Date 10. June

European Passengers' Federations Conference 2022

Day 1

Welcome and coffee

Good to see you!

Find your name tag and grab a cup of coffee or tea and a croissant

Opening speech

Trine Bramsen
Danish Minister for Transport

Opening speech

Anja Philip
President of the Danish Consumer Council

Themes for the 19th EPF Conference

1. How public transport can contribute to a greener future mobility?
2. The opportunities and points of concern regarding the digital transition in public transport
3. Cross border public transport commuting experiences
4. And finally how transport authorities can benefit from involving the end-users in the development of public transport.

Introduction to today's programme

8.30-9.00: Registration and coffee

9.00-9.10: Opening speech

Trine Bramsen, Danish Minister for Transport

9.10-9.30: Opening speech

Anja Philip, President of the Danish Consumer Council

9.30-9.50: Keynote speaker

Elisabeth Kotthaus, Head of Unit for Social Affairs, Passenger Rights & Equal Opportunities at DG Move

9.50-11.20: How can public transport contribute to a greener future mobility?

Thomas Avanzata (UITP)

Yoann Le Petit (EIT Urban Mobility)

Suzanne Hoadley (Polis)

Blaž Pongračič (CER)

11.20-11.35: Break

11.35-12.15: Panel discussion from morning session: How do we make it happen?

12.15-13.30: Lunch

Introduction to today's programme

13.30-13.50: Keynote speaker

Dominik Hartl, Hardt Hyperloop

13.50-15.10: Digital transition in public transport – opportunities and points of concern

Kathryn Bulanowski (EPF)

Emmanuel Mounier (EU Travel Tech)

Lars Wiinblad (Passagerpulsen)

15.10-15.35: Break

15.35-16.15: Panel discussion from afternoon session: How do we make the best of the digital development?

16.15-16.30: Salim Benkirane (ALLRail) "Support Ukraine Taskforce"

16:30: Closing remarks and wrap up of day one

19.00: Opening dinner

Dinner at Nørrebro Bryghus

Some practical informations

- Toilets down the hall
- Photos during the conference
- No smoking in the courtyard

- Download the Slido app (#EPF2022)
- WiFi: Vartovguest
- Password: farve271463

Keynote speaker

Elisabeth Kotthaus
Head of Unit for Social Affairs,
Passenger Rights & Equal Opportunities
at DG Move

Passenger transport – sustainable and smart

Next steps planned under the Sustainable and Smart Mobility Strategy of the European Commission

Copenhagen, 10 June 2022

Rail passenger rights Regulation (EU) 2021/782 (7 June 2023)

Ticketing

- **Through-tickets offered by railway undertakings, Article 12(1): a) obligatory offer (long-distance or regional rail passenger services operated by a 'sole' undertaking), b) voluntary offer (all other rail passenger services: shall make all reasonable efforts to offer them and shall cooperate to that end among themselves)**
- **Tickets purchased from a railway undertaking in a single commercial transaction, Art. 12 (3),(5)**
- **Tickets bundled by the ticket vendor or tour operator and purchased in a single commercial transaction, Article 12 (4), (5)**
- **Real-time traffic data and travel information, Art.10**
- **Self-re-routing, Art. 18(3)**

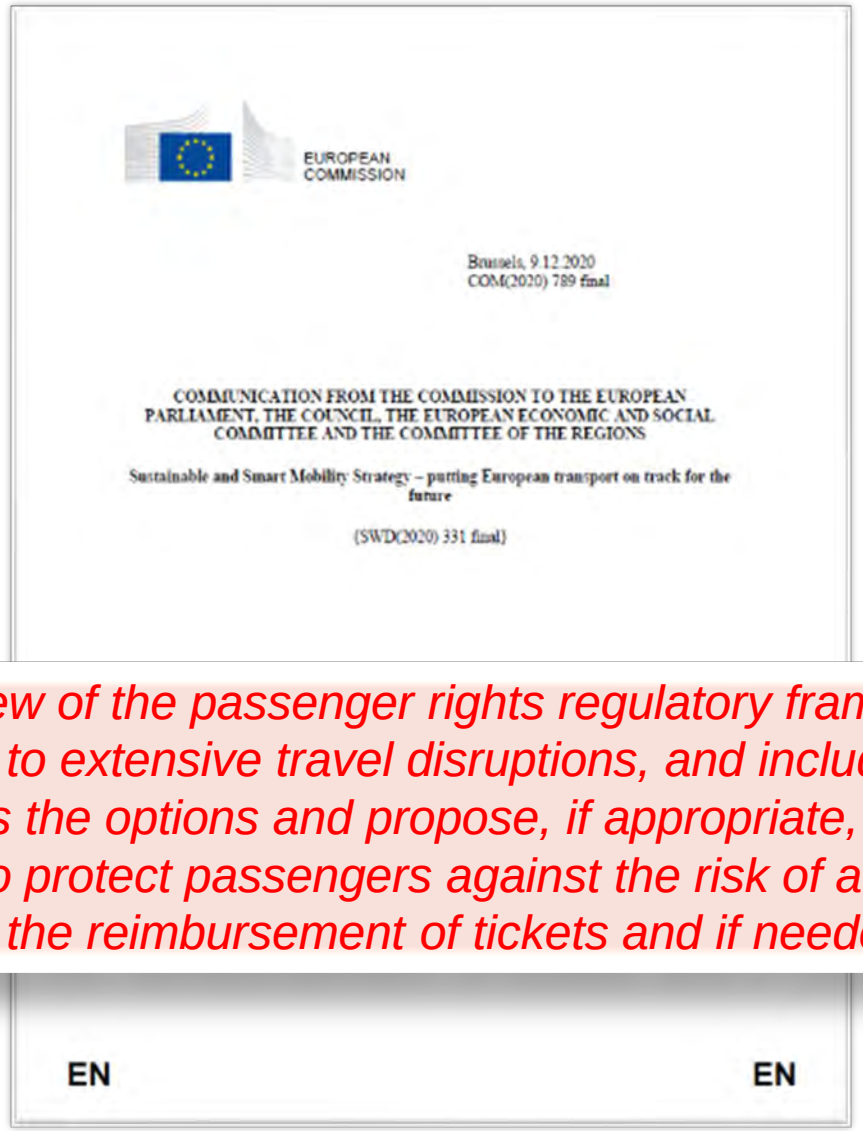
Common form for reimbursement and for compensation requests

- **COM should establish it by 7 June 2023 in a format which is accessible to persons with disabilities and persons with reduced mobility, Art. 18(6) and 19(5)**

Q&A to the new rail passenger rights Regulation (EU) 2021/782:
https://transport.ec.europa.eu/document/download/c495999b-5847-44c1-930c-da10cb8d2df4_en?filename=2021-06-09-the_new_passenger_rights_regulation.pdf

European Commission

Sustainable and Smart Mobility Strategy



EUROPEAN
COMMISSION

Brussels, 9.12.2020
COM(2020) 789 final

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS

Sustainable and Smart Mobility Strategy – putting European transport on track for the future

{SWD(2020) 331 final}

EN EN

"63. Review of the passenger rights regulatory framework, including to ensure its resilience to extensive travel disruptions, and including options for multimodal tickets
64.Assess the options and propose, if appropriate, an adequate financial protection scheme to protect passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation.

European Commission

Passenger rights

https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52020DC0789

- **Call for evidence for an impact assessment** (December 2021)

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights_en

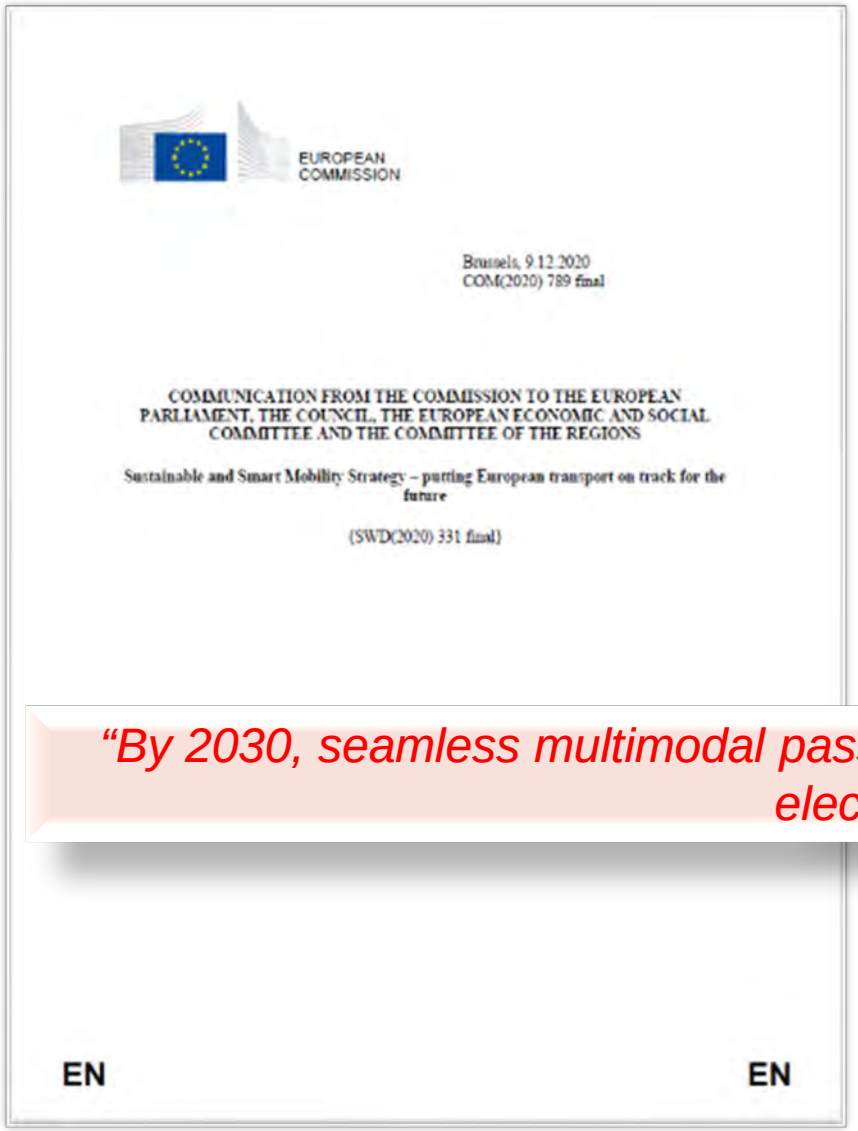
- **Proposal for air passenger rights** remains a priority pending proposal

https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52013PC0130

- Evaluations of the passenger rights **Regulations on air PRM, bus & coach, sea & inland waterway**

https://transport.ec.europa.eu/news/evaluation-confirms-better-protection-air-ship-and-bus-passengers-thanks-eu-law-2021-12-15_en

Sustainable and Smart Mobility Strategy



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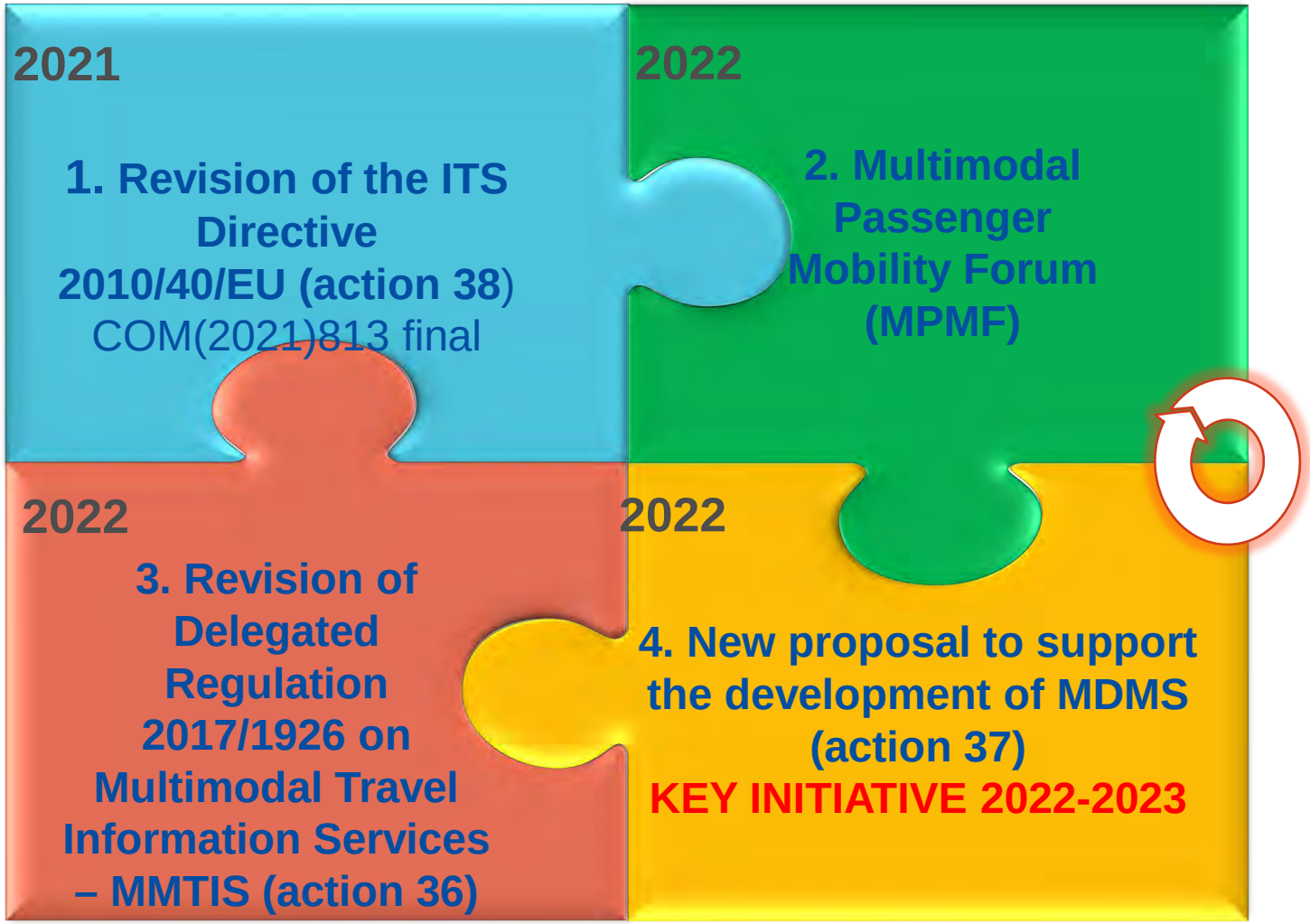
{SWD(2020) 331 final}

EN EN

"By 2030, seamless multimodal passenger transport will be facilitated by integrated electronic ticketing"

European Commission

EU framework for the deployment of Multimodal Digital Mobility Services (MDMS)



Articulated with modal developments:
TAP-TSI (rail) and CRS-Code of Conduct (aviation)
And horizontal developments:
Data Act

European Commission

Revision of Delegated Regulation on MMTIS

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12912-EU-wide-multimodal-travel-new-specifications-for-information-services_en

MMTIS revision: should focus on further enhancing the development of **information services** and will focus on the **technical aspects**:

- **Accessibility of dynamic data** (as listed in the Annex of Delegated Regulation (EU) 2017/1926);
- Updating the list of data to be made accessible (**including new data types**) pursuant to Delegated Regulation (EU) 2017/1926;
- Requiring the use of certain **standards for payment and booking interfaces**;
- Ensure alignment with data categories of RTTI Delegated Regulation;

European Commission

MDMS initiative

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13133-Multimodal-digital-mobility-services_en

MDMS proposal (new legal basis): should focus on **ticketing / booking / payment services (intermediaries)** and will focus on the **market aspects**:

- **Problem driver 1:** Unwillingness to cooperate between operators and MDMS
- **Problem driver 2:** Commercial and technical challenges to establish viable, scalable and high quality MDMS
- **Problem driver 3:** Lack of commercial incentives to help improve the performance of the transport system in terms of efficiency, resilience and sustainability

European Commission

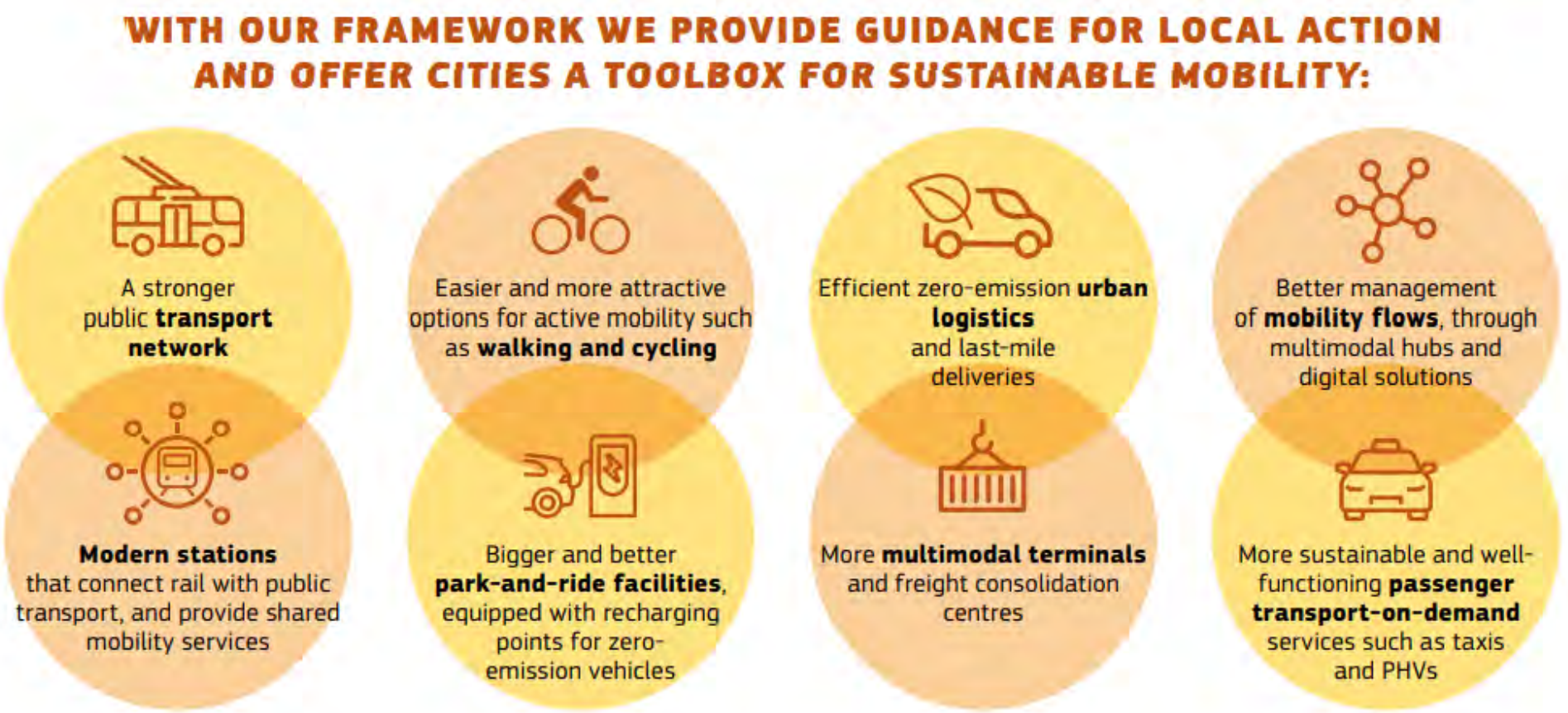
MDMS initiative

- Multimodal Passenger Mobility Forum:
  - Three informal subgroups created to support the MDMS initiative
    - **Thematic 1 - Aligning MDMS with public policy goals (including issues related to sustainability and accessibility)**
    - **Thematic 2 - Facilitating cooperation between operators and MDMS**
    - **Thematic 3 – Enhancing cooperation**

European Commission

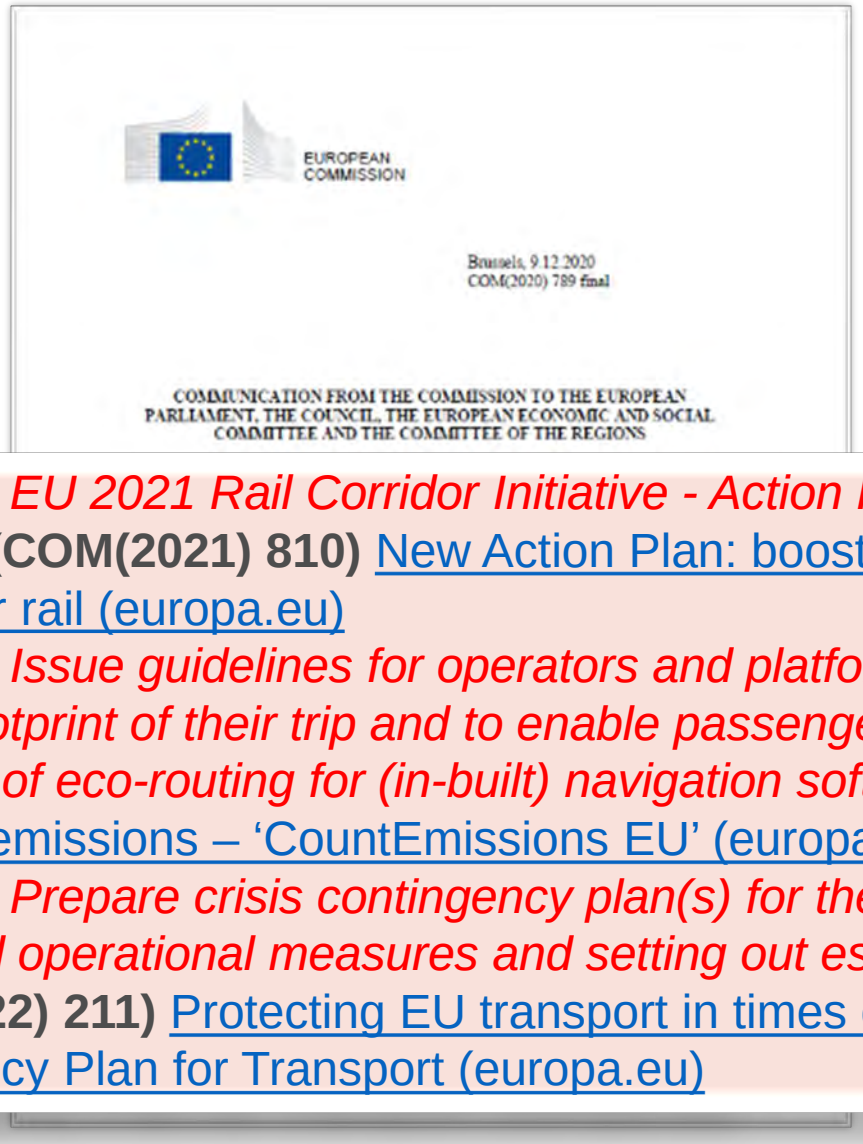
New European Urban Mobility Framework

COM(2021) 811 final https://ec.europa.eu/commission/presscorner/detail/en/ip_21_6776



European Commission

Sustainable and Smart Mobility Strategy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Brussels, 9.12.2020
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Action 18. EU 2021 Rail Corridor Initiative - Action Plan to boost passenger rail transport **(COM(2021) 810)** New Action Plan: boosting long-distance and cross-border passenger rail (europa.eu)

Action 34. Issue guidelines for operators and platforms to inform passengers about the carbon footprint of their trip and to enable passengers to voluntarily offset it, and for wider use of eco-routing for (in-built) navigation software Have Your Say Count your transport emissions – 'CountEmissions EU' (europa.eu)

Action 58. Prepare crisis contingency plan(s) for the transport sector, including health-safety and operational measures and setting out essential transport services **(COM(2022) 211)** Protecting EU transport in times of crisis: Commission adopts Contingency Plan for Transport (europa.eu)

European Commission

How can public transport contribute to a greener future mobility?

Thomas Avanzata
(UITP)

Yoann Le Petit
(EIT Urban Mobility)

Suzanne Hoadley
(Polis)

Blaž Pongračič
(CER)

How can public transport contribute to a greener future mobility?

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How can public transport contribute to a greener future mobility?

10 June 2022

Thomas AVANZATA
UITP Europe
Spokesperson of the European Union Committee

PRIORITY TOPICS FOR PUBLIC TRANSPORT

THE DECISIVE DECADE TO DELIVER THE EU GRGEEN DEAL

Months to 2030

90

Cut emissions by at least 55% by 2030 – **Fit for 55** - sets Europe on a responsible path to be **climate neutral by 2050**

Policies fit to make the EU's climate, energy, transport and taxation **to deliver this decade**

European Commission

The benefits of the EU Green Deal

The European Green Deal will improve the well-being and health of citizens and future generations by providing:

fresh air, clean water, healthy soil and biodiversity

renovated, energy efficient buildings

healthy and affordable food

more public transport

More Use + More Infrastructure + More Services

cleaner energy and cutting-edge clean technological innovation

longer lasting products that can be repaired, recycled and re-used

future-proof jobs and skills training for the transition

globally competitive and resilient industry

Greener sustainable mobility

Bustling cities

Public transport keeps cities moving. Up to 2020, the **sector counted almost 60 billion passenger journeys per year in Europe**, with numbers on the rise. Imagine the traffic if all those trips were made in cars!

Clean air

Thanks to public transport, **air quality can be improved**, as it produces far **fewer quantities of air pollutant per passenger** kilometre than individual motorised mobility. As buses become increasingly zero-emission, this will further improve air quality in European cities.

Saving the planet

Public transport is the most climate-friendly way of traveling besides walking and cycling, as it **uses less energy and emits less CO2 per passenger-kilometre than private vehicles**.

Mobility designed for people

Quality of urban life

Public transport systems are much **more efficient** than individual motorised mobility in terms of using public space. At the normal 1.3 persons occupancy rates of cars, a full standard bus can take more than 40 cars off the road, a full metro 600 cars and highspeed metro (like RER in Paris) can replace 1,500 cars.

Healthy, active lifestyle

Public transport encourages an **active lifestyle**, as most journeys involve **walking or cycling** to, from and within public transport stations.

Number one in safety

Public transport is the **safest way to travel the city and the continent**. Europe still registers 120,000 seriously injured people due to road accidents and more than 20,000 road fatalities every year, around 47% of which occur in cars and taxis.

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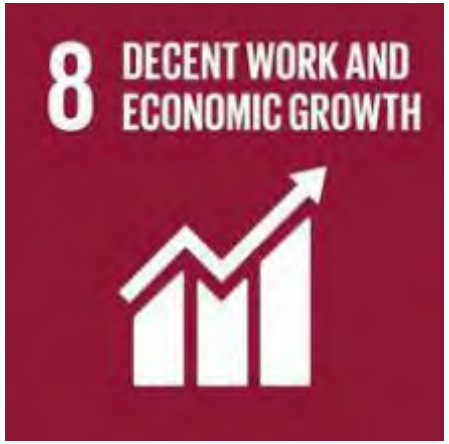
PASSAGER PULSEN

UITP
EPF

Green Recovery:
PT‘s economic benefits



Boosting the economy

Public transport entails **economic benefits that are around five times higher than the money invested in it**. Every €1 of value created from public transport is linked to a further value creation of €4 in the total economy.

Local jobs

The public transport sector is amongst the **largest employers at local level**, employing in total **2 million people** in the EU, i.e. 20% of the 10 million people employed in the overall transport industry.

Accessibility and affordability

Public transport offers **equal opportunities to all citizens**, independent of their social standing. It provides **access to the most essential functions of the city** and costs 1/16 of what people pay for owning a personal car.

Policies Fit for Public Transport are Policies Fit for 55

- **AFI Regulation**
  - Have Member States support public transport through National Policy Plans
  - List of alternative fuels: Link to the Clean Vehicles Directive

- **Energy Taxation Directive**
  - Reduced tax rates for public transport and rail

- **EU Emissions Trading Scheme**
  - Effective carbon pricing
  - Earmarking for public transport
  - Social Climate Fund to protect vulnerable transport users

THANK YOU

How can public transport contribute to a greener future mobility?

Yoann Le Petit
(EIT Urban Mobility)

10 June 2022

Costs and benefits of the sustainable urban mobility transition

Yoann Le Petit, EIT Urban Mobility

eit Urban Mobility

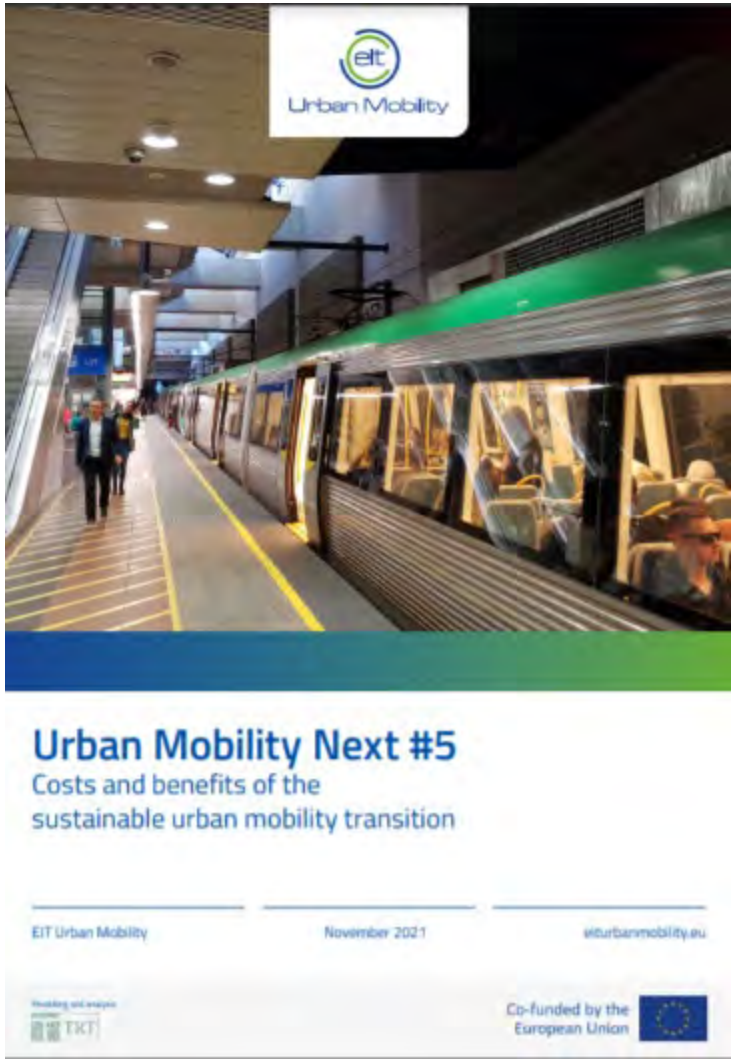
Co-funded by the European Union

Study objectives and scope

Research questions:

- How much will the transition to sustainable urban mobility (-55% CO2 by 2030 and -90% CO2 by 2050 compared to 1990 levels) cost?
- What are its benefits, including the monetization of all externalities?
- What range of costs and benefits can be identified according to city variables?
- What are the most cost-efficient measures to accelerate sustainable urban mobility?

Scope: 779 EU cities of more than 50 000 inhabitants



Methodology (1/2) – City prototypes

Three pathways to sustainable mobility have been applied to **12 City Prototypes**, to account for differences among cities in their dimension and geographic area

The model's output (indicators) have been **generalized at the EU27 level** (779 cities)

Characteristics and transport parameters of each City Prototype have been defined using **30 reference cities**:

	Southern Europe	Central Europe	Northern Europe	Eastern Europe
Small City 50-100K inhabitants	Alessandria (IT) Faro (PT) Zadar (HR)	Klagenfurt (AT) La Rochelle (FR) Leuven (BE)	Galway (IR) Lahti (FI)	Daugavpils (LV) Tartu (EE) Zilina (SK)
Medium City 100-500K inhabitants	Perugia (IT) Ljubljana (SI)	Bielefeld (DE) Eindhoven (NL)	Uppsala (SE) Oulu (FI)	Gdynia (PL) Klaipeda (LT) Szeged (HU) Timisoara (RO)
Large City >500K inhabitants	Athens (EL) Barcelona (ES)	Bordeaux (FR) Munich (DE)	Copenhagen (DK) Dublin (IR) Göteborg (SE)	Prague (CZ) Sofia (BG)

Methodology (2/2) – Transition pathways

6 policy groups

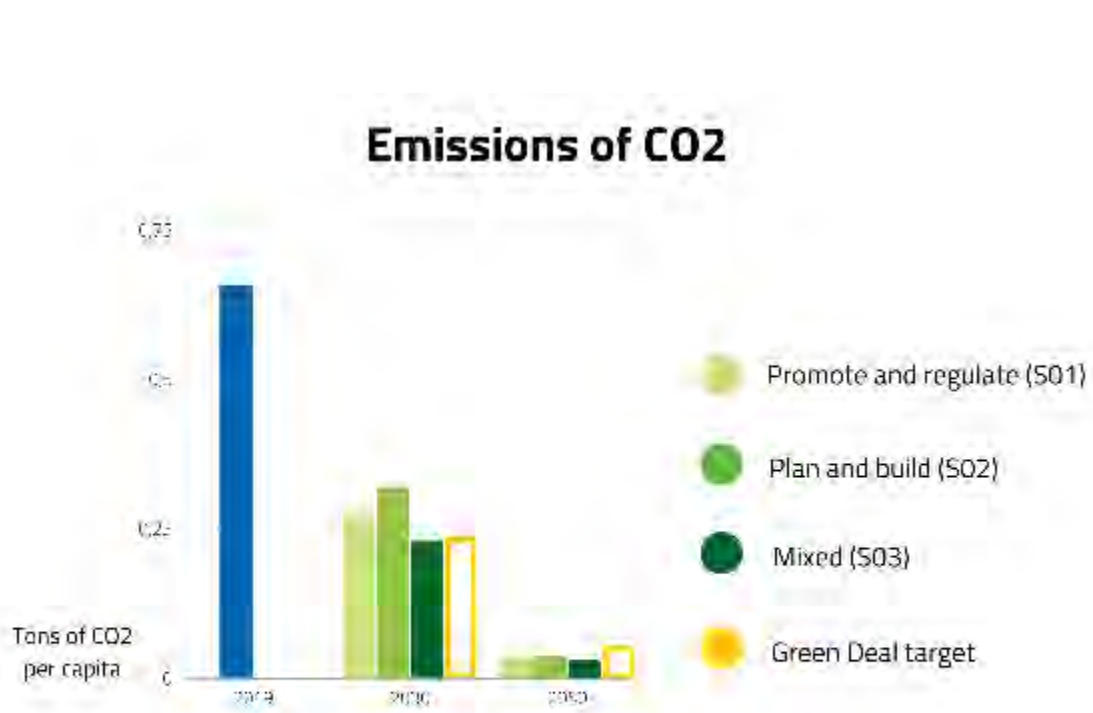
29 policy measures

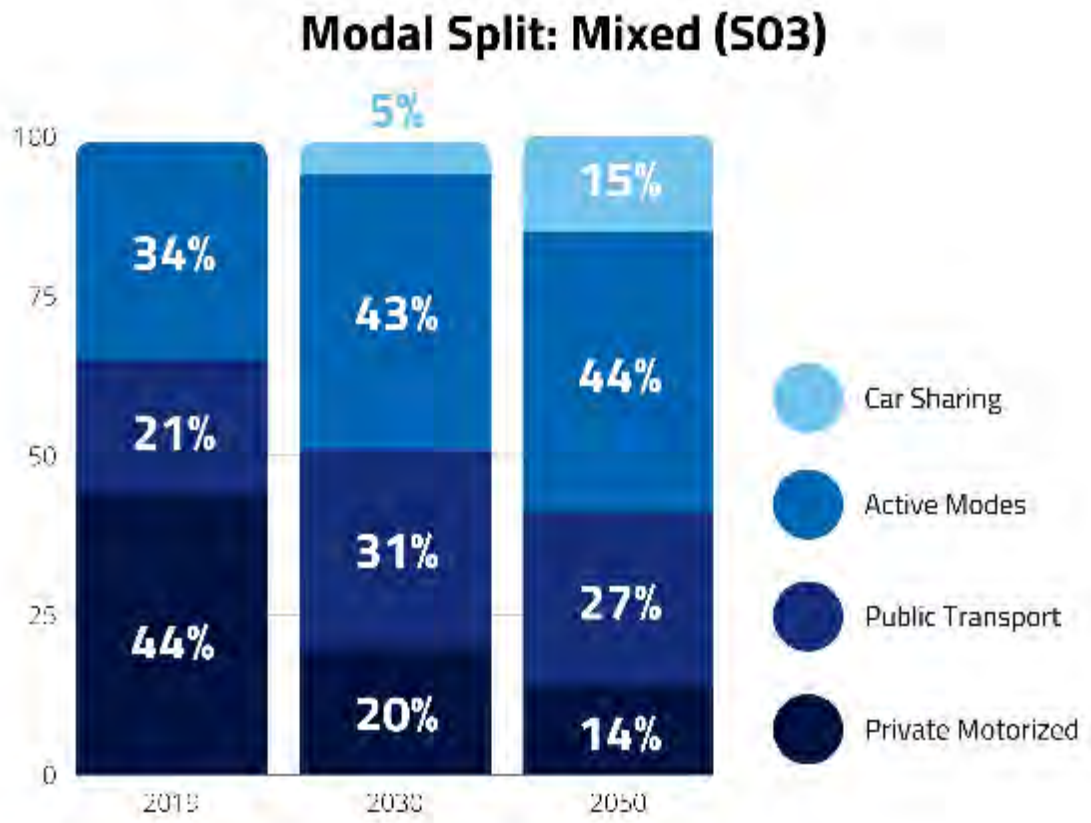
3 transition pathways to sustainable mobility:

- Promote and Regulate
- Plan and Build
- Mixed

Policy Group	Policy Measure	S01: Promote and Regulate	S02: Plan and Build	S03: Mixed
Shared Mobility and Demand Management	Sustainable travel information and promotion (behaviour)	X		X
	Mobility as a Service (MaaS)	X		X
	Bike sharing	X		X
	Micro mobility	X		X
	Carsharing	X		X
	Delivery and servicing plan	X		X
	Teleworking	X		X
Innovative Services	Autonomous vehicles		X	X
	Demand-responsive transport (DRT)		X	X
	Intelligent Transport Systems (ITS)		X	X
Green Public Transport and Logistics Fleets & Charging Infrastructure	Electric energy refuelling infrastructure	X	X	X
	Hydrogen energy refuelling infrastructure	X	X	X
	Green public fleet	X	X	X
	Green logistics fleet	X	X	X
Pricing Schemes	Congestion and pollution charging	X		X
	Parking pricing	X		X
	Public transport integrated ticketing and tariff schemes	X		X
Transport Infrastructure	Bus network and facilities		X	X*
	Tram network and facilities		X	
	Walking and cycling networks and facilities		X	X
	Park and ride (multimodal mobility hubs)		X	X
	Metro network facilities and light rail		X	
	Urban Delivery Centres and city logistics facilities		X	X
Traffic management and control	Legal and regulatory framework of urban freight transport	X		X
	Legal and regulatory framework of new mobility services	X		X
	Prioritizing Public Transport		X	
	Access regulation and street space reallocation	X		X
	Traffic calming measures	X		X
	Pedestrian Areas	X		X

Meeting the 2030 Green Deal target requires ambitious reduction of private motorised trips





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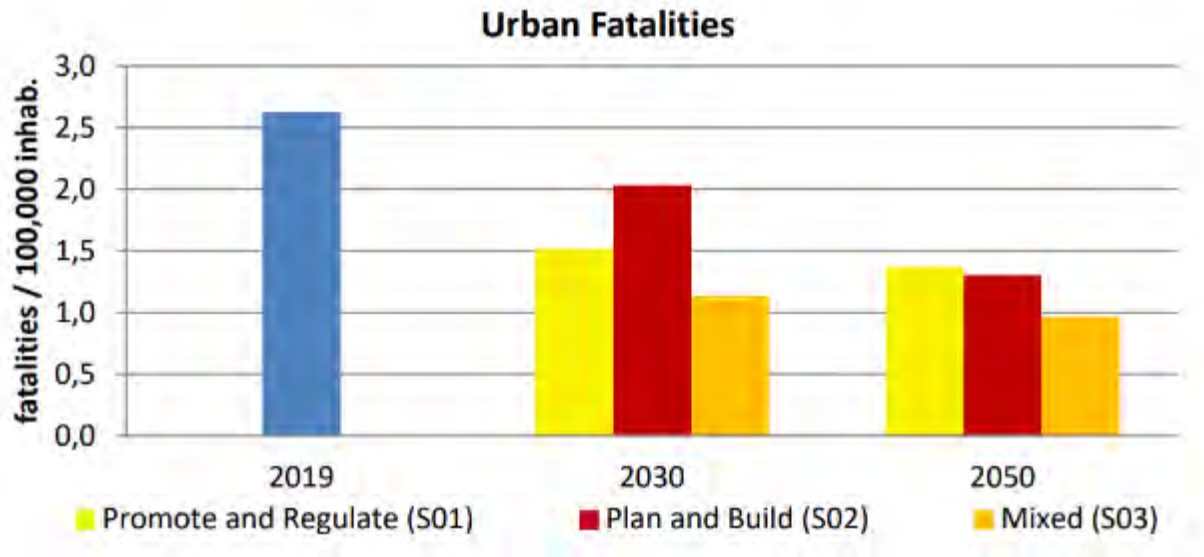
Additional efforts are required to make Vision Zero a reality across EU cities by 2050

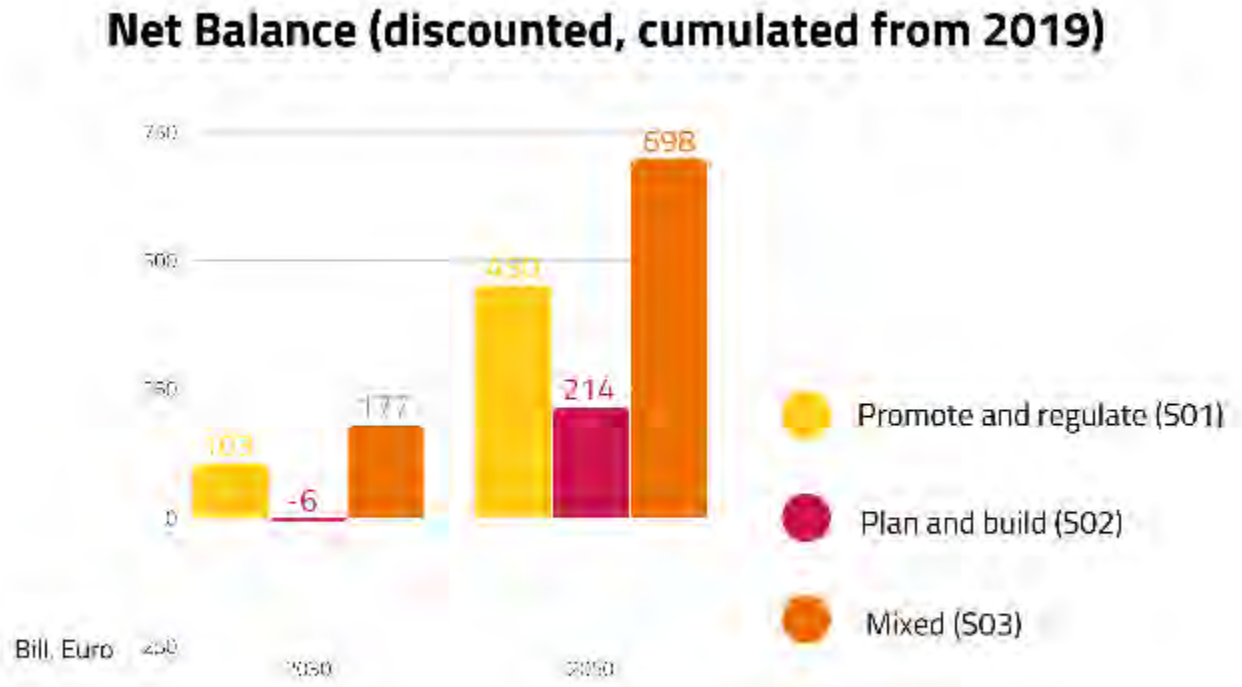
The most ambitious transition scenario **reduces urban fatalities by 63% in 2050**



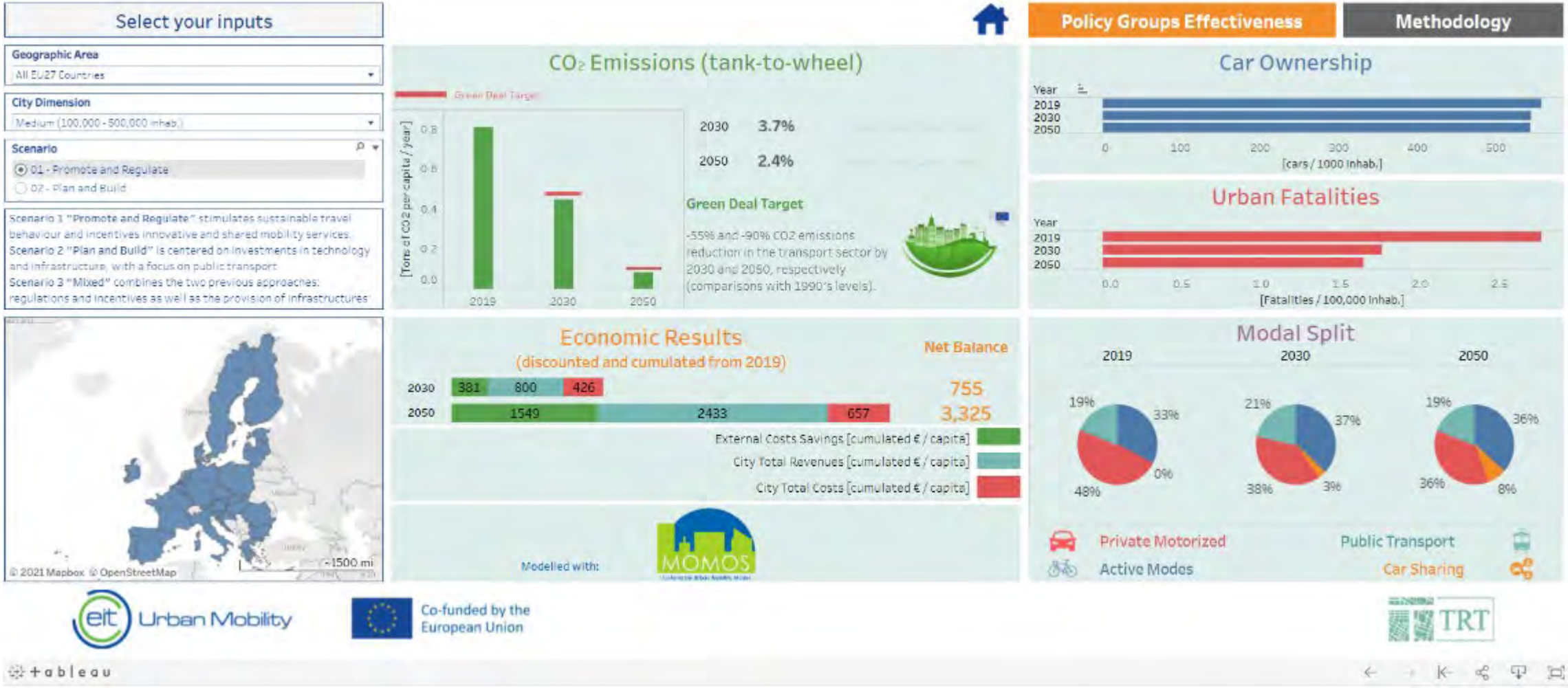
Each euro invested in the transition can generate up to €3,06 by 2030 ; and up to €5,66 by 2050

The transition can lead to net benefits of up to **€177bn** by 2030, **€698bn** by 2050…

… but requires **€86bn** extra investments compared to business-as-usual scenario by 2030, and **€150bn** by 2050.



Using our findings for your city



https://public.tableau.com/views/CostsandBenefitsoftheUrbanMobilityTransitioninEurope/HOME?:language=en-US&:display_count=n&:origin=viz_share_link

Multiple-choice poll

Which of these policy groups is the best mix between cost-effectiveness and CO2 emissions reduction in large European cities?
(1/2)

0 3 4

Shared mobility and demand management (MaaS, vehicle sharing, logistics delivery plans, teleworking)

9 %

Innovative services (Demand Responsive Transport, autonomous shuttles, Intelligent Transport Systems)

3 %

Pricing schemes (Congestion and pollution charging, parking pricing, public transport integrated ticketing and tariff schemes)

47 %

Transport infrastructure (Bus & tram network and facilities, walking and cycling networks and facilities, P+R, urban delivery centres)

26 %

Multiple-choice poll

Which of these policy groups is the best mix between cost-effectiveness and CO2 emissions reduction in large European cities?
(2/2)

0 3 4

Traffic management and control (Legal and regulatory framework for urban freight/micromobility, prioritizing public transport, access regulation and street space reallocation, traffic calming & pedestrian areas)

15 %

Policy group effectiveness – takeaway for public transport

- **Innovative services** (e.g. DRT, ITS, autonomous shuttles) are mostly profitable in large cities **where demand is likely higher**
- **Transport infrastructure extension** has positive impact in smaller cities, but a limited one in larger cities
- By 2050, **Innovative Services** followed by **Shared Mobility and Demand Management** are the most efficient & profitable groups in medium and large cities. **Pricing Schemes** are the best option in small cities.

How can public transport contribute to a greener future mobility?

Suzanne Hoadley
(Polis)

10 June 2022

How can public transport contribute to a greener future mobility and social inclusion?

Suzanne Hoadley, Polis

Peer-to-peer exchange

Policy & Advocacy

Research

Innovation

102 Cities, regions and related entities

SUSTAINABLE URBAN MOBILITY INNOVATION

POLIS

CITIES AND REGIONS FOR TRANSPORT INNOVATION

www.polisnetwork.eu


WORLD
EUROPE
Our Members
Membership:
Full
Associate
Global

Polis members and PT

Heterogeneity of public authorities around Europe

a. City, provincial and regional authorities, eg, city of Paris, Brussels region, Province Noord Holland
b. Metropolitan authorities/urban communities, eg, Lille Urban Community
c. Passenger transport authority (PTA), eg, HSL (Helsinki),
d. Integrated transport authorities (PTA+), eg, Transport for London, BKK (Budapest),

Roles and responsibilities of public authorities wrt PT

a. Direct
    a. Planning and awarding PT service contracts (& setting fare regimes)
    b. Providing infrastructure for PT (dedicated lanes, stops, priority at lights, interchanges, multi-modal hubs, etc)
    c. Integrated information and ticketing
b. Indirect
    a. Prioritising PT in transport strategy and planning (carrot + stick measures)
    b. Regulating access to space (restricting car access, more space for sustainable modes)

Main urban mobility challenges & policy goals

AIR QUALITY

MODAL SHIFT

SAFER ROADS

DECARBONISATION

Peer-to-peer exchange: WG

Environment & Health

Active Travel & Health

Clean Vehicles & Air Quality

Traffic Efficiency

Traffic Efficiency (ITS, traffic management, MaaS, data, automation…)

Access

Access (public transport, infrastructure, pricing…)

Parking

Safety & Security

Safety & Security (street and road safety, protecting vulnerable users, gender…)

Governance & Integration

Governance & Integration

Urban Freight

Small and medium sized cities platform

Regions platform

Polis Working Group meetings

Security of Public Transport Facilities: an effective approach

The shift to sustainable mobility happens one user at a time. To prompt this choice, the user must be comfortable with the new mode of travel. This is a critical issue when it comes to public transport. A sense of insecurity...

Public Private Partnerships meeting: Partnering to fill the gaps of mass transit

On 6 and 7 May 2021 POLIS' Working Group Governance...

Electrifying the Curb: POLIS discusses the future of EV charging

POLIS Parking and Clean Vehicles Working Groups joined for a meeting on 19 May, 2021.


PUBLIC TRANSPORT LAB
POLIS
Sexual Harassment in public transport
19 October; 10:00-12:00 CET


PUBLIC TRANSPORT LAB
POLIS
Autonomous Vehicles as part of a Public Transport System
22 November, 14:00-15:30 CET


PUBLIC TRANSPORT LAB
POLIS
Integrating urban design and infrastructure to accommodate public transport
4 November; 16:00-17:30 CET


PUBLIC TRANSPORT LAB
POLIS
More than just hot air? Public Transport decarbonization
15 November; 13:00-15:00 CET


PUBLIC TRANSPORT LAB
POLIS
CITIES AND REGIONS FOR TRANSPORT INNOVATION


PUBLIC TRANSPORT LAB
POLIS
Complementing mass transit with shared mobility
9 November; 11:00-12:30 CET


PUBLIC TRANSPORT LAB
POLIS
Public Transport & COVID-19: What happened and what will happen?
17 September 2021, 10:00 - 11:30 CEST


PUBLIC TRANSPORT LAB
POLIS
MaaS at the service of public transport
26 October, 14:00-15:30 CET


PUBLIC TRANSPORT LAB
POLIS
How can technology support Public Transport?
23 November, 14:00-15:30 CET

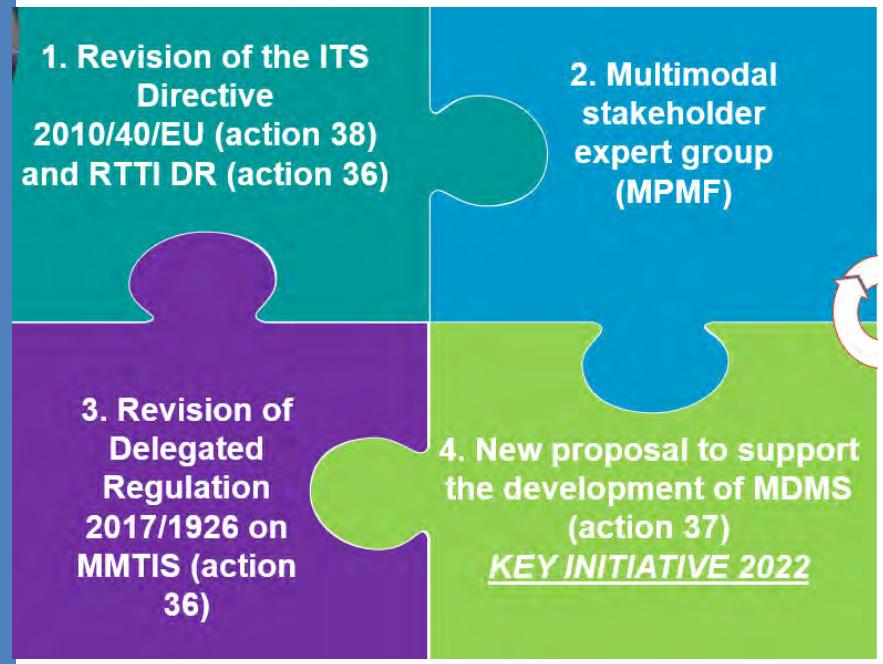
Challenges (& opportunities) for PT

Decarbonisation

Digitalisation

Disruptions
- Micro-transit & micro-mobility
- Digital platforms

EU (and national) policy
- ITS Directive/MMTIS -> *access to data*
- Multimodal Digital Mobility Services (MDMS) policy initiative -> *grow market of digital ticketing resellers*
- Public Service Obligations interpretative guidelines -> *limiting role of public sector in procuring services*
- TEN-T urban nodes (400+) -> *SUMPs, interchanges and SUM indicators (SUMI)*



Micro-transit & micro-mobility

Novelties

- Technology-centric: App-based; on-demand; algorithm-driven
- Business model: commercial services, venture capital-backed
- Network effects: grow fast (value derived from customer size not profit generated)

Complementing or substituting PT?

Proven shift from private car?

Reduction in kmt?

Subsidy? Conditions?

Micro-transit in Innisfil (Canada)

Subsidised ride-hailing service in lieu of scheduled public transport

High ridership numbers – many happy customers

But

Budget has exploded (more than planned bus budget)

Subsidy reduced

Trips/passenger must now be capped

Walking trips substituted - more cars on road

source: Guardian newspaper

Multi-modal digital service (aka MaaS) platforms

Momentum for MaaS grown substantially in last 5 years

Leading to national legislation and EU action

Much support for establishment of broader range of redistribution channels provided:

- Public authorities can steer implementation of MaaS locally
- Conditions for resale of PT tickets can be decided locally (to ensure end users benefit from public subsidy)
- Plurality of MaaS models
- Passengers rights in multimodal context

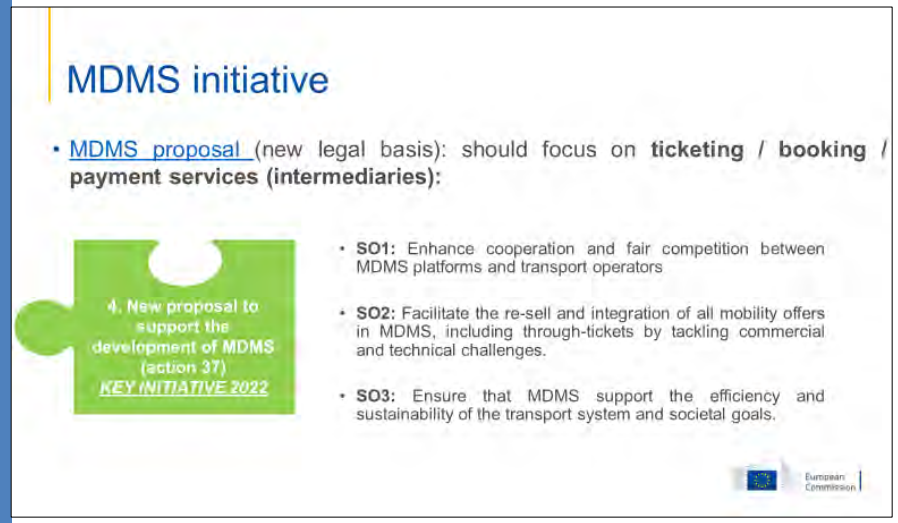
MDMS policy initiative

Aim: to accelerate growth of multimodal digital mobility services market

How?: require mobility operators to create a ticketing API allowing access to MDMS providers

When? EC expected to propose legislation end 2022.

Multistakeholder forum to guide EC on EU multimodaility policy, incl. MDMS



PSO regulation interpretative guidelines

Public Service Obligations allow awarding of PT service contracts (competition law exemption)

Interpretative guidelines aid interpretation of complex legal text

EC proposed revision of guidelines:

- Public service only in case of market failure (ie, to fill the gaps)
- Public service only where proven user demand (ex ante assessment)

-> Creates legal uncertainty

-> shows misunderstanding of role of PT as means to achieve sustainable mobility goals

4 MAY 2022

COALITION POLITICAL STATEMENT

ON THE PROPOSAL BY THE EUROPEAN COMMISSION FOR A REVISION OF THE PSO INTERPRETATIVE GUIDELINES

Help - not hinder - public transport's ability to deliver Green Deal goals!

Avoid undermining the legal framework for public transport organisation

We, representatives of public transport, rail transport, and active mobility, and representatives of local & regional government, welcome the opportunity to comment on the proposal by the Commission to revise its interpretative guidelines on Regulation (EC) No 1370/2007 on public passenger transport services by rail and by road ("the PSO Regulation"), even though we regret that only a limited number of actors were initially consulted. This Regulation sets out the conditions under which transport operators can be compensated or given exclusive rights by public authorities to provide public transport services in the general interest. The regulation, and the way it is interpreted, is therefore of critical importance to the European public transport and rail sector and to competent authorities implementing EU policy goals.

Governance of the evolving mobility system

How can cities plan for new types of mobility services and business models?

Which policies should cities adopt to secure positive outcomes and minimise negative effects?

What role should cities play in this new mobility paradigm?

- What are the most appropriate governance models?
- Which powers should they have and what regulation needed?

Conclusions

Disruption challenges inertia and may deliver positive outcomes in right conditions,

however

Sustainable travel behaviour is naturally at odds with general business interests

therefore

Public authorities must retain oversight of evolving mobility market

- Do they have the requisite powers today?
- What impact will EU policy have on their ability to manage mobility locally?

We need evidence about impacts of micro-transit, micro-mobility and MaaS apps:

- on travel behaviour/trip choice,
- vehicle km travelled (VKT) by car,
- safety and equity

How can public transport contribute to a greener future mobility?

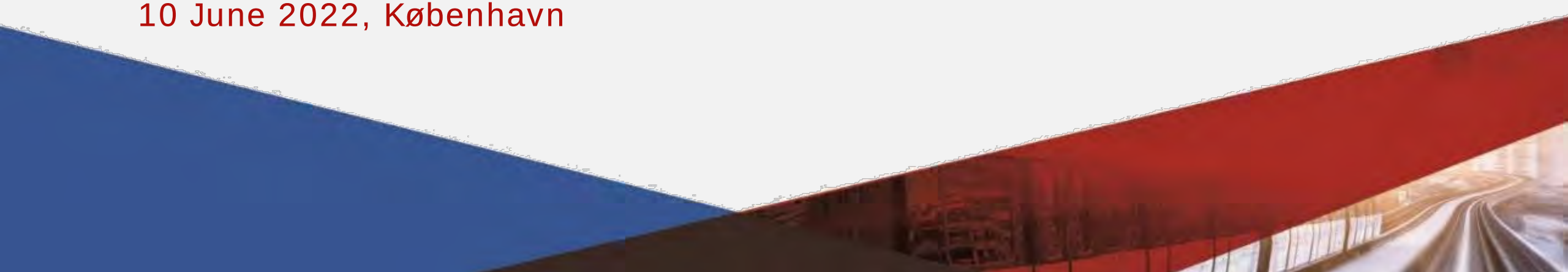
Blaž Pongračič
(CER)

How can public transport contribute to a greener future mobility? – rail perspective

Blaž Pongračič, Senior Policy Adviser Passenger

19th Conference of the European Passengers' Federation

10 June 2022, København



Rail reduces the EU's carbon footprint

Rail's direct emissions account for less than 0.4% of transport emissions. This is less than half the GHG emissions of Cyprus, whereas road generates more than the total emissions of France and Spain combined. Aviation emissions grew the most during the last decades and now surpass the total GHG emissions of Romania.

EU energy-related GHG emissions from transport

Transport emits
26% **of energy-related GHG emissions** (incl. international aviation and shipping)

Rail is the closest mode to net zero. Rail is the most efficient form of passenger and freight transport in the EU27. Rail's well-to-wheel GHG intensity improved by more than 10% between 2014 and 2018.

Well-to-Wheel

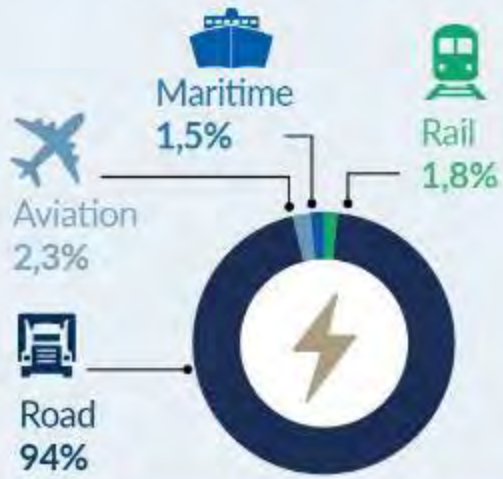
includes both the GHG emissions from the production and distribution of fuels and those from using them.

CER
The Voice of European Railways

Rail contributes to major energy savings

Rail accounts for 1.8% of EU transport's energy consumption, while it carried 17% of freight and around 8% of passengers of EU27 inland transport in 2019.

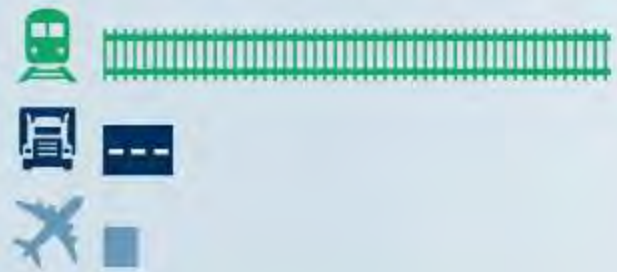
Transport represents
31% **of the EU's final energy consumption**



Rail is 7x more energy-efficient than road and 15x more than air transport.

Energy efficiency of rail

Distance per energy unit consumed



How?

- Rail is already an electric mode.
- Rail benefits from physical advantages such as lower rolling and air resistance.

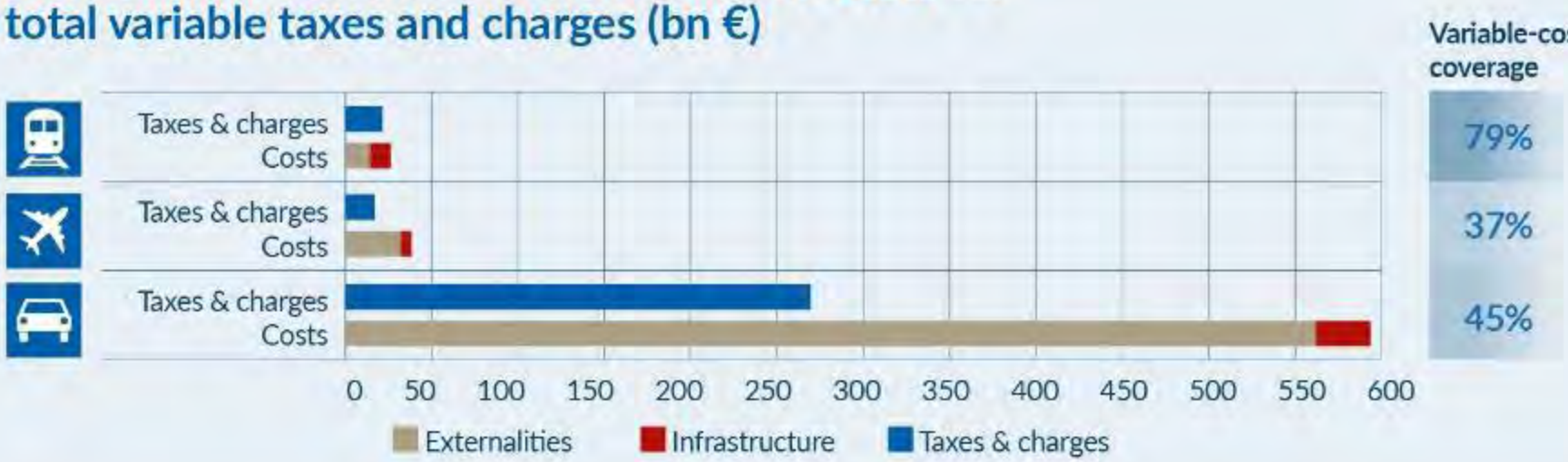
CER
The Voice of European Railways

Rail externalities cost the least to society

Rail leads transport in variable-cost coverage

Rail covers most of its costs to society through the taxes and charges it pays. This is most visible when looking at variable costs (those increasing and decreasing according to the amount of trains, planes or trucks a company is running, as opposed to fixed costs), which are recognised as the most relevant when assessing the 'user pays' and 'polluter pays' principles.

Total variable external and infrastructure costs vs. total variable taxes and charges (bn €)



Variable-cost coverage
79%
37%
45%

CER
The Voice of European Railways

Railway to a green future

Rail is well equipped to remain
the greenest mode of transport

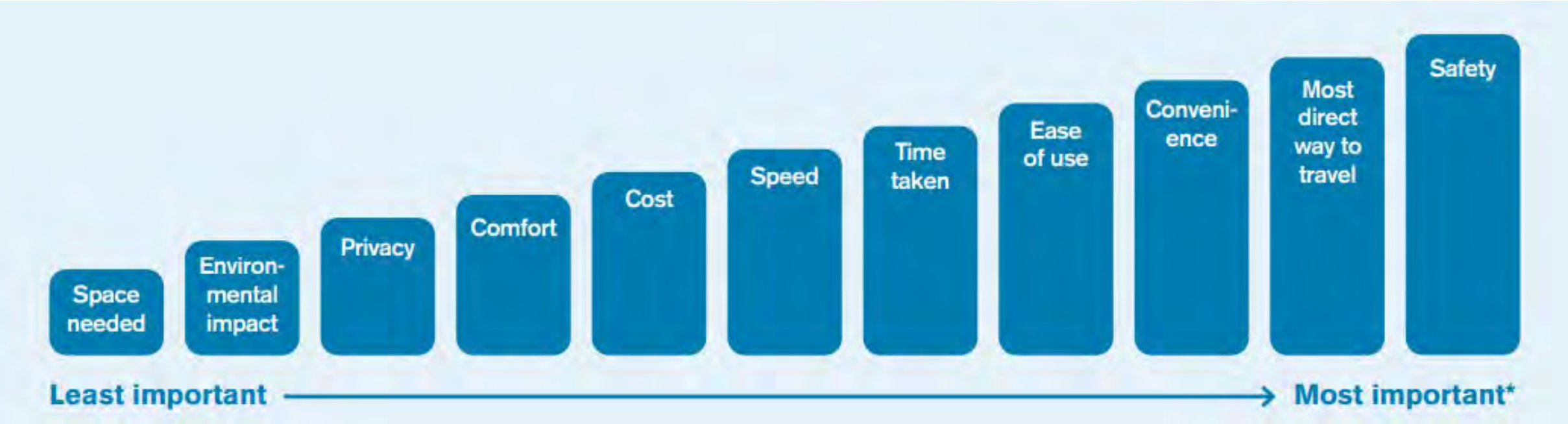
Rail reduces the EU's carbon footprint and energy bill:
lowest emissions and energy consumption

Rail gives back to society: lowest
external costs and best cost-coverage

Rail is at the forefront of the green recovery:
rail system fully included in the EU Taxonomy

CER
The Voice of European Railways

Priorities for passengers when deciding how to travel



*Transport focus research August 2021

Make green transport ambition a reality

Without rail, the EU's Green Deal ambition of 90% emissions reduction in transport by 2050 is not possible. The EU set clear targets with the Sustainable and Smart Mobility Strategy in December 2020. It is time now to act with the Fit for 55 and Efficient and Green Mobility Packages:

1. **Continue with the decarbonisation of railways:** Support electrification, fuel cells and hydrogen through Europe's Rail Joint Undertaking & the upcoming Alternative Fuels Infrastructure Regulation (AFIR).
2. **Keep infrastructure a priority:** Dedicate annual budgets for the next two decades and deliver the TEN-T milestones.
3. **Promote digital innovations:** Support railways in deploying the European Rail Traffic Management System (ERTMS) and Digital Automatic Coupling for even more efficient, smarter rail.
4. **Seek synergies with other sectors:** Guide railways to achieve energy system integration.
5. **Let transport modes compete in a fair regulatory environment:** Implement the 'user pays' and 'polluter pays' principles by making use of existing tools such as the EU ETS and road pricing.
6. **Use carbon pricing revenues to deliver sustainable mobility:** Make intelligent use of revenues to further develop the least polluting transport modes and protect the most vulnerable from transport poverty.

CER
The Voice of European Railways

Sector improvements

- Improve digital services (CER Ticketing Roadmap)
- Improve capacity (ERTMS, TTR, integration of timetables)
- Staff (Women in rail, train driver licence)
- The rolling stock authorization process should be simplified

For further information:

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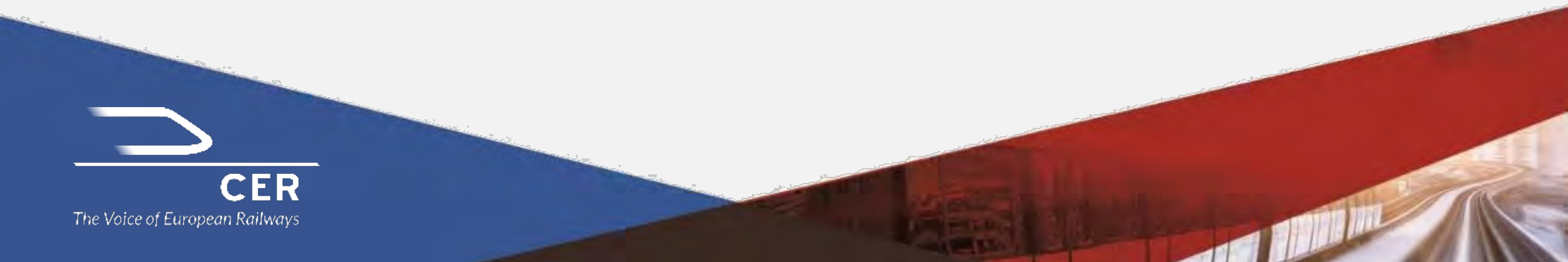
Senior Policy Adviser Passenger
Tel: +32 (0) 460 75 79 57
E-mail: blaz.pongracic@cer.be

For regular updates on CER activities,
visit our website: **www.cer.be**
or follow **@CER_railways**



CER
The Voice of European Railways

Break

Stretch your legs and grab some tea or coffee

We‘ll meet again at 11.35

Panel discussion from morning session

How can public transport contribute to a greener future mobility?

How do we make it happen?

Thomas Avanzata
(UITP)

Yoann Le Petit
(EIT Urban Mobility)

Suzanne Hoadley
(Polis)

Blaž Pongračič
(CER)

Lunch

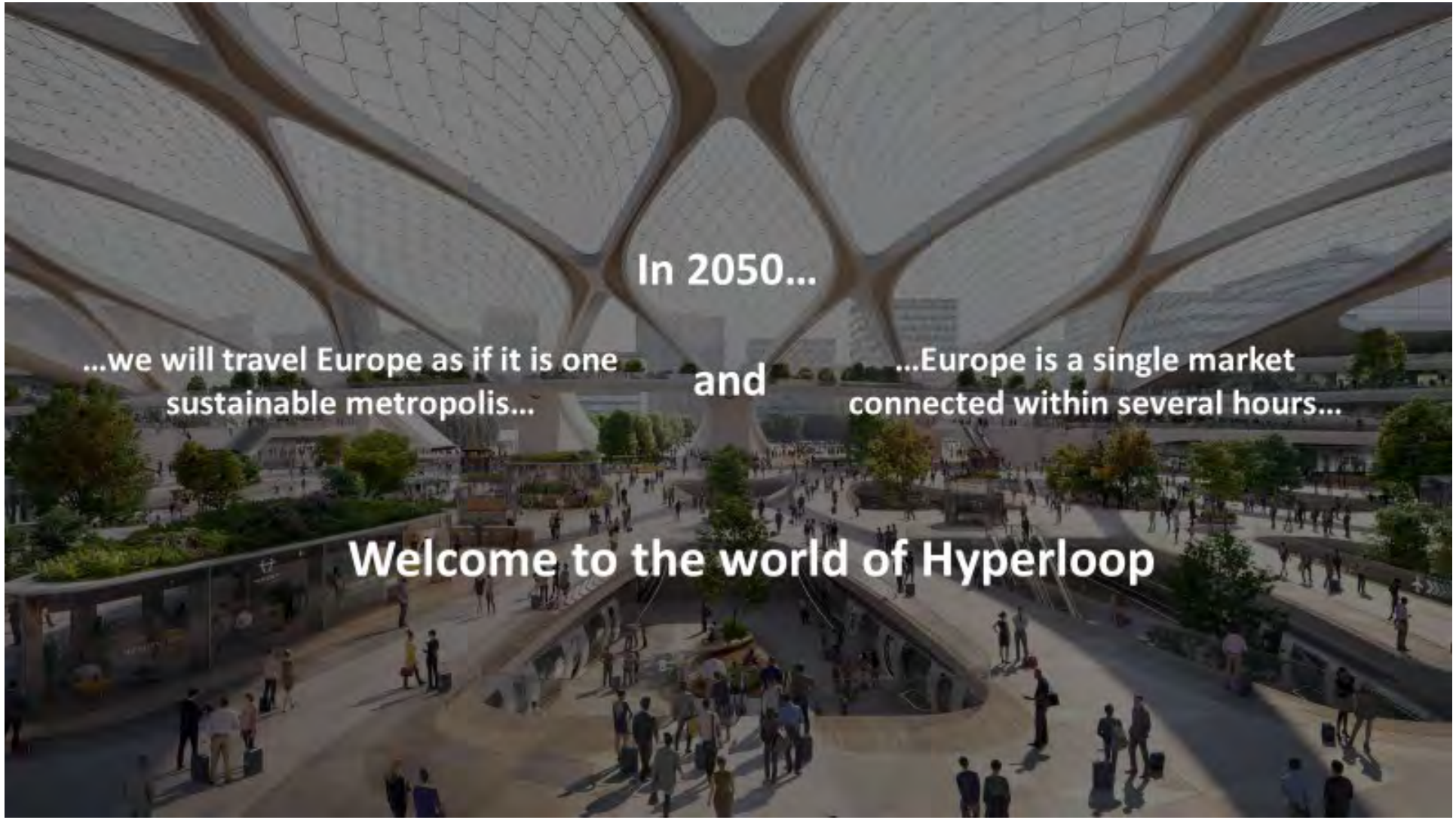
Enjoy!

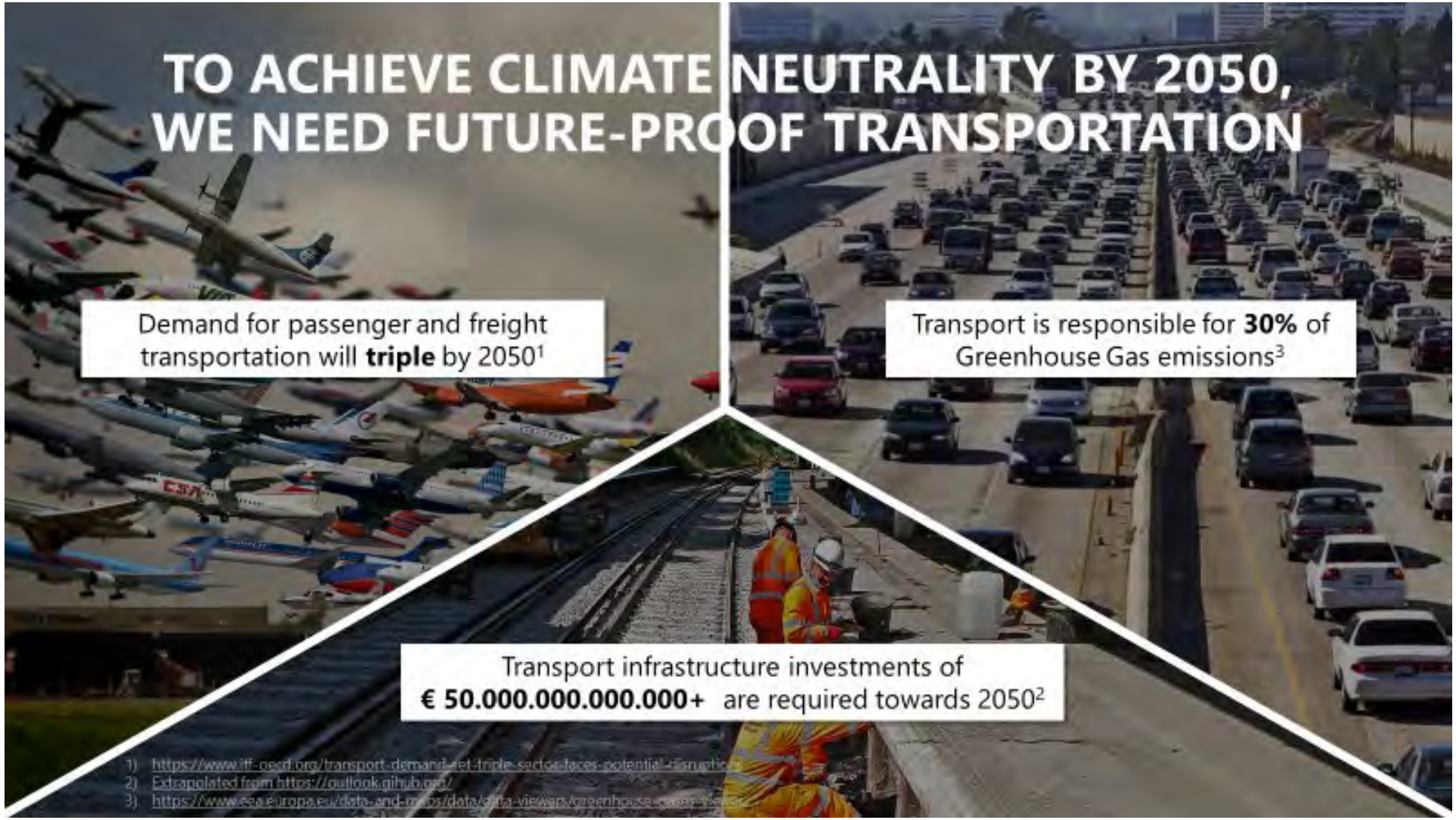
We‘ll meet again at 13.30

Keynote speaker

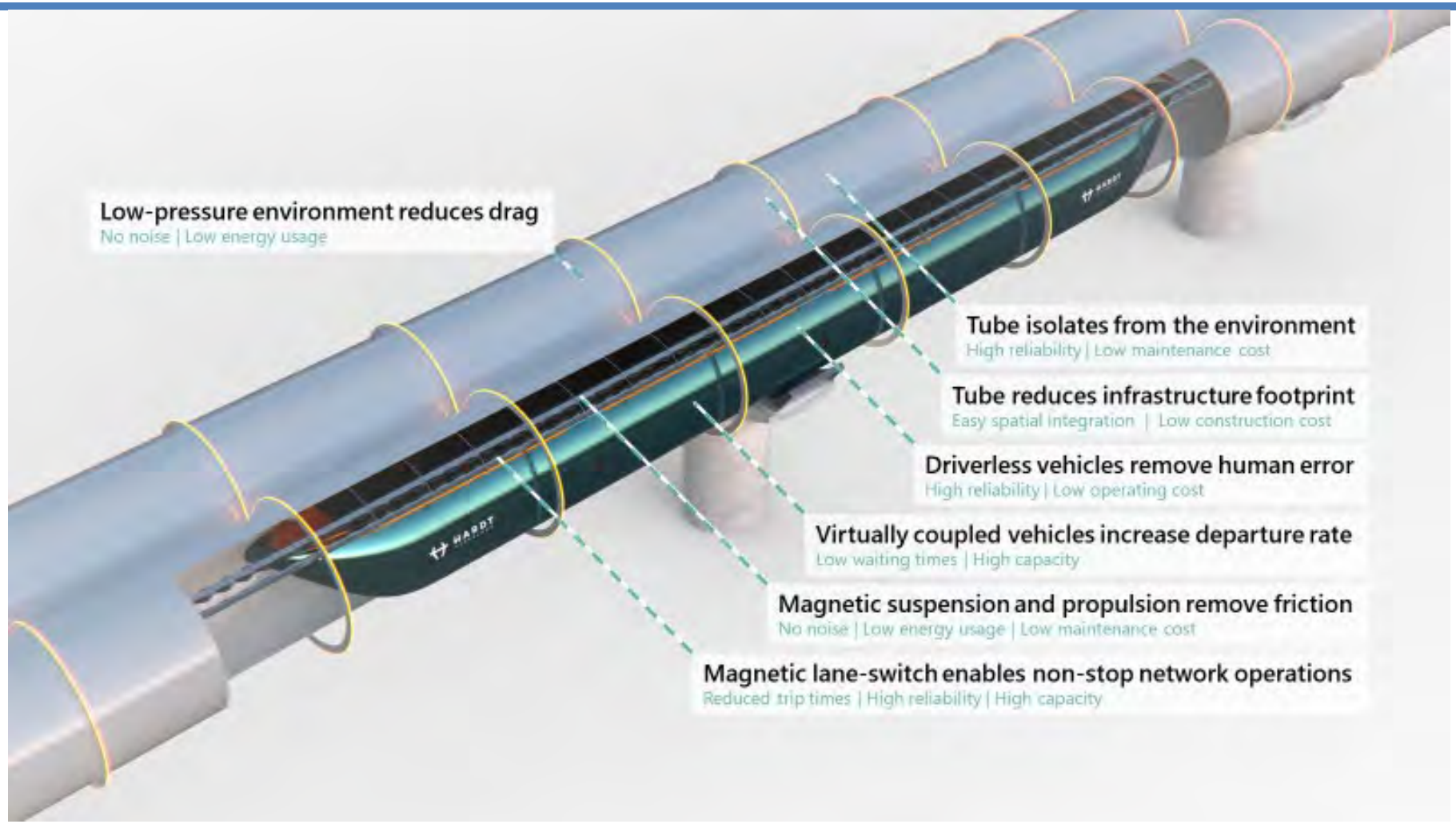
Dominik Hartl
Hardt Hyperloop


Hyperconnected Europe
Jointly creating a vision for the European hyperloop network
HARDT
HYPERLOOP

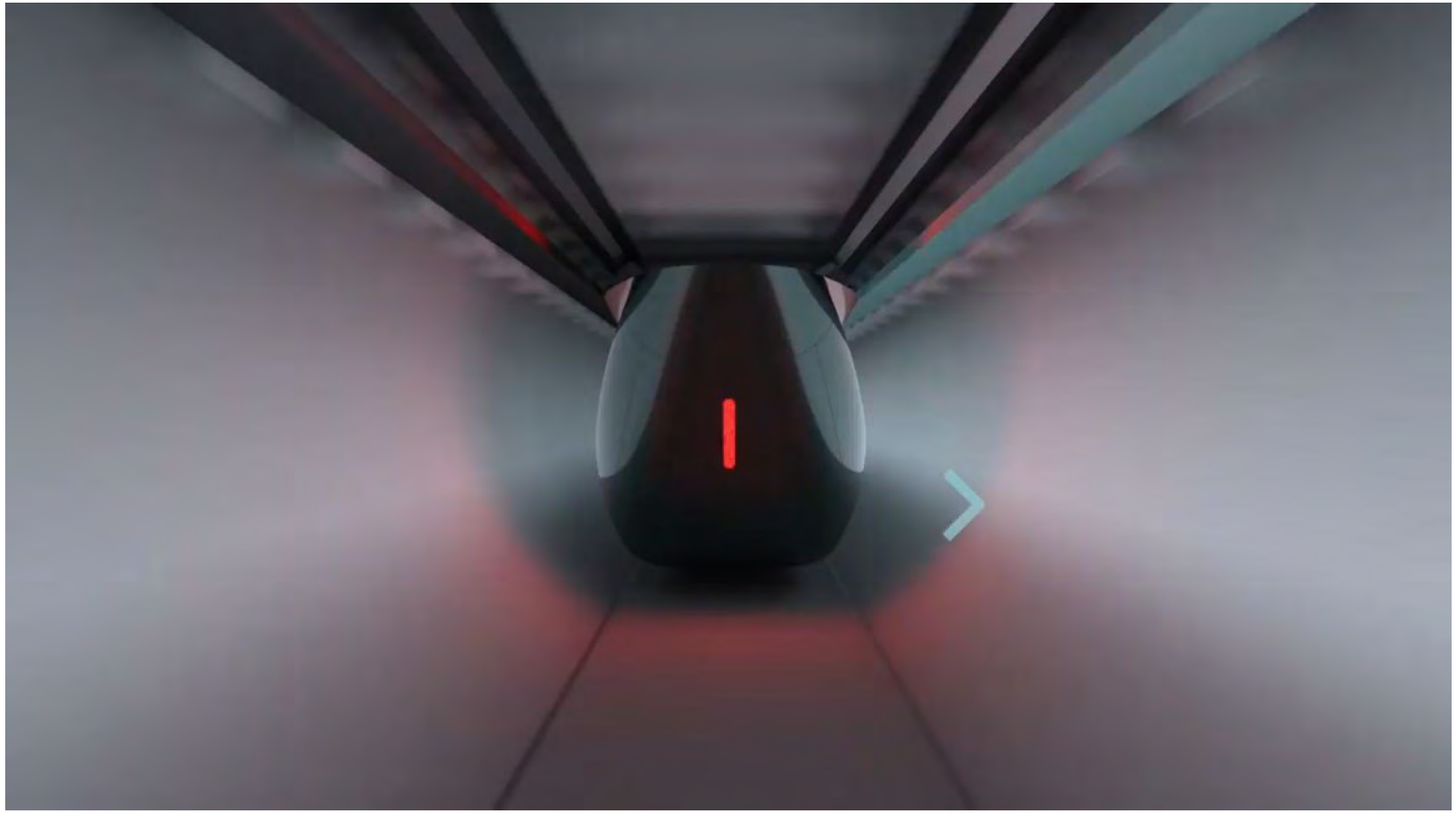

In 2050…
…we will travel Europe as if it is one sustainable metropolis…
and
…Europe is a single market connected within several hours…
Welcome to the world of Hyperloop


TO ACHIEVE CLIMATE NEUTRALITY BY 2050,
WE NEED FUTURE-PROOF TRANSPORTATION
Demand for passenger and freight transportation will **triple** by 2050[1]
Transport is responsible for **30%** of Greenhouse Gas emissions[3]
Transport infrastructure investments of **€ 50.000.000.000.000+** are required towards 2050[2]
1) https://www.itf-oecd.org/transport-demand-set-triple-sector-faces-potential-disruption
2) Extrapolated from https://outlook.gihub.org/
3) https://www.eea.europa.eu/data-and-maps/data/data-viewers/greenhouse-gases-viewer

How does hyperloop work?



Magnetic lane-switching enables network effects



Network effects of hyperloop

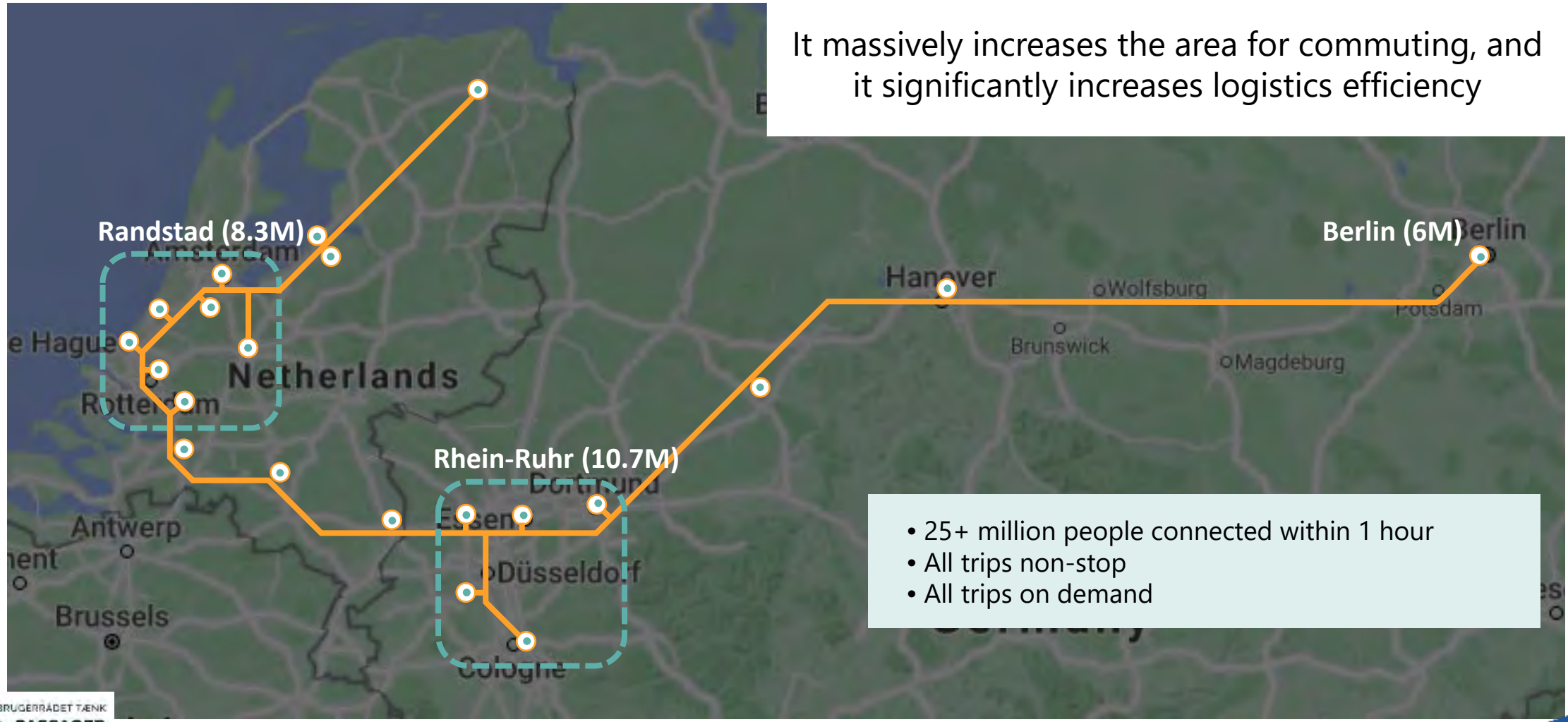
Network effects of hyperloop


Essen
Düsseldo

Network effects of hyperloop

Network effects of hyperloop

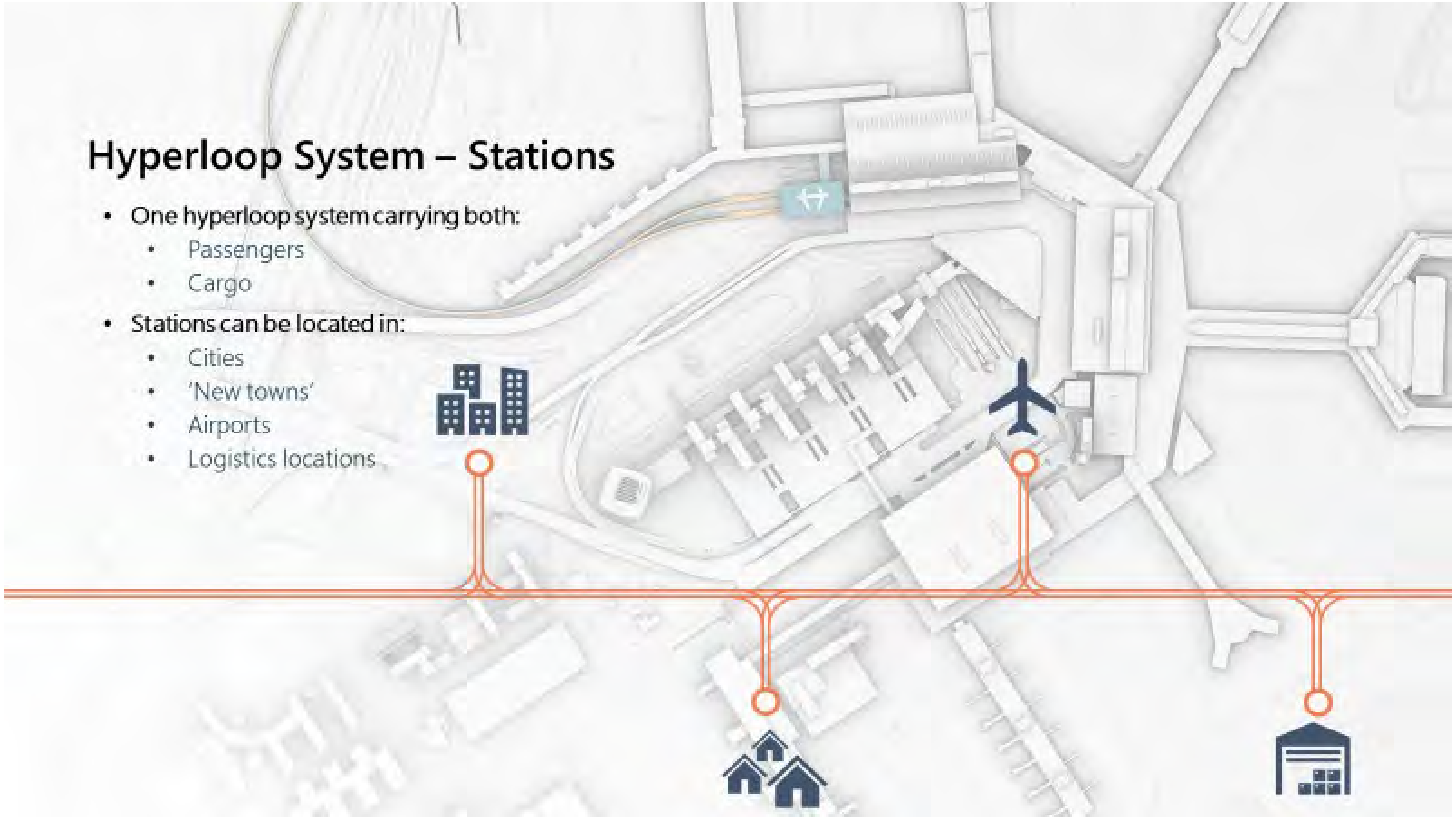
It massively increases the area for commuting, and it significantly increases logistics efficiency



- 25+ million people connected within 1 hour
- All trips non-stop
- All trips on demand

Hyperloop System – Stations

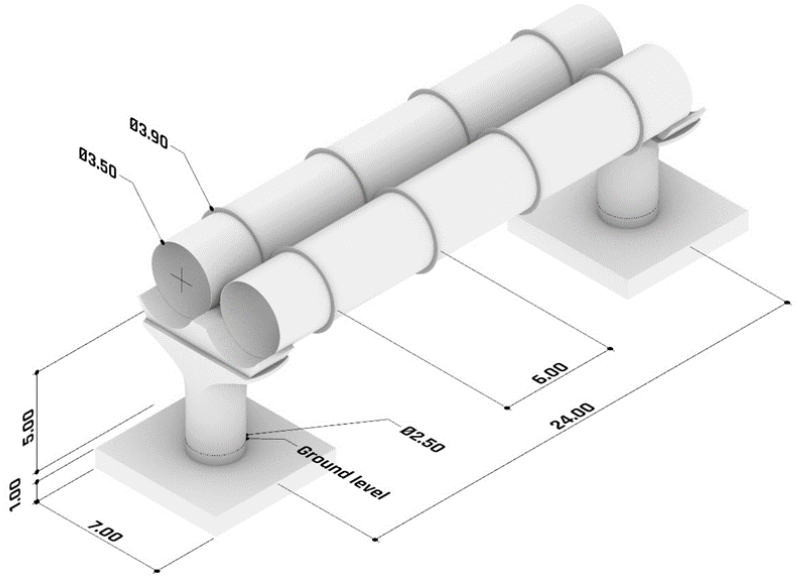
- One hyperloop system carrying both:
  - Passengers
  - Cargo
- Stations can be located in:
  - Cities
  - 'New towns'
  - Airports
  - Logistics locations

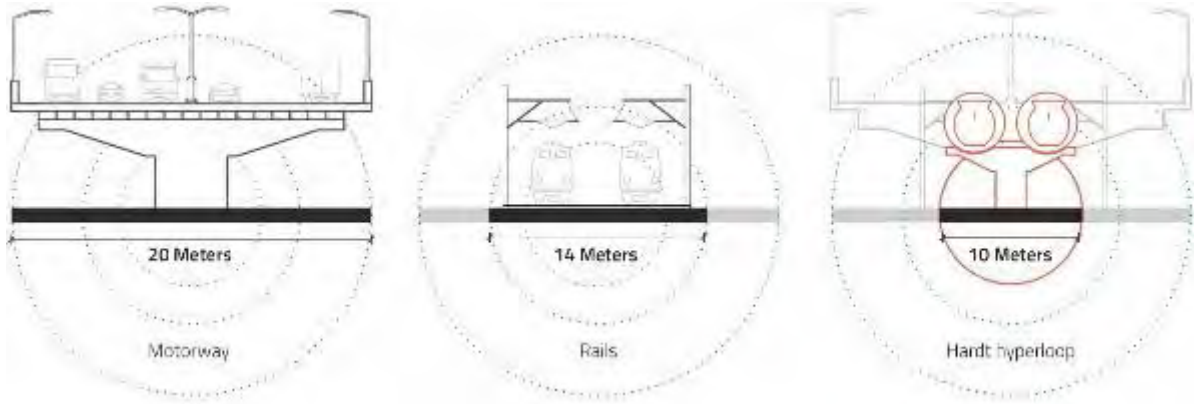


Hyperloop System – Linear Infrastructure

- The tubes provide an enclosed environment:
  - No emissions
  - No noise
  - No influence by weather

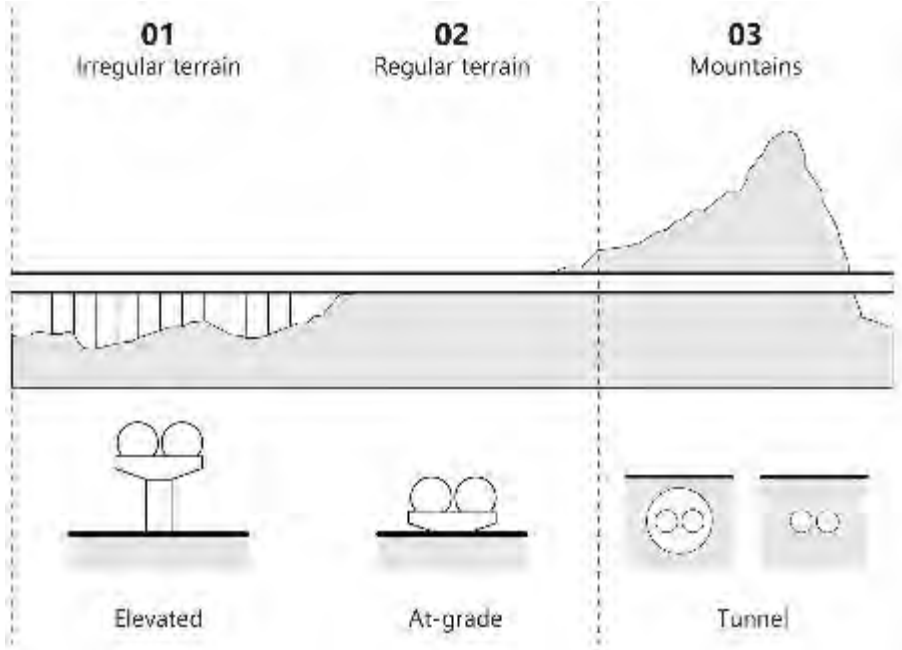
- The infrastructure is relatively sleek, so it has a limited footprint





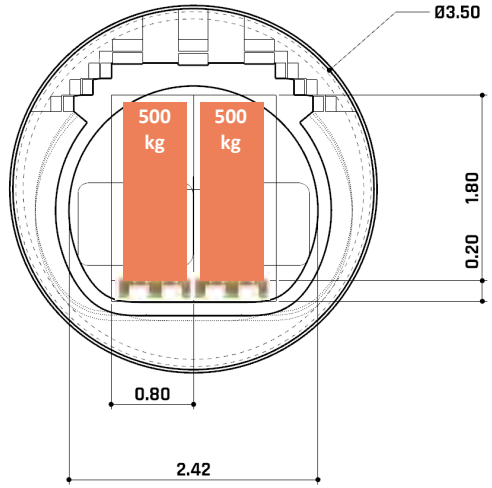
Hyperloop System – Infrastructure Integration

Depending on the terrain, hyperloop can be built underground, at grade or on pylons



Hyperloop System – Cargo

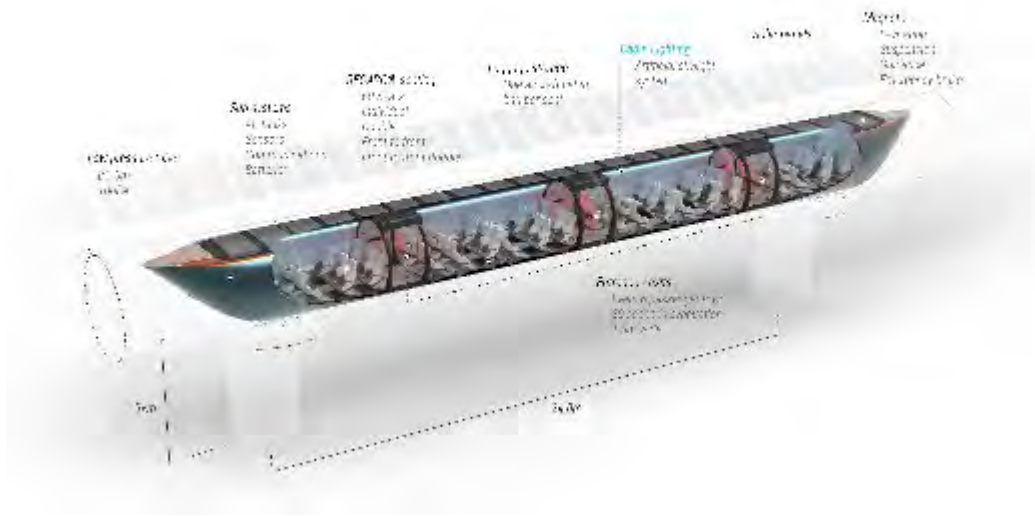
Cargo vehicle



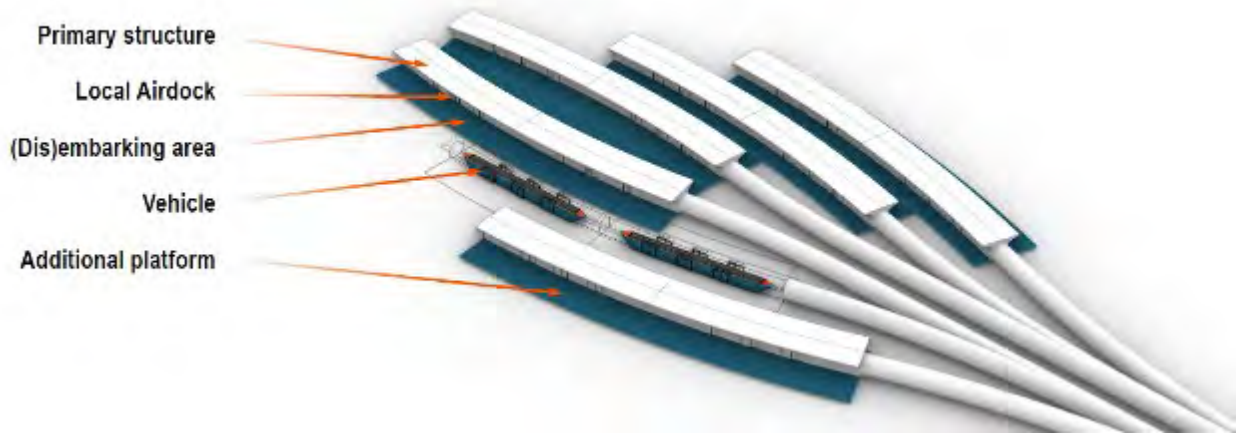
Cargo station

Hyperloop System – Passenger

Passenger vehicle



Passenger station



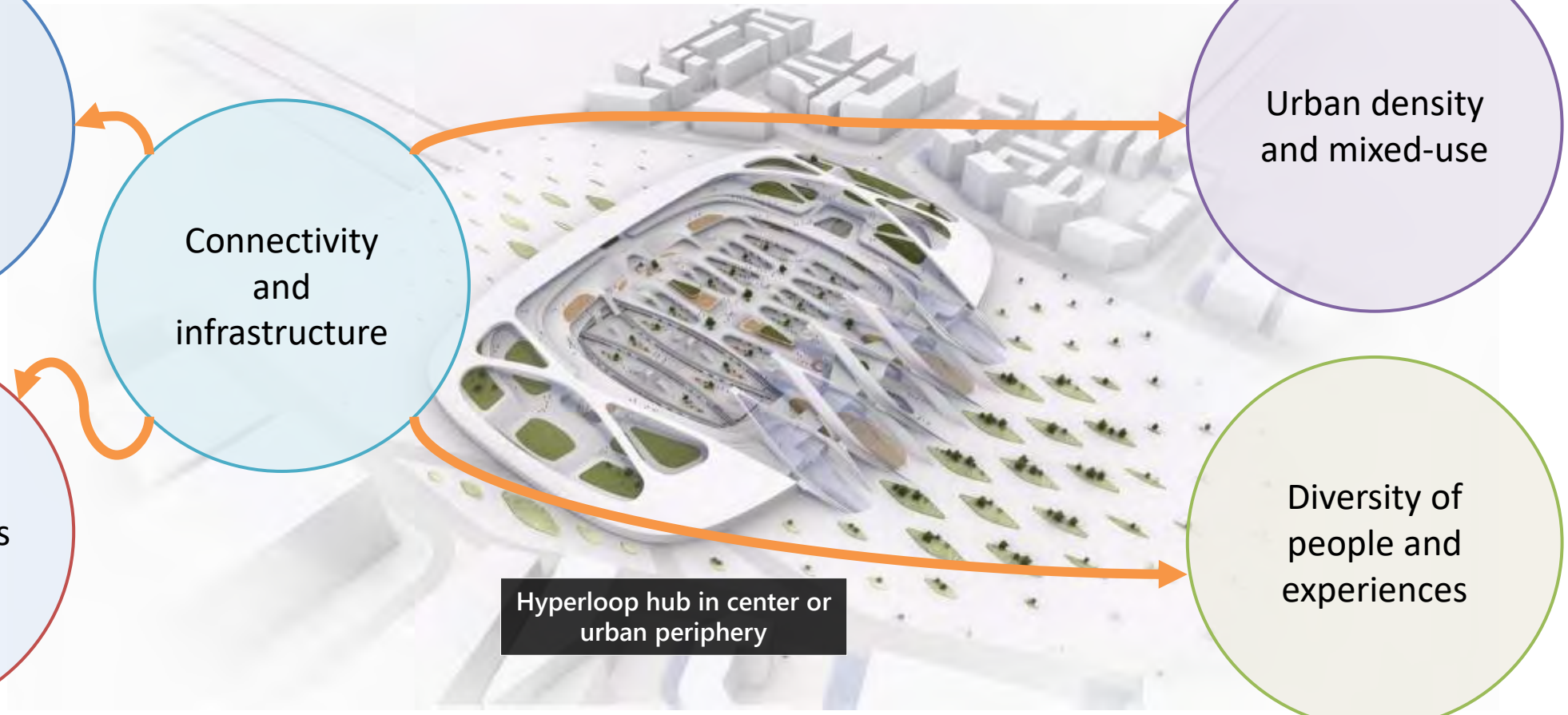
Source: Hardt Hyperloop

Hyperloop should be about enhancing and shaping great places

Streets, not roads

People, not cars

Connectivity and infrastructure



Urban density and mixed-use

Diversity of people and experiences

Mass-transit impacts on city-shaping

Influences urban density levels at all scales (on-site, local, and metropolitan):

Transit-oriented development drives sustainable, more efficient use of land.

Hyperloop Network – Hyperconnected Europe research

Network length: 24,646 km

Core hubs: 29

directly serving major cities of over 1 million people, or major aviation or maritime gateways

Regional hubs: 99

directly serving regional cities of over 100,000 people

Network type: grid or mesh-based

north-south and east-west corridors

Network function: point-to-point

no interchanges between hyperloop pods envisaged

Percentage of hubs on TEN-T corridors: 65%

City population catchment size: 170 million

does not include peri-urban catchments

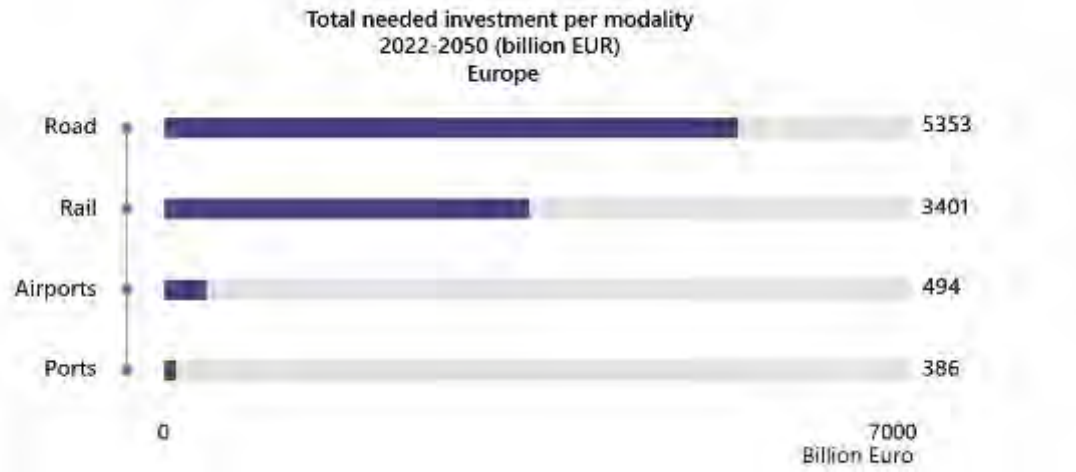
FORBRUGERRÅDET TÆNK
PASSAGER PULSEN

EPF

Hyperloop Network – Investment

- By 2050, 69% of the network is estimated to be realized, equivalent to an investment approximately €650bn
- By repurposing about 6.7% of projected transport infrastructure investment need for Europe, a comprehensive hyperloop network can be built

	Length (km)	Costs (billion €)
Infrastructure	24,646	651
At grade (40%)	*9,858*	*189*
Elevated (10%)	*2,465*	*57*
Bridged (20%)	*4,929*	*123*
Tunneled (30%)	*7,394*	*283*
Design & Engineering		83
Other Costs		22
Contingency		195
Total		**951**

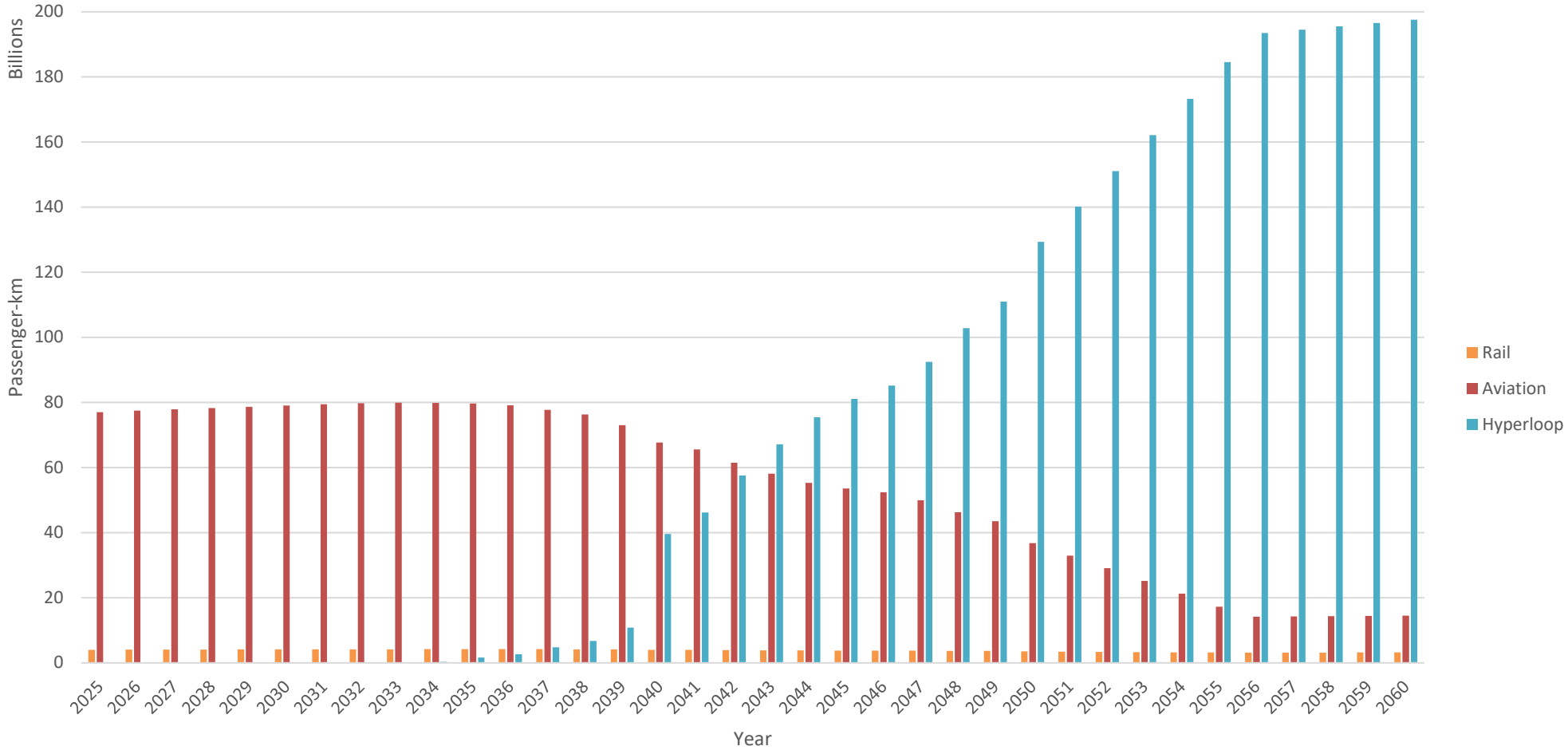


Hyperloop Network – Demand

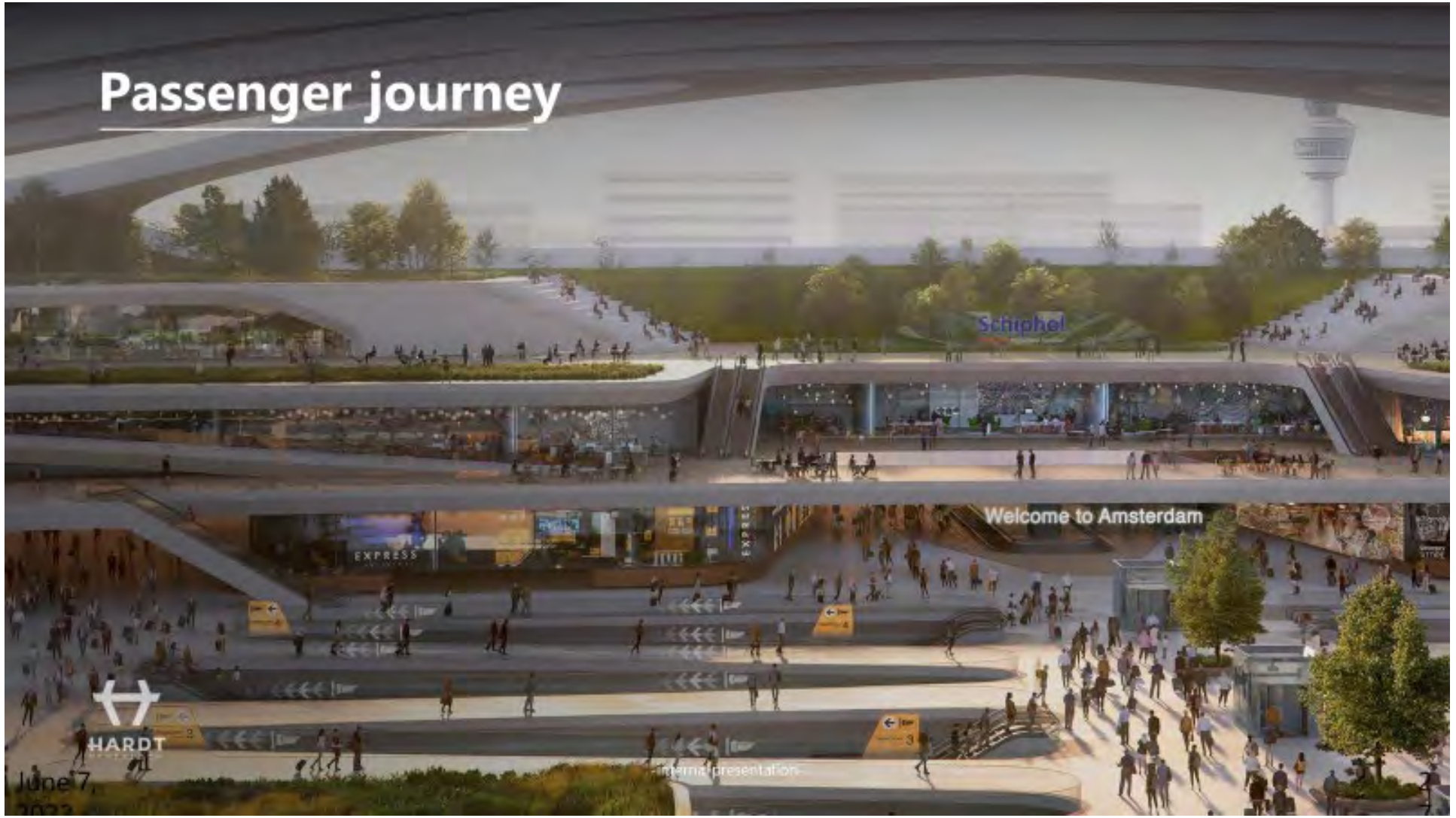
- The corridors with the highest traffic intensities in: Turkey, Italy, Spain, Portugal and Germany.
- International origin-destination pairs with high demand potential: Frankfurt-Paris, Munich-Paris, Frankfurt-Lisbon, London-Amsterdam.
- The hyperloop connection could potentially bring:
  - A reduction of 90% of short-haul aviation traffic
  - A reduction of 10% of the long distance national and international car and bus trips.
  - A reduction of 30% of rail traffic (mostly conventional rail, on some sections HSR)

Estimated hyperloop traffic intensities when the network is completed

Hyperloop Network – Potential modal shift



Hyperloop Development Program, 2022


Passenger journey
Schiphol
Welcome to Amsterdam
EXPRESS
HARDT
June 7,
Internal presentation

Positioning as a modality

RAIL

/ FREQUENCY OF SERVICE & UNIT SIZE

/ EASE OF USE

/ ACCESSABILITY

/ AVAILABILITY & BOOKING

/ LOW ENVIRONMENTAL IMPACT

NEW CHALLENGES
NEW OPPORTUNITIES
NEW EXPERIENCES

AVIATION

/ CUSTOMER TARGET GROUP

/ TRAVEL DISTANCE & SPEED

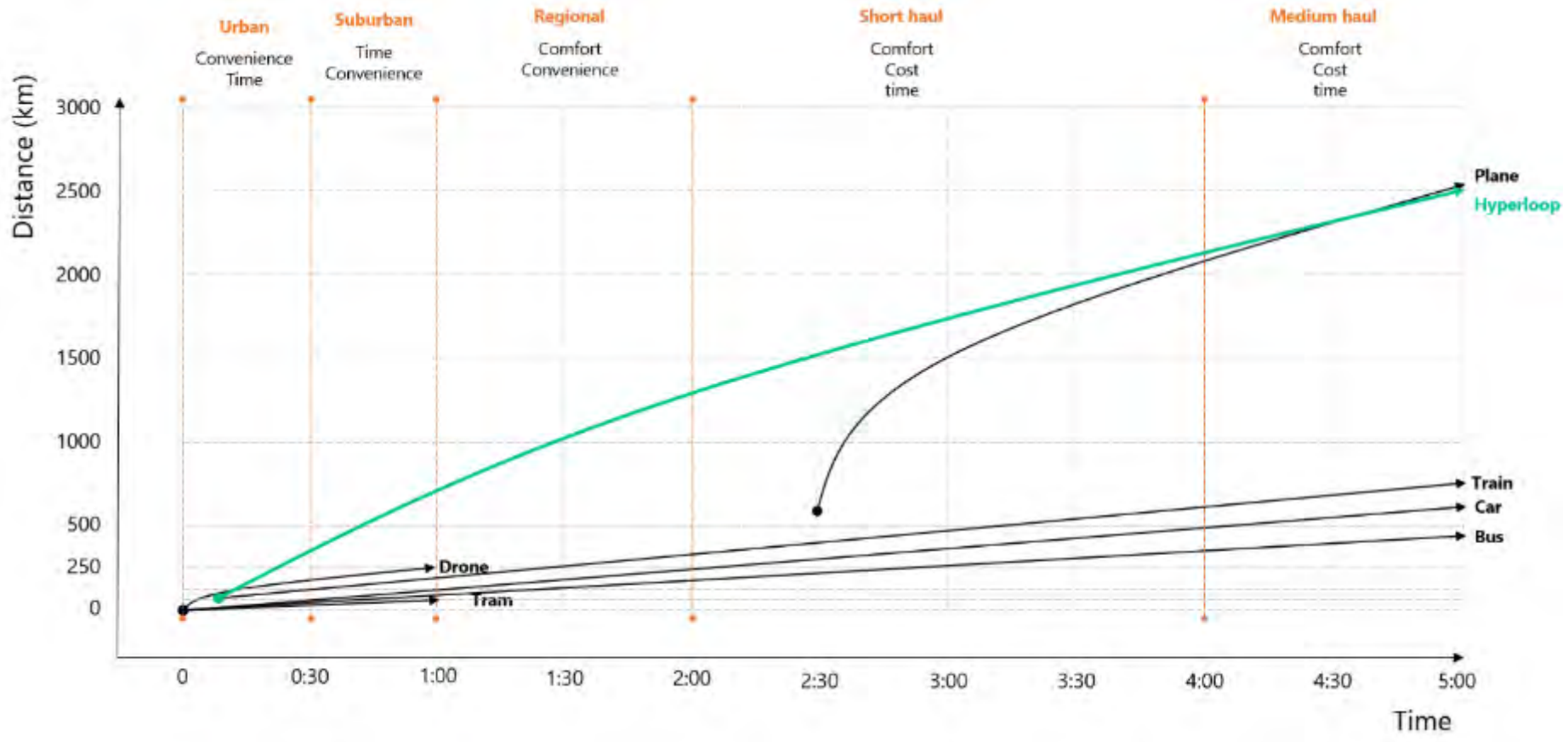
/ CABIN CONSTRAINTS

/ COMPETITIVE PRICING

/ REGULATIONS & SAFETY

- Source: Schweizer Consulting, Hyperloop Development Program 2022

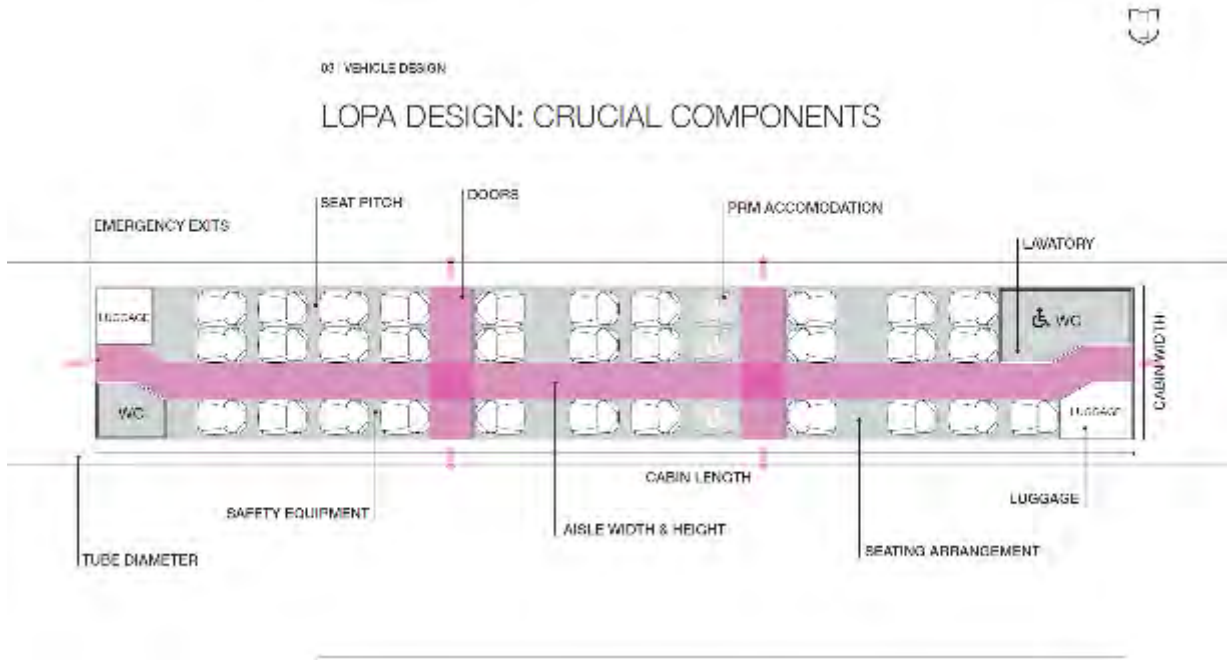
Positioning as a modality



- Source: Hyperloop Development Program, 2022

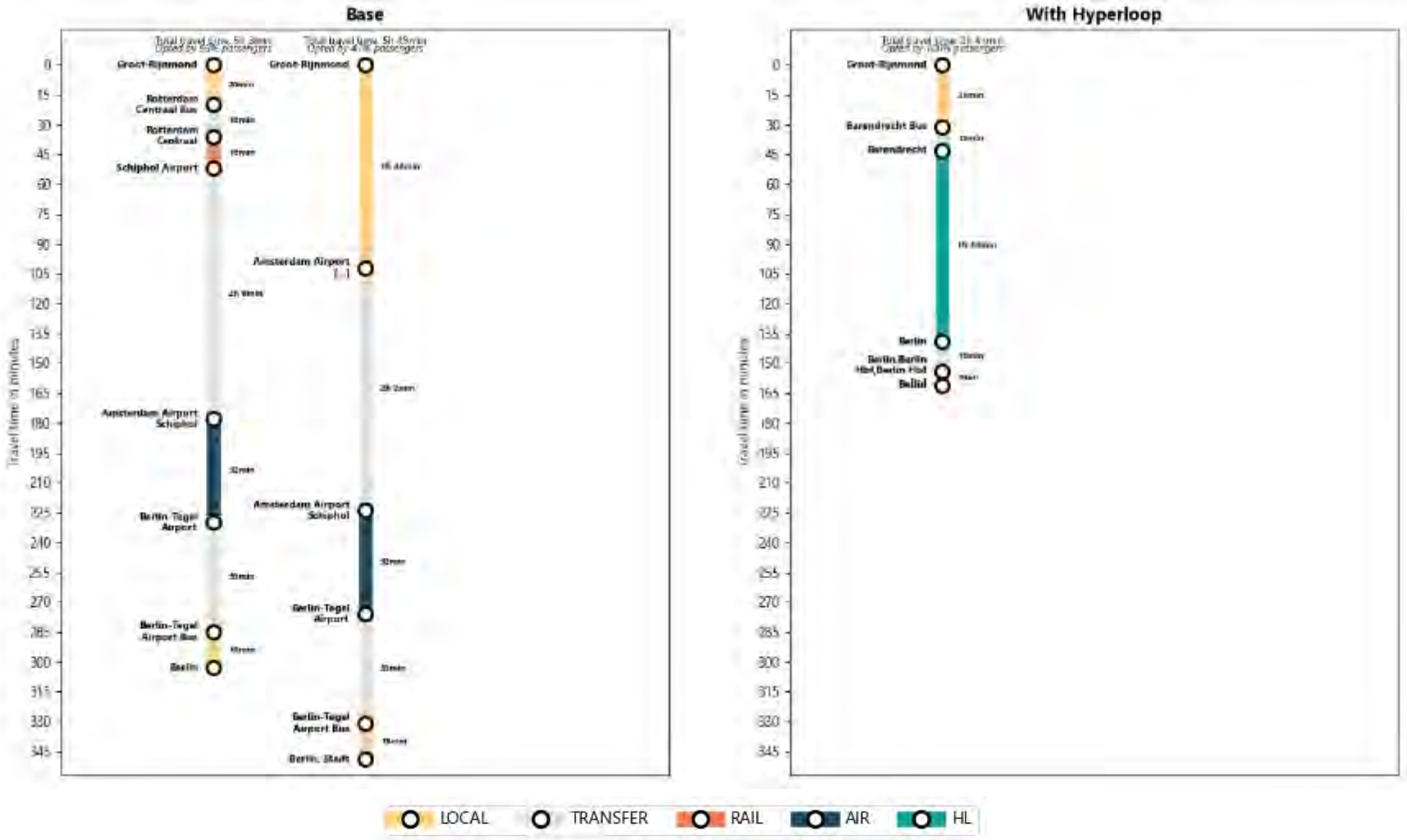
Passenger journey

- For travelers to leave their car, a multimodal trip using hyperloop should be:
  - Seamless
  - On-demand
  - Convenient
  - Comfortable
  - Fast



- **Source: Schweizer Consulting, Hyperloop Development Program 2022**

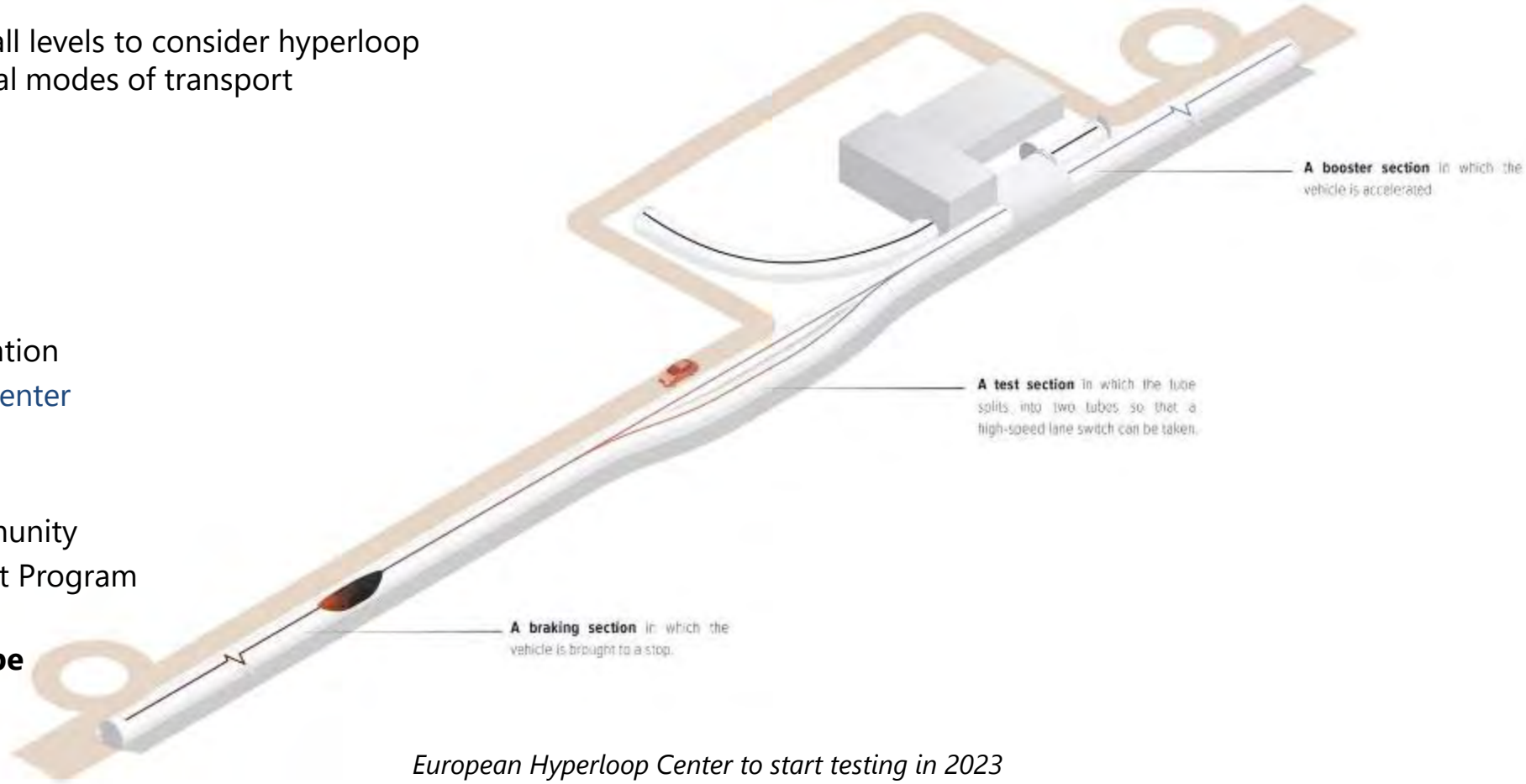
Passenger journey
Example Rotterdam to Berlin




TIMELINE
2013
2015
2017
2020
2023
2026
2030+
HYPERLOOP ALPHA + FIRST STARTUPS
HYPERLOOP COMPETITION
PROOF OF CONCEPT
EUROPEAN HYPERLOOP CENTER GRONINGEN
CARGO PILOT ROUTE
NETWORK
HYPERLOOP DEVELOPMENT PROGRAM
Accelerate development of hyperloop in Public Private Partnership
PASSENGER TEST

Road to Realization

- Work with governments on all levels to consider hyperloop as an alternative to traditional modes of transport
  - Cities
  - Regions
  - National governments
  - European Union
- Work on testing and certification
  - European Hyperloop Center
  - JTC20
- Build a ecosystem and community
  - Hyperloop Development Program
  - Create a vision of a **Hyperconnected Europe**



European Hyperloop Center to start testing in 2023

Join Hyperconnected Europe!

The Hyperconnected Europe initiative is a community of cities and regions jointly creating a vision for the European hyperloop network.

Community:

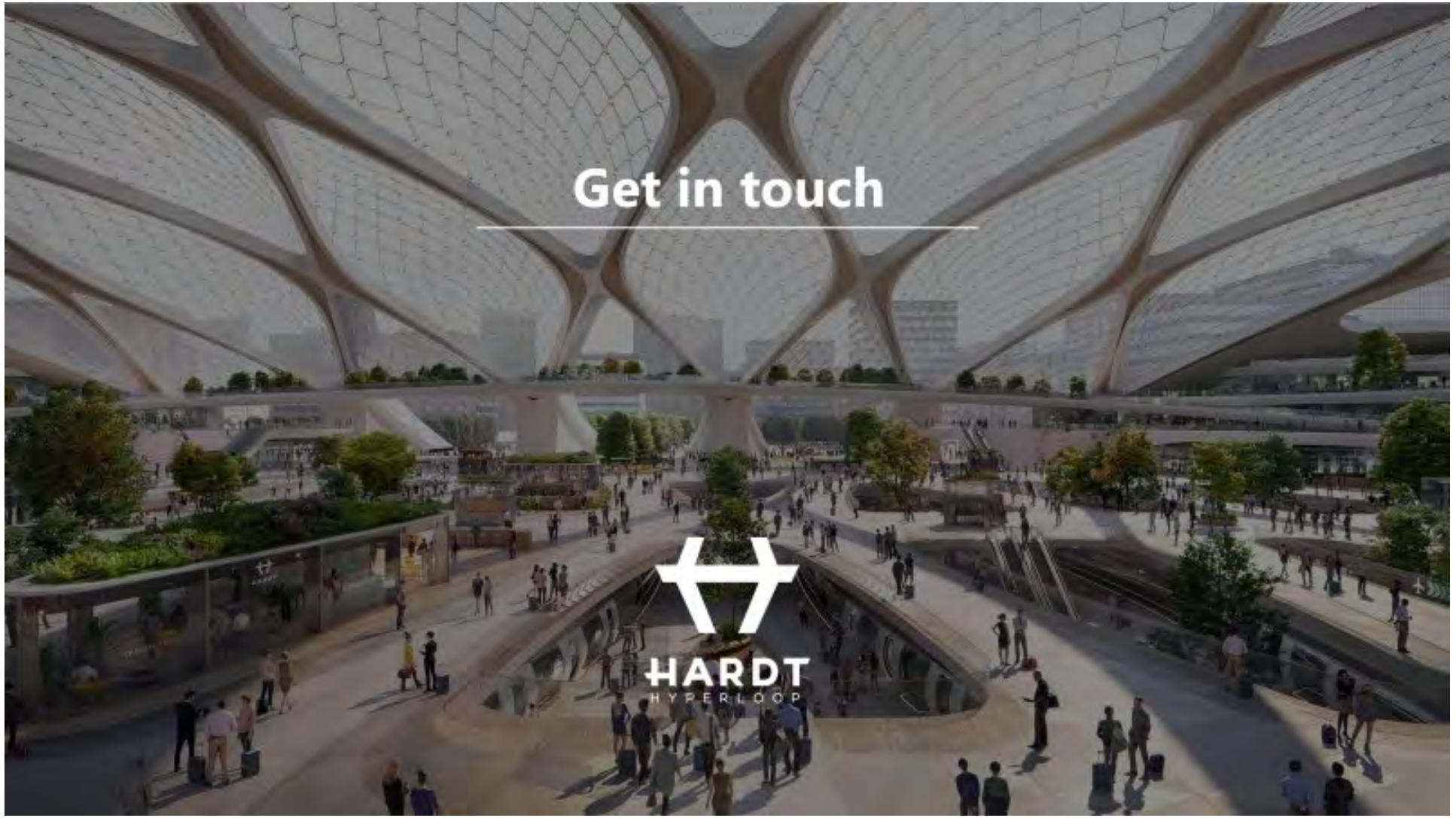
- **160** community members
- **10** supporting cities and regions (per June ’22)
- **Regional** workshops
- **7** completed webinars

Vision paper publication: **June 23**

Dedicated web page: www.hyperconnected.eu

Hyperloop has become an industry and is here to stay

		Europe is leading	
Continents & NGO's	World Economic Forum marked **hyperloop as tech of the future**	EU included **hyperloop** in its **Smart Mobility Strategy** and invested **€15 million in Hardt Hyperloop**	**$1.2 Trillion** infrastructure Bill includes and enables **hyperloop** investments
Countries & Cities	Wales **stopped any new road** buildings Highway expansions disputed everywhere	France, Germany & Spain want to **ban short flights**	Texas, Pennsylvania, Alberta & Saudi Arabia have hyperloop in **city planning**
Companies & Universities	✓ **13** hyperloop test centers	✓ **43** hyperloop studies published	✓ **71** Universities & R&D institutes


Get in touch
HARDT
HYPERLOOP

Digital transition in public transport – opportunities and points of concern

Kathryn Bulanowski
EPF

Emmanuel Mounier
EU Travel Tech

Lars Wiinblad
Passagerpulsen

Digital transition in public transport – opportunities and points of concern

Kathryn Bulanowski
EPF


INDIMO
INCLUSIVE DIGITAL MOBILITY SOLUTIONS
Katie Bulanowski, EPF Conference, 10 June 2022

Multiple-choice poll

How often do you use digital mobility services (routing services, ride sharing or ride hailing services, public transport applications...)?

0 3 9

Digitalisation opportunities

- Improved multi-modal journey planning & ticketing for passengers

- Instant access to travel information for passengers

- Increased efficiency for operators

- Optimised use of resources for policymakers

But is digital mobility inclusive?

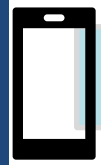
56% of the 2019 European population possessed at least **basic digital skills**

48% of citizens living in **rural areas** & **33%** of **elderly populations** aged 55 to 74 possess at least **basic digital skills**

Source: European Commission's 2021 Digital Economy and Society Index (DESI)

Digitalisation barriers


Digital skills


Smartphone


Internet


Service coverage


Affordability


Credit card

Influenced by socio-economic & demographic factors:

E.g. gender, race, income, age, living situation, and more…:

- People with **low income** are less likely to own a smartphone;
- **Older populations** may have reluctance to engage with technology. The natural aging process also reduces cognitive abilities;
- More than 80 million people in the EU are affected by a **disability**.

INDIMO

INCLUSIVE DIGITAL MOBILITY SOLUTIONS

copenhagen EPF CONFERENCE 2022

The INDIMO project enables developers, policymakers and service operators to advance inclusive and user-centric digital mobility solutions

Project duration: January 2020 - December 2022

Coordinator: VUB, mobi MOBILITY, LOGISTICS & AUTOMOTIVE TECHNOLOGY RESEARCH CENTRE

Partners:

cambia mobility, CoopCycle, deepblue, door2door, MBE, EPF, imec, ITL, POLIS, Posteitaliane, TECHNION Israel Institute of Technology, VIC, VDI|VDE|IT, ZLC MIT GLOBAL SCALE NETWORK

FORBRUGERRÅDET TÆNK PASSAGER PULSEN

EPF

Project objectives

#1

To improve the understanding of the **users' needs** towards the digital transport system.

#2

To improve knowledge about **users' requirements** in personalised digital transport systems.

#3

To **co-create tools** that can help engineers, developers, operators and policy makers to generate an inclusive, universally accessible personalised digital transport system.

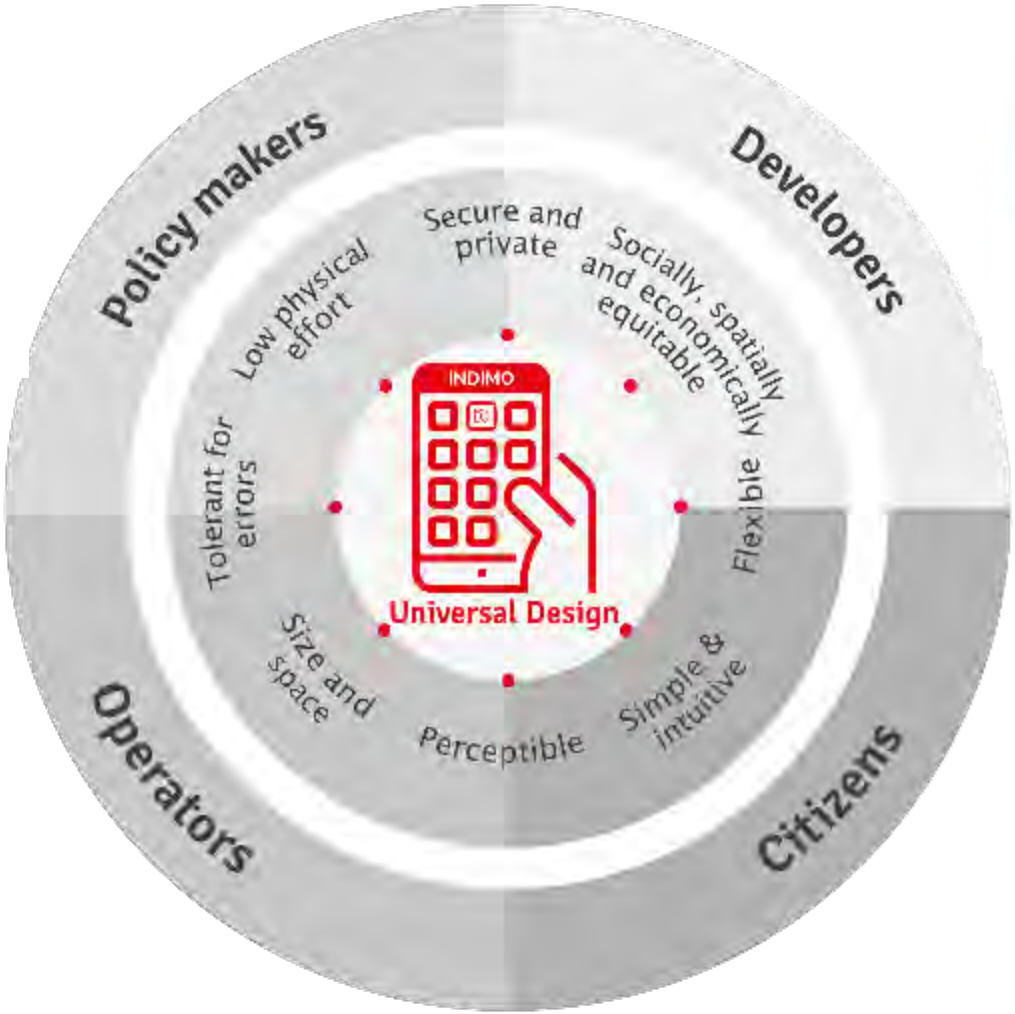
#4

To foster the **Universal Design** approach throughout the planning and design process of digital application and services, both for accessibility and inclusion.

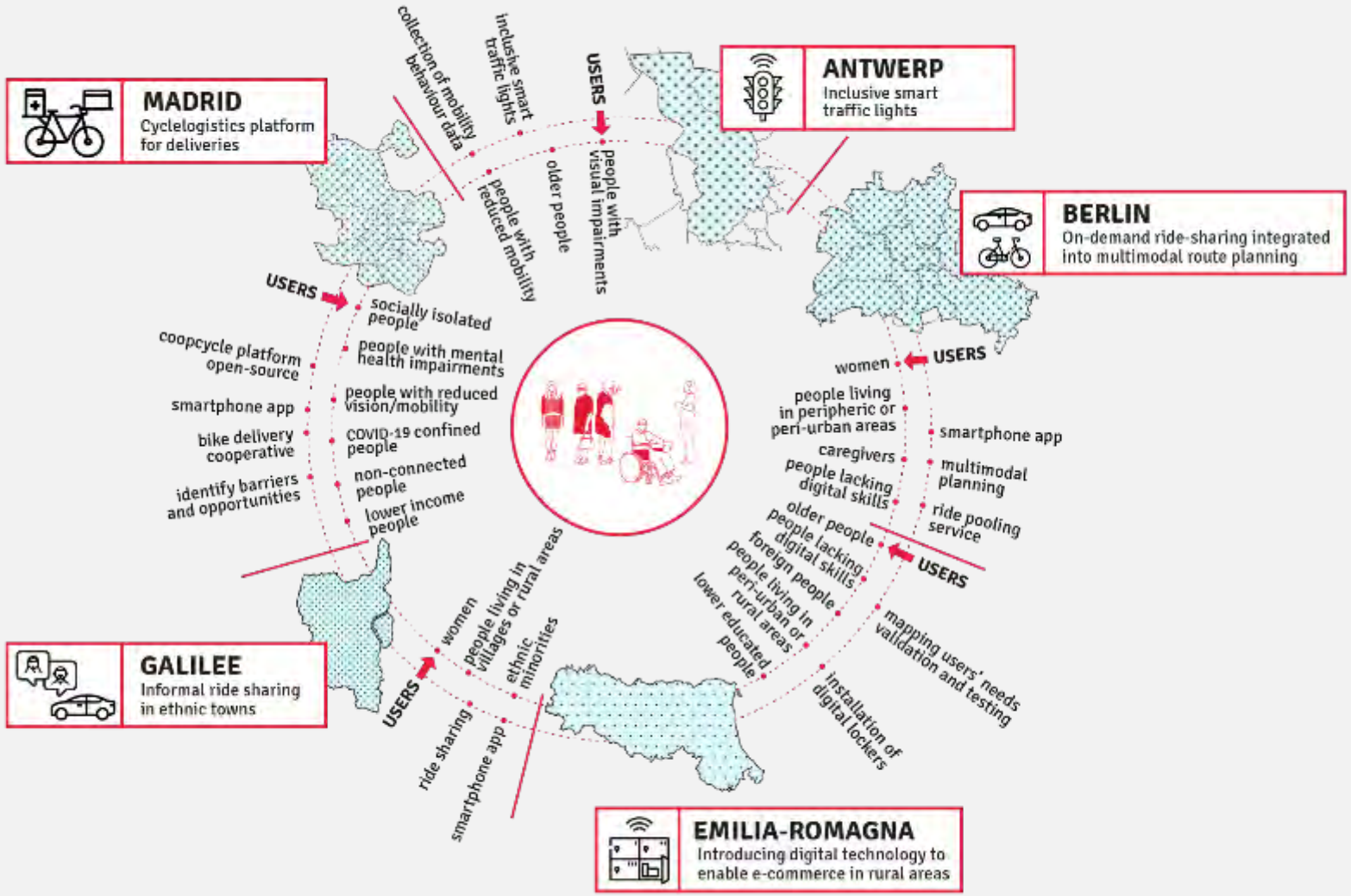
#5

To influence **future policy** by feeding project results into European, regional and local policy making.

Concept & methodology



Pilot projects



Objectives

- ✓ Assess the needs of users in different contexts
- ✓ Co-design the INDIMO toolkit
- ✓ (Re)design existing services or new services
- ✓ Improve INDIMO tools
- ✓ Assess transferability potential

INDIMO Inclusive Digital Mobility Toolbox

Universal Design manual for digital transport services

Universal interface language for digital transport services

Cybersecurity and privacy assessment guidelines

Service & policy evaluation tool

Universal Design Manual

Who is the UDM for?

INDIMO target groups:

- ✓ Graphic designers
- ✓ Operators of mobility/delivery services
- ✓ UX/UI Designers
- ✓ Policymakers in charge of regulations
- ✓ IT experts, programmers & network architects

Who will benefit from it?

- ✓ INDIMO Vulnerable groups of people

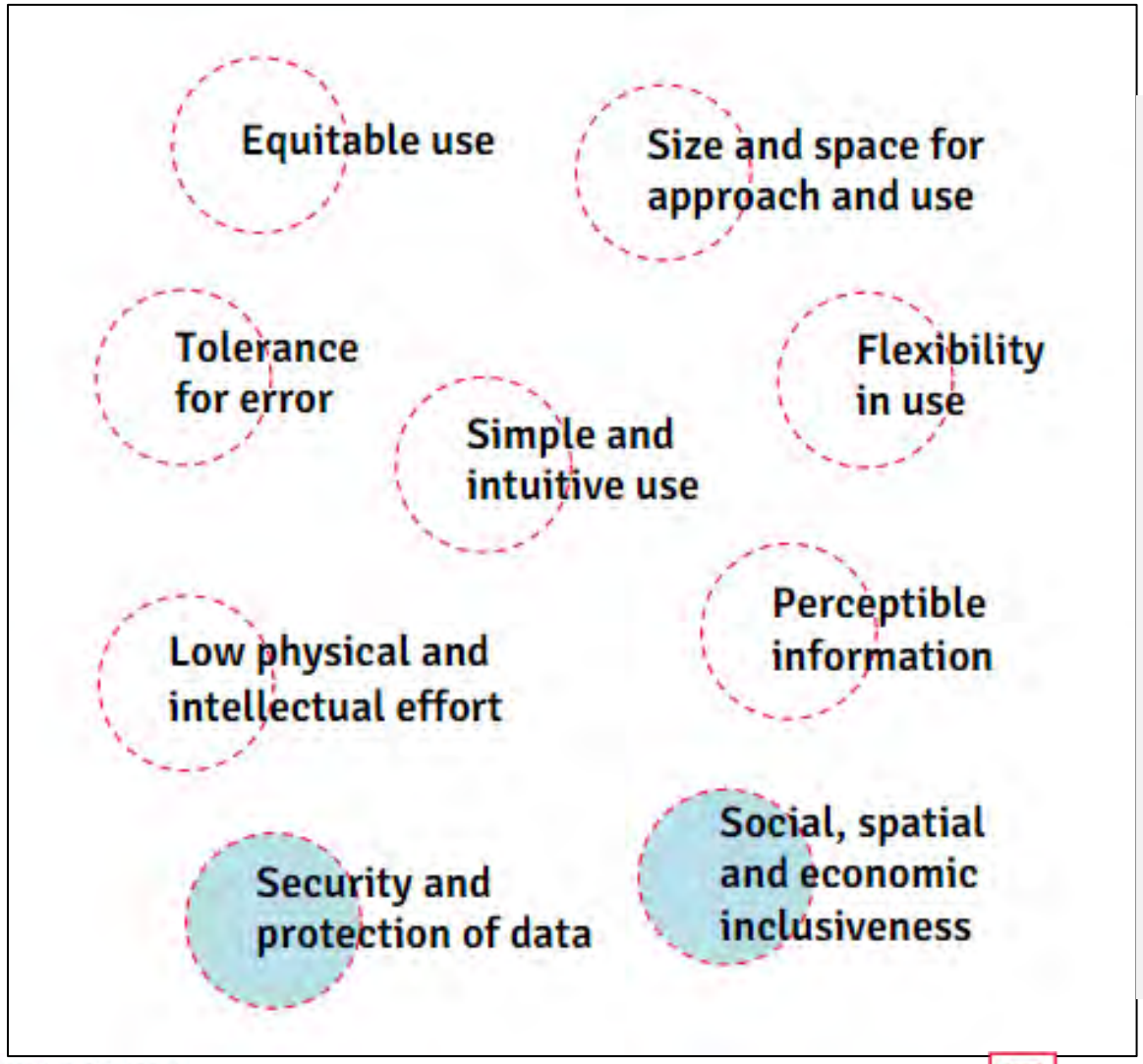
What does the UDM consist of?

- ✓ The UDM is a manual to provide guidelines for designing digital mobility & delivery services to mitigate barriers for using digital mobility services .
- ✓ It includes a checklist to self-assess the service.

How did we build it?

Users' needs elicitation, identification of requirements, journey map definition, & the direct involvement of three key experts on Universal Design & target group representatives.

UDM Principles



- Universal Design is the **design of products and services that may be employed by people with a wide array of characteristics, abilities, & disabilities**.

- INDIMO proposes **two additional principles for digital mobility services**.

UIL – Universal Interface Language

Who is the UIL for?

INDIMO target groups:

- ✓ App Developers/ UX designers
- ✓ Graphic designers
- ✓ Operators of mobility/delivery services
- ✓ Policymakers in charge of regulations

Who will benefit from it?

- ✓ INDIMO Vulnerable groups of people

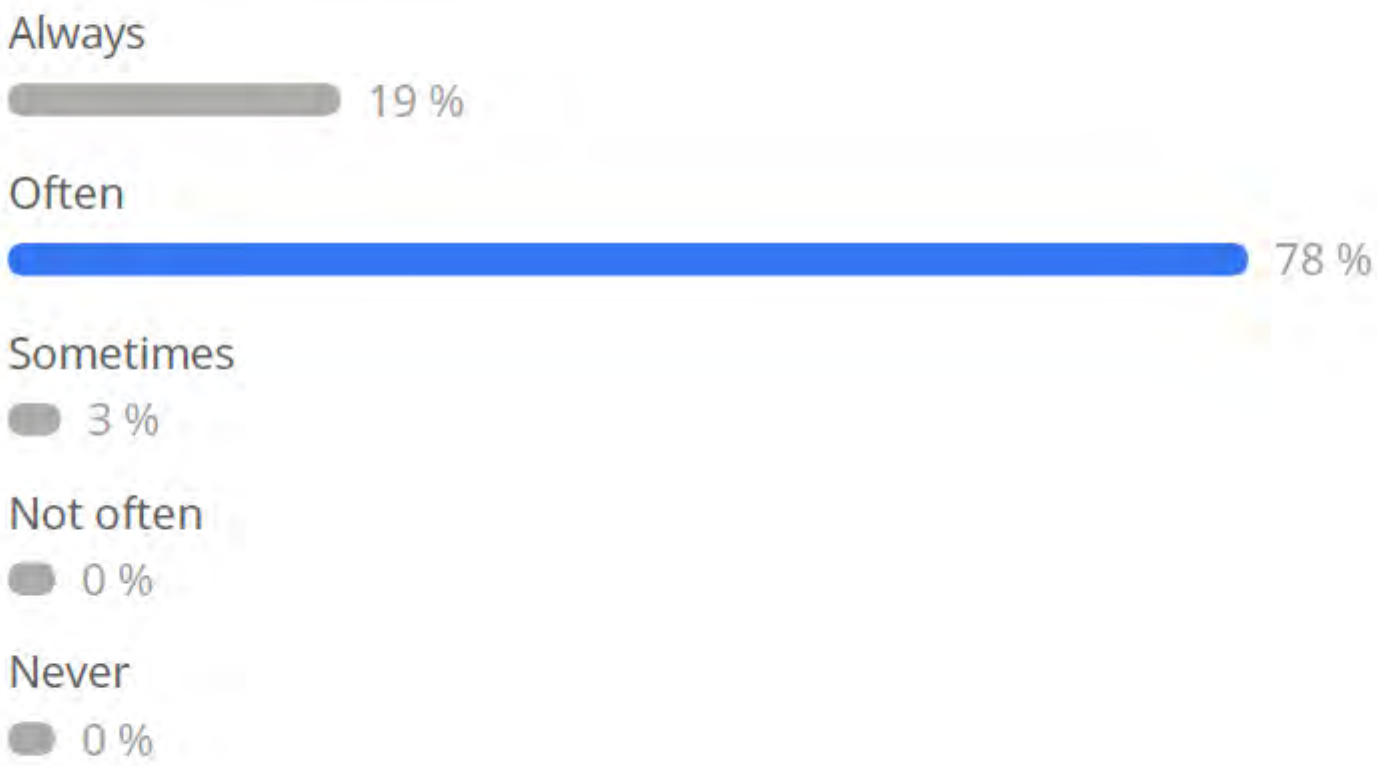
What does the UIL consist of?

- ✓ Guidelines for the user-centred creation of icons as part of the user interface, be it digital or physical.
- ✓ A conceptual approach to promote awareness about the close connections among icons, visual interface elements & multi-modal cues.

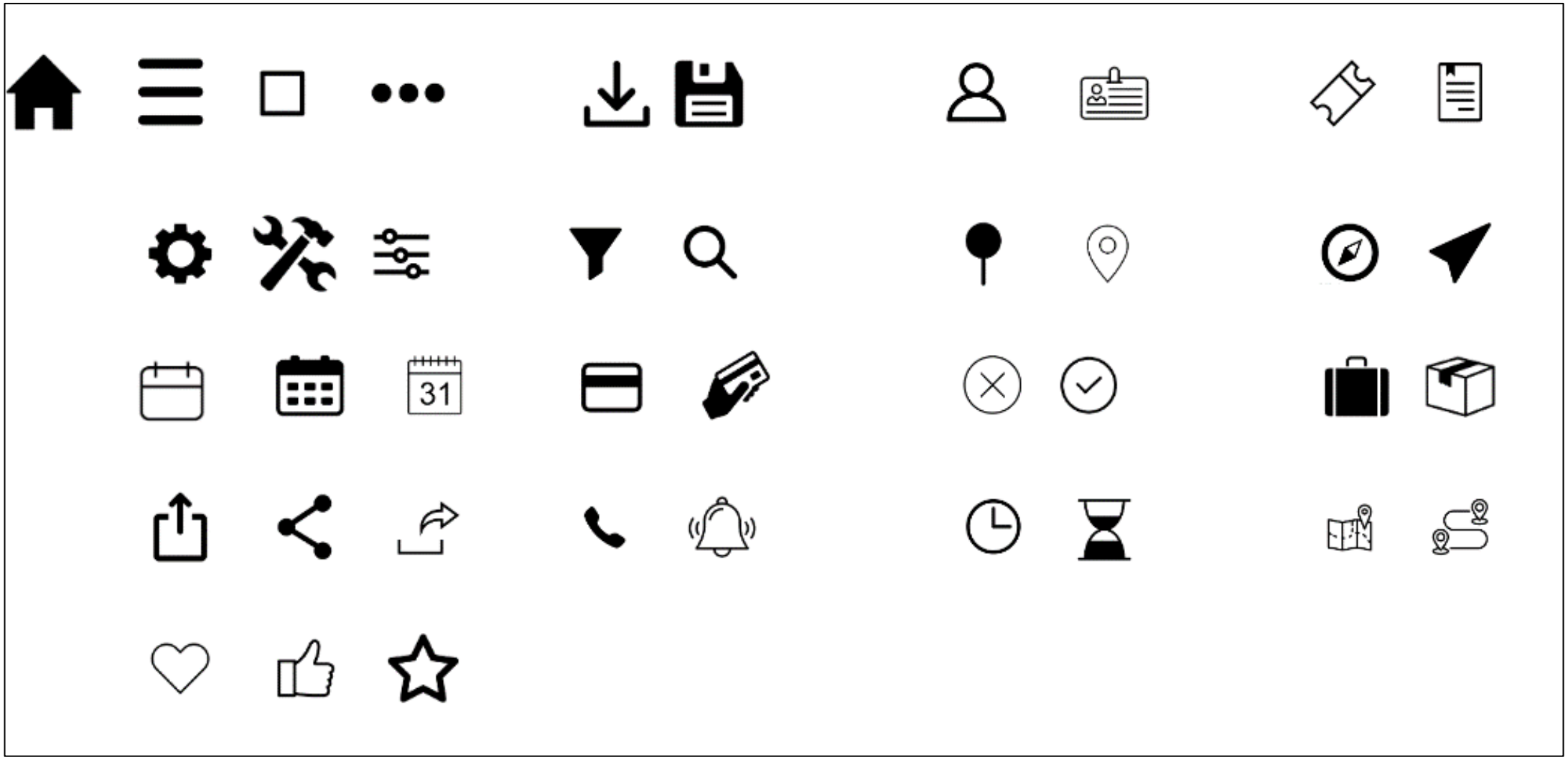
Multiple-choice poll

When using a digital mobility service or app, can you interpret the meaning behind the interface's icons?
(1/2)

0 3 7



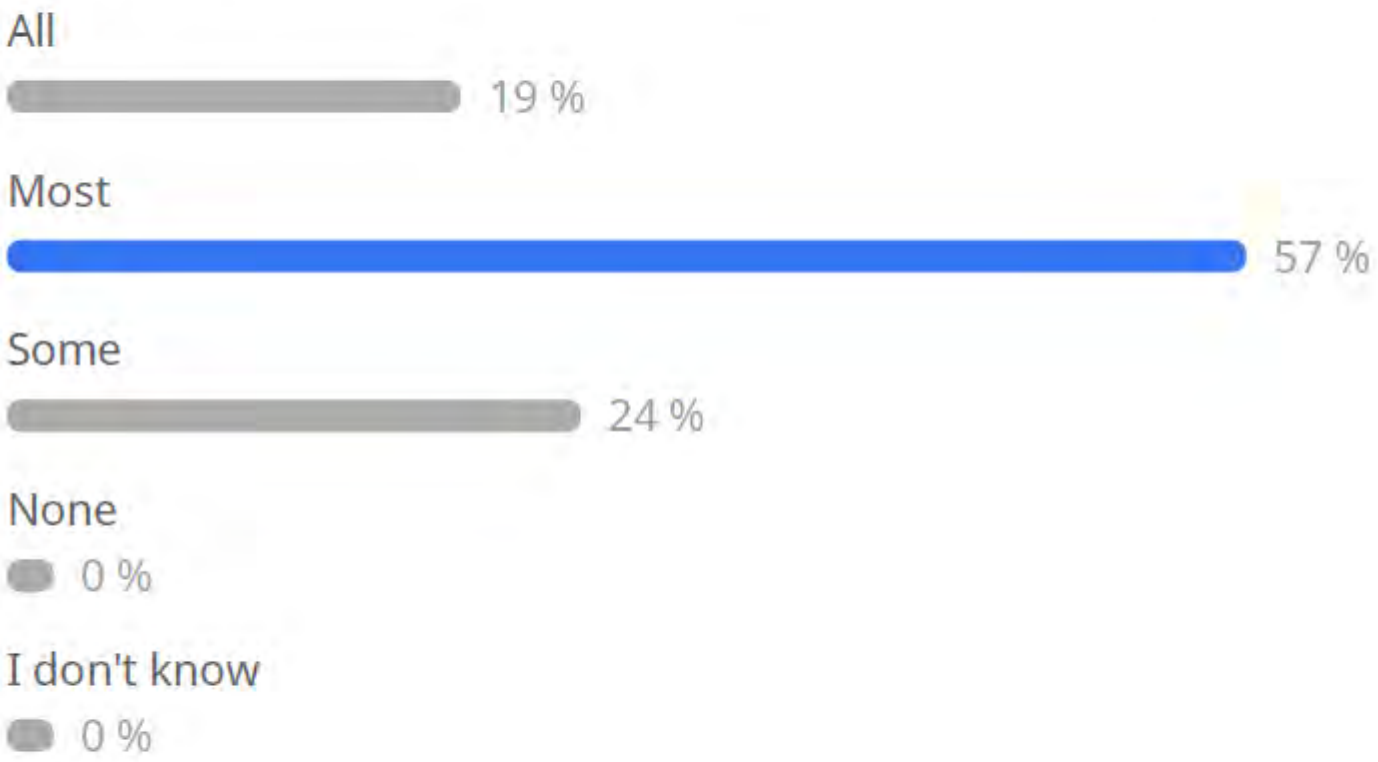
Recurring icons in digital mobility



Multiple-choice poll

How many of the icons on the previous slide did you recognise?

0 4 2



Icon review


THREE HORIZONTAL LINES: (hamburger) menu, list, options, sidebar
HOME: home page, save/add/set your house location
GRIND: settings, options, preferences
LINKED DOTS: share, save, send, forward, answer
STAR: save location/item in your favourites, rate this app, rate this user, tell your friends, rank
DOWN ARROW ON FOLDER: save file, download

Cybersecurity & privacy assessment guidelines

Who are the guidelines for?

INDIMO target groups:

- ✓ Operators of mobility/delivery services
- ✓ Policymakers in charge of regulations

What do the guidelines consist of? What can they help with?

- ✓ Guidelines to improve cybersecurity & privacy of digital mobility solutions.
- ✓ Evaluation and recommendations for project pilots cybersecurity & privacy assessment

Who will benefit from it?

- ✓ INDIMO Vulnerable groups of people

What is its key message?

- ✓ **Human-factors** are relevant part in tackling security & data protection issues, preparing the organisation for that is an important aspect.
- ✓ **Inclusivity** is key also for security

SPET – Service & Policy Evaluation Tool

Who is it for?

INDIMO target groups:

- ✓ Policymakers at municipalities, transport authorities
- ✓ NGOs representing vulnerable population groups
- ✓ Operators, developers

Who will benefit from it?

- ✓ INDIMO Vulnerable groups of people

What can it help with?

- ✓ An evaluation of current or new (future) services.
- ✓ Improve knowledge about how to provide inclusive & accessible services.
- ✓ It will enable & contribute to a better regulated & organised digital transport system.

Scope

Universal Design Principles

- ✓ Equitable use
- ✓ Tolerance for error
- ✓ Size & space for approach & use
- ✓ Simple & intuitive use
- ✓ Flexibility in use
- ✓ Low physical & intellectual effort
- ✓ Perceptible information
- ✓ Security & protection of data
- ✓ Social, spatial & economic inclusiveness

Service Features

- ✓ Payment
- ✓ Fair pricing
- ✓ Subscription
- ✓ Information
- ✓ Communication

Assistance Offered

- ✓ Visual assistance
- ✓ Reading assistance
- ✓ Autism-related considerations
- ✓ Iconology

Multiple-choice poll

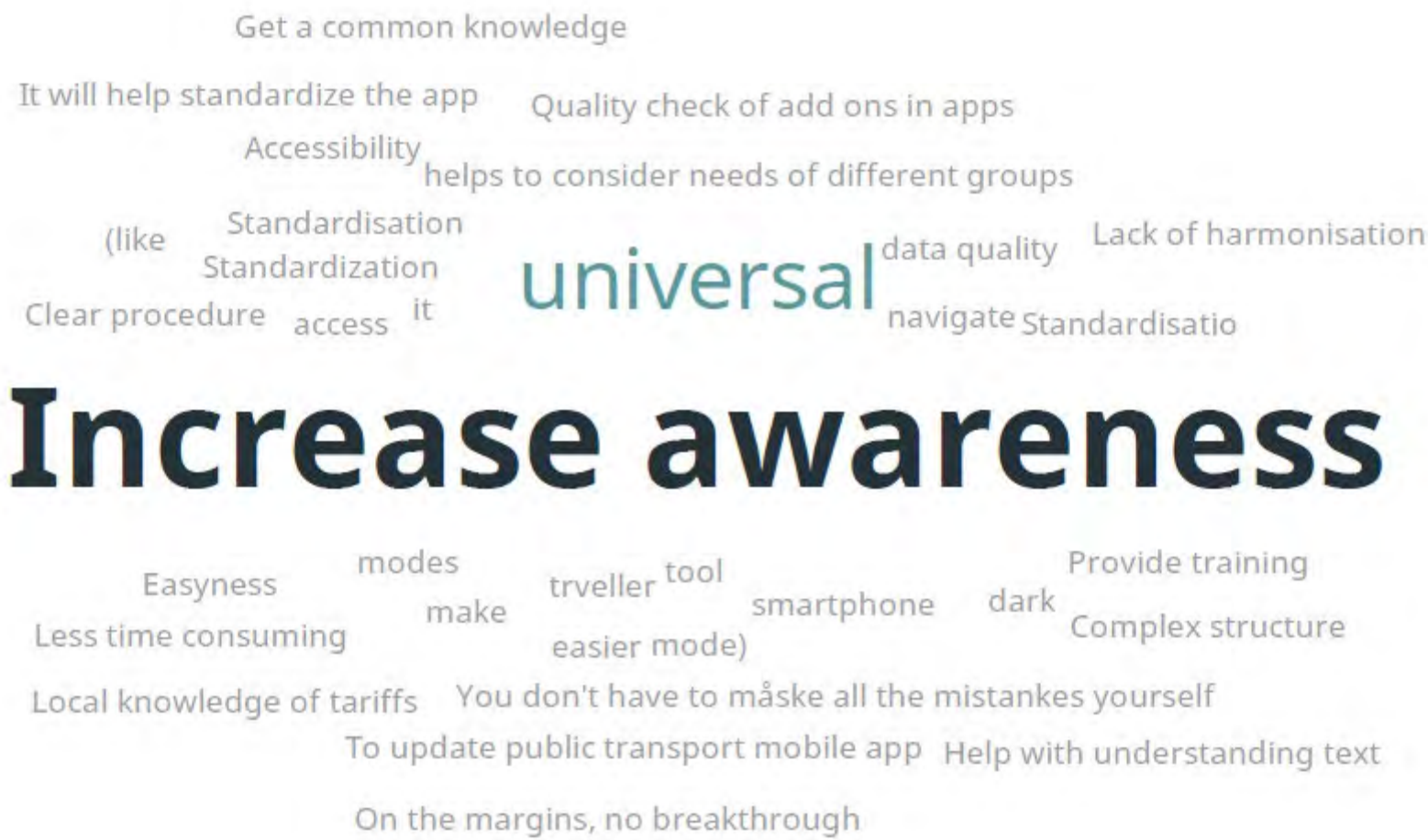
Will the INDIMO Service and Policy Evaluation Tool (SPET) help to develop, deploy and operate an inclusive digital mobility service?

0 3 8

Wordcloud poll

If yes, how? What are the main issues or barriers this tool will help you to overcome?

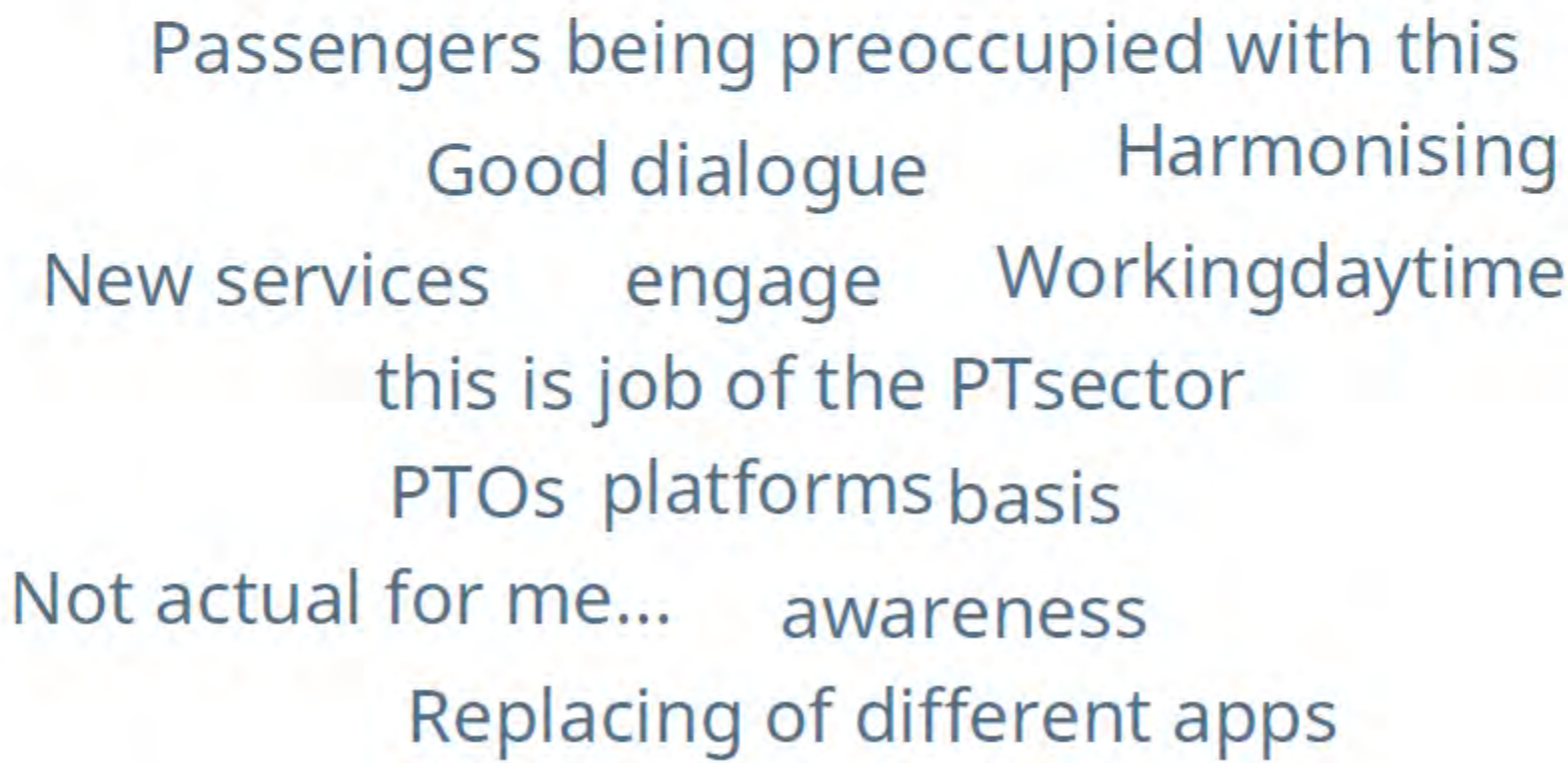
028



Wordcloud poll

How and where will the SPET fit into your current way of working? (for developing/deploying/operating of a new/existing service)

0 1 7



slido

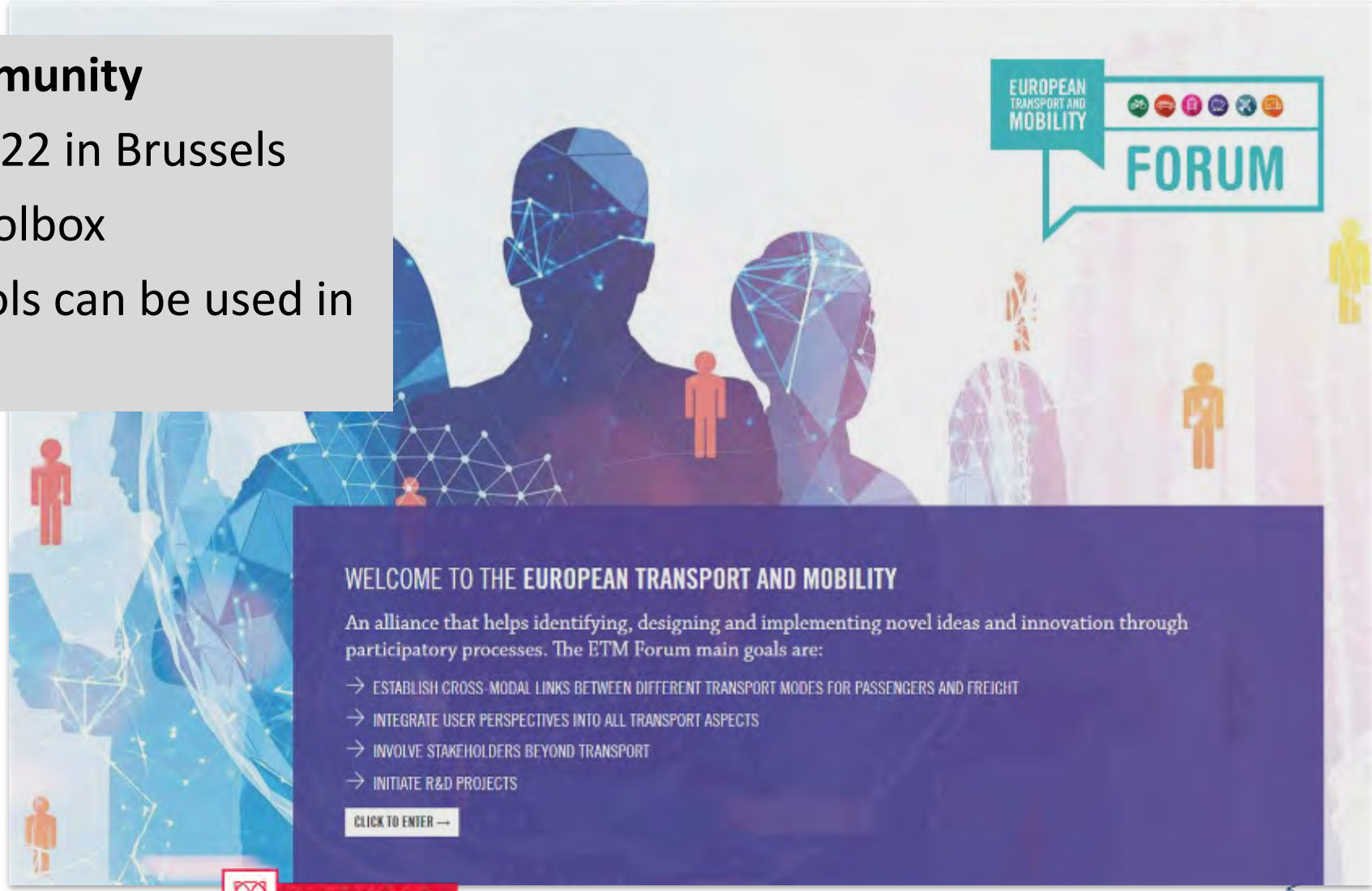
What are the other aspects or issues would you like the SPET to cover?

ⓘ Start presenting to display the poll results on this slide.

How can you contribute?

Join our co-creation community

- Workshop in Fall 2022 in Brussels
- Test the INDIMO toolbox
- Discuss how the tools can be used in other contexts



INDIMO

INCLUSIVE DIGITAL MOBILITY SOLUTIONS

copenhagen EPF CONFERENCE 2022

Thank you for your attention!

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@indimo-h2020

FORBRUGERRÅDET TÆNK PASSAGER PULSEN

EPF

Digital transition in public transport – opportunities and points of concern

Emmanuel Mounier
EU Travel Tech

10 June 2022

How can digital transition make travel easier for European Passengers and how European Policymakers can contribute to it?

A distribution perspective

Emmanuel Mounier,
eu travel tech

eu travel tech: technology is changing travel, let us tell you how!

FULL MEMBERS

amadeus Booking.com eDreams ODIGEO expedia group Skyscanner TRAVELPORT

ASSOCIATED MEMBERS

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL Tripadvisor etraveli group trainline

STRATEGIC PARTNERS

CWT travelgenio.com Travix

Travel Tech intermediaries

Global distribution systems (GDSs)

GDSs aggregate content from travel service providers and other sources and provide technology solutions to both travel providers and travel sellers to make their distribution more efficient.

Metasearch engines

Facilitate the choice of consumers by displaying travel options and directing them to supplier and OTA websites and apps to book their travel.

Online Travel agents

Online consumer-facing platforms distributing travel services to travelers (“OTAs”)

Travel Management Companies

Travel agents that fully manage the business travel requirements for individuals, companies, and organizations (“TMCs”).

What can digital travel intermediaries bring to European Passengers when they travel?

- Eu travel tech members are **independent intermediaries**, unaffiliated with any transport operator. As such, they have no control over the direct operation of transport services: **we cannot make trains arrive on time even if we want to!**
- However, their role is critical for passengers, and even more so for multimodal travel:
  - By definition, multiple transport operators are involved in a multimodal journey.
  - Therefore, none of them is in a position to assist the passengers throughout their travel, from journey planning to post-journey issues.

- ✓ **Travel intermediaries could be the single point of contact for passengers throughout their (often multimodal) trips**. They are able to offer familiar interfaces and customer service options in travellers' native language, wherever they are travelling. This is not the case for most transport operators.
- ✓ But they can perform this key information role only within the right EU policy framework, ensuring they get access to the relevant data from the transport operators.

Multiple-choice poll

For long distance multimodal trips, what are you currently missing the most as passengers?

0 3 4

Adequate information on possible travel options?

29 %

Adequate booking options for each of those travel options?

53 %

Adequate multimodal passengers rights?

18 %

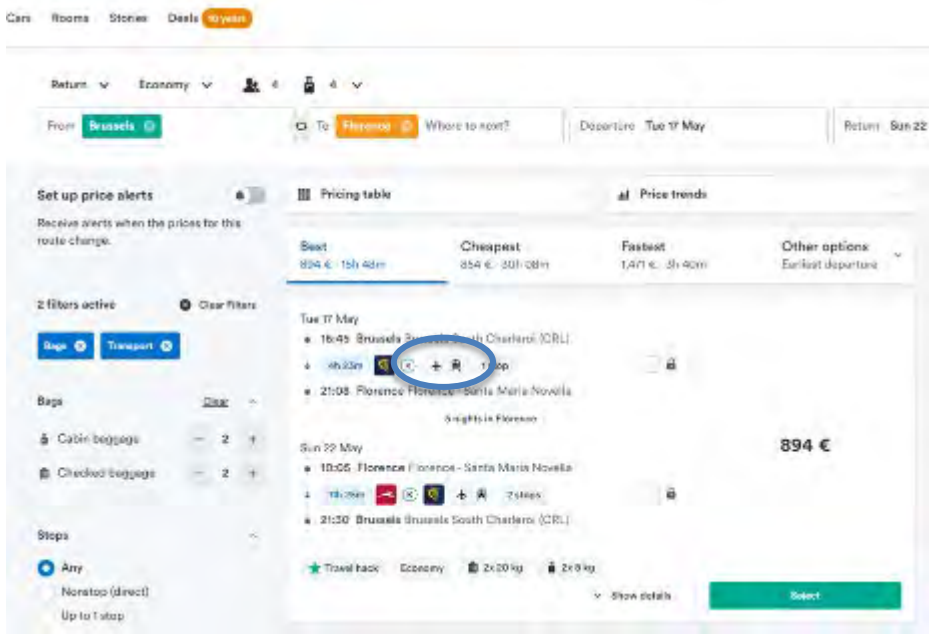
Case study: a family under the Tuscan sun!

- Emmanuel and Marie have 2 daughters, Joséphine (5) and Agathe (2). They live in Brussels and want to visit Tuscany for their summer holidays. They are environmentally conscious and would like to optimise their journey, limiting CO2 emissions as much as possible.
- They are therefore considering booking an air-rail trip, going from Brussels to Florence by combining different modes of transport.

Before the trip

Emmanuel and Marie are first looking for their travel options.

Travel intermediaries can "*help both passengers and/or other intermediaries compare different travel options, choices and prices, and can facilitate the sale and re-sale of mobility products from different operators, whether they are private or public, within one mode or across modes*"*



On OTA platforms, Emmanuel and Marie could:

- ✓ Compare and combine offers from different modes of transport.
- ✓ get access to all relevant precontractual information : schedules, connection times, fares but also ancillary services and CO2 emissions information

*MDMS Inception impact assessment roadmap

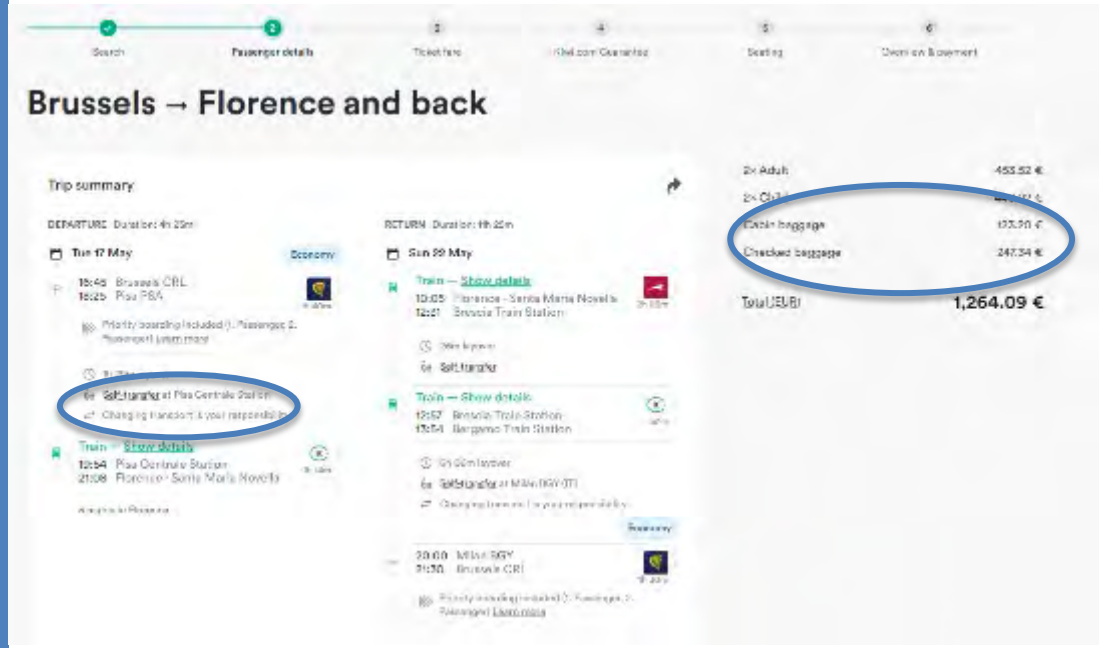
Before the trip

Emmanuel and Marie need a lot of information before being able to make their choice, such as:

- Air segment: possibility for the baby equipment to be transported and for the whole family to be seated together without additional costs (or for which additional costs?)
- Connection times and existence of a convenient transfer option between the airport and the rail station

Such information is currently too often missing on travel intermediaries platforms as relevant data is purposefully not shared by transport operators or not shared under FRAND terms.

➢ **Building such a multimodal journey can prove very cumbersome!**



Multimodal Digital Mobility Services Initiative

"The deployment of multimodal mobility services can provide the user with a more seamless travel experience through more and better information on travel options and facilitated booking/ticketing"

European Commission, MDMS IIA, 2021

Initiative announced in the Sustainable and Smart Mobility Roadmap in 2020

- Will aim at facilitating comparison and combination of available travel options through journey planning and ticketing intermediaries
- Will cover all modes of transport: local public transport, rail, road, air.

Status: impact assessment ongoing, legislative proposal in Q1 2023

Multiple-choice poll (Multiple answers)

As a passenger, what are your favorite platforms to prepare your cross-border trips?

0 4 1

Platforms operated by transport services providers (SNCF connect, DB Navigator...)

66 %

Platforms operated by independent travel agents (Trainline, eDreams, Omio...)

32 %

Journey planners without booking options (Google maps...)

22 %

Multimodality in Europe – The Problem

Case study: Brussels - Graz

Single-mode trip:
Brussels - Frankfurt (air)
Frankfurt – Graz (air)

Price: EUR 128
Duration: 4:30 h (+ transfer)
Emissions: 181 kg CO2

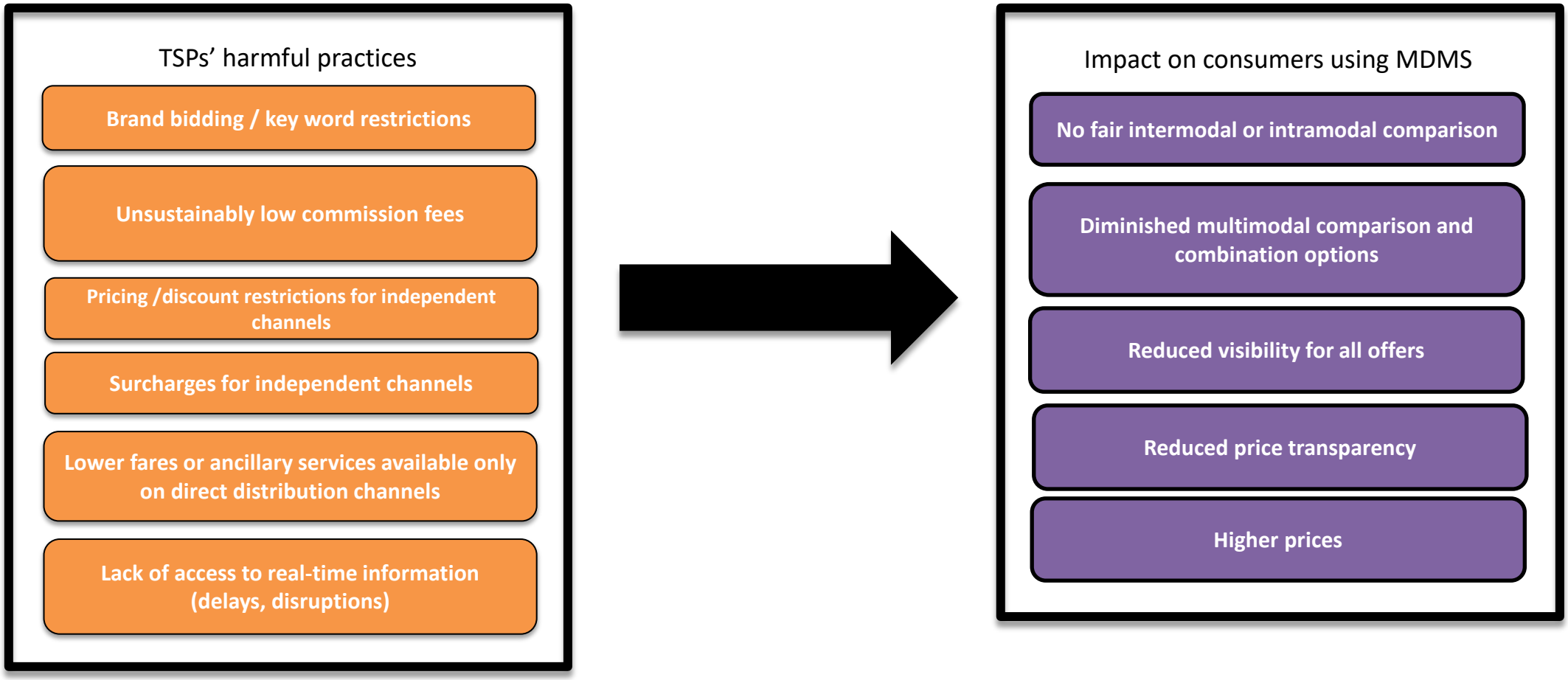
- Highly visible
- Easily searchable, bookable, payable
- Indirect channels impacted by unfair practices (e.g. withholding cheapest options)

Multimodal trip:
Brussels – Vienna (air)
Vienna – Graz (rail)

Price: EUR 76 (61 air + rail)
Duration: 6:00 h
Emissions: 119 kg CO2 (107 + 12)

- Invisible to travelers
- Not easily searchable, comparable, bookable, payable
- Lack of content access and unfair practices preventing fair competition and combination of modes

Impact of disintermediation strategies



Making multimodal travel planning easier

1. Access to content of transport operators is the fundamental precondition for multimodal platforms to be able to transparently distribute all modes of transport and play their role as modal shift enablers.
2. Multimodal platforms must be enabled by law to distribute transport services under “fair, reasonable and non-discriminatory (FRAND)” distribution agreements providing a level playing field.
3. Such obligations and rights must be supported by a strong enforcement framework: designated enforcement authorities, clear procedural framework.

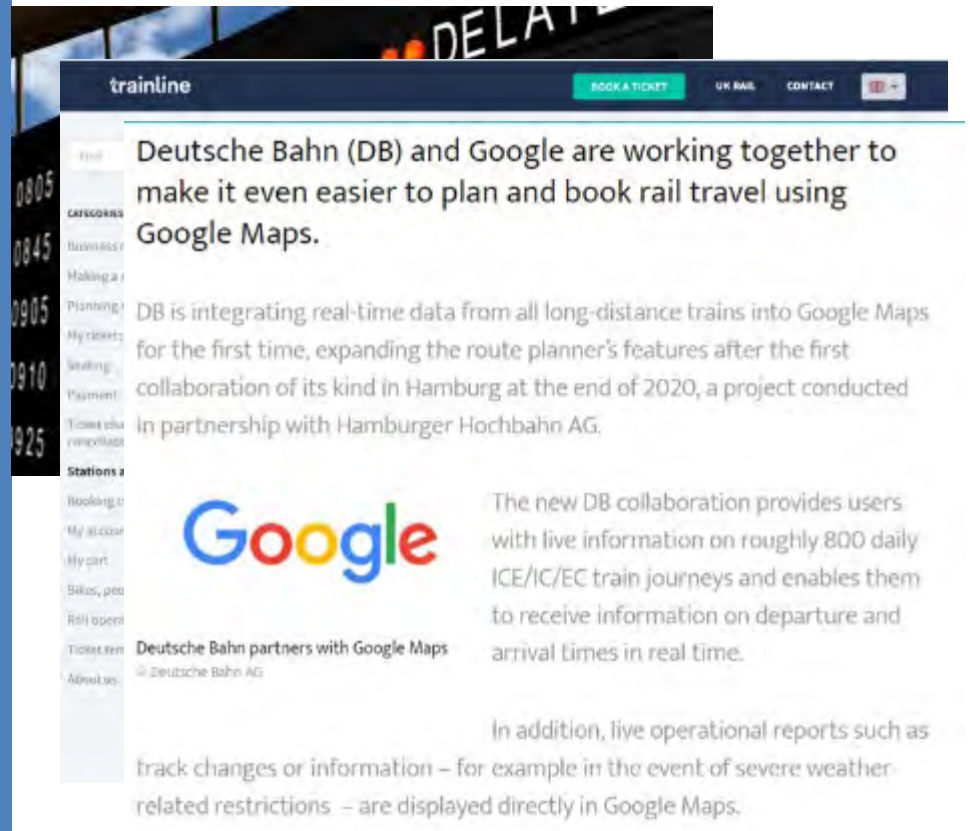
The upcoming Regulation on Multimodal Digital Mobility Services offers a unique opportunity to address current market challenges and facilitate fair competition, increased consumer choice and more sustainable travel options.

During the trip

Emmanuel and Marie have booked their tickets and it is now time to leave. Before going to the airport, they would like to check that their trip will not suffer any disruption:

- Confirmation that the flight/rail trip will not be cancelled (quite useful in COVID times)
- Existence of any delays or change in their travel information (change of terminal, platform).

Such information is not always made available to travel intermediaries. Although it is available to some of them.

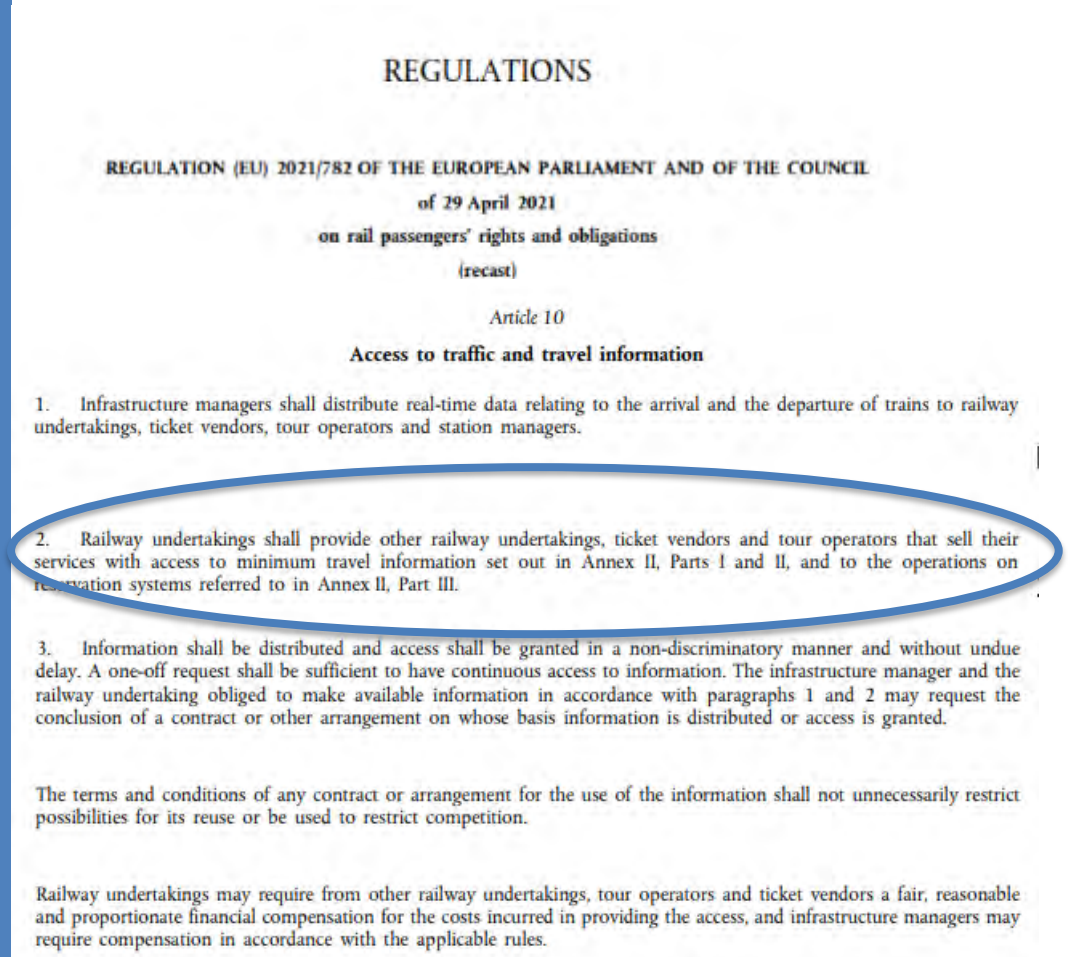


During the trip

Fortunately, the Rail Passenger Rights Regulation addresses the issue: **ticket vendors have to inform their customers in case of disruption**, an obligation supplemented by an obligation for rail operators to provide such real-time information to their ticket vendors.

Will get into force in 2023

- Need for a similar obligation for all modes of transport. Passengers should be treated equally wherever they book!



REGULATIONS

REGULATION (EU) 2021/782 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
of 29 April 2021
on rail passengers' rights and obligations
(recast)

Article 10

Access to traffic and travel information

1. Infrastructure managers shall distribute real-time data relating to the arrival and the departure of trains to railway undertakings, ticket vendors, tour operators and station managers.

2. Railway undertakings shall provide other railway undertakings, ticket vendors and tour operators that sell their services with access to minimum travel information set out in Annex II, Parts I and II, and to the operations on reservation systems referred to in Annex II, Part III.

3. Information shall be distributed and access shall be granted in a non-discriminatory manner and without undue delay. A one-off request shall be sufficient to have continuous access to information. The infrastructure manager and the railway undertaking obliged to make available information in accordance with paragraphs 1 and 2 may request the conclusion of a contract or other arrangement on whose basis information is distributed or access is granted.

The terms and conditions of any contract or arrangement for the use of the information shall not unnecessarily restrict possibilities for its reuse or be used to restrict competition.

Railway undertakings may require from other railway undertakings, tour operators and ticket vendors a fair, reasonable and proportionate financial compensation for the costs incurred in providing the access, and infrastructure managers may require compensation in accordance with the applicable rules.

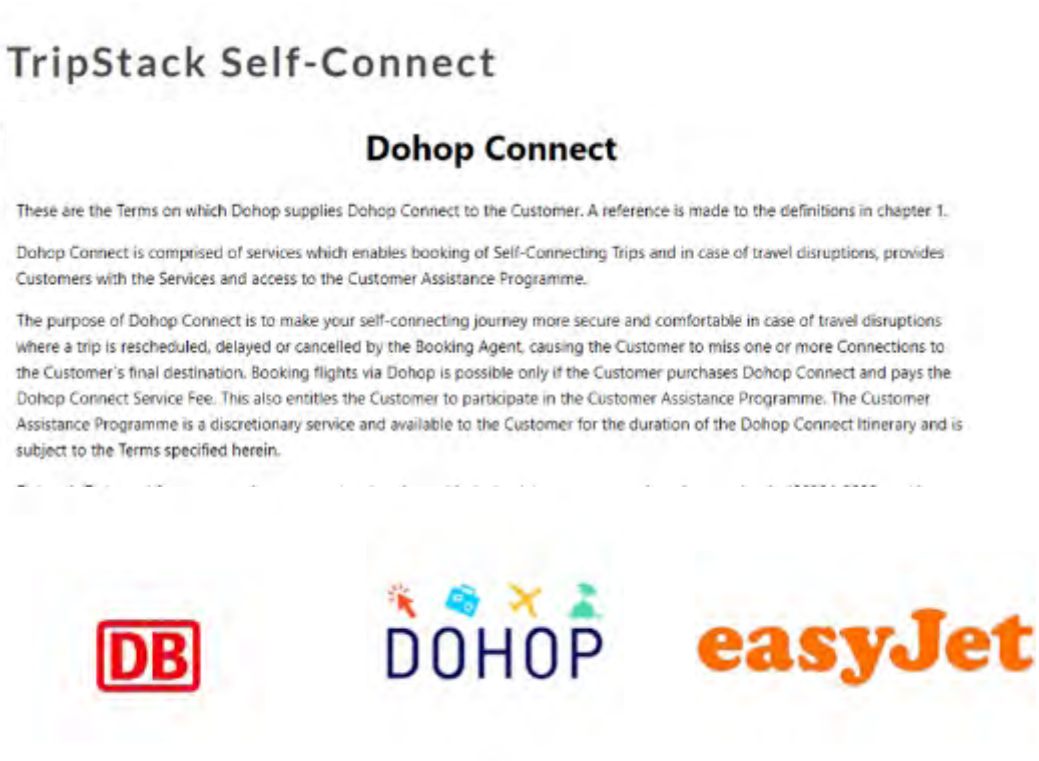
During the trip

Emmanuel and Marie have decided to opt for an air-rail journey, with a “self-transfer”: no connection guarantee, as opposed to through-ticketing in rail or interlining in air.

However, travel intermediaries are developing alternative solutions to allow their customers to get adequate assistance in case of a missed connection:

- In air, for “virtual” interlining (an intermediary builds a journey with two different flights, in order to offer the best possible fare to its customers), the intermediary can take liability for the connection through a “self-transfer guarantee”.
- For air-rail journeys, there are already similar products.

➢ **Journey continuation is a key issue for multimodal travel**


TripStack Self-Connect

Dohop Connect

These are the Terms on which Dohop supplies Dohop Connect to the Customer. A reference is made to the definitions in chapter 1.

Dohop Connect is comprised of services which enables booking of Self-Connecting Trips and in case of travel disruptions, provides Customers with the Services and access to the Customer Assistance Programme.

The purpose of Dohop Connect is to make your self-connecting journey more secure and comfortable in case of travel disruptions where a trip is rescheduled, delayed or cancelled by the Booking Agent, causing the Customer to miss one or more Connections to the Customer's final destination. Booking flights via Dohop is possible only if the Customer purchases Dohop Connect and pays the Dohop Connect Service Fee. This also entitles the Customer to participate in the Customer Assistance Programme. The Customer Assistance Programme is a discretionary service and available to the Customer for the duration of the Dohop Connect Itinerary and is subject to the Terms specified herein.

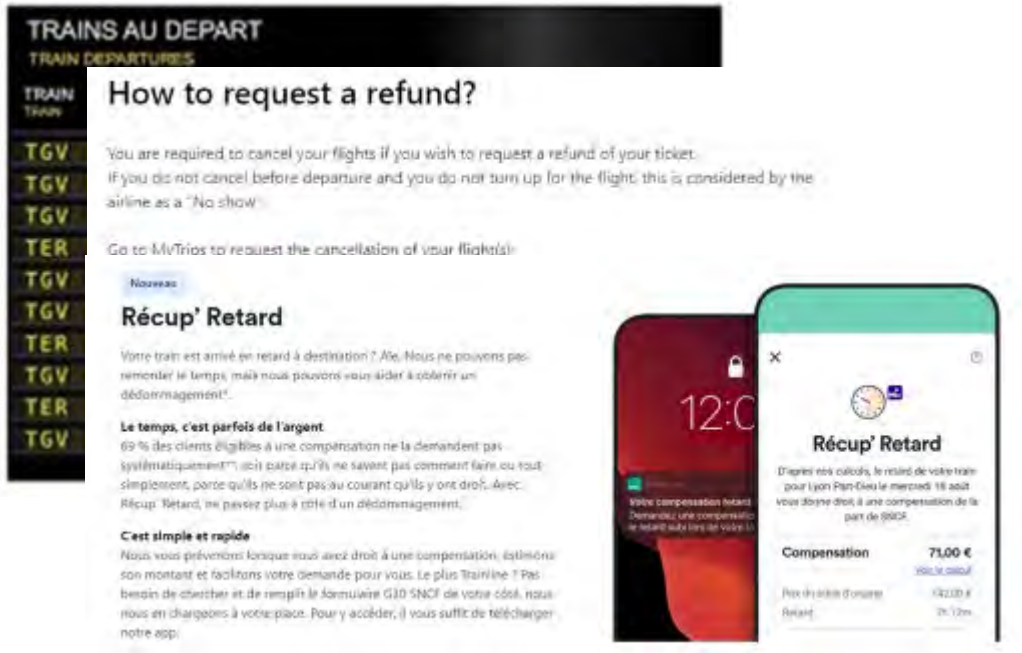
DB DOHOP easyJet

After the trip

Unfortunately, Emmanuel and Marie have seen their train being delayed on their way back, opening the possibility for them to get a **compensation**.

COVID-19 has shown how difficult getting a refund or compensation from a TSP could be. It could even prove harder when you deal with multiple TSPs in multiple countries, with interfaces not always available in your own language.

- In case of cancellations, refunds can be claimed through the intermediary.
- Travel intermediaries can also assist passengers in their compensation claims, serving as **a one stop shop** for all claims related to a given journey.



Travel – better protection for passenger and their rights

- As part of the Sustainable and Smart Mobility Roadmap, the Commission will review the passenger rights regulatory framework:
  - ✓ Resilience to extensive travel disruptions (such as COVID)
    - o Refunds, insolvency protection
  - ✓ Options for multimodal tickets
    - o Consistency between existing frameworks, journey continuation, information to passengers
  - ✓ Better enforcement of passenger rights

Passenger rights and multimodal travel: the role of intermediaries

- With multimodal itineraries involving by definition multiple operators, operating under different legal, technical and commercial conditions, implementing passenger rights will be challenging.

- In this context, travel intermediaries can fill a gap and be the one-stop-shop ensuring a seamless trip to the passengers and providing them with all relevant information regarding their rights, before, during and after the trip.

- However, this is entirely dependent on such travel intermediaries getting access to the relevant data from transport services providers!

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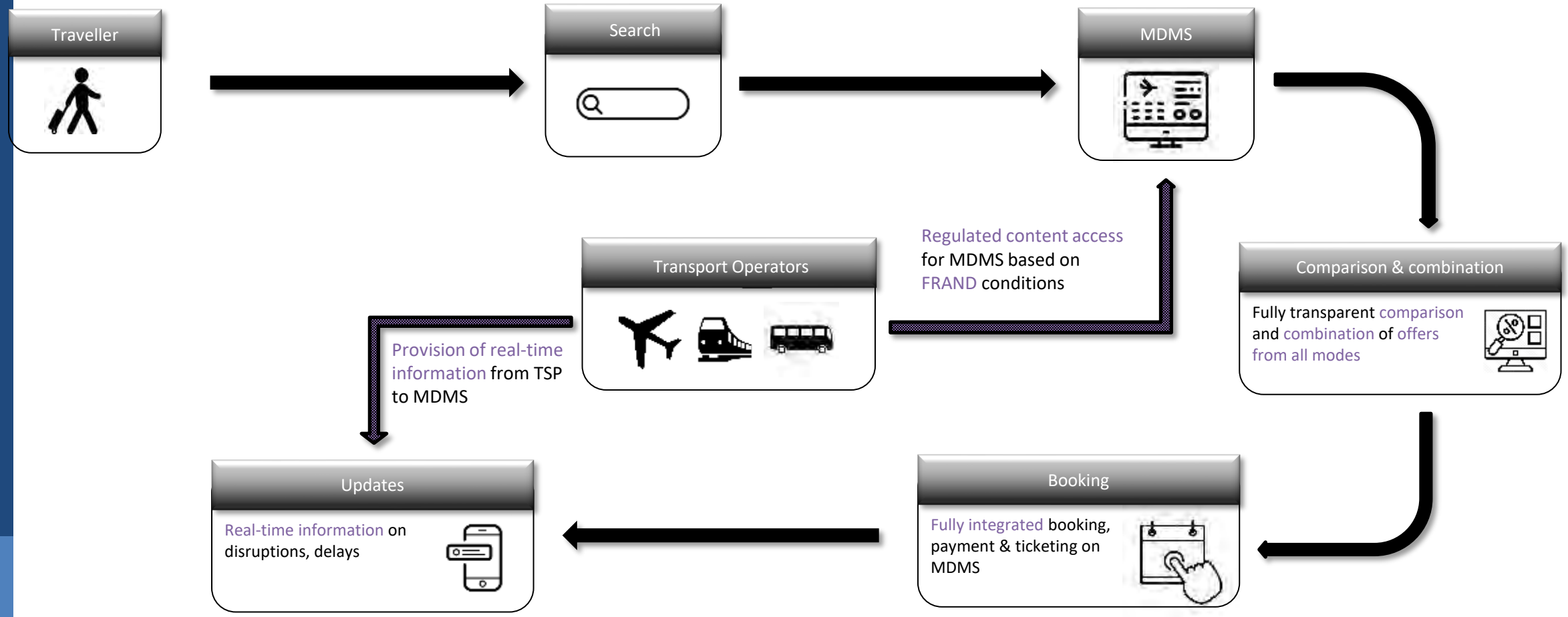
Multimodality in Europe: the vision



Digital transition in public transport – opportunities and points of concern

Lars Wiinblad
Passagerpulsen

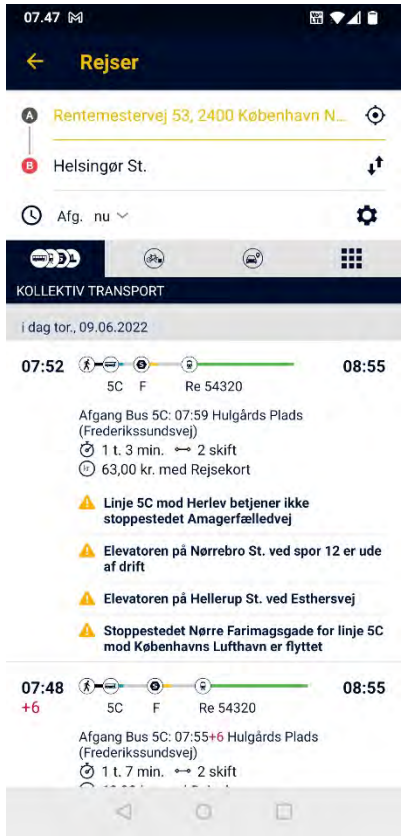
DK Digital transition in public transport - pros and cons

Lars Wiinblad

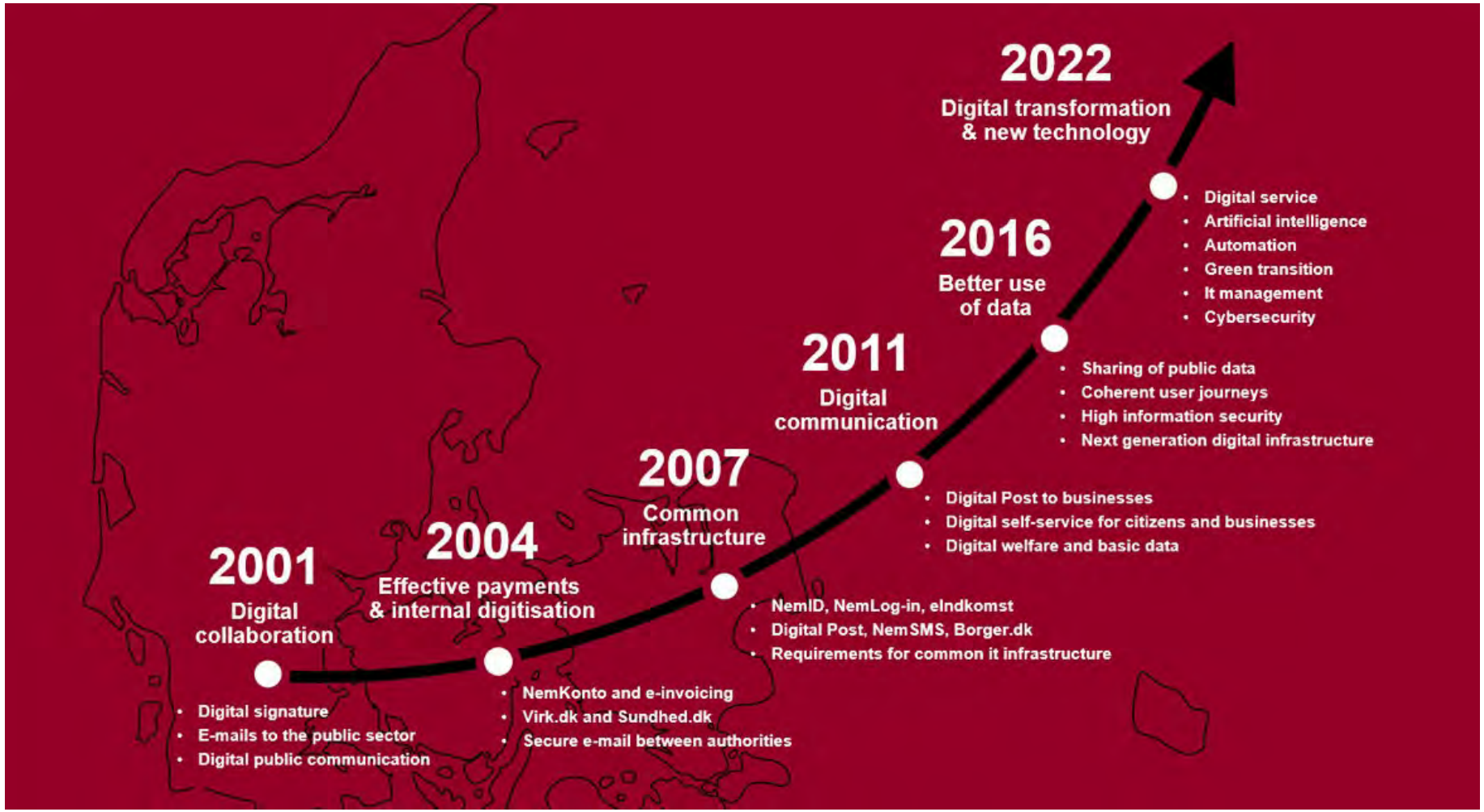
FORBRUGERRÅDET tænk

Content

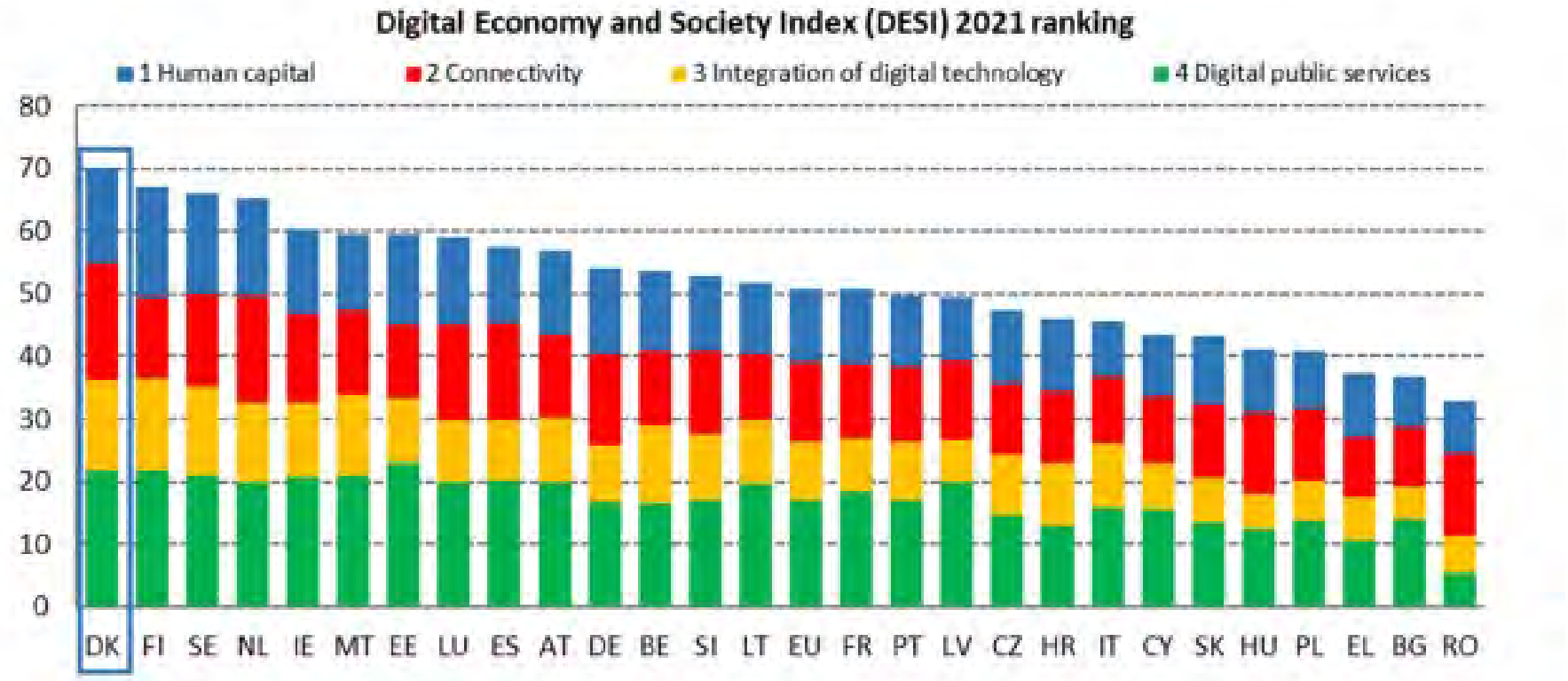
1. The digital transition in Denmark
2. The Digital Economy and Society Index (DESI) in Europe
3. About our study
4. Major findings
5. Our recommendations



The digital transition in Denmark



The Digital Economy and Society Index (DESI) in Europe



Digitalisation of Public Transport

- **Digital solutions** account for **85 to 90 percent** of the **ticket sales**.

  - Unclear if non-digital users have disappeared or have been transferred

  - Disagreement among PTAs and PTOs as to whether further gains are possible.
- Agreement on the fact that **digitalisation provides the opportunity for better and more individualised solutions** to more customers 24/7 regardless of their whereabouts.
- **Limited economic gains** of digitalisation for PTAs and PTOs caused by high costs of continued development of digital solutions and at the same time maintaining analogue solutions.

About our study

Researching pros and cons in the digital transition:

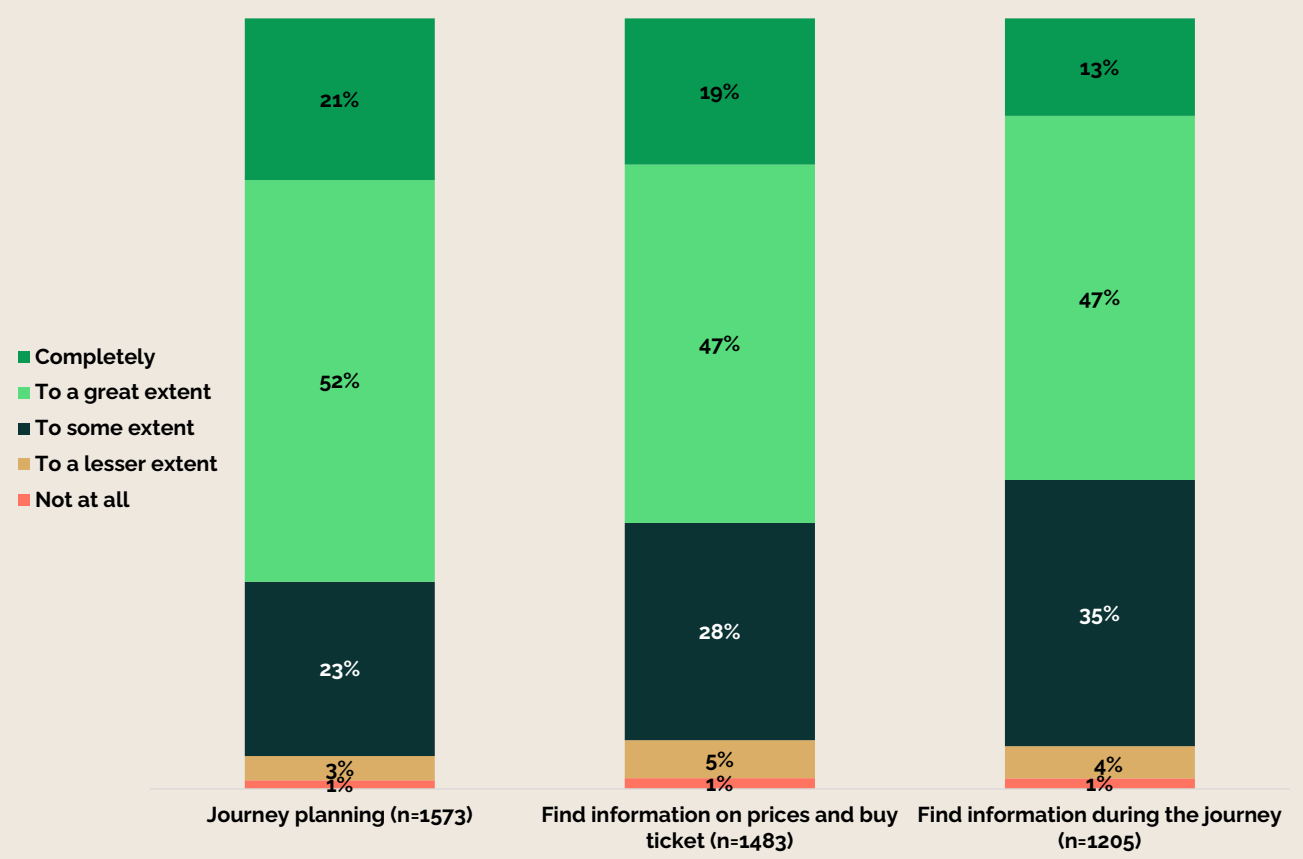
- Web-based survey among randomly selected Danes
- Questionnaires to the public transport authorities in Denmark
- Questionnaires to a number of different NGOs representing users with physical and mental disabilities

Important finding: Our research identified 3 user categories:

- The digitally excluded: Approx.17-22 percent of all adults
- The digitally challenged: Approx. 23-33 percent of all adults
- The digitally strong (self-sufficient) : Approx. 45-60 percent of all adults

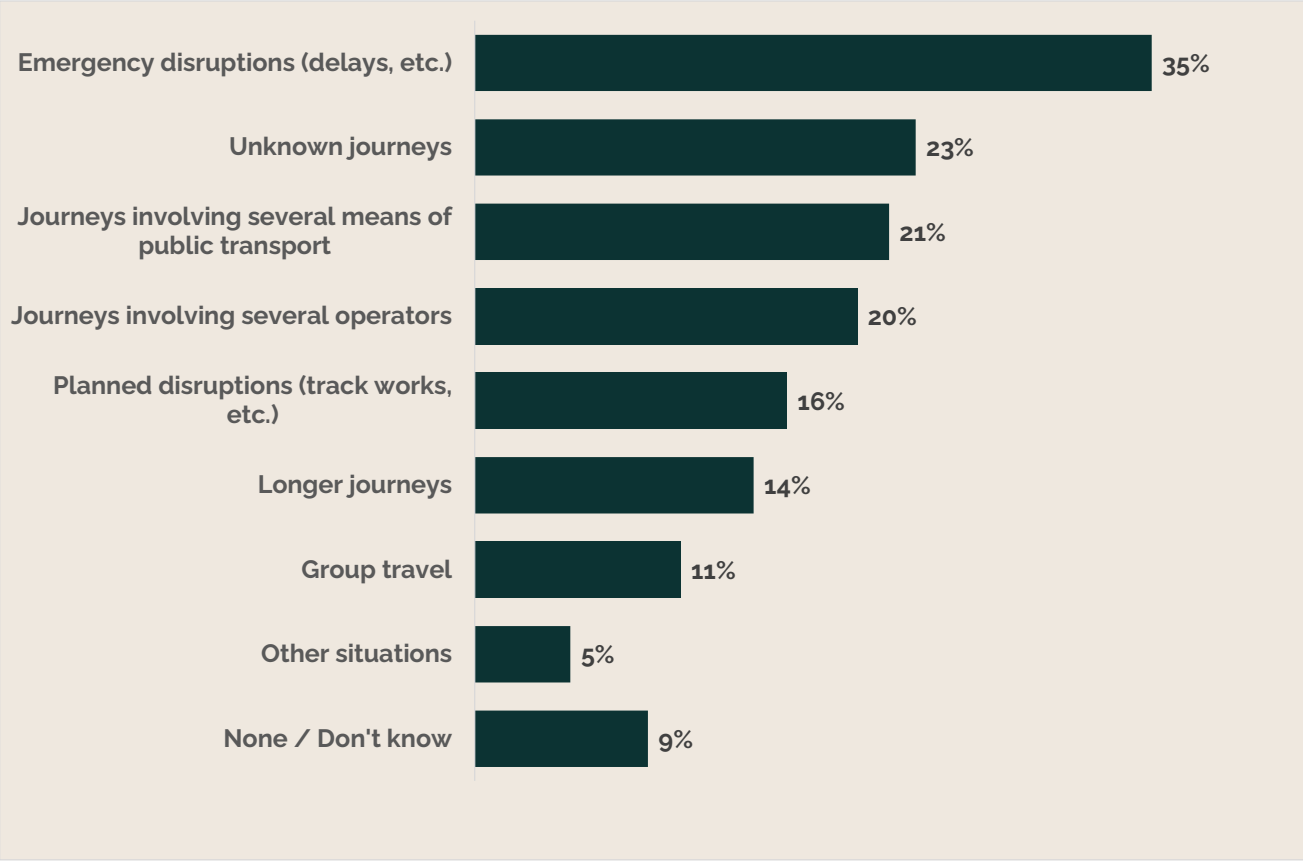
Major findings

Two out of three DIGITALLY CAPABLE PERSONS find that digital solutions meet their needs as passengers



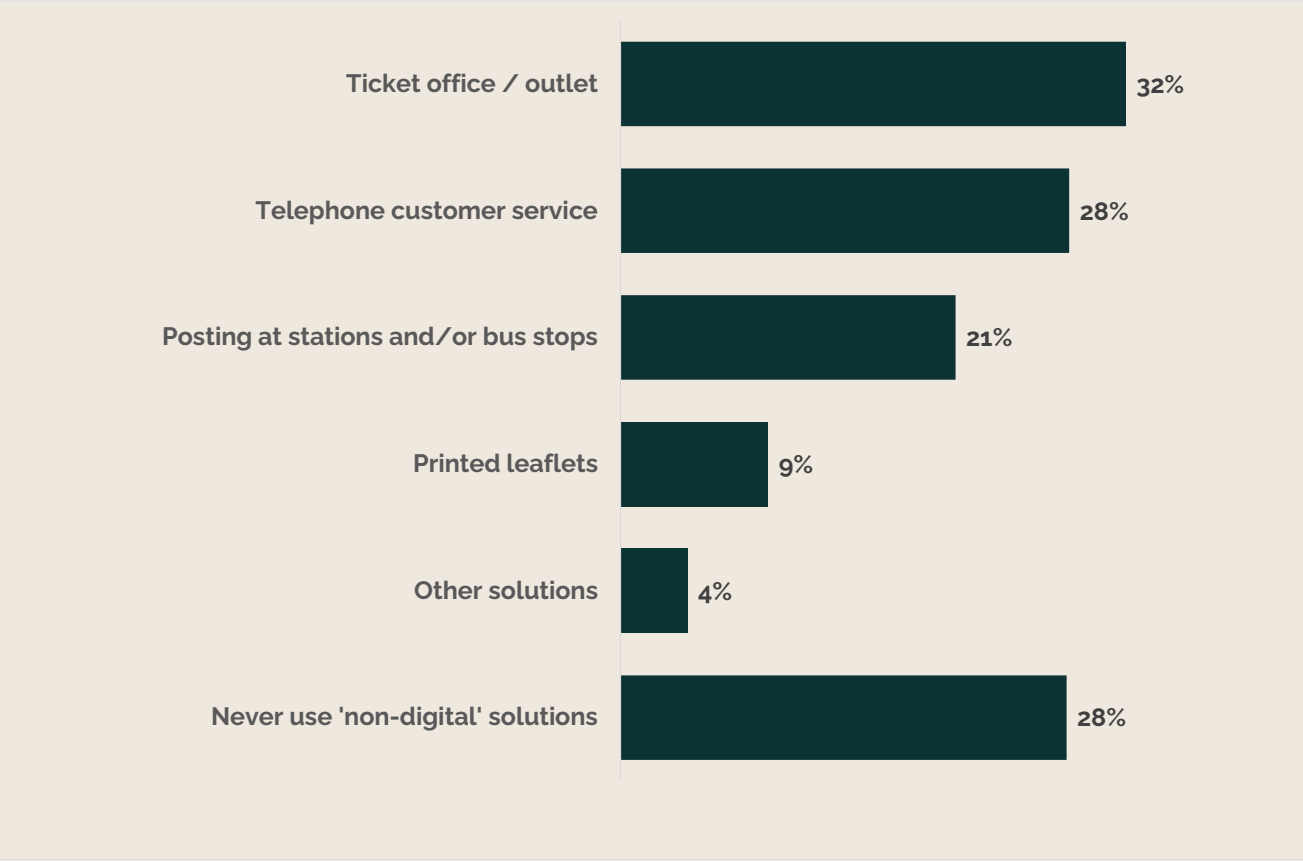
Major findings

Even DIGITALLY CAPABLE PERSONS find that digital solutions make journey planning more difficult in a number of cases



Major findings

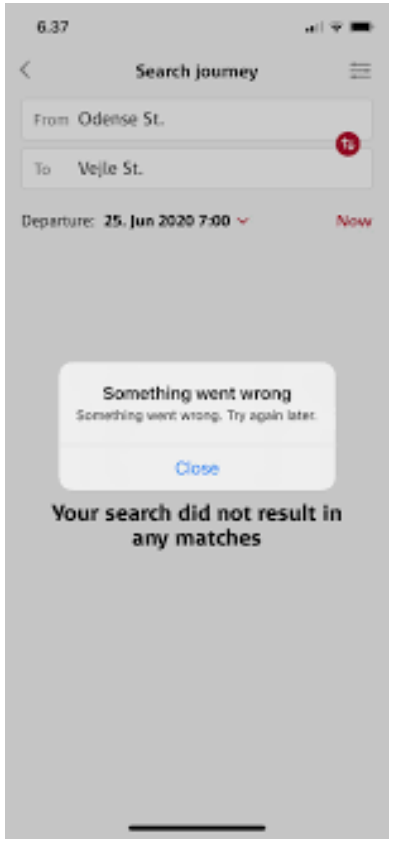
Which non-digital solutions are used for information on prices and ticket purchase, when the digital solutions are insufficient.



Major findings

The digitally challenged and digitally excluded

- Many users find digital solutions unmanageable and confusing because they are based on assistance to self-reliancy rather then personal assistance.
- Others are simply excluded due to cognitive challenges or practical circumstances



Our recommendations

Ticketing

- Keep and continue development of analogue solutions for ticketing, information (especially on/during the journey) and customer service
- Provide physical sales locations - potentially in cooporation with local stores
- Discounted products should not only be available to those with digital capabilities.

Our recommendations

Customer Service

- Telephone customer service should remain a priority

  - during all operating hours, also in weekends.

- Navigating digital solutions:

  - PTAs and PTOs should develop and maintain help and assistance systems.

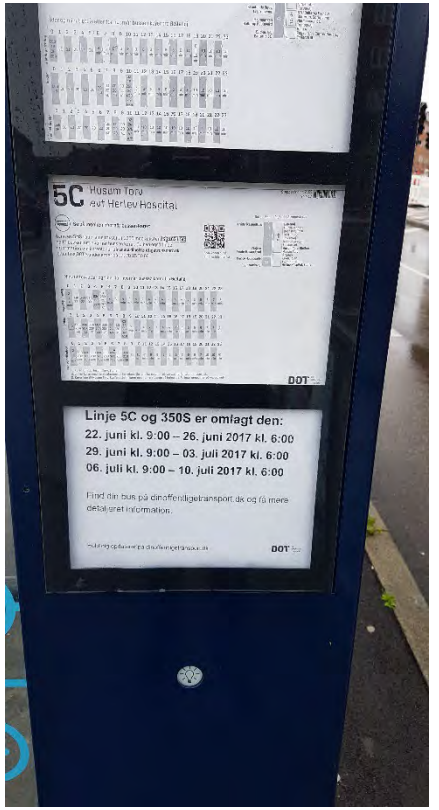
- Development of introductions courses, information leaflets etc. alongside new digital solutions to help vulnerable passengers

Our recommendations

Information

- Provide physical information boards and timetables at bus stops and train stations
- Prioritize information about delays and other changes

    - both through call-outs and information stands



Our recommendations

User-involvement

- Prioritize user-involvement in the development and testing of both analogue and digital solutions to make sure high user-friendliness of the products introduced

Break

Stretch your legs and grab some tea or coffee

We‘ll meet again at 15.35

Panel discussion from afternoon session

Digital transition in public transport – opportunities and points of concern

How do we make the best of the digital development?

Kathryn Bulanowski
EPF

Emmanuel Mounier
EU Travel Tech

Lars Wiinblad
Passagerpulsen

Support Ukraine Taskforce

Salim Benkirane
ALLRail

ALLRAIL

The Future of Passenger Rail

The Multinational Support Ukraine Rail Task Force

Who is ALLRAIL?

Alliance of Rail New Entrants (ALLRAIL) is the European non-profit association of independent passenger rail companies –THE public affairs group for challengers in the sector

ALLRAIL was established in May 2017, based in Brussels, Belgium.

Since 2019, ALLRAIL has had the status of an official representative body for the EU rail sector

Our members share the belief that **faster market opening** is the only way to help Europe achieve its ambitious climate change targets as set down in the EU Green Deal. Here are some of them:

- The Ukrainian rail system is the lifeline for refugees, medicine, food and other humanitarian aid. Already more than 120 rail workers have died keeping the railroad running (May 2022).

The Multinational Support Ukraine Rail Task Force

- Set up to coordinate technical, mechanical, and policy support for Ukrainian freight & passenger rail companies as well as refugee trains.
- Chaired by Mrs Jolene Molitoris
  - former United States Federal Railroad Administrator
- ALLRAIL is part of the Task Force
  - Nick Brooks – Task Force Co-Chair

ALLRAIL
Support Ukraine Task Force

- The Task Force recently got together with other partners to start a donation campaign in order to provide financial help to heroes in the Ukrainian rail sector.

Donation campaign to help the Ukrainian rail sector

- We are working together with:
  - the global charitable organisation **United Way**,
  - its German branch **PHINEO**,
  - its Ukraine programme **WE-AID,**
  - the German passenger user association **PRO BAHN,**
  - The German passenger rail market opening association **mofair**

The proceeds will be donated to the Ukrainian rail sector :

- First aid kits
- Protective gear
- Food sets
- Water bottles

But also:

- Financial aid for the continuation of operations in order to help war refugees

For more details, please contact

Nick Brooks
Secretary General of
ALLRAIL npo (non-profit organisation) &
Co-Chair of Support Ukraine Rail Task Force

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ALLRAIL asbl
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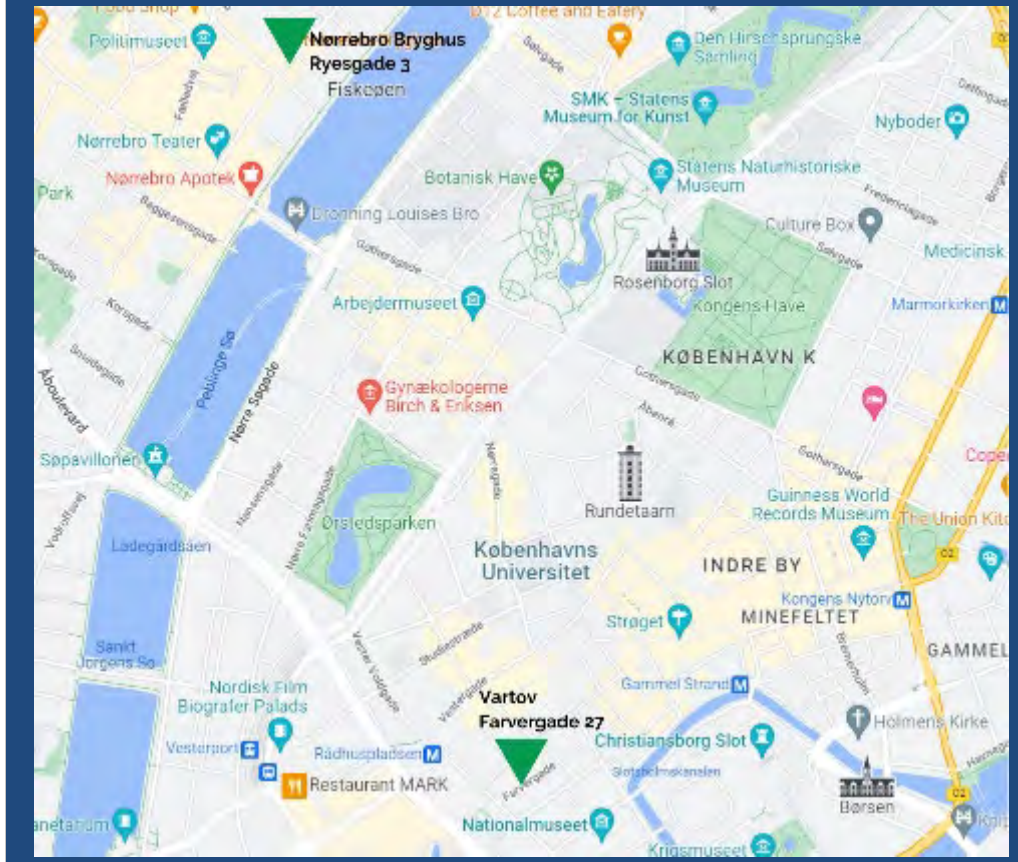
Closing remarks and wrap up of day one

Please leave your name tags, pads and pens on the chairs (or remember to bring it tomorrow)

Thank you for today!

See you soon:
Opening dinner at 19 at Nørrebro Bryghus, Ryesgade 3



FORBRUGERRÅDET TÆNK
PASSAGER PULSEN

EPF