

Performance Management on RFC North Sea-Baltic

Jayne van Ham
Performance Management &
Operations Working Group Leader
RAG/TAG meeting
17th of March 2022





Introduction

KPI's

Punctuality Analysis

Way forward together

Introduction

Who is the Performance Management & Operations Working Group and what do they do?

- The WG PM&O consists of representatives from all 8 infra managers connected to the corridor
- It focusses on the performance of the international freight train during its journey on the North Sea-Baltic corridor
- Main aim is to monitor the performance of the international rail freight traffic on the corridor
- A major task of the working group is to observe the circumstances regarding the train punctuality using data and reports from the Train Information System (TIS) from RNE
- The WG PM&O publishes a performance report each year showing the commonly agreed operational KPIs relevant to the performance on the corridor

The full report 2020 can be found here:

[RFC NS-B Performance Report 2020](#)

The Performance Report 2021 is under elaboration.



Introduction

KPI's

Punctuality Analysis

Way forward together



KPI's

The Performance Report contains some operational KPI's that are common for all RFC's

Below already some of the KPIs for 2021:

- Number of trains
- Punctuality

All data for these KPI's are taken from TIS

■ **KPI Number of trains:**

One of the operational KPI's is the total amount of trains running on the North Sea-Baltic corridor.

■ **KPI Punctuality**

Another operational KPI on punctuality on the corridor

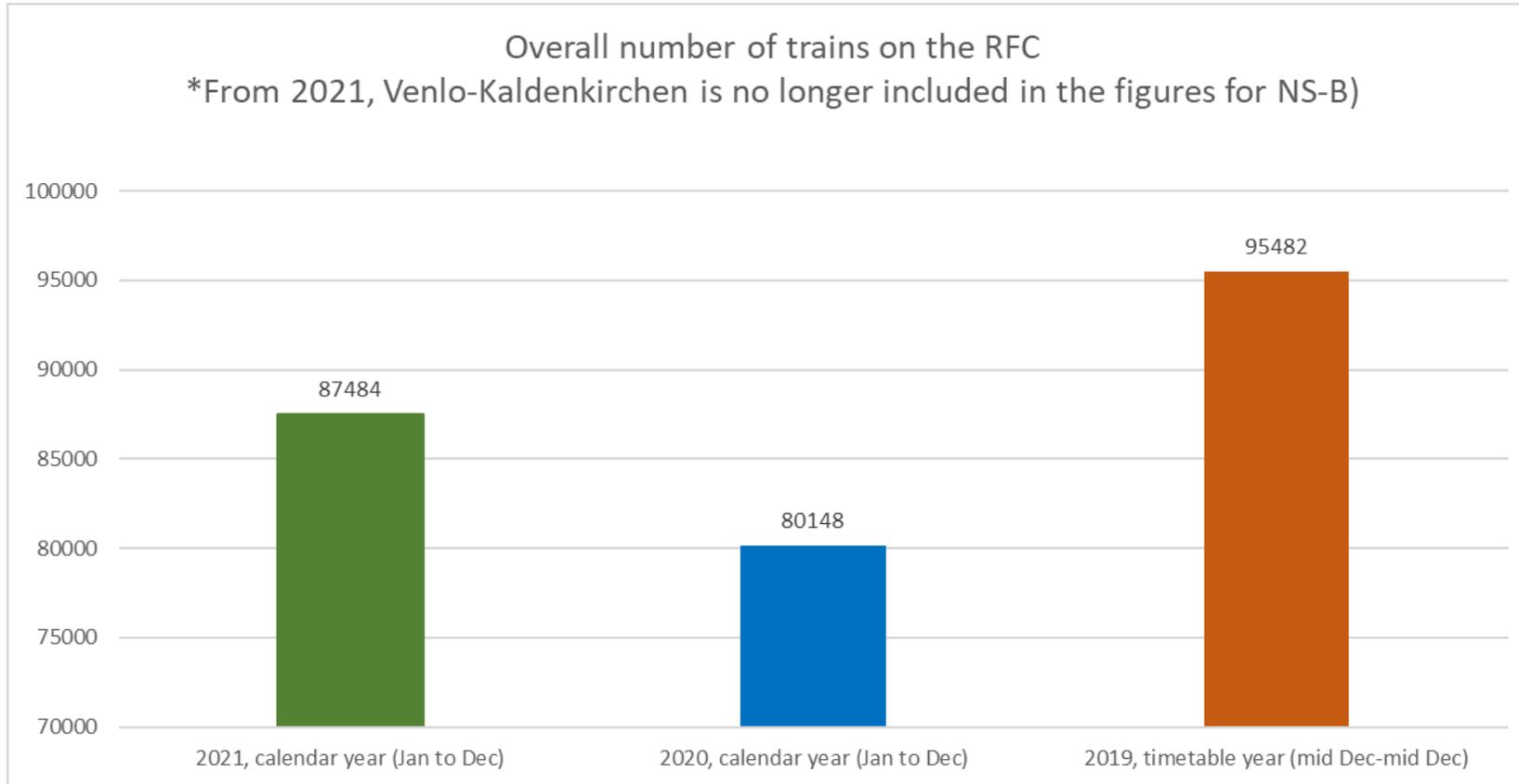
■ **KPI Dwell time – this is still under development**

Another operational KPI on dwell time at borders on the corridor



KPI Number of trains

Figures 2021 Compared to 2019 and 2020

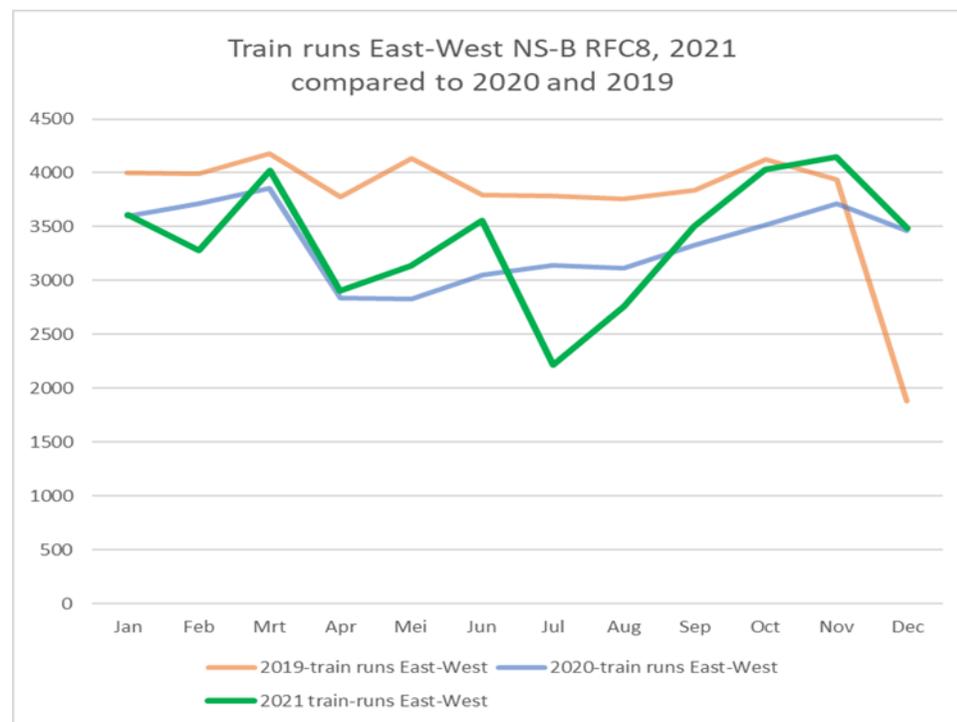
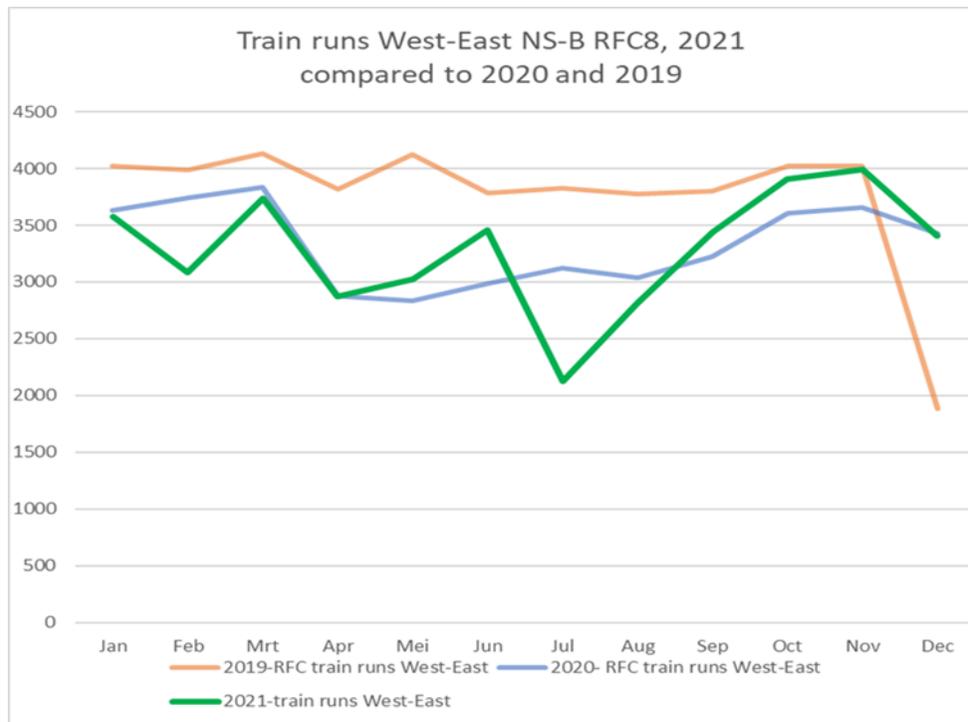


Data source: TIS



KPI Number of trains

Figures 2021 Compared to 2019 and 2020



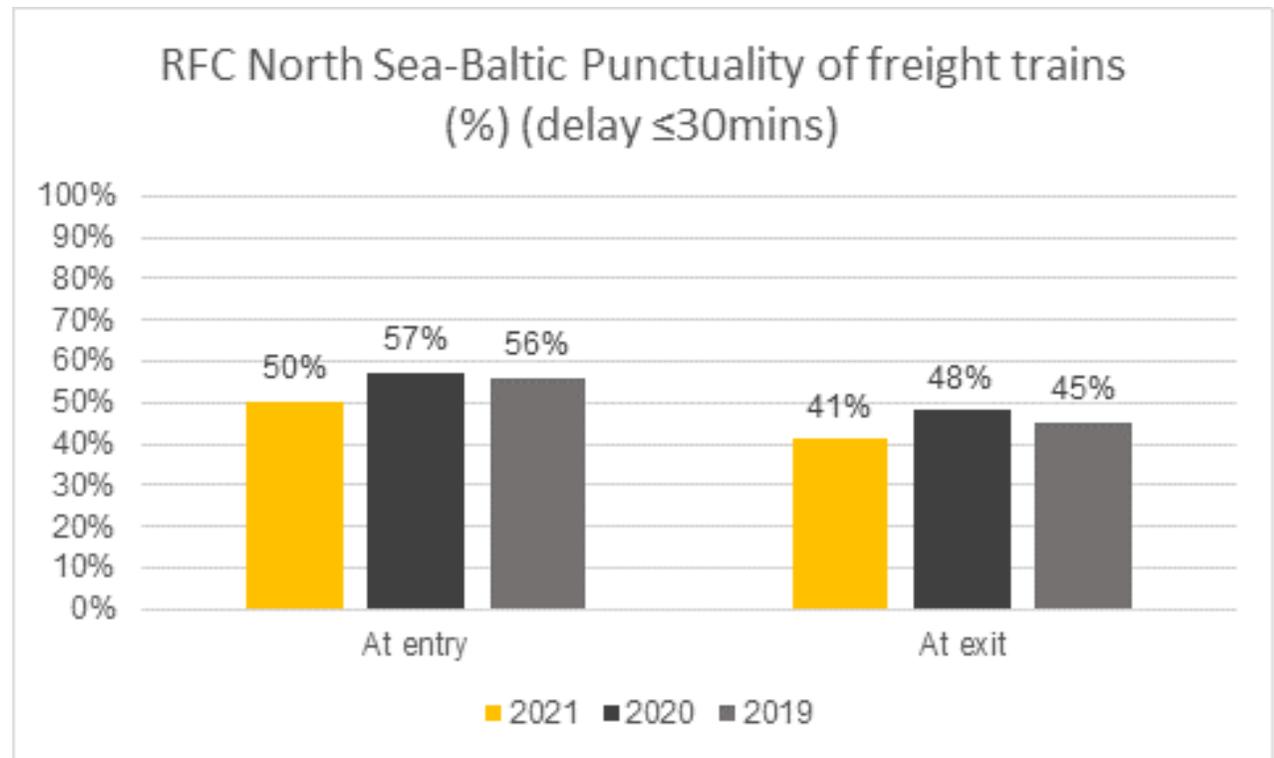
Figures based on data from TIS taken before update in February 2022

Data source: TIS

KPI Punctuality

This is the punctuality on the corridor

- **Figures 2021**
Compared with 2019 and 2020



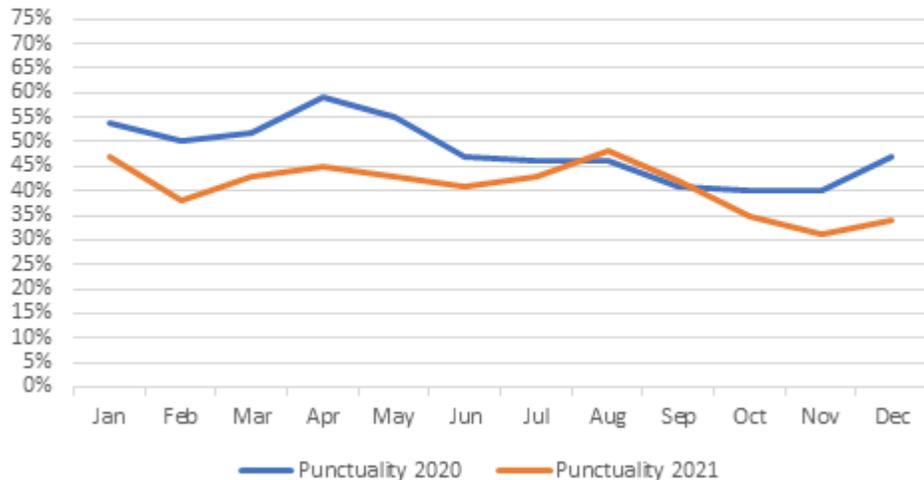
Data source: TIS

KPI Punctuality

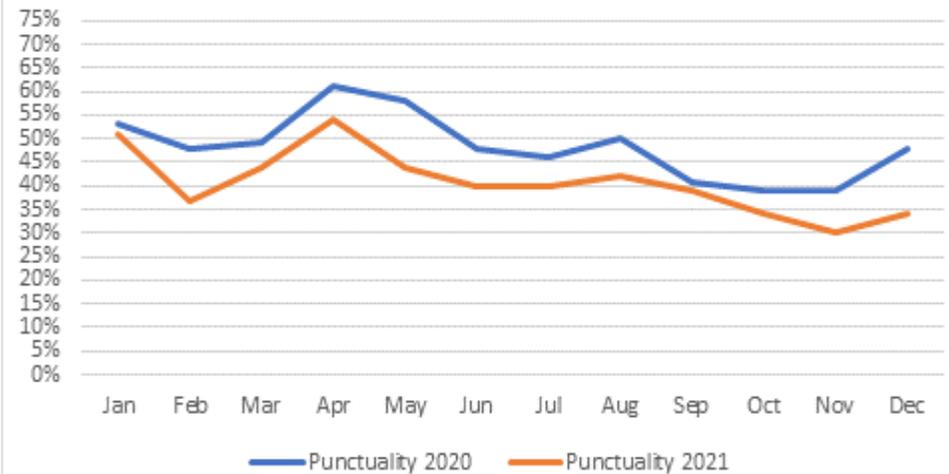
- Figures 2021

Trains on RFC8 corridor. Information from RNE monthly punctuality reports

North Sea-Baltic West-East, RFC Exit
2020 and 2021



North Sea-Baltic East-West, RFC Exit
2020 and 2021



Data source: TIS

New KPI under development

■ Dwell time

Dwell time at borders: reports

- Reports are currently being developed in cooperation with RNE
- Detailed information about delays at borders due to dwell-time will be available to PM&O WG
- Possible interest in this information for the RU's?
 - There is no RU specific report available at present
 - PM&O WG suggest that the available data can be discussed more in detail with the RU, if needed. This can be done in a bi-la meeting due to possible data sensitivity



Introduction

KPI's

Punctuality Analysis

Way forward together



Punctuality analysis

Punctuality Reports

RNE reports are available monthly, quarterly and yearly:

Link: [Corridor Performance - North Sea – Baltic Rail Freight Corridor \(rfc8.eu\)](http://rfc8.eu)

WG PM&O uses the monthly reports to monitor performance

- The reports show delays and delay reasons and also an overview of the highly delayed trains, the “Top 10” train numbers. This is used as a basis for further analysis into the delay causes
- Reports further show all delay causes categorised using a coding system, based on information from TIS, which interfaces with IM systems
- Data shows that the RUs often have a large share of the delay however it is at this moment not possible to determine delay reasons at terminals.



Punctuality analysis

Examples of delay causes:

- **Late departure at terminal** – leading to late arrival
- **Works** – re-routing is sometimes essential
- **Linking train issue:** see following slide



Punctuality analysis

Trains not linked – resulting in a data quality issue

The present situation:

The RU orders a national path with a train number and combines this with an international path for the continuation of the journey. The national train run with national number is not linked to the international run. It will not be recognised as part of the international run as the train receives a new international number for the international path.

- In this case the train often has its true beginning (real origin) outside of a corridor but the train only shows up in the data with having an origin that begins on the corridor. This gives false data for the train

If the train is ordered on an international path starting from its true origin and the numbers are correctly linked then this problem will be solved.

- It is therefore of great importance that the RU's link their trains correctly in TIS. This can also be done automatically if they send their train composition messages to TIS



Punctuality analysis

The Working group cannot solve punctuality issues alone. It is important that all stakeholders are involved to achieve a better performance together

- Terminals are an important stakeholder and can become more actively involved in the performance management of the corridor. Terminals could also join TIS
- RU's, individual terminals and WG can hold bi-lateral meetings if recurring issues need to be discussed
- To arrange a meeting the RU's and terminals can contact either the WG leader jayne.vanham@prorail.nl and/or the NS-B back-office



Introduction

KPI's

Punctuality Analysis

Way forward together

Way forward together

WG PM&O and RAG/TAG members

Questions:

- Do RAG/TAG members have any specific punctuality issues on the corridor?
- What do the RAG/TAG members find are important topics/tasks for the Working group in 2022?
- Are the RAG/TAG members interested in being regularly involved in the WG PM&O meeting when any issues relating to them are on the agenda?



All the North Sea-Baltic IM's would like to thank you for your attention

