

# How to realize the shift to rail from the passenger perspective



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European Passengers' Federation  
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# EPF's main objectives

- Represent passengers' views at EU level (all modes)
- Strong Passenger Rights
- Improved door-to-door travel experience
- Addressing transport poverty
- Accessible and inclusive public transport
- Put end-users at the centre

*What's in it for the passengers?*






# Strengths of rail

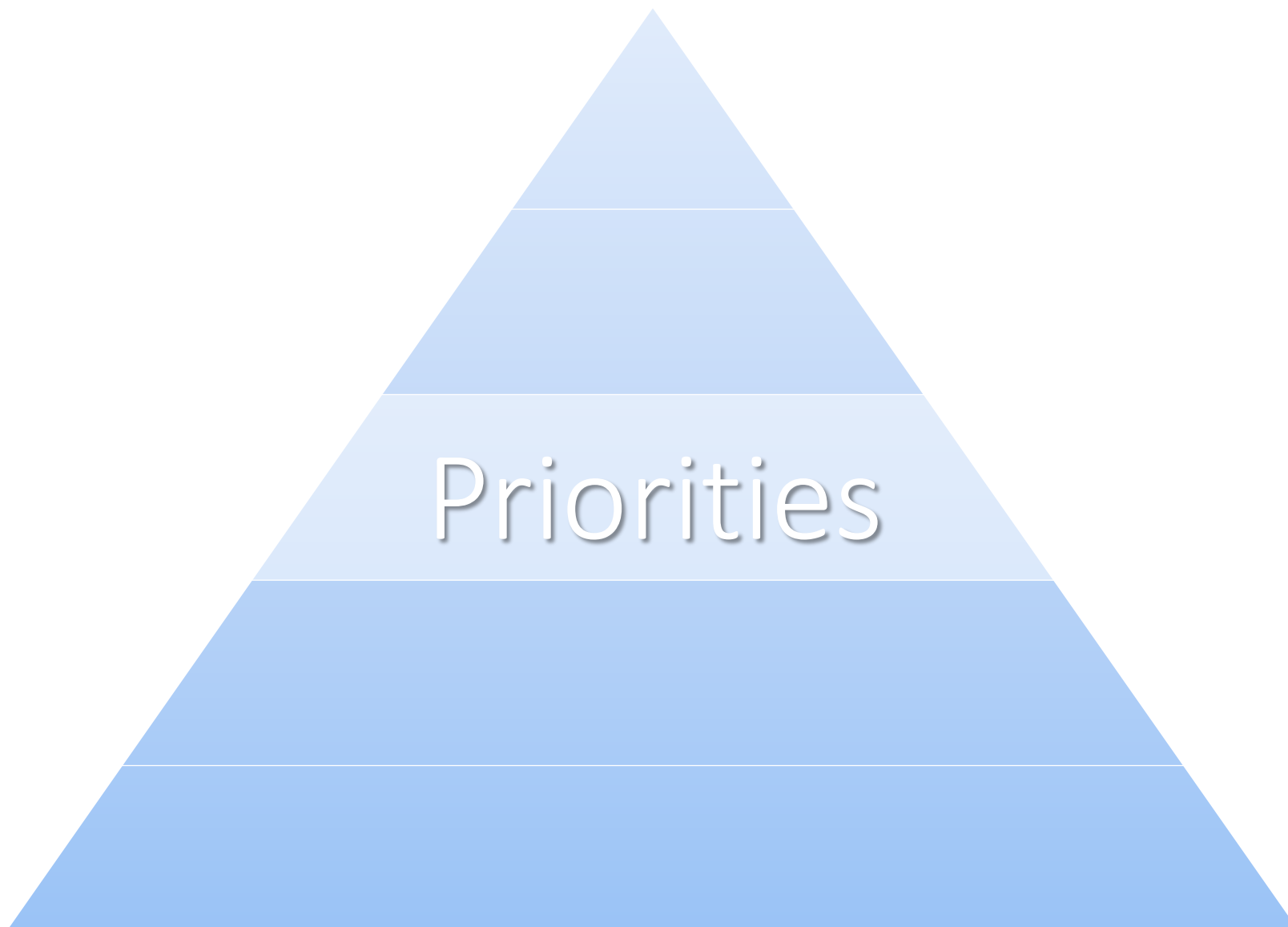
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- Large volumes
- High speed
- Very safe
- Sustainable & energy efficient
- Backbone of a seamless multimodal mobility system



A photograph of a man with dark hair and a beard, wearing a white tank top, playing an acoustic guitar on a train. He is looking down at the instrument. In the background, other passengers are visible, including a woman with long dark hair and a man in a dark shirt. The train interior has metal poles and a blue sign with some text. The overall tone is candid and artistic.

ADOPTING A PASSENGERS' PERSPECTIVE IS  
ESSENTIAL FOR THE SHIFT TO RAIL











RELIABILITY



SPEED / TRAVEL TIME

PRICE / VALUE FOR MONEY

AVAILABLE OFFER

SAFETY & SECURITY

RELIABILITY





@guidodipasquale #UITP2017







Destino Carlito Benevides

ACCESSIBILITY





COMFORT







Sparda-Bank  
€0,- Gebührenfreies Girokonto

LEIPZIGER VOLKSZEITUNG

10

11

12

Ankunft DB

McDonald's

Swire

GOURMETAGE

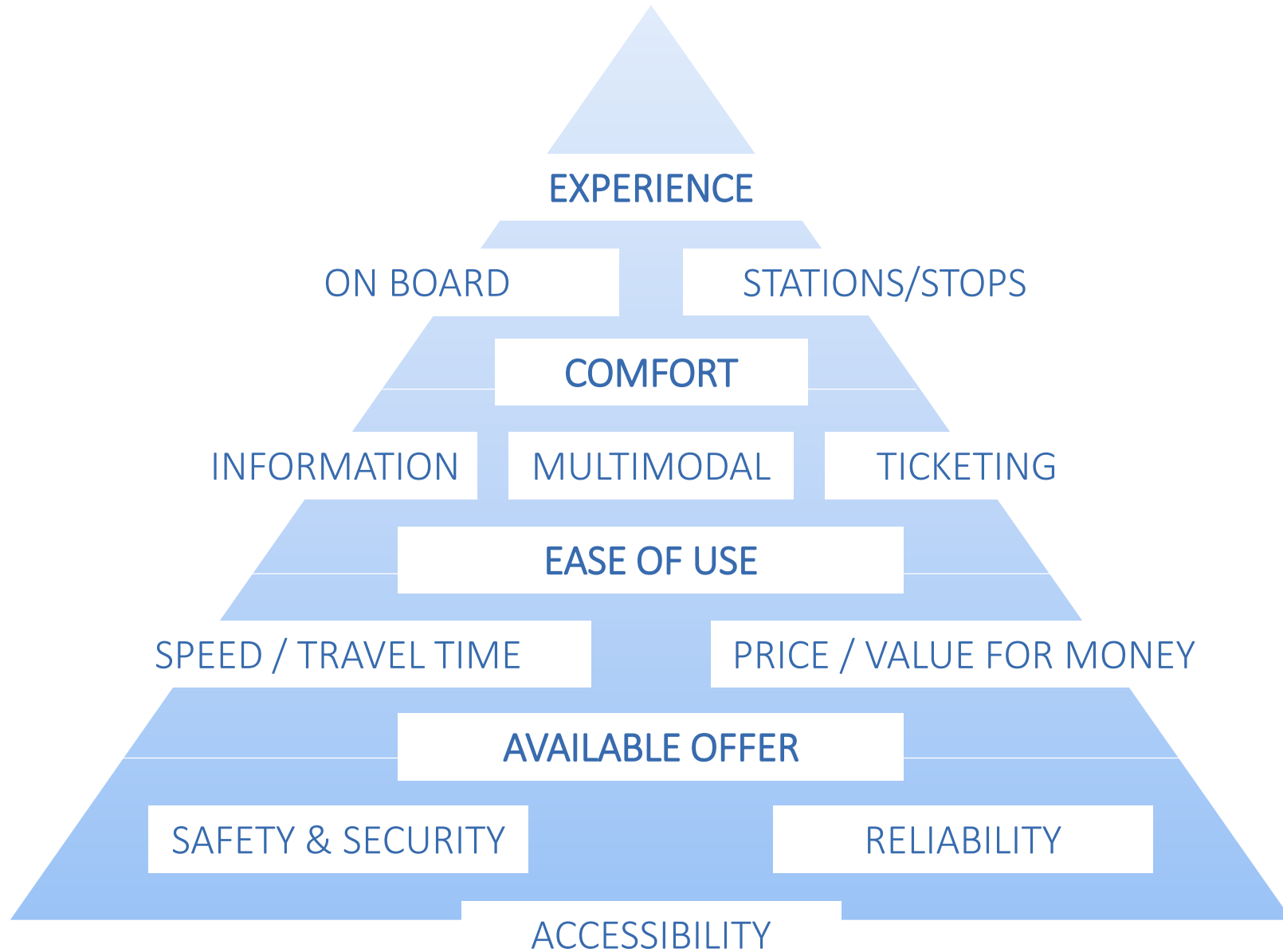
ERNTEBROT

Satih Servet

# CUSTOMER SERVICE

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Average
- ☐ Poor







Way forward

EPF priorities for future EU action





A seamless European passenger transport system

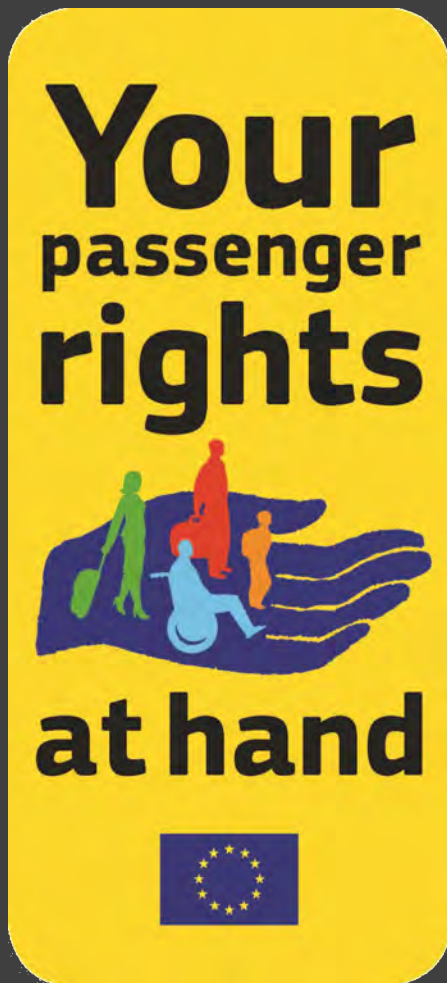
A close-up photograph of a person's hands holding a silver smartphone. The person has pink nail polish and is wearing a ring on their left ring finger. The phone is held over a laptop keyboard, which is partially visible. A small blue USB drive is also on the laptop. The background is a wooden desk and a person's arm in a blue shirt.

Access to dynamic, unbiased journey information,  
enabling informed choices





Passenger  
protection





A hand is shown from the bottom left, cupping a small, green-tinted globe of the Earth. The globe shows continents and oceans in shades of green and yellow. The background is a dark green gradient with numerous bright green rays emanating from behind the globe, creating a sense of light and energy. The text "Understanding costs" is centered over the globe in a white, sans-serif font.

Understanding costs





Greater focus on end-users





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



# Thank you!

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**EPF**

Europäischer Fahrgastverband  
Europese Reizigersfederatie