MERCURY

Incident Management & Service Recovery in Transport Operations

15 – 19 August 2027
Doha (Qatar)



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Introduction

Transport systems operate in dynamic environments where disruptions, delays, and operational incidents can affect passenger safety, service continuity, and organizational reputation. The Incident Management & Service Recovery in Transport Operations course provides professionals with a structured framework for responding effectively to operational disruptions and restoring services quickly. It focuses on incident management strategies, transport disruption management, emergency response coordination, and passenger service recovery processes. Participants explore operational resilience practices that help transport organizations maintain service continuity during unexpected events. The program also examines communication protocols, decision-making strategies, and recovery planning that minimize passenger inconvenience. Participants understand how to strengthen transport incident response systems and improve service recovery performance.

Targeted Groups

This Incident Management & Service Recovery in Transport Operations training targets professionals seeking knowledge and skills:

- Transport operations managers.
- Public transport service supervisors.
- Railway and metro operations coordinators.
- Bus fleet and dispatch supervisors.
- Airport and airline ground operations staff.
- Emergency response coordinators in transport systems.
- Customer service managers in transport organizations.
- Transport planners are responsible for operational continuity.

Course Objectives

Participants will achieve the following objectives by completing the Incident Management & Service Recovery in Transport Operations course:

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- Understand the principles of transport incident management.
- Identify operational risks that cause transport disruptions.
- Apply structured disruption management procedures.
- Coordinate emergency response actions in transport environments.
- Implement service recovery strategies to quickly restore passenger services.
- Strengthen passenger communication during delays or incidents.
- Analyze operational incidents to determine root causes.
- Improve decision-making under operational pressure.
- Develop contingency plans for transport operations disruptions.
- Enhance passenger satisfaction through effective service recovery practices.
- Integrate resilience strategies into transport operations management.
- Support coordinated response between operational teams and authorities.

Targeted Competencies

Participants will gain the following competencies during the Incident Management & Service Recovery in Transport Operations program:

- Managing operational incidents in transport networks.
- Coordinating disruption response across transport departments.
- Implementing passenger service recovery procedures.
- Applying emergency response coordination frameworks.
- Assessing operational risks in transport systems.
- Communicating effectively during service disruptions.
- Designing transport incident response plans.
- Improving operational resilience strategies.
- Evaluating incident response performance.
- Supporting safe and efficient service restoration.

Studying Scenarios

In this Incident Management & Service Recovery in Transport Operations training, participants develop skills through the following scenarios:

- Managing major service disruption in a metropolitan transport network.
- Coordinating emergency response after an operational incident.
- Restoring passenger services during large-scale transport delays.
- Communicating with passengers during operational disruptions.
- Managing the transport control center's response to unexpected incidents.
- Evaluating recovery strategies following service interruptions.

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Course Content

Unit 1: Foundations of Transport Incident Management

- Understanding incident management in transport operations.
- Types of operational disruptions affecting transport systems.
- Common causes of service interruptions in public transport.
- Principles of rapid incident response in transport networks.
- Roles of operations control centers during incidents.
- Decision-making processes during operational disruptions.
- Incident classification and severity levels.

Unit 2: Disruption Management in Transport Operations

- Identifying operational disruptions in transport systems.
- Planning disruption management procedures.
- Coordinating operational teams during service interruptions.
- Managing transport delays and service diversions.
- Controlling passenger flow during disruptions.
- Maintaining service continuity in high-demand transport routes.
- Implementing disruption communication strategies.

Unit 3: Emergency Response in Transport Incidents

- Emergency response planning for transport operations.
- Coordination between transport operators and emergency services.
- Managing safety risks during transport incidents.
- Incident command structures in transport systems.
- Passenger evacuation planning and procedures.
- Communication protocols during emergencies.
- Ensuring safety compliance during incident response.

Unit 4: Passenger Service Recovery Strategies

- Understanding service recovery in transport operations.
- Passenger communication during service disruptions.
- Managing passenger expectations during delays.
- Providing alternative transport solutions during incidents.
- Compensation and customer service recovery approaches.
- Maintaining passenger satisfaction during disruptions.
- Building trust through transparent communication.

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Unit 5: Operational Resilience and Incident Improvement

- Developing operational resilience in transport networks.
- Risk assessment for transport service continuity.
- Post-incident review and operational learning.
- Improving incident response plans through analysis.
- Strengthening transport system recovery strategies.
- Implementing continuous improvement in incident management.
- Enhancing coordination between operational departments.

Final Insights & Key Takeaways

Effective incident management and service recovery help transport organizations maintain safe, reliable operations during disruptions. Strong operational resilience and structured response strategies significantly improve passenger experience and transport system reliability.