ATLANTIC CORRIDOR

The RFC Network
User Satisfaction
Survey
2022
Report for RFC4

Funded by
the European Union

RFC USER SATISFACTION SURVEY 2022

CONTENT

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

STUDY DESIGN

- 6 respondents II 7 evaluations*

- Computer Aided Web Interviews (using the online tool Survio)

- Contacts (e-mail address) delivered by RFCs

- **19** invitations sent

- Field Phase: **19**th September to **10**th November 2022

* DB Cargo responded to the survey in pdf format. For this reason, their evaluation is counted, but cannot be compared with the rest. DB Cargo's response is attached at the end of this report..

SATISFACTION & PARTICIPATION

7
evaluations

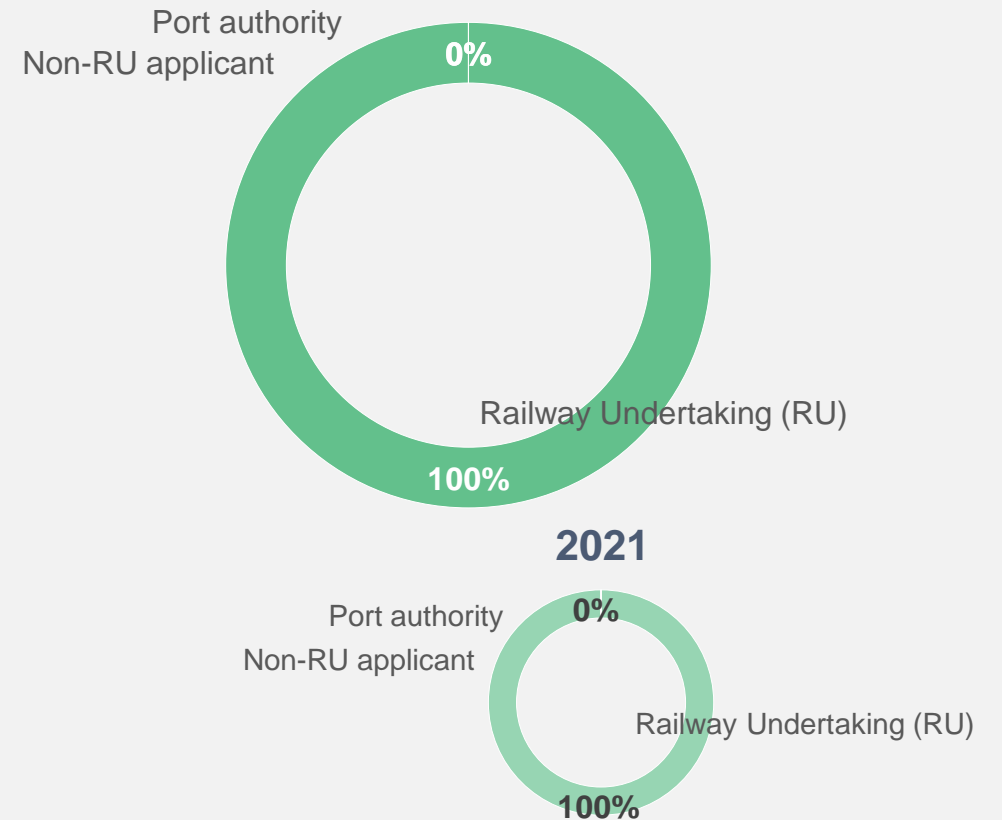This is an increase of 133% compared to the previous year (3 evaluations in 2021).

6
participants

This is an increase of 100% compared to the previous year (3 participants in 2020).

Customer satisfaction

67%
Positive feedback

Answers given were very satisfied, satisfied and slightly satisfied. This is a 5% decrease compared to the previous year.
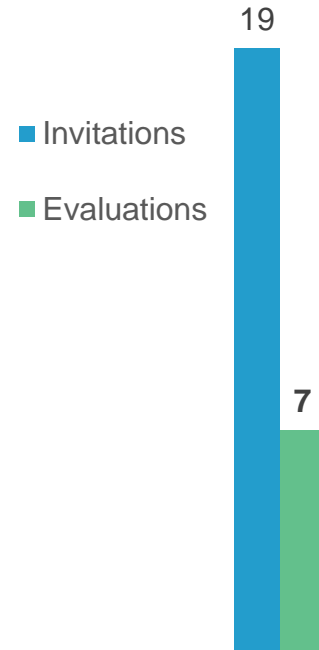
Participant groups in % of 2022

Port authority
Non-RU applicant

0%

Railway Undertaking (RU)

100%

2021

Port authority
Non-RU applicant

0%

Railway Undertaking (RU)

100%

RESPONSE RATE

Compared to the previous year

Total	**7**	(+4)
RUs/non-Rus	7	
Ports	0	
Invitations sent	19	(-6)
Response rate overall	**37%**	**(+25%)**

Invitations vs. Evaluations ratio

19

■ Invitations

■ Evaluations

7

Number of responses 2021 vs. 2022

■ 2021 ■ **2022**

7

3
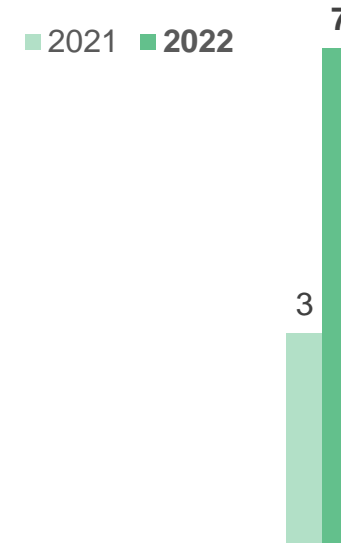
02 SATISFACTION WITH THE RFC 4

INTRODUCTION

The RFC USS 2022 is based on the relaunched version from 2021, which was optimized to better suit the needs of the invitees and the RFC Network. While the annual and RFC-specific questions were updated to focus on current issues, the general questions covered the same topics as previous years, to stay comparable to past surveys.

Though this new survey does focus on concrete proposals for improvement, the participants could answer each topic with 'generally satisfied' and/or would appreciate improvement in … (select certain concrete measures). Also, in the survey each topic offered the opportunity to give an open answer under 'other'. Therefore, participants were able to communicate their opinion even better to the RFC Network.

The percentage indicates the number of participants who think that a specific topic needs improvement. Figures are rounded without comma

SATISFACTION WITH RFC 4

» Overall, how satisfied are you as a user of the RFC?
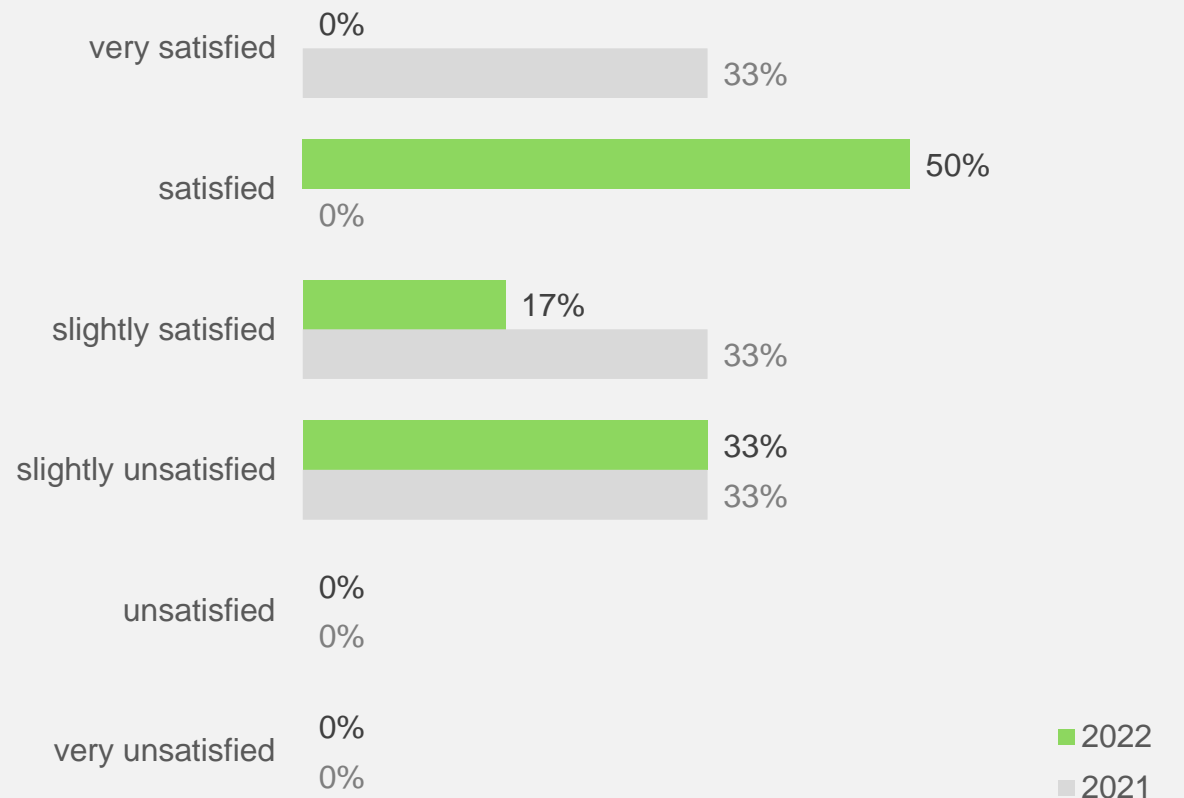
» Answered by: RUs/non-RUs

» sample size = 6

67%

Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

1%

Increase of satisfaction

	2022	2021
very satisfied	0%	33%
satisfied	50%	0%
slightly satisfied	17%	33%
slightly unsatisfied	33%	33%
unsatisfied	0%	0%
very unsatisfied	0%	0%

■2022
■2021

OTHER COMMENTS:

RFC 4:

- Difficulties in obtaining an international path, with concerns regarding the coordination of timetables between two neighboring countries. This situation has been made worse due to TCRs.

- Works on the main lines are progressing, especially on the Beira Alta Line which is currently closed. This situation highly interferes with the normal traffic and connections to Spain.

WISH FOR IMPROVEMENT IN **INFRASTRUCTURE**

Priority areas

———

» Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» Sample size = 6

8%
Generally satisfied

*This is an 8% increase in satisfaction compared to last year.*

Sample size 2021: 3

Focus on

1 Infrastructure parameters

2 Infrastructure capacity

3 measures taken to improve infrastructure standards

■ 2022
■ 2021

	2022	2021
generally satisfied	8%	0%
geographical routing	0%	17%
infrastructure parameters	33%	33%
measures taken to improve infrastructure standards	8%	17%
infrastructure capacity	17%	33%
other	33%	0%
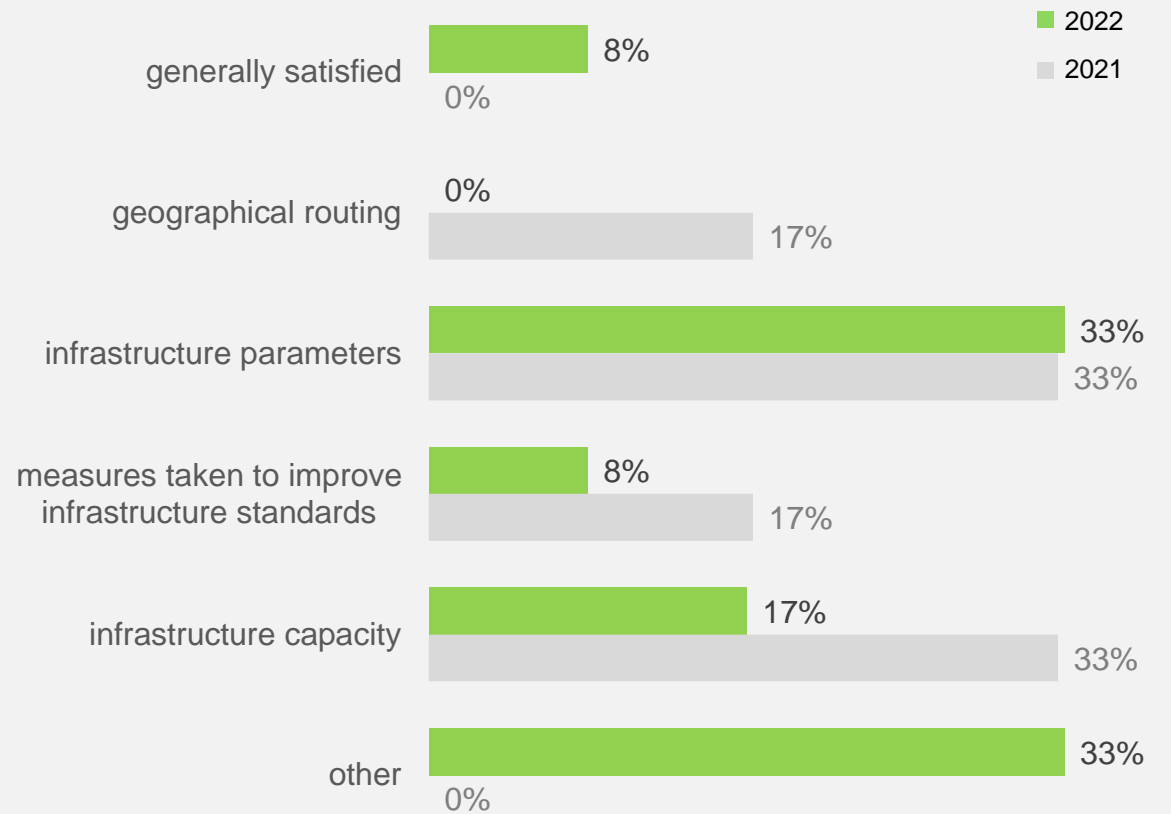
OTHER COMMENTS:

RFC 4:

- Timetable harmonization.

- Harmonisation at the border Irun/Hendaye. Clear definition of the responsibilities of each IM at the border in terms of path allocation, train number allocation, etc., to ensure that the RU will be able to run its intra-border trains smoothly.

- As an Iberian RU, the continuity of the infrastructure standards throughout the RFC Atlantic is very important. Particularly, what concerns the implementation of the TEN-T interoperability standards, in a coordinated way between to neighbouring countries.

- In addition to the parameters necessary for the success of the freight transport (train length, loading gauges, electrification...), the safety measures and communication systems must meet the current conditions installed in the rolling stock (Radio, Convel/ETCS).

WISH FOR IMPROVEMENT IN TCR

Priority areas

» Which areas of the coordination of planned Temporary Capacity Restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» Sample size = 6

8%
Generally satisfied

This is an 8% increase in satisfaction compared to last year.

Sample size 2021: 3

Focus on

1 **Involvement of customers**

2 **Quality of alternative offers**

2 **TT of alternative offers**

2 **Info on works and possessions**

| Category	2022	2021
generally satisfied	8%	0%
quality of alternative offers	17%	30%
quantity of alternative offers	8%	10%
time-table of alternative offers	17%	20%
info on works and possessions	17%	20%
involvement of customers	25%	20%
other	8%	0%
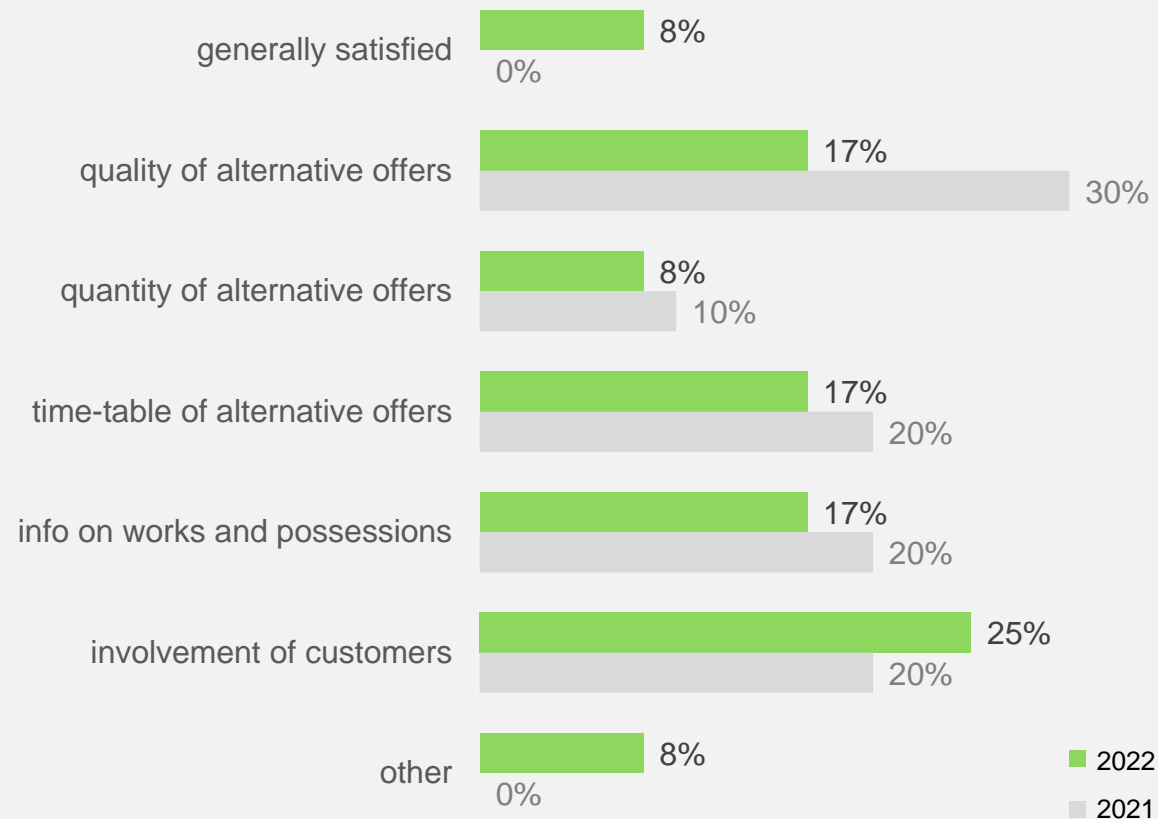
OTHER COMMENTS:

RFC 4:

- The RU would like to know further in advance the TCRs, thus it supports the creation of a bilateral group between Portugal and Spain for the coordination of TCRs, which would involve both IMs and RUs.

- Coordination among IMs. Improvement of coordination between IMs involved in TCR in terms of path allocation, line closure, etc.

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS

67%

Yes
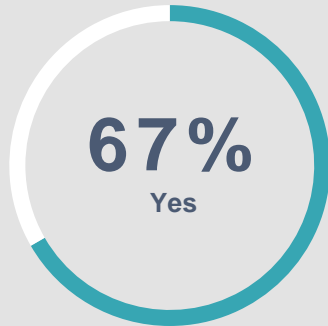
This is constant compared to the previous year.

COMMENTS

Due to lack of knowledge of the PaP request process and the O/D pairs used by the RU within the RFC

Orders via the national path order systems are easier to handle for both parties

Reasons for not ordering via the C-OSS:

Never used the platform C-OSS 33%

» Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» Sample size = 6

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 4:

- Due to lack of knowledge of the PaP request process and the O/D pairs used by the RU within the RFC

- Orders via the national path order systems are easier to handle for both parties

WISH FOR IMPROVEMENT IN **RFC COMMERCIAL OFFER**

Priority areas

_____

» In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs
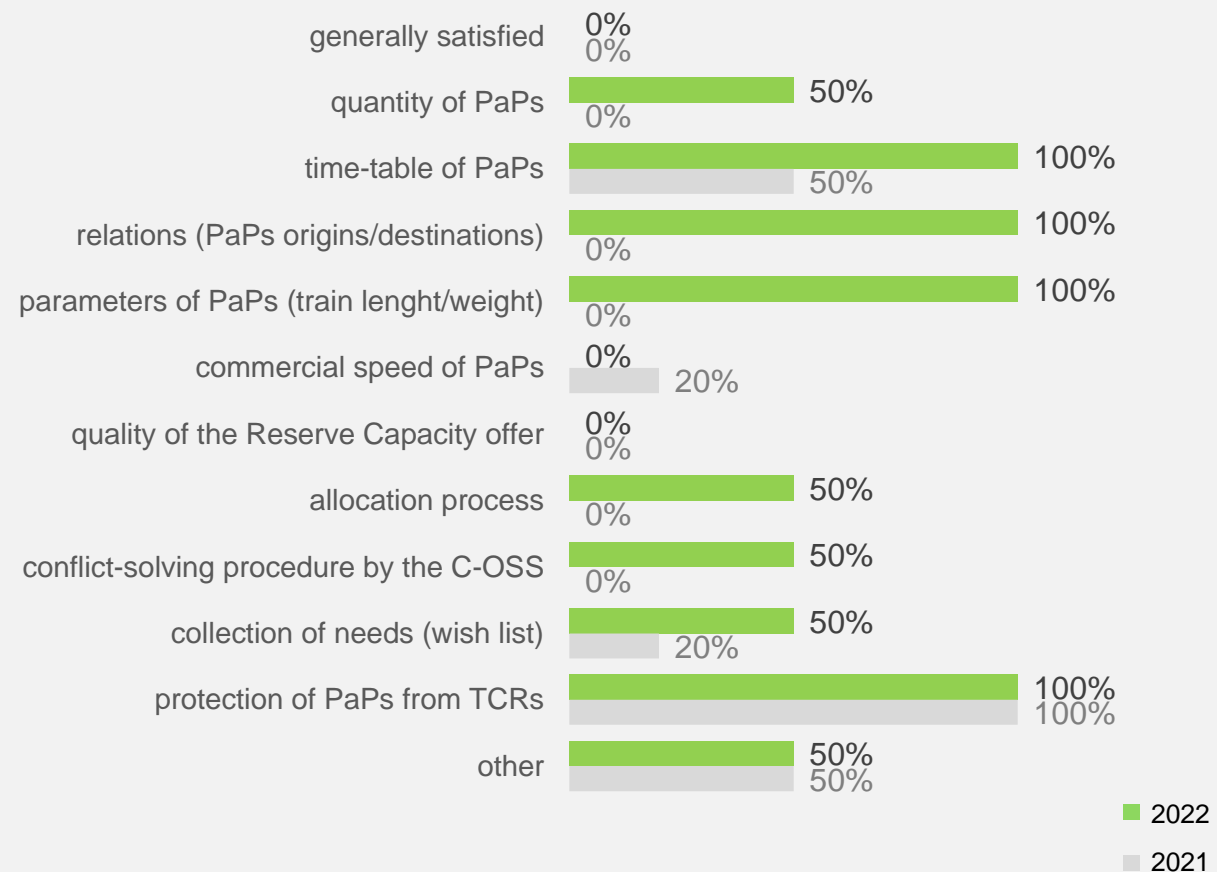
» sample size = 6 (100% of 6)

0%
Generally satisfied

This is constant compared to the previous year.

Sample size 2021: 3

Focus on

1 Timetable of PaPs

2 Relations (PaPs origins/destinations

3 Prarameters of PaPs

4 Protection of PaPs fron TCRs

	2022	2021
generally satisfied	0%	0%
quantity of PaPs	50%	0%
time-table of PaPs	100%	50%
relations (PaPs origins/destinations)	100%	0%
parameters of PaPs (train lenght/weight)	100%	0%
commercial speed of PaPs	0%	20%
quality of the Reserve Capacity offer	0%	0%
allocation process	50%	0%
conflict-solving procedure by the C-OSS	50%	0%
collection of needs (wish list)	50%	20%
protection of PaPs from TCRs	100%	100%
other	50%	50%

- 2022
- 2021

OTHER COMMENTS:

RFC 4:

- Clients should receive more information during the Capacity Allocation process, especially in case of conflicts.

WISH FOR IMPROVEMENT IN TPM

Priority areas

» Which aspects of the Train Performance Management (TPM) activities are the priority areas for improvement according to your opinion?
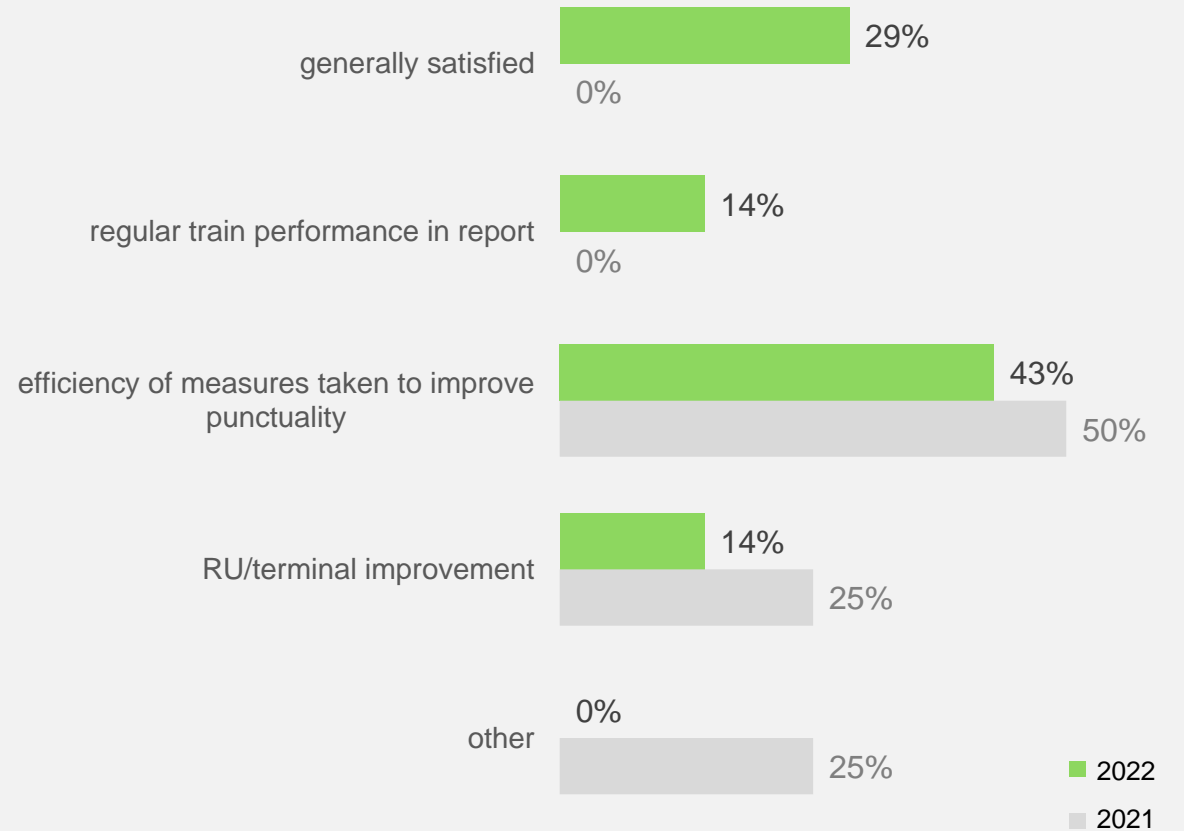
» Answered by: RUs/non-RUs

» Sample size = 6

29%
Generally satisfied
This is a 29% increase in satisfaction compared to last year.

Sample size 2021: 3

Focus on

1 Efficiency of measures taken to improve punctuality

2 Regular train performance in report

3 RU/terminal improvement

generally satisfied — 29% / 0%

regular train performance in report — 14% / 0%

efficiency of measures taken to improve punctuality — 43% / 50%

RU/terminal improvement — 14% / 25%

other — 0% / 25%

■ 2022
▫ 2021

OTHER COMMENTS:

RFC 4:

- The RU considers very important a higher involvement of the RUs in several WGs such as the ongoing QCO in Irun / Hendaye and the new QCO to be organized in Vilar Formoso / Fuentes de Oñoro.

WISH FOR IMPROVEMENT IN ICM

Priority areas

» Regarding the implementation of the process outlined in the International Contingency Management (ICM) handbook which are the priority areas for improvement according to your opinion?

» Answered by: RUs/non-RUs

» sample size = 6

50%
Generally satisfied

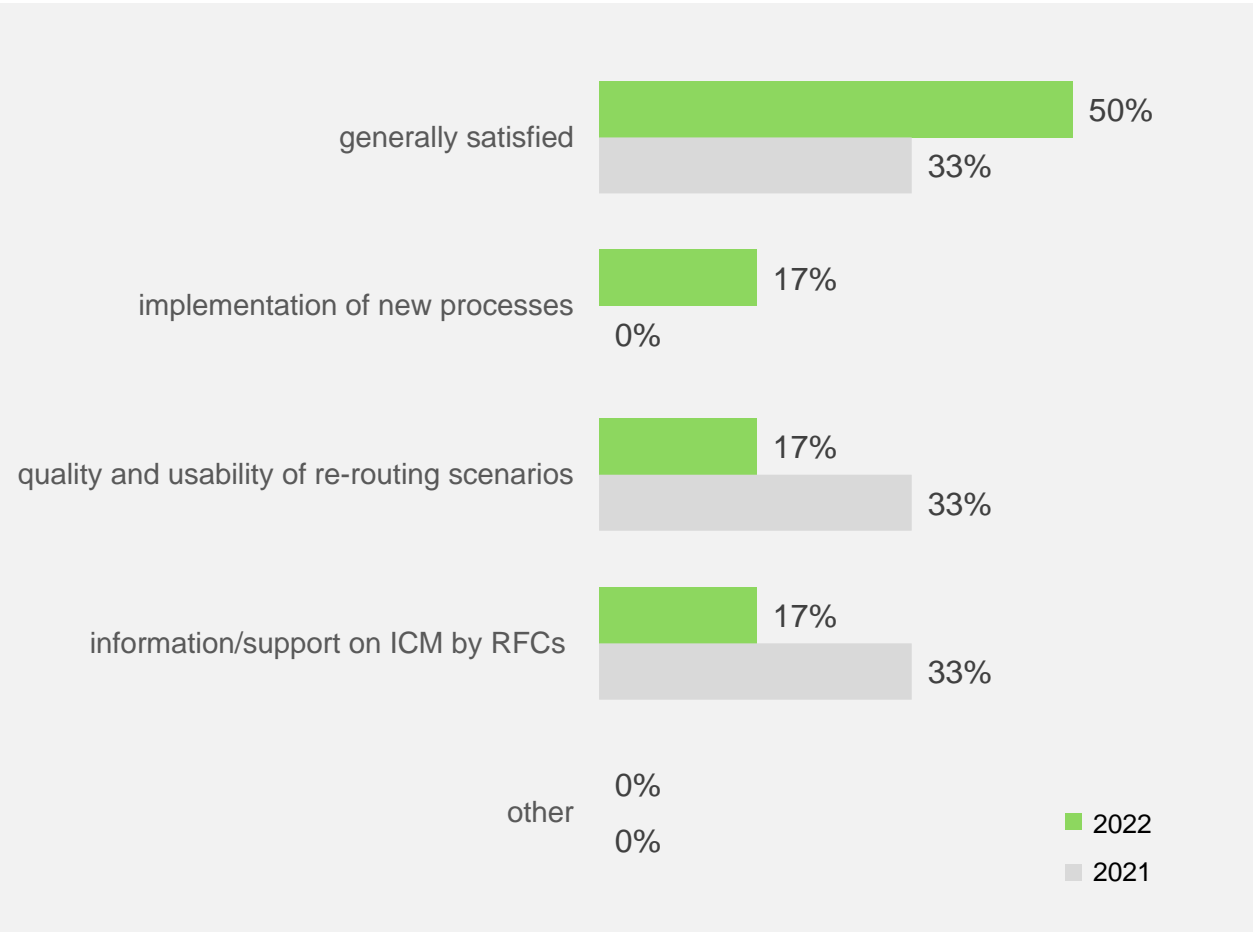*This is a 17% increase in satisfaction compared to last year.*

Sample size 2021: 3

Focus on

1 **implementation of new processes**

2 **Quality and usability of re-routing scenarios**

3 **Info/support on ICM**

generally satisfied
- 50% (2022)
- 33% (2021)

implementation of new processes
- 17% (2022)
- 0% (2021)

quality and usability of re-routing scenarios
- 17% (2022)
- 33% (2021)

information/support on ICM by RFCs
- 17% (2022)
- 33% (2021)

other
- 0% (2022)
- 0% (2021)

■ 2022
■ 2021

WISH FOR IMPROVEMENT IN RU/TERMINAL ADVISORY GROUP

Priority areas

___

» Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
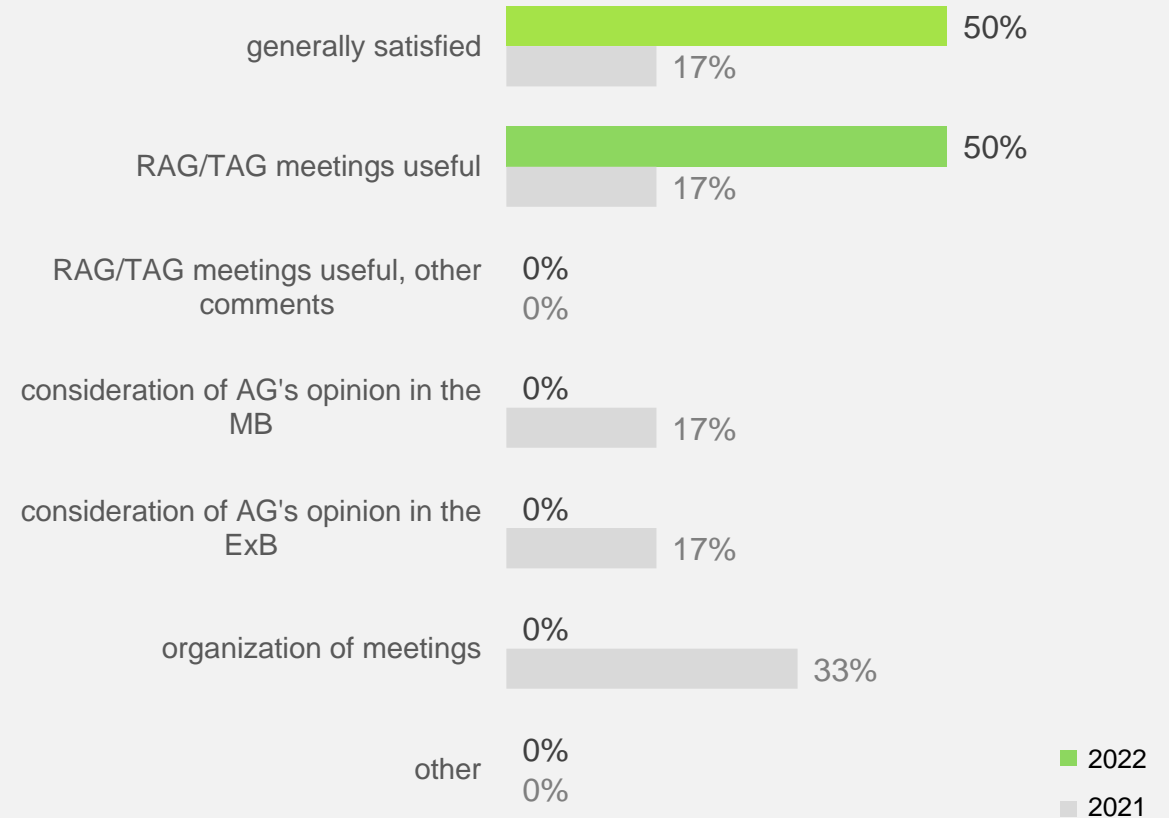
» Answered by: RUs/non-RUs

» sample size = 6

50%
Generally satisfied

*This is a 33% increase in satisfaction compared to last year.*

Sample size 2021: 3

Focus on

1 TAG/RAG meetings useful
2 Organization of meetings

	2022	2021
generally satisfied	50%	17%
RAG/TAG meetings useful	50%	17%
RAG/TAG meetings useful, other comments	0%	0%
consideration of AG's opinion in the MB	0%	17%
consideration of AG's opinion in the ExB	0%	17%
organization of meetings	0%	33%
other	0%	0%

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings

83%
Yes
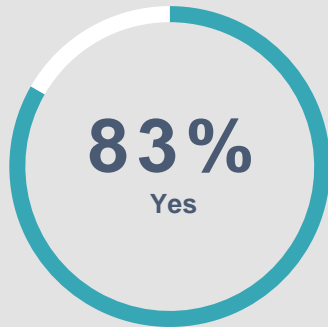
Compared to the past year
it has been a 17% decrease.

» Does your company regularly attend RAG/TAG meetings?

» Answered by: RUs/non-RUs

» sample size = 6

OTHER COMMENTS:

RFC 4:

- The RU would like to see a more frequent update on the Investment Plan entailed in the Implementation Plan of the RFC Atlantic, annexed to the CID.

WISH FOR IMPROVEMENT **IN TPM**

RFC-specific question 1: Which topics of interest would you like to be tackled in TPM meetings to have more active participation?

―――

» Which topics of interest would you like to be tackled in TPM meetings in order to have a more active participation?
– open answer

» Answered by: RUs/non-RUs

» Sample size = 6

➤ More "how to do better" , best practices.

➤ A higher involvement of the RUs in several WGs.

➤ Standarisation of the Safety certificate specifications for EU countries.

➤ Linguistic competences unification.

➤ Timetable and train number harmonization.

➤ Transport of trucks by rail and its compatibility with the infrastructure gauges.

➤ Impact of TCR on traffic: cancellation, delays, transit time, etc.

INTEREST IN A **NEW QCO PILOT**

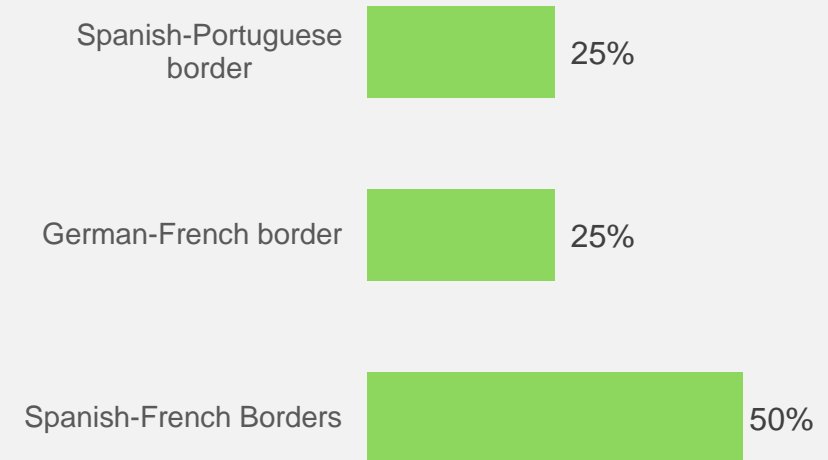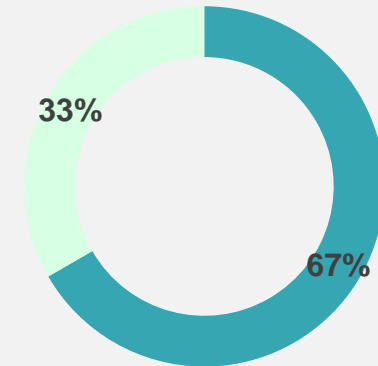RFC-specific question 2: Would you be interested in a new QCO?

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» Positive results achieved with the QCO pilot in the Forbach-Saarbrücken border, where the joint cooperation of operational experts from the IMs, RUs and RBs successfully agreed upon and implemented several quick wins to the border crossing. For more detailed information on QCO: *https://www.atlantic-corridor.eu/news-events/news/quality-circle-operation-qco-forbachsaarbrucken-continuous-improvement-process/*
Would you be interested in a new QCO?

» Answered by: RUs/non-RUs

» Sample size = 6

67%

Of Rus Are interested in a new QCO

33%

67%

Spanish-Portuguese border — 25%

German-French border — 25%

Spanish-French Borders — 50%

INTEREST IN TAG RAG MEETINGS

RFC-specific question 3: What would you expect from a TAG/RAG meeting? In your opinion how could the MB improve the TAG/RAG meetings (e.g. in frequency, location, and contents)?

» What would you expect from a TAG RAG meeting? In your opinion how could the MB improve the TAGRAG meetings, e.g. in frequency, location, and contents.

» Answered by: RUs/non-RUs

» Sample size = 6

➢ By presenting updated maps of the implementation status for the TENT-T interoperability standards thought out the Corridor, namely 740m trains, 25kv electrification, ERTMS deployment and P400.

➢ Unlock Safety certificate issues border points.

➢ The points to be addressed should meet the difficulties and needs of the RU´s. New traffics that are emerging in the sector is also an interesting issue.

➢ The main goal should be a fruitful exchange of information between all the parties, but also a follow-up of the issues exposed during TAG/RAG meetings, staying in touch between one meeting and other.

03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group
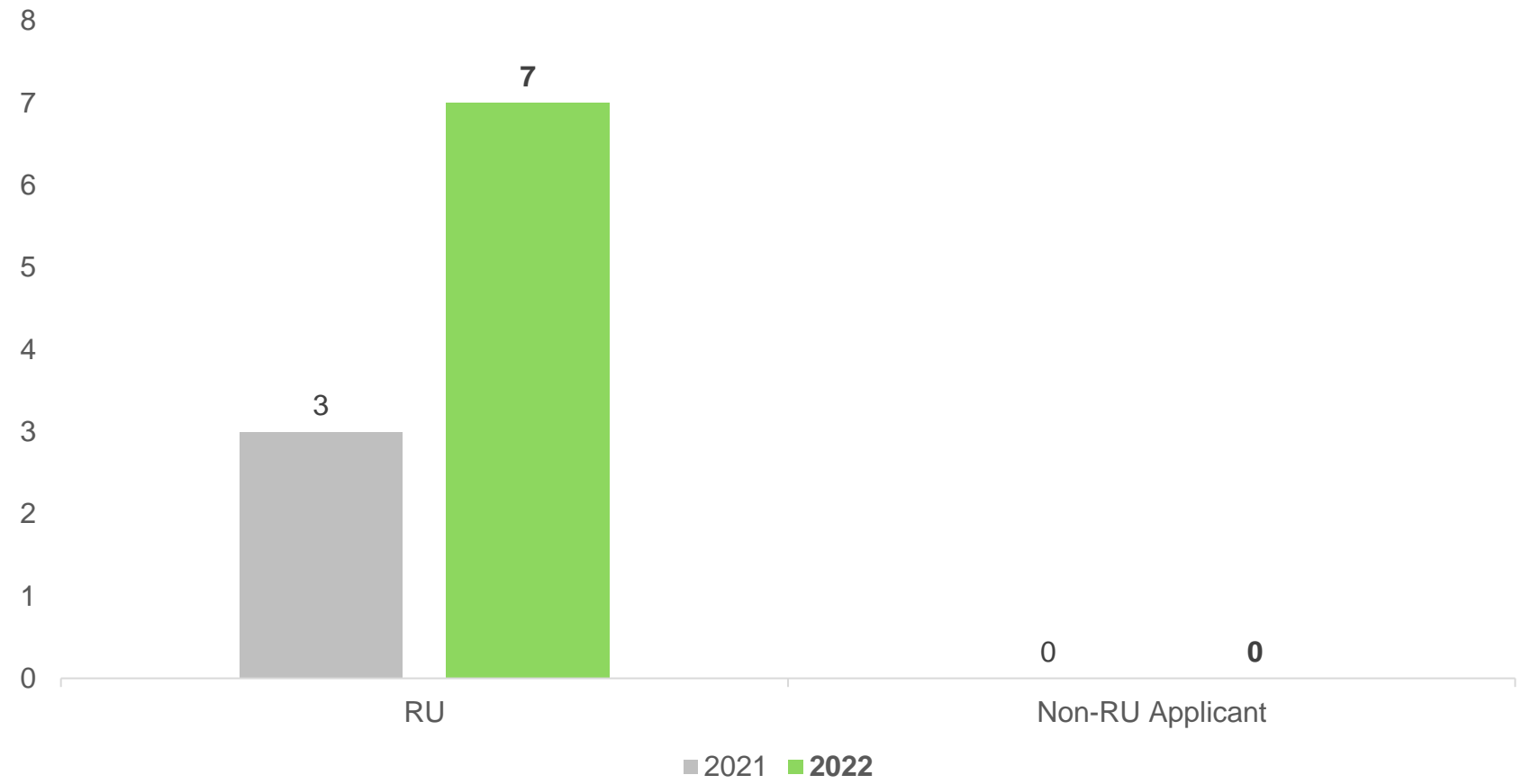
» "To which of the following type of target groups does your company belong?"

» sample size = 6; 3;

» One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY

SUMMARY – SATISFACTION RATING

All respondents

» General satisfaction

» This question was not asked in all topics of the survey

» Answered by: RUs/non-RUs

» Sample size: 6

Infrastructure — 2022: 8%, 2021: 0%
Temporary capacity restrictions — 2022: 8%, 2021: 0%
Commercial offer — 2022: 0%, 2021: 0%
Train performance management — 2022: 29%, 2021: 0%
Int. Contingency management — 2022: 50%, 2021: 33%
RU/Terminal Advisory Group — 2022: 50%, 2021: 17%
Communication services — 2022: 33%, 2021: 0%

Legend: ■ 2022 ■ 2021