

› **Basel EPF Conference Friday 15 March 2013**



# European Passengers' Federation

Willy Smeulders// EUROPEAN PASSENGERS' FEDERATION // [www.epf.eu](http://www.epf.eu)

## › Railteam Alliance and Members



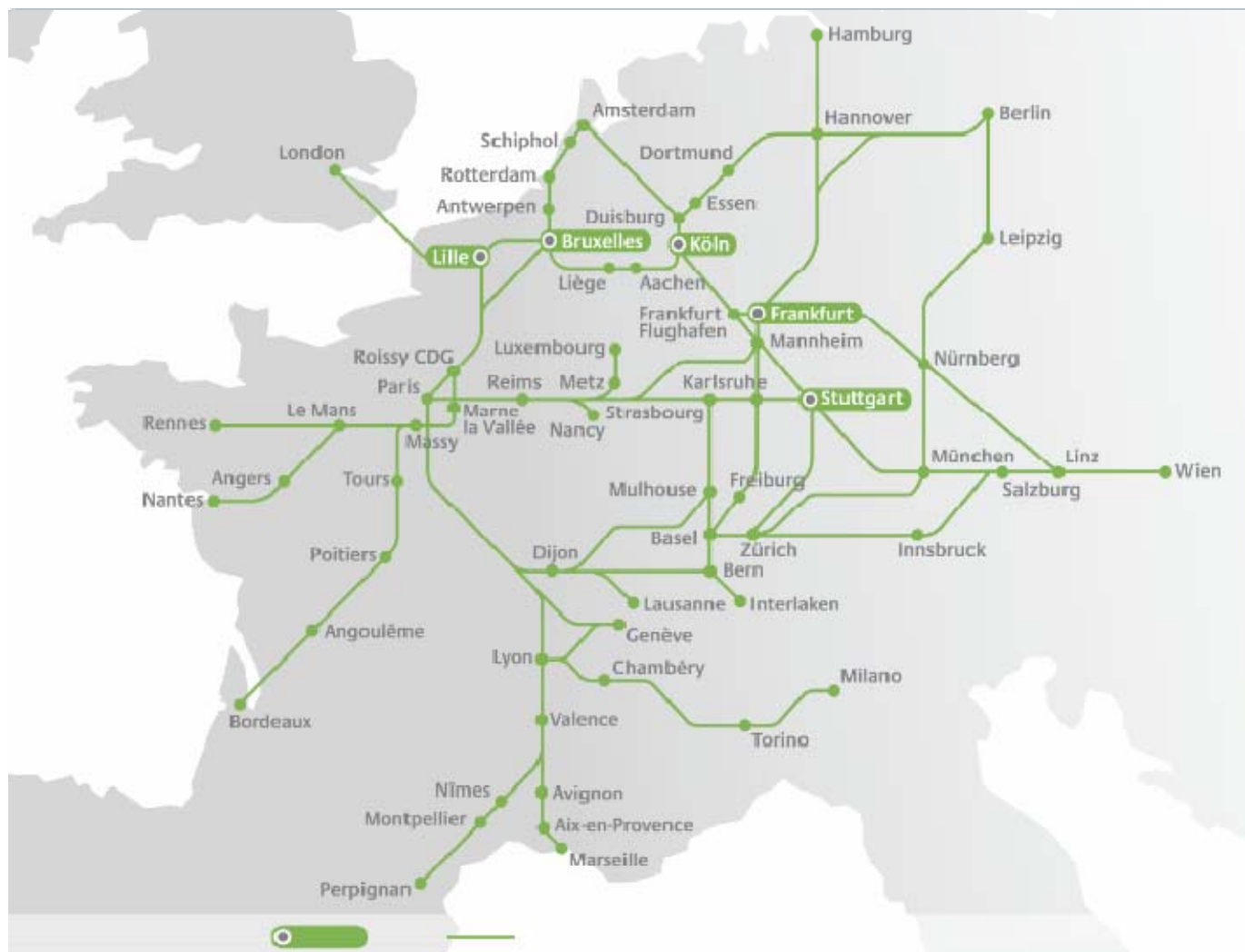
- Cross-border rail transport at the highest speeds and time-saving travel across Europe, all with guaranteed service and quality criteria – this is the Railteam Alliance.
- The seven full members Deutsche Bahn, SNCF, SNCB, Eurostar, NS Hispeed, ÖBB and SBB and the two associated members Thalys and TGV Lyria have joined forces to offer all their passengers comprehensive service and comfort.



## Railteam Network Map



Europe by train: travel in comfort to Europe's most fascinating cities within the Railteam Alliance.



## ➤ Railteam EPF 's requests



- Integrate the TGV/AVE trains from Paris-Barcelona from 28 April 2013, now only TGV to Perpignan
- Seek next meeting this spring
- Continue filling in questionnaire

## › Eurostar Meeting 5 December 2012



- General Comments Eurostar
  - Olympics and Paralympics ( modified for wheelchairs )
  - PRM officer
  - Today two wheelchairs per train ( new trains four )
  - New trails : Swiss Alps ( winter ) and Provence ( summer )
- Passenger Issues :
  - UK border control and impact on passengers
  - Eurostar and TGV , Eurostar independent operator BE and FR
  - Ease of connection / onwards travel – Lille, Brussels, Paris

## › Eurostar Meeting 5 December 2012



- Expanding the UK – Mainland Europe rail Market
  - Stopping Ashford , Ebbsfleet and Stratford
    - regularly re-evaluate
  - Extension beyond Brussels and Paris ( security issues )
    - niche markets French Alps ( winter ), Avignon ( summer )
    - Amsterdam, Cologne and Frankfurt ( waiting new trains )
    - Operator co-ordination with other high-speed operators
    - Through fare / booking
- Contingency plan snow timetable
- Different choice of destinations depending on country

## › Thalys Meeting 7 May 2012



- Train cancellations : 24 i.e. 26 , one on fire ( repair ), one for upgrade
- Delays : after 20 years refurbishment for the next 20 years
- Coordination Thalys ICE on Brussels - Köln , not every 2 hours
- Thalys Eurostar correspondences , schedule change December 2012
- Ticket price
  - Price increase from 12 March , now only flex, non-flex, semi-flex
  - Infra costs , Energy costs , Renovation and ERTMS
  - 300 tickets a Day for 22 Euro
  - Request for 2 nd Class full flex tickets ?
  - Request for family tariffs

## › Thalys Meeting 7 May 2012



- Ticket price
  - “ Castes “ between same-price customers
  - iD – TGV : 30 destinations pre-booking on-line for 19 Euro ( 2 nd )
  - Board decides about price increase
  - Interail supplement
- Thalys - Deutsche Bahn situation , DB left Thalys
- Punctuality and Communication
  - Huge delays 15 March , security is key
  - High amount of infra problems , specially in NL
  - External reasons and delays from DB



## › Thalys Meeting 7 t May 2012



- Service
  - PRM's sometimes difficult -, ICE lower tariff and free companion
  - Cleanliness , on train cleaning between Brussels and Liège
  - Interoperability DB – Thalys tickets, now more difficult
  - GSM noise , no silent cars
  - Access to Public Transport in Aachen and Köln
  - Quality criteria document for EU Commission to EPF ?
  - Bikes not anymore provided because of possible delays
- Future projects : refurbishment, fluidity, intermodality, information, no new destination, no trains to Airport Brussels, 2 nd Essen ?



## EuroCity Trains



- Report of Ian McDonald on : “ Proposed EuroCity services “ :
  - Goal is to improve existing services
  - Make some of them more frequent
  - Current failure to provide regular “ cadence “ frequencies
  - Extend or join up existing services across frontiers
    - Make them more worthwhile
    - Attract more customers
    - Competing with airlines or roads
- Documents available , Albert and Pierre analyse and decide to go on

## > Mobi-Info-Set



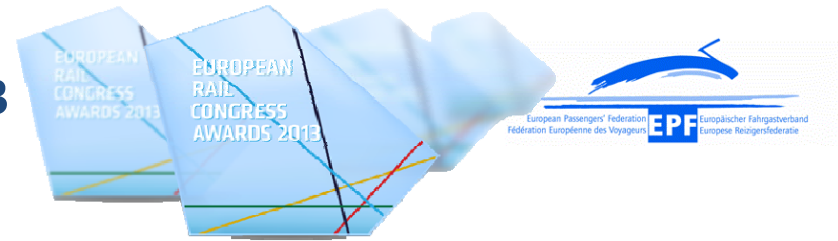
- What : Country-specific important information on Public Transport for visitors
  - ADAC (the German motorists' association)
  - TreinTramBus : Public Transport Ambassadors, training on offer
  - [www.scotty.be](http://www.scotty.be)
  - Scotty Mobile öBB
  - DB Navigator and DB Ticket
- Every country could provide a two to three page information sheet
- Put it on EPF web-site
- Action by Josef Schneider ( or all of you coordinated by Josef )

## ➤ Passenger Rights



- Passenger Rights documents are available at :
  - <http://ec.europa.eu/transport/passenger-rights/en/index.html>
  - you can get them as leaflet, or as “ apps ” for your smartphone, tablet for all modes of Transport
- On 12 December 2012 : waterborne transport also cruiseships ( EU Ports )
- Last one taking force on 1 March 2013 : Bus and Coach + 250 km
- The problems occur when you travel with several operators for sure with cross border trips

## ➤ European Rail Congress Awards 2013

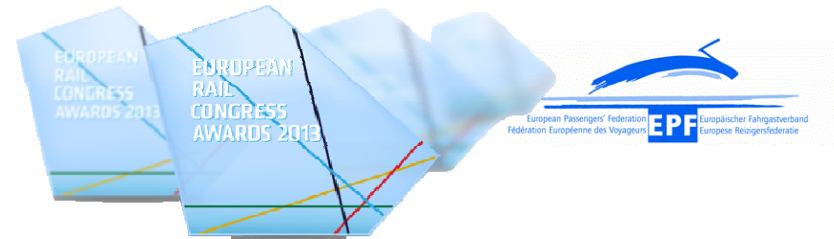


### The awards aim to:

- reward and encourage European railway excellence and innovation
- disseminate the very best practice throughout Europe
- help new markets to learn from the more established players
- promote inter-operability to achieve seamless rail travel across the whole of Europe.

We welcome entries from both EU and non-EU European countries.

## ➤ European Rail Congress Awards 2013



Entries for the awards will be accepted online up to 19 April 2013 and will be assessed by a judging panel of MEPs from Belgium, Estonia, France, Germany, Italy, Spain and the United Kingdom.

Winners of the 19 prestigious awards will be announced at the inaugural 2013 Award ceremony and dinner in London which will take place on the evening of the 12 November 2013 during our European Rail Congress, 12-13 November 2013 at the Westminster Park Plaza, London.

### Technical Advisory Panel :

- Panel Chair:  
Matthias Ruete, Director-General, European Commission, DG MOVE
- Libor Lochman , Philippe Citroen, ERFA, EIM, ERA and EPF ( Josef Schneider and Willy Smeulders )

➤ Thank you for your attention!

