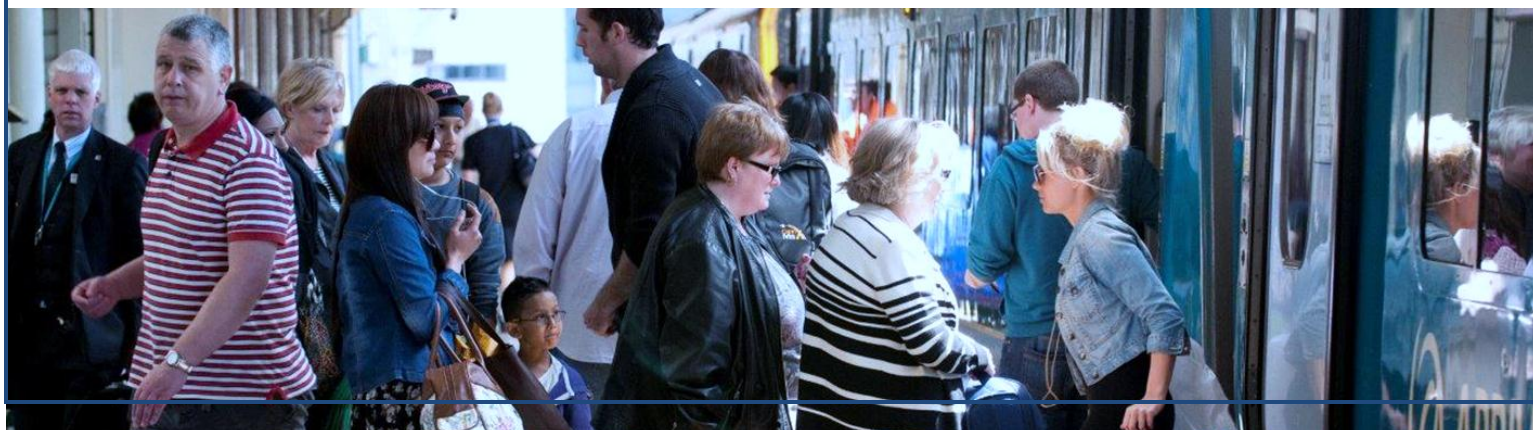


EPF-Bulletin #16 – December 2014

CONTENT

INTRODUCTION	2
WELCOME TO PASSAGERPULSEN!	3
POSSIBLE VISIT TO EUROPEAN PARLIAMENT	3
A PASSENGER VOICE AT THE EUROPEAN RAIL AGENCY	3
EPF SUMMIT - A NEW DEPARTURE FOR US	4
WHO KNOWS ABOUT INTERRAIL?	4
FOUR HOTELS IN FOUR COUNTRIES	4
PUBLIC TRANSPORT IN EXTREME WEATHER	5
THROUGH TRAINS AUSTRIA - SLOVENIA -ITALY	5
SMART TICKETING ALLIANCE	6
THE OV CHIPCARD - WHAT IT MEANS FOR JOURNEYS IN THE NETHERLANDS	6
MAKE SURE WE MONITOR AIR PASSENGERS' RIGHTS	7
MEETING MEPS	7
EPF 2015 CONFERENCE TO BE IN HUNGARY	8
CUSTOMER LIAISON GROUP OF CER DISCUSSES ISSUES	8
FERROWORLD IS COMING....	9
EUROSTAR	9
EPF AND EUROPEAN PROJECTS	10
DFDS WITHDRAWS HARWICH - ESBJERG FERRY	10
SALZBURG TRANSPORT CONFERENCE 2014	10
RAILWAY DAYS IN ROMANIA	11
ACROSS THE GERMAN/POLISH BORDER	12
WHAT FUTURE FOR INTERNATIONAL NIGHT TRAINS? - EPF ACTION	13
REPRESENTING EPF	14
3 RD INTERNATIONAL TRANSPORT CONFERENCE IN PILSEN	15



INTRODUCTION

Bienvenu au seizième numéro de notre bulletin d'activités qui vous montre les efforts et les intérêts de la Fédération européenne des Voyageurs ([EPF](#)) et de ses associations adhérentes en 20 pays, de la part des clients des divers moyens des transports publics.

Nos actions en 2014 aboutiront à un sommet le 9 décembre à Bruxelles : une démarche nouvelle pour nous afin de développer le dialogue entre les passagers et les décideurs au niveau européen.

Notre congrès annuel qui attire toujours beaucoup de membres individuels de nos associations adhérentes aura lieu le 20 et 21 mars à Budapest - pour la première fois en Hongrie.

Vous pouvez en lire plus d'informations dans ce bulletin et sur notre site web. Nous espérons que les articles et les rapports vous inspireront aussi à contribuer à nos efforts ou à ceux des 35 associations qui appartiennent à notre fédération.

EINLEITUNG

Willkommen zur 16. Ausgabe des Bulletins. Es zeigt Ihnen die Aktivitäten des Europäischen Fahrgastverbandes ([EPF](#)) und seiner Mitgliedsverbände in 20 Ländern für die Kund(inn)en der unterschiedlichen öffentlichen Verkehrsmittel.

Unsere Aktionen im 2014 werden ihren Höhepunkt in einem Gipfeltreffen am 9. Dezember in Brüssel erreichen: einem neuen Schritt für uns, um den Dialog zwischen Fahrgästen und Entscheidungsträgern auf europäischer Ebene zu entwickeln.

Unsere Jahrestagung, die immer viele individuelle Mitglieder unserer Mitgliedsverbände anzieht, wird am 20/21.

März in Budapest stattfinden - zum ersten Mal in Ungarn.

Sie finden mehr Information darüber in diesem Bulletin und auf unserer Internetseite. Wir hoffen, dass die Artikel und Berichte Sie auch begeistern werden, unseren Bestrebungen oder denjenigen der 35 Mitgliedsverbände unseres Verbandes zu unterstützen.

INTRODUCTION

Welcome to the 16th issue of our bulletin of actions which shows you the work and interests of the European Passengers' Federation ([EPF](#)) and its member associations in 20 countries on behalf of customers in all modes of public transport.

Our actions in 2014 will culminate in a summit on December 9th in Brussels - a new step for us, in order to develop the dialogue between passengers and decision-makers at European level.

Our annual conference, which always attracts a large number of members of our affiliated organisations, will take place on March 20th/21st in Budapest - for the first time in Hungary.

You can read more information about these events in this bulletin and on our website. We hope that the articles and reports will also encourage you to contribute to our efforts or to those of the member organisations which belong to our European federation.

Trevor Garrod
Président – Vorsitzender - Chairman

WELCOME TO PASSAGERPULSEN!

Forbrugerrådet
Tænk **Passagerpuls**

[Passagerpuls](#) is the new organisation for public transport users in Denmark. With funding from the Government, it has been established in co-operation with the Danish Consumer Council. Passagerpuls started operating on October 1st and has also become a full member of EPF. We look forward to working with our new Danish colleagues.

One issue with which they are currently concerned is ticketing in Copenhagen, especially for commuters. This is an area which we can doubtless learn from each other's experiences in major European cities.

POSSIBLE VISIT TO EUROPEAN PARLIAMENT

In May, citizens of the 28 European Union countries voted for a new European Parliament for the coming five years (2014-2019).

The Parliament's Transport Committee (TRAN) meets every month, consists of representatives from the various member states and is chaired by German Green MEP Michael Cramer, with whom EPF has had interesting contacts.

EPF hopes to organise a visit to the Parliament in Brussels in the summer or autumn of 2015, aimed especially at members who have not been there before. We would include a meeting with a MEP on that committee and we could also listen to a debate in the Transport Committee.

The visit would also be combined with sightseeing in Brussels for members who do

not know the city very well, including use of its public transport network.

If you would be interested in such a visit, please contact [Trevor Garrod](#) or [Jochen Reitstätter](#), also indicating which month(s) would be best for you.

A PASSENGER VOICE AT THE EUROPEAN RAIL AGENCY

For ten years Christopher Irwin has represented EPF on the Board of the European Rail Agency which he chaired for the last two years of his mandate. Rian van der Borgt has acted as his alternate throughout. The [ERA](#) is one of the Agencies of the European Union. Its mission is to deliver a modern, safe and integrated European railway system that can offer competitive, high-quality services throughout the Union, unconstrained by national borders. Its headquarters' facilities are in Valenciennes and Lille (Nord-Pas-de-Calais, France).

The ERA is responsible for ensuring a harmonised approach to safety management and governance as well as the preparation of mandatory technical standards for interoperability (TSIs) for rolling stock, infrastructure and systems. TSIs are applicable throughout the rail network. The Agency's work on TSIs includes specification of a common European information and ticketing system as well as ensuring that the rail network will meet the needs of Persons of Reduced Mobility.

Mr. Irwin's period of office came to an end this summer and EPF nominated four members as possible successors. As a result, Josef Schneider was selected, with Maurice Losch as his deputy.

We look forward to continued constructive collaboration with the ERA in the coming years.

EPF SUMMIT - A NEW DEPARTURE FOR US



EPF has organised on December 9th our inaugural summit in Brussels. Nearly 100 people attended the conference where interesting speeches and lively panel discussions marked a new step in the development of passenger representation at the EU-institutions.

A full report will be available shortly on our [website](#).

We are very grateful to our six industry partners - Amadeus, Deutsche Bahn, FairPlane, TravelPort, Airport Regions Conference and ETTSA who made this possible for EPF.

This new departure will become an annual event aimed at decision-makers, in addition to our regular Conference in March each year, which is particularly for members.

WHO KNOWS ABOUT INTERRAIL?

An Interrail ticket enables you to travel by train with greater flexibility and often at a very reasonable price in most European countries. While initially aimed at the leisure market, it can also be useful for travellers on business, giving a minimum of 5 days' rail travel and enabling you to visit 2, 3 or 4 cities by a variety

of routes; or to travel out one way and back another way.

Interrail is well promoted in some countries, where you can also easily pick up a brochure at a station. In other countries it is less well advertised. In Great Britain you can only buy it on line or via a specialist travel agent.

Recently passengers using Interrail have sometimes found that they cannot use the ticket on certain privately operated services. Two members of EPF's British member association Railfuture, Donald Payne and Simon Hope, have been doing a study of Interrail, which will be complete before Christmas and sent to transport and travel trade professionals in the UK early in the New Year. They acknowledge help from several members of EPF affiliated organisations on the Continent.

EPF's International Long-distance Work Group has also studied the matter, and will aim to take it further at European level in 2015.



[Donald Payne](#) and [Simon Hope](#) will also be pleased to hear the experiences - good and not so good - of all European travellers using Interrail.

FOUR HOTELS IN FOUR COUNTRIES

What do the following hotels have in common?

- Hotel Helvetia, Basel, Switzerland
- Hotel Empire, Luxembourg
- Moments Hotel, Malmö, Sweden
- Hotel Stadt Lübeck, Lübeck, Germany

They are all hotels close to railway stations. EPF members have stayed in them and can recommend them. They are therefore on Albert Lambert's list of hotels near stations.

He will be pleased to receive details of similar hotels which you can recommend. It is planned to

produce the list in paper form, as a pdf or on our website.

In the meantime, please send [Albert](#) your recommendations - in English, French or German.

PUBLIC TRANSPORT IN EXTREME WEATHER

On September 4th, Trevor Garrod represented EPF at the London conference of the EU project MOWE-IT (Management of Weather Events in the Transport System). Most of those present were academics and researchers plus transport professionals from infrastructure authorities.

The project started as a response to the problems caused by the eruption of the Icelandic volcano and looked at how disruption could be reduced when there was severe cold or heat, flooding and avalanches.

Some references were made to how airports cope with winter, but most of the day was concerned with rail.

Some key messages from the speakers were :

- One size does not fit all. Look at the demand for a service and the alternatives, when deciding how much to invest in making the trains and the infrastructure resilient.
- Make a good economic case for measures to improve resilience. This could include time lost overall as a result of , for example, flooding at a particular place on the network.
- Calculate how often particular extreme weather events are likely in particular places over the next 30 years. (The Greeks and Finns have done work on this)
- Look at the scope for substituting one mode for another if there is extreme weather.

- "Transport systems must be treated as networks."

A "Rail Transport Guidebook" is being compiled and, at the end of the project, will be published, with recommendations on good practice to the European Commission.

The website www.mowe-it.eu includes the presentations made at this conference and two further ones in Berlin and Thessaloniki.

THROUGH TRAINS AUSTRIA - SLOVENIA - ITALY

In our last bulletin we reported on the work of Dr Karl Schambureck of Pro Bahn Österreich, to re-establish trains between these three countries.

As a result, a round table meeting took place in Trieste in July in a very positive atmosphere and it was agreed to hold a follow-up meeting in Vienna.

At present there are two Slovenian regional express trains from Ljubljana which run as far as the Italian border station of Villa Opicina. They were not allowed any further on the Italian network, but passengers can continue their journey to Trieste Centrale by tram. From December, this service will increase to five trains a day.



Politicians in Trieste have had further discussions with the Slovenian State Railways. Austria's present high speed Railjet trains are not permitted on the Italian network, although the new Railjets due to enter service in 2017 will be.

Meanwhile, Dr Schambureck has also been in correspondence with ÖBB about extending a Vienna - Villach working across the border. He has compiled a suggested timetable which ÖBB are now checking.

SMART TICKETING ALLIANCE

On June 17th Trevor Garrod represented EPF at the launch meeting in Brussels of the [Smart Ticketing Alliance](#).

The founder members of STA are ITSO, VDV-ETS, Calypso Networks Association and AFIMB. The international public transport operators' association UITP provides their secretariat. STA is - like EPF - an international non-profit making association under Belgian law.

It was explained that one smartcard for all operators would be very difficult and it was better to have "different solutions within one framework." One size did not fit all, given the very varied nature of the public transport industry and the cultures of different countries, and a "bottom-up" approach would be more effective than a "top down" imposition.

Speakers referred to the then Commissioner Kallas' famous wish for one single ticket from Tallinn to Lisbon. It was said that this was far too complex and it was better to put all tickets for that journey together in one transaction (or "wallet").

It should also be possible for a customer in Amsterdam to use an OV Chipcard to take the train to Brussels and upload a Brussels Mobib card on to it; or a 10-trip Jump ticket on his or her smartphone.

The aims of the STA are therefore to have co-operation and interoperability between national and regional smartcard schemes, developing and agreeing technical requirements. It was explained to us how different ticketing/payment schemes would be tested and certified; while specialist speakers explained how smartcard and smartphone ticketing could develop.

Before the formation of the STA, some of its founder members had been involved in the EU-funded project European Interoperable

Fare Management. They hope to apply for further EU project funding in the future.

A trust system is to be developed to simplify the apportionment of revenue. The ultimate aim is to establish ticketing interoperability worldwide.

The STA will have full and associate members and its website will be enhanced in the coming months. We in EPF have asked to be kept informed and consulted where appropriate.

THE OV CHIPCARD - WHAT IT MEANS FOR JOURNEYS IN THE NETHERLANDS

Passengers using all public transport in the Netherlands are now encouraged to use the OV chipcard, with which you check in and check out at the start and finish of each journey.

If you forget to check out, you then lose money and it is calculated that 1.7% of passengers forget and thereby lose a total of 16 million euro a year. It is possible to claim that money back, but few people do so.

If your train journey involves more than one operator, you have to check in and out when you change operator. Thus a journey from Rotterdam to the popular inland resort of Valkenburg involves checking in for the NS train to Maastricht and, on the platform at Maastricht, checking out on an NS pillar and checking in on a Veolia pillar. Veolia operates the local service to Valkenburg, and at the destination station you then check out on the Veolia pillar.

Domestic full fare paper tickets are still available from automatic ticket machines and at counters (both with a 1 euro supplement) and from the NS website (provided that you have a Dutch bank account.) Automatic ticket machines will also now accept foreign bank cards (Maestro and V-pay) and credit cards (Visa and Mastercard, with a 50 cent supplement)..

Stena Line, which operates the Harwich - Hoek van Holland ferry, has risen to the challenge of informing visitors from Britain about the new Dutch system. There is a 1-Day disposable OV Chipcard which can be issued to passengers checking in at Harwich and enables them to continue their journey by train (and bus if necessary) to their final destination in the Netherlands.

ov-chipkaart

The reception desk on the ferry also sells this card at 16 euros and advises passengers that if they are only making a short journey on the Dutch railways, they should use the automatic ticket machine on the platform at Hoek van Holland Haven.

You can still use your international rail ticket issued outside the Netherlands - or your Interrail ticket - to travel to your destination within the country.

International passengers don't need an OV Chipcard. They can buy their international tickets as before. They can open the gates using the bidirectional barcode that is printed on some international tickets. If an international ticket doesn't have such a barcode, then they can ask a member of staff or use the assistance button near the gates.

Clearly the OV Chipcard and its implications remain a "work in progress" and we shall be pleased to hear readers' experiences when using it.

MAKE SURE WE MONITOR AIR PASSENGERS' RIGHTS

Jaroslav Nowicki of [Przyjazne Latanie](#) ("Friendly Flying"), an associate member of EPF, has had an article published in the journal Regional International.

In it he studies the effectiveness of EU Regulation 261/2004 and concludes that it is

not doing its job properly; and that passengers are still inconvenienced by cancellations, long delays and denial of boarding through overbooking.

National Enforcement Bodies, which are responsible for implementing the regulation, often do not receive relevant data from the airlines.

From Friendly Flying's own traveller feedback, most claims arise from one of four problems:

- 1) The right to use the first option to re-route under comparable conditions.
- 2) The airlines' duty of care while passengers wait for re-routing and rights to compensation, especially if airlines use their own interpretation of the "extraordinary circumstances" clause.
- 3) Differing rights in the case of a delay or cancellation.
- 4) The lack of time limits for lodging complaints.

Some but not all of these issues are being dealt with in the current revision of EC 261/2004. We await the final outcome.

MEETING MEPS

On September 24th, Trevor Garrod and Willy Smeulders met Mr Georges Bach MEP (EPP); and on October 4th four EPF representatives (Trevor Garrod, Christopher Irwin, Aljoscha Labeille and Arriën Kruyt) met Mr Michael Cramer MEP (Greens). Both are experienced MEPs with whom we plan to have regular dialogue.

With both MEPs we discussed likely developments in European Transport policy over the coming five years; passengers' rights and representation; international trains and especially night trains; and quality standards and the implementation of franchises

Some of our discussion is reflected in articles elsewhere in this bulletin.

We stressed that, for us, future EU legislation will be judged by two criteria - will it benefit the

passengers and will it make cross-border travel by public transport easier.

Mr Cramer advised us that EPF will have an opportunity in 2015 to participate in the mid-term review of the Transport White Paper.

Mr Bach advised that a European Transport Agency might be created to build on the harmonisation work already achieved by the European Rail Agency - though some MEPs were concerned about the cost of such a body.

We also stressed the importance of passenger representative bodies to be properly funded and - especially in the light of some experiences in Sweden - for franchisees to comply with the terms of their contract and for authorities to act if they did not. We agreed to keep both MEPs updated on this and other issues.

EPF 2015 CONFERENCE TO BE IN HUNGARY



On Friday/Saturday March 20th/21st EPF will hold its 13th Annual Conference and Annual General Meeting in Budapest - the first time that this members' event has taken place in Hungary.

Under the theme "Meeting Passenger Needs", members of public transport users' organisations will report on issues in their countries and learn from each other. There will be presentations on the work of our two Hungarian member associations VEKE and

DERKE and from the Hungarian government, train and airline operators.

An overall European dimension will be given with reports on the policies being developed in Brussels.

Around the programme will be visits on Friday and Sunday in and around Budapest and an excursion by Inter City train to Hungary's second city of Debrecen, which has just opened a new tramway.

Budapest has international trains from all neighbouring countries, including the fast Austrian Railjets from as far away as Munich. If you need to fly, the airport is a short bus shuttle ride from Ferihegy main line station and a slightly longer ride to Köbánya-Kispest from where you continue your journey to the city centre by metro.

Registration is open from now on and can be done [here](#).

CUSTOMER LIAISON GROUP OF CER DISCUSSES ISSUES

Willy Smeulders represented EPF at the October 22nd meeting of the Customer Liaison Group of the Community of European Railways.

Four issues of particular concern to EPF were discussed:

1. Interpretative Guidelines of Rail Passenger Rights Regulation 1371/2007. EPF particularly seeks clarification of these questions:

- information on ticket prices before the journey
- availability of tickets
- missed connections, cancellations and assistance
- the concept of "delay"
- information to passengers about their rights
- the principle of "one ticket one contract"

It was agreed for all parties to discuss this further in early 2015.

2. Night trains - following an EPF presentation, it was agreed to refer the matter to CER's Passenger Working Group. It was also agreed jointly to call on decision-makers to tackle unfair competition which the railways are facing from other transport modes.

3. www.railpassenger.info - EPF members had pointed out that this website needed amending and updating. We were told that it was originally set up over 10 years ago by UIC in co-operation with CER and CIT and that CER would discuss the next steps with these two other international bodies.

It was pointed out, for example that there are now other information websites (such as "the man in seat 61") and journeyplanners - and that must also now be taken into account.

4. Factsheet - "Railways and Passengers - One Goal, Same Concerns" It was agreed to update this in 2015, and EPF will be consulted in the process.

FERROWORLD IS COMING....

EPF has been invited to participate in [Ferroworld Forum](#) - a 3-day event in Palexpo, Geneva, Switzerland on September 9th - 11th 2015.

This is a new event, organised by M Alain Primatesta and colleagues, and it will concern the development of railways throughout the world, for passengers and for freight. We hope to have more information in our next bulletin.

EUROSTAR

A meeting took place with Eurostar managers in Brussels on October 17th, with Janet Cooke, Pierre Havelange and Willy Smeulders representing EPF.



Eurostar has been now linking London, Brussels and Paris for 20 years, and it was good news that new trains are

due to start running in 2015, possibly on the new London - Amsterdam service.

Direct trains will also run from May 2015 between London and Marseille. Refurbishment of existing trains had been delayed as one of the partner companies concerned had gone out of business.

There were capacity constraints at Paris Gare du Nord and the infrastructure will be improved before the new trains start to use this station. An e-gate for passport checks will also be installed there, and this should also relieve some congestion.

Our members raised concerns about difficulties in buying tickets for journeys from Calais to Brussels among others, but were pleased to hear that a new connection between London and Geneva with a through ticket will be introduced in December this year. It was also good news that Eurostar are now selling through tickets between London and Germany. On the other hand, we voiced concern at the fact that Brussels Jump tickets (for public transport in the city) are no longer sold in the bar-buffet of Eurostar trains; but were assured that Eurostar would reconsider selling them if there was sufficient demand.

Meanwhile, if you make a Eurostar journey please complete the questionnaire organised by one of [EPF's British member associations](#). This electronic survey is running for 12 months, to the end of June 2015 and a report will be issued in the autumn. Thank you to readers who have already completed it when they made Eurostar journeys this summer and autumn.

EPF AND EUROPEAN PROJECTS

In recent years, EPF has taken part in projects initiated by the European Commission, which have enabled us to have input into transport research and also to cover some working costs.

NODES We are currently closely involved in one major research project, [NODES](#), on transport interchanges; but during 2014 we have joined consortia which bid for other projects which, if successful, would start in 2015. The projects in which we take part will be announced on our website.

DFDS WITHDRAWS HARWICH - ESBJERG FERRY

There are no longer any passenger ferries across the North Sea between Great Britain and Scandinavia. At the end of September DFDS withdrew the service between Harwich, on the east coast of England, and Esbjerg, on the west coast of Denmark. The reason given was that the vessel needed upgrading to meet new emission standards and that revenue on the route was gradually declining.



Certainly, most of the passengers were probably leisure users. Business travellers between the UK and Scandinavia are more likely to fly - or take the train via Brussels and Cologne to Hamburg and then onwards from

there. The withdrawal of the night train to Copenhagen makes this option a bit less attractive, of course.

However, we have also learned that a new company, Regina Line, is interested in operating the route, with a catamaran, possibly from the end of April 2015 - so visit www.reginaline.dk. EPF has emailed the company and asked to be kept informed of their plans.

SALZBURG TRANSPORT CONFERENCE 2014

by Trevor Garrod

How does one translate the theme of this year's Salzburger Verkehrstage: "Vielfalt mobil. Die Nouvelle Cuisine des Verkehrs"? "In many ways mobile. The new art of transport cookery" does not sound so neat as the German/French melange.

October's 3-day event in Salzburg attracted a large number of participants and explored many aspects of mobility as well as showcasing innovations. As EPF Chairman, I gave a presentation in which I stressed the need for decision-makers to speak with customers and referred to consultation with passenger organisations in a number of European countries. Liberalisation had led to more rail usage in some countries, but was not the only way to increase passenger numbers; and in some countries it had led to problems. I also pointed to the need for independent measurement of customer satisfaction and for evidence to be collected by passenger organisations when pressing for improvements.

You can read more about the conference in issue 04/2014 of the magazine Regionale Schienen or by visiting [the website](#).

Here were, for me, a few of the highlights from speakers and discussion:

- Instead of "TINA" ("There is no alternative") we need "MONA" ("More Options and Noble Alternatives.")

- "I have never owned a car (although I sometimes drive one) and I feel perfectly well." (A transport professional)
- The Hannover Mobility Card introduced in 2004 enables you to use urban public transport, Deutsche Bahn, cycle hire, luggage services, taxis and car sharing schemes - and each month you receive an integrated mobility bill.
- The well-organised traveller can use an app to reserve a cycle box at the station before setting out from home and in 20 minutes it will be ready for him or her.
- 60% of Austrians have a smartphone and apps can be very useful. However, one participant said, "What use is a public transport app to me? My village has no bus service."

For the average public transport user, it is not important who the operator is - unless the service is very different from what is expected.

An innovation in this year's Verkehrstage was the involvement from 6 students from colleges or universities in the main German-speaking countries. They were winners of a competition for new ideas and presented these.

The culinary theme was also carried forward into the second evening, with a meal of several (small but delicious) courses in the new restaurant Johann in the recently completed Salzburg main station. We greatly missed Peter Haibach from ProBahn Österreich, who organises with his colleagues this annual event, as he was in hospital after a serious operation. Participants signed a large book wishing him a speedy recovery.

The 2015 Salzburger Verkehrstage will be on September 30th - October 2nd and coincide with the 75th anniversary of the city's trolleybus network.

RAILWAY DAYS IN ROMANIA

as experienced by Trevor Garrod

EPF's logo was among 50 adorning the publicity for the 9th Railway Days conference in Bucharest, organised in October by the railway and public transport companies' body Club Feroviar.

I was invited to give a presentation on "Governance of Competition" in certain EU countries from the passenger viewpoint. My presentation covered experiences in Great Britain, Germany, Sweden, the Netherlands and the Czech Republic, effects of liberalisation on passenger numbers, passenger surveys but also the need to find out why some people were not travelling by train. Here I referred to EPF's work on the EU USEmobility project.

I indicated how passenger organisations and elected authorities could influence operators - whether in the private or the public sector - and concluded "Consultation and feedback are vital to the process of increasing public transport usage."

Day One of the conference also included a visit to the new Line 5 of the Bucharest metro which currently serves five stations in the northwest of the city but is planned in due course to extend to the busy Otopeni Airport.



For me, some other key points of this 2-day event were:

- The EU will fund 85% of rail investment in Romania in the coming period and calls are being made for funding proposals under the Connecting Europe facility. The cohesion funds have now ended, but East European countries must be ready with plans for new projects. This point was stressed by several speakers.
- The Marmaray Tunnel under the Bosphorus is now open and will create new possibilities for the railways of South East Europe.
- Romania has a rail network of 10,637 km of which 2,909 km are double track. The infrastructure company CFR SA needs a minimum of a 4-Year Plan to rehabilitate and modernise the network after the serious underfunding of recent years.
- Bucharest's metro has grown to 70 km in 35 years and accounts for 25% of public transport usage in the city. The tram network is 134 km and there are also trolleybuses.
- CFR-Calatori, the state passenger train operator, is talking with Greek colleagues about re-establishing a service to Thessaloniki and Athens and wants an improved service to Vienna. It has upgraded the Bucharest - Constanza service but now needs better line speeds on the route northwards to Brassov.
- 1.8m people live in the city of Bucharest but 4.5m live in its journey-to-work region. Most commuters from the region drive into the city because regional train services are unattractive. There is potential for a fourfold increase in the numbers commuting by train. An executive authority for regional transport is needed.
- The Bucharest Municipality has studied other European cities which have turned termini into through stations, and is considering a North - South Tunnel under the city.
- The EU Ecorys study found that each job created directly in the rail industry

creates more than one other job elsewhere.

- Oradea is the first and only Romanian city so far to implement a Sustainable Urban Mobility Plan with EU money. This has brought improvements in the city but transport from its surrounding area remains a problem. Other speakers called for SUMP to be drawn up and implemented in other cities.

In summing up, Octavian Udriste and Stefan Roseanu from Club Feroviar commented that the Romanian government's Transport Master Plan currently under discussion needed to give greater prominence to rail and to the value of integrating rail transport and urban development. Furthermore, it was not enough for the EU to designate TEN-T corridors; national governments had to work to integrate these international plans into their national networks.

The Railway Days will continue - with the tenth conference planned for October 6th/7th 2015.

ACROSS THE GERMAN/POLISH BORDER

On September 22nd, a very informative report was launched, in German and in Polish, by the city of Berlin and the Oder Partnership.

Its German title is "Entwicklungen im grenzüberschreitenden Eisenbahnverkehr zwischen Deutschland und Polen" ("Developments in cross-border rail transport between Germany and Poland) and it is partly funded by the European Regional Development Fund. The report can be obtained from the Senatsverwaltung für Wirtschaft, Technologie und Forschung, Referat Außenwirtschaft, Messen und Europa-Politik, Martin-Luther-Straße 105, 10825 Berlin or can be downloaded from the Oder-Partnerschaft [website](#).

The report looks at crossings between Germany and major centres such as Szczecin, Gorzów Wielkopolski, Poznan, Zielona Góra and Wrocław as well as more local links such as to Swinoujscie and how these can be better developed.

Meanwhile, Mr Adam Fularz of Zielona Góra has been in contact with EPF and is keen to hear from members who can help him. He has proposed reinstatement of the direct train service between Zielona Góra and Guben, which in turn would provide links between the Polish city and the wider German network.

Passenger trains between Zielona Góra and Cottbus via Guben were withdrawn in 2002. Although a bus link was tried in 2007 it did not last long. The cross-border line is, however, still open for freight.

You can contact [Mr Fularz](#). He is also keen to hear from members with successful stories of suburban lines which have been revived in other European cities.

WHAT FUTURE FOR INTERNATIONAL NIGHT TRAINS? - EPF ACTION

This question has concerned EPF for some time, and came into prominence in the summer when Deutsche Bahn announced plans to withdraw, from December, the City Night Line services to Copenhagen, Amsterdam and Paris. Night trains will continue to run within Germany.



EPF's Chairman wrote to Dr Rudiger Grube, Chairman of DB and also to key MEPs. A detailed reply from one of Dr Grube's senior colleagues pointed to the competition from low-cost airlines and the effects of faster daytime trains; but also referred to higher track access charges in France, to planned

engineering work in Denmark and to new technical requirements in the Netherlands which would make it more difficult and more expensive to operate at night.

EPF's German member associations have had discussions with DB and have been told of other options being investigated to reduce costs for the remaining services. At least five separate petitions were launched on line during the summer and early autumn. One of these, originating in Denmark, achieved some 8000 signatures to be presented to the Danish Parliament.

Josef Schneider prepared a presentation which was shown to the Community of European Railways meeting on October 22nd, pointing out the case for an attractive night service - which includes a smooth comfortable journey starting and finishing at convenient times - not, for example, the night train to Paris which used to leave Basel at half an hour after midnight! Trevor Garrod also gave a short talk at the meeting of the European Parliament's Transport Committee on November 4th, putting the case for improved international train links - both daytime and night services.

The City Night Line trains are not the only international ones which have been withdrawn in recent years, and so at its Council meeting on October 18th EPF called for action by the European Commission. An independent fact-finding study should be commissioned on the economics of international night trains and their social and economic benefits, as the first step towards improving them.

REPRESENTING EPF

EPF officers have been very busy in recent months meeting professionals in connection with the organisation of our Summit on December 9th in Brussels; and in connection with EU projects in which we are participating or hope to participate.

Those matters are reported elsewhere in this bulletin.

Here are other meetings in which EPF representatives have taken part

Christopher Irwin has taken part in the Shift²Rail stakeholder event; the Transport Advisory Group for Horizon 2020; Dag van de Rail at 's-Hertogenbosch concerning liberalisation and the 4th Railway Package; a meeting in Lille on the Telematics Application for Passengers; the IATA Legal Forum in Geneva in October; the European Railway Agency presentation at Innotrans, Berlin; in September and the European Rail Research Advisory Council Strategic Board in Berlin.

Willy Smeulders also attended the June meeting of the ERRAC Strategic Board and the October meeting of the Customer Liaison Group of the Community of European Railways and took part in the following -

- 21-05-2014 Stakeholder seminar modulation of infrastructure charges for ETCS
- 16-06-2014 TAP-TSI meeting
- 17-06-2014 ERRAC Steering Committee
- 08-07-2014 European Rail Congress Judges meeting DG Move
- 17-07-2014 ERRAC Steering Committee
- 08-09-2014 ERRAC Steering Committee
- 09-09-2014 ERRAC Advisory Council and Evaluation Working Group
- 23-09-2014 European Transport Forum
- 24-09-2014 Ruth Lopian DG Move
- 21-10-2014 Coordinators workshop TEN-T in Berlaymont building

- 22-10-2014 Customer Liaison Group GLC CER
- 28-10-2014 Rail Investment South East Europe, in Belgrade, Serbia

On 08-07-2014 Willy Smeulders attended the judges meeting in the office of Mr. Machado (DG Move) for the European Rail Congress Awards.

He also was asked to hand over the "Customer Service Excellence Award" on the Awards Celebration in London on the 11th of November as European Passenger Federation officer, to the Nordhessischer Verkehrsverbund for their Money-back guarantee spawns greater customer satisfaction – the NW 5-minute guarantee (Germany). This can be seen as the EPF award for good performing operators.

Willy Smeulders was asked as an EPF representative to moderate a panel "Funding South East Europe's Railways" on the Rail Investment South East Europe on the 28th of October 2014, in Belgrade, Serbia.

And he acted as a panel member in the "Regional Co-operation panel" during the same conference in Belgrade, to give the view of EPF on the possibilities and directions of developments in the passenger services for the South East area.

Josef Schneider attended the European Commission Public Service Obligation Conference in June.

Trevor Garrod attended the September meeting in London of the Association of European Rail Agents and took part in the 6th International Taxi Forum organised by the IRU in Cologne on November 8th.

Rian van der Borgt attended a workshop in Brussels, organised by the new Train2EU initiative.

3RD INTERNATIONAL TRANSPORT CONFERENCE IN PILSEN

EPF's Chairman will be one of the speakers at the 3rd International Transport Conference in Pilsen, Czech Republic, on April 21st and 22nd. The conference languages will be English, German and Czech and the topics will be

- 1) Sustainable municipal transport in the 21st century.
- 2) Technology inside vehicles and on municipal transport lines.
- 3) Our customer.

You can find out more on the [website](#).

COLOPHON

Contributors to this bulletin include:

*Marc Broeckaert, Trevor Garrod, Christopher Irwin,
Jaroslaw Nowicki, Josef Schneider, Stijn Lewyllie,
Rian van der Borgt, ...*

