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Working Party on Rail Transport**Group of Experts on International Railway Passenger Hubs****Sixth session**

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Item 4 of the provisional agenda

**Identification of the technical and service parameters necessary
for the definition of an international railway passenger hub****Defining the technical and service parameters**

Submitted by the secretariat

I. Introduction

1. This document has been prepared in accordance with the decision at the fourth meeting of the Group of Experts (ECE/TRANS/SC.2/HUBS/2022/7 paragraph 19). The annex to this document provides the proposed annex IV to the European Agreement on Railway Lines of International Importance (AGC) containing a list of technical and service parameters based on document ECE/TRANS/SC.2/HUBS/2022/9, comments received during the fourth session of the Group and the consultation with the industry completed in October 2022. These changes have been included in the text in the annex as bold where there is an addition and as strikethrough where they have been removed. Where parameters have just been moved, they have not been identified.



Annex

“Annex IV

Key parameters for international railway passenger hubs

The key parameters for international railway passenger hubs (henceforth “Hubs”) are divided between passenger facing station facilities, connectivity and accessibility for international passengers and necessary infrastructure for railway operators. Priority should be given to meeting the parameters set out in section A: “Passenger facing station facilities”; and section B: “Connectivity and accessibility for international passengers”; while those identified in section C: “Necessary infrastructure for railway operators” should be provided where appropriate, in order to facilitate international rail services.

A. Passenger facing station facilities

Hubs should have appropriate passenger facing station facilities. This section identifies which facilities would be needed.

1. Safety and security

A high level of security, in accordance with national law, should be guaranteed in Hubs through appropriate lighting as well as security cameras and security staff on hand and visible to provide comfort for passengers at all times of the day and night.

2. Waiting areas

Appropriate, attractive and comfortable waiting areas should be provided within Hubs at no additional cost for ticket holders. They should be proportionate to the function and complexity of the station.

The waiting areas should be comfortable for passengers, have relevant support facilities such as toilets and, where possible, charging points. The waiting areas should include adequate seating for the benefit of the elderly and those passengers with reduced mobility (PRM) requiring assistance. The layout of the waiting areas should comply with security requirements in accordance with local border authorities.

3. Toilets

A sufficient number of freely accessible toilets for passengers in Hubs is essential to ensure the appropriate level of quality of service in stations for the passengers including a minimum of toilets dedicated to PRM.

4. Ticketing facilities

Staffed ticketing facilities should be easily available and accessible for all passengers within Hubs, especially for PRM.

5. Information service

Each Hub should have an information service that is able to provide information for national and international travellers in multiple languages and accessible for all passengers. Information should cover all rail operators without distinction (henceforth “Rail services”) and station facilities as well as information on other transport connections available in and around the hub.

A clear plan should be in place to deal with customer enquires following extended delays and missed connections.

In addition, signage in Hubs should be available in the relevant national language(s), English and, where necessary, in additional languages. Particular attention shall be paid in this regard to the needs of people with auditory and/or visual impairment.

6. Assistance to passengers with reduced mobility (PRM)

Dedicated services for PRMs (provided by rail operators and/or station managers) should be allowed for in Hubs to facilitate boarding and leaving the train as well as their in-station mobility. Rail services or Station managers should be able to onboard and offboard PRM with available, adequate and functional tools.

7. Wireless connectivity

Wireless connectivity should be available throughout the Hub.

8. Non-essential premium services

Standard services within Hubs could be complemented by non-essential premium services for passengers.

9. Commercial services (restaurants, etc.)

A sufficient amount of food and ancillary outlets should be provided in Hubs to meet the needs of passengers.

10. Drinking water

Sufficient access to drinking water should be provided at each Hub.

B. Connectivity and accessibility for international passengers

Accessibility and connectivity are fundamental to a fully functioning Hub in its role as the focal point of intermodality. This requires connections to international as well as regional or long-distance domestic services as well as local public transport services. This section sets out the necessary parameters in this area.

1. Connection to local public transport

High quality and accessible local public transport solutions should be provided at Hubs. Information and ticketing facilities for the public transport network should also be available in the Hub and this should be available in multiple languages. Appropriate signage should be available indicating what options are available.

2. Taxi

Taxi and other similar transport services should be available at the Hub.

3. Private transport parking

Transport parking facilities should be provided in Hubs for private and shared transportation solutions, including those for active mobility considering national and local requirements and legislation. A minimum of parking facilities dedicated to PRM should be provided.

4. Airport/port connections

Where appropriate and available, Hubs should also have direct connectivity with airport and/or port services in the catchment area.

C. Necessary infrastructure for railway operators

The main service providers in Hubs are the railway companies themselves. These railway operators need a minimum level of service to ensure a good service for international

passengers. This section identifies a list of key elements for railway operators. Depending on the regulatory legal framework on market access for railway operators and on border crossing by passengers, the following access conditions for international railway operators may be relevant.

1. Access to a maintenance depot

Access to a maintenance facility should be provided near the Hubs for the preparation of rolling stock for international services and for the resolution of minor problems with the rolling stock.

2. Rolling stock stabling facilities

Access to stabling facilities at or near Hubs should be available for the efficient turnaround of rolling stock. These facilities may also allow for the coupling or decoupling of rolling stock.

3. Additional ancillary services

Access to additional ancillary services such as pre-heating and climatization of trains, and the ability to supply water and catering to trains should also be provided.

4. Number of tracks and platforms for international passenger services

Access to a minimum number of tracks (or paths) in Hubs should be provided to facilitate international passenger services.

5. Customs, passport and border controls

Sufficient security, customs and passport control facilities should be provided in Hubs, to reflect the international nature of services, where national legislation requires.
