

User Satisfaction Survey 2017

Report Summary



**Czech-Slovak Corridor Management Board
Praha/Bratislava, November 8th 2017**



Czech-Slovak Corridor

Prague – Horní Lideč – Žilina – Košice – Čierna nad Tisou
(Slovak/Ukrainian border)

**with 2 Member States and 2 Infrastructure Managers
(IMs) involved:**

- Czech Republic (SŽDC)
- Slovak Republic (ŽSR)



**is operational since 10th November 2013 and will
become part of Rhine-Danube Corridor in 2020.**

Introduction to EU context

- Carrying out the User Satisfaction Survey (USS) every year is an obligation under the **Article 19** of the **Regulation (EU) No 913/2010** concerning a European rail network for competitive freight.
- The method of execution and evaluation, including the determination of the time of the survey is not specified by the Regulation (EU) No 913/2010, but it is left to the **individual decision of each RFC**.
- RFC 9 Management Board decided on March 7th 2017 to provide the USS in 2017 **differently from previous years**.



Reasons for different USS execution in 2017

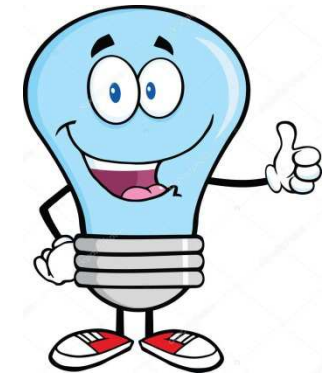
- Users dissatisfaction with the USS conception in the years 2014, 2015 and 2016.
- Requirement to involve more users to the survey.
- Requirement for more extensive dialogue.
- Saving the time of all stakeholders.
- Possibility to show best practice to other corridors.
- Requirement for lower costs.

Therefore the USS 2017 was executed mostly during RAG/TAG meeting on April 27th in Strečno with the RFC 9 experts personal assistance.



Basic description of the USS 2017

- Number of invitations: **21 representatives.**
- Full interviews on the spot: **10 participants.**
- Full interviews sent by email: **1 participant.**
- Total full interviews: **11 participants.**



Number of RFC 9 USS participants in timeline

	2014	2015	2016	2017
number of invitations	24	17	24	21
number of full interviews	4	4	3	11
full interviews percentage	17 %	24 %	13 %	52 %

Survey structure: only 10 major thematic areas

1. Information – Corridor Information Document (CID).
2. Offered services (capacity).
3. C-OSS and Path Coordination System (PCS).
4. Temporary Capacity Restrictions (TCR).
5. Benefits of RFC 9 and whole RFC Network.
6. RFC Network Harmonization.
7. USS Methodology.
8. Troubleshooting & Suggestions (RAG/TAG meetings).
9. Any other business – feedback.
10. Contact / Anonymity of responses.



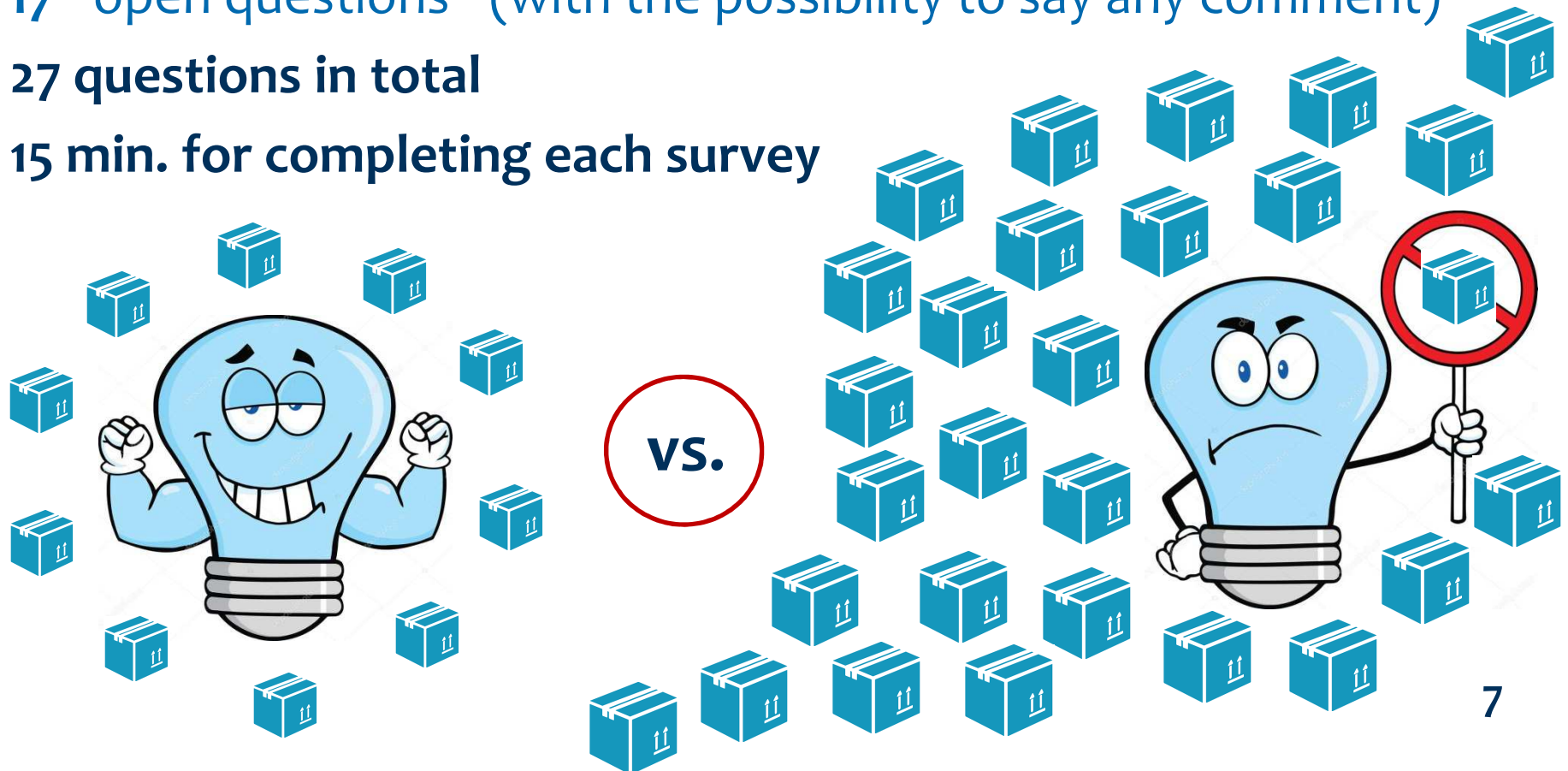
Survey structure: only 27 questions in total

10 “closed questions” (with several options for answer)

17 “open questions” (with the possibility to say any comment)

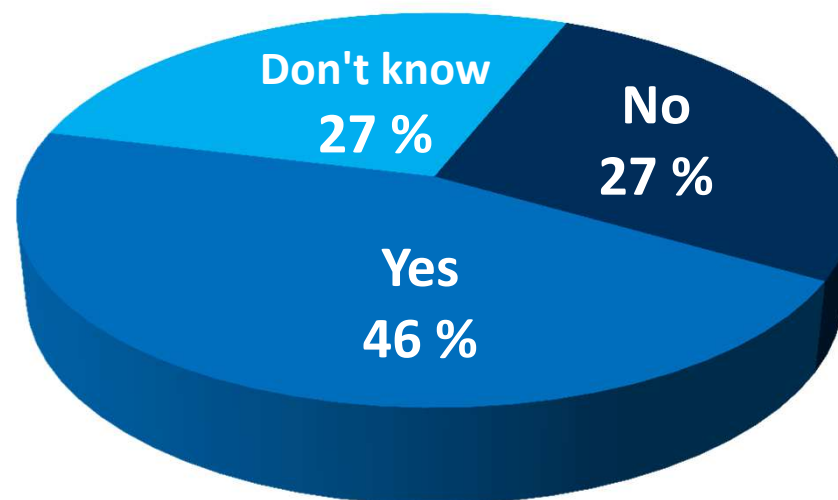
27 questions in total

15 min. for completing each survey



1. Information – Corridor Information Document

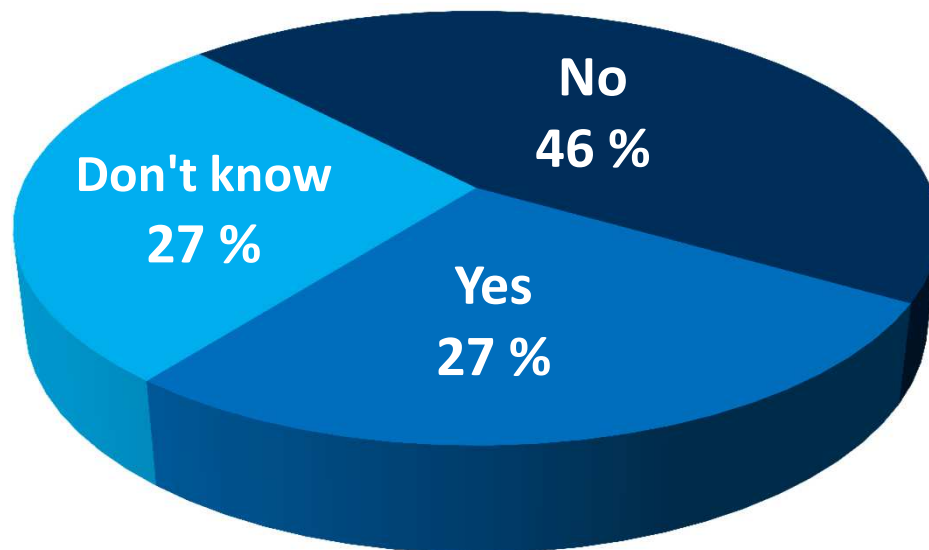
Do you consider the Corridor Information Document (CID) published on RFC 9 website (www.rfc9.eu) as a suitable source of information?



Note: Two users mentioned as a reason of dissatisfaction that the CID is not published in the Czech or Slovak language (it is in English only for TT 2018).

2. Offered services (capacity)

Do you consider the corridor offer in the product form of the pre-arranged paths (PaPs) as beneficial for your activities?

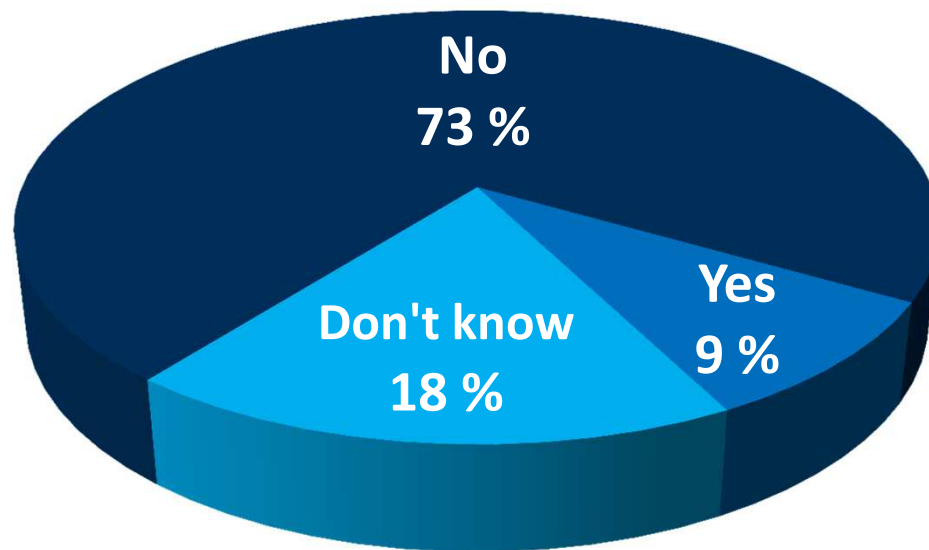


Main reasons of dissatisfaction:

- No long-term contracts.
- Business meetings are held 3 months prior to the transport.
- They do not know the partner on the neighbour infrastructure when concluding the contract.
- They require a shorter term for the product ordering (24 hours).
- They also require PAP flexibility at the border point.

2. Offered services (capacity)

Do you consider the corridor offer in the product form of the reserve capacity (RC) as beneficial for your activities?

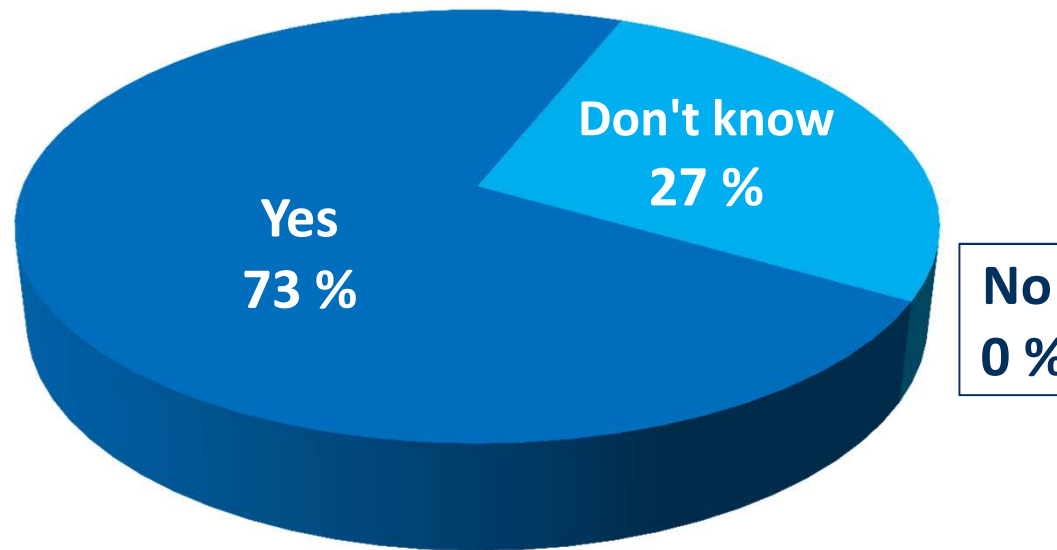


Main proposals for changes:

- The RC product would be attractive when ordering within hours, max. 2 days before the train departure.
- Automatic identification of the train category “Nex“.
- Quality and reliable timetable of the allocated path.

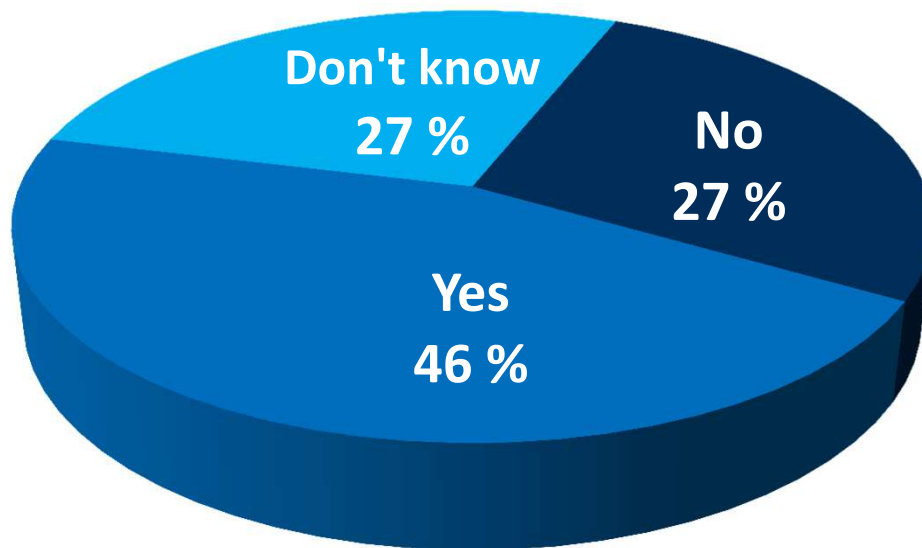
3. C-OSS and Path Coordination System (PCS)

Do you consider the C-OSS services as satisfactory?



3. C-OSS and Path Coordination System (PCS)

Do you consider PCS as a suitable IT tool for requests for capacity allocation?

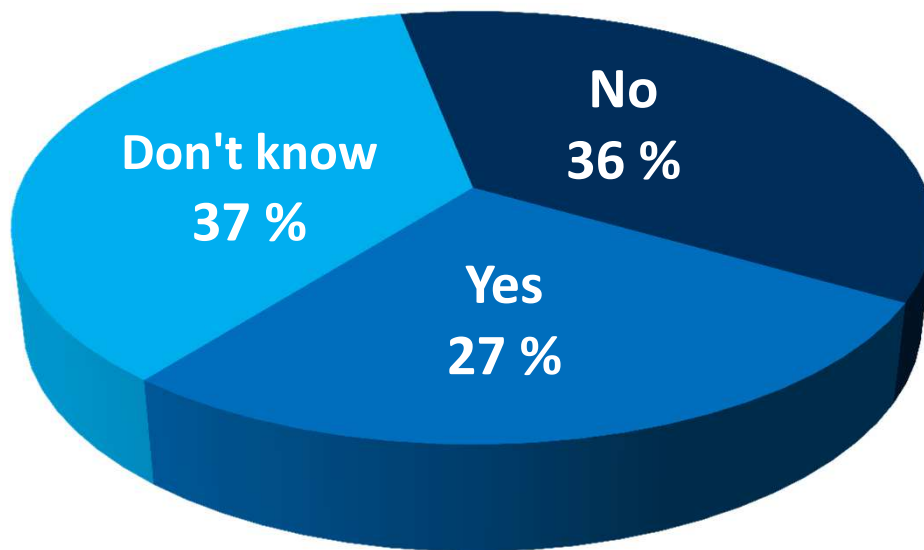


Main observations:

- PCS is not suitable for last minute ordering.
- PCS is not user-friendly.
- Path ordering is very long.
- No error warning in inputting.
- PCS should allow path request even all parameters are not met.
- PCS is not accepted by all IMs.
- More IMs languages are missing.
- Notifications system is missing.

4. Temporary Capacity Restrictions (TCR)

Do you consider the current system of TCR overview publishing on the RFC 9 website (www.rfc9.eu) as satisfactory?

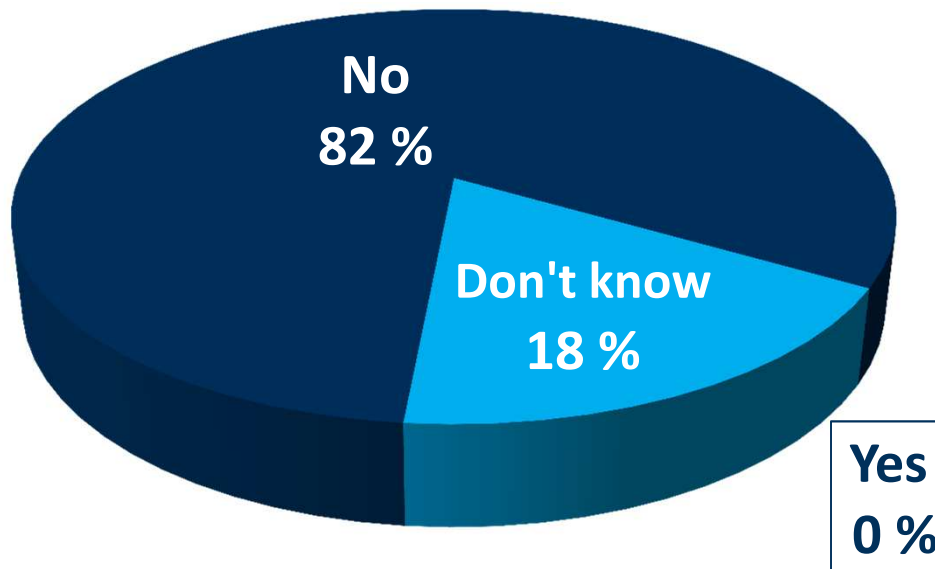


Suggestion for improvement:

- There are too many TCR carried out at the same time now.
- Improvement of TCR coordination, both on corridor and national level as well.
- Comprehensive and better planning of works.
- Improvement of TCR awareness.
- Launching online TCR overview.

5. Benefits of RFC 9 and whole RFC Network

Have you realized improvements in the international freight transport segment at least in a form of partial benefits after establishment of RFC 9 or respectively the whole RFC network?

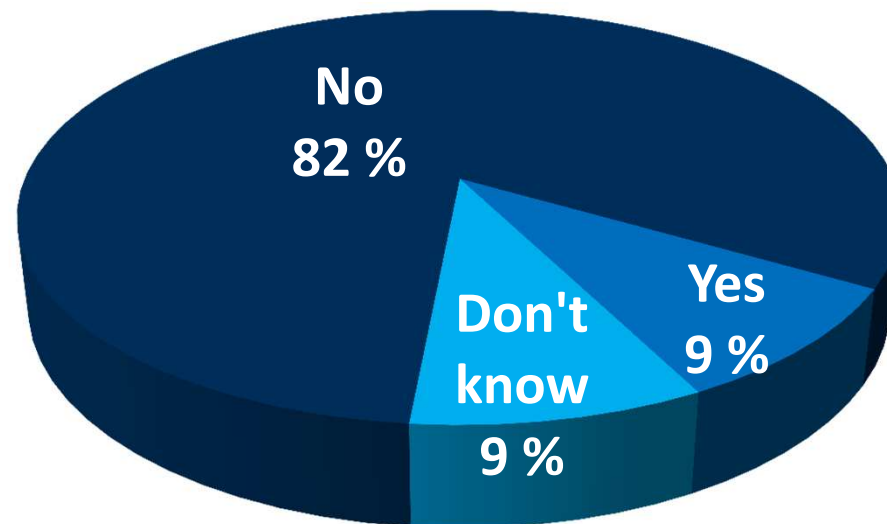


Main observations:

- Capacity problem is caused also by frequent passenger transport.
- Nearly zero harmonization of conditions on different corridors.
- Higher prioritization of corridor trains is necessary.
- There should be a reduction of infrastructure fees for RFCs.

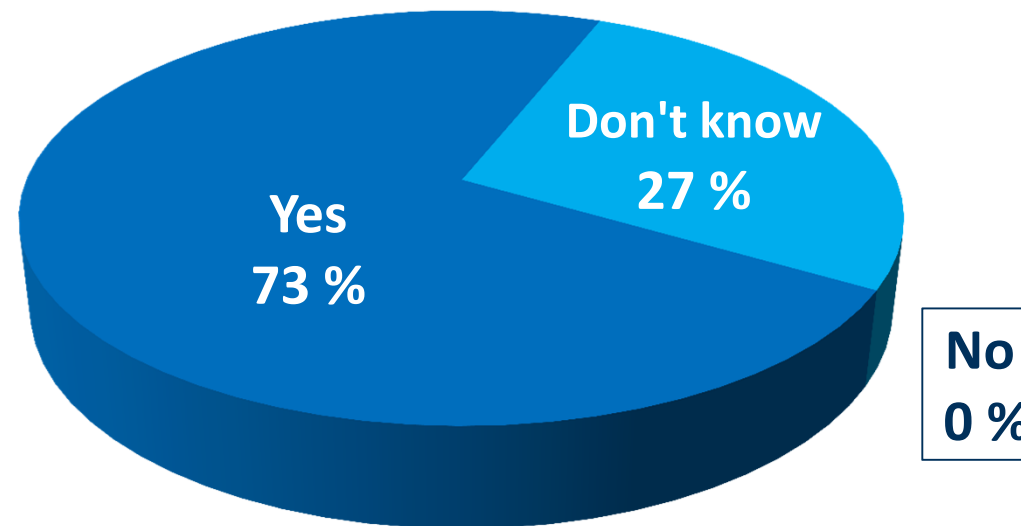
5. Benefits of RFC 9 and whole RFC Network

In your opinion, does the implementation of Regulation (EU) No 913/2010 help to your activities in the intention to shift more significant goods volumes from road to rail mode?



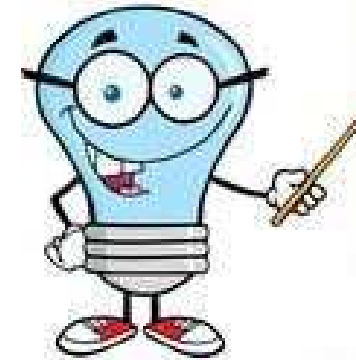
6. RFC Network Harmonization

Should be established RFC corridor network with a single C-OSS and uniform documents and rules as a target goal?



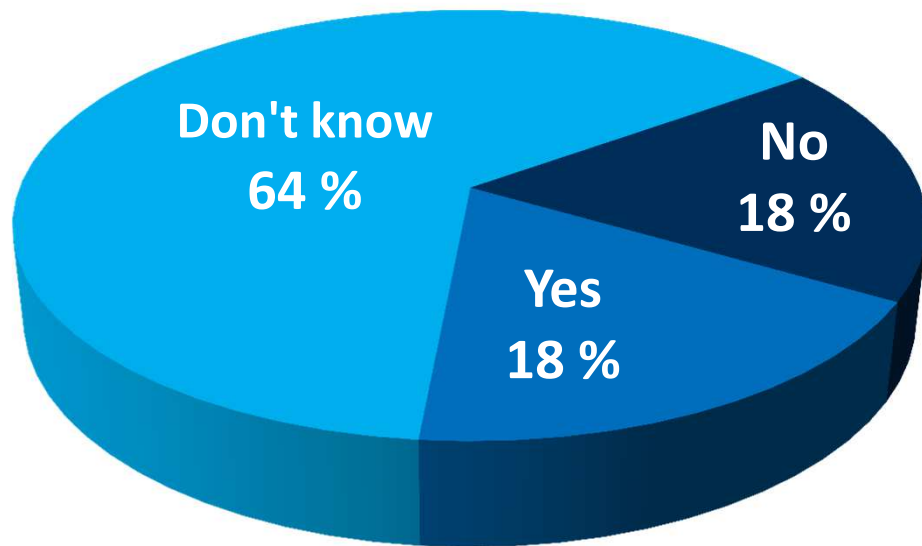
7. USS Methodology

- All respondents clearly favour the possibility of conducting USS **during RAG/TAG meeting.**
- They have appreciated the possibility of **expert assistance** with RFC 9 representatives while filling it out.
- The form of **shorter questionnaire** is more pleasant for them, it gives better opportunity to be **more responsive** to the questions asked.



8. Troubleshooting & Suggestions (RAG/TAG)

You have the opportunity to express your opinions and suggestions on the corridor activities within the RAG/TAG meetings . Do you consider the number of RAG/TAG meetings to be sufficient?



Main respondents observations:

- We do not participate too much as we are busy.
- Participation will be considered according to the current situation.
- It probably has a sense, however we do not currently use it.
- Information is enough for us.

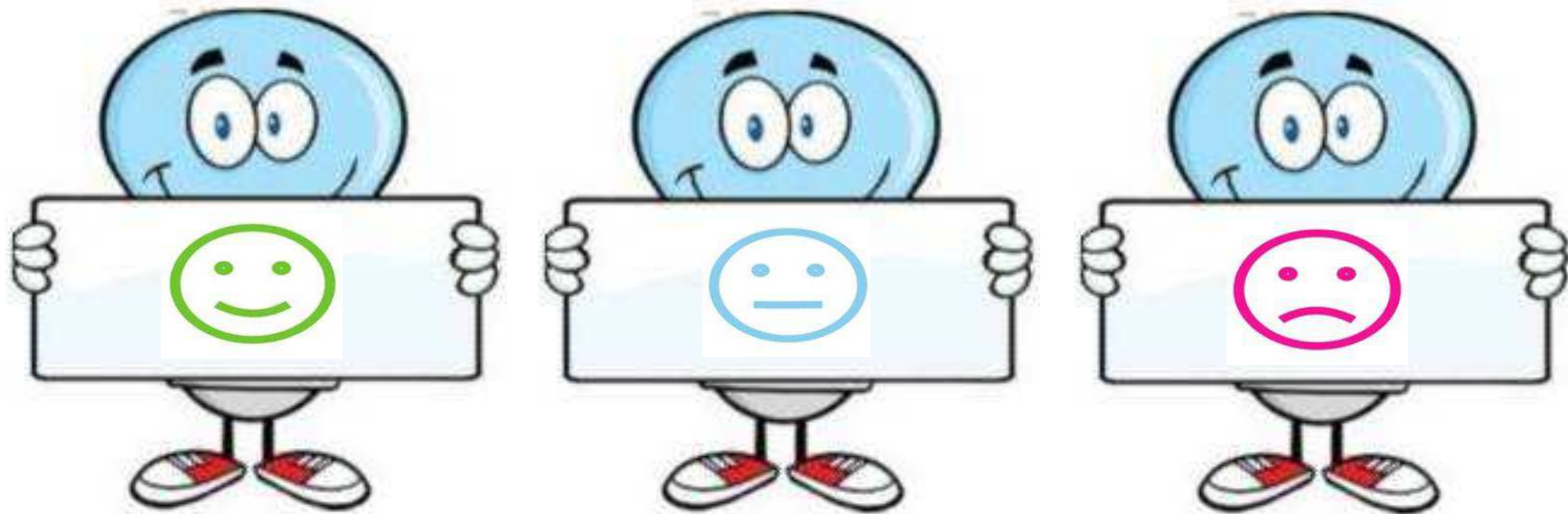
9. Any other business – feedback

Respondents had the opportunity to provide any suggestions and comments:

- Scheduling within the annual TT and ordering in terms of **Reserve Capacity is not appropriate for us**, mainly due to the kind of transport and its irregularities.
- There is a **large bureaucracy on railway** comparing with road mode.
- The **communication is appreciated in the language** of the member state in which the Railway Undertaking is licensed.

10. Contact / Anonymity of responses

- User Satisfaction Survey was conducted as **anonymous**,
- however each respondent had the **opportunity to provide its contact details** for the feedback.



The most important USS results

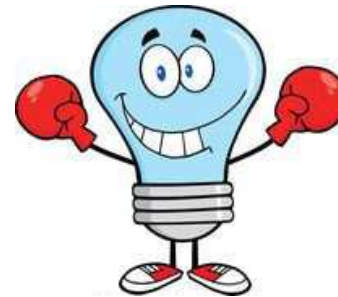
- RFC 9 customers clearly prefer **personal dialogue**, communication in **national languages**.
- They do not intend to devote too much of their time to activities specific to RFC corridors.
- For most of them **RFCs are just a theory removed from their current needs** as RFCs do not bring them many benefits so far.



Answers of RFC9 users are specific from other RFCs!

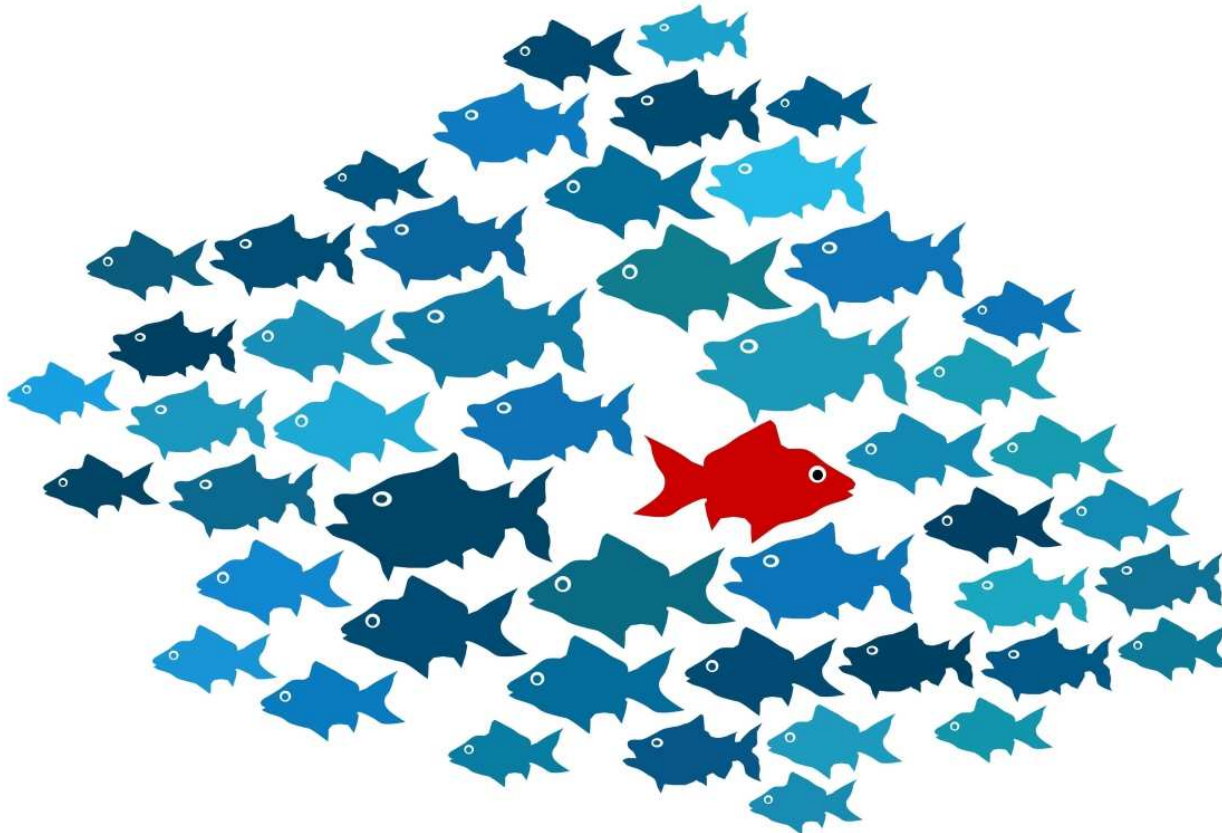
The most important USS themes

- Harmonization of all conditions on all RFCs.
- Improving of TCR coordination.
- Clear definition of **priority rules** for planning and implementation of corridor trains.
- **Fee advantage** for corridor trains.



RFC9 MB will discuss lessons learnt on these topics that are obvious, but difficult to implement soon...

The most important message from USS 2017:



Users expect not 11 RFCs, but only one RFC Network!

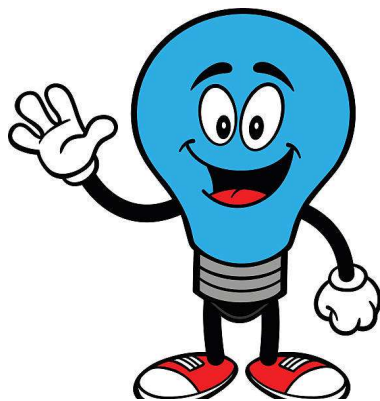
Evaluation of different method for USS 2017

- More users involved – **multiple increase in respondents** (4 users in 2014, 4 in 2015, 3 in 2016, 11 in 2017).
- **More extensive dialogue** – many respondents have taken the opportunity of “face to face“ expert assistance).
- Saving the time of all stakeholders (approx. **15 min. only**).
- **Fast, direct and very accurate feedback** (many open questions / answers).
- **Costs lowered to minimum.**

**Satisfaction with the feedback,
lessons learned at next MB!**



Thank you for your attention!



Czech-Slovak Corridor (Rail Freight Corridor 9) is based on Regulation (EU) No 913/2010 and powered by



oss@rfc9.eu
www.rfc9.eu

info@cscorridor.eu
www.cscorridor.eu