



Rail Freight Corridor
North Sea – Baltic



Rail Freight Corridor North Sea Baltic – Your East West Rail Bridge across Europe!

User Satisfaction Survey 2018 Results

RAG/TAG Meeting on 27th March 2019 Berlin

Weronika Karbowski



Co-financed by the Connecting Europe
Facility of the European Union

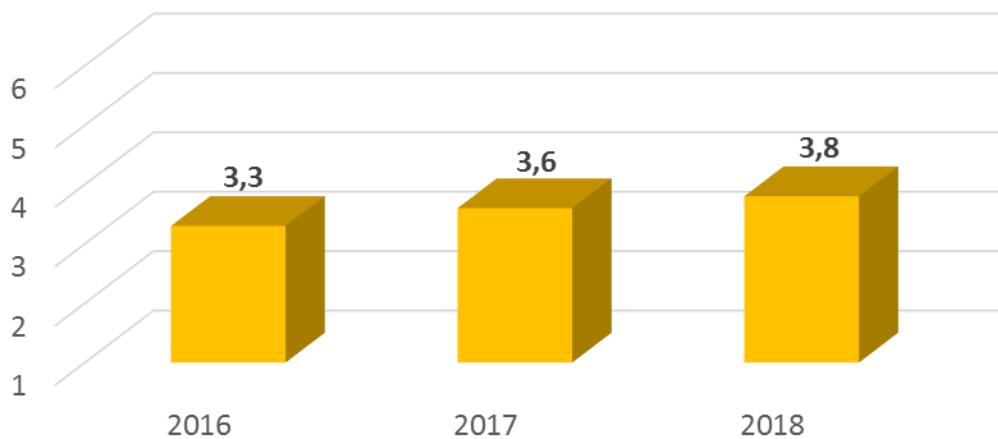
Survey Design

- As last year the Survey **was organized** by RNE and **conducted** by supplier MarketMind for all participating RFCs;
- **Field phase** from 13th of September to 12th of October 2018;
- Survey **conducted** by means of **Computer Aided Web Interviews (CAWI)**;
- **Respondents:**
 - ❖ **68 respondents** for all RFCs (125 evaluations);
 - ❖ Response rate for RFC NS-B - **11 interviews** out of **37 invitations** sent (30%) and 4 interviews from respondents 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).

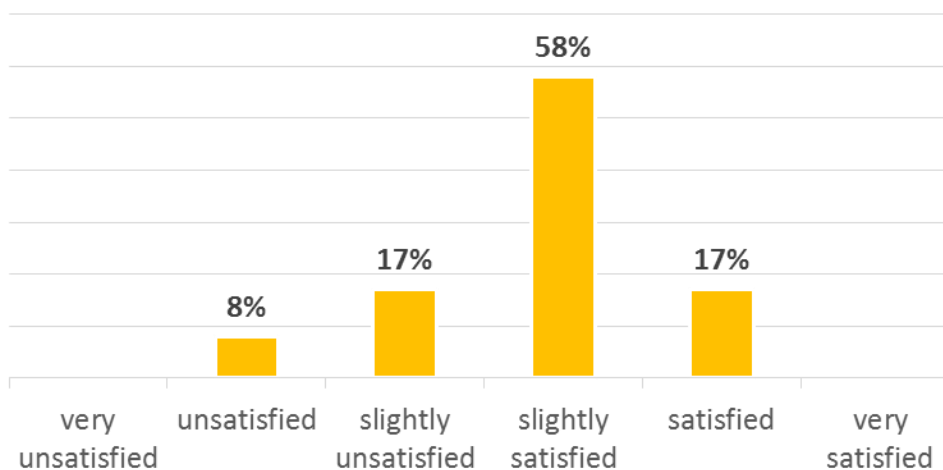




Overall Satisfaction with RFC NS-B

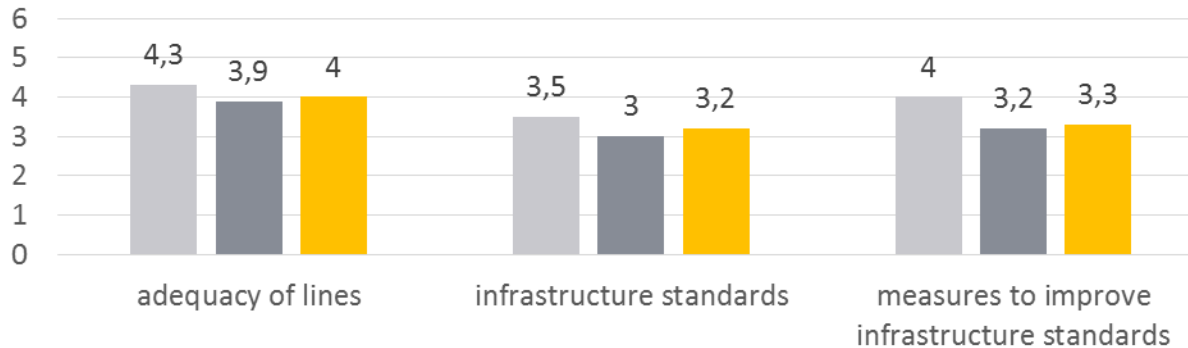


Overall Satisfaction with RFC NS-B in 2018



Satisfaction with Infrastructure

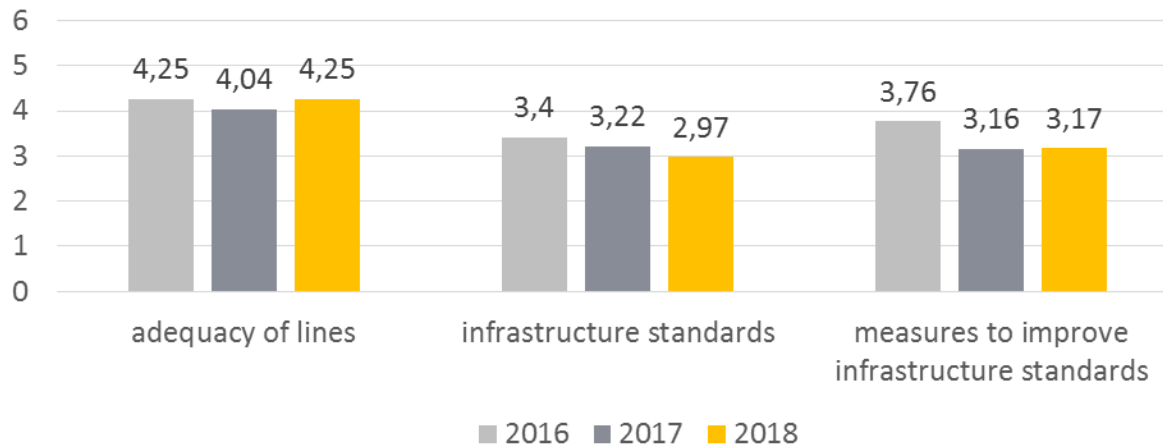
RFC NS-B results



➤ Future action:

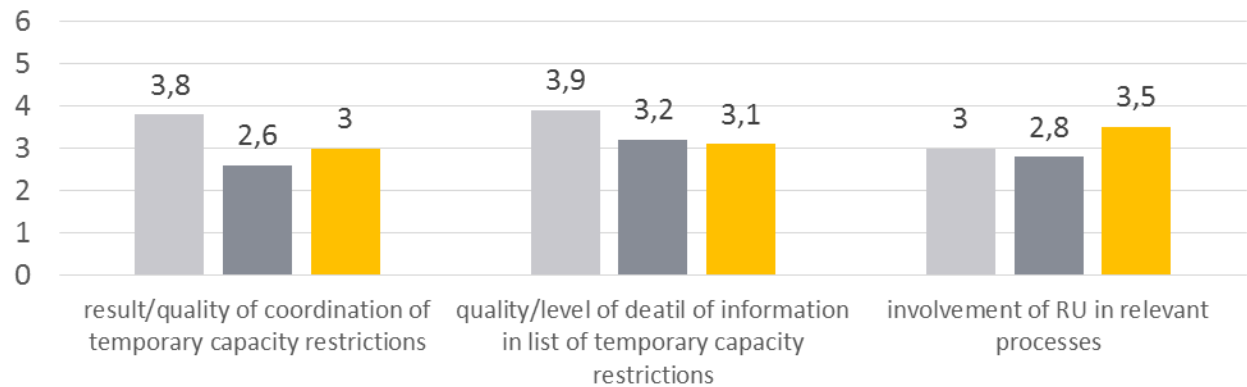
- ❖ conducting the Study on Capacity Improvement analysing the possibility to run 740 m long trains in the corridor and identifying measures to enabling long trains to run;

Overall results

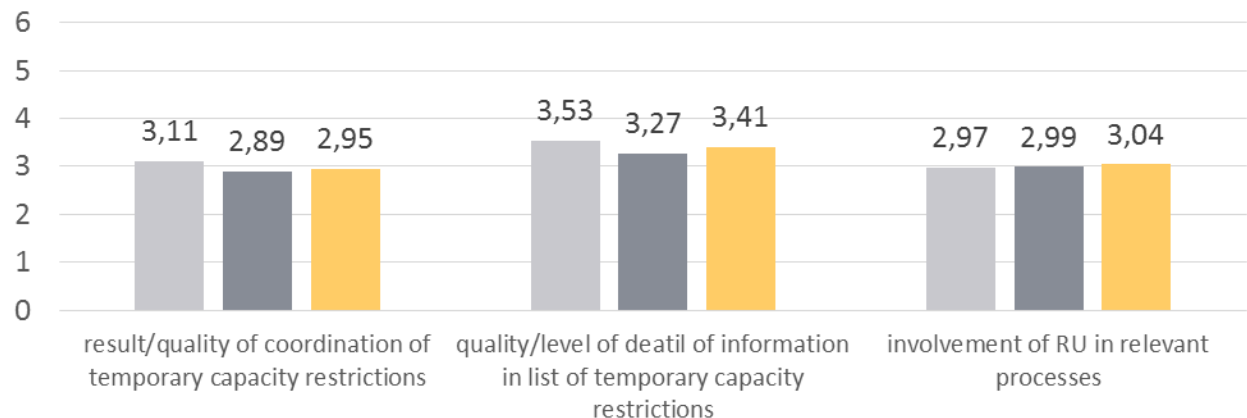


Satisfaction with Coordination/ Communication of Temporary Capacity Restrictions

RFC NS-B results



Overall results

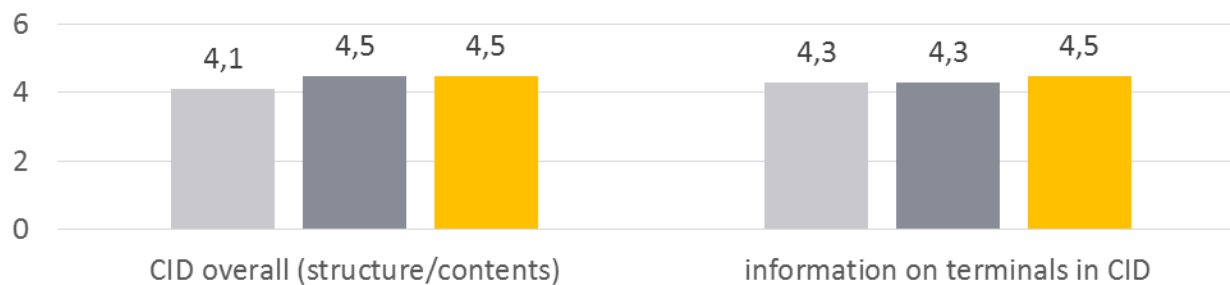


■ 2016 ■ 2017 ■ 2018

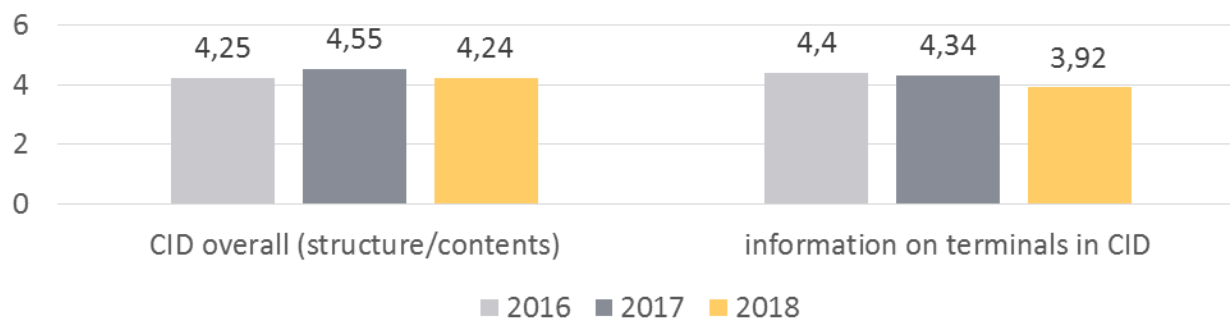
- ❖ Publication of impact sheets on the RFC NS-B website;
- ❖ Possible improvement of criteria for publication on cross-corridor level;
- ❖ Consultation and dialogue with customers about their needs for communication of TCRs and related impact on trains.

Satisfaction with Corridor Information Document (CID)

RFC NS-B results



Overall results

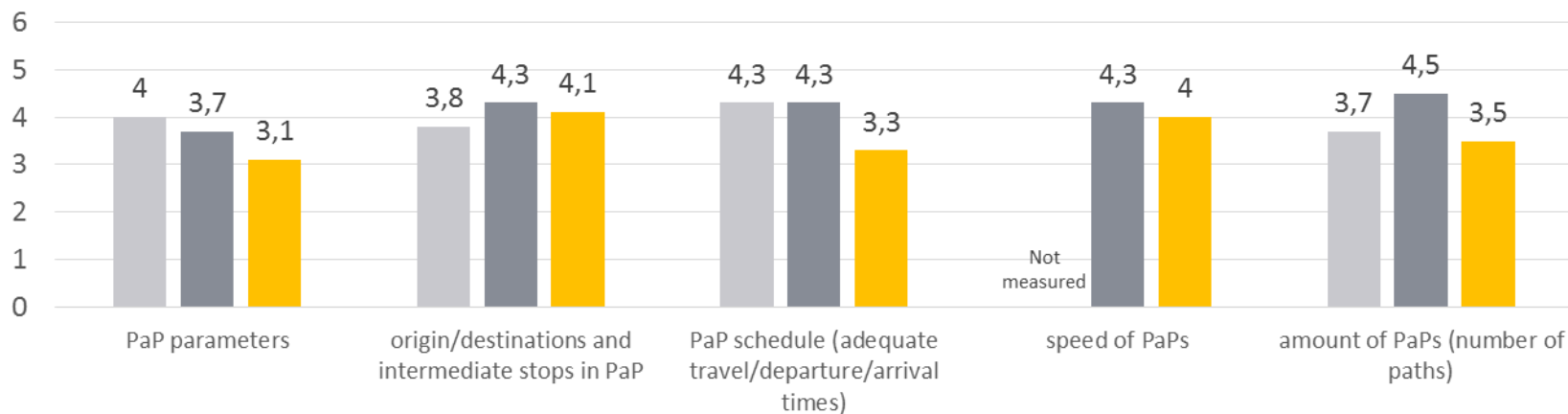


➤ What is done:

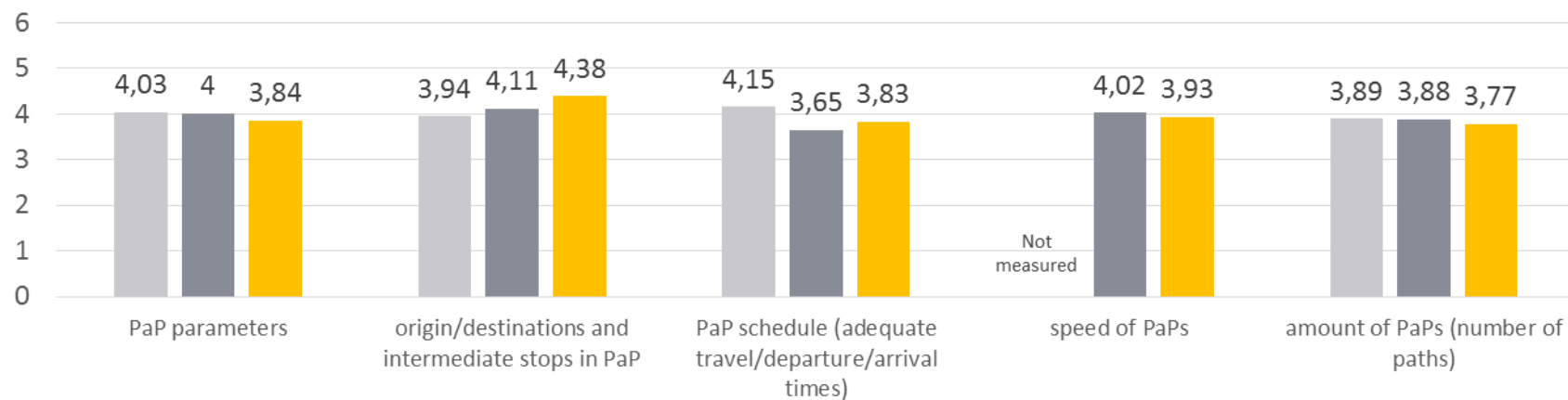
- ❖ Single Book 1 for RFCs RALP, NSM, Atlantic and NS-B;
- ❖ Revision of Book 5 content and its simplification – to be used by RFC NS-B with the IP update;

Satisfaction with Path allocation (1) - PAP

RFC NS-B results



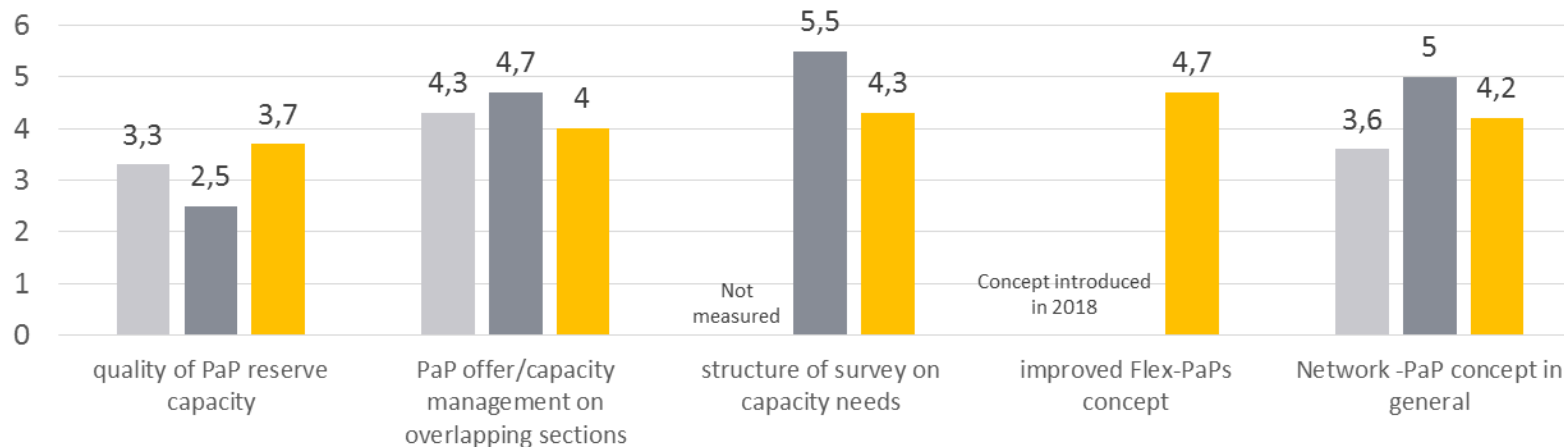
Overall results



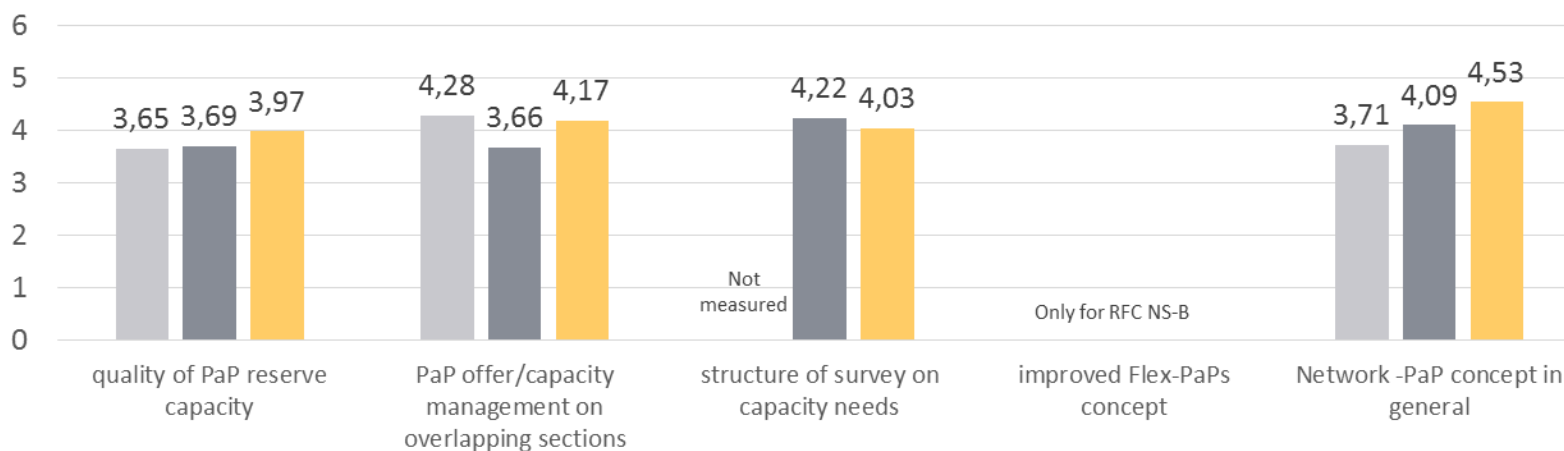
■ 2016 ■ 2017 ■ 2018

Satisfaction with Path allocation (2) - PAP

RFC NS-B results



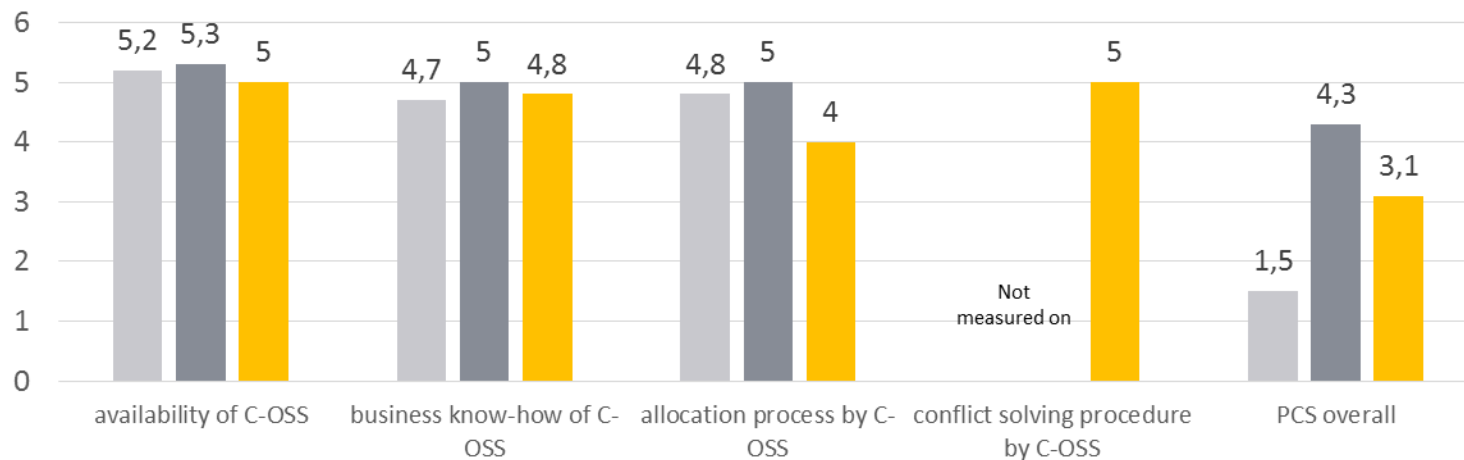
Overall results



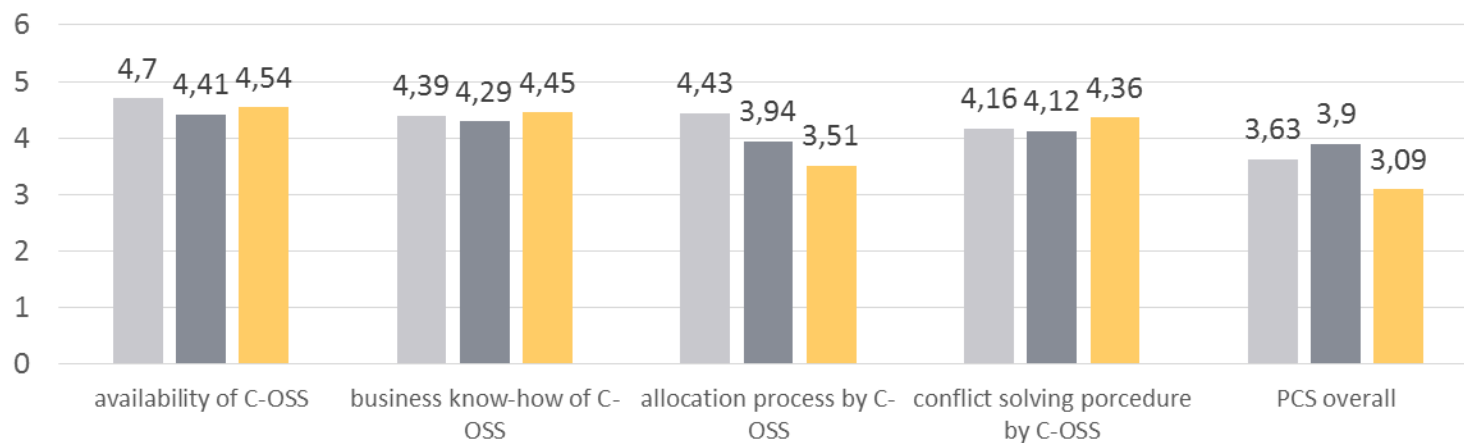
■ 2016 ■ 2017 ■ 2018

Satisfaction with C-OSS and PCS

RFC NS-B results

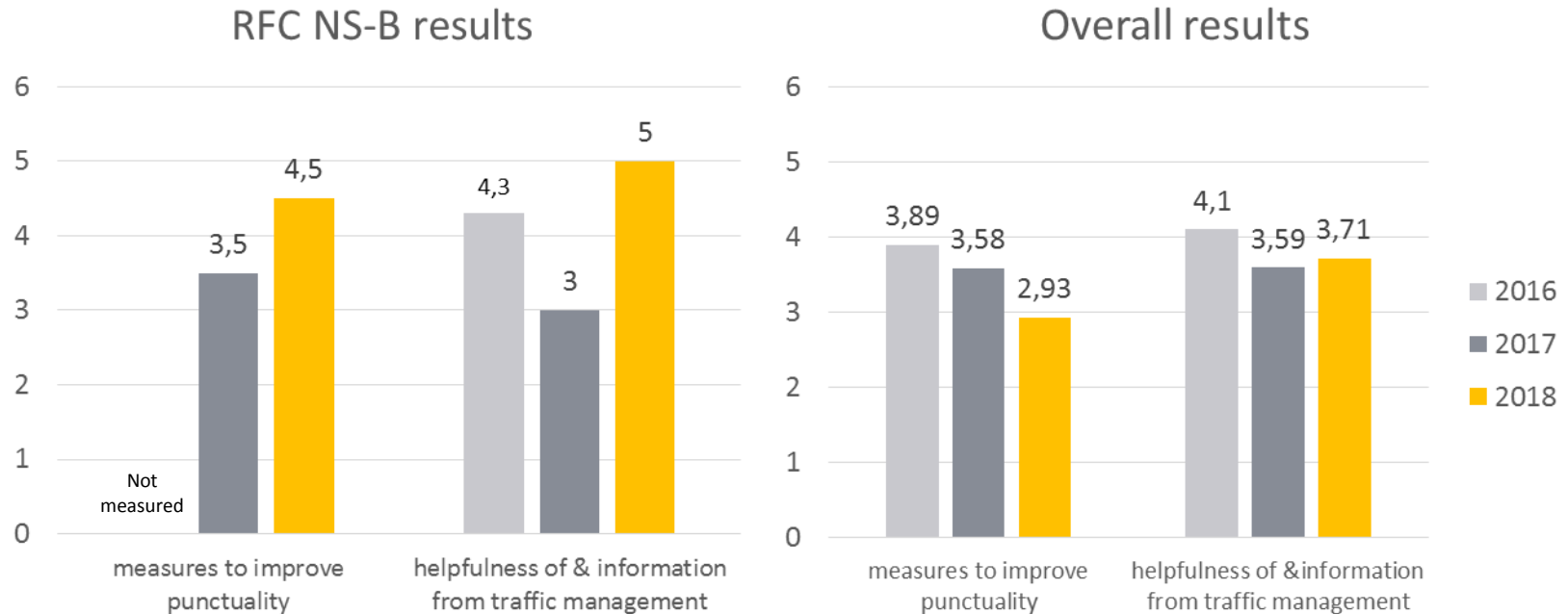


Overall results



■ 2016 ■ 2017 ■ 2018

Satisfaction with Train Performance Management/Traffic Management

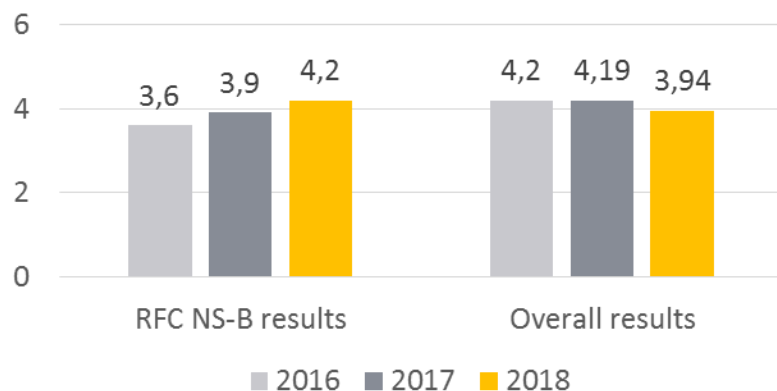


➤ What is being done:

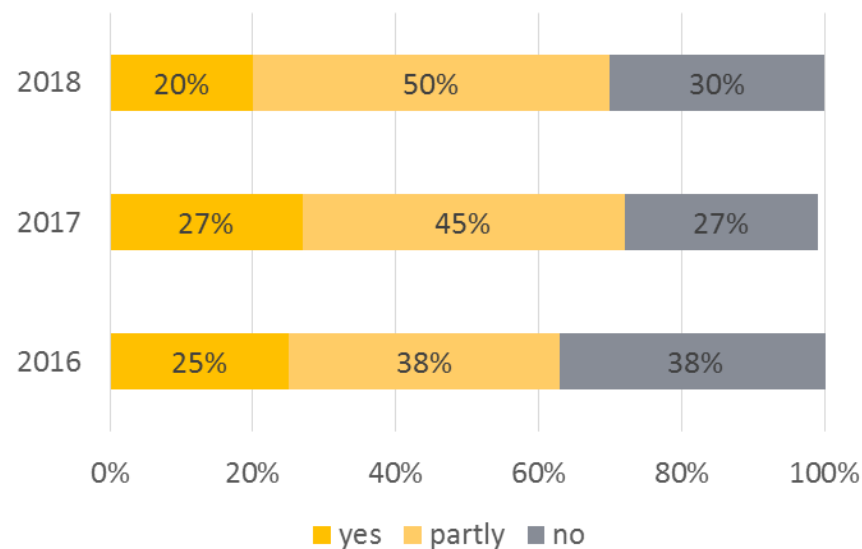
- ❖ Monthly Punctuality Reports are published on the website;
- ❖ Meeting with volunteering RUs within Train Performance Management to make recommendations to improve punctuality;

Satisfaction with cooperation with Management Board

Satisfaction with Advisory Groups meetings

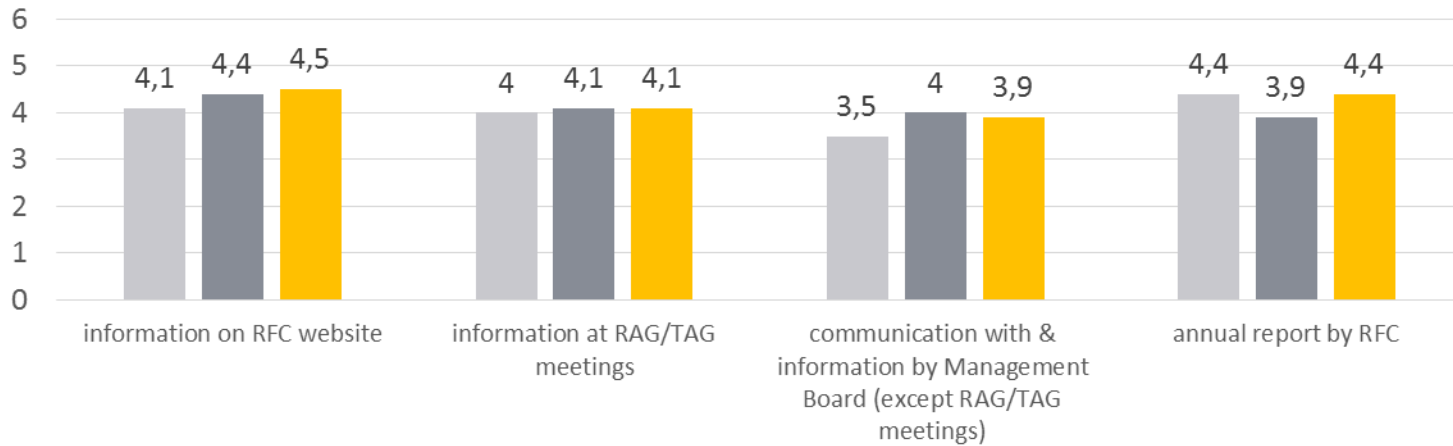


Do you consider that the opinion of the Advisory Group has been properly taken into account?

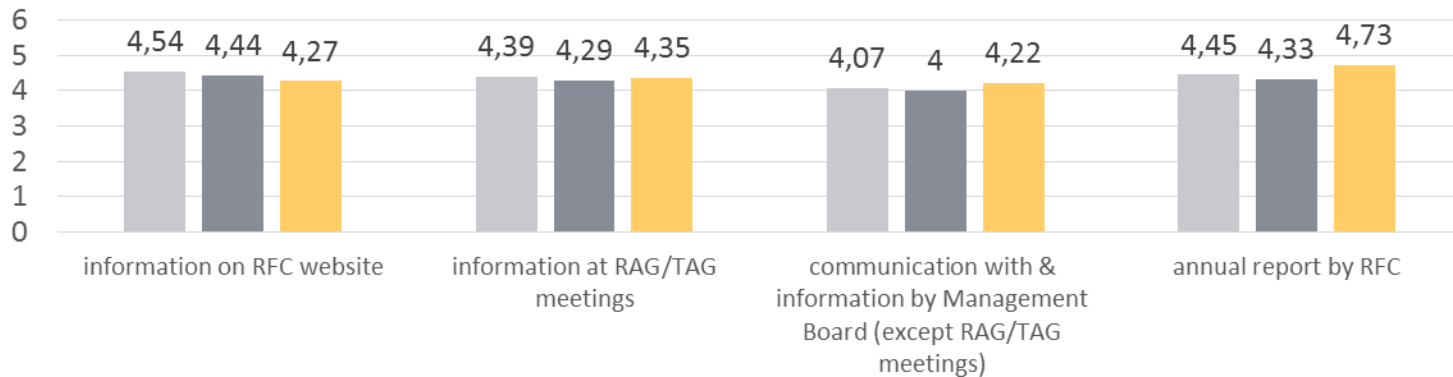


Satisfaction with overall RFC communication

RFC NS-B results

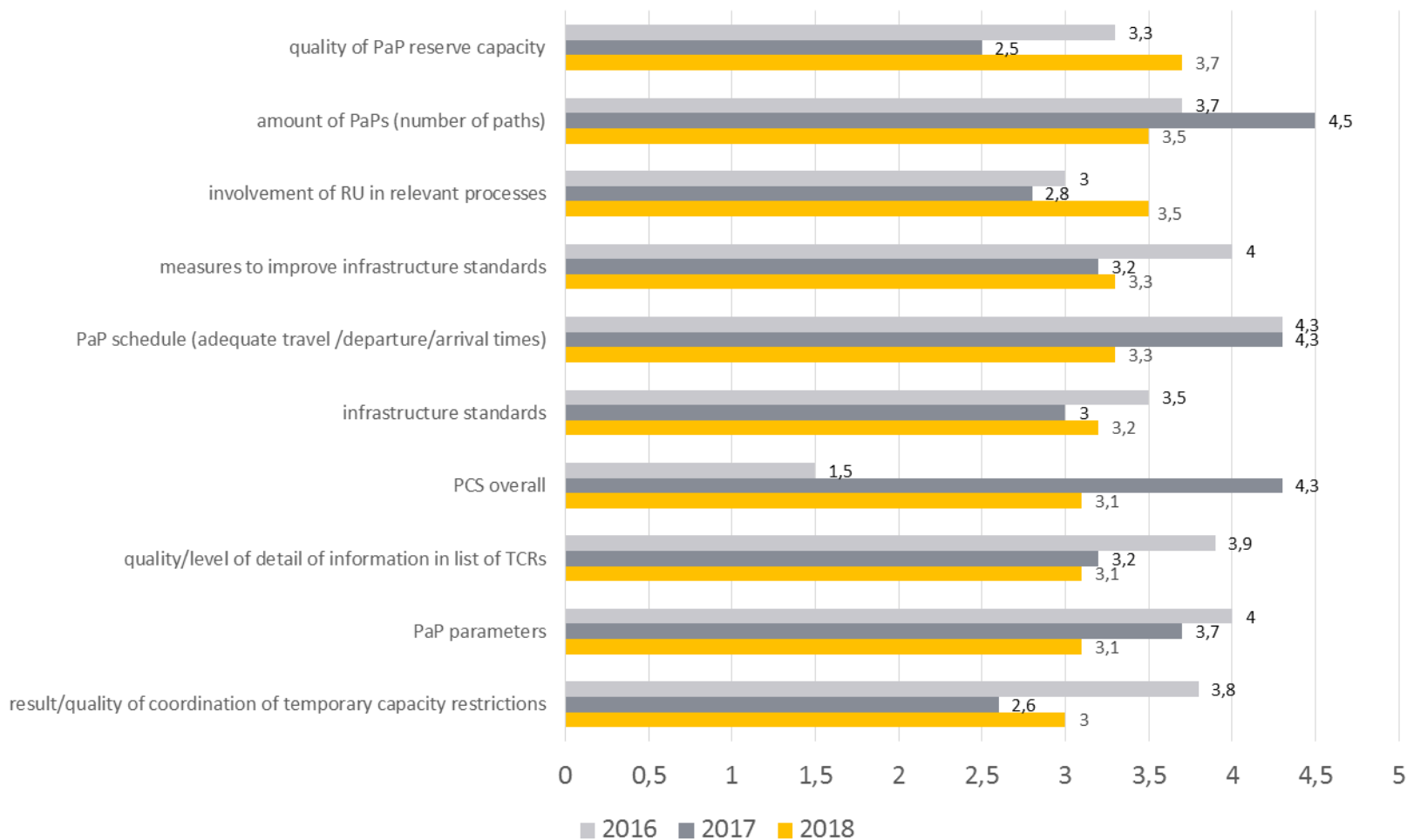


Overall results

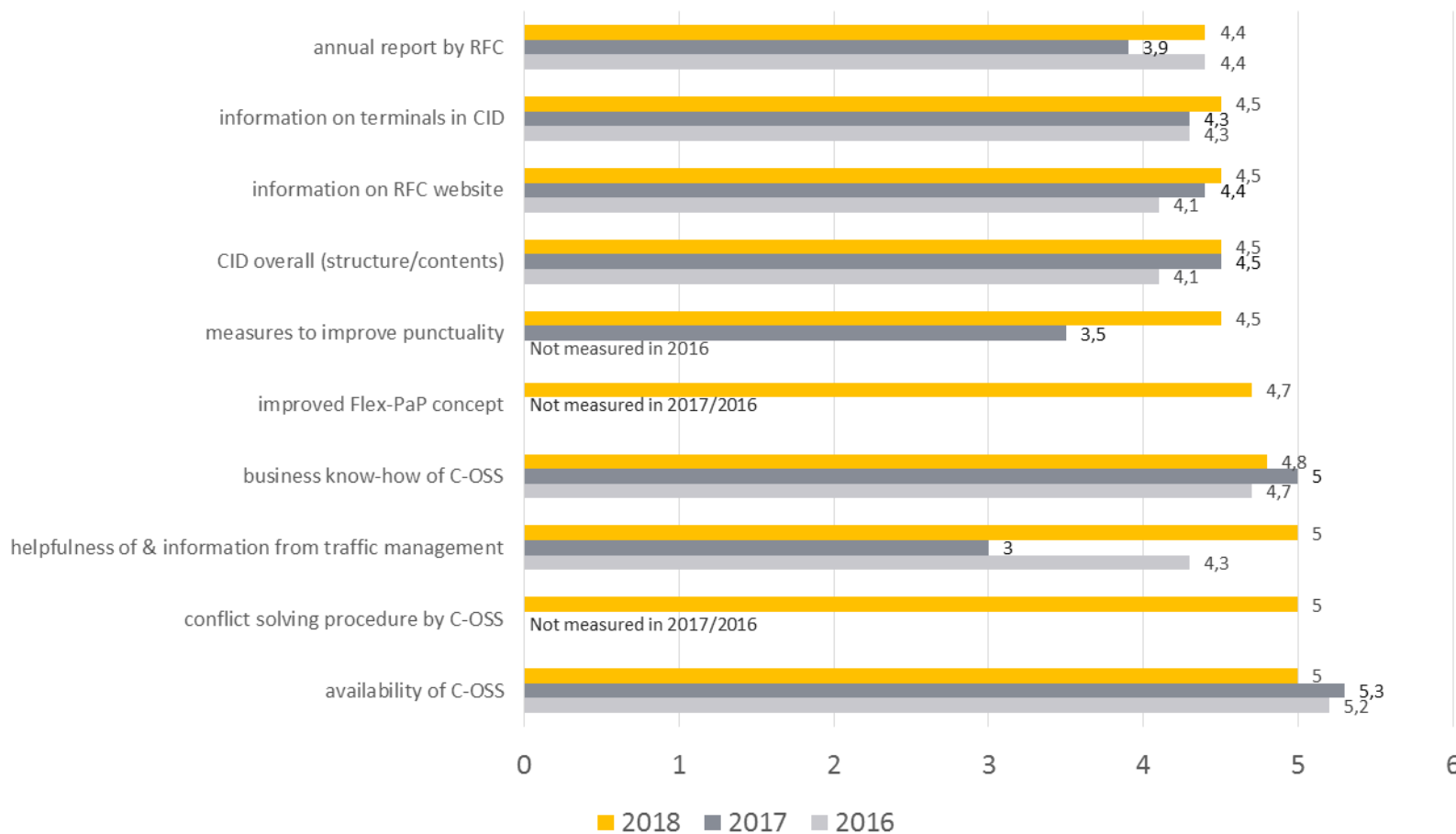


■ 2016 ■ 2017 ■ 2018

Bottom 10 aspects - comparison with 2017 and 2016



Top 10 aspects – comparison with 2017 and 2016





CONCLUSIONS:

According to the feedback given in the USS main areas for improvement are:

Temporary Capacity Restrictions

- coordination and communication of TCRs;
- involvement of customers in relevant process.



Actions planned/taken:

- support and stimulation of the coordination process among RFC NS-B Members. RFC TCR Coordinator will monitor the results of coordination;
- Elaboration (together with other corridors) on criteria to for initiating the coordination on Corridor level.

Capacity Offer:

- Volume of the offer and parameters;
- PaP schedule;
- quality of RC.



Actions planned/taken:

- Elaboration on the improvements needed in the process of PaP construction TT 2021;
- Support customers in requesting paths in PCS;
- Taskforce with RFC RALP on new product development.