

User Satisfaction Survey 2023 results and action plan for RFC North Sea - Baltic

RAG/TAG Meeting

Date: 6th of March 2024
Amsterdam

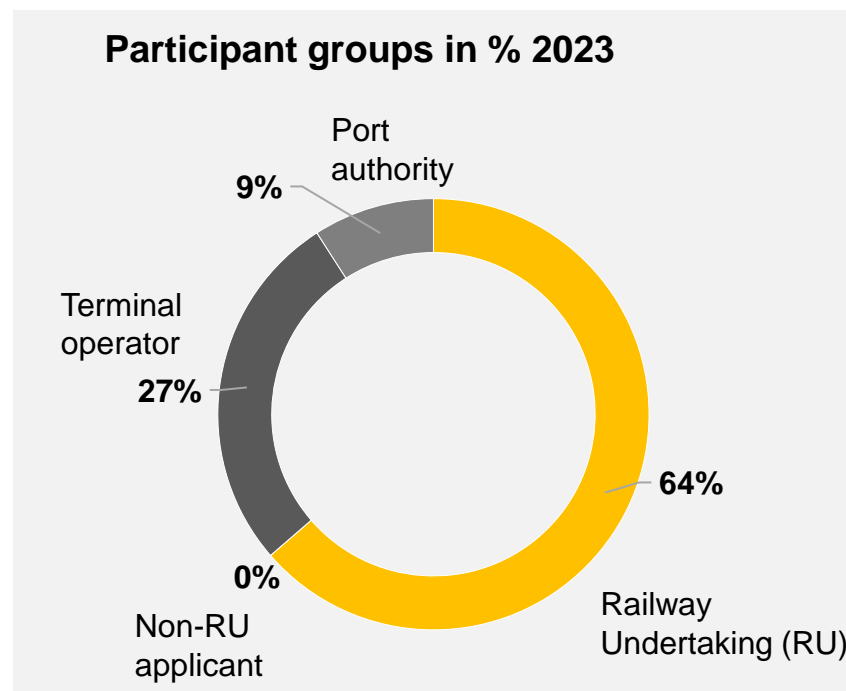


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SURVEY DESIGN & PARTICIPATION

- For the fourth time the Survey was organized and conducted by RNE and for the second time participants could also choose to be directly interviewed. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

| | | |
|-----------------------|-----|--------|
| Total evaluations | 11 | (+4) |
| RUs | 7 | |
| Terminals/Ports | 4 | |
| Invitations sent | 30 | (-9) |
| Response rate overall | 37% | (+19%) |



- The full Report on RFC North Sea - Baltic 2023 specific results can be found on the [RFC website](#).
- The full Report on RFC Network Survey 2023 results can be found on the [RNE website](#).

OVERALL SATISFACTION WITH RFC NORTH SEA-BALTIC

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by RUs/non-RUs, Terminals/Ports
- » sample size = 11

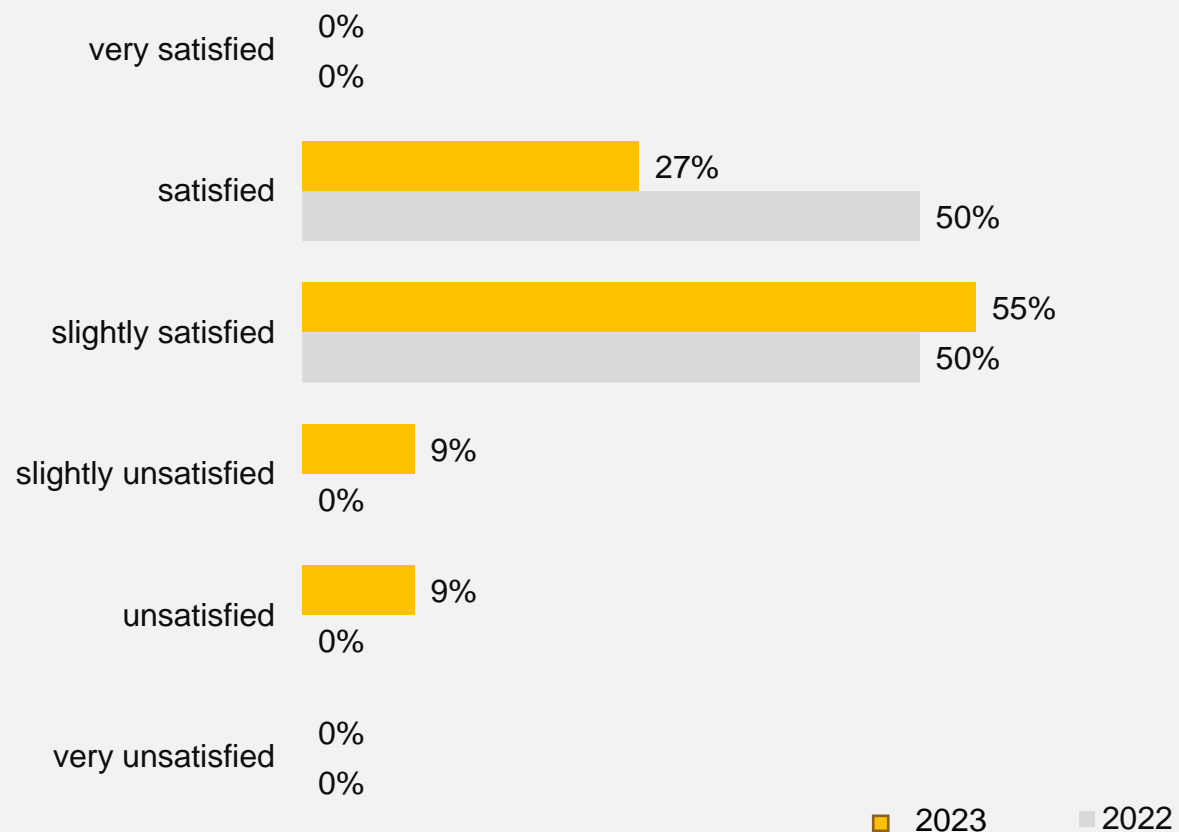
82%

Generally satisfied

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

18%

Decrease of satisfaction



REASONS:

- There is some improvement on German-Polish border regarding security and performance, but capacity especially at Oderbrücke doesn't meet the requirements. Trains through the Western border of the RFC runs very well.
- The initiatives undertaken by RFC8 are interesting and reflect the needs of carriers. It is a good platform for exchanging views and raising important issues
- Insufficient capacity, numerous mutually uncoordinated restrictions due to construction works, absence of bypass routes. The RFC corridor cannot solve these problems.
- not a very flexible system to change the technical parameters of the trains
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.
- An open issue where I'm personally a bit disappointed is the connection to the Rail

Baltica project. I think it is time now to discuss how this internationally new infrastructure will be governed and organized and under which operational rules. I think because there are strategic decisions to be taken, will it be a proper IM? Will it be divided between the three Baltic countries? I know this is a highly political issue. But there I would like to have the corridor to raise awareness for these issues and formally that three Baltic Infrastructure managers are part of the corridor already today. I think a certain discussion and corporation platform similar to the Brenner corridor platform or the Femern Belt. There's new international infrastructure being built which is not be able to be governed like the traditional infrastructure from the 19th century.

TEMPORARY CAPACITY RESTRICTIONS (TCR)

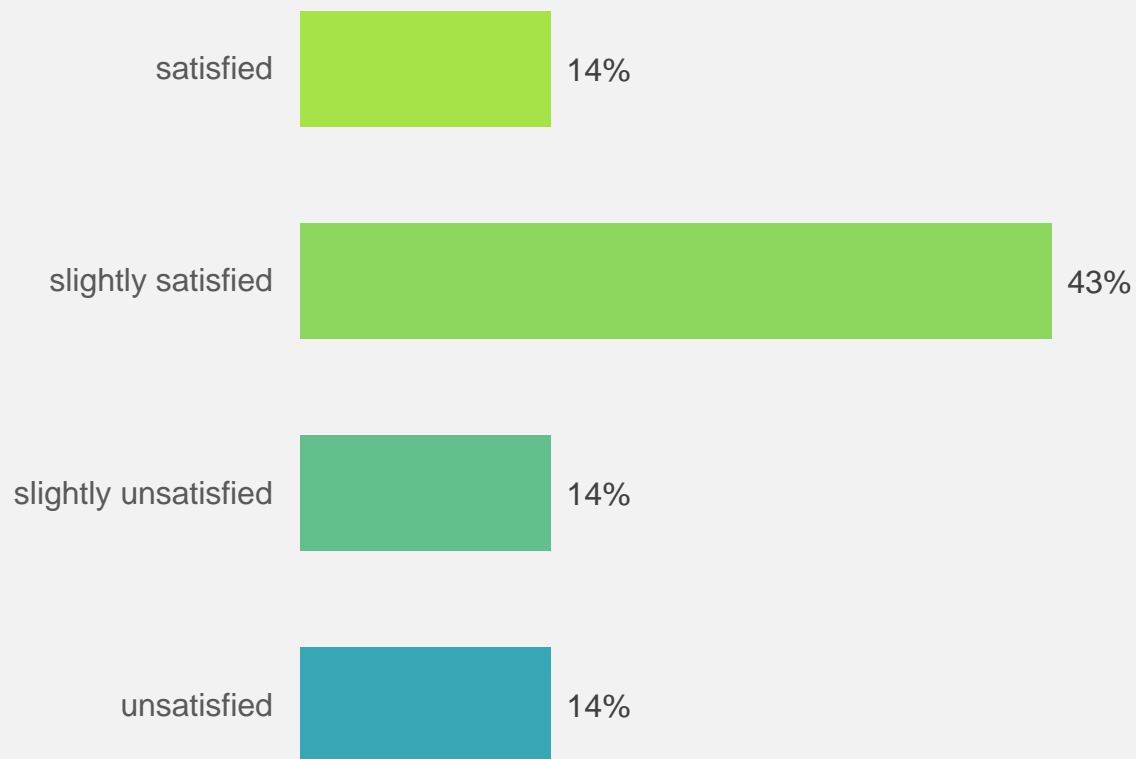
» To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?

» Answered by RUs

» sample size = 7

REASONS:

- Graphic interface with the opportunities of interactive search would be great.
- Some IMs publish TCRs at a very general level and the information is not updated often enough
- unfortunately, the real restrictions are often significantly different from the long-term plans cannot be relied upon
- Observe terms large TCRs.



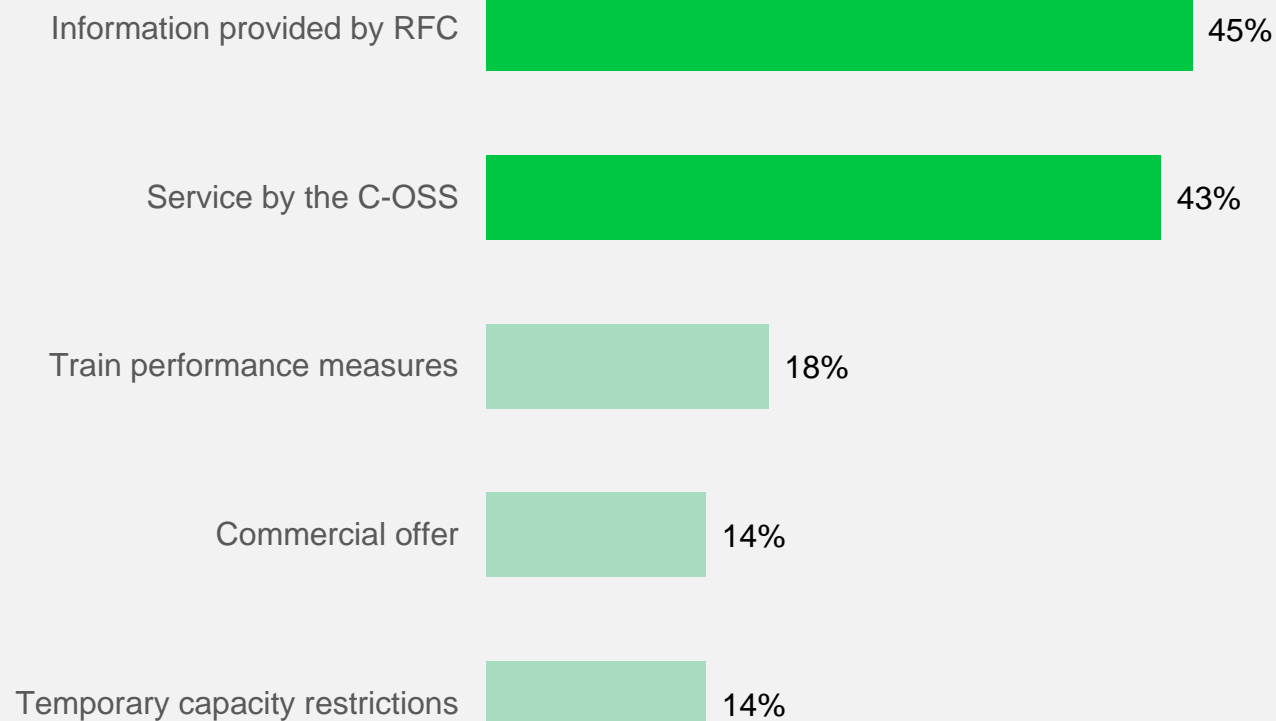
SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied).
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

Most satisfactory topic

Information provided by RFC



SUMMARY – DISATISFACTION RATING

All respondents

- » Only fully dissatisfaction rates considered (not slightly unsatisfied)
- » Answered by RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

Least satisfactory topic

Temporary capacity restrictions

Temporary capacity restrictions

14%



Rail Freight Corridor
North Sea – Baltic

RFC North Sea – Baltic Action Plan



INFRABEL



ProRail



| Topic | Comments | Actions |
|----------------------|---|--|
| TCR | Some IMs publish TCRs at a very general level and the information is not updated often enough. Graphic interface with the opportunities of interactive search would be great | The RFC publishes the TCRs twice a year (as mentioned in CID) via a template that is harmonized for all RFCs. On top, RFC NS-B publishes impact sheets for major TCRs. The IMs follow the regulations of Annex VII. The TCR Tool will in future have more updated information and have filter functions. For the moment RFC NS-B is monitoring the development and gradual implementation of the TCR Tool. |
| Overall satisfaction | There is some improvement on German-Polish border according securities and performance, but capacity especially on Oderbrücke doesn't meet the requirements, to run train through Western border of the RFC runs very well. | The issue of capacity could be addressed to the Quality Circle Operation Frankfurt (Oder) Oderbrücke. The C-OSS is aware of the situation and is in dialogue with the respective IMs. |
| | An open issue where I'm personally a bit disappointed is the connection to the Rail Baltica project and information regarding this project. | RAG members operational questions will be answered during the next RAG/TAG meeting. In the past, the project was presented on a regular basis. |

| Topic | Comments | Actions |
|------------------------------------|--|---|
| Comercial offer | Complicated entry in PCS | RFC NS-B in collaboration with RNE organizes PCS trainings for the customers every year |
| | Data in PCS is different from data in national systems | PCS is the single tool for publishing the binding PaP and RC offer of the Corridor as mentioned in CID. IMs are to make sure that the information in the national tool is identical. Please address directly C-OSS in case of such cases. |
| | Respecting deadlines for DTT and FTT | RFC NS-B strives to avoid delays in timely delivery |
| RFC Performance measures | Announcement of train to Rzepin signalling staff and additional paperwork to be sent | This issue was addressed in the Quality Circle Operation Frankfurt (Oder) Oderbrücke and RFC will monitor the results |
| Information provided by RFC | Unify place and time RAG TAG meetings of all corridors | RFC NS-B is in dialogue with the RAG/TAG Speakers regarding organization of common RAG/TAG meetings |

User Satisfaction Survey 2024

DISCUSSION

➤ In 2024, User Satisfaction Survey will be conducted again by RNE

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

- Questions?
- Suggestions?
- Proposal of changes?

