

# Stations: “Essential” facilities or “Service” facilities

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# Railway stations, in the past...

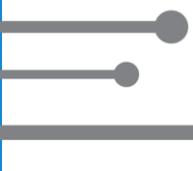
- In the past, stations were mostly places...
  - To **buy tickets**
  - To **access trains** (and connect to other modes)
  - And (for the biggest ones) to drink and eat
- Today, they remain places:
  - To access trains (and connect to other modes)
  - To **collect pre-booked « paper » tickets**
  - 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



# nextstation

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