

➤ EU Rail Conference, Lille, 7th May 2014



European Passengers' Federation

The view of an end-user: preparing the route to success

Christopher Irwin// www.epf.eu

> EPF Map

May 2014



- 35 member organisations
- 19 countries

➤ WHAT IS THE EUROPEAN PASSENGERS FEDERATION?



- Association of national and regional passengers' organisations
- 35 member organisations in 19 European states
- Passenger advocacy at European level
- Covers all public (collective) transport modes - railways, buses, aviation and maritime transport
- Works with opinion formers and policy makers
- Independent – always asks:

‘What’s in it for passengers?’

➤ MISSING THE OPPORTUNITY?

- 2011 *White Paper* – a high point for rail?
- Multi-fold increase in rail's modal share by 2050
- Rail's green head start
- Potential for big efficiency gains

BUT:

- Competition gathering speed:
 - Road electrification
 - Intelligent transport systems
 - Low-carbon aviation fuels
 - Allure of personal transport

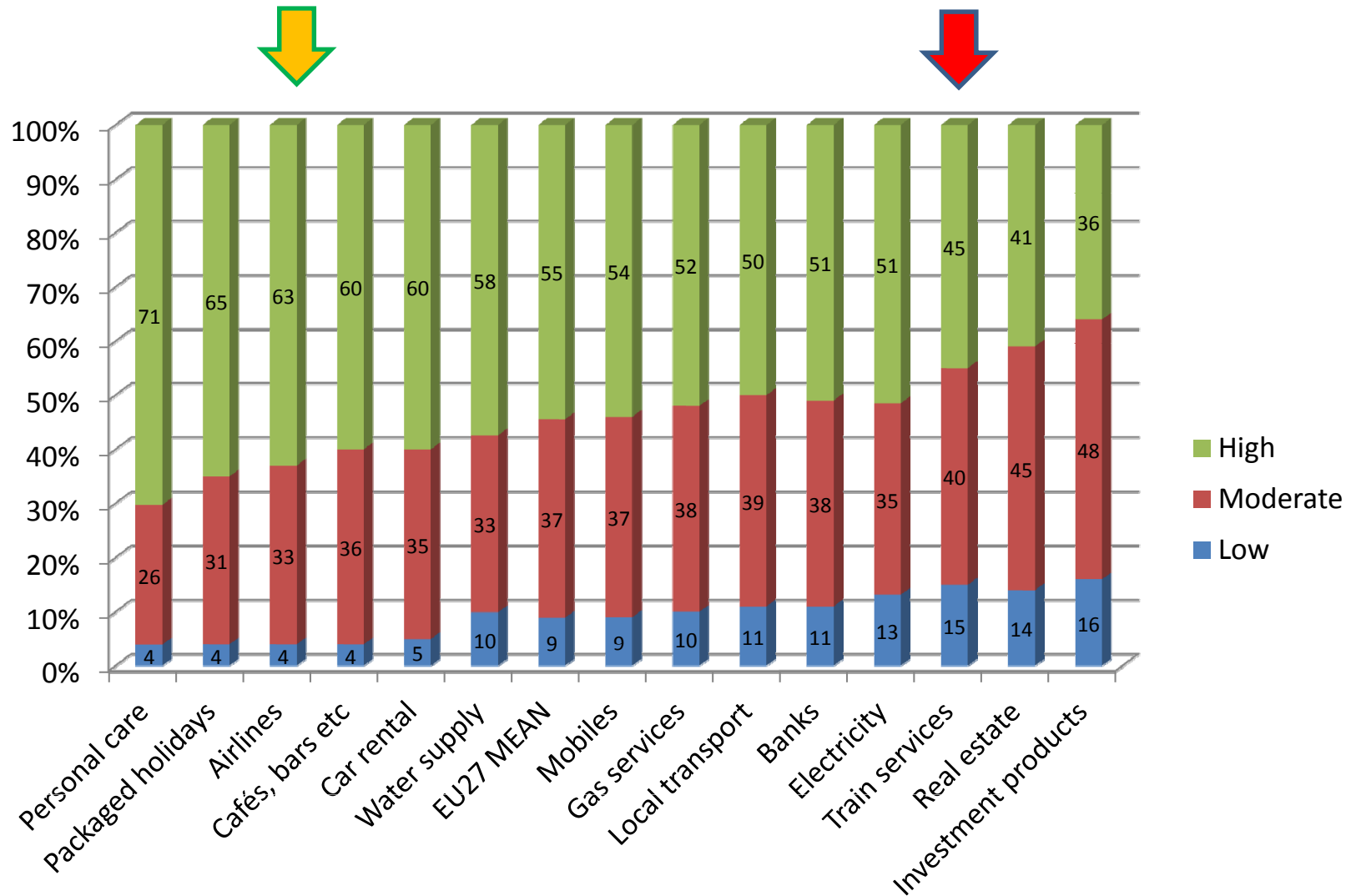


White Paper on transport

EU CONSUMER MARKETS SCOREBOARD, 2012

Satisfaction with services : meeting expectations -

“To what extent did the service offered live up to what you wanted?”



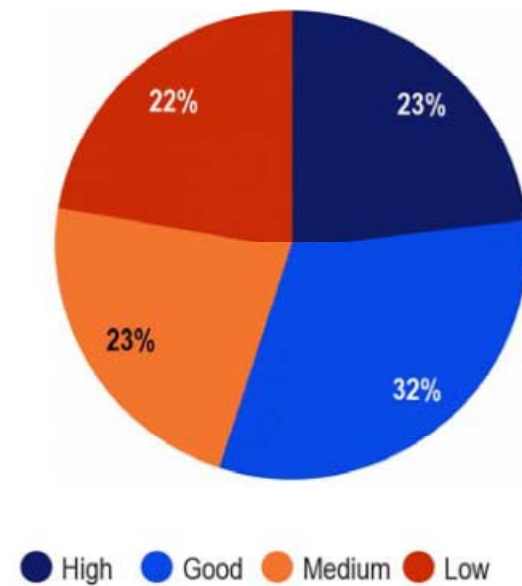
UNDERSTANDING USERS' NEEDS

Special Eurobarometer 382a, September 2013

Passengers' Priorities (GB research):

- Affordability/value for money
- Punctuality and reliability
- Trains at the times wanted
- Dealing with delays/information
- Accessibility and personal security

Q5a1. Satisfaction index of railway travels



➤ THE EU's RAIL SYSTEMS: a union of barriers?

- to new entrants (competition)
- to cost-efficiencies (standards)
- to physical access (PRMs)
- to information (telematics)
- to international services (autarchic track access rules)
- to mobility (land security)
- to affordability (vested interests)
- to innovation ('do it my way')



➤ WHERE DOES THE ERA FIT IN?

- Enabling the conditions for cost-effective standardisation
- Facilitating capacity enhancement
- Driving user-friendly telematics
- Accessibility and PRM initiatives
- Assured safety
- A home for constructive dialogue





Thank you!

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