# SNCF GARES & CONNEXIONS TRAVELER INFORMATION AT TRAIN STATIONS

BARCAMP 2018



#### **ABOUT SNCF GARES & CONNEXIONS**

☐ The SNCF service dedicated to the management of train stations patrimony, maintenance and operation.

SNCF Gares & Connexions also provides:

- → equitable basic attendance to every railways
- → services inside the train station for travelers
- ☐ 7 territorial Agencies who relay Gares & Connexions strategy
- → In charge of new railways transportation, and fitting outs of train stations.
- →Interlocutors of regional organizing authorities
- ☐ Each day:
- 15 000 train departures and 10 millions passengers in 3000 train stations





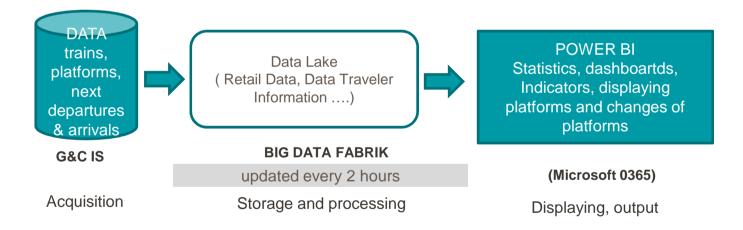


## INDICATORS ABOUT TRAVELER INFORMATION

□ SNCF initialized in 2017 a program to improve internal and passengers informations in case of disruptions	
☐ 4 main indicators defined:	
☐ fiability	(delays announced),
□ reactivity	(delaysd pisplayrd),
proactivity	(train plateform display)
□ coherence	(between different media)
☐ Tools for both stations teams and management:	
- For train station teams: detailed informations about trains to analyse potential recurrent problems and find solutions	
- For the management: global statistics to evaluate the quality of the prestation	
☐ 123 train stations involved and 6 months later 70 % of train stations have improved their ownn performance	
A concours organized by our departement: train stations teams compete to reach the best performance or the best progression	
	GARES & CONNEY CONS

### INDICATORS ABOUT TRAVELER INFORMATION

- ☐ Focus on **proactivity indicator** →: measure of the ability of stations to display:
  - train plateform 20 mn before departure. Statistics by train station, by railways.
  - Last plateform when a last minute change occurs
- □ Technical architecture :







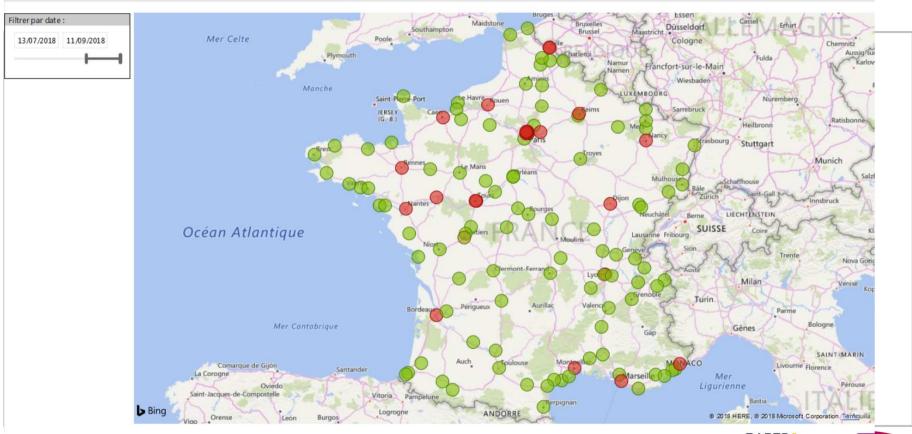


#### DATA IV : Qualité d'affichage des trains



Données disponibles du

dimanche 11 mars 2018 mardi 11 septembre 2018







#### ABONNEMENT RAPPORT AUTOMATIQUE





DATA IV
S'abonner aux e-mails





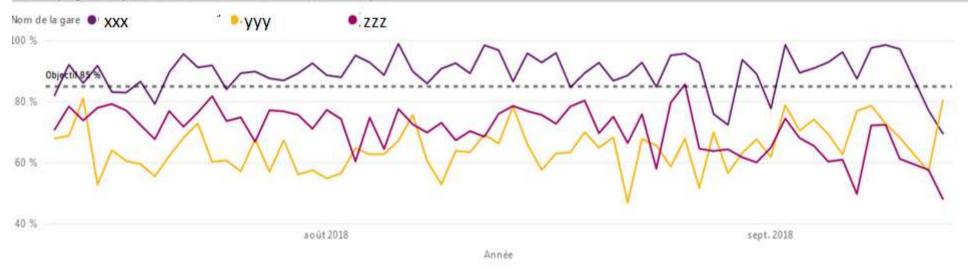
## Evolution de la performance d'affichage

Données disponibles du

mardi 13 mars 2018

jeudi 13 septembre 2018

Evolution par gare de la part des trains affichés à H-20 au moins (retards compris)





## INDICATORS ABOUT TRAVELER INFORMATION

AND WHAT ABOUT YOU?

