

**MEDITERRANEAN  
RAIL FREIGHT CORRIDOR**  
*Spain-France-Italy-Slovenia-Croatia-Hungary*

# **Mediterranean Rail Freight Corridor**

**Port Authority of Rijeka (Croatia)**

**Date: 26/09/2019  
9:30-17:00**

# TAG / RAG AGENDA

	Topic	Speaker	Time
	TAG RAG Pre-meetings	TAG RAG Spokesmen	9:30 10:00
1	Welcome from the Port (Traffics / modal split, use of Corridor...)	Port of Rijeka Authority Denis Vukorepa	10:00 10:30
2	Last TAG RAG follow up and new topics ➤ Spokesmen feedback & presentation; ➤ Specific issues.	Managing Director TAG RAG Spokesmen	10:30 12:00
3	➤ Prioritization of Investments on the Corridor to maximize benefits to End Users in terms of level of Service (DG Move); ➤ Modane disruption feedback; ➤ Other proposals.	MD ALL	12:00 12:30
4	COSS state of play ➤ Offer TT2020; ➤ TT 2021 preparation; ➤ TCRs updates;	COSS leader	12:30 13:00
	Lunch break		13:00 13:30
5	ICM developments ➤ ICM TT2019 ▪ MED RFC Re-routing overview - presentation ▪ IT support to Re-routing Options in CIP ▪ RU's handbook on International Contingency Management ▪ Follow-up meeting on with DG MOVE (17 June 2019) ➤ ICM TT2020 – new elements ➤ Q/A.	Deputy Director	13:30 14:00
6	TPM developments ➤ Meetings with RUs – first conclusions ➤ Q/A.	Deputy Director	14:00 14:30
7	2019 Strategies and Projects for the Corridor ➤ Boost on Rail	Managing Director	14:30 15:30
8	Visit to Terminal		15:30 17:00

# PRE-MEETINGS

- RAG pre-meeting: chairman Aldo Maietta (meeting room)
- TAG pre-meeting: chairman Carles Rua (first floor)

# 1 / Welcome from Port of Rijeka

## 2 / Last TAG RAG meeting follow up and new topics

- Spokesmen feedback & presentation;
- Specific issues

# 2/ 13th TAG RAG meeting main issues – feedback - 1

## CAPACITY ISSUES

- **RAG:** remarks and suggestions from RUs about **MedRFC Commercial Offer** (PaP offer between Gyékényes (HU-HR border) and Villa Opicina (IT-SLO border); PaP FR-IT border);
  - ☞ C-OSS will provide an update on MedRFC Commercial Offer development
  
- **RAG: TCRs** - major **harmonization of the interruptions between the various countries** (combine the infrastructural works and communicate alternative routings);
  - ☞ C-OSS will provide an update on MedRFC TCRs' development
  
- **RAG: infrastructural and operational capacity problems in Villa Opicina** (short tracks, complex shunting operations, limited capacity in section close to the stations, custom service lasting long in Villa Opicina, extraordinary maintenance);
  - ☞ a specific project for monitoring international trains crossing IT/SI border is in development

# 2/ 13th TAG RAG meeting main issues – feedback - 2

## INFRASTRUCTURAL / INVESTMENT

- **RAG:** importance of the Corridor to push and to **take a position for the competitiveness** of the rail system as regards the construction of new lines (such as TAV);
  - ☞ RFC Med has a close cooperation with CNC and supports the importance of the project for the development of RFC Med traffic
- **RAG:** Infrastructural shortages of the Koper – Divaca line (track length) + Port of Koper access limitations;
  - ☞ this issue is considered within the priority projects to be highlighted to the CNC Corridor fora - November 2019



# 2/ 13th TAG RAG meeting main issues – feedback - 3

## INFRASTRUCTURAL / INVESTMENT

- **RAG:** Follow-up information on the **implementation of the standard gauge on the Spanish Network;**
  - ☞ Updated information on the issue will be provided by Adif
- **RAG: P400 loading gauge** priority study SNCF Réseau;
  - ☞ Updated information on the issue will be provided by SNCF Réseau



### 3/ CORRIDOR TOPICS

- Prioritization of Investments to maximize benefits to end users in terms of level of Service (DG Move);
- Modane disruption feedback;
- other proposals.

# 3/ CORRIDOR TOPICS - 1



**MEDITERRANEAN  
RAIL FREIGHT CORRIDOR**

*Spain-France-Italy-Slovenia-Croatia-Hungary*

## **Single European Rail Area Investments Prioritization - RUs' and TOs' Consultation**



Co-financed by the Connecting Europe  
Facility of the European Union



**MEDITERRANEAN  
RAIL FREIGHT CORRIDOR**  
*Spain-France-Italy-Slovenia-Croatia-Hungary*

# 3/ CORRIDOR TOPICS - 2



**MEDITERRANEAN  
RAIL FREIGHT CORRIDOR**

*Spain-France-Italy-Slovenia-Croatia-Hungary*

## **Modane Disruption July 3rd - July 22nd 2019**

### **Key issues and ICM Lesson Learned**



Co-financed by the Connecting Europe  
Facility of the European Union



**MEDITERRANEAN  
RAIL FREIGHT CORRIDOR**

*Spain-France-Italy-Slovenia-Croatia-Hungary*

## 4/ C-OSS STATE OF PLAY

- Mediterranean Corridor Offer TT2020;
- TT 2021 Preparation
- PCS EC & other RNE projects
- TCRs updates



# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

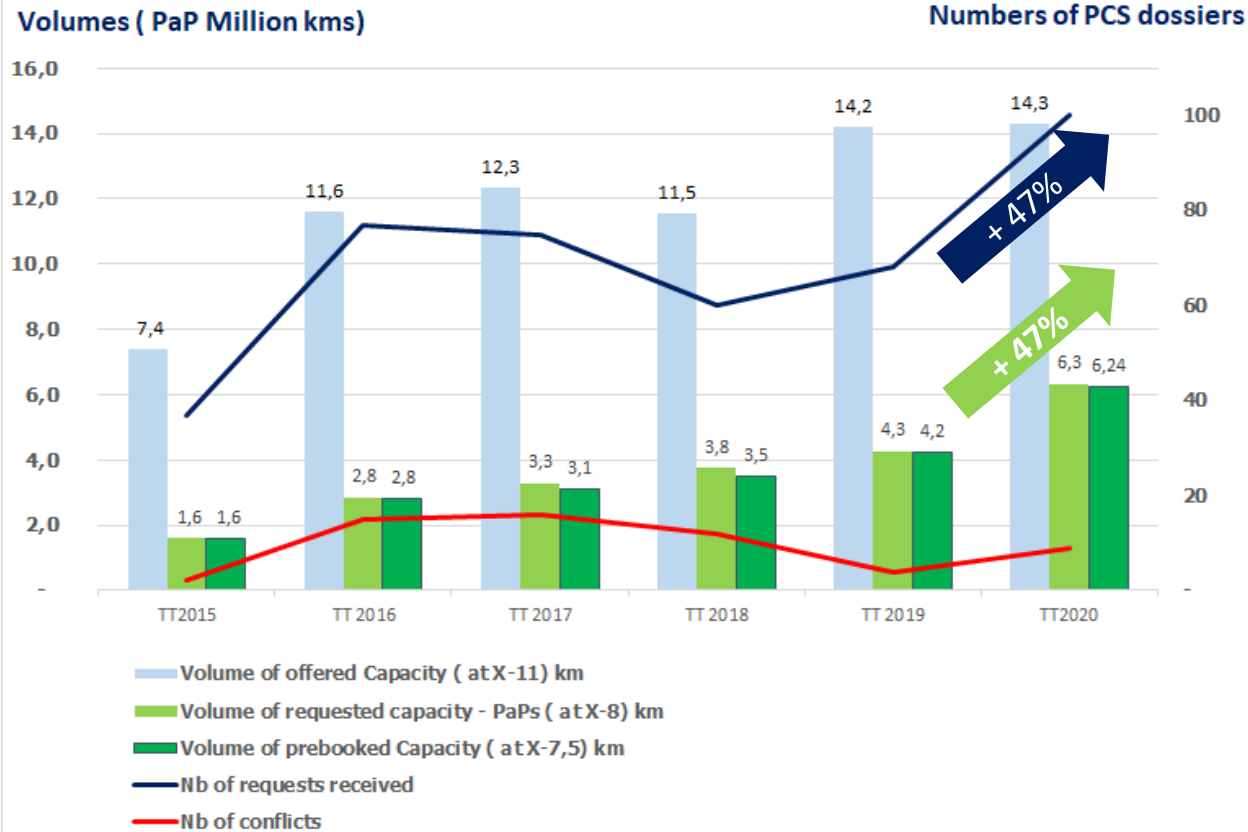
April (request)

July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

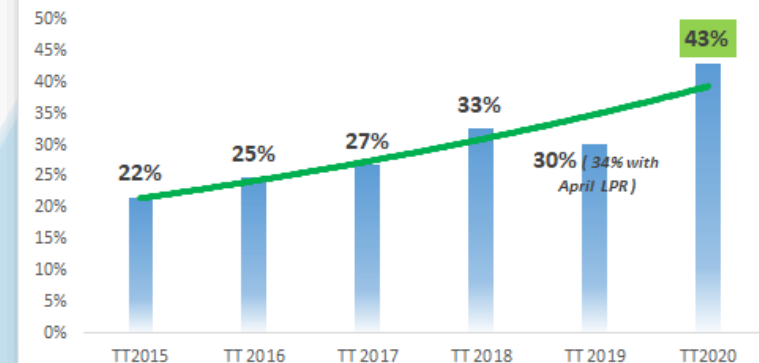
## FCA KPIs evolution - Rail Freight Corridor 6



## ➤ TT 2020 Annual Request Phase :

- **100** Requests on PaP offer for 6,3 M km Pap
  - **+ 47%** PCS dossiers compared to TT 2019
  - **+ 47%** volume of paP km requested
  - **5** dossiers with RFC 11 C-oss Common PaP offer
  - **9** Requests in Conflict ( applicant's mistakes / PCS )

## EVOLUTION REQUEST / OFFER



# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

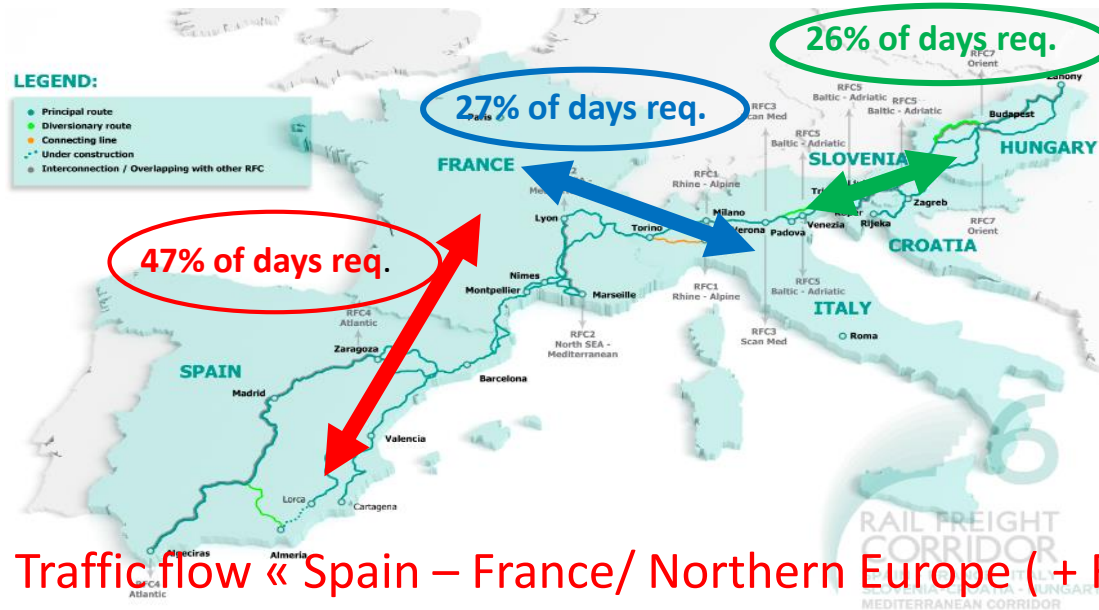
April (request)

July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

*Distribution of running days pre-booked – TT 2020*



About **18500** circulations requested for TT 2020 via the corridor

A stable distribution of the requested number of circulations along the corridor compared to TT 2019

And for each traffic flow, in comparison to TT 2018 :

**Traffic flow « Spain – France/ Northern Europe (+ RFC2&4) : +65% nb of circulations requested via the Corridor**

**Traffic flow Italy – France/Northern Europe (+RFC2) : +28% ...**

**Traffic flow Italy – Slovenia/Croatia – Hungary : +36% ...**

# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

April (request)

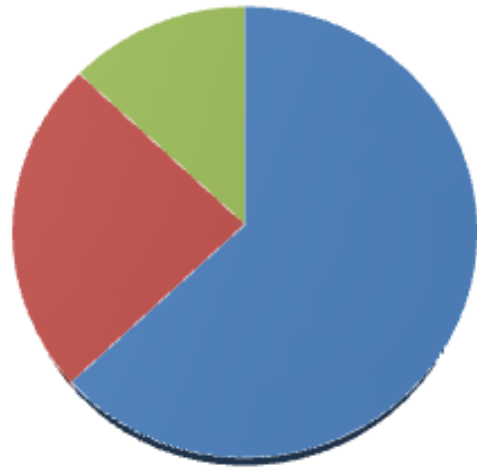
July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

## Draft Offer TT2020

RFC6 - Draft offer	TT2020
dossiers requested in April through the Corridor	100
dossiers offered in time with no major defects detected	63
dossiers not ready for draft offer deadline	24
dossiers with green light but with major quality defects	13



- dossiers offered in time with no major defects detected
- dossiers not ready for draft offer deadline
- dossiers with green light but with major quality defects

RFC6 - draft offer	dossiers with quality defects TT2020
considerable amount of days not offered	3
offer not constructed yet	21
harmonisation issues between IM ( regimes not harmonised mainly)	10
dossier cancelled nationally by Applicant	3

dossiers with quality defects TT2020



- considerable amount of days not offered
- offer not constructed yet
- harmonisation issues between IM ( regimes not harmonised mainly)
- dossier cancelled nationally by Applicant

## ➤ TT 2020 Offer:

- Higher rate of deadline compliance
- Less missing days in offered dossiers



# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

April (request)

July/Aug (offer)

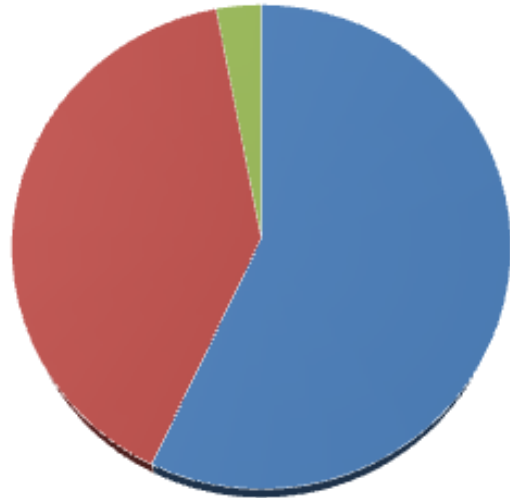
Oct (RC pub.)

Dec (start TT)

## Final Offer TT2020

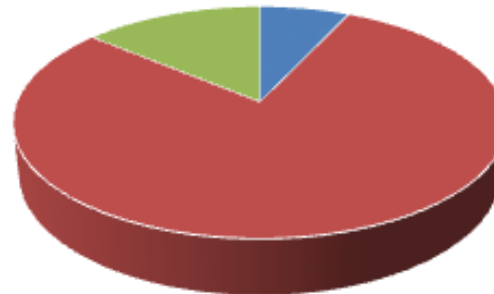
RFC6 - final offer	TT2020
dossiers requested in April through the Corridor	100
dossiers offered in time with no major defects detected	57
dossiers not offered on final offer deadline	40
dossiers with green light but with major quality defects	3

RFC6 - final offer	dossiers with TT2020
considerable amount of days not offered	3
offer not finalised yet	34 *
dossier cancelled nationally by Applicant	6 **



- dossiers offered in time with no major defects detected
- dossiers not offered on final offer deadline
- dossiers with green light but with major quality defects

dossiers with quality defects TT2020



- considerable amount of days not offered
- offer not finalised yet
- dossier cancelled nationally by Applicant

- **TT 2020 Final Offer:**
  - 60% of compliance, 92% of compliance a week later
  - 2 offered just recently in PCS
  - Among the 6 dossiers with red lights ( cancelled nationally), 4 were later offered

## 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

April (request)

July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

### TT 2020 feedback on Annual Request Phase :

- A global ratio of Requested Capacity/Published Capacity of 44%
- More « complete » dossiers and especially on the side of Villa Opicina and Gyekenyes Borders
- The work achieved with RFI on a common calendar appreciated ( ratio from 18% to 44%)
- The first Annual Requests through Croatia
- Room for improvement among IMs when building up the draft offert
- Room for improvement among RU Partners ( cancellation communication to IM)

# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

April (request)

July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

CAPACITY MANAGEMENT*	2016	2017	2018	2019
Volume of offered capacity - Reserve	7	3,8	5,4	Work in progress
Volume of requested capacity - Reserve Capacity (at X+12) (million km)	0,05	0.22	0.83 ( to be updated at the end of TT 2019)	
Volume of requests - Reserve Capacity (at X+12) (number of PCS dossiers)	3	4	9 ( to be updated at the end of TT 2019)	

## RC for TT 2019 (2018)

- 7 LPR for a total of 0.6 M pap\*km
- 2 RC requests later cancelled
- 2 new RC requests (from 9th june), still to be finalised

If we focus on RC, excluding Late path Requests:

- Still few requests
- All on the Eastern part of the corridor

# 4 C-OSS STATE OF PLAY – TT2020

Jan ( publication)

April (request)

July/Aug (offer)

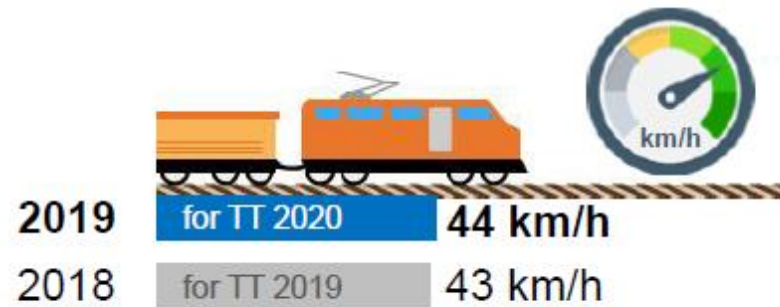
Oct (RC pub.)

Dec (start TT)

## 2 new KPIs introduced by RNE :

### Commercial speed of PaPs\*

- Based on published Paps and including dwelling time (apart from SP/FR border)



### Relation between the capacity allocated by the C-OSS and the total allocated capacity\*

- First calculation, more data to be gathered and confronted for 2019

2018

29.4%

		Ratio of Allocated Capacity via the C-OSS
Border	source	
Perpignan (LFP) Border	ADIF	51%
Cerbere - Portbou Border	ADIF	54%
Modane Border	RFI	38%
Villa Opicina - Šezana Border	SZ-I	30%
Dobova - Savski Marof Border	HZI	0%
Hodoš - Óriszentpéter Border	VPE	33%
Koprovnică- Gyékényes Border	VPE	0%

# 4/ C-OSS STATE OF PLAY – TT2021

Jan ( publication)

April (request)

July/Aug (offer)

Oct (RC pub.)

Dec (start TT)

Inputs for the construction of the Annual TT 2021 offer

## ➤ EDB

- *Participation from France, Italy, Hungary...*
- *Deadline on Med RFC is flexible, YOU CAN STILL SEND INPUTs!*

## ➤ Satisfaction survey

- **Extracts of Open comments placed through the USS 2018 :**
  - *capacity needs requested too early – see Above*
  - *Allocation process 2019: offer deadline not respected, TCRs impact on PaP-availability – improving*
  - *Parameters : train length > 500 m – to be taken into account as discussed earlier today –longer train study for Paps*
  - *Schedule: too long waiting times at borders / slow commercial speed because of non harmonized offers*
  - *Volume : Not enough proper PaPs according to existing traffic time table*

## ➤ TAG RAG feedbacks

- *Request for Pap volume between Gyekenyes – Villa opicina to be increased*
- *Better balanced offert between France and Italy*

## ➤ Requests from previous years

WORK IN  
PROGRESS

# 4/ C-OSS STATE OF PLAY – TT2021

Jan ( publication)

April (request)

July/Aug (offer)

Oct (RC pub.)

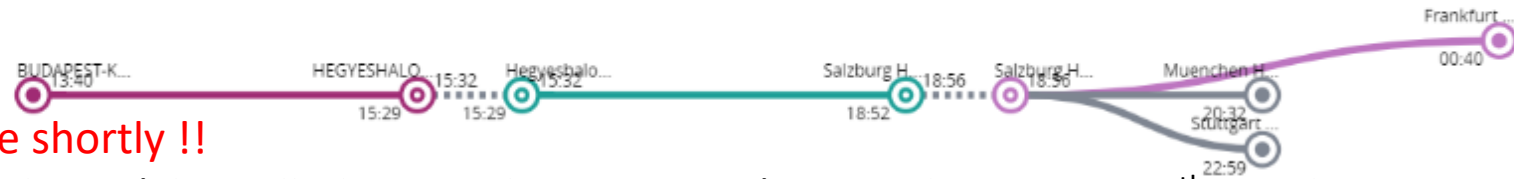
Dec (start TT)

Outline

## Annual Publication 2021 :

### ➤ PCS Envelope Concept to come live shortly !!

- RNE to deploy the new PCS release (also called as Envelope Concept) on production on 16<sup>th</sup> October
  - System not available on that day
  - A migration was perform to the PCS School (<https://pcsschool.rne.eu>) in order to visualize already your dossier
  - 5 Trainings are already foreseen by RNE & the corridors in January/february 2020 in Brussels, Frankfurt, Warsaw, Budapest & Milano. Save the dates will be sent shortly and you can always register for the more convenient location for you.
- 
- Carry on developping Common offert on overlapping sections with other RFCs
  - Whenever possible, Alternative Pap proposal for high impacting TCRs might be offered as for 2020



## 4 C-OSS STATE OF PLAY – TCR Coordinator activities

### **RFC TCR coordinator current role :**

- Following and stimulating Bilateral meeting between IMs ( TCRs harmonisation of major interruptions)
- Gathering and Publishing Temporary Capacity restrictions along Corridor lines
  - ex : Multilateral meeting in Trieste in April 2019 gathering RFI/ SZ-I/HZ-I/MAV/ÖBB

### **RNE TCR Working group :**

- All IMs from Med. RFC are now taking part to this WG
- TCR guidelines foreseen to be finalised by the end of 2019 – providing IMs with a common understanding of Annex 7 requirements
- A TCR tool is being tested through a pilot on RFC1



# Main TCRs foreseen for 2020 in Spain

Main works are related to the implementation of a standard gauge on sections the spanish network

To be presented by ADIF



# Main TCRs foreseen for 2020 in France



## Livron Rail Track Ballast renewal

Continuous closure in Livron (Tracks1 +2) : 27/06 23h55  
+ Centralised traffic control  
Continuous closure of the siding Livron-La Voulte,  
tracks1+2 (86h30) 2-5 october

## Rail Track Ballast renewal Narbonne Montpellier :

Continuous closure, Tracks1+2, 22-23 May

**Frontignan bridge deck** : Continuous closure Tracks1+2,  
20-24 May (85hrs)

**RAV Agde** : Continuous closure Tracks1+2, May (85hrs)

## Suppression of the level crossing 288 of AGDE :

Continuous closure,  
Tracks1+2, 85hrs, 20-24 May

## Remplacement de Dalot Narbonne –Béziers :

Continuous closure, Tracks1+2, 83hrs, 20-24 May

## Rail Track Ballast renewal and RAV in Cerbère :

Continuous closure (67hrs) Tracks1+2, 16-19 October

## Rail Track Ballast renewal of the Balitres tunnel :

Continuous closure (15hrs), 19 July

## Rail Track Ballast renewal + Bridge deck in Elne :

Continuous closure (36hrs+24hrs +67hrs) 9-10 + 16-19  
October

**Arles Embankment** : Continuous  
closure Tracks1+2, 4-7 August (55h) +  
30 May to 1er june (44h30)

**Rio Tinto Tunnel refecton** : Continuous closure (94hrs) on  
Tracks1+2, September to December

**State/region Performance works Martigues/L'Estaque (CPER)** :  
Continuous closure (TBD) on Tracks1+2 between September and  
December

**Port-de-bouc Railway bridge**: Continuous closure (24hrs) on  
Tracks1+2 12 September +19 sept 24hrs

**Lyon-Torino Tunnel (TELT) + Net conformity operations + Works in  
the Madeleine Tunnel** : Continuous closure (94hrs) on Tracks1+2,  
August 14/08-18/08 + 30/10 -03/11

**St André le GAZ – Moirans** : Continuous closure (52h57) on  
Tracks1+2, 18-21 September

**ADV replacement St Marcel/Romans**: Continuous closure (35h45)  
on Tracks1+2, 16-18 October

**RAV in Miramas Station** : Continous closure in September  
32hrs, 29-29 sept + 3-4 oct 32hrs

**ADV renewal Pas des Lanciers** :  
Continuous closure on Tracks1+2 on 17th+18<sup>th</sup> October

**RAV of Marseille St Charles** : Continuous closure of Marseille  
station (20h/48h/58h), 15-17 may / 21-23 May

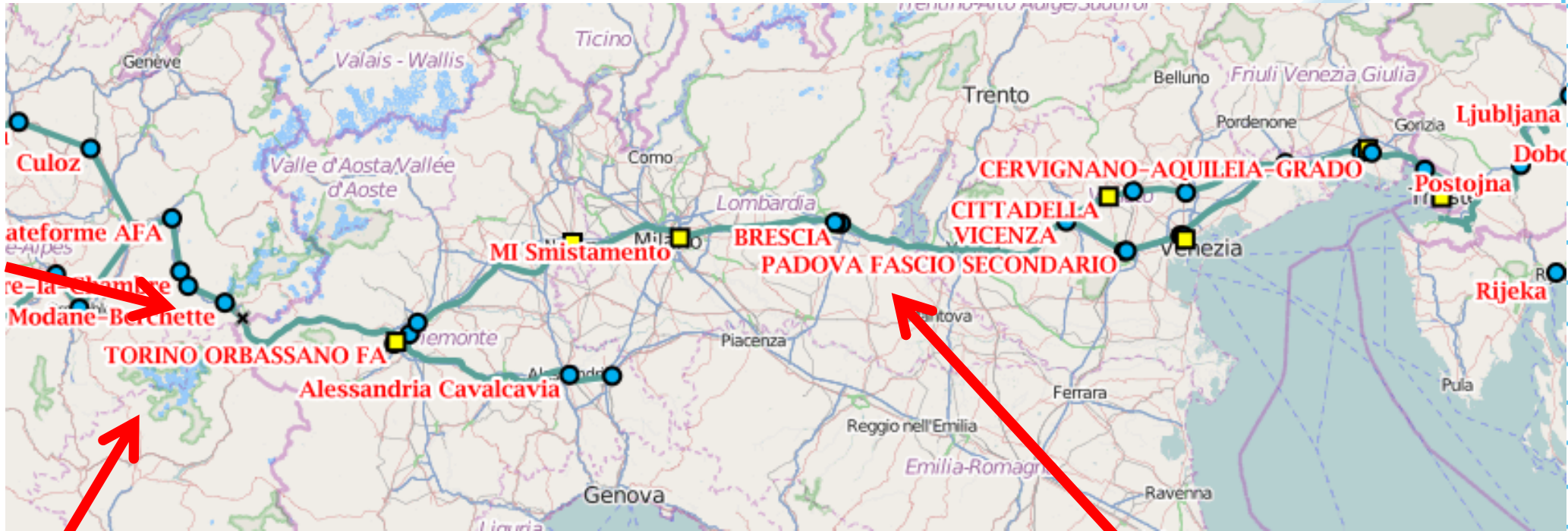
**Tunnel of Menton** : closure of Track 2, 16 july to 27  
September , closure of Track 1, 6 april to 16 july

**Removal of the underground bridge of Nice** : on  
Tracks1+2, 16-17 May



# Total closures foreseen for 2020 in Italy

**Salbertrand -  
Exilees - Chiomonte**  
:tunnel  
consolidation –  
night regular  
intervention (1  
second half 2020)



**Between Torino –  
Genova ( Arquata –  
Bivio fegino)** Line  
closure for 40 days  
in July/Aug. 2020

**Brescia - Verona - Vicenza :**  
platforms renewal – regular  
interventions of 4h – during  
the night

# Main TCRs foreseen for 2020 in Slovenia

## Zidani Most – Rimske

### Toplice :

#### Track renewal

double track line / one track

closure-permanent

From 26/08/2019 – 23/01/2020 :

closure right track

From 09/03/2020 – 03/08/2020 :

Closure left track

## Pragersko – Ormož

### Track Renewal (single track line)

Closure from 20 to 5 a.m, from 20/04 to 26/04 and 04:05 to 09/05

## Ormož – Hodos

### Track Renewal

(single track line) Closure from 7 to 11.30 a.m on : 07,14,21,28/10 and 11/11

## Slovenska

## Bistrica –

## Pragersko

## Track

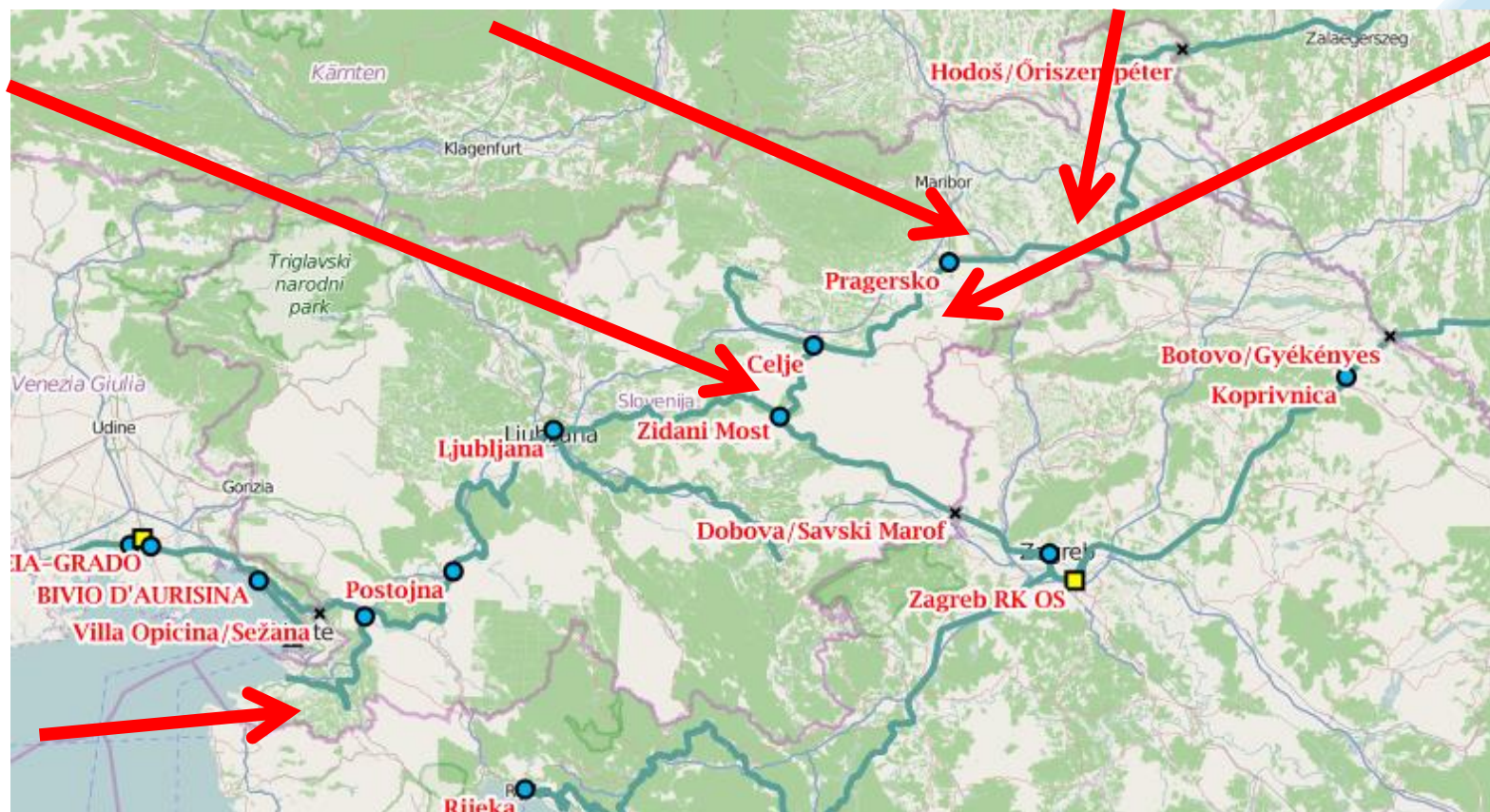
## Renewal (

one track closure

at a time)

02/03 to 17/03

23/03 to 07/04



## Divača – Koper

### Track Renewal

single track line closures from 8 to 18 on 09/03, 06 and 20/04, 04 and 18/05, 01/06, 14/09, 21/10, 09/11 and from 21/08 to 24/08



# Main TCRs foreseen for 2020 in Croatia

## **Zagreb – Rijeka :**

**2018 – dec 2020**

Rehabilitation of the cuttings

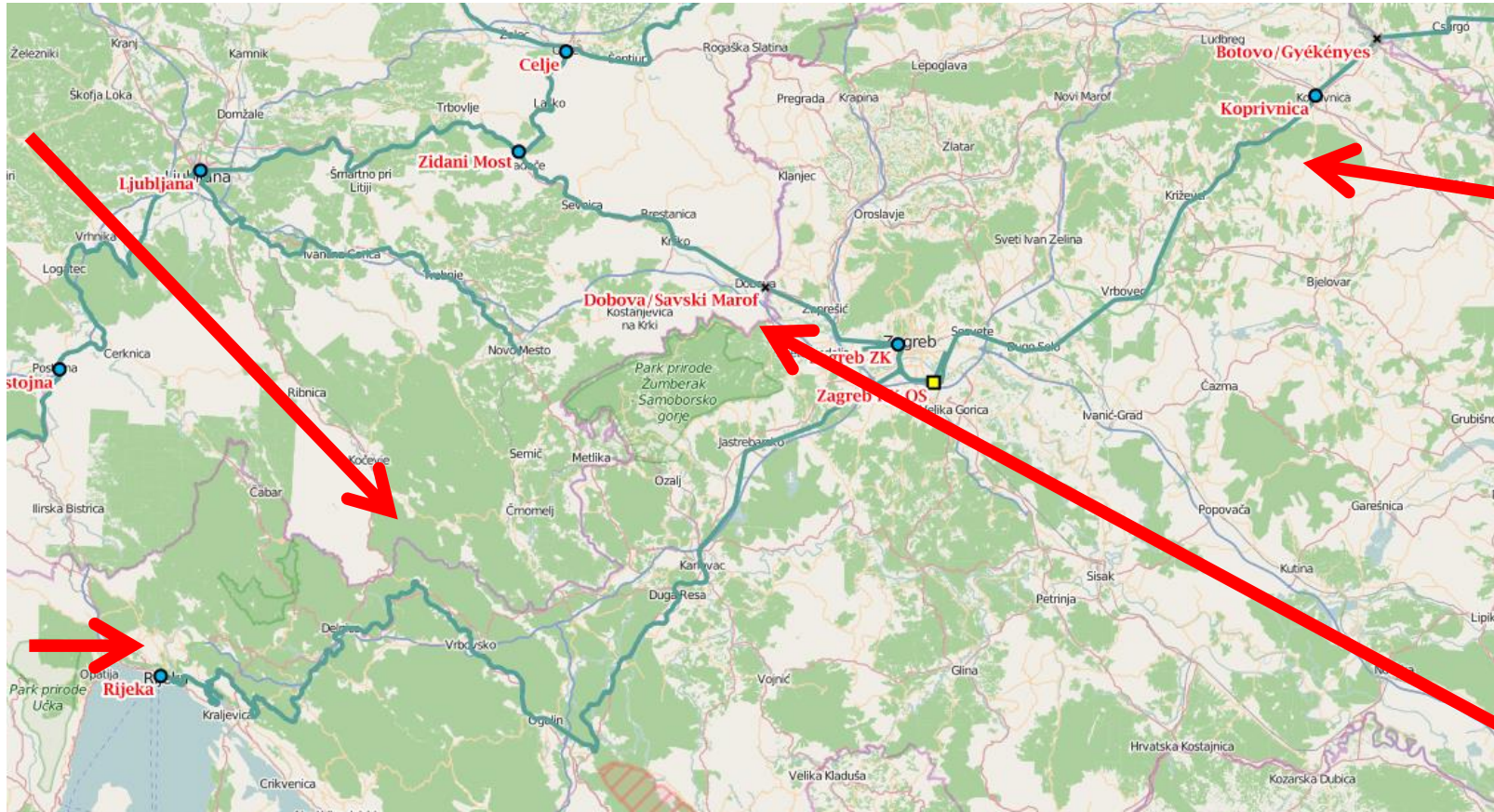
**Day closures ( switching off the voltage 8am to 2 pm)**

## **Sušak - Rijeka**

### **Brajdica :**

Port of Rijeka development + connection to the container Terminal.

Permanent diversion of traffic through Rijeka city for 24 months



## **Koprivnica border –**

### **Dugo selo :**

**Dec 2019 – dec 2020**

Track renewal + second track construction

daily closure from 7a.m to 4p.m

Renewal of the line

## **S.Marof - Zagreb:**

**March 2019 – Nov. 2020**

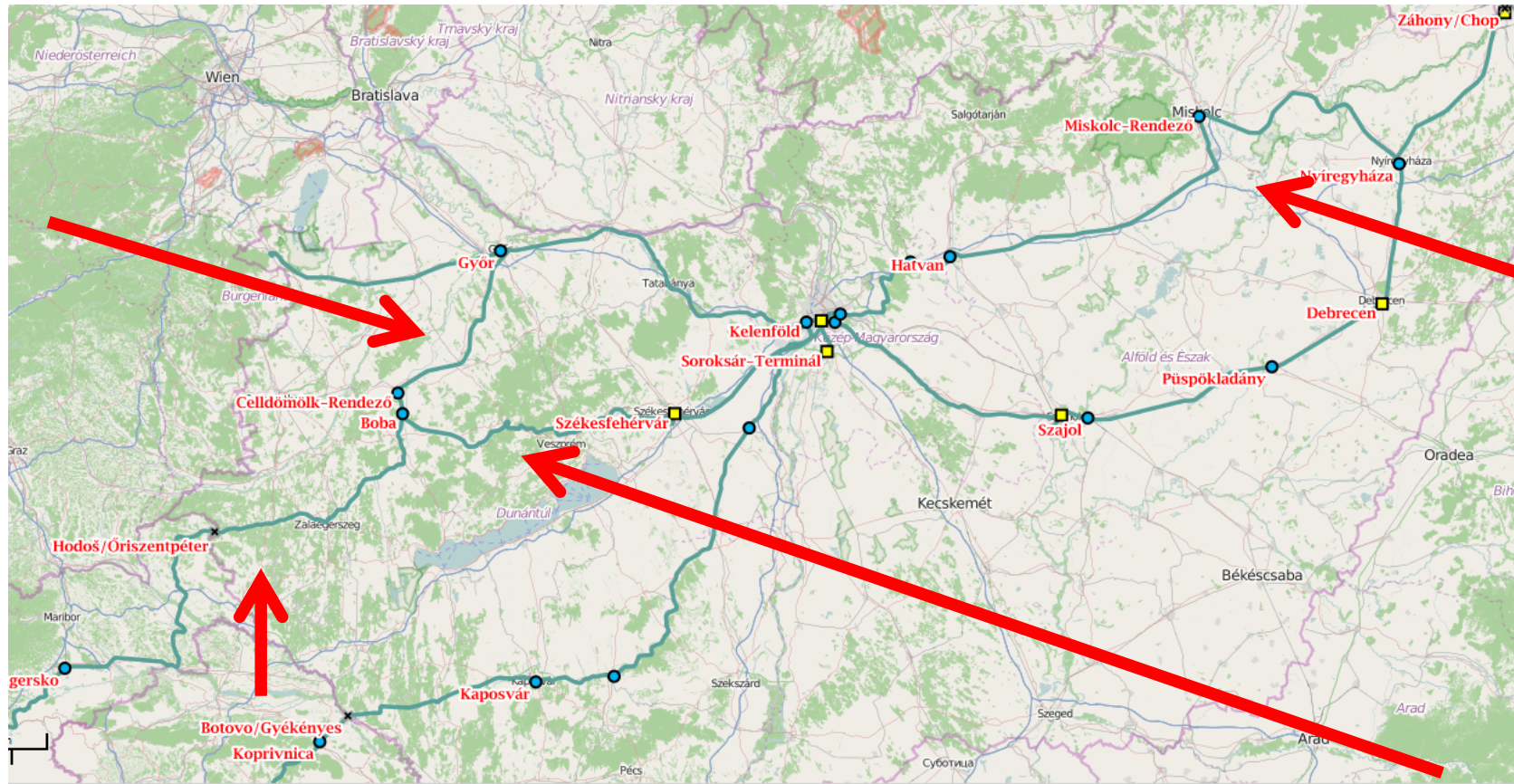
Renewal of the line + Stations + electrical works (Savski Marof, Zaprešić and Podsused stations)

**No total closure but**  
One track closure  
(32cycles of 36 hours closure then 20 days 6-8 h one track closures



# Total closures foreseen for 2020 in Hungary

**Celldömölk-  
Győr :**  
27<sup>th</sup>- 30<sup>th</sup> July



**Miskolc/Mezőzombor -  
Nyíregyháza:**  
- from 4<sup>th</sup> May till  
26<sup>th</sup> July a total closure  
on the single track  
section to eliminate  
speed restrictions

**Hodos -Boba:**  
- 20<sup>th</sup>-26<sup>th</sup> April every night from 8pm to 5am between  
Őriszentpéter and Zalaszentiván,  
- 4<sup>th</sup>-9<sup>th</sup> May every night from 11pm to 4am between  
Zalaszentiván and Boba.

**Boba-Székesfehérvár :**  
there will be 4 period between 30<sup>th</sup> March till 8<sup>th</sup> May on the  
whole 114 km long route so in these period **we will offer  
alternative PaPs via Celldömölk and Győr.**

## Lunch break

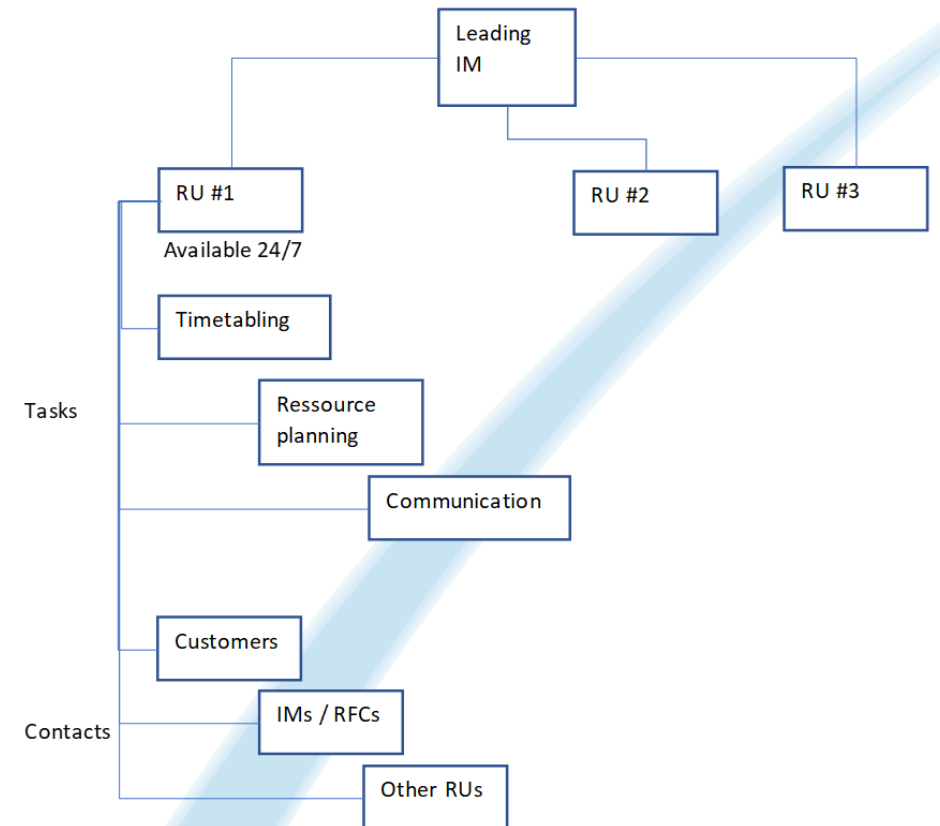




# 5/ ICM developments

- ICM TT2019
  - MED RFC Re-routing overview - presentation
  - IT support to Re-routing Options in CIP
  - RU's handbook on International Contingency Management
  - Follow-up meeting on with DG MOVE (17 June 2019)
- ICM TT2020 – new elements
- Q/A.

- MED RFC Re-routing overview
  - Routes [5](#)
  - RFC MED member IMs only
  - Limitations
  - Approval
  - RU consultation
  - Next step – simulation
- IT support to Re-routing Options in CIP
- RU's handbook on International Contingency Management
  - TASK Force under the umbrella of UIC-ECCO with ERFA
  - CFL Cargo, DB Cargo, LINEAS, SNCF Fret >> CEEE?
  - Steps to be taken by RUs during an international disruption to minimise disruption to trade flows
  - Processes and procedures to be taken by one RU in communication with other RUs, IMs and End-Users
  - Optimisation of rerouting options
  - Rerouting catalogue to identify potential diversionary routes, including access to service facilities, terminals etc.
  - Decisions to invest in additional rail equipment, drivers, route knowledge >> to stay cost competitive
  - Critical issue - mutual sharing of RUs' resources in order to optimise transport flows
  - Endorsement of the RU ICM Handbook at the next Freight Forum in November 2019



- Follow-up meeting on with DG MOVE (17 June 2019)
  - A progress report of RFC Network
  - UIC-ECCO/ERFA feedback
  - Simulations in autumn 2019
  - CEF Financing of diversionary routes to better absorb traffic >>Core Network Corridors forum in November
  - Open issues
    - ▶ The compensation of costs
    - ▶ Withdrawal of paths on diversionary lines

- MED RFC Re-routing overview 2<sup>nd</sup> edition
  - New Routes
    - ▶ Switzerland
    - ▶ Austria
    - ▶ Slovakia
  
- Q/A

# 6 TPM Developments

- Meeting with RUs
  - First event 22 May Milan
    - ▶ A few attendees
    - ▶ PM basic overview
    - ▶ Common understanding
    - ▶ First conclusions
  - Next event 26 November Milan
    - ▶ More attendees
    - ▶ Goal setting
    - ▶ Follow up steps definition
- Q/A

# 7 Customer Information Platform

Single source of  
harmonized  
information for all  
RFCs  
Available 24h a  
day and 7/day a  
week



- Interactive map with infrastructure parameters
- CIDs as PDFs
- TCRs as XLSs
- PAP catalogue as XLS/PDF
- RAG/TAG Information

**Customer benefit:**  
Easy access to RFC-  
related information

**Provide all RFC-related information in a harmonised format at a single spot:**

- » Reduction of complexity for customers when searching for information
- » “Information One-Stop Shop” can be used as a catchy marketing message
- » The required information is already available, just presented differently

# 7 Customer Information Platform

<http://info-cip.rne.eu/>

**RNE CIP**  
Customer Information Platform

WHAT IS CIP? CONTACT DOWNLOADS PARTICIPATING CORRIDORS

**LOGIN**

## CUSTOMER INFORMATION PLATFORM

Single source of harmonised corridor information

**MEDITERRANEAN RAIL FREIGHT CORRIDOR**  
Spain-France-Italy-Slovenia-Croatia-Hungary

HOME ABOUT US ADVISORY GROUPS COMMERCIAL OFFER DOCUMENTS NEWS & EVENTS CONTACTS

27th February 2019  
The Mediterranean Rail Freight Corridor Management Board is pleased to invite you to the 13th Advisory Group meeting of Mediterranean RFC - (TAG RAG) which will be held in: Grand Port Maritime de Marseille (23 place de la Joliette 13002 Marseille (France) on the 27th of February 2019.

Mediterranean Rail Freight Corridor connects you!

MEDITERRANEAN RAIL FREIGHT CORRIDOR IS AN ORGANIZATION

Co-financed by the European Union  
Connecting Europe Facility

**RNE CIP**  
Customer Information Platform

**Customer Login**

Dear customer, welcome to the Customer Information Platform of RFCs Rhine-Alpine, North Sea-Med, ScanMed, Atlantic, Baltic-Adriatic, Mediterranean, Orient/East-Med and North Sea-Baltic. To access the platform, please select the button with the type of organization you belong to.

**RU / Shipper / Operator** **Service Facility / Last Mile** **Research Institution**

**Public Authority** **Infrastructure Manager / AB** **Other**

If you need support with accessing the system, please contact our Service Desk at [support.cip@rne.eu](mailto:support.cip@rne.eu).

Dear internal user, please use the [Internal Login](#) link for logging in to the platform.

**Free LOGIN and ACCES for all customers without registration**



## 7 Customer Information Platform



Already many RFCs harmonised information can be found on CIP, in the near future additional functionalities will be added, such as: the Rerouting-options display, commercial offer info from PCS...

# 7 Customer Information Platform

How to access the CIP?

<https://cip.rne.eu/>

If you need support with accessing the system, please contact CIP Service Desk:

For e-mail inquiries write to: [support.cip@rne.eu](mailto:support.cip@rne.eu)

For inquiries by phone call +43 1 907 62 72 25

Service Desk opening hours on working days:

Monday - Thursday: 09:00 - 16:00

Fridays: 09:00 - 15:00

For suggestions, questions and support the Project Manager of Med RFC is always available:

@ [g.gargantini@railfreightcorridor6.eu](mailto:g.gargantini@railfreightcorridor6.eu) or ☎ +39 3201106961

**We warmly invite you to try CIP and let us know your feedback!**

End of the meeting

**Enjoy your visit !!**

**THANK YOU**