Communication channels are now established and could be developed. This effort will be continued in 2017.

- ✓ TCRs

Information sharing on TCRs works satisfactorily, but further improvements can be achieved. The Group drafted in this purpose, in 2016, fall-back scenarios, which it plans to improve and finalise in 2017.

- Regional Group South

Through the years, the Group has gathered valuable cross-border experience:

- ✓ Short and integrated cross-border communication chains, as exemplified during the total closure of the Brenner line in 2012
- ✓ An operational step forward with the start, in 2015, of a pilot on a uniform rear end signal along the Brenner stretch
- ✓ The raise of efficiency with the increase of train load.

In 2016, the Group pursued the following objectives:

- ✓ Solve shunting restrictions at the Brenner Station impacting the operational scheme of Railway Undertakings
- ✓ Develop Information on TCRs
- ✓ Coordinate a total line closure planned in 2018
- ✓ Jointly tackling the issue of refugees using freight trains to pursue their journey

In addition, the Group works closely with the Capacity Management, the TPM and the TCR-Working Group.

Looking forward, the Group in 2017 will work primarily on finding a long term solution for shunting services at the Brenner Station and for improving information on TCRs, including within the running timetable.

# 5. Measuring Success and Challenges: the Assessment of Quality on ScanMed RFC

Beyond punctuality, ScanMed RFC assesses quality in two ways:

- Looking "inside" with a range of capacity, market and operational Key Performance Indicators (KPIs)
- Triggering feedback from the "outside" with a yearly, cross-corridor User Satisfaction Survey (USS)

## 5.1. KPIs

ScanMed RFC uses KPIs partly shared with other RFCs under the umbrella of RNE and partly of its own. The list is reviewed and, if appropriate, updated on a yearly basis. The present section delivers results for 2016.

### 5.1.1. Capacity Management

| KPI | Explanation | | | | Value 2016 |
|---|---|---|---|---|---|
| | Definition | Calculation features | Reference TT year | Source and processing | |
| **Offered Capacity** | Volume of offered corridor capacity at X-11 and Reserve Capacity | According to RNE Guidelines: "Key Performance Indicators of Rail Freight Corridors" – pages 9 and 10 | 2017 | PCS and manual processing | 17 million PaP km |
| **Requested Capacity** | Volume of requested corridor capacity at X-8 | | | | 5 million PaP km |
| **Requests** | Number of requests in PCS | | | | 37 |
| **Pre-allocated Capacity** | Volume of pre-allocated corridor capacity at X-7,5 | | | | 3,3 million PaP km |
| **Conflicts** | Number of conflicting requests | | | | 23 |

Table 1 – Capacity management KPIs

*For comments, see Chapter 3 of the present report*

### 5.1.2. Operations

| KPI | Explanation | | | | Values 2016 | | |
|---|---|---|---|---|---|---|---|
| | Definition | Calculation features | Reference TT year | Source and processing | | | |
| **Punctuality at origin** | Percentage of on-time trains at origin with a threshold of 30' | According to RNE Guidelines: "Key Performance Indicators of Rail Freight Corridors" – pages 10-11 | 2016 | TIS and RNE Processing tool (OBI) | 70% | | |
| **Punctuality at destination** | Percentage of on-time trains at destination with a threshold of 30' | | | | 59% | | |
| **Delay causes** | Share of delay minutes according to groups of causes | Sum of delay minutes attributed to each delay code (clustered IM/RU/External)/sum of total delays per IM (pre-defined sample of trains) | | | | Northbound | Southbound |
| | | | | | IM: | 21% | 16% |
| | | | | | RU: | 55% | 57% |
| | | | | | External: | 3% | 2% |
| | | | | | Secondary: | 21% | 25% |

Table 2 – Operations KPIs

*For calculating these KPIs, the first and/or the last Contracted Timetables were used where data on origin or destination of the train was not available. In 2016, the above KPIs were measured taking into account a list of trains operated by several Railway Undertakings. Secondary delay causes cover Track Occupation.*

### 5.1.3. Market KPIs

| KPI | Explanation | | | | Values 2016 |
|---|---|---|---|---|---|
| | Definition | Calculation features | Reference TT year | Source and processing | |
| **Traffic Volumes** | Number of running trains monitored in national systems | Number of freight trains crossing defined pairs of border points | 2016 | National systems, manual processing | See table below |

Table 3 – Market KPIs

| BORDERS | | TRAINS (n) | |
|---|---|---|---|
| IMs/Countries | Points | Southbound | Northbound |
| | | NS | NS |
| Banenor/Norway, Trafikverket/Sweden | Kornsjø-Gränsen – Göteborg Marieholm | 423 | 423 |
| Trafikverket/Sweden, Banedanmark/Denmark | Peberholm (BDK) - Peberholm | 4.152 | 4.302 |
| Banedanmark/Denmark, DBNetz/Germany | Padborg - Flensburg Friedensweg | 5.356 | 5.257 |
| DBNetz/Germany, ÖBB Infra/Austria | Kufstein - Kiefersfelden | 14.515 | 15.234 |
| ÖBB Infra/Austria, RFI/Italy | Abzw Sti 4 - BRENNERO | 9.657 | 10.051 |

Table 4 – Traffic volumes *per* border

*The main share of the traffic on the corridor runs between München Ost and Verona, the second largest share runs between Malmö and Maschen.*