

Seamless and barrier-free mobility TEN-T

Fields marked with * are mandatory.

Introduction

The European Commission's Directorate-General for Mobility and Transport (DG MOVE) has contracted a team of independent evaluators to undertake a comprehensive evaluation of Regulation (EU) No 1315 /2013 on Union guidelines for the development of the trans-European transport (TEN-T) network. The evaluation team is formed of a consortium of companies led by Coffey International Development Ltd, and comprised of Transport, Innovation and Systems (TIS), Optimity Advisors and FGM AMOR.

The study will provide the Commission with an independent evidence-based evaluation of the implementation of the TEN-T Guidelines. Based on the results and conclusions of the evaluation, the Commission intends to take concrete steps related to a possible revision of the guidelines in the framework of the European Green Deal.

The evaluation comprises several types of research, including thematic case studies on selected TEN-T policy areas. Each case study will be tailored to address specific research questions and will complement the survey and interviews carried out as part of the broader consultation.

This short survey aims at assessing to what extent the TEN-T Regulation enables seamless and comfortable services for passengers from their place of origin to their final destination, along the TEN-T and across its modes. This comprises the whole range of components which contribute to continuous passenger service chains of high quality – including issues such as connectivity and accessibility of their place of origin / destination, the functionality of TEN-T nodes (including their connection with last-mile transport) or information to seamless ticketing facilities. Besides the enabling of seamless mobility chains for all users, this case study also gives specific attention to accessibility for passengers with reduced mobility (PRM).

These data will feed into our responses to the evaluation questions and assessment of the relevance, effectiveness, efficiency, coherence and EU added value of the guidelines. For these reasons, your help and responses to the evaluation questions is vital to the evaluation and to DG MOVE.

On our side, we have tried to keep the questionnaire as short and easy to complete as possible, with mainly multiple-choice questions. There are also some open questions, where you are kindly invited to give more detailed explanations and suggestions on specific issues that are of particular interest / importance to you. Responses to the open questions can be provided in English or in other EU languages.

Note that all information provided will be kept confidential, reported in aggregated form and only used for the purposes of the evaluation.

Thank you very much for your valuable feedback and support.

In case of any questions, please contact lucas.montenegro@tis.pt

About You

* I am giving my contribution as (please tick as appropriate):

- Academic/research institution
- Business association
- Company/business organisation
- Consumer organisation
- EU citizen
- Non-EU citizen
- Environmental organisation
- Non-governmental organisation (NGO)
- National public authority in the EU
- Regional public authority in the EU
- Local public authority in the EU
- Public authority in a third country (non-EU)
- Infrastructure manager
- Transport operator
- Trade union
- Other (please specify):

* Scope of work (please tick as many boxes as appropriate):

- International
- National
- Regional
- Local

* Which transport sector/s do you work with regularly (please tick as many boxes as appropriate):

- Air
- Road
- Rail
- Maritime
- Inland Waterways
- Multimodal transport

* Organisation size:

- Micro (1 to 9 employees)
- Small (10 to 49 employees)
- Medium (50 to 249 employees)
- Large (250 or more)
- Not applicable

* Country of origin:

- Austria
- Belgium
- Bulgaria

- Croatia
- Cyprus
- Czechia
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom
- Other

A. Relevance

Please rate your agreement with the following statements regarding the relevance of barrier-free mobility for trans-European passengers in the TEN-T Regulation.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
The TEN-T Regulation has contributed to a growth in trans-European trips (with public transport) and to the emergence of the "trans-European passenger"	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has been effective in enabling seamless mobility for the international (including the trans-European) passenger for her/his trips along the TEN-T from origin to destination	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The key to seamless mobility for the international (including the trans-European) passenger is through ensuring interconnected and integrated infrastructure enabling high-quality trips across all modes	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provisions in the railway chapters of the TEN-T Regulation are adequate to enable high-quality passenger services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provisions in the air transport chapters of the TEN-T Regulation are adequate to enable high-quality passenger services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provisions in the maritime chapters of the TEN-T Regulation are adequate to enable high-quality passenger services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The provisions in the road chapters of the TEN-T Regulation are adequate to enable high-quality passenger services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The TEN-T Regulation facilitates seamless connections for the trans-European passenger last/first mile links in urban nodes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The design of hubs (notably railway stations, airports, ports, bus stations) meets the needs of TEN-T passengers for their transfers within and between long-distance transport movements	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The design of hubs (notably railway stations, airports and coach stations) meets the needs of TEN-T passengers for their interchange between TEN-T and regional/local transport	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers between TEN-T nodes (e.g. between an airport and a railway station; between two city airports etc.), which are located in separate places, are organised to be easy and comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The TEN-T Regulation ensures that passengers on multimodal trips receive adequate and up-to-date (including real-time) information for their trip and connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The TEN-T Regulation has been adequate in its provisions for enabling accessibility for all users	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The TEN-T Regulation has been adequate in its provisions for enabling accessibility specifically for elderly people, passengers with reduced mobility and passengers with a disability	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has been adequate in its provisions for enabling a seamless mobility chain for the EU passenger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ferry connections are appropriately addressed in TEN-T policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

B. Effectiveness

In this section we are requesting your feedback regarding the effectiveness of the TEN-T Regulation with regards to the mobility of trans-European passengers.

Please rate your agreement with the following statements about the effectiveness of the mobility of trans-European passengers in the Regulation.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
The TEN-T Regulation has effectively brought to passengers the tools that provide up-to-date (including real-time) information for their trans-European trips (i.e. the full journey from origin to the final destination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The TEN-T Regulation has ensured that transport infrastructure enables trans-European passengers to carry out their trips in an effective way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Integrated travel planning of the journey (multi-modal journey planning, including long-distance and regional/local transport legs) of trans-European passengers is effectively enabled by the TEN-T Regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Integrated ticketing facilitates the planning of the journey (multi-modal journey planning, including long-distance and regional/local transport legs) of trans-European passengers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language issues hinder the journey of trans-European passengers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Luggage hinders on stretches of the journey of trans-European passengers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The TEN-T Regulation has been effective in ensuring that transport services are accessible to all users undertaking trans-European trips (including business/private, family, young /elderly people, gender balance, persons with reduced mobility and disabled passengers etc.).	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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C. Efficiency

In this section we are requesting your feedback regarding the efficiency of the TEN-T Regulation in achieving its objectives for a seamless and barrier-free mobility of trans-European passengers.

Please rate your agreement with the following statements about the efficiency of the mobility of the trans-European passengers in the TEN-T Regulation.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
The TEN-T Regulation has ensured that transport infrastructure enables trans-European passengers to carry out their trips in an efficient way	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has efficiently covered the needs and expectations of trans-European passengers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has ensured that PRM can travel across multiple transport modes in an efficient way	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Coherence

In this section we are requesting your feedback regarding the coherence of the TEN-T Regulation in terms of the mobility of trans-European passengers.

Please rate your agreement with the following statements about the coherence of the Regulation regarding the mobility of trans-European passengers.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know

The different provisions of the TEN-T Regulation related to passenger transport (e.g. on urban nodes, transport nodes, transport modes, traffic management, innovation etc.) are coherent with each other with regard to the objective of enabling seamless services for “trans-European passengers”	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has been coherent in its provisions to increase the benefits of accessibility for PRM	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The definition of accessibility (Article 37) in the TEN-T Regulation is coherent with other European policies, such as the European Accessibility Act and the Regulations on passenger rights	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. EU-added Value

In this section we are requesting your feedback regarding the EU added-value of the TEN-T Regulation regarding the mobility of trans-European passengers.

Please rate your agreement with the following statements about the EU added value of the Regulation regarding the mobility of trans-European passengers.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
The TEN-T Regulation has been of EU added value in ensuring that all users experience seamless mobility on international multimodal trips	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TEN-T Regulation has been of EU added value in ensuring that passengers receive up-to-date (including real time) information about their trip (including in cases of disruption).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An all encompassing approach in the TEN-T Regulation, allowing to establish a maximum travel time for EU passengers between any two destinations within the EU could be of added value for the TEN-T Regulation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

F. Additional feedback

Please provide feedback on the **overall strengths** of the TEN-T Regulation for ensuring seamless and barrier-free mobility of all trans-European passengers, including PRM.

TEN-T has led to investments in point-to-point transport, which has resulted in shorter travel times for passengers.

Please provide feedback on the **overall weaknesses** of the TEN-T Regulation for ensuring seamless and barrier-free mobility of all trans-European passengers, including PRM.

TEN-T is generally perceived as essentially freight-oriented. It is not apparent that a Europe-wide concept for continuous passenger travel chains is the basis for investment decisions in infrastructure expansion, especially in rail transport.

Please provide feedback on **areas for improvement** of the TEN-T Regulation for ensuring seamless and barrier-free mobility of all trans-European passengers, including PRM.

What is needed is an integrated approach from the customer's perspective:

- * complete and reliable information across all modes of transport from door to door
- * User-oriented design of hubs, also in intermodal transport. This includes intermodal information, way-finding,...
- * ticketing for the complete traffic route
- * coordinated travel chains

Contact

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