

PRIME Meeting no 7

19th of November 2015, Brussels

Annex 6d

Debrief from PRIME KPI and Benchmarking Subgroup

From: Jan Pettersson (Trafikverket), subgroup Chair)

- For Discussion and Decision -

Context

Infrastructure managers have a vital role to play in the rail industry, providing access to increasing open networks. In this respect, IMs seek to grow cooperation and to exchange information to help facilitate the delivery of safe, sustainable, high performing, and value generating rail transport across Europe – both to the benefit of users and to society at large.

The Platform for Rail Infrastructure Managers in Europe (PRIME) has identified **KPIs** as a tool to achieve this, along with subsequent benchmarking and exchange of best practices. A **subgroup** was established in spring 2014 with the aim of developing or gathering common KPIs for IMs across Europe.

Mission

The objectives of benchmarking and exchange of best practices amongst IMs across Europe are threefold:

1. Developing a sustainable, competitive infrastructure management business.
2. Providing high-quality services for operators.
3. Facilitating the completion EU policy ambitions.

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

Status of work

Following the mandate from last PRIME the subgroup have developed KPIs for noise, charging, condition and completed the package of finance as background information. The group has also started to develop KPIs for:

- robustness,
- interoperability
- intermodality
- asset capability and
- asset management capability.
- security

Since the PRIME 6 meeting in June 2015, the subgroup has performed 3 meetings and conducted 2 workshops. For the workshops the members had the possibility to invite their experts.

The subgroup will during 2015 conduct 9 meetings. Jan Pettersson are planning that the subgroup will decrease the number of meeting during 2016 since a lot of the work during 2016 will be to conduct the pilots and therefore the members need time between the meetings to consult within their organisations.

At the PRIME 6 meeting, Jan Pettersson presented the results of Pilot no 1 and since then the subgroup has modified some KPIs and definitions and also added some KPIs. The subgroup has now started the work with Pilot no 2 and Jan Pettersson will present those results at the PRIME 8 meeting.

The subgroup continues the work on clear definitions, based on 4 principles:

1. Keep it simple
2. Clear definitions
3. Focus on business development for IMs
4. Focus on the deliveries for customers

The work in the subgroup is excellent with a high degree of commitment and transparent discussions.

We are following the time-plan presented at the PRIME 7 meeting. The project is slightly ahead of schedule, even though the subgroup added some new subjects.

Relation to work of other platforms

The subgroup on KPIs draws on experience from work with KPIs and benchmarking in several other platforms and groups. As such, the subgroup continues to coordinate with:

- CER
- EIM asset management group
- EIM security group
- Regulators network
- UIC

to avoid double work and increase the quality of output of the PRIME subgroup.

The subgroup also had a presentation from IRG-rail (network of independent rail regulators) who has done a similar work. RNE (Rail Net Europe) will present its ongoing work about KPIs at an upcoming subgroup's meeting. In addition, the subgroup also feeds on the EU RMMS meeting.

The subgroup chair has also been in contact with organisations who has performed similar benchmarking projects for metros, aviation, RUs.

KPIs (Charging, Noise, Condition and Finance) and post Pilot 1 changes

KPIs (Noise, Charging, Condition and Finance) were developed.

After Pilot 1, the following KPIs were added:

- A5 ERTMS
- B2, B3 Safety
- 4.1, 4.2 Capacity

All information can be found in the catalogue and finance matrix.

- The subgroup suggests that PRIME **decides** about the new KPIs and changes after pilot 1 according to the catalogue and finance matrix.

The work scope of the subgroup

On the next page you see an overview of the work scope of the subgroup.

Green subjects : work finished

Yellow subjects: work started

NB: Subjects for which work was finished may be reviewed (KPIs and definitions changed) according to the needs during the pilot phase.

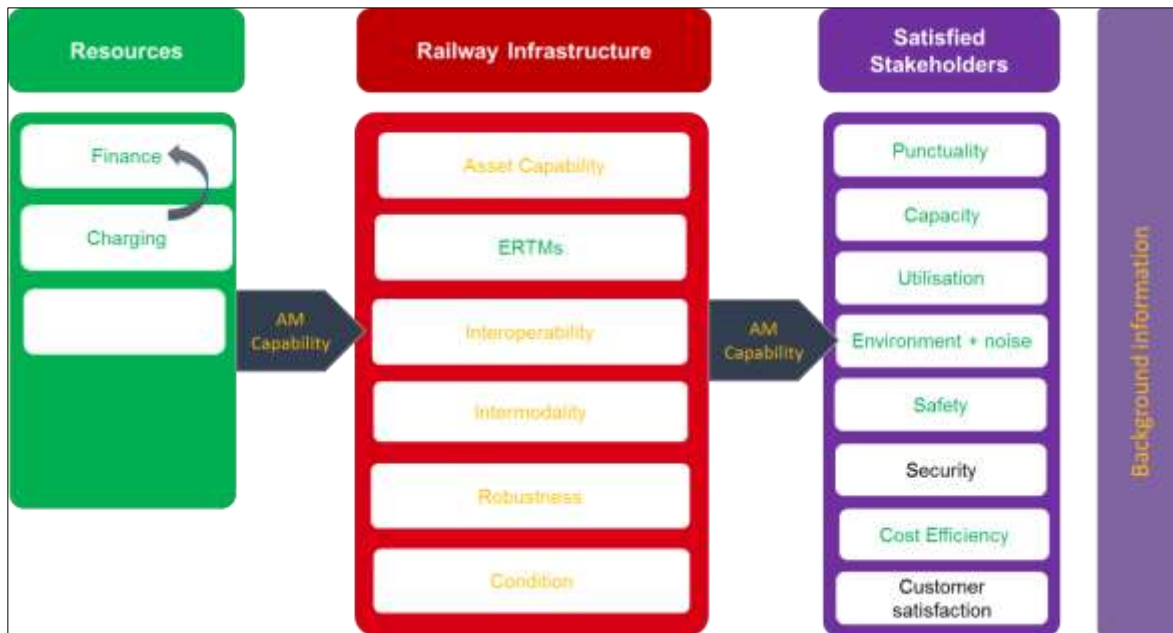


Chart: PRIME subgroup on KPIs

The subgroup believes that these subjects will give the IMs a good overview.

→ The subgroup suggests that PRIME **adopts** these subjects.

Transparency and ownership of data

The subgroup discussed the transparency of the results achieved within the group. In fact, some 60 KPIs have been developed so far. There is now a possibility to present them after the benchmarking and providing a good overview of the railway systems in Europe.

The subgroup will use the KPIs and present KPI-packages to avoid the risk of having single KPIs taken out from its context.

A majority of the subgroup members prefers total transparency since it is important to be open with the difficulties but also possibilities as IMs have. Other subgroup members prefer partial transparency.

The subgroup suggest that the principle should be that the PRIME members own all the data.

→ The subgroup suggests that PRIME **decides** to give the subgroup the responsibility to decide which data should be presented (with the subgroup chair seeking for validation of the data with each member prior to the data publication).

Consultant/s

The project will soon be facing the situation where there will be a considerable amount of KPIs which have been tested through the Pilots. This leads to the need of additional resources (1 consultant) in order to help the group with the following tasks:

- Preparing the benchmarking
- Create a web-based tool
- Analyse data
- Writing the report
- Develop presentations

The consultant will not own any data and will therefore not have the right to spread or make any data public.

The support of (a) consultant(s) needs to be in place during spring 2016 and until the end of 2017. Discussion has taken place with different consultant that are familiar with similar works and there are of course a big interest in wanting to be part of this project.

The cost will approximately be 100k EUR (2016) and 200kEUR (2017).

Trafikverket can lead the procurement-process.

- The subgroup suggests that the PRIME **decides** about having support from consultant/s and how the cost should be handled and who will be responsible for the procurement.

Timeline

KPI	2015	2016	2017
No 7 Charging	Nov 2015		
No 7 Condition			
No 7 Finance			
No 7 Noise			
No 8 Background information		2016	
No 8 Robustness			
No 8 Interoperability			
No 8 Pilot 2 reporting			
No 9 Customer satisfaction		2016	
No 9 Intermodality			
No 9 Security			
No 9 Asset capability			
No 9 Asset management			
No 10 Pilot 3 reporting		2016	
No 10 Complete KPI catalogue			
Benchmarking starts			2017

Proposals for decision

→ PRIME members are asked **to discuss** the material at hand and the presentations given by the subgroup chair, Jan Pettersson, and **agree upon**:

- a) the KPIs according to the catalogue
- b) transparency and ownership of data
- c) support of consultant/s