

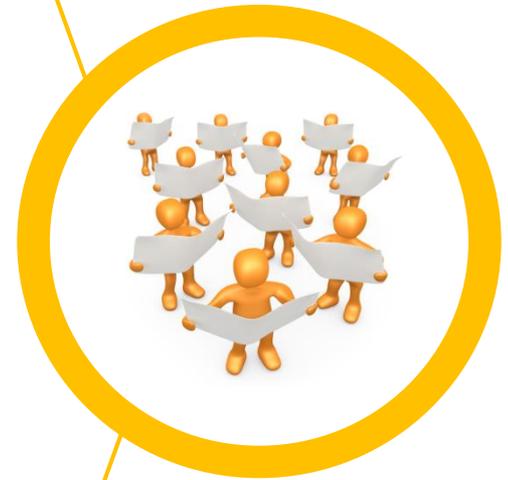


## RFC NS-B User Satisfaction Survey 2019 Results

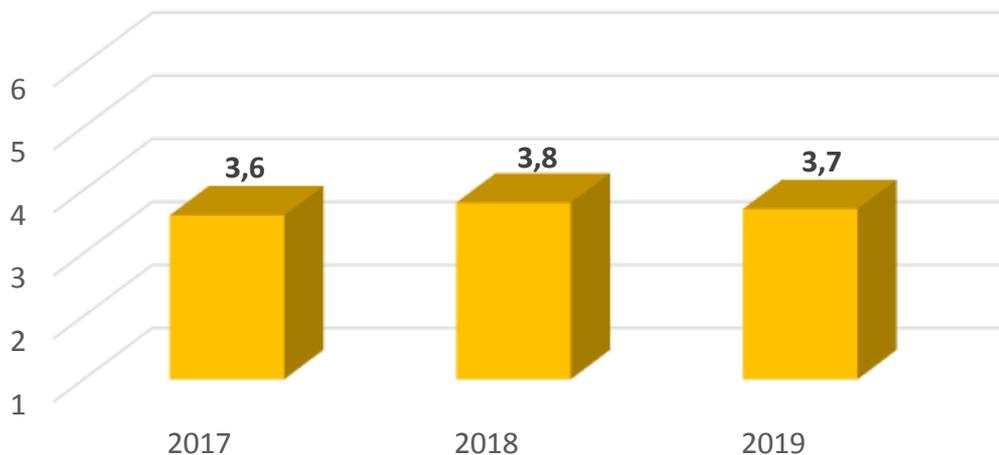
RAG/TAG

## Survey Design

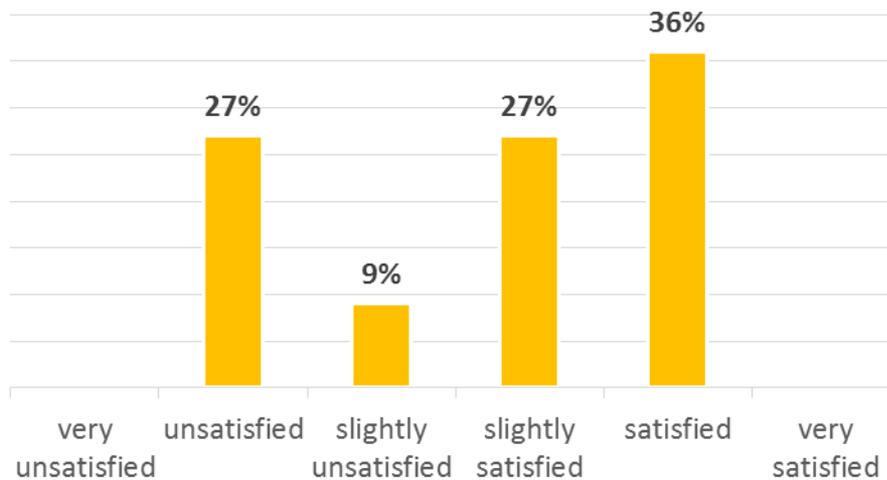
- The Survey **was organized** by RNE and **conducted** by supplier MarketMind;
- **Field phase** from 12<sup>th</sup> of September to 11<sup>th</sup> of October 2019;
- Survey **conducted** by means of **Computer Aided Web Interviews (CAWI)**;
- **Respondents:**
  - **67 respondents** for all RFCs (125 evaluations);
  - Response rate for RFC NS-B - **12 interviews** out of **33 invitations** sent (36%) including: 7 nominated by RFC8 and 5 nominated by other RFCs;
  - Survey was sent to a **dedicated person** per user who coordinated collection of answers within an organization.
- **Marks: 1** (very unsatisfied) to **6** (very satisfied).



## Overall Satisfaction with RFC NS-B



## Overall Satisfaction with RFC NS-B in 2019



## General comments given by respondents to open questions 1/2:

### ➤ Offer related:

- Development of a new product, which is fitting to TTR (with focus to guarantee capacity for freight in advance to the yearly timetabling process and to enable freight RUs to book ad hoc capacity, which is exclusively reserved for freight);
- RFCs should concentrate more on the total corridor traffic, not just on PaP-traffic. RFCs should be empowered to interact constructively with Ims;
- The development of RFC should be discussed in separate RU Working groups with the goal to have equal suggestions how PaP offer should look like;

### ➤ Borders related:

- Border crossing NL/GER to be further improved;
- More concrete topics related to operations should be approached (harmonisation on border stretches; Xborder).

### ➤ Performance Management related:

- Quality needs to be measured based on KPI's (to be aligned between RU/IM)
- RNE TIS to be easily useable - 'Train ID' solution



## General comments given by respondents to open questions 2/2:

### ➤ Other:

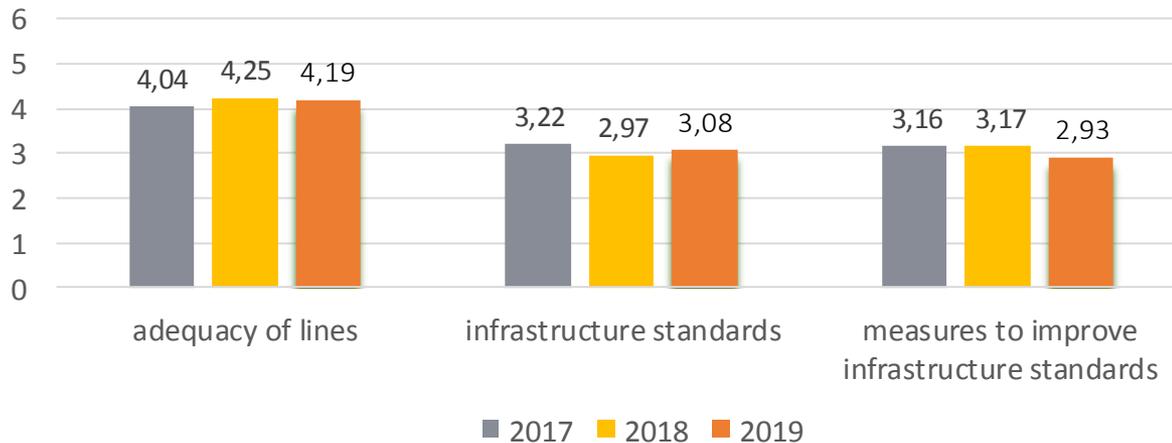
- New Silk Road - state of play of future vision to be clarified;
- The work of the RFCs should be coordinated better. More network thinking than isolated corridors;
- The work in the different RFCs corridors needs to be matched better with the TEN-T network

# Satisfaction with Infrastructure

## RFC NS-B results



## Overall results



- What is done:
  - RFC NS-B conducted the Study on Capacity Improvement analysing the possibility to run 740m long trains in the corridor and identifying measures to enabling long trains to run.
  - The Final Report was delivered in March.

## Feedback Infrastructure - open question

- Electrification route between Korsze and Sestokai

*RFC: Execution of works towards improvement is planned. On account of ongoing construction works on Warszawa – Białystok segment the PaPs are offered on diversionary line.*

- Ensure unblocking length limitation Geldermalsen

*RFC: This project will be finished in 2020*

- Missing Osnabrück – Maschen connection, missing alternative routings to BY

- Unblock length limitations Bentheim Border

*RFC: The Workshop was conducted by the Dutch Ministry in cooperation RFC in March 2019 and February 2020*

## Satisfaction with Coordination/ Communication of Temporary Capacity Restrictions

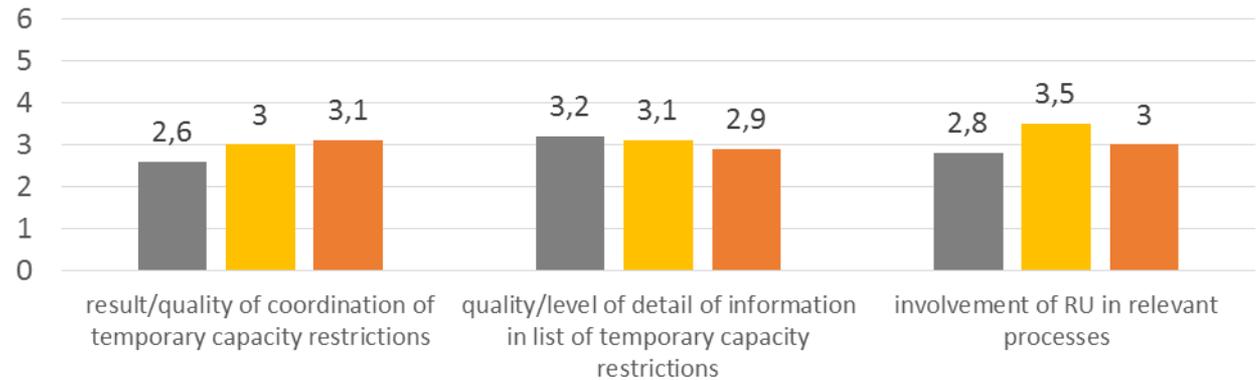
### ➤ What is done:

- Joint IM information to RUs (2019/2020)

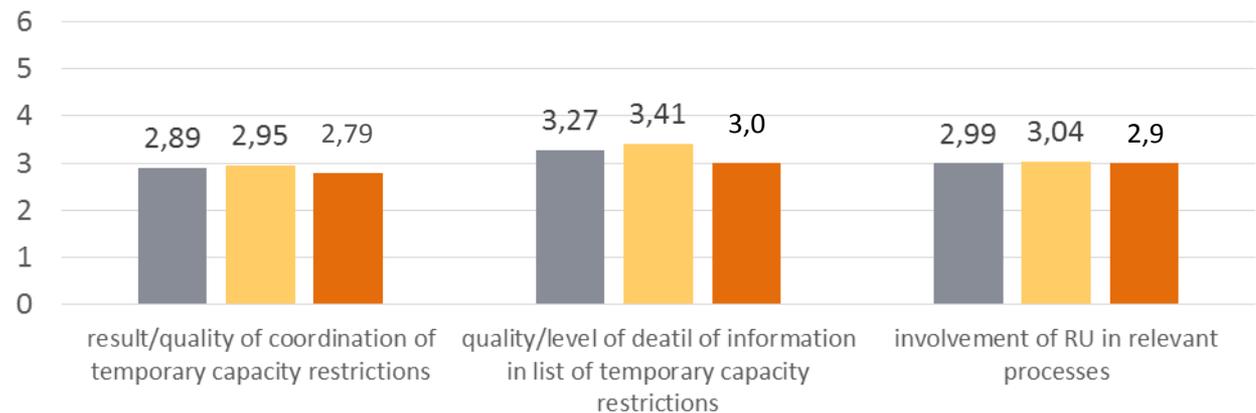
### ➤ Future action:

- Introducing TCR Tool as information channel for RUs (2020/2021) – on December 2020 for TT 2022
- Streamlining the process for path alteration in case of TCRs (RNE, TCR in TT, 2020)

RFC NS-B results



Overall results



■ 2017 ■ 2018 ■ 2019

## Feedback Coordination/ Communication of Temporary Capacity Restrictions - open question

- Diversion lines for TCR's (between Praha & Dresden) with harmonized train parameters 1800t, 660m train length & electrification
- Alternative PaPs for routes and days of TCRs are urgently needed

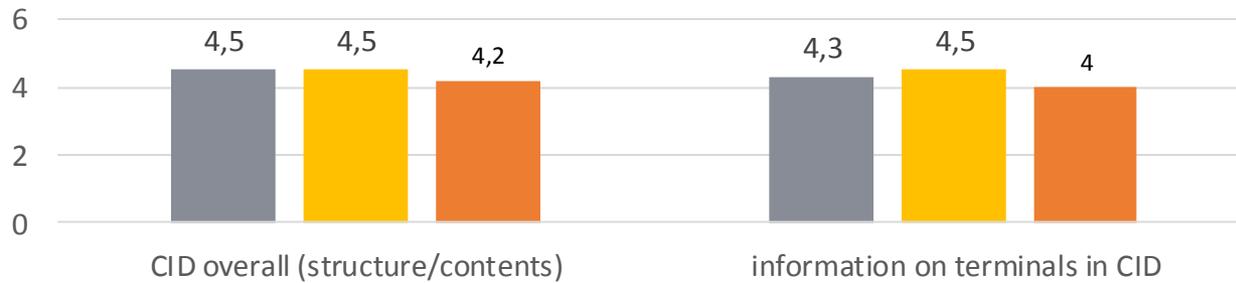
*RFC: RUs request something which IMs cannot offer at the moment: a 365-days planning in which an alternative is offered for each TCR. This 365 days planning is part of the TTR strategy, which I hope the RUs massively support. Right now IMs give an alternative offer about 4 weeks before the works take place. Which is in line with Annex 7. Streamlining the leadtimes for the offer 4 weeks before the works take place is a topic of the TTR-related RNE project „TCR in Timetabling”, which is expected to be effectuated end of 2020.*

- Better coordination of closures:

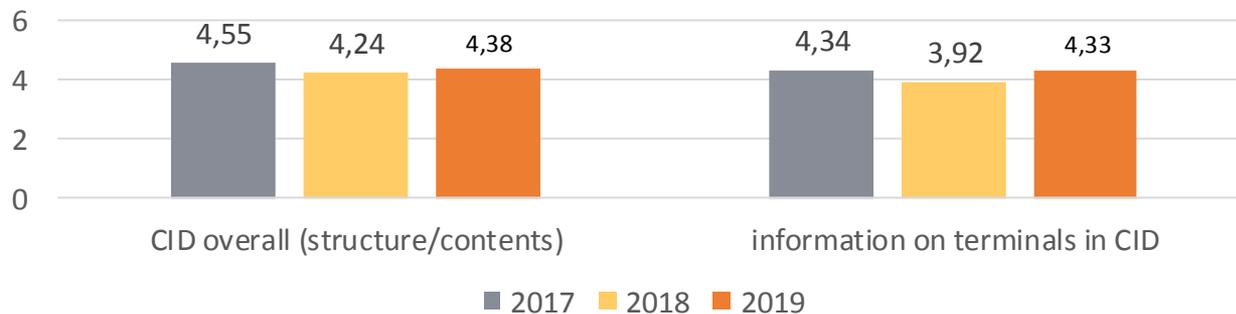
*RFC: In 2019 ProRail and DB Netz started to give joint information to RUs about the results of the coordination TCRs on the border lines of RFCs between Belgium, Netherlands and Germany. End of 2019 DB Netz and SZDC did the same during two meetings with RUs. Here the question to RUs: concrete examples where this goes wrong at the moment will help us in improving the situation.*

# Satisfaction with Corridor Information Document (CID)

## RFC NS-B results



## Overall results



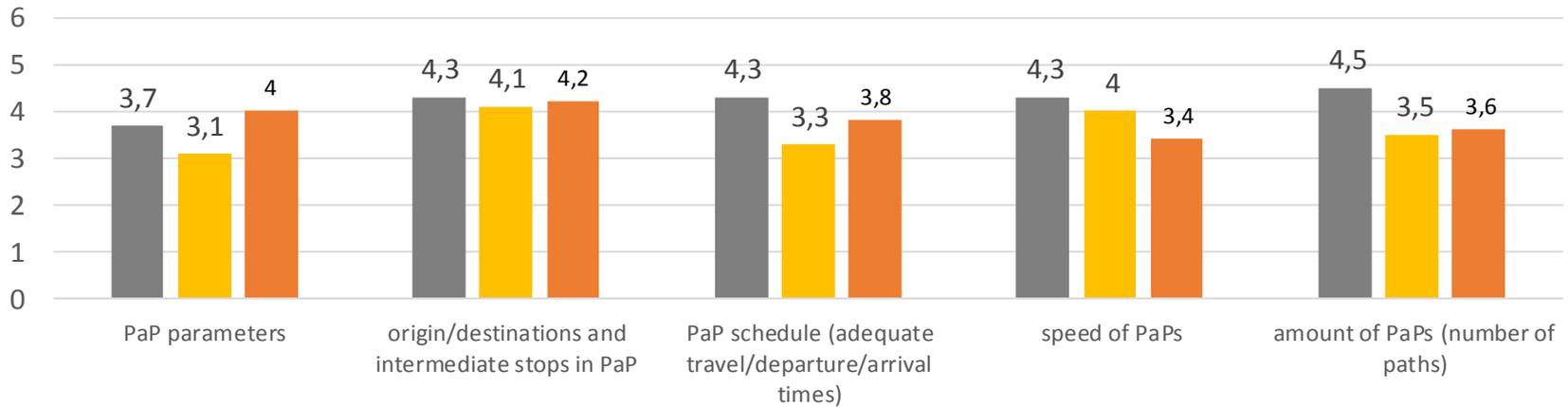


## Feedback Corridor Information Document (CID) - open question

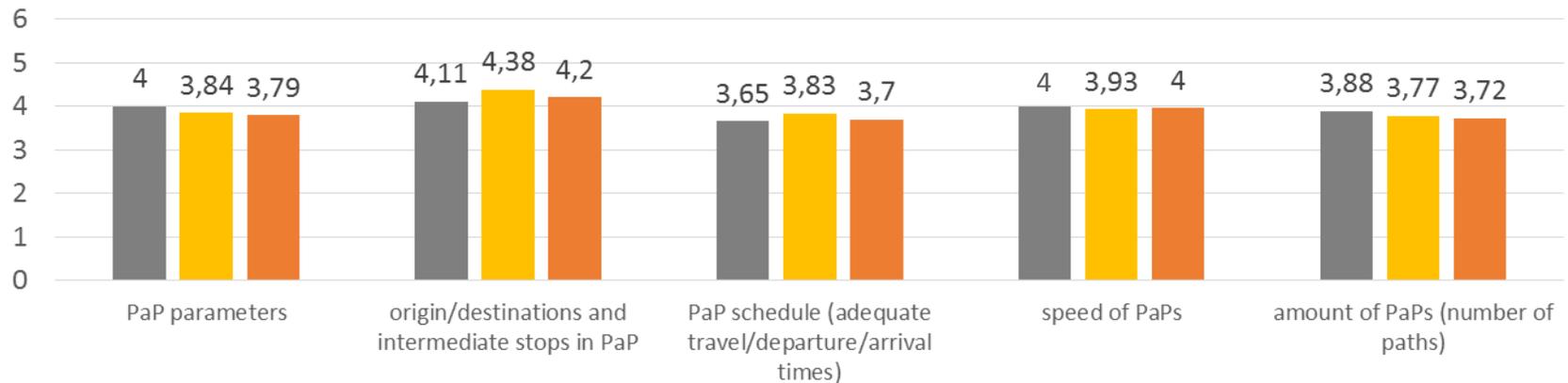
- Deviations and contradictions from the agreed international process due to national regulations (network statements) are not shown (e.g. deadlines for draft and final offer, reasons and possibilities for observations or justified objections);
- National differences in processes should be aligned to one harmonised process;

# Satisfaction with Path allocation – PAP 1/2

RFC NS-B results



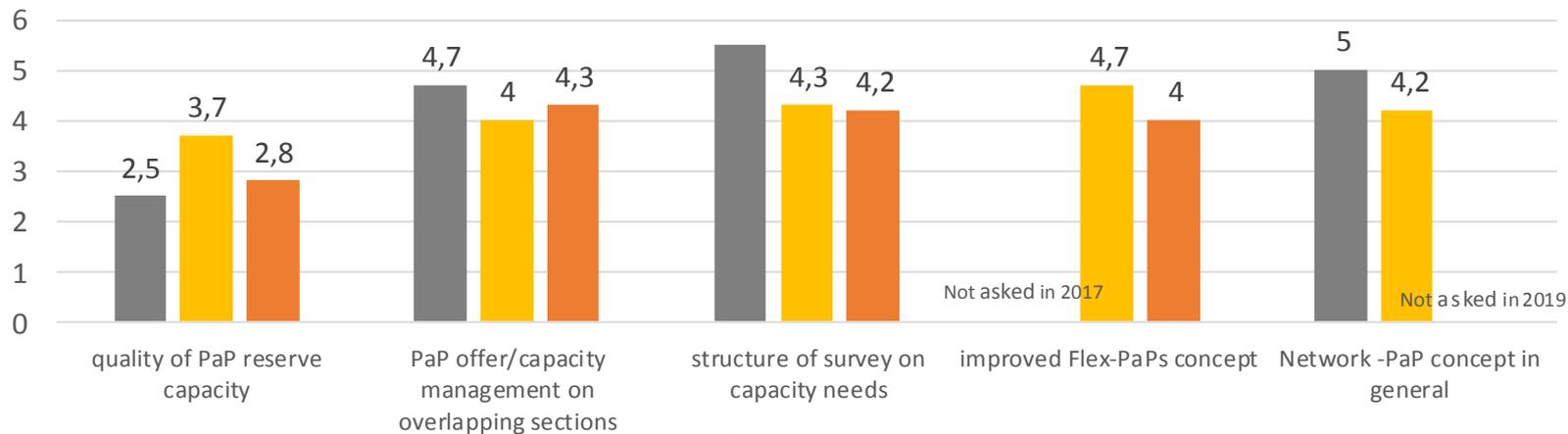
Overall results



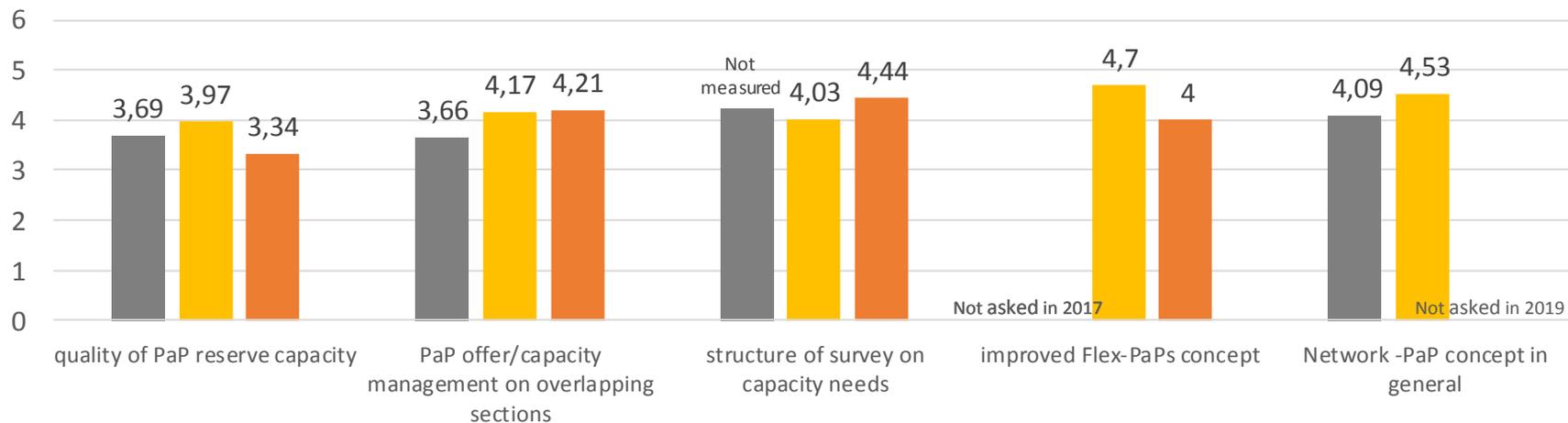
■ 2017 ■ 2018 ■ 2019

## Satisfaction with Path allocation – PAP 2/2

### RFC NS-B results



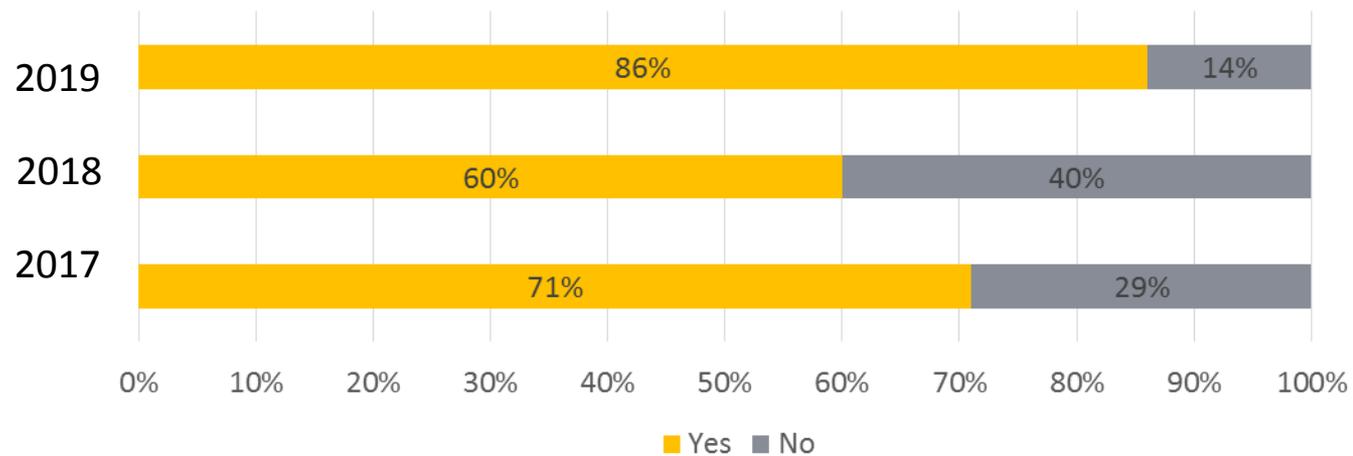
### Overall results



■ 2017 ■ 2018 ■ 2019

## Usage of Corridor One Stop Shop

### Ordered capacity via C-OSS



## Feedback Path offer, PaP allocation and C-OSS - open question

### ➤ PaP related:

- More connecting PaP's RFC3-8 in Maschen;
- PaP-products with +/- 60 minutes are only valid for parts of the RFC (some IMs published instead a fixed PaP without possibilities for adjustments);
- PaPs are published on the basis of a reference loco. For every order the RU has to ask the RFC, if a deviating loco type (as published) is allowed or not. This creates an additional effort;

### ➤ Capacity related:

- Capacity slots on lines instead of timetable exact to the minute;
- Process and deadlines of RC for response/offering is not defined. This creates high uncertainties for RUs;

### ➤ Others:

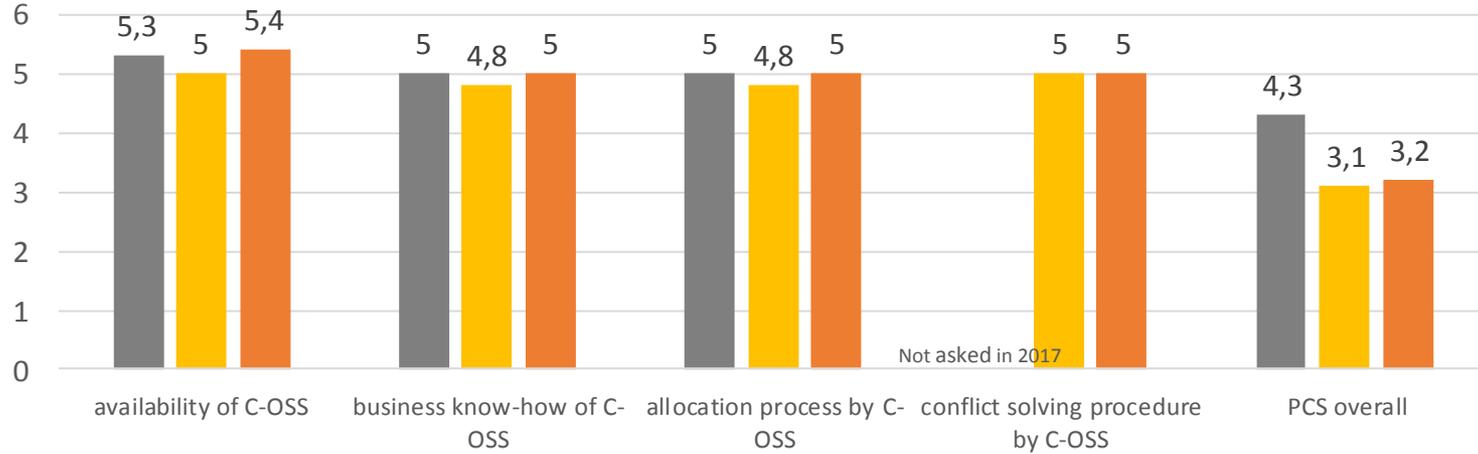
- Wishes for new lines should be taken in to account (e.g. Hamburg-Berlin);
- Harmonized parameters on the whole corridor;

## ➤ **Next steps in 2020 for TT2021:**

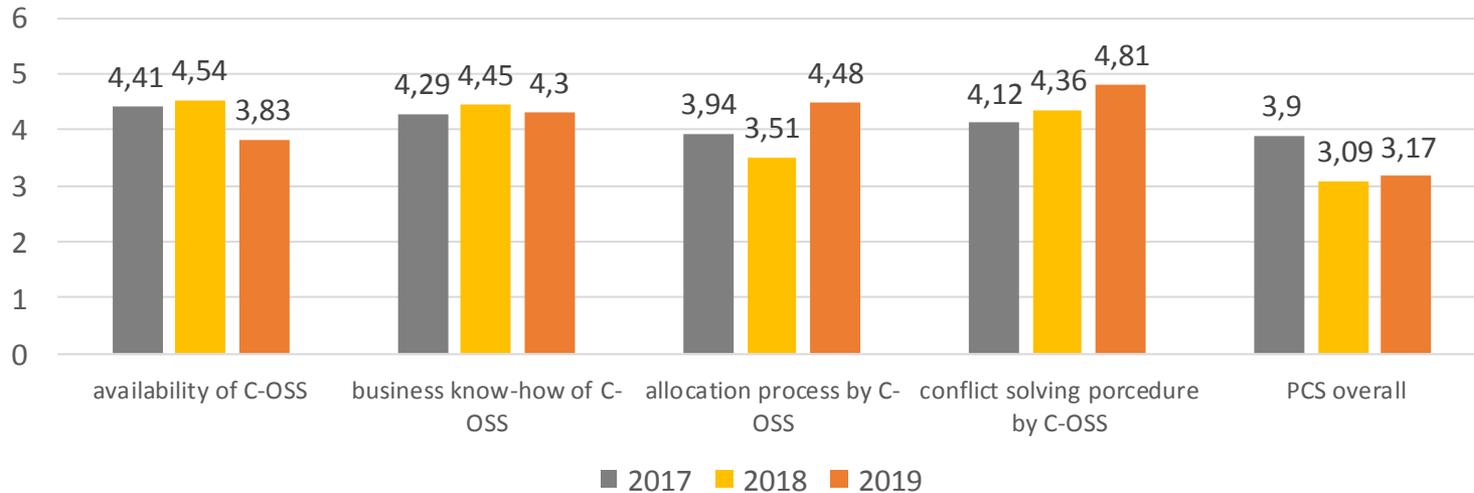
- Allocation and coordination of individual international ad-hoc path requests (Reserve Capacity) in one.
- Long distance PaPs
  - refer to international relation from Origin-destination
  - request in 1 single step by combining PaP sections easily in PCS
- C-OSS and the participating IMs have established Long distance PaPs as a new approach for applicants increasing the attractiveness of the product
- New DigiCat (Digital Catalogue), the PaP catalogue

# Satisfaction with C-OSS and PCS

## RFC NS-B results



## Overall results



## Feedback Path Coordination System (PCS) - open question

- A booking tool has no real value in any cases of Combined Traffic, if paths are not harmonized with terminal slots and/or are not connected with important feeder paths;
- As long as PCS has no "influence" on national level (e.g. Germany) - it makes NO sense to use it!
- Missing feature to enable efficient working in PCS. Missing automatic verification function. Comparing of requests and offer for complete journey not possible or very difficult;
- No improvements since last year! PCS does not prevent interpretations and inconsistencies. Bad usability;
- We request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured;

*RFC: With PCS Envelope Concept automatic verifications and new functions have been implemented in January 2020.*

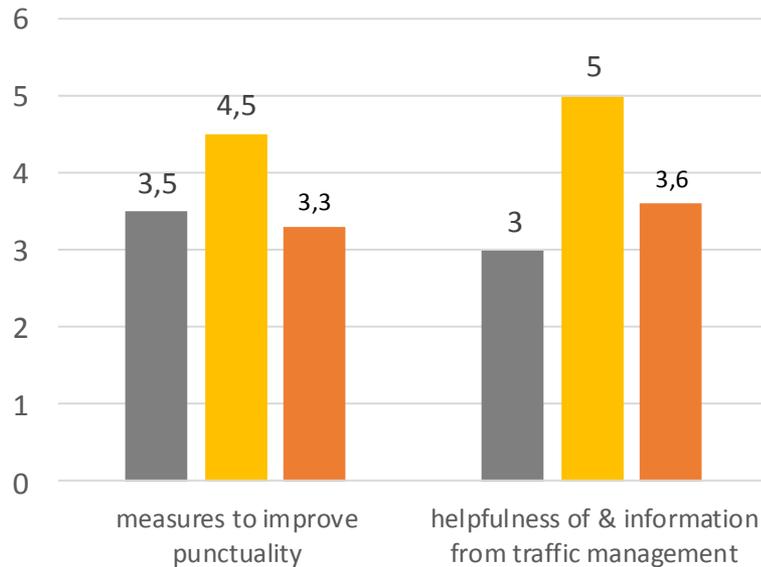
## ➤ Next steps:

Path offer, PaP allocation & Path Coordination System (PCS):

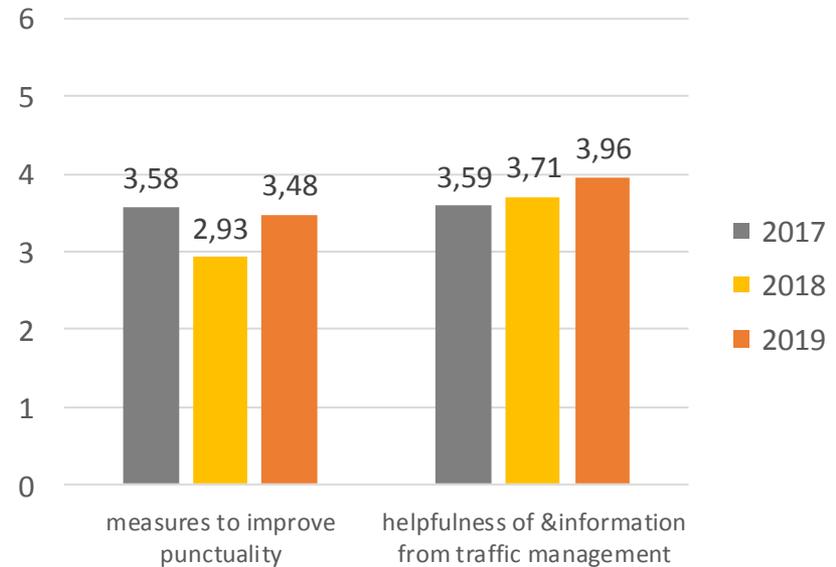
- Allocation and coordination of individual international path in one for short-term / ad-hoc traffic to request
- Long distance PaPs are offered in 2020 for the annual TT2021
- Harmonized PaP sections connected to the
  - West with RFC 1 & 2
  - North with RFC 3
  - South with RFC 7
- Implementation of Envelope concept from January 2020 on
- Individual PCS Trainings

# Satisfaction with Train Performance Management/Traffic Management

RFC NS-B results



Overall results



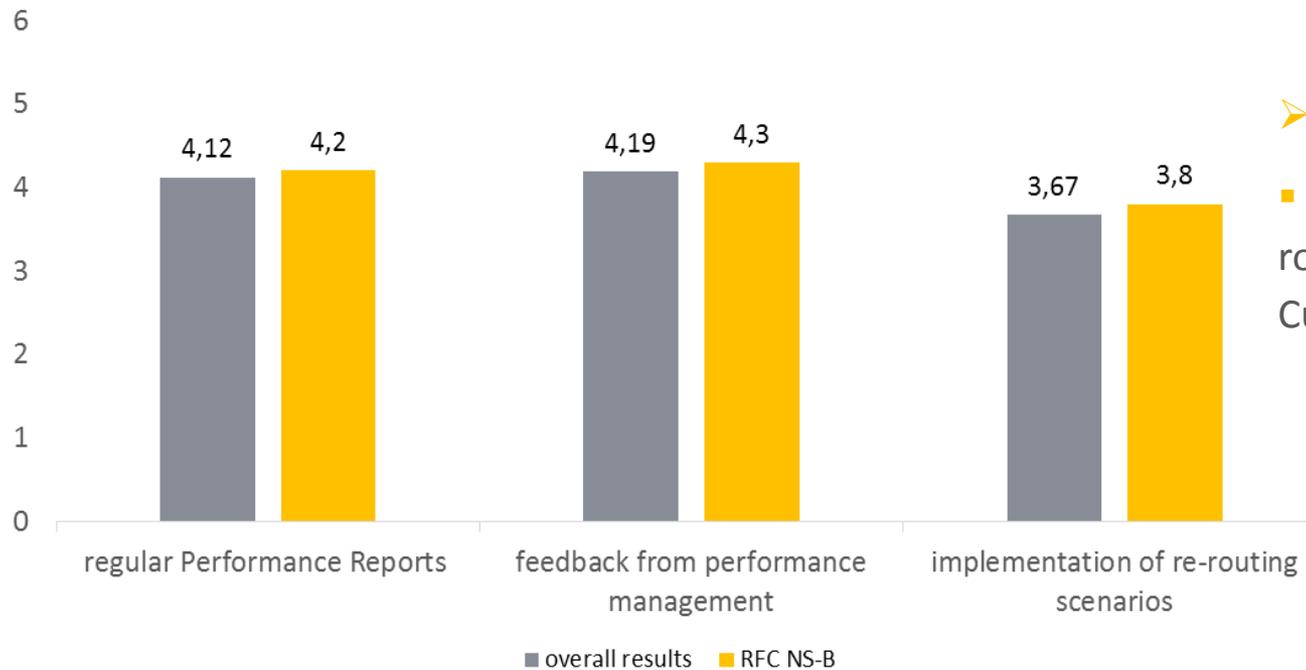
➤ What is being done:

- ❖ Monthly Punctuality Reports are published on the website;
- ❖ Meeting with volunteering RU took place and a follow up is planned within Train Performance Management order to make recommendations to improve punctuality;



# Satisfaction with Train Performance Management/Traffic Management – new questiones asked in 2019

Overall&RFC NS-B results



➤ Future action:

- Implementation of the re-routing scenarios in the Customer Information Platform.

## Feedback Train Performance Management/Traffic Management - open question 1/2

- Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points;

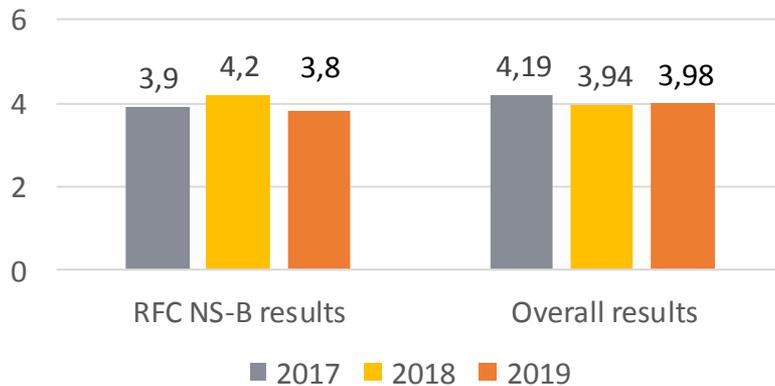
*RFC: RFC meets every RU who request the meeting.*

- Monthly standardized report by RNE. Precondition: Improvement of data quality;
- Provide train number linking – if necessary – for that traffic, identify with the RFCs the weakest points on the corridor and define measures to improve the quality.

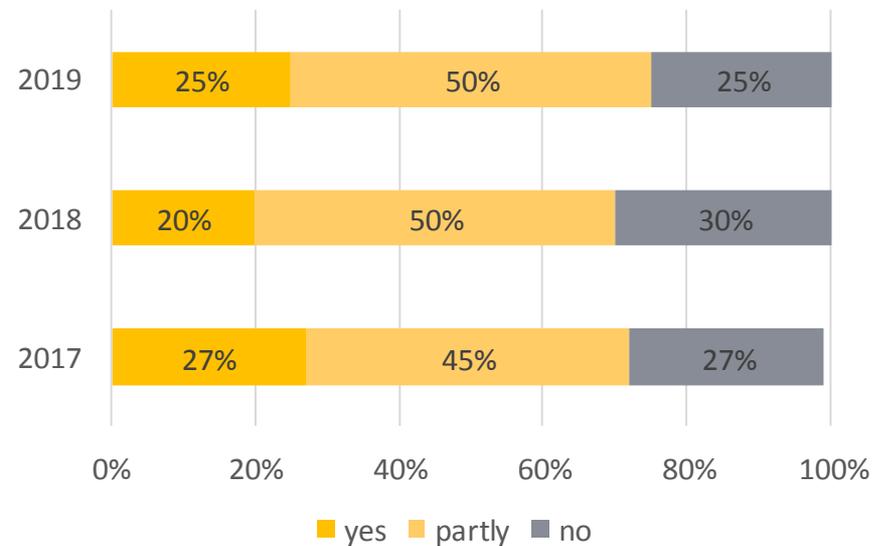
*RFC: We kindly ask RUs to make an effort to link trains (not only IMs).*

## Satisfaction with cooperation with Management Board

Satisfaction with Advisory Groups meetings



Do you consider that the opinion of the Advisory Group has been properly taken into account?

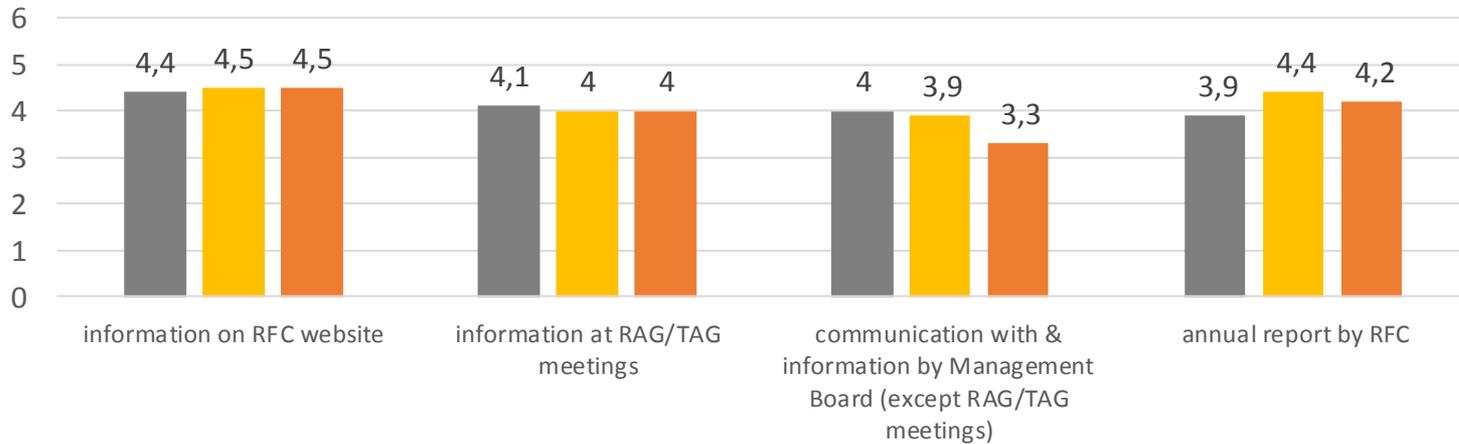


## Feedback RFC Governance - open question

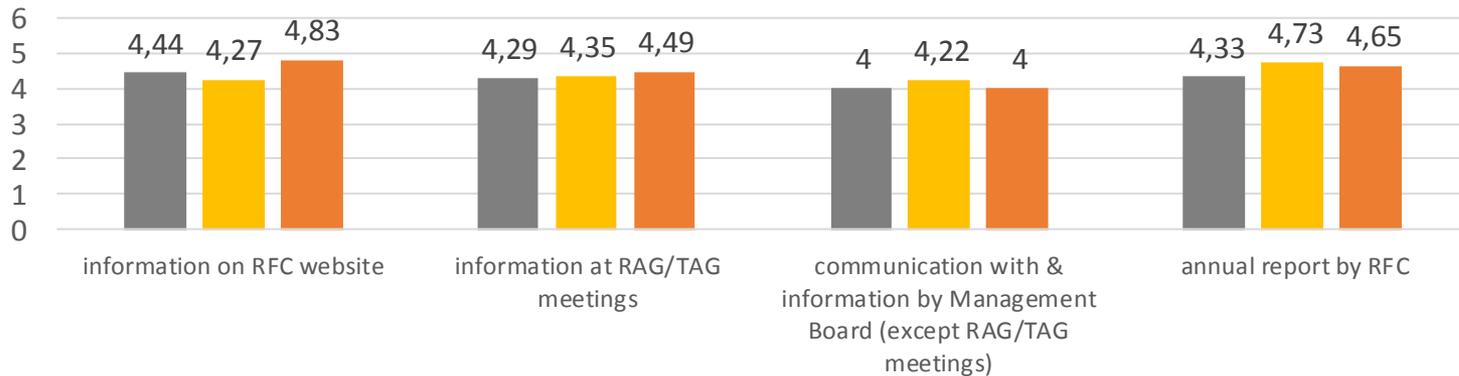
- Empower corridors vis-a-vis national IMs (NSAs, Ministries) to protect and grow their freight clients.
- RNE guidelines should become mandatory for all players.
- Reduce national influences by enforcing EU regulation and parameter implementation
- Give EU objectives of '30 by 2030' an official place in the RFC functioning.

# Satisfaction with overall RFC communication

## RFC NS-B results



## Overall results



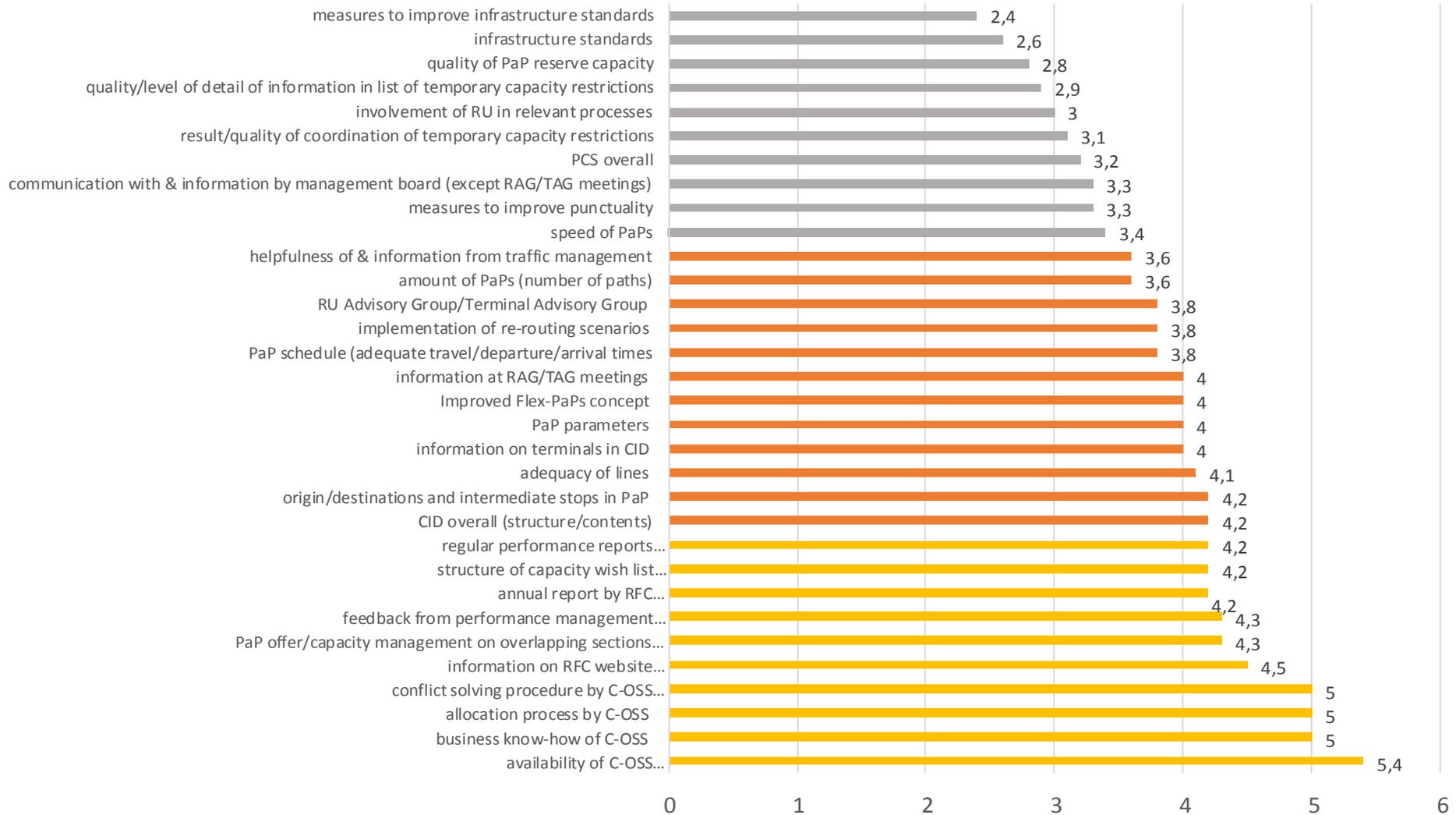
■ 2017 ■ 2018 ■ 2019



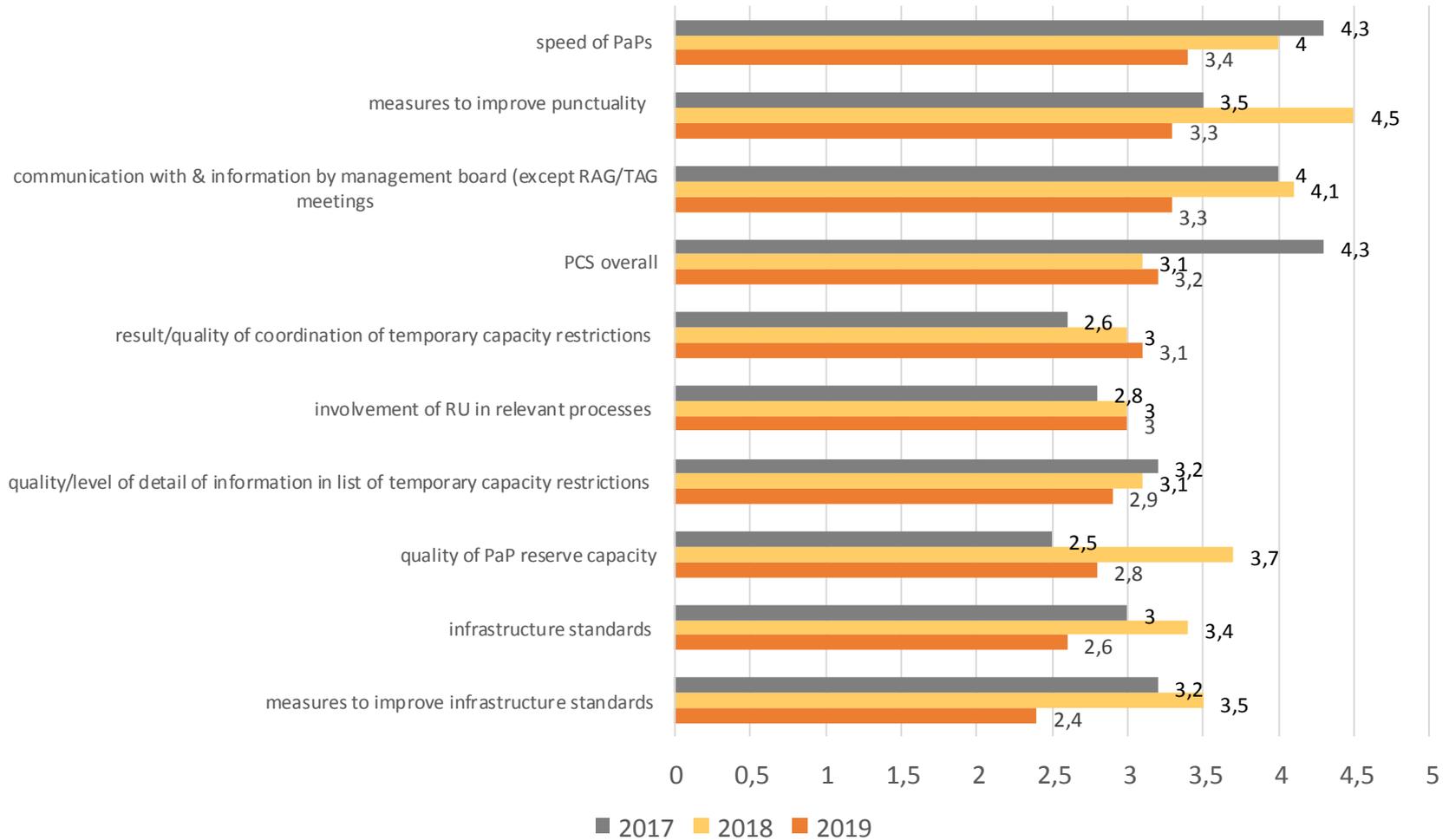
## Satisfaction with overall RFC communication - open question

- Beside the RAG/TAG meetings RFC 8 needs to communicate more on news, works etc. (not just via the website!);
- More proactive communication with the RAG / TAG;

## Summary – 10 top & bottom aspects



## Bottom 10 aspects - comparison with 2018, 2017



## Top 10 aspects - comparison with 2018, 2017

