



**Annual Conference, Milano, 2014**

The Federation's work at the European level



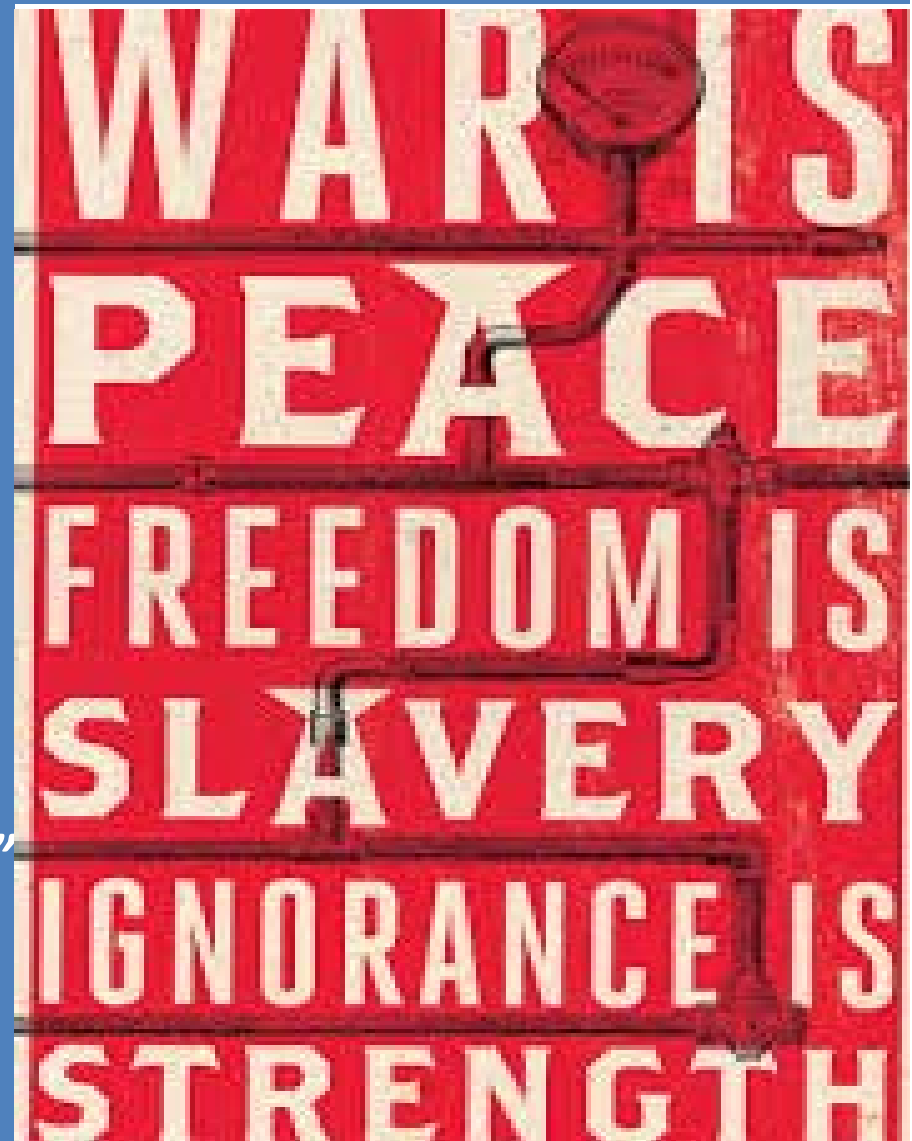
# European Passengers' Federation

Christopher Irwin// **EUROPEAN PASSENGERS' FEDERATION** // [www.epf.eu](http://www.epf.eu)

## › SHAPING THE FUTURE

- Building influence
- Gaining access
- Shaping policy early
- Understanding policy-makers
- Off-setting vested interests
- Reflecting passenger views
- Always asking:

*“What’s in it for the users?”*



## > THINKING ACROSS MODES

- Revision of Air Passengers' Rights
- Potential for common standards
- A fairer market place
- Easier for users to understand
- Cracking down on operator abuse
- 'Extraordinary circumstances'
- 'Force majeure'

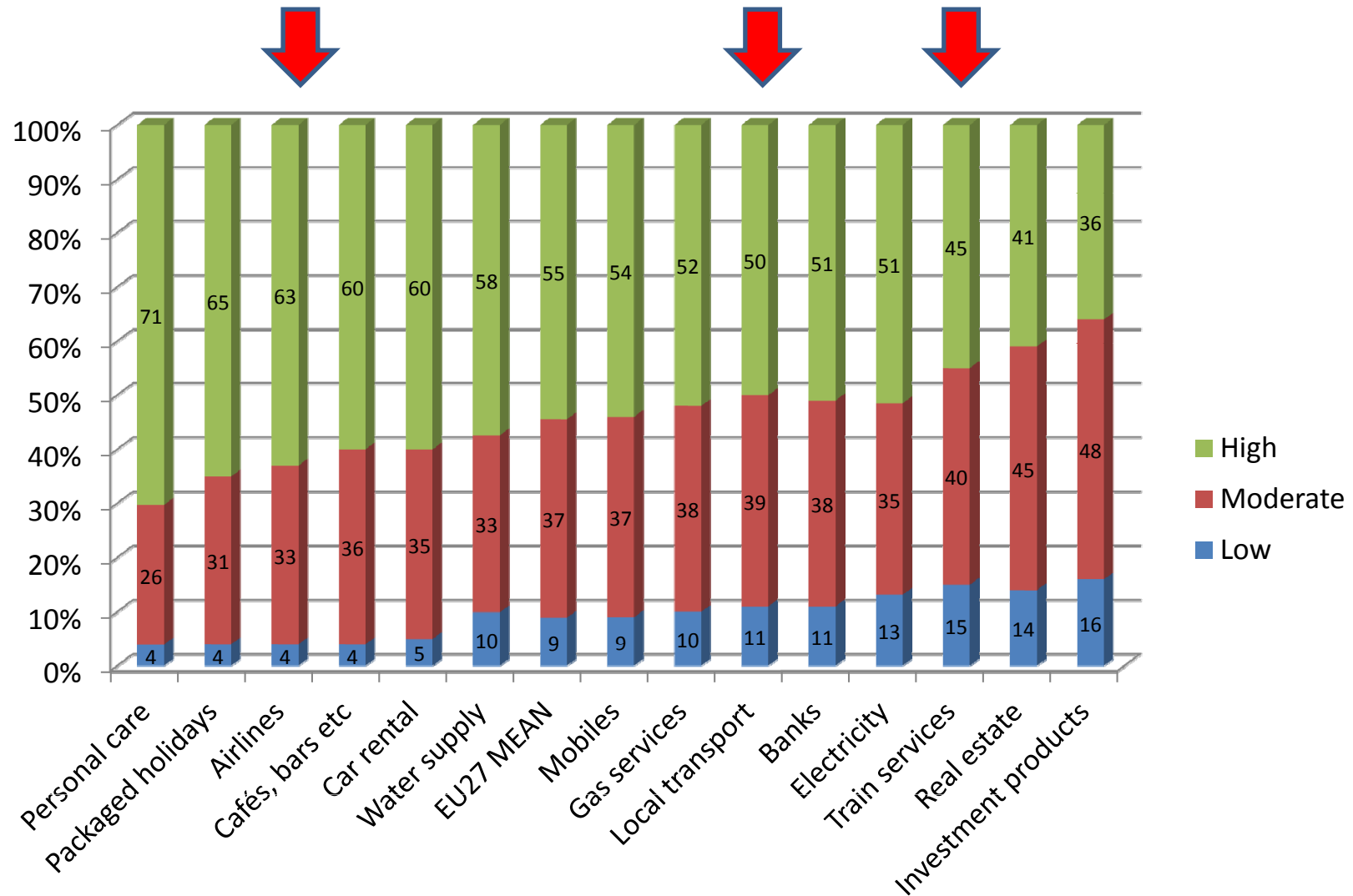
*"Is it a level playing field?"*



# EU CONSUMER MARKETS SCOREBOARD, 2012

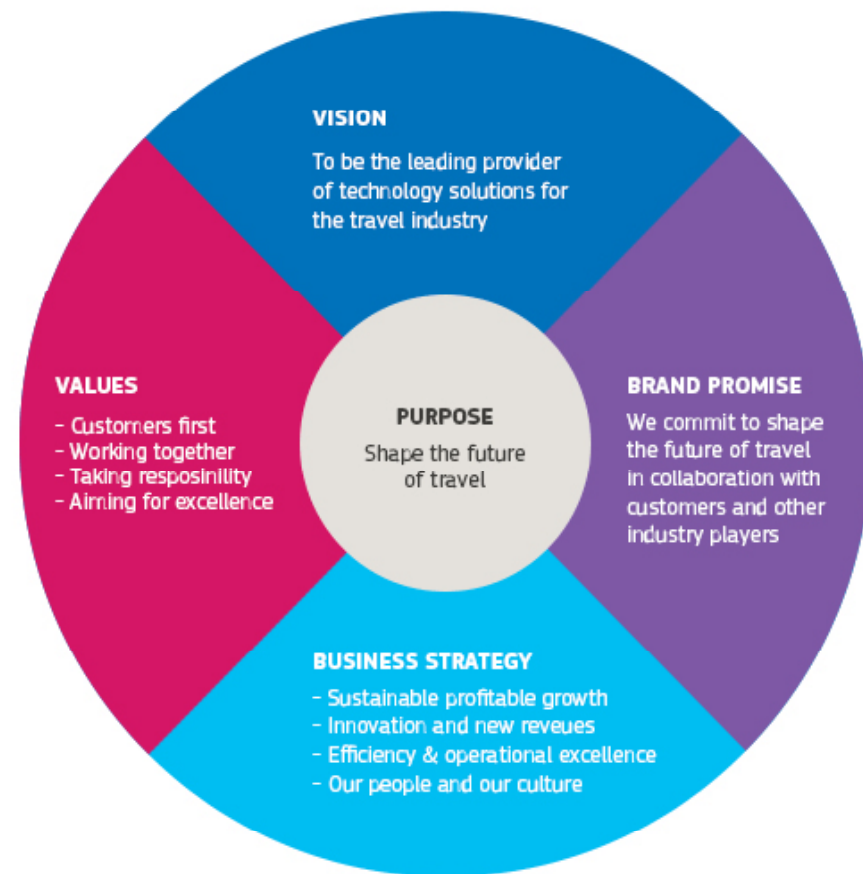
## Satisfaction with services : meeting expectations -

*“To what extent did the service offered live up to what you wanted?”*



## › THE AMADEUS INSIGHTS

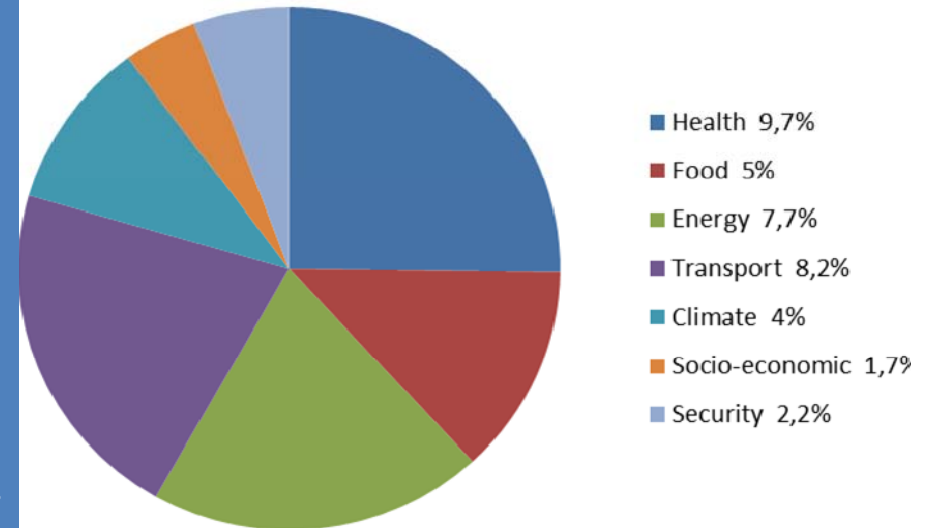
- Personalisation
  - *Reflecting each users needs*
- Connectivity
  - *A single, smooth experience*
- Sustainability
  - *A positive social and environmental impact*



## ➤ HORIZON 2020 (Multi-annual Financial framework 2014-2020)

- Total budget: 70 billion €
  - of which
- Societal challenges: 27 billion €
  - of which
- Transport: 6 billion €

*An opportunity to influence while we earn*



## ➤ FLASH EUROBAROMETER 382a

- Passenger satisfaction as the Key Performance Indicator (KPI)
- Reflects user-centred, evidence-led policy-making



## ➤ REMOVING THE BARRIERS TO INTERNATIONAL TRAVEL



### *A Single European Sky*

- Innovative new carriers
- Improved Air Traffic Management
- Many more services
- Bigger range of destinations
- Lower fares
- Economic regeneration

*The product of effective regulation at the European level*





## > The EUROPEAN RAILWAY AGENCY



### *Laying the foundations for a Single European Railway Area (SERA)*

- Harmonised safety framework
- Removing technical barriers
- A single train control and communication system
- Simplified customer access
- Evolution into the European Union Rail Authority



## › SOME OTHER OBSTACLES TO 'SERA'

- Conflicting national track access arrangements
- Weak corridor management
- Lack of focus on end-users'
- Lack of end-to-end journey thinking
- Loss of key parts of the Fourth Railway Package



## ➤ A FIFTH RAILWAY PACKAGE?

1. An independent international economic regulator for rail?
2. Reform of cross-border track access arrangements?
3. Cross-modal, end-to-end journey planning and ticketing?
4. Resolve land security barriers?
5. Put management of key cross-frontier corridors out to tender
6. Establish delivery roadmap to cross-modal accessibility



## ➤ AND ABOVE ALL....



- Make understanding the needs and aspirations of end-users central to all policy making in transport

➤ We're getting there!

- Thank you for listening!
- Thank you for your efforts over the coming year!

