



Working for the passengers during a pandemic

The European Passengers'
Federation recommendations
for COVID-19 Response

European Passengers' Federation (EPF)

- European association of national and regional passengers' organisations
- 37 member organisations
- 21 countries
- www.epf.eu





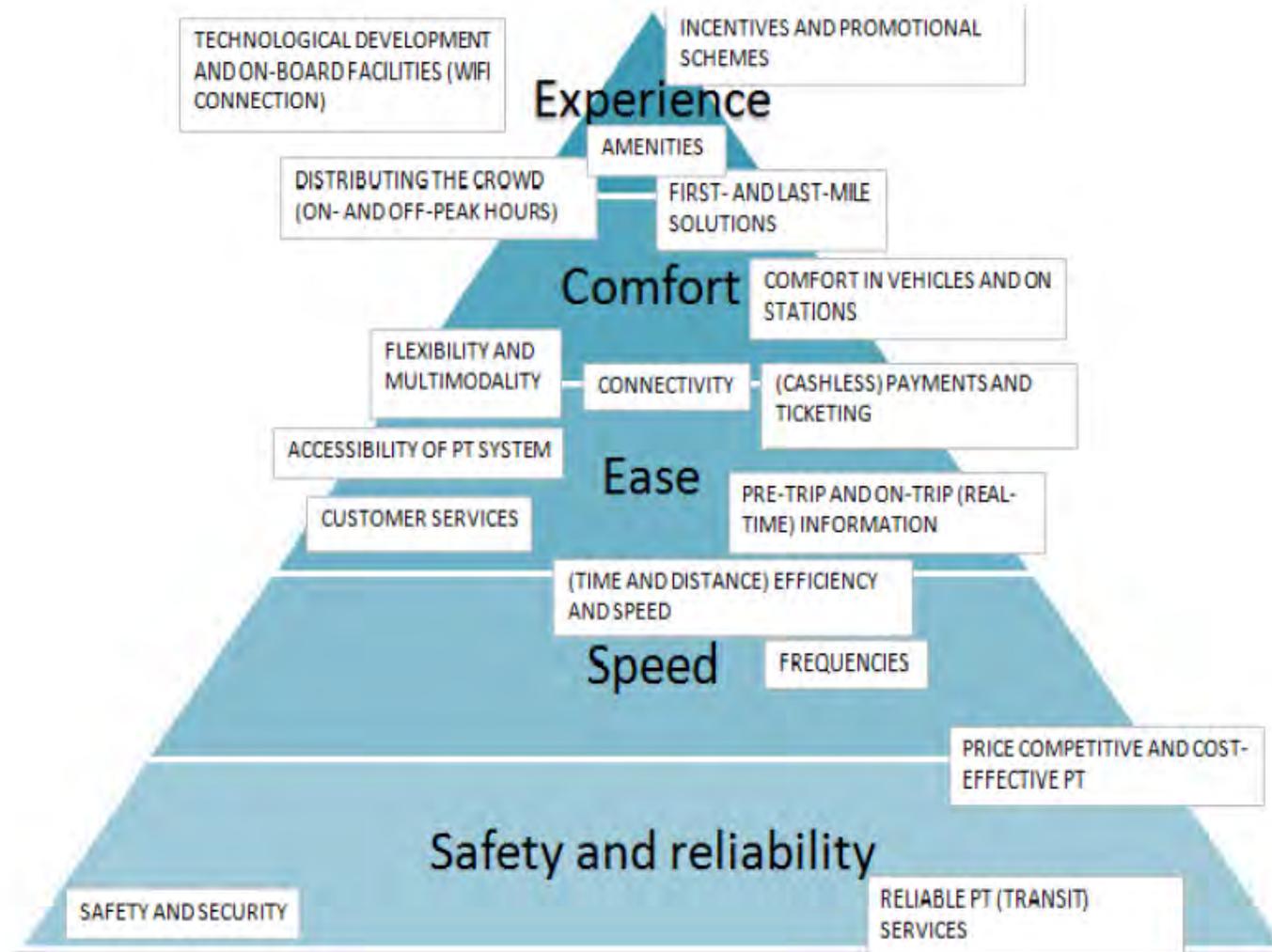
EPF's main objectives

- Represent passengers' views at the European level
- Strong Passenger Rights
- A better (multi-modal) travel experience
- Tackle transport poverty
- Put end-users at the center when new mobility services are developed
- ...

Crowded trains?

A thing of the past?





Maslow's pyramid, applied to public transport (CIPTEC, Peek and van Hagen)



Public transport is an essential part of society

- Sustainable
- Accessible
- Affordable

How to regain passengers' trust?



Is public transport a potential contaminator?





What to do?

1. Protect
2. Educate
3. Communicate
4. Monitor

What does this mean in practice?

- Use mouth masks
- Physical distance
- Silence
- Short exposure time

Ally with the passengers!!!





Allying with passengers?

- ✓ Listen to their needs (even if on a distance)
- ✓ Co-create services and solutions
- ✓ Make multimodal travelling easier (avoid blaming public transport)
- ✓ Citizen empowerment: inform them

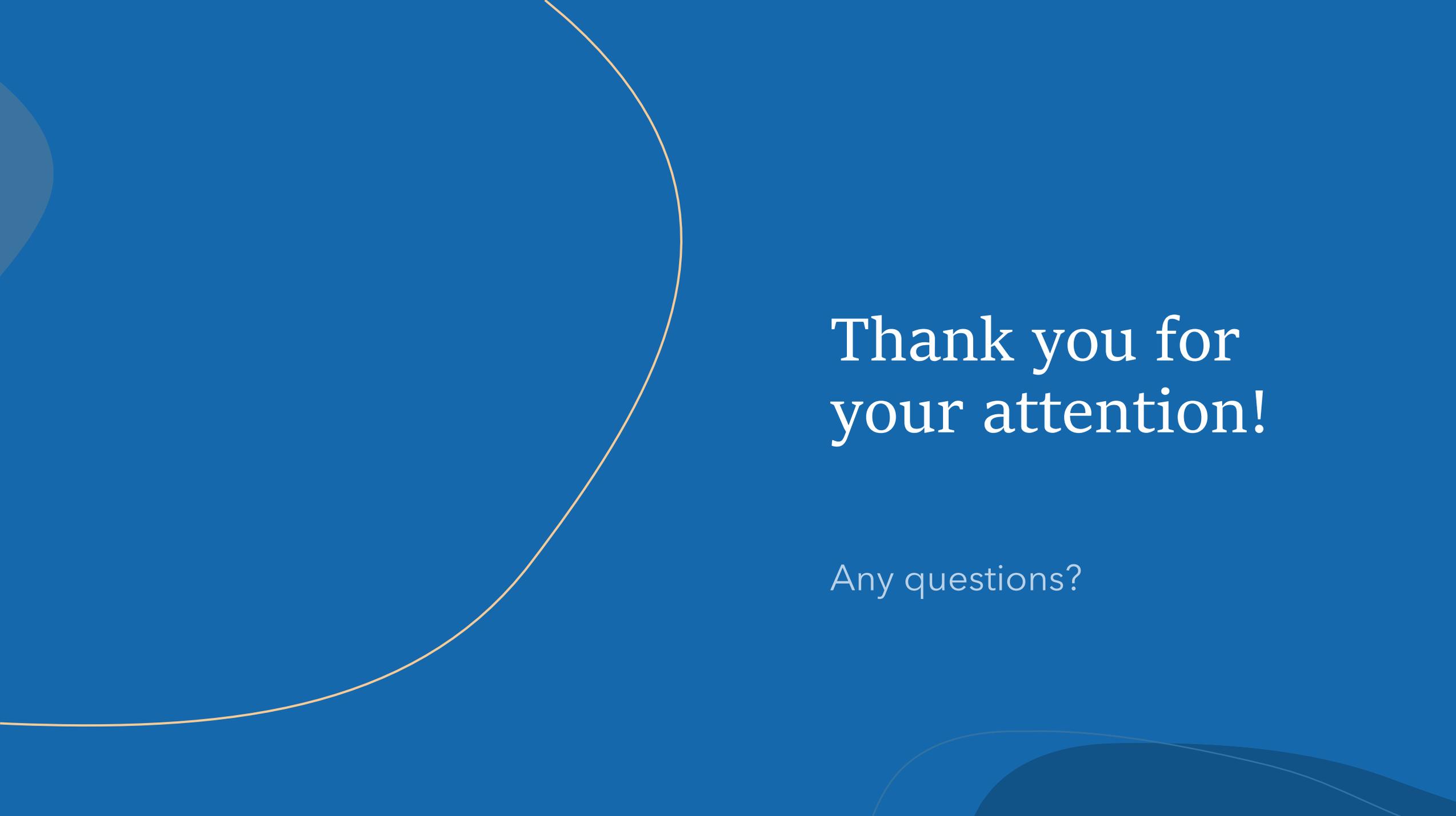


Allying with passengers?

- ✓ Make public transport more attractive (also for rural areas)
- ✓ Regulatory frameworks that make sure new mobility services contribute to environmental goals
- ✓ Protect passengers' rights! Happy passengers will come back.
- ✓ Communicate!

How to go
forward?





Thank you for
your attention!

Any questions?

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