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RFC7

Orient/East-Med

RFC User Satisfaction Survey

2021

SUMMARY

- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched in 2014
- During the RFC Network February, 2020 the elaboration of a new system has arisen. Main orientations: simplification and done in house (without external company). Based on this initiative a new research was launched in 2020
- The new survey was elaborated by RNE Network Assistant and RFC Satisfaction WG members based on majority decisions
- **2021: 2nd wave of the new survey**
Fieldwork: 26th August – 8th October, 2021

Up till 2019

From 2020

Target population:

- users of corridor lines

- users of corridor lines

Interview type:

- CAWI (Computer Assisted Web Interview)
 - state of the art
 - adequate for international, business target group
 - can diminish the language barrier, hereby increase the response rate
 - can filter inconsistency (e.g. illogical answer, invalid values)

- Online interview (CAWI type, different research tool)
 - Presumably with same advantages

Evaluation method:

- 6-point scales, from very dissatisfied to very satisfied
(comparable, nuanced results; shaded evaluation of areas' performance; clear information about whether the user is satisfied or not)

- 'Which are the priority areas for improvement on?'
- (issues of sufficiently differentiated results)

Maker:

- An independent professional market research company (marketmind) was commissioned to conduct the fieldwork and the basic analysis

- RNE RFC USS WG leader (RFC Network Assistant)

Research tool:

- The commissioned market research company's program

- Free online research tool, Survio

Questionnaire:

- Standard questionnaire included harmonised blocks covering relevant topics, and RFC specific questions, competitive duration time, whereas detailed enough

- Shorter questionnaire including the majority of relevant topics covered by the earlier survey and RFC specific questions (not comparable with former survey's data)

Process of questioning:

- The respondent received only one link and had to fill up only one questionnaire, independently how many corridors they selected, because the program ran question by question showing at a question all selected corridors

- They have to start the whole questionnaire from the very beginning in case of every selected corridor (guarantee issues of the same probability of response willingness for all selected corridors)

Fieldwork:

- in September and October of the particular year, to have the information in the planning period of November

- Same/similar

Output:

- Overall report and RFC specific report, as well as RFC specific raw data table

- Same/similar

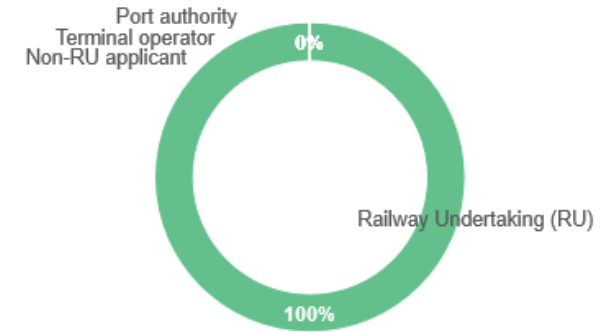
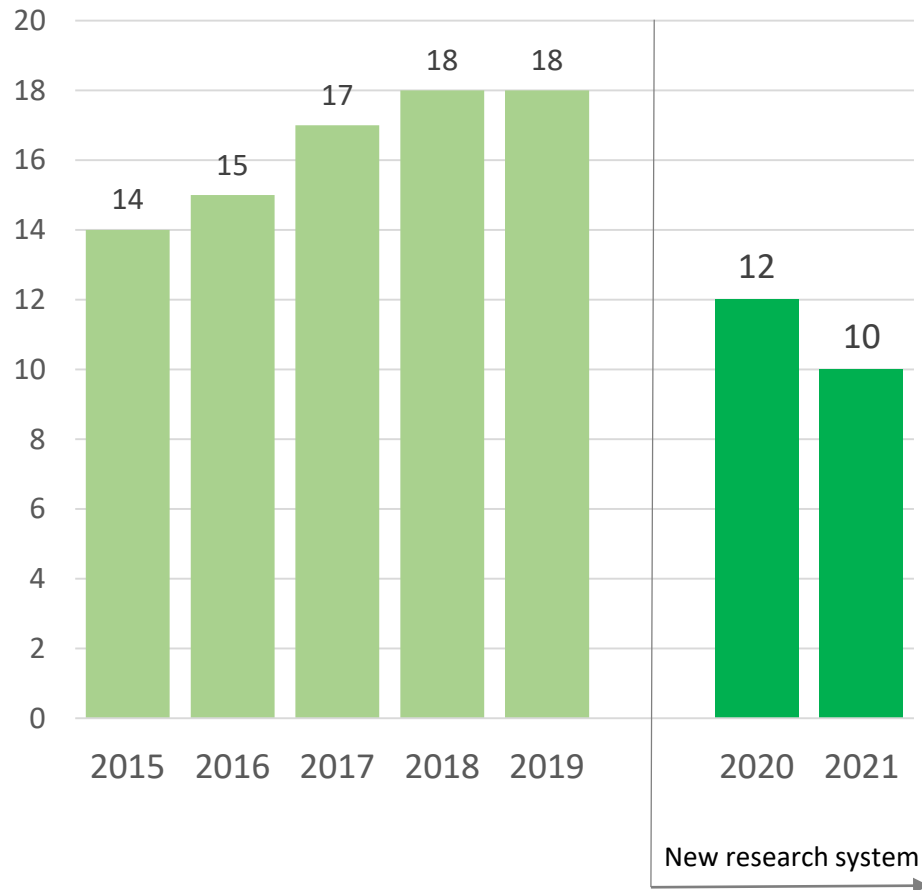
All RFCs have joined the research:



Main results of RFC OEM 2021

The sample and a possible way of the analysis

Number of full interviews



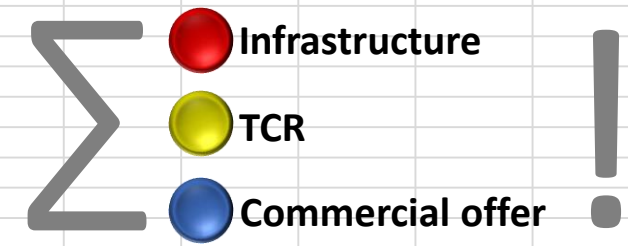
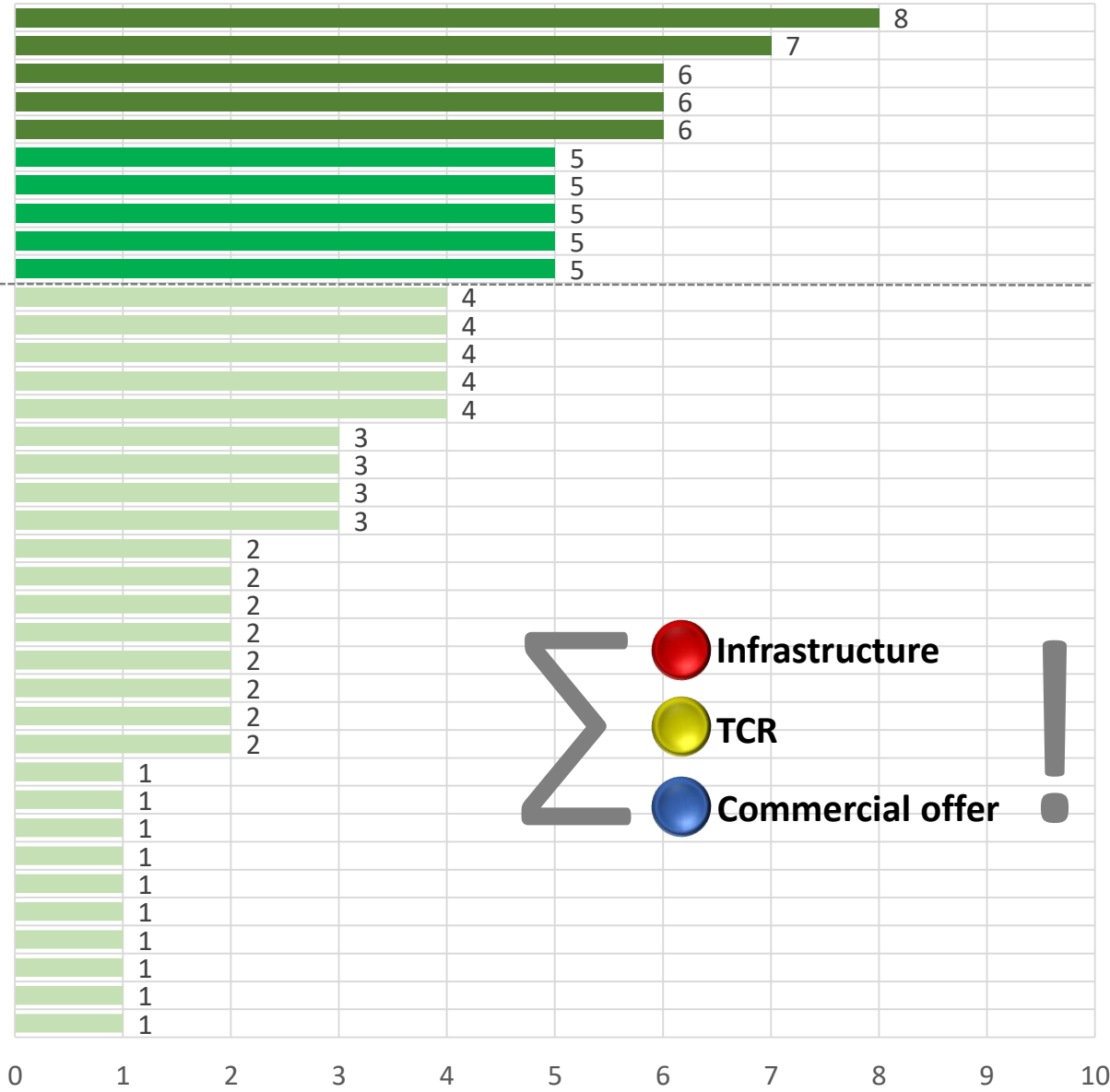
- RFC OEM had 10 evaluations
- All of them are RUs
- Another 17% decrease in the number of interviews (Respondents' fatigue might be a factor)
- It is a small sample size for a quantitative analysis, therefore we should analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

The priority areas for improvement



- Infra-Infrastructure parameters (train length, axle load, electrification, loading gauges)
- TCR-The quality of alternative offers provided by the IMs/Abs
- Infra-Measures taken by the RFC's IMs with Ministries to improve the infra standards
- TCR-The information on works and possessions given by the RFC
- Infra-Infrastructure capacity
- Parameters of PaPs (train length/weight)
- TPM-The efficiency of measures taken to improve punctuality
- The timetable of PaPs
- TCR-The involvement of customers as far as possible in the relevant process
- The information on the RFC website

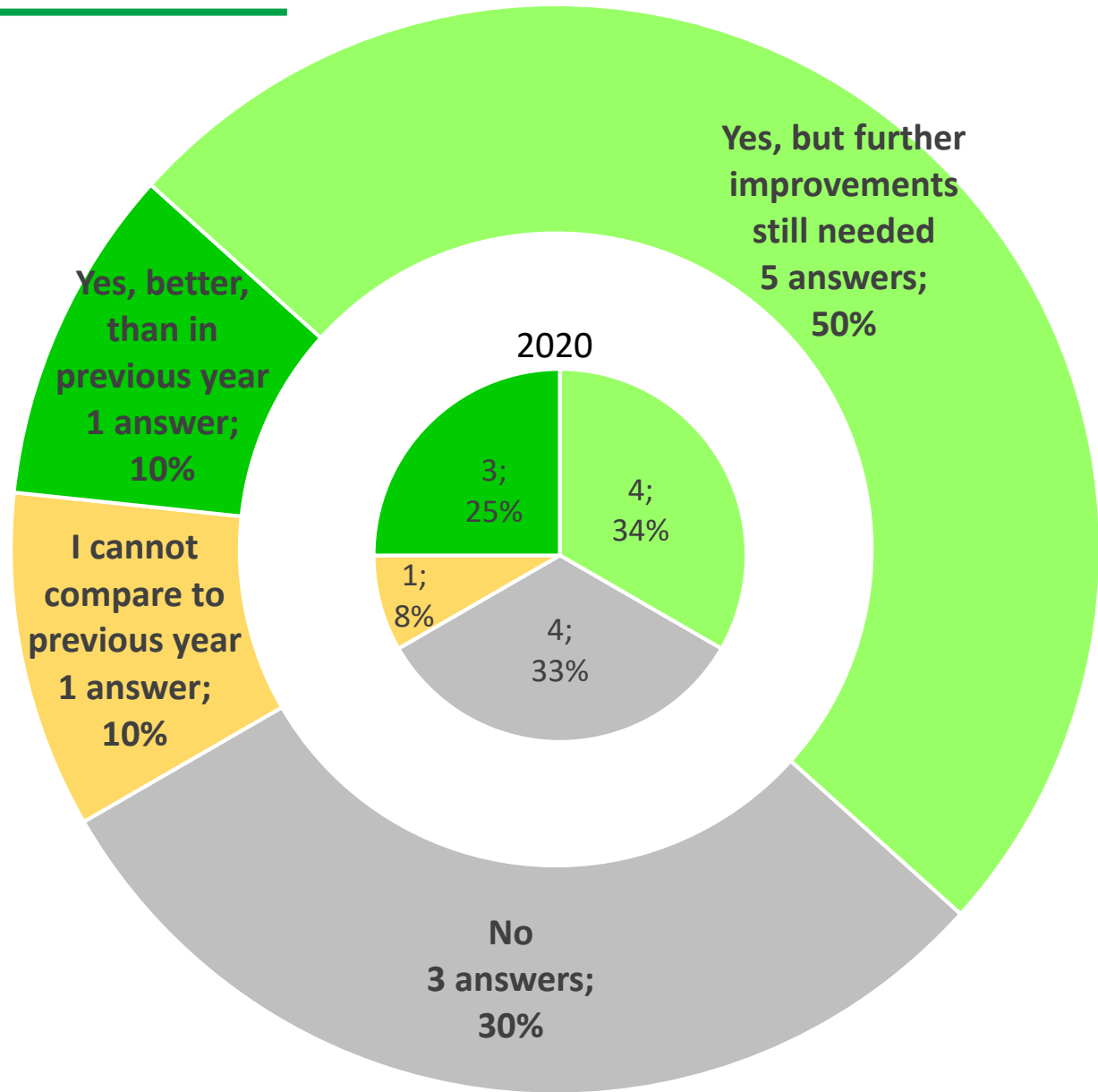
- Protection of PaPs from TCRs
- The commercial speed of PaPs
- TCR-The quantity of alternative offers provided by the IMs/ABs
- TPM-RU/Terminal involvement either on RFC level or in bilateral working groups
- ICM-The quality and usability of re-routing scenarios
- The topics discussed during RAG/TAG meetings
- TCR-The time-table of alternative offers provided by the IMs/ABs
- ICM-The implementation of the new processes outlined in the ICM handbook by RFCs
- The consideration of Advisory Groups' opinion in the MB
- CIP-Information documents
- Conflict-solving procedure by the C-OSS
- Quality of the Reserve Capacity offer
- Relations (PaPs origins/destinations)
- Quantity of PaPs
- The consideration of Advisory Groups' opinion in the ExBo
- TPM-Regular train performance in RFC Monthly Punctuality report
- The information provided in Corridor Information Documents (CID books)
- The usefulness of attendance at RAG/TAG meetings
- The information/support on ICM process provided by the RFC
- Collection of needs (wish list)
- The allocation process (pre-allocation by the C-OSS and the delivery of the offer)
- Infra-Geographical routing
- The information provided on the Customer Information Platform (CIP)
- The organization of the Advisory Groups' meetings (location, time, frequency)
- CIP-General usability
- CIP-Route planning
- CIP-Interactive Map



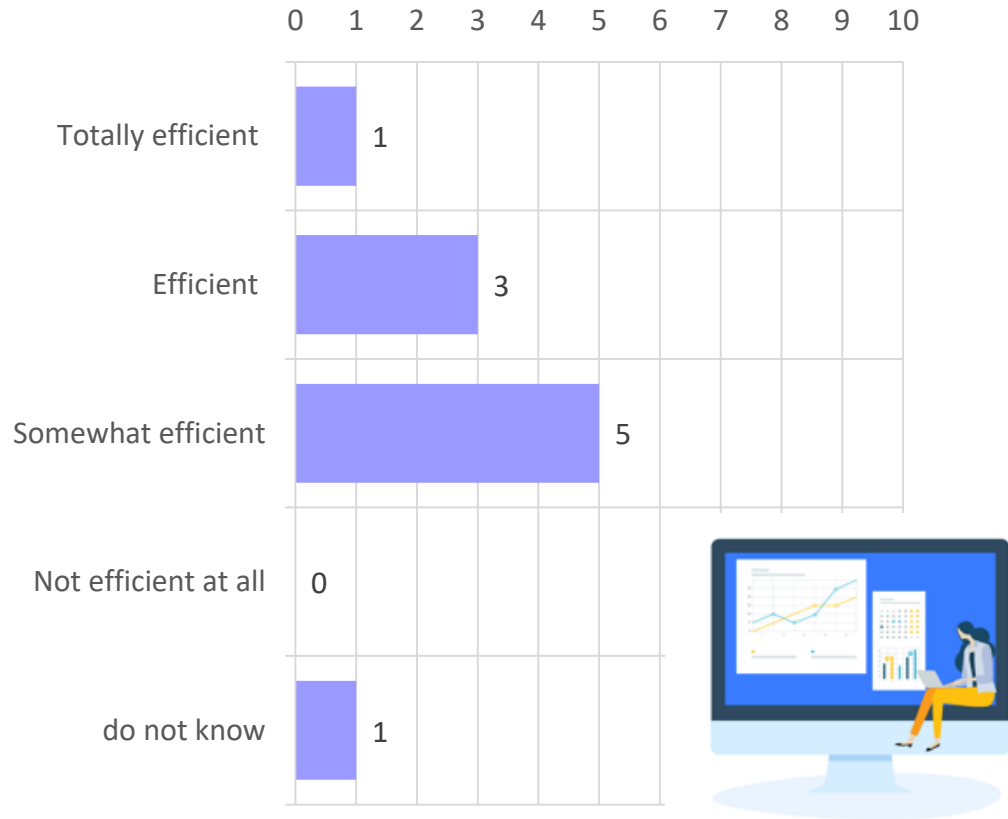
The chart shows the number of respondents who selected the particular element. The other elements were not selected.

Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions (TCR) on RFC OEM (RFC7)?

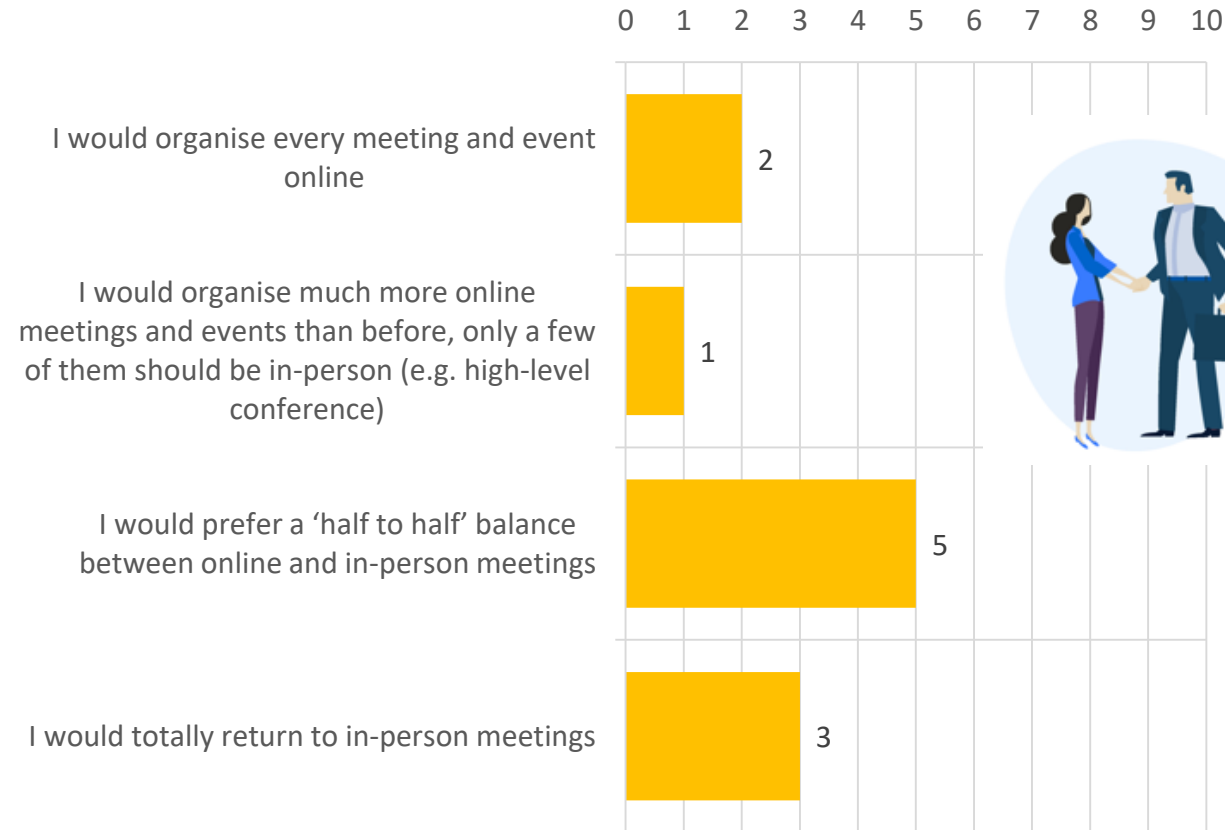
(% with indicative value only)



Because of the pandemic situation we had to use mainly online platforms for holding meetings (e.g. RAG/TAG). What do you think about the effectiveness of these platforms, as tools for holding RFC meetings?



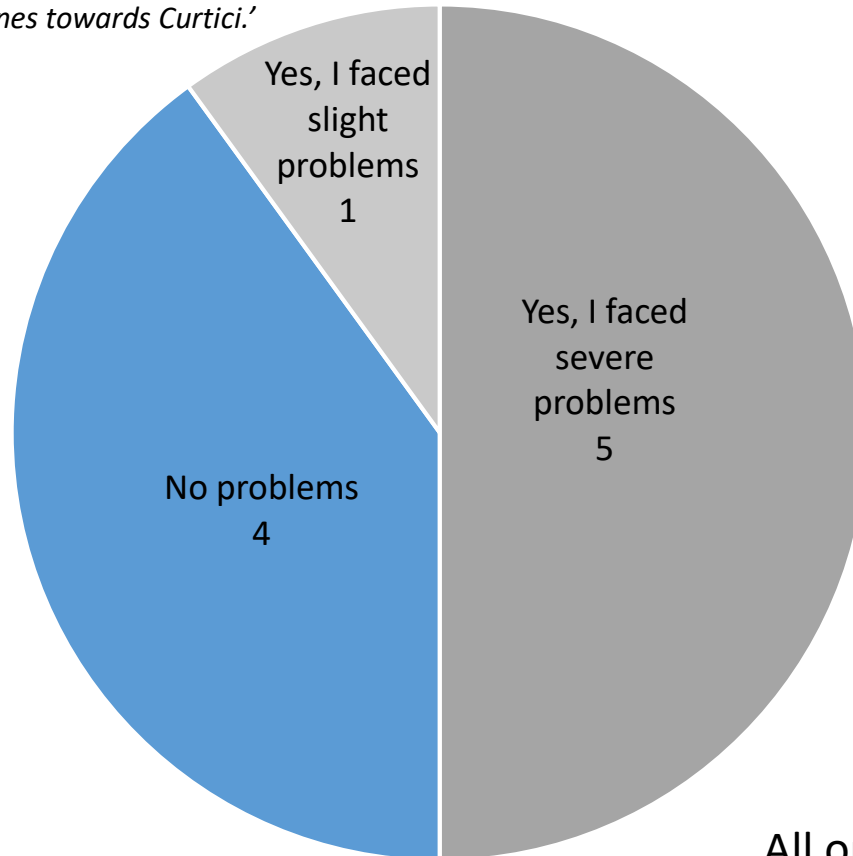
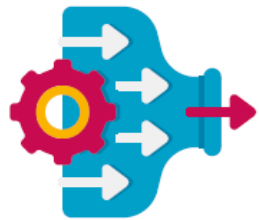
How would you change the form of the RFC meetings and events in the future?



One of the respondents marked both latter answer options.

Does your company face capacity bottlenecks along the RFC? (e.g. on lines / in nodes / in terminals / on borders)?

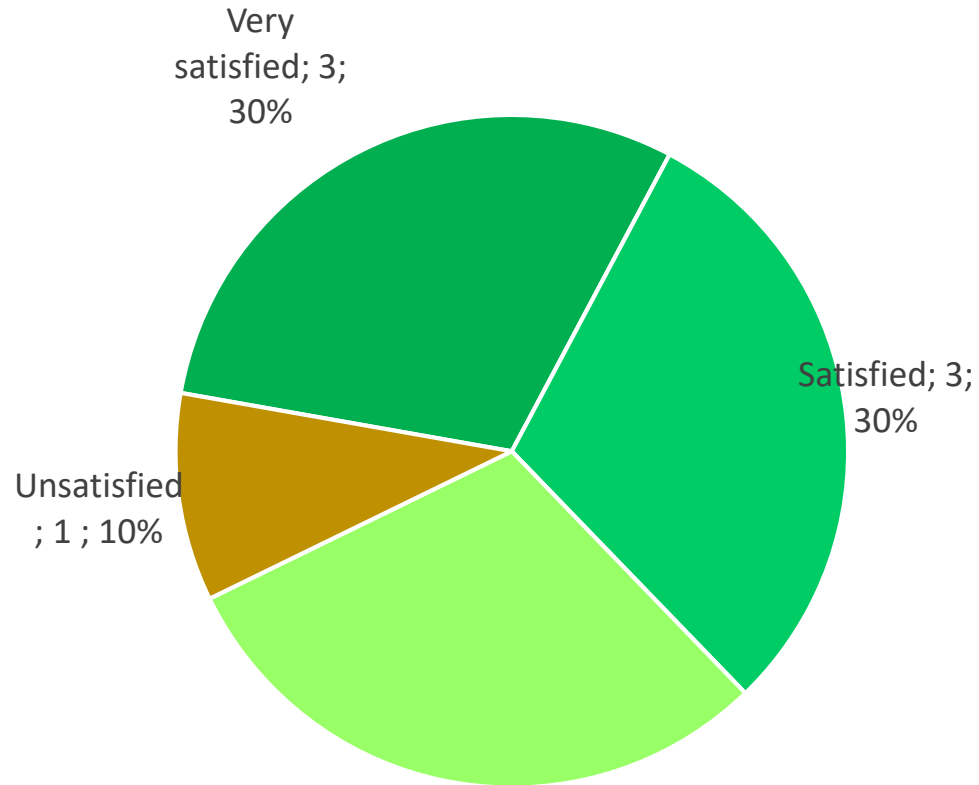
- *„We still have issues around Curtici border section which has an effect on the capacity of lines towards Curtici.’*



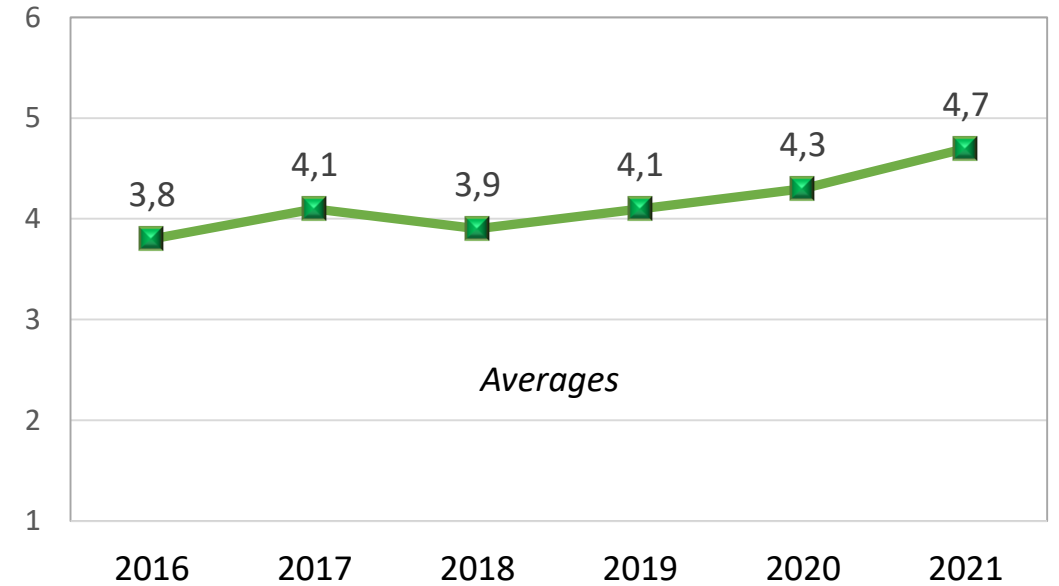
- *„On Curtici border, on Romanian lines (because of the many capacity restrictions)*
- *Dwell time in Curtici border because of Police Border Control and no prioritization of RFC trains to border.*
- *Serious problems on CFR Infra network. Non transparent traffic management processes, not coordinated TCRs and border problems in Curtici*
- *Severe problems daily in Curtici border station.*
- *Border Lőkösháza/Curtici’*

All open-ended answers refer to one important bottleneck.

Overall, how satisfied are you as a user of the RFC OEM?



RFC OEM overall satisfaction



- *TCR rules do not kept by IM, dwelling time at Curtici border station is too much*
- *Long dwelling times on Lököshaza/Curtici border section continue causing major problems. However, we appreciate that action has been taken for mitigating these issues.*
- *Evidencia tras v RFC je z mojho pohladu znacne komplikovana (~From my point of view, the registration of routes in the RFC is quite complicated)'*

- Favourable result in Overall satisfaction
- Most important areas to focus: Infrastructure, TCR, Commercial offer
- The effect of TCR extra efforts are perceived, but more still needed
- Lőkösháza – Curtici: the issue to be solved
- RAG/TAG topics' importance is increasing
- The commitment of our partners is a value we have to keep! The RFC OEM Management Board will take into account the feedback of the survey for its further activity!

Thank you for your attention!

**Any remarks, feedbacks,
suggestions are very welcomed!**

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