First results from Door-to-Door survey
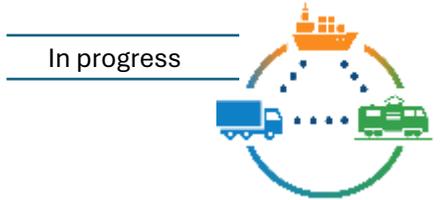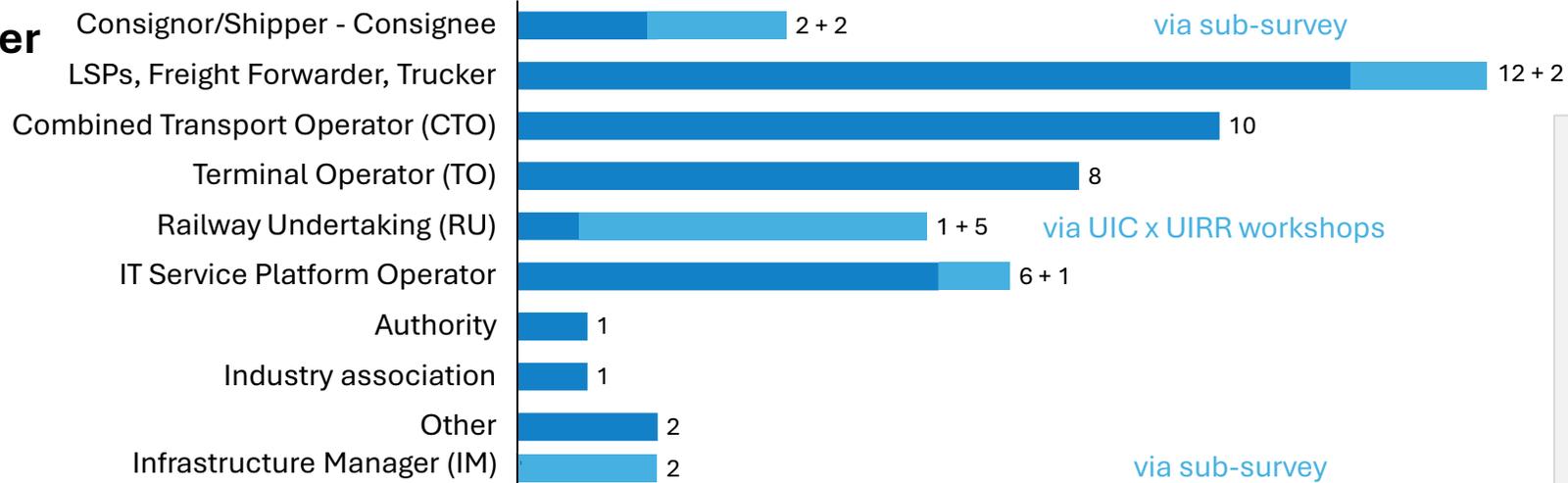
Roland Klüber – UIRR / Consilis

Survey Participants Overview

Stakeholder Roles

- Consignor/Shipper - Consignee: 2 + 2 — via sub-survey
- LSPs, Freight Forwarder, Trucker: 12 + 2
- Combined Transport Operator (CTO): 10
- Terminal Operator (TO): 8
- Railway Undertaking (RU): 1 + 5 — via UIC x UIRR workshops
- IT Service Platform Operator: 6 + 1
- Authority: 1
- Industry association: 1
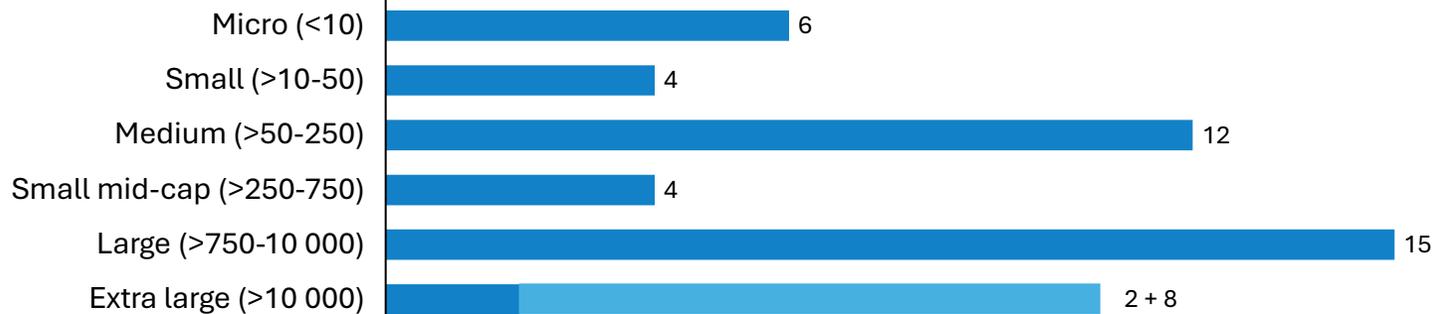- Other: 2
- Infrastructure Manager (IM): 2 — via sub-survey

- All stakeholder roles covered
  - n=44 participants (initial survey with gaps)
  - n=12+ sub-segment for complementary participants

Functions

- IT: 11
- Operations: 11
- General Management: 10
- Functional Management: 6
- Other: 6

- Good mix of IT, Operations and other corporate functions

Company Sizes

- Micro (<10): 6
- Small (>10-50): 4
- Medium (>50-250): 12
- Small mid-cap (>250-750): 4
- Large (>750-10 000): 15
- Extra large (>10 000): 2 + 8

- Representatives from all sizes of corporations

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UIC IT SG & BRIDGE consortium - 24.02.2026

Satisfaction with service quality of CT suppliers is good for 32% of respondents

Chart — Satisfaction categories

Category	Segment	Value
Good (32%)	Other	2%
	Authority	2%
	IT Service Platform Operator	2%
	Terminal Operator (TO)	10%
	Combined Transport Operator (CTO)	5%
	LSP, Freight Forwarder, Trucker	10%
Sufficient (27%)	IT Service Platform Operator	5%
	Terminal Operator (TO)	7%
	Combined Transport Operator (CTO)	10%
	LSP, Freight Forwarder, Trucker	5%
Below expectations (29%)	IT Service Platform Operator	2%
	Railway Undertaking (RU)	2%
	Terminal Operator (TO)	5%
	Combined Transport Operator (CTO)	7%
	LSP, Freight Forwarder, Trucker	12%
Far below competing modes (12%)	Industry Association	2%
	Combined Transport Operator (CTO)	2%
	LSP, Freight Forwarder, Trucker	2%
	Consignor/Shipper - Consignee	5%

Legend
- Consignor/Shipper - Consignee
- LSP, Freight Forwarder, Trucker
- Combined Transport Operator (CTO)
- Terminal Operator (TO)
- Railway Undertaking (RU)
- IT Service Platform Operator
- Authority
- Industry Association
- Other

Insights:

Shippers and LSPs tend to be less satisfied

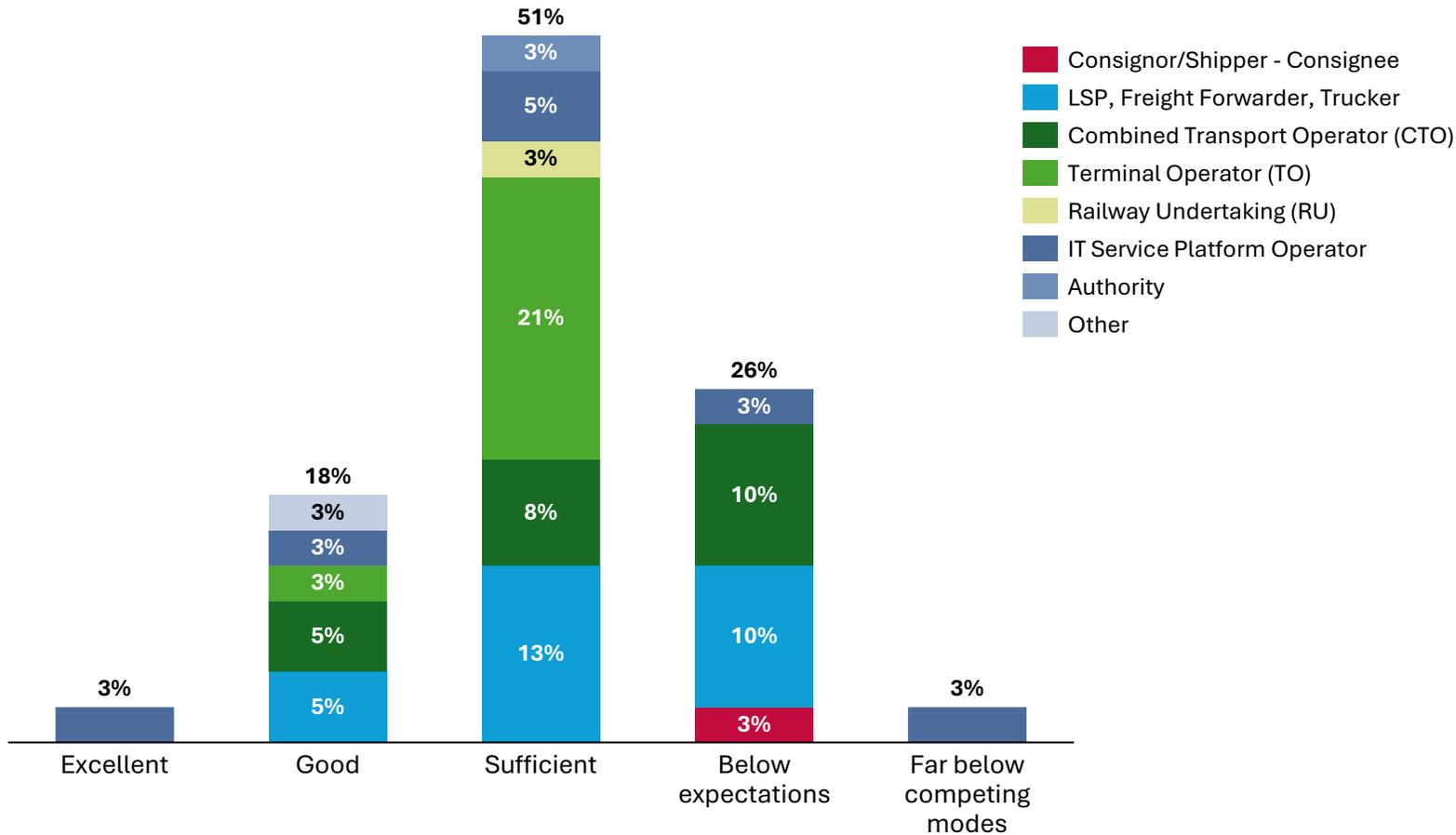- 29% below expectations
- 12% below competing modes

Service quality must be in focus for CT sector

Note: Not applicable / Don't know responses were not considered

Similarly, data quality should be improved for some stakeholders

Legend:
- Consignor/Shipper - Consignee
- LSP, Freight Forwarder, Trucker
- Combined Transport Operator (CTO)
- Terminal Operator (TO)
- Railway Undertaking (RU)
- IT Service Platform Operator
- Authority
- Other

Chart data:

- **Excellent** — 3%
  - 3% (IT Service Platform Operator)
- **Good** — 18%
  - 5% (LSP, Freight Forwarder, Trucker)
  - 5% (Combined Transport Operator)
  - 3% (Terminal Operator)
  - 3% (IT Service Platform Operator)
  - 3% (Other)
- **Sufficient** — 51%
  - 13% (LSP, Freight Forwarder, Trucker)
  - 8% (Combined Transport Operator)
  - 21% (Terminal Operator)
  - 3% (Railway Undertaking)
  - 5% (IT Service Platform Operator)
  - 3% (Authority)
- **Below expectations** — 26%
  - 3% (Consignor/Shipper - Consignee)
  - 10% (LSP, Freight Forwarder, Trucker)
  - 10% (Combined Transport Operator)
  - 3% (IT Service Platform Operator)
- **Far below competing modes** — 3%
  - 3% (IT Service Platform Operator)

Insights:

Shippers and LSPs tend to be less satisfied

- 29% below expectations
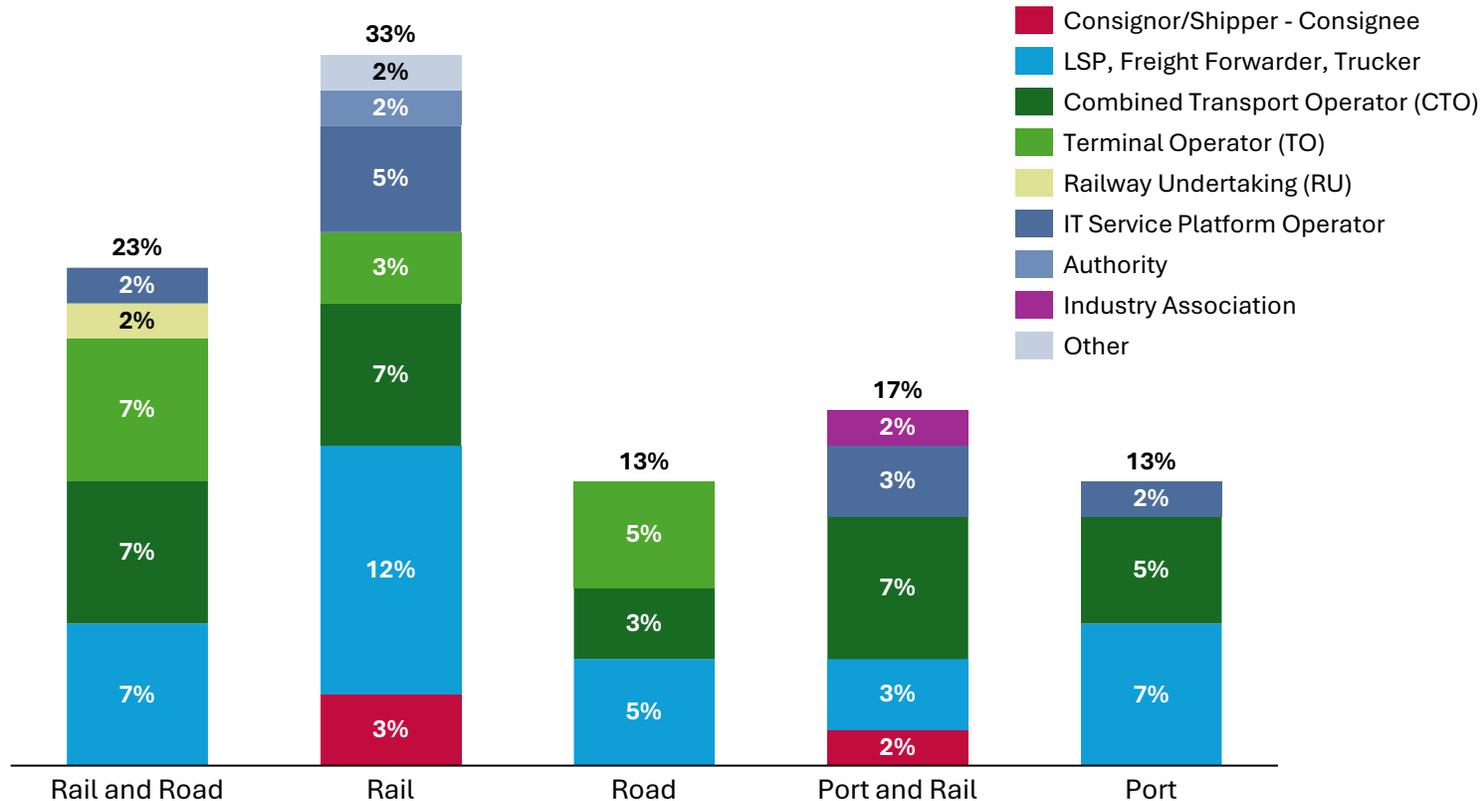- 3% far below competing modes

Data quality must be in focus for CT sector

Note: Not applicable / Don't know responses were not considered

Interoperability hurdles by stakeholder roles (in %)

Legend:
- Consignor/Shipper - Consignee
- LSP, Freight Forwarder, Trucker
- Combined Transport Operator (CTO)
- Terminal Operator (TO)
- Railway Undertaking (RU)
- IT Service Platform Operator
- Authority
- Industry Association
- Other

Chart data:

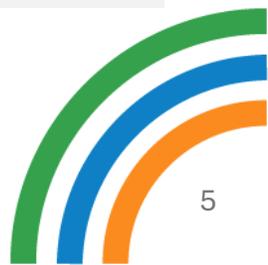| Category	Rail and Road (23%)	Rail (33%)	Road (13%)	Port and Rail (17%)	Port (13%)
Consignor/Shipper - Consignee		3%		2%	
LSP, Freight Forwarder, Trucker	7%	12%	5%	3%	7%
Combined Transport Operator (CTO)	7%	7%	3%	7%	5%
Terminal Operator (TO)	7%	3%	5%		
Railway Undertaking (RU)	2%				
IT Service Platform Operator	2%	5%		3%	2%
Authority		2%			
Industry Association				2%	

Insights:

- Interoperability is perceived most difficult regarding the rail leg (33%)

- Between modes hurdles are significant
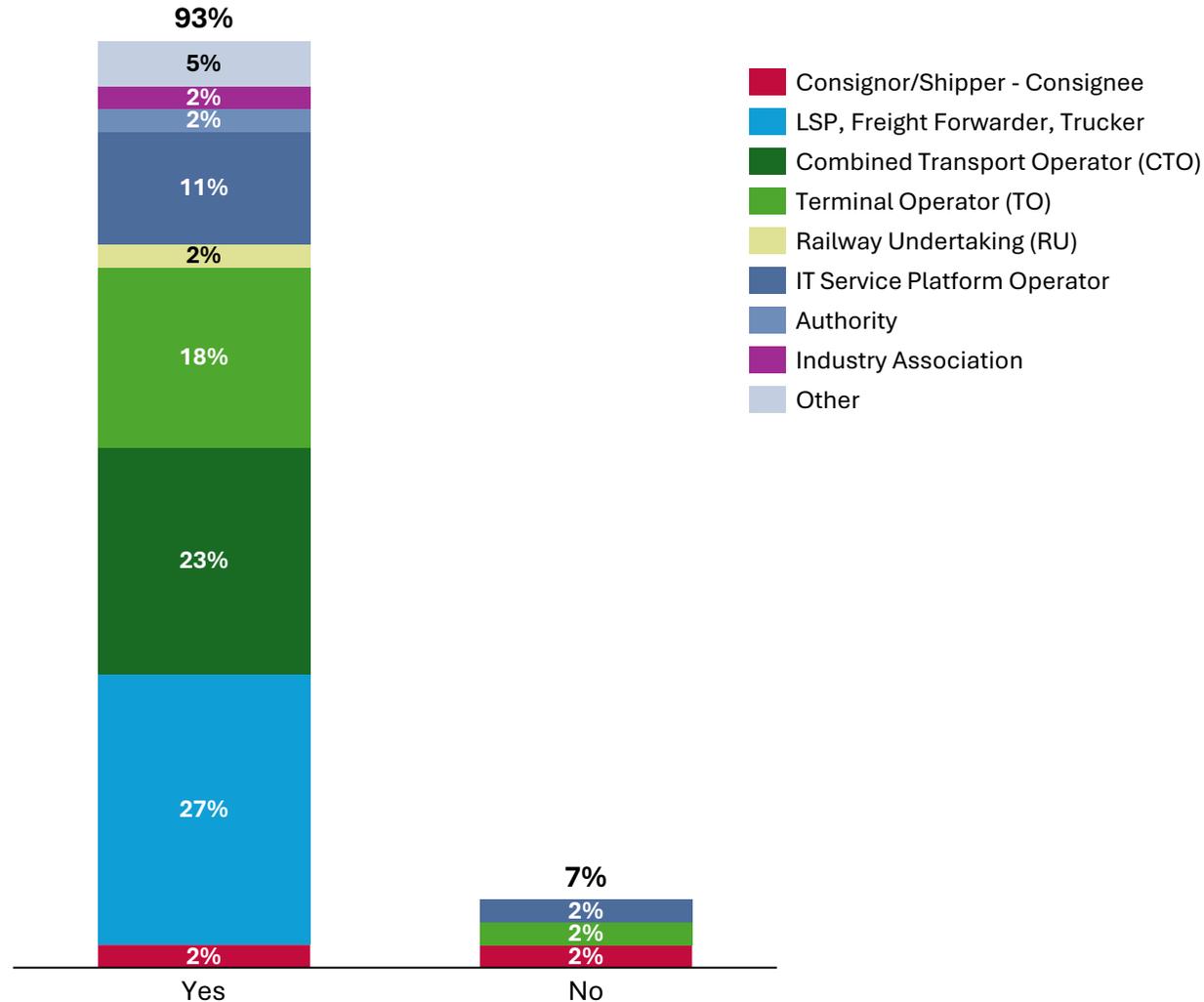 - rail-road: 23%
  - port-rail: 17%

💡 **TSI Telematics concepts & adoption need to prove betterment**

Note: Not applicable / Don't know responses were not considered

ALICE / BRIDGE workshop on digitalisation

Standardisation benefits expected by stakeholder roles - to be 2030 [%]

Chart legend:
- Consignor/Shipper - Consignee
- LSP, Freight Forwarder, Trucker
- Combined Transport Operator (CTO)
- Terminal Operator (TO)
- Railway Undertaking (RU)
- IT Service Platform Operator
- Authority
- Industry Association
- Other

Yes (93%):
- Other: 5%
- Industry Association: 2%
- Authority: 2%
- IT Service Platform Operator: 11%
- Railway Undertaking (RU): 2%
- Terminal Operator (TO): 18%
- Combined Transport Operator (CTO): 23%
- LSP, Freight Forwarder, Trucker: 27%
- Consignor/Shipper - Consignee: 2%

No (7%):
- IT Service Platform Operator: 2%
- Terminal Operator (TO): 2%
- Consignor/Shipper - Consignee: 2%

Insights:

- Standardisation is an almost unanimously accepted lever towards improved data sharing

BRIDGE addresses this need in several work packages

Co-funded by the European Union

ALICE / BRIDGE workshop on digitalisation

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Thank you for your attention

Eric FEYEN

Project coordinator

efeyen@uirr.com