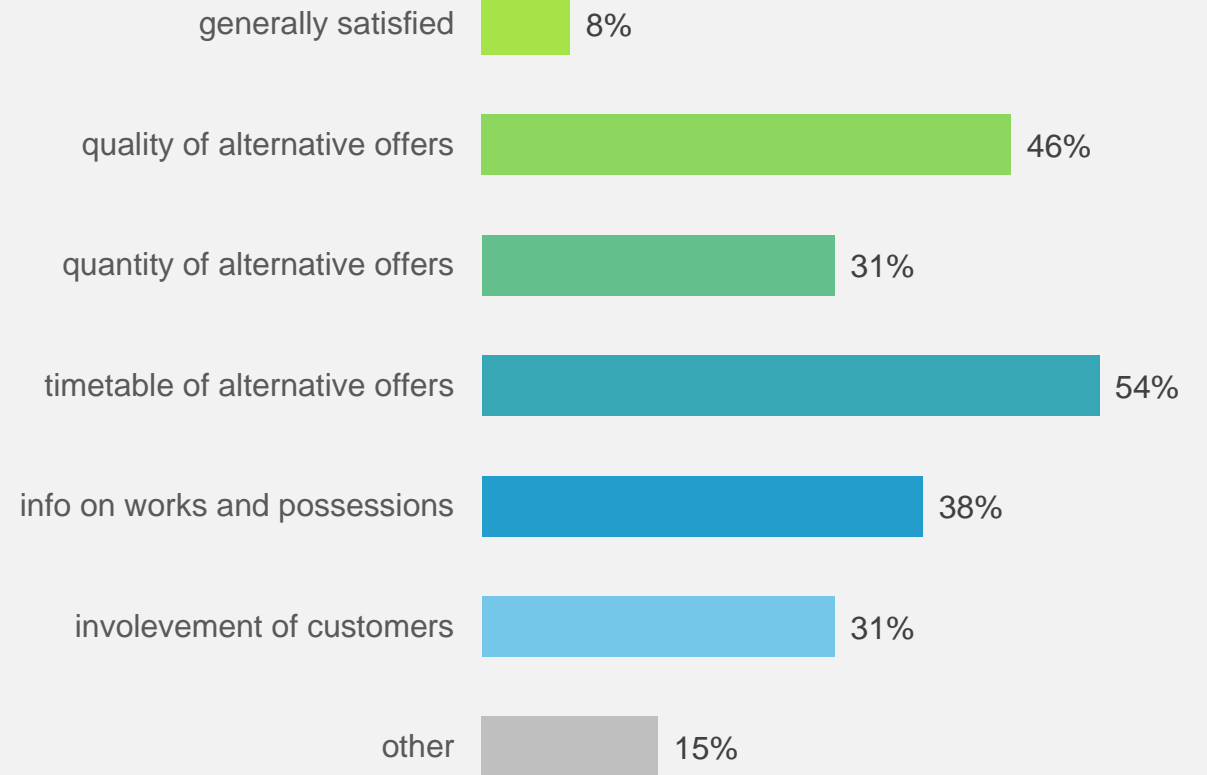
OTHER COMMENTS:

RFC 3:

- Annex VI of 2012/34: implementation of RU consultation (development of Reg WG North!) / definition of RFC role (several mentions)

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

67%
Yes
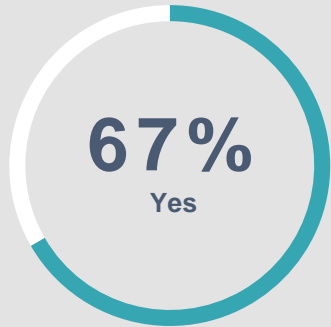
Compared to the past year
it has been a 11 % decrease*.

* 3 new corridors included in 2020

COMMENTS

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... .
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**Reasons for not ordering
via the C-OSS:**

We haven't ordered PaPs or other RFC's product on the RFC yet. So, we've never had the chance to order capacity via C-OSS

We have no traffic increases

No visible added value of PaP/RC use for us

» Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» sample size = 9

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 3:

- We haven't ordered PaPs or other RFC's product on the RFC yet. So, we've never had the chance to order capacity via C-OSS

- No visible added value of PaP/RC use for us

- We have no traffic increases

IMPROVEMENT OF 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 = 9

0%

chose generally satisfied though improvement is appreciated

Focus on

1 Quantity of PaPs

2 Parameters of PaPs

generally satisfied	0%
quantity of PaPs	56%
timetable of PaPs	33%
relations (PaPs origins/destinations)	0%
parameters of PaPs (train lenght/weight)	44%
commercial speed of PaPs	11%
quality of the Reserve Capacity offer	11%
allocation process	33%
conflict-solving procedure by the C-OSS	33%
collection of needs (wish list)	0%
protection of PaPs from TCRs	33%
other	44%
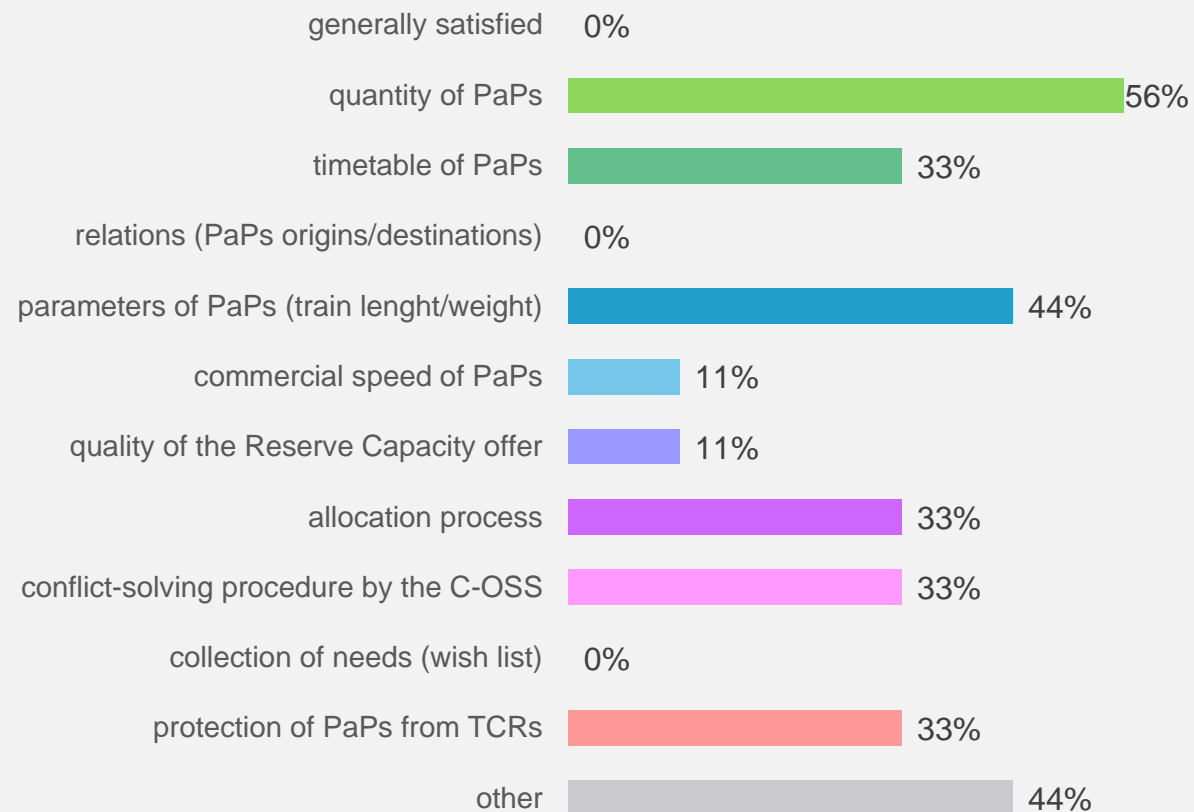
OTHER COMMENTS:

RFC 3:

- The efficiancy of the PaP. At lot of unneccessary stand still time is being added to the PaPs. Same speed as before, but faster timetables.

- alternative offers (Quality)

- Quantity to be increased in ScanMed North / more priority to "PaP-trains " in operations (e.g. in case of disturbance)

- The quantity of PaPs requires increase especially in the Northern part of the RFC

SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

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 = 13

31%

chose generally satisfied though improvement is appreciated

Focus on

1 Efficiency of measures taken to improve punctuality

2 RU/terminal improvement

generally satisfied — 31%

regular train performance in report — 8%

efficiency of measures taken to improve punctuality — 62%

RU/terminal involvement — 23%

other — 15%
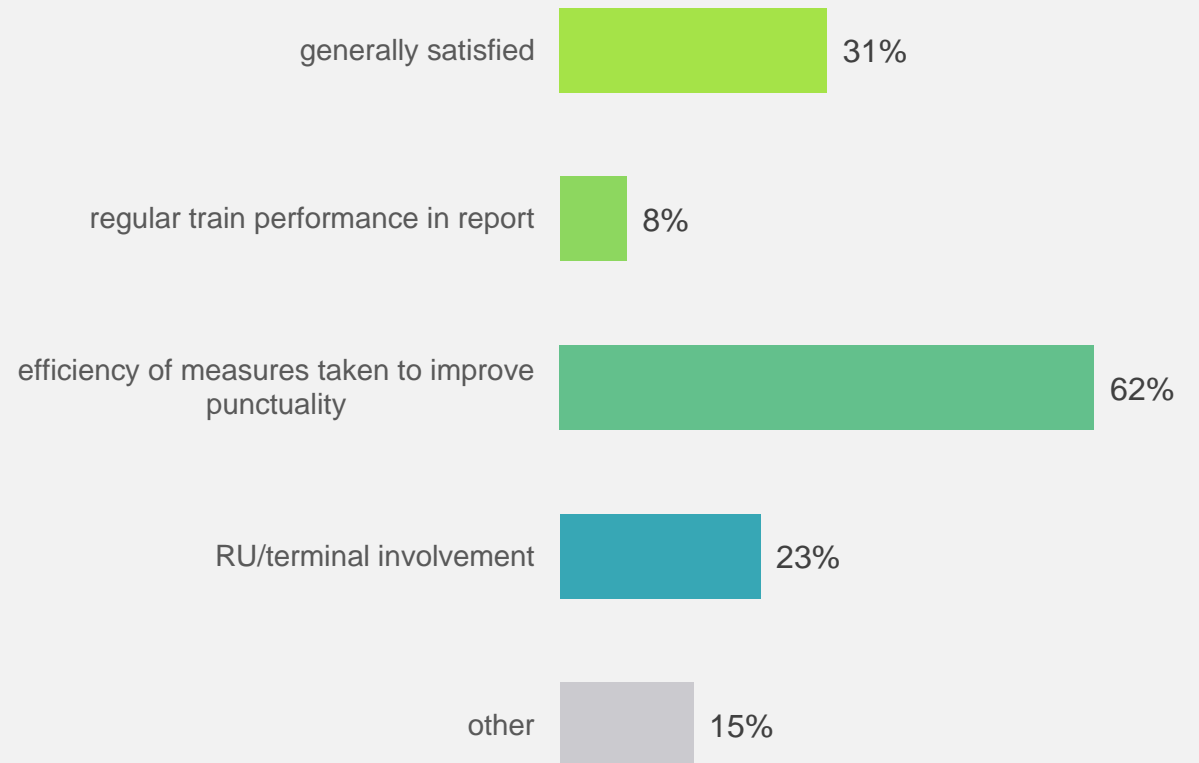
OTHER COMMENTS:

RFC 3:

- RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures (several mentions).

SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

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 = 9

22%
chose generally satisfied, improvement is appreciated

Focus on
1 Quality and usability of re-routing scenarios

2 implementation of new processes

generally satisfied	22%
implementation of new processes	33%
quality and usability of re-routing scenarios	44%
information/support on ICM by RFCs	22%
other	33%
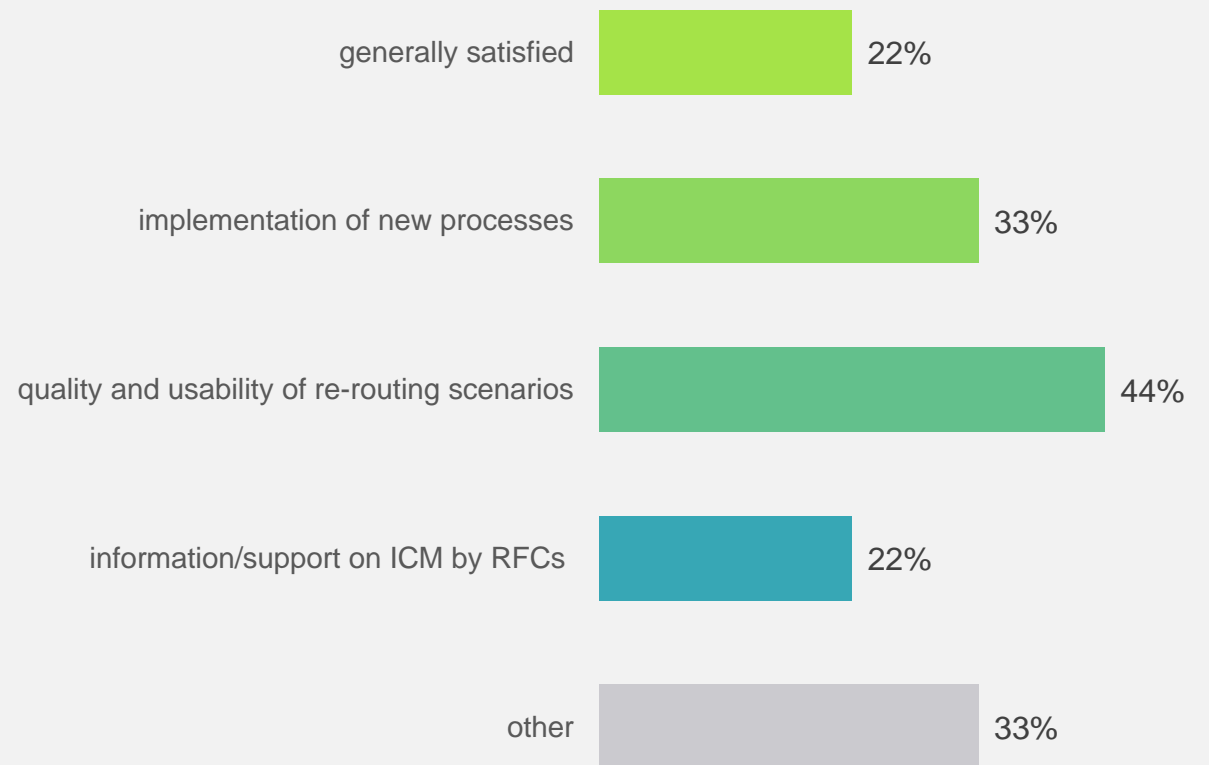
OTHER COMMENTS:

RFC 3:

- Further work on RU-ICM-handbook and merge into a sector handbook (several mentions).

SATISFACTION WITH 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 = 13

38%
chose generally satisfied though improvement is appreciated

Focus on
1 consideration of AG's opinion In the ExB

2 consideration of AG's opinion In the MB

generally satisfied — 38%

RAG/TAG meetings useful — 15%

consideration of AG's opinion in the MB — 38%

consideration of AG's opinion in the ExB — 46%

organization of meetings — 23%

other — 15%
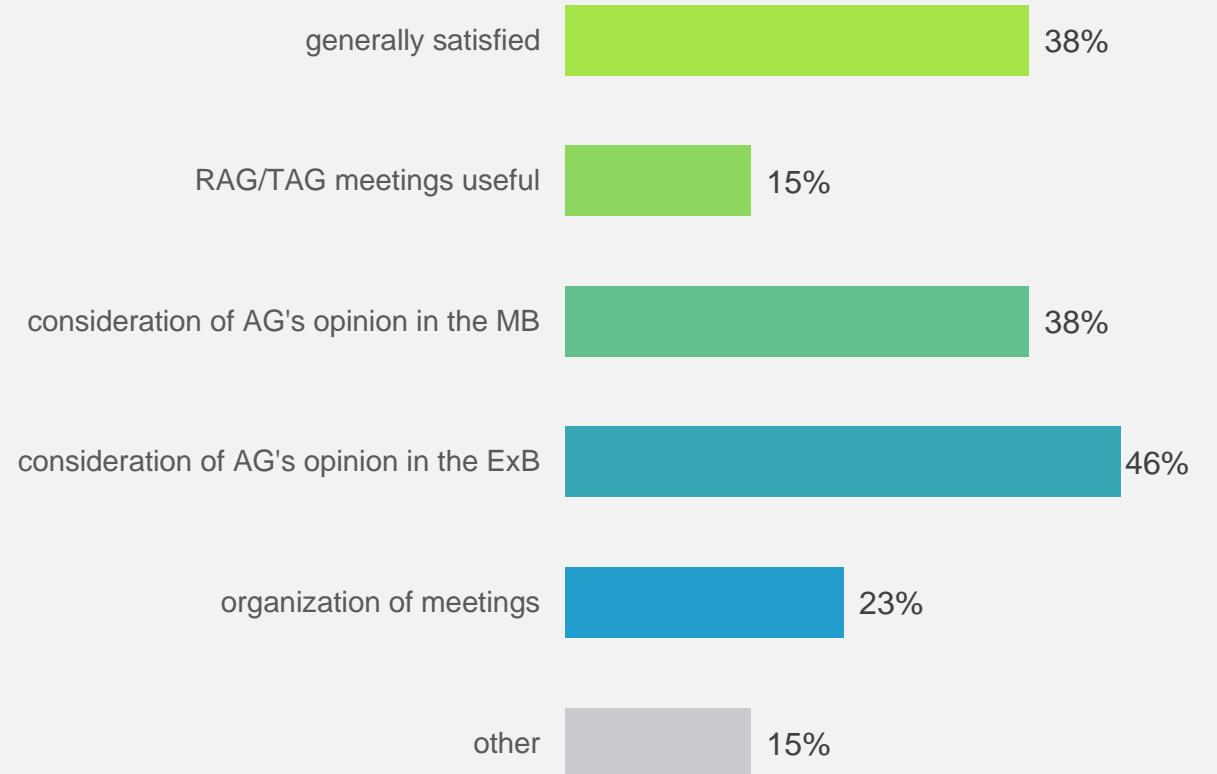
OTHER COMMENTS:

RFC 3:

- Organization of meetings has for us a lower priority than the other 2 aspects (several mentions).

COMPANY PARTICIPATION IN RAG TAG MEETINGS

**Participation in
RAG TAG meetings**

92%
Yes

» Does your company regularly attend RAG/TAG meetings?

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

» sample size = 13

SATISFACTION WITH 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 = 13

23%
chose generally satisfied though improvement is appreciated

Focus on
1 information provided on CIP

2 information on RFC website

generally satisfied	23%
information on the RFC website	23%
information on social media channels	0%
information in annual reports	0%
information provided in CID books	8%
information provided on the CIP	31%
other	15%
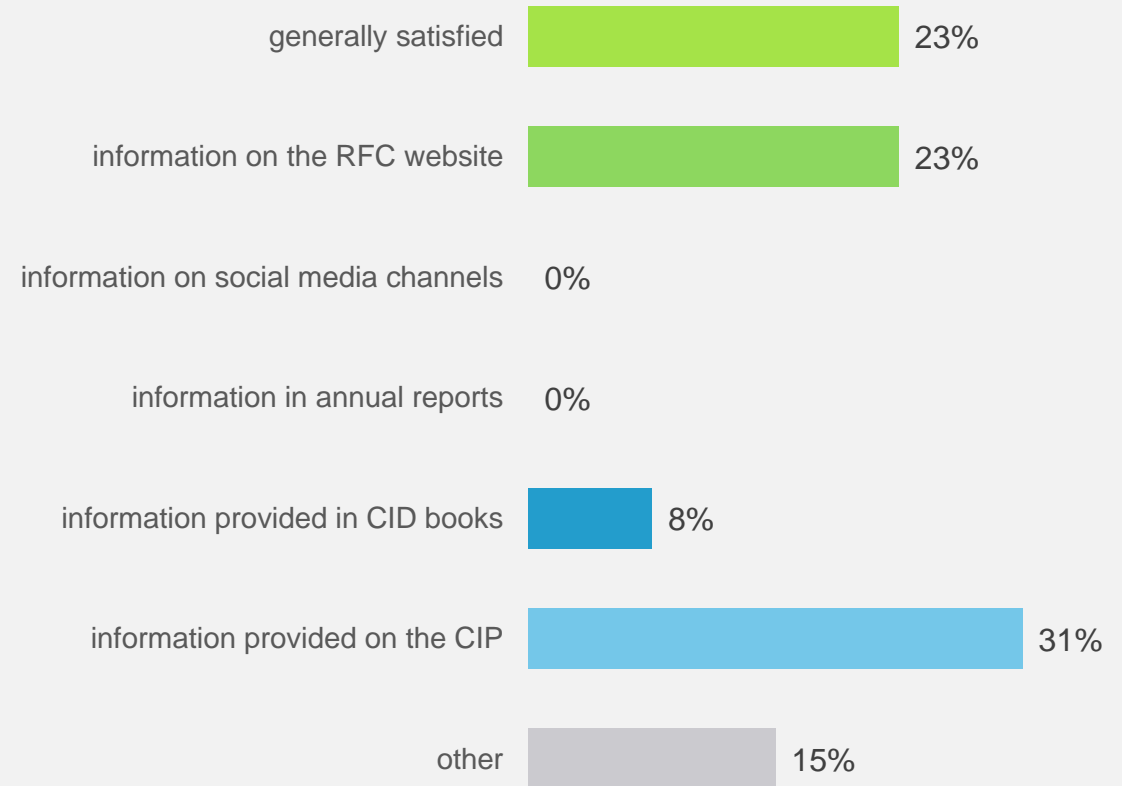
OTHER COMMENTS:

RFC 3:

- TCR tool / proactive custmore service related to capacity products (email and phone) several mentions

SOUTH BRENNER AXIS TASK FORCE

RFC specific question 1

——

» Which of these statements would best describe your perception of the ScanMed RFC South Brenner Axis Task Force?

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

» sample size = 13

23%

think that the establishment is a step in the right direction.

The establishment is a step in the right direction, and I feel positive	23%
The establishment is good, but I feel unsure about the continuation	8%
There is more that could have been done at an earlier stage, and I feel indifferent	15%
The same approach could be adopted in ScanMed RFC North	8%
No opinion	15%
RUs should have been involved / int.l traffic mgmt should have been piloted first to determine the necessary instruments + communication (not vicevers	15%

SINGLE CONTRACT OF USE

RFC specific question 2

» Which of these statements would best describe your perception of the Single Contract of Use (SCU) in ScanMed RFC North?

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

» sample size = 13

8%
think that the establishment is a step in the right direction.

The SCU is a step in the right direction, and I feel positive — 8%

The SCU is valid but is progressing too slow — 8%

I know nothing about the SCU — 38%

The same approach could be adopted in ScanMed RFC South — 0%

No opinion — 15%

Other — 0%
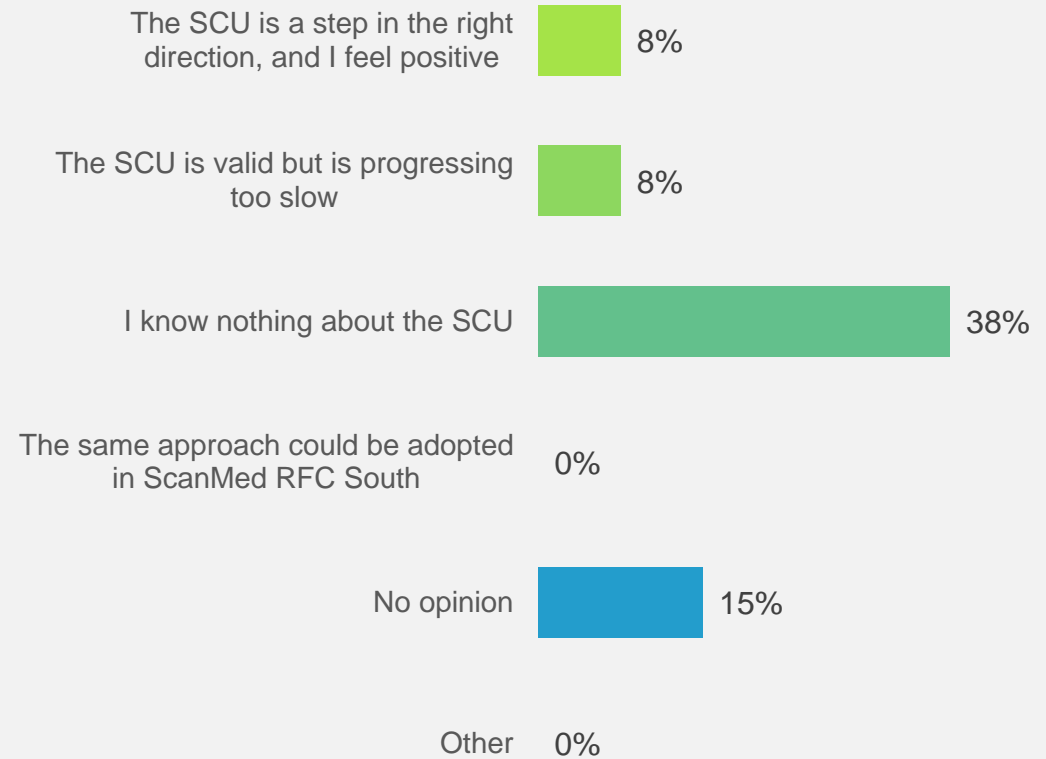
SATISFACTION WITH SUPPORT DURING CORONA

RFC specific question 3

―――

» Are you satisfied with the support you received by the RFCs and their IMs during the Corona-virus and what would you have expected?

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

» sample size = 13

OTHER COMMENTS:

RFC 3:

▪ The rail transport has supported the logistics sector during the lock down assuring the shipment of goods in the best way. It was the resilient mode of transport. RFC gave the right information but I yhink that is necessary to stress on the importance of rail transport and its benefit during the lock down in order to promote it in the best way.

▪ Yes, completely. Information and activities helped us.

INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

» Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?

» Answered by: RUs/non-RUs

» sample size = 9

0%
No role

No involvement
of the RFCs & C-OSS needed

OTHER, COMMENTS

RFCs should steer+monitor correct execution of the process by IMs / ensure that capacity models reserve sufficient capacity for freight on each route.

No role 0%

C-OSS should have a role in the drafting of the capacity model. — 44%

C-OSS should have a role in allocating the freight capacity in the annual TT. — 33%

C-OSS should have a role in allocating the rolling planning capacity. — 44%

Other suggestions — 44%
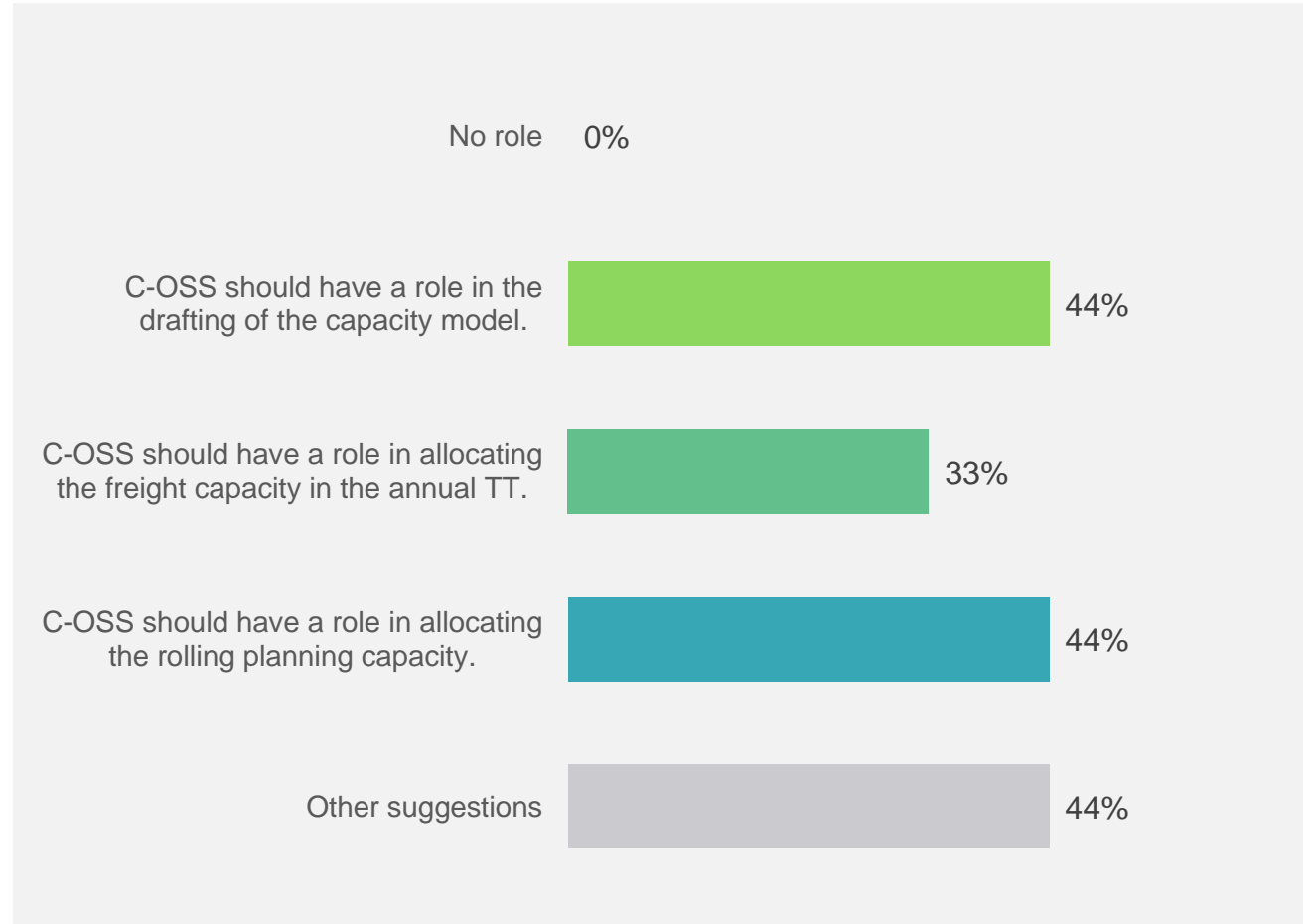
OTHER COMMENTS:

ALL:

- RFCs should steer+monitor correct execution of the process by IMs / ensure that capacity models reserve sufficient capacity for freight on each route.

- RFCs should: steer+monitor the correct execution of the process by IMs / ensure that the capacity models reserve enough capacity for int.l freight.

- C-OSS should have a role in all above.

- I don't know.

CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

» Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?

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

» sample size = 13

8%

chose generally satisfied though improvement is appreciated

OTHER, COMMENTS

Complete and reliable infra data / perspectives for ERTMs and TEN-T parameter implementation / PaP route planning and O/D choice from list.

generally satisfied	8%
Information documents	15%
Interactive map	15%
Usability	0%
Route planning	23%
Display of ICM re-routing options	8%
I don't use CIP	8%
Other	15%
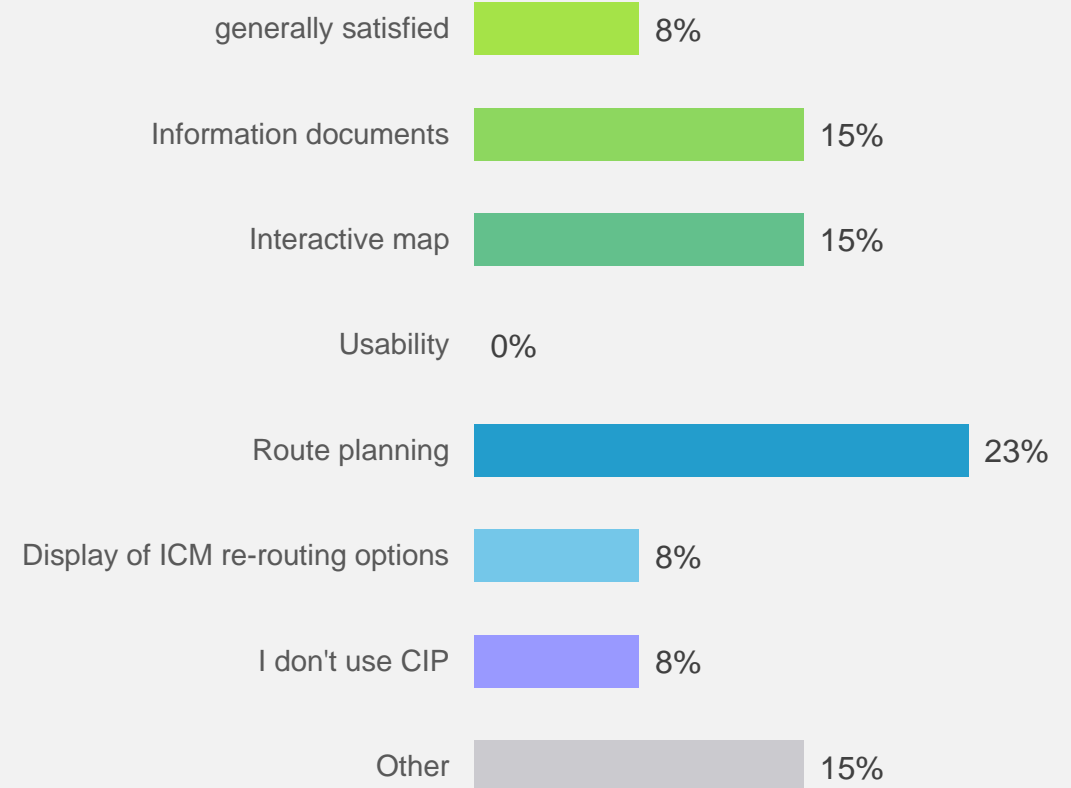
OTHER COMMENTS:

ALL:

- Complete and reliable infra data / perspectives for ERTMs and TEN-T parameter implementation / PaP route planning and O/D choice from list.

- Complete+reliable infra data / perspective for implementation of ERTMS and TEN-T parameters / PaP route visualization / PaP O/D list.

NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

» On which statements regarding this survey can you agree?

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

» sample size = 13

67%
Easy to complete survey

OTHER, COMMENTS

Every 2 or 3 years would be sufficient / no possibility to answer for more than one corridor / to small room for comments.

Easy to complete survey — 69%

Questions were relevant to me — 54%

New survey format prefered — 23%

None of them — 0%
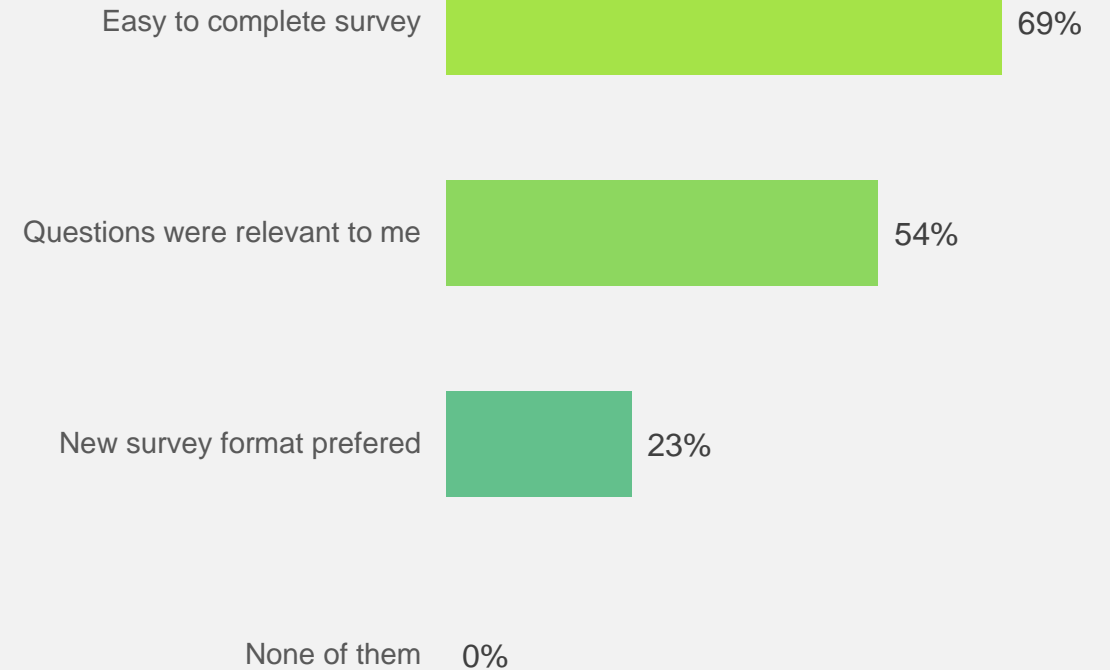
OTHER COMMENTS:

ALL:

- 1 survey each 2 or 3 years enough / multiple RFC answer in same survey much better (like last year) / too short comment fields.

- Every 2 or 3 years would be sufficient / no possibility to answer for more than one corridor / to small room for comments.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group

■ 2019 ■ **2020**

8 / **9** — RU

3 / **0** — Non-RU Applicant

3 / **3** — Terminal operator

Included in terminals in 2019

0 / **1** — Port authority
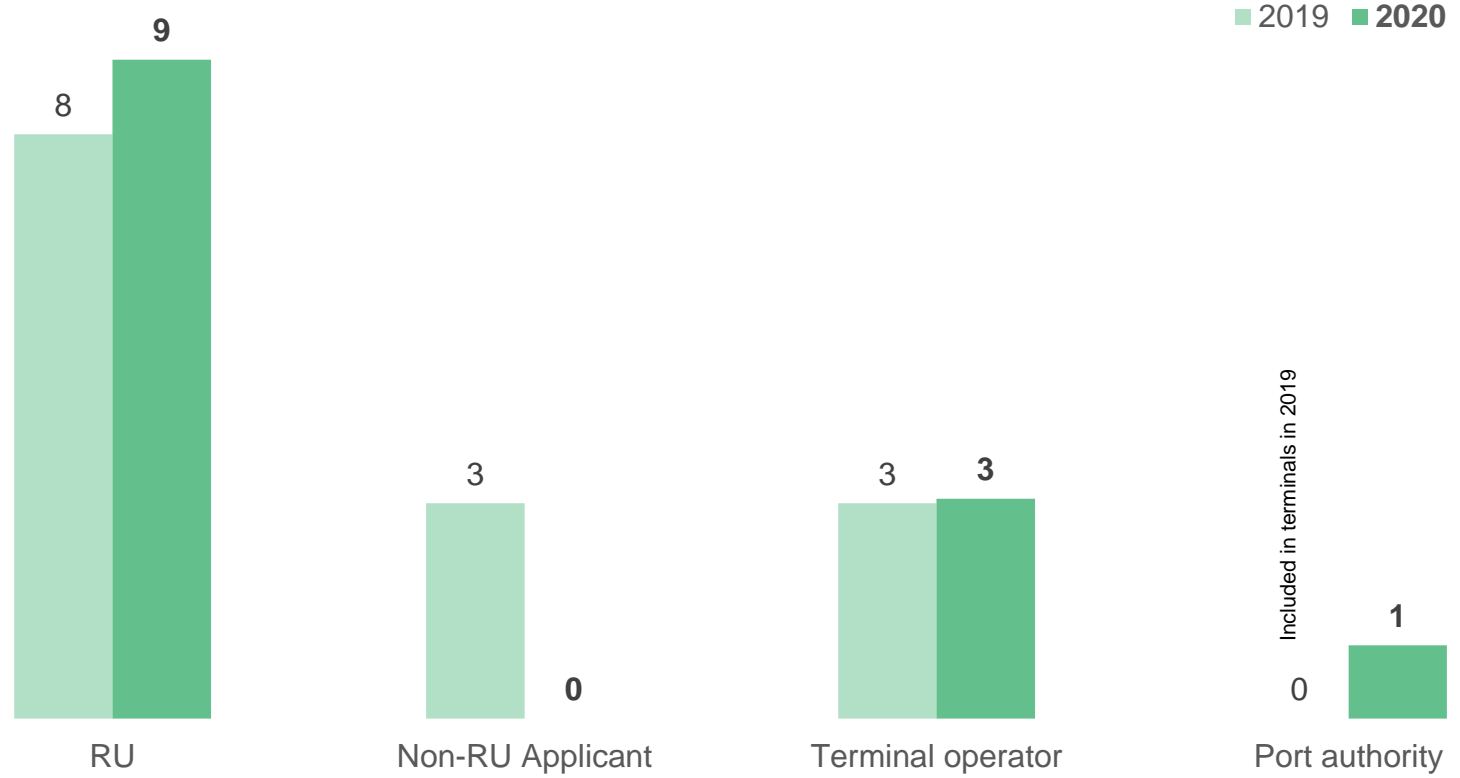
» "To which of the following type of target groups does your company belong?"
» sample size = 13; 14;
» One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY

SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

———

» General satisfaction with each topic

» This question was not asked in all topics of the survey

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

» Different sample sizes on every topic

17%
average of each topic, respondents used the answer 'generally satisfied'

Topic	Rating
Infrastructure	8%
Temporary capacity restrictions	8%
Commercial offer	0%
Train performance management	31%
Int. Contingency management	22%
RU/Terminal Advisory Group	38%
Communication services	23%
Customer Information Platform	8%
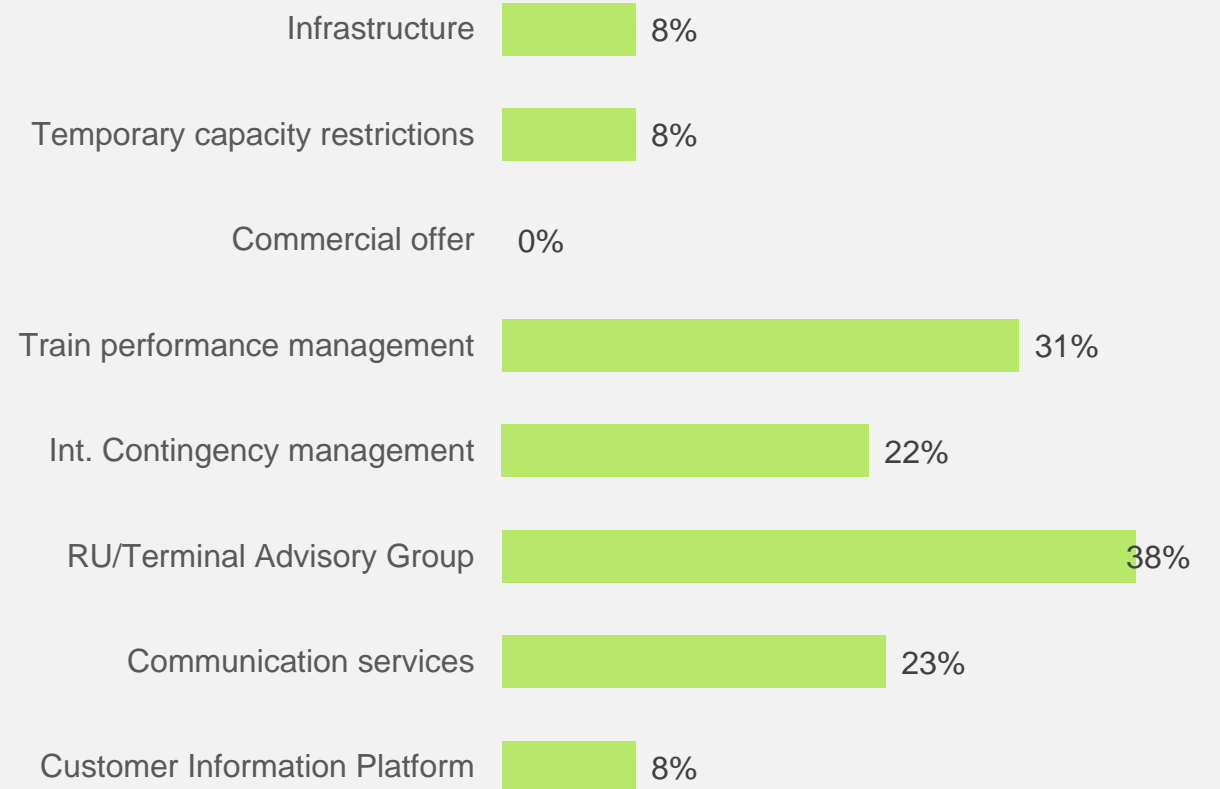
SUMMARY – OTHER

All respondents

——

» Other was chosen as an answer and a comment was given

» A specific answer or comment was given

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

» Different sample sizes on every topic

23%

average of each topic, respondents used the option 'other' to give an open answer.

OTHER, COMMENTS

The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.

Topic	Percentage
Infrastructure	15%
Temporary capacity restrictions	15%
Commercial offer	44%
Train performance management	15%
Int. Contingency management	33%
RU/Terminal Advisory Group	15%
Communication services	15%
TTR project	44%
Improvement of CIP	15%

SUMMARY – WISH FOR IMPROVEMENT

All respondents

―――――

» Focus topics chosen

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

» Different sample sizes on every topic
(answered by RUs&Terminals 13,
answered by RUs only 9)

FOCUS TOPICS

Topic	%
TPM - efficiency of measures taken to improve punctuality	62%
Commercial offer - quantity of PaPs	56%
TCR - timetable of alternative offers	54%
Infrastructure - measures taken to improve infrastructure standards	54%
Infrastructure - infrastructure capacity	54%
TCR - quality of altnerative offers	46%
RAG/TAG - consideration of AG's opinion in the ExB	46%
ICM - quality and usability of re-routing scenarios	44%
Commercial offer - parameters of PaPs (train length/weight)	44%
TCR - information on works and possessions	38%
RAG/TAG - consideration of AG's opinion in the MB	38%
Infrastructure - infrastructure parameters	38%
ICM - implementation of new processes	33%
Commercial offer - timetable of PaPs	33%
Commercial offer - protection of PaPs from TCRs	33%
Commercial offer - conflict-solving procedure by the C-OSS	33%
Commercial offer - allocation process (pre-alloc. & delivery of offer)	33%
TCR - quantity of alternative offers	31%
TCR - involvement of customers	31%
Communication - information provided on the CIP	31%
TPM - RU/terminal involvement	23%
RAG/TAG - organization of meetings (location, time, frequency)	23%
Communication - information on the RFC website	23%
CIP - Route planning in CIP	23%
ICM - information/support on ICM by RFCs	22%
RAG/TAG - meetings useful	15%
Infrastructure - geographical routing	15%
CIP - Interactive map on CIP	15%
CIP - Information documents on CIP	15%
Commercial offer - quality of the Reserve Capacity offer	11%
Commercial offer - commercial speed of PaPs	11%
TPM - regular train performance in report	8%
Communication - information provided in CID books	8%
CIP - Display of ICM re-routing options in CIP	8%
Communication - information on social media channels	0%
Communication - information in annual reports	0%
Commercial offer - relations (PaPs origins/destinations)	0%
Commercial offer - collection of needs (wish list)	0%
CIP - Usability of CIP	0%

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Top 10 of focus topics chosen

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

- » Different sample sizes on every topic (answered by RUs&Terminals 13, answered by RUs only 9)

3 Most important topics

1. TPM – efficiency of measures taken to improve punctuality
2. Commercial offer – quality of PaPs
3. TCR – TT of altern. offers

Topic	%
TPM - efficiency of measures taken to improve punctuality	62%
Commercial offer - quantity of PaPs	56%
TCR - timetable of alternative offers	54%
Infrastructure - measures taken to improve infrastructure standards	54%
Infrastructure - infrastructure capacity	54%
TCR - quality of altnerative offers	46%
RAG/TAG - consideration of AG's opinion in the ExB	46%
ICM - quality and usability of re-routing scenarios	44%
Commercial offer - parameters of PaPs (train length/weight)	44%
TCR - information on works and possessions	38%