

# Annual Report 2017





Dear Corridor Users,

it has been two years since we started a common journey in Wiesbaden, sharing the vision of shifting through ScanMed RFC more international freight traffic on rail. In doing so, we opened an arduous yet exciting path. Much needs to be rethought and reshaped to make borders thinner and shorten distances to help business unfold.

In these two years, ScanMed RFC has been relentlessly looking for the right way forward. Our highlights in 2017 have been

-  Try our role as integrator of the rail logistic chain by delivering international feasibility studies upon requests of end users
-  Stating facts to unveil concrete coordination potential for infrastructure works
-  Shape an enhanced bilateral dialogue with railway undertakings to case-by-case punctuality improvements at regional level
-  Contribute to a European approach of contingency management by supporting the Handbook for international contingency management developed by Rail Freight Corridor Rhine-Alpine in the aftermath of the Rastatt events

In spite of our continuous efforts, we are not yet where we want to be, namely as connecting thread between our Members and the wider market. We are not yet mature enough to take that role of a service-provider at key milestones of a customer journey, from transport planning and booking to operations and after sales, but we are getting there step by step.

These steps are not just a matter of pilots and test runs, but that of a cultural revolution which starts with us, Infrastructure Managers. ScanMed RFC doesn't compete with its Members: we *are* these Infrastructure Managers, however not individually but collectively. We build together a European-thinking community of purpose, the goal of which is to boost the competitiveness of rail as a system and as a credible, because a reliable and accessible alternative to other transport modes.

Obviously, the journey continues, and we are passionate about making it a success, but we cannot take that journey alone. We count on you to take it with us, from North to South – Easily!

Bjørn Kristiansen  
Chair of the Management Board

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## 1. Management Summary

In 2017, Scandinavian-Mediterranean Rail Freight Corridor (ScanMed RFC) has continued developing on a heterogeneous market to which corresponds a scattered operational landscape, and performed in this context unevenly well.

In its most visible embodiment, i.e. capacity demand, ScanMed RFC is primarily a North-European Corridor. Demand for Corridor capacity there exceeds offer and grows steadily, but hardly even exists in the Southern part, where the Corridor seems to bring limited added value compared to the offer already existing between Munich and Verona.

***“I am convinced that RFCs are a very good tool to strengthen Rail against Road.”***

*Harald Hotz  
Member of the Management Board*

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On the operational side, ScanMed RFC made no exception as regards the recurrent flaws of rail, and which customer's feedback clearly pointed out: works on the infrastructure planned close to or after timetable change have significantly affected the credibility of the Corridor. Together with bad average punctuality values, they confirm the need for working on quality, i.e. on the delivery of a stable and reliable offer.

Taking stock of the challenges both of a market-matching offer and a reliable delivery, while making the most out of its margin of manoeuvre, ScanMed RFC has started a number of pilots, in particular to complete and diversify its offer (Terminal pilot, Short term reserve capacity pilot) as well as to make it more robust (Screening of PaPs against TCRs before publication of the PaP-catalogue) and to improve quality (“Quality circle”-pilot on heavily delayed trains).

Preparing for the next step, ScanMed RFC has been cautiously trying its role as integrator of the logistic chain by starting a dialogue with End Users and their Railway Undertakings to deliver international feasibility studies - a first experience that highlighted potential and challenges of an enlarged market approach by the Corridors, and on which will be elaborated together with the Corridor customers in 2018.

## 2. A performance that needs close scrutiny

ScanMed RFC performed in 2017 unevenly well.

While promising progress could be noticed on Corridor capacity booking in the Northern part of the Corridor, the Southern part remains a territory still to be won.

The predictability conundrum that poor punctuality best expresses, though not directly in the scope of action of the RFCs, affects rail credibility and weakens ScanMed's case towards customers.

Nevertheless, individual customer visits provided us with both supportive and constructive input on the basis of which the Corridor can develop pragmatic answers to our user's expectation of reliability and simplicity.

The present chapter addresses performance measures as the most visible embodiment of our challenges; the following chapter will summarize ScanMed's efforts to provide solutions.

## 2.1. Differentiated interest and improvable quality

### 2.1.1 Capacity booking reflect a differentiated added value of the Corridor concept

Compared to 2016 (Timetable 2017), ScanMed RFC offered in 2017 (Timetable 2018) approximately 4% more capacity (in Mio Train\*km). The requested capacity however increased by a noticeable 23% (in Mio Train\*km) and the pre-allocated capacity by 45% in the same time span, whereby pre-allocation figures show an optimized capacity usage for Timetable 2018 compared to Timetable 2017: 81% of the requested capacity could be pre-allocated for 2018 against 66% for 2017. This is mainly due to a higher share of Pre-Arranged Paths (PaPs) compared to Feeders and Outflows (F/Os) in the total path offer.

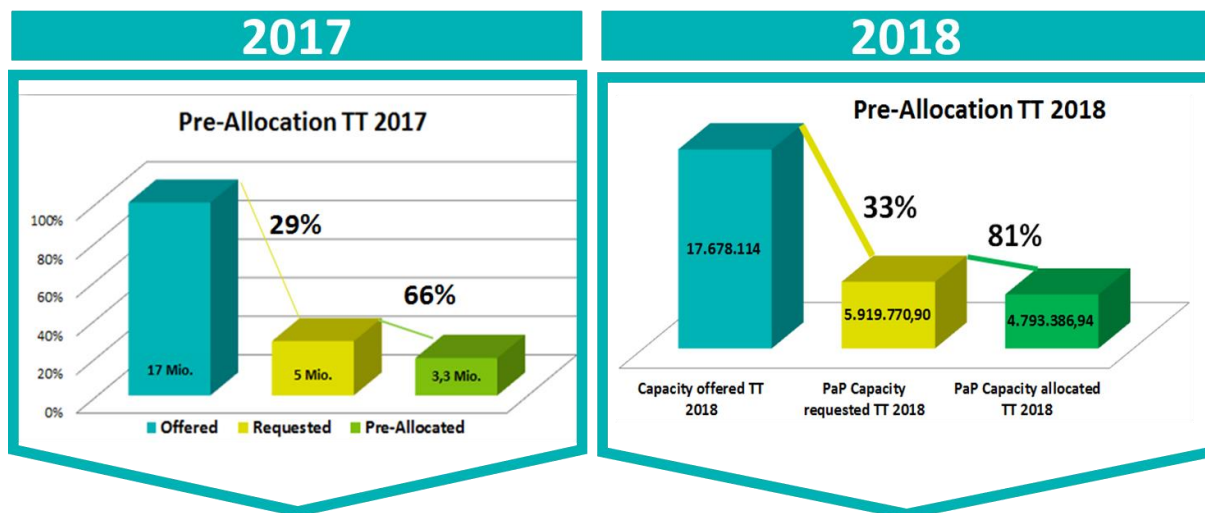


Table 1 - Corridor Capacity Overview for Timetables 2017 and 2018

This general overview however covers a much more differentiated truth, following which the Corridor collected good results in Scandinavia down to Hamburg, whereas it remains inexistent in its Central part and on the Brenner crossing southward.

As a matter of fact, no PaPs were ordered South of Hamburg although the offer was relatively evenly split among the Scandinavian and the non-Scandinavian part of the Corridor. Across the Brenner, the added value of Corridor PaPs is limited compared to already well-coordinated paths across the Brenner. As a consequence, the mandatory use of PCS to order PaPs brings additional complexity with no visible benefits. As long as Corridor offer and regular offer are separated in timeline and processes, ScanMed RFC will work on measures (E.g.: harmonization of operational rules) developing the credibility of rail in order to acquire new customers, rather than try to shift existing traffic from regular to Corridor traffic, both being ultimately borne by the same Infrastructure Managers.

Adding to this contrasted landscape, ScanMed's booking volume was dependent to 86% on two customers. Such trend, should it persist in future, makes the Corridor vulnerable to commercial choices of a limited number of companies, which it can only very partially influence.

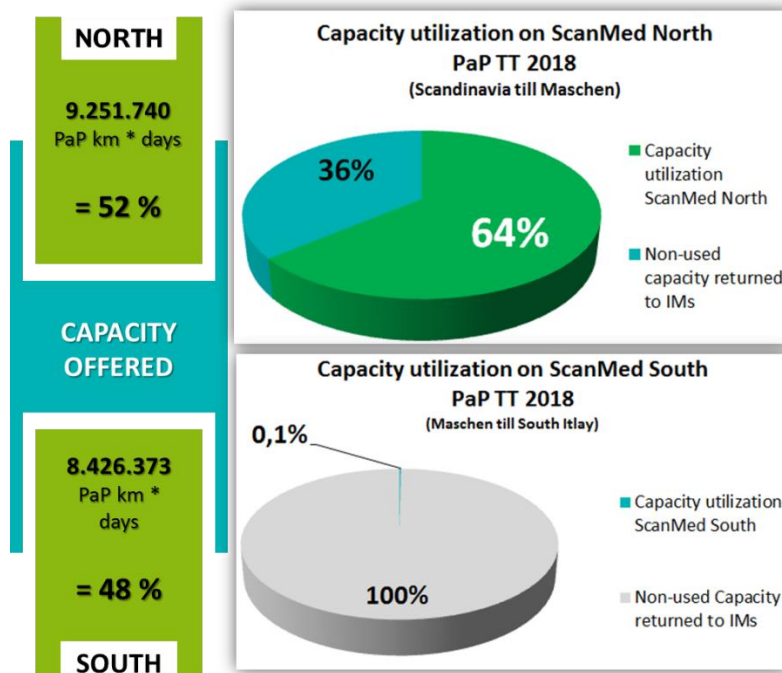


Table 2 – Split of Capacity Requests between the „North “and the „South “of the Corridor

### 2.1.2 Punctuality needs drastic improvements

Punctuality of international rail freight<sup>1</sup> remains an issue. Measured at 30mn from planned departure and arrival, punctuality reached 70% at origin, defined as entry point on the Corridor, and 58% at destination, defined as exit point on the Corridor.

The measured trains do not run exclusively on PaPs or Corridor Reserve Capacity, but also on regular paths.

Delays are identified to be to 11,5% caused by Infrastructure Managers and to 60% by Railway Undertakings, while 24,5% track back to causes not clearly attributable to the one or the other. Around 4% of causes are external (weather conditions, accident on the line, cable theft...).

Taking the matter as a serious matter of competitiveness, ScanMed RFC started a pilot to tackle delay causes for heavily delayed trains (S. below 3.1.2.1).

## 2.2 A permanent dialogue with Customers to investigate satisfaction

ScanMed RFC investigated Customer satisfaction in 2017 essentially by means of bilateral customer visits conducted by the Corridor One-Stop-Shop Manager and of a cross-corridor User Satisfaction Survey (USS) coordinated by RailNetEurope for the Rail Freight Corridors (RFCs).

<sup>1</sup> See Annex I: KPIs 2017

### 2.2.1 Direct bilateral exchange as primary source for feedback

It has become a habit on ScanMed RFC that the Corridor One-Stop-Shop Manager visits potentially interested customers in February and March of each year. Beyond raising attention on the Corridor offer available for request between mid-January and End of April for the next Timetable period, such campaign provides ScanMed's management with a detailed insight on where we stand towards our customer's expectations.

The Corridor One-Stop-Shop Manager visited in February and March 2017 nine customers, both Railway Undertakings (RUs) and non-Railway undertakings (non-RU applicants).

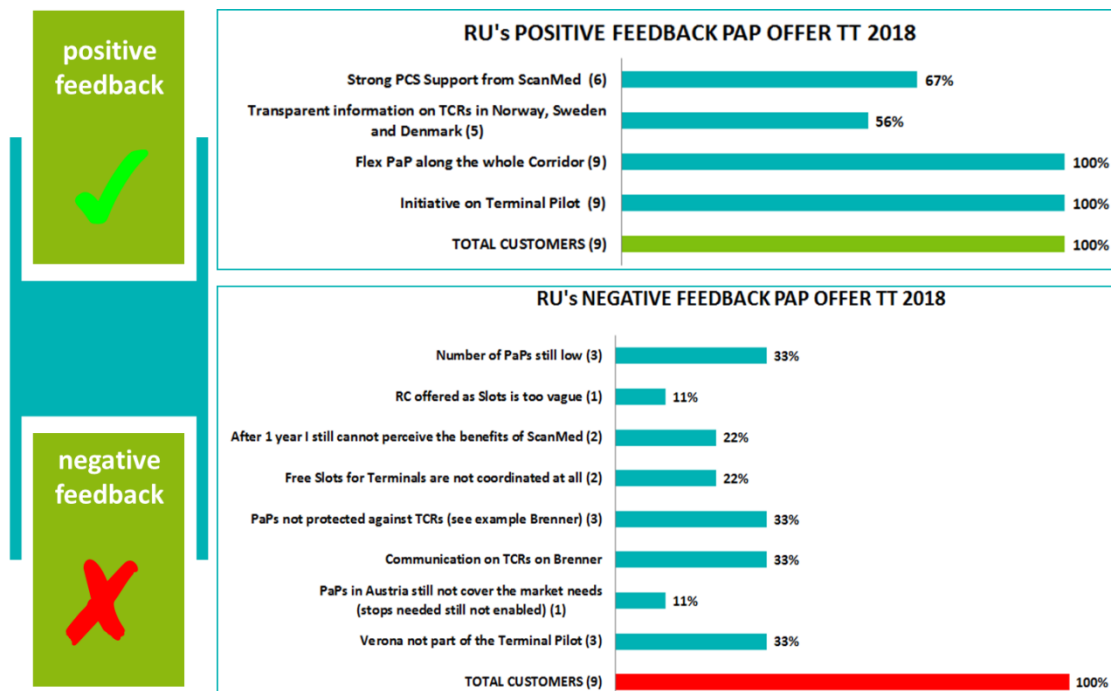


Table 3- RU's feedback about ScanMed expectations

Positive feedback confirms the match between expectations of ScanMed's customers and the main lines of the Corridor's strategy, while negative feedback highlights the challenges to get there.

On the one hand, our customers do perceive ScanMed RFC as evidently pursuing goals of completeness (integrated offer with Terminals and Ports), flexibility (PaPs allowing flexible planning of operational stops), transparency (information on infrastructure works) and accessibility of rail services (support to use the booking tool PCS).

On the other hand, our customers are equally clear that they need more, both in terms of quantity (Number of PaPs, number of Terminals coordinating their offer with that of the Corridor) and of quality. The latter in particular addresses the ability of ScanMed RFC to score better than regular rail services on market-match (PaPs in Austria) and production planning (uncoordinated Terminal slots, vague reserve capacity concept, impact of infrastructure works on the stability of PaPs etc.), i.e. on steps of the customer journey where the Corridor, otherwise incompetent for daily operational management, is expected to improve the attractiveness of rail for international freight transport.

It comes therefore to no surprise that the Corridor's added value remains to unfold in the view of some of our potential customers.

### 2.2.2 An unsatisfying User Satisfaction Survey (USS)

The cross-corridor USS, conducted in September 2017<sup>2</sup> under coordination of RailNetEurope, provided results that may lead to hasty conclusions. Raw data betray low participation: on the one hand, twelve customers out of twenty are listed as effective participants but on the other hand, only three questionnaires were completed to more than 80%, whereas “don’t know”-answers or no answers account for more than half of the questions for eight respondents, and one answered to approximately 60%.

The redundancy of the survey, which was conducted after the bilateral and rather extensive customer visits, as well as its length (approx. 30 minutes needed to complete the questionnaire) were named by some of our customers as reasons for not participating.

In spite of such circumstances, the Corridor management takes the results collected into serious account. Compared to the first year of operations, ScanMed RFC scored a general satisfaction of 3,6 compared to 4,0 in 2016, whereby 1,0 would be the lowest and 5,0 the highest possible result.

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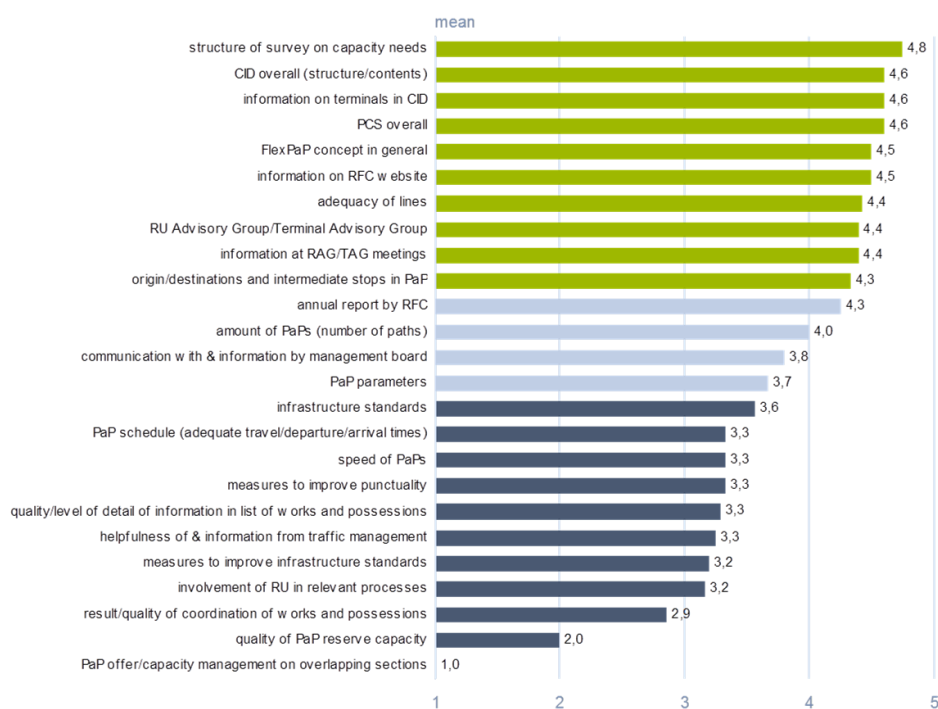


Table 4 – Detailed scores of the User Satisfaction Survey

On the one hand, the survey generally converges with the results of bilateral customer feedback. With standardized, cross-corridor examples (e.g.: an integrated offer with Terminals was no topic of this survey since only available on ScanMed), the Corridor scored best on transparency (information availability in the Corridor Information Document, on the website and during RAG/TAG meetings), flexibility (Flex-Paps, origin/destination and intermediate stops in PaPs) and accessibility of rail services (PCS). It was further granted positive feedback on market-matching (adequacy of lines and structure of the survey on capacity needs). In the field of its competences, the Corridor scored worse on the quality of the offer (Reserve Capacity, PaP-scheduling and planned speed) as well as on information that is key to production planning (information of infrastructure works).

On the other hand, the USS highlights a need to explain the very concept of the RFC as it stands now, and expresses customer expectation as regards its scope. As of today, the improvement of infrastructure

<sup>2</sup>[http://www.rne.eu/rneinhalt/uploads/RFC\\_User\\_Satisfaction\\_Survey\\_2016\\_Overall\\_Results\\_RNE\\_website.pdf](http://www.rne.eu/rneinhalt/uploads/RFC_User_Satisfaction_Survey_2016_Overall_Results_RNE_website.pdf)



standards and real-time traffic management information are not in the field of competence of Rail Freight Corridors. It however poses the question of whether rail Infrastructure Managers should entrust RFCs with more competences than they have now.

### 3. Paving the Way to Fulfilling our Strategy

Well aware of a persisting gap between the Strategy of the Corridor<sup>3</sup> and the visibility of our achievements for our Users, ScanMed RFC has been relentlessly yet pragmatically searching for quick wins that would blaze a trail for higher ambitions on the medium term.

New concepts and approaches converged towards developing an “augmented offer” that stretch originally standardized Corridor products to the furthest extent of their customization potential, both in space (inclusion of the last mile) and time (short term booking offer).

Such development, that ultimately serves the role of ScanMed RFC as facilitator of the logistic chain, has been completed on the market side by creating more opportunities to directly work with customers, either bilaterally (feasibility studies upon requests of freight forwarders) or regionally (quarterly regional customer meetings).

**“The ScanMed Corridor is the rail link for the hinterland connections specifically to the inland terminals located in Bologna, Verona, Padova.”**

*Federica Montaresi,  
Port of La Spezia*




#### 3.1. Defining and testing new concepts

In 2017, the Corridor has put efforts on promoting comprehensive and flexible products while working in the background to improve reliability in regular traffic as well as in the context of disturbances.

##### 3.1.1 A full-Service approach of Corridor Products

###### 3.1.1.1 A comprehensive approach

ScanMed RFC started a “Terminal Pilot” for the first time in 2017 for Timetable 2018. As a reminder, the pilot enables the inclusion of Terminals in the request for pre-arranged paths in three manners:

-  Mere information on the Terminals likely to have free capacity at the ends of a requested Pre-arranged path and its feeders or outflows (“Level 1”),
-  Terminal slots offered together with pre-arranged paths (“Level 2”),
-  Terminal slots offered together and coordinated with pre-arranged paths (“Level 3”).

At Levels 2 and 3, both Pre-arranged paths and Terminal slots can be requested in one operation in PCS and are pre-allocated by the Corridor One-Stop-Shop Manager at the same time.

Eleven Terminals and Ports located in Norway, in Germany and in Italy participated into the pilot in 2017. One Terminal, in Norway, joined on Level 3, while the Italian Terminals or Ports chose Level 2. The German Terminals participated into the pilot at Level 1.

<sup>3</sup> [https://www.scanmedfreight.eu/files/pdf/pages/aboutUs/1709\\_Strategy\\_Paper.pdf](https://www.scanmedfreight.eu/files/pdf/pages/aboutUs/1709_Strategy_Paper.pdf)

Unfortunately, none of the participating Terminals and Ports was located where pre-arranged paths were ordered, so that the approach, supported by our customers, could not actually be tested. Not the least for this reason, the pilot has been re-conducted for Timetable 2019 and has been enlarged to a Danish Terminal, Taulov that joined at Level 3.

Common knowledge and customer dialogue point at several conceptual challenges which ScanMed RFC has put on its agenda for strengthening the pilot:

- ✚ Close the gap of shunting services between national networks and terminals or ports by integrating them in the coordinated approach,
- ✚ Include the multiplicity of stakeholders involved in capacity booking, by facilitating aligned actions along the logistic chain: Railway Undertakings book pre-arranged paths but Terminal slots are not unusually booked by freight forwarders
- ✚ Analyze staggered timelines for pre-arranged paths and terminal slots in order to bring the timeline of pre-allocation for national networks and Terminals closer to each other. For now, Pre-arranged paths are booked until X-7,5 and terminal slots from X-3 onwards.

ScanMed will address these challenges during 2018, both at national expert level and in close cooperation with any Terminals or Port interested in helping the Corridor moving forward on the matter.

### 3.1.1.2 A flexible approach

Building on customer request, ScanMed RFC developed in 2017 an approach for testing the possible added value of the Corridor for short term capacity booking, whereby short term applies to booking deadlines until approximately one calendar week before train run.

The pilot will be implemented on Reserve Capacity for the year 2018 in Denmark, Germany, Austria and Italy. It applies to “spot traffic”, i.e. to single trains running on one day, and covers cross-border paths on Corridor routes as well as their feeders and outflows on the participating national networks.

Formally, the pilot takes the form of paths with neither indications of calendar days nor of departure and arrival time (“Empty PaPs”) published in PCS. The Corridor One Stop Shop Manager is given the role of a supervisor to ensure coordinated offer with the best combination of time between request and delivery and path quality.

At this stage, the expected outcome of the ScanMed pilot is a clear answer on whether the Corridor, compared to current processes, can be a relevant counterpart for customers. Should this be the case, ScanMed RFC will elaborate on the learnings from the pilot to extend its product portfolio in the upcoming timetables.

It is furthermore worth adding that several Rail Freight Corridors designed in 2017 short-term capacity pilots that they test in 2018, not all of them planning a role for the Corridor One-Stop-Shops.

ScanMed RFC will follow up these neighboring pilots closely and will actively participate into defining and eventually promoting, should such steps eventually be taken, a network-oriented approach.

### 3.1.2 Reliability in good and bad times

#### 3.1.2.1 A step by step improvement of quality

Who would fancy a sports car that can only be driven on a road plagued with potholes? Improvement of quality in regular traffic circumstances is the back side of a medal without which the front side, our product portfolio, won't shine.

In this purpose, ScanMed RFC dedicated most attention to

- ✚ Enhancing the stability of pre-arranged paths in spite of infrastructure works ("Temporary Capacity Restrictions")
- ✚ Improving punctuality by digging, together with our customers, into the delay causes of a representative sample of heavily delayed trains

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#### *Quality through Stability – Getting Temporary Capacity Restrictions under control*

In this field, ScanMed RFC faces the challenge of

- ✚ parallel timelines between infrastructure works and the construction of pre-arranged paths. Infrastructure Managers involved in ScanMed RFC plan infrastructure works between X-16 and X-13, during which the pre-arranged paths are constructed.
- ✚ the absence of the Corridor into the planning loop of infrastructure works. Before 2017, the Corridor One-Stop-Shop received no hint that would help adjusting the offer of pre-arranged paths to planned works.

ScanMed RFC addressed the challenge of Temporary Capacity Restrictions (TCRs) working along three timelines and scopes.

In a long term, EU-wide perspective to start with, international capacity planning is expected to benefit from the implementation of "Annex VII"<sup>4</sup>, whereby Annex VII doesn't cover TCRs decided during a running timetable.

ScanMed RFC was actively associated to efforts of the Infrastructure Managers within RailNetEurope to implement Annex VII, which entered into force in November 2017.

In that manner, Annex VII is a minimal standard to be outperformed. Contributing to "doing more", RailNetEurope designated RFC Rhine-Alpine and ScanMed RFC to host a test of automated TCR-updates in the form of an IT-Tool which will collect TCR-information from national tools on a regular, likely quarterly basis. The "TCR-tool"-pilot will be conducted in 2018. RailNetEurope plans a roll-out in 2019.

In a medium term, Corridor perspective, the analysis of national TCR-planning processes along ScanMed RFC highlighted extensive coordination needs among the Infrastructure Managers, and pointed out at first possible action steps to "close-the-gap" across borders as well as between TCR- and Timetable-planners.

In general terms, ScanMed RFC implements the Guidelines on TCRs edited by RailNetEurope<sup>5</sup>. Experience however proved that having processes compliant with the Guidelines as a Corridor neither requires nor

<sup>4</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32017D2075&from=EN>

<sup>5</sup> <http://www.rne.eu/rneinhalt/uploads/2015-12-03-Guidelines-CoTCR-V2.0.pdf>

<http://www.rne.eu/rneinhalt/uploads/Guidelines-PaP-V3.01.pdf>

automatically causes compliance of the individual Infrastructure Managers, a situation that turns Corridor processes into mere good wishes.

Taking the challenge from the other end, ScanMed RFC's regional groups North and South for Temporary Capacity Restrictions delivered a description of the existing national processes both for TCRs and for Timetable planning, and highlighted therewith the complexity of our starting point. Table 5 below displays a consolidated timeline of Timetable and TCR-planning phases and milestones, both at level of individual Infrastructure Managers of ScanMed RFC as well as at European level, through the RNE Guidelines and through Annex VII. Taking a Corridor example, PaPs are expected to be constructed in December – yet TCR-planning is not stable by then, thereby introducing the risk of offering a PaP which will have to eventually be changed.

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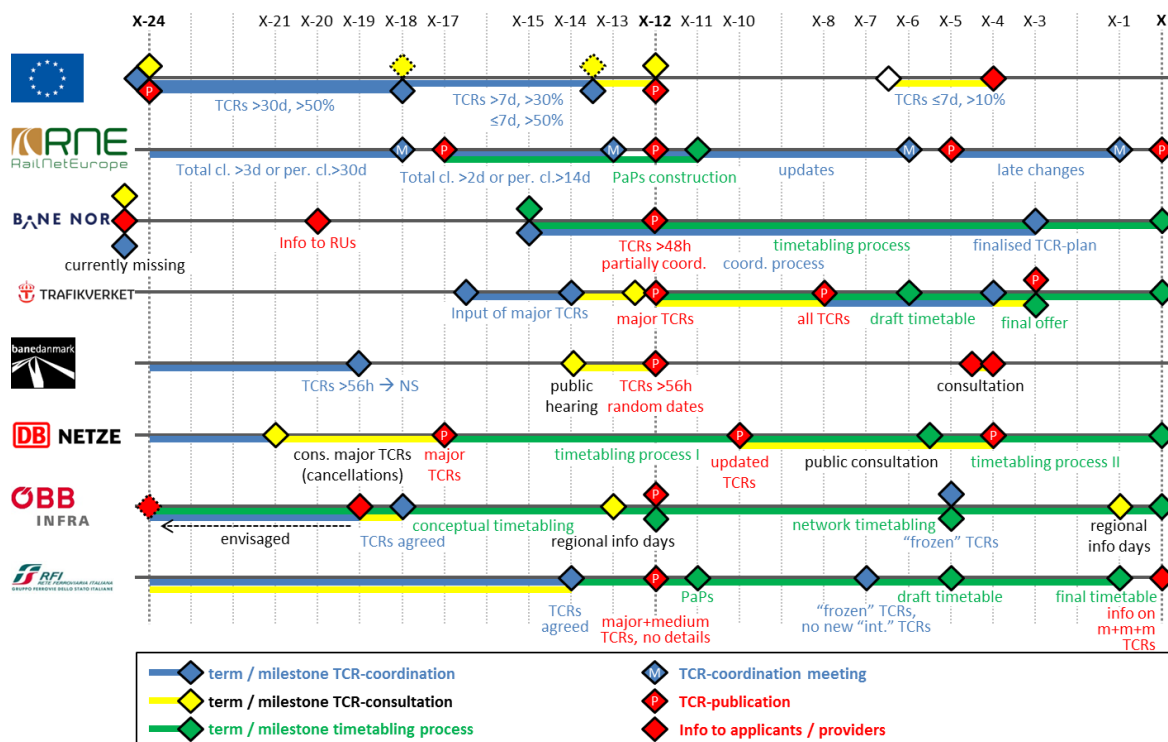


Table 5- National processes for TCRs and Timetable planning

With the purpose of supporting its Members to better coordinate, ScanMed RFC will work in 2018 on finding a common ground among the involved Infrastructure Managers, for defining which TCRs to publish, following which timeline and with which information, whereby Annex VII, to the extent it addresses these aspects will be the baseline.

Finally, in a short term perspective focused on pre-arranged paths, ScanMed RFC tested pragmatic quick wins with a "PaP-Screening"- pilot. Starting in September 2017, the construction of the pre-arranged paths for Timetable 2019 included regular screening of the national segments and eventually of the final catalogue just before its publication. Aim of such screening, which the Corridor One-Stop-Shop Manager conducted

together with experts from the Infrastructure Managers, was to avoid offering in the first place Corridor paths likely to be withdrawn partially or totally at a later stage.

After a first run, the process, as unspectacular as it may seem, delivered good results both in terms of awareness-raising towards the national experts as on the expected path quality. The measure will be sustained for Timetable 2019 and extended to the pre-allocation phase. This means that requested paths likely to be affected by infrastructure works will be, depending on the updated circumstances, only partially allocated or not allocated at all.

### *Quality through Reliability – The Improvement of Punctuality*

Similarly, ScanMed RFC took action on the matter of punctuality to support its Members, and as a laboratory for testing pragmatic, small-sized yet duplicable quick wins.

As regards the former, the Corridor worked on a three-step punctuality analysis and improvement frame.

***“ScanMed is one of the longest RFCs. As such, it crosses regions with a big variety of mentalities and working philosophies. Used right, the diverse environment means a huge change to generate enrichment for all of us.”***

*Andrea – Marco Penso,  
Speaker of the Advisory Group  
Railway Undertakings*

In a first step, the expert working group Train Performance Management at Corridor level has delivered a harmonized punctuality reporting template, filled with data extracted from the RailNetEurope IT-Tool “Train Information System” (TIS). TIS provides both punctuality figures and the type of delay-cause, which it allocates to the Infrastructure Managers, to Railway Undertakings or qualify as secondary delay, i.e. as delay caused by another delayed train that occupies the track.

In a second step, the Regional Groups North and South, into which Customers participate,

analyze the delay causes and identify mitigation measures to be implemented locally.


In a third step, the results of the analysis are aggregated at Corridor level for completing punctuality reporting and for documenting progresses as well as outstanding challenges.

The full cycle is expected to be run on a quarterly basis.

As regards the latter, ScanMed RFC has put extra effort on extracting from standard punctuality reports “heavily delayed trains” (2 hours and above), to which individual attention will be paid. This “Quality Circle” pilot uses in principle the process described above for standard reporting. The analysis of delay-causes will however be conducted in a bilateral, customized manner with the Railway Undertaking running the train. The pilot will be conducted in 2018. Expected benefits are direct improvements of train performance for critical cases and, on the basis of success stories, the development of an approach that could be extended more widely at a later stage.

#### **3.1.2.2 Towards a Contingency Management without Borders?**

As mentioned above, ScanMed RFC doesn’t dispatch trains. When it comes to disturbances with international impact, the Corridor however has a role to play:

-  to share knowledge among its member Infrastructure Managers on operational environments, priority rules, communication chains and dispatching practices across the borders,

- ▶ to foster predictability for our users through transparency on rerouting options in case of line closure,
- ▶ to bring the horizon of Infrastructure Managers closer to that of Railway Undertakings and their Customers, and favor therefore a Corridor-regional cooperation culture

Consistently to its Strategy, ScanMed RFC pursued these goals both at Corridor and at regional level, the former setting the common frame and the latter transposing it to local contexts. Most results were achieved in 2017 at Corridor level and took the form of a:

- ▶ communication chain descriptions aiming at disseminating knowledge among the involved Infrastructure Managers on “reaction chains”, thereby also clarifying reaction timelines and information journeys within each organization,
- ▶ rerouting overview describing alternative stretches to the main Corridor lines and providing our users with indications on infrastructure parameters and available capacity. This “Plan B” further gives hints for a “Plan C”, i.e. transshipment spots along the main lines, should the rerouting option either not be available or not be fitting the operational frame of a railway undertaking.

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The aftermath of the Rastatt incident that occurred in August 2017 however led ScanMed RFC to adjust its activities in order to support the efforts of the Infrastructure Managers to agree on a European approach for improving information sharing among themselves in case of major disruptions with international impact.

For this reason, ScanMed RFC has published so far none of the above described deliveries but shared them instead with RFC Rhine-Alpine and DB Netz AG, as a contribution to a “Handbook of the Infrastructure Managers on International Contingency Management”, the writing of which they have both been steering.

While closely following up the development of the Handbook, ScanMed RFC further plans for 2018 to work on “operational scenarios”. Such scenarios aim at describing for our Corridor Users the existing decision-making chain within the involved Infrastructure Managers in case of an unplanned closure. Ultimately, they also aim at managing expectations on the customer side as to which information (E.g.: foreseeable duration of the disturbance, rerouting options, availability of additional paths...) it can expect at which point in time after a major incident occurred.

In total, ScanMed RFC works on a comprehensive construction which leaves on the one hand day-to-day operational competences of the Infrastructure Managers untouched, but asserts Rail Freight Corridors as a supporting partner of its Members both preventively (operational scenarios and rerouting overviews) and curatively (RFCs as cross-border information coordinator, as foreseen in the Handbook)

### 3.2 Promising steps that bring the Corridor closer to its Customers

Direct customer contact whenever possible has been the thread of ScanMed RFC since it started operating at the end of 2015. Customer visits and expert workshops of the Corridor One-Stop-Shop have been the first steps. A shared strategy definition laid the ground in 2016 for comprehensive cooperation.

In 2017, ScanMed RFC extended the dialogue both up the value chain, by fostering demand through direct exchange with End Users, and down the value chain by integrating in its organization pre-existing regional groups on quality and operational improvements, the agenda of which is largely customer-driven.



### 3.2.1 Listening to End users for a better offer

ScanMed RFC engaged in 2017 in a direct dialogue with End Users, being defined as non-RU applicants. Our counterparts have been mainly freight forwarders and occasionally industrial companies.

Serving as enabler for winning new international rail freight traffic is anchored high up ScanMed's strategic pyramid. In this context, the Corridor considers that addressing End users, who are the ones actually deciding in favor or against rail, is key to its success.

***"A very structured and creative way to offer train paths within a complex set of regulations; this in order to support all actors to enhance the competitiveness of long distance rail freight, all with their own cultures."***

*Pär Sund  
Logistic Solution, Scandfibre*

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To a large extent though, such dialogue has been an unexplored territory for the Rail Freight Corridors, and needed particular caution:

- From the outset, ScanMed RFC paid attention not to short-cut Railway Undertakings, who are both the direct customers of the Infrastructure Managers, and the service providers of the End Users;
- Defining a systematic approach would probably have been doomed to fail without testing on a smaller scale what the role of the Corridor could be: not all Infrastructure Managers have had experience with End Users and their profile varies considerably between countries. Consequently, the added-value of the Corridor needed first to be assessed.

In order to gather experience, ScanMed RFC proceeded with "User Cases", defined as a combination of an international route, a load and a freight type which an End User expects the Corridor to help transport as reliably as possible.

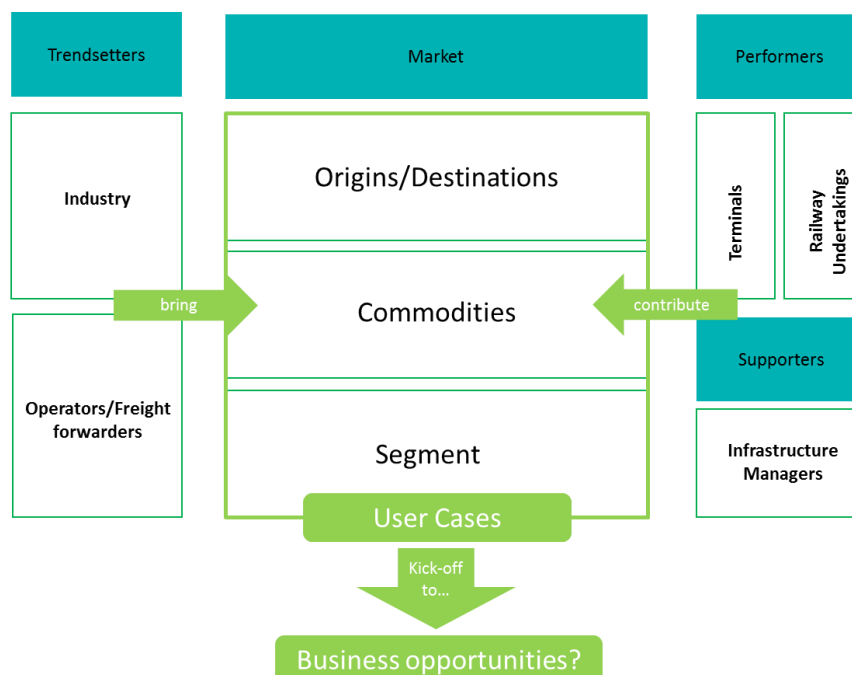


Table 7- The User Cases as an End-User Driven Platform

ScanMed RFC has worked in 2017 on four User Cases and concluded two. The four User Cases built together a faithful mirror of the Corridor's profile and challenges, thereby promising representative learnings. Indeed:

- ✚ the profile of the User Cases largely reflected either the outcome of the Corridor's Transport Market Study<sup>6</sup> and booking indicators: commodities included transport equipment, materials, consumer goods and chemicals, and freight transport types covered block trains, single wagon loads and combined transport. Scandinavia remained the main region for placing orders, whereas Malmö and Verona were the major entry/exit-point to/from the Corridor.
- ✚ expectations towards a Corridor added-value echoed the strategic goal of reliability, as well as the general goal of the Corridor acting as a facilitator. In this respect, the User Cases can be understood as well as End User-driven platforms bringing together a variety of stakeholders to accommodate a specific request.

Stopping before the exercise outgrew the competences of the Infrastructure Managers, ScanMed RFC delivered for both concluded cases a feasibility study, one of which, covering existing traffic, resulted in adjusting timetable segments on main lines to extend shunting stops at key operational nodes, and the other, opening to new traffic, in describing a possible path offer taking into account specific routing requirements from the End User.

Here must be pointed out that at no time did ScanMed RFC involve in commercial choices. The End User exclusively brought in partner-carriers, and all four User cases were brought to the Corridor's attention by the End Users themselves

Eventually, the decision to convert the feasibility study in a binding booking is a decision alone for the End User and its partners to make in due time.

Yet, ScanMed RFC gathered valuable learnings for its future development. In general, there are signals of a demand for a Corridor role facilitating international logistics. On the side of ScanMed RFC, matching this demand however needs to define a product portfolio bearing more flexibility and allowing customization also for the yearly timetable.

Current Corridor products, and in particular Pre-arranged Paths, do not always fit with the logic of the User cases:

- ✚ Pre-arranged paths are required to be anonymous while User Cases are by definition customized: a feasibility study can name Pre-arranged paths most likely to fit the End User's request, but neither the Corridor nor the Infrastructure Managers can guarantee that these paths will indeed be allocated to that End User;
- ✚ Pre-arranged paths primarily serve End Users intending to order block trains. A Railway Undertaking is unlikely to book a path for a single wagon load service, unless it intentionally favors one customer, and accepts taking the risk that, should the other customers not deliver punctually, it either loses the pre-arranged path or run a partly empty train.

ScanMed RFC will work with its Members in 2018 to investigate improvements or alternatives to the Corridor's current products, with the purpose to extend the scope of the possible answers the Corridor can give to an End user.

<sup>6</sup> [https://www.scanmedfreight.eu/files/pdf/pages/information/Final\\_Executive\\_Summary\\_Final\\_06.pdf](https://www.scanmedfreight.eu/files/pdf/pages/information/Final_Executive_Summary_Final_06.pdf)





### 3.2.2 Working together with customers for improving operations

The Regional Groups North and South pre-existed ScanMed RFC. The Regional Group North focuses on quality improvement and the Regional Group South mainly addresses operational interoperability.

From the start, both groups have run an active dialogue with customers, the dynamic of which determines their agenda.

For this reason, both groups were granted in September bigger autonomy in setting their work program, together with direct reporting to the Corridor's Management Board. Aim of such adjustment is to

-  Make the most out of regional experience, a very much needed asset on a Corridor that brings closer two different markets and operational environments, by shortening decision-making and result-sharing chains;
-  Strengthen partnership with the Market by giving the Regional Groups all flexibility to co-develop Corridor-friendly actions on shorter notice than regular Corridor decision-making timelines allow.

For 2018, the Regional Groups adopted objectives that serve the Corridor's Strategy and respect the original priorities set by each of them.

The Regional Group South will work on reducing stops and harmonizing operational rules at cross-border points and the Regional Group North on prioritizing the improvement of punctuality. Both groups will deliver operational scenarios, as part of ScanMed's contingency management approach.

### 3.3 Further challenges ahead

Looking back at eighteen months of Strategy implementation and preparing 2018, it appears that ScanMed RFC has achieved the better results on frame-setting measures whereas product development and winning new traffic has so far lagged behind the ambition.

As a matter of credibility, the two strategic goals "Reliability" and "Simplicity" will require in 2018 further, determined efforts from the national experts. In that matter, ScanMed will continue working on low-hanging fruits to be tested in pilots, and will contribute whenever possible to cross-corridor expert groups to push harmonized approaches throughout the Network of Rail Freight Corridors.

As a matter of opportunity, ScanMed's vision ultimately aims at building value. Winning new traffic will take in 2018 the most of the Management Board's attention, and address both customer acquisition and development of an attractive product portfolio.

In terms of method, ScanMed RFC will prioritize regional, close-to-the field implementation as a way, on a very diverse Corridor, to better fulfill common goals.

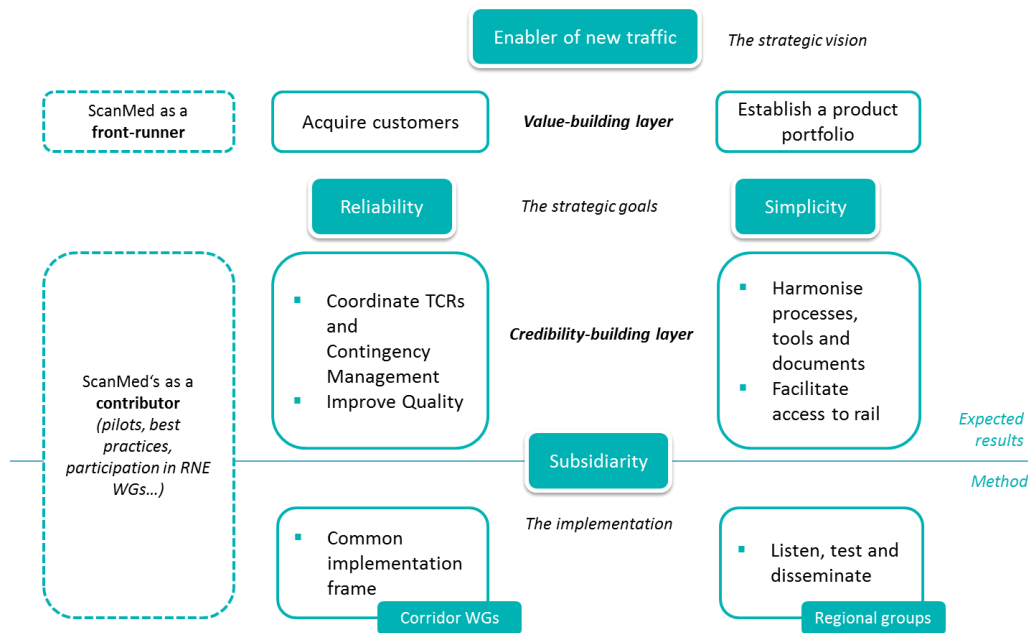


Table 8- Strategic Goals and Method Overview for 2018

## 4 An improved visibility and a strengthened team

### 4.1 The corridor online

ScanMed RFC developed in 2017 its communication thread:

- ✈ A LinkedIn group<sup>7</sup> was started in September and publishes summarized updates linking to the Corridor's website or any other primary source;
- ✈ The Website<sup>8</sup> hosts mainly detailed news, information on events and contact details. It further provides a link to key documents stored on the Customer Information Platform (CIP). It was relaunched in September 2017 with enhanced user-friendliness and lighter design;
- ✈ The Customer Information Platform<sup>9</sup> acts as "Information One-Stop-Shop", on which all key documents are stored. CIP was developed in 2017 following general goals of more user-friendliness, better information quality and improved visibility. A multi-corridor map view promotes RFCs as a network and a harmonized structure for Corridor documents aims at helping the User in its search for information. Further efforts will be dedicated in 2018 to displaying information on infrastructure projects, temporary capacity restrictions and ETCS roll-out.

<sup>7</sup> <https://www.linkedin.com/company/scandinavianmediterraneanrailfreightcorridor/>





<sup>8</sup> <https://www.scanmedfreight.eu/home.html>

<sup>9</sup> <http://info-cip.rne.eu/>



## 4.2 The corridor offline

ScanMed RFC offline participated into and organized a number of events. It also extended its team.

Events have been four:

-  A cross-corridor strategy meeting took place on 21<sup>st</sup> February in Frankfurt and aimed at transposing to the network of Rail Freight Corridors the approach that had successfully been tested for ScanMed in Wiesbaden. All Corridors participated, as well as approximately twenty Railway Undertakings and End users. The workshop concluded on three lines of action to be implemented by the network of RFCs: privilege a business-driven over a politically-driven development, harmonize the operational environment of international rail freight and make international rail freight reliable and predictable. An overview of the ongoing RFC-activities meeting these lines of action is annexed to the report<sup>10</sup>;
-  The Spring Customer Workshop took place in Malmö on the 31<sup>st</sup> May. Twenty-three Railway Undertakings, Terminals and Ports or End Users participated. At this occasion, the User Case approach was introduced;
-  The Fall meeting of the Advisory Groups Railway Undertakings and Terminals took place on 26<sup>th</sup> October in Verona. Approximately fifteen Railway Undertakings and Terminals attended. The meeting was in particular dedicated to learnings and expectations after the Upper Rhine-Valley closure due to the Rastatt incident;
-  Together with the other Rail Freight Corridors, ScanMed RFC participated in the Rail Freight Days that took place on 7<sup>th</sup> December in Vienna. The RFDs are organized each year by the European Commission and RailNetEurope to wrap up the main achievements of the closing year and name the goals for the next one. The conclusions of the RFDs are annexed to the present report<sup>11</sup>.

Last but not least, ScanMed's dedicated staff was increased by two functions:

-  A Communication officer for developing, producing and updating supports providing visibility to the Corridor;
-  A Customer Manager in charge of customer acquisition and market prospection. This function, introduced as a pilot in 2017 with the User cases, will be permanently staffed in 2018. The first task of the Manager will be to define a cooperation mode between the Corridor and the Infrastructure Managers to address the Market.

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<sup>10</sup> See Annex II: Cross-corridor action review

<sup>11</sup> See Annex III: Conclusions RFD

## 5. Annexes

### 5.1 Key Performance Indicator of the ScanMed

#### 5.1.1. Capacity Management

KPI	Explanation				Value 2017
	Definition	Calculation features	Reference TT year	Source and processing	
<b>Offered Capacity</b>	Volume of offered corridor capacity at X-11	According to RNE Guidelines: "Key Performance Indicators of Rail Freight Corridors"	2018	PCS and manual processing	16,8
<b>Requested Capacity</b>	Volume of requested corridor capacity at X-8				6,4
<b>Requests</b>	Number of requests in PCS				45
<b>Pre-allocated Capacity</b>	Volume of pre-allocated corridor capacity at X-7,5				5,1
<b>Conflicts</b>	Number of conflicting requests				28

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#### 5.1.2. Operations

KPI	Explanation				Value 2017		
	Definition	Calculation features	Reference TT year	Source and processing			
<b>Punctuality at origin</b>	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	2017	TIS and Processing (OBI) RNE tool	69%		
<b>Punctuality at destination</b>	Percentage of on-time trains at destination with a threshold of 30'	Sum of delay minutes attributed to each delay code (clustered IM/RU/External)/sum of total delays per IM (predefined sample of trains)			58%		
<b>Delay causes</b>	Share of delay minutes according to groups of causes					Northbound	Southbound
					IM:	12%	11%
					RU:	61%	59%
					External:	24%	25%
					Secondary:	3%	5%

### 5.1.3. Market







KPI	Explanation				Value 2017
	Definition	Calculation features	Reference TT year	Source and processing	
<b>Traffic Volumes</b>	Number of running trains monitored in national systems	Number of freight trains crossing defined pairs of border points	2017	National systems, manual processing or TIS (see table)	See table below

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Borders		Trains (n)	
Source	Points	Southbound	Northbound
		NS	SN
Bane NOR	Kornsjö	508	468
TIS	Peberholm	6865	6577
TIS	Padborg / Flensburg	5603	5363
ÖBB	Kufstein	11431	12191
ÖBB	Brennero / Brenner	9481	9970

### 5.1.4 Punctuality at border stations and important points

Punctuality 0-30 minutes (%)

-  Source: TIS / OBI
-  Content: all international trains on the corridor which cross at least one corridor border
-  Main traffic Malmö - Maschen and Munich – Verona
-  Important points: Origin, destination, border points, some hand-over points to Terminals
-  Only a few trains run on Northern and Southern part of the corridor (e.g. from Scandinavia to Italy), so there is little direct connection between punctuality at Maschen and Munich (and vice versa)
-  But a part of the trains departing at Munich, Maschen and Malmö, already arrive from other parts in Germany respectively Sweden (partly already delayed)

### 5.1.5 Punctuality in specific points in both directions

Point	Point type	Punctuality N-S (%)	Remarks
Malmö departure	Origin (for most trains northern part) <sup>1</sup>	87,1	
Peberholm (run through)	Border	87,5	
Flensburg (run through)	Border	71,4	
Maschen Rbf arrival	Destination (for most trains northern part) <sup>2</sup>	71,7	
Munich	Origin (for most trains southern part) <sup>3</sup>	65,3	Aggregated from different stations
Kufstein arrival	Border	61,6	
Kufstein departure	Border	61,7	
Brennero / Brenner arrival	Border	56,8	
Brennero / Brenner departure	Border	50,0	
Verona QE arrival	Destination	52,8	

<sup>1</sup> Figures contain also trains starting further north in Sweden

<sup>2</sup> Figures contain also trains continuing further in Germany

<sup>3</sup> Figures contain also trains starting elsewhere in Germany

Point	Point type	Punctuality S-N (%)	Remarks
Verona QE departure	Origin	59,3	
Brennero / Brenner arrival	Border	60,3	
Brennero / Brenner departure	Border	43,9	
Kufstein arrival	Border	49,4	
Kufstein departure	Border	51,5	
Munich arrival	Destination (for most trains southern part) <sup>4</sup>	47,1	Aggregated from different stations
Maschen Rbf departure	Origin (for most trains northern part) <sup>5</sup>	71,5	
Flensburg (run through)	Border	63,1	
Peberholm (run through)	Border	75,1	
Malmö arrival	Destination (for most trains northern part) <sup>6</sup>	74,7	

<sup>4</sup> Figures contain also trains continuing further in Germany

<sup>5</sup> Figures contain also trains starting elsewhere in Germany

<sup>6</sup> Figures contain also trains continuing further north in Sweden

## 5.2 Cross- Corridor Action Review



### Cross-Corridor Action Review

#### Follow-up of the Customer workshop (21<sup>st</sup> February in Frankfurt)

The cross-corridor customer workshop that took place on 21<sup>st</sup> February in Frankfurt concluded on three lines of action to be pursued by the network of Rail Freight Corridors (RFCs) in the near future:

- #1 - Privilege a **business-driven** over a politically-driven development
- #2 - **Harmonize** the operational environment of international rail freight
- #3 - Make international rail freight **reliable** and **predictable**

The network of RFCs actively pursues these **three goals** in **two manners**:

- by **contributing to the implementation of ten priorities** extracted from the [Sector Declaration of Rotterdam](#)

These priorities are:

- Priority 1: Support the Timetable Redesign roll-out (TTR)
- Priority 2: Develop new concepts for RFC-Capacity offer
- Priority 3: Improve the coordination of Temporary Capacity Restrictions (TCRs)
- Priority 4: Improve the use of Path Coordination System® (PCS)
- Priority 5: Harmonize processes at RFC-borders
- Priority 6: Develop train tracking and, in particular a reliable estimation of the Expected Time of Arrival (ETA)
- Priority 7: Monitor the development of TEN-T parameters on the RFCs
- Priority 8: Follow-up the implementation of ERTMS
- Priority 9: Monitor the quality of international freight services through shared Key Performance Indicators (KPIs)
- Priority 10: Harmonize structure and content of the Corridor Information Document (CID)
- by **initiatives specific to the RFCs**, and not covered by the above priorities.

Both for contributing to the implementation of the ten priorities and for developing their own initiatives, the RFCs as a network act

- either through **coordinated action**, mostly under the umbrella of the European organization of the Infrastructure Managers, RailNetEurope (RNE), in form of pilots or joint actions producing common results,
- or through **actions of the individual RFCs** pursuing individual goals, which may potentially develop in best practices to the benefit of all.

The results and further developments of both types of action are discussed within the "RFC Network", as forum bringing together, approximately four times a year, Chairs of the Corridor Management Boards and Managing Directors of the RFCs.

The present note gives an overview of these actions, contributing to achieving the goals which our customers formulated for us in Frankfurt.





## # 1 - Business-driven development

This goal relates principally to Priority 2, as well as to individual actions such as end-customer dialogue. To a large extent, the RFCs also develop in this field their own initiatives.

### Adopt a comprehensive approach of the logistic chain for product development

- **Intensified dialogue with customers, including end users**
  - Participation in a forum for sharing the information related to the implementation of the ten priorities, the Sector Statement Group, together with the sector organizations;
  - Definition of common agendas between Corridor management and Customers for the meetings of the Advisory Groups (E.g.: ScanMed and Mediterranean RFCs);
  - Organisation of regular checkpoints such as conference calls and thematic workshops (E.g.: Rhine-Alpine RFC);
  - Definition of shared action plan (E.g.: North Sea-Mediterranean and Orient/East Med RFCs);
  - Principles for Corridor co-development with customers, end user workshops and bilateral end user dialogue on concrete cases (ScanMed and Orient/East Med RFCs)
  - Organisation of special cross-corridor training courses (e.g. PCS, all RFCs)
- **Enlarged scope of Corridor products**
  - Contributing to Priority 2, implementation, starting with Timetable 2016, of a pilot for integrating Terminals to the Corridor offer (E.g.: ScanMed RFC).
  - Conduction of a last mile study recommending integrated capacity management between Terminals and Infrastructure Managers (E.g.: Baltic-Adriatic, Mediterranean RFC)

### Push the RFC-concept as a growth-driver for international rail freight

- **Analyse market potential**
  - Jointly collect needs for Corridor capacity offer, by means of a survey coordinated for all RFCs by the community of the Corridor One-Stop-Shop managers.
  - Analyse customer satisfaction through a yearly User Satisfaction Survey (USS) conducted by RNE for all RFCs
  - Support to European-wide transport flow-analysis, TRIMODE (E.g.: Rhine-Alpine, North Sea-Mediterranean, ScanMed, Atlantic, Orient/East Med, North Sea-Baltic, Czech-slovak RFCs)
  - Update of individual RFC Transport Market Studies (TMS):
    - o Focus of TMS on three growth drivers such as train weight/length, punctuality/ETA, reduction of stops in timetable (E.g.: Rhine-Alpine RFC);
    - o Analysis of extension to Croatia (E.g.: Mediterranean RFC), Analysis of extension to Latvia, Estonia and the Ukrainian border (E.g.: North Sea-Baltic RFC); Analysis of extension to the North and to the South-East (Orient/East-Med RFC)
    - o Transport Market Study for setting up the Rhine-Danube RFC by 2020 (E.g.: Czech-Slovak RFC)
- Implementation of Rail freight observatory (Atlantic RFC)





- **Expand towards new traffic**
- User case approach describing End user requests to the RFCs and offer of the RFC (E.g.: ScanMed RFC)

#### Develop customer-friendlier products

- **Review and improve Quality**
  - Product and process quality review and development. In particular,
    - o Analysis of PaP-Quality through PaP-Database (Rhine-Alpine and Orient/East Med RFCs),
    - o Development of a methodology for the evaluation of PaP-Quality (Rhine-Alpine and North-Sea Mediterranean RFCs)
    - o Analysis of PaP-"Behaviour" between pre-allocation and operations (Mediterranean RFC)
  - Collection of needs before PAP-catalogue construction (approx. X-20 to X-17) by all RFCs with the purpose to improve quality of the offer
- **Increase flexibility**
  - Reduction of lead times, in particular at cross-border points (E.g.: Orient RFC)
  - Joint pilot testing simplified cross-border booking processes for short term "reserve capacity" (=ad hoc traffic). Participating RFCs for Timetable 2017 are ScanMed, Baltic-Adriatic and Orient/East Med RFCs. Mediterranean RFC will join in 2018
  - Improvement of bilateral coordination between IMs for short term traffic (E.g.: Rhine-Alpine RFC)
  - Conceptional work for enhanced flexibility in the yearly timetable product ("guaranteed capacity"). Atlantic RFC plans publishing guaranteed capacity (i.e. "bandwidths" instead of paths) at X-11 between France and Germany for Timetable 2019. ScanMed and North-Sea Baltic RFCs are considering a pilot on "guaranteed capacity", partly depending on the TTR-pilot.
  - Simplification of Corridor capacity booking and booking-related processes: work on unification of PaP-modification and cancellation deadlines (E.g.: Orient RFCs) and development of a template for a single contract of use (E.g.: ScanMed RFC)

## # 2 - Harmonisation of operational environments

This goal relates principally to Priorities 1, 5, 7, 8 and 10. The RFCs meet this customer's expectation by working on improving the availability of the rail infrastructure and simplify the access to it.

#### Capacity

- **Contribution to Priority 1**
  - Contribution of North Sea-Mediterranean, ScanMed and Atlantic RFC to the pilots on the roll-out of Timetable Redesign (TTR)



## Operations

- **Contribution to Priority 5**
- Use the RFCs as consensus-building platform on cross-border matters: Support to the Railway Undertakings for simplifying processes in the border sections (e.g. language, loco authorization, safety certificate, driver license) and harmonizing operational requirements like braking sheets, train end signals (E.g.: Rhine-Alpine RFC); gathering of expert input to the European Railway Agency for harmonising ETCS-related operational rules (E.g.: North Sea-Mediterranean RFC)
- Support to cross-border checks: Status and improvement analysis (E.g.: Atlantic RFC); Delivery of a check-list of required documents at cross-border points (E.g.: ScanMed RFC);
- Reduction of time at cross-border stops (E.g.: Orient/East Med RFCs)

## Infrastructure

- **Contribution to Priorities 7 and 8**
- Market demand and feasibility studies for running longer (740 m +) and heavier trains (E.g.: Rhine-Alpine, ScanMed, Atlantic, North Sea-Baltic RFCs)
- Information gathering/classification on TEN-T parameters, including ERTMS (E.g.: using CIP®), and infrastructure development projects (E.g.: Orient RFC), in particular loading gauge (E.g.: Rhine-Alpine, North Sea-Mediterranean and Atlantic RFCs) and last mile (E.g.: Baltic-Adriatic and Mediterranean RFCs)

## Transparency and information sharing

- **Contribution to Priority 10**
- Harmonisation of book structure and use of common content whenever appropriate - All RFCs
- Improved access to information through the development of a Customer Information Platform (CIP) displaying a multi-corridor, interactive map view and enclosing key information for using the RFC (E.g.: Rhine-Alpine, North Sea-Mediterranean, ScanMed, Atlantic, Mediterranean, Baltic-Adriatic, North Sea-Baltic RFCs), in particular the Corridor Information Document (CID).

## # 3 - Reliability and Predictability

This goal relates principally to Priorities 3, 6, and 9.

The RFCs meet this customer's expectation by working on improving operational quality, both the coordination of infrastructure works ("Temporary Capacity Restrictions") and performance management

### Temporary Capacity Restrictions

- **Contribution to Priority 3**
- Implementation of the RNE-Guidelines for Coordination/Publication of Temporary Capacity Restrictions<sup>1</sup> by all RFCs and support to the development of an IT-Tool by RNE for short-notice, automated TCR-updates
- Improvement of information to customers:

<sup>1</sup> <http://www.rne.eu/rneinhalt/uploads/2017/03/2015-12-03-Guidelines-CoTCR-V2.0.pdf>



- Joint cross-border customer information for the most important works including general impact on the timetable (E.g.: Rhine-Alpine RFC),
- Delivery of customer information on the impact of TCRs on PaPs (E.g.: Orient/East Med and North Sea-Baltic RFCs)
- Short term and Close-to-the field support to TCR:
  - Development of customer information on a corridor level (E.g.: Rhine-Alpine RFC);
  - Additional coordination meetings and improved process at individual RFC-borders (E.g.: Rhine-Alpine RFC, North Sea - Mediterranean RFC, Atlantic RFC)
  - Coordination with timetable and operational planning: Improved coordination within Infrastructure Managers to "close the gap" between timetable and TCR-planners; work on better involvement of the C-OSS Manager during final TCR- and PaP-planning (E.g.: ScanMed and Orient/East Med RFCs);
  - Development of rerouting procedures (E.g.: North Sea-Baltic RFC)

#### Traffic and Performance Management

- **Contribution to Priority 6**
  - Pilots on improving Estimated Time of Arrival and Departure together with Terminals and last-mile operators (E.g.: Rhine-Alpine, Orient, North Sea-Baltic, Czech-Slovak RFCs)
- **Contribution to Priority 9**
  - Improved method for the measurement of punctuality developed by RNE (with strong support of Rhine-Alpine RFC)
  - Monthly to quarterly punctuality reports for international freight trains at origin, destination and cross-border points using an RNE IT-Tool, Trains Information System® (TIS) (E.g.: Rhine-Alpine, ScanMed, Atlantic, Mediterranean RFCs)
  - Development of disturbance management tools such as the RNE web-based interface for multilingual information among Traffic Control Centers (TCCCom) and the Park&Run functionality in development as an additional function in TIS.
  - Analysis of delay cause involving RUs (E.g.: Rhine-Alpine, ScanMed, Orient/East-Med, North Sea - Baltic, soon Mediterranean RFCs)
  - Regular meetings (4 times /year) with RUs on train performance coordination (Orient/East-Med RFC)
  - Development of a regional, bilateral dialogue with RUs on recurrently delayed trains (E.g.: Rhine-Alpine, ScanMed RFC)
  - Operational measures for improving punctuality coordinated with RUs:
    - improved disturbance management through cross-border contingency plans (E.g.: ScanMed RFC)
  - Publication of Key Performance Indicators (KPIs) - Publication in the annual report of Capacity, Operations, incl. Punctuality (E.g.: Rhine-Alpine, ScanMed, Baltic-Adriatic,



Atlantic, Orient/East Med and Mediterranean RFCs) and Market KPIs (E.g.: Rhine-Alpine RFC)

All actions listed in the present action plan will require an active participation of the users and partners of the RFCs, i.e. of the members of the Advisory groups Railway Undertakings and Terminals but also, of shippers, end users, Ministries, National Safety Authorities and European institutions.



## 5.3 Conclusion European Rail Freight Day 2017



### Conclusions European Rail Freight Day 2017

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1. The political priority attached to rail freight in the Rotterdam declaration remains more valid than ever given the continued stagnation in the market share of rail freight and the priorities of the Sector Statement are still the right ones.
2. Implementation of the 10 sector priorities has to be accelerated.
3. The Rastatt incident has damaged the credibility of the industry but it should serve as an impetus to radical customer oriented reform to make rail freight more flexible and resilient, starting with stronger crisis management.
4. Continued EU financial support beyond 2020 can only be justified for a rail freight network which is embracing intermodality, interoperability, digitalisation and innovation; improving quality; and striving for growth.
5. Solving cross border issues for international traffic is essential especially for ERTMS and deployment of ERTMS should be closely monitored.
6. Strong high level commitment to the RFCs is needed by Ministries and infrastructure managers who should ensure they have sufficient resources enabling them to maintain an ambitious approach.
7. There should be a renewed focus on all operational questions, developed by ERA in close partnership with RFCs.
8. The focus overall needs to remain on measurable delivery of results through KPIs, such as on punctuality, and in particular
  1. an analysis of the capacity pilot projects;
  2. preliminary results of the ELETA project,
 to be both delivered to RFD 2018 with ambitious and clear milestones.