



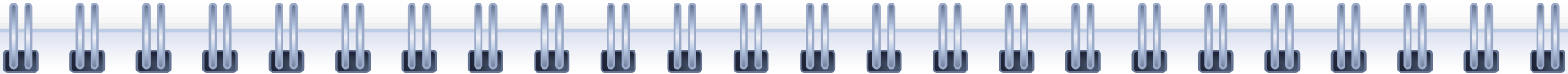
RFC User Satisfaction Survey 2018

Report for RFC 4



Co-financed by the European Union
Connecting Europe Facility

October 2018

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01

Study Design



- ▶ 10 respondents
 - 9 RFC4 users / 1 non-users
 - 10 full interviews / 0 partial interviews
 - 10 nominated by RFC4 / 0 nominated by other RFCs
 - 6 agreed to forward name
 - 3 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 80 e-mail invitations sent
- ▶ Field Phase: 13 September to 12 October 2018

Attention: very small sample sizes!

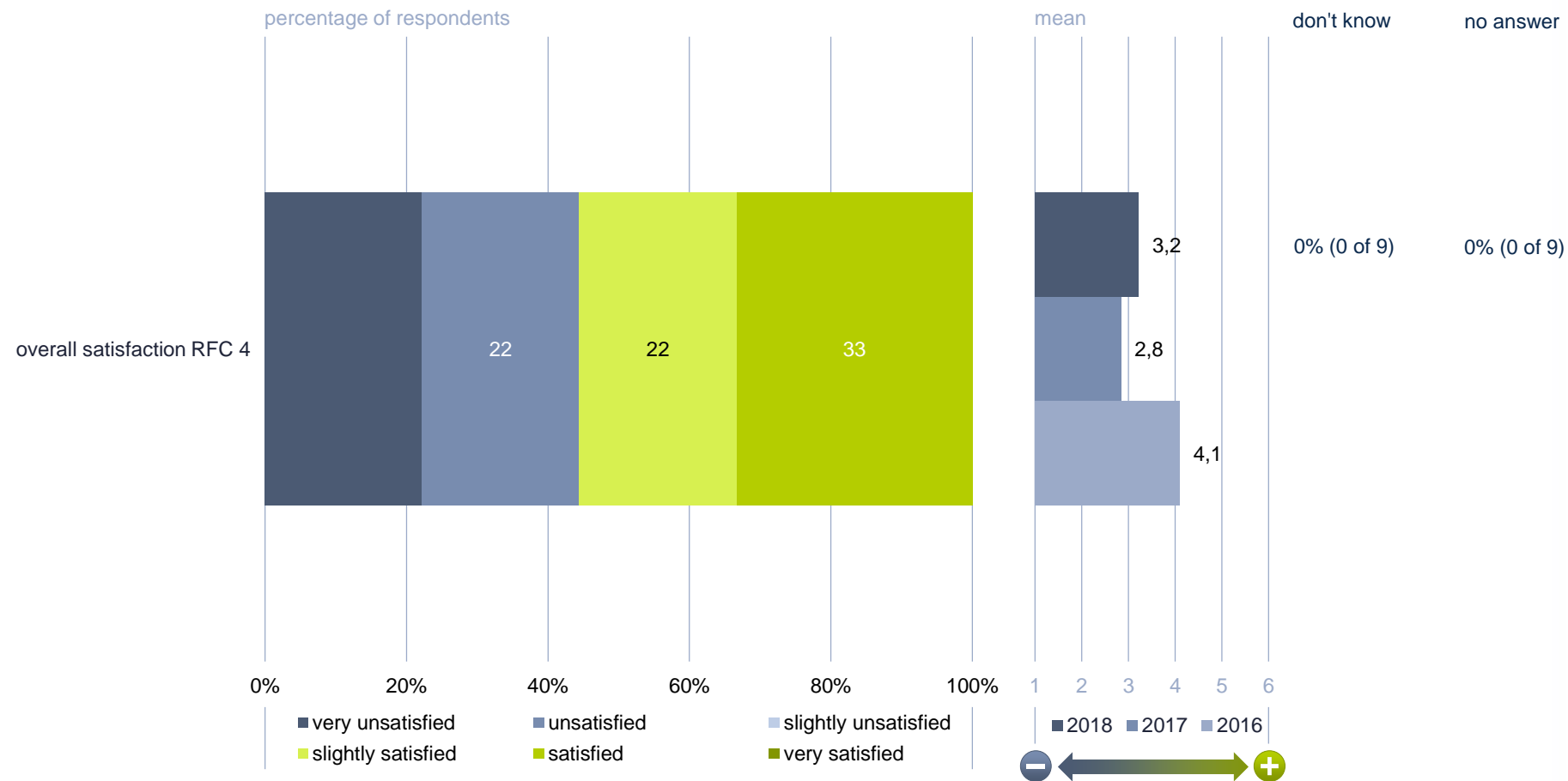


Total interviews (user + non user)	10 (-4)
Full interviews	10 (-3)
Partial interviews	0 (-1)
RFC user	9 (-4)
non/potential user (according to respondent)	1 (+/-0)
Invitations sent	80 (-1)
Interviews (user + non user)	10 (+/-0)
Response rate overall (invited by RFC only)	13% (+1%)
topic-forward used	4 (-2)
forward name	6 (+1)

2018 (change from 2017)

02

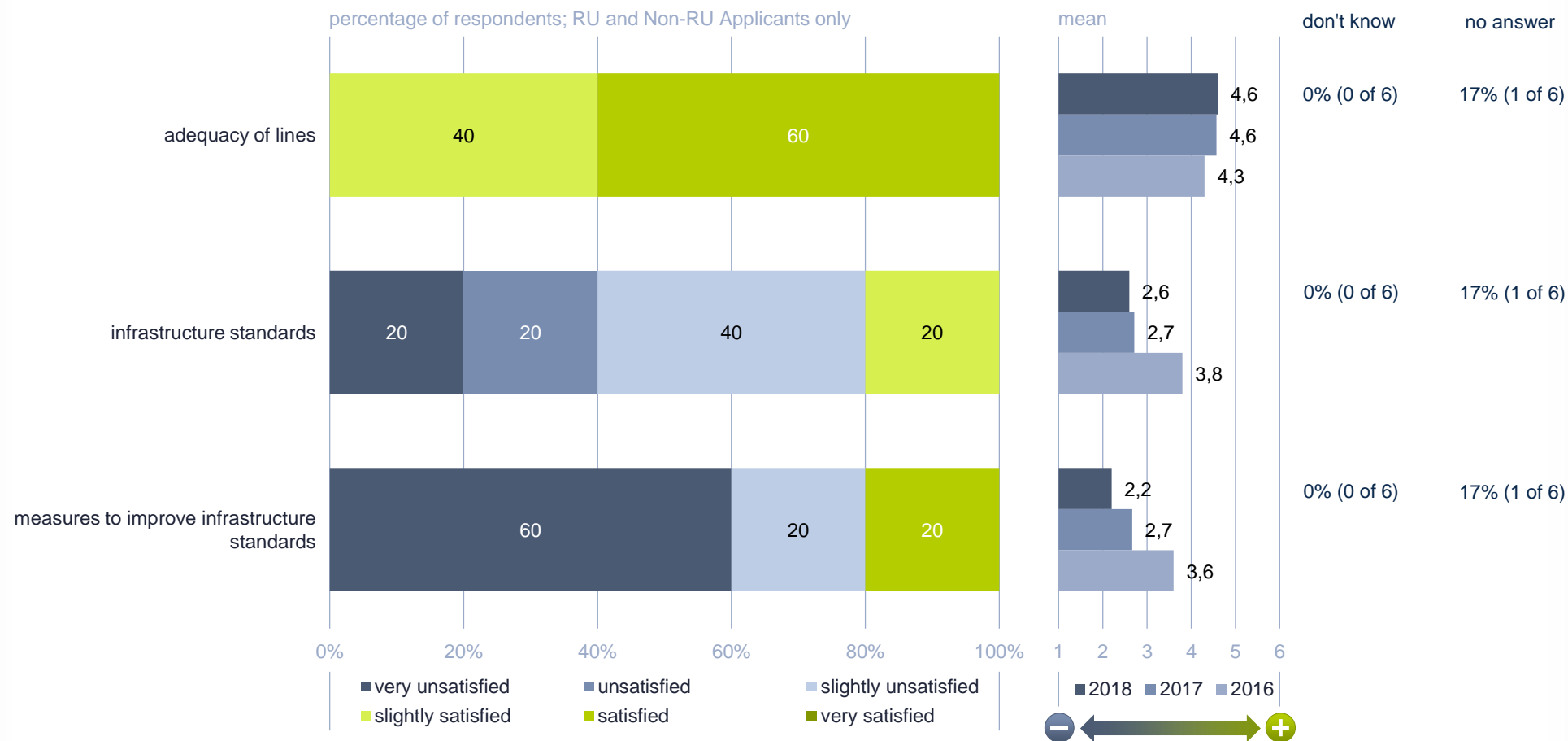
Satisfaction with the RFC



"Overall, how satisfied are you as a user of the RFC(s)?"

- there is no TAG as of now in which Novatrans is part of
- furrows and work ranges not coordinated with DB Netz
- PCS not ergonomic
- PCS training should focus on the basic use of the tool and not only on new features
- we would like a glossary for the use of PCS FR-ANG with training support or even a short online training course
- the French translation of PCS is entirely to be reviewed (our timekeepers are not necessarily English-speaking)
- share more information
- information about the status of each project
- send by email the global report of RFC
- RFCs should concentrate more on the total corridor traffic, not just on PaP-traffic
- RFCs should be empowered to interact constructively with IMs
- more concrete topics related to operations should be approached
- needs of implementation of the TEN-T requirements on the RFC
- agenda and minutes of the RAG have to be sent ASAP
- gauge improvement in France is needed for the market development
- information about service facilities should be in accordance to Commission Implementing Regulation 217/2177
- extend the use of the PCS in a general manner and that it is valid both nationally and internationally by providing guarantees of this tool
- greater integration of corridors at border level: Modane, Irun, Portbou (terminals on the Corridor) with more time to operate in Modane and publicize time windows for French-Spanish border
- national furrows are required to be filled in international applications and it is negotiated that it could be valid for both systems; this is already done by SNCF Réseau
- the "feeders and outflow" have to be linked to the PaPs corridors, in the case of Spain, where several origins and destinations can be found, although it also occurs on the German route
- restrictions for the TCR works to be made known by the GIs with the anticipations of the TT redesign
- extend RFC activity beyond the PaPs
- introduce discussion about operational topics
- increase impact on IMs

"If there are any other opinions/suggestions/expectations (either concerning the state of play or the future development of the RFC) that you would like to share with us, please describe them below."



"To what extent are you satisfied with the adequacy of the lines assigned to the RFC? || ... with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading gauges, etc.? || ... with the measures taken by the RFCs' Infrastructure Managers to improve the infrastructure standards on the lines assigned to the RFC?"

- low CT loading gauge
- RFC not interacting constructively with IMs
- no improvement regarding technical standards (gauge, length,...)
- gauge measuring and redefinition process in France and Spain

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Infrastructure', please specify the main reasons and your proposals and ideas for further improvement."

Satisfaction with Coordination/Communication of Temporary Capacity Restrictions

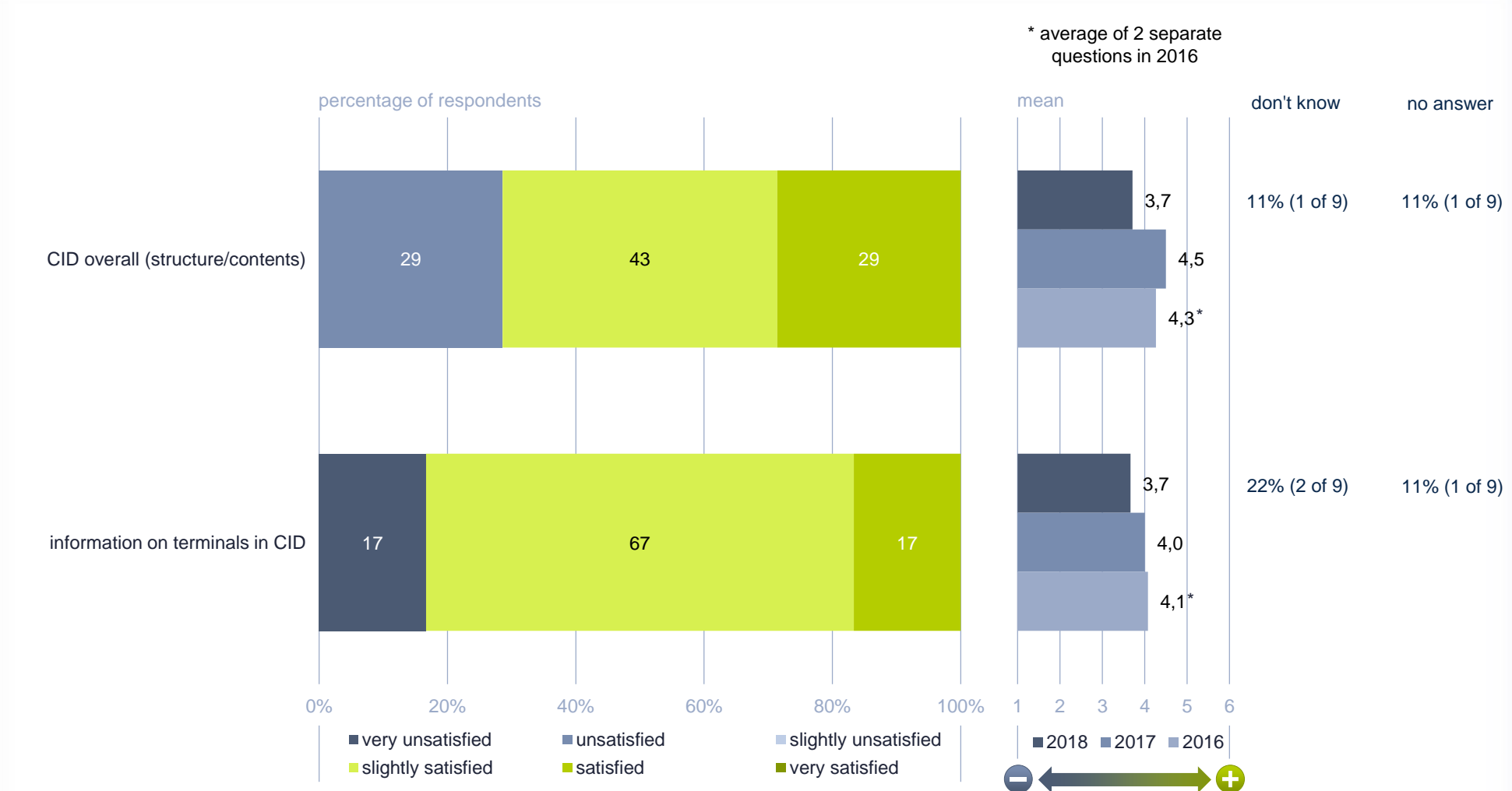


"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || ... with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), affecting the availability of the lines assigned to the RFC? || How do you feel about the way your opinion is taken into account in the relevant processes?"

Reasons for dissatisfaction with Coordination/Communication of Temporary Capacity Restrictions || open question

- paths not coordinated between French and German IMs
- TCRs modify PaPs even after draft offer (TCR process not aligned with PaP process)
- too late information about TCRs
- no coordination between IMs on TCRs impacting more than one country
- the information procedure foreseen in directive 2012/34 is not taken into account
- priorities for works are not defined according to the market but for politician needs

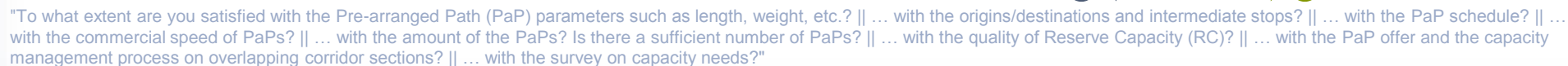
"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Coordination and communication of planned temporary capacity restrictions', please specify the main reasons and your proposals and ideas for further improvement."

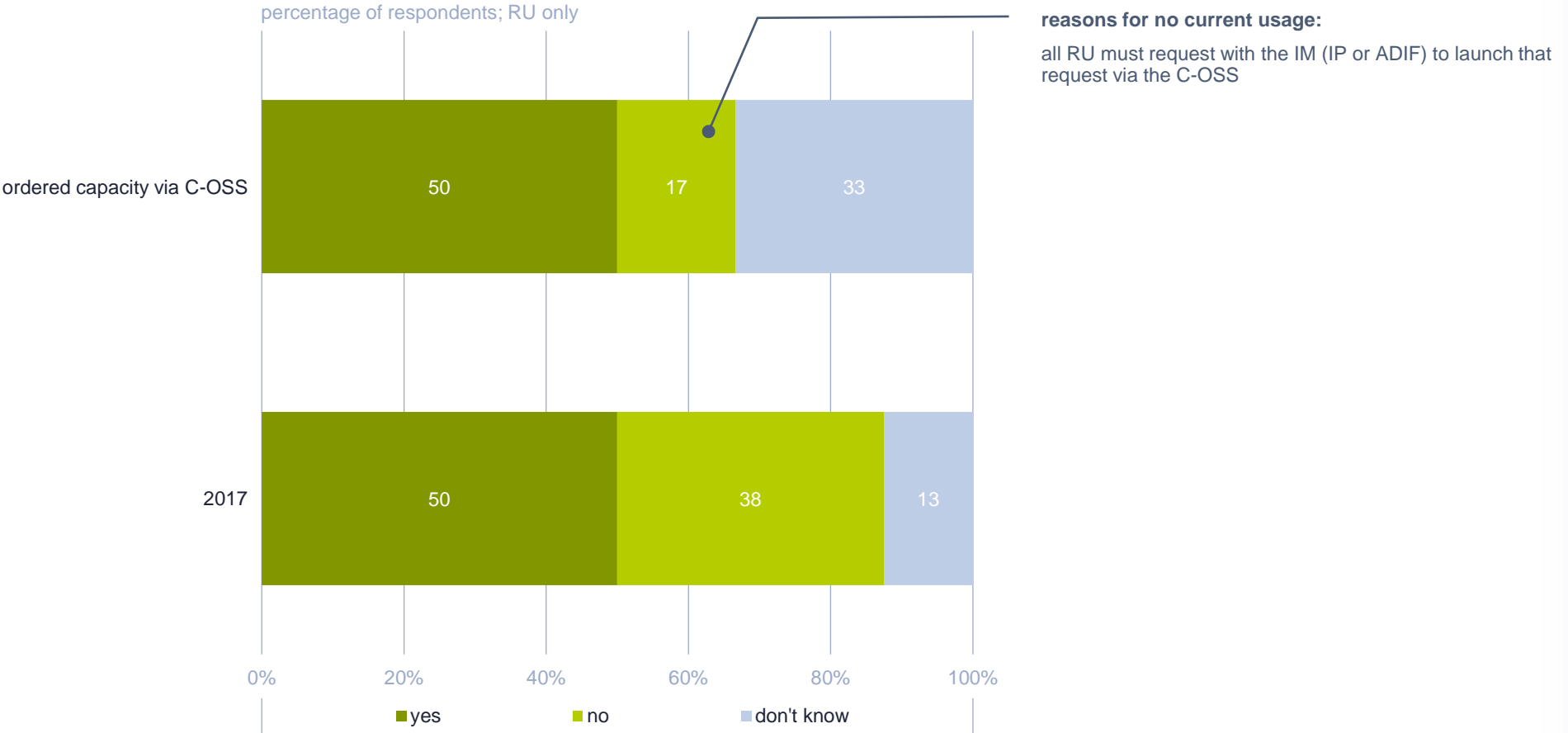


"To what extent are you satisfied with the Corridor Information Document (CID) for the 2019 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2019 or in other sources, e.g. CIP?)"

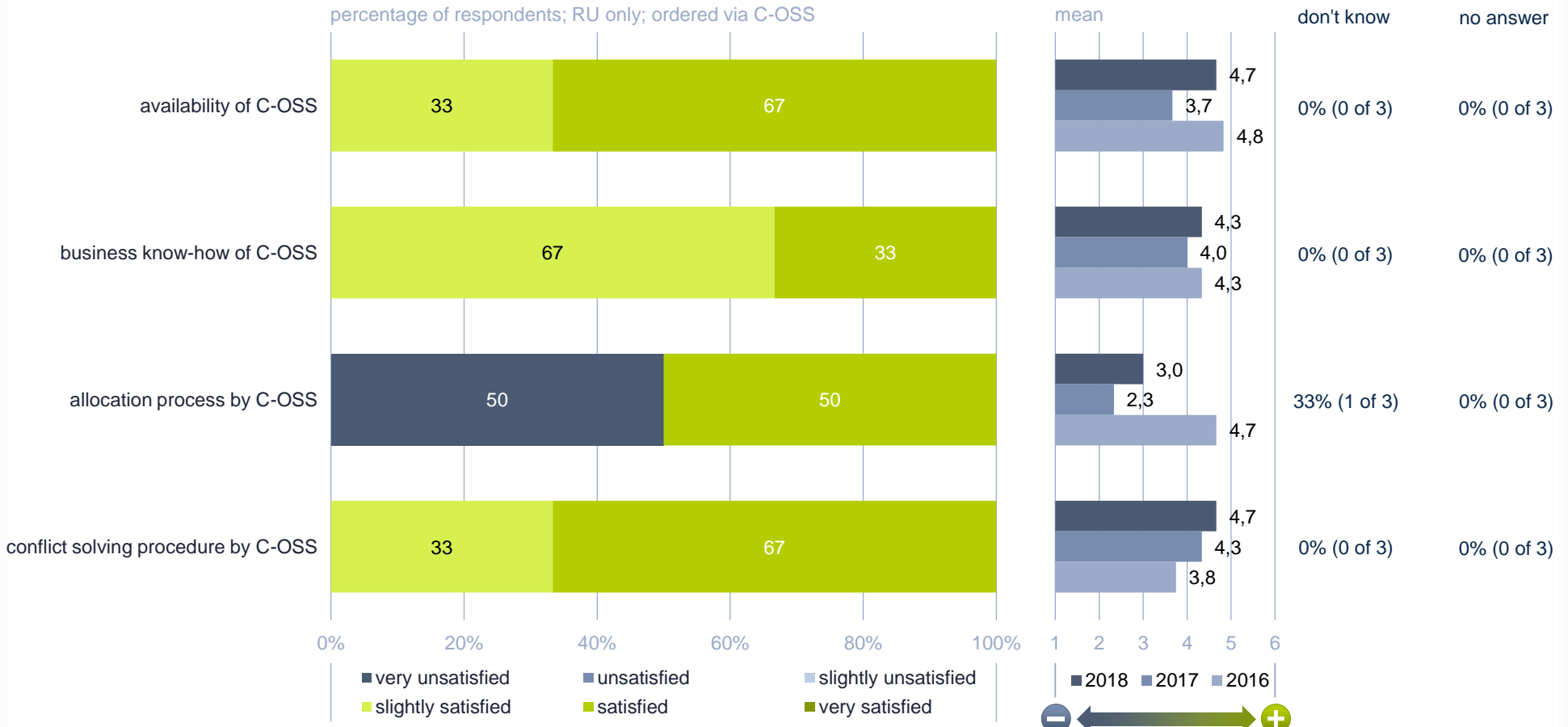
- RUs should be involved in CID revision process
- regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatorily
- requests:
 - definition of quality standards for published PaPs
 - obligation to publish alternative PaPs in case of conflict with TCRs
 - obligation to provide unique and valid version of draft and final offer in PCS
 - obligation to provide offer for all requested days
- definition of standard observations
- obligation for post-processing by IMs, mandatory consideration of RU observations
- obligation for IMs to work in PCS for the whole process until active timetable phase

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Corridor Information Document', please specify the main reasons and your proposals and ideas for further improvement."





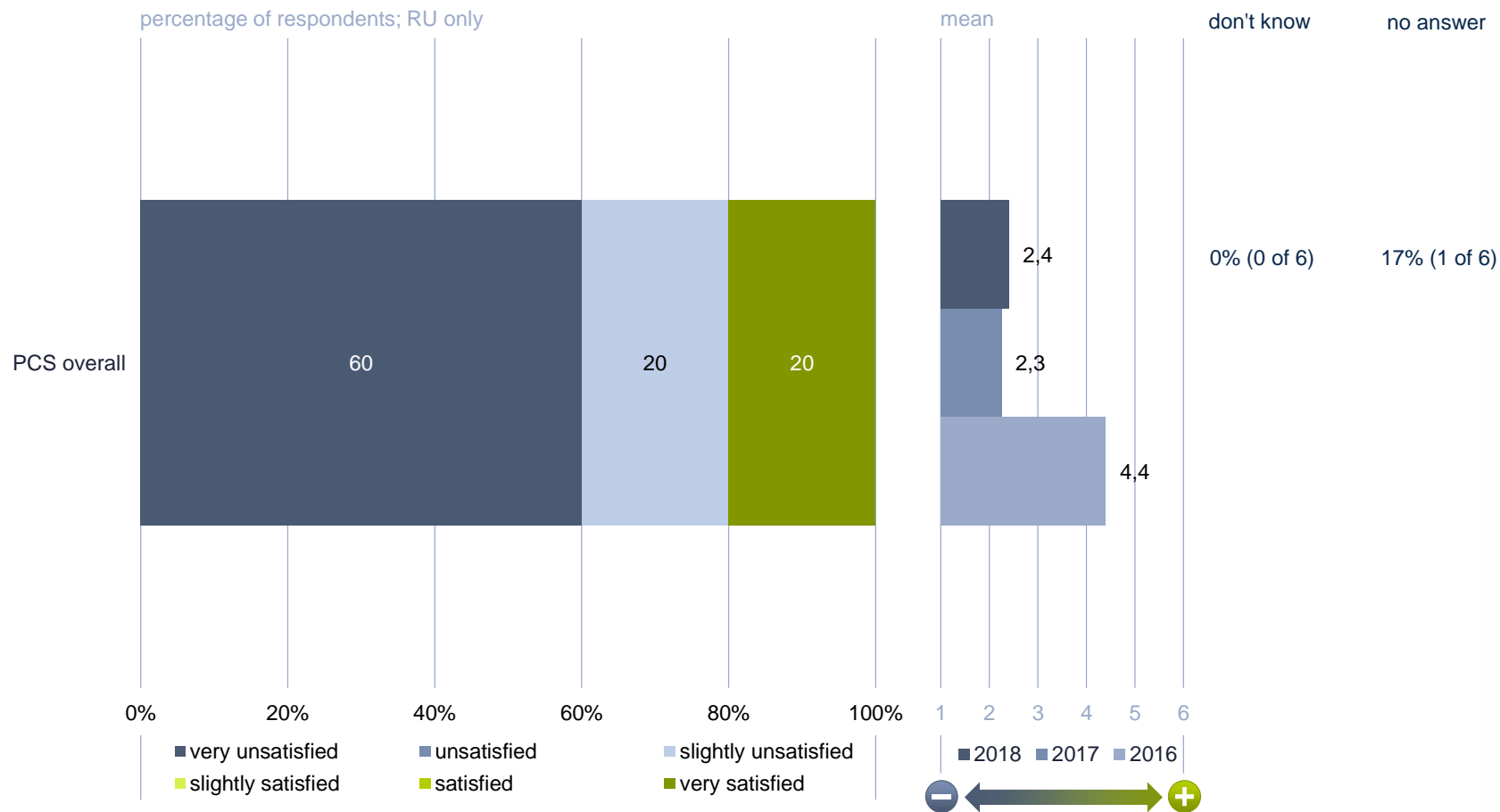
"Were you involved in a request for corridor capacity via the C-OSS as a leading or participating RU?"



"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2019 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.) || How satisfied are you with the conflict-solving procedure?"

- schedule and commercial speed: too long waiting times at the borders
- amount of PaPs: better reduce amount of PaPs and improve quality of PaPs
- allocation process 2019: offer deadline not respected, TCRs impact on PaP-availability
- allocation process 2019: missing running days, inconsistent data in offer, missing PaP-ID
- capacity needs: survey much too early

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Path offer, PaP allocation process and C-OSS', please specify the main reasons and your proposals and ideas for further improvement."

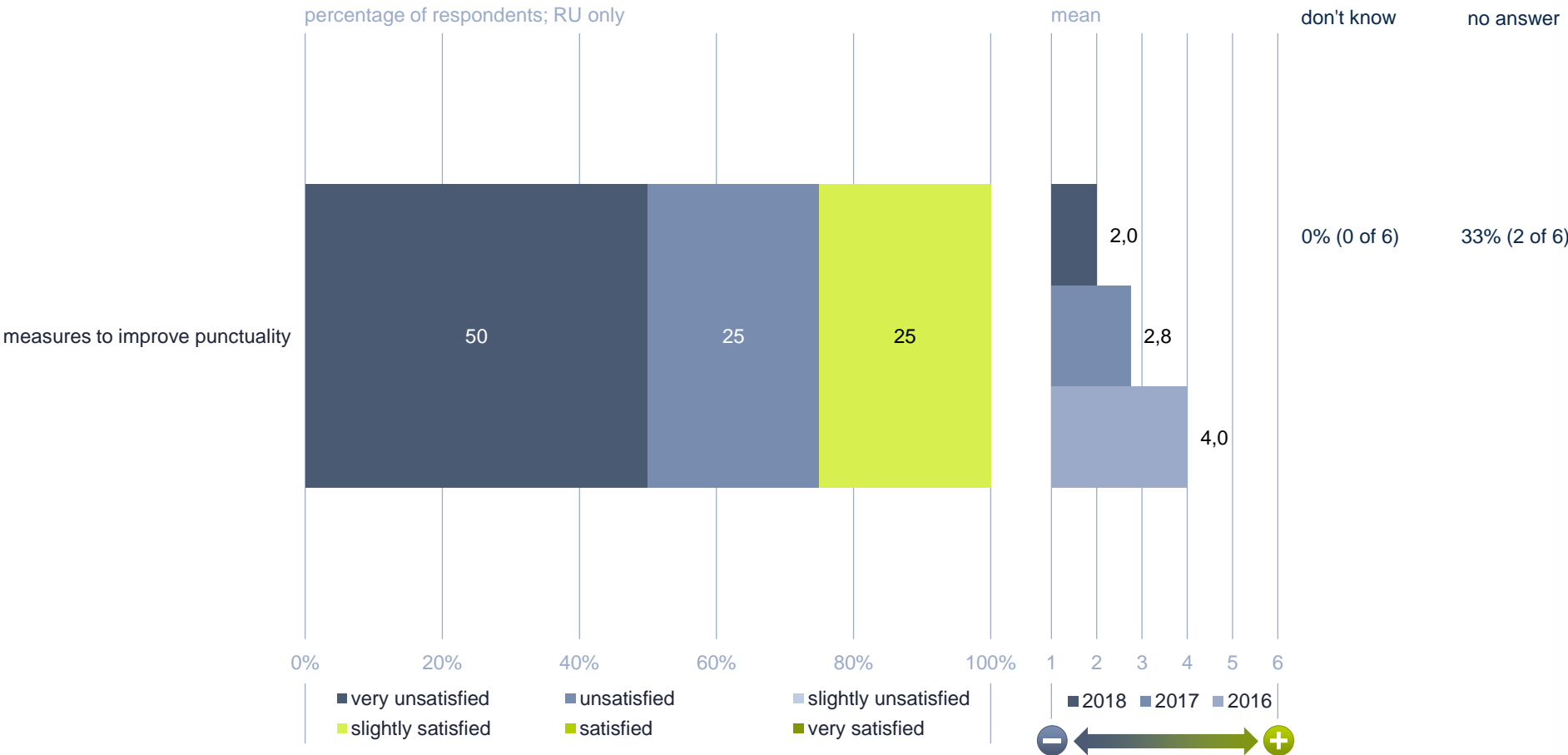


"How satisfied are you all in all with PCS as a booking tool for international path requests?"

Reasons for dissatisfaction with Path Coordination System (PCS) || open question

- does not follow the life of the furrow
- not customer friendly
- we would like free trainings / training materials to be given to our timekeepers but on the basic use and not just on the evolutions of the system
- each year new evolutions, complicated to stabilize for us especially since we use it little
- incomprehensible French translation
- PCS does not prevent interpretations and inconsistencies
- bad usability
- missing features to enable efficient work in PCS
- missing automatic verification function; comparing of requests and offer for complete journey not possible or very difficult
- we request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'PCS', please specify the main reasons and your proposals and ideas for further improvement."

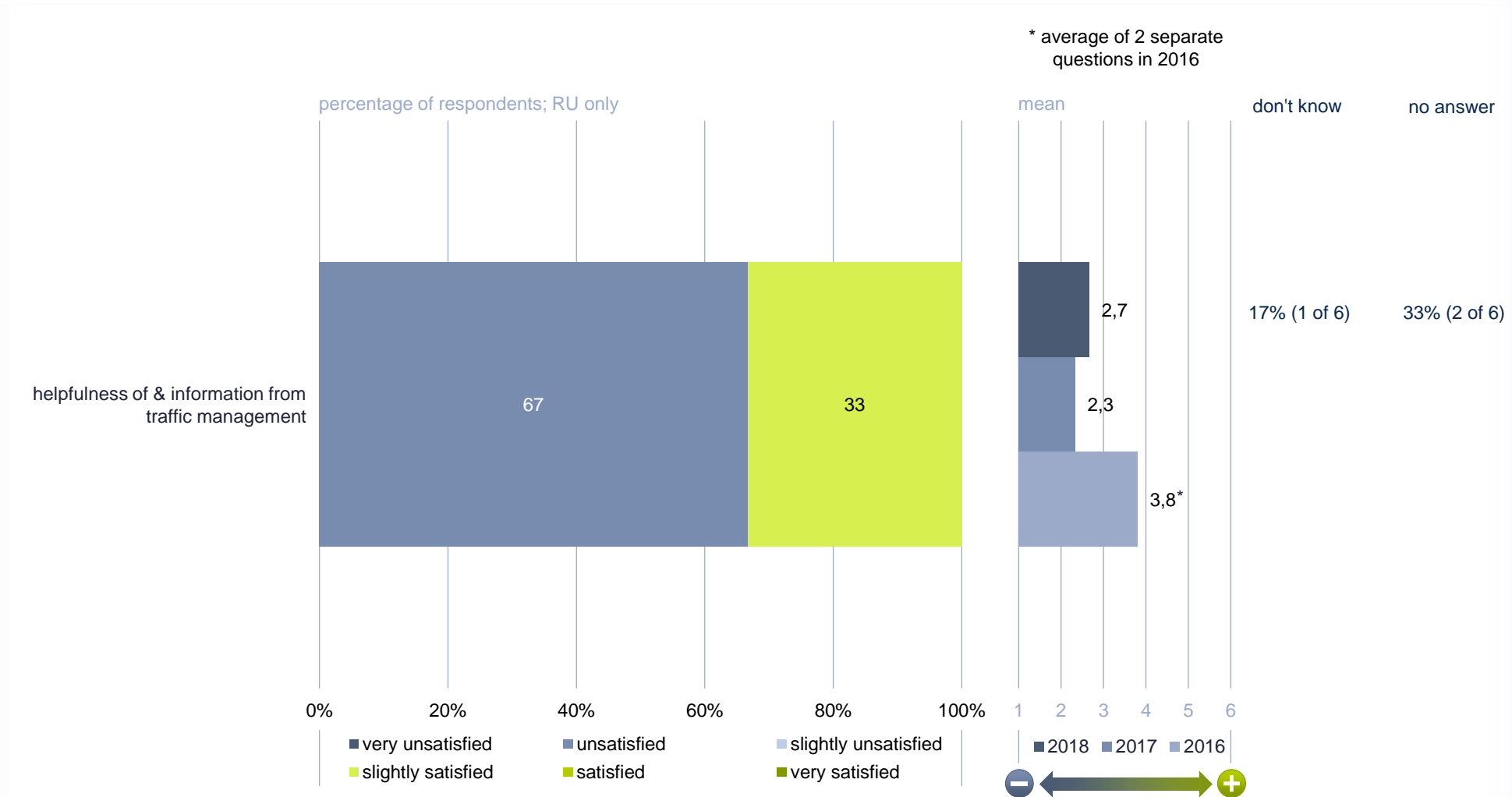


"How satisfied are you with the efficiency of measures taken in order to improve punctuality? || How satisfied are you with the feedback you receive from your whole RFC performance management team (if it exists) / train performance management? The RFC performance management team evaluates the punctuality of your trains and reports it back to you."

Reasons for dissatisfaction with Train Performance Management || open question

- punctuality: no concrete measures taken to our knowledge
- reports: no monthly reports yet (not desired by the RU in this format), the information shows only delays indicated by the IM and a model of dispute of causes by the RU is just being set up
- TPM: model to align between different IMs so that the agreed causes between RU and IM are aligned / just one took place according to our knowledge
- no usable feedback
- reintroduction of product-specific evaluations in the sense of RUs relations with predefined measuring points and associated reasons for delays
- regular half-yearly exchanges between RNE and RUs for the purpose of generating measures to eliminate or at least contain the identified weaknesses
- reporting by RNE on a monthly basis using standardized evaluation; prerequisite: the data quality, which was partially inadequate in the past, was significantly improved

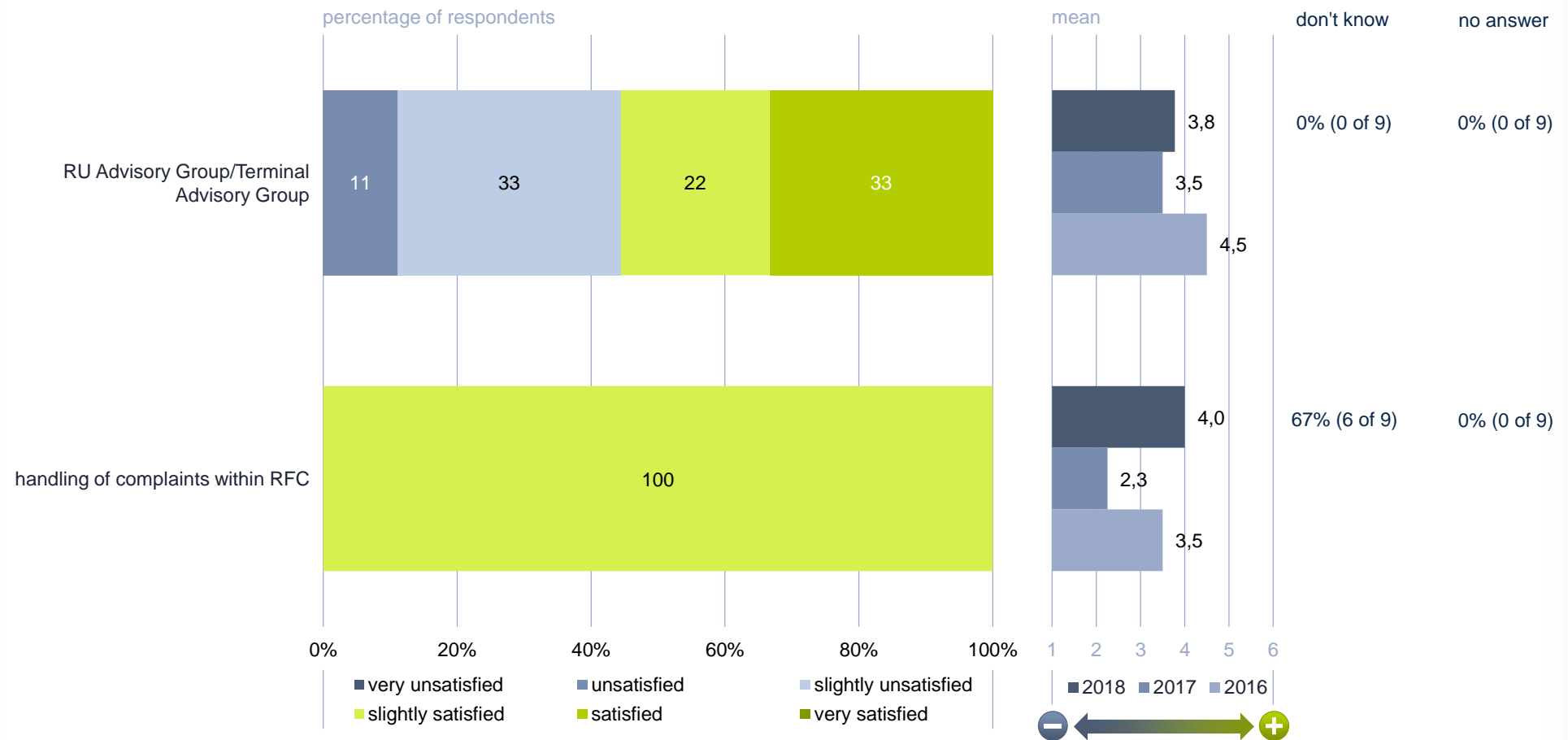
"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Train Performance Management', please specify the main reasons and your proposals and ideas for further improvement."



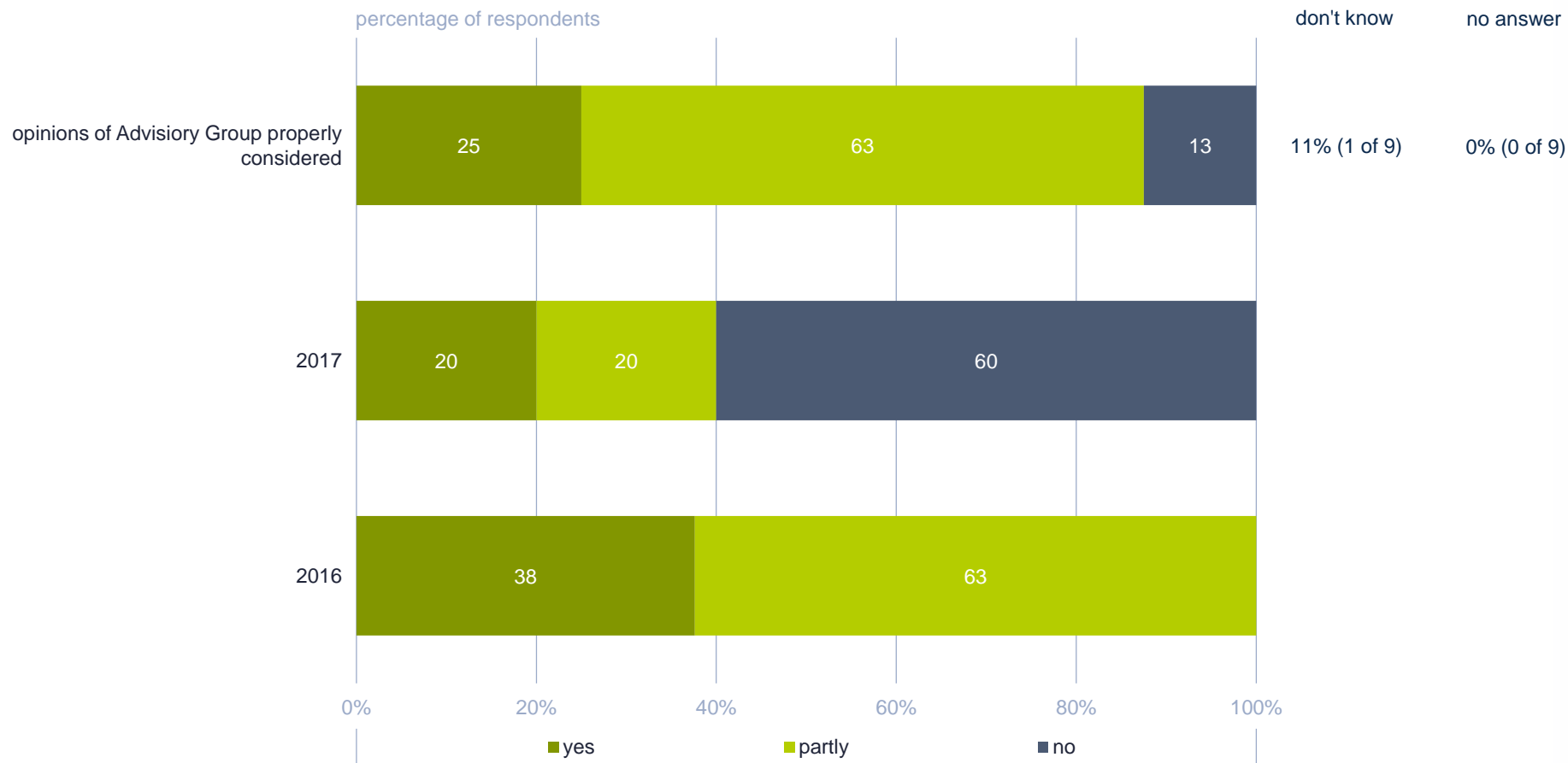
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

- regulation/supervision authority should be put in place on the whole corridor for freight traffic (announced by French Traffic Management but not yet implemented according to our knowledge)
- possibility to know the acceptable delay threshold for each traffic that guarantees the prosecution; possibility to delay work start in case of delayed circulation
- rules for maintaining train path in case of undefined stop; difficulty reactivating trains that have been stabled (problem related to congested yards, etc.)
- no usable feedback

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Traffic Management', please specify the main reasons and your proposals and ideas for further improvement."



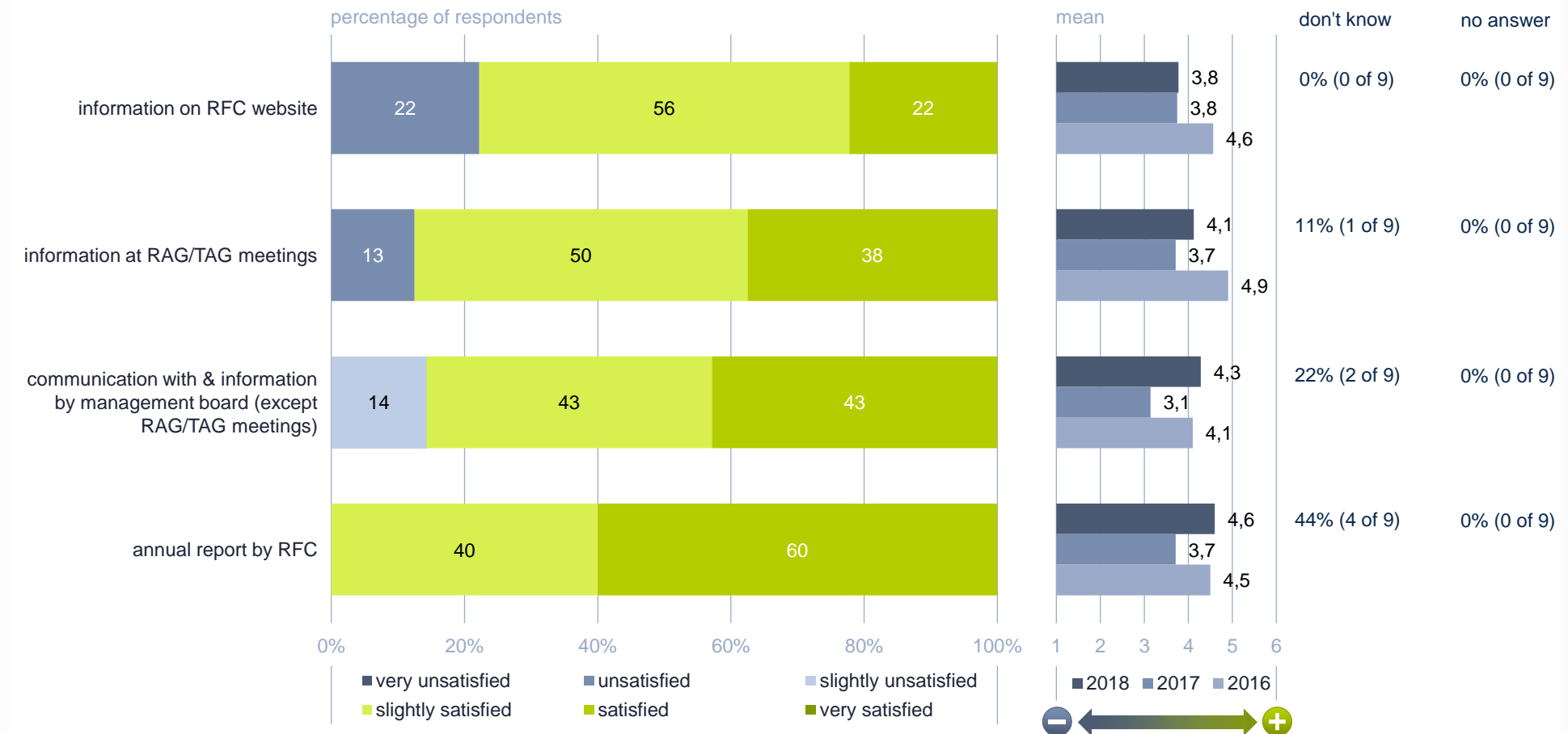
"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?) || How satisfied are you with the procedure for handling complaints within the RFC? Please note that this question only refers to complaints – if any – handled by the RFC, it does not refer to complaints handled by the Regulatory Body."



"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

- no real will to change things
- no authoritative relationship with IMs
- RUs not longer interested in RAG meetings
- Management Board representatives partially not factual

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'RFC Governance', please specify the main reasons and your proposals and ideas for further improvement."



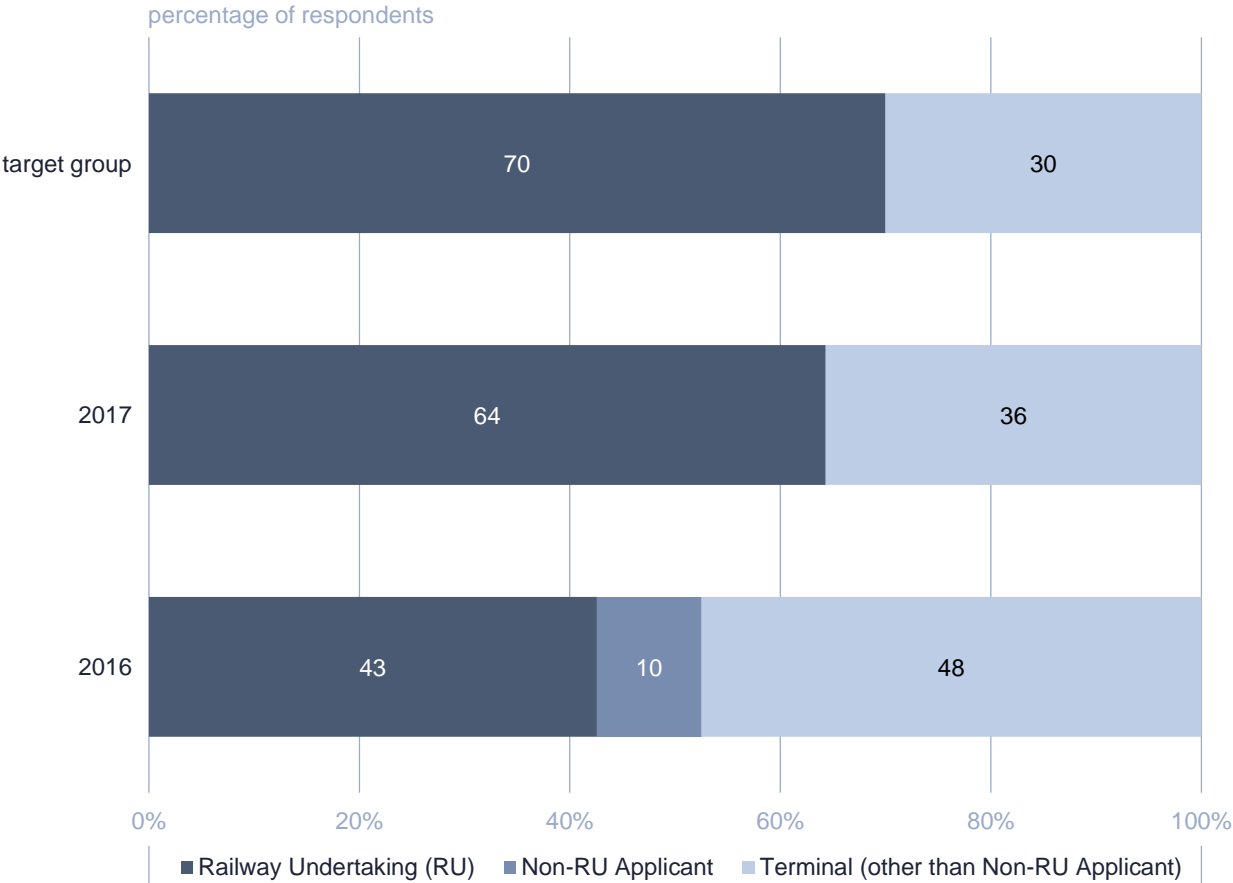
"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other than at the RAG/TAG meetings? || To which extent are you satisfied with the annual report published by the RFC?"

- publication on website should be simpler, more data less descriptive texts
- KPI are too generalist (performance for the whole corridor instead of per train)

"If you are 'unsatisfied' or 'very unsatisfied' with any of the topics in this chapter, 'Overall RFC Communication', please specify the main reasons and your proposals and ideas for further improvement."

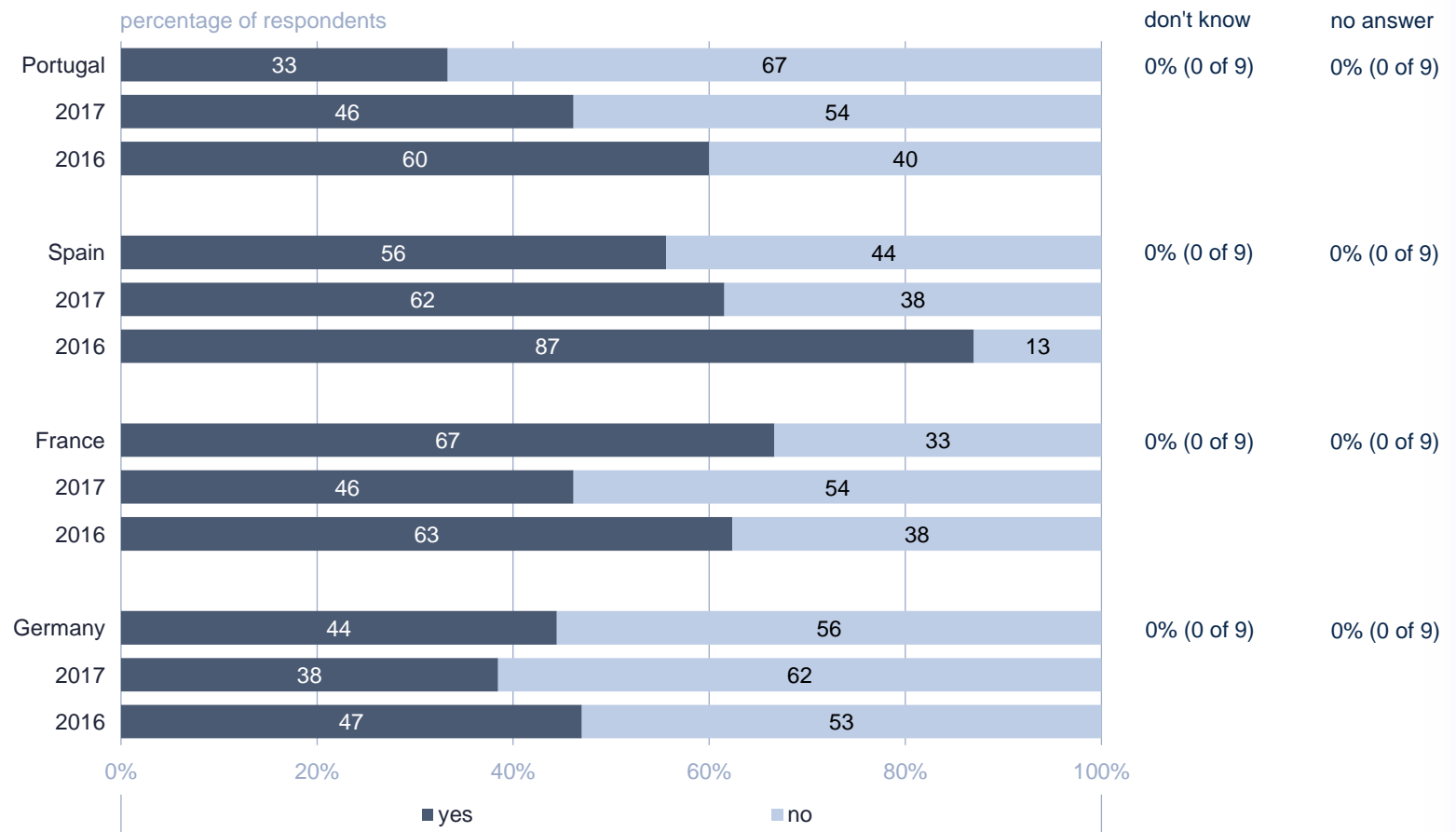
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Sample Description



"To which of the following types of target groups does your company belong?"

sample size = 10; 14; 21 || non/potential users included

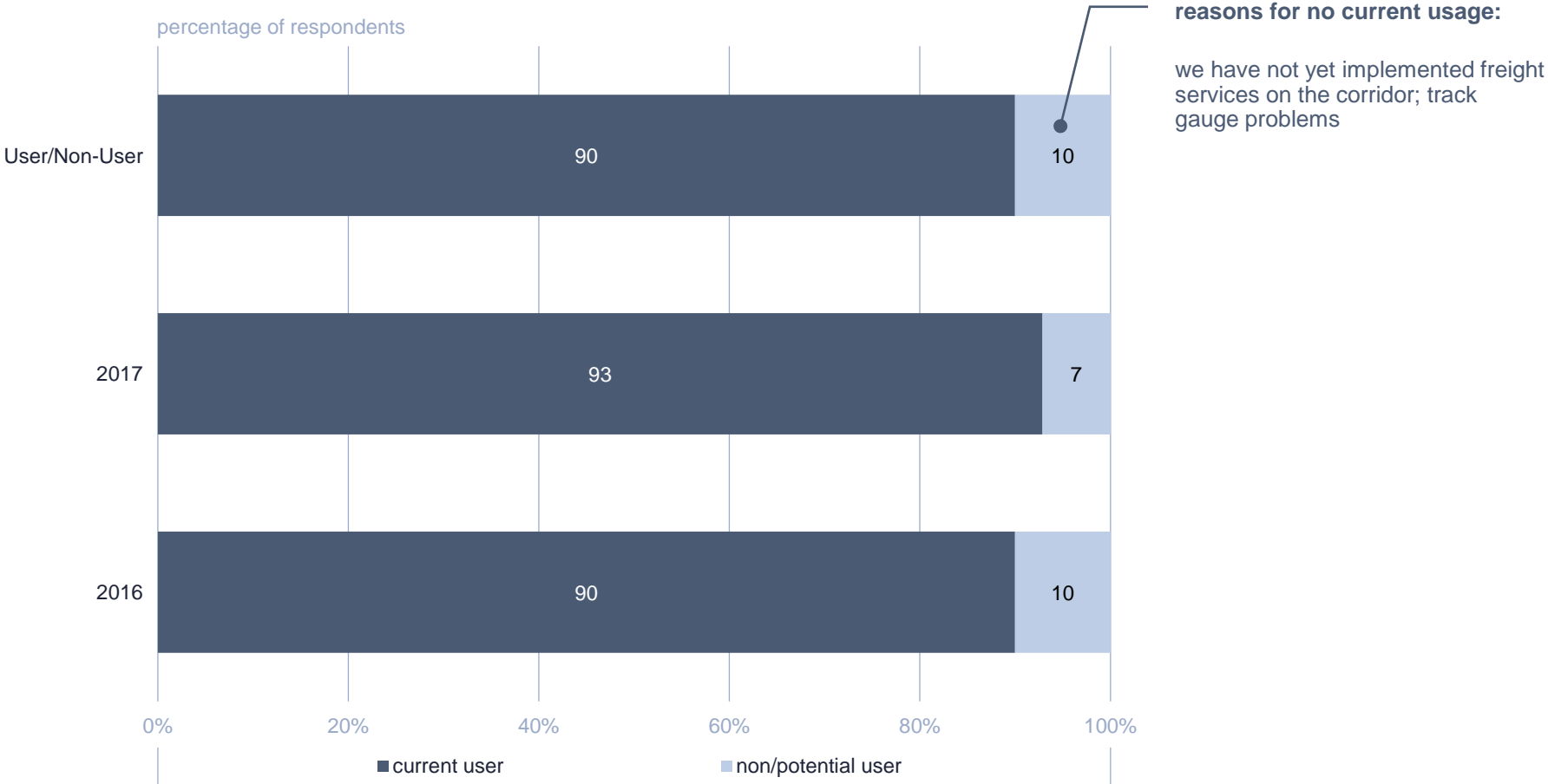


different scale in 2016: daily/several days per week/weekly/monthly/yearly/never

"In which countries involved in the RFCs concerned does your company operate/run international services?"

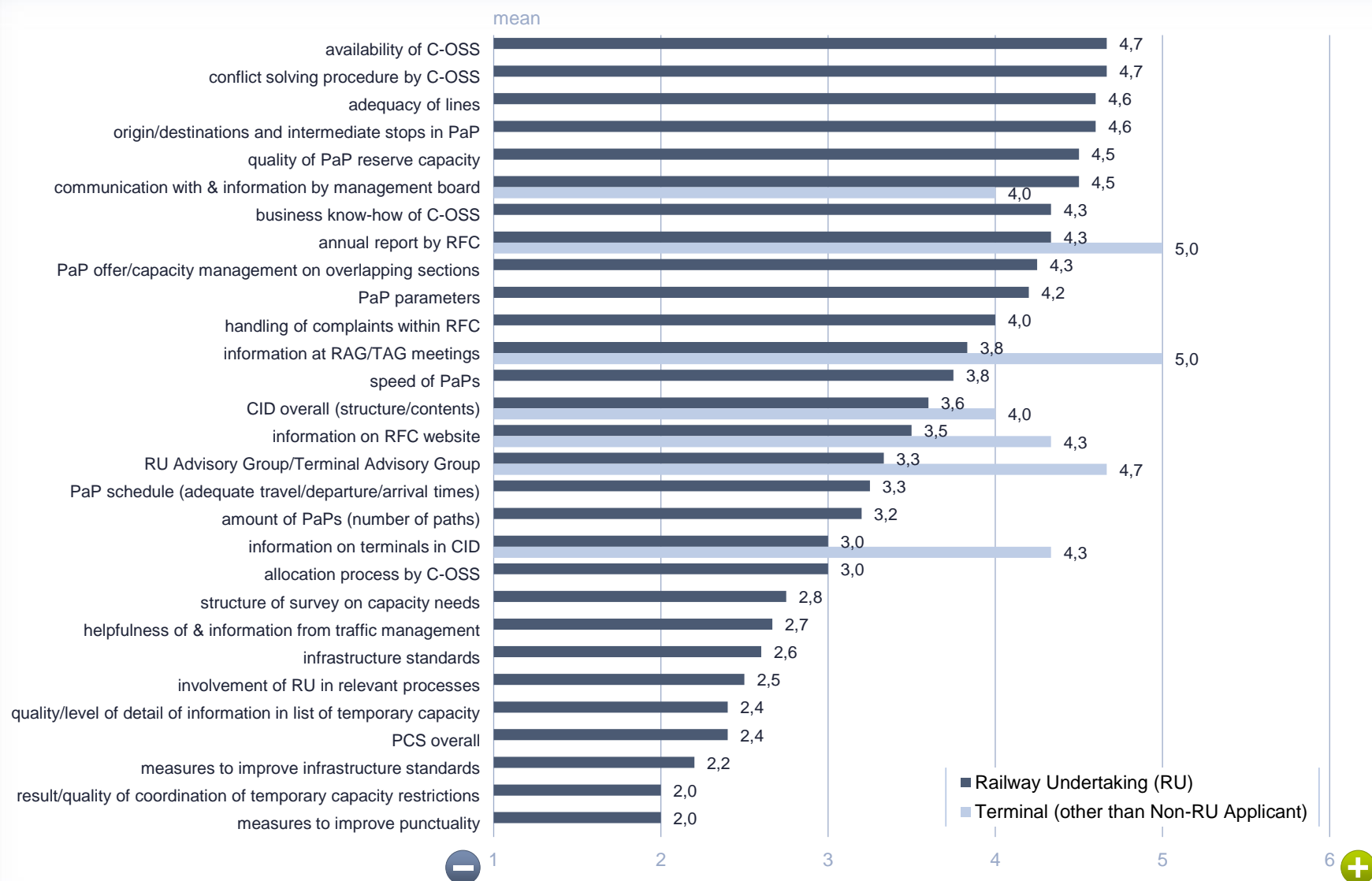
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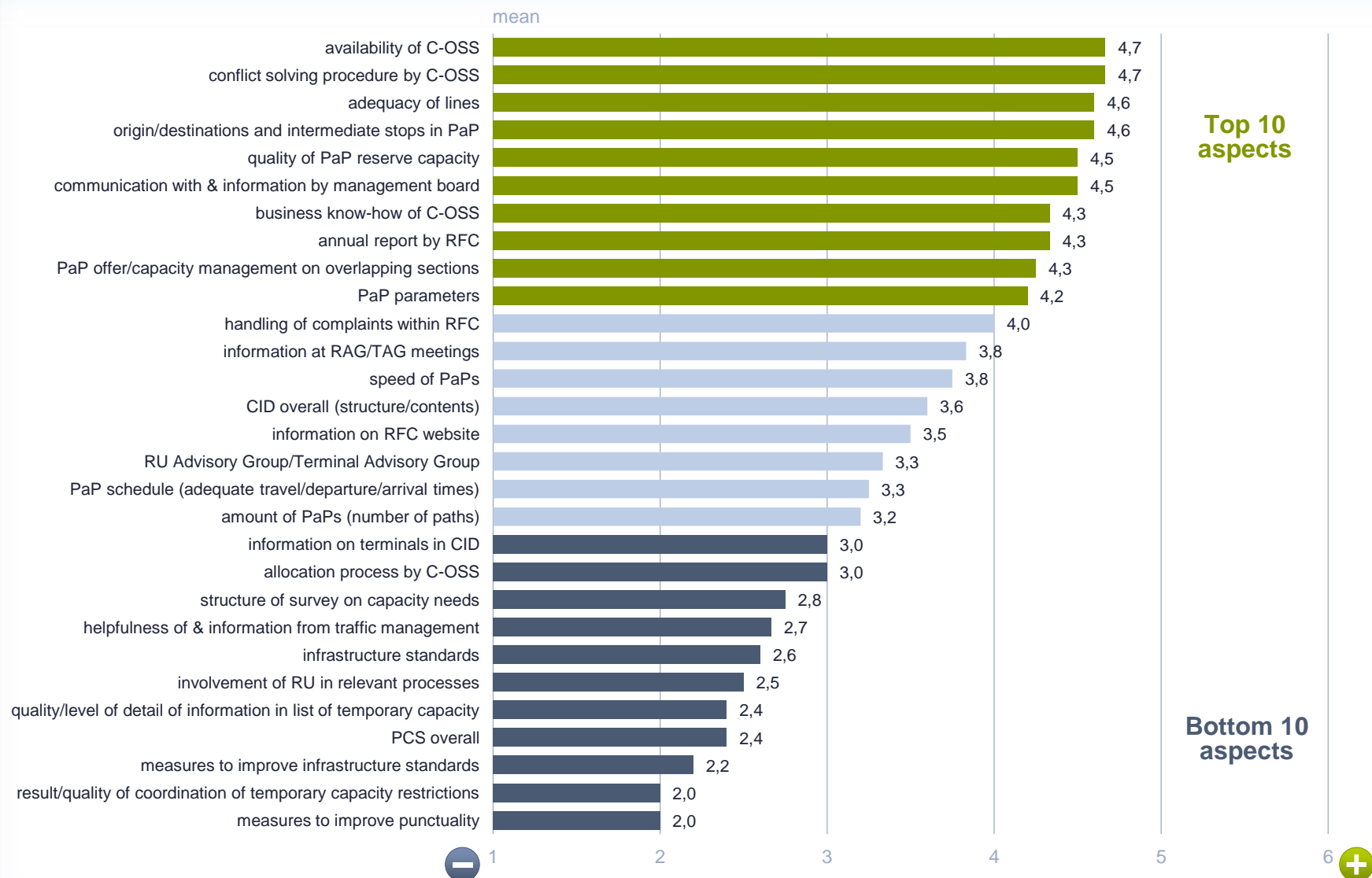
Non/Potential Users

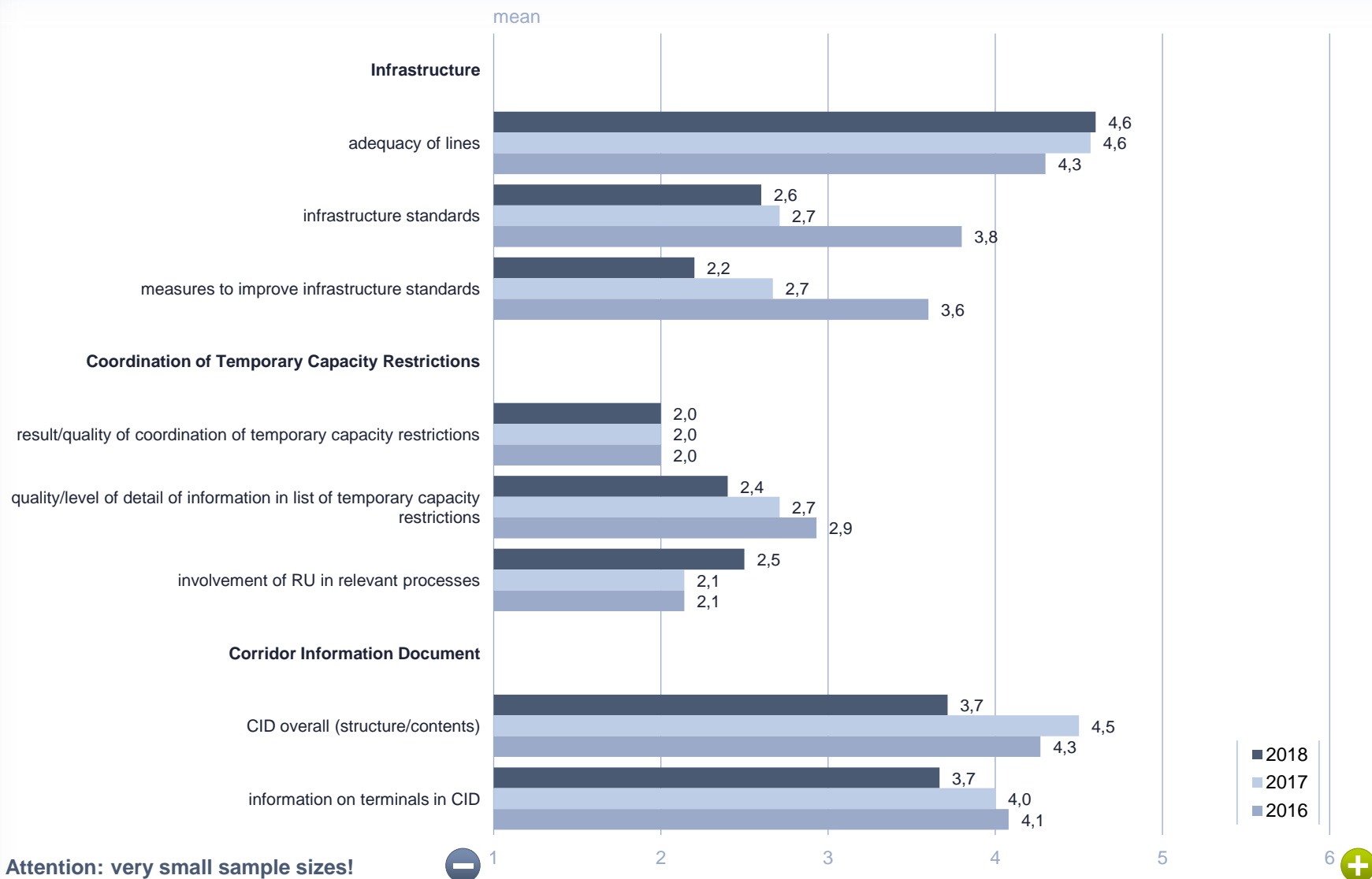


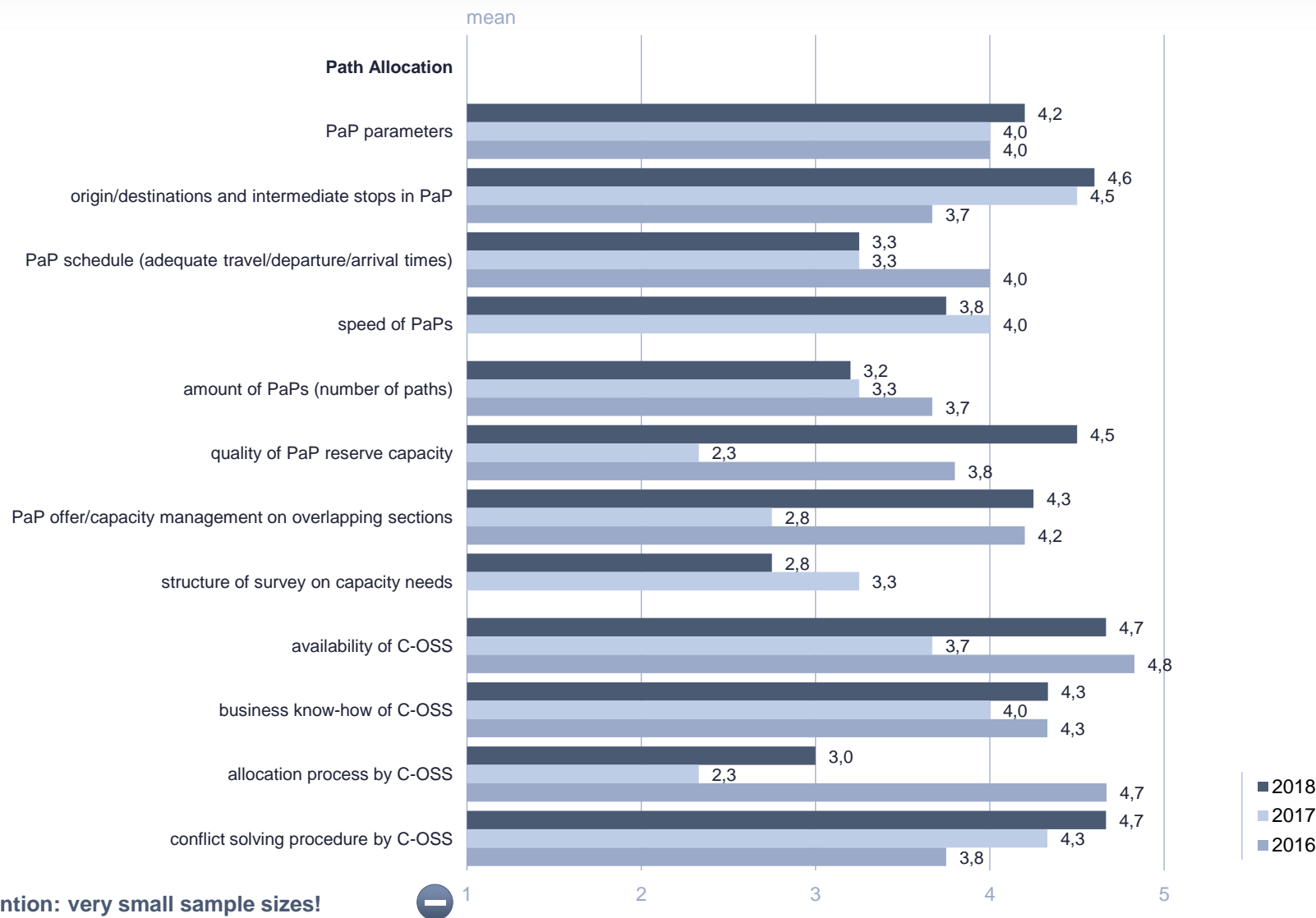
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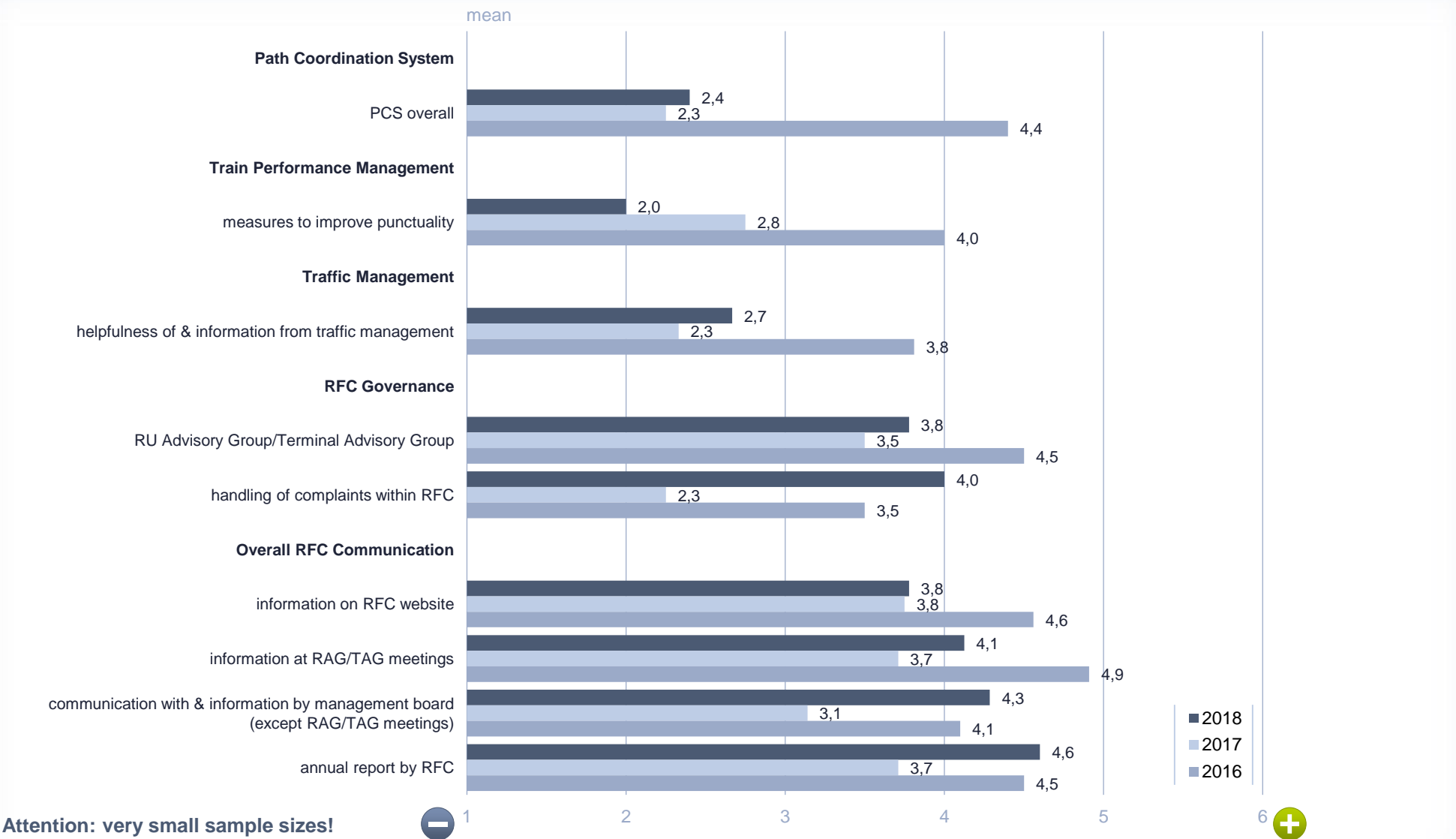
Summary

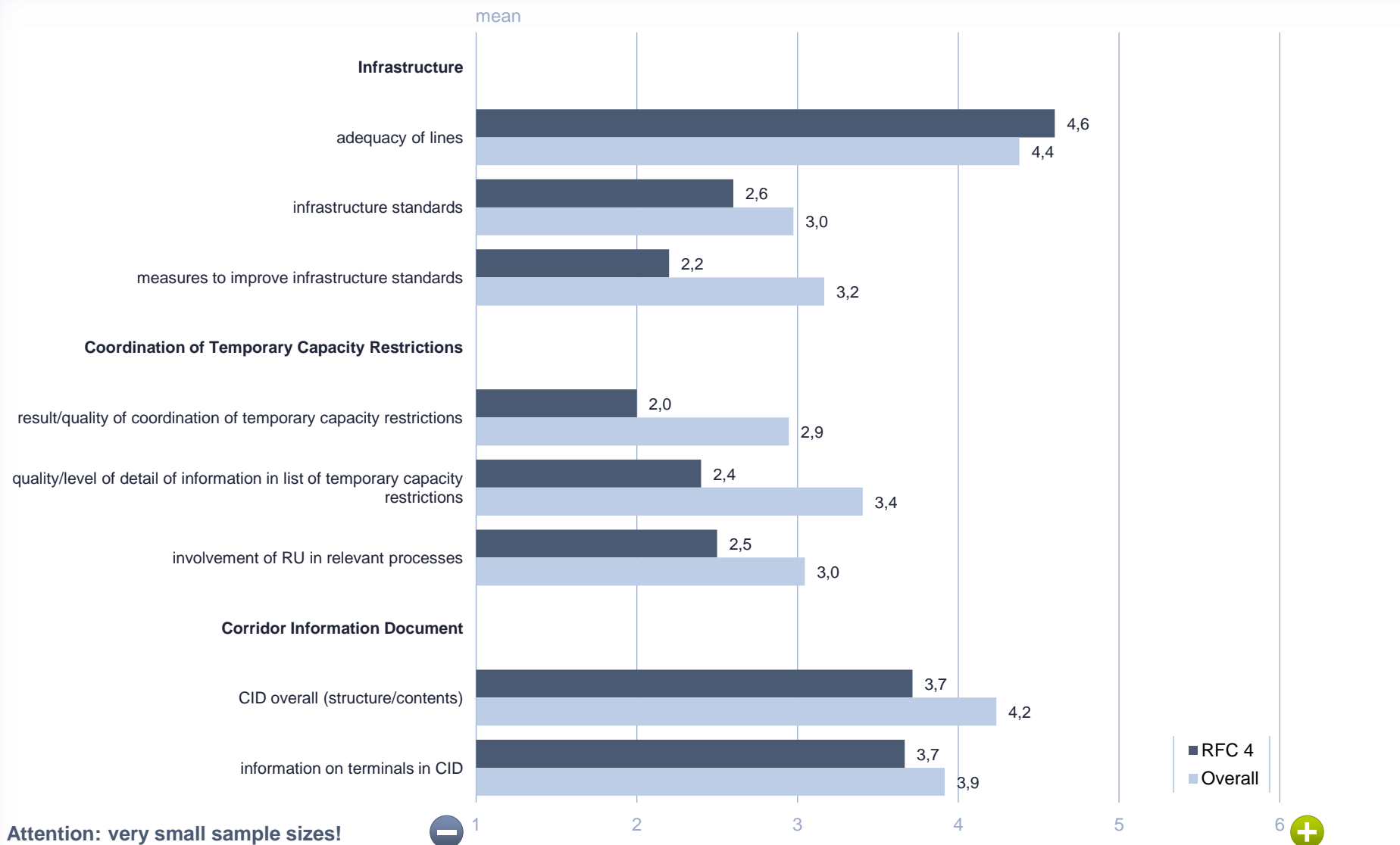


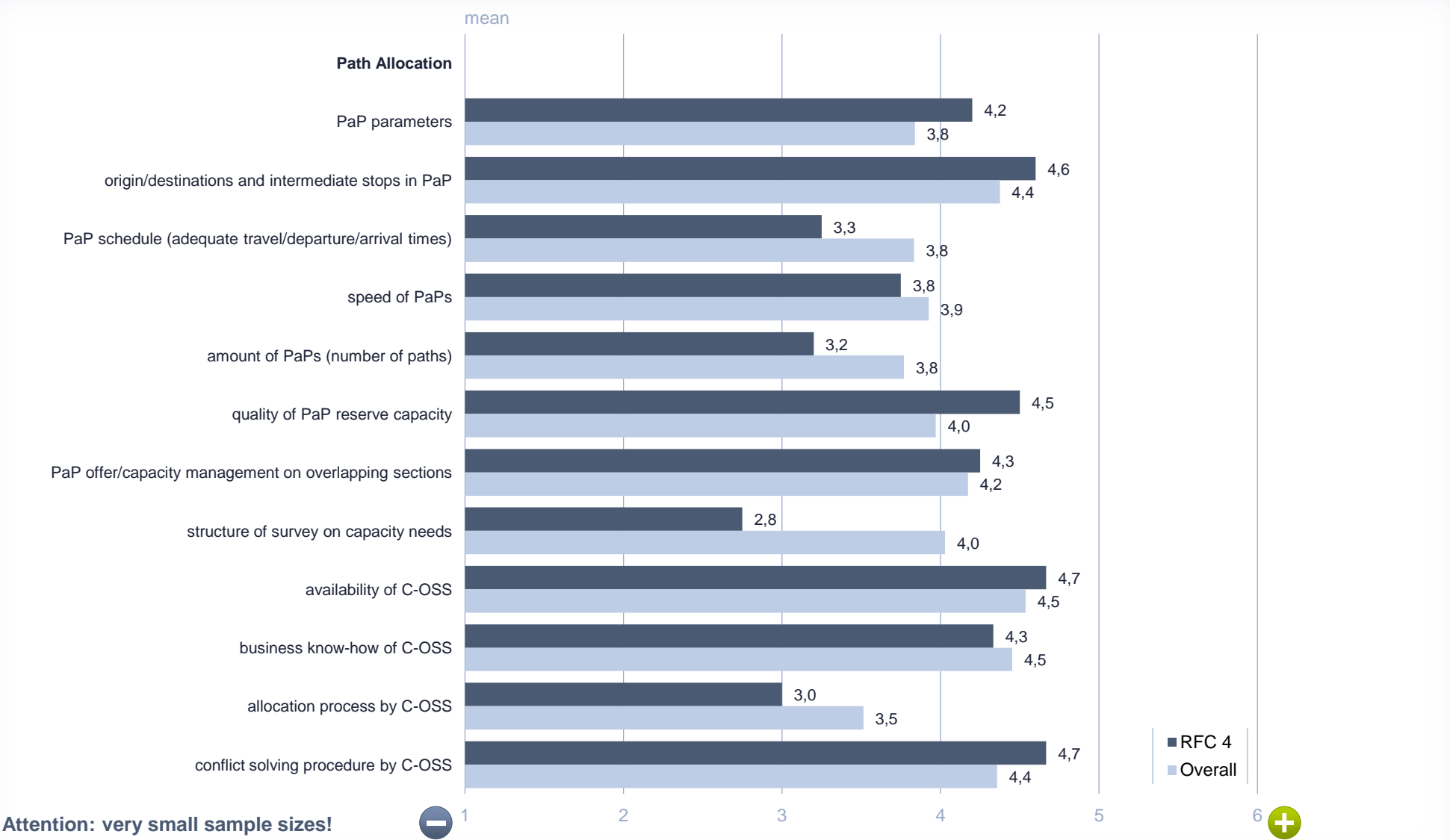


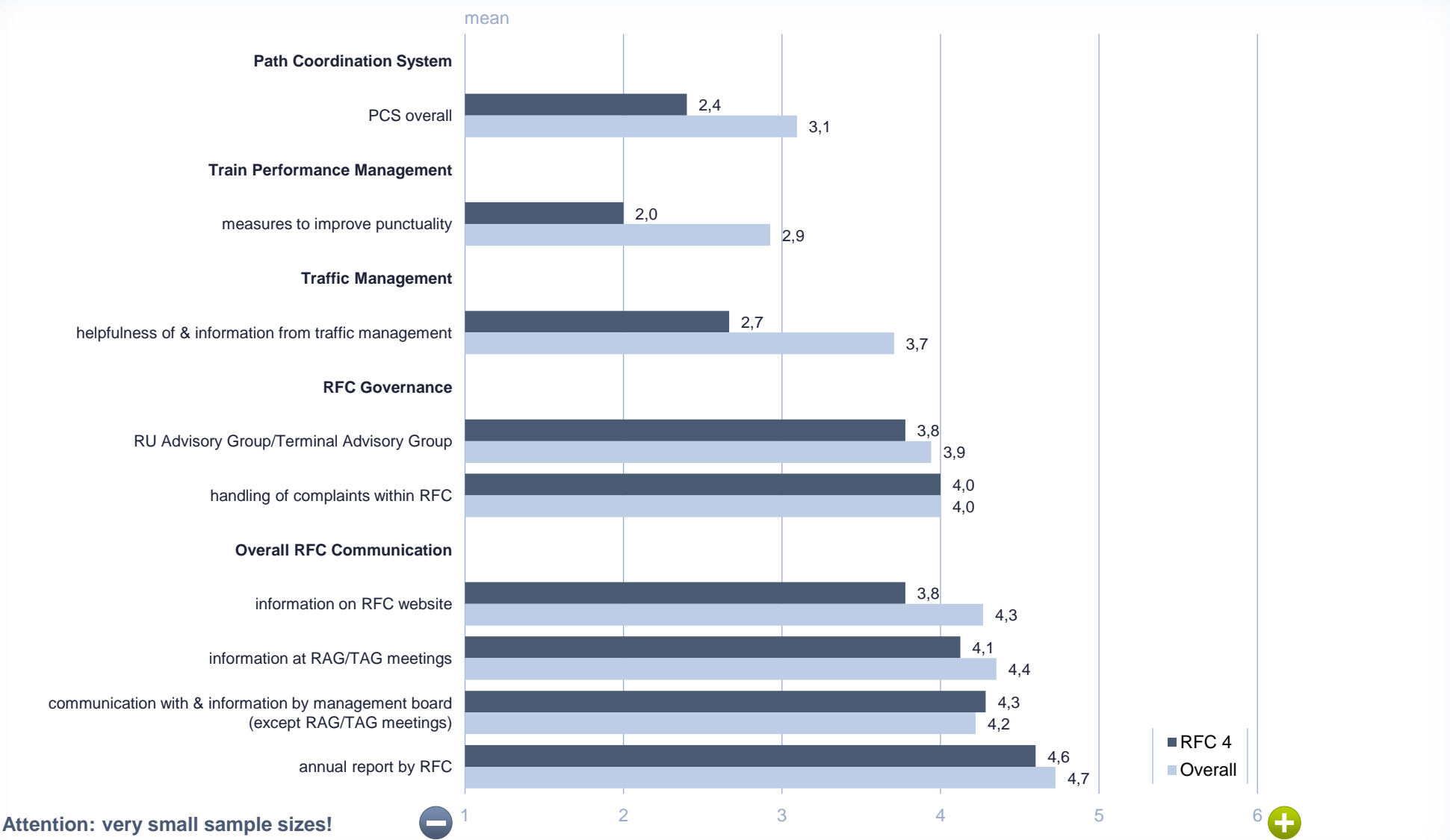














marketmind

Mag. Martin Fuchs

Senior Research Consultant

T +43-1-369 46 26-26, m.fuchs@marketmind.at
Porzellangasse 32, A-1090 Vienna, Austria
www.marketmind.at



marketmind

Dr. Christian Bosch

Managing Director

T +43-1-369 46 26-16, c.bosch@marketmind.at
Porzellangasse 32, A-1090 Vienna, Austria
www.marketmind.at