Alpine-Western Balkan
rail freight corridor

ANNUAL
REPORT
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ÖBB INFRA

Infrastruktura

HŽ INFRASTRUKTURA

Инфраструктура
железнице Србије а. д.

ДП НАЦИОНАЛНА КОМПАНИЯ
ЖЕЛЕЗОПЪТНА ИНФРАСТРУКТУРА

2.4. Key Performance Indicators (KPIs)

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, 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 2022/2023

- PaP Capacity Offer 1.59 million path km
- PaP Capacity Requests 0.56 million path km
- PaP Capacity pre-booked 0.56 million path km
- Number of PaP requests 8

The AWB RFC Key Performance Indicators (KPIs) for TT 2022/2023 are available on the RNE website

RFC10	TT2015	TT2016	TT2017	TT2018	TT2019	TT2020	TT2021	TT2022	TT2023
PaP Capacity Offer							1,51	1,52	1,59
PaP Capacity Requests							0,09	0,46	0,56
PaP Capacity pre-booked							0,09	0,46	0,56
RC Capacity Offer							1,09	0,67	0,73
RC Capacity Requests							0,00	0,00	

KPI Volume of Capacity
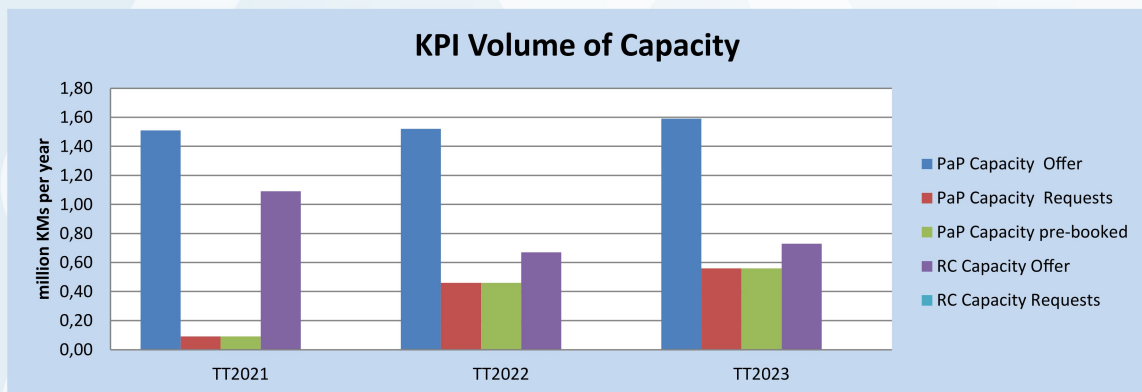
RFC10	TT2015	TT2016	TT2017	TT2018	TT2019	TT2020	TT2021	TT2022	TT2023
Number of PaP requests							1	6	8
Number of requests in conflict							0	0	0
Ratio of pre-booked Capacity							6,0%	30,3%	35,2%
Number of RC requests							0	0	

KPI Number of Requests
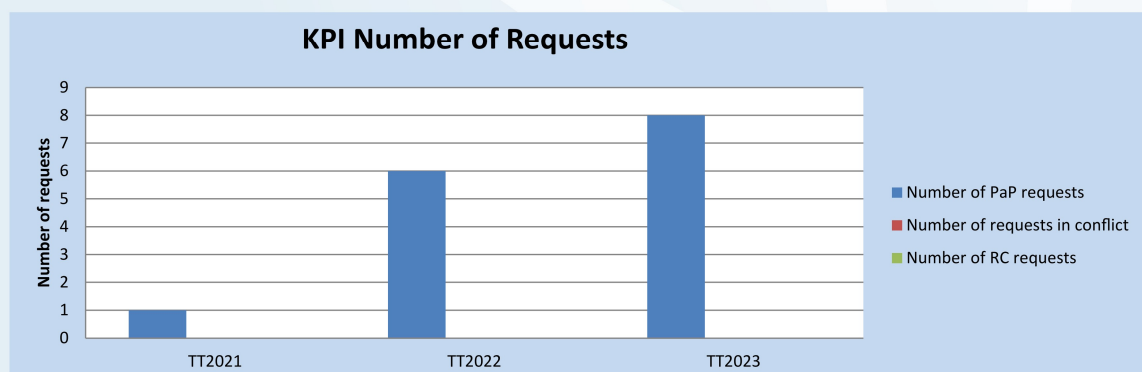
The average commercial speed of the PaPs for Timetable 2022/2023

RFC10 section	Distance (km)	Countries involved	TT2019	TT2020	TT2021	TT2022	TT2023
Salzburg Hbf - Ljubljana Moste	294,6	2	N/A	N/A	N/A	N/A	34,0
Salzburg Gnigl - Zagreb RK	438,9	3	N/A	N/A	N/A	N/A	43,0
Wels Hbf - Dobova	464,7	2	N/A	N/A	N/A	N/A	51,0
Ljubljana Zalog - Svilengrad	1266,7	4	N/A	N/A	N/A	N/A	33,0
Wels Hbf - Svilengrad	1626,8	5	N/A	N/A	N/A	28,0	N/A
Salzburg Hbf - Dobova	406,5	2	N/A	N/A	N/A	29,0	N/A
Sazlburg Hbf - Villach Westbf	181,6	1	N/A	N/A	80,0	52,0	N/A

Graphical display of the average commercial speed of the PaPs for Timetable 2022/2023
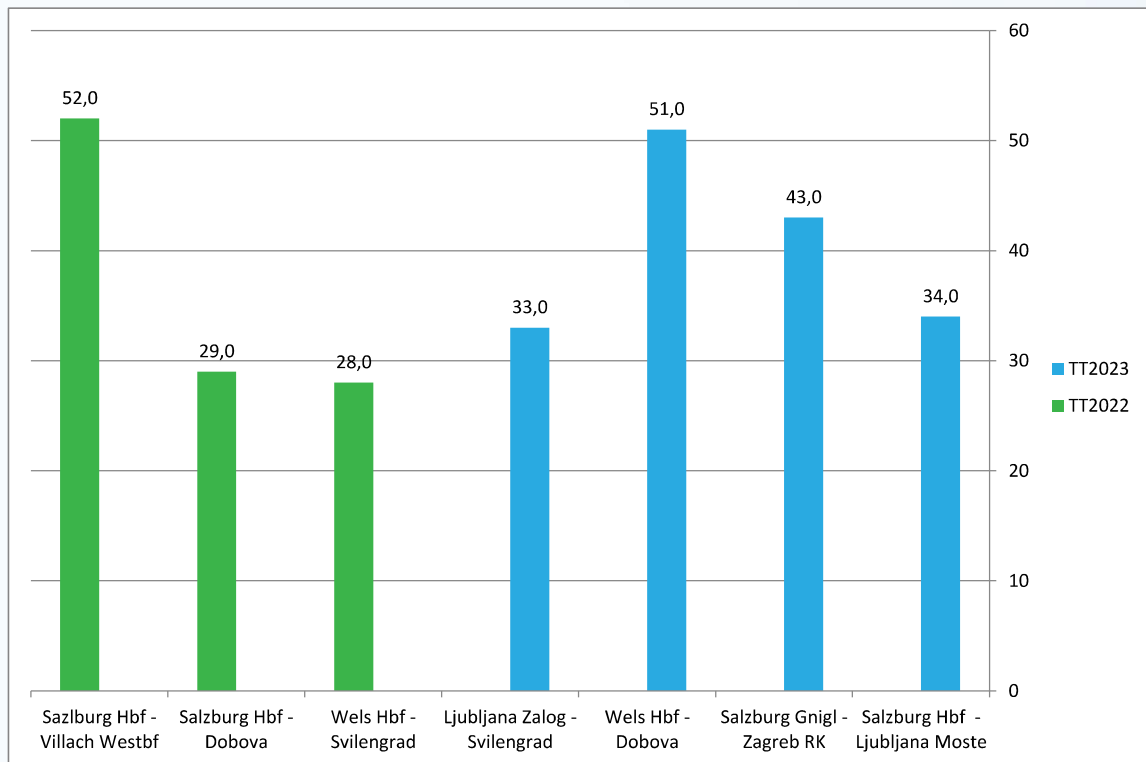
RFC10 Alpine-Western Balkan	2016	2017	2018	2019	2020	2021	2022
Punctuality at origin (≤30 minutes)	N/A	N/A	N/A	N/A	N/A	52,0%	46,0%
Punctuality at destination (≤30 min.)	N/A	N/A	N/A	N/A	N/A	40,0%	36,0%
Punctuality at origin (≤15 minutes)	N/A	N/A	N/A	N/A	N/A	44,0%	39,0%
Punctuality at destination (≤15 min.)	N/A	N/A	N/A	N/A	N/A	35,0%	32,0%
Number of trains crossing a border along	N/A	N/A	N/A	N/A	N/A	16.404	18.383
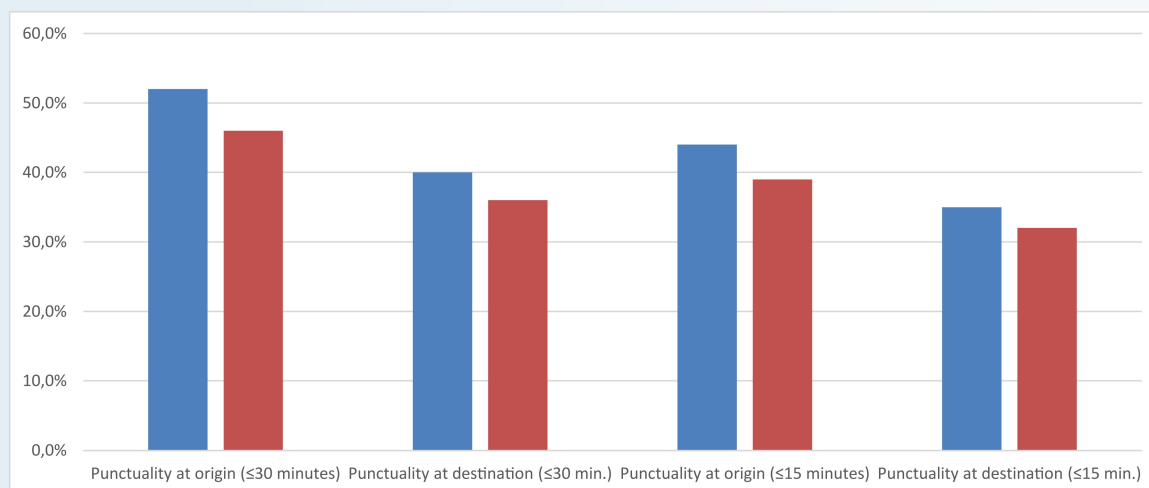
Number of trains per border

RFC10 Alpine-Western Balkan	2016	2017	2018	2019	2020	2021	2022
Trains per border: Total AT - SI	N/A	N/A	N/A	N/A	15.316	14.718	18.296
Trains per border: Total SI - HR	N/A	N/A	N/A	N/A	7.300	7.161	7.058
Trains per border: Total HR - RS	N/A	N/A	N/A	N/A	3.848	3.816	4.638
Trains per border: Total RS - BG	N/A	N/A	N/A	N/A	3.274	3.368	4.090

In orange: Figures obtained from national system
In green: Figures obtained from TIS

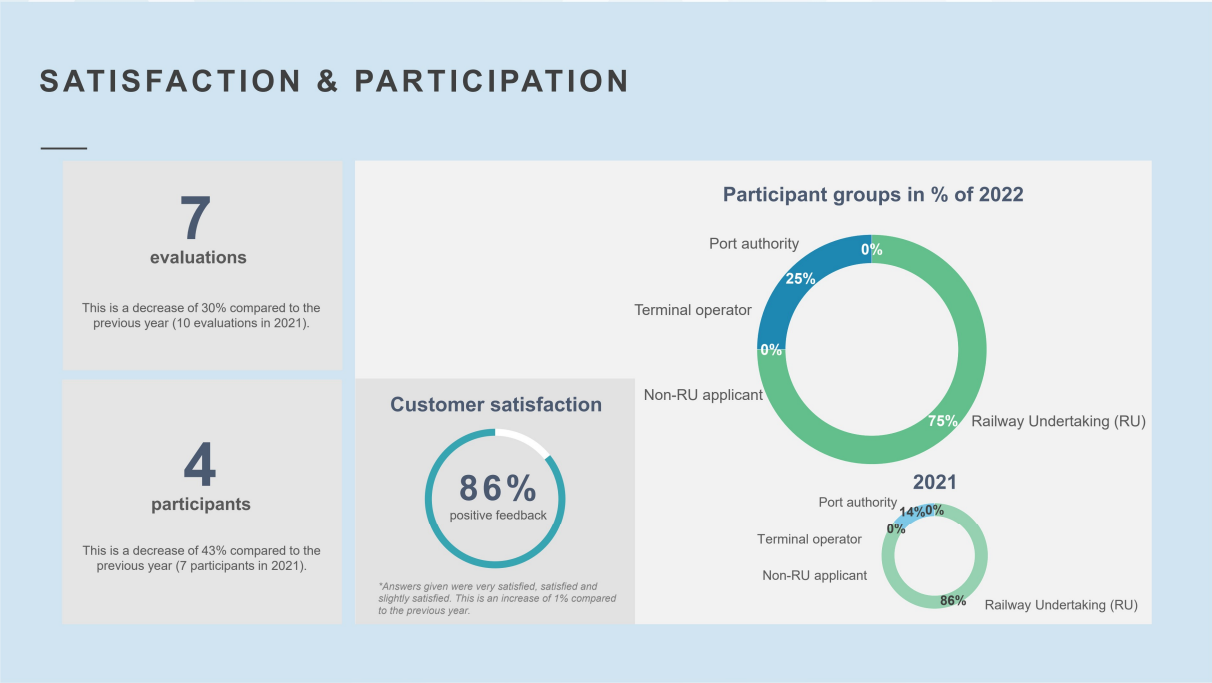## The ratio of capacity allocated by C-OSS for Timetable 2022/2023

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

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)
Austria	Slovenia	Rosenbach	Jesenice	RFC 10 Alpine-Western Balkan	N/A	0,0%	0,0%	4,4%
Austria	Slovenia	Spielfeld-Straß	Šentilj	RFC 5 Baltic-Adriatic	6,4%	8,0%	10,7%	9,8%
				RFC 10 Alpine-Western Balkan				
Serbia	Bulgaria	Dimitrovgrad	Kalotina Zapad	RFC 10 Alpine-Western Balkan	N/A	0,0%	0,0	0,0%
Slovenia	Croatia	Dobova	Savski Marof	RFC 6 Mediterranean	6,0%	25,0%	22,0%	15,0%
				RFC 10 Alpine-Western Balkan				
Croatia	Serbia	Tovarnik	Šid	RFC 10 Alpine-Western Balkan	N/A	3,6%	2,8	2,0%

2.6. User Satisfaction Survey (USS) 2022

The AWB RFC participated for the third time in the User Satisfaction Survey (USS) for 2022 under the umbrella of the RFC Network. The results of the survey were published in December 2022.

Overall satisfaction of the customers is shown in the following pictures

SATISFACTION & PARTICIPATION

7
evaluations

This is a decrease of 30% compared to the previous year (10 evaluations in 2021).

4
participants

This is a decrease of 43% compared to the previous year (7 participants in 2021).

Customer satisfaction

86%
positive feedback

Answers given were very satisfied, satisfied and slightly satisfied. This is an increase of 1% compared to the previous year.

Participant groups in % of 2022

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

2021

Port authority — 0%
Terminal operator — 14%
Non-RU applicant — 0%
Railway Undertaking (RU) — 86%

RESPONSE RATE

Compared to the previous year

Total	**4**	(-3)
RUs/non-Rus	3	
Terminals/Ports	1	
Invitations sent	84	(+25)
Response rate overall	**5%**	(-7%)

Invitations vs. Evaluations ratio
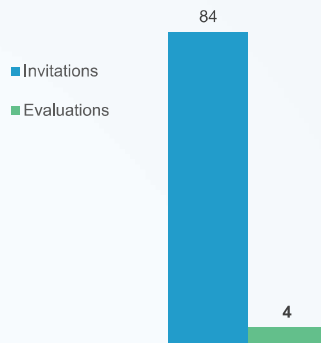
Number of responses 2021 vs. 2022
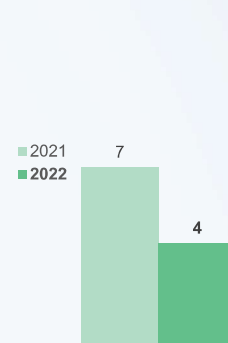
From the conducted survey the following results can be highlighted

- Decrease of evaluations compared to the previous year (43 % participants less)
- Positive feedback was received from 86 % of customers
- Feedback concerning specific topics shows the need for attention in the following areas: infrastructure capacity and parameters, parameters and quantity of PaPs.