

EPF-Bulletin #13 – July 2013



CONTENT

Introduction.....	2
Welcome to Navetteurs and SCVD.....	3
Volunteering in public transport associations –	3
Report of Eco-efficient Transport Workshop – 22 January 2013.....	4
EPF at airports conference in Lyon (April 2013).....	5
Public funding for trains across the border.....	6
How to recover passengers on public transport ?	6
The way to recover passengers, the example of Switzerland.....	7
Internationale Fernreisen – Voyages internationaux à longue distance – International long- distance journeys	8
The 4 th Railway package – Will it revitalise European Railways ?.....	9
Pilsen : Trains, Trams and Trolleybuses	10
Cross border update.....	11
Rights for air, rail, bus and boat passengers	12
EPF helps to judge awards	12
EPF council meetings.....	12
EPF participated in a lot of events since January 2013.....	13
EPF Annual Conference in Basel (CH).....	14
80 Minutes in Lille (Nord – Pas-de-Calais)	15
“Smart Move” – Bus, Coach and Taxi project	15
A future for night trains ?.....	16
Railfuture (UK) about its Ferries survey	16
Note in your diary.....	17



INTRODUCTION

Bienvendu au 13^{ième} numéro du bulletin d'activités de la Fédération européenne des Voyageurs.

Nous sommes multimodaux - et vous pouvez lire dans ce bulletin des rapports concernant le quatrième paquet ferroviaire de la Commission européenne, le projet "Smart Move" pour le développement des autobus et des autocars comme alternative pour l'automobile; un congrès à Lyon sur les aéroports régionaux, et l'enquête de l'association Railfuture sur des lignes de bateaux entre le continent et les îles britanniques.

Si vous faites un voyage international en train à grande vitesse du groupement RailTeam, n'oubliez pas de remplir le questionnaire sur notre site web. Vos expériences de trajets par les transports urbains et régionaux nous sont aussi très utiles, afin que notre dialogue avec les exploitants et les décideurs au niveau européen soit bien informé et efficace, et que nos associations adhérentes puissent partager et promouvoir la bonne pratique.

Trevor Garrod, Président

Welcome to the 13th issue of the bulletin of activity of the European Passengers' Federation

We are multimodal - and you can read in this bulletin reports concerning the 4th Railway Package of the European Commission; the "Smart Move" project for the development of buses and coaches as an alternative to the

private car; a conference in Lyon on regional airports, and the survey of the association Railfuture on ferry services between the British Isles and the Continent.

If you make an international journey on the high speed trains of the RailTeam group, do not forget to complete the questionnaire on our website. Your experiences of trips on urban and regional transport are also very useful for us, so that our dialogue with the operators and decision-makers at European level is well informed and effective and so that our member associations can share and promote good practice.

Trevor Garrod, Chairman

Willkommen zur 13. Ausgabe des Bulletins der Tätigkeit des Europäischen Fahrgastverbands.

Wir sind multimodal - und in diesem Rundschreiben können Sie Berichte lesen, betreffs des vierten Eisenbahnpakets der Europäischen Kommission; des Projekts "Smart Move" für die Entwicklung von Bussen und Reisebussen also Alternative zum motorisierten Individualverkehr; einer Tagung in Lyon zum Thema Regionale Flughäfen, und die Untersuchung des britischen Verbands Railfuture der Fährten zwischen den britischen Inseln und dem europäischen Festland.

Wenn Sie eine internationale Reise mit den Hochgeschwindigkeitszügen der Gruppe RailTeam machen, vergessen Sie nicht, den Fragebogen auf unserer Webseite auszufüllen. Ihre Erfahrungen im öffentlichen Verkehr in der Stadt und im Regionalverkehr sind für uns auch sehr hilfreich, damit unser Dialog mit den Betreibern und Entscheidungsträgern auf europäischer Ebene wirksam und gut informiert ist und unsere Mitgliedsverbände gute Praxis untereinander teilen und fördern können.

Trevor Garrod, Vorsitzender

WELCOME TO NAVETTEURS AND SCVD

We welcome a new associate member of EPF-ivzw, **Navetteurs.be** who campaign for rail commuters in the French-speaking part of Belgium. The association's Chairman, Gianni Tabbone, has commuted daily from Liège to Brussels since 1998, while its Vice-Chairman/Treasurer and Secretary are also commuters of many years' experience. You can find out more about Navetteurs' activities and other Belgian rail issues from their informative [website](#).



Another new member is **Svaz cestujících ve veřejné dopravě (SCVD)**, the Czech Union of Passengers in Public Transport. They have existed since 2010 to support the development of public transport in the Czech Republic, especially to improve the quality of service for passengers. Its chairman is Miroslav Vyka and their website can be found at www.svazcestujicich.cz.



VOLUNTEERING IN PUBLIC TRANSPORT ASSOCIATIONS –

Verkehrsclub der Schweiz asked Trevor Garrod from Railfuture and EPF to tell us about his experiences concerning volunteering in public transport associations.

Er ist Vorsitzender vom Europäischen Fahrgastverband (EPF) und seit Anfang der siebziger Jahren in Großbritannien bei [Railfuture](#) (Railway Development Society) aktiv.

Mein Haus ist nur ein paar hundert Meter von der Nordsee und ich schätze die klare saubere Meeresluft. Der Fischfang bei uns ist nur ein Schatten von seiner früheren Größe, aber in der Nordsee stehen jetzt Gruppen von Windturbinen - unser Meer ist also immer noch produktiv.

Ich bin Jahrgang 1946 und deshalb jetzt seit 18 Monaten im Ruhestand - aber wenn man Interessen hat, ist der Ruhestand eine Gelegenheit, diese mehr zu entwickeln und man weiß kaum, wie man früher die Zeit fand, ein tägliches Brot zu verdienen.

Von 1971 bis 1986 und dann zwischen 1987 und 1997 arbeitete ich in größeren Städten und konnte mit dem Zug hin und her pendeln. Mehrere Jahre lang nahm ich auch mein Fahrrad im Zug mit, um vom Zielbahnhof zu meinem damaligen Arbeitsplatz zu fahren. Ich besaß in den siebziger Jahren ein Motorrad, machte aber in späteren Jahren nicht genug Gebrauch davon, und endlich verkaufte ich es.

Als ich jünger war, machte ich oft Radtouren auf dem europäischen Festland (obwohl nie in der Schweiz) und ich fahre immer noch gern mit dem Rad. Ende der sechziger Jahre trat ich in einen Verband ein, der die Entwicklung des Bahnnetzes befürwortete, und der jetzt Railfuture heißt.

In den sechziger Jahren wurden viele Tausende Streckenkilometer stillgelegt. Wir haben uns in Großbritannien seither erfolgreich engagiert, sodass mehr als 600 Kilometer Eisenbahnen für den Personenverkehr reaktiviert und neue Bahnhöfe und Haltepunkte auf anderen Streckeneröffnet wurden.

Die Eröffnung des Kanaltunnels im November 1994 machte es auch möglich, Lille, Paris und Brüssel mit dem Zug von London zu erreichen; und Railfuture begann auch, mit Partnerverbänden in Frankreich, Belgien und

anderen Staaten Gespräche zu halten. Aus diesen Gesprächen ergab sich im 2002 der Europäische Fahrgastverband (EPF).

EPF besteht jetzt aus 34 Mitgliedsverbänden in 19 europäischen Ländern. Wir lernen voneinander, besonders wenn es um neue Ideen und beste Praxis im öffentlichen Verkehr geht. Wir führen auch Dialog mit Betreibern und Entscheidungsträgern auf europäischer Ebene.

Es geht nicht nur um den Zugverkehr. Wir haben auch an EU-finanzierten Projekten teilgenommen, den Bus als attraktive Alternative zum Auto zu fördern und den öffentlichen Verkehr in den Großstädten besser zu vernetzen.

In den vergangenen zwei Jahrzehnten sind viele Bahnreisen in Europa schneller und bequemer geworden. Von meiner Heimatstadt 200 Kilometer jenseits von London kann ich zum Beispiel Bern, München oder Berlin innerhalb von einem Tag mit dem Zug erreichen. Es kann aber teuer sein. Die Auskunft und das Fahrscheinsystem sind nicht immer leicht zu verstehen. - besonders für jemanden, den man überzeugen will, zum ersten Mal seit Jahren Bahn zu fahren.

Die Zeit, die man gewinnt, wenn man mit einem TGV oder ICE fährt, kann dann verloren werden, wenn man vor einem Automaten Schlange steht, sich über den Stadt- und Regionalverkehr zu erkundigen und einen Fahrschein zu kaufen.

Für nahtlose Reisen von Tür zu Tür gibt es noch etwas zu tun und eine gute Alternative zum Pkw anzubieten. Wir in EPF und unsere Mitgliedsverbände haben noch viel zu tun, aber wir können mit einer gewissen Zufriedenheit betrachten, was schon erreicht worden ist. (20/03/2013)

[Trevor Garrod](#) / [Railfuture](#)

This article appeared in the May edition of [VCS Magazin](#) (German) and [Magazine ATE](#) (French)

REPORT OF ECO-EFFICIENT TRANSPORT WORKSHOP – 22 JANUARY 2013

The Chairman of EPF was invited to take part in a workshop in Brussels on January 22nd organised by the Science & Technology Options Assessment Panel of the European Parliament ([STOA](#)). There were representatives from several countries, including two MEPs and the aim was to look at how particularly urban transport could contribute to the carbon-reduction targets of the 2011 European Transport White Paper.

Discussions were held in small groups on 3 scenarios and the consensus was that each of these had a role to play. We must not put all our eggs in one basket!

The scenarios were:

1. Making transport modes cleaner - with no modal shift. There would be CO₂ taxes and speed limits; fossil fuels would be banned in the motor sector by 2040; and 80% of the rail network would be electrified.
2. Focus on modal shift - accept principle of internalisation of external costs; prioritise public transport, car-sharing, walking and cycling. Common technical, administrative and legal standards throughout Europe; and many innovations to overcome the "problem of the final mile".
3. Focus on reducing growth rates in transport demand. It was stressed that the European Commission does not want to restrict mobility, but that the need for

travel for certain purposes could be reduced. Growth in teleworking, teleshopping, video-conferencing; goods delivery at night; smaller cars and more e-bikes.

Futuristic ideas (still only at the experimental modeling stage) of carrying goods through underground pipelines were mentioned.

EPF asked if any studies had been done into the growth and effects of e-working. Apparently some studies have been done.

Some participants drew attention to the problems of goods deliveries at night.

There was some sympathy for the "carrot and stick" approach, but "the stick must not grow faster than the carrot"!

The need to transport lots of items (including children) with one was mentioned and one lady said "I have two young children and when I go around Brussels I have to take half my house with me - so I need my car!" Our response to the Commission before Christmas on the need for flexi space in public transport vehicles was mentioned as a reaction.

The need for better information for the right target groups and changing public opinion were considered important. It was also agreed that technical harmonisation of the railways must continue. A final report of the project was promised.

EPF AT AIRPORTS CONFERENCE IN LYON (APRIL 2013)

Trevor Garrod writes:

Most of the international participants from 30 countries to the conference on Europe's Regional Airports in Lyon on April 15th-17th went by air; for me it made more sense to go by train. London is less than 5 hours' travelling time by high speed trains to Lyon, France's second city, where it already feels

Mediterranean and the temperatures in mid-April were remarkably warm.

I was asked to give a presentation on "What the Passenger Expects at an Airport" and spoke firstly of what customers paying to use any mode of transport may expect of a terminal or hub. I also went into detail on easy seamless travel, for access to and from the airport is important on any multi-modal journey.



Airport staff play a key role, especially if things go wrong, and passengers should be made aware of their rights.

Managers from Lyon's St Exupéry Airport stressed the importance of their fast tram link into the city center and their high-speed rail station, to which they wanted SNCF to develop further train services.

There were interesting presentations from such airports as Cork, Shannon, Birmingham, Liège, Friedrichshafen, Billund, Oporto and Tallinn; and some of the ideas on marketing and customer care could obviously be transferred across to the rail, coach and maritime sectors. Certain speakers acknowledged the impact of high speed trains which could cause some regional airports to concentrate more on medium haul flights.

Indeed, a few participants questioned whether there were too many small regional airports, and an EU consultation is due to take place this summer on whether such small airports should receive state aid. It was pointed out that one small airport in Finland

only handles 8000 passengers a year. On the other hand, in some remote regions, the airport may provide the only means of fast transport.

The new congress center between the river and the attractive Parc de la Tête d'Or was served by modern trolley buses; and I also had the chance to sample the well-used trams and metro systems of Lyon before heading back north.

[Here](#) you can learn more about ACI – Europe's regional airports.

PUBLIC FUNDING FOR TRAINS ACROSS THE BORDER

It is possible to use public money to support or improve train services between one country and another. EPF is collecting as many examples as possible.

Here are some :

1. Regional trains between Villach (Austria) and Udine (Italy) have been financially supported by the [MICOTRA project](#). This stands for Miglioramento Collegamenti Transfrontalieri di Trasporto Pubblico - Improvement of cross-border public transport connections.
2. Trains between Heerlen (Netherlands) and Aachen (Germany) are operated as a franchise and can form part of a longer journey, linking with Inter City services at either end.
3. Regular services between Mulhouse (France) and Freiburg-im-Breisgau (Germany) have resumed and there will soon be a TGV from Paris to Freiburg over this route. Modernisation of the infrastructure cost 28 million euros and has been financially supported by the Region of

Alsace and the Land of Baden-Württemberg.

4. The Öresund trains Copenhagen-Malmö are running every 20 minutes, every ten minutes in the morning and afternoon peak, and still hourly during the night. They are also serving the airport of Copenhagen that is situated in the middle of the line, close to the bridge.

Our Council member Willy Smeulders has been in correspondence with the European Commission on this topic and been assured by an official of DG-MOVE that "EU law does not prevent national authorities to jointly organise and finance cross-border services."

We want to collect more information on this matter and further examples.

Do you have any? Do you know of any instances where decision-makers have said that it cannot be done?

Please send information and examples to [Marc Broeckaert](#)

HOW TO RECOVER PASSENGERS ON PUBLIC TRANSPORT ?

The Catalan government has justified the 3,8 % fall in the number of public transport passengers in the Barcelona area by providing a series of arguments which look solid. Due to the crisis, the Barcelona region lost 200.000 inhabitants, the 4,3 % of its population; as time goes by, there are fewer people working; and a long series of strikes affected seriously TMB bus and Metro. Most readers can share this vision. The Metropolitan Transportation Authority, ATM, underlined in its issue that the decline in car travel was even higher, 4,7 %. Another argument that could be added is

the slight reduction in the transport supply, which was focused on trams and on urban buses in the second and third crowns.

Further ideas. The blind eye that the city of Barcelona turns to the continuous illegalities, when motorbikes are parking and running all over the city, also drained passenger figures. Driving a motorbike in Barcelona becomes easier because users park their motorbikes where they want without further drawback. The argument that going by motorbike makes traffic flow easier is false. If they could not park their motorbikes wherever they wanted, their users would use public transport instead, because the alternative, parking cars anywhere, would mean its immediate removal by a crane.

When we analyse the losses in the number of public transport users, we can appreciate that some operators lose more than others, and this data is a good indicator of the potential for growth. Passengers of the tram are slightly getting down, despite a sharp drop in the provided service, and commuter trains have apparently not been affected by the crisis, since they got to maintain their figures of passengers, in part due to the improvement of fraud control. In the past, fraud in commuter trains reached a rate five times higher than in other means of transport.

Two phenomena are overlapped, on the one hand a loss of passengers due to the crisis and emigration, and secondly, a shift from car users to public transport, and from public transport to trips on foot and by bicycle. In the case of the strict territory of the city of Barcelona, also some shift to motorbike. The argument for shifting is the cost of travel. There are also positive data as there is an increase of non-motorized trips. We walk an additional 0,7 % and we cycle a 4 % more, because they are trips for free. Overall, sustainable travel, i.e., trips on foot, by bike and public transport, have been maintained and continue at a record high. Excellent news.

From the point of view of generating resources for funding the transportation system, the fall of passengers is not good news, but it is also true that the increase of tariffs approved by 2012, up to 8% on average, balances this problem. Due to the poor situation of public finances, companies are going to have real troubles when they ask for new loans to finance daily operations.

THE WAY TO RECOVER PASSENGERS, THE EXAMPLE OF SWITZERLAND

Public authorities tend to explain passenger falls because of the crisis and to state that increases in public transport passengers are due to improvements in service. What is true is, when benchmarking on public transport supply is done, Barcelona's area is always placed in a very good position. A continuous investment and improvement has been done and the improvement of the public transport network has been fairly remarkable. Also Renfe, from its pseudo-transfer of services to the Catalan Government, has also improved its suburban train services because finally someone is seriously concerned about users.

But economic theory also states that in time of crisis, cheap trips should increase, especially when travelling by public transport is five times cheaper than by car. Therefore, there is a clear roadmap to lead the recovery of passengers, and this is the creation of transport passes.

Do you know why Switzerland is the European country where public transport is more used although it is much more expensive than in Spain? First of all, because they have an excellent public transport network, as it is the case of Barcelona, but also because over a

population of eight million, two million of Swiss people own a public transport pass.

A new public transport tariff policy must be deployed to achieve that a million citizens move to "100% public transport", on weekdays but also on holidays. And this, as in many other products, it can only be achieved with a flat tariff, which allows people to make additional trips at zero marginal cost. The International Union of Public Transport has launched a challenge for all the cities all over the world to double the number of users in 2025. The public transport network of Barcelona is still able to absorb a lot of transportation demand. To reach this goal we must abandon the old fashioned system of personalised tariffs, with a wide range of different tariffs, that so far we have had and concentrate all efforts for achieving that most of us travel with a monthly, quarterly or annual pass.

Both articles were translated into English by Pau Noy from [El Periodico de Catalunya](#)

INTERNATIONALE FERNREISEN – VOYAGES INTERNATIONAUX À LONGUE DISTANCE – INTERNATIONAL LONG-DISTANCE JOURNEYS

Unsere Arbeitsgruppe für dieses Thema traf sich am 20. April in Lüttich.

Schlüsselfragen zur Besprechung waren :

- Lücken im Netz internationaler Zugangebote und wie diese verbessert werden können.
- Die künftige Rolle der Nachtzüge.
- Nahtlose Reisen - "die letzte Meile" und "die Meile in der Mitte."
- Finanzielle Unterstützung für den Ausbau grenzüberschreitender Angebote
- Störungen durch Baumaßnahmen.

Sie finden anderswo in diesem Bulletin Berichte über einige dieser Fragen.

Möchten Sie an der Tätigkeit dieser Arbeitsgruppe von EPF teilnehmen? Wenn ja, schreiben Sie an [Albert Lambert](#) und [Trevor Garrod](#). Das nächste Treffen wird am 26. Oktober in Lüttich sein, aber die Mehrheit der Arbeit erfolgt durch E-Mails.

Notre groupe de travail sur ce thème s'est réuni à Liège le 20 avril.

- Parmi les questions que l'on a discutées sont :
- les lacunes dans l'offre des trains internationaux et comment s'y attaquer.
 - le rôle futur des trains de nuit.
 - les voyages sans couture - "la dernière mille" et "la mille au milieu."
 - le soutien financier pour les trains transfrontaliers.
 - Les perturbations à cause de travaux sur la voie.

Il y a des rapports concernant quelques-unes de ces questions ailleurs dans ce bulletin.

Voudriez-vous participer aux efforts de ce groupe de travail de la FEV? Si oui, contactez [Albert Lambert](#) et [Trevor Garrod](#) svp.

La prochaine réunion aura lieu à Liège le 26 octobre, mais la plupart du travail est fait par courriel.

Our Working Group on this topic met in Liège on April 20th.

Key issues discussed were :

- Gaps in the international train network and how these can be addressed.
- The future role of night trains.
- Seamless travel - "the final mile" and "the mile in the middle".
- Financial support for cross-border services.
- Disruptions caused by engineering work.

Some of these issues are reported elsewhere in this bulletin.

Would you like to take part in the activities of this EPF work group? If so, please contact [Albert Lambert](#) and [Trevor Garrod](#). The next meeting will be in Liège on October 26th, but most of the work is done by e-mail.



THE 4TH RAILWAY PACKAGE – WILL IT REVITALISE EUROPEAN RAILWAYS ?

This was the title of a hearing in Brussels at which EPF was invited to speak on April 24th. Organised by the European Economic and Social Committee, the event was part of the debate on the European Commission's 4th Railway package -a set of legislative proposals adopted by the Commission at the end of January.

The Package focuses on four key areas -

1. Streamlining the process by which trains and rolling stock are certified to run anywhere in Europe. At the moment, new stock can be standing in sidings for up to two years before being allowed to operate. Currently there are some 11.000 regulations in 25 countries, each of which has to give approval before a train can run on its rails. It was predicted by the European Railway Agency that these regulations could be reduced to about 2.000. That will ultimately save money for the railway industry

This proposal was welcomed by virtually all the 200 participants at the hearing, while some added the proviso that health and safety should not be put at risk.

2. Ensuring separation of infrastructure and operation and strengthening the role of infrastructure managers.

This topic, and the implications of liberalisation, caused much more debate.

Some participants called for more evidence of the alleged benefits of separation while other questioned whether it would lead to more investment. On the other hand, Great Britain has had separation for nearly 20 years and Sweden for even 25 years (since 1988), and so these countries' experience is relevant.

3. Opening up the domestic passenger market to new entrants - whether franchisees/concessions or open-access commercial operators. Some participants expressed doubts about compulsory competitive tendering, and asked for evidence from member states where it had been tried. Concern was also expressed that private companies (whether as franchisees or open-access operators) were cutting staff and de-skilling jobs.

4. The rail sector depends on a skilled and motivated workforce, who should be protected when public service contracts are transferred.

Few could disagree with this aspiration of the European Commission, but concerns were expressed about the age profile of the railway industry and how uncertainties and fragmentation were causing skilled staff to leave.

In the EPF-presentation the importance of teamwork in the railway industry was pointed out and was said that "from the passenger viewpoint, what matters is what works."

EPF also stressed that compulsory competitive tendering could bring advantages to the passenger but that sometimes the incumbent might be the best candidate to provide a service. There should also be a mandatory national ticketing system and information about services should be freely available regardless of operator.

It was essential to consult with staff and with customers when franchise plans were being drawn up.

Open access services – competition on the tracks and not about the tracks - have been introduced in at least six countries (Sweden, Great Britain, Germany, Austria, Italy and the Czech Republic). Were these increasing rail's share of the market or simply diverting passengers from one operator's trains to another's?

The EPF-participant was assured that on the high-speed line in Italy, with services operated by both Trenitalia and open-access company MTV, 12% more passengers were travelling by rail. That still begs the question – would they have increased anyway when this new route was opened?

We were informed that in July 2013 the EESC will publish an Opinion on the 4th Railway Package. You will be able to find it, together with more details of the April 24th event, on www.eesc.europa.eu.

PILSEN : TRAINS, TRAMS AND TROLLEYBUSES

An experience told by Trevor Garrod:

In April I was invited to take part in the second conference on the theme "Smart and Healthy Municipal Transport" in Plzeň (Pilsen), the fourth largest city of the Czech Republic. There were speakers and delegates from 9 countries at the impressive gathering and it was an excellent opportunity to learn from transport professionals and to input the passenger view.



I chose to go to Pilsen by train, via Dresden and Prague on the outward journey, returning via Nuremberg and Cologne. Pilsen is both a historic city and an industrial centre in the hills of western Bohemia and a comfortable semi-fast electric-hauled train brought me to its handsome and well-preserved central station. PMDP, the city's public transport undertaking, runs trams, trolleybuses and diesel buses. All conference participants were provided with a card for use on the urban public transport.

We heard a presentation about the Pilsen Card - a multi-functional chipcard introduced in partnership with the Czech savings bank, at whose ATMs it can also be topped up. Pilsen has a population of some 170,000 and over 150,000 Pilsen Cards are in active use.

Richard Thomas of CUBIC recounted the development of smart cards since the late 1990s and announced that this year "open loop" bank cards will be introduced in Vancouver (Canada) and Atlanta (USA) and that these can also be used in other cities. This brings us a step towards the goal, often stated by EPF, of paying for public transport in the same way as you pay for diesel or petrol with your credit card. The key, said Mr Thomas, was getting banks interested in participating in such a scheme.

Several speakers gave presentations on new electric and hybrid vehicles and control systems; but also on Sustainable Urban Mobility Plans, changing attitudes towards public transport and marketing. I agreed with the consultant from the USA when he stated that it was not enough to seek the views of existing passengers; operators and authorities

also needed to ask non-users why they were not using public transport and what might persuade them to start doing so.

Some speakers pointed out a trend among young people to regard smartphones, rather than cars, as a status symbol - something I had also heard at last year's Salzburger Verkehrstage, when a speaker from Switzerland spoke of reasons for a decline in younger people wanting to learn to drive.

A presentation from Rupprecht Consult in Cologne pointed out the role of social media, both in marketing but also in reporting when services and facilities did not meet expectations.

Pilsen is the home of Skoda, a company well known for its cars; but it was interesting to learn about its long-standing involvement in electric vehicles as well.

In my own presentation I focused on how to encourage more passengers to use trains, trams and buses in urban areas and on their expectations of reliability and convenience. My presentation also covered ticketing, flexi-space and the necessity for well-trained, well-motivated customer-facing staff. I also drew attention to the "carrot and stick" approach in London, with its congestion charge, but also its investment in improved train and bus services and its Oyster card

Before starting my return journey I was also to inspect the grand building of Pilsen's main station, built in Austro-Hungarian times and well restored. In the entrance hall are helpful real-time information screens on tram and bus services from nearby stops and maps showing the location of these stops. You cannot see the stops from the entrance, however, and some further signing would help.

I then enjoyed a scenic ride through the hills and forests, calling en route at the grandiose spa station of Mariánské Lázně (Marienbad) to reach the large junction of Cheb; where the

change to a waiting German diesel multiple unit was easy and efficient and we were soon speeding over the border, across rural Bavaria to bustling Nuremberg.

You may view all the conference presentations on www.konference.pmdp.cz.

Pilsen is also to be a European Capital of Culture in 2015. It is worth a visit then - or before!

CROSS BORDER UPDATE

We in EPF value the opportunities for seamless cross-border rail travel, which is especially important if the train (and sometimes the bus) is to offer an attractive alternative to the private car.

Therefore our chairman has written to the Transport Minister for the German Land of Saxony and to the County Council in Ústí nad Labem concerning the future of the train service from Rybníště to Liberec in the Czech Republic, which also crosses into Germany to serve the important junction of Zittau and the town of Seifhennersdorf.

Passenger numbers on the line have increased steadily since Trilex took it over in December 2010, but it is dependent on payments from local government. We have therefore encouraged the authorities on both sides of the border to continue financial support, especially as there are firm proposals to two extra halts to serve the Czech town of Varnsdorf.

Meanwhile there is some hope for improvement across the Hungarian - Romanian border, where the rail track from Nagykeréki to Oradea was lifted in 1944.

The Hungarian Railways, MÁV, propose to run a bus from Nagykeréki to Oradea, connecting with their own train service from Debrecen. This is a welcome step forward towards

eventual re-establishment of the railway that was cut 69 years ago.

RIGHTS FOR AIR, RAIL, BUS AND BOAT PASSENGERS

When EPF was founded in 2002, European passenger rights only existed for air travelers. They now exist for passengers by train, by coach (buses over 200 km) and ship as well.

On May 4th Willy Smeulders represented EPF at a seminar in Brussels to consider how well known these rights are and how they can be further publicised.

Meanwhile, we in EPF want to monitor how effectively the rights are being implemented by operators and National Enforcement Bodies.

If you make a journey which is severely delayed, and you claim assistance and/or compensation - how well is it handled? What, if anything, do you receive? How long does the process take? Do you have to ask the National Enforcement Body for help? Does the operator, or the operator's staff, deny all knowledge of passenger rights? Does the operator refuse assistance or compensation on the basis of (alleged) force majeure?



Please send us a short report - in English, French, German or Dutch.

Please email [Rian van der Borgt](mailto:Rian.van.der.Borgt@epf.eu).

EPF HELPS TO JUDGE AWARDS

EPF has recently received invitations to help judge public transport awards. This is something which we have not done before, but it is an excellent opportunity to look at innovation and best practice from the passengers' point of view.

European Rail Awards - Josef Schneider and Willy Smeulders are our representatives on the panel which will help decide the winners. The awards will then be presented at the European Rail Congress in London in November 2013 - when EPF Chairman Trevor Garrod will be one of the speakers.

IRU Smart Move Bus Excellence Award - Trevor Garrod will be on the panel and so will be studying the entries during the summer. The awards will be presented in the autumn of this year.

ACI Best Airports Awards - Trevor Garrod accepted an invitation to help judge the shortlisted entries. Among the aspects to be considered are accessibility, including for Persons with Reduced Mobility, public transport links to airports and information services. The winners will be announced in June.

EPF COUNCIL MEETINGS

EPF's Council consists of one representative of each full member association and it has three all-day meetings per year.

The Council met in 2013 in a cold and snowy London on January 19th. Thank you for Janet Cooke and her colleagues at London Travelwatch for a well-organised and interesting weekend.

The Council also met in warm and sunny Prague on June 15th - our first meeting in the Czech Republic.

The autumn Council meeting will be on October 19th in Ghent and on January 18th we plan to return to France with a meeting in Lille.

EPF PARTICIPATED IN A LOT OF EVENTS SINCE JANUARY 2013

EPF is regularly invited to give its views at conferences and meetings at European level. Certain of these are reported in detail in this bulletin. Here are just some of the other events with EPF participation in recent months

January 17th - Rian van der Borgt represented EPF in the Steering Committee for the implementation of the Telematics Applications for Passengers TSI

January 21st - Christopher Irwin attended the European Rail Research Advisory Council Steering Group in Brussels

January 25th - Christopher Irwin chaired the European Railway Agency Board's Finance, Budget & Resources Sub-Committee in Brussels

January 29th - Christopher Irwin attended a workshop in Brussels at the Parliament on the Fourth Railway Package organised by the European Infrastructure Managers

February 13th - Josef Schneider, Christopher Irwin and Stijn Lewyllie represented EPF at the



final conference of the USEmobility project in Berlin. ([Conference movie](#))

February 18th - Willy Smeulders attended an event of Rail Forum Europe February 26th - Willy Smeulders and Christopher Irwin

attended the European Rail Awards in Brussels at which Challenge 2050, to which EPF had been a lead author, a pan-sector study outlining a shared perception of the European railway area in 2050

February 28th - Willy Smeulders took part in the EPP Taskforce meeting

March 3rd - Willy Smeulders took part in an Electric Vehicle Workshop

March 14th - Willy Smeulders represented EPF at a Shift 2 Rail meeting

March 14th - Christopher Irwin chaired the European Railway Agency Board's Finance, Budget & Resources Sub-Committee in Lille

March 20th - Christopher Irwin chaired and Willy Smeulders attended the European Railway Agency's Board in Lille

March 20th - Willy Smeulders, Rian van der Borgt and Christopher Irwin met in Lille with European Railway Agency officers responsible for the Passenger Applications' Telematics Technical Standard for Interoperability

March 22nd - Willy Smeulders represented EPF at a Channel Tunnel stakeholders' meeting

April 3rd - Stijn Lewyllie represented EPF in the ModAir advisory board

April 10th - Josef Schneider represented EPF at Rail Forum Europe "4th Railway Package - Towards a Single European railway market".

April 11th - Josef Schneider represented EPF at a meeting on "Enabling a Seamless European Transport System for Passengers", organised by Amadeus.

April 16th - Willy Smeulders represented EPF at a meeting on EC Travelplanners and ticketing systems.

April 17th - Willy Smeulders and Rian van der Borgt represented EPF in the Steering Committee for the implementation of the Telematics Application for Passengers TSI.

April 17th - Rian van der Borgt and Josef Schneider took part in the CER Customer Liason Group

April 26th - Willy Smeulders and Christopher Irwin represented EPF at the European

Commission's Working Group on Rail Market Monitoring in Brussels.

May 4th - Willy Smeulders represented EPF at the public debate "Do you know your passenger rights?" in Brussels

May 7th - Trevor Garrod gave a presentation at the Rail Forum Europe dinner/debate on the Revision of PSO Regulation 1370/2007 in the European Parliament in Brussels.

May 15th - Arriën Kruyt, chairman of our Dutch member association Rover, took part as EPF representative in the INTERREG conference at Bologna, Italy.

May 15th - Trevor Garrod and three other members of Railfuture (who all happened to be in Maastricht at the time!) took part in the launch event to launch the report of the "Smart Move" bus project in Brussels.

May 17th – Willy Smeulders attended the ERRAC Steering Committee.

May 21st – Willy Smeulders was present at the Conference Urban Mobility Package.

June 4th – Willy Smeulders - All Ways Travelling Project with DG MOVE - Invitation to Advisory Board

June 4th – Kurt Hultgren and Willy Smeulders attended the PRM TSI WORKSHOP

EPF ANNUAL CONFERENCE IN BASEL (CH)

Nearly 80 members of public transport users' organisations from 11 European countries gathered in Basel, Switzerland, for the 11th Annual Conference and Annual General Meeting of EPF on March 15th and 16th.

This year's conference focused particularly on the work and concerns of member organisations, with reports from Kurt Schreiber of Pro Bahn in Switzerland, Marco Gariboldi of UTP in Italy, Jean-Marie Tisseuil of

FNAUT in France and Matthias Kurzeck of VCD in Germany.

The specialist work of EPF on long-distance international train journeys; bus and coach issues, and urban transport was also considered, with a joint presentation from Trevor Garrod, Jörg Bruchertseifer, Willy Smeulders and Pau Noy.

Josef Schneider gave a presentation on the conclusions of the USEmobility project in which EPF had taken an important part.

Maurice Losch presented the conclusions of the Strategy Working Party and the EPF Council on how we plan to develop over the next decade.

Arriën Kruyt and Hans Rothen gave interesting presentations on how customer consultation works in the Netherlands and Switzerland respectively.

EPF Vice-Chairman Christopher Irwin gave a Policy Speech on the challenges facing public transport at European level, referring to the Transport White Paper of 2011, the 4th Railway Package and Rail Marketing Monitoring Studies. He also referred to EPF's involvement in the work of the European Railway Agency and, with CER and UIC, in the Challenge 2050 report.

One full session of the conference was devoted to "Mobility without Borders", with five guest speakers - dealing with mobility within Basel and its wider region; the experiences of regional rail in Alsace and in Germany; and the development and future prospects for TGV Lyria which operates trains between France and Switzerland.

Many members took part in an excursion by train to Mulhouse on the Sunday morning to sample the train-tram system and /or visit the French National Railway Museum.

Thanks are due to all members who participated in the conference event, but especially to our colleague Jürg Tschopp of Verkehrsclub der Schweiz / Association Transports et Environnement for suggesting Basel as the venue and for organising a stimulating and smooth running event.

The speakers' presentations can be viewed on our website www.epf.eu. A full report of the conference is also available from [Trevor Garrod](#) or at 15 Clapham Road South, Lowestoft, NR32 1RQ, Great Britain.

The more formal **annual general meeting** of the non-profit organization EPF-ivzw took place after the Saturday afternoon session of the conference. The Annual Report (now on our website in English, French and German) and Financial Report/Budget were presented, discussed and accepted; together with the 10-Year Strategy Document and Work Programme for 2013/14. Useful discussion took place and further suggestions were made. The following were elected: Chairman - Trevor Garrod; Vice-Chairman - Christopher Irwin; Secretary - Josef Schneider; Treasurer - Rian van der Borgt; Assistant Secretary - Willy Smeulders; Assistant Treasurer - Pierre Havelange.

80 MINUTES IN LILLE (NORD – PAS-DE-CALAIS)

The good news is that Eurostar are running an extra Saturday service from May 4th till June 29th direct from London to Aix-en-Provence via Lyon Part Dieu and Avignon TGV. This will supplement their established summer Saturday train between London and Avignon Centre which this year will run from July 6th to September 7th (except August 17th).

The bad news is that, on the way home from Provence, everyone will have to get out at Lille

for 80 minutes for security and immigration controls. This is not the fault of Eurostar. It is a matter for the UK Border Agency and ultimately the UK government.

Are there enough UK Border Agency staff at Lille? Our contact had twice recently been on Eurostars from Brussels to London which were delayed at Lille Europe for this reason; and on one occasion the reason was actually given over the train's public address system as "not enough UK Border Agency staff."

It may be that there will be plenty of customers willing to endure this extra inconvenience for the sake of a through train to the South of France.

Railfuture will monitor the situation. We are keen to hear from anyone who uses the new service. How well were things organised at Lille? Was it really necessary to have a 80-minute stop?

We shall collate responses from passengers and put these into a report for Eurostar and other relevant bodies.

Please send your experiences to : [Trevor Garrod](#), 15 Clapham Rd South, Lowestoft, NR32 1RQ.

“SMART MOVE” – BUS, COACH AND TAXI PROJECT



EPF's Chairman has been a member of the High Level Group coordinating this EU-funded project. The final report has now been produced and can found [here](#).

The aim is to produce an Action Plan to double the share and number of users of collective passenger transport by road as an alternative to private car usage. The discussions which have led to the report have stressed that bus, coach and taxi services need to co-operate with other modes in an "intermodal public transport chain."

The report's recommendations include :

- putting the customer first, implementing passenger rights and providing the necessary assistance, information and infrastructure;
- consolidate the work done by projects such as EBSF and 3iBS and propose innovative ideas on green, accessible and customer-friendly vehicles of the future;
- inclusion of scheduled bus and coach services in multi-modal transport planners and make multi-modal coach stations eligible for European funds;
- Sustainable Urban Mobility Plans should prioritise collective transport;
- incentivise, through tax incentives, the use of collective transport over use of the private car;
- support market forces and facilitate business and industry-own initiative;
- expand "on-line knowledge repositories" of best practice;
- establish a permanent European discussion platform for all stakeholders.

A FUTURE FOR NIGHT TRAINS ?

EPF will be contributing an article (in German) to the magazine "Regionale Schienen" on this subject. Our article will examine the reasons for the decline in night trains over the past 20 years; suggest that there is still a role for them - for example, if the train leaves and arrives at a convenient time; consider whether certain

new or revived routes would be justified; and consider the financial arrangements. EPF will keep you informed.

RAILFUTURE (UK) ABOUT ITS FERRIES SURVEY

Ferries – What are your experiences ?

Stena Line operates an attractive ferry service between Hoek van Holland and Harwich, with easy rail interchange at each port. On board the ferry from England you can buy a train ticket - if you do not already have one - to anywhere in the Netherlands. If you book in advance you can obtain a very reasonably priced ticket from any station in East Anglia to any Dutch station.



Not all ferry crossings are as friendly to foot passengers as this one, however. Some, on certain sailings, will only take motorists. For some you need to make a lengthy bus journey on either or both sides of the water. Some end-to-end journeys involving a boat are easier than others to find out about and book.

The EPF member association Railfuture is therefore conducting a survey this spring and summer. We ask passengers to complete a questionnaire reporting good and bad aspects of any journey which they make across the North Sea, English Channel or Irish Sea between October 1st 2012 and September 30th

2013. You can do it by going to www.railfuture.org.uk. We shall produce a report in November.

Votre avis nous intéresse !

Vous voyagez en bateau sur la Manche, la Mer du Nord ou la Mer irlandaise? Si vous effectuez des voyages entre le 1 octobre 2012 et le 30 septembre 2013, veuillez nous faire part de vos expériences sur le site web de notre association adhérente au Royaume Uni, Railfuture, www.railfuture.org.uk. Cliquez sur le lien pour remplir le questionnaire. Vos expériences, bonnes ou mauvaises, nous intéressent.

Schicken Sie uns ihre Erfahrungen !

Nehmen Sie die Fähre über die Nordsee, den Kanal oder die irische See?

Wenn Sie im Zeitraum Oktober 2012 bis September 2013 reisen, bitte besuchen Sie die Webseite unseres britischen Verbands Railfuture : www.railfuture.org.uk, und füllen Sie den Fragebogen aus. Ihre Meinung - ob gut oder schlecht -ist uns wichtig.

NOTE IN YOUR DIARY

Annual Conference and general meeting in 2014

Friday/Saturday March 14th/15th. EPF will hold its Annual Conference in Milan, Italy. Thank you to our member association Associazione Utenti del Trasporte Pubblico for their offer to host the event. We look forward to learning about positive developments in Italy, as well as challenges, and to discussing issues at European level. More details will be in our December bulletin.

We have also agreed in principle to hold our 2015 Annual Conference and General Meeting in Hungary.

Salzburger Verkehrstage - 14./16. Oktober 2013 - eine der führenden Mobilitätstagungen im deutschen Sprachgebiet. Dieses Jahr ist das Thema "mehr Mobilität - weniger Verkehr". Weiteres erfahren Sie unter www.salzburger-verkehrstage.org

COLOPHON

Contributors to this bulletin include:

Marc Broeckaert, Trevor Garrod, Pierre Havelange, Kurt Hultgren, Stijn Lewyllie, Uwe Miertschischk, Pau Noy, Josef Schneider, Willy Smeulders, Rian van der Borgt, Peter Walker, ...