Passenger information in other transport sectors

Note by the secretariat

Introduction

1. At the fourth session of the Group of Experts on International Railway Passenger Hubs, experts noted the importance of having a complete understanding of the manner in which information is communicated to passengers. As such, at the fifth session, the secretariat presented a document providing information on different types of pictograms in railway stations but also in airports and ports.

2. Following the requests from the experts, the secretariat has prepared a document that demonstrates which actions have been taken so far to harmonize pictograms in different transport hubs to facilitate delivery of information to passengers. There has been limited effort shown in railway sectors, however more efforts toward harmonization are shown in other transport sectors, including aviation, maritime, road and inland water transport.

3. The Annexes to this document provide examples of pictograms guidelines that are used in different modes of transport. This may further aid in the identification of possible solutions for International Railway Passenger Hubs. This document should be viewed in conjunction with the examples that are contained in the UIC document: International Railway Solution (IRS) 10181 describing user information in railway stations reproduced in informal document 2 (2021) for the first session of the Group of Experts and described in more detail below. For the purpose of this document the description of the individual pictograms in the annexes have only been provided in English.

Inland Water Transport

4. The UNECE Resolution No. 90 “European Code for Signs and Signals on Inland Waterways” regulates the signs for the navigation on the European inland waterway network, defining the shape, colour, size, and positioning requirements. These signs are mandatory where the Resolution is being applied, but in exceptional cases, additional marks may be used.
5. There are no specific internationally harmonized passenger information signs in inland water transport other than directly related to safety on-board. In this case, general transport information signs could be applied. The safety signs that are used on-board are included in Annex I of this document.

Road

6. In the context of the 1968 Convention on Road Signs and Signals, road signs have to follow a defined system (categories, shapes, colours, symbols). The road signs use the same symbols for a number of actions and users including pedestrians, cycling, and how arrows are to be displayed. The Convention prescribes the symbols but allows Contracting Parties to modify them when they believe it is necessary, but without altering their “essential characteristics”. The symbols are designed to minimise the need for the use of words, to ensure everyone, for example those who do not speak local language or who cannot read, can understand the information.

Aviation and Maritime

7. The International Civil Aviation Organization (ICAO) and the International Maritime Organization (IMO) jointly published the “International Signs to Provide guidance to Persons at Airports and marine Terminals” (Doc 9636). The document includes visual signs and symbols that can be used at international airports and marine terminals. In addition to this, the ICAO website, provides examples of best practices in providing passenger information including those from the Federal Aviation Administration (FAA) Advisory Circular 150 5360-12F on Airport Signing and Graphics. This FAA Circular provides a set of rules on how to structure the signing system, including colour, visibility, format, lighting, and hierarchy to deliver effective and clear information. Multilingual messaging for the signs including text is highly recommended. Additional indications on how to design wayfinding information for passengers are also included to facilitate access for visually impaired passengers. Examples of these signs are attached in Annex II of this document.

8. The IMO Resolution A.1116(30) “Escape route signs and equipment location markings” provides a wide list of safety signs to use in case of need by passengers and emergency personnel. The signs included in the resolution are attached in the Annex III of this document.

Railway transport

9. There are no international conventions on passenger information signs specific to railway stations, but UIC and its members are working on facilitating the harmonization. The UIC document International Railway Solution (IRS) 10181 “User Information in Railway Stations” (Informal document 2 (2021) for this Group of Experts) is intended to give instructions for railway stations, particularly on how to provide clear information to passengers through an efficient wayfinding system design. These provisions would make the information system understandable by all passengers. The UIC document includes references to international standards in assuring accessibility to passengers with disabilities and impaired mobility. A wide list of pictograms and signs is attached in the appendix A of that document.

International Organization for Standardization (ISO)

10. The International Organization for Standardization (ISO) has developed different standards, regulating information signs and symbols. The most relevant are ISO 3864 “Graphical Symbols - Safety colours and safety signs”; ISO 7001 “Graphical Symbols - Registered public information symbols”; ISO 7010 “Graphical symbols - Safety colours and safety signs - Registered safety signs” and “ISO 22727 Graphical symbols - Creation and design of public information symbols - Requirements”. These standards are intended to harmonize the visual communication system assuring the clarity of information. Note that these standards are related to the general design of graphical symbols, and not specifically

intended for the transport sector. It is important to note that many of the ISO pictograms are frequently used also in the transport sector.

**Final remarks**

11. It is clear that although there are many different examples in different transport sector, and that UIC has done extensive work in this area, there is no common standard available to date on passenger information in railway stations or hubs. Member States may wish to consider whether this is something that needs further attention within the scope of the Inland Transport Committee.
### Annex I

#### Safety signs in Inland Water Transport

<table>
<thead>
<tr>
<th>Figure</th>
<th>Sign Description</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No entry for unauthorized persons</td>
<td>Red/white/black</td>
</tr>
<tr>
<td>2</td>
<td>No naked flame and smoking prohibited</td>
<td>Red/white/black</td>
</tr>
<tr>
<td>3</td>
<td>Fire extinguisher</td>
<td>Red/white</td>
</tr>
<tr>
<td>4</td>
<td>General danger warning</td>
<td>Black/yellow</td>
</tr>
<tr>
<td>5</td>
<td>Collapsible hose</td>
<td>Red/white</td>
</tr>
<tr>
<td>6</td>
<td>Firefighting installation</td>
<td>Red/white</td>
</tr>
<tr>
<td>7</td>
<td>Wear acoustic protector device</td>
<td>Blue/white</td>
</tr>
<tr>
<td>8</td>
<td>First aid kit</td>
<td>Green/white</td>
</tr>
<tr>
<td>9</td>
<td>Quick closing valve on the tank</td>
<td>Brown/white</td>
</tr>
<tr>
<td>Figure 10</td>
<td>Wear the jacket</td>
<td>Colour: blue/white</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Figure 11</td>
<td>LNG warning</td>
<td>Colour: black/yellow</td>
</tr>
<tr>
<td>Figure 12</td>
<td>Automated external defibrillator</td>
<td>Colour: white/green</td>
</tr>
</tbody>
</table>
Annex II

Signs as defined in Federal Aviation Administration Advisory Circular 150 5360-12F on Airport Signing and Graphics

Figure 5-4. Current aviation symbol standards
Figure 5-4. Current aviation symbol standards (continued)
Annex III

Escape route, Emergency and Prohibition signs used in Maritime transport

<table>
<thead>
<tr>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean of Escape Sign</td>
<td>Emergency Equipment Sign</td>
<td>Lifesaving Sign</td>
<td>Firefighting Equipment Sign</td>
<td>Prohibition Sign</td>
<td>Warning Sign</td>
<td>Mandatory Sign</td>
</tr>
</tbody>
</table>

- EES001 (ISO 7010-2:2000) First Aid
- LSS001 (ISO 10063:1983) Lifesaving station
- FES001 (ISO 7010-4:1994) Fire extinguisher
- PSS001 (ISO 7010-6:2002) General prohibition
- WSS001 (ISO 7010-2:2000) General warning
- MSS001 (ISO 7010-6:2002) General Mandatory action

- LSS002 (ISO 10063-1:1983) Lifeboat
- FES002 (ISO 7010-5:1992) Fire hose reel
- PSS002 (ISO 7010-6:2002) No smoking

- EES003 (ISO 7010-6:2002) Emergency exit
- LSS003 (ISO 10063-1:1983) Lifesheet
- FES003 (ISO 7010-5:1992) Collection of firefighting equipment
- PSS003 (ISO 7010-6:2002) No open flame, fire or ignition source
- WSS003 (ISO 7010-2:2000) Warning: Radioactive material or ionizing radiation

- EES004 (ISO 7010-6:2002) Emergency exit
- LSS004 (ISO 10063-1:1983) Lifesheet
- FES004 (ISO 7010-5:1992) Fire alarm
- PSS004 (ISO 7010-6:2002) No through traffic

- EES005 (ISO 7010-6:2002) Emergency exit
- LSS005 (ISO 10063-1:1983) Lifesheet
- FES005 (ISO 7010-5:1992) Fire extinguishing battery
- PSS005 (ISO 7010-6:2002) Do not use nicotine

- LSS006 (ISO 10063-1:1983) Lifesheet
- FES006 (ISO 7010-5:1992) No smoking
- PSS006 (ISO 7010-6:2002) Do not touch

---

<table>
<thead>
<tr>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean of Escape Sign</td>
<td>Emergency Equipment Sign</td>
<td>Lifesaving Sign</td>
<td>Firefighting Equipment Sign</td>
<td>Prohibition Sign</td>
<td>Warning Sign</td>
<td>Mandatory Sign</td>
</tr>
</tbody>
</table>

- EES007 (ISO 7010-6:2002) Oxygen cylinder
- LSS007 (ISO 10063-1:1983) Lifebuoy with light
- FES007 (ISO 7010-6:2002) Portable firefighting equipment
- PSS007 (ISO 7010-6:2002) No access for people with abnormal heartbeat or cardiac disease

- EES008 (ISO 7010-6:2002) Emergency exit
- LSS008 (ISO 10063-1:1983) Lifesheet
- FES008 (ISO 7010-6:2002) Fire extinguisher
- PSS008 (ISO 7010-6:2002) No metallic parts or watches

- EES009 (ISO 7010-6:2002) Emergency exit
- LSS009 (ISO 10063-1:1983) Lifesheet
- FES009 (ISO 7010-6:2002) Fire extinguishing appliance
- PSS009 (ISO 7010-6:2002) Do not touch
- MSS009 (ISO 7010-6:2002) Warning: Biological

- EES010 (ISO 7010-6:2002) Emergency exit
- LSS010 (ISO 10063-1:1983) Lifesheet
- FES010 (ISO 7010-6:2002) Fire extinguishing appliance
- PSS010 (ISO 7010-6:2002) Do not touch

- EES011 (ISO 7010-6:2002) Emergency exit
- LSS011 (ISO 10063-1:1983) Lifesheet
- FES011 (ISO 7010-6:2002) Child’s lifejacket
- PSS011 (ISO 7010-6:2002) Do not remove mobile phones

- EES012 (ISO 7010-6:2002) Emergency exit
- LSS012 (ISO 10063-1:1983) Lifesheet
- FES012 (ISO 7010-6:2002) Fire extinguisher
- PSS012 (ISO 7010-6:2002) No excess for people with metallic implants

- LSS013 (ISO 10063-1:1983) Lifesheet
- FES013 (ISO 7010-6:2002) Fire extinguisher
- PSS013 (ISO 7010-6:2002) No reaching
<table>
<thead>
<tr>
<th>Category</th>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>MES</th>
<th>EES</th>
<th>LSS</th>
<th>FES</th>
<th>PSS</th>
<th>WSS</th>
<th>MSS</th>
</tr>
</thead>
</table>