

## Station Facilities: Improved Service Quality for All Categories of Passengers

Major railway stations and commuting hubs not only provide functional services, but also are important in terms of the image of the railways. Railway station modernization and construction projects of JSC “Russian Railways” address special needs of disabled people and environmental management principles.

In 2012, a large amount of reconstruction and restoration work was carried out in Moscow railway stations (listed buildings). The first stage of work was launched at the Paveletsky, Leningradsky and Kazansky railway stations, and the final commissioning of assets has been scheduled for 2013. At the Rizhsky and Savelovsky railway stations modernization plans are being implemented: they will not only be reconstructed, but the use of the transport centers will also change.

In addition, reconstruction works were carried out at 14 railway stations in different regions of the Russian Federation in 2012 (excluding Moscow).

In 2012, major projects included new multimodal commuting hubs in Sochi (planned to be launched in 2013) and in Kazan. Increased passenger comfort and improved quality of railway station services are a way to reduce the decrease in passenger numbers and to facilitate profitable passenger services.

### MOSCOW: JSC “RUSSIAN RAILWAYS” IS BUILDING COMMUTING HUBS WITH PARKING FACILITIES AT RAILWAY AND SUBWAY STATIONS

Total:	Agreement between the Moscow Government and JSC “Russian Railways” No. 77-549 dated 11 November 2011 Decree of the Moscow Government No. 413-PP dated 11 September 2012 Decree of the Moscow Government No. 649-PP dated 15 November 2012
44	Site improvement and construction of outdoor single level parking areas. In 2012, 18 hubs were equipped with required facilities, and parking lots for 1,000 cars were built.
13	Development of urban planning documentation, architectural plans, working documentation, construction (period: 2014–2020)

### Barrier-free environment for disabled people

The creation of a new quality railway station environment for disabled people is a widespread project. All components of the railway station infrastructure should be made accessible and be interconnected: “railway station area — railway station building — railway gates — railway platforms”. In addition, all components of the railway station environment should be linked with the technological process of the unified passenger service, which means that carrier operators should also be involved in the process.

Currently, a set of standard measures and solutions is being tested at the Rizhsky railway station and subsequently may be implemented at all Moscow stations. A project to adapt railway buildings and areas to the needs of disabled people was developed with the participation of the Available Environment and Universal Design Foundation; the project construction and installation works have been completed.

In 2012, a service for disabled passengers — the Mobility Facilitation Center (MFC) — was launched at the Leningrad station (Moscow), at the Moscow station (St. Petersburg) and in Sapsan trains. For the convenience of passengers a call-center has been established in the MFC; the toll-free number is 8-800-510-11-11.

The creation of a barrier-free environment in transport is envisaged by the state federal program “Accessible Environment for 2011-2015”, the executor of which is the Russian Ministry of Labor and the co-executors of which are the Ministry of Transport and the Ministry of Regional Development. The investment program of JSC “Russian Railways” approved by the Government of the Russian Federation does not allow for enough funds to create a barrier-free environment for disabled people in all railway facilities. However, work to adapt railway station facilities to the needs of disabled people will be immediately deployed once additional funds have been allocated.