



**Economic and Social
Council**

Distr.
GENERAL

TRANS/WP.5/2003/9/Add.2
11 July 2003

ENGLISH
Original: FRENCH

ECONOMIC COMMISSION FOR EUROPE

INLAND TRANSPORT COMMITTEE

Working Party on Transport Trends and Economics
(Sixteenth session, 24-26 September 2003,
agenda item 11)

**COHERENT EUROPEAN SYSTEM OF INTERNATIONAL
TRANSPORT INFRASTRUCTURES**

QUALITY OF SERVICE CONCEPT

Addendum 2

Transmitted by the Government of Switzerland

1. Netherlands/Germany/Switzerland/Italy working group

With reference to the quality concept, we would remind you that a Netherlands/Switzerland working group was established in May 2001 in order to propose measures for improving the offer of goods traffic by rail in the Netherlands-Southern Italy corridor through Germany and Switzerland. In January this year, in signing a memorandum of understanding, the ministers of transport of Germany and Italy gave the go-ahead for the participation of their experts in this task.

The methodology used by the international group of experts to analyse the weak points of the railway offer consisted in hearings conducted with operators, transport companies, forwarders and rail infrastructure managers. In this context only a very small number of

quantitative indicators were developed. The approach chosen was rather a qualitative one which has made it possible to sharpen the image users have of the railway offer and to identify measures for improvement on the basis of the inadequacies observed.

2. Surveys of Switzerland's combined transport offer

The Federal Office of Transport has also been conducting quality surveys of combined transport operators on Swiss routes. The questionnaires for the operators contain a limited number of indicators, such as:

- Quality of services in train terminals of origin and destination;
- Reasons for any delays of convoys and percentage of delays;
- Number of trains cancelled and reasons for this;
- Weak points identified in the rail offer.

3. Proposals for the quality concept to be developed by WP.5

In its analysis of the quality of rail services, the work of WP.5 should be guided by three principles:

- As far as possible, use should be made of the conclusions of already-existing national and international analyses;
- It is preferable to define only a limited number of quality indicators. The quantity of indicators proposed in the secretariat's document is too large in our opinion to permit a coherent interpretation;
- The basic element for the analysis is to know how the market perceives the quality of the rail offer. Priority should therefore go in particular to indicators addressed to users.

In addition, the priority of the indicators in this document concerns the transport of passengers by rail. It is, however, in goods traffic that quality inadequacies have been principally observed. The analysis should be redirected to take account of this.

In view of the foregoing, we propose that only the following indicators in your document should be kept:

- Table 1: Availability, accessibility, customer care,
- Table 2: Operating speed, vehicle utilization,
- Table 3: Cancelled runs, starting punctuality, end point punctuality,
- Table 4: Costs per vehicle/km,

- Table 5: These indicators do not seem to us to be determining factors,
- Table 6: Operating profit/loss,
- Table 7: Frequency, speed,
- Table 8: Travel-comfort, complaints, image, information in case of delays or cancellation,
- Table 9: Traffic safety,
- Table 10: Network coverage, modal share road/rail for passengers and goods.
