



RFC NS-B User Satisfaction Survey 2021 Results

Weronika Karbowskiak
Managing Director
RAG/TAG meeting
17th of March 2022



Survey Design

- For the second time the Survey **was organized and conducted** by RNE under new simplified format;
- **Field phase** from 26th of August to 8th of October 2021;
- Computer Aided Web Evaluations (using the online tool Survio)
- **Respondents:**
 - **RFC NS-B response rate: 28% (decrease of 18%)** (12 respondents)
 - **Overall response rate: 22% (decrease of 4%)** (79 respondents, 126 evaluations)
 - One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.
- The full Report on RFC North Sea - Baltic 2021 specific results can be found on the RFC website:

<http://rfc8.eu/customer/user-satisfaction-survey/>

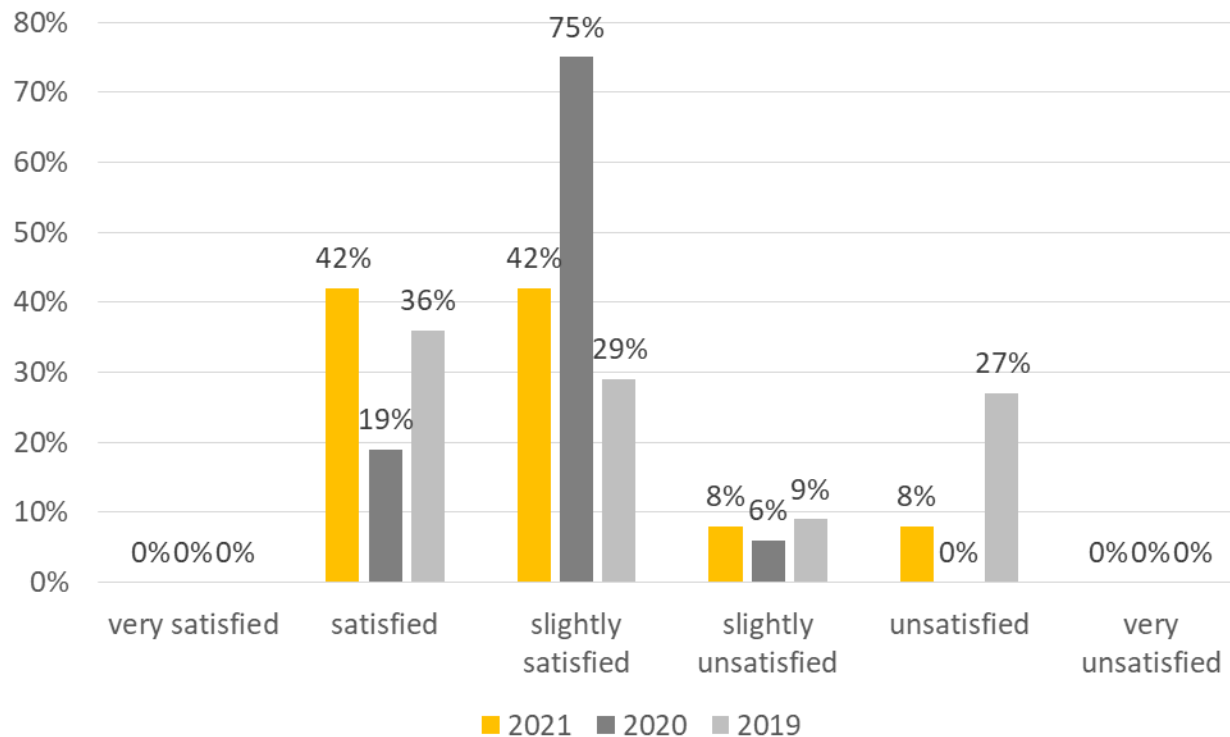
- The full Report on RFC Network Survey 2021 results can be found on the RNE website:

<https://rne.eu/rail-freight-corridors/rfc-user-satisfaction-survey/>





Overall Satisfaction with RFC NS-B in 2019-2021



84%

generally satisfied

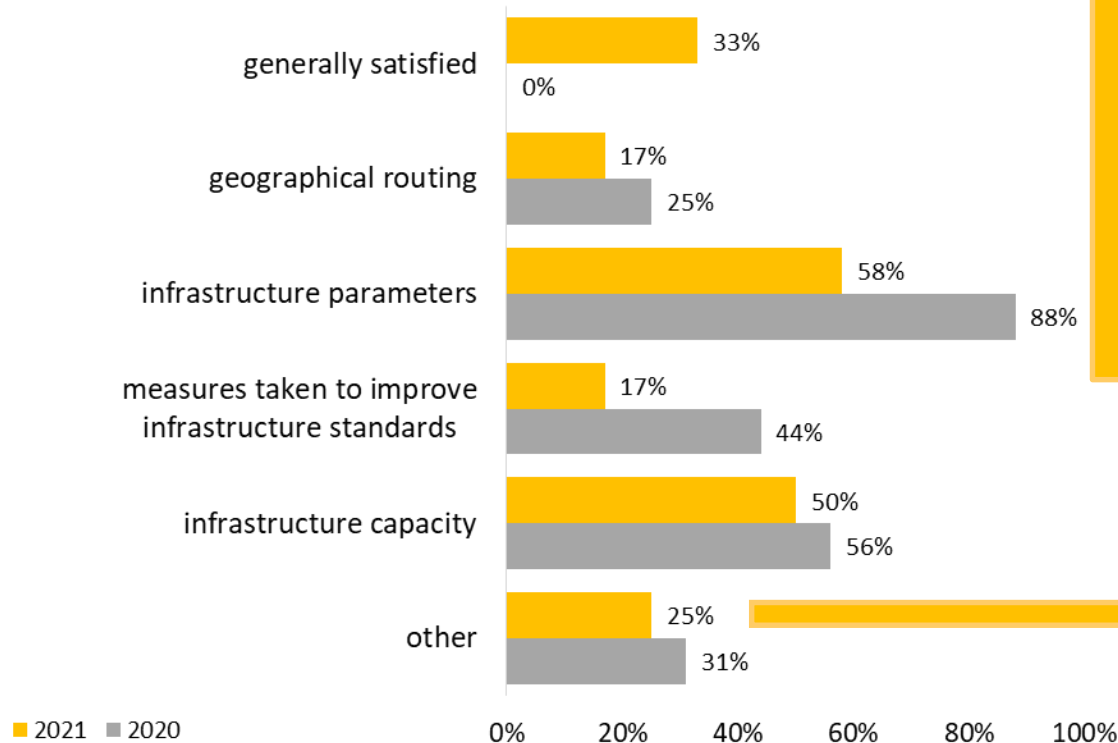
**Answers given were very satisfied, satisfied and slightly satisfied.*

10%

**decrease of
satisfaction**

Satisfaction with Infrastructure

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



Current and future actions:

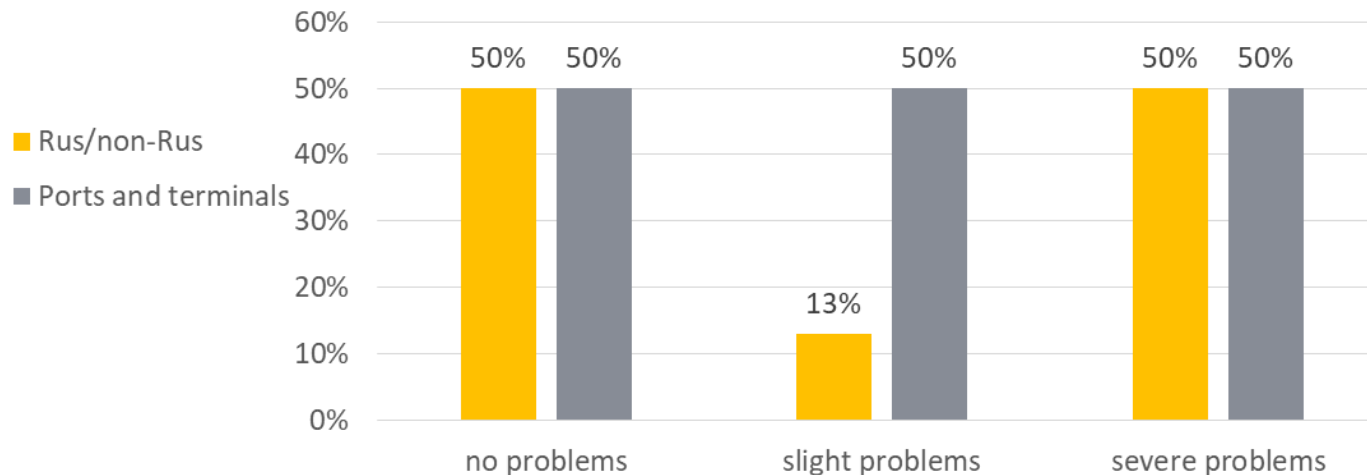
- Proposal of the line Berlin – Kostrzyn – Poznan upgrade - information to be passed during RAG/TAG on 17.03.2022;
- Analysis of the border procedures during Quality Circle Operations meetings.

- Upgrading (electrification, dualling) the alternative route from Berlin to Poznań via Kostrzyn;
- There are different technical parameters along RFC, e.g. train length in PL and DE;
- Border capacity and organisation over the border till next stations.

Capacity bottlenecks along the RFC NS-B

Does your company face capacity bottlenecks*:

- **RUs/non-RUs:** along the RFC (e.g. on lines/in nodes/in terminals/on borders)?
- **Port and terminals:** on lines / handover stations leading to terminals and ports?



50%

respondents did not
experience any problems

Future action:

- To follow the issues mentioned and prepare a discussion on the bottlenecks for the RAG/TAG in October

*Respondent may indicate both slight and severe problems

Capacity bottlenecks along the RFC NS-B

SLIGHT PROBLEMS:

RU/non-RUs:

- We see a risk of capacity shortage in the near future on the stretch Oderbrücke - Berlin and a lack of resilience in case of major disturbances;

Ports and Terminals:

- On handover stations for dangerous goods due to permit issues;
- Some older handover stations in the port of Rotterdam lack capacity.

SEVERE PROBLEMS:

RU/non-RUs:

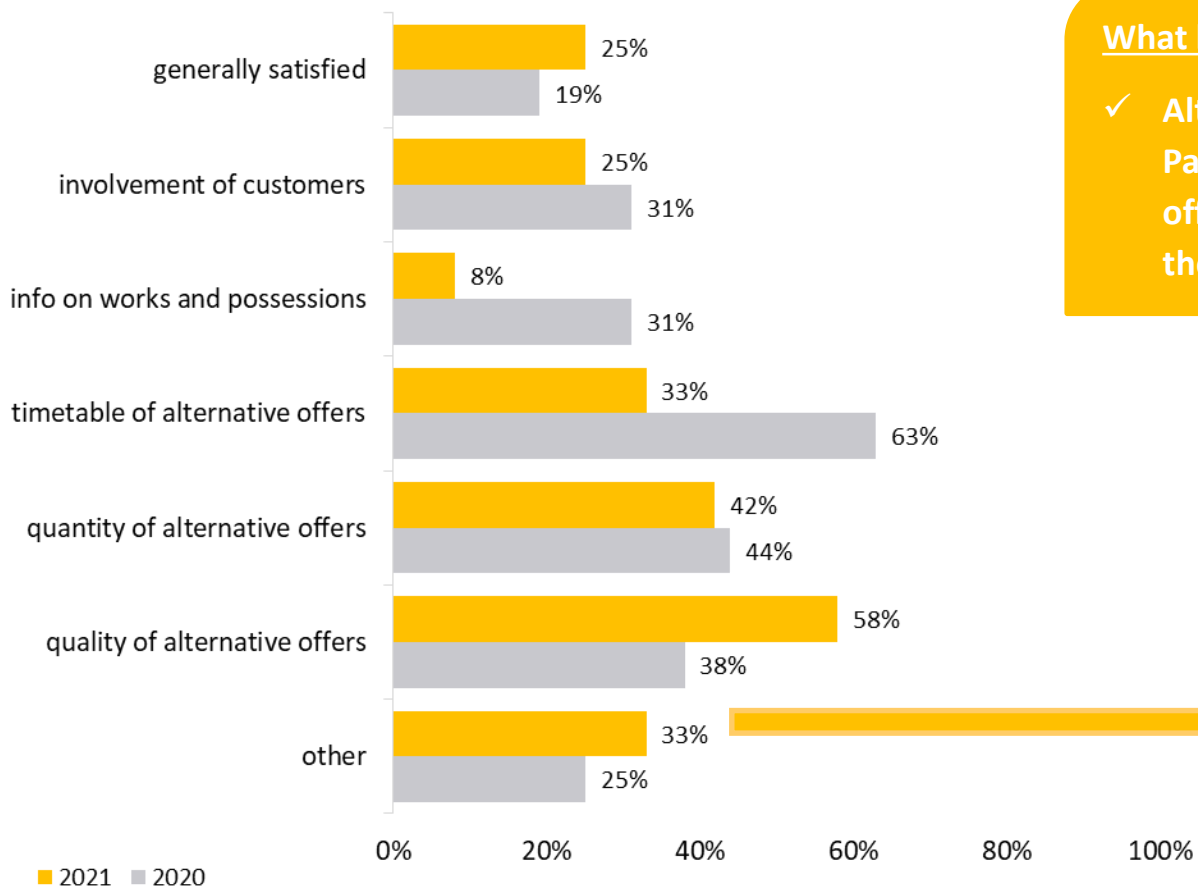
- We suffer from problems resulting from infrastructure works especially at the section Poznań-Rzepin, Warszawa-Łowicz;
- Construction works and reduction of capacity on the section Oderbrücke - Poznań; capacity constraints on the standard-gauge section Małaszewicze-Brest;
- Yes, the construction works are big problem in the Czech Republic;
- Amsterdam Bentheim + Bentheim - Maschen (due to increased passenger offer).

Ports and Terminals:

- Because our terminal is beside the first station before/after the border many times problems to get an free track for our train;
- Especially between Decin and Dresden - Elbtal, it is a completely collapsing track without capacity. The only route from Czech Republic to Germany.

Satisfaction with TCR

Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?



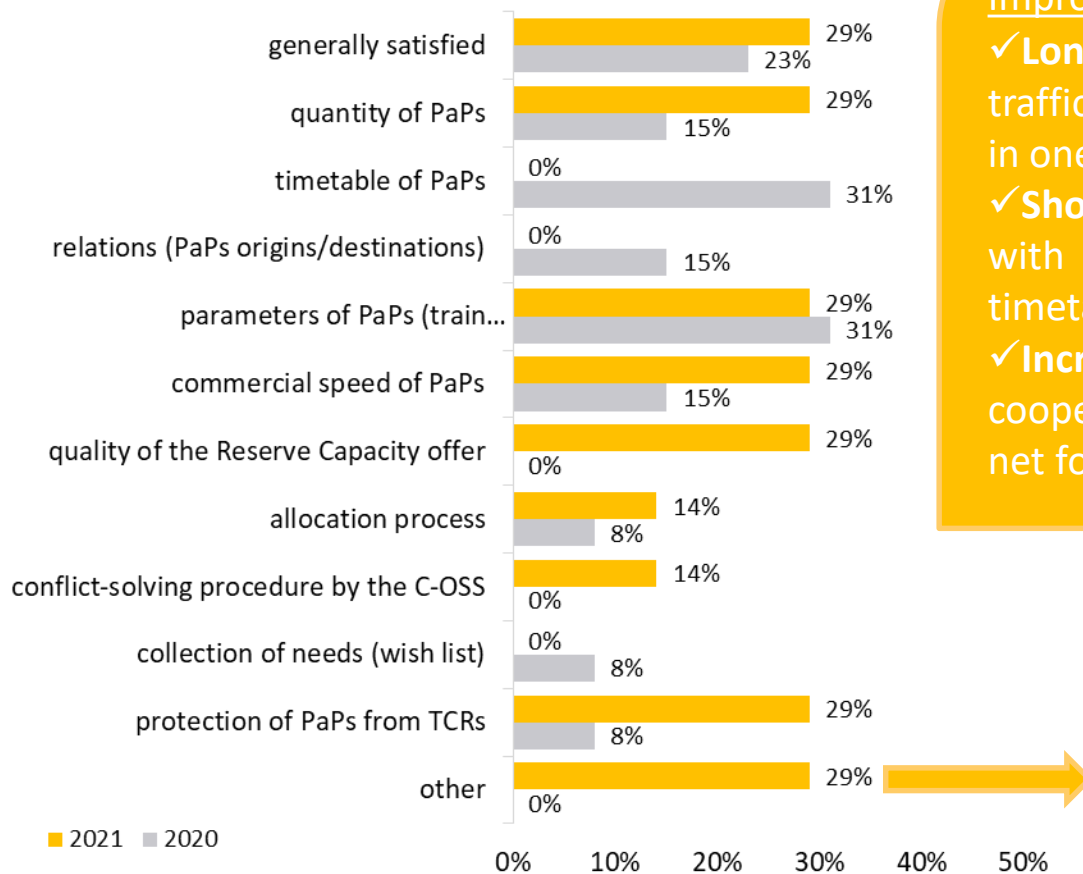
What has been done:

✓ Alternative offer during TCRs offered in PaP catalogue: Diversional routes offered in cooperation with RFC OEM on the CZ network.

- Implementation and respect of the announcement and coordination rules according to Annex VII to Directive 2012/34;
- Corridor paths should be treated as priority ones in case of TCR, the same as in passenger traffic;
- Push different IM's to have a harmonised approach on TCR's impacting the border times;
- Better planning till over an border (now many times staying at border because behind the border no room for the train).

Satisfaction with improvement of RFC commercial offer

In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?



Improvements of the PaP offer TT2023

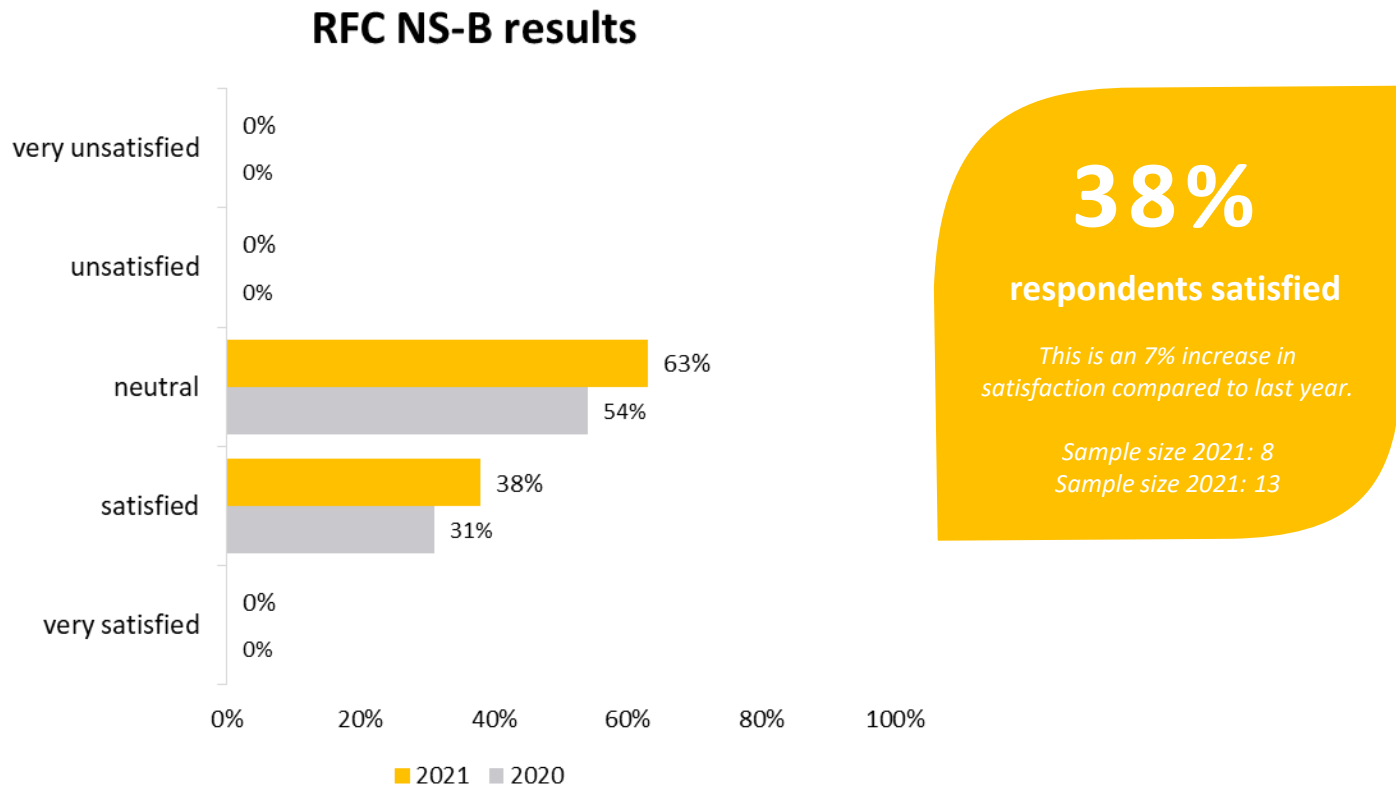
✓ **Long distance PaPs** for international traffics running on long stretches - request in one step and single operation;
 ✓ **Short-distance PaPs** can be combined with feeders/outflows to request timetables for the complete route in PCS;
 ✓ **Increased parameters** offered in cooperation with RFC OEM on DE and CZ net for Long-distance PaP.

- No flexibility of PaP ordered and no possibility to make any changes in paths requested for in annual TT
- The system is very complex

Satisfaction with improved Flex-PaPs concept

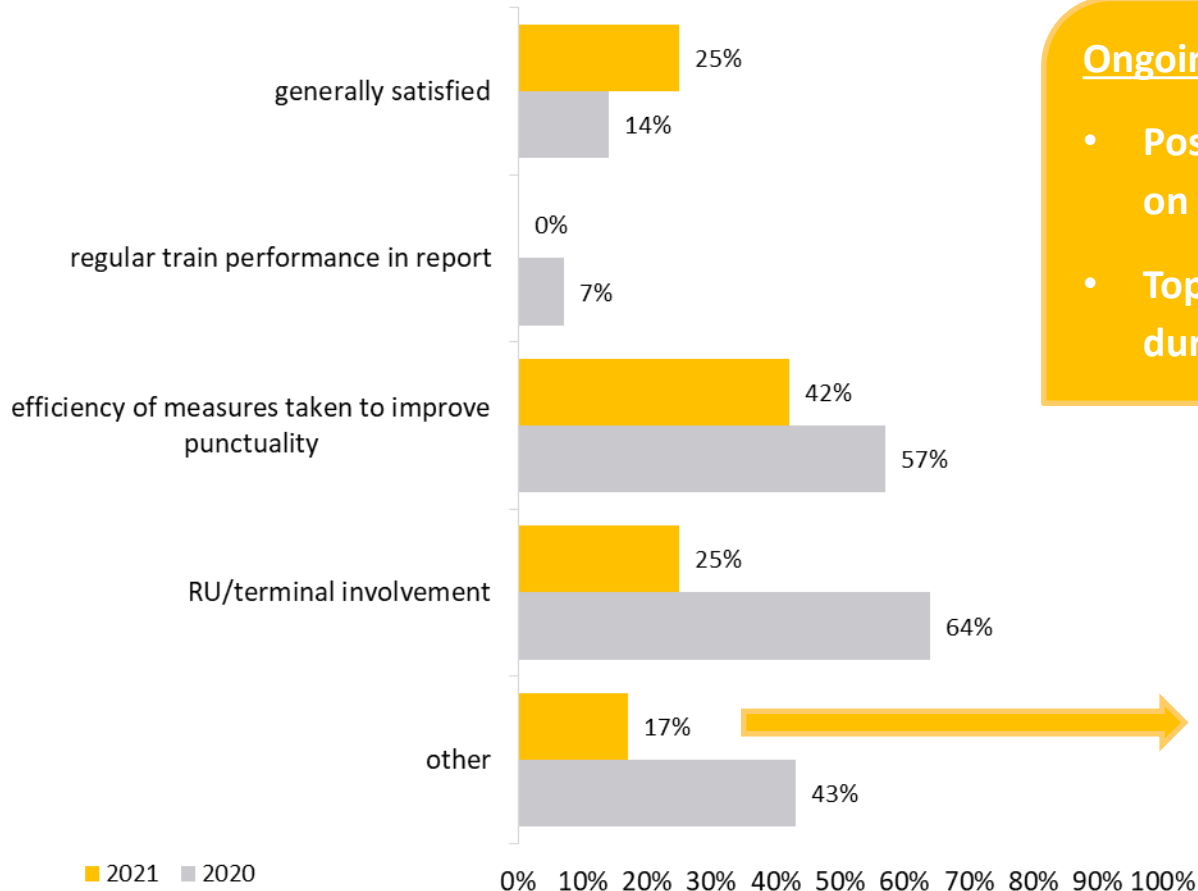
How satisfied are you with the improved Flex-PaPs concept, on the eastern part of the corridor, allowing adjusting the times for locations and use the bandwidth +/-60'?

(dedicated RFC NS-B question)



Satisfaction with Train Performance Management

Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?



Ongoing action:

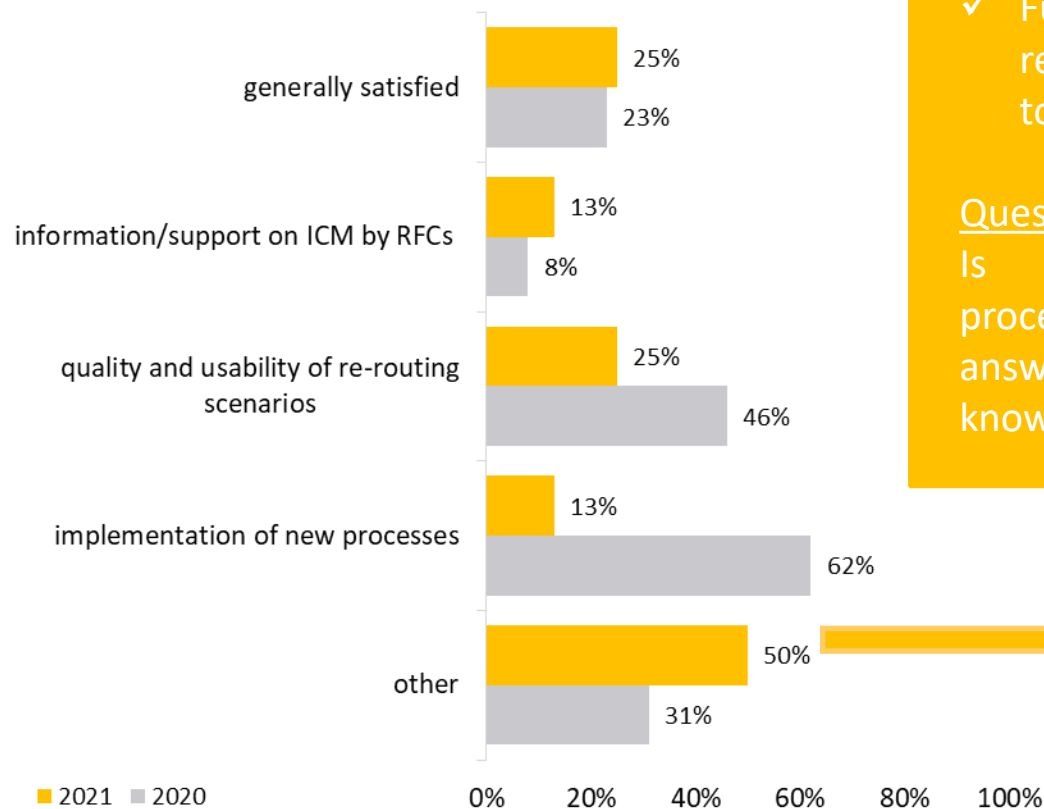
- Possible exchange with customers on the train performance;
- Topic will be discussed in detail during RAG/TAG on 17.03.2022.

■ I do not know



Satisfaction with International Contingency Management (ICM)

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?



Future action:

- ✓ Further implementation of the Handbook revised: organisation of simulation for IMs to test the common tool;

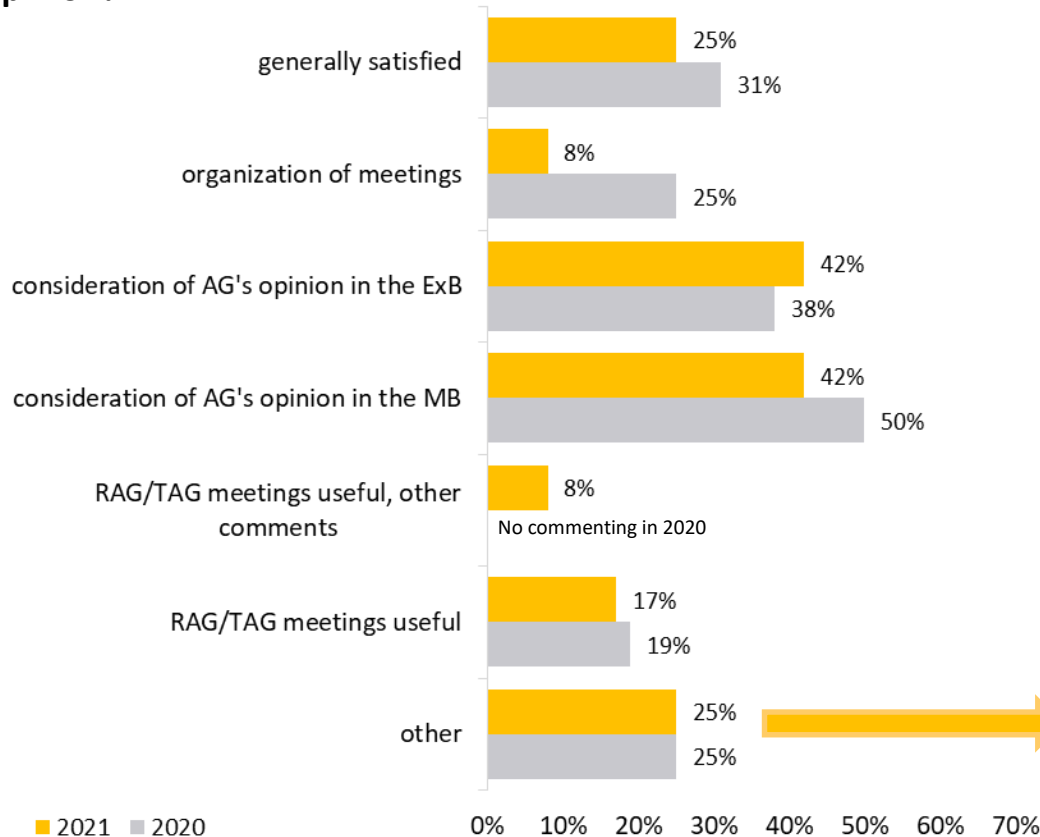
Question to customers:

Is there a need to present the process/exchange on the principles since open answers suggest that the level of the knowledge about the process is not sufficient?

- We haven't implemented the ICM handbook in our company. We have our own procedures used in case of contingency management.
- I do not know the International Contingency Management
- active coordination in case of
- I don't know

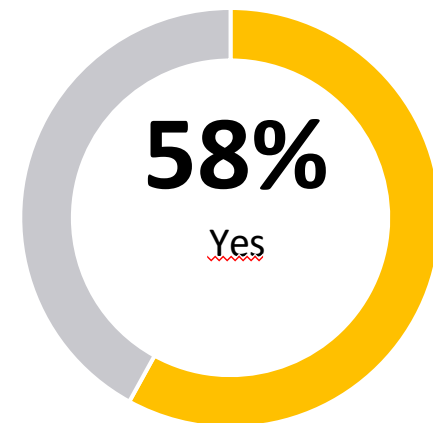
Satisfaction with RU/Terminal Advisory Group

Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?



Does your company regularly attend RAG/TAG meetings?

Participation in RAG/TAG meetings

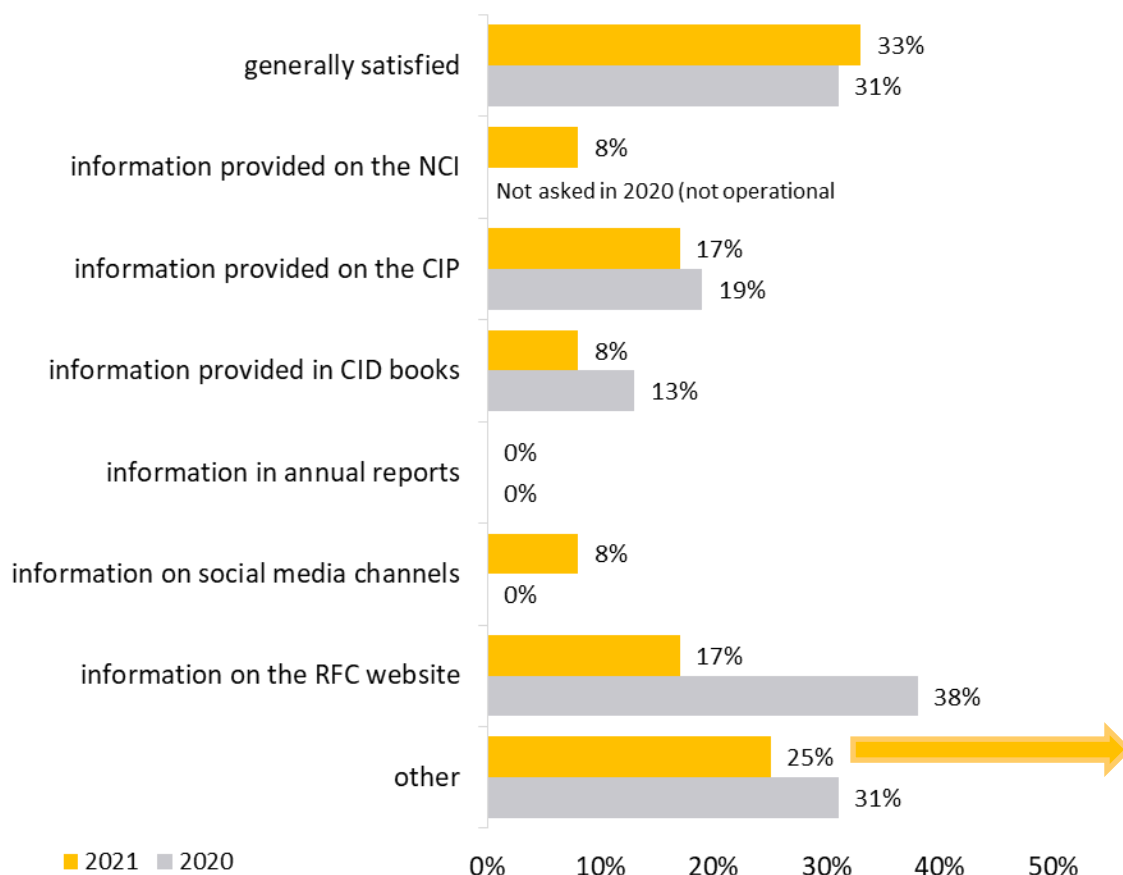


Compared to the past year it has been a 11% decrease.

- I do not know this group;
- I don't know;
- More interaction with all members before and during the meetings so that all members have more possibility to give their vision on the meeting points;
- Should be every month if we want to make the necessary changes happen!

Satisfaction with communication services

Which of the following statements on the communication services of the RFC are the priority areas for improvement according to your opinion?



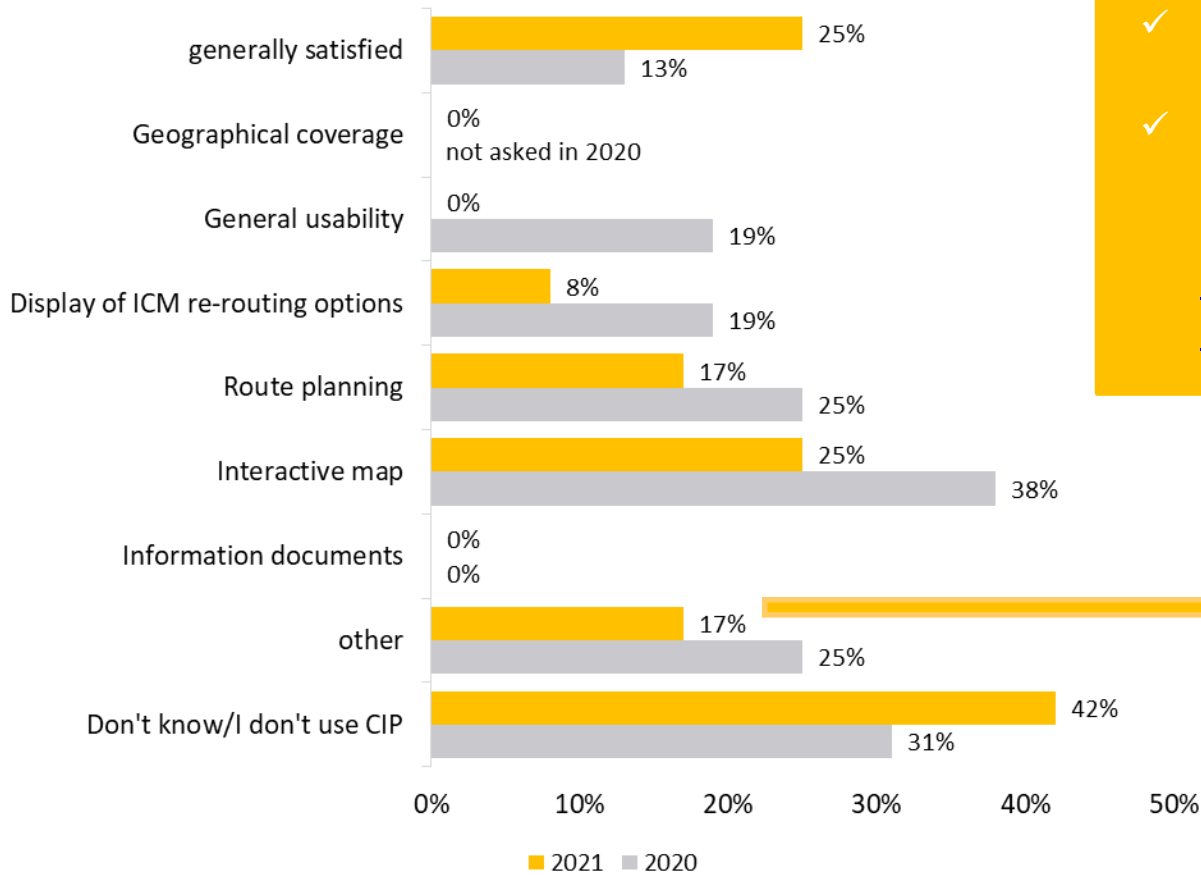
Question:

- What information customers would like to find on the website?

- IMs should be involved in communication services and attracting customers to use RFCs and promoting their offer;
- We suggest a codification for combined transport ("P/C x/y") for the lines in Poland;
- I do not need more information.

Satisfaction with Customer Information Platform

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



Actions:

- ✓ CIP user interface has been reviewed and improved in first quarter of 2021.
- ✓ Promotion campaign featuring a series of short videos was developed and it is available on the [RNE CIP information subpage](#) and [RFC Network LinkedIn account](#).

- We don't use CIP in daily work. However, we suggest that CIP provides information on technical parameters of paths;
- Completeness and reliability of data, information on available capacity, PaPs and their planning parameters, tool for route compatibility check.



Summary –10 focus topics 2021

