

Do passengers feel safer?

- 38 member orga
- 21 countries



➤ WHAT IS THE EUROPEAN PASSENGERS' FEDERATION?



- founded 2002
- the European umbrella organisation of national and regional passengers' organisations
- representing passengers' views at the European level
- dealing with all modes of public and collective transport such as local transport, railways, buses, aviation and maritime transport
- But especially dealing with the passenger making abstraction of modes and business models !

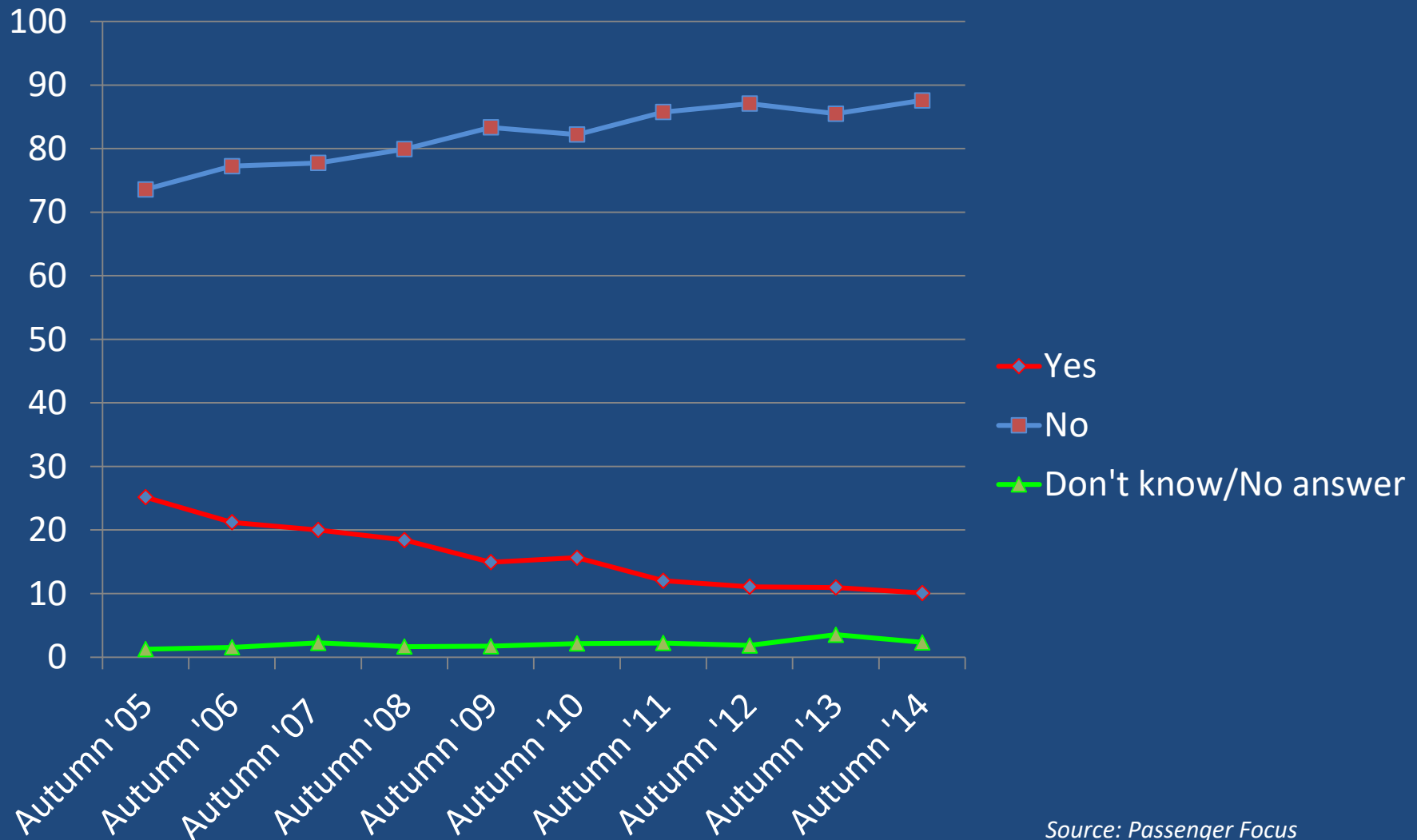
- A lot of aspects of safety and security are specialist material
- Passengers are
 - not specialists / engineers
 - emotional beings
 - not always rational
 - they can be fiddly

- Safety and security are often seen as two 'separate' aspects
- For a passenger feeling safe and secure is almost the same
 - exception : periods of heightened security risks (as now)
- For passengers the feeling is more important than the actual degree of safety or security

- Not a lot of long term research of passengers on safety
- One good example : UK Rail Passenger survey
 - Representative sample of >50k British passengers polled for 2 x yearly National Rail Passenger Survey
 - Questions on terrorism added after 7/7/2005 London Transport bombings (52 deaths and more than 700 injured)
 - ‘Public fear’ about terrorism and personal security on railway dissipated quite quickly after 7/7



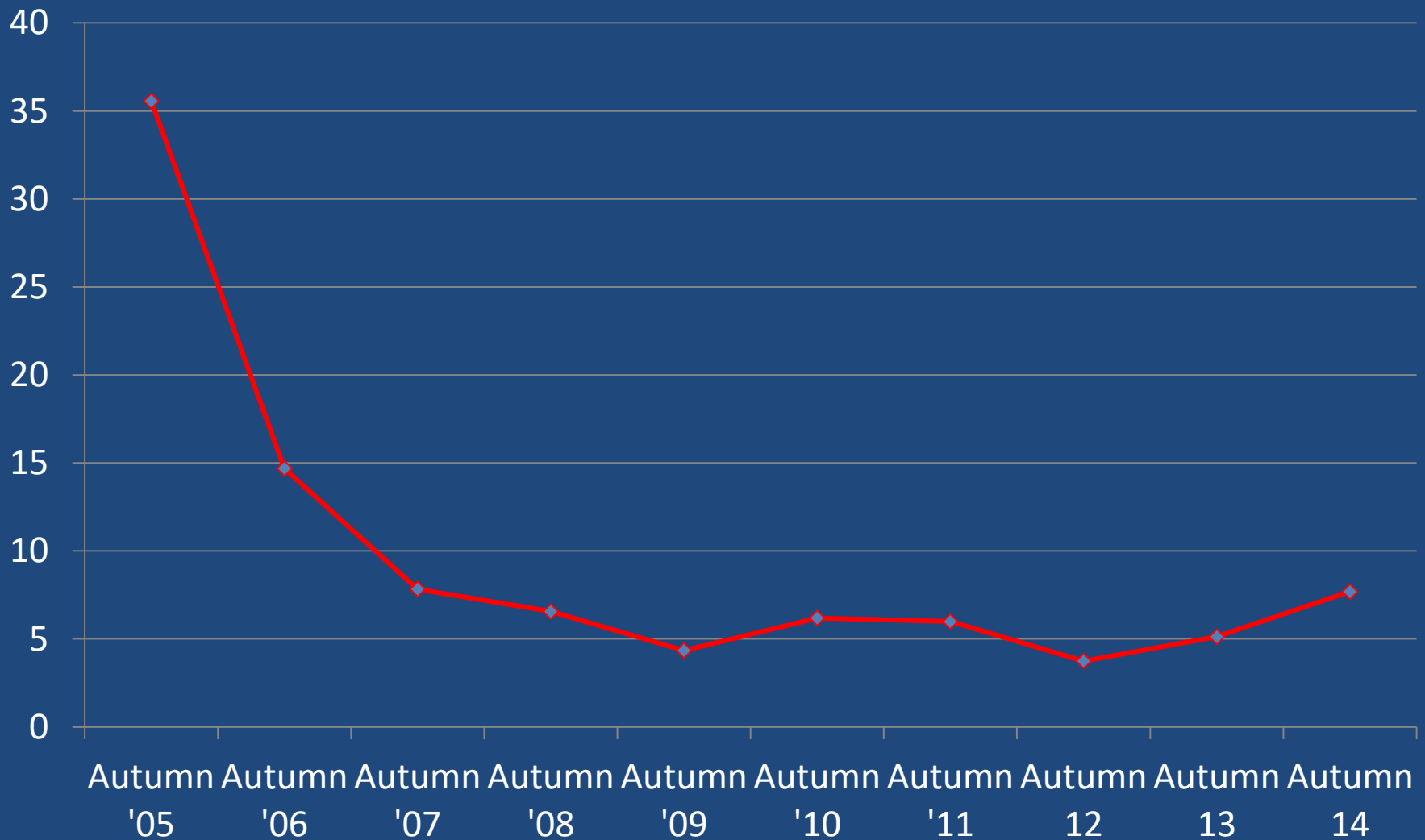
Long term perspective : Did personal security concerns prevent train travel?



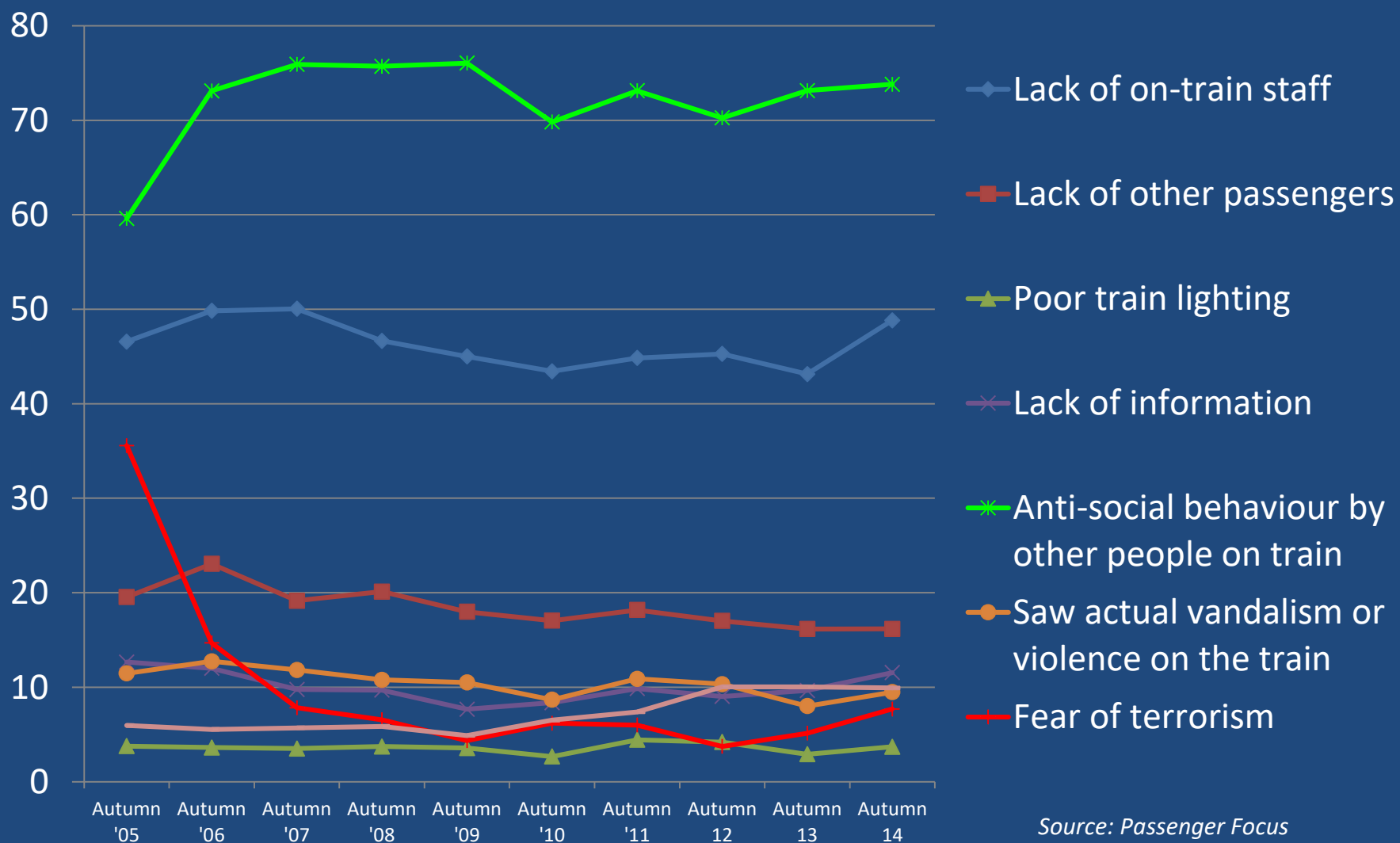
Source: Passenger Focus



Long term perspective : Reason for worry about personal security : TERRORISM



Long term perspective : Reason for worry about personal security



- Safety and security is (partly) perception
- Most unsafe and unsecure feeling come from other passengers
- Passengers feel most safe through staff presence and good information
- *‘I obviously expect to be safe but I don’t expect to be inconvenienced’*
- Does this mean no need to research on and invest in safety and security ?

› Involve passengers' in safety and security



- Safety (and security) research is technology driven and focussed on output in hard and tangible measures
- Psychological and societal aspects of security and safety are overlooked and ignored
- Involve the passenger in research and development!

- EPF has extensive experience in this, some of our recommendations:
 1. Don't just listen to the passenger, get them involved !
 2. Use co-creation instead of traditional methods (focus groups etc.)
 3. Include different partners in consortia with “knowledge” of certain aspects (behaviour, perception, societal sciences,...) : think out of your current box!
 4. Put 1 or two issues to the passengers which can impact their travel, it get's them involved
 5. Don't talk about WP, tasks and other technical issues for the insiders

➤ Thank you for your attention!

