



4TH TRAINING ON COMMUTER AND REGIONAL TRAIN SERVICES

PROGRAM



STADLER altran indra

5-7 JUNE 2019
BARCELONA, SPAIN

GENERAL CONTEXT

Following suggestions from members, the UIC Passenger Department is ready to hold the fourth Training on Commuter and Regional Train Services.

It is often said that Passengers represent half of the railway business in the world, but, it is also true that according with some studies (Foster Rail, ERRAC) most of the passengers who take the train are travelling on Commuter and Regional services. These transport systems are well spread around the world, and there are many common and different approaches, elements and characteristics: capacity, intermodality, accessibility, etc., but one common point may be the existence of PSO, Public Service Obligation contracts, which are the expression of the society requirements in the field of transportation, involving decision-makers, urban and territory planners, authorities, etc.

Consequently, it is increasingly necessary for all agents involved to be familiar with the many aspects and implications of Commuter and Regional Train Services (both positive and negative) in order to be able to take decisions (or make proposals for decisions) on the development of transport systems in general and the railways in particular, with full knowledge of the facts.

Hence, a training program is proposed with the aim to examine all the elements, as well as all the different types of comprising Commuter and Regional Train Systems (CRTS) and to measure their impact impartially and objectively from the political, social and economic standpoints.

The International Union of Railways (UIC) together with Ferrocarrils de la Generalitat de Catalunya (**FGC**) want to provide an answer to these needs, and have co-organized a three-day training programme, in which all these aspects will be studied during different sessions that will try to provide information and knowledge about all different kind of aspects involved in Commuter and Regional Train Systems.

OBJECTIVES

- ▶ Offer an accurate and comprehensive overview of Commuter and Regional Train Systems all around the world in the frame of the three main axes of the UIC action plan for the next year
- ▶ Provide managers with all the information needed to facilitate decision-making on the subject of Commuter and Regional Train Systems
- ▶ Give a global vision of Commuter and Regional Train Services to experts on some particular elements on the system
- ▶ Foster exchange of experience and information about the latest developments in this field

TARGET GROUPS

- ▶ The training is targeted at managers in decision-making positions in the transport sector in general and in the railways in particular, whether working for railway companies or for the ministries, local or regional authorities, universities, advisory bodies, agencies or associations

CONDITIONS FOR PARTICIPATION

- ▶ The seminar is targeted at persons interested in acquiring a comprehensive overview of the Commuter and Regional Train Systems
- ▶ Seminar participants do not need to have in-depth knowledge of any specific subject relating to Commuter and Regional Train Systems
- ▶ Attendance to ALL sessions is therefore mandatory. Every participant will receive a certificate.

SPEAKERS

- ▶ Our speakers are experts in the subjects addressed and are drawn mainly from railways. They represent different countries, world regions and the main railway undertakings with experience in the field of Commuter and Regional Train Systems.



PROGRAMME

WELCOME AND INTRODUCTION

- Overview on the importance and current challenges of the regional and suburban Railway system.
- Commuting and cities. The role of UIC.
- New trends in the commuter and regional Railway system.

SESSION 1: INTRODUCTION AND MAIN PRINCIPLES

- The role of the Railway system satisfying the needs of mobility in cities and regions.
- Planning of commuter and regional train services. The strategical success factors.
- Designing and assessing the robustness of a regional Railway system
- Modelling the business case of a Railway operation
- Basic considerations for rolling stock and financing
- Use of different types of rolling stock in relation with infrastructure and customer needs

SESSION 2 LEGAL FRAMEWORK AND TENDERING

- Passenger rights regulation. What passengers are entitled to do. Which rights have to be guaranteed by companies. Who defends these rights?
- European law and PSO, many Commuter and Regional trains are operated within the context of Public Service Obligation. Experts will give an overview of this legal framework that determines the provision of these services.

SESSION 3 SAFETY AND SECURITY

- Safety and security in regional and agglomerate Railway transport
- The organisation of Railway safety. The case of RATP
- The safety management system

SESSION 4 NEW SKILLS AND STAFF TRAINING

- Human mistakes in train driving. How to deal with.
- Drilling the Train driving by simulators. KPI and results
- Change of attitudes as a staff motivation

SESSION 5 TICKETING AND MOBILITY AS A SERVICE

- Improving the customer fidelity by the implementation of new ticketing systems
- New ticketing model system in the Barcelona Metropolitan Region
- New ticketing system and customer service quality in Switzerland
- Mobility as a service. Technological and organisational approach
- Mobility as a service, the last challenge to satisfy the customer expectation

SESSION 6 CUSTOMER SERVICE EXPERIENCE

- Smart stations for commuter and regional train services
- Crowd management. Solutions for passenger rail transport in agglomerations
- Communication during incidents and emergencies. Crisis communication.
- Communication management: the use of the social networks

FINAL DISCUSSION

PRACTICAL INFORMATION

Dates and Venues

- Lectures from 5 to 7 June 2019 at the Hotel Catalonia Plaça Catalunya

How to get there?

Carrer de Bergara, 11, 08002 Barcelona, Spain

Language

The training sessions will be held in English

REGISTRATION

- Registration fee is 400 Euros
- Fee includes all training sessions, full working documents and lunches
- Fee does not include Hotel accommodation and dinners
- Limited places. Please register before 25 May.

For additional information, please contact:

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Register at:

<https://events.uic.org/4th-training-on-commuter-and-regional-train-services>

