



BSI Standards Publication

Railway applications — Rail project planning process

Part 1: Stakeholders and their needs/interests

National foreword

This Published Document is the UK implementation of ISO/TR 21245-1:2016.

The UK participation in its preparation was entrusted to Technical Committee RAE/1, Railway Applications.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2016.
Published by BSI Standards Limited 2016

ISBN 978 0 580 92583 2
ICS 45.020

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 December 2016.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

TECHNICAL
REPORT

ISO/TR
21245-1

First edition
2016-11-15

**Railway applications — Rail project
planning process —**

**Part 1:
Stakeholders and their needs/
interests**

*Applications ferroviaires — Processus de planification de projets
ferroviaires —*

Partie 1: Partie prenantes et leurs besoins/intérêts



Reference number
ISO/TR 21245-1:2016(E)

© ISO 2016



COPYRIGHT PROTECTED DOCUMENT

© ISO 2016. Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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

Currently in preview, click buy full version

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2. www.iso.org/directives

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received. www.iso.org/patents

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is ISO/TC 269, *Railway applications*.

Introduction

Railway represents an efficient transport mode to overcome societal and environmental issues, such as economic growth, road traffic congestion, pollutant emission reduction, accessibility, and so on. Therefore, rail projects can provide great benefits for people all over the world. However, desired outcomes cannot always be gained, since all rail projects are influenced by many external factors and conditions as well as by stakeholder's expectations. It therefore takes time and there are costs involved in identifying conditions and translating stakeholder's expectations into specifications and requirements.

Expectations and conditions can be both the same or they can differ among projects. These expectations and conditions are identified, analysed, prioritized and taken into account while advancing the project. If not, the project may not produce the expected benefits and results in a waste of time and money. In order to avoid such a waste, these factors are generalized and standardized as much as possible.

By better identifying stakeholders, taking into account their needs as well as external conditions, project planning can be optimised. The project's management will then proceed more smoothly after the planning stage, with expected benefits on costs, quality and delivery.

It is expected that this series of documents will be useful to contracting entities for:

- identifying and prioritizing needs, interests and conditions;
- assuring the coverage of all relevant regional and environmental conditions;
- advancing technical and financial optimization of a project.

In addition, this series of documents will be useful to suppliers for:

- preparing an optimum proposal;
- minimizing time and cost in the planning stage; and
- clarifying their role and related responsibility in justifying the plan of a project to the relevant contracting entity.

Therefore, both clients and suppliers will be able to promote rail projects smoothly while contributing to rail development. This series of Technical Reports will be developed as two provisional groups:

- Part 1 Stakeholders and their needs/interests; and
- Part 2 Conditions.

Pending approval of ISO/TC 269, additional standards will be developed using those reports, addressing correlation, interaction and causality.

Currently in preview, click buy full version

Railway applications — Rail project planning process —

Part 1: Stakeholders and their needs/interests

1 Scope

This document aims to identify typical stakeholders of rail projects and their generic needs/interests and does not interfere with existing national and local laws, legal requirements and regulations. It covers only the planning stage of rail projects and does not cover the execution stage. Any type of rail project is included (building a new line, retrofitting or upgrading existing lines or changes of operation or maintenance). In this document, needs/interests of stakeholders are dealt with as issues, which are subject to modification or change by all stakeholders concerned in the project.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply. ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

construction

erection of railway-related facilities excluding vehicles

3.2

contracting entity

entity, whether public or private, which orders the design and/or construction or the retrofitting or upgrading system/articles related to railway

3.3

feasibility study

study to identify and analyse a problem and its potential solutions to determine their viability, costs, and benefits

[SOURCE: ISO/IEC 2382-20:1990 (EN), 20.02.02]

3.4

life-cycle

consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to final disposal

[SOURCE: ISO 14025:2006 (EN), 3.20]

3.5

manufacturing

production of railway vehicles and railway-related products