Next Station
2nd international Conference on Railway Stations
Contrats gares

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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 » ?

1. TOCs
   - Service Contracts
   - Prices

2. Leaseholders
   - Rental Contracts
   - Rents

3. Concessions holders
   - Concession Contracts
   - Concession Fees
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 €)
  - Station Access: 285 M€
  - Concessions Holders: 92 M€
  - Leaseholders: 99 M€
  - TOCs Assistance: 202 M€

**Big Stations Budget**

= 678 M€ in 2007

* 168 biggest stations in France
Station Access – Description

➢ Train Boarding Information
  ➢ Signals, Public-adress 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

Station Access
285 M€
TOCs Assistance

➢ 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
  ➢ Guaranteed Time Arrival Envelopes

TOCs Assistance
202 M€
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