

Multi-Modal Stations

Crucial factor to all passengers

Kurt Hultgren, EPF International Rail Summit 2021-02-23

European Passengers' federation founded in 2002



- 38 member organisations
- 21 countries
- all modes of public transport



› What is the problem for the passenger ?



- Going by train is not difficult

Stations and different terminals are problems:

- Combining different travel links
- Different ticketing
- Orientation in a new environment

Public Transport (PT) is a chain of changes

- Often one or several changes of trains, trams, metros, buses
- Changes are a crucial factor for the choice of transport
- Rail travel also must combine with connecting city tram/buses and to regional bus network
- TRAVEL PROBLEMS tend to occur in stations

› Decision includes advantages and disadvantages



- A choice: car trip from A to B - OR train trip with changes at stations in C and D ?
- Luggage handling
- Comfort, short travel time
- Space for your legs
- Option to walk around

› Digitalisation is not a sufficient solution



- Digital information is good for many
- But not all are using digital solutions as much as expected -
- Approximately 30 per cent don't use digital means
- But all persons have to handle the real world

› Digital solutions must be supported by real world activities



- Signage, loudspeakers, service staff
- Orientation
- Printed paper maps
- Digital money good, but not always
- Cashless methods need alternatives
- London TfL just decided not to go cashless
-

› New categories tend to find train travel attractive – great opportunity



- Previous car users must experience the easiness
- Previous air users will find new qualities
- Persons previously using charter to far away places will find a new option in their own country or in the next country
- Stations have to prove themselves being easy and not confusing

› Customers are differently using PT



- Business persons - often experienced
- Private persons going to relatives and friends
- Private persons going to an unusual destination
- Families or groups of friends
- Tourists from next region or from abroad
- Elderly people
- Seldom train-travellers – ‘ex-car-users’

› Competition or Cooperation



- PT companies gain more from cooperation
- Buses and trains support each other
- Multi-Modal station makes PT more attractive

› Trains, buses and also trams, city bus

- Multi-modal stations
- Short – straight – sheltered walkways
- Connection to trams and buses ‘close & clear’
- Where is the Station Square entrance, tram stops, bus terminal?

› Common responsible system for the stations – one responsible

- DB Stationen & Service
- SNCF Gares et Connexions
- UK Network Rail owning all, managing 15 biggest stations
- UK all other stations managed by biggest train operator at the station
- DSB (DK) manages all stations even where other companies run the trains



57. **Buss och tåg.** Den nya bussterminalen vid stationen i Trollhättan ligger vinkelrätt mot en av plattformarna. Hiss till mellanplattformen syns till höger. • The new bus terminal at Trollhättan is at right angles to the closest platform. The lift to the next platform can be seen to the right. **Trollhättan C.**

› One passenger – one situation – one station manager needed



Necessary to increase quality:

- Common information system
- Departing trains including all companies
- Departing buses regionally common information

Station services offered by one common staff

(otherwise you always ask the wrong person)



› One specific group – PRM actually not so apart in reality



- PRM – persons with reduced mobility
seeing, hearing, walking or orientation problems
- “What is necessary to some is favourable to most others “ - defining quality levels
- “calculate as quality increase, not as extra cost”
- Stig Larsson, CEO SJ, president of UIC
- EU DG MOVE PRM Advisory Body

Necessary to some and Favourable to most others

Kurt Hultgren



Travel quality for railway passengers is increased
by the claims from the handicapped people

SJ Swedish State Railways, Passenger Division, Sweden

› When making new multi-modal stations



- Rebuilding a station has to keep the focus. Passenger is the main character, not shop-users
- Additional service shops most welcome, but the traveller must remain the leading personality

› Passengers and commercialisation



- The station must be well visible in the city
 - - built-over stations get anonymous
 - two examples Borås (Se)
 - Montréal (Ca)



Borås C, Sweden



› The Station is a part of the City



- Additional visitors to the station are welcome to use the shops, to meet arriving and greeting departing persons, as well as early ticket buyers.
- Also persons using the passage through the station are part of the everyday life
- A danger in barriering off the free crossing of a station area in a city – makes it more “excluded”

(case NL)

› Multi-modal - sustainable and space efficient - BIKES and trains



- Public transport is an efficient way of using space in the cities.
- Not all train passengers arrive by trams or buses
- The most efficient private means of transport has to be encouraged: the bike
- Need for bike parks, both guarded and open.
Strict rules for month cards In guarded areas by blipping entrance. (case DK, NL, CH)

› Efficient space use - ELECTRIC MINI SCOOTERS and trains



Electric mini scooters might offer irritation in streets and on pavements, but the use of them is extremely space efficient. Most of them belong to private companies that let registered customers use them for a fee, without previous reservation.

There is a need for a space to leave and fetch them, close, but not as an obstacle. The companies might be willing to hire an area – and those users who put scooters elsewhere can be responsible for extra pay.

› Efficient space use - CERTAIN CARS and trains



- Taxis are the most efficient car alternative, being used rather intensively.
- Rent-a-car should be offered spaces for cars to be delivered or left, but normally not for long-stay
- Car-pools could be offered an area near-by, but not immediately adjacent to the station.
- Private cars should be able to use as a feeder to and from the station, using an adjacent area well paid, since parking normally is relatively expensive.

› Multi-modal tram-train

- Dual-mode trams run on railways outside the city and on streets in the city.
- Dual tram technique is a new service to customers (case Kassel, Mulhouse, Sheffield)
- Thus they avoid one change, giving extra favour to the passengers
- They by-pass the station which gives more space for those who need that space.

Stations-Guide

Inter-modal travel centres

Att utveckla resecentrum från dålig skarv till bra koppling

Kurt Hultgren



