



European Passengers' Federation

2019 Annual Report





About us

The European Passengers' Federation links all major passenger organisations throughout Europe and represents the interests of public transport users at the European level. EPF is committed to improving standards on public transport, achieving comprehensive passenger rights throughout Europe and promoting effective and seamless multi-modal travel.

To this end, EPF adopts an evidence-based approach: It conducts research, publishes reports, holds conferences and works constructively with transport operators and decision-makers.

EPF is able to draw on an extensive, EU-wide network of passengers and passengers' experts through its member organisations. We currently represent thirty-seven national and regional organisations from twenty-one European countries, within and outside the European Union. Our members strive to put the user at the centre of the decision-making process and to increase passenger satisfaction.

We are the voice of public transport users in Europe.

Our work

01

Policy Work

To advocate for improved Passenger Rights in Europe, EPF engages frequently with the European institutions – European Commission, European Parliament and Council of the European Union – and other organisations such as S2R, ERA, CER, UITP,...

02

Projects

Research and innovation projects are the main source of funding for EPF's activities. In 2019 we had three running projects financed by EU programmes.

EPF's main role in these projects is to ensure that user needs are put at the heart of innovation.

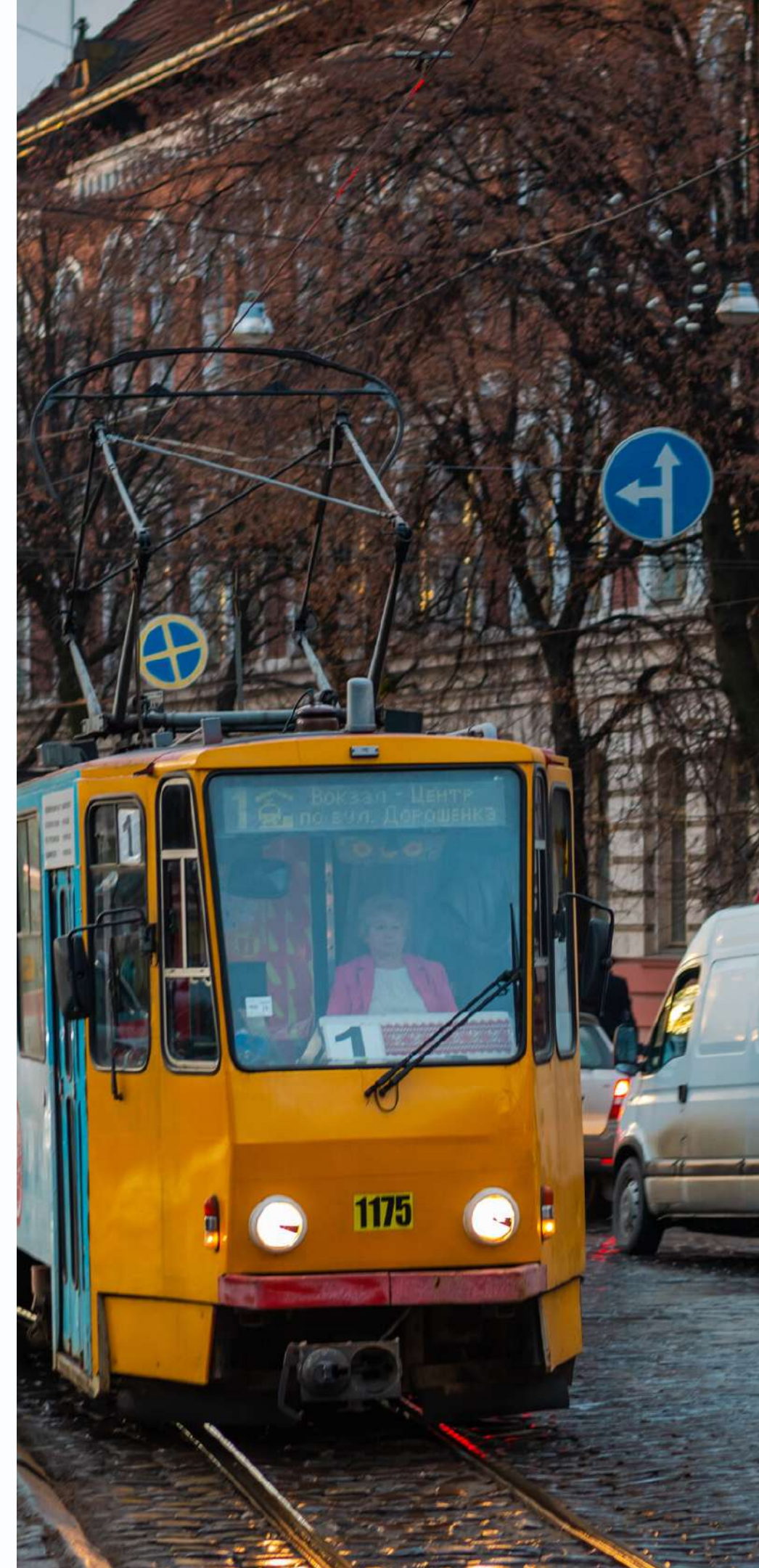
2019

2019 was the seventeenth full year of activity for the European Passengers' Federation.

EPF has grown successfully in reputation and influence this year, having more meetings and establishing more partnerships. In the Secretariat in Ghent Delphine Grandsart and Evelien Marlier remained working part-time. There was considerable pressure on the time available to the staff team which is constrained by EPF's budget. Increasing EPF's income is a top priority for the Management Board.

EPF's management board continued to hold regular personal or skype meetings every month. Even though working mostly on a voluntary basis, the board has worked vigorously on improving and enlarging EPF. It is to note that the balance between the time available for researching and planning for tenders and new projects and the need to cope with urgent passenger issues is still difficult.

All of EPF's member organisations are represented in the General Meetings. The last Annual General Meeting was held the 16th of March 2019 in London.



A year of key involvements...



Passenger Charter

We started the year with EPF's and UITP's joint Passenger Charter. It was signed by UITP Secretary General Mohamed Mezghani, EU Committee Chair Ulrich Weber, EPF President Michel Quidort, and Willy Smeulders, member of the EPF Management Board, during the UITP EU Committee meeting in Brussels on the 16th of January.

UITP and EPF strongly encourage public transport operators and authorities to make use of the Charter and to promote it to their passengers.

The Passenger Charter can be viewed [here](#).



Relevant Meetings

EPF meets regularly with key stakeholders from the European Union institutions in order to get our messages across. Relevant meetings were held with:

The European Commission:

- DG MOVE
- DG RESEARCH & INNOVATION
- DG COMP

Members of the European Parliament:

- TRAN committee
- IMCO committee

Council of the European Union:

- Representatives of the Romanian, Finnish and Croatian Presidencies



Representation

EPF is also represented in relevant stakeholder groups, such as:

- ERA board (Josef Schneider)
- ERA TAP TSI working party (Rian van der Borgt, substitute Willy Smeulders)
- ERA PRM TSI working group (Kurt Hultgren, substitute Willy Smeulders)
- European Rail Research Advisory Council (ERRAC) and its working group I planning a roadmap for rail transport in 2030 (Christopher Irwin and Willy Smeulders)
- Expert Group on Land Transport Security (LANDSEC) and its subgroup on rail security (Christopher Irwin and Willy Smeulders)
- S2R User Group (Willy Smeulders and Josef Schneider)
- CER Customer Liaison Group
- CER FSM Full Service Model (B2B) and TSGA Advisory Board (Willy Smeulders)
- Rail Forum Europe (Willy Smeulders and Josef Schneider)

EPF was also represented in a high-level inter-governmental expert meeting on the expansion of international passenger transport by rail organised by the Dutch Ministry of Infrastructure & Water Management in November 2019.



Partnerships

In its efforts to improve EU passenger rights, EPF regularly consults and works together with other EU-level networks and organisations such as:

- UITP (International Association of Public Transport)
- UIC (International Union of Railways)
- UNIFE (European Rail Industry)
- AGE Platform Europe
- EDF (European Disability Forum)
- EU TravelTech
- CER (Community of European Railway and Infrastructure Companies)
- ECF (European Cyclists Federation)
- BEUC (European Consumer Organisation)
- IRU (World Road Transport Organisation)
- ETF (European Transport Workers' Federation)
- ECTAA (European Travel Agents' and Tour Operators' Association)
- POLIS network
- EMTA (European Metropolitan Transport Authorities)
- IATA (International Air Transport Association)
- Independent Regulators Group (IRG)

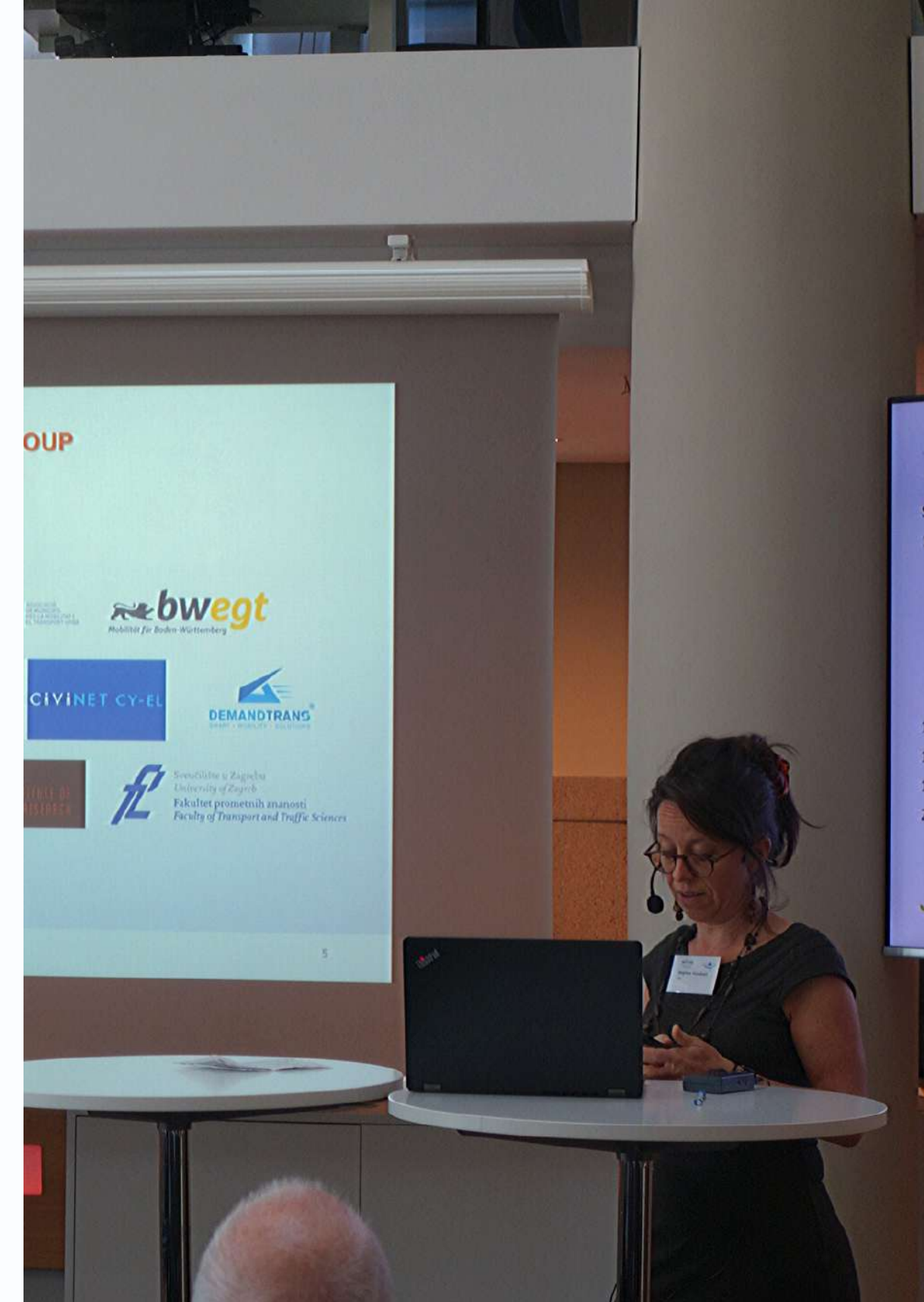
EPF also has regular meetings with important (international) transport operators such as Thalys, Eurostar and DB Bahn.



Presentations

With a growing reputation, it is no wonder we are being asked to speak at more events. Below we highlight four presentations of 2019, that are available for download on our website:

- Involving end-users in the creation of inclusive mobility services – POLIS conference – 27-11-2019 (Delphine Grandsart and Evelien Marlier, EPF)
- What should be improved for international train journeys – a high-level inter-governmental expert meeting on international passenger transport by rail – 15-11-2019 (Arriën Kruyt, EPF)
- Station areas: What do passengers want? – Presentation at UIC nextstation Teheran – 11-11-2019 (Willy Smeulders, EPF)
- Mobility as a Service: What's in it for the (rail) passengers? – Presentation at the CER event – 06-11-2019 (Delphine Grandsart, EPF)
- We were also represented at TRAKO 2019: Gdansk Eastern Europe InnoTrans as an exhibitor.



A year of important decisions
at European level...



Rail

Rail Passenger Rights have always been core business of many of EPF's Members. Therefore, it is no wonder that we invest a good portion of our time and energy to advocate for better international connections, safer and more accessible trains and infrastructure and overall improved passenger rights.

Recast Rail Passenger Rights

The revision of the Rail Passenger Rights Regulation is a cornerstone for EPF's work.

STATE OF PLAY:

Aimed at ensuring a fairer deal for travelers, the European Parliament revision would ensure **fairer competition** with other transport modes and help to deliver a more attractive, user-friendly rail system.

The proposed revision, however, **was not taken up that readily by the Council of the European Union**, where Member States displayed a reluctance to share the ambition of the European Parliament, possibly reflecting the influence of incumbent state rail companies on national policy-makers .

EPF'S ACTIONS:

To ensure that our views get across, EPF has worked with relevant EU stakeholders, namely:

- The Romanian, Finnish and Croatia Presidencies of the Council
- DG MOVE
- Relevant MEPs
- Attachés to the Council of the European Union from different Member States

Moreover, EPF has written a joint letter with EDF, AGE Platform and ECF on the importance of protecting all passengers' rights in the new text and has signed a letter from EDF demanding the inclusion of people with reduced mobility in train travelling.

Our board member Emil Frodlund was interviewed by Swiss and Norwegian TV and stressed the importance of strengthening rail passenger rights in order to facilitate international rail journeys, in particular for those who travel with combined tickets.



International Rail Travel

The discussion on climate change has in some countries led to the conclusion that there should be less travel by plane. The other conclusion is that people should use trains instead of planes on distances up to approximately 500 kilometres. In reality many flights are used on rather short distances.

One of the major problems is the **booking process**. In June, EPF board member Arriën Kruyt reflected on the difficulties of the rail booking process, in an [article available on our website](#).

"It is no problem at all to book a plane ticket from Amsterdam to a small airport in Latin America involving changes of planes and companies. But you have to be a specialist to book a cheap ticket travelling cross border by train.

Air passengers are well protected by European passengers' rules and can get compensation for delays. For train passengers the situation is worse."

We also met with the Swedish Transport Administration about the coming procurement of international night trains between Scandinavia and the continent.

End of rail cross border bans between France and Spain

In February we welcomed a long-awaited change: the introduction of more frequent cross border services between France and Spain. Local associations have been closely working together to claim improvements, having received the support of the European Passengers' Federation.

It was a historical decision to end the restrictions on the use of the cross border tracks and to normalize the border links of public transport between Catalonia and Occitania.

Both Spanish and French trains can now carry passengers in both directions between Portbou and Cerbère.



IRG-Rail – Rail Regulators Group

In April, Michel Quidort, President of EPF, and Arriën Kruyt, as a member of the Board of EPF met Mr. João Carvalho, chair and Mr. Serge Drugmand, vice-chair of IRG-Rail: the Independent Regulators Group – Rail.

EPF and IRG-Rail representatives exchanged points of view on:

- Ensuring passengers rights;
- Implementation of the Fourth Railway Package;
- Multimodality;
- Ensuring access to data;
- Slashing barriers to make through ticketing possible.

There was a lot of common ground between EPF and IRG-Rail and we promised to keep in touch in the future.



A person wearing a plaid shirt, blue jeans, and brown cowboy boots is balancing on a railroad track. The person's right leg is raised and balanced on the track, while their left leg is on the ground. The background shows a dirt path and trees in a rural setting.

Safety

Rail Accident Statistics are collected on the number of passengers, employees and others killed or injured, and then categorised into those resulting from collisions, derailments, accidents involving level crossings, accidents caused by rolling stock in motion, fires in rolling stock and 'other'.

These categories do not appear to include fatalities and injuries incurred as a consequence of 'slips, trips and falls' (STFs) on trains or on stations.

EPF drew attention to the limited availability of data on STFs within the UNECE area at the UNECE Rail Safety working group in Geneva (25-27. November). This was followed by our [position paper on Rail Safety data.](#)

UIC next Station

In November, EPF joined the 7th edition of the UIC nextstation conference in Teheran (11-13 November) to talk about passenger expectations with regard to railway stations.

This year, the conference's main theme was "Railway Stations Boosting the City". On the first conference day, EPF made a presentation on 'Station areas: what do passengers want?', during the session on 'Service & commercial activities'.

On the second conference day, EPF also participated in the concluding panel debate on 'Generating added values for cities: main challenges'.

EPF's presentation can be found on [our website](#).



Green Speed project – competition policy implications

Following discussions between a delegation from EPF and the team in the European Commission's Competition Directorate responsible for transport, EPF thought about the implications for passengers of the proposed merger of Thalys and Eurostar that was announced.

EPF suggested that DG COMP should insist that a number of passenger safeguards should be imposed before the merger gets a green light.

Mergers must show benefits for passengers as well as the shareholders in the companies involved.



Rail has overall great potential to deliver EU policy objectives, and EPF wanted to reinforce that by its July's position paper. We will continue to work on this important topic in 2020.

Air

With important regulations related to air travel being discussed at European level, the European Passengers' Federation wants to give air passengers a voice, monitoring closely what is happening and providing regular opinions.



CRS Code of Conduct

The European Commission is currently reviewing the EU law governing Computerised Reservation Systems (Regulation (EC) 80/2009).

These are used for travel bookings, particularly for air travel, and usually allow users **access to make their own bookings**. The Regulation establishes a code of conduct that is designed to prevent abuse of competition and to ensure that the information provided to consumers is neutral.

EPF participated in the public Consultation of the EC and issued a position paper where we reflect on the need to safeguard passengers' **right to comprehensive information** which allows them to make an **informed choice** when looking for and booking their travel.

EPF has also stressed that the cross-modal potential of CRSs could be better exploited and that the Commission should take effective enforcement action in case of well-founded complaints about infractions to the Code.

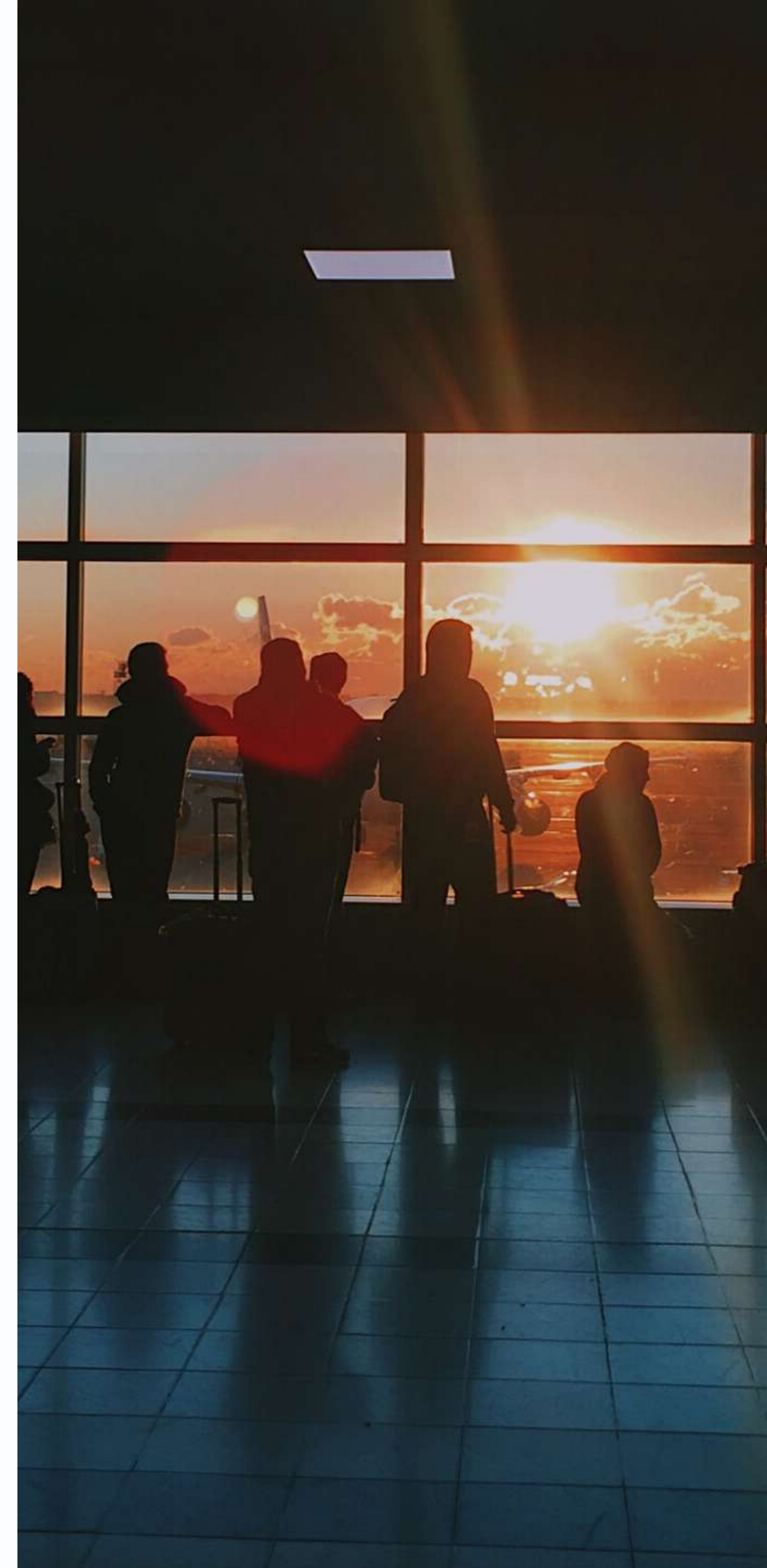
Price Transparency

The European Commission is currently considering a revision of the “Air Services Regulation” (Regulation (EC) 1008/2008).

EPF took this opportunity to share our views on the price transparency provisions included in the Regulation.

We published a [position paper](#), that had as main points:

- Specific provisions are needed with regard to ancillary services.
- Fares and (core) ancillary service fees should be available through all distribution channels.
- The right to reimbursement in case of cancellation by the passenger needs to be clarified.
- Non-discrimination in access to fares and rates should be guaranteed.
- More effective enforcement and consumer redress options are necessary.
- Multimodal and cross-modal comparison should be enabled and stimulated.



Coach and Bus

Coach and bus services are essential for urban, local and cross-border mobility. In 2019 we gave special attention to the regulations that can affect quality and quantity of services delivered to passengers.

Opening markets

The European Commission is preparing a revision of Regulation 1073/2009 to liberalise and harmonise the long distance coach market in the European Union.

EPF considers that in general, opening competition and liberalization of passenger transport services can result in positive effects on quality and quantity of services delivered to passengers. However, there are some concerns as well, e.g., with regard to the quality of services, the management of coach stations, and complementarity of transport modes.

EPF's full position paper can be [downloaded here](#).



The year of the Conference
in Stockholm...



stockholm

EPF CONFERENCE 2019

The 2019 EPF Conference was held in Stockholm, Sweden, on the 7th and 8th of June.

The two conference days gathered European passenger organizations, public transport operators, politicians and officials at EU level. Almost 70 participants from 12 different European countries took part in the seminars, the excursion and the evening events. Journalists from two of the biggest newspapers in Sweden also attended.

The seminars comprised sessions about successes and shortcomings in early liberalized rail markets, raised examples of powerful consumer groups and highlighted conditions for vulnerable passenger groups. During the panel discussion Libor Lochman, CEO of CER was challenged and asked why 78% of Europeans never choose trains for cross boarder journeys and was questioned about CER's defensive statement for rail passenger rights. Among others the presenters were Elisabeth Kotthaus - EC Head of Unit for Passenger Rights, Örjan Brinkman - President BEUC, Nick Brooks - Secretary General Allrail and Lars Strömgren - Vice President of the European Cyclists' Federation.

More detailed information about the two days can be found [here](#) and on the EPF Conference website (www.epfconference.eu).

Save the date!

Next EPF Conference will be held in Strasbourg 5th to 6th June 2020.

A year of new European
leaders...



European Elections

2019 was a year of enormous change at European level: from Brexit to the election results, several were the changes that this year brought us.

A new European Parliament was elected and with that a new President of the European Commission (Ursula von der Leyen) and of the Council of the European Union (Charles Michel).

During the autumn quarterly meeting in Gdansk, members of the EPF General Meeting assembled and reviewed the Mission letter prepared by Ms von der Leyen to the nominated Transport Commissioner-designate.

EPF appreciates and supports the mission described in this document. In particular, we welcome the part that says “As transport evolves and modernises, you should ensure that it remains affordable, reliable and accessible, notably for those on a low income or living in remote areas, and that passenger rights are respected.”

Our evidence indicates that this is likely to reflect the priorities of most public transport users. We also suggested one further point: The Commission’s priorities might be reflected even better if the person eventually appointed were to be described as the Commissioner for Sustainable Mobility.



With this new momentum, EPF discussed its expectations towards the EU and the new Commission in the coming legislature.

EPF's priorities

Passengers want a public transport system that is affordable, reliable, sustainable and coordinated. The EU can help deliver this vision.

Therefore, the European Passengers' Federation has identified its priorities for Union action for the upcoming EU leaders that will help unleash the potential of the public transport sector – particularly air, bus and coach and rail:

Goal #1: A seamless European passenger transport system

Goal #2: Passengers should have access to unbiased, dynamic journey information, enabling informed choices, both when planning and making their journeys.

Goal #3: Passenger protection

Goal #4: Administrative and political boundaries should not be a barrier to the efficiency of Europe's passenger transport system.

Goal #5: More-informed decision making.

Goal #6: A greater focus on end-users

More info on these goals can be found on [our website](#).

EPF has disseminated this paper to the European Commission and other relevant stakeholders.

A year of interesting projects...



European funded projects



HiReach

Innovative Mobility Solutions to Cope with transport Poverty

www.hireach-project.eu

HiReach aims to eliminate transport poverty by triggering new mobility solutions sustained by products scaling up on mixed needs, backed by mobile information technologies and social innovations, using open tools, technology transfer and start-up development techniques to find and exploit new business ideas that reach low accessibility social groups and areas.



TMaaS

Traffic Management as a Service

www.tmaas.eu

Current urban mobility centres are notoriously expensive, and focus on installing costly hardware in order to monitor traffic. The Ghent Mobiliteitsbedrijf developed 'Traffic Management as a Service' (TMaaS.eu), which is radically different: it is based on a fully digital, virtual platform that processes traffic data and provides real-time information to the residents of Ghent. To achieve this up-to-date flow of information the data are dealt with and distributed to the users automatically, so operators are no longer required to continuously monitor screens.



GoF4R

Governance of the Interoperability Framework for Rail and Intermodal Mobility

www.gof4r.eu

The objective of the Governance of the IF for Rail and Intermodal Mobility (GoF4R) project is to define sustainable governance for the IF that will create the right conditions to introduce seamless mobility services and foster the development of multimodal travel services. GoF4R will help to overcome obstacles currently impeding development of market innovation by fostering a large acceptance of the "semantic Web for transportation." EPF contributed to the Deployment Roadmap and Toolkit of Recommendations, as the final outcome of the project.

Advisory boards

In addition, EPF has contributed to many other projects on a more ad hoc basis, e.g. as a member of the advisory board, external expert, workshop participant or similar. These are some of the projects to which we contributed last year:

- Assured: fASt and Smart charging solutions for full size URban hEavy Duty applications
- Jive: Joint Initiative for hydrogen Vehicles across Europe
- EBSF_2: European Bus System of the Future 2
- OPTICS 1 (Safety) and OPTICS 2 (Safety and Security) in Aviation with Eurocontrol
- CAMERA: Coordination and support Action for Mobility in Europe: Research and Assessment
- D4Fly: Detecting Document frauD and iDentity on the fly
- STA: Smart Ticketing Alliance
- Gecko: Governance for new mobility services

WHO IS BEHIND EPF?

Josef Schneider



Michel Quidort



Delphine Grandsart



Evelien Marlier



Arriën Kruyt



Willy Smeulders



Rian Van der Borgt



Sandra Lima
(from 2020)



Christopher Irwin



Emil Frodlund



Management Board

Secretariat

**And all our 37 members
across Europe!**



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Position
Papers

6+

Interventions
as speakers

118+

Meetings with
relevant
stakeholders

1

Annual
Conference

1

EPF's Priorities
for future EU
action

2

Replies to EU
public
consultations

12

Sent
newsletters

1

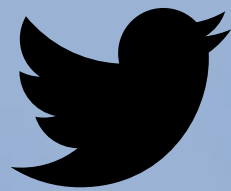
Joint
Passenger
Charter

3+

Letter to EU
stakeholders

7+

Participation
in high-level
groups



34 Tweets.
121 new followers.
57K + impressions.



Creation of
LinkedIn account.
13 publications.



5 609 new visitors.
15K + page visits
from 90 countries.

EPF's 2019 in numbers



Looking forward

New Projects

In 2020 we started 2 new projects: INDIMO and SHOW. And we are already working hard on new project proposals, with already four proposals confirmed.

Membership Profiling

2020 will bring a big surprise to our members as we will start a membership profiling. This means we want to know more about the organisations we represent, to better serve their needs at EU level.

New staff

Have you met Sandra? She is replacing Evelien during her maternity leave at the Secretariat. Don't hesitate to contact her via: sandra.lima@epf.eu.

And more...

We count on your input to make 2020 the best start of the decade possible! And stay tuned, we will have more news soon...

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