Training Session 2023

Railway Passenger Service based on IT Technology

4-8 September 2023
SEOUL, KOREA
# PROGRAM INFORMATION

## Overview

<table>
<thead>
<tr>
<th>Title</th>
<th>Railway Passenger Service based on IT Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>4-8 September 2023</td>
</tr>
<tr>
<td>Venue</td>
<td>Seoul and Daejeon, Korea</td>
</tr>
<tr>
<td>Target</td>
<td>Officials or staffs in railway and transport sector of UIC Asia-Pacific members</td>
</tr>
</tbody>
</table>
| Objectives             | • To share best practice of railway passenger service in Asia-Pacific region  
                         • To discuss on quality service and find ways to cooperate |
| Language               | English                                         |

## Theme

- **Overview of the rail ticket distribution:** from concepts to databases.
- **Rail Ticket Digitalisation:** the barcode solution from mass transit ticket to high-speed ticket.
- **Artificial Intelligence:** to serve the customer at the train station AIRobot.
- **UIC IT solution for Rail Passenger Control.** Paperless ticketing.
- **PRM Assistance Booking Tool:** how to guaranty assistance for the impaired passengers?

## PROGRAM

### Sunday 3 September 2023

**Arrival**

### Monday 4 September 2023

**Meeting in the lobby of the Lotte City Hotel to take the bus to go to Seoul Station**

<table>
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<tr>
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<th>Activity</th>
</tr>
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</table>
| 09:30-10:10  | Introduction of Training Program and iRaTCA  
Ms. SuJin YOON, KORAIL, Korea                                           |
| 10:10-11:00  | Introduction of UIC and focus on UIC Passenger Activities  
Mr. GIUGON Marc, Director of Passenger Department, UIC               |
| 10:30-11:00  | Introduction of Korean Railways  
Ms. SuJin YOON, KORAIL, Korea                                         |
| 11:00-11:20  | Coffee Break                                                              |
| 11:20-11:50  | Overview of the railway ticket distribution: from concepts to databases  
Mr. SARFATTI David, Senior Advisor, UIC                               |
| 12:00-14:00  | Lunch                                                                     |
| 14:00-15:00  | Presentations from participants                                          |
| 15:00-16:30  | Coffee Break                                                              |
| 16:30-17:30  | Technical Visit 1 (Seoul Station)                                         |
| 18:00        | Welcome Dinner                                                            |

**Meeting in the lobby of the Lotte City Hotel to take the bus to go to KORAIL’s training center**

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| 14:00-15:00  | Presentations from participants                                          |
| 15:00-16:30  | Coffee Break                                                              |
| 16:30-17:30  | Technical Visit 2 (APP development center or Design center)             |
| 18:00        | Welcome Dinner                                                            |

### Tuesday 5 September 2023

- **Meeting in the lobby of the Lotte City Hotel to take the bus to go to Seoul Station**
- **Move to KORAIL HQ by KTX**
- **Passenger service and customer satisfaction of KORAIL**
  - Mr. CHO Chinwhan, International Cooperation Department, KORAIL, Korea
- **Lunch**
- **Rail ticket digitalization; the barcode and other solutions from mass transit ticket to high-speed ticket**
  - Adj. Prof. Dr. GIURICIN Andrea, CEO, TRA consulting and Mr. SARFATTI David, Senior Advisor, UIC
- **Artificial intelligence: to serve the customer at the train station AIRobot**
  - Adj. Prof. Dr. GIURICIN Andrea, CEO, TRA consulting
- **Technical Visit (CTC center)**
- **Go back to Seoul and hotel**

### Wednesday 6 September 2023

- **Meeting in the lobby of the Lotte City Hotel to go to Seoul Station**
- **Smart mobile transport platform: Application of ga-G**
  - Mr. CHO Jinwoo, Metropolitan railway HQ, KORAIL, Korea
- **UIC IT solution for rail passenger control. Paperless ticketing**
  - Mr. SARFATTI David, Senior Advisor, UIC
- **Coffee Break**
- **Maintenance of rail track with IT: Rail view system**
  - Mr. JEONG Gwangchae, Civil engineering HQ, KORAIL, Korea
- **City tour with train (Namiseom, located in the eastern part of Korea)**
- **Dinner and back to hotel**

### Thursday 7 September 2023

- **Discussion on Rail passenger service based on IT technology**
  - Moderator: Mr. GIUGON Marc, Director of Passenger Department, UIC
- **PRM Assistance booking tool: How to guaranty assistance for the impaired passengers?**
  - Mr. SARFATTI David, Senior Advisor, UIC
- **Fostering train drivers for safe rail passenger service**
  - Mr. JOO Changhoon, KORAIL’s training center, Korea
- **Technical Visit (Training center for train controller and driving simulator)**
- **Technical Visit (KTX depot) and back to hotel**

### Friday 8 September 2023

- **Meeting in the lobby of the Lotte City Hotel to take the bus to go to Seoul Station**
- **Discussion on Rail passenger service based on IT technology**
  - Moderator: Mr. GIUGON Marc, Director of Passenger Department, UIC
- **Certificate Ceremony**

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**Overview of the rail ticket distribution:** from concepts to databases.

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**PRM Assistance Booking Tool:** how to guaranty assistance for the impaired passengers?
MAIN VISITS

Centralized Train Traffic Control Center
KORAIL operates and monitors more than 3,680 km (89%), out of 4,138.5 km the total service length, by Centralized Traffic Control Center. The nationwide trains, which are KTX, conventional and freight train and subway in metropolitan area, are under control of the center.

Seoul Station
Seoul Station has played a critical role in transport of South Korea, linking two main cities; Seoul and Busan. It is an important point of railway network, where high speed train, conventional train and subway.

Metropolitan Rolling Stock Depot (Goyang KTX Depot)
The depot was founded for the whole maintenance of KTX train, which mainly consists of 2 workshops; light and heavy maintenances. All compartments of KTX are reassembled to extend the life span after detailed maintenance in the shops.

KORAIL Training Center (fostering train controllers)
KORAIL was designated as the sole training provider for train controllers in Korea from the government. Participants can take a look at the curriculum and facilities to foster train controllers. KORAIL operates passenger and freight railways, which means that the education is for the both of railway service.

KORAIL provides education programs on all the sectors such as management, customer service, technical parts and global education to its staffs. Participants of the session are to experience all types of trains including KTX and EMU. And license acquisition process of Korea will be explained.

City Tour and Inter-City Train Ride
Participants will have a tour outside of Seoul, which is Namiseom island, located in Gwang-won province by inter-city train. Many Korean dramas and movies are filmed in the island. The train is the first double-deck coach in Korea, called ITX-Chengchun. And beautiful scenery in the spot is one of Korean attractions for them.

REGISTRATION PRINCIPLE
Complimentary Offerings for UIC Asia-Pacific members only
Expenses for only one person per Asia-Pacific member will be provided complimentarily.

A. The expenses are as follows:
- Registration fee;
- Economy class airfare (round trips): a copy of your passport will be required to reserve your airline tickets;
- Accommodations for 6 nights and 7 days;
- Every meal a day; breakfast, lunch and dinner of the official schedule;
- Local transportation within the only official schedule.

B. All the other expenses except for “A” are in charge to the participant.
If a member from UIC Asia-Pacific region wants to send more than one participant, UIC-KORAIL will provide the expenses as follows;
- for one participant: 1, 2, 3, 4 and 5 of A;
- for the others: 1, 4 and 5 of A.

Registration fee for other UIC members: 500 Euros
Registration fee for non UIC members: 700 Euros

Conditions for Participation
The Training Session is targeted at persons interested in acquiring a comprehensive overview of the Railway accessibility for the public. Due to these principles, the attendance to ALL the sessions is therefore mandatory.

To register, please fill in the registration form online: https://uic.org/events/uic-korail-training-session-2023#Registration
PRESENTATION OF PARTICIPANTS

Each participant is highly required to make a brief presentation of 10 minutes for understanding her/his railway of the following topics; (choose one out of them):

- Cases of good activities on passenger railway service,
- Cases of reinforcing railway safety,
- Cases of any development for related technology with passenger service,
- Cases of any training or education program for staff’s capacity,
- Ongoing railway projects.

CONTACT

UIC
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KORAIL
Ms. YOON Sujin
sweetyoon@korail.com

Webpage & registration online:
https://uic.org/events/uic-korail-training-session-2023

ACCOMMODATION

Participants are to stay in the
LOTTE CITY HOTEL MYEONGDONG
whose location is
362, Samil-daero, jung-gu,
Seoul 100-220, Korea

Homepage:

Contact No:
+82-2-6112-1000

How to get to hotel from Incheon Int’l airport (airport limousine bus):
- Number of bus: 6015 (Boarding: 5B and 12A stop of the airport)
- Journey time: about 1 hour 20 minutes
- Stop: Eulji-ro 2ga (Pine Avenue)
- Fare: 15,000 KWR (about USD 13) * It is to charge by each participant.
TRAINING SESSION 2023
Railway Passenger Service based on IT Technology

WEBPAGE AND REGISTRATION ONLINE

https://uic.org/events/uic-korail-training-session-2023