



Enjoyable holidays with public transport

**Recommendations by European Passengers' Federation EPF
and Fahrgastverband PRO BAHN Germany**

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The journey to a holiday destination

The European Passengers' Federation EPF and Fahrgastverband PRO BAHN consider the following points to be important in order to motivate travellers to use public transport to get to holiday destinations:

- A start-to-end travel chain, preferably with direct connections to ensure a seamless experience as recommended by various EPF member organisations
- Information in all relevant media about the nearest train stations of the holiday destination and onward connections (distance, means of transport to be used or transfer options, taxi with phone number / how to order)
- Information offered in a compact form on different platforms (Internet, flyer, app, etc.) in a joint place, as one-stop shop
- A help hotline to support the travel chain
- Level access for easy changing of trains and getting to the accommodation in the destination region, possibly through luggage transfer options
- Overview maps and signage at the interchange stations and at the destination (e.g. hotel route for pedestrians) locally and in electronic media
- Cross-city metro travel should be included in all inter-city through tickets, e.g. for switching train stations in metropolitan areas (Paris, London, etc.)
- Advance booking possibilities should be available for all modes of public transport at early stage and ideally synchronised between rail and air travel as well as with accommodation
- Preliminary information on local mobility offers (public transport offer, rental bikes / e-bikes, rental cars and organized excursions) including costs, validity zones and booking options in the electronic media
- Tourist information bureaus at the point of arrival with relevant opening times (train station, central bus/coach station, etc.) appropriate given the size of the holiday location
- All information should be at least bilingual (national language and English)
- National public transport protocol / customs / rules should be advertised, particularly for the benefit of travellers from other countries that may be unaware
- The promotion of the usage of night trains as mode of transport can be a welcome option to attract travellers to many holiday destinations

Mobility at the holiday destination

The European Passengers' Federation and Fahrgastverband PRO BAHN consider the following points to be important for motivating tourists to use public transport at the holiday destination:

- Spontaneous and trouble-free use of public transport requires advance information, so as to allow for an understandable offer structure (above all accessibility, driving frequency / flexibility, costs, bicycle transport). Information should be collected at one single point to make it easily accessible
- Easy public transport offers with integration into the guest card (for example KONUS, GUTi, ...) or one-day or multi-day tickets (flat rates) with tourist offers
- An adequate public transport offer in the evening and on weekends
- In large and medium-sized cities, an adequate frequency in the evening (every 30 minutes is insufficient)
- Dial-a-ride traffic is acceptable, but only with pre-booking times of no more than 30 - 60 minutes before the actual departure, alternatives must be provided if service is already fully booked (e.g. multiple rides)
- For special events, provision of additional capacity and information is required
- Consistent information, in other words identical destination and stop names in the timetable media, at the stops and at the vehicles
- Indication of important tourist destinations during the journey at the stop signs
- In regional transport, the name of the political municipality and the district must always be indicated at station names (A-municipality, B-district, C- station name)
- As far as possible, important tourist destinations should be mentioned in the stations / stops names (e.g. Brand Tropical Islands)
- Way information to this destination and back (especially in the case of divergent route in the opposite direction) must be present and easily recognizable
- At the arrivals stop it should be clearly visible how to go to the destination of the stop name and where the stop for the return journey is located
- If rendezvous systems are present, this must be pointed out
- On-site information about rental systems (bike, e-scooter, car, ...)
- Taxi information (central taxi numbers with area code or apps required)
- Information and advertising on local traffic must be in line with reality (55 minutes transitional period is not a direct connection)
- Street names and house numbers should be easy to find for orientation
- Reference to public toilets and their opening hours
- Excursion destinations and events must be advertised with a concrete statement about public transport accessibility and frequency
- Hiking / cycling buses are an important addition, but should drive several times a day on the day of the journey

Day trips from the place of residence

For touristic day trips, the journey is an important integral part of the experience. Therefore, the European Passengers' Federation and Fahrgastverband PRO BAHN consider the following points as important:

- Offer of tickets for the integral journey and the activity in the tourist place (examples: "The beautiful day", "RailAway", "Regiomaris") with discount for rail card holders
- Reasonably priced special offers for families
- General offer of event tickets (theatre, art, sports, ...) including public transport
- For special events, regional and local public transport capacity must be adapted to the needs.
- Special trains for daytrips to certain places and events with huge number of visitors are to be provided.
- For relations with heavy bicycle traffic, extra and regular cycle coaches with adequate timetables during the summer season.
- Information for cyclists at a joint place for all offers (train, bus, transport conditions, costs, ...)

Luggage and passenger transfer

If in future more tourists are expected to travel by train and bus, the European Passengers' Federation and Fahrgastverband PRO BAHN consider the following points as important:

- An offer of the following luggage options:
 - Luggage transport from door to door (residence to holiday destination)
 - Luggage transport from the delivery point (station, post office, parcel delivery point) to the house
- Ensuring the reliability of the luggage delivery with fallback, especially on the way to the holiday destination
- The holiday destination should provide luggage transport for train and bus users and inform them in advance about such service
- The tourist region should arrange the transfer from the station to the accommodation and inform about such service in advance
- The legal framework should allow these services to be easily offered by holiday providers
- Luggage trolleys should be available at main stations and they should accept multiple currencies if not free of charge