ERA webinar, 16th September 2020



The Compelling Vision for the Target Railway System

The passengers' perspective

Christopher Irwin// EUROPEAN PASSENGERS' FEDERATION



The European Passengers' Federation (EPF)



- A European umbrella for national and regional passengers' associations
- 37 memberorganisations, from 21 countries



> Enabling wider policy objectives



- Clear vision
- Demand driven
- Facilitates cross-modality
- Cost effectiveness aware
- User-centred





> Passengers' principal priorities



• Travelling safe

- A precondition
- Safely, securely, and sanitarily

An essential.



> Passengers' principal priorities



• Travelling safe

- A precondition
- Safely, securely, and sanitarily

An essential

Value for money

- Economy, efficiency, and effectiveness
- Competitive transparency

Driving down costs



Passengers' principal priorities

• Travelling safe

- A precondition
- Safely, securely, and sanitarily

Value for money

- Economy, efficiency, and effectiveness
- Competitive transparency

Driving down costs

An essential

- Dependability
 - A right-time railway
 - Customer services, as well as trains





> The vital corollaries



• Capacity

• Travel comfortably at convenient times

Matching demand fluctuations

- Information provision
 - Managing right when things are going wrong
 - Real-time, practical for work-arounds

Cross-modal telematics

- Consistent electronic connectivity
 - To mobile data
 - Productive/enjoyable journey times

Upgraded infrastructure



Not forgetting...



• Access for all

• Focus on meeting PRM needs

Brings benefits for all travellers

- Good connections throughout mobility network
 - Rail as just one element in typical journey
 - Interfaces with other modes

Think 'system of systems'



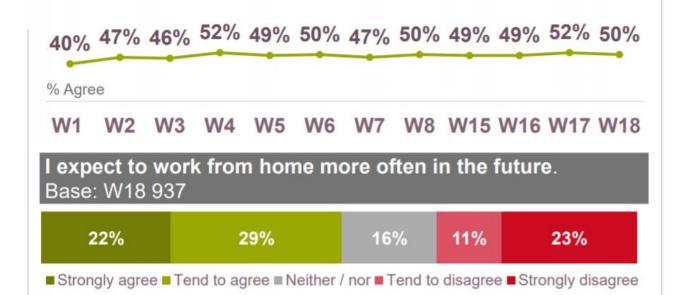


Behavioural changes accelerated

• Home-working

- On-line retailing
- ICT-dependence
- Migration ex-cities

Half say they expect to work from home more often in the future



Base excludes don't know/not applicable answers Question dropped w9-w14. *Source: Transport Focus* > An evolving passenger demand?



- Less commuting; more, longer-distance, occasional travel?
- Trains as an extension of the office?
- Increased personal space?
- 'Green and sustainable mobility' pressures?
- A new business model for mobility?

Flexibility/adaptability the key







Christopher.Irwin@epf.eu- www.epf.eu