



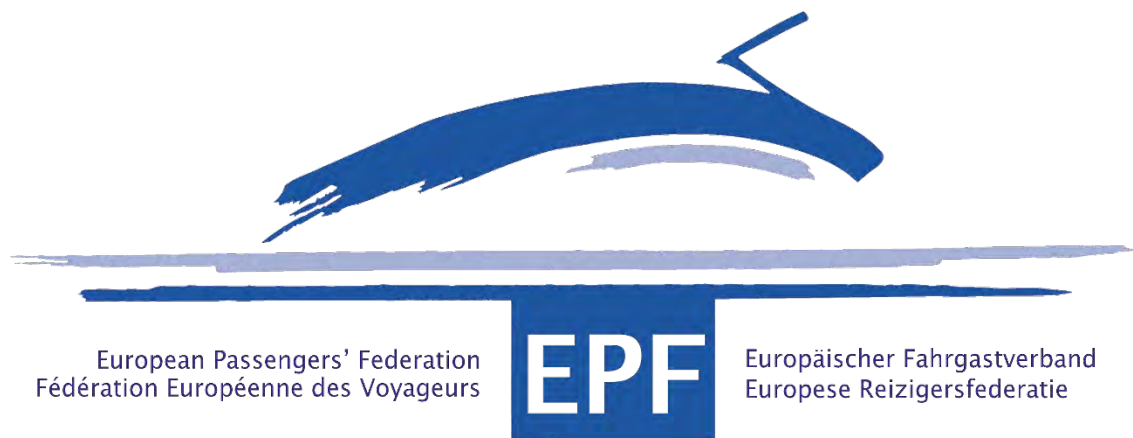
# Multimodality – Why is it taking so long?

SESAR innovation days

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European Passengers' Federation

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

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



# 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?*





## Passengers want:

A (public) transport system that is

- affordable,
- reliable,
- sustainable and
- coordinated,

with sufficient capacity to get people comfortably to where they want to go at the times they wish to travel, using *whichever combination of modes is most efficient overall, in social and environmental as well as economic terms.*





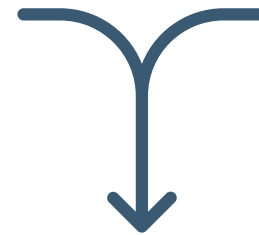
# Passengers are confused and frustrated!

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

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

*What happens if my train to the airport is delayed?*

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



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

# TRANSPORT IS AN INTEGRATED SYSTEM

- INFRASTRUCTURE
- UNDERLYING IT SYSTEMS
- TIMETABLES & CONNECTIONS
- INFORMATION AND TICKETING
- PASSENGER RIGHTS
- TAXATION, FUNDING, PRICE
- ...







A seamless European passenger transport system

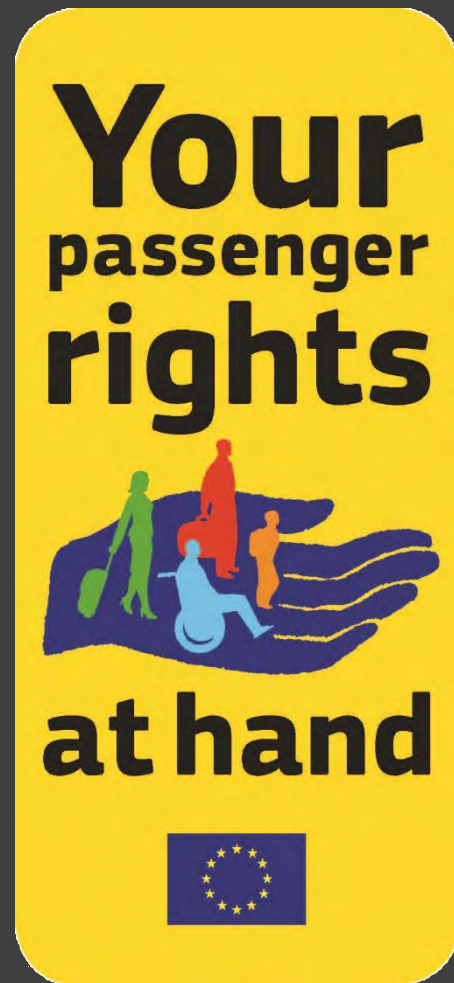
A close-up photograph of a person's hands holding a silver smartphone. The person has bright pink nail polish and is wearing a ring on their left ring finger. They are holding the phone over a laptop keyboard, which is partially visible. A small blue and white USB device is plugged into the laptop's port. The background is a wooden desk and a blurred laptop screen.

Access to dynamic, unbiased journey information,  
enabling informed choices





Passenger  
protection





A conceptual image featuring a human hand holding a small, green-tinted globe of the Earth. The globe shows continents and oceans in shades of green and yellow. The background is a vibrant green with a sunburst or starburst effect emanating from behind the globe, creating a sense of light and energy. The overall theme is environmental stewardship and global responsibility.

More informed decision-making



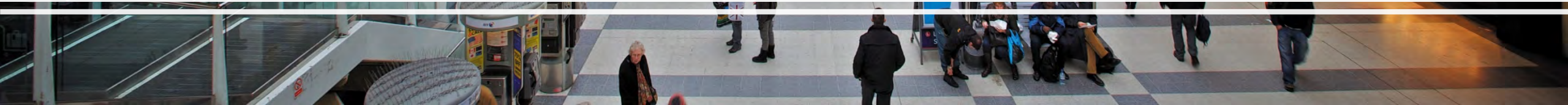
Greater focus on end-users







## Addressing the barriers







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

# Thank you!

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