Monthly Business Review

Passenger Business Unit

June 2025

Content

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

Planning & Technical

June 2025

Ashrf Al Jabri
Planning & Technical Director

Planning and Performance of June 2025

Planning & Technical Dep

SAR	
0 to 15 minute PPM	97.4%
Change From Last Month By	2.1%
Cancellations	0%
Right Time Arrivals	92.0%
Services Planned	650
Delay	51.3 Hrs

North Train	
0 to 15 minute PPM	95.5%
Increased From Last Month By	2.5%
Cancellations	0%
Right Time Arrivals	92.5%
Services Planned	200
Delay	24.8 Hrs

East Train	
0 to 15 minute PPM	98.2%
Increased From Last Month By	1.9%
Cancellations	0%
Right Time Arrivals	91.7%
Services Planned	450
Delay	26.5 Hrs

KPIs

0 to15 minute PPM	90%
Cancellations	≤1.9%

Environmental Impact

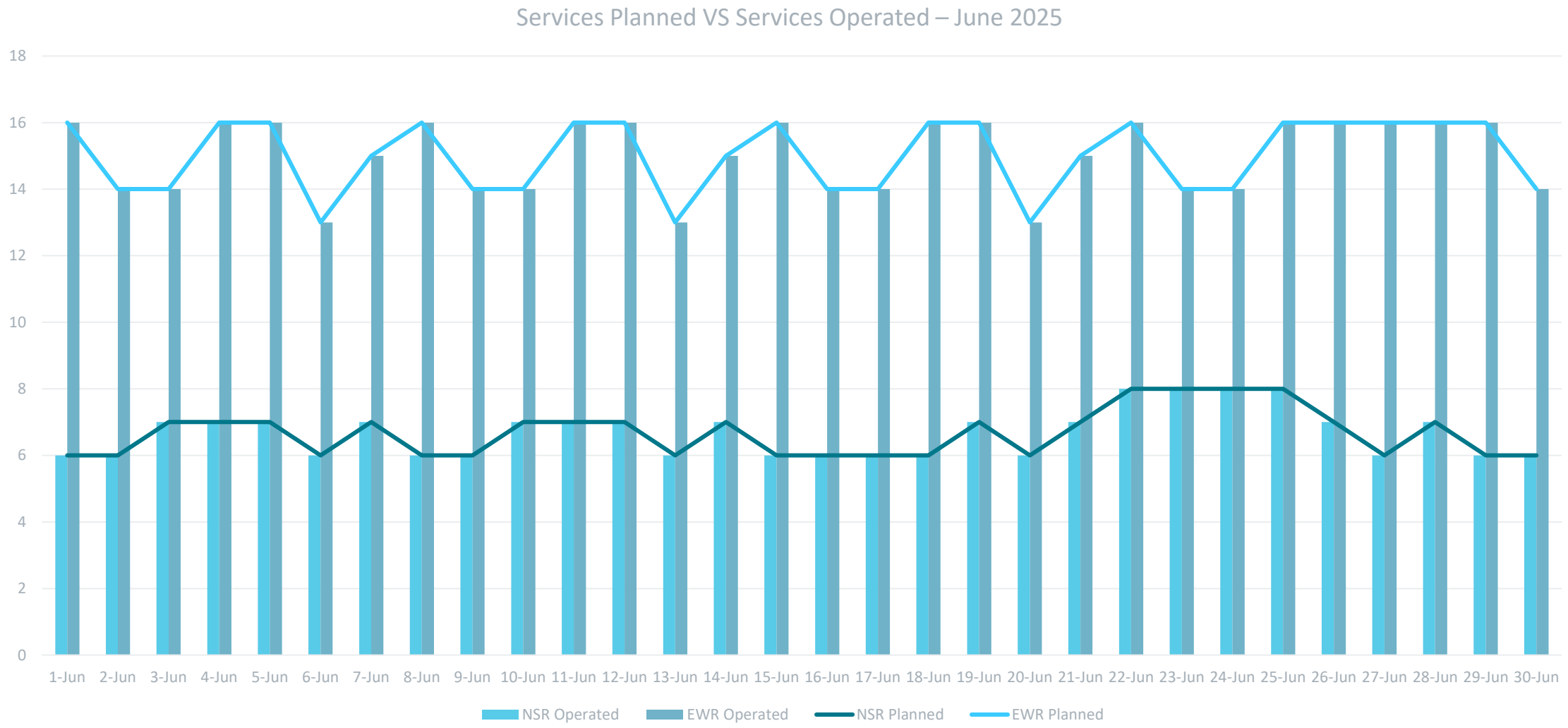
47,576 Cars off Road with

4,222,767 Kg of Emissions

KMs

PAX Trains	268,750
ECS/SBY	1710

Planning and Performance



Planning and Performance (NSR)

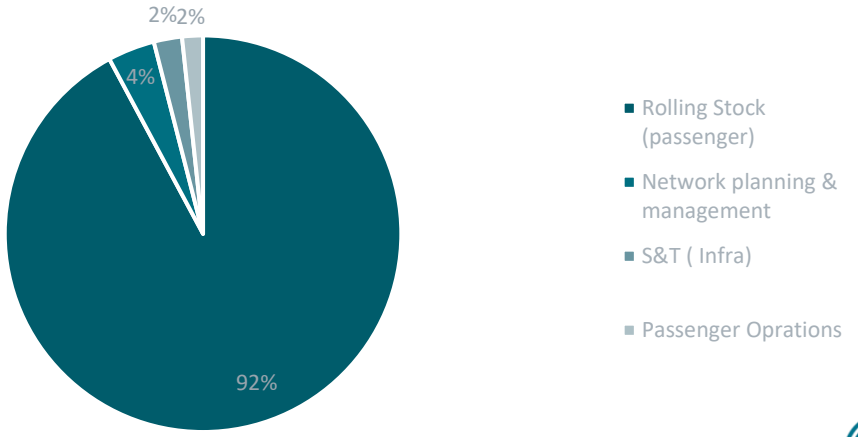
North Train

*1486 minutes delay

Delay by Business units	
Rolling Stock (passenger)	1370
Network planning & management	57
S&T (Infra)	34
Passenger Operations	25
Total	**1486**

Top 3 Delays by code		
Delay Code	**Delay mins**	**%**
passenger loco failure rolling stock(indirect)	704	47%
passenger loco failure	410	28%
RSM passenger request	224	15%

Delays Attribution by Business unit



*1486 minutes delays at final destination.

Planning and Performance (EWR)

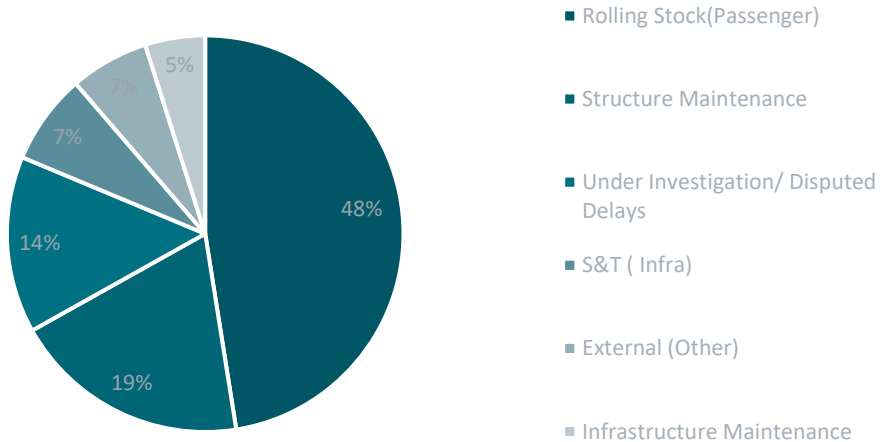
East Train

*1569 minutes delay

Delay by Business units	
Rolling Stock(Passenger)	745
Structure Maintenance	304
Under Investigation/ Disputed Delays	226
S&T (Infra)	116
External (Other)	101
Infrastructure Maintenance	77
Total	**1569**

Top 3 Delays by code		
Delay Code	**Delay mins**	**%**
Structure Speeds	283	18%
Defective Train CAF	244	16%
derailment	220	14%

Delays Attribution by Business unit



*1569 minutes delays at final destination & intermediate stations.

Planning and Performance (NSR)

Item	1 Jun 25 to 7 Jun 25	8 Jun 25 to 17 Jun 25	15 Jun 25 to 24 Jun 25	22 Jun 25 to 28 Jun 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	86.9%	100%	97.7%	96,2%
Services Planned	46	46	44	52
Services Operated	46	46	44	52
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 95.5% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Planning and Performance (EWR)

Item	1 Jun 25 to 7 Jun 25	8 Jun 25 to 17 Jun 25	15 Jun 25 to 24 Jun 25	22 Jun 25 to 28 Jun 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	100%	99.0%	98.1%	98.2%
Services Planned	104	104	104	108
Services Operated	104	104	104	108
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 98.2% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

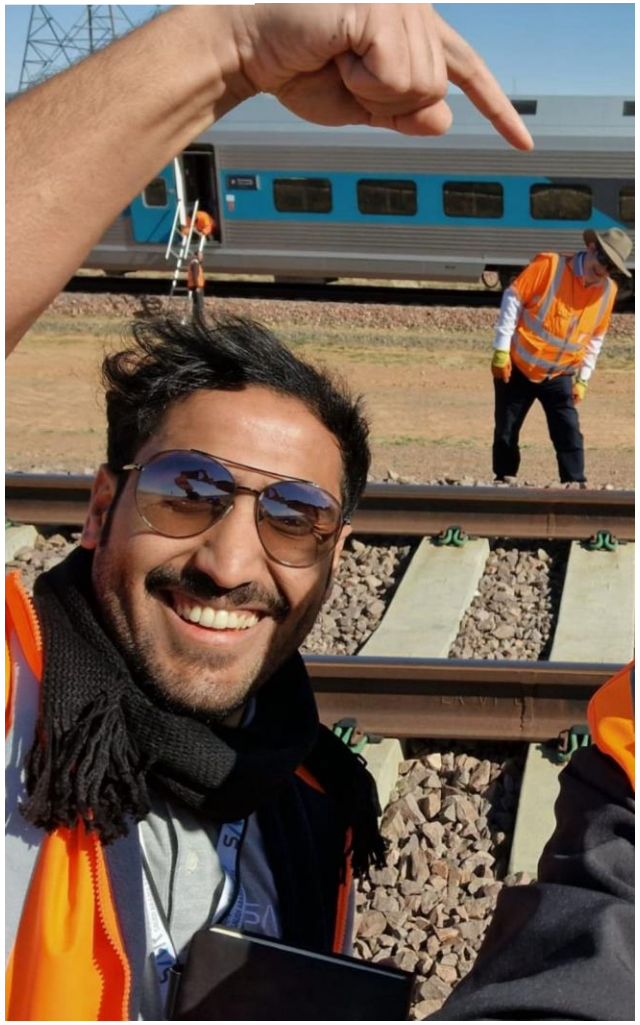
Service Recovery

New Member Joining The Service Recovery Team

Welcome to the Team!

We are pleased to welcome Abdullah H. AlQahtani to the Service Recovery team. Abdullah joins us with a strong background in railway operations, bringing hands-on experience and a deep understanding of frontline challenges and service delivery.

We look forward to the impact Abdullah will make as part of team.



Emergency Exercise – Purpose

SAR carries out EEs for several reasons:

1. **Compliance:** EEs are often required by regulatory bodies to ensure that the company is prepared for potential emergencies and is in compliance with safety regulations.
2. **Safety:** EEs help to prepare employees and other stakeholders for potential emergencies, reducing the risk of injury and damage to property.
3. **Business Resilience:** To ensure that SAR's process and procedures are fit for purpose.
4. **Improving response time:** Through regular practice, emergency exercises help to improve response time and increase the efficiency of emergency response procedures.
5. **Identifying weaknesses:** EEs can help identify weaknesses in emergency response procedures, enabling the company to make improvements and better prepare for real emergencies.
6. **Building teamwork:** EEs help to build teamwork and coordination among employees, first responders, and other stakeholders, which is essential for effective emergency response.
7. **Cost-effective:** It is more cost-effective to simulate an emergency through exercises than dealing with real-life emergency which can cause loss of life and infrastructure
8. **Continuous Improvement:** Regular exercise helps to evaluate and improve the emergency response plans and procedures and update them accordingly.

Emergency Exercise – Nia 2

Nia 2 took place on the 20th of June at Qurayyat depot, the purpose of **Nia 2** is to test the compatibility of the of GPL38 locomotives for future use to assist a CAF passenger train, Unfortunately, the GPL38s didn't arrive to Qurayyat as planned which postponed the EE.

However, we took the opportunity to test both Power Cars in degraded mode.

Photographs from the EE:

Figure 1 PC rebooting for degraded mode.

Figure 4 how long it took to put PC into degraded mode.

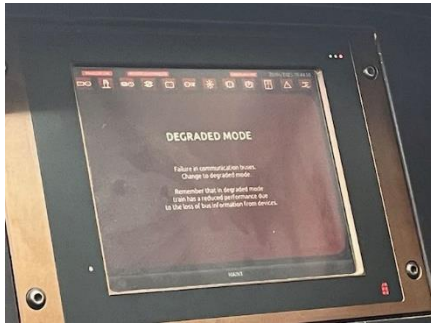


Figure 8 degraded mode.

Figure 5 degraded mode.

Figure 3 PC6008 degraded mode tests.

Figure 2 degraded mode panel.

Emergency Exercise – Degraded Mode

Degraded mode is required when the Train Control Monitoring System (TCMS) system fails. This occurred previously when a critical TCMS circuit breaker tripped due to a wiring short circuit and could not be reset. Additionally, if the Human Machine Interface (HMI) was to fail, degraded mode would also be required.

If the TCMS system is lost, there is very limited supervision of safety critical systems. All control must be carried out via physical switches and hard-wired circuits.

All fans will run at high speed at all times, for example the engine room and traction motor cooling fans will be at a constant high speed. The traction control is an “Off” or “On” input, so when the traction handle is in Traction, full power is demanded until it is set back to coast, which is different than in normal mode, when the traction demand is analogue and dependent upon the position of the handle.

Degraded mode can get a degraded mode train moving again, with air-conditioning.

Emergency Exercise – Nia 2
Conclusions & Recommendations

Conclusions:

1. In accordance with the pass / fail criteria set out, EE Nia 2 is considered a failure as the locomotives did not arrive in Qurriyat.
2. The degraded mode tests were able to be carried out in about an hour.

Recommendations:

are made thus:

- Nia 3 to be held next month 4th July.

Stations Operations

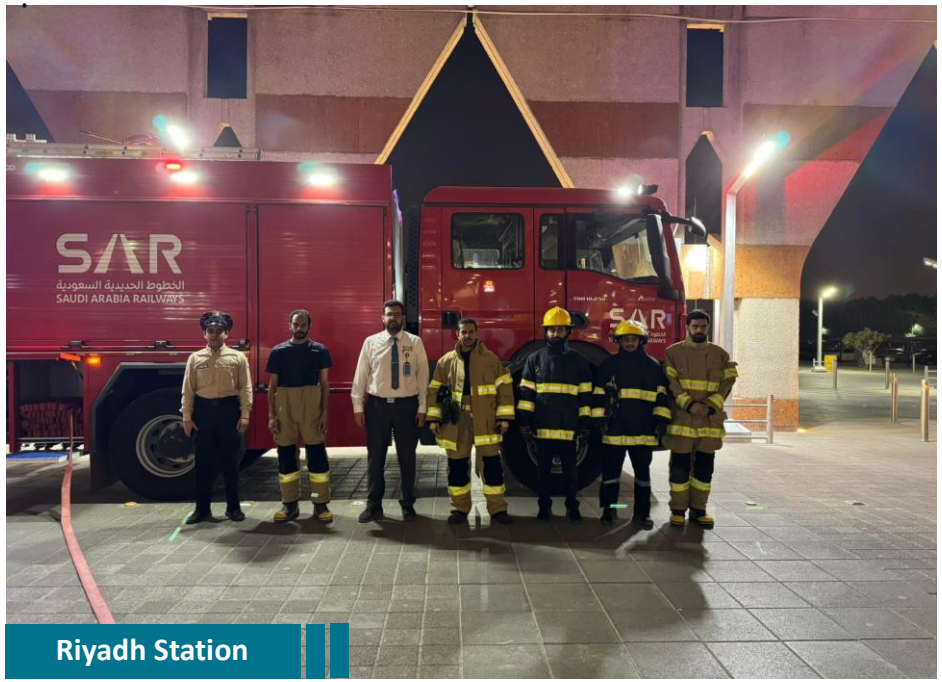
June 2025

Ali Al-Olyani
Station Operations Director

Station Performance Review & MBR

SAR

East/West Stations Monthly Evacuation Exercise



Riyadh Station

Hufof Station

Abqaiq Station

Dammam Station

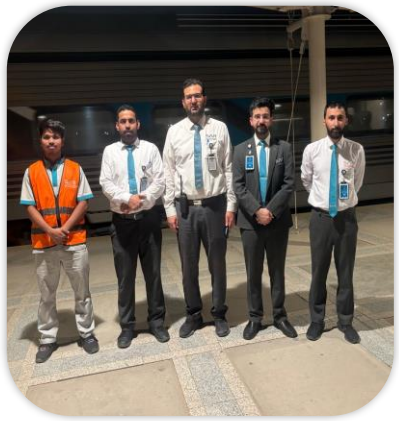
Monthly Evacuation Exercise

Well Done Team

Team Boarded			
15 Jun	181 passengers	17 minutes	Riyadh
16 Jun	148 passengers	20 minutes	Riyadh
22 Jun	192 passengers	17 minutes	Riyadh
24 Jun	235 passengers	21 minutes	Riyadh
06 Jun	208 passengers	8 minutes	Dammam
08 Jun	220 passengers	11 minutes	Dammam
23 Jun	118 passengers	9 minutes	Dammam

Due to train's late arrival to the platform our teams at Riyadh and Dammam went above and beyond to board passengers as quickly as possible to avoid further delays.
Thank you to the respective teams for their hard work.

Well done to the teams involved for boarding passengers
in a safe and timely manner.







Well Done Team

Stations Team Boarded	
13 Jun	188 passengers

The Stations team excelled
in managing the emergency situation caused
by the 220-minute delay of Train No. (01) on June 13.
They showed great care for the passengers and ensured their
satisfaction until the train’s departure.

A sincere thank you to the team for their outstanding dedication. Although most of the team’s shifts officially ended at 9:00 PM, they stayed to ensure full coverage until the last train departed.

Grateful for your commitment and proud to have such dependable professionals on the team.

Eid Success Story:
Powered by Team Dedication

I'm Train Captain Mohammed. During the first three days of Eid Al-Adha, my team and I successfully led 18 train journeys delivering smooth, timely, and safe service in one of the year's busiest seasons.

It was an honor to lead with purpose, showcase true teamwork, and serve with pride.

I'm Abdulaziz, a Passenger Host. During the first three days of Eid Al-Adha, we assisted nearly 8,000 passengers smoothly, efficiently. What I'm most proud of is supporting children and passengers with special needs, ensuring their journey was safe, comfortable, and full of care.

This Eid, we didn't just move people
we moved joy and made memories that mattered.

SAR


SAR

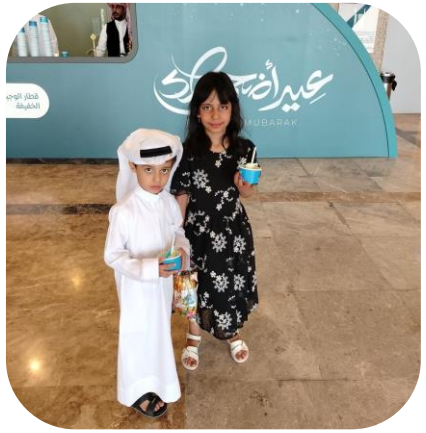

HAVE A SAFE

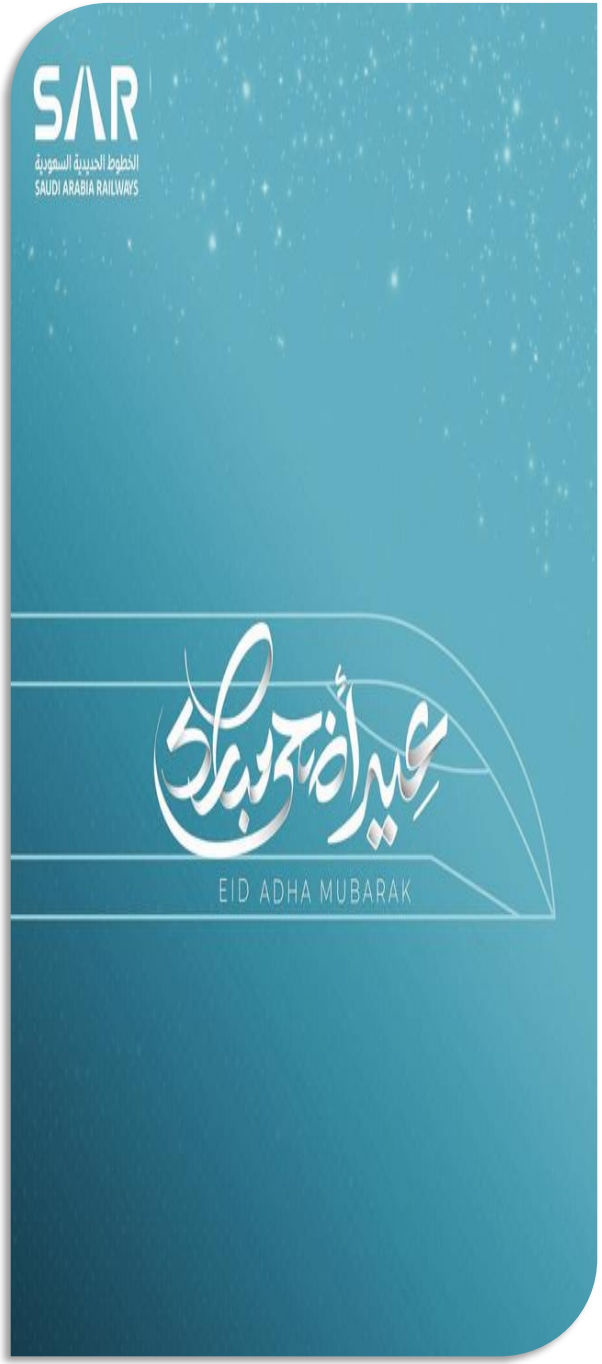

SAR


SAR
SAUDI ARABIA RAILWAYS
EID ADHA MUBARAK


SAR
SAUDI ARABIA RAILWAYS
EID ADHA MUBARAK


SAR

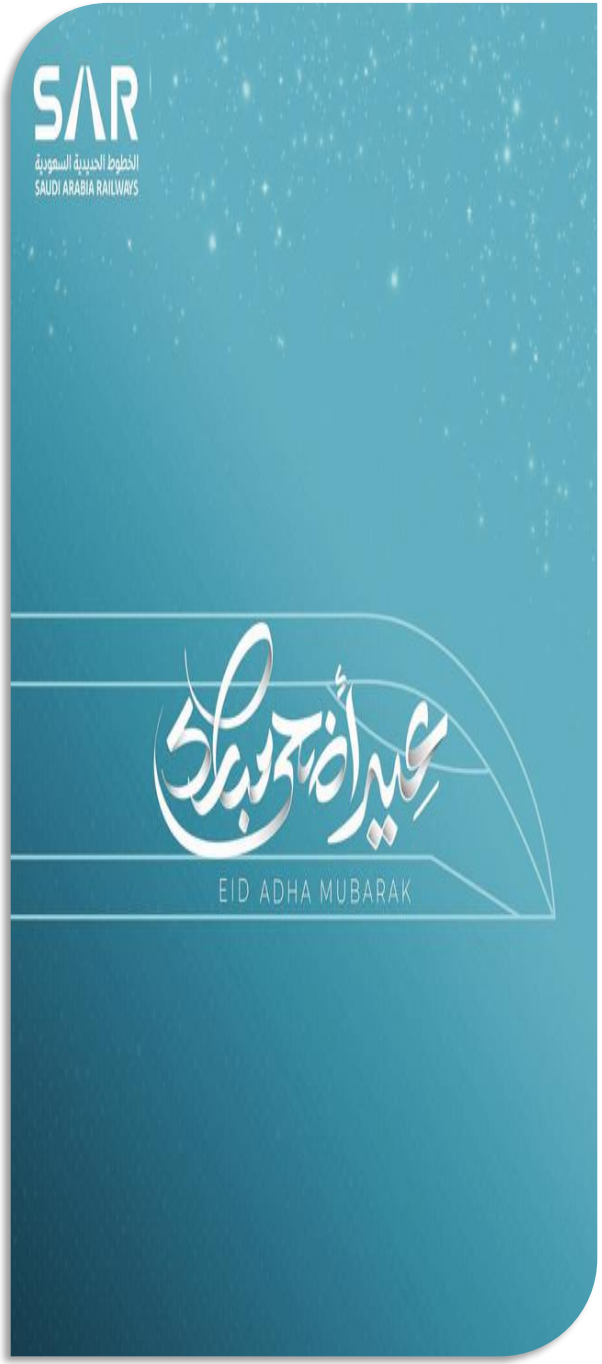



SAR
SAUDI ARABIA RAILWAYS
EID ADHA MUBARAK

SAR


SAR
عيد أضحى مبارك


عيد أضحى مبارك
EID ADHA MUBARAK


SAR
الخطوط الحديدية السعودية
SAUDI ARABIA RAILWAYS
عيد أضحى مبارك
EID ADHA MUBARAK


SAR


Free مجانا
SAR

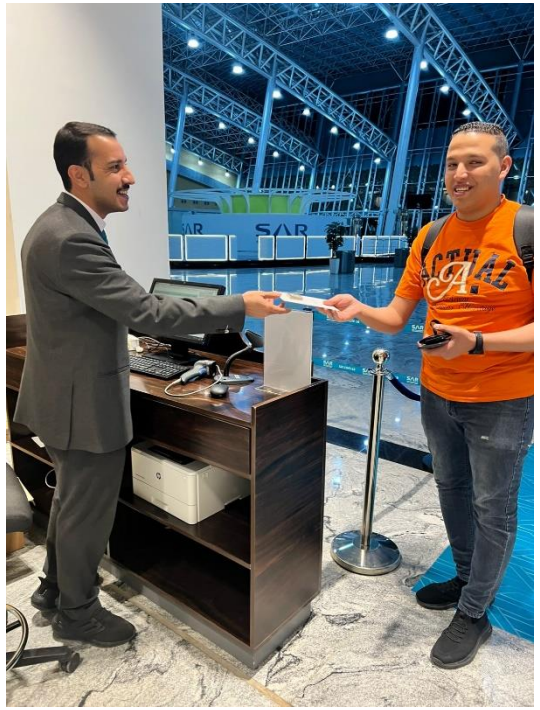

SAR
Free مجاناً
Snacks Train
قطار الوجبات الخفيفة
EID ADHA MUBARAK

Eid Al Adha Celebrations

Qassim Station

Hail Station

Jauf Station



Qurayyat Station

Assurance Check for 2025 in Dammam, Abqaiq, Hofuf Stations

As we head into a period of high passenger volume and heavy luggage loads, our Station Supervisors have been actively re-briefing the luggage handling teams on the importance of proper handling and reducing baggage damage.

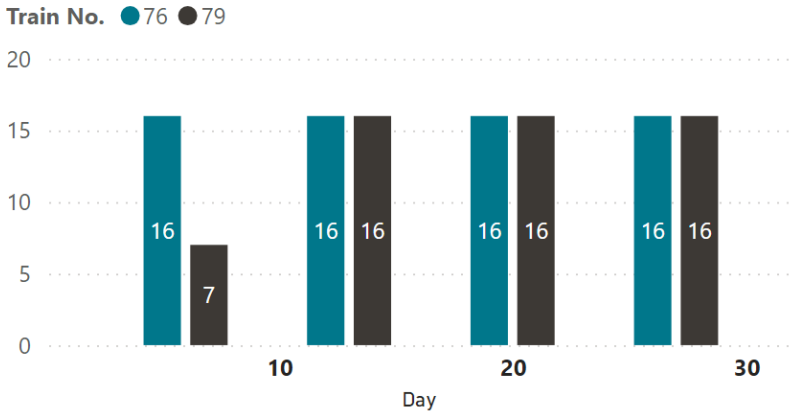
Appreciate the efforts from all supervisors who took the lead. Let’s keep the standard high. Bravo

SAR

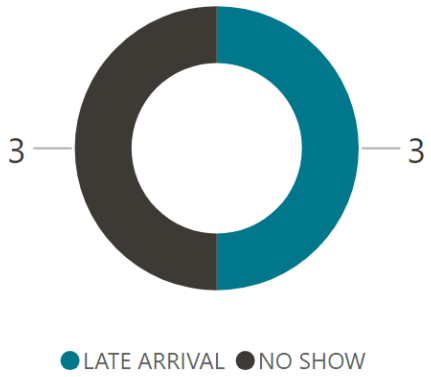
Car Cargo Performance Report

Total Cars Booked	Total Cars Transported	Rejected Cars	Damaged Cars	Avr. Loading Time	Avr. Unloading Time
119	113	6	(Blank)	12	17

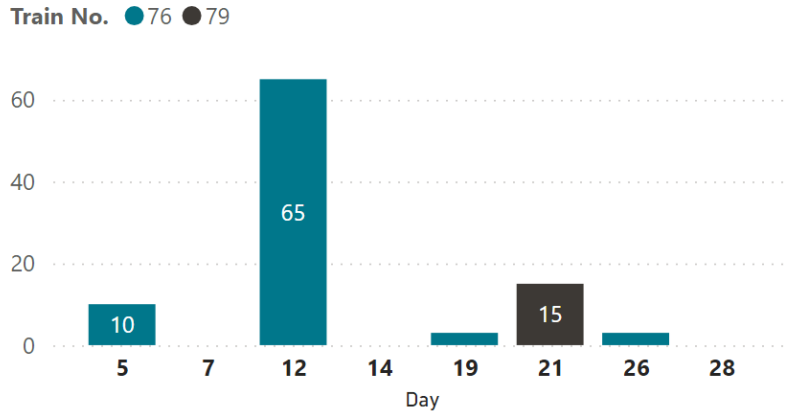
Car Booked



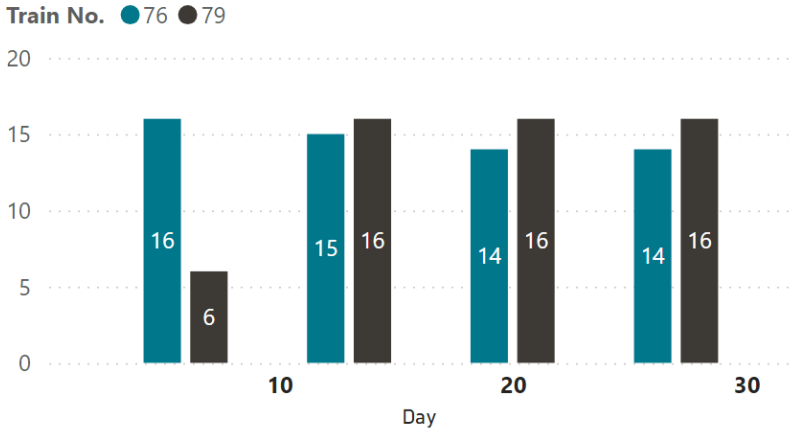
Rejection Breakdown



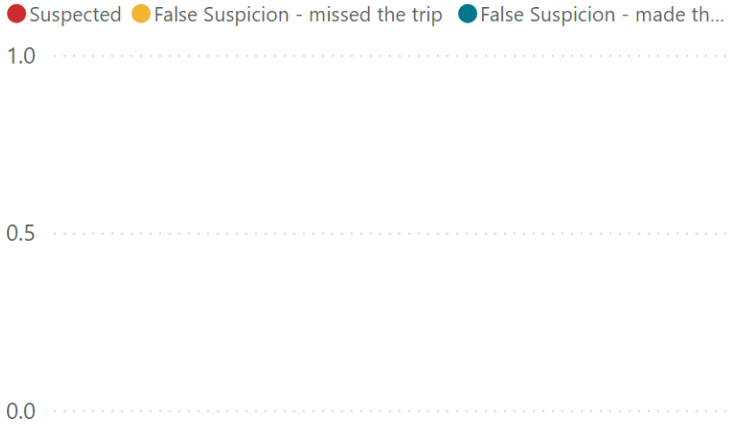
Loading Time After Cut-off Time



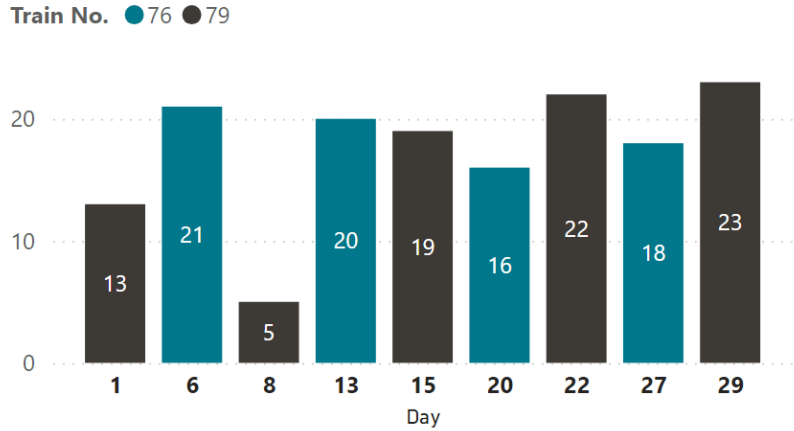
Car Transported



False Suspicions

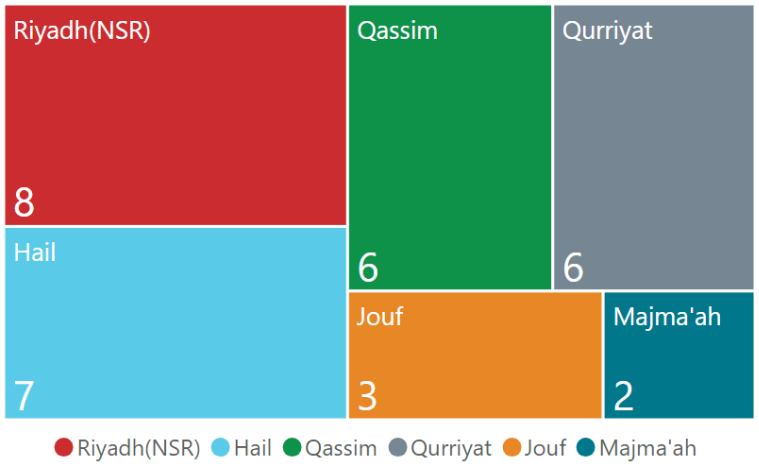


Unloading Time

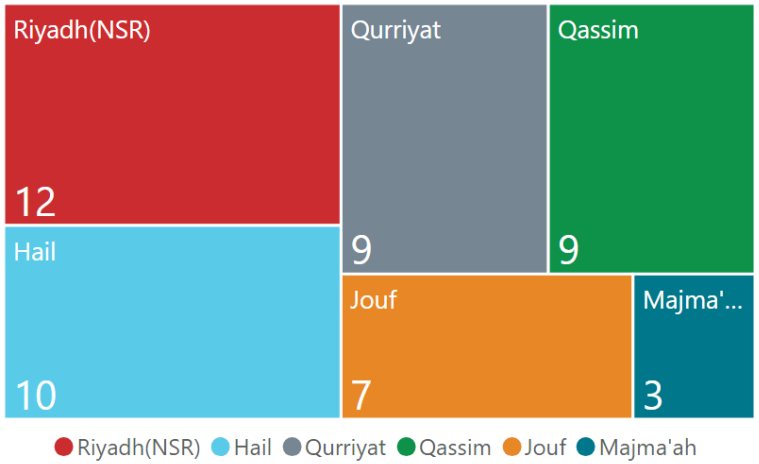


NSR Baggage Monthly Performance Report

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

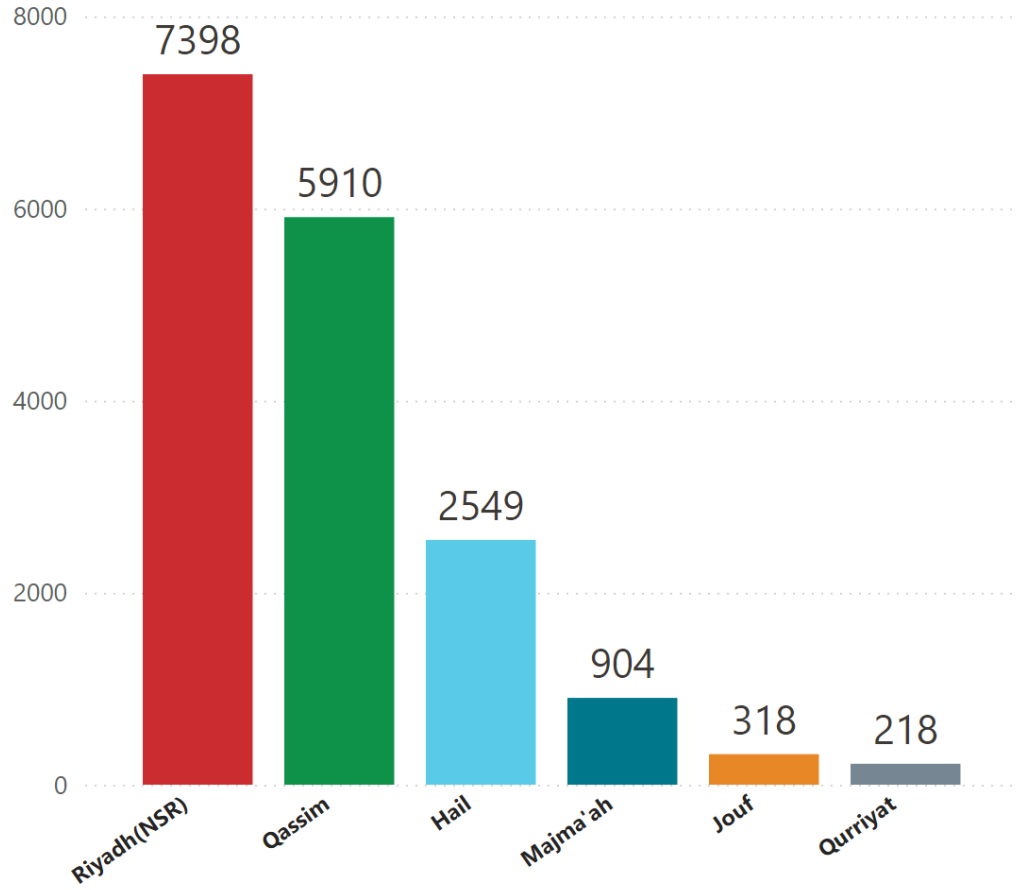


Average Baggage Unloading Time (ABUT) in mins



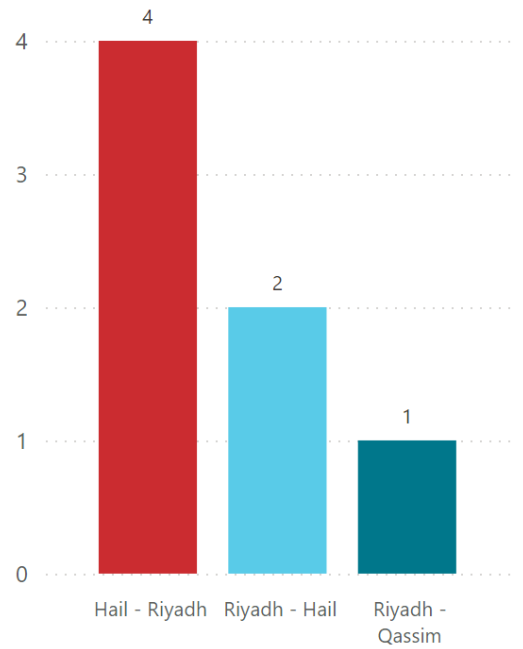
Total Baggage	Total AFBUT	Total ABUT
17K	6	9

Total Arrival Baggage



Trips Exceeded 30 mins to Unload

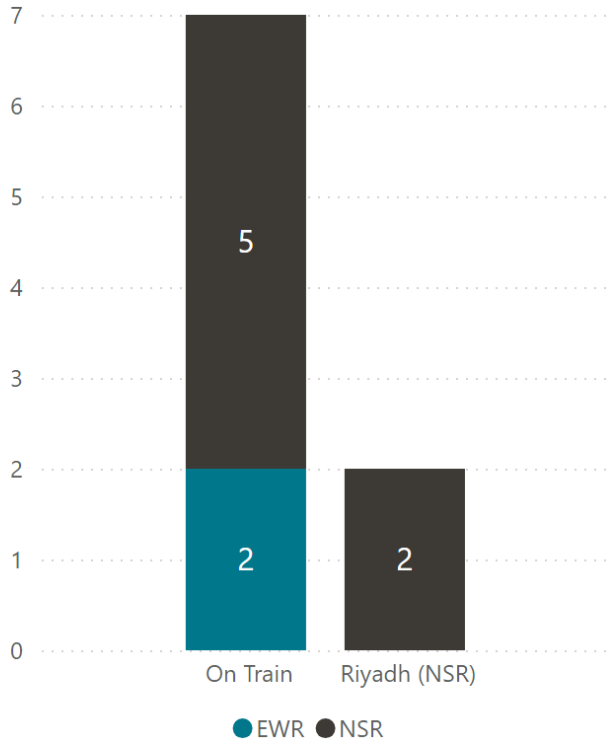
Damaged Baggage



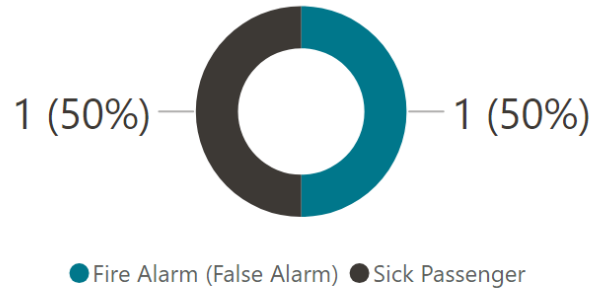
Stations Operations Incidents Report

Total Incidents	Total EWR Incidents	Total NSR Incidents	Total On Board Incidents
9	(Blank)	2	7

Incidents per Location

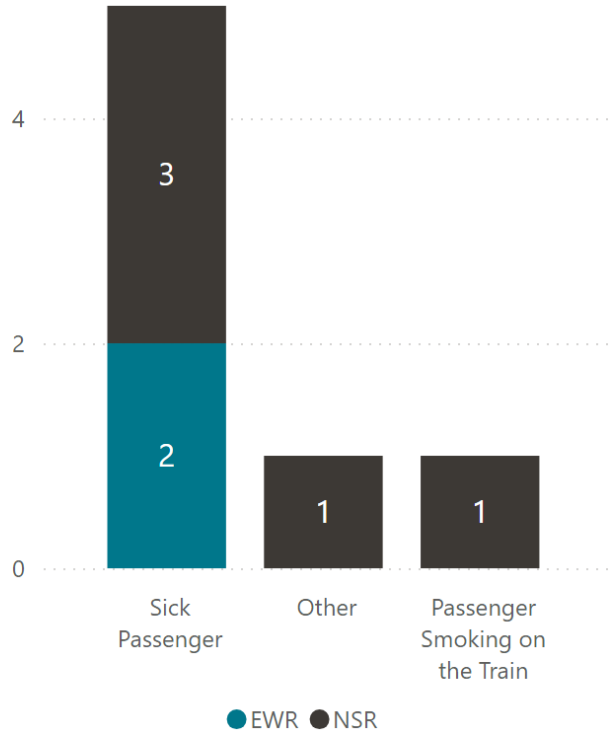


NSR Stations Incidents Breakdown



EWR Stations Incidents Breakdown

On Board Incidents Breakdown



Train Operations

June 2025

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)

Strong Performance with a Focus on Safety

As we have now passed the halfway mark of the year, we are pleased to report strong performance and a solid operational record across our team. However, we must acknowledge an incident of Movement Authority (MA) exceedance that occurred on 28th June 2025 in the NSR due to a miscommunication between the train crew and the Train Controller.

While the incident was promptly addressed, and no damage or injuries were reported, it serves as an important reminder of the need for constant vigilance, accurate communication, and strict adherence to operational protocols.

Overall, this achievement remains a testament to the hard work, dedication, and attention to detail demonstrated by every member of our team. Let’s take this incident as a valuable learning opportunity and continue to uphold our high standards that ensure the safety and efficiency of our operations.

أداء قوي مع التركيز على السلامة

بما أننا تجاوزنا الآن منتصف الطريق لهذا العام، يسرّنا أن نبلغكم بأن أداءنا العام كان قويًا. لقد حافظ فريقنا على مستوى عالٍ من الأداء التشغيلي، إلا أننا نسجّل وقوع حادث تجاوز لصلاحية الحركة بتاريخ 28 يونيو 2025 على شبكة الشمال وذلك نتيجة سوء تواصل بين طاقم القطار والمتحكم بالقطار.

ورغم أنه لم تُسجّل أي أضرار أو إصابات، إلا أن الحادثة أكدت على أهمية الحذر الدائم، وضرورة التواصل الدقيق، والالتزام الصارم بالإجراءات المعتمدة.

بشكل عام، يبقى هذا الإنجاز شهادة على الجهود المبذولة، والتفاني، والاهتمام بالتفاصيل من كل فرد في الفريق. دعونا نستفيد من هذا الدرس ونسعى للاستمرار في تحقيق أعلى معايير السلامة والكفاءة في عملياتنا.

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشريه

Qurriyat Visit
زيارة القريات

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشريه

Riyadh Thumamah Visit

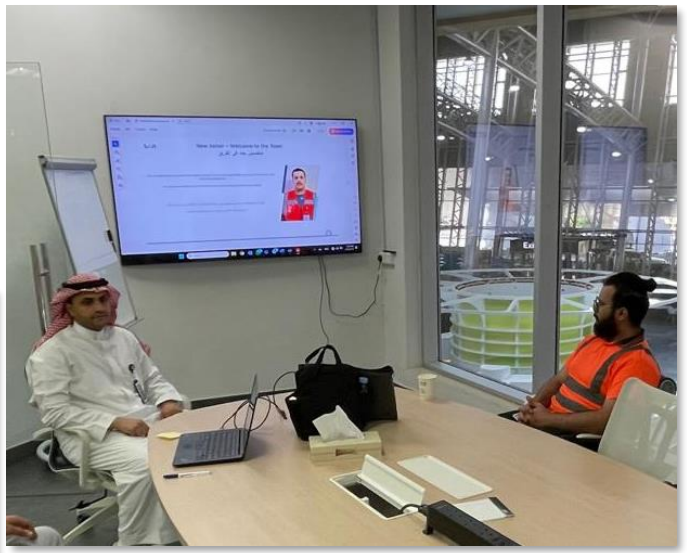
زيارة الرياض الثمامة

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشريه

Hail Visit

زيارة حائل



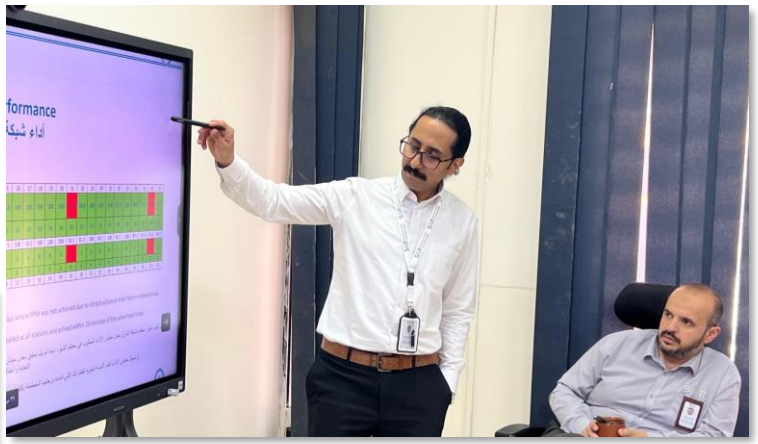
Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشريه

Dammam Visit
زيارة الدمام

Train Operations Employee Engagement & HR Forum
اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشريه

Riaydh Malaz Visit
زيارة الرياض الملز



PBU Train Operations 2025 investigations

SAR

Total Incidents and Accidents

8

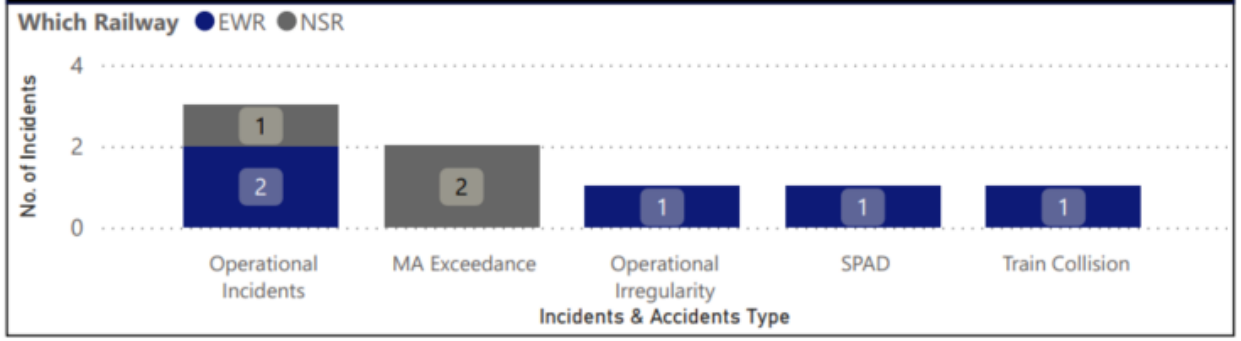
NSR

Open Investigation	Closed Investigation	Total Investigation
0	3	3

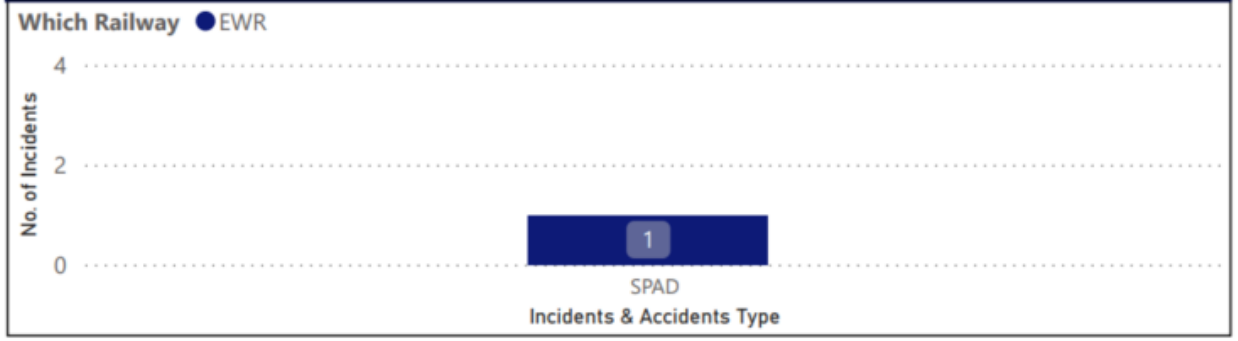
EWR

Total Investigation	Closed Investigation	Open Investigation
5	4	1

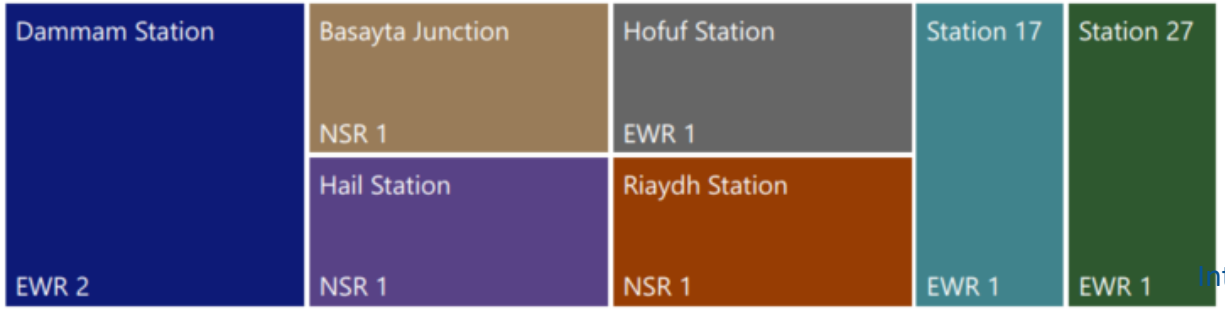
All Incidents and Accidents



Open Investigations



Incident by Location



Open Investigations

ID	Railway	Type	Title	Date	Time	Investigator
41	EWR	SPAD	11S10 01052025 SPAD Dammam	01 May 2025	21:17:00	Essa Al Ahmadi

PBU Train Operations 2025 investigations

SAR

Total Actions
22

NSR

NSR Completed Actions
11

NSR Open Actions
2

Total Completed Actions
16

Total Open Actions
6

EWR

EWR Completed Actions
5

EWR Open Actions
4

Open Actions

ID	Railway	Type	Title	Incident Date	Action ID	Local Action
35	NSR	MA Exceedance	Train Trip at Signal 52D before Riyadh station.	11 February 2025	163	PBU Train Operations and OCC Manager are to clarify with Hitachi the working arrangements for signal 52D calling on signal.
39	EWR	Infrastructure Irregularity	05-04-2025-05 LC Incident - EWR 05052025-05	05 April 2025	161	PBU Train Operations to follow up with the OCC and S&T the issue of GSM-R interruptions - fault no STO0066277 of 16/10/24
40	EWR	Operational Incidents	Safe System of Work	06 April 2025	162	Train Operations to implement a review process during disruption to ensure that staff effected by disruption are not impacted by activity overload affecting ability to continue safely.
46	EWR	Operational Irregularity	03052025-18 Light spark from the wheel	03 May 2025	178	Emergency and degraded situations brief IS and TCA office.
46	EWR	Operational Irregularity	03052025-18 Light spark from the wheel	03 May 2025	177	Produce and agree a brief that outlines reporting protocols during degraded situations – to be undertaken with IS, OCC and TCA.
45	NSR	Near Misses	Near Miss at Riyadh Depot on 29th June 2025	29 June 2025	176	Review Section 6.5.6 of SAR-004-100-3-068 (Local Working Arrangements) to explicitly state that the Designated Person (DP) must be present at the control panel with the TO. A joint instruction is to be drafted and agreed upon between PBU RSM and PBU Train Operations to support this update.

NSR
شبكة الشمال

NSR Performance
أداء شبكة الشمال

June 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
PPM * (trains operated)	100	100	100	100	42.8	83.3	100	100	100	100	100	100	100	100	100	100	100	100	71.4	100	100	100	100	100	87.5	85.7	100	100	100	100
Trains Operated	6	6	7	7	7	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	8	8	8	8	7	6	7	6	6
% RT	100	100	85.7	100	42.8	66.7	100	100	100	100	100	100	83.3	85.7	66.7	100	100	100	71.4	100	100	100	87.5	100	75	85.7	100	100	100	100
Trains failed PPM	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	1	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
All Trains	6	6	7	7	7	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	8	8	8	8	7	6	7	6	6

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

During June , NSR achieved the required PPM for most of the month, with only 5 days where PPM was not achieved, 5th June have seen some serios disruption to the services, fortunately we have managed to get all of our passengers safe to their final destinations, a good month overall.

(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).

خلال شهر يونيو ، حققت شبكة الشمال معدل مقياس الأداء المطلوب في معظم الشهر، بينما لم يتم تحقيق معدل مقياس الأداء في 5 أيام فقط, شهد يوم 5 يونيو تأثيرا كبيرا على رحلات القطار, لحسن الحظ جميع الركاب وصلو بسلام الى وجهاتهم النهائية, كان شهرا جيدا بشكل عام.

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

Major Service Disruption – 5 June 2025
تعطل تشغيل رحلات القطارات – 5 يونيو 2025

On 5 June 2025, a significant service disruption occurred when a southbound train returning from Hail experienced a failure at TK 233. The incident necessitated the deployment of a recovery train to transfer passengers safely to the rescue unit. The affected train was obstructing the mainline, causing subsequent delays to multiple other services along the route.

Despite the operational challenges, all impacted trains arrived safely at their final destinations.

We would like to extend our appreciation to the following staff members for their professionalism, rapid response, and effective coordination during this demanding situation:

- Hussam Barahmah
- Moath Al Juhani
- Suhayb Al Sheikh
- Faris Al Bishi
- Suliman Al Omairini
- Khalid Al Huwyarini
- Ibrahim Al Suhaimi
- Meshari Al Otaibi
- Ibrahim Al Dafas

في 5 يونيو 2025، وقع تعطل تشغيلي كبير عندما تعرض القطار العائد من حائل إلى الرياض لعطل فني عند الكيلومتر 233. وقد تطلّب الموقف إرسال قطار إنقاذ لنقل الركاب بأمان إلى قطار الإخلاء. تسبب القطار المتعطل في إغلاق الخط الرئيسي، مما أدى إلى تأخيرات إضافية لعدة رحلات أخرى على نفس الخط.

وعلى الرغم من هذه التحديات التشغيلية، وصلت جميع القطارات المتأثرة بأمان إلى وجهاتها النهائية.

نتقدم بجزيل الشكر والتقدير للزملاء التالية أسماؤهم على استجابتهم السريعة وتنسيقهم الفعّال واحترافيتهم العالية خلال هذه الظروف:

- حسام بارحمه
- معاذ الجهني
- صهيب الشيخ
- فارس البيشي
- سليمان العميريني
- خالد الهويريني
- إبراهيم السحيمي
- مشاري العتيبي
- إبراهيم الدعفس

Quarterly Safety Brief – 100% Completion at NSR

الموجز الربع سنوي للسلامة – تحقيق نسبة إنجاز 100% في شبكة الشمال

We are pleased to report the successful completion of the Q2 2025 Safety Briefing sessions for all NSR Driver Section staff, achieving 100% delivery. These sessions reinforce our safety culture and ensure staff remain informed on critical updates and expectations.

Additionally, the Q3 2025 Safety Briefing has officially commenced and is now being delivered across the team.

تم الانتهاء من جلسات الإحاطة بالسلامة للربع الثاني من عام 2025 لجميع الموظفين في شبمة الشمال ، بنسبة إنجاز بلغت 100٪. تسهم هذه الجلسات في تعزيز ثقافة السلامة وضمان إطلاع الموظفين على التحديثات والتوجيهات الهامة.

كما بدأنا رسميًا في تقديم إحاطة السلامة الخاصة بالربع الثالث لعام 2025 للفريق.

New Appointments – Competency Development Analysts
التعيينات الجديدة – محلل تطوير الكفاءات

We are pleased to announce the appointment of Essa Al Harbi as Competency Development Analyst. His appointment marks a significant step in strengthening our commitment to continuous improvement, compliance, and the professional growth of our train crew.
We look forward to the value he will bring through development and performance support.

يسرّنا أن نُعلن عن تعيين عيسى الحربي كمحلل تطوير كفاءات. يُمثّل هذا التعيين خطوة مهمة نحو تعزيز التزامنا بالتحسين المستمر والامتثال، ودعم النمو المهني في قسم تشغيل قطارات الركاب. نتطلّع إلى القيمة التي سيضيفها من خلال دعمه للتطوير والأداء.

New Joiner
منضمون جدد

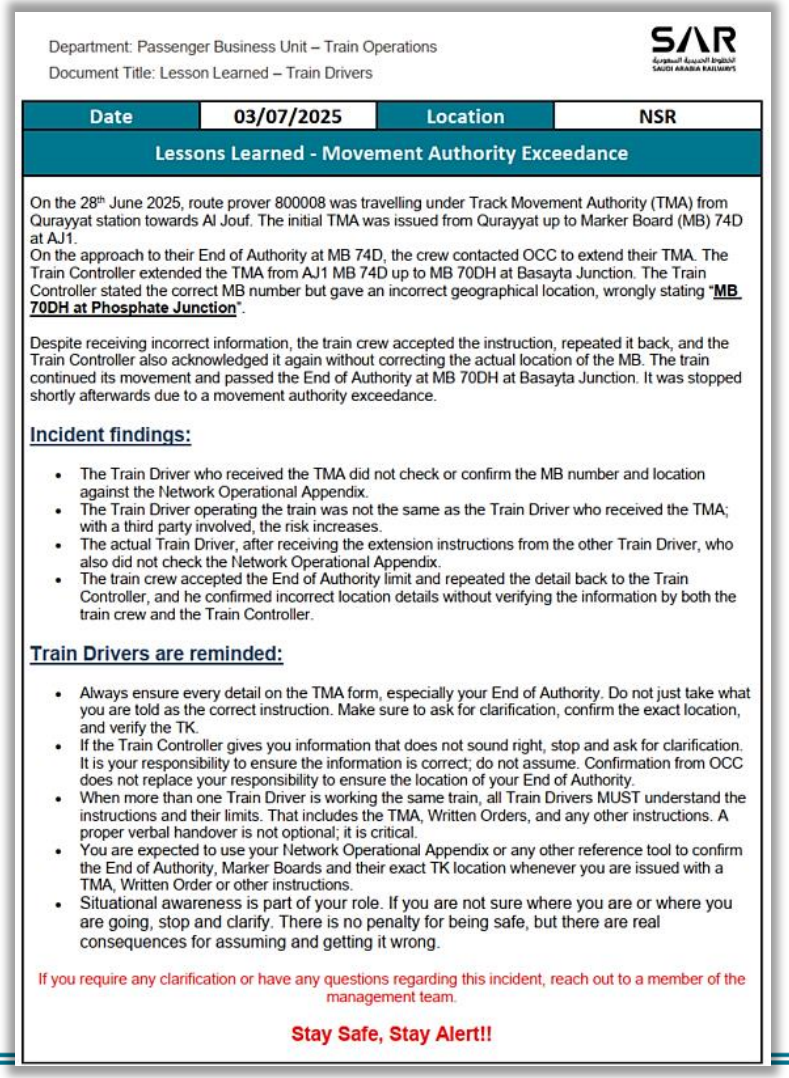
We are pleased to welcome Majed Al Ruwili, who has joined the NSR team as a Terminal Operator.
His joining supports our continued efforts to strengthen terminal operations and ensure safe and efficient handling of daily tasks.
We wish him all the best in his new role and look forward to his contributions to the team.

يسرّنا أن نرحب بالزميل ماجد الرويلي، الذي انضم إلى فريق شبكة الشمال كمشغل محطة.
يمثل انضمامه إضافة قيّمة ضمن جهودنا المستمرة لتعزيز كفاءة عمليات المحطة وضمان تنفيذ المهام اليومية بأعلى مستويات السلامة والكفاءة.
نتمنى له التوفيق في مهامه الجديدة ونتطلّع إلى مساهماته ضمن الفريق.

Movement Authority Exceedance – 28 June 2025
تجاوز صلاحية الحركة – 28 يونيو 2025

An incident of MA exceedance occurred on 28 June due to a miscommunication between the train crew and Train Controller regarding the correct location of the End of Authority. The incident highlights the need for clear communication, proper handovers, and verification of TMA details. A Lessons Learned document has been shared with all relevant staff.

وقع تجاوز لصلاحية الحركة في 28 يونيو نتيجة سوء تفاهم بين طاقم القطار والمراقب بشأن الموقع الصحيح لنهاية التصريح. تؤكد الحالة أهمية وضوح التواصل، والتسليم الدقيق، والتحقق من تفاصيل التصاريح. تم تعميم وثيقة الدروس المستفادة على المعنيين.



Department: Passenger Business Unit – Train Operations
Document Title: Lesson Learned – Train Drivers

Date	03/07/2025	Location	NSR

Lessons Learned - Movement Authority Exceedance

On the 28th June 2025, route prover 800008 was travelling under Track Movement Authority (TMA) from Qurayyat station towards Al Jouf. The initial TMA was issued from Qurayyat up to Marker Board (MB) 74D at AJ1.
On the approach to their End of Authority at MB 74D, the crew contacted OCC to extend their TMA. The Train Controller extended the TMA from AJ1 MB 74D up to MB 70DH at Basayta Junction. The Train Controller stated the correct MB number but gave an incorrect geographical location, wrongly stating "**MB 70DH at Phosphate Junction**".

Despite receiving incorrect information, the train crew accepted the instruction, repeated it back, and the Train Controller also acknowledged it again without correcting the actual location of the MB. The train continued its movement and passed the End of Authority at MB 70DH at Basayta Junction. It was stopped shortly afterwards due to a movement authority exceedance.

Incident findings:

- The Train Driver who received the TMA did not check or confirm the MB number and location against the Network Operational Appendix.
- The Train Driver operating the train was not the same as the Train Driver who received the TMA; with a third party involved, the risk increases.
- The actual Train Driver, after receiving the extension instructions from the other Train Driver, who also did not check the Network Operational Appendix.
- The train crew accepted the End of Authority limit and repeated the detail back to the Train Controller, and he confirmed incorrect location details without verifying the information by both the train crew and the Train Controller.

Train Drivers are reminded:

- Always ensure every detail on the TMA form, especially your End of Authority. Do not just take what you are told as the correct instruction. Make sure to ask for clarification, confirm the exact location, and verify the TK.
- If the Train Controller gives you information that does not sound right, stop and ask for clarification. It is your responsibility to ensure the information is correct; do not assume. Confirmation from OCC does not replace your responsibility to ensure the location of your End of Authority.
- When more than one Train Driver is working the same train, all Train Drivers MUST understand the instructions and their limits. That includes the TMA, Written Orders, and any other instructions. A proper verbal handover is not optional; it is critical.
- You are expected to use your Network Operational Appendix or any other reference tool to confirm the End of Authority, Marker Boards and their exact TK location whenever you are issued with a TMA, Written Order or other instructions.
- Situational awareness is part of your role. If you are not sure where you are or where you are going, stop and clarify. There is no penalty for being safe, but there are real consequences for assuming and getting it wrong.

If you require any clarification or have any questions regarding this incident, reach out to a member of the management team.

Stay Safe, Stay Alert!!

EWR
شبكة الشرق

EWR Performance
أداء شبكة الشرق

Jun 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
PPM * (trains operated)	100	100	100	100	100	100	100	100	100	100	100	100	92.3	100	100	100	100	100	93.8	100	93.3	100	100	100	93.8	100	100	100	93.8	92.9
Trains Operated	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	16	16	16	14
% RT	100	100	100	100	100	100	86.7	100	100	100	100	75	84.6	93.3	100	92.9	100	100	87.5	100	60	100	100	92.9	93.8	100	87.5	68.8	56.3	78.6
Trains failed PPM	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	1
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
All Trains	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	16	16	16	14

June saw the best train service performance period since SAR began operating on EWR, with ZERO days PPM failure. We managed to achieve 100% performance on 24 of 30 days, with only 6 of 434 trains failing to arrive within the 15 minutes target.

Thanks go out to everyone for the part they played in delivering outstanding performance to our customers during 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).

في شهر يونيو، شهدنا أفضل أداء لتشغيل القطارات منذ بدء تشغيل الشركة الخطوط الحديدية السعودية (سار) على سكة الشرق ، حيث لم نسجل أي يوم فشل في مؤشر الأداء الرئيسي. تمكنا من تحقيق أداء بنسبة 100% في 24 يومًا من أصل 30، مع فشل فقط 6 قطارات من أصل 434 قطارًا في الوصول ضمن الهدف المحدد وهو 15 دقيقة من الوقت المعلن.

نتقدم بالشكر الجزيل لجميع من ساهم في تقديم هذا الأداء المميز لعملائنا خلال هذه الفترة.

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

TCU Software improvement Brief
موجز تحسين برنامج وحدة التحكم في الجر TCU

This brief was issued to drivers to explain how the TCU thermal control modification system works, what they could expect to see and how they should operate their train during these conditions.

تم إصدار الموجز للقائدين لشرح كيفية عمل نظام تعديل التحكم الحراري لوحدة التحكم في القطار TCU، وما يمكنهم توقع رؤيته، وكيف يجب عليهم تشغيل القطار أثناء هذه الظروف.

التاريخ	16 جون 2025	الموقع	شبكة الشرق – جميع المواقع

تحسين برنامج وحدة التحكم في الجر (TCU) لقطارات شبكة الشرق

كما تعلم ، خلال فصول الصيف السابقة تأثرت أنظمة تبريد وحدة التحكم في الجر (TCU) في قطارات كاف العاملة على خط شبكة الشرق بشكل كبير بسبب ارتفاع درجات الحرارة. وقد أدى ذلك إلى مشاكل متكررة في ارتفاع حرارة المحركات ، مما اضطر قائدي القطارات إلى تقليل سرعة القطار وتسبب ذلك في زيادة حالات تعطل المكونات وحدوث اضطرابات في خدمة القطارات.

لمعالجة هذه المشكلة ، قام فريق صيانة القطارات بالتعاون مع شركة كاف بتثبيت حل برمجي جديد يُعرف بـ **برنامج التحكم الحراري (Thermal Control Software)** ، والذي يقوم تلقائيًا بضبط منحنى التحكم في الطاقة ، للاستجابة بشكل أسرع واستباقي عند ارتفاع درجات الحرارة ، مما يقلل من التأثيرات الحرارية على وحدة التحكم في الجر (TCU) ويقلل من احتمالية تعطل المكونات.

يسمح هذا التحديث للكمبيوتر الموجود على متن القطار على إعادة توزيع الطاقة تلقائيًا بين وحدات التحكم في الجر (TCUs) بناءً على ظروف درجة الحرارة ، دون التأثير على أداء الجر العام.

إذًا ، ماذا يعني ذلك لقائد القطار؟

1. إذا اكتشف النظام ارتفاعًا في درجات الحرارة ، فسيبدأ تلقائيًا في ضبط طاقة الجر الخاصة بالقطار. وستعتمد نسبة الطاقة التي يتم تعديلها على درجة الحرارة المُكتشفة (انظر الجدولين 1 و 2 أدناه). سيتمكن القائد من رؤية هذا الانخفاض في الطاقة معروضًا على شاشة نظام التحكم بالقطار (TCMS) - إشارة الطاقة التشغيلية المرسلة (انظر الشكل 1 أدناه).

شكل رقم 1

جدول رقم 2

Temperature	PC (%)
< 55 °C	0%
[55, 57] °C	20%
[57, 59] °C	50%
[59, 60] °C	70%
[60, 61] °C	90%
[61,63] °C	100%
> 63 °C	Cut-off

جدول رقم 1

2. لا يحتاج قائد القطار إلى اتخاذ أي إجراء خلال هذه العملية ، حيث يمكن أن يظل ذراع التحكم في الطاقة في وضع التشغيل النشط بينما يقوم النظام بضبط نسبة طاقة الجر. لن يتمكن قائد القطار من طلب طاقة أعلى مما يسمح به النظام خلال هذه الفترة.
3. عندما تنخفض درجات الحرارة ، سيقوم النظام تلقائيًا باستعادة طاقة الجر (استنادًا إلى الجدول 1).
يجب على قائدي القطارات مع ذلك أن يكونوا على علم وإحاطة بجميع قيود السرعة وأن يتحكموا في سرعة قطاراتهم وفقًا لذلك.
4. يجب على قائدي القطارات إبلاغ مركز التشغيل والتحكم بهذا التدخل ، ولكن لا يجب الإبلاغ عنه كعطل في طاقة الجر ، بل يجب الإبلاغ عنه على أنه " تشغيل بطاقة منخفضة نتيجة برمجيات TCU".

تذكّر - السلامة أولاً

إذا كانت هناك أي مشكلات بخصوص هذه التعليمات ، فيُرجى التواصل مع أحد أعضاء فريق الإدارة لمناقشتها بشكل أوسع.

تم الإعداد بواسطة سايمون موران – تشغيل قطارات الركاب – قطاع الشرق

Date	16th June 2025	Location	EWR – ALL DEPOTS

ains.

g systems on EWR CAF trains has gine overheating issues, which in ed component failure and train

Thermal Control Software) that rising temperatures, reducing ponent failure.

ween TCUs based on temperature ance.

just the trains traction power. detected (see tables 1 & 2 reen – Power Supplied Signal

Figure 1

er controller can remain in an ower. The Train Driver will be

tion power (based on table 1). rol the speed of their trains

T be reported as a traction fault, re"

irst

gement team to discuss this

ain Operations

Leaving SAR
المغادرون من سار

Train Driver Hani Rowaymi, Dammam, has left SAR, due to health-related issues, and will now spend more time with his family, his last day with SAR was on 30th June.

We wish Hani health and happiness for his future.

قائد القطار هاني رويمي في شبكة الشرق، غادر الشركة الخطوط الحديدية السعودية (سار) بسبب ظروف صحية ، وسيمضي الآن المزيد من الوقت مع عائلته. كان آخر يوم له في سار بتاريخ 30 يونيو.

نتمنى لهاني الصحة والسعادة في مستقبله.

Leaving SAR
المغادرون من سار

Train Driver Khaled Al Otaibi, Riyadh Malaz, is leaving SAR PBU to start a new role as a Train Driver with SAR FBU.

Khaled's last day with PBU will be on 11th July and we wish Khaled every success for his future and new role.

قائد القطار خالد العتيبي في شبكة الشرق ، سيغادر وحدة تشغيل قطارات للركاب ليبدأ دورًا جديدًا كقائد قطار مع وحدة تشغيل قطارات البضائع في سار.

سيكون آخر يوم لخالد مع وحدة الركاب في 11 يوليو، ونتمنى له كل التوفيق في مستقبله ودوره الجديد.

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

June 2025

Gerard McFadden
Rolling Stock Maintenance Director

RSM Insights

Achievements

100% Service delivery in NSR & EWR.

Highest PPM for the month of June since 2021 (EWR).

NSR G-exam for UT01 has been completed along with the dynamic testing.

Prayer area enhancement on UT5003 has been completed along with ETCS-2 installation.

UT5013 was returned to service on 12th June after completing the deferred F exam(EWR).

13,000 Work orders have been completed and closed by RSM covering A-E & 500-3,000 Inspections.

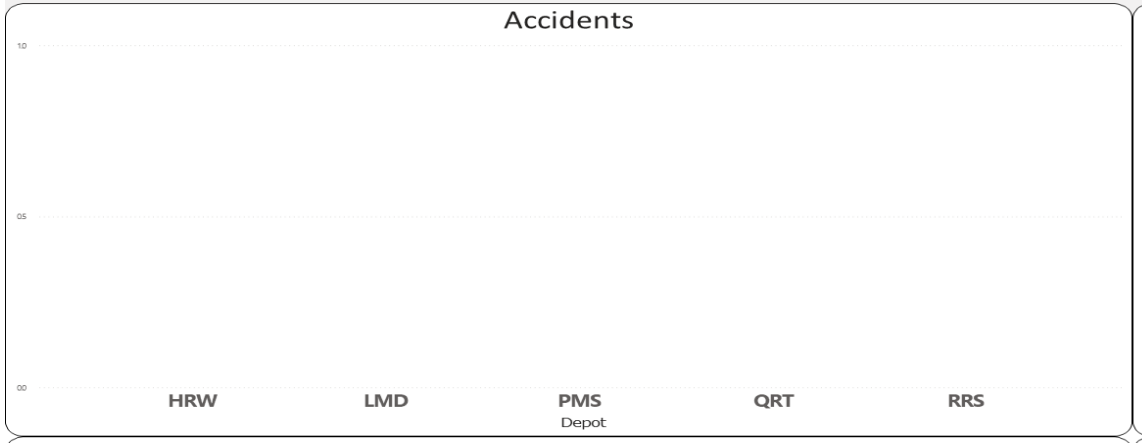
Issues

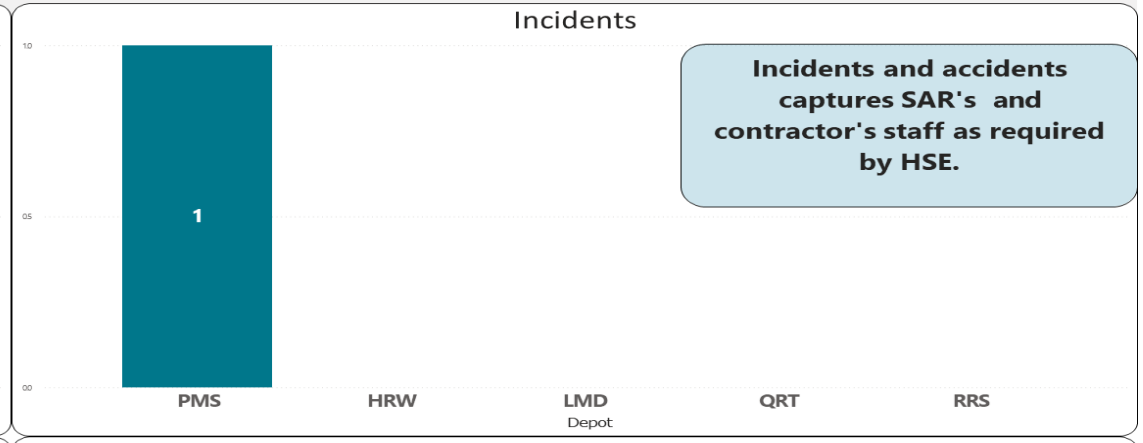
S1 departure was delayed by 220 minutes on 13th June due to the derailment of UT01E/PC06E at LMD, caused by track gauge tolerance issues (EWR)

An incident occurred at Riyadh North workshop due to contractor non-conformance while carrying out wheelset changer gate maintenance

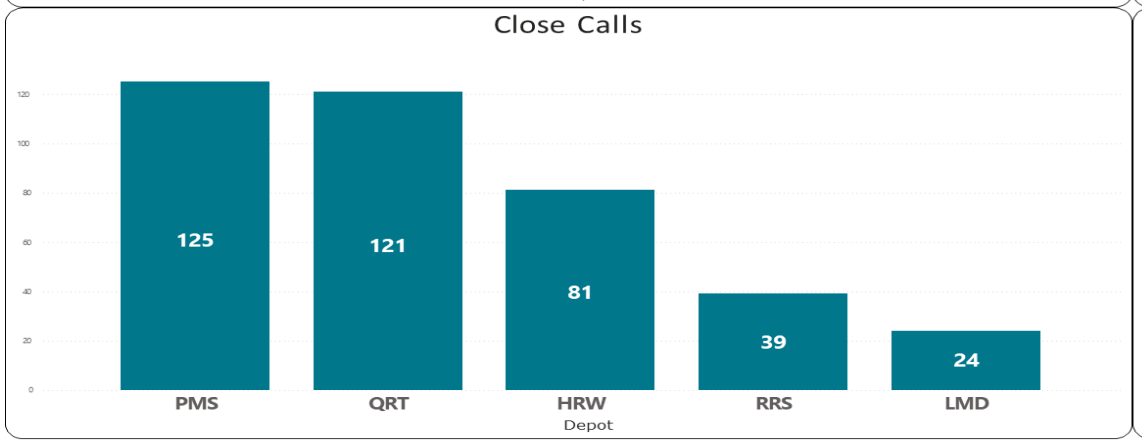
1. RSM Safety Performance

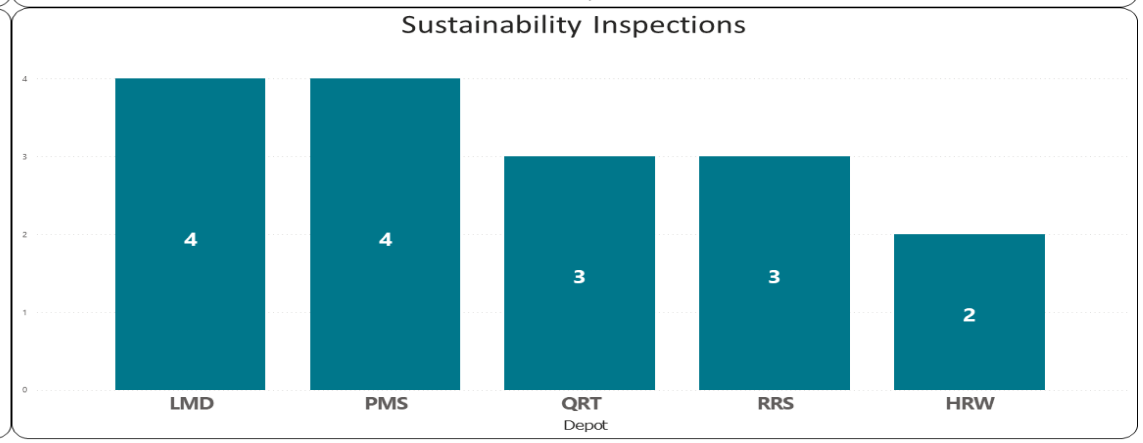
SAR 1.1 EWR & NSR Safety KPIs





Incidents and accidents captures SAR's and contractor's staff as required by HSE.





LTI's captures SAR's staff and does not account for contractor's staff as required by HSE.

HRW Days Since Last LTI

1251

Days

RRS Days Since Last LTI

682

Days

LMD Days Since Last LTI

1251

Days

PMS Days Since Last LTI

957

Days

1.2 EWR & NSR Safety Update

Safety & Environment Concerns

Lack of suitable and sufficient Personal Protective Equipment - RSM staff are not being afforded the opportunity to be supplied with the correct levels of PPE when carrying out some higher risk maintenance tasks.

Safe365 App -
Install Safe365 App on all mobile devices in each Operational Department and achieve 15% usage (at least 1 input from 15% of the total number of devices installed) by each quarter.

Riyadh North - 14 June - Contractor Non-Conformance

Safety & Environment Updates

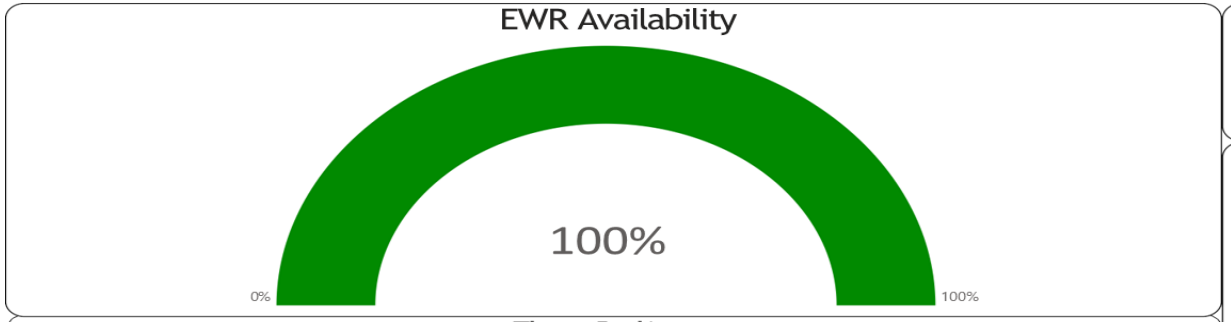
This week will see the initial distribution of the supplied PPE to all sites, for SAR staff. Future PPE requirements will be managed by each depot. This item is now closed.

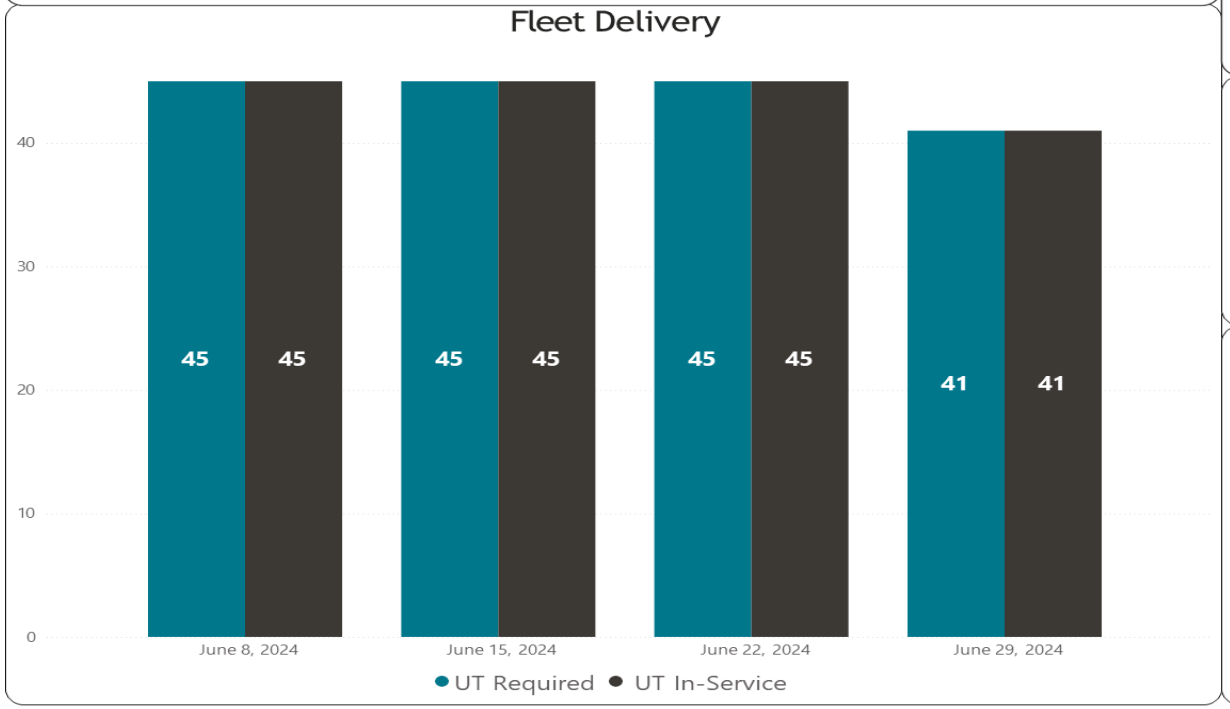
RSM's total registered users is 395, an increase of 124 since the start of the year. 2081 reports have already been registered to date, resulting in a recorded figure of 527% against the registered users.

Whilst carrying out wheelset changer gate maintenance (road 1) GDC failed to physically confirm that all wheelset changer gate locking levers were secured post maintenace.

2. EWR Fleet Performance

SAR 2.1 EWR Availability





EWR - No. Long Term Stop PC

3

EWR - No. Long Term Stop UT

2

EWR - Long Term Stop PC

Long term stop PC is 5007 for G-exam
Long term stop PC is 5013 for Engine 12K
Long term stop PC is 5008 for Engine 12K

EWR - Long Term Stop UT

Long term stop UT is 5003 for Prayer area modification.

Long term stop UT is 5012 for G-exam.

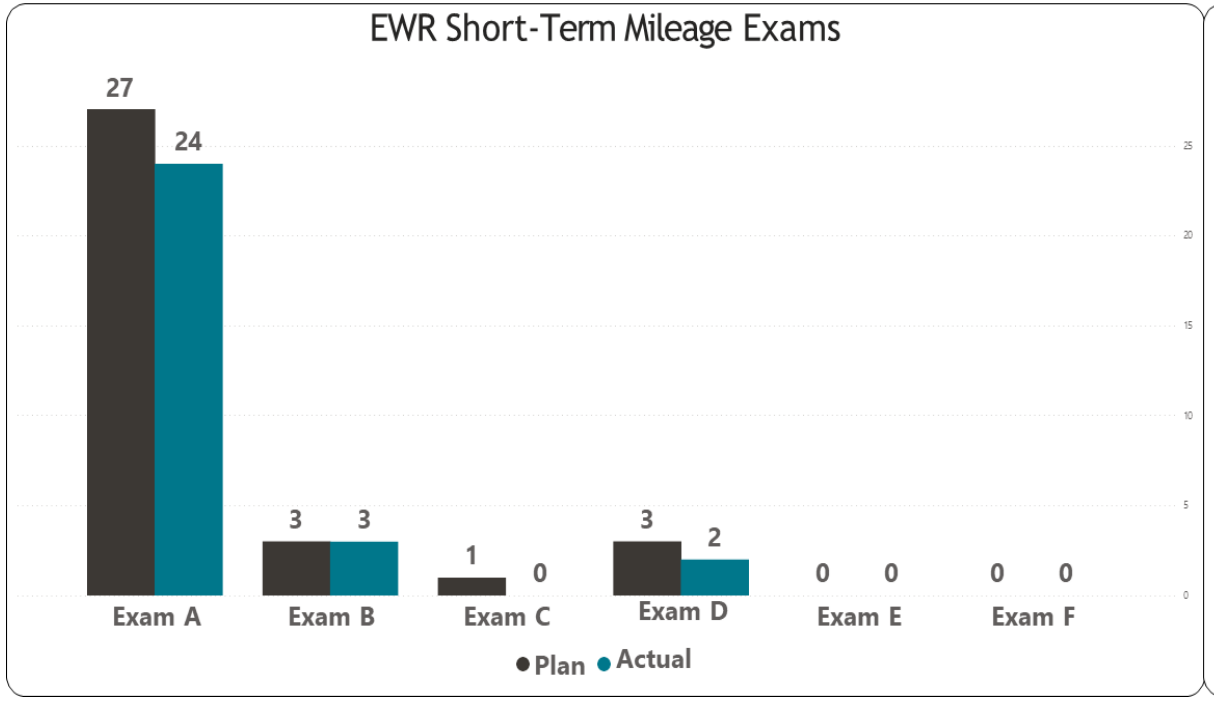
Availability Highlights

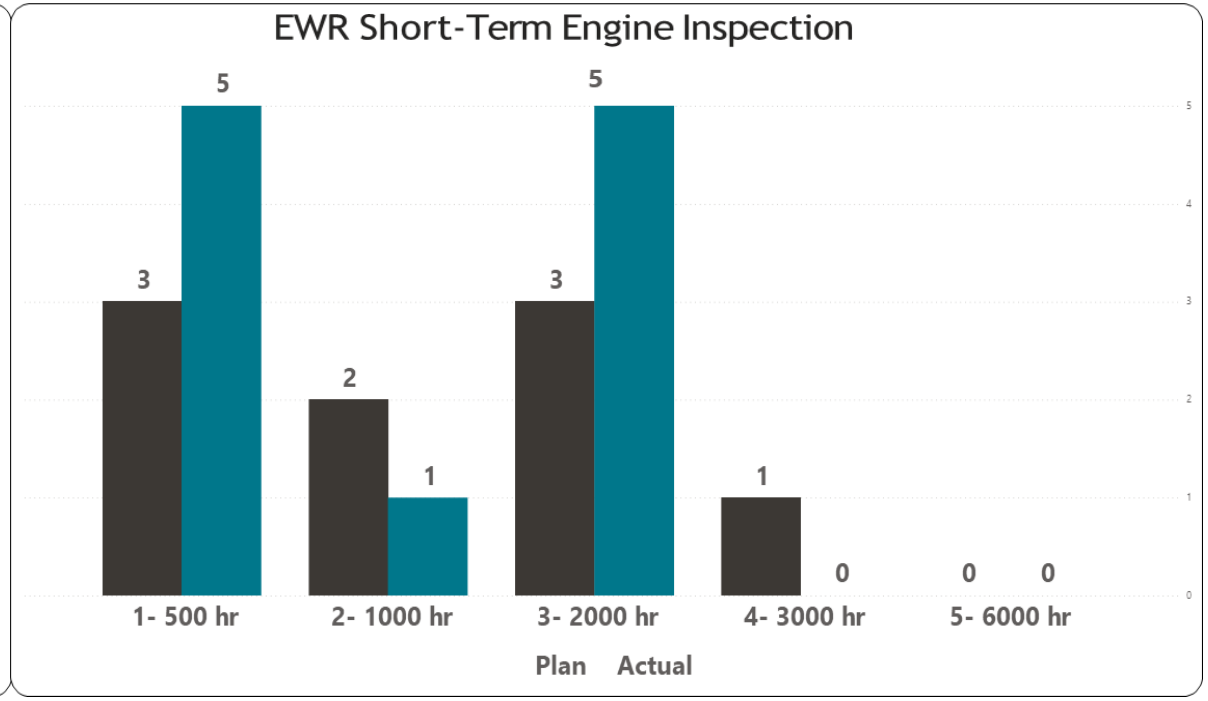
Long term stop UT is 5012 for G-exam.
Long term stop UT is 5003 for Prayer area modification.
Long term stop PC-07 for G-Exam
Long term stop PC is 5013 for Engine 12K

Maintenance Highlights

UT 5012 for G-exam Ongoing- started on 24th April
PC5013 Engine 12K started on 21th May
PC5012 Engine 24K Ongoing-started on 6th April, and back to service on 10th June
PC5008 Engine 12K started on 9th June
PC5007 G Exam Overall G exam core task Progress: 100% . started on 02nd February

SAR 2.2 EWR Overview Maintenance





SAR 2.3 EWR Overview Maintenance

Top Issues

S1 departure was delayed by 220 minutes on 13th June due to the derailment of UT01E/PC06E at LMD, caused by track gauge tolerance issues

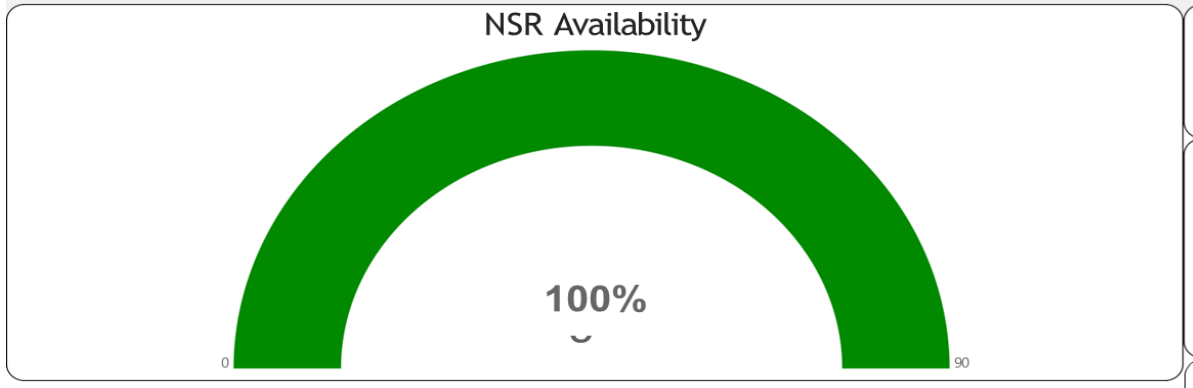
Top Achievements

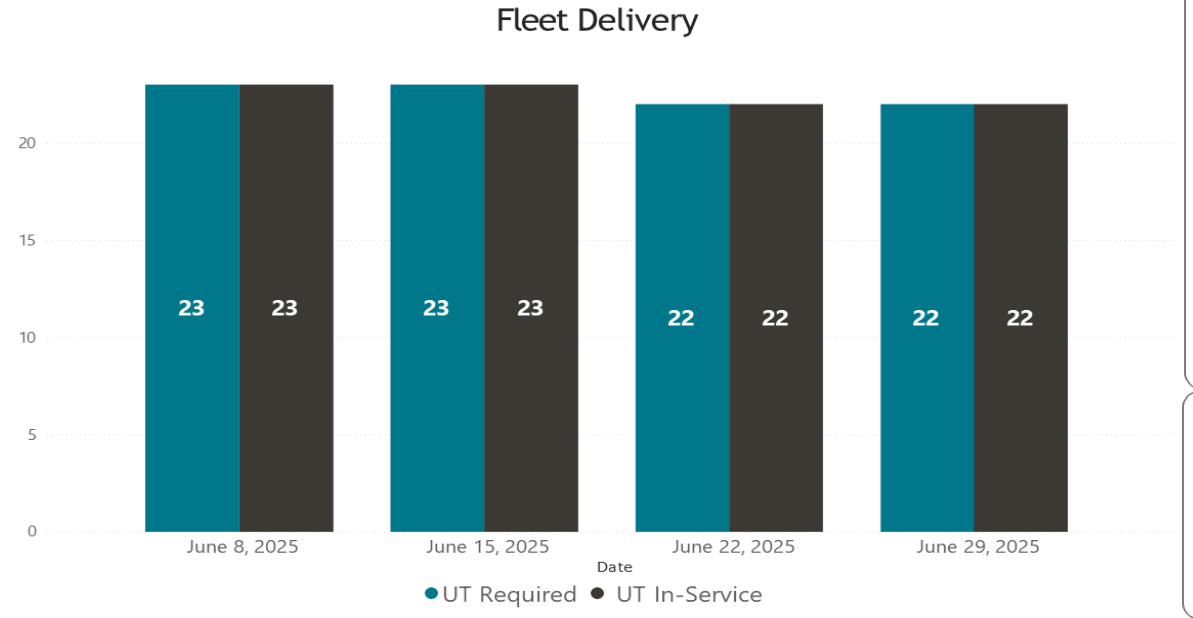
UT5013 was returned to service on 12th June after completing the deferred Fexam

UT5012 under G exam in final stages, the completion plan end of July.

3. NSR Fleet Performance

SAR 3.1 NSR Availability





NSR - No. Long Term Stop PC	NSR - No. Long Term Stop UT
1	1

NSR - Long Term Stop PC

PC10 Engine Shutdown

NSR - Long Term Stop UT

UT01 G-exam under testing

Availability Highlights

UT03 multiple emergency brakes applied, pneumatic system corrective is on going

UT01 under G exam - testing ongoing

PC10 2-Engine shutdowns on 5/6/2025 at SVC3, Engine has been recovered.

PC09 Under E Exam by SAR has finished.

100% Service delivery.

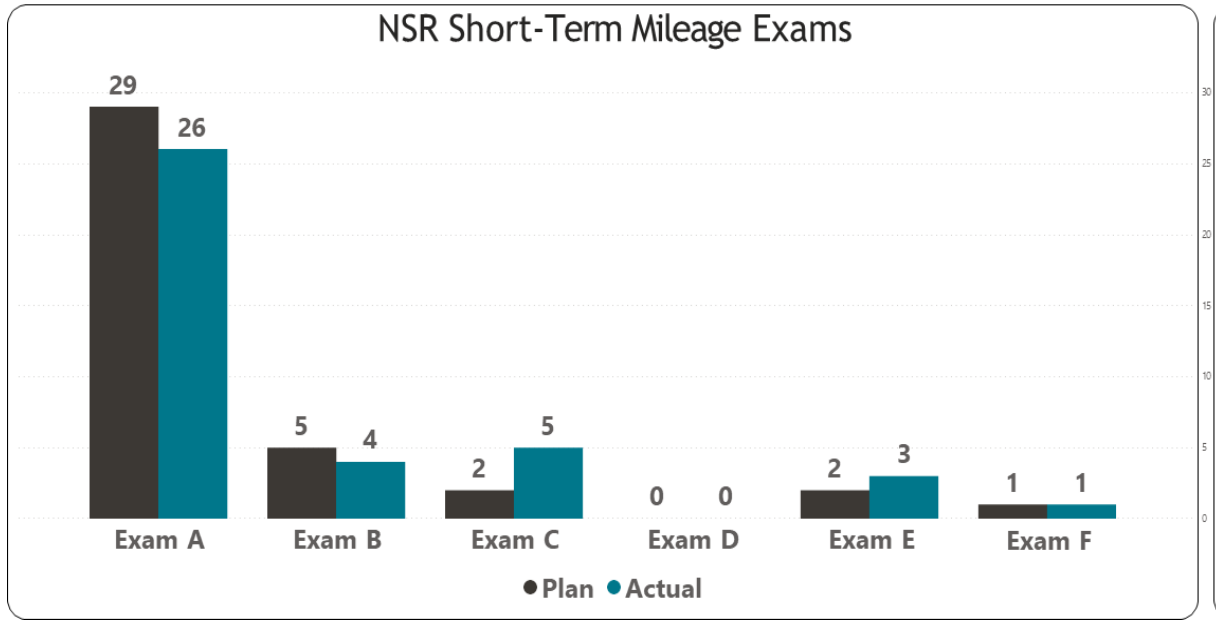
Maintenance Highlights

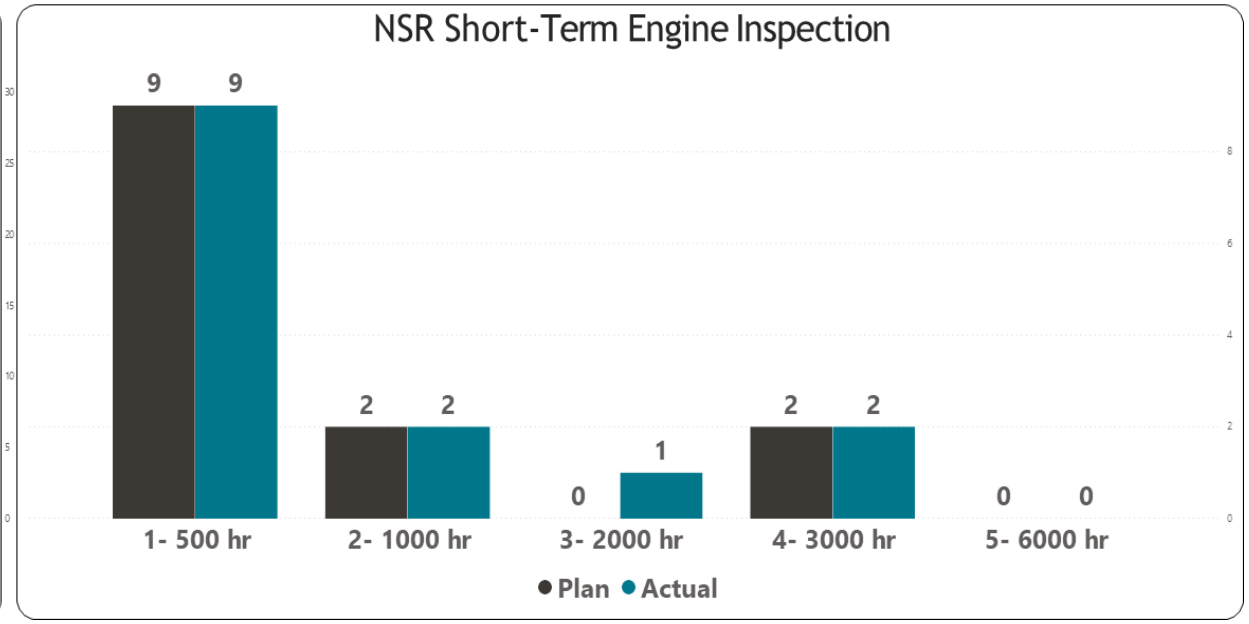
UT-01 G-Exam.

PC07 wheel replacement has been

PC-02 under E-Exam.

SAR 3.2 NSR Overview Maintenance





SAR 3.3 NSR Overview Maintenance

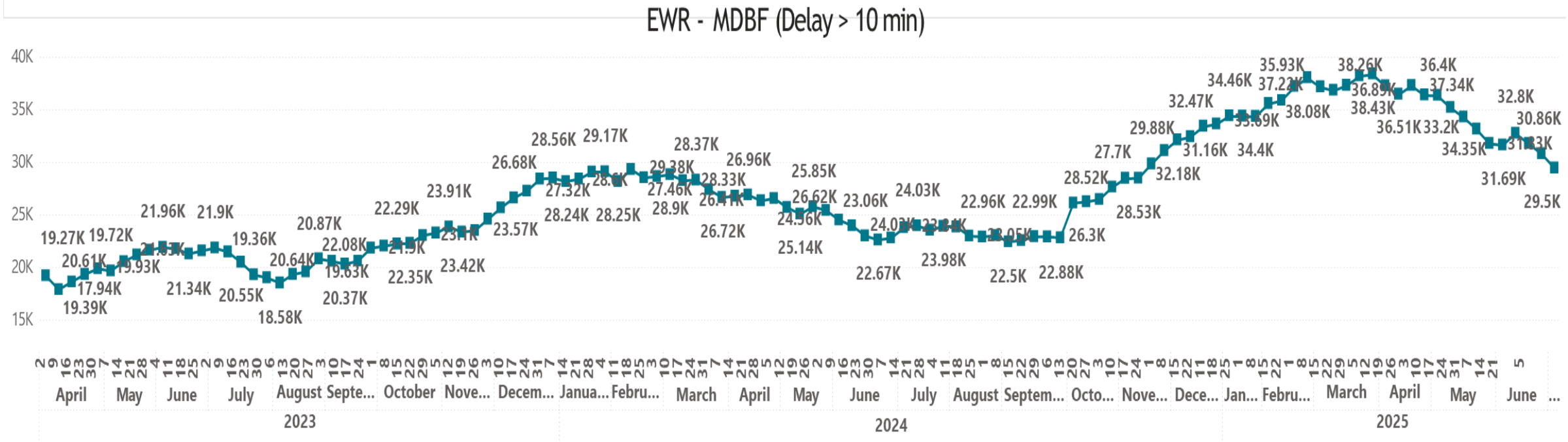
Top Issues	Top Achievements
Engine room High temperature issue due to weather and sensor sensitivity	100% Service delivery.
	E-exam transition ongoing and in final stage.
	G-exam UT01 dynamic tests done, return to service in 3rd of July
	No major delays.

4. RSM Engineering

4.1 EWR FRACAS

Engineering EWR

FRACAS EW

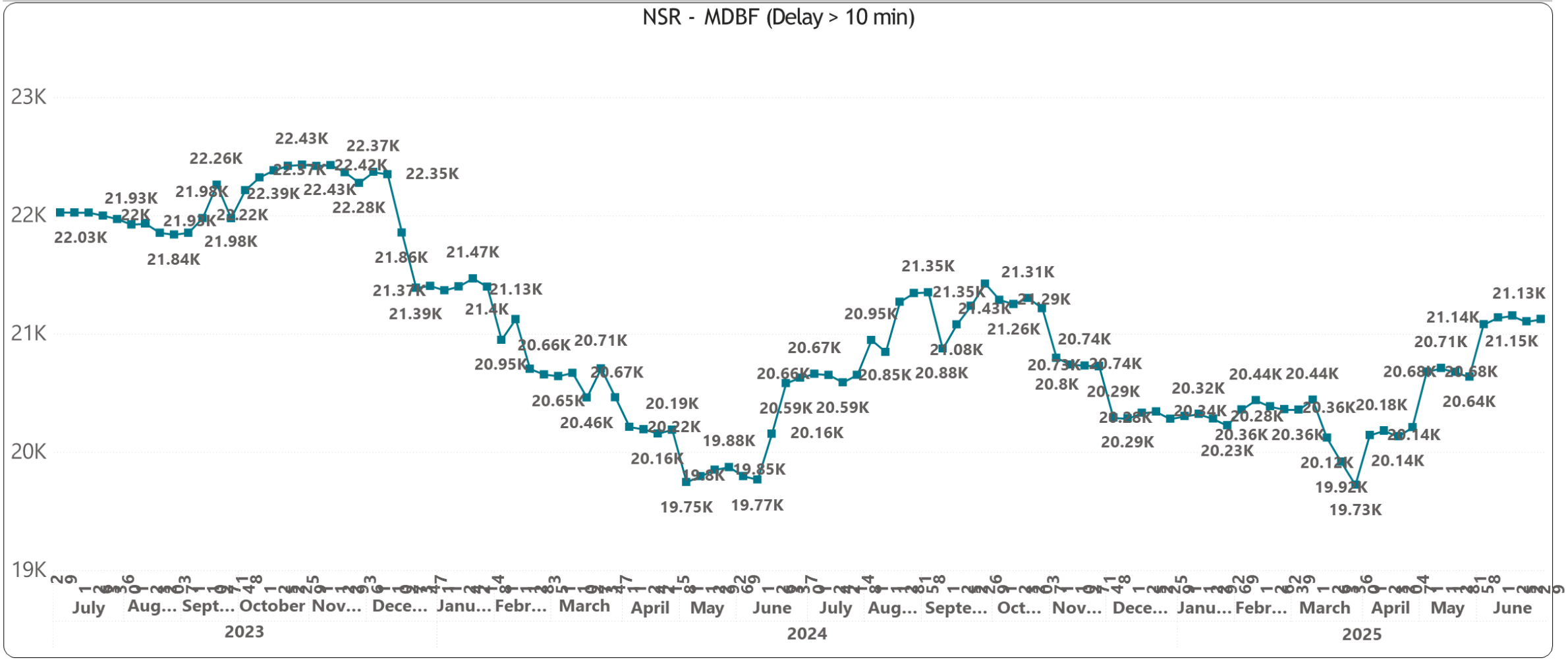


SAR 4.1 EWR FRACAS

Failure	Action Taken/To Be Taken
EWF3290 – UT11 / PC5001 – ERTMS Eurocab Failure	Details: A Eurocab/ERTMS fault triggered emergency braking and a 66-minute delay. Action Taken: Fault traced to balise reading issues and IBR power/cable faults. System was normalized after adjustments and resumed normal operation. Investigation into the failure is on-going. A detailed RCA is being prepared for this fault.
EWF3386 – UT01 / PC5006 – TCU Axle Control Error	Details: A TCU failure caused loss of traction on Bogie 1, resulting in a 94-minute delay. Action Taken: Investigation revealed a shorted IGBT module and faulty motor control board. Components were replaced and traction was restored. The RCA has been completed and the unit re-entered service
EWF3509 – UT05 / PC5010 – TCU Axle 03 Control Error	Details: Axle 03 control error led to traction loss and an 88-minute delay. The axle was isolated, and the train continued in degraded mode. Action Taken: The unit was sent to HRW for gearbox replacement to resolve the issue. PC5010 is awaiting investigation at HRW. The traction motor and gear box will be investigated

4.2 NSR FRACAS

FRACAS NS



4.2 NSR FRACAS

NSR FRACAS

Failure	Action Taken/To Be Taken
NS0111 - PC03 KE Valve Mounting - Temporary Repair Carried out	Details: PC03 DCL1 AND BC RELAY 2 LEAK issue which has been reported during S02 service on 08th of April 2025 and causing 161 minutes of delay. The anomaly found from the train is Incongruence in Between KE and BP alarm which is due to KE valve losing its pressure during service brake application, but this does not cause brake does not released issue. KE Valve losing its pressure because of the rivet nut that recently installed were not correctly fitted and due to the vibration, it's become loose and air leak through this point. Action Taken: Fleet check of KE valve Rivnuts completed. No further issues found with spinning Riv nuts. PC03 temporary solution to fixed the Riv nuts was tested and validated by CAF and SAR engineering Generate an alarm in Leadmind for Incongruence between KE and BP. Update DOTE to include speed restriction if PC's bogie is/are isolated.
NS0115 - UT03 PC10 TCMS Short Ckt.	Details: The train experienced a significant delay because the degraded mode failed to activate. Investigation revealed that relays 06K11 and 06K21, essential for degraded mode, weren't energized due to an issue in the return path through the auxiliary converters, causing train to stop. 6 Hour 50 Minute Delay. Action Taken: A fleet check has been completed and other potential wiring defects have been identified in the same locations on other Power Cars. The other damaged wires found has been repaired. ECR has been raised to improve the protection of the wiring in the cab header panel. It is agreed degraded mode will be tested on a monthly basis
NSF8092 - PC07 HVAC IS NOT COOLING	Details: UT02, coupled with PC07, was scheduled for Service 3. An HVAC cooling issue was identified, leading to a 20-minute delay due to the change Composition to PC02 Action Taken: During troubleshooting, it was determined that multiple small leaks had occurred, which were identified as the root cause of this issue. The leak was found at High Pressure Valve core, High Pressure. Transducer Valve core, and Low Pressure Valve core. The defective parts have been replaced. campaign has been done to to review the functionality of HVAC, by inspecting LP/HP Switch & Transducer valve core, conditions. Set up a Leadmind notification.

4.3 Modification Budget Change

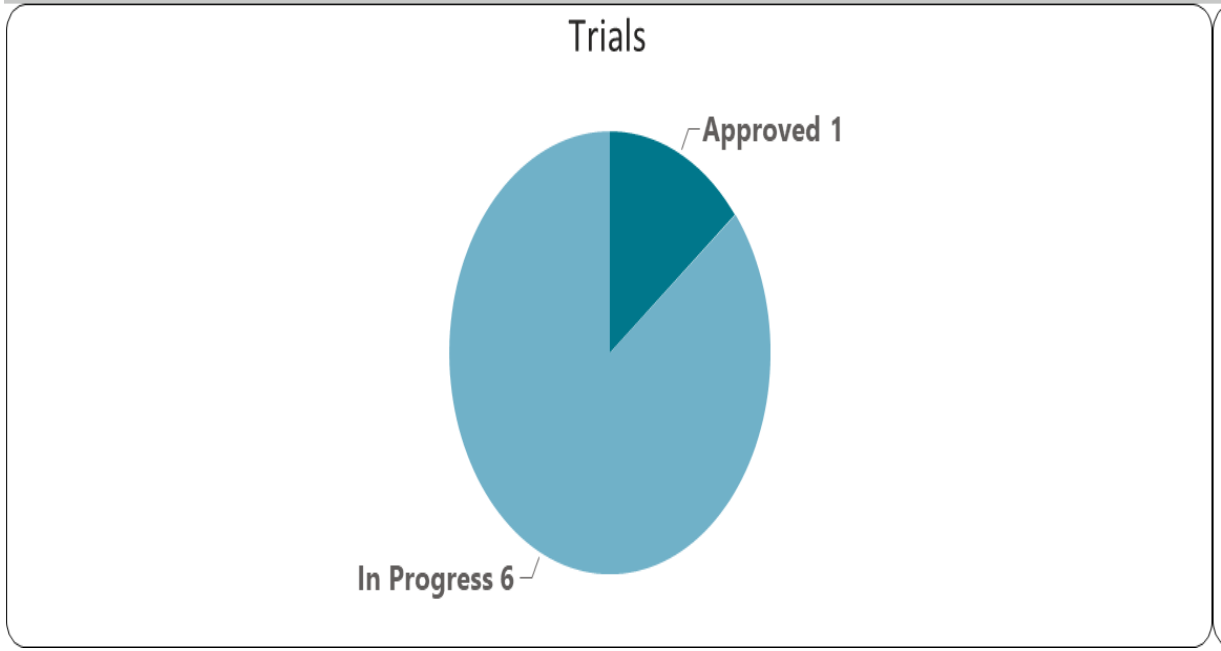
Engineering

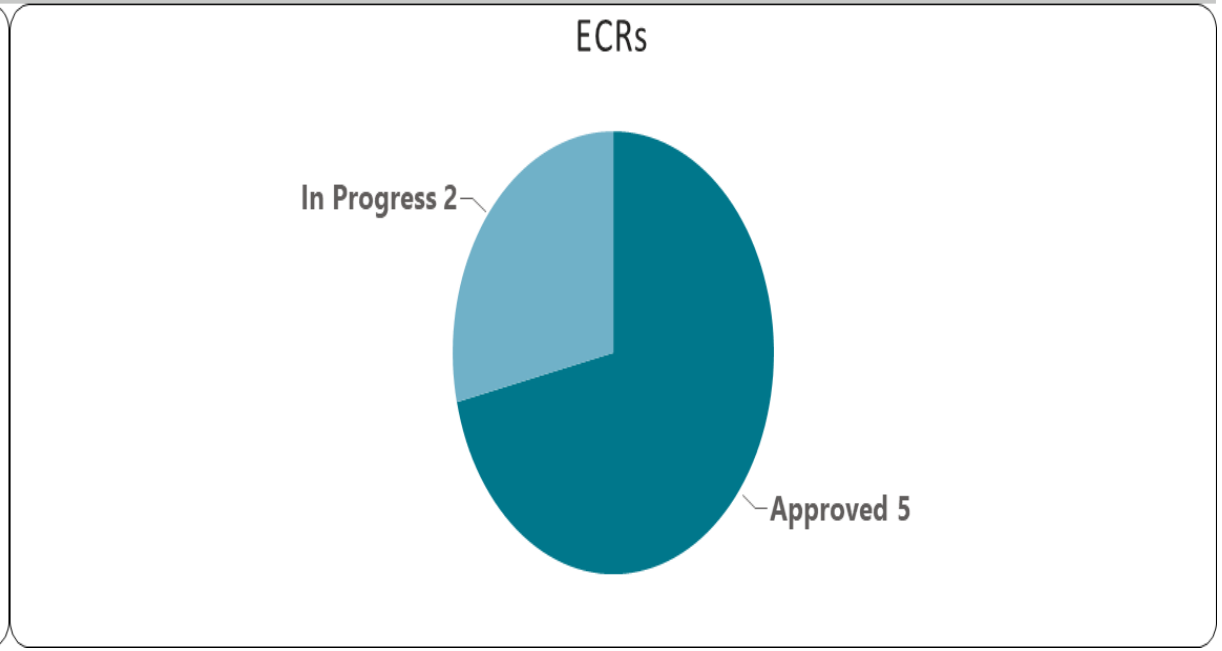
Modification Changes

Projects	Description/Update	Status
Transfomer Prototype PC and T4	New design for Transformers, passively cooled.	Pending
Pulse filter Prototype	Change EW filteration from cyclonic to Pulse filter, will arrive in September	Ongoing, Prototype in September
Gearbox prototype.	New gearbox labyrinth to protect gearbox from sand.	Ongoing, Material from CAF Miira will be taken to build the prototype again, and standardize the material with NS fleet.
TCU Cooling Prototype	Improve radiator and cooling efficiency of TCU cooling	Completed, rejected.
Headlights	Upgrade EW headlights to be similar to NS	Completed
SKF	install onboard bearing monitoring on EW axles.	Completed

4.4 Engineering Assurance

Engineering Assurance

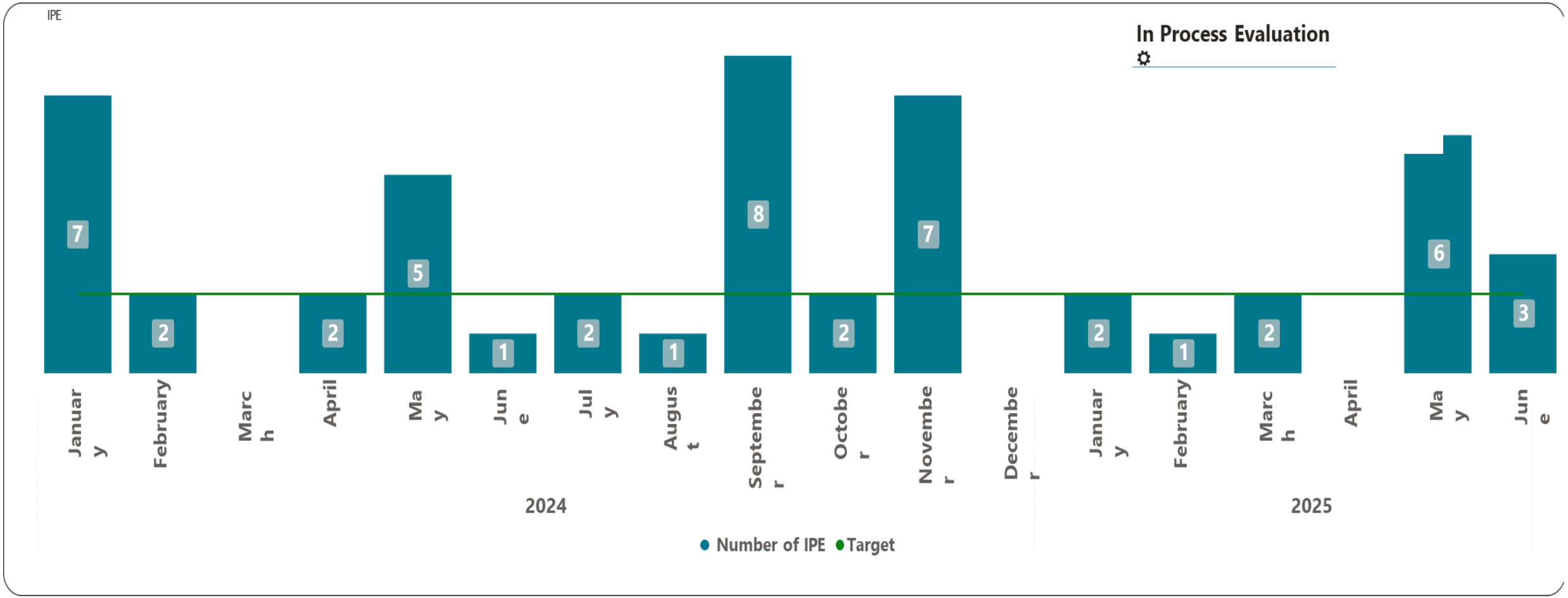




Trials/Description
2441 - EW - Fule Tank Protection (In Progress) **Objective: The modification aims to provide additional protection for the fuel tank to prevent leakage due to harsh external conditions like sand abrasion and ballasts, particularly at the fuel tank's edge. Success will be measured by ensuring no fuel leakage during the first fueling operation and within the next 24 hours after the fuel tank is refitted to the locomotive.**
2501 - EW - NS to EW wheel set Trial (In Progress) **Objective: The trial aims to evaluate the feasibility of using North-South (NS) trailer wheelsets on East-West (EW) trailer cars by assessing mechanical compatibility, dimensional compliance, and operational performance. Success will be determined by adherence to EW tolerances, safe operation, and no negative effects on ride quality or infrastructure. The trial also explores the potential for fleet-wide component standardisation amid wheelset shortages.**
2502 - # - New Leveling Rod (In Progress) **Objective : The trial aims to improve the reliability of the leveling valve rod by replacing the plastic angled ball joint with a stainless steel version (DIN 71802). Success will be defined as completing 50,000 km (B inspection) without any failures, based on proven performance in other CAF projects like the Metro Volturno project.**
2504 - EW- Software Update for BOXPC firmware to support ETCS Level 2 (In Progress) **Objective: This trial upgrades the BOXPC firmware in PC5006/U01 to support ETCS Level 2 and FSS features. It introduces new alarms and variables for improved monitoring via LeadMind. Success is defined by error-free installation, stable system operation, correct alarm display, and no impact on train operations during the 1-month trial.**
2506 - NS- NS Fleet HVAC Software Update to increase set Point (Pass) **Objective: This trial evaluates the updated Saloon HVAC software, which increases all temperature setpoints by 1°C to enhance passenger comfort. The modification was previously implemented successfully in the EW fleet and is now being extended to the NS fleet. Software will be installed on unit UT04 and monitored for one month. Success depends on correct HMI setpoint functionality and no issues during service.** **If no anomalies are observed, the trial will be considered successful.**
2508 - EW- WSP Valve Cover Modification to allow sand dispersion (In Progress) **Objective: This trial aims to resolve WSP valve malfunctions caused by sand accumulation in the protective cover. The current cover holes are insufficient for proper sand evacuation, so additional holes will be added. This solution has been successfully applied in the NS fleet and is now being trialed in EW. Success will be determined by the absence of sand buildup and proper WSP valve function during the trial.**
2510- NS- HVAC Cover Modification - Faring Support (In Progress) **Objective: This trial addresses an issue found during HVAC cover modification (TR1806) on NS locomotives, where roof fairing support bars obstruct access to HVAC locks. The proposed solution involves repositioning and modifying specific support bars to ensure full access to the locks. Success will be measured by the ability to operate HVAC locks smoothly during both opening and closing. If the locks are fully accessible and functional post-modification, the trial will be considered successful.**

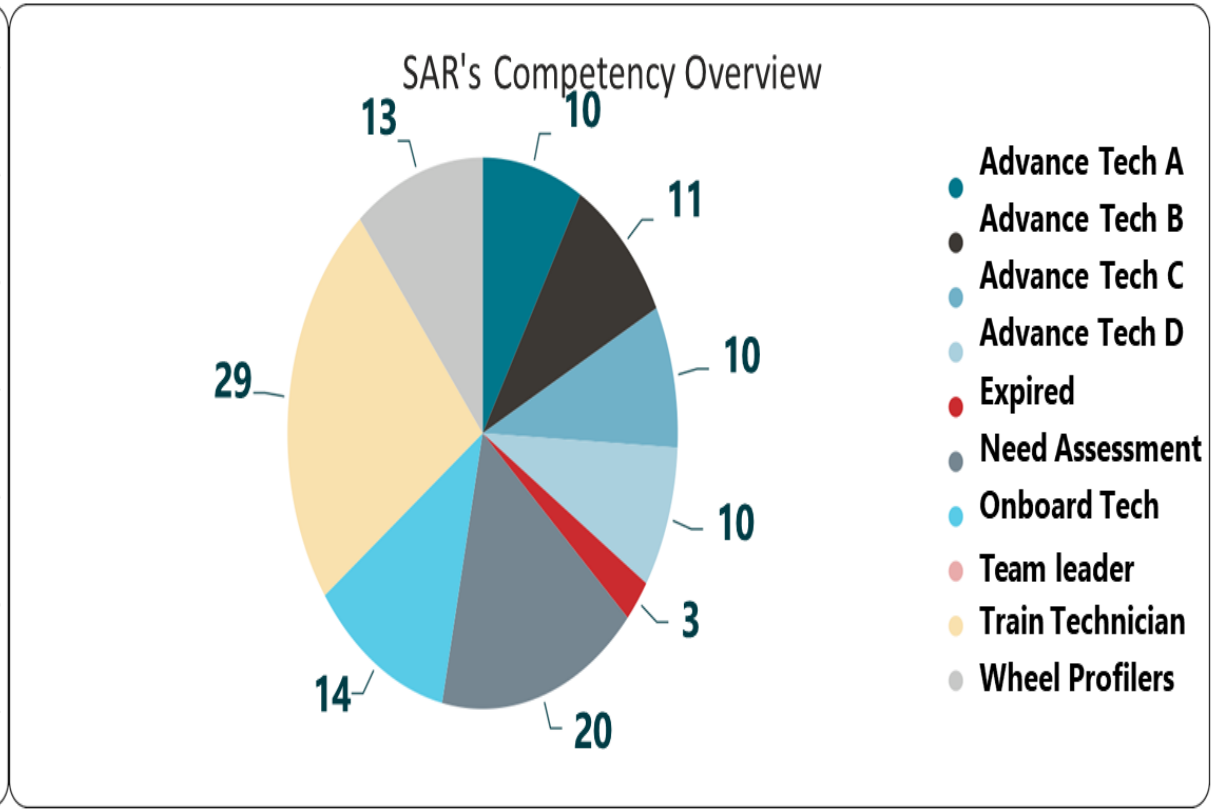
ECR/Description
2507- EW- MP 11 Revison (Approved) **Introduction: This is to formally introduce the new Maintenance Plan Version 11 for EW, which is an upgrade from MP10.** **Details of Change: The latest version includes newly introduced procedures as well as enhancements to existing ones, incorporating clearer visuals and more detailed instructions for improved understanding. Type: Maintenance Change**
2506- NS- new HVAC set point (Approved) **Introduction: As per the client's specific request, a software upgrade has been implemented to enhance HVAC performance in the Saloon area. The primary focus of this update is the adjustment of temperature set points to improve passenger comfort and system efficiency.** **Details of Change: Each HVAC temperature setting has been increased by 1°C to meet the new operational requirement. The revised settings are: High – 24.5°C, Medium – 22.5°C, and Low – 20.5°C, ensuring accurate and reliable temperature control. Type: Modification**
2505- NS- MP 15 Revison (Approved) **Introduction: This is to formally introduce the new Maintenance Plan Version 15 for NS, which is an upgrade from MP14.** **Details of Change: The latest version includes newly introduced procedures as well as enhancements to existing ones, incorporating clearer visuals and more detailed instructions for improved understanding.** **Type: Maintenance Change**
2504 - NS - New Pulse Filter Cartridge and brackets (In Progress) **Introduction: This modification aims to replace the current pulse filter cartridge with the new ASC DuraPak model, as the existing one is becoming obsolete.** **Details of Change: The ASC DuraPak, Plan is also used in the EW project, meets the same F9 standard and weighs slightly less (24.5 kg vs. 25 kg), so it won't affect the system load. Due to different fixing points, the current brackets will also be replaced with new compatible ones.** **Type: Modification**
2503 - EW - EW Fleet CCTV Upgrade (In Progress) **Introduction: In the EW project, a request was made to install a CCTV system across the entire train fleet. This system will enhance safety and security by monitoring activity inside all passenger cars and driver cabins (TC and PC).** **Details of Change: The CCTV system consists of multiple cameras strategically placed to cover key areas. These cameras are connected to Digital Video Recorders (DVRs) via network switches. The DVRs will store recorded footage on Hard Disk Drives (HDDs). Any system failures will be reported to the Train Control and Monitoring System (TCMS) for necessary action. Type: Modification**
2502 - EW - Install chain on pneumatic panel (Approved) **Introduction: The pneumatic panel located in coaches have a safety rope located on the bottom side of the panel. This safety rope with sand blasting is getting damaged and then it needs to be replaced by a new one** **Details of Change: The safety rope will be replaced with a chain to improve reliability of the component. The chain is manufactured in steel, and it is strong enough for the sand blasting. Type: Modification**
2501 - EW - Hold door open for 15 minutes (Approved) **Indroduction: Train doors currently stay open for 5 minutes after being activated. Staff often need to reopen them while the train is at the station.** **Details of Change:To reduce effort and improve passenger experience, the door open time will be increased to 15 minutes through a software update in the control systems. Type: Modification**

SAR 4.5 IPE


IPE
In Process Evaluation
7
2
2
5
1
2
1
8
2
7
2
1
2
6
3
January
February
March
April
May
June
July
August
September
October
November
December
January
February
March
April
May
June
2024
2025
Number of IPE
Target

5. NSR Competency

5.1 NSR Competency



SAR 5.1 NSR Competency

1. Wheel Lathe Competence up to 100%. An additional Wheel Profiling training session is being planned for July.
2. 20 technicians currently working towards Train Technician competence.
3. There are currently 3 staff members with expired competencies, reassessments are scheduled imminently.
4. Car Carrier training sessions will be held on a weekly basis, as required. Training being updated.
5. Qurayyat depot equipment training is continuing at Riyadh.
6. A new revision of the Technical Logbook is being developed to include the tasks required for the E exams.
7. Wheel-Rail Interface training will commence soon.
8. Rerailing Equipment training scheduled for July.
9. First Aid session on 2nd June was Completed.
10. Fire Suppression System training on 2nd June was Completed.
11. Overhead crane training on 3rd June was Completed
12. Scissor lift Training course is scheduled for 23rd June. Completed
13. Working at Height training is confirmed for 19 June. Completed.
14. Pneumatics training is scheduled for 25-26 June. Postponed to 2-3 July.
15. An Awareness into Lean session is scheduled by L&D team for two staff members.
16. Mentoring & Coaching Training is scheduled for ten members of staff.
17. TAQA Assessor Training is scheduled from 6-10 July for ten members of staff.
18. Bogies Training is scheduled for the 20th of July for 8 members of staff.
19. Gangway & Couplers Training is scheduled for the 21st of July for 8 members of staff.
20. Power Generation Training is scheduled from the 27th-28th July for 10 members of staff.
21. Cooling Equipment Training is scheduled for the 29th of July for 8 members of staff.

6. Depot

6.1 Depot Overview

NSR & EWR Depot

EWR Equipment Status

Equipment	Operation Status
LMD CET Car	100%
LMD Overhead Crane	100%
LMD Permanent Fuel Plant	100%
LMD UFWL	100%
RRS CET Car	100%
RRS Permanent Fuel plant	100%
RRS UFWL	100%
RRS Wash plant	100%

NSR Equipment Status

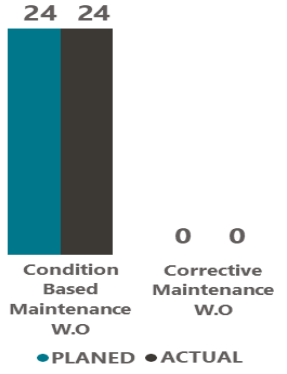
Equipment	Operation Status
Wheelset Changer	100%
Train Wash Plant	100%
Talgo UFWL	100%
Shunting Vehicle	100%
QLW Car Carrier Ramp	100%
Overhead Cranes	100%
Mobile Fuel Plant	100%
CET System	100%

EWR DEQ Prev. maintenance W.O

NSR DEQ Prev. maintenance W.O

EWR DEQ CB & Corrective W.O

NSR DEQ CB & Corrective W.O



SAR 6.1 Depot Overview

Depot Highlights
All Equipments are working normal and operational.
HRW - Hegenscheidt UFWL installation, commissioning , and traininging completed by OEM
HRW - KNORR company conducted site visit to carryout inspections and observations for break testing machine.
LMD DMM - Sculfort UFWL efficiency improved by replacing worn-out parts
LMD DMM - Sculfort UFWL Installed the AC units to reduce the temparature and improve the surrounding work environment
LMD DMM - Zephair site visit and inspection done for shunter machine
PMS - Talgo UFWL done enhancement by replacing essential parts
RRS - Installed the AC units with Hegenscheidt UFWL to reduce the temparature and improve the surrounding work environment
RRS - Site visit and inspection done by Atlas for Air compressors

Commercial

June 2025

Abdulmajeed Khathlan
Commercial Director

SAR

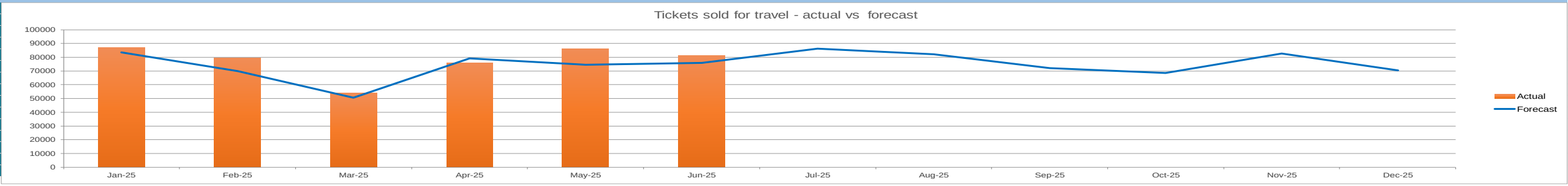
PBU MBR

COMMERCIAL ANALYSIS (NORTH)

June 2025	Economy Class	Business Class	Private Sleeper Cabins	Total	Load Factor				TSFT Target achieved	
					EC	BC	PSC	Total	June 2025	2025
Tickets sold for travel	64,245	16,261	768	81,274	106%	75%	48%	97%	✓	✓
					EC	BC	PSC	Total		
Boarded passengers	60,520	15,885	641	77,046	99%	73%	40%	92%		

Tickets sold for travel

2025 Forecast	895942	Monthly Forecast	76021
2025 Actual	463852	Monthly Actual	81274
% of forecast achieved	52%	% of forecast achieved	107%
Target % achieved of forecast	48%		



Tickets sold for travel	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Forecast	83496	70004	50465	79224	74487	76021	86186	82317	72122	68544	82672	70404
Actual	87213	79316	54036	75846	86167	81274	0	0	0	0	0	0

SAR

PBU MBR

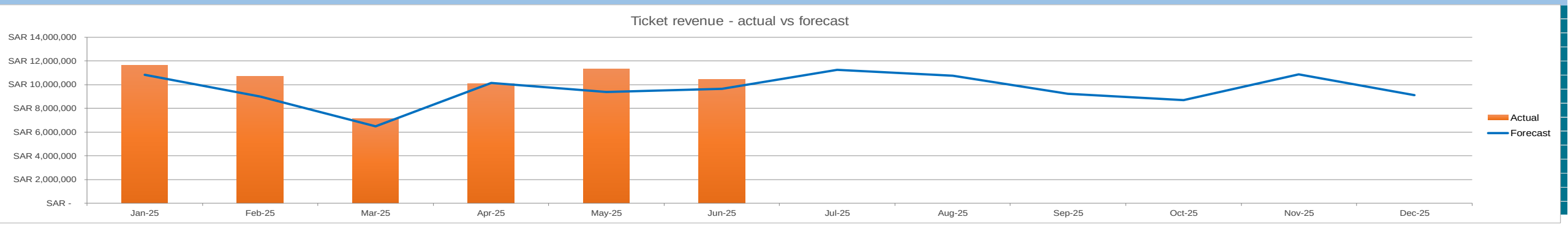
COMMERCIAL ANALYSIS (NORTH)

June 2025	Economy Class	Business Class	Private Sleeper Cabins	Total	Ticket yield				Ticket Revenue achieved	
					EC	BC	PC	Total	June 2025	2025
	SAR 6,539,659	SAR 3,687,698	SAR 251,502	SAR 10,478,860	102 SR	227 SR	327 SR	129 SR	✓	✓
Ticket revenue	SAR 5,686,660 (ex. VAT)	SAR 3,206,694 (ex. VAT)	SAR 218,698 (ex. VAT)	SAR 9,112,052 (ex. VAT)	89 SR (ex. VAT)	197 SR (ex. VAT)	285 SR (ex. VAT)	112 SR (ex. VAT)		

Ticket revenue

2025 Forecast	SAR	115,340,112
2025 Actual	SAR	61,367,026
% of forecast achieved		53%
Target % achieved of forecast		48%

Monthly Forecast	SAR	9,642,214
Monthly Actual	SAR	10,478,860
% of forecast achieved		109%



Ticket revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Forecast	SAR 10,840,514	SAR 8,995,532	SAR 6,494,960	SAR 10,138,457	SAR 9,369,975	SAR 9,642,214	SAR 11,244,516	SAR 10,745,943	SAR 9,209,229	SAR 8,682,050	SAR 10,849,028	SAR 9,127,693
Actual	SAR 11,648,088	SAR 10,681,714	SAR 7,144,654	SAR 10,083,163	SAR 11,330,547	SAR 10,478,860	SAR -	SAR -	SAR -	SAR -	SAR -	SAR -

SAR

COMMERCIAL ANALYSIS (NORTH)

PBU MBR

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
Extra Baggage	3,397	SAR 260,070	SAR 77
		SAR 226,148 (ex. VAT)	SAR 67 (ex. VAT)
Lounge Access	757	SAR 24,450	SAR 32
		SAR 21,261 (ex. VAT)	SAR 28 (ex. VAT)
Onboard Meals	596	SAR 20,180	SAR 34
		SAR 17,548 (ex. VAT)	SAR 29 (ex. VAT)
Seat Selection	11,700	SAR 175,590	SAR 15
		SAR 152,687 (ex. VAT)	SAR 13 (ex. VAT)

SAR

COMMERCIAL ANALYSIS (NORTH)

PBU MBR

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
Parcel Shipments	408	SAR 54,758	SAR 134
		SAR 47,616 (ex. VAT)	SAR 117 (ex. VAT)
Car Cargo	119	SAR 102,000	SAR 857
		SAR 88,696 (ex. VAT)	SAR 745 (ex. VAT)
On Train Sales	126	SAR 15,061	SAR 120
		SAR 13,097 (ex. VAT)	SAR 104 (ex. VAT)
Waiting List Tickets	516	SAR 53,618	SAR 104
		SAR 46,624 (ex. VAT)	SAR 90 (ex. VAT)

SAR

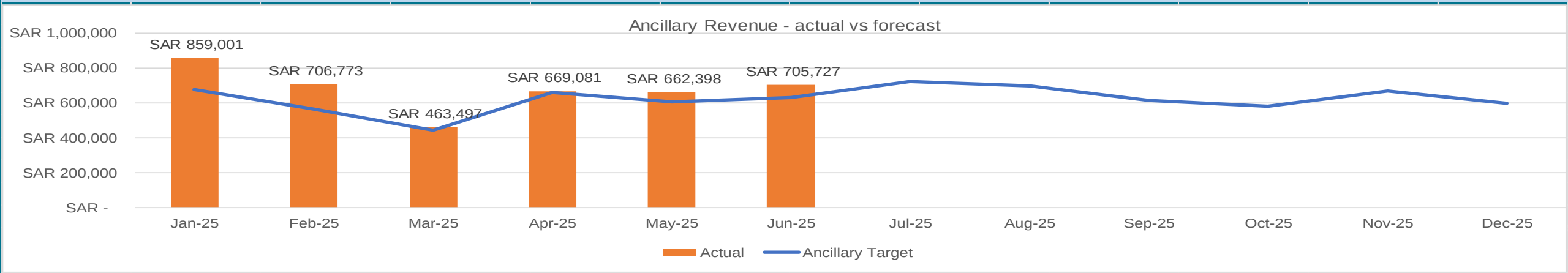
COMMERCIAL ANALYSIS (NORTH)

PBU MBR

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				June 2025	2025
TOTAL ANCILLARY REVENUE	17,619	SAR 705,727	SAR 40	✓	✓
		SAR 613,676 (ex. VAT)	SAR 35 (ex. VAT)		

Ancillary Revenue

2025 Forecast	SAR 7,472,448	Monthly Forecast	SAR 630,414
2025 Actual	SAR 4,066,476	Monthly Actual	SAR 705,727
% of forecast achieved	54%	% of forecast achieved	112%
Target % achieved of forecast	48%		



SAR

PBU MBR

Passenger Commercial Performance YTD (June 2025) | North Trains

North	Result	Jan – June 2024	Jan – June 2025 (Forecast)	Jan – June 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
North Train	Number of Services Operated	1,096	1,066	1,079	-2%	1%
	Tickets Sold for Travel	452,423	433,697	463,852	3%	7%
	Load Factor (Ticket Sold for Travel)	95%	93%	102%	7% Points	9% Points
	Boarded Passengers	427,046	407,675	437,845	3%	7%
	Load Factor (Boarded Passengers)	90%	87%	96%	6% Points	9% Points
	Ticket Revenue (inc. VAT)	SAR 56,001,096	SAR 55,481,652	SAR 61,367,026	10%	11%
	Ticket Yield (inc. VAT)	SAR 124	SAR 128	SAR 132	7%	3%
	Ancillary Revenue (inc. VAT)	SAR 4,404,159	SAR 3,584,780	SAR 4,066,476	-8%	13%
	Ancillary Yield (inc. VAT)	SAR 10	SAR 8	SAR 9	-10%	6%
	Total Revenue (inc. VAT)	SAR 60,405,255	SAR 59,066,432	SAR 65,433,501	8%	11%
	Total Yield (inc. VAT)	SAR 134	SAR 136	SAR 141	6%	4%

SAR

PBU MBR

COMMERCIAL ANALYSIS (EAST)

June 2025	Economy Class	Business Class	Aramco	Total
Tickets sold for travel	90,149	29,973	10,152	130,274
Boarded passengers	84,059	29,198	5,282	118,539

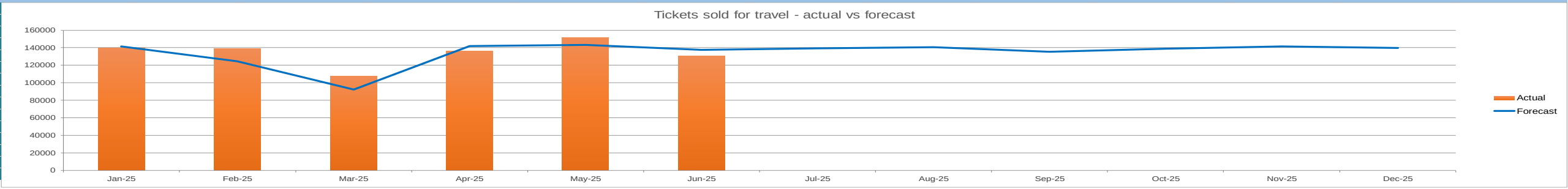
Load Factor	EC	BC	Total
Tickets sold for travel	117%	73%	103%
Boarded passengers	104%	71%	93%

TSFT Target achieved	June 2025	2025
	95% of target achieved Engineering Blockade (27-28 June) resulted in a 3,087-passenger volume reduction	

Tickets sold for travel

2025 Forecast	**1616605**
2025 Actual	**804040**
% of forecast achieved	**50%**
Target % achieved of forecast	**48%**

Monthly Forecast	**137680**
Monthly Actual	**130274**
% of forecast achieved	**95%**



Tickets sold for travel	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Forecast	141472	124434	92192	141899	143327	137680	139552	140705	135340	138733	141431	139840
Actual	139438	138771	107887	136109	151561	130274	0	0	0	0	0	0

SAR

PBU MBR

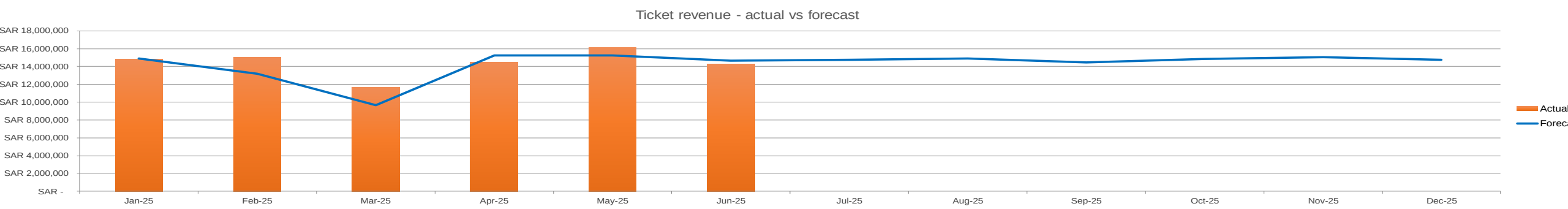
COMMERCIAL ANALYSIS (EAST)

June 2025	Economy Class	Business Class	Aramco	Total	Ticket yield			Ticket Revenue achieved	
					EC	BC	Total	June 2025	2025
Ticket revenue	SAR 7,950,729	SAR 5,908,768	SAR 408,618	SAR 14,268,115	88 SR	197 SR	110 SR	97% of target achieved Engineering Blockade (27-28 June) resulted in a 445,265 SR ticket revenue reduction	
	SAR 6,913,677 (ex. VAT)	SAR 5,138,060 (ex. VAT)	SAR 355,320 (ex. VAT)	SAR 12,407,057 (ex. VAT)	77 SR (ex. VAT)	171 SR (ex. VAT)	95 SR (ex. VAT)		

Ticket revenue

2025 Forecast	SAR	171,651,799
2025 Actual	SAR	86,448,582
% of forecast achieved		50%
Target % achieved of forecast		48%

Monthly Forecast	SAR	14,660,896
Monthly Actual	SAR	14,268,115
% of forecast achieved		97%



icket revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
orecast	SAR 14,904,741	SAR 13,176,533	SAR 9,657,187	SAR 15,245,555	SAR 15,227,287	SAR 14,660,896	SAR 14,754,025	SAR 14,908,055	SAR 14,448,694	SAR 14,849,844	SAR 15,052,958	SAR 14,766,0
ctual	SAR 14,825,291	SAR 15,037,445	SAR 11,692,363	SAR 14,474,171	SAR 16,151,198	SAR 14,268,115	SAR -	SAR -	SAR -	SAR -	SAR -	SAR

SAR

COMMERCIAL ANALYSIS (EAST)

PBU MBR

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
Extra Baggage	2,387	SAR 193,750	SAR 81
		SAR 168,478 (ex. VAT)	SAR 71 (ex. VAT)
Lounge Access	1,199	SAR 39,290	SAR 33
		SAR 34,165 (ex. VAT)	SAR 28 (ex. VAT)
Onboard Meals	907	SAR 22,675	SAR 25
		SAR 19,717 (ex. VAT)	SAR 22 (ex. VAT)
Seat Selection	13,375	SAR 200,785	SAR 15
		SAR 174,596 (ex. VAT)	SAR 13 (ex. VAT)

SAR

PBU MBR

COMMERCIAL ANALYSIS (EAST)

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
Parcel Shipments	2,298	SAR 182,596	SAR 79
		SAR 158,779 (ex. VAT)	SAR 69 (ex. VAT)
On Train Sales	47	SAR 5,000	SAR 106
		SAR 4,348 (ex. VAT)	SAR 93 (ex. VAT)
Waiting List Tickets	487	SAR 50,605	SAR 104
		SAR 44,004 (ex. VAT)	SAR 90 (ex. VAT)
Aramco parking	317	SAR 12,478	SAR 39
		SAR 10,850 (ex. VAT)	SAR 34 (ex. VAT)

SAR

PBU MBR

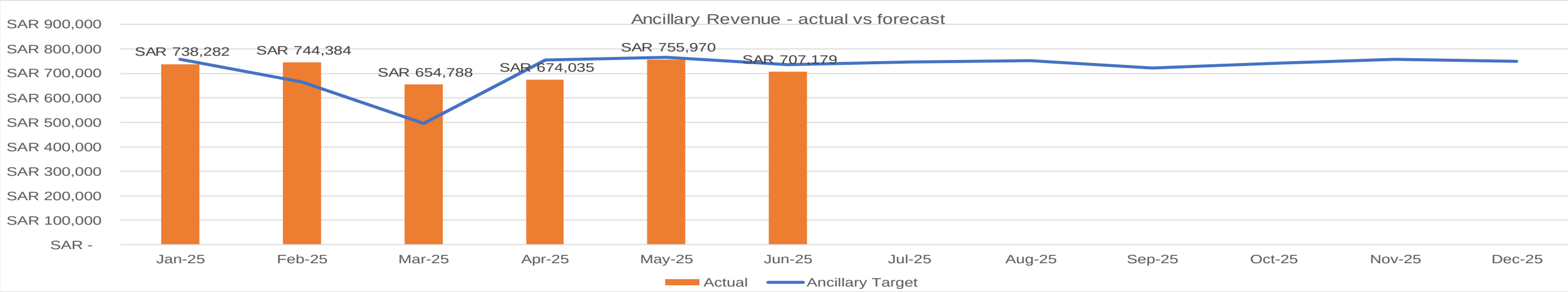
COMMERCIAL ANALYSIS (EAST)

June 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				June 2025	2025
TOTAL ANCILLARY REVENUE	21,017	SAR 707,179	SAR 34	96% of target achieved Engineering Blockade (27-28 June) resulted in a 5,088 SR ancillary revenue reduction	
		SAR 614,938 (ex. VAT)	SAR 30 (ex. VAT)		

Ancillary Revenue

2025 Forecast	SAR 8,650,911
2025 Actual	SAR 4,274,636
% of forecast achieved	49%
Target % achieved of forecast	48%

Monthly Forecast	SAR 736,348
Monthly Actual	SAR 707,179
% of forecast achieved	96%



SAR

PBU MBR

Passenger Commercial Performance YTD (June 2025) | East Trains

East	Result	Jan – June 2024	Jan – June 2025 (Forecast)	Jan – June 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
East Train	Number of Services Operated	2,438	2,564	2,568	5%	0%
	Tickets Sold for Travel	789,024	781,004	804,040	2%	3%
	Load Factor (Ticket Sold for Travel)	115%	105%	110%	-5% Points	5% Points
	Boarded Passengers	713,570	702,904	732,426	3%	4%
	Load Factor (Boarded Passengers)	104%	95%	94%	-10% Points	-1% Point
	Ticket Revenue (inc. VAT)	SAR 74,707,696	SAR 82,872,199	SAR 86,448,582	16%	4%
	Ticket Yield (inc. VAT)	SAR 95	SAR 106	SAR 108	14%	1%
	Ancillary Revenue (inc. VAT)	SAR 4,307,774	SAR 4,178,748	SAR 4,274,636	-1%	2%
	Ancillary Yield (inc. VAT)	SAR 5.5	SAR 5.4	SAR 5.3	-3%	-1%
	Total Revenue (inc. VAT)	SAR 79,015,470	SAR 87,050,946	SAR 90,723,218	15%	4%
	Total Yield (inc. VAT)	SAR 100	SAR 111	SAR 113	13%	1%

SAR

PBU MBR

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

North & East	Result	Jan – June 2024	Jan – June 2025 (Forecast)	Jan – June 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
North Train	Number of Services Operated	3,534	3,630	3,647	3%	0%
	Tickets Sold for Travel	1,241,447	1,214,701	1,267,892	2%	4%
	Boarded Passengers	1,140,616	1,110,578	1,170,271	3%	5%
	Ticket Revenue (inc. VAT)	SAR 130,708,793	SAR 138,353,851	SAR 147,815,608	13%	7%
	Ticket Yield (inc. VAT)	SAR 105	SAR 114	SAR 117	11%	2%
	Ancillary Revenue (inc. VAT)	SAR 8,711,933	SAR 7,763,528	SAR 8,341,112	-4%	7%
	Ancillary Yield (inc. VAT)	SAR 7.0	SAR 6.4	SAR 6.6	-6%	3%
East Train	Total Revenue (inc. VAT)	SAR 139,420,726	SAR 146,117,378	SAR 156,156,720	12%	7%
	Total Yield (inc. VAT)	SAR 112	SAR 120	SAR 123	10%	2%
	Customer Satisfaction	82%	85%	87%	5% Points	2% Points
	Net Promoter Score	30%	20%	36%	6% Points	16% Points

SAR

PBU MBR

EID AL-ADHA

- Social Media Posts
- Landing page
- Website & App banners
- Station events

SAR

Marketing

PBU MBR

EID AL-ADHA OFFER

To celebrate Eid Al-Adha, SAR launched a limited-time promotion, offering 15% off all ticket types across the North and East networks. The offer was valid for bookings made during the Eid holiday period and aimed to encourage travel during the festive season, while enhancing customer satisfaction and boosting ticket sales. The campaign was promoted through SAR's website, mobile app, and social media channels.

SAR

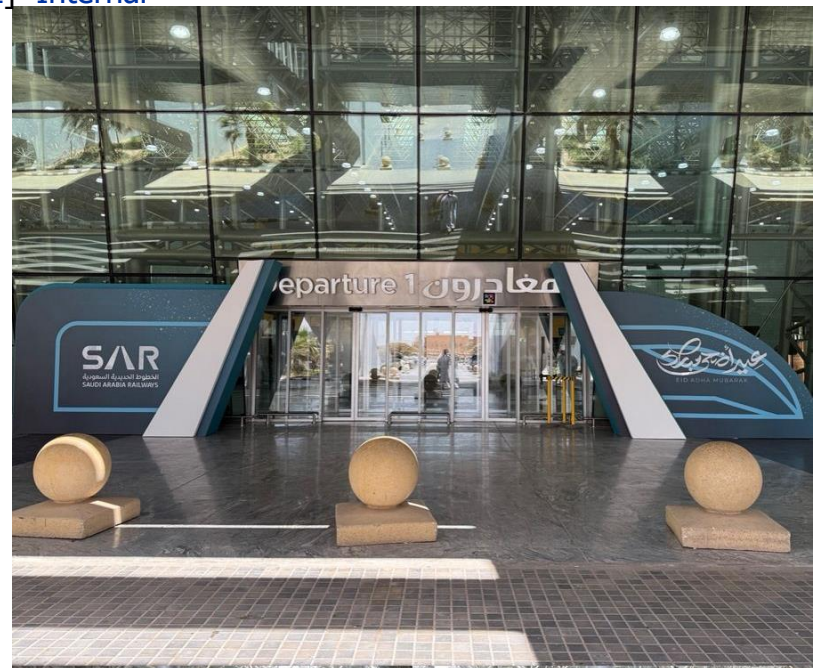
Marketing

PBU MBR

Video coverage of the Eid Al-Adha celebrations that took place at our stations

[I] Internal

EID AL-ADHA STATION EVENTS

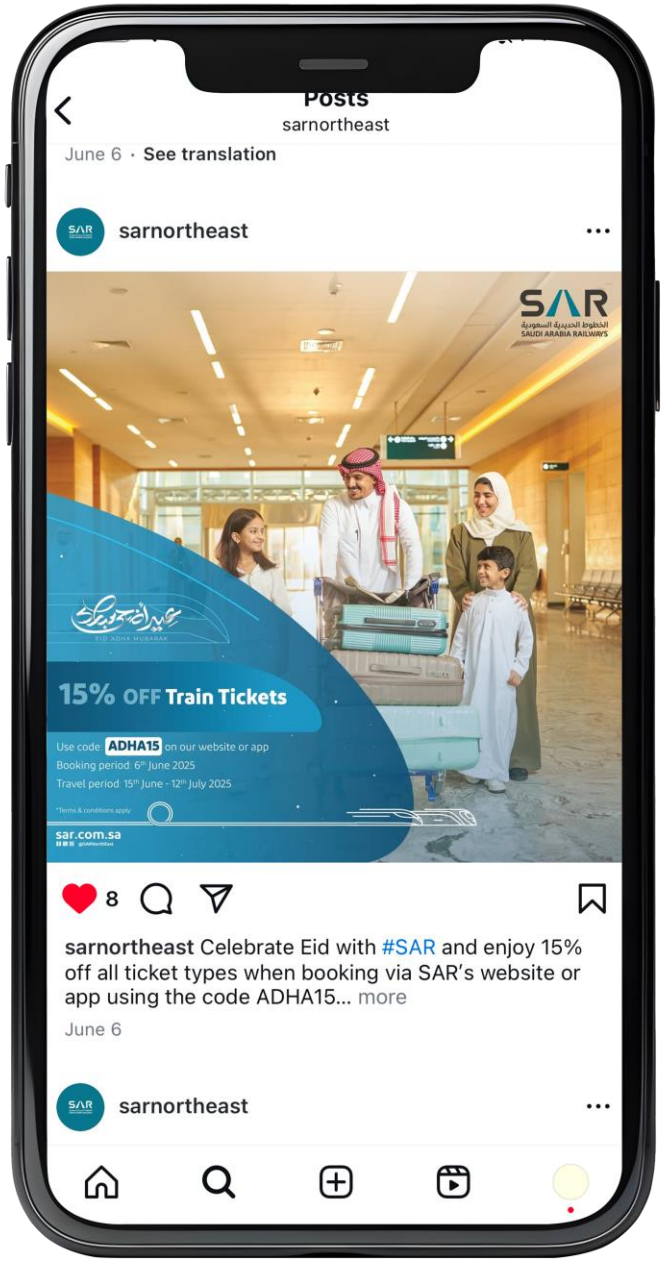


[I] Internal

	Eid Al-Adha Promotional Offer Forecast	Eid Al-Adha Promotional Offer Results	Variance to Forecast
Number of consumed Promo Codes	778 Codes	587 Codes	-191 (-25%)
Average Booking Value (Before Discount)	260 SR	157 SR	-103 SR (-40%)
Average Booking Value (After Discount)	221 SR	134 SR	-87 SR (-39%)
Ticket Revenue (Before Discount)	202,280 SR	92,332 SR	-109,948 SR (-54%)
Ticket Revenue (After Discount)	171,938 SR	78,482 SR	-93,096 SR (-54%)
Revenue Impact	- 30,342 SR	-13,850 SR	+16,492 SR (+54%)

SOCIAL MEDIA

PBU MBR



SAR

PBU MBR

SOCIAL MEDIA KPIS

June 2025	X	Instagram	Facebook	TOTAL
Followers	58,748	21,571	7,569	87,888
Posts	15	15	15	45
Impressions	1,045,000	20,973	7,894	1,073,867
Engagements	2,470	298	724	3,492
Engagement Rate	3.33%	1.42%	9.2%	13.95%

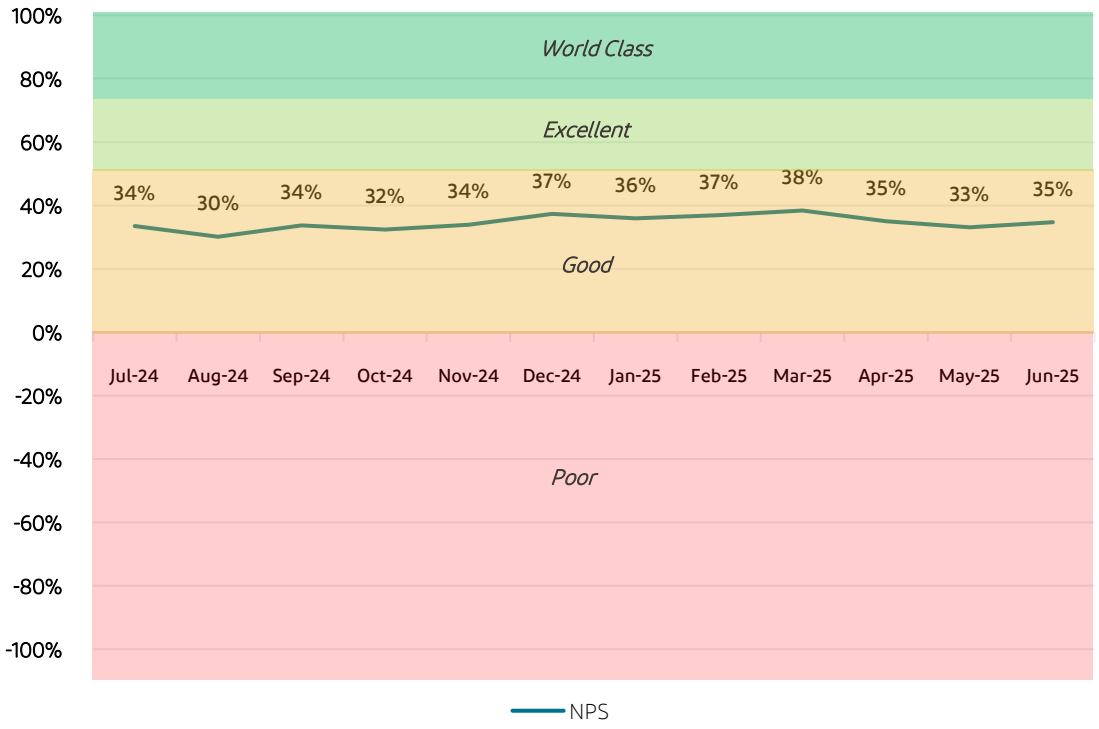
Followers: The number of users following our account as of the last day of the selected time period.
Posts: The number of posts published on the accounts
Impressions: The number of times the content was displayed/Shown to users.
Engagements: The number of times users engaged (Reactions, Shares, Comments, 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

CUSTOMER EXPERIENCE

PBU MBR

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 June 2025 NPS Score was 35% measured as Good in the NPS Range.

SAR

CUSTOMER EXPERIENCE

How was your overall experience today?

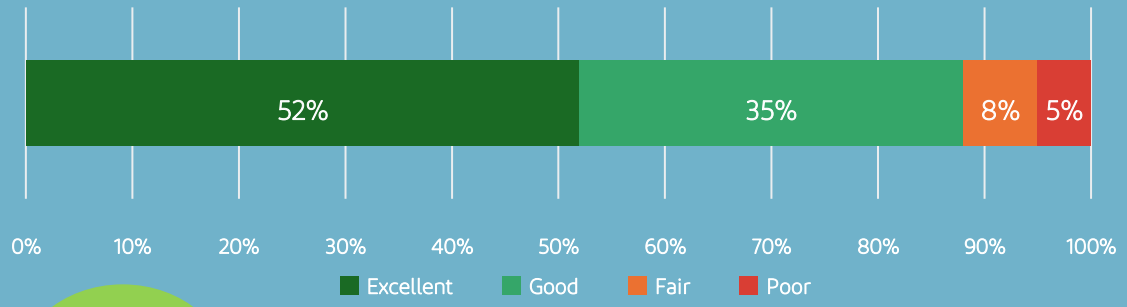
Overall	Excellent	Good	Fair	Poor	Overall Customer Satisfaction
June 2025	52%	35%	8%	5%	87%
May 2025	52%	34%	8%	6%	86%
April 2025	51%	36%	8%	4%	87%
March 2025	54%	33%	9%	4%	87%
February 2025	52%	34%	10%	4%	86%
January 2025	54%	34%	8%	4%	88%
December 2024	53%	36%	7%	4%	89%
November 2024	51%	36%	8%	5%	87%
October 2024	51%	37%	8%	4%	88%
September 2024	52%	36%	7%	5%	88%
August 2024	51%	35%	9%	5%	86%
July 2024	51%	35%	9%	5%	86%

PBU MBR

87%

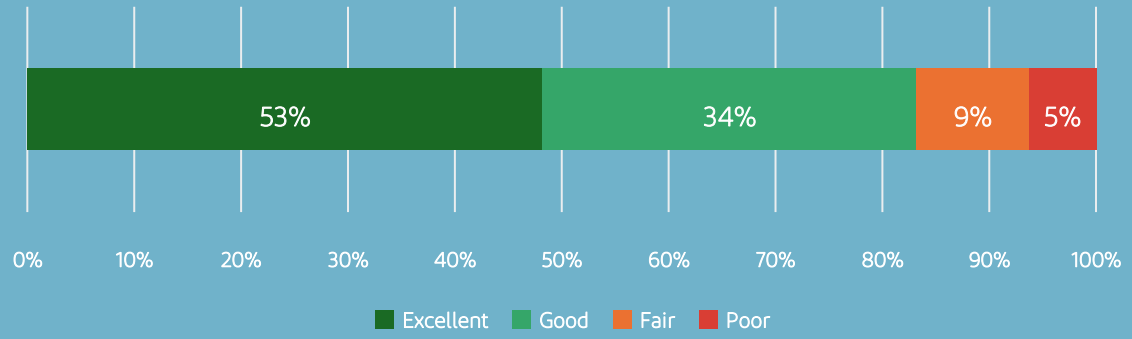
Overall customer satisfaction

(June 2025)



87%

Overall customer satisfaction (2025)



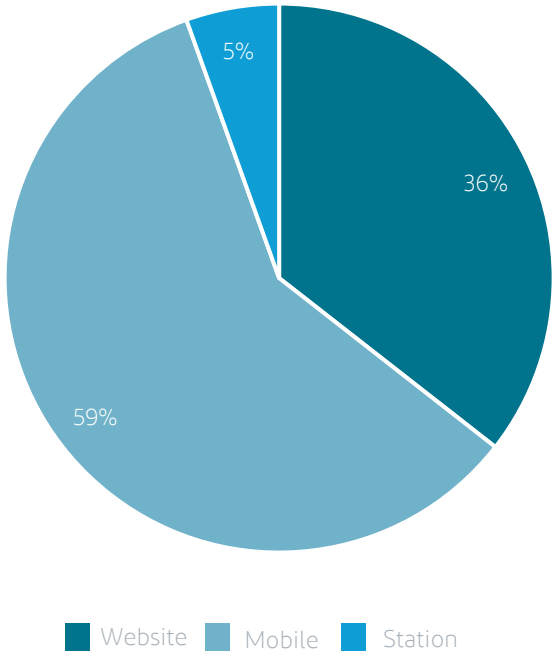
SAR

CUSTOMER ANALYSIS

PBU MBR

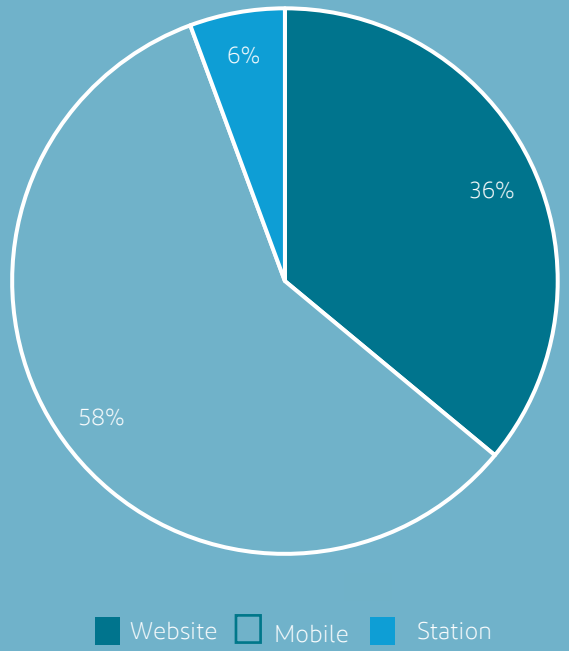
May

BOOKING CHANNEL



June

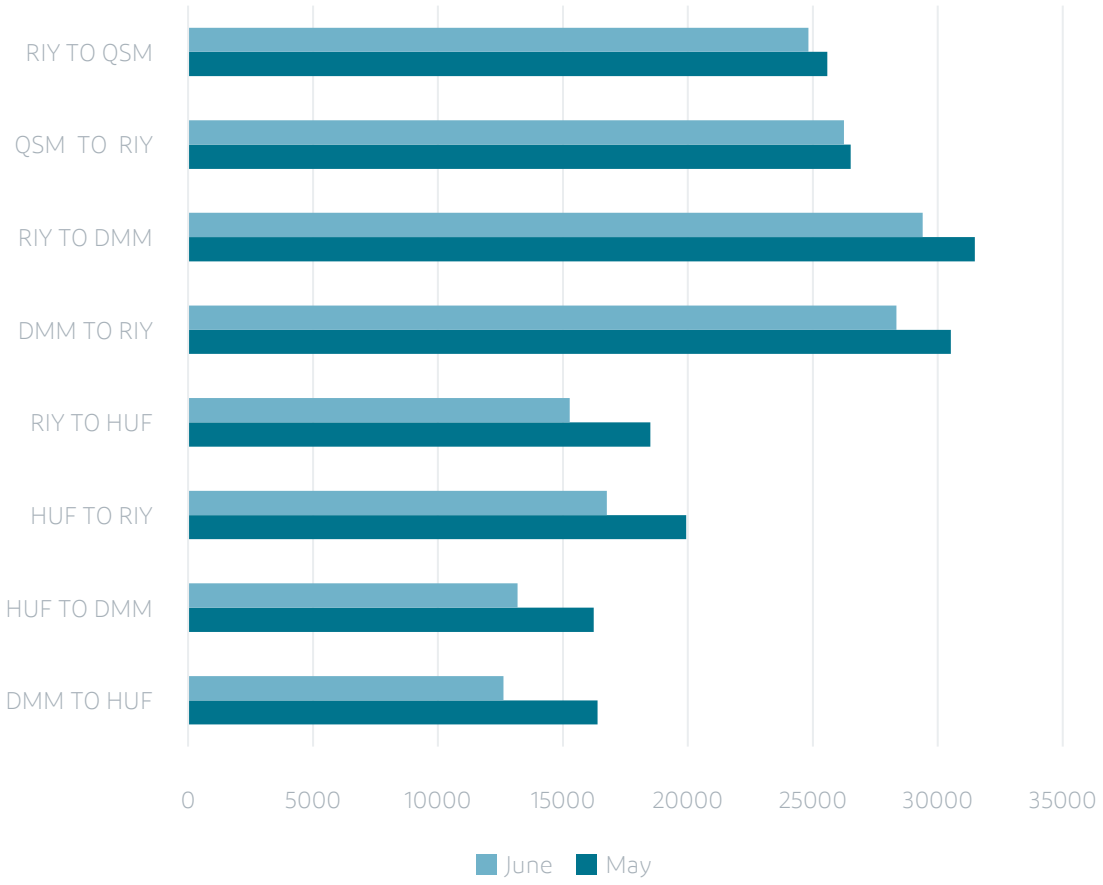
BOOKING CHANNEL



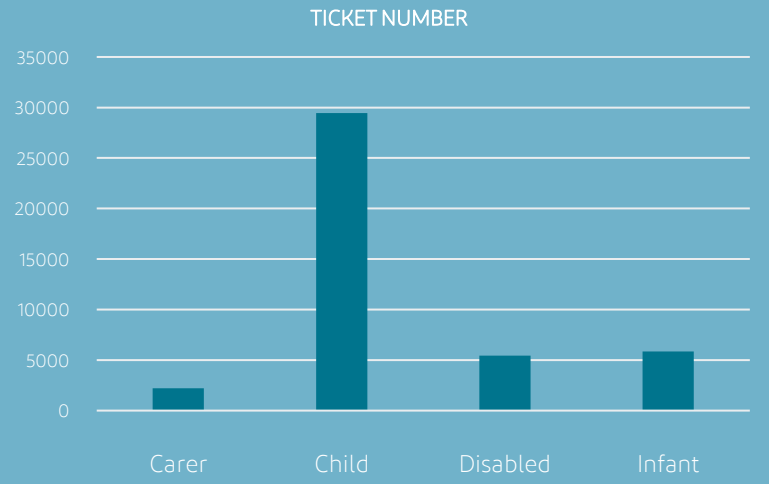
SAR

CUSTOMER ANALYSIS

The most demanded trips between May & June:



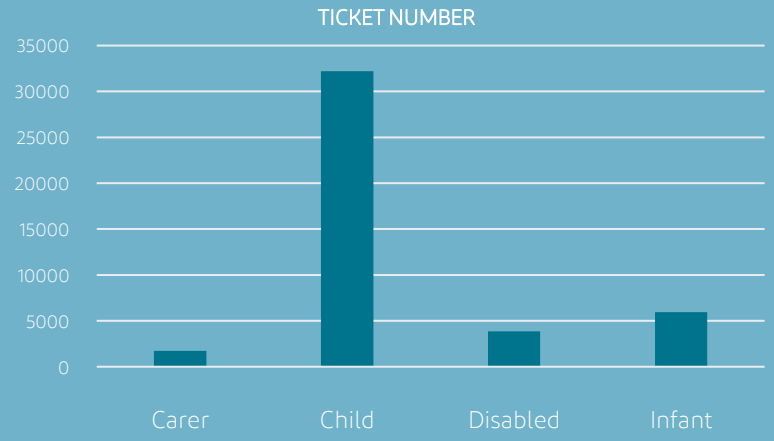
May Passenger Type



PBU MBR

The number of passengers was 225,876 and 80.99% (182,926) of them were Adults.

June Passenger Type



The number of passengers was 201,425 and 78.27%% (157,655) of them were Adults.

SAR

CONTACT CENTER

PBU MBR

The difference between the contact center April & May:

Calls

Customer Satisfaction

Average Time

Remarks:

May	Number of calls received was 21,082 and the percentage of answered calls was 96.36%.	The customer satisfaction rate after call completion was 92.00%	Average time to respond to customer calls was 00:07 and the average call duration was 02:58	Contact center received inquiries from our customers regarding the availability of trips.
June	Number of calls received was 18,327 and the percentage of answered calls was 95.62%.	The customer satisfaction rate after call completion was 92.00%	Average time to respond to customer calls was 00:07 And the Average call duration was 02:59	

[I] Internal

SOCIAL MEDIA

May	Total engagements were 2,452 and the average time to respond was 02:00	Number of total users served through Chatbot was 3,727	Customers have been inquiring about the availability of trips on social media channels.
June	Total engagements were 2,228 and the average time to respond was 02:00	Number of total users served through Chatbot was 2,975	

SAR

VOICE OF SAR CUSTOMERS

Customers feedback and suggestions regarding their experience with SAR :

PBU MBR

Negative Feedback

- High prices
- Lack of food variety
- Poor User Experience
- Lack of Retailers in the Stations

Customer Suggestions

- Additional Trains
- Add Wi-Fi in Stations and Trains
- Quiet Coach
- Package offers

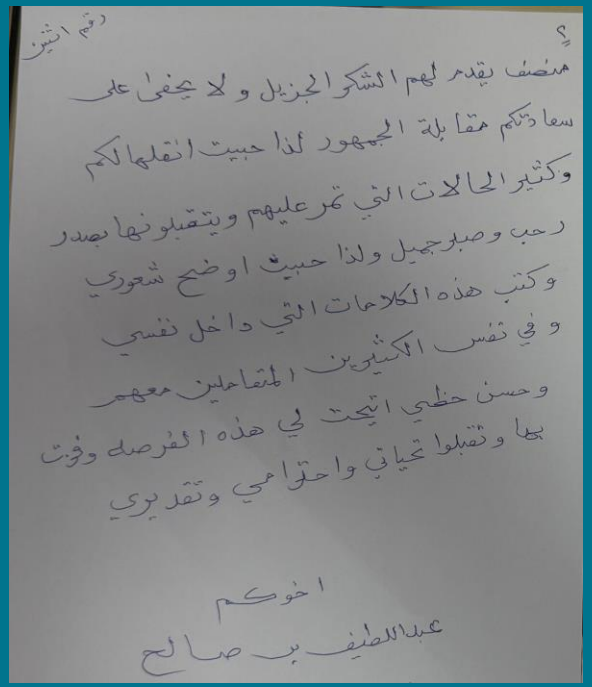
SAR

VOICE OF SAR CUSTOMERS

Customers feedback and suggestions regarding their experience with SAR :

PBU MBR

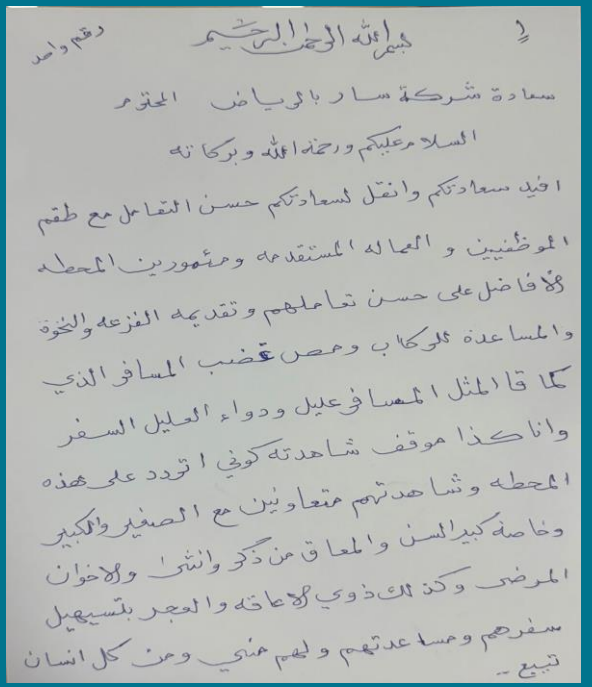
Positive Customer Feedback



رقم اثنين

منصف يقدم لهم الشكر الجزيل و لا يخفى على
سعادتكم مقابلة الجمهور لذا حبيت انقلها لكم
وكثير الحالات التي تمر عليهم ويتقبلونها بصدر
رحب وصبر جميل ولذا حبيت اوضح شعوري
وكتب هذه الكلامات التي داخل نفسي
و في نفس الكثيرين المتعاملين معهم
وحسن حظي اتيحت لي هذه الفرصه وفوت
بها و تقبلوا تحياتي واحترامي وتقديري

اخوكم
عبداللطيف بن صالح



بسم الله الرحمن الرحيم

رقم واحد

سعادة شركة سار بالرياض المحترم

السلام عليكم ورحمة الله وبركاته

افيد سعادتكم وانقل لسعادتكم حسن التعامل مع طقم
الموظفين و العماله المستقدمه ومأمورين المحطه
والافاضل على حسن تعاملهم و تقديمه الفزعه والنخوة
والمساعدة للركاب وحص تغضب المسافر الذي
كما قالمثل المسافر عليل ودواء العليل السفر
وانا كذا موقف شاهدته كوني اتردد على هذه
المحطه وشاهدتهم متعاونين مع الصغير والكبير
وخاصة كبير السن والمعاق من ذكر وانثى والاخوان
المرضى وكذلك ذوي الاعاقه والعجز بتسهيل
سفرهم ومساعدتهم ولهم مني ومن كل انسان
تبيع.

شكرًا لكم

Thank You

SAR

الخطوط الحديدية السعودية

SAUDI ARABIA RAILWAYS

SAR.COM.SA