

Customer satisfaction survey Results & RFC 2 action plan

RAG - 27 May 2015



Co-financed by the European Union
Trans-European Transport Network (TEN-T)

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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

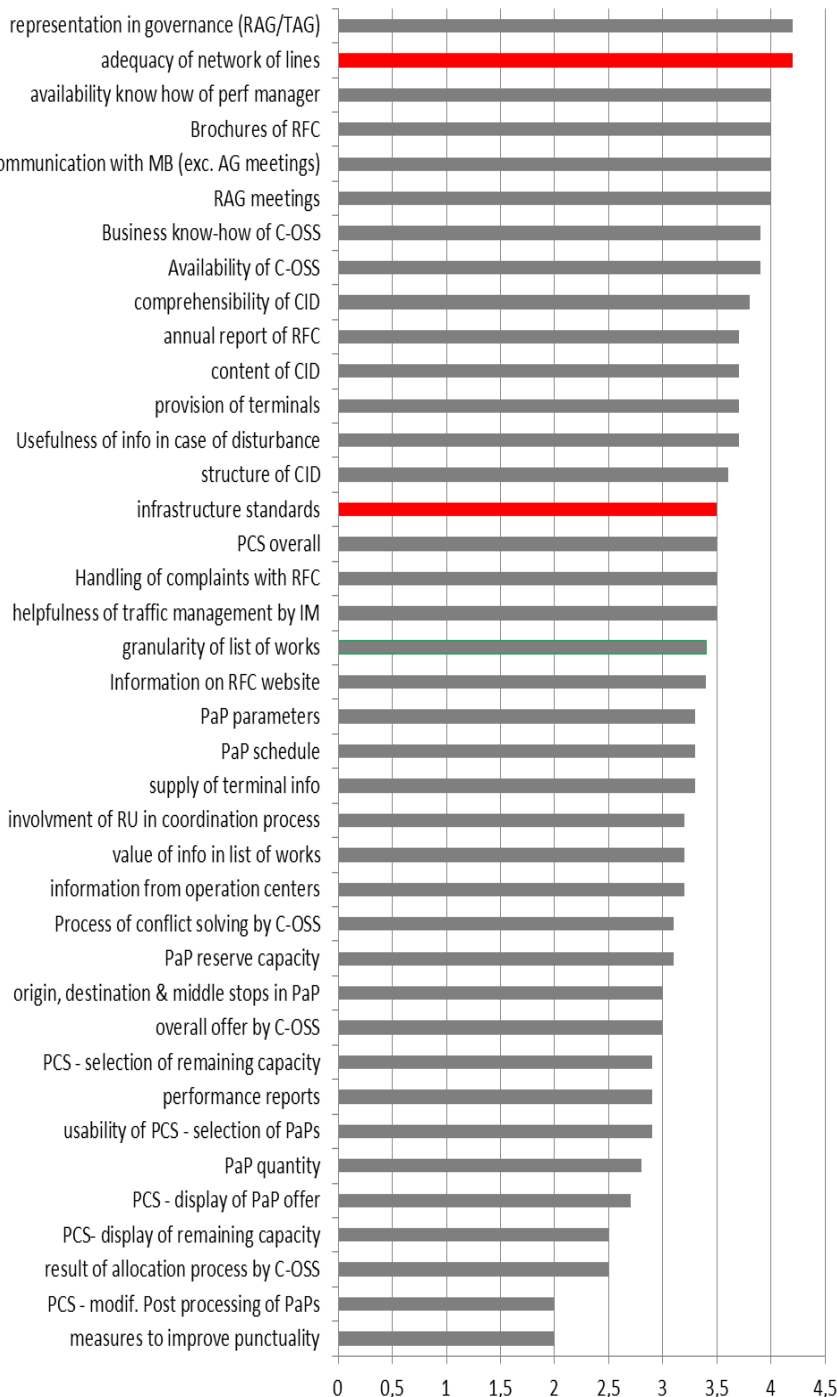
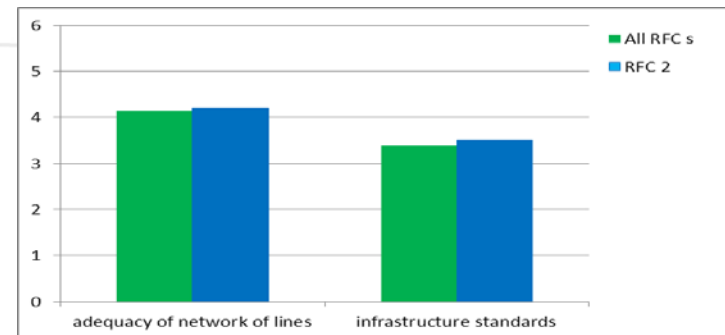
- Positive feedback on
 - The representation of RUs in the governance and the communication with MB
 - The professionalism of the C-OSS/performance manager
- Efforts have to be made on PCS and PaP offer
- Answers on open questions mainly show an interest in having further homogenisation between RFCs
- 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 infrastructure

Action plan

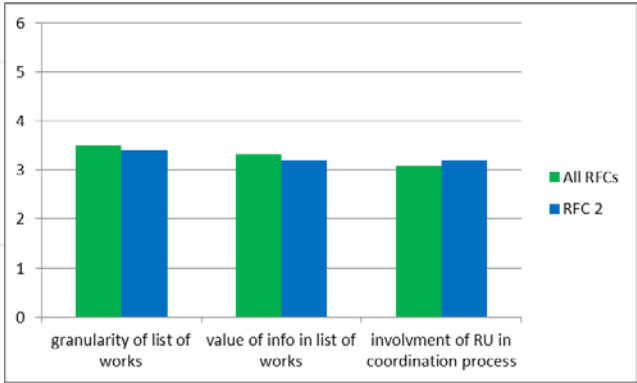
- RAG working groups « infrastructure upgrade », « RFC North Sea – Med competitiveness » are currently assessing customers' needs and discussing about possible infrastructure upgrades (*short term*)
- ERTMS is being deployed on the corridor (*medium term*)
- Infrabel will study the possibility to upgrade 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*)



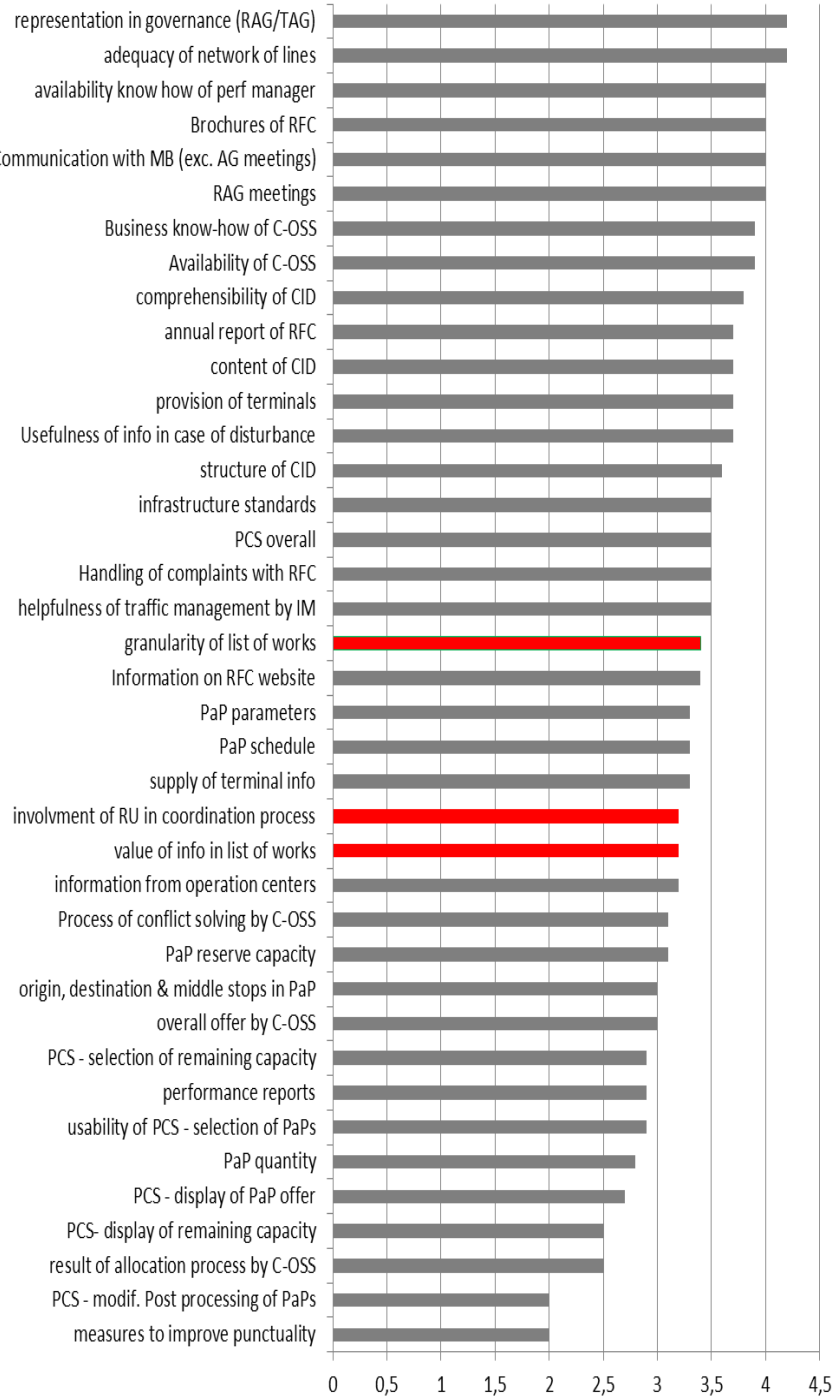
Satisfaction with coordination of works

Action plan

- RNE has launched a project to improve the publication of list of works (*short term*)
- A RAG working group is involved in the coordination of works process (*short term*)



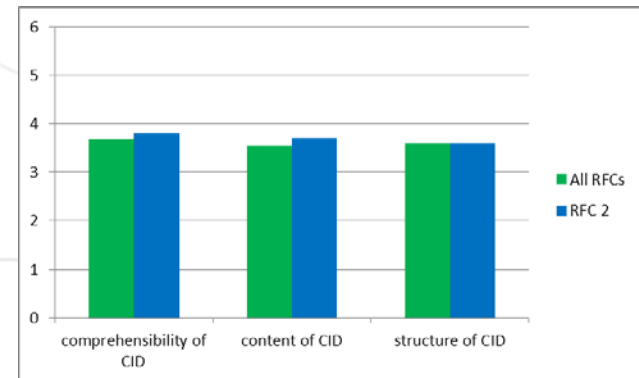
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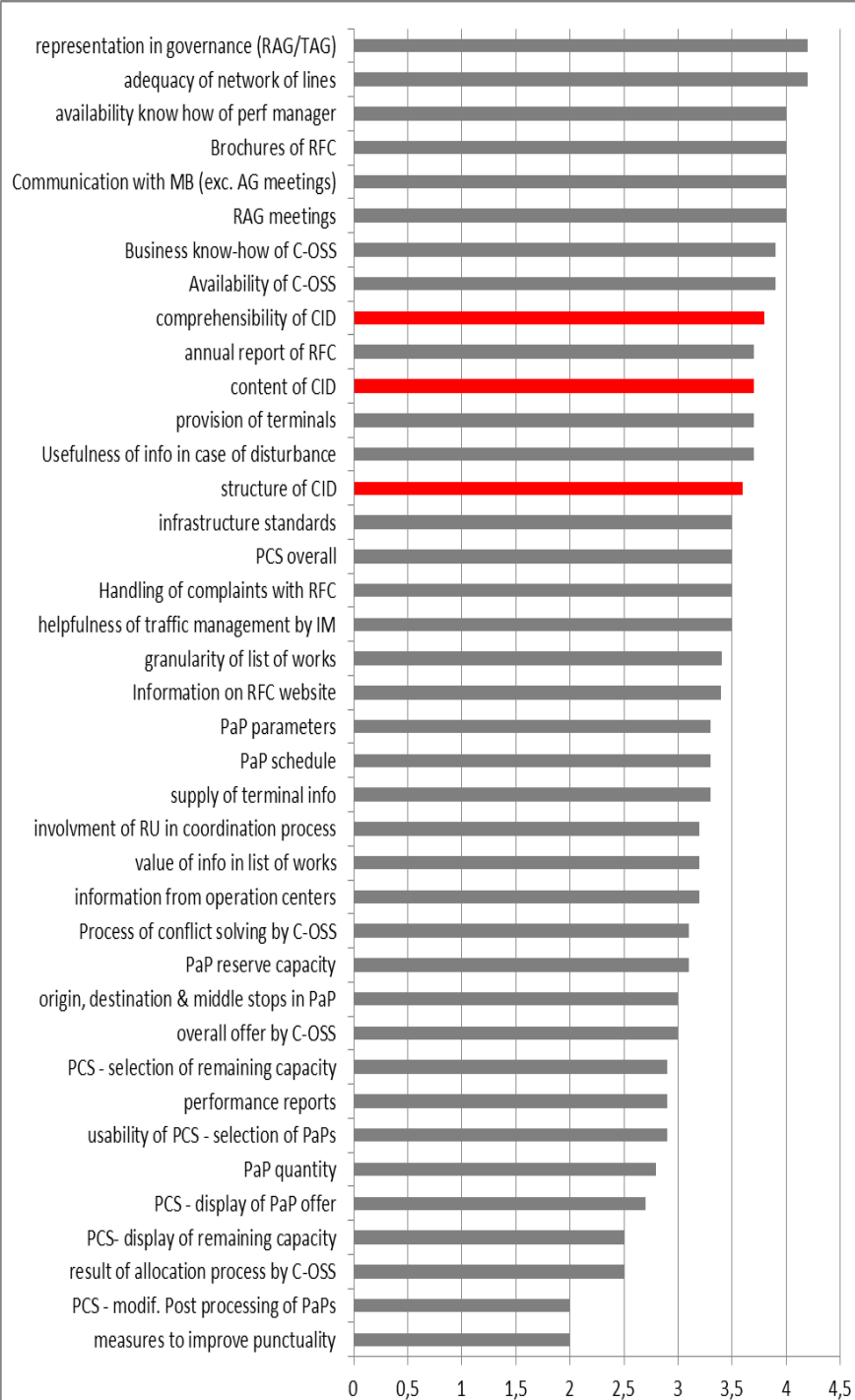
Satisfaction with CID

Action plan

- The RFC 2 CID structure has been improved for the 2016 TT CID (mainly Book IV) and harmonised with the other corridors (*short term*)



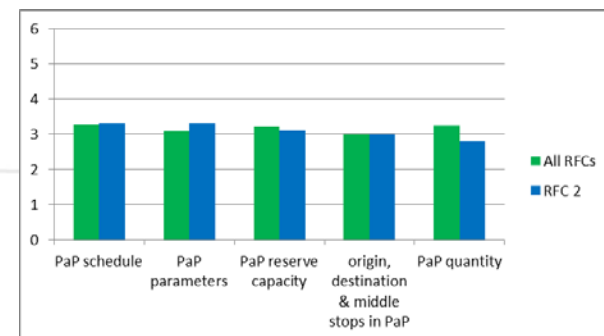
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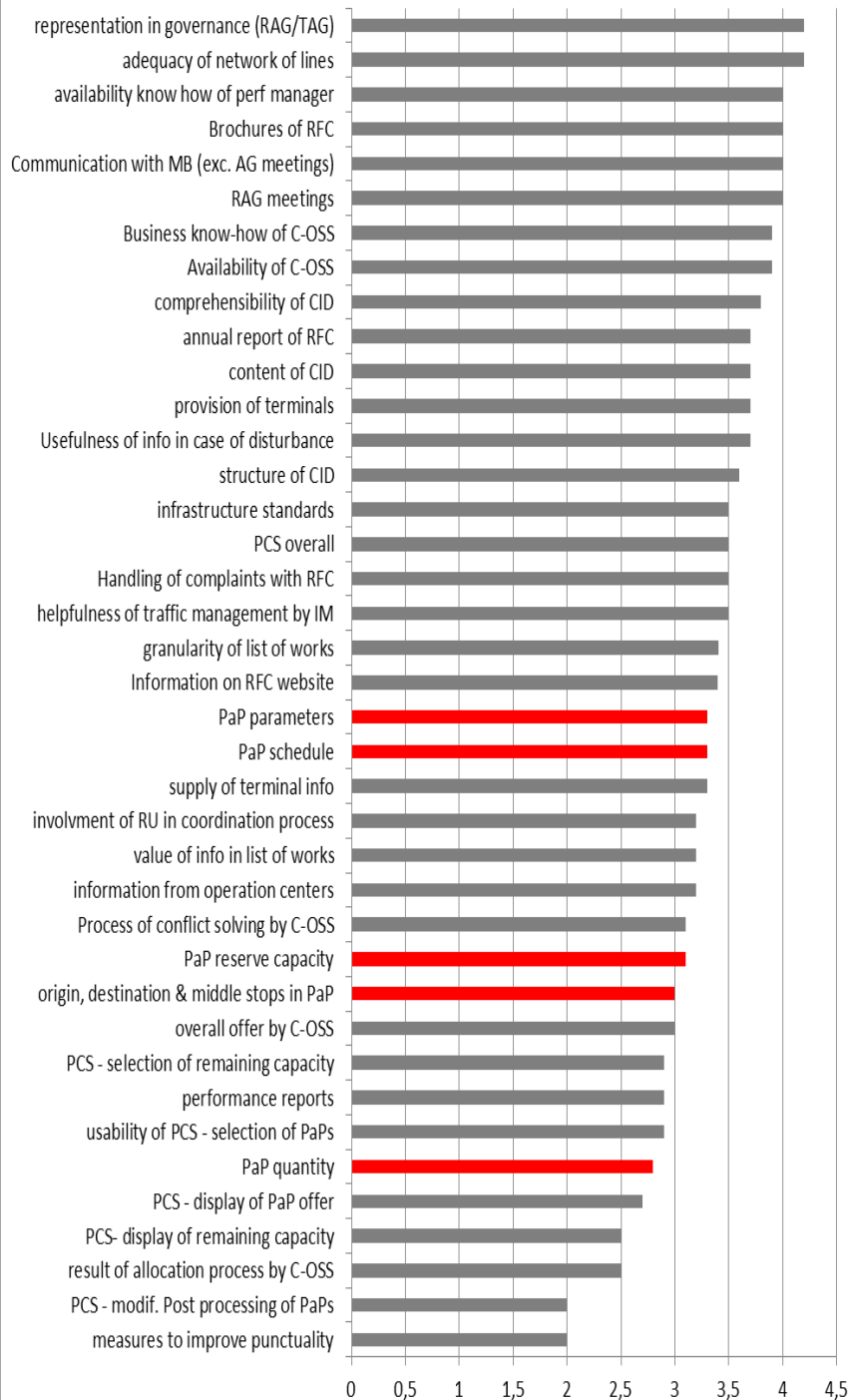
Satisfaction with PaPs

Action plan

- 2016 TT PaPs were made taking even more customers' needs into consideration (*short term*)
- 2016 TT offer is 19% higher compared to 2015 TT offer, for the same lines (*short term*)
- the MB considers the possibility of having more flexible PaPs, so called "Flex PaPs" (*short term*)



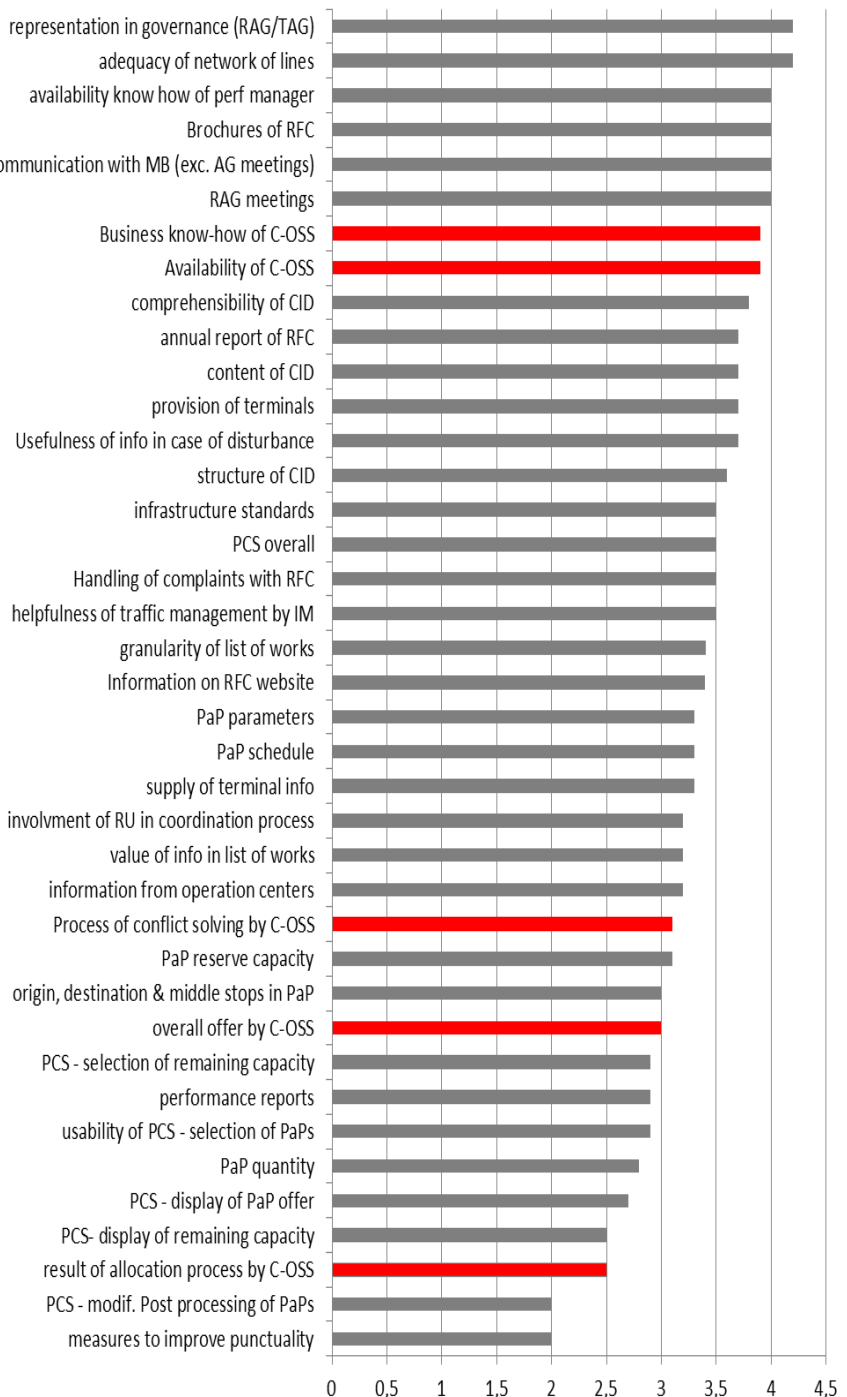
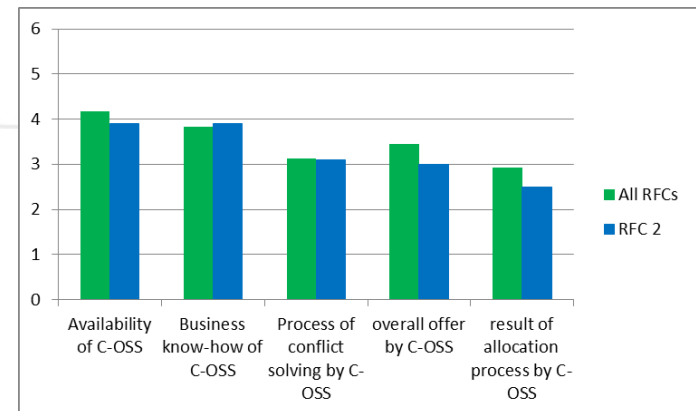
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Satisfaction with C-OSS

Action plan

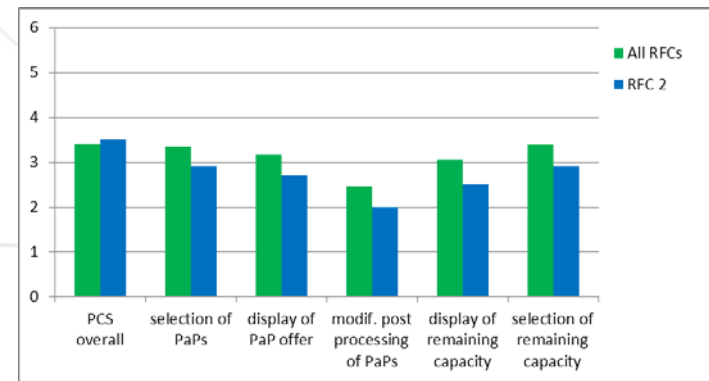
- The new framework for capacity allocation implements a consultation process in case of conflict and clarifies the conflict solving process (*short term*)
- About the availability of the C-OSS, 2 new members of the Permanent Team recently got knowledge of PCS (*short term*)
- Action plan on PaPs (see slide 7)



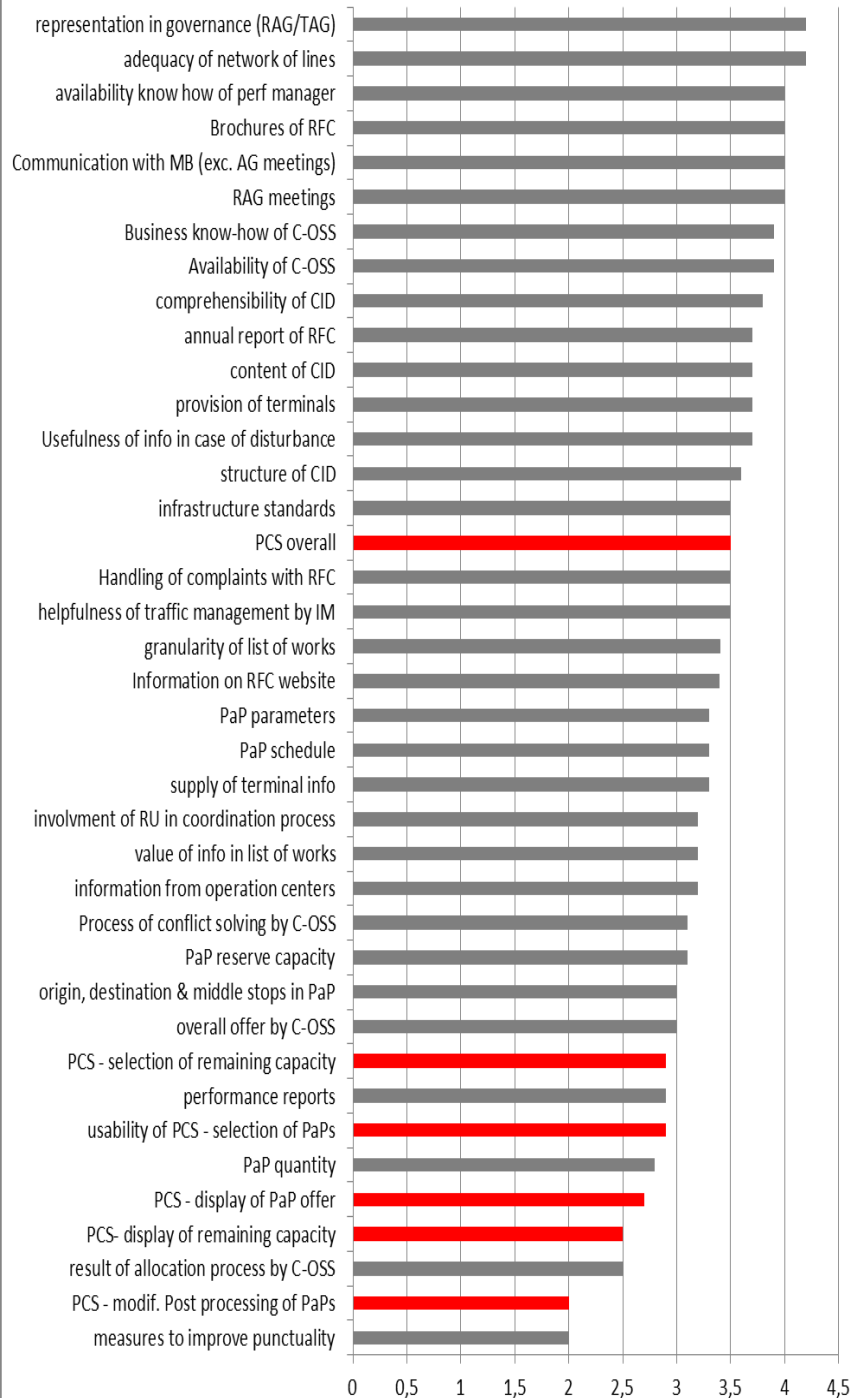
Satisfaction with PCS

Action plan

- RNE implemented new releases for corridors in December 2014, following requests by customers (*short term*)
- PCS « next generation » will be ready end 2015. It concerns the improvement of visualisation and usability (*short term*)



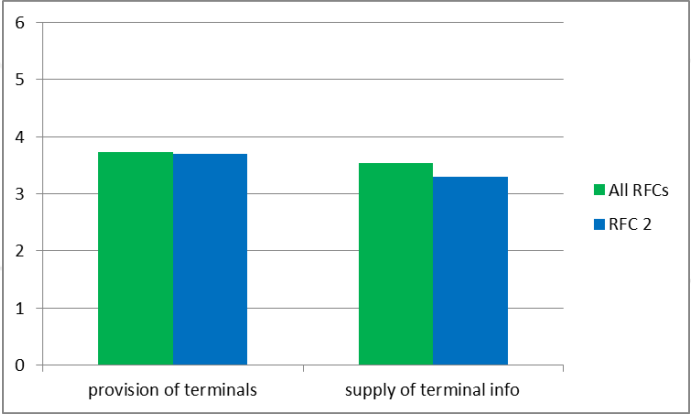
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Satisfaction with terminal services

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*)



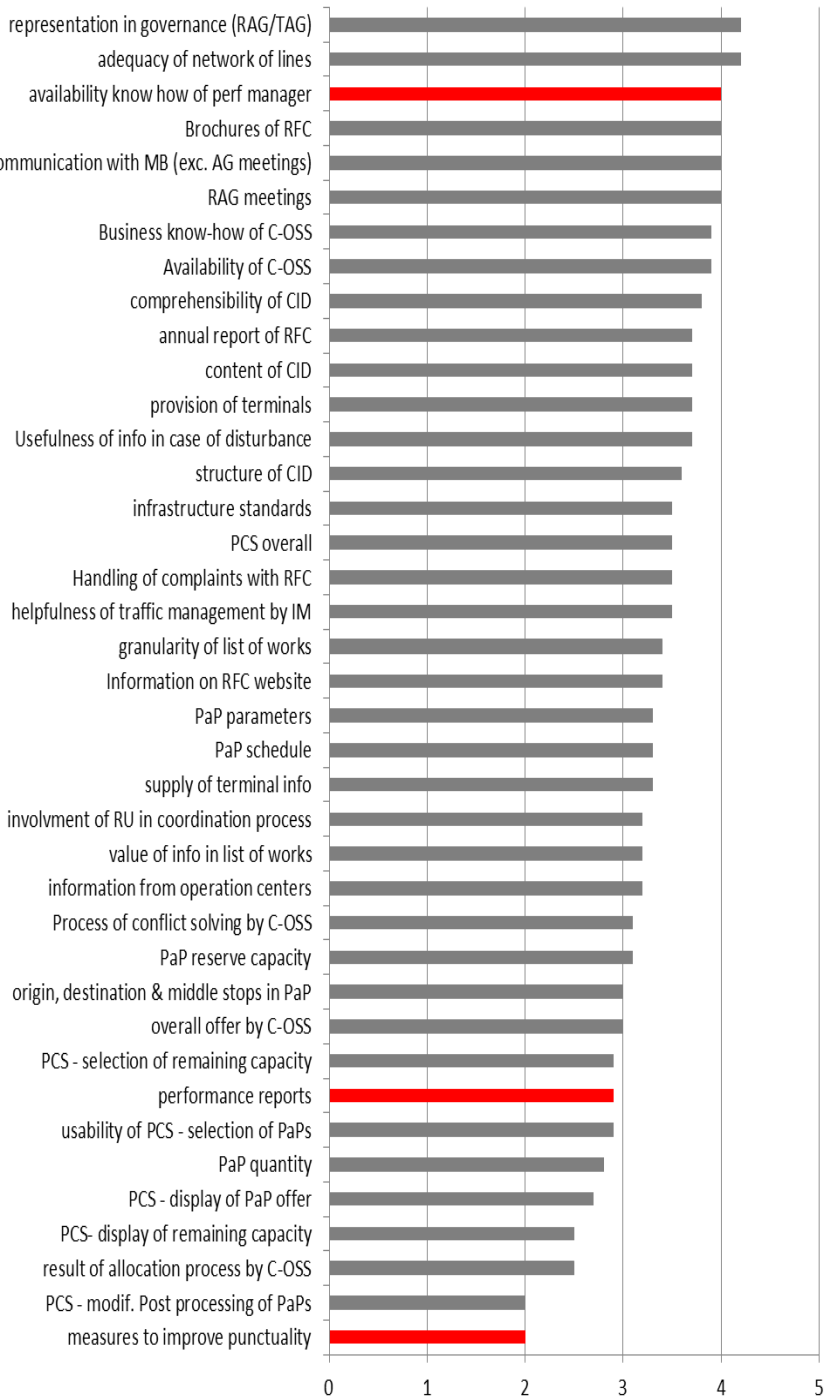
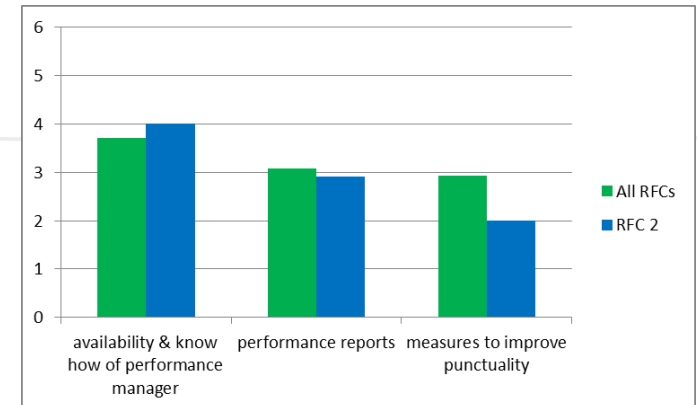
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Satisfaction with train performance management

Action plan

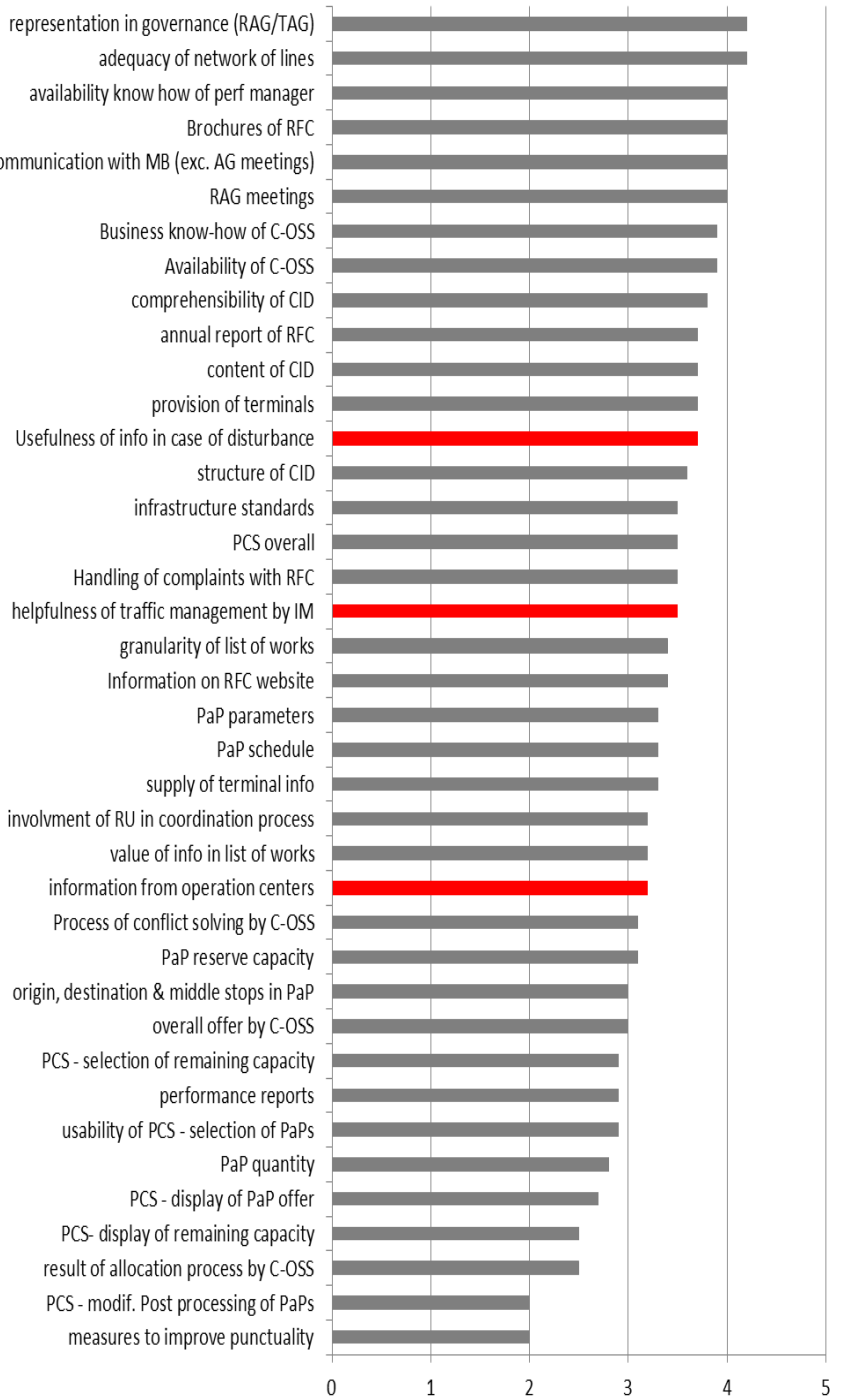
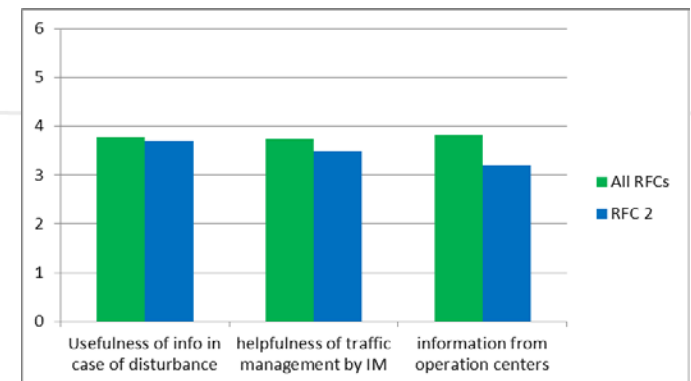
- An RNE working group has been launched with the aim to improve data quality, which is the basis for performance management (*medium term*)
- For the improvement of punctuality, see next slide about traffic management as these measures will finally improve punctuality



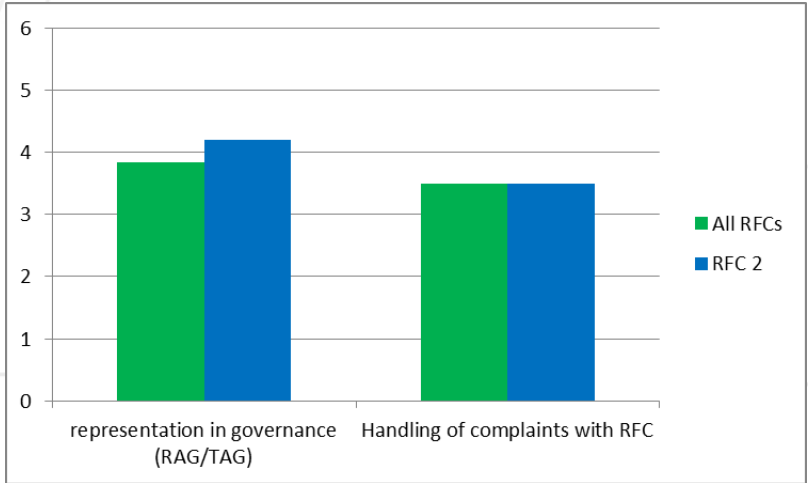
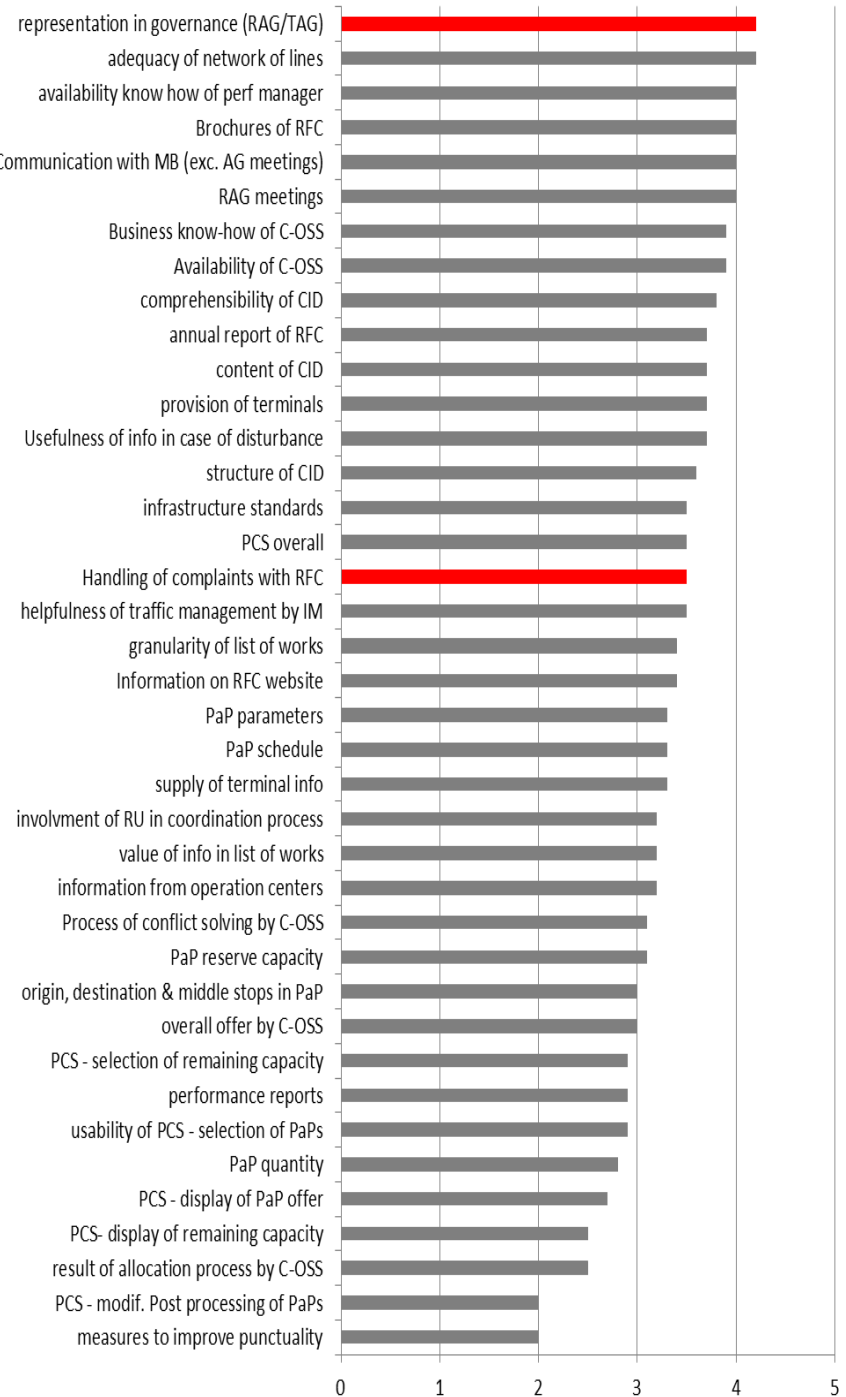
Satisfaction with traffic management

Action plan

- An RNE Project has been launched to create a common database to send running advice to neighbouring countries (*medium term*)
- The update of bilateral agreements and border operation rules is being finalised (*short term*)
- Studies have been launched to optimise rail freight transport in the last mile: at the entrance and in ports (*medium term*)

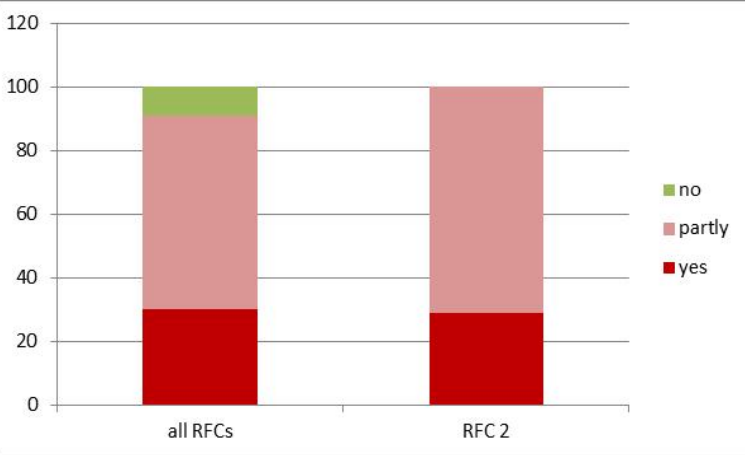


Satisfaction with cooperation with the MB (1)

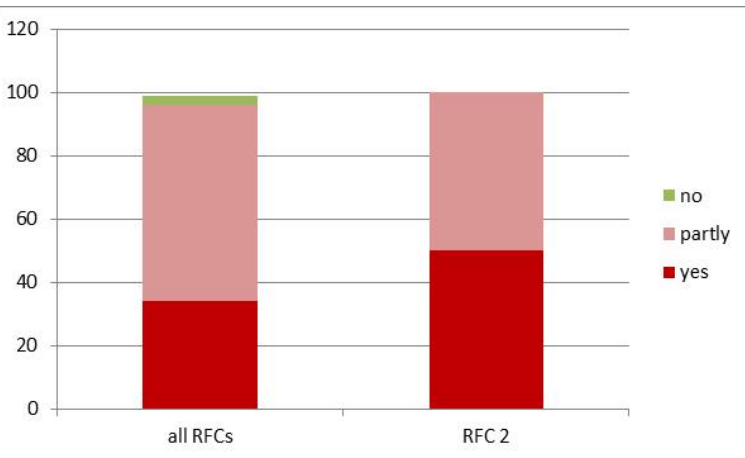


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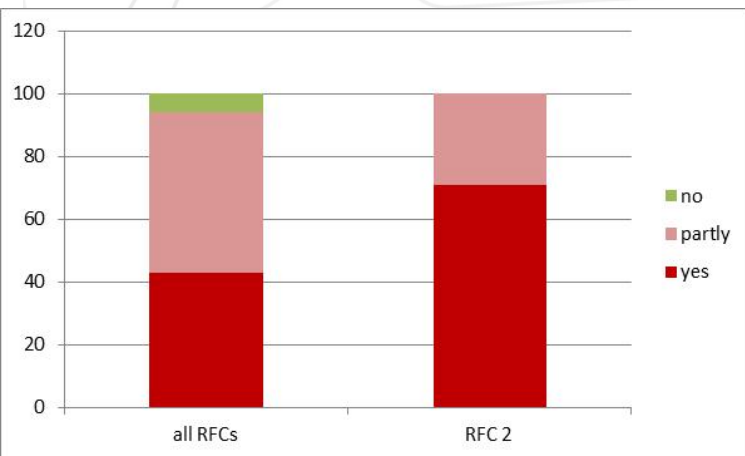
Satisfaction with cooperation with the MB (2)



Decisions by MB comprehensible



Opinion of Advisory groups properly considered



Information regarding functions of RFCs available and understandable

Action plan

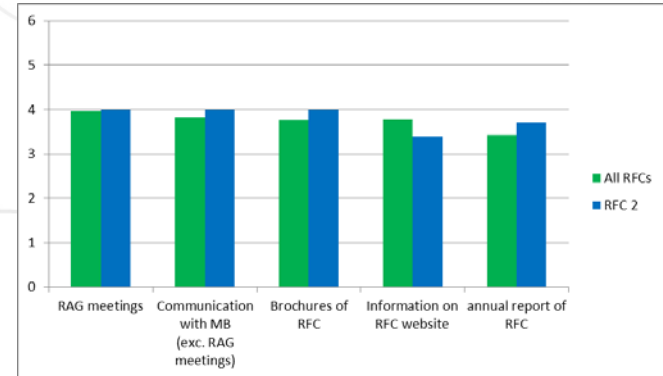
- Four RAG working groups have been launched to work on subjects requested by RUs (*short term*)
- Active applicants which are not RUs are now invited to RAG meetings (*short term*)
- See action plan on CID (slide 6) and communication (slide 15)

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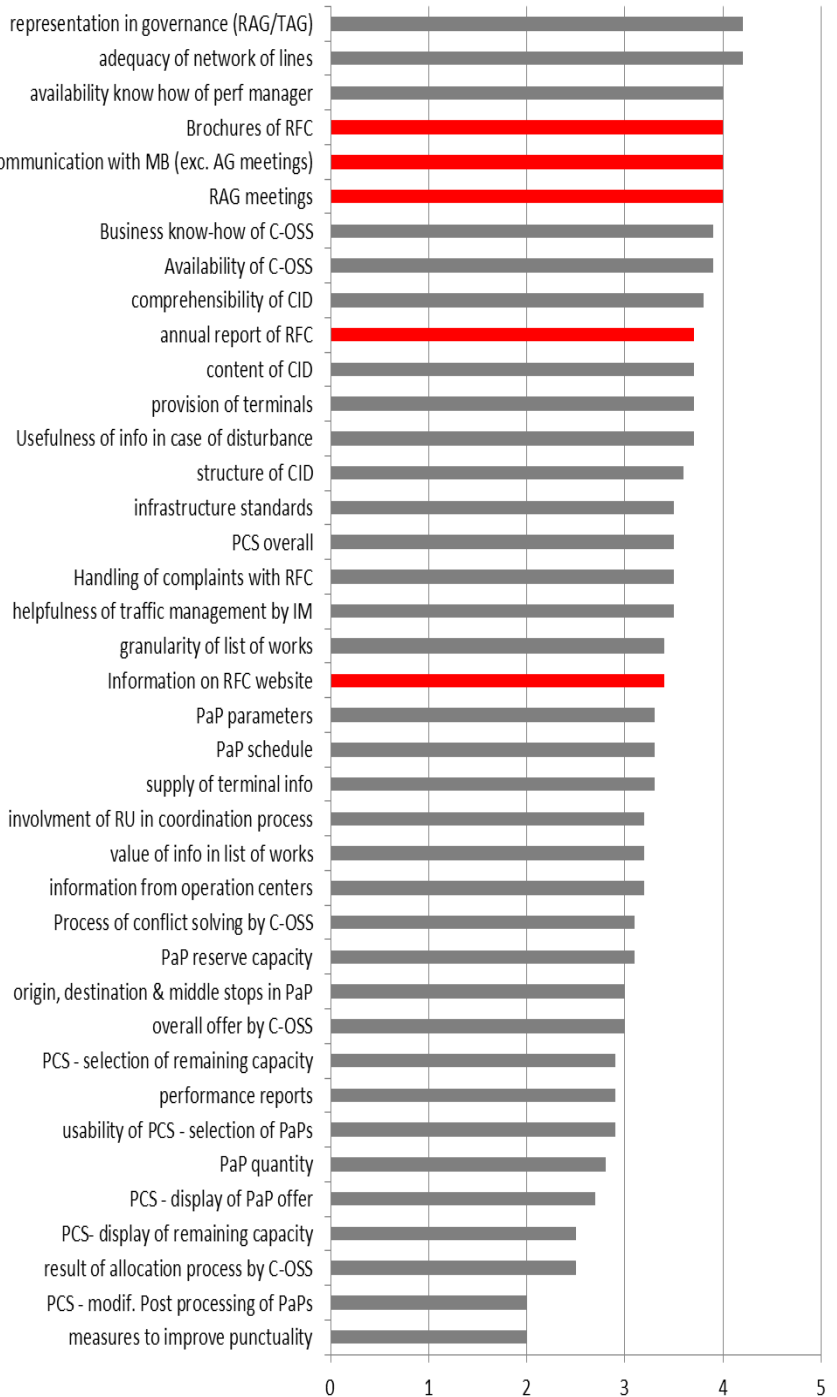
Satisfaction with overall communication

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*)



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2015 customer satisfaction survey

- Field phase: September 2015
- Mainly the same questions as in 2014
- To improve the response rate, we plan to send the questionnaire to one representative per applicant (instead of many), with task for him to dispatch the parts of the questionnaire he can't answer to his colleagues

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