PROJECT

**Equipment of multi-modal transfer points (SVI2004/096)**

*Ausgestaltung von multimodalen Umsteigepunkten*

**Funding:** National (Switzerland)
**Duration:** Feb 2005 - Sep 2008
**Status:** Complete with results

**Background & policy context:**

A comprehensive evaluation of the quality of transfer points is taking into consideration sequences of trips and activities. Based on questioning it was necessary to develop aids in planning and equipment of transfer points, incl. the compilation of a handbook.

**Objectives:**

The objective is empirical analysis of the quality of transfers, development of criteria and principles in evaluation, planning and rebuilding of transfer points.

**Methodology:**

In addition to the definition of 'transfer point', a typology of multi-modal interchange points is developed. The representative surveys are based on a hierarchical model of quality levels (categories, criteria, indicators), whose meaning is determined taking into account behavior of homogeneous groups.

**Related Projects:**

Research organisation: Swiss Federal Roads Office; Research Roads-Bridges-Tunnels
Project number SVI2007/014
Project title: Strategien zur Kooperation und zum Management beim Betrieb von intermodalen Schnittstellen

Project title: (in English) Strategies for cooperation and management in the operation of intermodal interfaces

**Parent Programmes:**

[ARAMIS - ARAMIS information system](#)

**Institute type:** Public institution
**Institute name:** Swiss Government: State Secretariat for Education and Research
**Funding type:** Public (national/regional/local)

**Partners:**

Switzerland
Research organisation: Swiss Federal Roads Office
Metron Verkehrsplanung AG

**Organisation:** AG
**Address:** Stahlrain 2
**Zipcode:** 5201
**City:** Brugg
**Contact country:** Switzerland
**Key Results:**

Certain findings relate to particular types of interchange points are results of the project:

- Because of their complexity the interchange points of national interest definitely require a conceptual approach. Isolated improvements seldom lead to an overall heightened quality assessment of the interchange by its users. The number of shopping opportunities at these interchange points tends to be too high and therefore stands in conflict with the transfer functions. A different organisation and use of space is recommended. The interchange point should provide space however for entertainment activities.
- The features which provide for travellers spending time at the interchange point (waiting, shopping, recreating) are of central concern for points of regional interest. Particularly features which make waiting for the next connection more pleasant are important, such as lengthening of platform roofs, waiting rooms with seating on the platforms, weather protection at near-by stops, a good selection of shopping opportunities, and space for entertainment activities. Ticket sales points with competent staff are also important.
- The interchange points of local interest are smaller and clearer therefore single aspects can be targeted for improvement individually. Here as well the focus for improvements should be directed to features for waiting travellers. Shopping opportunities, waiting rooms on the platforms, and weather protection at near-by stops are the important provisions. Economising on personnel or on service leads to serious losses of quality from the point of view of the users.
- The city interchange points should be conceived as transport hubs. A pleasant atmosphere for waiting is again important. Shopping opportunities may be housed in near-by buildings. Manned sales points (where not already present) would bring the greatest benefit in the eyes of the users. The design and architecture of bus and tram hubs should receive greater attention in order to make a good impression and to facilitate orientation in the city.

Documents:
- sVI 2004 096.pdf (Final report)

*STRIA Roadmaps:* Other specified

**Transport mode:** Multimodal transport

**Transport sectors:** Passenger transport, Freight transport

**Geo-spatial type:** Infrastructure Node