An innovative and integrated approach for technical and human resources management: the NTV case

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12th July 2012, Rolling Stock 3 – Fleet Management and Maintenance
Nuovo Trasporto Viaggiatori

- First private High Speed railway operator in the European Union.
- Overall employment generated: 2,000 jobs.
- Service offered: 50 trains/day, 12 million trains-km/year.
- Demand on Italo by 2014: 8 million passengers.
- Market share by 2014: 25%.
- In service from April 2012:
  - 480 services operated (10th June);
  - 150,000 passengers carried (10th June);
Company mission and approach

NTV targets:

- Guarantee the operation of commercial services with the highest quality standards.
- Keep the costs under control, in particular all those related to the operation.

Organization and processes have to be SAFE, LIGHT and TOTALLY INTEGRATED
Light organization and processes

Operational resources optimized based on the amount and typology of commercial services to be operated.

Centralized coordination and management of the operation, with the support of advanced and customized IT systems.

Full outsourcing of the activities.
## Integrated organization and processes

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<th>SUPPLIERS</th>
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NTV fleet

- 25 AGV Alstom HS trainsets
- ~ 25 mln euro per trainset

TECHNICAL FEATURES

- Type: Articulated trainset
- Composition: 11 vehicles/12 bogies
- Length: 201 m
- Traction: Distributed
- Power: 3 kV dc + 25 kV ac
- Maximum speed
  - 250 km/h (3 kV dc)
  - 300 km/h (25 kV ac)

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Fleet management

Guarantee the availability of the **RIGHT TRAIN**, in the **RIGHT PLACE**, at the **RIGHT TIME**, maintained, cleaned and refilled for a commercial service.

**ORGANIZATION**

**MAINTENANCE**
- Full Service Agreement with Alstom
- Global availability SLA fixed (safety, performance and comfort)

**CLEANING AND TECHNICAL REFILLING**
- Full Service Agreement with Manutencoop

**COMMERCIAL REFILLING**
- Full Service Agreement with Avirail

**LOGISTIC**

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Fleet management - Main tasks

- Fleet operation planning
- Fleet operation monitoring and management

- 24h fleet state monitoring
- Fault management during the operation

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Fleet management - Integration

Control Room

Crew Management

Operation

Maintenance, Cleaning and Refilling

Fleet Management

Maintenance Plant

Recovery Plants

Driver/Train Manager

Help Desk

Control Room

ALSTOM

FLEET MANAGEMENT

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Fleet management – IT systems

Train Service Leg
Empty Repositioning
Shunting
Maintenance Activity
Cleaning Activity
Turnaround Activity
Boarding
Unboarding
Reserve
Fleet management – IT systems

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...Thank you for your kind attention