

The RFC Network
User Satisfaction

Survey

2020

Report for RFC9

RFC USER SATISFACTION SURVEY 2020

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 5 respondents || 7 evaluations*
- Computer Aided Web Evaluations (using the online tool Survio)
- Contacts (e-mail address) delivered by RFCs
- 20 e-mail invitations sent
- Field Phase: 24th September to 23rd October 2020

** One respondent is counted multiple times if his/her organisation uses and responded for multiple corridors.
Therefore the number of evaluations is higher than the number of respondents.*

SATISFACTION & RESPONSE

Customer satisfaction



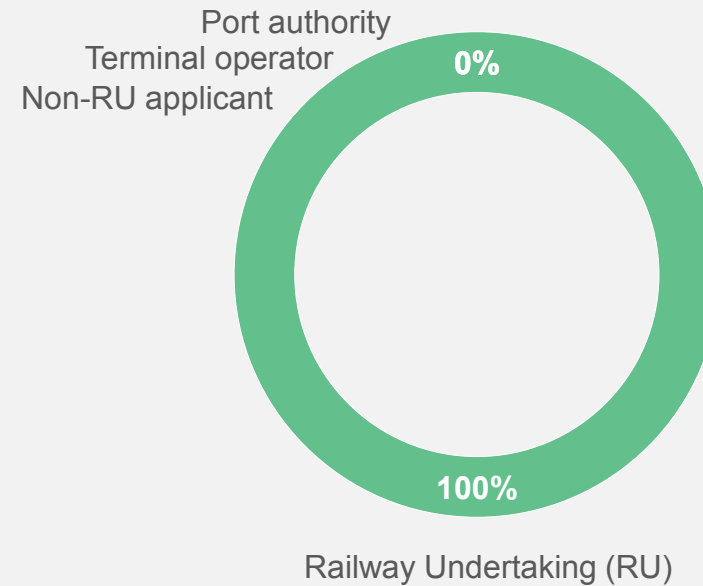
**Answers given were very satisfied, satisfied and slightly satisfied.*

7
evaluations

This is an increase in evaluations of 100% compared to the previous year.

Evaluations 2019: 0

Target groups in %

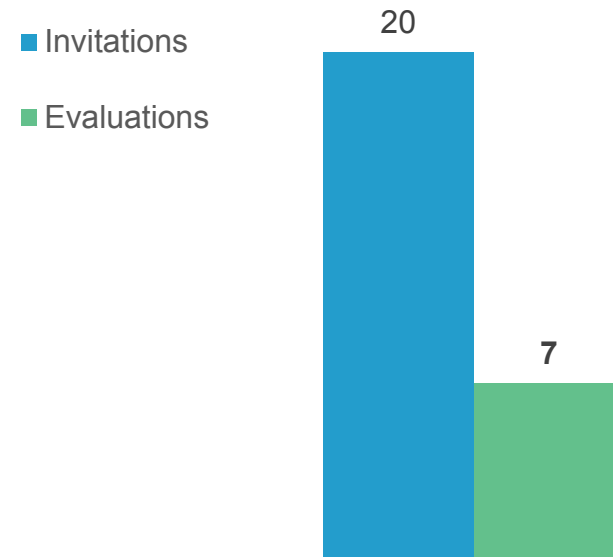


RESPONSE RATE

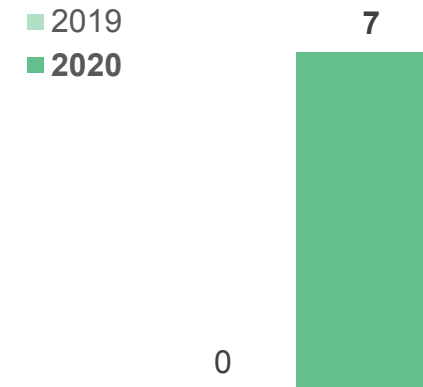
Compared to the previous year

RFC 9 CSCORRIDOR	
Total	7
RUs/non-RUs	7
Terminals/Ports	0
Invitations sent	20
Response rate overall (RFCs 1-11 in 2020)	35%

Invitations vs. Evaluations ratio



Number of responses 2019 vs. 2020



02 SATISFACTION WITH THE RFC 9

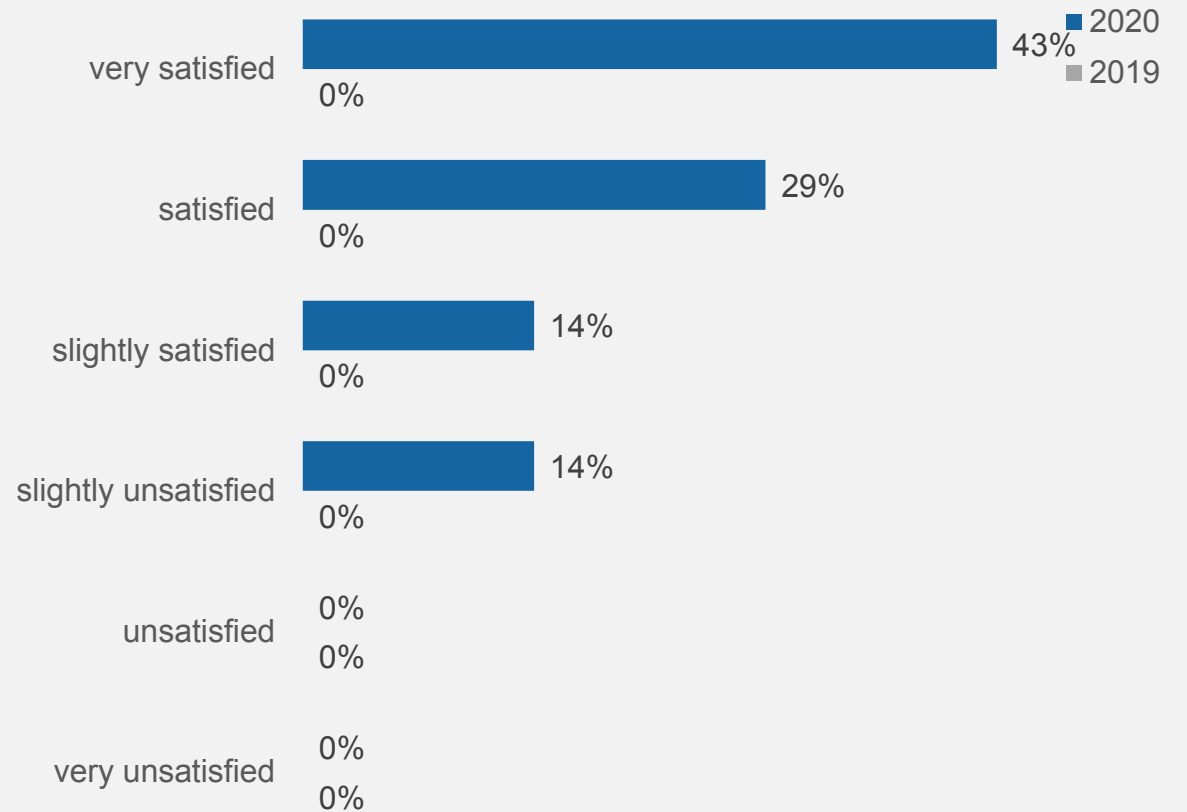
SATISFACTION WITH RFC 9

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs
- » sample size = 7

86%

Generally satisfied

**Answers given were very satisfied, satisfied and slightly satisfied.*



OTHER COMMENTS:

RFC 9:

- Mierne komplikovane zadavanie vlakov do PCS
(translation: Slightly complicated entering trains into PCS)

SATISFACTION WITH INFRASTRUCTURE

Priority areas

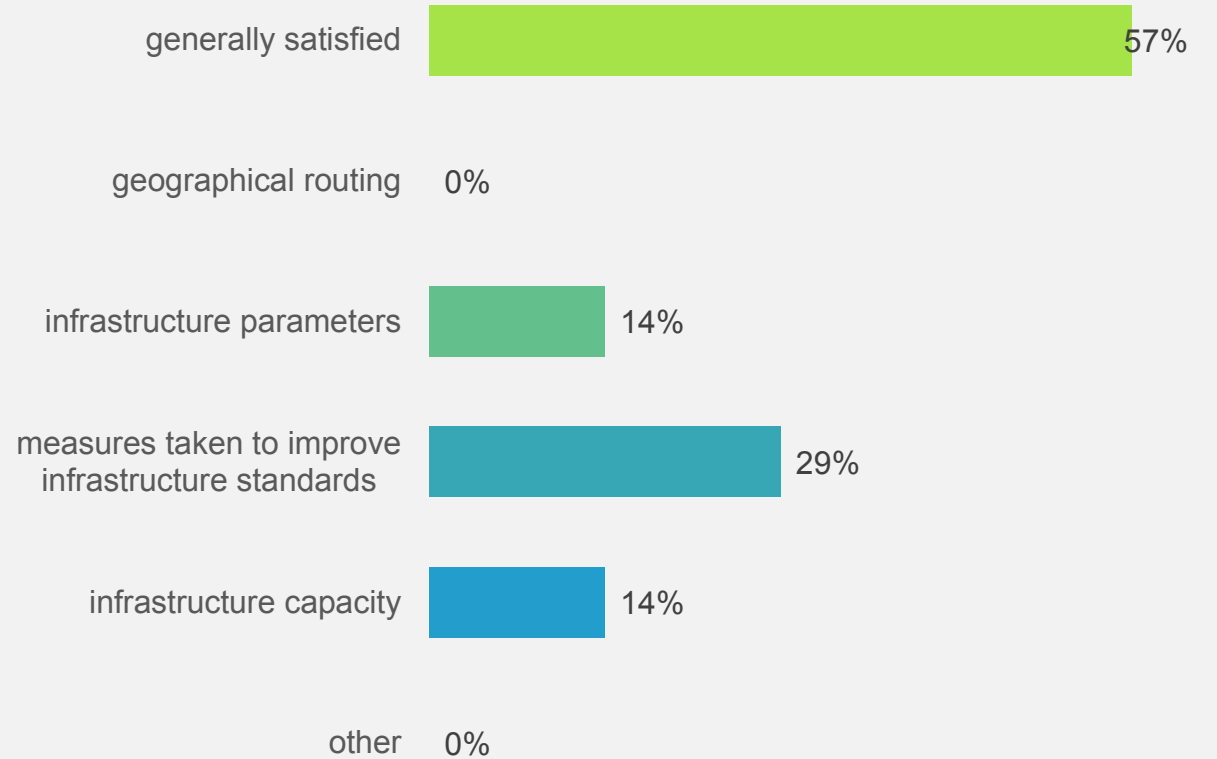
- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

57%

chose generally satisfied, improvement is appreciated

Focus on

1 Measures to improve infrastructure standards



OTHER COMMENTS:

RFC 9:

- Interoperability+harmonization borders / infra standards on RFC and re-routings / proactive coordination and RU information-consultation on TCRs (several mentions)

SATISFACTION WITH TCR

Priority areas

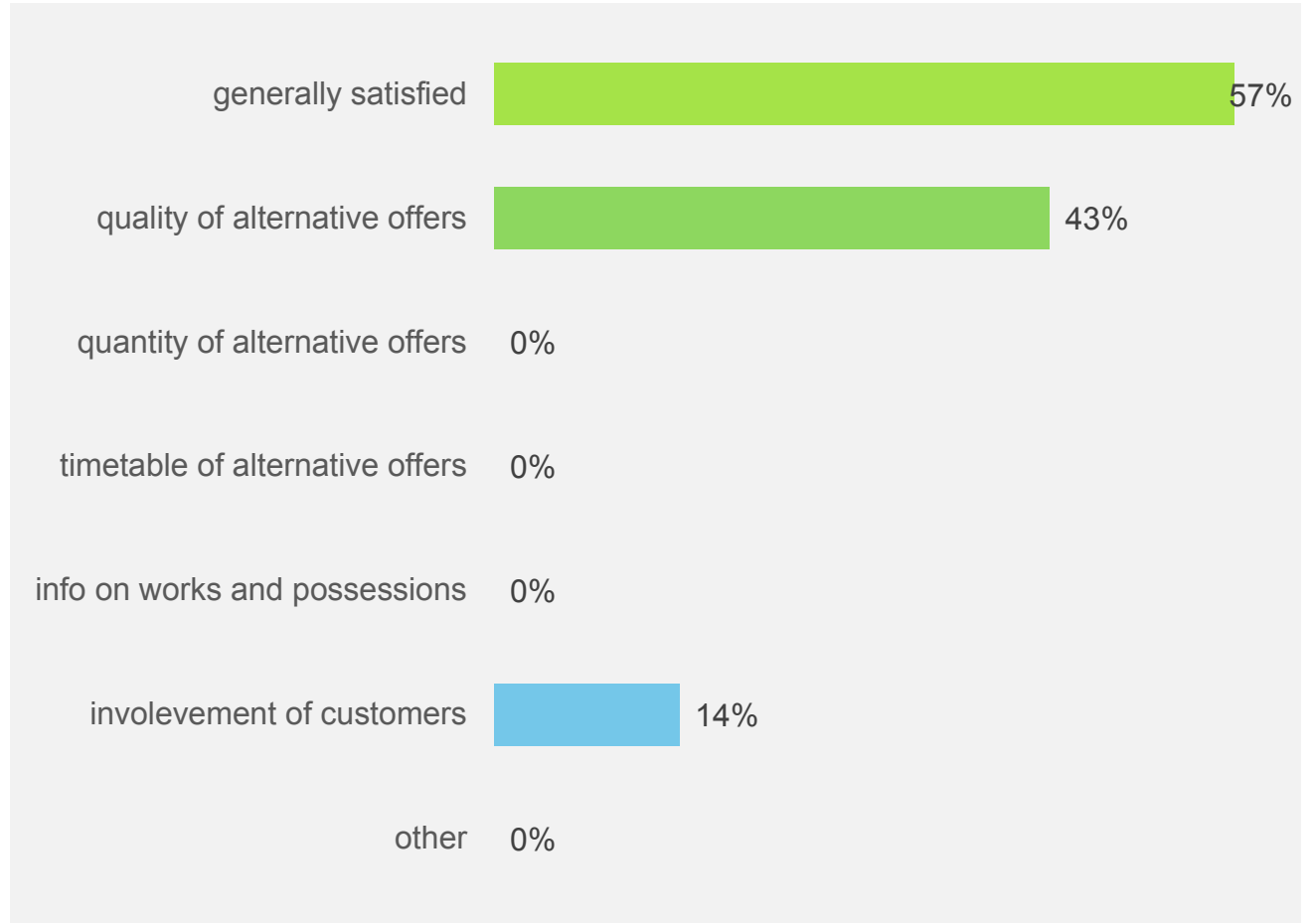
- » Which areas of the coordination of planned temporary capacity restrictions (TCR) on the RFC are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

57%

chose generally satisfied though improvement is appreciated

Focus on

1 Quality of alternative offers



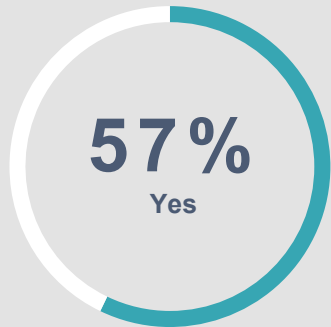
OTHER COMMENTS:

RFC 9:

- -

INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

Capacity request via C-OSS



Compared to the past year it has been a 11 % decrease*.

COMMENTS



Reasons for not ordering via the C-OSS:

Corridor lines are slower than normal lines

I make all orders via ZSR INFRA

There was no opportunity

- » Which topics related to RFC Infrastructure are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

ALL REASONS FOR NOT ORDERING VIA THE C-OSS:

RFC 9:

- Corridor lines are slower than normal lines
- I make all orders via ZSR INFRA
- There was no opportunity

IMPROVEMENT OF RFC COMMERCIAL OFFER

Priority areas

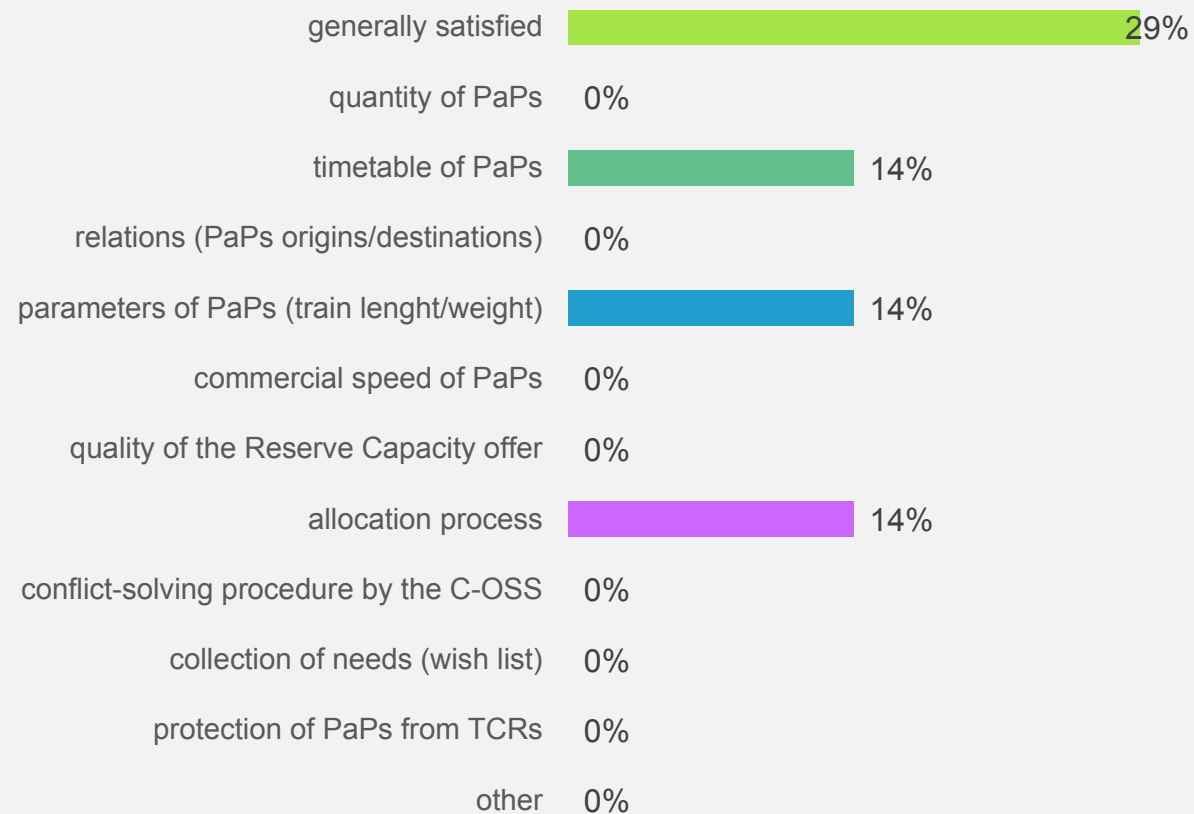
- » In the current RFC commercial offer, which are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

29%

chose generally satisfied though improvement is appreciated

Focus on

- 1 parameters of PaPs
- 2 timetable of PaPs
- 3 allocation process



OTHER COMMENTS:

RFC 9:

- -

SATISFACTION WITH TRAIN PERFORMANCE MANAGEMENT

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 = 7

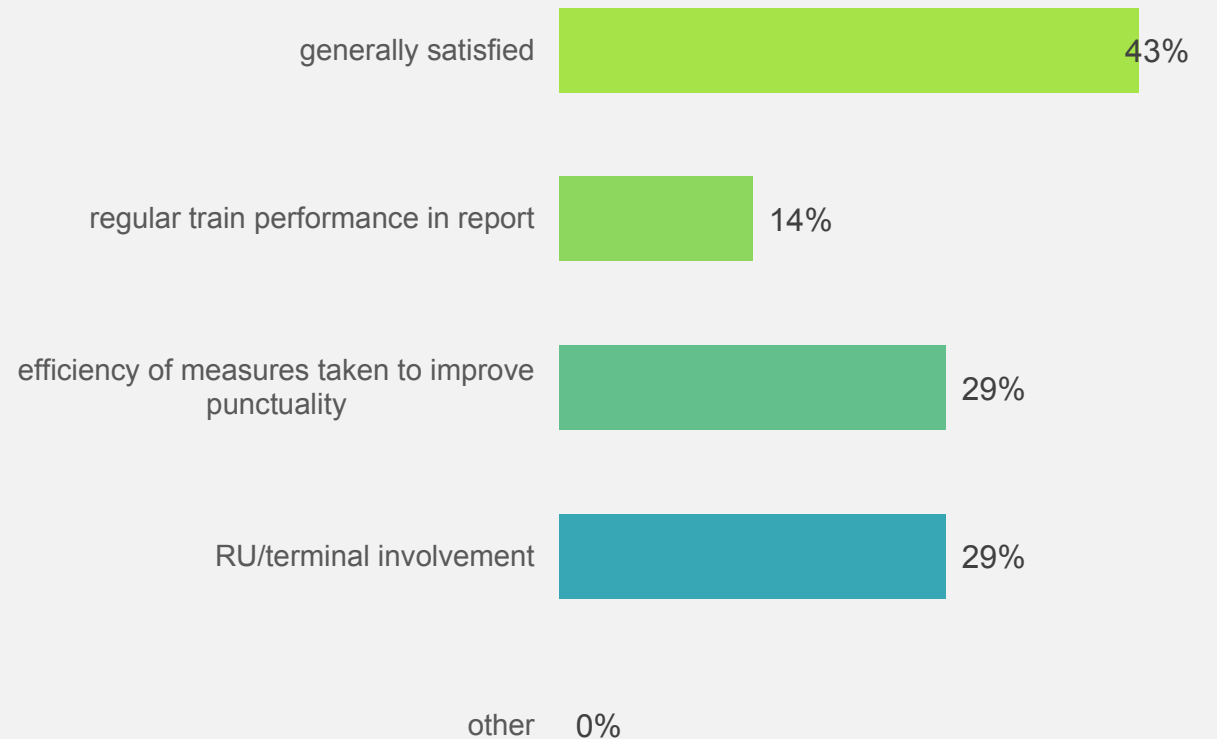
43%

chose generally satisfied though improvement is appreciated

Focus on

1 Efficiency of measures taken to improve punctuality

2 RU/terminal improvement



OTHER COMMENTS:

RFC 9:

-

SATISFACTION WITH INTERN. CONTINGENCY MANAGEMENT

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 = 7

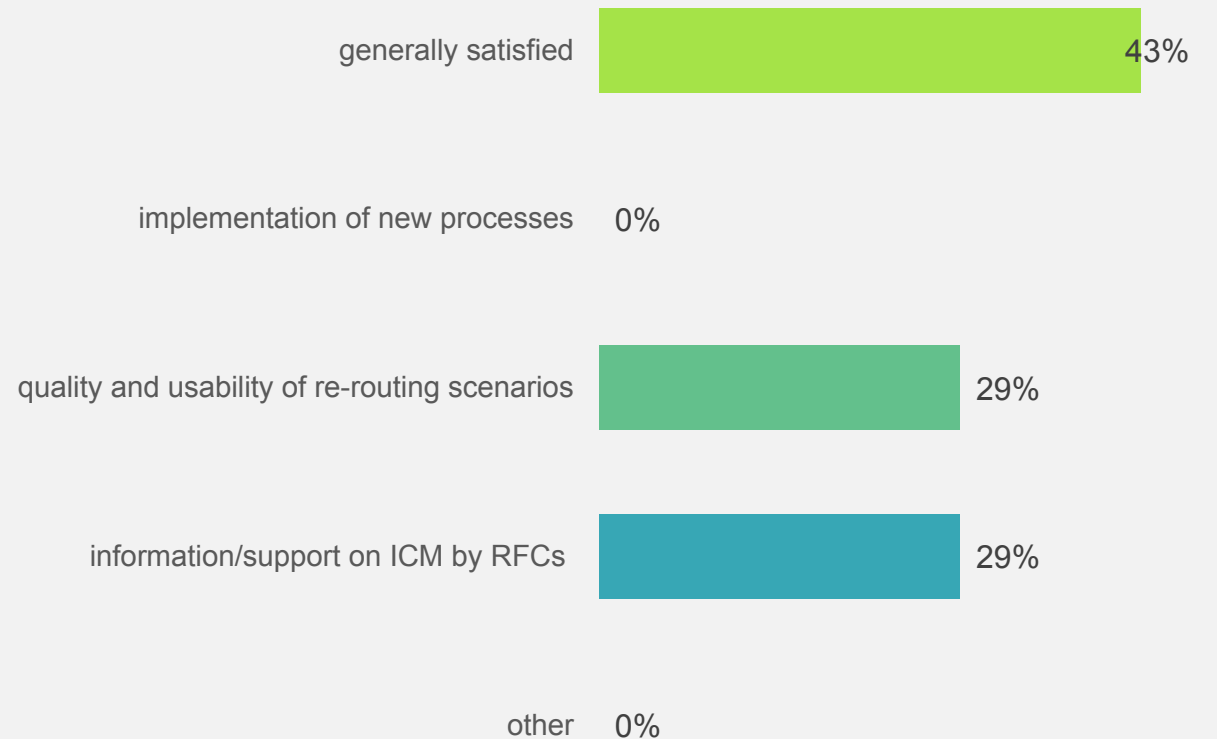
43%

chose generally
satisfied,
improvement is
appreciated

Focus on

1 Quality and usability of
re-routing scenarios

2 implementation of new
processes



OTHER COMMENTS:

RFC 9:

- -

SATISFACTION WITH RU/TERMINAL ADVISORY GROUP

Priority areas

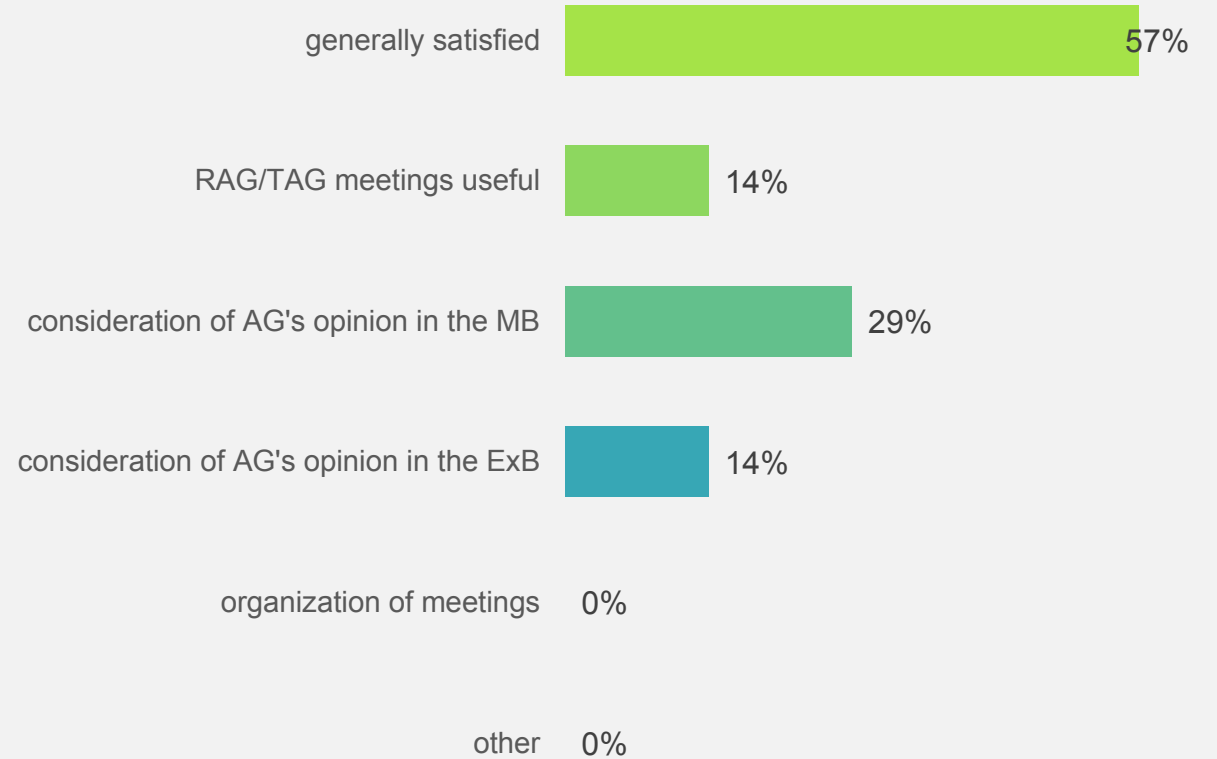
- » Which aspects of the RU Advisory Group/Terminal Advisory Group (RAG/TAG) are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

57%

chose generally satisfied though improvement is appreciated

Focus on

- 1 consideration of AG's opinion in the MB
- 2 consideration of AG's opinion in the ExB
- 3 Usefulness of meetings



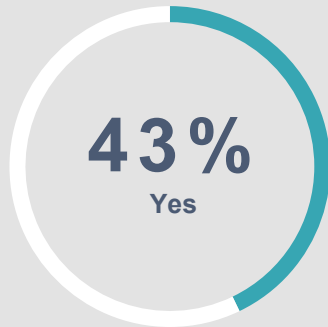
OTHER COMMENTS:

RFC 9:

-

COMPANY PARTICIPATION IN RAG TAG MEETINGS

Participation in RAG TAG meetings



- » Does your company regularly attend RAG/TAG meetings?
- » Answered by: RUs/non-RUs
- » sample size = 7

INVOLVEMENT IN TT-REVIEW TTR PROJECT

Current topic 1: Role of the RFCs and C-OSS

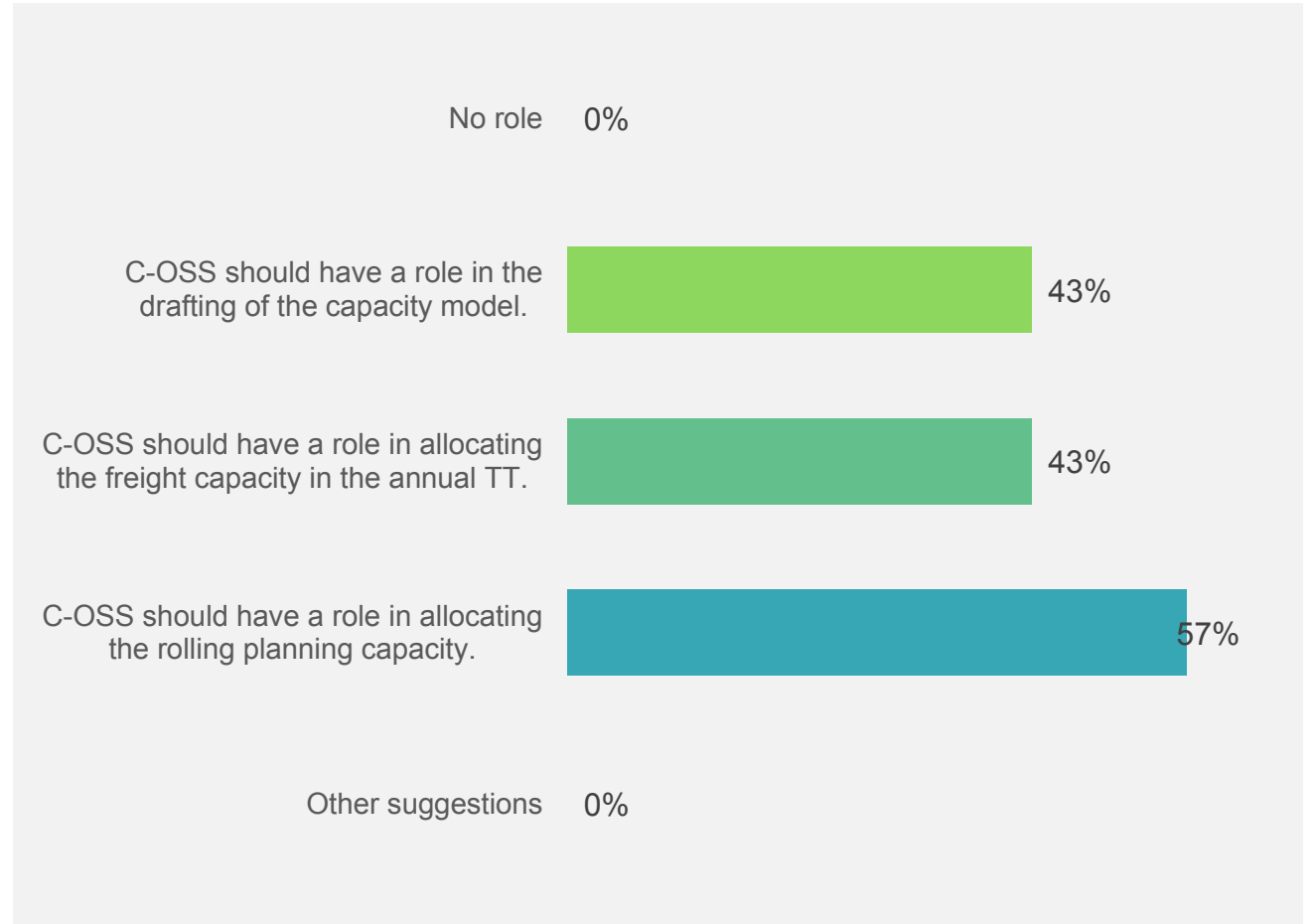
- » Current topic 1: Regarding the timetable review TTR project, what do you see as role for the RFCs and the C-OSS in particular?
- » Answered by: RUs/non-RUs
- » sample size = 7

0%

No role

No involvement
of the RFCs & C-OSS needed

OTHER, COMMENTS



OTHER COMMENTS:

ALL:

■ -

CUSTOMER INFORMATION PLATFORM

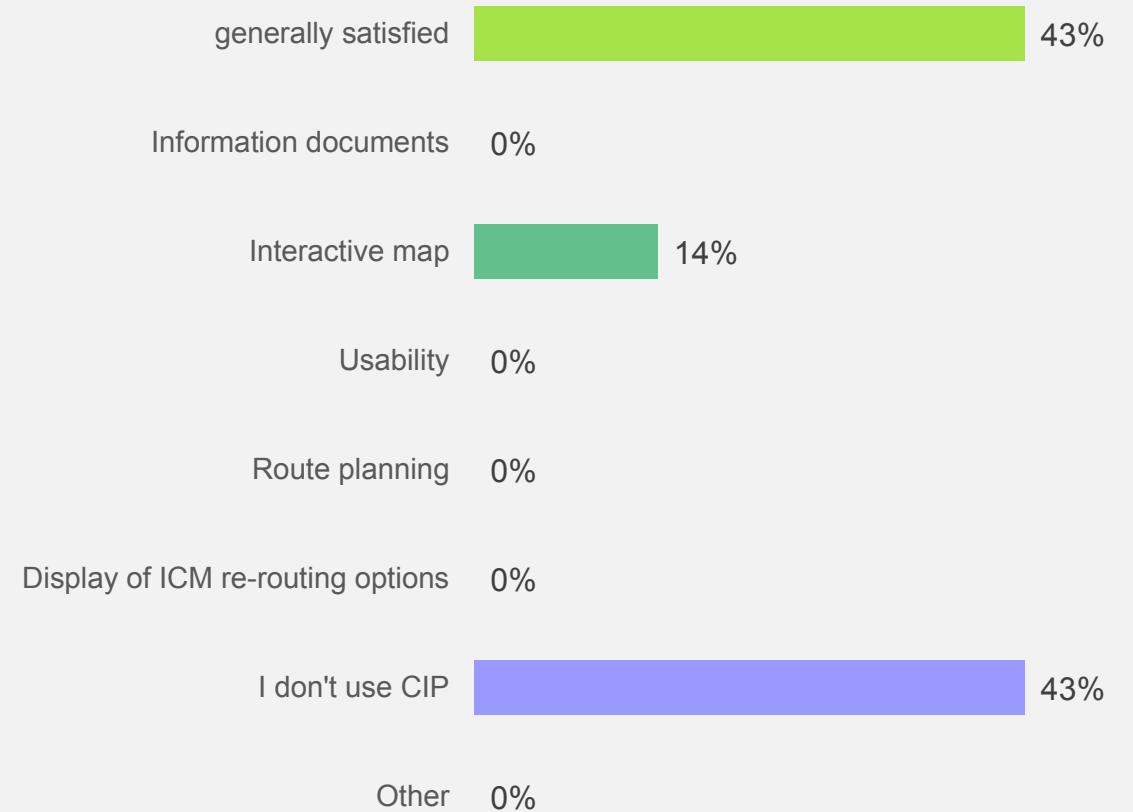
Current topic 2: priority areas of improvement of the CIP

- » Which aspects of the Customer Information Platform (CIP) services are the priority areas for improvement according to your opinion?
- » Answered by: RUs/non-RUs
- » sample size = 7

43%

chose generally satisfied though improvement is appreciated

OTHER, COMMENTS



OTHER COMMENTS:

ALL:

■ -

NEW USER SATISFACTION SURVEY

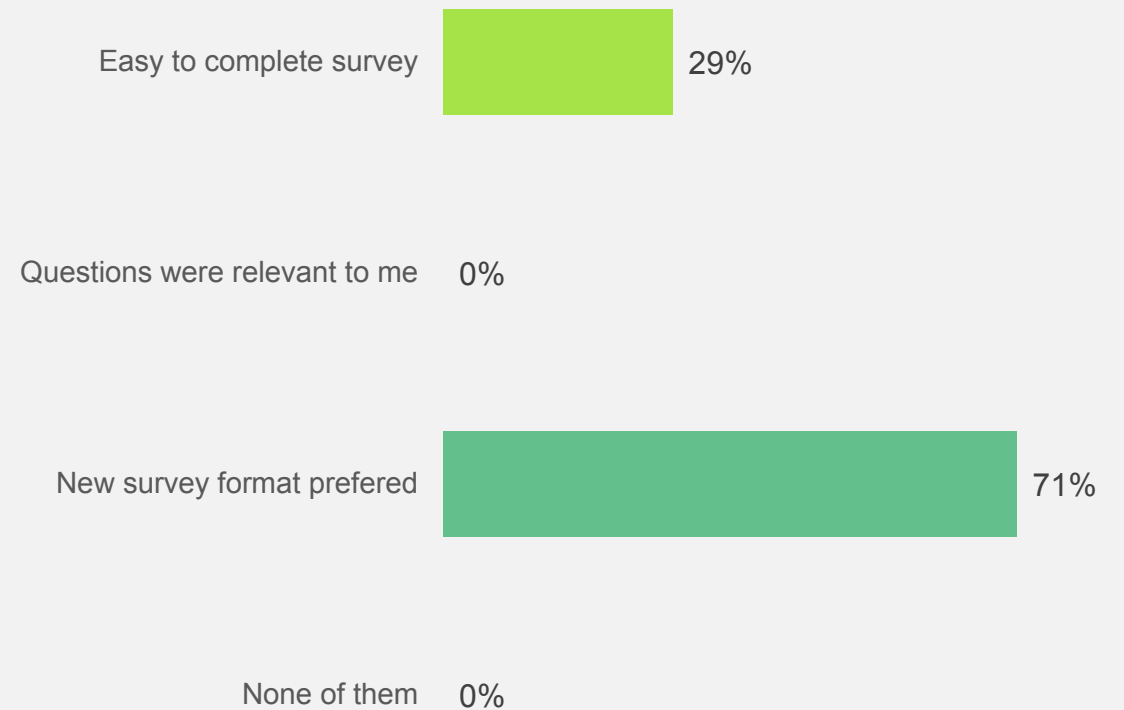
Current topic 3: Agreement on statements

- » On which statements regarding this survey can you agree?
- » Answered by: RUs/non-RUs
- » sample size = 7

29%

Easy to complete
survey

OTHER, COMMENTS



OTHER COMMENTS:

ALL:

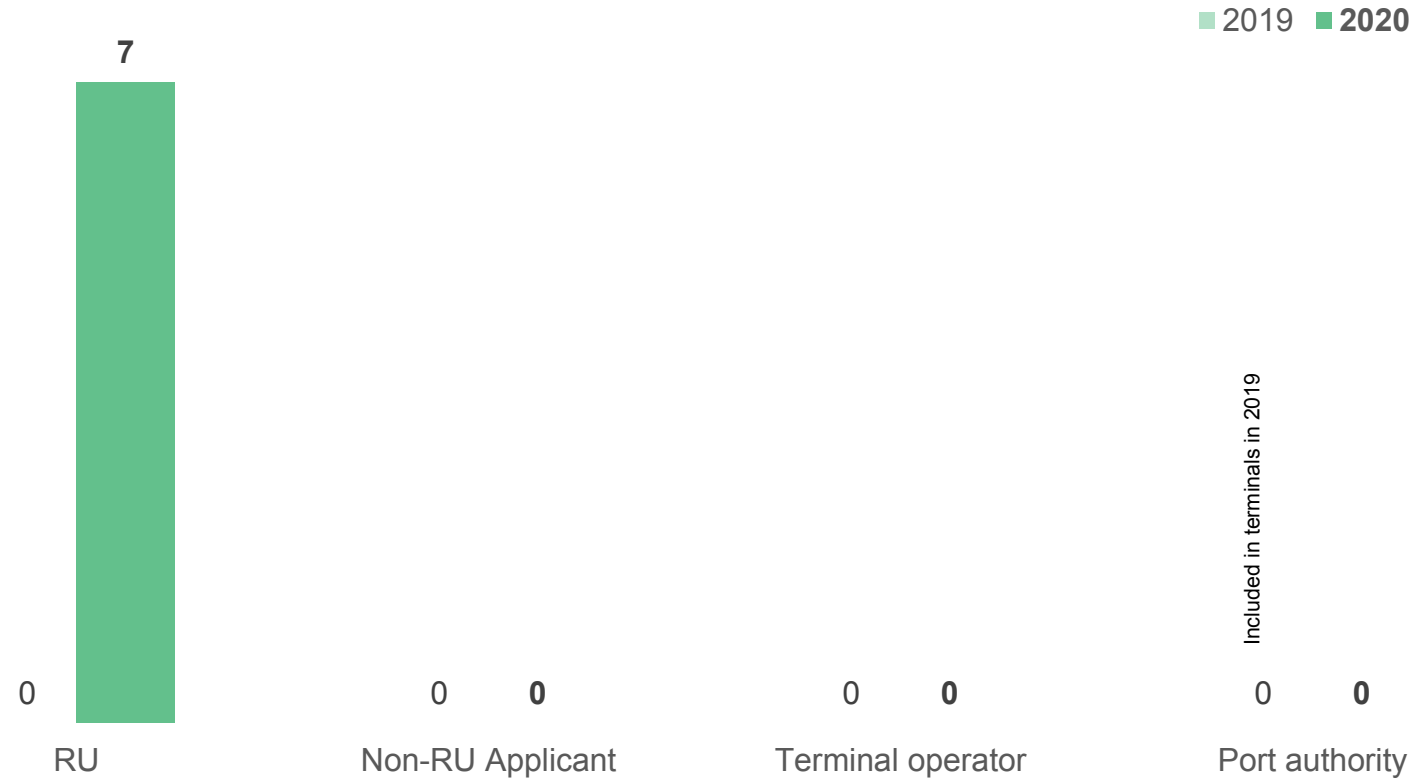
■ -

03 SAMPLE DESCRIPTION

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SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 7; 0;
- » One respondent is counted multiple times if his/her organization uses multiple corridors

04 SUMMARY



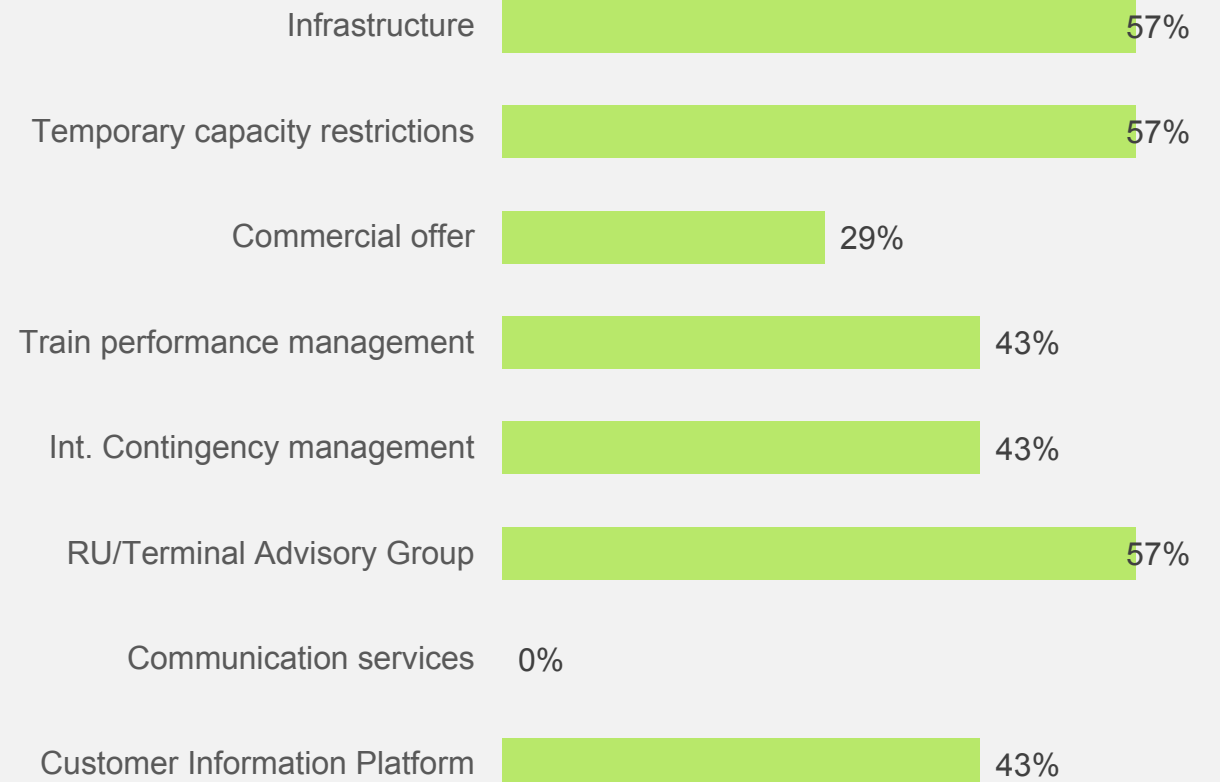
SUMMARY – SATISFACTION RATING OF EACH TOPIC

All respondents

- » General satisfaction with each topic
- » This question was not asked in all topics of the survey
- » Answered by: RUs/non-RUs
- » Different sample sizes on every topic

41%

average of each topic,
respondents used
the answer
'generally satisfied'



SUMMARY – OTHER

All respondents

- » Other was chosen as an answer and a comment was given
- » A specific answer or comment was given
- » Answered by: RUs/non-RUs
- » Different sample sizes on every topic

0%

average of each topic,
respondents used the
option 'other' to give an
open answer.

OTHER, COMMENTS

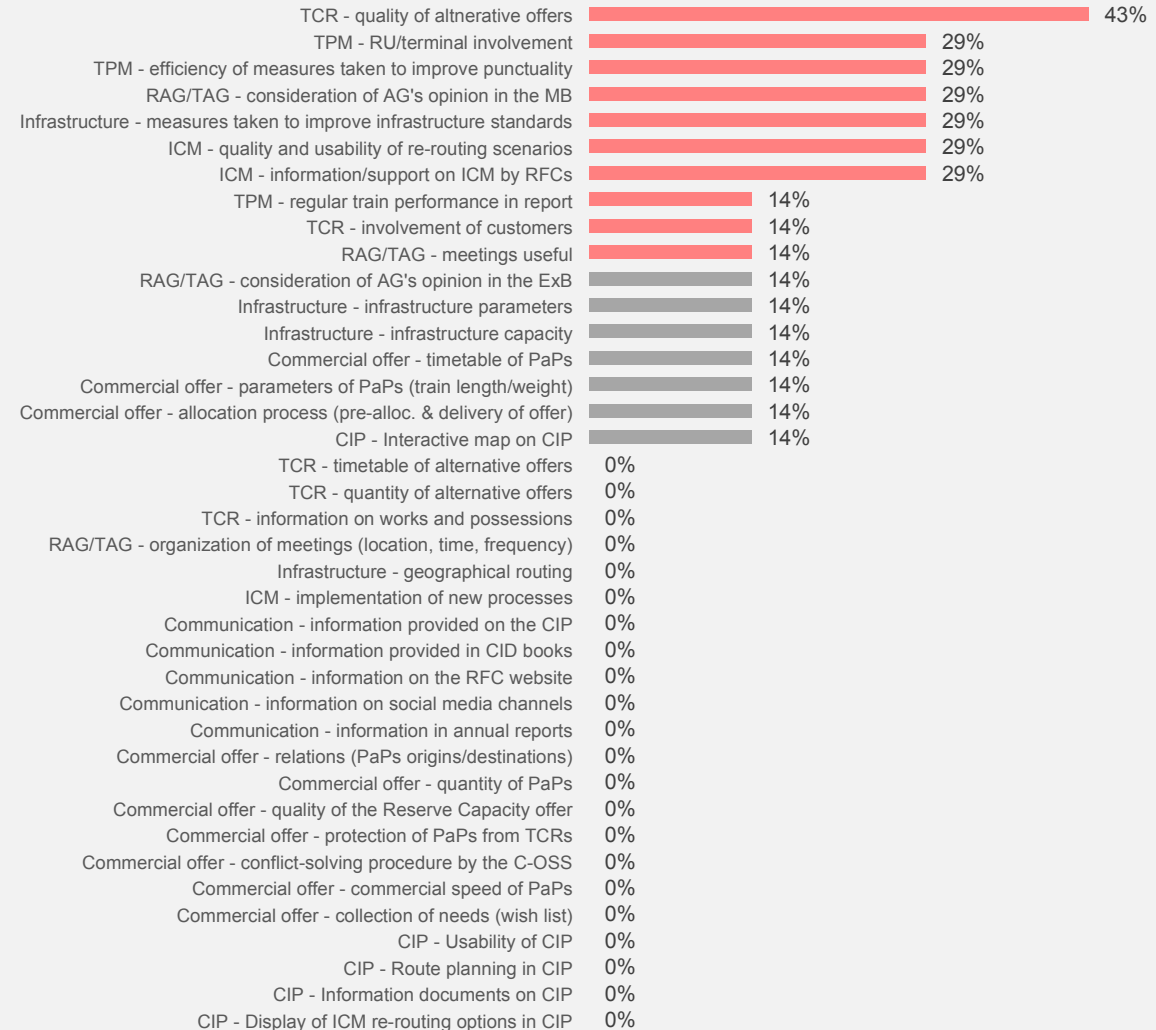
The respondents could choose the answer 'other' and then could add feedback in their own words which gives a more direct option to receive concrete feedback.

Infrastructure	0%
Temporary capacity restrictions	0%
Commercial offer	0%
Train performance management	0%
Int. Contingency management	0%
RU/Terminal Advisory Group	0%
Communication services	0%
TTR project	0%
Improvement of CIP	0%

SUMMARY – WISH FOR IMPROVEMENT

All respondents

- » Focus topics chosen
- » Answered by: RUs/non-RUs
- » Sample size 7



FOCUS TOPICS

LESS URGENT

SUMMARY – TOP 10 FOCUS TOPICS

All respondents

- » Top 10 of focus topics chosen
- » Answered by: RUs/non-RUs
- » Sample size 7

3 Most important topics

1. TCR – quality of alternative offers
2. TPM – RU/terminal involvement
3. TPM – measures taken to improve punctuality

