

# EPF-Bulletin #12 – December 2012



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## INTRODUCTION

Bienvenue au douzième numéro du bulletin de la FEV. Notre fédération et ses associations adhérentes font maintenant tant de choses qu'il est un peu difficile de choisir des thèmes pour nos rapports - mais nous vous proposons cette fois entre autres des articles sur les bus et cars, les transports urbains, le quatrième paquet ferroviaire, les liaisons transfrontalières, la "dernière mille", les effets de la privatisation des trains en Grande Bretagne et les liaisons train/bateau.

Notre fédération a maintenant dix ans et elle compte 33 membres en 19 pays; il y a une décennie, nous étions 14 associations en 9 pays.

Dans notre diversité, nous avons bien sûr des débats; mais nous sommes tous d'accord sur deux principe fondamentaux - que les transport publics doivent jouer un rôle croissant dans l'Europe du 21ième siècle et qu'il faut donner aux passagers une voix plus forte et plus influente.

*Trevor Garrod, Président*

Welcome to the twelfth issue of the EPF Bulletin. Our Federation and its member associations are now doing so much, that it is a little difficult to choose topics for our reports - but this time we offer you articles, for example, about buses and coaches, urban transport, the Fourth

Railway Package, cross-border services, the effects of rail privatisation in Great Britain and train/ferry connections.

Our Federation is now ten years old and consists of 33 members in 19 countries; a decade ago it was 14 in 9 countries.

In our diversity we naturally have debates; but we are all agreed on two basic principles - that public transport should play a growing role in the Europe of the 21st century and that passengers must be given a stronger and more influential voice.

*Trevor Garrod, chairman*

Herzlich willkommen zur zwölften Ausgabe des EPF-Bulletins. Unser Verband und seine Mitgliedsverbände machen jetzt so viel, dass es ein bisschen schwierig ist, Themen für diese Berichte auszuwählen - aber unser Angebot diesmal enthält zum Beispiel Artikel über Busse, Stadtverkehr, das vierte Eisenbahnpaket, grenzüberschreitenden Verkehr, die "letzte Meile", die Wirkungen der Privatisierung der Bahn in Großbritannien und Bahn/Boot Anschlüsse.

Unser Verband ist jetzt zehn Jahre alt und besteht jetzt aus 33 Mitgliedern in 19 Ländern; vor einem Jahrzehnt waren es 14 in 9 Ländern.

In unserer Vielfaltigkeit haben wir natürlich Debatten; aber wir sind alle über zwei Grundprinzipien einverstanden - dass der öffentliche Verkehr eine wachsende Rolle im Europa des 21. Jahrhunderts spielen soll und dass man den Fahrgästen eine stärkere und einflussreichere Stimme geben muss.

*Trevor Garrod, Vorsitzender*

## PASSENGER ROLLING STOCK

EPF was invited to comment on the Revision of Rolling Stock Technical Specifications for Interoperability produced by the European Railway Agency. Our Chairman sent our comments on the draft document, focusing on the Passenger-related items.

Here are key points from EPF's comments:

If more passengers are to be encouraged to make international journeys by train, a reasonable degree of harmonisation is desirable. Then passengers from one country know what to expect in another and their journeys are thus made easier.

The recent TSI for Persons of Reduced Mobility dealt with issues including seating, doors, wheelchair spaces, toilets, clearways, lighting, customer information, floor height changes, handrails, step position for vehicle access and egress and boarding aids. Most of these facilities are also helpful for able-bodied passengers and so, of course, we welcome their inclusion in all new and refurbished trains.

We also welcome the references to public address systems, which nowadays customers expect to find on public transport, and especially on trains. It is also important that staff are properly trained and equipped to use the system.

We appreciate the consideration given to passenger alarms and to egress of all passengers from a train in the case of emergency.



The section of the draft TSI on "internal air quality" could be enhanced. As well as technical parameters for CO<sub>2</sub> levels and fumes, the TSI should also consider temperature and humidity. We draw attention of the ERA to the European Standard 13129 "Railway applications - air conditioning for main line rolling stock" which could be adopted as a parameter of the TSI.

## AIRPORT LINKS SURVEY

EPF member associations "Railfuture" and "Bus Users UK" recently asked their members to complete a questionnaire about an airport they had used in the past year. The object was to find out how easy or difficult it was to reach specific airports by public transport.

190 replies were received covering flights from 24 different airports in Great Britain and Northern Ireland.

80% of the members who replied travelled all or part of the way to the airport by public transport, over half of these going by train. However, 29.5% went by car for all or part of the journey, and a significant number of the journeys were in fact multi-modal. Some trips involved a train or bus in one direction, a

taxi in the other, because of lack of public transport for early or late flights.

The report of the survey is being sent to the airports concerned, relevant train and bus operators and other relevant bodies. To receive a copy, please email [trevor.garrod@railfuture.org.uk](mailto:trevor.garrod@railfuture.org.uk) and let him have your postal address.

## TWO HIGH SPEED INTERNATIONAL JOURNEYS

**BY TREVOR GARROD**

On September 12th I travelled to Strasbourg catching the 12.57 Eurostar from London, changing at Lille Europe and reaching Strasbourg at 20.59 on one of the three daily Trains à Grande Vitesse (TGV) which link the two French cities directly and travel via Charles de Gaulle Airport.

Two days later I returned from Basel on the 14.34 TGV to Paris and the 19.13 Eurostar to London.

All four high speed trains were comfortable, punctual and an excellent advert for today's railway industry. Indeed, a young American sitting next to me on the Eurostar to Lille asked me how fast it could go. He was used to travelling at a maximum of 50 mph (80 km/h) by long-distance train in the States.

It was also the first time I had used a train which called at TGV Haute Picardie - the "*gare des betteraves*" or "beetroot station" as it was nicknamed when opened. 8 passengers alighted and 7

joined the train; but the well-filled car park suggested it also attracts more. However, I saw no sign of any bus to Amiens or anywhere else for non-motorists.

Back home in England I logged on to [www.epf.eu](http://www.epf.eu) and entered details of my two journeys and experiences. The questionnaire on our website provides valuable data for EPF's International Long Distance Trains Working Group and is helpful in our dialogue with RailTeam, the consortium of European high-speed train operators.



I also felt the need to make two further comments.

1. It was necessary to wait two hours in Lille, since the direct Strasbourg trains do not always connect conveniently with the Eurostars from and to London. As it was, I know several nice *brasseries* near Lille Flandres station and was able to have my main meal of the day in one of them.

2. On the way home I needed a ticket to cross from Paris Gare de Lyon to Paris Gare du Nord. I asked in the bar-buffet of the TGV but the attendant told me that they had sold out. Therefore I had queue with about 20 other passengers to use one of three automatic ticket machines at the Gare de Lyon

metro/RER station. Not all passengers knew how to operate the machines and one of the machines refused my Euros, so I had to start again! If I had been short of time to cross Paris, that would have been annoying after the swift trip from Switzerland.

*Next time you make a high-speed international train journey, remember to fill in our on-line questionnaire.*

*La prochaine fois que vous faites un voyage international à grande vitesse, n'oubliez pas de remplir notre questionnaire en ligne.*

*Das nächste Mal, das Sie eine internationale Reise mit Hochgeschwindigkeitszügen machen, vergessen Sie nicht, unseren on line Fragebogen auszufüllen.*

## **THIS YEAR STRASBOURG - NEXT YEAR THE BALTIC COAST?**

In September one of our German member associations, Deutscher Bahnkundenverband, organised a study visit to Strasbourg. Participants had presentations on the development of urban transport in this city (which now has more kilometres of tram line than any other city in France) and from ALLEO, the joint French/German company operating high speed trains between Paris and Stuttgart/Frankfurt. They also had a guided tour of the city tram network and a visit to the construction site for the eastern extension of the high speed line. A meeting also took place with some FNAUT members. EPF Chairman Trevor

Garrod took part in half of the event and spoke about the work of EPF and its relevance to members of all our member associations.



The event was organised by Jochen Reitstaetter, who hopes to organise two further trips in 2013: provisionally on April 18th/19th to Rostock or Stralsund; and on September 20th/21st to Gdansk. If you are interested in either or both visits, please let him know by emailing [marketing@bahnkunden.de](mailto:marketing@bahnkunden.de).

## **"THE FINAL MILE" (OR: "THE FINAL KILOMETER")**

It is important that a passenger in a fast long-distance train can easily reach his or her final destination - which may not be the main line station.

If the train ticket includes local public transport to the final destination; or the passenger can obtain that ticket before they arrive, that saves them time and is very helpful. It makes rail travel easier and more seamless.

What is the situation in different European countries?



Thank you to Matthias Kurzeck, Uwe Miertschischk, Jean-Marie Tisseuil, Damian Bell and Xavier Lujan for helping compile this information. It is the first stage of a more extensive project by EPF's International Long-distance Working Party. Further information and experiences are welcome from our readers.

### *France*

The only "add-on" to a train ticket offered by SNCF is for the bus from Avignon TGV to Avignon Ville - and even then it is 3 Euro whereas if you buy it from the bus driver it only costs about 1.50 euro.

However, many Regional Councils have developed tickets that include free use of the city or local public transport system, such as the "Pass Mulhouse - Breisgau", which includes the Freiburg area, for rail passengers within Alsace.

### *Germany*

Passengers with a BahnCard can obtain a City Ticket for journeys over 101 km, to use on public transport at their destination; and, with a return ticket, for local public transport at either end of the return journey. That includes most buses.

The NRW Ticket, in the Land of Nordrhein-Westfalen (North Rhine Westphalia) includes urban transport (bus, tram, underground) at the destination, for an extra 2 Euro. Thus facility is comparable to the French regional tickets.

Weekend Tickets, "Quer-durchs-Land" ("Right through the country") Tickets and Länder-Tickets (such as the "Berlin-

Brandenburg-Ticket") also include most local buses.

### *Switzerland*

Monthly rail season tickets can include a City Ticket at either end.

### *Spain*

Travellers in long-distance train to 12 cities or regions/conurbations (Madrid, Barcelona, Valencia, Bilbao, Donostia/San Sebastian, Zaragoza, Malaga, Sevilla, Asturias, Cadiz, Santander, Murcia-Alicante) have, since 16/7/2012, been able to buy a "Combinado Cercanias" ("Suburban combination") ticket enabling them to use suburban trains, operated by RENFE, at either end of their journey.

However, there is at present no "add-on" for other urban transport (bus, metro or tram).



### *Great Britain*

Rail travellers to 290 towns and cities in Great Britain can buy a PlusBus ticket for between £2 and £3 (with discounts for Railcard holders), either at their local station or on line.

It gives unlimited travel on buses within a particular zone and on trams in Birmingham, Blackpool, Nottingham, Sheffield and Wolverhampton.

"PlusBus" can be added to a day return, seven-day season or monthly season ticket.

It is also possible to buy a National Rail ticket to Newcastle which includes an add-on for the Tyne & Wear Metro.

## "THE MILE IN THE MIDDLE"

### *London*

A passenger from, say, Newcastle to Southampton, on a through ticket, can use that ticket to transfer between termini on the London Underground.

A passenger from anywhere in Great Britain who has a Eurostar ticket can also buy a Euro High Saver (or ticket from their home station to London International CIV) which includes travel on the London Underground to St Pancras International.

### *Paris*

For a journey involving transfer between two Paris termini (such as from London to Perpignan) it is necessary to buy a metro ticket between the termini.

On TGV Lyria trains, the bar-buffet can sell you such a ticket.

### *Madrid*

For a journey between, say, Valencia and Valladolid, you must change stations in Madrid. City public transport is not included in the ticket.

### *Prague*

All long-distance trains now call at the hlavní nádraží (main station) but many

regional trains terminate at Masarykova (or sometimes Holešovice) These are linked by metro to the main station. We understand that some CD ticket offices can sell city public transport tickets but most passengers buy these from an automatic machine when they arrive.

However, the bus station at Liberec in northeastern Bohemia sells Prague city transport tickets as long-distance coaches from this area terminate at Černý Most metro station.

### *Other major cities*

Sometimes it is necessary to transfer between stations in Budapest, Glasgow, Manchester, Vienna, Oslo, Dublin, Basel, Warsaw or Milan. Does a through train ticket include city public transport then?

### *Eurostar and Thalys*

Certain types of Paris metro tickets ("Paris Visite") can be bought at London St Pancras International, while certain types of Brussels and London public transport tickets are sold at the bar-buffet on the train.

There are similar arrangements in the Thalys bar-buffet for public transport in some of their cities served.

## EFFECTS OF RAIL PRIVATISATION IN THE UK

British EPF members are often asked about the effects of rail privatisation or liberalisation, in their country since it was introduced in 1994.

EPF Vice-Chairman Christopher Irwin has provided the following notes.

Data published by the Office of Rail Regulation in August show that in the year ending 31/03/2012 the rail industry in Great Britain received a £3.9bn government subsidy - the fifth year in a row that government financial support has declined. That support reached its peak in 2006-7 when the industry received just under £6.31bn. The comparative figures for the year to 31/03/1994 - the last year of a fully nationalised British railway network - was £1.697bn, equivalent to about £2.6 bn in present prices (although one needs to treat such comparisons with caution as not all the elements of the subsidy are strictly comparable.)

It is clear that there has been a significant increase in government subsidy to the present network compared to the old nationalised network. This is partly reflected in the enormous investment in new rolling stock, improved infrastructure and main-line electrification that is now taking place. The last years of British Rail were marked by an investment famine: track maintenance had been cut back and new rolling stock was not being ordered. The most significant new investment at that time was in connection with the Channel Tunnel rail link with relatively little being spent on domestic improvements and renewals.

Another way of looking at things is to compare key statistics. The number of passenger-kilometres travelled has doubled since 1993-4 while the number of freight tonne-kilometres has increased by around 60%. Rail's freight market share increased by approximately 25%. The railway is much busier, but it is also much more reliable. Network Rail's Public Performance Measure shows that 91.6%

of trains are classified as arriving at their final destination "on time". Passenger satisfaction is also recorded as being at record high levels - in the mid 80s - partly as a result of improved performance and despite only a minority of passengers feeling that they receive good value for money from the fare they have paid.

Meanwhile the safety shortcomings that characterised the early years of the privatised railways appear to have been overcome. Fortunately there have been no workforce or passenger fatalities in train accidents in each of the last five years. Britain's railways now have about the best rail safety record in Europe.

How much is this optimistic picture attributable to privatisation? I doubt that anyone has a full answer. However, instinctively I feel that it has almost certainly contributed to improved service for passengers.



It is true that some aspects of Britain's rail provision are extremely expensive in comparison with those on the Continent. I am fairly sure that this is attributable to two things.

1. A historic tendency to high costs in British civil engineering generally (in comparison, say, to Germany), which may be due to the British preference for



an ad hoc approach to development and a reluctance to engage in "grand projects" and the consequent economies of scale.

2. The perverse incentives created by regulation in which utilities (including Network Rail, the rail infrastructure manager) are reimbursed on the basis of the notional value of their asset base. The approach discourages utilities from finding ways of minimising capital costs since to do so would reduce the base upon which their charging entitlement, and therefore their long-term revenue stream, is calculated.

The Government seems to recognise this and has supported a rail industry sponsored plan that foresees an expanded British rail network becoming self-financing by the end of the decade. I am sceptical that this will be achieved in full, but I think it does illustrate the welcome optimism that now characterises the rail sector and which, at least in part, is attributable to rail liberalisation.

## TOWARDS THE FOURTH RAILWAY PACKAGE

The 4th Railway Package proposed by the European Commission is due to be published by the end of 2012.

It seeks to: -

- separate operators from infrastructure management;
- open domestic rail passenger services to competition;
- introduce competitive tendering for all public service contracts;

- give more power to the European Railway Agency and thus streamline national safety and vehicle cross-acceptance procedures.

EPF has been closely involved in the debate over this package.

Our colleagues in FNAUT held a meeting with EC officials in Brussels to discuss the specific effects in France of the proposed Package.

Then Trevor Garrod, Christopher Irwin, Rian van der Borgt and Stijn Lewyllie met officials at DG MOVE (the Transport Directorate) to discuss aspects of more general concern. The EPF Council had agreed a 4-page letter which our Vice-Chairman sent to Transport Commissioner Siim Kallas at the end of June. We supported the general aims of the 2011 Transport White Paper but made five key points, which were:

1. There should be greater formal engagement with users' representatives.
2. The network benefits of rail must be maintained, including Telematics Applications for Passengers and journey planners.
3. The needs of Persons of Reduced Mobility must be safeguarded and "what is good for PRMs is almost always good for the wider travelling public."
4. Everything possible needs to be done to promote the use of public transport as a multi-modal interconnected network for environmental as well as social and economic reasons.
5. Much more needs to be done to enable the rail sector to reduce its costs.

We also stressed that improved passenger satisfaction is the key to modal shift. We gave the DG MOVE officials examples of what harmonisation

could cut costs and said that a greater degree of user consultation when services were being put out to tender might lead to inefficiencies being identified, and we cited both British and Dutch examples. Also discussed were revenue sharing by different operators, the British and German experience of leasing stock and the need to develop easier international ticketing.

In September Trevor Garrod spoke at a Brussels conference of the European Economic & Social Committee, stating that market opening was not an end in itself. It could be a means to an end. That end was a more attractive rail system attracting more passengers. That meant passengers must be satisfied. For passenger satisfaction there was a need for value for money; flexibility, especially if things went wrong; comprehensive and objective information and the involvement of passenger organisations.

Free and fair competition for franchising was essential and users' organisations and other stakeholders must be given the chance to express their views. Open access on a non-franchised service (such as WESTbahn on Austria or "Regiojet" in the Czech Republic.) could bring advantages and disadvantages, and the experiences of passengers using these services must be examined. If an open access operator was filling a gap in the market (such as a night service or a link between two places which did not have a direct service) that was to be welcomed.

Then Christopher Irwin addressed the European Commission conference on "The Last Mile Towards the Fourth Railway Package" The Commission was

seeking to address problems of low service quality, poor operational efficiency and a lack of innovation. Mr Irwin highlighted the importance of user satisfaction as a measure of policy success.

Each conference was an opportunity to put across EPF's views to a total of some 400 decision-makers throughout the European Union.



## **RAILWAY ENGINEERING WORK - WHAT HAPPENS TO THE PASSENGERS?**

One of our members has expressed concern about arrangements for passengers in some parts of Germany and the Czech Republic when there is engineering work.

Obviously such work has to be carried out from time to time. Sometimes trains can be diverted or single track working introduced; on other occasions substitute buses are run.

In recent years, on line information about such matters has improved noticeably, but this has caused some train operators to take less and less account of the needs of their customers.

Even when the engineering work is settled 2 months beforehand, details often only appear a week beforehand in the electronic information systems. If there are mistakes, the temporary timetable is only in operation before these are put right in the electronic systems. For holiday journeys this causes particular problems.

Sometimes replacement trains or buses leave earlier, perhaps because of the need to maintain a connection at the other end of their journey. All too often the last bus or train of the day leaves earlier, even if there is no connection to be made at the other end.

It will be helpful for EPF to know of the experiences of all European countries. We can then highlight good and bad practices in the hope of getting improvements. Please [e-mail our Chairman](#) in the first instance.

## REPRESENTING EPF

Trevor Garrod represented EPF at the Salzburger Verkehrstage on October 8th - 10th. This year urban mobility was the theme.

Willy Smeulders represented us at the meeting of Rail Forum Europe on October 9th, when the topic was "Accessibility of Rail Transport for

disabled persons and Persons of Reduced Mobility."

Willy Smeulders took also part in:  
9th October Accessibility of rail transport for disabled persons and persons with reduced Mobility in EU parliament;  
10th October A Rail Forum Europe breakfast-meeting Renaissance Hotel in Brussels;  
10th October 2012 Status quo and perspective of the world rail market, presentation of the UNIFE World Rail Market Study 2012.

Christopher Irwin spoke on 24 September 2012 at the conference at BOZAR in Brussels for stakeholders and member states organised by DG MOVE, entitled The Last Mile Towards the Fourth Railway Package. His panel session was entitled Rail and the Value for Society. He emphasised that a step-change in the quality of rail services would be provided if users were to make the modal shift foreseen as necessary by the European Commission's 2011 Transport White Paper. There would need to be a concerted focus on understanding and meeting users' needs, promoting end-to-end journey thinking and facilitating seamless inter-modality. Greater use should be made of the measurement of passenger satisfaction in assessing success.

Christopher Irwin also attended the meeting of Vice-President Siim Kallas's high-level Rail Strategy Platform in Brussels on 15th October. The agenda covered his developing legislative proposals for the Fourth Railway Package, a review of the Commission's response to the rail manufacturing and

supply industry's proposal for a Joint Technology Initiative, Shift2Rail, which is designed to inject large sums of money into a coordinated, sector-based, European research and innovation programme, and an update on progress with the funding the Commission's proposed €31 billion Connecting Europe Facility.

On 16th of October, he attended a one day event organised for the European parliament's Transport & Tourism Committee entitled Railways in Europe: General Mobilisation! at which stakeholders and decision makers will be considering the Fourth Railway Package, the funding of the trans-European Transport Network, the role of research and development in spear-heading European rail industry policy and the goal of a more integrated rail infrastructure.

Josef Schneider took part in the twice-yearly Customer Liaison Group meeting of the Community of European Railways in Brussels on October 18th.

Trevor Garrod spoke at the Conference on Urban Transport organised by Fleming International in Prague on November 6th/7th.

EPF members had a meeting with the Union internationale des transports publics in Brussels on December 4th.

EPF representatives from Belgium, France, Germany and Great Britain had a meeting with Eurostar managers in Brussels for an in-depth discussion on December 5th.

## URBAN TRANSPORT CONFERENCE

*'Towards competitive and resource efficient urban mobility' – Brussels 17/09/2012*

I represented EPF at this conference, which was organized both by the DG Mobility and Transport of the European Commission and by the CIVITAS initiative, in the context of the White Paper 'Roadmap to a Single European Transport Area - Towards a competitive and resource efficient transport system'. This event, introduced by Vice-President Siim Kallas, was aimed "at institutional stakeholders as well as local government, transport users and operators, and industry and research representatives". It was intended to mark the launch of a public consultation on the EU's urban mobility activities, and also to take stock of 10 years of accomplishments by CIVITAS.



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CIVITAS ("City-Vitality-Sustainability") is an initiative launched in 2002, whose functioning and actions towards outside are funded by the European Commission. Its fundamental aim is to support cities to introduce ambitious transport measures and policies towards sustainable urban mobility. Until now,



about 70 European so-called "demonstration" cities have been funded to implement innovative measures in the pursuing of that goal.

The "demonstration" cities are part of the larger CIVITAS Forum network, which comprises more than 200 cities committed to implementing and integrating sustainable urban mobility measures. By signing a non-binding voluntary agreement known as the CIVITAS Declaration, cities and their citizens benefit from the accumulated know-how, experience and lessons learned of every participant. The CIVITAS Forum Conference brings together politicians and technical experts once a year in one of the network's cities.

There were two kinds of speakers: those representing an organization, and those representing a city.

#### *The organizations*

The chairman of the CIVITAS Political Advisory Committee and other leaders explained the way of acting of the initiative, through workshops, site visits, learning from technical innovation, political meetings, annual forums, awards attributed for good practice. To facilitate the exchanges, the associated cities are grouped together into six "national networks": Spain and Portugal, Francophone Europe, Italia, Slovenia, UK and Ireland, Bene(lux). Ten additional networks are in project.

An associate professor of the National Technical University of Athens spoke about road safety in urban mobility policy, concluding for "an efficient assessment of road safety alternative

solutions, through the application of scientific and impartial methodology".

A chief executive officer of ERTICO-ITS Europe detailed different projects (with E.C. funding) relating to "Intelligent Transport Systems (I.T.S.) for fostering sustainable mobility in urban areas".

A director of the "Fédération Internationale de l'Automobile" put forward some very general ideas about "developing I.T.S. for the mobile consumer".

A deputy head of Deutsche Post DHL talked about their experiences in "urban feeding and last mile solutions".

#### *The cities*

GHENT presented itself as a "leading city" for a lot of projects. Among the main results: safety and anti-vandalism campaign with teenagers (incidents reduced by 53%); participation of citizens in a train station renewal project; mobility management with secondary schools and companies (6% less use of cars); installation of bike "bins"; information for cyclists (website, route planner, Facebook "Gentfietst"); enforced car sharing (23% growth of clients each year).

STOCKHOLM explained how they foster "sustainable transport by carrots and sticks!". The results of congestion charging applied by the town are 20% of decrease in traffic, 10-14% better air quality, less human exposure and finally the shift "from huge opposition to broad majority in favour". Accompanying the congestion taxation: facilities for cyclists, attractive public transport (78% market share in rush hours), a logistic center for goods distribution.

ROTTERDAM, through the voice of a vice-mayor, summed up some measures

adopted to comply with the White paper on urban transport ("Clean use, clean vehicles, clean fuel").

LJUBLJANA has been working with CIVITAS since 2003, first as a "learning city" (3 measures adopted), then as a "leading city" (21 measures). They have learned much from this common work regarding the methodology to be applied. Among the achievements within that framework: greening the PT fleet, new PT services introduced, measures for cyclists, new traffic policy adopted by the council till 2020, with an important shift in modal split awaited. They emphasized "the important role of CIVITAS in removing barriers at local level", and the interest showed at the national level by this collaboration.

PERUGIA presented itself as a representative of towns with old centers. Its experience was aimed "to protect the historic areas, to support a tourist based economy, to improve the quality of live for the residents, to reduce the congestion levels, to increase the public transport usage". They detailed the methods employed to advance the demand management system, improve the public transport, value the cutting edge innovation in freight, reduce the number of trips made by car and raise the awareness on sustainable mobility.

### *Conclusion*

In the present conditions, EPF, as a federation of citizens, is of course not in a situation to be involved in a collaboration with CIVITAS, whose correspondents are essentially cities at a political level. That, all the more since our actions until now have been concerning above all the long distance journeys, which is natural given the

common problems we have to face. This could possibly change if we, for example, undertake to establish from a point of view of citizens comparisons between cities, or, more simply, to point out good practices on a certain number of themes. But it takes time! (I am trying to do it for French cities).

In the meantime, it is interesting to keep in touch with people who deal with urban transport at the European Commission level, which allows us to stay well informed.

To get further details about the conference, CIVITAS and the cities involved, consult: [www.civitas.eu](http://www.civitas.eu)

Jean Macheras

## TALKING TRANSPORT IN SALZBURG

### **By Trevor Garrod**

It is October. It is the Austrian city of Salzburg. That means it is time for the Salzburger Verkehrstage (Salzburg Transport Days) - expertly organised by Peter Haibach and his colleagues from Probahn Oesterreich and the magazine "Regionale Schienen", supported by the City and Land of Salzburg.



I was pleased to be invited to this year's event - the tenth - at which nearly 200 people filled the hall of the Best Western

Parkhotel Brunauer from October 8th to 10th.

This year's theme was "Städte in Bewegung - Urbane Zentren als Motor für Nachhaltigkeit" (Cities on the move - Urban centres as a motor for sustainability).

The scene was set by Urs Hanselmann, from Switzerland, who explained how reforms in the past two decades, with the use of cost-benefit analysis, financial support from the Federal Government and "door-to-door ticketing" had improved public transport.

I spoke about the role of the London congestion charge, as part of a wider strategy which was encouraging modal shift; while also pointing out how a sustainable transport grant from central government was intended to reduce dependency on the motor car in my home town of Lowestoft (65,000 population).

A further 30 speakers from 6 European countries took part in the conference which, as was to be expected, had a strong emphasis on town planning as well as purely transport issues, with examples of good and bad practice. Summaries of the presentations (in German) can be found in a special edition of the magazine "Regionale Schienen" and on [www.salzburger-verkehrstage.org](http://www.salzburger-verkehrstage.org)

A few highlights from my own notes of the conference are:

- Decision-makers should "offer not forbid; persuade not force"

- Regionalisation of public transport in Alto Adige/South Tyrol had led to better services and co-ordination, with ticketing that rewards regular users. Families were often now selling their second car as they no longer needed it.
- When it snows, fewer people use their cars; people react to their surroundings and show remarkable flexibility.
- Mobility is only in fifth place, on the scale of values of young people (after friendship, freedom, education/training, and partnership.)
- Young people's expectations of public transport are value for money, good connections, frequency, reliability and speed.
- A city needs money, people and energy, but must be careful in its use of each of these resources.
- Some innovations in urban transport meet resistance, but a long enough lead-in time and good consultation with residents can build up support.
- Ten years ago 70% of young Swiss people wanted a driving licence; now it is only 60%.
- Cities nowadays draw in commuters from beyond their administrative boundaries and so it is important that bus/tram/trolleybus/suburban train services do not terminate at the border.

Culture and relaxation are also part of the Salzburg programme. This year we enjoyed an evening of musical entertainment and a varied buffet in the baroque splendour of the former residence of the archbishops.

It was also possible to view low-floor rail vehicles and the recently completed main station of Salzburg, blending the beautifully restored classic building with the modern platform facilities.

In 2013, the 11th Salzburger Verkehrstage are due to take place on October 14th - 16th. We hope to have more information in our next Bulletin.

## JOURNEYS WITHOUT BORDERS

### 1. By Train:

### 2. By Train, Bus and Boat

BY TREVOR GARROD

1. Two years ago, EPF published a report "[Journeys without Borders](#)" in which we described how cross-border traffic could be improved. Indeed, since our formation in 2002 we have pressed for such improvements.

There have been some successes on the Czech / German border but also examples of "so near and yet so far".

While on holiday I saw both on a warm Sunday in July, when Uwe Miertschischk met me at Bad Schandau, where the River Elbe flows into Germany through a scenic gorge in an area known as "Saxon Switzerland."

We took a modern regional train up a winding wooded valley to the small town of Sebnitz and then had to walk across the border to the neighbouring village of Dolni Poustevna where the Czech line from Rumburk currently terminates. We

enjoyed a pleasant lunch in a restaurant where a large party of Germans were also eating; indeed, there were signs in German outside the restaurant and in a nearby shop.

After lunch we continued by a series of local trains through the green hills and meadows of "Bohemian Switzerland" to the town of Varnsdorf.



Seven years ago, EPF was involved in correspondence with both the Czech and German Transport Ministries because German trains on the Mandau line, between Seifhennersdorf and Zittau, which passes through this Czech town, were not allowed to stop there. They are now allowed to do so, and we changed trains at Varnsdorf for the train across the border to Seifhennersdorf.

Varnsdorf is a pleasant town stretching along the valley and used to have a second station, which it would make sense to reopen as a halt. That would benefit both Czech and German travellers, and indeed visitors from further afield.

Uwe and I travelled back from Seifhennersdorf, calling again at Varnsdorf and then back into Germany as far as Zittau which, among other



things, is junction for two short narrow-gauge steam lines to resorts in the Oberlausitz hills. Our train would continue back across the border to terminate in the Czech city of Liberec.

The cross-border route from Rybniste and Seifhennersdorf via Varnsdorf to Liberec is now operated under a franchise by the Vogtlandbahn under the name of "trilex" ([www.trilex.de](http://www.trilex.de)). Its trains are modern and comfortable and on the busiest section, between Varnsdorf and Liberec, operate every hour.

The latest news I have, from the magazine "Today's Railways Europe" is that the short section through the wood between Dolni Poustevna and Sebnitz will be re-laid to enable a direct service, especially for students, to run between Rumburk and Děčín. It would certainly cater for other traffic flows as well, including tourists in the attractive unspoilt area.

2. Elsewhere in Europe "cross border" public transport sometimes includes a boat.

It was once possible to cross the Baltic Sea from Warnemünde in Germany to Gedser in Denmark in two hours by train ferry. Now the ferry goes from Rostock Überseehafen, which is about to lose its passenger rail service, to Gedser, from where you catch a bus along the length of the island of Falster to the railhead at Nykøbing. The journey by public transport is thus much less convenient than it used to be.

EPF wrote in support of members of Pro Bahn Mecklenburg-Vorpommern, who

have been in correspondence with the Land Transport Minister. A detailed reply was received, giving usage figures of the loss-making train service. There is, at least, a bus from Rostock Hauptbahnhof to the harbour, to connect with the ferries.

At present Pro Bahn is concentrating on urging improvements to the link to Sassnitz-Mukran for the ferry to Trelleborg in Sweden. There is a rail link to Mukran which could be used for boat trains and on October 21st Pro Bahn and Verkehrsclub Deutschland ran a special train from Lietzow on the island of Rügen to the ferry terminal to show how rail can offer an attractive alternative to the motor car.

Meanwhile, the ferry that used to operate from the town of Stranraer in Scotland to Larne in Northern Ireland, with rail connections, now goes instead from the small port of Cairnryan. This means a shorter sea journey, and cost savings for the ferry operator; but a long bus journey from Ayr to Cairnryan, which has no rail link. Railfuture members are monitoring the situation, which in its present form is hardly likely to encourage more foot passengers!

## DISSATISFACTION OF PASSENGERS IN BULGARIA

On September 24<sup>th</sup> the Eurobarometer survey showed that only 18% of Bulgarians were satisfied with their train services. In contrast, 67% of Finns were satisfied. Overall, 46% of European Union citizens were satisfied, although

this was an improvement on 1997, when the figure was only 41%.

There has been some good news from Bulgaria, notably with the extension of the Sofia underground.

However, elsewhere in the country there are problems with locomotives breaking down and overcrowding when a train runs with only one or two carriages.

On September 6th, according to the professional site [www.bgrail.eu](http://www.bgrail.eu), passengers on an overcrowded train from Sofia to Mezdra had to get out at Iliyantsi station after yet another breakdown. The angry passengers blockaded the track and forced the next train from Sofia - an express to Gorna Oryahovitsa - to stop; they boarded it and forced the crew to head for Mezdra, stopping at every station in between.

NOTE: This reminds a little to the incident at Manningtree, England, in the late 1970s when angry London commuters (some in bowler hats and carrying umbrellas) forced the Harwich - London boat train to stop and boarded it because their normal train to work had failed to arrive. But we are no longer in the 1970s, and it should not be necessary for passengers to have to do such things in the 21st century.

## SMART MOVE

In our last Bulletin we reported on a Brussels conference organised in February by the International Road Transport Union (IRU) on long-distance buses and coaches.

Following that event, the IRU has started an EU project, "Smart Move" to examine

a greater role for buses and coaches and EPF's Chairman was invited to serve on the High Level Group examining aspects of the project.

Meetings have already taken place to discuss the role of long-distance coaches and the future of coach tourism. On December there was a further one to look at the role of buses and taxis in urban transport.

There will then be a consolidation meeting on February 21st in 2013 and it is planned to conclude the project with a presentation at the European Parliament on May 29th.

Two interim reports have been published on the website [www.busandcoach.travel/en/smart\\_policies/](http://www.busandcoach.travel/en/smart_policies/) on which you can also post comments.



At the meetings, EPF's Chairman has stressed particularly the need for proper terminal facilities and better information for customers; and, especially in the tourism discussion, the role of coaches as part of a transport chain.

For example, tourists sometimes fly to Scotland, are met by coach at Edinburgh Airport and are taken on a scenic tour which includes train and boat rides.

At least one major British tour operator sends its customers by Eurostar to Lille

or Brussels, where the coach meets them and takes them, for example, for a tour of the Ardennes and the Rhine Valley.

Tourist coaches can cause problems in city centres - but at Strasbourg it is possible for the coach operator to deposit visitors at the place de l'Etoile, on the edge of the old city, and issue them with a day ticket for the trams and buses. In Catalonia, why should a coach take its passengers up the winding road to Montserrat, when it can drop them in the car park at Monistrol and let them take the modern cogwheel railway - itself a holiday experience - up to the monastery at the summit?

Readers can no doubt think of other multimodal examples.

The discussions also take into account that EU passenger rights for bus and coach passengers should come into force in March 2013 for journeys of over 200km.

## **PASSENGERS REPRESENTED IN CHANNEL TUNNEL INTERGOVERNMENTAL COMMISSION**

We are pleased to report that EPF's Vice-Chairman, Christopher Irwin, has been appointed as Head of the UK Delegation to the Channel Tunnel Intergovernmental Commission for a three-year term.

This Franco-British body supervises, on behalf of the French and British

Governments, all matters concerning the operation of the fixed link between Britain and France and is also the Safety and Economic Regulator for the concessionaire, Eurotunnel.

This is a part-time position and it is important that there is a key member of the Commission to represent passenger interests.

Christopher Irwin stated on his appointment, "My planned measure of success will be the extent to which there will be an increase in traffic volumes passing safely through the Tunnel by the end of my term."

## **EPF BIRTHDAY PRESENTATION**

The Queen of England has two birthdays - her actual birthday and her official birthday.

EPF is rather similar this year. We were formed on October 19th 2002; but we had a second birthday on Tuesday December 4th when we give a presentation entitled "What Passengers Expect" at a breakfast event organised by Rail Forum Europe at the European Parliament in Brussels.

Our presentation aimed at MEPs and at leading people from the public transport industry, who were invited.

We are grateful for financial contributions towards the catering from three of our member associations: Verkehrsclub Deutschland, Verkehrsclub der Schweiz and Railfuture (RDS Group Travel)

Our PowerPoint presentation is posted on the EPF website and each of our member

associations is also welcome to use it - translating it if they wish - at their own meetings and events.

## EPF CONFERENCE IN 2013

"Mobility without Borders" will be one of the main themes of the next Conference and Annual General Meeting of EPF, which will take place in the UNION cultural centre in Basle on March 15th and 16th 2013.

Speakers from Switzerland, France and Germany are to give presentations about international local, regional and long-distance transport.

Consultation with passengers together with reports on the work of EPF and several of its member associations will also be in the programme.

Last but not least European transport policy and the efforts of EPF at European level will also be on the agenda and we are expecting reports from Brussels and a debate on this topic.

On Sunday March 17th, all participants are invited to join an excursion to Mulhouse in France.

Further information is available on our website [www.epf.eu](http://www.epf.eu) where you can also book; or you can contact us at the TTB office Kortrijksesteenweg 304, 9000 Gent, Belgium or [secretariat@epf.eu](mailto:secretariat@epf.eu).



EPF also asks you for some information:

Have you recently made a high speed train journey?

Did it include more than one train?

If so, have you reported your experiences on the RailTeam questionnaire on the EPF website?

All experiences, good and bad, are very useful for us.

### COLOPHON

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