



**Gateway to European Rail Infrastructure**

# **Rail Net Europe**

**Reflection on RNE Customer Survey and  
Corresponding RNE Activities  
Part I – Timetabling**

**Harald Hotz, Vice President RNE**

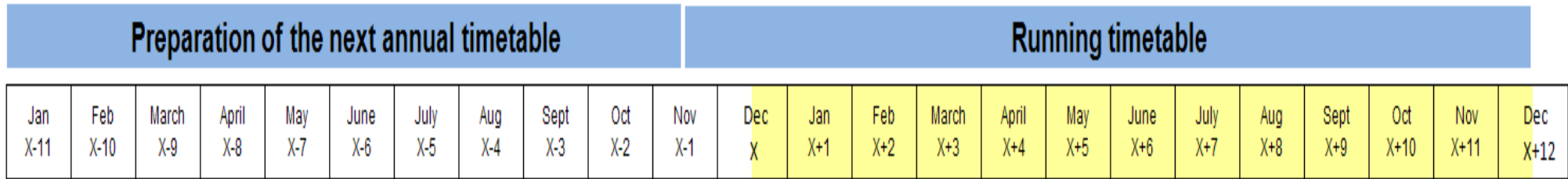
### Customer Demand

- Customer meetings show need for processes and tools for the specific nature of freight traffic:
  - Late path requests (placed after 2<sup>nd</sup> Monday in April)
  - Ad-hoc path requests
- Customers explicitly wish the handling of Late and Ad-hoc path requests in Pathfinder

### Activities

# Process descriptions

## Late-/Ad-Hoc path management



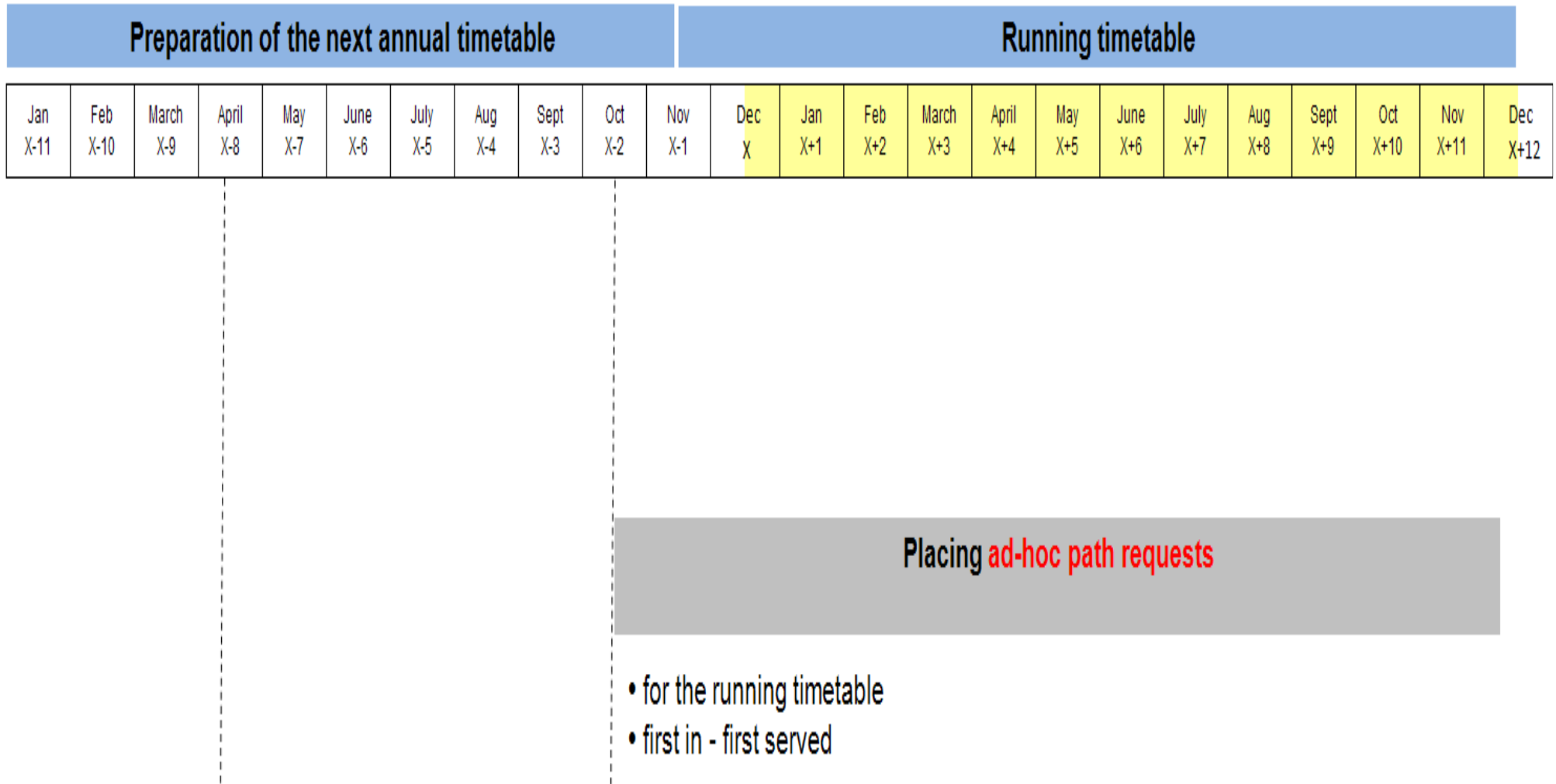
Placing **path requests** for the next annual timetable

Placing **late path requests** for the next annual timetable

- after deadline X - 8
- until X - 2
- paths are planned on the basis of leftover capacity

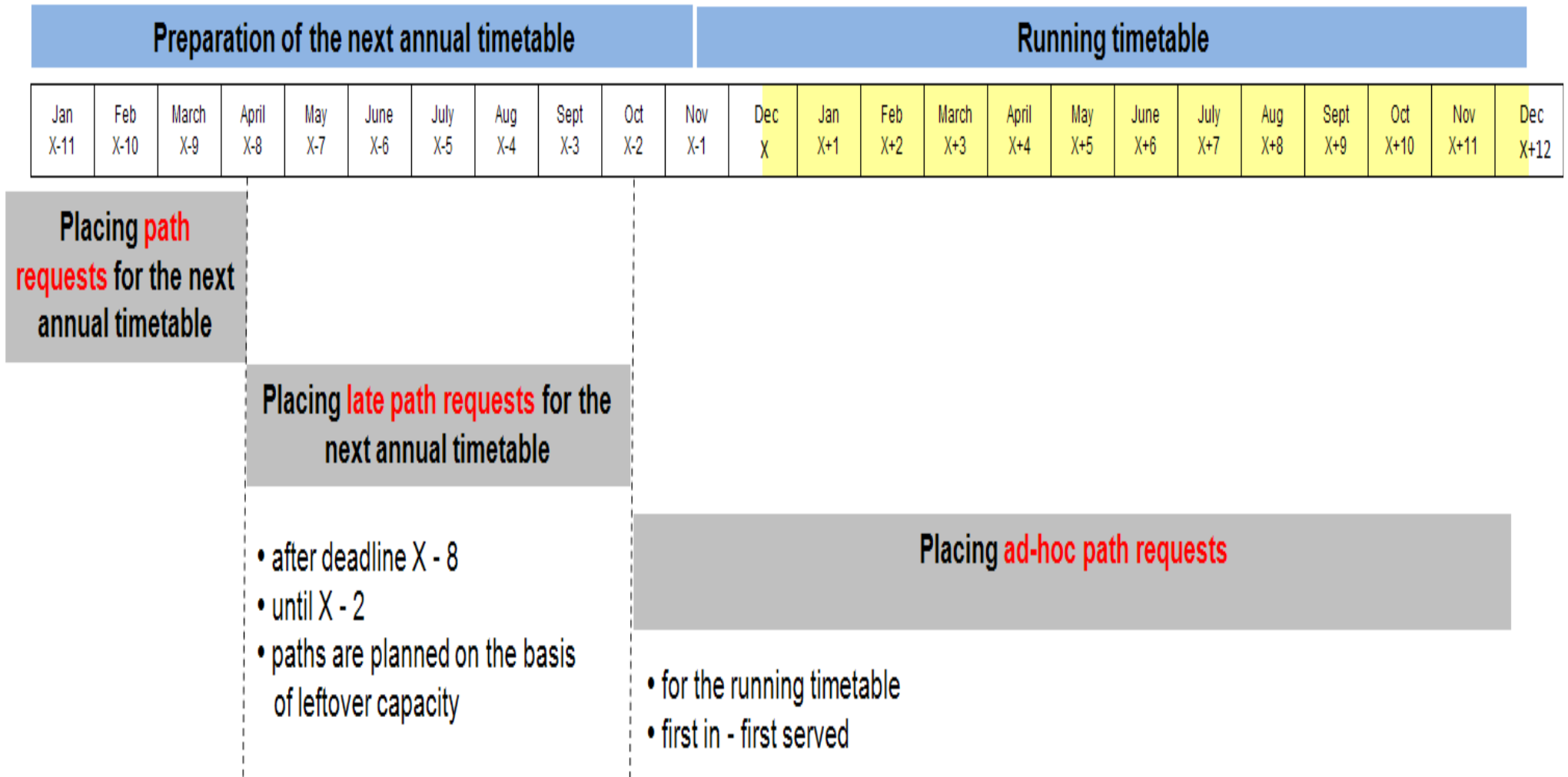
# Process descriptions

## Late-/Ad-Hoc path management



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### Customer Demand

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### Activities

- RNE has defined and harmonized successfully the processes for Late and Ad-hoc path management
- Pathfinder is now adapted for the management of Late (April 2009) and Ad-hoc path requests (Nov. 2009)
- RNE increases its efforts to create a special capacity product for freight

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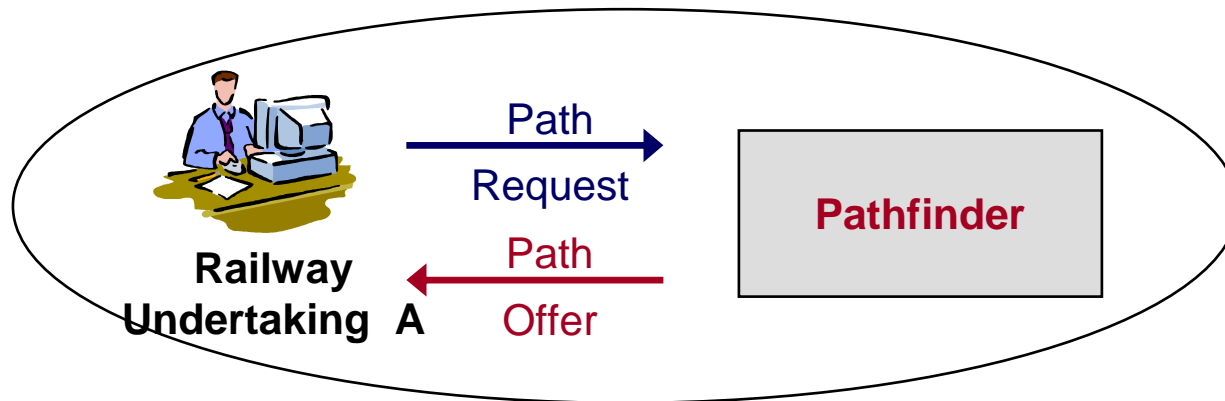
## Customer Demand

- Customers want to place an international path request just once:
  - in national path ordering tool
  - or in Pathfinder

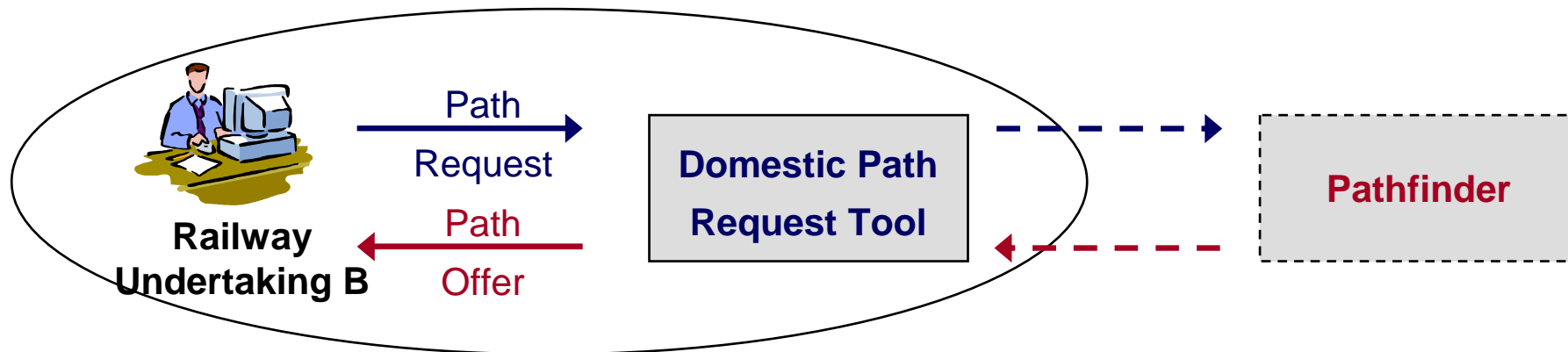
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## Activities

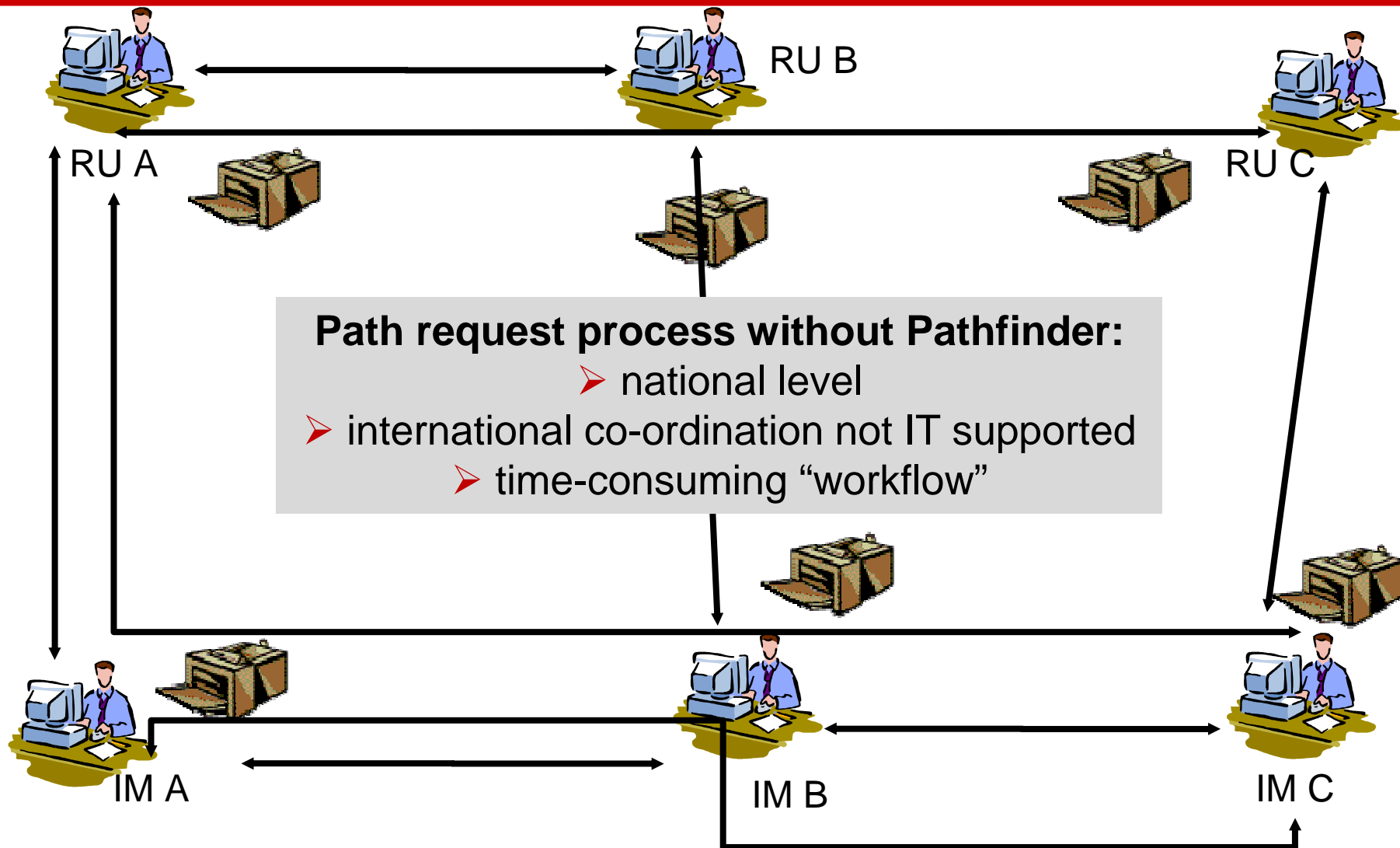
# Where Can Railway Undertakings Place International Path Requests?



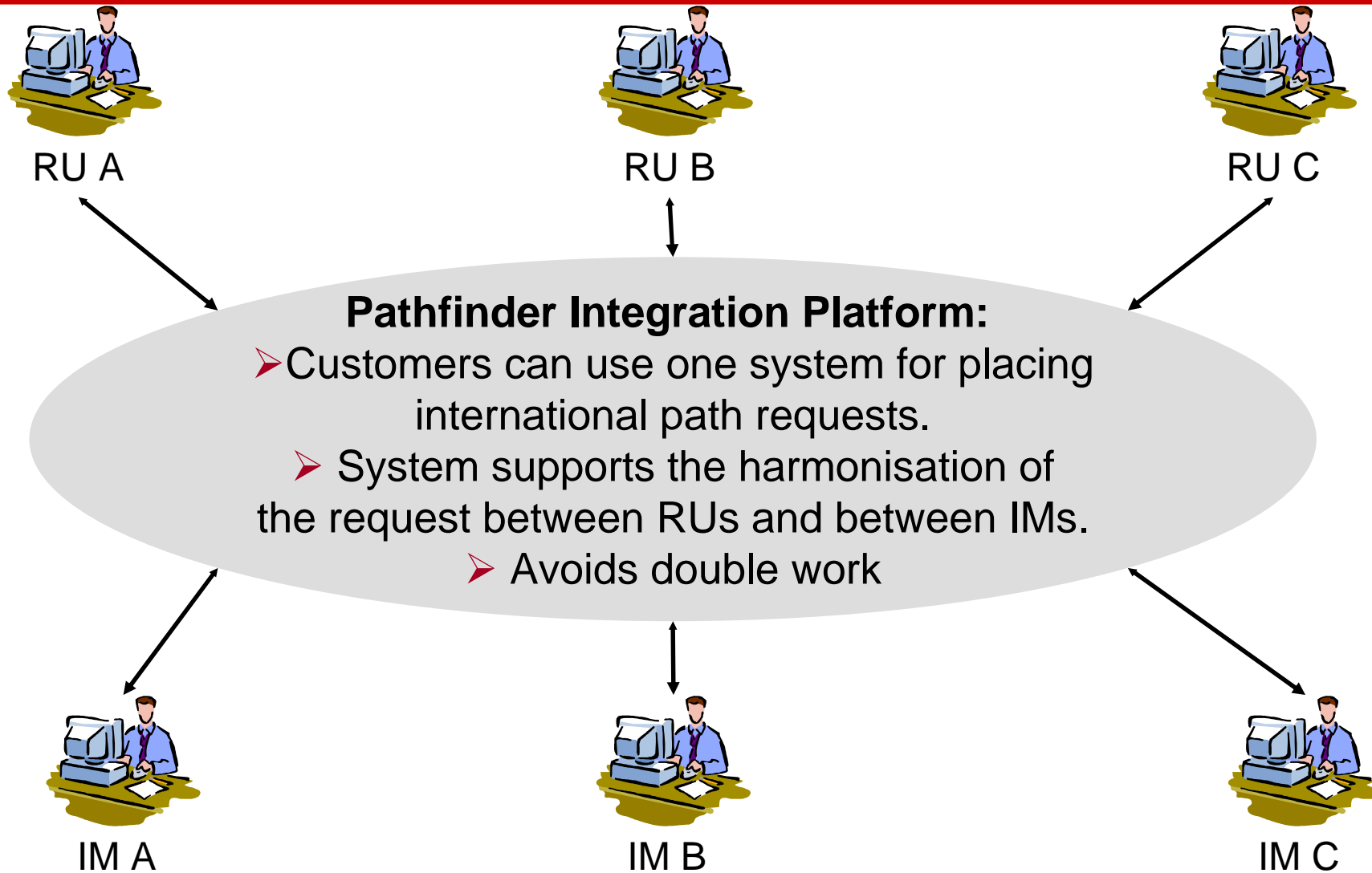
or



# Path Request Process - without Pathfinder



# Pathfinder Co-ordinates International Timetabling



## Summary

# Pathfinder Usage Will Increase Customer Satisfaction

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Harmonized international path requests

**Optimized train path offers**

No paper work – no double data input

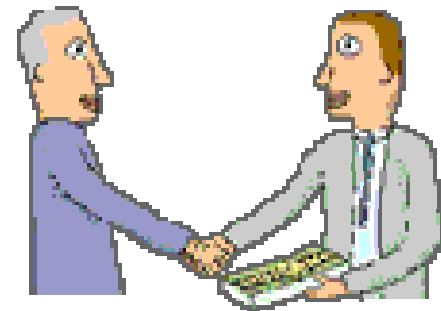
**Saves time and resources**

No user fees

**Railway Undertakings save money**

### **Aim and common commitment of Railway Undertakings & Infrastructure Managers: Just one tool for placing all international path requests**

- For RNE members it is an obligation to use Pathfinder
- FTE strongly recommends usage of Pathfinder
- No user fees
- RNE offers Help desk and national contact persons
- RNE offers eLearning for Pathfinder



**If Pathfinder would not exist, Railway Undertakings and Infrastructure  
Managers would have to invent something similar!**

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## Customer Demand

- Customers want to place an international path request just once:
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  - or in Pathfinder

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## Activities

- Pathfinder Integration Platform has already been launched
  - connected with Pathfinder core systems since November 2008
  - available for planning the annual timetable 2010
- Pathfinder will be the solution for TAF TSI requirements in terms of Short term path requests



**Gateway to European Rail Infrastructure**

# **Rail Net Europe**

**Reflection on RNE Customer Survey  
and Corresponding RNE Activities  
Part I – Operations**

**Kees van Hoek, Vice President RNE**

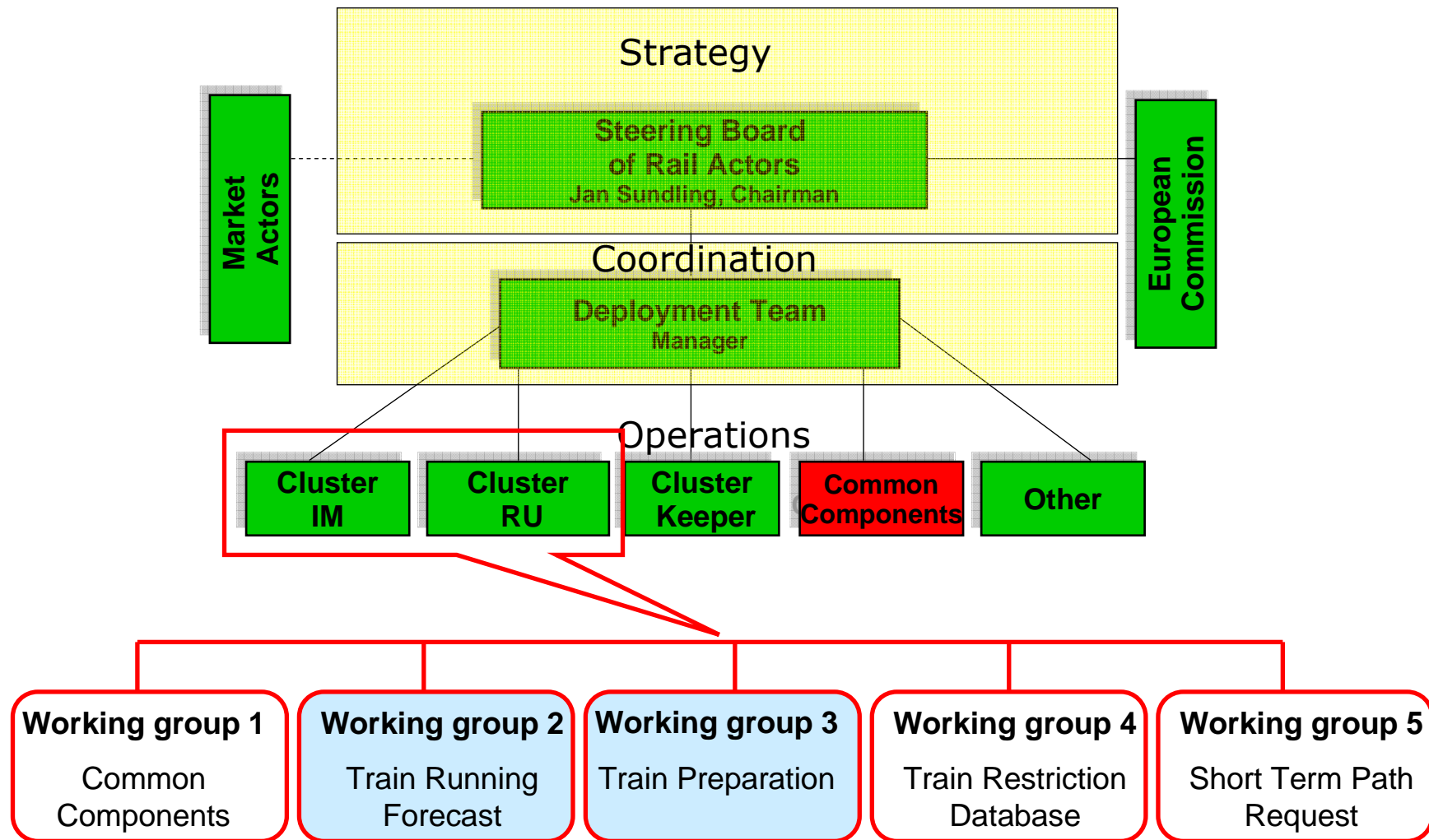
### Customer Demand

- 88% of customers consider harmonisation of operational rules very important
- 83% of customers consider simplification of border-crossing procedures very important



### Activities

- Technical standardisation not in scope of RNE (→ ERA, UIC)
- Implementation of TAF TSI will ensure a certain level of harmonization and simplification but will be mostly related to information exchange



### **a) Analyse processes**

- Compare TAF processes with needs of RUs & IMs
- Identify possible gaps (not covered functions)
- Identify not realistic or not useful TAF functions
- Identify links with other TAF functions

### **b) Analyse content and format of TAF TSI messages**

- Identify possible missing messages or data
- Identify needed & realistic vs. just optional data
- Consider reuse existing messages and systems

### **c) Investigate available RUs & IMs implementation plans**

### Customer Demand

- Customers consider real time train run data as most important information:
  - Information on service disruptions (94% of customers)
  - Information on actual running time (87% of customers)
  - Forecast of train running (88 % of customers)

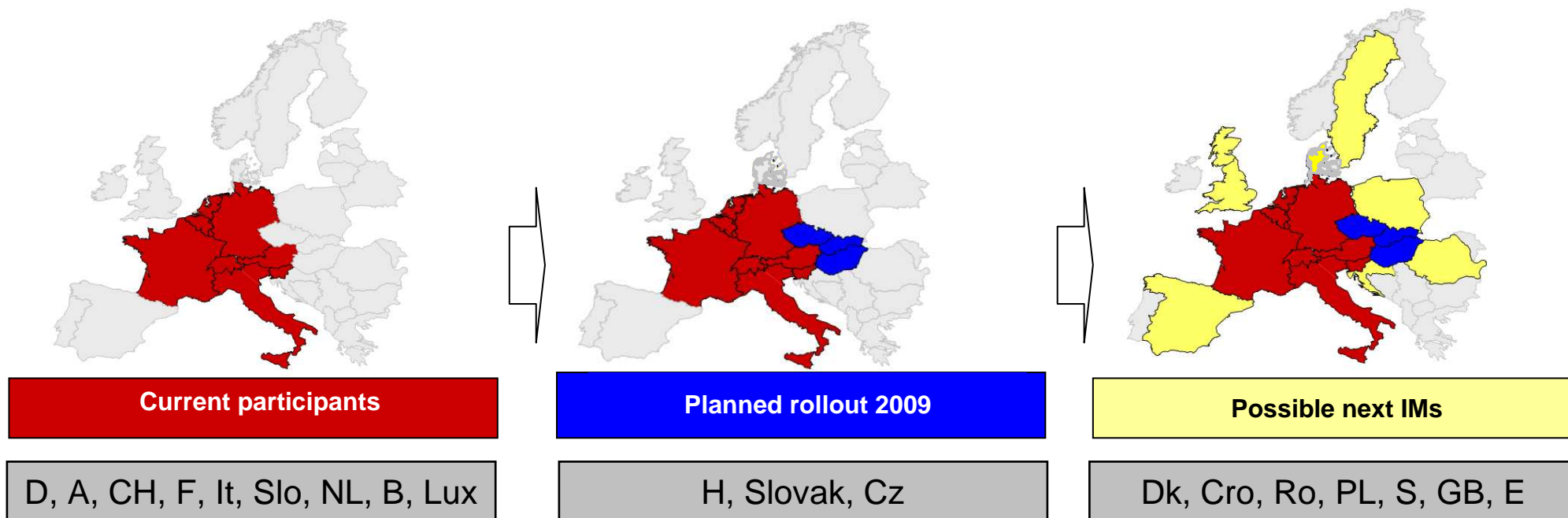
### Activities

- Cooperation with RUs on TAF TSI implementation
- Further development of EUROPTIRAILS
- Improvement of accuracy of forecast calculation (ETA)



## Further Roll Out of EUROPTIRAILS

- EUROPTIRAILS covers 11 Infrastructure Managers in 9 European countries.
- Enlargement of coverage along RNE corridors is driven by customer need.



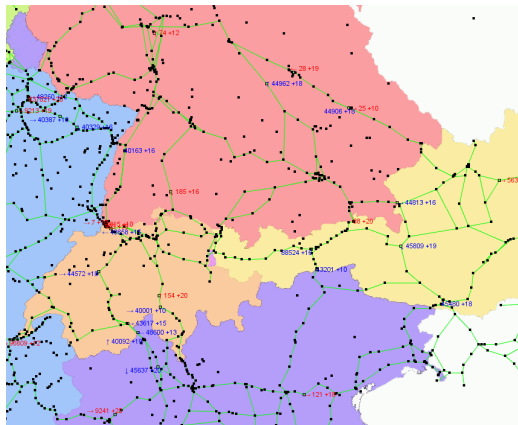
**Where are your international trains?**

**How did your trains perform?**



## Where are my international trains?

### Graphical Interface



- A web based tool, that
- visualizes international trains from origin to destination and
  - delivers relevant real time train data.

## How did my trains “perform”?

### Train Reports

Group Train Ref No:150, Train Start Time:Sat May 24 15:24:00 CEST 2008  
 Delay Tolerance, Sorted By: Real Time

Point Name	Real Time	Deviation (min:sec)
Zürich HB	24.05.2008 23:45	76

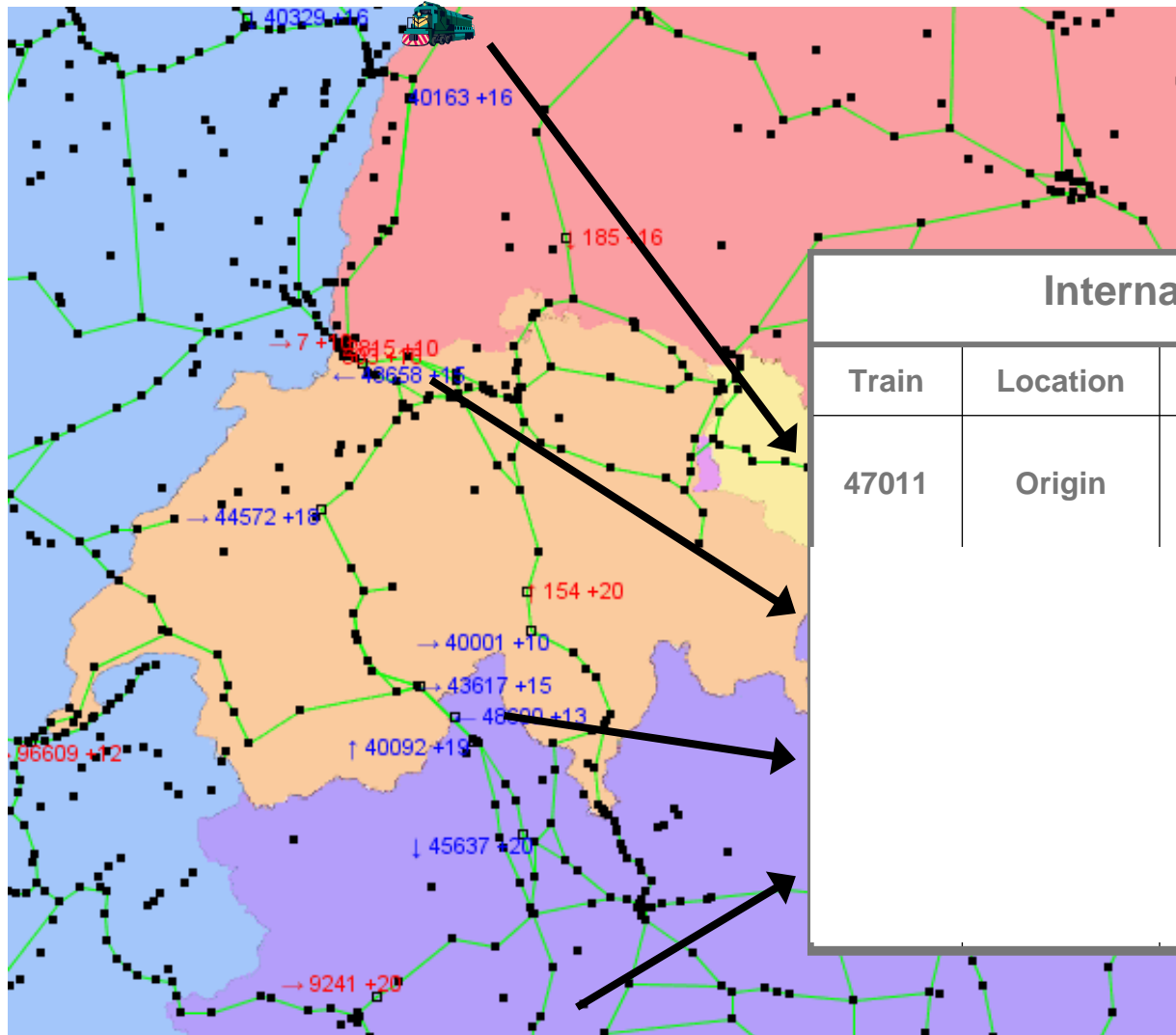
Delay reasons, no sorting defined

Profile Delay PointName	Profile Delay PointStatus	Delay Actual Time	Delay UIC Code	Delay Code Name	Delay Reason	Delay Responsibility	Delay Minutes
PEATO CENTRALE	Run-through	24.05.2008 15:38	64	Defective traction units and power cars	Rolling stock	Train Operator	2
DARMA	Departure	24.05.2008 17:30	50	Exceeding stop times	Commercial reasons	Train Operator	2
SEREGNO	Run-through	24.05.2008 19:15	89	Other reasons	External causes	Other	15
Cannago-Lentate	Run-through	24.05.2008 20:27	89	Other reasons	External causes	Other	52
CARIMATE	Run-through	24.05.2008 20:31	89	Other reasons	External causes	Other	2

- Customized train run reports based on past train run data.

### Europtirails Products

# EUROPTIRAILS – Schematic Diagram



International Train Run:				
Train	Location	Contracted	Rail Time	Delay
47011	Origin	12:45	12:50	+5

## Test EUROPTIRAILS for free and find out how you can...

... improve the disposition of your international trains and logistical chains.

... increase the efficiency of your resource allocation.

... improve traffic planning based on train data analysis.

## Please contact the RNE EUROPTIRAILS Manager...

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EUROPTIRAILS Manager



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# Quality and Operations

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