



**ATLANTIC**  
C O R R I D O R

# 14<sup>th</sup> TAG-RAG meeting

Lisbon, March 7<sup>th</sup> 2018



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



I. WELCOME AND UPDATE/NEWS ON ATLANTIC CORRIDOR

II. RESERVE CAPACITY FOR 2018 AND THE OFFER OF PRE-ARRANGED PATHS 2019

III. KEY PERFORMANCES INDICATORS ON ATLANTIC CORRIDOR IN 2017

IV. SATISFACTION SURVEY OF ATLANTIC CORRIDOR IN 2017

V. ACTION PLAN AFTER THE ACCIDENT HAPPENED ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017

VI. PRESENTATION OF TRAIN PERFORMANCE MANAGEMENT WORKING GROUP ACTIVITY, INCLUDING TIS AND OBI TOOLS

VII. AOB

VIII. LUNCH (45')

IX. VISIT OF THE IP'S OPERATIONAL CONTROL CENTRE

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## NEWS

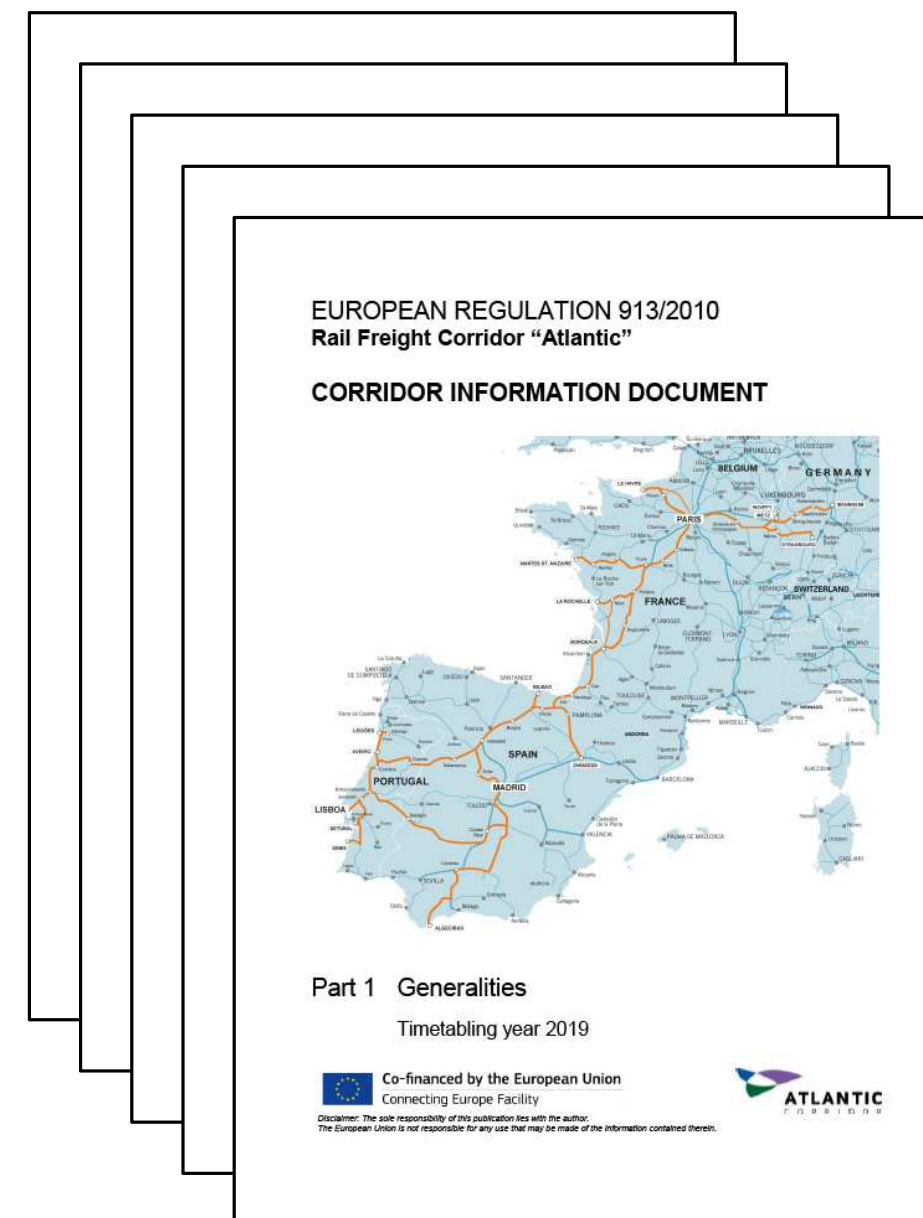
- Publication of the Corridor Information Document – CID 2019
- In progress the work on harmonization and simplification of CID Book 3 – Service facilities and Book 5 – Implementation Plan, as well as its attached Glossary to simplify the consultation by the TAG-RAGs members using several RFCs
- After the RASTATT incident, the European Rail Infrastructure Managers are working on a joint Handbook for International Contingency Management (see point 5)
- New studies on progress for 2018
- TCM further development expected at short term

## PUBLICATION OF THE CORRIDOR INFORMATION DOCUMENT 2019

- ❑ The most relevant change is the **harmonization of the CID Books 1, 2 and 4**, between the several RFCs.

In order to simplify the consultation of the CID by the TAG-RAGs members using several RFCs

- ❑ The RNE Work Group is **presently working on the harmonization and simplification of Book 3 – Service facilities and Book 5 – Implementation Plan for TT2020**





## STUDIES ON PROGRESS FOR 2018

### Increase of train length up to 750m on the Iberian Peninsula

In progress, final results expected at the mid 2018. Works planned at short term in Portugal.

### Implementation of ERTMS on the cross border station Woippy-Mannheim

In progress, final results expected at the mid 2018.

### Intermodal rail freight gauge classification between Lisbon, Madrid, Paris and Mannheim

In progress, gauge measurement expected in the 2<sup>nd</sup> trimester 2018, final results at the end of 2018.

### Atlantic Corridor freight transport observatory


In progress, draft report 2017 under analysis, presentation expected at the next RAG TAG

### English language and Communication at national OCC level (SNCF Réseau and DB Netz)

1<sup>st</sup> step of English training will be delivered in 2018 for the people working in each national OCC

## TCM FURTHER DEVELOPMENT EXPECTED AT SHORT TERM

Missing operational information in TIS like real train length, loco characteristics, dangerous goods information is expected via TAF TSI implementation.

Information Train Vue Configuration Dashboard Info 16 3901 87jcoutou 

International Train Number <b>49257</b>	Dernière position <b>BEASAIN</b> 28/01/2016 19:05:30 +01:00	Etat <b>Départ</b>	Ecart <b>-143</b>	Depuis le point <b>GRISEN</b> 28/01/2016 17:20:00 +01:00	Jusqu'au point <b>Mannheim Rbf</b> 30/01/2016 00:13:00 +01:00	National Train Number 59831	TIS International Train	Last Update 28/01/2016 19:04:39 +01:00
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[Activer la mise à jour automatique](#) | [Exporter](#) | [info Retard](#) | [Show Past CTTs](#)

Nom du point	Horaire théorique	CTT Point Status	Observation/Prévision	Ecart	RA Point Status	N° train	IM	RU Code	Gare rattachée
GRISEN	28/01/2016 17:20:00...	origin departure	28/01/2016 17:20:00...		origin departure	59831	71	2171	
ZUASTI	28/01/2016 20:02:00...	arrival	28/01/2016 17:43:00...	-139	arrival	59831	71	2171	
ZUASTI	28/01/2016 20:09:00...	departure	28/01/2016 17:51:00...	-138	departure	59831	71	2171	
IZURDIAGA-IRURTZUN	28/01/2016 20:18:00...	run-through	28/01/2016 18:02:00...	-136	departure	59831	71	2171	
UHARTE-ARAKIL	28/01/2016 20:26:00...	run-through	28/01/2016 18:09:00...	-137	departure	59831	71	2171	
ETXARRI-ARANATZ	28/01/2016 20:33:00...	run-through	28/01/2016 18:15:00...	-138	departure	59831	71	2171	
ALTSASU	28/01/2016 20:46:00...	run-through	28/01/2016 18:23:00...	-143	departure	59831	71	2171	
ALTSASU	28/01/2016 20:46:00...	run-through	28/01/2016 18:23:00...	-143	arrival	59831	71	2171	
ZEGAMA-OTZAUURTE	28/01/2016 20:54:00...	run-through	28/01/2016 18:33:00...	-141	departure	59831	71	2171	
BRINKOLA	28/01/2016 21:06:00...	run-through	28/01/2016 18:44:00...	-142	departure	59831	71	2171	
ZUMARRAGA	28/01/2016 21:14:00...	run-through	28/01/2016 18:50:00...	-144	departure	59831	71	2171	
GABIRIA	28/01/2016 21:19:00...	run-through	28/01/2016 18:56:00...	-143	departure	59831	71	2171	
▶ BEASAIN	28/01/2016 21:28:00...	run-through	28/01/2016 19:05:00...	-143	departure	59831	71	2171	
LEGORRETA	28/01/2016 21:36:00...	run-through	28/01/2016 19:13:00...	-143		59831	71	2171	
TOLOSA	28/01/2016 21:44:00...	run-through	28/01/2016 19:21:00...	-143		59831	71	2171	
BILLABONA-ZIZURKIL	28/01/2016 21:51:00...	run-through	28/01/2016 19:28:00...	-143		59831	71	2171	
ANDOAIN	28/01/2016 21:57:00...	run-through	28/01/2016 19:34:00...	-143		59831	71	2171	

PSA funding has been dedicated to the Atlantic Corridor in order to implement these new functionalities between national system of each IM/RU and TIS until the end of 2020.

RNE and IP will implement IT interfaces in order to provide automatically these additional information of Portuguese trains in TIS in 2018.

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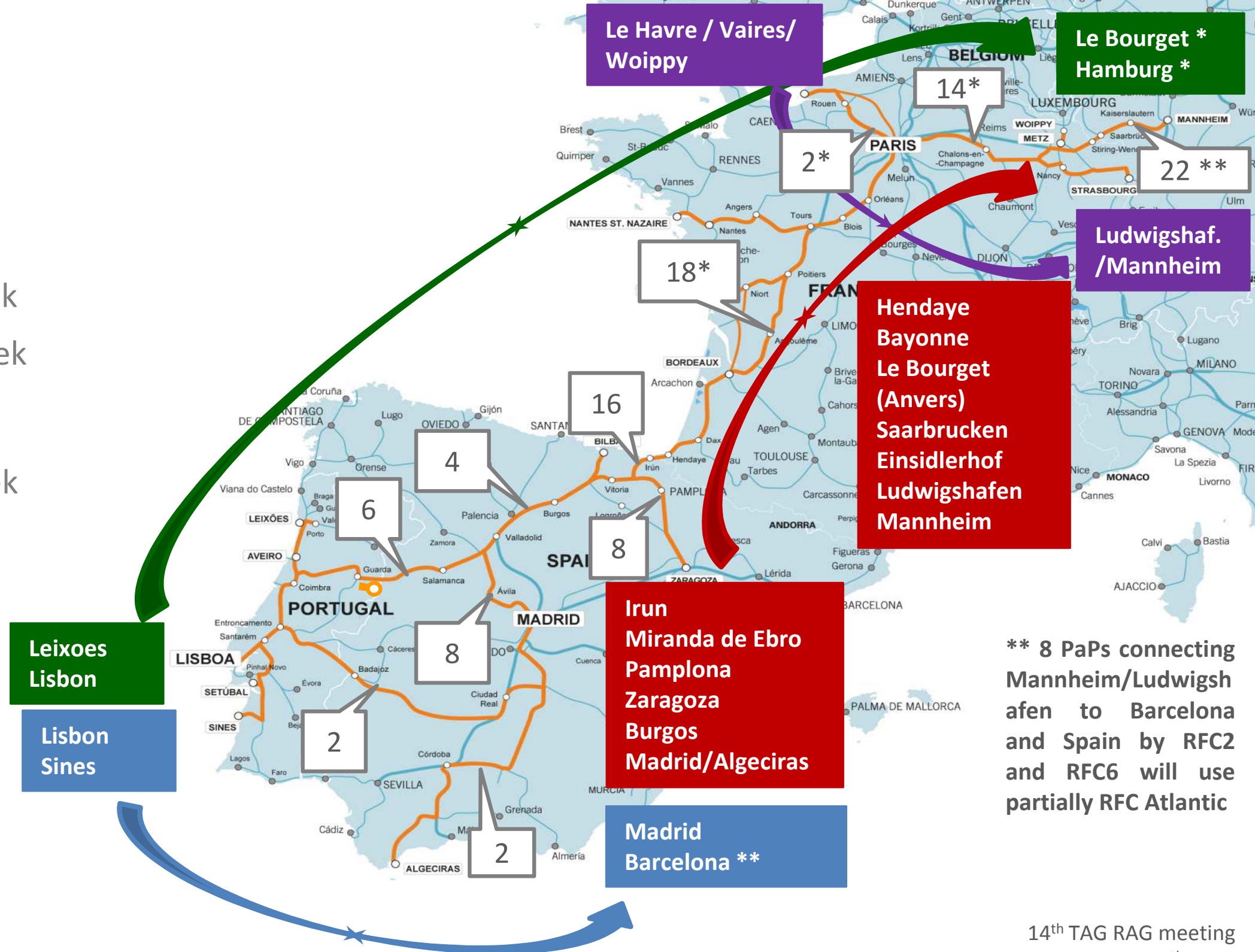
## PAP OFFER 2019:

- 22\* PaP in **Germany**, 7 days/week
- 41\*\* PaP in **France**, 4-5 days/week
- 22 PaP in **Spain**, 1-7 days/week
- 12 PaP in **Portugal**, 1-3 days/week

## NO NETWORK PAPs ARE AVAILABLE.

(\*) PaPs managed jointly with RFC2 and RFC2+RFC6

(\*\*) Additional PaPs offer with lower quality is available in the national system of SNCF Réseau



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## GUARANTEED CAPACITY HENDAYE/IRUN – MANNHEIM FOR TT2019

- ❑ SNCF Réseau and DB Netz jointly supported by RFC ATL prepared for TT2019 a redesigned capacity offer for international freight trains mixing two products:
  - a new product, available for path requests between Metz / Mannheim area and Bayonne / Hendaye area, in the form of available slots within capacity bandwidths, called **“Guaranteed Capacity” (GC)**;
  - a traditional product, available for all other international path requests, in the form of **Flex-PaPs (for all IMs in the Corridor)**.
  
- ❑ The new approach is **consistent with** the upcoming implementation of **TTR concepts** and processes.
  
- ❑ **Publication in PCS** of the “Guaranteed Capacity” has been done **as “traditional Flex PaPs”**.
  
- ❑ Flex PaPs published are *“virtual paths”* reflecting the **commercial offer** represented by bandwidths.

## GUARANTEED CAPACITY HENDAYE/IRUN – MANNHEIM FOR TT2019

❑ Commercial offer designed with 2 purposes:

- Improved performance – commercial speed of 65 km/h.
- Higher reliability.

❑ Based on the market the volume of GC offer consists in 6 slots per direction.

### Direction Mannheim -> Hendaye

- 2 slots, departure 1:00 - 4:00 from Mon to Fri on 48\* weeks. Guaranteed transit time of 21 hours.
- 4 slots, departure 13:00 - 16:00 from Mon to Fri on 48\* weeks. Guaranteed transit time of 21 hours.

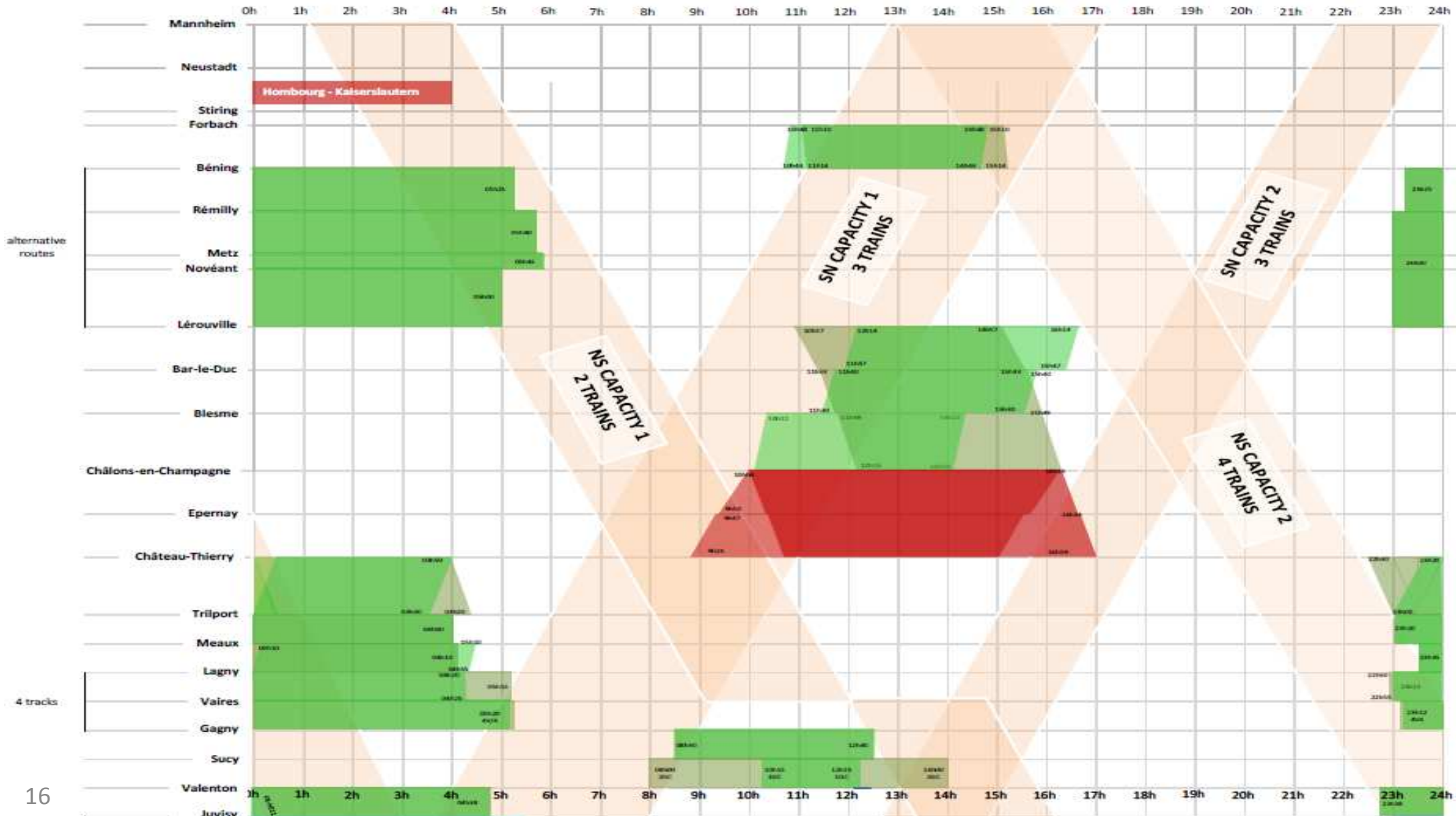
### Direction Hendaye -> Mannheim

- 3 slots, departure 1:00 - 3:00 from Mon to Fri on 48\* weeks. Guaranteed transit time of 21 hours.
- 3 slots, departure 16:00 - 20:00 from Mon to Fri on 48\* weeks. Guaranteed transit time of 21 hours.

\* Different variants of paths may be provided by IMs as far as all other features of the commercial offer are respected.

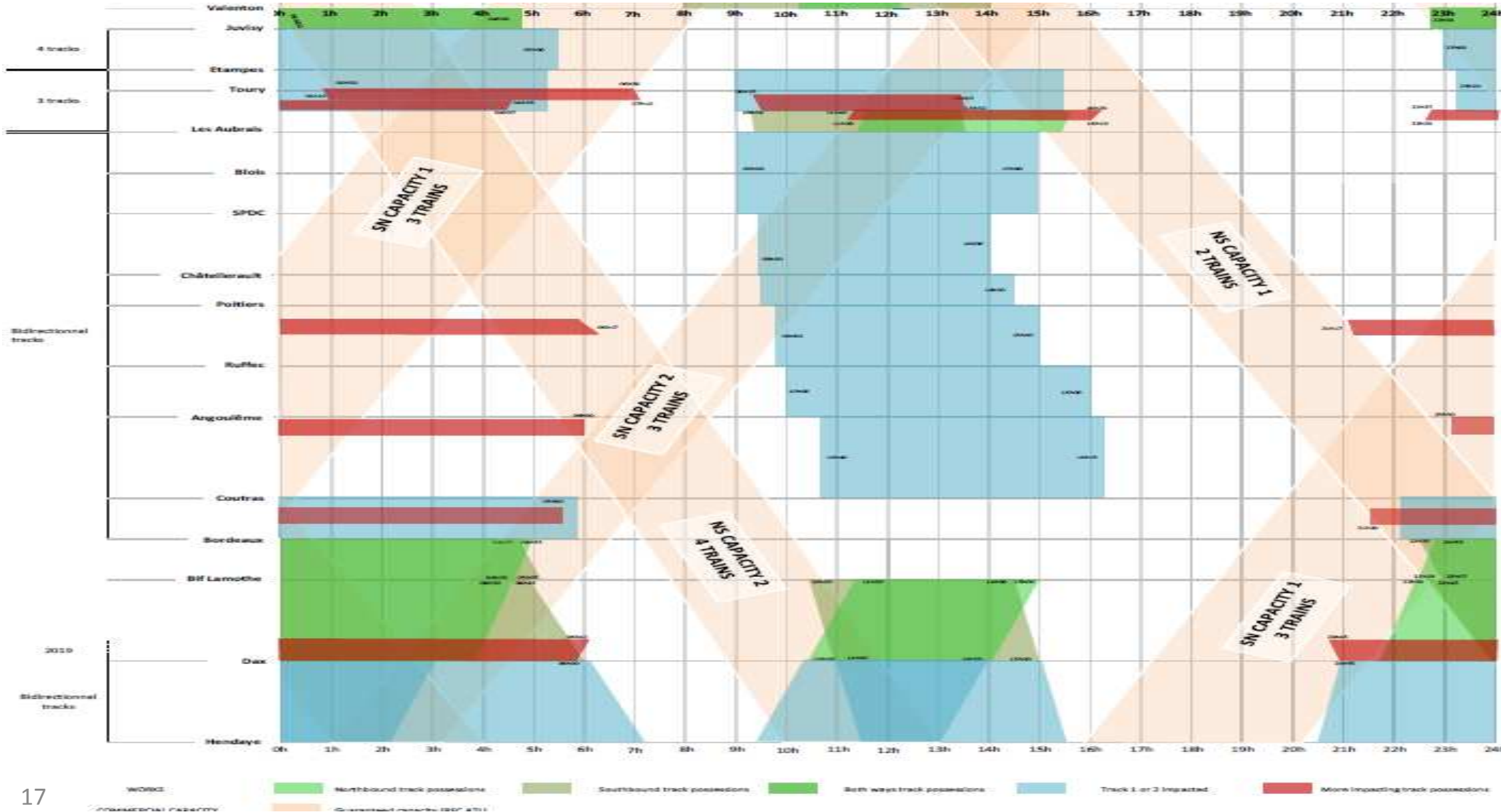
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# GUARANTEED CAPACITY HENDAYE/IRUN – MANNHEIM FOR TT2019





# GUARANTEED CAPACITY HENDAYE/IRUN – MANNHEIM FOR TT2019



- ❑ Due to the current state of play of PCS, the GC products have been published as “Flex-PaPs”.
- ❑ The main differences between PaPs and GC are the following:
  - GC is fully “flex”. The border point - as well as all other location points - is also “unlocked”.
  - GC was not given any PaP-ID but a generic name: *Eg. North - South Capacity 1*.

Calendar	Net...	Flex...	Type/Phase	PaP ID	Origin	Destination	Depa...	Arrival
(1-7)		🔓	RFC / Published (PaP)	NS-capa 1	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	05:10	00:30
(1-7)		🔓	RFC / Published (PaP)	NS-capa 1	Mannheim Rbf Gr G	Forbach	02:25	05:05
(1-7)		🔓	RFC / Published (PaP)	NS-capa 2	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	05:10	00:30
(1-7)		🔓	RFC / Published (PaP)	NS-capa 2	Mannheim Rbf Gr G	Forbach	02:25	05:05
(1-7)		🔓	RFC / Published (PaP)	NS-capa 3	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	17:10	11:00
(1-7)		🔓	RFC / Published (PaP)	NS-capa 3	Mannheim Rbf Gr G	Forbach	14:30	17:05
(1-7)		🔓	RFC / Published (PaP)	NS-capa 4	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	17:10	11:00
(1-6)		🔓	RFC / Published (PaP)	NS-capa 4	Mannheim Rbf Gr G	Forbach	14:30	17:05
(1-7)		🔓	RFC / Published (PaP)	NS-capa 5	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	17:10	11:00
(1-6)		🔓	RFC / Published (PaP)	NS-capa 5	Mannheim Rbf Gr G	Forbach	14:30	17:05
(1-7)		🔓	RFC / Published (PaP)	NS-capa 6	FORBACH - FAISCEAU	HENDAYE - BAT VOYAGEURS	17:10	11:00
(1-6)		🔓	RFC / Published (PaP)	NS-capa 6	Mannheim Rbf Gr G	Forbach	14:30	17:05

100 items per page 1 - 12 of 12 items

## GUARANTEED CAPACITY HENDAYE/IRUN – MANNHEIM FOR TT2019

- ❑ As for traditional PaPs, the paths requested inside the capacity bandwidths will be taken into account by the IMs during the Path elaboration phase according to the detailed requests placed in PCS by the RUs. If RUs place requests respecting the features of the capacity bandwidths, they should expect to receive an offer as close as possible to the wished timetable.
- ❑ All priority rules described in the CID book 4 will be respected in case of conflict between requests. This will happen only if more requests are received for the same bandwidth than paths foreseen in that bandwidth.

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# KEY PERFORMANCE INDICATORS 2017

1st Trimester 2017	JANUARY			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	489	116	278	169
Trains running	447	132	200	135
% running trains	91,4%	113,8%	71,9%	79,9%
Trains delayed > 30mn	95	22	50	49
% delayed trains	21,3%	16,7%	25,0%	36,3%

2nd Trimester 2017	FEBRUARY			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	473	117	263	167
Trains running	471	145	214	133
% running trains	99,6%	123,9%	81,4%	79,6%
Trains delayed > 30mn	94	28	64	51
% delayed trains	20,0%	19,3%	29,9%	38,3%

3rd Trimester 2017	MARCH			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	546	181	287	205
Trains running	514	156	224	173
% running trains	94,1%	86,2%	78,0%	84,4%
Trains delayed > 30mn	114	22	48	71
% delayed trains	22,2%	14,1%	21,4%	41,0%

4th Trimester 2017	APRIL			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	447	177	260	173
Trains running	442	138	180	133
% running trains	98,9%	78,0%	69,2%	76,9%
Trains delayed > 30mn	86	20	49	45
% delayed trains	19,5%	14,5%	27,2%	33,8%

5th Trimester 2017	MAY			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	555	164	280	190
Trains running	553	143	225	148
% running trains	99,6%	87,2%	80,4%	77,9%
Trains delayed > 30mn	129	26	72	53
% delayed trains	23,3%	18,2%	32,0%	35,8%

6th Trimester 2017	JUNE			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	501	245	268	191
Trains running	478	135	200	141
% running trains	95,4%	55,1%	74,6%	73,8%
Trains delayed > 30mn	121	15	53	46
% delayed trains	25,3%	11,1%	26,5%	32,6%

7th Trimester 2017	JULY			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	482	334	252	182
Trains running	473	156	177	118
% running trains	98,1%	46,7%	70,2%	64,8%
Trains delayed > 30mn	103	23	52	53
% delayed trains	21,8%	14,7%	29,4%	44,9%

8th Trimester 2017	AUGUST			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	373	344	259	221
Trains running	440	149	166	189
% running trains	118,0%	43,3%	64,1%	85,5%
Trains delayed > 30mn	107	22	45	76
% delayed trains	24,3%	14,8%	27,1%	40,2%

9th Trimester 2017	SEPTEMBER			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	628	304	250	203
Trains running	642	144	178	179
% running trains	102,2%	47,4%	71,2%	88,2%
Trains delayed > 30mn	179	24	58	73
% delayed trains	27,9%	16,7%	32,6%	40,8%

10th Trimester 2017	OCTOBER			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	483	301	256	220
Trains running	501	156	195	194
% running trains	103,7%	51,8%	76,2%	88,2%
Trains delayed > 30mn	99	26	51	79
% delayed trains	19,8%	16,7%	26,2%	40,7%

11th Trimester 2017	NOVEMBER			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	454	319	251	242
Trains running	423	142	191	208
% running trains	93,2%	44,5%	76,1%	86,0%
Trains delayed > 30mn	80	31	65	71
% delayed trains	18,9%	21,8%	34,0%	34,1%

12th Trimester 2017	DECEMBER			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	429	157	253	227
Trains running	311	131	179	196
% running trains	72,5%	83,4%	70,8%	86,3%
Trains delayed > 30mn	78	39	51	58
% delayed trains	25,1%	29,8%	28,5%	29,6%

## Notes:

- International trains are monitored at the DE/FR, FR/SP and SP/PT borders
- International traffic concerning long distance train (> 500 km)
- Data provided by the involved IMs

including 12 paths rerouted from Rastatt

including 37 trains rerouted from Rastatt

including 127 paths rerouted from Rastatt

including 165 trains rerouted from Rastatt

including 19 trains rerouted from Rastatt

including 71 trains rerouted from Rastatt

## KEY PERFORMANCES INDICATORS 2016 vs 2017

2017	TOTAL			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	5860	2759	3157	2390
Trains running	5695	1727	2329	1947
% running trains	97,2%	62,6%	73,8%	81,5%
Trains delayed > 30mn	1285	298	658	725
% delayed trains	22,6%	17,3%	28,3%	37,2%

2016	TOTAL			
	FR/DE	FR/SP		SP/PT
		FR side	SP side	
Paths reserved	NA	3240	3584	2284
Trains running	NA	2179	2472	1740
% running trains	NA	67,3%	69,0%	76,2%
Trains delayed > 30mn	NA	403	679	726
% delayed trains	NA	18,5%	27,5%	41,7%

Evolution 2017/2016				
Paths reserved		-14,8%	-11,9%	4,6%
Trains running		-20,7%	-5,8%	11,9%
Trains delayed > 30mn		-26,1%	-3,1%	-0,1%

- ❑ Rail traffic increase observed in PT, important decrease of rail traffic in France linked to cancelation of rail-road traffic.
- ❑ Better punctuality observed in the different countries, especially between SP and PT in the 2<sup>nd</sup> part of 2017.
- ❑ New rail market observed between Spain and Portugal and better punctuality are very positive signals for the Atlantic Corridor.

### Notes:

- International trains are monitored at the DE/FR, FR/SP and SP/PT borders
- International traffic concerning long distance train (> 500 km)
- Data provided by the involved IMs

### Total FR/SP/PT

-5,5%
1,5%
-1,6%

DELAYED TRAINS > 30' (%)		DESTINATION										TOTAL		
		CIEMPOZUELOS	FUENCARRAL-FUENTE GRANDE	HENDAYA	IRUN	MADRID-ABROÑIGAL	MIRANDA DE EBRO	NOAIN	TARRAGONA-MERCADERIES	VICALVARO-MERCANCIAS	VILLAFRIA		ZUERA	
ORIGIN	GRISEN			51%										
	HENDAYA	9,3%								41,7%	2,5%	35,7%	11,8%	
	IRUN		0%			19,3%	61,4%	33,3%	0%		6,7%		35,9%	
	MADRID-ABROÑIGAL				27,7%									
	MIRANDA DE EBRO				40,3%									
	NOAIN				3,3%									
	PAMPLONA			21,2%										
	TARRAGONA-MERCADERIES				50%									
	VILLAFRIA			8,3%										
TOTAL GENERAL				25,5%	31,8%								28,3%	

TRAINS DELAYED > 30' (%)		DESTINATION												TOTAL	
		BABILAFUENTE	BADAJOS	BARCELONA-CAN TUNIS	CONSTANTI	EL ESPARTAL (CGD)	HUELVA-MERCANCIAS	LA NEGRILLA	LEON-CLASIFICACION	MADRID-ABROÑIGAL	PUERTOLLANO-REFINERIA	TUDELA DE NAVARRA	VALLECAS-INDUSTRIAL		VENTA DE BAÑOS
ORIGIN	BABILAFUENTE													5,9%	
	BADAJOS					7,4%	44,4%			0%					10,5%
	BARCELONA-CAN TUNIS													0%	
	CONSTANTI													21,8%	
	EL ESPARTAL (CGD)													71,1%	
	HUELVA-MERCANCIAS		15,3%												
	MADRID-ABROÑIGAL														45%
	PUERTOLLANO-REFINERIA		0%												
	SALAMANCA														36,5%
	VALLECAS-INDUSTRIAL														99,1%
	VENTA DE BAÑOS														27,8%
VILAR FORMOSO	67,3%		0%	73,7%	79,3%			26,9%	31%		35,1%	0,9%	50%	37%	
Total général			15,2%											48,4%	38,8%

DELAYED TRAINS > 30' (%)		DESTINATION									
ORIGINE	FORBACH	HENDAYE	IRUN	LE BOURGET TRIAGE	LILLE-DELIVRANCE	METZ SABLON	SOMAIN	STIRING WENDEL	VALENTON	WOIPPY	TOTAL
FORBACH		17,2%	28,2%								
HENDAYE	13,8%			4,1%	23,1%	5,6%	21,2%	11,2%	13,0%	0%	10,5%
IRUN	13%						33,3%	20,3%	40,0%		18,1%
LE BOURGET TRIAGE		17,9%									
LILLE-DELIVRANCE		0%									
METZ SABLON			10,0%								
SOMAIN		26,3%									
STIRING WENDEL		24,2%	18,9%								
VALENTON		40,0%	100,0%								
WOIPPY		29%	0%								
TOTAL		22,9%	22,4%								17,3%

TRAIN DELAYED > 30' (%)		DESTINATION											
ORIGINE	BAYONNE	CALAIS-FRETHUN	CERBERE	FORBACH	GEVREY TRIAGE	HENDAYE / IRUN	PERPIGNAN	SIBELIN TRIAGE	STIRING WENDEL	STRASBOURG PORT DU RHIN	VAIRES	VALENTON	Total général
BAYONNE				15,4%					14,6%				
CALAIS-FRETHUN				13,9%									
CERBERE				23,0%					15,3%				
FORBACH	27,8%	17,8%	36,4%		34,5%	27,1%	20,0%	32,1%		59,8%	38,8%	12,5%	34,1%
GEVREY TRIAGE				15,2%					10,1%				
HENDAYE / IRUN				28,0%					23,6%				
PERPIGNAN				16,1%					17,6%				
SIBELIN TRIAGE				0,0%									
STIRING WENDEL	30,4%		18,4%		27,4%	27,2%	21,9%	50,0%			27,8%	0,0%	24,4%
STRASBOURG PORT DU RHIN				29,4%									
VAIRES				16,7%					17,7%				
VALENTON				7,7%									
Total général				18,4%					17,4%				22,6%



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VIII. LUNCH (45')

IX. VISIT OF THE IP'S OPERATIONAL CONTROL CENTRE

## USER SATISFACTION SURVEY 2017



- 14 respondents**
  - 13 RFC4 users / 1 non-users
  - 13 full interviews / 1 partial interviews
  - 10 nominated by RFC4 / 4 nominated by other RFCs
  - 5 agreed to forward name/company
  - 6 used topic-forward
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 81 e-mail invitations sent

14<sup>th</sup> TAG RAG meeting  
Lisbon, March 7<sup>th</sup> 2018

## USER SATISFACTION SURVEY 2017



- Overall Satisfaction
- Adequacy of lines
- Corridor Information Document (CID)
- C-OSS Conflict solving

In the overall the **CLIENTS**  
**SATISFACTION** with the Corridor's  
performance has **DECREASED AT AN**  
**AVERAGE OF 1 TO 2 POINTS.**

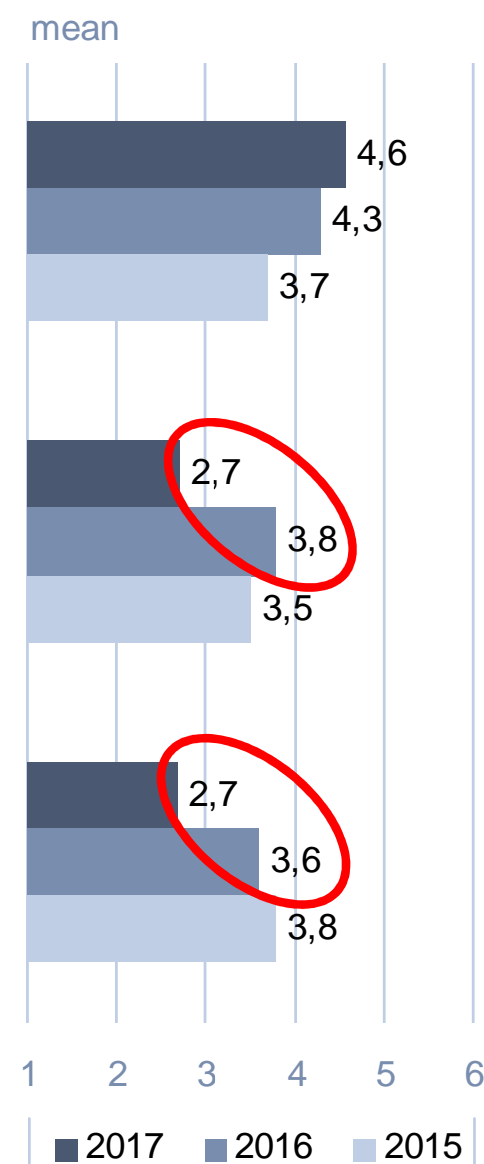
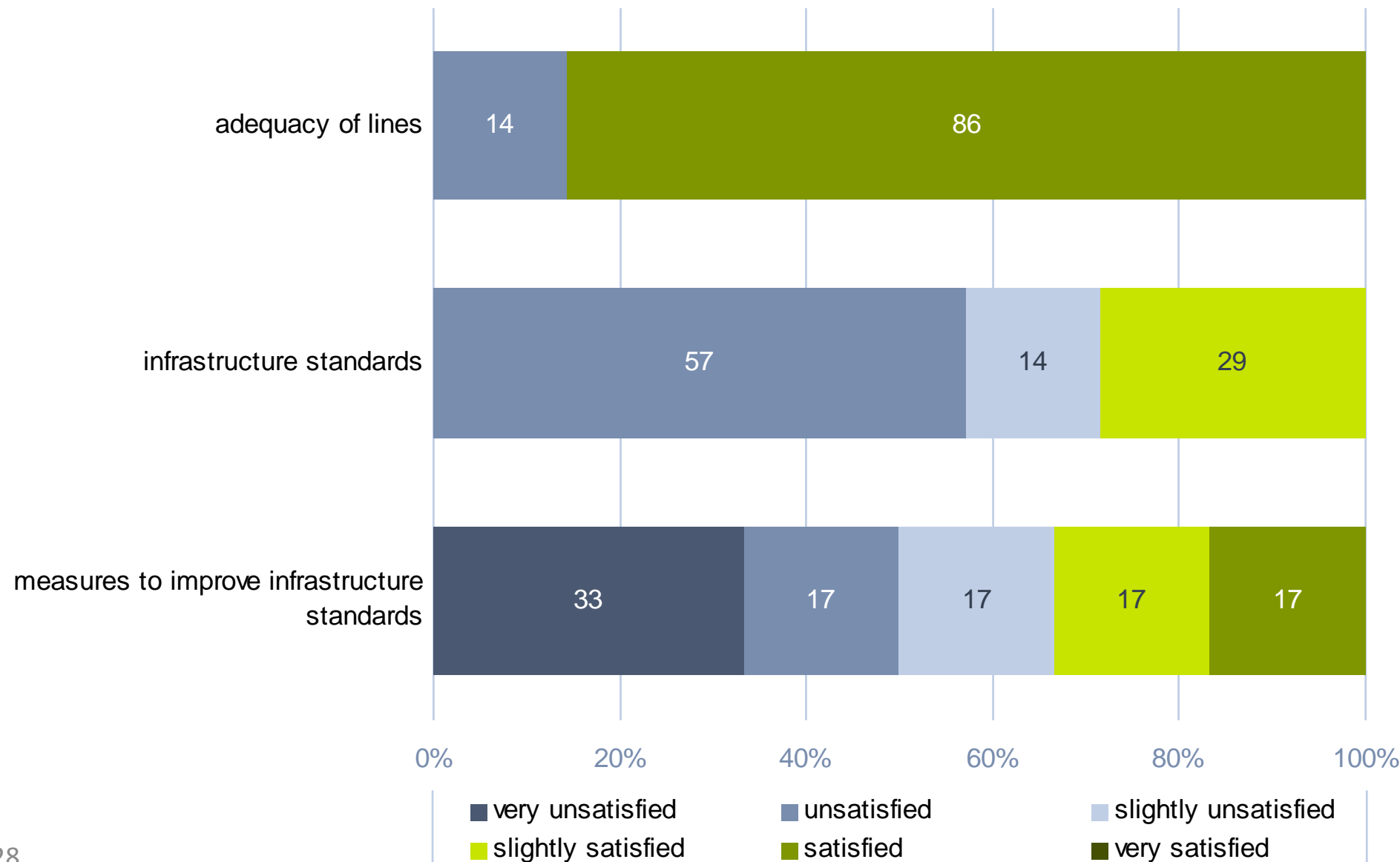
RESULTS  
2016



- PCS overall
- Measures to improve punctuality & infrastructure standards
- Helpfulness of & information from traffic management
- Infrastructures standards
- Availability & allocation process of the C-OSS
- Communication

# USER SATISFACTION SURVEY 2017

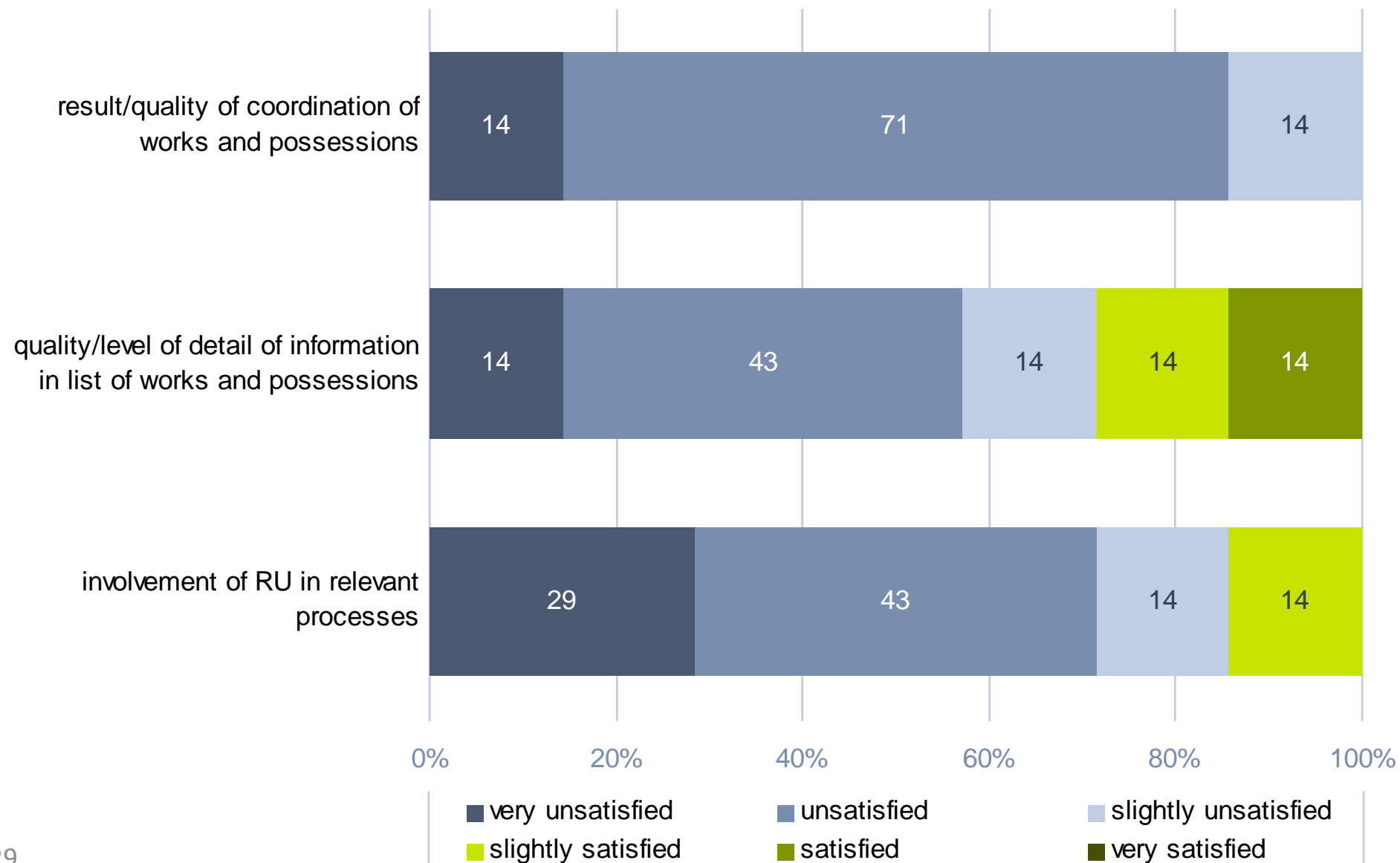
percentage of respondents; RU and Non-RU Applicants only



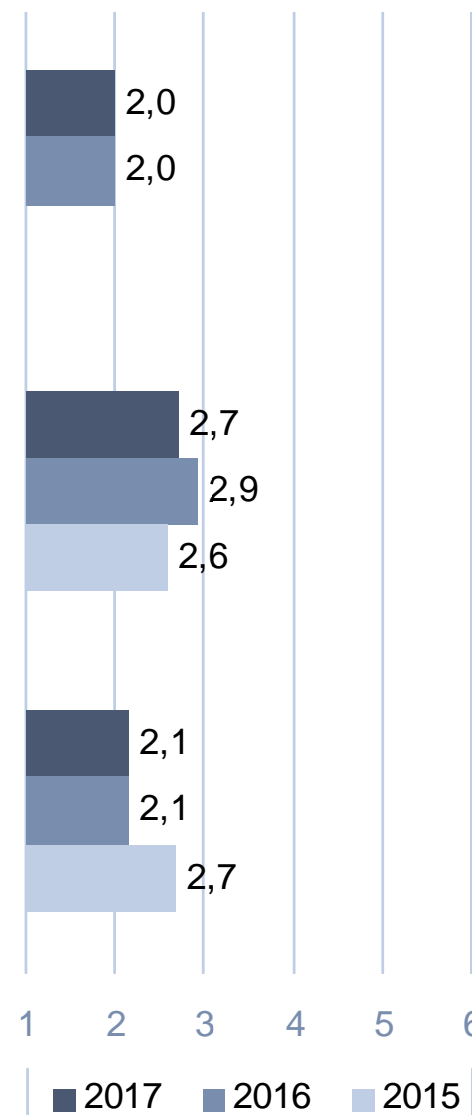
NO CHANGES IN THE INFRASTRUCTURES BETWEEN 2016 AND 2017 : WHAT ARE THE REASON OF THIS DECREASE ?

# USER SATISFACTION SURVEY 2017

percentage of respondents; RU and Non-RU Applicants only

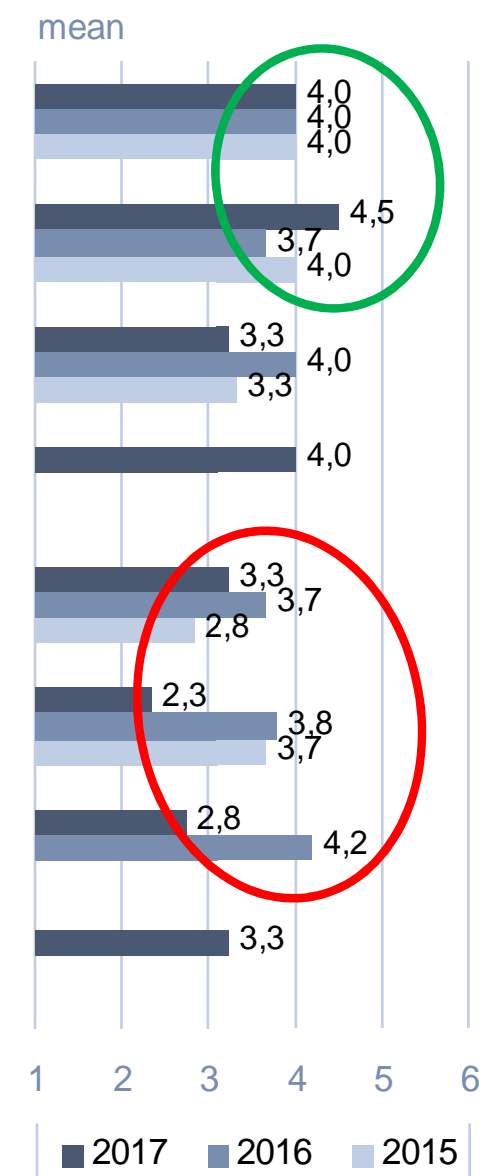
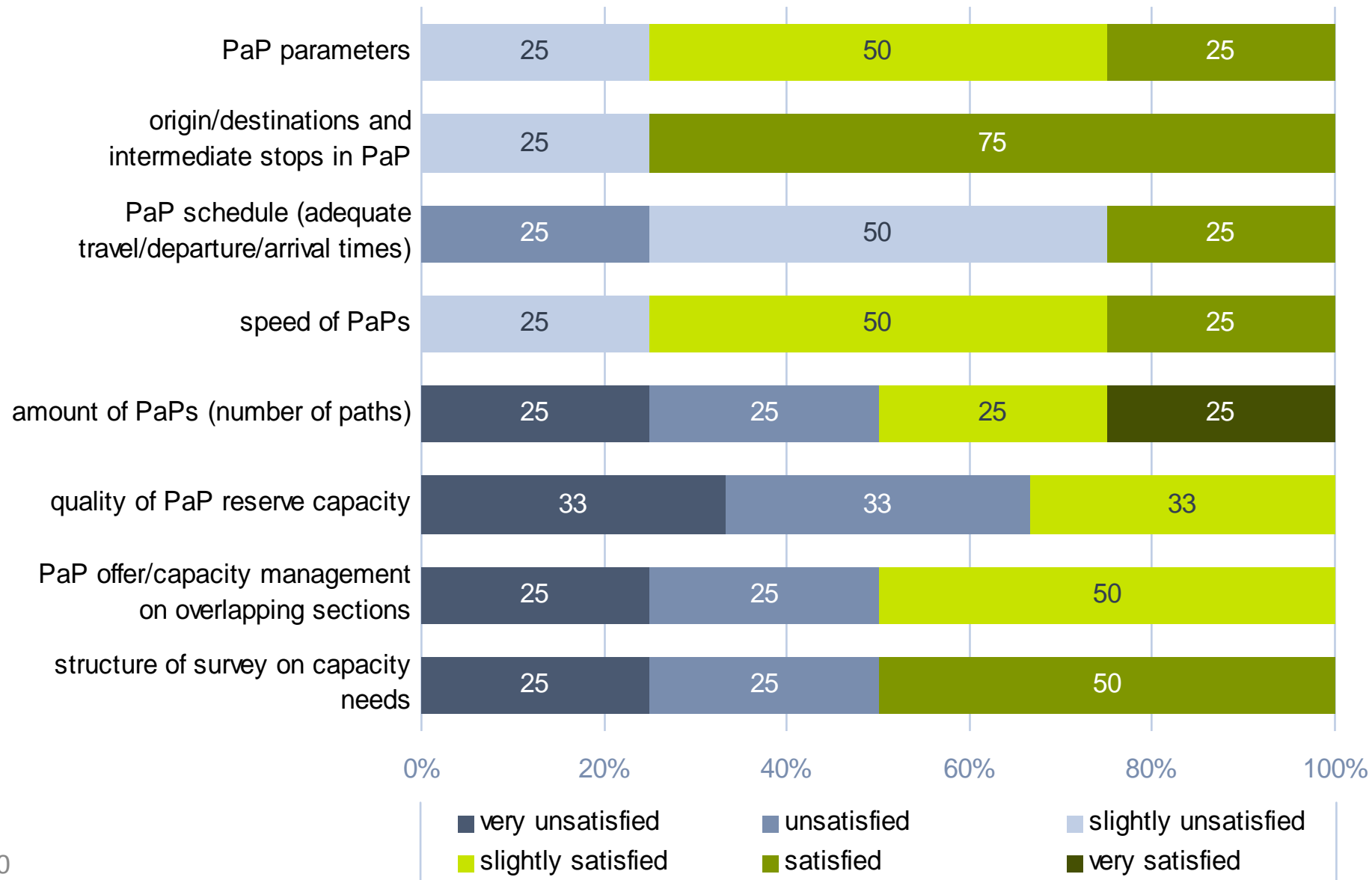


mean



# USER SATISFACTION SURVEY 2017

percentage of respondents; RU and Non-RU Applicants only

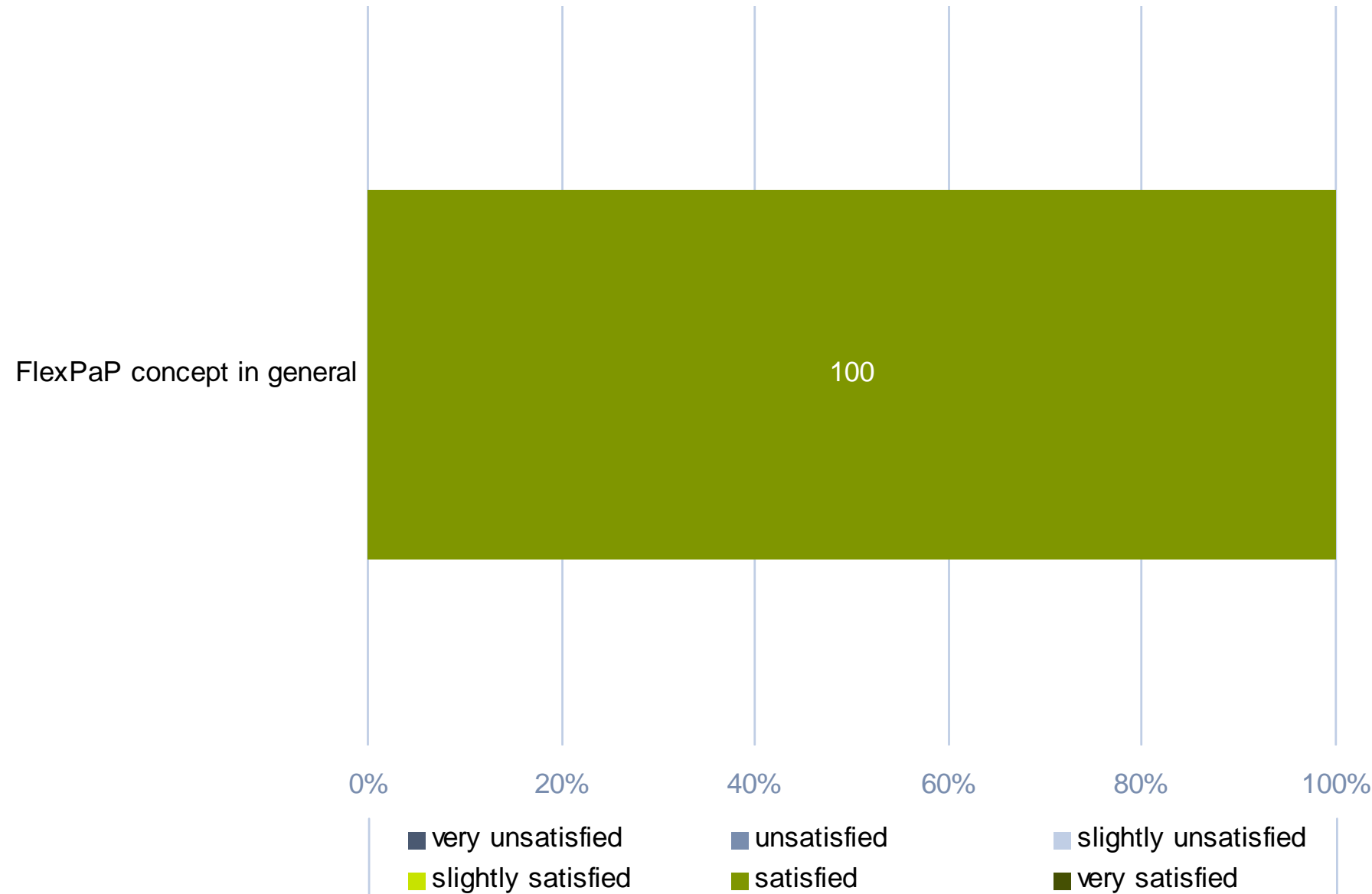


NO CLEAR LINK BETWEEN THESE DIFFERENT RESULTS.

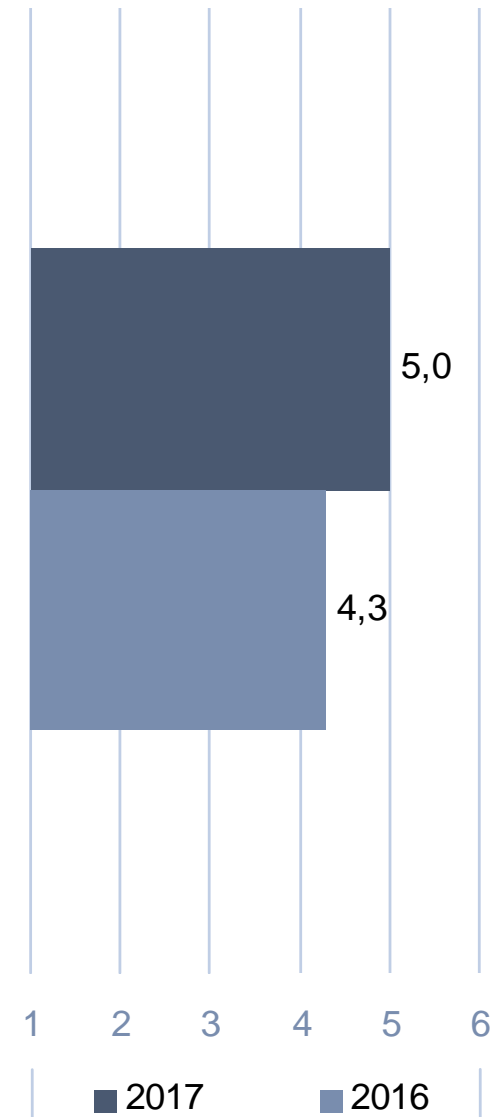
ALL RUS EXPRESSION OF NEEDS WERE SATISFIED BY IMS

# USER SATISFACTION SURVEY 2017

percentage of respondents; RU and Non-RU Applicants only

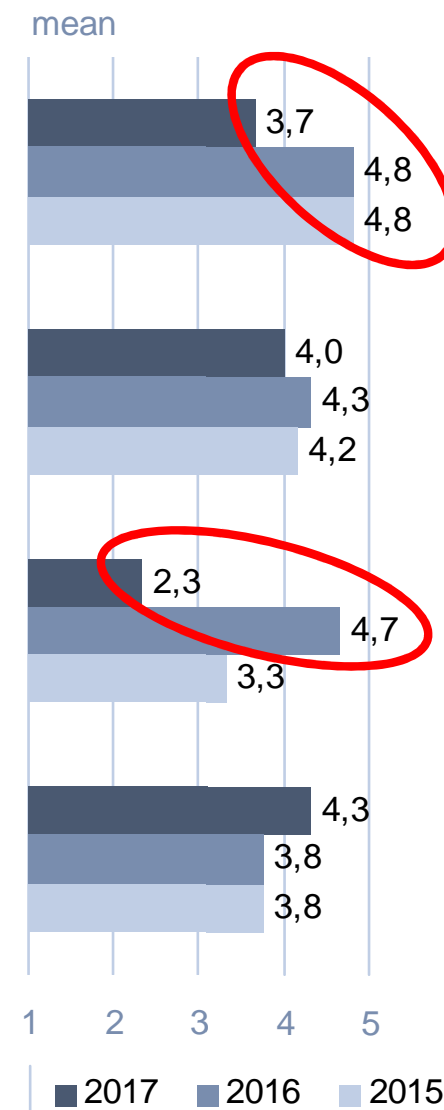
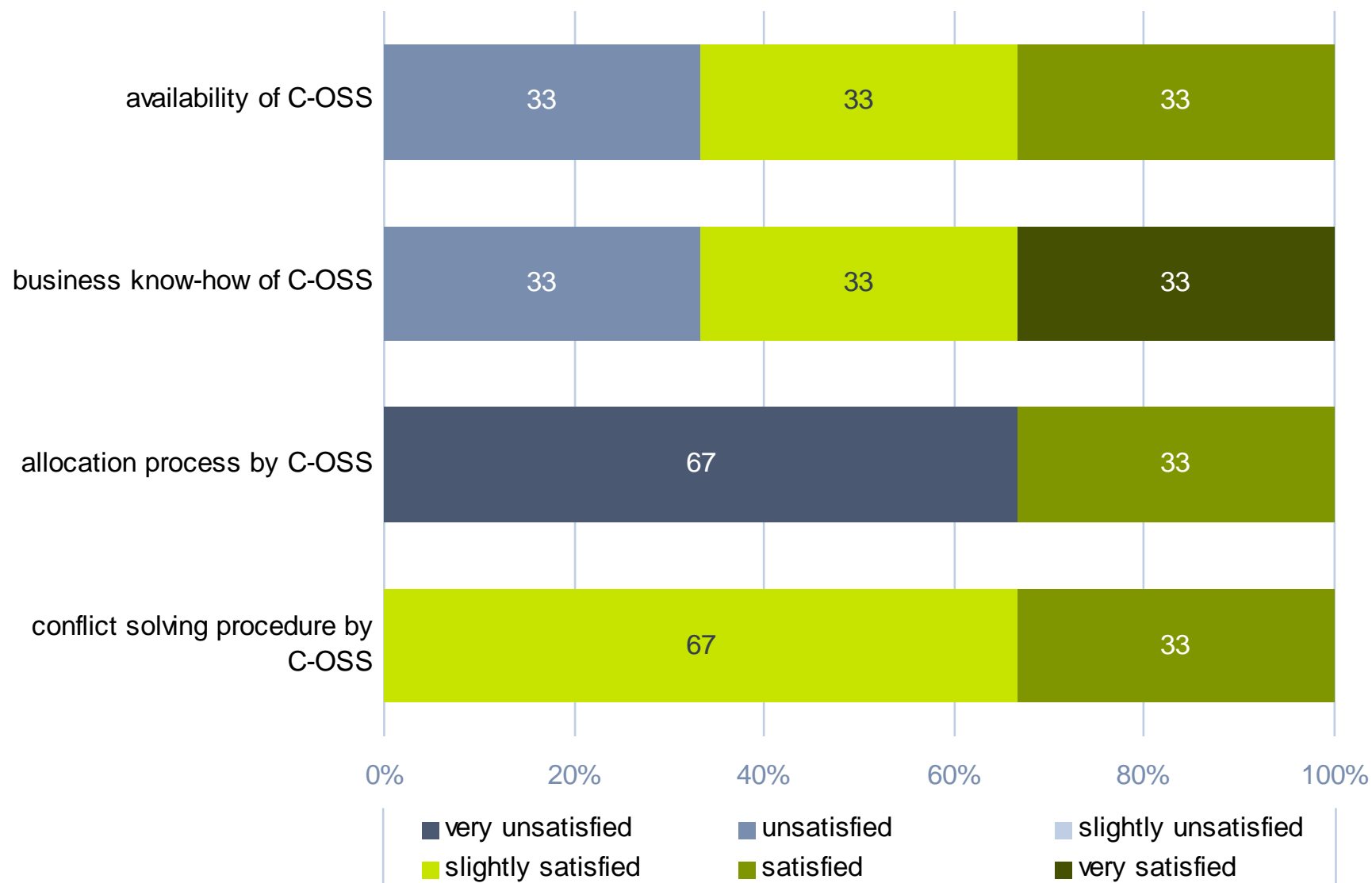


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# USER SATISFACTION SURVEY 2017

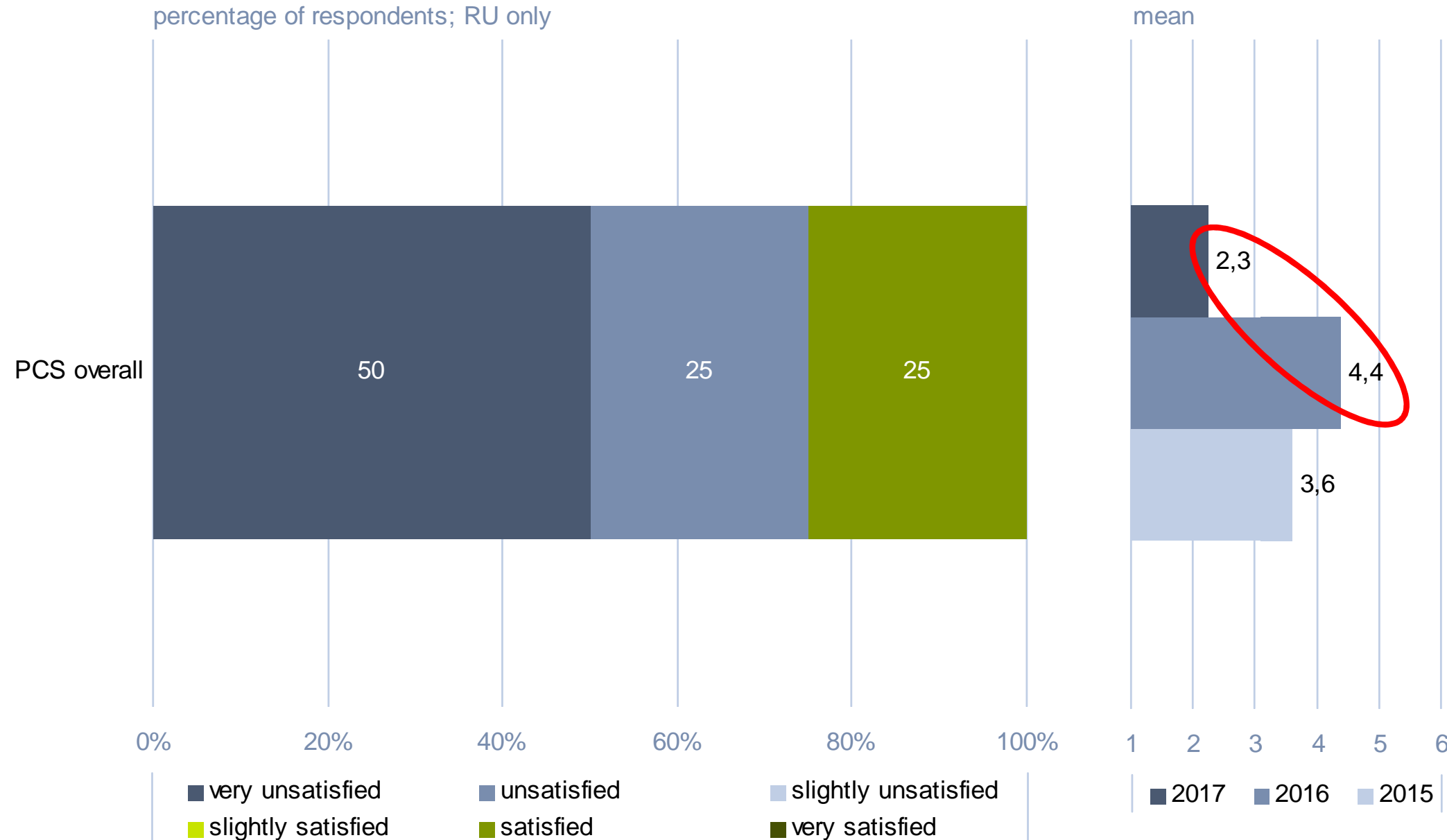
percentage of respondents; RU and Non-RU Applicants only,  
ordered via C-OSS



NO CHANGES IN THE C-OSS ACTIVITY BETWEEN 2016 AND 2017 : WHAT ARE THE REASON OF THIS DECREASE ?



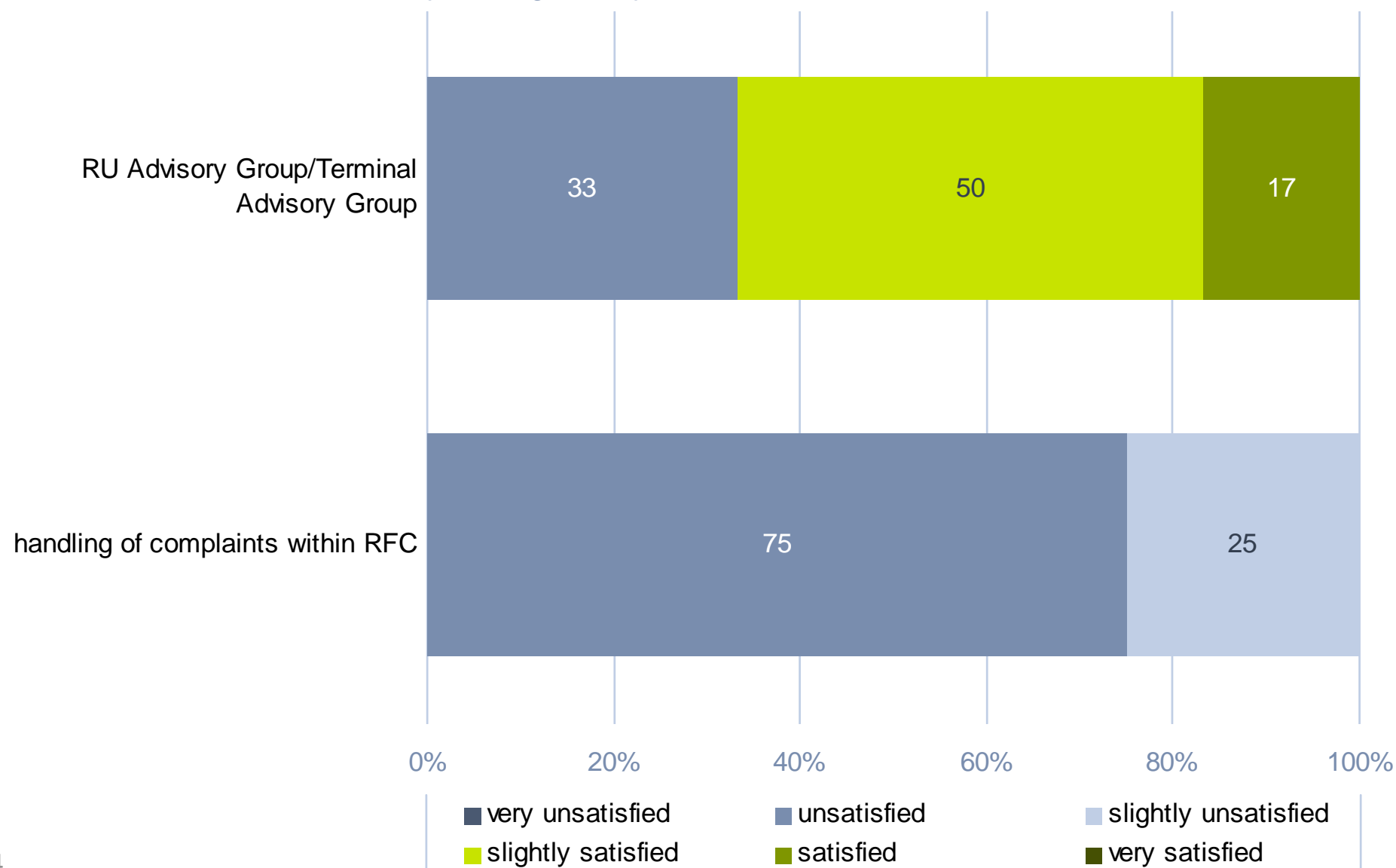
# USER SATISFACTION SURVEY 2017



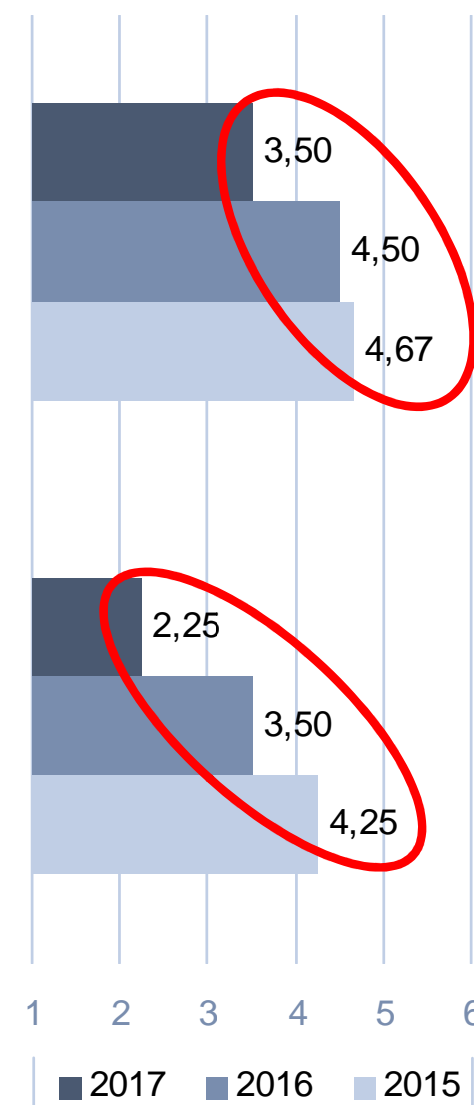
NO CHANGES IN PCS BETWEEN 2016 AND 2017: WHAT IS THE REASON OF THIS DECREASE?

# USER SATISFACTION SURVEY 2017

percentage of respondents



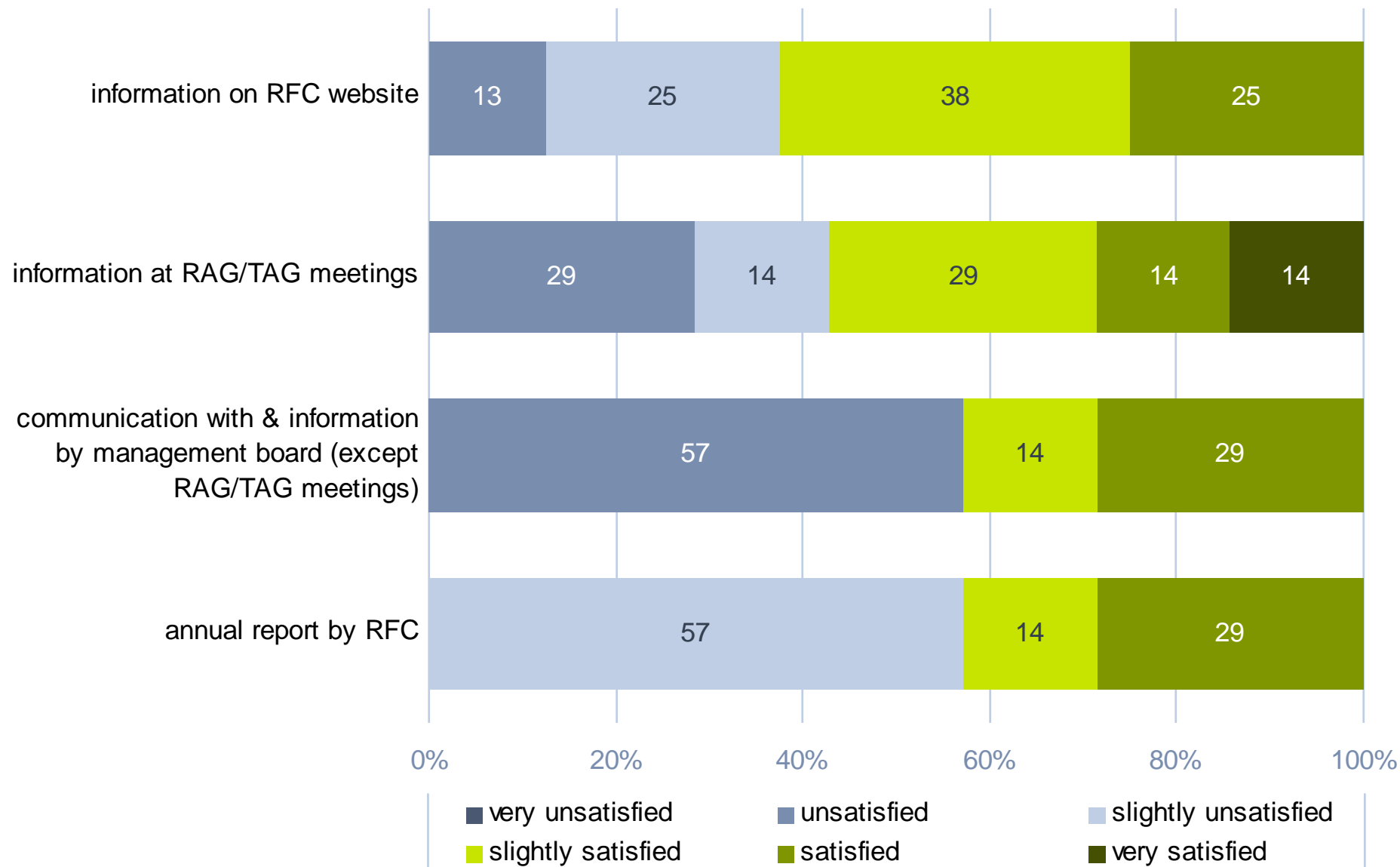
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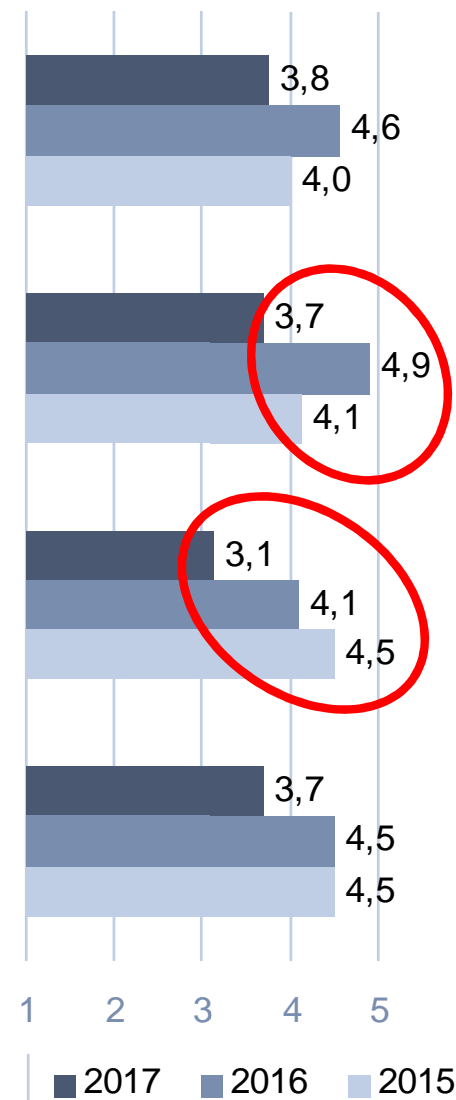
NO COMPLAIN  
ADDRESS TO THE  
MB BETWEEN  
2015 AND  
2017: WHAT ARE  
THE REASON OF  
THIS DECREASE?

# USER SATISFACTION SURVEY 2017

percentage of respondents

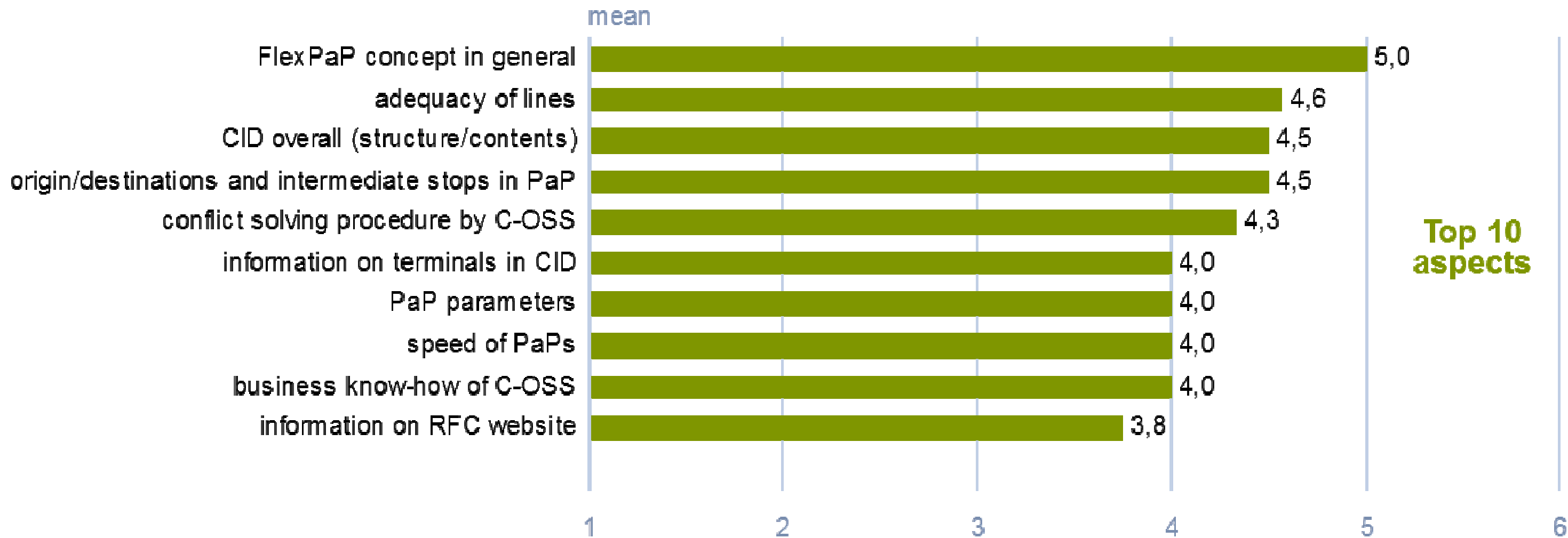


mean

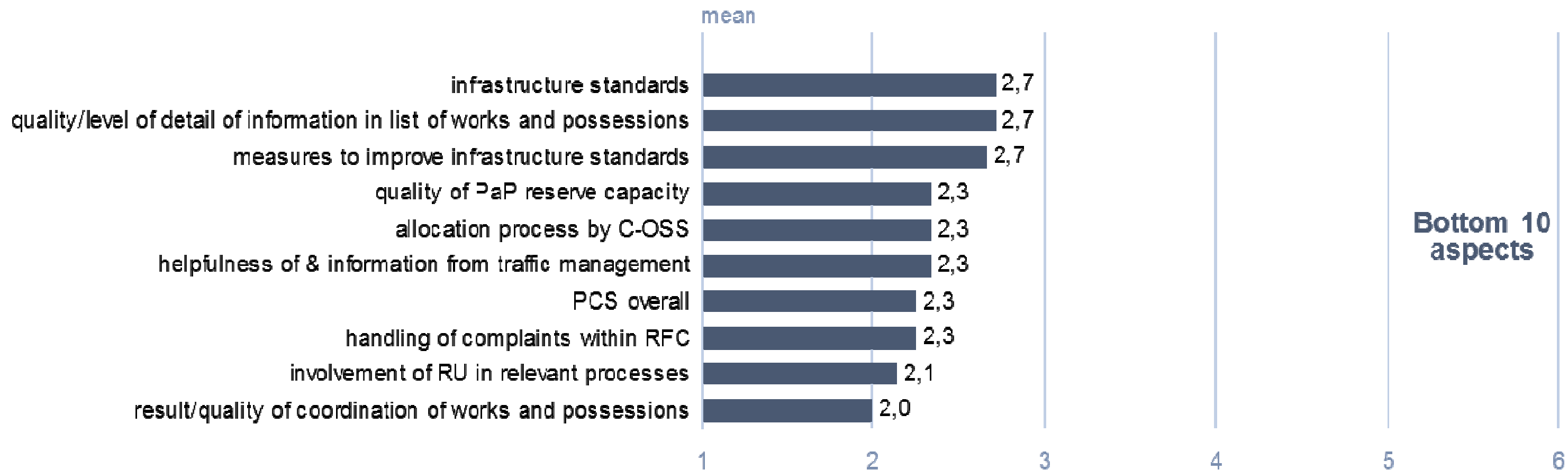


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## USER SATISFACTION SURVEY 2017



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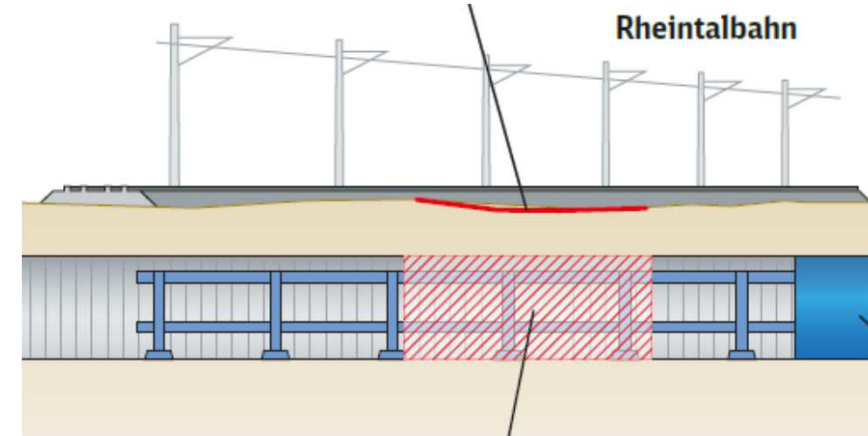
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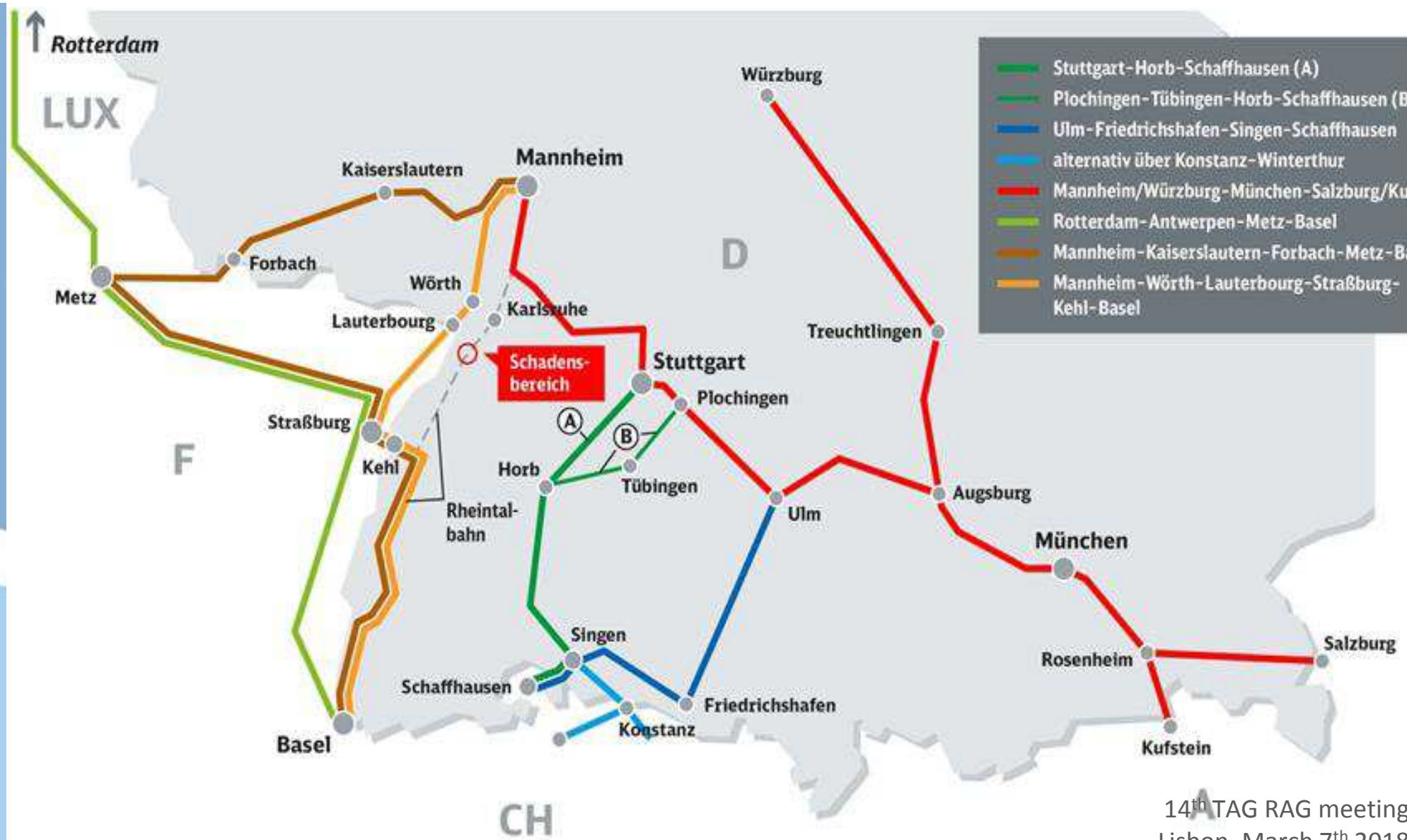
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## ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017



## ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017





## ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017

- Usually 200 freight trains a day
  
- 25% on re-routings via Germany, France and Austria
  
- Lack of locomotive drivers - main reason for unused capacity
  
- Traffic shift from rail to ship/road

# ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017

## FEEDBACK FROM STAKEHOLDERS BY DB-NETZ → IN ADVANCE FOR ACTION PLAN PROPOSAL

DB Netz already started a **review process** to gather feedback from all stakeholders. This feedback will be incorporated in the **lessons learned** and a consecutive **action plan**.

- 11-12 October      Busto Arsizio      Executive Board und Railway Undertakings/Terminal Advisory Group (RAG/TAG) of RFC Rhine-Alpine
- 16 October        Brussels            Forum of TEN CNC Rhine-Alpine
- 25 October        Verona              RAG/TAG) of RFC Scandinavian-Mediterranean
- 25 October        Brussels            Sector Statement Group
- 26 October                             RU Dialogue
- 06 November     Frankfurt          Operational RU Workshop
- 10 November     Brussels            SERAC WG RFCs
- 11 November     Brussels            Network of Executive Boards of the RFCs
- 13 November     Frankfurt          Strategic RU Workshop
- 14 November     Frankfurt          Workshop with Intermodal Operators and Terminals (UIRR)
- 16 November     Brussels            PRIME
- 06 December     Düsseldorf        HUPAC conference “Rastatt disaster: Never again”
- 07 December     Vienna              Annual Rail Freight Day of EU and RNE
- 11-12 December   Frankfurt          Executive Board of RFC Rhine-Alpine
- 17 January        Brussels            PRIME + RU Dialogue

# ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017

## COLLECTED OUTLINES FOR ACTION PLAN PROPOSAL

### 1. Improving multi-national crisis management / contingency plan

- Agree on process for management of international disruptions supported by RFCs
- Agree on process/check-list for communication supported by RFCs
- Develop multi-national re-routing overview for RFCs
- Define clear capacity allocation rules in case of incidents

**Short Term**

### 2. Developing frame conditions for a flexible production in rail freight

- Harmonizing operational rules and authorisation conditions (at least for incidents)
- Overcome the language barriers for international rail freight

**Medium to Long Term**

### 3. Improve infrastructure and international coordination of works

- Increase capacity on diversionary lines by improving the infrastructure
- Intensify coordination of works along RFCs in cooperation with customers

**Medium to Long Term**

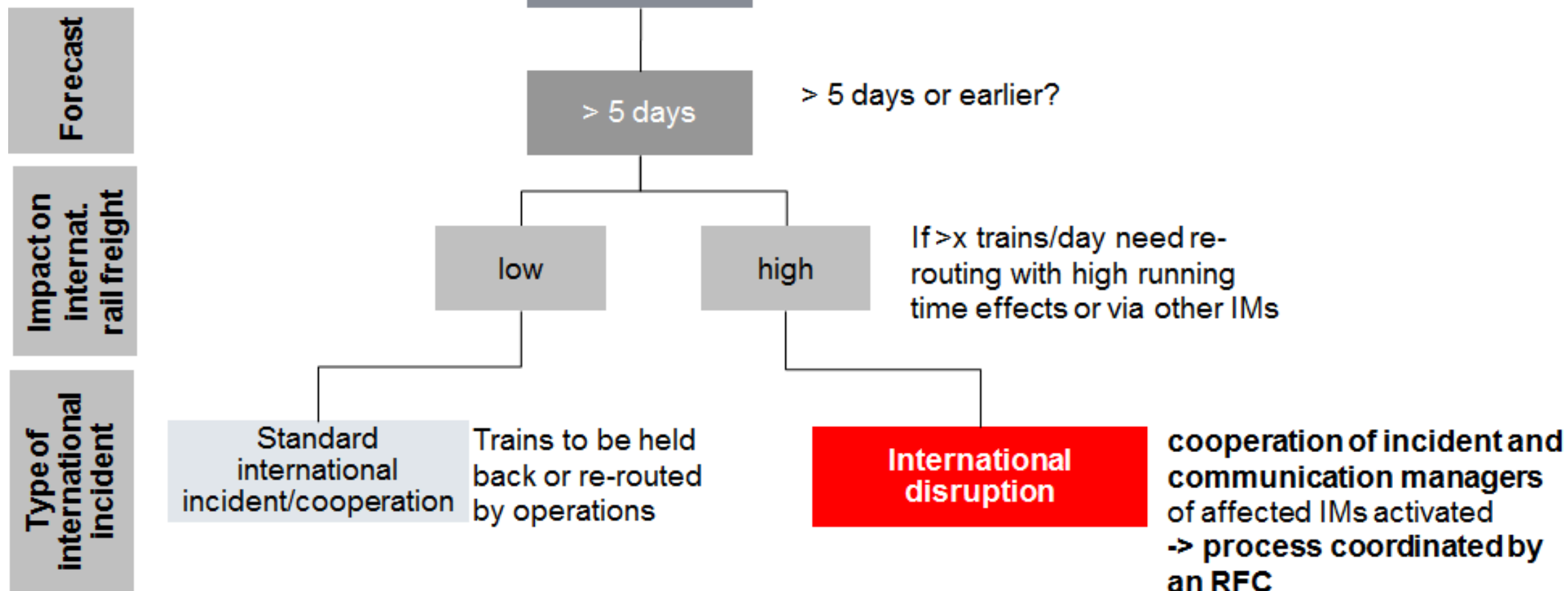
14<sup>th</sup> TAG RAG meeting  
Lisbon, March 7<sup>th</sup> 2018

## ACTION PLAN AFTER THE ACCIDENT ON THE RHINE ALPINE CORRIDOR IN RASTATT IN 2017

A	Management of international disruptions	<p>Process proposal:</p> <ul style="list-style-type: none"> <li>■ RFCs organises telcos between heads of incident management of involved IMs</li> </ul> <p>Criteria for major international disruptions:</p> <ul style="list-style-type: none"> <li>■ Duration: proposal &gt; 5 days</li> <li>■ High impact on international rail freight</li> </ul>
B	Communication in case of international disruptions	<p>Process proposal:</p> <ul style="list-style-type: none"> <li>■ RFCs organises telcos of communication managers of IMs</li> <li>■ Communication of stakeholders by each involved IM (general information on the incident, no train specific information)</li> <li>■ RFCs also inform their specific stakeholders</li> </ul>
C	Re-routing overview	<p>Overview of diversionary routes for each RFC with information on infrastructure parameters, capacity indication, restrictions at RUs</p>
D	Capacity allocation rules	<p>Clear rules to be defined/agreed by Ministries in Europe – proposal from DB/SBB/RFC Rhine-Alpine</p>

# HANDBOOK INTERNATIONAL CONTINGENCY MANAGEMENT

Proposal

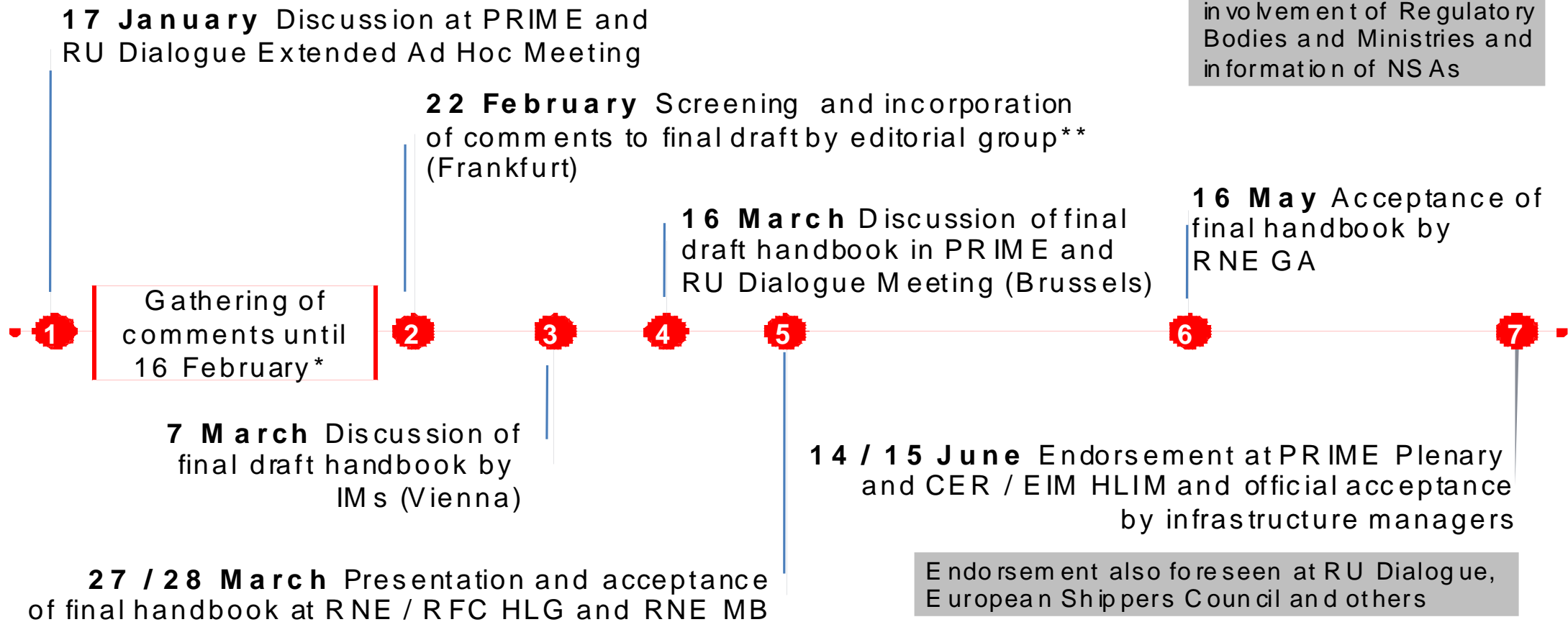


**RFC re-routing overview and capacity allocation rules available for all re-routing needs**

# HANDBOOK INTERNATIONAL CONTINGENCY MANAGEMENT

Further process for handbook

By mid 2018 the handbook shall be finalised and endorsed by the relevant bodies of the sector



\* 20 February for RU Dialogue

\*\* Representatives of RFC Rhine-Alpine, SBB Infrastruktur, DB Netz, RNE, RU Dialogue

## HANDBOOK INTERNATIONAL CONTINGENCY MANAGEMENT

### Topics in discussion beyond the Handbook

- cooperation between IMs and RUs
- distribution of scarce capacity on diversionary routes
- compensation for alternative routes
- liability of track access contract
- fallback solutions (transparent rules, e.g. restricted capacity on diversionary routes, distribution of capacity)
- prevention of disruptions (emergency teams of IMs to cooperate with other IMs, RUs)
- others

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## TRAIN INFORMATION SYSTEM – TIS

- ❑ TIS is a web-based application that supports international train management by delivering real-time train data concerning international passenger and freight trains



### TIS real-time information is available for desktops and tablets

- Real-time rail traffic data – e.g., contracted timetable, forecast, running advice, delays
- Real-time information is visualized in the TIS graphical interface
- Accessible through standard web browsers



### TIS reporting function based on Oracle Business Intelligence (BI)

- Predefined reports and graphs (punctuality, delay causes, etc.)
- Customizable reports and graphs
- Information source for international Train Performance Management (TPM)

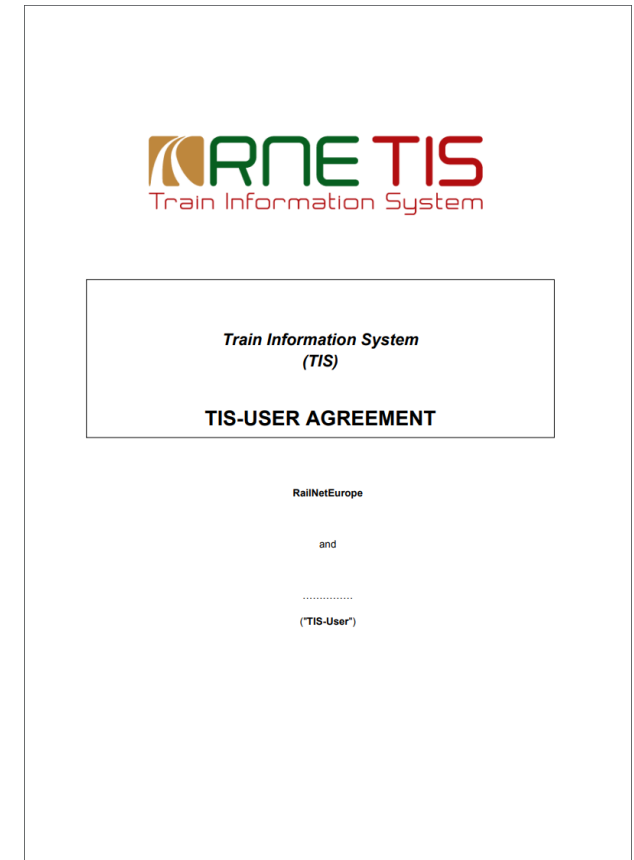


### TIS data exchange function

- Data exchange based on TAF TSI messages
- Filtering function to select the required information
- TAF TSI pilot for the Common Interface (message exchange via CI)

## TRAIN INFORMATION SYSTEM – TIS

- ❑ Access to TIS is free of charge for RU
- ❑ In order to get access to TIS, companies should first sign the TIS User Agreement available at RNE site <http://tis.rne.eu>



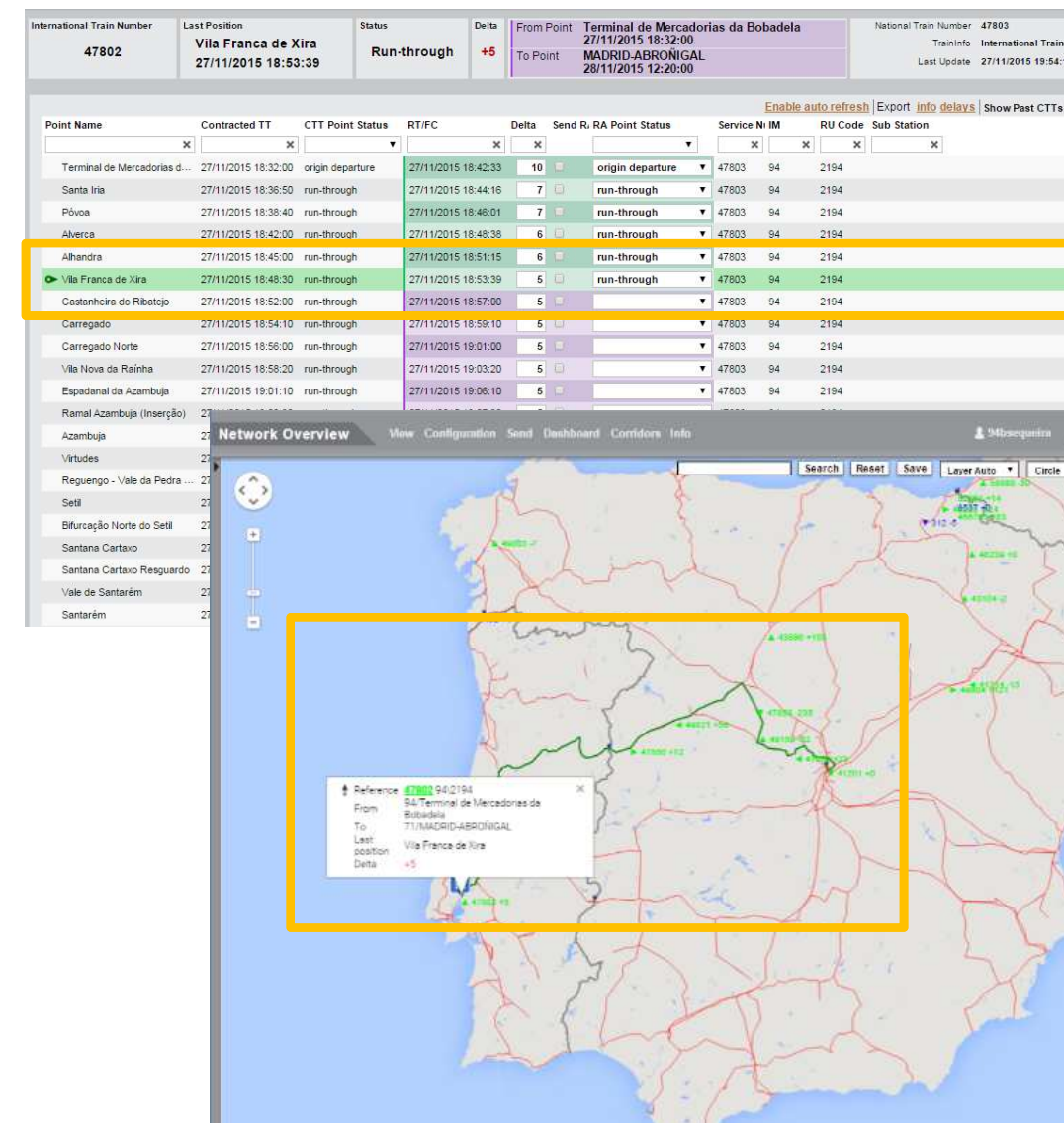
## TIS – HOW DOES IT APPLY TO OUR BUSINESS

Currently TIS provides RU with real-time information regarding operations across several IM

- Train Run Information with delay causes
- International Train linking across borders

Future TIS developments

- Recast of the Estimated Time of Arrival function (ETA)
- Further enhancement of data quality
- Implementation of Rail Freight Corridor (RCF) view
- Further development of TIS tablet version



Point Name	Contracted TT	CTT Point Status	RT/FC	Delta	Send R. RA Point Status	Service N° IM	RU Code	Sub Station
Terminal de Mercadorias d...	27/11/2015 18:32:00	origin departure	27/11/2015 18:42:33	10	origin departure	47803	94	2194
Santa Iria	27/11/2015 18:36:50	run-through	27/11/2015 18:44:16	7	run-through	47803	94	2194
Póvoa	27/11/2015 18:38:40	run-through	27/11/2015 18:46:01	7	run-through	47803	94	2194
Averca	27/11/2015 18:42:00	run-through	27/11/2015 18:48:38	6	run-through	47803	94	2194
Alhandra	27/11/2015 18:45:00	run-through	27/11/2015 18:51:15	6	run-through	47803	94	2194
Vila Franca de Xira	27/11/2015 18:48:30	run-through	27/11/2015 18:53:39	5	run-through	47803	94	2194
Castanheira do Ribatejo	27/11/2015 18:52:00	run-through	27/11/2015 18:57:00	5		47803	94	2194
Carregado	27/11/2015 18:54:10	run-through	27/11/2015 18:59:10	5		47803	94	2194
Carregado Norte	27/11/2015 18:56:00	run-through	27/11/2015 19:01:00	5		47803	94	2194
Vila Nova da Rainha	27/11/2015 18:58:20	run-through	27/11/2015 19:03:20	5		47803	94	2194
Espadanal da Azambuja	27/11/2015 19:01:10	run-through	27/11/2015 19:06:10	5		47803	94	2194

## TAF-TSI AND TIS – SUPPORTING RAIL FREIGHT CORRIDORS

### ❑ Implementation of TAF-TSI messages

- Between IM and RU (Operations)
- Between IM and TIS (Business)

### ❑ Present expected timeline for implementations

- Train Preparation (TCM) in 2018/2019
- Train Running Forecast and Disruption in 2018/2019
- National TPM processing into TIS in 2019/2020
- Data quality and cross-border in 2018/2020

Message	Relevant article in draft revised TAF TSI
<b>Train Preparation</b>	
(Freight) Train Composition message	4.2.3.2
Train Ready message	4.2.3.3
<b>Train Running Forecast</b>	
Train Running Forecast message	4.2.4.2
Train Running Information message	4.2.4.3
Train Delay Cause Message	4.2.4.3.
<b>Service Disruption Information</b>	
Train Running Interruption message	4.2.5.2

## TPM WORK GROUP: MONITORING PERFORMANCE USING TIS DATA

- ❑ Presently: IP, SNCF Réseau and DB Netz, are showing in TIS all freight trains with international characteristics. E.g. In Portugal all trains crossing the borders of Valença – Tuy, Vilar Formoso – Fuentes D’Oñoro, Elvas – Badajoz;
- ❑ In progress: the work of converting the national Delay Causes Table (Ecara) to the UIC Leaflet 450-2, and in accordance with Diretiva n.º 2012/34/UE;
- ❑ Short Term: IP will be able to show the causes of delay. Already possible in SNCF Réseau and DB Netz. In the Portuguese case RUs must bear in mind the existence of two key moments:
  - attributed **at the moment of the operation**;
  - **updated on the 15th of the month m+1** – resulting from the time frame legally foreseen in the National Performance Regime to manage RUs' complaints.

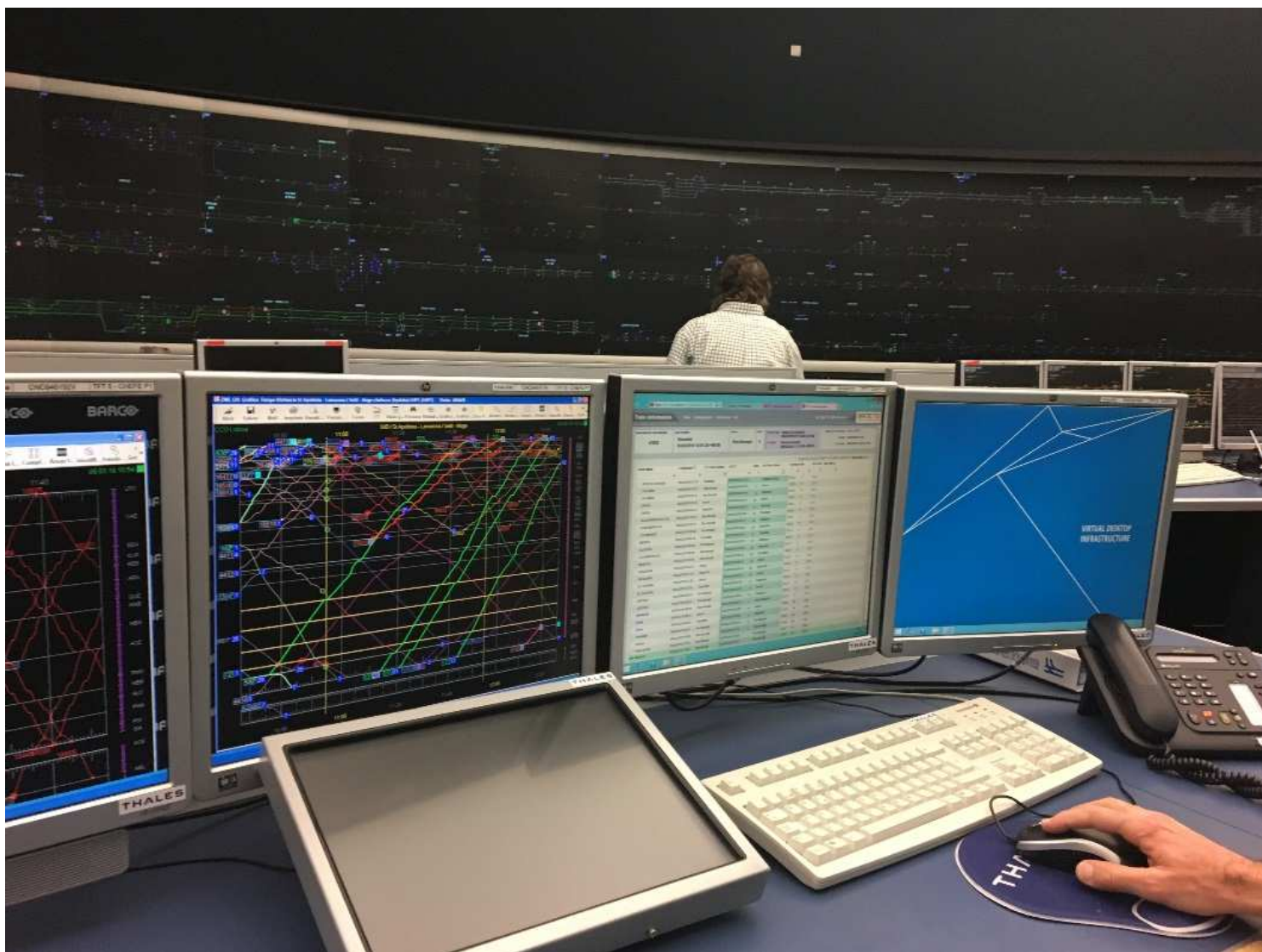
## TPM WORK GROUP: OBI REPORTS

❑ OBI reports are of two types: *Punctuality reports and Delay analysis*

- The **Punctuality Reports** are graphical reports showing for each IM, the punctuality at: departure and arrival points; entry and exit points in the Corridor; and at the borders points;
- **Delay Analysis**, shows the causes for the delays. The WG afterwards analyzes the trains which are systematically delayed and the systematic causes.

❑ The **Delay analysis** shall become more efficient as soon as we are able to involve the Rus and the IMs in the mitigation of systematic causes and eventually provide a better performance

## THE IMPLEMENTATION OF TIS IN LISBON OCC



- ❑ Deployed in the OCC since:  
**21 December 2017**
- ❑ Attributed accesses to:  
4 users in **OCC**
- ❑ Main use:
  - Timely and permanent knowledge of the delay
  - Number of the international train (although it has different number in Spain and Portugal)

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**A. O. B.**

NEXT TAG-RAG MEETING WILL BE IN SEPTEMBER 12<sup>TH</sup>  
AT KTL LUDWIGSHAFEN TERMINAL, GERMANY



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# ATLANTIC CORRIDOR

Sines·Setúbal·**Lisbon**·Aveiro·Leixões – Algeciras·**Madrid**·Bilbao·Zaragoza  
Bordeaux·La Rochelle·Nantes·**Paris**·Le Havre·Strasbourg – **Mannheim**

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e-mail: [oss@atlantic-corridor.eu](mailto:oss@atlantic-corridor.eu)



**Co-financed by the European Union**

Trans-European Transport Network (TEN-T)

14<sup>th</sup> TAG RAG meeting  
Lisbon, March 7<sup>th</sup> 2018



# ATLANTIC

C O R R I D O R

