

FGC hosts another meeting of the International Suburban Rail Benchmarking Group

- **ISBeRG brings together fifteen rail operators from around the world who have been specially selected by Imperial College London**
- **Imperial College measures and compares the features, service, management and performance of these operators to seek synergies and constant improvement**

From 9th to 11th November Ferrocarrils de la Generalitat de Catalunya (FGC) is hosting another meeting of the International Suburban Rail Benchmarking Group (ISBeRG). The general manager, Pere Calvet, welcomed the representatives of top rail operators from around the world. Operators from Melbourne, Queensland, London, Tokyo, Munich, Oslo, San Francisco, Hong Kong, New York, Sydney, Copenhagen and Cape Town took part in the sessions.



The general manager of FGC, Pere Calvet, welcomed those present.

ISBeRG brings together fifteen suburban rail operators from around the world, specially selected on the basis of quality standards set by Imperial College London, both public and private. Imperial College measures and compares the

features, service, management and performance of these operators, who share data within a framework of confidentiality and expertise.

Over these days the participants in the meeting are taking the chance to visit different FGC facilities including the Integrated Control Centre in Rubí, the workshops, the driving simulators, the new stations on the Terrassa extension, the Espai Provença and the corporate offices.

The have also been able to find out about the company's history, in particular aspects of the commemoration of the centenary of the Sarrià – Les Planes line, which represented an important milestone in links between Barcelona and the Vallès Occidental area.

In-depth consideration of six aspects every year

As well as the annual analysis of over 150 Key Performance Indicators or KPIs, every year six matters are chosen, and data and good practices are shared in these areas in order to conduct a more in-depth analysis.

During the Barcelona meeting matters relating to video surveillance, driver productivity and passing signals are to be discussed, among others. Moreover, six topics will be decided on for discussion in greater detail in 2017.

This pooling of good practices and indicators forms part of the ongoing efforts of FGC to maintain and improve the excellence in its services and efficient management that characterise it and place it as one of the most highly-regarded suburban rail transport services in the world.

11th November 2016