

## Questionnaire concerning Customer Information Platform

Dear User / Potential User of the Customer Information Platform (CIP),

Thank you for filling in this questionnaire which is conducted by those Rail Freight Corridors (RFCs) participating in the common Customer Information Platform supported by RailNetEurope (RNE).

Of course, your answers will be treated **confidentially and anonymously**. It is, however, possible to include your name in the questionnaire if you wish to do so. At the end of the questionnaire, you can choose whether you want your name to be included or not.

**D1 To which of the following type of target groups does your company belong?**

- 1 Railway Undertaking (RU)
- 2 Non-RU Applicant
- 3 Terminal (but other than a non-RU Applicant)
- 4 Infrastructure Manager (IM)

**F1 How often do you usually access the Customer Information Platform of various Rail Freight Corridors? (You may refer to the RFCs overview map available at the end of this questionnaire.)**

		daily	several days a week	weekly	monthly	yearly	never	don't know
-1	Rhine-Alpine (RFC1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-2	North Sea-Mediterranean (RFC2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-3	ScanMed (RFC3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-4	Atlantic (RFC4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-5	Baltic-Adriatic (RFC5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-6	North Sea-Baltic (RFC8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**N1 If applicable, what are the reasons you currently do not access the Customer Information Platform? Please be as specific as possible. (You may answer this question in your mother tongue as well.)**

- 1 .....
- 2 .....
- 3 .....

**F2 To what extent are you satisfied with the login mask and the login procedure for accessing the Customer Information Platform?**

<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> slightly satisfied	<input type="checkbox"/> slightly unsatisfied	<input type="checkbox"/> unsatisfied	<input type="checkbox"/> very unsatisfied	<input type="checkbox"/> don't know
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**F3 To what extent are you satisfied with the functionality for navigating from the Customer Information Platform of one Rail Freight Corridor to another Rail Freight Corridor?**

<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> slightly satisfied	<input type="checkbox"/> slightly unsatisfied	<input type="checkbox"/> unsatisfied	<input type="checkbox"/> very unsatisfied	<input type="checkbox"/> don't know
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**F4 To what extent do you find the following information provided by the Customer Information Platform useful? Are they the right ones for you?**

		very useful	useful	slightly useful	slightly unusable	unusable	very unusable	don't know
-1	Detailed corridor routing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-2	Corridor lines properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-3	Information documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-4	Information on terminals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**F5 To what extent do you find the following corridor lines properties displayed in the Customer Information Platform useful? Are they the right ones in your opinion?**

		very useful	useful	slightly useful	slightly unusable	unusable	very unusable	don't know
-1	Corridor Category	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-2	Intermodal Freight Code	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-3	Interoperable Gauge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-4	Line Category	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-5	Multinational Gauge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-6	Traction Power	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-7	Signalling Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-8	Gradient (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-9	Gradient (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A1 What additional corridor lines properties would you like be displayed in the Customer Information Platform? (You may answer this question in your mother tongue as well.)**

-1 .....

-2 .....

-3 .....

**F6 To what extent are you satisfied with the content & structure of the Information Documents Tab? Are you able to find the information you are looking for?**

<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> slightly satisfied	<input type="checkbox"/> slightly unsatisfied	<input type="checkbox"/> Unsatisfied	<input type="checkbox"/> very unsatisfied	<input type="checkbox"/> don't know
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**F7 To what extent are you satisfied with the quality of the information provided in the Customer Information Platform?**

<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> slightly satisfied	<input type="checkbox"/> slightly unsatisfied	<input type="checkbox"/> unsatisfied	<input type="checkbox"/> very unsatisfied	<input type="checkbox"/> don't know
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**F8 How satisfied are you with the overall usability of the Customer Information Platform?**

<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> slightly satisfied	<input type="checkbox"/> slightly unsatisfied	<input type="checkbox"/> unsatisfied	<input type="checkbox"/> very unsatisfied	<input type="checkbox"/> don't know
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**A2 Do you have any ideas for improvement of the Customer Information Platform? (You may answer this question in your mother tongue as well.)**

-1 .....

-2 .....

-3 .....

**F9 How satisfied would you be with the implementation of the below possible future developments of the Customer Information Platform? Would they be the right ones in your opinion?**

		very satisfied	satisfied	slightly satisfied	slightly unsatisfied	unsatisfied	very unsatisfied	don't know
-1	Full Multi-Corridor Layer enabling the display of several RFCs at a time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-2	Displaying the planned Temporary Capacity Restrictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-3	Interface to a Terminal Information Platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A3 If there are any other opinions/suggestions/expectations concerning the future development of the Customer Information Platform that you would like to share with us, please describe them below: (You may answer this question in your mother tongue as well.)**

- 1 .....
- 2 .....
- 3 .....

**D2 If you wish, please enter your name and the name of your company or remain anonymous:**

- 1 I would like to provide my name and the name of my company:  
.....
- 2 I would like to remain anonymous.

**D3 What is your position in your company? (You may answer this question in your mother tongue as well.)**

.....

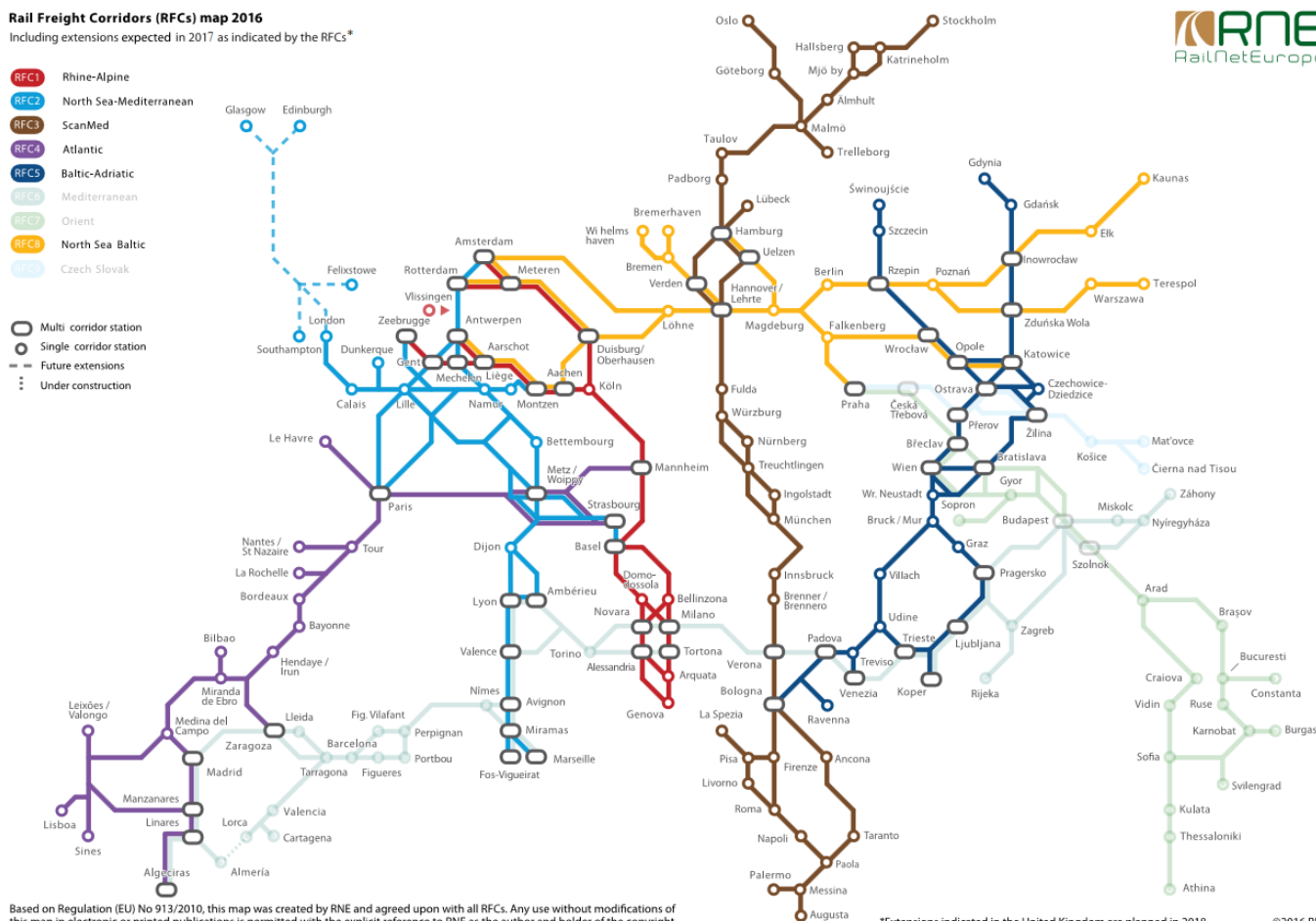
You have reached the end of the questionnaire. Thank you for your feedback!

**Rail Freight Corridors (RFCs) map 2016**

Including extensions expected in 2017 as indicated by the RFCs\*

- RFC1 Rhine-Alpine
- RFC2 North Sea-Mediterranean
- RFC3 ScanMed
- RFC4 Atlantic
- RFC5 Baltic-Adriatic
- RFC6 Mediterranean
- RFC7 Orient
- RFC8 North Sea Baltic
- Czech Slovak

- Multi corridor station
- Single corridor station
- - - Future extensions
- ⋮ Under construction



Based on Regulation (EU) No 913/2010, this map was created by RNE and agreed upon with all RFCs. Any use without modifications of this map in electronic or printed publications is permitted with the explicit reference to RNE as the author and holder of the copyright.

\*Extensions indicated in the United Kingdom are planned in 2018.

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