



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

Geneva, 13-15 September 2023

Items 3 and 4 of the provisional agenda

**Identification of stations on the AGC network
to be defined as an international railway passenger hub****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 and additional
definitions**

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/2023/10 as well as the definition of an international railway passenger hub as set out in ECE/TRANS/SC.2/HUBS/2023/9. This guidance note is to be seen as a live document that can be further updated in future to reflect the better application of the legal provisions related to international railway passenger hubs when they have been applied to the European Agreement on International Railway Lines (AGC). As a guidance note, it is not a binding component of the AGC but can assist member States in understanding how to apply these provisions.

2. This document provides, in section II, further details on those parameters that the Group of Experts believed required additional explanation. Section III provides additional proposed definitions.

II. Key parameters for international railway passenger hubs**A. Passenger facing station facilities****Toilets**

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



Ticketing facilities

4. 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.

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

Information service

6. 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.

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

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

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

Wireless connectivity

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

Premium services

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

III. Key definitions for International Railway Passenger Hubs**A. International Railway Passenger Hub****International Railway Passenger Hub**

11. An International Railway Passenger Hub is a rail station on the AGC network that provides passengers with connections to international destinations and can connect to national rail services, to other Hubs and to the services delivered by other modes. International Railway Passenger Hubs are established to facilitate international rail travel through the provision of common services and facilities to passengers and operators.

B. Connections to other services**Connection to other services**

12. Types of existing [and/or planned] connections in the hubs with other rail services and other modes of collective transport.

International connection

13. The hub offers a connection to at least one international rail service to one or more countries.

Regional connection

14. The hub offers a connection to at least one national, regional destination.

Long distance connection

15. The hub offers a connection to at least one national, long distance destination.

Domestic connection

16. The hub offers a connection to at least one national destination.

[The secretariat notes that Long-distance and domestic could be interchangeable and as such one could be removed]

Urban public transport connection

17. The hub offers a connection to at least one form of urban public transport service (for example: bus, tram, trolleybus).

Port connection

18. The hub offers a connection to port facilities where there is at least one national or international passenger service available.

Airport connection

19. The hub offers a connection to airport facilities where there is at least one national or international passenger service available.

C. Passengers with reduced mobility (PRM)

Passengers with reduced mobility (PRM) [Two alternatives proposed by the secretariat]

20. Any passenger who has a permanent or temporary physical, mental, intellectual, or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age.

((part of) EUR-Lex - 32014R1300 - EN - EUR-Lex (europa.eu), 2.2)

21. Passengers with reduced mobility (PRM) are defined [by the International Civil Aviation Organization (ICAO)] as people whose mobility is reduced by physical incapacity, both sensory and locomotor, or intellectual deficiencies due to advanced age, illness or other disability when using transport, and whose situation requires special attention.

(Passengers with Reduced Mobility (PRMs) <https://www.facc.com/en/BEyond-Blog/Passengers-with-Reduced-Mobility-PRMs-one-of-the-fastest-growing-passenger-groups-in-aviation> (facc.com)).