



# European Passengers' Federation

Brussels 14.06.2021

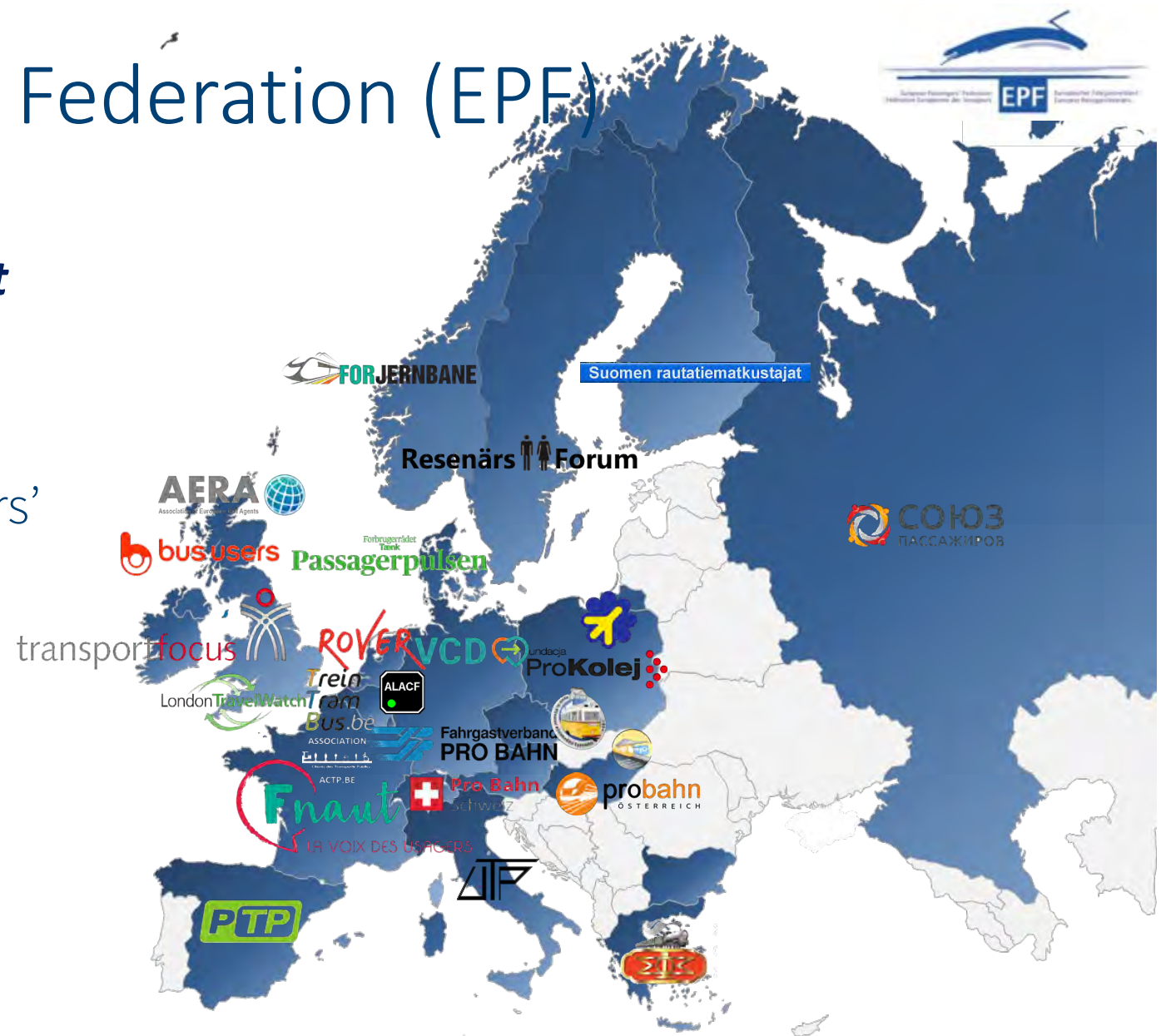
# Agenda

- |              |                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>9:00</b>  | Arrival and complimentary breakfast                                                                                                                                                             |
| <b>9:30</b>  | Welcoming remarks<br><i>Josef Schneider, EPF's Chair</i>                                                                                                                                        |
| <b>9:45</b>  | Tour de table – introduction of the participants                                                                                                                                                |
| <b>10:00</b> | What is the European Passengers' Federation?<br><i>Katie Bulanowski, Project Officer, EPF</i>                                                                                                   |
| <b>10:15</b> | EPF's priorities in Rail and Multimodality <ul style="list-style-type: none"><li>• Our work</li><li>• Year of Rail</li><li>• Looking forward</li></ul> <i>Sandra Lima, Project Officer, EPF</i> |
| <b>10:30</b> | Debate with participants<br><i>Moderator: Sandra Lima</i>                                                                                                                                       |
| <b>10:45</b> | Wrap-up<br><i>Josef Schneider, EPF's Chair</i>                                                                                                                                                  |

# European Passengers' Federation (EPF)

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

- European association of national and regional passengers' organisations
- 37 member organisations
- 21 countries



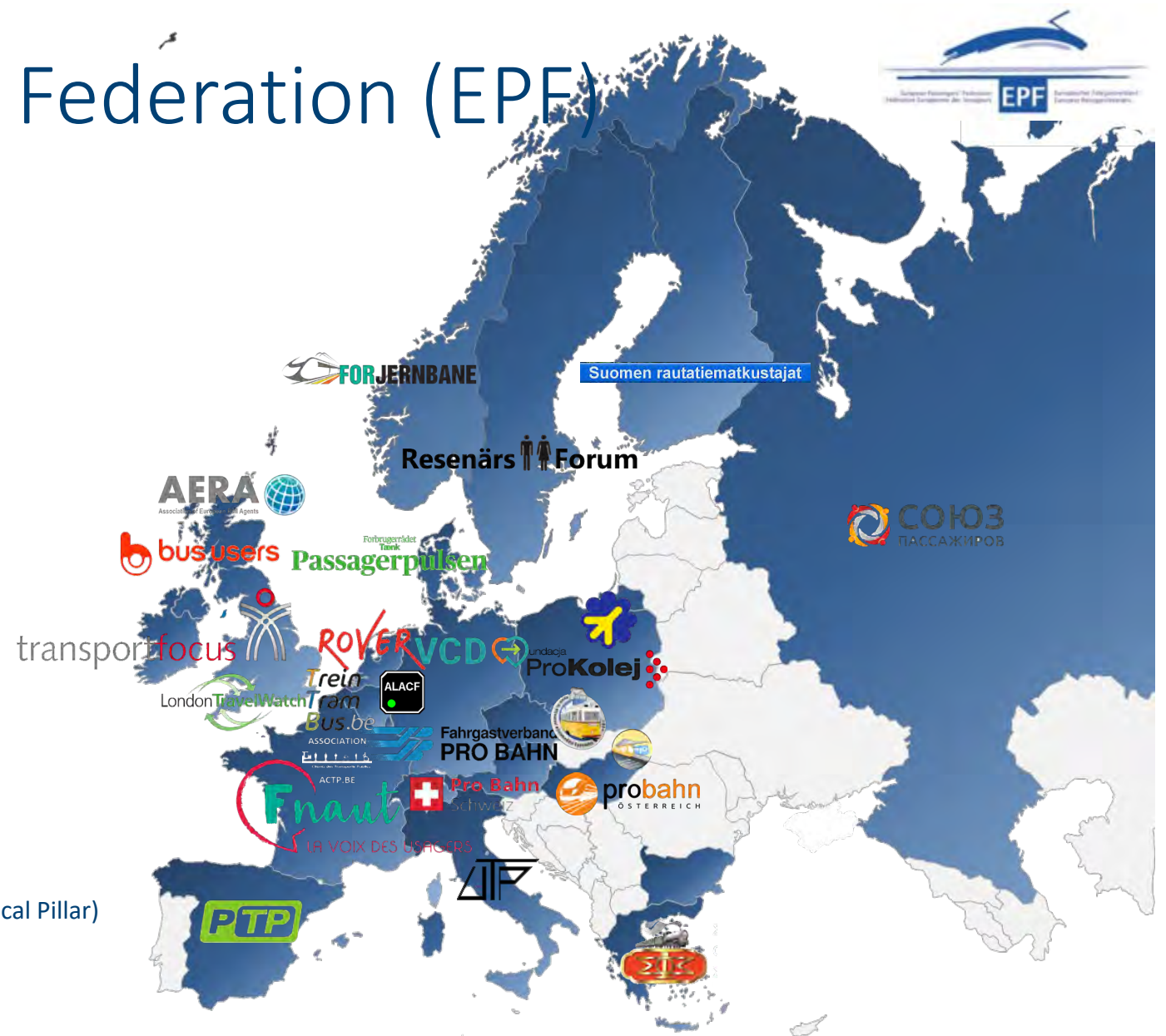
# European Passengers' Federation (EPF)

Dealing with all modes of transport:

- local, regional and national
- by rail , road, waterborne and air

## Participating in expert groups:

- Platform International Passenger Rail
- Landsec and Railsec
- Rail Market Monitoring
- UN Economic Commission for Europe
- UIC Covid-Task Force
- ERA Board
- MOVE-4RP-TECH-PILLAR (4<sup>th</sup> Railway Package Technical Pillar)
- ERRAC (European Rail Research Advisory Council)







# Our members

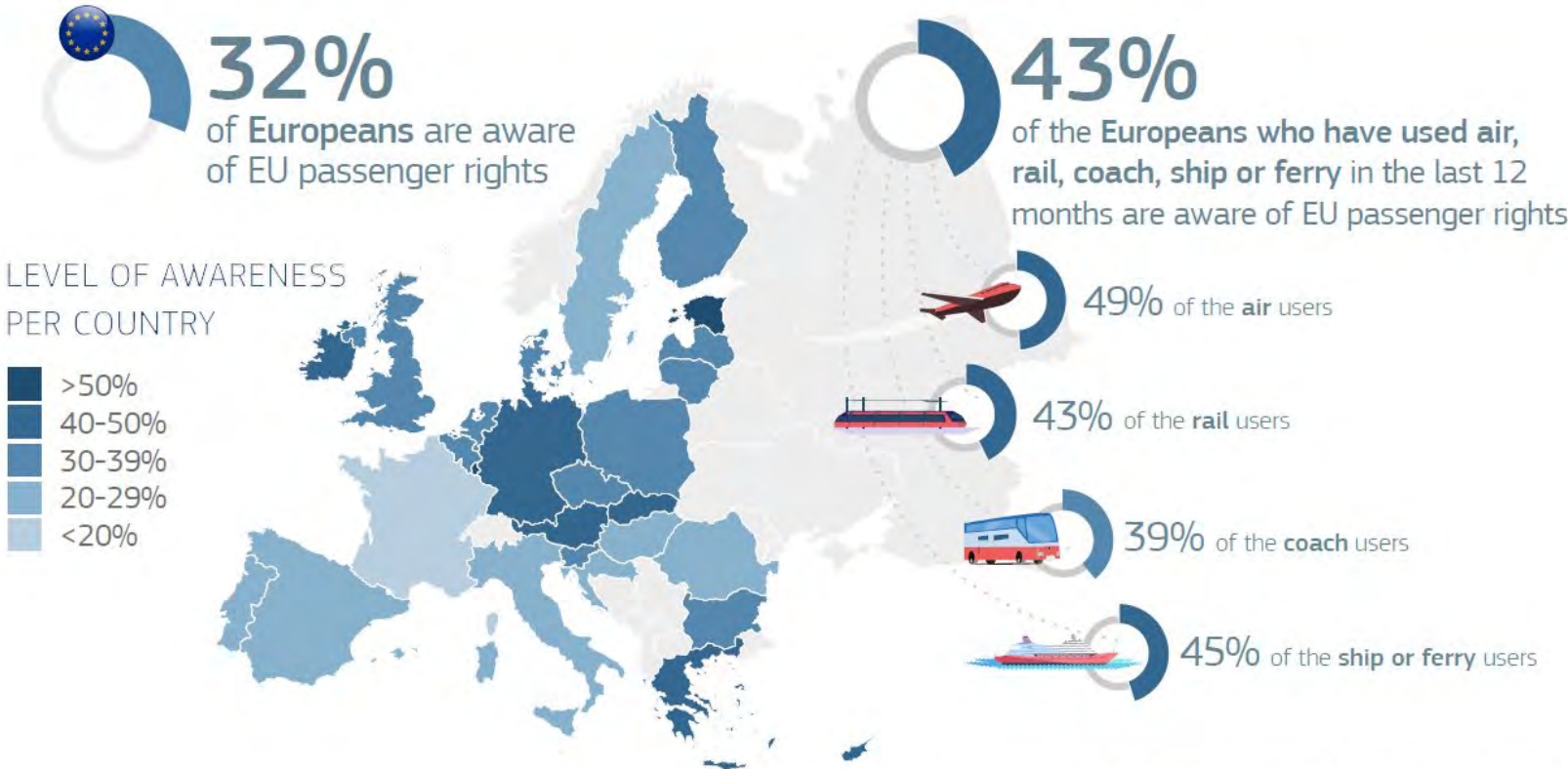
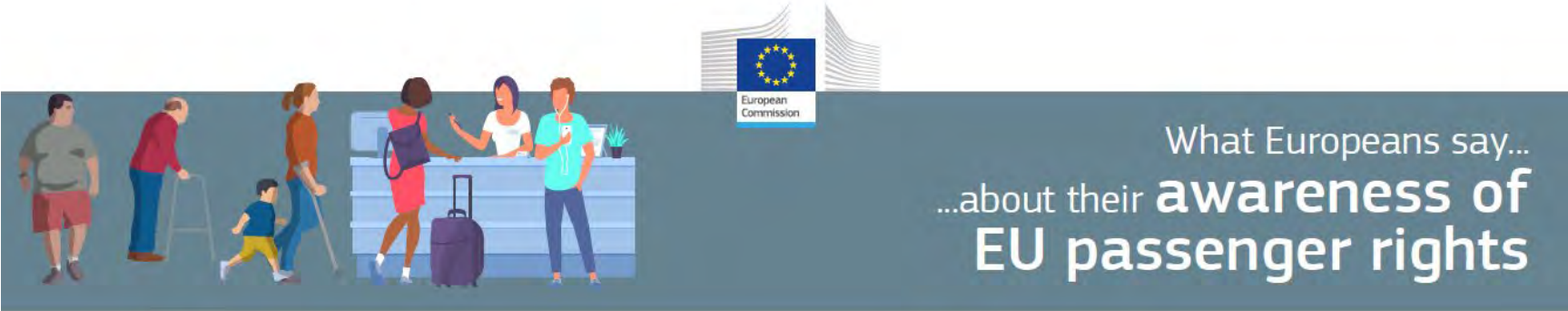
- Geographically located in **Europe**
- **Independent** from political, confessional, syndical, industrial and governmental institutions
- **National or regional** legal body
- Constituted under the relevant national law
- Promote the **interests** of public transport users

*We believe in affordable,  
reliable, sustainable and  
coordinated public transport*





# Low awareness of passenger rights



Source: Special Eurobarometer 485 on EU passenger rights. February-March 2019



A cyclist wearing a grey long-sleeved shirt, black cycling pants, and an orange helmet is riding a black road bike on a cobblestone street. The background features a row of buildings: a white building with blue-grey window frames and a red brick building with a grey door. A large, semi-transparent white circle is overlaid on the right side of the image, containing the title and a list of objectives.

# EPF's main objectives

- Represent passengers' views at the European level
- Strong Passenger Rights
- A better (multi-modal) travel experience
- Tackle transport poverty
- Put end-users at the center when new mobility services are developed
- ...



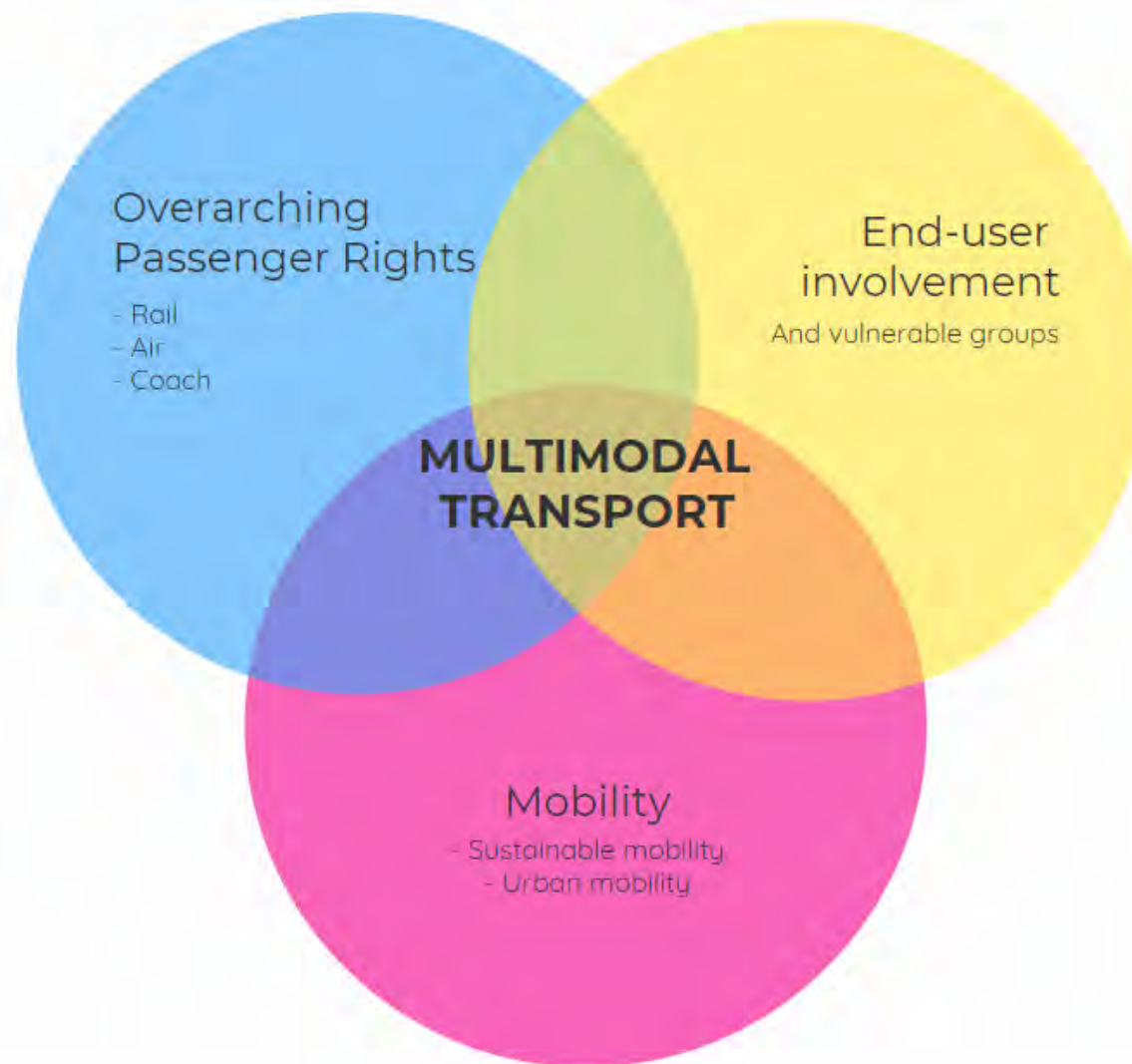
# Main fields of expertise

- End-users requirements across modes
- Specific needs of vulnerable groups
- Co-creating (new) mobility services
- UX research / needs assessment
- Stakeholder involvement
- Passenger rights
- Dissemination activities
- Policy recommendations



European Passengers' Federation's

# Policy Ecosystem





# EPF's current projects

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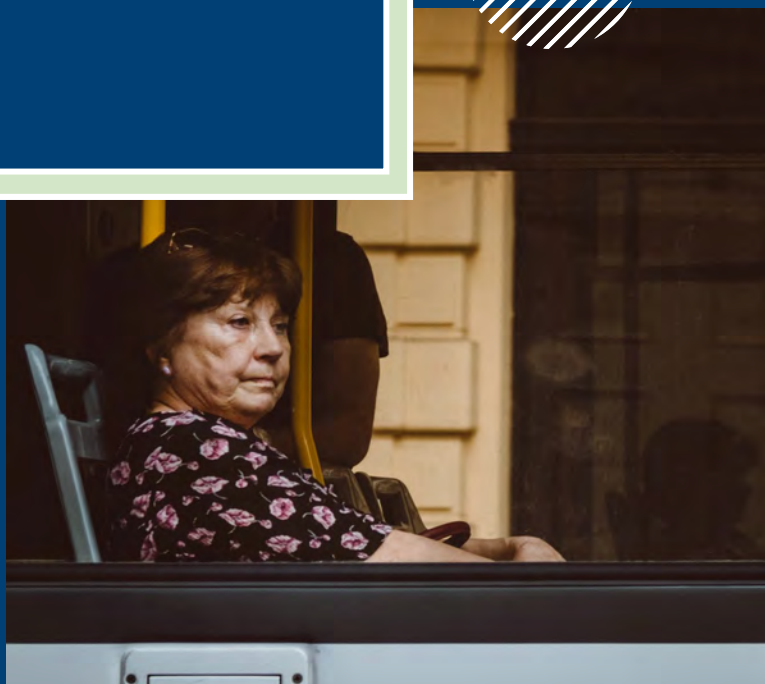
- SHOW (Automated Urban Mobility)
- Indimo (Accessible and inclusive digital tools)
- CES4Kids (Citizen Engagement)
- Aurora (Urban Air Mobility)
- Ride2Autonomy (Automated mobility)







# EPF's policy priorities



**Goal #1:** A seamless European passenger transport system.

**Goal #2:** Passengers should have access to unbiased, dynamic journey information, enabling informed choices.

**Goal #3:** Passenger protection.

**Goal #4:** Administrative and political boundaries should not be a barrier to the efficiency of Europe's passenger transport system.

**Goal #5:** Informed decision making.

**Goal #6:** A greater focus on end-users.

The ideal journey...



A young woman with long, wavy red hair is looking out of the open door of a green and white train car. She is wearing a dark blue sweater and has a brown strap across her chest. The train is at a station, and other passengers are visible inside the car. A semi-transparent light blue circle is overlaid on the right side of the image, containing the text.

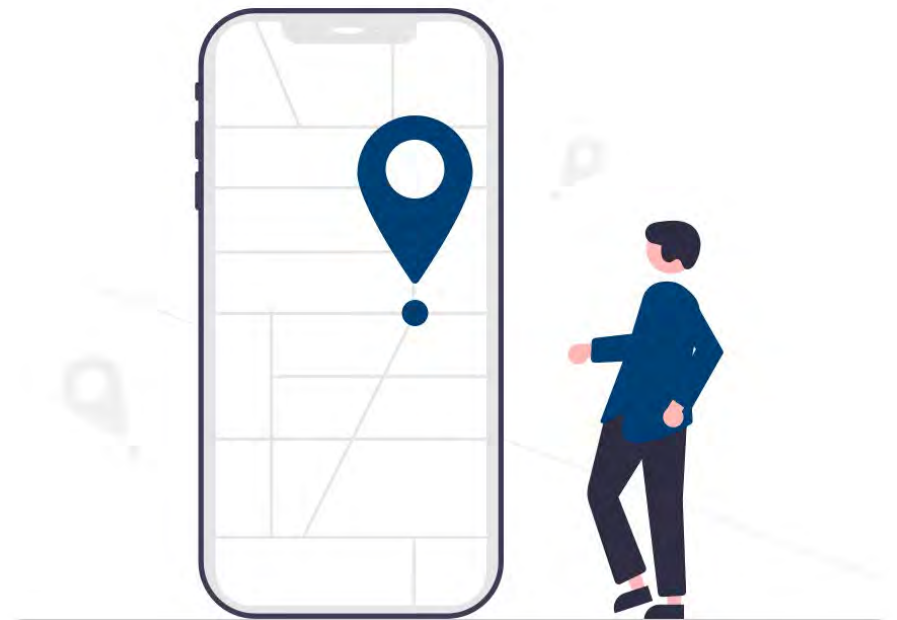
How to get  
there? (Mode(s))



# A seamless European passenger transport system

## Goal #1: A seamless European passenger transport system.

- Flexible, synchronised and efficient intermodal network
- Integrated data framework and collaborative data analytics
- Interoperability: common standards and standardised interfaces are vital.



# BOARDING PASS

FLIGHT:

**KL 0644**

START BOARDING PROCEDURE

**16:19**

YOU ARE FLYING WITH: **KLM ROYAL**

NAME: **ANTONISSEN**

FROM: **AMSTERDAM / AMS**

TO: **NEW YORK / JFK**



What do I need?  
(Ticketing)

# Open access to information

**Goal #2: Passengers should have access to unbiased, dynamic journey information, enabling informed choices.**

*Informed consumers are essential to any truly competitive market*

- **Multimodal transport information management**
  - Need to integrate data, provide access and ensure regulations on open access at European level
- **Ticketing & payment**
  - Open data should also be reflected on fares
  - Passengers often don't have full information on what the tickets they are buying represent







What do I need to  
do to get there?  
(Boundaries)





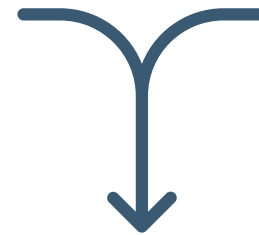
# Passengers are confused and frustrated!

*How do I book a train ticket cross-border in the EU?*

*Why do I see different prices on different websites? How do I get to the cheapest one?*

*Do I have to pay extra for hand-luggage on my plane?*

*Is there any bus connection in the station of my arrival or should I take a taxi?*



**They might take the easiest solution.  
But... Sometimes that's not the most  
sustainable!**

# A true European cooperation

**Goal #4: Administrative and political boundaries should not be a barrier to the efficiency of Europe's passenger transport system.**

- If we want cross-border travel in Europe, we need to cooperate beyond just the borders.
- COVID-19 restrictions on travel and passenger experience





# Our work:

Participating in expert groups, as the Platform International Passenger Rail

Shift2Rail initiative to promote integrated data from a passengers' perspective

Contribution to the Year of Rail 2021

European funded projects that promote multimodality (all modes)

Meetings and coordination within different groups, sharing what passengers need, closely following:

- Regulation (EU) 2021/782 on Rail Passengers' Rights and Obligations
- Possible Revision Of Regulation (EC) 80/2009 on a Code of Conduct for Computerised Reservation Systems (CRS)
- Impact Assessment of the Intelligent Transport Systems Directive (2010/40/EU)
- Air Passengers' Rights, Sustainable and Multimodal initiatives

# HOP ON!

#EUYearofRail

## Year of Rail 2021

Cannot be fully achieved without passengers

Passengers need to be motivated to go to rail

Passengers don't live in the train station ☺ Multimodality should always be the goal!

# Challenges

- Working in silos between modes and cross-border hinders the full potential of multimodality
- National and companies' interests increasingly difficult – are we walking backwards in sharing data, open borders, etc.?
- Technological development is there but coordination, willingness and even interest lack





# Opportunities

- Market liberalization is good for competition but requires more governance, uniform rules to achieve level playing field. Need of stronger EU consumer regulations (passenger rights, information provisions, open data, supervision etc.)
- High reliability for public transport services is crucial to create greater confidence in public transport services and increase demand.
- Personalized tailored information is easy to achieve through digitalization.



# Opportunities

How can the EU ensure cooperation?

What is being done at Member State level to ensure communication?

How to overcome the different levels of development in the different Member States and still achieve passenger satisfaction?



18th Conference of the European Passengers' Federation

European Year of Rail, what's in for the passenger

# Join our Annual Conference on-line!



Registrations open:  
[www.epfconference.eu/registration/](http://www.epfconference.eu/registration/)



# WHO IS BEHIND EPF?



Josef Schneider



Michel Quidort



Delphine Grandsart



Katie Bulanowski



Arriën Kruyt



Willy Smeulders



Rian Van der Borgt



Sandra Lima



Christopher Irwin



Emil Frodlund



Management Board

Secretariat

# Contact details

European Passengers' Federation

*Kortrijksesteenweg 304*

*9000 Gent*

*Belgium*

[secretariat@epf.eu](mailto:secretariat@epf.eu)

+32 (0)9 233 97 29

