

## EPF-Bulletin #23 – March 2017

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## INTRODUCTION

Bienvenue au 23<sup>ième</sup> numéro de notre bulletin. Ici nous vous informons de ce que nous avons fait, ce que nous sommes en train de faire et ce que nous proposons pour promouvoir les intérêts des clients des transports publics.

Les opinions et les expériences, mais aussi l'engagement des membres individuels de nos 36 associations adhérentes sont importants et nous vous invitons à prendre part aux débats et aux actions.

Dans ce bulletin vous trouverez des nouvelles, des idées et des contacts utiles - et aussi sur notre site web.

## EINLEITUNG

Willkommen zur 23. Ausgabe unseres Bulletins. Hier informieren wir Sie über das, was wir gemacht haben, was wir im Augenblick machen und was wir vorhaben, um die Interessen des Kunden des öffentlichen Verkehrs zu unterstützen.

Die Meinungen und Erfahrungen, aber auch das Engagement der individuellen Mitglieder unserer 36 Mitgliedsverbände sind wichtig und wir laden Sie ein, an unseren Gesprächen und Aktionen teilzunehmen.

In diesem Bulletin werden Sie Nachrichten, Ideen und nützliche Kontakte finden - und auch auf unserer Webseite.

## INTRODUCTION

Welcome to the 23<sup>rd</sup> edition of our bulletin. Here we inform you of what we have done, what we are currently doing and what we propose to do, in order to further the interests of public transport customers.

The views and experiences, but also the engagement of the individuals in our 36 member associations are important and we invite you to participate in our discussions and activities.

In this bulletin you will find news, ideas and useful contacts - and also on our website.



Trevor Garrod  
President

## WELCOME TO NEW ASSOCIATE MEMBER IN POLAND!

The EPF General Meeting in Paris on January 14th accepted the application of Pro Kolej ([prokolej.eu](http://prokolej.eu)) to become an associate member. Pro Kolej is a foundation which brings together rail infrastructure and operating companies in Poland (in support of sustainable and ecological transport, the protection and enforcement of passenger rights and the rights of railway infrastructure users.

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We look forward to working with them, as with

our other associate members, in the promotion of public transport and the interests of current and potential users.

## EPF ANNUAL CONFERENCE IN ROTTERDAM - THERE IS STILL TIME TO BOOK

Bookings have been coming in very well for the European Passenger Federation's 15th Annual Conference, to be held this year on March 17th and 18th at Rotterdam in the Netherlands. Friday afternoon will focus on how to influence people, with contributions from EPF member organisations and what can be learned from their experiences. The EPF Annual General Meeting will also then take place.

On Saturday we shall welcome speakers from RET (the city transport company), Transdev, Trainline and the Free University of Brussels, and also be addressed by a leading Member of the European Parliament. On Sunday there will be a choice of three excursions or visits, timed to enable those with long journeys home to leave Rotterdam after midday.

To book, go to [www.epfconference.eu](http://www.epfconference.eu).

## EPF QUESTIONNAIRE ON INTERNATIONAL LONG- DISTANCE RAIL JOURNEYS

Our 20 responses have so far been received to the 10-question survey on our website. Thank you to all readers who have responded so far. The journeys on which they have reported are very varied - such as London to Lyon; Vienna to Prague and Helsinki to St Petersburg. So far, 70% found it easy or very easy to book their journey and a similar number found the onward connection easy or very easy. However, most people who have responded so far are probably experienced travellers.

75% found the staff helpful or very helpful and only one experienced serious delays which meant claiming compensation. Our long-distance travel working group will meet in Liège on April 22nd, when analysis of the survey will be one of the items for discussion. The more responses we have, the better so when you make an international train journey of at least 200 km, please go to [www.epf.eu](http://www.epf.eu) and report it.

## EPF'S INVOLVEMENT IN S2R PROJECTS

The Shift2Rail Joint (S2R) Undertaking is a collaboration between the European Rail industry and the Commission with the goal of attracting many more users to rail. EPF is contributing to this amongst other by working on research projects.

In the S2R programme EPF is currently involved in the IT2RAIL project and in the GoF4R project.



[IT2RAIL](http://www.it2rail.eu) is a project working on the first developments of a Travel Companion, an

IT application which will accompany a traveller during his or her entire trip. Planning, booking, buying, rescheduling, .... All will be possible through this one platform.

In the [GoF4R](http://www.gof4r.eu) project, EPF is doing research on the travellers wishes and expectations for this Travel



Companion with the aim of establishing a governance for the back-end of the travel companion. Although the governance is back-end and a traveller should never be aware of it, important issues like privacy, trust, transparency will be ensured by the governance.

## FURTHER MEETINGS

All EPF member associations are entitled to send a representative to our General Meeting, which is held three times a year. There will be a General Meeting on Saturday June 17th in Prague; and Saturday October 14th in Ghent. On April 22nd our Working Group on International Long-distance Rail will meet in Liège.

### SALZBURGER VERKEHRSTAGE

October 16th-18th will be of interest to German-speaking colleagues. This year's theme will be travel and tourism.

## ONGOING EPF CONCERNS

### 1. SECURITY

It is good news that controls on passengers using the Öresund rail link between Denmark and Sweden were relaxed on January 31st. The delays and reduced frequency of trains had led to a 12% reduction in rail usage. Let us hope that that trend will now be reversed.

Meanwhile, the Belgian Government has proposed compulsory identification checks on passengers using international trains, buses and ferries - but no checks on car travellers. These checks would require operators to provide Passenger Name Records at least 24 hours before the start of a journey. Not only would name, gender, date of birth and other personal information have to be given, but also number, weight and identification of luggage and additional details about unaccompanied young persons under 18.

EPF member associations in France, Belgium, the Netherlands and Germany reacted swiftly, issuing statements in three languages on January 5th. The statements conclude, "We demand from our Governments a careful and proportionate reaction to the current terrorist danger and expect them to forgo this one-sided need for identification when using rail or bus for cross-border travel within the EU."

We have also been in close contact with the international public transport operators' association Union internationale des Transports publics and Community of European Railways on this matter and our protest has been featured in the February issue of the influential journal, Railway Gazette International.

### 2. INTERNATIONAL TICKETING - GOOD AND BAD PRACTICE

EPF takes part in the twice-yearly meetings of the Customer Liaison Group of the Community of European Railways and raised this issue at the group's October 12th meeting. For the next meeting, on May 9th, we have been asked to report on further examples of good and bad practice.

The Full Service Model initiative of CER was also intended to address this issue, but progress has been slow. Good practice can be ticketing for the Danish train from Copenhagen to Ystad in Sweden, followed by the ferry to the Danish island of Bornholm; or the ability to buy a Paris public transport ticket in the bar-buffet of the Eurostar from London. Bad practice can be the fact that you cannot buy a Brussels public transport pass while on board the Eurostar; or the difficulty of having to buy a domestic ticket to London and then a Eurostar ticket to the Continent from two different outlets. Trevor Garrod ([trevor.garrod@epf.eu](mailto:trevor.garrod@epf.eu)) and Peter Cornelius ([peter.cornelius@posteo.de](mailto:peter.cornelius@posteo.de)) will be interested to hear further examples of good and bad practice by April 10th, so that a full report can be presented to CER.

### 3. PASSENGER RIGHTS

Bus and Coach Passenger Rights (Reg. 181/2011) were reviewed by the European Commission and it was decided in late 2016 that no changes were needed. EPF disagrees and has written to members

of the European Parliament's Transport & Tourism Committee, urging them to consider an own initiative report, especially in view of the growth of the long-distance coach market.

Our letter points out that more up-to-date information is needed. The Commission has relied on information from 2013/4. Consideration must be given to the rapid growth in complaints recorded recently by the German National Enforcement Body and the evidence gathered recently by Alternative Dispute Resolution bodies. A European Commission employee, replying to our colleague Peter Cornelius, has also stated, "It is accepted that there is a lack of data on the market available" and so a Eurobarometer service has been requested on passenger satisfaction with coach services in the EU. The survey is planned for March, to include interviews with approximately 1000 citizens in each member state. See also our website [www.epf.eu](http://www.epf.eu).

Rail Passengers' Rights: Rian van der Borgt and Josef Schneider will represent EPF at the stakeholders' meeting in Brussels on March 6th, when the application of the rail passengers' rights regulation will be discussed.

Multimodal Passenger Rights? EPF is studying a Roadmap issued by the European Commission on December 22<sup>nd</sup>. We welcome this initiative to address the rights of passengers making multimodal journeys, such as rail/sea/rail or coach/air/metro. Present regulations only give rights if the journey is booked as part of one contract, such as the "Dutch Flyer" between England and the Netherlands, "Sail/Rail" between Wales and Ireland or the various rail/air offers. A Eurobarometer study in 2014 showed that nearly one person in 10 had used such a multimodal ticket during the previous 12 months, with the largest numbers being in Sweden, Germany and Austria. Indications are that this is a growth area - and certainly we want to see such public transport usage made as easy and attractive as possible.

However, there are no overall rights to compensation or assistance if passengers book separate parts of a journey on their own initiative - as they are doing increasingly. Lack of such rights if things go wrong can discourage what would be a sensible combination for a journey.

It is also encouraging that the European Commission recognises that the same passenger rights rules should apply to all public transport operators. The Commission is considering four options:

1. Self-regulation (codes of good practice)
2. Guidance and recommendations.
3. A legislative instrument to determine which of the existing modal rights apply in the case of, for example, a missed connection such as a coach late for a plane or a train late for a ferry.
4. New rules specific for multimodal journeys.

Whatever option is chosen; care must be taken that it does not discourage companies from developing multimodal offers. On the other hand, the existence of simple and enforceable multimodal rights could increase the sale of such tickets. Such measures can contribute to the decarbonisation of transport by encouraging optimal modal combination and giving an alternative to private car use.

EPF therefore looks forward to taking part in consultation on this matter in the coming months.

#### 4. 4TH RAILWAY PACKAGE

Michel Quidort has produced a short paper with very useful links to guide you through the 4th Railway Package of the European Commission - and to remind you of the aims of the previous three Packages. His paper can be viewed on the EPF website [www.epf.eu](http://www.epf.eu)

## SPEAKING FOR THE PASSENGERS

Our colleague Marco Gariboldi of AOTP spoke at the 13<sup>th</sup> Florence Rail Forum on November 25th on Rail Transport Security; the Passengers' View.

He stressed the need to put the issue into perspective - rail was the second safest mode of transport per billion passenger kilometres. Priorities



for passengers were the lack of visible staff and antisocial behaviour. Passengers expected rail to be safe but did not expect to be unduly inconvenienced by additional intrusive security measures. It was important to have a proportionate response and avoid measures that might have the effect of actually increasing the overall security risk. To view the full presentation, log on to [www.epf.eu](http://www.epf.eu)

Our colleague Varujan Apelian was featured in January on Bulgarian television, speaking about issues facing rail passengers in his country.

## INTERNATIONAL RAIL SERVICES

1. "EUROCIITY" - Europe has some excellent high-speed trains across borders - Eurostar, Thalys, TGV Lyria, Railjet, ICE International to name but a few. But the need for other "classic" international trains where there are no high-speed lines should not be neglected. Following discussion by EPF's Working Group on international long-distance rail, our colleague Ian McDonald has been working on what identifying the standards which passengers should expect on such services. It is suggested that the brand "Eurocity" (originally introduced in the late 1980s) be used for such services and that, to qualify for this name, a number of standards should be required of operators:

- (a) regular clock face interval services
- (b) serving the same intermediate in each direction
- (c) comfortable coaches with mixed seating plan

- (d) catering of some kind throughout the journey
- (e) on-board staff working as a team and taking responsibility if things go wrong
- (f) announcements, live or recorded, in all of the languages of countries through which the train passes, plus English.
- (g) leaflets on the train giving timetable and other useful information
- (h) reservations to be advisory but not compulsory
- (i) ticketing available before travel to all destinations directly served and by reasonable connecting services
- (j) Wi-Fi to be widely available, free of charge, wherever possible.

Comments on these proposals may be sent to Ian McDonald ([ifsmcdonald2000@blueyonder.co.uk](mailto:ifsmcdonald2000@blueyonder.co.uk)) and it is hoped to finalise the report on April 22nd.

### 2. ENCOURAGING CROSS-BORDER NEWS

A conference of German and Dutch authorities held at Neuss on November 19th was informed that a new Abellio regional service will start in April between Arnhem and Düsseldorf. The Limburg authorities are willing to pay part of the costs for electrification between Weert (Netherlands) and Hamont (Belgium) on the "Iron Rhine" route which will enable it to be reopened to passengers. Belgian and German authorities have signed the final agreement to build the express tram link between Hasselt and Maastricht. It is aimed to complete the project in 2020.

3. NIGHT TRAINS - EPF is in contact with the informal group "Back on Track" which proposes a meeting in May in Brussels with MEPs and an autumn conference on the future role of night trains.

## ACTIONS BY MEMBER ASSOCIATIONS

1. Our Czech member association SCVD will publish its report on the role of regional rail services on March 23rd. The report will be the result of two years of study and also takes into account experiences in other countries.

2. Railfuture has, in consultation with Rail Users Ireland, written to the Irish National Transport Authority expressing concern about the future of two rail services used by foot passengers on the ferries to Rosslare. The services from Gorey to Rosslare and Waterford to Limerick Junction are among four services in Ireland which could be cut to reduce costs.

3. Railfuture has been in close contact with Rover in the Netherlands over the development of the rail link to Hoek van Holland and related ticketing issues. Further correspondence has also taken place with Harwich International Port over boarding arrangements for foot passengers.

## MODAL SHIFT IN CITIES - BY FREE PUBLIC TRANSPORT?

Thank you to our colleagues Pau Noy and Matthias Kurzeck for this discussion article. The question was also discussed at some length by the EPF General Meeting on January 14th, and article reflects this discussion. In 2012 the Mayor of Tallinn, Estonia, decided to make public transport free for residents of the city, but not for visitors. In 2015 figures showed an increase in public transport usage of just 7%. The cases of Bologna in Italy (1973) and Hasselt (1997) in Flanders were more successful experiments. There was an initial significant increase in passengers but after 3/4 years, figures were stabilised. In both cases there was significant investment in new buses (Bologna doubled its fleet). These experiences showed that a free public transport policy may be effective for a short period of time in boosting public transport usage. The policy worked under the condition of large investment, facilities to improve circulation of public transport (such as dedicated bus lanes and preferences at traffic lights) and additional action to reduce car usage (such as raising parking fees or reduction of car lanes). Apart from these cases, a few experiments have been made elsewhere in Europe, but always in municipalities with a very low number of passengers. It has been shown that

free public transport is not useful for cities with a well-developed public transport system.

After having analysed these experiences, EPF should consider that the proper policy for achieving a shift from the car to more sustainable modes of transport is restricting car capacity while at the same time investing to improve capacity, quality and speed of public transport.

1. In some cases, free public transport may help temporarily along with new measures for reducing car usage.
2. A simply free public transport service attracts new users from the non-motorised modes. Therefore, the purpose of shifting from car to public transport is not achieved.
3. It would be much more efficient to take the amount of money that would have been devoted to an additional subsidy for free public transport and invest it in improving public transport schemes. Such a policy will attract more new passengers than the free public transport measure with the same amount of money brought in.
4. Public transport uses natural resources like energy and therefore cannot be "for free."
5. The principle of co-payment for public transport services by the passengers justifies their requirements for quality standards.
6. This principle also ensures some prestige in public transport use.
7. For people on a low income and at risk of social exclusion, it is more useful to set up specific tariff policies. Additionally, generous subsidies to young people, students and senior citizens on a restricted income should be set.
8. EPF does not therefore consider the free public transport approach as a useful policy.

Evidence and arguments:

1. Something that does not cost anything is not worth anything. Instead we should campaign for public transport to provide good value for money and to be clean and of good quality.
2. When congestion charges have been introduced, the money used should be mostly used to improve public transport.
- 3(a). A 2-day experiment with free public transport in Turin generally led to more

pedestrians using public transport, but there were just as many cars on the streets as before.

3(b). Paris has tried a 5-day restriction on cars combined with free tram, bus and metro services. It cost 4 million euro a day and led to just a 5% increase in public transport usage.

3(c). The experience of Tallinn was that free public transport led to just a 7% increase in usage. It was not accompanied by improvements in the services. It was only offered to residents of the city, not to visitors or to people living in surrounding areas.

## MANCHESTER METROLINK REVISITED

Story by Trevor Garrod

In November 2011 I travelled on the modern tram, or light rail, system, called Metrolink, in Greater Manchester (see EPF Bulletin 10). It has since expanded to become the largest in Great Britain, with 93 km of route and a further inner-city section due to open later this year. The network is used by 11 different services, though not all run seven days a week. At the end of January, I had cause to visit the city again and use two new and contrasting lines.

The tram to Oldham and Rochdale runs every 12 minutes, mainly over a former diesel-operated rail line, nearly all double track, but diverts to run through the main street of Oldham, while part of the former rail track is now a road. On reaching Rochdale station (served by trains from Manchester to Bradford and Leeds) it continues for a further 900 m through the streets to terminate next to the bus station in the town centre.

The tram to Ashton-under-Lyne, to the east of the conurbation, runs partly along a main road and partly on reserved track, also terminating next to the bus station. The railway station, served by inter-regional trains, is 200 m away across a busy main road and could be better signed.

At £5 (about 5 euro) for a day ticket, I found the rides in modern Bombardier trams gave good value for money. Sometimes fare evasion is a problem on urban transport, but on three occasions during five trips I encountered a group of a dozen Metrolink staff who checked tickets and, in two cases, refused entry to passengers without these.

All stops or stations have standard shelters, ticket machines and a "boarding point" for buggies and wheelchairs, plus pillars where you can check in and out with a card or pass. There are also "Travelshops" at key interchanges.

One abiding memory was of the "Lancashire & Yorkshire Railway Cotton Warehouse" next to the station at Newhey, on a section where the Rochdale line passes hill farms. Another was of drinking coffee in the ultramodern well-equipped Rochdale bus station (or "Interchange") and watching trams arrive and depart on a bitterly cold winter day. From the outside it did not look like a bus station, however, and I nearly missed it!

For background information on this and other British and Irish trams, I can recommend the very informative Tram Atlas Großbritannien & Irland by Robert Schwandl (in German and English) - ISBN 978-3-936573-45-9) which I had purchased in the shop at Berlin-Lichtenberg station run by some of our German colleagues.

Two useful websites are [www.metrolink.co.uk](http://www.metrolink.co.uk) and the Transport for Greater Manchester website [www.tfgm.com](http://www.tfgm.com).

## SMART RAIL - SPECIAL OFFER TO EPF COLLEAGUES

We end this bulletin with details of the Smart Rail congress in Amsterdam on April 5th/6th. Individual members of EPF-affiliated organisations may attend free of charge for one or both days. Please register your interest via the [Smart Rail website](http://www.smartrail.org).