



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

ΕΕΙΣΩ
European University



UIC | RAIL
ACADEMY



Updated: 20 October 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

09:00-09:30 **Registration**

09:30-09:45 **Welcome Session**

Welcome and Introduction. Presentation of the Participants

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

09:45 **Module 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 Giustiniani, Urban and transport analyst, Director UNeed.it, Italy

Open Discussion

11:30-12:00 **Comfort Break**

Module 2 – Commuter Travel Experience

Operational challenges in urban and regional transport in Catalunya

- Oriol Juncadella, Director of Operations, FGC, Spain

Operational challenges for Commuter and Regional Trains in Senegal

- Moctar Ba, CEO, Senegal Railways, Senegal

Open Discussion

13:00-14:00 **Lunch Break**

Safety Management Systems for CRTS: Managing of Disruptions (Iberian blackout use case)

- Francisco Cabrera, Deputy - Head of Operations & Safety, UIC, France

Security considerations for commuting: objective risk and feeling of security

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

Open Discussion

15:00-15:30 **Comfort Break**

PSO Contracts and commercial programme for travellers

- Federica Follesa, Head of Regional Contract Management, 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

17:00 **End of the session**

19 :00 – 21 :00 SOCIAL DINNER : Restaurant BOUILLON RACINE, 3 Rue Racine, 75006 Paris

09:00-09:15

Welcome Session

- Federica Follesa, Chair, UIC CRTS

09:15

Dynamic Session

Dynamic Session organised by EELISA_HEAR Community:

"Improving Commuter and Leisure Experience on the RER B".

11:45-12:15

Comfort Break

Dynamic Session Conclusions

13:00-14:00

Lunch Break

Module 3 – Rolling Stock Adaptation

Rolling stock current state of the art and future challenges

- Ying Cen Tee, Head of Passenger Experience - Hitachi Rail - LoB Vehicles

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

Module 4 – Leisure Travel Experience

Meeting sustainability goals and leisure travelers' expectations

- Vanessa Pérez Miranda, Customer Experience, Senior Advisor, UIC

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 Former Project Manager for Transilien – Paris 2024 Olympic and Paralympic Game, France

Service expectations for leisure travelers/ rural tourism

- Yassine Khelladi, Researcher, Université Gustave Eiffel, France

Open Discussion

17:30 End of the session

Friday 31 OCTOBER

09:00-14:00

09:00-09:15

Welcome Session

- Federica Follesa, Chair, UIC CRTS

09:15

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

Open Discussion

11:30-11:45

Comfort Break

DSB Multimodal check-in solution

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

One Ticket, Multiple Services: Multi-Scenario Integration in China Railway's E-Ticketing System

- DING Shunying, Senior Engineer, CARS, China

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

- Bertrand Minary, Director, Passenger and Freight Department, UIC

Open Discussion

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 End of the training

13:30-14:00

Farewell Light Lunch

Organised by:



In cooperation with:

HITACHI
McKinsey
& Company



UNIVERSIDAD
POLITÉCNICA
DE MADRID

8TH TRAINING ON COMMUTER AND REGIONAL TRAIN SERVICES
LEISURE AND COMMUTERS TRAVELLERS: DIFFERENT NEEDS, SAME TRAIN



29-31 OCTOBER 2025 | PARIS

HITACHI

McKinsey
& Company



UIC RAIL
ACADEMY



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