



Foto: Volker Emersleben

Improvement of customer information

Optimization of Estimated Time of Arrival

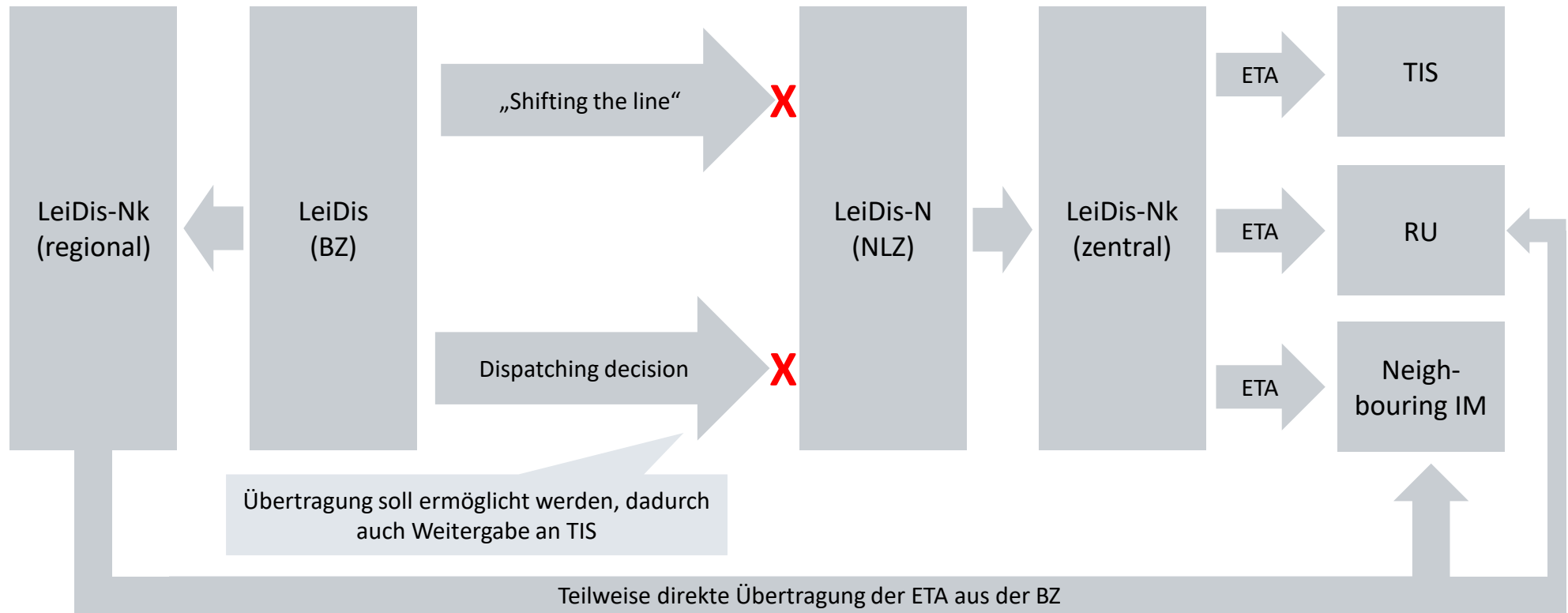
To improve the international ETA, the prognosis of DB Netz was improved

- Due to an initiative of the management a possible improvement was investigated
- These actions were taken:
 - DB Netz sends a more accurate prognosis to the central dispatching system LeiDis-N since March 2017
 - In addition the sending of the prognosis is done 90 instead of 60 minutes before the arrival at the border



Improvement of prognosis (ETA)

- Direct transmission of dispatching decisions from regional systems to national system allows improvement of the ETA:



- The improved prognosis is delivered to TIS about 90 min before arrival at the border
- Die ETA is delivered as TAF/TSI message

The new way of data transmission allows a more precise and earlier prognosis for the border crossing

Delay of train 1234:
+5 Min

Dispatching decision +10

New Prognosis:
+15 Min



Due to a path conflict, dispatching decision will last 10 Minutes. By this new system, it is transferred to the more accurate system and the more accurate information can be sent to the border.

The old process showed the new prognosis only after the departure of the train.

Train 1234 arrives as predicted +15 Minutes at the border. The early information helps to prepare the handling of the train at the border.