

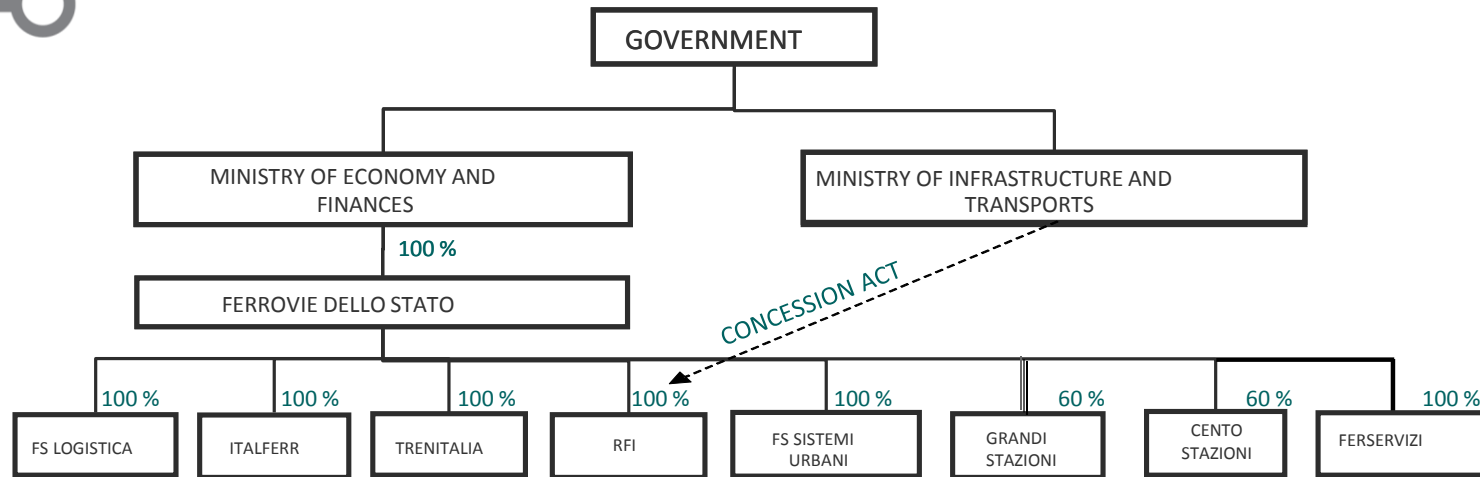
Services in the stations: tradition and innovation

Pasqualino BERNABEI

FS-RFI

Terminal and Services Responsible

FS Company model and passengers station



GRANDI STAZIONI



CENTOSTAZIONI



Passenger stations - Network

- 13 big stations managed by **Grandi Stazioni S.p.A.**
- 103 medium stations managed by **Centostazioni S.p.A.**
- 101 **Pegasus** medium stations managed by RFI
- 2049 other stations and stops managed by RFI
- 7 **HS stations** in project/construction
- 100 new stations/stops in project/construction

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March 17-18

Classification vs services: organization and main process

15 Platinum

95% managed by GS S.p.A.

102 Gold

95% managed by CS S.p.A.

847 Silver

Small stations
(about 1800) managed
by RFI S.p.A.

1310 Bronze

7 HS Station

under planning/
construction managed
by RFI S.p.A.

Stations are classified according to number of passengers, but also size, railway network, position and geographical relevance

- Information to passengers
- Assistance
- Comfort in station
- Mobility systems in station
- Accessibility and intermodality
- Commercial areas

Service quality standards are published on a "Service Chart" where some indicators are utilized to measure Customer Satisfaction

EFFECTIVENESS AND EFFICIENCY FOR: PROCESSES TO IMPROVE CUSTOMER SERVICE, ECONOMICALLY SUSTAINABLE MANAGEMENT

ARCHITECTURE

PROJECTS: customer and services oriented, simples, functionals and low cost of maintenance

SERVICES

USABLE/ACCESSIBLE to all customers, easily identifiable, related to the type of station and customers (platinum, gold, silver, bronze)

SAFETY/SECURITY

SAFER STATIONS: technological and remote control, more secure environment

MANAGEMENT

EFFICIENT SERVICES-ECONOMICALLY SUSTAINABLE: comfort, cleaning, maintenance, information, mobility

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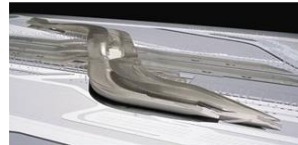
High Speed Station

In operation from 2011

Other stations under construction are: Bologna Centrale, Firenze Belfiore, Napoli Afragola, Reggio Emilia, Vesuvio Est



TORINO PORTA SUSA



Napoli Afragola

2012 Z. Hadid



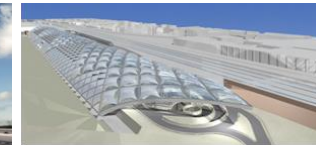
Bologna Centrale

2012 A. Isozaki



Reggio Emilia

2012 S. Calatrava



Firenze Belfiore

2014 N. Foster & O.Arup



Vesuvio Est

2015 Philippe Samyn & p. - Studio Bargone arch.ass.



ROMA TIBURTINA

Services in the stations

- **Transfer services:** parking, taxi, bus, tram and metro
- **Support services offered by transport company:** disability assistance, ticketing machines and operators, information and assistance, Freccia Club, Eurostar Lounge, waiting area
- **Services offered by infrastructure Company:** public support information (fixed and variable messages), luggage deposit, hygienic services
- **Indirect services:** travel agency, car rental, pharmacy, hotel reservation, tourist information, bank services, photo booth, post office, supermarket, various shops
- **Restaurant services:** bar, restaurant
- **Personal security services:** police, railway police
- **Social services:** social help center
- **New High Speed services:** carriage number, brand AV

Other stations: small-medium/small

Standard: plans elaboration and typification

Typification of coordinated elements in small stations



Typification of coordinated elements in interiors of small and medium-small stations (Silver and Bronze)

- RFI Restyling programmes



Overcoming of architectural barriers
Development of national and international rules

- Application of standard TSI PRM Accessibility for people with reduced mobility



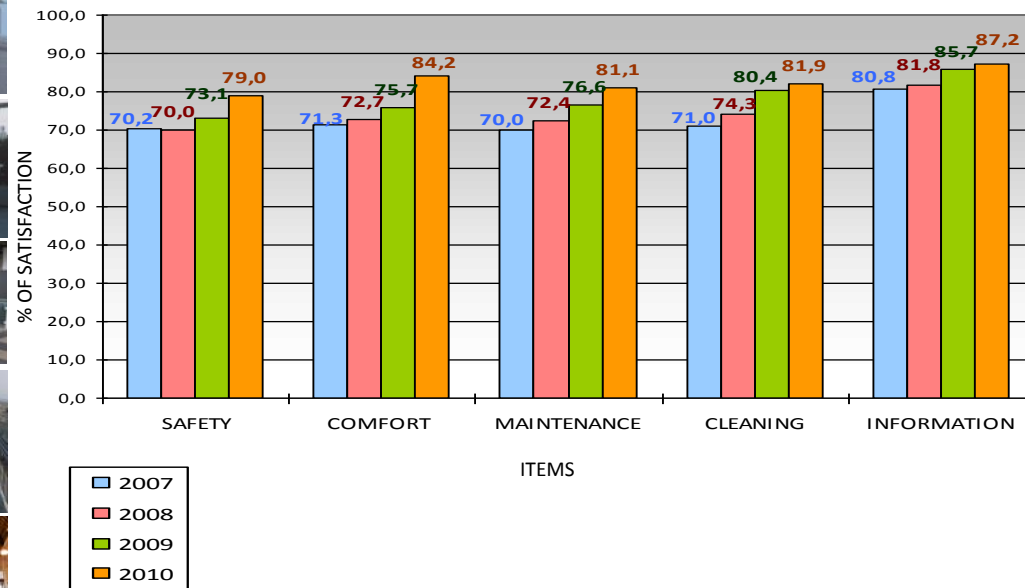
Development of New visual information and dynamic information



Development services and Customer Care

Passenger information system	Development of New visual information, Totem for passenger interactive information, Web information	
Assistance in the station	STATION MANAGER: assistance to PRM – European Regulation 1371/2007 in force since 03/12/2009	
Comfort	Waiting area/lounge, luggage deposit	
Mobility	Elevators, moving staircases, moving walkway	
Intermodality / Accessibility	Reserved parking place, bus, underground, slide accesses, tactile runs, handed of access	
Commercial services	Food and beverage, retail, shop	
Safety/ Security	Control room, camera	

CUSTOMER SATISFACTION (*)



(*) The results refer to all the stations



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