

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

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

---

<b>Contents</b>		<b>Page</b>
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	Signors .....	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
	<b>Bibliography .....</b>	<b>18</b>