

ISO/TR 21245-1:2016-11 (E)

Railway applications - Rail project planning process - Part 1: Stakeholders and their needs/interests

Contents

Page

Foreword	vi
Introduction	vii
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Stakeholders and their needs/interests of rail projects	3
4.1 General	3
4.2 Administrative authorities	3
4.2.1 Safety compliance	3
4.2.2 Security compliance	3
4.2.3 Environmental compliance	3
4.2.4 Health protection compliance	3
4.2.5 Effect on national/regional/local economy	4
4.2.6 Financial resources/project cost/project funding	4
4.2.7 Environmental impact	4
4.2.8 Transport system coordination	4
4.3 Passengers	4
4.3.1 General	4
4.3.2 Safety	4
4.3.3 Security	5
4.3.4 Comfort	5
4.3.5 Accessibility	6
4.3.6 Service reliability/availability	6
4.3.7 Affordability of fare	6
4.3.8 Total time to destination	7
4.3.9 Vehicle design	7
4.3.10 Supplemental in-station/onboard services	7
4.4 Consignors	7
4.4.1 General	7
4.4.2 Transportation of goods	7
4.4.3 Safety and security	7
4.4.4 Reliability	8
4.4.5 Accessibility	8
4.4.6 Fare	8
4.4.7 Total time to destination	8
4.4.8 Added values	8
4.5 Owner of rolling stock	8
4.5.1 General	8
4.5.2 Return on investment (profit)	8
4.6 Owner of infrastructure	9
4.6.1 General	9
4.6.2 Return on investment (profit)	9
4.7 Managers of rolling stock	9
4.7.1 General	9
4.7.2 Safety	9
4.7.3 Profit	9

4.7.4	Life-cycle cost	9
4.7.5	Project funding	10
4.7.6	Charges/rents	10
4.7.7	Quality	10
4.7.8	Compliance	10
4.7.9	Time to place in service	10
4.7.10	Network connections between and within railways	10
4.7.11	Vehicle/network compatibility	10
4.7.12	Reliability, availability and maintainability	10
4.8	Managers of infrastructure	11
4.8.1	General	11
4.8.2	Safety	11
4.8.3	Profit	11
4.8.4	Life-cycle cost	11
4.8.5	Project funding	12
4.8.6	Charges/rents	12
4.8.7	Quality	12
4.8.8	Compliance	12
4.8.9	Time to place in service	12
4.8.10	Network connections between and within railways	12
4.8.11	Vehicle/network compatibility	12
4.8.12	Reliability, availability and maintainability	12
4.9	Railway undertakings	12
4.9.1	General	12
4.9.2	Operational safety	12
4.9.3	Cost of rail operation/operation cost	12
4.9.4	Budget for investment	13
4.9.5	Fare/subsidy	13
4.9.6	Energy	13
4.9.7	Transport capacity	13
4.9.8	Fare collection	13
4.9.9	Security	13
4.9.10	Transport capacity offer	13
4.9.11	Reliability of rolling stock and infrastructure	13
4.9.12	Availability of rolling stock and infrastructure	13
4.10	Infrastructure operators	13
4.10.1	General	13
4.10.2	Operational safety	14
4.10.3	Cost of rail operation/operation cost	14
4.10.4	Budget for investment	14
4.10.5	Fare/subsidy	14
4.10.6	Energy	14
4.10.7	Transport capacity	14
4.10.8	Fare collection	14
4.10.9	Security	14
4.10.10	Reliability of rolling stock and infrastructure	14
4.10.11	Availability of rolling stock and infrastructure	14
4.11	Construction/manufacturing contractors	15
4.11.1	General	15
4.11.2	Quality	15
4.11.3	Cost	15
4.11.4	Contract schedule/delay	15
4.11.5	Contract price	15
4.11.6	Procurement procedure	15
4.11.7	Selection and qualification of subcontractor	15
4.11.8	Compliance	16
4.11.9	Vehicle/network compatibility	16
4.11.10	Testing facility	16
4.11.11	Market demand	16
4.12	Persons/organizations engaged in related transport modes	16
4.12.1	General	16

4.12.2	Changes in demand induced by the project	16
4.12.3	Compatibility/interface management	16
4.13	Others	16
4.13.1	General	16
4.13.2	Safety and security	17
4.13.3	Quality of life	17
4.13.4	Eventuality of forced removal	17
Bibliography		18