Planning User-Friendly Main Railway Stations: SBB Approach

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- Session 4B – Design 2
Main Railway Stations
Customer Needs & Trends
SBB Approach: QBA
Zone Plan
Development Zone Plan
Lausanne Main Station
Discussion
Main Railway Stations

• Transport terminals → multi-dimensional interchanges.
• Interaction between the rail network and the city.
• Essential part of the urban environment, a place for social activities and an opportunity for retailers → variety of stakeholders.
Customer Needs & Trends

• Social, demographic and economic changes → long-term development of main railway stations.

• Different travel patterns
  → accessibility, information, orientation, etc.

• Additional requirements
  → comfort, shopping opportunities, security, etc.

• Growing passenger flows
  → peak periods, non-transport related flows, etc.
SBB Approach: QBA

- SBB CFF FFS, 2010 → QBA Programme «customer-friendly main stations»
- Definition of **basic quality requirements** and **standards** for SBB main railway stations.
- Six topics
  1. spatial layout planning
  2. comfort and furniture arrangement
  3. signage and path-finding
  4. orientation and information
  5. retail activities and advertisement
  6. design and material attractiveness
Zone Plan

• **Current spatial planning** as basis to develop technical and/or organizational measures.

• **Specific zones (4)**
  – access zone (*Eingangszone*)
  – connection zone (*Erschliessungsszone*)
  – platform zone (*Perronzone*)
  – commercial zone (*Einkaufszone*).

• **Specific areas (4)**
  – circulation area (*Zirkulationsbereich*)
  – information area (*Informationsbereich*)
  – waiting area (*Wartebereich*)
  – temporary shopping area (*Temporärer Einkaufsbereich*).
Development Zone Plan

• **Future spatial planning** as basis to develop new areas in existing stations and its surroundings to provide customer-oriented recommendations and solutions.

• New instrument to improve spatial layout planning of main railway stations with the objective to introduce customer needs (“usability”) **from the preliminary stage of renewal and extension projects** (conceptual design phase).
Lausanne Main Station

• Léman 2030
  → Renewal project of «Lausanne Main Station».
• Vertical configuration (underground passages)
• New access and transit structures.
• New commercial services.
• Intermodality and connection to urban surroundings.
Lausanne Main Station

Ms. Dell’Asin – SBB CFF FFS – Planning User-Friendly Main Railway Stations
Lausanne Main Station

Zoom Entrée Montriand

Legende Zonenplan
Zonen
Presiszone
Entscheidungszone
Engtagezone
Einlaufzone
Leitungssache
Eigentumszone SDD
Bereiche
Zubahnlayortbereich
Informationsbereich Person
Informationsbereich Fahrschulung
Informationsbereich Einlauf
Wartenschutz Person
Wartebereich Entscheidung
Trennung Einlaufwache
Kontakt
How do you address long-term development of main railway stations as intersection between urban, spatial and transport planning?