User Satisfaction Survey 2019

Report Summary

Czech-Slovak Corridor Management Board
Praha/Bratislava, December 19th 2019

RFC 9

Czech-Slovak Corridor

Prague – Horní Lideč / Ostrava – Žilina – Košice –

– Čierna nad Tisou / Maťovce (Slovak/Ukrainian border)

2 Member States and 2 Infrastructure Managers (IMs):

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

RFC 9 Rhine-Danube

CS Corridor is operational since 10th November 2013 and will become part of Corridor Rhine-Danube 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 to provide the USS in 2019 by same method, i.e. **differently from other RFCs**.

Reasons for different USS execution than RFC Network common survey

- **Users dissatisfaction with the USS common conception** in the years 2014, 2015 and 2016 (long repeating survey – low customer feedback).

- Requirement to put **region-specific questions**.

- Requirement to focus on **current topics**.

- Saving the time of all stakeholders by **shorter survey**.

- Requirement to involve **more respondents** to the survey.

- Requirement for **lower costs**.

- Possibility to show **best practice** to other corridors.

Number of RFC 9 USS participants in timeline

	2014	2015	2016	2017	2018	2019
	Common USS			RFC 9 USS		
Number of invitations	24	17	24	21	32	35
Number of interviews	4	4	3	11	18	**23**
Response rate	17 %	24 %	13 %	52 %	56 %	**66 %**
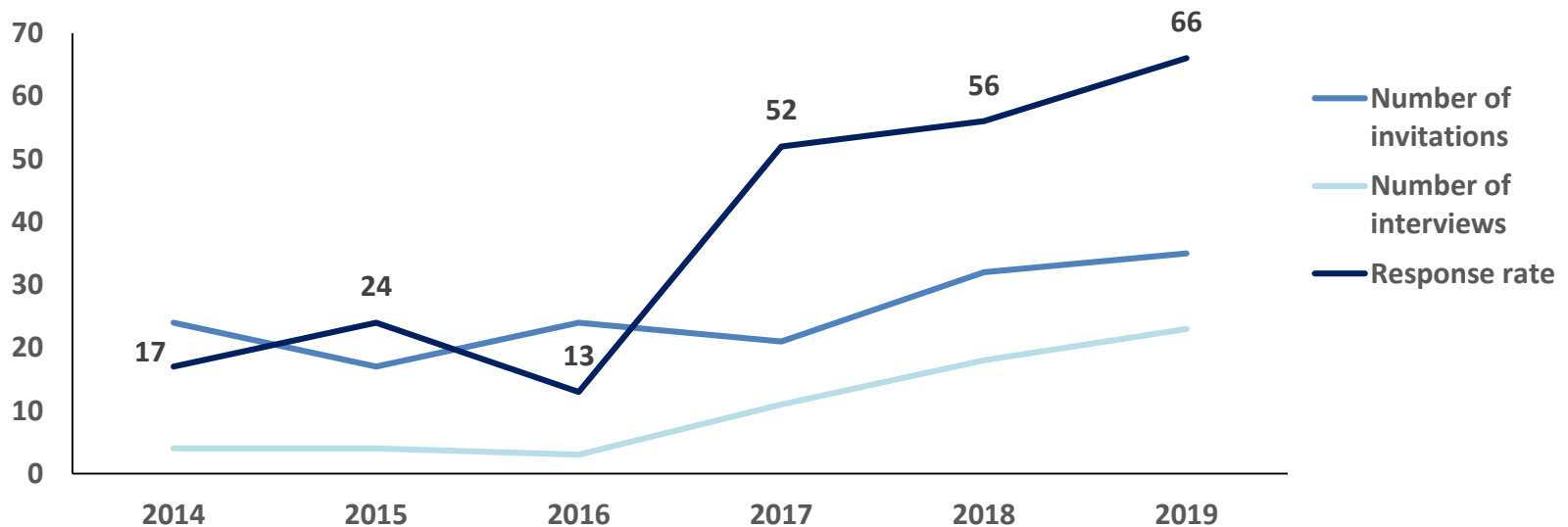
Survey structure: only 11 major thematic areas

1. Identification
2. Offered Services - PaPs
3. Type of PaP
4. Future Role of C-OSS – Capacity Allocation
5. Future Role of C-OSS – One Central C-OSS
6. RFC Czech-Slovak Website
7. Customer Information Platform (CIP)
8. USS Methodology
9. Any Other Business – Feedback
10. RFC Regulation Evaluation
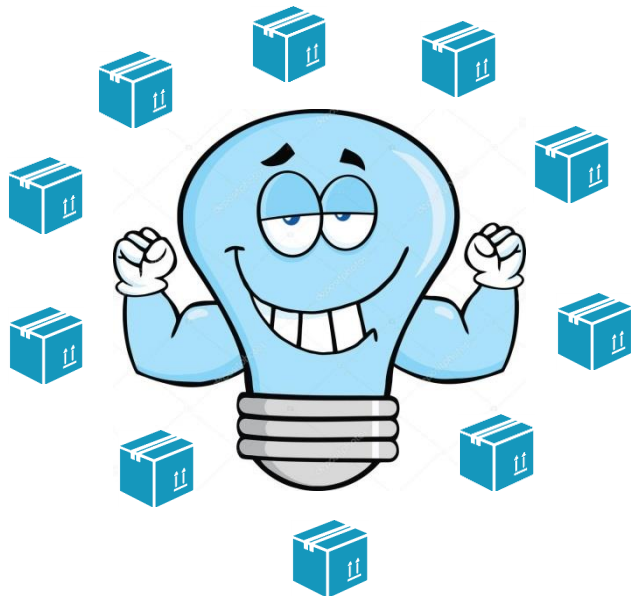11. Contact / Anonymity of Responses

Survey structure: only 11 questions in total

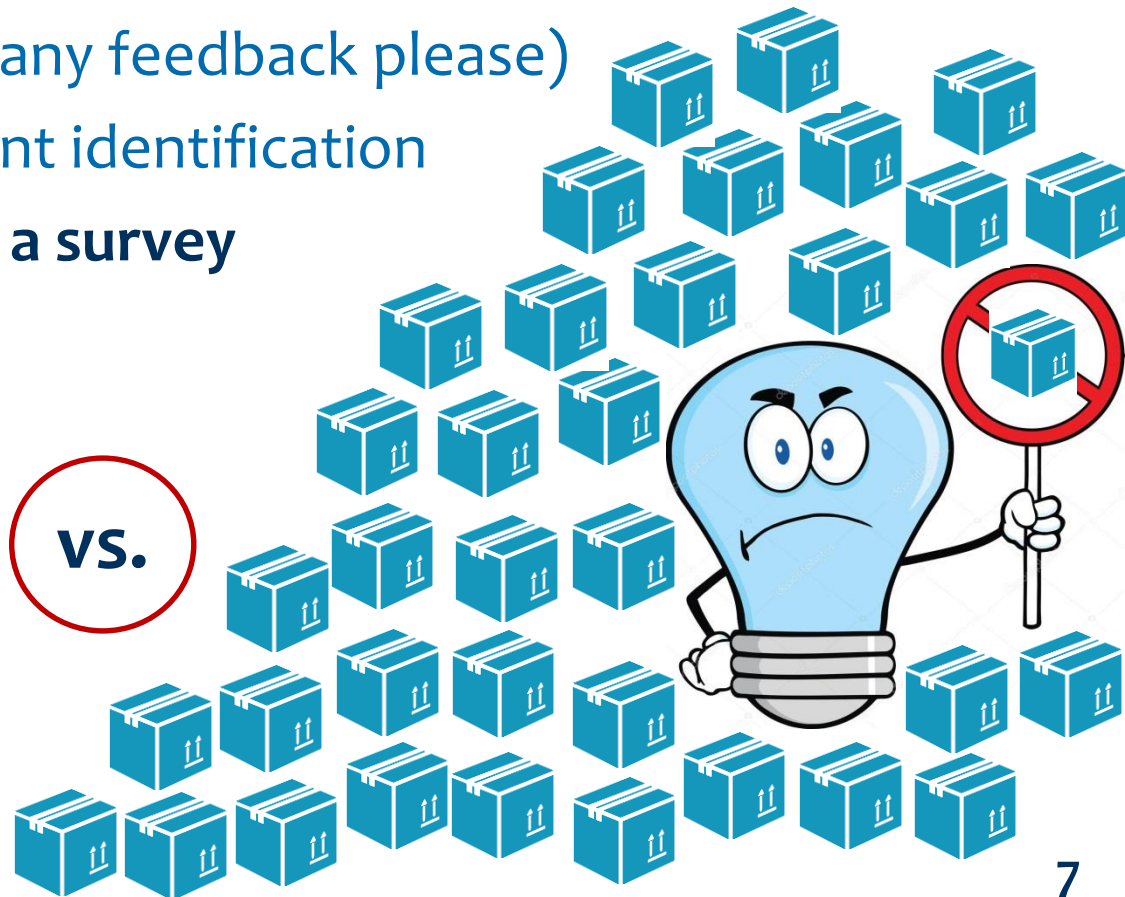**9** multi-choice questions (with possibility to add any comment)

1 open question (give us any feedback please)

1 questions for respondent identification
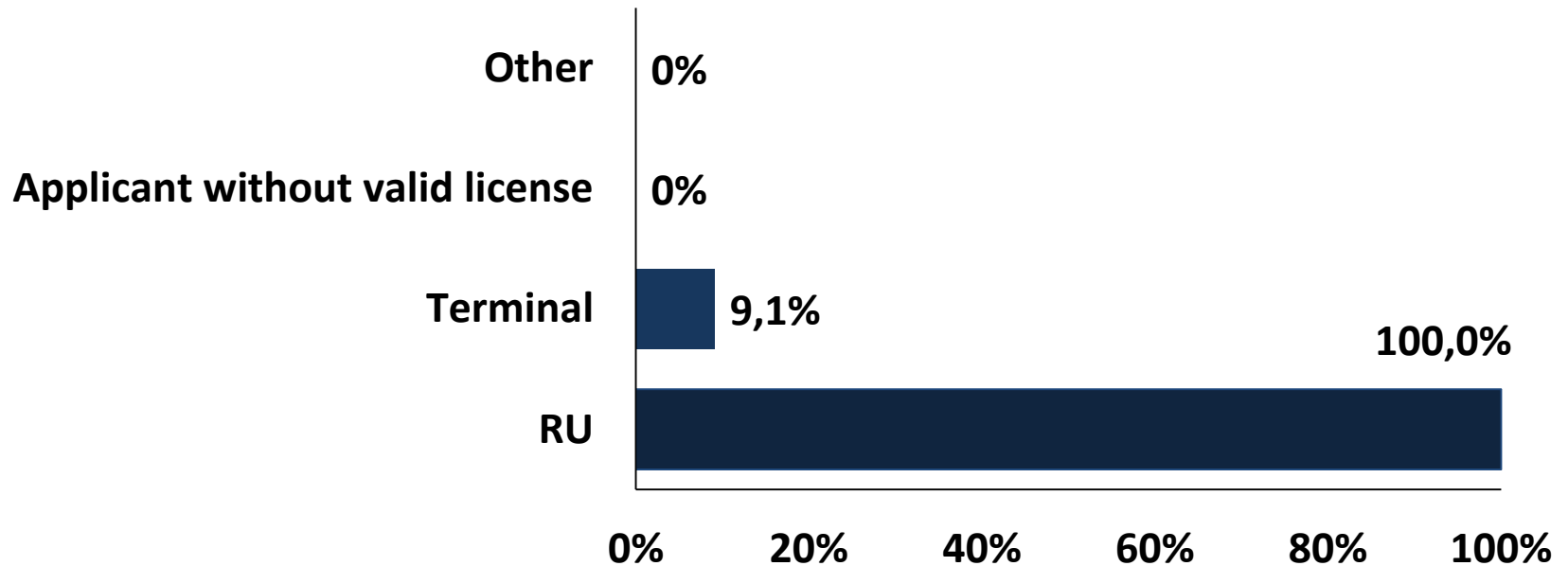
5-10 min. for completing a survey

VS.

1. Identification

Please select for which interested party (company) you fill in the questionnaire:
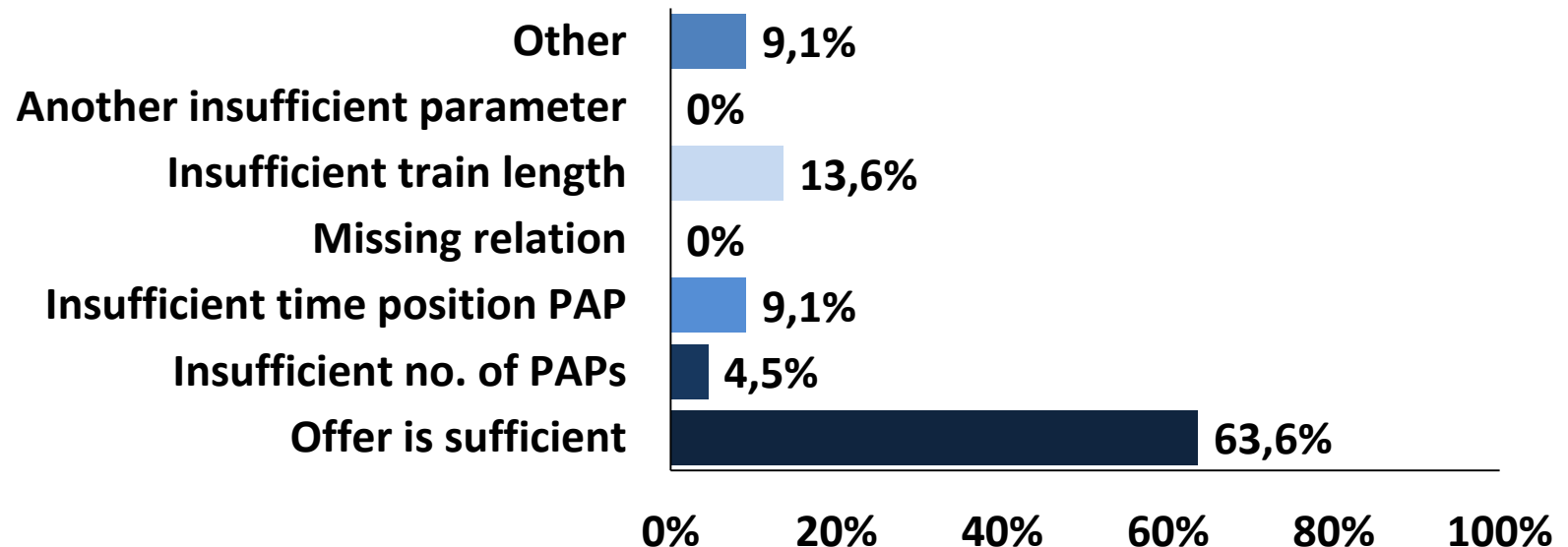

Other	0%
Applicant without valid license	0%
Terminal	9,1%
RU	100,0%

0%   20%   40%   60%   80%   100%

Note: Some respondents represent a company that is both RU and terminal as well.

2. Offered Services - PaPs

Do you find any imperfections in the current offer of pre-arranged paths (PaPs), if it exists?
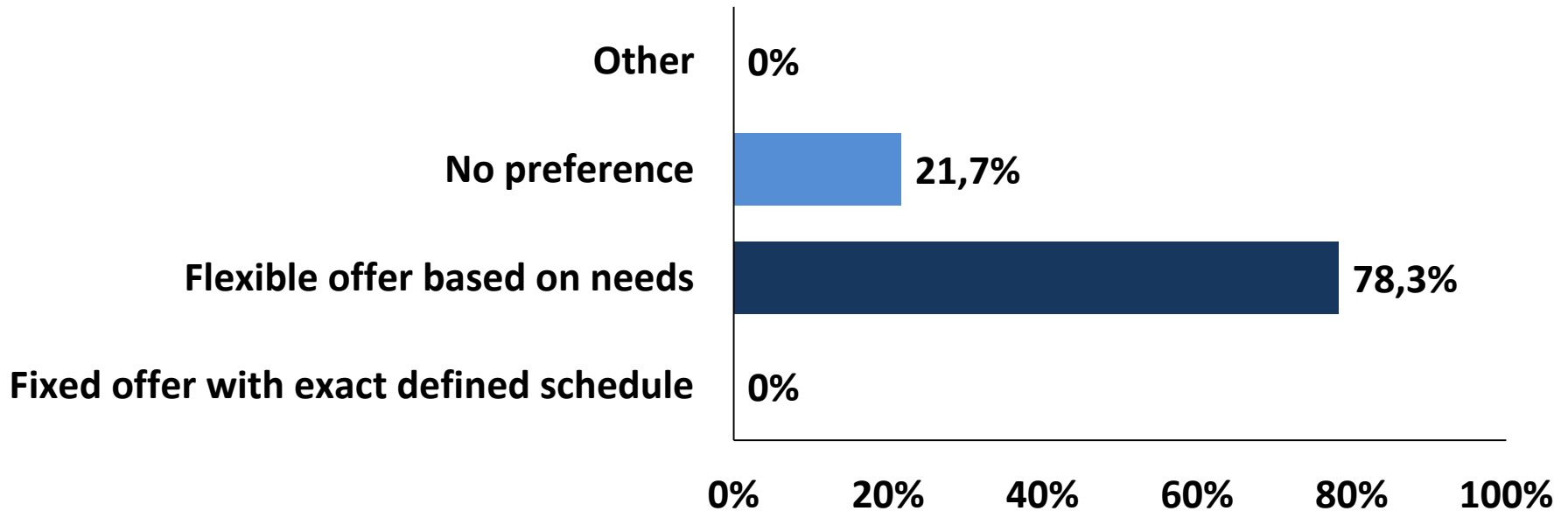
Category	Value
Other	9,1%
Another insufficient parameter	0%
Insufficient train length	13,6%
Missing relation	0%
Insufficient time position PAP	9,1%
Insufficient no. of PAPs	4,5%
Offer is sufficient	63,6%

Comments:

- „I don´t use it, but I am going to from 2020."
- „We use „ad-hoc" paths only."

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3. Type of PaPs

What type of PaP suits your needs best?

Chart: Horizontal bar chart

- Other: 0%
- No preference: 21,7%
- Flexible offer based on needs: 78,3%
- Fixed offer with exact defined schedule: 0%

X-axis: 0% 20% 40% 60% 80% 100%

4. Future role of C-OSS – Capacity Allocation

Do you consider the idea that Corridor One-Stop Shop (C-OSS) will allocate capacity for all cross-border freight transport on the corridor, including "ad-hoc" trains as appropriate?
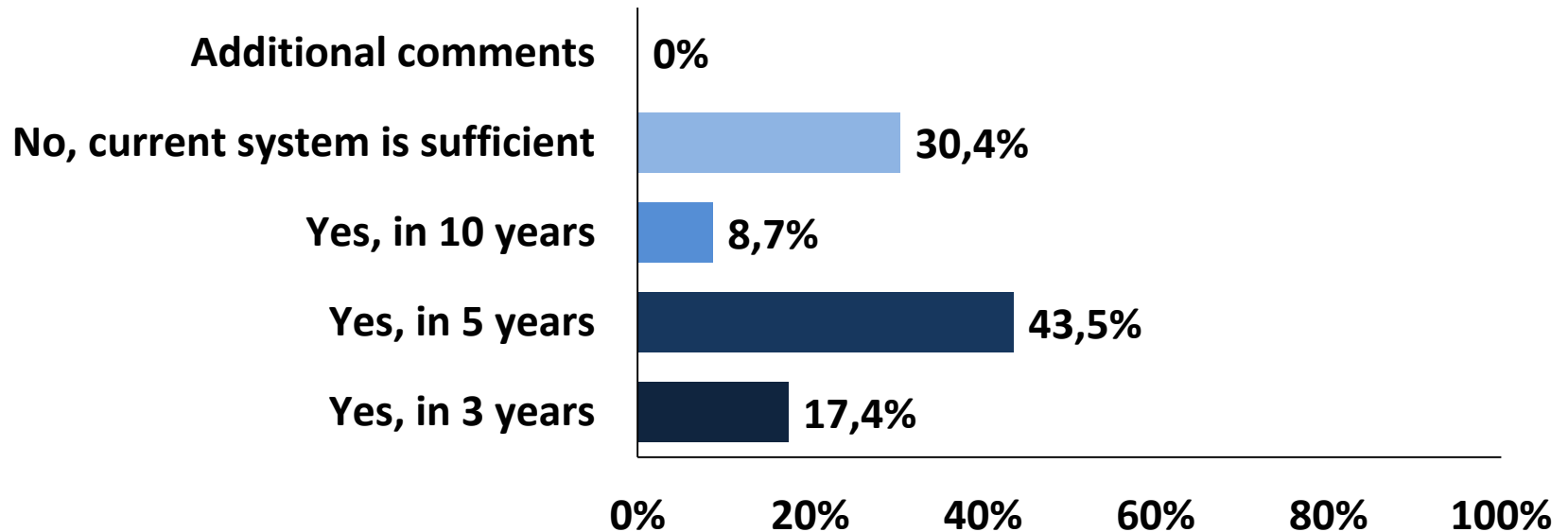
Other — 4,3%
Allocation of all freight trains in regime "ad hoc" — 43,5%
Allocation of all freight trains into the year timetable — 21,7%
Allocation of PAP — 47,8%

0% 20% 40% 60% 80% 100%
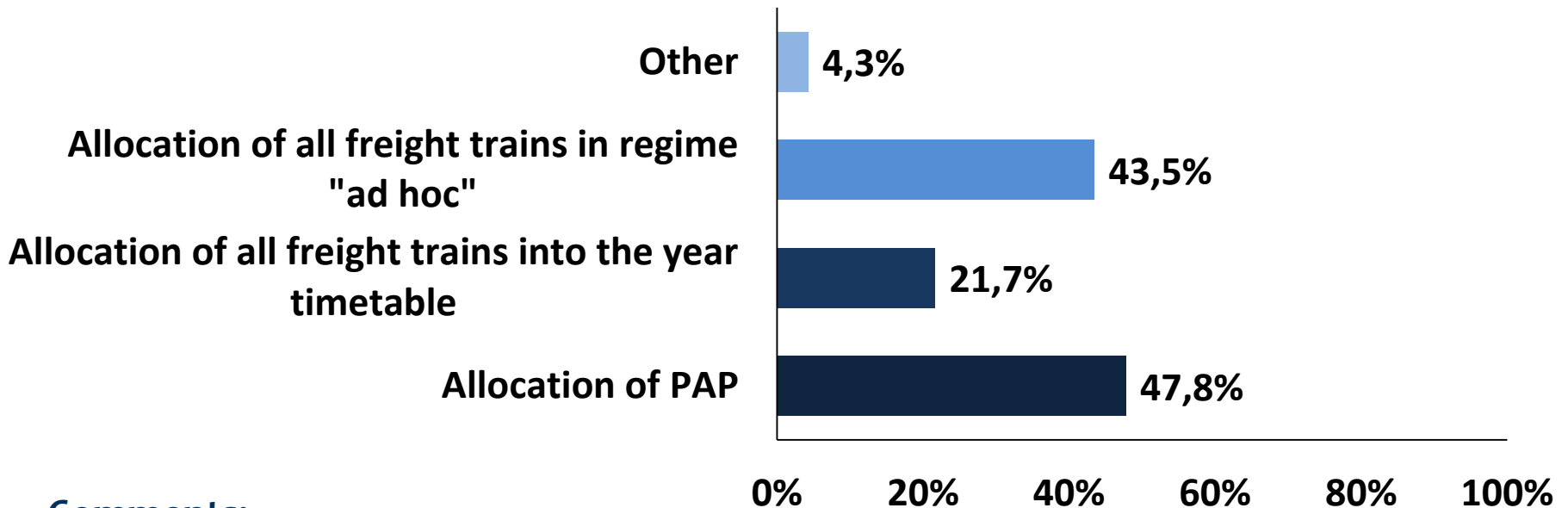
Comments:

- „We don´t use C-OSS."

5. Future role of C-OSS – One Central C-OSS

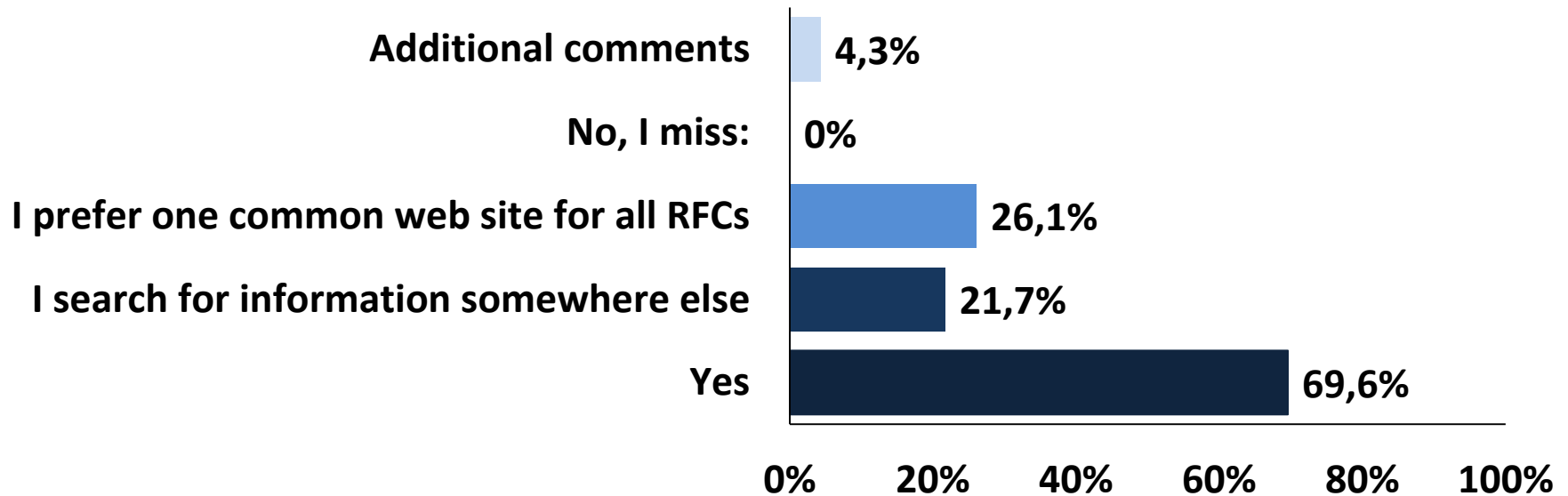**Should the Corridor One-Stop Shops be unified to the one central One-Stop Shop keeping the regional C-OSS representatives as a customer support?**

Category	Value
Additional comments	0%
No, current system is sufficient	30,4%
Yes, in 10 years	8,7%
Yes, in 5 years	43,5%
Yes, in 3 years	17,4%

6. RFC Czech-Slovak Website

Are you satisfied with the publication of documents and other information about the Czech-Slovak Corridor on the website (www.rfc9.eu)?

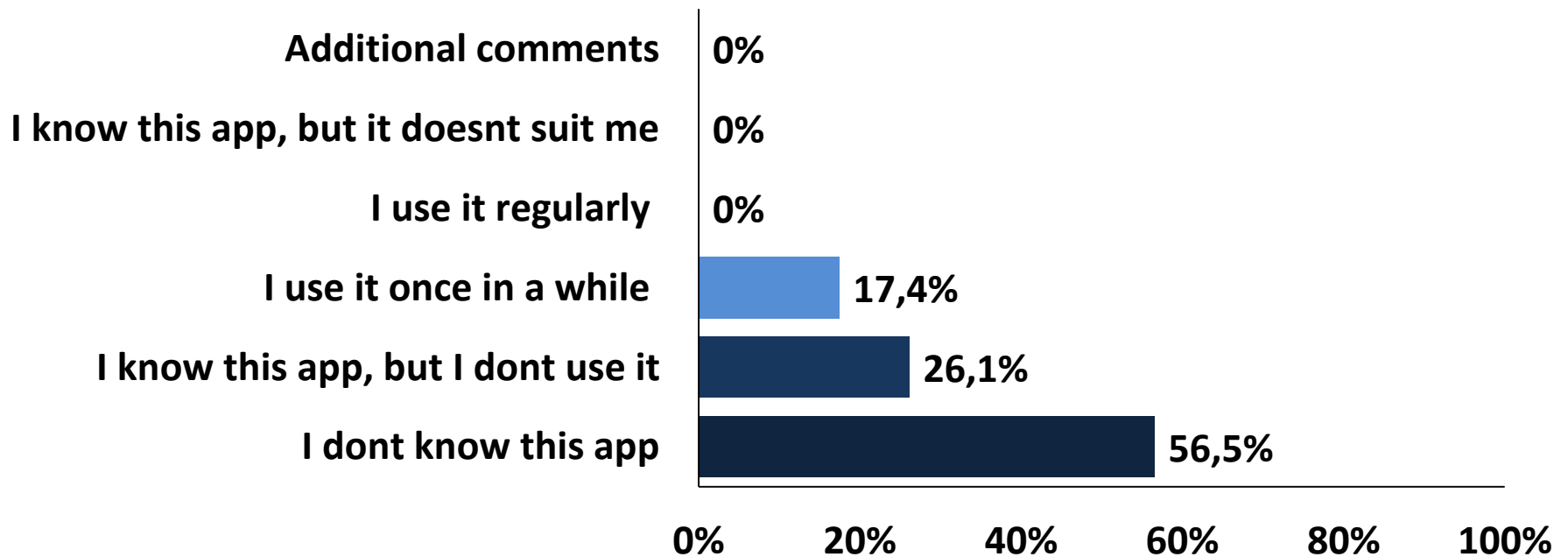| Category	Percentage
Additional comments	4,3%
No, I miss:	0%
I prefer one common web site for all RFCs	26,1%
I search for information somewhere else	21,7%
Yes	69,6%

Comments:

- „Path allocation requires IM phone support."

7. Customer Information Platform (CIP)

RailNetEurope (RNE) operates Customer Information Platform (CIP). What is your experience with CIP?

Category	Percentage
Additional comments	0%
I know this app, but it doesnt suit me	0%
I use it regularly	0%
I use it once in a while	17,4%
I know this app, but I dont use it	26,1%
I dont know this app	56,5%

8. USS – Methodology

The Czech-Slovak Corridor performs the USS on RFC 9 in this brief form, different from other corridors, which performs it to a much larger extent. Which format do you prefer?

Additional comments — 0%

I prefer more detailed survey — 4,3%

This kind of survey is sufficient — 95,7%

(Chart axis: 0%, 20%, 40%, 60%, 80%, 100%)
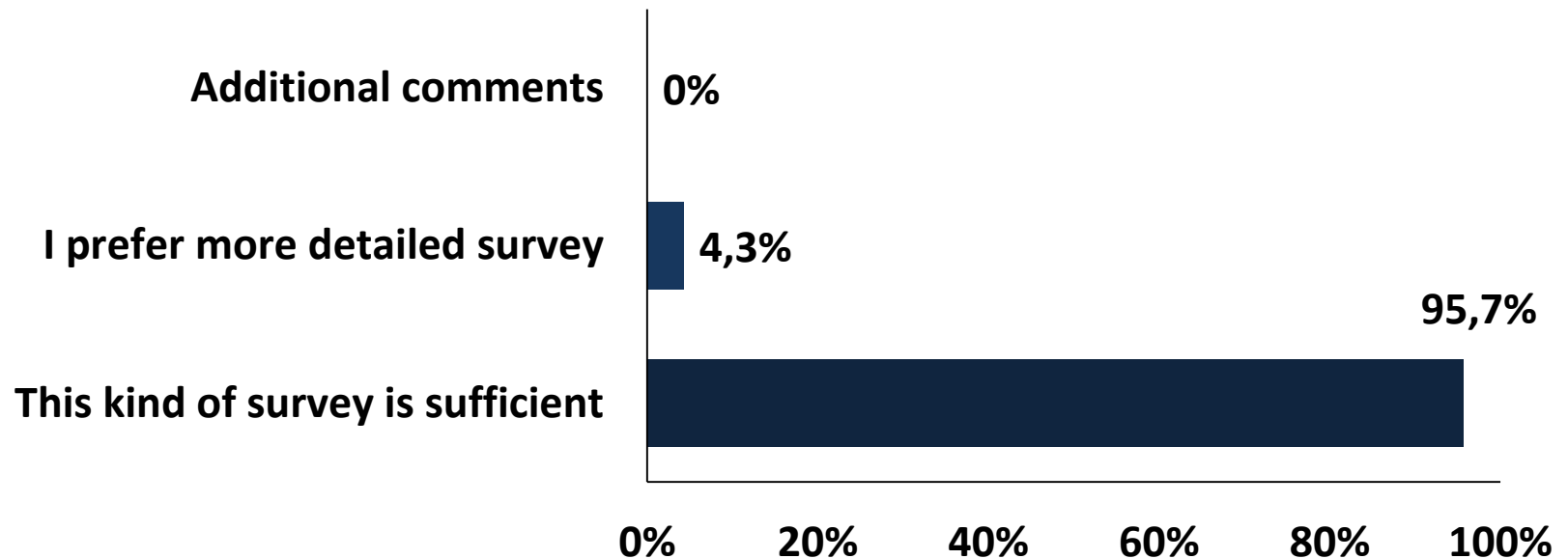
9. Any Other Business – Feedback

Main respondents additional observations:

- **No strong advantage** or priority of RFC trains.
- **Each country has its specific rules** and legislation, hence it is not possible to control it from one central place.
- Customer unfriendly **layout of PCS**.
- **Different traction** systems.
- Some **RUs don't use PaPs** at all.
- **TCRs** sometimes affect PaPs.
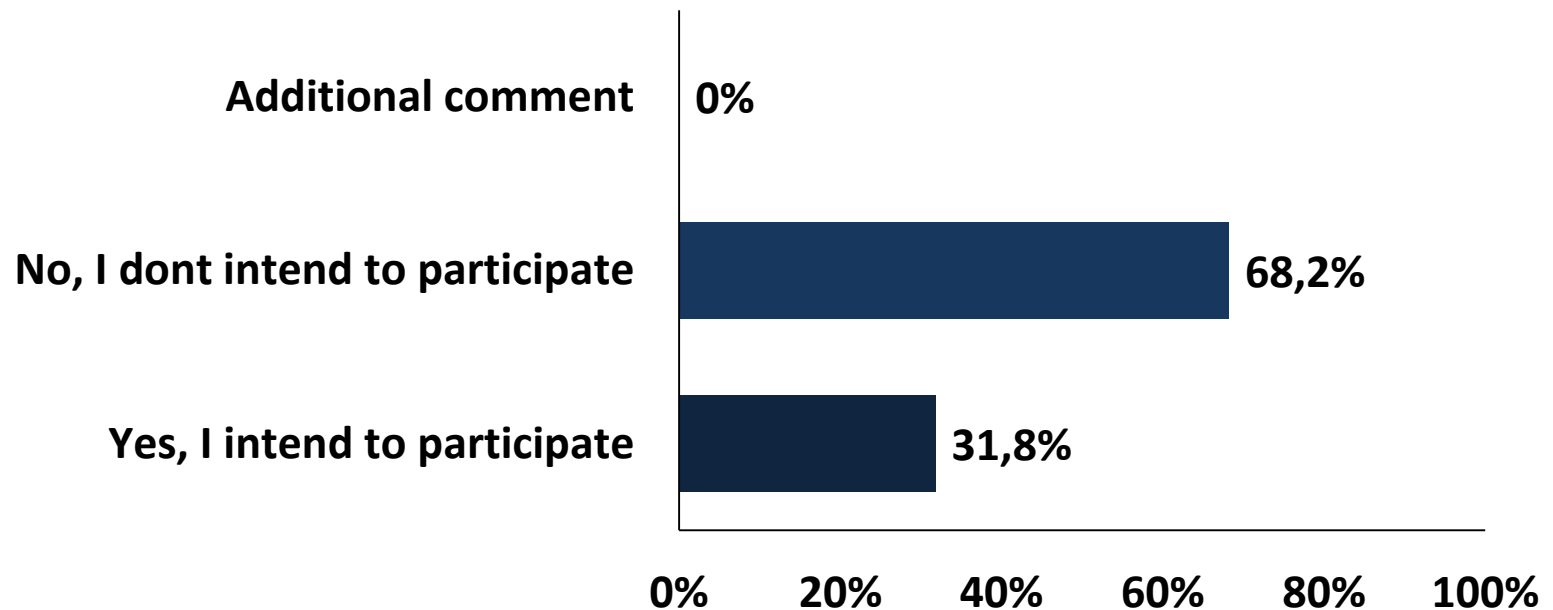- **Difficulties** of paths requesting.
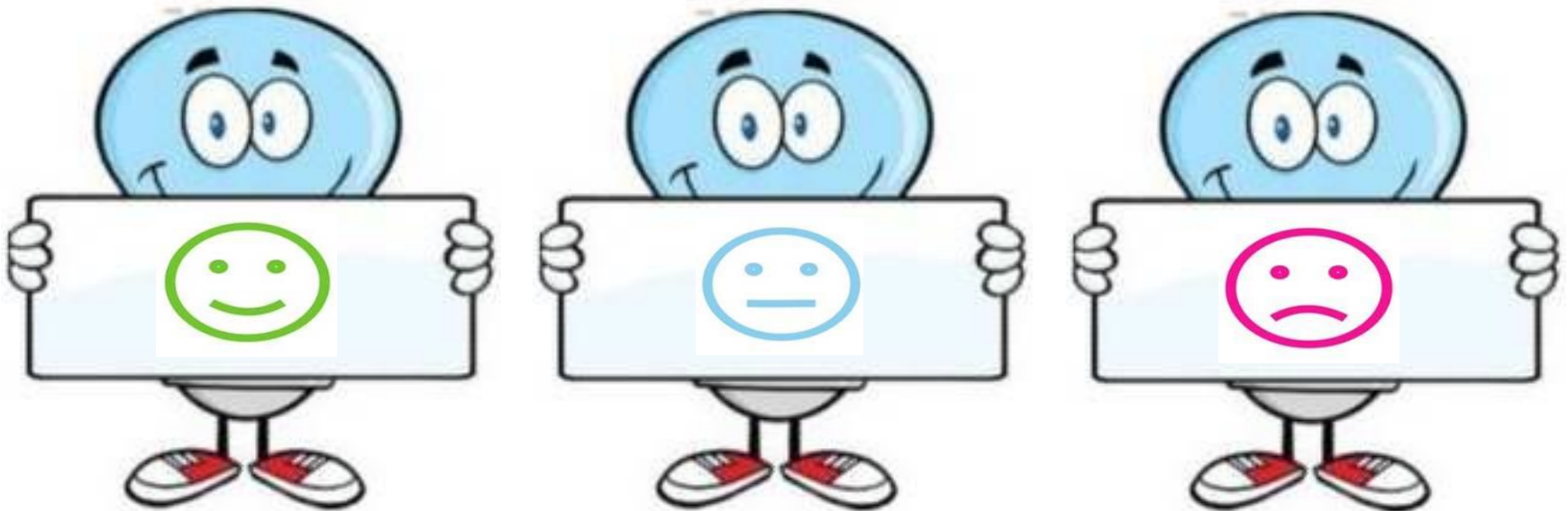- **Lack of flexibility.**

10. RFC Regulation Evaluation

Do you intend to participate in Evaluation of RFC Regulation?

CSCORRIDOR · RFC 9

11. Contact / Anonymity of responses

- USS was conducted as **anonymous** (11 respondents – **48%**).
- Each respondent had the opportunity to provide its **contact details** for the feedback (12 respondents – **52 %**).

RFC 9 specific survey confirmed assumptions and expectations

- The specific survey with different (not repeating) questions gives always a **fresh and updated feedback**.

- The results confirmed expected **region-specific conditions** at Central and Eastern European (CEE) market.

- **Fast feedback** on current topics.

- Satisfaction with **shorter survey** confirmed.

- **Number of respondents increased.** ★★★

- External **costs lowered** to zero (powered by Survio.com).

Answers of RFC9 users are specific from other RFCs!

CSCORRIDOR

RFC 9

## This survey has been provided for free using the online tool **survio**
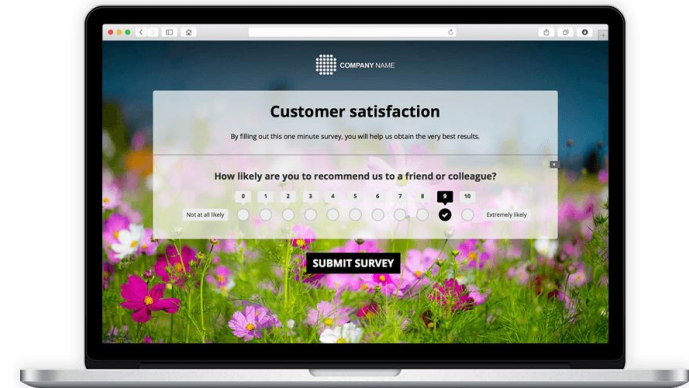
Survio is easy-to-use survey online software for customer satisfaction that is free of charge with survey templates and further support services.

survio

www.survio.com

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The most important USS results

- RFC 9 has very **specific feedback** for the products offer: **insufficient schedule** of PaPs and RC, **application deadline** of RC product.

- Current needs of customers does not meet the current offer well (**not many benefits so far**).

- Wide support (69,6 %) for future (3 to 10 years) **centralization of Corridor One-Stop Shops.**

- Most of RFC 9 customers (95,7 %) clearly prefers short **survey rather then long** sophisticated common survey.
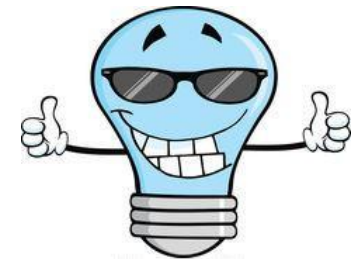
Answers of RFC9 users are specific from other RFCs!

The most important USS themes to be discussed on RFC 9

- **RFCs harmonization and centralization.**
- Improving **products offer**.
- Improving **TCR coordination**.
- Clear definition of **priority rules** for planning and implementation of corridor trains.
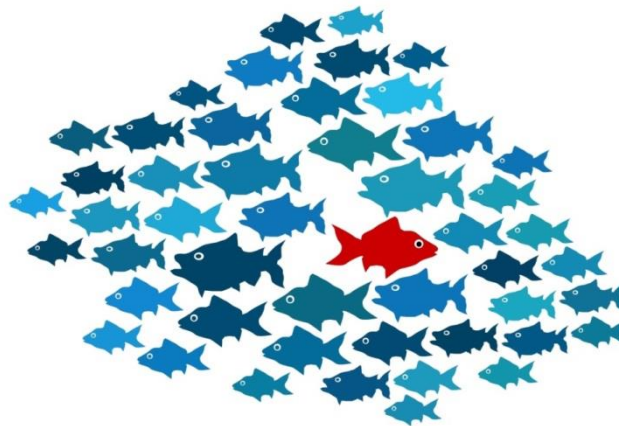- Providing **more advantages for** corridor trains.

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

The most important message from USS 2019:

Corridor One-Stop Shops shall be unified to the one central One-Stop Shop keeping the regional C-OSS representatives as a customer support (69,6 % respondents).

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

Evaluation of different method for USS 2019

- More users involved – **multiple increase in respondents: 4 (in 2014), 4 (2015), 3 (2016), 11 (2017), 18 (2018), 23 (2019)**
- Saving the time of all stakeholders (**5-10 min. only**).
- **Fast, direct and very accurate feedback.**
- **Continuation of a dialogue** – some respondents have taken the opportunity to give a wider individual feedback.
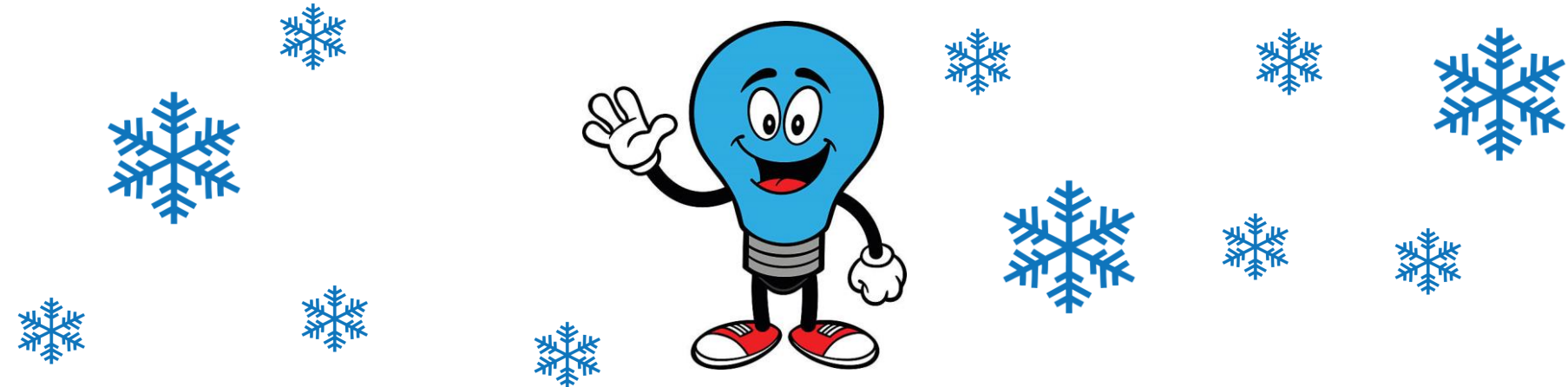- **Costs lowered to zero**.

Satisfaction with the feedback, lessons will be learned at next Management Board meeting!

Thank you for your attention!