

EPF-Bulletin 3 – July 2008

- **Introduction: Dear Reader, ...**
- **EPF – London Conference of 15th March 2008**
- **EPF – Workplan 2008-2009**
- **Eurostar questionnaire results**
- **Railteam**
- **Towards a new culture for urban mobility**
- **International Transport Forum discussed the challenge of the climate change**
- **United Nations launched public transport campaign**
- **How easy was your international journey?**
- **Passenger Charters**
- **Journeys without frontiers**
- **Thalys and Eurostar**
- **Conferences EPF participated in**
- **Salzburger Verkehrstage**
- **French presidency of the EU**
- **7th annual EPF-Conference in Berne (Switzerland)**

DEAR READER,

Welcome to the 3rd issue of our Bulletin in which you can read about our activities since the beginning of 2008 and our future plans.

Our 6th Conference took place in March in London and was a very interesting and instructive event. We have published our comments on the Green Paper on sustainable urban mobility and we now await the next steps of the European Commission in this respect.

We intend to pursue our studies of cross-border links where there is encouraging progress. We also hope to conduct a constructive dialogue with the French Presidency of the European Union from July to December.

The rights of passengers on all modes of public transport remain on our agenda as does the development of international trains.

You can also read more news and opinions of our Federation and its 28 affiliated associations and organisations by visiting our website www.epf.eu
Trevor Garrod, Chairman

Bienvenue au troisième numéro de notre Bulletin dans laquelle vous pouvez lire de nos activités depuis le commencement de l'an 2008 et aussi de nos plans pour l'avenir.

Notre sixième congrès eut lieu en mars à Londres et fut un événement très intéressant et instructif.

Nous avons publié nos observations au sujet du Livre Vert sur la mobilité urbaine durable et nous attendons maintenant les démarches prochaines à cet égard de la Commission européenne.

Nous avons l'intention de poursuivre nos études des liaisons transfrontalières où il y a du progrès encourageant. Nous espérons conduire aussi un

dialogue constructif avec la Présidence française de l'Union européenne de juillet à décembre.

Les droits des passagers de chaque moyen de transport public sont toujours sur notre ordre du jour et aussi le développement des trains internationaux.

Vous pouvez lire encore de nouvelles et d'opinions de notre Fédération et de ses 28 associations et organismes adhérents en visitant notre site web

www.epf.eu

Trevor Garrod, Président

Herzlich Willkommen zur dritten Ausgabe unseres Bulletins. Sie finden darin Berichte zur Tätigkeit von EPF seit dem Januar 2008, außerdem einige Ausblicke auf die Aktivitäten der nächsten Wochen.

Unsere sechste Jahrestagung und Mitgliederversammlung fand dieses Jahr in der britischen Hauptstadt London statt. Ein

Tätigkeitsschwerpunkt war das Grünbuch zur Entwicklung der städtischen Mobilität. Nach einer umfangreichen Stellungnahme unsererseits warten wir nun auf die weiteren Schritte der europäischen Kommission zu dieser Thematik. Mit der beginnenden französischen EU-

Präsidentschaft hoffen wir wiederum auf einen konstruktiven Dialog, ein Schwerpunkt wird der grenzüberschreitende öffentliche Verkehr sein. Wir haben dazu in den letzten Monaten bei verschiedenen Projekten ermutigende Fortschritte erkennen können. Die Rechte der Fahrgäste

im öffentlichen Verkehr bleiben auf unserer Tagesordnung, genauso wie die Entwicklung der internationalen Zugverbindungen. Besuchen Sie uns doch auch im Internet unter www.epf.eu. Trevor Garrod, Vorsitzender

EPF welcomes the recently formed Vlaamse Reizigersbond vzw (Flemish Passengers' Association) as an associate member of EPF, and looks forward to working with them.

employment; EPF hopes to spend more attention to this topic in the nearby future.

REPORT OF EPF'S LONDON CONFERENCE ON 15TH OF MARCH 2008

This year's EPF Annual General Meeting and Conference attracted 70 delegates and visitors from 13 countries. It was held on March 15th in London, partly because the opening of its high speed rail link has brought the city closer to the rest of Europe; and partly because of London's significant contribution to the cause of sustainable urban mobility.



London to Canning town (picture by Josef Schneider)

This latter theme was the focus of a presentation by Mr Dave Wetzel, vice-Chair of Transport for London. He described how, since the introduction of the congestion charge, there were 70,000 fewer vehicles coming into central London while bus usage had increased by 53% and Underground usage by 19%. Work was now under way to increase the capacity of the rail network.

M Jacques Barrot, Vice-President of the European Commission and Commissioner for Transport and Tourism, spoke about the Green Paper on Sustainable Urban Mobility. The consultative document was posing questions rather than offering solutions and the 300 responses so far received would be analysed as part of the preparation of an Action Plan due to be published in the autumn.

Mr Wetzel also argued the case for a Land Value Tax which could fund improved public transport infrastructure. Comparing this instrument for financing public transport with the French "versement transport" would be quite interesting : the first instrument is based on land use and the second on

In answers to questions he also explained the measures being taken by the European Commission to encourage cycling and to reduce aircraft pollution. He was also sure that opening up competition between train operators would encourage them to consult properly with passengers.



London tube in open air (picture by Josef Schneider)

Mr Ian Brown, Managing Director of London Rail and Chairman of the Docklands Light Railway explained how projects such as the "Overground", Crossrail and Thameslink upgrading would enable heavy rail to play a greater part in moving people into and out of the capital. He also dealt with issues ranging from tram network extension to the future development of the Oyster card.

Mr Nick Mercer, Commercial Director of Eurostar, reported on the company's successful progress since 2003, pointing to increased reliability and growing numbers of passengers. He also explained how the new Rail Team consortium had brought European high speed operators together with the aim to "promote seamless train journeys across Europe".

Mr Anthony Smith, Chief Executive of Passenger Focus, described the annual National Passenger Survey in Great Britain, which sought the views of 50,000 rail users. This showed that passengers were less concerned with speed than with reliability, value for money, staff presence and how operators dealt with delays. He suggested research be undertaken to compare passenger satisfaction in different European countries.

The slide presentations are on the EPF website www.epf.eu.

For a full copy of the 9-page conference report please contact Trevor Garrod, 15 Clapham Rd South, Lowestoft, NR32 1RQ, UK (trevorgarrod2000@yahoo.co.uk) or visit the EPF website.

SUMMARY OF THE EPF – WORKPLAN 2008 – 2009

In its Workplan for 2008 (until the General Meeting in March 2009) EPF states to continue its search for new member associations throughout the European Union (in fact broadened to the European Economic Area).

In Member States without explicit public transport users' organisations, EPF would like to convince related associations, such as environmental or social associations (in a broad sense) to become an EPF-member. Such a related and interested association could show its interest in passengers' matters by creating a permanent working party that deals with this issue.

The European dimension of urban mobility and the coherence of the Europe-wide public transport system will be key items for discussion with the European authorities. The implementation of Regulation 1371/2007 of 23 October 2007 concerning passengers' rights and obligations will of course be closely followed.

Despite of the discouraging reactions EPF gets from the European authorities when asking for subvention possibilities, the passengers' federation will continue its attempts to obtain funding. After starting in 2007 with a simple bulletin, EPF will continue this effort in 2008. With 2 issues a year EPF will continue to diffuse its points of view and its positions on passengers' items.

EUROSTAR QUESTIONNAIRE RESULTS

240 Eurostar journeys were put under the microscope in a Railfuture survey from December 2007 to March 2008 and the results have now been published.

A questionnaire was sent to all of our members and also posted on our website for the general public to use; while several local rail users' associations also distributed it to their members.

Those who replied used 124 different UK stations from which to start their international journey and only 11% reached the Eurostar station by car. 68% started their Eurostar journey from St Pancras International, 18% from Ashford and only 4% from the new Ebbsfleet station. The remainder of the journey reports were of return legs or by foreign nationals or residents coming to London or Ashford.



Saint-Pancras (picture by Edwin Dutler)

Interestingly, Brussels accounted for 41% of journeys by Eurostar, though it was the final destination for only 21% of customers. Others used it as a stage in onward journeys to the Netherlands, Germany, Austria and as far as Sweden and Romania.

31% of journeys were to Paris and 18% to Lille plus smaller numbers going to Eurodisney or the French Alps.

70% of those replying to our questionnaire used Eurostar mainly for leisure trips, while most of the remainder were using it for business - but the latter made on average just over 7 such business trips per year.

Asked whether their journey had become easier since the diversion of Eurostar to St Pancras and reduction in calls at Ashford, 34% said that it was, while 36% found it more difficult and 15% the same. Some customers were using Eurostar for the first time and so could not make a comparison.

The most popular means of booking was via a website, 32% using that method. However, 23% booked through a travel agent, 19% at a station and 15% by phone.

We had asked customers their reason for choosing Eurostar and, interestingly, speed was only the second most popular reason (13%) with 27% citing ease and convenience. A further 12% considered it preferable to flying; while 13% said it was simply the obvious mode for such journeys or indeed it had become a habit for them.

Finally, in response to an open-ended question "Name one improvement you would most like to see to Eurostar services." 58 different suggestions were made. The most frequent one, from 28% of customers, however, concerned Ashford International, with demands for restoration of at least some of the calls cut when Ebbsfleet was opened.

9% called for cheaper fares or a simpler fares structure and 5% wanted through services to other European destinations. Other fairly frequent suggestions were for more leg room in the trains; a better seat allocation system; faster check-in at St Pancras and better co-operation with Train Operating Companies and Eurostar.

On the other hand, a significant number of customers were fully satisfied with their journeys and had no suggestions for improvements.

For a copy of the report (which has been sent to a wide range of decision-makers and opinion-formers in Europe), please send a large stamped addressed envelope to Trevor Garrod, 15 Clapham Rd South, Lowestoft, NR32 1RQ.

RAIL TEAM

Seamless high-speed travel by train from London to Munich, from Amsterdam to Milan, from Bordeaux to Berlin - this is the aim of Rail Team, the consortium of high-speed operators.

In our last bulletin we reported on the formation of this consortium in 2007. We understand that there are plans to invest millions of euro in new software to enable them to offer through tickets and comprehensive reservations.

Will this new system also extend to major cities within easy reach of the high-speed network? Will it, for example, permit easy travel from Nottingham to Strasbourg, from St Etienne to Liege or from Luxembourg to Graz?

We should like to publish short accounts of readers' experiences of international journeys which they make this year, using at least two high-speed trains from the Rail Team group. Please send your accounts (in English, Dutch, French, German or Spanish) to us by early November for our December 2008 issue.

TOWARDS A NEW CULTURE FOR URBAN MOBILITY

In March, EPF submitted 14 pages of comments to the European Commission on its Green Paper on sustainable urban mobility. The full submission is on our

website and special thanks are due to Pau Noy for putting it all together, as well as to other colleagues who contributed to it.



Lively bus stop in Cataluña (picture by Pau Noy)

Here are some of our key points:

- Using public transport should be made more attractive than driving; it need not be the mode of last resort. It can bring real benefits to the user personally and to society generally.
- It is important to spread good practice in encouraging walking and cycling.
- We need an integrated approach to spatial and transport planning, reducing the rate of growth in the need to travel and promoting more sustainable forms of travel.
- An attractive and cheap public transport network must be developed, with integrated public transport hubs.
- Pricing measures should be introduced to discourage use of the most polluting vehicles.
- It must be made easy to obtain information about public transport and for the passenger to pay for it. We urge the development of a common smartcard system compatible all over Europe.
- We support systems which, like the London congestion charge, generate funds that are used to

- support and develop public transport.
- We support light rapid transit networks in towns and cities of 20,000 to 1,000,000 inhabitants and, as a general rule, metros in larger cities.
 - public transport passengers' rights and obligations should be promoted and harmonised throughout the EU.
 - A single transport authority is needed in each major conurbation and its associated travel to work area.
 - 60% of Europeans live in urban areas and 85% of Gross National Product comes from these. Yet less than 6% of EU transport investment in 2006 was spent there. A larger proportion of transport investment should be in towns and cities and sustainability criteria set for deciding on these projects.
 - External costs should be included in the normal cost structure.

THE INTERNATIONAL TRANSPORT FORUM ORGANISED A MINISTERIAL MEETING IN LEIPZIG ON 28 – 30 MAY 2008 TO DISCUSS THE CHALLENGE OF CLIMATE CHANGE

The former European Conference of Ministers of Transport (ECMT/CEMT), established in 1953, has recently been transformed into the International Transport Forum. This Forum remains of course an intergovernmental organisation within the more comprehensive Organisation for Economic Co-operation and Development (OECD). But its mission has been broadened from the European continent to the whole globe, from the transport ministers to a broader group of transport stakeholders and from surface transport to all modes of transport.

ITF organised its first annual meeting in

Leipzig, on 28 – 30 May 2008 with the theme "Transport and Energy: the Challenge of Climate Change".

At world level, transport activity is a significant and growing contributor to global climate change. Transport is responsible for 13 % of all emissions of greenhouse gases by human activities and even more for 23 % of the CO₂ emissions coming from fossil fuel combustion.

One agreed upon the necessity to improve the energy efficiency and the reduction of transport emissions as among the greatest challenges of the transport sector.

EPF is pleased to read that among the proposed transport policy measures, enhanced promotion and service quality of public transport and rail are recited. Indeed public transport has an important role to play in a policy of controlling and reducing pollution and of saving fossil fuel reserves !

See more at :
<http://www.internationaltransportforum.org>.

UNITED NATIONS LAUNCHED A PUBLIC TRANSPORT CAMPAIGN

On 21st of February 2008 the United Nations Environment Programme (UNEP) launched jointly with the International Association of Public Transport (UITP) a large-scale advertising campaign to promote public transport.



Ortenau S-Bahn (picture by Josef Schneider)

A respectable global organisation that is advocating the use of public transport ... this is unusual. And of course, EPF accepts enthusiastically this support for public transport, still too often considered as an additional transport system only necessary for people that can't afford a car.

Hopefully this support will convince policy makers at all relevant levels that public transport is a full and vital transport system. And this makes public transport more to be considered as a public service than as a pure commercial service.

The UN-campaign focussed on a short television spot that states that "we need to think about the way we travel because it is hurting the world" and that we have to "travel together". Consequently we have to choose public transport to help reduce carbon emissions that contribute to climate change.

See for the video at :
<http://www.uitp.org/advocacy/theworldisyourhome.cfm>.

How easy was your international journey?

EPF is in the early stages of preparing a survey on passengers' experiences when finding out about, booking and making an international train journey. Those

experiences also include getting to and from the station at either end and customer care during the journey.

We hope to put our questionnaire, in several languages, on our website and to encourage all members of the 27 associations and bodies belonging to EPF to fill it in.

We hope to launch this survey by January 1st 2009.

PASSENGER CHARTERS

Public transport operators have been encouraged by the "Union internationale des transports publics" (UITP) to produce passenger charters for their customers. In October 2006 UITP produced a model charter and suggested to its many members who operate trains, trams and/or buses to use this as a basis for a charter of their own.

Have any operators in your area produced a charter since the autumn of 2006? If so, please e-mail the link to Bram Van den Bulcke at our secretariat, or post a copy to him at 570 H Frere Orbanlaan, B9000 Gent, Belgium. by August 31st.

We shall study these charters and forward them with comments to UITP.

JOURNEY WITHOUT FRONTIERS

In our last bulletin we reported the launch in October 2007 of the EPF report on cross-border rail and, in some cases, bus links. Almost all the copies of our report have been distributed but you can also read it on our website
<http://www.epf.eu>.

Since last autumn there have been some reports of progress. For example, work has started on rebuilding the rail link across the German – Polish border from

Ahlbeck Grenze to Swinoujscie (between Vorpommern and Pomorze). Another development is on the German – Czech border between Dolni Poustevna and Sebnitz (between the region Ústí nad Labem in the Ustecky kraj and the landkreis Sächsische Schweiz in Sachsen) where, as indicated on page 16 of our report, only 100 metres separated the two countries' railways. The Czech Transport Ministry have informed us that an agreement has been reached to rebuild the line and the work should be finished by 2009.

What other developments are taking place?

We want to update our report on line, and aim to post the second version on our website in October 2008, twelve months after the first version appeared.

For that we need your help. Please let us know of any improved cross-border services, reopened rail or tram links or proposals for reopened or new links.

It would also be useful to know of any new bus links, which may themselves connect into existing train services.

Please send information to Trevor Garrod, 15 Clapham Rd South, Lowestoft, NR 32 1 RQ; or to Albert Lambert, 8 Enner Owend, L-9357 Bettendorf, Luxembourg.

Sie können diese Information auch auf Deutsch schicken.

Vous pouvez envoyer ces informations aussi en français.

Vd puede enviar las informaciones también en español.

CONFERENCES: EPF PARTICIPATED OR WILL PARTICIPATE IN DURING 2008

EPF members are nowadays often invited to participate or give presentations at conferences.

Christopher Irwin is due to take part in a European Rail Agency Conference in Lille on November 18th on the theme of railway safety.

Kurt Hultgren and Josef Schneider participated in a LINK conference in Köln on June 16th.

Josef Schneider recently gave a presentation at a UIC conference on high speed rail in Amsterdam and a conference on passenger experiences of stations. He also hopes to take part in an Ecomobility conference at Friedrichshafen in early September.

EPF also hopes to make a presentation at a Design conference in Jena on September 4th on information systems for passengers and at an exposition on railway interiors at Amsterdam in November.

THALYS AND EUROSTAR

EPF representatives of the UK, France and Belgium are due to meet Eurostar managers in Paris on October 10th. If there are questions or comments which you would like them to put, please send these to Christopher Irwin by September 15th.

We also plan to have our next annual in-depth meeting with Thalys managers in November/December. This will particularly interest French, Belgian, Dutch and German passengers, but those from other countries may also use Thalys as part of their journeys.

If you have questions or comments that you would like raised, please send these

to Pierre Havelange by September 30th.

SALZBURGER VERKEHRSTAGE IN ZELL AM SEE, ON OCTOBER 15TH – 17TH 2008

Website http://www.regionale-schiennen.at/3_6SVT.asp?bereich=3&show=6svt announces already the organisation of the 6th Salzburger Verkehrstage from 15 till 17 October 2008. This international symposium will take place in Zell am See.

Main items of the congress will be :

- Opportunities for tourism : holiday areas may not become congestion areas;
- Trends in leisure activities;
- Response of tour operators and transport operators;
- Mobility during holidays, also without a car
- Regions cooperate with environmental associations;
- Alp convention as a frame for a healthy tourism.

FRENCH PRESIDENCY OF THE EU FROM 1 JULY TO 31 DECEMBER 2008

The Transport, Telecommunications and Energy Council meets every two months, bringing together the ministers responsible for transport, telecommunications and energy of the 27 Member States.

At the beginning of the new semester the presidency determines the priorities and the work planning. So what has the French presidency decided to focus on in the domain of (public) transport? For the opportunity a specific website was created <http://www.ue2008.fr>.

For transport policy only limited information is available at this website. If we understood it well, the focus will be laid on :

- improving transport security;

- adopting rules that are common to the Member States and applicable to international transport;
- standardising conditions under which non-resident carriers may operate transport services within a Member State.

Or we missed something, or this information remains a bit vague. Wait and see ...

7TH ANNUAL CONFERENCE AND AGM OF EPF IN 2009 IN BERNE

This event will take place on Saturday March 14th 2009 in the SBB Conference Centre, Berne, Switzerland with the theme "Transport Integration for Passengers."

On the following day, a rail trip is proposed through the new and original Lötschberg tunnels.

More details will be published on our website in the autumn and in our next bulletin.

Colophon

*Contributors to this bulletin include:
Marc Broeckaert, Edwin Dutler, Trevor Garrod, Pau Noy, Josef Schneider, Peter Staelens and others.*

Copy finished on 10th of July 2008...