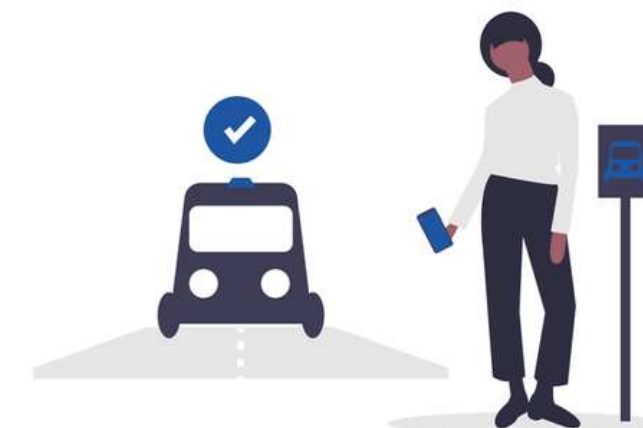




# European Passengers' Federation

2020 Annual Report





# About us

The European Passengers' Federation links all major passenger organisations throughout Europe and represents the interests of public transport users at the European level. EPF is committed to improving standards on public transport, achieving comprehensive passenger rights throughout Europe and promoting effective and seamless multi-modal travel.

To this end, EPF adopts an evidence-based approach: It conducts research, publishes reports, holds conferences and works constructively with transport operators and decision-makers.

EPF is able to draw on an extensive, EU-wide network of passengers and passengers' experts through its member organisations. We currently represent thirty-seven national and regional organisations from twenty-one European countries, within and outside the European Union. Our members strive to put the user at the centre of the decision-making process and to increase passenger satisfaction.

**We are the voice of public transport  
users in Europe.**

# Our work

01

## Policy Work

EPF advocates for strong passenger rights across all modes, a better door-to-door (multi-modal) travel experience and an accessible and inclusive (public) transport offer, also in rural areas.

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02

## Projects

Research and innovation projects are the main source of funding for EPF's activities. In 2020 we had five running projects financed by EU programmes.

EPF's main role in these projects is to ensure that user needs are put at the heart of innovation.

# 2020

The European Passengers' Federation looks back on an **eventful year with challenges like never seen before**. The global COVID-19 pandemic has presented us with a new set of tasks and our team rose to the occasion, working to defend passenger rights even through difficult times.

The consequences of the pandemic were massive in every aspect of life and the transport sector was one of the most affected sectors. Lockdowns all over Europe forced people to stay inside their homes and the frenetic flow of people between buses to metros, trams and bicycles was paused. Many passengers saw their trips cancelled and their right to refund hindered. Public transport companies struggled financially and had to ask for governmental support. EPF kept a **close eye** on these developments and throughout the year, EPF **was challenged to take a position on consumers' rights in almost all modes of transport**, ensuring that government support is **conditional and beneficial to passengers**.

EPF's team and management board continued to work on projects and relevant policy developments throughout the year, ensuring that in this time of need, passengers' voices were still heard.

Even with many challenges, nothing stopped us from going forward. EPF **persisted, adapted and grew!**





A year of key involvements...



# Relevant Meetings

EPF meets regularly with key stakeholders from the European Union institutions in order to get our messages across. Relevant meetings were held with:

## The European Commission:

- DG MOVE
- DG RTD RESEARCH & INNOVATION
- DG COMP

## Members of the European Parliament:

- TRAN committee
- IMCO committee

## Council of the European Union:

- Representatives of the German and Portuguese Presidencies

This year, EPF also took part in a Member State Authority Meeting on Urban Mobility.



# Representation

EPF is also represented in relevant stakeholder groups, such as:

- European Rail Research Advisory Council (ERRAC) and its working group I planning a roadmap for rail transport in 2030 (Christopher Irwin and Willy Smeulders)
- ERA board (Josef Schneider)
- ERA TAP TSI working party (Rian van der Borgt, substitute Willy Smeulders)
- ERA PRM TSI working group (Kurt Hultgren and Bryony Chetwode, substitute Willy Smeulders)
- Expert Committee of the Transport, Health and Environment Pan-European Programme (THE PEP) (Christopher Irwin)
- Expert Group on Land Transport Security (LANDSEC) and its subgroup on rail security (Christopher Irwin and Willy Smeulders)
- CER Customer Liaison Group (Michel Quidort, Josef Schneider, Rian van der Borgt)
- CER FSM Full Service Model (B2B) and TSGA Advisory Board (Willy Smeulders)
- Rail Forum Europe (Willy Smeulders and Josef Schneider)
- S2R User Group (Willy Smeulders and Josef Schneider)
- UIC's Covid-19 Task Force (Christopher Irwin)
- United Nation's Economic Commission for Europe Rail Working Party (Christopher Irwin)



# Partnerships

In its efforts to improve EU passenger rights and overall passenger experience, EPF regularly consults and works together with other EU-level networks and organisations such as:

- AGE Platform Europe
- AllRail
- BEUC (European Consumer Organisation)
- CER (Community of European Railway and Infrastructure Companies)
- ECF (European Cyclists Federation)
- ECTAA (European Travel Agents' and Tour Operators' Association)
- EDF (European Disability Forum)
- EIM (European Infrastructure Managers)
- EMTA (European Metropolitan Transport Authorities)
- ETF (European Transport Workers' Federation)
- EU TravelTech
- IATA (International Air Transport Association)
- Independent Regulators Group (IRG)
- IRU (World Road Transport Organisation)
- POLIS network
- UIC (International Union of Railways)
- UITP (International Association of Public Transport)
- UNIFE (European Rail Industry)

EPF also has regular meetings with important (international) transport operators such as Thalys, Eurostar and DB Bahn.





# Partnerships

## Platform on International Passenger Rail Transport

As already mentioned in last year's Annual Report, EPF is involved in the Platform on International Passenger Rail Transport, an intergovernmental initiative initiated by the Netherlands Government. The initiative was launched November 2019 with an intergovernmental workshop, moderated by EPF board member Christopher Irwin, and at which Arrien Kruyt and Willy Smeulders were the representatives of EPF amongst a limited number of other key rail sector stakeholders.

The Platform hopes to develop a joint action plan / agenda to support international rail passenger services as part of the EU Green Deal. It is expected that this will receive its initial consideration by Transport Ministers at the EU's Lisbon Summit which is to be held at the end of March 2021. The Platform decided to establish a stakeholder Mirror Group, appointing Christopher Irwin of EPF as co-chair with CER's Executive Director.

On June 2nd 2020 the ministers of transport agreed on working together and forming the Intergovernmental Platform on an International Passenger Rail Network.

Later in the year, four Mirror subgroups were established to advise their intergovernmental counter-parts:

- Subgroup A on customer experience and digitisation (chaired by EPF);
- Subgroup B on defining a network of international passenger services.
- Subgroup C on identifying infrastructure bottlenecks, missing links, and interoperability issues.
- Subgroup D on the regulatory framework including financial support measures.



# Presentations

Even with restrictions on travelling, EPF made a big effort to be represented at several events. Below we highlight our presentations of 2020, that are available for download on our website:

- Working for the passengers during a pandemic – SmartRail Week – 08-12-2020 (Sandra Lima)
- A Compelling Vision for the Target Railway System: the passengers' perspective – ERA webinar – 16-09-2020 (Christopher Irwin)
- Future of Public Transport in Europe after COVID-19 – EPF management board – 06-06-2020 (Sandra Lima)
- What do end-users expect in times of Covid-19, from lockdown to exit? – POLIS webinar – 04-06-2020 (Delphine Grandsart)

Moreover, EPF was invited to present and moderate other sessions related to the ongoing projects:

- European Parliament of the SME Group on Airline Consolidation and the Consumer Interest – February 2020 (Christopher Irwin)
- Affordable, accessible and inclusive mobility – Urban Mobility Days – 01-10-2020 (Delphine Grandsart)
- Round Table on Sustainable Transport – 06-10-2020- organised by CSIGG, the centre for Sustainability, Innovation and Good governance, attended by 40 high-level participants
- Citizens as drivers of their own mobility – EIT Urban Mobility Talks – 21-10-2020 (Evelien Marlier)
- Kick-off event MaaS Taskforce Flanders – 22-10-2020
- Night trains: Linking European Regions – 23-10-2020 – EU week of cities and regions (Emil Frodlund)



A year of important decisions  
at European level..



# Rail

Rail Passenger Rights have always been core business of many of EPF's Members. Therefore, it is no wonder that we invest a good portion of our time and energy to advocate for better international connections, safer and more accessible trains and infrastructure and overall improved passenger rights.

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# Recast Rail Passenger Rights

The revision of the Rail Passenger Rights Regulation is a cornerstone for EPF's work.

## STATE OF PLAY:

By the end of 2020, it was clear that the new Rail Passengers Rights Regulation would be **less ambitious** than what EPF expected.

After discussions in the **Council of the European Union** and the following trialogues with the **European Parliament**, the text was approved in Council. EPF issued a reaction in the beginning of 2021 to the text, reflecting the dissatisfaction of the outcome in comparison to the initial proposal and discussions at Parliament level.

## EPF'S ACTIONS:

To ensure that our views get across, EPF has worked with relevant EU stakeholders, namely:

- The German and Portuguese Presidencies of the Council
- DG MOVE
- Relevant MEPs
- Attachés to the Council of the European Union from different Member States

We complemented this work by regularly publishing position papers and articles on the current state of affairs:

- EPF's reaction to Rail Passenger Rights discussions;
- EPF's concerns regarding the dialogue on Rail Passengers' Rights;
- Open letter to MEPs regarding Rail Passengers' Rights;
- EPF urges the EU to protect passengers' rights



# International Rail Travel & Night Trains

Connecting Europe through a network of international trains (high speed and night trains) is one of the key steps to achieve the ambitious EU Green Deal Goals.

EPF and its members work regularly to showcase how to create a passenger-friendly European train network, reflecting on the benefits and challenges for passengers. Therefore we released several articles and position papers on International Rail Travel and Night Trains during 2020, namely:

- [How to improve international trains;](#)
- [EPF position on night trains;](#)
- [Progress for European night train services;](#)
- [Spanish myopia in railway analysis;](#)
- [Night trains are coming back](#)

Going further into the new decade, EPF will continue to work on this important issue, bringing the passengers' voice to the debate.



# Preparations Year of Rail 2021

Under the initiative of the European Commission, EPF was invited to take part in the preparations of the communication campaign **#EUYearofRail**, intended to motivate passengers across Europe to shift to rail.

EPF supports a Year of Rail that strongly focuses on end-user needs and satisfaction in both the passengers and freight sector.

In July 2020, we released our priorities for the Year of Rail. This was followed by a co-signed letter (together with BEUC, EDF and AGE Platform) on the importance of making rail more attractive, convenient and accessible to passengers.

A series of events, campaigns and initiatives in 2021 will promote rail as a sustainable, innovative and safe mode of transport. EPF is looking forward to participating further in this initiative.



# ERA PRM TSI Regulation Revision Working Party

During 2019 the work in the ERA PRM TSI working party has come to a final result. After several years of quite intense work, a number of improvements were proposed in 2020.

The results gave us two major new quality rules in all EU Member States:

1. Every MS has to describe the service level of the stations, at first the major ones, later the smaller ones.
2. The other important step is that every MS has to decide on a NIP, National Implementation Plan, for upgrading the stations. The future idea is to make a general European information system about stations and trains, available for all potential passengers. But that will be the task of a new working party.

EPF has been one of three passenger organisations participating in the PRM TSI working party, being represented by Kurt Hultgren, previous board member of EPF.





# Air

With important regulations related to air travel being discussed at European level, the European Passengers' Federation wants to give air passengers a voice, monitoring closely what is happening and providing regular opinions.

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# EPF position on the Air Passenger Rights review

The proposed revision of Regulation 261/2004 on Air Passenger Rights and Regulation 2027/97 on Air Carrier Liability in respect of the carriage of passengers and their baggage – on hold since 2015 – came back on the table in 2020, having been discussed at European Council.

EPF expressed its views on the proposed revision, taking into account the results of the recently published study on the current level of protection of air passenger rights in the EU.

From the end-users' side, the following elements are our main priorities for preserving and strengthening air passenger rights:

- Address grey zones and inconsistencies;
- Better enforcement and consumer redress options;
- Air passenger rights should be improved, not weakened by the review.

Our full position paper is available [on our website](#).

# Air Passengers need clear information

In February 2020, EPF participated in the 13th Florence Air Forum, which dealt with the Review of the EU Air Services Regulation (Regulation (EC) N° 1008/2008).

The Florence School of Regulation published its Observer Policy Brief which summarises the main results of the stakeholder forum's discussion and includes the contribution of Delphine Grandsart: "Passengers Need Clear Information".

The full article is available on [our website](#).



# Sustainable Mobility

The European Green Deal includes a target to reduce transport-related greenhouse gas emissions by 90% by 2050 and EPF hopes to see this become reality! However, we can't forget the passengers and their needs when thinking of sustainable mobility.

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# Future mobility and consumer policy

During 2020, the European Commission conducted an evaluation of the 2011 White Paper 'Roadmap to a single European transport area – towards a competitive and resource efficient transport system'.

EPF replied to the consultations, issuing articles on our website:

- May 2020: [Evaluation 2011 Transport White Paper](#)
- September 2020: [Public consultation on the evaluation of the 2011 White Paper](#)
- October 2020: [Future mobility and consumer policy](#)

In these, EPF reflected that the main priorities should be:

- Better supporting consumers to adapt to more sustainable and environmentally friendly consumption;
- Better supporting consumers to benefit from the increasing digitisation;
- More effective enforcement of consumer rights.



# Sustainable and Smart Mobility Strategy Roadmap

In Summer, EPF provided feedback on the Roadmap for the Commission's Sustainable and Smart Mobility Strategy.

We expect the EC strategy to be thought of from the user's point of view and to avoid a one-sided focus on the industry stakeholders. The identification of customer requirements that lead to a modal shift in favour of environmentally friendly public transport must be the starting point of the strategy.

The Sustainable and Smart Mobility Strategy was published on December 9th and EPF is prepared to play an active role in the further processing as a representative of customers and users of any means of transport.



# Make walking, cycling and public transport the primary modes in Functional Urban Areas by 2030

In December 2020, the European Passengers' Federation joined forces with 16 associations calling upon the European Commission to commit to modal shift and set targets for increasing the share of walking, cycling and public transport.

The joint letter was sent to Executive Vice-President of the European Commission, Frans Timmermans, and the Commissioner for Transport, Adina Vălean, ahead of the publication of the Strategy for a Sustainable and Smart Mobility on 9 December.

Later that month, we received a reply from the EC showing their understanding of our position and worries and ensuring that those worries are being addressed by the Commission in their upcoming texts.

In our work with the UNECE/WHO THE-PEP, we've also approached this question, focusing on the interrelationship between the impact of COVID-19, public transport, and the facilitation of active travel. The group's work is destined to form part of an Intergovernmental Declaration later this year (2021).



# Multimodal travel

Actions that stimulate multimodal travel are essential to achieve Europe's sustainability goals and create a seamless travel experience for passengers. For this reason, EPF is frequently involved in actions around multimodal travel.

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# Enjoyable holidays with public transport

At the annual General Meeting in Düsseldorf on 14th March, EPF adopted a new position paper with recommendations on public transport promotion for touristic trips.

The paper was prepared by EPF member PRO BAHN and deals with:

- the journey to a holiday destination;
- mobility at the holiday destination;
- day trips from the place of residence;
- luggage and passenger transfer.

The full paper can be found on [our website](#).



# ITS Directive review – EPF reply to the Roadmap

EPF fully supports any initiatives to facilitate EU-wide multimodal travel information (including information on environmental impact), ticketing and payment, which would allow passengers to make an informed and sustainable choice in an integrated transport system.

Data sharing is essential to improve passengers' experience and to promote multimodal travel and a modal shift towards more sustainable transport modes. This is true at all geographical levels, local, regional, national, and even international.

Therefore, in November 2020, we issued a reply to the inception impact assessment Roadmap of the ITS Directive review, that can be found on [our website](#).



The year marked by the  
COVID-19 pandemic...



From March 2020 onwards, the work, mobility and life in Europe changed dramatically. The COVID-19 pandemic forced governments to lockdown their citizens, bringing life to a hold. Many were the changes in society and transport due to the new measures and EPF kept a close eye on the impact of the pandemic for public transport.



# Impact of COVID-19 on passengers

With the beginning of the COVID-19 lockdowns came a lot of confusion and uncertainty for passengers. In particular with trips that required crossing borders, it wasn't clear what the rules were. Rules changed almost on a weekly basis and overall there was lack of information.

At this moment we started our work around COVID-19, by issuing an informational video together with an EC note on the topic.

EPF president Michel Quidort stressed the continued importance of the importance of public transport and the need for:

- Information, recompensation and alternatives for passengers;
- A minimum level of public transport for basic needs.



# Health safety measures in Public Transport



EUROPEAN PASSENGERS' FEDERATION

## COVID-19 AND PUBLIC TRANSPORT

Update on current health safety measures in public transport in Europe

As part of "Project Future", coordinated and funded by our member Transport Focus, EPF researched the differences in health safety measures for passengers in Public Transport in Europe.

We focused on six EU countries: Belgium, the Netherlands, Germany, France, Italy and Spain, conducting weekly research on different topics.

To showcase our work, EPF put together a monthly update in a newsletter format during the Summer months, the three updates can be found on our website:

- [First Update](#)
- [Second Update](#)
- [Third Update](#)

# Harmonization of health safety measures

In July, as governments across Europe lifted the travel restriction measures taken this spring to control the spread of COVID-19, public transport was slowly returning to normality and regaining its passengers.

However, the “new normality” was very different from the reality we once knew. From rules on social distancing between passengers, to the enforcement of using non-medical masks and even to the necessity of equipping vehicles with hand sanitizer: the new rules can be both confusing and overwhelming for passengers.

EPF understood this need for the passengers and wrote a note reinforcing the need to harmonize health safety measures in Public Transport and provide clear information cross-border.

In our text we reflected on how a coordinated national effort to harmonize health safety measures and improve communication to passengers could reinforce passengers' rights, potentially increasing their satisfaction and trust, which in turn can accelerate the return to public transport.





# Regaining Passengers' Trust

The COVID-19 pandemic has struck public transport across Europe in an unprecedented way. Lower occupation levels and mandatory health inspections are now part of travelling with trains, trams and buses.

Yet, public transport remains an essential part of society. It is a sustainable, accessible and affordable mobility option. Regaining passengers' trust is crucial and even though most operators have taken action to increase safety, the widespread idea of "high infection risk" is still hard to dissociate from public transport. For this purpose, EPF released a note based on its research, on key points to regain passengers' trust.

COVID-19 is the fastest-studied pandemic in human history, but much is still unknown about the way the virus propagates and scientific knowledge around it evolves day by day. The same applies for public transport. What we do know is that **rigorous measures can make a difference**: use of mouth masks, physical distancing, good ventilation, limited conversation and short exposure time minimize the risk of contamination in vehicles.



With a sector in standstill, many were the economic challenges for transport providers. This resulted in discussions on the protection of passengers whose trips were cancelled versus the need to safeguard important companies that were close to bankruptcy. As a passengers' organisation, our focus was on ensuring the rights of the customers are met.

# Aviation recovery note

The Covid-19 pandemic has hit the entire transport sector hard. EPF was invited to a Round Table organised jointly by DG MOVE and DG COMP, to discuss with all relevant stakeholders the way forward towards a sustainable recovery strategy for the sector.

In EPF's view, state aid to airlines must meet a number of conditions:

- It should be temporary and take the form of a loan that must be repaid;
- It should be guided by the principles of market efficiency and connectivity, i.e.; it should only be used to support air services that are needed to ensure connectivity & cannot be fulfilled by another, more environmentally friendly, mode of transport
- It should come with strict social obligations towards both staff and passengers.

EPF's Aviation Recovery note can be [consulted here](#).





# Public transport recovery guidelines



As Europe prepared its exit strategy for COVID-19, EPF called for stronger support for sustainable urban mobility alongside 11 other organisations, among which POLIS, the European Cyclists' Federation, EMTA, UITP and others.

[Here you can find the joint letter](#) sent on May 4.

Sustainable and safe urban mobility – public transport, cycling and walking – is a key component of the COVID-19 exit strategy.

In EPF's view, special attention and support must be given to the needs, aspirations and apprehensions of Public Transport Users if public transport is to realise its potential contribution to reshaping urban mobility in the context of sustainable economic recovery.

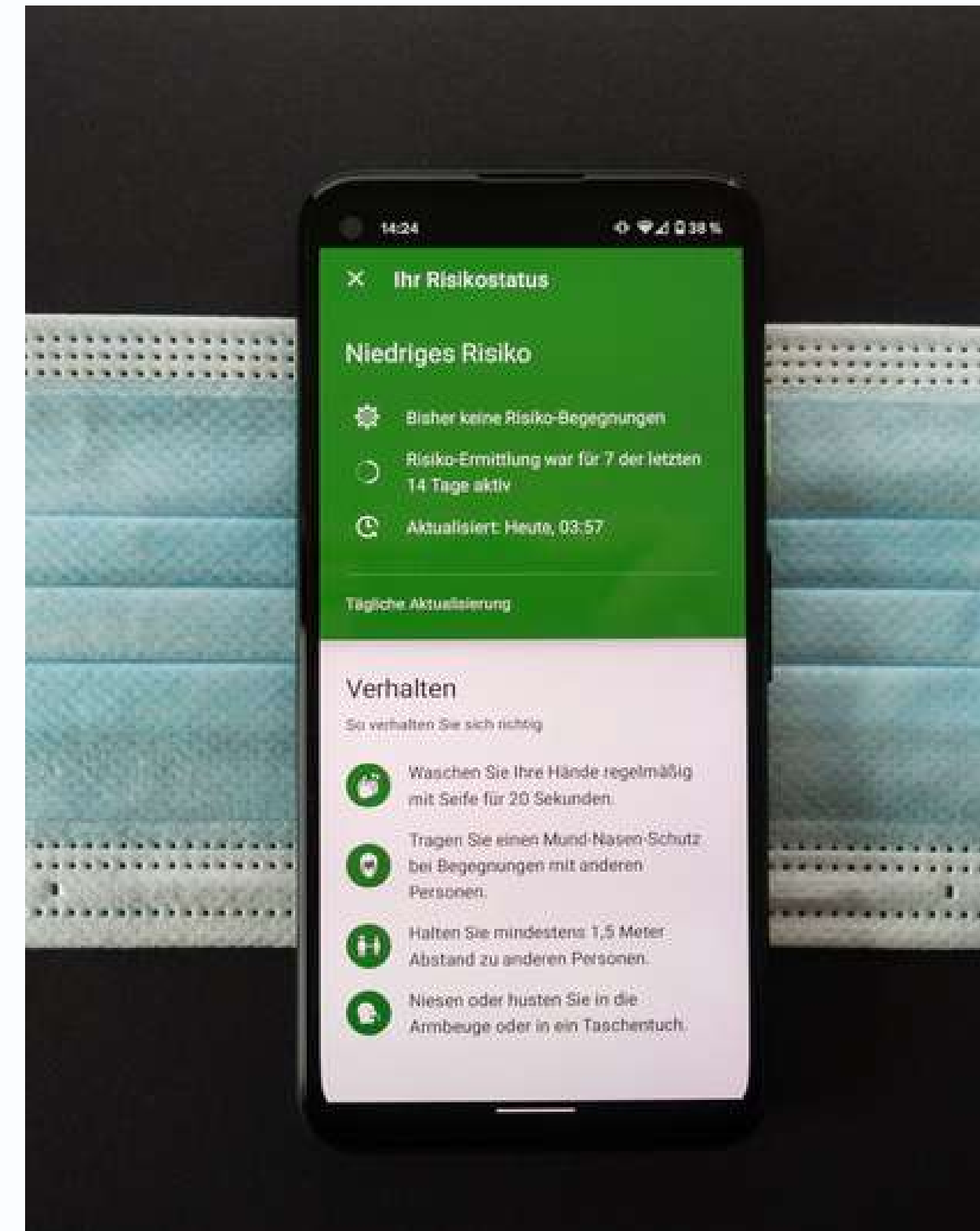
# Vouchers versus refund?

The Coronavirus pandemic led to travel restrictions all over the EU (and the world) and a surge of cancellations. Airlines and travel agencies have been exerting strong pressure on passengers to accept credit vouchers instead of cash reimbursement as well as on governments to change the law in order to legalise this.

If the decision to cancel travel lies with the operator or travel agency, any vouchers offered should fulfil the following conditions:

- Cash reimbursement must always be an option for passengers, considering there are situations in which vouchers have no use for the customer (e.g. if the travel was for a one-time event that will not re-occur);
- After the Corona crisis, full financial refund is reinforced as standard procedure;
- Vouchers are valid for a long enough period of time, e.g. two years;
- If the passenger accepts a voucher and does not use it within this period, the voucher should automatically be reimbursed in cash.

More about EPF's position can be found [here](#).







# Cash refunds for cancelled trips

On May 13th, the European Commission presented a package of guidelines and recommendations to help Member States gradually lift travel restrictions and allow tourism businesses to reopen, after months of lockdown, while respecting necessary health precautions.

EPF was pleased that the Commission has confirmed its position that cash refunds need to stay available to consumers. This is valid for all modes of transport and for travel packages.

This also meant that certain national measures (such as in Belgium, on offering vouchers only for cancelled travel packages; or in the Netherlands, on not enforcing the right to cash refunds for cancelled flights) are likely to be considered invalid and should be undone.

[This update can be found on our website here.](#)





# Eurostar and refunds

During the COVID-19 lockdowns, Eurostar cancelled many trains and was operating a very limited timetable between London and Brussels/Paris.

Many passengers therefore couldn't travel or if they were to travel would face long delays. On Eurostar's web page on the corona virus, **passengers were only offered** an "eVoucher", that could be used for a future Eurostar journey, or a possibility to rebook.

However, according to EU regulation 1371/2007, passengers who would face a delay of more than one hour also have the option to be reimbursed. When confronted with this shortcoming, Eurostar wasn't in favor of adding a link to its refund page in their COVID-19 section. Consequently, EPF filed a complaint with the Belgian enforcement body with the request to remind Eurostar of its obligations.

The Belgian enforcement body was of the opinion that Eurostar was fulfilling its obligations by having in place the possibility to get a cash refund. It didn't consider the fact that this possibility was very well hidden though. The British enforcement body however presented Eurostar an ultimatum that they must make this possibility more visible.

The restrictions also affected our events, causing us to cancel our Yearly Conference in Strasbourg





The Corona crisis had a tremendous effect on all of us, not in the least on our travel behaviour and on public transport in general.

After careful consideration, EPF decided that it was impossible to hold our Strasbourg conference in early June, as we initially had foreseen.

We regretted having to make this decision, especially because the program promised to be top-class and very interesting for passengers. But we look forward to a high-level event as soon as possible!

**The 2021 Conference in Strasbourg was canceled  
due to COVID-19 risks, alternative events will be announced soon.**

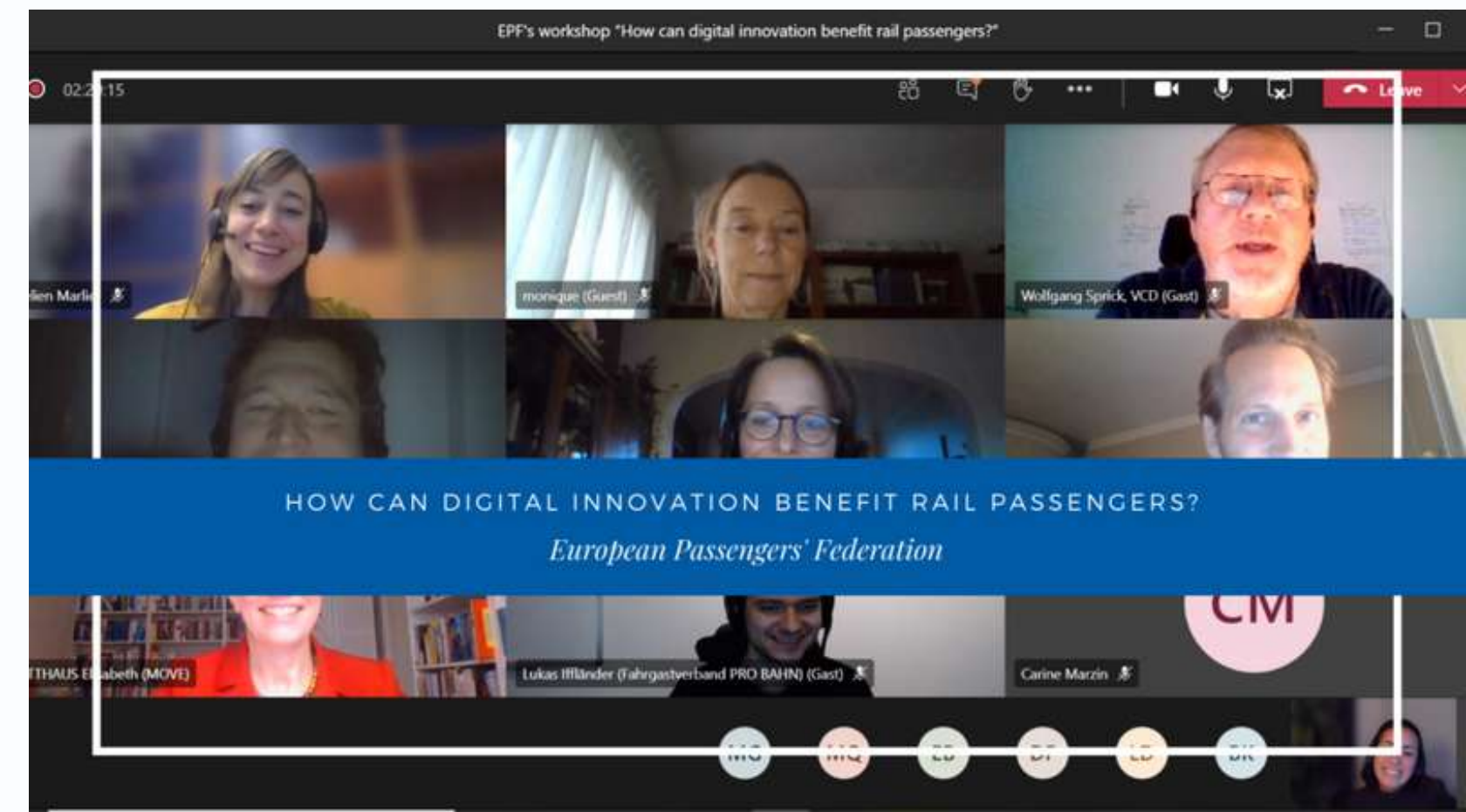


# "How can digital innovation benefit rail passengers?"

On the 19th of November 2020, EPF organized two stakeholder workshops in the context of the Shift2Rail IP4 programme, focusing on "How can digital innovation benefit rail passengers?".

We identified the positive points and shortcomings of the current solutions and how we can work effectively towards constructing better outcomes, by:

- Involving end-users and applying universal design principles in the development of services;
- Improving cooperation between stakeholders, including data sharing between operators;
- Creating a personalised one-stop-shop which makes it easy to navigate and transfer during the trip and also offers assistance in case of a disruption;
- Maintaining affordable prices.



A year of interesting  
projects...



# European funded projects



## HiReach

Innovative Mobility Solutions to Cope with transport Poverty

[www.hireach-project.eu](http://www.hireach-project.eu)

HiReach aims to eliminate transport poverty by triggering new mobility solutions sustained by products scaling up on mixed needs, backed by mobile information technologies and social innovations, using open tools, technology transfer and start-up development techniques to find and exploit new business ideas that reach low accessibility social groups and areas.



## TMaaS

Traffic Management as a Service

[www.tmaas.eu](http://www.tmaas.eu)

Current urban mobility centres are notoriously expensive, and focus on installing costly hardware in order to monitor traffic. The Ghent Mobiliteitsbedrijf developed 'Traffic Management as a Service' (TMaaS.eu), which is radically different: it is based on a fully digital, virtual platform that processes traffic data and provides real-time information to the residents of Ghent. To achieve this up-to-date flow of information the data are dealt with and distributed to the users automatically, so operators are no longer required to continuously monitor screens.



## SHOW

SHared automation Operating models for Worldwide adoption

[show-project.eu/](http://show-project.eu/)

Urban traffic represents a serious challenge for European societies seeking effective and sustainable urban transport through technical solutions, business models and priority scenarios. The EU-funded SHOW project is realised by a consortium of 69 partners and applied in 20 European cities. It aims to estimate and evaluate the role of autonomous vehicles (AVs) in making urban transport more effective, sustainable and user friendly. The concept covers all urban automated mobility needs and all stakeholders' demands.



# European funded projects



**INDIMO**  
**Inclusive digital mobility solutions**  
[www.indimoproject.eu](http://www.indimoproject.eu)

New transport products and services should be fully accessible. However, vulnerable groups such as older people, the disabled, ethnic minorities and the poor do not enjoy unrestricted access to those services due to gaps in the development of digital mobility solutions. The EU-funded INDIMO project will support researchers, operators and policymakers to review and integrate the user perspective in the entire design and deployment process of digital mobility solutions. The project deploys an inclusive digital mobility toolbox, which is a complex service comprising a universal design manual, universal language interface icons, guidelines for cybersecurity and data protection as well as a policy evaluation tool. The project will develop strategies to integrate social aspects into the digital mobility design process.



**DecidiUM**  
**Engaging Citizens on Urban Mobility Innovation by participative democracy tools, channels and activities**  
[www.eiturbanmobility.eu/](http://www.eiturbanmobility.eu/)

The DecidiUM project aimed at helping citizens, organizations and public institutions self-organize democratically at every scale in relation to the innovation of urban mobility. The project provided a validated citizen engagement bundle of tools, channels and activities best suited to enabling participative democracy in the actions to be carried out by EIT Urban Mobility. The platform (free, open source, service provider independent) to be transferred to EIT Urban Mobility will support sharing information in stimulating formats in order to increase knowledge and interest in urban-mobility-related topics and will help ensuring citizens and end-users to be active part of the ideation process.

# Advisory boards

In addition, EPF has contributed to many other projects on a more ad hoc basis, e.g. as a member of the advisory board, external expert, workshop participant or similar.

These are some of the projects to which we contributed last year:

- Assured (2021): fASt and Smart charging solutions for full size URban hEavy Duty applications
- Jive (2022): Joint Initiative for hydrogen Vehicles across Europe
- EBSF\_2: European Bus System of the Future 2
- OPTICS 1 (Safety) and OPTICS 2 (Safety and Security) (2021): in Aviation with Eurocontrol
- CAMERA (2021): Coordination and support Action for Mobility in Europe: Research and Assessment
- D4Fly (2021): Detecting Document frauD and iDentity on the fly
- STA: Smart Ticketing Alliance
- Gecko: Governance for new mobility services

Due to COVID-19 several planned meetings and demonstrations were cancelled or changed to virtual meetings.

# WHO IS BEHIND EPF?

Josef Schneider



Michel Quidort



Delphine Grandsart



Evelien Marlier



Arriën Kruyt



Willy Smeulders



Rian Van der Borgt



Sandra Lima



Christopher Irwin



Emil Frodlund



Management Board

Secretariat



And all our 37 members  
across Europe!



**8**

Position  
Papers

**9+**

Interventions  
as speakers

**153+**

Meetings with  
relevant  
stakeholders

**1**

Stakeholder  
workshop

**13**

Project  
proposals

**6**

Replies to EU  
public  
consultations

**12**

Sent  
newsletters

**6**

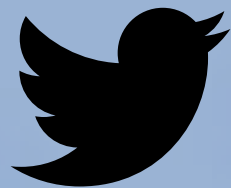
Opinion  
articles

**3+**

Letter to EU  
stakeholders

**8+**

Participation  
in high-level  
groups



94 Tweets.  
211 new followers.  
131K + impressions.



65 posts.  
522 new followers.  
5,63% engagement



5 145 new visitors.  
15K + page visits  
from 86 countries.

## EPF's 2020 in numbers



# Looking forward

## New Projects

In 2021 we started a new project: AURORA. We also got involved in new funding opportunities by participating in the European Institute of Innovation & Technology Urban Mobility Actions.

## New European Goals

2021 marks the start of several interesting European Goals: the Green Deal, the Year of Rail,... We will monitor this closely and work to represent EU passengers throughout these initiatives.

## New staff

In 2020 our office gained one new staff member. We hope that with this extra pair of hands, EPF can grow even further.

## And more...

We count on all of you to make 2021 the best start of the decade possible! And stay tuned, we will have more news soon...



# EUROPEAN PASSENGERS' FEDERATION

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