



EUROPEAN PASSENGER DECLARATION

Public transport must offer an attractive and sustainable alternative to the private car. We therefore call upon European decision-makers to support these 9 points:

- 1. PUBLIC TRANSPORT MUST BE ACCESSIBLE TO ALL** - with affordable prices, a choice of ticketing, booking and payment methods (including cash) and a choice of information channels, including physical access for children, elderly and disabled people and other persons of reduced mobility such as pregnant women or people with luggage.
- 2. PUBLIC TRANSPORT MUST BE EASY TO USE** - Door-to-door journeys must be seamless with user-friendly hubs. High-speed train services must be properly integrated with conventional services. Vehicles should have adequate flexi-space and sufficient seating.
- 3. PUBLIC TRANSPORT MUST OVERCOME BORDERS** - Train, bus, ferry and tram services across borders must be effective. We support technical and legal measures to improve them. A real European public transport network at various levels, conceived as a whole is needed.
- 4. NETWORK BENEFITS** - train, bus and ferry operators must be required to maintain through ticketing, information and connections. Payment methods must not discourage passengers.
- 5. PASSENGER SATISFACTION** must be regularly measured and published in all modes.
- 6. PASSENGER RIGHTS** - These must apply to all modes and over all distances in a consistent manner, be kept simple and easily enforceable.
- 7. CONSULTATION** - Passenger organisations must be regularly and systematically consulted by transport decision-makers and public transport operators.
- 8. EASY USE OF PUBLIC TRANSPORT IN OTHER CITIES AND COUNTRIES.** Personal mobility being one of the four basic pillars of the EU. Payment systems must be user-friendly.
- 9. INTEGRATION WITH OTHER SUSTAINABLE MEANS OF TRANSPORT.** Public transport networks must be integrated and co-ordinated, particularly in urban areas, with other means of sustainable transport.