



**The RFC Network
User Satisfaction**

Survey

2024

Report for RFC10

RFC USER SATISFACTION SURVEY 2024

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01 STUDY DESIGN

HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- **11** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- **63** companies invited, **66** overall e-mail invitations sent
- **0** personal interviews
- Field Phase: **2 September** to **16 October 2024**

SATISFACTION & PARTICIPATION

11
evaluations

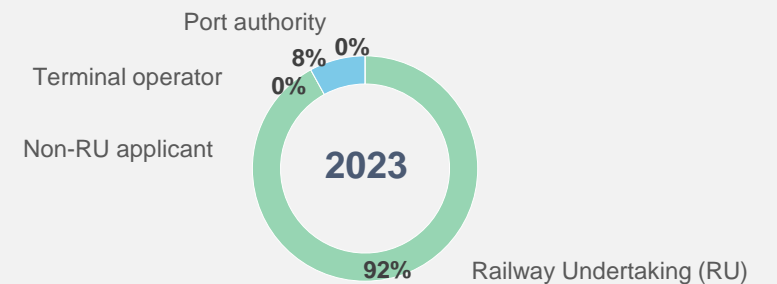
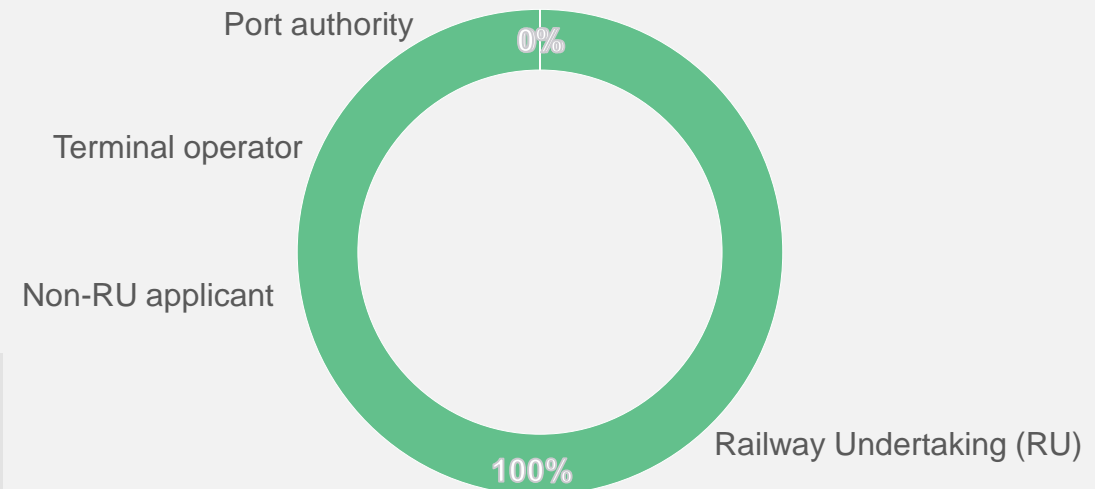
This is a decrease in 2 evaluations compared to the previous year (13 in 2023).

Customer satisfaction



Answers given were satisfied and slightly satisfied. Detailed info in slide 12.

Participant groups in % of 2024



Percentages rounded without comma.

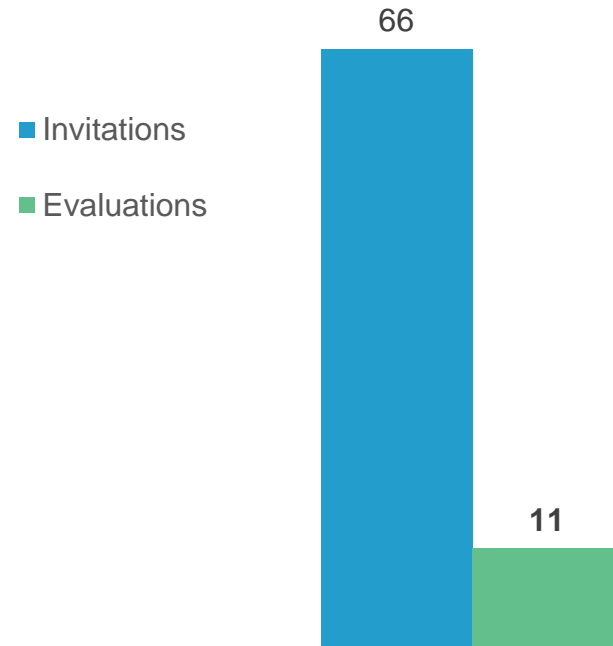
RESPONSE RATE

Compared to the previous year

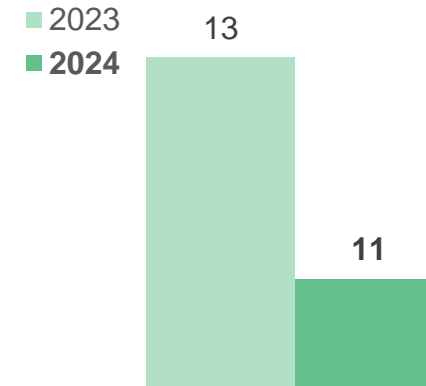


Total	11	(-2)
RUs/non-Rus	11	
Terminals/Ports	0	
Invitations sent	66	(+3)
Response rate overall	17%	(-4%)

Invitations vs. Evaluations ratio



Number of responses 2023 vs. 2024



02 SATISFACTION WITH THE RFC 10



INTRODUCTION

The RFC USS 2024 is based on the relaunched version from 2023, 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. Similarly to 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 2024. These Q&A sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

All figures are rounded **without comma**.

OVERALL SATISFACTION WITH RFC 10

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 11

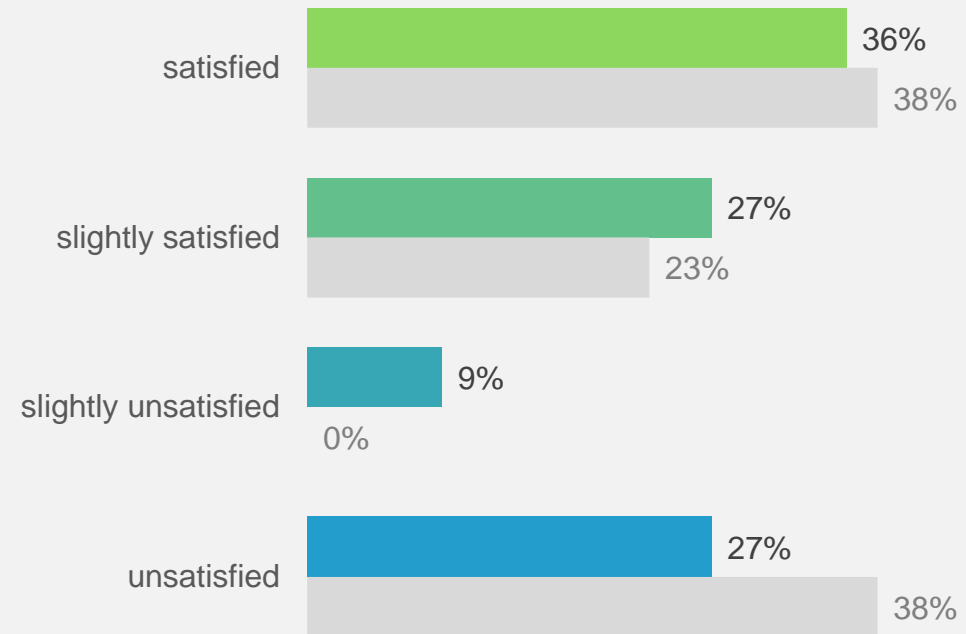
63%

Generally satisfied

**Answers given were satisfied and slightly satisfied.*

2%

Increase of satisfaction



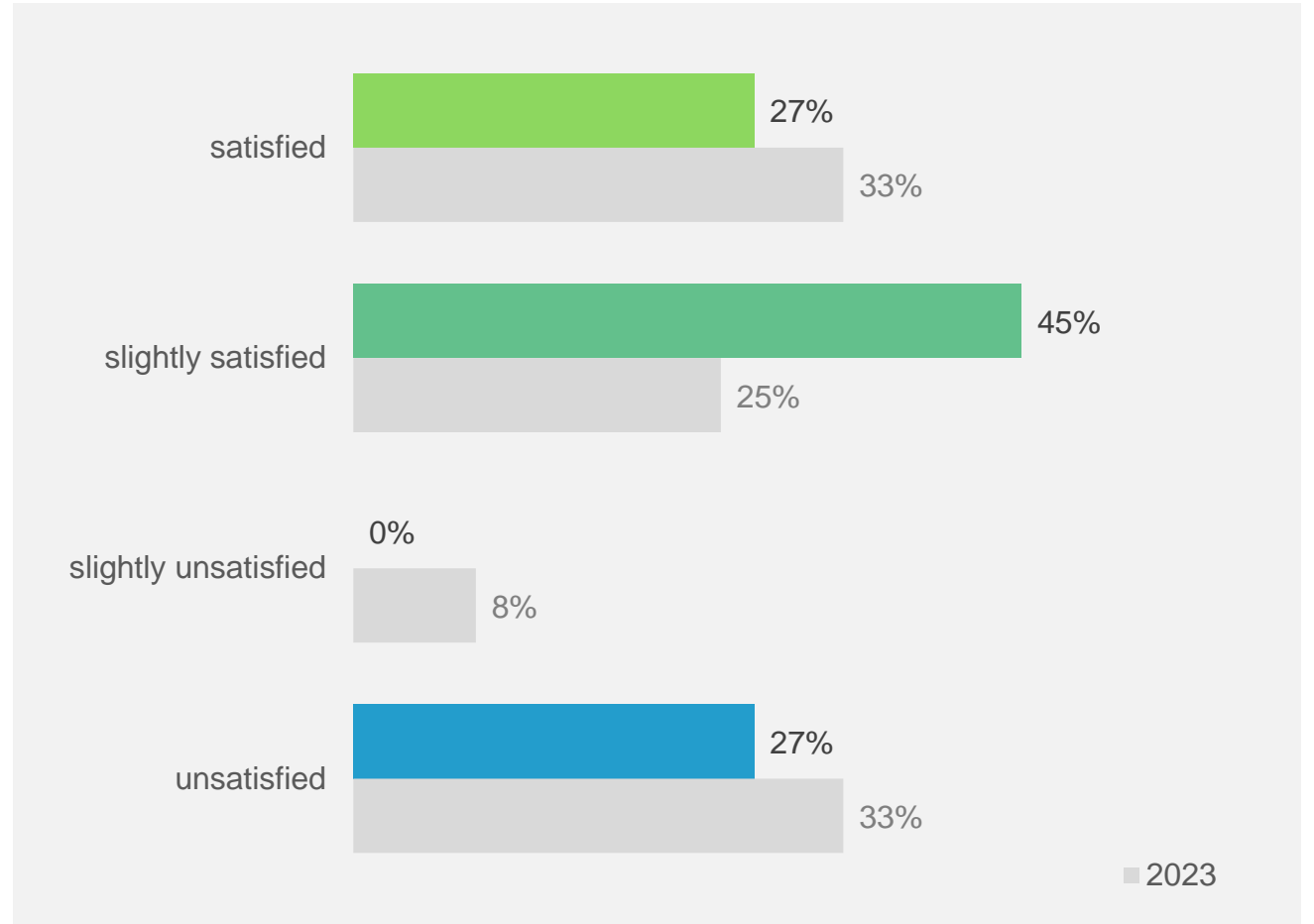
■ 2023

REASONS AND SUGGESTIONS:

- There is the possibility for IM's to provide recommended train parameters (tons, meter) but unfortunately this opportunity is not used in Austria. There are always problems with parameters...
- Issues with operational production every day, well known to RFC and IM's for several years, but no solution. Issues are on border station Dobova, lack of short tracks for parking the locomotives -different RU's -no IM solution even if they are the one who has raised that problem first. NO daily planning between IM's and RU's. limited train length (limitation on 500 m with locomotive), station Ljubljana no info about turning trains after renovation. Koper - no tracks 500 m ++. No side tracks.
- Corridor makes the traffic more predictable.
- Major bottleneck border crossing Šid-Tovarnik for quit a long time has not overcome lack of capacities in station Tovarnik and coordinated operations between Croatia - Serbia. Flow of train is increasing and during summer season seems like customs on Croatian side slows down exchange. We use interoperable locomotive and comparing to situation before implementation NTCS 5.0 situation got complicated. On Serbian side 30 km Šid - Sremska Mitrovica is single line due to poor condition of track
- low speed Dugo Selo – Novska. too long border controls. Closure of shunting tracks in Vinkovci. small tracks capacities in Tovarnik
- long wait at the border crossing, the railway infrastructure is not well organized around the arrangement of trains
- Clear communication
- Long stay in border stations due to customs procedures and low track capacity
- We cannot give a specific answer because we are not active RFC users.
- Satisfied with the management of the corridor

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 = 11



REASONS AND SUGGESTIONS:

- very helpful documents
 - Published TCR's are in reality change, file is not updated and there are a lot of TCR's which are not published.
 - We have completed picture
 - Seems like no exchange of info about construction works exist. It is works on a connecting lines toward Hungary in Croatia and Serbia, total closer and use of alternative paths has overlaped like they coordinated to perform it at the same time. We do not know about all restriction on corridor but from this extreme situations we get conclusion that there is no flow of information. Or if there is there are no efforts to distribute in different periods
 - information should be accurate - specific terms
 - it needs more and more frequent information and more active involvement of participants
 - We need timely information to make informed decisions.
 - We are satisfied with the publication on TCR
 - Easier transport planning is possible with TCR
- publication
 - We are not active users
 - too much maintenance

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 = 11

COMMENTS

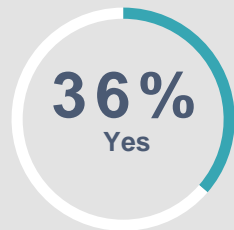


- very helpful for a good international overview
- Even national TCR list published in advance is just a rough template, a lot of new one arrives day by day and published are not valid. SO RFC TCR list can not be valid too
- additional documents and scope are always welcome and additions information are useful to us
- Nothing special
- partially complements
- Document is useful enough
- We are not active users
- Too little electronic business

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 = 11

Capacity request via C-OSS



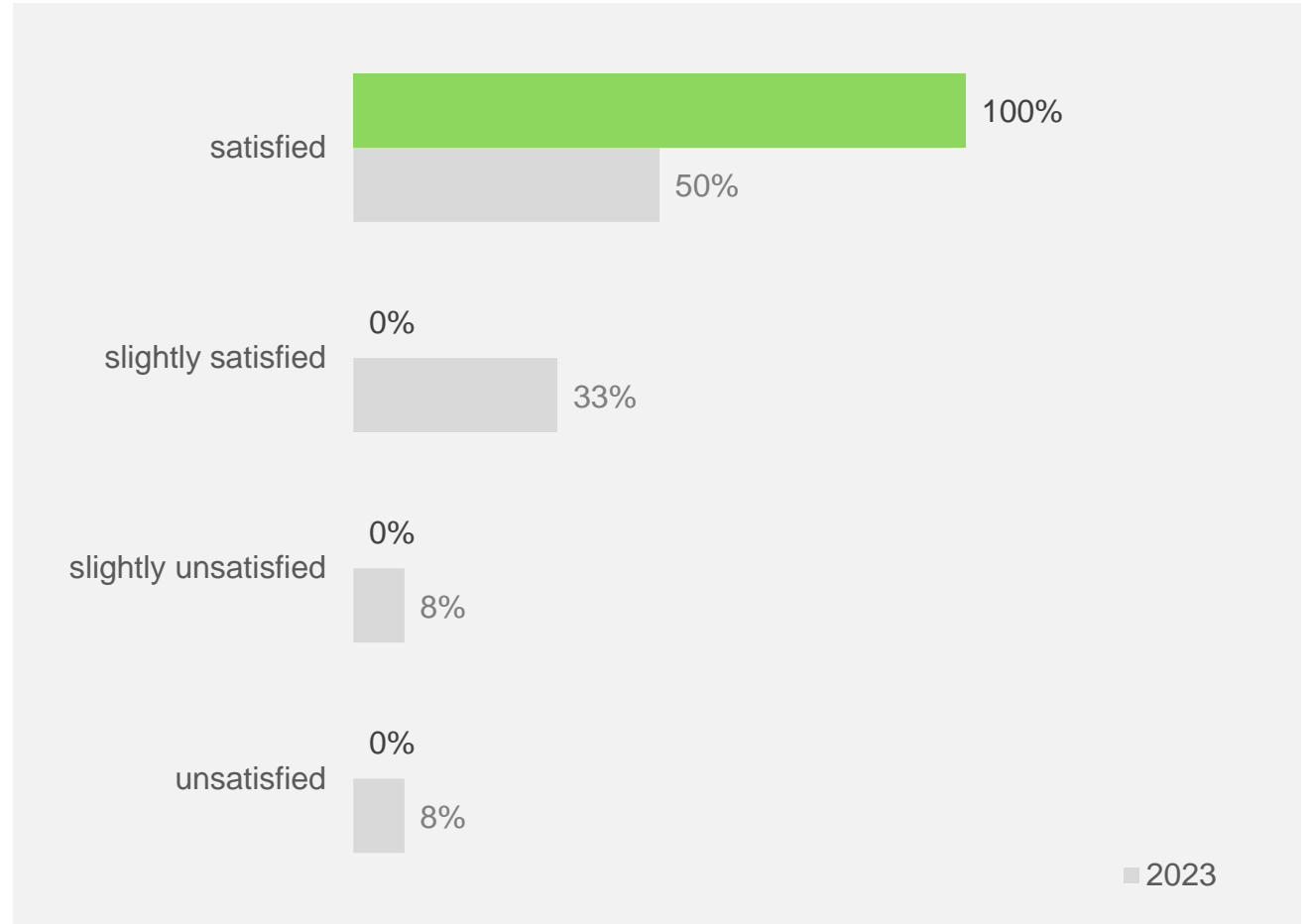
Compared to the past year it has been a 22% decrease.

REASONS TO NOT REQUEST:

- Paths were issued by RU outside of Serbia, RU members of FTE had obtained paths in annual TT multilateral coordination.
- Inflexibility.
- I did not receive an invitation.
- We still don't have company's policy resolved in this direction.
- We were not involved in this activity.
- We are not active users.
- I was not informed.

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 = 4

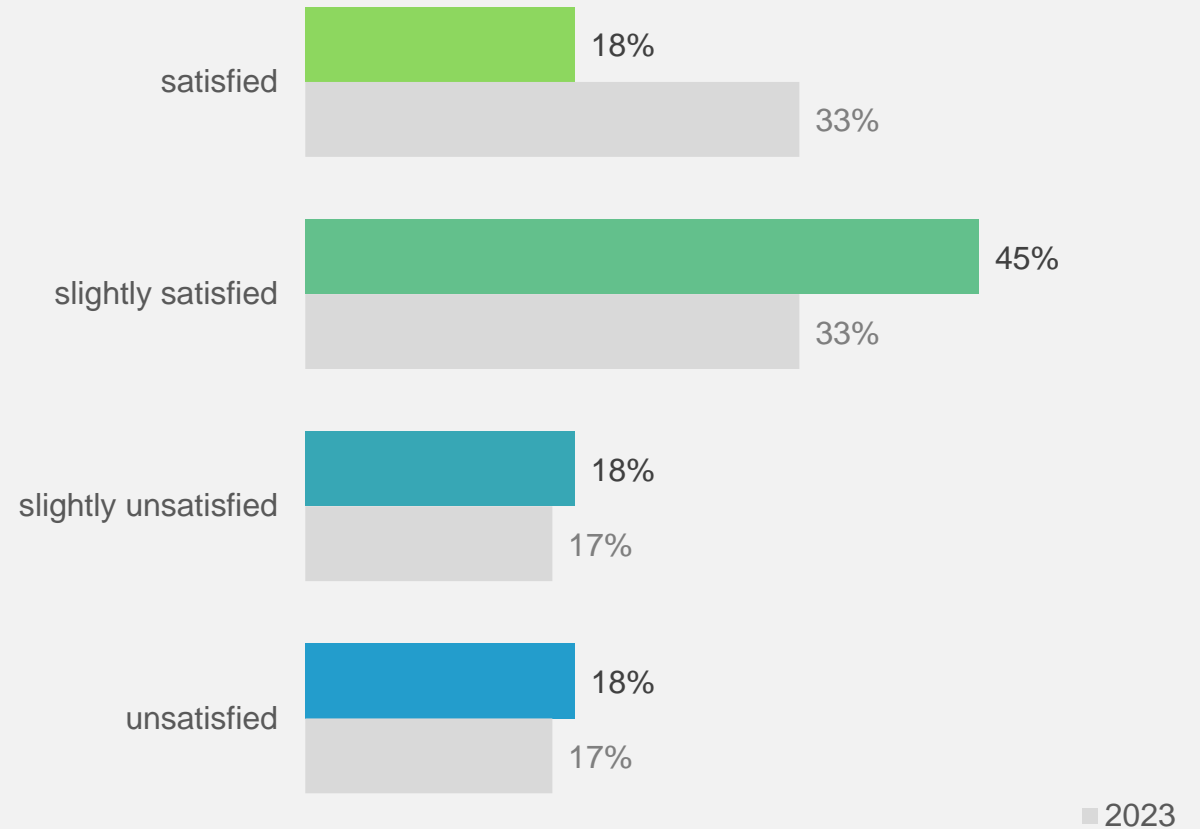


REASONS AND SUGGESTIONS:

- There is a lot of effort to provide assistance
- More PaPs with train length 600 m needed. Not that existing is "already booked" With connection to other RFC.
- Everything is going well.
- positive reasons are: availability of information, cooperation with IMs, in general and with capacity allocation, in general

SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer?
- » Answered by: RUs/non-Rus
- » sample size = 11

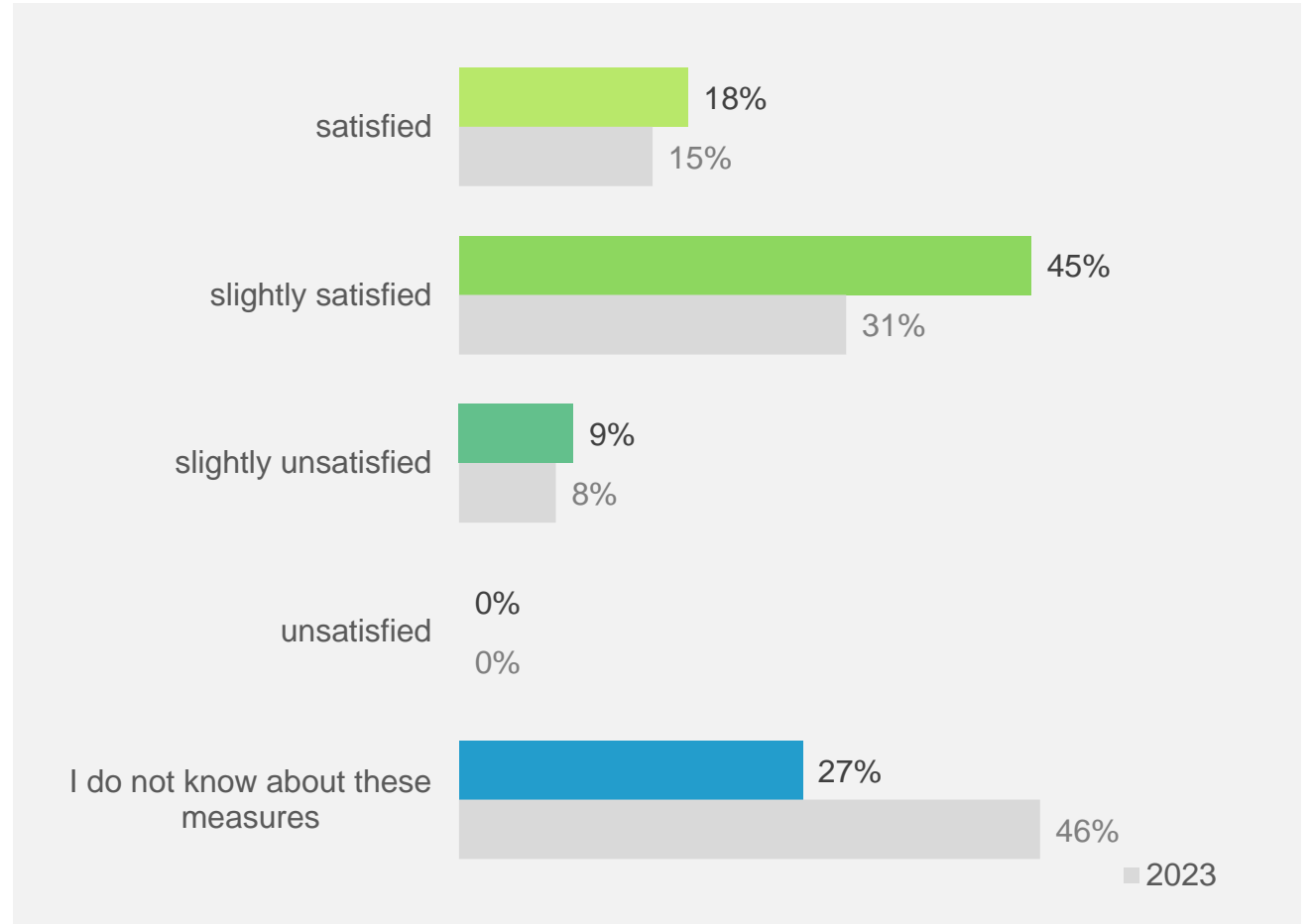


REASONS AND SUGGESTIONS:

- no recommended train parameters available!!
- PaPs should be extended on possible traffic not only on already existing.
- Corridor trains should have priority.
- WE do not have info about commercial offer from RFC! So we are neither satisfied neither unsatisfied. We do not know about commercial offer
- commercial offer must be aligned with service, lower speed and lower capacity fee
- Favouring national carriers and using railway infrastructures as if they were their own
- We believe that offer on the corridor is sufficient
- We are not active users
- More competitive prices

SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the process and the results of performance monitoring as well as on the measures taken to achieve the Corridor's objectives?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 11

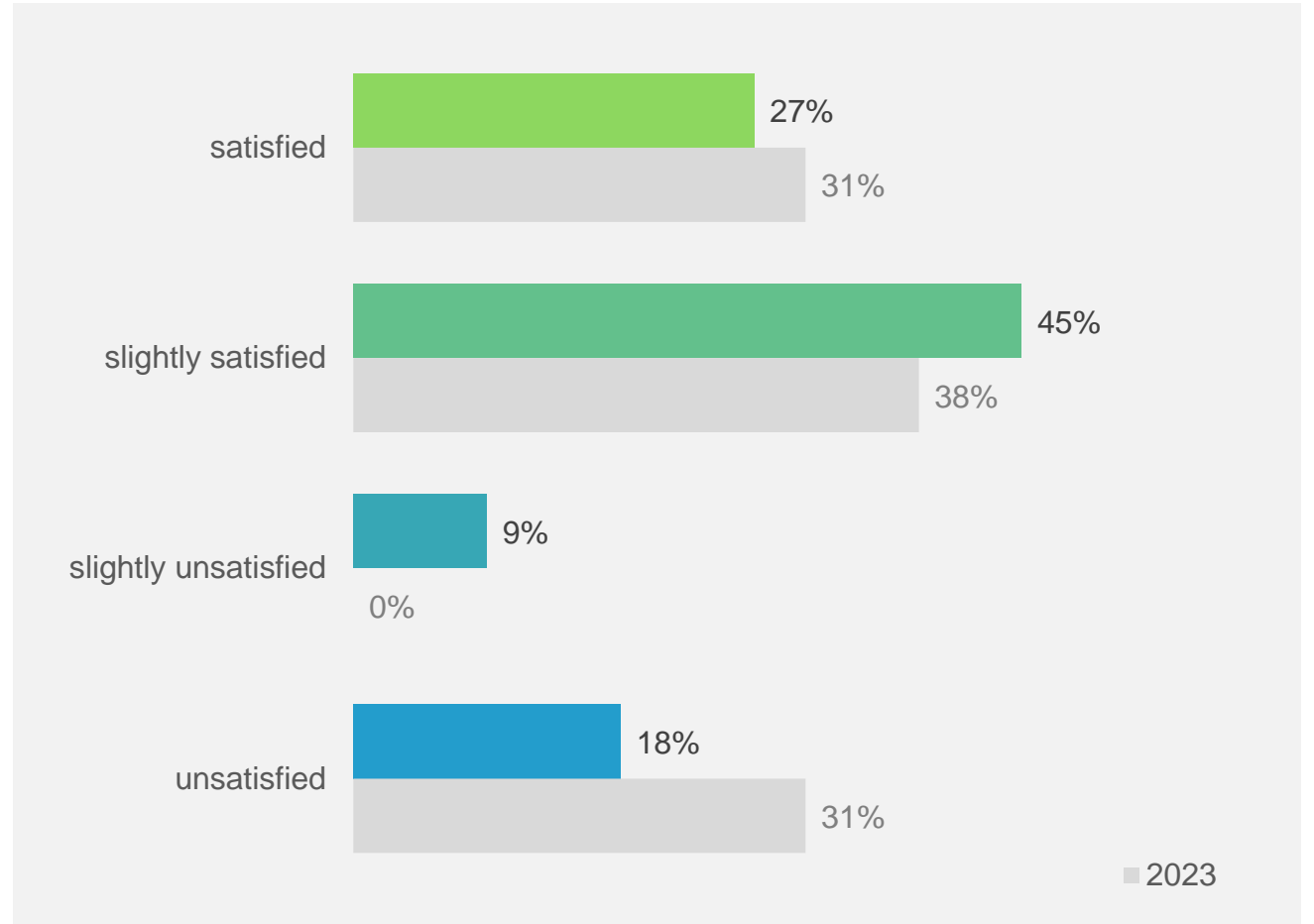


REASONS AND SUGGESTIONS:

- KPI should be more precise, included not only borders but overall travelling of transports and transit times compared with planned and real.
- TIS is useful in daily routine.
- monitoring is correct but, for example, sometimes we do not know who is responsible for train delays
- measures should be increased
- We are satisfied.
- I don't monitor it

SATISFACTION WITH INFORMATION PROVIDED BY RFC 10

- » 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 = 11



REASONS AND SUGGESTIONS:

- I do not use it, I am very grateful that the PaP Catalogue is sent by e-mail, as it is not so easy to find it online
- Maybe more detail and specific information could be included - like for each country some pointed out locations and facts - even if they are showing not the best situation.
- Website as presumption.
- We did not have a need to use information. At the moment we are uninformed about possibilities for use RFC capacities for booking a paths. Can it be used for transport which are continuing towards regional links - Serbia has great traffic towards Italy so most part of path can be arranged trough RFC. What about rest of path Ljubljana - Italian border / or port of Koper for example
- continue with as much but simpler information as possible
- solid, but there is still room for improvement
- We are satisfied with the information provided by Corridor
- We were provided with accurate and timely information.
- I am not interested in these pages

ADDITIONAL COMMENTS:

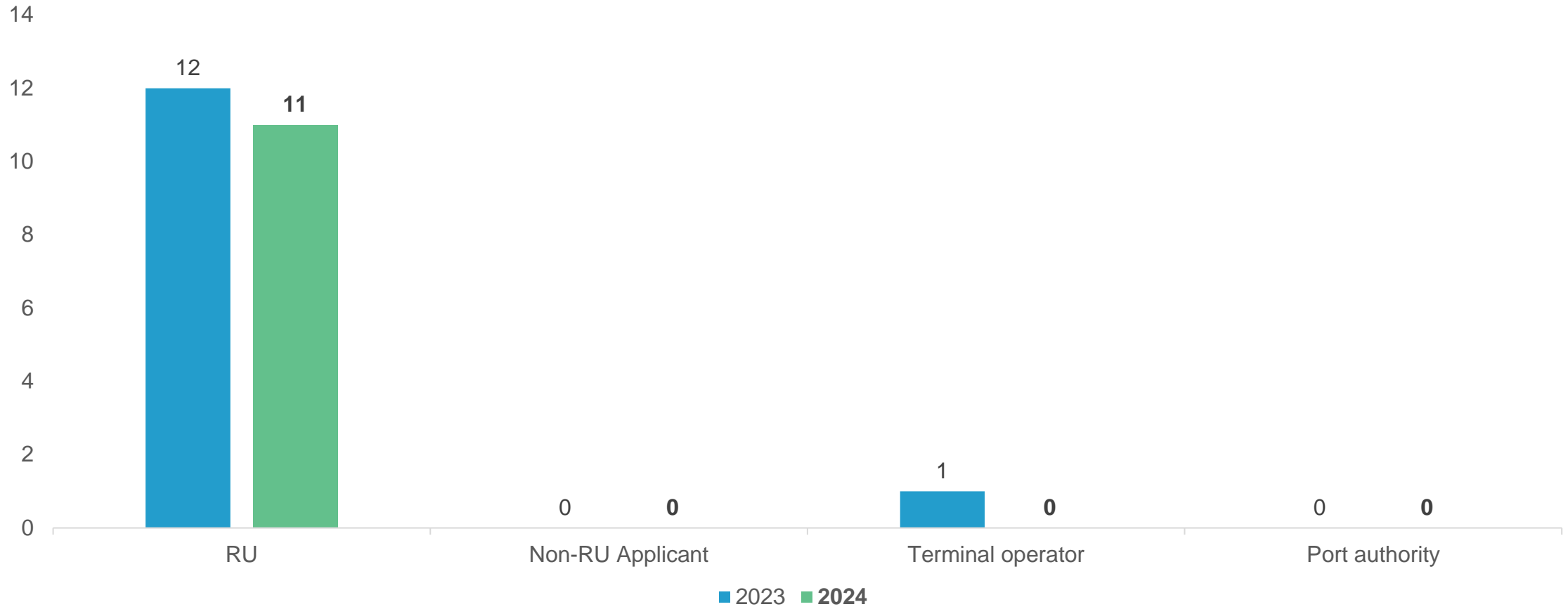
- RFC should be more involved and with more decision making authority.
- To make presentation of RFC and make more present
- the seriousness of the work should be increased and the railway infrastructure should be encouraged for a fair distribution of capacity

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 = 13; 11
- » One respondent is counted multiple times if their organization uses multiple corridors

04 SUMMARY



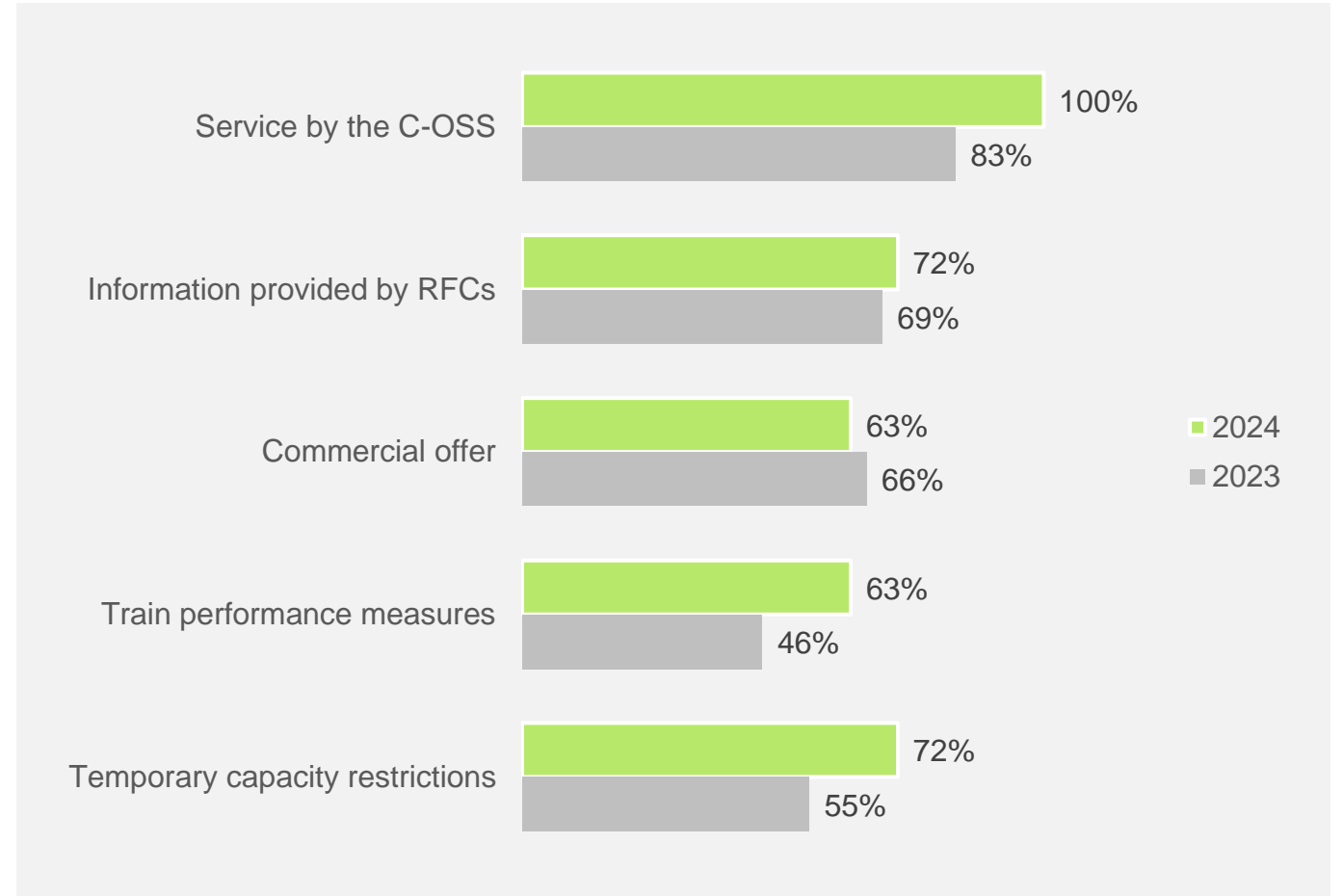
SUMMARY – SATISFACTION RATING

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 topics

Service by the C-OSS
Information provided by RFCs



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 topics

Temporary capacity restrictions

Commercial offer

