Services in the stations: tradition and innovation

Pasqualino BERNABEI
FS-RFI
Terminal and Services Responsible
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
Classification vs services: organization and main process

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
High Speed Station

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, hygenic 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

**TORINO PORTA SUSA**

In operation from 2011

**ROMA TIBURTINA**

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

**Napoli Afragola**

Z. Hadid

2012

**Bologna Centrale**

A. Isozaki

2012

**Reggio Emilia**

S. Calatrava

2012

**Firenze Belfiore**

N. Foster & O’Arup

2014

**Vesuvio Est**


2015
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

nextstation
BRUSSELS 2011
March 17-18
Development services and Customer Care

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

(* ) The results refer to all the stations