Stations: “Essential” facilities or “Service” facilities

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Railway stations, in the past...

- In the past, stations were mostly places...
  - To buy tickets
  - To access trains (and connect to other modes)
  - And (for the biggest ones) to drink and eat
- Today, they remain places:
  - To access trains (and connect to other modes)
  - To collect pre-booked « paper » tickets
  - To drink and eat
- However, less and less places to buy tickets!
Fast moving changes in “ticketing”, towards ticketless

• Already, today:
  – Most tickets are sold outside stations (travel agencies, phone, internet)
  – Some tickets may still have to be collected (printed) in stations (« ticket on departure »)

• Tomorrow, there will be:
  – Definitely, more « ticketless »
  – Maybe, more « print at home » (?)
  – Probably, more direct « onboard purchase »
Railway stations, in the future...

- Less and less places to buy or collect tickets
- Will become rather « service » places where...
  - to get travel **assistance** and information
  - to connect to other modes (**intermodal hubs**)
  - to **wait comfortably** for your train
  - to get **sustenance**
  - to cater for other needs (**shops, entertainment**)
  - Also, operators may open **service centres** in them