

1st ORIGAMI Workshop

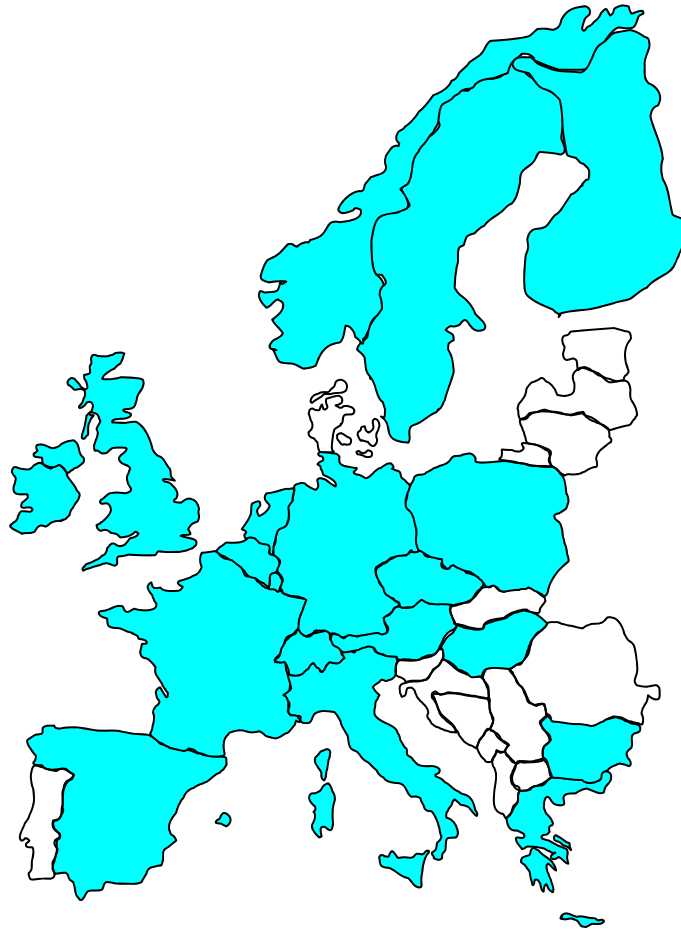
La Pedrera, Barcelona, 4thth May 2012

Upcoming Innovations and Future Scenarios for a Seamless European Mobility

Christopher Irwin
European Passengers' Federation

www.epf.eu

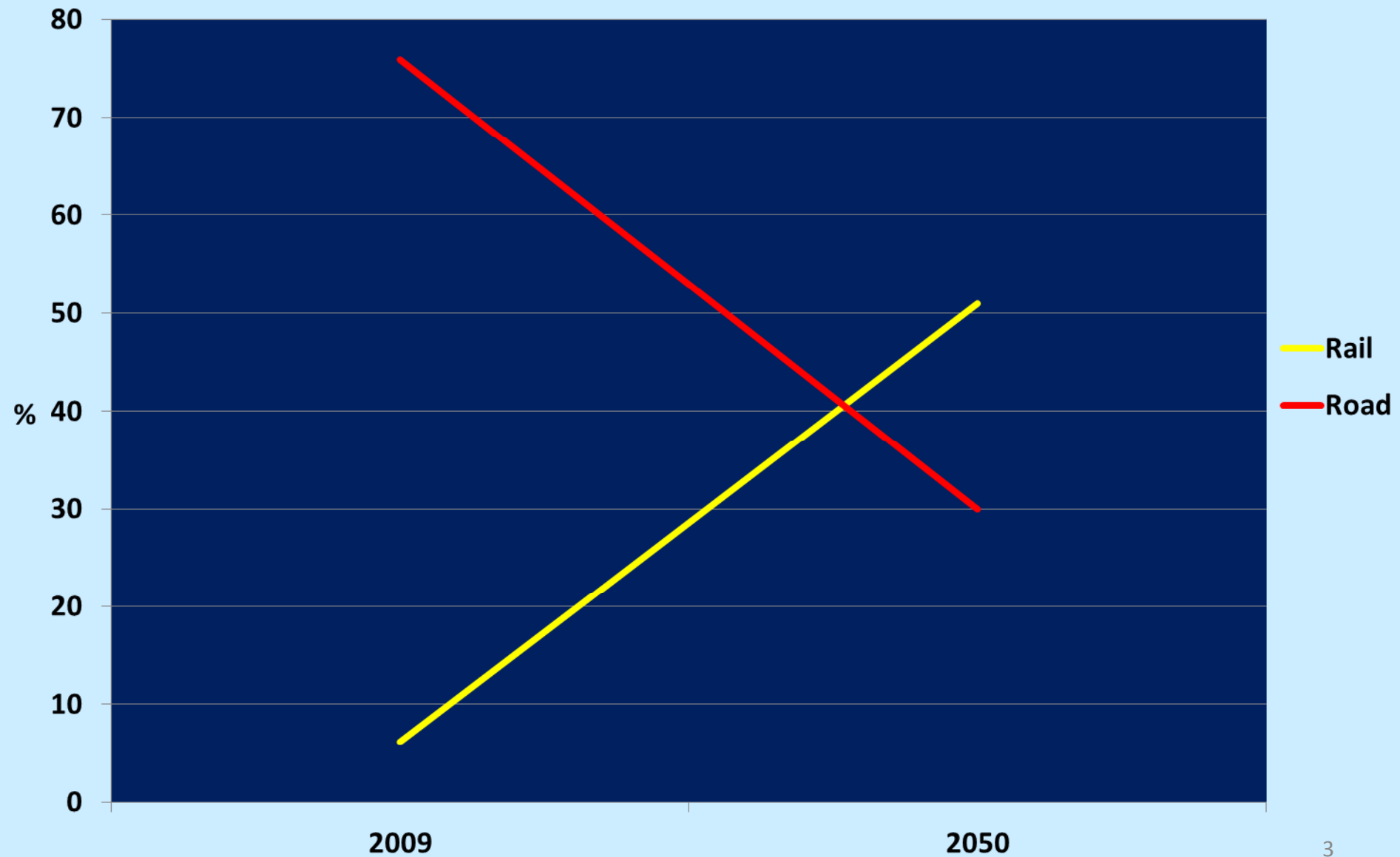
EPF
members
April 2012



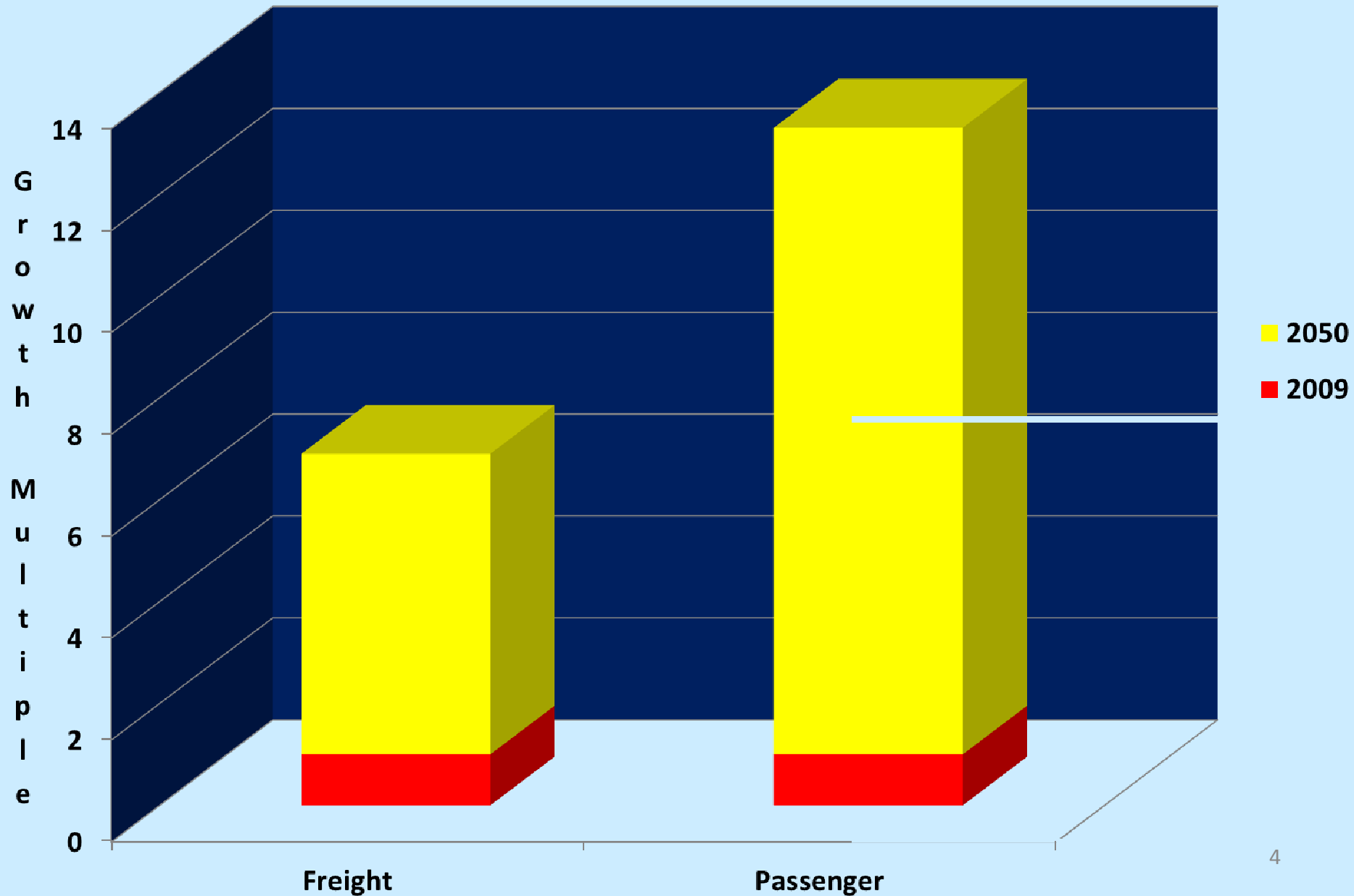
33 member
associations in 19
states

Modal shift: planned rail v. road share of passenger kilometres

Source: EU Transport in Figures, Statistical Pocketbook, 2011, tables 2.2.2 & 2.3.2 & SEC(2011) 392



Projected increase in rail traffic volumes by tonne-kilometre and passenger kilometre - *Source: SEC(2011) 391*



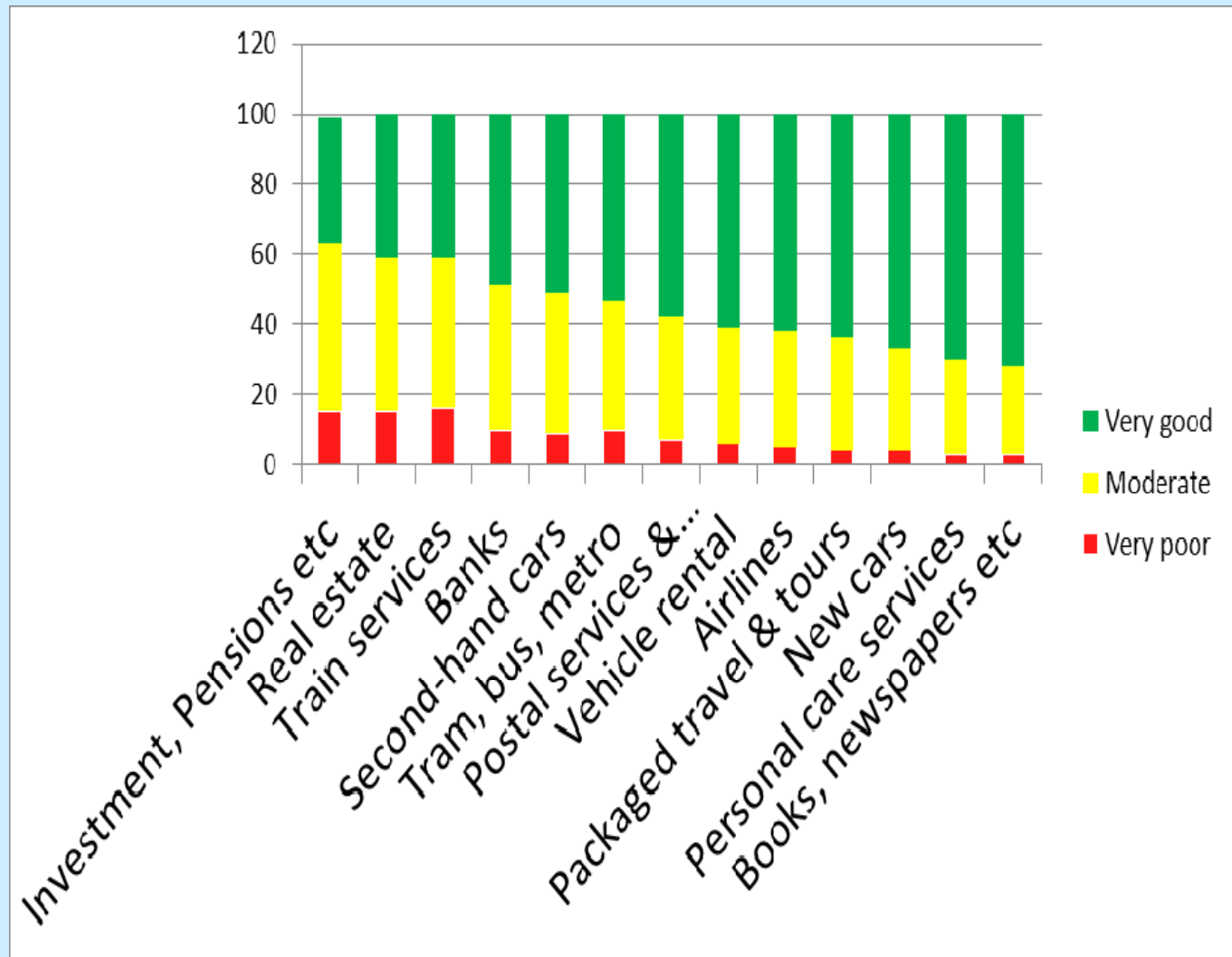
The challenge of delivery

- A distress purchase
or
- The mode of choice?



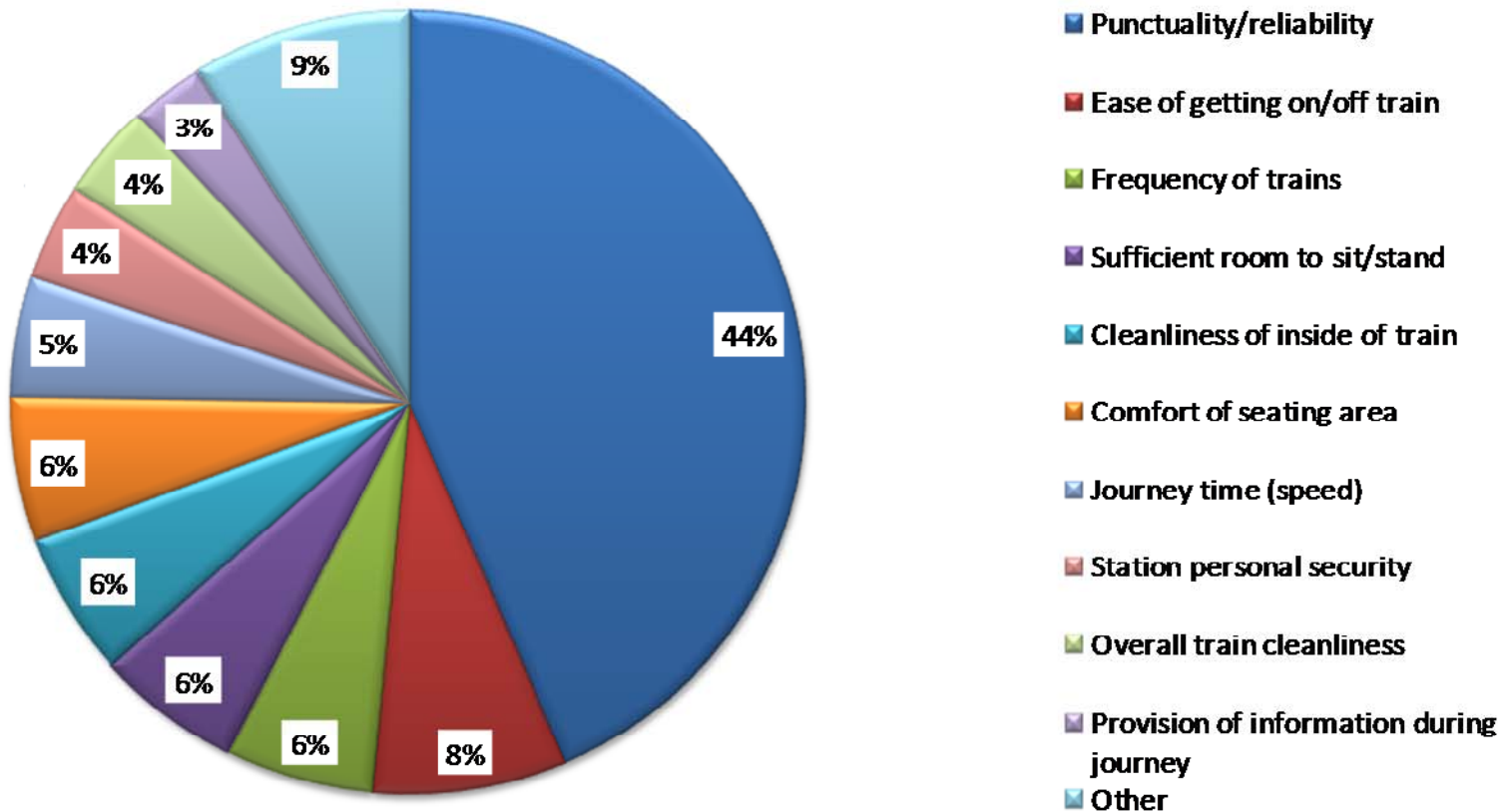
Relative consumer satisfaction with rail services in the EU

Source: Consumer Markets' Scoreboard – *Making Markets Work For Consumers* – SEC(2010) 1257



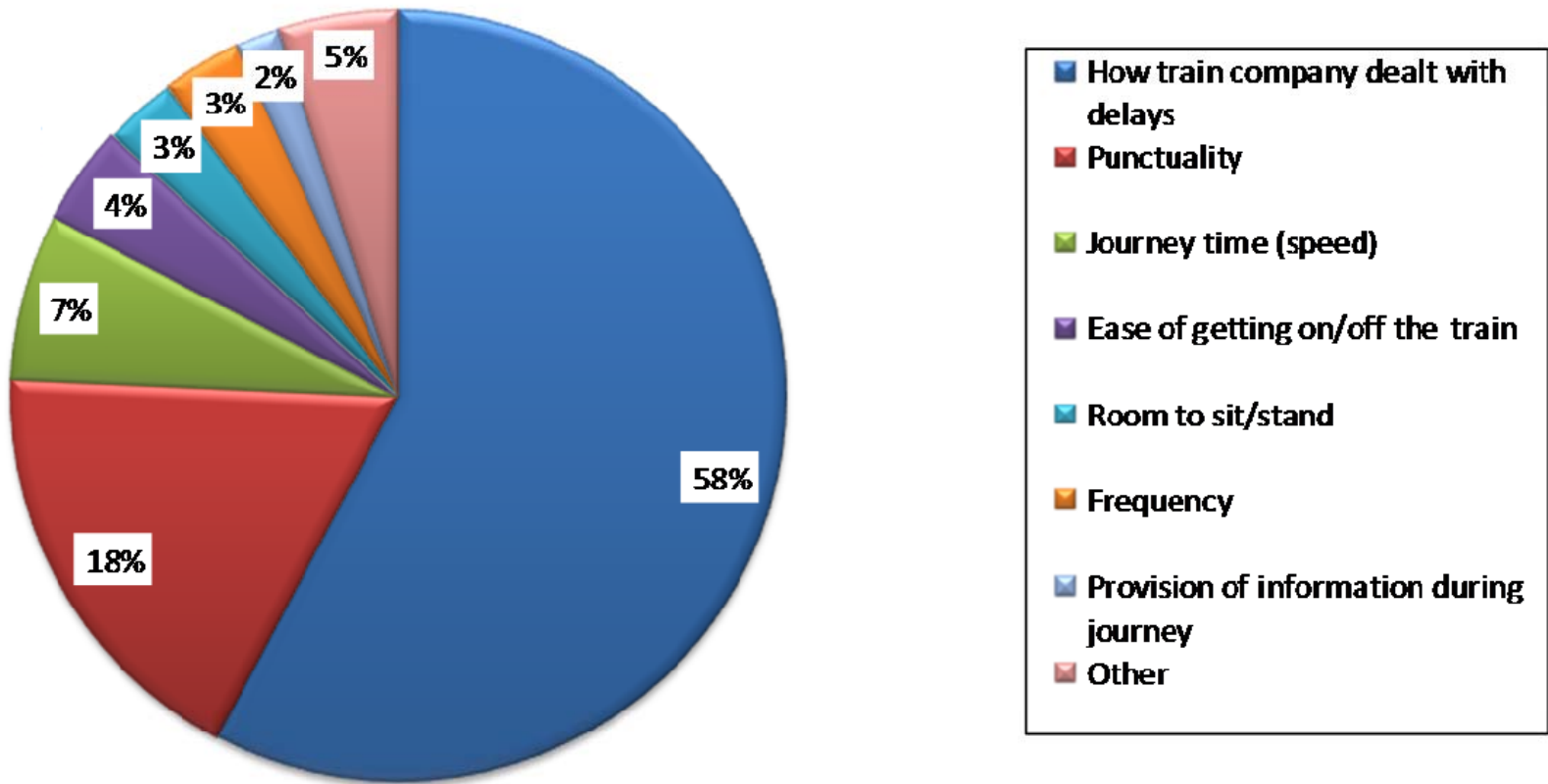
Drivers of rail passenger satisfaction

Source: Passenger Focus, National Passenger Surveys, Great Britain



Drivers of rail passenger **dis**-satisfaction

Source: Passenger Focus, National Passenger Surveys, Great Britain



Identifying the priorities

1. Service Quality:

- *Assets and culture*
- *Customer understanding*
- *End-to-end journey thinking*
- *“a delight for all – consistently”*

Identifying the priorities

1. Service Quality:

2. Capacity:

- *Traffic Management Systems*
 - *Increasing train capacity*
 - *Enhancing the rights of way*
- *Relieving bottlenecks & missing links*
 - *Corridor strategies*

Identifying the priorities

1. Service Quality:

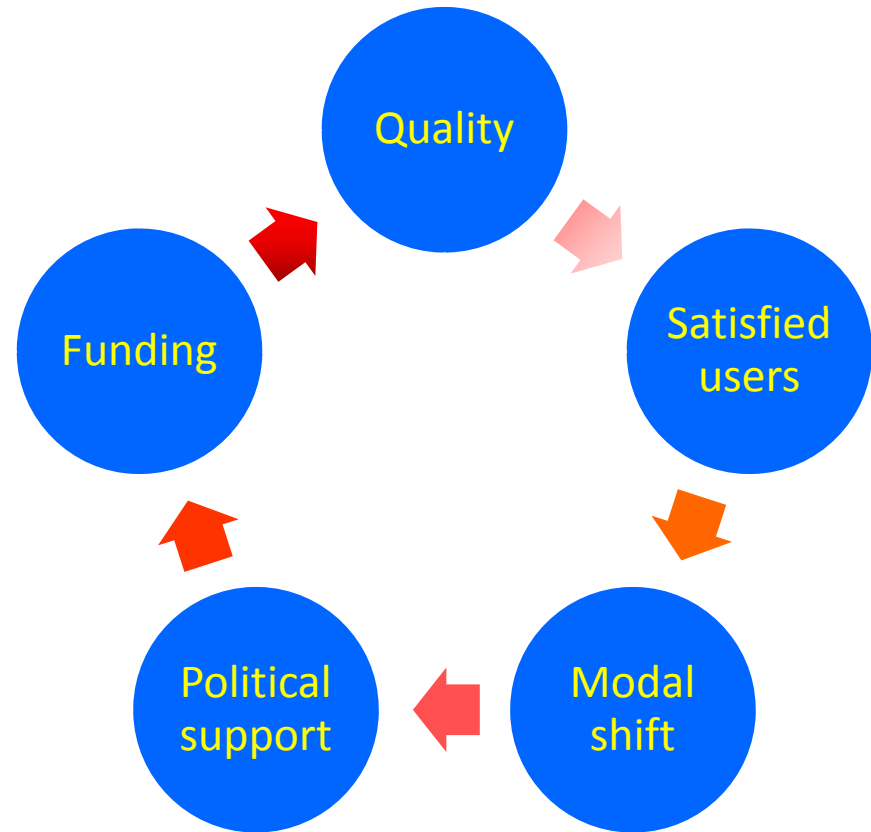
2. Capacity:

3. Financing:

- *One-stop-shop regulation*
- *> €1,000,000,000,000 by 2030*
- *Co-modality and transparent pricing*
- *Opening the market to new capital sources*

Identifying the priorities

1. Service Quality:
2. Capacity:
3. Financing:
4. The Virtuous Circle:



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