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RFC User Satisfaction Survey 2019

Report for RFC 2

CORRIDOR
NORTH SEA – MEDITERRANEAN

RNE
RailNetEurope

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

November 2019

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01 Study Design

Survey Design

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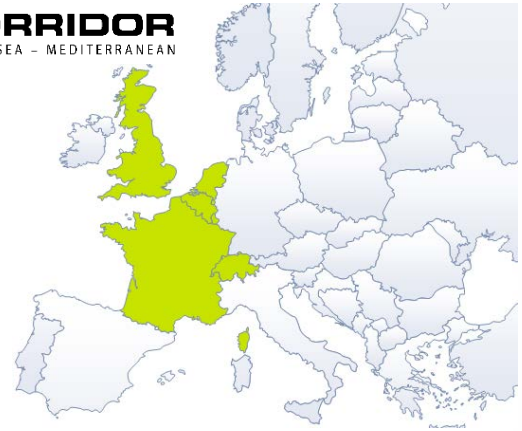
NORTH SEA – MEDITERRANEAN



- 15 respondents
  14 full interviews / 1 partial interviews
  12 nominated by RFC2 / 3 nominated by other RFCs
  7 agreed to forward name
  5 used topic-forward
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 86 e-mail invitations sent
- Field Phase: 12 September to 11 October 2019

RFC specific Response Rate

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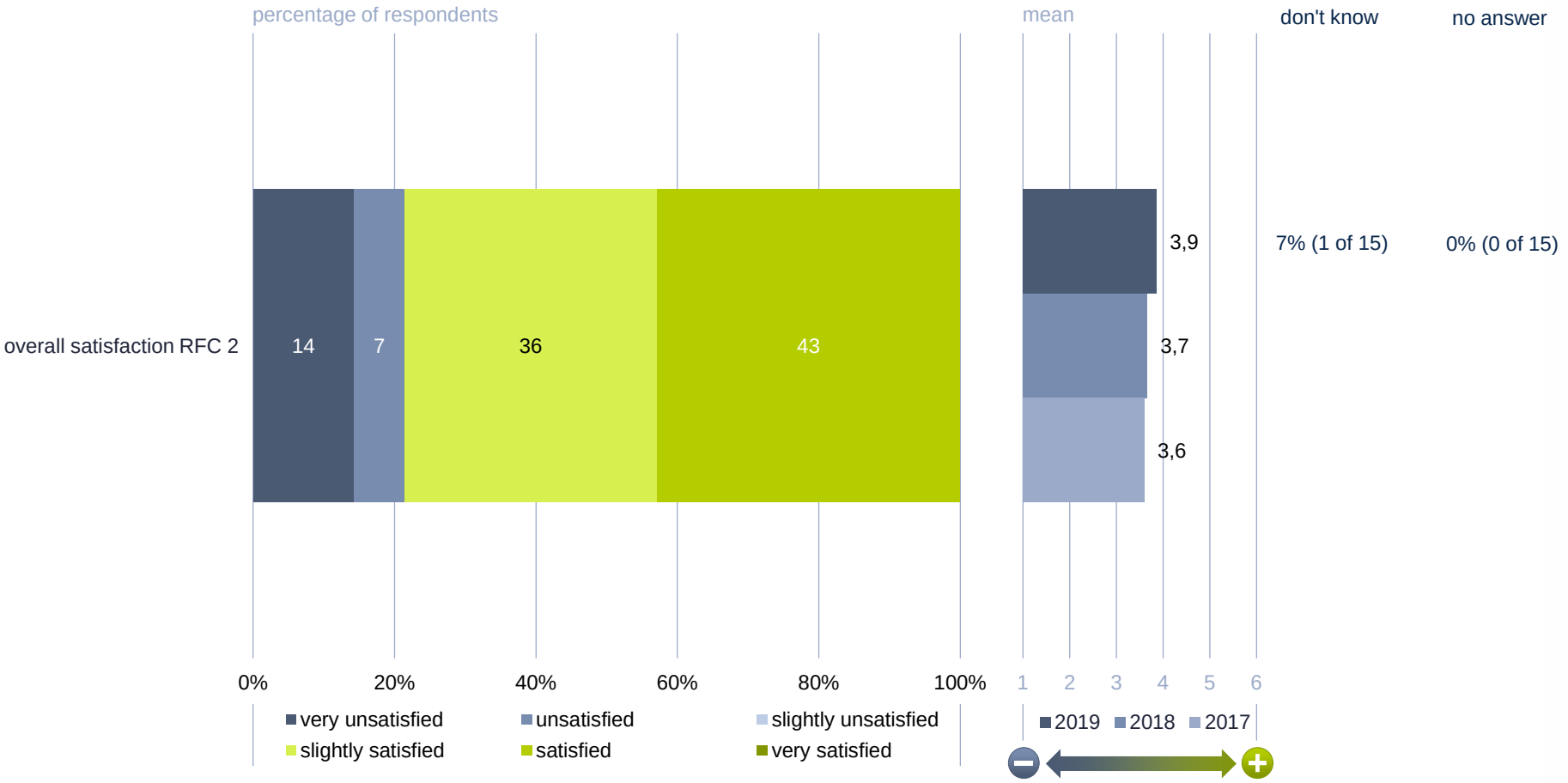
	CORRIDOR NORTH SEA – MEDITERRANEAN
Total interviews	**15** (-4)
Full interviews	14 (-3)
Partial interviews	1 (-1)
Invitations sent	86 (+11)
Interviews	12 (-1)
Response rate overall (invited by RFC only)	**14%** (-3%)
topic-forward used	5 (+/-0)
forward name	7 (+1)

2019 (change from 2018)

02 Satisfaction with the RFC

Overall Satisfaction



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

sample size = 15; 17; 19

General feedback || open question

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-Development of a new product, which is fitting to TTR (with focus to guarantee capacity for freight in advance to the yearly timetabling process and to enable freight RUs to book ad hoc capacity, which is exclusively reserved for freight)

-high gabarit (P400) to be solved in France in order to act as an alternative way to RFC1 and to catch transport opportunities from UK

-I expect that the corridor obtain more power about planning through the different networks.

-I wish that a European instance held by the corridor can help to settled the disputes

-long trains in BEL sections

-More concrete topics related to operations should be approached (harmonisation on border stretches; Xborder).

-quality needs to be measured based on KPI's (to be aligned between RU/IM)

-RFCs should be empowered to interact constructively with IMs

-RFCs should concentrate more on the total corridor traffic, not just on PaP-traffic. RFCs should be empowered to interact constructively with IMs.

-RNE TIS to be easily useable - 'Train ID' solution

-Thank you for informing me of the procedures and steps to be taken to have the required level of information on RFC 2 and RFC 4

-We appreciate having a good coordination between RFC, we see the corridor offer as a whole and not specific to each corridor. As a result, the more harmonized or unified it is, the easier it is for EF

"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."

Satisfaction with Infrastructure

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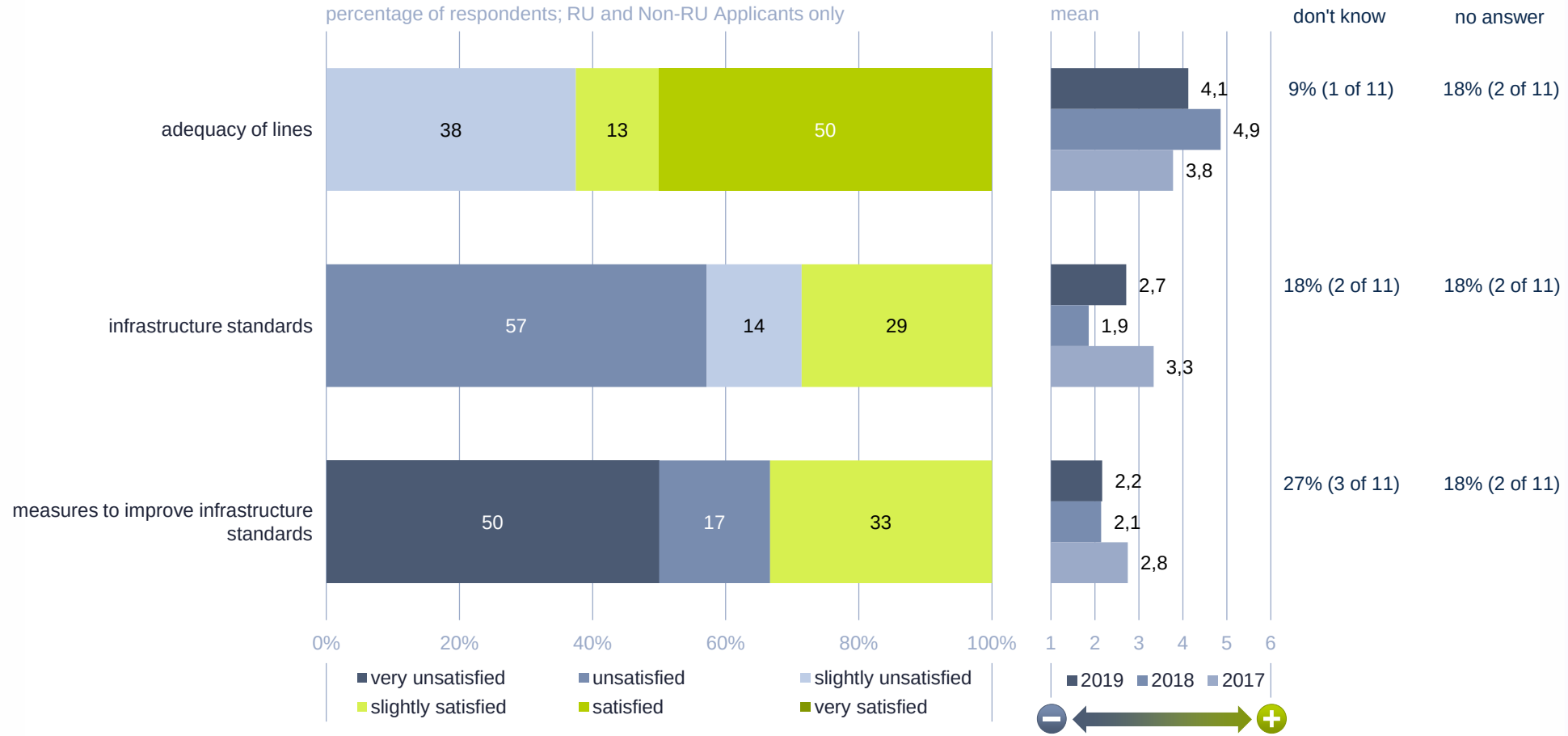

"To what extent are you satisfied with the adequacy of the lines (geographical routing) assigned to the RFC? || … with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading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

sample size = 11; 11; 11

Feedback Infrastructure || open question

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-Even though RFCs are present in the instances in France that discuss the evolution towards the P400 it is not obvious that decisive actions have been carried out

-have the possibility to join the RFC2 from Le Havre to Strasbourg avoiding the arrival in Paris

-Initiative of Elisabeth Werner is welcome

-no significant progress on the subject loading gauge improvement on the corridor

-P400 necessity in the Lorrain region

-PC400 missing, 740 m missing

-the harmonization of works between the different borders and along the paths

-We need more information about the works planned in the further years to open the gauges, lengths, weights

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Coordination/Communication of Temporary Capacity Restrictions

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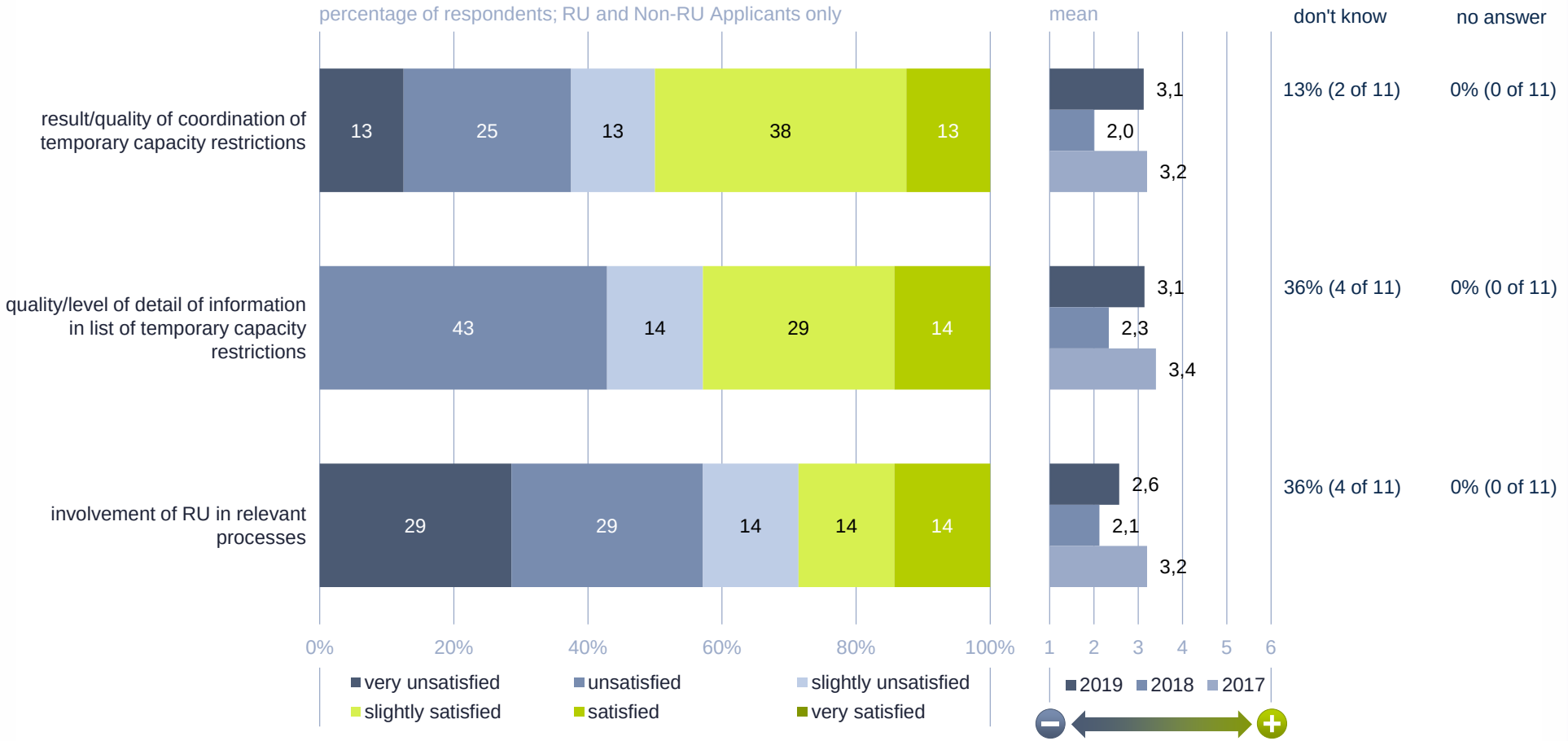

"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || … with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions), 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?"

sample size = 11; 11; 11

Feedback Coordination/Communication of Temporary Capacity Restrictions || open question

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-Alternative PaPs for routes and days of TCRs are urgently needed

-ensure and follow up alternative route capacity for athus meuse - expected issues around Schaerbeeck

-Important and valuable work for EF

-PaP-changes and cancelations due to TCRs (parts of stretches and period of times)

-RFCs should define their role within the new process of annex VII, good things should be rolled out to other RFCs

-Although not considered to be a railway undertaking or authority controlling railway train paths, the port authority remains concerned by all information relating to traffic restrictions (temporary limitation of speed, deviation route, etc.) and of works

-TCR info should be simplified for wider distribution and tagged only for those impacting capacity bands in IM tools

-The dissemination of information could be strengthened especially with the teams in charge of the works

-The format is adapted and readable

-The information about works through the corridor is hard to obtain, and we need to have this tool to secure our traffics

-Urgent implementation and mandatory usage of TCR Tool

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Corridor Information Document (CID)

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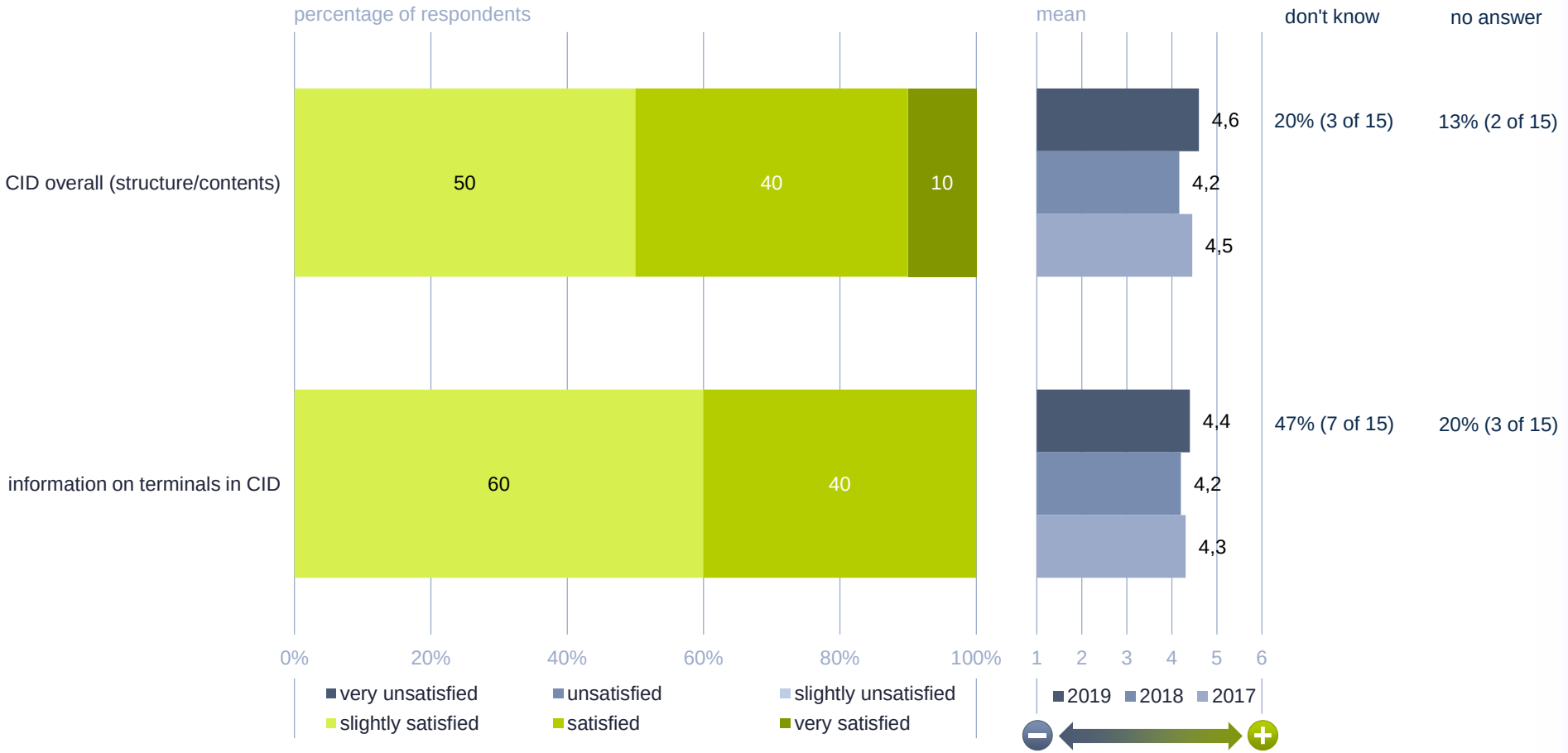

"To what extent are you satisfied with the Corridor Information Document (CID) for the 2020 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2020 or in other sources, e.g. Customer Information Platform?)"

sample size = 15; 17; 19

Feedback Corridor Information Document (CID) || open question

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-Deviations and contradictions from the agreed international process due to national regulations (network statements) are not shown (e.g. deadlines for draft and final offer, reasons and possibilities for observations or justified objections)

-How can one access the "CID" mentioned here? The information on the terminals is very important to us.

-National differences in processes should be aligned to one harmonised process

-Terminal Capacity is ordered by the operators

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Path allocation (1) - PaP

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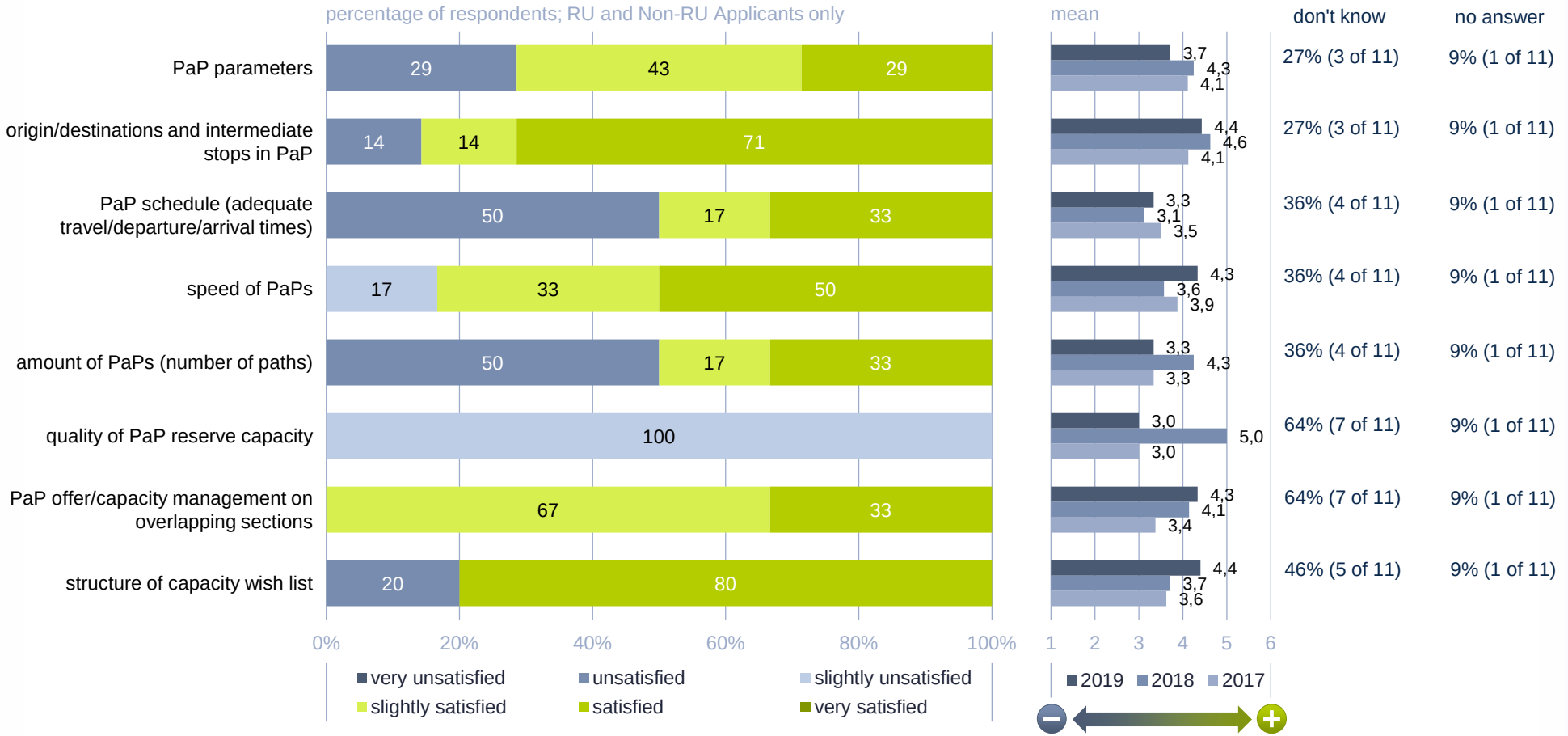

"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || … with the origins/destinations and intermediate stops? || … with the PaP schedule? || … with the commercial speed of PaPs? || … with the amount of the PaPs? Is there a sufficient number of PaPs? || … with the quality of Reserve Capacity (RC)? || … with the PaP offer and with the capacity management process on overlapping corridor sections? || … with the current structure of the capacity wish list?"

sample size = 11; 11; 11

Satisfaction with Path allocation (2) - TTR project (pilots)

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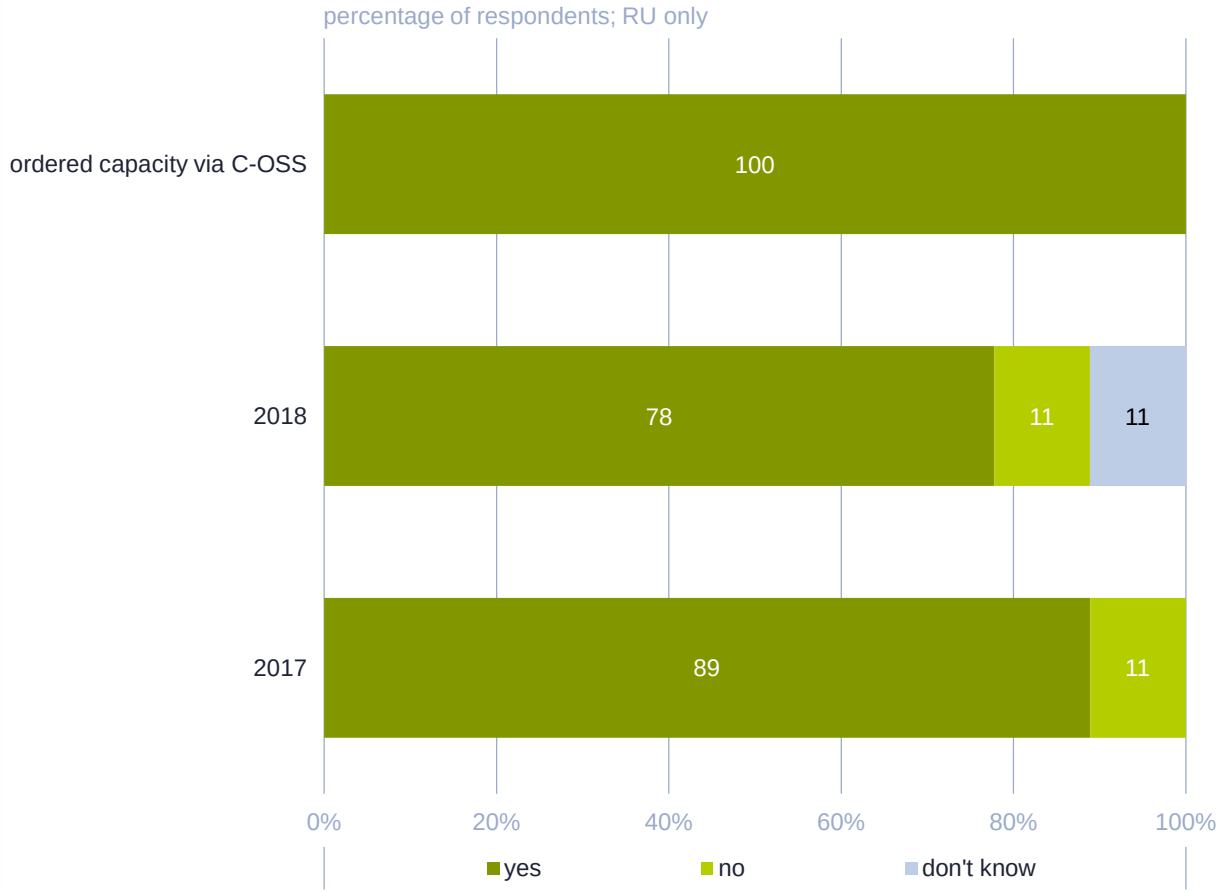
"How satisfied are you with the contribution and information provided by the RFC on the TTR project (pilots) run by RNE and the way it meets your needs?"

sample size = 11

Usage of C-OSS



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

sample size = 8; 9; 9

Satisfaction with Path allocation (3) - C-OSS

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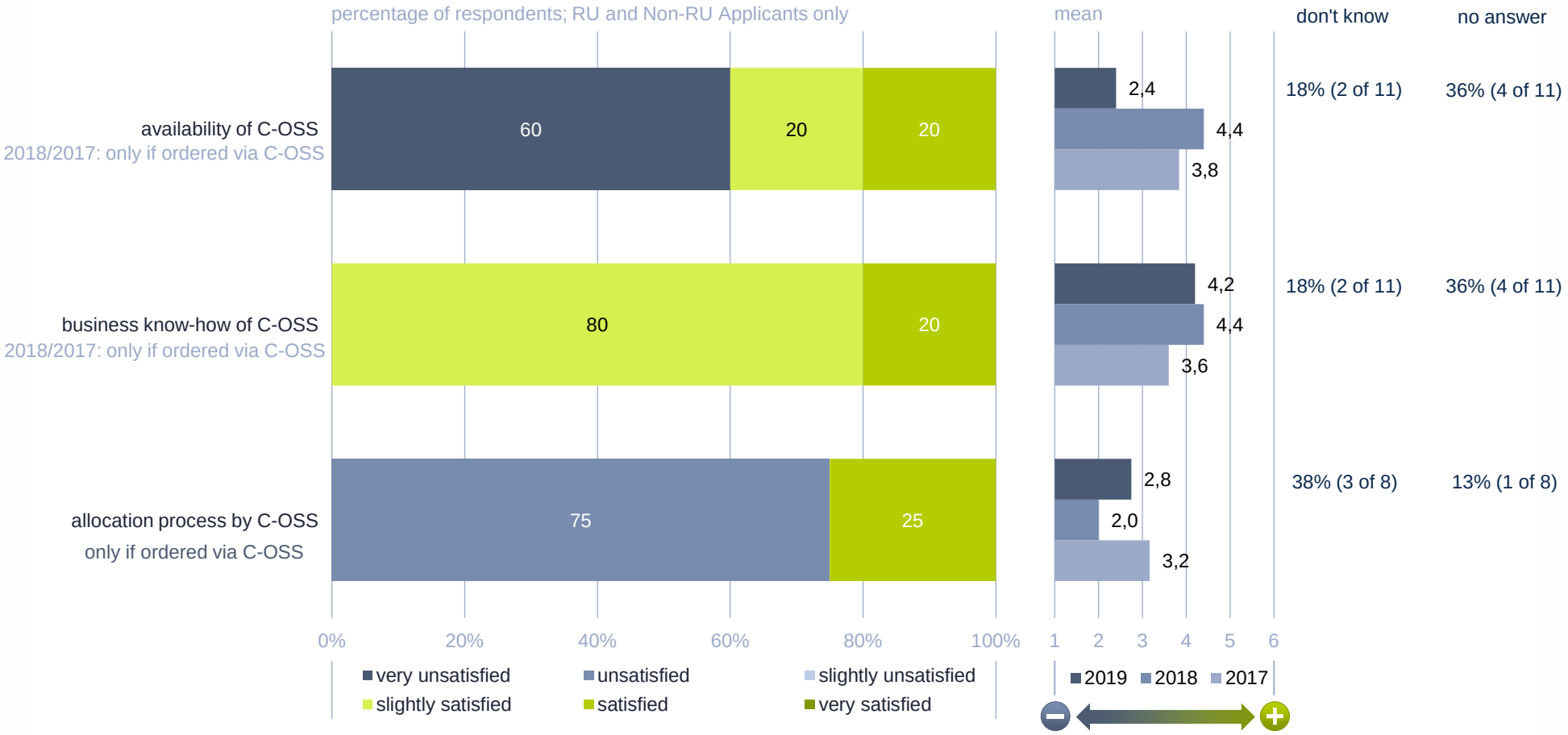

"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2020 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.)"

sample size = 11/8; 7; 8

Feedback Path offer, PaP allocation and C-OSS || open question

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-A solution is needed especially with regard to the availability of representatives during holiday times; competent representatives for management in PCS are needed; possible solution: a back office for all RFCs

-All RFCs: PaPs are published on the basis of a reference loco. For every order the RU has to ask the RFC, if a deviating loco type (as published) is allowed or not. This creates an additional effort.

-Capacity wish list: SNCF R format used for 2021, redundant RFC format, requests are recurrent for a large part from year to year. Any manually filled format change is human error generator.

-Good coordination between corridors 2, 4 and 6

-In final offer for some days the paths have not been offered complete due to missing capacity. RUs should be involved in CID revision process. Regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatory

-In final offer for some days the paths have not been offered complete due to missing capacity. Unsatisfied offer and process of RFI (missing offers, delayed offers). more PaPs for bottlenecks needed, e.g. passing through Switzerland and Denmark

-Missing availability of representatives for managing in PCS during holiday times. TCR: TCR impact of PaP availability not considered (PaP published for the entire year)

-Missing: PaP quality standards / PaP-reroutings for TCRs / unique valid version of Draft and Final Offer in PCS / offer for all requested days / standard observations / post-processing by IMs / mandatory consideration of RU observations

-No critical situation on the supply but we feel that the corridors sometimes have the same difficulties as the RUs with the GIs

-PaPs are published on the basis of a reference loco. For every order the RU has to ask the RFC, if a deviating loco type (as published) is allowed or not. This creates an additional effort.

-Process and deadlines of RC for response/offering is not defined. This creates high uncertainties for RUs. TCR impact of PaP availability not considered (PaP published for the entire year)

-RUs should be involved in CID revision process. Regulation documents should be adapted/extended in order to define the PaP-process comprehensively and mandatorily.

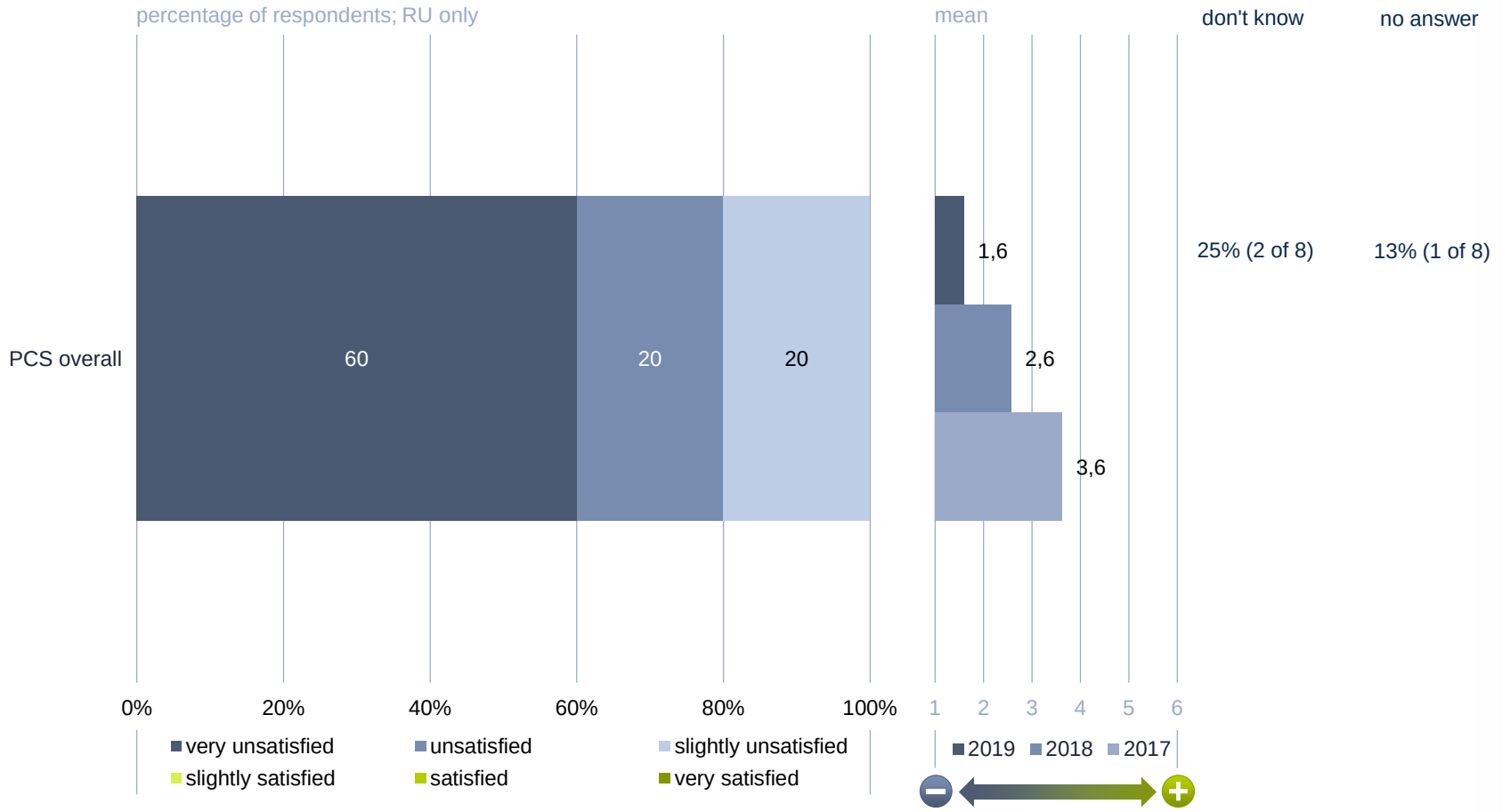
-TCRs have to be planned in a way, so that enough capacity for PaPs remains; see problems with TTR pilot; take into consideration planned TCRs for TT 2021

-TTR: Publishing of capacity and management of requests/offers in one single system and coordinating organisation is needed.

-We hardly ever ask for C-OSS: it is an intermediary that makes it more difficult to find solutions in the case of non-allocation of PaP, simply needs support to put pressure on the system.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Path Coordination System (PCS)



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

sample size = 8; 9; 9

Feedback Path Coordination System (PCS) || open question

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-A booking tool has no real value in any cases of Combined Traffic, if paths are not harmonized with terminal slots and/or are not connected with important feeder paths. French solution: pour les flux de combiné PSOTC, international use possible?

-Fear that it gets complicated with PCS EC

-For SNCF R the publication of the answers which presents all the variants even if no impact on the required parameters poses a problem of readability. This must be simplified.

-Many parameters to go back to the creation of the files, the PAPs have the merit of reducing them

-Missing automatic verification function. Comparing of requests and offer for complete journey not possible or very difficult.

-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.

-No improvements since last year! PCS does not prevent interpretations and inconsistencies. Bad usability. Missing feature to enable efficient working in PCS.

-PCS does not prevent interpretations and inconsistencies. Bad usability. Missing feature to enable efficient working in PCS.

-Problem: Eurotunnel is not managing PCS

-RFCs could better inform RUs of different IM constraints on PCS usage (path loss if not accepted or remaining in a given phase, etc.)

-We request the implementation of the envelope concept, which considers the requirements of RUs and is quality ensured.

-We use PCS for the order only because no tracking of the path in the tool.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Train Performance Management

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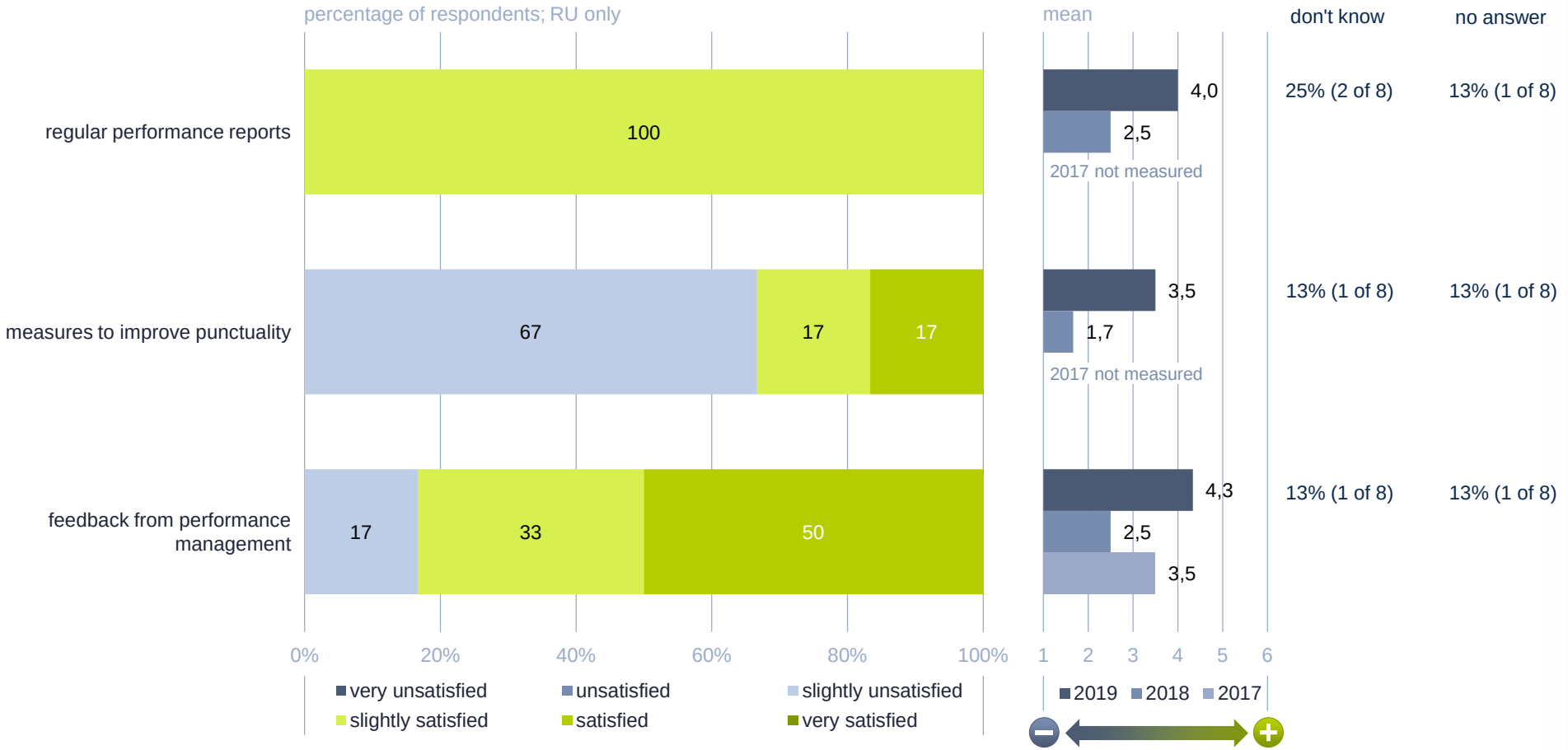

"How satisfied are you with the regular performance reports? Do they show the information you need? || How satisfied are you with the efficiency of measures taken in order to improve punctuality? || How satisfied are you with the feedback you receive from your whole RFC performance management team (if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

sample size = 8; 9; 9

Feedback Train Performance Management || open question

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-...the weakest points on the corridor and define measures to improve the quality. / Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points

-make more broader communication on it

-Measures / Reports are one thing, but what about concrete actions? Problem: RFC's are mostly dependent from national IM's and ministries

-Meeting every half a year between RNE and RUs in order to define and implement measures to remove or reduce weak points.

-Monthly standardized report by RNE. Precondition: Improvement of data quality.

-Possibility to know the acceptable delay threshold for each traffic that guarantees the prosecution; possibility to delay work start in case of delayed circulation

-provide train number linking – if necessary – for that traffic, identify with the RFCs the weakest points on the corridor and define measures to improve the quality.

-Rules for maintaining train path in case undefined stop; difficulty reactivating trains that have been stabled (problem related to congested yards, etc.)

-The process should not just be the publication of an overall performance. RUs should first identify the traffics that require in depth performance analysis,

-The process should not just be the publication of an overall performance. RUs should first identify the traffics that require in depth performance analysis, provide train number linking – if necessary – for that traffic, identify with the RFCs...

-To note some initiatives on this year but the analyzes remain the addition of national analyzes and not a relevant view on the whole course

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Traffic Management

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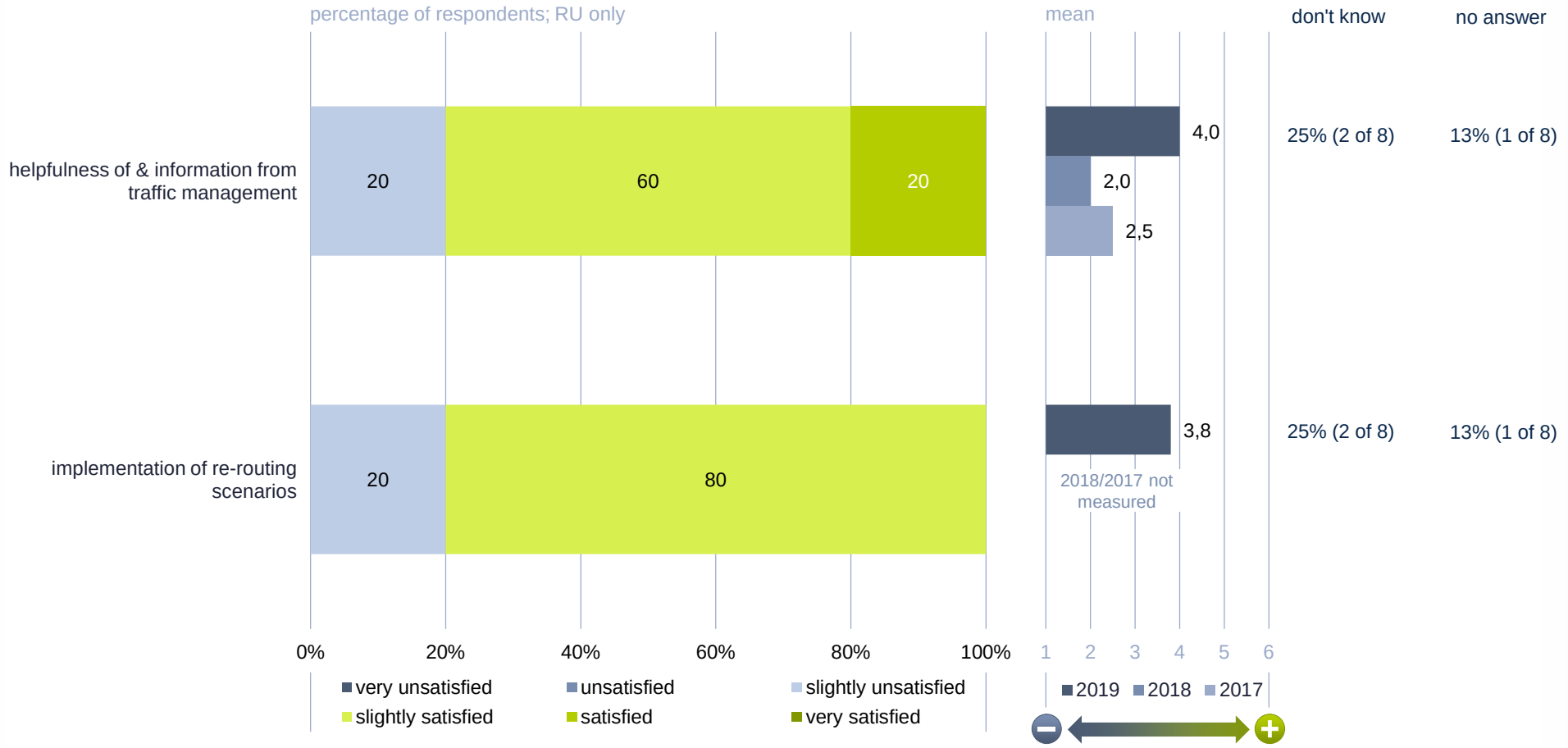

"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them? || How satisfied are you with the implementation of the new processes outlined in the International Contingency Management handbook (re-routing scenarios)?"

sample size = 8; 9; 9

Feedback Traffic Management || open question

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-The Quality of traffic management depends strongly of the involved parties, so many of different rules lead to different levels of operational quality.

-The traffic management of SNCF R on the long journeys (to the CNO) seem more still too little involved / sensitized to the international flow (international contacts between traffics management?)

-Whenever IM’s are not able to fulfil minimal standards (e.g. active workflow processes into direction RU), no impact on improvement of quality was measured at all.

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Co-operation with the RFC Management Board (1)

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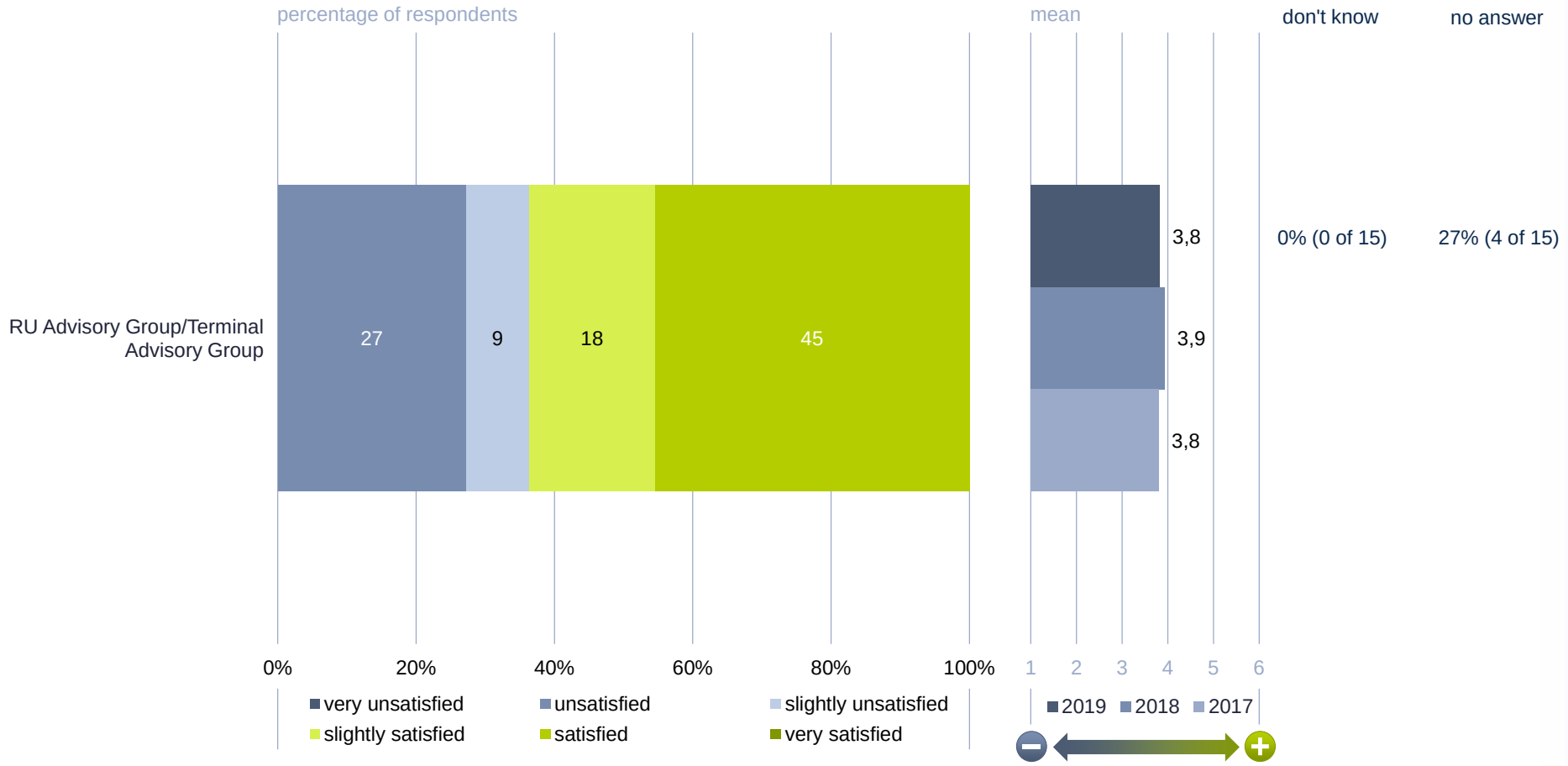

"How satisfied are you with the RU Advisory Group/Terminal Advisory Group (RAG/TAG) meetings. Is your attendance beneficial and useful for your company? (Is your attendance beneficial and useful for your company?)"

sample size = 15; 17; 19

Satisfaction with Co-operation with the RFC Management Board (2)

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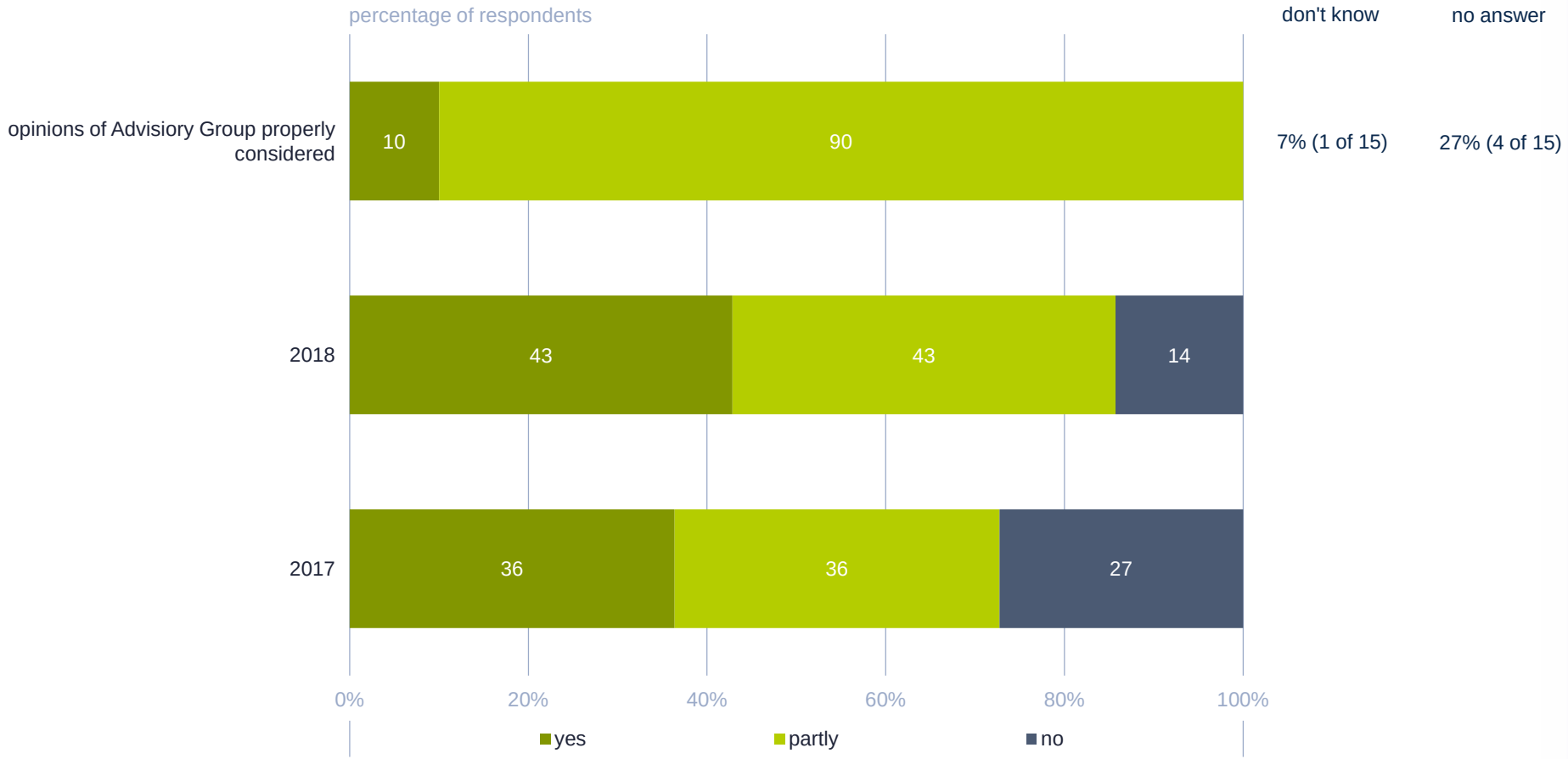

"Do you consider that the opinion of the Advisory Group has been properly taken into account by the RFC Management Board?"

sample size = 15; 17; 19

Feedback RFC Governance || open question

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-1) Give RUs significant roles of power in RAG, MaBo, ExBO. 2) Simplify governance and make decision making much more effective, consequential, rapid. 3) Empower corridors vis-a-vis national IMs (NSAs, Ministries) to protect and grow their freight clients.

-4) Formalise and harmonise all procedures, mandates, tasks and roles on the different RFCs. 5) RNE guidelines should become mandatory for all players. 6) Reduce national influences by enforcing EU regulation and parameter implementation

-7) Give EU objectives of ‘30 by 2030’ an official place in the RFC functioning / Harmonisation of network statements, relevant national procedures and tool usage / Coordinate investment planning on a European scale; align RCF with CNC network

-9) Coordinate investment planning on a European scale; align RCF with CNC network. 10. Improve customer usefulness of tools and TCR Harmonisation of national rules would make a simplified RFC governance structure possible.

-Dedicated home work for each participant between RAG's otherwise no fast progress

-Improve customer usefulness of tools and TCR / Harmonisation of national rules would make a simplified RFC governance structure possible.

-Ministries / NSA's must be part of the game - hearing requirements of RU's first hand

-Revision 913/2010 should be a chance to optimize progress

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

Satisfaction with Overall RFC Communication

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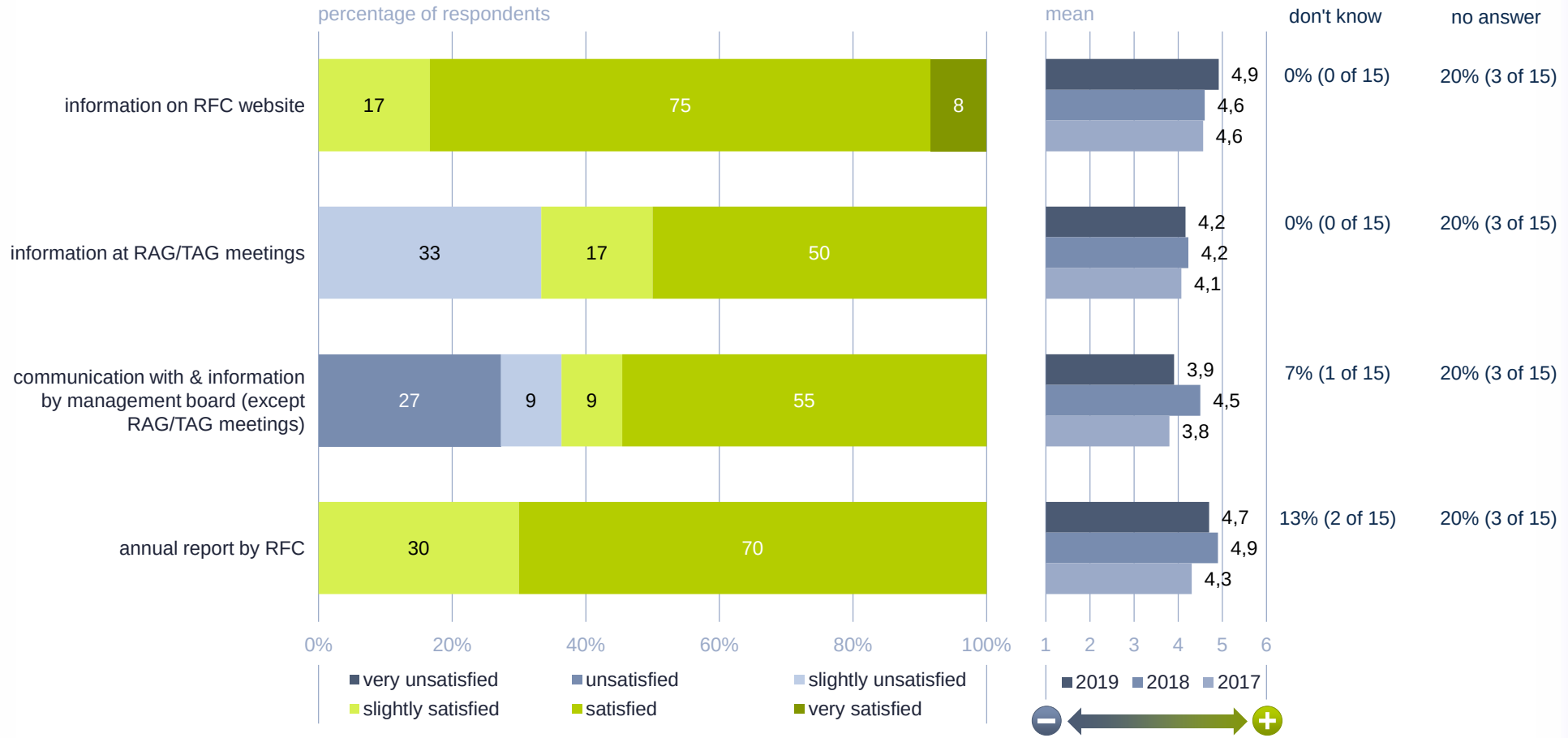

"To which extent are you satisfied with the information provided by RFC's website? || To which extent are you satisfied with the information provided by the RAG/TAG meetings? || To which extent are you satisfied with the communication with and information provided by the Management Board of the RFC other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

sample size = 15; 17; 19

Feedback Overall RFC Communication || open question

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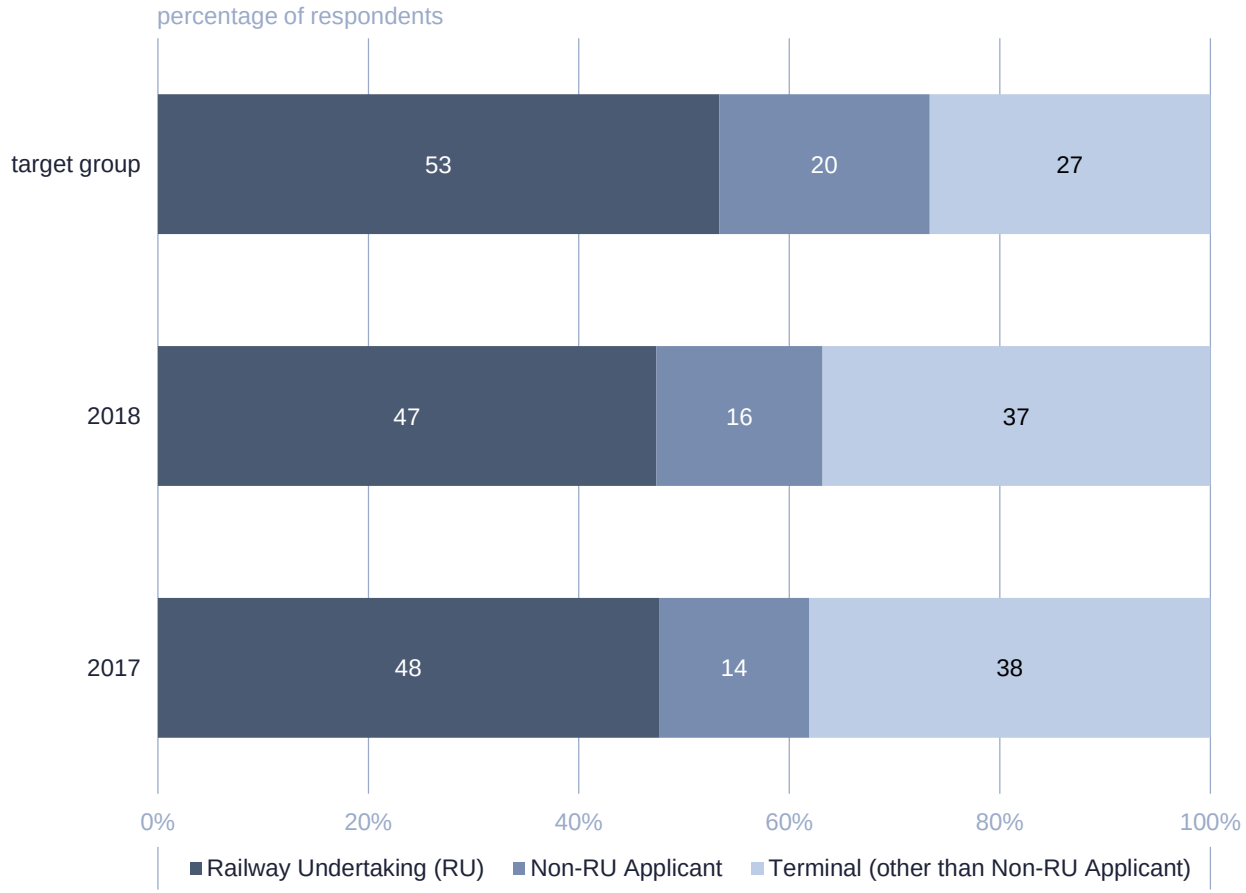
-About the planning of opening gauges, weights, lengths
-About the way to solve trans border issues
-About works planning

"Do you have any suggestions/remarks/comments you would like to share with us for this topic? Please be as specific as possible."

03 Sample Description

Target Group



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

sample size = 15; 19; 21

Usage of different corridor sections

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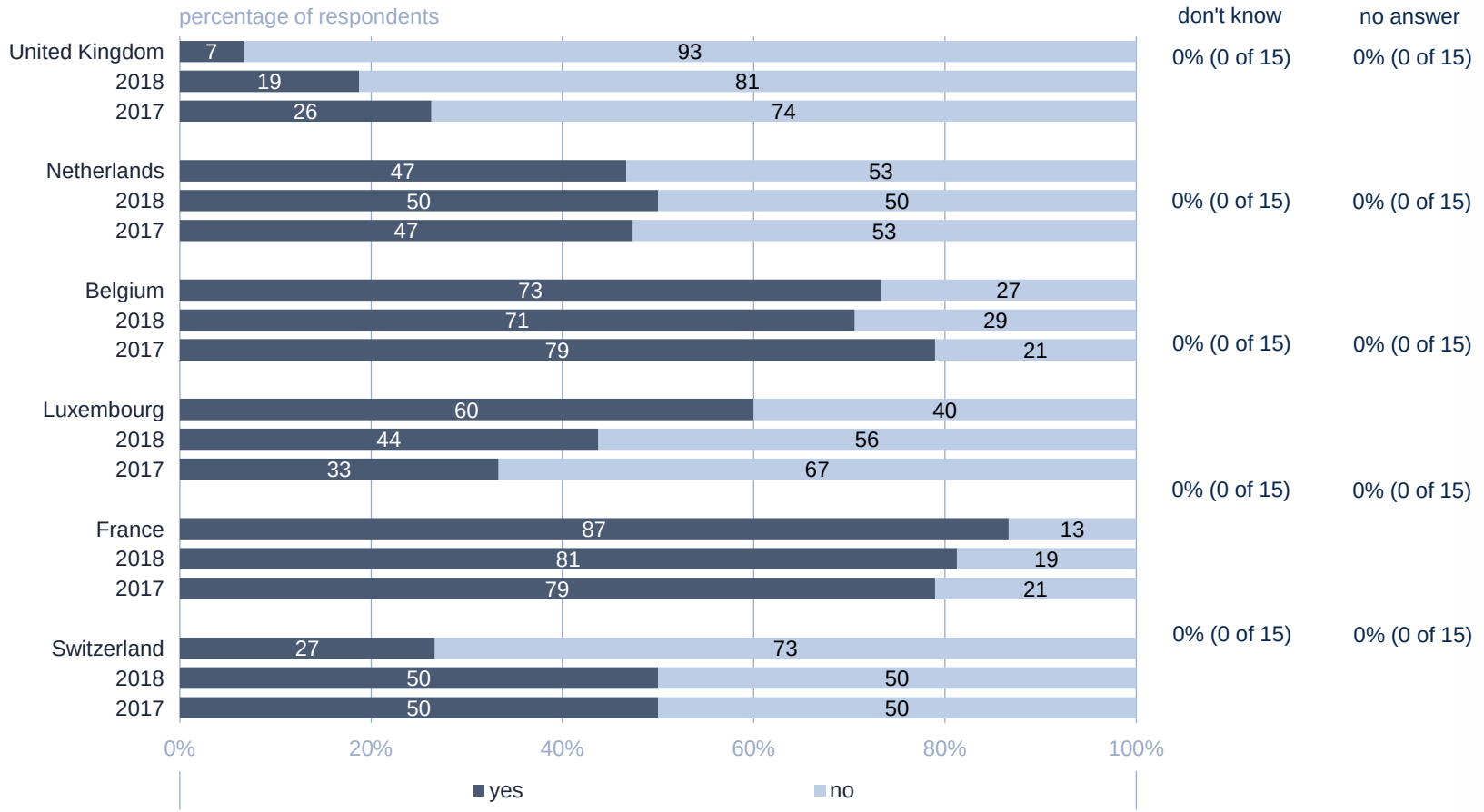

"In which countries involved in the RFCs concerned does your company operate/run international services?"

sample size = 15; 17; 19

04 Summary

Summary - Satisfaction Rating | all respondents

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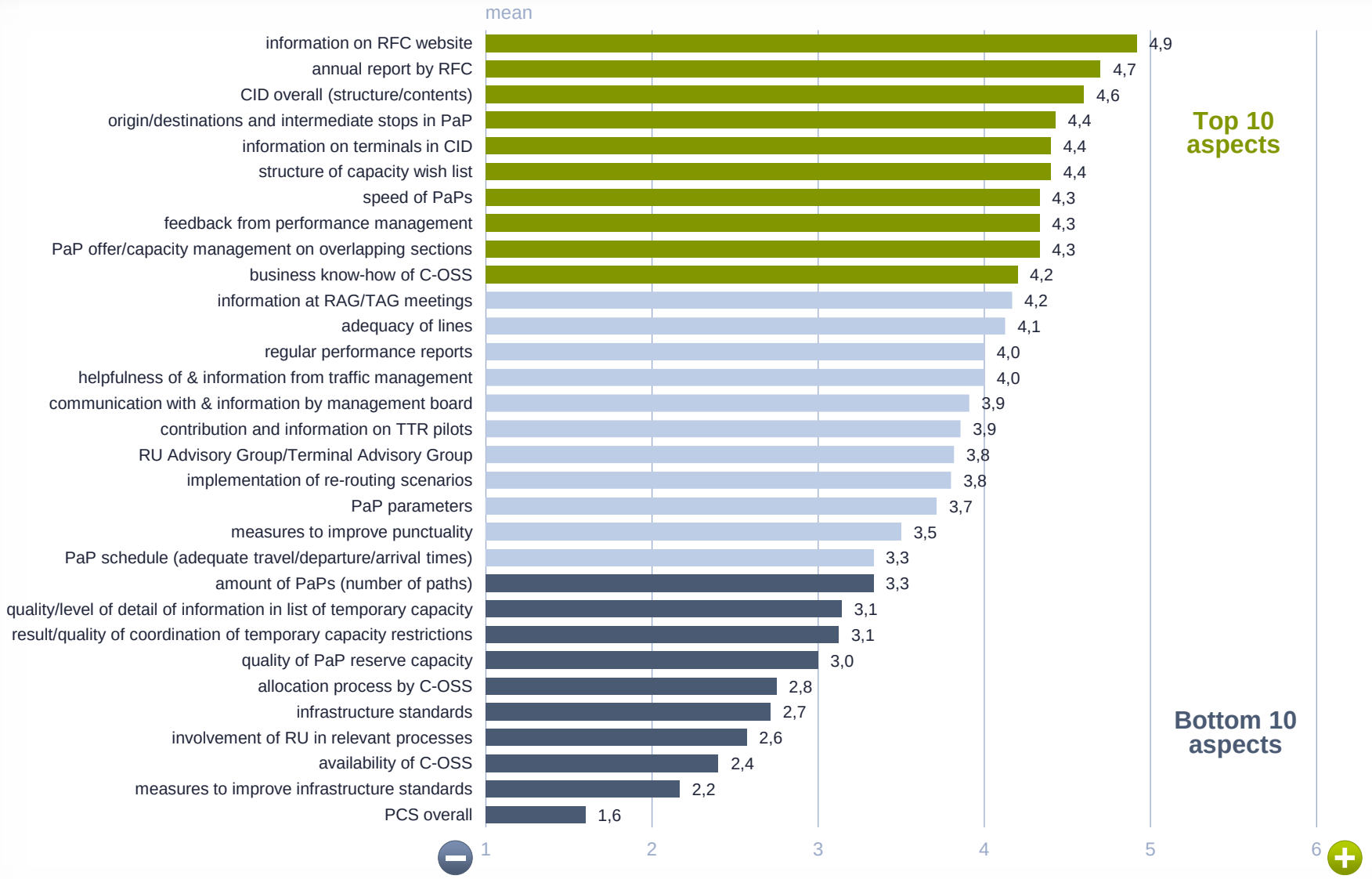

sample size = 15

Summary - Satisfaction Rating | by target group

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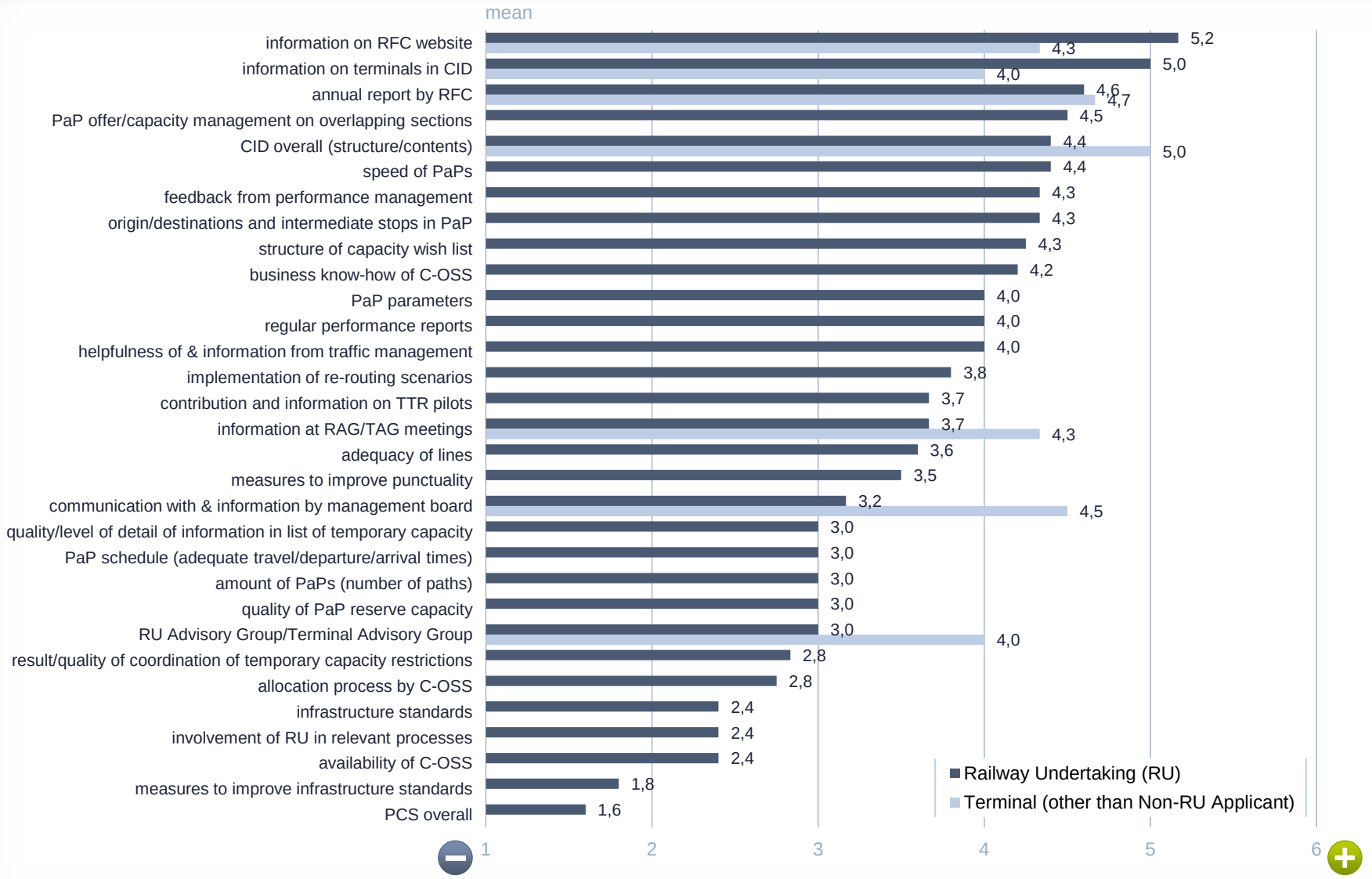

sample size = 8/4

Summary - Satisfaction Rating | RU only

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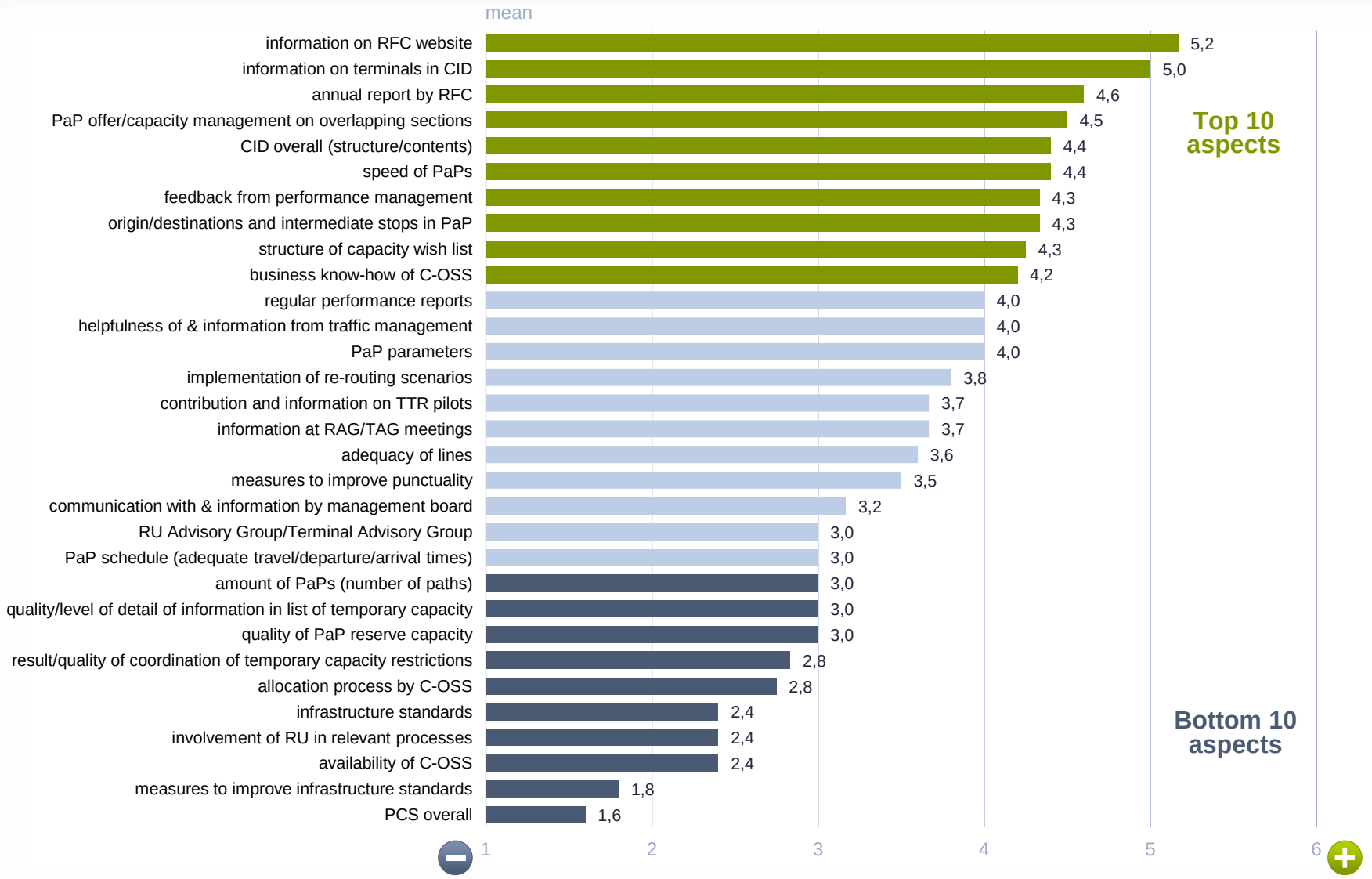

sample size = 8

Summary - Satisfaction Grades | RU only
sorted by Top-2-Box (satisfied and very satisfied)

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sample size = 8

Summary - Satisfaction Rating | Overall | Comparison to 2018/2017 (1)

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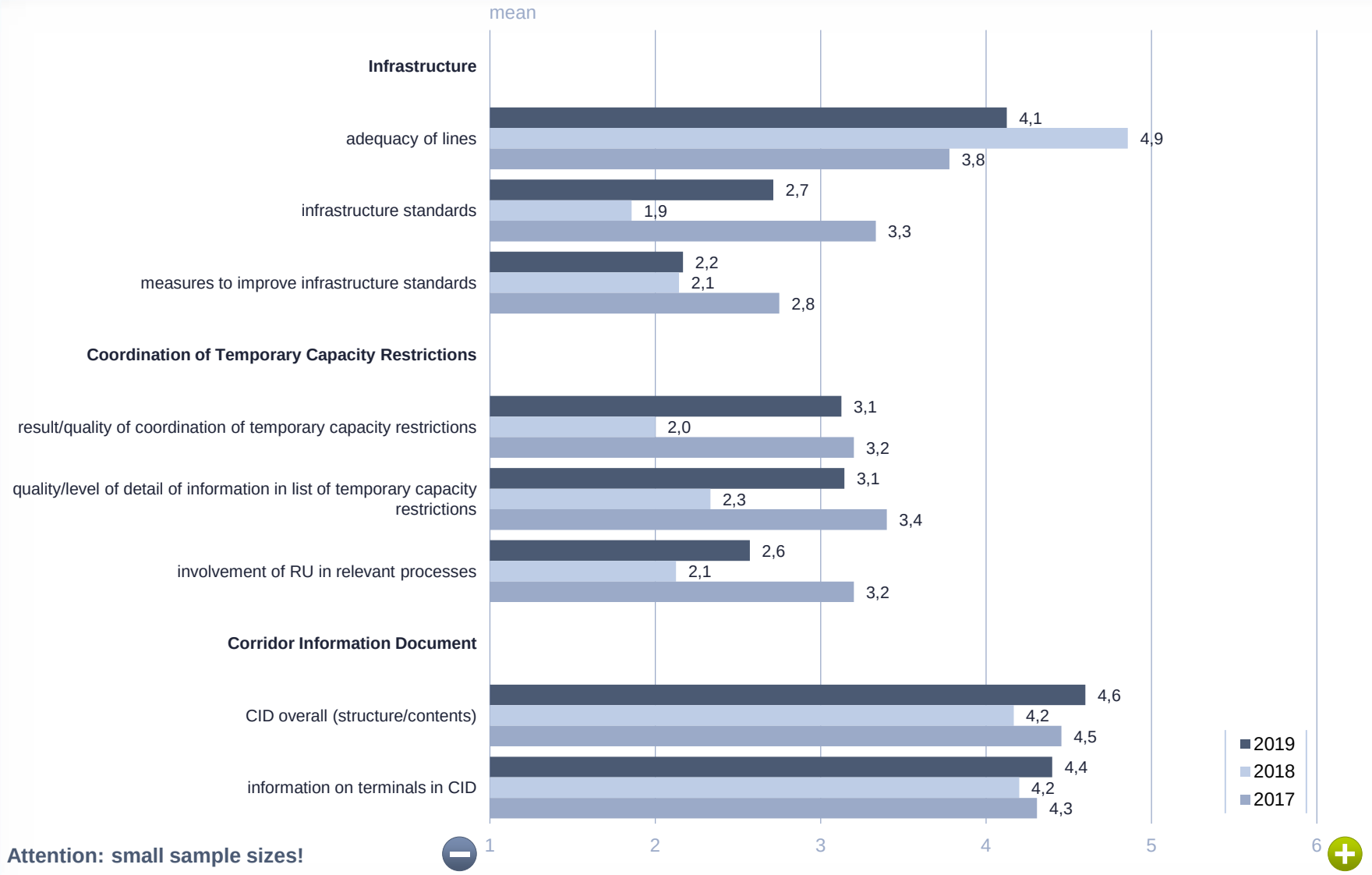

Attention: small sample sizes!

Summary - Satisfaction Rating | Overall | Comparison to 2018/2017 (2)

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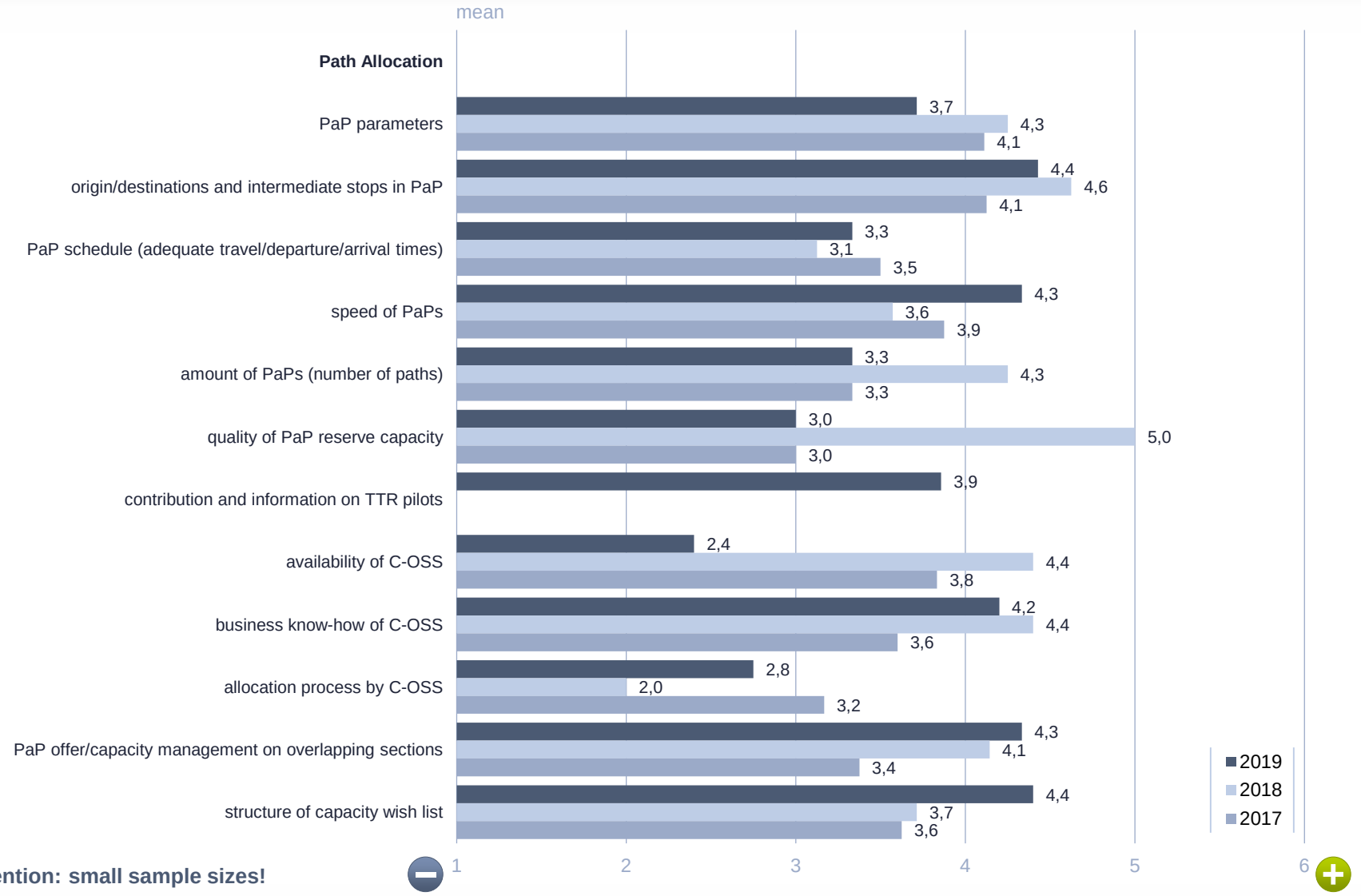

Attention: small sample sizes!

Summary - Satisfaction Rating | Overall | Comparison to 2018/2017 (3)

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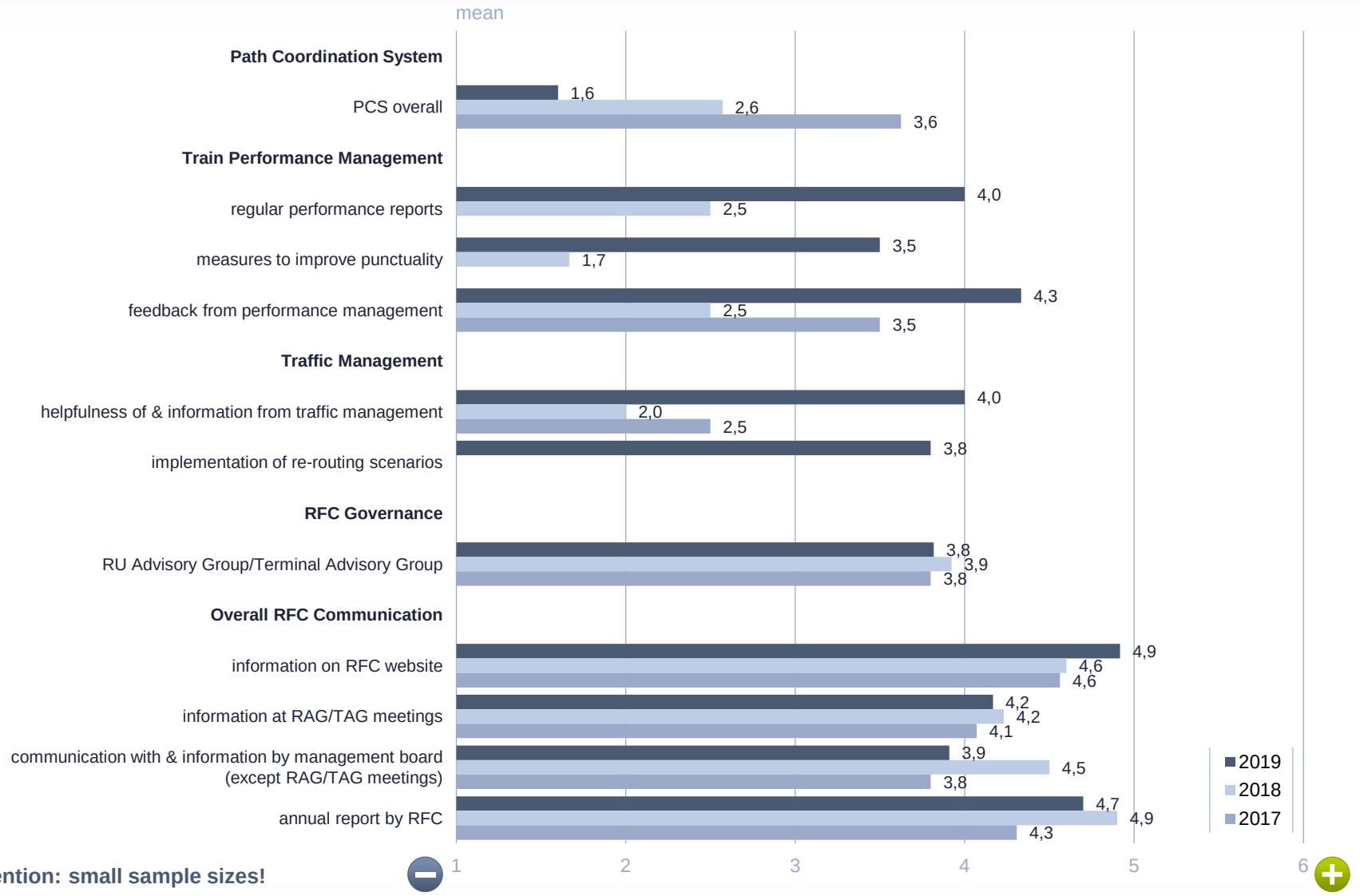
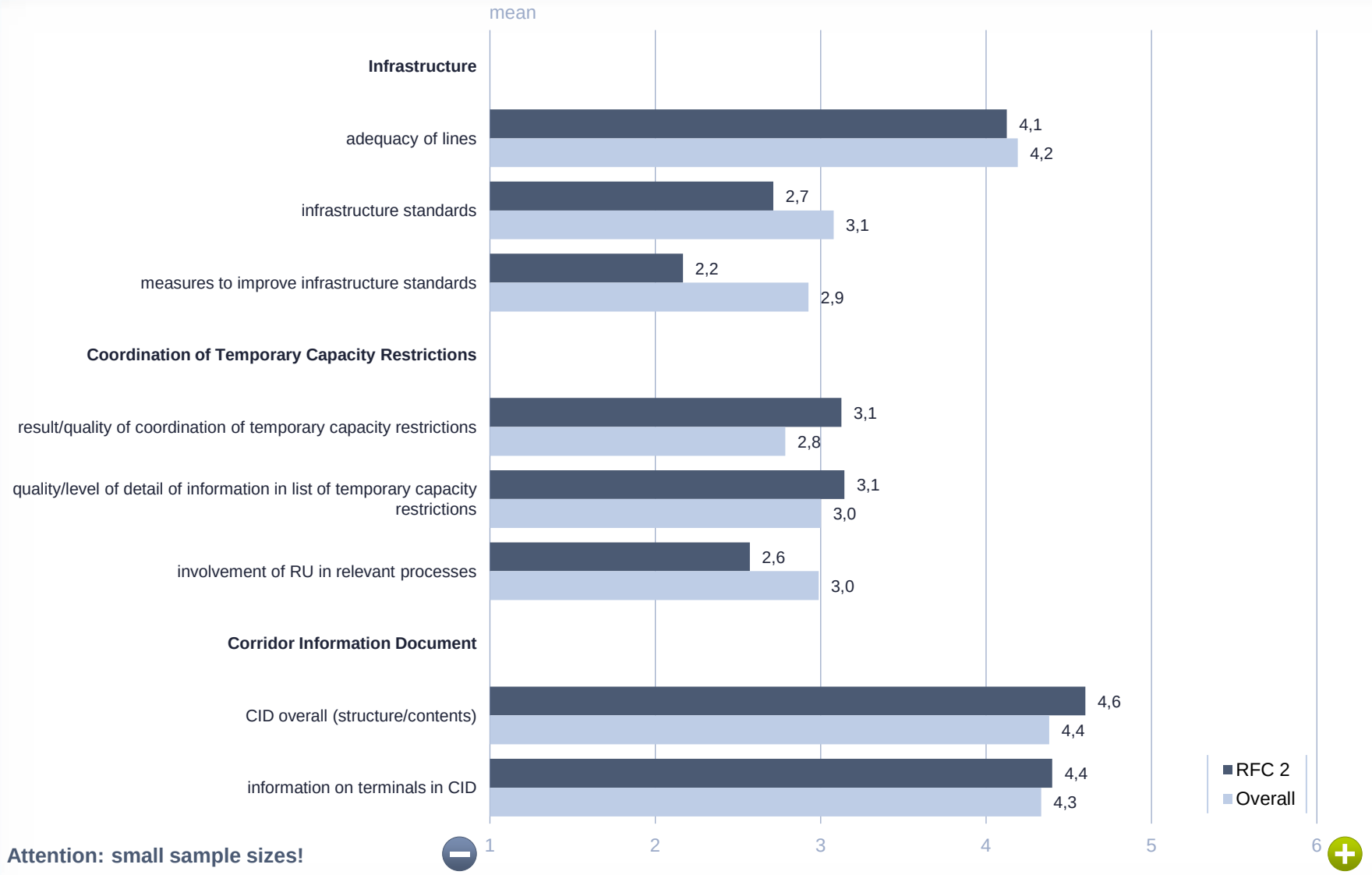


Attention: small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (1)

marketmind



Attention: small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (2)

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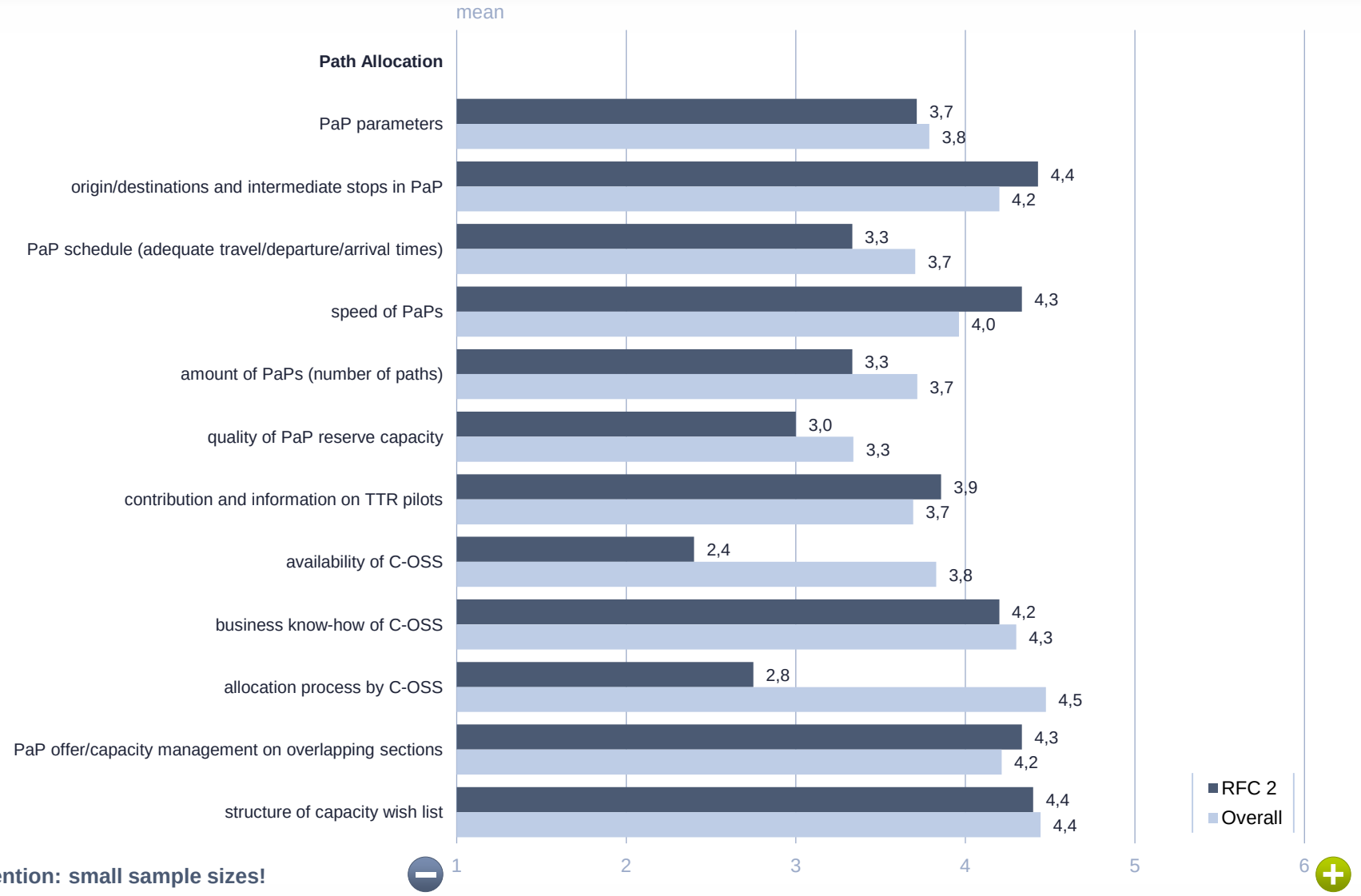

Attention: small sample sizes!

Summary - Satisfaction Rating | Comparison to overall results (3)

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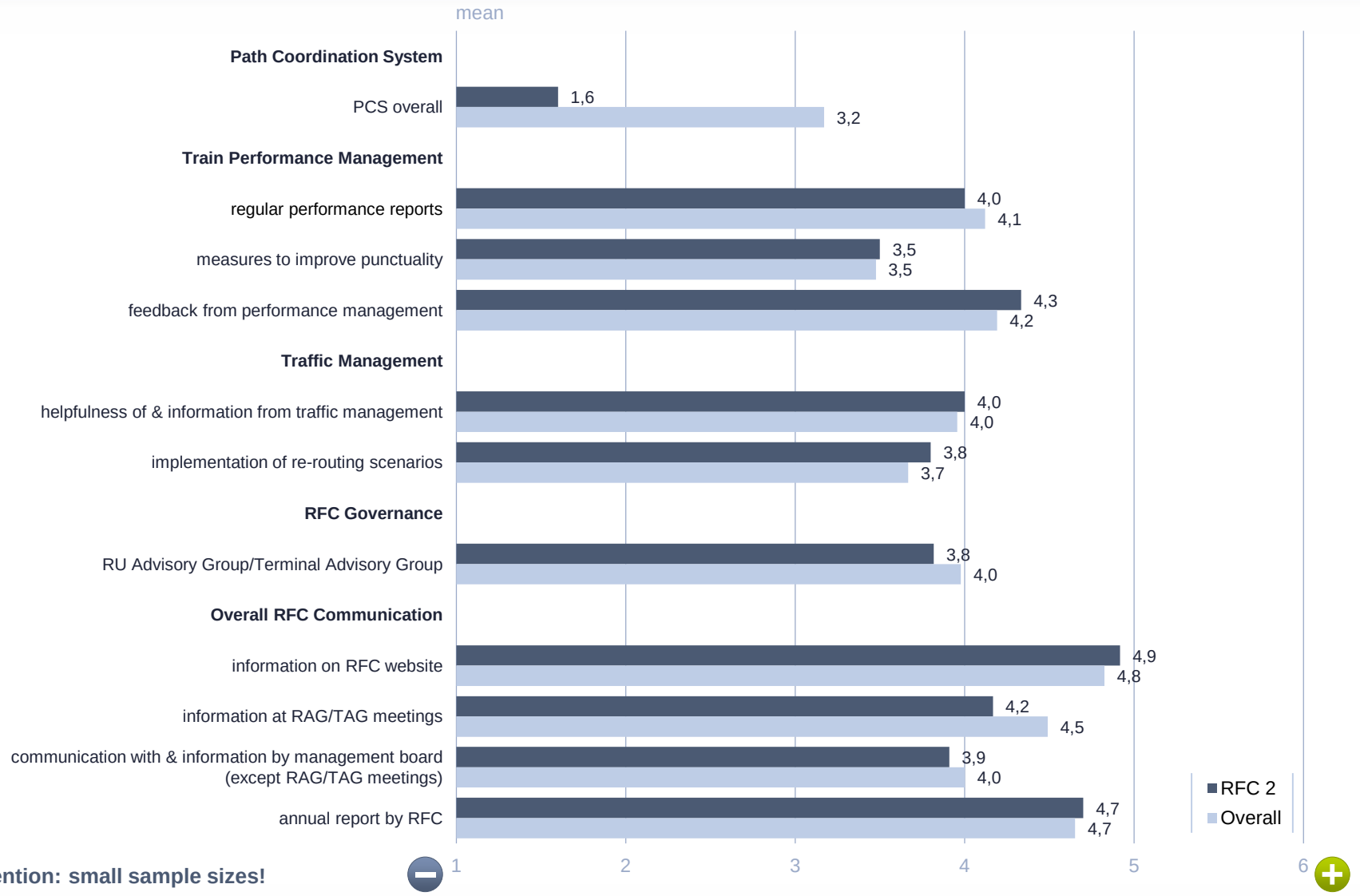
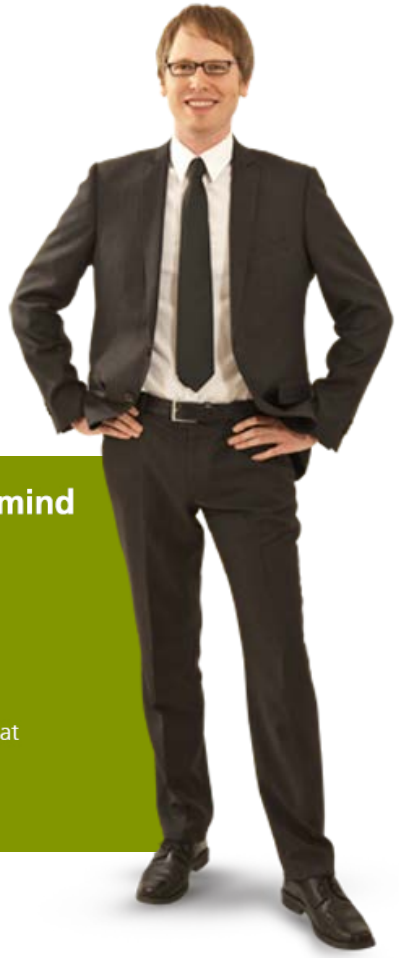


Attention: small sample sizes!

Contact Information



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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