

EPF-Bulletin 2 - December 2007

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DEAR READER,

Welcome to the second issue of the bulletin of the European Passengers' Federation. We also welcome a new member of our federation, the Greek association Epivatis. In this bulletin you can read something about our report 'Journeys without Borders' and our views on the question of passengers' rights. During the coming weeks we shall be studying the Green paper produced by the European Commission on 'Sustainable Urban Mobility', and we should be interested in our readers' views on this topic, which our Council will discuss on January 12th 2008 in Basel. We also recommend you to visit our website www.epf.eu for our news and our plans for 2008, including our Annual General Meeting and Conference on March 15th 2008 in London.
Trevor Garrod, Chairman

Bienvenue au deuxième numéro du bulletin de la Fédération Européenne des Voyageurs. Nous souhaitons aussi la bienvenue au nouveau membre de notre fédération, l'association grecque Epivatis. Dans ce bulletin vous pouvez prendre connaissance de notre rapport Voyages sans Frontières et de nos opinions au sujet des droits des voyageurs. Dans les semaines qui viennent nous étudierons le livre vert de la Commission européenne sur la mobilité urbaine soutenable et nous nous intéresserons aux opinions de nos lecteurs sur ce sujet, que notre conseil discutera le 12 janvier 2008 à Bâle. Nous vous recommandons aussi de visiter notre site web www.epf.eu pour nos nouvelles et nos plans pour 2008, y compris notre assemblée générale et congrès à Londres le 15 mars 2008.
Trevor Garrod, President

Willkommen zur zweiten Nummer des Rundschreibens des Europäischen Fahrgastverbandes. Wir begrüßen besonders das neue Mitglied unseres Verbandes, den Griechischen Verband Epivatis. In dieser Ausgabe lesen Sie über unseren Bericht Reisen ohne Grenzen sowie über unsere Meinungen zum Thema Fahrgastrechte. In den kommenden Wochen werden wir das Grünbuch der Europäischen Kommission über nachhaltige städtische Mobilität studieren. Die Meinung unserer Leser hierzu ist von grossem Interesse für uns, das Thema bildet den Schwerpunkt unserer Verwaltungsratsitzung am 12. Januar 2008 in Basel. Wir empfehlen auch einen Besuch auf unserer Webseite www.epf.eu, um unsere Nachrichten zu lesen sowie etwas über unsere Pläne für 2008 zu erfahren, besonders unsere Jahreshauptversammlung und Tagung am 15. März 2008 in London.
Trevor Garrod, Vorsitzender

This second EPF Bulletin provides details of a number of issues we are dealing with or are interested in. We remain an organisation with very limited financial resources but we can count on a dynamic team of volunteers and on our 25 member organisations that are active in 15 countries.

**IMPROVED RIGHTS FOR TRAIN PASSENGERS:
A FIRST STEP**

In September, the European Parliament and the Council of the EU approved the third railway package. Part of this is the passenger rights' regulation, on which a compromise agreement had been reached in June between the European Council (EC) and the European Parliament (EP). The original proposition of the European Commission only applied to international passengers and the EC wanted to keep it that way, but the EP made sure that the regulation would apply to all passengers. A number of other EC propositions have been seriously watered down, but the compromise agreement is still far better than nothing.

On the positive side, the regulation will apply, in principle, to all passengers, although member states can apply certain exemptions for passengers on domestic trains. For these passengers, the EC and the EP came up with a compromise: certain basic rights apply to passengers in all trains from the moment the regulation enters into force, but for the additional rights on domestic trains, a member state can obtain exemptions. Regrettably the policymakers gave greater priority to the concerns of the railway operators than to the rights and expectations of passengers. As a result even passengers making an international journey with a single through ticket will have different rights on different trains. This is unacceptable and the EPF will continue

to press for change to ensure that passengers making international journeys have proper rights for each part of the journey, irrespective of the class of train on which the journey is made.

Basic rights

A number of basic rights will apply to all passengers from the moment the regulation enters into force. This is 2 years after the official publication in the Official Journal, which is expected in November or December this year. These basic rights include:

- Selling tickets and giving information must be done EU-wide on the basis of a common standard. It must be possible to buy a ticket on the train (although there are a number of possible exemptions, such as the vague "on reasonable commercial grounds") and tickets must not only be available via the Internet.
- Equal accessibility for persons with reduced mobility without having to pay a supplement.
- Liability arrangements based on the international CIV arrangements.
- Information a passenger is entitled to receive when buying a ticket
- Information provided during the journey.



Picture by NMBS Holding

Additional rights

Other matters are additional and initially will only apply to passengers on international trains. For passengers on domestic trains, an exemption of up to 15 years is possible. For passengers on urban and regional trains, this exemption could apply indefinitely. We expect the member states to consult the relevant national and EU-wide consumers' organisations before they apply for any exemption. These additional rights include:

- Improved rights in case of delay: when a delay of at least 60 minutes occurs or is expected, a passenger will be able to abandon the journey (with a complete reimbursement), to use the next connection, or to postpone the journey to a later date at his convenience AT NO ADDITIONAL COST. This last point is particularly important because it should put an end to the practice of some railways, which allow passengers to reschedule their journeys after a strike, but only using a fare that is still available at the new travel date and time; this often means that the affected passenger has to pay extra, despite the fact that, according to the CIV Rules, delayed passengers should be able to travel on the first available connection after a strike.
- Compensation after delay: at least 25% of the ticket price after a 1-hour delay, 50% after a 2-hour delay. For repeated delays suffered by season ticket holders, an arrangement must be put in place. Payment in cash is possible at the passenger's request.
- Complaints must be answered within one month.
- The railways must publish each year a report about their service quality performance, including complaints about the service quality.
- The railways must inform the passengers about their most

important rights.

- Bicycle carriage should be possible, but only if this doesn't adversely effects the rail service and if the rolling stock has space for cycles. Unfortunately this means that the railways will have plenty of opportunities to refuse to carry bicycles.

CER charter not superfluous

Will the existing charter on rail passenger services, drafted by the European railways in the CER, now become superfluous? Unfortunately not. It would have been great if in future, passengers only had to look at one single document containing all their rights and obligations. That will not be the case, because of the strong lobby of the railways and the position of many countries in the Council of the EU. The CER Charter offers more on the following subjects:

- The railways commit themselves to consulting consumers' organisations on timetable changes and service level changes in general.
- The establishment of a mediator or conciliation body where a passenger can appeal if his complaint is rejected or insufficiently treated. The EU member states indeed have to establish "enforcement bodies" that will look after the enforcement of the regulation, but this will be not be for passengers with individual complaints.

Evaluation

Within 3 years after entry into force, the European Commission must evaluate the regulation. That will also be the moment for proposing modifications to repair shortcomings.

LONDON JOINS THE HIGH SPEED NETWORK

On November 14th, Eurostar transferred its London terminus to St Pancras International Station on the north side of London's city centre, travelling over the new high-speed lines, which stretch all the way to the outskirts of Paris and Brussels.



Picture by Stefan Styren

A further 20 minutes were cut from the journey times between these three capitals, and London was brought even closer to important cities such as Cologne, Frankfurt, Marseille and Bordeaux. Cities north of London such as Cambridge, Peterborough, Nottingham and Birmingham are now within easier reach of continental Europe and through ticketing has been introduced from them and from some 80 other English towns and cities to Paris, Lille and Brussels. Initially these tickets can only be booked via a call centre; but we have been assured by the Association of Train Operating Companies (ATOC) that from early 2008 they will also be obtainable on line. ATOC is in discussion with SNCF about similar ticketing facilities from major French provincial towns and cities; and similar talks with the Dutch and German Railways are likely to follow. See also the following section on Railteam. Eurostar tickets are already valid to and

from any station in Belgium. However, there has also been controversy over Eurostar's policy in cutting the number of trains stopping at Ashford International (an important rail hub) and urging customers to drive up to 100 km to the new parkway station at Ebbsfleet International. Furthermore, Stratford International station, although built, is not expected under current plans to have any trains calling at its platforms before 2009 or more likely 2010. One of EPF's British member associations, Railfuture, is distributing a questionnaire seeking passengers' comments on the new Eurostar services, which they use between December 2007 and March 2008. It is hoped that this market research will highlight the many good things about Eurostar (which will hopefully increase rail's share of international travel) while also pointing out any problems that can be addressed in the short to medium term. The questionnaire can be obtained from Trevor Garrod, 15m Clapham Rd South, Lowestoft, NR32 1RQ, UK; or downloaded from the Railfuture and EPF websites. It is planned to issue a Railfuture report on customers' experiences of Eurostar in April/May 2008.

Eurostar announced proudly that in the third quarter of 2007 record traveller numbers took the high-speed train between continental Europe and the UK, and the ticket revenues also continue to rise. Ticket sales outside the core markets of UK, France and Belgium are also steadily growing. The positive figures of Eurostar are showing that fast train links through Europe are attractive for a lot of travellers and consequently trains are a real alternative to the short and medium distance planes.

See also www.eurostar.com

RAILTEAM

With the formation of the RailTeam project, (a framework of cooperating train operators), possibilities to deliver through tickets for travellers through Europe will develop. Since the summer of 2007 the high-speed rail operators DB, SNCF, NS Hispeed, ÖBB, SBB and NMBS together with the high-speed subsidiaries Eurostar, Thalys, Lyria and Alleeo, are cooperating in this new framework for a quality network of high-speed rail services.



Picture by Railteam

One of the services for their passengers will be the booking of ticket and reservation from origin to destination in one single transaction, and this for international journeys that require one or more train transfers. Multi-lingual information, permission to take the next available train when the connection is missed, are other initial benefits.

With travel on high-speed trains becoming easier and smoother, RailTeam aims to attract an increasing number of travellers to this transport mode instead of leaving them to the plane.

See also:

www.railteam.eu/en/what-is-railteam.php

EPF advocates seamless travel with connecting services is an important demand of European train passengers.

EPF will closely watch the development of RailTeam, which is an interesting and worthwhile initiative. However, EPF notes that what is now flagged up as a wonderful new initiative is in many respects only a return to what existed prior to the liberalisation of European railways. The former state owned railway companies had a tradition of working together and of offering coherent train travelling services!

The strong focus of RailTeam on high-speed trains is a good start but most of course be extended to all trains in the EU. EPF strongly believes that passengers should not suffer from the break-up of the railways – systems must be put in place to enable passengers to perceive the railways of Europe as an integrated product offering seamless travel opportunities. This means that the individual operators must work together to provide passengers across the EU with information about train times and fares, transfer conditions and onward connections and everything else necessary to make international rail travel a real option for passengers whether they live in Ireland or Estonia or anywhere in between.

JOURNEYS WITHOUT BORDERS

It is easy to drive a car across most European frontiers, now that border and customs controls have been reduced or disappeared. How easy is it, however, to cross frontiers for the users of public transport?

A new 36-page report "Journeys without borders", just issued by EPF examines all rail and some other public transport cross-border links and shows that, while there are many good examples, there are also many crossings that are inadequate. The Swiss city of Basel has excellent crossings from France and Germany; the lines from Mulhouse and

Freiburg-im-Breisgau respectively carrying an attractive mix of long-distance and local trains. The cities of Brugge (Bruges) in Belgium and Middelburg in the Netherlands attract many visitors who can use a well-integrated public transport link between them. Hourly buses run from the railway station at Brugge across the border to the ferryport at Breskens, from where a frequent ferry operates to Vlissingen (Flushing), whose quayside rail station enjoys two trains an hour to Middelburg and beyond. At the Czech border town of Varnsdorf, German trains used to pass through non-stop. Now they call there, following an agreement between the two countries' Foreign Ministries, opening up new journey opportunities.

On the other hand, visitors to the Riesengebirge tourist region on the Polish/Czech border have no train services across the border while the important cities of Pau (in France) and Zaragoza (in Spain) have had no through train service since the cross-border line was damaged by floods in the early 1970s. Instead, they must use a regional French train, then a bus service that does not connect with the Spanish trains onward to Zaragoza.

These are a few examples of the many crossings surveyed in our report. EPF Chairman Trevor Garrod commented, "Our report is not the last word on this topic. Rather, it is the first word. We hope to stimulate a debate on how matters can be improved and what can be learned from good practice in some areas."

The report is on the EPF website but can also be obtained from Trevor Garrod, 15 Clapham Rd South, Lowestoft, NR32 1RQ, UK
(trevorgarrod2000@yahoo.co.uk).

WHAT ARE TELEMATIC APPLICATIONS FOR RAIL TRAVELLERS ?

Travellers in Europe currently have to reckon with numerous difficulties, which do not always make it as easy as it could be. The rail traveller looks enviously at airline passengers who can book a through ticket in a travel agency, hand in their luggage and obtain a seat reservation at the check-in and in the event of delays or tight connections be guided in person by airport staff to their connecting flight.

It is quite difficult for the train customer, especially in cross-border travel. The purchase of through tickets to other European countries often encounters problems when calculating the fare; booking a seat is not always possible (for example in Eastern Europe) and in the event of delays and lost connections the customer often has to find out for him or herself whether he or she can continue his or her journey.

This is a condition which costs the rail system every year a share of the market, especially in the era of low-cost airlines. In recognition of this problem, the European Rail Agency (ERA) has been given a mandate by the European Commission to press forward with standardisation of telematic applications in European rail transport operation (for example, passenger information). The aim is to gain a set of technical rules called Telematic Applications for Travellers (TAP TSI) by which these processes can be harmonised Europe-wide. The completion of the TAP TSI is envisaged for the start of 2009 and a first draft should be ready in 2008. The completion of the specification is taking place under the auspices of the ERA in a working party including the CER, EIM, UITP and UNIFE. The European Passengers' Federation is represented by Stefan Jugelt, substituted by Rian van der Borgt. The working

party meets - apart from a 2-month summer break - every month for one or two days in Lille.

During the past few months the framework of the specification has been determined. In this phase of the project it is a question of defining the environment in which the TAP TSI is to operate. By environment we mean, for example, that the existing specifications and norms, EU guidelines and research programmes were scrutinised for their relevance to the TAP TSI. Above all it was a matter of practical questions: which means of transport to include, which parts of the journey chain to deal with or how to define the interfaces. In the meantime, the first parts of the TAP TSI were drafted. The processes to be defined in the chapters fall into three sections: before, during and after the journey. For each of these sections, a minimum level of information is being defined and the companies should provide this. For example, before the journey this should include information about the timetable and fares, availability of free seats or conditions for cycle carriage. Means of transport to be included should range from start to finish over buses and trams of the local transport operators. In order to restrict the scope of the specification, these are envisaged for a later specification.

So that the scope of the processes to be specified can be determined more exactly, we worked out a business model which, from the traveller's standpoint, shows all processes (for example, information about a train connection, obtaining a ticket from the internet). Following on from this model, it is intended to discuss in the coming months how the individual processes should run in the future.

At the same time there will be an evaluation of the economic effects to be expected from the TAP TSI. In several

respects the TAP TSI takes its cue from the 3rd Railway Package and especially from its "Passenger Rights" guidelines. A few weeks after the acceptance of the package, problems started to emerge and these should belong in the past. For instance, the guideline states that train operators should offer through tickets "whenever possible."

This restriction can in extreme cases lead to a situation whereby the operators no longer gave to offer through tickets. A clarification on the part of the Commission is needed on this issue. In the opinion of EPF it is needed so that rail travel in Europe in future is as simple as flying.



Picture by DB AG

EC GREEN PAPER "TOWARDS A NEW CULTURE FOR URBAN MOBILITY"

With a green paper, which is a discussion document, dated on 25th September 2007, the European Commission wants to handle the urban dimension of transport policy.

EPF will participate in the consultation the EC organises until 15 March 2008. EPF looks forward to reactions of all kind on this topic from people interested in public transport (e.g. members of the EPF Member Organisations, local work parties, etc.).

Remarks and suggestions may be sent to Mr. Pau Noy (EPF board member co-ordinating the positioning of EPF on this file) at e-mail noy@amb.cat, preferably before 10th January 2008.

EPF urges all its members to respond to the consultation, which closes on 15 March 2008.

All information on this consultation is available at:

http://ec.europa.eu/transport/clean/green_paper_urban_transport/index_en.htm



Picture by Henk Himpe

EPF INTERIM POSITION ON GREEN PAPER "TOWARDS A NEW CULTURE FOR URBAN MOBILITY"

The Green Paper follows a period of public consultation. Among other bodies, many transport users associations participated in the consultation process. This Green Paper represents the second attempt by the EC to address the urban dimension of transport policy. The first one was leaded by Commissioner Kinnock in 1996, but received a hostile reception from the European Parliament's Environment Committee. In the meantime, the European Commission has developed some weak activities in

the field of urban transport, which have been restricted to programs supporting best practices such as CIVITAS or CURACAO.

Key issues in this Green Paper are: tackling urban congestion, pollution and safety problems by promoting "less car-dependent lifestyles". The main focus of the paper is on passenger transport, but it appears as well some subjects on urban freight logistics.

The paper is lacking in real substance in terms of proposals or strategic direction, and it appears that the Commission is still no clearer on its role in urban issues. The GP asks 25 follow-up questions on different topics, as this document is also the basis for another stakeholder consultation, running until 15th March 2008. This unusual procedure, with two subsequent rounds of public consultation, reflects the Commission's cautious approach towards urban issues, which fall under national, regional or local subsidiarity. The next announced stage will be an Urban Mobility Action Plan to follow in autumn 2008. Until then any new action beyond extension of the current projects to exchange best practice cannot be expected.

The paper accurately sets out the challenges facing European cities and the severity of congestion and environmental problems including air quality, greenhouse gas emissions and noise: *"Urban traffic is responsible for 40% of CO2 emissions and 70% of emissions of other pollutants arising from road transport."* The resulting impacts on health and quality of life are also discussed.

In EPF's view, the Green Paper should deepen more in their approaches to face the problems of mobility in the cities, instead of continuing formulating questions after having submitted its Green Paper to a previous consultation.

Topics of interest for EPF

Passengers' rights

The Green Paper should make compulsory that the local authorities consult the users' organizations in the moment of planning the services. The code of rights and duties of the users should also be present in all the transports of the European cities.

Intermodality

The Green Paper should orientate local planning of mobility to make it possible for citizens to develop normally their activities without the need of the private car. It is necessary that cities build up really intermodal nets of transport based on the public transport, the extensive use of the bicycle, to favour the movement on foot and the use of carsharing.

Clean air

To achieve pollution-free air in European cities is one of the other challenges that the GP should tackle. Preserving the health of the citizens is perhaps the highest priority.

Urban charging and green zones

The Commission is enthusiastic about successes in London and Stockholm with the application of congestion charges. A suggestion to create a legal framework to facilitate introduction of charging schemes and/or green zones in municipalities is raised. Concern was raised during the public consultation about a potential "patchwork" of different schemes using different technologies, different standards (some based on EURO emissions standards others on age of vehicle) across Europe which could be confusing and inconvenient for drivers from other EU countries.

Electronic charging is presented as an effective method of managing demand. These smart cards should have to be interoperable for use in different cities' systems.

EPF is as well in favour of the introduction of the Eurovignette directive in all metropolitan areas, especially in those more congested and polluted ones.



Picture by Stefan Styren

Financing urban transport

The lack of enough funding for public urban transport has been always underlined by EPF !

In this context urban road charging could be (like in London, Stockholm and other cities) very useful for raising revenues for public transport.

Trans-Europ-Express: inspiration for a new and contemporary category of through Europe train service?

Fifty years ago, with the start of the Summer time table on 2nd June 1957 the first TEE trains began to run; and this was the year of the subscription of the Treaty of Rome, base for the actual European Union of 27 Member States. Initially seven European train companies (the French SNCF, the Italian FS, the German DB, the Dutch NS, the Swiss SBB, the CFL of Luxembourg and the Belgian NMBS/SNCB) worked together to run fast and comfortable train links between a number of important industrial, commercial and administrative cities in Western Europe. The TEE network was conceived at the European scale. And the TEE concept aimed to exceed interoperability problems by using diesel traction and by avoiding losing time at the borders for changing locomotives and police and customs formalities.

The TEE system reached its peak in the winter time table of 1974-1975 with not less than 45 TEE-relations. The TEE luxury trains were pushed back by the introduction of the EuroCity network on 31st of May 1987 and finally disappeared on 28th of May 1995 due to the development of the High Speed Trains.

In the week from 3rd to 11th November 2007 the Belgian railway company, NMBS/SNCB, organised a small but informative exposition in the museum of the Brussels North station to commemorate the start of the TEE 50 years ago. A nice brochure was publicised too.

It is obvious that nowadays European citizens are yearning for a contemporary "TEE" like train service. Don't forget that the actual high-speed trains offer a very efficient service but only over limited distances and at a limited geographical scale, and they are operated according

more or less commercial criteria (thus not as a public service).

The so-called "international" (better would be "interstate long distance") trains running through Europe at night as sleeping trains and at day as Eurocity trains are in a strong retrogression, mainly due to the liberalisation policy of the European Commission, that shows some dogmatic characteristics and that highly neglects the needs of the European citizens wanting to travel easily by train throughout the whole European Union and even beyond its borders.

EPF advocates strongly a modern through Europe train service designed to run at the geographical scale of the European Union and to link swiftly, comfortably and safely all the important European centres. To guarantee a just geographical spread of the network, well-spread and sufficient frequencies and an affordable access, these through Europe trains must be conceived under the political responsibility of the European Transport Policy, it must have characteristics of a public service tendered to several operators. Some main characteristics that EPF requires for this new through Europe trains on a list:

- all over Europe network, which is the result of transport planning and policy by the European authorities (thus not a result of offers and demands on the free market);
- the trains must travel as fast as needed for offering an attractive time table to the passengers, high speed rails are of course used when available;
- this system has to be accessible at different levels : not only luxury prices but also affordable prices, simple through ticketing, reservation for comfort but not

compulsory, physical accessibility for all persons with functional limitations, ...

- the time saving advantages of night travelling must be employed;
- missing rail and thus train links will be completed by coach services;
- this system becomes the backbone of long distance through Europe public transport.

Why shouldn't we call this new through Europe trains service (completed with coaches), Trans Europe Express? It's a clear and short name, useable in all European languages, and it would honour the disappeared system that was so closely linked to the development of the European Union.

It is clear that EPF actually does not more than introduce its advocacy for this new train concept. We realise that a lot of conceptual and operational work still has to be done. EPF has the intention to work further on this topic and to lobby for it.

Suggestions from all passengers and member organisations are very welcome. You may send them to marc.broeckaert@scarlet.be.

SALZBURGER VERKEHRSTAGE : FIFTH EDITION IN 2007

From 12 to 14 September 2007 the fifth Salzburger Verkehrstage were organised in Salzburg, under the motto of "innovative urban and regional transport for demanding clients".

Conversion from car to public transport remains an important but difficult policy objective. Convincing people to change their modal choice is often undermined by the clients that experience a lack of service quality while using the public transport system and also by the limited financial resources at the disposal of policy makers and operators.

Worrying about the future abilities of policy makers and operating companies to satisfy the needs of the public transport clients, the following items were discussed during the congress:

- Reasons why in spite of the many demands, discussions with the clients remain inadequate?
- The rolling stock industry provides a lot of new solutions.
- How can transport systems be developed at the size of the client?
- Do innovative technical solutions have a promising future?
- How to choose between a tramway and a light rail?
- Are hybrid busses a transport means for the future?
- Is tendering an adequate procedure to obtain cheaper and high quality transport services?



Picture by Layla Aerts

More about this congress (presentations, etc.):

www.regionale-schienen.at/3_5SVT.asp?bereich=3&show=5svt

MOBILITY MANAGEMENT: EPOMM ORGANISES ECOMM

The European Platform on Mobility Management will organise the 12th European Conference on Mobility Management in London, from 4th to 6th June 2008.

For more information:

www.ecomm2008.eu

The objective of Mobility Management is to reduce single car use, and thus to stimulate using public transport and other sustainable transport modes. Therefore mobility management focuses on user oriented "soft" measures (e.g. information or coordination of available services), which enhance the effectiveness of the "hard" transport infrastructure and its available exploitation. This approach of changing travel behaviour does not necessarily require large investments.

EPF CONFERENCE IN LONDON 2008 – WE MEET IN LONDON ON MARCH 15TH

Every year in spring the European Passengers' Federation organises its Annual General Meeting combined with a Conference. This Conference is aimed to offer a forum for European citizens interested in public transport. Some interesting lectures offer information about the European dimension of public transport policy. And there are a lot of opportunities for the members of the EPF-Member Organisations to meet each other and to exchange opinions.

Everybody is welcome to participate at this Conference, subscription is possible at the website of the association: <http://www.epf.eu> (from the end of December 2007 until 1st of March 2008)



Picture by Rudy De Ceunynck

On Saturday March 15th EPF will be holding its sixth Annual General Meeting and Conference in London - and the British capital is now 20 minutes closer to Paris and Brussels by train, following the opening of St Pancras International and the rest of the high speed line. The meeting and conference will be held at the headquarters of Tube Lines at Canary Wharf in the modern business area of the former London Docklands, served by the Docklands Light Railway from the city centre. The theme of the conference will be Sustainable Urban Transport, with speakers from Transport for London, Passenger Focus and the European Commission. There will also be a welcome dinner on the Friday night. Lunch and other items will be included in the conference fee of 60 euro (£40) and it will be possible to book immediately after Christmas, when full details will be available. Two interesting transport-related visits are also being offered on the Sunday morning and details of accommodation overnight will be available after Christmas as well. You can find out more about the conference by logging on to our website or contacting our secretariat in Ghent.

Colophon

*Contributors to this bulletin include :
Marc Broeckaert, Trevor Garrod, Stefan Jugelt, Pau Noy, Peter Staelens, Rian van der Borgt and others.*

Copy finished on 14th December 2007.