

# Training Session 2023

*Railway Passenger  
Service based on  
IT Technology*



**4-8 September 2023**  
SEOUL, KOREA

# PROGRAM INFORMATION

## Overview

<b>Title</b> Railway Passenger Service based on IT Technology	<b>Theme</b> <b>Overview of the rail ticket distribution:</b> from concepts to databases. <b>Rail Ticket Digitalisation:</b> the barcode solution from mass transit ticket to high-speed ticket. <b>Artificial Intelligence:</b> to serve the customer at the train station AIRobot. <b>UIC IT solution for Rail Passenger Control.</b> Paperless ticketing. <b>PRM Assistance Booking Tool:</b> how to guaranty assistance for the impaired passengers?
<b>Date</b> 4-8 September 2023	<b>Language</b> English
<b>Venue</b> Seoul and Daejeon, Korea	
<b>Target</b> Officials or staffs in railway and transport sector of UIC Asia-Pacific members	
<b>Objectives</b> <ul style="list-style-type: none"> <li>To share best practice of railway passenger service in Asia-Pacific region</li> <li>To discuss on quality service and find ways to cooperate</li> </ul>	

# PROGRAM

## Sunday 3 September 2023

Arrival

## Monday 4 September 2023

09:30	Meeting in the lobby of the Lotte City Hotel to take the bus to go to Seoul Station
10:00-10:10	Introduction of Training Program and IRaTCA <i>Ms. Sujin YOON, KORAIL, Korea</i>
10:10-10:30	Introduction of UIC and focus on UIC Passenger Activities <i>Mr. GUIGON Marc, Director of Passenger Department, UIC</i>
10:30-11:00	Introduction of Korean Railways <i>Ms. Sujin YOON, KORAIL, Korea</i>
11:00-11:20	Coffee Break
11:20~11:50	Overview of the railway ticket distribution: from concepts to databases <i>Mr. SARFATTI David, Senior Advisor, UIC</i>
12:00-14:00	Lunch
14:00~15:00	Presentations from participants
15:00- 15:30	Coffee Break
15:30~16:30	Technical Visit 1 (Seoul Station)
16:30~17:30	Technical Visit 2 (APP development center or Design center) Technical Visit 2 will depend on the number of presentations from participants.
18:00	Welcome Dinner

## Tuesday 5 September 2023

08:30	Meeting in the lobby of the Lotte City Hotel to take the bus to go to the Seoul Station
09:25-10:26	Move to KORAIL HQ by KTX
10:50-11:30	Passenger service and customer satisfaction of KORAIL <i>Mr. CHO Chinwhan, International Cooperation Department, KORAIL, Korea</i>
11:40~13:30	Lunch
13:30-14:10	Rail ticket digitalization: the barcode and other solutions from mass transit ticket to high-speed ticket <i>Adj. Prof. Dr. GIURICIN Andrea, CEO, TRA consulting and Mr. SARFATTI David, Senior Advisor, UIC</i>
14:30-15:10	Artificial intelligence: to serve the customer at the train station AIRobot <i>Adj. Prof. Dr. GIURICIN Andrea, CEO, TRA consulting</i>
15:30~16:20	Technical Visit (CTC center)
16:52~18:30	Go back to Seoul and hotel

## Wednesday 6 September 2023

08:50	Meeting in the lobby of the Lotte City Hotel to go to Seoul Station
09:30-10:20	Smart mobile transport platform: Application of ga-G <i>Mr. CHO Jinwoo, Metropolitan railway HQ, KORAIL, Korea</i>
10:20-11:00	UIC IT solution for rail passenger control. Paperless ticketing <i>Mr. SARFATTI David, Senior Advisor, UIC</i>
11:00-11:20	Coffee Break
11:20-12:10	Maintenance of rail track with IT: Rail view system <i>Mr. JEONG Gwangchae, Civil engineering HQ, KORAIL, Korea</i>
12:20-13:20	Lunch
13:30-18:00	City tour with train (Namiseom, located in the eastern part of Korea)
18:30-21:00	Dinner and back to hotel

## Thursday 7 September 2023

08:20	Meeting in the lobby of the Lotte City Hotel to take the bus to go to KORAIL's training center
09:30-10:10	PRM Assistance booking tool: How to guaranty assistance for the impaired passengers <i>Mr. SARFATTI David, Senior Advisor, UIC</i>
10:10-10:40	Fostering train drivers for safe rail passenger service <i>Mr. JOO Changhoon, KORAIL's training center, Korea</i>
10:40-11:50	Technical Visit (Training center for train controller and driving simulator)
12:20-13:30	Lunch
13:00-18:00	Technical Visit (KTX depot) and back to hotel

## Friday 8 September 2023

09:00	Meeting in the lobby of the Lotte City Hotel to take the bus to go to Seoul Station
09:30-10:10	Discussion on Rail passenger service based on IT technology <i>Moderator: Mr. GUIGON Marc, Director of Passenger Department, UIC</i>
10:10- 10:30	Coffee Break
10:30-11:30	Certificate Ceremony

## 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.

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.

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.

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 Training Center (educating train drivers)



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 complimentary.

#### 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>



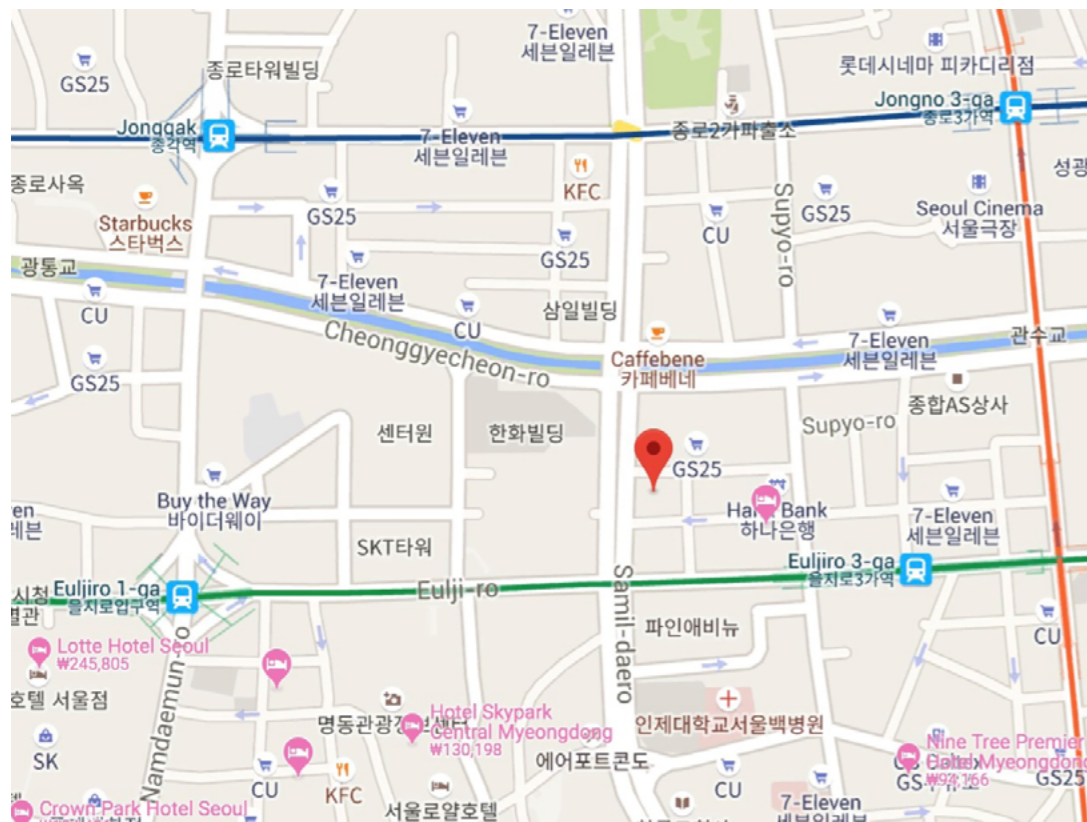
## ACCOMMODATION



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

Homepage:  
[www.lottehotel.com/myeongdong-city/en.html](http://www.lottehotel.com/myeongdong-city/en.html)

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.

## 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

**Mrs. SEGERAL Beatrice**  
 segeral@uic.org

### KORAIL

**Ms. YOON Sujin**  
 sweetyoon@korail.com

### Webpage & registration online:

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



# TRAINING SESSION 2023

Railway Passenger Service based on IT Technology

WEBPAGE AND REGISTRATION ONLINE

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

