

> Introducing international rail-corridors for passengers

High level expert meeting



15.11.2019,
Amsterdam

**What should be
improved for
international train
journeys?**



› The European Passengers' Federation (EPF)



- Founded in 2002
- European umbrella federation of national and regional passengers' organisations
- 37 member organisations
- 21 countries
- www.epf.eu



- Represent passengers' views at the European level – all modes: rail – bus & coach – air – maritime – urban transport – new mobility services
- Campaign for comprehensive and stronger (multi-modal) passenger rights across all modes
- Achieve a better door-to-door (multi-modal) travel experience
- Tackle transport poverty and ensure an accessible and inclusive (public) transport offer, also in rural areas
- Put end-users at the centre when new mobility services are developed

- Participation in EU level platforms, advisory boards, expert committees, working groups (e.g. CER, ERA, ERRAC, S2R, LANDSEC, ...)
- EU level network & policy work
- Involvement in EU research projects, e.g.

USEmobility: user behaviour modelling

NODES: design of interchanges and transport hubs

IT2Rail & GOF4R: information technologies for Shift2Rail

HiReach: transport needs of vulnerable groups

Cross-border study on existing and missing railway links

...

› What should be improved for international train journeys?



- **BETTER CONSUMER-FRIENDLY BOOKING SYSTEMS**
- **HIGHER FREQUENCIES ARE MORE EFFECTIVE THAN HIGH-SPEED LINES**
- **BETTER PASSENGERS RIGHTS**



➤ 1. Better, consumer-friendly booking systems



A passenger has three questions:

- What are the possibilities?
- What is the price?
- How can I book a ticket?

In the air industry: many competing user-friendly websites

In the rail industry: websites of the transport companies are not linked:

- Incomplete information
- Frustrated consumers
- Passengers book a flight

› 2. Higher frequencies

Public transport needs an hourly service or more to be attractive

- ICE Amsterdam – Ruhr Area: gaps of three hours
- South of France – Barcelona: 5 trains on a HSL
- 350 KM /H – 200 KM/H

HSL is very expensive and not always the solution



› 3. Better passenger rights



1. In case of cancellation of a flight, the airline will rebook the passengers on the next flight, even of another company. This is not the case in the rail industry:
 - Beneluxtrain/Thalys
 - Eurostar/Thalys/ICE
2. Compensation in rail is often poor
 - No compensation in case of engineering work
 - Complicated when two (or more) companies are involved

Result?

- Dissatisfied passengers
- The Regulation on Air Passengers' Rights has led to friendly behaviour of airlines.

➤ Thank you for your attention!



Arriën Kruyt, Board member

secretariat@epf.eu – tel. +32 9 233 97 29 – www.epf.eu