Forum Train Europe FTE

The European coordination platform of railway undertakings

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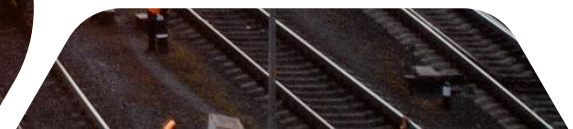
PLANNING TRAINS TO CONNECT EUROPE



Preliminary results on Passenger Stations research

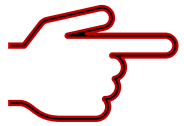
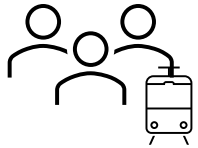
FTE Working Groups P+F+IT

23 & 24 September 2025

Big Picture

Why Service Facilities (SF) Project?

Members' need: Mandated by FTE Plenary Assembly to address the topic.

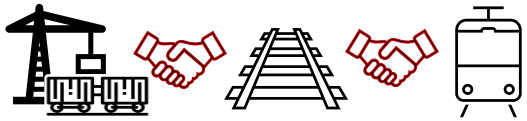



Capacity Regulation, Article 31: Provides an opportunity to utilize and implement our specific needs.

Goal:

Align Capacity Allocation: Between Service Facilities and track network.

Enhance Cooperation: Among SF Operators, Railway Undertakings, Infrastructure Managers.



Increase Economic Effectivity and Operational Efficiency.

Now:

Determine the best and worst practices in Europe.

Propose Standards: Based on market needs and common agreement.

Reports Available

Freight Terminals

Sidings

Current Scope

Passenger Stations

For Future Research

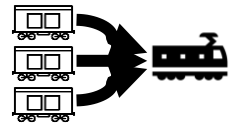
Maintenance Facilities

Cleaning Facilities

Relief Facilities

Ports

Re-fueling Facilities


Marshalling Yards

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Introduction

Topic: Passenger Stations

Scope:

- Ownership and Charging
- Long-term Planning
- Temporary Capacity Restrictions
- Capacity Alocation
- Operation and After-alocation processes
- Passenger with Restriced Mobility (PRM)

Goal:

- Current state
- Indentify best practices
- List market needs

Methodology:

- Desk research
- Semi-structured Interviews – with stakeholder experts

Interviews concluded	RU Freight	RU Passenger	IM	RFC	PSO
Passenger Stations	/	13	6	/	1

Picture source: FTE (upper)
ŽSR (lower)

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Ownership and Charging

Definition: a designated facility where trains halt to allow passengers to board or disembark

Out of Scope: **Commertial Spaces, Ticket Sales**

Ownership Models:

> **IM Sole Ownership:**
  - \+ Pros: Predictability in financing, no additional contracts, better coordination for planning and investments.
  - \- Cons: None specified; considered best practice.

> **IM + Subsidiary/External Developer:**
  - \+ Pros: Specialized management.
  - \- Cons: Increased administrative burden, coordination challenges, potential decline in service quality.

Charging Models:

> Usage fee (component of TAC) - Based on Installed Equipment:
  - > Differentiates service quality by equipment provided (e.g., ÖBB Model: Categories A, B, C, D).
  - > Offers clear service differentiation; supports adequate operation and maintenance.

Open Question:

> Should we charge trains differently?

?

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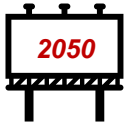
Long-term Planning



Long-Term Planning:

> The process from project proposal to construction start at the station, encompassing modernization or new developments.
> **Consultation:** IM conducts a single consultation with RUs and stakeholders in the beginning of project preparation.
  > Open Access Operators: Low to non negotiating power.
  > RUs: Negligible negotiating power.
  > PSO Authorities: Highest negotiating power. Still uncertian.

Passenger Number Submissions:

> **Requirement:** RUs must provide passenger flow numbers at each station to the IM, commonly mandated across countries.
> **Examples: ÖBB Infra:** Annualy/upon request, **ŽSR:** 10 year outlook, **Poland:** processed by RB
> **Purpose:** Ensure platform dimensions meet expected passenger volumes, avoiding overcrowding

Why?

Spanish RB decision: Overcrowding led to capacity withholding at stations like Madrid Chamartín, pending infrastructure expansion.

Result: More RU, IM, and RB collaboration to optimize passenger capacity and manage train allocations.

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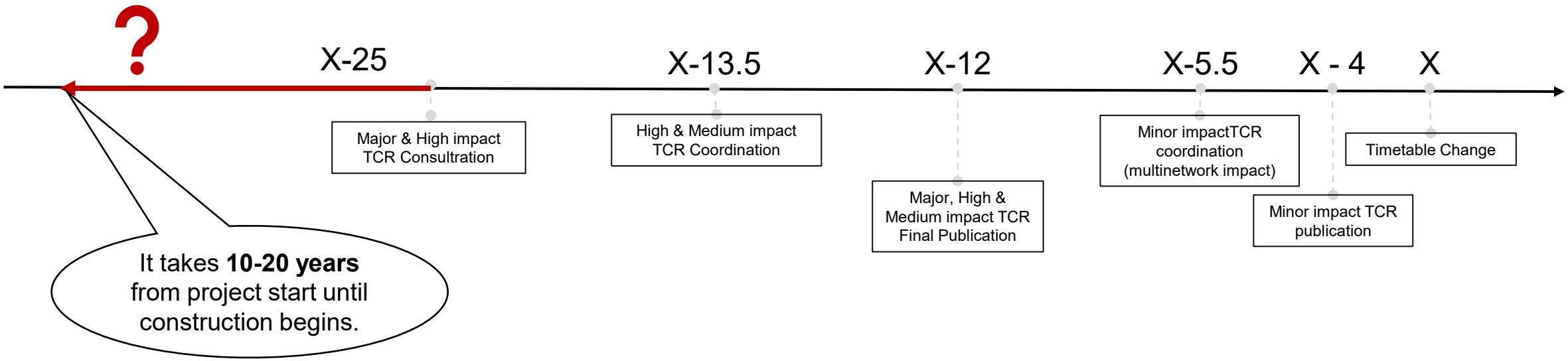
Long-term Planning: from Planning to TCR execution

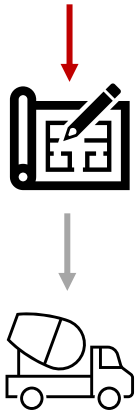


For the Project to fullfil Market needs we need Consulation process sooner!

How should such process look like?

- **How many consultations?**
- **When should these meetings take part?**
- **Who should be involved?**
- **What about Open Acess?**

How do we get here?



TCR : Temporary Capacity Restriction
Timeline based on Capacity Regulation

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Temporary Capacity Restrictions

Issues Mentioned:

> No other restriction types beside track closure are mandatory to be published by current law description
> SF Operators different than IM are not obliged to publish TCRs, fullfil deadlines

Process proposal

Restriction	Publication
Major TCR (complete overhaul)	X-25
Platform shortening	X-13.5
Platform acessibility *(lift, elevator, passeges)*	M-30 days
Siding closure	X-9
Services *(Water, Defecation, Cleaning)*	X-9
Passenger Services *(waiting room, parking)*	M-180 days
Traction Power	X-5.5

Do you agree with the proposal? Is something missing?
What about Commertial Conditions?

Picture source: Galéria - Železničný uzol Žilina

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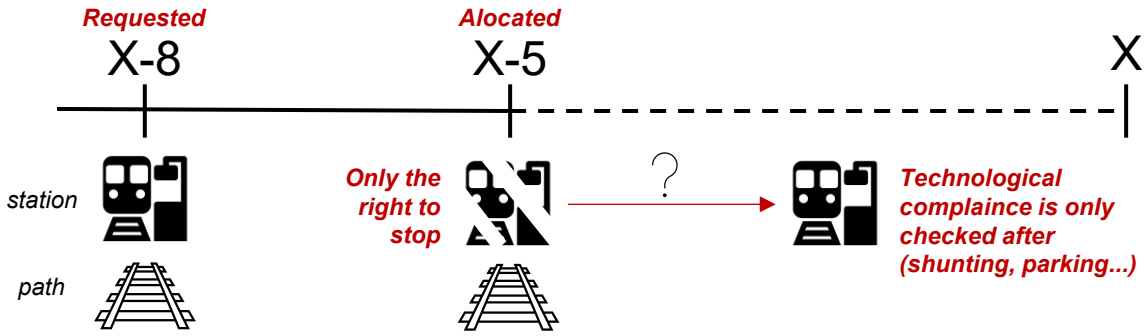
Capacity Allocation

Definition:

> Station Capacity is requested simultaneously with Path Request
>> 3rd party ownership results in additional actions

Needs:

> All train activities (water, crew change, shunting, sidings) shall be considered simultaneously



Station Capacity plan is constructed after Path Alocation by Regional Departments/Station Manager. Is this okay?

SF Description - Needs:

> Digital & Up to date
> Available, no personal requests
> National and English language
> Mandatory for any operator (IM/3rd party)
> Best if standardized

TF SF proposal to IRG-Rail:

Information	TSI	SFD	RINF/ RIS
TCR description with traffic and operational impacts	X	X	X
Track occupancy plan		X	X
Platform preference	X		
Planned track change	X		
Platform height		X	X
Platform length		X	X
Useful track length		X	X
Preheating availability		X	X
Water refilling		X	X
Defecation		X	
Highlight local operational limitations		X	X
Passenger services : *waiting rooms, shelters on platforms, opening times, toilets, toilets for PRM, voice announcement, digital displays, ticket office, ticket machine, parking space, parking space for PRM, charging for electric cars, bike parking slots, luggage lockers, vending machines, lost/found office, restaurants, PRM elevating platforms, PRM accessibility*		X	X

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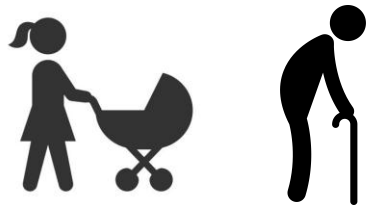
Passengers with Restriced Mobility

Currently:

- Passengers have to request at least 24h prior departure
- Lack of digitalization, intense workload organizing the transport
- Cause of train delays
- **Organizers:**
  - RU alone
  - RU + IM
  - RU + 3rd provider

Goal:

- Digitalization of the organization:
  - RU<>RU, RU<>IM, RU<>3rd party
- Autonomous passenger boarding, without need for assistance



It is more than wheelchair users!

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