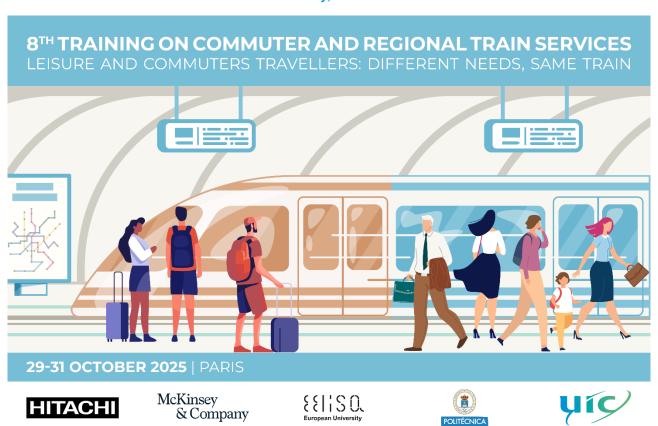


# **PROGRAMME**

# 8th Training on Commuter and Regional Train Services

Leisure and Commuter Travelers: Different Needs, Same Train

Venue : UIC HQ 16 Jean Rey, 75015 Paris



Draft: Updated: 1 september 2025



The UIC Passenger Department is eager and delighted to be holding the eighth Training on Commuter and Regional Train Services, in-person, in Paris hosted by UIC.

The training will focus on enhancing operations and service quality to meet the distinct needs of both leisure and commuter travelers—ensuring they share the same train while enjoying a tailored experience.

# **Objectives**

- Offer an accurate and comprehensive overview of Commuter and Regional Train Systems all around the world and the latest challenges these services face to the new passengers' behavior;
- Provide trainees 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 on the system regarding the evolutionary scenario with a customer's centric approach;
- 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;
- Ministries, local or regional authorities, advisory bodies or agencies;
- Universities or associations;
- The experience tells us that it is also very convenient for young employees in railway companies to start give them worldwide vision of the sector and creating their international network.

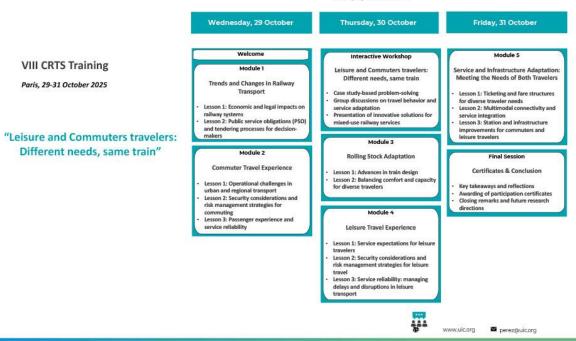
# **Conditions for participation**

- The course is targeted at people interested in acquiring a comprehensive overview of the commuter and regional train systems
- Course participants do not need to have prior knowledge of any specific subject relating to commuter and regional train systems
- Therefore, we wish to make attendance mandatory for ALL sessions.
- Every participant will receive a certificate.

Venue: UIC HQ, 16 rue Jean Rey, 75015 Paris



#### **PROGRAMME**



- Module 1 Trends and Changes in Railway Transport
  - Lesson 1 Economic and legal impact on railway systems
  - Lesson 2 Public service obligations (PSO) and tendering for decision-makers
- Module 2 Commuter Travel Experience
  - Lesson 1 Operational challenges in urban and regional transport
  - Lesson 2 Security considerations and risk management strategies for commuting
  - Lesson 3 Passenger Experience and service reliability
- Interactive Workshop Leisure and commuters: Different needs, same train
  - o Case study -based problem-solving
  - o Group discussions on travel behaviour and service adaptation
  - Presentation on innovative solutions for mixed-used railway services
- Module 3 Rolling Stock Adaptation
  - Lesson 1 Advances in train design
  - Lesson 2 Balancing comfort and capacity for diverse travellers
- Module 4 Leisure travel Experience
  - Lesson 1 Service expectations for leisure traveler
  - Lesson 2 Security considerations and risk management strategies for leisure travel
  - Lesson 3 Service reliability: managing delays and disruptions in leisure transport
- Module 5 Service and infrastructure adaptation: meeting the needs of both travellers
  - Lesson 1 Ticketing and fare structures for diverse travelers needs
  - Lesson 2 Multimodal connectivity and service integration
  - Lesson 3 Station and infrastructure improvements for commuters and leisure travellers
- Final Session: Certificates and Conclusion
  - Key takeaways and reflections
  - o Awards of participation certificate
  - Closing remarks and future research directions



Wednesday 29 OCTOBER 09:00-17:00

09:00-09:30 Registration

09:30-10:00 Welcome Session

## Welcome and Introduction. Presentation of the Participants

- Federica Follesa, Chair, UIC CRTS
- Bertrand Minary, Director, Passenger Department, UIC

## 10:00-13:00 Session 1 – Trends and Changes and impact to the railway sector

## Britain's railways: another once-in-a-generation revolution

• Mike Goggin, Steer, UK

## Overview on EU legal initiatives

Jan Vávra, Passenger Transport Expert, CIT, Switzerland

# Economic framework: PSO, TAC and Capacity allocation in different business model

· Andrea Giuricin, CEO, TRA consulting, Italy

## PSO and tendering process and future liberalization

• Gabriele Justiniani, Urban and transport analyst, Director UNeed.it, Italy

# **Open Discussion**

11:30-12:00 Comfort Break

# 12:00-17:00 Session 2 – Commuter Travel Experience

# Operational challenges in urban and regional transport

• Oriol Juncadella, Director of Operations, FGC, Spain

## **Operational challenges: Predictive Maintenance**

• Philippe De Laharpe, R&D Project Chief for AI & Remote Diagnosis, también en SNCF Voyageurs, France tbc

# **Open Discussion**

13:00-14:00 Lunch Break

# Operational challenges: managing of disruption (blackout)

• Francisco Cabrera, Deputy - Head of Operations & Safety, Spain

## Security considerations for commuting: objective risk and feeling of security

• Grigore Havarneanu, Deputy Director of Security, UIC, France

15:00-15:20 Comfort Break

# Loyalty programme for commuters

• Federica Follesa, Head of Service Contracts, Regulations, and Tariff System, Trenitalia

#### Measurement of Customer Experience -differences bw Commuter and Leisure travelers

Carlos Romero, Assistant Professor of Railways, Universidad Politécnica de Madrid, Spain

# Passenger experience and service reliability

Luc Favre, Mobilisation Officer in marketing, TER Division, SNCF Voyageurs, France

**Open Discussion** SOCIAL DINNER



Thursday 30 OCTOBER 09:00-17:00

09:00-09:15

Welcome Session

• Federica Follesa, Chair, UIC CRTS

09:15-13:00 Session 3 - Dynamic Session

# **Design Thinking Activity in cooperation with EELISA and Accenture**

Dynamic Session, organised by EELISA\_HEAR Community and Mc Kensey, to discuss:

"Travel by train in the next future: expectation".

13:00-14:00

Lunch Break

14:00-15:00 Module 3 – Rolling Stock Adaptation

## Rolling stock current state of the art and future challenges

• Marco Sacchi, Senior Director, Global Platforms & Innovation - Rolling Stock, Hitachi

# DSB's New Fleet and our Reliability, Availability and Maintenance (RAM) initiatives

• Sunna Jónsdóttir Marchant, manager of the Future Trains Tech Team, DSB, Denmark

## **Open Discussion**

15:00-15:30

Comfort Break

15:30-17:30 Module 4 - Leisure Travel Experience

# Service expectations for leisure travelers/ rural tourism

Nacima Baron-Yelles, Professor, Université Gustave Eiffe, France

# Multimodal connectivity and service integration. "Connecting the Dots: Rail at the Heart of Multimodal Journeys"

• Joaquín Botella, Chief Technical Engineer, Sener

# **Management of Major events**

Delphine Comolet, Director of the TGV 2030 Programme and Project Manager, Transilien – Paris 2024
Olympic and Paralympic Game, France tbc

# Meeting sustainability goals and leisure travelers' expectations

Vanessa Pérez Miranda, Customer Experience, Senior Advisor, UIC

**Open Discussion** 



Friday 31 OCTOBER 09:00-13:30

09:00-13:30 Module 5 - Service and infrastructure adaptation: meeting the needs of both travellers

# Navigating Expectations: the challenges of serving commuters and leisure travelers

• Alberto Chiulli, Associate Partner, McKinsey & Company, Italy

# Station and infrastructure improvement for commuter and regional travelers

• Fabrice Morenon, Managing Director of SNCF Hubs & Connections, France

# **Japanese Station Disaster Management and Monitoring System**

· Reiko Sasaki, senior manager, JR East

# From Milan to the Mountains: Integrating Commuter and Leisure Flows in Lombardy

• Leonardo Cesarini, CCO, Trenord, Italy

11:00-11:15

**Comfort Break** 

#### **DSB Multimodal check-in solution**

• Magnus Just Hansen, Head of International Affairs, DSB, Denmark

# Multimodal Ticketing IT solutions: Planning, Booking, Fulfillment and Inspection

• David Sarfatti, Senior Advisor UIC, France

# Digital Management and Service Technology for China Railway Passenger Ticket

• Ms DING Shunying, Senior Engineer, CARS, China

# 12:00-13:00 Final Session: Certificate and Conclusion

# **Conclusions – Delivery of CRTS Training Certificates – Closing**

- Federica Follesa, Chair, UIC CRTS
- Vanessa Perez Miranda, Senior Advisor, Passenger Department, UIC

13:30-14:00

Light Lunch



# Organised by:



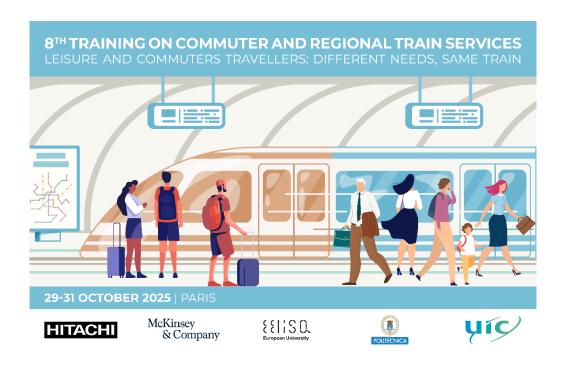
In cooperation with:



# McKinsey & Company







https://uic.org/events/8th-training-on-commuter-and-regional-train-services