

**MEDITERRANEAN
RAIL FREIGHT CORRIDOR**
Spain-France-Italy-Slovenia-Croatia-Hungary



The RFC Network
User Satisfaction

Survey

2024

Report for RFC Med



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

RFC USER SATISFACTION SURVEY 2022

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01 SURVEY DESIGN

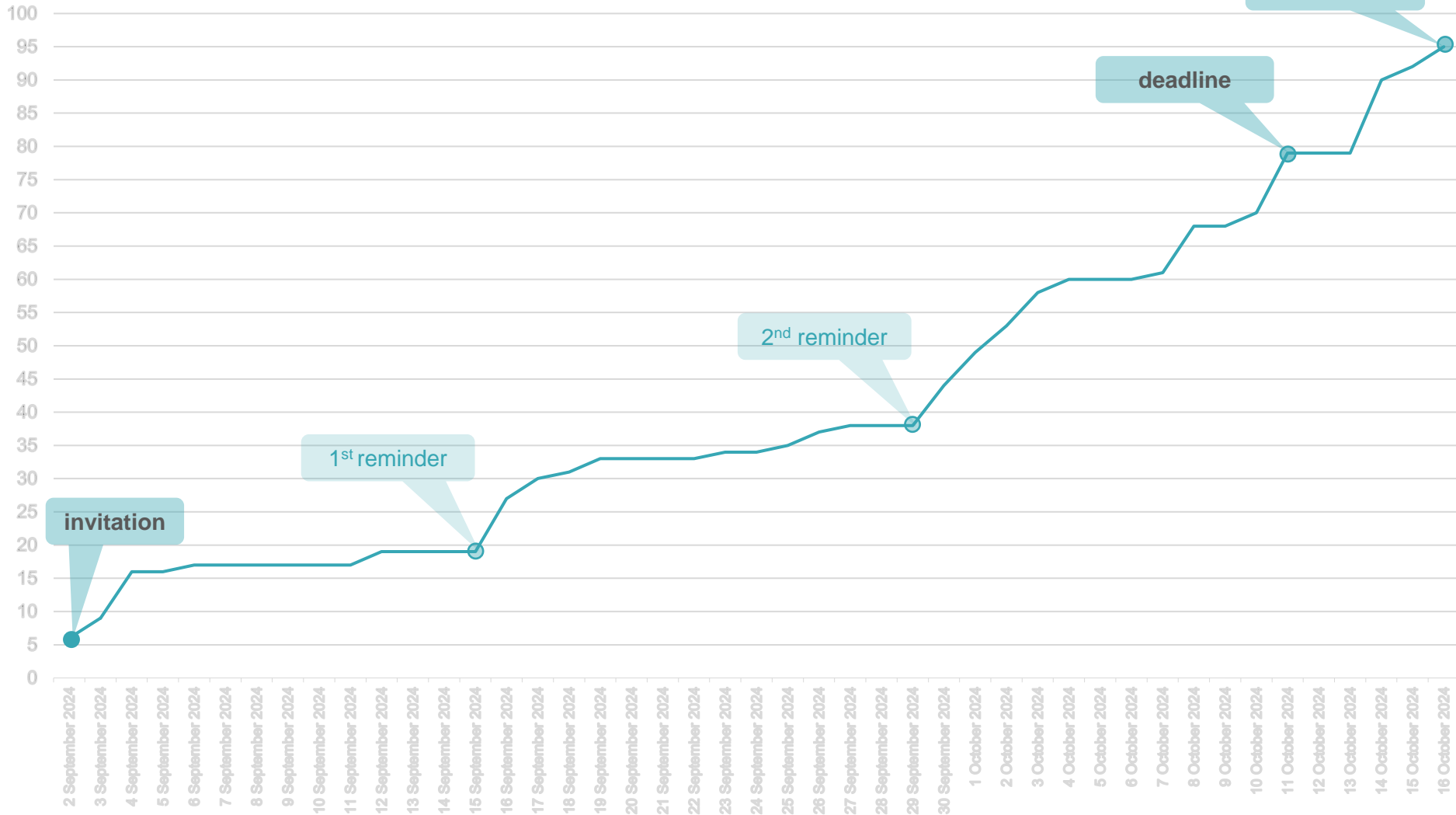
HOW THE SURVEY WAS SET UP

SURVEY DESIGN



- 13 evaluations
- 13 Computer Aided Web Interviews (using the online tool Survio)
- 21 companies invited, 22 overall e-mail invitations sent
- 0 personal interviews
- Field Phase: **2 September** to **16 October 2024**

NUMBER OF EVALUATIONS OVER TIME



SEPTEMBER						
MO	TU	WE	TH	FR	SA	SU
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						
OCTOBER						
MO	TU	WE	TH	FR	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

* The respondent are counted multiple times if their organisation uses multiple corridors.

SATISFACTION & PARTICIPATION

13
evaluations

Stable number of evaluations

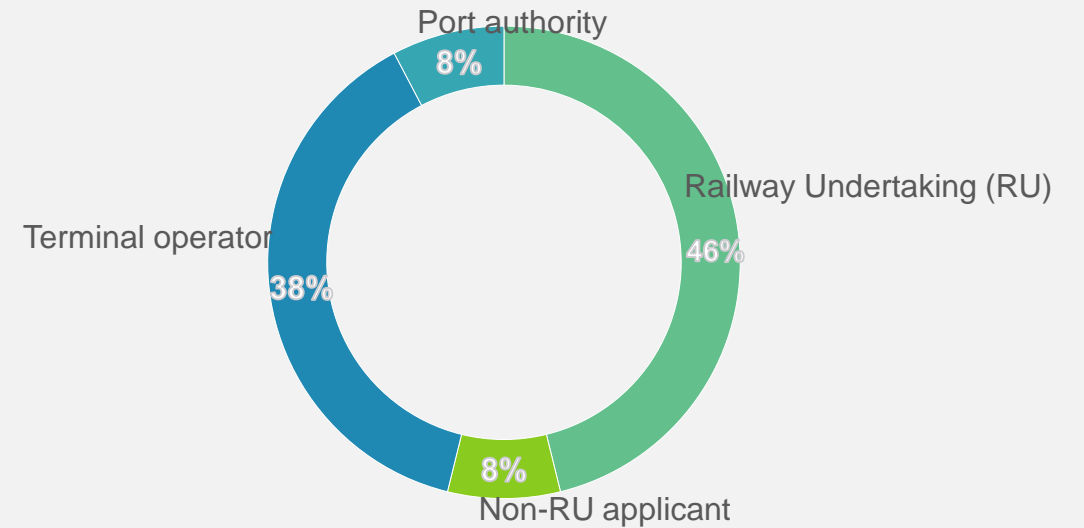
**Evaluations of uninvited participants included.*

Customer satisfaction

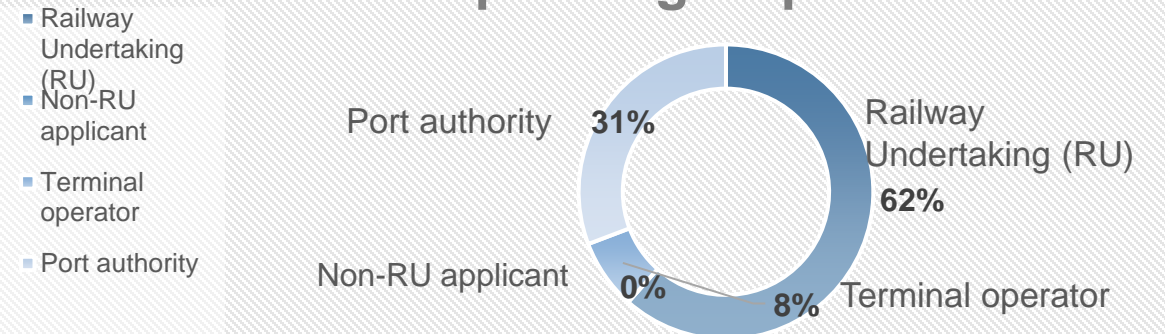


**Answers given were satisfied and slightly satisfied.
Detailed info in slide 12.*

Participant groups in % of 2024














2023 Participants' groups



RESPONSE RATE

Compared to the previous year

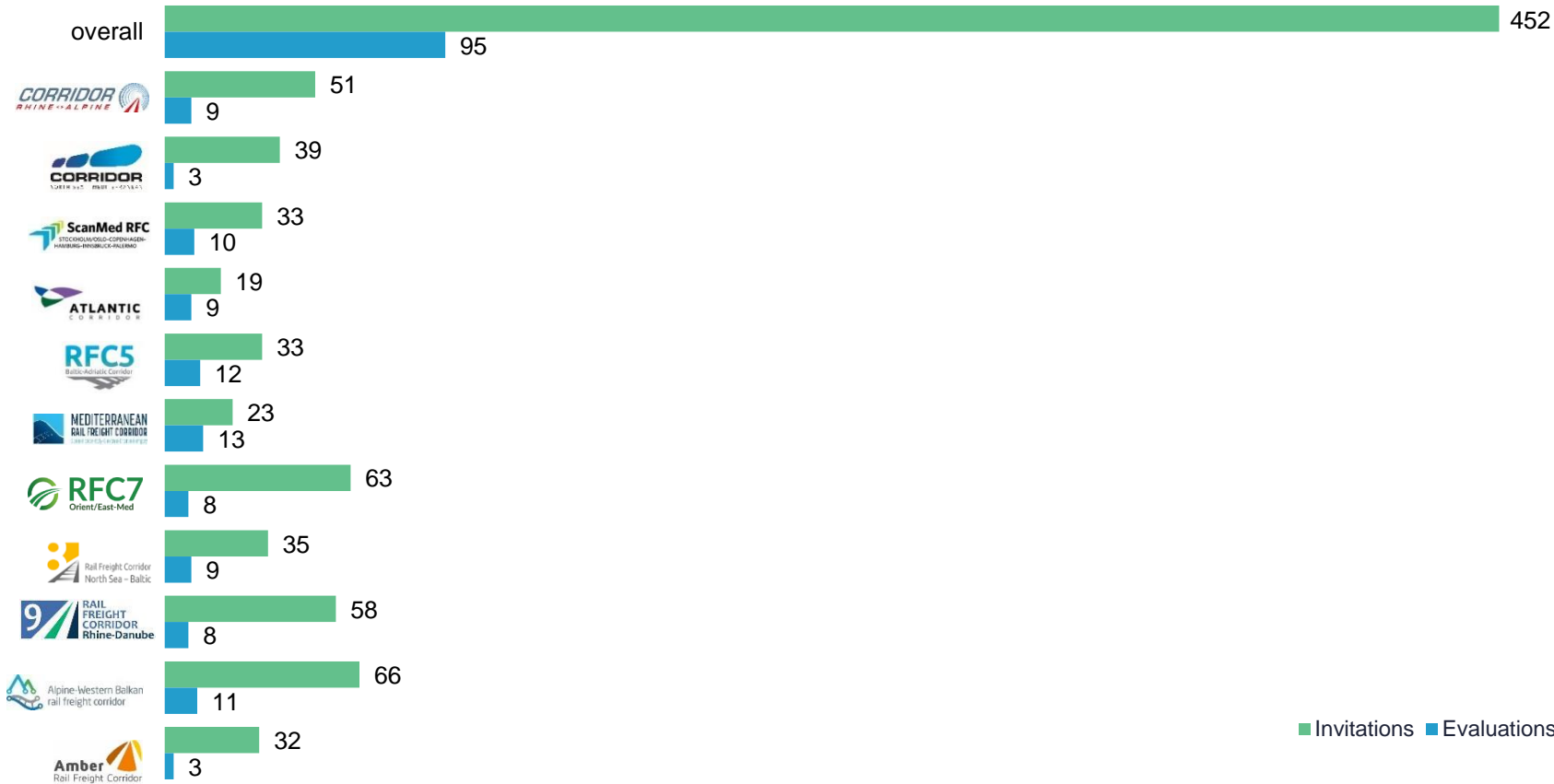
	Overall											
Total evaluations	95 (-20)	9 (-1)	3 (-1)	10 (-3)	9 (+/-0)	12 (-3)	13 (+/-)	8 (-4)	9 (-2)	8 (-2)	11 (-2)	3 (-2)
Evaluations RUs/non-RUs	68	6	2	5	6	7	7	8	6	7	11	3
Evaluations Terminals/Ports	27	3	1	5	3	5	6	0	3	1	0	0
Invitations sent	452 (+7)	51 (+9)	39 (-4)	33 (-7)	19 (-1)	33 (-1)	23 (+3)	63 (+/-0)	35 (+5)	58 (+9)	66 (+3)	32 (+1)
Response rate overall	21% (-5%)	18% (-6%)	8% (-2%)	30% (-2%)	47% (+2%)	36% (+2%)	57% (-8%)	13% (-6%)	26% (-11%)	14% (-1%)	17% (-4%)	9% (-7%)



*Evaluations of uninvited participants included.

RESPONSE RATE

Ratio of Invitations vs. Evaluations

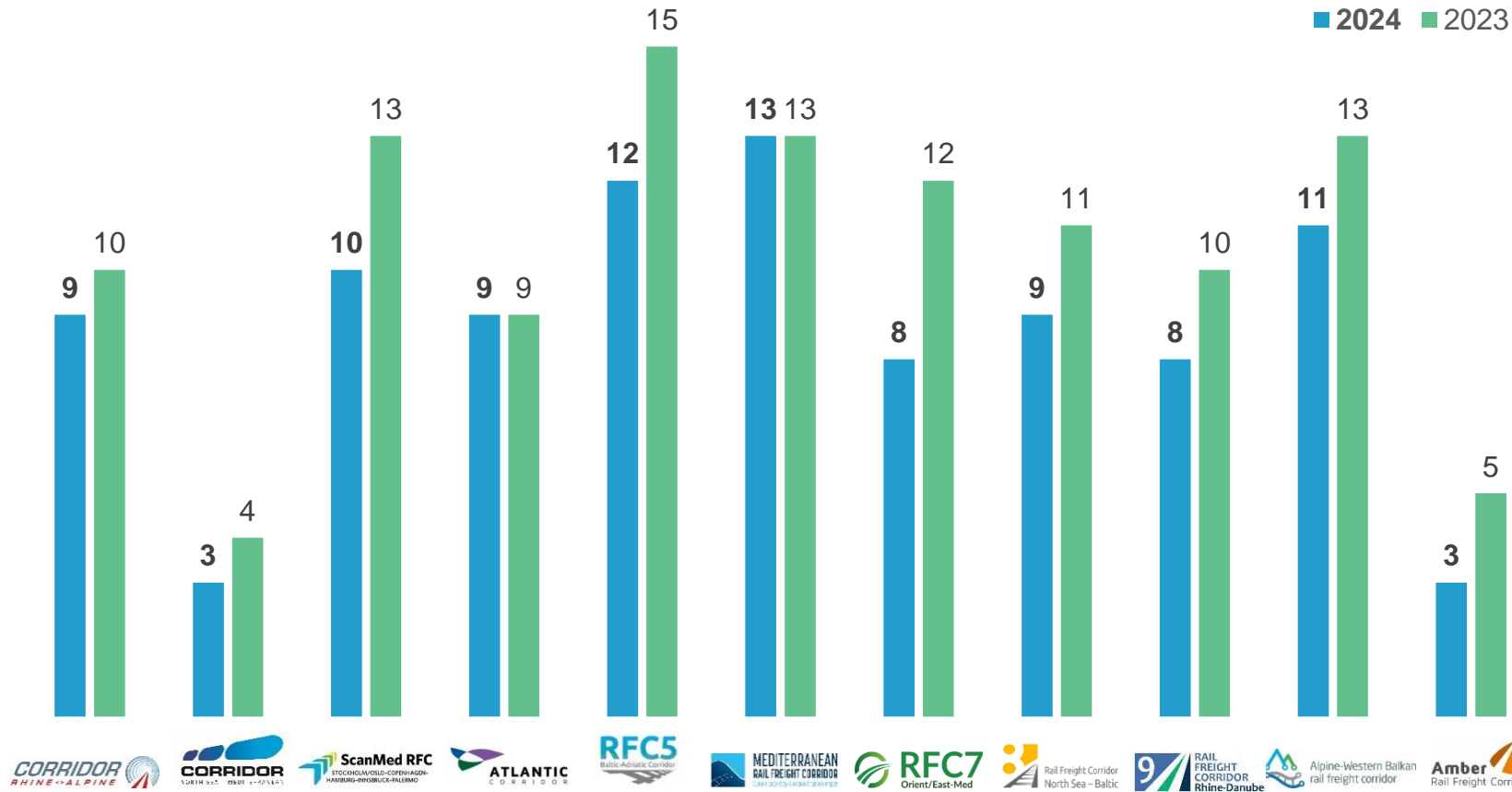



■ Invitations ■ Evaluations

**The response rate is the ratio between the number of invitations sent and the evaluations completed.*

EVALUATIONS

Number of evaluations 2023 vs. 2024



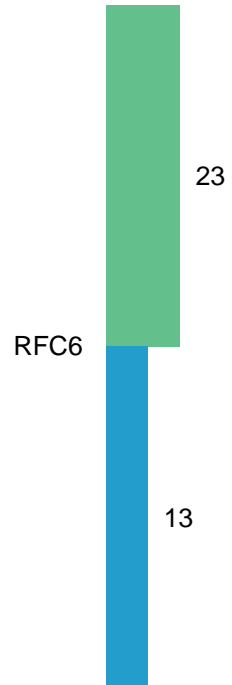

5%
 Overall decrease of evaluations

**Invitees are counted multiple times if they answered for several RFCs.*

- » "Which RFCs do you operate/run your services on?"
- » sample size = 95

RESPONSE RATE

Ratio of Invitations vs. Evaluations



■ Invitations ■ Evaluations

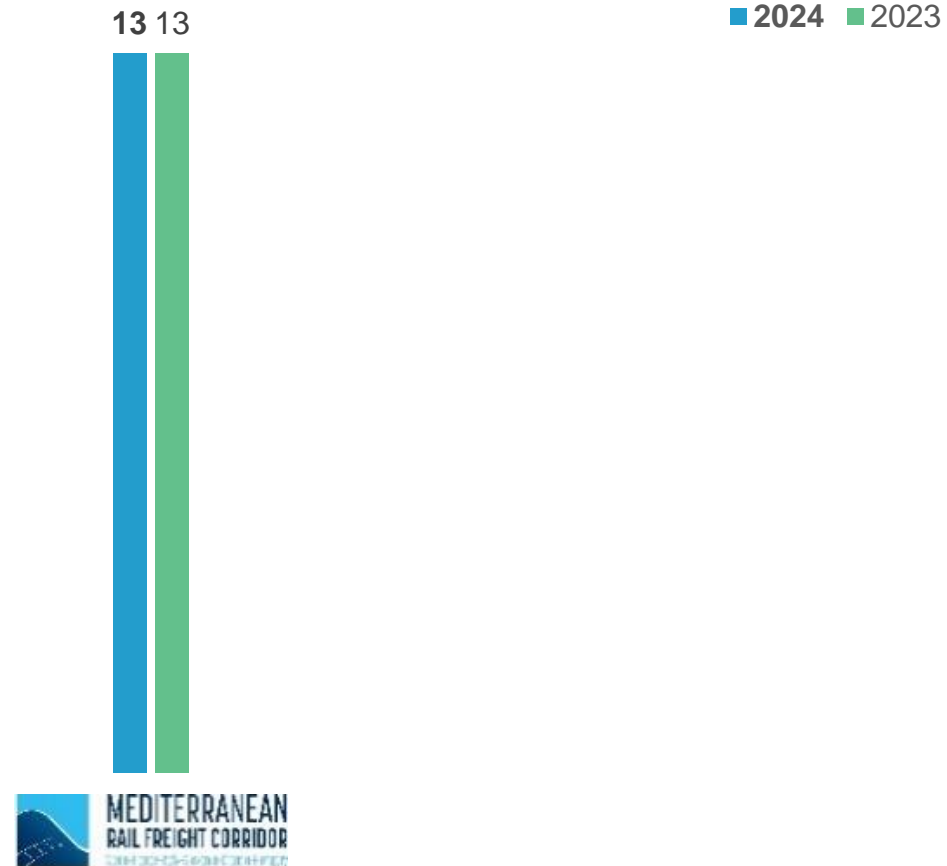
452



**The response rate is the ratio between the number of invitations sent and the evaluations completed.*

EVALUATIONS

Number of evaluations 2023 vs. 2024



**Invitees are counted multiple times if they answered for several RFCs.*

- » "Which RFCs do you operate/run your services on?"
- » sample size = 95



02 SATISFACTION WITH THE RFC NETWORK

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 NETWORK

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

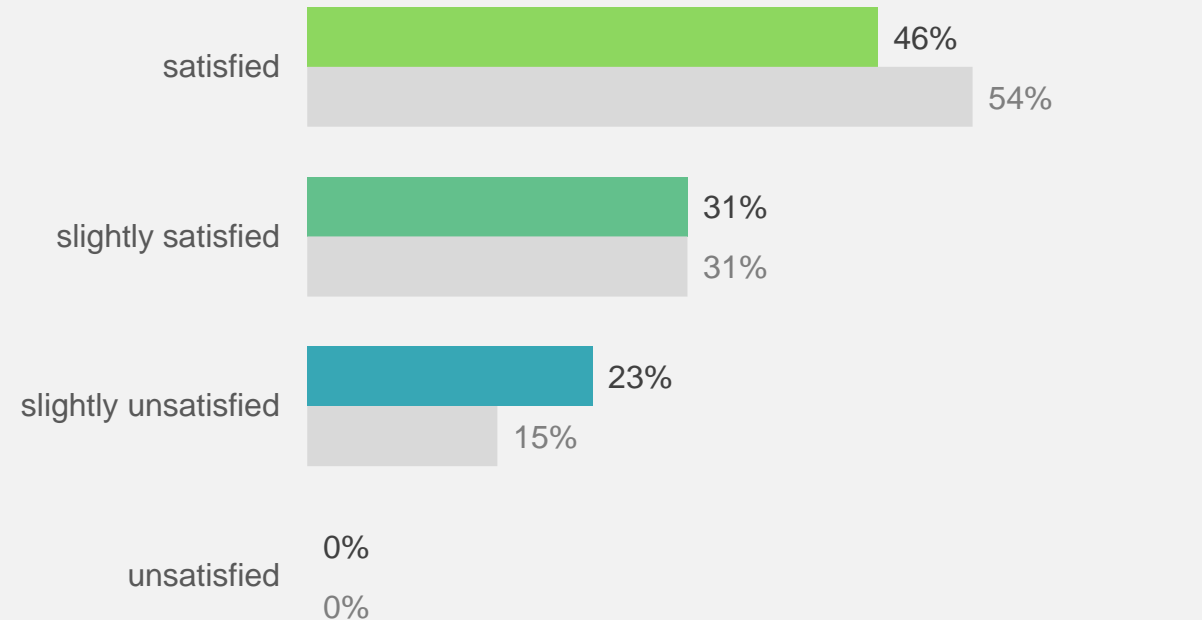
77%

Generally satisfied

**Answers given were satisfied and slightly satisfied.*

8%

Decrease of satisfaction



■ 2023

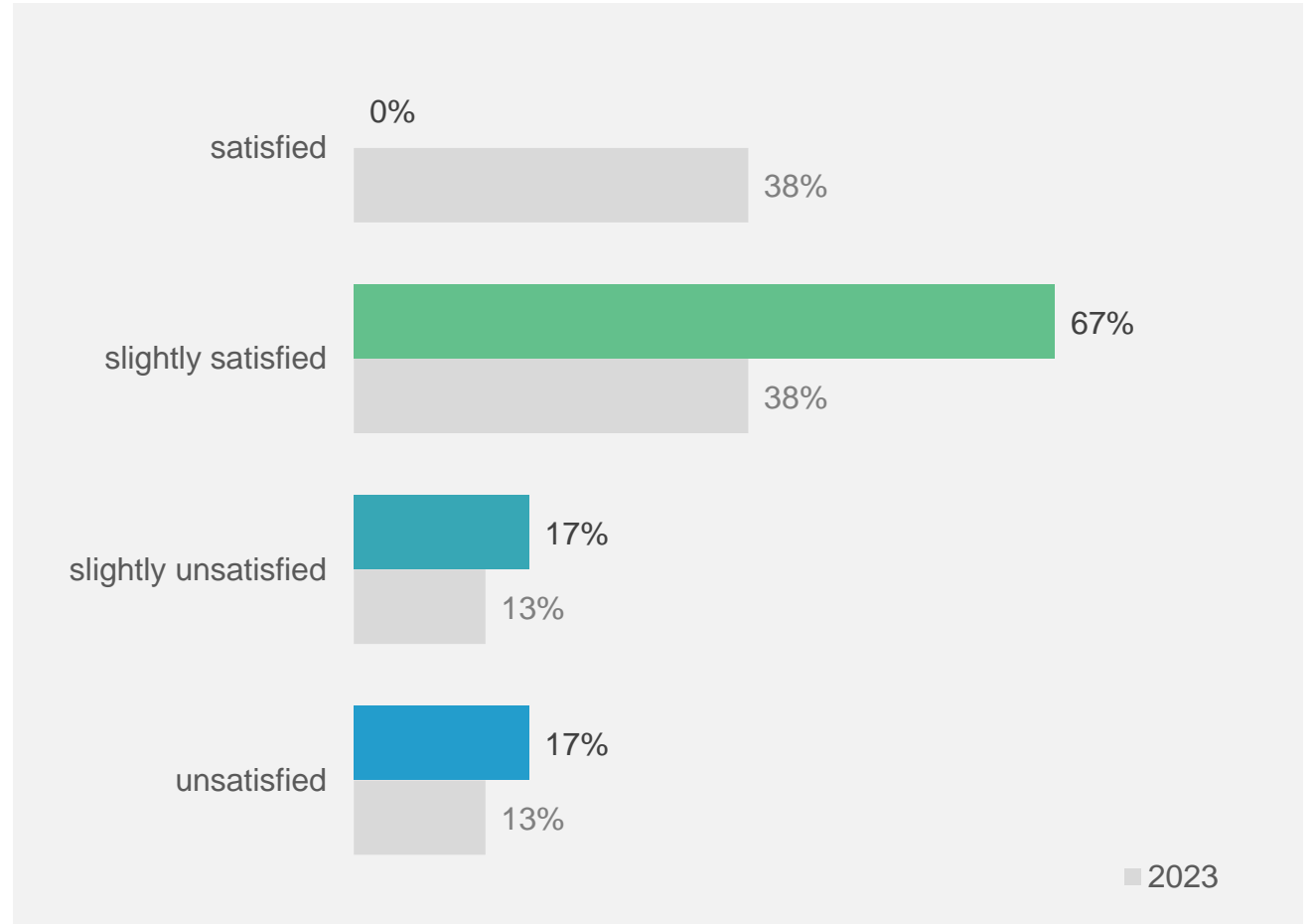
REASONS AND SUGGESTIONS:

RFC 6:

- Too many TCR's, to many delays, causing disturbance of TT and daily plans, specially on borders, impact is transport cancelations, domino effect on next traffic, bottlenecks etc.. Cost are only on RU side
- As for RFC communications, meetings and availability I am satisfied but not in terms of results. In the end, the discussions do not lead to an improvement of the quality or availability of the paths, so I doubt the added value of the Corridor.
- we have only good words for you. You are always available to help the customers and keep us always updated
- TCR must be better coordinated between IM and RU
- Corridor has to anticipate and focus in bottlenecks and cross border sections, that limit current corridor rail development in mid-long term. It will be appreciated an increase in the coordination between IM in term of track works (specially those that imply totally line closures). And also anticipation from IM in order to propose rerouting alternatives, or adapt existing lines in order to make those compatible for rerouting.
- Total support to try to solve any issues
- Positive: A forum for communication and interaction among all stakeholders in the corridor. Improvement: Increase participation from ports and terminals, and include the perspectives of cargo owners/users in the corridor.
- RFC is sufficiently operational.
- slower pace of investments in rail infrastructure...
- Even if we are not making direct use of the RFC services, we've been participating in the RAG - TAG Advisory Group and found the work carried out in it very relevant
- Although improvements to the corridor are being made, we have been waiting for a long time for priority actions, such as the electrification, the signalling and telephonic block supression or track renewal of the Algeciras - Bobadilla line.

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 = 7



REASONS AND SUGGESTIONS:

RFC 6:

- List of TCR is not updated because local IM's has too many changes in local TCR plans on a daily basis. RFC should have only the links to local IM's list of TCR - but IM's should provide updates and translation at least to EN
- Despite the total disruption in Modane Border , RFI has added work in Genova which weakens the Ventimiglia border , no completely open road to cross French/Italian

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 = 7

RFC 6:

- Since TCR are not constant, also the impact are very different and in advance hard to predict. Even local Im's can not provide impact, because they are only seen their point of view, not the all negative consequences at Ru's and customers.
- Only documents published by IM are taken into account. Documents from the Corridor are for reference only.

COMMENTS



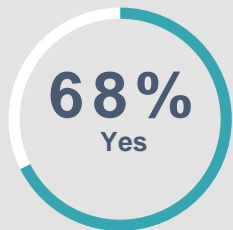
INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

REASONS TO NOT REQUEST:

- » 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 = 7

No detailed response

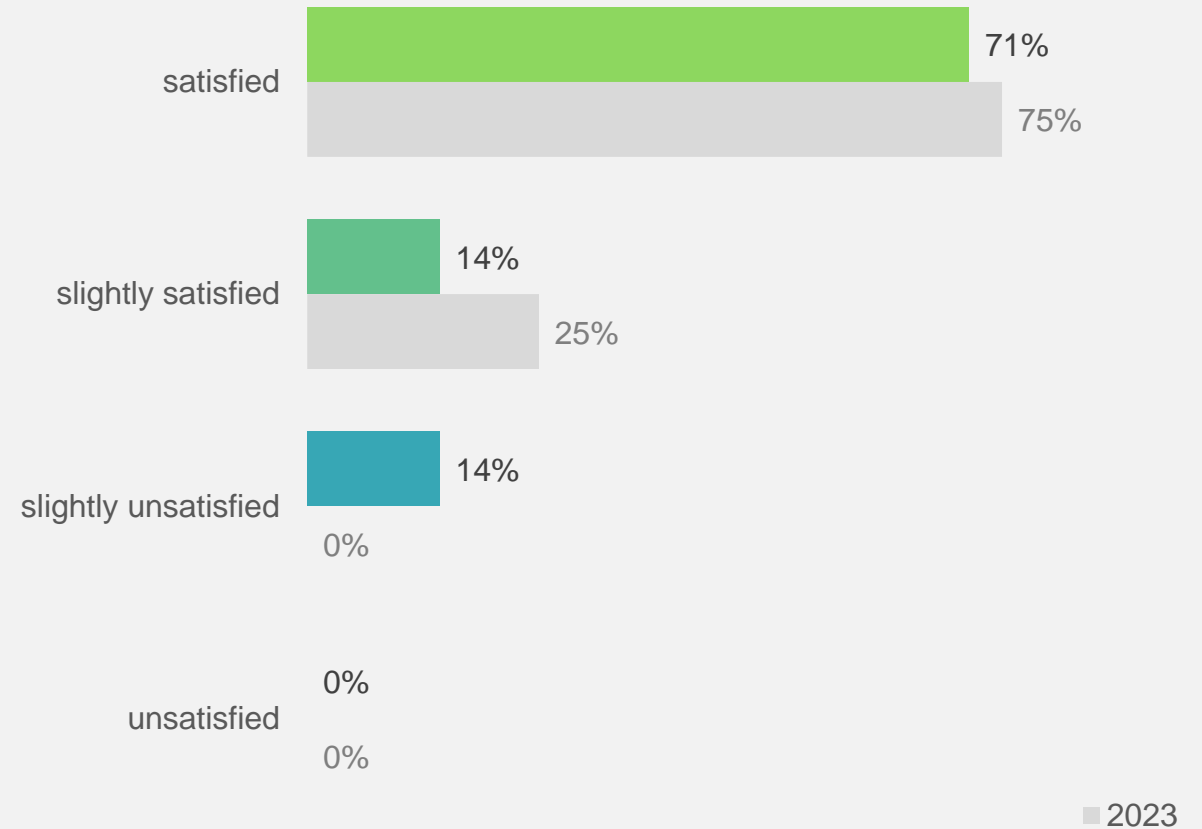
Capacity request via C-OSS



Compared to the past year it has been a 2% increase.

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 = 7



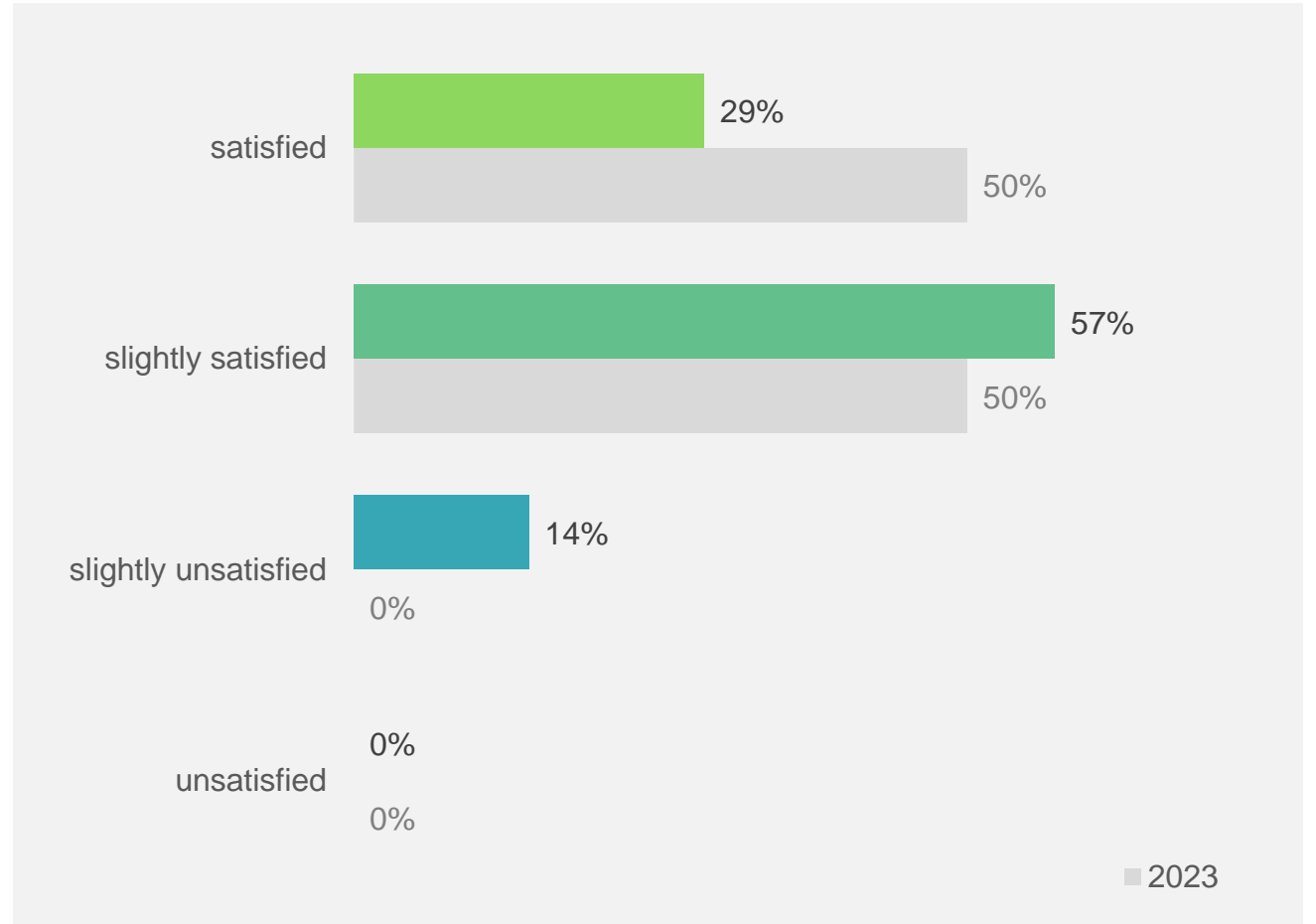
REASONS AND SUGGESTIONS:

RFC 6:

- Relatively straightforward process with RNE PCS tool. C-OSS contact person from ADIF very helpful and supportive whenever there is a doubt/issue.
- More 500 m ++ Pap's
- Good availability of C-OSS for RU (questions, requests, etc.)
- There is a lack of communication with foreign railway undertaking
- more available C-OSS paths crossing France will be convenient

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 = 7



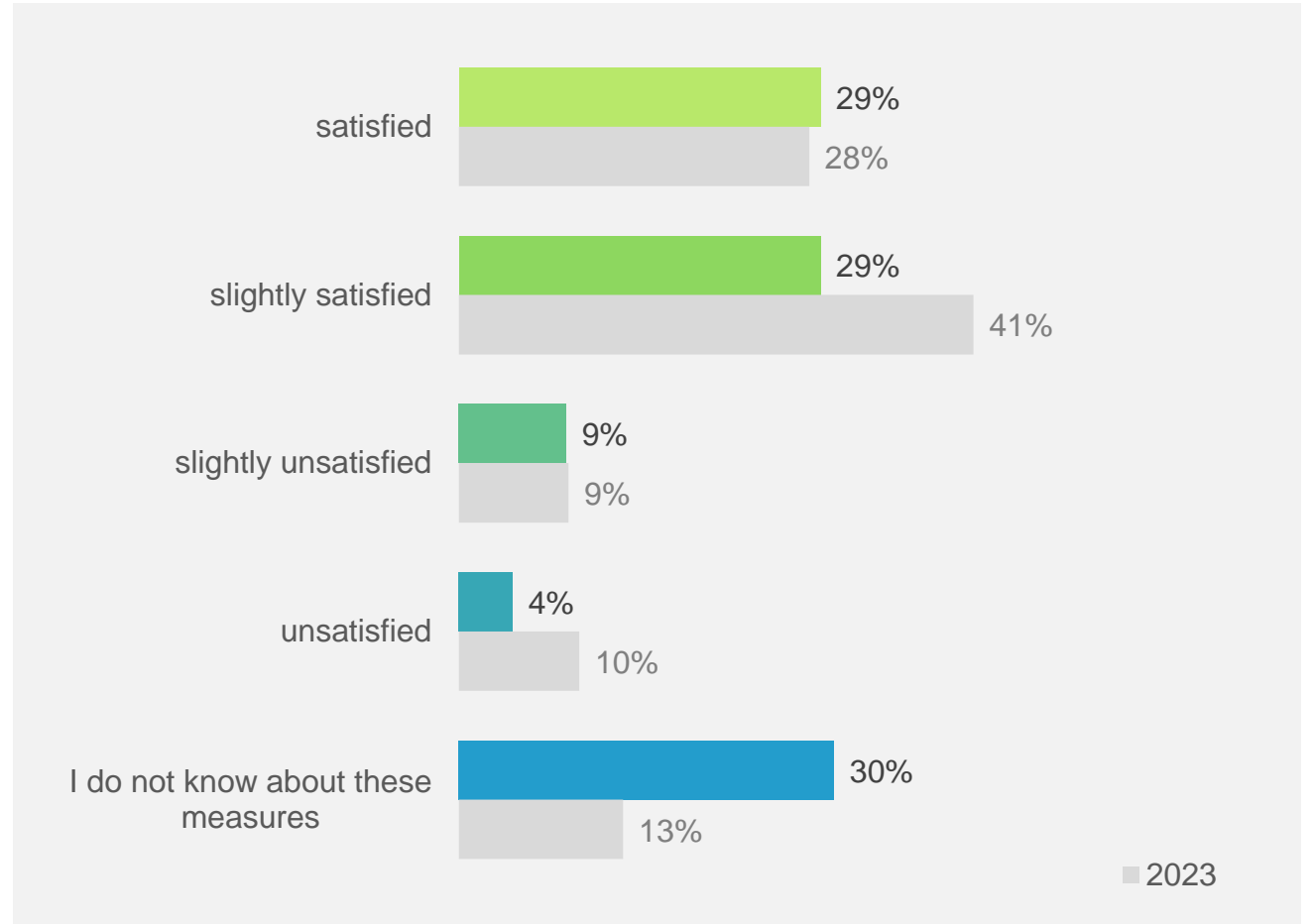
REASONS AND SUGGESTIONS:

RFC 6:

- More 500 m ++ train Paps conected to other RFC Paps
- There is room for improvement. For instance: each terminal defines its restrictions and operation rules and that may contradict the rules of other terminals involved in an international traffic reducing the time window where a train can run. Coordination between stakeholders is essencial to maximize network capacity and the Corridor could lead.
- because of the total disruption in Modane , a lack of capacities more paths crossing France will be appreciated, also additional paths that can be used for connecting part of the corridor (example from Spain) till center of France or Europe.

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 = 13



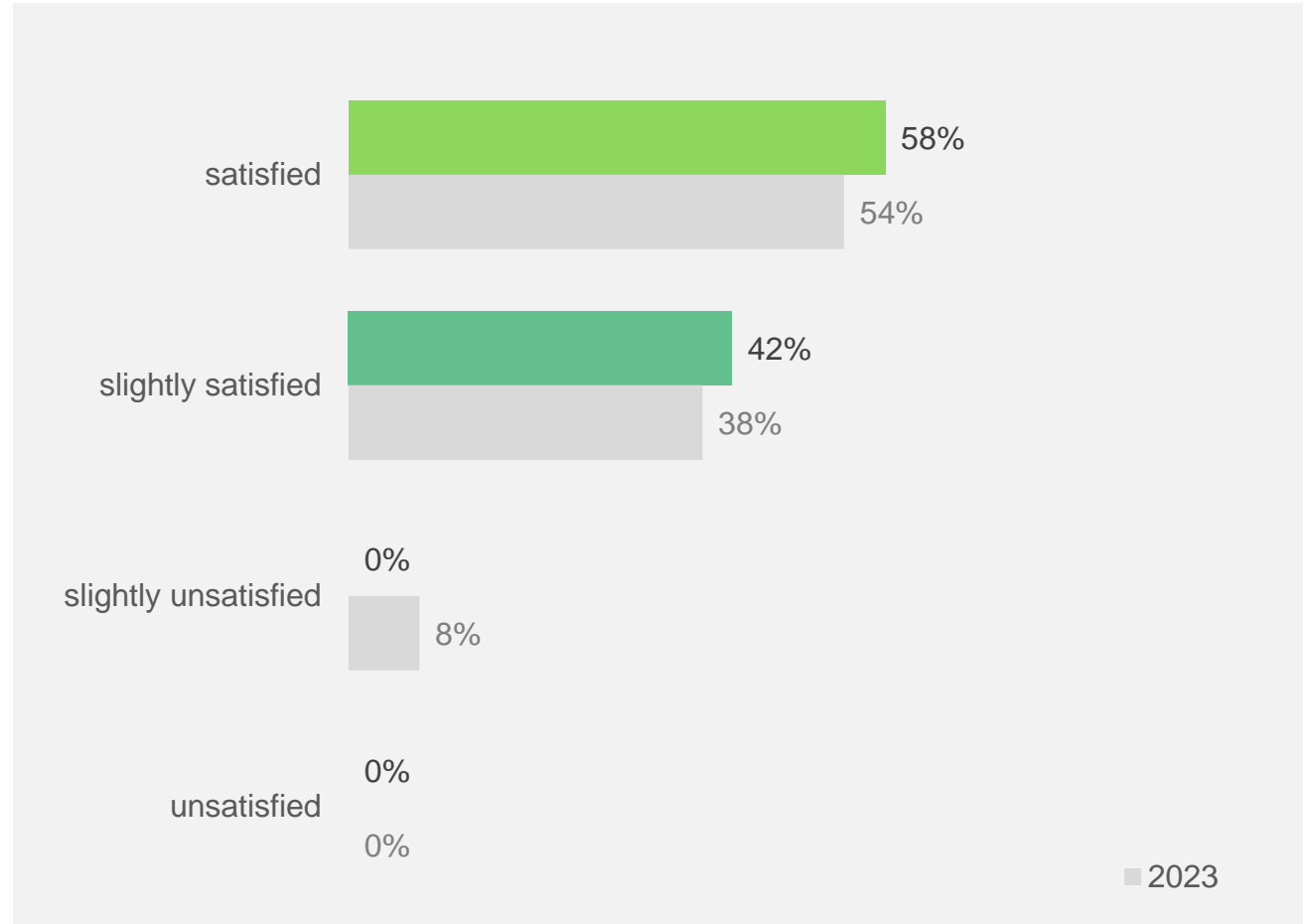
REASONS AND SUGGESTIONS:

RFC 6:

- KPI are taking in account only border point not whole strch of the transport, internationaly Origin - Destination point
- I'm not sure this process is working I would need more information.
- Quality Circle Opération are not regular (without taking into account the modane disruption)
- It a useful tool but we are not yet users since we are not having much connections towards France (lack of thrid rail infrastructure up to Tarragona)
- I apologize I don't have much knowledge of the "objectives" of the Corridor. However, I do see useful information on TC restrictions, requests for slots, and assistance in organizing working groups...
- The Corridor's objectives are well monitored.
- times are longer and longer, SEE & MED are losing advantages of shorter transit times, less emissions
- We think the work done is quite relevant and consistent

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 AND SUGGESTIONS:

RFC 6:

- Fixed data is merged with yearly TT - making document unreadable. It should be divided on fixed data and on TT topics.
- Mediterranean Corridor is very active providing information to RU.
- we really appreciate the immediately sharing of PPT or similar
- It is useful to know its existence but we are not using it at its full extent, just sporadically
- Very useful: timely information on infrastructure via website, social media..Access to information about the nodes (terminals and ports) is not easy and is incomplete. It would be also desirable to have information on services and corridor usage as well.
- The information is provided on time.
- The information is complete and easily accessible. The communication in social networks is broad and with impact.
- It's right

ADDITIONAL COMMENTS:

RFC 6:

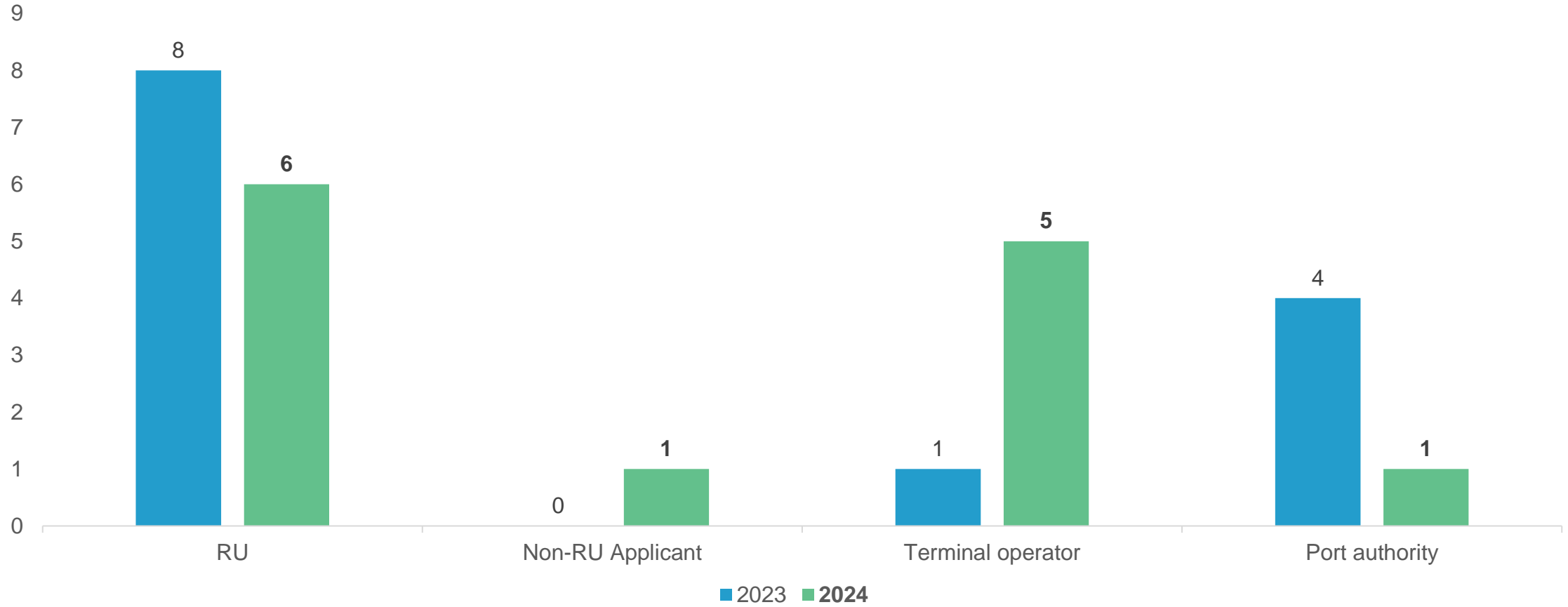
- More impact of RFC on IM's
- The Mediterranean Corridor has a clear view of its customer needs and I think it's the ideal entity to coordinate RU, IM, terminals, ports, etc. in order to meet their business objectives.
- We as Rus need absolutely a harmonisation between IMs before implementation of any TCR
- It could be convenient that the corridor emphasises the bottlenecks and help infrastructure managers adapt/create the infrastructures needed in mid/long term.
- The technical office of the corridor does a very good job of management.
- Keep upgrading the RFC constantly.
- lean organisation of professional teams to coordinate projects..too many bureaucracy is involved
- A monograph on the status of investments and possible improvements in terminals and ports.



03 SAMPLE DESCRIPTION

SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?"
- » sample size = 115; 95
- » One respondent is counted multiple times if their organization uses multiple corridors

04 SUMMARY



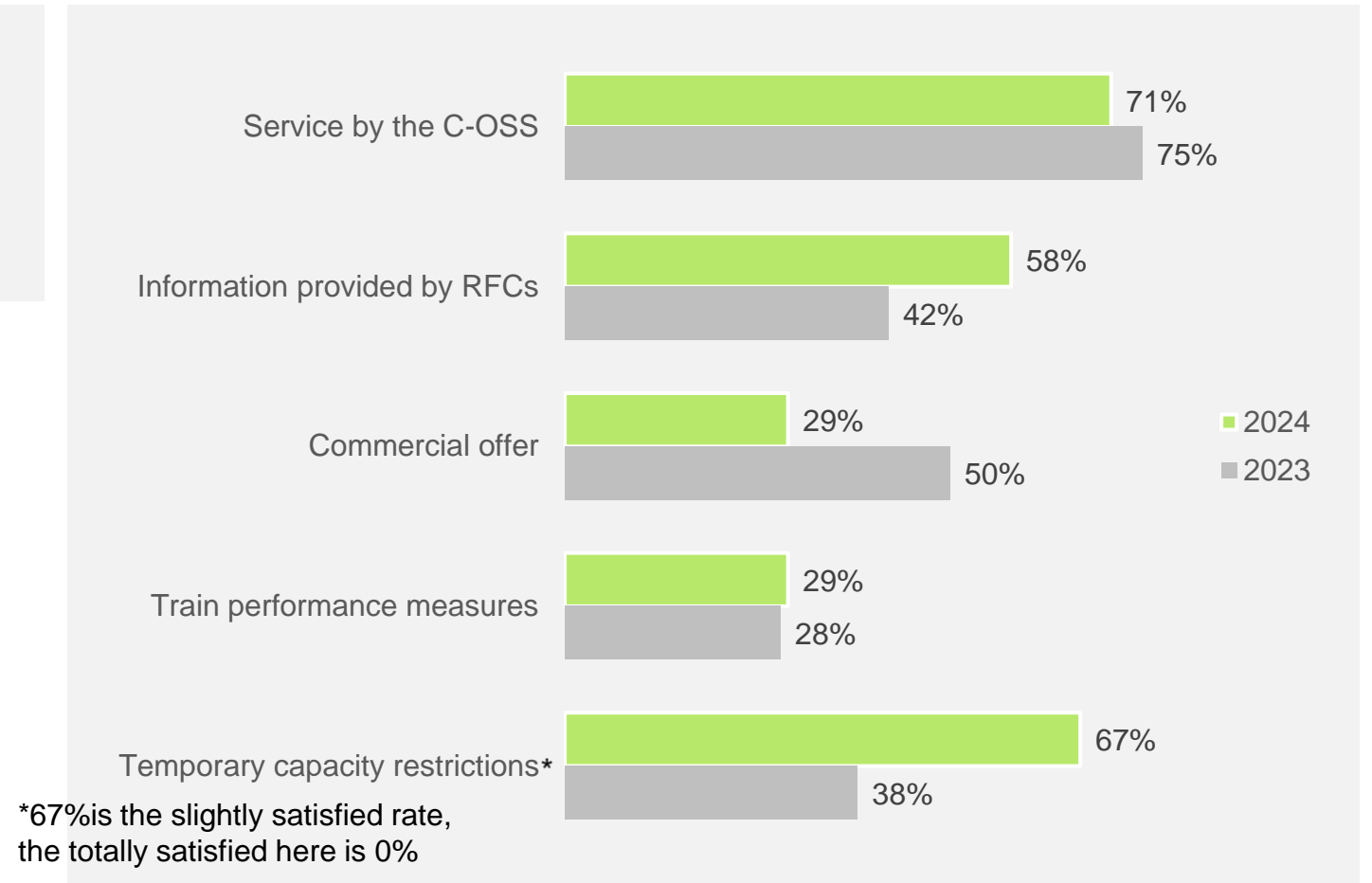
SUMMARY – SATISFACTION RATING

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

