

19th TAG·RAG meeting













I. UPDATE/NEWS ON ATLANTIC CORRIDOR II. RUS REQUEST, DRAFT AND FINAL OFFER 2021 III. ATLANTIC TTR PILOT PROGRESS & FUTURE IV. KEY PERFORMANCES INDICATORS 2020 ON ATLANTIC CORRIDOR V. Progress of Interoperability & TPM working group activity VI. IDEAL CROSS BORDER SECTION FROM THE RUS SIDE (EXAMPLE OF FORBACH-SAARBRUCKEN) VII. 4F COALITION VIII. RFC Users satisfaction survey 2020 IX. AOB

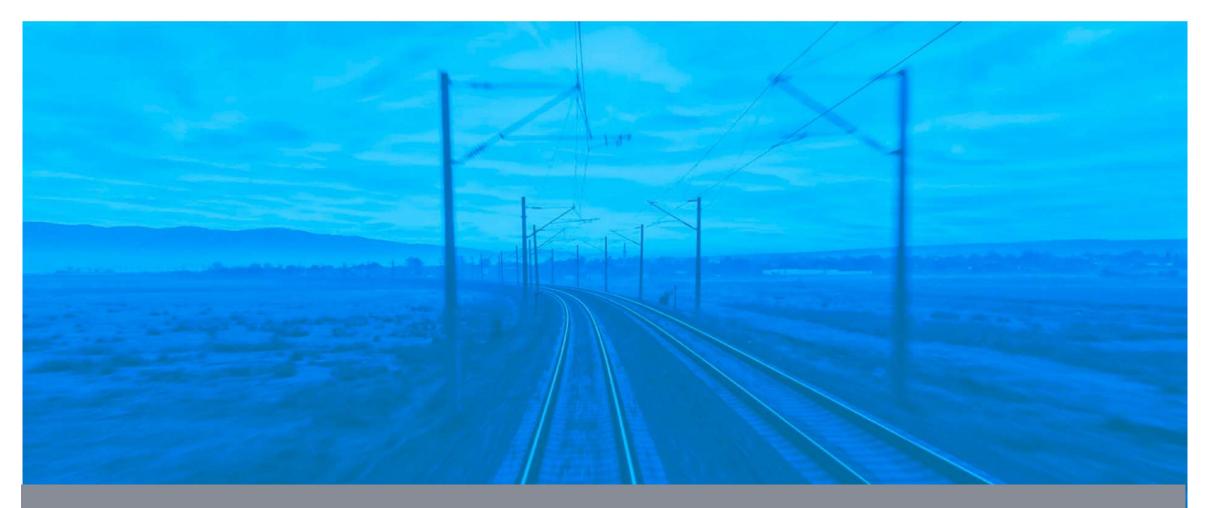












I. WELCOME AND UPDATE / NEWS ON ATLANTIC CORRIDOR

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NEWS

- Corridor Information Document 2022
- Customer Information Platform: available rerouting itineraries in case of traffic disruption,
- ☐ Studies/actions on progress in 2020
- ☐ TCM further development expected at short term





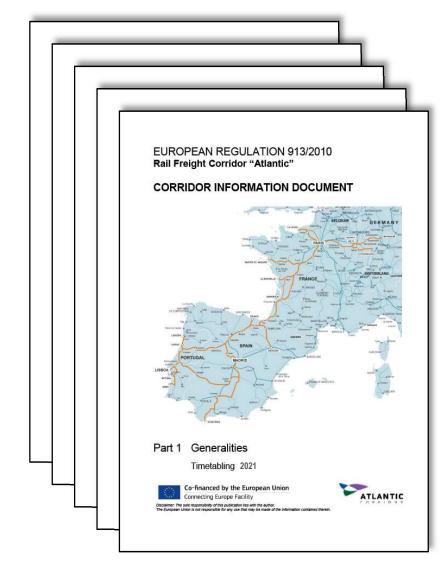






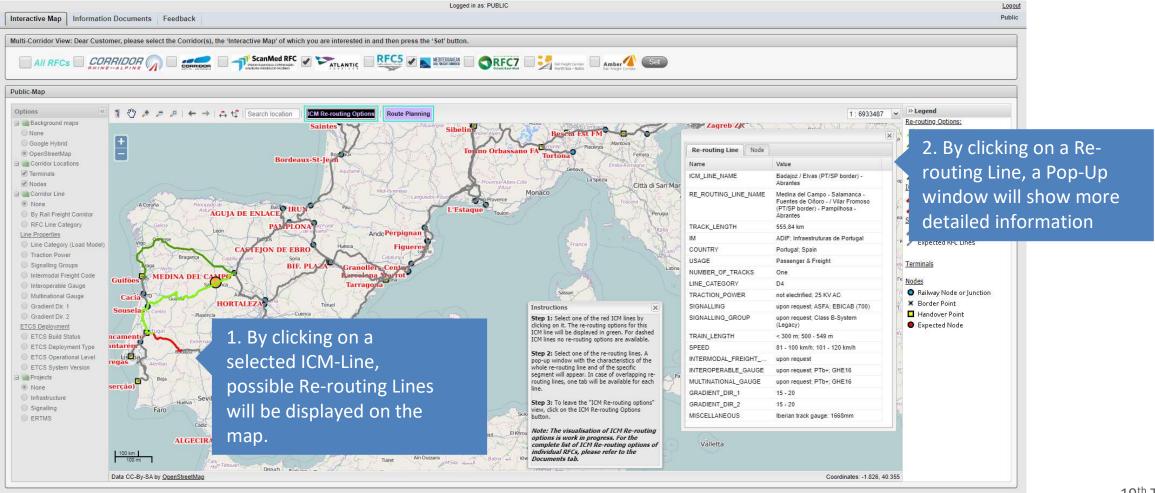
CORRIDOR INFORMATION DOCUMENT 2022

- ONE SINGLE DOCUMENT including the old parts 1/2/3/4. Further simplification will be implemented by means of the digitalization NS & CID Project managed by RNE.
- IMPLEMENTATION PLAN (EX BOOK 5) A deep revision is on progress, especially about the transport market study (article 3) and the update of the investment plan for each country (article 6)
- □ ICM HANDBOOK REVISION (PART OF OLD BOOK 4) Minor updates are expected for the end of 2020 and will be included in the CID 2021 & 2022.





RNE CIP: DISPLAY OF ICM- AND RE-ROUTING LINES





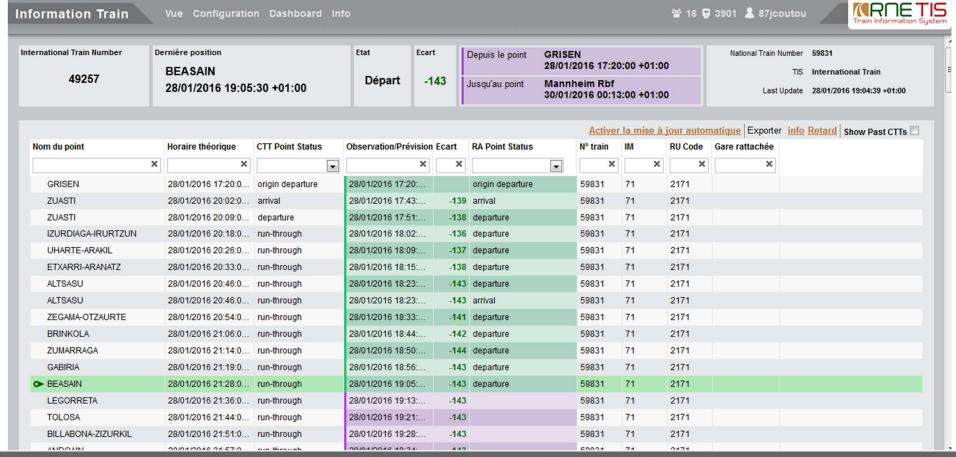
STUDIES / ACTIONS ON PROGRESS FOR 2020

- ☐ Intermodal rail freight gauge classification between Lisbon, Madrid, Paris and Mannheim
 - For FR&DE, Gauge Measurement achieved in the 2nd trimester 2019, final report received in autumn 2019.
 - Cooperation on progress between RFC Atlantic and Medway for Gauge Measurement northern PT/SP signed, gauge measurement and report expected until the end of 2020.
- Transport Market Study update
 - Contract signed at the end of June 2019, some extensions and BREXIT impact will be tested in Spain and France,
 - Studies on progress, final report expected for February 2021.
 - Impact of major changes on the Spanish network (Y Vasca commissioning delayed to 2028/2029) to be checked.
- ERTMS deployment on the cross-border Vitoria Bordeaux study
 - Contract signed in June 2020, studies are on progress.
 - Final report expected for the end of February 2021. Similar situation than for the TMS update in Spain.



TCM Deployment in TIS according to TAF-TSI standards

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

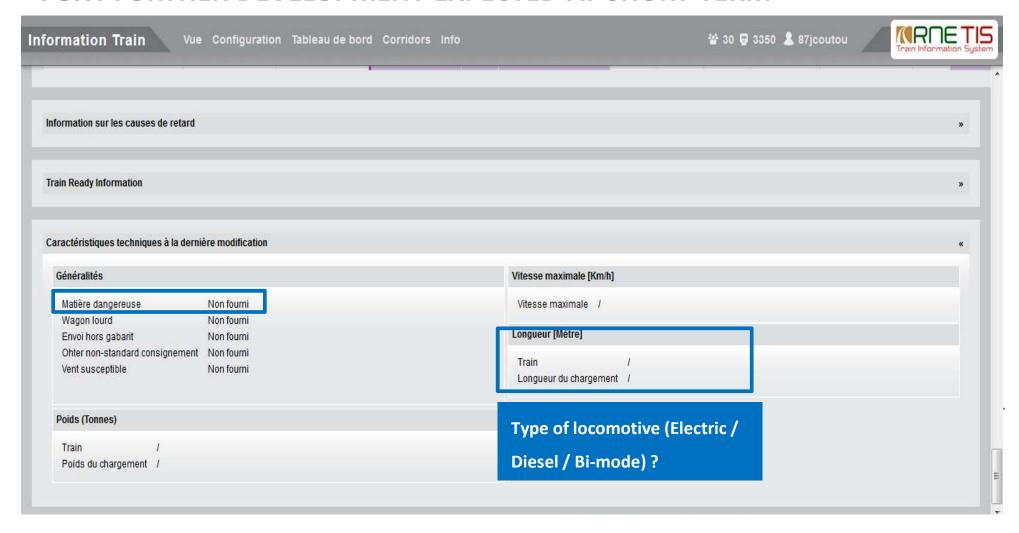


PSA funding has been dedicated to the Atlantic Corridor in order to implement these new functionalities between national system of each IM/RU and TIS until the end of 2020.

RNE and IP will implement IT interfaces in order to provide automatically these additional information of Portuguese trains in TIS 2020 version.



TCM FURTHER DEVELOPMENT EXPECTED AT SHORT TERM

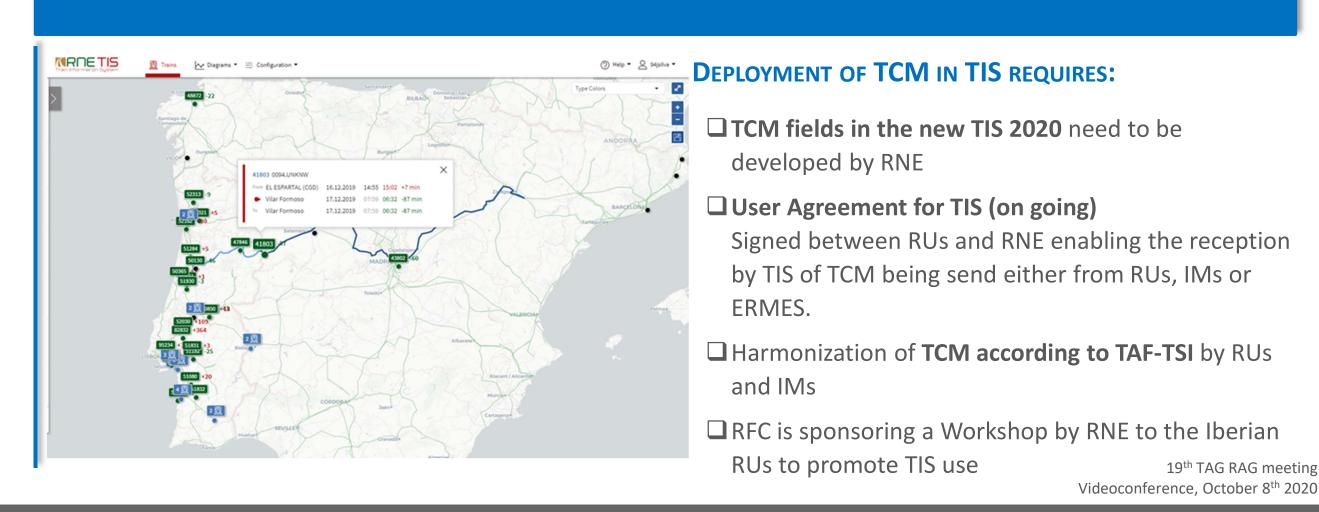


Real time information about train composition:

- No existing fields in TIS 2020 for the moment.
- Pilot on progress with TAKARGO, MEDWAY and IP for PT trains.
- ADIF will check with RENFE Mercancias for the same development.

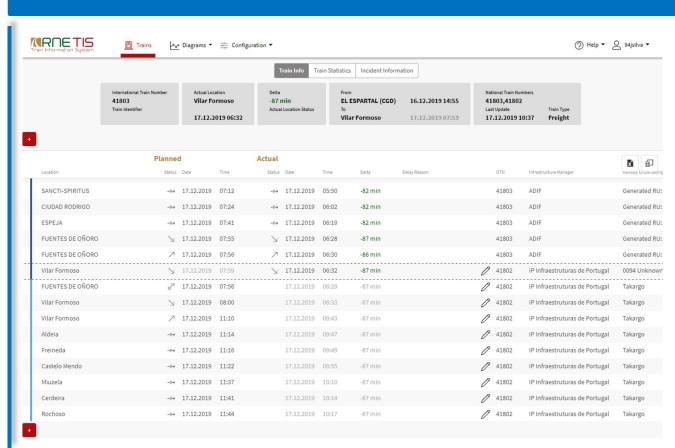


LEGAL SCOPE OF THE TCM IN TIS DEPLOYMENT





QUALITY OF INFORMATION IN TIS AT THE MOMENT



SIGNIFICANT IMPROVEMENT IN RELIABILITY:

- ☐ More data in TIS => More representativeness
- ☐ Increased Reliability of the TPM results
- ☐ Enabling **real time monitoring** of one's trains and our business partner trains
- ☐ Operational **delay causes** with previous update of after PR process

Access to TIS is free to IMs and RUs by signature of User Agreement





II. RU REQUEST, DRAFT AND FINAL OFFER 2021

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PAP REQUEST TT-2021

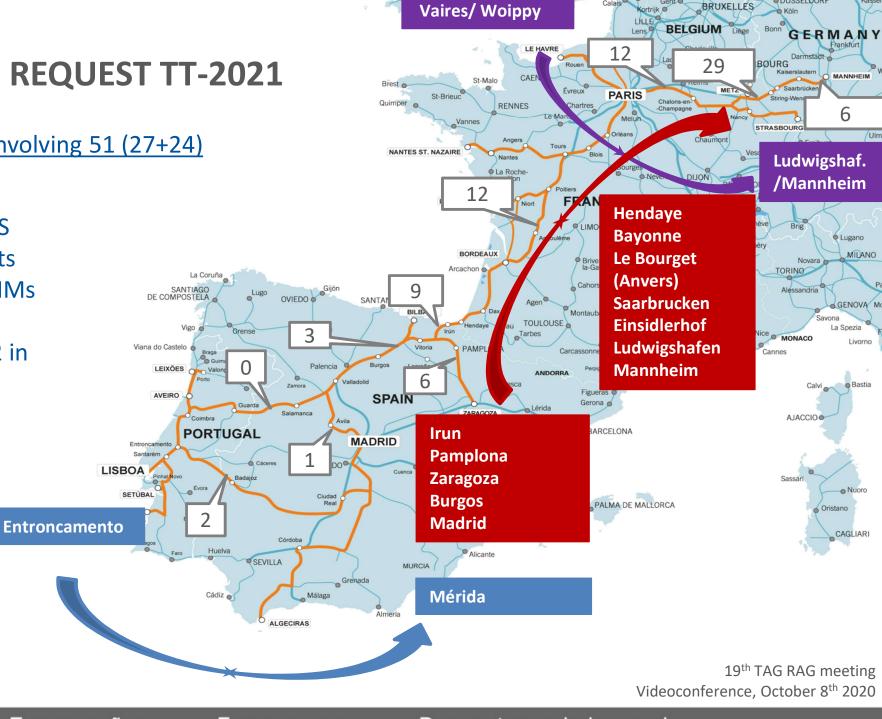
41 PaP+feeder/outflow path requests involving 51 (27+24) different national PaP Sections

ALLOCATION

CAPACITY

- 41 dossiers received by C-OSS
- No conflicts between requests
- All 41 dossiers forwarded to IMs for drafting the offer.
- TTR Capacities: 8 in France, 2 in Germany, 2 in Spain.







PAP REQUEST 2021 (1/2)

				99				Portu	gal								Spain	1)										Fra	ance					Ge	rmany
	Running Days in IP network	Running Days in Adif network	Running Days in SNCF Réseau network	Running Days in DB NETZ network	SINES	LISBOA / BOBADELA	LEIXOES	ENTRONCAMENTO	ELVAS (HP)	VILAR FORMOSO Arrival (HP)	VILAR FORMOSO Departure (HE)	FUENTES DE ONORO	BADAJOZ Arrival (HP)	BADAJOZ Departure (HE)	MĖRIDA	ALGECIRAS	MADRID	BURGOS	GRISEN	NOAIN / PAMPLONA	BILBAO / MIRANDA EBRO	IRUN (Arrival)	IRUN (Departure)	HENDAYE (Arrival)	HENDAYE (Departure)	BAYONNE	LE HAVRE	VALENTON	VAIRES/TORCY	METZ SABLONS/WOIPPY SNCF R. Id	FORBACH (ARRIVAL)	FORBACH (DEPARTURE)	SAAREBRUCKEN	DB Netz Id	LUDWAGSHAFEN
RFC624PaP01			1 2 3 4 5 221526	1234567																						from Sil	la or Tarraç	gona / Cer	bère (7:00)	22:46 CEFB	00:44	taylor	made offer	to Mannheim	7
RFC624PaP03			1 2 3 4 5 (6) 221740	1 2 3 4 5 6 7 221740																							fro	om Perpigr	nan (10:44)	00:39 PNFB	9 02:24	02:	30 02:44	99414	05:2
RFC624PaP05			2 3 4 5 (6) 222184	1234567																						from Bar	celona 03:	35 / Perpi	gnan 10:05	02:10 PNFB	0 03:44	03:4	49 04:03	99408	06:5
RFC624PaP07			1 2 3 4 5 (6) 221995	1234567																								from Cer	bère (7:43)	02:23 CEFB	08 03:56	taylor	made offer	to Ludwigsha	afen
RFC04PaP09		2	1 2 3 4 5 221719	1234567																									22:03	VIFB2	2 04:55	05:0	00 05:14	99412	08:2
RFC624PaP11		7	1 2 3 4 5 221519	1234567																						from Silla	a or Tarrago	ona / Cerb	ère (14:05)	03:51 CEFB	3 05:39	05:4	14 06:00	99410	09:1
RFC624PaP13	,		1 2 3 4 5 (6) 221532	1234567																							fro	m Perpigr	nan (18:39)	08:03 PNFB	9 09:52	09:	57 10:11	99404	tmo to Germany
RFC624PaP15	, and a		1 2 3 4 5 (7) 221596	1234567																					fi	rom Barce	lona (13:46	6) / Perpigr	nan (20:38)	09:15 PNFB	1 10:04	10:0	09 10:29	99402	tmo to Kornwesthei
RFC04PaP17	3		12345	1234567																							21:34			LHFB	0 15:05	15:	10 15:24	99418	18:2
RFC04PaP19			1 2 3 4 5 (6) 223266	1234567																									15:08	VIFB	5 20:11	20:	15 20:34	99416	23:0
RFC24PaP21	Î		1 2 3 4 5 6 7 221876	1234567																								from Gev	теу (15:31)	19:25 GVFB	20:17	taylor	made offer	to Mannheim	1
RFC624PaP25		1100010000	1 2 3 4 5 (6) 221559	1 2 3 4 5 6 7 221559																							fi	rom Perpi	gnan (6:40)	19:56 PNFB	7 21:58	22:0	03 22:17	99406	tmo to Germany
RFC04PaP27		1 2 3 4 5 6 7 223556	1 2 3 4 5 221905	1 2 3 4 5 6 7 221905															15:09					20:39	15:15										12:4
SN_Capacity_X	j j	1 2 3 4 5 6 7 223559	1 2 3 4 5 221615	1234567																12:45	SN	_Capacity_	.1	15:35	35:15										12:4
RFC04PaP31		1 2 3 4 5 6 222599	1 2 3 4 5 222597	1234567									1				23:05		via Zara	agoza		10:05			15:15										12:4
SN_Capacity_X		1234567	1 2 3 4 5 222599																	14:0	0 / 16:45	SN_RP_C	apacity	20:08	≯15:15										12:4
RFC04PaP35		1 2 3 4 5 223273	-					***************************************					+		T			12:21						16:53 t	o Lyon Si	belin									
RFC42PaP39		(2) 3 4 5 7 222830	1 2 3 4 5 (6) 222830					-								17:04	09:05		via Zara	agoza	4	21:03			08:57		HESO09	20:32	to Somain	(0:50) / Antwerp					
RFC42PaP41		222000	1 2 3 4 5 (7) 221317											+				<u> </u>								19:24	BYTC19	06:06	to Tourcoi	ng (14:45) / Antw	erp				
RFC04PaP43	5 6	70.7	221017	8	eira Baixa 1	15:50		40.00		00.05	24.20	04.05											10.50	42.02											
RFC04PaP45	5 6	67			eira Baixa		1:20 16:23	19:06		00:06	01:30	01:38											12:53	13:02											
RFC04PaP47	6	2467				Vi	a Beira Baixa	20:44		01:01	02:40	03:05					11:49	to Zaragoz	za & Barce	elona															
RFC04PaP49	135				eira Baixa 1	8:32		20:44		01:01	UZ:4U	03:03					11:49	(coordinate	ed with RF	FC6)															
RFC04PaP51	3 4 5 224265	3 4 5 224265						12:01					15:10	16:20	17:12																				

PAPs section requested



PAP REQUEST 2021 (2/2)

Germany									France						Spain								Portugal															
	Running Days in DB NETZ network	Running Days in SNCF Réseau network	Running Days in Adif network	Running Days in IP network	MANNHEIM	LUDWIGSHAFEN	DB Netz Id	SAAREBRUCKEN	FORBACH (ARRIVAL)	FORBACH (DEPARTURE)	SNCF R. Id	METZ SABLONS / WOIPPY	VAIRES / TORCY	VALENTON	LE HAVRE	BAYONNE	HENDAYE (Arrival)	HENDAYE (Departure)	IRUN (Arrival)	IRUN (Departure)	MIRANDA EBRO / BILBAO	NOAIN / PAMPLONA	GRISEN / ZUERA	BURGOS	MADRID	ALGECIRAS	MĖRIDA	BADAJOZ Arrival (HE)	BADAJOZ Departure (HP)	FUENTES DE ONORO	VILAR FORMOSO Arrival (HE)	VILAR FORMOSO Departure (HP)	ELVAS (HP)	ENTRONCAMENTO	PAMPILHOSA	LEIXÕES	LISBOA / BOBADELA	SINES
RFC426PaP02	1234567	1 2 3 4 5 222032				taylor	made off	er from M	fannheim	23:58	FBPN00	01:36	to Perpi	nan (16:44)	/ Barcelona	(22:50)																						
RFC426PaP04	1 2 3 4 5 6 7 221730	1 2 3 4 5 221730		tmo	from Eins	siedlerhof	99401	01:40	01:55	02:00	FBPN02	04:01	to Perpi	nan (23:33)	/ Silla or Ta	arragona																						
RFC426PaP08	1234567	1 2 3 4 5 (6) 221562			02:50		99409	04:48	05:48	05:53	FBPN05	06:50	to Perpi	nan (19:33)	/ Silla or Ta	arragona																	1					
RFC04PaP10	1234567	12345			09:01		99413	12:10	12:25	12:39	FBLH12				07:10																							
RFC04PaP12	1 2 3 4 5 6 7 221687	1 2 3 4 5 221687		9	tmo from N	l annheim	99405	14:50	15:05	15:11	FBVI15		20:25																									
RFC04PaP14	1234567	1 2 3 4 5 (7) 223259			12:17		99415	15:55	16:10	16:15	FBVI16		21:28																									
RFC426PaP16	1234567	1 2 3 4 5 (6) 221530				taylo	or made of	ffer from (Germany	20:45	FBPN21	21:34	to Perpi	nan (10:26)																								
RFC426PaP18	1234567	12345			19:00		99417	21:50	22:05	22:10	FBCE22	23:54	to Cerbè	re (13:43) / S	Silla or Tarr	agona																						
RFC42PaP20	1234567	1 2 3 4 5 6 7 221798+221801				taylor	r made off	er from M	f annheim	22:49 / 20:45	FBGV22	23:44 / 21:	35 to Gevre	y (3:35 / 1:15	5)																							
RFC426PaP22	1234567	1 2 3 4 5 222026			19:32		99419	22:44	22:59	23:04	FBCE23	00:45	to Cerbè	re (17:18 / 17	7:21) / Con	stanti																						
RFC426PaP24	1234567	1 2 3 4 5 (6) 221534			te	ylor mad	le offer fro	m Komsı	westheim	23:19	FBPN23	01:07	to Perpi	nan (16:06)	/ Barcelona	a (01: 3 5)																						
RFC426PaP26	1234567	1 2 3 4 5 221516			20:16		99421	23:10	23:25	23:30	FBCE00	01:20	to Cerbè	re (16:06) / S	Silla or Tarr	agona																						
RFC04PaP28	123456	1 2 3 4 5 221900	2 3 4 5 6 7 222559		11:21												11:30			12:54		Via Za	ragoza		23:40								1					
NS_Capacity_X	1 2 3 4 5 6 221611	1 2 3 4 5 221611	1234567		11:21		Einsiedle	erhof									11:30	16:01	NS_RP	_Capacity	19:35 / 2	2 :25																
RFC04PaP32	123456	1 2 3 4 5 222616	12347		11:21												11:30	22:05				Via Zai	ragoza		08:20	08:40												
NS_Capacity_X		1 2 3 4 5 222559	1 2 3 4 5 6 7 223544		11:21												11:30	18:45			NS_	Capacity_	_1		06:35													
RFC04PaP36			1 2 3 4 5 223278													from Ly	yon Sibelin	19:55						00:12														
RFC24PaP38		1 2 3 4 5 (7) 222828	1 3 4 5 6 7 222828								Fron	n Antwerp /	Somain (2:4	5) 06:25	SOHE02		18:05			09:20		Via Za	ragoza		18:45													
RFC24PaP40		1 2 3 4 5 (+6) 221302									From A	ntwerp / Tou	rcoing (14:5	8) 23:45	TCBY15	11:46																						
RFC04PaP42			67	67														06:15		6:24		************								46.40	17:00	16:15		22:08	23:34	01:26		
RFC04PaP44			0.7	67														06:13		0.24						ľ				16:48	17:00	10:13		22:05			23:17	
RFC04PaP46			1356	7																	F	rom Zara	goza & Ba	arcelona	16:40					01-30	01:37	01:32		06:00				
RFC04PaP48				2 4 6																		(coord	inated with	r RFC6)	13.40					01.30	01.31	01:32		06:40			07:48	,
RFC04PaP50			3 4 5 224262	3 4 5 224262																							19:56	20:57	20:10				20:47	23:09				

PAPs section requested



DRAFT & FINAL OFFER TT 2021 RESULTS

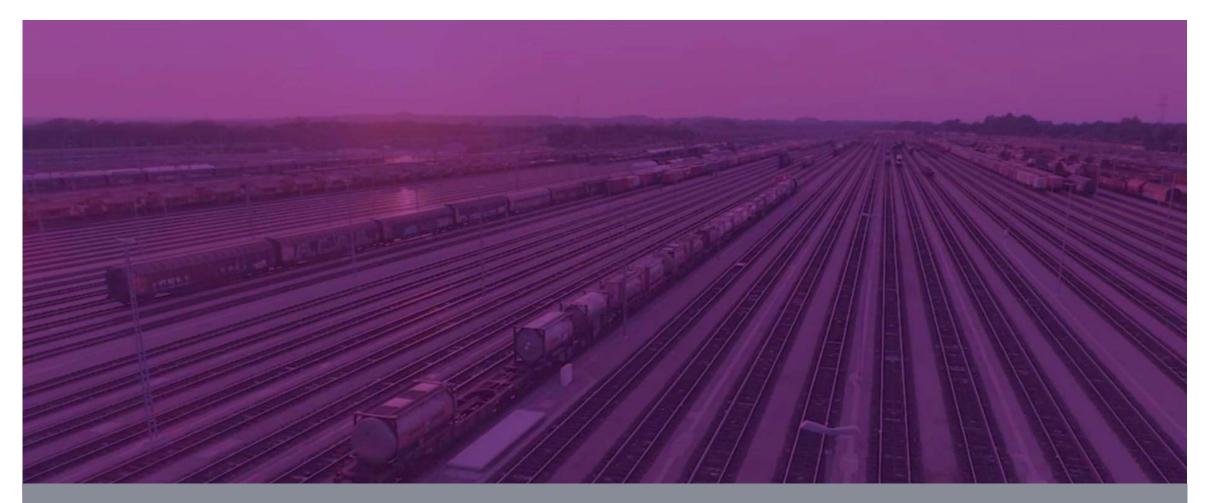
Draft offer

- □ 11 / 41 dossiers (27%) have received a path offer on time,
- □ 30 /34 dossiers (88%) didn't receive a path offer from SNCF Réseau on time (100% linked to TTR Pilot) and, by the way, weren't coordinated with others IMs draft capacity offer

Final offer

- □ 28 / 41 dossiers (68%) have received a final offer on time
- □ 13 / 34 dossiers (38%) didn't receive a path offer from SNCF Réseau on time (25% linked to TTR Pilot) and, by the way, weren't coordinated with others IMs final capacity offer
- One month after the final offer deadline, 5 / 34 dossiers (15%) didn't receive a draft offer from SNCF Réseau (25% linked to TTR Pilot); 2 dossiers need to be reviewed and coordinated by SNCF Réseau and DB Netz AG.





III. ATLANTIC TTR PILOT PROGRESS & FUTURE

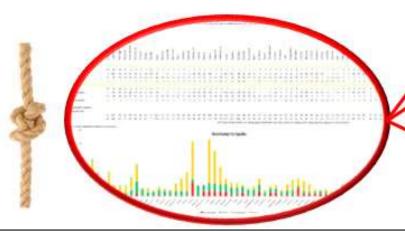
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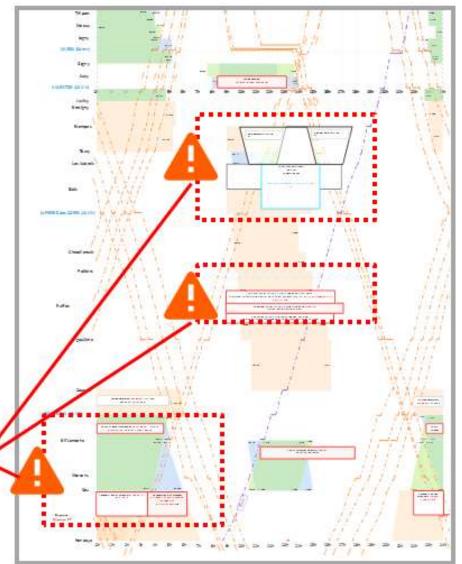


 $\mathsf{Sines} \cdot \mathsf{Set} \\ \mathsf{úbal} \cdot \mathbf{Lisbon} \cdot \mathsf{Aveiro} \cdot \mathsf{Leix} \\ \mathsf{ões} \cdot \mathsf{Algeciras} \cdot \mathbf{Madrid} \cdot \mathsf{Bilbao} \cdot \mathsf{Zaragoza}$

WHAT MAKES ATLANTIC PILOT DIFFERENT FROM OTHER TTR PILOTS?

- Long distance itinerary (1572 KM) connecting Mannheim (DE) to Miranda de Ebro (SP) via Paris
- ☐ High added value freight traffic, with high complexity in peak hours, important TCRs = room for improvement
- Needs for coordination on:
 - ☐ TCR/LD paths
 - ☐ Freight/Passenger traffic through major nods





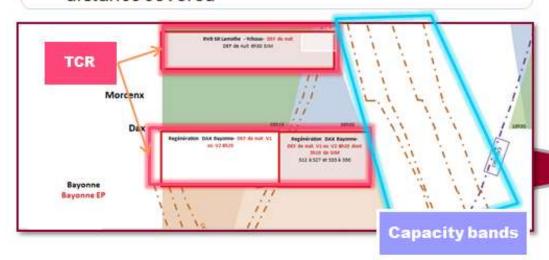


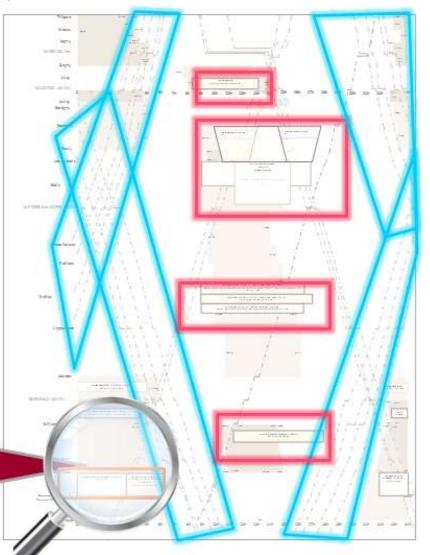


TTR-Pilot RFC-A

TTR ELEMENTS THAT ARE TESTED IN ATLANTIC PILOT

- A capacity model built in order to contain TCRs and offer in the meantime a good quality capacity
- □ Reliable capacity offered through capacity bands which sway between TCR along the axis with 1 (SP), 4 (FR) and 3 (DE) dedicated slots per direction & 5 days/week on 48 weeks/year.
- ☐ A different approach compared to others TTR pilots which can offer regular path due to smaller distance covered









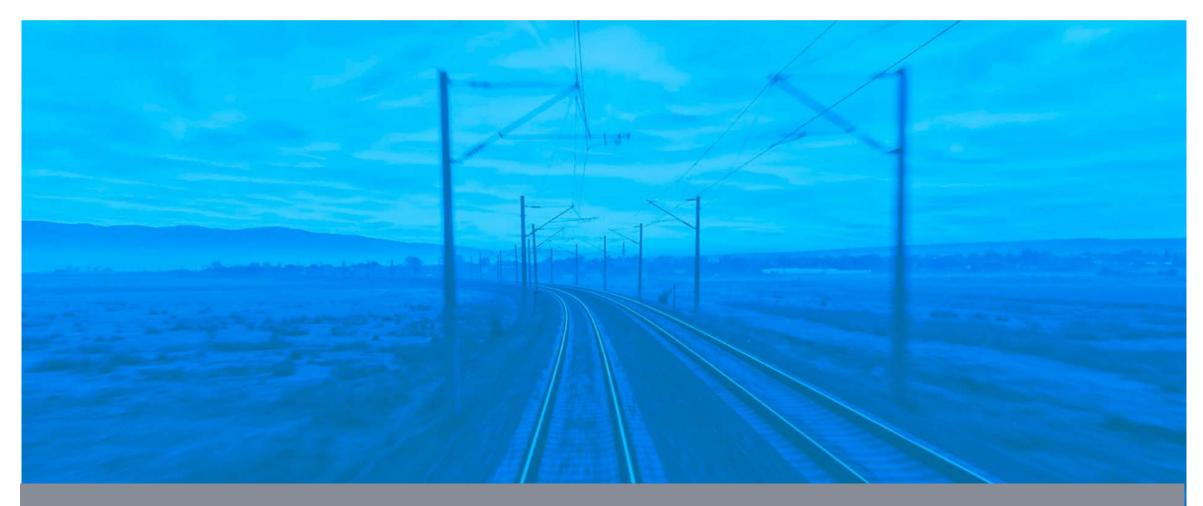
RESULTS OF THE ATLANTIC TTR PILOT 2021

POSITIVE	NEGATIVE
 Capacity bands and products published at X-11 Pilot Information Document (PID) agreed with RUs Task force implemented between involved Ms and the C-OSS at X-7.5 Even the COVID pandemic affected their staff: 6 paths / 6 published for the draft and final offer in DE 2 paths / 2 published for the draft and final offer in SP perfectly on time. 	 Capacity bands were affected by many TCRs lately planned in FR No priority given to the RFCs paths construction against TCRs & Regional passenger path in FR, Even a important delay was forecasted by SNCF Réseau, no priority given to the RFCs paths construction with the following consequences for the Atlantic TTR Pilot: 0 paths / 8 published on time for the draft offer in FR, 6 paths / 8 published on time for the final offer in FR, 2 paths / 8 were published one month later. Due to the TCR planned in FR, the final capacity offer isn't fitting with RUs request (time at the SP border, travel time) No rolling planning is available on the FR side.

FUTURE OF THE ATLANTIC TTR PILOT FOR TT2022

No decision taken yet at the MB level for implementing a new pilot without a strong commitment of SNCF Réseau board for delivering good performance capacity bands protected against TCR between Forbach and Hendaye.





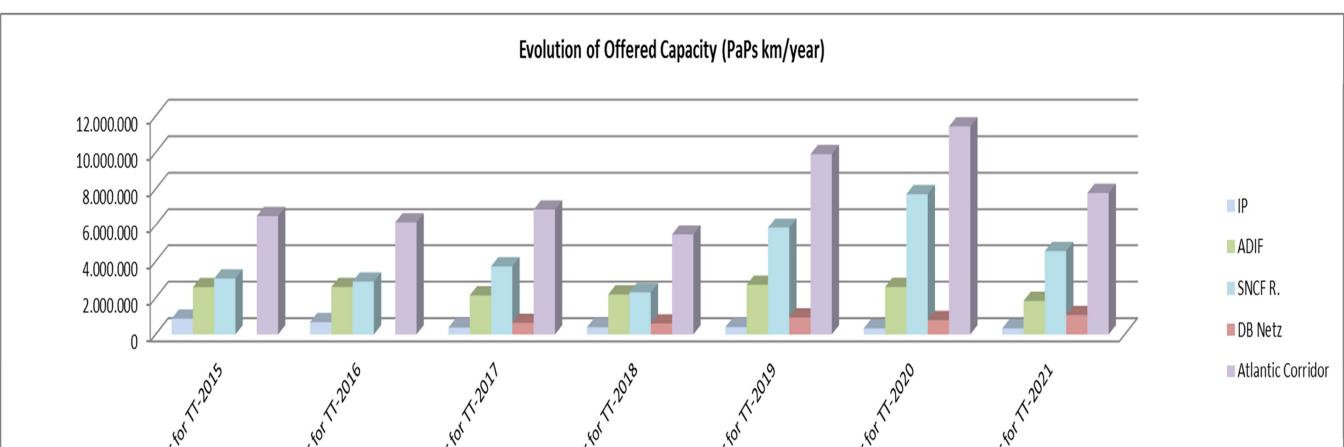
IV. KEY PERFORMANCES INDICATORS 2020

19th TAG-RAG meeting



KEY PERFORMANCES INDICATORS CAPACITY OFFER EVOLUTION

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

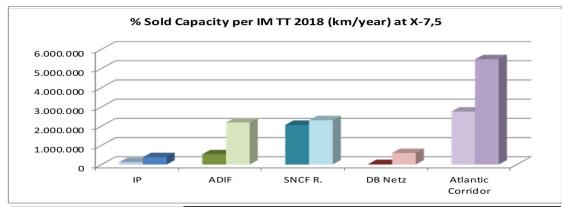


- Decrease of the offer is due to the publication in PCS according to real weekdays availability. For TT2019 & 2020 in France and Spain, the capacity offer was 365 days/year due to PCS technical issues.
- For TT2021, the decrease of capacity offer for France is also linked to 4 long distance PaPs bad quality offer not published via RFC Atlantic.

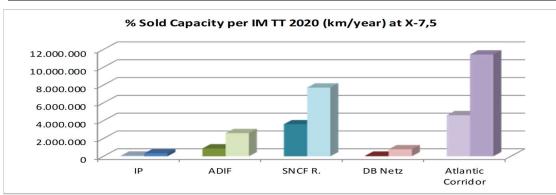


KEY PERFORMANCES INDICATORS % OF CAPACITY SOLD

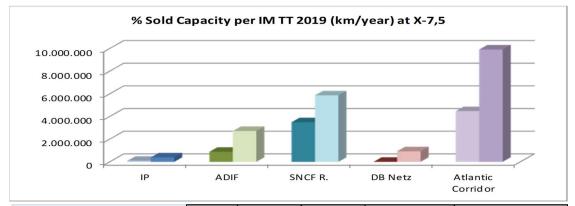
Sines · Setúbal · **Lisbon** · Aveiro · Leixões · Algeciras · **Madrid** · Bilbao · Zaragoza Bordeaux · La Rochelle · Nantes · **Paris** · Le Havre · Strasbourg · **Mannheim**



	IP	ADIF	SNCF R.	DB Netz	Atlantic Corridor
Offered Capacity	387.358	2.187.942	2.309.443	598.754	5.483.497
Requested Capacity	130.772	536.586	2.204.925	24.438	2.896.720
Sold Capacity	130.772	536.586	2.066.149	24.438	2.757.944
% Of Sold Capacity	33,76%	24,52%	89,47%	4,08%	50,30%

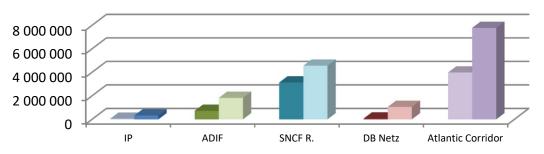


	IP	ADIF	SNCF R.	DB Netz	Atlantic Corridor
Offered Capacity	328.233	2.601.128	7.714.980	785.688	11.430.030
Requested Capacity	69.114	876.976	3.596.578	67.675	4.610.344
Sold Capacity	69.114	876.976	3.596.578	67.675	4.610.344
% Of Requested Capacity	21,06%	33,72%	46,62%	8,61%	40,34%



	IP	ADIF	SNCF R.	DB Netz	Atlantic Corridor
Offered Capacity	394.808	2.720.644	5.866.981	928.531	9.910.964
Requested Capacity	88.858	886.341	3.496.546	2.922	4.474.667
Sold Capacity	88.858	886.341	3.496.546	2.922	4.474.667
% Of Sold Capacity	22,51%	32,58%	59,60%	0,31%	45,15%

% Pre-Booked Capacity per IM TT 2021 (km/year) at X-7,5



	IP	ADIF	SNCF R.	DB Netz	Atlantic Corridor
Offered Capacity	328.233	1.830.327	4.565.704	1.058.702	7.782.966
Requested Capacity	49.480	727.253	3.138.008	72.349	3.987.090
% Of Prebooked Capacity	15,07%	39,73%	68,73%	6,83%	51,23%



TRAFFIC KEY PERFORMANCES INDICATORS 2020 (1ST SEM)

January to August 2020		TOT	AL	
	FR/DE	FR,	/SP	SP/PT
	FRYDE	FR side	SP side	
Paths reserved	5 961	1 796	1 842	1 683
Trains running	3 156	1 006	1 347	1 117
% running trains	52,9%	56,0%	73,1%	66,4%
Trains delayed > 30mn	634	222	171	179
% delayed trains	20,1%	22,1%	12,7%	16,0%

January to August 2019	25	TOT	AL	V -
	FR/DE	FR	/SP	SP/PT
	FRYDE	FR side	SP side	
Paths reserved	5 972	1 656	1 864	2 092
Trains running	3 611	1 090	1 499	1 732
% running trains	60,5%	65,8%	80,4%	82,8%
Trains delayed > 30mn	765	231	314	426
% delayed trains	21,2%	21,2%	20,9%	24,6%

Evolution 2020/2019				
Paths reserved	-0,2%	8,5%	-1,2%	-19,6%
Trains running	-12,6%	-7,7%	-10,1%	-35,5%
Trains delayed > 30mn	-17,1%	-3,9%	-45,5%	-58,0%

Traffic reduction is registered at all borders of the Atlantic Corridor probably linked to:

- Rail freight competitiveness decrease on the Iberian Peninsula compared to the last 4 years,
- First impact of COVID 19 pandemic linked to the countries lockdown and factories closure registered in the 2nd trimester 2020,
- Full closure of single track line via Vilar Formoso registered in August 2020

Nevertheless, the punctuality is quite better on all borders of the RFC Atlantic.

-10,9%
-23,7%
-52,7%





V. PROGRESS OF TPM & INTEROPERABILITY WORKING GROUP

19th TAG-RAG meeting



TPM WG - RESULTS 2019

- Monthly TPM Reports by RNE/RFC4 published in CIP with an agreed format within the WG
 (KPIs on Punctuality and number of trains)
- The length of the corridor is a big challenge:
 - physical fraction at the French / Spanish border due to different infrastructure systems (change of gauge)
 - very different problems at the borders in the western and eastern part
 - TIS Data is not (yet) systematically available

=> Result: new TPM structure with regional groups





SET UP TPM 2020 -> BI-LATERAL WORKING GROUPS

To

follow

later

Atlantic TPM West Group





Medway Takargo

Transfesa Renfe

Monthly catch up call - TBD

task: review OBI and individual

reports

Quarterly phone conference - TBD

Task: Review "sick trains" and focus trains









Rus (tbd) RUs (tbd)

Input from East and West bilateral groups

Review terminal operations quality at FR/ES border

Follow up to be discussed

Atlantic TPM East Group









Testphase 1st Q/2020

Monthly catch up call

SNCF R / DB Netz TPM representatives

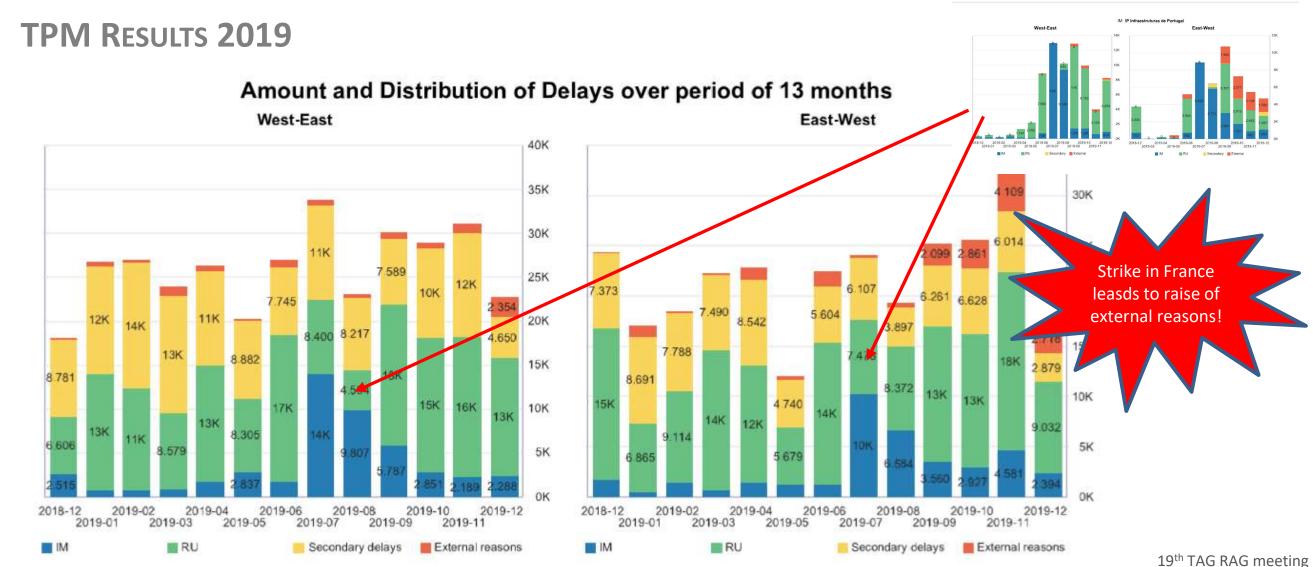
Task: review RFC4 and IM reports and follow up on RU feeback

Quarterly phone conference (1h each)

- a) SNCF Fret/ DB Cargo
- b) SNCF Fret / Captrain Allemagne
- c) SNCF Fret /Rhenus Logistic
- d) ECR / DB Cargo

Task: Review "sick trains" and focus trains





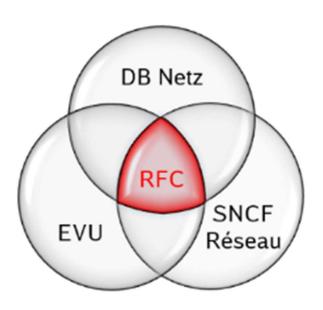




REGULAR FOLLOW UP IN BI-LATERAL TPM WG'S QUALITY CIRCLE OPERATIONS CONCEPT (1/2)

Basic concept

- ☐ Developing a cross-border, **modular Working Concept**
- □ Focus on sustained cooperation (Continuous Improvement Process)
- ☐ Involving IMs and RUs together
- ☐ Making use of existing bilateral structures
- Systematic approach towards Cross Border Issues → QCO Logbook
- ☐ Rail-Freight-Corridors could serve as a **neutral platform for cooperation**
- □ Enhancing a network of expertise → Collaborative IT-Environment







REGULAR FOLLOW UP IN BI-LATERAL TPM WG'S SUPPORTS THE QUALITY CIRCLE OPERATIONS CONCEPT (2/2)

How could a modular concept look like

- □ **Kick-off with a Base Analysis:** Defining a common understanding and commitment for actions at a specific border; Bringing together the right experts from IMs and RUs involved to identify problems and possible solutions at a specific border; 1-2 Workshops; could be repeated on demand (e.g. after 2 years)
- **Regular Follow-up:** Possible focus points: Implementation of measures agreed on in the Base analysis; Review of recent operational incidents; Exchange on foreseeable future issues
- □ **Current Operations**: If necessary and useful a regular exchange on current operations between network control center of IMs involved could be set up (e.g. weekly phone-call)
- Next meeting to be planned by VICO at the end of October 2020



QUALITY CIRCLE OPERATION AT FORBACH

- RFC Atlantic, SNCF Réseau and DB Netz provided a platform for two days dedicated for operational cross border process optimization in Forbach including a sight visit, an interactive workshop and a networking dinner
- More than 30 participants from SNCF Logistic, EUROCARGORAIL, CFL Cargo, DB Cargo, Rhenus Rail, SNCF Réseau, DB Netz and RFC Atlantic
- Very positive spirit by the participants to improve collaboration for better cross-border performance of rail
- Working method: A list of cross-border issues was identified by the participants. Three topics were prioritized as focus topics by the all participants and then more deeply analyzed in sub-groups for "quick wins".





19th TAG RAG meeting Videoconference, October 8th 2020



QUALITY CIRCLE OPERATION FORBACH – RESULTS: QUICK WINS REGISTERED

- 1. Improve Exceptional Transport process for regular trains: Exchange of information via ASSISTIFY operational between SNCF Réseau and DB Netz AG operators at Forbach and Apach borders.
- 2. Train numbering for ad-hoc trains: agreement between regional capacity allocation dpt of DB Netz and SNCF Réseau for the same international train numbering delivered by DB Netz AG
- 3. Real time train information sent from RUs: an experimentation is on progress at DB Cargo level in order to automatically link the French (ECR) and German (DB Cargo) trains number in TIS.
- 4. Pilot of an automated translation tool "Assistify": currently used by Forbach and Apach IMs operators for Exceptional transport communication, dedicated channel would be opened in the last part of 2020 for non safety communication between ECR traffic dispatching and SNCF Réseau operators in Forbach (test).

Very positive feedback registered by the participants of the VICO held on the **25**th **September 2020**, need to **increase the cooperation with regular meetings** (1/trimester) in 2021.

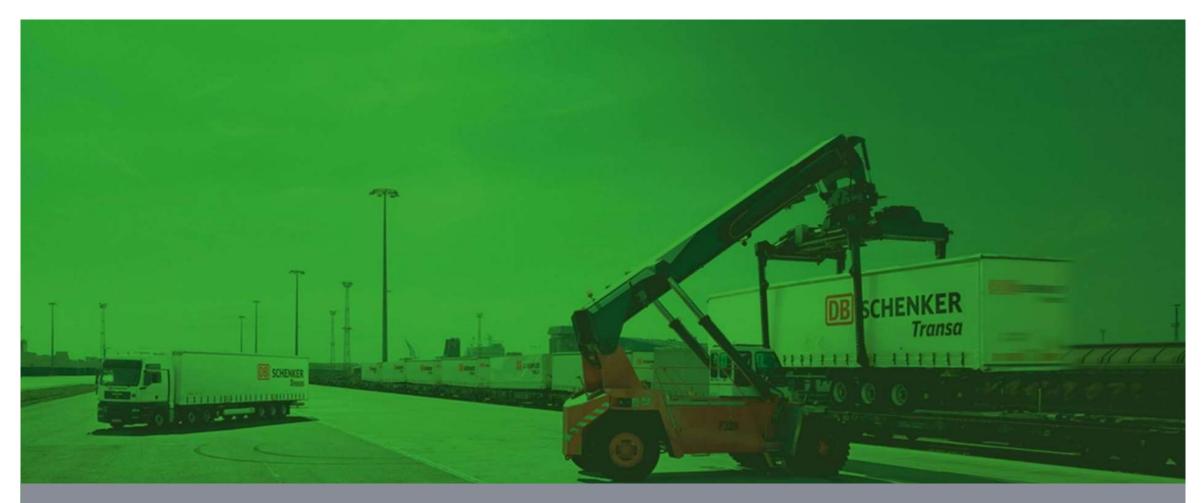










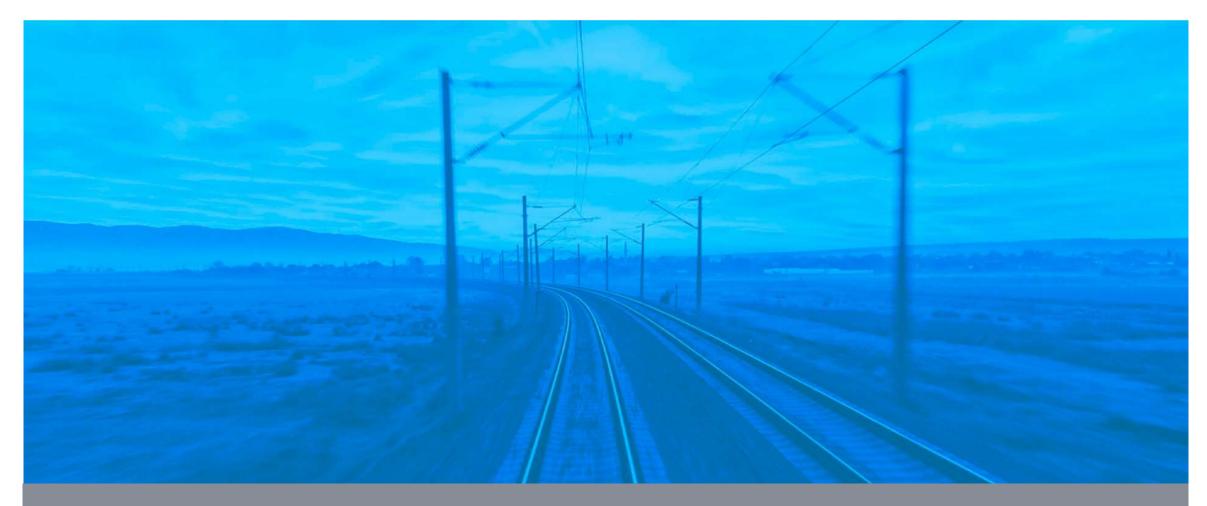


VI.: IDEAL CROSS BORDER SECTION DEFINITION

19th TAG-RAG meeting

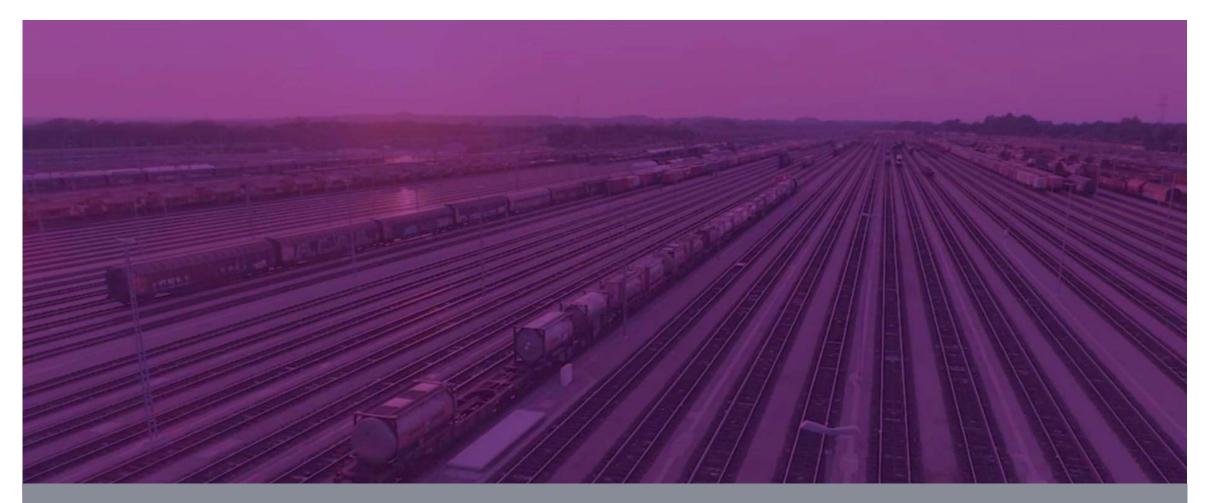


 $\mathsf{Sines} \cdot \mathsf{Set} \acute{\mathsf{ubal}} \cdot \mathbf{Lisbon} \cdot \mathsf{Aveiro} \cdot \mathsf{Leix} \acute{\mathsf{oes}} \cdot \mathsf{Algeciras} \cdot \mathbf{Madrid} \cdot \mathsf{Bilbao} \cdot \mathsf{Zaragoza}$ Bordeaux · La Rochelle · Nantes · Paris · Le Havre · Strasbourg · Mannheim



VII. 4F COALITION





VIII. USERS SATISFACTION SURVEY 2020

19th TAG-RAG meeting



USER SATISFACTION SURVEY 2020

REQUIRED BY/TO: Regulation 913/2010/EU concerning the international rail freight traffic in Europe and in particular the Rail Freight Corridors (RFCs), requires a yearly satisfaction survey of the RFC users
INTENDED TO: Analyze the customers satisfaction levels regarding the RFC services and products with the purpose of increasing their quality for the market.
CONSISTS OF: An harmonized list of questions to make the results of the satisfaction survey comparable amongst the various RFCs and the previous years.
CARRIED OUT BY: RFC Network assistant with the technical support of SURVIO tool.



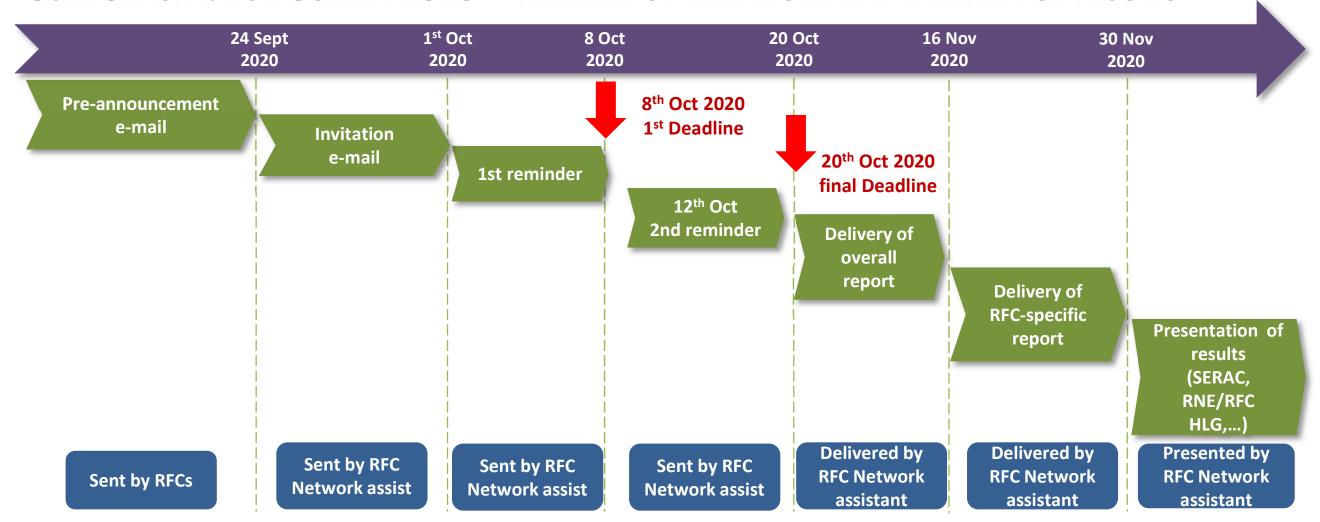




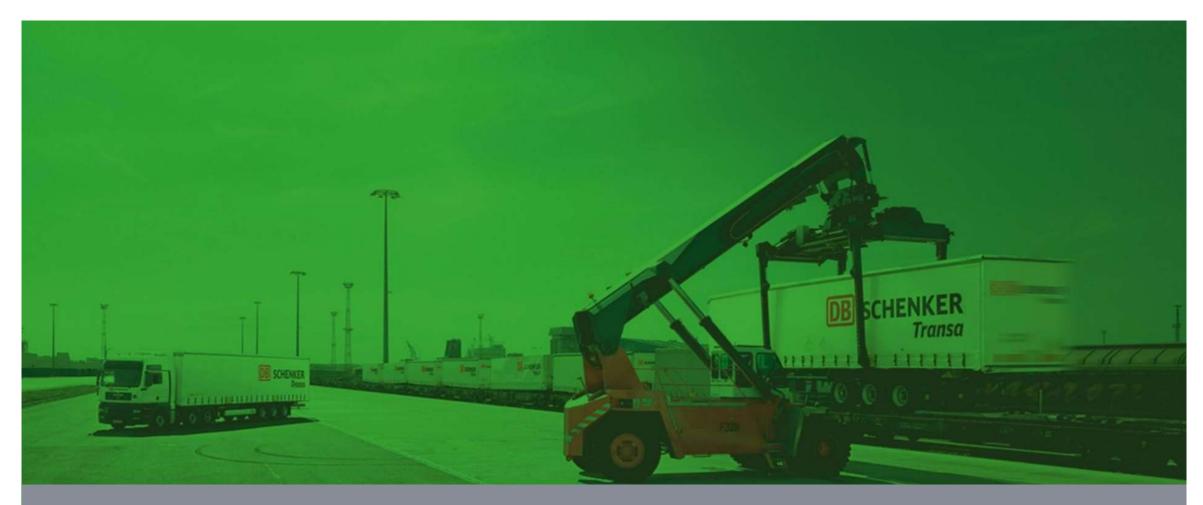




User Satisfaction Survey 2020 – Timeline of fieldwork and delivery of results







IX.: AOB

19th TAG-RAG meeting



EEIG • Atlantic Corridor

c/o SNCF Réseau 174, avenue de France · 75013 PARIS · France Phone: +33 153 943 411

www.atlantic-corridor.eu

Atlantic Corridor • OSS

c/o ADIF C/Hiedra, s/n Edifício 23 Estación de Chamartín · 28036 MADRID · Spain Phone: +34 917 744 774

e-mail: oss@atlantic-corridor.eu



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