

#EUYearofRail



Impact of the Green Deal in the European Transport System

# The Passengers' Expectations

*Sandra Lima, European Passengers' Federation*

# EU Green Deal and sustainable mobility

## The EU Green Deal

The European Green Deal is about **improving the well-being of people**. Making Europe climate-neutral and protecting our natural habitat will be good for people, planet and economy. No one will be left behind.

### The EU will:



Become  
climate-neutral  
by 2050



Protect human life,  
animals and plants,  
by cutting pollution



Help companies  
become world leaders  
in clean products and  
technologies



Help ensure a  
just and inclusive  
transition



## SUSTAINABLE & SMART MOBILITY STRATEGY

# 90%

REDUCTION IN  
GREENHOUSE GAS  
EMISSIONS FROM  
TRANSPORT BY 2050

#MobilityStrategy #EUGreenDeal



# Modal Shift

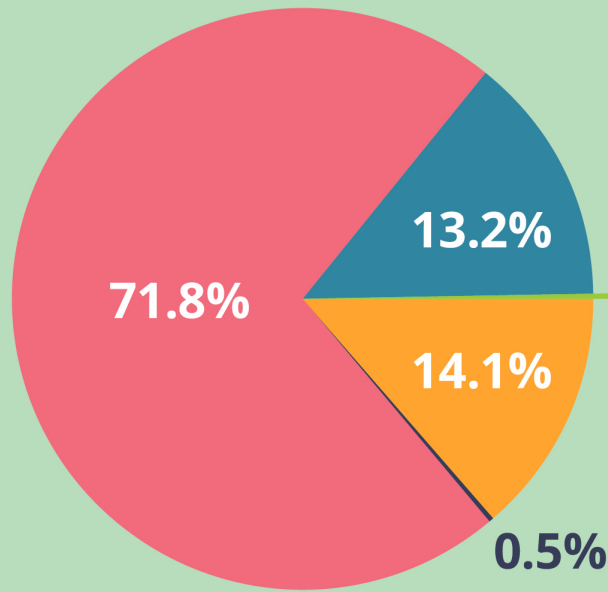
To achieve these goals we need a multidisciplinary effort

Modal shift

- Energy transition
- Technological developments
- “Minds” shift



#EUYearofRail



EUROPEAN YEAR  
OF RAIL **2021**

## RAIL IS SUSTAINABLE

Greenhouse gas emissions  
from transport (EU-27, 2018):

RAIL TRANSPORT

0.4%



Road transport



Civil aviation  
(including international)



Waterborne transport  
(including international)



Other

Source: Statistical Pocketbook 2020

## The role of Rail

# The role of Rail

## Findings from the Intergovernmental Platform for International Passenger Rail

Rail must become **more attractive** to achieve a modal shift

- **Dialogue** between public authorities, relevant stakeholders, employers, workers, and rail transport users to ensure that everyone enjoys the benefits of rail transport;
- Development of rail passenger transport by, amongst other things, focusing on **passenger experience**, **fair competition**, comprehensive **route planning** and **ticketing** offered by railway undertakings and third-party ticket vendors, and direct links with regional, local and urban transport;
- Systemic **integration** with other modes.



# The role of Rail

## Findings from the Intergovernmental Platform for International Passenger Rail

At EU level this would reflect in:

- Revision of the interpretative guidelines concerning Regulation (EC) No 1370/2007 so that Member States may consider the use of **public service contracts for international rail passenger services**;
- A coherent TEN-T policy with projects that foster development of **high-speed and international services** for rail passenger transport between the main urban hubs;
- Coordinated EU investment in both **infrastructure in rolling stock** procurement;
- Eventual EU-level schemes to **support rail operators in a non-discriminatory manner**.

# The role of Rail

## What about the local level?

- EU ambitions cannot be met without support to/from local/regional and national policy makers
- Political alignment and commitment are crucial to achieve the EU Green Deal goals





# Reality at local level





# Reality at local level



# Working with and for the passengers

- Identifying concrete **needs** and working together with citizens from all ages and groups
- Increasing knowledge on sustainable options from a young age
  - CES4Kids project creating educational material on the sustainable mobility principles to be used in the school context

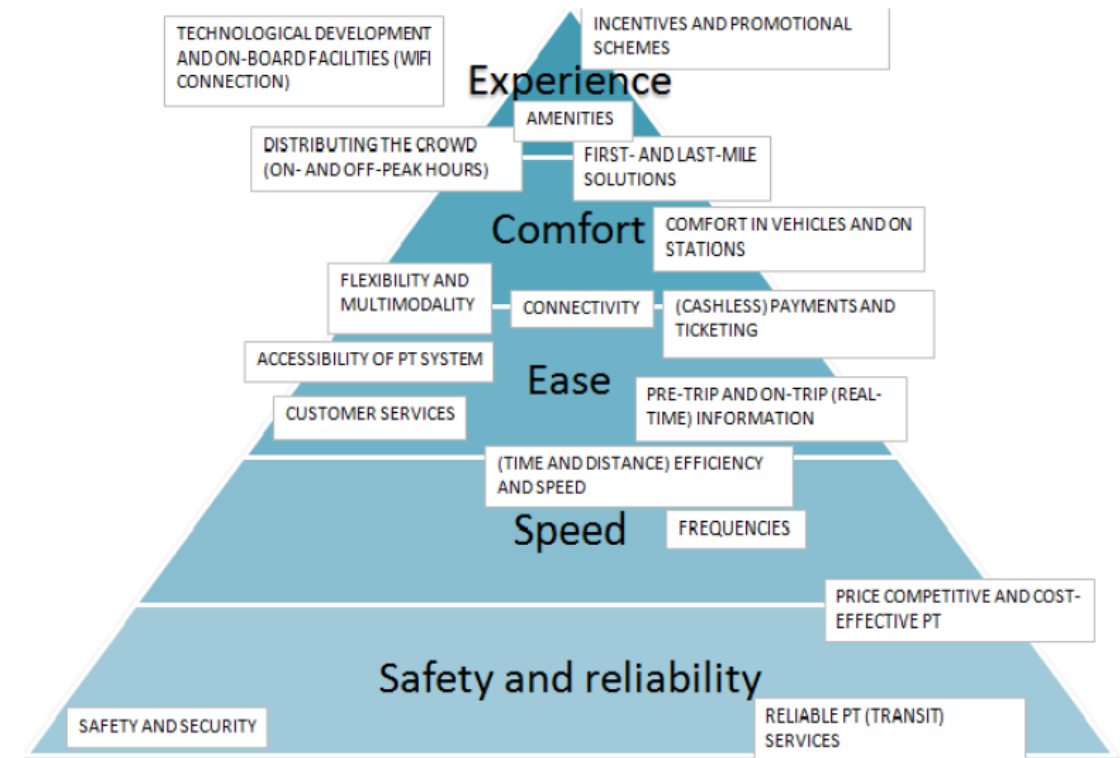


Figure 1 Maslow's pyramid, applied to public transport (CIPTec, Peek and van Hagen).



# Not all needs are the same...

But listening is the first step!





An aerial photograph of a railway track stretching straight through a dense, lush green forest. The track is composed of two parallel rails with wooden sleepers, and the surrounding trees are vibrant green, suggesting a healthy, mature forest. The perspective is from directly above, looking down the length of the track.

# Looking at the future

---



# Easy ticketing

Google

brussels barcelona

Tudo Voos Imagens Maps Notícias

Cerca de 60 500 000 resultados (0,67 segundos)

Encontrar voos em

Skyscanner eDreams Oui Omio

Voos de Bruxelas, Bélgica (todos os aeroportos Espanha (BCN))

Bruxelas, Bélgica (todos os aeroportos)

sexta, 26 de novembro

Ryanair 1 h e 59 min Voos

Vueling 2 h e 0 min Voos

Lufthansa 4 h e 0 min+ Voos

Iberia 2 h e 0 min Voos

Austrian 4 h e 50 min+ Voos

Brussels Airlines 1 h e 55 min Voos

Outras companhias aéreas 4 h e 5 min+ Voos

Mostrar voos

https://www.brusselsairlines.com > ... Traduzir esta página

Cheap flights to Barcelona from €34 | Brussels Airlines

Looking for cheap flight tickets to Barcelona? Fly to the capital of Catalonia with Brussels Airlines and have budget to spare for convenient

Bruxelles Barcelona

Out Fr 12 Nov • 06:00

Train • €46.99 Coach • €37.98

Outbound: Bruxelles to Barcelona

A Covid Certificate is required to travel on national and international routes (regional trains excluded) [more info](#)

Earlier

Mon 15 Nov 2021	Standard	1st Class
02:29 → 16:53 14h 24m, 1 change BlaBlaCar Bus renfe SNCF	€93.99	—
07:02 → 16:53 9h 51m, 1 change SNCF renfe SNCF	€212.80	€280.80
07:43 → 16:53 9h 10m, 1 change THALYS renfe SNCF	€162.00	—
08:43 → 19:33 10h 50m, 2 changes THALYS inOui	€314.80	€411.80
15:15 → 11:35 THALYS	—	—

## Selected journey

07:02 Bruxelles-Midi

9h 51m 1 change SNCF renfe SNCF

16:53 Barcelona Sants

## Flexibility and ticket conditions

Lowest Price	Semi-flexible	Flexible
€1212.80	+ €5.00	+ €47.00

1 x Adult  
NO FLEX, Essential

View exchange and refund conditions

**Bruxelles-Midi to Valence TGV**

NO FLEX  
Ticket may not be changed nor refunded.

**Valence TGV to Barcelona Sants**

Essential  
50% of ticket price is refundable and exchangeable, before departure only.

# Polluter pays

**Your trip** 1 Adult

**Outbound Mon 15 Nov**

- 07:02 Bruxelles-Midi
- 9h 51m, 2 changes
- 16:53 Barcelona Sants

[View full ticket conditions](#)

**Inbound Mon 15 Nov**

- 17:55 Paris Gare du Nord
- 1h 22m, 0 changes
- 19:17 Bruxelles-Midi

[View full ticket conditions](#)

**Total** €465.80

**Continue**

Brussels Charleroi ✈️ Barcelona [Edit search](#)

Return • 12 Nov - 15 Nov • 1 person

Verified by Ryanair

**Your selected flights** [Edit flight](#)

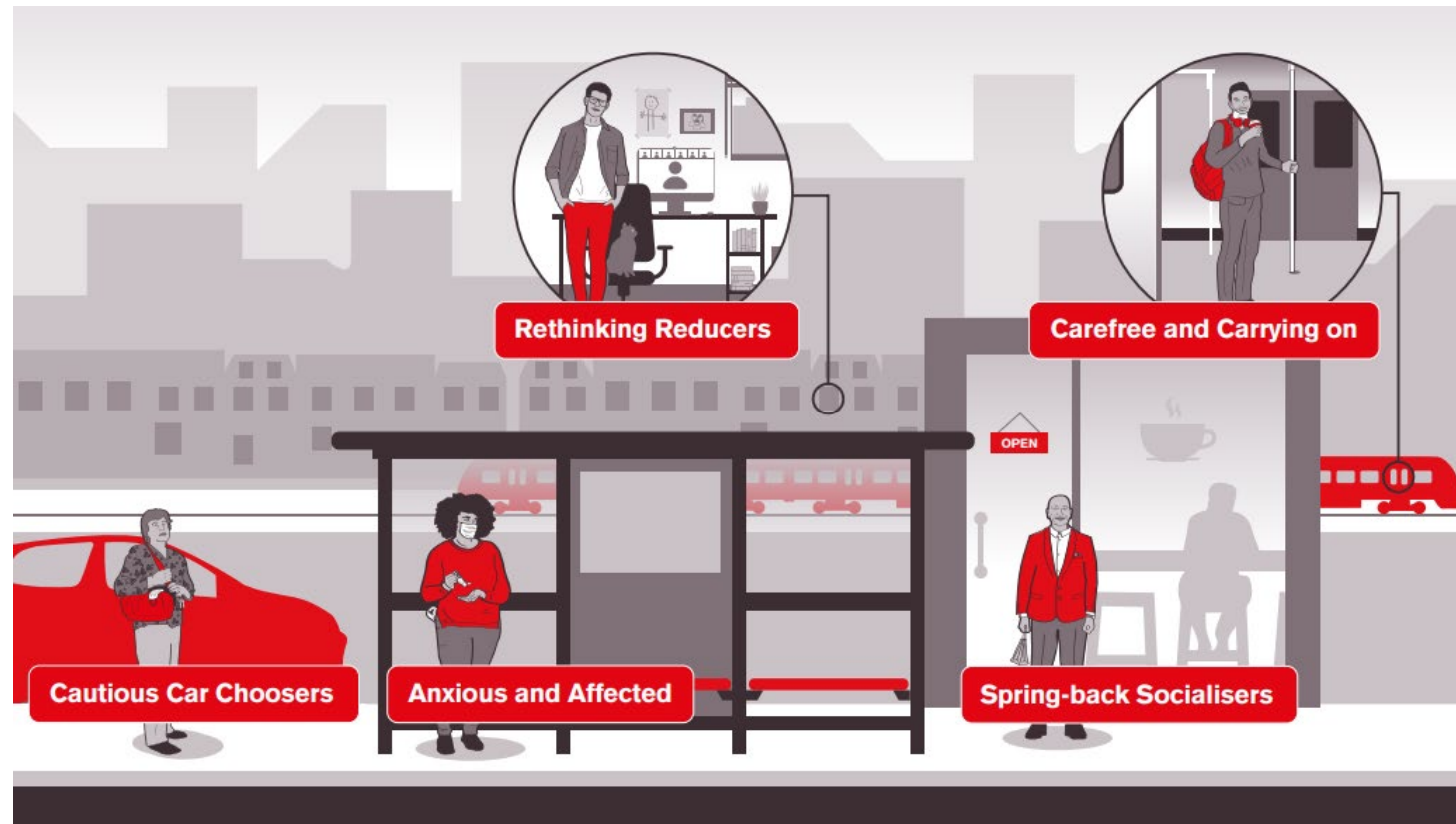
12 NOV	14:15 Brussels Charleroi	Duration 1h 55m	16:10 Barcelona	Flight no. FR 2835	Type Direct
15 NOV	11:45 Barcelona	Duration 2h 15m	14:00 Brussels Charleroi	Flight no. FR 2834	Type Direct

**Your selected fare** [Edit fare](#)

Regular Great for short trips

**€214.79**

# Looking at the future – COVID-19 and regaining passengers








# Looking at the future Funding





# Thank you for your attention!

---

**Sandra Lima**

European Passengers' Federation

*sandra.lima@epf.eu*

+32 (0)9 223.97.29

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