

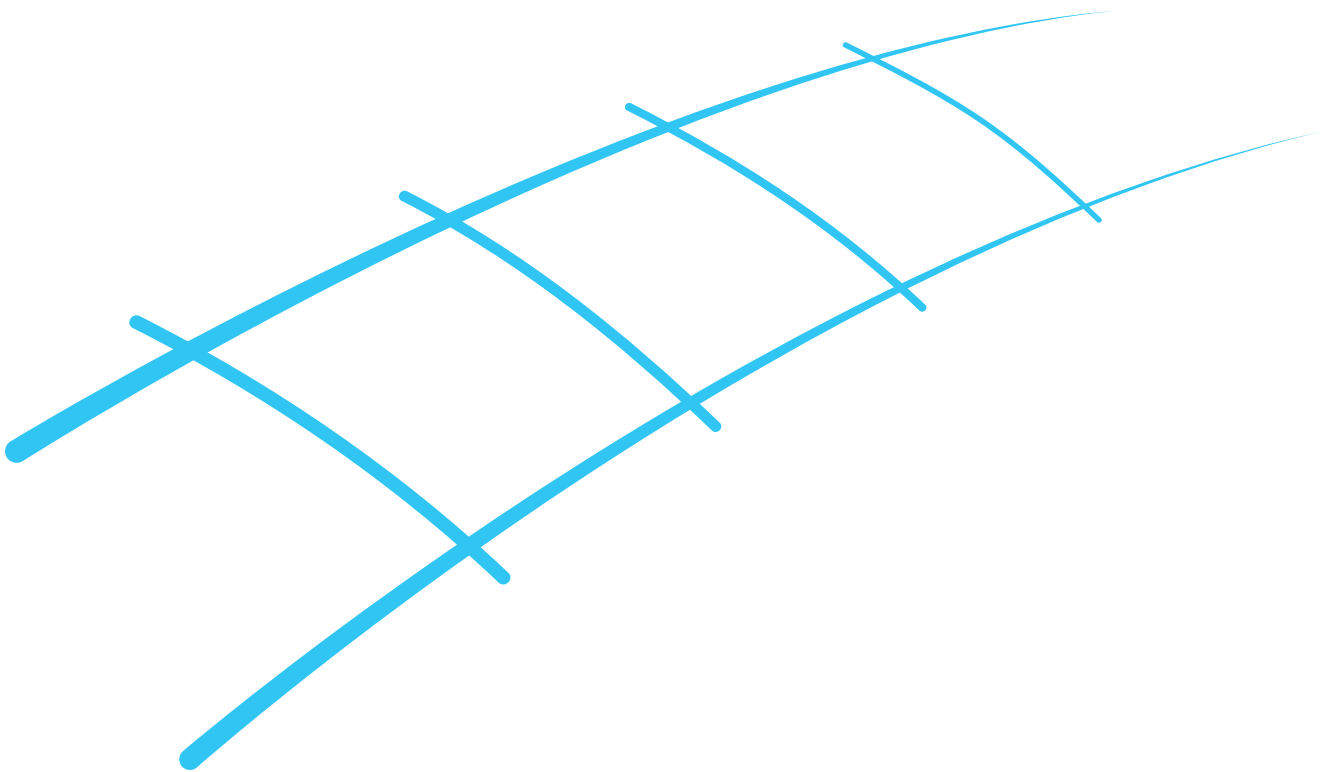
MEDITERRANEAN RAIL FREIGHT CORRIDOR

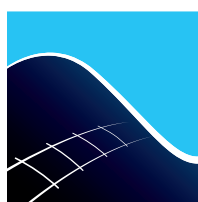
Spain-France-Italy-Slovenia-Croatia-Hungary

ANNUAL REPORT 2017



Co-financed by the European Union
Connecting Europe Facility





MEDITERRANEAN RAIL FREIGHT CORRIDOR

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GLOSSARY

AB_ Allocation Body, is the body or undertaking responsible for allocating railway capacity on the infrastructure

ADIF_ Administrador de Infraestructuras Ferroviarias is the Spanish Infrastructure Manager

CEF_ Connecting Europe Facility

CID_ Corridor Information Document (art. 18 Reg. EU 913/2010)

COSS_ Corridor One-Stop-Shop: A joint body designated or set up by the RFC organisations for Applicants to request and to receive answers, in a single place and in a single operation, regarding infrastructure capacity for freight trains crossing at least one border along the freight Corridor (EU Regulation No 913/2010, Article 13)

CTC_ Corridor Technical Coordinator

EC_ European Commission

EEIG_ European Economic Interest Grouping (Reg. EEC 2137/85)

ELETA_ Electronic Exchange of ETA information which copes with 12 selected intermodal transport relations, which are operated by the Combined Transport operators CEMAT (Italy), Hupac (Netherlands), Inter Ferry Boat (Belgium), Kombiverkehr (Germany) and Rail Cargo Operator (Austria). The project is the result of an agreement of the rail sector to provide information on Estimated Time of Arrival (ETA) to their contract partners, including terminals and intermodal operators under the protection of confidentiality clauses

ERTMS_ European Rail Traffic Management System

EXBO_ Executive Board of the Mediterranean Corridor - RFC 6 (art. 8.1 Reg. EU 913/2010)

FCA_ Framework for Capacity Allocation

GA_ General Assembly, the decision making body of the EEIG for Mediterranean Corridor - RFC 6

HŽI_ Hrvatske Željeznice Infrastruktura d.o.o. is the Croatian Infrastructure Manager

IM_ Infrastructure Manager means any body or undertaking that is responsible for establishing and maintaining railway infrastructure. The functions of the Infrastructure Manager on a network may be allocated to different bodies (see Directive 2012/34/EU)

IP_ Implementation Plan (art. 9 Reg. EU 913/2010)

LFP_ Linea Figueras Perpignan S.A., High speed railway line replacing TP Ferro from December 19th 2016

MÁV_ MÁV Magyar Államvasutak Zártkörűen Működő Részvénytársaság is one of the Hungarian Infrastructure Managers

MB_ Management Board of the Mediterranean Corridor - RFC 6 (art. 8.2 Reg. EU 913/2010). The General Assembly of the EEIG is the MB of Mediterranean Corridor - RFC 6

OBI_ Oracle Business Intelligence

PaP(s)_ Pre-arranged path offered by a Rail Freight Corridor according to Regulation 913/2010. A PaP may be offered either on a whole RFC or on sections of the RFC forming an international path request crossing one or more international borders

PaP Network PR_ "Network PaPs" (in short "NetPaPs") are PaPs designated to foster the optimal use of infrastructure capacity and address the needs for capacity in specific geographical relations or of market segments



with special requirements in train path characteristics. They may be offered on a single RFC or on two or more connected RFCs. Network PaPs consist of contiguous PaP sections linked together and are identified by a special ID or marker in PaP catalogues and IT tools

PaP Standard PR_ Pre-arranged Paths for which standard priority rules apply (art. 14 of the FCA). Standard priority rules are applied between X-8 and X-7.5 by the C-OSS in case of conflicting requests that cannot be solved through consultation (art. 13 of the FCA). The priority is calculated according to a formula that takes into account: the total length of a request + the total length of the feeder/outflow requested multiplied for the number of running days requested. The dossier which is requesting more capacity wins and the C-OSS will offer alternative PaPs to the applicant with the lower priority ratings

PMO_ Permanent Management Office

PR_ Priority rules in allocation are priority criteria to be defined by the MB and applied by the C-OSS for the allocation of Pre-arranged Path in case of conflicting requests which cannot be solved through consultation. The aim of priority rules is to allocate the requested PaP to an applicant and to find alternative solution for the other. The two types of priority rules defined in the FCA, applied by Mediterranean Corridor - RFC 6, are Standard PR and Network PR

RAG_ Railway Undertakings Advisory Group (art. 8.8 Reg.EU 913/2010)

RC_ Reserve Capacity: e.g. . Pre-arranged paths – kept available during the running timetable period for ad-hoc market needs (Article 14(5) Regulation 913/2010)

Regulation_ Whenever you find “Regulation” in this document it refers to Regulation EU no 913/2010

(amended by EU Regulation 1316/2013) of the European Parliament and the Council of 22 September 2010 concerning a European rail network for competitive freight

RFCs Rail Freight Corridors_ The Corridors identified, set up and organized in compliance with Regulation no EU 913/2010 (amended by EU Regulation 1316/2013)

RFI_ Rete Ferroviaria Italiana is the Italian Infrastructure Manager

RNE_ RailNetEurope

SNCF Réseau_ SNCF Réseau is the French Infrastructure Manager

SŽ-Infra_ Slovenske železnice Infrastruktura d. o. o. is the Slovenian Infrastructure Manager

TAG_ Terminal Managers/Owners Advisory Group (art. 8.7 Reg. EU 913/2010)

TIS_ The Train Information System is a web-based application that supports international train management by delivering real-time train data concerning international passenger and freight trains. The relevant data is obtained directly from the Infrastructure Managers' systems

TP Ferro_ TP Ferro Concesionaria, was the concessionaire for the high-speed railway line between Spain and France. Now replaced by LFP

VPE_ Vasúti Pályakapacitás-elosztó Korlátolt Felelősségű Társaság is the Hungarian Railway Capacity Allocation Office, which is responsible for nationwide capacity allocation on the rail network and for determining network access charges

1. Introduction

This report has two main objectives:

1

Providing Corridor stakeholders with general information related to the activities carried out by the Mediterranean Corridor - RFC 6 in 2017;

2

Showing the fulfilment of the regulatory obligations in compliance with the Article 19 of Regulation 913/2010 (hereinafter referred to as the Regulation) regarding the corridor performance monitoring.

2. Corridor overview

The structure of the corridor is established as follows:

- **6 Countries:** Spain, France, Italy, Slovenia, Croatia and Hungary;
- **7 Infrastructure Managers and 1 Allocation Body:**
ADIF, LFP Perthus (by December 2017) SNCF RESEAU, RFI, SŽ-INFRA, HŽI (by November 2016), MAV and VPE;
- **Line distance:** over more than 7 000 km, Algeciras (ES) - Záhony (HU);
- **Diversiory routes:** 550 km;
- **10 + Adriatic and Mediterranean Sea ports;**
- **5 + Main European Sea ports;**
- **2 Transshipment terminals UIC vs. non-UIC track gauges;**
- **100 + terminals.**

Main Corridor Activities in 2017

- Signature of the Letter of Intent by the 8 CEOs of Corridors' members, to strengthen co-operation and improve performance of the corridor.
- Mediterranean Corridor Conference in Zagreb;
- Launching of Last-Mile study;
- Launching of Short Term Capacity pilot;
- PAPS Workflow monitoring project;
- Organization of the Cross-Corridor Strategy meeting, Frankfurt;
- OSS / TPM regular activities.



2.1 EXECUTIVE BOARD

The EXBO is chaired by the French Ministry of Transport and represented by the President Joseph Lunet de la Malene.

In order to exchange the best practices and to define common guidelines, a Network of Executive Boards, "NEXBO", was established in 2017, actively supported by the board. The group meets twice a year.

Message from the Chairman of the EXBO

"Crossing six countries, our corridor has a strong European dimension and a key role into the rail freight business. This corridor has a high potential in terms of traffic development and thanks to a close cooperation among all stakeholders, major progresses were made regarding the service provided to the customers.

This year, we were very pleased to welcome the Croatian party (HŽI joined the corridor in 2016) into our Corridor, and we are already working closely with them so as to improve the rail freight market all the way from Algeciras to Záhony. Illustrating our strong cooperation at international level among all rail freight stakeholders, a Letter of Intent was signed by the Infrastructure managers and the Allocation body, during the conference in Zagreb, setting up a "Development Plan 2020". Based on Customers feedback, this plan identified a number of areas to be improved and actions to be implemented.

In line with the Letter of Intent and with the support of the European Commission – under the Connecting Europe Facility (CEF) funding – several important activities were successfully developed by the corridor in 2017, as the Short-Term Capacity Pilot in the Eastern part of the Corridor and the Last Mile Study which will help to ensure a better use of Corridor capacities for better performances.

Many challenges are in front of us but thanks to the stakeholders' commitment to address them together, we are on the right track to maintain the dynamism and momentum that we achieved this year."

Joseph Lunet de la Malene.

Capacity

The EXBO defines and adopts the fully harmonised Framework for Capacity Allocation (FCA) agreed among RFCs. This framework sets up the rules for the elaboration of the timetable of the rail freight corridors as well as for the allocation of train paths and reserve capacity to railway undertakings and applicants.

Article 22 of Regulation (EU) 913/2010 - Report

Based on the Article 22 of Regulation (EU) 913/2010, a report on the results of the corridor implementation from the Executive Board will be presented to the European Commission by the Spring 2018.

**MEDITERRANEAN CORRIDOR - RFC6****EEIG MANAGEMENT BOARD/ GENERAL ASSEMBLY****MEMBER****REPRESENTATIVE**

Juan BRAVO RIVERA

Petros PAPAGHIANNAKIS

Patrick JEANTET

Maurizio GENTILE

Matjaž KRANJC

Ivan KRŠIĆ

Ilona DÁVID

Réka NÉMETH

DELEGATE

Eduardo MARTÍNEZ

Duho MAHIC

Clarie HAMONIAU

Stefano CASTRO

Franc KLOBUČAR

Biserka KELLER

Lőrinc CZAKÓ

Nora HOBOT

EEIG MANAGERS

Juan José BARIOS BAQUERO

Andrea GALLUZZI

István PÁKOZDI

President

Managing Director

Deputy Director

PERMANENT MANAGEMENT OFFICE (PMO)

Andrea GALLUZZI

István PÁKOZDI

Stéphanie JONCOUR

Giulia GARGANTINI

Pamela CHIARAPPA

Managing Director

Deputy Director

C-One-Stop-Shop Leader

Project Manager

Administrative Assistant

INFRASTRUCTURE
Working Group**TPM / TM**
Working Group**C-OSS**
Working Group**LAST MILE**
Working Group**COMMUNICATION**
Working Group**FINANCIAL**
Working Group**COORDINATION**
Working Group**ERTMS**
Working Group

2.2 THE EEIG

The MB set up the EEIG for Mediterranean Corridor - RFC 6 to deal with all the administrative issues related to the activities of the Corridor.

The governing body of the EEIG is the GA, which acts also as Corridor MB. Bojan Kekec (SŽ-INFRA) chairs the GA.

The President of the EEIG is Juan José Barios Baquero.

Andrea GALLUZZI

Managing Director/EEIG Manager

He is a full-time manager dedicated to the EEIG and the Mediterranean Corridor - RFC 6. He is the head of the PMO and the main coordinator of all corridor related activities. He is responsible for the correct implementation of all tasks and obligations provided in the Regulation.

Stephanie JONCOUR

C-OSS leader

The C-OSS Leader is the manager of the single contact point for applicants to request and receive rail infrastructure capacity for freight trains (Time Table 201X and RC) crossing at least one border along the corridor. The C-OSS Leader handles communication process among IMs/ABs, other C-OSSs and Terminals linked to the corridor.

István PÁKOZDI

Deputy Director/ Infrastructure Advisor/EEIG Manager

He is a full-time manager dedicated to the EEIG and the Mediterranean Corridor - RFC 6. As an Infrastructure Advisor, he has also the responsibility to constantly update and collect the technical parameters of the corridor, control and draft the geographical description of the network and complete the CID.



Giulia GARGANTINI

Project Manager

She is responsible for different projects concerning corridor development. In 2017 she coordinated the following projects:

- Last Mile study:
- Reporting procedure for the Connecting Europe Facility funding.

Pamela CHIARAPPA

PMO Administrative Assistant

She is responsible for the administrative management of the office, she supports the communication related activities and the PMO staff in all the operational and administrative issues.

2.4 REGULATORY BODY

As provided for by the Regulation and in the Directive 2012/34/EU, a Regulatory Body has been appointed to supervise the activity of the Mediterranean Corridor – RFC 6, in order to monitor and ensure non-discriminatory access to the corridor and, among other functions, it deals with managing possible appeals from applicants. The Regulatory Body for the Mediterranean Corridor - RFC 6 is: Autorità di Regolazione dei Trasporti located in Turin, Italy.

AUTORITÀ DI REGOLAZIONE DEI TRASPORTI (ART)

Via Nizza 230,
10126 Torino

Tel.: 011 19212500

E-mail: art@autorita-trasporti.it

PEC: pec@pec.autorita-trasporti.it



3. Documents

3.1 CORRIDOR INFORMATION DOCUMENT

The Corridor Information Document (CID) is the document providing all interested stakeholders with information related to the corridor and the conditions to get access to and use it.

The CID Common Structure, in line with RNE Guidelines, is composed of 5 Books:

- **Book 1** Generalities;
- **Book 2** Network Statement Excerpts;
- **Book 3** Terminals Descriptions;
- **Book 4** Procedure for Capacity and Traffic Management and Framework for Capacity Allocation;
- **Book 5** Implementation Plan.

3.2 IMPLEMENTATION PLAN

The consultation phase of the new Implementation Plan (incorporating all the elements related to the extension of Croatia) was concluded at the end of September 2016; right after all the inputs have been elaborated and incorporated in the final draft version of the Implementation Plan which was then delivered to the EXBO for final approval.

Eventually, the IP was approved by the EXBO early January 2017.

The Compliance assessment with RNE guidelines on CIDs, which define the official and approved harmonized standards for these documents, has been 100 %, the best in Europe.



Corridor activities: RNE collaboration.
CID Meeting at Sala Diamante, at FS-Garibaldi Station, Milan.



4. Corridor activities 2017



4.1 THE CORRIDOR ONE-STOP-SHOP

To simplify the access to the international rail freight capacity a C-OSS was established in 2013. As provided for in the Regulation, the C-OSS is a joint body for applicants to request and receive answers in a single place and in one operation, regarding infrastructure capacity for freight trains. The C-OSS is involved in a long work of coordination among national IMs and the AB in order to construct and deliver harmonized international PaPs with the final aim to improve journey time, frequency and regularity.

Moreover, PaPs are protected against unilateral decision of modification by IMs and AB. During the preparation of the offer, the Mediterranean Corridor - RFC 6 C-OSS Managers duly takes into account:

- Transport Market Study outcomes;
- Customer feedbacks;
- Customers' expectations and needs (e.g. received from the Railway Undertakings Advisory Group);
- Results of the annual customer satisfaction survey on the corridor;
- Experiences from previous years.

The three main products offered by Mediterranean Corridor - RFC 6 are:

- **Annual TT offer:** Focused on medium/long-term capacity needs. TT 201X PaPs are published (at X-11) on the 2nd Monday of January of each year for the allocation of the capacity of the following year. The booking phase ends on the 2nd Monday of April (at X-8);
- **Late Path Requests for Annual TT:** capacity offer for late requests placed after the booking phase deadline for TT 201X;
- **RC (Reserved Capacity):** addresses ad hoc capacity needs at rather short notice. Ad hoc requests for individual train path can be requested until 30 days before the train runs. The RC offered by Mediterranean Corridor - RFC 6 is provided in form of PaPs and it is published at X-2;

In December 2017, a new product was offered in the frame of a pilot for 6 months:

- **STC (Short Term Capacity):** It offers the possibility to book ad hoc harmonized capacity at shorter deadlines than the Reserve Capacity Product, up to 8 days before the train runs.

The general principles related to the functioning of the C-OSS are published in the **CID Book 4**. RNE developed a standardized IT application for the corridor capacity publication and allocation called **Path Coordination System (PCS)**. Mediterranean Corridor - RFC 6 C-OSS works together with the C-OSS Managers of the other corridors in order to deliver a harmonized multi-corridor freight capacity.

The C-OSS of Mediterranean Corridor - RFC6 works in continuous **cooperation with a team of experts appointed by each member** of the Corridor.

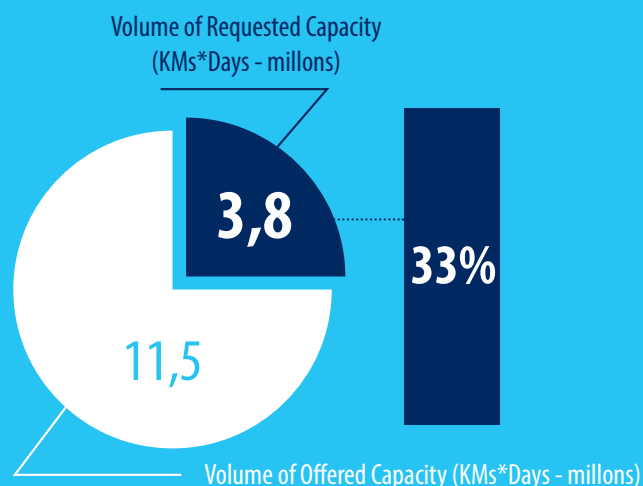
The main topics dealt with by the C-OSS in 2017 were:

- RUs consultation for preparing Annual PaPs offer;
- Construction and harmonisation of offers for all products (Annual Requests, Late Path Requests and Reserve Capacity Requests);
- Drafting of the work plan for the publication and coordination of Capacity Restrictions;
- Updating of the CID Book 4 with the support of all contributing IMs;
- Coordinating and supporting RUs and IMs during the paths ordering phase;
- Coordinating the collection of needs with neighbouring Corridors;
- Coordinating and performing specific capacity studies required by customers;
- Organizing National Information Days with customers, in some cases in common with other corridors for informing about the corridor offers and news;
- Introduction and testing of a New Short-Term Capacity Product for ad hoc requests in the eastern part of the Corridor (Harmonized PaPs till 8 days before the Train Run have been offered from December 2017 in order to deal with specific Corridor Customers' needs).

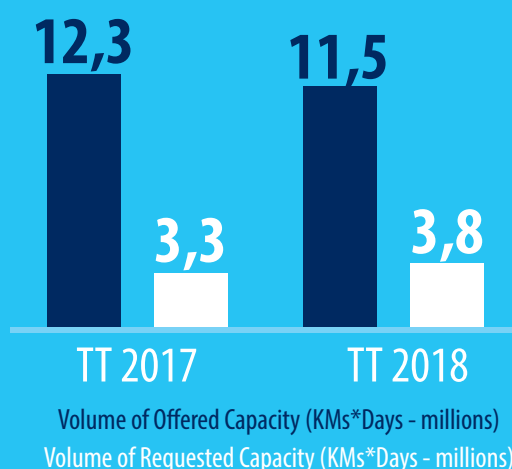
The role of the C-OSS is also to follow and contribute to RNE projects related to freight corridors:

- International coordination/publication of works and possessions;
- Review of International Timetabling Process;
- PCS Developments;
- Participating in the "C-OSS community" meetings gathering all C-OSS of all corridors aiming at finding common solutions and processes for all corridors.

TT2018



ANNUAL TIMETABLE OFFER AND REQUEST



The COSS also carried out a specific project called PaPs **workflow monitoring** aimed at studying the behaviour of the PaPs after the allocation phase when the booked capacity is handed over to the IMs/AB. This initiative was the first one of this kind having the final objective to monitor the stability of PaPs after the allocation. So far, the results are encouraging as only a minority of PaPs for TT 2017 have been cancelled or modified after the allocation.

CORRIDOR RESULTS - ANNUAL TIMETABLE 2018 PUBLICATION AND REQUESTS

The offer of published PaP km*days (TT 2018) decreased by 6,5% compared to TT 2017.

The reduction and other adjustments to the offer was reflecting a better focus on more attractive PaPs for the customers. On the 10th of April 2017 (final timetable deadline for requesting capacity) the volume of requested capacity was increased by 15% compared to 2016.

The following increase of the booked capacity despite a lower offered capacity is the evidence that this approach was rewarded. As a matter of fact, the ratio between booked capacity and offered capacity grew from **27% to 33%**.

This result shows an increasing interest of the applicants in the use of the corridor; 8 different applicants requested capacity. According to the International Timetable deadline for providing the final Timetable, fixed at the end of August, and after having processed all the requests and solved all the conflicts, the C-OSS could provide all applicants with a final offer.

Later, Late Path Requests were submitted, and the C-OSS was in position to accept those requests which were offered for the whole 2018 TT.

CORRIDOR RESULTS - RESERVED CAPACITY 2017 - PUBLICATION AND RESULTS

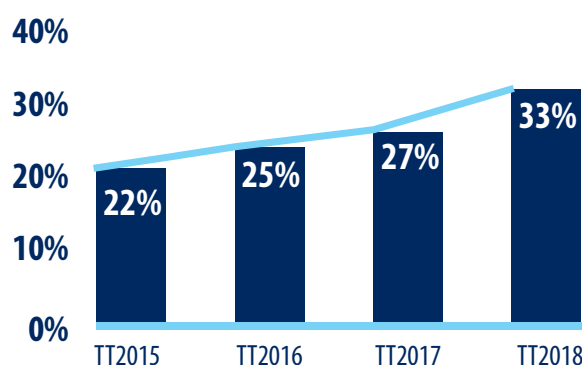
For the first time, the Mediterranean Corridor - RFC 6 was able to publish new PaPs going through Croatia.

- 7 days a week from Dobova to Gyekenyes (and return) enabling the travel of goods from Budapest to Slovenia / Italy through Croatia;
- And also 7 days a week from Rijeka to Gyekenyes (and return).

The global volume published was almost multiplied by 2, but the number of requests only went from 2 to 3 up to now.

- At the end of 2017, taking into account the results of the ad hoc requests from the years before, the capacity offered for TT 2018 Ad hoc requests was reduced from 7 to 3,8 Million km. At the same time, the corridor worked on the Short-term Capacity product, offering the possibility for applicants to request Harmonised capacity, not only up to 30 days before the train runs but – on the eastern part only of the RFC – up to 8 days before the train runs.

EVOLUTION REQUEST / OFFER



4.2 ERTMS

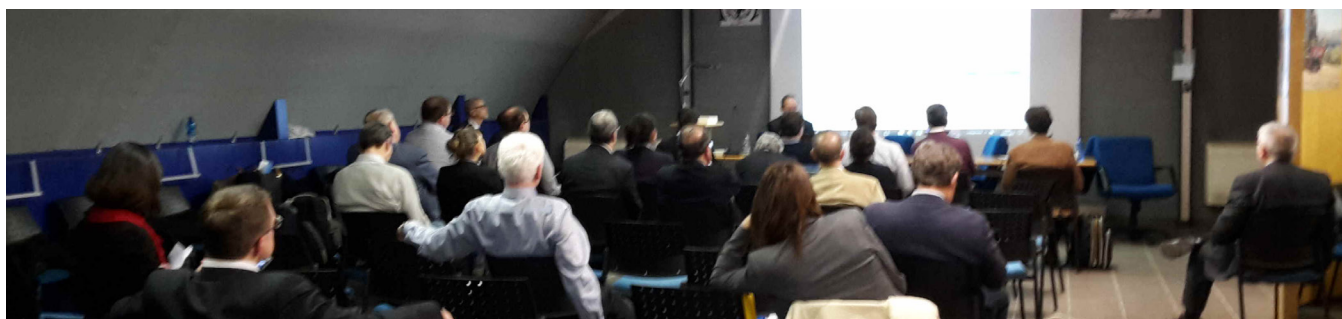
The Regulation envisages, among the responsibilities of the Mediterranean Corridor - RFC 6, the development and harmonization of ERTMS along the corridor.

The deployment of the ERTMS along the corridor clearly depends on National decisions in line with the EC provisions. The EEIG for the Mediterranean Corridor - RFC 6 is responsible for supporting a harmonious and compatible deployment of ERTMS and defining technical and operational rules at Corridor level. Moreover, the Corridor fully supports the Bilateral Activities and agreements among the Infrastructure Managers in order to facilitate ERTMS crossing the borders.

4.3 ADVISORY GROUPS

The TAG-RAGs are meetings organized by the management of the Mediterranean Corridor - RFC 6 in order to establish a regular dialogue with customers. According to Art. 7 of the Regulation the TAG is composed of all the Managers/Owners of the terminals of the freight corridor. The RAG is composed of all the Railway Undertakings interested in the use of the freight corridor (Art. 8 of the Regulation). Advisory Groups participation is free and on a voluntary basis. These meetings alternatively took place in the western part of the Corridor (in Milan on the 26th of January 2017) and in the eastern part of the corridor (in Ljubljana on the 14th of November 2017).

Some issues were collected during the meetings from the TAG and RAG speakers.



TAG/RAG meeting in Sala Diamante, Porta Garibaldi Station, Milan.

TAG/RAG ISSUES AND REQUESTS COLLECTED IN 2017 MEETINGS

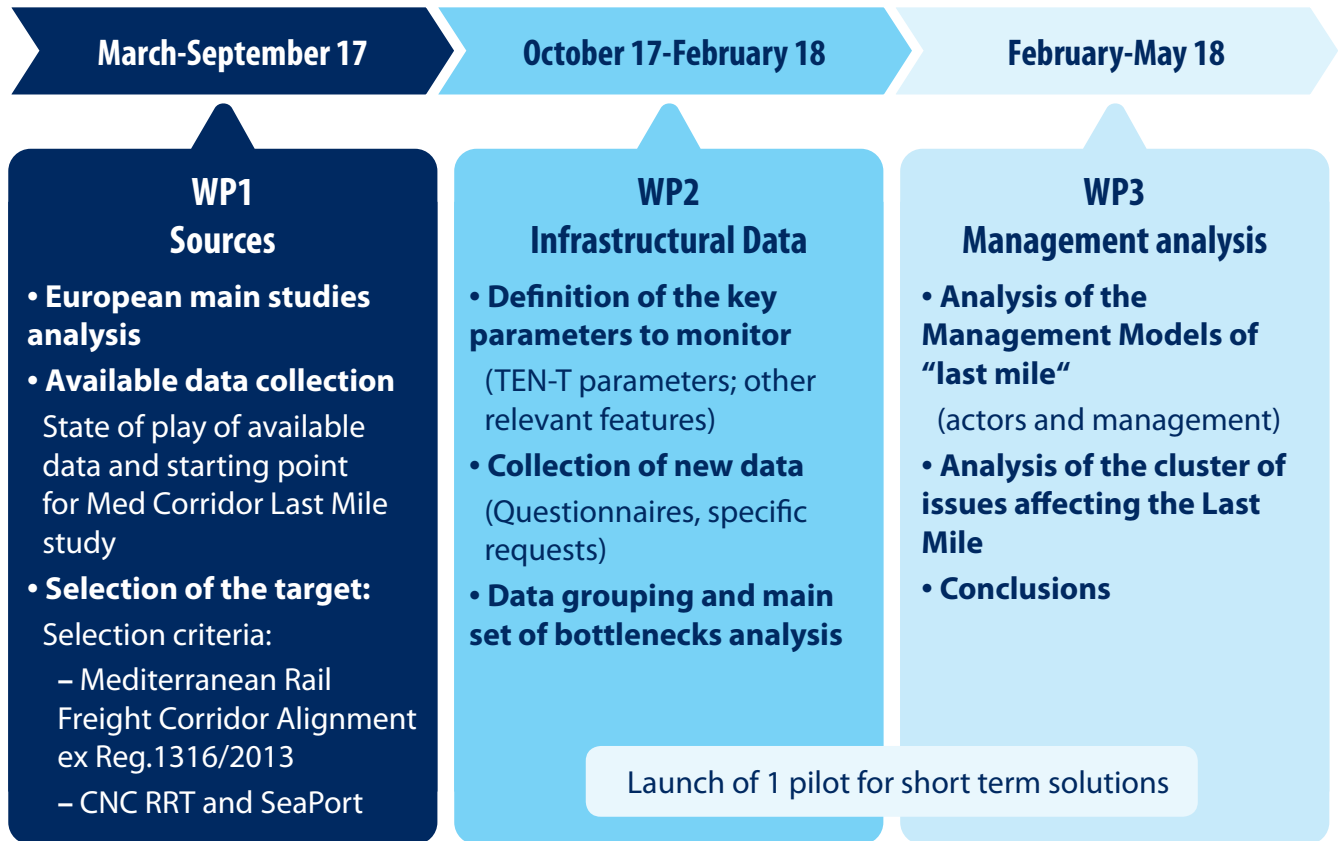
TAG	RAG
<ul style="list-style-type: none"> ► Need to strengthen TMs involvement within TAG RAG meeting; ► Request to better consider, within integrated path, the timing related to cross-border operations (for example PortBou) or Port operations in order to offer very well harmonized capacity; ► More flexibility is needed as far as Capacity Allocation is concerned, as the new Rail Logistic Operators are coming from the road sector, where flexibility is a keyword; ► Request to the RFC to provide all the involved terminals with additional information concerning the new Commission Regulation on Access to Service facilities. Many Terminals are not aware of this and the RFC can have a positive role by using its network; ► Request of a timeframe related to the development for the implementation of the UIC gauge in Spain. 	<ul style="list-style-type: none"> ► Advanced communication to the RUs about the works and constructions is needed; ► Proposal to extend the operational test with special equipped wagons along the Mediterranean Corridor - RFC6 to check the possibility to extend the loading gauge; ► In Spain, more information about timing of track gauge adaption works is needed; ► Proposal for reflective plates adoption on Lyon – Modane - Turin and Villa Opicina - Verona sections; ► Corridor Extension to the Ventimiglia Marseille route; ► Requesting faster operations at the borders in Italy and additional stops in case of emergencies.

4.4 CORRIDOR STUDIES

In 2017 the Corridor started a new activity that would be delivered in 2018.

The activity consists of a Last Mile study addressing both infrastructural aspects and operational aspects. The activity was structured as indicated in the figure below. WP 1 and WP 2 were carried out in 2017.

PROJECT WORKFLOW



The first working phase (WP1) was aimed at collecting all available European studies that could contain relevant information for the execution of an analysis of the Last Mile along the Mediterranean Corridor. The literature review was deemed fundamental by the Corridor as to avoid duplication and ensure consistency in the definition of the Last Mile Infrastructure, with a view to share information with other stakeholders (i.e. EC, CNC Mediterranean).

On the 13th of March 2017, the General Assembly decided to nominate one national expert per Country responsible for the execution of the study under the management of a Project Manager.

As a second step, the Last Mile WG, endorsed by the General Assembly approval, defined the selection of the freight terminals to be included in the analysis.

The selection of the installations to be included in the study followed a twofold criterion:

- include the freight terminals located in the nodes resulting from the combination of the Mediterranean Corridor alignment ex Reg. 1316/2013 and the CNC Seaports and Rail-Road Terminals (RRT) identified in Reg. 1315/2013;
- only include open access intermodal terminals;

According to these criteria, the team pinpointed all the relevant intermodal installations located in the selected nodes. The second working phase (WP2) entailed the selection of the key parameters to monitor. The selection resulted in the following parameters, mainly divided in 4 categories:

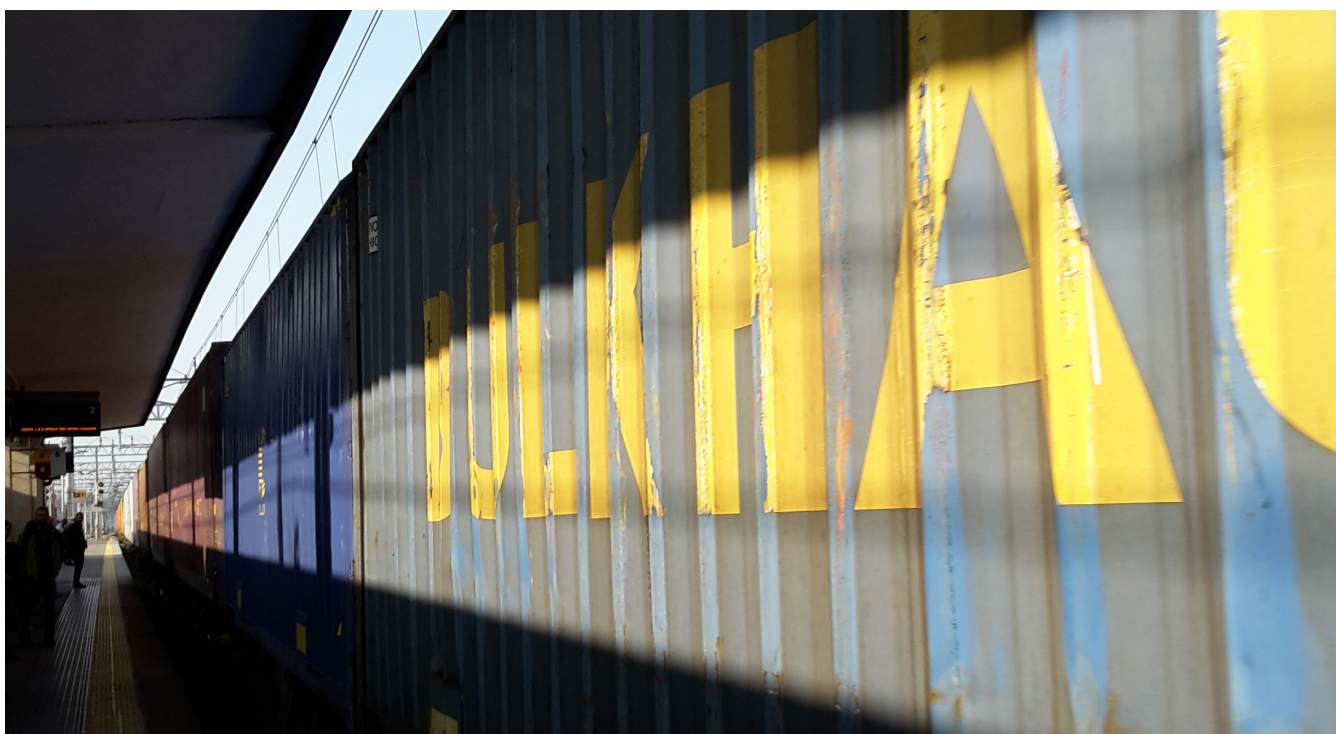
- basic info;
- managerial info;
- capacity info;
- infrastructural info.

In detail, the following infrastructural information was collected:

Infrastructural parameters			
Main railway line	Transfer station	Connecting line	Inside the Terminal
Max. train length	Location/name	Length	Inbound and outbound access
Line electrification	Max. train length A/D tracks	Ownership	Max. axle load
Max. axle load	-	Single or double track	Max. train length
Max. train speed	-	Axle load	N. of tracks
Track gauge	-	Max. train length	-
ERTMS	-	Electrification	-
-	-	Track gauge	-

In 2017 the Last Mile WG met two times, on the 4th of October 2017 and 30th of November 2017. During these meetings the general planning of the study and the detailed information to be collected were discussed;

special attention was given to single national request for deepening specific topics that could be useful to investigate in a view of sharing best practices across Corridor members.

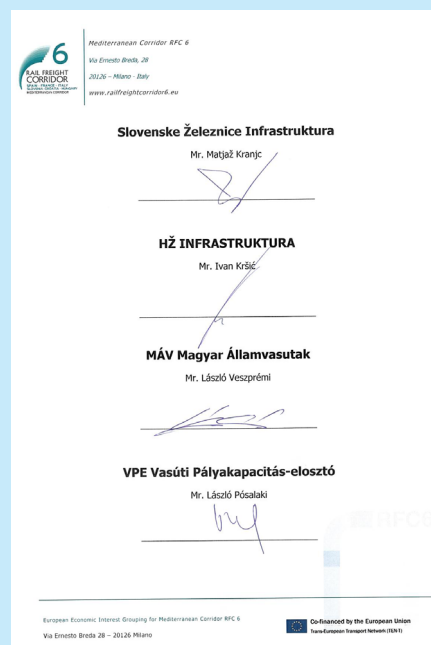
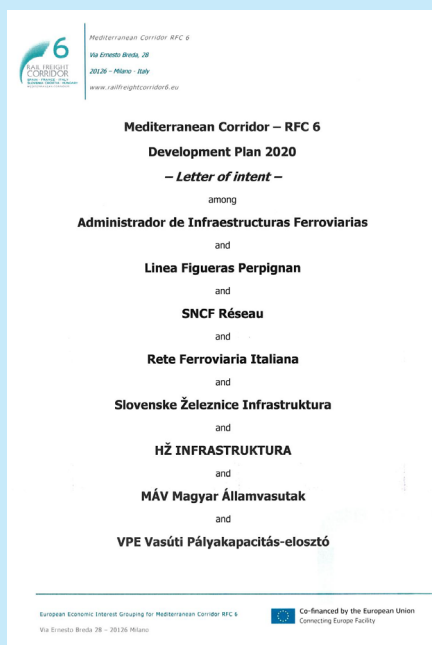


4.5 ZAGREB CONFERENCE AND LETTER OF INTENT

On the 23rd of May 2017, in the beautiful setting of the city of Zagreb, a Corridor Conference “Extension to Croatia” took place. The Conference was aimed at welcoming the new Croatian Infrastructure manager HŽI, providing all the Croatian Stakeholders with general information about the functioning of the corridor and identifying, together with high level eastern Terminal Managers and Ports Representatives, future strategic objectives related to development of international rail freight transport.

More than one hundred stakeholders including European High-Level Rail Sector and institutional representatives attended.

During the Conference, a CEO meeting took place for the signature of a “Letter of intent” aimed at increasing the cooperation among the members in order to increase the performance of the Corridor.



4.6 CUSTOMER RELATED INITIATIVES

Customers are the final beneficiaries of the overall Corridor activities and therefore dedicated communication has always been a major concern for the Corridor Management.

During 2017, the following activities have been carried out:

- Cross Corridor strategy workshop;

The Mediterranean Corridor - RFC 6, together with the Scandinavian Mediterranean Corridor - RFC 3 with the logistic support of DB Netz, on behalf of the RFC Network, organized in Frankfurt on the 21st of February 2017 a Cross Corridor Strategic Workshop along with High Level Representatives of Corridor Customers (RU, and final customers), Terminal Managers and Infrastructure Managers' Commercial Directors in order to provide an exhaustive analysis of the current Corridor Issues ("AS IS") and to identify medium long term strategic objectives ("TO BE") aimed at dealing with the above mentioned problems.

- Hosting CID / TPM – RNE working groups meetings;
- TAG/RAG meetings;
- Common Rag Meetings (ECCO);
- National Info Days were organized by the IMs with the support of the Communication WG and the participation of the C-OSS, for the presentation of the TT offer. These meetings aim at providing information and support on the new products and services offered by the Corridor;
- Initiative to collect customers' needs for the preparation of the TT in cooperation with other corridors;

- Involvement of the C-OSS in Forum Train Europe (FTE) conferences and other bilateral consultations that customers may need during the path request preparation period.

In 2017, two National Info Days were organized.

Date	Country	Place
24.02.2017	Milan	Italy
26.09.2017	Budapest	Hungary



Rail Freight Days

Every year since 2014 in Brussels the European Commission organises with RailNetEurope, CER and UNIFE the European Rail Freight Days Conference where all the stakeholders and applicants can discuss topics related to the rail-freight sector as key for the sustainability of the transport system.

Some of the topics discussed concerned the revitalisation of the rail-freight system throughout a faster development of specific strategies and through the improvement of interoperability and capacity management.

The RFD 2017 took place on the 7th of December 2017 in Vienna. More than 280 participants joined the event and the Mediterranean Corridor - RFC 6 Managing Director, on behalf of RFCs' Network, made a speech related to the Innovative Capacity Pilots.



PCS training in Milan - Conference Hall FS Control Center, Milan.



The Managing Director at RailFreightDay.

5. Quality of service on the freight corridor





5.1 MONITORING OF CORRIDOR PERFORMANCE (ART. 19.1)

TRAIN PERFORMANCE MANAGEMENT

Since the opening of the corridor, the Mediterranean Corridor - RFC 6 has been committed, in cooperation with its members and RNE, to defining procedures and tools to be used in order to put in place a solid Performance Monitoring System.

The Performance Monitoring of Mediterranean Corridor - RFC 6 is carried out in two segments:

1. Monitoring of PaPs allocated by the C-OSS (Short Term objective);
2. Monitoring of international freight trains passing through the corridor lines and crossing the borders.

The train performance is monitored based on information provided by TIS (Train Information System – IT tool managed by RNE providing information on train runs on the corridors).

PERFORMANCE INDICATORS

The Corridor indicators (Key Performance Indicators) for Capacity and Punctuality as identified in the IP, in line with the Framework for Capacity Allocation, are described in the following page. As far as punctuality indicators are concerned, the objectives have been identified as shown in the following table. The MB is working, in cooperation with the EXBO, for the definition of a first set of suitable capacity objectives.

PUNCTUALITY Indicators

% of trains with a delay between
0'-30' min. at the borders



PUNCTUALITY OBJECTIVES 2017

At least **60%** of trains punctual
on start point, shunting yard,
final station.



KPI INDICATORS 2017

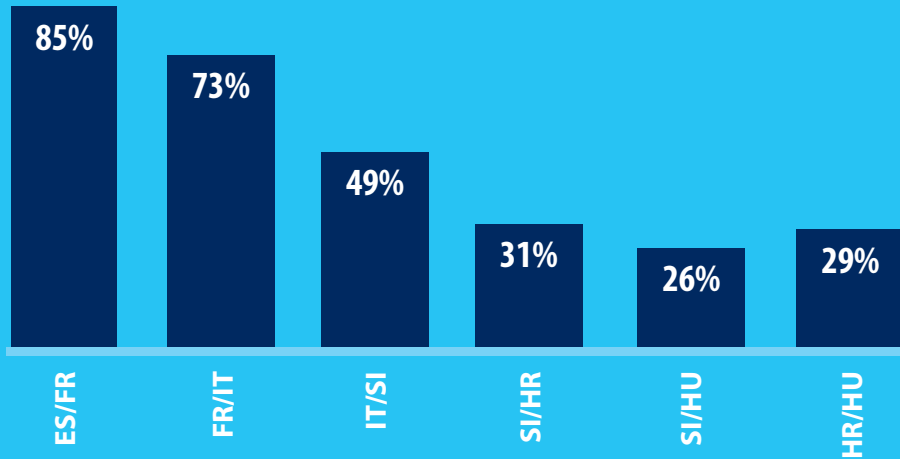
Capacity KPIs

KPIs FCA TT	Volume of Offered RFC Capacity (KMs*Days - millions)	Volume of Requested Capacity (KMs*Days - millions)	Number of Requests (PCS dossiers)	Volume of pre-booked capacity (KMs*Days - millions)	Number of Conflicts (Requests in conflict with at least one other request on the RFC - PCS dossiers)
TT2016	11,6	2,8	77	2,8	15
TT2017	12,3	3,3	75	3,1	16
TT2018	11,5	3,8	60	3,5	12

KPIs FCA RC (X-2)	Offer	Volume of Offered Capacity (KMs*Days - millions)	Volume of Requested Capacity (KMs* Days - millions)	Number of Requests (PCS dossiers)	Volume of pre-booked capacity (KMs*Days - millions)
TT2016	RC (X-2) and Late Path Requests	4,8	0,01	2	0,01
TT2017	RC (X-2) and Late Path Requests	7	0,05	3	0,05
TT2018	RC (X-2) and Late Path Requests	3,8	0,2	3	0,2



AVERAGE CORRIDOR CROSS BORDER PUNCTUALITY



Each cross border value has been calculated as weighted average of the two cross border values provided by each IM couples according to national systems.



5.2 CUSTOMER SATISFACTION SURVEY (ART. 19.2)

Under RNE coordination, a Customer Satisfaction Survey was carried out in 2017 for all RFCs. For the Mediterranean Corridor - RFC 6 the study was conducted on 27 users of the corridor with a high response rate of 53%. Here beside an overview of the results of the survey related to the Mediterranean Corridor - RFC 6 is presented. The questionnaire has been shortened considerably (by 40%) while ensuring comparability of the results with those of the previous years. As a result, the time needed to fill in the questionnaire has decreased significantly in 2017, which was appreciated by the responders.

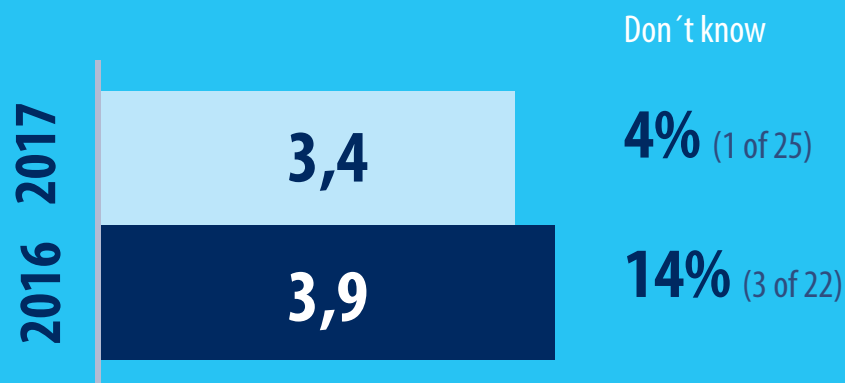
There was neither significant drop, nor notable increase in satisfaction in any of the topics. Among the top 10 Results, there are the following topics:

- CID;
- C-OSS;
- Provision of information, communication;

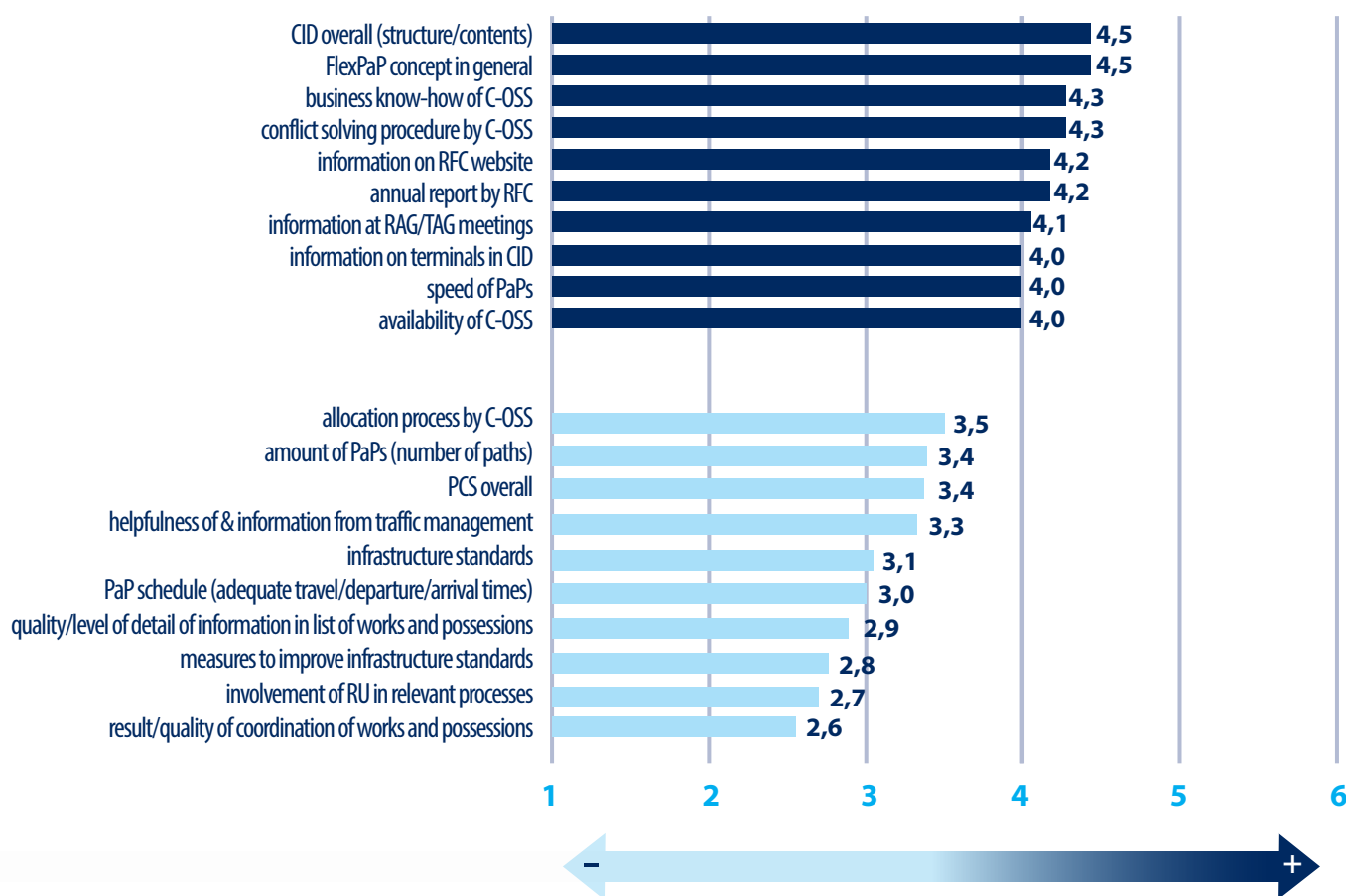
Among the bottom 10 Results:

- Coordination of TCRs;
- Improvement of infrastructure standards;
- Quality of PaPs;

AVERAGE EVALUATION SCORE (1 TO 6)



SATISFACTION RATING



6. Cooperation with other RFCs- the corridor network



The Mediterranean Corridor - RFC 6 is providing a big support to the construction of the European network of RFCs. The Corridor Network, the Mediterranean Corridor - RFC 6 is part of, is a platform where all the corridors regularly meet in order to identify common strategies and topics related to harmonization of procedures and tools worth being discussed and where the inputs coming from the Common RAG meeting can be dealt with and prioritized.

The C-OSS of Mediterranean Corridor - RFC 6 is also part of the so-called C-OSS Community dealing with the following topics:

PCS developments for corridors;

- Common deadlines for alternatives proposals in case of conflicts;
- Common communication tool for publishing PaPs;
- Timetable process improvements;
- Improvements of user interface of PCS.

Moreover, the Corridor Management has strongly been involved in all the sector platforms dealing with the Sector Priorities coming from the Ministerial Rotterdam Declaration which identified the most significant areas where improvements are needed in order to strengthen the competitiveness of the international rail freight transport.

THE TEN SECTOR PRIORITIES:

- 1 Following the Time Table Redesign project (TTR).
- 2 New concepts for capacity offer on RFCs.
- 3 Improving coordination on Temporary Capacity Restriction (TCR).
- 4 Enhancing the use of Path Coordination System (PCS).
- 5 Improving harmonization of processes at borders.
- 6 Train tracking and Expected Time of Arrival (ETA).
- 7 Prioritisation, funding instruments, and monitoring of TEN-T parameters.
- 8 Facilitating concrete ERTMS Implementation.
- 9 Monitoring the quality of freight services with implemented and shared KPIs.
- 10 Harmonising the Corridor Information Document (CID).

Mediterranean Corridor - RFC 6

Via Ernesto Breda, 28 20126 Milano | info@railfreightcorridor6.eu | www.railfreightcorridor6.eu

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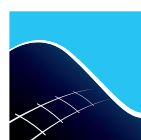
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