

European Passengers' Federation



- 33 member organisations
- 19 countries

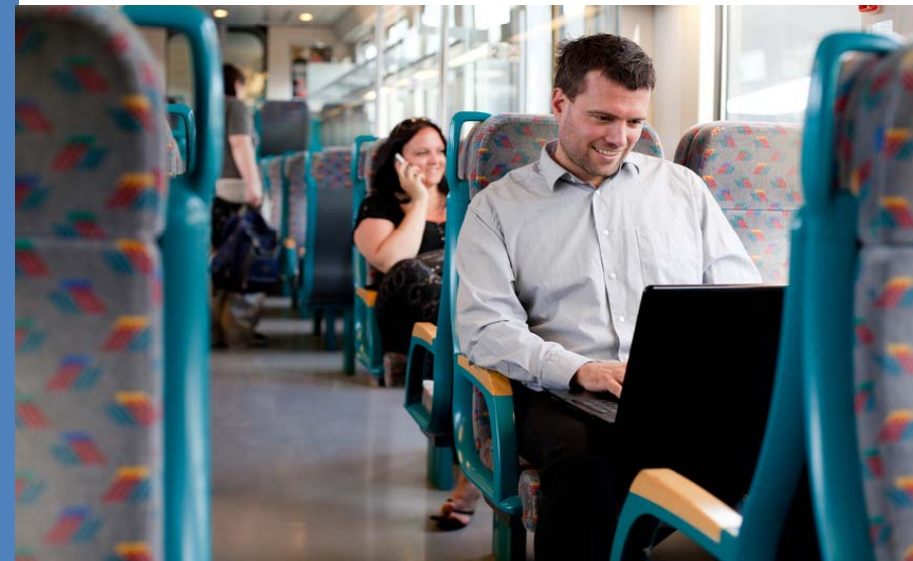
> WHAT IS THE EUROPEAN PASSENGERS FEDERATION?



- founded 2002
- the European umbrella organisation of national and regional passengers' organisations
- financed by its member organisations
- representing passengers' views at the European level
- dealing with all modes of public (collective) transport such as railways, buses, aviation and maritime transport
- independent and willing to work with all in putting passengers' first

> Why EPF ?

- provides a European voice for public transport users
- asks: 'What's in it for passengers?'
- shares ideas and experiences and good practice
- advocates simple, consistent and suitably enforced passengers' rights across modes

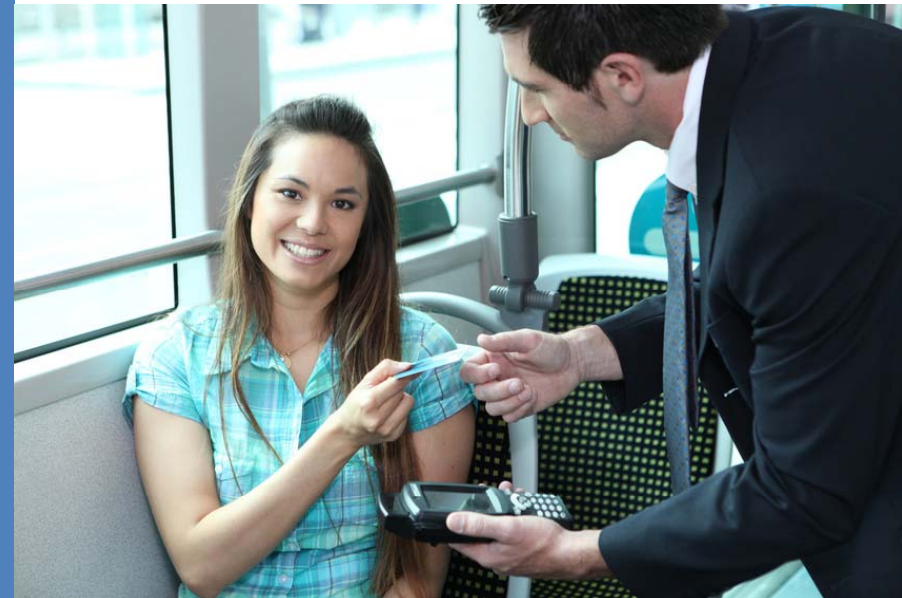


› International rail as an attractive, affordable and sustainable alternative to car and plane

- We work through European Railway Agency to promote Single European Railway Area.
- We monitor high-speed international rail and maintain dialogues with operators.
- We support initiatives to improve cross-border links.
- Our report *Journeys without Borders* and list of cross-border services at www.epf.eu



- Telematics Application for Passengers (TAP) and PRM-TSIs
- Good train and/or bus links to seaports and airports
- Improve information and booking facilities
- Local public transport add-ons to make the "final mile" easier
- Station and vehicle design initiatives
- Cross-modal EU journey planner



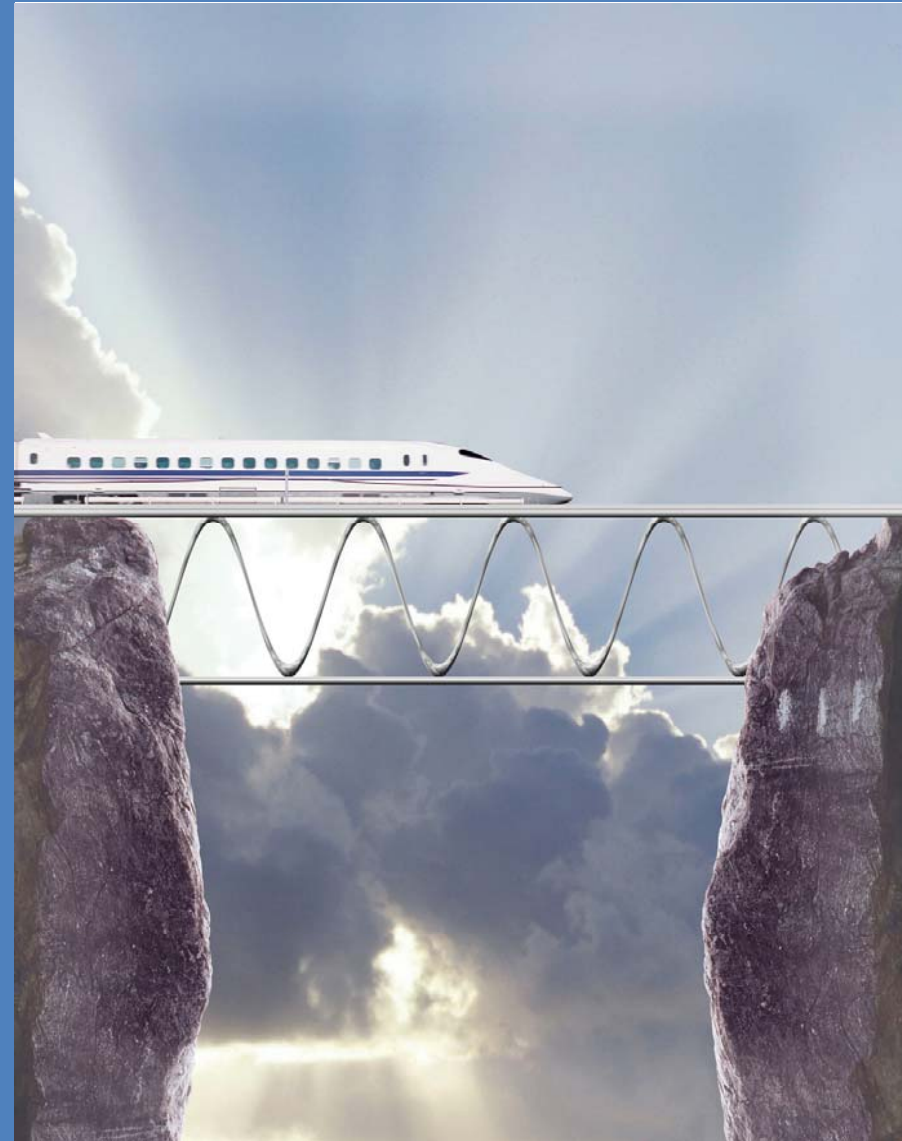
› Support for EU-initiatives

- Multimodal passenger rights
- Action Plan on Urban Transport
- Timetabled programme for realising aims of Commission's 2011 Transport White Paper
- Monitoring passenger satisfaction
- Measures to reduce rail operating costs



➤ Market Opening

- Level playing field for all modes, providing customers with a better choice
- How well does it deliver better service and value for money?
- Clear benchmarks to measure passenger satisfaction



➤ Issues raised by member associations

- night trains
- cross-border and regional problems
- bicycles by train
- access to ferries for all potential passengers
- how EU money is spent by Governments.



› Our way forward

- Participation in EU-supported research projects
- Encourage modal shift
- Our independence is our strength but we need resources: we rely mainly on volunteers
- Formation of public transport users' organisations in more countries



➤ Thank you for your attention!

