

nextstation
PARIS 2007

6th & 7th December 2007
**2ND INTERNATIONAL CONFERENCE
ON RAILWAY STATIONS**



Next Station
*2nd international Conference
on Railway Stations*



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2ND INTERNATIONAL CONFERENCE ON RAILWAY STATIONS

Contrats gares

Pascal Lupo

SNCF - Directeur des Gares et de l'Escale



Why establish Contrats Gares?

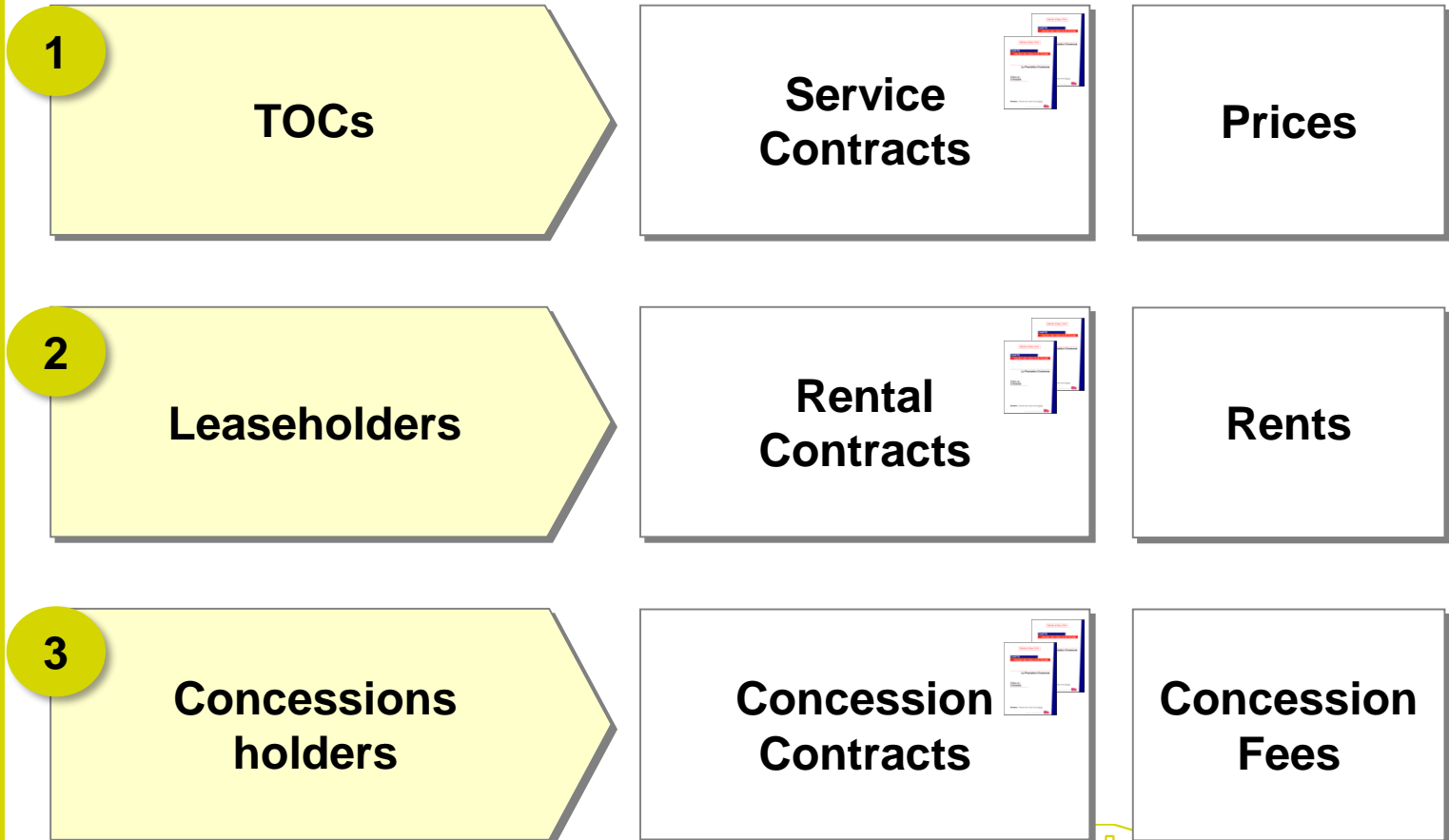


- Prepare newcomers arrival
- Initiate relationships between Stations and TOCs
- Optimise production and quality

***A model close
to airports model***



What is « Contrats Gares » ?



Who are the Customers of our Stations?



TOCs

- 20 TER
- Corail Intercités
- Transilien
- TGV / iDTGV
- Corail
- Eurostar
- Thalys
- Artesia, Elipsos, Lyria



Concessions holders

- AVIS
- Elior
- Relay
- Multiburo
- Effia
- ...



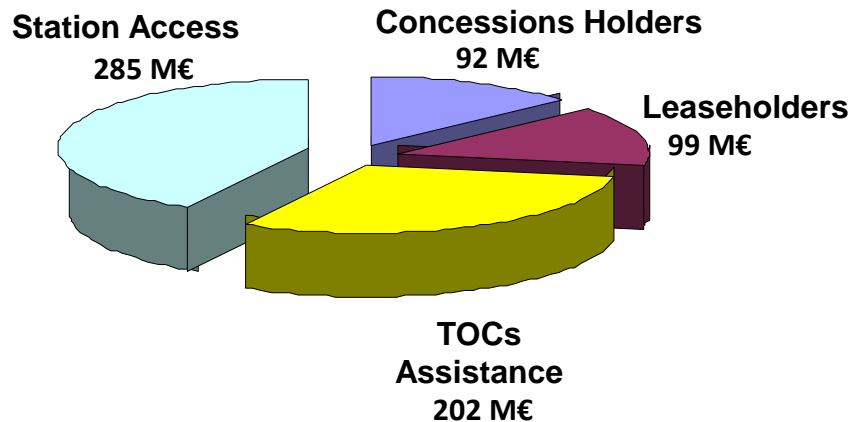
Leaseholders

- SNCF Siège
- SNCF D Régionale
- SNCF Fret
- Offices de Tourisme
- ...

What does the budget of Contrats Gares represent ?



- Turnover 2007 -
(Million €)



Big Stations Budget*
=
678 M€ in 2007

* 168 biggest stations in France

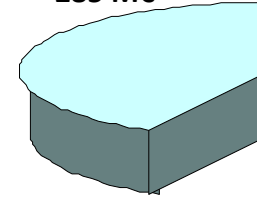


Station Access – Description



Station Access

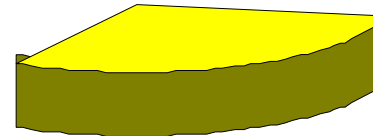
285 M€



- **Train Boarding Information**
 - Signals, Public-address Systems
- **Station main reception / Passengers directions**
 - General Hub, Offices, Welcome desk
- **Travel facilitation**
 - Accessibility
 - Intermodal services
 - Waiting rooms, Toilets, Baggage trolleys, Lost and found
- **Station management and maintenance**
 - Site management
 - Operating conditions maintenance

For each
Train
Departure

TOCs Assistance



TOCs
Assistance
202 M€

➤ Train Product Services

- Train Manoeuvring and management
- Technical / Commercial Preparation
- Train Departure
- Meeting points in Arrival

➤ Customised Services Handling

- Business Travellers Lounges, Dedicated hubs
- Welcome desk alongside Train, On Board Welcome
- Unaccompanied Minor Services
- Groups
- GuaranteedTime Arrival Envelopes

On
demand

Contrat Gares Quality Commitments



Quality

- **Guarantee the security and reliability of the services provided**
- **Ensure the conformity of services sold**
- **Improve Customer Satisfaction**

Pricing

- **Guarantee Pricing**
- **Settle Investments**



Contrat Gares, with one year's hindsight



- A better control of production activity
- TOCs with a better knowledge of their railway station requirements
- Capacity for stations to sell all their services
- A contractual relationship with the 27 « acting as » SNCF TOCs
- Impact of investments on pricing
- Acceptation by ALL of a contractualised relationship
- Intermodality services financing



Next Steps



- **Give visibility to TOCs on :**
 - **Station Development**
 - **Capacity Investments**
 - **Pricing**
- **Answer to Newcomers requirements**
- **Find financing sources for Investments**

