



Monthly Business Review

Passenger Business Unit

January 2025



- Planning & Technical
- Stations Operations
- Train Operations
- Rolling Stock Maintenance
- Commercial







Planning & Technical

January 2025



Ashrf Al Jabri
Planning & Technical Director



0 to 10 minute PPM	 90.5%
Change From Last Month By	 2.48%
Cancellations	0%
Right Time Arrivals	57.8%
Services Planned 	663
Delay 	134.9 Hrs





0 to 10 minute PPM	98.0%
Increased From Last Month By	3.1%
Cancellations	0%
Right Time Arrivals	81.0%
Services Planned	200
Delay	4.8Hrs





0 to 10 minute PPM	87.3%
Decreased From Last Month By	4.8%
Cancellations	0%
Right Time Arrivals	52.3%
Services Planned	463
Delay	130.1Hrs

KPIs

0 to 10 minute PPM	90%	
Cancellations	≤1.9%	

Environmental Impact

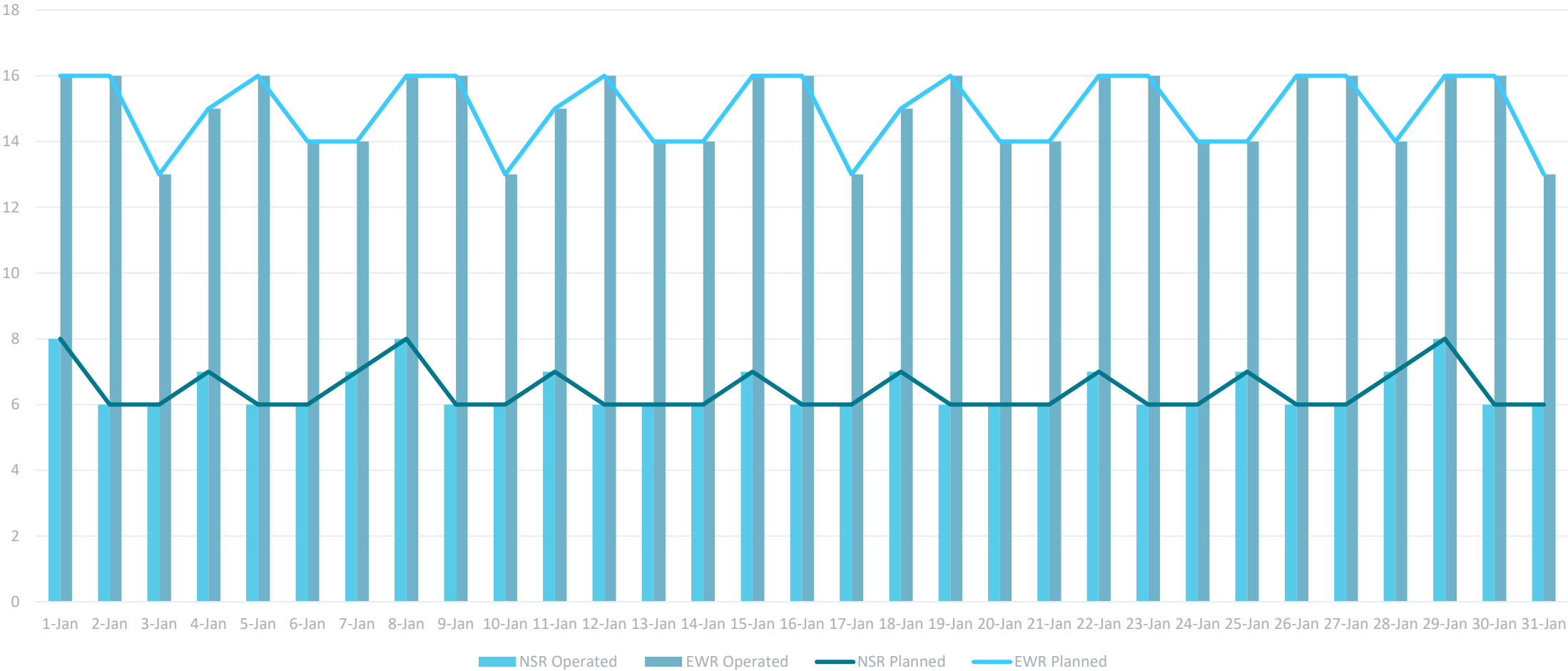
50,505 Cars off Road with	
4,477,020 Kg of Emissions	

KMs

PAX Trains	280,710
ECS/SBY	95

SAR Planning and Performance

Services Planned VS Services Operated – January 2025



SAR Planning and Performance (NSR)

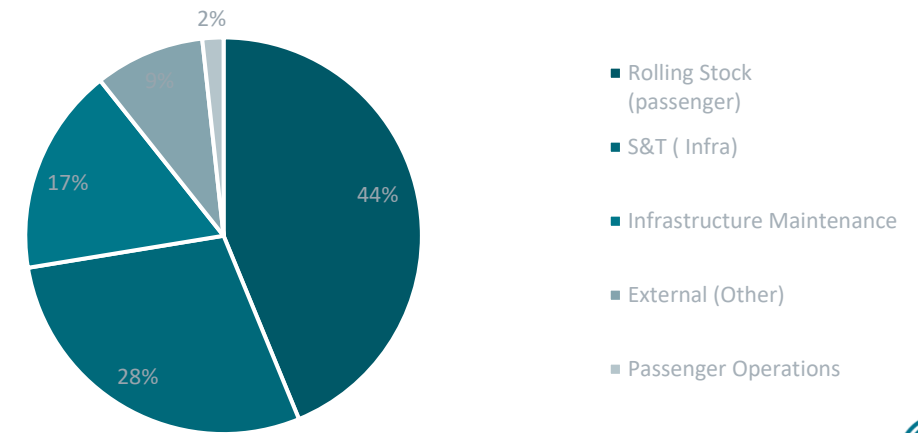


***290 minutes delay**

Delay by Business units	
Rolling Stock	127
S&T (Infra)	83
Infrastructure Maintenance	49
External (Other)	26
Passenger Operations	5
Total	290

Top 3 Delays by code		
Delay Code	Delay mins	%
Passenger Wheels(indirect)	120	41%
Points Failure (S&T)	70	24%
Point Failure	49	17%

Delays Attribution by Business unit



*290 minutes delays at final destination.

SAR Planning and Performance (EWR)

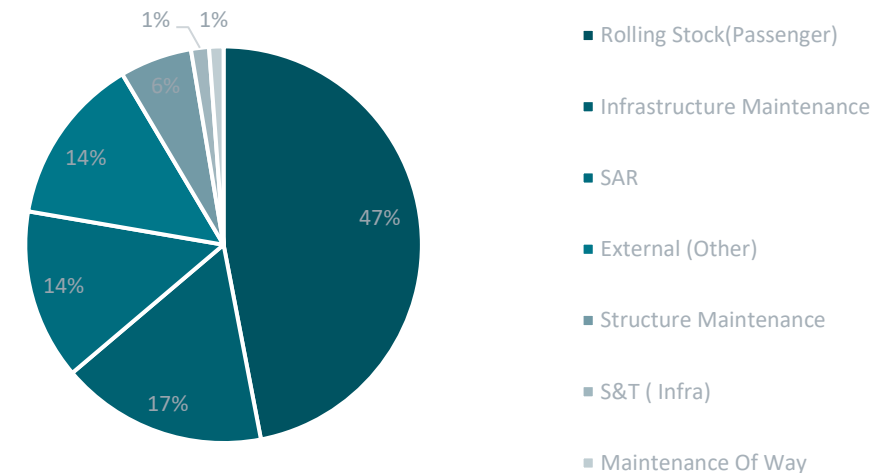


***7800 minutes delay**

Delay by Business units	
Rolling Stock(Passenger)	3158
Passenger Operations	1771
S&T (Infra)	909
External (Other)	793
SAR	676
Infrastructure Maintenance	448
Other	45
Total	7800

Top 3 Delays by code		
Delay Code	Delay mins	%
RSM Passenger Request	1955	32%
Track Defect	871	14%
SAR Business Decision	744	12%

Delays Attribution by Business unit



*7800 minutes delays at final destination & intermediate stations.

SAR Planning and Performance (NSR)



Item	5 Jan 25 to 11 Jan 25	12 Jan 25 to 18 Jan 25	19 Jan 25 to 25 Jan 25	26 Jan 25 to 1 Feb 25
Cancellations	0	0	0	0
0 to 10 minutes PPM	93.5%	100%	100%	97.8%
Services Planned	46	44	44	46
Services Operated	46	44	44	46
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 98.0% 0 to 10 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Item	5 Jan 25 to 11 Jan 25	12 Jan 25 to 18 Jan 25	19 Jan 25 to 25 Jan 25	26 Jan 25 to 1 Feb 25
Cancellations	0	0	0	0
0 to 10 minutes PPM	73.1%	79.8%	99.0%	98.1%
Services Planned	104	104	104	106
Services Operated	104	104	104	106
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 87.3% 0 to 10 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Potters Bar is a small town 15KM north of London in the UK. It has been the scene of a number of train crashes. The latter one had a profound impact on the structure of UK Railways.



- In 1994 the UK Rail system was privatised and split into small companies, Railtrack took over the track and signalling. Railtrack contracted out the maintenance of the asset.
- By 2002 there had been a number of significant train crashes, the UK Government took Railtrack back into government ownership and Network Rail was created.
- At Potters Bar on 10 May 2002, a northbound train derailed at high speed, killing seven and injuring 76. Part of the train ended up wedged between the station platforms and building structures.
- The tragedy sparked a debate about whether private maintenance firms were paying too little attention to training and safety. In 2003, Network Rail announced it was taking all track maintenance in-house, ending the use of private contractors except for large-scale renewal or development projects.

Potters Bar Continued



- Under the Safety at Work act (UK) Network Rail was fined \$3.3 for failure to comply with safety regulations.
- The contractor used by Railtrack at the time of the accident was Jarvis.
- Jarvis were prosecuted but the case was dropped. The aftermath of the accident and court case eventually Jarvis went bankrupt as Network Rail stripped it of all contracts.
- Eventually Jarvis ceased operation with the loss of 1,100 jobs world wide.
- What can SAR learn from this and why is it important?
 - The management of our contractors is really important.
 - This includes all contractors in our depots , stations and on our trains.
 - This is why we have procedures for the checking of contractors, not just commercial and quality, but safety too.
 - As you would with any unsafe activity, if you see an unsafe act, stop the act and report it.

Stations Operations

January 2025



Ali Al-Olyani
Station Operations Director

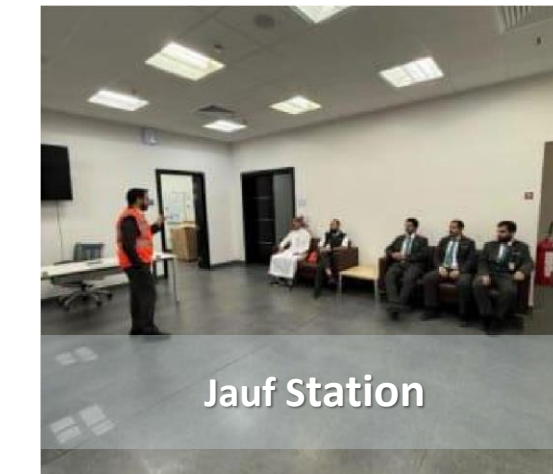
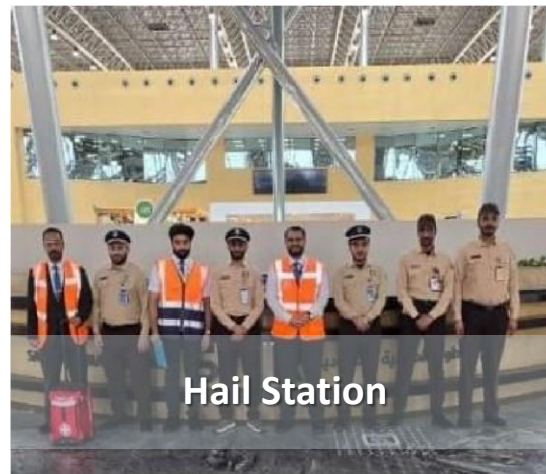


Station Performance Review & MBR



East/West Stations Monthly Evacuation Exercise

Monthly Evacuation Exercise



Well Done Team

Riyadh Team Boarded		
03 Jan	292 passengers	14 minutes
04 Jan	286 passengers	15 minutes
07 Jan	280 passengers	14 minutes
11 Jan	281 passengers	12 minutes
16 Jan	201 passengers	17 minutes
20 Jan	189 passengers	07 minutes
31 Jan	265 passengers	09 minutes



Due to train`s late arrival to the platform our team at Riyadh went above and beyond to board passengers as quickly as possible to avoid further delays. Thank you to the respective team for their hard work.
Well done to the teams involved for boarding passengers in a safe and timely manner.

Saudi Special Emergency Force Visit to Riyadh Station



Part of the visit conducted by Saudi special emergency force to Riyadh North Station



SAR

Special Security Forces Visit to East-
West Stations

Training of New Employees



Training sessions are provided a to new recruits to ensure they are properly trained in various fields such as customer service, a ticketing systems, and safety. A special thanks to our trainer, Abdulmohsen, for his efforts.

New departure Counters and activate fast track Lane



Hufuf Station



Riyadh Station



Abqaiq Station



Dammam Station

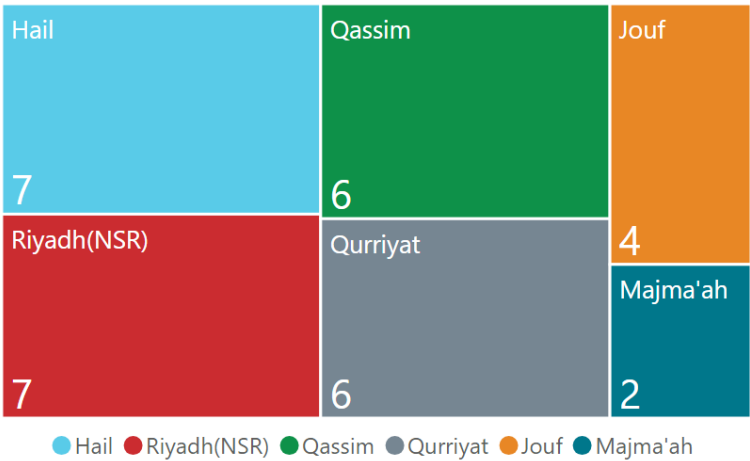


Dammam & Abqaiq Stations Employees Gathering – Desert Camp Activities

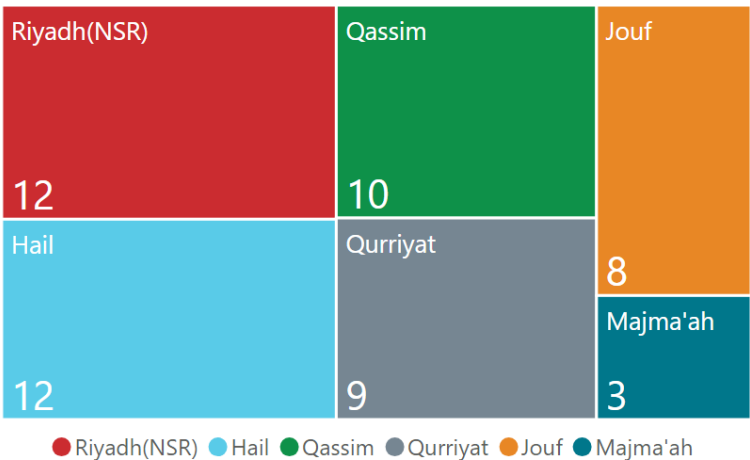


NSR Baggage Monthly Performance Report

Average First Bag Unloading Time (AFBUT) in the Conveyor in mins



Average Baggage Unloading Time (ABUT) in mins



Total Baggage
20K

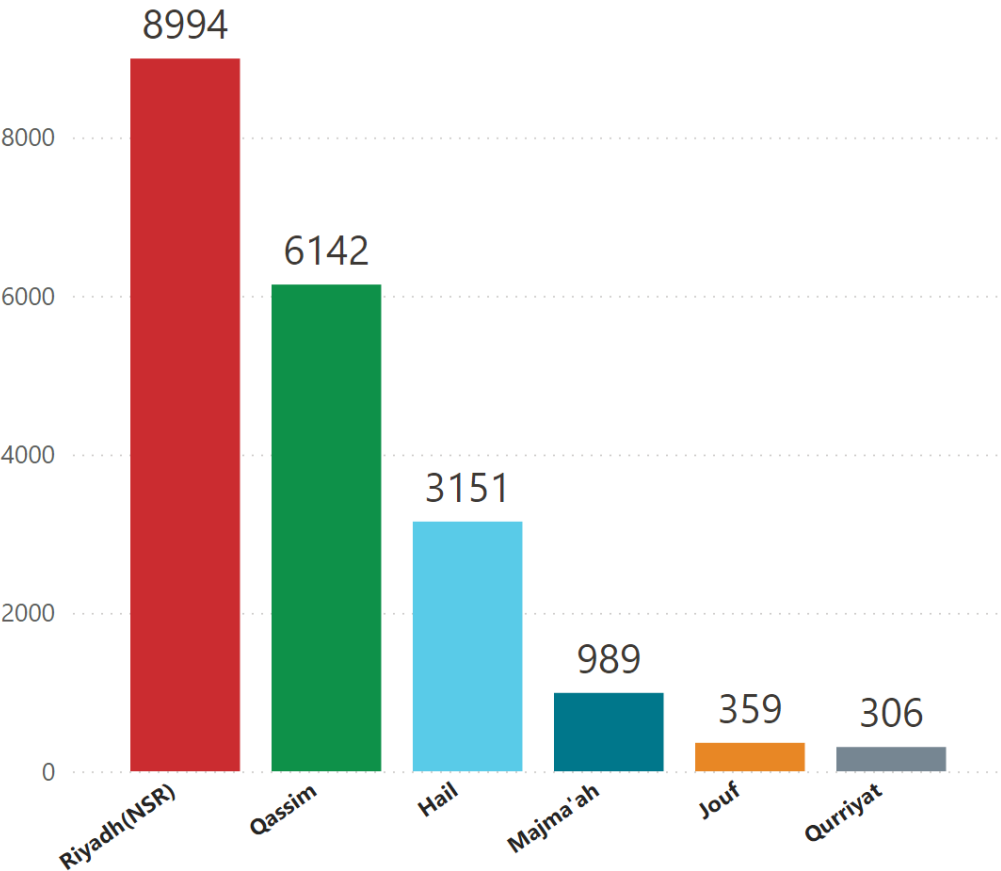
Total AFBUT
5

Total ABUT
9

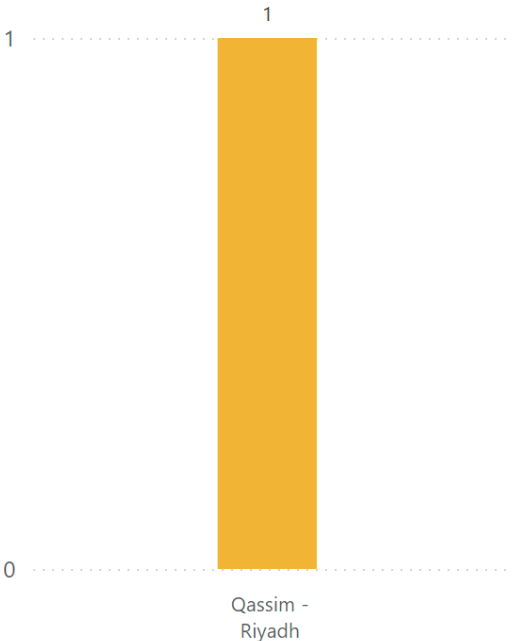
Trips Exceeded 30 mins to Unload

All baggage
unloaded on time

Total Arrival Baggage



Damaged Baggage



Car Cargo Performance Report

Total Cars Booked

126

Total Cars Transported

112

Rejected Cars

14

Damaged Cars
(Blank)

Avr. Loading Time

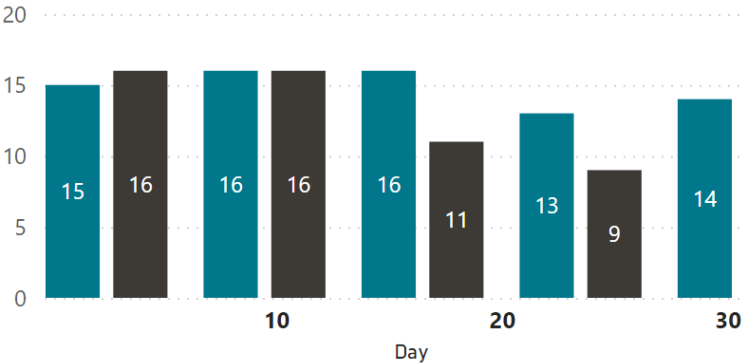
7

Avr. Unloading Time

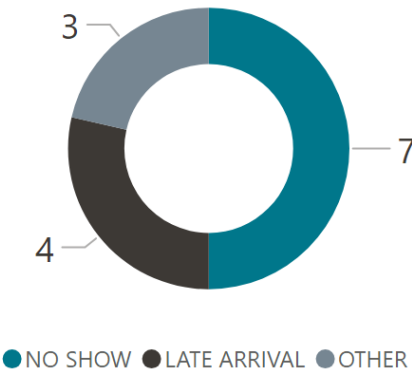
17

Car Booked

Train No. ● 76 ● 79

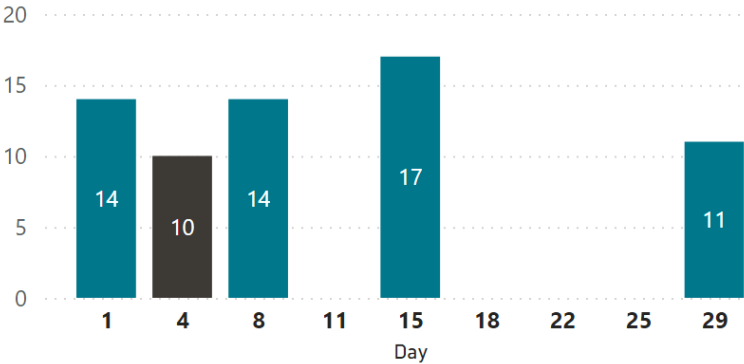


Rejection Breakdown



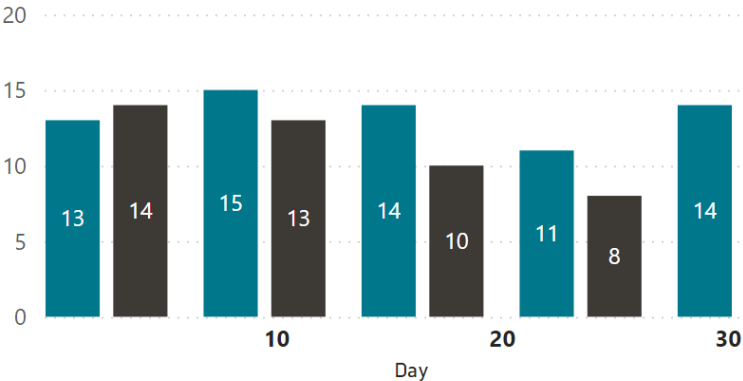
Loading Time After Cut-off Time

Train No. ● 76 ● 79



Car Transported

Train No. ● 76 ● 79



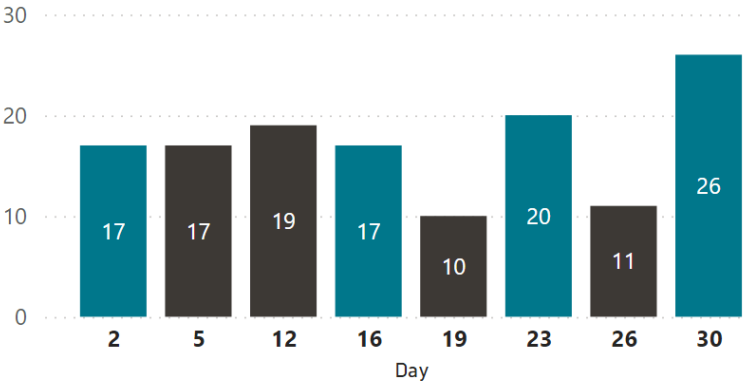
False Suspensions

● Suspected ● False Suspicion - missed the trip ● False Suspicion - made th...



Unloading Time

Train No. ● 76 ● 79



Stations Operations Incidents Report

Total Incidents

18

Total EWR Incidents

8

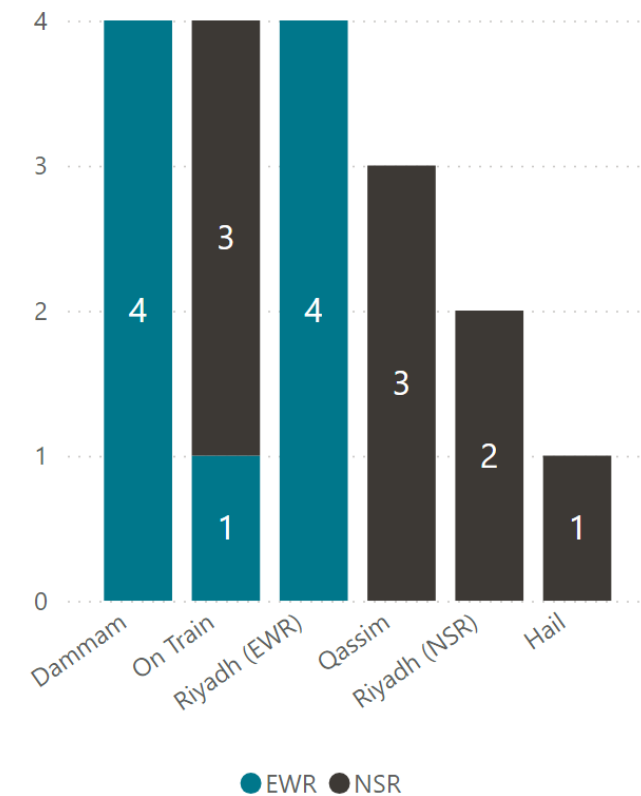
Total NSR Incidents

7

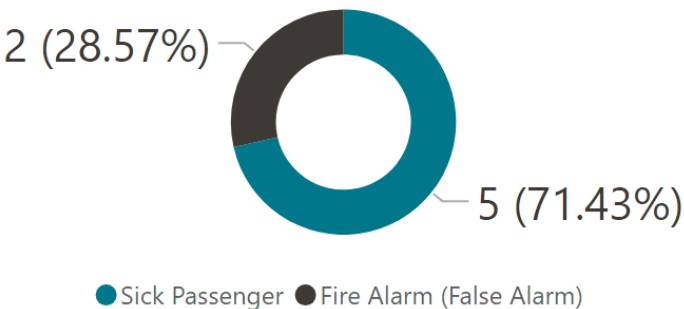
Total On Board Incidents

3

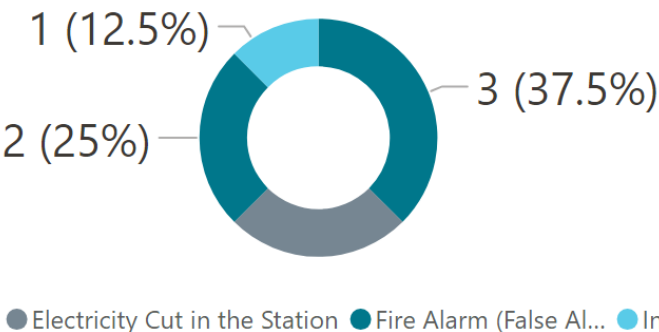
Incidents per Location



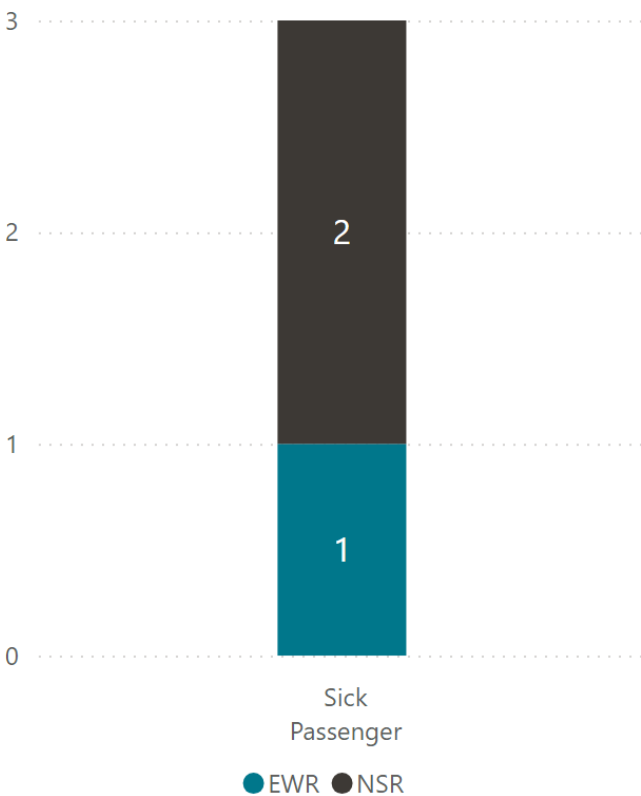
NSR Stations Incidents Breakdown



EWR Stations Incidents Breakdown



On Board Incidents Breakdown



Train Operations

January 2025



SAR Train Operations



Yazeed Y. Gaari

Passenger Train Operations Senior Manager
East West Railway (EWR)



Terry Oliver

Passenger Train Operations Senior Manager
North South Railway (NSR)

SAR 2025 starts

2025 has started and it has been an eventful start on the EWR for PBU Train Operations.

Due to gauging issues with platforms on EWR we had temporary speed restrictions imposed for a few days at the start of the month. Following review and mitigations being issued the temporary speed restrictions were removed, but we should be mindful this is a real issue that still needs work longer term. Please ensure you comply with the instructions issued (EWR Platform gauge and speed at EWR station platforms 150125).

We also saw the works to open the Hofuf Bypass lines for freight trains. This now sees the intermixing of freight and passenger trains at station 23 and passenger trains operating in “unfitted” mode at a maximum speed of 100 km/h between station 23 and Hofuf (station 25). The current Method of Work for the Hofuf Bypass lines and the arrangements on the mainlines (lines 1 and 2) mean there is a higher reliance on the human being (you!) with reduced safety systems (no ATP at times). As such it is important that you all remain extra vigilant when operating in these areas.

Stay safe.....!

لقد بدأ عام 2025 وكانت بداية حافلة بالأحداث لقطاع الركاب في شبكة الشرق الغرب لعمليات قطار.

نظرا لمشاكل قياس الأرصفة على شبكة الشرق الغرب ، تم فرض قيود مؤقتة على السرعة لبضعة أيام في بداية الشهر. بعد المراجعة وإصدار التعليمات ، تمت إزالة قيود السرعة المؤقتة ، ولكن يجب أن نضع في اعتبارنا أن هذه مشكلة حقيقية لا تزال بحاجة إلى عمل على المدى الطويل. يرجى التأكد من امتثالكم للتعليمات الصادرة (قياس الأرصفة والسرعة في أرصفة محطات شبكة الشرق الغرب 150125).

كما رأينا أعمال افتتاح خط تحويل المسار الجديد في الهفوف لقطارات الشحن. ويؤدي ذلك الآن إلى تداخل قطارات الشحن وقطارات الركاب في المحطة 23 وقطارات الركاب التي تعمل في وضع "غير مجهز" بسرعة قصوى تبلغ 100 كم / ساعة بين المحطة 23 والهبوف (المحطة 25).

وبسبب طريقة العمل الحالية لخطوط التحويل في الهفوف والترتيبات على الخطوط الرئيسية (الخط 1 والخط 2)، فإن الاعتماد على العنصر البشري (عليكم أنتم!) أصبح أكبر مع تقليل أنظمة السلامة (لا يوجد أنظمة حماية القطار الأوتوماتيكية في بعض المناطق). لذلك، من المهم أن تبقىوا يقظين للغاية عند التشغيل في هذه المناطق.

ابق آمنا!

Yazeed Y. Gaari and Terry Oliver

SAR PBU Breakfast Conference

PBU now holds a breakfast conference that reviews all incidents and issues that affect PBU on the North South and East West Railways. This conference is attended by senior PBU personnel to ensure it receives the correct level of attention. It also looks at previous day events as well as looking forward at events or issues that may affect our operation.

يعقد قطاع أعمال الركاب اجتماعاً يومياً لمناقشة ومراجعة جميع الأحداث والحوادث والقضايا التي تؤثر على سكة قطاع الشمال الجنوب والشرق الغرب. حيث يحضر هذا الاجتماع مدراء عموم القطاع وذلك لضمان أهمية الاجتماع والقضايا المطروحة. حيث يتم مراجعة أحداث اليوم السابق والنظر إلى الأحداث أو المشاكل التي قد تؤثر على عملياتنا.

NSR – Qassim station – person unconscious in prayer room on station. Ambulance called. Ambulance attended and was found to a retail worker from station retail unit (Dunkin Donuts). No issue found. **CLOSED**

EWR – TSR imposed TK15.500 to TK20 following a track request – the S&T imposed TSR from TK15.500 to TK20. Some confusion over speeds and location. Yazeed has followed up with CTC and new notice to be issued clarifying exact detail. Multiple trains affected. 28/06/21. TSR is still not in system and OIF's continue to be issued advising drivers. CTC Manager (Saif Ali. Al Zahrani) has been requested to expedite TSR being on driver daily orders. **[Terry Brian. Oliver]** See Monday 28th June 2021. **CLOSED**

EWR – Service 1 reported distant signal (19U1) at TK73 reduced speed to 20 km/h. Signalling / RSM advised. S&T attended and no fault found with the signal.

EWR – Power reduction on PC 5013 at station 39 and also at Station 31 to station 33 (8th and 9th incident – previous 14/06/21, 15/06/21, 16/06/21, 18/06/21, 19/06/21, 24/06/21 and 25/06/21). These faults are generally engine room temperatures high or power control initiated by the traction control unit to protect train. RSM investigating.

Looking Forward - Weather

NSR
Today (Tuesday) – An unsettled day is forecast, with some high winds forecast in the afternoon and evening at Riyadh and Al Jouf. No significant risks are forecast.
Wednesday – An unsettled day is forecast, with some high winds forecast in the afternoon and evening at Riyadh and Hail. No significant risks are forecast.

EWR
Today (Tuesday) – An unsettled day is forecast, with some high winds forecast across most of the EWR route. No significant risks are forecast.*
Wednesday - An unsettled day is forecast, with some high winds forecast at the Riyadh end of the EWR route. No significant risks are forecast.*
*NOTE: *EWR does not have same processes as NSR for extreme weather. Additional resources are arranged across the route when bad conditions are forecast.*

Timetable

NSR - Normal TT in operation this week (Week 26 – 27/06-03/07/21). No additional services planned to operate. Issued station working plan attached.
Test train operating Riyadh – R1 – Riyadh on Tuesday 29th June. Test train operated successfully. **CLOSED**

Tuesday 29th June 2021 – Emergency Exercise “Skyfall” (tabletop exercise) – taking place at Majmaah – HCIS involved. Exercise successfully undertaken. Report to be issued in due course. **CLOSED**

NSR - Normal TT in operation next week (Week 27– 04-10/07/21). No additional services planned to operate. Issued station working plan attached.

EWR – TT115 applies (until 13/06/21 until 06/09/21). TT115 plan attached.

NSR Performance

أداء شبكة الشمال الجنوب

January 2025

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
PPM * (trains operated)	100	100	100	100	100	66.7	100	87.5	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	85.7	100	100	100
Trains Operated	8	6	6	7	6	6	7	8	6	6	7	6	6	6	7	6	6	7	6	6	6	7	6	6	7	6	6	7	8	6	6
% RT	87.5	83.3	66.7	42.9	50	33.3	42.9	37.5	83.3	50	85.7	50	66.7	66.7	100	100	100	100	100	100	100	100	100	100	100	100	100	71.4	100	100	100
Trains failed PPM	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Cancellations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Trains	8	6	6	7	6	6	7	8	6	6	7	6	6	6	7	6	6	7	6	6	6	7	6	6	7	6	6	7	8	6	6

* PPM is 90% within 15 minutes of scheduled time at destination station (2025 KPI).

January saw a good start for the new year 2025. NSR achieved the required PPM for most of the month, we had only 3 days where PPM was not achieved. Fortunately, we have had no cancellations during this month.

(PPM records the % of our trains which ran their entire planned journey, called at all stations and arrived within 15 minutes of the advertised time).

بدأنا السنة بشكل جيد خلال شهر يناير، حققت شبكة الشمال الجنوب معدل مقياس الأداء المطلوب في معظم الشهر، بينما لم يتم تحقيق معدل مقياس الأداء في ثلاث أيام فقط، ولحسن الحظ، لم نشهد أي إلغاء للرحلات.

(يسجل مقياس الأداء العام النسبة المئوية لقطاراتنا التي قامت برحلتها المخططة بالكامل، و تم الاتصال بها في جميع المحطات ووصلت في غضون 15 دقائق من الوقت المعلن عنه)

Safety Briefs 2025

موجز السلامة لسنة 2025

At NSR we have started the safety briefs sessions for the new year 2025, thanks everyone.

في شبكة الشمال, بدأنا بالجلسات التعريفية الخاصة بموجز السلامة لسنة 2025, شكرا لكم جميعا.





PBU Train Operations have had a training session for all EWR & NSR supervisors regarding the launch of Safe 365 system, this app will help in reporting the incidents and will help in unifying the processes among Train Operations staff, stay safe everyone!

عقدت عمليات قطار لقطاع اعمال الركاب دورة تدريبية لجميع مشرفي شبكة الشرق الغرب وشبكة الشمال الجنوب فيما يتعلق بإطلاق نظام Safe365، وسيساعد هذا التطبيق في الإبلاغ عن الحوادث وسيساعد في توحيد العمليات بين موظفي عمليات القطار ، ابقوا آمنين!

EWR Performance

آداء سكة الشرق الغرب

January 2025

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
PPM * (trains operated)	93.8	100	38.5	100	100	92.9	57.1	37.5	68.8	84.6	73.3	43.8	64.3	50	100	100	100	100	100	92.9	100	100	100	100	100	100	87.5	100	100	100	100
Trains Operated	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	14	14	16	16	14	16	16	13
% RT	43.8	81.3	15.4	60	56.3	50	7.1	12.5	12.5	0	6.7	6.3	7.1	14.3	68.8	50	61.5	60	68.8	64.3	35.7	75	56.3	85.7	85.7	68.8	37.5	64.3	81.3	56.3	76.9
Trains failed PPM	1	0	8	0	0	1	6	10	5	2	4	9	5	7	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0
Cancellations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Trains	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	14	14	16	16	14	16	16	13

* PPM is 90% within 15 minutes of scheduled time at destination station (2025 KPI).

The first half of January was tough due to the on-going speed restrictions associated to the platform access concerns, however, once we returned to operating line speeds, the second half of the period showed a marked improvement.

PPM was achieved for 21 of the 31 days during the month, and 18 days saw 100% achieved. The worst two days of the period were 03rd and the 08th January. 55 trains failed to meet PPM for the period.

(PPM records the % of our trains which ran their entire planned journey, called at all stations and arrived within 15 minutes of the advertised time).

كان النصف الأول من شهر يناير صعباً بسبب قيود السرعة المستمرة المرتبطة بمخاوف الوصول إلى رصيف المحطة، ومع ذلك، بمجرد عودتنا إلى سرعة خط التشغيل، أظهر النصف الثاني من الفترة تحسناً ملحوظاً.

تم تحقيق مؤشر الأداء الرئيسي في 21 يوم من أصل 31 يوم خلال الشهر، وتم تحقيق 100% في مؤشر الأداء الرئيسي خلال 18 يوم. كان أسوأ يومين في الفترة هما 3 و 8. بينما فشل 55 قطاراً في تلبية مؤشر الأداء الرئيسي لهذه الفترة.

(يسجل مؤشر الأداء الرئيسي النسبة المئوية لقطاراتنا التي أدت إلى رحلتها المخطط لها بالكامل، والتي تم استدعاؤها في جميع المحطات ووصلت في غضون 15 دقائق من الوقت المعلن عنه).

Congratulations and Well Done!

تهانينا واحسنت!



Congratulations to Riyadh Train Driver Abdullah Al Harbi.

Abdullah has been recognised for his professionalism in an incident where a vehicle was on the railway at TK 428 and his train struck the vehicle. Abdullah only passed as a qualified driver on the 26th January 2025, 8 days before the incident.

Thank you and well-done Abdullah

مبروك لقائد قطار الرياض عبد الله الحربي.

عبدالله تم تكريمه لاحترافه خلال حادث تعدي مركبة على سكة القطار ، عندما اصطدم القطار بالمركبة عند كيلومتر 428 ، علماً بأن عبدالله قد تم تعميده كقائد قطار مؤهل في 26 يناير 2025، أي قبل 8 أيام من الحادث.

شكرا لك وأحسنت عبدالله

Congratulations

تهانينا



Congratulations to Dammam Train Driver Khaled Al Zahrani.

Who has been recognised for demonstrating SAR's core values during a train failure situation.

Thank you and well-done Khaled!

مبروك لقائد قطار الدمام خالد الزهراني.

خالد الزهراني تم تكريمه لإظهار القيم الأساسية لسار أثناء حالة تعطل
القطار.

شكرا لك وأحسنّت خالد!

New EWR Trains Drivers

قائدي قطارات شبكة الشرق الغرب الجدد

Congratulations to Nouh Al Sahrif, Abdullah Al Harbi, Turki Al Qubali, Saad Al Oataibi Mohammed Al Raddadi and Rakan Al Asiri who have completed their training and been assessed as qualified for Train Driving duties in Riyadh EWR.

Well done for all your efforts and hard work guys.

We wish you every success for your future careers.

تهانينا لكل من نوح الشريف وعبد الله الحربي وتركي القبالي وسعد العتيبي ومحمد الرادادي وراكان العسيري الذين أكملوا جميع تدريباتهم وتقييمهم على أنهم مؤهلون لمهام قيادة القطار في الرياض على شبكة الشرق الغرب.

أحسنتم على كل جهودكم وعملكم الجاد يا رفاق.

نتمنى لكم كل النجاح في حياتك المهنية المستقبلية.



Issued Briefs

اصدار تعليمات



Urgent Notice HB280126 - Effective Date 28/01/2025

Opening of Hofuf Bypass Passenger Train Operating Instructions

Issue

The newly constructed Hofuf Bypass will be commissioned from 28th January 2025. This brief outlines the interim method of work to be applied to ensure the safety of the network. Freight and engineering trains will operate over the Hofuf Bypass lines and passenger trains will operate in unfitted mode over Line 2 (mainline) between Station 23 and Station 25 (Hofuf Railway Station).

Actions

ALL passenger services WILL operate on Line 2 (mainline) between Station 23 and Station 25 (Hofuf Railway Station) and between Station 25 (Hofuf Railway Station) and Station 23, instead of the normal Line 1 route (mainline) and are required to travel over Line 2 (mainline) in unfitted mode as part of ETCS L1.

Station 23 to Station 25 (Hofuf Railway Station)

When a train movement is required from Station 23 towards Station 25 (Hofuf Railway Station) and OCC have confirmed the route is [safe](#):

- 1) The train will be signalled onto Line 2 (mainline) via turnouts 23P04 and 23P02.
- 2) When the train passes signal 23U3 and proceeds onto Line 2 (mainline), the Train Driver must acknowledge that the train has left an ETCS fitted area and is in unfitted mode by pressing confirm on the DMI.
- 3) When the train returns to Line 1 (mainline) at Station 25 (Hofuf Railway Station) the train will automatically transition back to ETCS L1.

NOTE: If the train fails to transition into unfitted mode and receives an emergency brake application or the train fails to transition back to full [supervision](#):

- a) Then the Train Driver must immediately advise the Train Controller of the circumstances.
- b) Once it is safe to do so, the Train Controller will issue an OIF to the Train Driver as required.

Station 25 (Hofuf Railway Station) to Station 23

When a train movement is required from Station 25 (Hofuf Railway Station) towards Signal 23D2 at Station [safe](#):

- 1) The train will be signalled onto Line 2 (mainline) at Hofuf.
- 2) When the train passes the applicable Station 25 (Hofuf Railway Station) signal, the Train Driver must acknowledge that the train has left an ETCS fitted area and is in unfitted mode by pressing confirm on the DMI.
- 3) When the train returns to Line 1 (mainline) - 23D2 signal to 23D3 signal, it will automatically transition back to ETCS L1.

NOTE: If the train fails to transition into unfitted mode and receives an emergency brake application or the train fails to transition back to full [supervision](#):

- a) The Train Driver must immediately advise the Train Controller of the circumstances.
- b) Once it is safe to do so, the Train Controller will issue an OIF to the Train Driver as required.

This bulletin has been issued by Simon Moran on 20/01/2025
PLEASE ENSURE ALL AFFECTED STAFF ARE FULLY BRIEFED



تعليمات عاجلة - HB280126 ساريه المفعول من تاريخ 2025/01/28
افتتاح خط تحويل المسار للهفوف
تعليمات تشغيل قطارات الركاب

الموضوع

سوف يتم تشغيل خط تحويل المسار الجديد للهفوف اعتباراً من تاريخ 28 يناير 2025. حيث توضح هذه التعليمات الطريقة الموقتة لتشغيل قطارات الركاب وذلك لضمان سلامة الشبكة. سوف تعمل قطارات البضائع والمعدات الهندسية على خطوط تحويل المسار للهفوف بينما سوف يتم تشغيل قطارات الركاب بوضع غير مجهز على الخط 2 (الخط الرئيسي) بين المحطتين 23 و 25 (محطة قطار الهفوف).

الإجراءات

جميع قطارات الركاب سوف يتم تشغيلها على الخط 2 (الخط الرئيسي) بين المحطة 23 ومحطة قطار الهفوف (المحطة 25)، وبين المحطة 25 (محطة قطار الهفوف) والمحطة 23، بدلاً من المسار الطبيعي لقطارات الركاب على الخط 1 (الخط الرئيسي). يجب تشغيل قطارات الركاب على الخط 2 (الخط الرئيسي) بوضع غير مجهز كجزء من نظام التحكم الأوروبي للقطارات (ETCS) المستوى 1.

من المحطة 25 (محطة قطار الهفوف)

عندما تكون هناك حاجة لتحريك القطار من المحطة 23 نحو المحطة 25 (محطة قطار الهفوف)، وبعد تأكيد مركز التشغيل والتحكم (OCC) على تعيين المسار:

1. سوف يتم توجيه القطار إلى الخط 2 (الخط الرئيسي) عبر التحولات 23P04 و 23P02.
2. عند تجاوز القطار للإشارة 23U3 والانتقال إلى الخط 2 (الخط الرئيسي)، يجب على قائد القطار تأكيد أن القطار خارج منطقة مزودة بنظام أوروبي ETCS ودخل في وضع غير مجهز وذلك بالضغط والتأكيد على واجهة معلومات النظام (DMI).
3. عند عودة القطار إلى الخط 1 (الخط الرئيسي) في المحطة 25 (محطة قطار الهفوف)، سوف ينتقل القطار تلقائياً إلى النظام الأوروبي ETCS المستوى 1.

ملاحظة: إذا فشل القطار في التحول إلى الوضع غير المجهز وتم تطبيق فرامل طارئة، أو إذا فشل في العودة إلى الإشراف الكامل:

- أ. يجب على قائد القطار إبلاغ المتحكم بالقطار على الفور.
- ب. بمجرد أن يصبح الوضع آمناً، سوف يقوم المتحكم بالقطار بإصدار أوامر خطية OIF لتفاد القطار عند الحاجة.

من المحطة 25 (محطة قطار الهفوف) إلى المحطة 23

عندما تكون هناك حاجة لتحريك القطار من المحطة 25 (محطة قطار الهفوف) نحو الإشارة 23D2 في المحطة 23:

1. سيتم توجيه القطار إلى الخط 2 (الخط الرئيسي) في الهفوف.
2. عند تجاوز القطار للإشارة المناسبة في المحطة 25 (محطة قطار الهفوف)، يجب على قائد القطار تأكيد أن القطار خارج منطقة مزودة بنظام أوروبي ETCS ودخل في وضع غير مجهز وذلك بالضغط والتأكيد على واجهة معلومات النظام (DMI).
3. عند عودة القطار إلى الخط 1 (الخط الرئيسي) بين الإشارتين 23D2 و 23D3، سيتأكد القطار تلقائياً إلى النظام الأوروبي ETCS المستوى 1.

ملاحظة: إذا فشل القطار في التحول إلى الوضع غير المجهز وتم تطبيق فرامل طارئة، أو إذا فشل في العودة إلى الإشراف الكامل:

- أ. يجب على قائد القطار إبلاغ المتحكم بالقطار على الفور.
- ب. بمجرد أن يصبح الوضع آمناً، سوف يقوم المتحكم بالقطار بإصدار أوامر خطية OIF لتفاد القطار عند الحاجة.

تم إصدار هذه التعليمات بواسطة **سيمون موران** بتاريخ 2025/01/20.
يرجى التأكد من (حالة جميع الموظفين المعنيين بشكل كامل).

In connection with the method of Working for the Hofuf Bypass lines the following EWR brief has been issued.

فيما يتعلق بطريقة العمل في خطوط تحويل المسار في الهفوف ، تم إصدار تعليمات شبكة الشرق الغرب التالي.

Mobile Devices Usage

استخدام الاجهزة المحمولة



ALL staff are reminded that, unless specifically authorised, the use of any mobile device is not permitted when in the train driving cab. This include phones, iPads and headphones.

**يتم تذكير جميع الموظفين بأنه ، ما لم يتم التصريح بذلك، لا يسمح باستخدام أي جهاز محمول أثناء ركوب كابينة القطار.
وهذا يشمل الهواتف وأجهزة iPad وسماعات الرأس.**

Rolling Stock Maintenance

January 2025



Gerard McFadden
Rolling Stock Maintenance Director

Executive Summary

Achievements

- 100% Service delivery in EWR and NSR.
- UT01/PC06 On EWR Back to service after G-exam & ERTMS Level 2 installed.
- PC02 On EWR completed painting on January (05-21).
- Hufuf bypass Switch Time table management.
- In terms of developing and preparing SAR team for the transition, they participated in shadowing task with the CAF team for E-exam.
- The first power car has successfully completed 5YBOH (5-Year Basic Overhaul).
- Successfully introducing an extra trip per week to Al Jauf on the NS network for an initial period of six months, first introduced on December 31st 2024.
- Production Yearly training and development plan established.

Issues

- On 22nd January 2025, a technician operating a forklift on Road 3 PMS failed to ensure the roller shutter door was fully open before proceeding through it. This oversight resulted in damage to the facility.
- On the 27th January it was reported that the roller shutter door had been hit by a Forklift in line 4 PMS.
- A temporary shutdown for Hufuf - DMM services to carry Hufuf By-Pass project from 00:00 Friday 24th until 23:59 Monday 27th of January 2025. (96 hours).
- Total of 91 minuets of Delays caused by ERTMS in EWR network in January 2025 (51% of Total delays).



1. RSM Safety Performance

SAR 1.1 EWR & NSR Safety KPIs



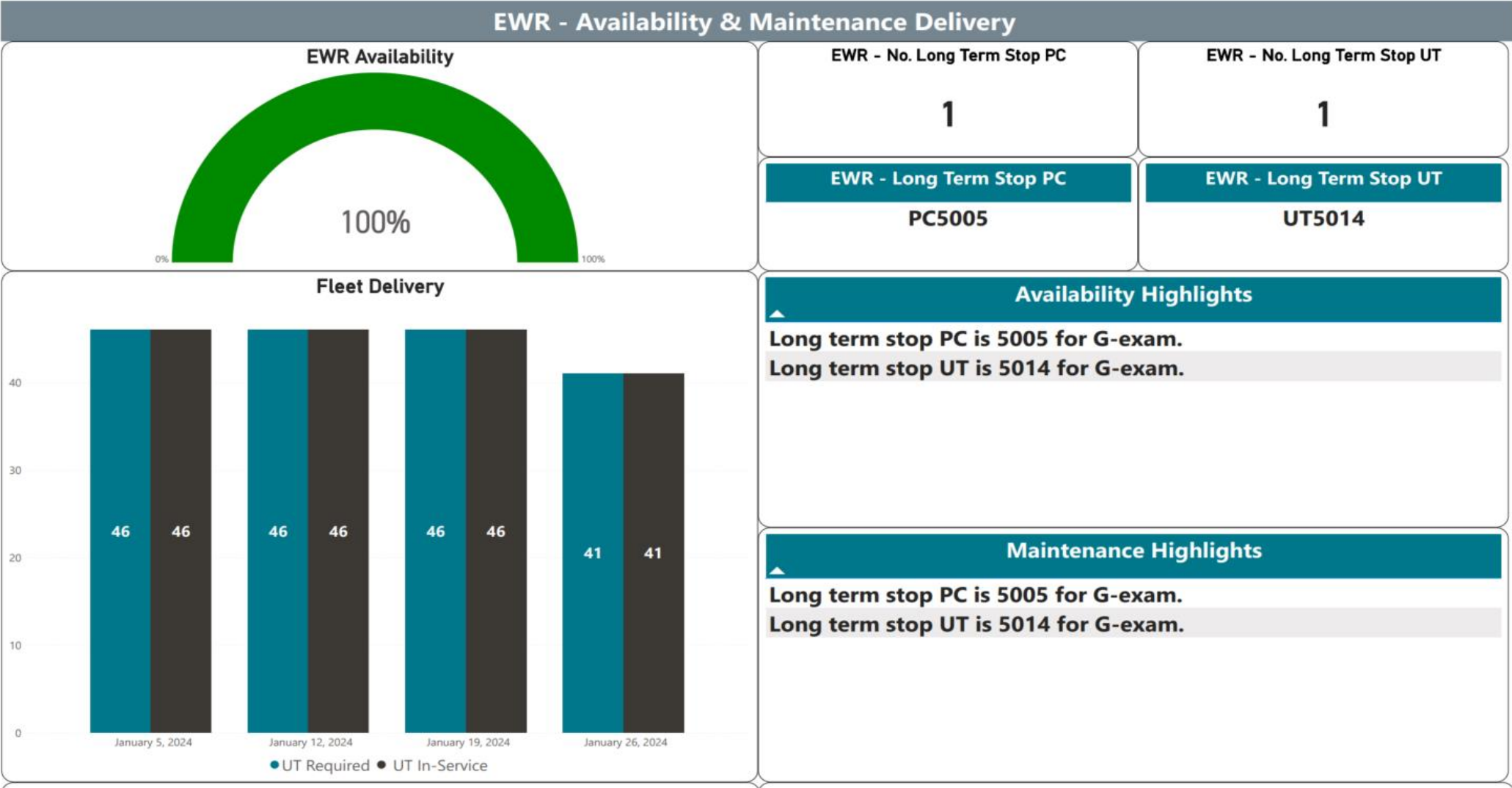
SAR 1.2 EWR & NSR Safety Update

Safety & Environment Concerns	Safety & Environment Updates
Riyadh North - Forklift collision with a roller shutter door.	On the 27th January it was reported that the roller shutter door had been hit in line 4, South End. An investigation is currently ongoing , This includes scrutinizing the reports taken from the Key Access Management System.
Riyadh North - Forklift collision with a roller shutter door	On 22nd January 2025, a technician operating a forklift truck at the south end of Road 3 failed to ensure the roller shutter door was fully open before proceeding through it. This oversight resulted in damage to the facility. The incident highlights a critical lapse in adherence to standard operating procedures, emphasizing the need to reinforce proper safety instructions and operational checks.
Environmental (Waste) Management	The HSE Department has released a new Waste Management Procedure (SAR-012-300-2-001), which became effective on January 1, 2025. Currently, an analysis is underway to identify key gaps across RSM where significant risks may restrict both the initial implementation of the procedure's requirements and the ongoing management of waste.

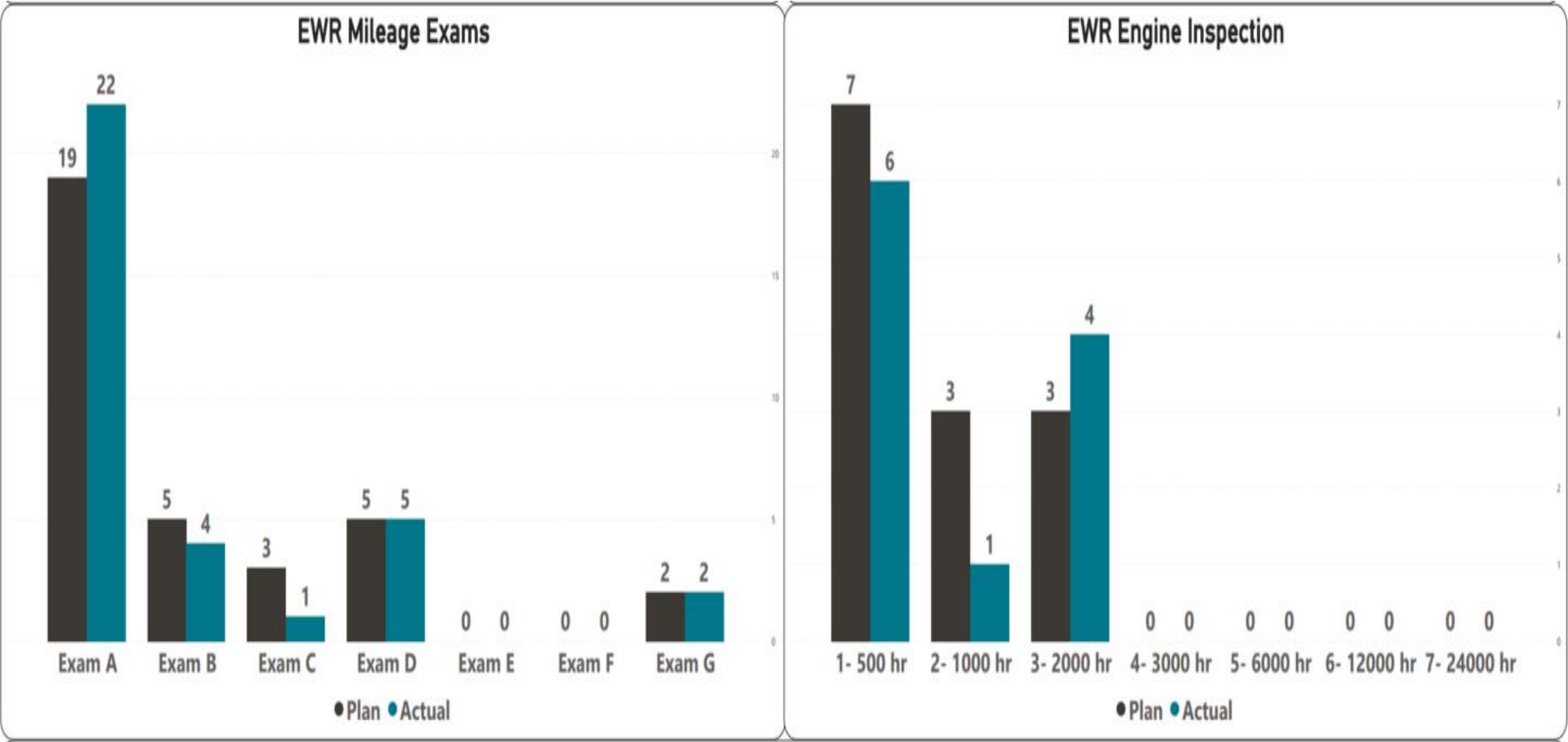


2. EWR Fleet Performance

SAR 2.1 EWR Availability



SAR 2.2 EWR Overview Maintenance



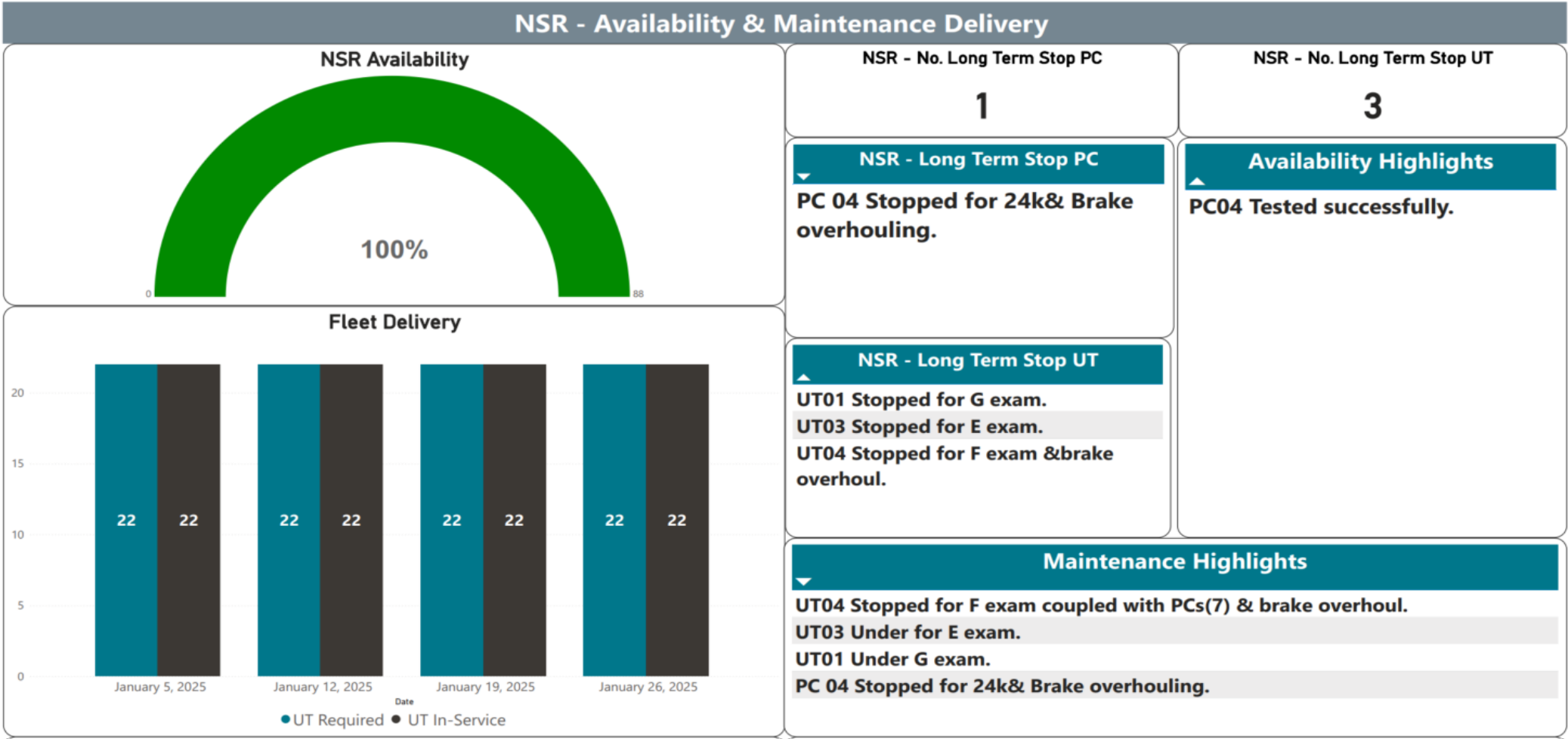
SAR 2.3 EWR Overview Maintenance

Top Issues	Top Achievements
<p>A temporary shutdown for Hufuf - DMM services to carry Hufuf By-Pass project from 00:00 Friday 24th until 23:59 Monday 27th of January 2025. (96 hours).</p>	<p>100% Service delivery.</p> <p>UT01/PC06 On EWR Back to service after G-exam & ERTMS Level 2 installed.</p>

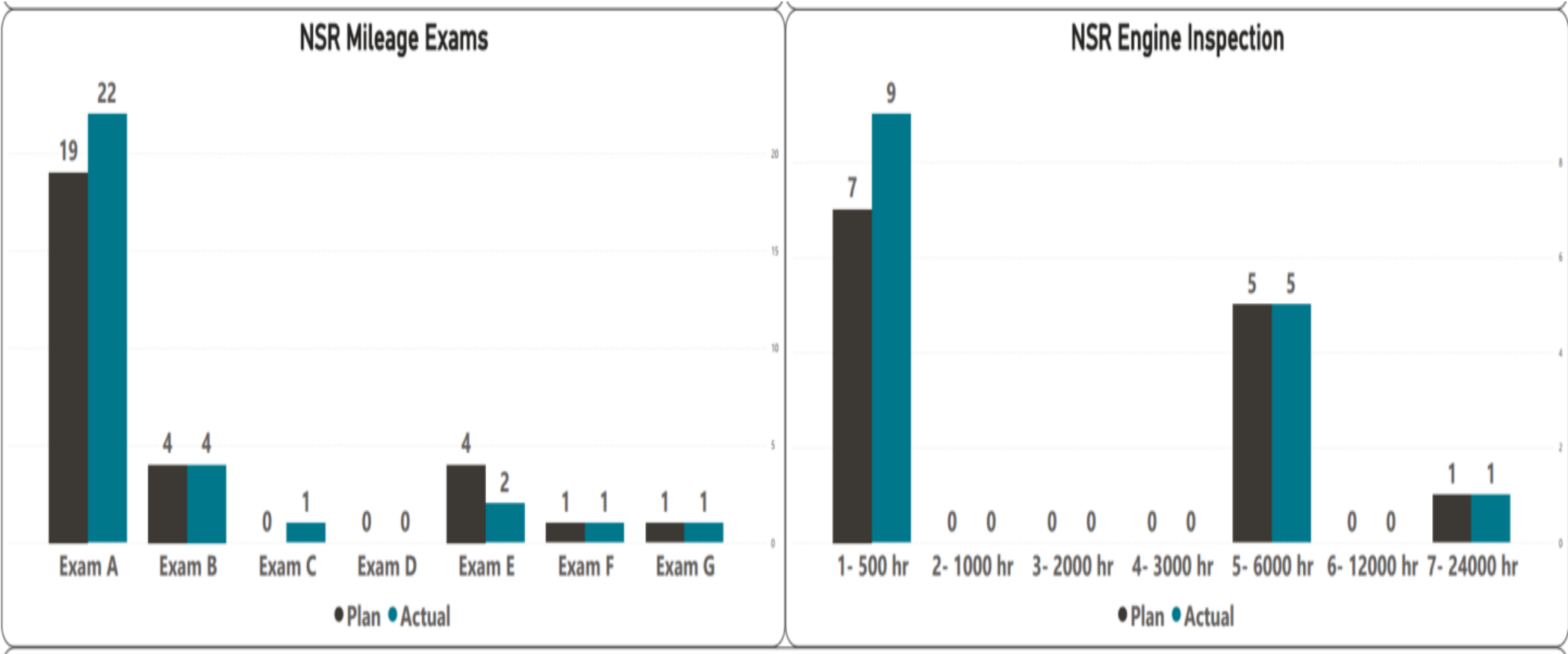


3. NSR Fleet Performance

SAR 3.1 NSR Availability



SAR 3.2 NSR Overview Maintenance



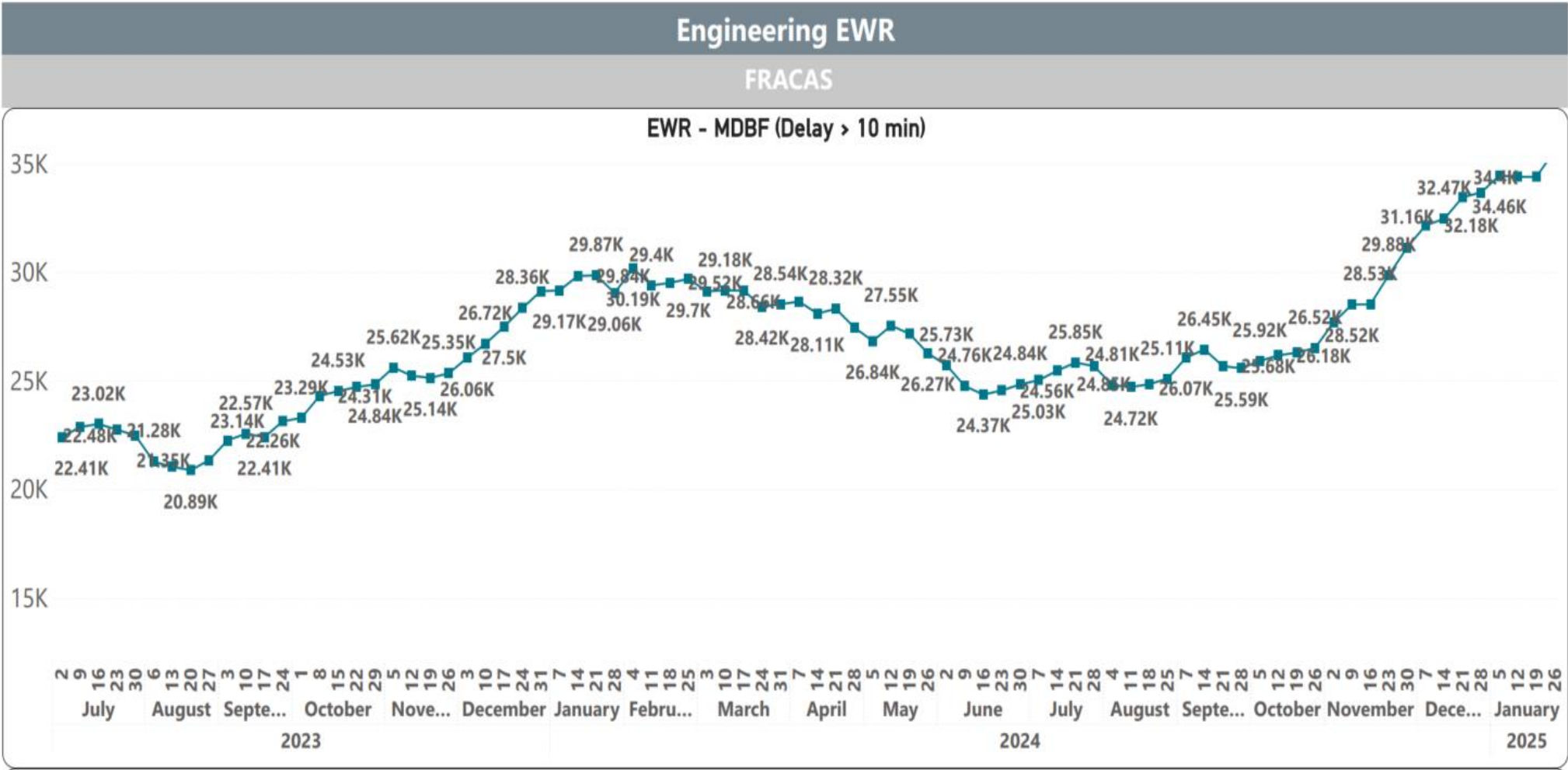
SAR 3.3 NSR Overview Maintenance

Top Issues	Top Achievements
	<p>100% Service delivery.</p> <p>PC04 Tested successfully.</p> <p>Successfully introducing an extra trip per week to Al Jauf on the NS network for an initial period of six months, first introduced on December 31st 2024.</p>



4. RSM Engineering

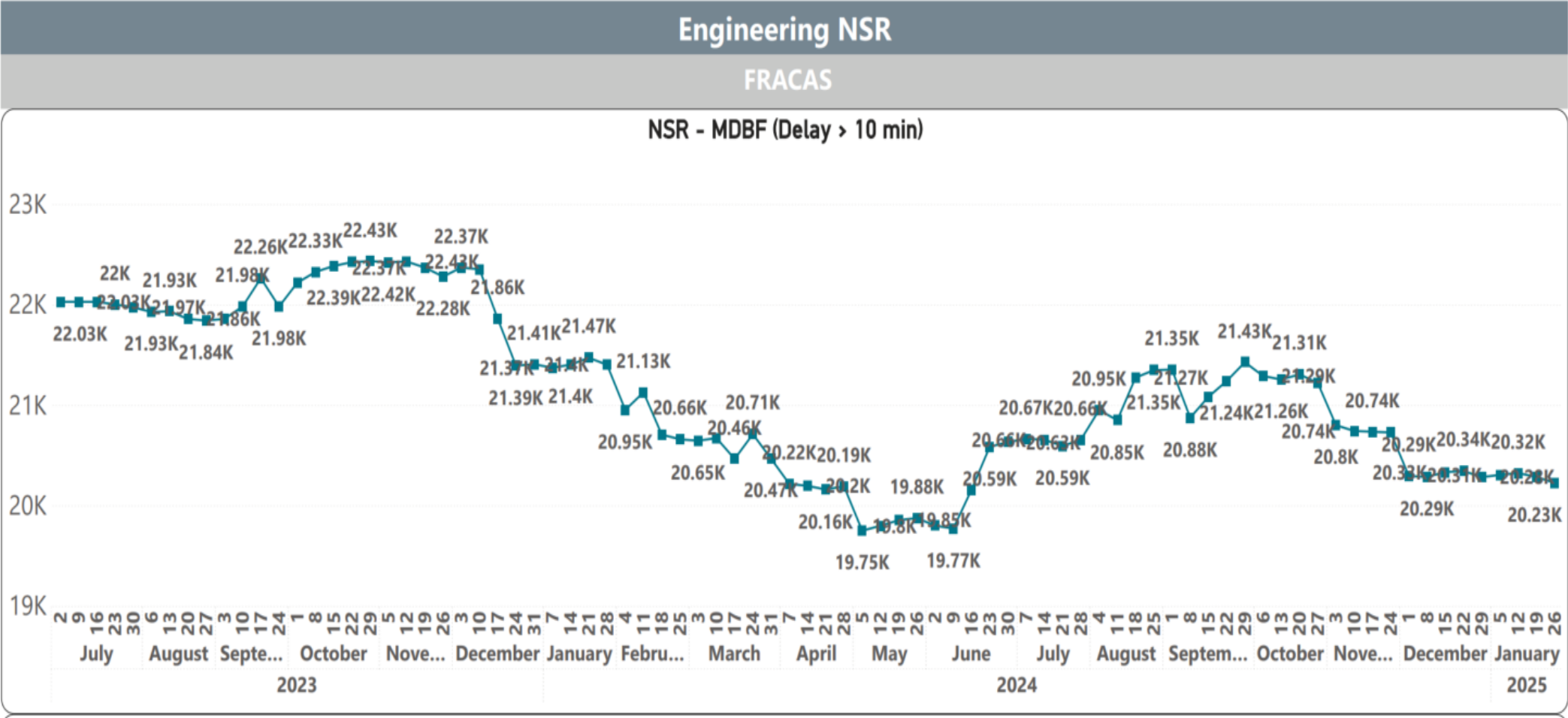
SAR 4.1 EWR FRACAS



SAR 4.1 EWR FRACAS

EWR FRACAS	
Failure	Action Taken/To Be Taken
Use of non-compliant conduits	Request to undertake a fleet wide check on the conduit has been issued. The conduit and cables will be inspected.
Brake Calliper Failure	Regular updates have been received regarding the brake callipers. The design for EW and NS is the same but the issues faced on the fleets are different. The supplier is the same as well. On NS the parking brakes are the main issue. The EW has majority of its issues with the power car.
High Voltage Cable Damage	PC04 will under HV cable replacement. Inspection of other cables will also be undertaken. RSM Director has requested a visit of the locomotive once it's cleaned.
EW0071 - TCU Thermal Management Strategy	Managing alerts and TCU temperatures will be a priority this year.
On 15th Feb 2024 unit 13/PC5010 lost both engine at KM 303. The unit was operating as Service 7.	Final cleaning will needed before the normalization. Will get new updates of the required cables (4mm and 6mm) and we are closely monitoring the status of shipping of these cables. (already escalated). Installation of the cables mentioned. Normalization and Test. Production Team already reviewed all the cabling requirement and proceeded for the requisition. Other actions to be agreed within Engineering.
Emergency Push Button aka Mushroom are going unnecessary contact close causing the engine to be shutdown. These are located outside the engine room.	Engine Filter cleaning procedure to be checked and lessons learnt from NS to be adapted.
Compressor	BCU panels in all cars found with leaking test fittings and found B19.05 in PC BCU (pressure governor) leaking ,replaced the pressure governor and all leakages repaired
TUC 2 high TEMP	Train was changed (UT14/5005).

SAR 4.2 NSR FRACAS



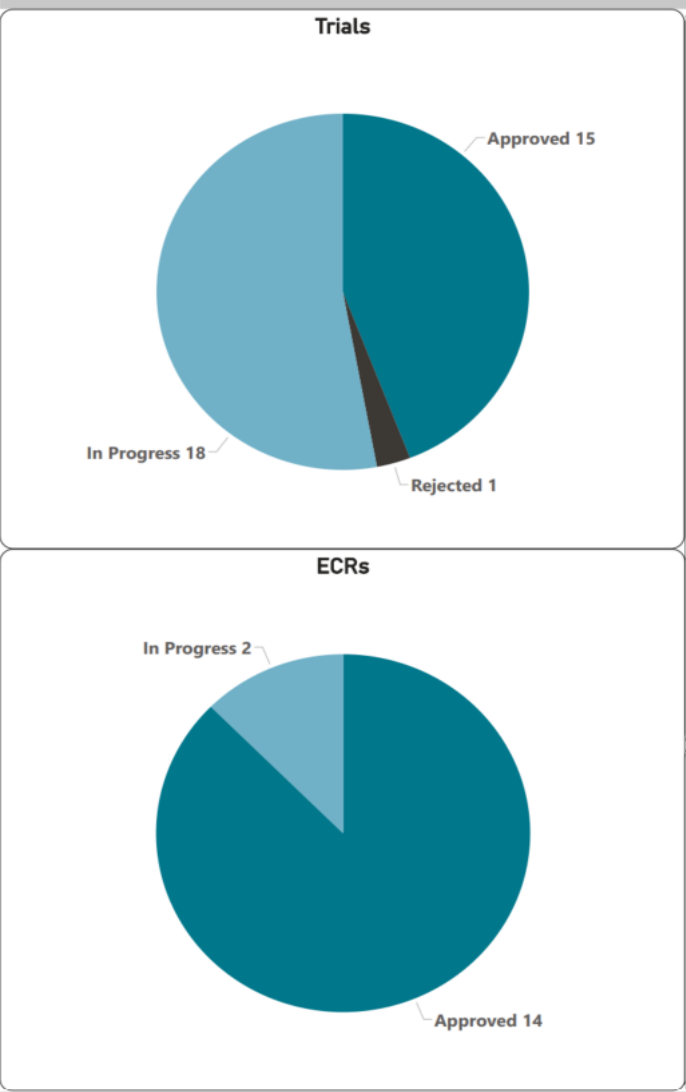
SAR 4.2 NSR FRACAS

NSR FRACAS	
Failure	Action Taken/To Be Taken
NS0080 - 5 Year Brake Overhaul	<p>SYBrOH in PC04 installation done. Brake protocol ongoing.</p> <p>Procedure for PC 5YBrOH already generated, pending to submit the other ones.</p> <p>Fully overhauled compressors and airdryers are now installed in PC004.</p> <p>There should be 3 different procedures for testing.</p> <p>1-PC only 5 year overhaul plan</p> <p>2-Unit Only 5 year overhaul plan</p> <p>3-PC and Unit 5 year + G-exam plan</p>
NS0103 - PC006 Compressor oil leakage	<p>Below is a summary of key findings:</p> <p>ROOT CAUSE / CONCLUSION</p> <p>Based on the evidences collected during the disassembly of the compressors, the possible root cause of the oil leakages are the deteriorated O-rings. Extreme temperatures can cause the O-ring to harden or become brittle. The same with the deterioration, this happens when the O-ring material permanently deforms and loses its elasticity due to prolonged stress or high temperatures</p>
NS0100 - Power Car Parking Brake	<p>CAF to escalate issue to KB for full overhauls</p> <p>Requested capital spare stock to be available as mitigation.</p>
NS0096 - PC011 Engine and filter types	<p>Coolant supplier still not on the approved supplier list from CAF side. This issue to be escalated internally within CAF.</p> <p>Flushing procedure has been shared.</p> <p>Awaiting MTU answer for the model delivered.</p> <p>Coolant supplier not yet registered in our system.</p> <p>Flushing we are awaiting for coolant approval to proceed with this point.</p>
NS0101 - Compressed Air Outlet / Brake Cylinder leakage.	<p>Joint review on a UT by UT basis to be conducted, starting this week. Review to be conducted between Engineering and Production.</p> <p>Fleet check will be completed again. Documentation will be updated to state the required train status (brakes applied), and the leakages will be categorized, heavy leakages will be addressed as corrective.</p>
NS0095 - Brake Pads	<p>TB issued from Engineering and sent to Production for Briefing.</p> <p>Draft TB sent out for review to cover maintenance requirements and fitment of brake pads (same brake pad type must be installed within brake caliper).</p> <p>TB will be issued this week.</p> <p>New model (hexagon shape) expected to be received in February.</p> <p>To continue monitoring the first alternative model.</p>

SAR 4.3 Modification Budget Change

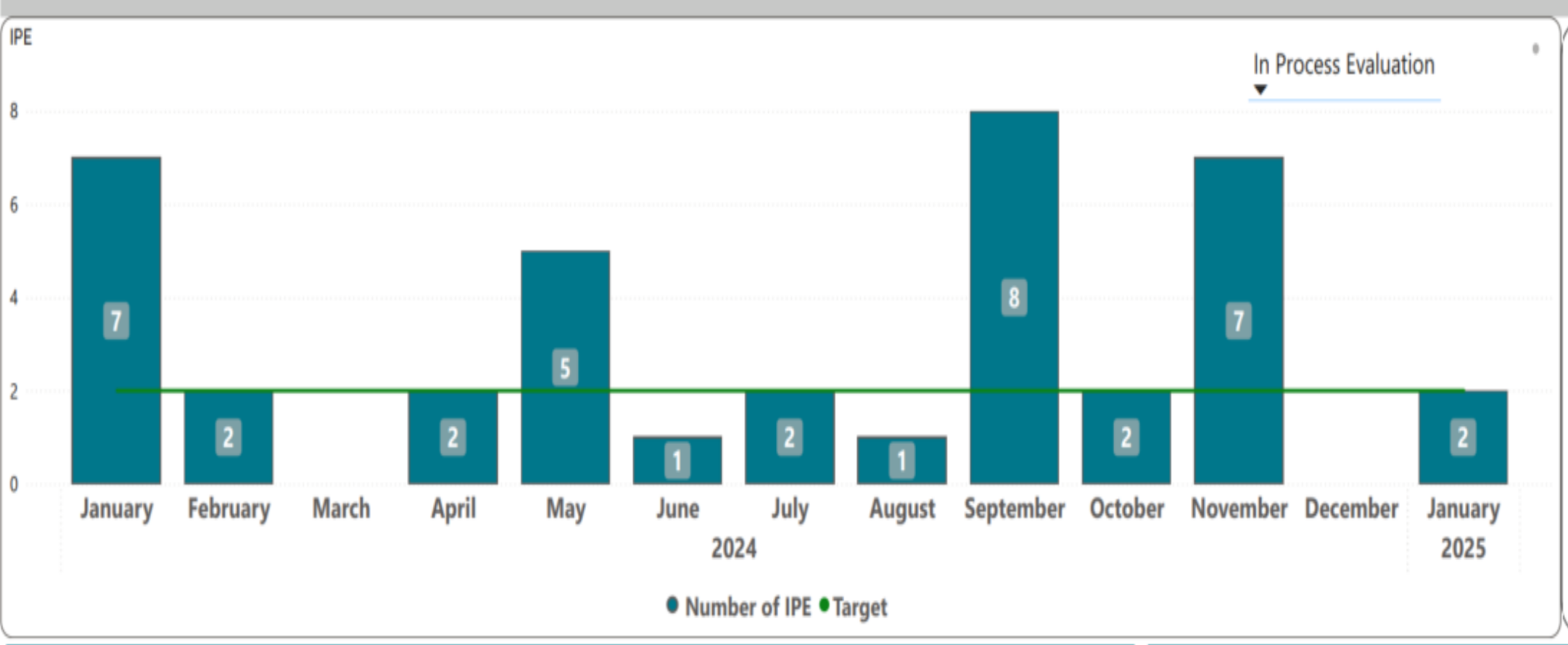
Engineering		
Modification Changes		
Projects	Description/Update	Status
Prototype Frontal Headlights	Upgrade East/West headlight due to poor visibility. Design has been approved. Purchasing of material in progress. Installed the project along the fleet.	Project completed (100% Payment in Process)
Prototype EW TCU Cooling Equipment	Prototype completed and approved.	Project completed (100% Payment in Process)
Prototype EW Gearbox	Poor reliability of E/W gearbox design. Modification is to adapt the labyrinth design of the N/S. Design has been approved. 5 Kits shipped to KSA for trial. Two prototypes failed, the materials for the third has been arrived, Installation mid of November.	Initiating (10% Payment)
Prototype EW Sand deflector	On hold due to wheel incident	Initiating (10% Payment)
Onboard Bearing monitoring SKF	Bearing monitoring due to repeated hot axle incidents. Design review 31/May. Sensors were installed successfully for the fleet.	Project completed (100% Payment in Process)
Prototype EW Pulse Filter	Adapt N/S pulse filtration to E/W. Final Design Review meeting took place first week of September.	Initiating (10% Payment)

SAR 4.4 Engineering Assurance



Trials/Description
2314 NS - Cover for pneumatic Panel PC (In Progress)
2322 EW - Train Side ERTMS System Upgrade(In Progress)
2329 NS - TR2329 MTC Improved Air Spring Assembly(Pass)
2401 NS - Use the engine from EW in NS fleet(Pass)
2402 NS - Dynamic Brake Test Commissioning using alternative brake pads(Pass)
2403 NS - INSTALLATION PT100 IN ALTERNATOR(Pass)
2404 EW - INSTALLATION PT100 IN ALTERNATOR(Pass)
2405 NS - NS New cover design for cabin HVAC(Pass)
2406 EW - Cover for grounding system(Pass)
2407 EW - Install chain in pneumatic panels located in coaches(Pass)
2408 EW - PC Side skirt fabrication by local supplier(Fail)
2409 NS - Trial Record for Vibration Measurement in The Train(In Progress)
2410 EW - Engine Shutdown Recovery(In Progress)
2411 NS - Passenger Trial with new Friction Material (Loco) (In Progress)
2413 NS - Train Switch Simulation failure (Pass)
2414 NS - NS New SW embedded in T switches(Pass)
2415 NS - Simulation of Train switch failure using software(Pass)
2416 EW - class C sand wheels (In Progress)
2417 NS - NS_CAF Type C Sand Wheels(In Progress)
2420 NS - NS New Primary suspension(In Progress)
2421 NS - ABB Alternator(In Progress)
2422 EW - TCU Software improvement(In Progress)
2423 NS - Event Recorder (EVR) timing Modification(Pass)
2425 EW - Fleet Fire Supression System _FSS_ Installation(Pass)
2426 EW - Modified Venair Hose for Engine (In Progress)
2427 NS-EW - Sand Deflector (In progress)
2429 EW - CCTV Sytem Modification (Pass)
2430 EW - Prayer area design(In Progress)
2431 EW - Pulse Filter Modification(Pass)
2432 EW - Gear box modiccation (In Progress)
2433 NS - CCU software for speed restriction when boogie isolated (In Progress)
2434 NS - NS Pulse Filter Brackets Modification (In Progress)
2435 EW - New battery charger for PC (In Progress)
2439 EW - Wireless switch for CCTV (In Progress)

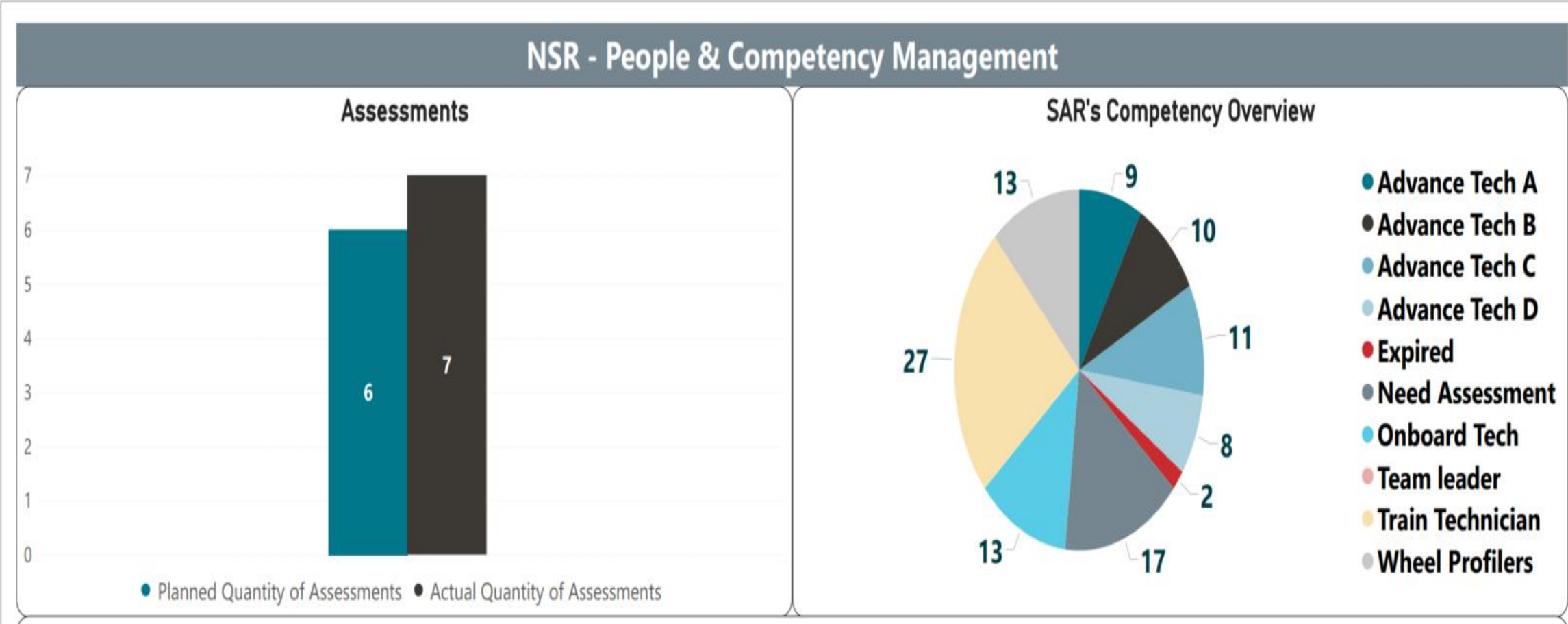
ECR/Description
2401 EW - T4 transformer Maintanace Periodicty Change (Approved)
2402 NS - Embedded TCMS Software change(Approved)
2403 EW - EW frontal lights modification(Approved)
2404 NS - Change of Air spring (Approved)
2405 EW - Mp 10 revision (Approved)
2406 NS - MP 14 revision (Approved)
2407 EW - Fire Supression system Modification(Approved)
2408 EW - Water sensor in prefilter(In progress)
2410 NS - NEW HVAC cover lock (Approved)
2411 NS-Install angle in the electrical box of the Car Carriers (Approved)
2412 NS-New T-Switch Failure using new software (Approved)
2413 NS-EVR Timing Change Modification (Approved)
2415 NS-Supplementary end coach car body panel (Approved)
2502 EW - Install chain on pneumatic panel (Approved)
2503 EW - EW Fleet CCTV Upgrade (In progress)
2504 NS - New Pulse Filter Cartridge and brackets (Approved)





5. NSR Competency

SAR 5.1 NSR Competency



SAR 5.1 NSR Competency

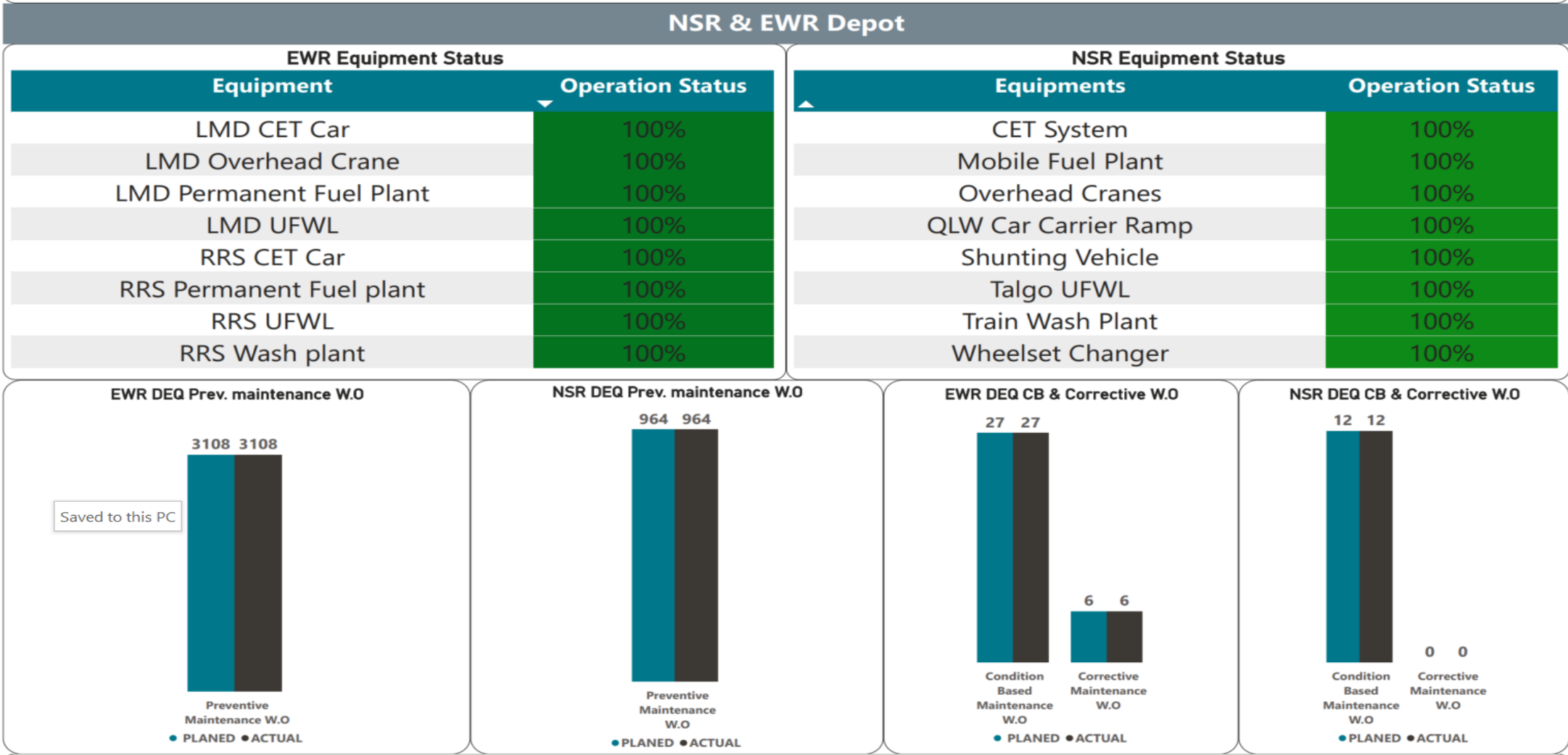
Competence Highlights

- 01- Wheel Lathe Competence up to 92%. 3 more technicians are being developed.
- 02. We have 17 technicians currently working towards Train Technician competence.
- 03- Advanced Technicians assessments are ongoing. Further staff will be developed and assessed in the coming months.
- 04- There are currently 2 staff expired their competence, reassessments are being arranged.
- 05- SRP Cohort 17 OJT is continuing as planned, SRP stage reviews are due in the coming weeks.
- 06- PTS training was delivered by a recently HSE approved staff member
- 07-Car Carrier training sessions will be held on a weekly basis, as required. No session has been requested for this week. Training being updated.
- 08- Qurayyat depot staff equipment training is continuing at Riyadh. Local training will recommence as soon as possible.
- 09- Gangways and Couplers, Pneumatics, WC and Bogies training is being planned. Schematics training is scheduled for 03 Feb.
- 10- The next First Aid training is scheduled for 26 Jan. Done.
- 11- Scissor Lift training is planed for 31 Jan. Done.
- 12- Forklift training is planned for 02 Feb.



6. Depot

SAR 6.1 Depot Overview



SAR 6.1 Depot Overview

Depot Highlights

▲
All equipment is functioning normally and fully operational.

No effect on services.

PMS : Calibrated and tested 27 equipments.

PMS : Train Wash Plant enhancement completed successfully.

Commercial







January 2025



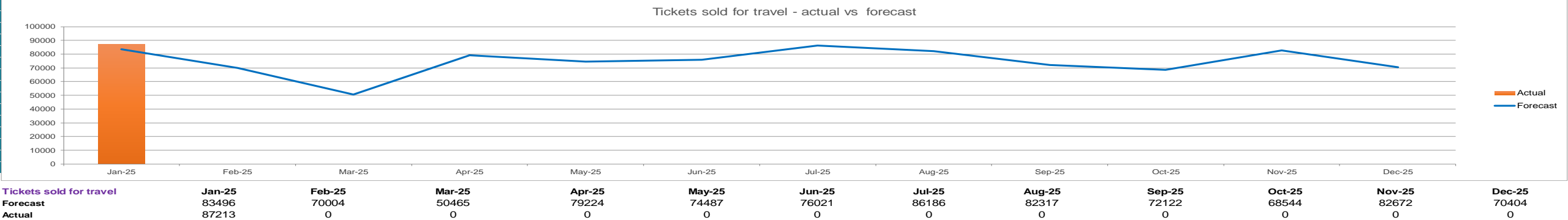
Abdulmajeed Khathlan
Commercial Director






COMMERCIAL ANALYSIS (NORTH)

Jan 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Load Factor				TSFT Target achieved	
 Tickets sold for travel	67,935	18,402	876	87,213	EC	BC	PSC	Total		
					110%	83%	78%	102%		
 Boarded passengers	63,783	17,897	737	82,417	EC	BC	PSC	Total		
					103%	80%	66%	97%		

Tickets sold for travel											
2025 Forecast			895942			Monthly Forecast			83496		
2025 Actual			87213			Monthly Actual			87213		
% of forecast achieved			10%			% of forecast achieved			104%		
Target % achieved of forecast			9%								



Ticket revenue

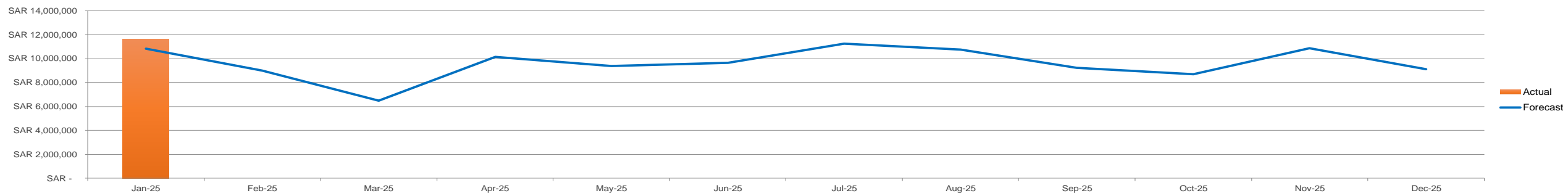
Jan 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Ticket yield				Ticket Revenue achieved	
 Ticket revenue	SAR 7,103,486	SAR 4,280,351	SAR 264,252	SAR 11,648,088	EC	BC	PC	Total	Jan 2025	2025
					105 SR	233 SR	302 SR	134 SR		
	SAR 6,176,945 (ex. VAT)	SAR 3,722,044 (ex. VAT)	SAR 229,784 (ex. VAT)	SAR 10,128,773 (ex. VAT)	91 SR (ex. VAT)	202 SR (ex. VAT)	262 SR (ex. VAT)	116 SR (ex. VAT)		

Ticket revenue





2025 Forecast	SAR	115,340,112
2025 Actual	SAR	11,648,088
% of forecast achieved		10%
Target % achieved of forecast		9%

Monthly Forecast	SAR	10,840,514
Monthly Actual	SAR	11,648,088
% of forecast achieved		107%





Ticket revenue - actual vs forecast

[illegible]






Jan 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	4,770	SAR 373,090	SAR 79
		SAR 324,426.09 (ex. VAT)	SAR 69 (ex. VAT)
 Lounge Access	736	SAR 24,680	SAR 34
		SAR 21,460.87 (ex. VAT)	SAR 29 (ex. VAT)
 Onboard Meals	593	SAR 20,260	SAR 34
		SAR 17,617.39 (ex. VAT)	SAR 30 (ex. VAT)
 Seat Selection	12,124	SAR 181,890	SAR 15
		SAR 158,165.22 (ex. VAT)	SAR 13 (ex. VAT)



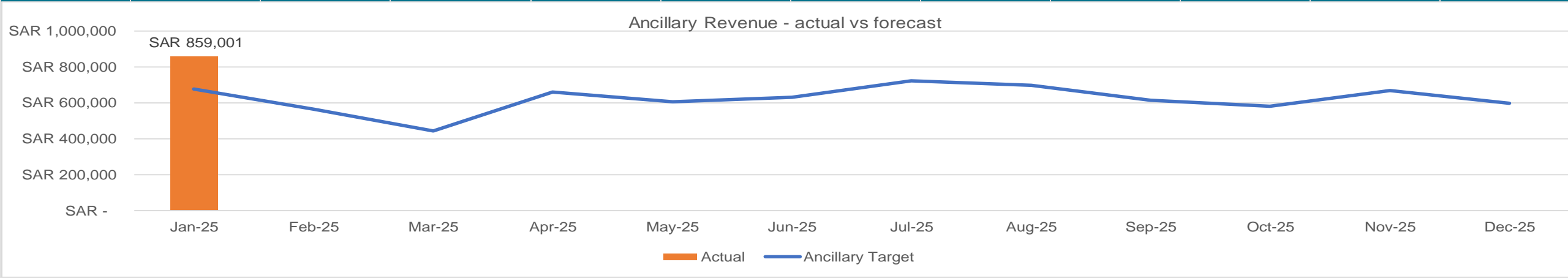
Jan 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
<div></div> <div>Parcel Shipments</div>	420	SAR 51,390	SAR 122
		SAR 44,686.96 (ex. VAT)	SAR 106 (ex. VAT)
<div></div> <div>Car Cargo</div>	125	SAR 110,400	SAR 883
		SAR 96,000 (ex. VAT)	SAR 768 (ex. VAT)
<div></div> <div>On Train Sales</div>	219	SAR 29,433	SAR 134
		SAR 25,593.91 (ex. VAT)	SAR 117 (ex. VAT)
<div></div> <div>Waiting List Tickets</div>	643	SAR 67,858	SAR 106
		SAR 59,006.96 (ex. VAT)	SAR 92 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)



Jan 25	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
 TOTAL ANCILLARY REVENUE	19,630	SAR 859,001	SAR 44	Jan 2025	2025
		SAR 746,957.39 (ex. VAT)	SAR 38 (ex. VAT)		


Ancillary Revenue											
2024 Forecast			▲ SAR 7,472,448			Monthly Forecast			SAR 678,747		
2024 Actual			▲ SAR 859,001			Monthly Actual			SAR 859,001		
% of forecast achieved			11%			% of forecast achieved			127%		
Target % achieved of forecast			9%								









Passenger Commercial Performance YTD (January2025) | North Trains



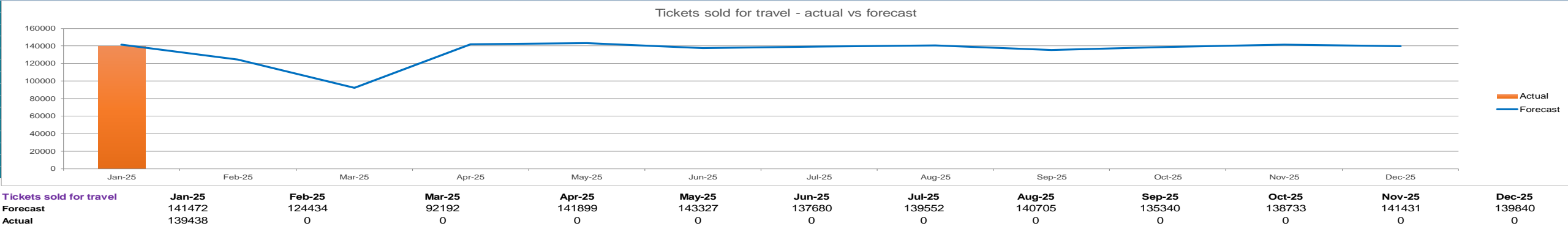
North	Result	Jan 2024	Jan 2025 (Forecast)	Jan 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	201	200	200	-0.5%	0%
	Tickets Sold for Travel	88,206	83,496	87,213	-1%	4%
	Load Factor (Ticket Sold for Travel)	102%	98%	102%	0% Point	4% Points
	Boarded Passengers	83,482	78,486	82,417	-1%	5%
	Load Factor (Boarded Passengers)	96%	92%	97%	1% Point	5% Points
	Ticket Revenue (inc. VAT)	SAR 10,102,588	SAR 10,840,514	SAR 11,648,088	15%	7%
	Ticket Yield (inc. VAT)	SAR 115	SAR 130	SAR 134	17%	3%
	Ancillary Revenue (inc. VAT)	SAR 973,459	SAR 678,747	SAR 859,001	-12%	27%
	Ancillary Yield (inc. VAT)	SAR 11	SAR 8	SAR 10	-11%	21%
	Total Revenue (inc. VAT)	SAR 11,076,046	SAR 11,519,261	SAR 12,507,089	13%	9%
	Total Yield (inc. VAT)	SAR 126	SAR 138	SAR 143	14%	4%

COMMERCIAL ANALYSIS (EAST)



Jan 2025	Economy Class	Business Class	Aramco	Total	Load Factor			TSFT Target achieved	
 Tickets sold for travel	94,863	33,859	10,716	139,438	EC	BC	Total	Jan 2025	2025
					118%	79%	105%		
 Boarded passengers	87,015	32,588	5,828	125,431	EC	BC	Total	Engineering works 24 –27 Jan resulted in a 11,345 passenger reduction	99% of forecast achieved
					104%	76%	95%		

Tickets sold for travel									
2025 Forecast		1616605			Monthly Forecast		141472		
2025 Actual		139438			Monthly Actual		139438		
% of forecast achieved		9%			% of forecast achieved		99%		
Target % achieved of forecast		9%							









Ticket revenue

2025 Forecast	SAR	171,651,799
2025 Actual	SAR	14,825,291
% of forecast achieved		9%
Target % achieved of forecast		9%





Monthly Forecast	SAR	14,904,741
Monthly Actual	SAR	14,825,291
% of forecast achieved		99%








Jan 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,382	SAR 193,175	SAR 81
		SAR 167,978.26 (ex. VAT)	SAR 71 (ex. VAT)
 Lounge Access	1,085	SAR 36,650	SAR 34
		SAR 31,869.57 (ex. VAT)	SAR 29 (ex. VAT)
 Onboard Meals	832	SAR 20,830	SAR 25
		SAR 18,113.04 (ex. VAT)	SAR 22 (ex. VAT)
 Seat Selection	13,156	SAR 197,460	SAR 15
		SAR 171,704.35 (ex. VAT)	SAR 13 (ex. VAT)



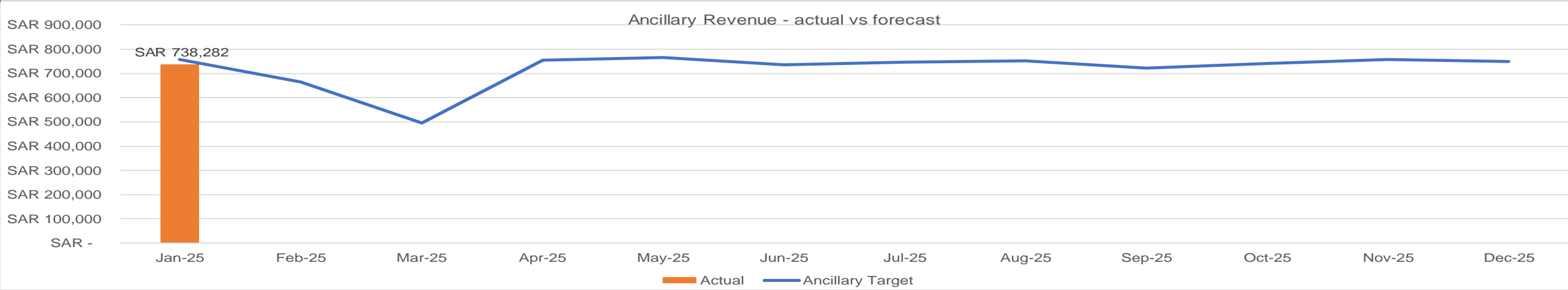
Jan 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	2,209	SAR 178,638	SAR 81
		SAR 155,337.39 (ex. VAT)	SAR 70 (ex. VAT)
 On Train Sales	172	SAR 15,502	SAR 90
		SAR 13,480 (ex. VAT)	SAR 78 (ex. VAT)
 Waiting List Tickets	831	SAR 83,549.50	SAR 101
		SAR 72,651.74 (ex. VAT)	SAR 87 (ex. VAT)
 Aramco parking	317	SAR 12,477.50	SAR 39
		SAR 10,850 (ex. VAT)	SAR 34 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)




Jan 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
 TOTAL ANCILLARY REVENUE	20,984	SAR 738,282	SAR 35	Jan 2025	2025
		SAR 641,984.35 (ex. VAT)	SAR 31 (ex. VAT)	 Engineering works 24 -27 Jan resulted in a 67,469SR ancillary revenue reduction	 97% of forecast achieved

Ancillary Revenue			
2024 Forecast	2024 Actual	% of forecast achieved	Target % achieved of forecast
SAR 8,650,911	SAR 738,282	9%	9%
Monthly Forecast	Monthly Actual	% of forecast achieved	
SAR 758,517	SAR 738,282	97%	







Passenger Commercial Performance YTD (January 2025) | East Trains




East	Result	Jan 2024	Jan 2025 (Forecast)	Jan 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	432	463	463	7%	0%
	Tickets Sold for Travel	134,919	141,472	139,438	3%	-1%
	Load Factor (Ticket Sold for Travel)	111%	107%	105%	-6% Points	-2% Points
	Boarded Passengers	120,934	127,325	125,431	4%	-1%
	Load Factor (Boarded Passengers)	99%	96%	95%	-4% Points	-1% Point
	Ticket Revenue (inc. VAT)	SAR 12,058,537	SAR 14,904,741	SAR 14,825,291	23%	-1%
	Ticket Yield (inc. VAT)	SAR 89	SAR 105	SAR 106	19%	1%
	Ancillary Revenue (inc. VAT)	SAR 786,881	SAR 758,517	SAR 738,282	-6%	-3%
	Ancillary Yield (inc. VAT)	SAR 6	SAR 5	SAR 5	-9%	-1%
	Total Revenue (inc. VAT)	SAR 12,845,417	SAR 15,663,257	SAR 15,563,573	21%	-1%
	Total Yield (inc. VAT)	SAR 95	SAR 111	SAR 112	17%	1%



Passenger Commercial Performance YTD (January 2025) | North & East Trains

North & East	Result	Jan 2024	Jan 2025 (Forecast)	Jan 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 North Train  East Train	Number of Services Operated	633	663	663	5%	0%
	Tickets Sold for Travel	223,125	224,968	226,651	2%	1%
	Boarded Passengers	204,416	205,811	207,848	2%	1%
	Ticket Revenue (inc. VAT)	SAR 22,161,124	SAR 25,745,255	SAR 26,473,380	19%	3%
	Ticket Yield (inc. VAT)	SAR 99	SAR 114	SAR 117	18%	2%
	Ancillary Revenue (inc. VAT)	SAR 1,760,339	SAR 1,437,263	SAR 1,597,283	-9%	11%
	Ancillary Yield (inc. VAT)	SAR 8	SAR 6	SAR 7	-11%	10%
	Total Revenue (inc. VAT)	SAR 23,921,463	SAR 27,182,518	SAR 28,070,663	17%	3%
	Total Yield (inc. VAT)	SAR 107	SAR 121	SAR 124	16%	3%
	Customer Satisfaction	75%	85%	88%	13% Points	3% Points
	Net Promoter Score	23%	20%	36%	13% Points	16% Points



January 2025	X 	Instagram 	Facebook 	TOTAL
Followers	58,580	14,356	7,466	80,402
Posts	9	9	9	27
Impressions	76,318	20,133	9,902	106,353
Engagements	2,732	308	473	3,513
Engagement Rate	3.6%	1.5%	4.8%	9.9%

Followers: The number of users following our account as of the last day of the selected time period.

Posts: The number of posts published on the accounts

Impressions: The number of times the content was displayed/Shown to users.

Engagements: The number of times users engaged (Reactions, Shares, Comments, Shares, Retweets, Replies, Clicks etc..) with the content.

Engagement rate: The number of times users engaged with the content as a percentage of impressions.



SAR

East Stations New Check-In Counters & Floor Stickers

PBU MBR



We have introduced new Check-In Counters in Riyadh East, Hufuf, Abqaiq and Dammam Stations along with floor stickers





Hufuf Station



Dammam Station



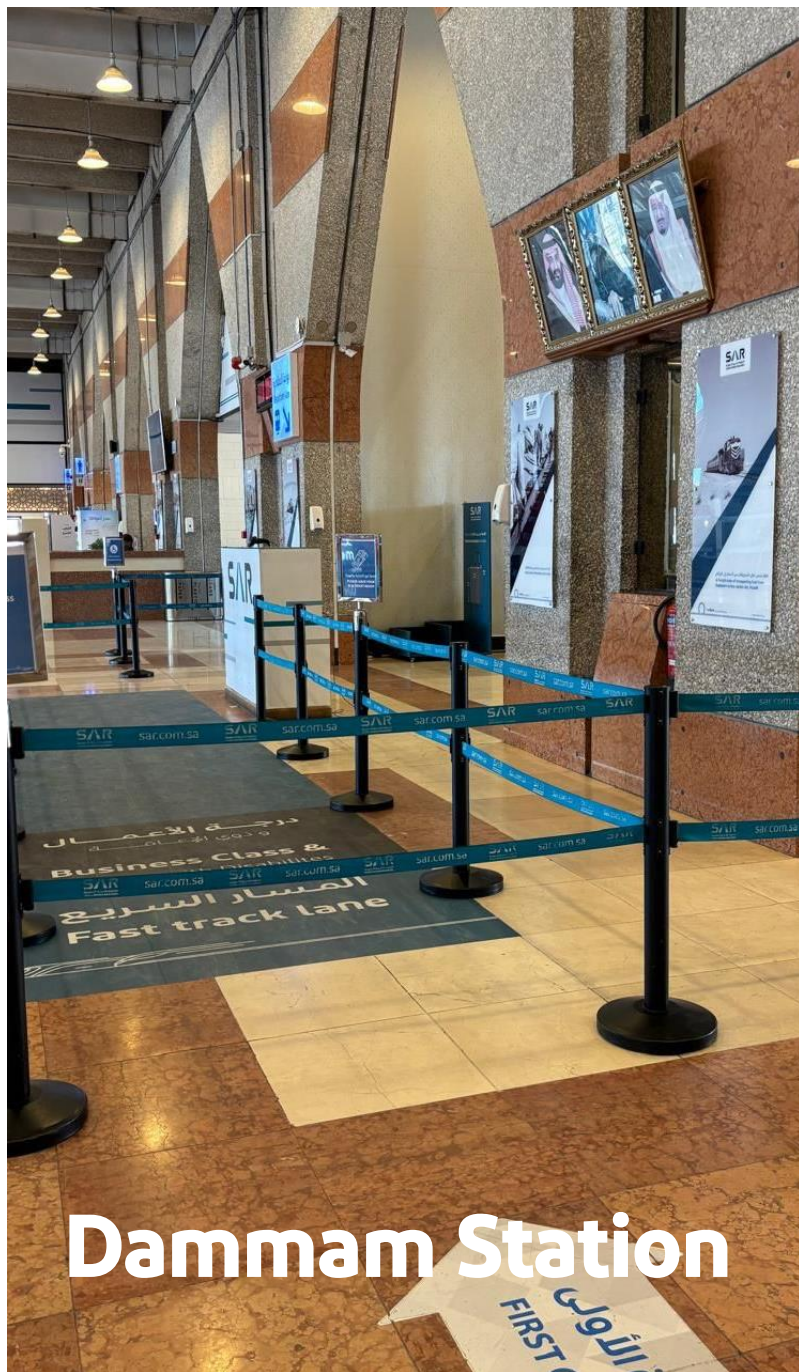
Abqaiq Station



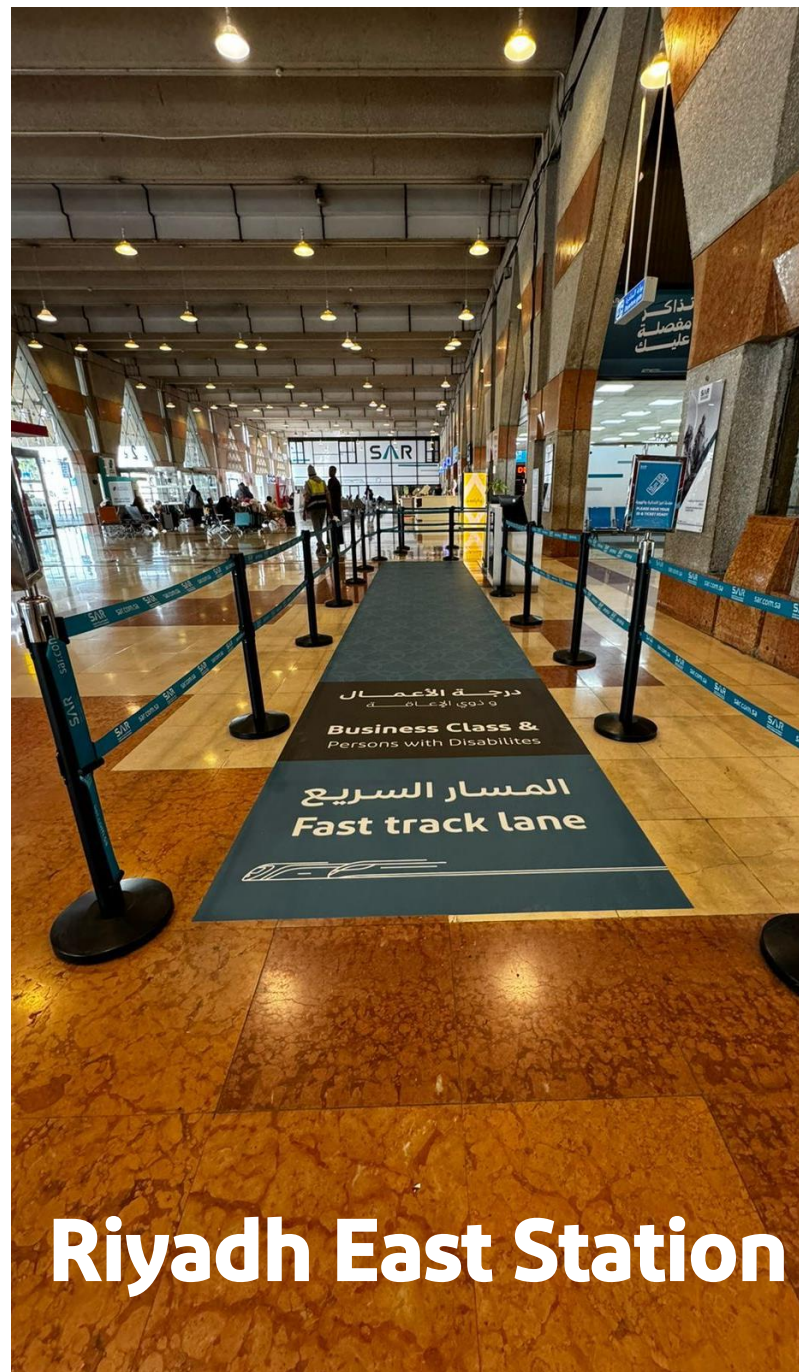
Dammam Station



Riyadh East Station



Dammam Station



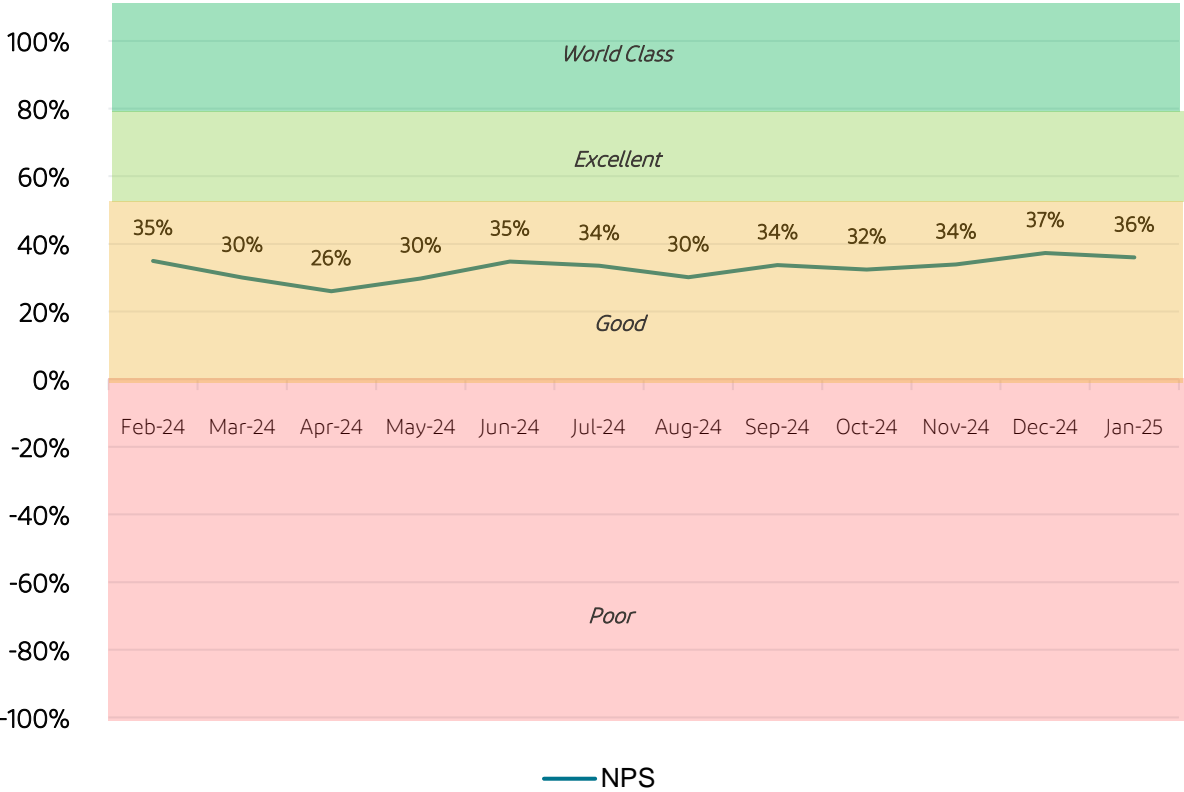
Riyadh East Station



Hufuf Station

CUSTOMER EXPERIENCE

Net Promoter Score (NPS)



Net Promoter Score or NPS, is a globally used management tool that measures customer experience and can be used to predict future business growth. Although results vary from industry to industry, given the NPS range of NPS is -100 to +100, a positive score of NPS above 0 is considered good, +50 is excellent and above 70 is considered world-class

NPS is the metric used to provide the core measurement of the Overall SAR Customer Satisfaction. A comprehensive, actionable view of SAR’s Passenger experience performance

Respondents are grouped as follows

- Promoters (score 9-10) are loyal enthusiasts who will keep using the SAR Passenger Train Service
- Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings
- Detractors (score 0-6) are unhappy customers who can cause revenue loss, harm the service reputation, and impede growth through negative word-of-mouth

SAR’s January 2025 NPS Score was 36% measured as Good in the NPS Range



CUSTOMER EXPERIENCE

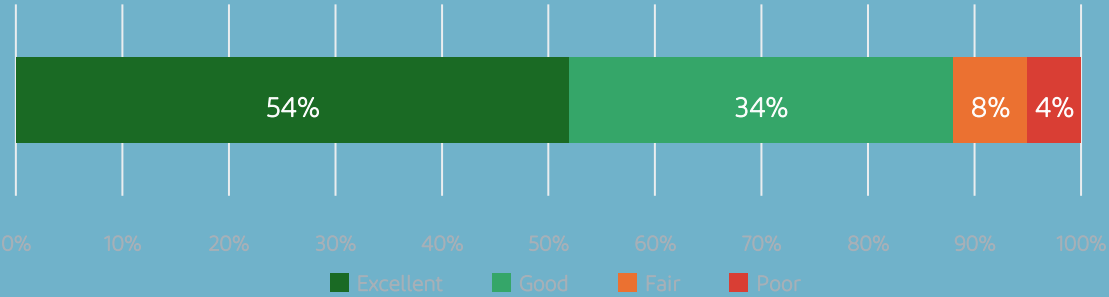
How was your
overall
experience
today?



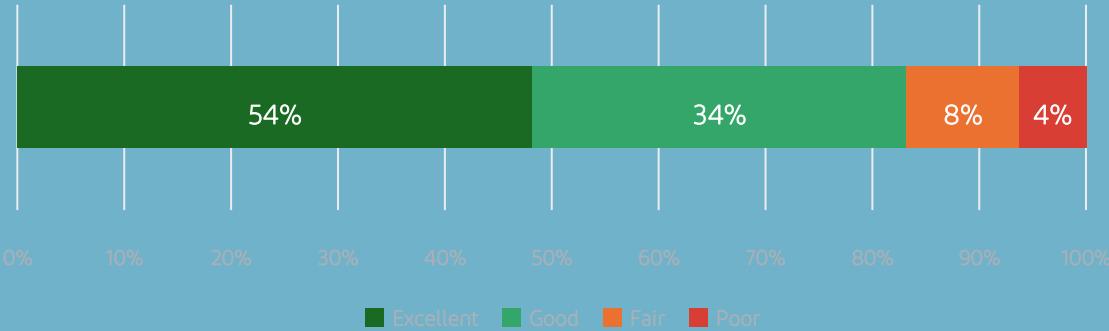
Overall	Excellent	Good	Fair	Poor
January 2025	54%	34%	8%	4%
December 2024	53%	36%	7%	4%
November 2024	51%	36%	8%	5%
October 2024	51%	37%	8%	4%
September 2024	52%	36%	7%	5%
August 2024	51%	35%	9%	5%
July 2024	51%	35%	9%	5%
June 2024	52%	36%	8%	4%
May 2024	50%	36%	9%	5%
April 2024	45%	36%	14%	5%
March 2024	46%	35%	11%	8%
February 2024	46%	32%	13%	9%



Overall customer satisfaction (January 2025)



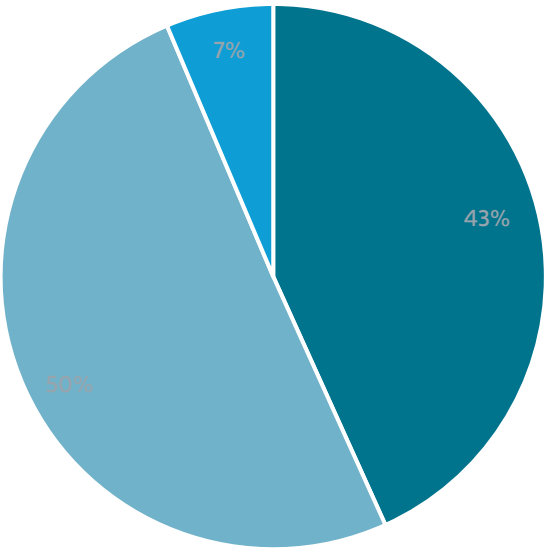
Overall customer satisfaction (2025)



CUSTOMER ANALYSIS

December
2024

BOOKING CHANNEL

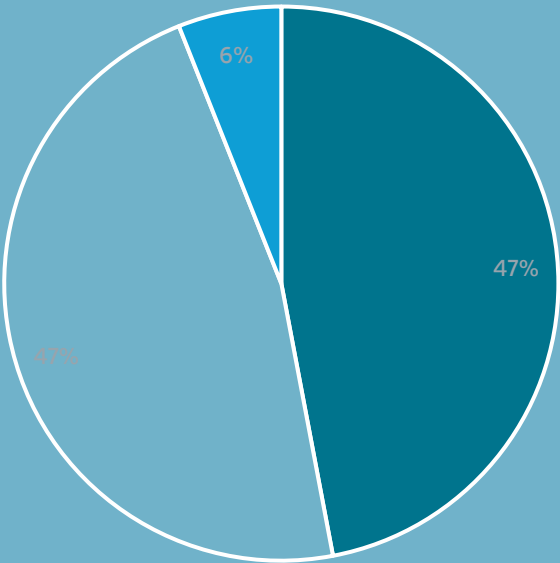


Website Mobile STATIONS



January
2025

BOOKING CHANNEL

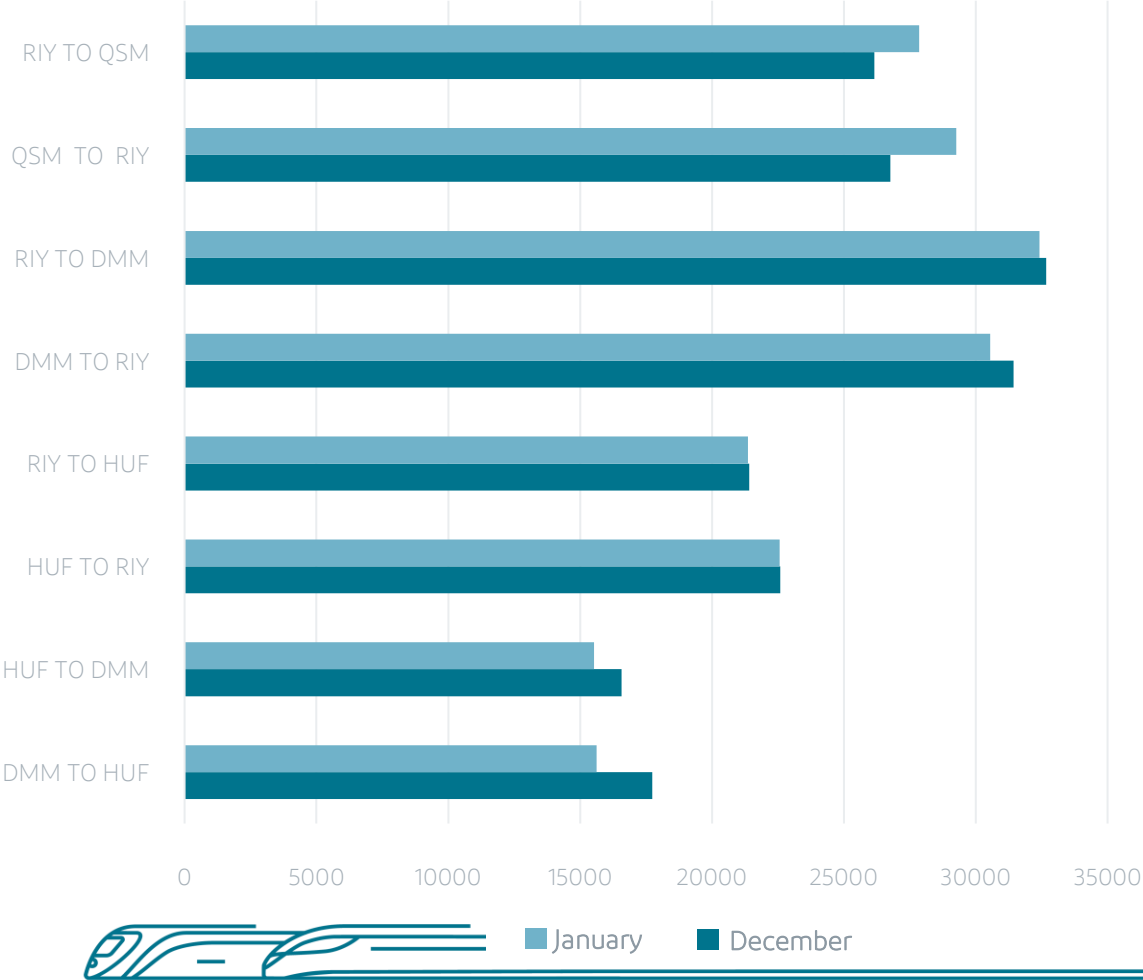


Website Mobile STATIONS

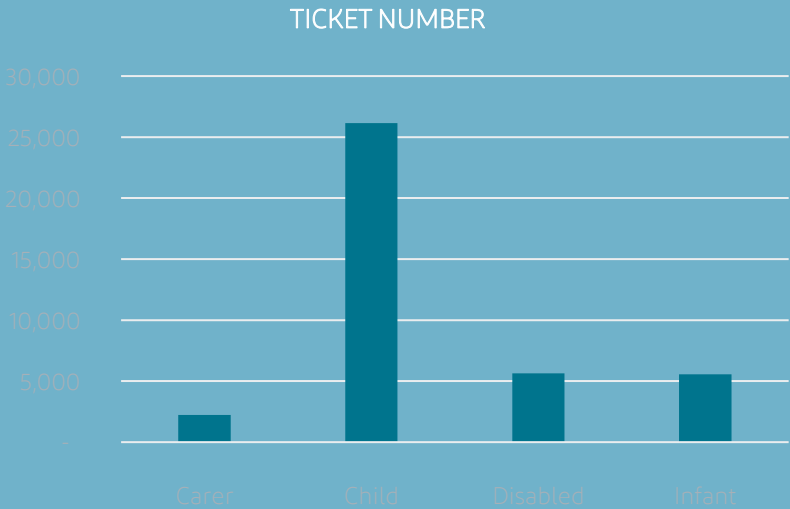


CUSTOMER ANALYSIS

Passenger volumes per route December 2024 vs January 2025:



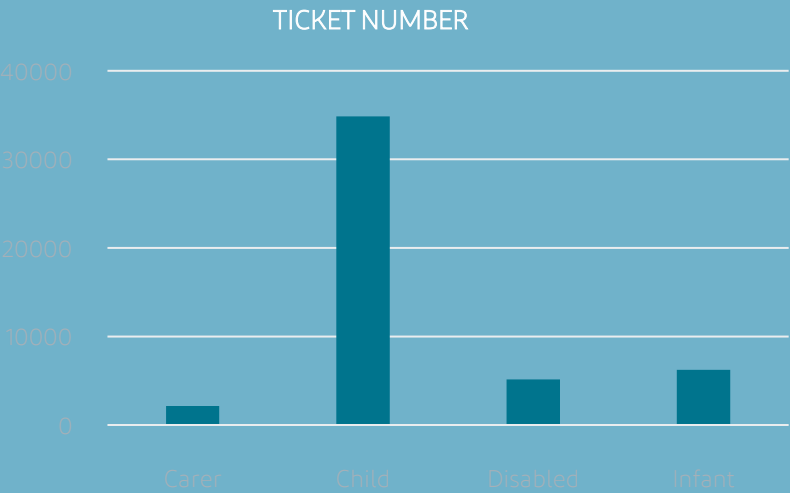
December 2024 Passenger Type



The number of passengers was 236,124 and 83.24% (196,560) were Adults



January 2025 Passenger Type



The number of passengers was 240,290 and 79.87% (191,918) were Adults



CONTACT CENTER

The difference between the contact center December 2024 & January 2025:



Calls



Customer Satisfaction



Average Time



Remarks:

December

Number of calls received was 25,676 and the percentage of answered calls was 94.46%

There were 5,373 customers who evaluated their calls after completion, and the customer satisfaction was 92.87%

Average time to respond to customer calls was 00:08 and the average call duration was 03:06

Contact center received inquiries from our customers regarding the availability of trips.

January

Number of calls received was 29,725 and the percentage of answered calls was 94.70%

There were 5,396 customers who evaluated their calls after completion, and the customer satisfaction was 91.62%

Average time to respond to customer calls was 00:11 and the average call duration was 02:51



SAR

SOCIAL MEDIA



Remarks:

December

Total engagements were 9,524 and the average time to respond was 01:00

Number of total users served through Chatbot was 5,584

Customers have been inquiring about the availability of trips on social media channels.

January

Total engagements were 5,343 and the average time to respond was 01:00

Number of total users served through Chatbot was 5,777



SAR

VOICE OF SAR CUSTOMERS

Customers feedback and suggestions
regarding their experience with SAR :



PBU MBR



Negative Feedback

Payment issues

High prices.

Poor User Experience

Unauthorized taxis

Customer Suggestions

Additional Retailers.

Improving the Website and App.

Quiet coach

Package offers



شكراً لكم
Thank You

SAR
الخطوط الحديدية السعودية
SAUDI ARABIA RAILWAYS

SAR.COM.SA