

Customer satisfaction survey Results & RFC 2 action plan

TAG - 23 September 2015



Survey design

- Survey organised by RNE
 - Common for RFC 1, 2, 4, 6, 7, 9
 - Field phase 3 September to 6 October 2014
 - Respondents :
 - 62 for all corridors
 - 15 for RFC 2
 - 14 RFC 2 users, 1 non-user
 - 5 agreed to forward names
- Therefore results have to be taken cautiously**
- Computer Aided Web Interviews (CAWI)
 - Marks: 1 (very unsatisfied) to 6 (very satisfied)



Conclusion

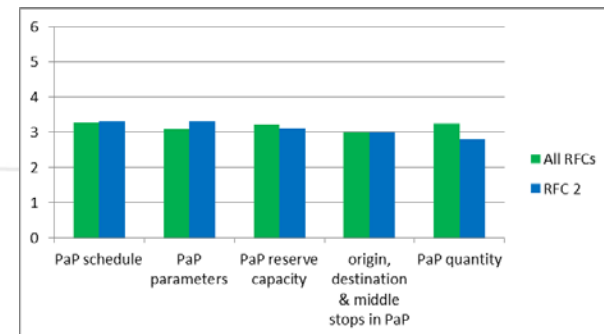
- Positive feedback on
 - The representation of RUs in the governance and the communication with MB
 - The professionalism of the **C-OSS**/performance manager
- Efforts have to be made on PCS (**tool for capacity allocation**) and **PaP offer**
- Answers on open questions mainly show an interest in having **further homogenisation** between RFCs
- RFC 2 has **similar results** as all corridors. This and the wish for further harmonisation show that most developments have to be made Europe wide



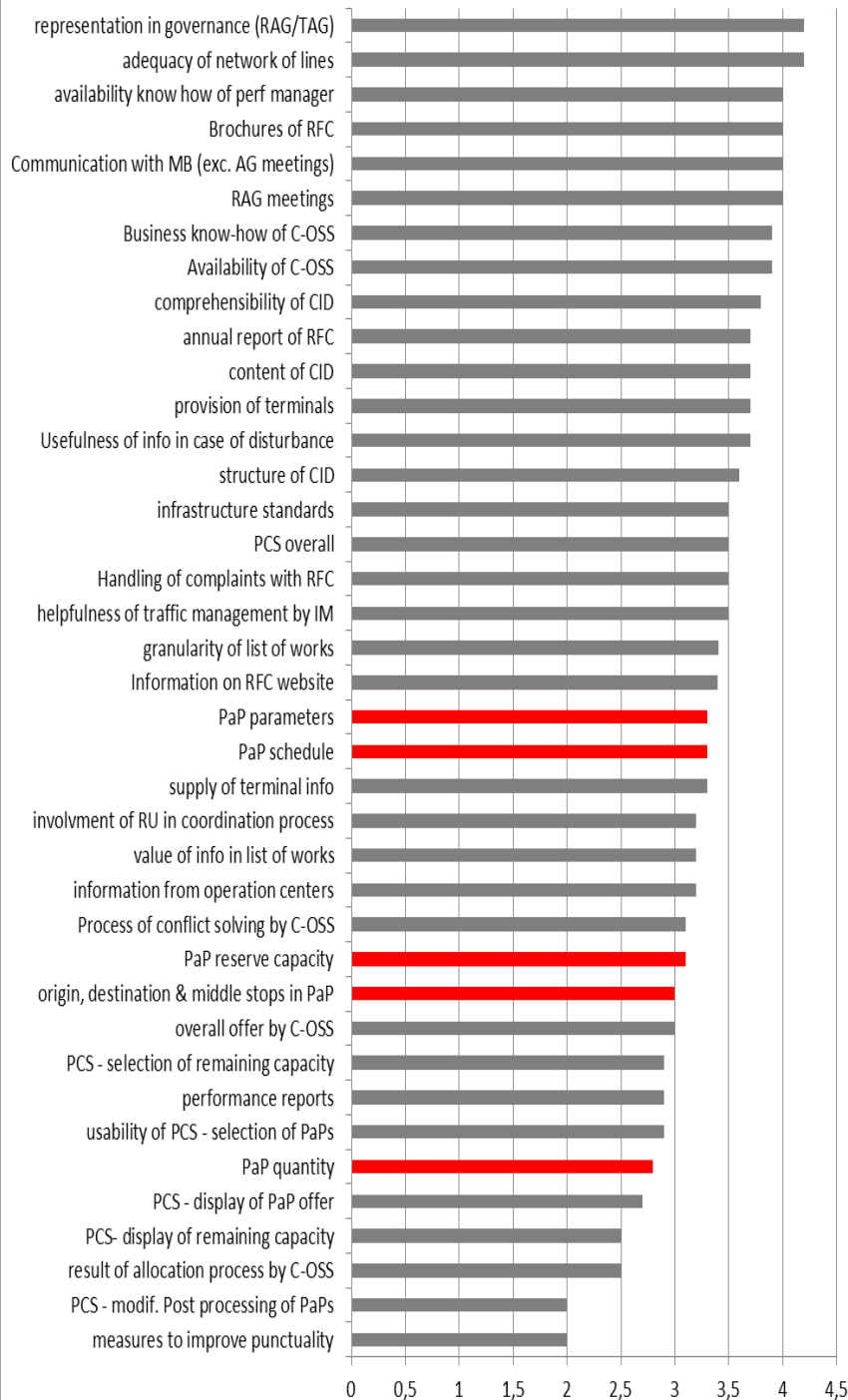
Satisfaction with PaPs

Action plan in 2015 for 2016

- 2016 TT PaPs were made taking even more customers' needs into consideration (*short term*)
- 2016 TT offer was 19% higher compared to 2015 TT offer, for the same lines (*short term*)
- *The red should go up*



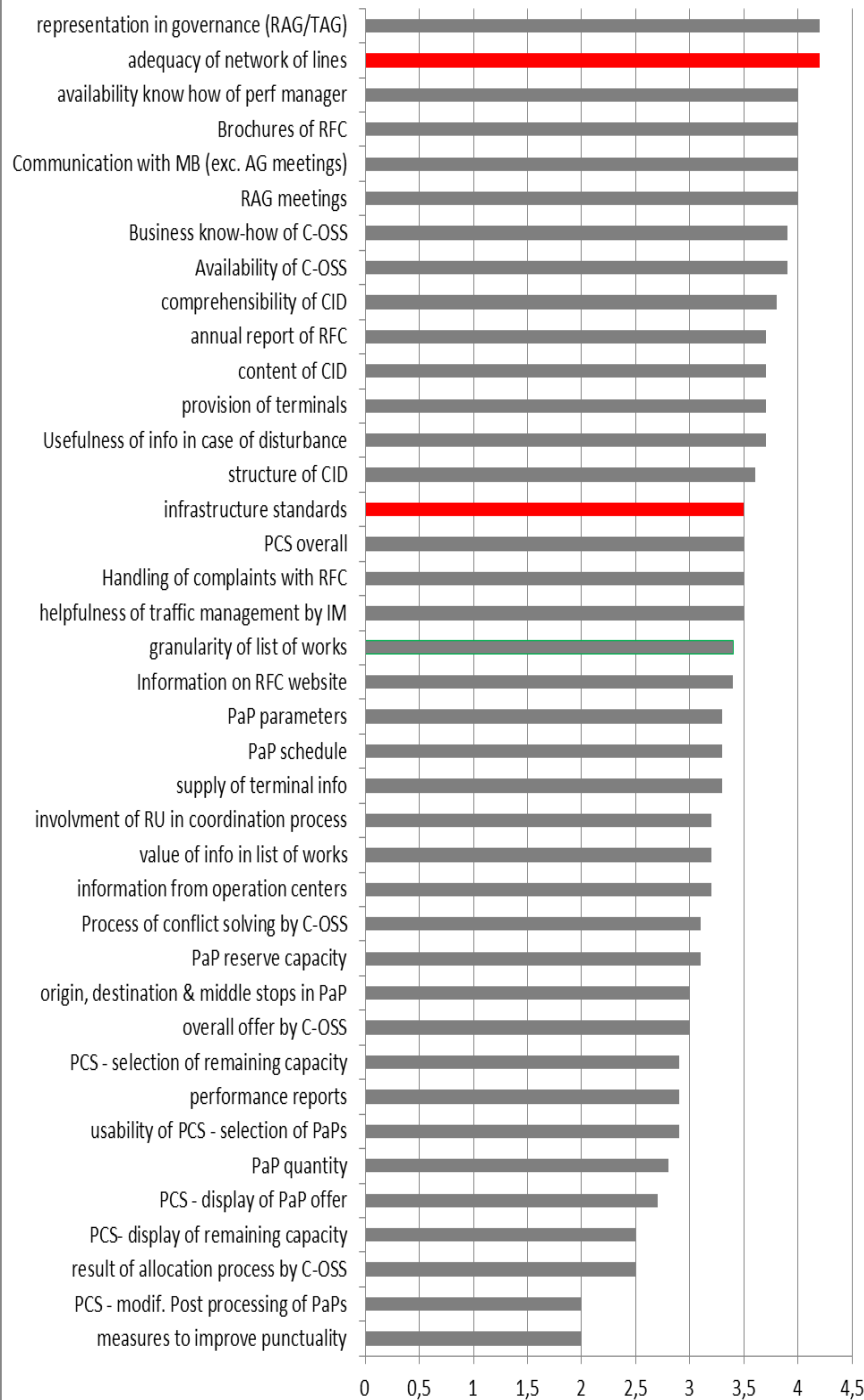
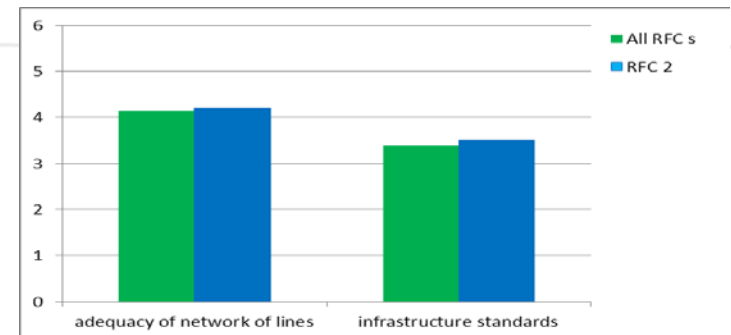
easier, faster, safer



Satisfaction with infrastructure

Action plan

- RAG working groups « infrastructure upgrade », « RFC North Sea – Med competitiveness » are currently assessing customers' needs and discussing about possible infrastructure upgrades (*short term*)
- ERTMS is being deployed on the corridor (*medium term*)
- Infrabel will study the possibility to upgrade train length in Belgium to 740 meters at all times (*short term for the study – medium to long term for the works*)
- CFL and SNCF Réseau are studying the possibility to upgrade the loading gauge on the Luxemburg and French part of the corridor (*short term for the study – medium to long term for the works*)

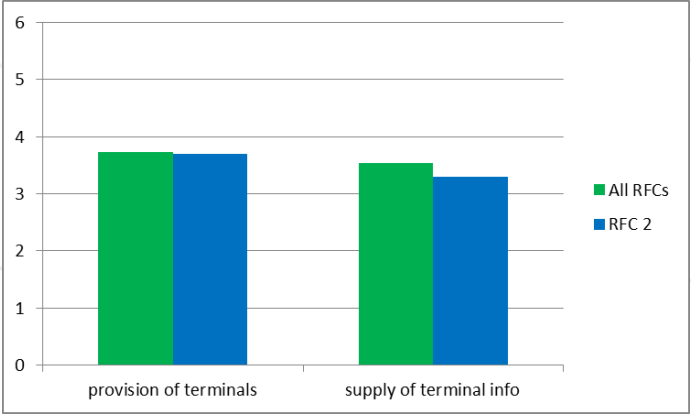


Satisfaction with terminal services

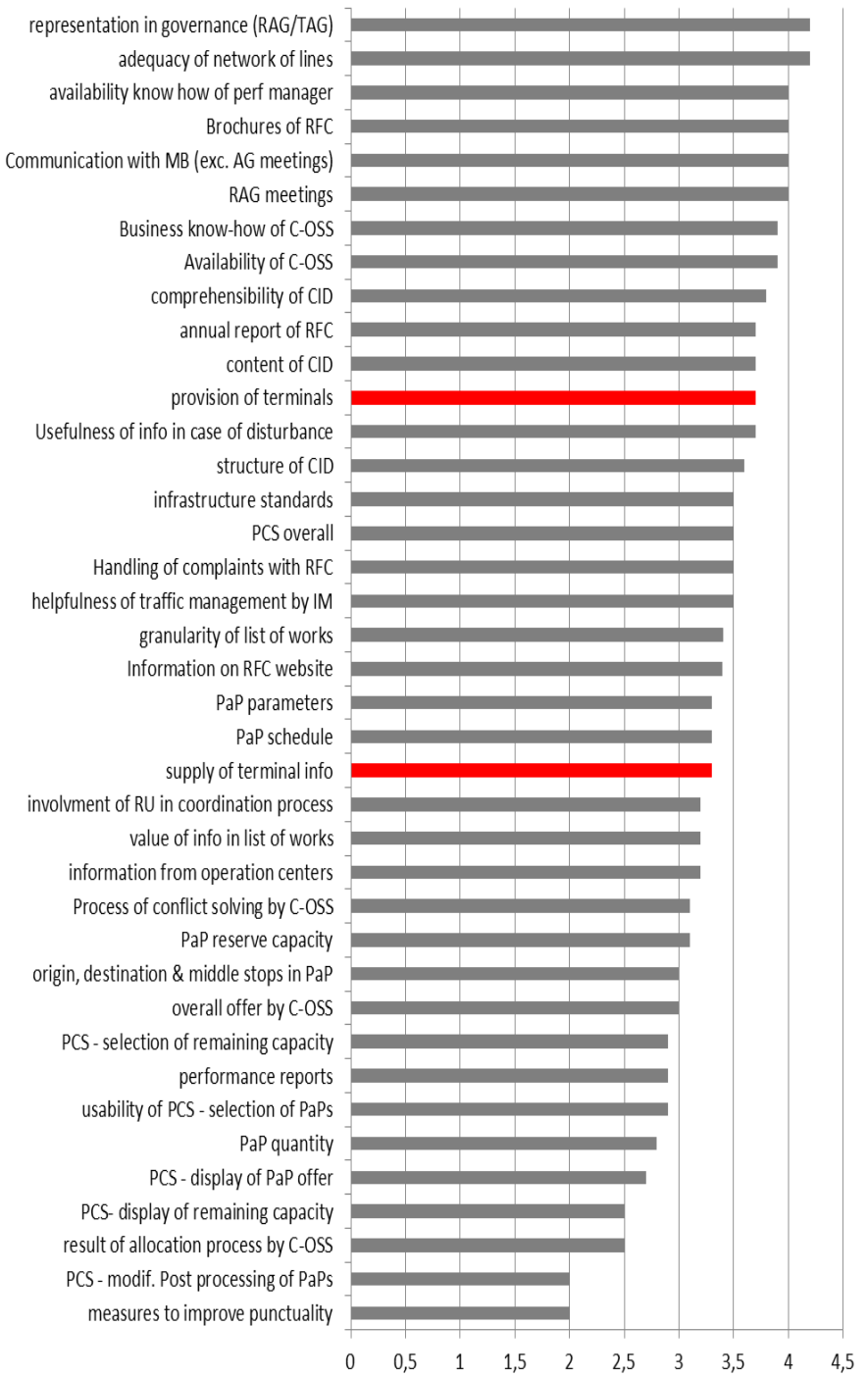
(not services provided by terminals)

Action plan

- The CID has a link to the terminal website when there is no link to the information form (*short term*)
- RFC 2 will motivate terminals to provide requested information (*short term*)



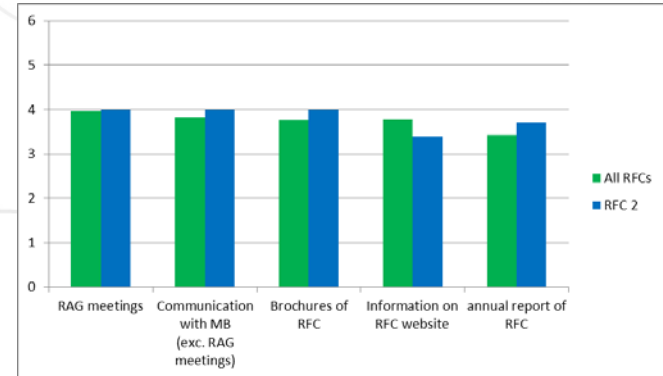
easier, faster, safer



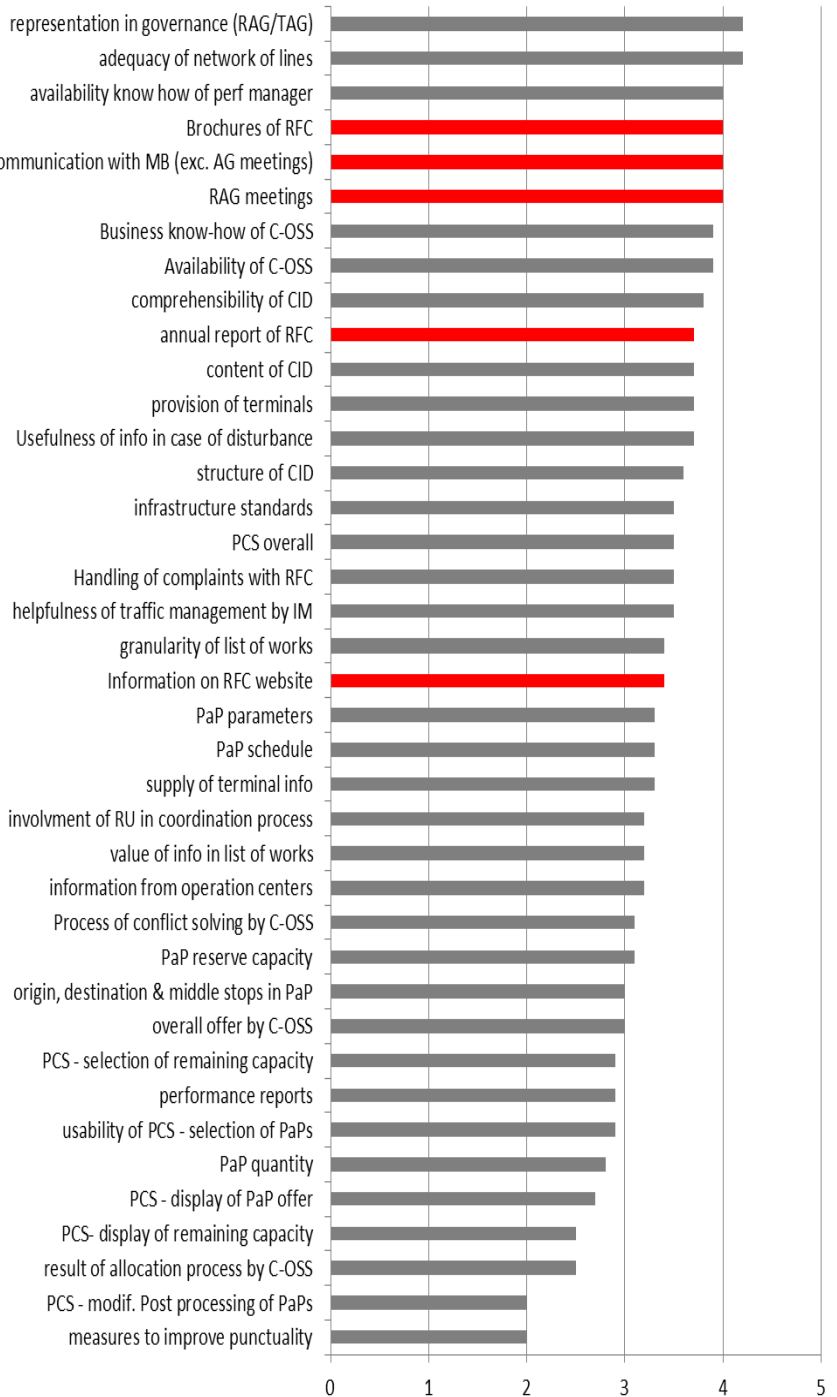
Satisfaction with overall communication

Action plan

- RFC 2 website is now in English & French (*short term*)
- A web-based application (Electronic data management system) containing all RAG working groups' documents will soon be available to members of the RAG (*short term*)



easier, faster, safer



The sole responsibility of this publication lies with the author.
The European Union is not responsible for any use that may be made of the information contained there in.

Contact

oss@rfc2.eu

www.rfc-northsea-med.eu

ProRail

INFRABEL
Right On Track

NetworkRail

SNCF
RÉSEAU



CFL



ACF

 **SBB CFF FFS**

trasse.ch
trasse | schweiz | ag
sillon | suisse | sa
traccia | svizzera | sa
swiss | train paths | ltd



Co-financed by the European Union

Trans-European Transport Network (TEN-T)