



Economic Commission for Europe**Inland Transport Committee****Working Party on Rail Transport****Group of Experts on International Railway Passenger Hubs****Fourth session**

Geneva, 5–7 September 2022

Item 4 of the provisional agenda

Identification of the technical and service parameters necessary for the definition of an international railway passenger hub**Guidance note on the application of the requirements relating to technical parameters in Hubs****Submitted by the secretariat****I. Introduction**

1. This document has been prepared in support of the application of the parameters set out in document ECE/TRANS/SC.2/HUBS/2022/9. This guidance note is a first step in explaining the likely manner in which the technical parameters could be applied on the ground. As a guidance note, it is not a binding component of the (European Agreement on the Main Lines of International Importance (AGC) but can assist member States in understanding how to apply the provisions in the AGC.

2. This document sets out the same categories as those identified in document ECE/TRANS/SC.2/HUBS/2022/9. Guidance in the chapter below is not yet provided for all categories.

II. Key parameters for international railway passenger hubs**A. Passenger facing station facilities****1. Waiting areas**

3. To be inserted.

2. Toilets

4. In setting a minimum number of toilets in Hubs member States may wish to define minimum cleanliness requirements.

3. Ticketing facilities

5. What form ticketing facilities should take within Hubs depends greatly on the local market and its requirements. Although many member States and operators are moving towards almost complete digital ticketing there is likely to remain a need for physical ticketing in Hubs in the long-term. Therefore, member States may wish to implement this aspect by requiring that ticket offices or ticketing machines are available in stations. While international rail passenger transport is less spontaneous, and last minute, in terms of ticket acquisition when compared to shorter distance journeys, there does remain a need to service passengers who need to change their tickets or who go to stations to buy their tickets for journeys at future dates.

6. Member States may also consider how to allow for the sale of tickets of multiple operators in Hubs.

4. Information service

7. In providing information services, member States may wish to consider how to provide this information for passengers of different railway operators. Given limited Hubs space, it would seem appropriate that this is integrated into a single service provider.

8. Common pictograms and format for the access of information and station services could be considered along the lines of those proposed by UIC.

5. Assistance to passengers with reduced mobility (PRM) for boarding and leaving the train

9. Waiting areas to support PRM may need to be identified to support this service.

6. Wireless connectivity

10. The type of wireless connectivity to use will be for member States to define.

7. Safety and security

11. To be inserted.

8. Customs, passport and border controls

12. To be inserted.

9. Premium services

13. Premium services for passengers could include: a reserved lounge for some passengers, fast track lines for ticket or other checks.

10. Commercial services (restaurants, etc.)

14. To be inserted.

B. Connectivity and accessibility for passengers**1. Connection to local public transport**

15. To be inserted.

2. Taxi

16. To be inserted.

3. Private transport parking

17. To be inserted.

4. Airport/port connections

18. To be inserted.

C. Necessary infrastructure for railway operators

1. Access to a maintenance depot

19. To be inserted.

2. Rolling stock stabling facilities

20. To be inserted.

3. Additional ancillary services

21. To be inserted.

4. Number of tracks and platforms for international passenger services

22. To be inserted.
