



RFC User Satisfaction Survey 2017

Report for RFC 6



Co-financed by the European Union
Connecting Europe Facility

October 2017

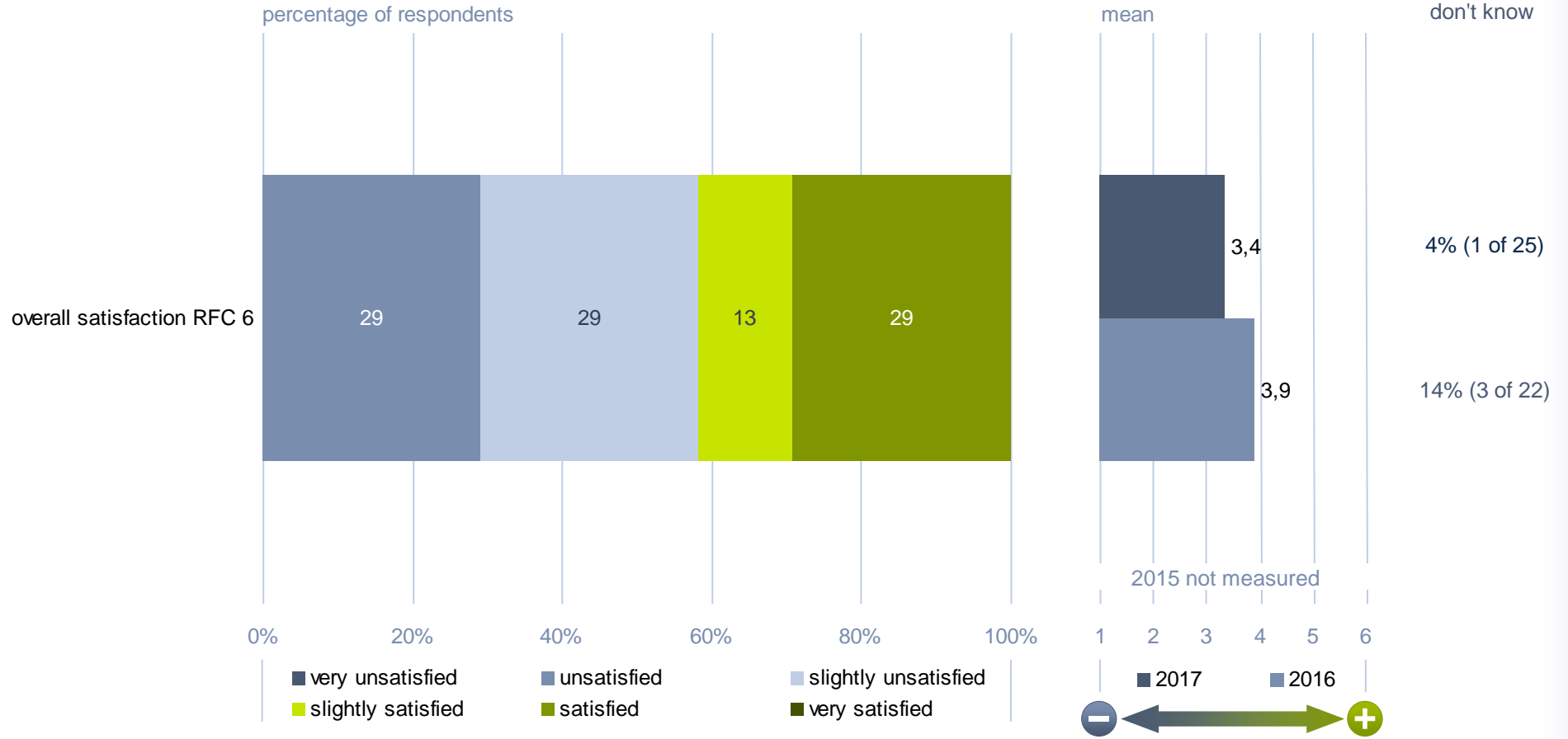
Response Rate

	Overall	RFC1	RFC2	RFC3	RFC4	RFC5	RFC6	RFC7	RFC8
Total interviews (user + non user)	76 (69)	22 (18)	21 (17)	12 (10)	14 (21)	13 (14)	27 (23)	17 (16)	15 (14)
Full interviews	72 (65)	21 (15)	20 (13)	9 (9)	13 (20)	13 (13)	26 (20)	17 (15)	14 (12)
Partial interviews	4 (4)	1 (3)	1 (4)	3 (1)	1 (1)	0 (1)	1 (3)	0 (1)	1 (2)
RFC user	70 (64)	22 (18)	19 (17)	11 (10)	13 (19)	13 (13)	25 (22)	17 (15)	15 (14)
non/potential user	6 (5)	0 (0)	2 (0)	1 (0)	1 (2)	0 (1)	2 (1)	0 (1)	0 (0)
Invitations sent	324 (321)	from RFC contacts: 66 (42)	84 (93)	34 (20)	81 (80)	31 (41)	36 (44)	68 (61)	44 (41)
Interviews (user + non user)	76 (69)	17 (10)	18 (14)	8 (5)	10 (19)	10 (12)	19 (15)	14 (13)	11 (9)
Response rate overall	23% (21%)	26% (24%)	21% (15%)	24% (25%)	12% (24%)	32% (29%)	53% (34%)	21% (21%)	25% (22%)
topic-forward used	22 (9)	9 (4)	5 (2)	8 (4)	6 (3)	5 (3)	7 (2)	7 (3)	3 (1)
forward name/company	34 (14)	11 (3)	10 (3)	5 (1)	5 (3)	7 (4)	11 (3)	11 (4)	6 (1)

2017 (2016)

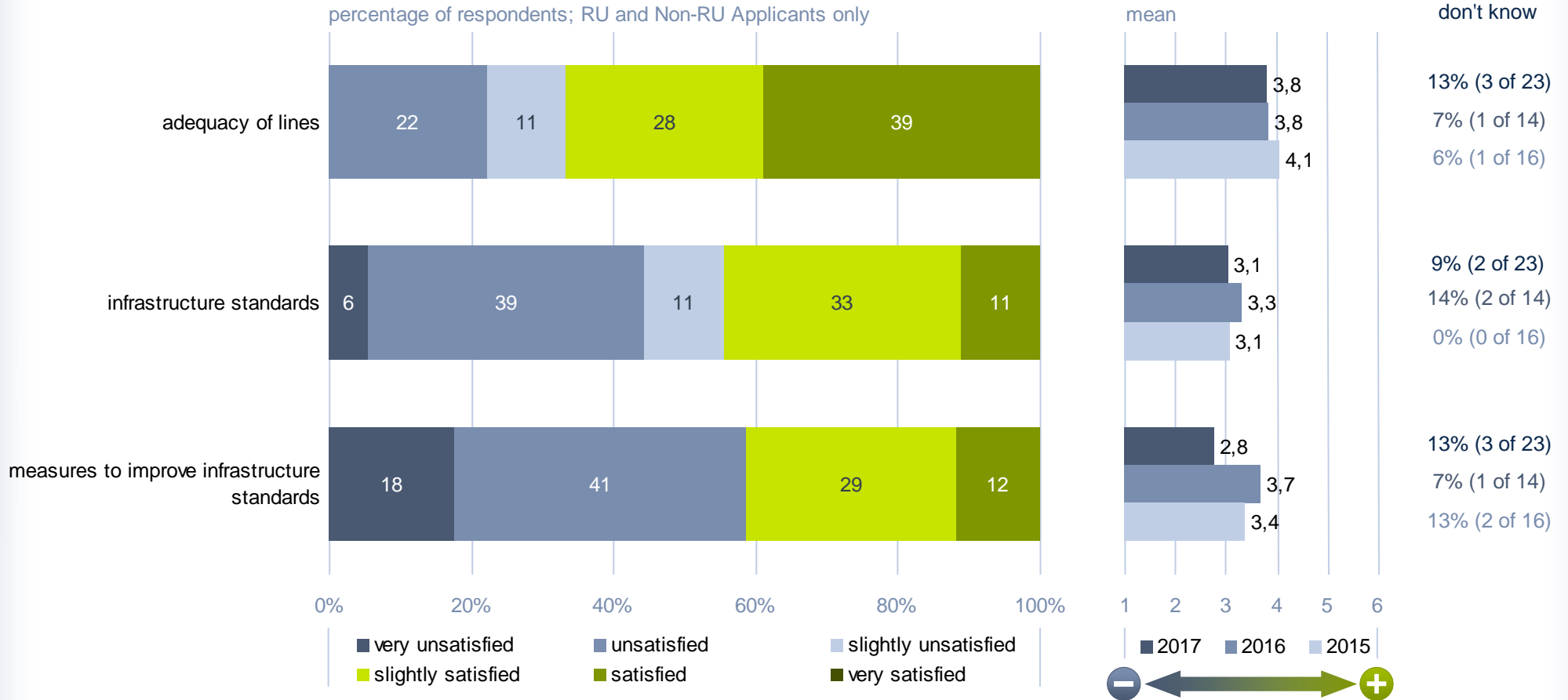


- ▶ **27 respondents**
 - 25 RFC6 users / 2 non-users
 - 26 full interviews / 1 partial interviews
 - 19 nominated by RFC6 / 8 nominated by other RFCs
 - 11 agreed to forward name/company
 - 7 used topic-forward
- ▶ Computer Aided Web Interviews (CAWI)
- ▶ Contacts (e-mail address) delivered by RFCs
- ▶ 36 e-mail invitations sent
- ▶ Field Phase: 12 September to 18 October 2017

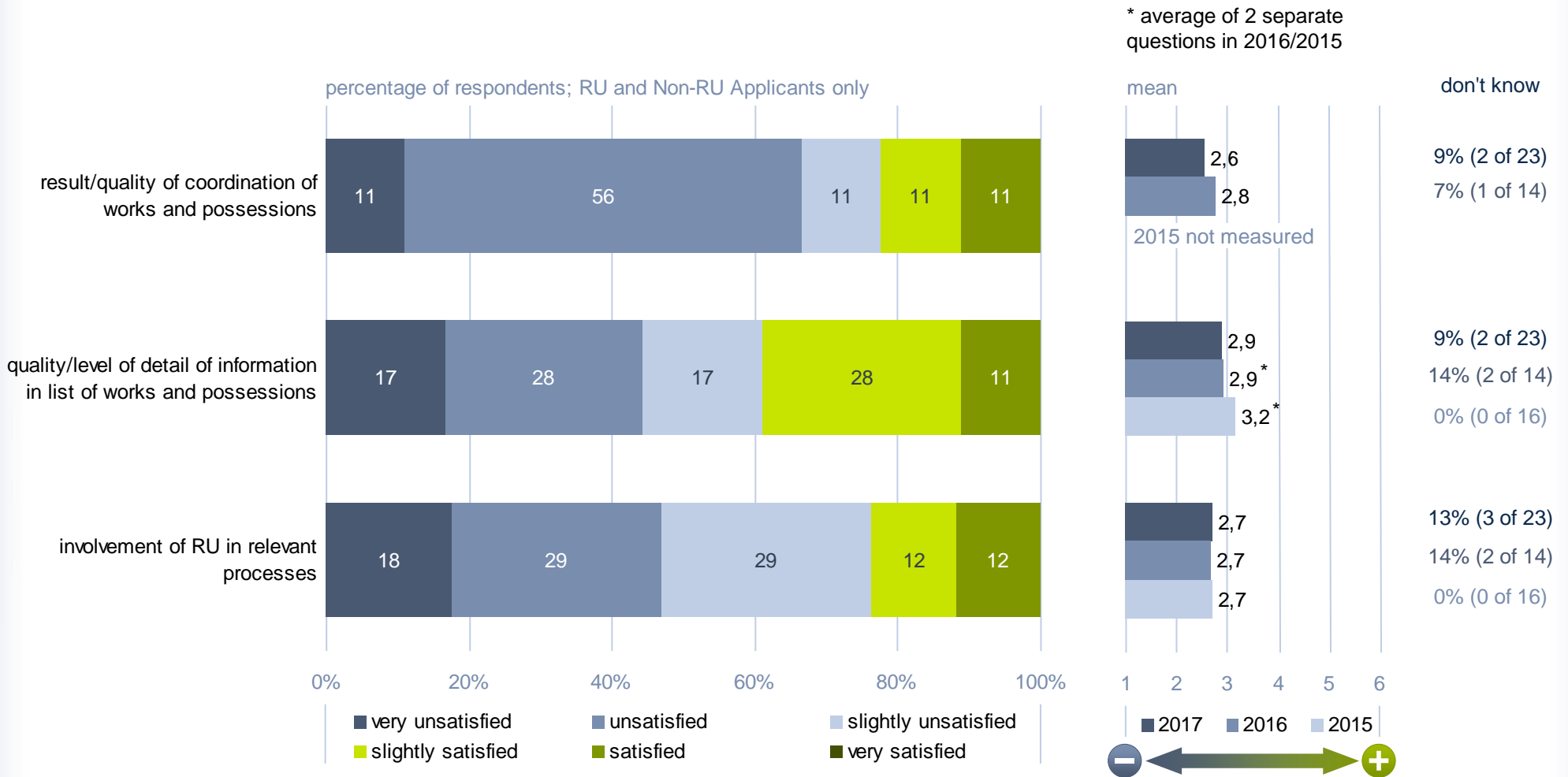


"Overall, how satisfied are you in general as a user of the RFC(s)?"

n = 25; 22

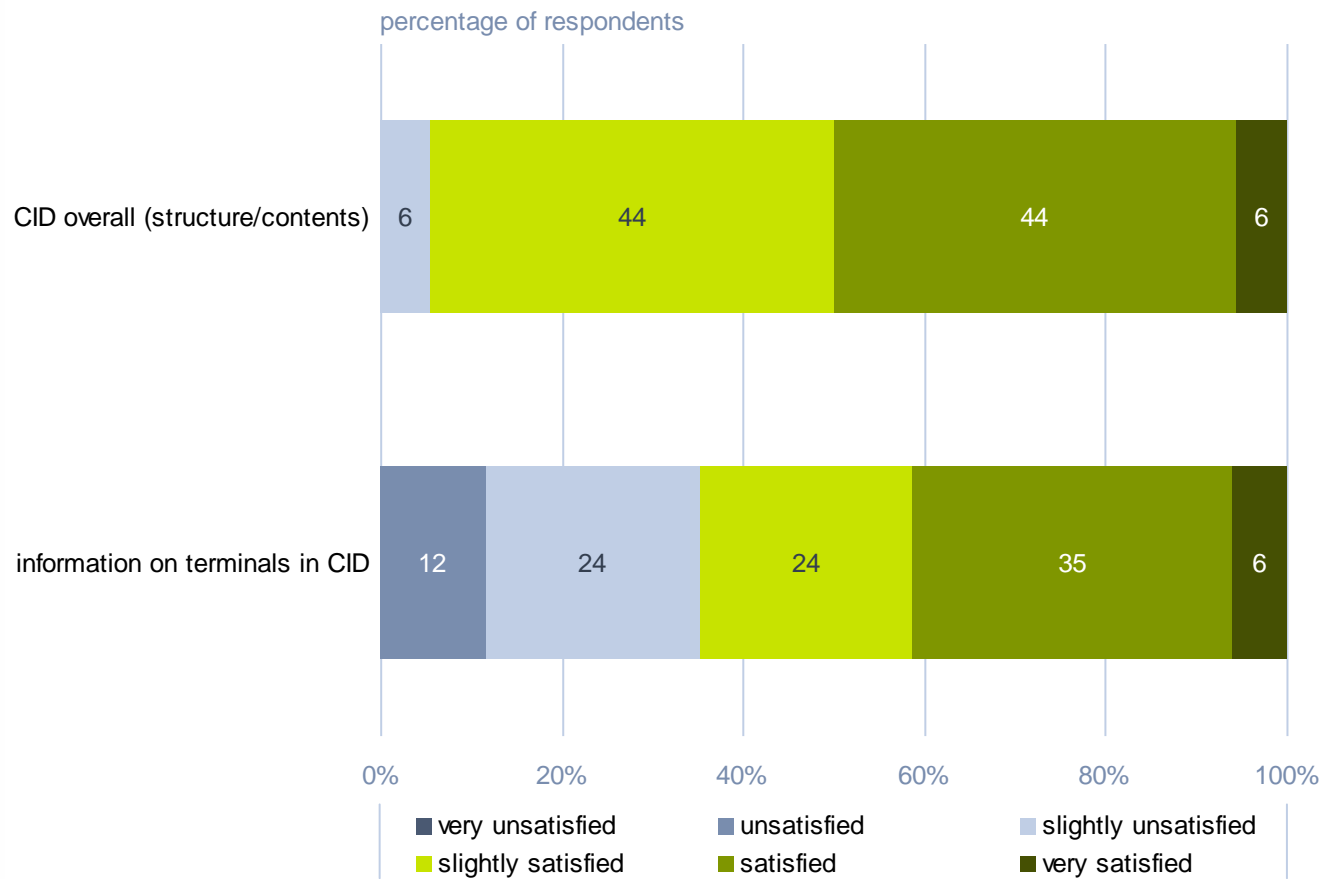


"To what extent are you satisfied with the adequacy of the lines assigned to the RFC? || ... with the infrastructure standards of all designated lines, including diversionary routes dedicated to the RFC, concerning parameters such as train length, axle load, electrification, loading gauges, etc.? ||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

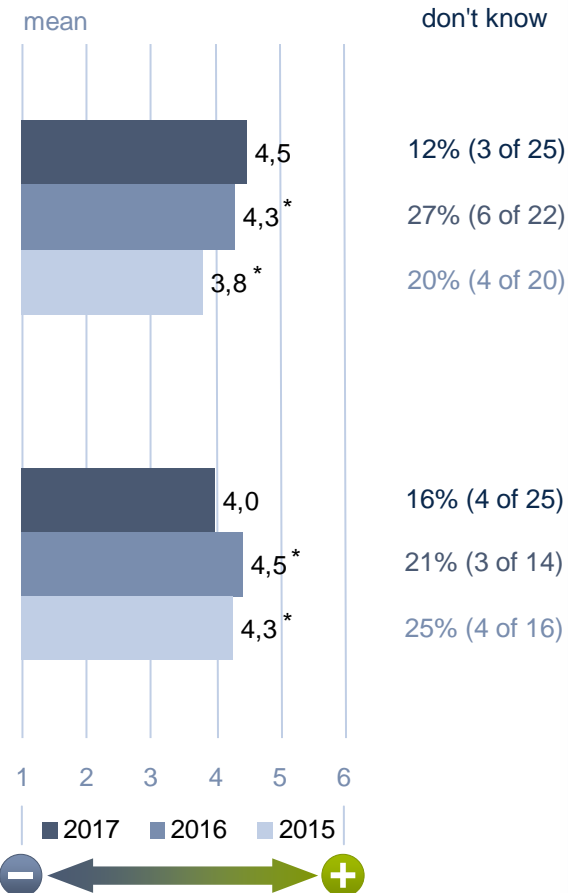


"To what extent are you satisfied with the result/quality of the coordination of planned temporary capacity restrictions (works and possessions) on the RFC? || ... with the quality and level of detail of the information given in the list of planned temporary capacity restrictions (works and possessions),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

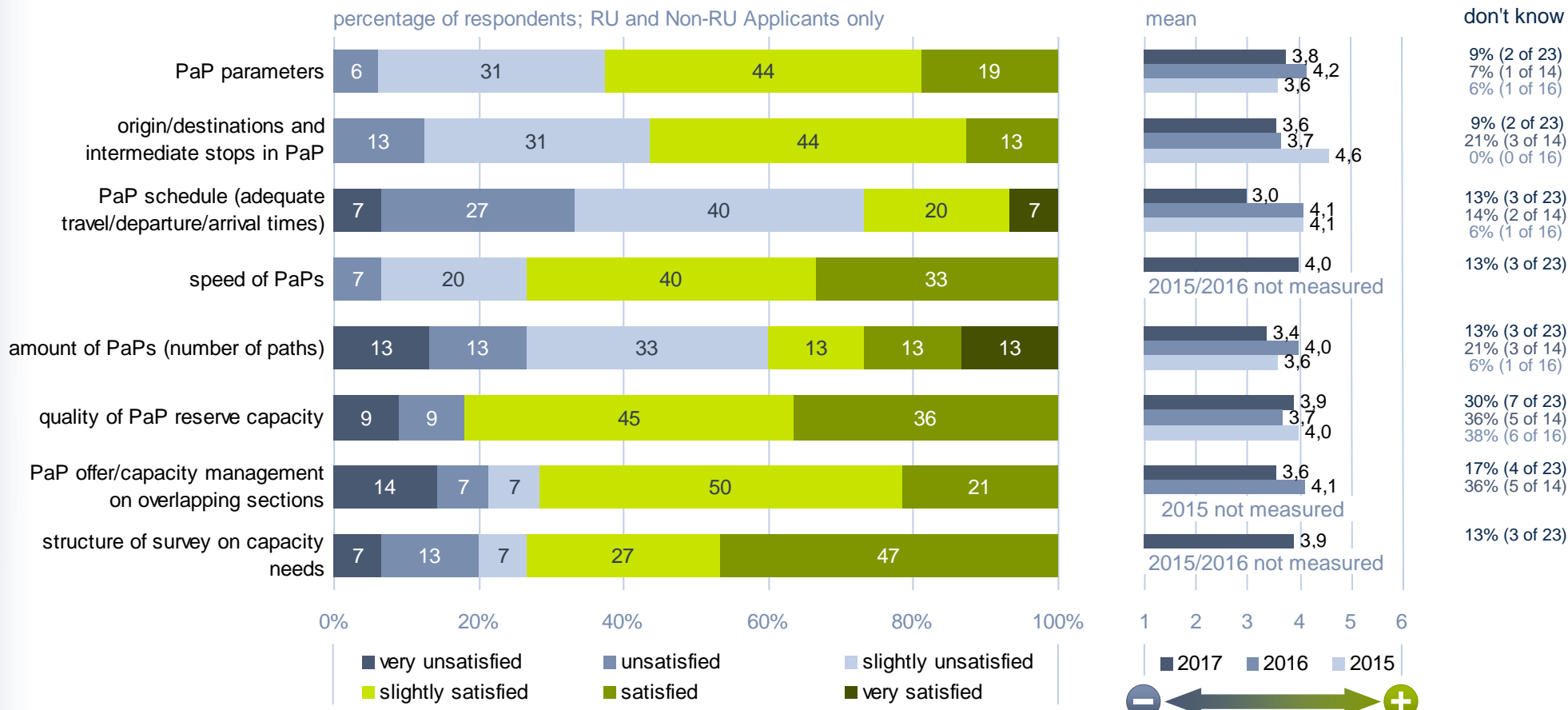
Satisfaction with Corridor Information Document (CID)



* average of 2 separate questions in 2016/2015

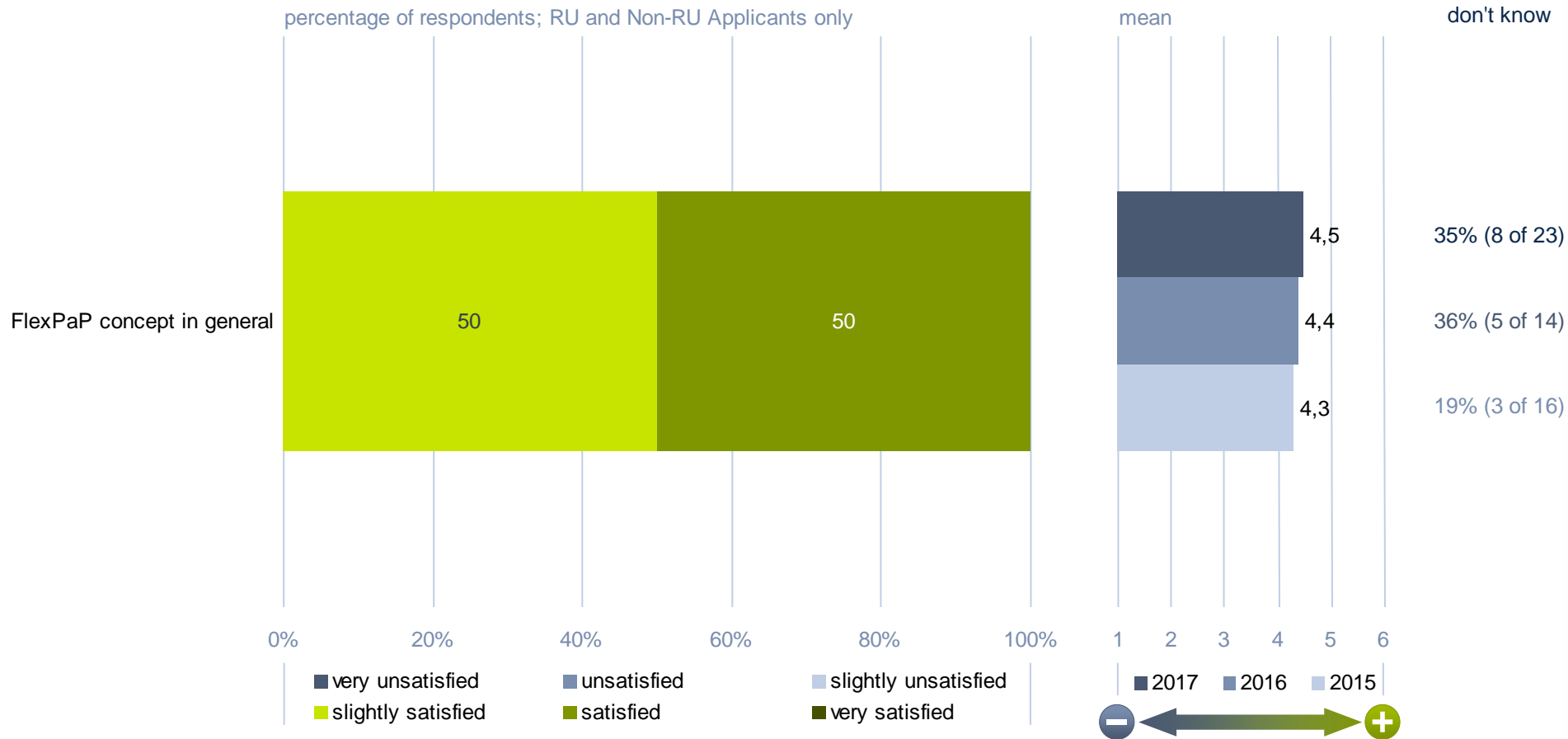


"To what extent are you satisfied with the Corridor Information Document (CID) for the 2018 timetable year? (Can you easily find all the information you are looking for and is it structured in a logical way? Do the contents match your business needs? Is the level of detail sufficient?) || To what extent are you satisfied with the supply of information on terminals? (Are all relevant pieces of information on terminals included in the CID 2018 or in other sources, e.g. CIP?)"



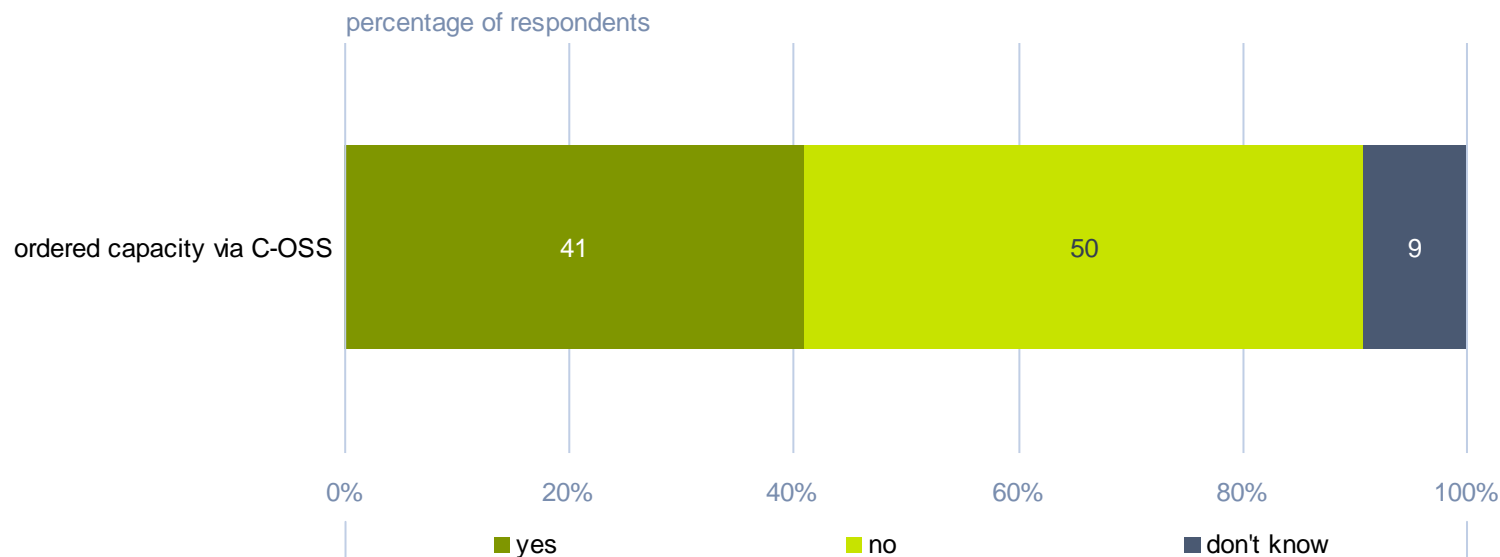
"To what extent are you satisfied with the Pre-arranged Path (PaP) parameters such as length, weight, etc.? || ... with the origins/destinations and intermediate stops? || ... with the PaP schedule? || ... with the speed of PaPs? || ... with the amount of the PaPs? Is there a sufficient number of PaPs?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

n = 23; 14; 16



"How satisfied are you with the FlexPAP concept?"

n = 23; 14; 16

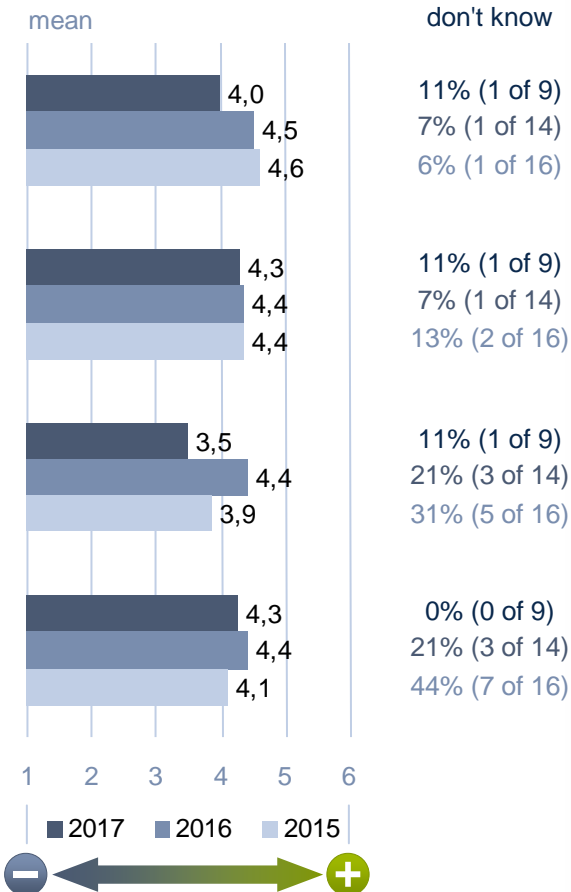
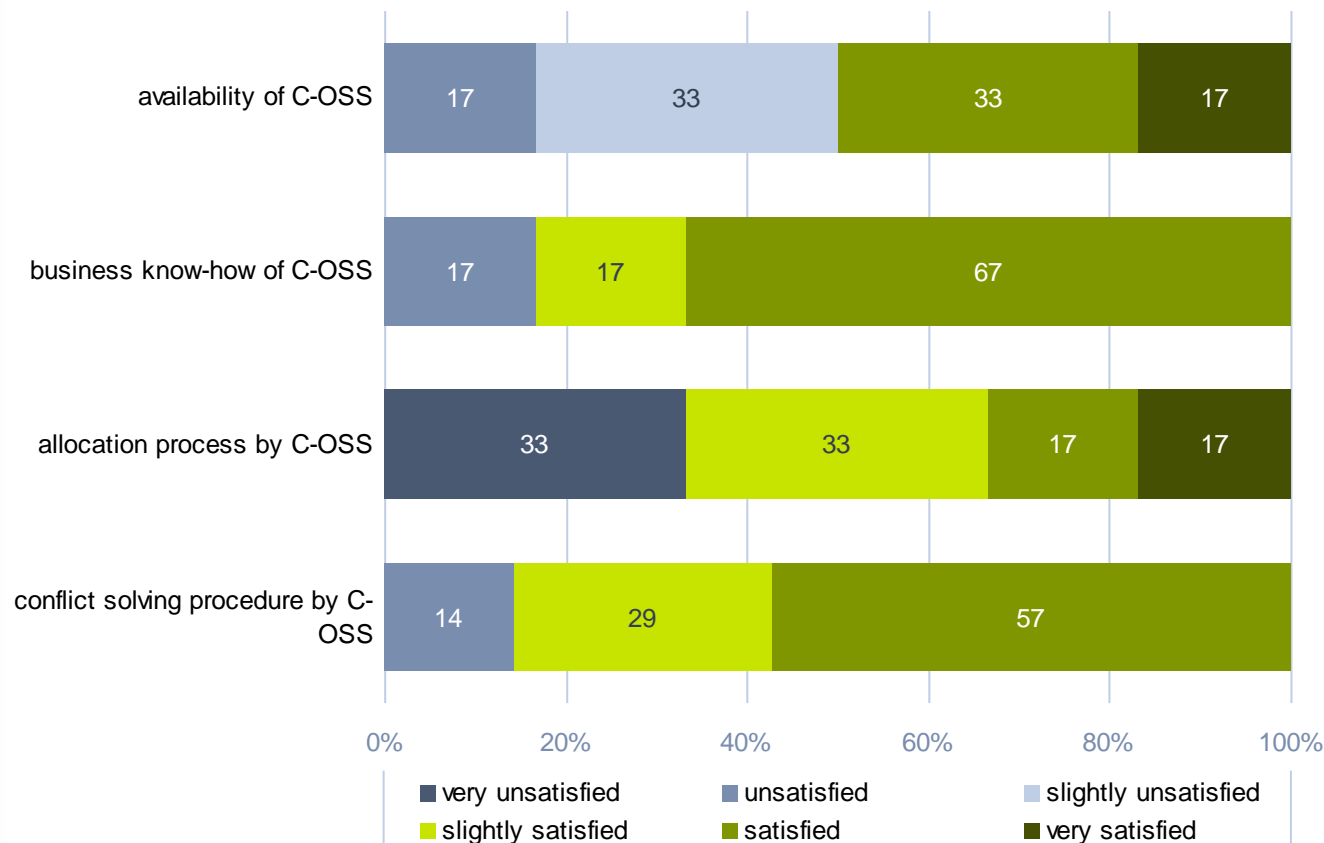
**Reasons for non-usage:**

- because we have no confidence about traffic starting
- difficulties harmonizing all involved RUs
- no authorization
- non suitable train paths
- not needed
- the quality is very low
- the infrastructure managers do not respect the timeline of RNE
- the data is inconsistency
- there are no suitable train paths for our company

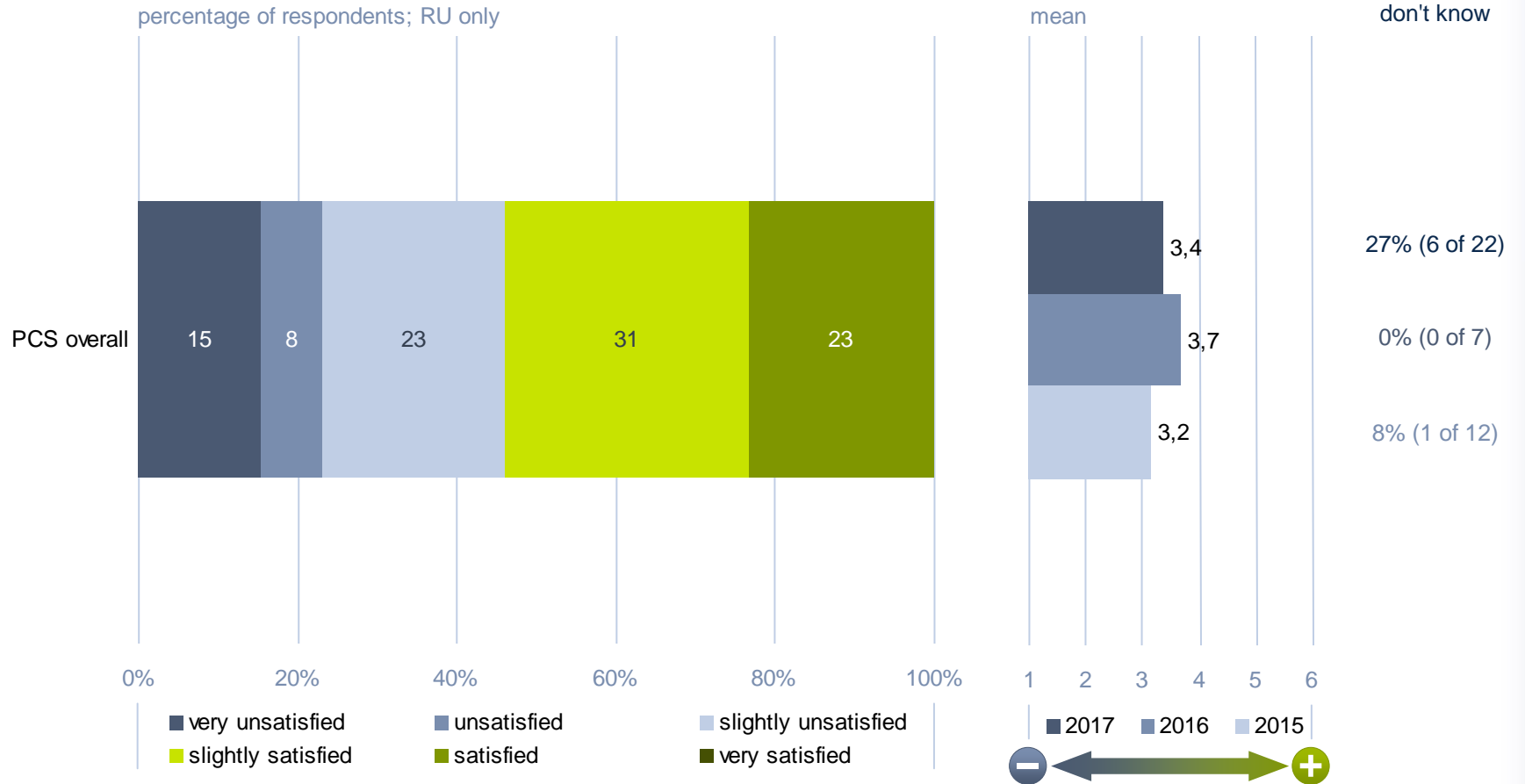
- we do not have regular traffic along RFC 6
- we just use the corridor in the Spanish sector, so we just use ADIF services
- for ordering the capacity we use the application of HŽ Infrastructure (Infrastructure Manager)
- it does not seem an advantage for us in case of corridor train running (e.g. transit time)
- no training for using it
- poor train parameters
- missing flexibility of IMs

"Did you order capacity via the C-OSS? || What are the reasons you did not order capacity via the C-OSS?"

percentage of respondents; RU and Non-RU Applicants only, ordered via C-OSS

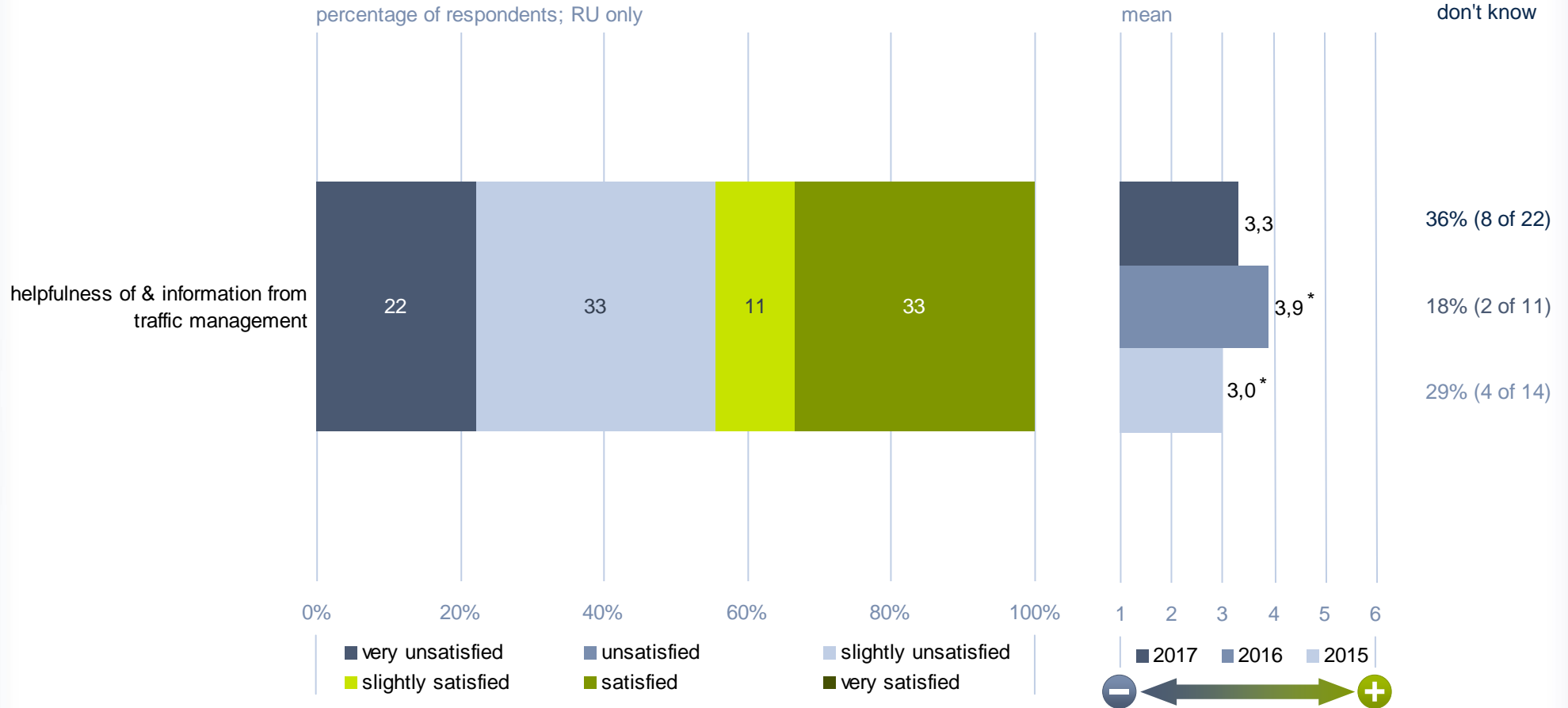


"How satisfied are you with the availability of the Corridor One-Stop Shop (C-OSS)? (Is the reaction time of the C-OSS adequate?) || How satisfied are you with the business know-how of the C-OSS? || How satisfied are you with the allocation process for the 2018 timetable year? (Please consider especially the pre-allocation by the C-OSS, and the delivery of the draft and final offers.) || How satisfied are you with the conflict-solving procedure?"



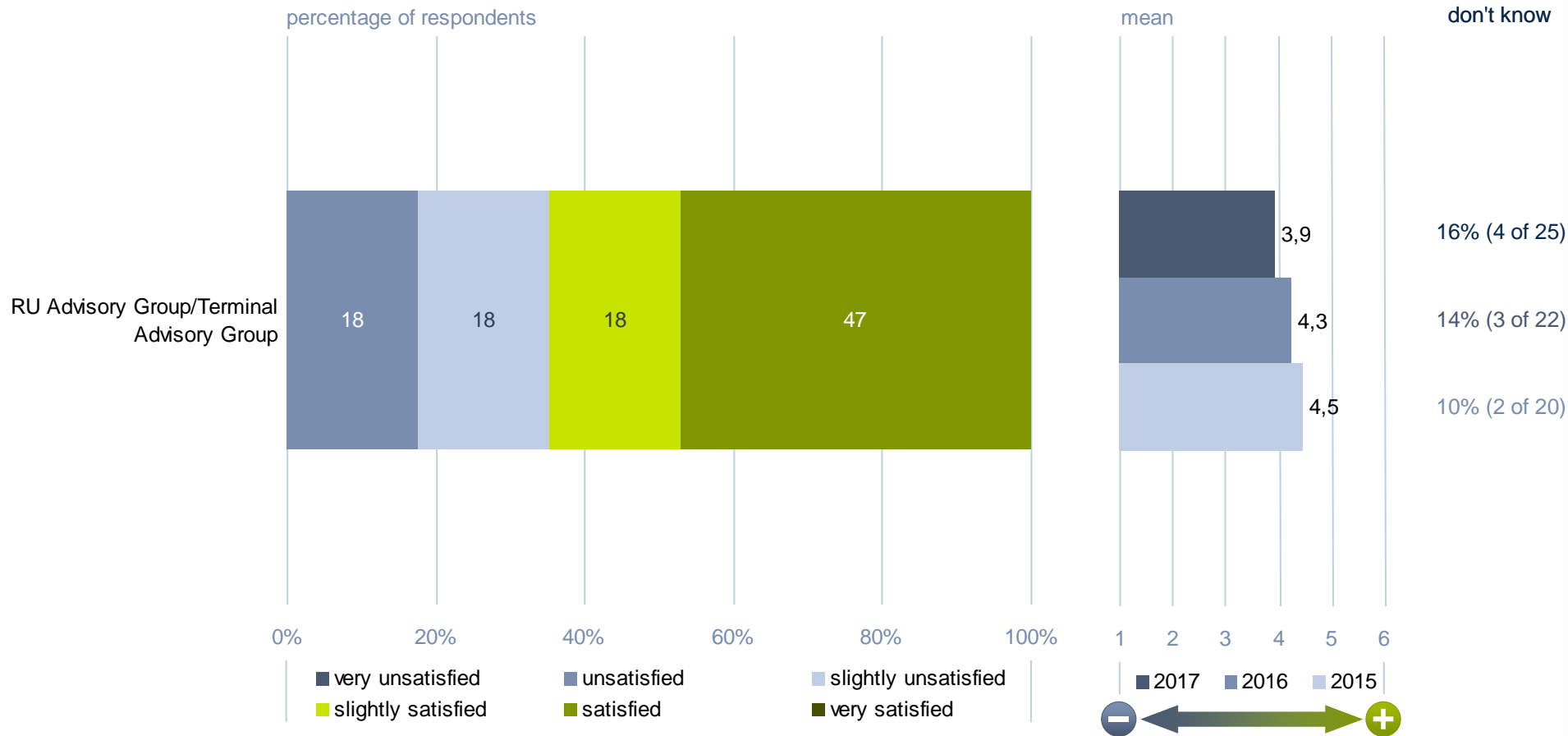
"How satisfied are you all in all with PCS as a booking tool for international path requests? Does it match your needs?"

n = 22; 7; 12



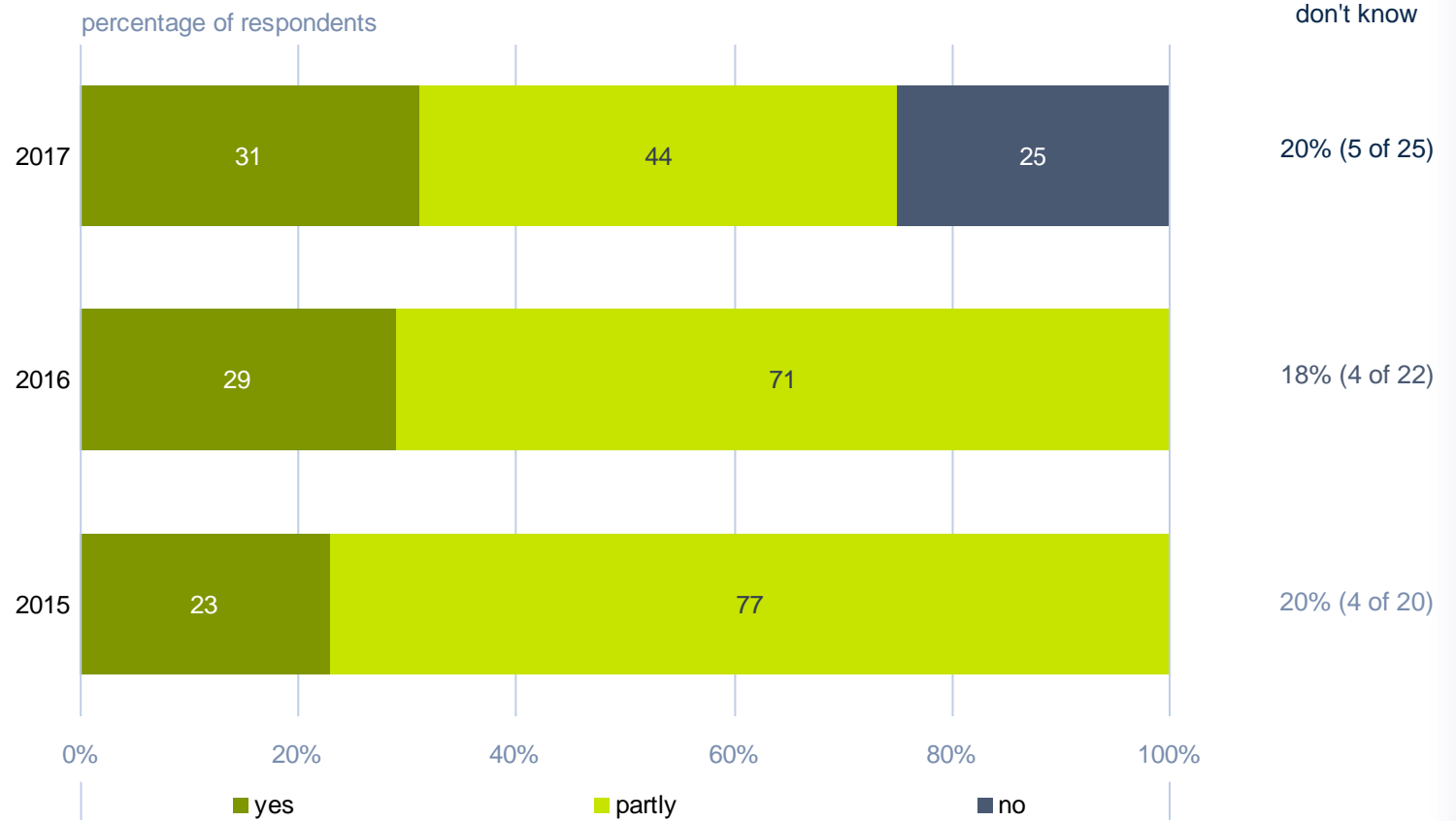
"How satisfied are you with the helpfulness of the Infrastructure Managers' traffic management on the RFC (as regards running your trains with a high service quality) and with the information you receive from them?"

n = 22; 11; 14



"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?)"

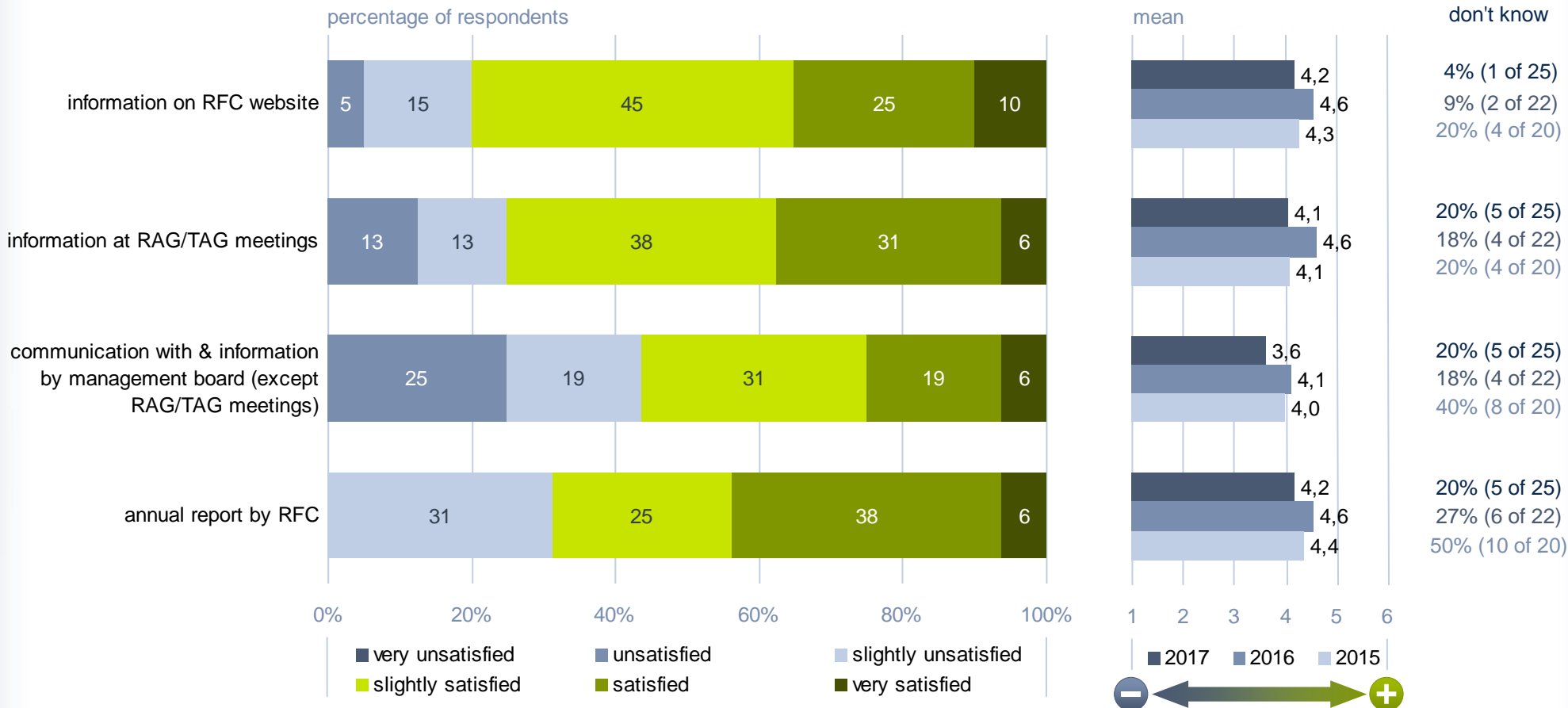
n = 25; 22; 20



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

n = 25; 22; 20

Satisfaction with Overall RFC Communication



"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? "

n = 25; 22; 20

