

What is performance in railways?  
How can it be achieved? Does  
market organization matter? –  
The view of a procuring authority

# Performance in railways

**The organization of the railway in Denmark**

**How is the railway supposed to perform ?- what is performance?**

## The organization of the railway in Denmark

Originally – like most European countries, one national enterprise;  
DSB.

Since 1999:

Infrastructure: Banedanmark

Rolling stock: DSB

Maintenance: DSB Vedligehold A/S (2011)

Stations: DSB

Trafikstyrelsen: procuring authority

Train services in Central and West Jutland (regional traffic)

"Kystbanen" and the Oresound Region (commuterlines)

Ministry of Transport: manages the contract with DSB

## What is performance?

Depending on the political decisions made about the tender

Best possible service to the customers, within the economic limits

For example:

A high frequency – especially during rushhour

High level of customer satisfaction

High level of punctuality

Public transportation has to be affordable, accessible and with a high reliability.

# Train services in Central and West Jutland



- Arriva 2010-18(20)

## Train services in Central and West Jutland at a glance

- Net contract
- App. 7,9 mio. trainkm
- App. 27 mio euros a year

Customer satisfaction and punctuality  
are key issues in the contract

Good performance

# Challenges – does everybody know their part?



Does it work like that in Denmark?

We have two operators besides DSB at the moment;

Arriva

DSBFirst

Major challenges:

Punctuality

Complexity; who is responsible – what goals do the companies pursue?

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