



How to define, measure and improve performance of the railway system?

DG MOVE perspective

***12 th Florence Rail Forum
2 May 2016***

**Which
aspects,
which
measures?**

Performance
in EU
regulation

Who does
what?

Purpose?

Which aspects, which measures?

Rail functions through the interactions of:

Technical subsystems

Rail companies (IMs, RUs, service operators)
nationally and cross-borders

Rail companies and their (end)customers

Rail companies and public authorities

Each interface matters for performance

Which aspects, which measures?

Depends on:

Who is asking and why?

Company management -	operational and financial performance
Customers -	price and availability of services, reliability and punctuality
Public authorities -	service quality, spending, state of networks
Regulators -	accessibility, safety, overall performance
EU institutions -	alignment with the EU transport policy goals, interoperability, market access, use of EU funds

Scope of interest ?

A single line
International corridor
Company
National rail and national transport system
European rail network and European transport network

Which
aspects, which
measures?

**Performance
in EU
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Performance in EU technical regulation

Technical subsystems

Interoperability - Directive 2008/57/EC

- ERA monitors the performance in terms of interoperability standards

Safety - Directive 2008/57/EC

- Common Safety Indicators are collected to facilitate the achievement of Common Safety Targets

TEN-T Guidelines - Regulation (EU) No 1315/2013

- Core Network Corridors – compliance with infrastructure standards

Performance in EU market regulation

Rail companies (IMs, RUs, service operators)
nationally and cross-borders

Single European railway area - Directive 2012/34/EU

- Performance schemes encouraging RUs and IMs to minimise disruption and improve the performance (Article 35, Annex VI)

Single European railway area - 4th Package amendment

- IMs shall cooperate to monitor and benchmark performance and to contribute to rail market monitoring

TEN-T Guidelines - Regulation (EU) No 1315/213

- Core Network Corridors - monitor network development and activity in multimodal corridors.

Performance in EU market regulation

Rail companies and their (end)customers

Rail passenger rights - Regulation (EC) No 371/2007

RUs shall define and implement a quality management standards, covering punctuality, cancellations, cleanliness, customer satisfaction, complaint handling, assistance to PRM (*Article 28, Annex III*)

Rail Freight - Regulation EU 913/2010

- Management boards shall monitor the performance of rail freight services and publish the results



Performance in EU market regulation

Rail companies and public authorities

Single European railway area - Directive 2012/34/EU

- ***Contractual agreements*** between competent authorities and IMs for infrastructure financing should include user oriented performance indicators (Article 30, Annex V)

PSO – 4th Package amendment to Regulation No 1370/2007

- In case of direct award, competent authorities shall include in **public service contract performance requirements**, including punctuality of services, frequency of train operations, quality of rolling stock and transport capacity for passengers (*Article 5*)

Which
aspects,
which
measures?

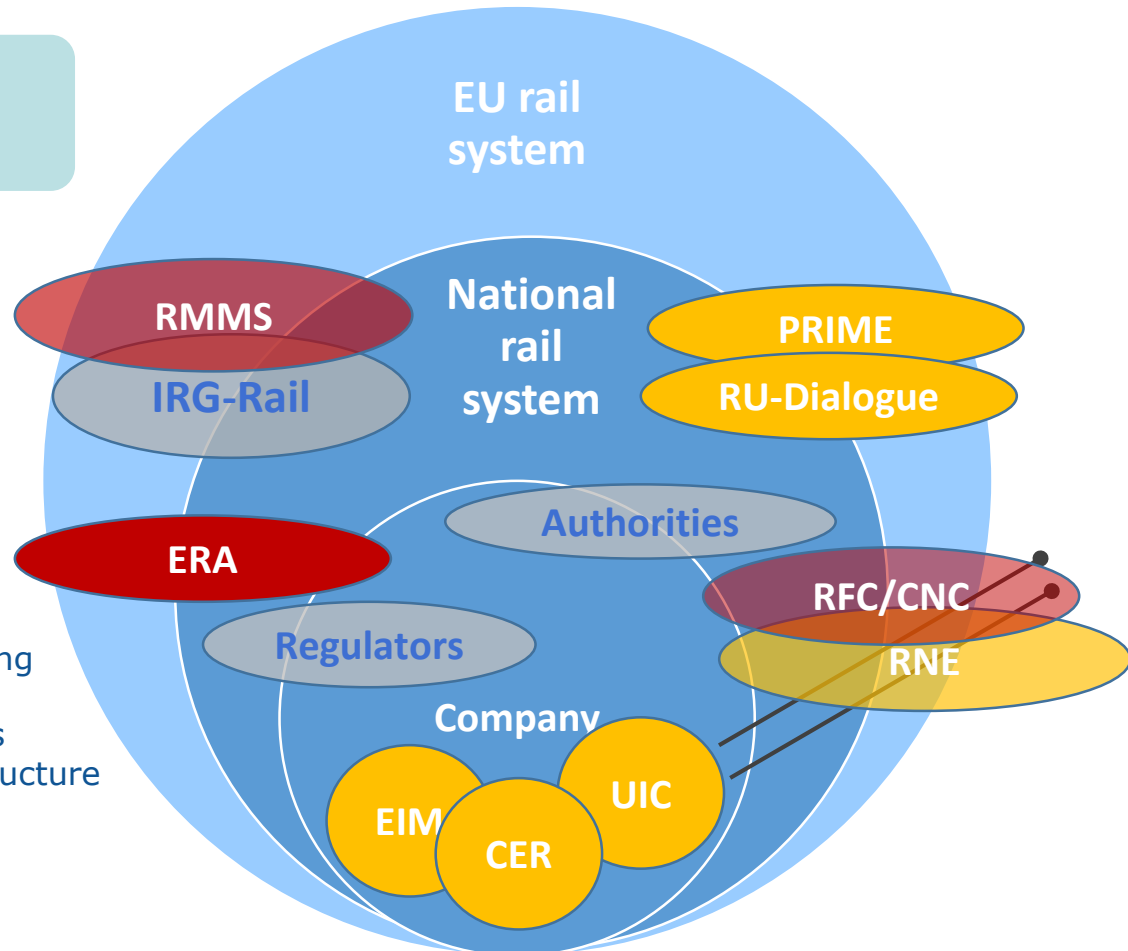
Performance
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**Who does
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Purpose?

Who does what?

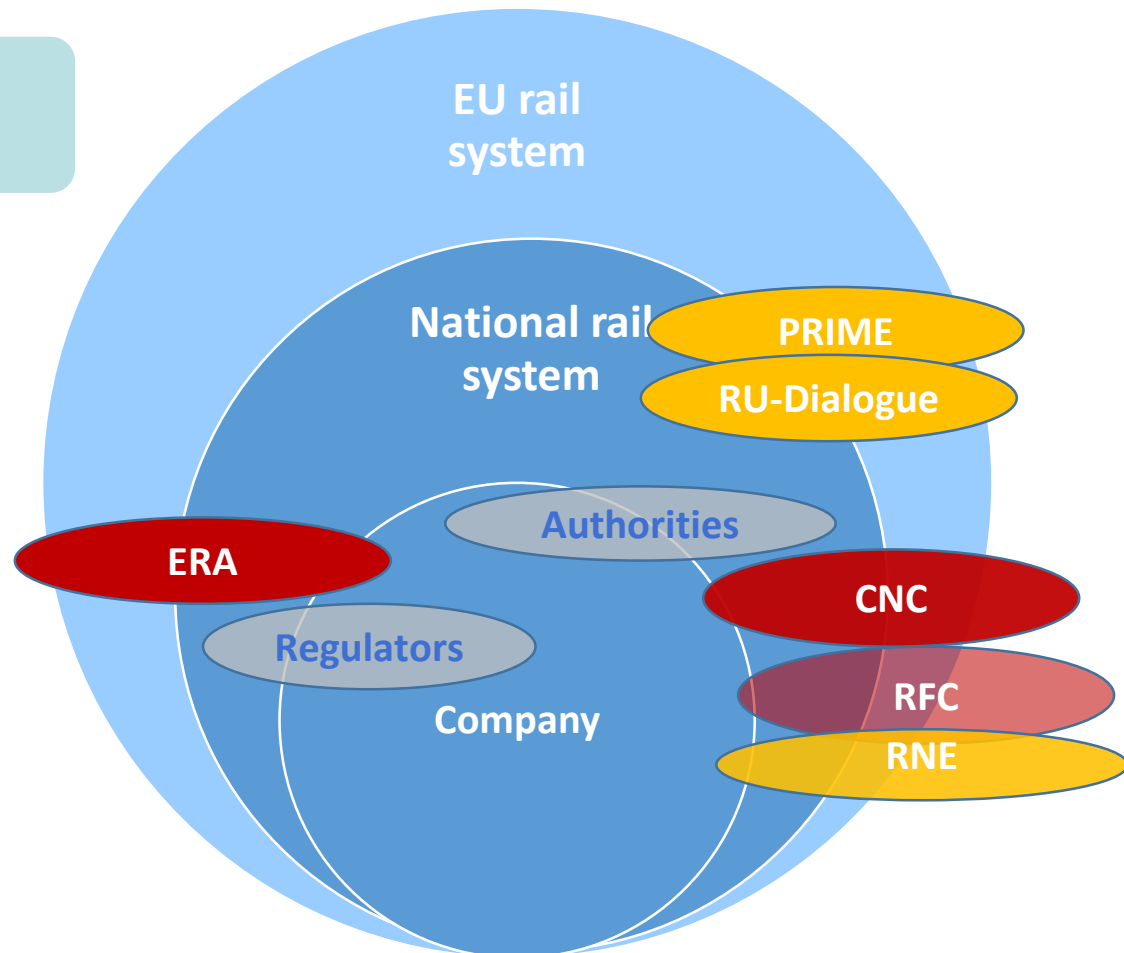
Monitoring:



- RMMS-** EU Rail Market Monitoring Survey
- IRG-Rail** - independent Regulators
- PRIME** - Platform of Rail Infrastructure Managers
- RFC** - Rail Freight Corridors
- CNC** - Core Network Corridors
- RNE** - Rail Net Europe

Who does what?

**Target/incentive
setting:**



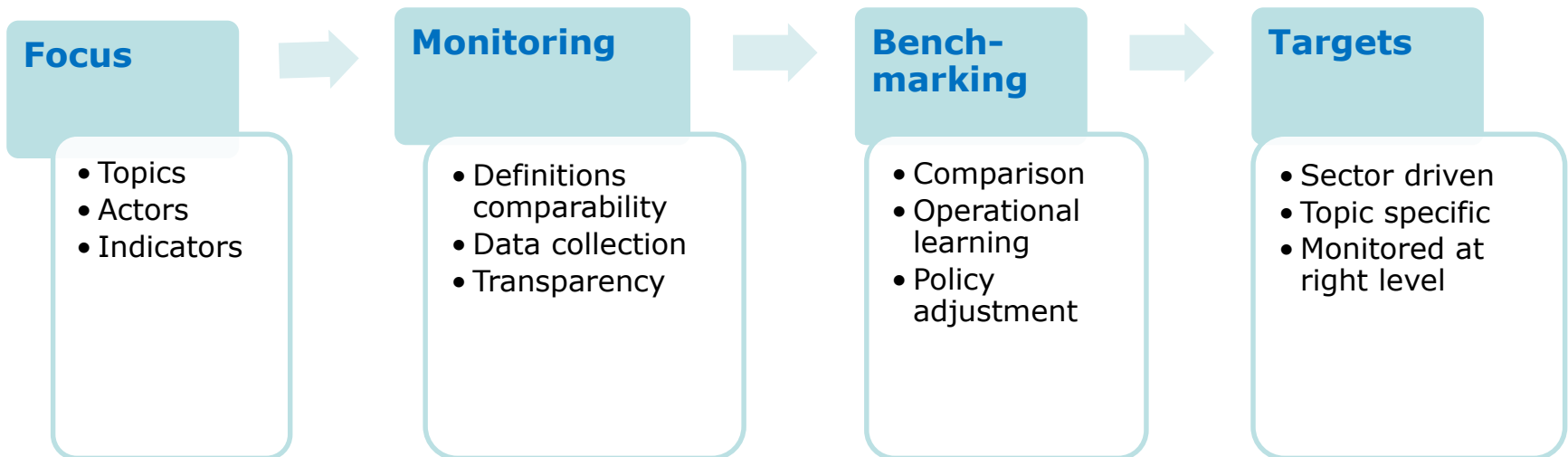
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Purpose?

Purpose:
accountability and continuous
performance improvement - >
higher modal share, financially sustainable railways



Thank you for attention!

