Station areas: 
What do passengers want?

Willy Smeulders
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
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

- Municipalities
- Real estate sector
- Regional government
- Taxi companies
- Parking company
- Local residents
- Franchises
- Infrastructure managers
- Local public transport operators
- Railway operator
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
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
  – www.mobipunt.be
Thank you for your kind attention

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