



# Station areas: What do passengers want?



**UIC next station**  
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European Passengers' Federation

*Board member*

# The European Passengers' Federation

- Founded in 2002
- European umbrella federation of national and regional passengers' organisations
- 37 member organisations
- 21 countries
- [www.epf.eu](http://www.epf.eu)



# EPF's main objectives

- Represent passengers' views at the European level (all modes: rail – bus & coach – air – maritime – urban transport – new mobility services)
- Campaign for comprehensive and stronger (multi-modal) passenger rights across all modes
- Achieve a better door-to-door (multi-modal) travel experience
- Tackle transport poverty and ensure an accessible and inclusive (public) transport offer, also in rural areas
- Put end-users at the centre when new mobility services are developed

# EPF's main activities

- Participation in EU level platforms, advisory boards, expert committees, working groups (e.g. CER, ERA, ERRAC, S2R, LANDSEC, ...)
- EU level network & policy work
- Involvement in EU research projects, e.g.
  - **USEmobility**: user behaviour modelling
  - **NODES**: design of interchanges and transport hubs
  - **IT2Rail & GOF4R**: information technologies for Shift2Rail
  - **HiReach**: transport needs of vulnerable groups
  - **Cross-border study** on existing and missing railway links
  - ...



# Stations: Many stakeholders involved



# Entrance to the city, meeting place for residents and visitors

## Well-designed stations and station areas:

- Shape the image of a city
- Inspire travellers and invite them
- Facilitate seamless journeys
- Generate income



Liverpool Street station, London - by Aurelien Guichard

# Basic needs of the passengers (1)

- Secure areas in and outside the station
- Easy access for all (entrance – to platform – to carriage)
- Excellent and real-time information about train times/platforms
- Ticketing: ticket machines and ticket offices
- Excellent signage to guide passengers
- Availability of staff or easy to find staff



## Basic needs of the passengers (2)

- Availability of seating, shelter, luggage storage and toilets
- Wi-Fi
- Cleanliness
- Easy connection with other forms of public or personal transport
- Facilities for car and bicycle parking

# Stations in very big cities

- Basic needs of passengers must (mostly) be fulfilled
- There is room for making the station more attractive by :
  - **Combining waiting and trade**
    - Shops for everyday needs, news agents, quick bite to eat, ...
  - **Making waiting more pleasant**
    - Better lit spaces with more comfort, more secure, better finish
  - **Enhancement of extra services in the biggest stations**
    - Shops, restaurants, nurseries, parcel services, meeting rooms, cultural and other events, ...
- Stations can become central places in the city, playing a social role

# Stations in smaller cities

- Basic needs of passengers must (mostly) be fulfilled
- Less staff – training is important (combine more functions)
- There is room for making the station more attractive by :
  - **Combining waiting and trade**
    - Shops for everyday needs, news agents, quick bite to eat, ...
  - **Making waiting more pleasant**
    - Better lit spaces with more comfort, more secure, better finish

# Rural stations

- Basic needs of the passengers will be minimal
  - Secure areas around the station (lighting, open space)
  - Easy access to platform and carriage (height of platform), when no elevators, replaced by slope access
  - Real-time information about first ( and next train ) on platform, also auditory announcements
  - Ticketing machine, preferably on both platforms
  - Minimal signage to guide passengers
  - Availability of shelter, and when possible seating
  - Regular clean-up
  - Easy connection with other forms of public or personal transport
  - Facilities for car and bicycle parking

# Rural stations

- Longer term: make the station area more attractive, create additional services
- Good examples:
  - [www.dorv.de](http://www.dorv.de)
  - [www.mobipunt.be](http://www.mobipunt.be)



[www.mobipunt.be](http://www.mobipunt.be)

# Thank you

for your kind attention

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