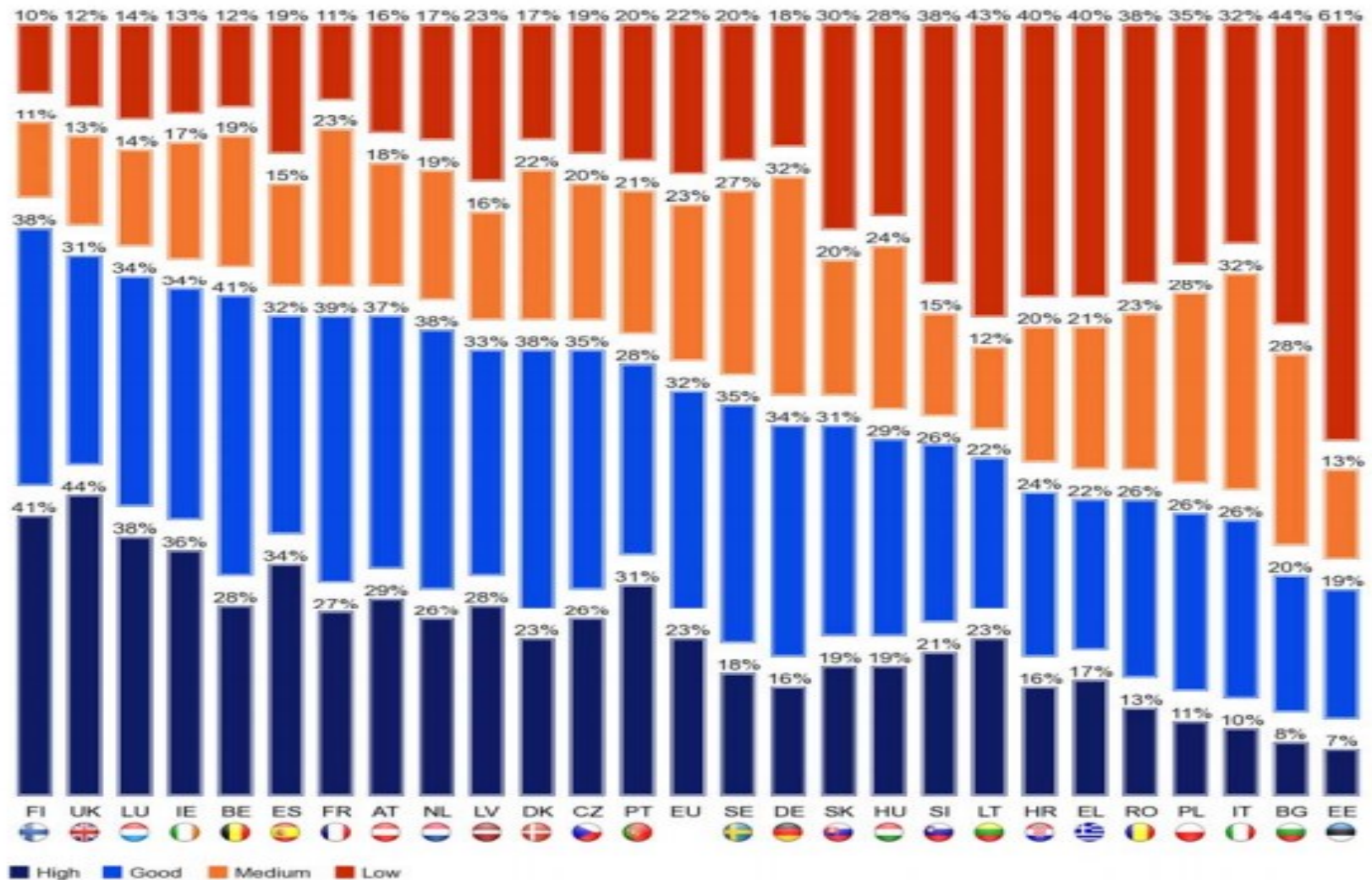


What's in it for passengers?



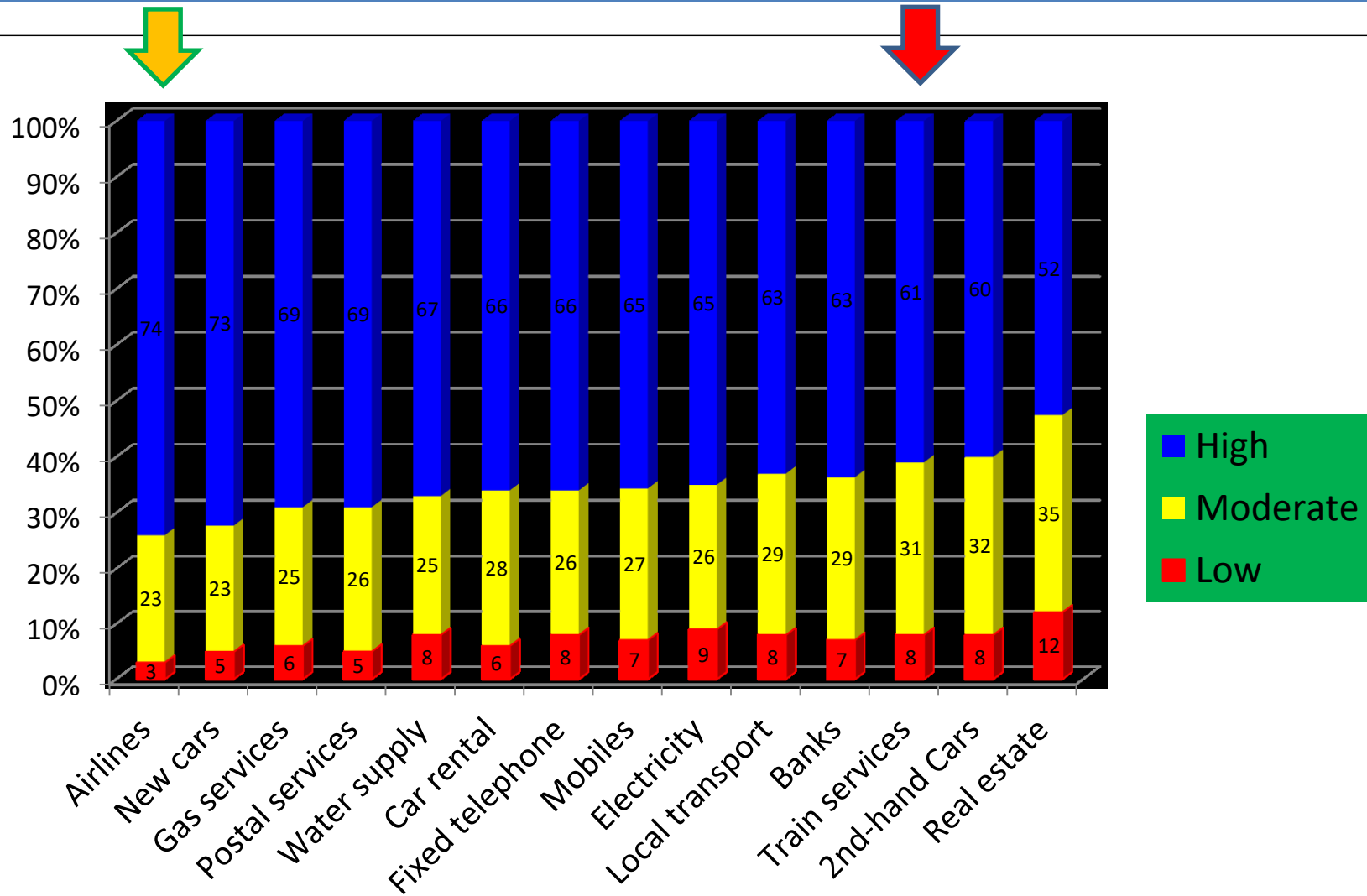
- 36 member organisations
- 21 countries

55:45 of rail users' satisfied: *Eurobarometer 382a*



Poor comparative user satisfaction

EU Consumer Markets Scoreboard, 2016 – ‘To what extent did service offered live up to expectations?’

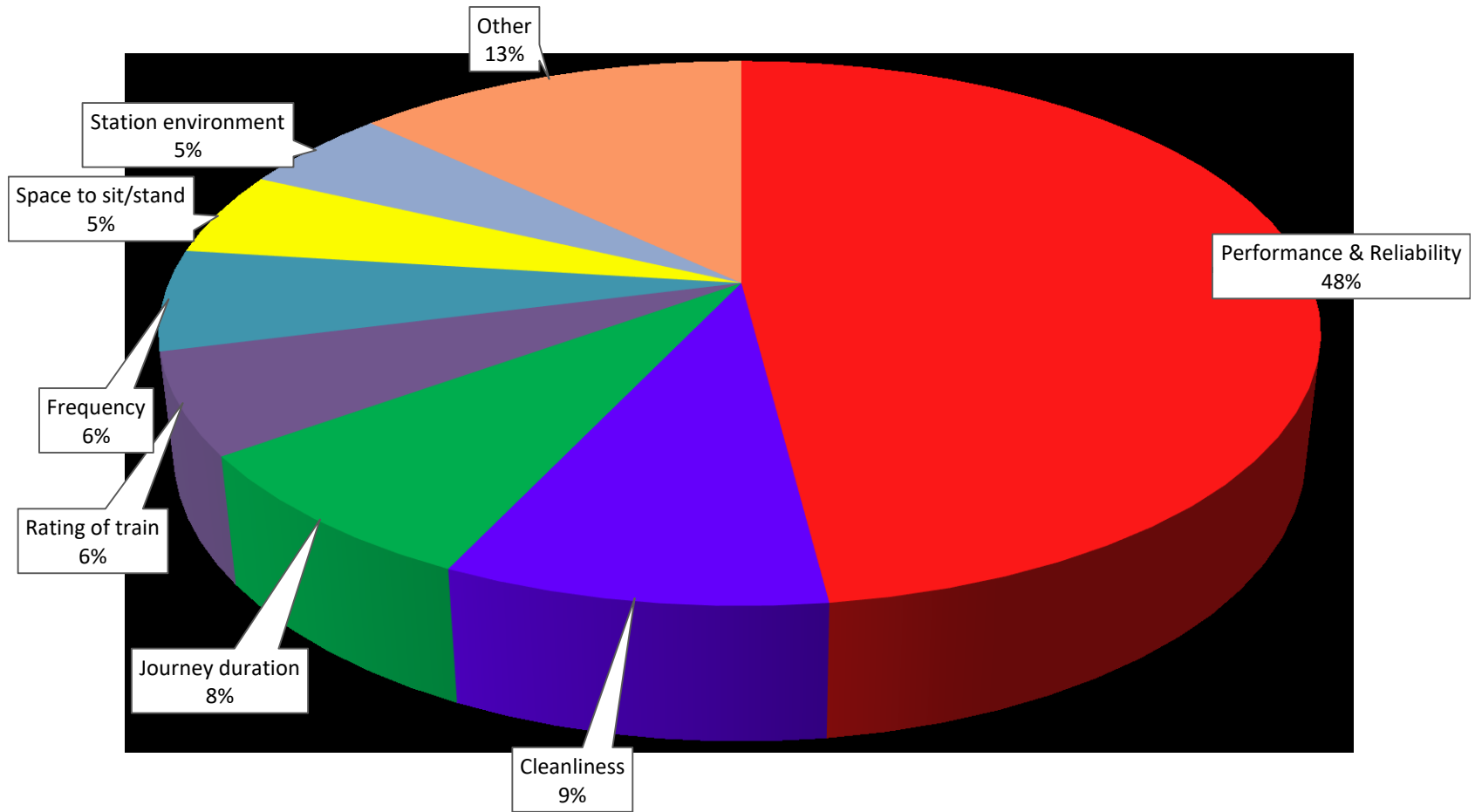


› The passenger advocate's eternal question

How does it benefit the users?

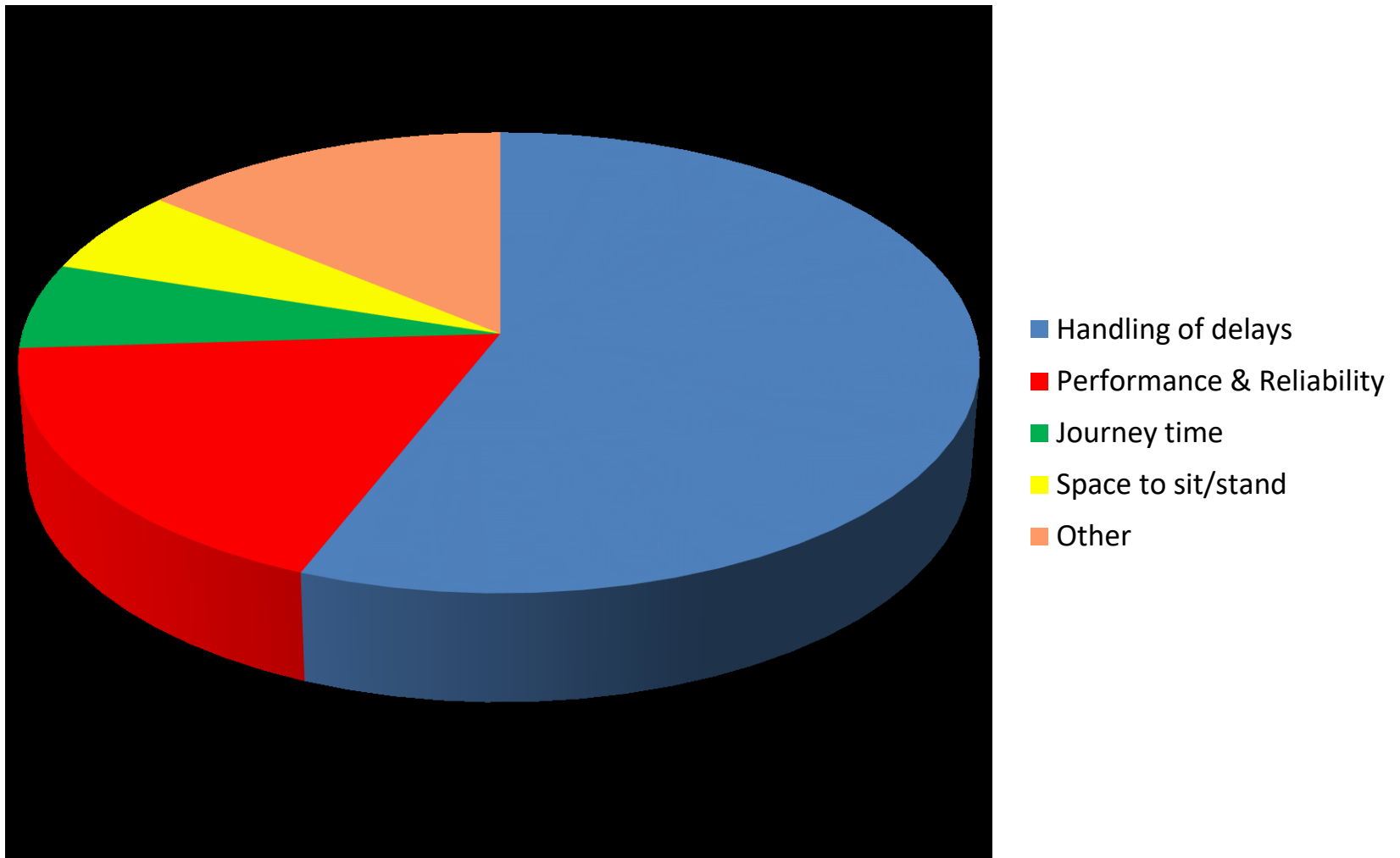
Drivers of passenger satisfaction:

National Passenger Survey, Transport Focus, GB



› Drivers of passenger dissatisfaction:

National Passenger Survey, Transport Focus, GB



› Promoting user-centric regulation

- Ensuring better value
- Facilitating better performance and reliability
- Improved handling of delays (useful information)
- Securing transparent & sufficient consumer information
- Opening the retail market to competition
- Balancing competition for the market with network cooperation
- Encouraging end-to-end journey provision
- Enforcing passengers' rights
- Listening to users



Thank you for your attention!

www.epf.eu

