

The RFC Network  
User Satisfaction

# Survey

# 2023

Report for RFC RALP

RFC USER SATISFACTION SURVEY 2023

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# STUDY DESIGN

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- 11 respondents || 10 evaluations\*
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 42 invitations sent
- x5 personal interviews\*
- Field Phase: 24th August to 12th October 2023

*\*One respondent only participated by interview*

# SATISFACTION & PARTICIPATION

**10**  
evaluations

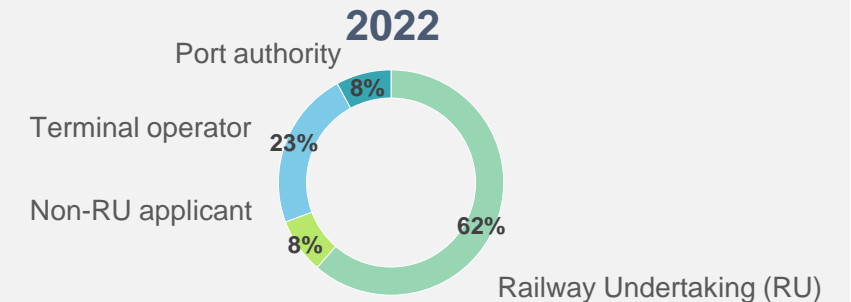
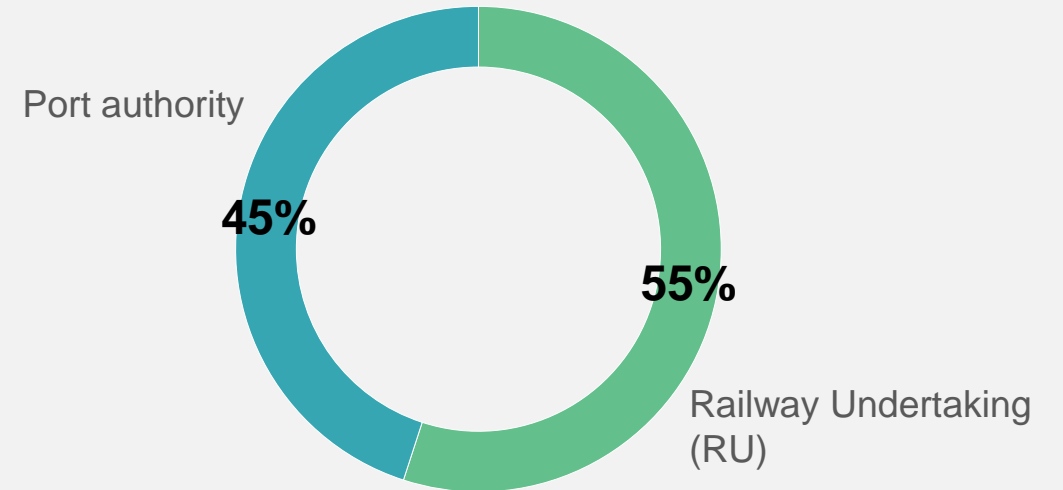
This is a decrease of 26% compared to the previous year (13 evaluations in 2022).

## Customer satisfaction



*\*Answers given were very satisfied, satisfied and slightly satisfied. This is 4% higher compared to the previous year*

## Participant groups in % of 2023



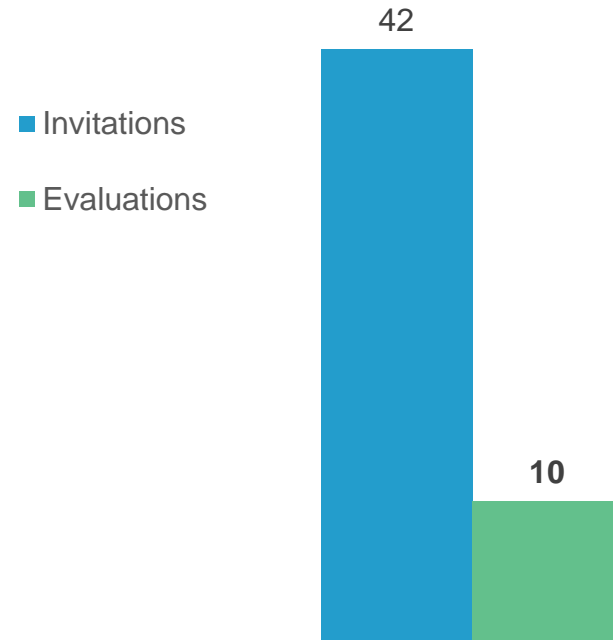
# RESPONSE RATE

Compared to the previous year



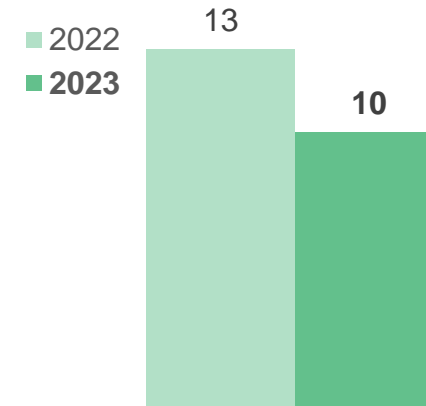
	2023	vs 2022
<b>Total</b>	<b>10</b>	<b>(-3)</b>
RUs/non-Rus	6	
Terminals/Ports	4	
Invitations sent	42	<b>(-4)</b>
<b>Response rate overall</b>	<b>24%</b>	<b>(-4%)</b>

Invitations vs. Evaluations ratio



In 2023: 42 Invitations, 10 Responses

Number of responses 2023 vs. 2022



## **02 SATISFACTION WITH RFC RALP**

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# INTRODUCTION

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The RFC USS 2023 is based on the relaunched version from 2022, which was optimized to better suit the needs of the invitees and the RFC Network.

The general questions covered the same topics as previous years, however, the questionnaire was modified. In 2023, all the questions were open. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

Interviews were possible again in 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded without comma.



# SATISFACTION WITH RFC RALP

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 10

**80%**

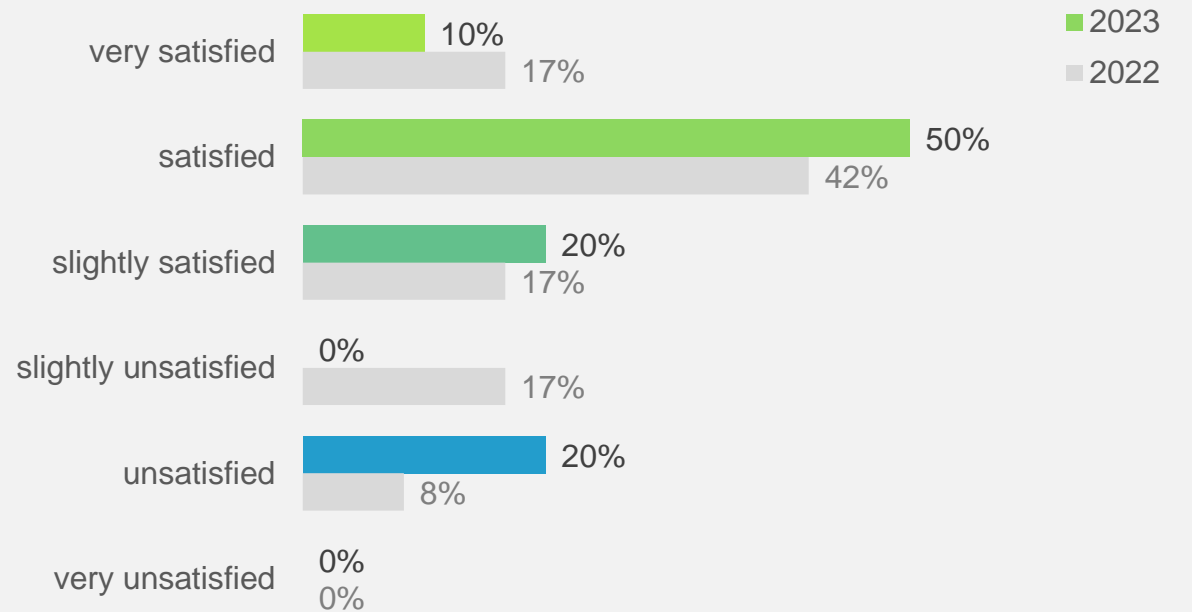
**Generally satisfied**

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

**4%**

**Increase of overall satisfaction**

*\*compared to 2022*



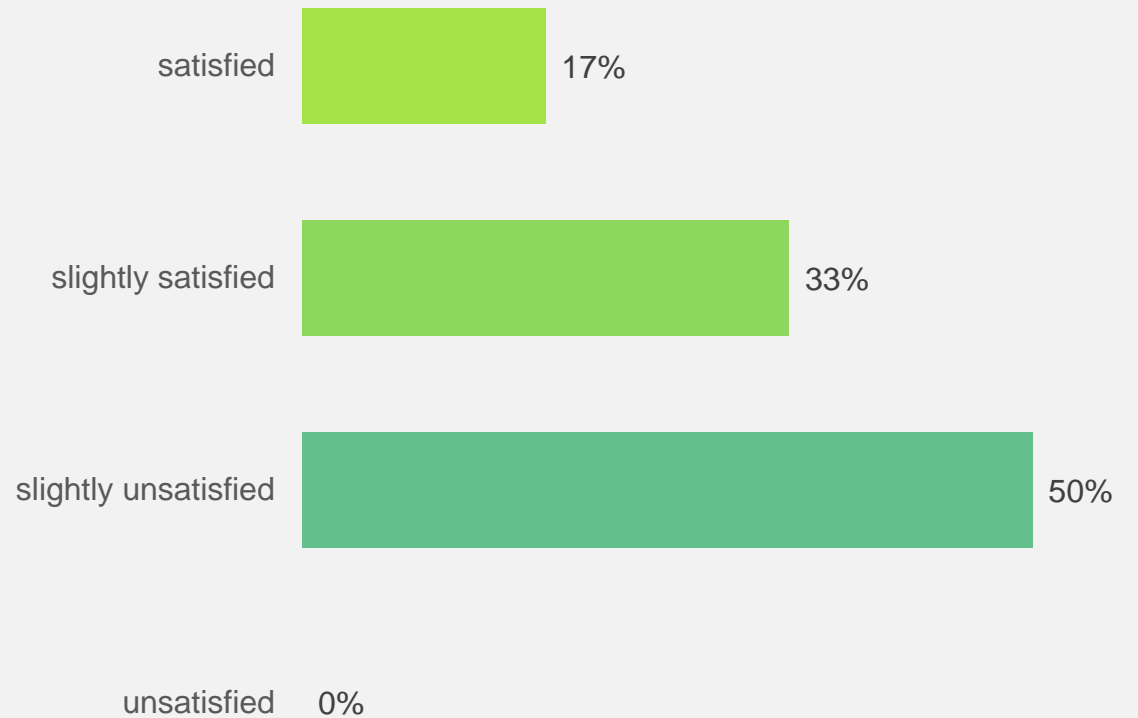
*\* Figures rounded without commas*

# OTHER COMMENTS:

- Nothing to report
- RFC 1 really focuses on concrete operational matters. They had the brilliant idea to organize “mini RAGs”, very limited RAG meetings concentrated on one topic, so that even specialists from each companies could join, not just the speaker of the company and this was very interesting. The QCOs established are very welcome. RFC1 has 6 RAGs in a year, so 2 long ones and 4 short ones. It helps to keep the flow going if that makes sense, because if you only meet twice or once a year, then topics are only slightly discussed. But with those six times a year we can keep focusing on topics and follow them up more concretely.
- "Still satisfied" given the circumstances. Certain lessons from Rastatt were not drawn. Especially the transparency in TCR planning and communication could be improved. Concepts like the Fahrplanwerkstatt are the only ones that can develop routines and achieve timetable stability.
- everything is good
- We do not currently use any PaPs. Overall, however, it can be said that in the last 5 years it has become increasingly difficult to run a stable product. The profit margin is quite small, so that it weighs quite heavily when we lose a train roughly once a week. A lost train can only be economically offset by several successful train runs.
- We need PaP's via Venlo. Do you see any chance?
- RFC's create more transparency, especially in cross-border matters
- Infrastructural situation as a basic problem. Apart from that, deficiencies in TCR organisation (national and international coordination), as well as general and short-term information policy of the IMs.
- As port authority we are not a direct user, so difficult to assess the performance of the RFC
- Professional and available

# SATISFACTION WITH 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 = 6



# OTHER COMMENTS:

- The time indication of the various restrictions is missing.
- A little bit unsatisfied on how TCRs are fabricated on corridor one. There was the brilliant idea of this TCR tool, but it was not followed up. I mean, this is how it appears to our use and because we don't speak about it now since two years and so are wondering what is getting out of it and we thought it was a very interesting approach to have an informatic tool to display TCRs and what is mostly important also to display in the right time, so in real time quasi. I think we need to improve this. We know all that TCRs are necessary and they will increase a lot in the coming year. We certainly face a central issue in Germany within our corridor, where entire sections of the network will be closed for infrastructure renovation. And so what we need to make sure is really a detailed open information and also a unified information. The main critic on Corridor One is not to have followed up this idea of the TCR tool, which in fact we understood that could have been an interesting approach. Maybe also to put it together with CIP.
- The information provided at national level is used, especially for short-term planning. Problems here arise especially with international TCRs.
- everything is good
- Satisfied with the progress made at individual IM level, not necessarily with the current state. Coordination between IMs and at EU level could be improved
- More and better communication between the IM's and from IM to RU would be great!
- Even if overall there is an improvement of performance, problems remain in the field of coordination of works on the corridors.
- Duisport obtains the biggest share of its goods from Rotterdam, not Hamburg. Joint international coordinated infrastructure planning would certainly be advantageous. However, this is opposed by the respective self-interests of the countries/IMs involved. The limiting factor for the growth of the Port of Duisburg is DB Netz AG. On a positive note, lessons have been learned from the Rastatt ICM case, as can currently be seen in the Gotthard ICM case.
- Resilience measures have been good, better cooperation between the inframangers
- Coordination and positive lobbying

# USEFULNESS OF TCR DOCUMENT

- » Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- » Answered by: RUs/non-Rus
- » sample size =6

The documents are similar, in the one in the corridor there is also a very convenient calendar on a visual level

We mainly use the information published by IMs

Information provided at corridor level has no added value due to the lack of significance with regard to short-term planning and actual train runs. However, it is rather helpful for the long-term outlook

There is, in general, enough information. I appreciate the swift communication in case of problems on the corridors.

Clear and punctual information

## COMMENTS



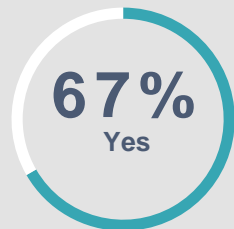
Better than the provision of information by DB Netz. As basic information and within the possibilities of the corridor, this is almost satisfactory.

CIP is very useful, LinkedIn also used well

# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- » Answered by: RUs
- » sample size = 6

## Capacity request via C-OSS



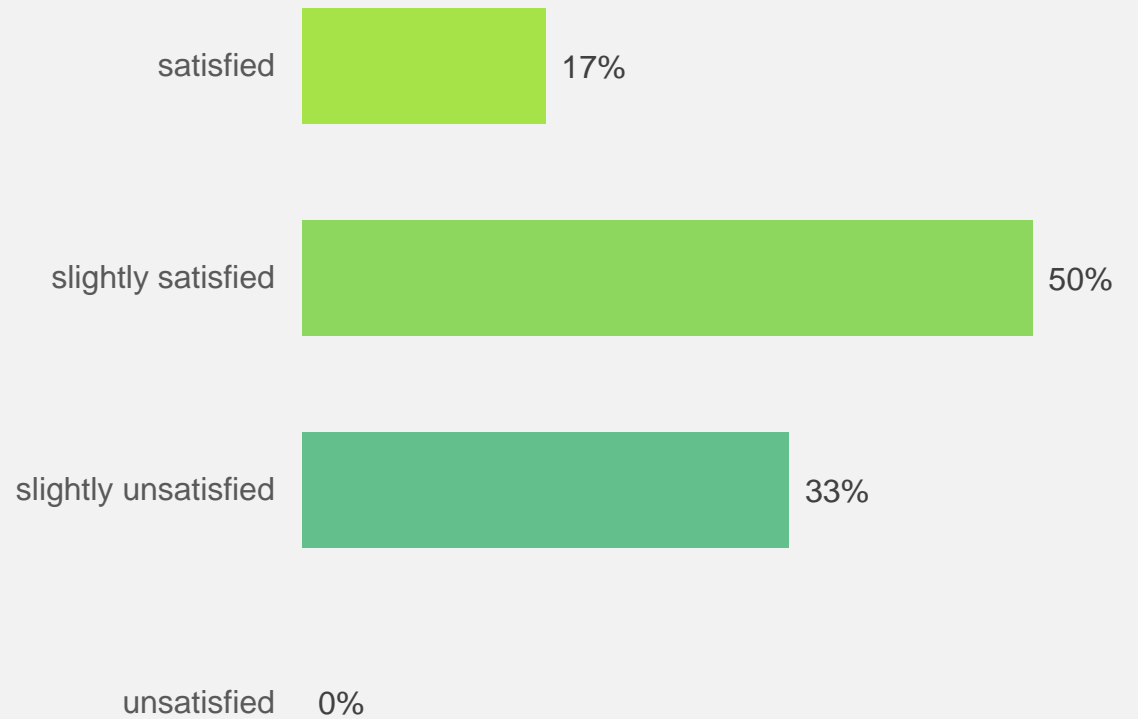
Compared to the past year  
There is a 19% decrease.

## REASONS:

- We don't use them a lot. Mainly due to the Swiss IM, which is in the lead there. There is a strong harmonisation at borders in the southern part, which probably triggers also the same way in the northern part. DB Cargo NL said that they have only one path, so probably not that the primary way of booking capacity either
- No capacity request has been made. This depends mainly on the production concept. PaPs often do not match the personnel turnover. The requested train paths were also possible to be obtained manually within the national framework

# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs
- » sample size = 6



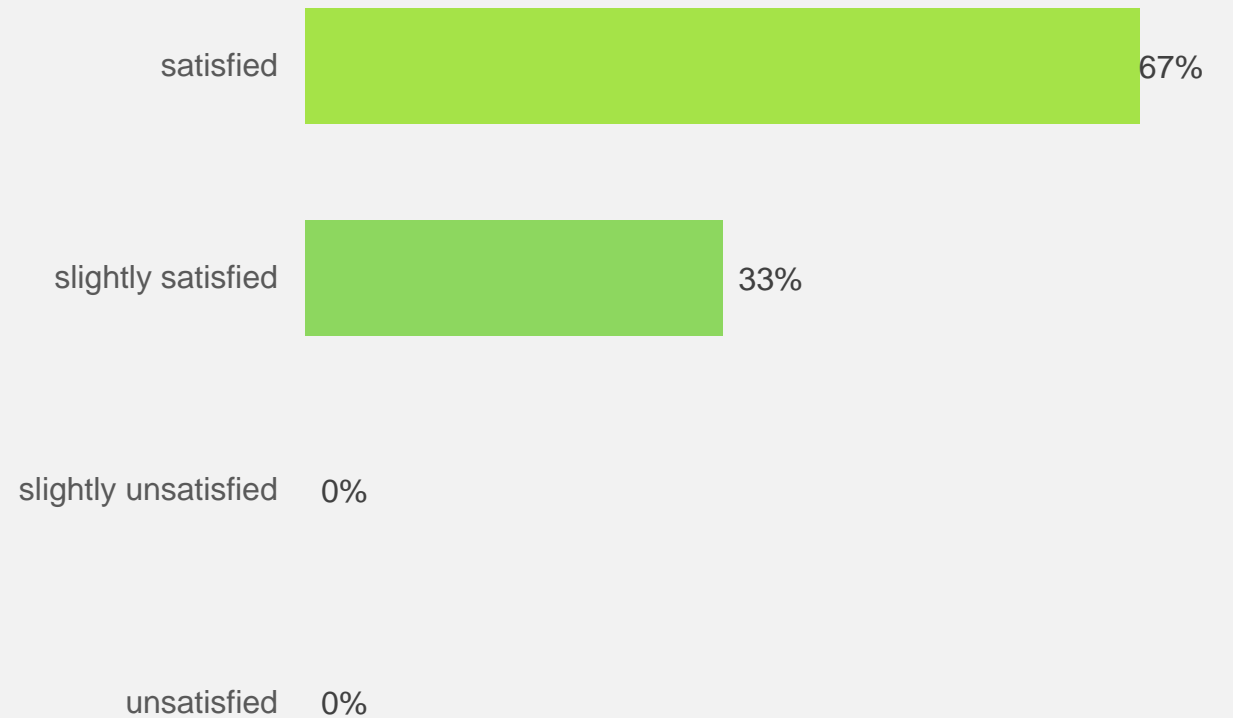
# REASONS:

- Nothing to add
- Generally, RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So if you translate this into satisfaction with the slightly satisfied.
- 740 m trains usually do not play a role, depend on customer wishes.
- everything is good
- There is no benefit of PaPs for Lineas on RFC 1, as we have no new products currently and have been running the same baseline for 15 years. These are covered in the corresponding IM systems.
- PaPs never quite fit the needs of our production scheme (e.g. driver needs, driver changes, driver time). PaPs are too fixed and not adjustable.
- We run a lot of trains via Venlo. It would be good if you can offer some PaP's via Venlo.



# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs
- » sample size = 6
- » No unsatisfied opinion

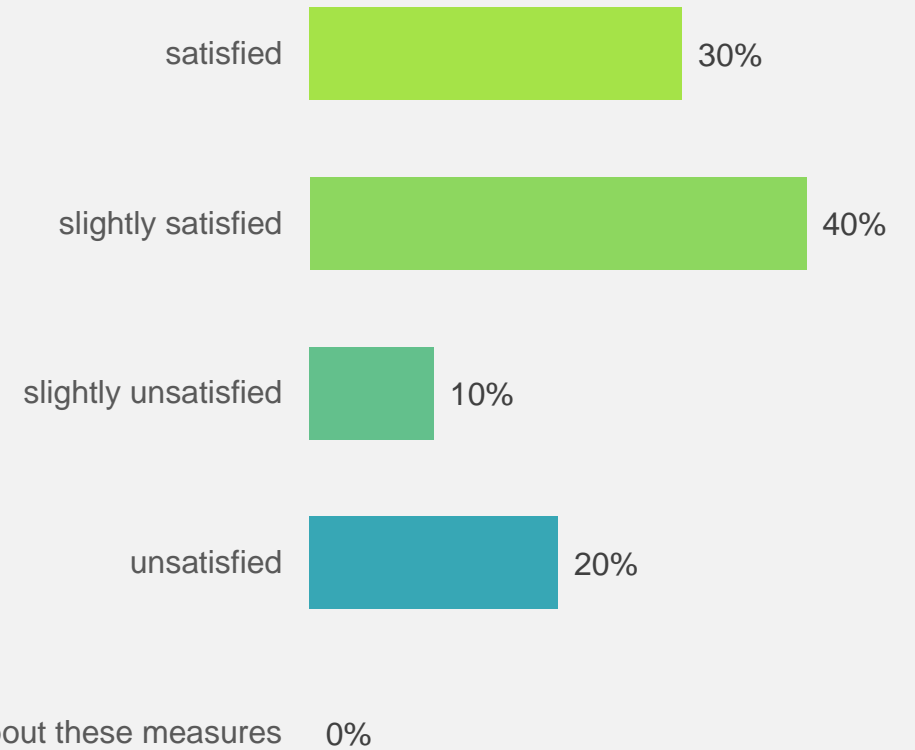


# REASONS:

- Communication is good
- The replies are swift and complete.
- Thanks for the service and the help!
- Despite the slight dissatisfaction in France, we have a definite satisfaction on the services in all corridors. We have a good exchange with the COSS. The only remark, which was present also last year, that some COSS managers were in vacation right at the time where there was most need for them, which is the summer period when the wish list is established. And of course, we all know that summer is also vacation period. But we have also process which is in parallel to that. So, we might need to think about some kind of replacement procedures between different COSSs or something like that.

# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Ports
- » sample size = 10



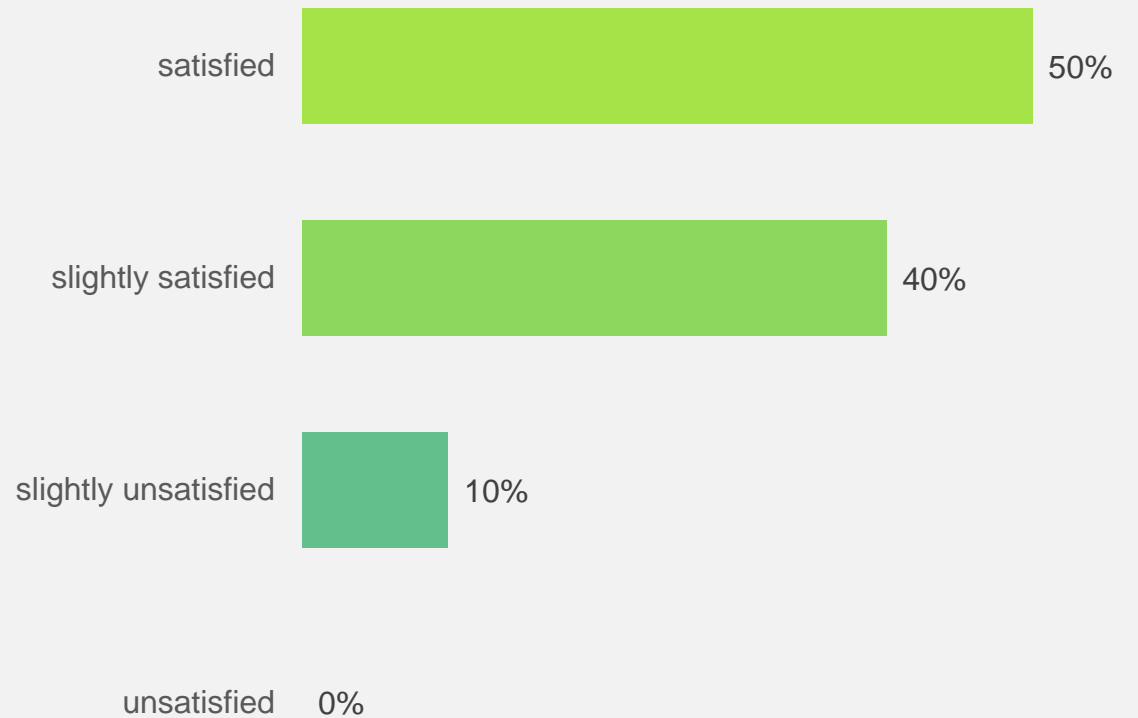
# REASONS:

- We appreciate the initiatives of the corridor and the willingness to improve the situation, but sometimes they simply cannot. So, we are not satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The operational regional WGs or QCOs could be a good platform to discuss operational topics more concretely. We recognise the effort that it is put in the TPM WGs but we see also that somehow, either you have too many data to derive concrete measures or simply there is not sufficient energy left to step into the concrete measures. Performance data is known but the reasons behind it are not investigated.
- Quality Core Group is in risk of becoming a blame game. Reliability measure for RUs difficult to control in the framework of competition and short-term business. This is then difficult to reflect in the annual timetable. Overall, there are various quality initiatives and groups, which often overlap in terms of content (e.g. QCO Aachen).
- There is a lot of planning, but in the end we have to improve the execution. In the end, the biggest problems are related to political decisions and the associated funding to increase capacity and

implement tools for real time flow management.

# SATISFACTION WITH INFORMATION PROVIDED BY RFCS

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Ports
- » sample size = 10



# REASONS:

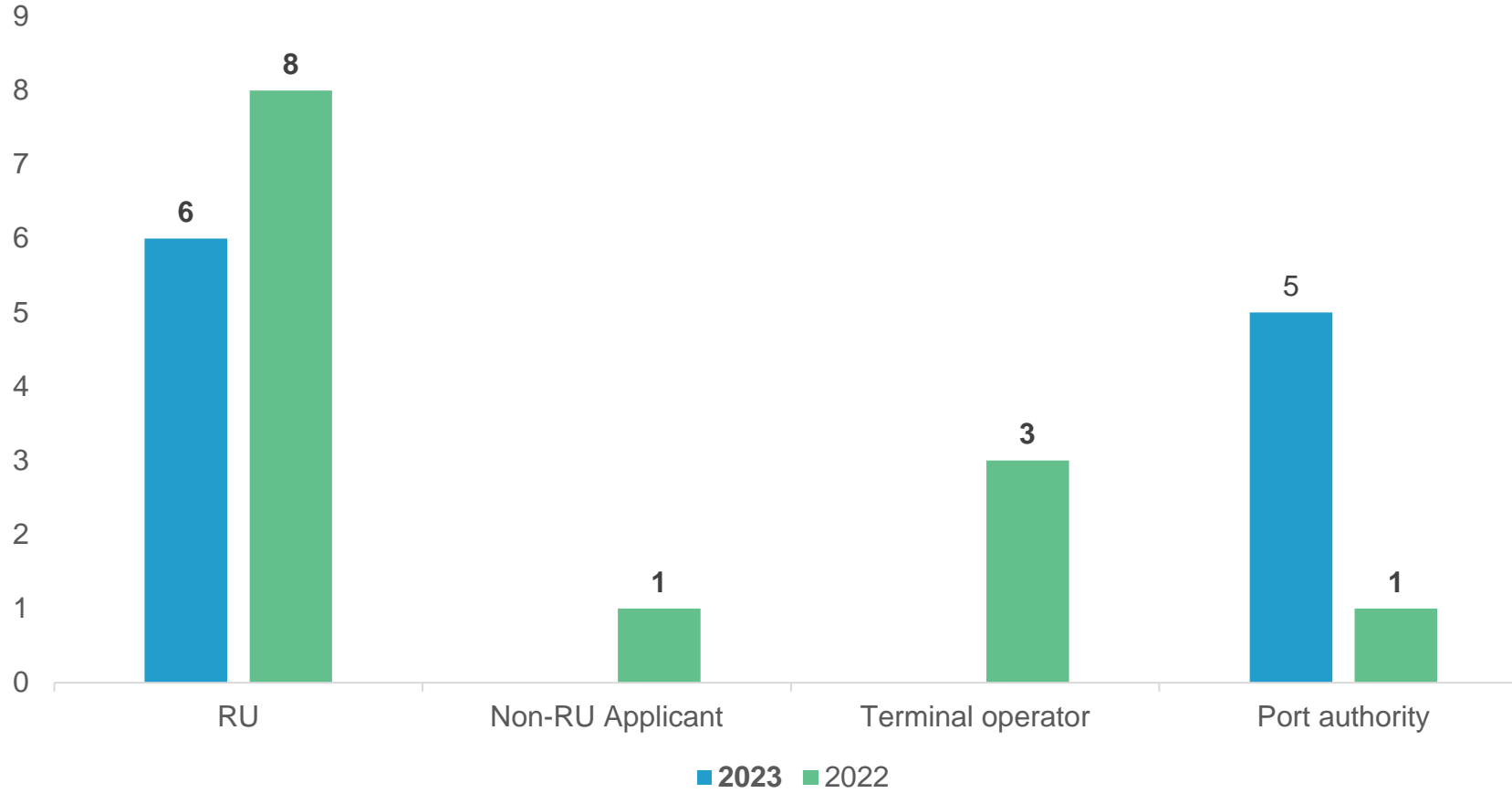
- Most of the information services such as website, social media and other corridor documents are not used. RAG as a good information and exchange format.
- Overall, there is a high granularity of information provision, which makes it challenging to find certain information at all. (Example: Where can I find what information about which construction site...).
- An invitation to share and compare future port development plans with corridor development plans.
- Infrastructural situation and lack of capacity should always be worked out as an overarching problem. Individual measures and "low-hanging fruits" would have already been identified and implemented by economically thinking actors. Solution approaches that only think in this direction are therefore less goal-oriented. Instead, it would be helpful to develop a compact and generally understandable mapping of the most critical capacity problems.
- The 80 weeks period from November 2024 until May 2026 with the blockage of one or both tracks at Emmerich-Oberhausen should get more attention in my opinion
- CIP and Annual Report are read, but only outside the busiest times. We need more staff to have the time to constantly look at all the information provided.
- CIP is a brilliant concept but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform corridor network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not really not a driving issue that. So we can put also slightly satisfied for all and satisfied for RFC 7 and 9 because Romanian colleagues are generous.
- The corridor could focus more on real time and short term issues and thus getting closer to RUs who, in contrast to the IMs, live more in the day to day operation. For example, certain situations could be more quickly declared as ICM cases, which according to the manual would not currently qualify as ICM (example: mudslide in the Rhine valley was not an ICM, as it could be solved within one IM). This would simplify information sharing and planning, as well as client communication for RUs.

## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 11;13;
- » Out of the 11 participants, only 10 responded to the online survey



## 04 SUMMARY



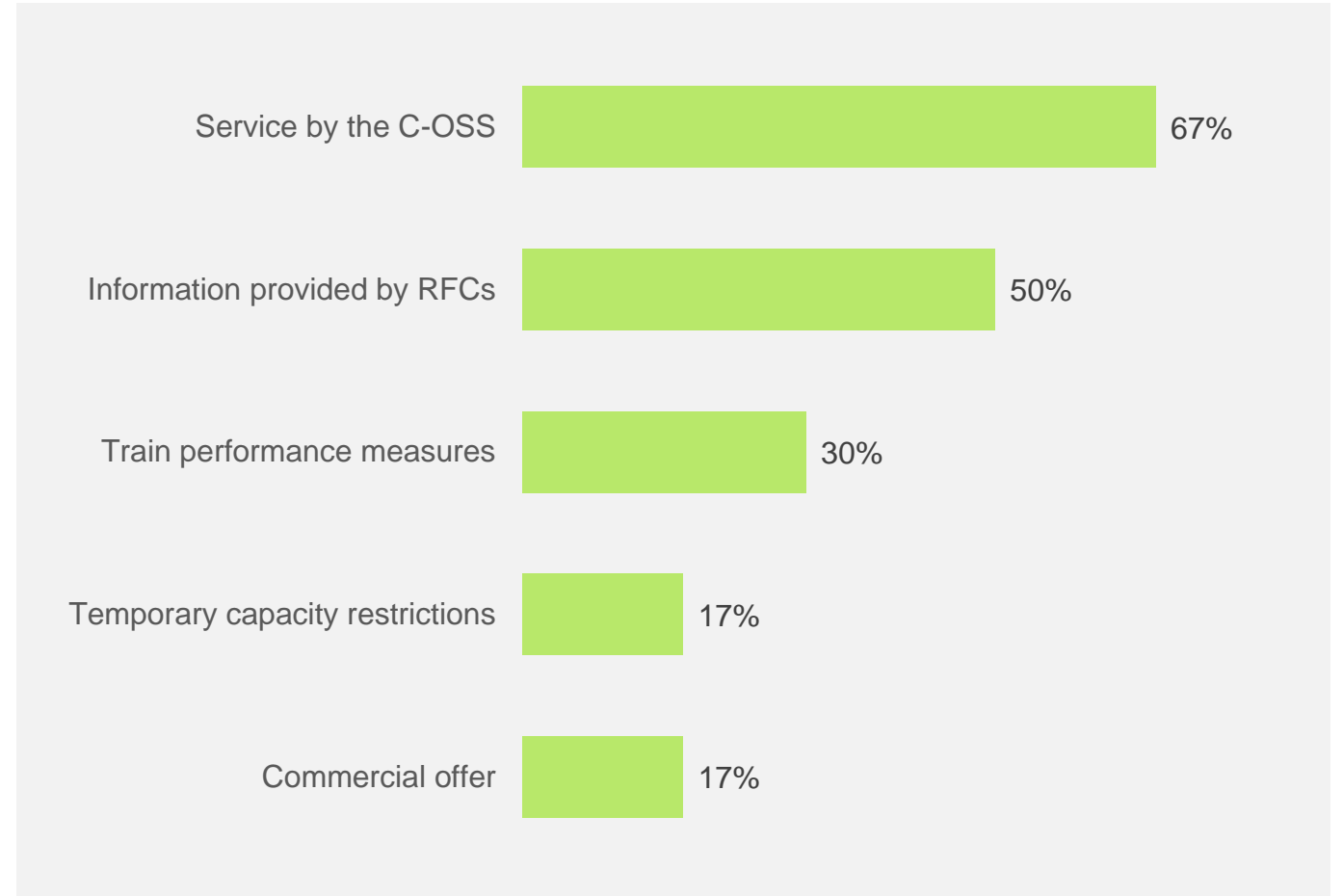
# SUMMARY – SATISFACTION RATING

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**

Service by the C-OSS



# SUMMARY – DISATISFACTION RATING

All respondents

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

**Least satisfactory topic**

Train Performance Measures

Performance Measures

20%