

NEXTSTATION

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Planning User-Friendly Main Railway Stations: SBB Approach

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- Session 4B – Design 2



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- Customer Needs & Trends
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Main Railway Stations

- Transport terminals → multi-dimensional interchanges.
- Interaction between the **rail network** and the **city**.
- Essential part of the urban environment, a place for social activities and an opportunity for retailers → **variety of stakeholders**.





Customer Needs & Trends

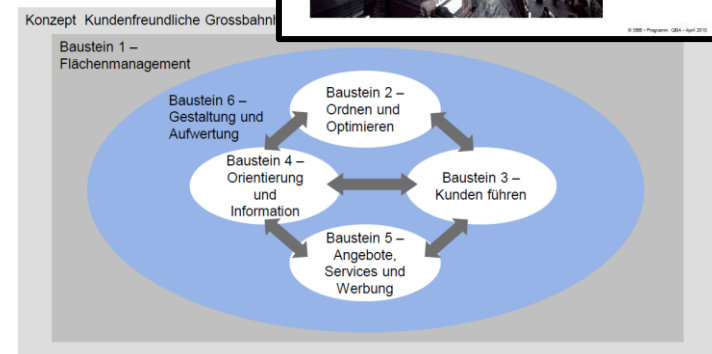
- Social, demographic and economic changes → long-term development of main railway stations.
- **Different travel patterns**
 - accessibility, information, orientation, etc.
- **Additional requirements**
 - comfort, shopping opportunities, security, etc.
- **Growing passenger flows**
 - peak periods, non-transport related flows, etc.





SBB Approach: QBA

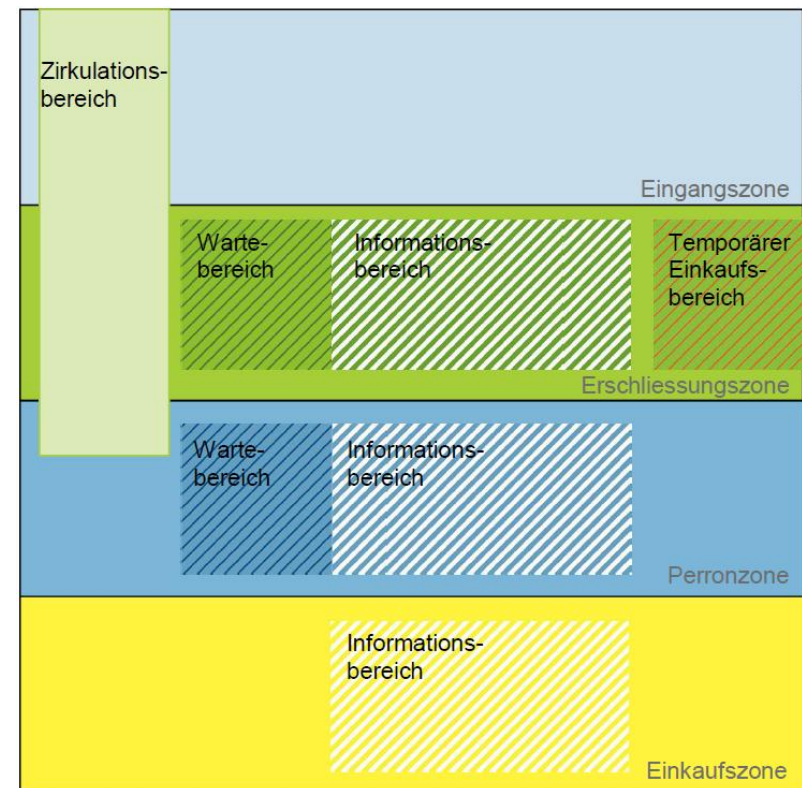
- SBB CFF FFS, 2010 → QBA Programme «customer-friendly main stations»
- Definition of **basic quality requirements** and **standards** for SBB main railway stations.
- Six topics
 - (1) spatial layout planning
 - (2) comfort and furniture arrangement
 - (3) signage and path-finding
 - (4) orientation and information
 - (5) retail activities and advertisement
 - (6) design and material attractiveness





Zone Plan

- **Current spatial planning** as basis to develop technical and/or organizational measures.
- **Specific zones (4)**
 - access zone (*Eingangszone*)
 - connection zone (*Erschliessungsszone*)
 - platform zone (*Perronzone*)
 - commercial zone (*Einkaufszone*).
- **Specific areas (4)**
 - circulation area (*Zirkulationsbereich*)
 - information area (*Informationsbereich*)
 - waiting area (*Wartebereich*)
 - temporary shopping area (*Temporärer Einkaufsbereich*).





Development Zone Plan

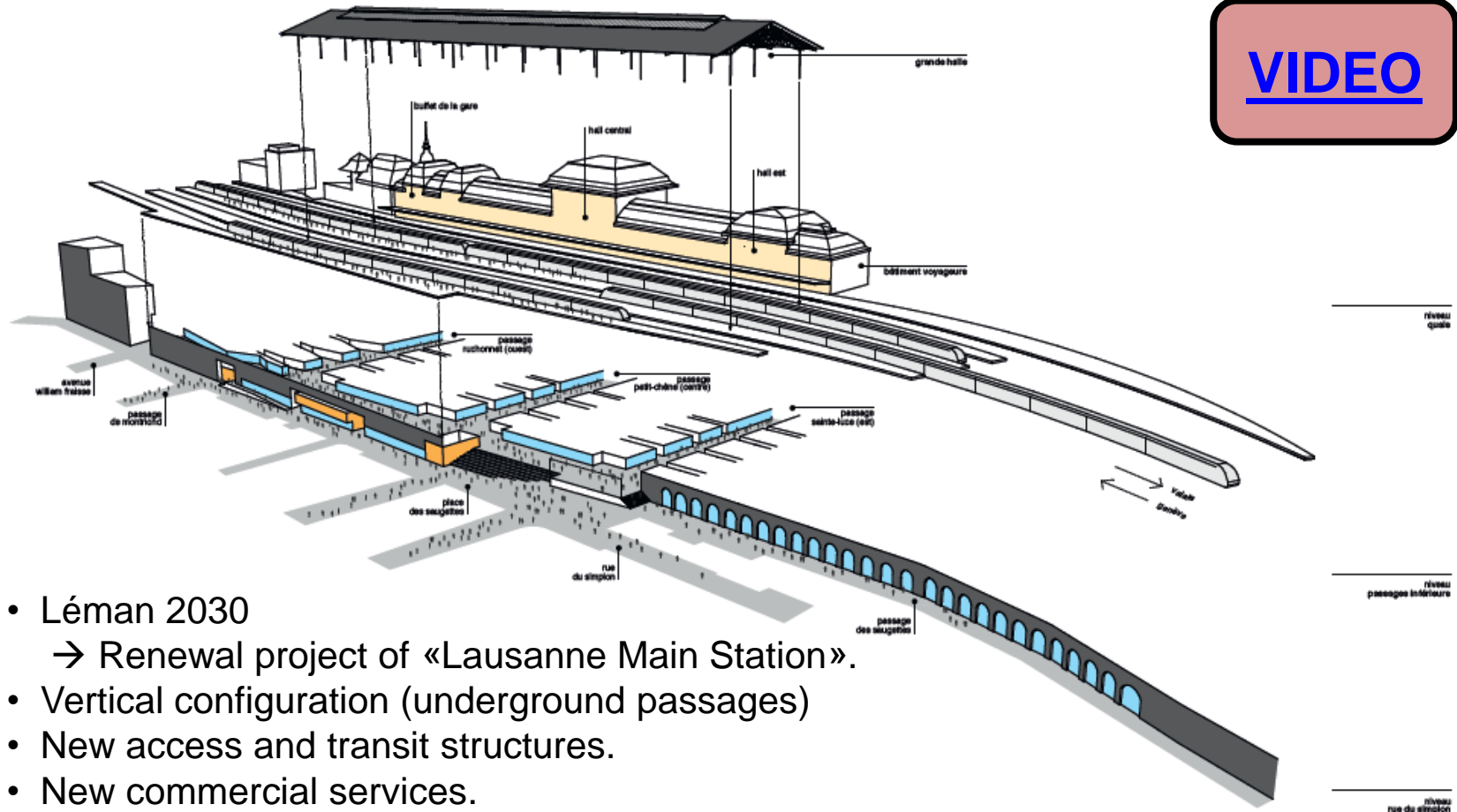
- **Future spatial planning** as basis to develop new areas in existing stations and its surroundings to provide customer-oriented recommendations and solutions.
- New instrument to improve spatial layout planning of main railway stations with the objective to introduce customer needs (“usability”) **from the preliminary stage of renewal and extension projects** (conceptual design phase).





Lausanne Main Station

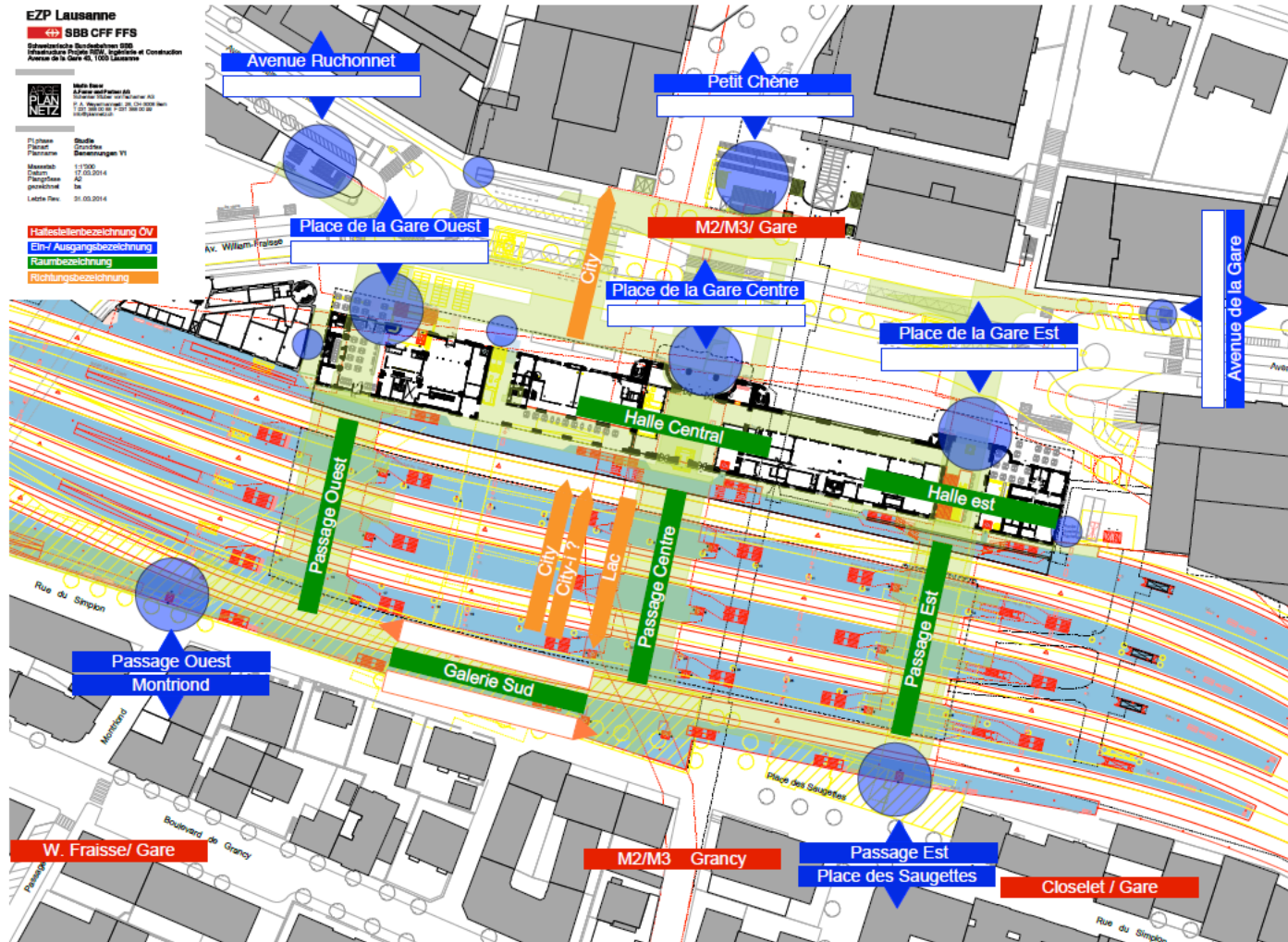
[VIDEO](#)



- Léman 2030
→ Renewal project of «Lausanne Main Station».
- Vertical configuration (underground passages)
- New access and transit structures.
- New commercial services.
- Intermodality and connection to urban surroundings.



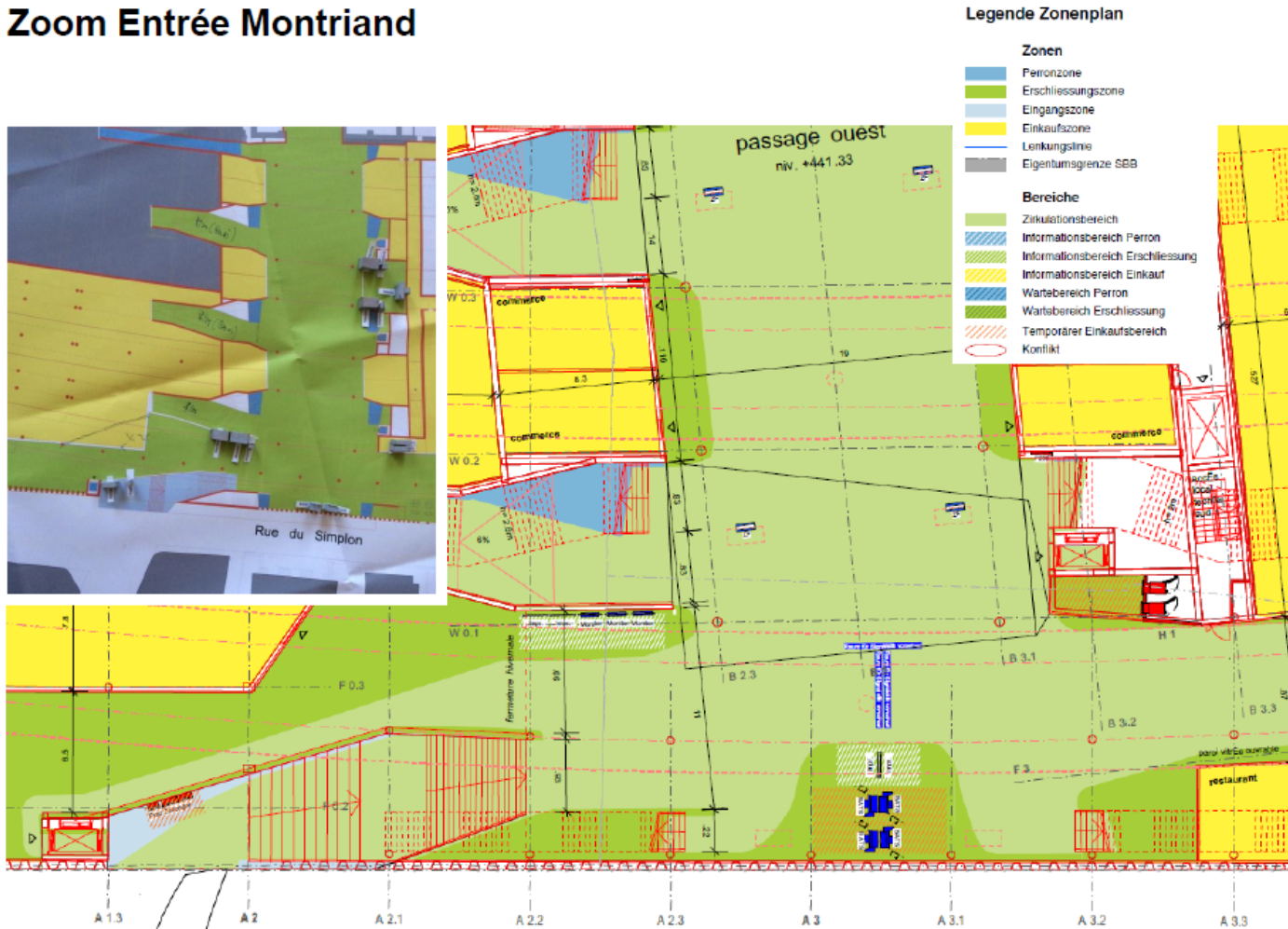
Lausanne Main Station





Lausanne Main Station

Zoom Entrée Montriand





Discussion

*How do you address **long-term development of main railway stations** as intersection between urban, spatial and transport planning?*



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