

The RFC Network
User Satisfaction
Survey
2020
Report for RFC5

RFC USER SATISFACTION SURVEY 2020

CONTENT

1
Study Design

2
Satisfaction with the RFC Network

3
Sample Description

4
Summary

01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 17 respondents || 18 evaluations*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 26 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



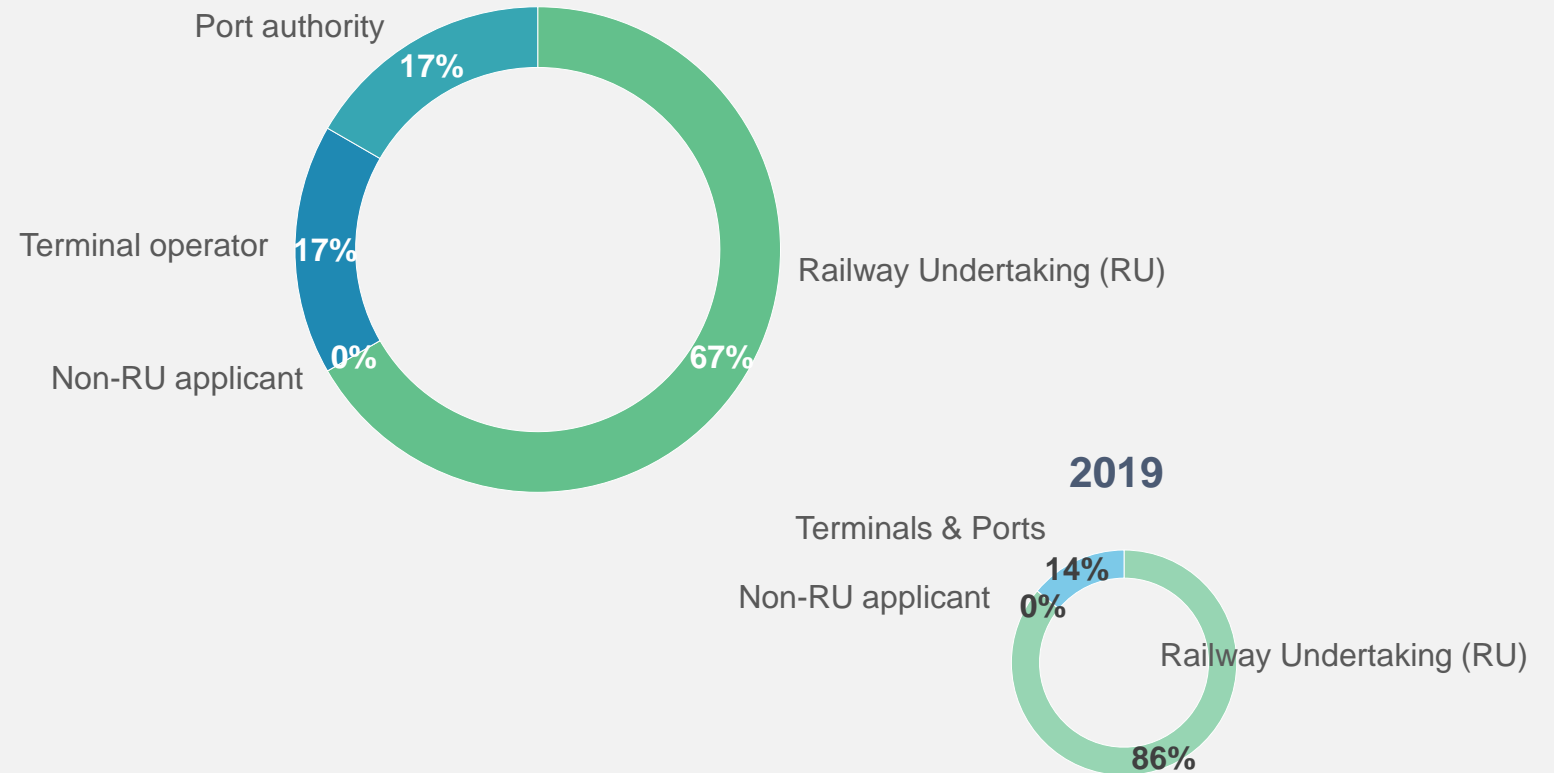
**Answers given were very satisfied, satisfied and slightly satisfied.*

18
evaluations

This is an increase in respondents of 29% compared to the previous year.

Evaluations 2019: 14

Target groups in %



02 SATISFACTION WITH THE RFC 5

SATISFACTION WITH RFC 5

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

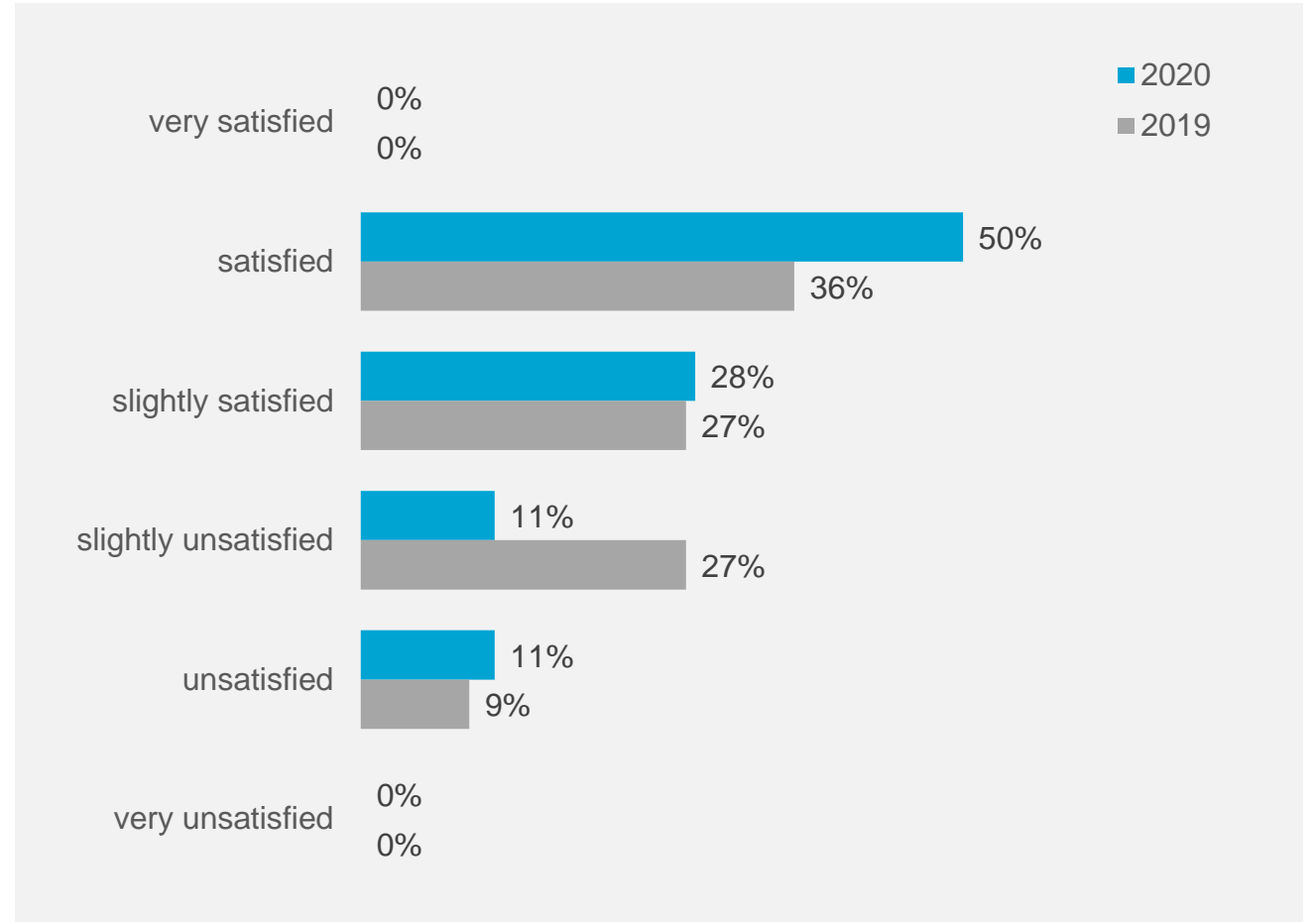
78%

Generally satisfied

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

15%

Increase of satisfaction



SATISFACTION WITH INFRASTRUCTURE

Priority areas

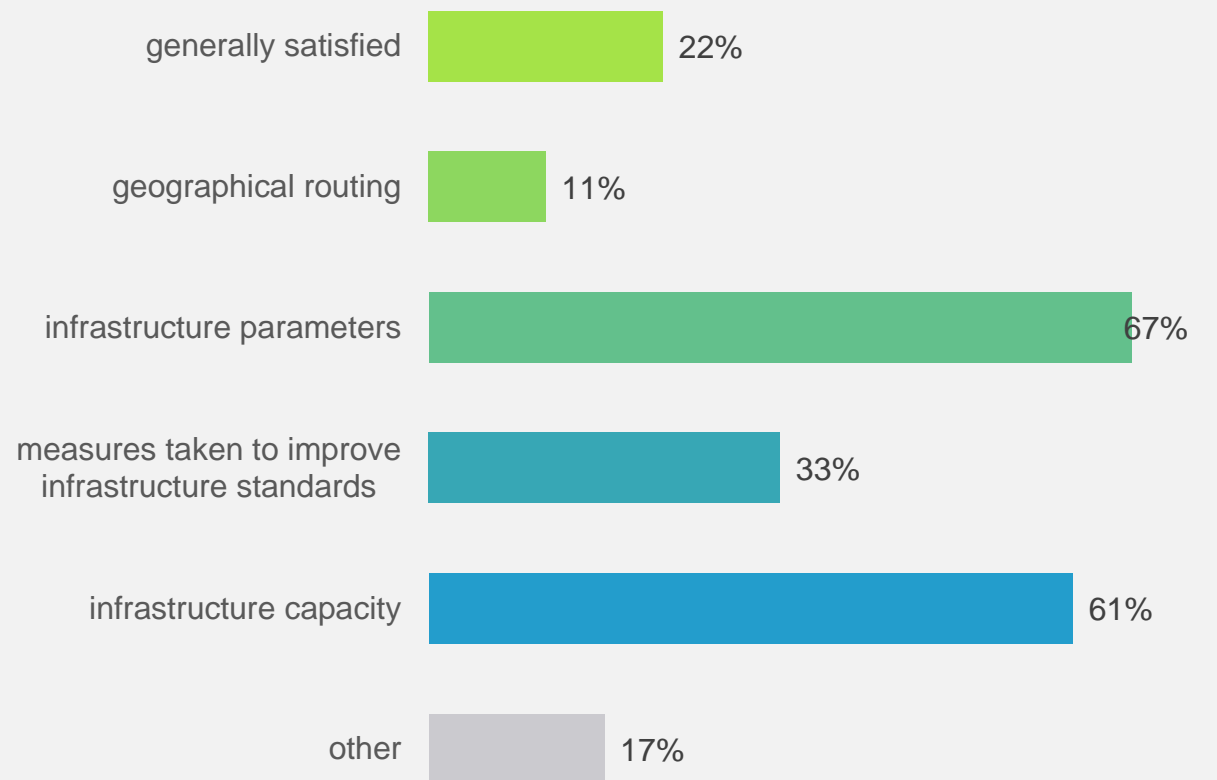
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

22%

chose generally
satisfied,
improvement is
appreciated

Focus on

- 1 Infrastructure parameters
- 2 Infrastructure capacity



SATISFACTION WITH TCR

Priority areas

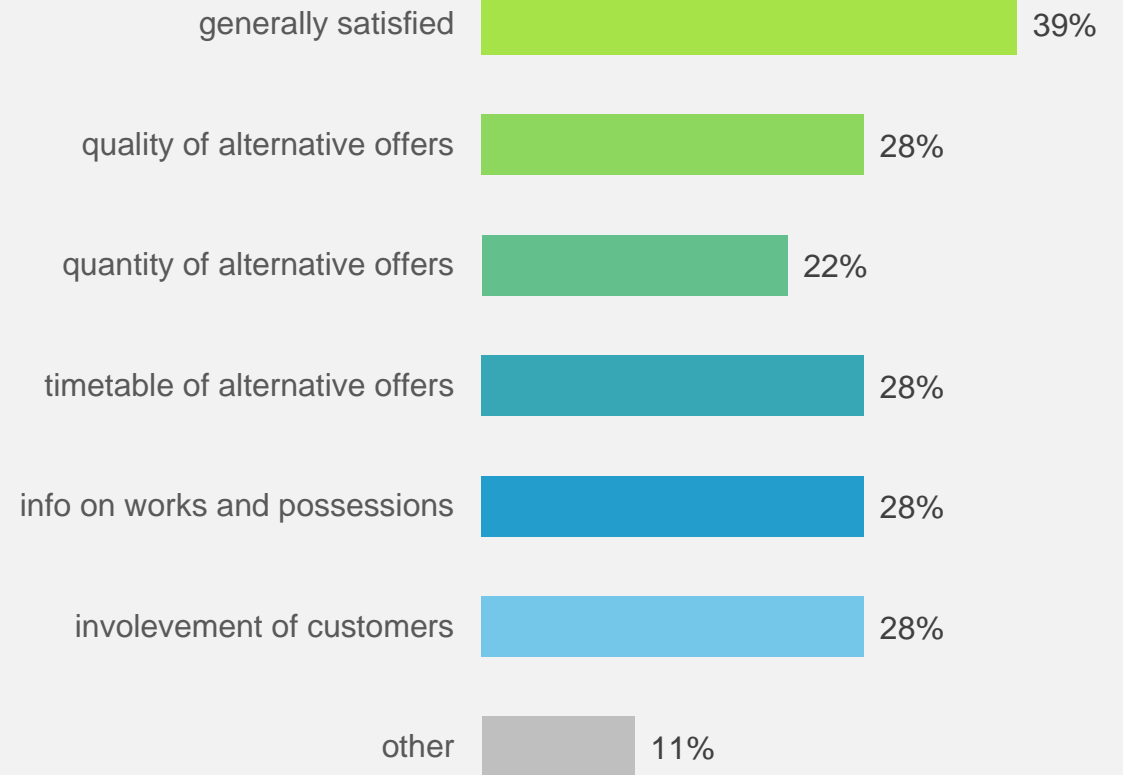
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

39%

chose generally satisfied though improvement is appreciated

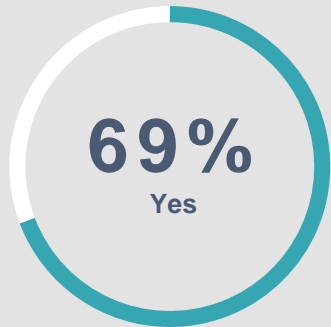
Focus on

- 1 Quality of alternative offers
- 2 TT of alternative offers
- 3 Info on works and possessions
- 4 Involvement of customers



INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 13 % decrease*.

COMMENTS

Reasons for not ordering via the C-OSS:

Irregular transport

No need to

We were not the leading RU

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 12

IMPROVEMENT OF RFC COMMERCIAL OFFER

Priority areas

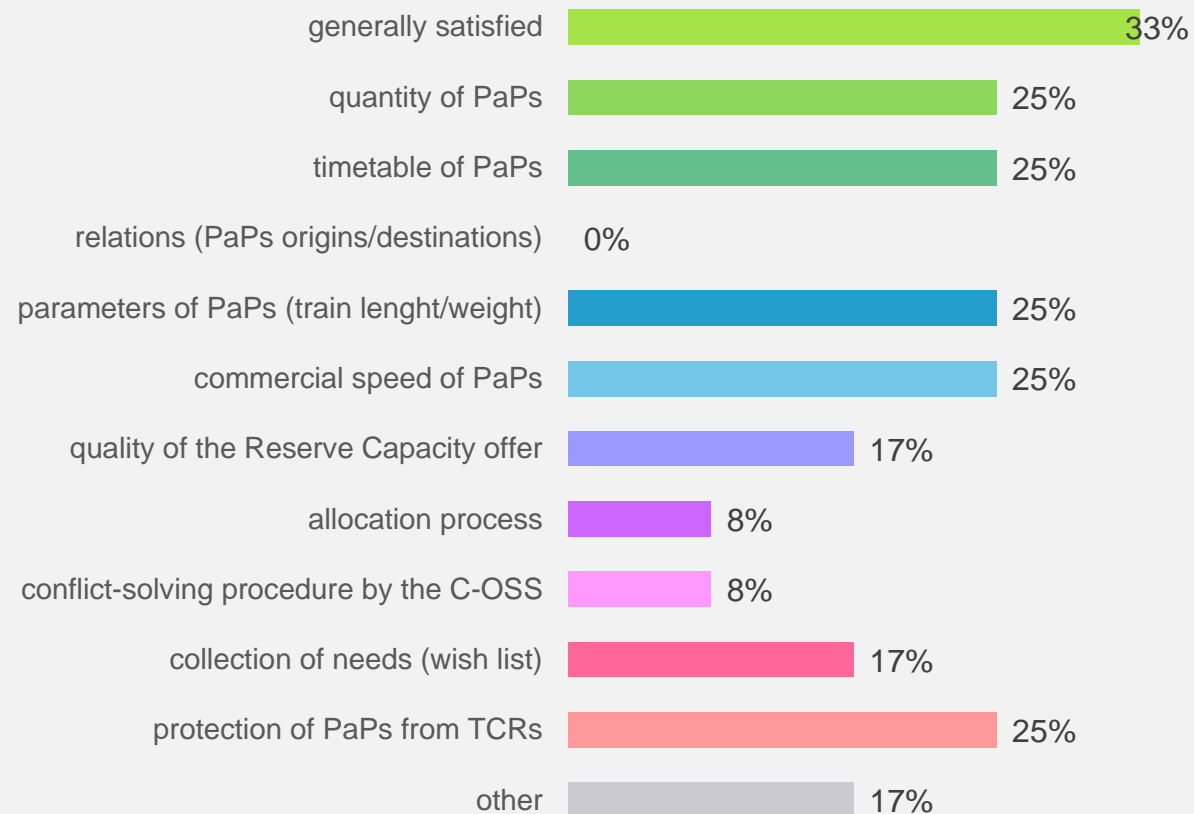
- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 12

33%

chose generally satisfied though improvement is appreciated

Focus on

PaPs related topics



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 = 18

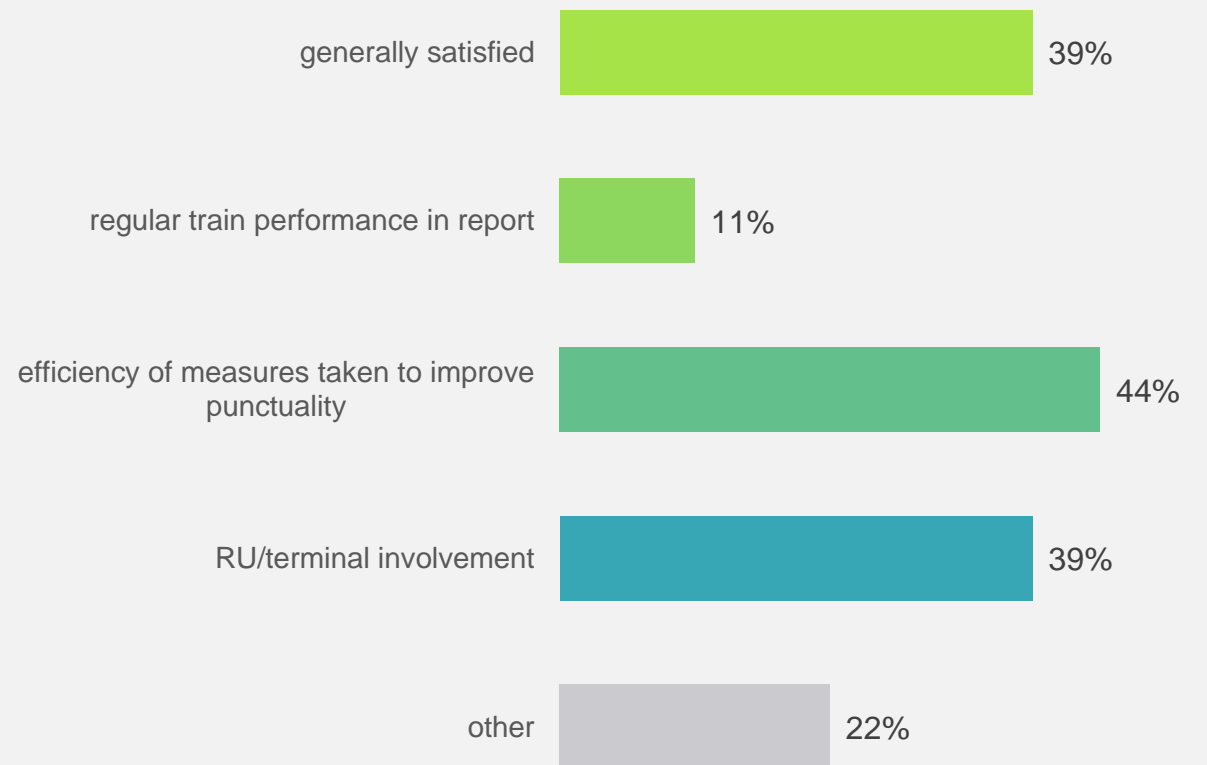
39%

chose generally satisfied though improvement is appreciated

Focus on

1 Efficiency of measures taken to improve punctuality

2 RU/terminal improvement



SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

Priority areas

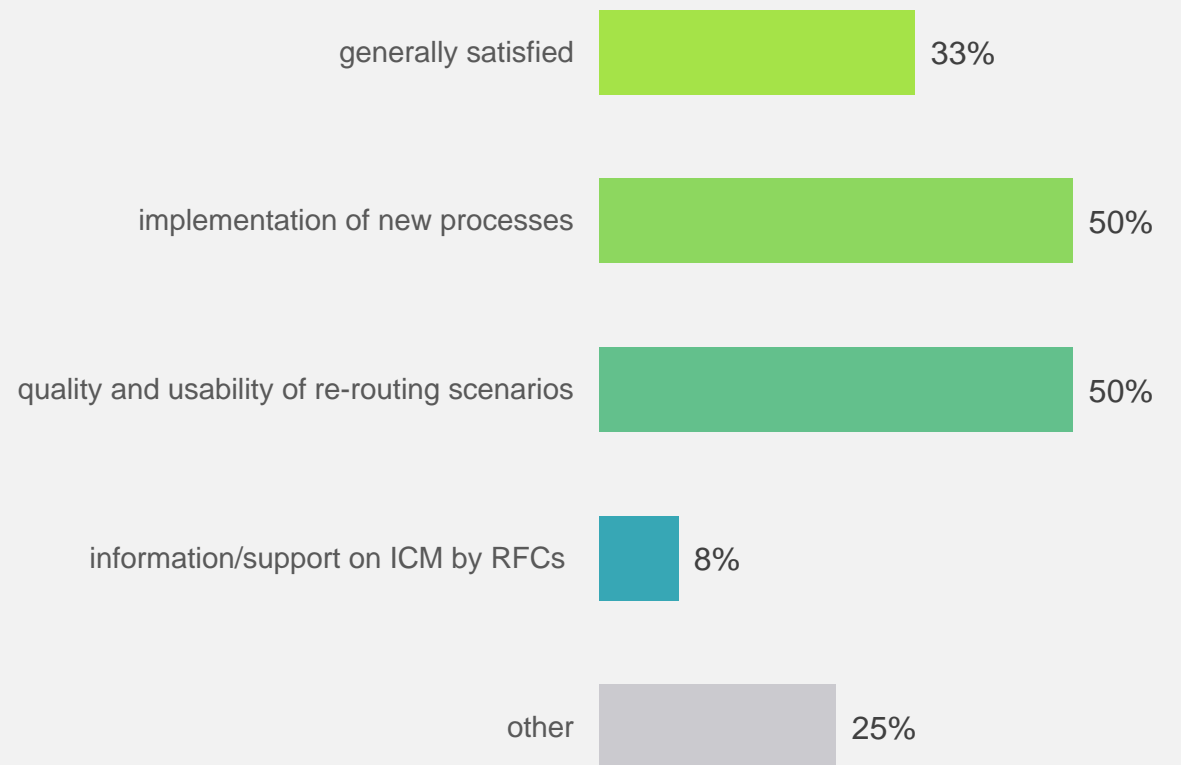
- » Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 12

33%

chose generally
satisfied,
improvement is
appreciated

Focus on

- 1 Implementation of new processes
- 2 Quality and usability of re-routing scenarios



SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

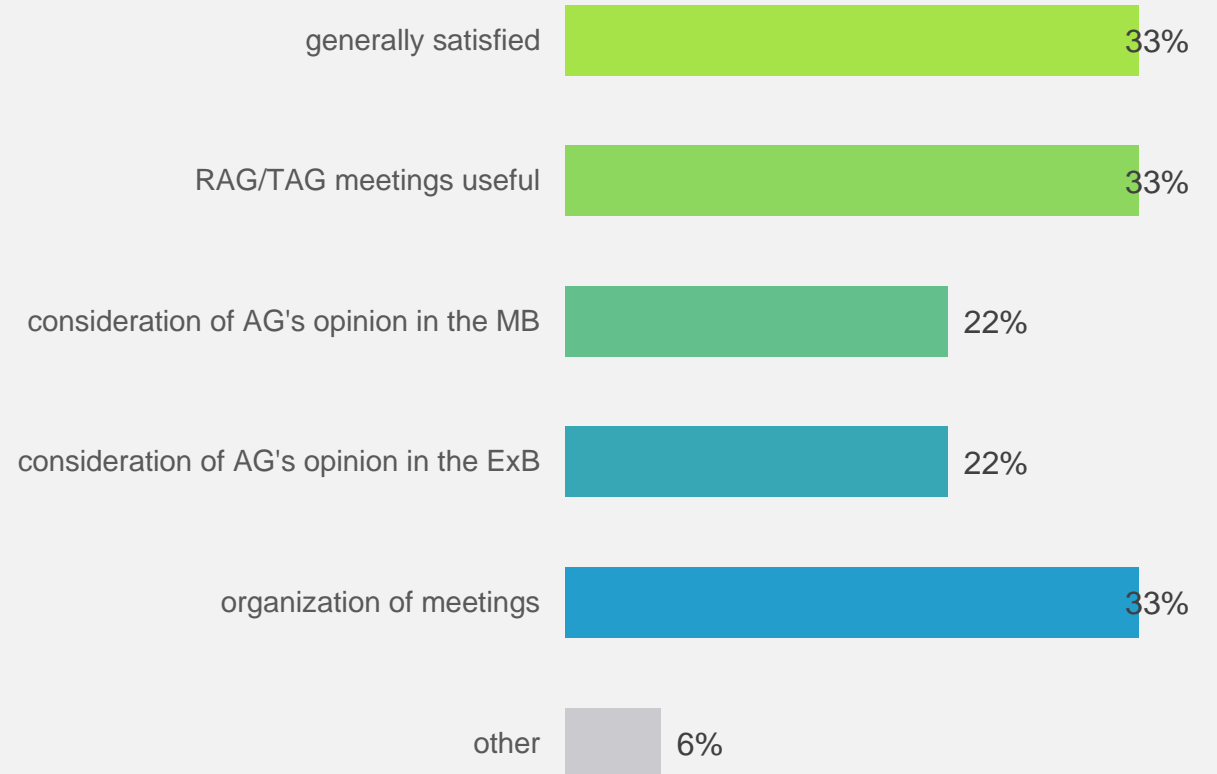
- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

33%

chose generally satisfied though improvement is appreciated

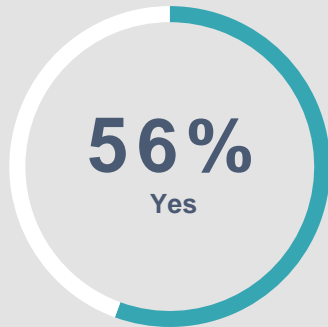
Focus on

- 1 Usefulness of meetings
- 2 Organization of meetings



COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 18

SATISFACTION WITH COMMUNICATION SERVICES

Priority areas

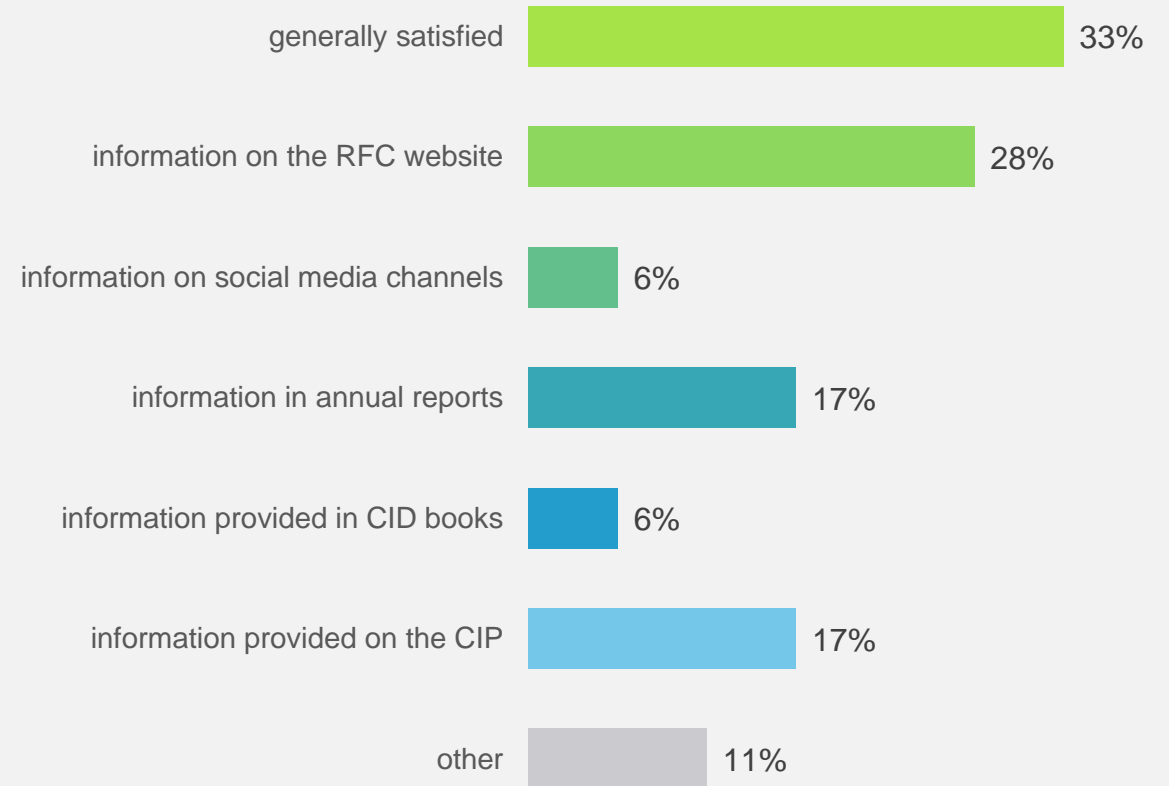
- » Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

33%

chose generally satisfied though improvement is appreciated

Focus on

- 1 information on RFC website
- 2 information provided on CIP
- 3 information in annual reports



SATISFACTION WITH RFC5 ExtraLong train PaPs concept

RFC specific question 1

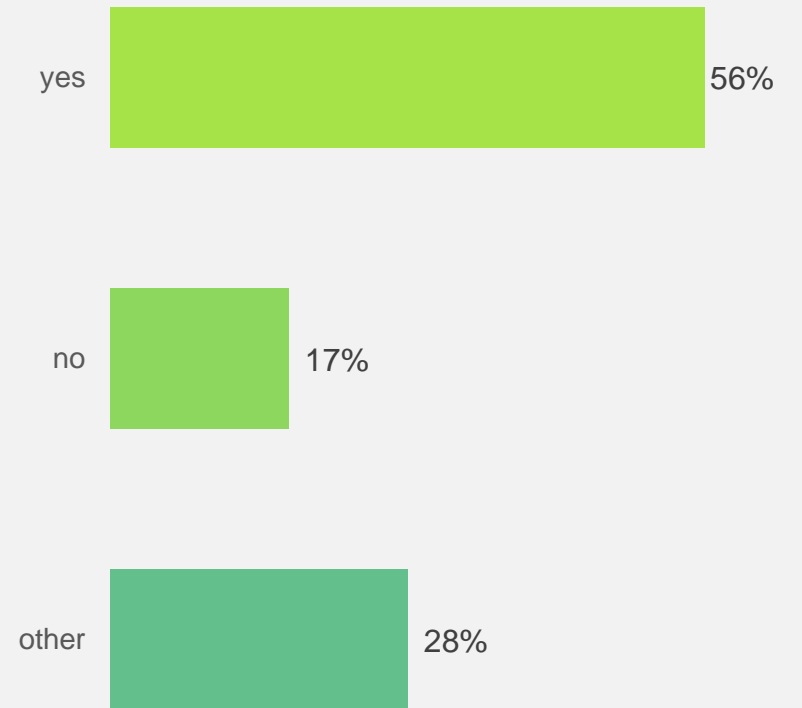
- » Are you satisfied with RFC5 ExtraLong train PaPs concept, i.e. the offer of PaPs with extended train length (590 m instead of standard 525 m) from/to the port of Koper?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 18

56%

chose yes –
they are satisfied
with the concept.
Among “others” there
are positive feedbacks
too

Other

Koper does not interest me,
but the idea should be
extended also to northern part
of the corridor.



OPINION ON SHORT-TERM CAPACITY PRODUCT

RFC specific question 2

» What is your opinion about the short-term capacity product offered by RFC5, allowing customers to request in PCS tailor made harmonized train paths up to 5 days before the train run?

» Answered by: RUs/non-RUs
» sample size = 12

42%

chose they don't need it

Other

We do not use it because this means double work for us, ie. ordering capacity both in PCS and national systems.

I appreciate it, but we don't use it because we don't use PCS

17%

I appreciate it, but we don't use if because 5 days are still too long

25%

We don't need it

42%

We were not aware of it

8%

Other

17%

OPINION ON NEW RFC5 WEBSITE

RFC specific question 3

- » What is your opinion about the new RFC5 website?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 18

28%

Prefer the
new website

I prefer the new website than previous version

28%

I haven't perceived any differences with old version

33%

I don't know because I don't access RFC5 website

33%

Other

6%

SATISFACTION WITH SUPPORT DURING COVID 19

RFC specific question 4

- » 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 = 18

COMMENTS:

- Yes (mentioned 6 times)
- Very satisfied (2 times)
- We are not aware of any additional action taken by the RFC related with Covid 19 (mentioned 2 times)
- During Corona outbreak we received some support from Polish IM which was suspending cancellation fee. However, we did not receive any support from RFC itself.
- Have no opinion as so far have had no need of any support.
- We didn't receive any support.

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 = 12

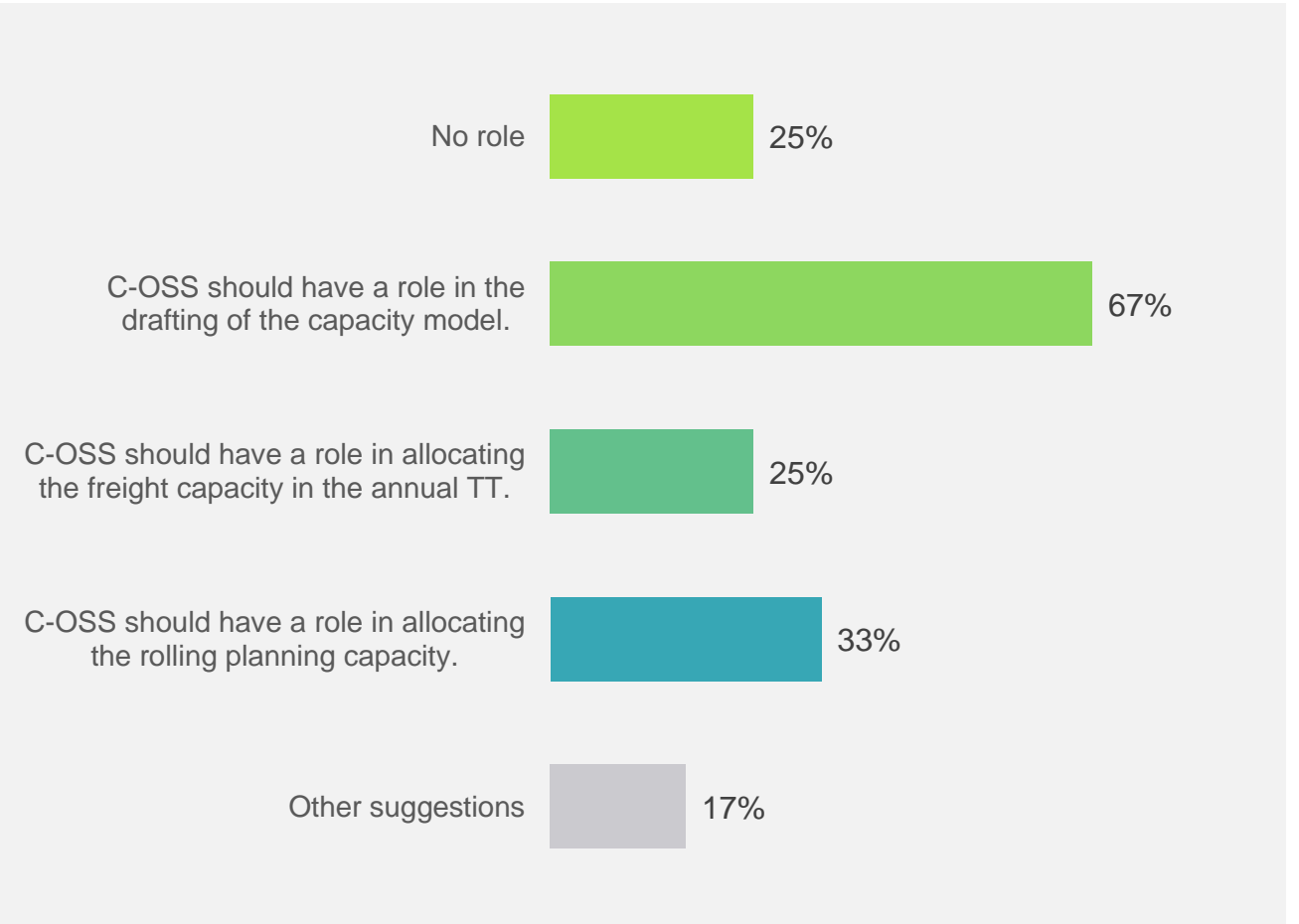
25%

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 trains



CUSTOMER INFORMATION PLATFORM

Current topic 2: priority areas of improvement of the CIP

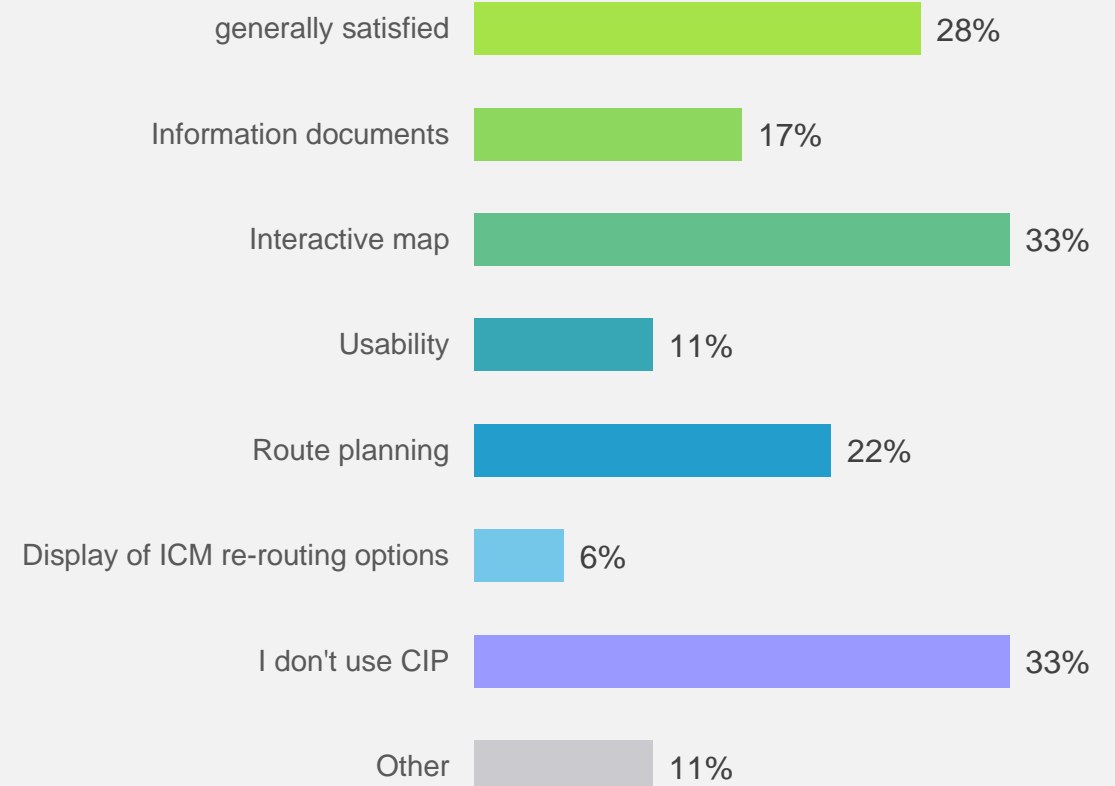
- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 18

28%

chose generally satisfied though improvement is appreciated

OTHER, COMMENTS

Complete+reliable infra data / Outlook for ERTMS and TEN-T parameter implementation / PaP related route visualization / PaP O/D chosen from list



NEW USER SATISFACTION SURVEY

Current topic 3: Agreement on statements

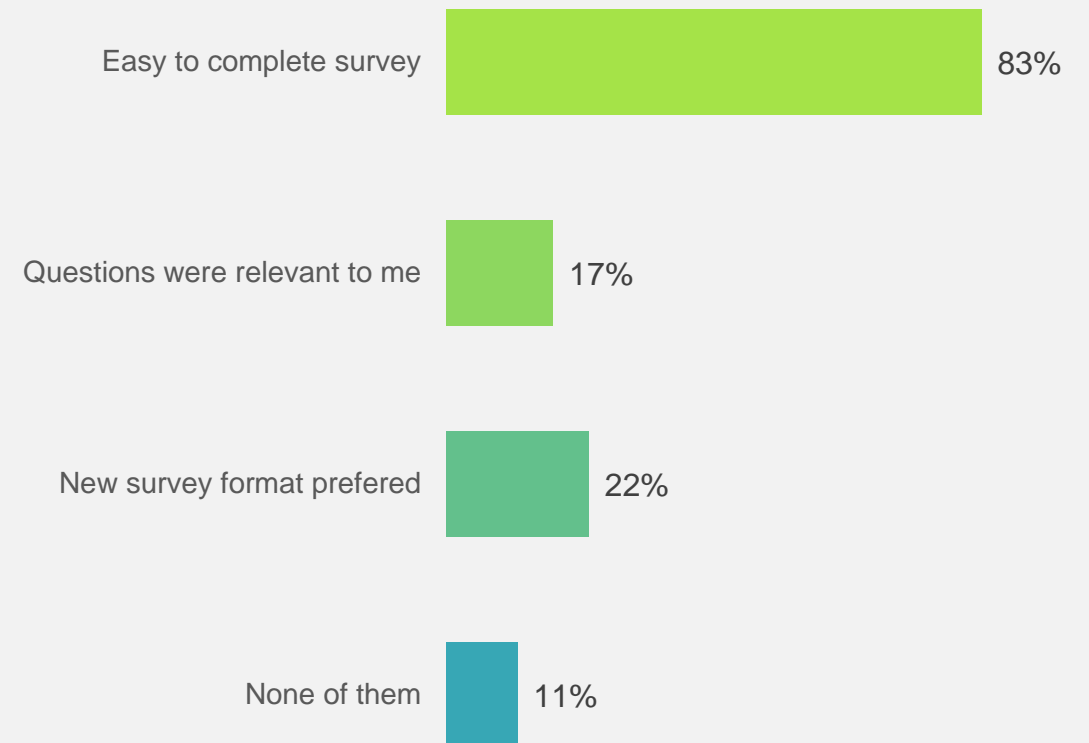
- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs , Terminals/Ports
- » sample size = 18

83%

**Easy to complete
survey**

OTHER, COMMENTS

Once every 2/3 years should be enough / not possible to fill out survey for multiple RFCs at a time / not enough room for comments



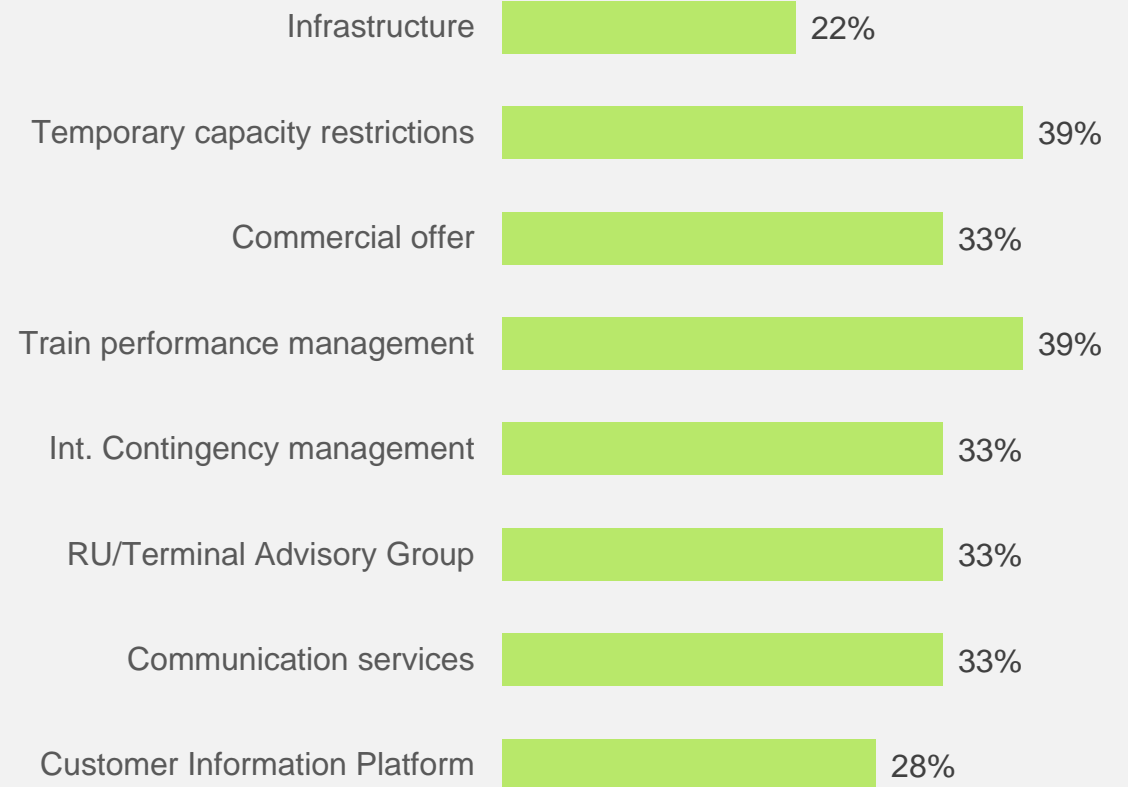
04 SUMMARY



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



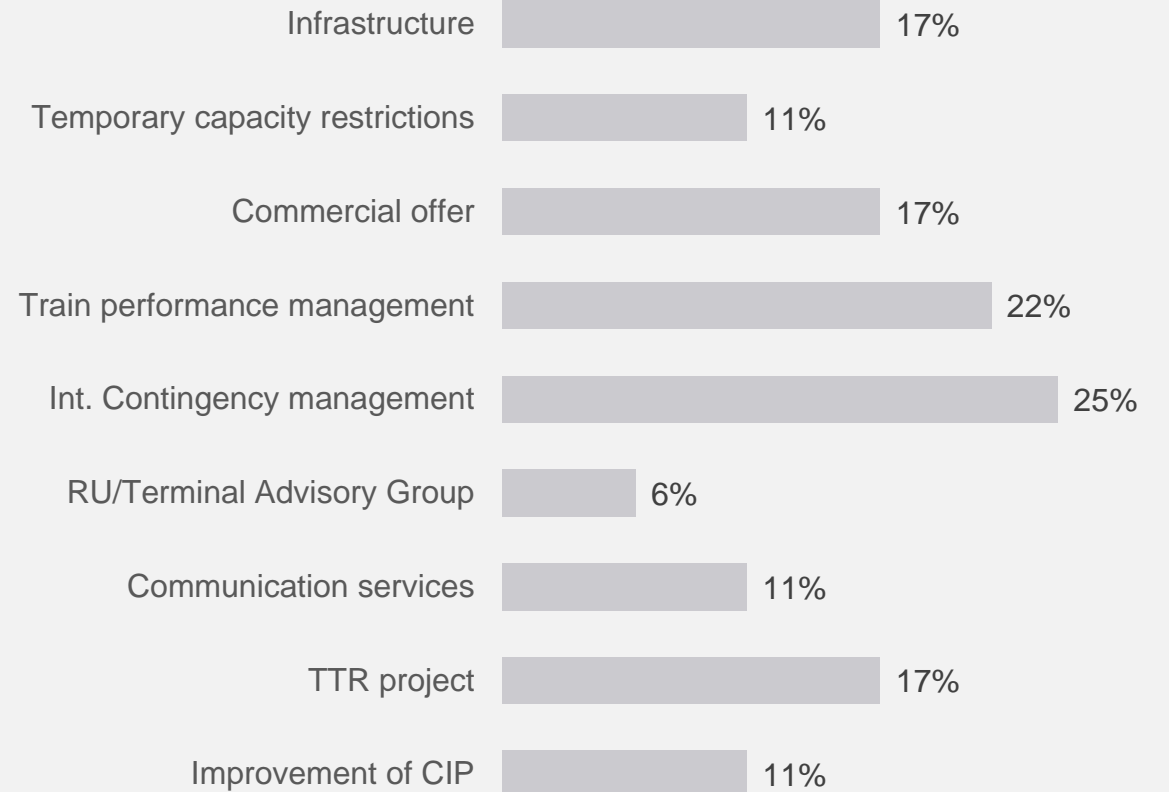
SUMMARY – OTHER

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

OTHER, COMMENTS

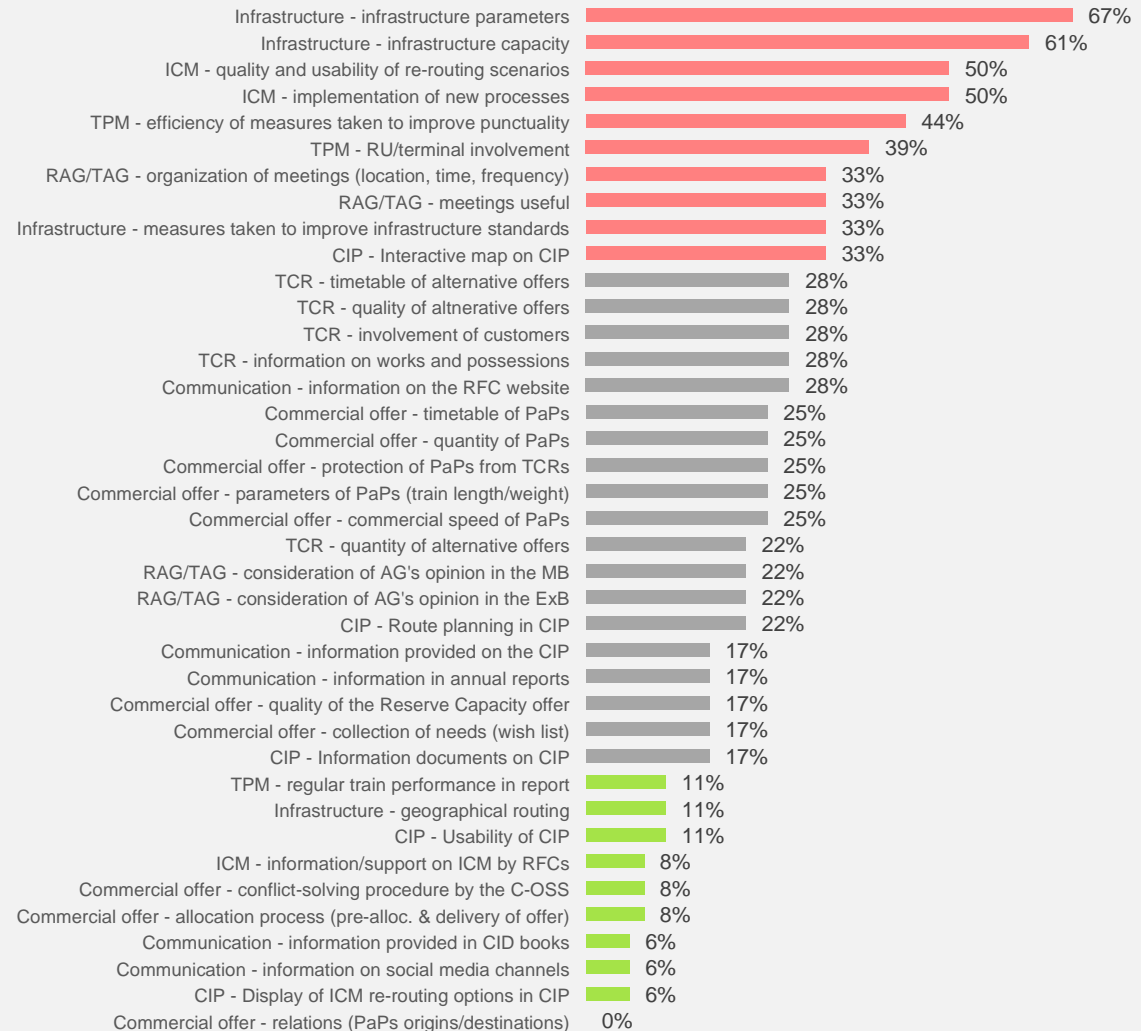
The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.



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 18, answered by RUs only 12)



FOCUS TOPICS

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 18, answered by RUs only 12)

3 Most important topics

1. Infrastructure parameters
2. Infrastructure capacity
3. ICM quality and usability of re-routing scenarios

