

# Group of Experts on Passenger information in stations and hubs

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Working Party on Rail Transport  
Geneva | 13 November 2024



**UNECE**



# Terms of Reference

**Adopted at the 86<sup>th</sup> session of the ITC for this Group of Experts to –**

- Identify best practices in the provision of passenger information in railway stations and hubs
- Develop a framework of common requirements for passenger information
- Proposed a way forward in the form of a report to SC.2 for consideration

# Annex 4 of AGC – Key parameters for int'l railway passenger hubs

Passenger facing station facilities

Connectivity and accessibility for international passengers

Necessary infrastructure for railway operators

# Annex 4 of AGC – Key parameters for int'l railway passenger hubs

## Passenger facing station facilities

- Personal safety and security
- Waiting areas
- Toilets
- Ticketing facilities
- Information service
- Assistance to PRM
- Wireless connectivity
- Non-essential premium services
- Commercial service (restaurants, etc.)
- Drinking water

## Connectivity and accessibility for international passengers

- Connection to urban public transport
- Taxi
- Private transport parking
- Airport/ port connections

## Necessary infrastructure for railway operators

- Access to a maintenance depot
- Rolling stock stabling facilities
- Additional ancillary services
- No. of tracks/platforms for international passenger services
- Customs, passport and border controls

# Potential aspects to be considered for the framework of common requirements



Wayfinding in stations and hubs



Provision of train and related travel information



Other Aspects

# Wayfinding



Visual



Auditory



Tactile Cue

# Wayfinding



**Visual**



Auditory



Tactile Cue

**Colour contrast**

**Typography**

**Pictograms**

**Layout**

**Languages**

# Wayfinding



Visual



**Auditory**



Tactile Cue

**Intelligibility  
Usage**



# Wayfinding



Visual



Auditory

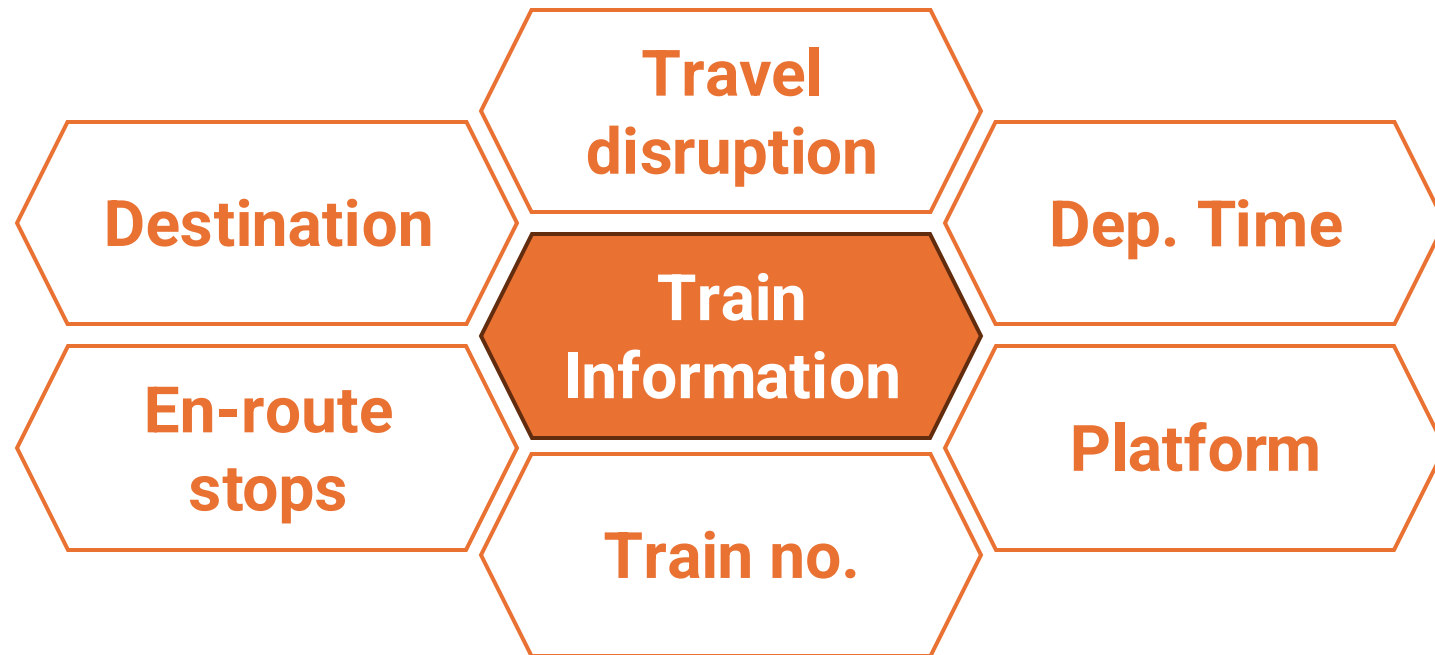
Tactile cue is crucial for passengers with visual impairments. They could be used to provide:

- Functional information
- Call for aid
- Warnings indicating a danger area

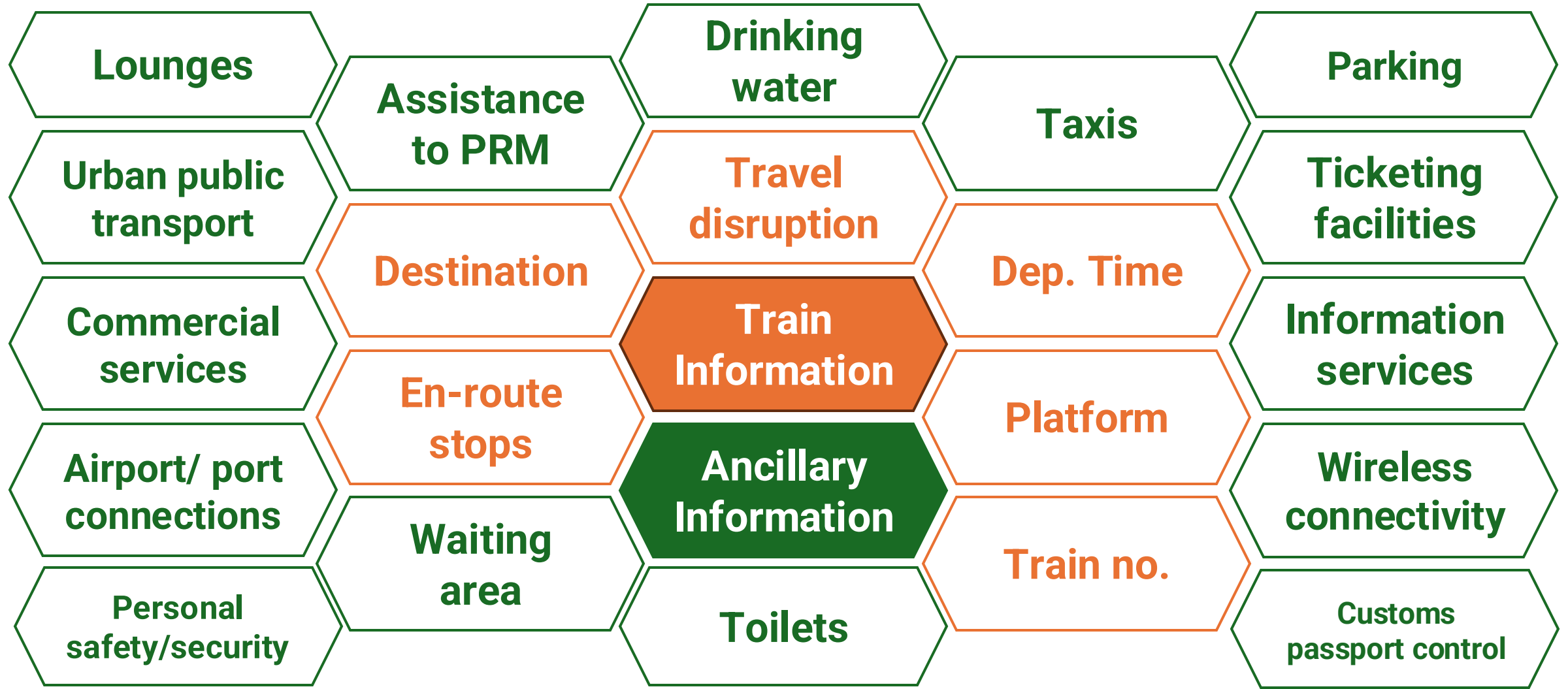


**Tactile Cue**

# Provision of train and related travel information



# Provision of train and related travel information



# Provision of train and related travel information



**Integration with Mobile App?**

# Provision of train and related travel information



## Spatial planning

Strategical placement of info board

Staffed information booths or kiosk

# Provision of train and related travel information

Inclusiveness and accessibility to persons with reduced mobility or sensory impairments

Barrier free access to ticket sales counters/ kiosks and info desk

Audio guide

# Summary

## Visual

- Colour contrast
- Typography
- Pictograms
- Layout
- Languages

## Audio

- Intelligibility
- Usage

## Tactile cue

- Usage

## Train information

- Destination and en-route stops
- Platform information
- Departure times
- Service disruption information

## Ancillary information

- Passenger facing station facilities
- Connectivity and accessibility for international passengers

## Spatial planning

## Inclusiveness and accessibility

## What Else?

# Way Forward

Scope of applicability should be railway passenger hubs of international importance (as defined in the AGC)

Focus, for the moment, on recommendations rather than formal resolutions or regulations, thereby allowing them to be used across the world

Recommendations based on the sections included in Annex 4 of the AGC

Discussion on manual/ plan of action on the provision of passenger information in stations and hubs





# Thank you

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