



Support to the Implementation of the SEETO  
Strategic Work programme (2015-2017)

**Provide Technical Assistance to SEETO structure in the areas of railway and road safety**

Specific contract number 11 – CRIS 2016/374791  
REFERENCE CODE: EuropeAid/132633/C/SER/multi

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## APPENDIX 3

# Quality of Service on the Freight Corridor (art. 19)

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## Preliminary IMPLEMENTATION PLAN

*December 2017*



This Project is Funded by  
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A Project Implemented by  
SUEZ Consulting

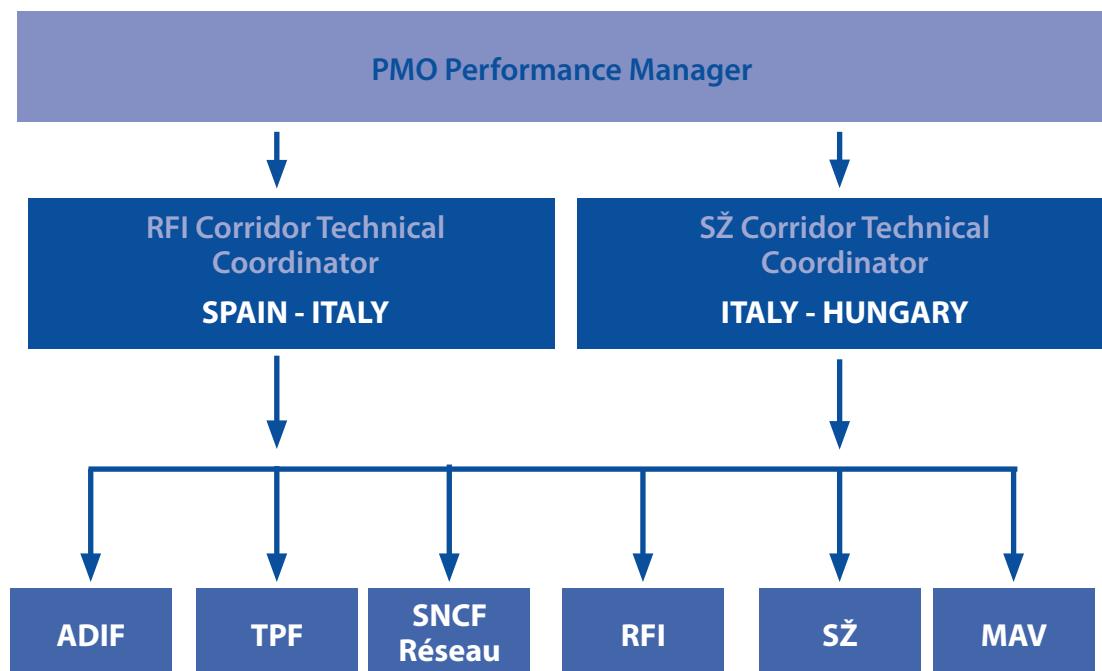
## 8. Quality of Service on the Freight Corridor (ART. 19)

### › Monitoring of Corridor Performance (art. 19.1)

#### Train Performance Management

Starting from the opening of the Corridor by the end of 2013 over 2014 and 2015, RFC 6 – Mediterranean Corridor has been committed, in cooperation with its members and RNE, to defining procedures and tools to be used in order to start the Train Performance Monitoring (TPM) activity. In the first quarter of 2015 the activity was started and RFC 6 Corridor TPM Manual was adopted by the GA on the 22nd of April 2015 in Madrid. TPM activity is fully operational in the framework of TPM TM WG, based on the structure below with regards to the Reporting activity.

RFC6 – Mediterranean Corridor is divided into two sections (West and East) due to the different flows of traffic and volumes. Spain-France-Italy is covered by West Corridor Technical Coordinator (CTC) and Italy-Slovenia-Hungary is covered by East CTC. Based on its central location, Italy is covered by both CTCs depending on the defined traffic relations, border crossings on the West (France) or on the East (Slovenia). Each responsible CTC applies the same methods for producing and spreading around periodic reports.



## **Train Performance Management is composed of the following phases:**

### **› Definition**

- Updating the train list (sample of trains) to be monitored;
- Updating the measuring points list;
- Uploading OBI/RNE's reporting system.

### **› Reporting**

- Collection and handing over of the relevant inputs for regular monthly reports to the Corridor Technical Coordinators by the IMs' Performance Manager;
- Production of the regular monthly reports including top delay causes by the Corridor Technical Coordinators;
- Production of yearly final report by the PMO Performance Manager.

### **› Analysis & Action Planning**

- Coordination meetings for solving all pending problems and defining objectives and corrective actions with the involved Applicants and IMs;
- Debriefing other stakeholders (GA, EB, Advisory Groups).

### **› Action planning & Implementation**

- Sharing the results and corrective actions with Applicants and other stakeholders;
- Follow-ups.

The Performance Monitoring of RFC 6 –Mediterranean Corridor is carried out in two segments:

- 1.** Monitoring of PaPs allocated by the C-OSS (Short term objective);

- 2.** Monitoring of selected international freight trains passing through the corridor lines and borders.

The trains are monitored on the basis of information provided by TIS (Train Information System – IT tool managed by RNE providing information on train runs on the corridors).

For the full application of the TPM, confidentiality issues still need to be fixed.



## ► Performance indicators

Here below are described the **Corridor indicators** (Key Performance Indicators) for **Capacity and Punctuality** as identified in the IP in line with the Framework for Capacity Allocation.

As far as punctuality indicators are concerned, the objectives have been identified as shown in the table below. On the other hand, the MB is working in cooperation with the EB for the definition of a first set of suitable capacity objectives.

KPIs INDICATORS
CAPACITY ind.
<b>Number of PaPs offered X-11 per section</b>
Number of PaPs for which standard priority rule applies
Number of PaPs for which Network PaP priority rule applies
<b>Number of requests period X-11 till X-8 till X-2 (with feeder/outflow sections)</b>
Total number of requests
Number of requests covering only PaP sections where standard priority rule applies
Number of requests covering only PaP sections where Network PaPs priority rule applies
Number of requested PaPs
<b>Number of PaPs which are allocated by COSS on the 24th August</b>
Number of PaPs for which standard priority rule applies
Number of PaPs for which Network PaPs priority rule applies
<b>Number of PaPs which reached the active Time Table phase</b>
Number of conflicting applications (double booking at X-8)
Conflicts solved by consultation

KPIs INDICATORS
PUNCTUALITY ind.
% of trains with a delay between 0'-30' min. at the measuring point

Capacity Objectives
The MB is working in cooperation with the EB for the definition of a first set of suitable capacity objectives after this first operational phase

Punctuality Objectives
At least 60% of trains punctual on start point, shunting yard, final station

KPI-CAPACITY indicators values 2015	2015	%	2016	%	2015/2016
<b>Number of PaPs offered X-11 per section</b>	140	N/A	197	N/A	<b>41%</b>
Number of PaPs for which standard priority rule applies	N/A	N/A	10	N/A	N/A
Number of PaPs for which Network PaP priority rule applies	N/A	N/A	N/A	N/A	N/A
<b>Number of requests period X-11 til X-8 till X-2 (with feeder/outflow sections)</b>	N/A	N/A	N/A	N/A	N/A
Total number of requests	37	N/A	77	N/A	108%
Number of requests covering only PaP sections where standard priority rule applies	2	N/A	15	N/A	N/A
Number of requests covering only PaP sections where Network PaP priority rule applies	N/A	N/A	N/A	N/A	N/A
Number of requested PaPs	46	N/A	98	N/A	N/A
<b>Number of PaPs which are allocated by COSS 24<sup>th</sup> August</b>	46	33%	92	47%	<b>100%</b>
Number of PaPs which standard priority rule applies	N/A	N/A	18	N/A	N/A
Number of PaPs for which Network PaP priority rule applies	N/A	N/A	N/A	N/A	N/A
<b>Number of PaPs which reached the active Time Table phase</b>	46	33%	92	47%	N/A
Number of conflicting applications (double booking at X-8)	2	N/A	15	N/A	N/A
Conflicts solved by consultation	2	N/A	2	N/A	N/A

The C-OSS Community is working to study an alternative set of indicators that take into account also the length of sections. A specific proposal will be discussed in 2016.



Source: RNE TIS / OBI SE 1, report version 1.5



Executed version (date): final (2016-05-05)

**RFC6-Mediterranean Corridor**

Mediterranean Corridor

**2015**

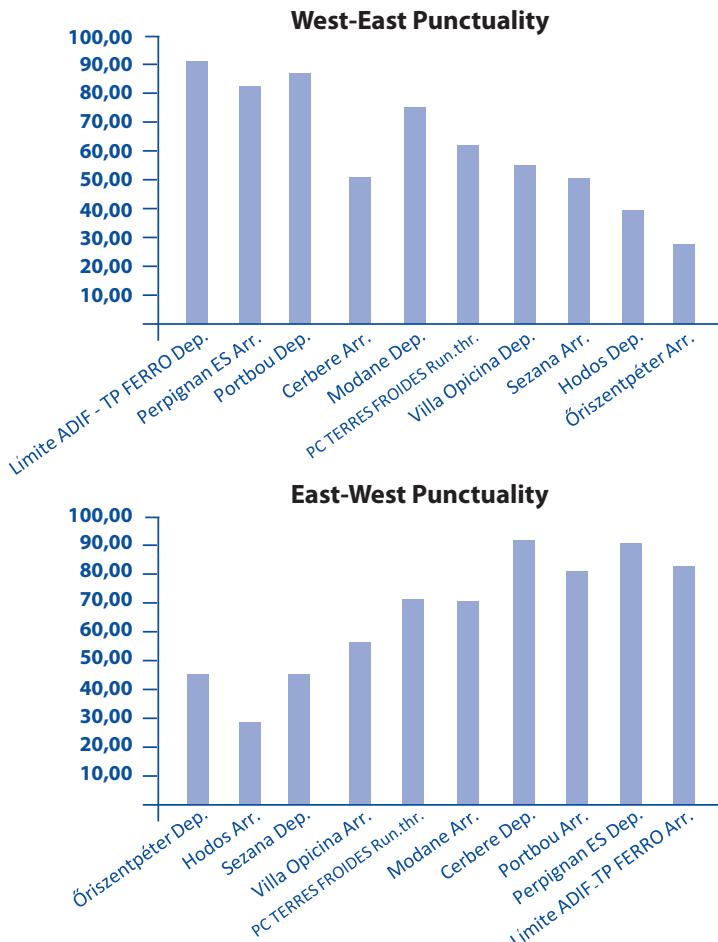
**December**

**Punctuality development**

Thanks to recent developments at RNE IT system TIS/TIS database RFC 6 – Mediterranean Corridor has been able to produce a first set of data that provides a snapshot of the performance of the Corridor. The main assumptions on which this calculation for 2015 has been established are the following:

- period of measuring: 1<sup>st</sup> January 2015 – 31<sup>st</sup> December 2015;
- trains: all international freight trains (national freight trains, service trains, isolated locomotives and empty wagon trains haven't been considered);
- measuring points: at the border crossings (border crossing pairs).

## KPI-Punctuality at defined border points



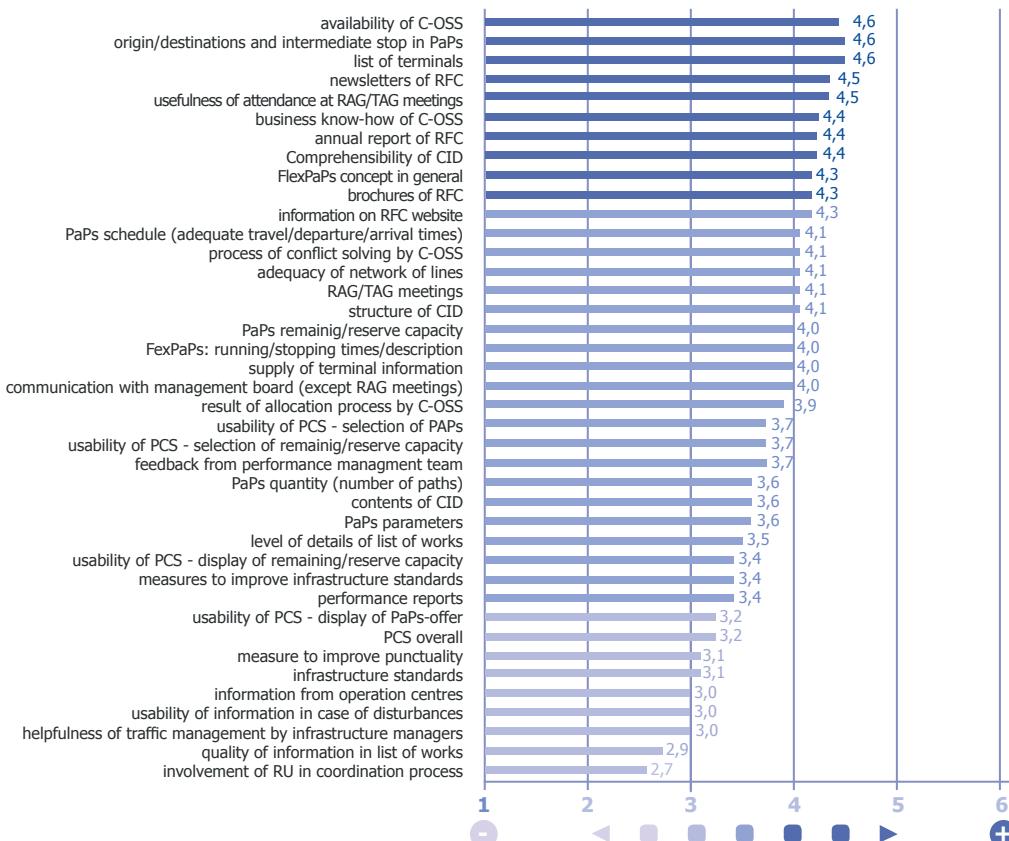
## ► Customer Satisfaction Survey (art. 19.2)

Under RNE coordination, a **Customer Satisfaction Survey was carried out in 2015 for all RFCs**.

The aim of this common survey was to have a

harmonized and standardized set of questionnaires to be offered to Corridors' clients and therefore avoiding asking similar questions to the same

clients running on several corridors. For RFC 6 – Mediterranean Corridor the study was conducted on 23 users of the Corridor. Here below is presented an



These results are confirming the effort of the overall organization to become more and more customer oriented. Several aspects of the management of the Corridor have received positive feedback: Availability of the C-OSS, origin/destinations and intermediate stop in PaPs; Business know how of the C-OSS, PaPs schedule, etc. Feed-back on the communication tools of the Corridor (Annual Report, Website etc) is also encouraging.

On the other hand, the strong message coming from Corridor clients (or potential clients) is that PCS and Train Performance Management and measures have to be improved. Some of the indications provided by customers through the

## overview of the results of the survey

related to  
RFC 6 – Mediterranean Corridor.

survey are also showing a stronger knowledge of the Corridor processes. The feedback related to the TPM/TM has already been incorporated in the organizational structure of the EEIG. In fact, the TPM/TM Working Group was already set up at the end of 2014 and, after having developed proper procedures in 2015, it is in the position to deliver a solid and effective performance management process.

Finally, as for the necessary improvements requested for the PCS system, RFC 6 - Mediterranean Corridor fully contributed, either in terms of workload or in terms of attendance to technical meetings, to provide all the necessary operational inputs.