United Nations ECE/TRANS/SC.2/HUBS/2023/14

Economic and Social Council

Distr.: General
8 June 2023

Original: English

Economic Commission for Europe

Inland Transport Committee

Working Party on Rail Transport

Group of Experts on International Railway Passenger Hubs

Sixth session
Geneva, 13–15 September 2023
Item 4 of the provisional agenda
Identification of the technical and service parameters necessary for the definition of an international railway passenger hub

Passenger information in other transport sectors

Note by the secretariat

Introduction

1. At the fourth session of the Group of Experts on International Railway Passenger Hubs, experts noted the importance of having a complete understanding of the manner in which information is communicated to passengers. As such, at the fifth session, the secretariat presented a document providing information on different types of pictograms in railway stations but also in airports and ports.

2. Following the requests from the experts, the secretariat has prepared a document that demonstrates which actions have been taken so far to harmonize pictograms in different transport hubs to facilitate delivery of information to passengers. There has been limited efforts shown in railway sectors, however more efforts toward harmonisation are shown in other transport sectors, including aviation, maritime, road and inland water transport.

3. The Annexes to this document provide examples of pictograms guidelines that are used in different modes of transport. This may further aid in the identification of possible solutions for International Railway Passenger Hubs. This document should be viewed in conjunction with the examples that are contained in the UIC document: International Railway Solution (IRS) 10181 describing user information in railway stations reproduced in informal document 2 (2021) for the first session of the Group of Experts and described in more detail below. For the purpose of this document the description of the individual pictograms in the annexes have only been provided in English.

Inland Water Transport

4. The UNECE Resolution No. 90 “European Code for Signs and Signals on Inland Waterways” regulates the signs for the navigation on the European inland waterway network, defining the shape, colour, size, and positioning requirements. These signs are mandatory where the Resolution is being applied, but in exceptional cases, additional marks may be used.

5. There are no specific internationally harmonized passenger information signs in inland water transport other than directly related to safety on-board. In this case, general transport information signs could be applied. The safety signs that are used on-board are included in Annex I of this document.

Road

6. In the context of the 1968 Convention on Road Signs and Signals, road signs have to follow a defined system (categories, shapes, colours, symbols). The road signs use the same symbols for a number of actions and users including pedestrians, cycling, and how arrows are to be displayed. The Convention prescribes the symbols but allows Contracting Parties to modify them when they believe it is necessary, but without altering their "essential characteristics". The symbols are designed to minimise the need for the use of words, to ensure everyone, for example those who do not speak local language or who cannot read, can understand the information.

Aviation and Maritime

7. The International Civil Aviation Organization (ICAO) and the International Maritime Organization (IMO) jointly published the "International Signs to Provide guidance to Persons at Airports and marine Terminals" (Doc 9636). The document includes visual signs and symbols that can be used at international airports and marine terminals.[1] In addition to this, the ICAO website, provides examples of best practices in providing passenger information including those from the Federal Aviation Administration (FAA) Advisory Circular 150 5360-12F on Airport Signing and Graphics. This FAA Circular provides a set of rules on how to structure the signing system, including colour, visibility, format, lighting, and hierarchy to deliver effective and clear information. Multilingual messaging for the signs including text is highly recommended. Additional indications on how to design wayfinding information for passengers are also included to facilitate access for visually impaired passengers. Examples of these signs are attached in Annex II of this document.

8. The IMO Resolution A.1116(30) "Escape route signs and equipment location markings" provides a wide list of safety signs to use in case of need by passengers and emergency personnel. The signs included in the resolution are attached in the Annex III of this document.

Railway transport

9. There are no international conventions on passenger information signs specific to railway stations, but UIC and its members are working on facilitating the harmonization. The UIC document International Railway Solution (IRS) 10181 "User Information in Railway Stations" (Informal document 2 (2021) for this Group of Experts) is intended to give instructions for railway stations, particularly on how to provide clear information to passengers through an efficient wayfinding system design. These provisions would make the information system understandable by all passengers. The UIC document includes references to international standards in assuring accessibility to passengers with disabilities and impaired mobility. A wide list of pictograms and signs is attached in the appendix A of that document.

International Organization for Standardization (ISO)

10. The International Organization for Standardization (ISO) has developed different standards, regulating information signs and symbols. The most relevant are ISO 3864 "Graphical Symbols - Safety colours and safety signs"; ISO 7001 "Graphical Symbols - Registered public information symbols"; ISO 7010 "Graphical symbols - Safety colours and safety signs - Registered safety signs" and "ISO 22727 Graphical symbols - Creation and design of public information symbols - Requirements". These standards are intended to harmonize the visual communication system assuring the clarity of information. Note that these standards are related to the general design of graphical symbols, and not specifically

[1] https://mdnautical.com/facilitation-for-travel-transport/20121-imo-e-book-e370m-international-signs-to-provide-guidance-to-persons-at-airports-and-marine-terminals-1995-edition.html.

intended for the transport sector. It is important to note that many of the ISO pictograms are frequently used also in the transport sector.

Final remarks

11. It is clear that although there are many different examples in different transport sector, and that UIC has done extensive work in this area, there is no common standard available to date on passenger information in railway stations or hubs. Member States may wish to consider whether this is something that needs further attention within the scope of the Inland Transport Committee.

Annex I

Safety signs in Inland Water Transport

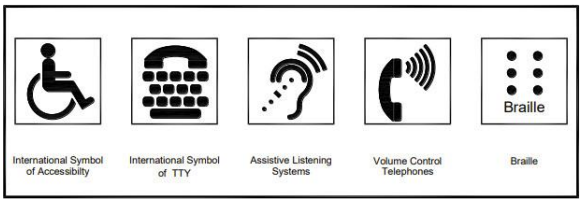
ANNEX 4
SAFETY SIGNS

Figure 1 No entry for unauthorised persons		Colour: red / white / black
Figure 2 Fire, naked flame and smoking prohibited		Colour: red / white / black
Figure 3 Fire extinguisher		Colour: red / white
Figure 4 General danger warning		Colour: black / yellow
Figure 5 Extinguisher hose		Colour: red / white
Figure 6 Fire-fighting installation		Colour: red / white
Figure 7 Wear acoustic protection device		Colour: blue / white
Figure 8 First-aid kit		Colour: green / white
Figure 9 Quick-closing valve on the tank		Colour: brown / white

Figure 10 Wear life jacket		Colour: blue / white
Figure 11 LNG warning		Colour: black / yellow
Figure 12 Automated external defibrillator		Colour : white/green

Annex II

Signs as defined in Federal Aviation Administration Advisory Circular 150 5360-12F on Airport Signing and Graphics



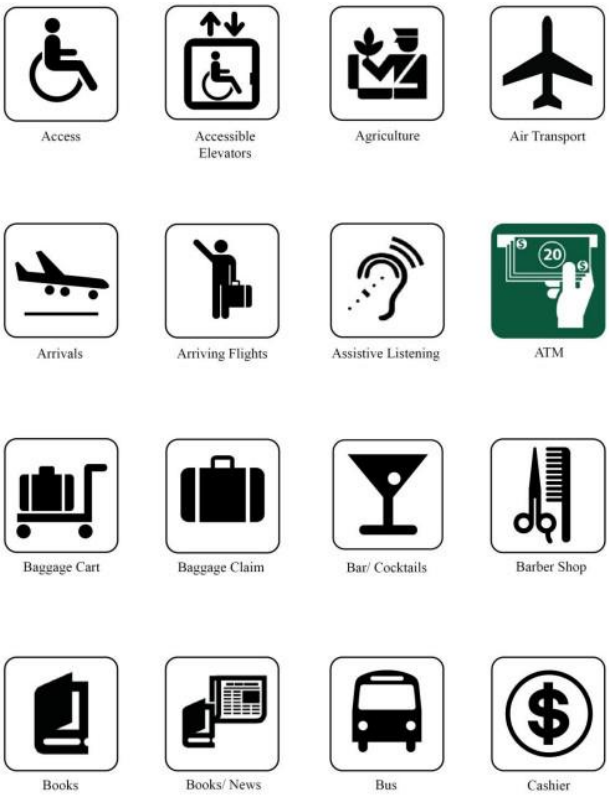


Figure 5-4. Current aviation symbol standards

Figure 5-4. Current aviation symbol standards (continued)

Figure 5-4. Current aviation symbol standards (continued)

Figure 5-4. Current aviation symbol standards (continued)

Annex III

Escape route, Emergency and Prohibition signs used in Maritime transport

CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
Means of Escape Signs	Emergency Equipment Signs	Lifesaving Signs	Fire-fighting Equipment Signs	Prohibition Signs	Warning Signs	Mandatory Signs
MES001 (ISO 7010-E032) Shipboard assembly station	EES001 (ISO 7010-E003) First Aid	LSS001 (ISO 7010-E036) Lifeboat	FES001 (ISO 7010-F001) Fire extinguisher	PSS001 (ISO 7010-P001) General prohibition	WSS001 (ISO 7010-W001) General warning	MSS001 (ISO 7010-M001) General Mandatory action
MES002 (ISO 7010-E001) Emergency exit (left hand)	EES002 (ISO 7010-E004) Emergency telephone	LSS002 (ISO 7010-E037) Rescue boat	FES002 (ISO 7010-F002) Fire hose reel	PSS002 (ISO 7010-P002) No smoking	WSS002 (ISO 7010-W002) Warning: Explosive material	MSS002 (ISO 7010-M002) Refer to instruction manual or booklet
MES003 (ISO 7010-E002) Emergency exit (right hand)	EES003 (ISO 7010-E011) Eyewash station	LSS003 (ISO 7010-E038) Liferaft	FES003 (ISO 7010-F004) Collection of firefighting equipment	PSS003 (ISO 7010-P003) No open flame; fire, open ignition source and smoking prohibited	WSS003 (ISO 7010-W003) Warning: Radioactive material or ionizing radiation	MSS003 (ISO 7010-M003) Wear ear protection
CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
MES004 (ISO 7010-E033) Door slides right to open	EES004 (ISO 7010-E012) Safety shower	LSS004 (ISO 7010-E039) Davit-launched liferaft	FES004 (ISO 7010-F005) Fire alarm call point	PSS004 (ISO 7010-P004) No thoroughfare	WSS004 (ISO 7010-W004) Warning: Laser beam	MSS004 (ISO 7010-M004) Wear eye protection
MES005 (ISO 7010-E034) Door slides left to open	EES005 (ISO 7010-E013) Stretcher	LSS005 (ISO 7010-E040) Lifebuoy	FES005 (ISO 7010-F008) Fixed fire extinguishing battery	PSS005 (ISO 7010-P005) Not drinking water	WSS005 (ISO 7010-W005) Warning: Non-ionizing radiation	MSS005 (ISO 7010-M005) Connect an earth terminal to the ground
MES 006 (ISO 7010-E018) Turn anti-clockwise to open	EES006 (ISO 7010-E027) Medical grab bag	LSS006 (ISO 7010-E041) Lifebuoy with line	FES006 (ISO 7010-F009) Wheeled fire extinguisher	PSS006 (ISO 7010-P006) No access for fork lift trucks and other industrial vehicles	WSS006 (ISO 7010-W006) Warning: Magnetic field	MSS006 (ISO 7010-M006) Disconnect mains plug from electrical outlet

CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
MES007 (ISO 7010-E019) Turn clockwise to open	EES007 (ISO 7010-E028) Oxygen resuscitator	LSS007 (ISO 7010-E042) Lifebuoy with light	FES007 (ISO 7010-F010) Portable foam applicator unit	PSS007 (ISO 7010-P007) No access for people with active implanted cardiac devices	WSS007 (ISO 7010-W007) Warning: Floor level obstacle	MSS007 (ISO 7010-M007) Opaque eye protection must be worn
MES008 (ISO 7010-E057) Door opens by pulling on left-hand side	EES008 (ISO 7010-E029) Emergency escape breathing device	LSS008 (ISO 7010-E043) Lifebuoy with line & light	FES008 (ISO 7010-F011) Water fog applicator	PSS008 (ISO 7010-P008) No metallic articles or watches	WSS008 (ISO 7010-W008) Warning: Drop (fall)	MSS008 (ISO 7010-M008) Wear safety footwear
MES009 (ISO 7010-E058) Door opens by pulling on the right-hand side	EES009 (ISO 7010-E009) Doctor	LSS008.1 Lifebuoy with light and smoke	FES009 (ISO 7010-F012) Fixed fire extinguishing installation	PSS009 (ISO 7010-P010) Do not touch	WSS009 (ISO 7010-W009) Warning: Biological hazard	MSS009 (ISO 7010-M009) Wear protective gloves
CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
MES 010 (ISO 7010-E023) Push door on the right-hand side to open	EES010 (ISO 7010-E010) Automated external heart defibrillator	LSS009 (ISO 7010-E044) Lifejacket	FES010 (ISO 7010-F013) Fixed fire extinguishing bottle	PSS010 (ISO 7010-P011) Do not extinguish with water	WSS010 (ISO 7010-W010) Warning: Low temperature	MSS010 (ISO 7010-M010) Wear protective clothing
MES 011 (ISO 7010-E022) Push door on the left-hand side to open	EES011 Safety Equipment	LSS010 (ISO 7010-E045) Child's lifejacket	FES011 (ISO 7010-F014) Remote release station	PSS011 (ISO 7010-P013) No activated mobile phones	WSS011 (ISO 7010-W011) Warning: Slippery surface	MSS011 (ISO 7010-M011) Wash your hands
	EES012 (ISO 7010-E031) Shipboard general alarm	LSS011 (ISO 7010-E046) Infant's lifejacket	FES012 (ISO 7010-F015) Fire monitor	PSS012 (ISO 7010-P014) No access for people with metallic implants	WSS012 (ISO 7010-W012) Warning: Electricity	MSS012 (ISO 7010-M012) Use handrail
	EES013 (ISO 7010-E008) Break to obtain access	LSS012 (ISO 7010-E047) Search and rescue transponder		PSS013 (ISO 7010-P015) No reaching in	WSS013 (ISO 7010-W013) Warning: Guard dog	MSS013 (ISO 7010-M013) Wear a face shield

CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
		 LSS017 (ISO 7010-E052) Emergency position indicating radio beacon		 PSS018 (ISO 7010-P021) No dogs	 WSS018 (ISO 7010-W018) Warning: Automatic start-up	 MSS018 (ISO 7010-M018) Wear a safety harness
		 LSS018 (ISO 7010-E053) Embarkation ladder		 PSS019 (ISO 7010-P022) No eating or drinking	 WSS019 (ISO 7010-W019) Warning: Crushing	 MSS019 (ISO 7010-M019) Wear a welding mask
		 LSS019 (ISO 7010-E054) Marine evacuation slide		 PSS020 (ISO 7010-P023) Do not obstruct	 WSS020 (ISO 7010-W020) Warning: Overhead obstacle	
		 LSS020 (ISO 7010-E055) Marine evacuation chute		 PSS021 (ISO 7010-P024) Do not walk or stand here		

CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
		 LSS021 (ISO 7010-E056) Survival clothing			 WSS021 (ISO 7010-W021) Warning: Flammable material	
		 LSS022 (ISO 7010-E035) Liferaft Knife			 WSS022 (ISO 7010-W022) Warning: Sharp element	

CATEGORY						
MES	EES	LSS	FES	PSS	WSS	MSS
		 LSS013 (ISO 7010-E048) Survival craft distress signal		 PSS014 (ISO 7010-P017) No pushing	 WSS014 (ISO 7010-W014) Warning: Forklift trucks and other industrial vehicles	 MSS014 (ISO 7010-M014) Wear head protection
		 LSS014 (ISO 7010-E049) Rocket parachute flare		 PSS015 (ISO 7010-P018) No sitting	 WSS015 (ISO 7010-W015) Warning: Overhead load	 MSS015 (ISO 7010-M015) Wear high visibility clothing
		 LSS015 (ISO 7010-E050) Line-throwing appliance		 PSS016 (ISO 7010-P019) No stepping on surface	 WSS016 (ISO 7010-W016) Warning: Toxic material	 MSS016 (ISO 7010-M016) Wear a mask
		 LSS016 (ISO 7010-E051) Two-way VHF radio-telephone apparatus		 PSS017 (ISO 7010-P020) Do not use lift in the event of fire	 WSS017 (ISO 7010-W017) Warning: Hot surface	 MSS017 (ISO 7010-M017) Wear respiratory protection