



INTERNATIONAL UNION
OF RAILWAYS

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

8TH TRAINING ON COMMUTER AND REGIONAL TRAIN SERVICES

LEISURE AND COMMUTERS TRAVELLERS: DIFFERENT NEEDS, SAME TRAIN



29-31 OCTOBER 2025 | PARIS

HITACHI

McKinsey
& Company

EEISO
European University



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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

VIII CRTS Training
Paris, 29-31 October 2025

**“Leisure and Commuters travelers:
Different needs, same train”**

Wednesday, 29 October	Thursday, 30 October	Friday, 31 October
<p>Welcome</p> <p>Module 1</p> <p>Trends and Changes in Railway Transport</p> <ul style="list-style-type: none"> Lesson 1: Economic and legal impacts on railway systems Lesson 2: Public service obligations (PSO) and tendering processes for decision-makers <p>Module 2</p> <p>Commuter Travel Experience</p> <ul style="list-style-type: none"> 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 	<p>Interactive Workshop</p> <p>Leisure and Commuters travelers: Different needs, same train</p> <ul style="list-style-type: none"> Case study-based problem-solving Group discussions on travel behavior and service adaptation Presentation of innovative solutions for mixed-use railway services <p>Module 3</p> <p>Rolling Stock Adaptation</p> <ul style="list-style-type: none"> Lesson 1: Advances in train design Lesson 2: Balancing comfort and capacity for diverse travelers <p>Module 4</p> <p>Leisure Travel Experience</p> <ul style="list-style-type: none"> Lesson 1: Service expectations for leisure travelers Lesson 2: Security considerations and risk management strategies for leisure travel Lesson 3: Service reliability: managing delays and disruptions in leisure transport 	<p>Module 5</p> <p>Service and Infrastructure Adaptation: Meeting the Needs of Both Travelers</p> <ul style="list-style-type: none"> Lesson 1: Ticketing and fare structures for diverse traveler needs Lesson 2: Multimodal connectivity and service integration Lesson 3: Station and infrastructure improvements for commuters and leisure travelers <p>Final Session</p> <p>Certificates & Conclusion</p> <ul style="list-style-type: none"> Key takeaways and reflections Awarding of participation certificates Closing remarks and future research directions



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- **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**
 - Case study -based problem-solving
 - 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
 - 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 Eiffre, 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:



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