

EPF-Bulletin #18 – December 2015

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INTRODUCTION

Bienvenue au 18^{ème} numéro du bulletin d'activités de la Fédération européenne des Voyageurs pour les membres de ses associations adhérentes et tous ceux qui s'intéressent au développement des transports en commun et aux droits des passagers en Europe.

Dans ce numéro nous racontons quelques expériences des clients par le train, le bus ou le car et les transports urbains; nous exprimons nos opinions concernant des développements divers et nous faisons mention de nos contributions aux congrès en plusieurs pays.

Nous faisons mention aussi des projets que nous avons commencé ou que nous considérons et de nos entretiens avec les représentants des exploitants.

Nous venons d'améliorer notre site web pour le rendre encore plus utile et j'espère que vous le visiterez régulièrement.

INTRODUCTION

Welcome to the 18th issue of the bulletin of activities of the European Passengers' Federation for the members of its affiliated associations and all who are interested in the development of public transport and the rights of passengers in Europe.

In this issue we tell some experiences of customers using train, bus or coach and urban transport; we give our opinions concerning various developments and we mention our contributions to conferences in several countries.

We also mention projects which we have commenced or which we are considering and

our discussions with representatives of operators.

We have just improved our website in order to make it even more useful and I hope that you will visit it regularly.

EINLEITUNG

Herzlich Willkommen zur 18. Ausgabe des Bulletins der Tätigkeit des Europäischen Fahrgastverbands für die individuellen Mitglieder seiner Mitgliedsverbände sowie alle, die sich für die Entwicklung des öffentlichen Verkehrs und die Rechte der Fahrgäste in Europa interessieren.

In dieser Ausgabe erzählen wir einige Erlebnisse der Bahn- und Buskunden sowie derjenigen im Stadtverkehr; wir äußern unsere Meinungen betreffs verschiedener Entwicklungen und wir erwähnen unsere Beiträge auf Tagungen in mehreren Ländern.

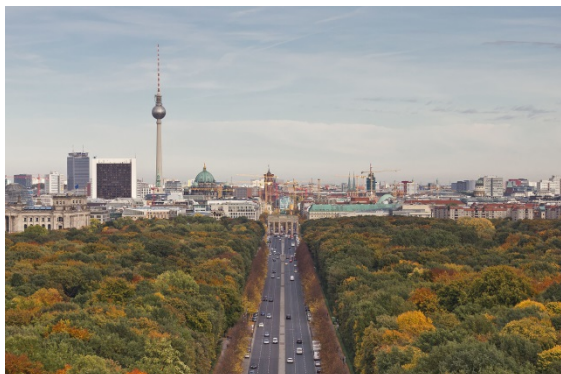
Es werden auch Projekte erwähnt, die wir begonnen haben, oder die wir noch überlegen, und unsere Gespräche mit Vertreter(inne)n der Betreiber.

Wir haben gerade unsere Webseite aufgebaut, und diese noch hilfreicher zu machen, und ich hoffe, dass Sie diese regelmässig besuchen werden.

Trevor Garrod
President EPF

FORTHCOMING EPF CONFERENCE

EPF's Annual Conference and Annual General Meeting will be on Friday and Saturday April 8th and 9th 2016 in the Berliner Stadtmision, Lehrter Strasse, a short walk from Berlin main station.



We shall focus on multimodal ticketing and information; passenger rights, and cross-border services. Already, Dr Dieter-Lebrecht Koch MEP has accepted our invitation to speak. he has studied international ticketing issues and his report was accepted by the European Parliament in July.

Mr Michael Cramer MEP will introduce a discussion on cross-border rail services, with a supporting speaker from CD, the Czech Railways.

The conference will also hear reports from EPF member associations on aspects of their work, and of course EPF's own actions at European level.

This annual event brings together representatives from passenger organisations in many European countries, and will be followed, on the Sunday, with a choice of two visits.

Details will be on the EPF website in December.

CALL FOR CONCRETE POLICIES FOR MODAL SHIFT

EPF has worked with the Community of European Railways and published on September 9th a statement welcoming the adoption by the European Parliament of its report on the mid-term review of the Transport White Paper. The Members of the European Parliament have emphasised again the importance of maintaining the targets set in the White Paper when it was published in 2011.

We share the view that rail's contribution to growth and job creation is vital to the EU economy and employment recovery, as well as for the creation of a safer and more sustainable transport system.

We therefore urge the European Commission to take effective steps to realise modal shift, in particular -

- secure solid, sufficient and predictable funding of rail infrastructure
- enable fair competition between transport modes.
- set up a transport pillar for EU climate and energy policies
- tackle the problem of air pollution, congestion and CO₂ emissions
- implement policies aimed at internalising external costs

EPF Chairman Josef Schneider commented, "Investment in public transport in general, and rail in particular, will benefit the economy, the environment and society as a whole and help create good quality jobs. Cities absolutely need good rail connections for sustainable growth.",

DOUBLING COLLECTIVE TRANSPORT BY 2025



This is the aim of a report produced by the European Citizens' Mobility Forum in which EPF plans a part. The report was launched at an event in Brussels on September 17th, supported by three MEPs: Wim van de Camp, Gesine Meisner and Lucy Anderson.

EPF President Trevor Garrod also gave a presentation, on the theme: "Modal Shift and how to encourage it." He stressed that collective transport, or public transport, must be easy to use, find out about and book; that customers should have reasonable choice between cheapness and speed, but that there must be no "hidden extras." "If the aims of the 2011 Transport White Paper are to be achieved," he said, "it is important to attract new users to trains, buses and other forms of public transport."

Details of all the presentations at the event can be found on www.iru.org/fr_events-2015-european-citizens-mobility-forum-debate

USING PUBLIC TRANSPORT IN FOREIGN CITIES

Trevor Garrod writes:

On holiday this year I needed to use the public transport in five cities - Berlin, Wrocław, Krakow, Ostrava and Dresden. The first and last of these were easy, as I knew the cities well.

WRÓCŁAW has an attractive modernised station, with some signs in three languages, but no obvious outlets for the city transport tickets. However, I had been told that a Ruch kiosk would sell these, and there one in the

square in front of the station, where the lady obligingly sold me a day ticket for 11 zloty.

The trams were easy to use, but different services used four different stops in the station areas. There was no obvious interchange. A network map would have been very useful - but I only once saw a (fairly small) one displayed in a shelter.

The vehicles ranged from older ones with trailers and no announcements to modern articulated low-floor trams with announcements and electronic screens.

KRAKOW had good clear maps of its extensive tram network, which included the adjoining town of Nowa Huta - but how to buy a ticket? The railway station had been rebuilt with a shopping centre over the platforms. This was very impressive, but it was not clear where one could buy a public transport ticket. I asked at the tourist information office 200 metres away and was told to use one of the automatic ticket machines. These were in 6 languages and a 24-hour ticket cost 15 zloty. If you have to have that in coins, it was easy. Otherwise it meant using my debit card.

On the plus side, Krakow has a tram tunnel under the railway station - as do Rostock and Strasbourg - and its most modern vehicles are sleek, articulated and air-conditioned.

OSTRAVA - as I drew into the station at Ostrava, the third largest city of the Czech Republic, I could see that it had been rebuilt with a good range of facilities, but it was still very clearly a public transport interchange. In front of the building, and under cover, were the trolleybus terminus and the tram turning circle. The tram line from the station to the city centre was under repair and so a replacement bus was running. A day ticket for the public transport was on sale in the railway station for 80 Kc.

Urban transport add-ons have not yet been widely developed in Poland or the Czech Republic. However, it was interesting to see that Deutsche Bahn had reached agreements with the city transport operators in Szczecin and Gorzów Wielkopolski so that day tickets from Berlin were

also valid for "the final mile." A day ticket was also on offer to the attractive city of Zielona Góra, but did not include its buses.

The Czech Railways offer a weekend ticket from Ostrava to Prague for 650 Kc and for an extra 100 Kc you have full use of the urban public transport in the capital.

EPF's report "The Final Mile" is being updated to take account of such add-ons and, hopefully, to encourage similar facilities elsewhere. [Aljoscha Labeille](#) is working on it and is keen to hear of further recent developments

PASSENGERS GIVE THEIR VIEWS ON EUROSTAR JOURNEYS

For 12 months up to June 30th this year, EPF member association Railfuture asked its members and visitors to its website to complete a 10-part questionnaire whenever they travelled between London and Lille, Paris or Brussels by Eurostar.

The results of the survey have now been analysed and published in a report which can be viewed on www.railfuture.org.uk or obtained in paper form from [Trevor Garrod](#).

225 journeys were covered, of which 76% were for leisure. 40% of respondents booked on line - a slight increase on Railfuture's last such survey in 2011 - and more were using Eurostar as the first stage of a longer journey to Continental Europe. Only 19% had Paris as their final destination and 7% Brussels; while 27% were heading to other destinations in France and 22% to Germany.

For these longer journeys, there were complaints about poor connections and difficulties with through bookings; while some commented on the poor state of the interior of the 21-year-old trains. New Velaro trains are to be introduced shortly, however.

A significant minority (31%) saw the time taken to clear security as a disincentive to travel. Some negative comments were made about facilities at Paris Gare du Nord, but work has now begun on improvements there, due to be completed in summer 2016.

ENGLISH VISITORS IN CHAMPAGNE

At the end of September a party of Railfuture members made a 4-day trip by rail to Reims in the Champagne region of France, which is quite easily accessible from London by high speed trains.

They were impressed by the city's modern north/south tram line, which is powered by overhead wires in the suburbs and a surface rail in the historic centre. This could certainly be a solution in other cities where there may be objections to overhead wires in such areas. The surface rail is safe because it is only providing power when a vehicle is over it.



The building of stations in the countryside on new high-speed lines in France and some other countries has been criticised, and Reims is served by Champagne-Ardenne TGV station to the south of the city. However, this is linked to the city centre and classic station by tram and also by a shuttle train. The classic station, now referred to as Gare Centre, also has some excellent high speed trains to Paris as well as regional services. The area around the tram line to the TGV station is also being rapidly developed for residential and

business purposes - so the city is growing southwards towards the high speed line.

The English party also enjoyed visits to Laon, Epernay and Chalons-en-Champagne by modern regional trains. However, they considered that an add-on ticket for the local public transport would make life easier for visitors. Reims also has a free electric minibus from the central station doing a circular tour of the historic city. It is ideal for visitors arriving by train, especially as it stops by the tourist office outside the station.

EXPERIENCES OF INTERNATIONAL COACH TRAVEL

by Simon Hope

I have recently made two international coach trips, from London to Rotterdam and return, and from London to Frankfurt am Main and return. In each case I completed my journey to my final destination by train.

In July I caught the 9.30 pm Megabus from London Victoria Coach Station for a mostly uneventful journey. All of us had to leave the vehicle at Dover Docks to go through immigration controls - a process which on previous coach journeys was somewhat longer, as all luggage had to be carried through for customs inspection. There were stops at Lille, Ghent and Antwerp, but no refreshment stops en route, and I found it impossible to sleep.

At Ghent the stop was in the car park of a supermarket on the edge of the city. At Antwerp it was in a back street. At Rotterdam we stopped outside the Central Station at about 07.00 a.m. and I was able to get a train to Utrecht at a very reasonable fare.

On the return journey I went to the coach stop at Rotterdam by 10.00 a.m. when the Megabus was due. There were a few

passengers waiting. After 20 minutes there was no sign of the coach and some passengers started phoning family or friends to contact Megabus. There was a contact number on my ticket print-out, but only for the UK. There was no information at the bus stop or any shelter or seats except along the road at the local bus stops. The coach eventually arrived an hour late and we were told that there had been a mechanical fault.

For my September journey to Nuremberg I was quoted £239 by rail from London and, by Eurlines coach, £53 to Frankfurt and return. There was a similar problem with a late coach at Frankfurt on the return journey, however.

I suggest that Eurolines, Megabus and other international operators should insert basic maps on all print-out tickets to show the location of all main city stops and how to get to the city centre. They should also provide contact phone numbers in the destination country, not just in the originating country. Separate maps and related information should be provided at all coach stations and elsewhere, for reference purposes, before people consider, plan or buy a ticket for the journey.

FERROWORLD

by Trevor Garrod

I took part in the one-day Ferroworld Forum in Geneva on September 9th. Those present included colleagues from Switzerland, Germany, France, Austria, Sweden, Russia as well as Saudi Arabia, UAE, Cambodia, Benin and Ivory Coast. There was, I feel, useful synergy between European countries with long-established rail networks and other countries with small systems which they were seeking to expand. I ran a workshop on "the borderless railway" and was also able to raise issues concerning information, ticketing and integration.

Ferroworld took place on the same day as the official opening of the Borders Railway in Scotland - restoring rail transport to a large area south of

Edinburgh, which had involved rebuilding a line closed in 1969. I drew attention to this event and the lessons that could be learned from it.

The website www.ferroworld.org contains a report and photos of the day. Alain Primatesta and his colleagues propose to organise a further event in 2017.

For me the networking was particularly productive as I was able to discuss rail/sea/rail issues with a manager from Stena Line, night trains with the Russians, cross-border services with a representative of SNCF Réseau and several topics with representatives of UIC (the Union International des Chemins de fer - International Railway Union).

COP21 : For the climate change summit in Paris, UIC produced a short animated film, organised some special trains and their own event in Paris on November 28th, including the launch of a declaration on how railways can contribute to CO₂ reduction.

REPRESENTING EPF

- July 16th - Trevor Garrod represented EPF and gave a presentation at the Rail Newcastle Conference at Newcastle University
- July 8th - Christopher Irwin and Annemarie Ghemard had a meeting on air passenger rights with IATA in Geneva, and there is due to be a follow-up meeting in January in London.
- July 16th - Christopher Irwin and Arriën Kruyt met officials at the Dutch Transport Ministry in preparation for the Dutch Presidency of the EU from January 2016.
- September 3rd - Josef Schneider attended the meeting of the steering committee of

the EUROCC consortium in connection with the Shift 2 Rail projects

- September 11th - Christopher Irwin and Willy Smeulders took part in the LANDSEC meeting on transport safety, with particular emphasis on the recent attack on a Thalys train.
- October 7th - Josef Schneider and Rian van der Borgt took part in the Customer Liaison Group meeting of the Community of European Railways.
- October 20th Willy Smeulders gave a presentation as part of a round table discussion on "The Image of the Bus" at Busworld in Kortrijk.
- November 5th - Kurt Hultgren participated in the DGMOVE Advisory Body's meeting on Persons of Reduced Mobility Technical Specification of Interoperability in Brussels.

DISTRIBUTION COST CHARGE OF LUFTHANSA GROUP

On July 10th EPF issued a statement in response to a move by the Lufthansa Group to introduce a "Distribution Cost Charge" of 16 euro for every ticket issued by a booking channel using GDS. The new charge will not be added to flight tickets purchased using Lufthansa's own booking channels, primarily their website.

While respecting the autonomy of the Lufthansa Group in defining their own commercial strategy, we are concerned that this decision will have negative effects for passengers, especially in the home countries of the Lufthansa Group.

Websites which allow passengers to compare and book flights will have to charge 16 euro when the customer books an LHG flight. Passengers will be forced to go into multiple channels to find the best fares. This makes price comparison more difficult.

Our statement concludes, "EPF is concerned about this evolution and the decline it could bring to

price transparency for the passenger. We should like to ask the Lufthansa Group to reconsider this decision and look for other solutions for the issues that led to this decision."

THE FINAL MILE - AND THE MILE IN THE MIDDLE

It is now more than two years since this important report was produced by EPF - in English, French and German. In it we gave examples of add-on fares, such as the British PlusBus and the German City Ticket which enable a passenger to purchase a train ticket and urban transport ticket all in one transaction.

In some countries such practice in seamless travel has become widespread; in others it is barely known.

Since our report was published in September 2013, there have been further developments, and we have learned about some additional facilities. Our Long Distance Travel Working Group decided that it was time to prepare a second edition. Aljoscha Labeille has started work on this and would be keen to hear from other members about developments - and any anomalies - in the system. For example, a Berlin-Brandenburg zonal ticket is also now valid for travel to Szczecin and on the public transport in that city; it is also valid now for a train journey from Berlin to Zielona Góra, but not for travel by bus within that Polish city.

If you have any information about how seamless travel has been improved since September 2013, please send it to aljoscha.labeille@vcd-bayern.de.

We hope to publish the new edition during 2016.

RAILWAY DAYS IN BUCHAREST

by Trevor Garrod

This year's Railway Days conference in Bucharest on October 6th and 7th brought together some 300 transport professionals and decision-makers from many European countries.

Speakers covered such topics as challenges and opportunities for the railway economy, strategies for growth in the sector, TEN-T development, rail as the backbone of urban and suburban transport and providing better services for passengers.



As President of EPF, I was invited to give a presentation on "Competing for the Inter-City Market", and spoke about encouraging greater use of rail for Inter-City journeys, the advantages of rail and also the possible benefits of open access. I also addressed the question - what is more important, speed or frequency? I concluded that Inter City trains must be attractive and convenient and easy to book and use.

Several speakers voiced concern about the Romanian Government's Transport Master Plan, which could lead to closure of up to 40% of the rail passenger network. EU Transport Commissioner Violeta Bulc has already written to the Romanian Government expressing concern that the Master Plan is contrary to the aims of the EU Transport White Paper.

Interestingly, 30% of passengers on main line long-distance trains in Romania start their journey on a regional, or branch, line. If you cut off the branches, will the tree wither and die?

You can view all the conference presentations on www.summit.railwaypro.com/presentations

WHAT ROLE FOR INTERRAIL?

Earlier in the year, Railfuture member Don Payne was in contact with most EPF member associations about the publicity, or lack of it, for Interrail in their countries. Thank you to everyone who responded. He found that publicity for the Interrail pass was very good in some countries, such as Germany, France and Norway, but very poor in others - including Great Britain.



Half a million passengers a year buy Interrail passes, which were originally designed

for young people backpacking across Europe but are now available to all ages. The passes cater mainly for the leisure market but can also be very useful for other journeys of, say 5 days, which are not simply out and back on the same route.

On July 6th, Don Payne, Simon Hope and Trevor Garrod (representing Railfuture and EPF in general) met Carlo Boselli, Christina Maier and Anne-Sophie Vaxelaire at the Eurail office in Utrecht for a very useful exchange of ideas.

We learned that Eurail, the European pass for people from other Continents, is gaining in popularity - for example with Chinese, Japanese and American visitors to Europe. They have developed a route-planning app and provide a booking facility at www.interrail.eu It was considered that there is a growing market for Interrail among older people and, interestingly, the highest proportion of older people currently using it are from Sweden and Norway.

This autumn the Eurail / Interrail team are revising their general leaflet for 2016 and we have sent them some constructive suggestions. We also look forward to

receiving from them details of new developments in the product - which we can publicise via EPF and its relevant member associations.

A ROLE FOR EUROCIITY TRAINS?

In our last bulletin we reported on the EPF discussion paper produced by Ian McDonald and Michael Bienick on the case for better international inter-city services - because high speed trains do not go everywhere.

Our colleagues are now working on a second paper, which will develop the theme but from a different standpoint.

This time they have identified what should be the minimum common standards which passengers can expect on such classic trains. For example, they should have some kind of catering, should be easy to book and should operate at maximum speed allowed on particular tracks and with particular rolling stock. The staff should work as a team - and avoid the situation where, for example, problems in one country are simply blamed on the previous country through which the train ran, or the country whose rolling stock it is.

We also plan to include some case studies in the new report - such as Amsterdam - Berlin or Dublin - Belfast. Even if a particular train is not currently designated "EuroCity" (a term originally conceived by the UIC), it should be required to comply with certain standards to fill the gap in the market between high speed trains and regional services.

If you would like to be consulted about the new paper, or have ideas and experiences that would be useful, please contact [Ian McDonald](#) or [Michael Bienick](#).

We hope that the paper can be completed by the summer of 2016.

DIALOGUE WITH UITP

Once a year representatives of EPF and UITP (the Brussels-based association for all public transport operators and stakeholders) meet for a detailed discussion. This year's meeting took place on June 24th.

We stressed that, when awarding a public service contract, authorities should not necessarily award it to the operator putting in the cheapest bid, as this may not be the best for the passenger. UITP referred to work on this issue in the Nordic countries, to achieve a more balanced requirement and better services; previously too much attention had been given to the price.

UITP colleagues gave us an update on the Smart Ticketing Alliance (see Bulletin 16) and agreed to keep us informed. Willy Smeulders will be EPF's point of contact for UITP on this issue. The website www.smartticketing.org is also recommended.

The Koch report on ticketing was discussed and UITP considered that the European Commission must support stronger developments in Member States. Differences between these are currently wide and so discussing a pan-European ticketing system may be premature. A first step would be innovation at national level and then to bridge the national systems.

EPF referred to cities which had developed their own payment card for public transport, which could also be used for other purposes; and the scope for selling such ideas elsewhere.

We discussed the need for consistency in passenger rights, which should cover assisting passengers as well as compensation for delays. The Koch report had included the idea of a charter on multimodal passenger rights and we were told that the European Commission intends to launch an impact assessment on this topic at the end of the year. EPF and UITP will have a further

exchange of views when the EC issues its document.

Our colleagues in the Association des Clients des Transport Publics raised the question of buses drawing up at stops, if they did not draw up close enough to the kerb. We suggested that UITP might draw up recommendations on this for its members. The matter is being referred to the UITP bus committee.

The need for better signage at large multi-modal stations was also discussed, and it was said that this was often the result of different communication modes used by different operators.

ACTIONS BY EPF MEMBER ASSOCIATIONS

1. Thank you to all EPF member associations who responded during August and September to the request from Jerry Alderson of Railfuture for information about any national or regional railcards in their countries and any problems encountered with these. He has now produced a report which can be viewed on www.railfuture.org.uk
2. Our Danish member Passagerpulsens has produced a very informative report Public Transport - Price Levels in Europe. With assistance from colleagues from some other associations, they compared fares and ticketing in 12 cities, including of course Copenhagen, taking into account people's income and the size of the city. London and Oslo were identified as the most expensive cities for public transport users, while Prague and Brussels were among the cheaper cities. The report can be viewed on www.passagerpulsens.taenk.dk
3. Our Czech member association Svaz Cestujících ve Veřejné Dopravě (Association for Passengers in Public Transport) is compiling a report on the role of regional railways in the Czech Republic. The report will be aimed principally at politicians and it is planned to publish it early in 2016.

EPF WEBSITE IMPROVED

Our website www.epf.eu has been upgraded, with more useful information and functions. For example, it now includes a summary of EU passenger rights for rail, bus/coach, air and sea, and a "search" function which enables readers to type in a topic and find out what EPF has said or done about it. There are also a code-protected Members' Section and a page of useful links to other websites.



HOTELS NEAR STATIONS

Albert Lambert is continuing work on this project. If you have recently used a hotel near a railway station, or within each reach of a station by city transport, which you would recommend to other members, please send him details (in German, French or English).

Please email [Albert Lambert](mailto:Albert.Lambert@epf.eu)

EPF GENERAL MEETING DISCUSSES PASSENGER SECURITY AND FOURTH RAILWAY PACKAGE

Both of these important issues were discussed at our October 17th meeting in Ghent.

1. Attacks on passengers

An attempted attack on passengers in a Thalys train between Amsterdam and Paris has led to a debate on security in trains and other public transport.

At the LANDSEC meeting on September 11th, Christopher Irwin gave a presentation on behalf of EPF on this subject.

Let us be clear: any mode of public transport carries potentially the risk of terrorist attack. Such attacks are not necessarily rational.

Citizens regard mobility as a personal right, which is key to jobs, growth and well-being. In rail and other modes, such as bus or coach, it is important to be able to "turn up and go." At many stations or multi-modal hubs, extra security measures could cause problems of space and passenger flow.

It is important to keep a sense of proportion. No passenger has been killed in a terrorist incident on trains in the EU for more than ten years. This contrasts with the fatalities in car accidents and to cyclists. Even level crossing accidents only account for 1% of road fatalities in the EU.

Possible measures to improve the level of security include technical ones (such as video surveillance) and personal ones such as information exchange and improved reaction time for security forces. Nominative ticketing may also help but would be impractical over shorter distances. It would also be undesirable as an obligatory measure because it would kill flexibility and the turn up and go character that many passengers appreciate.

All the while it is necessary to keep a sense of proportion on train safety.

Meanwhile, EPF is involved in further discussions at EU level, with Willy Smeulders sitting on the advisory committee for the BODEGA project and Christopher Irwin playing a similar role on the CARONTE project.

2. Fourth Railway Package

The European Union's Council of Ministers has reached agreement over the 4th Railway Package; which will now be subject to detailed examination by MEPs as part of the "trialogue."

The technical pillar of the package, which will make it easier for new rolling stock to operate across borders, was relatively straightforward to agree.

The political pillar has caused much more debate. EPF's General Meeting decided to write to MEPs urging them to consider three points in the trialogue:

- We need strong independent regulation to guarantee the public interest.
- In order to maximise their satisfaction, users' representatives must be involved in determining and evaluating contracts.
- Open and transparent competition results in better services for passengers.

COLOPHON

Contributors to this bulletin include:

Marc Broeckaert, Trevor Garrod, Simon Hope, Josef Schneider, Rian van der Borgt, Willy Smeulders ...

