

# User Satisfaction Survey 2022 results and action plan for RFC North Sea - Baltic

## RAG/TAG Meeting

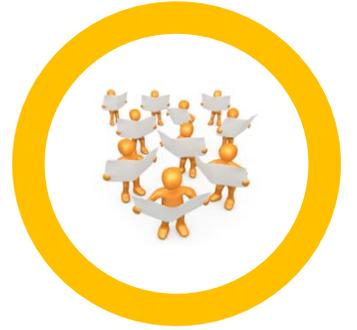
Date: 16<sup>th</sup> March 2023  
Riga



Funded by the  
European Union

# SURVEY DESIGN - HOW THE SURVEY WAS SET UP

- For the third time the Survey was organized and conducted by RNE and for the first time participants could also choose to be directly interviewed via MS Teams.
- The percentage indicates the number of participants who think that a specific topic needs improvement, excluding general satisfaction. Figures are rounded without comma.
- 7 respondents || 7 evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 39 e-mail invitations sent
- Field Phase: 19<sup>th</sup> September to 10<sup>th</sup> November 2022
- The full Report on RFC North Sea - Baltic 2022 specific results can be found on the RFC website:  
<https://rfc8.eu/customer/user-satisfaction-survey/>
- The full Report on RFC Network Survey 2022 results can be found on the RNE website:  
<https://rne.eu/corridor-management/rfc-user-satisfaction-survey/>



# SATISFACTION & PARTICIPATION

**7**  
evaluations

This is a decrease of 41% compared to the previous year (12 evaluations in 2021).

**7**  
participants

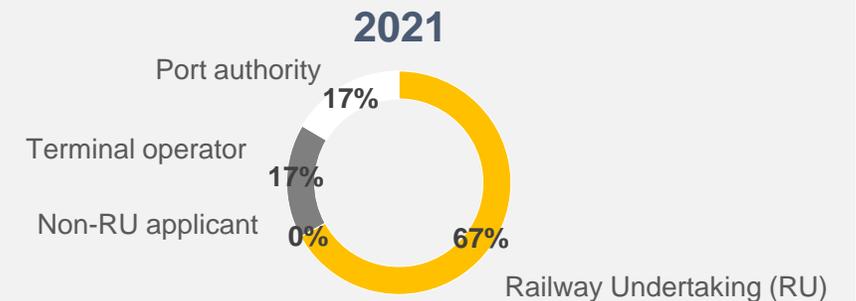
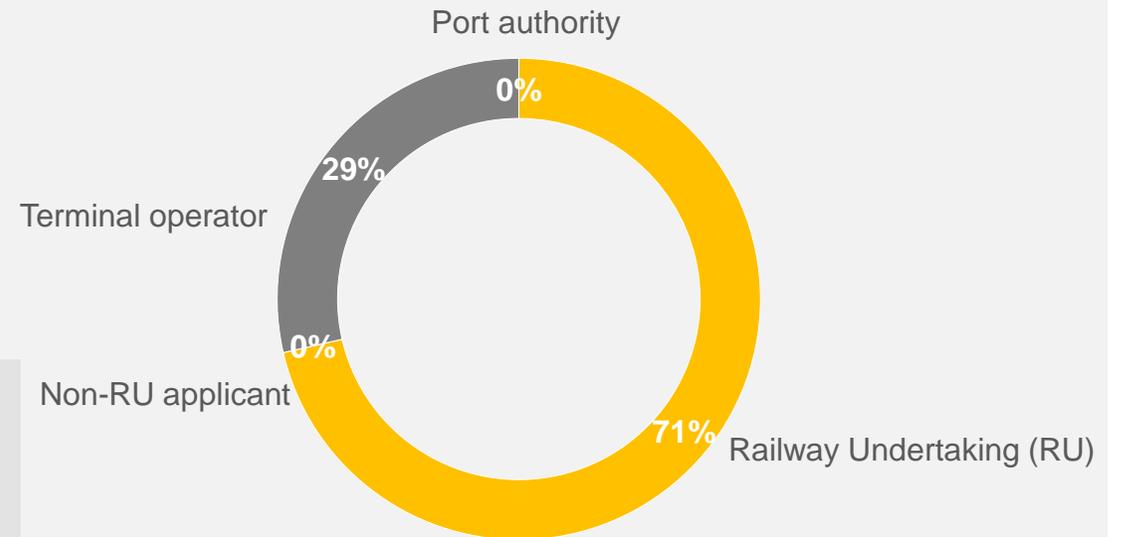
This is a decrease of 41% compared to the previous year (12 participants in 2021).

## Customer satisfaction



*\*Answers given were very satisfied, satisfied and slightly satisfied. This is an increase of 16% compared to the previous year.*

## Participant groups in % on 2022



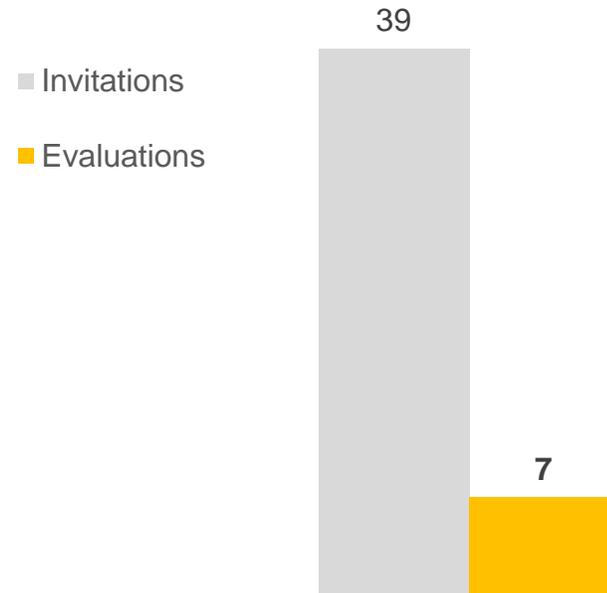
# RESPONSE RATE

Compared to the previous year

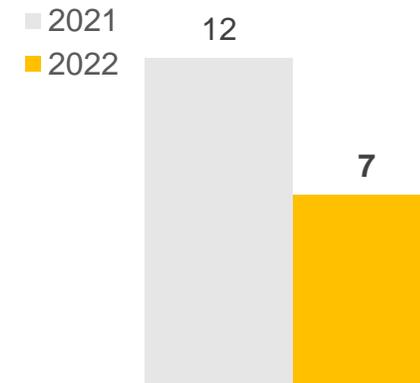


|                              |            |               |
|------------------------------|------------|---------------|
| <b>Total</b>                 | <b>7</b>   | <b>(-5)</b>   |
| RUs/non-Rus                  | 5          |               |
| Terminals/Ports              | 2          |               |
| Invitations sent             | 39         | <b>(-4)</b>   |
| <b>Response rate overall</b> | <b>18%</b> | <b>(-10%)</b> |

Invitations vs. Evaluations ratio



Number of evaluations 2021 vs. 2022



# SATISFACTION WITH RFC NS-B 2021-2022

- Overall, how satisfied are you as a user of the RFC?
- Answered by RUs/non-RUs, Terminals/Ports

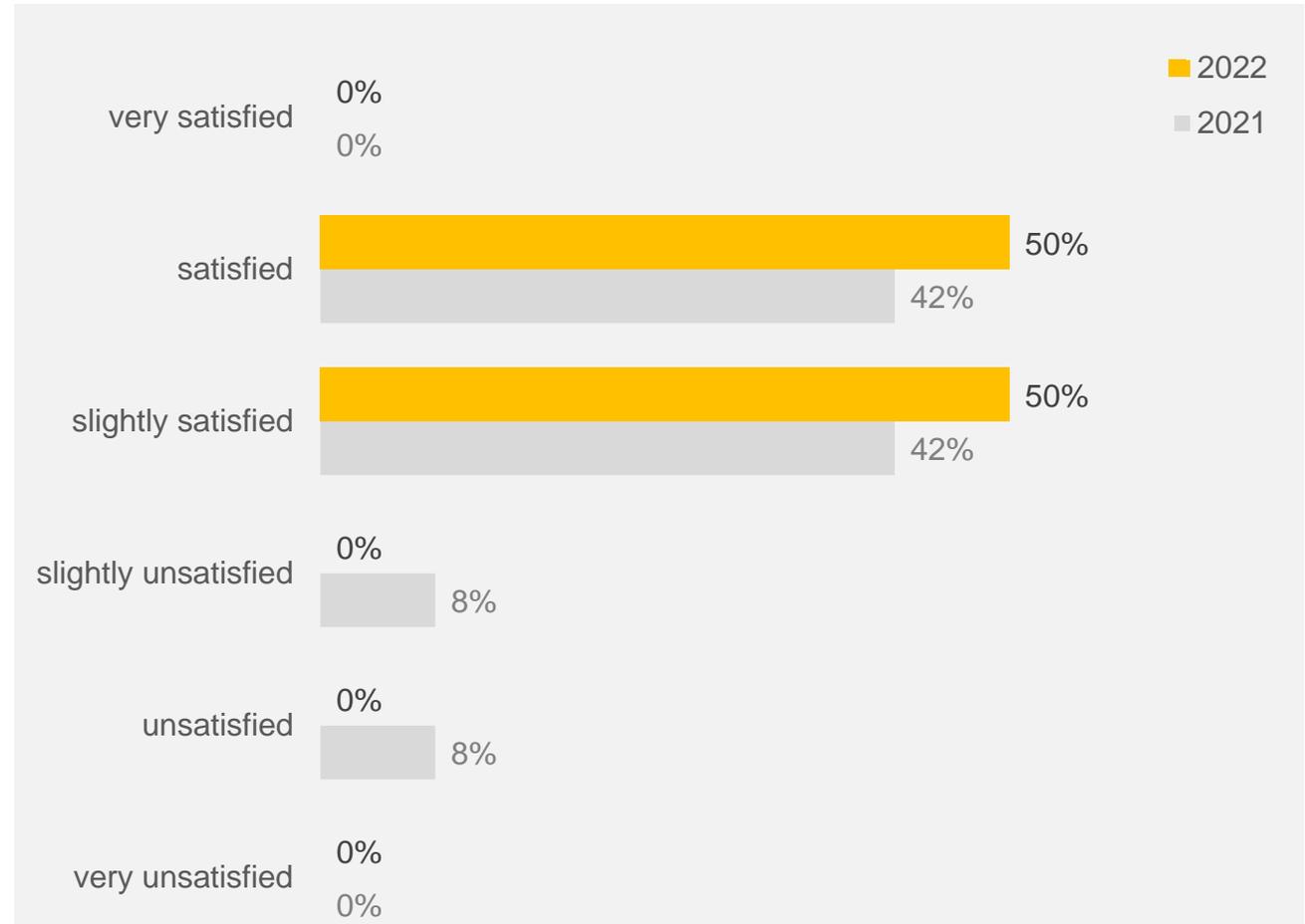
100%

Generally satisfied

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

16%

*\* Increase compared to the previous year.*



# SATISFACTION WITH RFC NS-B 2021-2022

## OTHER COMMENTS:

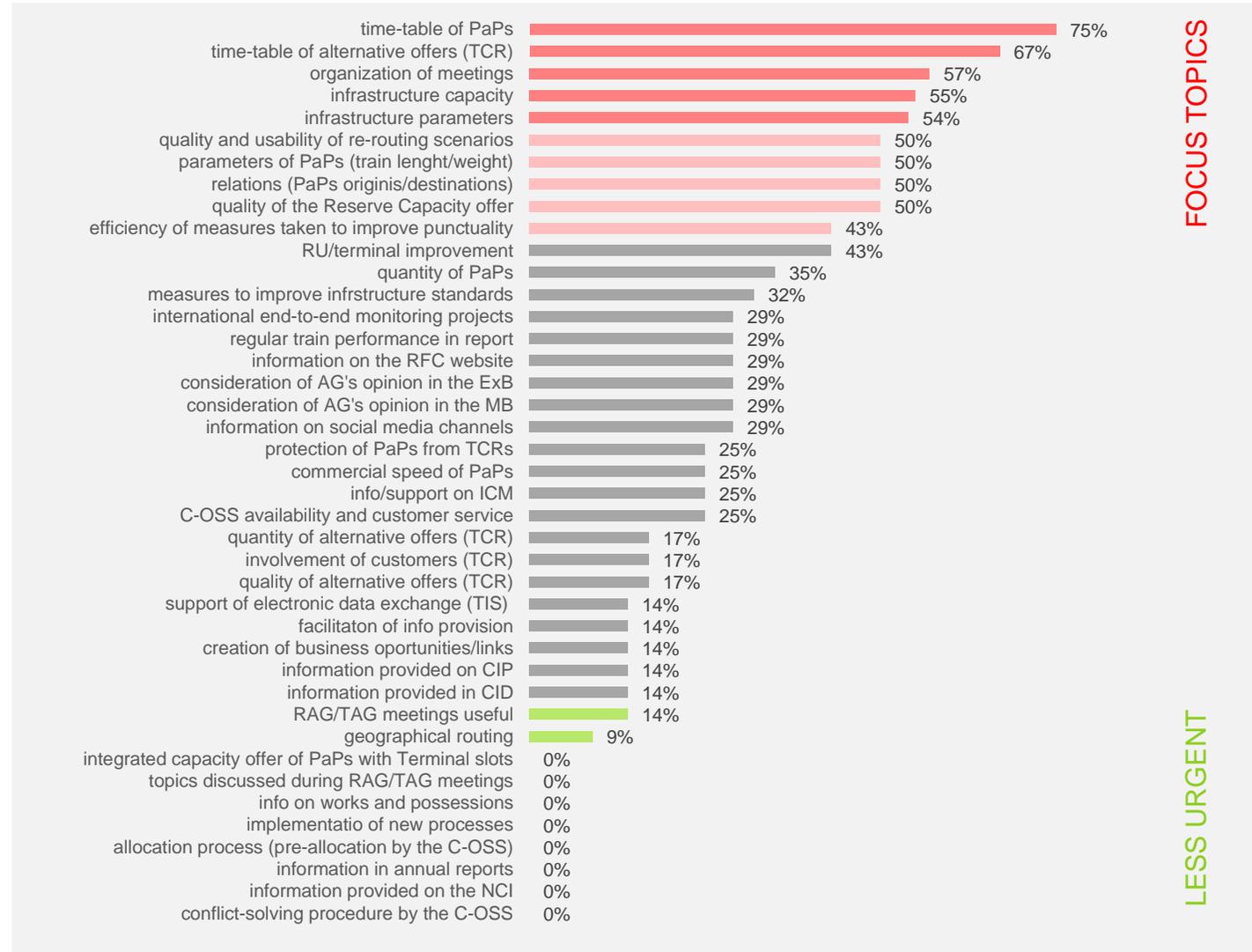
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- Good tailor-made offers TT2023.
- QCOs Bad Bentheim and Frankfurt-Oderbrücke as useful opportunities for dialogue.
- Good collaboration for EU Solidarity Lanes with Infrastructure Managers of RFC NS-B.
- The Elbe valley capacity offer TT2023 was satisfying although a reduction in TCRs and in overall capacity shortage would have been desirable.

# SUMMARY – WISH FOR IMPROVEMENT

All respondents

- Focus topics chosen
- Answered by RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic



FOCUS TOPICS

LESS URGENT

# SUMMARY – TOP 10 HIGHEST RATED TOPICS

All respondents

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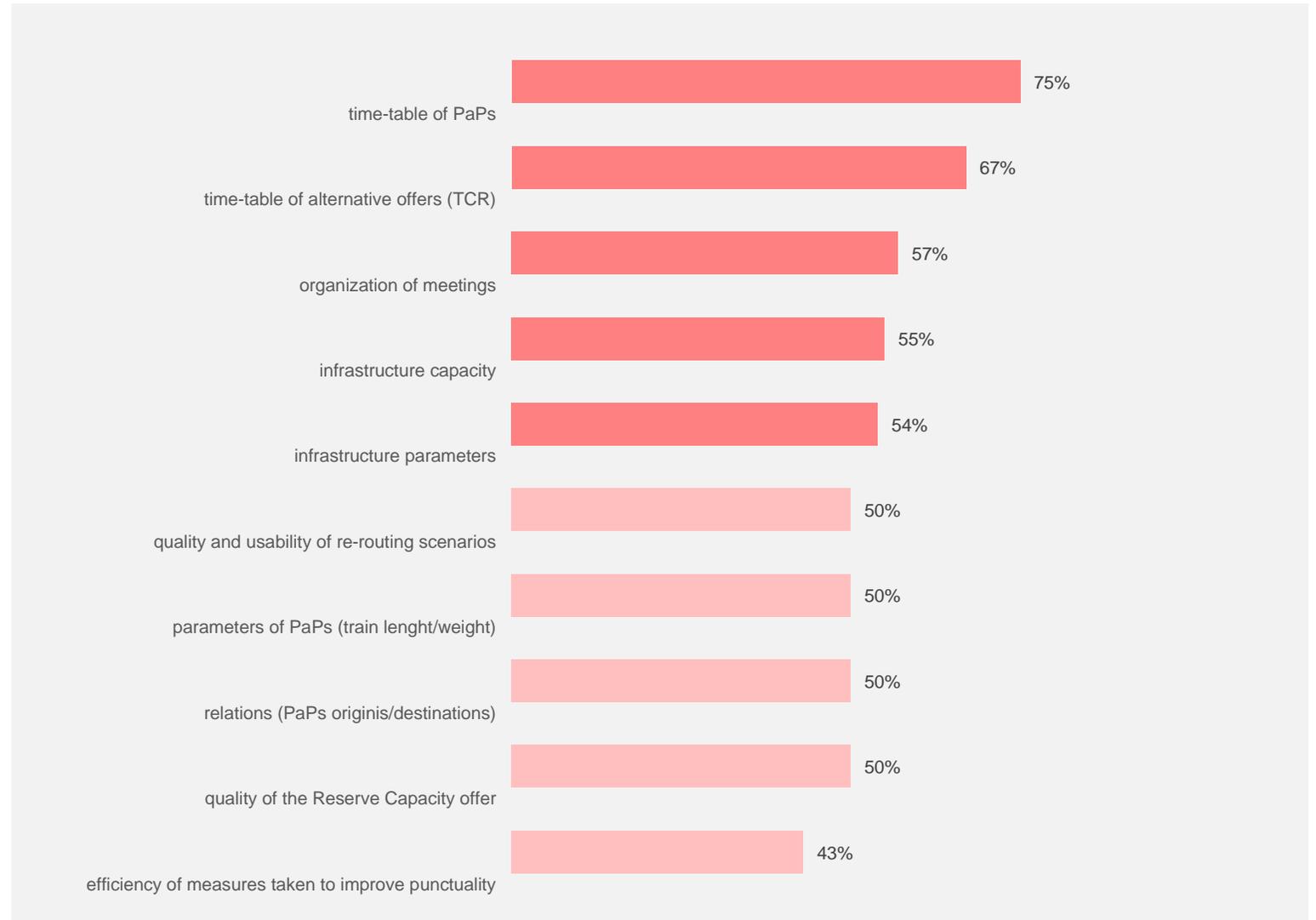
- 10 topics of the survey which the participants almost didn't indicate wish for improvement.
- Answered by RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic, there

- conflict-solving procedure by the C-OSS
- information provided on the NCI
- information in annual reports
- allocation process (pre-allocation by the C-OSS)
- implementationn of new processes
- info on works and possessions
- topics discussed during RAG/TAG meetings
- integrated capacity offer of PaPs with Terminal slots
- geographical routing
- RAG/TAG meetings useful

# SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- 10 topics of the survey which the participants had the most wish for improvement. They were least satisfied with these 10 topics and the RFC will focus on the selected topics presented on the next slides.
- Answered by RUs/non-RUs, Terminals/Ports
- Different sample sizes on every topic, there



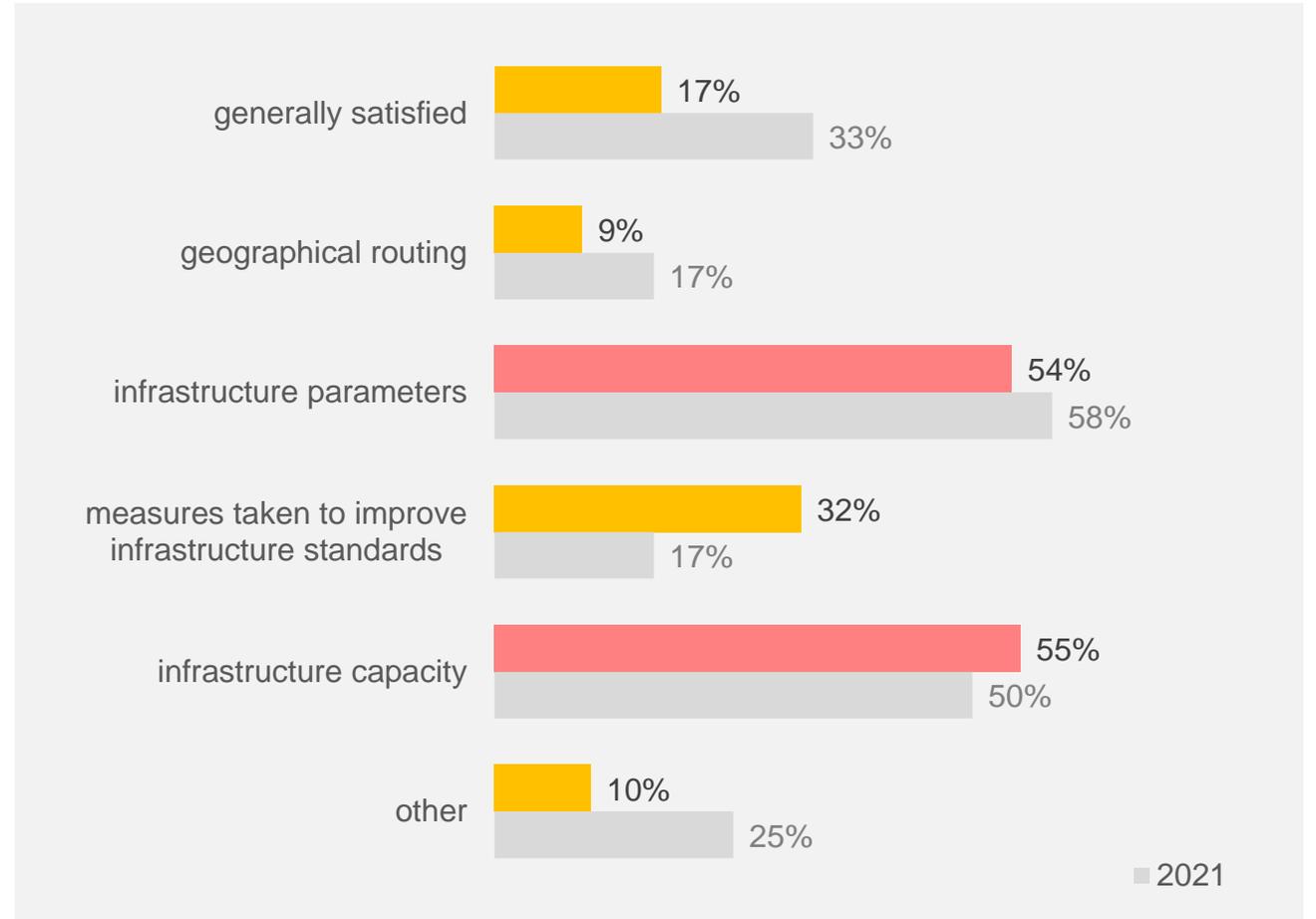
# WISH FOR IMPROVEMENT IN INFRASTRUCTURE

## 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

### Current and future actions:

- Continue transparent management of Elbe valley capacity bottlenecks.
- Boost customer participation rate for Quality Circle Operation meetings to enable feedback loops throughout the year.



# WISH FOR IMPROVEMENT IN INFRASTRUCTURE

OTHER COMMENTS:

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- A general shortage of capacity in the Elbtal section south of Dresden.
- IMs are mostly renewing existing tracks and not getting more tracks and space at stations/borders.
- Rentability of a train IT in its length, weight, and speed, lack of capacity on rail and delayed and prolonged repairs cause withdrawal of customers, and therefore economic losses.

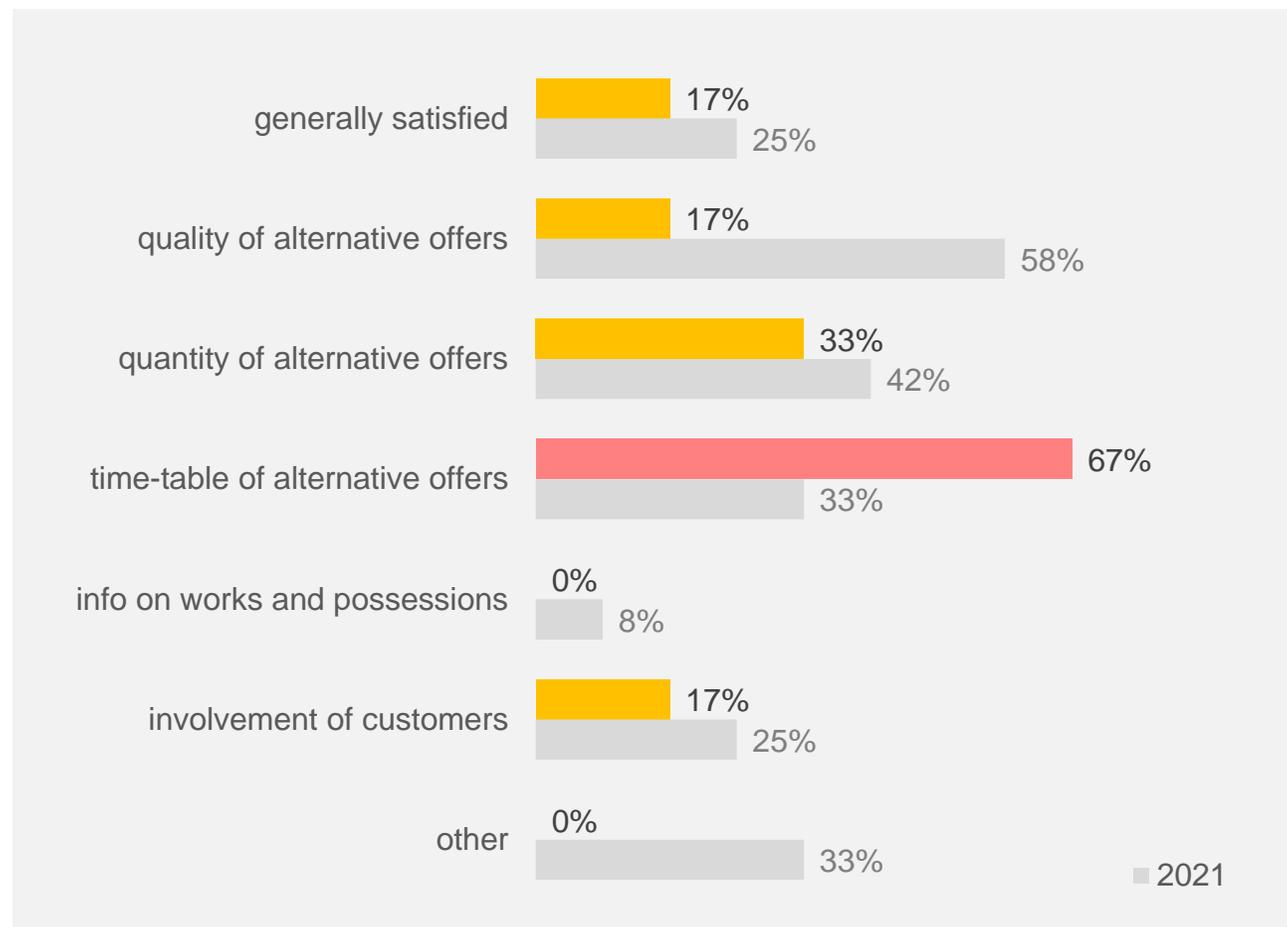
# WISH FOR IMPROVEMENT IN TCR

## 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

### Current and future actions:

- International TCR coordination according to Annex VII to Directive 2012/34 going forward.
- Communicate planned TCRs on time and incl. re-routing options, capacity improvements of the works and construction phases
- Update customers on TCR delays or changes
- In 2022 DB Netz initiated better cooperation and coordination with PLK with regular exchange and coordination of TCRs to reduce the impact of TCRs. This approach will be extended in 2023 with frequent and more intense customer involvement.
- As result of consultations PKP PLK S.A. will publish a more comprehensive list, including restrictions caused by announcement of trains by means of telephone communication devices and continue to monitor any changes in order to report them to users.



# WISH FOR IMPROVEMENT IN TCR

## OTHER COMMENTS:

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- DB Cargo Nederland (RFC 1, 2, 8) criticized that the TCR information on RFC 1 was not always in time (3 weeks before execution). According to ProRail they did not receive the information on time from DB Netz, so they could not plan and inform the RUs in The Netherlands according to the deadlines.
- DB Cargo Polska (RFC 5, 8, 11) found that the international TCR coordination would not work at all on all three corridors. Information usually came at too short notice and thus caused stress.
- DB Cargo Headquarters: TCR coordination should be improved on all RFCs. It is the key more capacity on the existing network. Coordination should include the aspect of planning how to carry out the TCR itself as well as planning and organizing re-routing concepts during the TCR-phase. The published TCR xls-sheets are often not as up to date as national systems. One common TCR-tool – in the best case linked to national systems – should be implemented. RUs should be involved in a user group to further develop the system in a customer friendly way. The implementation of Annex VII should be supervised by the RFCs to push forward the national implementation.

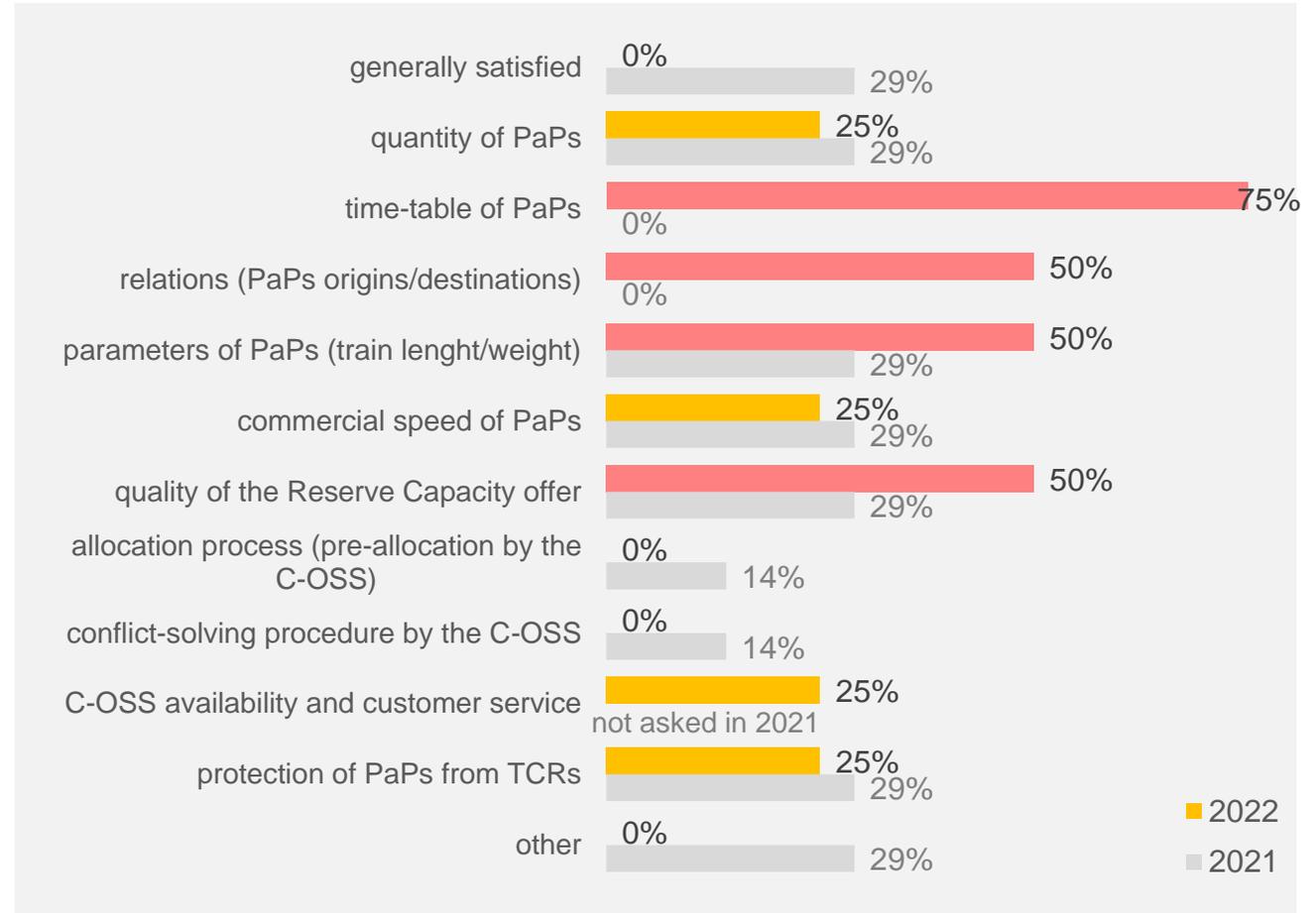
# WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

## Priority areas

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

### Current and future actions:

- Increased number of long-distance PaPs and more harmonized PaPs with RFC Scan-Med.
- Harmonized border times along the RFC.
- Offer developed as closely as possible to market needs.
- Investigate possibilities with IMs to harmonize parameters across border points for TT2025.



# WISH FOR IMPROVEMENT IN RFC COMMERCIAL OFFER

## OTHER COMMENTS:

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- There was some issue that due to TCRs offered PaPs times could not be fully allocated (further issues to be clarified with RCC-Germany).
- DB Cargo Nederland (RFC 1, 2, 8) told us that they use the PaPs currently only for a few specific trains. At the moment its use is limited, mostly because the amount of offered paths is limited. 📄
- DB Cargo Polska (RFC 5, 8, 11) was very satisfied with the quality of tailor-made products on all the RFCs they operate.

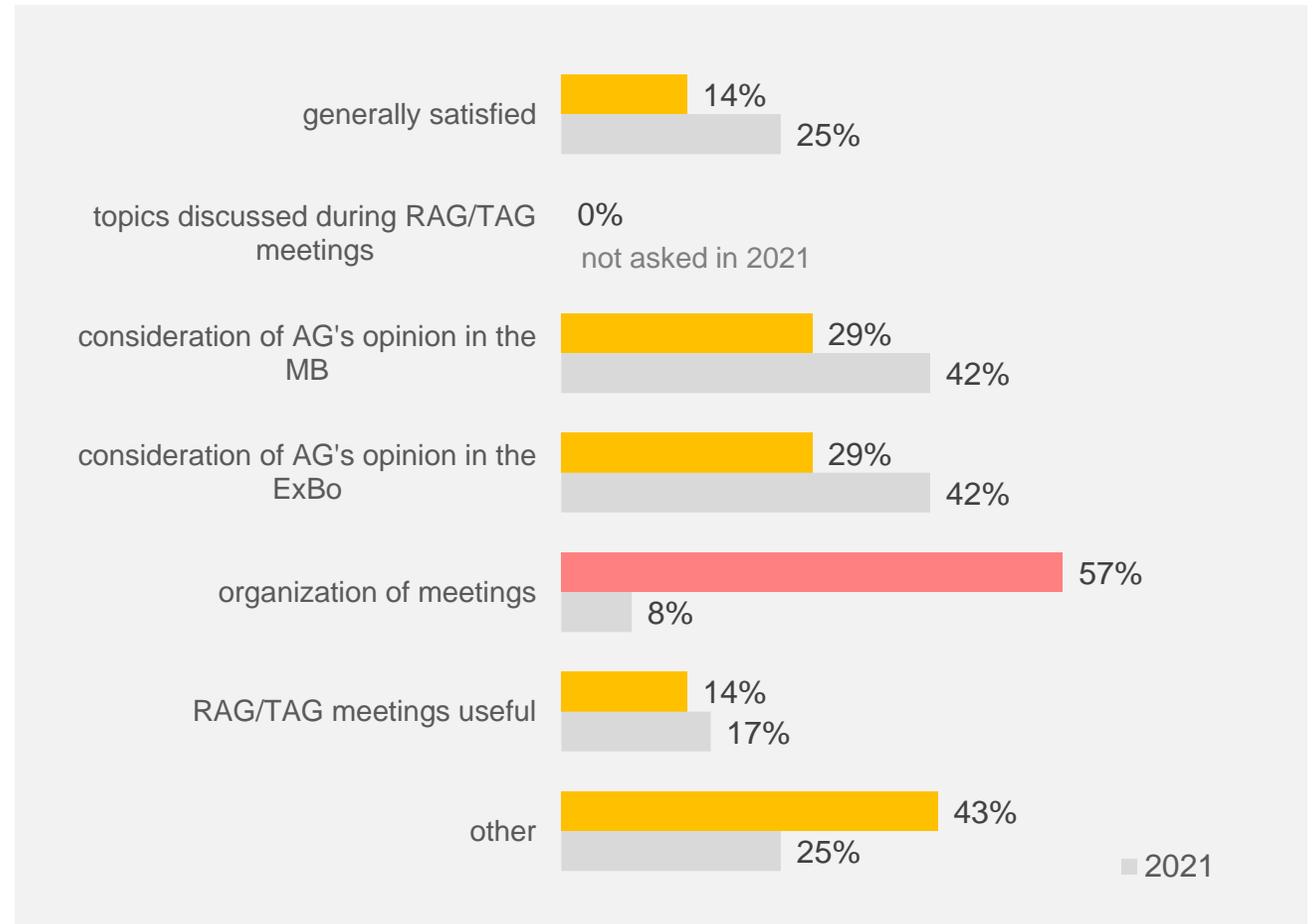
# WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

## 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

### Current and future actions:

- Increase involvement of terminals to corridor work and international initiatives.
- Organization of RAG/TAG meetings (more common meetings with other corridors to drive joint initiatives, short online meetings focused on specific topic)
- The RFC NS-B Management Board proposed to RAG/TAG Speakers to join MB meetings in order to improve cooperation via discussion regarding the RAG/TAG related topics.



# WISH FOR IMPROVEMENT IN IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

## OTHER COMMENTS:

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- One user friendly meeting, time and place, for example Wien or Ljubljana (with FTE meetings). It was proposed the last time.
- Meetings closer to the users (easy to attend), more point-to-point seeking for solutions, and get them done (first borders than border stations and so on).
- I would appreciate if the option of online access was available.

# User Satisfaction Survey 2023

DISCUSSION

## ➤ In 2023, User Satisfaction Survey will be conducted again by RNE

Participants can choose to be directly interviewed via MS Teams or complete online survey.

- Questions?
- Suggestions?
- Proposal of changes?

## ➤ Timeline USS 2023

- Beginning of June 2023: Pre-announcement email
- Mid-June 2023: Invitation email
- End September 2023: First and Final deadline

## ➤ Call for Invitees/Volunteers to complete User Satisfaction Survey 2023

- We kindly ask you to use this opportunity to express your opinion. Thank you in advance for your valuable input and time.

