



# PRIME

Platform of Rail Infrastructure  
Managers in Europe

General Presentation  
KPIs and benchmarking  
Brussels

28<sup>th</sup> of March 2017  
Mr. Jan Pettersson

# Mission

The ultimate objective of developing KPIs and benchmarking practices is to enhance the performance and business development of IMs

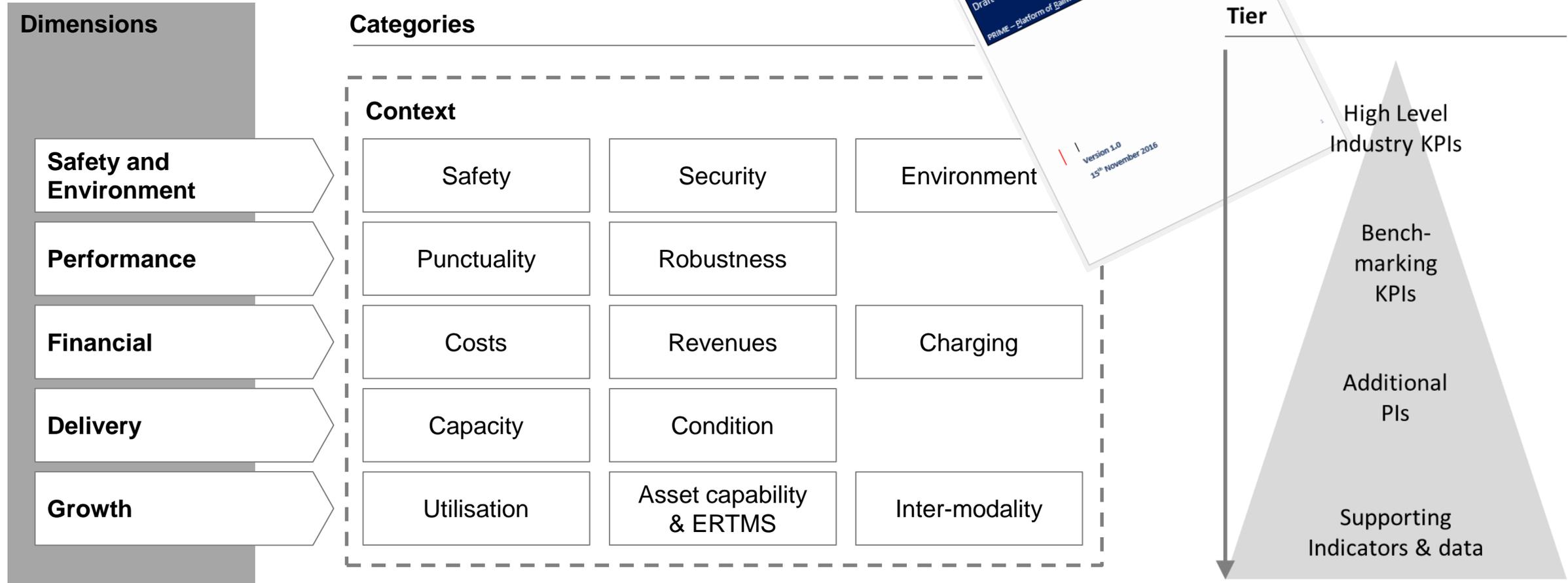
Important is to:

- Keep it simple
- Have crystal clear definitions
- Reuse from other fora
- Focus on business development for IMs
- Focus on the deliveries for customers



# The PRIME KPIs and categories have been realigned according to a balanced scorecard structure

KPI Categories



The KPI catalogue was published according to PRIME decision, 3<sup>rd</sup> of June 2016.

# Punctuality and punctuality .....

## Framework

### IM/RU internal KPIs

many indicators, for different purposes, frequent  
per se not comparable to other companies

**RFC KPIs** – few indicators, focus on capacity, operation and market, yearly comparable to other corridors

**PRIME KPIs** – a comprehensive set, focus on outputs, yearly comparable to other Infrastructure Managers

**EC RMMS KPIs** – focus on outputs, yearly comparable to other Member States

## Purpose

Company management

Corridor management

Benchmarking, best practice exchange

Rail market monitoring at Member State and EU level

## Example - Punctuality

89,5%



Punctuality at the **company level** daily, weekly, monthly, by lines, by services ...

Punctuality of **corridor trains** yearly average at origin and at destination

Punctuality, **IMs causes only** yearly average, by main segments

Punctuality of **national railways** yearly average, by main segments

Can there be one universal measure for punctuality?  
Could there be a common definition?

# RU Dialogue / SG International Freight

## Freight KPIs

Alfred Pitnik  
Chair of SG International Freight

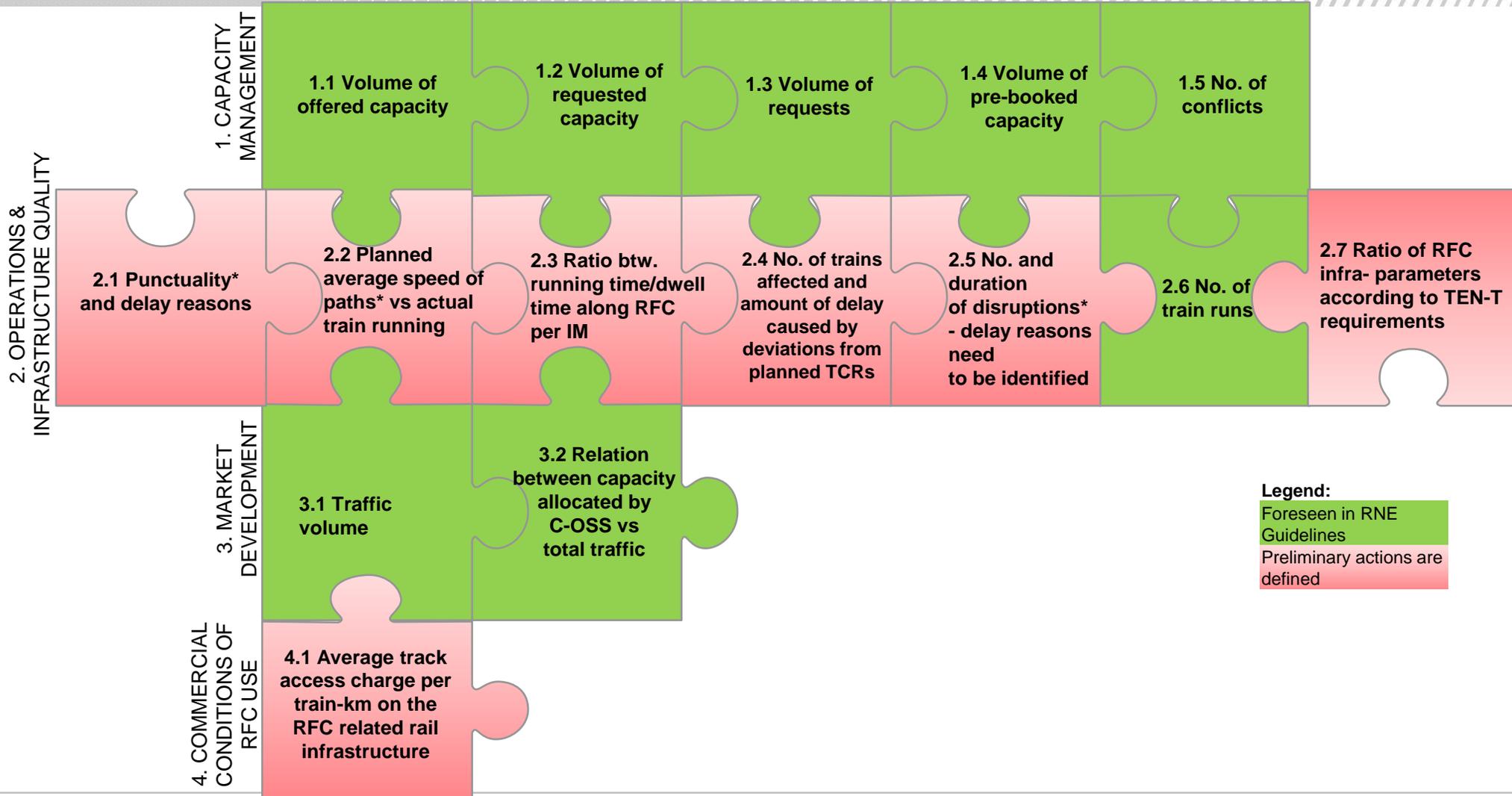
March 28th, 2017



## The Story of Freight KPIs - Update

- Presentation of PRIME draft KPI catalog by chair of PRIME SG KPIs.
  - Exchange of information between PRIME SG KPIs ⇔ SG Int. Freight
- Decision on pragmatic approach for a set of KPI for RFCs.
- Basis for discussion:
  - RNE KPI - obligatory
  - ERFA KPI - proposal
  - ECCO KPI - proposal
- Set of KPIs agreed by SG International Freight.
  - ✓ Presentation to customers → ESC
  - ✓ Presentation and start a discussion on the SG IF-proposal (updated version of the ECCO-proposal) in the joint meeting of RFCs/RNE & ECCO Group.
  - ✓ Start a discussion with PRIME SG KPI (January 18<sup>th</sup>, 2017)
  - ✓ 2<sup>nd</sup> joint discussion of RUs (UIC/ECCO Group & RU Dialogue SG IF) , Customers (CLECAT), RFCs, IMs, RNE (March 2<sup>nd</sup>, 2017) → Outcome: Preliminary action plan on the proposed freight KPIs.
- Next steps:
  - Approval of action plan to freight KPIs created on the last joint meeting. → Start to implement them with support of PRIME SG KPIs.
  - Continue discussion with RNE, RFCs, IMs, ESC
  - Define next steps with PRIME SG KPIs.

# Proposal of SG IF Freight KPIs



## Next steps – Together!



- **What are our common challenges?**

- Stepwise implementation of Freight KPIs on RFCs starting from TT 2017-2018.

- **How can we work more united?**

- Regular exchange between PRIME SG KPIs & RU Dialogue SG IF on implementation and support by IMs (includes RFCs and RNE).

- **What should we focus on together?**

- Get first results!
- Evaluate!
- Adapt!
- Further implementation!

Thank you for your  
Attention!

