

# RAILWAY STATIONS: UIC's role to enhance the station user experience

September 2017



INTERNATIONAL UNION  
OF RAILWAYS

## What is a station?



A station is where **society meets the railway**. A place where passengers board and alight from trains, and other customers using the station for other reasons.



A **place of work** for those who operate it, with all the attendant facilities, yet which also offers a **full range of passenger amenities**.

For those using the station, it is also the place via which they **access and interact** with the city, with the local economy, and with other modes of transport - whether their onward journey is local or long-distance.

Looking at stations around the world, we observe so many different models and evolutions from one station to the other.

## UIC's role

Though each member of the International Union of Railways has its own take on what rail travel represents, they nevertheless work together to enhance both their own stations and stations in general. **What, then, are the priority topics and objectives in their work?**

Firstly, their work aims to make the **in-station user experience as enjoyable as possible**. Growing intermodality means that the range of transport services to and from stations is increasingly complex. To help passengers **find their way around**, the relevant information must be provided in the right place at the right time. A **useable station** will thus feature a combination of **easily-understandable signage, digital technology which meets and anticipates travellers' needs, and helpful staff**.

Their second major concern is **security**: what is the best way to oversee events and **prevent risks**, and with which technology, staff and methods? Security is an area in which we can always learn from others' experience.

Thirdly, they look at how to make stations more sustainable, economically, socially or environmentally speaking, whether it be on **energy use**, waste and water management, or their **carbon footprint**, many stations have already done great things in this field. But there is still plenty to discuss and no end of solutions to be found.



HELP TO FIND THEIR WAY AROUND



EASILY-UNDERSTANDABLE, ENJOYABLE



ANTICIPATE TRAVELLER'S NEED



SECURITY



PREVENT RISKS



SUSTAINABLE



## International Railway Solutions (IRS)

To make headway on these and many other topics, UIC members may promote the use of UIC's existing "**International Railway Solutions**", as well as sharing best practice, commissioning research into new solutions, and participating in international projects.

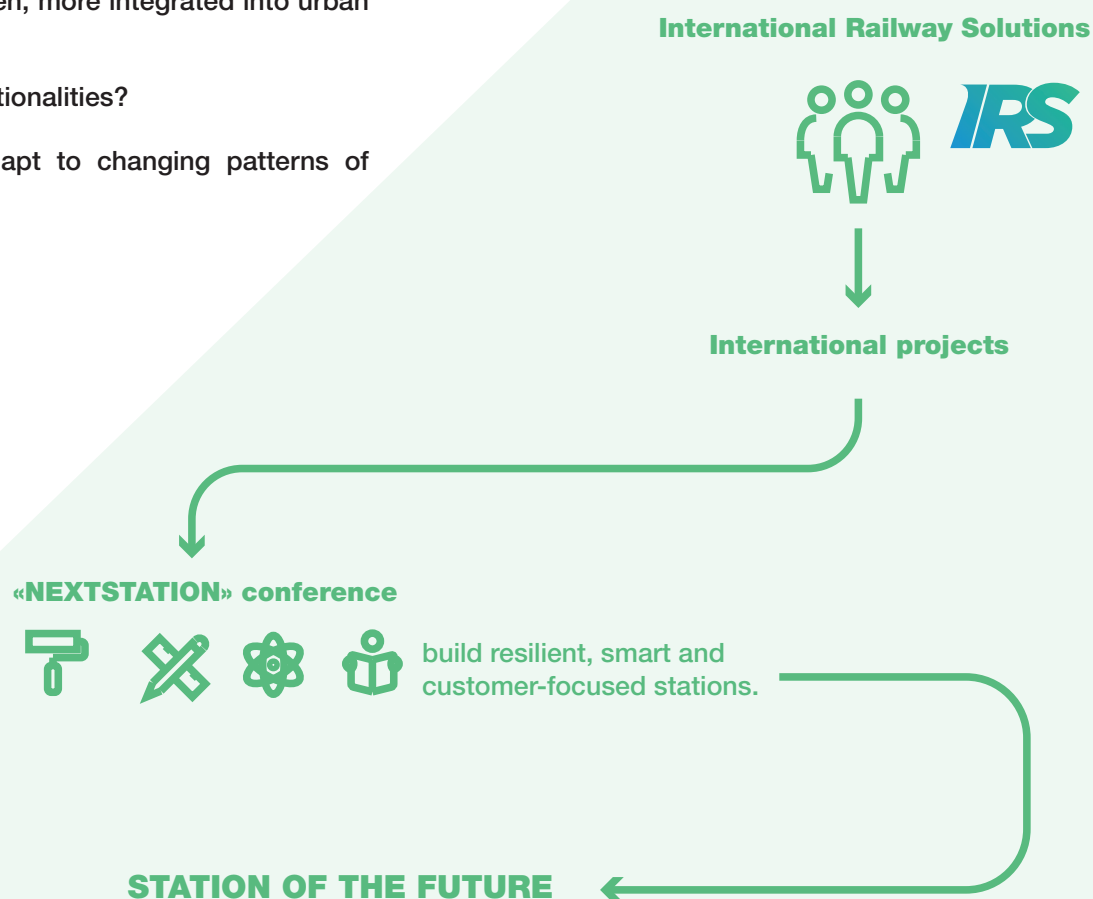
Alongside this, every two years UIC organises the "NEXTSTATION" conference, at which station designers, builders and managers, policymakers, financiers, architects, urban planners and a host of other stakeholders come together to learn about recent developments and engage in discussions and joint thinking. Moreover, the contribution of universities brings innovation to the conference and to stations overall.

The common goal of all these actors is to **build and use resilient, smart and customer-focused stations**.

One day, this sharing of ideas will produce **the station of the future**.

- Will this be more open, more integrated into urban life?
- Will it have new functionalities?
- And how will it adapt to changing patterns of behaviour?

**No one knows.**



*One thing, though, is certain: stations will still be places where society meets the railway, and will continue to give every journey by train that touch of romance.*