

# EUROPEAN PASSENGERS' FEDERATION

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## Satisfying passengers

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**Vice-Chair**



# The Malmö priorities

- Focus on satisfaction
- Help people feel safer
- Make travel easier
- Fair deals for passengers



# Meeting the policy challenges

- Enabling economic growth
- Reducing deadly emissions
- Integrated spatial planning



# Seamless journeys

- Co-modal journey planning
- Easy-to-use interchanges
- Through ticketing



# Everyone first class!

- Equal rights for all
- A level playing field
- Balancing the power of big players



# Interoperability for all!

- Seamless travel
  - For vehicles
  - For passengers
- Consistent, useful and adequate information



# Improve navigation

- Better signage & orientation
- A common sign 'language'
- Universal principles for ticketing



# Keep It Simple, Stupid

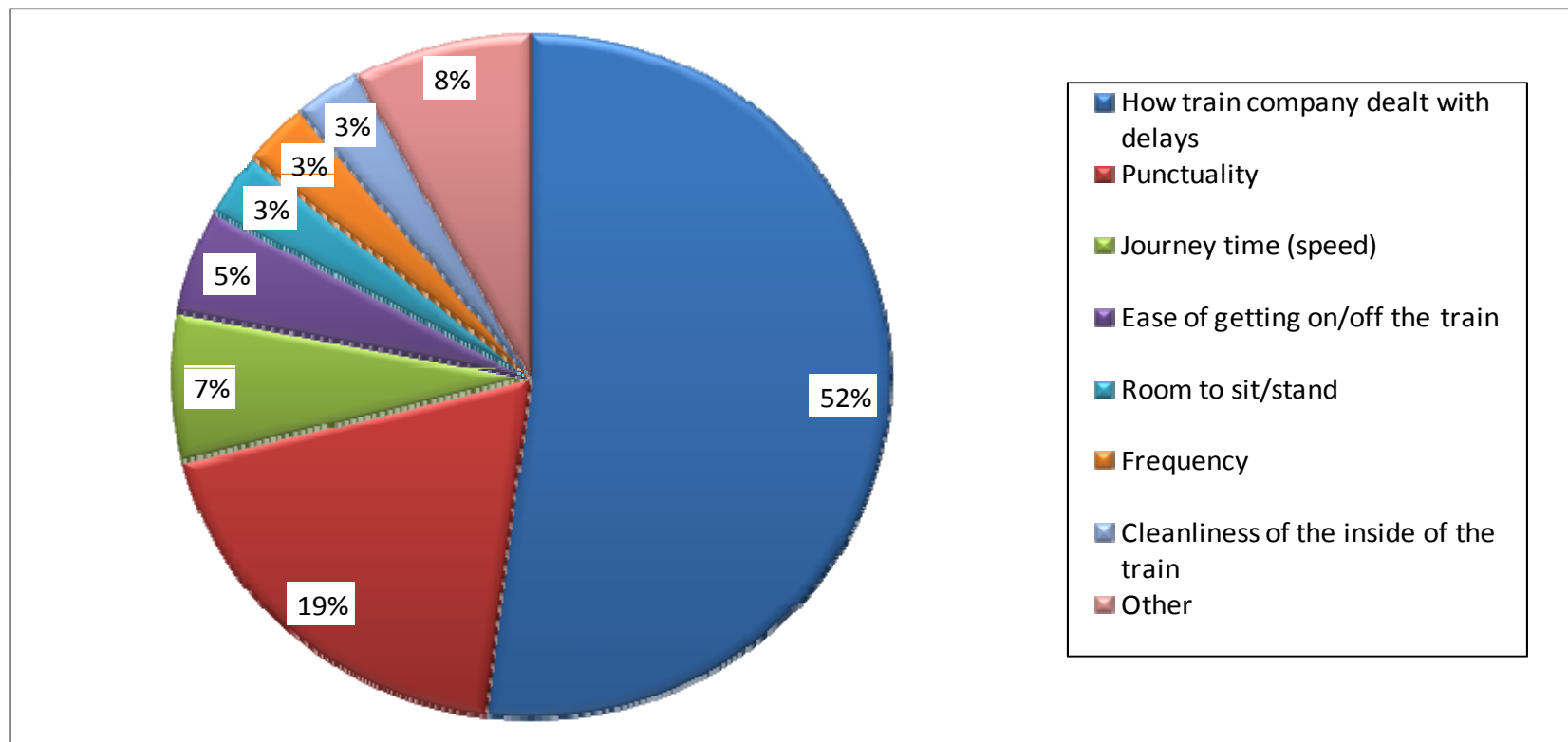
- Think journeys, not modes
- User-friendly
- Self-evidently fair
- Well publicised
- Easily accessed
- Quickly enforced





# Drivers of rail passenger dissatisfaction

Source: GB National Passenger Survey (NPS) Autumn 2009 and Spring 2010 combined



# EPF: Objective 1

- Prepare for refresh of passengers' rights *acquis*



## EPF: Objective 2

- Obtain recast of First Railway Package, and
- Extension to stations, ticketing and distribution



## EPF: Objective 3

- Promote the creation of a Smart Information Platform for Passengers



## EPF: Objective 4

- Remove obstacles to impartial retailing and inter-available ticketing



# Let's aim for passenger satisfaction

- Value
- Performance
- Information
- Quality
- Safety

*What market opening is really about*





**Thank you !**

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