

**4th TRAINING ON COMMUTER AND REGIONAL TRAIN SERVICES**

**Catalonia Plaza Catalunya Hotel**

Calle Bergara 11, Barcelona 5-7 June 2019

# 4<sup>TH</sup> TRAINING ON COMMUTER AND REGIONAL TRAIN SERVICES



**5-7 JUNE 2019, BARCELONA**

*Sponsored by :*

**indra altran STADLER**

**FINAL PROGRAMME**

## WEDNESDAY 5 JUNE

- 09.00 – 09.30      Registration
- 09.30 – 10.30      **Welcome and Introductions. Presentation of the Participants**  
**Welcome**  
**Bartłomiej BUCZEK**  
Chairman CRTS, SKM
- Overview on the importance and current challenges of the regional and suburban Railway system**  
**Oriol JUNCADELLA**  
Director, Operations Division, FGC
- CRTS in the World: New trends in the commuter and regional railway system**  
**Marc GUIGON**  
Director Passenger Department, UIC
- SESSION 1 – INTRODUCTION & MAIN PRINCIPLES**
- 10.30 – 11.00      **The role of the railway system satisfying the needs of mobility in cities and regions**  
**Francesc ROBUSTE**  
Civil Engineering School – BarcelonaTech
- 11.00- 11.30      **Modelling the business case of a railway operation**  
**Andrea GIURICIN**  
CEO, TRA Consulting
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- 11.30 – 12.00 *Coffee Break*
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- 12.00-12.30      **Planning of a CRT-Service – the strategical success factors**  
**Hans-Bernhard FIECHTER**  
Head of Product Management Rail & Bus, BLS AG
- 12.30-13.00      **Energy Efficiency Performance and Benefits of Suburban Services**  
**Gabriel CASTAÑARES**  
Advisor on Energy Efficiency, Renfe
- 13.00-13.30      **OPEN DISCUSSION**
- 13.30 – 14.30      **LUNCH**

**SESSION 2 – LEGAL FRAMEWORK AND TENDERING**

**14.30 – 15.00**      **Passenger Rights Regulation**  
**Isabelle OBERSON**  
Legal Advisor, International Rail Transport Committee (CIT)

**15.00- 15.30**      **European Law and PSO**  
**Annabelle HUET**  
Legal Advisor, International Association of Public Transport,  
UITP

**15.30-16.00**      **OPEN DISCUSSION**

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*16.00-16.30*    *Coffee break*

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**SESSION 3 –ROLLING STOCK**

**16.30-17.15**      **Basic considerations for rolling stock and financing**  
**Michael BECKMANN**  
Vice President Rolling Stock, DSB

**17.15-18.00**      **Use of different types of rolling stock in relation with  
infrastructure and customer needs**  
**Carla MORALES**  
Sales Manager Spain, Portugal and Latin America, STADLER

**18.00-18.30**      **OPEN DISCUSSION**

**20.30**              **Dinner at the Restaurant Marea Alta**  
**[Avda. De les Drassanes, 6, Barcelona](#)**

**THURSDAY 6 JUNE**

**SESSION 3 – SAFETY AND SECURITY**

- 09.00-09.30**      **Comprehensive protection of rail transport**  
**Jacques COLLIARD**  
Manager of Security Division, UIC
- 09.30-10.00**      **“A monkey can make my job” or 50 years of safety-related human factors with increased automation in Paris**  
**Gautier BRODEO**  
Urban and suburban rail expert, RATP  
Chairman of Regional and Suburban Railway Committee, UITP
- 10.00-10.30**      **The safety management system**  
**Francisco HIDALGO LÓPEZ DE AYALA**  
Director Rail unit, ALTRAN
- 10.30 – 11.00**      **OPEN DISCUSSION**

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*11.00-11.30*    *Coffee break*

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**SESSION 4 – NEW SKILLS AND STAFF TRAINING**

- 11.30-12.00**      **Human mistakes in train driving. How to deal with**  
**Baltasar GIL DE EGEA**  
Director of ESM Human Factors Institute
- 12.00-12.30**      **Drilling the Train driving by simulators. KPI and results**  
**Jose Manuel MERA**  
Director, CITEF (Railway Technology Research Center)
- 12.30-13.00**      **Change of attitudes as a staff motivation**  
**Imma ARJONA**  
Managing Partner, Attitudud
- 13.00-13.30**      **OPEN DISCUSSION**
- 13.30-14.30**      **LUNCH**

**SESSION 5 – TICKETING AND MOBILITY AS A SERVICE**

- 14.30-15.00**      **A joint ticket as the most important tendency in agglomeration and regional rail transport**  
**Bartłomiej BUCZEK**  
Chairman CRTS, SKM
- 15.00-15.30**      **New ticketing model system in the Barcelona Metropolitan Region**  
**Oscar PLAYÁ**  
Autoritat del Transport Metropolità de Barcelona (ATM)
- 15.30-16.00**      **Simply access to public transport with a new ticketing solution – an example from Switzerland**  
**Irina SCHNEIDER**  
Head of Distribution, BLS AG
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- 16.00-16.30*      *Coffee break*
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- 16.30-17.00**      **Mobility as a service. Technological and organisational approach**  
**Javier SARALEGUI SANCHEZ**  
AFC Innovation Manager, Indra
- 17.00-17.30**      **Mobility as a service, the last challenge to satisfy the customer expectation**  
**Enrique TORRES**  
Head of Strategy and Business Development Mobility, Siemens
- 17.30-18.00**      **OPEN DISCUSSION**

**FRIDAY 7 JUNE**

**SESSION 6 – CUSTOMER SERVICE EXPERIENCE**

- 09.00 – 09.30**      **Communication Management: the use of the social networks**  
**Magdalena BODELON**  
Director of Strategy and Quality, RENFE
- 09.30 – 10.00**      **Smart Stations for Commuter and Regional Train Services**  
**Clément GAUTIER**  
Advisor Passenger Department, UIC
- 10.00 – 10.30**      **Crowd management. Solutions for passenger rail transport in agglomerations**  
**Kenzo FUJITA**  
Senior Advisor, JR-East
- 10.30 – 11.00**      **Communication during incidents and emergencies. Crisis communication**  
**Francisco ROSILLO**  
CC&R Crisis Communication & Response
- 11.00-11.30**      **OPEN DISCUSSION**
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- 11.30 – 12.00 Coffee break*
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- 12.00-12.30**      **FINAL DISCUSSION**  
**Oriol JUNCADELLA**  
Director, FGC
- 12.30-13.00**      **Conclusions – Delivery of Certificates – Closing of the Training**

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