



Alpine-Western Balkan  
rail freight corridor

**The RFC Network  
User Satisfaction**

**Survey**

**2023**

**Report for RFC10**



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

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# 01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- **13** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 62 companies invited, 63 overall e-mail invitations sent
- Field Phase: **24<sup>th</sup> August** to **12<sup>th</sup> October 2023**

# SATISFACTION & PARTICIPATION

**13**  
evaluations

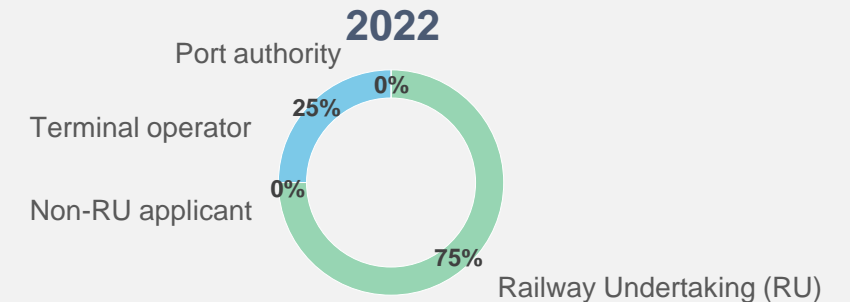
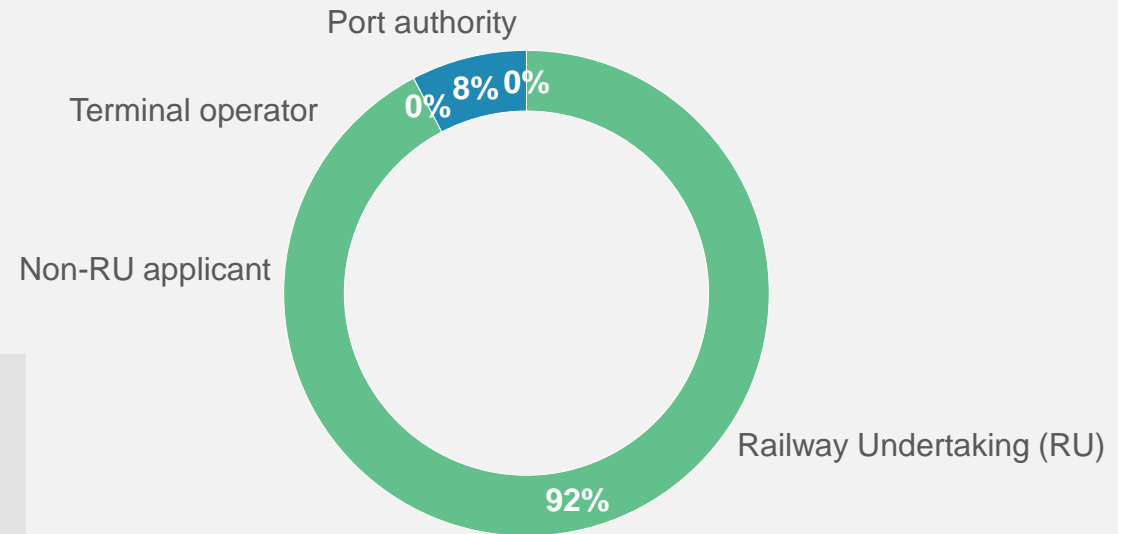
This is an increase of 225% compared to the previous year (4 evaluations in 2022).

*\*Evaluations of uninvited participants included.  
\*Percentages rounded without a comma.*

## Customer satisfaction



## Participant groups in % of 2023



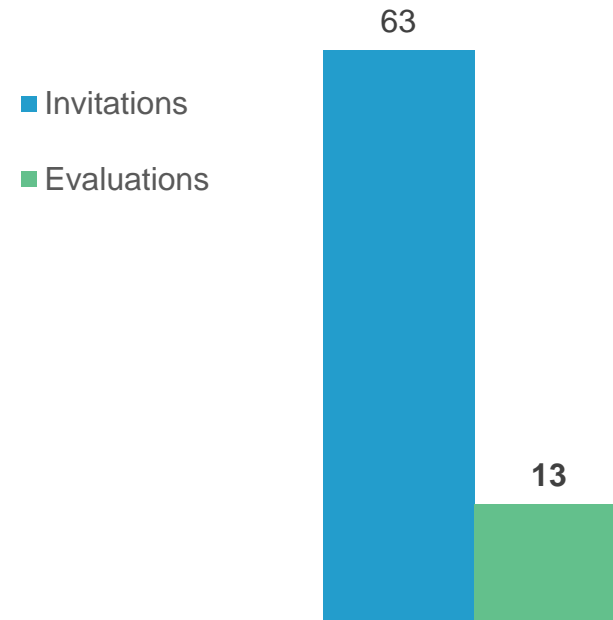
# RESPONSE RATE

Compared to the previous year

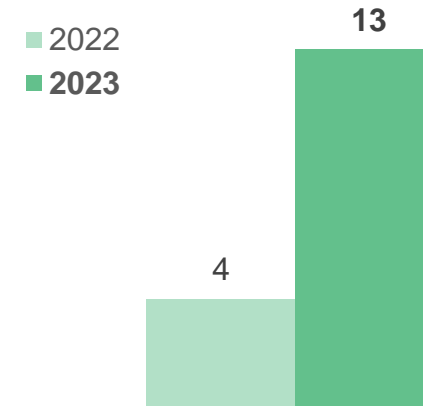


<b>Total</b>	<b>13</b>	<b>(+9)</b>
RUs/non-Rus	12	
Terminals/Ports	1	
Invitations sent	63	<b>(-21)</b>
<b>Response rate overall</b>	<b>21%</b>	<b>(+16%)</b>

Invitations vs. Evaluations ratio



Number of responses 2020 vs. 2021



## **02 SATISFACTION WITH THE RFC 10**

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# INTRODUCTION

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The RFC USS 2023 is based on the relaunched version from 2022, which was optimized to better suit the needs of the invitees and the RFC Network.

The **general questions covered the same topics** as previous years, however, the questionnaire was modified. In 2023, all the **questions** were **open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

**Interviews** were possible again in 2023. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded **without comma**.



# OVERALL SATISFACTION WITH THE RFC 10

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

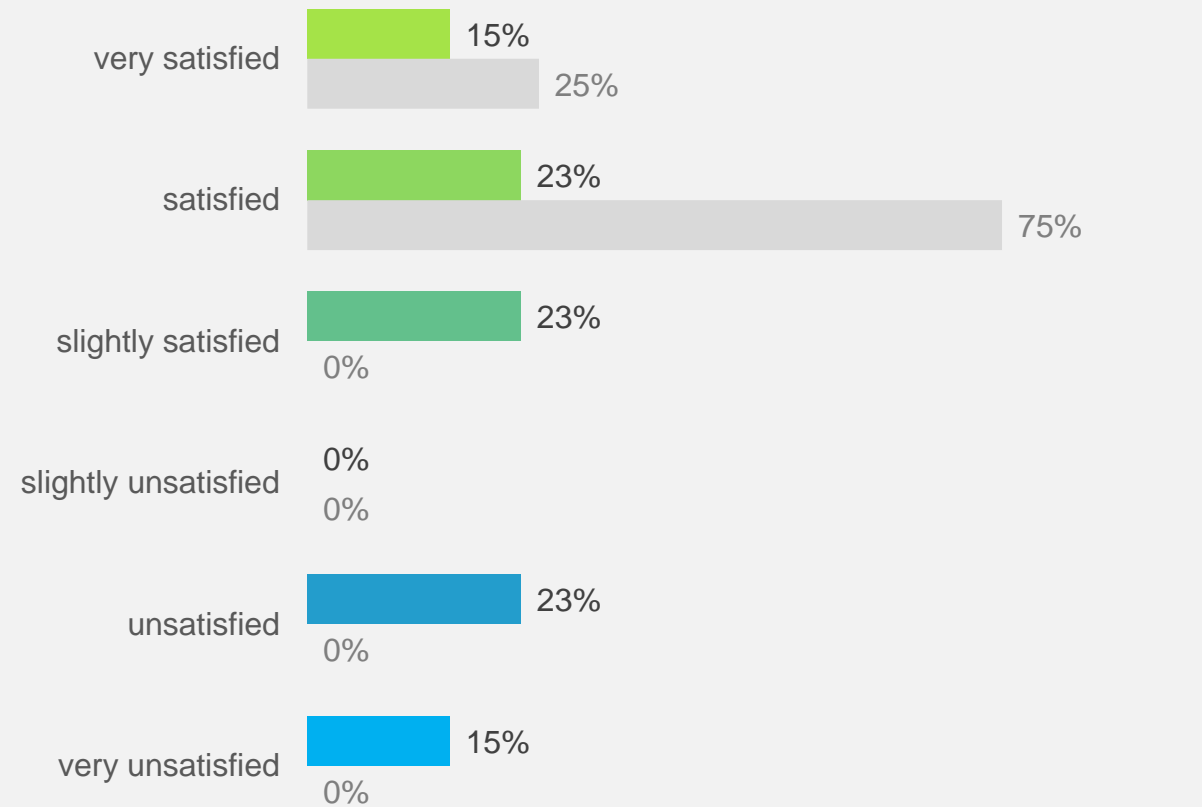
**62%**

**Generally satisfied**

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

**38%**

**Decrease of satisfaction**



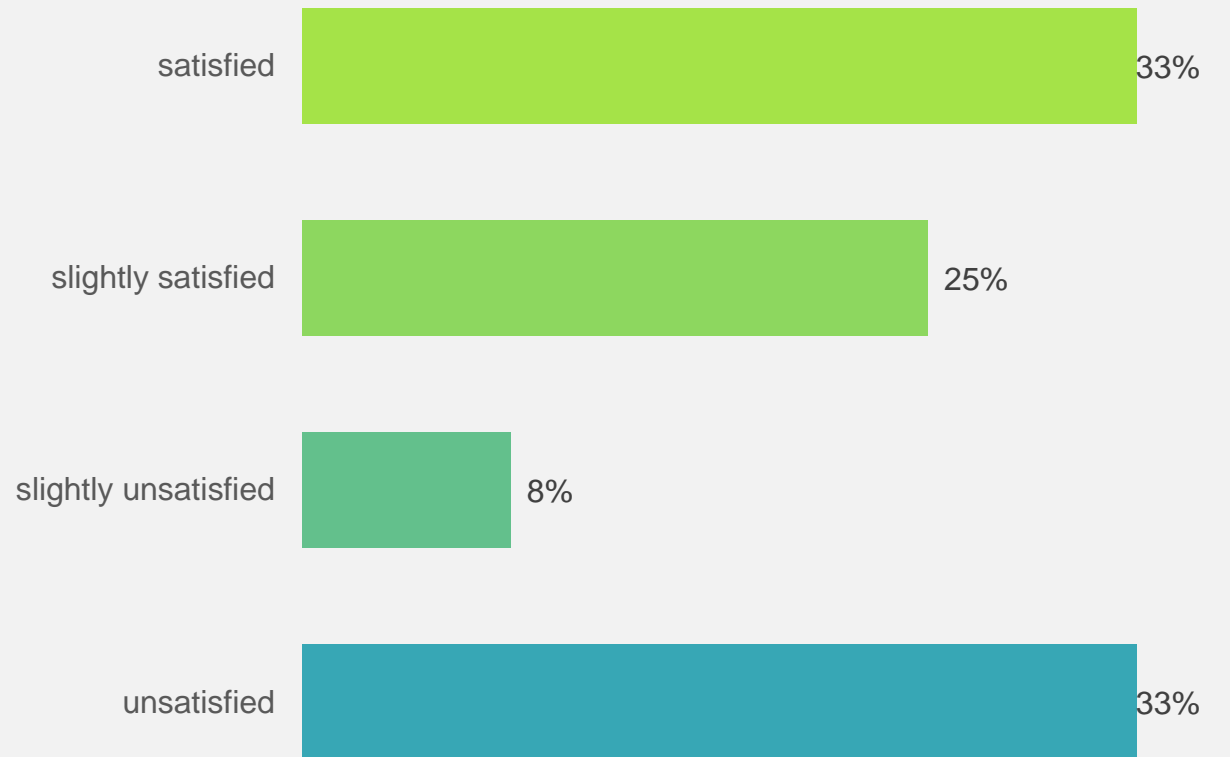
■ 2022

# REASONS:

- A possibility to make good connections.
- Everything is working just fine.
- It is possible to be better!
- Construction works
- We haven't a lot of trains but if we have trains run without big problems
- Bad condition of the infrastructure on one part and huge infrastructure works on the corridor.
- As a RU which operates in RFC 10, we are satisfied with the provided service by IM.
- In Croatia, there are vast problems with border passing. Due to construction works in the Zagreb area, the border crossing Dobova-Savski Marof is congested and infra service is very poor. On the other side border crossing Šid-Tovarnik is often congested due to the extremely slow work of customs officers in both Šid and Tovarnik.
- Exchange of electrification (25 kV - 3 kV) between SLO-HR, low commercial speed, frequent congestions, there are no adequate alternative routes, there are no tracks for parking, poor traffic organisation, unadequate border station Tovarnik (HŽI) between HR-SRB

# SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

- » To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- » Answered by: RUs/non-Rus
- » sample size = 12



# REASONS:

- We know more before about the restriction, so we can plan other routes, and inform our clients in time
- Everything is working just fine.
- More restrictions...
- Announcements of constructions works are not on time
- if we need some path we can get it
- Not satisfied because we do not have those publications.
- There are no adequate compensatory measures
- Should be coordination between IM and information provided to deferent corridors.
- no alternative route available, traveling time thru double or more extended

# USEFULNESS OF TCR DOCUMENT

- » Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level
- » Answered by: RUs/non-Rus
- » sample size = 12

- It is equivalent enough
- The scope and usability are acceptable
- Yes
- I don't have possibility to find it

## COMMENTS



- Satisfying
- We find the documents useful
- Currently is not useful

- IM Statement should be timely issued before next timetable period

# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- » Answered by: RUs/non-Rus
- » sample size = 12

## REASONS:

- We are just operating support for owner
- Because we see no improvements using extra tools for capacity, through national requests for capacity we have the same service. This is just an extra task to do.
- We offer just a train traction on HŽI network

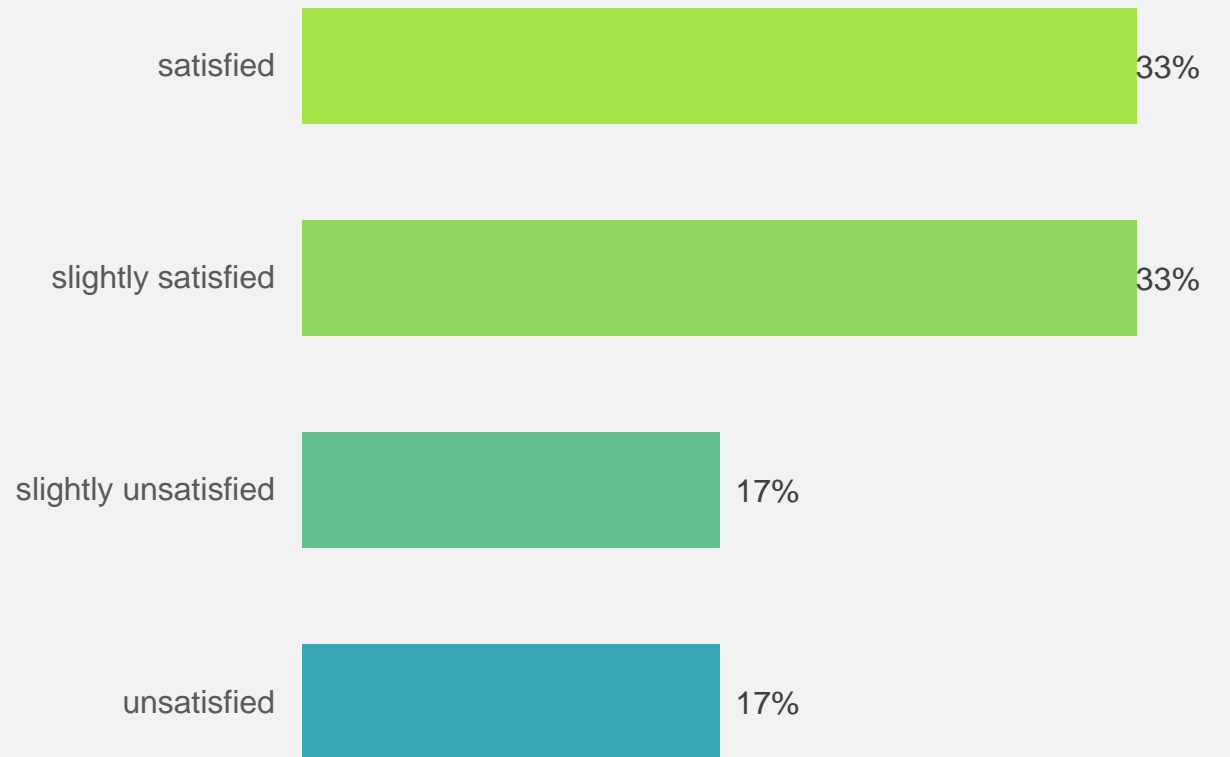
### Capacity request via C-OSS



Compared to the past year it has been a 42% decrease.

# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 12



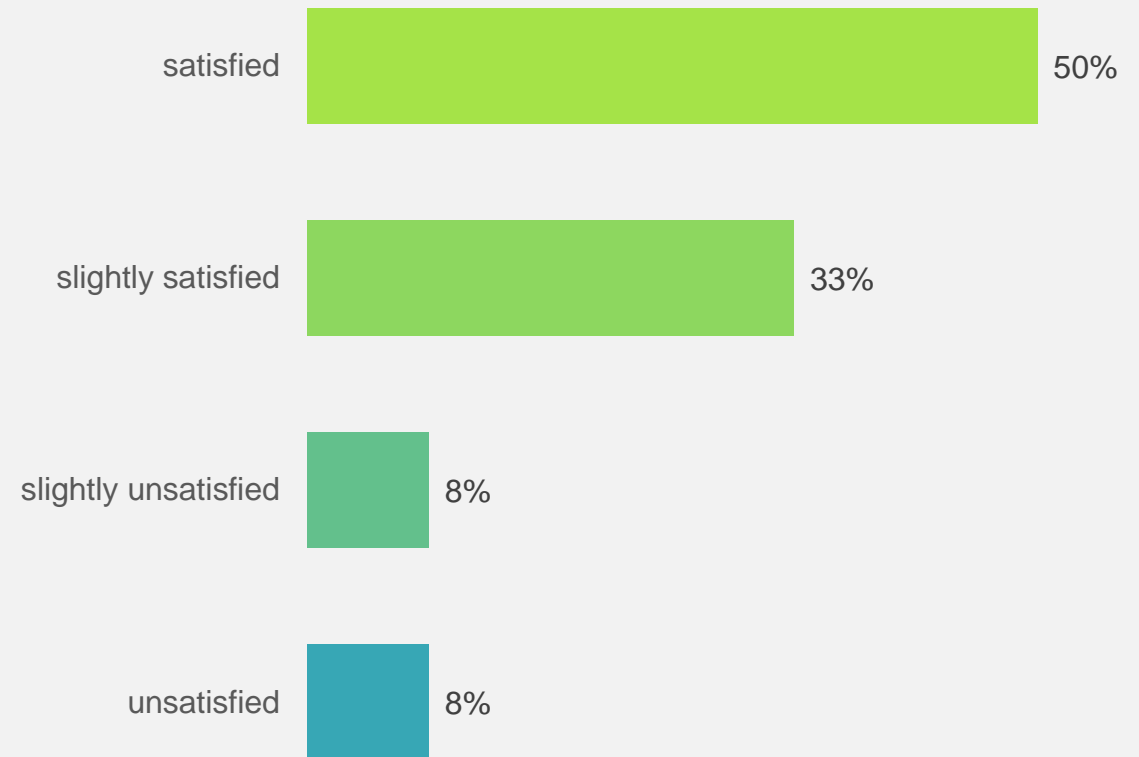
# REASONS:

- Can be more flexible
- PaPs meet all the necessary requirements
- Parameters of the carrier's needs.
- The parameters are good.
- Insufficient information about it
- Will need longer trains
- Not familiar with the abovementioned
- Max. available parameters topic is not solved - especially wagons set length.



# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by: RUs/non-RUs
- » sample size = 12

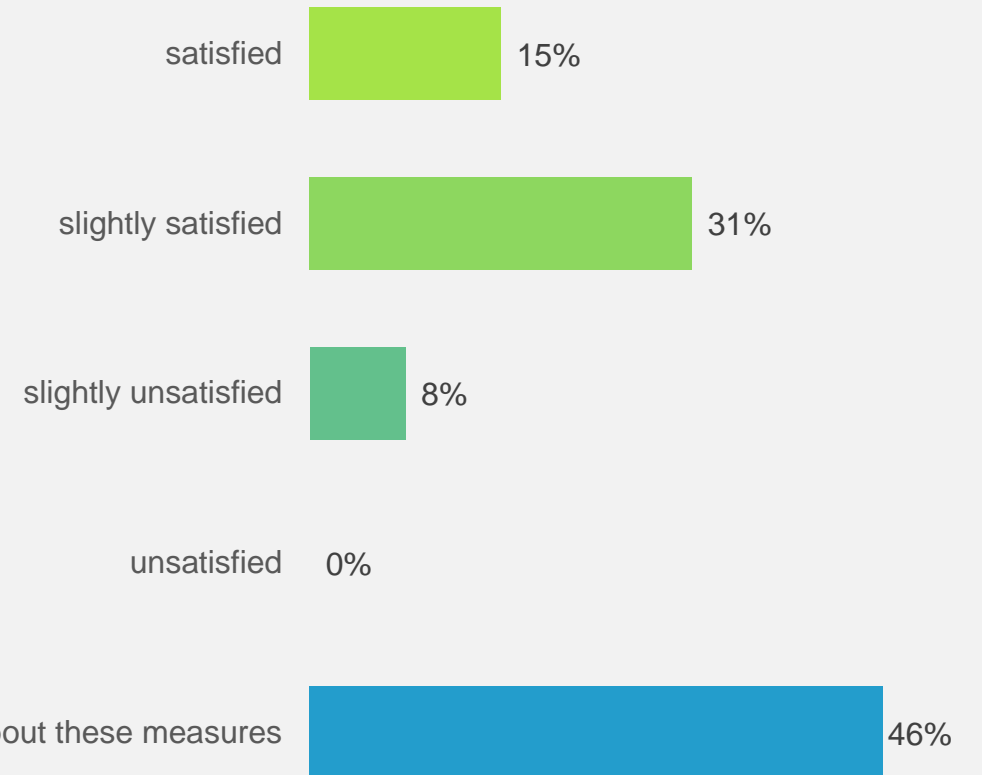


# REASONS:

- The service is good.
- Insufficient use of C-OSS
- We can get as we need it at one point
- Not familiar with the abovementioned

# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13

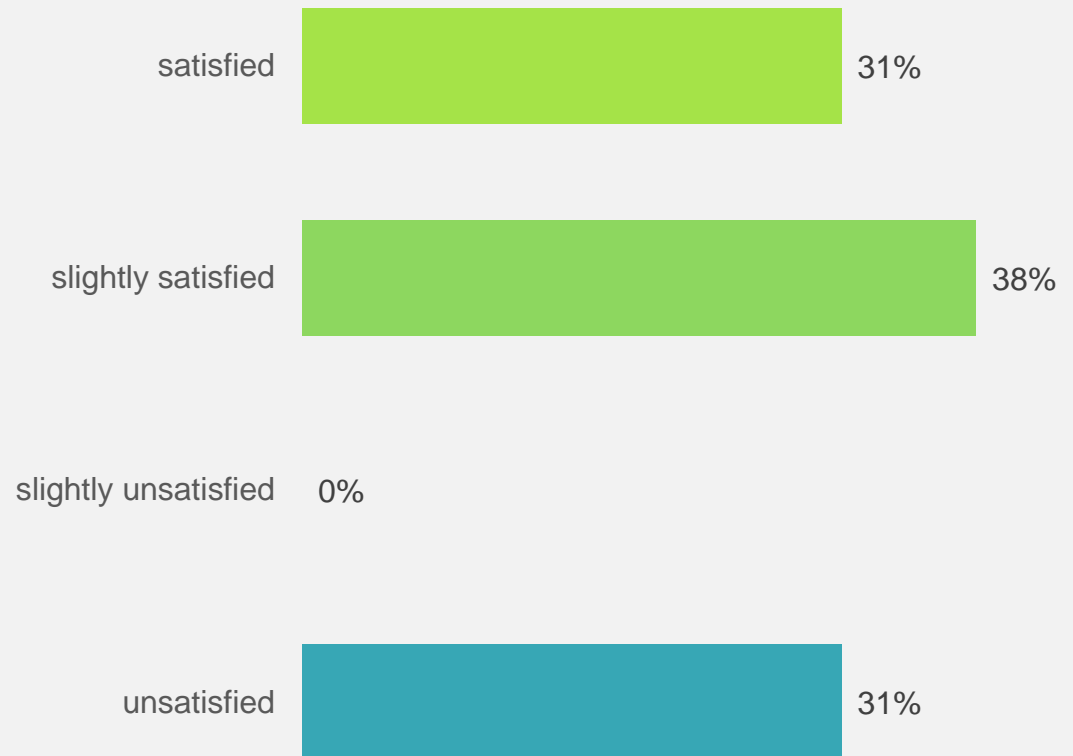


# REASONS:

- The corridor representatives act in accordance to take care of all the necessary things that carriers need for their smooth operation.
- We believe that the RFC can and should put more pressure on the IMs regarding problems related to the execution of construction works
- Hope that every year will be better
- taking to much time from idea to getting data and to have some at least summarised info and lack of implementation of already well known needed measures - not only administrative but also in building new track capacity. Renovating existing stations with removing main tracks and no substitution - "trains should not stop - they should just go thru" is ridicules and not serious. Removing freight train traffic from city center stations without proper alternative leads to decrease the capacities

# SATISFACTION WITH INFORMATION PROVIDED BY RFCS

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 13



# REASONS:

- Enough information, and it time
- Useful informations o one place.
- I haven't received any information.
- We are satisfied with access to all information provided by the RFC
- We don't need more
- Not familiar with it.
- We have seen no changes in the past couple of years.
- The information is formal without any real effect on the execution of the railway traffic
- There's sufficient information at all.
- RFC is not enough independent ant not respected in decisions about planned TCR

## OTHER COMMENTS:

- Just work with goal that every year will be better options for transport
- No, since we are not familiar with the work of RFC10 and thus we are sorry that our answers are mainly negative.
- RFC has to have enough resources to accomplish its role and to be respected at IM's more

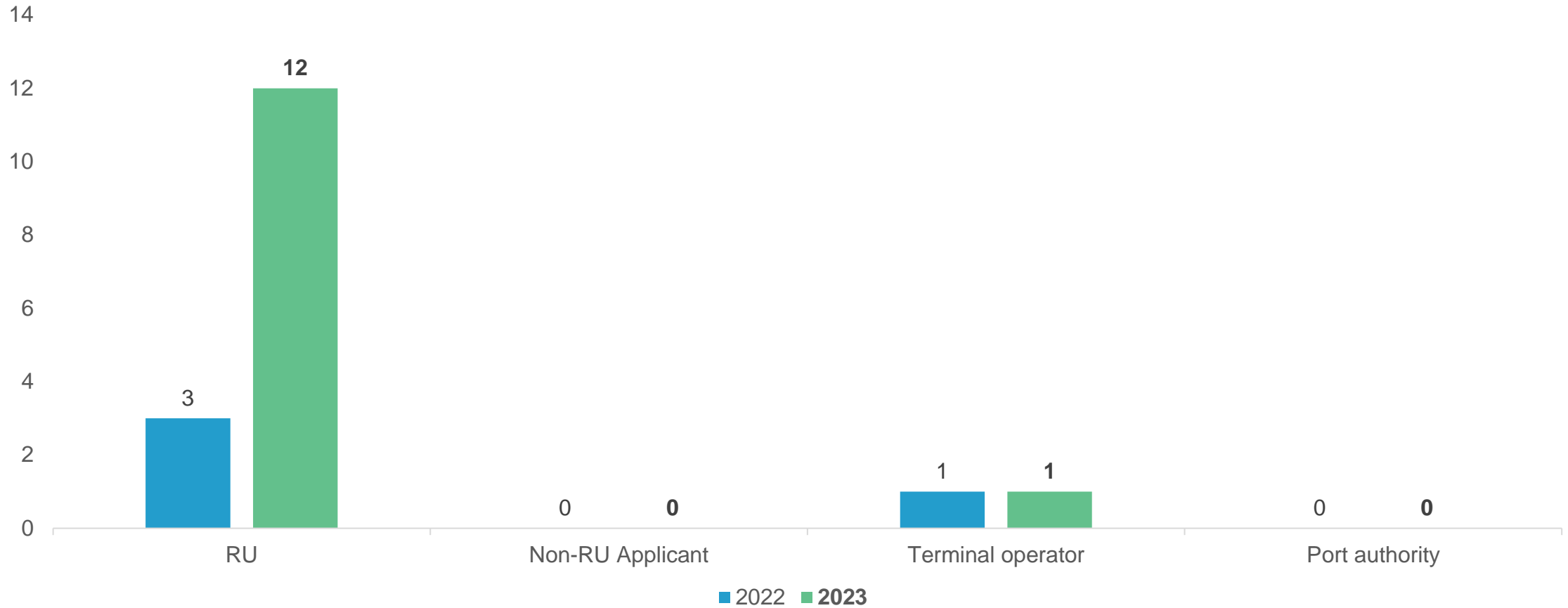
## **03 SAMPLE DESCRIPTION**

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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 4; 13;
- » One respondent is counted multiple times if their organization uses multiple corridors

## 04 SUMMARY



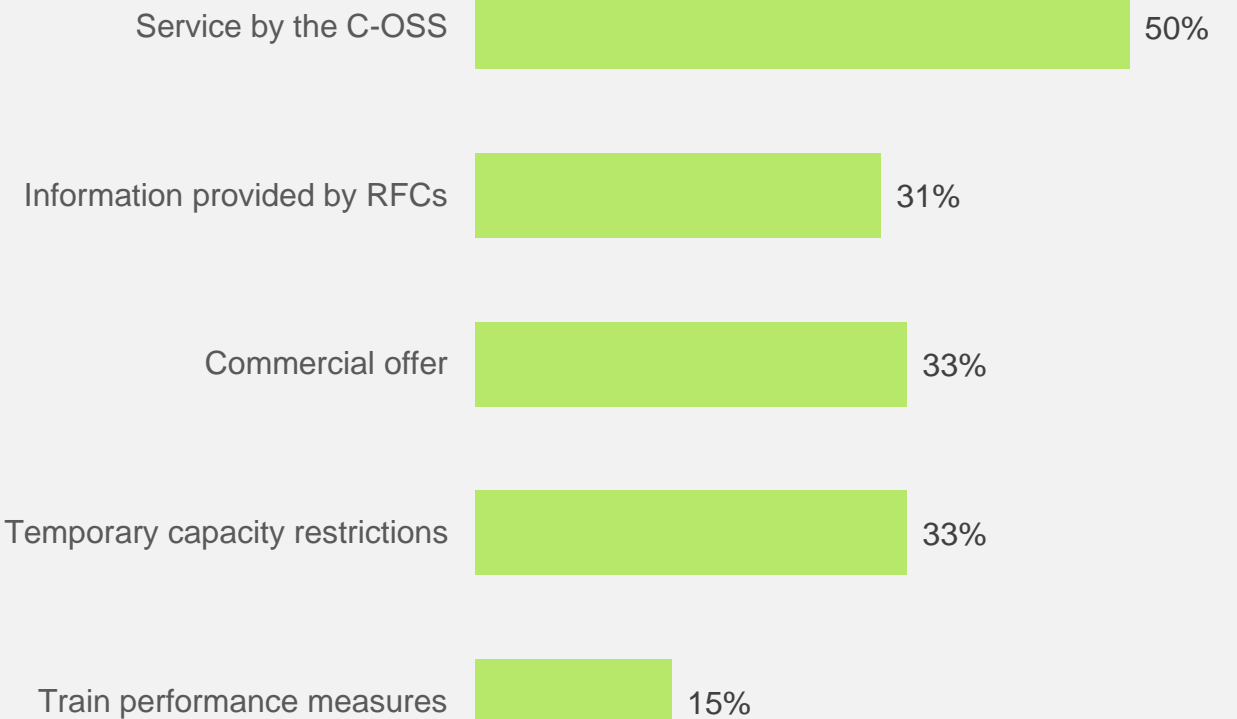
# SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Most satisfactory topic**

Service by the C-OSS



# SUMMARY – DISATISFACTION RATING

All respondents

- » Only fully dissatisfaction rates considered (not slightly unsatisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Least satisfactory topic**

Temporary capacity restrictions

