



München
10th March 2007

- Putting passengers first





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- Co-modal perspective

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- Co-modal perspective
- Shaping EU policy





Transport White Paper 2001 declares:

“Users should be placed at the heart of transport policy”....so that....“everyone enjoys a transportation system that meets their needs and expectations.”



The 2001 White Paper went on to say:

“In return for the increasingly high cost of mobility, (users) are entitled to expect a high quality service and full respect for their rights.”



The 2001 Transport Action Programme proposed:

*Extension of Air passengers' rights to
Rail,
Maritime,
Urban transport,
(+ Bus and coach?)*



Foresees legislation to cover:

*Service quality indicators,
Service delivery,
Needs of Persons with Reduced Mobility,
Contract conditions,
Transparent passenger information,
Extra-judicial dispute settlement
mechanisms*



Some hits, some misses:

- ✗ Service quality indicators,*
- ✓ Service delivery,*
- ✓ Needs of Persons with Reduced Mobility,*
- ✓ Contract conditions,*
- ✗ Transparent passenger information,*
- ✗ Extra-judicial dispute settlement mechanisms*



Public transport as a public good:

- Services of General Interest
- Consumer Policy Strategy 2007-13

“Liberalisation will deliver considerable benefits but safeguards will be needed. Affordable access to essential services is both essential for a modern and flexible economy but also for social inclusion.”

Maritime and Bus & Coach passengers' rights

- Simplicity
- Consistency
- Equality



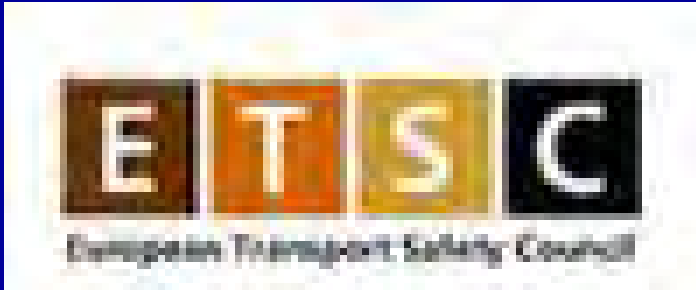
“The aim is not only to create an internal market in legal terms but to work together with users and providers to help make it an industrial reality”



*“A better balancing
between industry
and user
representation”*

**EUROPEAN
PASSENGERS'
NETWORK**





*“Strengthening competitiveness...
...meeting end-users’ expectations and ensuring high-quality services”*

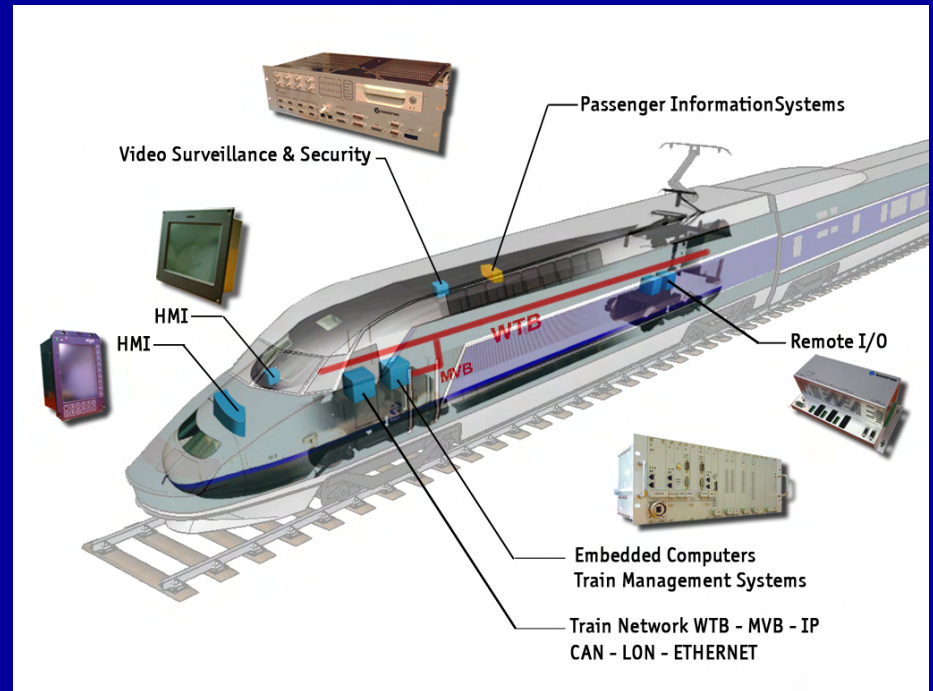
UIC/UITP/EPF rail users’ proposal





- “Meeting customers' expectations for rail travel”
- “Sustainable urban mobility”

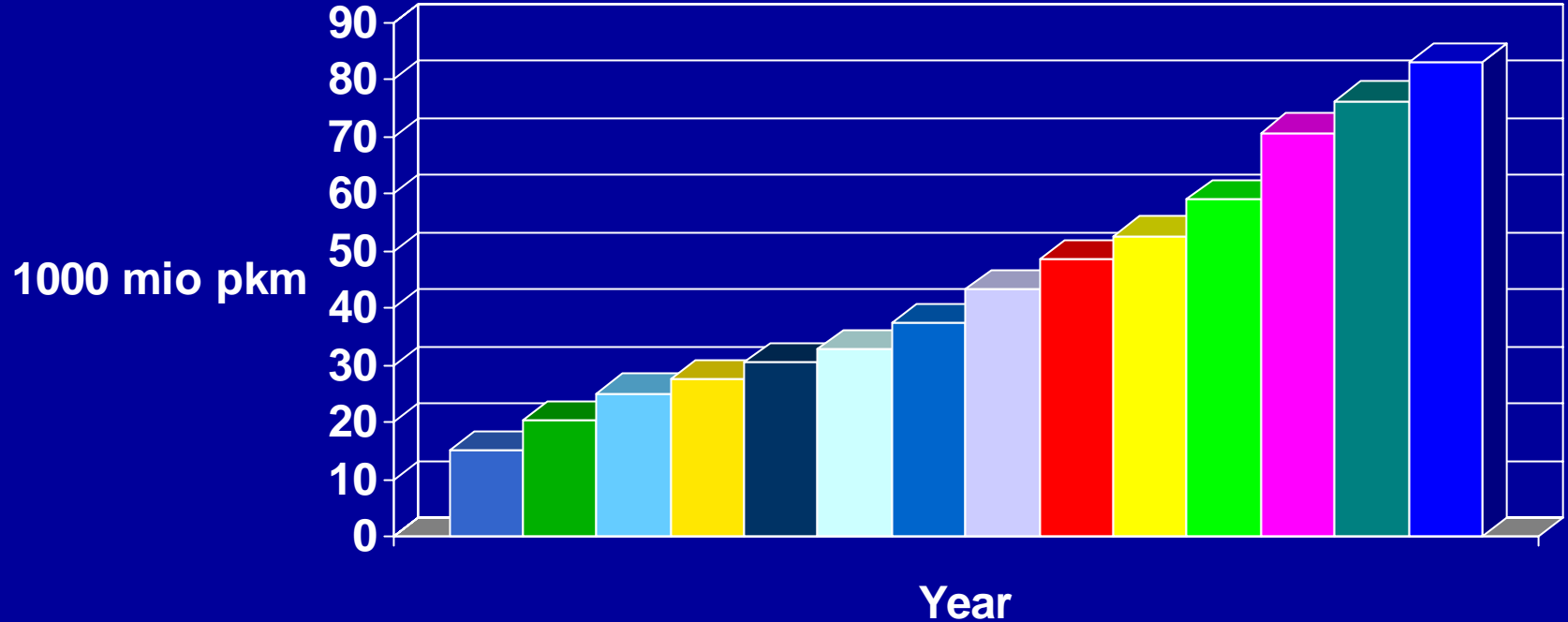




Contributing to the ERA's WG on
the draft TAP TSI

But what about the CP TSI WG?

High Speed Rail Transport, EU25, 1990-2005





Working with
Eurostar,
Thalys and....





Not to forget 'Classic' services

The level playfield



NEW AIRPORT SECURITY PROCEDURES PUT FUN BACK INTO FLYING



Thank you

