



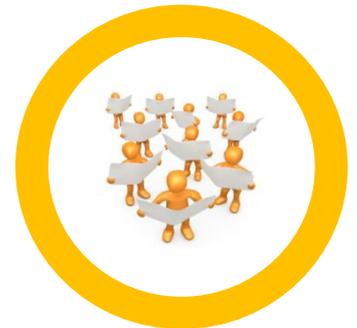
RFC NS-B User Satisfaction Survey 2020 Results

Weronika Karbowiak
RAG/TAG meeting
31st of March 2021

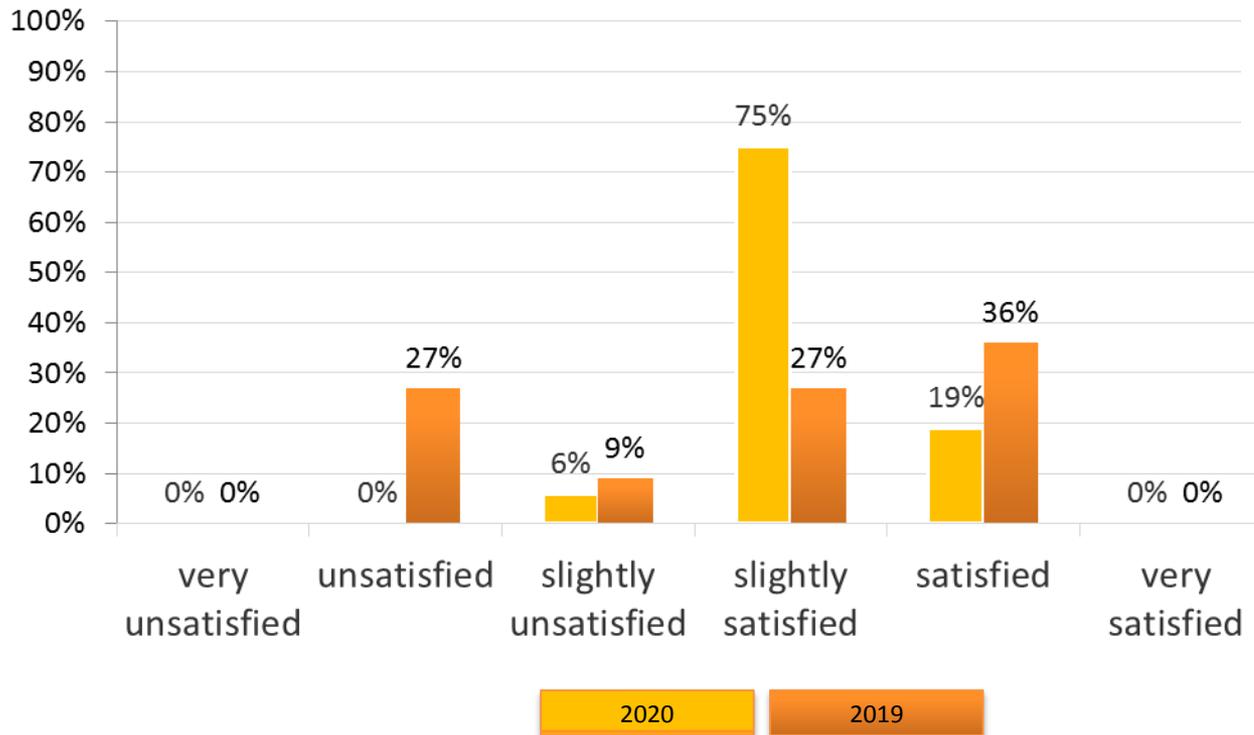


Survey Design

- The Survey **was organized and conducted** by RNE under new simplified format;
- **Field phase** from 24th of September to 23rd of October 2020;
- Computer Aided Web Evaluations (using the online tool Survio)
- **Respondents:**
 - **RFC NS-B response rate: 46% (increase of 9%)** (15 respondents, 16 evaluations)
 - **Overall response rate: 28% (increase of 7%)** (76 respondents, 134 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 2020 specific results can be found on the RFC website:
<http://rfc8.eu/customer/user-satisfaction-survey/>
- The full Report on RFC Network Survey 2020 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 and 2020



RFC NS-B
94%
Generally satisfied

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

31%
Increase of satisfaction

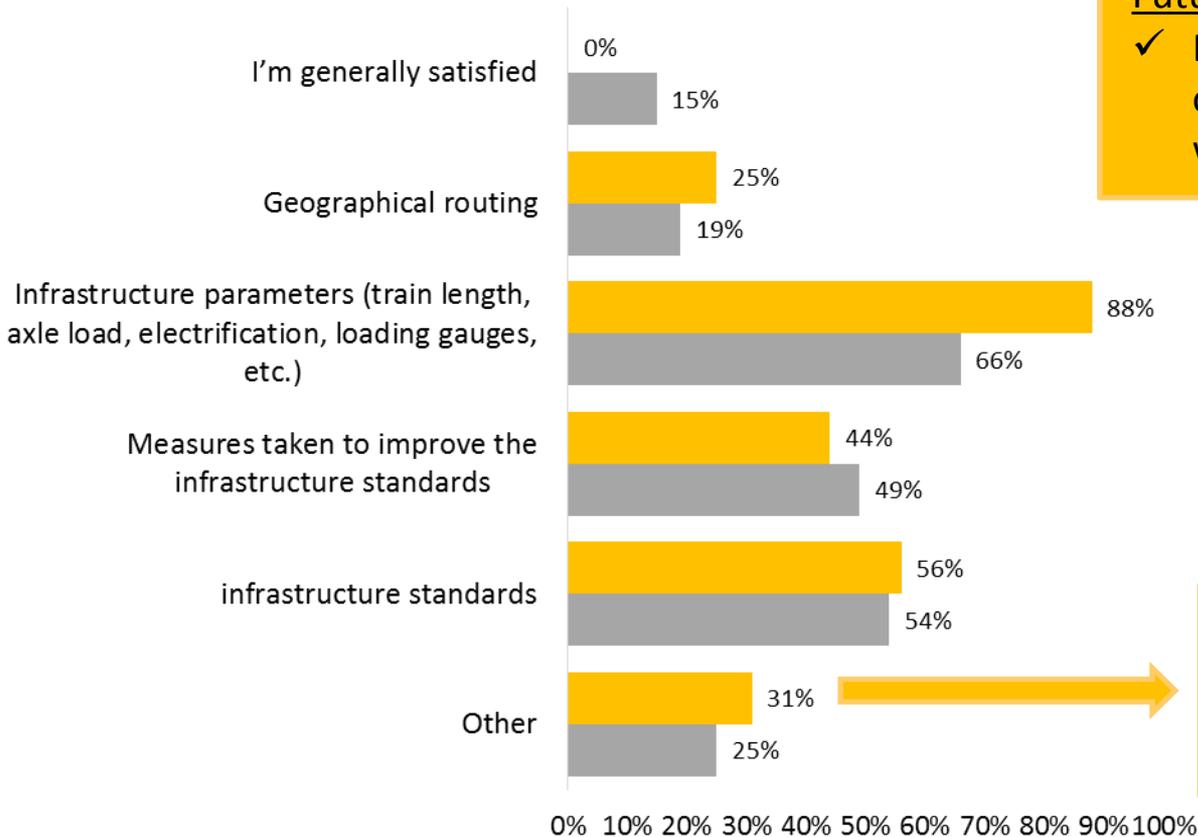
RFC Network
81%
Generally satisfied

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

8%
Increase of satisfaction

Satisfaction with Infrastructure

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



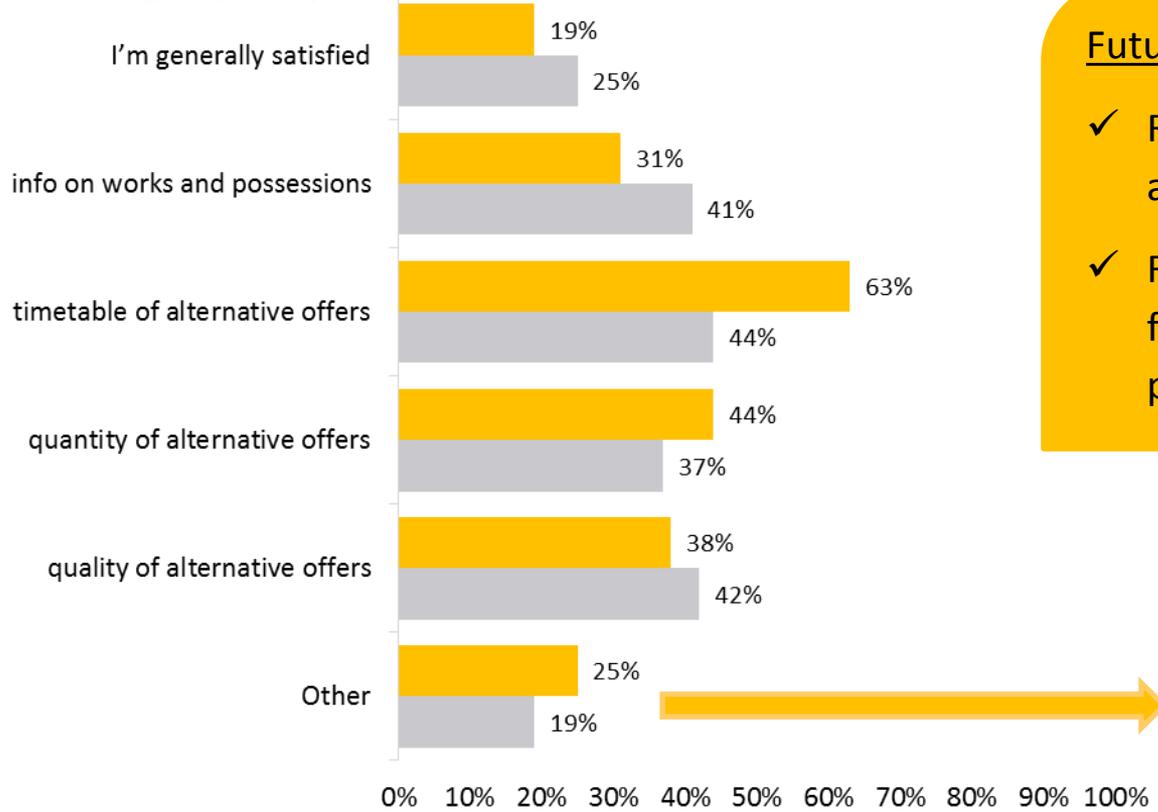
Future action:

- ✓ Exchange on the findings of the Study on Capacity Improvement planned with MoTs.

- Interoperability and harmonisation at border crossings; infrastructure standards and availability on re-routings.
- Border crossings Bad Bentheim and Frankfurt Oderbrücke.

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?



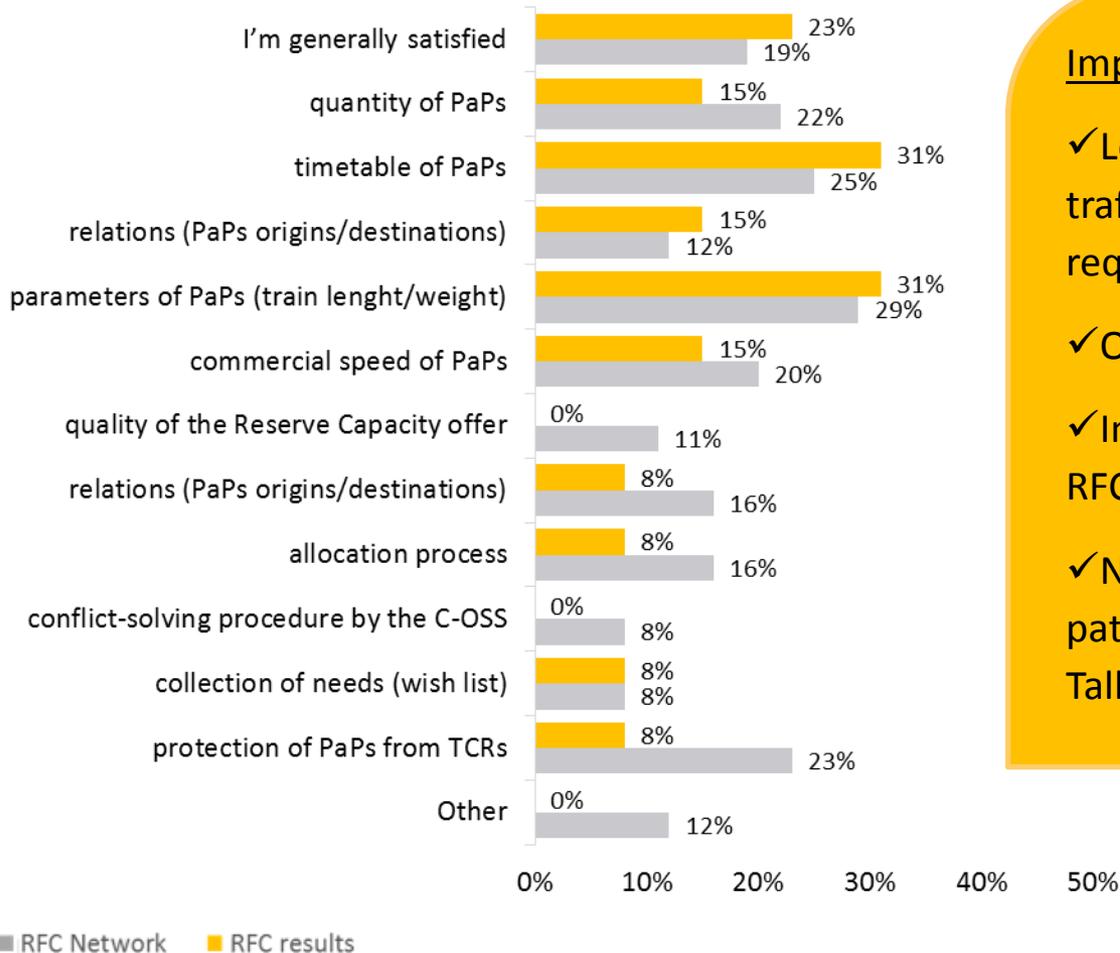
Future action:

- ✓ RFC NS-B will verify new approach of alternative capacity supply.
- ✓ Rollout of the TCR tool with the future inclusion of RUs in the process.

- Implementation of the annex VII to Reg 2012/34 with regard to the mandatory consultation of RU in all TCR process phases; RFC role in that process.
- TCR Tool; proactive customer mgmt. for RFC capacity products: e-mail and telephone.
- Proactive TCR consultation & coordination.

Satisfaction with improvement of RFC commercial offer

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

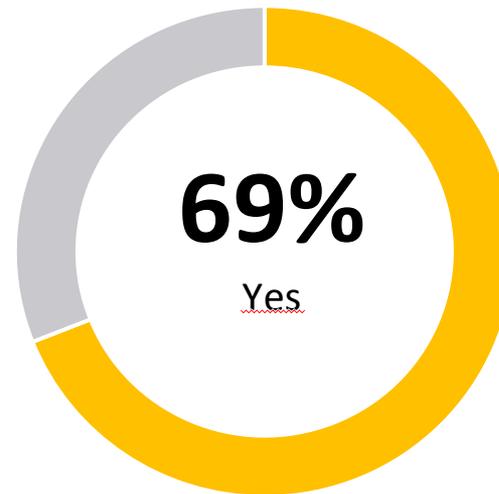


Improvements of the PaP offer TT2022

- ✓ Long distance PaPs for international traffic running on long stretches - request in one step and single operation
- ✓ Optimized transport time
- ✓ Increased Harmonized PaP offer with RFC ScanMed
- ✓ New PaP offer for the extended RFC - path from Suwalki - via Šķīrotava to Tallinn (Ülemiste)



Capacity request via C-OSS



What are the reasons you did not order capacity via the C-OSS?

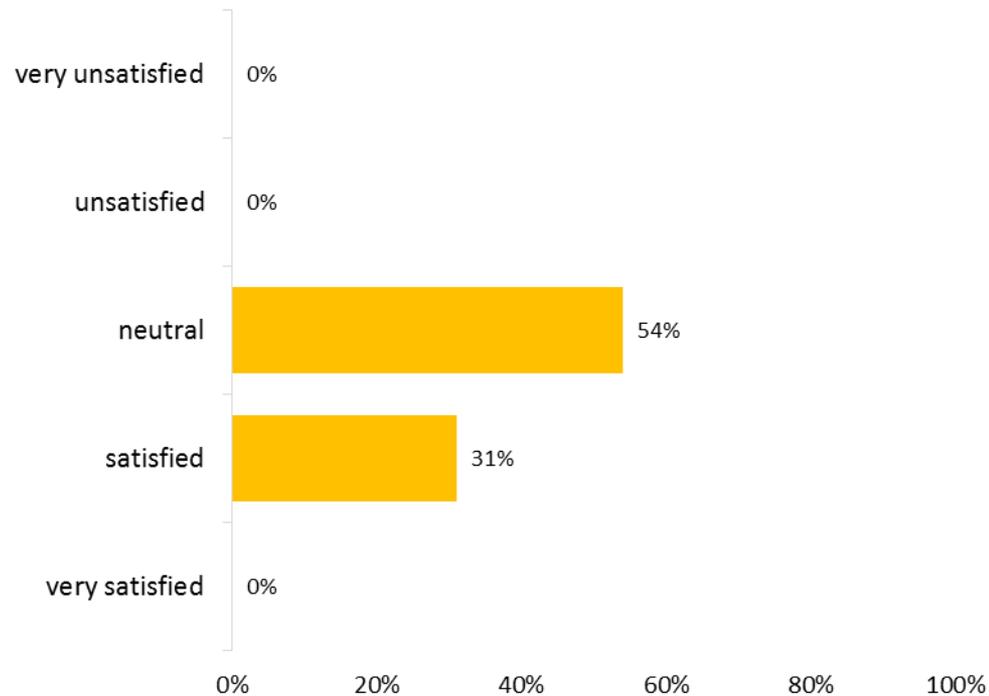


Satisfaction with improved Flex-PaPs concept

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'?

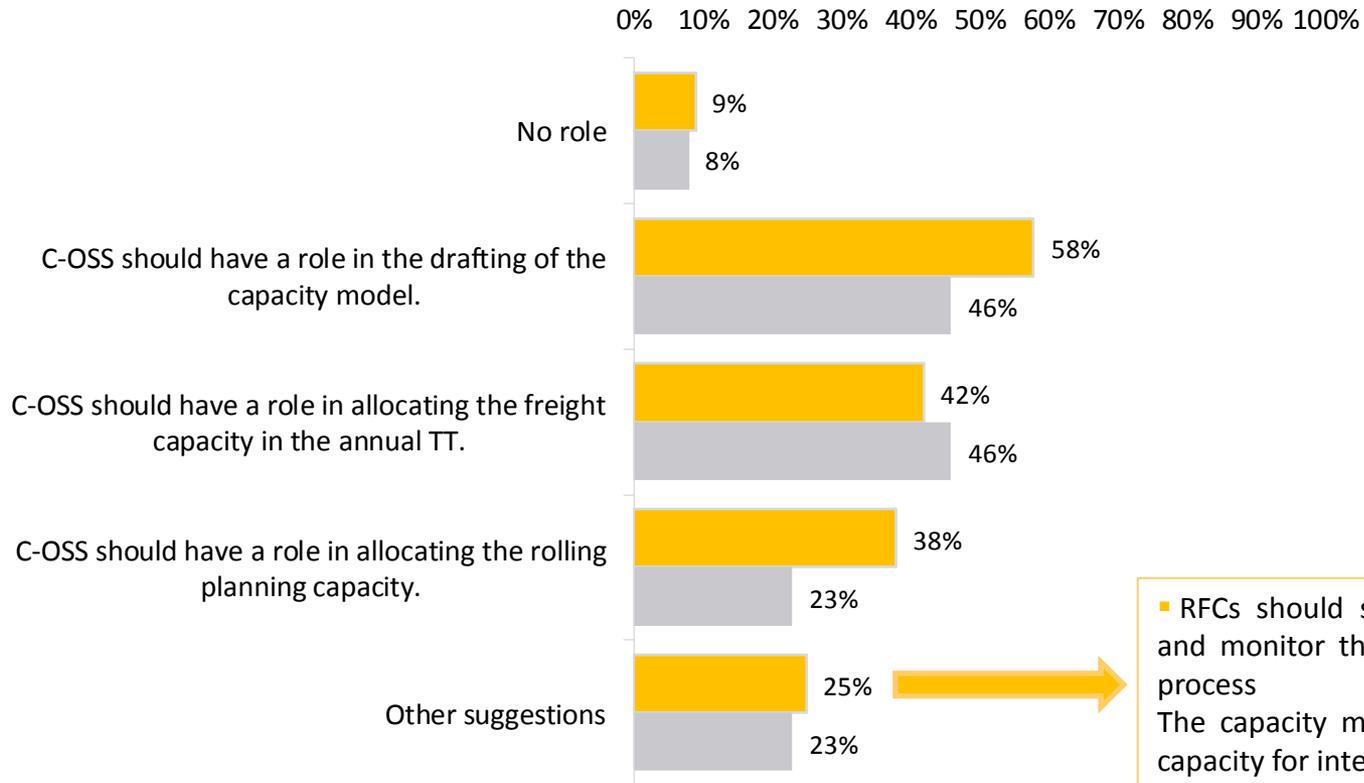
(dedicated RFC NS-B question)

RFC NS-B results



Involvement in TT-review TTR project

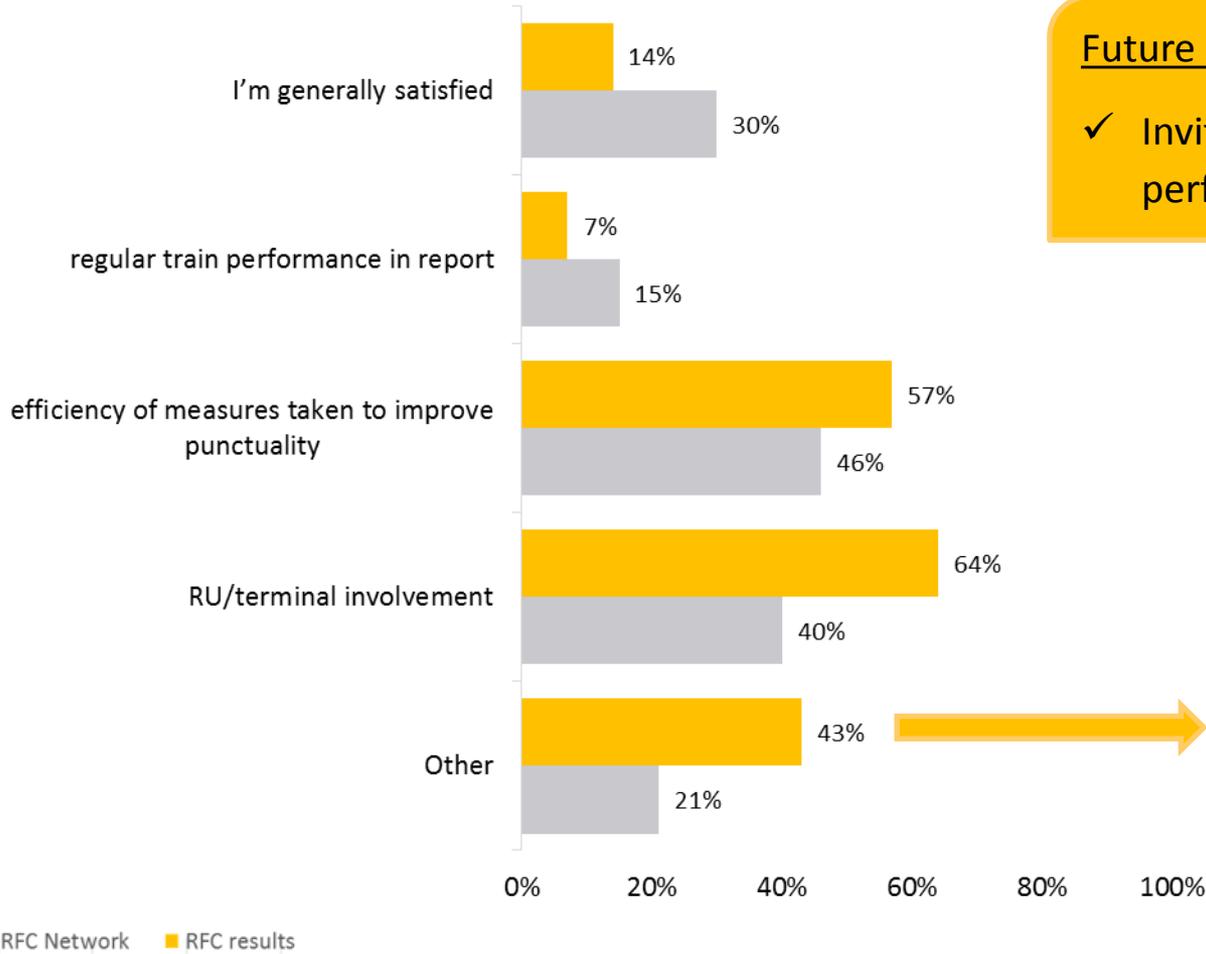
Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?



▪ RFCs should steer the process centrally and monitor the correct execution of the process by IMs. The capacity model must reserve enough capacity for international trains.

Satisfaction with Train Performance Management

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



Future action:

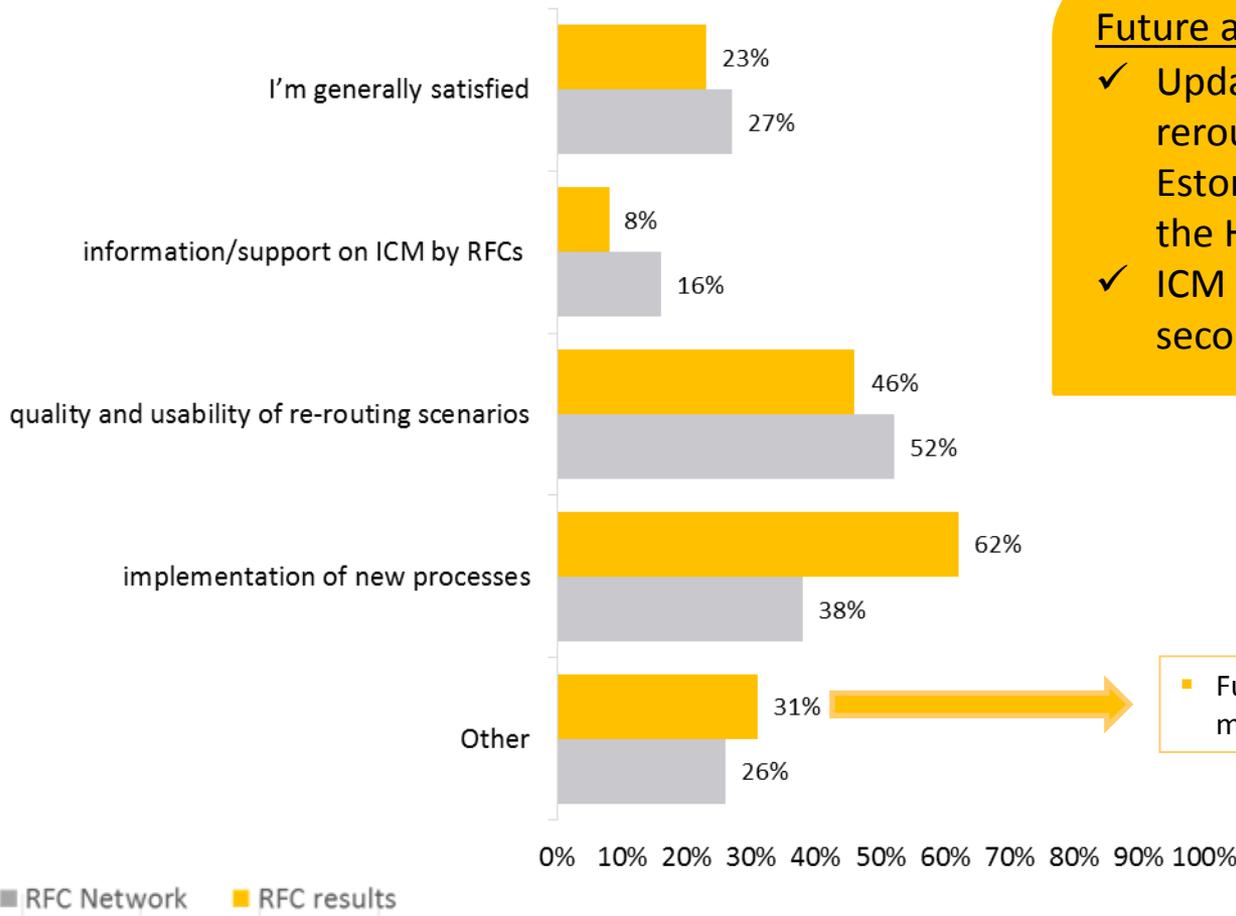
- ✓ Invite RUs to RFC WG to analyse train performance of their trains.

■ RU involvement preferable on RFC level instead of bilateral working groups as only this could lead to concrete measures.



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?



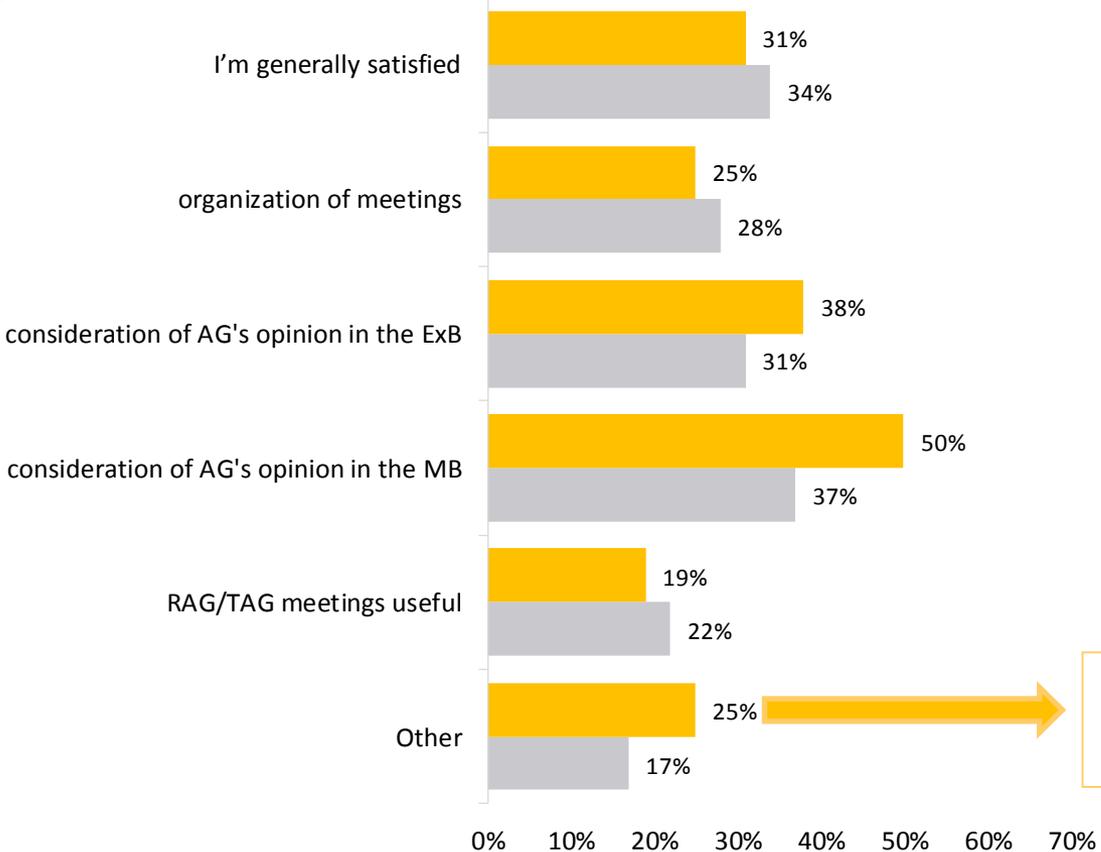
Future action:

- ✓ Update of ICM documents including rerouting scenarios for Latvia and Estonia and changes resulting from the Handbook update.
- ✓ ICM simulation planned in the second half of the year.

- Further work on RU-ICM-handbook and merge into a sector handbook.

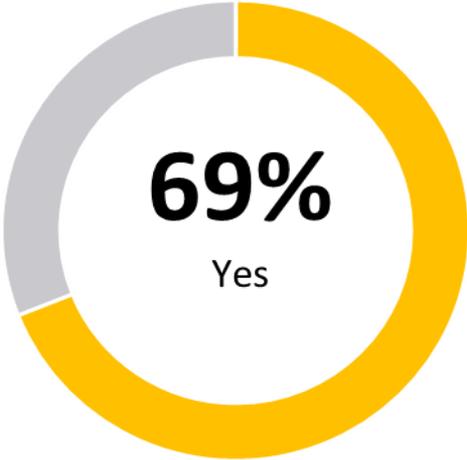
Satisfaction with RU/Terminal Advisory Group

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?

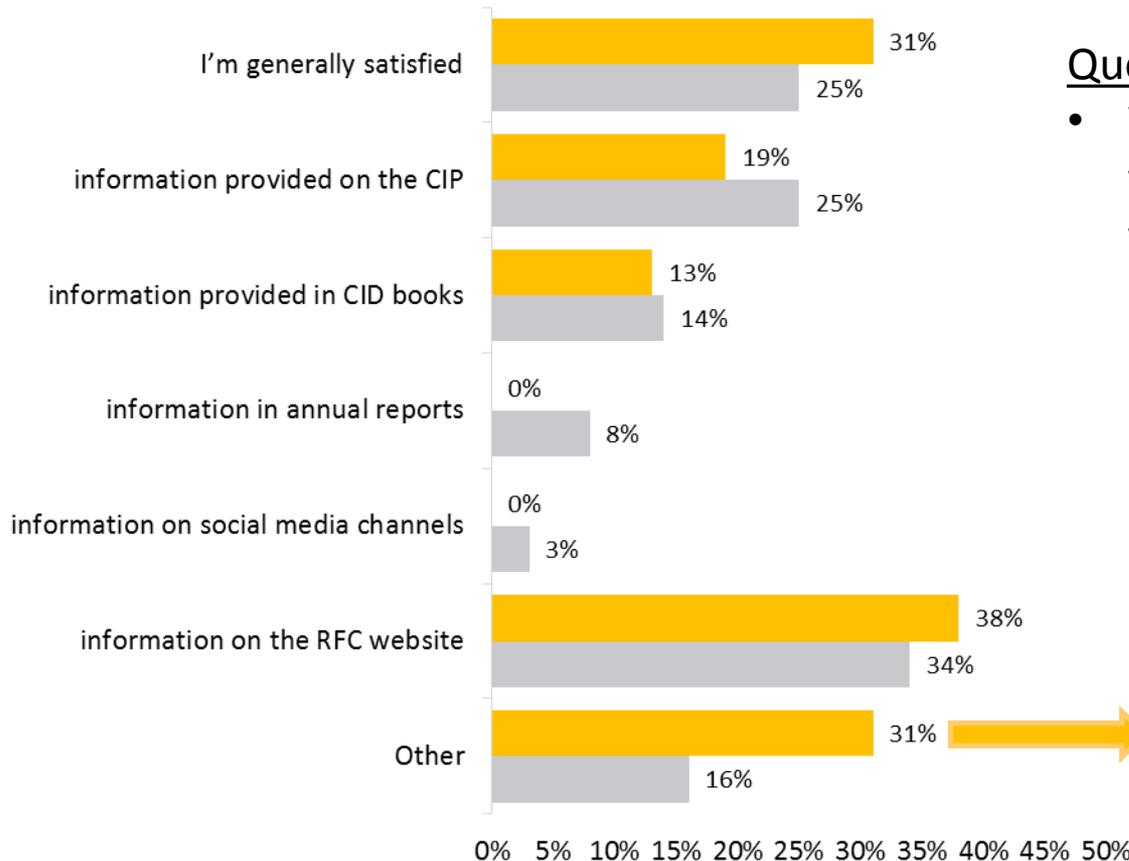
Participation in RAG/TAG meetings



- Border crossings, parameter increases, quick paths.
- The organisation of meetings has for us a lower priority than the other 2 aspects.

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?



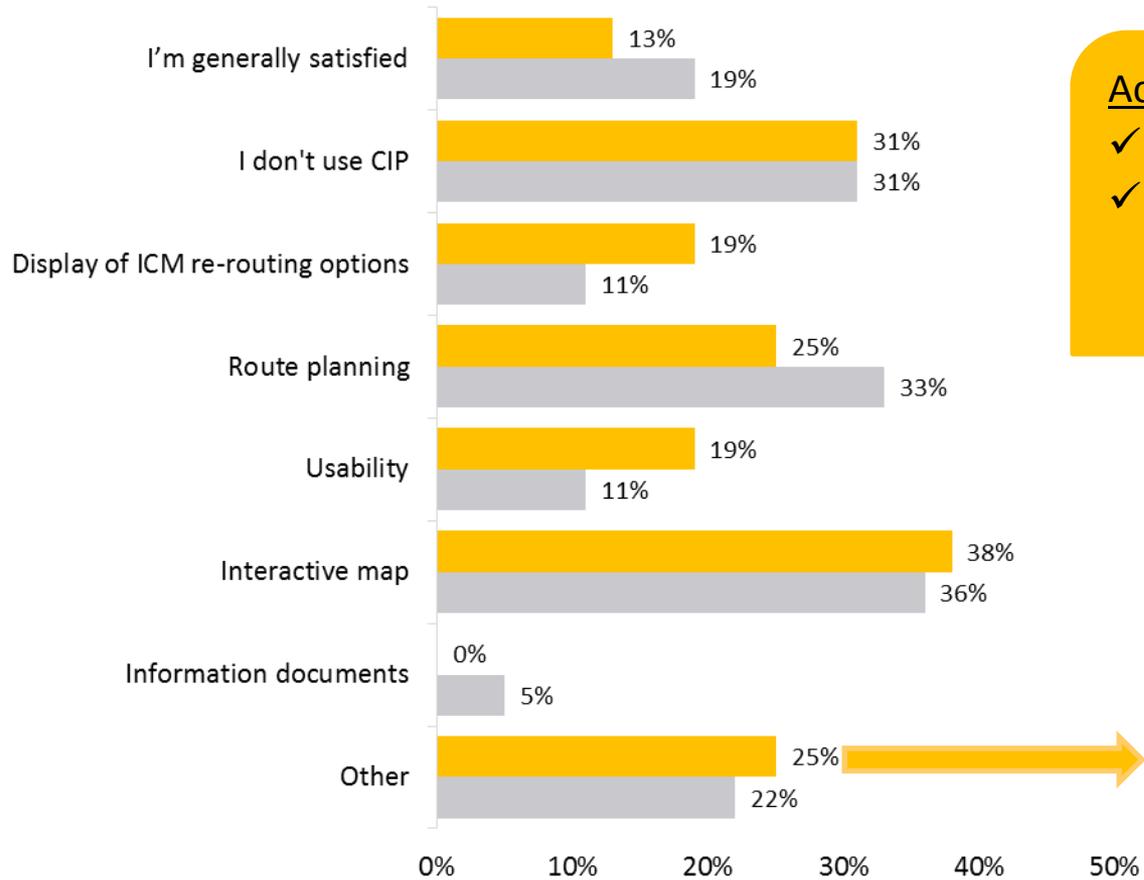
Question:

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

- The amount of information should be reduced and simplified so that it will be used more.
- Information side for the real customers (the clients of the rail operators and terminals).

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:

- ✓ New Graphical User Interface
- ✓ Search functionalities “ICM Re-routing Options” and “Route-planning” were improved.

- Completeness and reliability of infrastructure data; perspectives of further development of infrastructure parameters;
- Presentation of PaPs with the possibility to search for fitting PaPs by entering O-D and parameters;
- More easy use for the real customers (the companies that are gaffing the loadings).



Summary – wish for improvement 2020 - 10 focus topics 2020

