

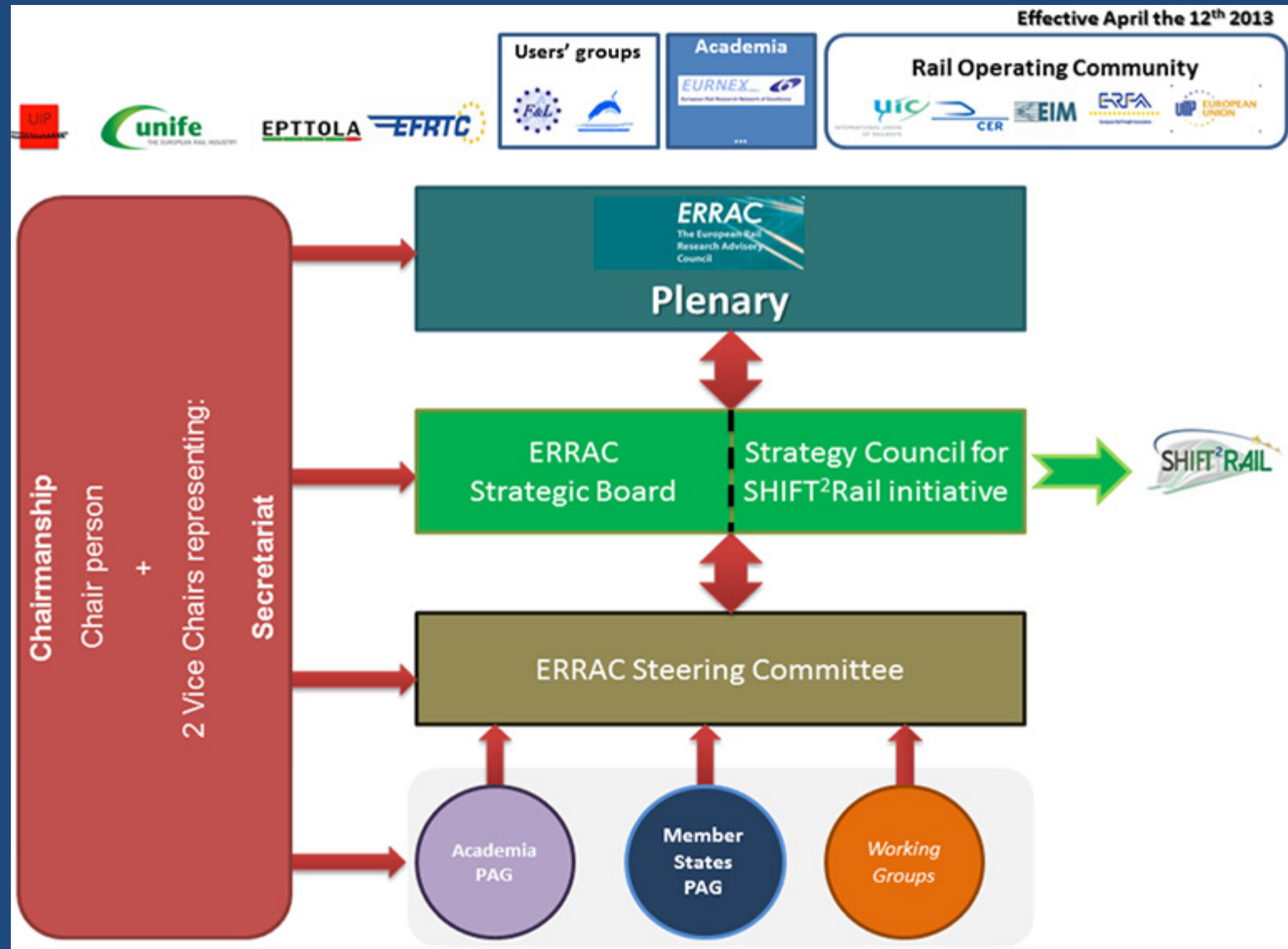


European Passengers' Federation

The work of EPF at EU level

21 March 2015

European Rail Research Advisory Council ERRAC



Shift2Rail will contribute to:

- *Cutting the life-cycle cost of railway transport (i.e. costs of building, operating, maintaining and renewing infrastructure and rolling stock) by as much as 50%;*
- *Doubling railway capacity*
- *Increasing reliability and punctuality by as much as 50%.*

SHIFT²RAIL will impact all segments of the rail market: High Speed/Mainline, Regional, Urban/Metro & Suburban, and Freight and make daily life easier for millions of European passengers and rail freight users.

› Founding members of S2R



ALSTOM



BOMBARDIER
the evolution of mobility

CAF

Network Rail

SIEMENS

THALES





TAP TSI

Telematics Applications for Passenger Services
Technical Specifications for Interoperability



Project co-funded by the
European Commission



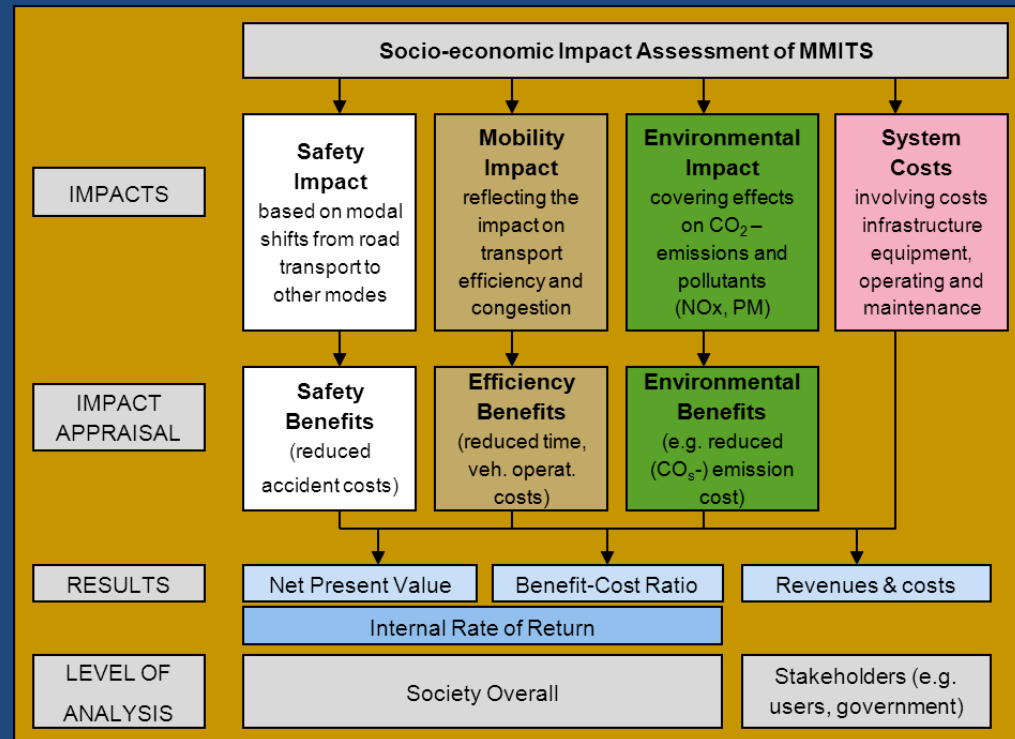
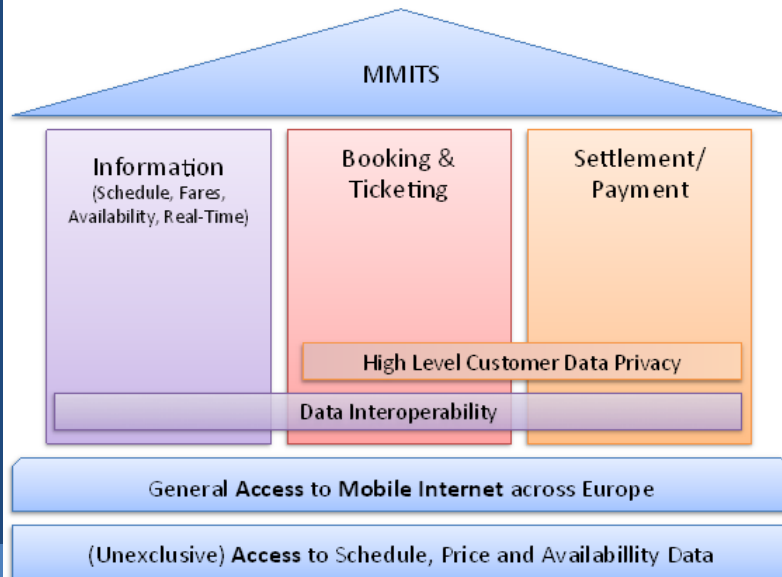
TAP TSI Steering Committee





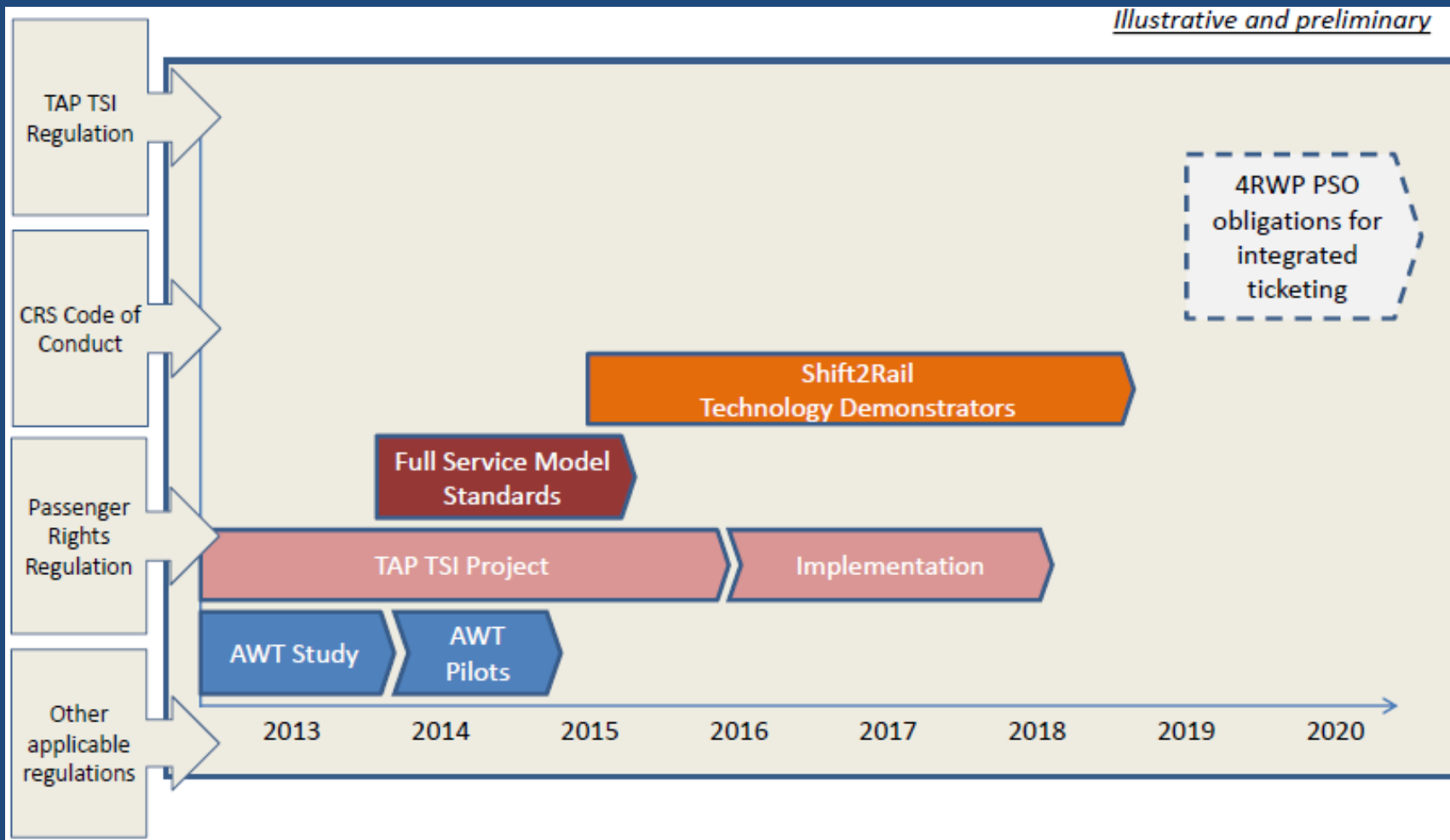
All Ways Travelling

Pan-European MMITS (Multi Modal Information and Ticketing System)



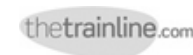


AWT Observation: Connecting the Dots is Difficult...





Full Service Model Initiative

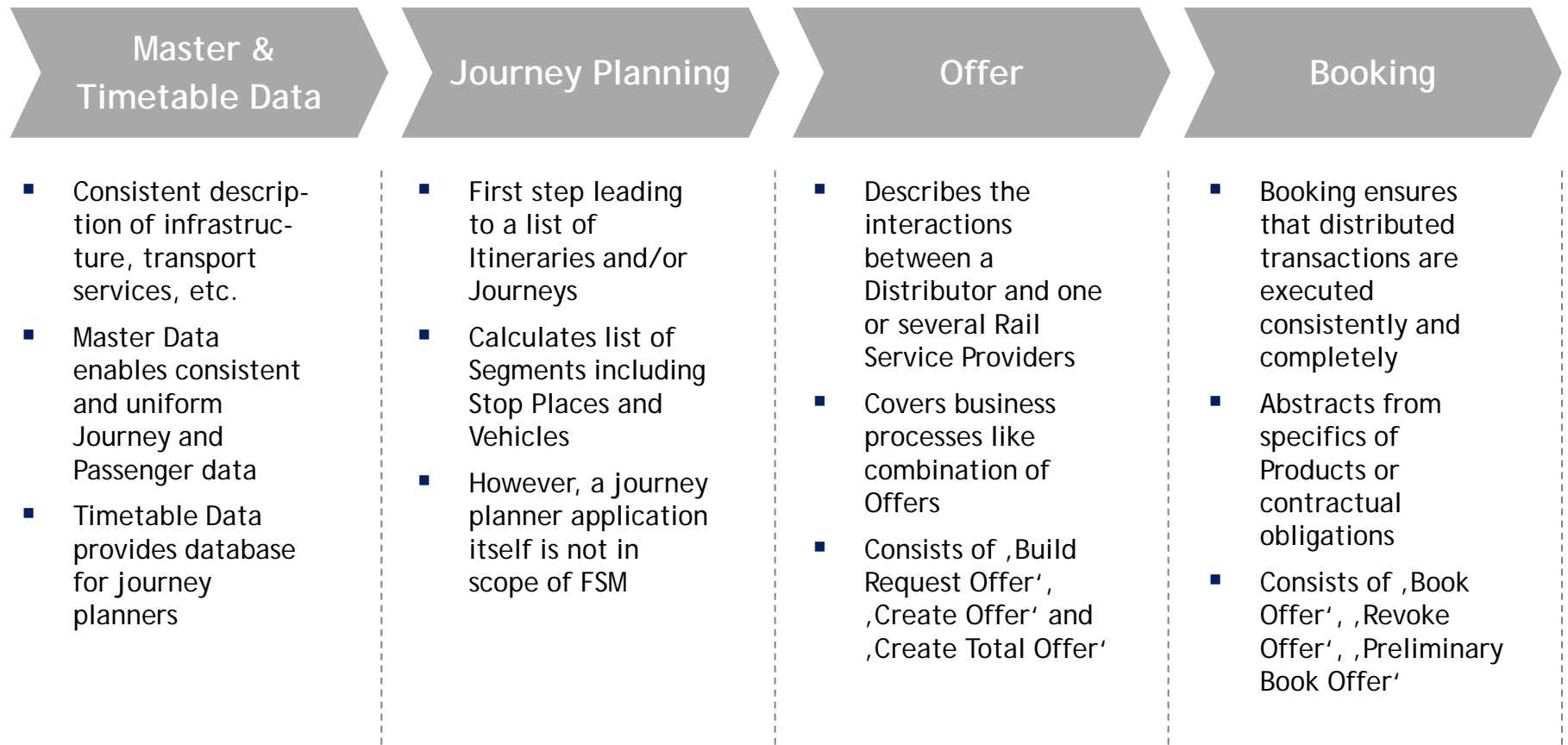


Advisors



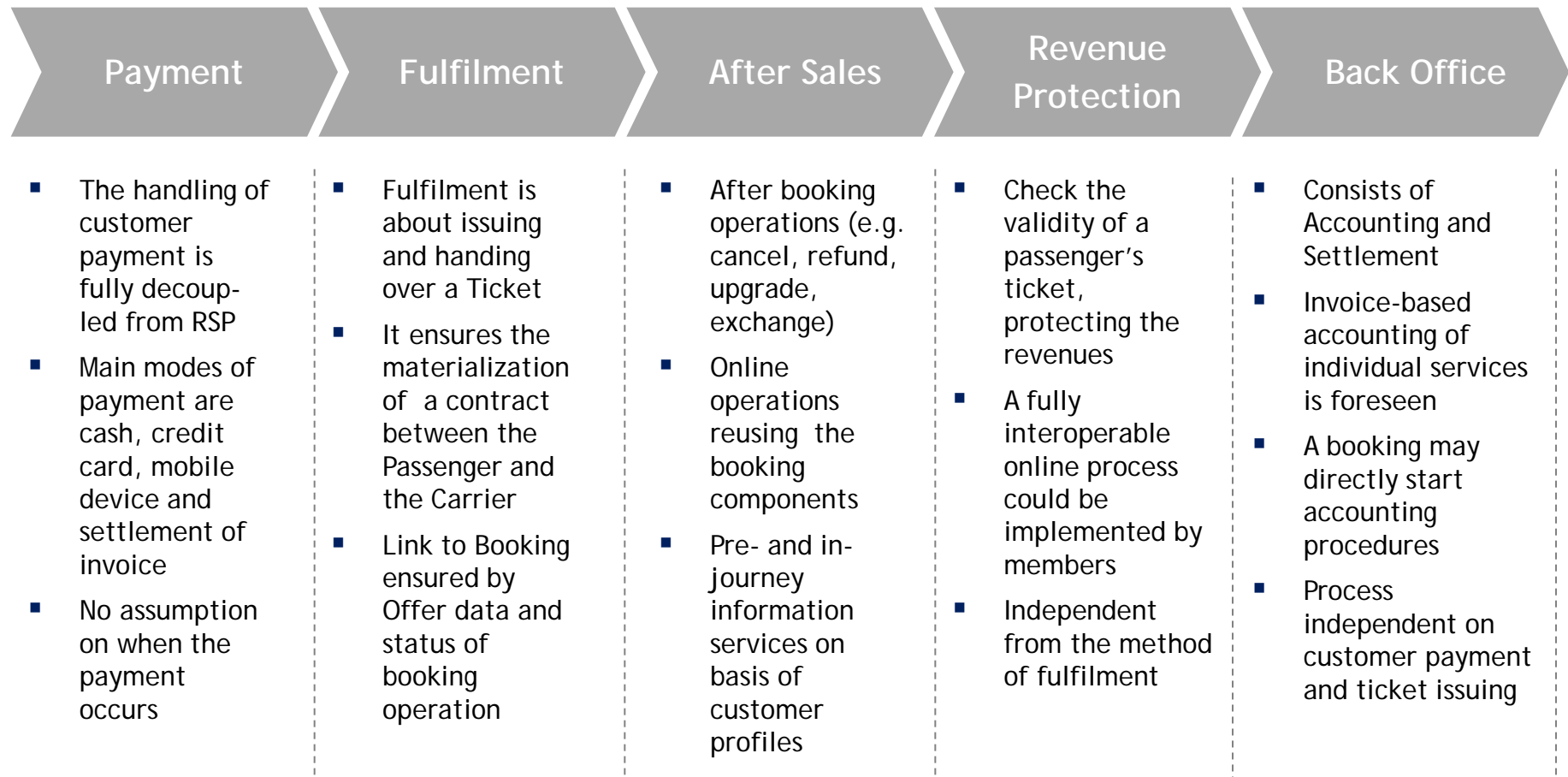
FSM part 1 consists of the process steps Master & Timetable Data, Journey Planning, Offer and Booking

Content FSM part 1



FSM part 2 consists of the process steps Payment, Fulfilment, After Sales, Revenue Protection and Back Office

Content FSM part 2





RAIL FORUM EUROPE



[Rail Forum Europe dinner debate of 11 March 2015: Taking stock of the 2011 Transport White Paper](#)

This dinner-debate took place in in Strasbourg on 11 March 2015. It gathered 45 participants, including MEPs, representatives of the European Commission and Member States and rail stakeholders. The keynote speakers were: Jocelyn Fajardo, Member of cabinet of European Commissioner for Transport Violeta Bulc ; Philippe Citroën, Director General of UNIFE; Libor Lochman, Executive Director of CER

MARCH 13, 2015

[RFE 29 January 2015 event – Deteriorating international rail links – What can be done?](#)

This breakfast-debate took place in in Brussels on 29 January 2015. It gathered around 70 participants, including MEPs, representatives of the European Commission and Member States and rail stakeholders. The keynote speakers were: Trevor Garrod, Chairman of the European Passengers' Federation; Karl Schambureck, Probahn Oesterreich; Patrizio Grillo, Acting Head of Unit for Single European Rail

JANUARY 29, 2015



RAIL FORUM EUROPE



[RFE 22 October event – Rail investments: status quo and future perspectives](#)

The first dinner-debate of the newly elected European Parliament took place in Strasbourg on 22 October 2014. It gathered around 50 participants, including MEPs, representatives of the European Commission and Member States and rail stakeholders. The keynote speakers were: - Michael Cramer, Chairman of the European Parliament's TRAN Committee and of Rail Forum Europe – Philippe Citroën, Director [Read more](#)

OCTOBER 24, 2014

[RFE 17 March 2014 Event – Making cross-border rail attractive: How to get more trains across borders?](#)

This dinner-debate took place at the European Parliament in Brussels on 17 March 2014. It gathered around 70 participants, including MEPs, representatives of the European Commission and rail stakeholders. The keynote speakers were: – Andreas Warnecke, Liaison Office for public bus & rail transport in the Euregio Meuse-Rhine, Aachener Verkehrsverbund – Gösta Weber, Project Director, Regions of [Read more](#)

MARCH 18, 2014

Who we are

Consumers on the European stage

BEUC acts as the umbrella group in Brussels for its members and our main task is to represent them at European level and defend the interests of all Europe's consumers. BEUC investigates EU decisions and developments likely to affect consumers, with a special focus on eight areas identified as priorities by our members: Financial Services, Food, Digital Rights, Consumer Rights, Sustainability, Safety, Health and Energy. To cope with these challenges the Secretariat has a staff of around 35.

BEUC's strength: our members

Just like the EU itself, BEUC's membership has grown, and our members now include 40 well respected, independent national consumer organisations from 31 European countries (EU, EEA and applicant countries). BEUC is acknowledged as a trustworthy representative by both decision-makers and opponents alike, thanks in particular to the collective skills, knowledge and expertise of our member organisations.

How we work

Our members decide on BEUC's priorities and objectives at our twice-yearly General Assemblies. BEUC is fortunate to benefit directly from their experience and day-to-day contact with consumers at grass roots level. What is more, anyone dealing with BEUC can be sure that the position we present has received the backing of the most representative national consumer organisations. Through BEUC, these organisations are able to speak out with one voice.

How can get BEUC to prioritise Public Transport ?

TTB has contacted our local consumer organisation ; they wished to cooperate on some aspects of PT . We are working together, but each maintains its own working position. They were keen also to involve a French speaking PT organisation, choosing Navetteurs.be.

This cooperation brings together a combined membership base of 300K . As a result, passengers now have a much stronger voice.

What is the 4th railway package?

- Creation of a single European rail area

Why do we need it?

- Currently quite fragmented
- Create a more competitive rail sector
- Reduced emissions
- Increased use of rail transport

4th railway package has four main aims

1. Standards and approvals that work
2. A structure that delivers
3. Opening domestic passenger markets
4. Maintaining a skilled rail workforce

The **technical pillar** covers updates to three existing legislation:

- Proposal for a revised regulation on ERA - 2013/0014
- Proposal for a revised directive on the interoperability of the rail system in the EU - 2013/0015
- Proposal to amend the directive on railway safety - 2013/0016

The **governance and market opening pillars**

- Proposal to amend the regulation on opening the market for domestic passenger rail transport services - 2013/0028
- Proposal to amend the directive establishing a single European rail area - 2013/0029
- Proposal to repeal the regulation on rules for the standardisation of railway undertakings' accounts - 2013/0013

- Legislative work on 4RP gets pushed through by June 2015 – assumes compromise between Council and Parliament and resolution of complex procedural issues
- Technical Pillar :
 - Discussions on national authorities able to authorise for equipment for internal use versus all approved by ERA.
 - ERA time line compared to national.
 - Own staff protection.

- Market Pillar : Transport Council 13 March
 - Independence of Infrastructure Managers in exercise of their functions. Different rules for vertically integrated companies?
 - Question of restrictions on movement of staff
 - PSO ' s : access to rolling stock at end of franchise

➤ WHAT DID EPF SAY WE WANTED?

- Improved engagement with users' representatives
- Competition to reduce costs and increase quality
- Connectivity, with a focus on the 'end-to-end' journey
- Promotion of multi-modal network benefits
- Common passenger rights' principles across all modes
- Meet needs of Persons with Reduced Mobility
- Improved user satisfaction as best measure of success

➤ **The WHITE PAPER on TRANSPORT– Mid-Term Review**
*Taking stock and the way forward towards
Sustainable Mobility*



Economic & Social Committee of the EU (EESC)
Brussels, 6th March 2015

**European Parliament: Transport & Tourism
Committee (TRAN)**
Brussels, 17th March 2015

Done by Christopher Irvin

A legacy of achievement, including:

- Open Skies
- Connecting Europe Facility
- Decentralised Agencies
- Passenger Rights

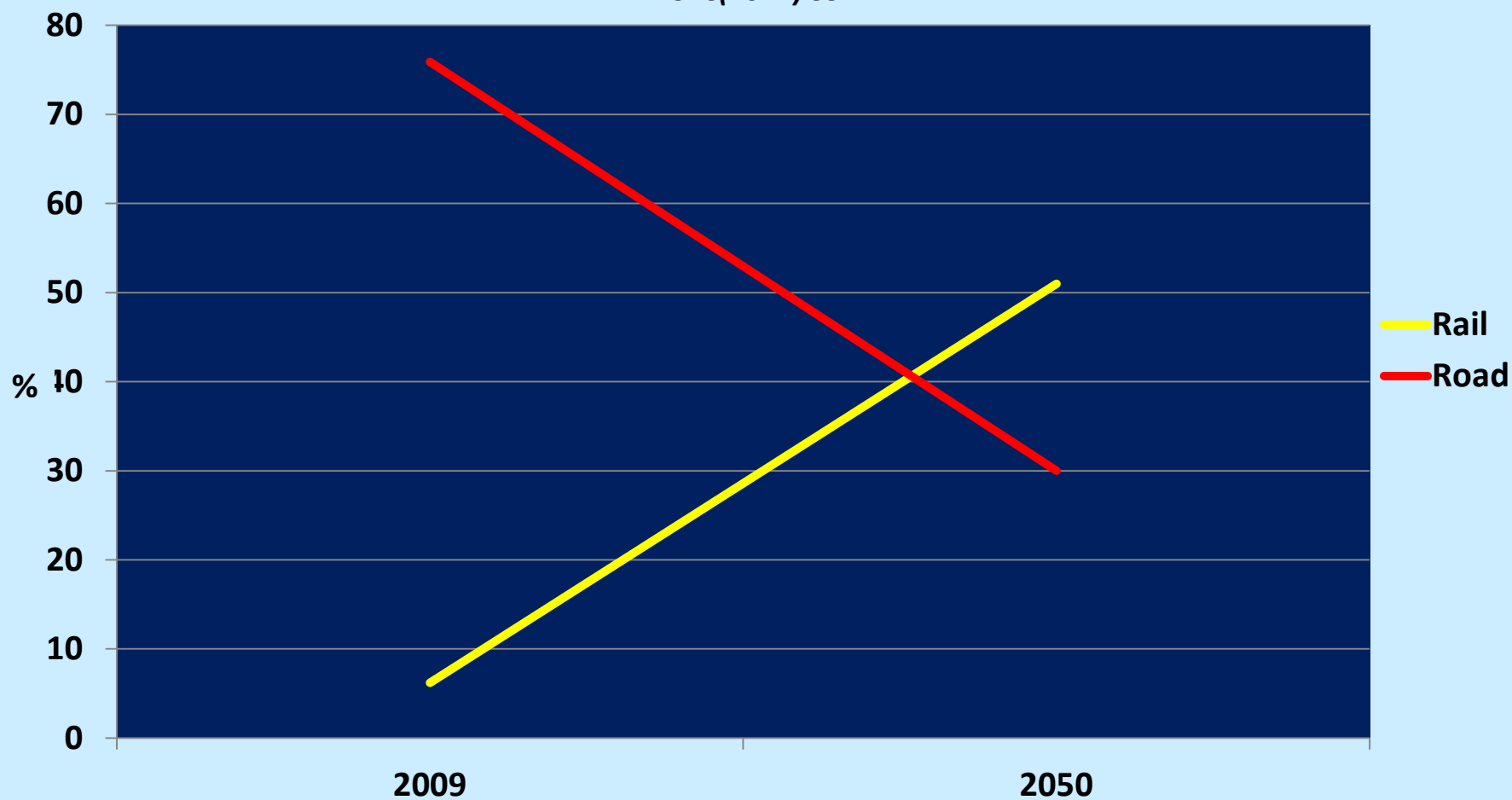
<60% by 2050

- No 'conventionally-fuelled' vehicles in urban areas by 2050
- Cut road's share of longer-distance freight to less than half
- Majority of medium distance passenger journeys to rail



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

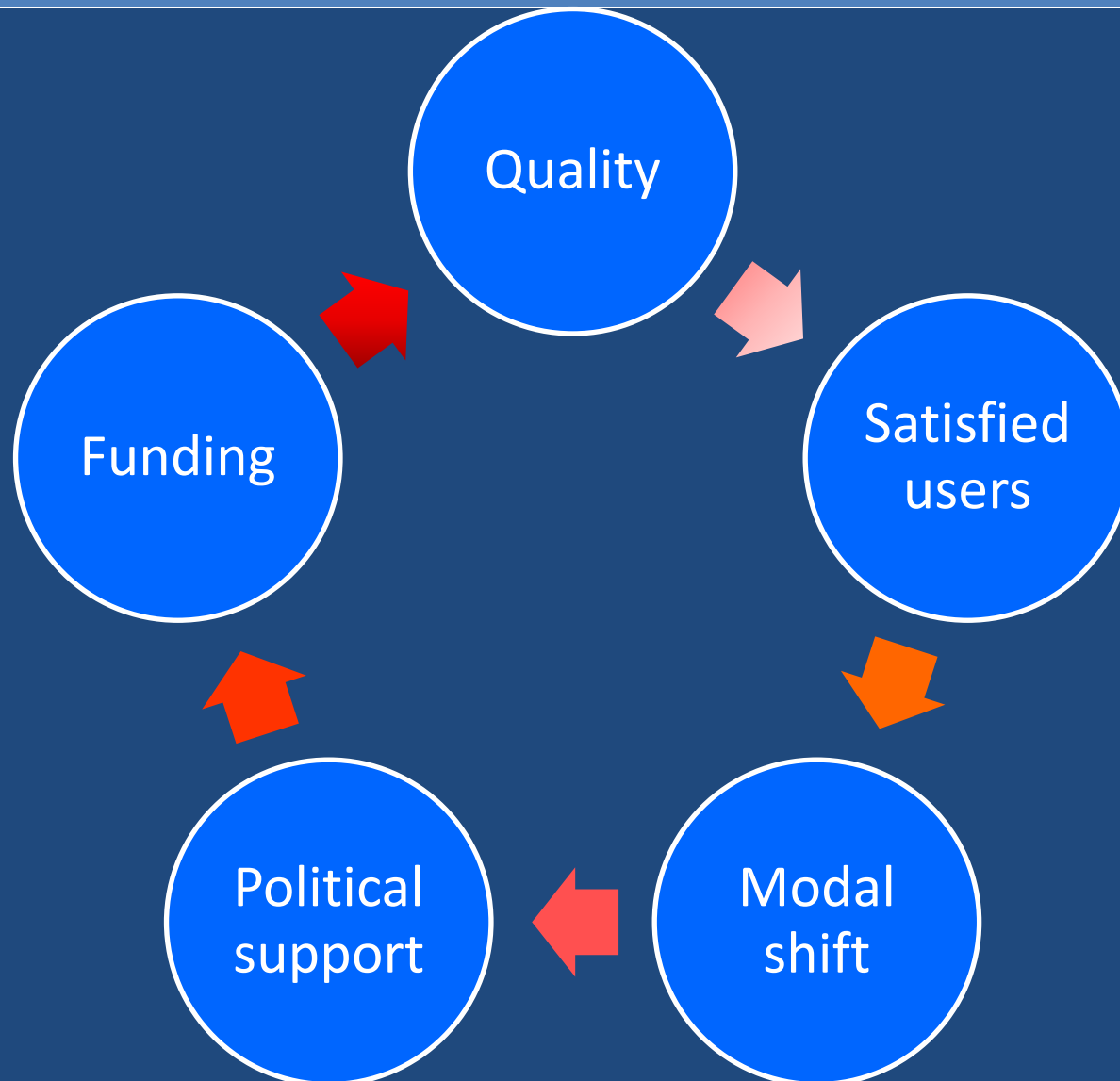


- 'Command economy' unacceptable
so
- 'Distress purchase' ?
or
- Mode of choice?

- Wider health impacts of transport:
x8 more lethal than accidents
- Worsening congestion costs:
= 1.5% GDP by 2050
- Pressure on urban space:
1 bus = 20 cars

*How do you
launch a
Moonshot?*

➤ Shifting the paradigm: the virtuous circle



› Clearing the way ahead: some priorities

- Capacity and reliability:
 - Investment in infrastructure
 - Play to modal strengths but on level-playing field
 - Smart traffic management systems
- End-to-end journey thinking
 - Cross-modal information, ticketing and passenger rights
 - Focus on PRMs is good for all
- Driving down costs
 - Driver for research, innovation and more flexible operational practices
 - Transparent, competitive, tendering
 - Explore market for competitive corridor management concessions
- Managing bureaucracy
 - More effective regulation at EU level; avoid national duplication
 - Streamlined, but effective security and border controls

A cultural change, focussed on end-users' needs, to secure sustainability, investment and employment

› Other EU – meetings/awards/projects

- Thalys
- Eurostar
- UITP
- CER Customer Liaison Group (GLC)
- TEN-T corridors Workshop
- MEP 's : Bach
- Public hearing on Transport accessibility and connectivity in Central and Eastern Europe
- Energy Efficiency in Urban Transport (UITP)
- 5th,6th,7th Landsec Transport Security Expert Group

➤ Other EU – meetings/awards/projects

- Foster Rail Workshop
- EFRA meeting and dinner
- National Enforcement Bodies (NEB) on Passenger Rights 181/2011 (Bus and Coach)
- Project 3iBS : intelligent,innovative,integrated Bus System
- Jury member on European Rail Congress Awards London (Winner : “ Geld zurück ab 5 Minuten Verspätung am Ziel „ Nordhessischer Verkehrsverbund)
- Meeting Mr Polgar DG-Move about cross-border
- European Railway Award 2015 CER UNIFE

› EPF, working with partners

Gesendet: Dienstag, 10. März 2015 09:32

An: julia.lamb@erfarail.eu

Cc: nicolettevdjagt@clecat.org; Irmtraut Tonndorf; Schneider Josef; Laurent A. d'Hont; 'Jos Dings'; rscshultze@uirr.com

Betreff: Open letter urging ambition in transforming rail into a customer-friendly sector



Please see attached an open letter co-signed by the above associations urging the Member States in Council to push through important changes to the Market Pillar of the 4th Railway Package. Simple changes to the rail sector will help the transition from monopoly service provider to a rail sector that is attractive, innovative and dynamic.

➤ EPF, working with partners



The Voice of European Railways

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Charters and Agreements - details

**CER-CIT-EPF-EDF letter to the Permanent Representation of Greece to the EU:
implementation of Directive 2013/11/EU on Alternative Dispute Resolution (ADR)**

Thursday, 08 May 2014

Download(s)

 2014-05-08 CER-CIT-EPF-EDF Letter to Perm Rep of Greece to the EU on ADR

to see more [click here](#)

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European Passengers' Federation: the voice of public transport users in Europe

The **European Passengers' Federation** is an international non-profit association, gathering together key stakeholders in the travel sector to deliver a discussion forum that informs, educates and facilitates an exchange of views between different stakeholders and decision makers in Europe on topics important for European passengers.

All the campaigns for passengers rights throughout Europe are realized conducting research, publishing reports, holding conferences and works closely with transport operators and decision-makers on developing policies that support the needs of passengers in Europe.

The **EPF Inaugural Summit 2014** will be a passenger-focused event that is about listening, learning, interacting and debating the important issues facing those who use and enjoy the European transport services.

We sincerely hope you will be able to take part in this inaugural summit 2014, which we look forward to celebrating with all our members, key stakeholders, partners, colleagues and friends.

We look forward to seeing you there!

Register Now

[New Registration](#)

[Tell a Friend](#)

Share this event



Event Details

EPF Inaugural Summit 2014

08/12 - 09/12/2014

9:30 am - 3:30 pm

Brussels

Belgium





- Towards seamless travel for today's passengers
- Passenger Expectations
- European transport policy - what does it mean for citizens?

<http://www.epf.eu/wp/inaugural-summit-in-brussels-on-the-9th-of-december/>

amadeus

DB BAHN

FairPlane

ARC 20 years
AIRPORT REGIONS CONFERENCE

Travelport
Redefining travel commerce

- 5 Sponsors
- total sponsorship > 25 T€
- surplus to be calculated
- ETTSA sponsor in kind
- “Of Cores” part sponsor

› Summit 2015, main objectives

➤ financially

- maximum risk if conference fails: 5 T€
- surplus: > 25 T€

➤ politically

- one key-note speaker (commissioner or general director)
- 150 attendees (> 10 MEP's)
- all transport modes represented (local transport, bus, coach, rail, water, air)

➤ date, facilities

- Thursday, December 3rd
- [Airport Regions Conference](#) Rue Montoyer 21, Bruxelles

Two H2020 projects where EPF is involved in the consortium

Grants still in preparation , estimated begin 1st of May 2015

➤ **IT2Rail „Information technologies for shift to rail“**

- Precursor for S²R programme
- Development of a digital travel assistant for all aspects of a journey

➤ **CIPTEC „Collective innovation for public transport in European Cities**

- Research on innovative methods of improving urban public transport focussed on marketing, customer approach, co-creation and social sciences

European Railway Agency ERA



**Administrative Board
The Chairman**

<p align="center"> ERA ADMINISTRATIVE BOARD 35th meeting 24 March 2015 10.15-16.00 ERA Lille - meeting room George Stephenson (ex-50) DRAFT AGENDA V02 </p>							
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Opening		Documents (D)/ Presentations (P)		Indicative time			
1	Adoption of the agenda		Chair	D	[For Decision]	10:15	10:20
2	Adoption of the minutes, 34th meeting		Chair	D	[For Decision]	10:20	10:25
3	Introduction from the Executive Director		ED	P	[For Information]	10:25	10:35
Part A- Strategy and other related matters							
4	4th Railway Package and S2R state of play		EC+ERA mgt	P	[For Information]	10:35	11:10
5	ERA transition towards 4th RP		ERA Management team	P	[For Information]	11:10	11:45
6	Single Programming Document (draft 2 Work Programme 2016), Identification of AB 'lead' for each strategic area of the SPD		ERA Management team	D	[For Discussion]	11:45	12:20
7	Key Communication principles follow-up		ERA Management team	P	[For Information]	12:20	12:30
Lunch break						12:30	13:30

Travelling to Lille

Experiences from an European Passenger

THALYS

WILLKOMMEN BEI UNS

[FAHRPLAN & VERKEHRSMELDUNGEN](#)[REISEZIELE](#)[ANGEBOTE & PREIS](#)

Meine Fahrt
Köln Hbf
über Bruxelles-Midi/Brussel-Zuid

Bruxelles-Midi/Brussel-Zuid / Brüssel
Paris Nord
Deutschland
Aachen Hbf
Duisburg Hbf
Düsseldorf Flughafen
Düsseldorf Hbf
Essen Hbf
Belgien
Bruxelles-Midi/Brussel-Zuid / Brüssel
Liège / Lüttich
Alle belgischen Bahnhöfe (TGB)
über Bruxelles-Midi/Brussel-Zuid
über Liège
Frankreich
Paris Nord
Verenigtes Königreich
St Pancras

Meine Daten
08.02.2015
Datum der Rückfahrt
Einfache Fahrt
Reisende
Erwachsener
Kind
Junior
Seniors

Netz SNCB/NMBS am Freitag 9. Januar 2015

35 €

DAS THALYS-ABO

2 PERSONEN

35 €

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➤ Thank you for your attention!

