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A systematic overview of explicit and implicit tasks of train drivers and train attendants

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Progress in automation and digitalisation has a significant impact on the tasks of railway staff. In particular, the roles of train operators and on-board staff will change drastically at grades of automation 3 and 4. We argue, that technical considerations regarding the automation potential of processes must be preceded by a targeted examination of the current tasks of drivers and train attendants. Therefore, in this study a comprehensive survey and systematisation of both explicit and implicit tasks, i.e. tasks that are not explicitly documented but arise, for example, from (role) expectations of passengers, was carried out in three steps: 1) a comprehensive literature review, 2) a social media analysis and 3) a workshop with both train drivers and train attendants. In this way, we collected a total of 253 tasks for drivers and attendants and categorised them in a catalogue. Our poster aims to discuss the structure of the catalogue and the tasks identified, with a focus on implicit tasks.