



Metro and Rail Station Operations Management Course: Passenger Flow, Fare Gates and Platform Safety

26 – 30 April 2027

London - Central London four-star



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Introduction:

Metro and rail station operations management, covering passenger flow, fare gates and platform safety, is a 1-week course for station managers, shift supervisors and customer-service leads that ends with a Station Operating Plan for a case station. New metro and intercity stations open with crowded concourses, queues at fare gates, unclear staffing levels and evacuation procedures that have never been tested against real passenger volumes. Nominees already run station shifts, gate lines or passenger service teams and work through station layouts, gate data and incident logs. CoreConcept Training Center delivers this metro and rail station operations management course.

Course Objectives:

- Prepare a station operating plan that sets opening procedures, zones, duty posts and handover routines for a metro or intercity station
- Assess concourse, stair, escalator and platform capacity with Fruin level of service and passenger flow counts and set crowd control triggers
- Run fare gate lines, ticket vending machines and ticket office exceptions so that passengers pass the paid area boundary without delay or revenue loss
- Control platform-train interface hazards including gaps, platform screen door entrapment, overcrowded platforms and dispatch checks
- Build station staffing rosters, assisted travel arrangements and accessibility checks matched to hourly passenger demand
- Lead station incident response, evacuation and recovery and report station performance through a station KPI set

Target Audience:

- Managers responsible for one or more metro, light rail or intercity stations and their daily performance
 - Shift supervisors who allocate duty posts, open and close stations and handle incidents on the ground
 - Customer-service leads responsible for passenger assistance, information and complaints at stations
 - Revenue and fare gate teams responsible for gate lines, ticket machines and ticketing exceptions
 - Station safety and operational readiness teams preparing new stations for opening
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Course Outline:

Day 1: Station Operating Context, Roles and Current-State Station Review

- Station Types Compared From Underground Metro to Intercity Terminal
- Station Operating Plan Structure, Zones and Duty Post Map
- Paid and Unpaid Area Boundaries on a Station Layout
- Station Opening, Closing and Shift Handover Checklists
- Station Walkthrough Scorecard for a Current-State Review

Day 2: Passenger Flow, Fruin Level of Service and Crowd Planning Models

- Fruin Level of Service Bands for Walkways and Stairs
- Passenger Flow Counts Through Entrances, Gates and Escalators
- Queuing Area Sizing at Ticket Machines and Gate Lines
- Crowd Control Triggers, Stanchions and Inflow Metering Steps
- Event Day and Peak Surge Passenger Flow Planning

Day 3: Fare Gates, Station Staffing and Accessible Passenger Service

- Automated Fare Collection Tiers From Fare Media to Back Office
- Fare Gate Line Throughput, Wide Aisle Gates and Gate Alarms
- Ticketing Exceptions Handling Invalid Cards, Overrides and Refunds
- Station Staffing Rosters Matched to Hourly Passenger Demand
- Step-Free Access, Tactile Paving and Assisted Travel Bookings

Day 4: Platform-Train Interface Safety, Station Incidents and Evacuation

- Platform-Train Interface Hazards Including Gaps and Overcrowded Edges
- Platform Screen Door Faults, Entrapment Checks and Manual Release
- Station Incident Categories From Lost Child to Fire Alarm
- Station Evacuation Routes, Assembly Points and Fire Warden Roles
- Station Closure, Passenger Diversion and Service Restart Steps

Day 5: Case Study Work and the Station Operating Plan

- Case Station Layout and Flow Bottleneck Diagnosis
 - Case Gate Line Data and Ticketing Exception Review
 - Case Staffing Roster and Accessibility Gap Assessment
 - Station KPI Dashboard With Crowding, Gate and Incident Measures
 - Station Operating Plan Completion and Peer Review
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Skills You Will Gain:

- Station Zone Planning
- Passenger Flow Measurement
- Crowd Control Triggering
- Fare Gate Line Management
- Duty Roster Design
- Assisted Travel Coordination
- Platform Dispatch Safety
- Station Evacuation Command

Why Attend This Course:

- Deliver a Station Operating Plan for a case station to the station operations head and the customer-service manager for approval
- Decide when to meter inflow, open extra gates, redeploy staff or close a platform using flow and crowding evidence
- Avoid gate queues, platform crowding, entrapment incidents and slow evacuations that harm passengers and delay service
- Brief shift teams with duty post maps, gate exception guides, accessibility checklists and evacuation cards

Conclusion:

Back at work, the participant presents the Station Operating Plan to the station operations head, the customer-service manager and the safety lead. They use it to approve duty post maps, crowd control triggers, gate line settings, staffing rosters and the station evacuation procedure before opening or before the next peak season. After the first month of operation under the plan, or after the first drill, the unit should review crowding levels, gate queue times, assisted travel requests, incident response times and any near misses at the platform edge.

Frequently Asked Questions FAQ:

What should participants know before a metro and rail station operations management course?

Participants should already supervise station shifts, gate lines or passenger service at a metro, light rail or intercity station, or be preparing a new station for opening. Bringing a station layout or recent passenger count helps apply the case work.

How does metro and rail station operations management differ from railway line operations training?

It concentrates on what happens inside the station: passenger flow, fare gates, staffing, accessibility, platform safety and evacuation. Line operations courses cover timetables, signalling, train control and fleet maintenance, which this course treats only as inputs to the station.

Why does metro and rail station operations management use Fruin level of service?

Fruin level of service turns space per passenger and flow per metre of width into bands that show when a stair, walkway or queue becomes uncomfortable or unsafe. Stations use those bands to size areas and set crowd control triggers.

What do participants take back from the metro and rail station operations management course?

Participants take back a Station Operating Plan for a case station, with a duty post map, crowd control triggers, gate exception guide, staffing roster, accessibility checklist, evacuation procedure and station KPI dashboard they can adapt to their own stations.