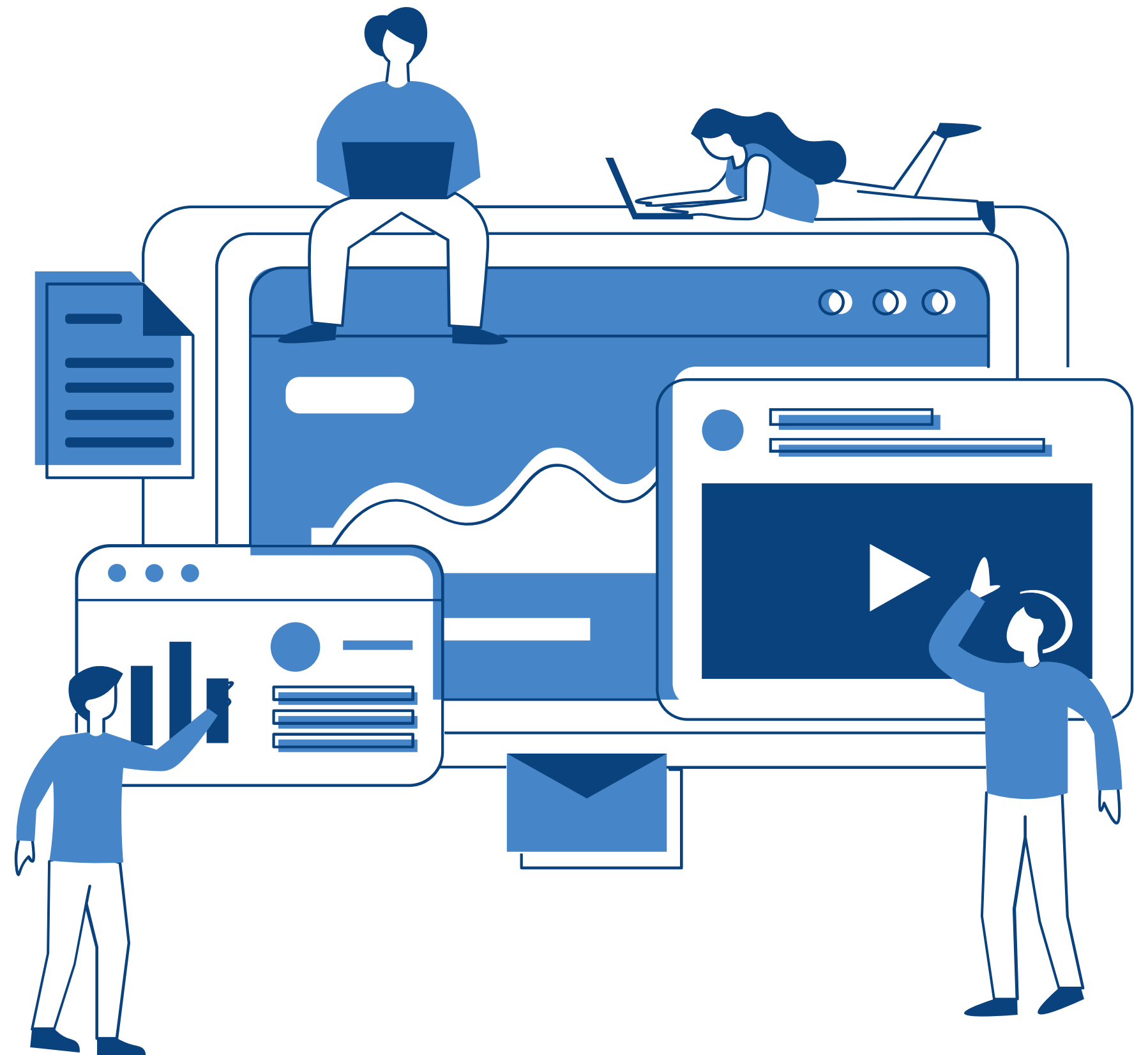


European Passengers' Federation

2021 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, Europe-wide network of passengers and passengers' experts through its member organisations. We currently represent thirty-nine 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

Policy Work

EPF seeks an improved door-to-door journey experience, whatever the mode, with comprehensive, accessible and inclusive (public) transport networks, including in rural areas, underpinned by strong passenger rights.

Projects

Research and innovation projects are the main source of funding for EPF's activities. In 2021 we had seven running projects financed by EU programmes.

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

Representation

EPF is represented in relevant stakeholder groups, such as:



- European Rail Research Advisory Council (ERRAC) and its working group I planning a roadmap for rail transport in 2030 (Christopher Irwin and Willy Smeulders)
- EU-Commission DG-Move System Pillar working group (Willy Smeulders)
- ERA board (Josef Schneider)
- ERA TAP TSI working party (Rian van der Borgt, substitute Willy Smeulders)
- ERA PRM TSI working group (Kurt Hultgren and Bryony Chetwode, substitute Willy Smeulders)
- Expert Committee of the UN-WHO Transport, Health and Environment Pan-European Programme (THE PEP) (Christopher Irwin)
- EU-Commission Expert Group on Land Transport Security (LANDSEC) and its working party on rail security (Christopher Irwin and Willy Smeulders)
- EU-Commission Expert group on the implementation of the technical pillar of the 4th railway package (Willy Smeulders)
- CER Customer Liaison Group (Michel Quidort, Josef Schneider, Rian van der Borgt, Willy Smeulders)
- CER FSM Full Service Model (B2B) and TSGA Advisory Board (Willy Smeulders)
- Platform on International Passenger Rail Transport, co-chairing the Sector Mirror Group (Christopher Irwin)
- Rail Forum Europe (Willy Smeulders and Josef Schneider)
- S2R User Group (Willy Smeulders and Josef Schneider)
- UIC's Covid-19 Task Force (Christopher Irwin)
- United Nation's Economic Commission for Europe Rail Working Party (Christopher Irwin)

Partnerships

In its efforts to improve EU passenger rights and overall passenger experience, EPF regularly consults and works together with other EU-level networks and organisations.

These include user representatives (such as AGE Platform, EDF, BEUC, ECF), transport operators and infrastructure managers (such as UITP, CER, UNIFE, UIC, EIM, AllRail etc.), city representatives (POLIS, Eurocities, EMTA) and travel organisations (such as EU travel tech and ECTAA).

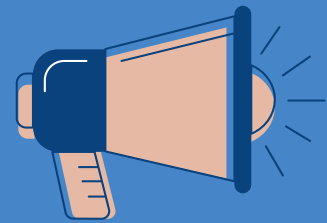


Policy



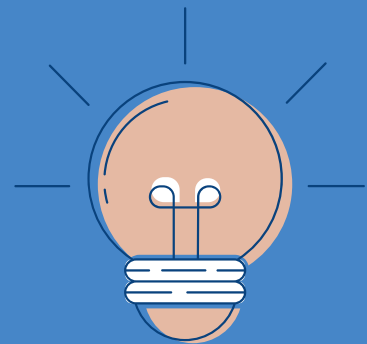
Multimodal information & Ticketing

Planning, booking and executing multimodal journeys is risky, difficult and time-consuming. EPF developed work around several regulations that could help to improve this.



Passenger Rights

Besides the recurring work on rights for rail, air, bus and coach and waterborne trips, EPF has also worked on understanding the impact of COVID-19 on the rights of passengers.



Future of transport

EPF has been involved in many innovative actions that will shape the future of transport, working to build a safer, greener and more reliable public transport offer for EU passengers.





Multimodal information & ticketing

Today, planning, booking and executing multimodal journeys is risky, difficult and time-consuming. Passengers need a neutral, comprehensive and reliable overview of available travel options to make an informed choice.

Buying multimodal tickets should be easy, affordable and offer protection in case something goes wrong.

For this vision to become reality, the following key barriers must be overcome:

- Common standards and interoperability
- Willingness to share data
- Ownership and governance of data (all parties)
- New business models needed
- How to tackle the costs and what is the final price for end-users?
- Multimodal passenger protection

EPF has been actively contributing to EU-level initiatives that aim to address these barriers (e.g. the review of the ITS Directive, the CRS Code of Conduct, the EC's new initiative on Multimodal Digital Mobility Services, and also sector initiatives such as S2R IP4).

Passenger rights

Several passenger rights regulations are currently under review. EPF follows these developments closely to ensure that passengers' interests are protected.

The recast of the Regulation on rail passengers' rights was adopted by the Council in the beginning of 2021. In May, EPF and UITP organised a webinar on the state of play of rail passengers' rights in different EU Member States, highlighting best practices.

The review of the Air Passenger Rights' Regulation was still on hold in 2021, but EPF contributed actively to the evaluation process of both the Package Travel Directive and the Regulations covering the rights of passengers travelling by bus and coach, by sea and inland waterways, and by air as PRM.

COVID-19 has had an enormous impact on passengers. A [special report by the European Court of Auditors](#) (to which EPF and many of its members provided input) confirmed that during the first year of the pandemic, passenger rights were not protected. The time taken for reimbursement was much too long and in many cases vouchers were pushed as the only option. Another concern has been the lack of insolvency protection in case of bankruptcy of operators.

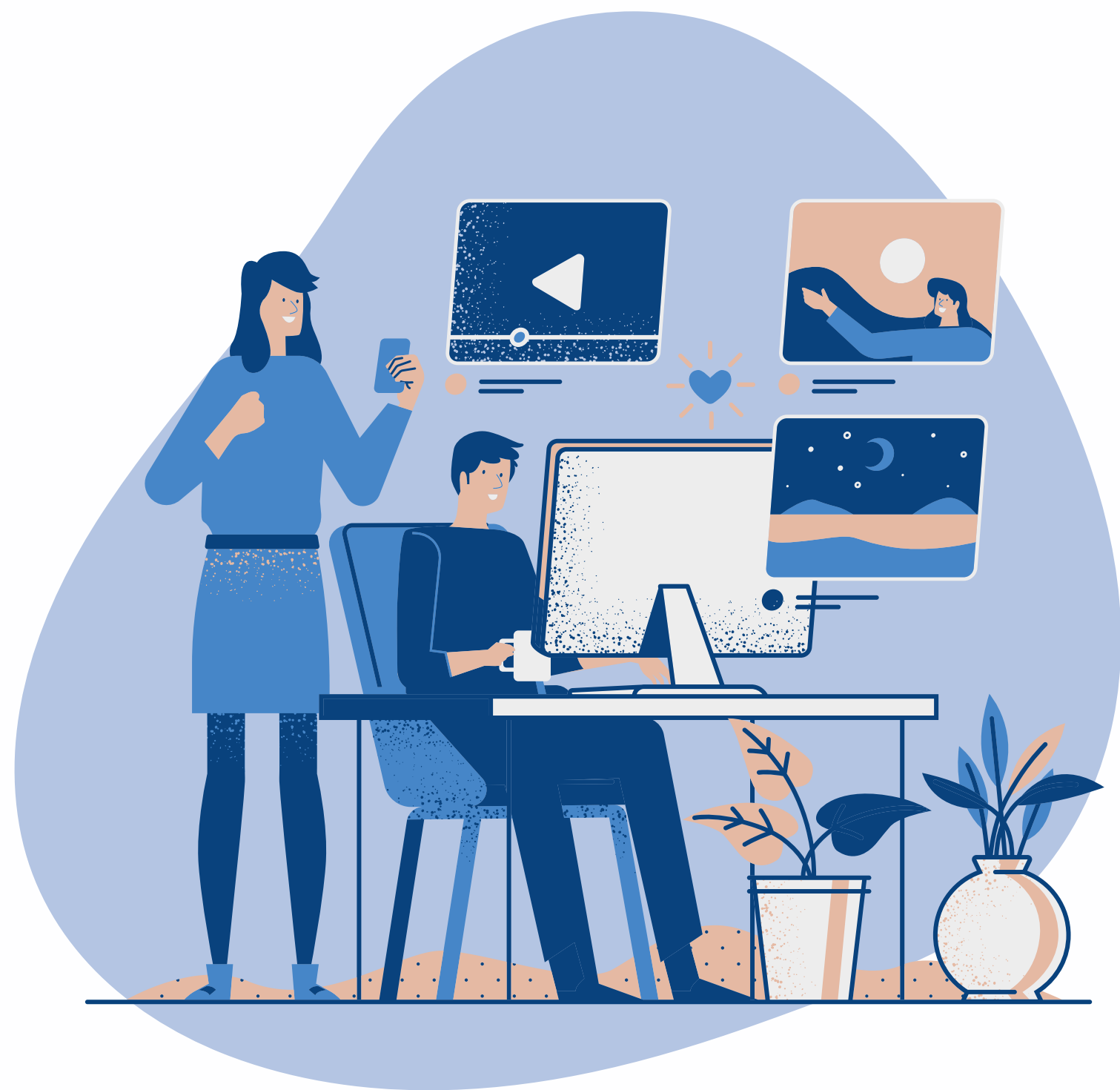
Future of transport

Several EU-level policy initiatives have been launched or approved aiming at a greener, more sustainable and more connected mobility.

Important topics covered in 2021 include:

- Sustainable and Smart Mobility Strategy;
- Aviation Round Table discussions on a sustainable recovery of European aviation;
- Count Emissions EU initiative;
- The impact of state aid on competition and a level playing field, between operators and modes;
- Revision of the PSO (Public Service Obligations) Regulation;
- European Year of Rail campaign;
- Study on the social aspects of the future transport system;
- Study on long-distance cross-border pass services;
- Fit for 55 package;
- Efficient and green mobility package.

Overall, EPF supports the transition to a more sustainable, smart and multimodal mobility, while ensuring that such a transition is implemented in a socially fair way.



Policy

For more information, follow the code below!

If you want to learn about the different areas of EPF's policy work and see the different position papers and consultations developed during 2021, click on or scan the QR code below.





Projects

EPF has been involved in several research and innovation projects that shape the future of mobility and can potentially create improvements for passengers across Europe. These projects fall mainly in the following categories:

- Involvement of end-users and vulnerable groups;
- Innovation in rail;
- Inclusive digital mobility;
- New services and technologies (as autonomous vehicles and Urban Air Mobility).

Projects

INDIMO

Inclusive digital mobility solutions
www.indimoproject.eu/



New transport products and services should be fully accessible. However, vulnerable groups such as older people, the disabled, ethnic minorities and the poor do not enjoy unrestricted access to those services due to gaps in their development. INDIMO will support researchers, operators and policymakers review and integrate the user perspective in the entire design and deployment process of digital mobility solutions. The project deploys an inclusive digital mobility toolbox, which is a complex service comprising a universal design manual, universal language interface icons, guidelines for cybersecurity and data protection as well as a policy evaluation tool. The project will develop strategies to integrate social aspects into the digital mobility design process.

SHOW

SHared automation Operating models for Worldwide adoption
www.show-project.eu/



Urban traffic represents a serious challenge for European societies seeking effective and sustainable urban transport through technical solutions, business models and priority scenarios. SHOW is realised by a consortium of 69 partners and applied in 20 European cities. It aims to estimate and evaluate the role of autonomous vehicles (AVs) in making urban transport more effective, sustainable and user friendly. The concept covers all urban automated mobility needs and all stakeholders' demands.

Projects

AURORA

sAfe Urban aiR mObility for euRopeAn citizens
www.aurora-uam.eu/



As cities grow larger, they increasingly face problems caused by transport and traffic. Urban Air Mobility (UAM) offers a promising opportunity to mitigate road (surface) congestion by taking urban mobility to the third dimension – the airspace. AURORA will develop and integrate safety-critical technologies to support autonomous flight UAM in urban environments, focusing its demonstrations on emergency-related applications. To foster adoption of UAM, AURORA will involve end-users and relevant stakeholders in all phases of its journey.

CES4Kids

Children and youth empowerment through DecidiUM digital platform
engage.eiturbanmobility.eu/processes/CES4Kids-english



CES4Kids aims to deliver a direct participation experience to children and youth in the co-creation of mobility planning, while at the same time enabling cities, academia and industry actors to gain valuable data and knowledge on their mobility habits to be able to design more suitable solutions for them.

Projects



Shift2Rail

www.shift2rail.org/

Shift2Rail is the first European rail initiative to seek focused research and innovation (R&I) and market-driven solutions by accelerating the integration of new and advanced technologies into innovative rail product solutions. Shift2Rail promotes the competitiveness of the European rail industry and meets changing EU transport needs. R&I carried out under this Horizon 2020 initiative develops the necessary technology to complete the Single European Railway Area (SERA).



Ride2Autonomy

www.summalab.nl/r2a/

Ride2Autonomy demonstrates autonomous shuttles' integration into the transport system in ten EU cities. The project helps to develop new mobility concepts for passengers leading to healthier, safer, more accessible, sustainable, cost-effective and demand-responsive transport.



TOD-IS-RUR

Transit-oriented development in rural-urban regions

www.todisrur.eu/

The Innovative Training Network (ITN) TOD-IS-RUR sets up an interdisciplinary, international and intersectoral network to make significant research contributions to the scientific and societal challenge of countering sprawl in Europe. The 9 Beneficiaries and 12 Partner Organizations create a unique platform for 10 Early Stage Researchers (ESRs), providing cutting-edge training to analyze rural-urban place-making and develop novel, context-based planning schemes for rural-urban regions (RURs).



Conferences & Events

EPF's On-line Conference

More than 60 participants met virtually to take a look at the European Year of Rail from the passenger's point of view.

Meetings with EU presidencies

Every six-months, EPF meets with the upcoming presidencies of the Council. In 2021, these were Portugal and Slovenia.

Digital Workshop on Rail Passenger Rights (UITP-EPF)

The joint webinar provided information of the improvements included in the new Rail Passengers' Rights Regulation .

ITS Congress Hamburg

European Year of Rail #EUYearofRail

Breakfast with Council's attachés

Organising a morning debate with representatives of the Member States in Brussels to discuss passenger rights and needs.

World Passengers' Festival

EPF was represented during this unique event that focused on discussing how to encourage the return to public and shared transport usage.

RailTech Europe Conference 2021

Presenting EPF's priorities for future EU action to improve passenger experience and encourage a modal shift.

And other events and webinars...

Events Highlights



Meetings with key EU stakeholders

Meeting relevant EU stakeholders allows EPF to share its messages directly to the source of European decision-making. During 2021, we strengthened our connections with EU policy-makers by working closely with the Portuguese Presidency in organising a breakfast with the Council attachés. We plan to continue this work in 2022.

- Regular meetings with European Commission
- Meetings with Portuguese Presidency of the Council of the European Union
- Breakfast with Council Attachés
- Meetings with MEPs

EPF's Annual Conference

Due to the COVID-19 restrictions, we were forced to cancel our in-person Annual Conference, replacing it for the first time with an online conference. On the 26th of June 2021, more than 60 participants met virtually to take a look at the European Year of Rail from the passenger's point of view.

- On-line Conference
- 60 participants
- Workshop on Shift2Rail's Customer Experience model

Representation in conferences and events

On-line or in-person, EPF was able to take part in many policy events across Europe. We shared passenger concerns and wishes with policy-makers, academia, civil society representatives and many others. These are optimal spaces for networking and knowledge sharing. As the pandemic restrictions diminish, we expect to be able to participate in much more events during the following years.

- Digital Workshop on Rail Passenger Rights (UITP-EPF)
- World Passenger Festival
- RailTech Conference
- ITS Congress
- CIVITAS Conference
- Seminar "Shaping the Future of Mobility"
- Florence Air Forum
- TRAKO, Night Train Seminar
- Smart Metro Congress
- Back-on-Track Belgium Webinar

WHO IS BEHIND EPF?

Josef Schneider



Michel Quidort



Delphine Grandsart



Sandra Lima



Arriën Kruyt



Willy Smeulders



Rian Van der Borgt



Kathryn Bulanowski



Christopher Irwin



Emil Frodlund



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Secretariat

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Letters to EU
stakeholders



66 Tweets.
159 new followers.
100k + impressions.



74 posts.
206 new followers.
297 engagement.



80% new visitors.
1200 page visits per
month.

EPF's 2021 in numbers

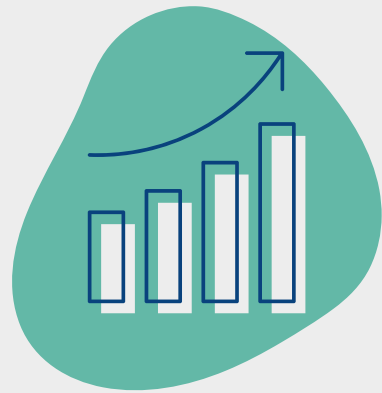
Looking forward

2022: a year full of plans!



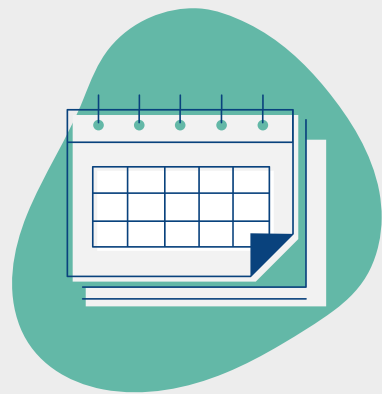
Membership Profiling

EPF will continue to develop its membership profiling efforts, initiated in 2021. We will build-up on the knowledge gathered from our members and develop an easy-to-use database for our Ghent secretariat.



Conferences and Events

With COVID restrictions becoming lighter, we look forward to a 2022 with more in-person knowledge sharing opportunities, having plans to participate in many conferences and events across Europe.



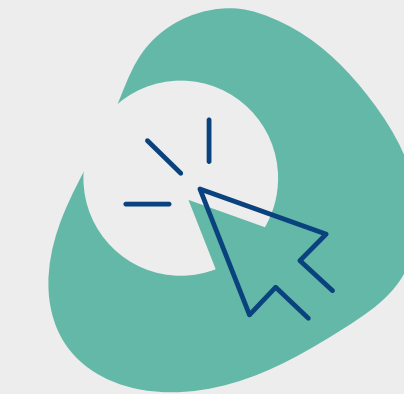
EPF Annual Conference

During the 10th and 11th of June, Copenhagen (Denmark) will be the heart of passengers' rights, hosting our 2022 EPF Annual Conference.



New faces, new projects

In 2021 we said farewell to our colleague Evelien, welcoming our new face, Katie. Not only new staff, but also new projects await us in 2022, with the start of UMCASE and many project proposals to come.



And more...

EPF will keep on growing, looking for new opportunities to make passengers' lives easier in Europe. We look forward to a post-pandemic re-start and hope to count on you for an amazing year!

EUROPEAN PASSENGERS' FEDERATION



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