Alpine-Western Balkan
rail freight corridor

ANNUAL REPORT 2 0 2 3

ÖBB INFRA

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Инфраструктура
железнице Србије а. д.

ДП НАЦИОНАЛНА КОМПАНИЯ
ЖЕЛЕЗОПЪТНА ИНФРАСТРУКТУРА

2.4. Performance Management

According to Article 19 (2) of Regulation (EU) 913/2010 concerning a European rail network for competitive freight, the Management Board has to monitor the performance of rail freight services and publish the results once a year.

To facilitate the fulfilment of this obligation, RNE developed a first set of KPIs that are commonly applicable to all RFCs. These KPIs were included in the RNE Guidelines for Performance Indicators of Rail Freight Corridors.

**These KPIs were developed by RNE and are divided into three groups:**

- Capacity management (volume of PaP's offered, requested, pre-booked, allocated RFC, average planned speed)
- Operations punctuality origin, at destination, total number of trains on the RFC
- Market development (total number of freight trains, train-kms of trains crossing a border along the RFC, trains per border and ratio between allocated trains via C-OSS and total allocated trains on RFC)

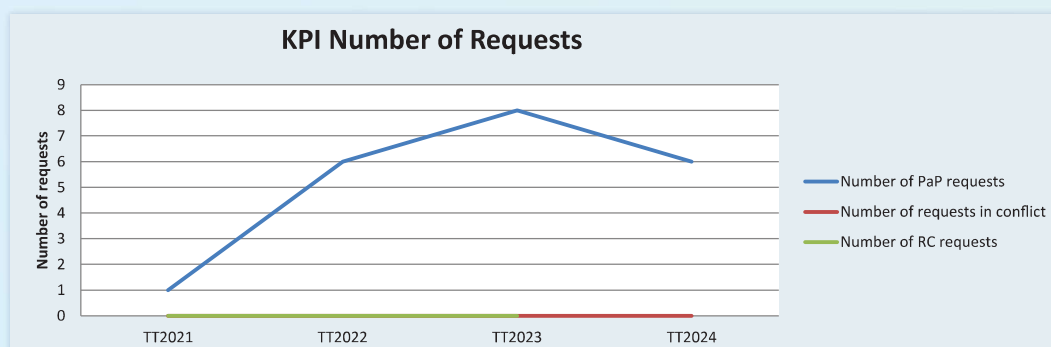## The AWB RFC Key Performance Indicators (KPIs) for TT 2023/2024

- PaP Capacity Offer 1.56 million path km
- PaP Capacity Requests 0.39 million path km
- PaP Capacity pre-booked 0.39 million path km
- Number of PaP requests 6

The AWB RFC Key Performance Indicators (KPIs) for TT 2023/2024 are available on the RNE website.

RFC10	TT2021	TT2022	TT2023	TT2024
PaP Capacity Offer	1,51	1,52	1,59	1,56
PaP Capacity Requests	0,09	0,46	0,56	0,39
PaP Capacity pre-booked	0,09	0,46	0,56	0,39
RC Capacity Offer	1,09	0,67	0,73	0,92
RC Capacity Requests	0,00	0,00	0,00	0,00

KPI Volume of Capacity
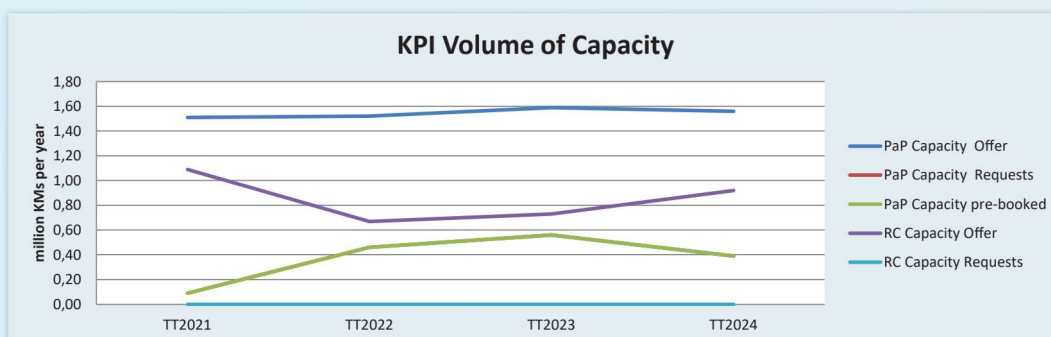
RFC10	TT2021	TT2022	TT2023	TT2024
Number of PaP requests	1	6	8	6
Number of requests in conflict	0	0	0	0
Ratio of pre-booked Capacity	6,0%	30,3%	35,2%	25,0%
Number of RC requests	0	0	0	

KPI Number of Requests

The AWB RFC Key Performance Indicators (KPIs) for TT 2023/2024 The average commercial speed of the PaPs for TT 2023/2024 vs TT2022/2023

RFC10 section	Distance (km)	Countries involved	TT2023	TT2024
Salzburg Hbf - Ljubljana Moste	294,6	2	34,0	30,0
Salzburg Gnigl - Zagreb RK	438,9	3	43,0	N/A
Salzburg Gnigl - Ljubljana Moste	292,0	2	N/A	26,0
Wels Hbf - Dobova	464,7	2	51,0	47,0
Ljubljana Zalog - Zagreb RK	139,5	2	N/A	39,0
Ljubljana Zalog - Svilengrad	1266,7	4	33,0	30,0
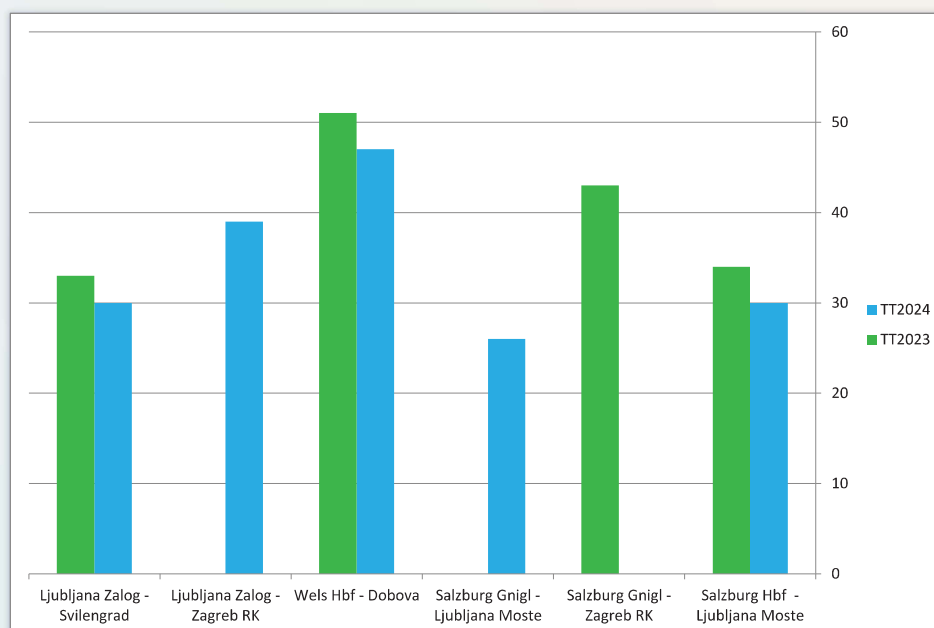
The following note refers to the data:
- Punctuality
- Number of trains crossing a border along the RFC
- Train-kms of trains crossing a border along the RFC
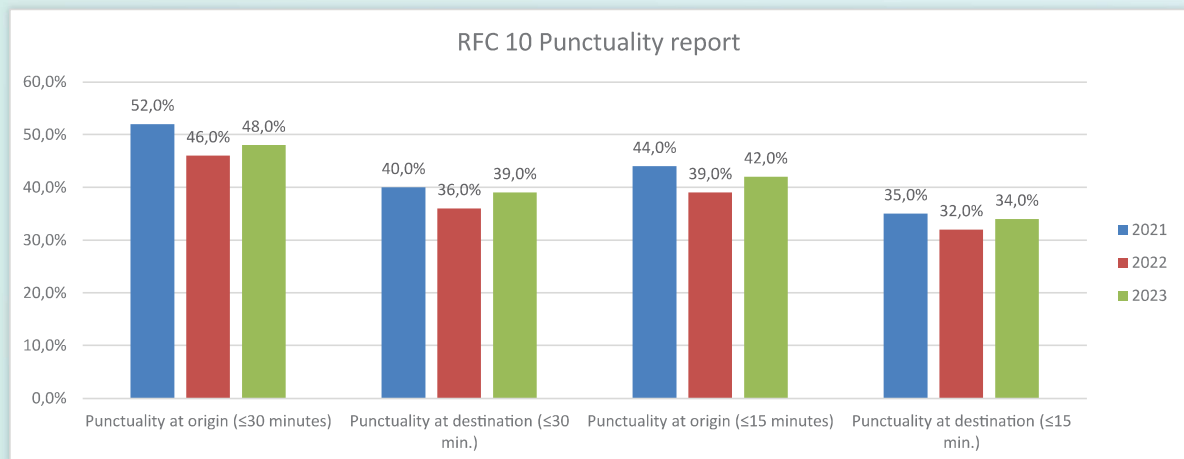- Trains per border

NOTE:
In green: Figures obtained from national system
In gray: Figures obtained from TIS
In blue: combined data TIS & national system

RFC10 Alpine-Western Balkan	2021	2022	2023
Punctuality at origin (≤30 minutes)	52,0%	46,0%	48,0%
Punctuality at destination (≤30 min.)	40,0%	36,0%	39,0%
Punctuality at origin (≤15 minutes)	44,0%	39,0%	42,0%
Punctuality at destination (≤15 min.)	35,0%	32,0%	34,0%
Number of trains crossing a border along the RFC	16.404	28.830	30.052
Train-kms of trains crossing a border along the RFC	N/A	N/A	11.429.706

RFC 10 Punctuality report

Number of trains per border

RFC10 Alpine-Western Balkan	2020	2021	2022	2023
Trains per border: Total AT - SI	15.316	14.718	18.296	14.964
Trains per border: Total SI - HR	7.300	7.161	7.058	7.245
Trains per border: Total HR - RS	3.848	3.816	4.638	4.132
Trains per border: Total RS - BG	3.274	3.368	4.090	3.711

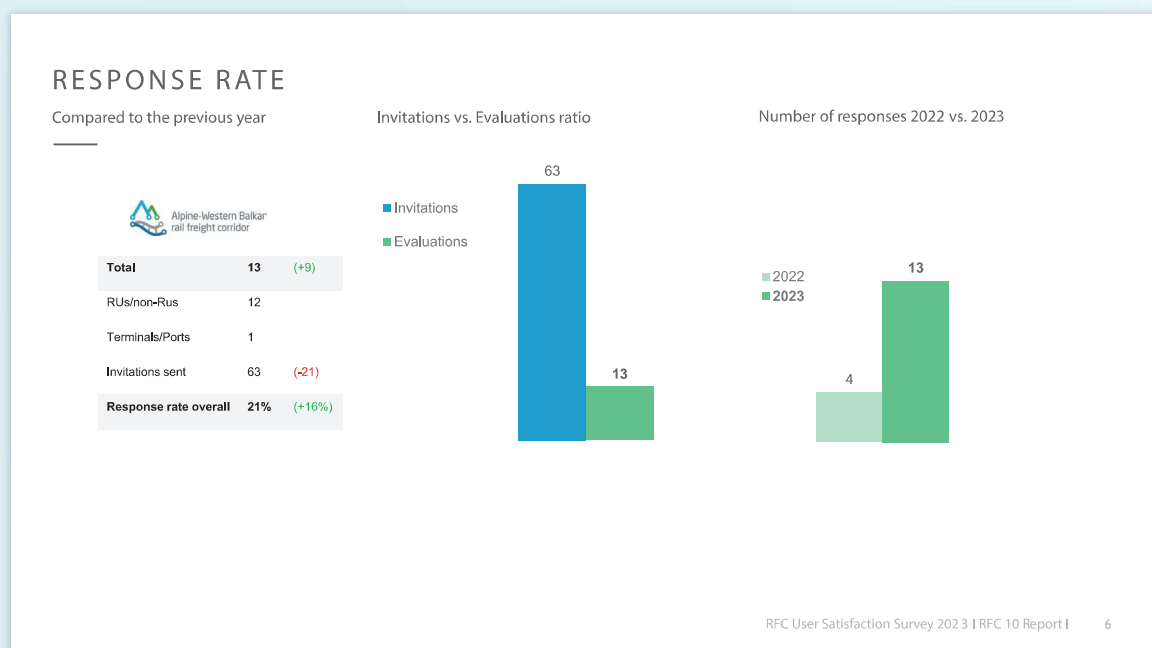## The ratio of capacity allocated by C-OSS for Timetable 2023/2024

The ratio of allocated trains by the C-OSS compared to all allocated trains on the Alpine – Western Balkan RFC

Between member states		Between operational points		RFC(s) Involved	Allocated by C-OSS 2019	Allocated by C-OSS 2020	Allocated by C-OSS 2021	Allocated by C-OSS 2022 (for TT 2023)	Allocated by C-OSS 2023 (for TT 2024)
Austria	Slovenia	Rosenbach	Jesenice	RFC 10	N/A	0,0%	0,0%	4,4%	4,6%
Austria	Slovenia	Spielfeld-Straß	Šentilj	RFC 5	6,4%	8,0%	10,7%	9,8%	10,2%
				RFC 10					
Serbia	Bulgaria	Dimitrovgrad	Kalotina Zapad	RFC 10	N/A	0,0%	0,0	0,0%	0,0%
Slovenia	Croatia	Dobova	Savski Marof	RFC 6	6,0%	25,0%	22,0%	15,0%	11,6%
				RFC 10					
Croatia	Serbia	Tovarnik	Šid	RFC 10	N/A	3,6%	2,8	2,0%	1,0%

2.5. Customer Satisfaction

As in the past three years, the AWB RFC participated also in the User Satisfaction Survey (USS) for 2023 under the umbrella of the RFC Network. The results of the survey were published in December 2023 on the AWB RFC website (link: Documents | AWB RFC (rfc-awb.eu)) and also on RNE's Customer Information Platform (CIP) (link: https://cip-online.rne.eu).

Overall satisfaction of the customers is shown in the following pictures

SATISFACTION & PARTICIPATION

13
evaluations

This is an increase of 225% compared to the previous year (4 evaluations in 2022).

*Evaluations of uninvited participants included.
*Percentages rounded without a comma.

Customer satisfaction

62%
overall satisfaction

Participant groups in % of 2023
Port authority
Terminal operator
Non-RU applicant
0% 8% 0%
92%
Railway Undertaking (RU)

2022
Port authority
Terminal operator
Non-RU applicant
0%
25%
0%
75%
Railway Undertaking (RU)

RFC User Satisfaction Survey 2023 | RFC 10 Report | 5

RESPONSE RATE

Compared to the previous year

Alpine-Western Balkan rail freight corridor

Total	**13**	(+9)
RUs/non-Rus	12	
Terminals/Ports	1	
Invitations sent	63	(-21)
Response rate overall	**21%**	(+16%)

Invitations vs. Evaluations ratio

■ Invitations
■ Evaluations

63

13

Number of responses 2022 vs. 2023

■ 2022
■ 2023

13

4

RFC User Satisfaction Survey 2023 | RFC 10 Report | 6

From the conducted survey the following results can be highlighted

Increase of response rate compared to the previous year (from just 4 in 2022 to 13 in 2023). Positive feedback was received from 62 % of customers, while 38% showed a decrease in satisfaction (Customer satisfaction in 2022 was 100%, but the extremely low response rate in 2022 should be taken into account).

Feedback concerning specific topics shows the need for attention in the following areas: temporary capacity restrictions and information provided by RFC.

OVERALL SATISFACTION WITH THE RFC 10

» Overall, how satisfied are you as a user of the RFC?
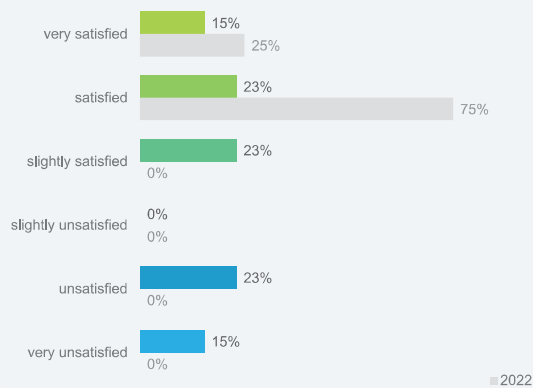» Answered by: RUs/non-RUs, Terminals/Ports
» sample size = 13

62%
Generally satisfied

Answers given were very satisfied, satisfied and slightly satisfied.

38%
Decrease of satisfaction

very satisfied	15%	25%
satisfied	23%	75%
slightly satisfied	23%	0%
slightly unsatisfied	0%	0%
unsatisfied	23%	0%
very unsatisfied	15%	0%

■ 2022

SUMMARY – SATISFACTION RATING

All respondents

» Only fully satisfaction rates considered (not slightly satisfied)
» Answered by: RUs/non-RUs, Terminals/Ports
» Different sample sizes on some topics

Most satisfactory topic

Service by the C-OSS

Topic	Rating
Service by the C-OSS	50%
Information provided by RFCs	31%
Commercial offer	33%
Temporary capacity restrictions	33%
Train performance measures	15%