NEXTSTATION
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ONCF UTC

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Managing passenger flow

- Franck BERTIN
- Position: Paris North Director of Safety Zone
- Company: SNCF
- Country: France
• PART 1 : Paris North station, Managing passenger flow

• PART 2 : Security and managing passenger flow during major events
  – A weekly Example : a football game at “La Plaine - Stade de France” station
  – A european example : EURO 2016 preparation
Paris North station
managing passenger flow : 3 - level map

- Station opened in 1842
- The largest rail terminal in Europe
- 80,000 sqm open to the public
- 3,000 employees
- 1,200 trains for Ile de France area & 147 long distance trains/day

International services
- London,
- Brussels,
- Amsterdam,
- Köln.

Long distance trains
- Lille
- Arras
- Calais

Suburban trains
Paris North station
Managing passenger flow: What are the issues?

- 600,000 travelers/day
- 1,200 Paris area trains
- 150 long distance trains
- 6,000 security events per year (2014), ranging from the act of environment at the aggression of customers and staff
Paris North station
Managing passenger flow: Security stakeholders

- SNCF internal security service
  - SUGE (la SUrveillance GEnérale)
  - Security national center (PCNS)
  - SNCF tool box: CCTV

- State forces
  - National Police

- Private security contractor
SNCF has developed security “know how"

⇒ To enhance perception of security through environment (Lighting, Choice of decoration, Music…)

⇒ To prevent minuses of “in station” equipment fixed furniture (tables, chairs, benches, flower pots…)

Paris North station
Managing passenger flow: Other ways of enhancing security

Franck BERTIN - SNCF SECURITY
Paris North Director of Safety Zone
The Stade de France in numbers:

- 20 to 25 events per year (football and rugby games, concerts, sports events, shows ...)
- Capacity 80,000 to 100,000 people,
  - For 80,000 people, it takes 10 minutes to clear the stadium
- The train schedules are organized in order to provide trains every 3 to 4 minutes on the B line and every 6 minutes for the D line.
The “Stade de France” is located at approximately 5 km from Gare du Nord which represents a 4 minutes commuting time with either the B or the D line.

5 mn away on foot from the stadium

10 mn away on foot from the stadium

15 mn away on foot from the stadium
“La Plaine Stade de France” station was designed in order to manage substantial flows

⇒ The platforms are very wide,

⇒ One train (UM) carries 1,700 Passengers and is 208 M long,

⇒ 4 exit corridors allow flows to be equally distributed on the full length of the platforms.
At the end of the game, people head over to the station.

People gather in the access lanes (Platform access is closed).

Once the lanes are full, Police form a blockade.

Police open the blockade.

After customers are installed, Lane access is closed again, the train leaves the station.

Police form an other blockade.

Security and managing passenger flow during major events
A weekly Example: a football game at La Plaine - Stade de France station

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A European example: EURO 2016 preparation
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2,5 million people are expected. Among them 1 million foreigners are traveling from one of the 110 countries represented during this event.

Itinerary of fan trains coming to France without connection:
- United Kingdom (EUROSTAR),
- Switzerland (Lyria),
- Belgium (Thalys),
- Germany (TGV/ICE),
- The Netherlands (Thalys),
- Italy (TGV Italie, Thello),
- Spain (TGV France Spain),
- Portugal (Trenhotel),

Fans who could get to France by train from all over Europe with connections
Security and managing passenger flow during major events
A European example: EURO 2016 preparation

- **COLPOFER INCIDENT REPORT:** A very good example of European cooperation in terms of railway security

- **GOALS**
  - To facilitate the exchange of information between the security HQs members of COLPOFER,
  - Anticipate the supporters teams’ arrivals and the flow management on French territory,
  - Anticipate security events related to supporters arrivals and departures.

To maintain this process in order to use these particular protocols
  - During the next big official events,
  - On a daily basis when any security related event that might cause trouble in a neighboring country occurs
• Franck BERTIN
• SNCF – Directeur Zone Sûreté de Paris Nord
• E-mail address : franck.bertin@sncf.fr

THANK YOU

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