



ATLANTIC
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10th TAG-RAG meeting

Lisbon, 16th March 2016



Co-financed by the European Union

Connecting Europe Facility





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AGENDA

- I. WELCOME AND UPDATE/NEWS ON ATLANTIC CORRIDOR (20')
- II. RESERVE CAPACITY 2016 AND PREARRANGED PATH OFFER 2017 (10')
- III. IT TOOLS AVAILABLE FOR THE CUSTOMERS OF THE ATLANTIC CORRIDOR (CIP AND TIS) (RNE) (30')
- IV. COFFEE BREAK (15')
- V. KEY PERFORMANCES INDICATORS 2015 (15')
- VI. USER SATISFACTION SURVEY RESULTS 2015 (10')
- VII. ASSESMENT IMPACT OF THE PORT DEVELOPMENT (TIS) (30')
- VIII. PERSPECTIVE OF PT INTERNATIONAL BUSINESS (CP CARGA) (20')
- IX. AOB





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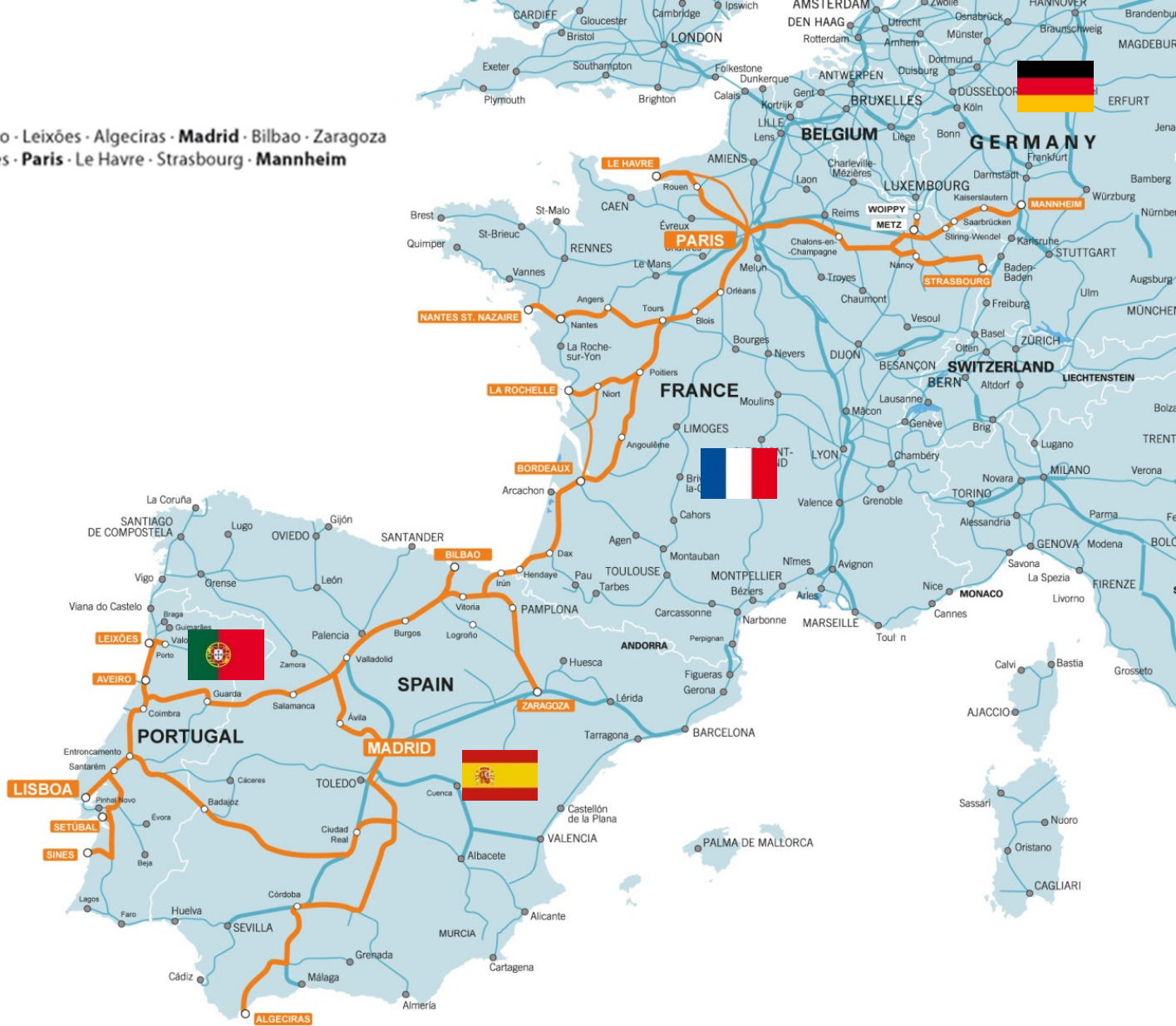
I. WELCOME AND UPDATE/NEWS ON ATLANTIC CORRIDOR



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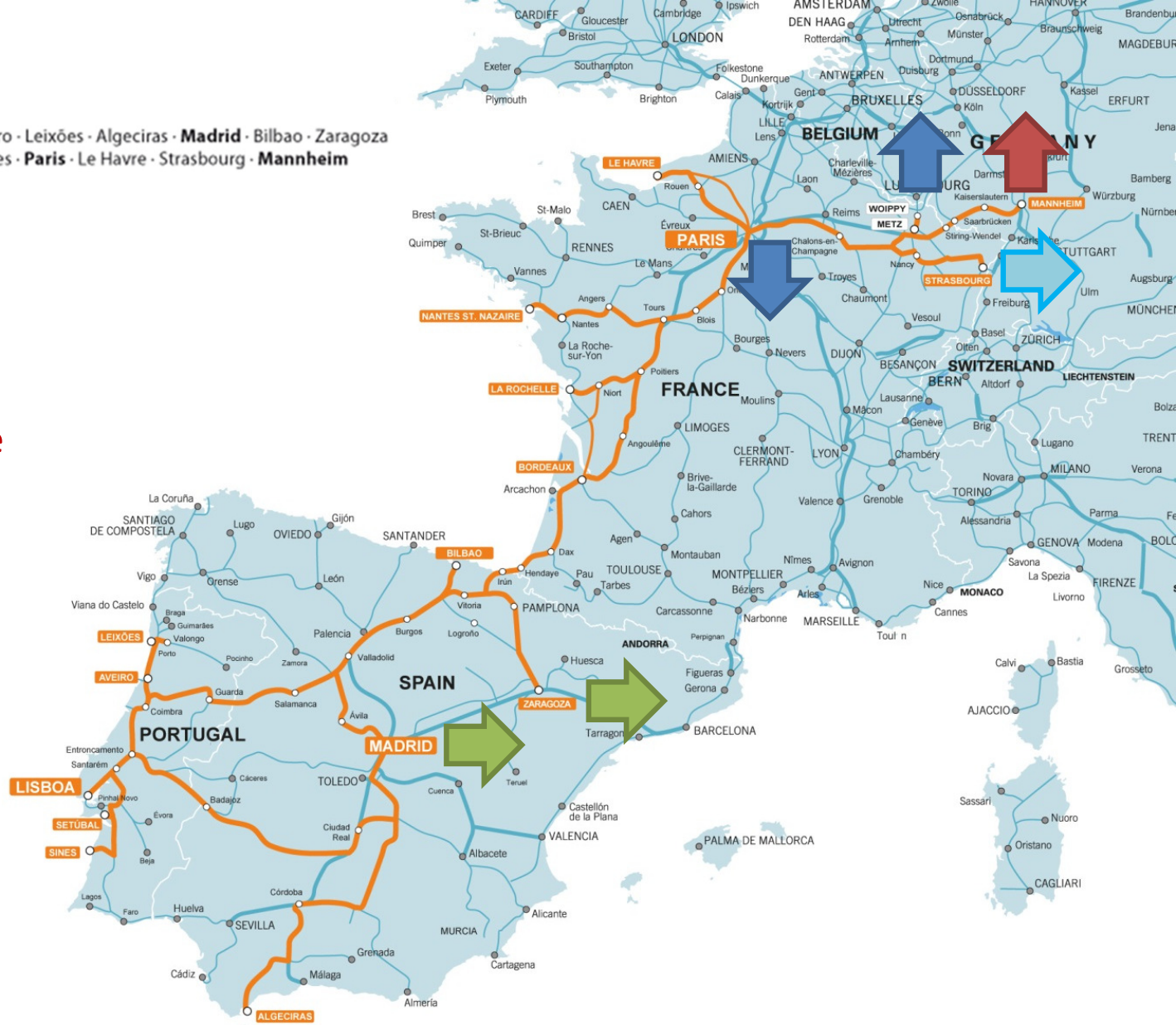
SINCE THE 1ST OF JANUARY 2016 EXTENDED TO :

- Mannheim (Germany)
- Strasbourg, Nantes St Nazaire and La Rochelle (France)
- Zaragoza (Spain)
- Valongo terminal (Portugal)



CONNECTIONS TO OTHER RFC

- In Mannheim to the **Rhine-Alpine (RFC 1)**
- In Paris and Woippy to the **North Sea-Mediterranean (RFC 2)**
- In Madrid and Zaragoza to the **Mediterranean (RFC 6)**
- In Strasbourg by November 2020 to the future **Rhine-Danube (RFC9)**



ONGOING STUDIES CONCERNING THE ATLANTIC CORRIDOR

- Assessment impact of the infrastructure constraints on Railway Undertakings operations** – main objective is to assess which are the main infrastructure constraints and what would be the cost-benefit of removing each of them – and in the end define a best investment scenario
- Impact of Atlantic port's development on international rail freight traffic** – main object is to identify the benefits that the port connections bring to the Corridor business and enhance future cooperation
- Feasibility of rolling motorway service at short, medium and long term on the Atlantic Corridor** – main objective is to develop a Business Plan and show feasibility or non feasibility of a Rolling Motorway service in the Atlantic Corridor
- Assessment optimization of capacity management and operational coordination** – main objective is to identify the problems that affect the procedures of allocating capacity, as well as, coordination of traffic management and maintenance periods – in the end define conditions to improve procedures

NEW MEMBERS OF THE ADVISORY GROUPS

NEW TAG

- Germany
 - KTL Ludwigshafen
 - DUSS Mannheim
 - PUHL GmbH in Beckingen
 - Rhenania Worms
 - Contargo Rhein-Neckar GmbH
 - MCT Mannheim
- Spain
 - CONTERAIL S.A.
- Portugal
 - IP – Infraestruturas de Portugal
 - TRANSITEX
 - Alcont

NEW RAG

- Germany
 - DB Cargo
 - CAPTRAIN
 - Rhenus Rail St. Ingbert GmbH
 - TX LOGISTIK
- Spain
 - CONTERAIL S.A

ATLANTIC CORRIDOR – TAG-RAG CLOSER COOPERATION

PCS - Path Coordination System

- Additional **Onsite Training** for a wider audience, in each of the country and preferably in each **Native Language**;
- This should be done every time there is a software update;
- Alternatively each country should provide a person to become a **PCS Instructor certified by RNE**, able to give **Training both to RU and IM**.

Closer Relation between the RFC and its TAG-RAG members

- Including **Visits to the Facilities**;
- To better **Understanding the Client's Needs**;
- Enable joint work in maintaining the **Information updated (e.g. CID)**.

CID FUTURE UPDATES

TERMINALS

- **Update information on CID**, including: contacts, services rendered, open hours, available equipment, etc.
- **Participate more actively** in maintaining the layout and organization of the terminal updated;
- **Suggest other information** to be included in CID, that might be of interest to the TAG, such as: prices and other services provided by the Terminal, namely as a logistical integrator – Last mile.

RAILWAY UNDERTAKINGS

- **Update information on CID**, including: contacts, services rendered, open hours, available equipment, etc.;
- **Other services** provided by the RU, namely as a logistical integrator – last mile, their own terminals, etc.



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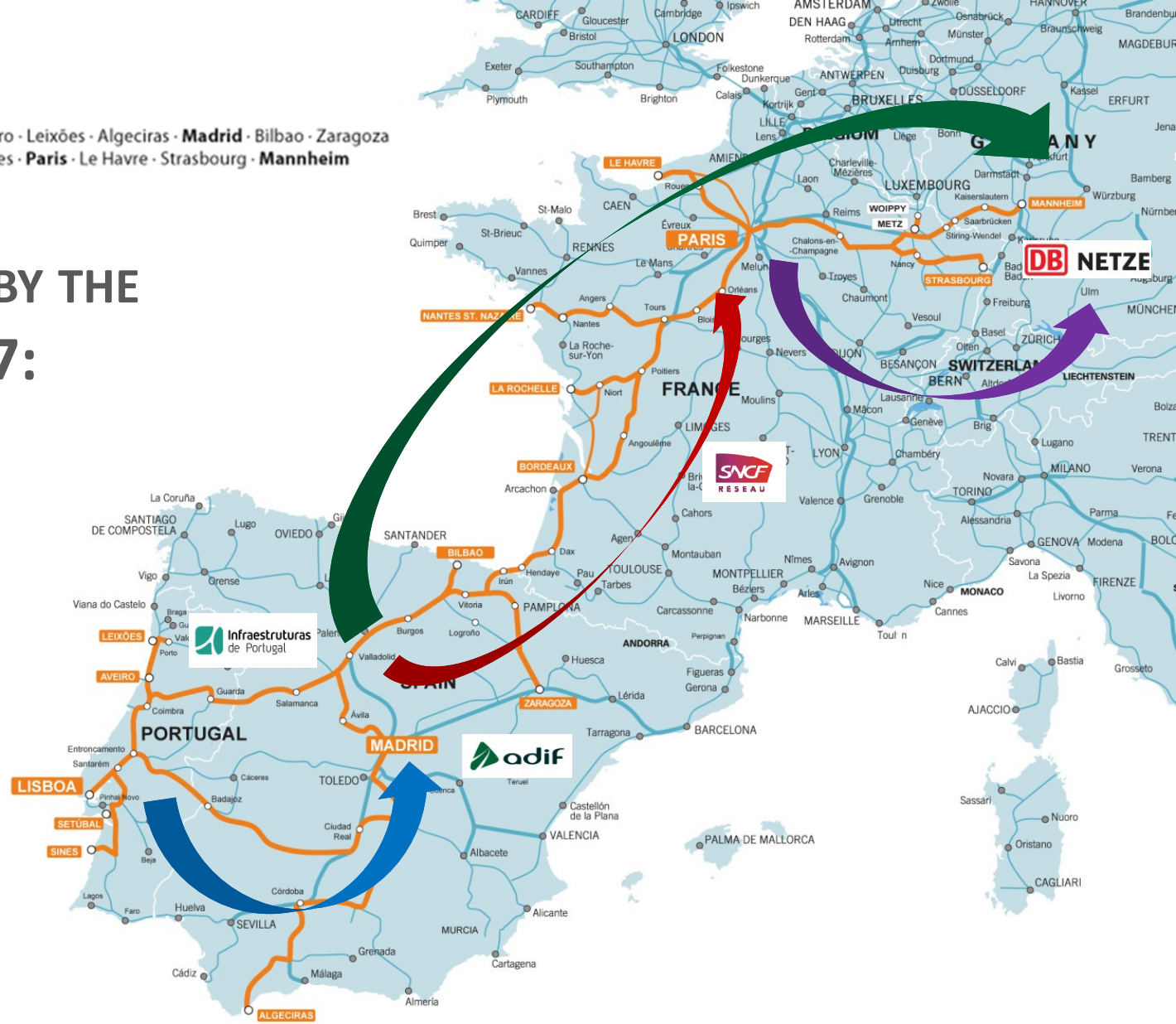
II. RESERVE CAPACITY 2016 AND PREARRANGED PATH OFFER 2017



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DAILY PAP OFFER DEDICATED BY THE IMs TO THE C-OSS FOR 2017:

- 12 PaP in **Germany**
- 32 PaP in **France**
- 22 PaP in **Spain**
- 8 PaP in **Portugal**



INCLUDING MULTICORRIDOR PAP

ATLANTIC CORRIDOR – OSS

FUTURE IMPROVEMENTS

- **One Face** for all processes and interactions with the Corridor's Clients both RU and Terminals?
- **In case of PaPs schedule changes before or after the yearly timetable publication,** detailed information provided to the C-OSS?
- **Providing information in real time** to the Customers about disturbances (access to Train Information System to both RU and Terminals)?



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III. IT TOOLS AVAILABLE FOR THE CUSTOMERS OF THE ATLANTIC CORRIDOR (CIP AND TIS) BY RAIL NET EUROPE



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IV. COFFEE BREAK



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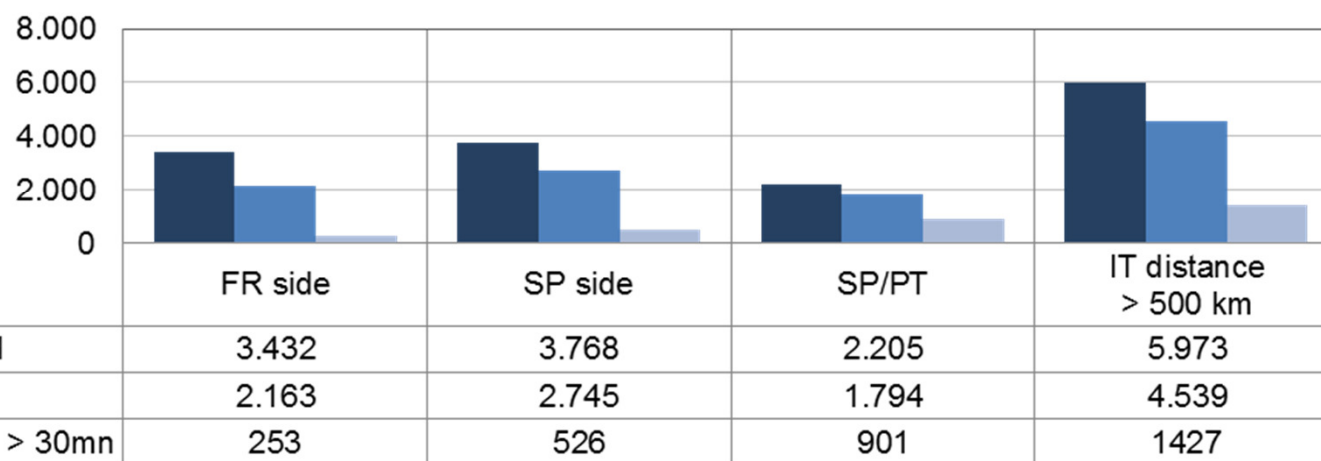
V. KEY PERFORMANCE INDICATORS ANNUAL REPORT 2015



KPI

ANNUAL REPORT 2014

2014	ANNUAL (trains)			Σ IT @ FR/SP & SP/PT borders
	FR/SP		SP/PT	IT distance > 500 km
	FR side	SP side		
Paths reserved	3.432	3.768	2.205	5.973
Trains running	2.163	2.745	1.794	4.539
% running trains	76,0%	79,1%	83,6%	76,0%
Trains delayed >30mn	253	526	901	1427
% delayed trains	14,6%	19,5%	37,3%	31,4%

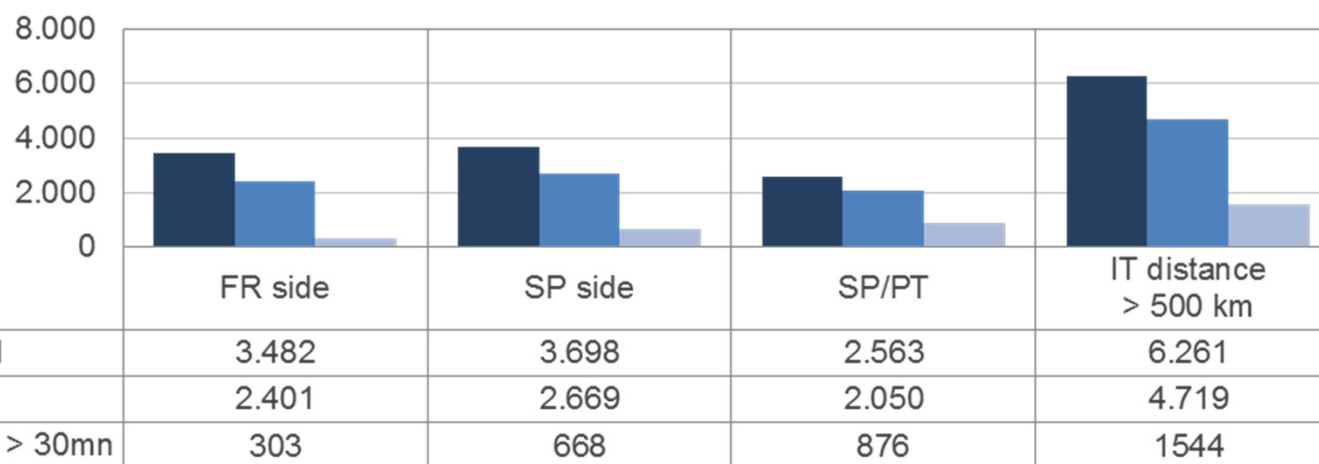


- Paths reserved
- Trains running
- Trains delayed > 30mn

KPI

ANNUAL REPORT 2015

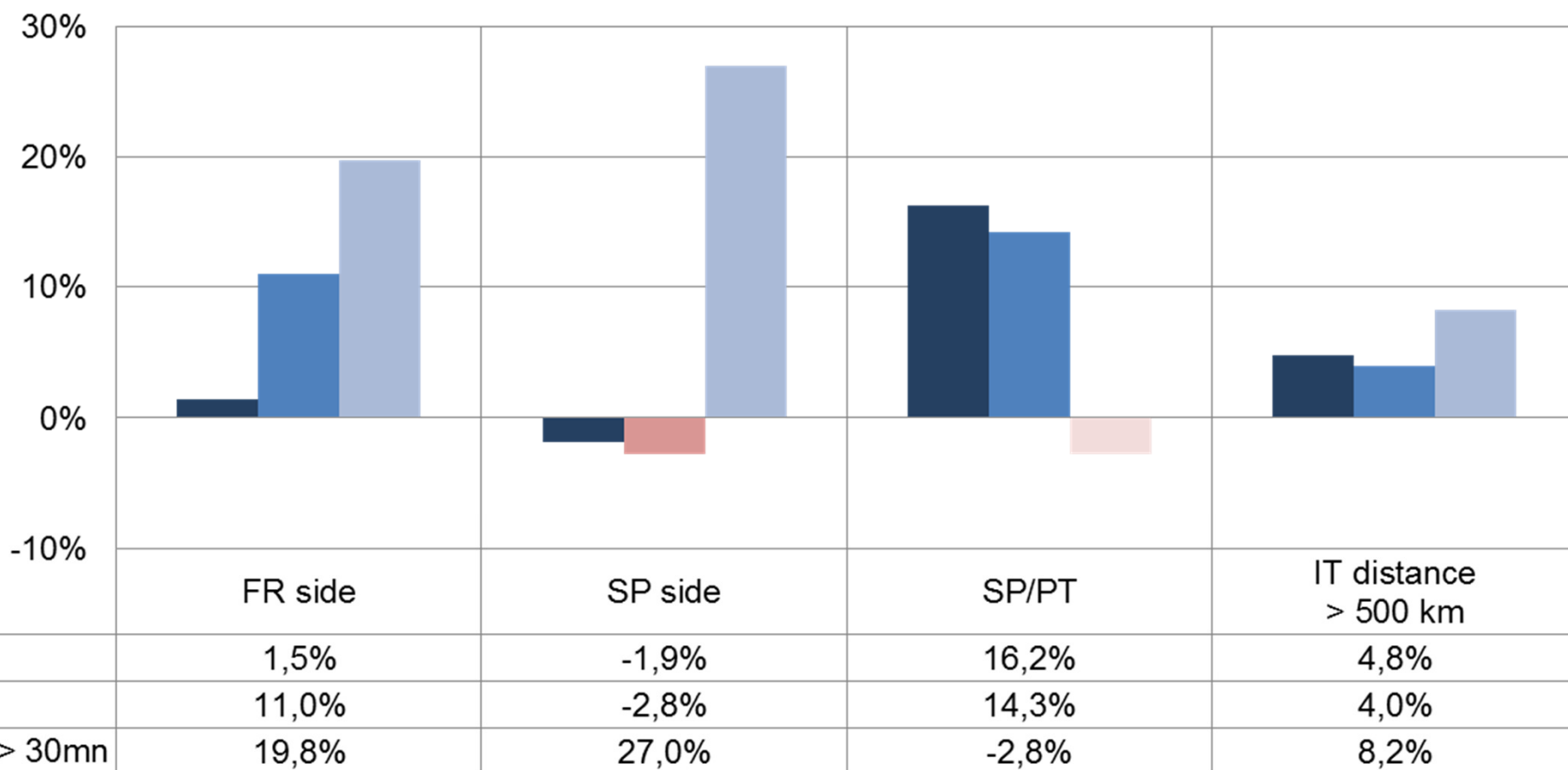
2015	ANNUAL (trains)			Σ IT @ FR/SP & SP/PT borders
	FR/SP		SP/PT	IT distance > 500 km
	FR side	SP side		
Paths reserved	3.482	3.698	2.563	6.261
Trains running	2.401	2.669	2.050	4.719
% running trains	69,0%	72,2%	80,0%	75,4%
Trains delayed >30mn	303	668	876	1544
% delayed trains	12,6%	25,0%	42,7%	32,7%



- Paths reserved
- Trains running
- Trains delayed > 30mn

KPI

ANNUAL REPORT 2014/2015 EVOLUTION





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VI. USER SATISFACTION SURVEY 2015 OVERALL RESULTS



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USER SATISFACTION SURVEY 2015: OVERALL RESULTS



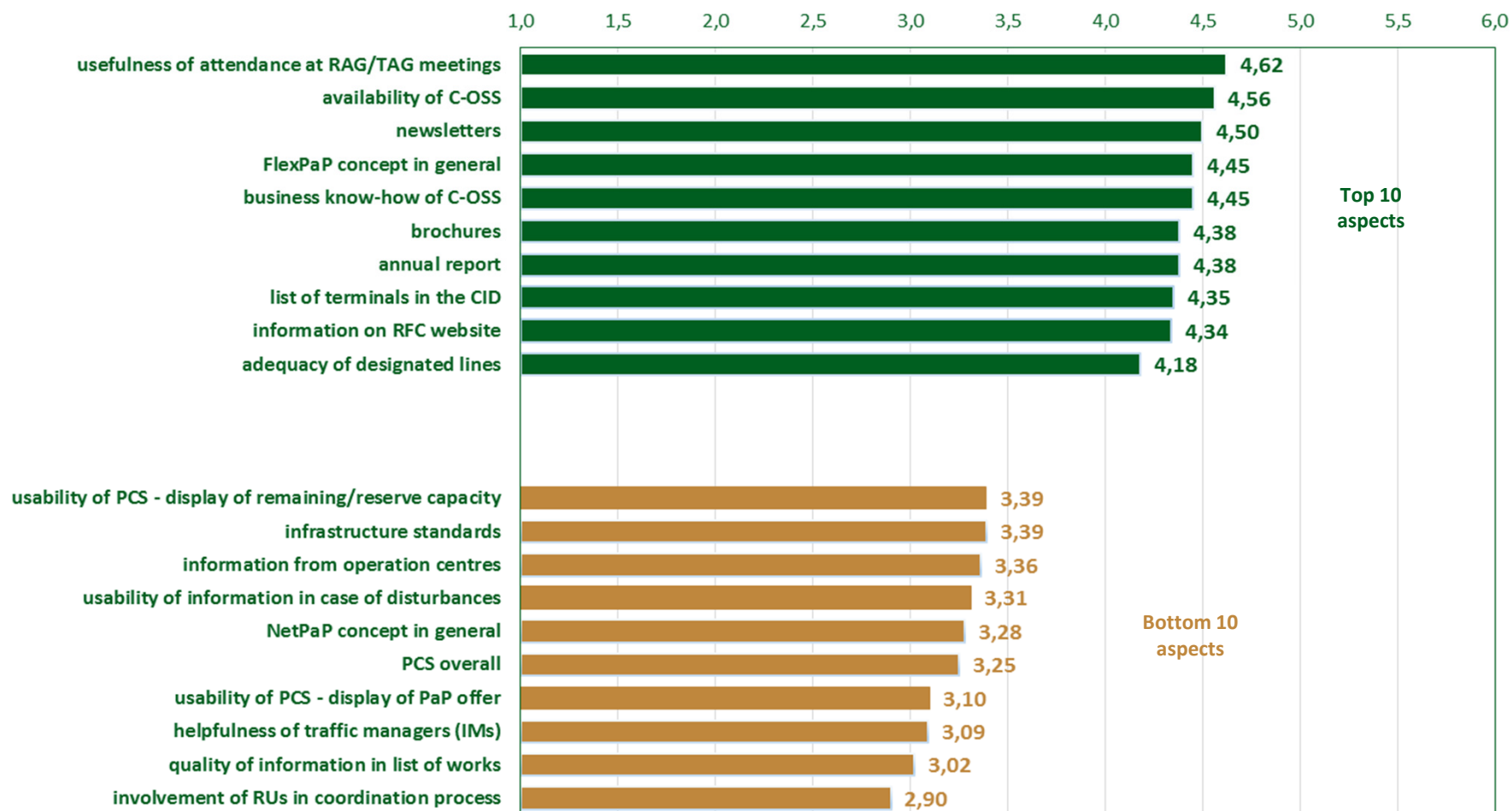
- 47 respondents || 75 evaluations*
40 RFC users / 7 non-users
41 full interviews / 6 partial interviews
- Computer Aided Web Interviews (CAWI)
- Contacts (e-mail address) delivered by RFCs
- 172 e-mail invitations sent
- Field Phase: 8 September to 5 October 2015

* ONE RESPONDENT IS COUNTED MULTIPLE TIMES, IF HIS/HER ORGANIZATION USES MULTIPLE CORRIDORS

RFC USER SATISFACTION SURVEY 2015 / NUMBER OF INTERVIEWS AND RESPONSE RATE

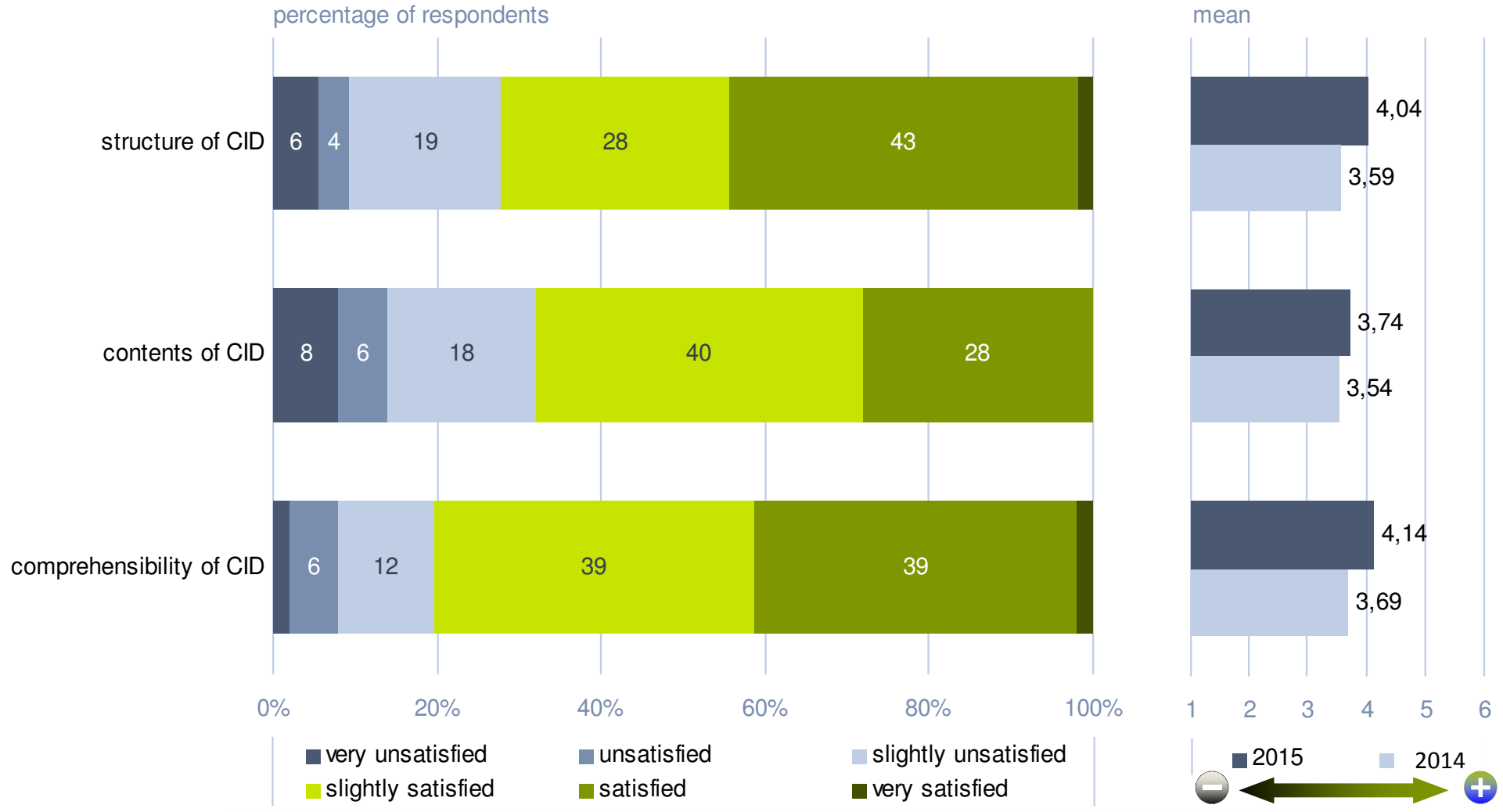
Data: 2015 (2014)	     						
	Overall	RFC1	RFC2	RFC4	RFC6	RFC7	RFC9
Total number of interviews	49 (62)	14 (23)	12 (15)	11 (16)	23 (19)	15 (19)	5 (5)
Full interviews	42 (54)	11 (20)	10 (12)	11 (14)	20 (19)	14 (19)	4 (4)
Partial interviews	7 (8)	3 (3)	2 (3)	0 (2)	3 (0)	1 (1)	1 (1)
Interviews (users)	41 (56)	14 (20)	11 (14)	9 (16)	20 (19)	11 (17)	5 (5)
Interviews (potential users)	8 (6)	0 (3)	1 (1)	2 (0)	3 (0)	4 (2)	0 (0)
Invitations sent	172 (329)	29 (81)	18 (96)	62 (64)	30 (35)	64 (91)	17 (24)
Response rate (overall)	28% (19%)	45% (23%)	50% (9%)	16% (16%)	47% (20%)	22% (19%)	12% (17%)
Response rate (users)	34%	50%	54%	29%	100%	20%	12%
Response rate (potential users)	20%	14%	40%	9%	27%	29%	-
Topic forwarding used	12	6	6	2	7	2	2
Not anonymous	15 (12)	5 (5)	8 (5)	3 (4)	7 (4)	3 (2)	1 (0)

RFC USER SATISFACTION SURVEY 2015 / SUMMARY – TOP 10 AND BOTTOM 10 ASPECTS

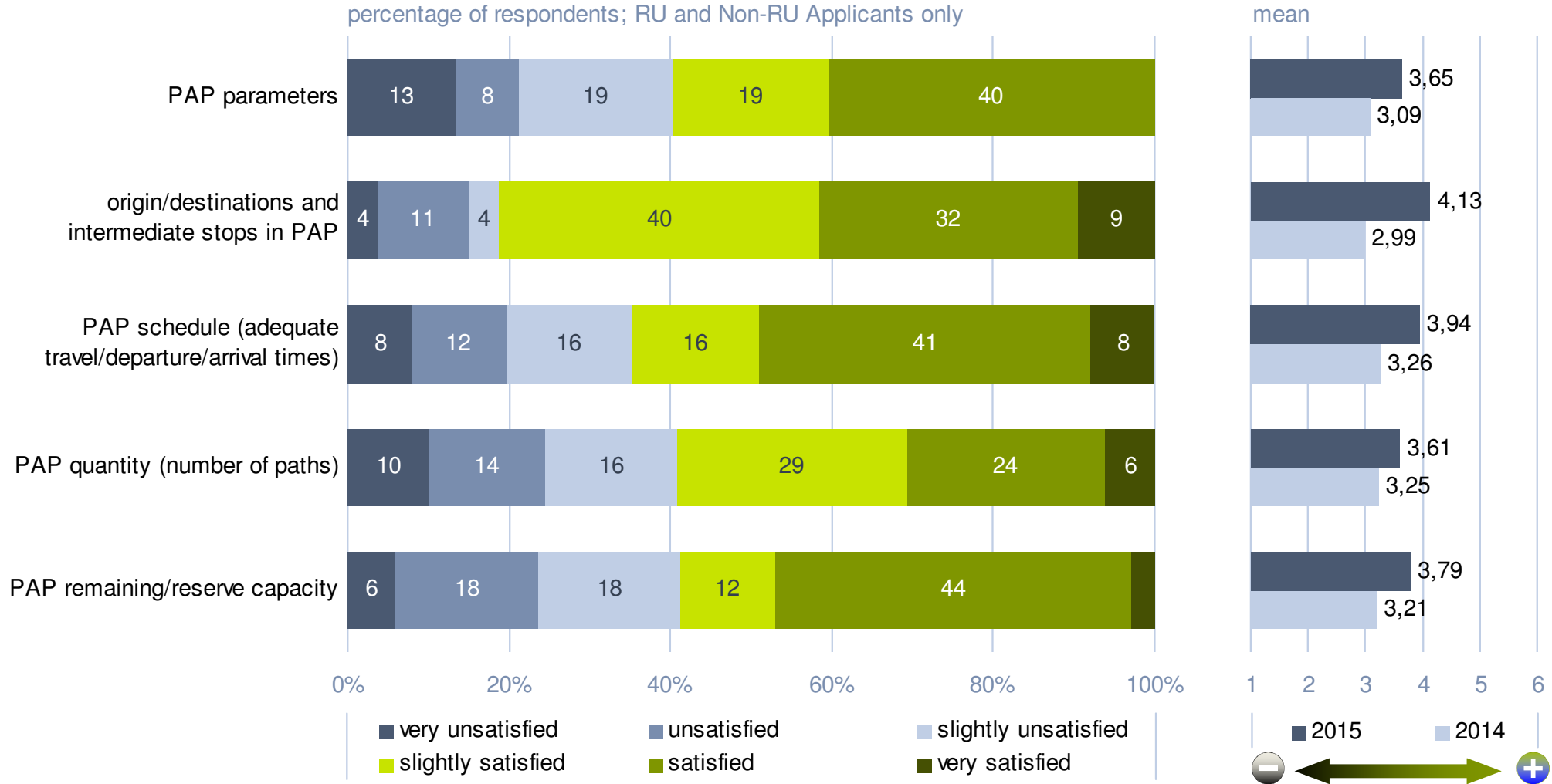


1=very unsatisfied, 2=unsatisfied, 3=slightly unsatisfied, 4=slightly satisfied, 5=satisfied, 6=very satisfied

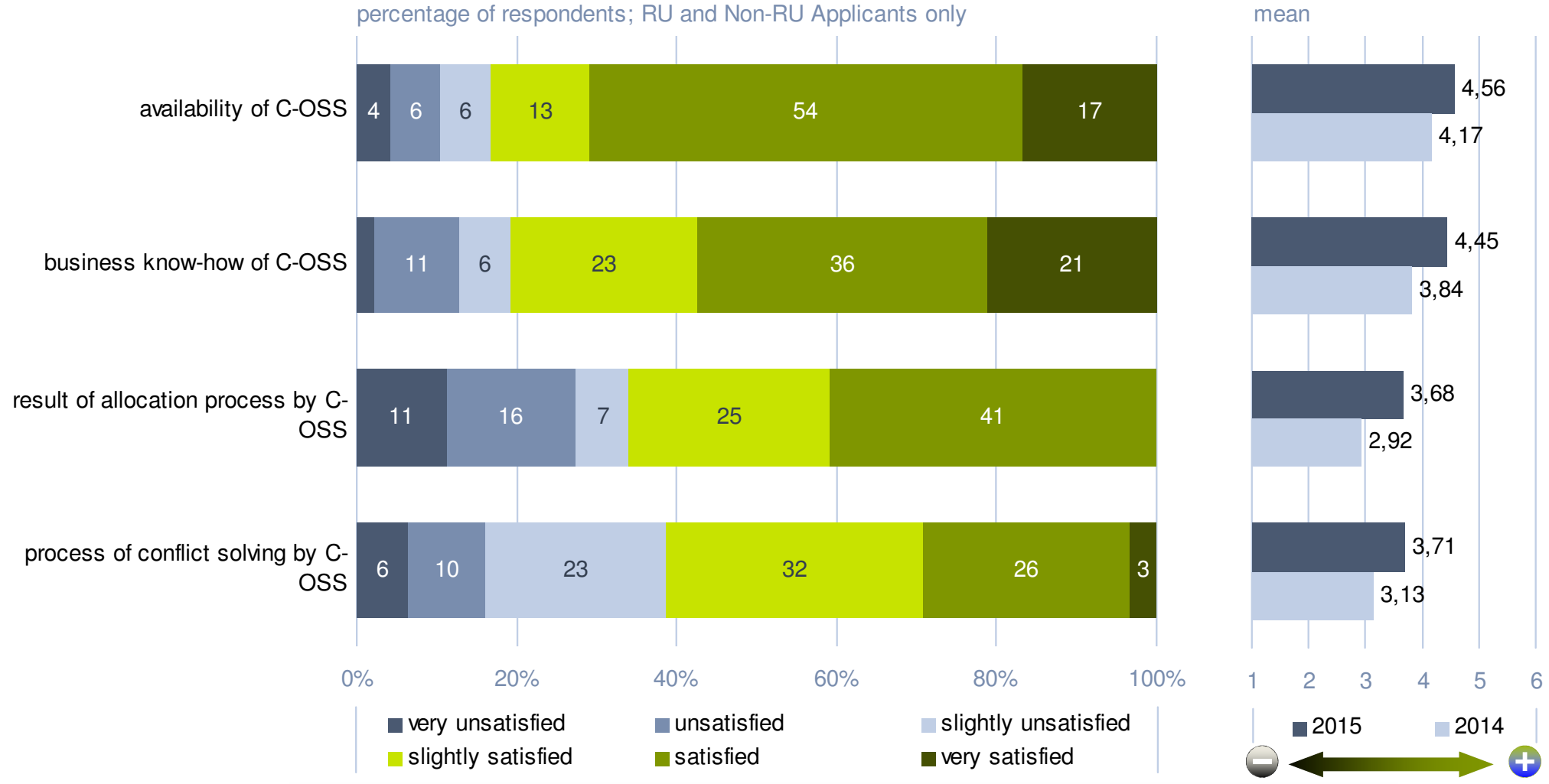
USER SATISFACTION SURVEY 2015 / CID RESULTS



USER SATISFACTION SURVEY 2015 / PAP RESULTS

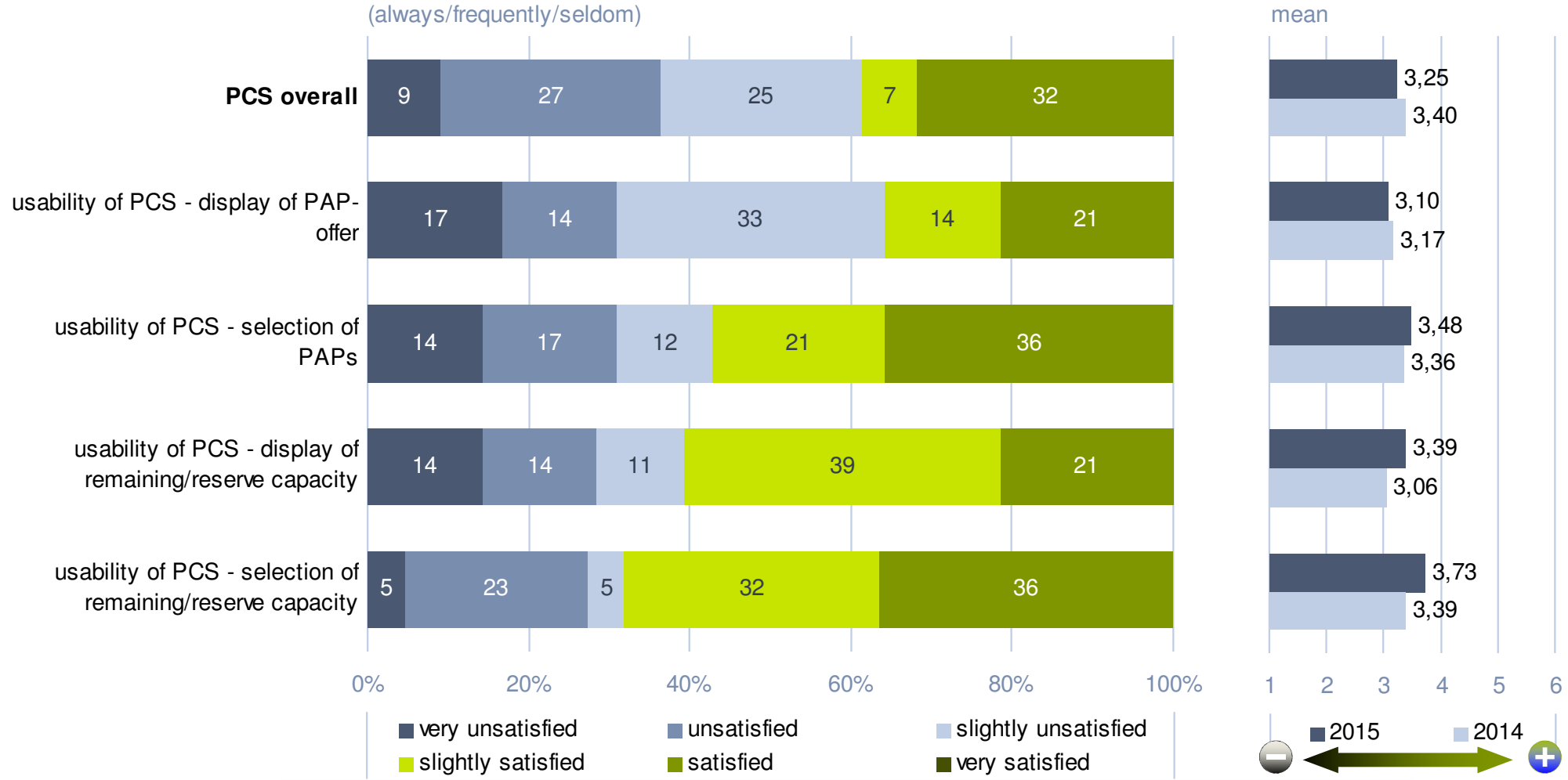


USER SATISFACTION SURVEY 2015 / C-OSS RESULTS

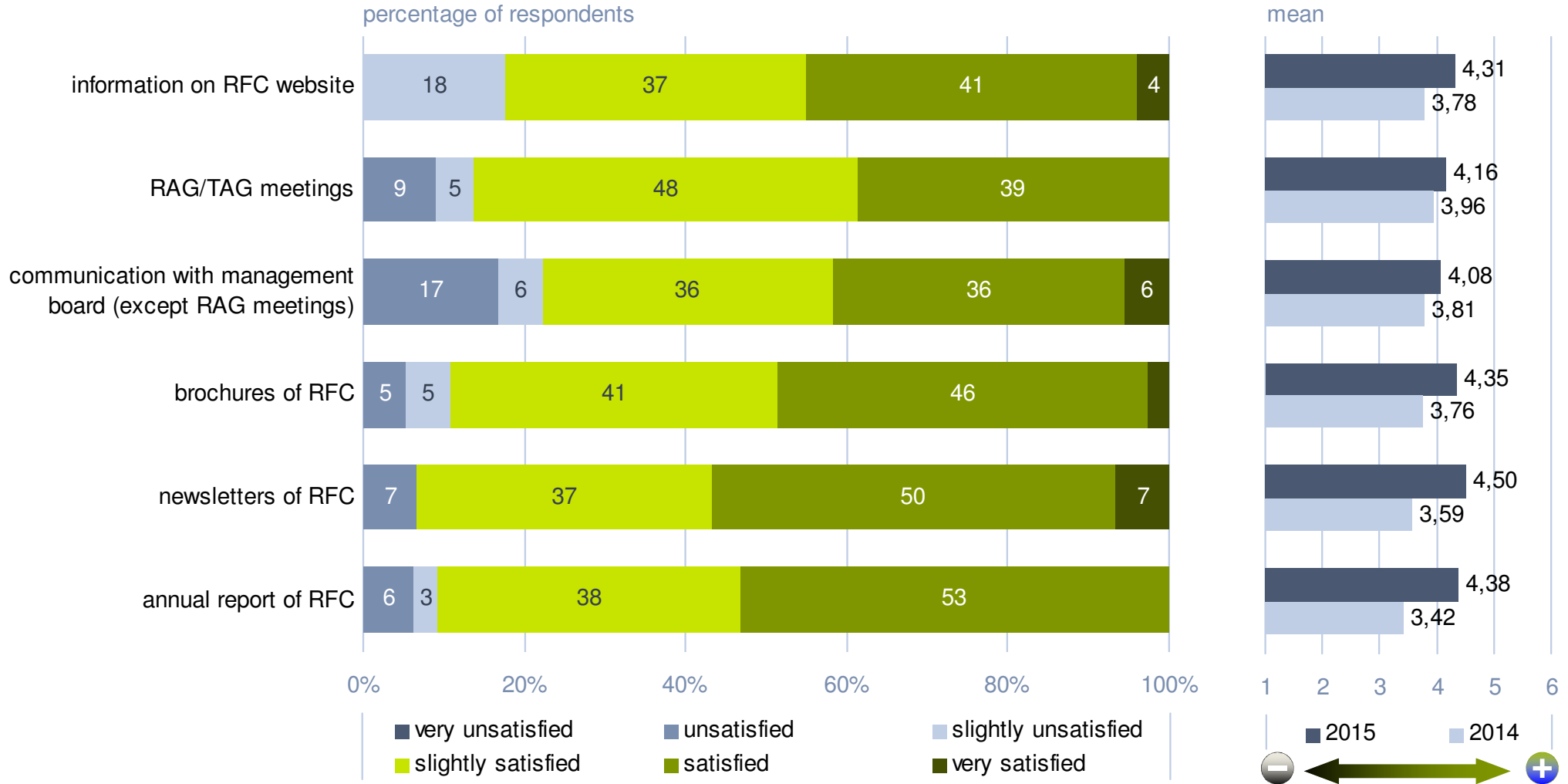


USER SATISFACTION SURVEY 2015 / PCS RESULTS

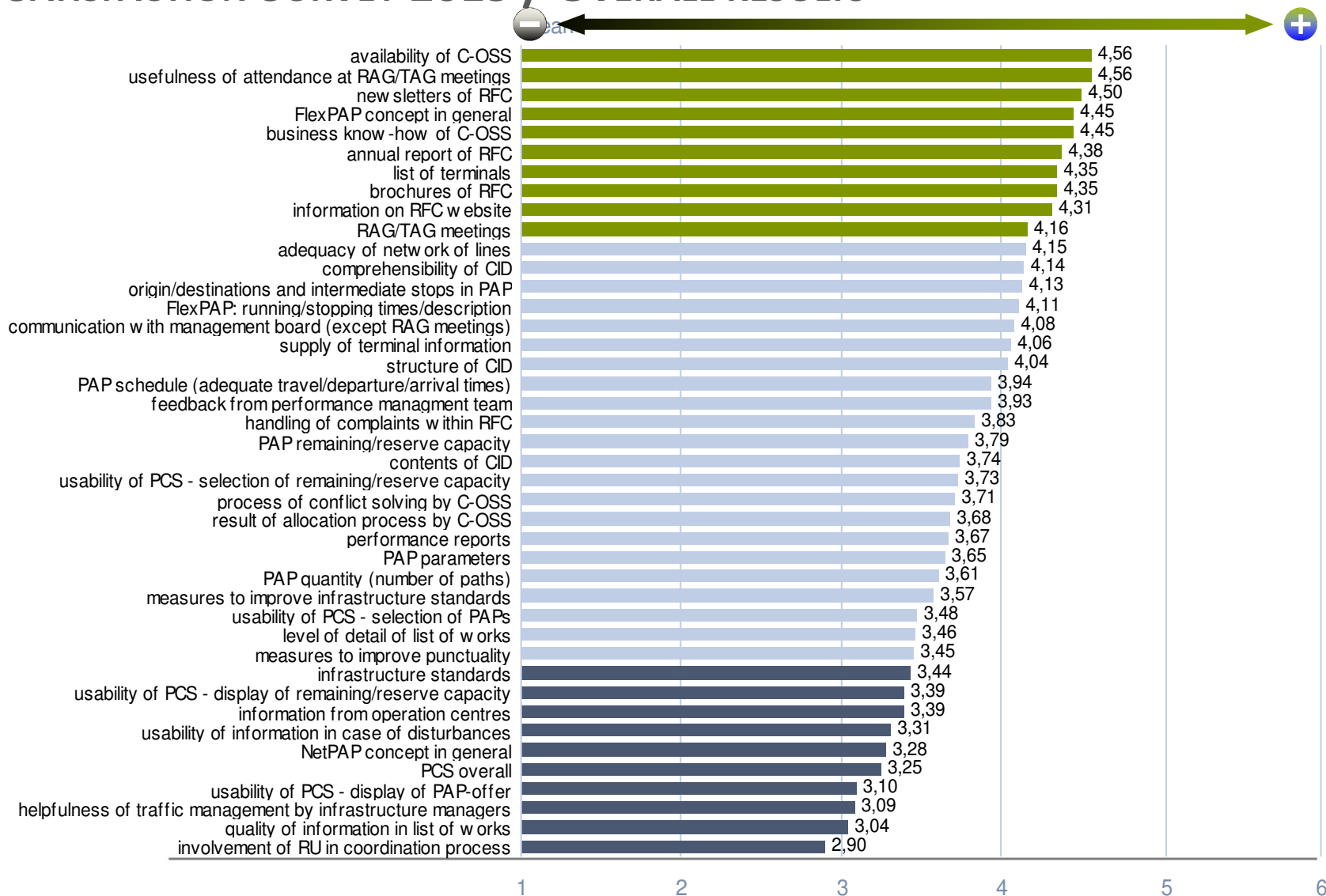
percentage of respondents; RU and Non-RU Applicants only - PCS is used
(always/frequently/seldom)



USER SATISFACTION SURVEY 2015 / TAG RAG RESULTS



USER SATISFACTION SURVEY 2015 / OVERALL RESULTS





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VII. ASSESSMENT IMPACT OF THE PORT DEVELOPMENT BY SYSTRA



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VIII. PERSPECTIVE OF PT INTERNATIONAL BUSINESS BY CP CARGA



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FUTURE STEPS...



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THANK YOU FOR YOUR ATTENTION!



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