



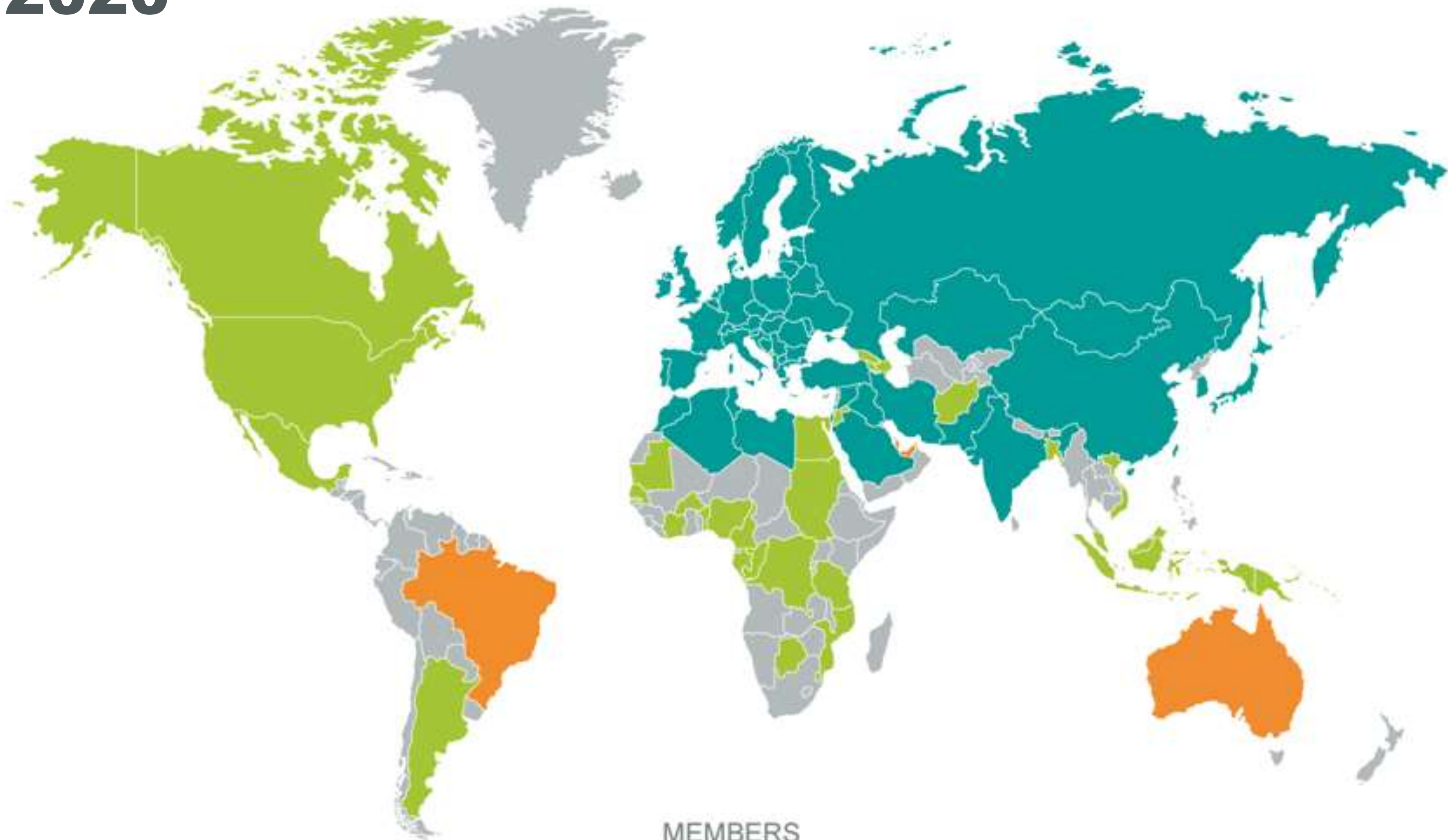
INTERNATIONAL UNION  
OF RAILWAYS

# CRTS

## **Commuter and Regional Train Service Activity Overview**

*Vanessa Pérez Miranda  
Senior Advisor, UIC Passenger Department  
3 December 2020*

# UIC in 2020



## MEMBERS

ACTIVE



ASSOCIATE



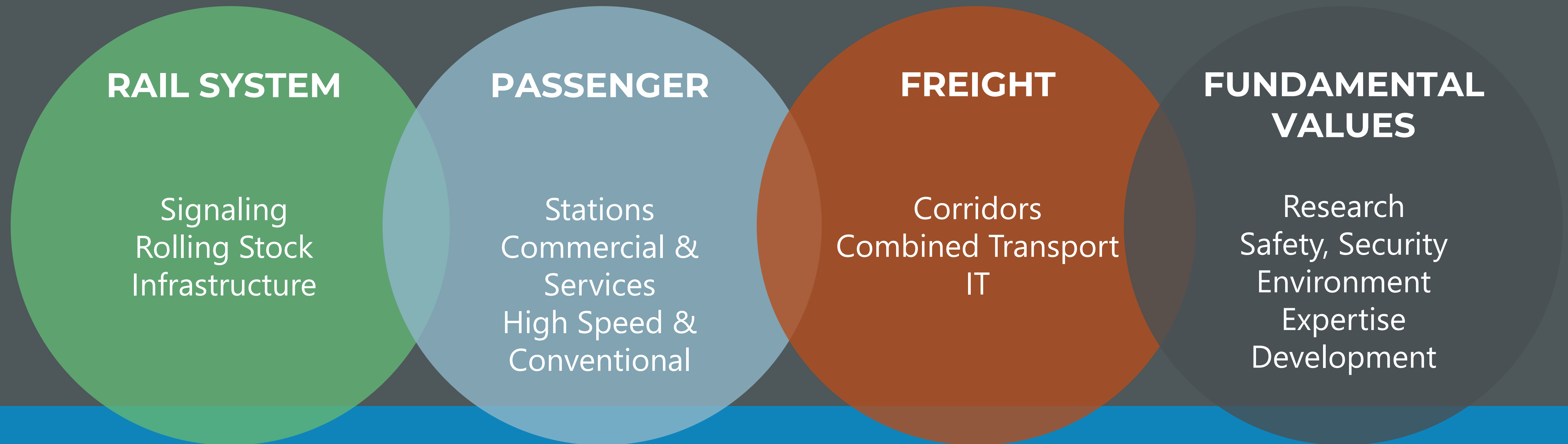
AFFILIATE



Plus a growing network of research bodies and universities

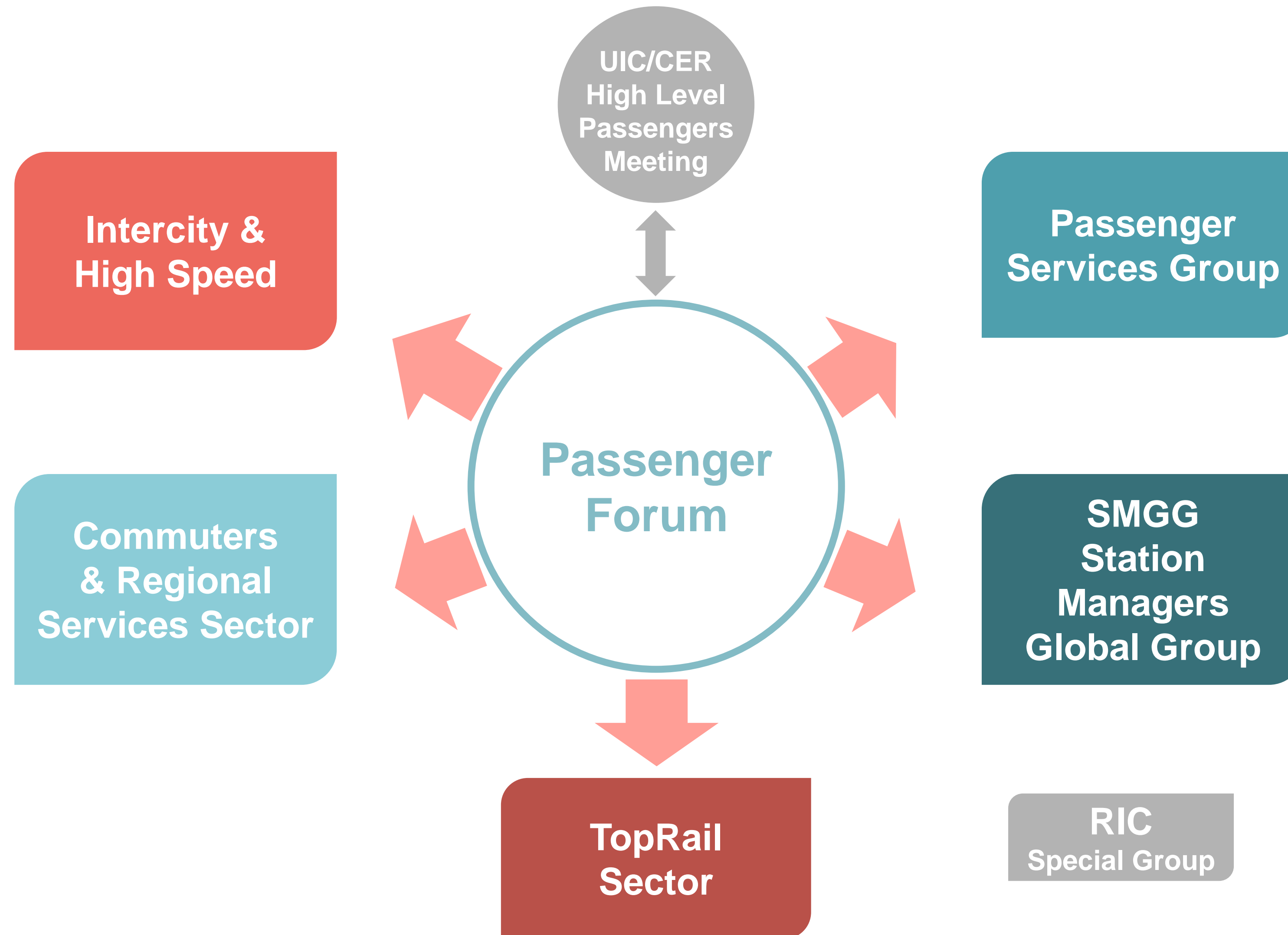
# UIC organisation structure

3



**COMMUNICATIONS · INSTITUTIONAL RELATIONS · HR & SOCIAL · FINANCE**

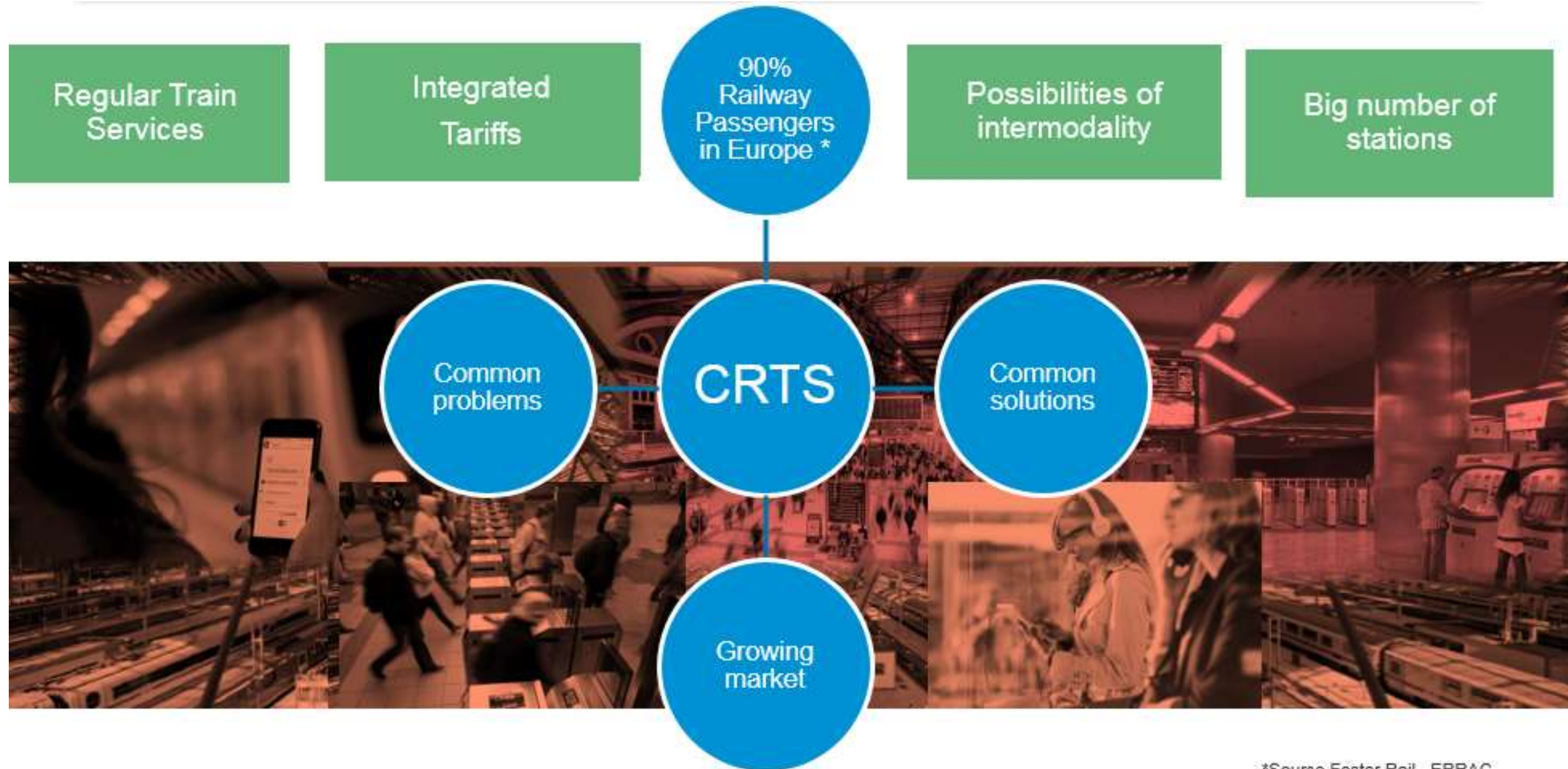
# Structure of the Passenger Forum





# Scope

5



\*Source Foster Rail, ERRAC



# Objectives

6

The purpose of CRTS is to obtain a **continuous best-practice overview** of operating passenger railways in regional and metropolitan areas:

- how to manage huge passenger flows and **capacity** problems
- how to satisfy **customer expectations**
- how to manage **cross-border services**



Moreover, special consideration shall be given to :

- New ways of commuting: **MaaS** (Mobility as a Service) and individual devises
- The **post-Covid19 reality** will need to be tackle specially for commuter and regional services which are hotspots for the spreading of diseases with higher risks than the rest of services.





# How will this sector develop the future European railway system?

7

- There are several facts to take into account nowadays to explain why the exchange of best practices and the relationship with other actors (authorities, industry, etc.) is necessary in order **to improve governance** and consequently **financing mechanisms** and better services to communities:
- **Mobility is increasing** dramatically in urban and suburban areas (54% population lives in urban areas)
- Railway is an efficient tool to **develop territory** management
- Multimodality with other transport modes is a key issue for a **sustainable development**
- Railway helps to improve **transport flows** by increasing **capacity**
- Intercity & HSR services need **mass transport** as complement to absorb and disseminate traffic in the best possible conditions.





# Handbook

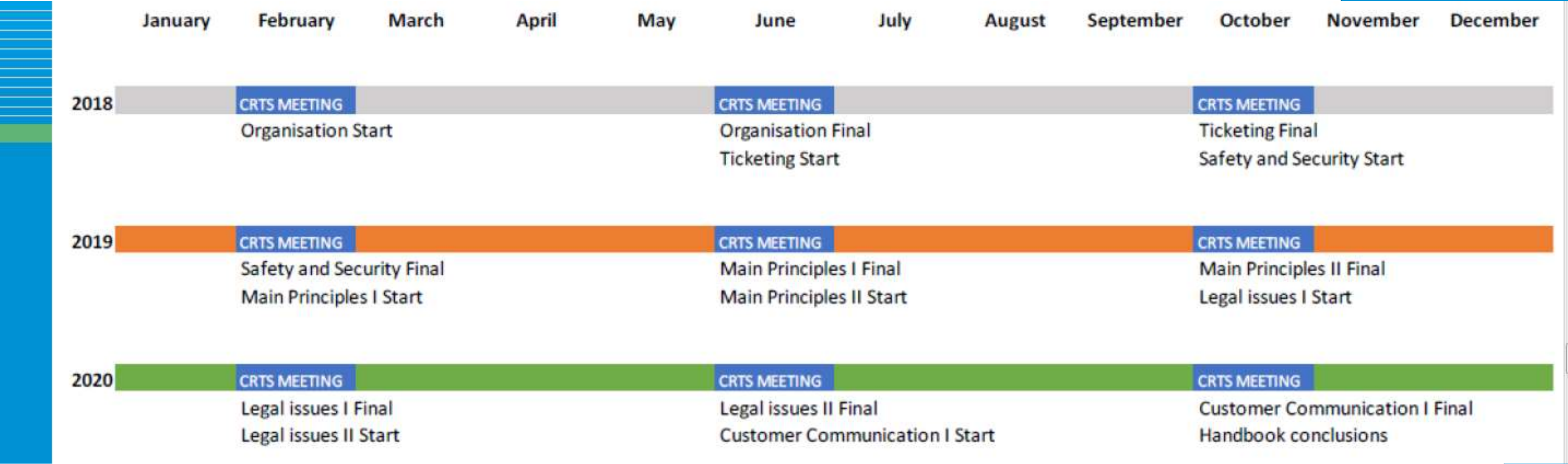
UIC CRTS working group is developing a **Handbook on CRTS**

The **priorities** of this project are:

- Give an overview on sustainable best practices on CRTS on a global scale and to focus on some regional specificities when relevant
- Make an analysis of the future challenges in the sector.

## CALENDAR

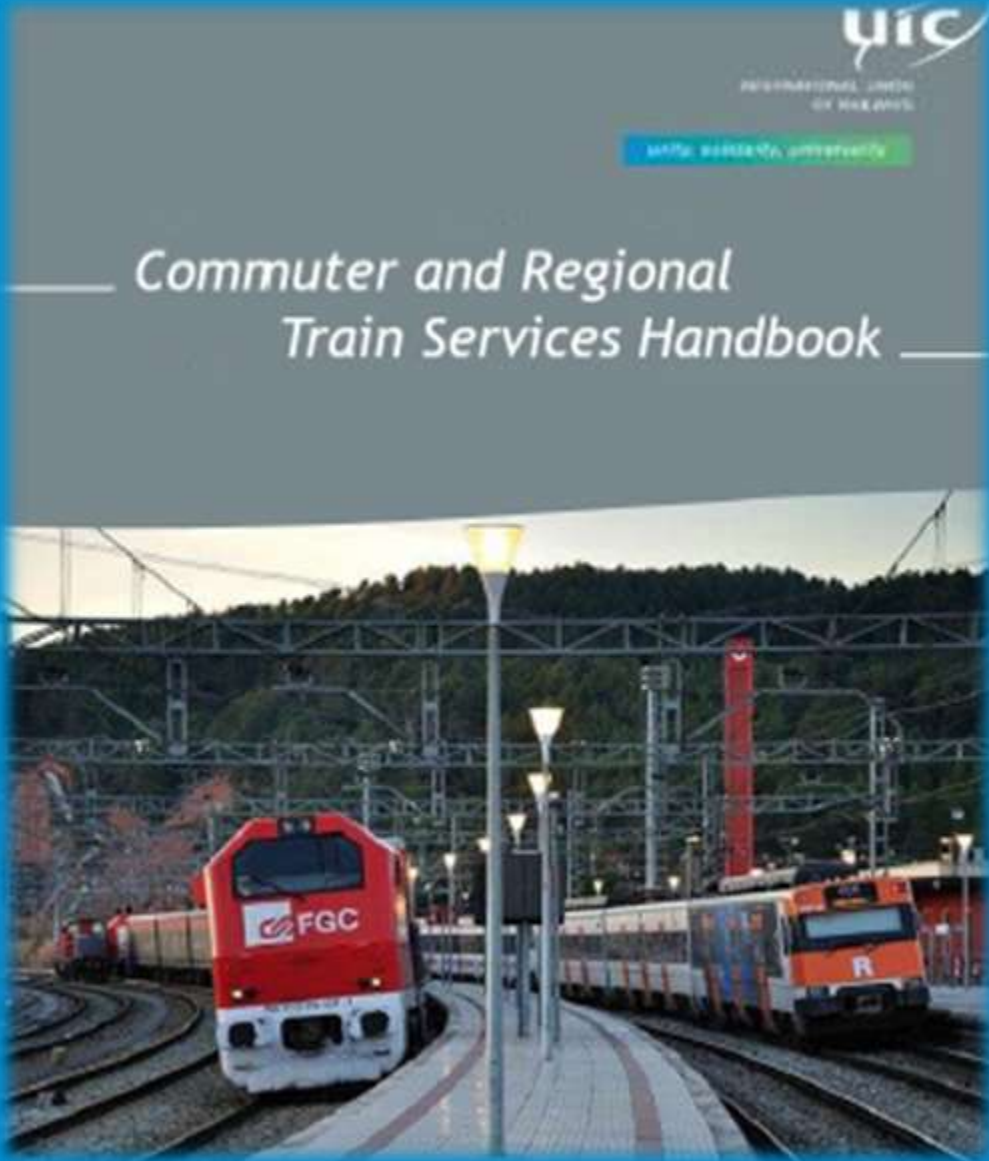
3 meetings per year, 1-2 training/workshop per year and 5 topics



### Structure of the CRTS Handbook

The Handbook will be divided in five different main chapters. Each of these chapters will have a chairperson from the CRTS working group who will work with the consultant and the UIC coordinator to lead and organize the work to be done.

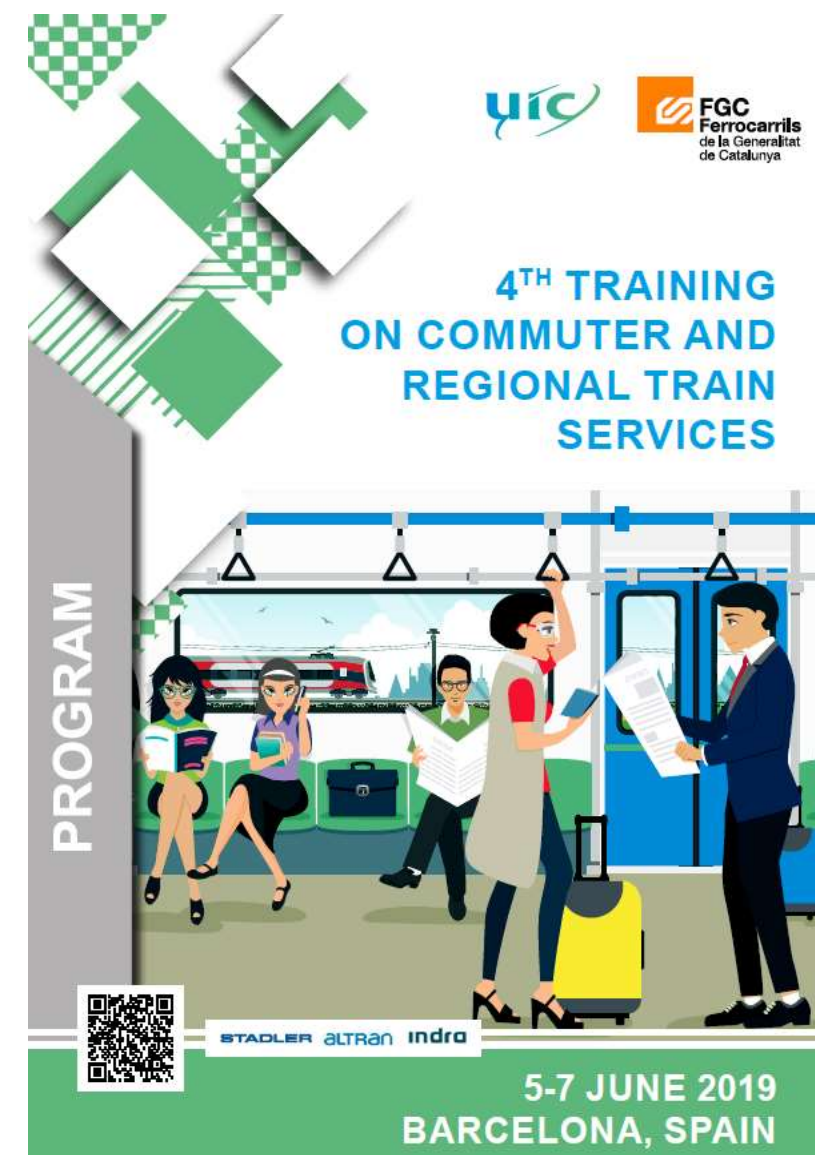
- CHAPTER 1: Main Principles & Logistic
  - Part 1 PSO (Public Service Obligations)
  - Part 2 Rail Passengers' Rights
- CHAPTER 2: Legal Issues
- CHAPTER 3: Comprehensive Protection
- CHAPTER 4: Ticketing
- CHAPTER 5: Customer Communication





# Trainings

9



Training Session on public  
service obligation 23-27  
September 2019, Seoul, Korea

**iRatCA**

*International Railway  
Training Center for UIC Asia*



# What's next?

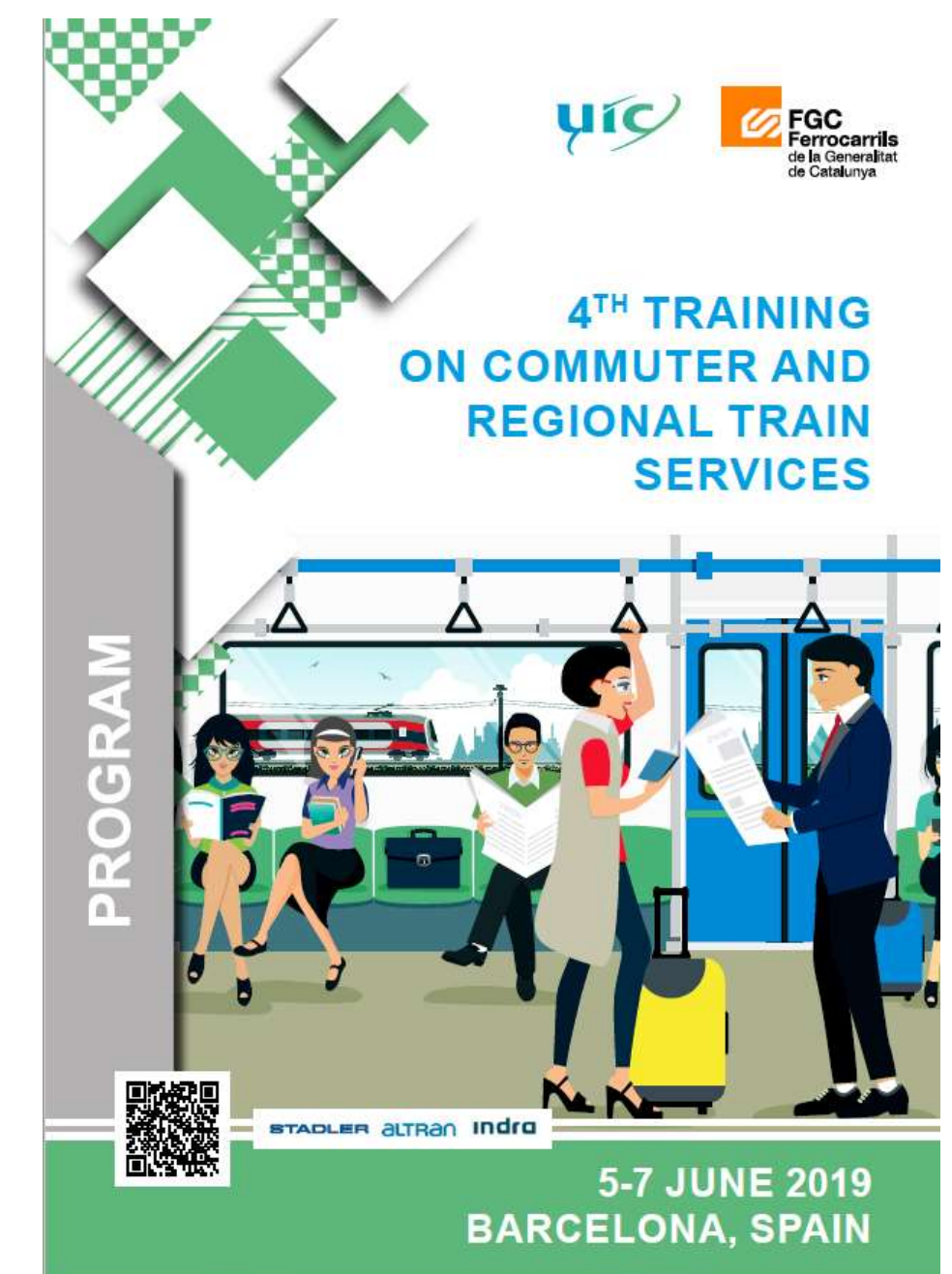
10

To generate a specific report on **crisis management challenges** of CRTS:

- Lessons learned from Covid19 for CRTS?
- How to create a more resilient system in post-Covid19 world (e.g. business continuity, responding to the unexpected)?
- How to better communicate in this new reality?
- How to prepare for future threats (e.g. CBRN, pandemics, cyber)

To organize **Trainings** on Commuter and Regional Train services:

There is a clear interest on this kind of training and UIC has demonstrated capacity for organizing it during the last three years. The trainings would be also a tool to generate know-how, to enhance the international network on this issue.





# New ways of commuting

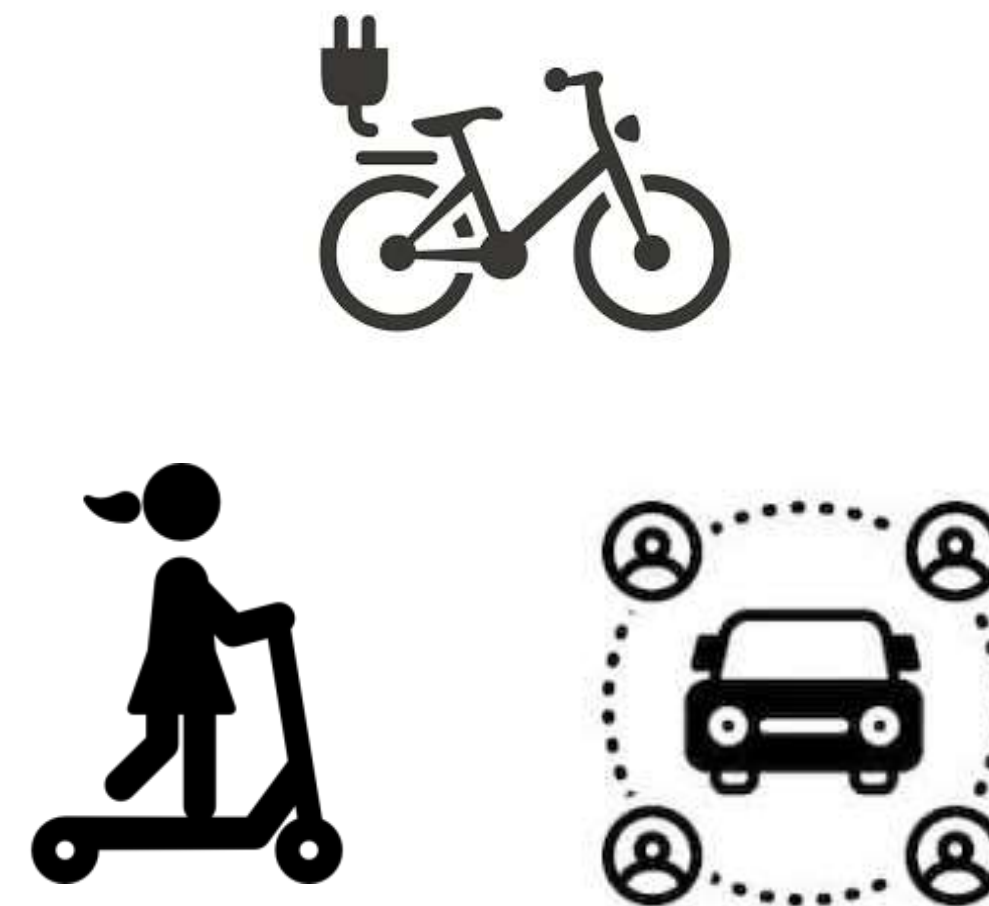
New mobility

New devices

New technologies

New regulation

New behaviors



Personal Mobility Devices



New Services

Are the commuter and regional trains services ready for the “future” mobility challenges?

How can the rail sector adapt to a new generation of commuters ?

---

State of the art    Benchmarking    Guidelines

---





INTERNATIONAL UNION  
OF RAILWAYS

**www.uic.org**



**#UICrail**

Vanessa Pérez Miranda  
perez@uic.org

**Thank you for your kind  
attention**