



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

Geneva, 5–7 September 2022

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 third meeting of the Group of Experts (ECE/TRANS/SC.2/HUBS/2022/2 paragraph 19). The document provides a list of technical and service parameters based on document ECE/TRANS/SC.2/HUBS/2021/9 and comments received during and after the third session of the Group.

2. This document is supported by the draft guidance note for the application of these parameters (ECE/TRANS/SC.2/HUBS/2022/11).

II. Key parameters for international railway passenger hubs

3. The key parameters for international railway passenger hubs (henceforth “Hubs”) are divided between passenger facing station facilities, connectivity and accessibility for passengers and necessary infrastructure for railway operators. This chapter sets out the parameters for each of these categories.

A. Passenger facing station facilities

4. First and foremost, Hubs should have appropriate passenger facing station facilities. This section identifies which facilities would be needed.

1. Waiting areas

5. Appropriate, attractive and comfortable waiting areas should be provided within Hubs. They should be proportionate to the function and complexity of the station.

6. The waiting areas should be appropriately climate controlled and have relevant support facilities such as toilets. The layout of the waiting areas should comply with security requirements in accordance with local border authorities.

2. Toilets

7. A minimum number of toilets in Hubs is essential to ensure the appropriate level of quality of service in stations for the passengers.

3. Ticketing facilities

8. Ticketing facilities should be easily available and accessible for all passengers within Hubs.

4. Information service

9. 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 rail services and station facilities as well as information on other transport connections available in and around the hub.

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

11. In addition, signage in Hubs should be available in multiple languages.

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

12. Dedicated services for PRMs (provided by rail operating or station staff) should be allowed for in Hubs.

6. Wireless connectivity

13. Wireless connectivity should be available throughout the Hub.

7. Safety and security

14. A high level of security 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.

8. Customs, passport and border controls

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

9. Premium services

16. Standard services within Hubs could be complemented by premium services for passengers.

10. Commercial services (restaurants, etc.)

17. A minimum amount of food and ancillary outlets should be provided in Hubs to meet the needs of passengers. As a minimum this should include access to drinking water.

B. Connectivity and accessibility for passengers

18. 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

19. 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

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

3. Private transport parking

21. Transport parking facilities should be provided in Hubs for private and shared transportation solutions, including those for active mobility.

4. Airport/port connections

22. 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

23. 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. It was agreed by the Group at its third session that the provision of this infrastructure is important to facilitate access to rail services and to grow the number of services. Consideration should be given on how to allow all operators access to these facilities. This section identifies a list of key elements for railway operators.

1. Access to a maintenance depot

24. 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

25. 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

26. 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

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

III. Next steps

28. Experts are invited to review this updated list and consider next steps for the conversion of these parameters into an Annex for the AGC.