

Baltic – Adriatic Rail Freight Corridor 5

Annual Report 2019



Table of content

Table of content	2
Message of the Chair of the Management Board	3
1. Introduction	4
2. Governance	5
3. Offer and Performance	5
3.1. Capacity Management	5
3.2. Train Performance Management	9
3.3. Traffic Management: International Contingency Management	10
3.4. Key Performance Indicators	11
3.5. Temporary Capacity Restrictions	20
4. Studies	21
4.1. Update of the Transport Market Study	21
4.2. Capacity Study	22
5. Communication	22
5.1. Customer Information Platform	22
5.2. Website	23
6. Partnerships	24
6.1. Common meetings with the Executive Board	24
6.2. Core Network Corridor Baltic-Adriatic	25
6.3. RAG-TAG	26
6.4. RFCs Network and Rail Net Europe	27
7. Events: IBS Conference	27
8. User Satisfaction Survey	28
9. Outlook 2020	30

Message of the Chair of the Management Board

Dear Reader,

2019 was a significant year for Rail Freight Corridor Baltic-Adriatic. On the basis of the decision of the General Assembly the seat of the Office was moved from Warsaw to Venice. It was a big challenge for everybody to lead all matters to secure interruptible activity of the Corridor.

Apart change of the location, some personal changes in the Management of the Corridor took place too. New Members of the General Assembly and new Managers of the PMO have started their duty.

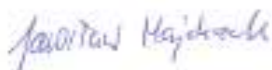
Change of legal environment of the EEIG was a challenge. Apart changes of the statute of the EEIG, the new fiscal and administrative rules have been adopted.

Another important topic which Baltic-Adriatic Rail Freight Corridor is facing to is assessment of the European Regulation No 913/2010 - cornerstone of RFCs. Since 2013 when first six corridors were launched, a lot of experience were gathered. 2019 was the first year when these data have been harmonised and aggregated to be sent to Commission.

Apart those extraordinary activities, the common, everyday Corridor work has to be done. Whole process of the preparation of the corridor offer was proceeded as the previous years. Year to year surveys were undertaken. Our interest was focused on Key Performance Indicators related to Corridor offer and Train Performance. Inter alia analyse of the waiting time of the freight trains on border crossings will help interested parties to remove unnecessary stops on internal EU borders.

2019 was the second year of Programme Support Action (PSA) which allowed to broad activities of RFC Baltic-Adriatic related to the harmonisation of provisions and measurements among infrastructure managers and ministries concerned, to allow more reliable and smother train traffic along the corridor.

I wish you a pleasant reading.



Jarosław Majchrzak

Chairman of the General Assembly

EEIG Rail Freight Corridor Baltic-Adriatic

1. Introduction

An intense workload characterized the first year of activity of Baltic-Adriatic RFC, after the relocation of the EEIG, especially aimed at adapting the internal procedures with the new environment. Some changes in the **Governance** were also experienced and are illustrated in section 2.

Baltic-Adriatic RFC **offer** (section 3.1) continues to decrease from a quantitative point of view, but the RFC's keeps focussing on the qualitative aspect. On the one hand, the customers wishes were met by 64%, on the other hand, the *premium* products, such as Extra-Long-Train Path and the short term capacity continue to be offered, the former meeting a good response by the market.

As far as the performance in terms of **punctuality** (section 3.2) is concerned, 2019 was mainly dedicated to improving the tools available for collecting and analysing data. At the end of the year, substantial results were achieved in the field of **TIS data quality improvement**. Together with the RUs, Baltic-Adriatic RFC is paving the way for a closer cooperation with RUs to improve the punctuality of freight trains along the Corridor.

Baltic-Adriatic RFC made significant steps forward in the field of **International Contingency Management**, both in terms of implementation of the prescribed procedures (section 3.3) and of information (section 6.1).

The **KPIs** (section 3.4) management represents one of the main efforts for all RFCs and Baltic-Adriatic RFC in particular. In addition to the calculation and publication of common KPIs, Baltic-Adriatic RFC also provides additional KPIs, such freight volumes transported through the RFC's borders (cumulated gross tons) and planned speed. Both have experienced a slight increase.

In the field of **Temporary Capacity Restrictions** (section 3.5) in 2019 Baltic-Adriatic RFC actively cooperated at Network level in order to improve procedures and tools aimed at better international coordination and information to customers.

As anticipated last year, Baltic-Adriatic RFC has launched two **studies** initiatives. The update of the Transport Market Study has started (section 4.1); the Terms of Reference of a large capacity study have been delivered and the procurement is being carried out while we write this report (section 4.2).

Baltic-Adriatic RFC relaunched its **communication strategy**, with the many developments/improvements of the **Customer Information Platform** (section 5.1) and the redesign of the Corridor's **website** (section 5.2).

Partnerships with all relevant **stakeholders** were strengthen: at political level, with the **Executive Board** (section 6.1) and the **CNC Coordinator** (section 6.2); at industry level, with the **RAG and TAG** (section 6.3) and other RFCs/RNE (section 6.4). In 2019, not many industry's events took place. Baltic-Adriatic RFC participated in a workshop organised by the **International Rail Freight Business Organisation – IBS** (details in section 7).

What is the lesson learned in 2019? On the one hand, these can be inferred from the **User Satisfaction Survey**, which section 8 is dealing with in details. On the other hand, they are discussed in section 9, when illustrating the **outlook** for 2020.

Enjoy our Annual Report!

2. Governance

The Governance bodies (General Assembly and Coordination Group) of the EEIG have experienced some changes in the composition, thus gaining fresh inputs from new members. In particular, members from RFI and ŽSR have changed in both groups, of SŽ-I and Správa železnic, státní organizace (formerly SŽDC) in the General Assembly, of PKP PLK in the Coordination Group. Old members of both Groups anyway granted the continuity of the work.

The working procedures of the EEIG have not significantly changed.

3. Offer and Performance

3.1. Capacity Management

3.1.1. Preparation of PaPs offer TT 2021

In January 2020, Baltic-Adriatic RFC published the PaPs offer for the yearly [timetable 2021](#).

The Working Group “Capacity, Timetable and C-OSS” (WG Cap/TT/COSS) developed the offer. The basis for the construction of the offer were as usual, the outcomes of the initial corridor [Transport Market Study](#) and the [wishes](#) expressed by the users of all RFCs, jointly collected by a survey distributed by the C-OSS Community. Baltic-Adriatic made an extra effort in 2019 and managed to fulfil about **64%** of customers’ wishes. The remaining **36%** consists in an offer, which is aimed at creating [new traffic flows](#).

44 daily PaPs (same volume as the previous year) were published both in PCS and in CIP.

In order to allow the highest degree of flexibility:

- every PaP is made by [several](#) geographical [sections](#);
- [full flexibility](#) in request and offer is allowed even at the border points.

In terms of Origin/Destination, the WG Cap/TT/COSS designed the PaPs as displayed in Table 1.

Origin	Destination	Pairs
Chalupki	Leopoldov	1
Zebrzydowice	Žilina zr. st.	1
Gdansk	Ostrava	1
Gdansk	Ostrava	1
Zebrzydowice	Ostrava	1
Czechowice	Zilina	1
Wrocław Brochów	Breclav	1
Ostrava	Koper	1
Swinoujscie	Ostrava	1
Zebrzydowice	Kolin	1
Zebrzydowice	Kolin	1
Zebrzydowice	Kolin	1
Leopoldov	Wien	1
Zilina	Koper/Trieste	1
Trnava	Parma	1
Gliwice	Piacenza	1
Zebrzydowice	Fossacesia	1
Breclav	Parma	1
Zebrzydowice	Torino	1
Wien	Venezia Marghera	1
Villach	Trieste	1
Villach	Trieste	1

Table 1: Baltic –Adriatic RFC: PaPs O/Ds – TT 2021 (source: C-OSS elaboration)

It must be noted that PaPs generally, are offered from Monday to Sunday, but some might have less running days or might not be available on some days throughout the year due to planned TCRs.

Several PaPs reach the real O/D of the freight traffic flow, even though is outside the Baltic-Adriatic RFC lines. This is for instance the case of Torino, Fossacesia, Piacenza, Gliwice.

A few PaPs are multicorridor PaPs:

- the PaPs Zebrzydowice –Kolin are offered jointly with Czech-Slovak RFC 9,
- the PaPs Chalupki-Leopoldov are harmonized with PaPs along RFC 7 & RFC 11, so that the whole offer link Zdzieszowice (PL) and Catusa (RO).

Table 2 shows the capacity offered by RFC 5 C-OSS since set up of RFC 5. The trend compared to previous year is negative (-9%). This is because for some RFC 5 IMs less capacity was available to be given to RFC 5.

TT Year	Offered capacity PaPs yearly TT	Offered Reserve capacity
	(Km*days)	
TT2016		3.8 mln
TT2017	7.589.572	3.899.045
TT2018	8.926.364	3.481.420
TT2019	8.883.093	3.579.208
TT2020	7.141.056	3.431.423
TT2021	6.601.967	

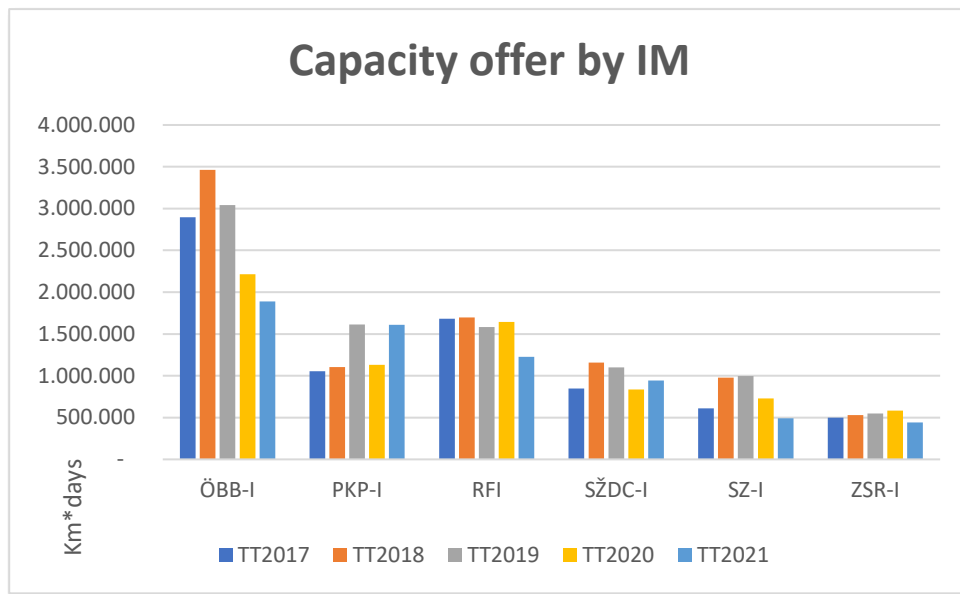
Table 2: Baltic–Adriatic RFC: trend of capacity offer and requests 2016-2021 (source: C-OSS elaboration)

Capacity volumes delivered to C-OSS by each RFC 5 IM for PaPs TT2021 offer are shown in Table 3.

IM	Offered Capacity (Km*Days)
ÖBB-I	1.890.525
PKP-I	1.609.072
RFI	1.226.692
SŽDC-I	941.882
SZ-I	491.182
ZSR-I	442.613
Total	6.601.967

Table 3: Baltic–Adriatic RFC: capacity delivered by RFC 5 IMs (source: C-OSS elaboration)

Graphic 1 displays the **trend of PaPs offered capacity per IM since launch of RFC 5**:



Graphic 1: Baltic –Adriatic
RFC: trend of offered
capacity per IM 2017-2021
(source: C-OSS elaboration)

The innovative product launched for TT2020, that is the offer of “**ExtraLong Train PaPs**”, had a good market feedback. Therefore Baltic-Adriatic RFC offered the product for TT2021 too.

They are a daily PaPs pair connecting the port of Koper to Ostrava terminal in Czech Republic, that allow running of trains of 590m length, which is significantly longer than in the standard offer of IMs (525m). That clearly brings about an economic benefit to the users of the RFC.

Concerning overlapping sections, no common offer was designed.

3.1.2. Publication of Reserve Capacity Offer

In October 2019, the C-OSS published the reserve capacity (RC) offer for timetable 2020.

As in 2018, Baltic-Adriatic RFC offered RC in form of slots that are kept available during the running timetable period for interim market needs. They can be requested by Applicants **up to 30 days before the train run**.

The capacity offered was stable versus the year before.

However, during 2019, no applicants’ requests for RC were received.

3.1.3. Short term capacity product

During 2019, Baltic-Adriatic RFC continued to offer its innovative **short-term** capacity product.

Transparent terms and conditions were published in the CID Book 4.

Baltic-Adriatic RFC users had the chance to request any tailor-made path for more than one operational day. The latest deadline to request capacity was **5 days**.

Despite the efforts needed to make the implementation of such commercial choices possible, applicants’ requests were far below the expectations.

According to the feedback received by the RUs during the RAG-TAG meeting in October 2019 (see also section 6.3 later), this was not due to product itself, which is appreciated by the RUs, rather to technical hindrances that make applying for the Corridor reserve capacity more demanding than applying for traditional capacity. Therefore, the RUs have asked Baltic-Adriatic RFC to keep offering this short term product.

3.2. Train Performance Management

In 2019, the Baltic-Adriatic RFC Working Group “Performance Management & Operations” (WG PM&O) continued the setting up of the monitoring tool ([Train Information System – TIS](#)) , in close cooperation with Rail Net Europe ([RNE](#)).

Baltic-Adriatic RFC continued to publish the **monthly** reports of international freight trains performance on its website and in CIP. WG PM&O have focused on the continuous improvement of the reports and quality of their data. The WG supported by RNE performed a detailed analysis comparing the data of train runs in IMs national systems, in RNE TIS and in the OBI processed reports for a chosen test period.

This analysis is still ongoing. However, preliminary results, which were presented to the other IMs and RFCs during the RNE PM WG in December 2019, showed that:

- about 70% of data about train runs sent by IMs tools to TIS is correct,
- about 16% of data about train runs sent by IMs tools to TIS is not correct due to missing cancellation messages,
- about 10% of data about train runs sent by IMs tools to TIS refers to single locos rather than trains.

Thanks to this awareness of the problem, Baltic-Adriatic RFC in cooperation with RNE and WG PM&O platform is taking actions in order to **improve the quality of data in TIS**.

A further outcome of the analysis was to find out that about 35% of train runs were missing in reports due to **wrong identification of Baltic-Adriatic RFC trains**. Such issue is mainly due to unlinked trains (trains not linked between pair point defined in Baltic-Adriatic RFC basic point list) and the figure is highly volatile depending on the border crossings, ranging from 10% in Sezana to 100% in Marchegg.

A further step was therefore performed, consisting in modifying the point lists used to identify the Baltic-Adriatic RFC trains, in simulating the new reports and analyzing outputs on a few Baltic-Adriatic RFC border crossings. The preliminary results were very promising. For example, the *ratio* of trains in the reports/trains in TIS for Mosty u Jablunkova border rose from 46% to 89%.

During 2019 WG PM&O worked also on the **harmonization** of behavior of its IMs for the **coding of international trains delays**. This is important in order to achieve harmonization in the corridor reports. Following up the WG discussions, the Czech and Slovak IMs gave instructions of new coding behavior (for the management of code 84) to their dispatchers.

During the RAG/TAG meeting in October 2019, Baltic-Adriatic RFC announced its willingness to involve RUs and terminals in the activities of WG PM&O aimed at improving the punctuality of international freight trains along the Corridor. Being the train delays due to all parties of the transport chain, all actors should cooperate in the identification of delay reasons and corrective measures. The setting up of the cooperation in TPM is envisaged for 2020.

“TPM: In order to strengthen the international rail freight sector and to be able to satisfy customer expectations, it is necessary to have a working train performance management which does not only show historic performance data but also allows the management to derive measures for optimizing the operational services and, therefore, be able to gain competitive advantages.”

Quote of Manuel Kriegl, RCA, Baltic-Adriatic RAG Speaker

Another important activity carried out, was the monitoring of the **operational bottlenecks**. Ministries of Baltic-Adriatic RFC were constantly updated about the related status, during the joint meetings of Executive Board and General Assembly.

Baltic-Adriatic RFC contributed, with the other RFCs and IMs to the update of RNE “Train Performance Management (TPM) [Guidelines](#)”, which were approved by RNE GA in May 2019.

3.3. Traffic Management: International Contingency Management

Reliability and **resilience** of the rail transport mode are key factors for the attractiveness of rail. This is why the whole rail industry, in particular RFCs and RNE, dedicated significant efforts to the improvement of the management of large disturbance events which cause full closures of railway lines for a long (>3 days) period of time. The outcome of these efforts was the so-called “[Handbook for International Contingency Management](#)” (ICM), that was approved by the RNE General Assembly in 2018. The year 2019 was dedicated to the implementation of the provisions of this Handbook.

In last year’s Annual Report, Baltic-Adriatic RFC had already announced the publication of the so-called “**Re-routing overview**” that can be downloaded from [CIP](#).

During the following months, Baltic-Adriatic RFC further worked on this topic. On the one hand, it contributed to the enhancement of the user-friendliness and communication of the re-routing scenarios, by digitalising it in the framework of the Customer information platform (CIP) – see details in section 6.1.

On the other hand, a simulation session was organised on 31st of July in the PMO premises, in order to:

- verify the availability and usability of the IT tools that should support the teleconference/web conference provided for in the ICM Handbook,
- test the working and feasibility of the processes of [incident management](#) and [communication](#).

Správa železnic, státní organizace acted as “Leading IM” and a “fake” incident was depicted (total closure of Hranice na Moravě – Přerov line was simulated).

The steps of the simulation are described in Figure 1.

The outcomes of the simulation were positive, especially:

- the preparation and moderation during the telco by the C-OSS represent an added value, because it helps to streamline the procedure and relieves the on-the-field operators from administration/communication burdens; it also helps to maintain an “international” approach,
- the IT tools made available by the RFC worked as needed,
- the availability of templates for the documentation is an indispensable support for all stakeholders, especially because these templates are commonly used by the community of RFCs and therefore easily recognisable by IMs experts who are involved in more than one corridor.

In the last months the RUs of the RFCs in cooperation with UIC managed to develop a so called “International Contingency Handbook”. This handbook supports the RUs in implementing a working risk management for international disruptions, specific communication procedures with IMs, customers and partners and helps them to minimize the risk to have a second “Rastatt”.

Quote of Manuel Kriegl, RCA, Baltic-Adriatic RAG Speaker

The outcomes of the simulation were presented to the RAG-TAG (see section 6.3 below)

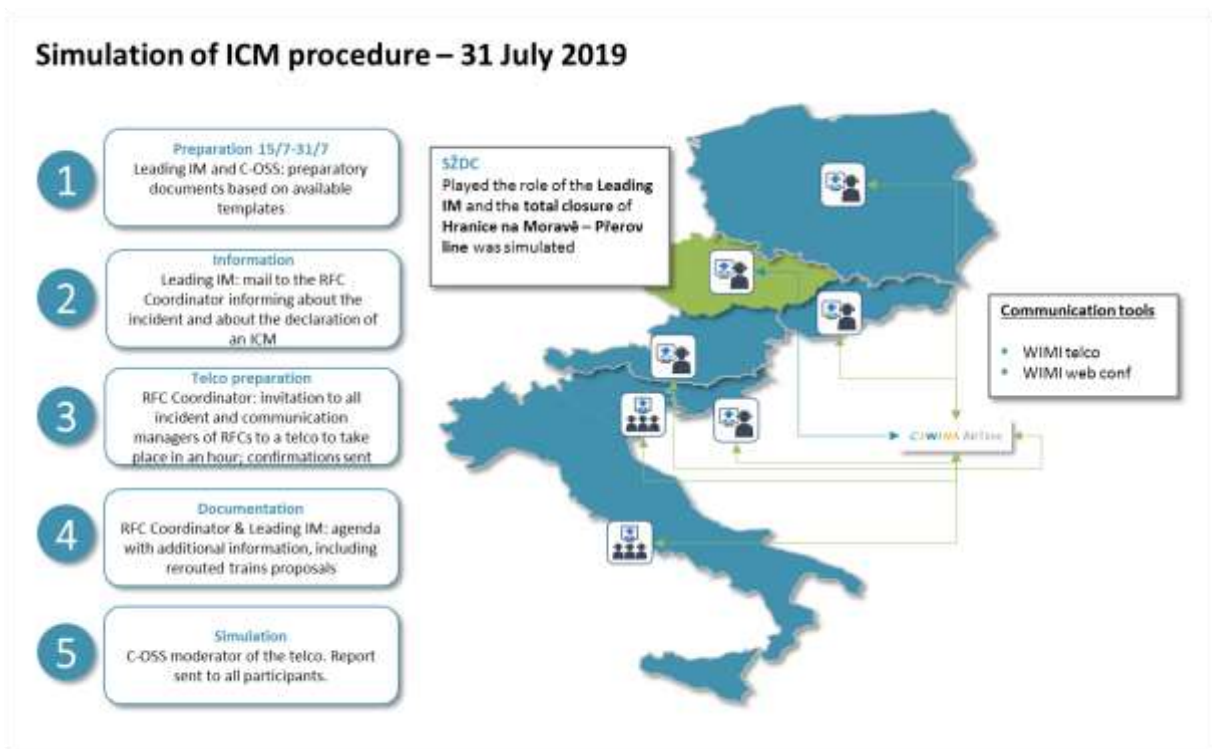


Figure 1: Baltic-Adriatic ICM simulation 2019 – overview (source: PMO elaboration)

3.4. Key Performance Indicators

3.4.1. Capacity KPIs

In April 2019, Baltic-Adriatic RFC received 19 requests for the yearly TT 2020.

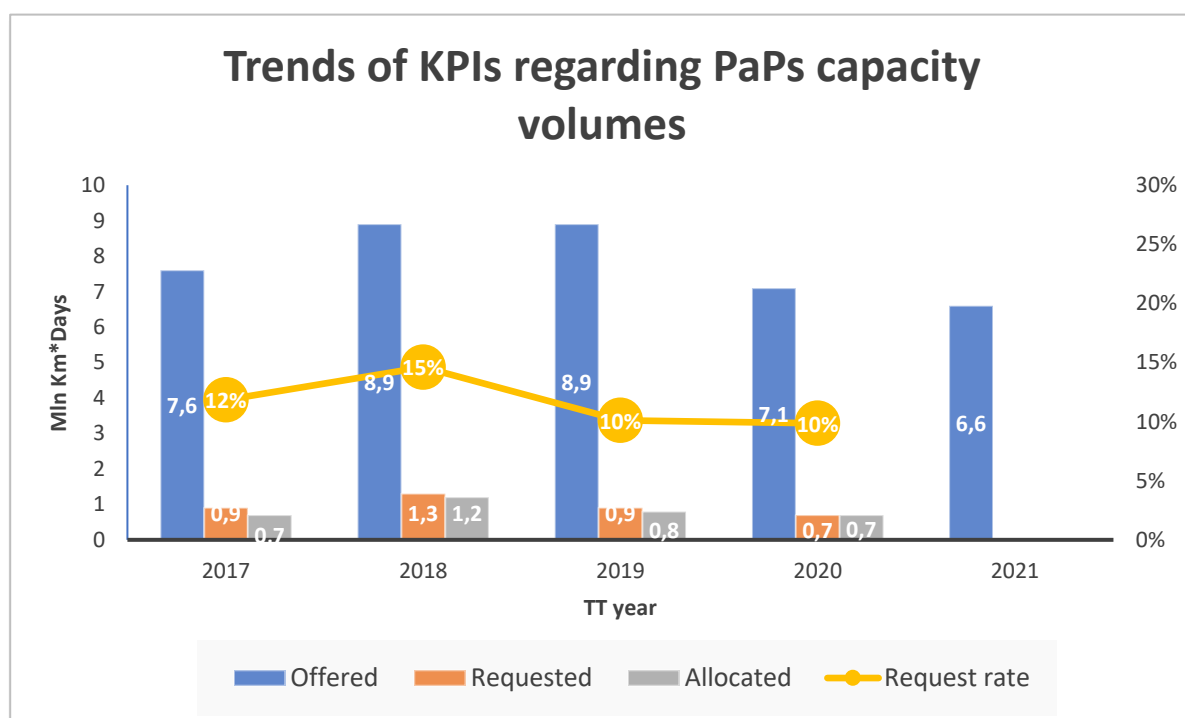
The capacity request ratio was stable YoY, whereas the **PaPs request ratio increased by 40%**. There were no requests in conflict. That means that the design of PaPs offer improved YoY.

Table 4 displays the main KPIs. It is worth noting that if the volume of requested capacity is close to the volume of pre-allocated capacity, this means that there are very few conflicting requests or bad requests (i.e. requests with errors).

KPIs	TT2019	TT2020	% Δ
Volume of requests	15	19	27%
Number of conflicts	2	0	N/A
Number of conflicts/Nr of requests (%)	13%	0%	N/A
PaPs offered (a)	50	44	-12%
PaPs requested (b)	13	16	23%
PaPs request ratio (b/a)	26%	36%	40%
Volume offered capacity (PaP Km*days) (c)	8.883.093	7.141.056	-20%
Volume of requested capacity (PaP Km*days) (d)	912.375	703.794	-23%
Capacity request ratio (d/c)	10%	10%	-4%
Volume of capacity at pre-booking (PaP Km*days)	854.276	703.794	-18%
Volume of capacity at final offer (PaP Km*days)	822.528	652.106	-21%

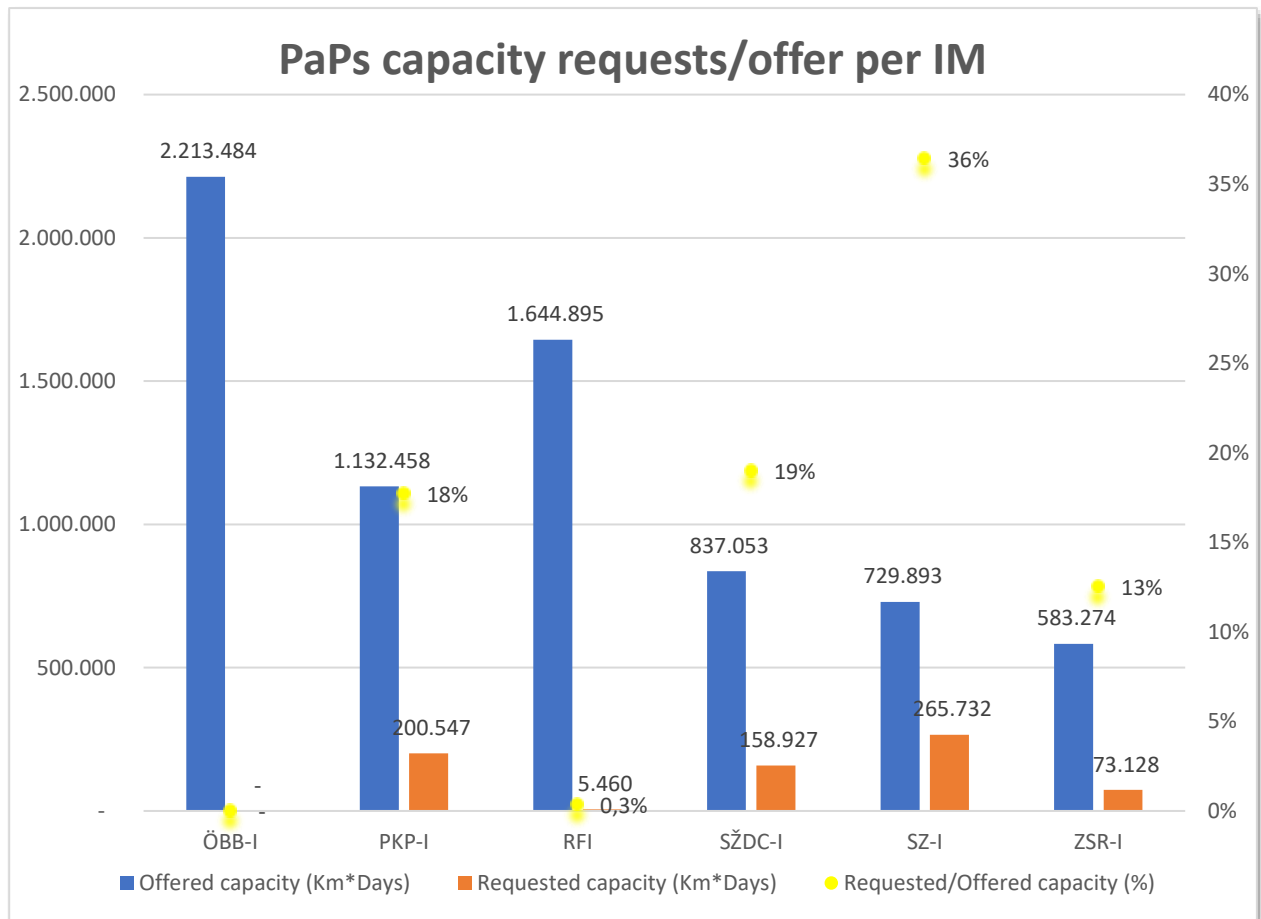
Table 4: Baltic –Adriatic RFC: main capacity KPIs regarding PaPs allocation for TT2020 vs TT2019 (source: PCS/OBI/C-OSS elaboration)

Graphic 2 shows **trends of KPIs regarding PaPs capacity volumes** from the launch of Baltic-Adriatic RFC. The volume of requests has been quite stable and the ratio requests/offer is still low. Baltic-Adriatic RFC is working on the improvement of such poor performance.



Graphic 2: Baltic –Adriatic RFC: trends of PaPs capacity volumes KPIs (source: PCS/C-OSS elaboration)

Graphic 3 shows the ratio between the PaPs capacity requested and the PaPs capacity offered *per IM* of Baltic-Adriatic RFC. The graphic is uneven: the IM with highest share of requests was SZ-I (39%) while the IM with the lowest was ÖBB-Infrastruktur (0%). This can be explained by the fact that, along the lines where available capacity is limited (e.g. to port of Koper), RUs tend to **secure capacity for the yearly TT** and they see a benefit in the PaPs offered by RFCs. In Austria, some RUs have no interfaces between their booking systems and PCS, therefore they prefer to avoid using it and they use the national IM channels.



Graphic 3: Baltic–Adriatic RFC ratio of PaPs capacity requests/offer per IM TT2020 (source: C-OSS elaboration)

Table 5 below displays the **ratio between the volume of requests to the C-OSS in yearly TT and the total volume of requests for international freight trains** crossing Baltic-Adriatic RFC borders received by the IMs of Baltic-Adriatic RFC (including requests for PaPs). The data are *per border*.

Figures show:

- a general positive trend,
 - that requests submitted to C-OSS are still a low fraction along the whole RFC.
- However, please note that for borders common to several RFCs, the cumulated share is higher.

Border	TT2019	TT2020
Zebrzydowice- Petrovice u Karviné	10%	19%
Chałupki - Bohumín-Vrbice	4%	12%
Międzylesie- Lichkov	0%	25%
Mosty u J. - Cadca	5%	5%
Bratislava-Petržalka št. hr. - Kittsee	1%	4%
Devinska NV- Marchegg	0%	0%
Břeclav - Hoenau	4%	4%
Spielfeld-Straß - Šentilj (N-S)	3%	1%
Villach - Tarvisio B.	7%	7%
Sežana - Villa Opicina (N-S)	0%	1%

Table 5: Baltic –Adriatic RFC: ratio between the volume of requests to the C-OSS in yearly TT and the total volume of requests for international freight trains crossing Baltic-Adriatic RFC borders received by Baltic-Adriatic RFC IMS (source: C-OSS elaboration)

In order to have an idea on the **weight of the role of the Corridors in the yearly Time Table process**, the capacity allocated by the C-OSSs of RFCs was compared with the total scheduled traffic per each border point of RFC 5.

Table 6 provides information for each Baltic-Adriatic RFC border about the share of capacity allocated in the yearly TT by every C-OSS compared to the total volume of planned trains crossing those Baltic-Adriatic RFC borders.

In general, the capacity allocated by Baltic-Adriatic RFC C-OSS is still a small share of overall planned trains volumes, below 10%. The exception is the Mosty u Jablukova – Čadca border, where the overall share allocated by RFC 5 and RFC 9 C-OSSs is about 69%.

In general, the trend is positive, with an increase over the year before. The exception is the border Spielfeld-Straß – Šentilj, and the likely reason is that the Corridor offered about 25% of less capacity through that border for TT2020 vs TT2019.

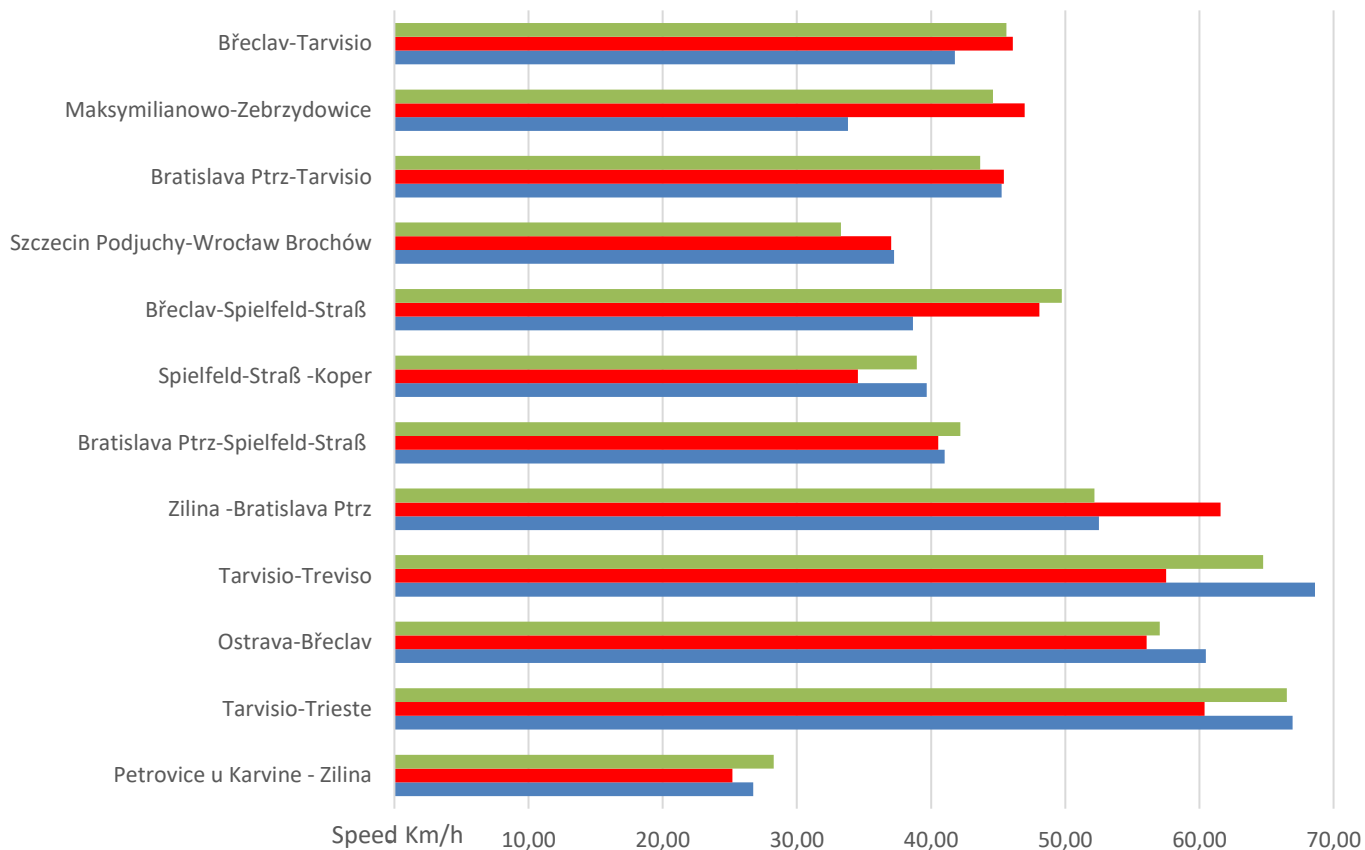
Border		TT	
		2019	2020
PL-CZ	Petrovice u Karviné - Zebrzydowice	9%	12%
	Bohumín-Vrbice - Chałupki	4%	9%
	Lichkov - Międzyzlesie	0%	9%
CZ-SK	Čadca - Mosty u Jabl.	64%	69%
AT-SK	Bratislava-Petržalka - Kittsee	0%	5%
	Devínska Nová Ves - Marchegg	0%	0%
AT-CZ	Břeclav - Hoenau	3%	4%
AT-SLO	Spielfeld-Straß - Šentilj	14%	2%
IT-AT	Villach - Tarvisio B.	1%	7%
IT-SLO	Sežana - Villa Opicina	10%	8%

Table 6: Baltic–Adriatic RFC: ratio of capacity allocated by the RFC 5 C-OSS in yearly TT2019 and TT 2020 compared to the total volume of planned trains crossing the RFC 5 borders (source: C-OSS elaboration)

Graphic 4 compares the average **planned speed** of PaPs on Baltic-Adriatic RFC sections YoY. The goal of this KPI is to be able to assess the evolution of the planned speed of PaPs over time. The values take into account the planned commercial and operational stops, including those needed by users (e.g. to change locos or drivers). Overall, the average speed has a slight **uptrend** (+1%).

Average planned speed of PaPs

Sections



	Petrovice u Karvine - Zilina	Tarvisio-Trieste	Ostrava-Břeclav	Tarvisio-Treviso	Zilina - Bratislava Ptrz	Bratislava Ptrz-Spielfeld-Straß	Spielfeld-Straß -Koper	Břeclav-Spielfeld-Straß	Szczecin Podjuchy-Wrocław Brochów	Bratislava Ptrz-Tarvisio	Maksymilianowo - Zebrzydowice	Břeclav-Tarvisio
TT2021	28,27	66,51	57,04	64,74	52,18	42,18	38,93	49,74	33,27	43,65	44,62	45,61
TT2020	25,20	60,38	56,06	57,51	61,58	40,54	34,55	48,09	37,02	45,42	46,98	46,11
TT2019	26,74	66,94	60,49	68,61	52,51	41,01	39,69	38,65	37,24	45,26	33,82	41,78

Graphic 4: Baltic-Adriatic RFC: Average planned speed of PaPs (source: C-OSS elaboration)

3.4.2. Operations KPIs

In 2019, overall average punctuality (30' threshold) of international freight trains along the Baltic-Adriatic RFC was **48% at RFC entry and 32% at RFC exit** (Table 7). The drop along the RFC was therefore 16%, slightly worse YoY (in 2018 the drop was 13%).

Nevertheless, the punctuality performance when leaving the corridor was slightly improved (32% vs 31%), but with room for improvement. This is connected to **poor train performance at the RFC entry**. If trains depart late, they usually also arrive late.

Yearly Punctuality 30 minutes threshold	2018	2019
At Baltic-Adriatic RFC Entry	44%	48%
At Baltic-Adriatic RFC Exit	31%	32%

Table 7: Baltic–Adriatic RFC: Punctuality 30' threshold (source RNE OBI)

3.4.3. Market KPIs

Table 8 displays the trend of volume of **cumulated gross tons** transported by rail across Baltic-Adriatic RFC borders. Negative figures do not necessarily imply that rail transport decreased. They may be due to works (therefore goods moved across alternative borders) or to shift from heavier to lighter goods (e.g. containers). It also should be considered that not all borders between two IMs belong to Baltic-Adriatic RFC and therefore are in the table.

MK1: cumulated gross tons crossing borders of RFC5	Cumulated gross tons						
Borders	2019	Δ YoY	2018	Δ YoY	2017	Δ YoY	2016
Zebrzydowice- Petrovice u Karviné	8 908 320	-22%	11 494 114	20%	9 539 235	6%	9 041 259
Petrovice u Karviné - Zebrzydowice	6 136 408	-20%	7 686 768	6%	7 219 719	17%	6 149 326
Chałupki - Bohumín-Vrbice	8 787 399	4%	8 416 864	-19%	10 396 285	20%	8 658 845
Bohumín-Vrbice - Chałupki	4 812 797	9%	4 398 782	-9%	4 810 584	2%	4 704 606
Międzyzlesie- Lichkov	582 260	-15%	682 410	9%	626 806	-35%	962 521
Lichkov - Międzyzlesie	328 976	-18%	401 051	-12%	457 152	-13%	524 675
Total PL - CZ	29 558 179	-11%	33 082 007	0%	33 051 798	10%	30 043 248
Zwardoń- Skalité št. hr.	3 099	-75%	12 433	-54%	26 740	30%	20 599
Skalité št. hr. - Zwardoń	2 276	-94%	40 667	-55%	90 779	49%	61 028
Total PL - SK	5 375	-90%	53 100	-55%	117 519	44%	81 627
Mosty u J. - Cadca	7 709 039	-18%	9 411 474	12%	8 422 170	-18%	10 281 769
Cadca - Mosty u J.	10 103 240	-10%	11 209 225	11%	10 061 514	-23%	13 114 122
Total CZ - SK	17 812 279	-14%	20 620 699	12%	18 483 684	-21%	23 395 891
Bratislava-Petržalka št. hr. - Kittsee	4 799 019	2%	4 682 173	-13%	5 354 112	5%	5 083 942
Kittsee- Bratislava-Petržalka št. hr.	2 998 704	8%	2 766 623	-9%	3 040 644	-3%	3 137 306
Devinska NV- Marchegg	146 024	-66%	423 452	-11%	475 778	-16%	567 965
Marchegg - Devinska NV	85 278	-68%	263 519	-36%	414 978	-19%	509 847
Total AT - SK	8 029 025	-1%	8 135 767	-12%	9 285 512	0%	9 299 060
Břeclav - Hoenau	9 570 330	-5%	10 099 331	2%	9 876 046	8%	9 164 505
Hoenau-Břeclav	5 755 701	-4%	6 007 661	6%	5 688 682	9%	5 228 234
Total CZ - AT	15 326 031	-5%	16 106 992	3%	15 564 728	8%	14 392 739
Villach - Tarvisio B.	11 309 414	0%	11 308 248	4%	10 834 701	11%	9 775 235
Tarvisio B.-Villach	9 119 444	3%	8 847 903	8%	8 164 507	19%	6 850 380
Total AT - IT	20 428 858	1%	20 156 151	6%	18 999 208	14%	16 625 615
Spielfeld-Straß - Šentilj	3 146 909	19%	2 635 034	-23%	3 443 596	0%	3 437 848
Šentilj - Spielfeld-Straß	4 400 525	25%	3 518 503	-26%	4 738 141	8%	4 405 858
Total AT - SLO	7 547 434	23%	6 153 537	-25%	8 181 737	4%	7 843 706
Sežana - Villa Opicina	5 581 596	14%	4 913 341	2%	4 811 808	36%	3 543 270
Villa Opicina - Sežana	2 042 835	12%	1 823 427	4%	1 760 704	26%	1 395 574
Total IT - SLO	7 624 431	13%	6 736 768	2%	6 572 512	33%	4 938 844

Table 8: Baltic –Adriatic RFC: cumulated gross tons by rail crossing Baltic-Adriatic RFC borders (RFC5 IMs data)

The data above should be analysed in combination with Table 9, which shows the volume of trains which ran across Baltic-Adriatic RFC borders in the last three years. Again, negative trends might be explained by alternative routings and/or by longer trains. It also should be considered that not all borders between two IMs belong to Baltic-Adriatic

RFC and therefore are not in the table. An example are the flows between Slovenia and Austria. The negative trend 2018 vs 2017 at Spielfeld S.- Sentilj border (-23%) was due total track closure from 26.10.2018 to 15.12.2018 between Maribor and Šentilj because of the reconstruction of line. Most of trains were rerouted via border Villach-Jesenice but are not reported in the table (because it is not a Baltic-Adriatic RFC border). **In 2019 the positive trend follows up the re-opening of the track.**

MK2: Volume of freight trains crossing borders of RFC5	2019	2019 vs 2018	2018	2018 vs 2017	2017	2016
	Total		Total		Total	Total
Borders	#	Δ	#	Δ	#	#
Zebrzydowice- Petrovice u Karviné	7064	-11%	7925	13%	7041	6259
Petrovice u Karviné - Zebrzydowice	6668	-14%	7741	9%	7081	6226
Chałupki - Bohumín-Vrbice	5572	15%	4841	-19%	5984	5014
Bohumín-Vrbice - Chałupki	5680	22%	4640	-14%	5377	5176
Międzyzlesie- Lichkov	594	-9%	650	2%	640	833
Lichkov - Międzyzlesie	561	-9%	619	-2%	629	788
Total PL - CZ	26139	-1%	26416	-1%	26752	24296
Zwardoń- Skalité št. hr.	3	-88%	24	-63%	64	51
Skalité št. hr. - Zwardoń	4	-91%	46	-53%	97	80
Total PL - SK	7	-90%	70	-57%	161	131
Mosty u J. - Cadca	6013	-13%	6895	11%	6213	6291
Cadca - Mosty u J.	6063	-13%	6942	15%	6036	6416
Total CZ - SK	12076	-13%	13837	13%	12249	12707
Bratislava-Petržalka št. hr. - Kittsee	3940	5%	3767	-6%	4011	3805
Kittsee- Bratislava-Petržalka št. hr.	3815	10%	3471	-8%	3761	3844
Devinska NV- Marchegg	249	-48%	482	-28%	672	792
Marchegg - Devinska NV	151	-63%	407	-28%	566	672
Total AT - SK	8155	0%	8127	-10%	9010	9113
Břeclav - Hoenau	6626	-4%	6914	3%	6692	6863
Hoenau-Břeclav	6127	-1%	6177	3%	6026	6139
Total CZ - AT	12753	-3%	13091	3%	12718	13002
Villach - Tarvisio B.	8981	3%	8699	4%	8332	8027
Tarvisio B.-Villach	9019	4%	8694	4%	8345	7963
Total AT - IT	18000	3%	17393	4%	16677	15990
Spielfeld-Straß - Šentilj	3412	19%	2868	-23%	3740	3698
Šentilj - Spielfeld-Straß	3752	20%	3119	-23%	4074	3811
Total AT - SLO	7164	20%	5987	-23%	7814	7509
Sežana - Villa Opicina	3669	2%	3 598	-2%	3 684	2 803
Villa Opicina - Sežana	3517	9%	3 241	-1%	3 274	2 581
Total IT - SLO	7186	5%	6 839	-2%	6958	5384

Table 9: Baltic–Adriatic RFC: volume of trains running along Baltic-Adriatic RFC borders (RFC5 IMs data)

3.5. Temporary Capacity Restrictions

Planned Temporary Capacity Restrictions (TCRs) are inevitable in order to keep the infrastructure and its equipment in good condition and to allow infrastructure development in accordance with market needs. The important issue when dealing with TCRs, is to ensure a maximum of available capacity during the period of restrictions. For dealing with this issue on corridor Baltic-Adriatic the TCR-working group is responsible.

On Baltic-Adriatic RFC the TCR-management is organised in two levels:

1. TCR-working group as the **central group** to carry out the high level coordination of TCRs, to set and perform strategic measures, to create and define procedures, and to provide the publication of TCRs on the Baltic-Adriatic RFC's communication tools (RFC [website](#), as well as RNE's [CIP](#)).
2. **Bilateral TCR-meetings** capable to coordinate TCRs on either side of all border-crossings of the corridor. In the area of Austria, Slovenia and Italy also impacts (e. g. re-routings) from other RFCs (ScanMed, Mediterranean) are taken into consideration by a joint group of the involved IMs and RFCs.

During 2019 the RNE "[Guidelines for Coordination / Publication of Planned Temporary Capacity Restrictions for the European Railway Network](#)" were approved. This document takes into consideration also the recast of Annex VII of the Directive 2012/34/EU. The representatives of the TCR WG were **actively participating** in the elaboration of this document and also in implementing the document in their national TCR planning process.

In 2019, RNE started a pilot on the base of the first version of the **TCR-IT-Tool**, developed with contribution of members of the Baltic-Adriatic RFC TCR WG. The experiences from this pilot revealed the need of further development of the tool, in order to assure successful implementation all over Europe. During 2019 it was **decided to continue the project** for further development with the goal to achieve an extensive usage by both IMs and RUs. Baltic-Adriatic RFC will contribute to the amendment and closely accompany the implementation of the tool.

4. Studies

4.1. Update of the Transport Market Study

Another important activity in the field of market knowledge that Baltic-Adriatic RFC is carrying out under the umbrella of the *Connecting Europe Facility* action is the update of the Transport Market Study (TMS).

The first half of 2019 was dedicated to the procurement procedure, that was successful and the study was entrusted to [TPlan consulting](#).

The company immediately started the study with the support of Baltic-Adriatic RFC's experts.

A kick-off meeting with the consultants, the PMO, the Baltic-Adriatic RFC experts of Marketing WG and the members of Coordination Group was held. In that occasion the scope of the study, the catchment area, the rail freight data inputs to be gathered by the PMO and IMs and the workplan with intermediate milestones and deliverables were agreed upon. The delivery of the study is expected by October 2020.

The expected main output of the study is:

- a) A general socio-economic analysis of the corridor catchment area,
- b) Analysis of the current transport market on the corridor:
 - Transport volumes per O/D trade lane and mode,
 - Transport volumes per market segment.

A first draft of output a) has been already delivered by TPlan. It features a detailed PEST (Political-Social-Economic-Technical) analysis of the countries crossed by the Baltic-Adriatic RFC lines.

4.2. Capacity Study

Under the umbrella of the Program Support Action (PSA) – “*Rail Freight Corridors*”, Baltic-Adriatic RFC envisages the realisation of a wide Capacity Study, aimed at the optimisation of the capacity offer, taking into account all elements, which influence the use and availability of railway capacity. This activity is meant as an innovative pilot as it focuses on the development of a methodology for simulating different scenarios, which could be used by other Corridors as well.

The main challenge in 2019 was the research of an external contractor who could support Baltic-Adriatic RFC in the elaboration of the Terms of Reference and in the project management. This research was not successful, but thanks to the efforts of all Corridor’s stakeholders, Baltic-Adriatic RFC was able to develop suitable Terms of Reference (ToRs) that were approved at the end of the year.

According to these ToRs, the study will cover:

- survey of the current infrastructure,
- survey of the transport demand/traffic flows (and forecasts),
- survey of timetables and detailed train routing (current and future concepts),
- modelling and simulation of infrastructure, timetable and operations,
- operational scenarios (e.g. min/mid/max scenario),
- conclusions, recommendations for implementation and promotion.

The procurement procedure to identify the external provider is scheduled for the first quarter of 2020 and the final results are expected by the end of the year.

5. Communication

5.1. Customer Information Platform

The Customer Information Platform represent an **important tool** in communication strategy of all RFCs involved, including RFC Baltic-Adriatic. During the year 2019 the efforts for providing better geographical **description of the routing** based on GIS data on all corridor lines were successfully completed.

Furthermore, under RNE’s umbrella, Baltic-Adriatic RFC successfully participated in the implementation/definition of new functionalities and in the improvement of existing functionalities in CIP. For the most important development in 2019, we can consider the possibility to display the “**Re-routing scenario**” document in the environment of CIP map. After the functionality was fully developed, the filling in the database has started and it is still ongoing. As Figure 2 below shows, the functionality of the **Re-routing options** provides added value to the customers in form of better visualization of the ICM lines and their re-routings (more information in chapter 3.3).

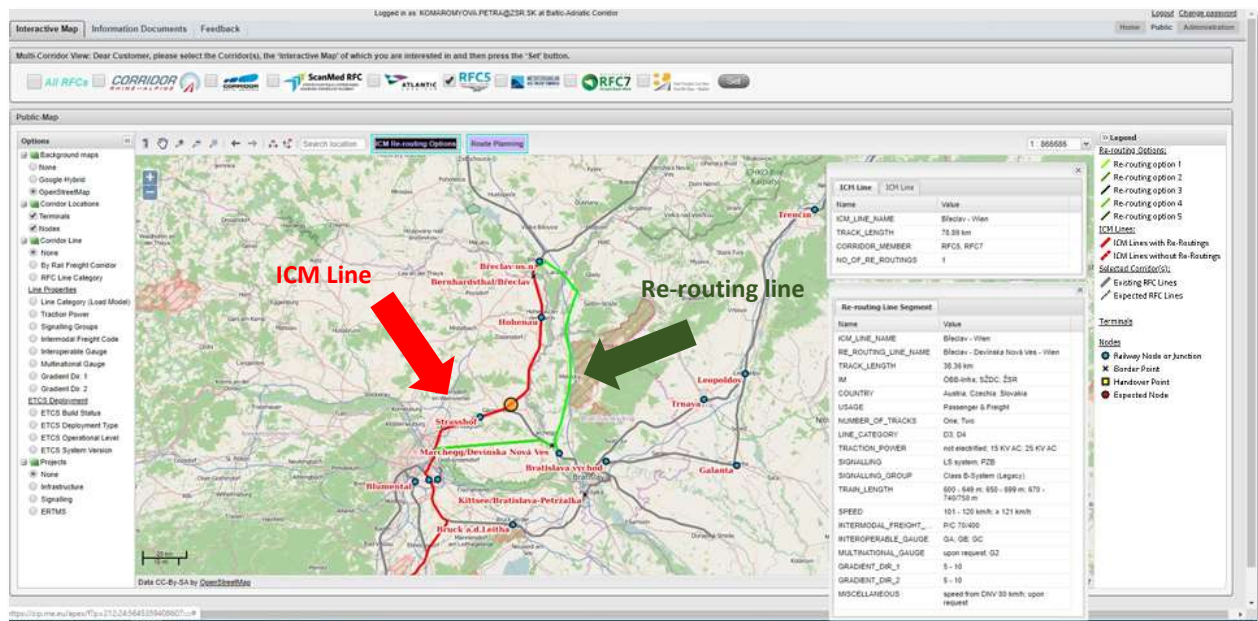


Figure 2: Re-routing options in CIP (<http://info-cip.rne.eu/>)

Other developments, connected with the improvement of the environment of the CIP for the customers, were implemented, such as the **improvement of the “Route planning”** function, by creating a better visibility of the function and displaying more information in one place. Next improvement for the customers can be considered the change of the log-in mask. Today’s entrance to the platform is easier and more customer friendly as well.

Beside already mentioned developments for the customers, the back users were also not forgotten. During the year 2019 also developments for the back users of the CIP were implemented. These developments help them to provide the CIP with the data in a more efficient way.

5.2. Website

In the spirit of establishing Baltic-Adriatic RFC as a market-oriented entity, the Corridor is revising its communication strategy. In this framework, the relaunching of the Corridor’s website was an important step towards a more user-friendly and up-to-date way to introduce all stakeholders into the activities and achievements of the Corridor.

The website is conceived as a guide for any interested party who are interested in using the Corridor offer (i.e. potential applicants), in cooperating with the Baltic-Adriatic RFC in projects and pilot (RUs, Terminals, public institutions, universities, industry stakeholders, etc. ...) or are simply looking for more information about Baltic-Adriatic RFC in particular or RFCs in general.

The website was developed as a lean tool, mainly containing up-to-date information and link to other information sources, especially the Customer Information Platform (see above).



Figure 3 Screenshot from the new Baltic-Adriatic RFC website

The website gives the possibility to leave comments, therefore all our stakeholders are invited to use this possibility and let us know how we can improve the website further.

6. Partnerships

6.1. Common meetings with the Executive Board

The cooperation between the Executive Board on the one side and the Management Board and the PMO on the other side intensified during 2019. Two common meetings were held, one in Prague (in April) and one in Warsaw (in October).

During the first meeting, the new location and PMO Managers were presented. In addition, the Management Board and the PMO presented the work plan for 2019-2020 to the Executive Board. An open discussion followed about the challenges that the Baltic-Adriatic RFC will meet in the following years: after the consolidation of the organisation and the implementation of basic requirements, the need of a closer cooperation and dedication of additional efforts was agreed upon.

Based on these considerations, the strategic approach for 2019-2020 was agreed upon (see Figure 4 – cfr. Annual Report 2018).

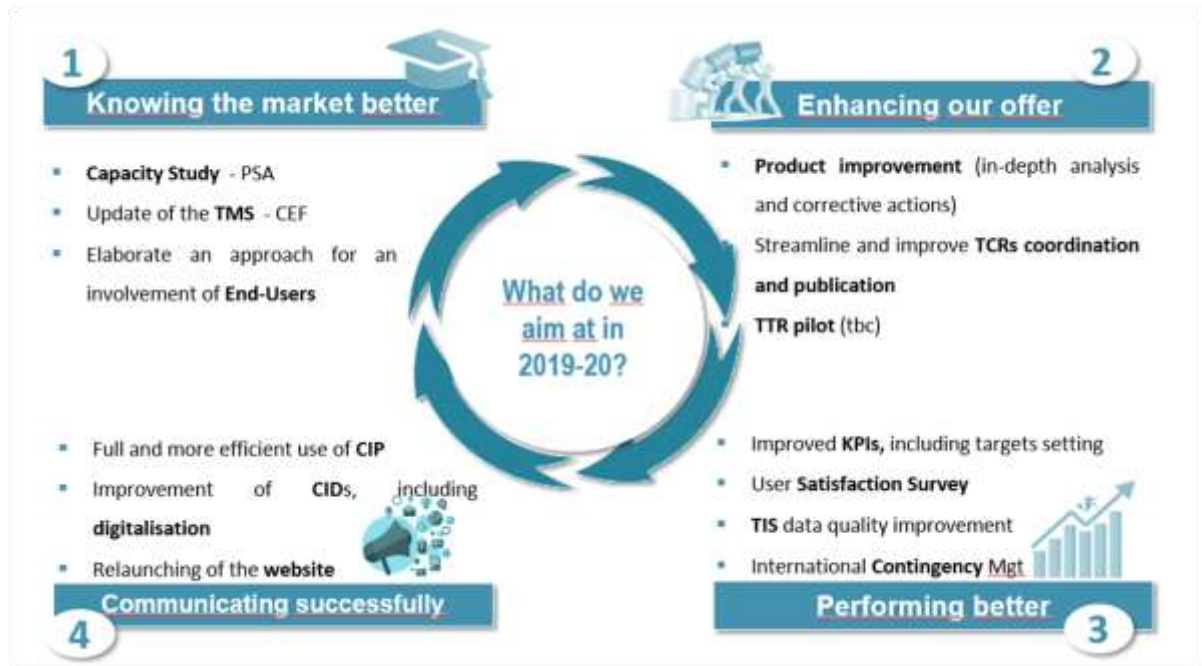


Figure 4: Overview of the Baltic-Adriatic RFC approach for 2019-2020 (source: PMO elaboration)

In the meeting held in October, the status of the Corridor's activities was presented. The strategy of the corridor towards new developments at EU level was discussed, in particular regarding the potential new funding and the position of Baltic-Adriatic RFC in the framework of the Regulation 913/2010. The PMO presented the outcomes of the strategic actions regarding International Contingency Management, the approach to the cooperation with the CNC (see section 6.2), analysis and relieve of operational bottleneck, as well as the follow-up of these and other activities

6.2. Core Network Corridor Baltic-Adriatic



Figure 5: Core Network Corridor Baltic-Adriatic (source: TENtec Interactive Map Viewer)

The EU policy aimed at the improvement of the efficiency and sustainability of the transport in Europe, consists of different components: Rail Freight Corridors and the Core Network Corridors being two of them.

The **Core Network Corridors (CNC)**, as known, focus on the infrastructure development, cover both freight and passenger traffic and are “multimodal”.

While taking into account these differences, cooperation between CNCs and RFCs is of utmost importance, in order to enable the CNC to gain a market-oriented approach in the phase strategy setting and planning and the RFCs to have an up-to-date view on the status of the infrastructure available in different time scenarios.

The [Baltic-Adriatic Core Network Corridor](#) is an important transport axe in Central Europe.

Baltic-Adriatic RFC Executive Manager participated in the meeting of the Baltic-Adriatic **CNC Forum**, which took place on 22 November 2019.

It was an important occasion to meet the **new Coordinator, Mrs. Anne Elisabet Jensen** and to confront with all relevant stakeholders, especially Terminal and Ports operators. During the meeting, the state of play of the TEN-T CNC study was presented.

In preparation of this meeting, Baltic-Adriatic RFC consulted the RUs included in the RAG in order to identify the infrastructure issues they consider as priority that the CNC should deal within its policy and investment planning. Baltic-Adriatic RFC presented the result of such consultation during the meeting.

From the point of view of the RFC, an important topic discussed was the potential development of the cooperation between CNC and RFC. Baltic-Adriatic RFC made its proposal (see Figure 6). The CNC Coordinator welcomed the approach proposed by the RFC and agreed that this approach should be further developed.

A common meeting between the CNC Coordinator, the RFC Executive and Management Boards and the RFC PMO is expected in the first half of 2020.

Ways of cooperation: which way forward?

How can RFC Baltic-Adriatic contribute, keeping into account its responsibility deriving from the Regulation and the amount of available human/resources?



Figure 6: Ideas for a cooperation between Baltic-Adriatic CNC and RFC Corridors (source: PMO elaboration)

6.3. RAG-TAG

On 10 October 2019, the Railway and Terminals Advisory Groups (RAG and TAG) met in Warsaw.

The meeting was an excellent occasion for the partners Railway Undertakings, Terminals and Ports to meet the partly renovated management of the RFC and to start a fruitful cooperation.

During the meeting, after a short information session from the PMO to the members of the RAG and TAG, an open discussion on important strategic topics took place.

The main focus was dedicated to:

- **Exchange of information** on the activities regarding the International Contingency Management, carried out both on the side of RUs and IMs, which paved the way for a future common approach;
- **Open discussion** on innovative products offered by the RFC and the room for improvement in the area of the capacity management
- **Launching of ideas** for cooperation on the field of Train Performance Management
- **Streamlining** of the data exchange between Terminals and RFC, in the framework of the Facility Portal

During the meeting, Martin Erlinger has announced his resignation from the position of RAG Speaker. The RAG elected **Mr. Manuel Kriegl (RCA)** as his successor.

Next RAG-TAG meeting will take place on 19 November 2020 in Italy.

6.4. RFCs Network and Rail Net Europe

Baltic-Adriatic RFC is an active contributor to the tasks of the so-called **RFCs Network**. It is worthwhile to underline that the cooperation among RFCs and the consequent reinforcement of a network approach represent an evident added value of the implementation of the RFCs.

The community of the RFCs works in a coordinated manner, thanks to the support of a RFCs Network Secretary appointed by RNE.

Among other activities, aimed at the harmonisation of corridor's tools and services, while taking into account the specialities of all RFCs, in 2019 the RFCs came together to take stock of the experiences made until now and they focussed on the identification of the **positive achievements and benefits** that can be attributed to the RFCs, individually and as a community.

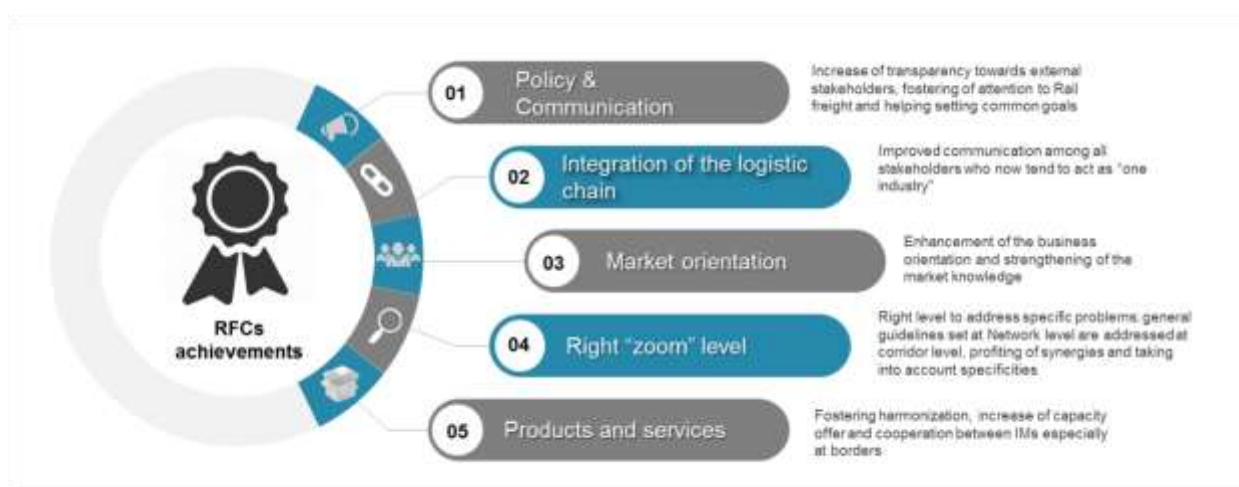


Figure 7: Overview of the RFCs achievements, according to the RFCs Network (elaboration of Baltic-Adriatic)

The PMO members actively participated in all relevant task-forces and groups put in place by RNE with aim of carrying out improvement and harmonisation actions and to develop/manage common IT tools. Baltic-Adriatic RFC Executive Manager is non-voting member of the **RNE General Assembly**.

7. Events: IBS Conference

The Board of the *International Rail Freight Business Organisation* (**IBS**) invited the Executive Manager of the RFC Baltic-Adriatic to attend the workshop preceding the Annual IBS Congress, whose topic was "**Reinforcement of the commercial functions of the European Rail Freight Corridors (RFC)**". The C-OSS of the RFC ScanMed attended as well.

The shippers and forwarders shown a relevant interest in the activities of the RFCs, as well as willingness to cooperate and a demand for a stronger role of the RFCs as integrator of the logistic chain. They also expressed a focus on the need for innovative and modern solution.

IBS has expressed a number of wishes, that can be summarised as follows:

- **Capacity issues**: more capacity for rail freight (longer and heavier trains) and better use of capacity on the freight trains (timely and complete information on the still available capacity for goods on trains),

- **Integration and availability** of the transport information for the whole logistic chain,
- More **marketing** and **information** from RFCs; further **digitalisation**,
- **International approach** in the definition of the **infrastructure costs**.

The RFCs representatives have made presentation on RFCs' commercial offer and strategy. IBS participants showed a relevant interest, in particular, concerning Baltic-Adriatic RFC in:

- Offer of **ExtraLong** Train PaPs from the port of **Koper**
- Information in **ICM** and **TEN-T parameters** on the Customer Information Platform
- **Short-term** capacity offer

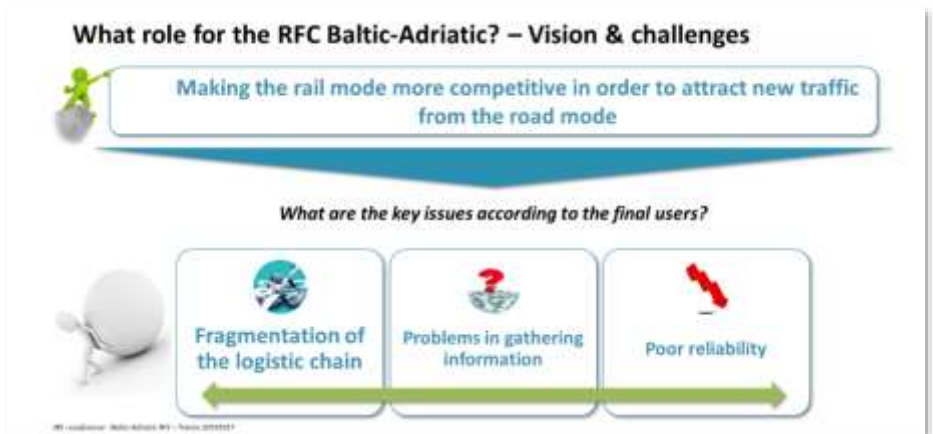


Figure 8: Vision of the role of Baltic-Adriatic RFC (Executive Manager presentation)

8. User Satisfaction Survey

Under the umbrella of RNE, the RFCs carried out a **common User Satisfaction Survey (USS)**. The field work started on 5th of September and ended on 8th of October.

The results of the USS for the Baltic-Adriatic RFC are available for download [here](#).

Below, you can find some highlights.

The total interviews amounted at 14 (9 nominated by Baltic-Adriatic RFC, 5 by other RFCs). As far as the response rate is concerned, this means a response rate of **32%** (+6% compared to 2018).

The **overall satisfaction for the RFC has also increased from 3.3 to 3.8**.

Taking into account the opinion of RUs only and the top 10/bottom 10 aspects (see Figure 9 and page 30 of the USS report), it appears clear that there are 3 fields that need to be focussed on and for which improvement actions are needed:

- quality and quantity of the offered capacity,
- infrastructure issues,
- Temporary Capacity Restrictions.

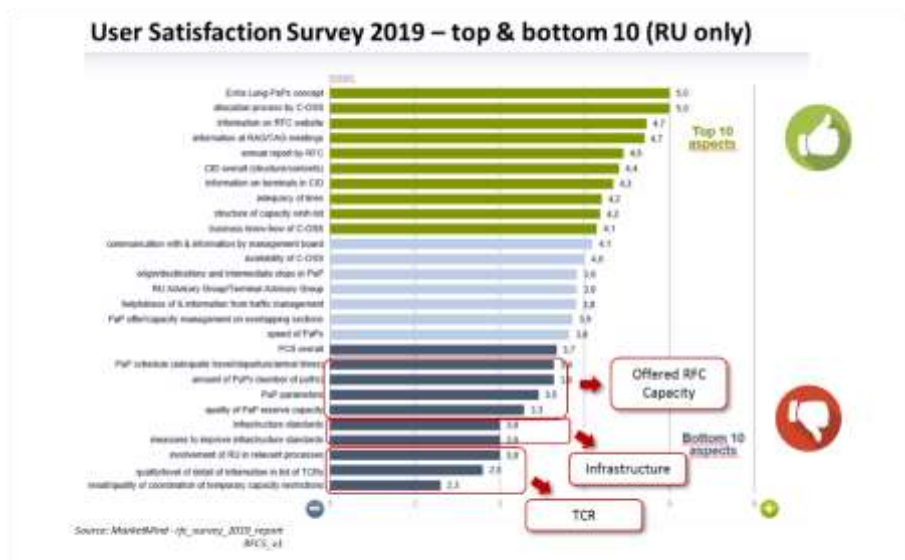


Figure 9: Top/Bottom 10 aspects of the User Satisfaction Survey 2019 (Baltic-Adriatic RFC's RUS – source: MarketMind)

The same remark expressed in our previous Annual Report, i.e. that the tasks that are entrusted to the RFC and where it can add independently, receive a better appreciation from the Customer can be stated. It has to be underlined, however, that for some of the “top 10” items has slightly decreased. It is not advisable, for the moment, to switch a “red” light on (the effect of the change of PMO Managers might have influenced some of these results), but the PMO will keep a close attention on these topics.

The Management Board discussed these results during the last part of 2019 and gave more focus to the “bottom 10” aspects.

Another source of information, useful for the setting up of the Corridor strategy as well as the work plan, are the “open answers”. Among these, some comments are worthwhile mentioning:

- RFCs should concentrate more on the **total corridor traffic**, not just on PaP-traffic,
- RFCs should be empowered to **interact constructively with IMs**,
- More **concrete topics related to operations** should be approached,
- Development of a **new products** is needed; more capacity should be offered,
- TCRs: more harmonisation between IM-IM and IM-RU is needed; RFCs should define **their role within the new process of Annex VII**,
- **TEN-T parameters** are still missing.

At the end of 2019, Baltic-Adriatic RFC, as usual, drafted its work plan for the following year. Taking into account the User Satisfaction Survey, it is possible to identify those topics that are already dealt with (and for which results are expected in a short/medium term) and topics that are included in the work plan (results can be expected in a medium term). Other issues are not yet in the pipeline. The commitment of Baltic-Adriatic RFC is to analyse possible actions/projects that can be started aimed at addressing all those issues that are important, but not yet managed satisfactorily, according to the customers' opinion. These possible actions/projects can be developed in 2020 and have results on a medium/long term.

User Satisfaction Survey 2019 – And now? Corrective actions			
Topic	We already do ...	It's in the plan ...	Not yet there ...
General remarks	<ul style="list-style-type: none"> TPM, TCR, ICM and other activities are addressed to all traffics 	<ul style="list-style-type: none"> Premium product Ideas TTR monitoring 	<ul style="list-style-type: none"> Projects/pilot for better cooperation in traffic management
Infrastructure	<ul style="list-style-type: none"> CIP statistics on TEN-T 	<ul style="list-style-type: none"> TEN-T survey More concrete cooperation with CNC 	<ul style="list-style-type: none"> -
TCRs	<ul style="list-style-type: none"> Support TCR Coordination 	<ul style="list-style-type: none"> Survey on Annex VII Implementation TCR tool pilot 	<ul style="list-style-type: none"> Involvement of RUs at international level Improvement of coordination
Offer	<ul style="list-style-type: none"> ExtraLong PaPs Short-term capacity 	<ul style="list-style-type: none"> Integration with terminal capacity Position vs C-OSS vision and EU regulation evaluation 	<ul style="list-style-type: none"> More PaPs More capacity More compliance with wishes PCS interfaces
Operations	<ul style="list-style-type: none"> TIS data quality 	<ul style="list-style-type: none"> Involvement of Rus/Terminals in TPM ICM simulations/ cooperation with RUs 	<ul style="list-style-type: none"> Projects/pilot for better cooperation in traffic management

Figure 10: Baltic-Adriatic RFC's work plan compared to customers' expectations

9. Outlook 2020

In the previous year's Annual report, Baltic-Adriatic RFC announced its outlook for the years 2019-2020 (see figure 4 above). This perspective is still valid. Even more: the approach presented last year needs to be strengthened, in the light:

- of the **feedback from other stakeholders**: both the USS and the discussion at the IBS workshop show an interest of the industry that the role of RFCs is strengthened,
- of the on-going **evaluation of the regulation 913/2010** that the EU Commission launched in 2019,
- of the need to **reinforce the cooperation with the CNC** Baltic-Adriatic RFC,
- of the **cooperation with other RFCs** (see section 6.4).

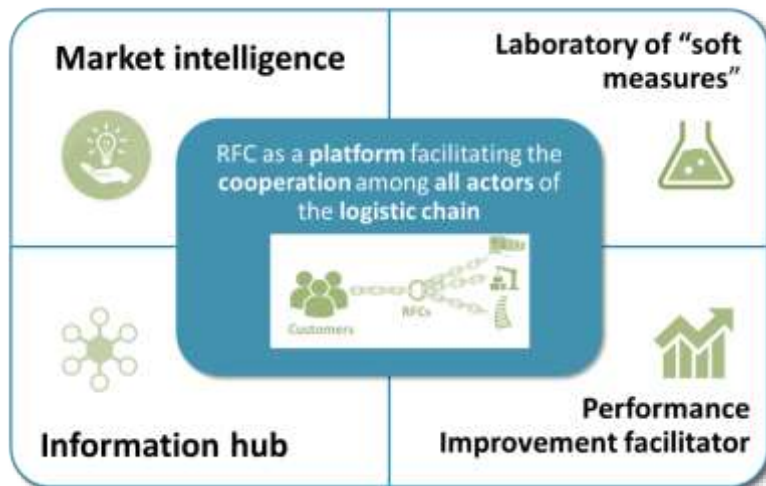


Figure 11: Baltic-Adriatic RFC's positioning vision

What did we learn from 2019?

The rail freight transport market has a **potential** both in terms of business growth and in terms of key tools for the new "*Green deal*" policy of the European Union.

In order to take advantage of this potential, rail freight has to address the main obstacles for the improvement of the attractiveness of the rail mode: fragmentation of the logistic chain,

complexity, difficulty for users to get information, scarce market orientation.

For these reasons, the Baltic-Adriatic RFC aims at positioning itself as a platform to facilitate the cooperation among all actors of the logistic chain. The actions set up by Baltic-Adriatic RFC, in its work plan 2020, actualize this idea in the following manner:

- **Market intelligence provider:** finalisation of the Update of the TMS and realisation of a wide Capacity Study; product improvement,
- **Laboratory of soft measures:** ICM improvement/cooperation with RUs; enabling easier/better TCRs communication and coordination,
- **Information hub:** improvement of CID, CIP and further use of the Website,
- **Performance Facilitator:** involvement of RUs/Terminals in TPM; TIS data quality improvement.

RAIL FREIGHT CORRIDOR 5

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