



RNE Operations

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Focus towards the operations is constantly increasing



- Communication between Traffic Control Centers
- EUROPTIRAILS development and broad implementation
- Implementation of TAF TSIs
- European Performance Regime
- Train Performance Management

EUROPTIRAILS Development and Broad Implementation

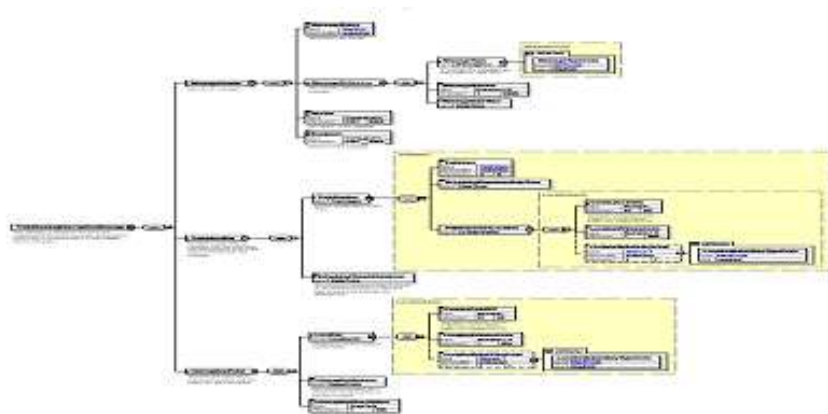
Improvement and implementation of EUROPTIRAILS is ongoing



- New IMs connected during 2009
- High focus on data quality improvement
- New Reporting model
- Improvement of Estimated Time of Arrival
- User functional test
- Customer satisfaction survey

Implementation of TAF TSI

RNE Operations experts involved in 2 TAF TSI working groups



TAF TSI working groups

- Development of business processes
- Definition of content and structure of TAF TSI messages

TAF TSI Working Group 2

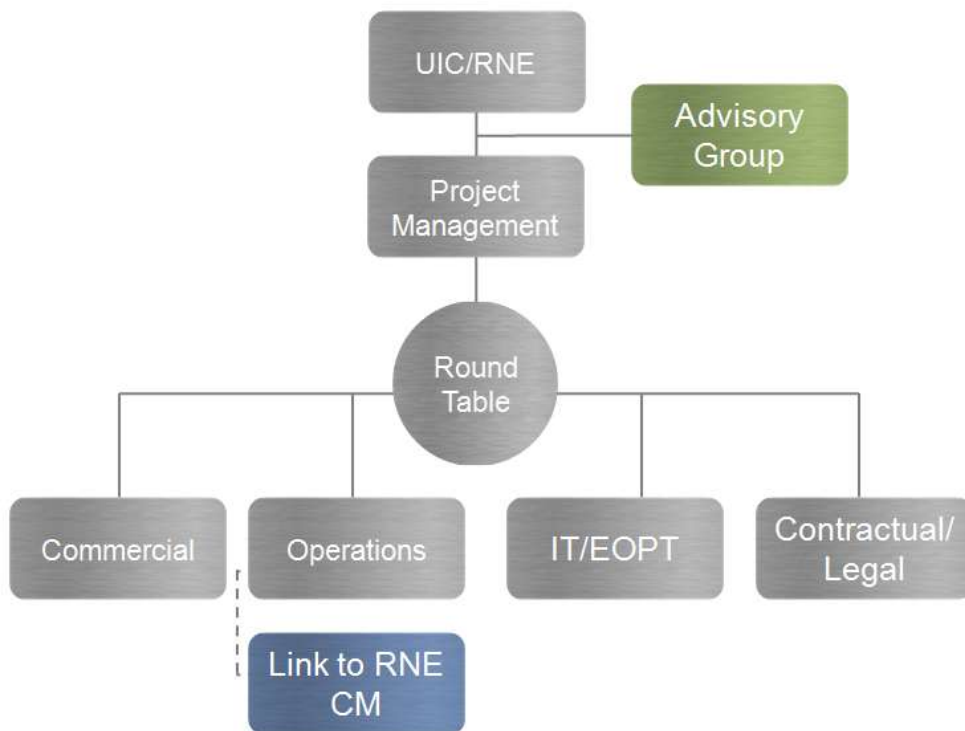
- Train Running Process
- Service Disruption Process

TAF TSI Working Group 3

- Train Preparation process

European Performance Regime (EPR)

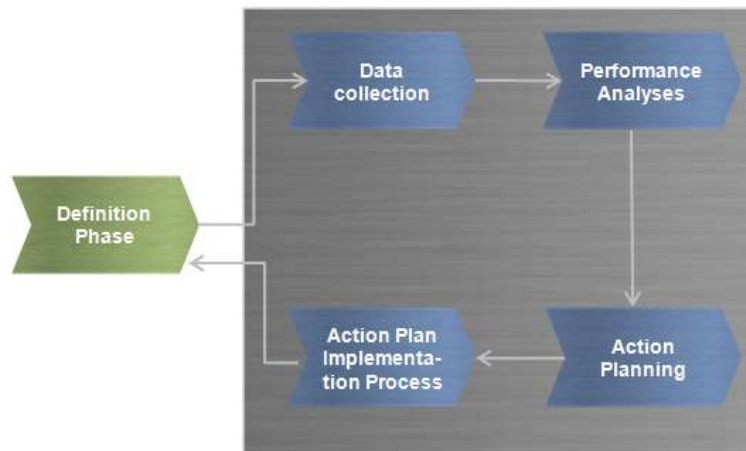
Joint RNE and UIC project



- Commercial working group
- Operations working group
- Legal working group
- IT-working group
- Group of Early Implementers formed and willing to start the Pilot

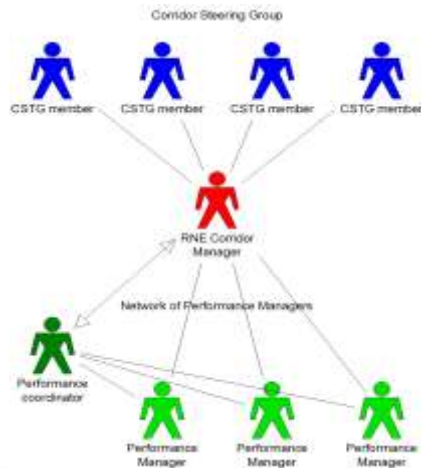
Train Performance Management (TPM)

Process implementation and allocation of resources are required



Implementation of quality processes

- Data collection
- Performance analyses
- Action planning
- Action Plan implementation



Allocation of resources

- Network of performance managers
- Support from IMs and RUs

Relation between EPR and TPM

TPM + EPR = Overall performance improvement



Train Performance Management

- Define what and how to improve
- Identifies punctuality issues
- Proposes improvement measures
- Monitors effectiveness of actions

European Performance Regime

- Motivation for improvement
- Measures delays
- Allocates them to causer
- Values delays monetarily