



Economic Commission for Europe**Inland Transport Committee****Working Party on Rail Transport****Group of Experts on Passenger Information in Stations and Hubs****First session**

Geneva, 8–10 July 2024

Item 5 of the provisional agenda

**Identification of way forward in providing guidance
for passenger information in stations and hubs****Potential tools for guiding and harmonising the provision of
passenger information in stations and hubs****Note by the secretariat****I. Introduction**

1. At the eighty-sixth session of the Inland Transport Committee, member States endorsed the establishment of a new Group of Experts on Passenger Information in Stations and Hubs as recommended by the Working Party on Rail Transport (ECE/TRANS/SC.2/243, para. 45), and tasked the Group of Experts to, inter alia, develop a framework of common requirements for passenger information in stations and hubs. This document sets out the possible parameters for further deliberations on the subject matter.

**II. Scope of applicability of the common framework of
requirements**

2. The potential aspects to be considered for the framework of common requirements is covered in document ECE/TRANS/SC.2/INFO/2024/2, which include visual considerations, auditory considerations, and tactile cues in facilitating wayfinding and access to train and related travel information for railway passengers. The Group of Experts is invited to consider in this document the applicability of such a framework. As a first step it will be important to define in greater detail the scope of any common framework. This framework could cover:

- (a) All railway stations;
- (b) Railway passenger hubs of international importance as defined in the amendment to the European Agreement on Main International Railway Lines (AGC) presented and agreed at the 77th session of the Working Party on Rail Transport (ECE/TRANS/SC.2/2023/5) and notified to Contracting parties on 4 March 2024;
- (c) Major railway stations and hubs with considerable national and/or international passenger railway traffic;

(d) Others.

3. The Group of Experts may consider which of the options set out above is the most appropriate to base the next phases of the analysis on.

III. Potential form of tools

4. The intention of the Terms of Reference for this Group of Expert, as adopted by the Inland Transport Committee at its eighty-sixth session, was not to create a legal agreement to govern how passenger information is provided at railway stations and hubs, but rather to create a common framework of requirements. In so doing, this could create a framework that would be relevant for, and could be applied to, all UN member States. Mindful of this, member States may consider the following tools which may be adopted in pursuing this common framework of requirements:

- (a) A regulation;
- (b) A resolution;
- (c) A recommendation; or
- (d) A set of guidelines.

A. Regulation

5. A regulation, along the lines of those adopted in the framework of other Conventions and Legal agreements administered by UNECE, is a legally binding tool applied only to member States that have agreed to abide by them. It contains technical specifications which member States have agreed upon. Creation of a new regulations would require time for negotiations to take place to ensure adoption by member States.

B. Resolution

6. A resolution represents a formal decision, including any accompanying technical specifications agreed by member States. Such a resolution, potentially adopted by the Inland Transport Committee, would call on member States to consider adhering to the accompanying technical requirements. This approach would not introduce an obligation on member States but would be an encouragement for them to adopt and adhere to the requirements.

C. Recommendation

7. Recommendation contains technical specifications that is non-binding and could serve as a concrete tool that member States may choose to adopt and implement voluntarily. A recommendation could be stand-alone in nature or be part of a regulation or a resolution.

D. Guidelines

8. A set of guidelines, similar to recommendations, provides technical specifications and are also non-binding in nature. It is the most flexible tool and could be adjusted if and when necessary, which may be useful given the rapid advancement of technologies on how information could be presented to railway passengers.

9. In all these options, an appropriate and dedicated mechanism would need to be set up within the framework of the Working Party on Rail Transport to ensure that the technical characteristics that are identified are kept up to date. Member States may wish to consider how such a mechanism would work and how it should be administered.

IV. Next steps

10. Experts are invited to review these options and to consider whether any of these may be relevant for further, in-depth, examination by the Group.
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