



# 1<sup>ST</sup> TRAINING

## ON COMMUTER AND REGIONAL TRAIN SERVICES

PROGRAM



28, 29, 30 SEPTEMBER  
ROME



POLITECNICO  
MILANO 1863

## GENERAL CONTEXT

**Following suggestions from members, the UIC Passenger Department is ready to hold the first Training on Commuter and Regional Train Services.**

It is often said that Passengers represent half of the railway business in the world, but it is also true that a very high percentage who take the train are travelling on Commuter and Regional services. These transport systems are well spread around the world, and there are many common and different approaches, elements and characteristics: capacity, intermodality, accessibility, etc., but one common point may be the existence of PSO, Public Service Obligation contracts, which are the expression of the society requirements in the field of transportation, involving decision-makers, urban and territory planners, authorities, etc.

Consequently, it is increasingly necessary for all agents involved to be familiar with the many aspects and implications of Commuter and Regional Train Services (both positive and negative) in order to be able to take decisions (or make proposals for decisions) on the development of transport systems in general and the railways in particular, with full knowledge of the facts.

Hence, a training programme is proposed with the aim to examine all the elements, as well as all the different types of comprising Commuter and Regional Train Systems (CRTS) and to measure their impact impartially and objectively from the political, social and economic standpoints.

UIC together with TRENITALIA want to provide an answer to these needs, and have co-organised a three day training programme, in which all these aspects will be studied during six different sessions that will try to provide information and knowledge about all different kind of aspects involved in Commuter and Regional Train Systems. The speakers will be experts on the subjects addressed, and will hail mainly from the railways, academic institutions and industry.

### OBJECTIVES

- ▶ Provide an accurate and comprehensive overview of Commuter and Regional Train Systems all around the world
- ▶ Provide managers with all the information needed to facilitate decision-making on the subject of Commuter and Regional Train Systems
- ▶ Foster exchange of experience and information about the latest developments in this field
- ▶ Give a global vision of Commuter and Regional Train Services to experts on some particular elements on the system

### TARGET GROUPS

- ▶ The training is targeted at managers in decision-making positions in the transport sector in general and in the railways in particular, whether working for railway companies or for the ministries, local or regional authorities, universities, advisory bodies, agencies or associations

### CONDITIONS FOR PARTICIPATION

- ▶ The seminar is targeted at persons interested in acquiring a comprehensive overview of the Commuter and Regional Train Systems
- ▶ Seminar participants do not need to have in-depth knowledge of any specific subject relating to Commuter and Regional Train Systems
- ▶ Attendance to ALL sessions is therefore mandatory

### SPEAKERS

- ▶ Our speakers are experts in the subjects addressed and are drawn mainly from railways. They represent all countries, all world regions and all the main railway undertakings with experience in the field of Commuter and Regional Train Systems



# PROGRAMME

## SESSION 1: INTRODUCTION AND MAIN PRINCIPLES

- ▶ Welcome by the organisers – UIC and TRENITALIA – and by the chairmen of the Commuter and Regional Train Services working group.
- ▶ Main Principles of Commuter and Regional Railway Services. Overview of these kinds of railway services all around the world.
- ▶ Intermodality. Main aspects and practical examples regarding the combination of trains with other means of transportation (urban, suburban, bicycles...)
- ▶ Strategy: what are the key factors to make these systems successful and useful for passengers and to compete with other means of transportation.
- ▶ Operational issues: how to plan the operations from a technical point of view given the characteristics of these kinds of services (high traffic, few slots...)

## SESSION 2: STATIONS

- ▶ Stations from an operational point of view: how to handle the traffic and how to make stations attractive to passengers.
- ▶ Stations from a commercial point of view: making stations more customer friendly: examples, tendencies, policies. How to take advantage of the commercial side of stations.
- ▶ Stations all around the world. Are commuter and regional stations the same kind of buildings in all the countries? Different approaches to different realities in stations.
- ▶ Accessibility: Regulation and developments in order to make stations more accessible to PRMs.

## SESSION 3: RAILWAYS AND SOCIETY

- ▶ Comprehensive protection: Guidelines to offer to passengers a good level of security and safety, to ensure travelling is safer and more secure.
- ▶ Environmental aspects of Commuter and Regional Train Services. How can we improve the environmental standards, how to be more eco-friendly.
- ▶ Cross border operations. Sometimes Commuter and Regional services go beyond the borders of one country, particularly in regions or cities situated close to frontiers, practical study cases.
- ▶ Marketing: what is being done to attract customers and to face traditional railway competitors and new ones.
- ▶ Ticketing. Latest developments in ticketing for this kind of services. Looking for a more customer friendly approach.
- ▶ Tariffs: How to plan and to establish tariffs for these services.

## SESSION 4: FINANCING CRTS

- ▶ Fraud: how to face one of the biggest problems in these services, from an economic and from a security point of view. Practical examples.
- ▶ Financing CRTS: Economic and finance analysis of these systems, finding a balance between the economic revenue and the public service obligation
- ▶ Economical and financial analysis of CRTS projects: external costs and direct costs, investments for further generations, possibilities of public and private cooperation...

## SESSION 5: LEGAL FRAMEWORK

- ▶ Public Service Obligation: many Commuter and Regional trains are operated within the context of Public Service Obligation. Experts will give an overview of this legal framework that determines the provision of these services.
- ▶ Passenger Rights Regulation: what passengers are entitled to do. Which rights have to be guaranteed by companies. Who defends these rights.
- ▶ Legal framework outside the European Union: Exploring the legal terms to operate these services outside the European Union and outside Europe.

## SESSION 6: TENDERING

- ▶ Towards a new scenario in Commuter and Regional Trains Sector. Liberalisation of markets, tendering. New agents in the market.
- ▶ Tenders and direct assignments: timing, costs and investment opportunities of the whole process.
- ▶ How to prepare a tender. Learning from experience.

## TECHNICAL VISIT ON 1<sup>ST</sup> OCTOBER

On the morning of Saturday 1 October a technical visit organised by TRENITALIA will take place. Participants will see practical demonstrations of all the aspects treated during the training such as security, safety, accessibility, retailing, etc.



## PRACTICAL INFORMATION

### Dates and Venues

Lectures from 28 to 30 September 2016 at TRENITALIA Headquarters

Technical visit on 1 October

### Language

The training sessions will be held in English.

### Registration, fees and payments

Registration fees are 350 euros. Travel to and from Rome and accommodation costs are not included.

Please register before 20th September.

Lunch during the training sessions will be provided.

### How to get there?

TRENITALIA Headquarters are located at Piazza della Croce Rossa 1, a 10 minute walk from Roma Termini Station. Many hotels can be found in this area.

## REGISTRATION

For additional information, please contact:

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### Register at:

- <http://events.uic.org/1st-training-on-commuter-and-regional-train-services>

