

# RFC North Sea – Med User Satisfaction Survey Overall comparison Results 2014 to 2018

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TAG Meeting, Zeebrugge, 11th of December 2018



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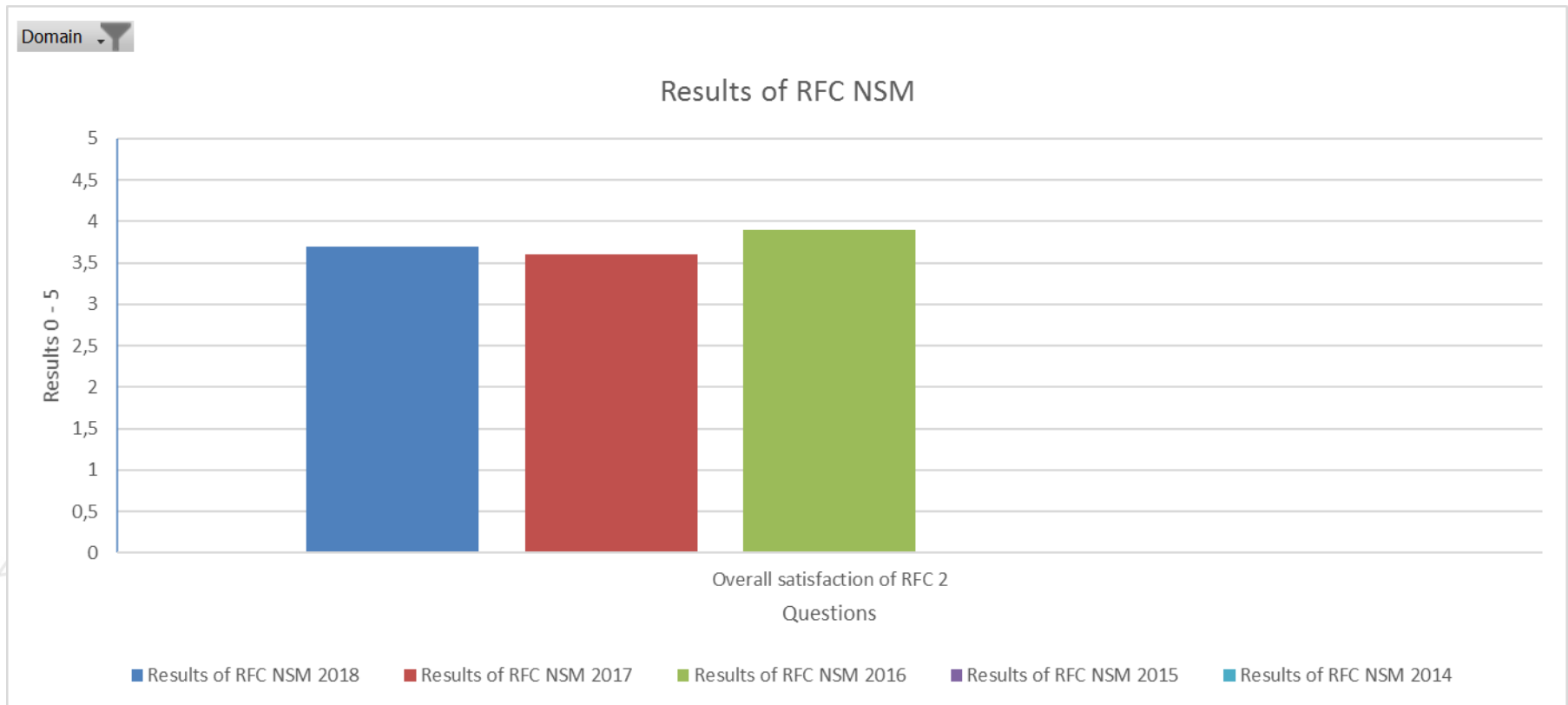
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# Survey design – Reminder from last presentation

- Survey organised by RNE and supplier MarketMind
  - Common for all 8 participating RFCs
  - Field phase 13 September to 12 October 2018
  - Respondants :
    - 68 for all corridors
    - 21 for RFC NSM (out of 75 e-mails sent)
- The survey was sent to one person per RU/Applicant/Terminal. Questions could be answered by different persons.
- Almost all clients answered but due to low number of responses hard to compare statistically
- Computer Aided Web Interviews (CAWI)
  - Marks: 1 (very unsatisfied) to 6 (very satisfied)



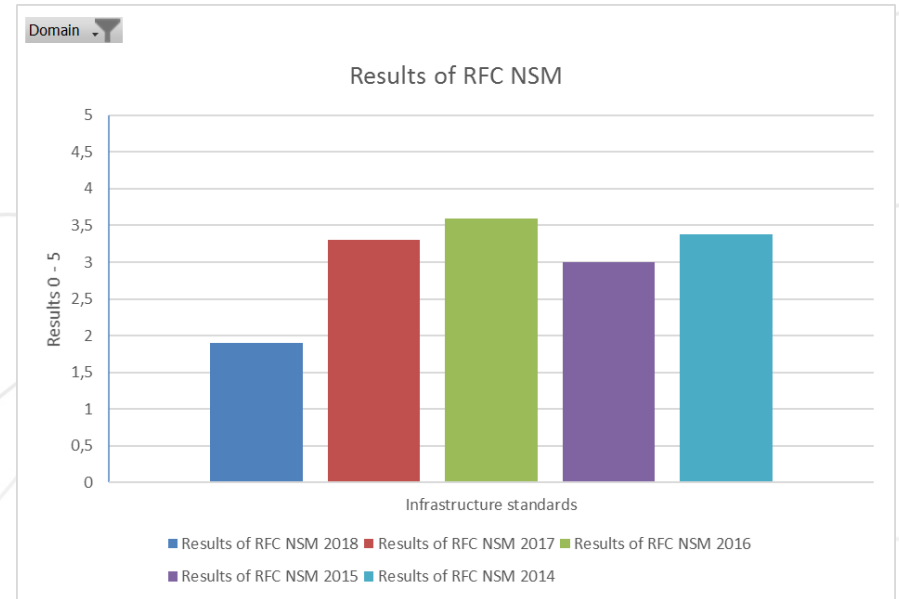
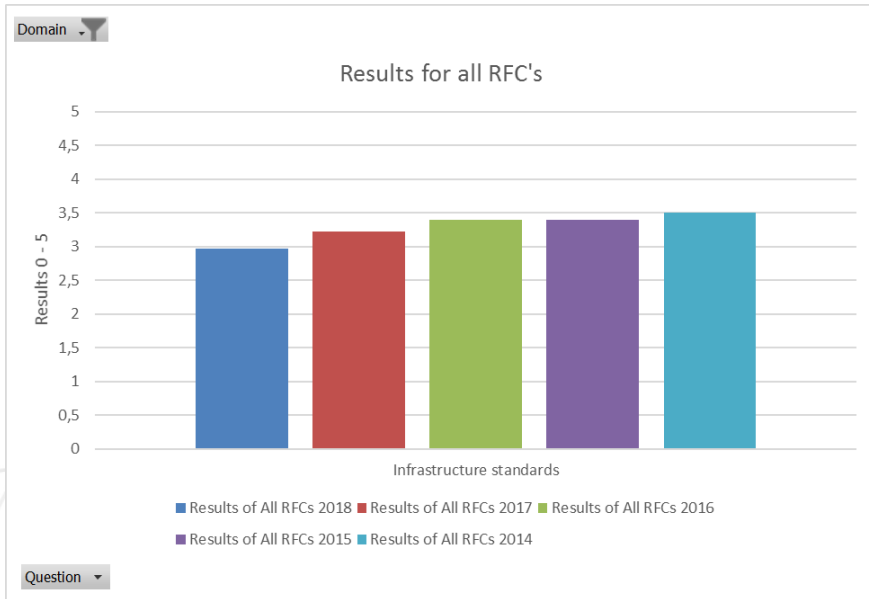
# Overall satisfaction question RFC NSM



## Comments:

- The results of this question are only communicated per Corridor
- Only for the last 3 years in the survey

# Satisfaction with Infrastructure

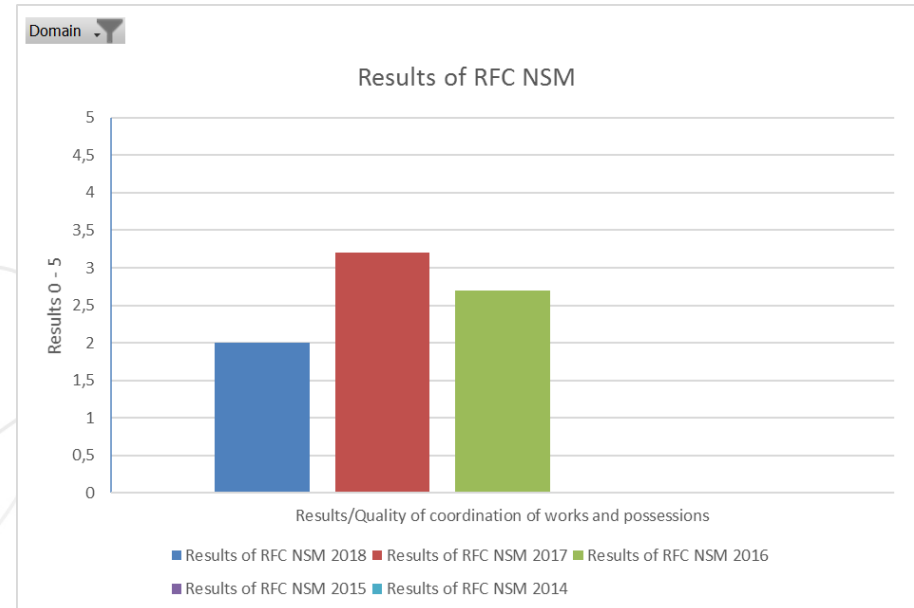
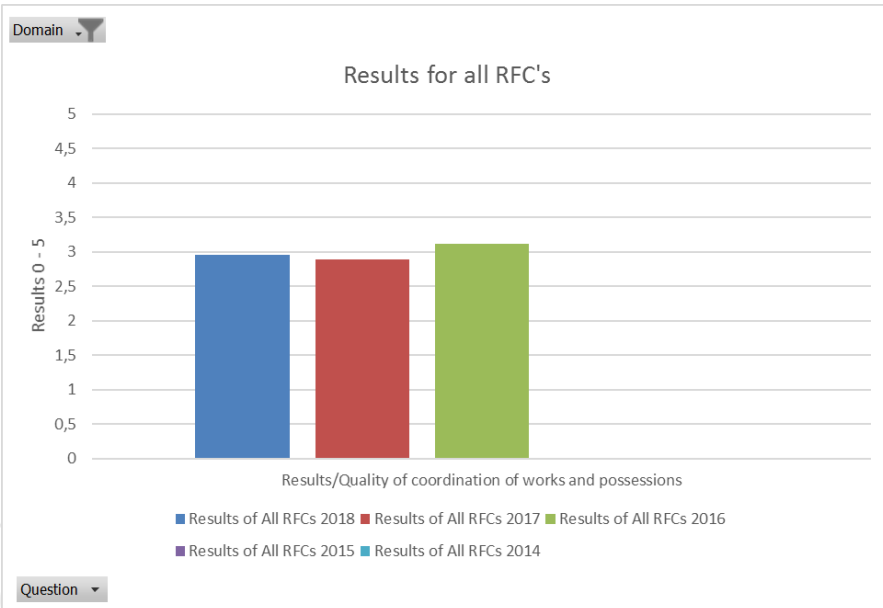


# Satisfaction with Infrastructure

## Actions linked to the action plan

- **Action 9**: infrastructure enhancement investments  
→ Longer trains in Belgium
- **Action 10**: recheck the loading gauge limitation in France & Switzerland

# Satisfaction with Coordination of Works

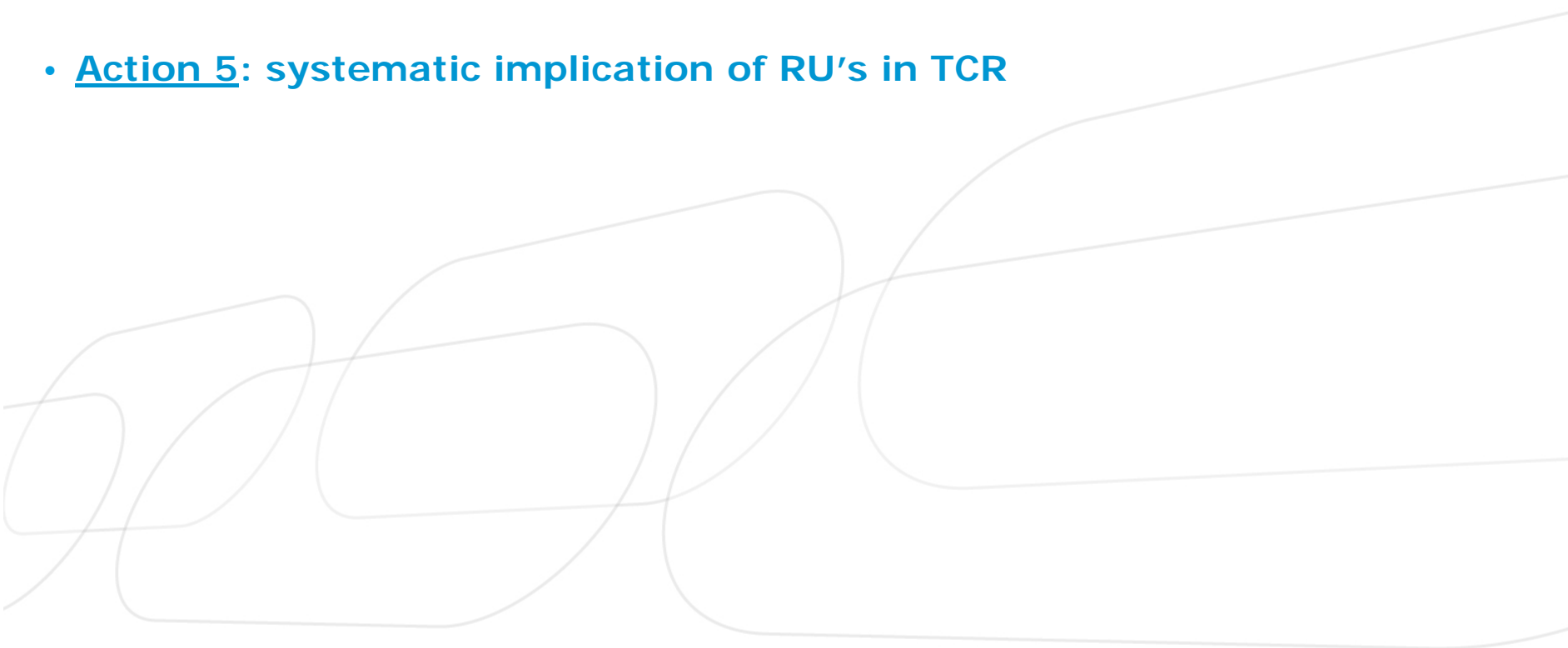


Remark: Questions level of detail and quality were set together

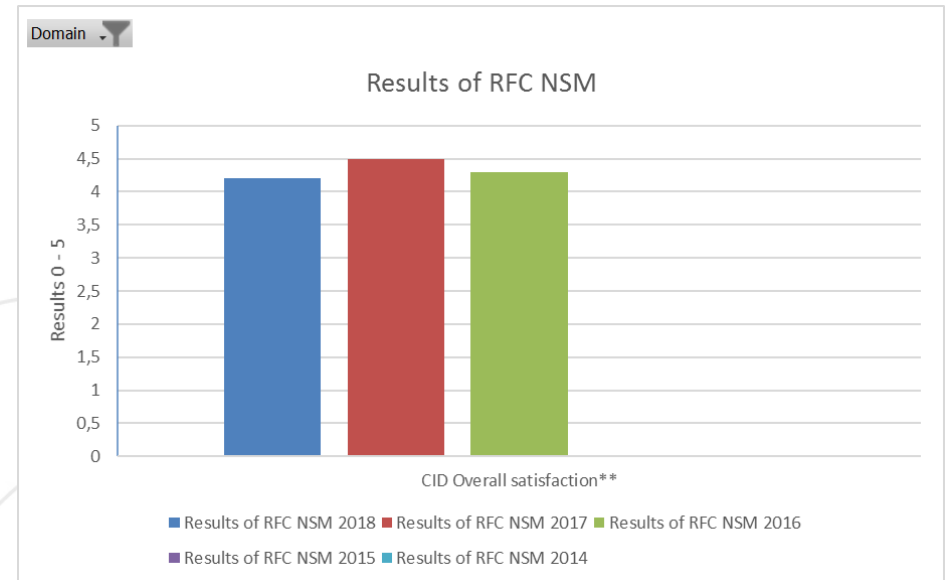
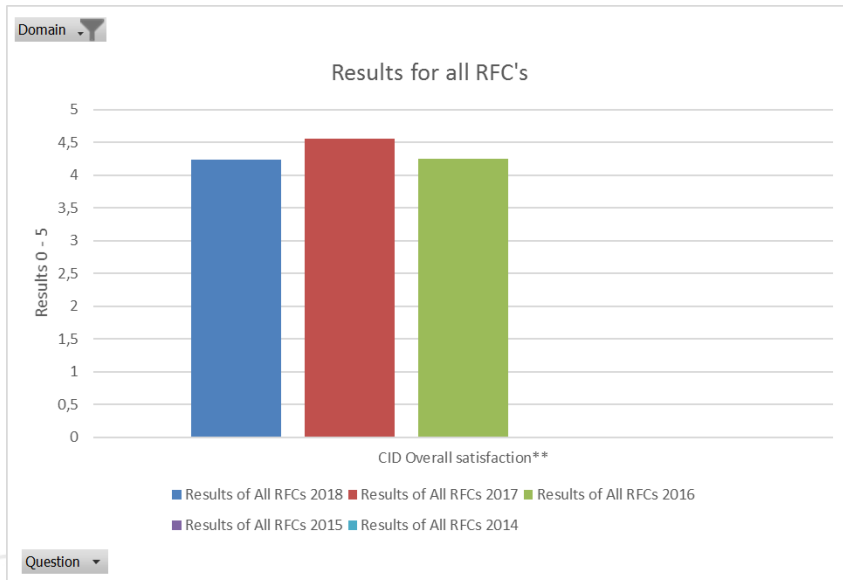
# Satisfaction with Coordination of Works

## Actions linked to the action plan

- Action 5: systematic implication of RU's in TCR



# Satisfaction with the CID

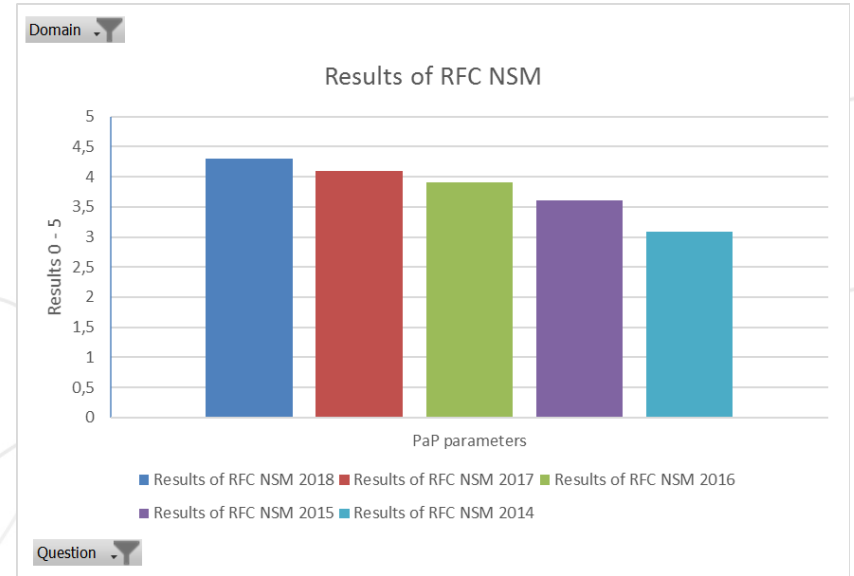
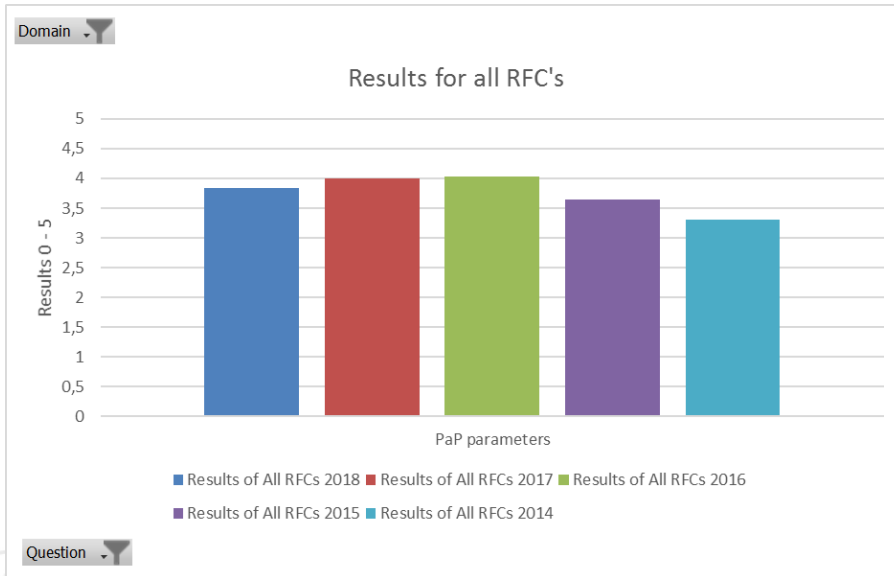


Remark: Questions were set together into the overall satisfaction

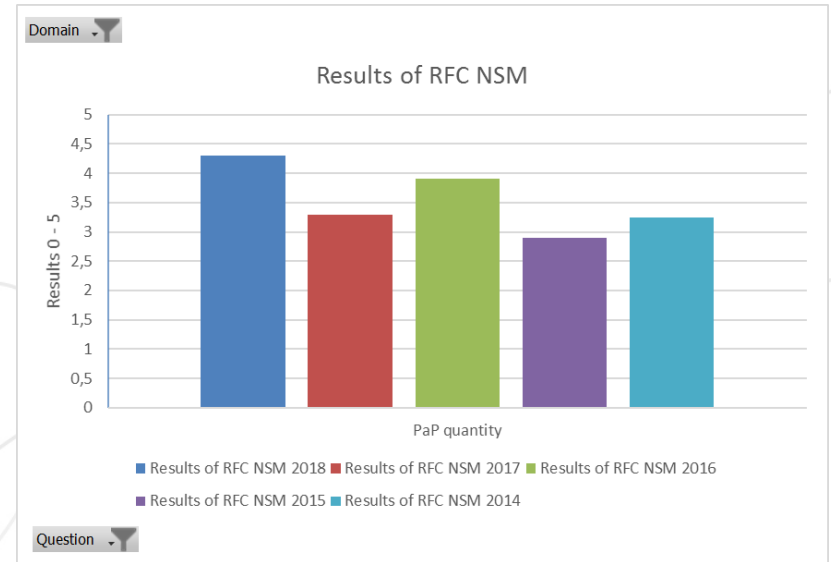
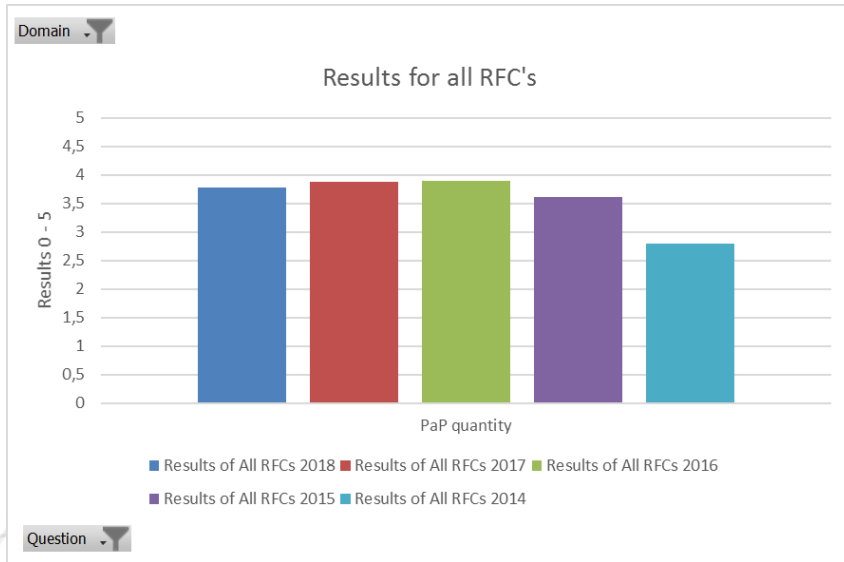
- **Action 13: Harmonizing the Corridor Information Document (into finalisation of the action)**



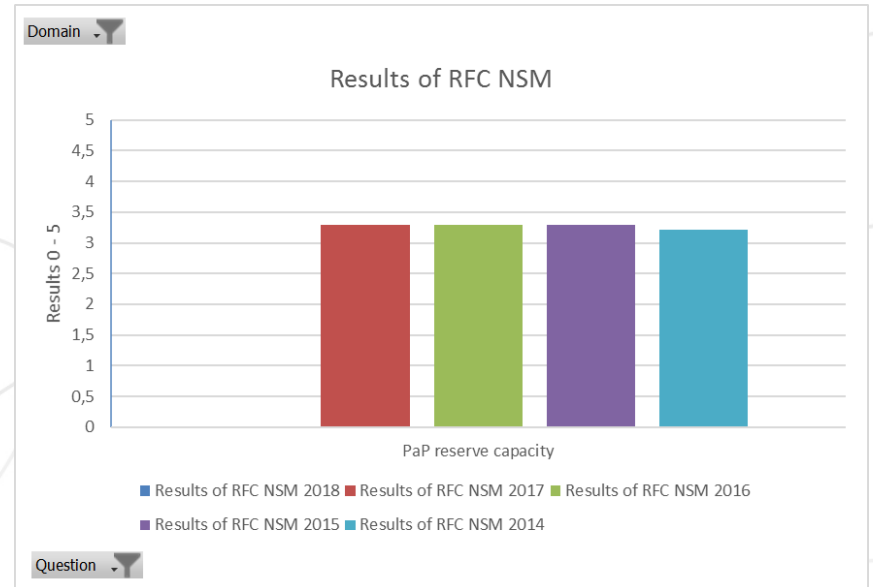
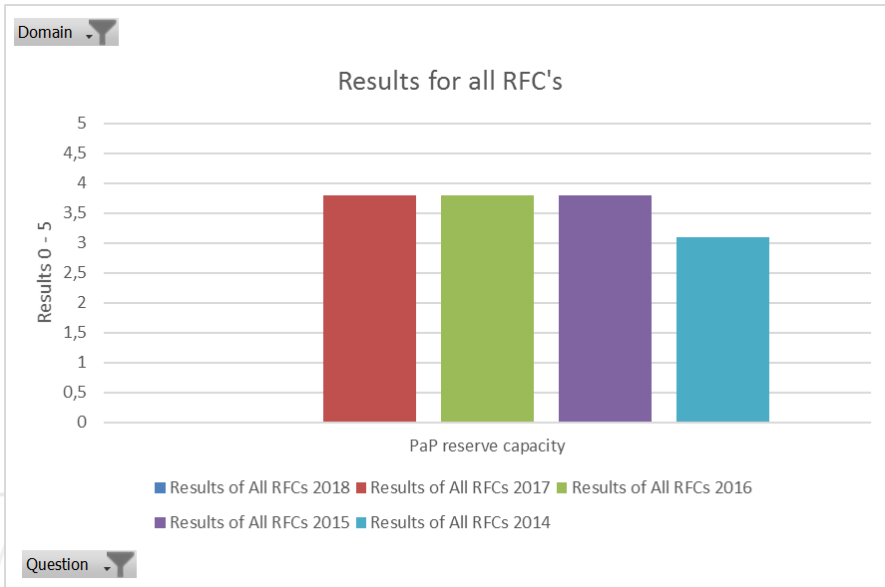
# Satisfaction with PAP's



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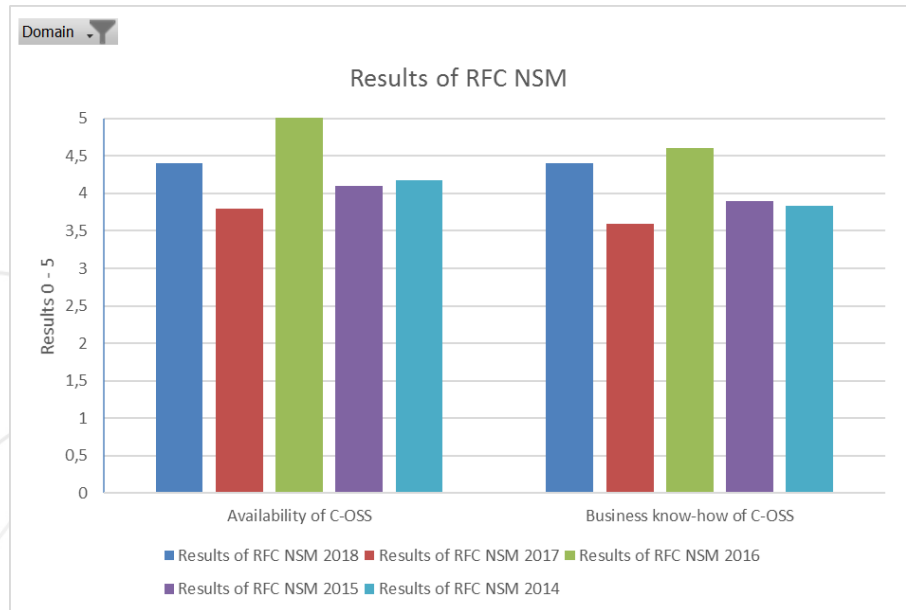
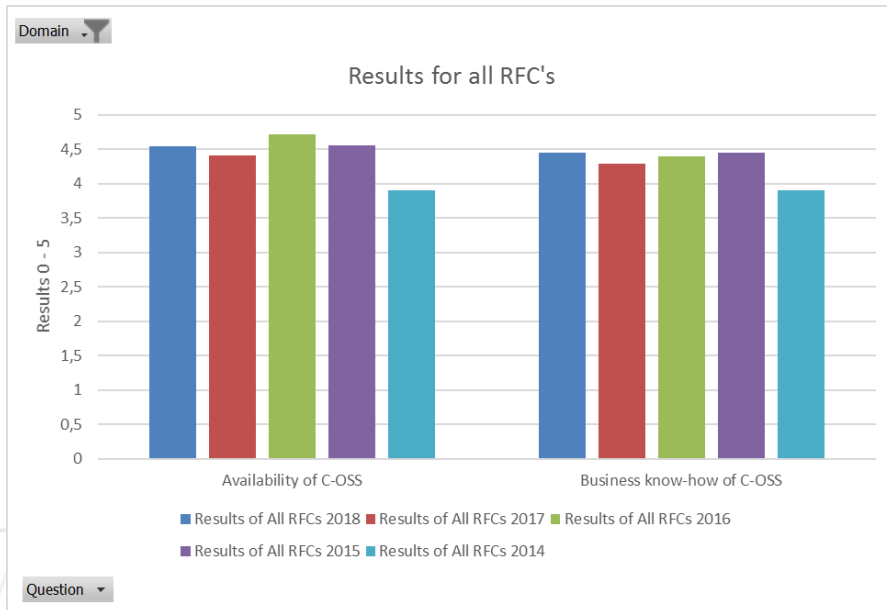


# Satisfaction with PaPs

## Actions linked to the action plan

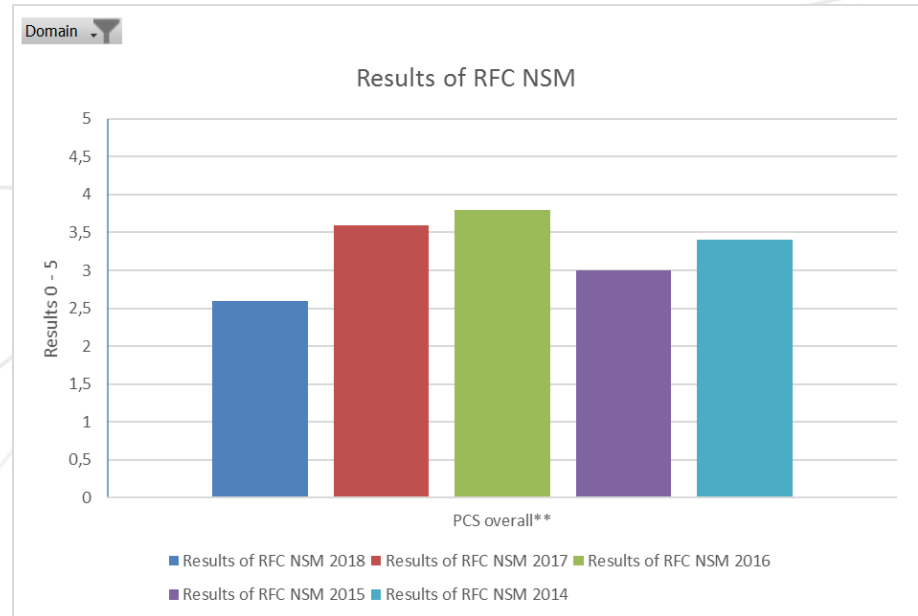
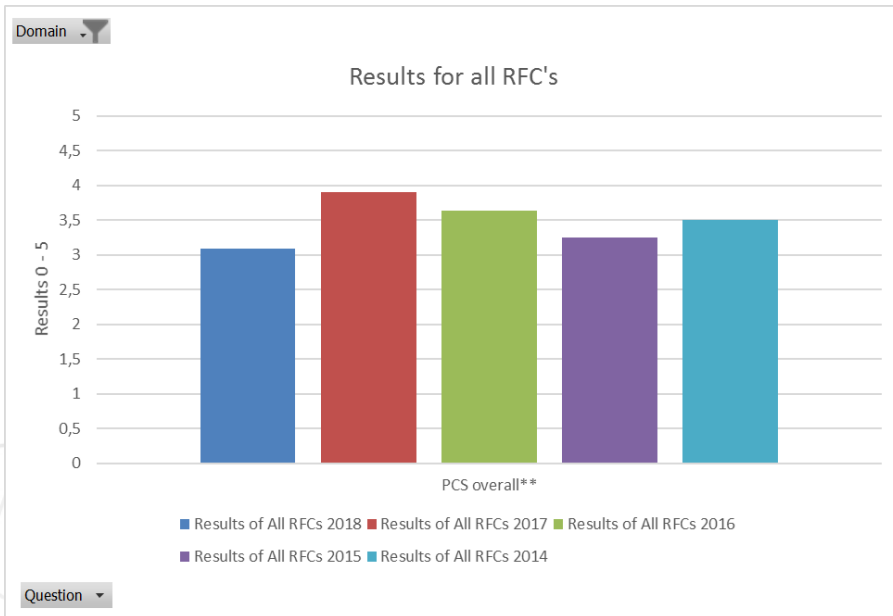
- Action 1: give a regular feedback on the pilot Rotterdam – Antwerp on the RFC North Sea- Mediterranean lines
- Action 2: PaP as standard international rail freight product
- Action 4 : better integration of works in the PaP catalogue

# Satisfaction with C-OSS



- **Action 3: monitor the allocation process and the quality of the capacity offered**

# Satisfaction with PCS



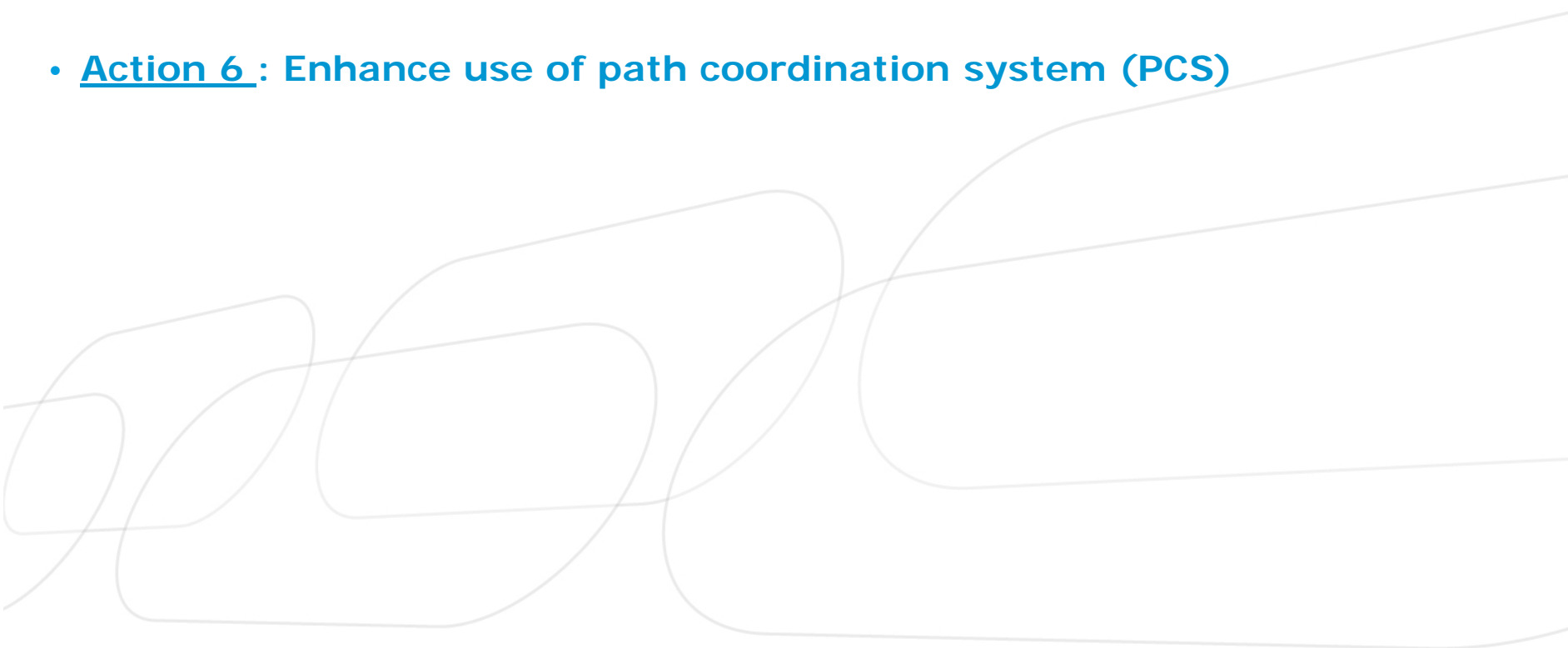
Remark: Questions were set together into the overall satisfaction

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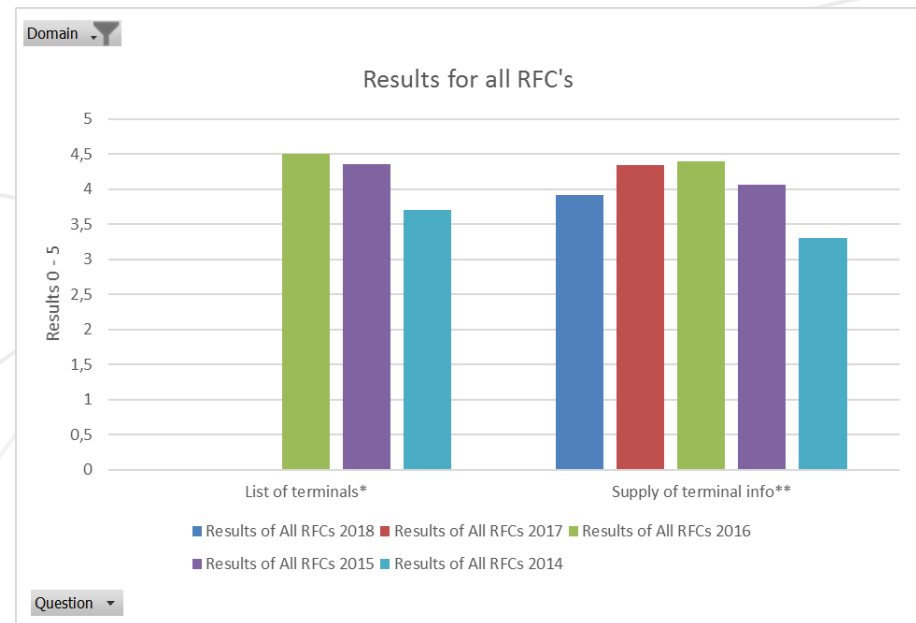
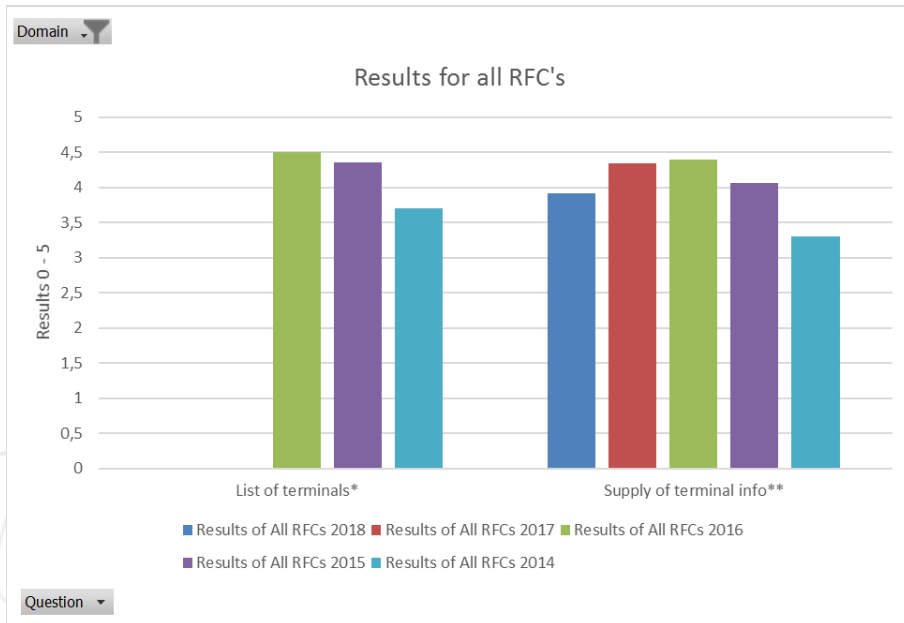
# Satisfaction with PCS

## Actions linked to the action plan

- Action 6: Enhance use of path coordination system (PCS)



# Satisfaction with Terminals

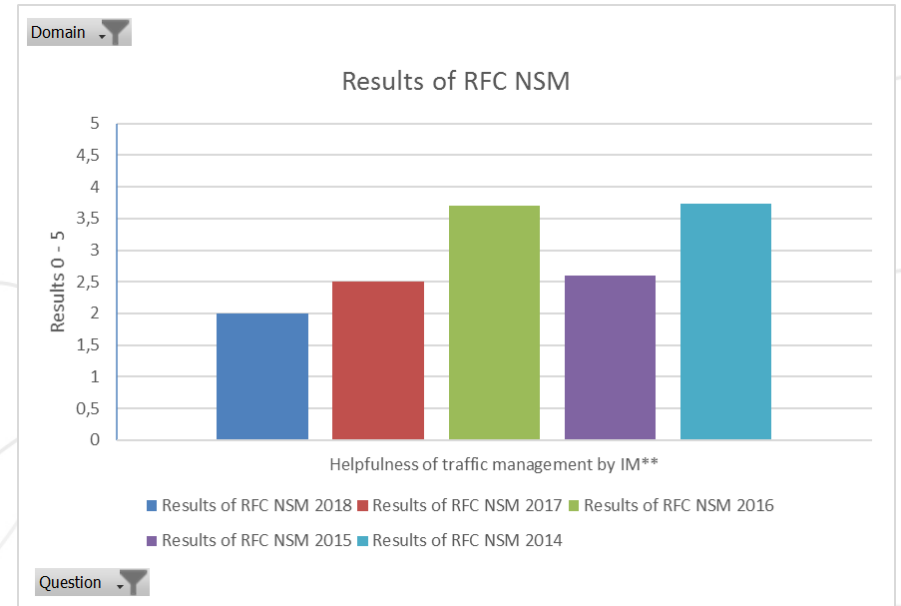
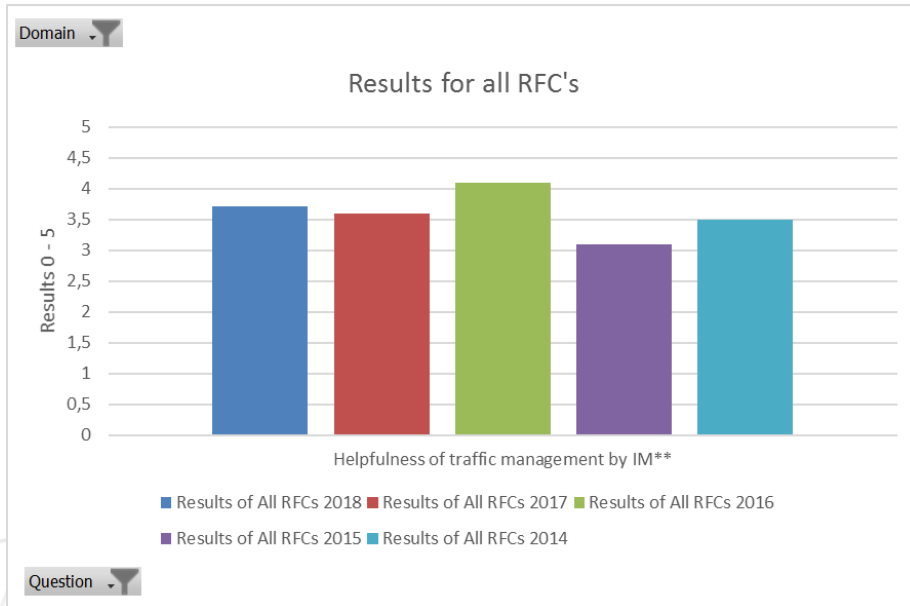


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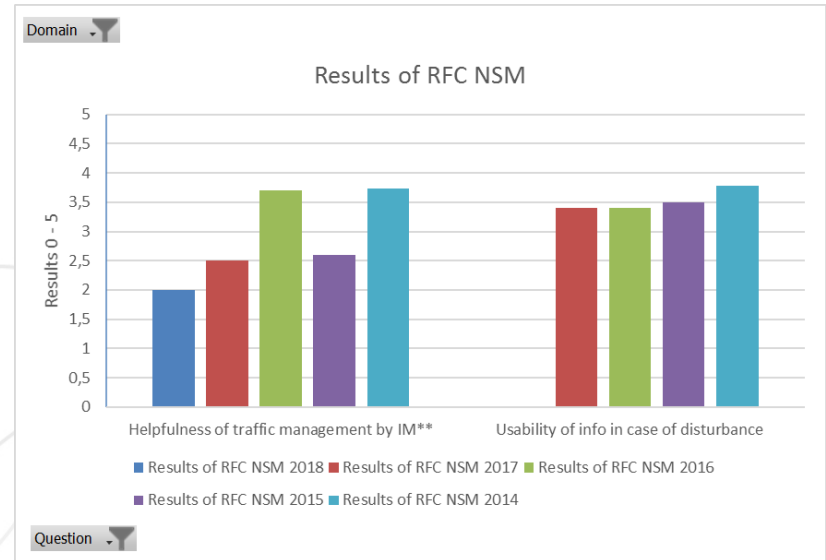
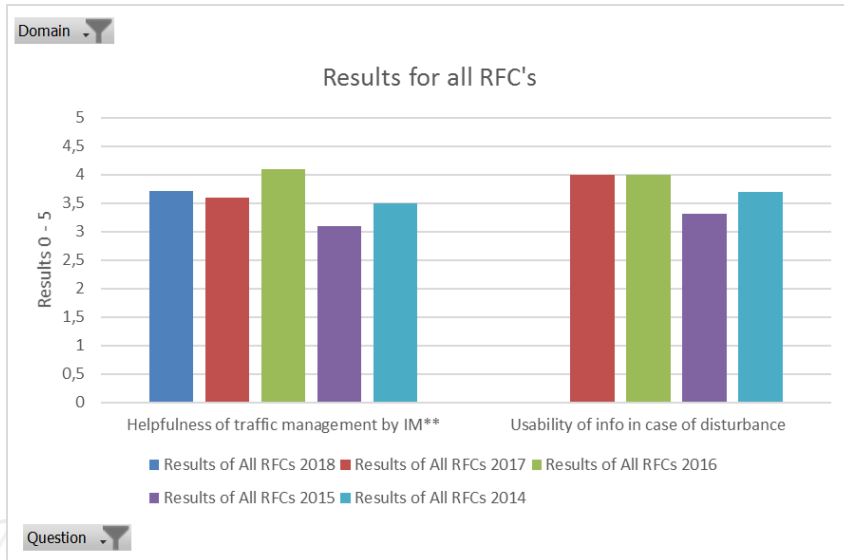


# Satisfaction with Traffic Management



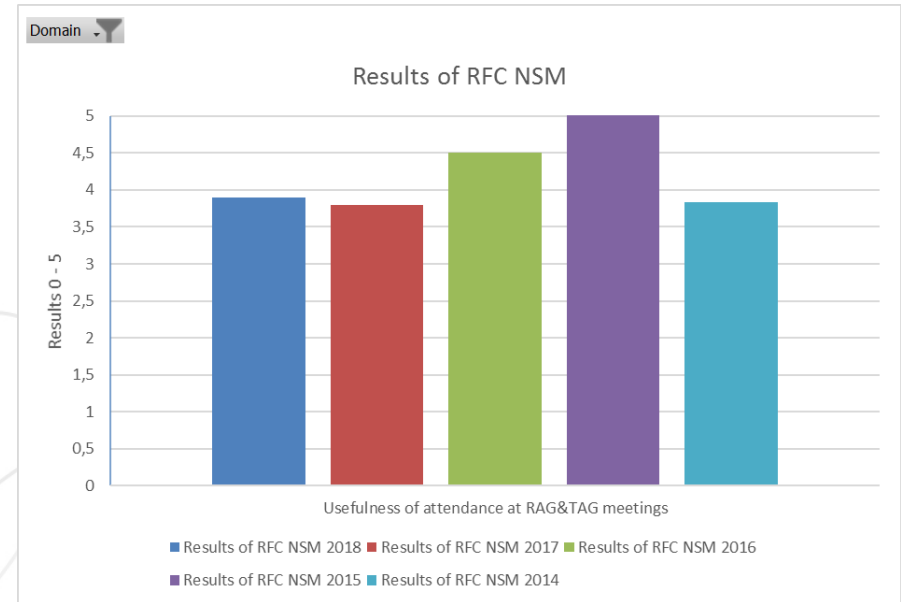
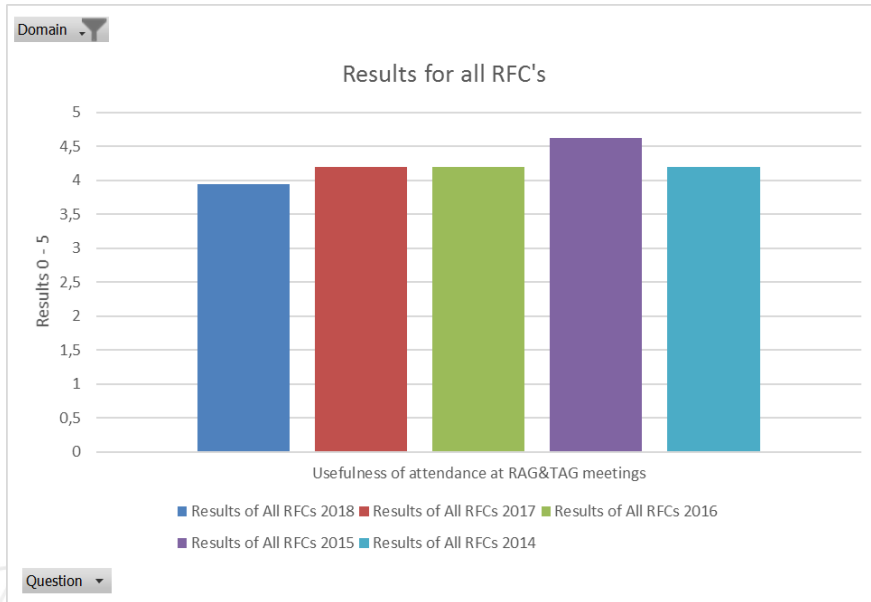
- Action 8: Train tracking and Estimated Time of Arrival

# Satisfaction with Traffic Management



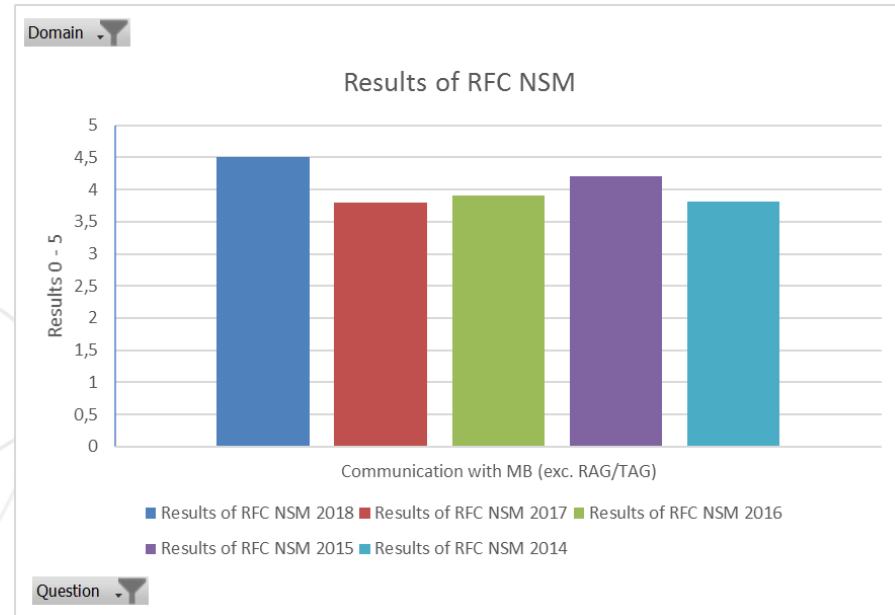
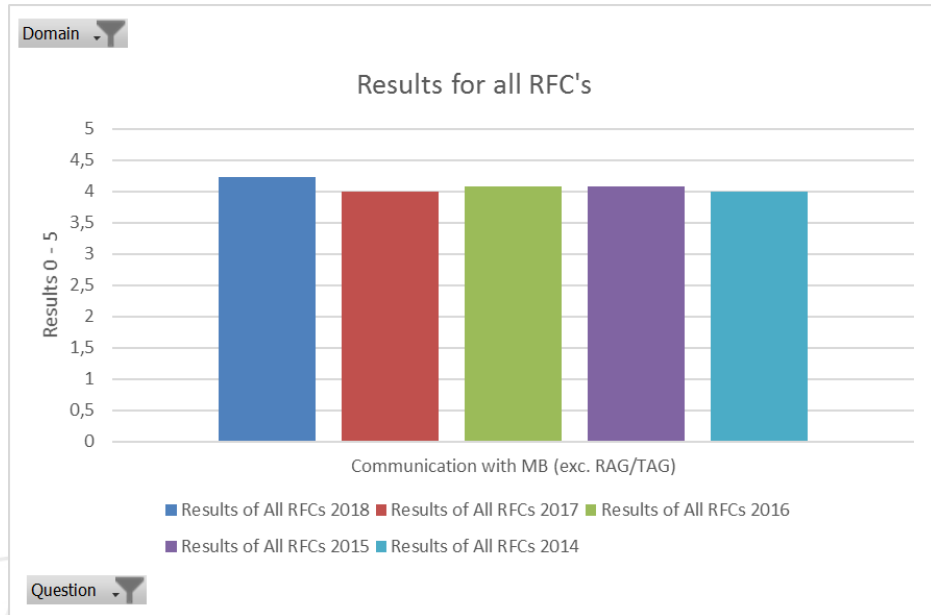
- **Action 8: Train tracking and Estimated Time of Arrival**

# Satisfaction with the Management Board



- Continue to steer the action plan shared with the Railway Undertakings & Terminals, in order to develop solutions in a transparent way and open communication

# Satisfaction with overall Communication



- Continue to steer the action plan shared with the Railway Undertakings & Terminals, in order to develop solutions in a transparent way and open communication

# Conclusion – Wrap up

- Results in line with the other corridors
- Strong satisfaction increase for:
  - Satisfaction with Management Board in RAG & TAG
- Light satisfaction increase for:
  - RAG & TAG meetings
  - Satisfaction with PaP
  - Satisfaction with the C-OSS
- Stable satisfaction for:
  - Overall satisfaction
  - Overall communication
- Satisfaction decrease for:
  - Infrastructure standards
  - Coordination of works
  - Satisfaction with the CID
  - Terminal information
  - Helpfulness of Traffic Management
  - Satisfaction with PCS



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