

#### Introducing international rail-corridors for passengers

EPF

High level expert meeting

15.11.2019, Amsterdam

What should be improved for international train journeys?

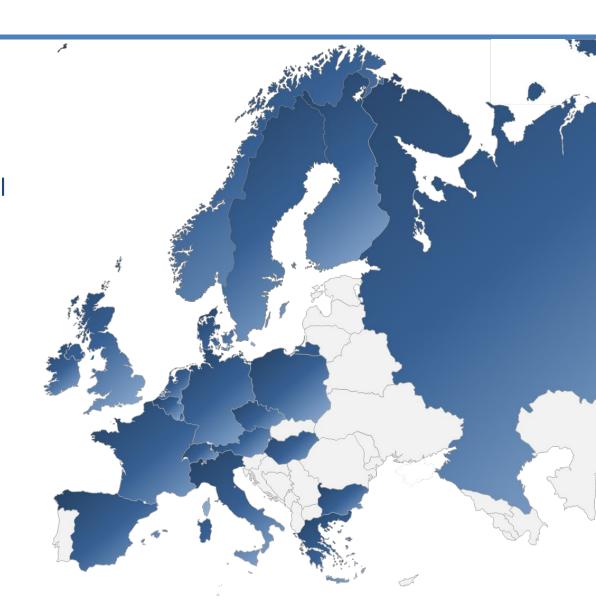


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#### The European Passengers' Federation (EPF)



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



#### **EPF's main objectives**



- 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

## **EPF's main activities**



- 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

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



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#### 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!





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