

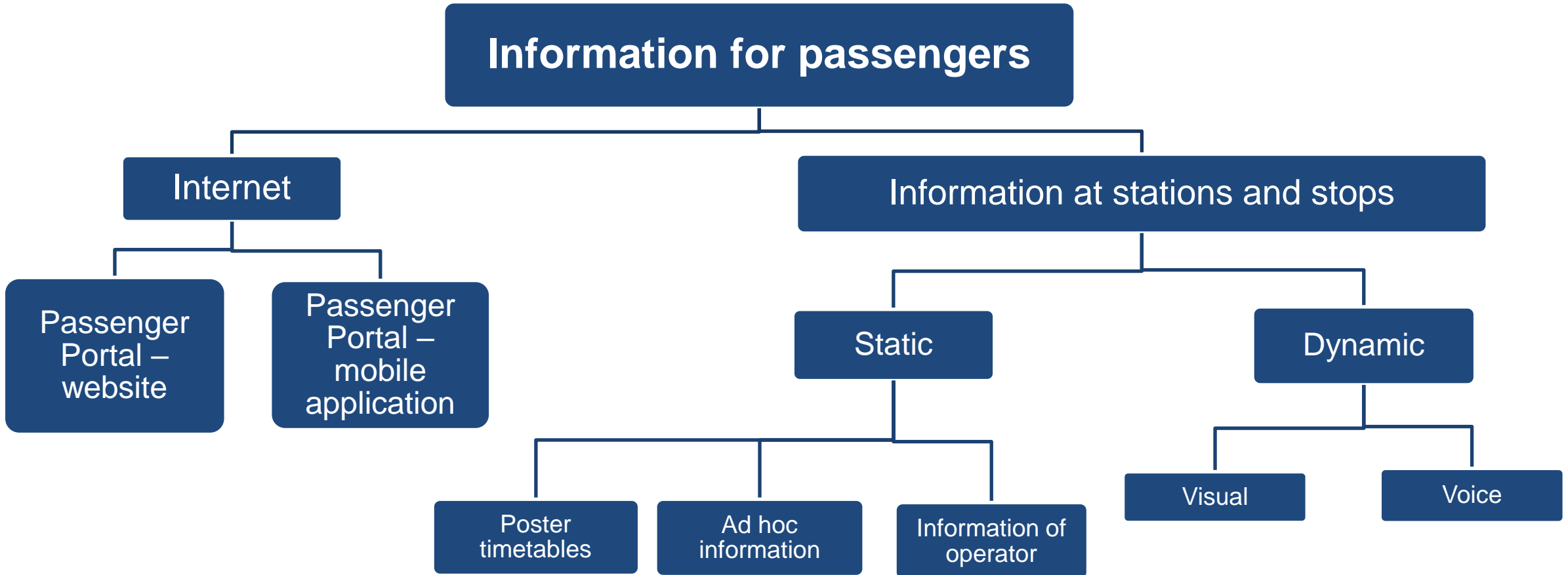


Information for passengers

Geneva

8–10 July, 2024

Information for passengers



Passenger Portal

PKP Polskie Linie Kolejowe S.A.'s own solution meets the requirements of the Act on digital accessibility of websites and mobile applications of public entities of 4th April, 2021.

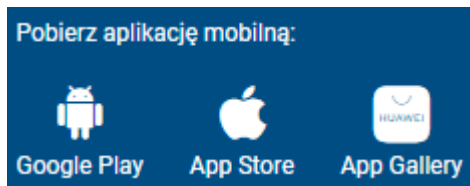
<https://portalpasazera.pl>

free mobile application (Android, iOS)

Passenger Portal

Available in PL, EN, and UA

and with TalkBack and VoiceOver



Passenger Portal

Planned and actual train timetables, primary and original data source: PKP Polskie Linie Kolejowe S.A.

- route planner
- searching for connections by agglomeration grouping passenger stops
- poster timetable
- network timetable
- passenger information
- announcements of the infrastructure manager and passenger operators
- March 2018: WCAG certificate of availability
- compliance with the Act on digital accessibility of websites and mobile applications of public entities of 4th April, 2021

2018 r. certyfikat WCAG 2.0 A i AA



TRAKO 2015 – Passenger Portal



CER Digital Fair - Brussels 2018 – Passenger Portal



Boards with permanent signs, tactile and visual warning signs

Rules for the design and placement of permanent and tactile signs at railway stations and stops managed by PKP Polskie Linie Kolejowe S.A. are regulated by:

- **Architectural guidelines for passenger infrastructure; Ipi-1**
- **Guidelines for the permanent marking of passenger infrastructure; Ipi-2**



Boards with permanent signs, tactile and visual warning signs

The internal documents consider the requirements of the following acts and reports:

- Commission Regulation (EU) No 1300/2014 of 18th November, 2014
on the technical specifications for interoperability relating to accessibility of the Union's rail
system for persons with disabilities and persons with reduced mobility,
- UIC CODE 413: Measures to facilitate travel by rail

Boards with permanent signs

The basic colours used in the visual information system for travellers are navy blue and white.



Boards with permanent signs



Boards with permanent signs

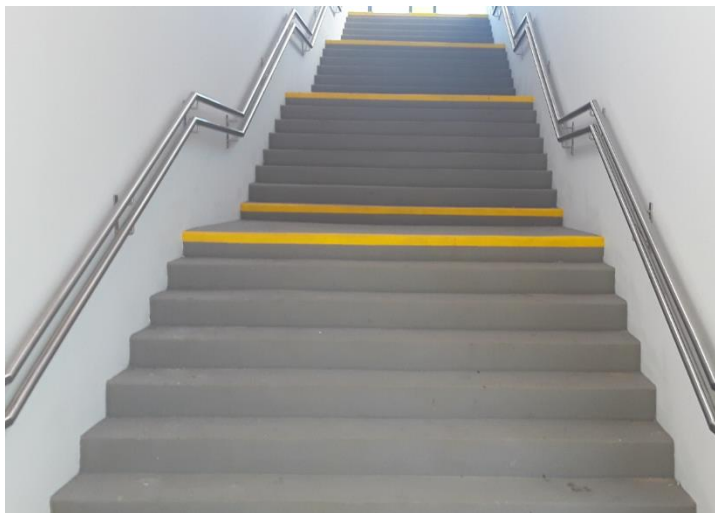


Tactile and visual warning signs

- leading paths
- attention fields
- tactile warning strips
- visual warning strips
- Braille overlays on stair handrails, elevators, and toilets
- typhlographic plans



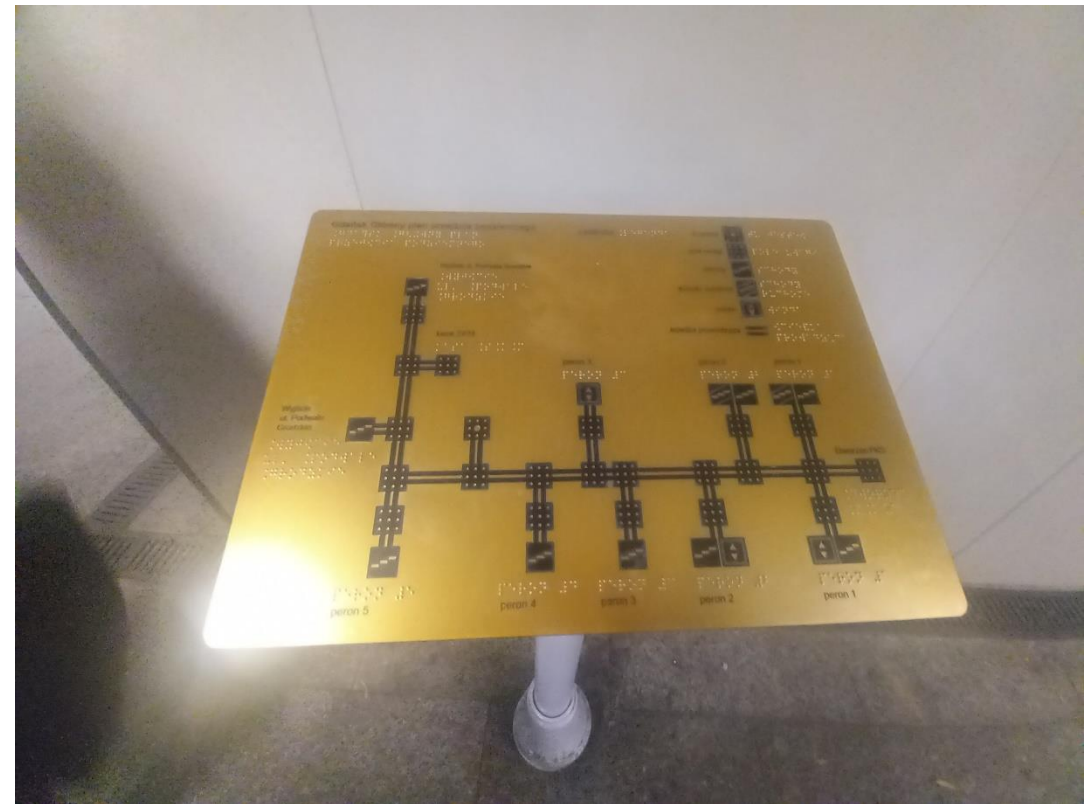
Tactile and visual warning signs



Tactile signs: Braille overlays



Tactile signs: typhlographic plans



Poster timetables

In accordance with the Act of 28th March, 2003 on railway transport, PKP Polskie Linie Kolejowe S.A. is obliged:

- as a manager of infrastructure, such as platforms and access routes, to publish the timetable of passenger trains in the form of an announcement on its website, and on the platform or on the access route to the platform (Article 30e, sections 1, 2, 3, points 2, 4, 5)
- as the operator of a passenger station, to publish, in the form of announcements, in a publicly accessible place in the railway station building or on roads that constitute infrastructure that enables passengers to reach the platforms, the timetable of passenger trains that stop at that station (Article 30e(3)(1))

At PKP Polskie Linie Kolejowe S.A., the above is regulated by the ***Guidelines on static information on the timetable of passenger trains at stations, stops, and passenger stations; lpi-7.***

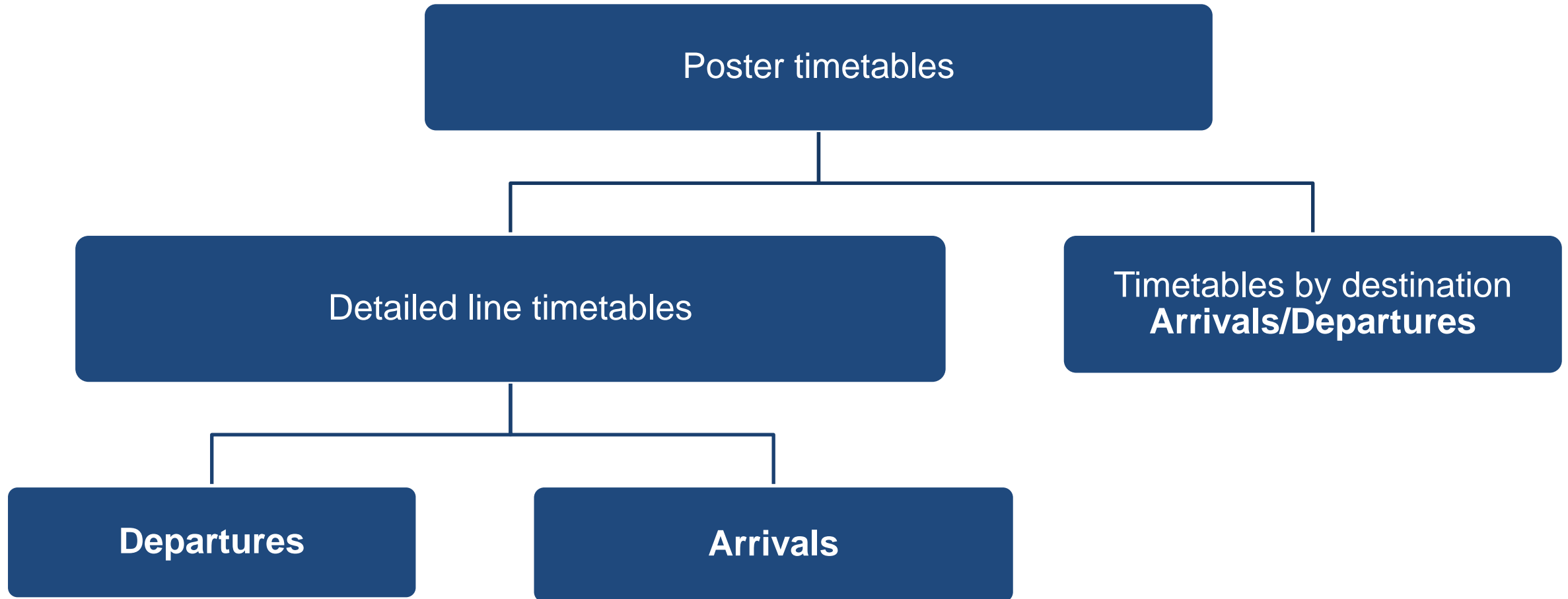
Poster timetables: publication dates

The timetable is published in the form of an announcement:

- Future timetables*:
 1. on the infrastructure manager's website, no later than **21 days before its entry into force**
 2. in a generally accessible place in a railway station building or on roads that constitute infrastructure that enables passengers to reach platforms, and on platforms or on roads leading to platforms no later than **10 days before its entry into force**
- Actual timetables: on the day the timetable enters into force.

*Future train timetables include the watermark "PRZYSZŁY ROZKŁAD JAZDY / FUTURE RAILWAY TIMETABLE"

Static information at stations and stops



Static information at stations and stops

Composition of detailed line timetables (**Departures**) – upper part

Heading – contains departure/arrival time, platform/track, train, arrival times to intermediate stations, arrival time at the destination station





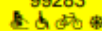

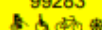
Pictogram "station/passenger stop" and the name of the station

QR code

Logo of PKP Polskie Linie Kolejowe S.A.

Information on trains

Timetable validity period

 Odjazdy / Departures / Відправлення Warszawa Zachodnia		 9 VI – 31 VIII 2024 <small>Aktualizacja wg stanu na 22 VI 2024</small>		
godzina odjazdu departure time	peron tor platform track	pociąg train	godziny przyjazdów do stacji pośrednich arrivals at intermediate stops	godzina przyjazdu do stacji docelowej arrival at destination (station)
4:19	4 8	SKM - S1 99283 	Warszawa Ochota 4:22, Warszawa Śródmieście 4:25 , Warszawa Powiśle 4:29, Warszawa Stadion 4:32, Warszawa Wschodnia 4:35 , Warszawa Wawer 4:48, Warszawa Anin 4:50, Warszawa Międzylesie 4:52, Warszawa Radość 4:55, Warszawa Miedzeszyn 4:58, Warszawa Falenica 5:00, Michalin 5:03, Józefów 5:05, Otwock Świder 5:08,  10-16 VI;	Otwock 5:10
4:19	4 8	SKM - S1 99283 	Warszawa Ochota 4:22, Warszawa Śródmieście 4:25 , Warszawa Powiśle 4:29, Warszawa Stadion 4:32, Warszawa Wschodnia 4:35 , Warszawa Grochów 4:39, Warszawa Olszynka Grochowska 4:42, Warszawa Goławek 4:44, Warszawa Wawer 4:47, Warszawa Anin 4:50, Warszawa Międzylesie 4:52, Warszawa Radość 4:55, Warszawa Miedzeszyn 4:57, Warszawa Falenica 5:00, Michalin 5:02, Józefów 5:05, Otwock Świder 5:07,  17 VI-31 VIII ∅ 20-21 VII;	Otwock 5:10
4:19	2 20	SKM - S1 99283 	Warszawa Ochota 4:22, Warszawa Śródmieście 4:25 , Warszawa Powiśle 4:29, Warszawa Stadion 4:32, Warszawa Wschodnia 4:35 , Warszawa Grochów 4:39, Warszawa Olszynka Grochowska 4:42, Warszawa Goławek 4:44, Warszawa Wawer 4:47, Warszawa Anin 4:50, Warszawa Międzylesie 4:52, Warszawa Radość 4:55, Warszawa Miedzeszyn 4:57, Warszawa Falenica 5:00, Michalin 5:02, Józefów 5:05, Otwock Świder 5:07,	Otwock 5:10

Static information at stations and stops

Composition of detailed line timetables (Departures) – lower part

Explanation of abbreviations

objaśnienia skrótów / abbreviations	objaśnienia znaków / symbols	objaśnienia znaków / symbols
<p>IC - „PKP Intercity” Spółka Akcyjna IC - InterCity TLK - Twoje Linie Kolejowe PR - POLREGIO S.A. BUS - Autobus komunikacji zastępczej za pociąg REGIO</p>	<p>z - zastępcza komunikacja autobusowa / rail replacement bus service / Замість потяга курсуватиме автобус 1 - 1 klasa / First class seats / 1 клас 2 - 2 klasa / Second class seats / 2 клас 2 - tylko 2 klasa / 2nd class seats only / тільки 2 клас R - rezerwacja miejsc / seat booking / бронювання місць R - rezerwacja obowiązkowa / seat reservations compulsory / обов'язкове бронювання - wagon sypany / sleeping car / спальний вагон - sprzedaż napojów i przekąsek z wózka minibar / sale of drinks and snacks from the mini bar trolley / продаж напоїв і закусок з візка міні-бар X - wagon gastronomiczny / restaurant car / вагон громадського харчування - wagon z miejscami dla osób na wózkach - z windą/rampą / car with seats for disabled passengers - with a lift/ramp / вагон з місцями для інвалідних візків - з ліфтом/ранпсом - możliwość przewozu rowerów w wagonie nieprzystosowanym do ich przewozu – liczba miejsc ograniczona / it is possible to transport bicycles on the wagon not adapted to it - limited number of places / можливість перевезення велосипедів у вагоні, що не призначений для їх перевезення — кількість місць обмежена</p>	<p>- wagon przystosowany do przewozu rowerów - liczba miejsc ograniczona / bicycles adopted to the transport of bicycles – limited number of places / потяг призначений для перевезення велосипедів — кількість місць обмежена - przewóz przesyłek konduktorskich / courier service / перевезення кондукторських вантажів - przełączenie wagonów do innego pociągu / wagons to be switched to another train / переключення вагонів до іншого потяга - dostęp do WiFi / WiFi access / доступ до WiFi - dostępne miejsce do przewijania dziecka / baby changing space available / dostępne місце для сповивання дитини - klimatyzacja / air conditioning / кондиціонер - wagon z miejscem na duży bagaż / wagon with space for large luggage / вагон з місцем для великогабаритного багажу - zmiana usług na trasie pociągu / change services on the route / Зміна послуг - terminy kursowania / days of operation / періодичність руху - oprócz / except / окрім - oraz / and also / і ① - w poniedziałki / Mondays / no понеділках ④ - w czwartki / Thursdays / no четвергах ⑤ - w piątki / Fridays / no п'ятницях ⑦ - w niedziele / Sundays / no неділях</p>

Sprzedż biletów krajowych w każdym pociągu, na zasadach określonych przez danego przewoźnika. / Tickets for domestic routes can be purchased on each train, consistent with the terms specified by the carrier.
Za dane handlowe pociągów odpowiada przewoźnik. / Carriers are responsible for commercial data of trains.
Numery telefoniczne informacji poszczególnych przewoźników: / Infoline numbers to individual carriers:
IC - 22 391 97 57 (24h) dla abonentów sieci zagranicznych i dla połączeń zagranicznych; 703 200 200 (24h) dla abonentów krajowych sieci, opłata 1,29 zł brutto/min. pol., realizator usługi: „PKP Intercity” S.A. / 22 391 97 57 (24h) for international calls and international network subscribers; 703 200 200 (24h) for subscribers of domestic networks, charge of PLN 1.29 gross/min. of each call, service provider: „PKP Intercity” S.A.
PR - 703 20 20 20 (24h) opłata 1.29 zł/min. połączenia, realizator usługi: Progress Plus S.C. / 703 20 20 20 (24h) charge of PLN 1.29 gross/min. of each call, service provider: Progress Plus S.C.

Explanation of symbols

Additional information containing operators' helpline numbers

Logos and websites of operators

Static information at stations and stops

Detailed line timetables **Departures** (yellow background) and **Arrivals** (white background)



Static information at stations and stops

Composition of timetables by destination (Arrivals and Departures) – upper part

Pictogram "station/passenger stop" and the name of the station



Warszawa Lotnisko Chopina

Heading – contains Arrivals, Direction, Departures

QR code



Timetable validity period

Logo of PKP Polskich Linii Kolejowych S.A.



13 III – 11 VI 2022

Informacje szczegółowe o pociągach znajdują się na rozkładzie jazdy z tablicą „Odjazdy”.

Aktualizacja wg stanu na 6 III 2022

Przyjazdy Arrivals												Kierunek Direction	Odjazdy Departures												
SKM-S2 5:23	SKM-S2 6:01	SKM-S2 6:23 ₁₎	SKM-S2 7:00	SKM-S2 7:23	SKM-S2 8:00	SKM-S2 8:23 ₁₎	SKM-S2 8:59	SKM-S2 9:26	SKM-S2 10:00	SKM-S2 10:24	SKM-S2 11:00	Sulejówkę Miłosna	SKM-S2 5:39 ₁₎	SKM-S2 6:19	SKM-S2 6:33 ₂₎	SKM-S2 6:37 ₃₎	SKM-S2 7:15 ₄₎	SKM-S2 7:19 ₁₎	SKM-S2 7:37 ₁₎	SKM-S2 8:18 ₄₎	SKM-S2 8:22 ₁₎	SKM-S2 8:44	SKM-S2 9:22	SKM-S2 9:44	
SKM-S2 11:24	SKM-S2 12:00	SKM-S2 12:16	SKM-S2 13:01	SKM-S2 13:27	SKM-S2 13:59	SKM-S2 14:25 ₁₎	SKM-S2 14:29 ₄₎	SKM-S2 14:42 ₄₎	SKM-S2 14:53 ₁₎	SKM-S2 15:23	SKM-S2 16:00	Warszawa Centralna	SKM-S2 10:18 ₅₎	SKM-S2 10:20 ₆₎	SKM-S2 10:44	SKM-S2 11:19	SKM-S2 11:44	SKM-S2 12:22	SKM-S2 12:44	SKM-S2 13:18	SKM-S2 13:44	SKM-S2 14:17 ₄₎	SKM-S2 14:19 ₁₎	SKM-S2 14:44	
SKM-S2 16:25 ₁₎	SKM-S2 16:58	SKM-S2 17:29	SKM-S2 17:42 ₄₎	SKM-S2 18:00 ₁₎	SKM-S2 18:24	SKM-S2 19:00	SKM-S2 19:24	SKM-S2 20:00	SKM-S2 20:24 ₁₎	SKM-S2 21:00	SKM-S2 21:24	Warszawa Śródmieście	SKM-S2 15:21	SKM-S2 15:55 ₁₎	SKM-S2 16:21	SKM-S2 16:44	SKM-S2 17:22	SKM-S2 17:42 ₄₎	SKM-S2 17:44 ₁₎	SKM-S2 18:20	SKM-S2 18:44 ₁₎	SKM-S2 18:53 ₄₎	SKM-S2 19:18	SKM-S2 19:44 ₁₎	
SKM-S2 22:00 ₁₎	SKM-S2 22:24	SKM-S2 22:59	SKM-S2 23:24									Warszawa	SKM-S2 20:20	SKM-S2 20:48	SKM-S2 21:21 ₁₎	SKM-S2 21:47	SKM-S2 22:20 ₇₎	SKM-S2 22:37 ₈₎	SKM-S2 22:44 ₉₎						
SKM-S2 5:23	SKM-S2 6:01	SKM-S2 6:23 ₁₎	SKM-S2 7:00	SKM-S2 7:23	SKM-S2 8:00	SKM-S2 8:23 ₁₎	SKM-S2 8:59	SKM-S2 9:26	SKM-S2 10:00	SKM-S2 10:24	SKM-S2 11:00		SKM-S2 5:39 ₁₎	SKM-S2 6:19 ₁₎	SKM-S2 6:33 ₂₎	SKM-S2 6:37 ₁₀₎	SKM-S2 7:19 ₁₎	SKM-S2 7:37 ₁₎	SKM-S2 8:22 ₁₎	SKM-S2 8:44 ₁₎	SKM-S2 9:22 ₁₎	SKM-S2 9:44 ₁₎	SKM-S2 10:18 ₁₁₎	SKM-S2 10:20 ₆₎	
SKM-S2 11:24	SKM-S2 12:00	SKM-S2 12:16	SKM-S2 13:01	SKM-S2 13:27	SKM-S2 13:59	SKM-S2 14:25 ₁₎	SKM-S2 14:29 ₄₎	SKM-S2 14:42 ₄₎	SKM-S2 14:53 ₁₎	SKM-S2 15:23	SKM-S2 16:00		SKM-S2 10:44 ₁₎	SKM-S2 11:19 ₁₎	SKM-S2 11:44 ₁₎	SKM-S2 12:22 ₁₎	SKM-S2 12:44 ₁₎	SKM-S2 13:18 ₁₎	SKM-S2 13:44 ₁₎	SKM-S2 14:19 ₁₎	SKM-S2 14:44 ₁₎	SKM-S2 15:21 ₁₎	SKM-S2 15:55 ₁₎	SKM-S2 16:21 ₁₎	
SKM-S2 16:25 ₁₎	SKM-S2 16:58	SKM-S2 17:29	SKM-S2 17:42 ₄₎	SKM-S2 18:00 ₁₎	SKM-S2 18:24	SKM-S2 19:00	SKM-S2 19:24	SKM-S2 20:00	SKM-S2 20:24 ₁₎	SKM-S2 21:00	SKM-S2 21:24		SKM-S2 16:44 ₁₎	SKM-S2 17:22 ₁₎	SKM-S2 17:44 ₁₎	SKM-S2 18:20 ₁₎	SKM-S2 18:44 ₁₎	SKM-S2 19:18 ₁₎	SKM-S2 19:44 ₁₎	SKM-S2 20:20 ₁₎	SKM-S2 20:48 ₁₎	SKM-S2 21:21 ₁₎	SKM-S2 21:47 ₉₎	SKM-S2 22:20 ₉₎	
SKM-S2 22:00 ₁₎	SKM-S2 22:24	SKM-S2 22:59	SKM-S2 23:24										SKM-S2 22:44 ₉₎	SKM-S2 23:13 ₉₎	SKM-S2 23:44 ₉₎	SKM-S2 23:59 ₉₎									

Composition of timetables by destination (**Arrivals and Departures**) – lower part

20:28 ⁴⁾	21:00	21:24	22:00 ¹⁾	22:05 ⁴⁾	22:24	22:59	23:24		19:44	20:20	20:48	21:21	21:47	22:20	22:37 ⁸⁾
objaśnienia skrótów / abbreviations				objaśnienia skrótów / abbreviations				objaśnienia skrótów / abbreviations				objaśnienia skrótów / abbreviations			
1) kursuje ①-⑦ ∅ 19-20 III; 2) kursuje ①-⑦ ∅ 19-20 III, 2-3 IV; 3) kursuje 19-20 III; 2-3 IV;				4) kursuje 19-20 III; 5) kursuje ①-⑦ ∅ 2-3 IV, 9 IV; 6) kursuje 2-3 IV; 9 IV;				7) kursuje ①-⑤ ∅ 18 IV, 2-3 V; 8) kursuje 18-20 III; 9) kursuje ①-⑦ ∅ 18-20 III;				10) kursuje 2-3 IV; 11) kursuje 13-18 III; 21 III-11 VI ∅ 2-3 IV, 9 IV; ∅ oprócz			
objaśnienia skrótów / abbreviations												SKM - 19 115 (24h)			
SKM: Szybka Kolej Miejska - S2: linia SKM S2															



www.skm.warszawa.pl

www.portalpasazera.pl

Explanation of abbreviations

Logos and websites of carriers

Timetable by destination Arrivals/Departures



Future timetables - detailed line (Departures) and by destination (Arrivals/Departures)



Regulations on the use of passenger stations and rules on the use of railway infrastructure

In accordance with the provisions of the Act of 28th March, 2003 on railway transport (Art. 36k.) PKP Polskie Linie Kolejowe S.A. develops and publishes, in the form of announcements on information boards, regulations for the use of passenger stations and rules for the use of railway infrastructure

In accordance with *the Guidelines on static information on the timetable of passenger trains at stations and stops, and passenger stations; lpi-7*, changes in train traffic, resulting in particular from:

- 1) temporary exclusion of one or more platforms from operation
- 2) temporary suspension of rail traffic at a given station/line without the launching of replacement bus services
- 3) the launching of additional public passenger trains
- 4) the suspension of the operation or the changing of the route of selected trains
- 5) the announcement of an emergency

should be publicised in the form of ad hoc announcements.

Ad hoc information





Information published by operators

PKP Polskie Linie Kolejowe S.A. provides operators with space on information boards or on platforms to install boards.

Operators mostly announce commercial information and information on current changes in the operation of their trains.

Information boards made available to operators



The aim of the **Central Dynamic Passenger Information System** is to provide travellers with **visual and voice** information on the current implementation of the timetable, including the announcement of deviations from the timetable, and other information related to rail traffic and operators' services.

The Voice Information Guidelines; Ipi-9 provide templates for messages, and set out rules for the preparation and delivery of public address system messages at stations.

Application of PRM provisions in dynamic passenger information facilities

The content of PKP Polskie Linie Kolejowe S.A.'s existing guidelines for dynamic passenger information is consistent with the provisions of the PRM TSI :

- For edge displays, the maximum distance between the observer and the display is 40 m, so the font height is approximately 16 cm
- The content layouts used on the displays provide appropriate parameters that relate to text speed and visibility
- Acoustic computer simulations are performed for public address systems to verify the degree of speech intelligibility measured in line with STIPA.



Dynamic passenger information facilities



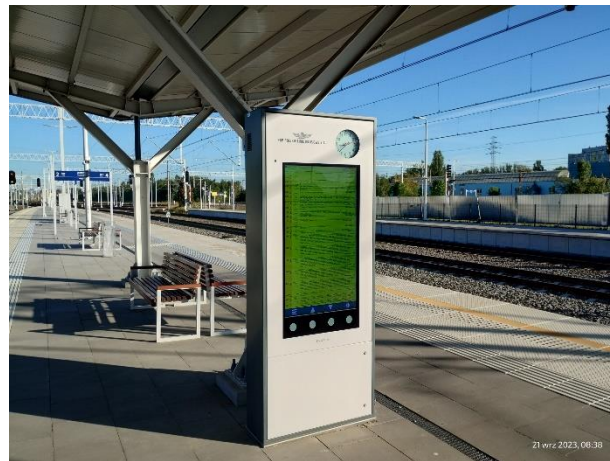
Edge displays



Cumulative platform displays



Entrance platform displays



A multifunctional display



A station clock and announcement system



A train movement sensor

Dynamic information





PKP POLSKIE LINIE KOLEJOWE S.A.

Zarządca narodowej sieci linii kolejowych

Thank you for your attention