



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

**Report of the first session of the Group of Experts on
 Passenger Information in Stations and Hubs**
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I. Attendance

1. The Group of Experts on Passenger Information in Stations and Hubs (SC.2/INFO, or the Group) held its first session from 8 to 10 July 2024 in Geneva.
2. The session of the Group was attended by representatives of the following countries: Belgium, Hungary, Poland, Portugal, Russian Federation, Spain, and Sweden. A representative from the European Union was present.
3. The project manager of the ECE Trans-European Railway Project (TER) also attended the session.
4. The following non-governmental organizations were represented: European Passengers' Federation (EPF) and International Union of Railways (UIC).
5. Representatives of the following organization or private sector attended the session: Danske Statsbaner (DSB), Ferrocarrils de la Generalitat de Catalunya (FGC), Polskie Koleje Państwowe (PKP), Polskie Linie Kolejowe (PLK), and Russian Railways.

II. Adoption of the agenda (agenda item 1)

Document: ECE/TRANS/SC.2/INFO/2024/1

6. The secretariat presented the draft agenda for the first session of the Group as contained in ECE/TRANS/SC.2/INFO/2024/1.
7. The Group adopted the agenda as contained in ECE/TRANS/SC.2/HUBS/2024/1.

III. Election of Officers (agenda item 2)

8. The Group elected Ms. Anastasiya Bunina from Belgium as Chair of the Group of Experts.
9. As there were no nominations for Vice-Chair during the session, member States were asked to notify the secretariat before the end of February 2025 of their interest to be Vice-Chair for the Group for possible election at the next session.

IV. Background to the Group (agenda item 3)

Document: ECE/TRANS/SC.2/INFO/2024/3/Rev.1

10. An initial presentation was provided by the secretariat, setting out the terms of reference for the group as adopted by the Inland Transport Committee during its eighty-sixth session. The secretariat informed the Group that this Group of Experts was building on the work of the previous Group of Experts on International Railway Passenger Hubs (GE_HUBS), and in particular, the provisions on the proposed new Annex 4 of the European Agreement on Main International Lines (AGC) in relation to the key parameters for international railway passenger hubs. In addition, a list of potential aspects to be considered in the common framework for the provision of passenger information was also presented.
11. The Group thanked the secretariat for the presentation relating to the background of the Group.

V. Sharing of best practices in provision of passenger information in stations and hubs (Agenda item 4)

12. Hungary presented an overview of its railway infrastructure and management, focusing on the roles and tasks of the National Safety Authority (NSA HU). It also covered multiple aspects of railway operations in Hungary and its travel information systems for passengers.

13. The representatives of PKP and PLK then presented their experience in providing passenger information. They shared the legal requirements and practical implementation of passenger information in Poland via their mobile applications, as well as the provision of both static and dynamic information at stations for all passengers.

14. The representative of DSB then provided an overview of its integrated approach to passenger information across public transport systems, emphasising its alignment in design and communication. DSB highlighted the joint efforts of DSB and Banedanmark in managing passenger information, focusing on clear, accessible, and action-oriented data through various channels such as dynamic information boards and mobile applications. Emphasis was also placed on the importance of providing accurate and consistent information to manage passengers' expectations. In addition, the upcoming renovation project of Copenhagen Central Station to improve passenger flow and information dissemination was also shared with the Group.

15. Representatives from FGC presented an overview of their passenger information system, emphasising the importance of providing clear, accessible, and gender-inclusive information through various channels such as signposting, dynamic information kiosks, and mobile applications. They also shared details about their distributed service model, where agents are responsible for two to three stations with support from remote service functions. Additionally, they discussed the importance of enhancing security around stations.

16. The representative from Russian Railways presented its experience in delivering dynamic, real-time information through their digital information system and station information boards. This system supports over 277 ethnic languages and dialects, and is integrated across railway stations, trains, buses, and a mobile application. The use of pictograms and other visual elements is harmonized across the entire railway system, ensuring consistent and clear communication to passengers.

17. The representative from UIC then presented its work in promoting rail transport, developing innovation programmes, and fostering cooperation within the rail community. In particular, UIC presented the UIC Station Managers Global Group (SMGG), which aims to facilitate the exchange of best practices and promote train stations as intermodal hubs. The potential synergies between the Groups were discussed. The International Railway Solution (IRS) 10181, a structured framework of documents prepared by UIC for use within the railway sector, was also presented. Finally, surveys conducted by UIC on audio announcements in stations and on signage systems in stations were also presented.

18. The representative from EPF presented their experience on improving passenger information, focusing on the passenger's perspective. EPF emphasised the importance of consistent, timely, and inclusive information, provided through main and supplementary screens and digitally throughout stations. The presentation also highlighted the need for effective communication during disruptions and leveraging digital tools for journey planning. Real-time updates and progressive information disclosure were also discussed as important in meeting passenger expectations and enhancing the overall travel experience.

19. Following the presentations, delegates took the floor to highlight the importance of providing cross-border train transport information to facilitate international travel by rail. While delegates have indicated difficulties currently faced in obtaining data from other railway undertakings, the National Access Points initiative under European Union's Directive 2010/40/EU with regard to the provision of European Union-wide real-time traffic information services may be of interest for its member States.

20. The Group welcomed the interventions related to the provision of passenger information in stations and hubs from Hungary, PKP, PLK, DSB, FGC, Russian Railways, UIC, and European Passengers' Federation, and asked experts to continue to update the Group on the progress in their respective areas at upcoming meetings.

VI. Identification of way forward in providing guidance for passenger information in stations and hubs (Agenda item 5)

Document: ECE/TRANS/SC.2/INFO/2024/4

21. The secretariat introduced this agenda item with a presentation on the possible approaches suitable for guiding and standardising the provision of passenger information in stations and hubs. The presentation drew from the information available in document ECE/TRANS/SC.2/INFO/2024/4 and subsequent information identified by the secretariat. It initially covered the scope of applicability of the common framework of requirements before moving on to the potential form of the tool.

22. As part of the presentation, the secretariat introduced the discussion seeking to define the scope of the work. The secretariat reiterated the discussions highlighted under agenda item 3 that the work here should be closely tied with the results of the GE_HUBS and as such, the experts agreed that the scope of applicability should be railway passenger hubs of international importance (as defined in the AGC) and that, in future, national stakeholders may wish to extend the applicability to a wider share of the network.

23. The secretariat presentation covered the main areas of intervention that could be considered as potential areas of scope for the work, with a focus on outcomes rather than inputs. In particular, pointing to the need to develop a national specific manual/plan of action on the provision of passenger information in stations and hubs, the development of recommendations for passenger information in stations and hubs that would cover the general framework for wayfinding, the types of train and travel information that are necessary and how they should be displayed.

24. The Group agreed that the discussion should focus, for the moment, on recommendations rather than formal resolutions or regulations, thereby also allowing them to be used across the world. It was agreed that the manner in which these recommendations were to be updated would be addressed at future sessions.

25. The Group welcomed the discussion on the manual/plan of action on the provision of passenger information in stations and hubs, and asked experts to provide any such guiding documents that they have for this to the secretariat before 30 September 2024 in order for the secretariat to prepare a document for the next session with potential options for what the manual/plan of action should include. The Group noted that the main aim of this plan would be to implement, on a national level, the recommendations agreed in this Group.

26. Experts also discussed what the recommendations would actually cover. It was noted that the current list of potential topics, based on the sections included in Annex 4 of the AGC, was the best basis on which to work. Experts also noted the importance of digital connectivity, information at platforms on the composition of trains, signage focusing on the surroundings of the station as well as a potential map of the surroundings and, in relation to travel disruption, information on replacement buses. The Group asked the secretariat to prepare a document for the next session, setting out the main areas that the recommendations should cover based on the discussion at the session.

27. The secretariat noted that the Group may wish to consider the creation of a website containing common useful information for passengers, updated regularly with information provided by national authorities, operators, stations and infrastructure managers. Experts welcomed this idea, noting that there would be a number of difficulties related to its implementation and updating, and asked that this is discussed further at the next session of the Group.

28. Experts reiterated the importance of participating in this Group of Experts, and asked the secretariat to renew its efforts to have participation from the European Commission, European Union Agency for Railways, the Organisation for Co-operation between Railways (OSJD) and the Intergovernmental Organisation for the International Carriage by Rail(OTIF). Experts were invited to suggest other stakeholders that could be invited to attend future sessions of the Group.

VII. Other business (agenda item 6)

29. There was no other business discussed at the first session of the Group.

VIII. Date of next session (agenda item 7)

30. The Group confirmed the dates of 7–9 May 2025 for the next session of SC.2/INFO. It also noted that, for the moment, only in person participation will be allowed during this meeting.

IX. Review of the report (agenda item 8)

31. The Group adopted the draft report as revised during the session.
