

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

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TAG meeting, Lyon, 8th of October 2019



Co-financed by the Connecting Europe
Facility of the European Union

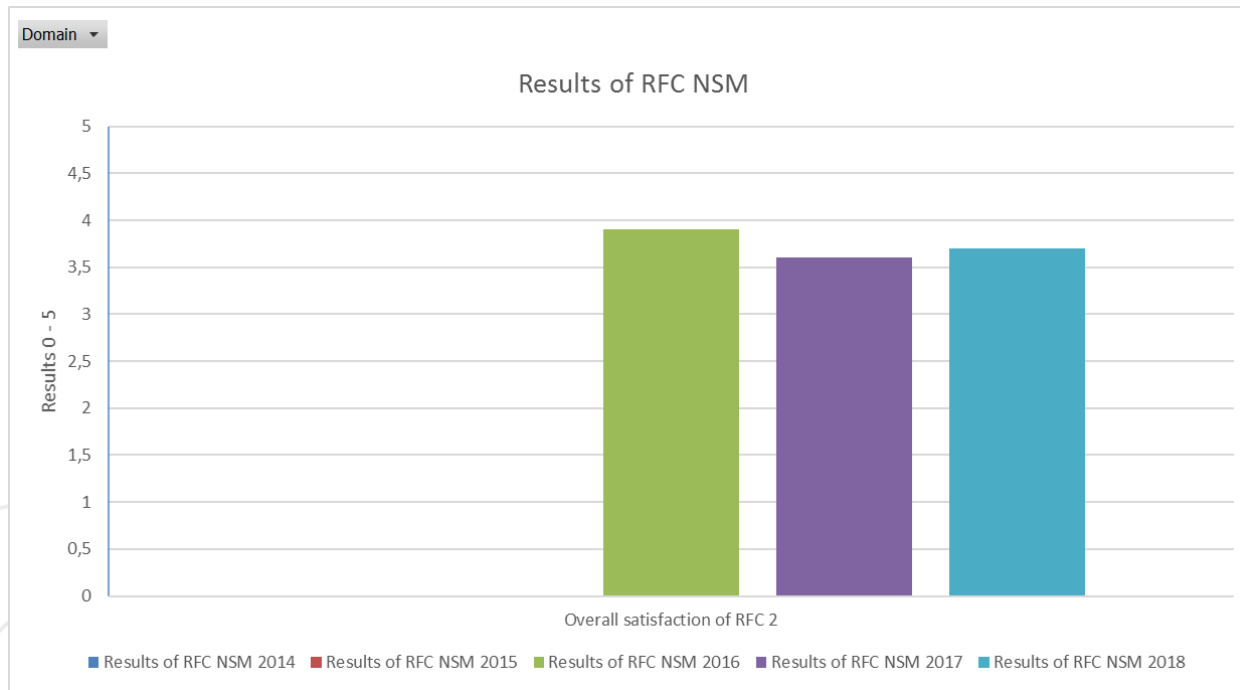
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Survey design – Reminder from last presentation

- Survey organised by RNE and supplier MarketMind
 - Common for all 8 participating RFCs
 - Field phase 13 September to 12 October 2018
 - Respondents :
 - 68 for all corridors
 - 19 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 taken into account the small sample size, it is hard to compare statistically
- Computer Aided Web Interviews (CAWI)
 - Marks: 1 (very unsatisfied) to 6 (very satisfied)



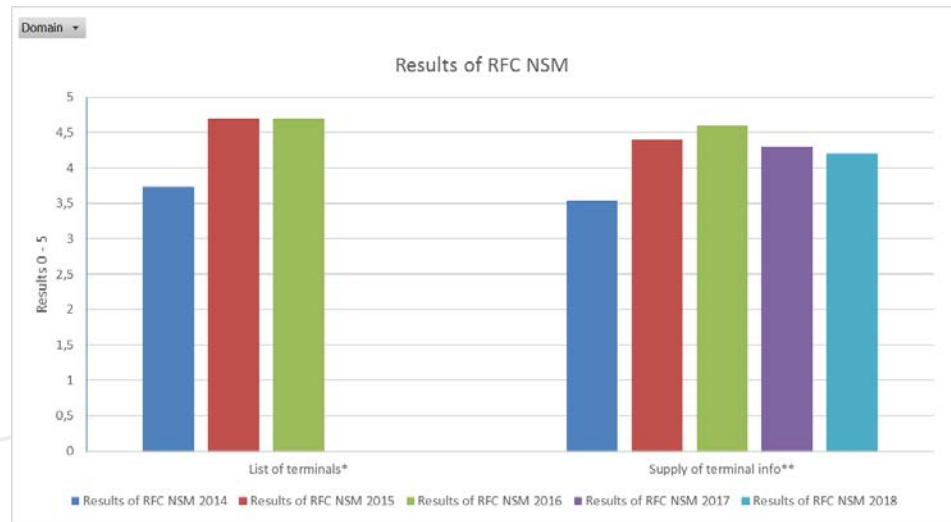
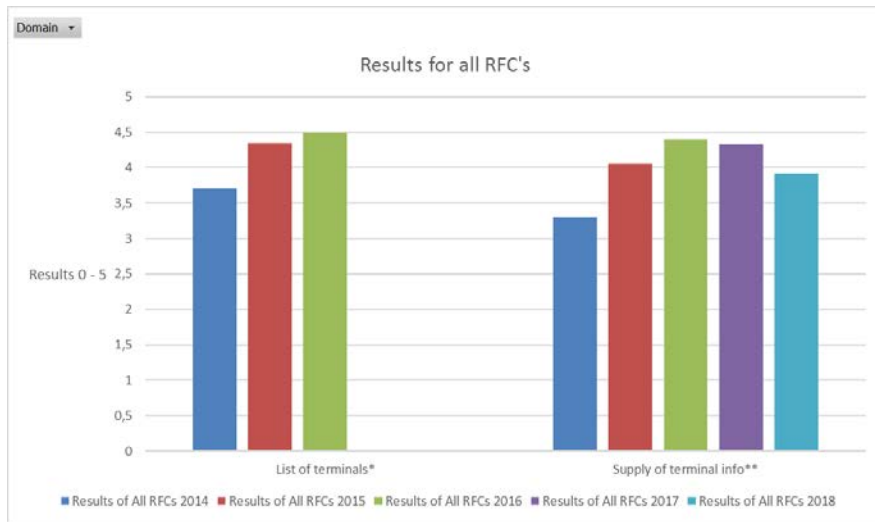
Overall satisfaction RFC NSM



Comments:

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

Satisfaction with information of Terminals in CID



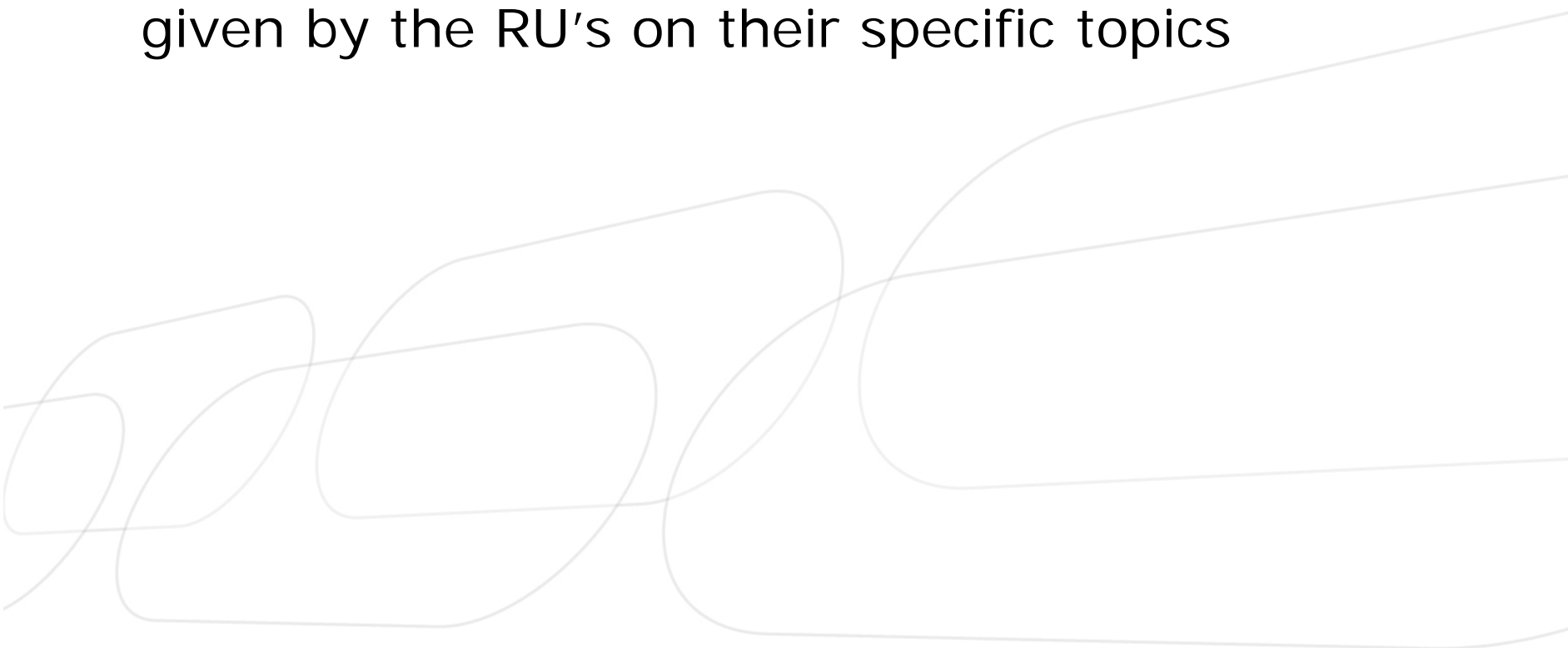
Remark: Questions were set together into the overall satisfaction (average of 2 separate questions in 2016)

Analysing the results:

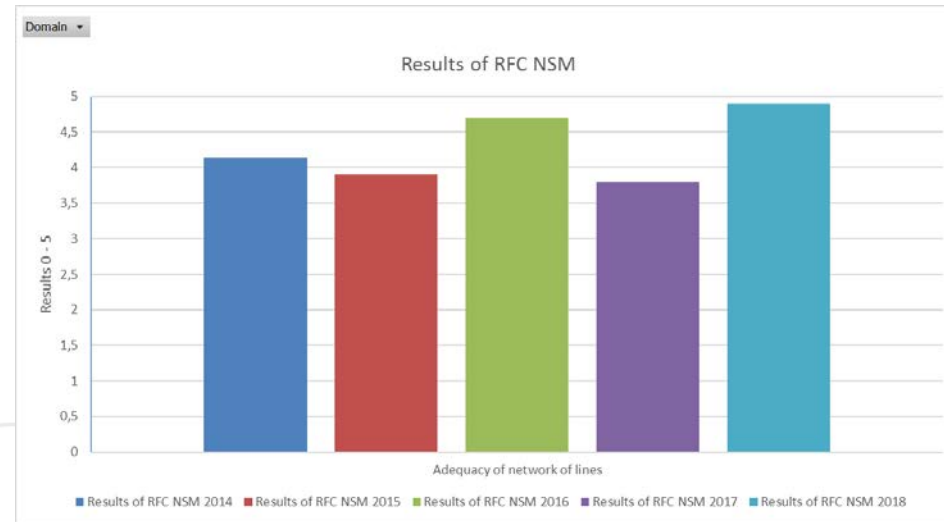
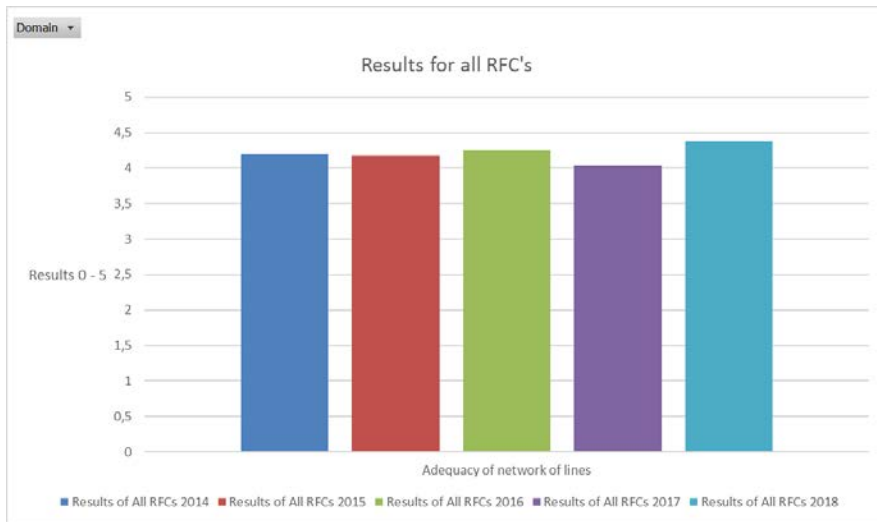
- Stable for RFC NSM
- Overall decrease in 2018 result of all RFC's
- Increase the involvement of Terminals towards the RFC NSM (To be discussed in the Management Board)

Full results of the USS

- The following results are related to the answers given by the RU's on their specific topics



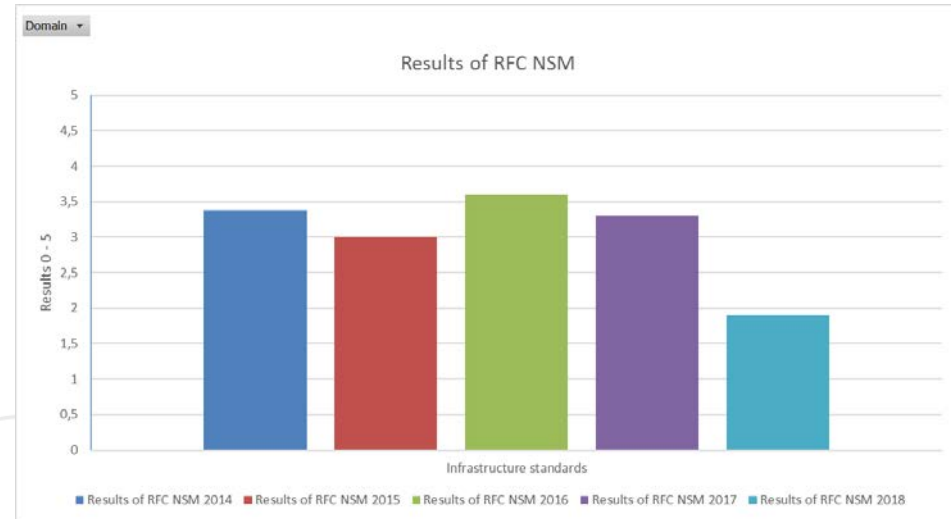
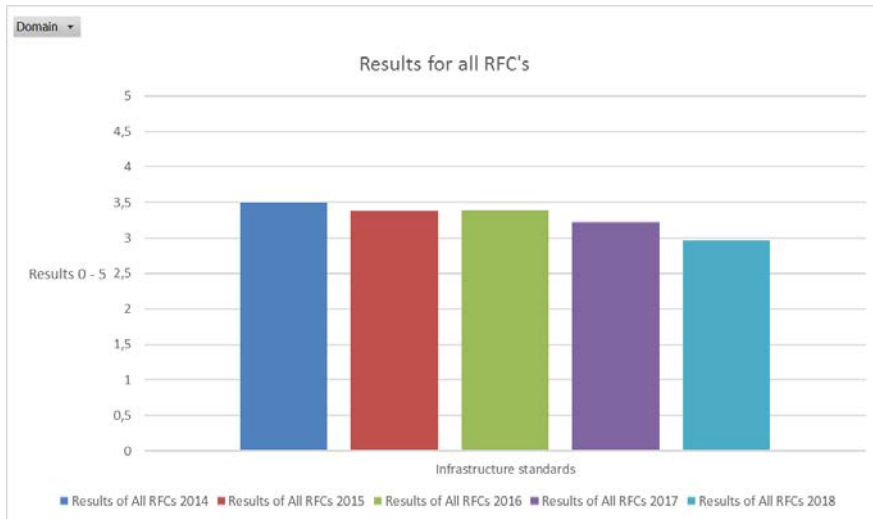
Satisfaction with Infrastructure



Analysing the results:

- Diffuse result for RFC NSM : network capillarity
- Stable for the overall result during the year
- Still, an increase of satisfaction 2018

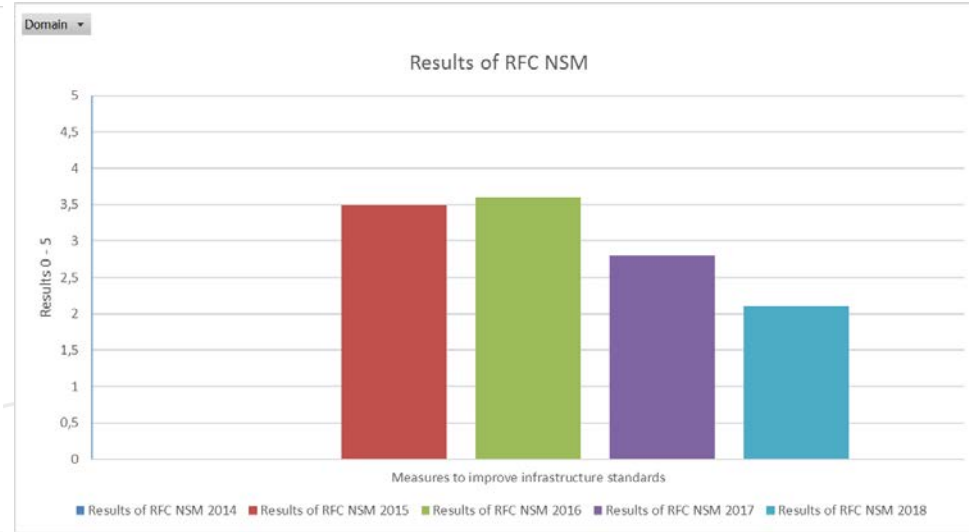
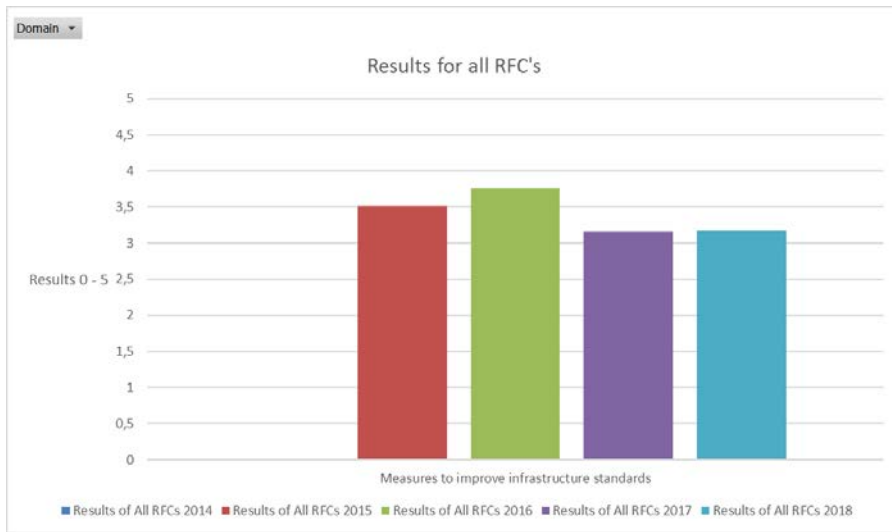
Satisfaction with Infrastructure



Analysing the results:

- Strong decrease for RFC NSM in 2018
- Small decrease for the overall result during the year
- Related to the ongoing discussions regarding loading gauge/P400 and ETCS

Satisfaction with Infrastructure



Analysing the results:

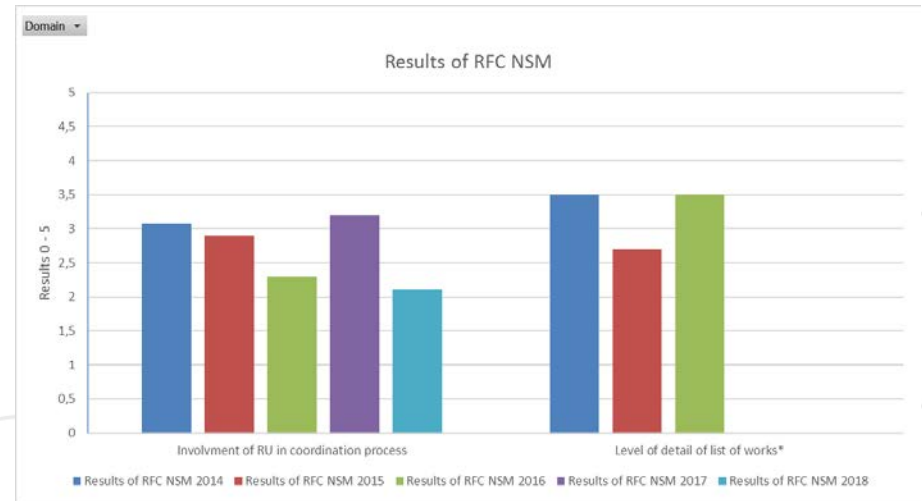
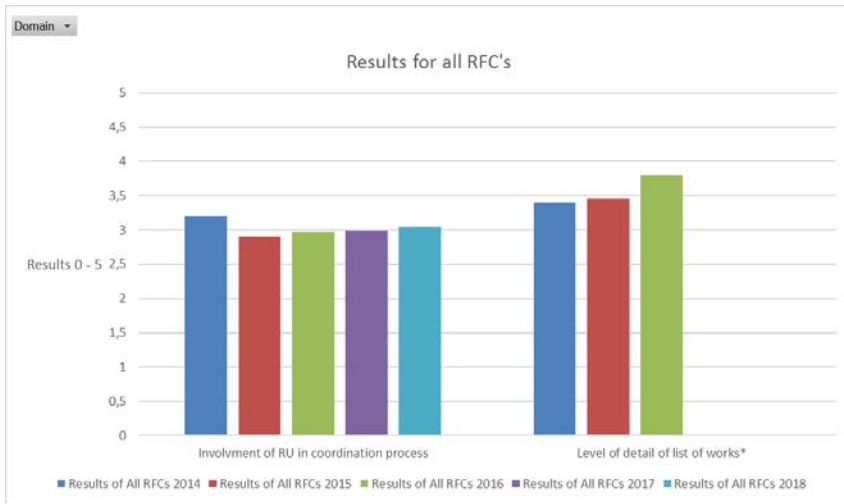
- Small decrease for the overall result during the year 2017 and 2018
- Strong decrease for RFC NSM in 2018
- Related to the ongoing discussions regarding loading gauge/P400
- Still, Coopere should address the concerns of the RUs

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

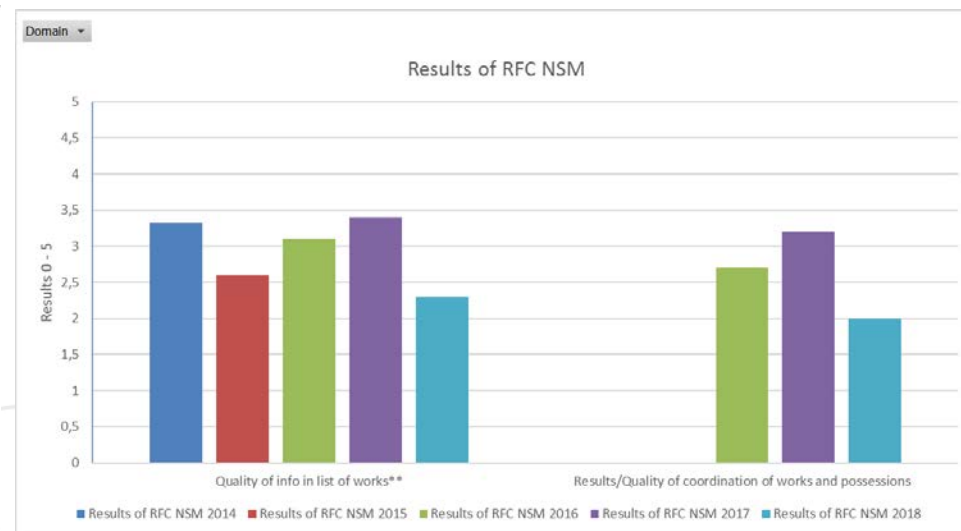
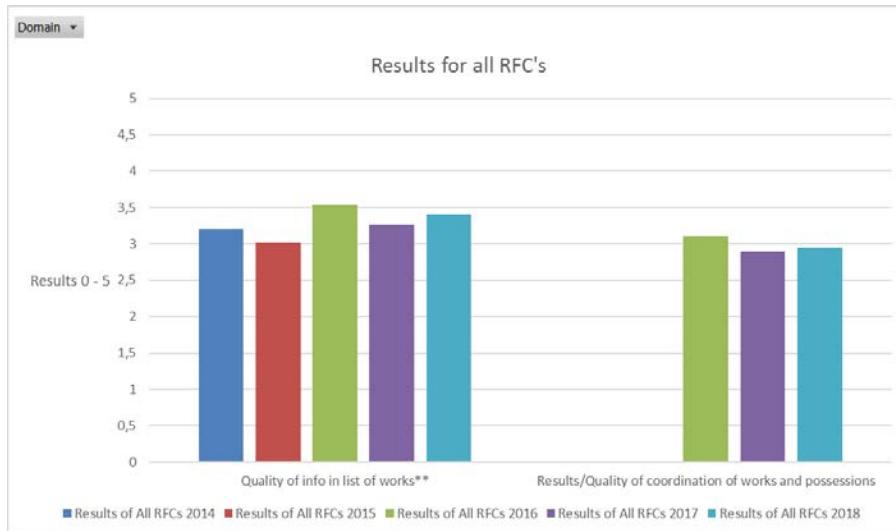
Satisfaction with Coordination/Communication of TCRs of TCRs



Analysing the results:

- Stable for the overall result during the years
- Strong decrease for RFC NSM in 2018
- IMs heterogeneity of work planning processes → Annex VII implementation will help
- Late changes in the works planning ? Example: the Athus works and S460 issues on the Infrabel network

Satisfaction with Coordination/Communication of TCRs of TCRs



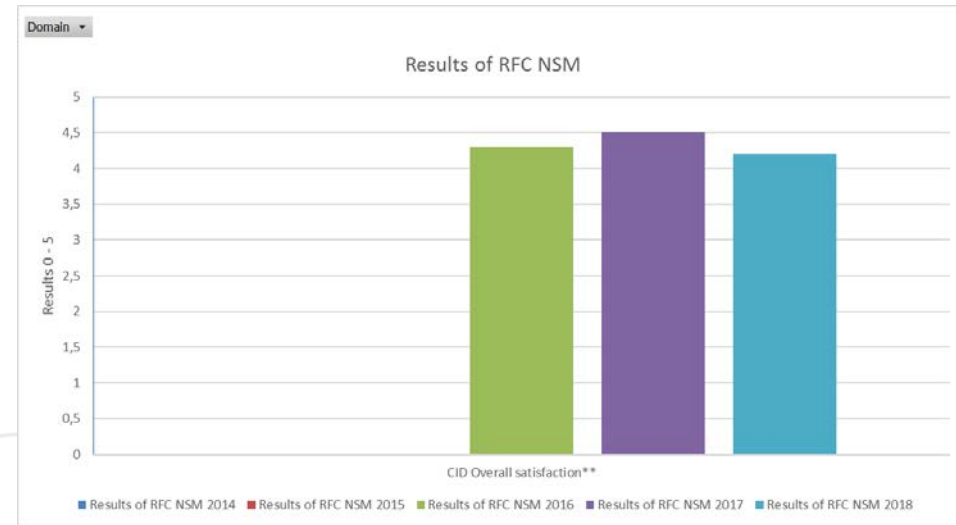
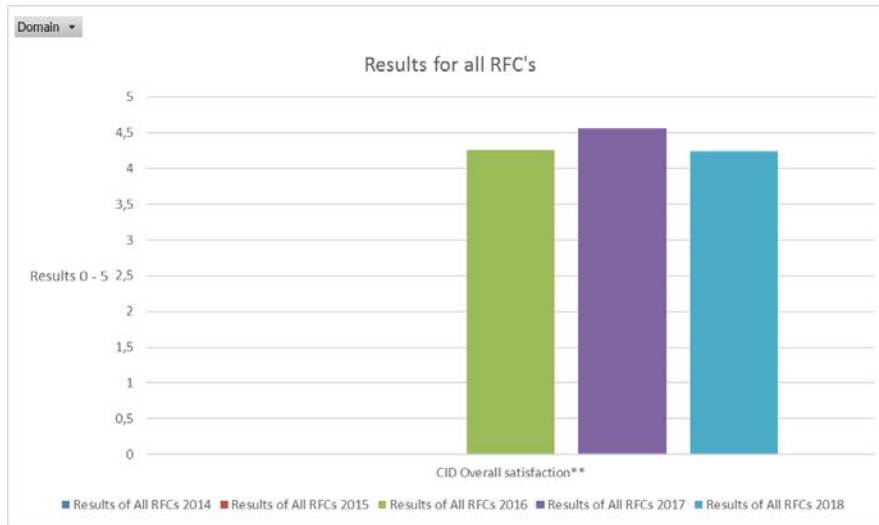
Remark: Questions level of detail and quality of information were set put together

Analysing the results:

- Is RNE Excel file consulted ? Is there too much information provided ? Not enough sorted ? → work on a better way to illustrate the main works
- Decrease for Coordination in the past, Increase for Coordination for RFC NSM in 2018
- Stable for the overall result during the years

Action 5: systematic implication of RUs in TCR

Satisfaction with the CID



Remark: Questions were set together into the overall satisfaction (average of 2 questions in 2016)

Analysing the results:

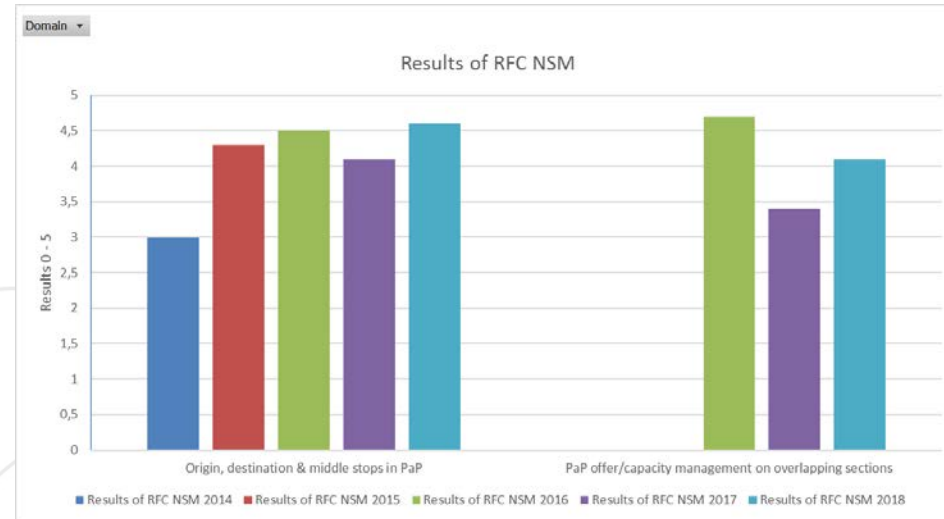
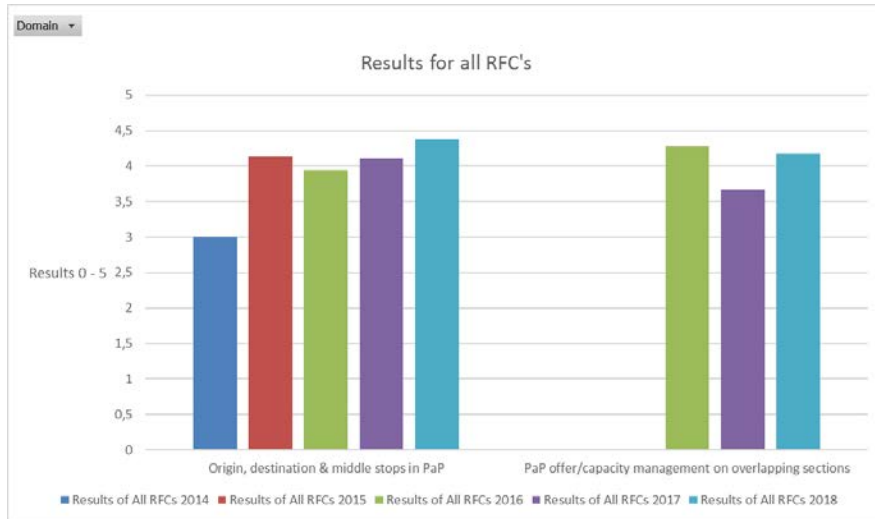
- Small decrease for the overall result during the years
- Small decrease for RFC NSM in 2018
- No real reason, maybe more promotion about the ongoing work of harmonization and integration is needed
- Showcase the common book 1!

• Action 13: Harmonizing the Corridor Information Document

Satisfaction with PaPs

Questions to respondents:

- O/D & Stops PaPs
- Overlapping sections offer/capacity management



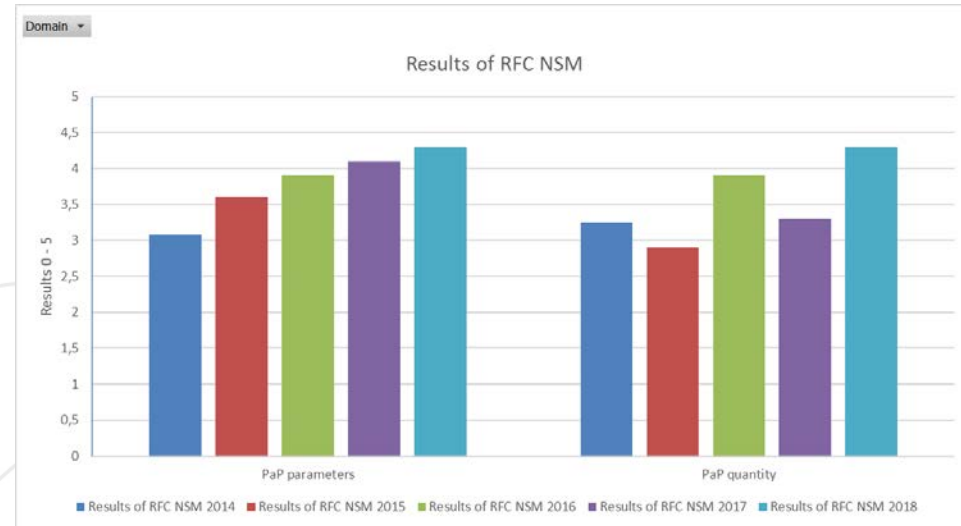
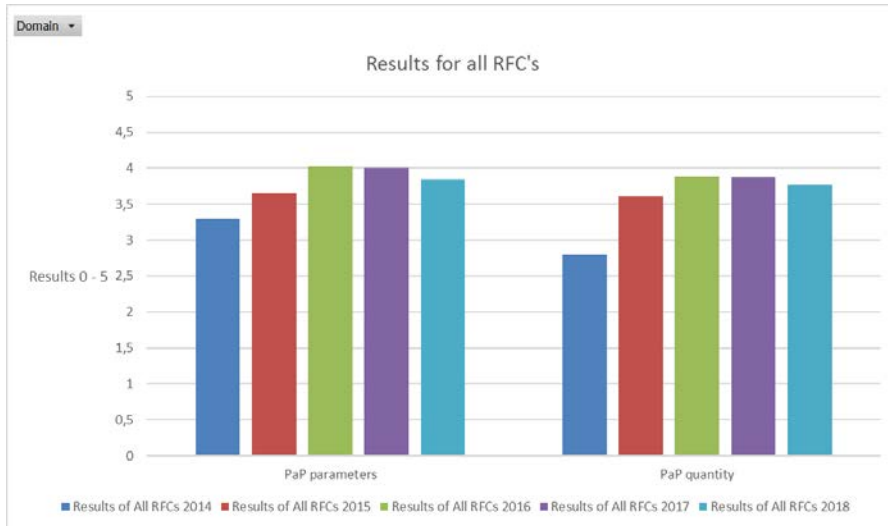
Analysing the results:

- An improved result compared to last year:
 - Increased offer and cooperation on overlapping sections
 - Respecting the stopping times and locations as received via Capacity Wishes Survey

Satisfaction with PaPs

Questions to respondents:

- PaP parameters
- PaP quantity



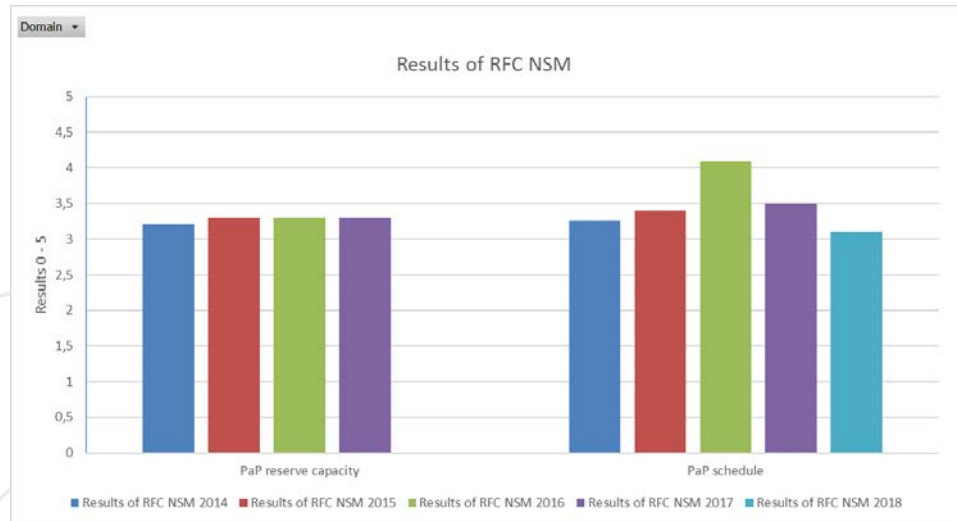
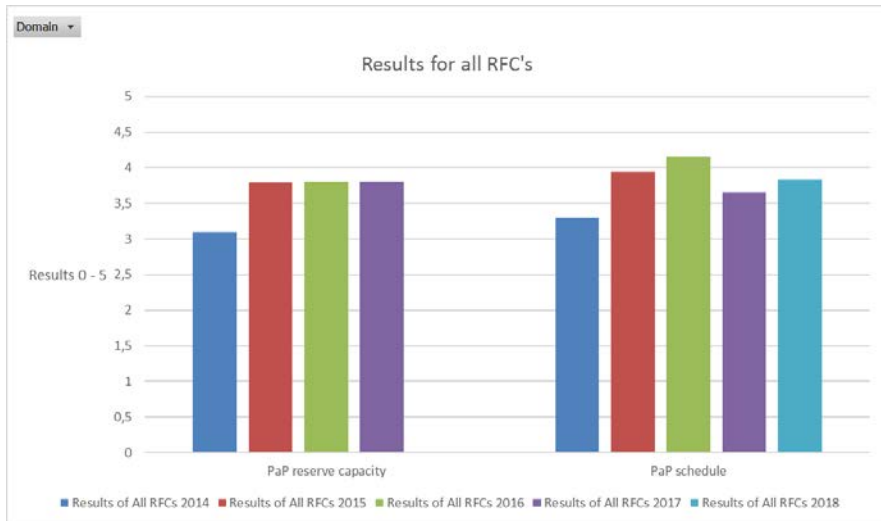
Analysing the results:

- Maximisation of capacity in the PaP catalogue was clearly appreciated, even though some remarks were still received:
 - *"Amount of PaPs: better reduce amount of PaPs and improve quality of PaPs"*
- Concerning PaP parameters, we try to respect the Capacity Wishes Survey outcome; even though a better harmonisation between IMs can still be reached (also reflected by client comments).

Satisfaction with PaPs

Questions to respondents:

- Quality of Reserve Capacity
- PaP schedule



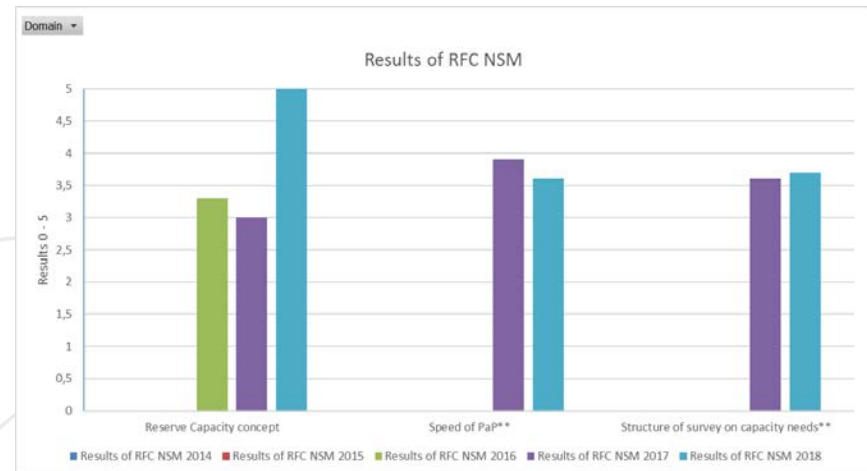
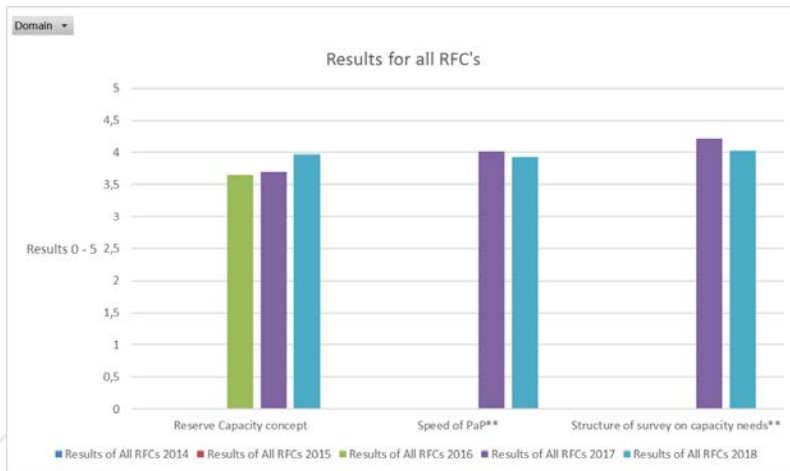
Analysing the results:

- Very little RC is published/available, especially when looking at long distance O/Ds; however, when consulting customers, this has not yet been identified as a key goal of the RFC
- The PaP schedule suffers today from a high impact of TCRs, as also reflected within the several comments made by the RU's

Satisfaction with PaPs

Questions to respondents:

- Reserve Capacity Concept
- PaP speed
- Structure survey Capacity Wishes



Analysing the results:

- Reserve Capacity concept (specific PaPs) is appreciated, though hardly used
- The speed of the PaPs is not always liked and is factual. The high number of PaPs constructed and the high volume of TCRs on the network lead often to the necessity to build in additional buffers.
 - *"if the timetable of the path is appropriate, it is often very affected by works and a drop in speed"*
 - *"continuous decrease of the average speed"*

Satisfaction with PaPs

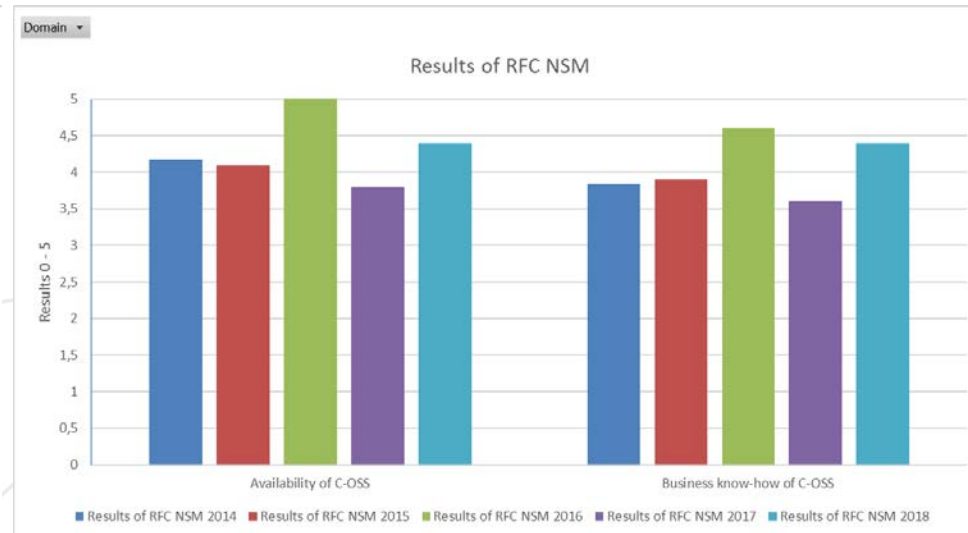
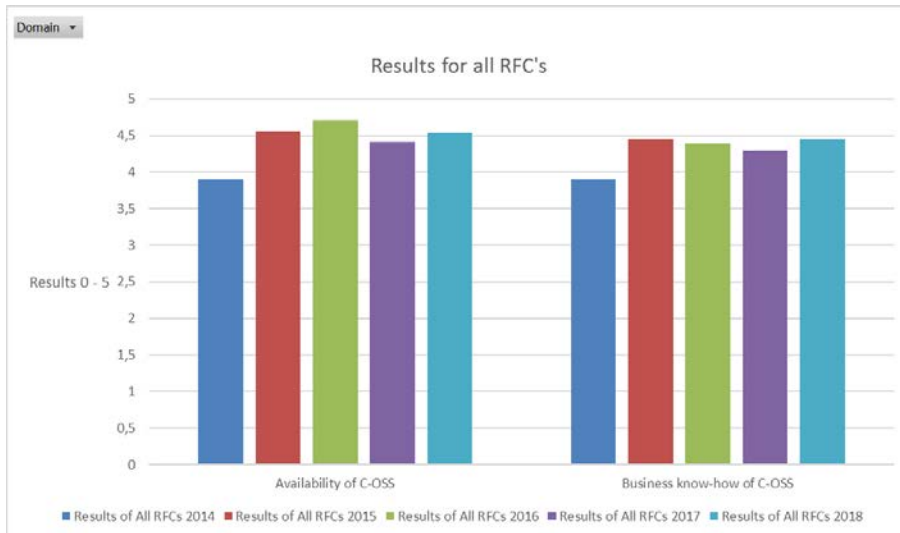
Actions linked to the action plan

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

Satisfaction with C-OSS

Questions to respondents:

- Availability of C-OSS
- Business know-how



Analysing the results:

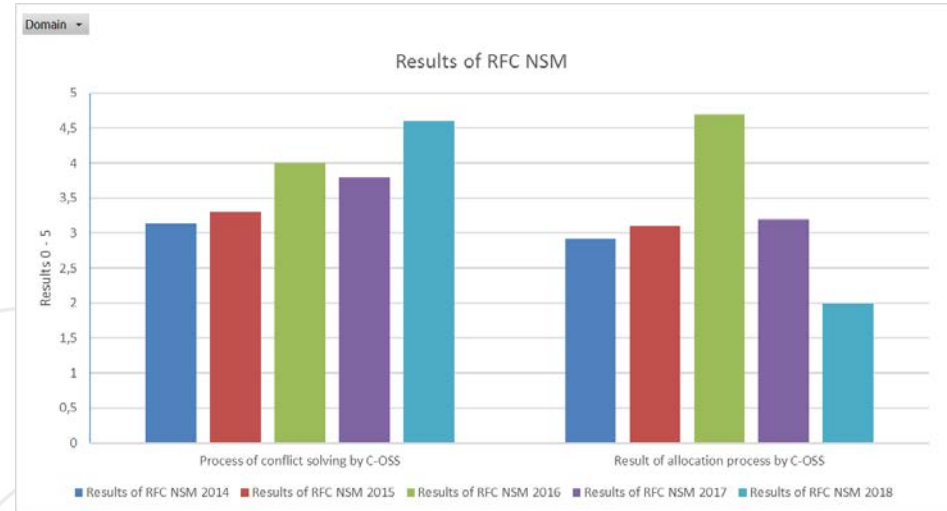
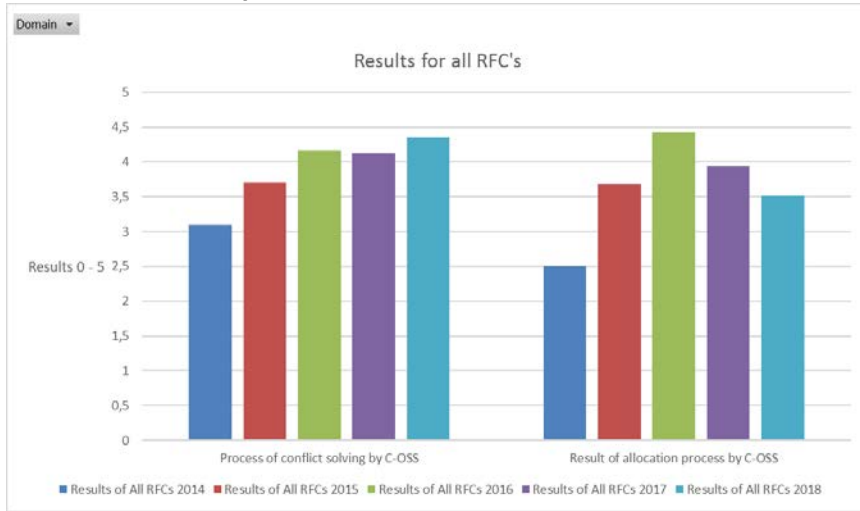
➤ Results improved compared to last year. No specific comments were received.

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

Satisfaction with C-OSS

Questions to respondents:

- Conflict solving
- Allocation process



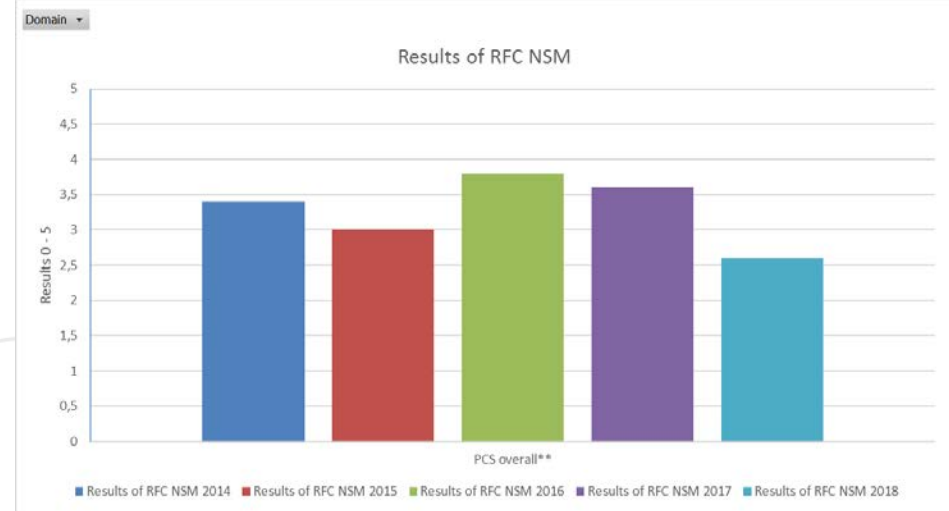
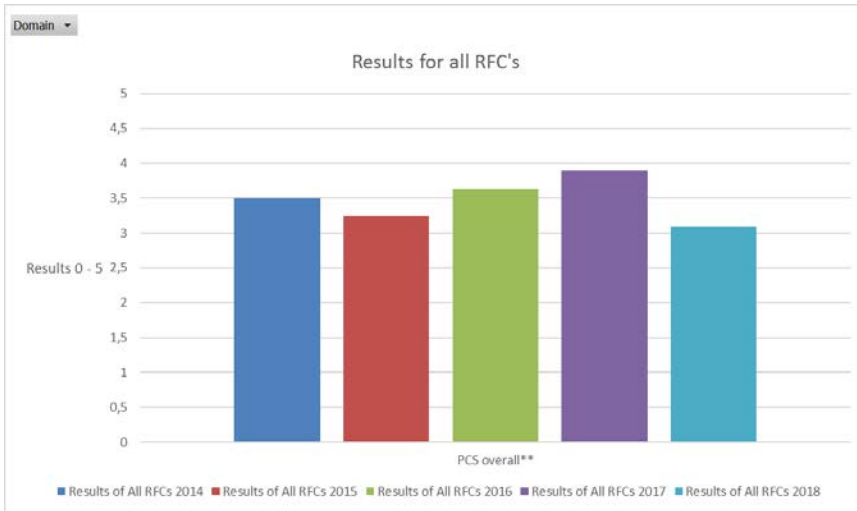
Analysing the results:

- Very little conflicts are appreciated (high offer based on Capacity Wishes Survey)
- Allocation process is considered the Achilles Heel of the C-OSS. Especially the missing deadlines and days in the offer are not appreciated:
 - *"Allocation process 2019: offer deadline not respected, TCRs impact on PaP-availability"*
 - **Action 3: monitor the allocation process and the quality of the capacity offered**

Satisfaction with PCS

Questions to respondents:

- Overall PCS appreciation



Analysing the results:

- The usability and quality of the offer in PCS is one of the key points to be improved. The implementation of the envelope concept for TT2021 should be a big step in the right direction to achieve this.

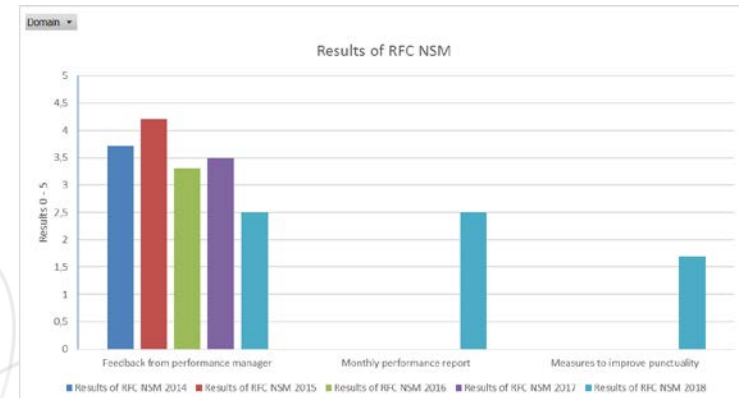
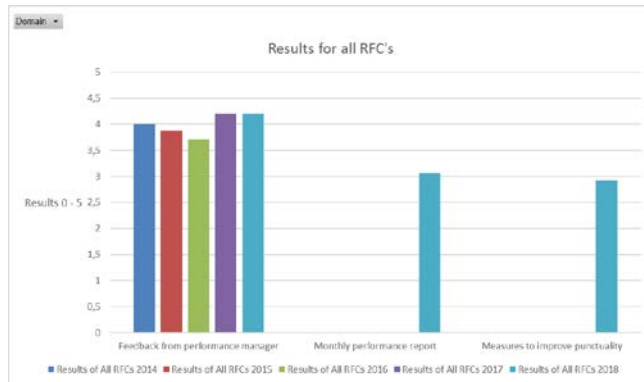
Actions linked to the action plan

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

Satisfaction with Train Performance Management

Questions to respondents:

- Feedback TP manager
- Monthly performance reports
- Punctuality improvement measures

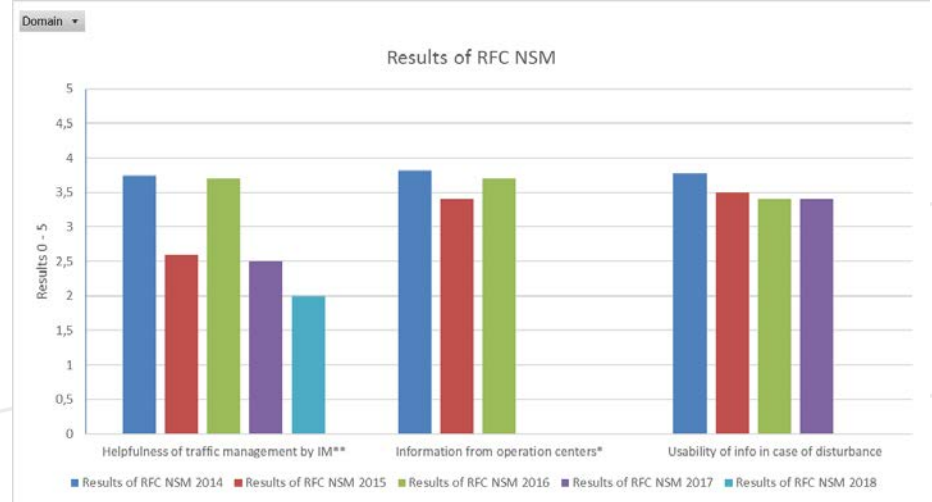
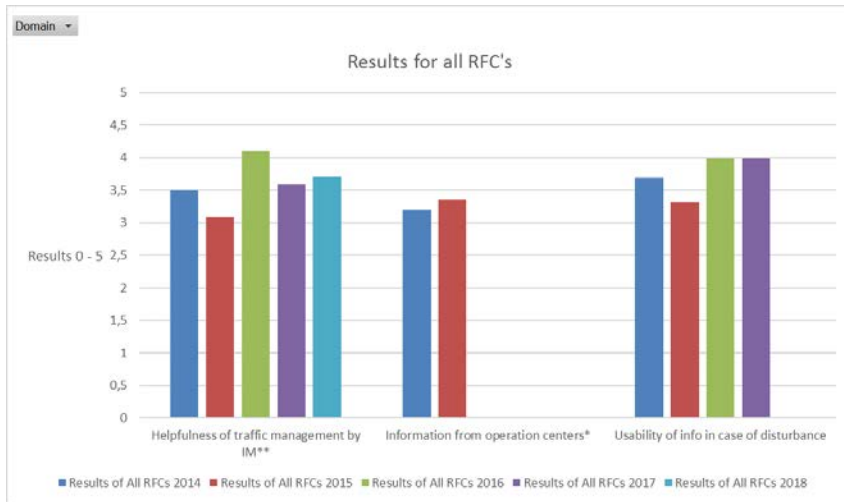


Analysing the results:

- No monthly reports are published. Reporting is done via the semestrial overall performance report
- At the moment only very limited participation of RUs; needs expressed are very heterogenic:
 - *"TPM: model to align between different IMs so that the agreed causes between RU and IM are aligned / just 1 took place according 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.

- **Action 12: Monitoring the quality of freight services with implemented and shared Key Performance Indicators**

Satisfaction with Traffic Management



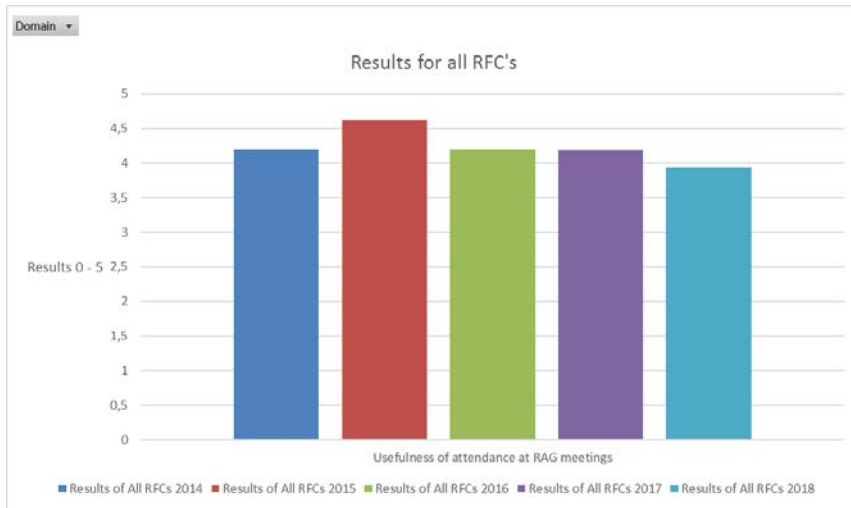
Remark: Questions were set together into the overall satisfaction in 2016 (Helpfulness of and information from Traffic Management)

Analysing the results:

- The traffic management working group manages topics that currently mainly concern IMs.
- There is no communication towards RUs so far to RUs, but this will change with the provisions of certain tools to RUs,

• Action 8: Train tracking and Estimated Time of Arrival

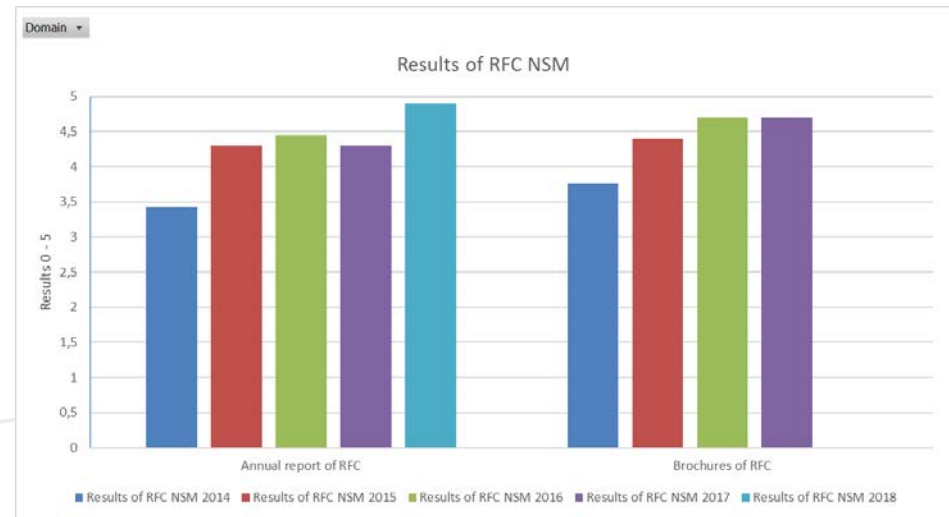
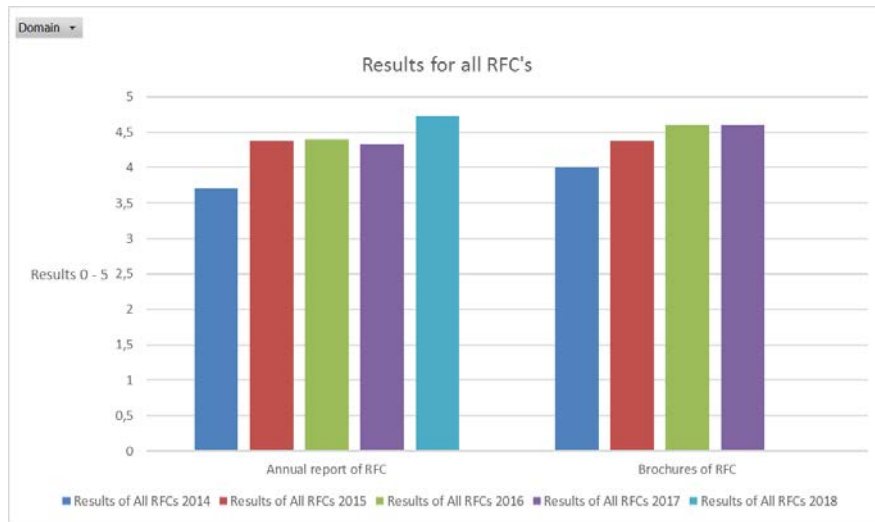
Satisfaction with the Management Board



Analysing the results:

- Stable for RFC NSM
 - Stable for the overall result of all RFC's
 - See action below
- **Continue to steer the action plan shared with the Railway Undertakings, in order to develop solutions in a transparent way and open communication**

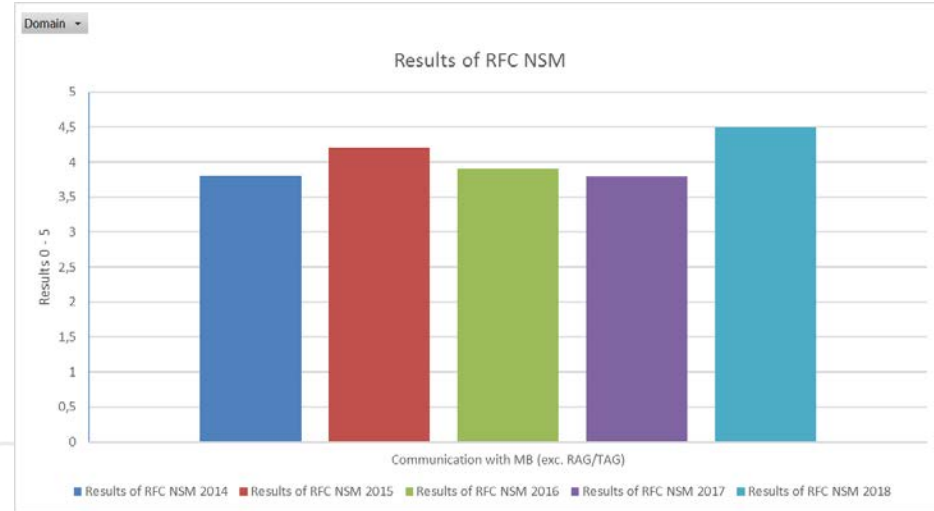
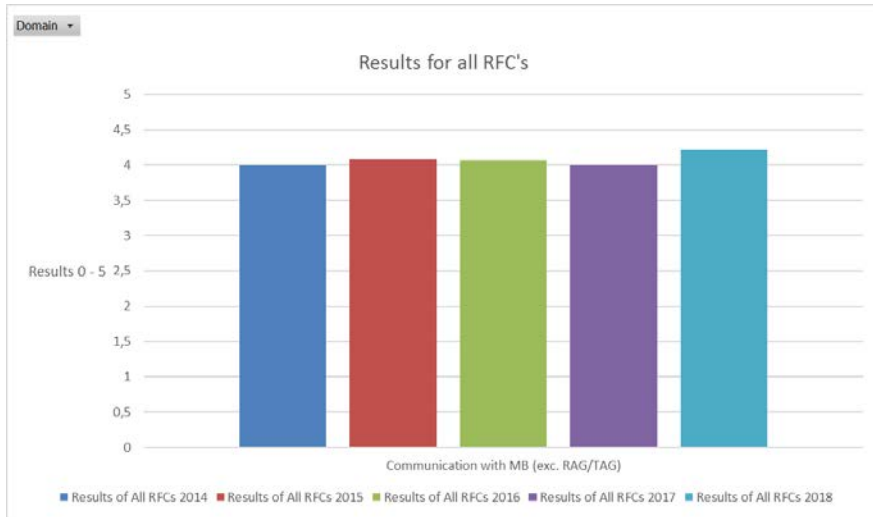
Satisfaction with overall Communication



Analysing the results:

- Small increase for RFC NSM
- Small increase for the overall result of all RFC's
- See action below

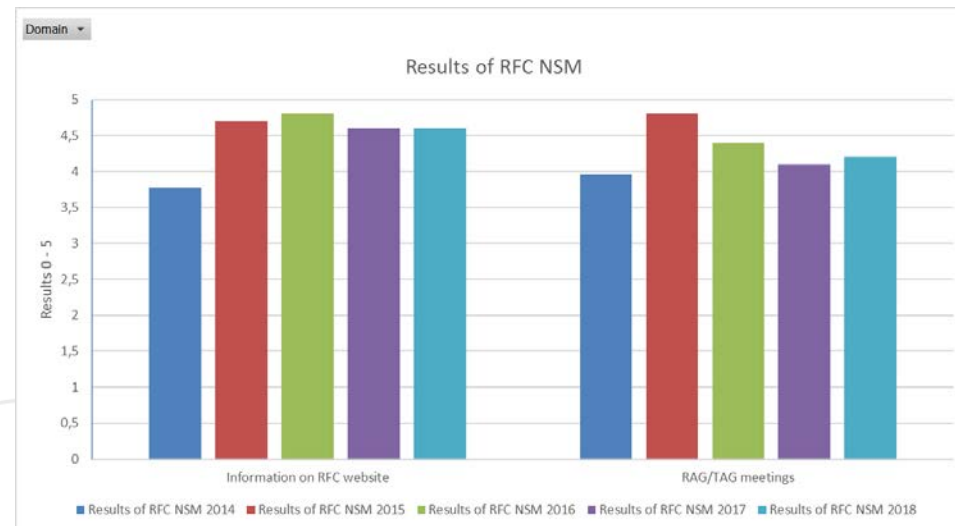
Satisfaction with overall Communication



Analysing the results:

- Increase in 2018 for RFC NSM
- Stable for the overall result of all RFC's
- See action below
- **Continue to steer the action plan shared with the Railway Undertakings, in order to develop solutions in a transparent way and open communication**

Satisfaction with overall Communication



Analysing the results:

- Stable for RFC NSM
 - Stable for the overall result of all RFC's
 - See action below
- **Continue to steer the action plan shared with the Railway Undertakings, in order to develop solutions in a transparent way and open communication**

Conclusion – Wrap up

- Most results in line with the other corridors, except some specific issues related to e.g. Infrastructure Standards and Allocation Process
- 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



Overall satisfaction question RFC NSM

Exhaustive remarks formulated by respondents (Not filtered):

- work on completeness of offers in France
- 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
- Quality issue 1 : ETA / info from RU - Support terminals and Combined Transport Operators in getting info from the Infra Managers (RNE and national level) in order to challenge the RU in providing better information
- support alignment of national ERTMS deployment plans
- Support comprehensive quality approach including TERM and CTO / FF (from definition of quality indicators / impact analysis of non-quality for 3rd parties to action - penalties / SLA / Bonus Malus system)
- Support P400 implementation in France and CH (Basel) // 740m of trains in BE
- gauge definition of line in France should be aligned with the rest of Europe
- 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

Overall satisfaction question RFC NSM

Exhaustive remarks formulated by respondents (Not filtered):

- last mile shunting provided in TIS
- more possibilities for France (transit) traffic
- overall DFCA is satisfied with its order
- DFCE moderately satisfied with the order vs. observed speed holes
- PCS not ergonomic
- we would like a glossary for the use of PCS FR-ANG with training support or even a short online training course
- 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 in the Corridor) with more time to operate in Modane and publicize windows-time for French-Spanish borders
- national furrows are required to be filled in international applications and it is negotiated that could be valid for both systems; this is already done by SNCF Réseau
- The "feeders and outflow" are necessary to link them to the PaPs corridors, case of Spain where several origins and destinations can be found although it is also given in German route
- restrictions for the TCR works to be made known by the GIs with the anticipations of the TT Redesign

Analysing the remarks:

- Very different topics were mentioned in the remarks

Satisfaction with Infrastructure

Exhaustive remarks formulated by respondents (Not filtered):

- the example RASTATT shows, there's no good alternative route via France or inside Germany
- capacity restriction: RFC has on the homepage "we offer good solutions" - where are they in case of interval planning
- **P 400 possibility failing on relevant stretches**
- 740m coverage not guaranteed on main axes
- ERTMS on some countries - not necessary in others - implementation waste of energy
- no improvement in regarding technical standards despite our test (gauge, length,...)
- low CT loading gauge
- RFC not interacting constructively with IMs
- CT-profile in France (mainly route BE/LU-Basel) inadequate

Analysing the remarks:

- Topics mentioned are related to the measures in action plan (continued)

Satisfaction with Coordination/Communication of TCRs

Exhaustive remarks formulated by respondents (Not filtered):

- too late information about TCRs
- no coordination between IMs on TCRs that impact more than one country
- TCR process not aligned with PaP process (TCRs modify PaPs)
- the information procedure foreseen in the directive 2012/34 is not taken into account
- priorities for works are not defined from the market but from the politician needs
- 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
- no information available; we want impact sheets

Satisfaction with Coordination/Communication of TCRs

Exhaustive remarks formulated by respondents (Not filtered):

- PaP information is changing
- no harmonization between the different IM
- no harmonization between the different areas within INFRABEL
- no respect of the calendar (A-2) for the announcement of total closure line within INFRABEL
- no alternative proposal (corridor perimeter) from the IM in case of total closure of line
- these elements have led on multiple occasions to a complete closure of RFC02
- I don't see any activity from RFC - every country make his way - no coordination overall
- when it's difficult the answer from RFC is: no solution
- does it exist? where do I find it?
- limited info on effect - alternatives

Exhaustive remarks formulated by respondents (Not filtered):

- the RUs should be involved in the revision process for CID adaptations
- regulation documents need to be adapted/ extended in order to define the PaP-process from Publication up to Active Timetable-phase in a sufficient, common and mandatory way
- regulations should fix gaps which currently provide room for interpretations for IMs and permit therefore the deviation of processes from several IMs
- information and contacts are not up to date
- RUs should be involved in CID revision process
- regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatorily
- 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

Analysing the remarks:

- Clear remark to increase involvement of RU's in CID drafting

Satisfaction with PaP's and C-OSS

Exhaustive remarks formulated by respondents (Not filtered):

- 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
- not harmonized along the way - set to minimal
- not adapted to standards (P400, 740m)
- continuous decrease of the average speed
- difficulty on night train paths with only 27% of positive responses compared to train paths ordered on FR-BE
- it can be improved if rerouting is possible
- if the timetable of the path is appropriate, it is often very affected by works and a drop in speed
- some train paths have a good diet but are often at an inappropriate timetable due to poor coordination at the border point

Exhaustive remarks formulated by respondents (Not filtered):

- PCS does not prevent interpretations and inconsistencies
- bad usability
- missing feature to enable efficient working 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
- does not follow the life of the furrow
- not customer friendly
- we would like free trainings / training materials to be provided to our timekeepers
- each year new evolutions and complicated to stabilize for us especially since we use it little.
- incomprehensible French translation

Satisfaction with Train Performance Management

Exhaustive remarks formulated by respondents (Not filtered):

- 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 1 took place according to our knowledge
- no usable feedback
- RNE prefers a single cumulative summary of all SGV customers, which describes the quality of the corridor, but not the quality of our products
- reintroduction of product-specific evaluations in the sense of DB-Cargo relations with predefined measuring points and associated reasons for delays
- regular half-yearly exchange between RNE and RUs for the purpose of generating measures to eliminate or at least contain the weak points identified in each case
- reporting by RNE on a monthly basis by means of standardized evaluation. Prerequisite: The data quality (keyword: Gellert), which in the past was partially inadequate, was significantly improved

Satisfaction with Traffic Management

Exhaustive remarks formulated by respondents (Not filtered):

- 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

Analysing the remarks:

- See Park or Run RNE project

Satisfaction with the Management Board

Exhaustive remarks formulated by respondents (Not filtered):

- no real will to change things
- no authoritative relationship with IMs
- RUs not longer interested in RAG meetings
- Management Board representatives partially not factual
- approach P400-topic
- coordination of works
- capacity
- cooperation/attitude IM's

Satisfaction with overall Communication

Exhaustive remarks formulated by respondents (Not filtered):

- publication on website should be simpler, more data less descriptive texts
- no information besides RAG-meetings
- KPI are too generalist (performance for the whole corridor instead of per train) (Still defined together with ECCO)

Analysing the remarks:

- Working on improvements of the website
- More communication actions linked to a specific communication action plan

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sillon | suisse | sa
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