

Date 11. June

European Passengers' Federations Conference 2022

Day 2



Welcome and coffee

Good to see you!

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



Recap and introduction to the second day

9.00-9.15: Welcome and coffee

9.15-9.20: Recap and introduction to the second day

9.20-9.45: Keynote Speaker:

Sven Marius Utklev Gjeruldsen, Bane NOR

9.45-11.00: Cross border public transport commuting experiences

Julia Quitmann (Aachener Verkehrsverbund) (Germany-Belgium-Netherlands)

Marco Gariboldi (UTP – Associazione Utenti del Trasporto Pubblico) (Italy-Switzerland)

Sandrina Lohse-Larsen/Søren Bom (Greater Copenhagen) (Denmark-Sweden)

11.00-11.15: Break

11.15-12.20: Workshop: Cross border public transport commuting

Co-creation roundtables by geographic location to understand best practices, points of improvement and lessons learnt.

Presentations from the working groups: Sharing best ideas/practices.

12.20-13.20: Lunch

Recap and introduction to the second day

13.20-13.40: Keynote speaker

Sophie Buyse, Deutschebahn

13.40-15.10: Involving the end users in the development of public transport

Louise Coward (Transport Focus)

Sandra Lima (EPF)

Vassilis Agouridas (UIC-2)

Gitte Kjær-Westermann (Passagerpulsen)

15.10-15.30: Coffee break

15.30-16.10: Panel discussion from afternoon session: What are the benefits of involving the end users, and how is it done best?

16.10-16.30: Closing speaker

Josef Schneider (EPF)

19.00: Closing dinner

Dinner at Food Club



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

Sven Marius Utklev Gjeruldsen
Bane NOR





Photo Vidar Nordli-Mathiesen

Towards a better European passenger rail network

Presentation to the EPF conference 2022

Copenhagen, June 11th 2022

ProRail

BANENOR

EUROLINK

European rail infrastructure managers have three motives for a better international passenger rail network in Europe



Jeroen Wesdorp



Thomas Moerman



Sven
Gjeruldsen



**Better
connectivity**



**Sustainable
mobility**



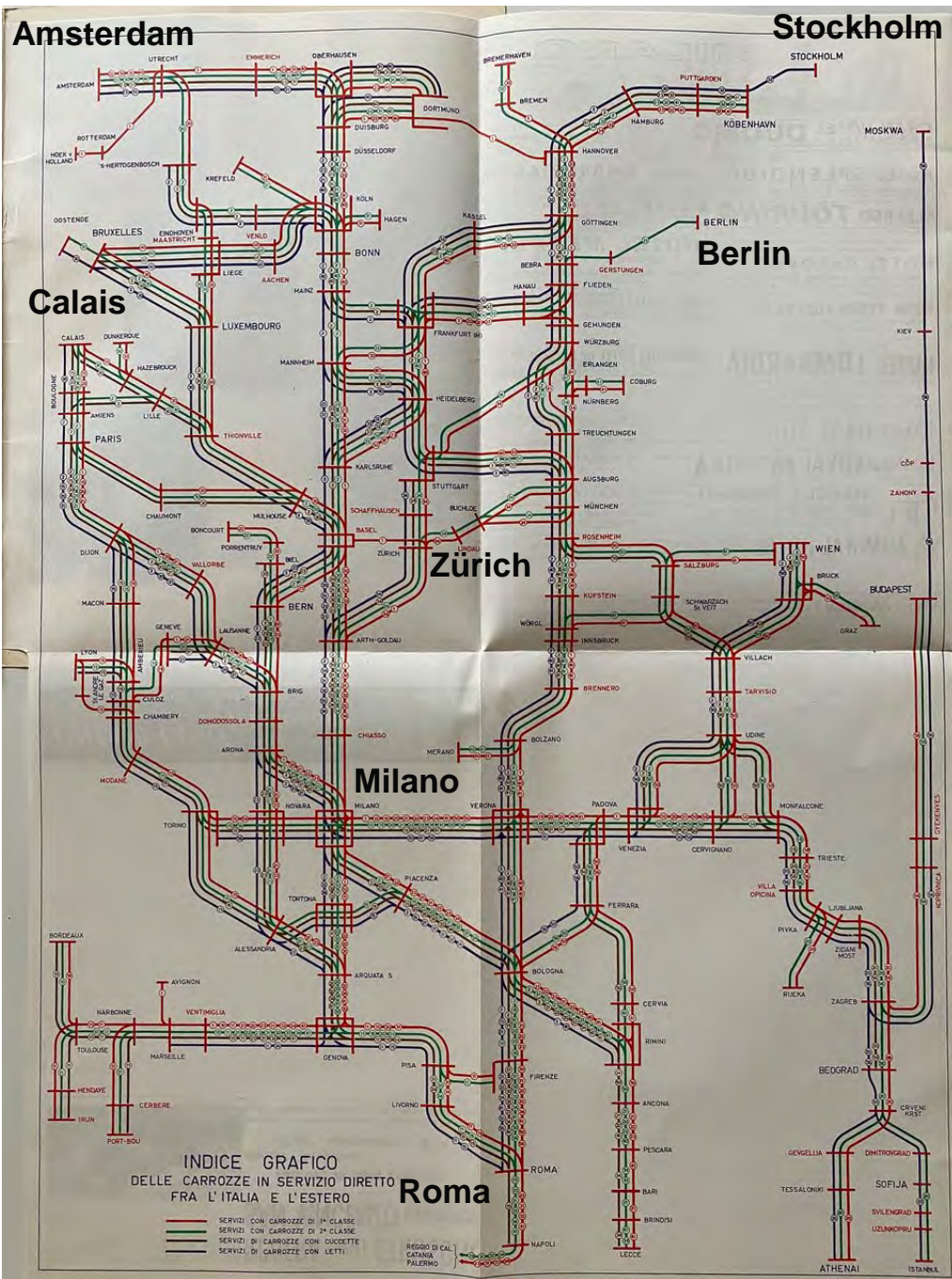
**Optimized use of
infrastructure**

This presentation shows that we can improve the international passenger rail network when we work together from a European perspective. And contribute more to sustainable mobility.

- 1 Urgency: connectivity & climate.
- 2 Context: rail market and modal shift.
- 3 Eurolink: focus and rail network design philosophy.
- 4 Eurolink: first results.



1. Urgency: connectivity & climate



European connections to Italy in 1974

- Courtesy of Walter Finkbohner, former-director of SBB.

Connections

ROME - STOCKHOLM

Fr 10.06.2022

07:25 - 13:34 30:09 chg. 7

FR - EC - ICE - D - IC - R - Bus - X2

Roma Termini
Stockholm Central

Long trip: departure: 10.06.2022, arrival: 11.06.2022

Current information available.

Includes trains requiring a reservation

07:25 - 15:18 31:53 chg. 4

FR - EC - ICE - D - R

Roma Termini
Stockholm Central

Long trip: departure: 10.06.2022, arrival: 11.06.2022

Current information available.

Includes trains requiring a reservation

09:20 - 17:37 32:17 chg. 9

FR - EC - ICE - RE - RE - IC - ICL - R - Bus - X2

Roma Termini
Stockholm Central

Long trip: departure: 10.06.2022, arrival: 11.06.2022

Current information available.

Includes trains requiring a reservation

09:20 - 18:45 33:25 chg. 8

FR - EC - ICE - RE - RE - IC - ICL - R - X2

Roma Termini

Scandinavian connections to Italy in 2022

- Print screen from «DB Navigator»

How Italy's high-speed trains helped kill Alitalia

CNN • Updated 14th October 2021



Today we see growing ambitions on a European scale. A call for fast steps, better connectivity and more sustainable mobility.

- **EC Sustainable & Smart Mobility Strategy** aims for 2x number of high-speed passengers in 2030 and 3x in 2040. **Action plan** published last December 2021.
- The **International Rail Passengers Platform** is since Spring 2020 a cooperation between member states, EC and sector parties.
- Infrastructure managers contribute with the **Eurolink** project for European network development.



WHERE THE POSSIBILITIES ARE ENDLESS

How Trans Europe Express trains could be making a comeback

Ben Jones, CNN • Updated 5th February 2021

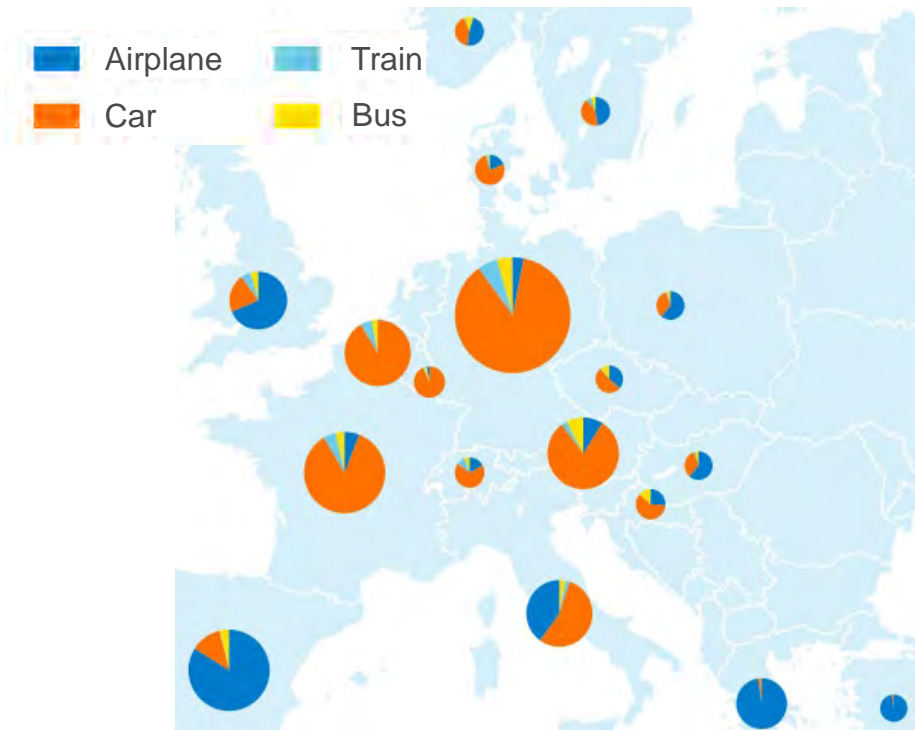




2. Context: rail market and modal shift.

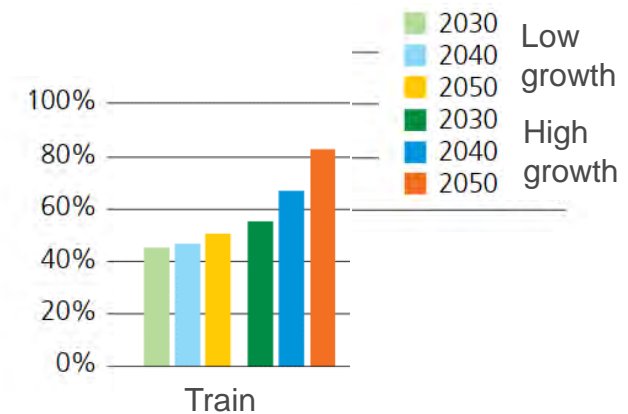
Per year millions of people travel cross-border by rail within Europe. This number is growing.

For instance to/from the Netherlands, rail accounts for 6% of all leisure trips to Belgium and Germany, and 17% for urban destinations.



Modal split from/to the Netherlands in 2018.
Source: KiM, Mobiliteit bij vakanties naar het buitenland (2020)

We expect a pick-up of pre-COVID trends and a further 40 – 60% autonomous growth towards 2030/2040.



Important connections show stronger growth:

- Amsterdam – Berlin could increase with 80%.
- Amsterdam – Köln up to 100%.
- Amsterdam – London up to 400%.

Passenger market forecast to/from the Netherlands 2030-2040-2050
Source: ProRail, IMA (2021)

Growth also means modal shift from air (and road) to rail. Rail can contribute up to 8 Mton CO₂ reduction in Europe.

In the Netherlands rail and air sector parties defined a joint 'Action agenda train and aviation' to focus efforts.

- Substitution of flights by trains to London, Paris, Brussel, Düsseldorf, Frankfurt and Berlin.
- Alignment with long-distance and sustainable aviation.

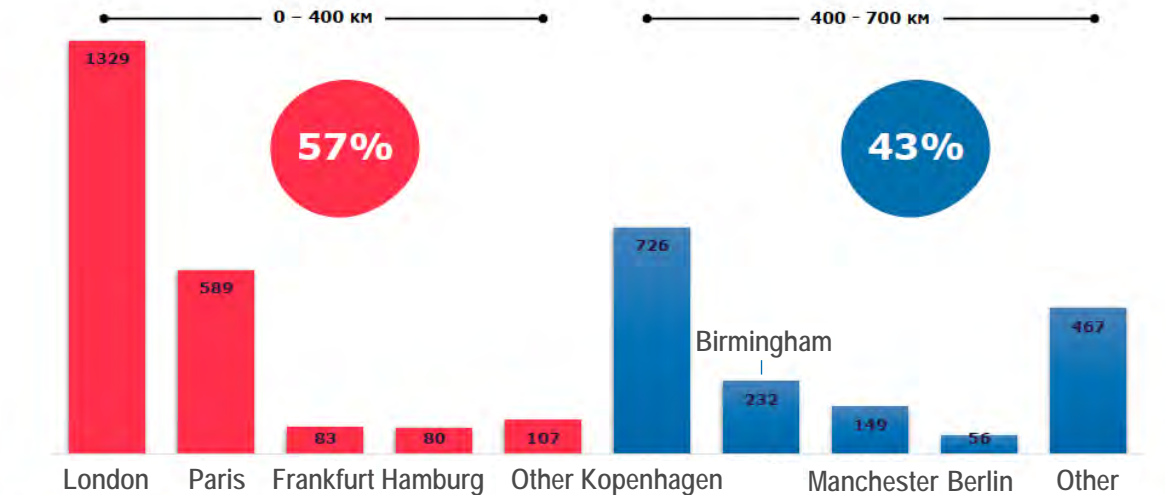
Other initiatives in France and Germany focus first on reducing national aviation.

Substitution in Europe can **reduce CO₂ emissions with 2 – 8 Mton**, roughly equivalent to all road traffic in the Netherlands (Rebel, 2020).

Dutch companies are investigating how to change their travel behaviour.

- Train up to 700kms by default, aviation by exception.
- Frequent air destinations match the action agenda.

Air destinations of 5 companies to/from the Netherlands in 2019.



BEDRIJVEN: ARCADIS – CAPGEMINI – ROYAL HASKONING DHV – STRUKTON

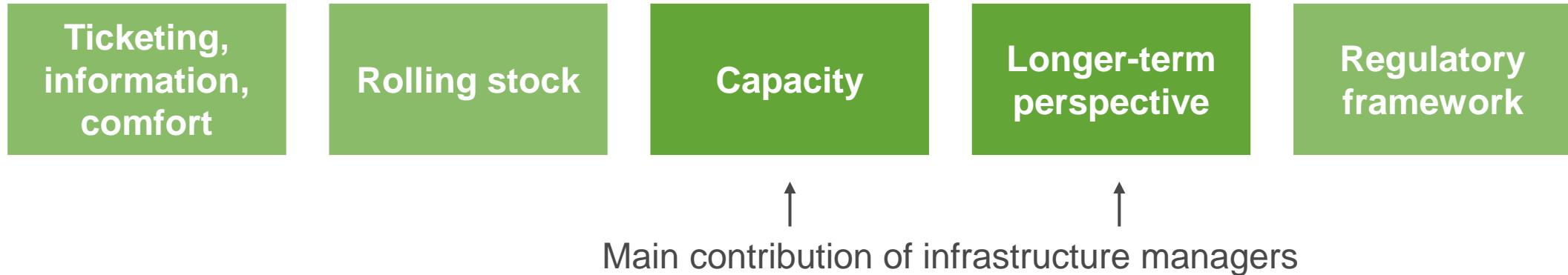
ANDERS
COREIZEN



3. Eurolink: focus and rail network design philosophy

Passengers may expect improvements throughout the chain

- The international train is an attractive product, but many aspects can be improved.
- For the operator a **successful train service stems from a combination of ingredients**. This determines, with or without government intervention, a better offer to the passenger.



Think European | Eurostar Amsterdam – London



Air-rail substitution

>50-60 daily return flights (pre-Covid)
Amsterdam – London



Suboptimal use of infrastructure



Suboptimal travel times from Amsterdam to London:

- Before 2018 >4h30
- 2020 (direct) ~4h10
- 2021 (direct) ~3h55 – 4h10
- **Optimal (direct) ~3h45**

From national timetables first and international second

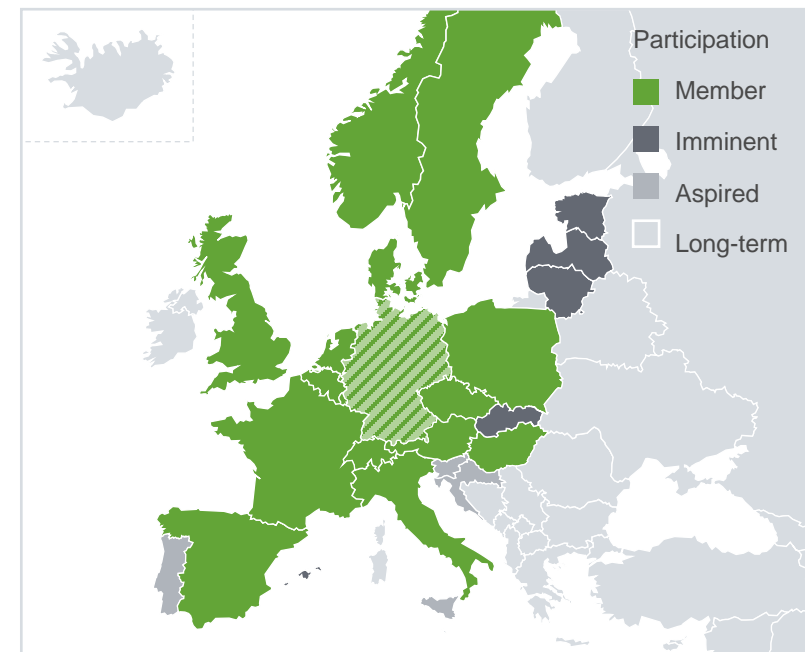


To international timetable first



Eurolink forms a growing platform for international network development

- **Our team of experts in network development is growing.**
 - Coreteam of InfraBel, ProRail, ÖBB, SBB, RFI and Správa železnic.
 - Eurolink develops timetable concepts 5-10-20 years into the future.
- **Contributions to International Rail Passenger Platform.**
- **Partnership with operators.**
 - Train operators can supply market insight and specifications. With operators and stakeholders we can identify feasible and viable steps forward.
- **Complement the formal capacity allocation process.**
 - 5-year perspective and stability as is being developed by RNE in TimeTable Redesign (TTR).



Our design philosophy for international network development contains different elements

Higher frequencies



- More cross-border connections
- Systematic slots with potential for growth

Shorter travel-times



- More attractive slots
- Needless run time margin to be avoided

Direct connections



- Much more direct connections throughout Europe
- Not just link two countries but three or even more

Optimized transfers



- Attractive transfers
- Pan-European integral clock face timetable

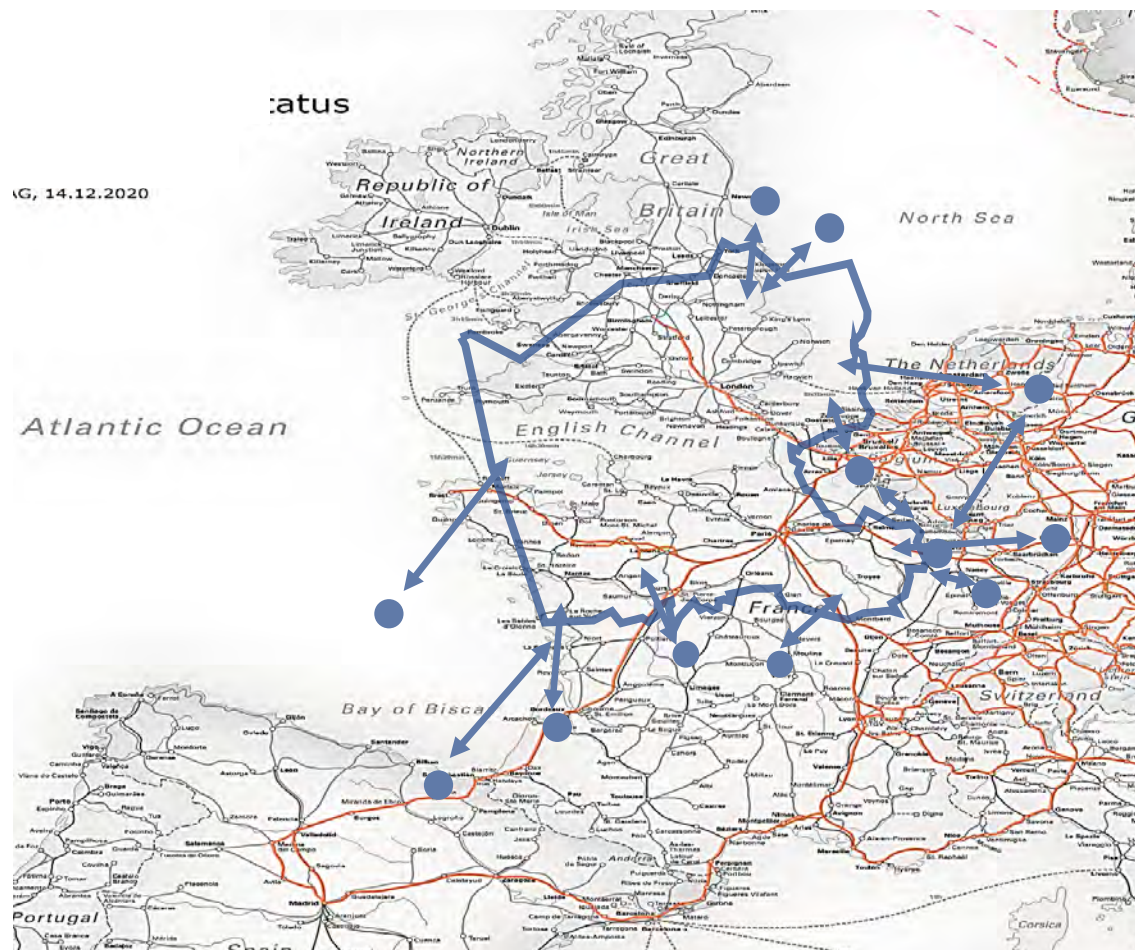
Twofold approach to infrastructure

- Short to medium-term > Optimal use of existing and planned capacity
- Medium to long-term > Smart, adaptive and targeted investments

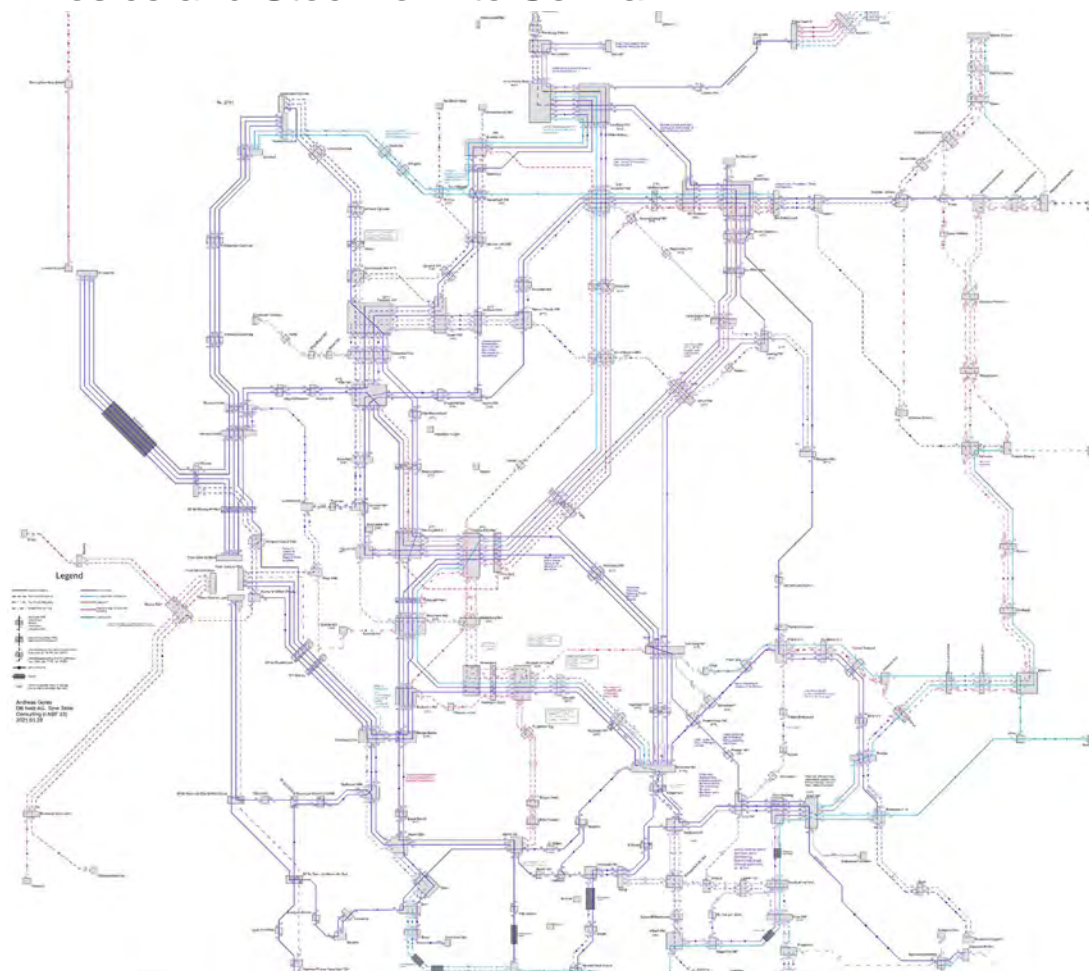


A common capacity model and timetable structure

Scope with mature design suitable for market analysis and discussions with operators, governments and



Underlying timetable structure, from Glasgow to Kosice and Stockholm to Sevilla.





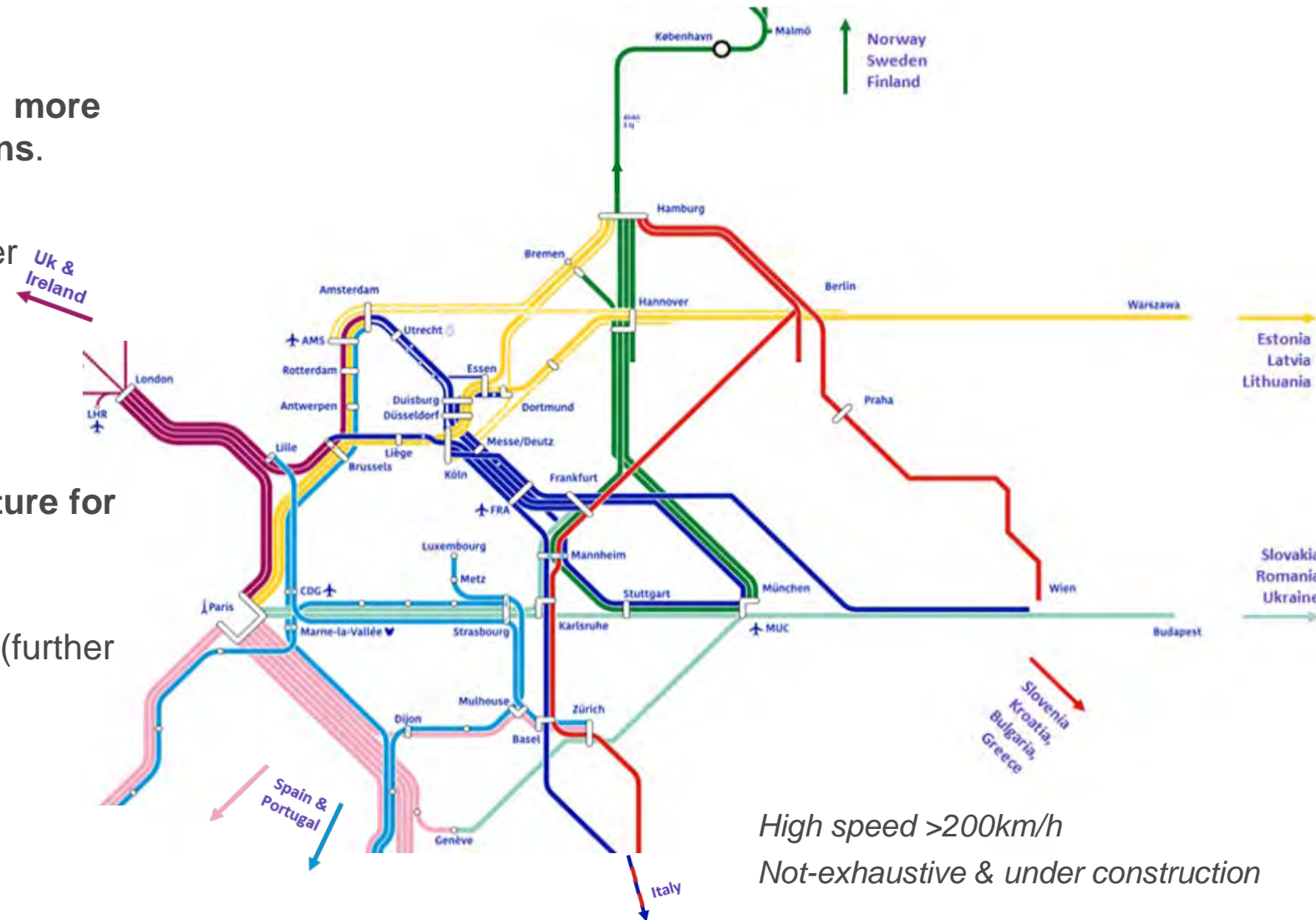
3. Eurolink: first results

A high-performance international network on expected infrastructure around 2030 could look like this

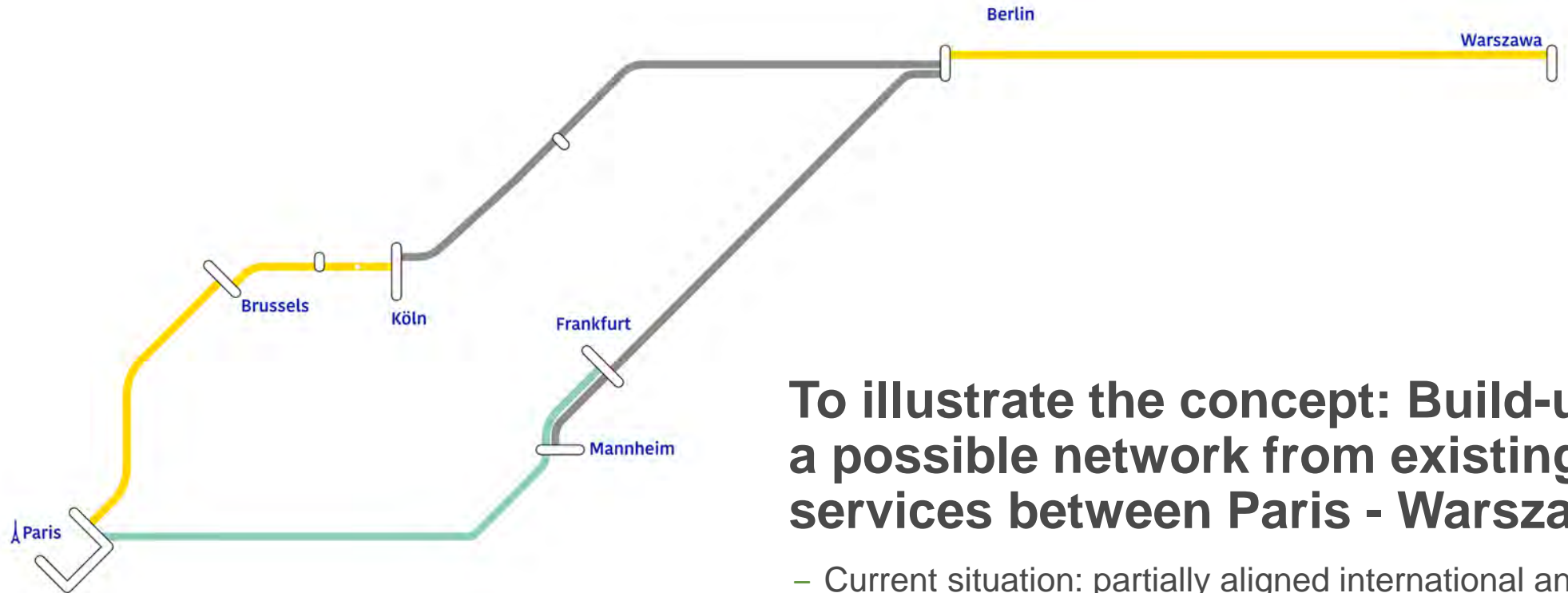
- High frequency, shorter travel-times, more direct services and better connections.
- Cohesive network of corridors.
- **Quality hubs**, also to aviation and other modalities.



- **Cadenced and systematic slot structure** for market growth.
- **Possible on expected infrastructure** (further microscopic study to be done).



High speed >200km/h
Not-exhaustive & under construction



To illustrate the concept: Build-up of a possible network from existing services between Paris - Warszawa

- Current situation: partially aligned international and national services.

Paris to	Today
Köln	3h26
Berlin	8h20, 1 change
Warszawa	15h09, 3 changes

*Current travel times are based on public information for April/May 2021 and may be influenced by COVID.



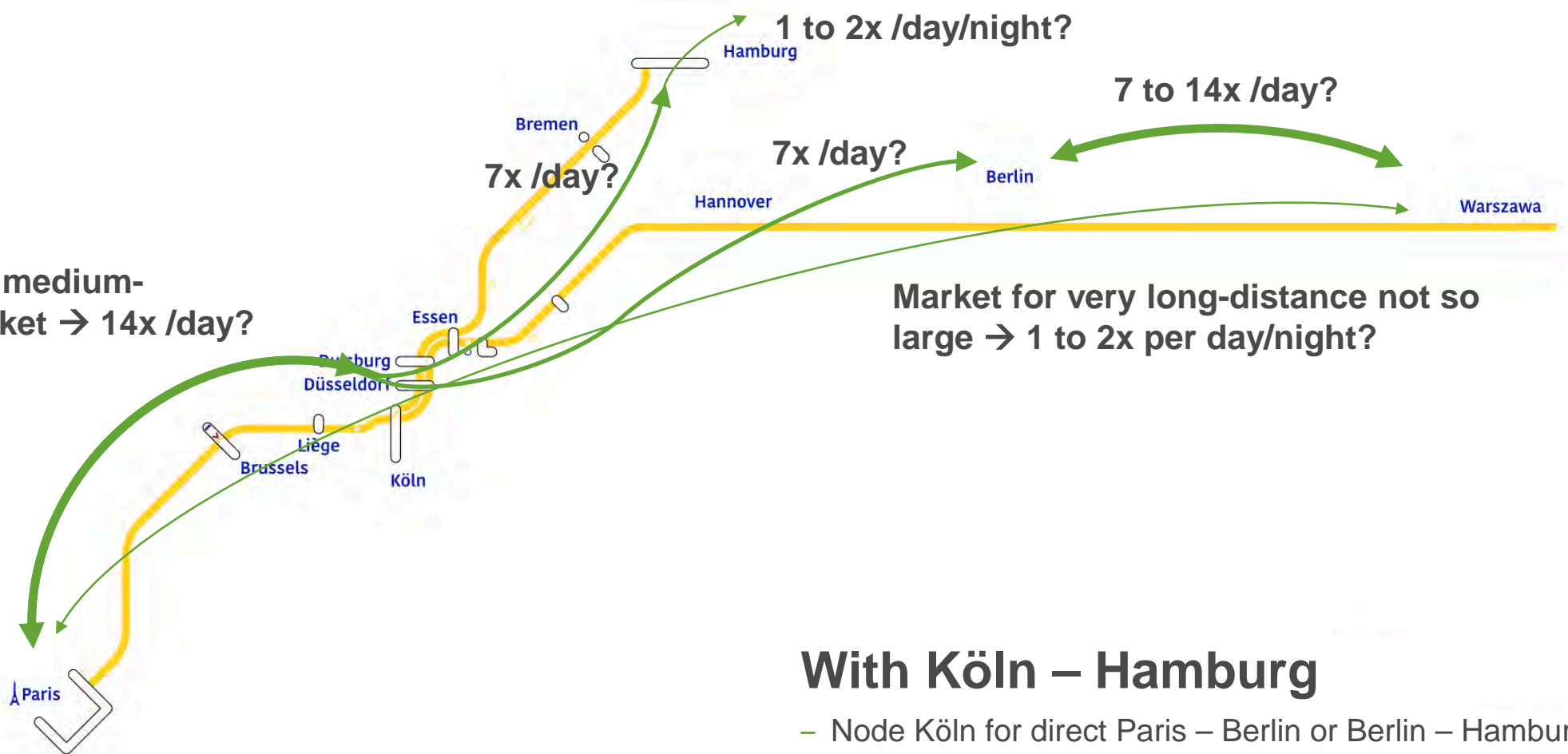
In Eurolink we align slots to create long-distance opportunities

- Systematic and perhaps preferential slots. Basis for alignment, product development by the market and growth.
- Current international and national slots combined.
- Hourly services possible.

Paris to	Eurolink	Today
Köln	3h19	3h26
Berlin	8h05	8h20, 1 change
Warszawa	13h44	15h09, 3 changes

*Eurolink travel times on this and following slides are indicative and subject to change

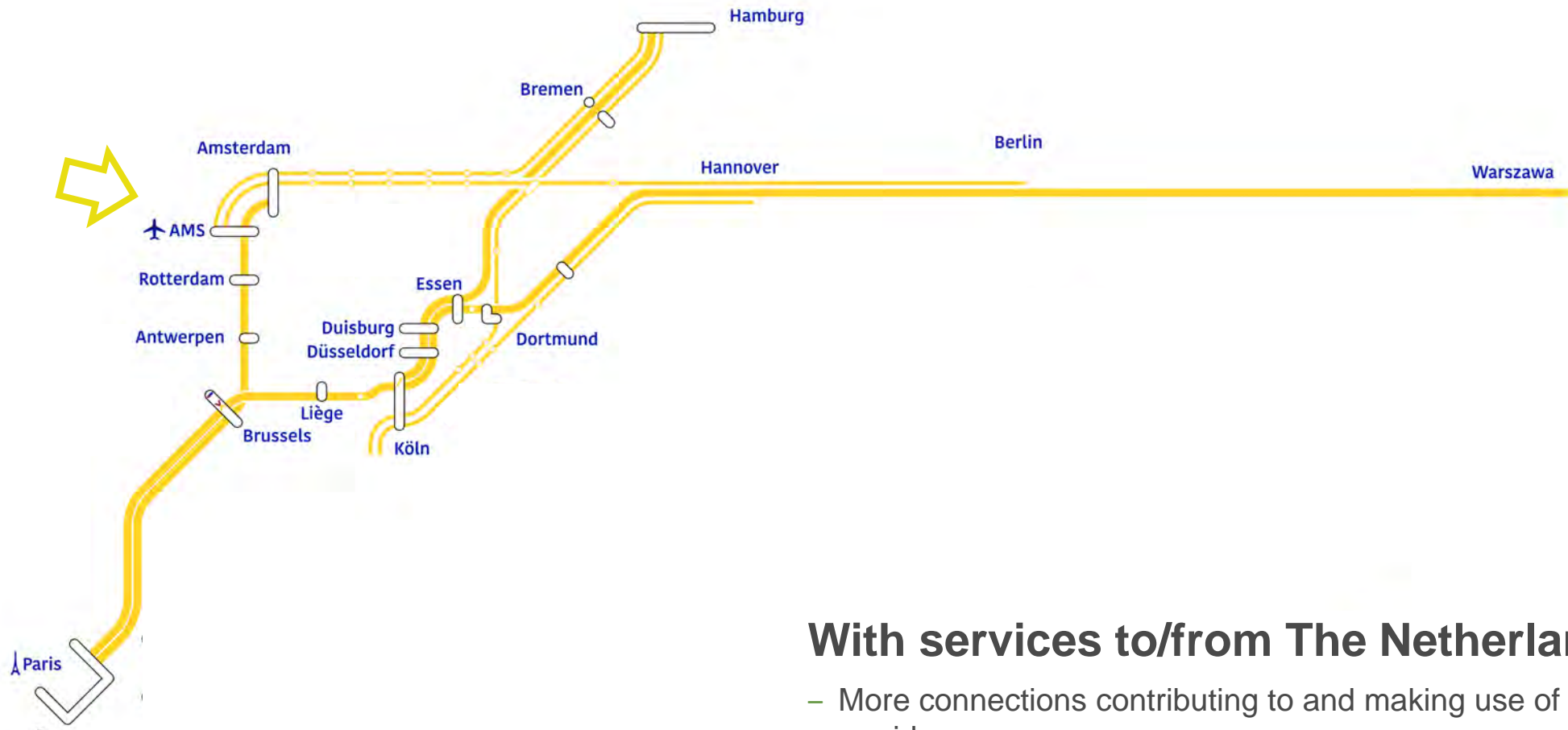
High volume medium-distance market → 14x /day?



With Köln – Hamburg

– Node Köln for direct Paris – Berlin or Berlin – Hamburg

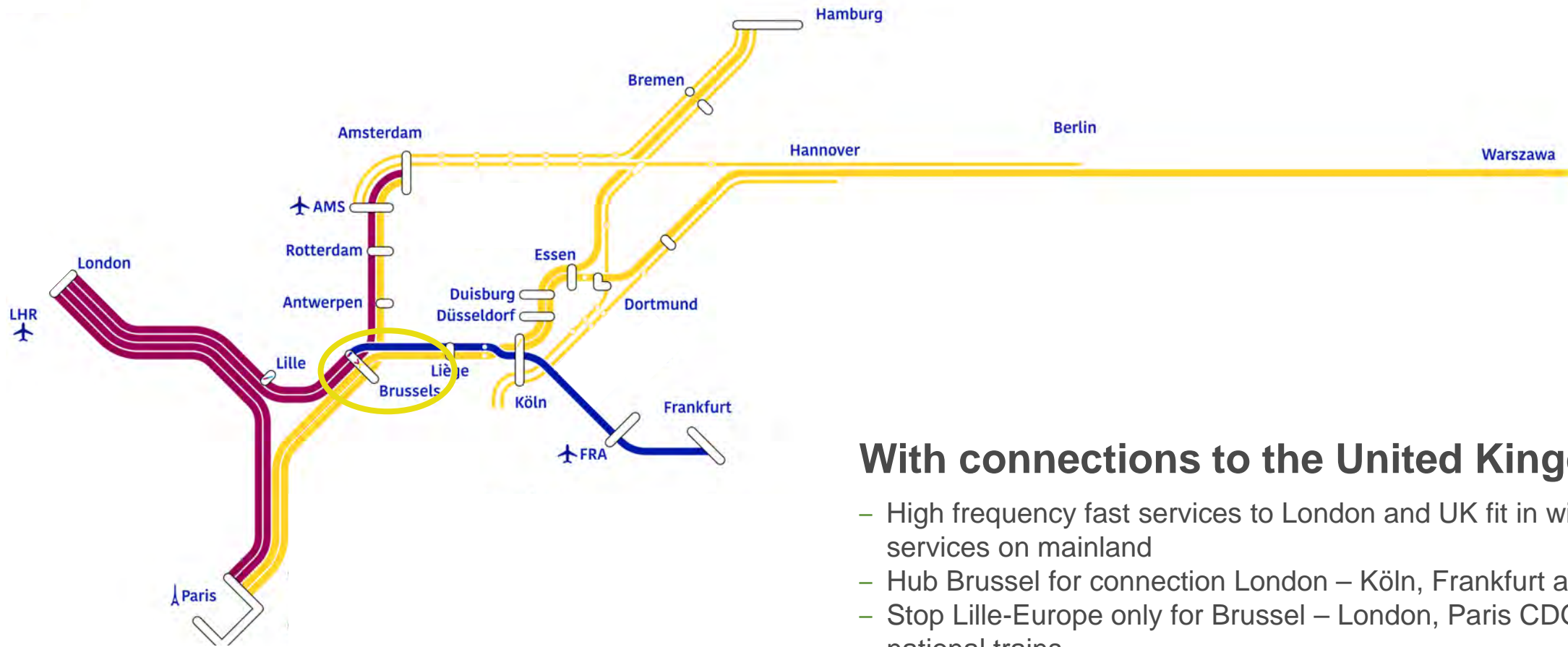
Paris to	Eurolink	Today
Hamburg	7h00, direct	8h04, 2 changes



With services to/from The Netherlands

- More connections contributing to and making use of the corridor.
- Amsterdam – Warszawa also conceivable.
- Hamburg – Amsterdam via Osnabrück Alstadt.

Amsterdam to	Eurolink	Today
Hamburg	4h48	5h05, 1 change

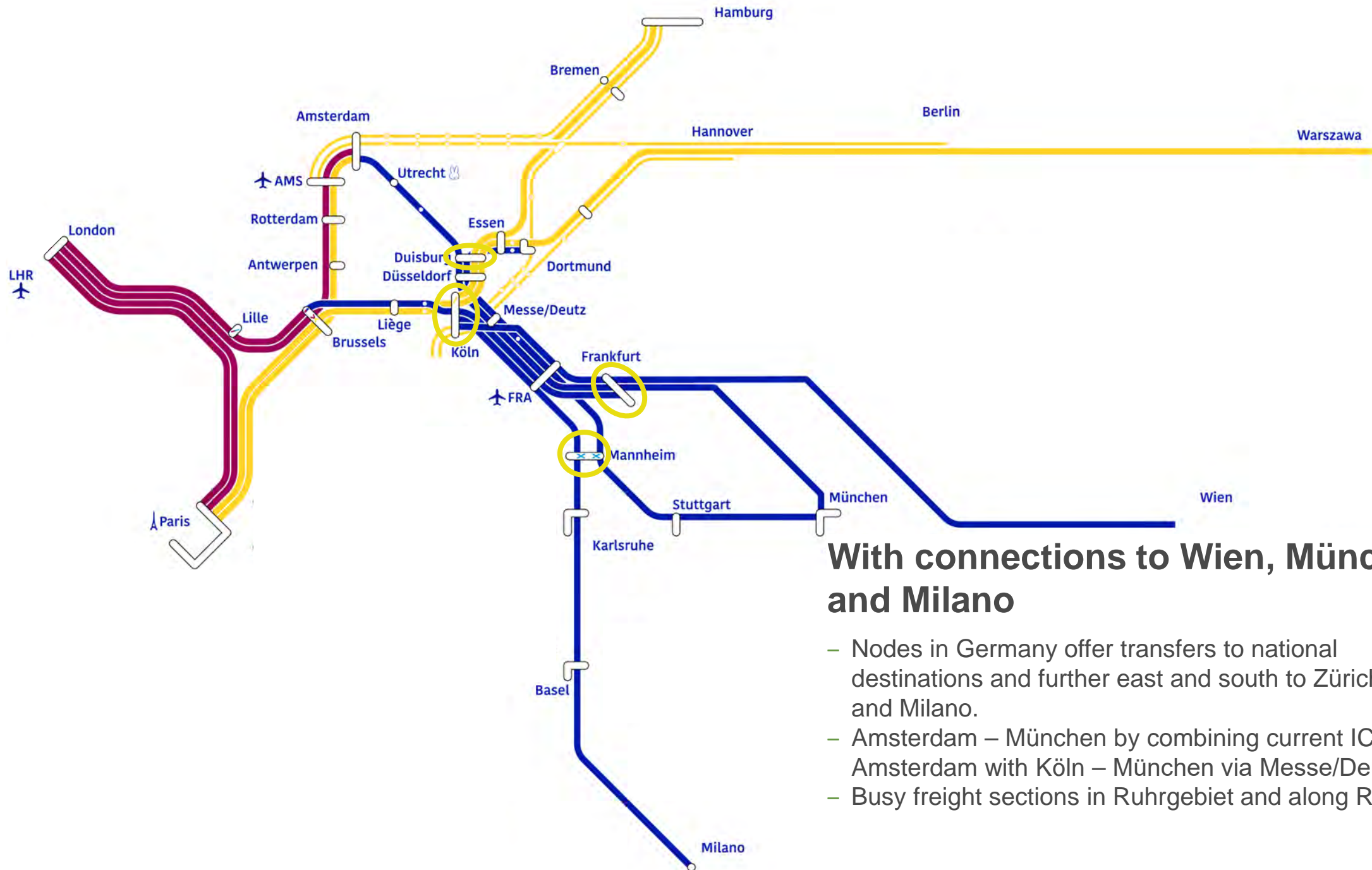


With connections to the United Kingdom

- High frequency fast services to London and UK fit in with yellow services on mainland
- Hub Brussel for connection London – Köln, Frankfurt and Berlin.
- Stop Lille-Europe only for Brussel – London, Paris CDG and national trains.

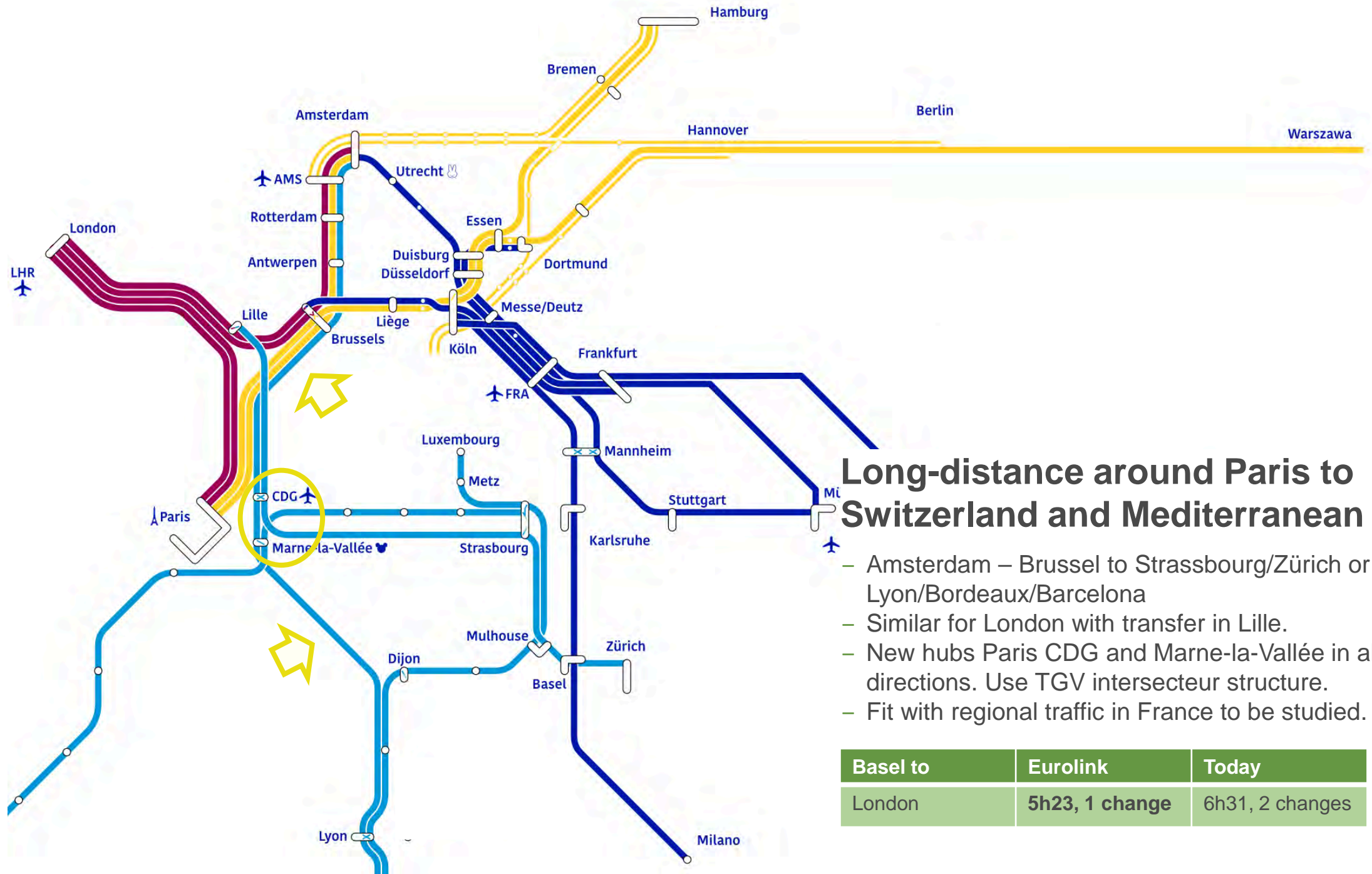
London to	Eurolink	Today
Paris	2h24	2h36
Brussel	1h54/2h00	2h00
Amsterdam	3h44/4h10	4h10*
Köln	4h24, 1 change	6h17, 1 change
Frankfurt	5h32, 1 change	6h04, 1 change

* Excl. 12' stop Lille



With connections to Wien, München and Milano

- Nodes in Germany offer transfers to national destinations and further east and south to Zürich, Wien and Milano.
- Amsterdam – München by combining current ICE Amsterdam with Köln – München via Messe/Deutz.
- Busy freight sections in Ruhrgebiet and along Rhine.

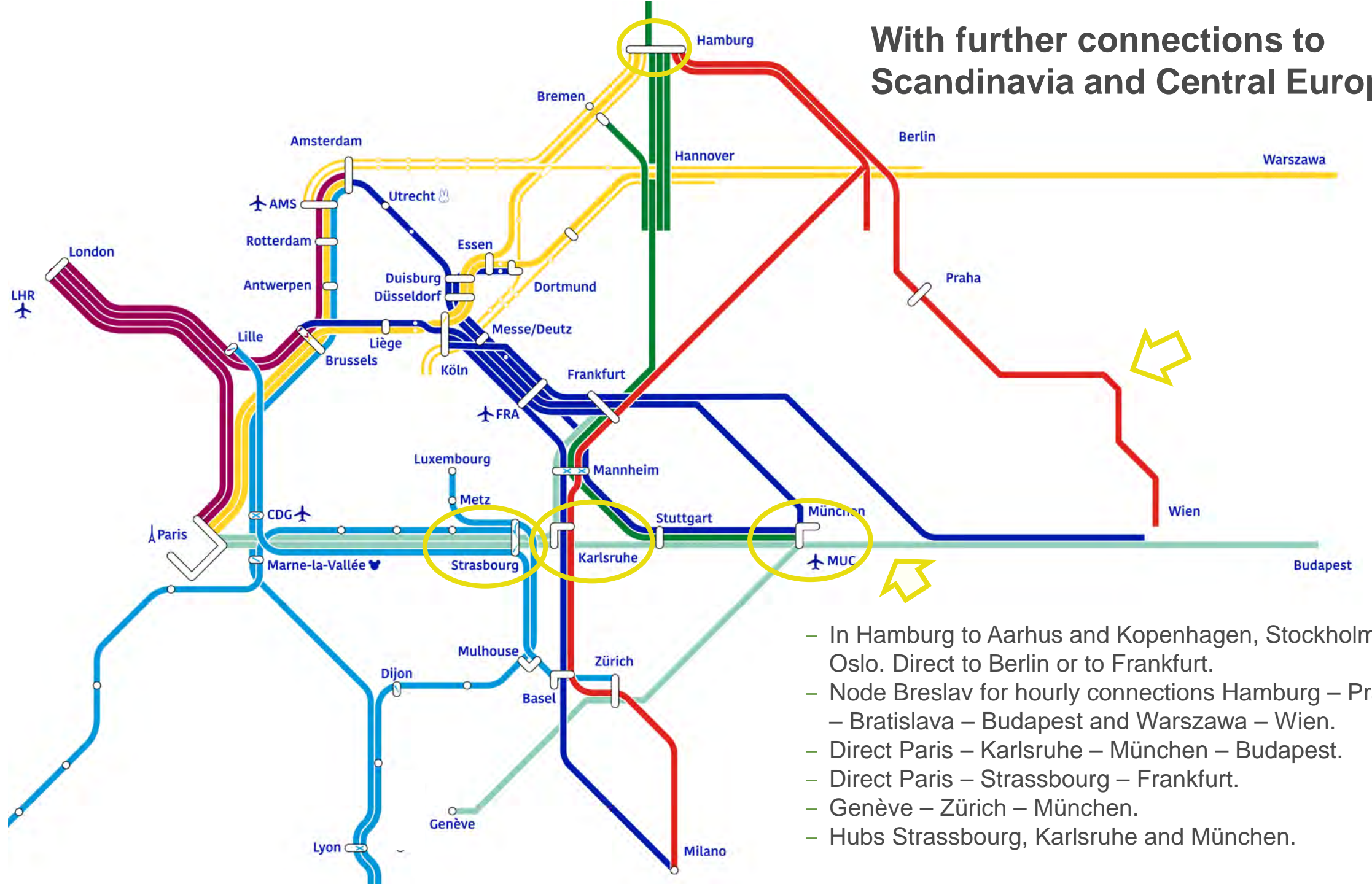


Long-distance around Paris to Switzerland and Mediterranean

- Amsterdam – Brussel to Strassbourg/Zürich or Lyon/Bordeaux/Barcelona
- Similar for London with transfer in Lille.
- New hubs Paris CDG and Marne-la-Vallée in all directions. Use TGV intersecteur structure.
- Fit with regional traffic in France to be studied.

Basel to	Eurolink	Today
London	5h23, 1 change	6h31, 2 changes

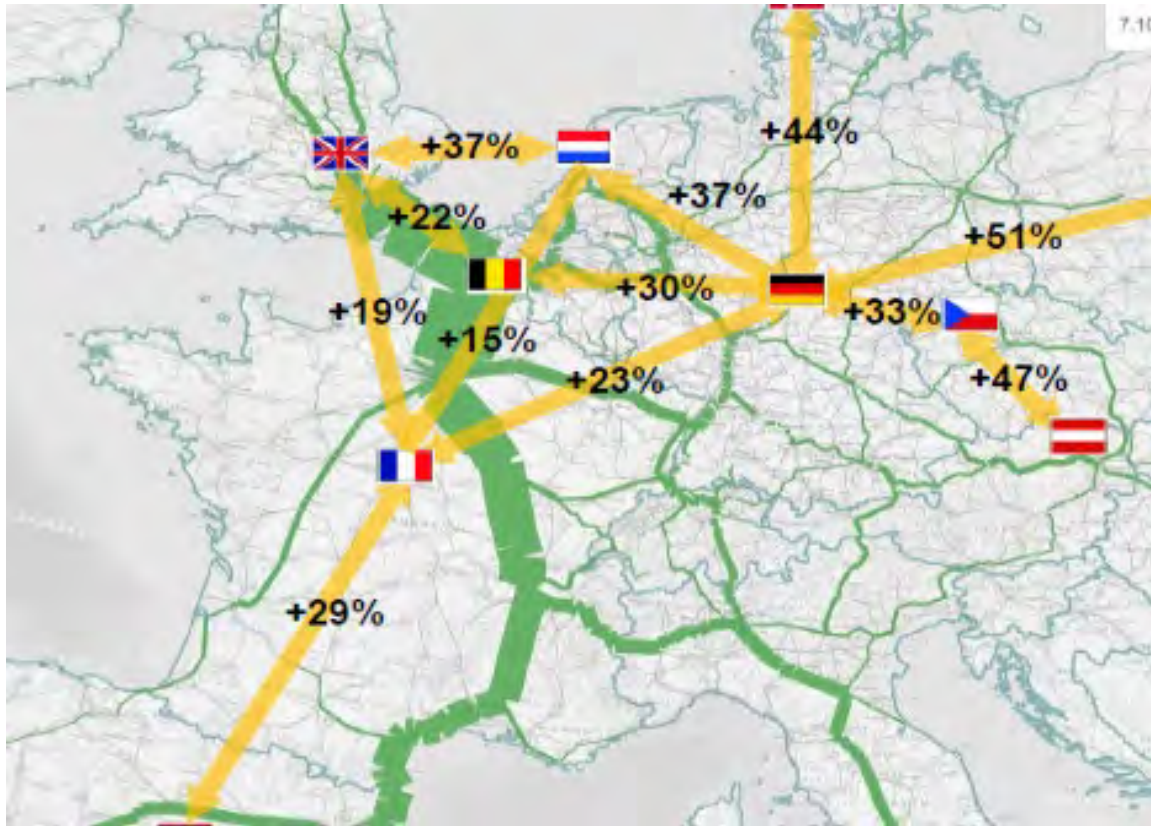
With further connections to Scandinavia and Central Europe



- In Hamburg to Aarhus and Kopenhagen, Stockholm and Oslo. Direct to Berlin or to Frankfurt.
- Node Breslav for hourly connections Hamburg – Praha – Bratislava – Budapest and Warszawa – Wien.
- Direct Paris – Karlsruhe – München – Budapest.
- Direct Paris – Strassbourg – Frankfurt.
- Genève – Zürich – München.
- Hubs Strassbourg, Karlsruhe and München.

Preliminary result | Eurolink 2030 concept leads to around 20-30% extra cross-border passengers. This can be improved.

Evaluation is on-going



- Good results in densest parts of Europe and between major cities.
- Effects of better long-distance timetabling in/around core area NW-Europe only.
- Extra growth varies per country-pair.
- Excludes domestic growth. Optimal fit with national/regional to be added.
- Low policy scenario.
- Further rail improvements lead to higher growth, for instance:
 - Better passenger experience (information, booking, traveller rights, hubs/comfort).
 - Pricing and through-ticketing.
 - Improved cross-border performance.

Together we create a better offer to the passenger, starting tomorrow!

- From easier ticketing and better travel experience,
- To more, faster and better connected trains,
- And quality hubs to other trains and modalities.

So rail can contribute more to sustainable mobility.



Photo Bruce Mars

ProRail

INFRABEL
Right On Track

EUROLINK



Further contact

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Cross border public transport commuting experiences

Julia Quitmann

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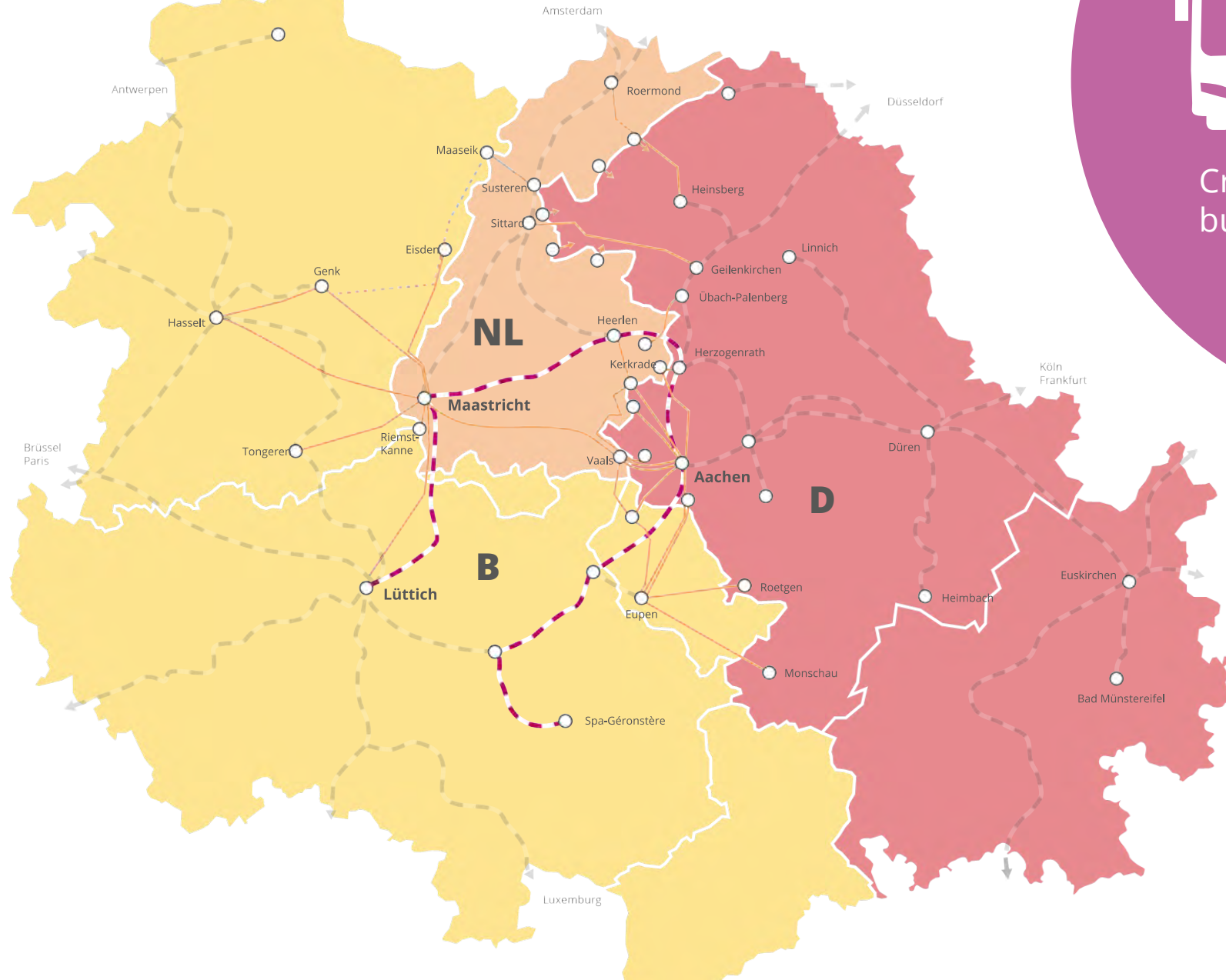
easyConnect - Seamless mobility across borders

European Passenger Forum, Copenhagen

AACHEN AND THE EUREGIO MEUSE-RHINE



CROSS-BORDER MOBILITY IN THE EUREGIO MEUSE-RHINE



26

Cross-border bus lines



3

Cross-border train services

BARRIERS FOR CROSS-BORDER PUBLIC TRANSPORT

- **Infrastructure** (e.g. power and signaling systems)
- **Operation** (e.g. timetabling, tendering)
- **Fares** (e.g. differing fare systems)
- **Ticketing** (e.g. interoperability of electronic tickets)

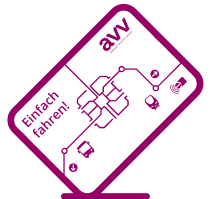
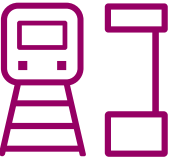


Passengers want to travel worry-free and seamless, even across national borders!

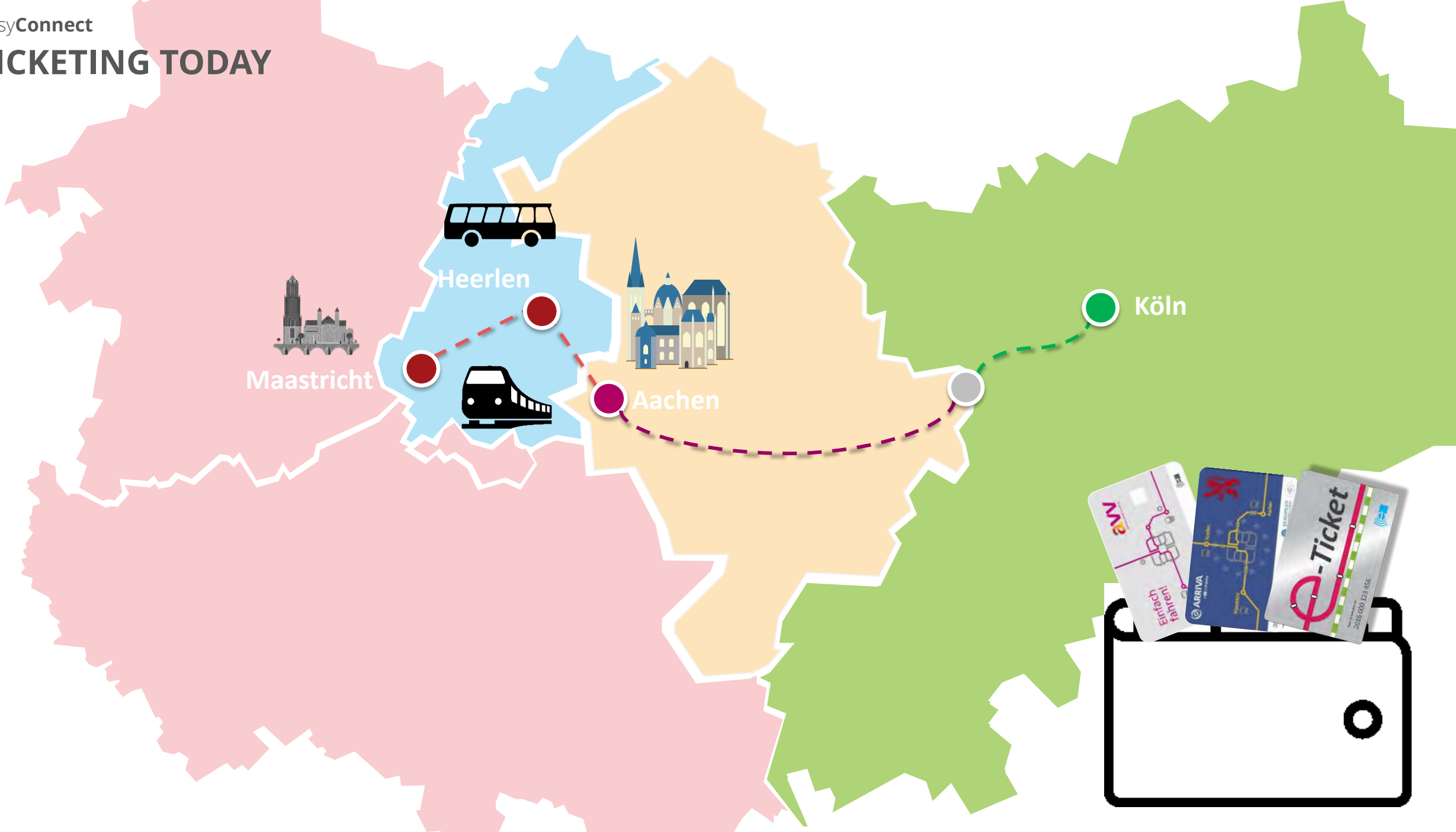
These demands can only be met if all partners in a cross-border region **cooperate intensively!**

HOW CAN THE BARRIERS BE REMOVED?

- **Infrastructure:** Purchase of multi-system vehicles
- **Operation:** Cross-border agreements and jointly issued calls for tender
- **Tariffs:** Development of cross-border tariffs and interoperable tariffs
- **Ticketing:** Solutions for interoperable ticketing (ID-Ticketing)

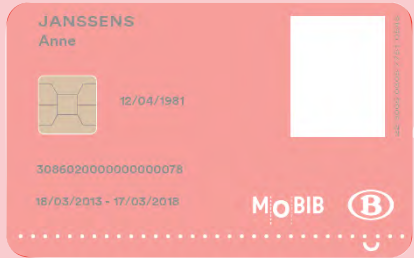


TICKETING TODAY



ID-BASED TICKETING IN THE EUREGIO MEUSE RHINE

BORDERLESS TICKETING



**ID-based
ticketing**



EUROPEAN TRAVELLERS CLUB (ETC)

ID-Ticketing



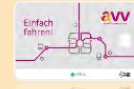
EUROPEAN Travellers Club



Maastricht



Heerlen



Aachen



01/2016-
12/2017

Development of system architecture for ID-Ticketing based on public transport chip cards

12/2017-
03/2018

Pilot between Aachen (GER) and Maastricht (NL)



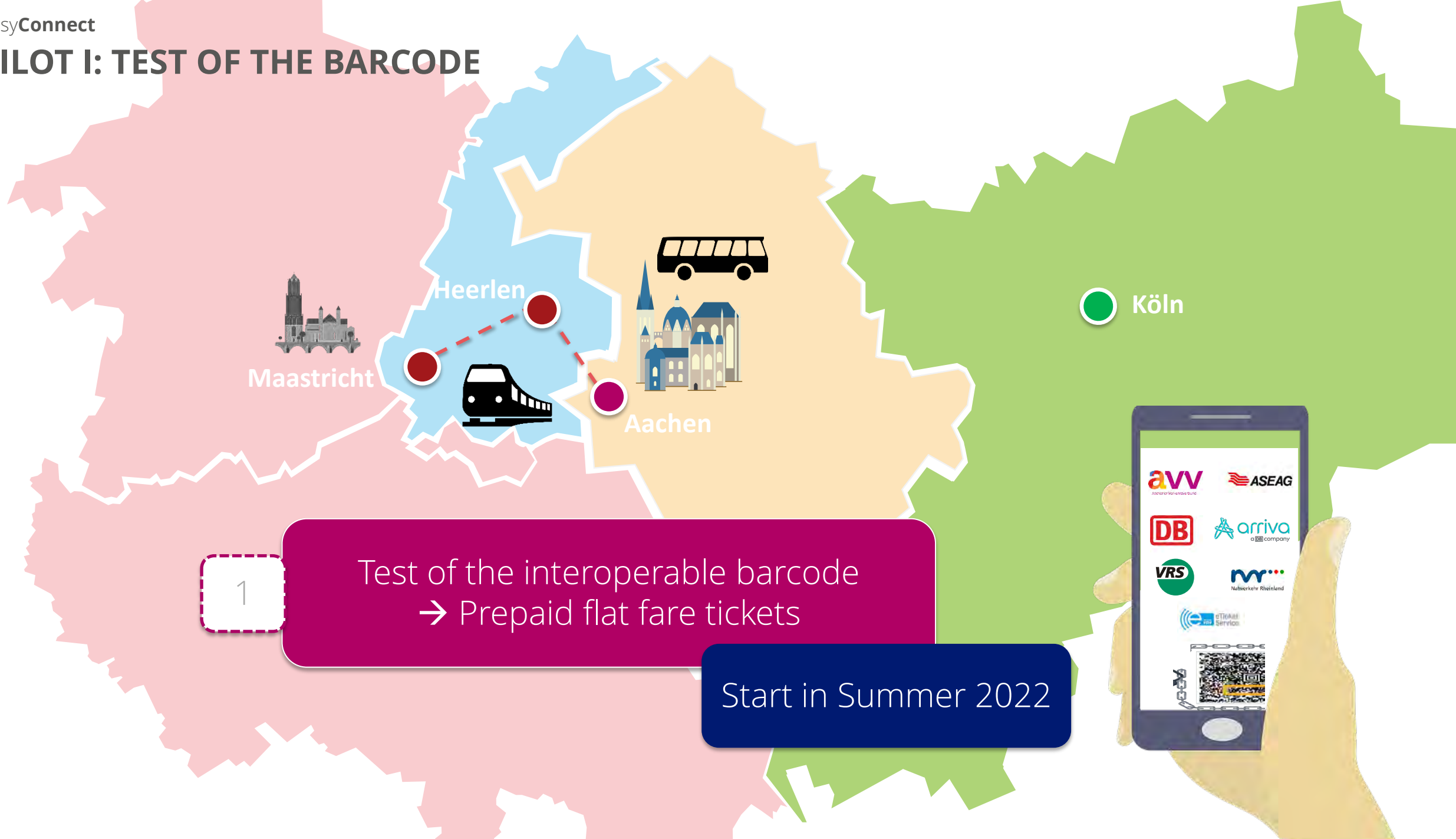
This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 636126.

ID-BASED TICKETING IN THE EUREGIO MEUSE RHINE

BORDERLESS TICKETING



PILOT I: TEST OF THE BARCODE

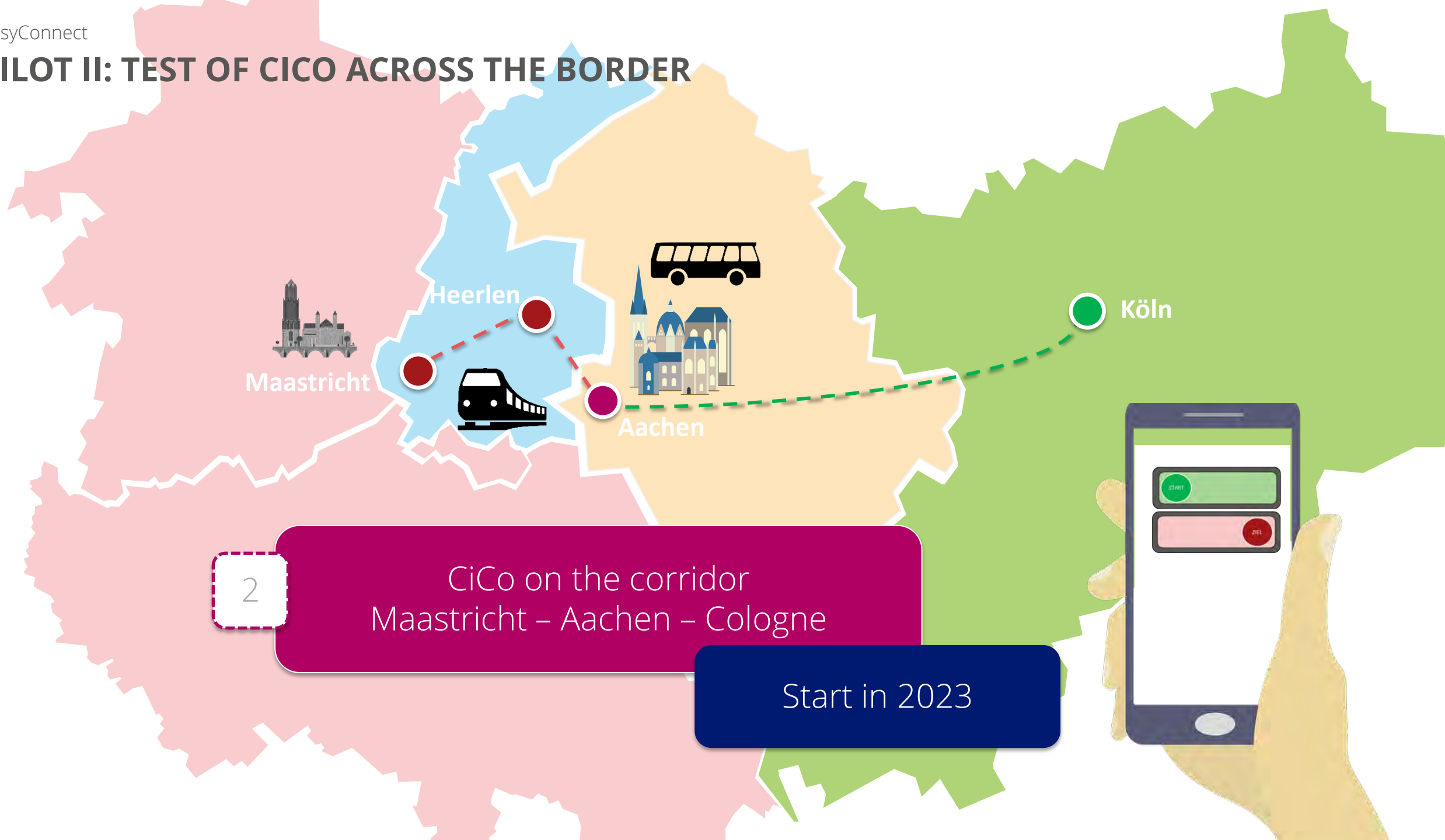


1

Test of the interoperable barcode
→ Prepaid flat fare tickets

Start in Summer 2022

PILOT II: TEST OF CICO ACROSS THE BORDER



2

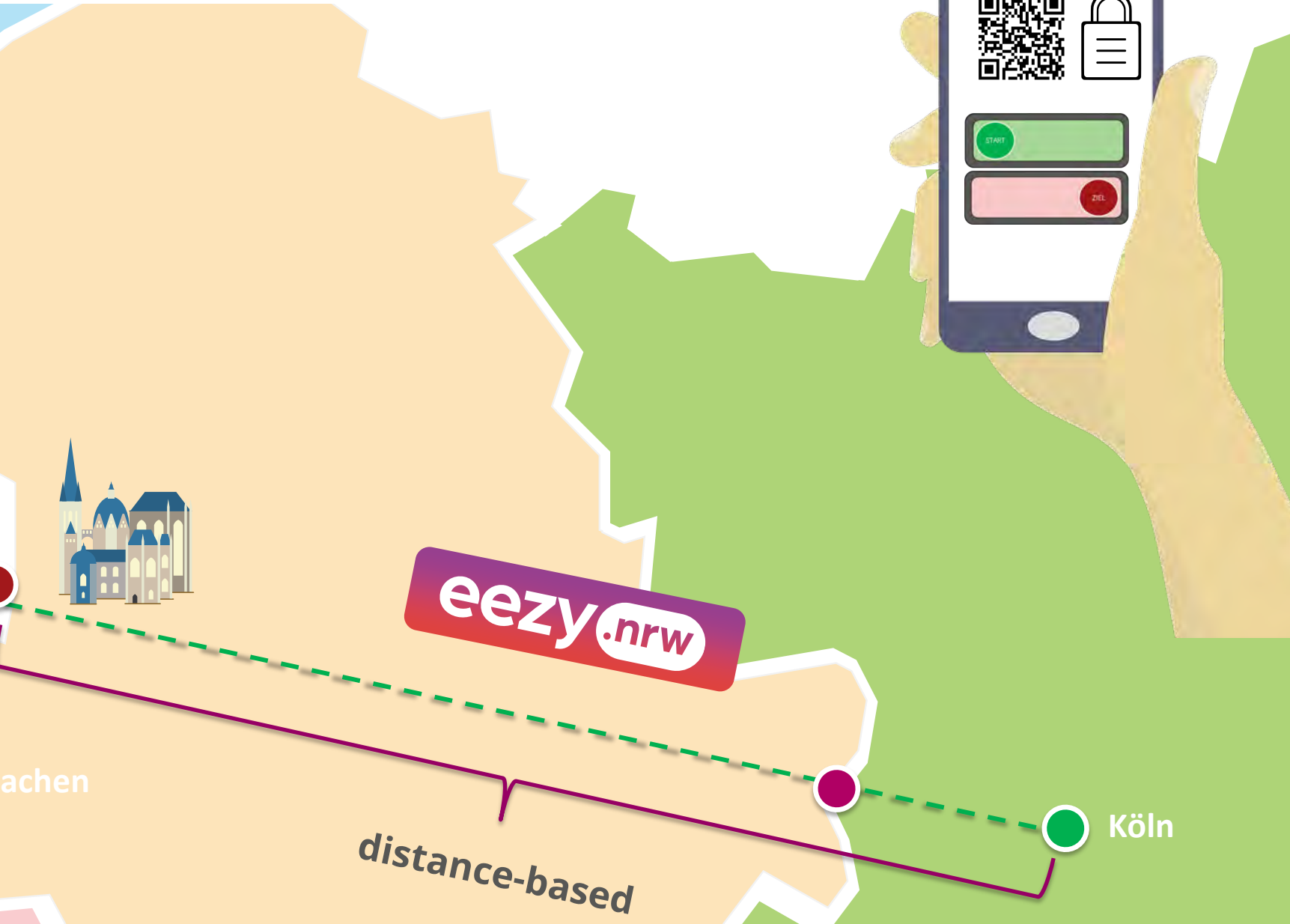
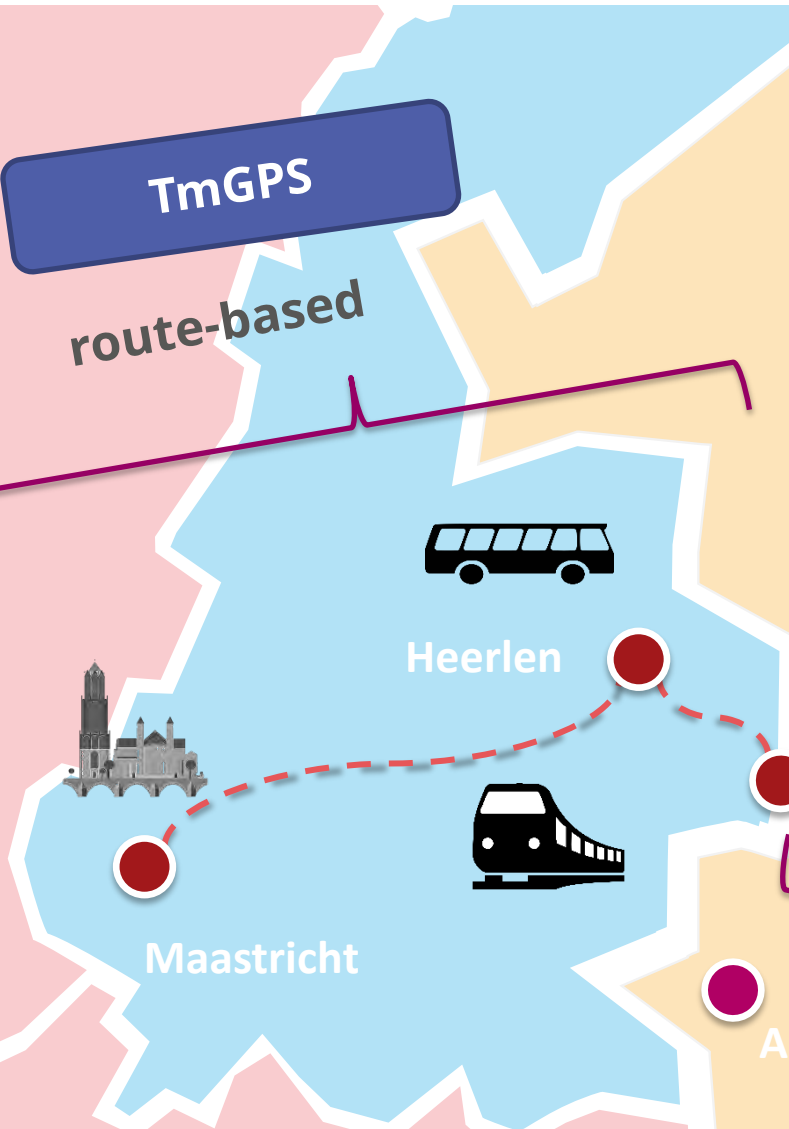
CiCo on the corridor
Maastricht – Aachen – Cologne

Start in 2023

easyConnect
TARIFFING

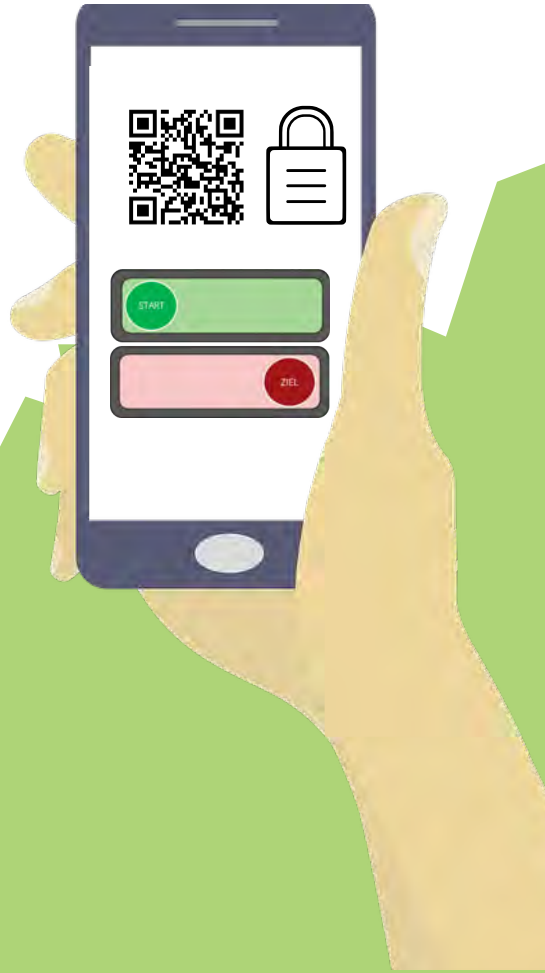
TmGPS

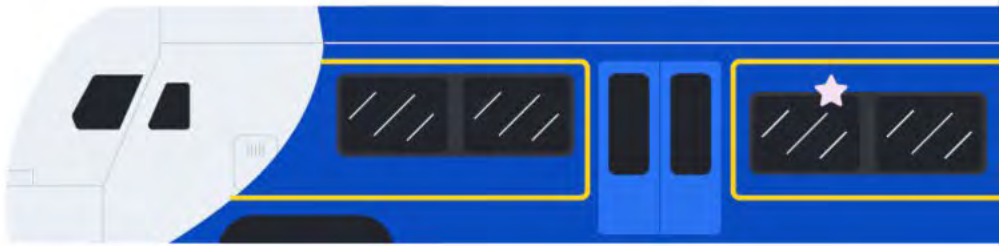
route-based



eezy.nrw

distance-based



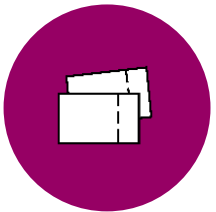


Mobilität für Zukunft



OUR VISION:

CROSS-BORDER PUBLIC TRANSPORT IN THE FUTURE



**SEAMLESS
TICKETING**



MULTIMODAL



**INNOVATIVE
AND
SUSTAINABLE**



DIGITAL



Julia Quitmann

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Cross border public transport commuting experiences

Marco Gariboldi

UTP – Associazione Utenti del Trasporto Pubblico
Pubblico
(Italy-Switzerland)



Railway border crossings between Italy and Switzerland

Overview and perspectives

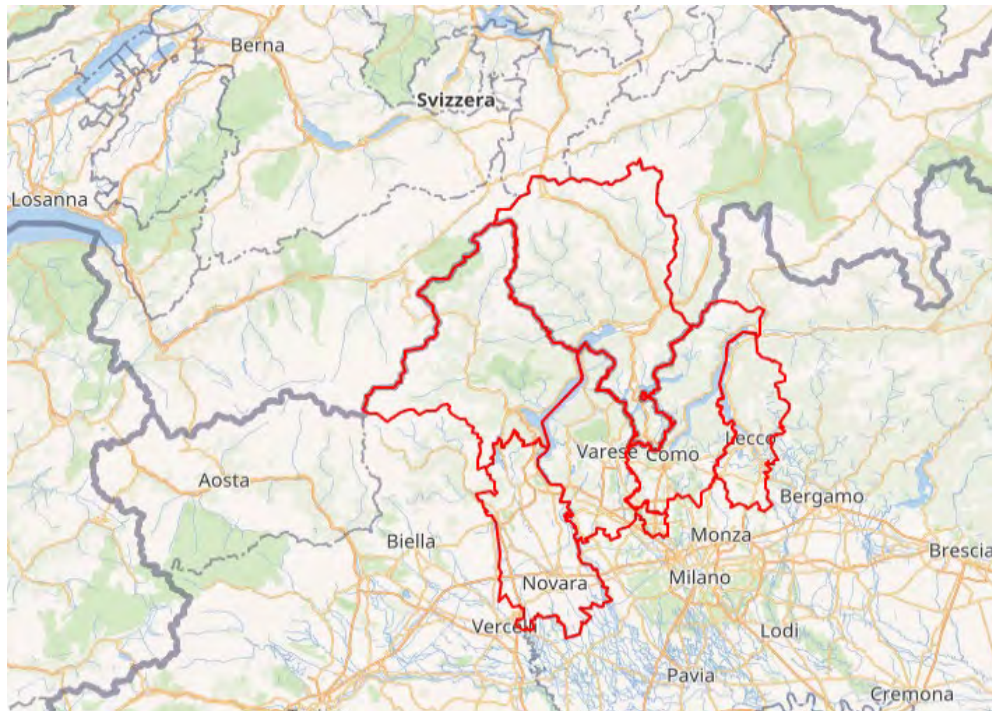
Marco Gariboldi – UTP Utenti Trasporto Pubblico



The context

Regio Insubrica:

- Area 14,781 km² – Pop. 6.5 million – 441/km²
- Common language, geographical, cultural and economic area
- Milan metro area (pop. 5 million)
- Canton Ticino (pop. 350,000 – 75,000 cross-border workers)
- → intense daily cross-border mobility for work, study, tourism, shopping...



Wikimedia | © OpenStreetMap - La zona della Regio Insubrica



CC BY-SA 3.0, <https://commons.wikimedia.org/w/index.php?curid=568247>

Railway border crossings

Between Italy and Switzerland there are five railway border crossings:

- Simplon tunnel (Brig – Domodossola line)
- Camedo (Domodossola-Locarno line, so called «Vigezzina»)
- Luino (Luino-Bellinzona line)
- Chiasso («Gotthard line» Milano-Lugano-Arth Goldau)
- Tirano («Bernina Express line», Tirano-St. Moritz)



The Italian-Swiss cross-border rail traffic

The peculiarities of Italian-Swiss cross-border railway traffic are the following:

- High long-distance passenger traffic from Switzerland, Germany, East France to Milan and the rest of Italy
- Very high regional traffic between Lombardy and Canton Ticino, to a lesser extent also between Brig and Domodossola
- Very high freight traffic, from North Europe through Lötschberg, Simplon and Gotthard tunnels, directed to all the Italian peninsula and to the main ports
- After the construction of the Lötschberg, Gotthard and Ceneri base tunnels, the railway traffic, passengers and freight, has been widely incremented
- High tourist traffic on the meter-gauge lines (Vigezzina and Bernina)

Technical issues and conflicting needs

- Different voltage, signalling systems, tunnel clearances
- → need of a dedicated fleet
- Conflicting paths between freight and passenger trains
- Conflicting paths between long-distance and regional passenger trains
- No major capacity upgrades on the Italian side
- Different conditions of carriage for long-distance and cross-border local trains
- No single governance for passenger services

Domodossola – 1 station, 5 companies, no talking...

The railway services on the Simplon line are actually the following:

- **Long distance services:** 7 EC Geneva/Basel – Milan + a few IC services Basel-Domodossola, operated by SBB/Trenitalia
- **Interregional services:** few trips between Brig and Domodossola operated by SBB
- **RegioExpress services:** service with 120min headway between Bern and Domodossola, via old-Lötschberg line, operated by BLS

On the Italian side there are two services :

- **Regional services:** service with 120min headway stopping at all station between Domodossola and Milano P.ta Garibaldi, operated by Trenitalia
- **RegioExpress services:** service with 120min headway between Domodossola and Milano Centrale, operated by Trenord

Domodossola – 1 station, 5 companies, no talking...

Problems:

- The EC services are very crowded, in particular in the peak periods (Weekend, Swiss holidays), and have compulsory seat reservation
- There is no alternative for the cross-border trips with the RegioExpress services since the connection time is too long

Opportunities, with a better organization of timetables:

- De facto increase the frequency of the international service and create a good alternative to all the passengers that cannot buy a seat on the EC trains
- Create new connection between intermediate stations, which have a very high tourist potential

→ more rail passengers and less cars and flight trips

Luino line – reserved for freight

The railway peculiarity of Luino-Bellinzona are the following:

- High freight traffic, from Northern Europe through Gotthard tunnel, directed to intermodal terminal HUPAC in Busto Arsizio, Novara freight terminal and Genova port – bypassing Milan
- Modest passenger service (line S30 with a headway of 120min in the afternoon and a long time without service during the morning)

Future development:

- Long-term plans for construction of a new one-track tunnel across the border to increase the capacity for freight traffic
- increase the passenger service to a 60min headway for the line S30



Gotthard Line – who decides?

Conflicting international and regional timetables:

- Since 2008 SBB and Trenitalia have decided the slot for the international trains
- From this date, all the regional offer has been built according to that
- A few years ago the timetable of international trains has been changed, shifting it by 15min, creating a lot of conflict with the regional traffic, in particular in Lombardy

Lack of interoperable rolling stock and infrastructure issues:

- Suburban line S11 Milan-Como-Chiasso is partially operated with new double-deck trains but these cannot pass in the Monte Olimpino 1 tunnel, due to clearance issues → the intention of Trenord is to cancel this service from Como to Chiasso
- Actually there are no connections at Como → if S11 service is limited at Como, the cross-border regional traffic will be split, losing a lot of users

TILO network – Ticino-Lombardia regional rail

- New train company from 2004 – Joint Venture FFS/SBB-Trenord
- 54 FLIRT dual-voltage 4-6 cars EMUs
- 4 local (S) and 1 fast (RE) cross-border regional services between Canton Ticino and Regione Lombardia
- 14 million passengers in 2021 (16.7 in 2019)
- 7 million train-kms
- Services integrated with both Swiss and Italian local rail networks, including Milan's S-Bahn



TILO network – Ticino-Lombardia regional rail



Year by year the Tilo network has been improved, adding lines and improving the existing ones.

- All the S lines have at least 30min headway except for the S30
- The new Ceneri base tunnel has allowed faster and direct RE connection between Locarno, Lugano and Milan
- Reopening of the stops between Bellinzona and Airolo thanks to the diversion of freight and long-distance fast trains through the Gotthard base tunnel
- Opening of lines S40 and S50 to Varese and Malpensa

New!

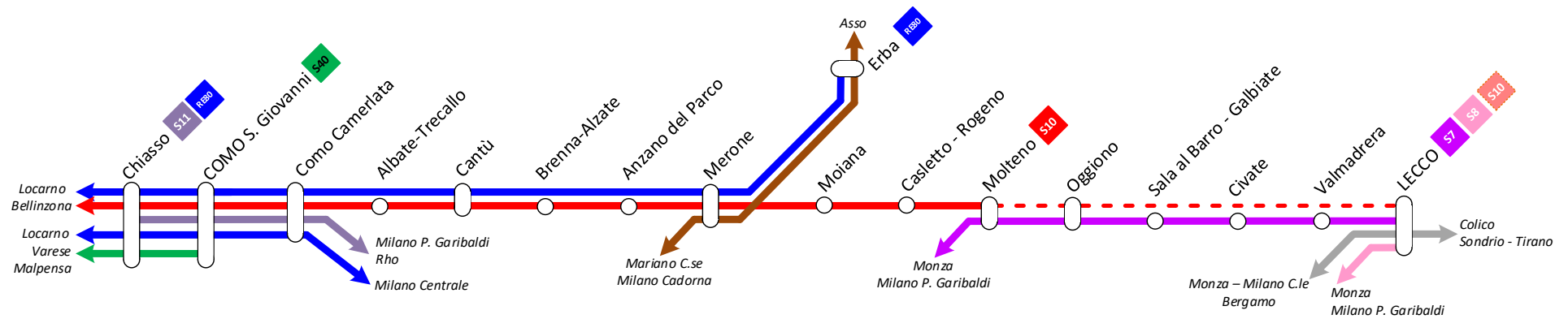
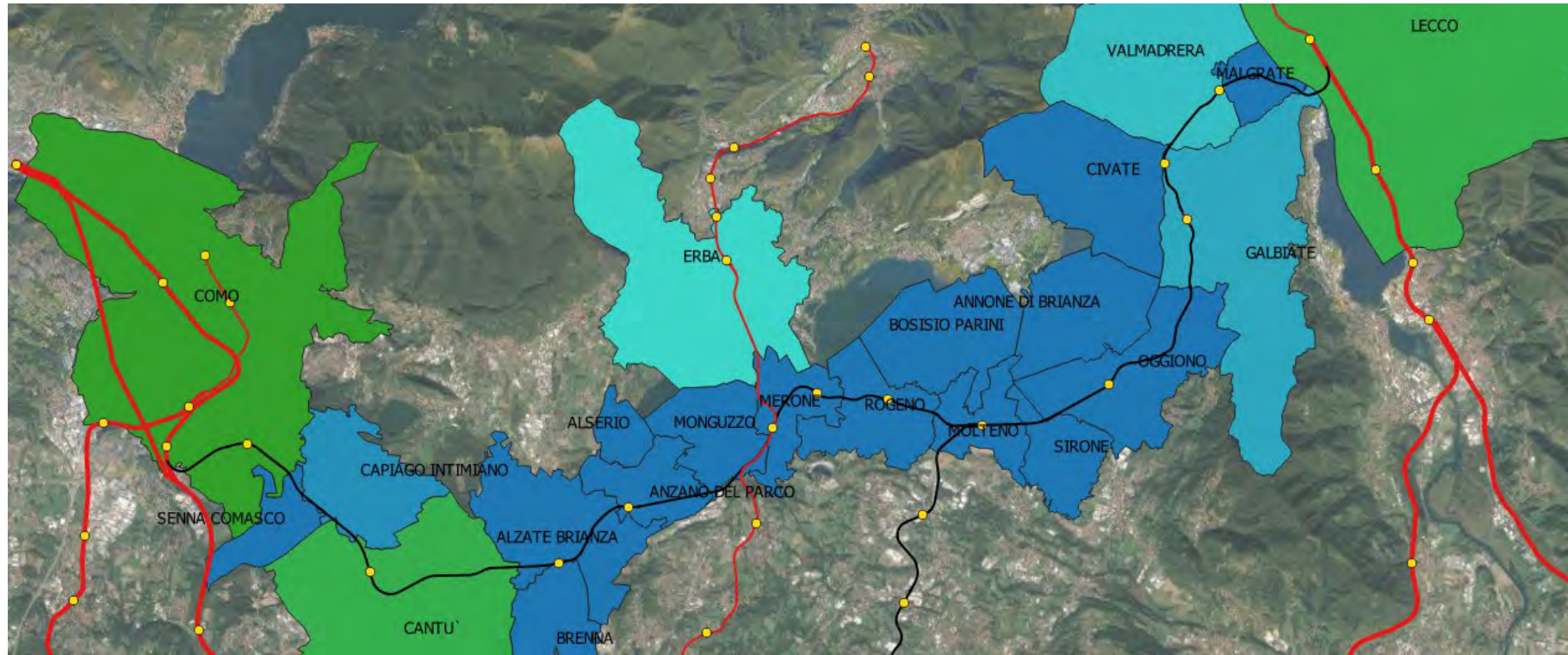
Varese – Mendrisio line



New international rail link:

- Opened in 2018
- 17.5 km – 7.5 operating, 3.5 rebuilt and 6.5 built new
- First new cross-border railway between Italy and Switzerland since 1926
- Creates a new, faster and direct link between the Italian provincial capitals of Como and Varese...
- ... as well as a faster connection to Malpensa Airport from Ticino
- For the connection Como-Varese via Mendrisio (Switzerland), a mixed Italian/Swiss fare is applied (+25% compared to the longer but domestic route via Saronno). These fares are too high and decrease the attractiveness of the service

Next step – Como-Lecco line



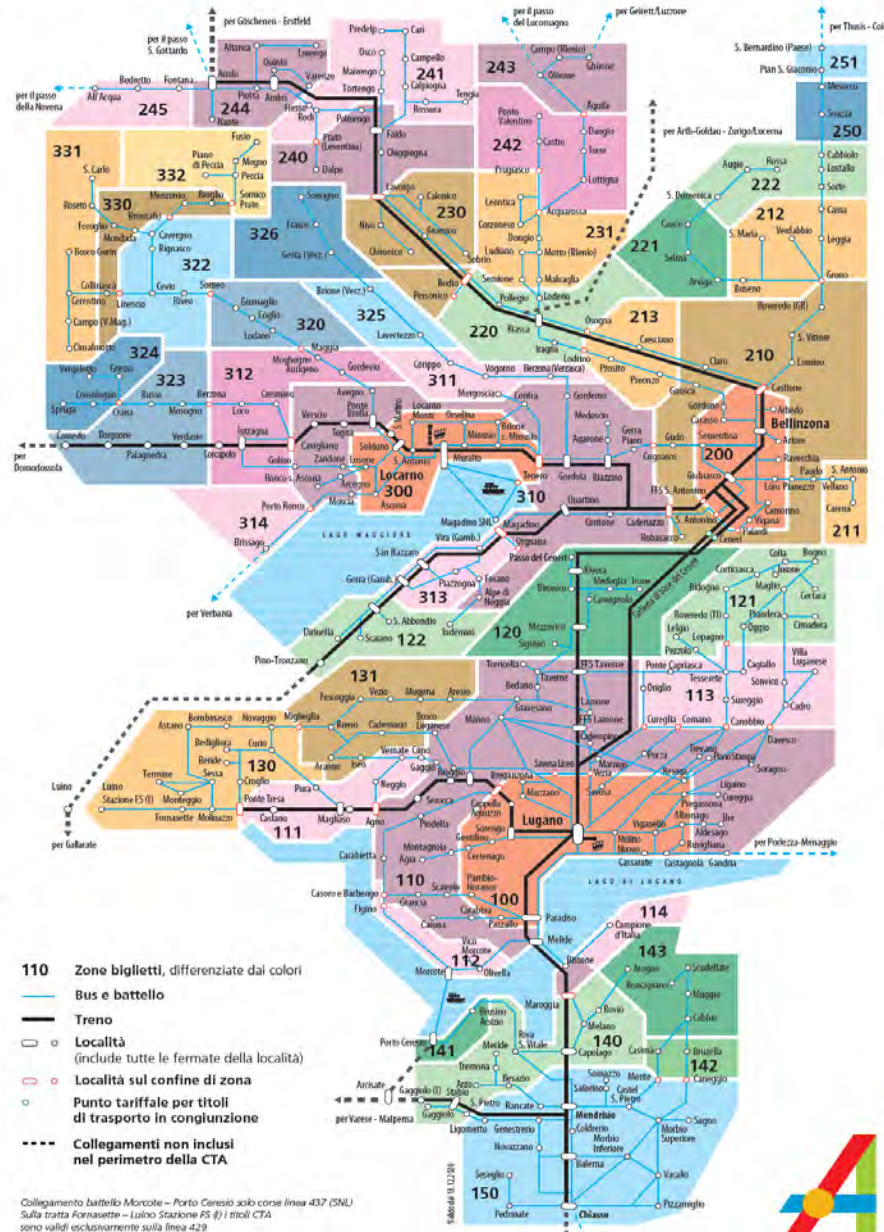
Next step – Como-Lecco line

Possible extension of TILO network:

- The line Como-Lecco actually is single track, not electrified. There is an infrequent local service operated with DMUs from Como to Molteno, where there is the connection to Lecco with line S7 from Milan
- Electrification of the whole line has been approved → in 2026 the line will be completely electrified
- This project will allow new through cross-border services, providing an effective public transport alternative to heavily car-dependant cross-border workers

TILO Fare system

Comunità tariffale Arcobaleno – Piano delle zone
arcobaleno.ch – info@arcobaleno.ch



BIGLIETTI



TILO Fare system

- In Canton Ticino there is the integrated fare system “Arcobaleno”, while in Lombardy only Milan suburban area has an integrated system
 - TILO tickets on the Italian side are only valid on Trenord services and generally only available for destinations on the TILO network
 - TILO tickets are not sold on Trenitalia.com
- In Italy the long distance trains (Trenitalia-SBB EC) have compulsory seat reservation and different fares from regional TILO/Trenord trains; EC tickets are not sold on Trenord.it
- Cross-border fares are exactly the sum of the Italian and Swiss stretches. For Italian passengers, who have lower economic power compared to the Swiss, these prices are too high → it is necessary to create more attractive fares, especially in order to increase the share of cross-border workers choosing the train

Tickets – where to buy?



SEARCH

JOURNEY SELECTION

PERSONAL DETAILS AND PAYMENT



EC 156 ⓘ
08:10 — 1h 40min — **09:50**
Milano Centrale Lugano
Details ⓘ starting from **24,00€** ▼

TRENORD 25510 ⓘ
08:43 — 1h 15min — **09:58**
Milano Centrale Lugano
Details ⓘ **Select** ▼

EC 314 ⓘ
09:10 — 1h 18min — **10:28**
Milano Centrale Lugano
Details ⓘ starting from **24,00€** ▼

TRENORD 25512 ⓘ
09:43 — 1h 15min — **10:58**
Milano Centrale Lugano
Details ⓘ **Select** ▼

Trip suggestions

Travellers and extras

Summary and payment



RE RE 25508
07:43 - Milano Centrale
08:58 - Lugano
1 hour, 15 minutes
Direct
First class **22,00 €** |
Second class **14,00 €** |

BIGLIETTO TILO + CTA

EC EC 156
08:10 - Milano Centrale
09:50 - Lugano
1 hour, 40 minutes
Direct
Not purchasable

CHAT

Menu

Search

Buy

Sign in

English

SBB CFF FFS

Milano Centrale → Lugano

Mon, 06.06.2022. Departure 07:51. [Change](#)

Search earlier connections

Standard view

Duration

Change
trans.

Occupancy rate

EC Direction Basel SBB
08:10 — **09:50**

1 1 h 40 min 0

RE Direction Locarno
08:43 — **09:58**

1 1 h 15 min 0

from CHF 10.30

Vigezzina & Bernina – meter-gauge wonders

Multi-purpose railways adapting to new scenarios:

- Connect remote mountain villages to regional centres
- Local links for cross-border workers
- Filling gaps for faster intra-Swiss journeys through Italy
- High tourist potential – tourist attractions in their own (the Bernina railway is on the World Heritage Sites list)
- Fully integrated on the Swiss side, “stand alone” on the Italian side → reducing the international scope

Future perspectives:

- After the opening of the Gotthard base tunnel, part of the intra-Swiss traffic has switched to the new higher speed connections
- → Re-focus on the tourist market (new panoramic trains, tourist packages...)
- Revenues should be used also to improve local/regular public transport functions





Cross border public transport commuting experiences

Sandrina Lohse-Larsen/Søren Bom
Greater Copenhagen
(Denmark-Sweden)





Cross border public transport commuting experiences in Greater Copenhagen

Sandrina Lohse Larsen and Soren Kofoed Bom

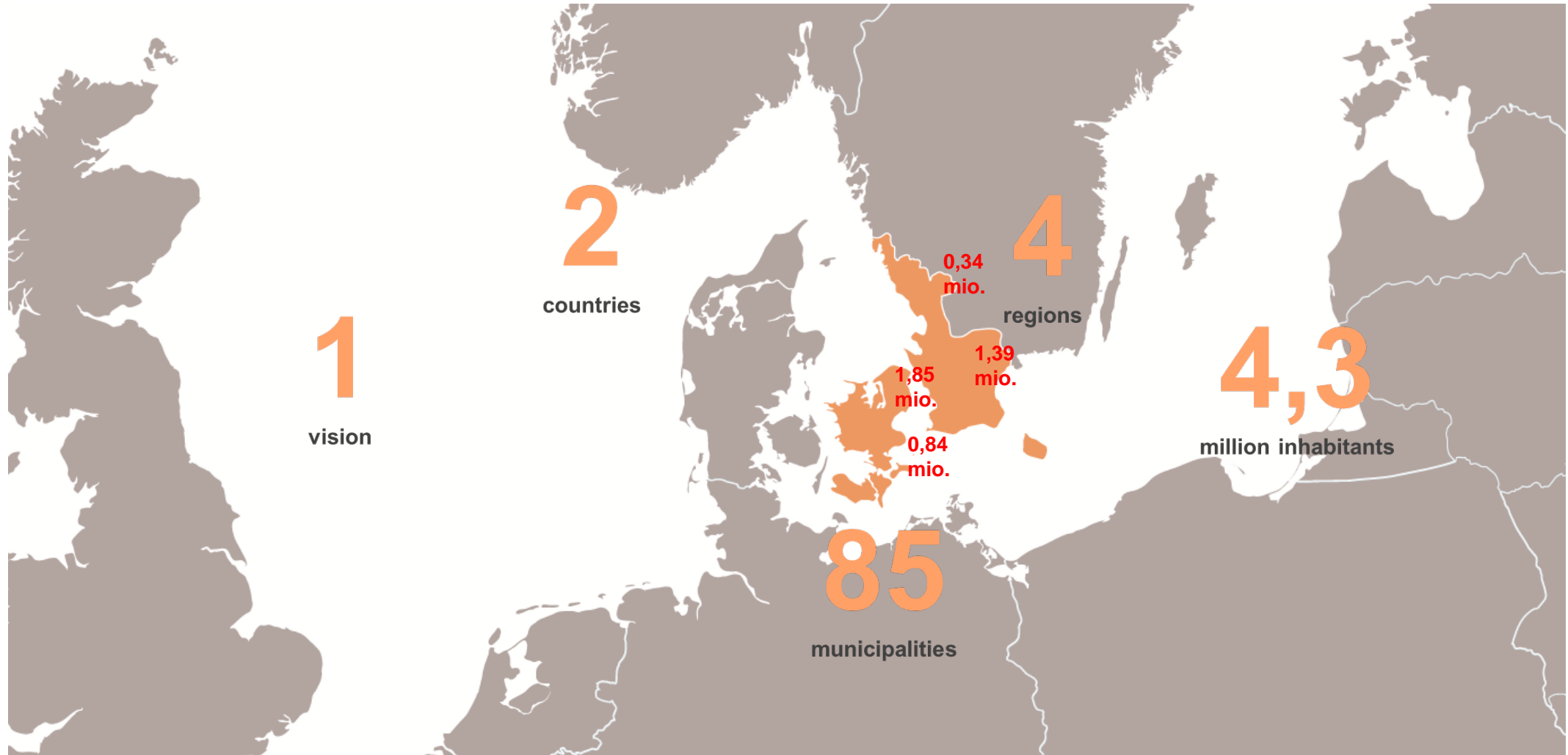
Capital Region of Denmark
Centre for Regional Development

June 11th 2022

Slido #EPF2022

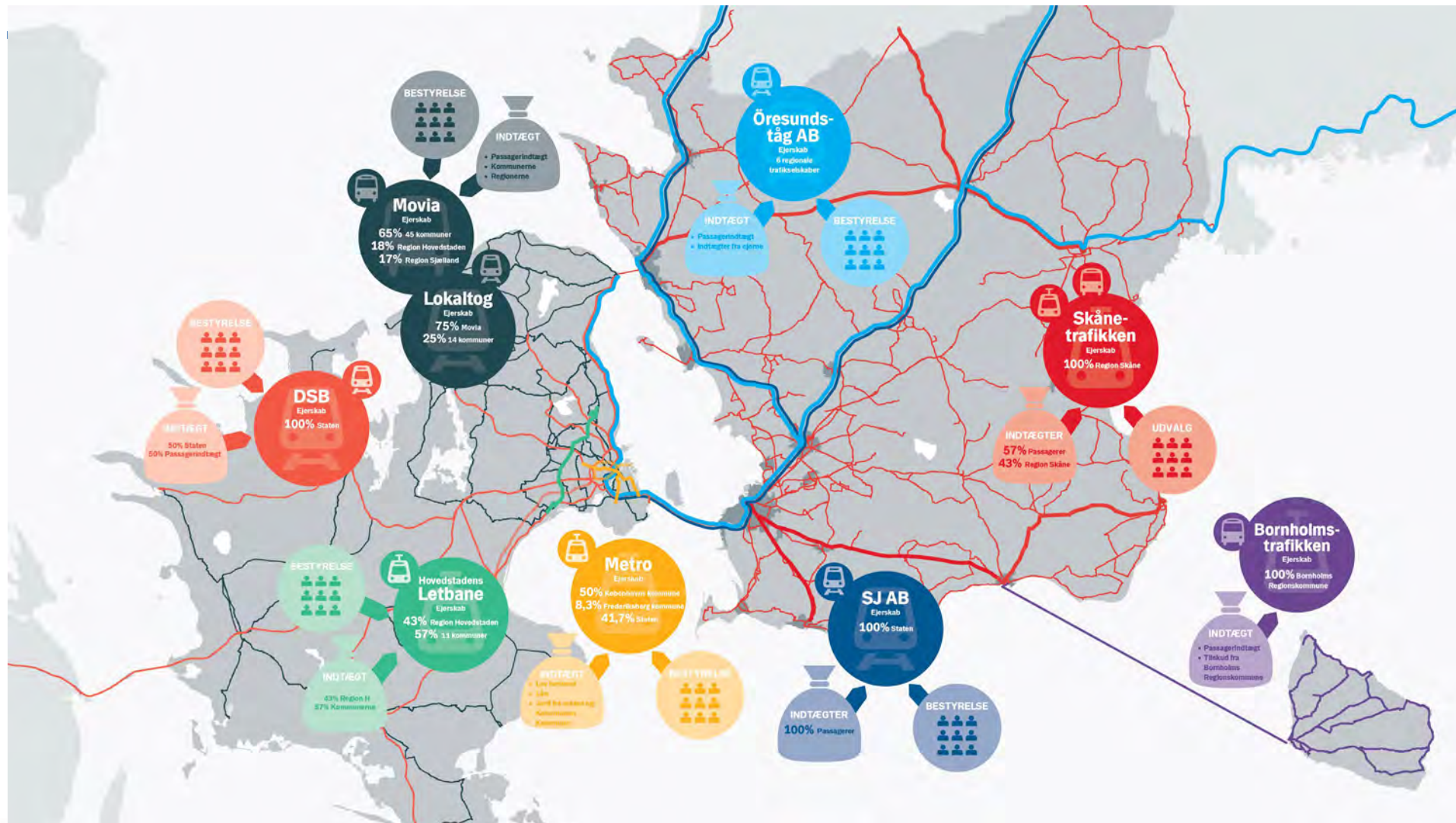
<https://www.sli.do/>

Introduction – Greater Copenhagen





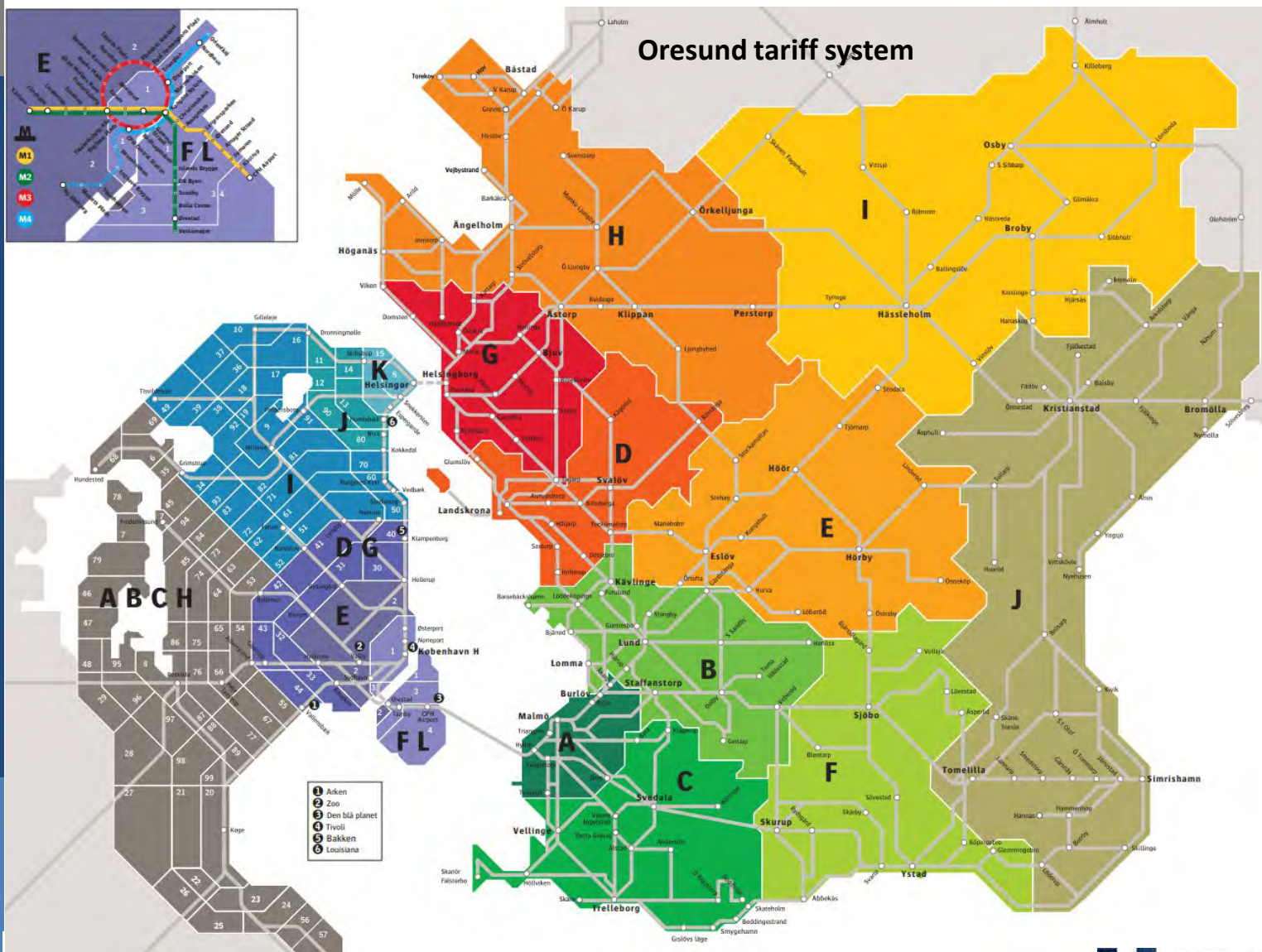
Complexity of public transport in Greater Copenhagen



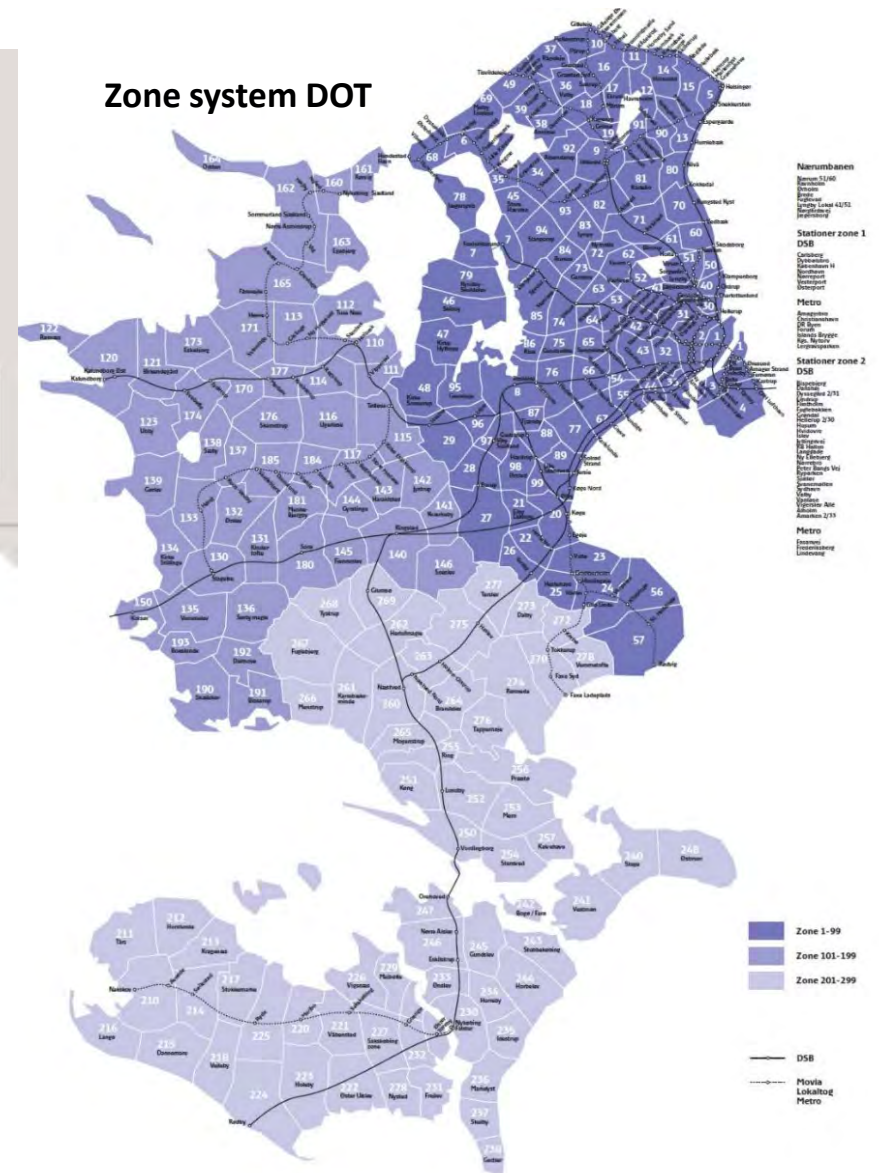
Tariff system in Greater Copenhagen



Oresund tariff system



Zone system DOT



Have you within the last year traveled cross-border with the public transport?

0 2 3

Yes



No



What has been the purpose of your cross-border journey?

0 3 2

Travel to the workplace or place of education

13 %

Travel in connection with work (eg for a meeting, conference)

59 %

Travel in your free time (eg experiences, visiting friends or family)

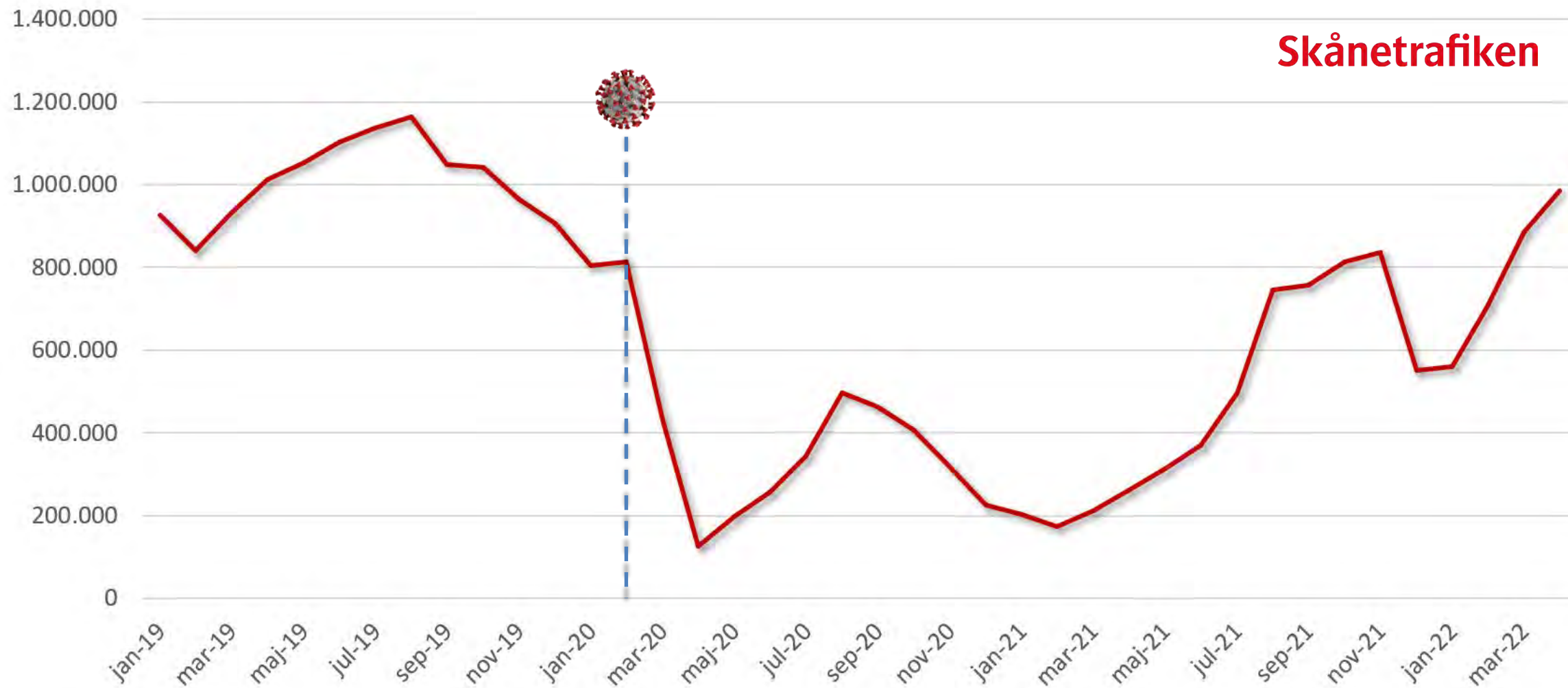
69 %

As transport to eg airport, ferry

9 %

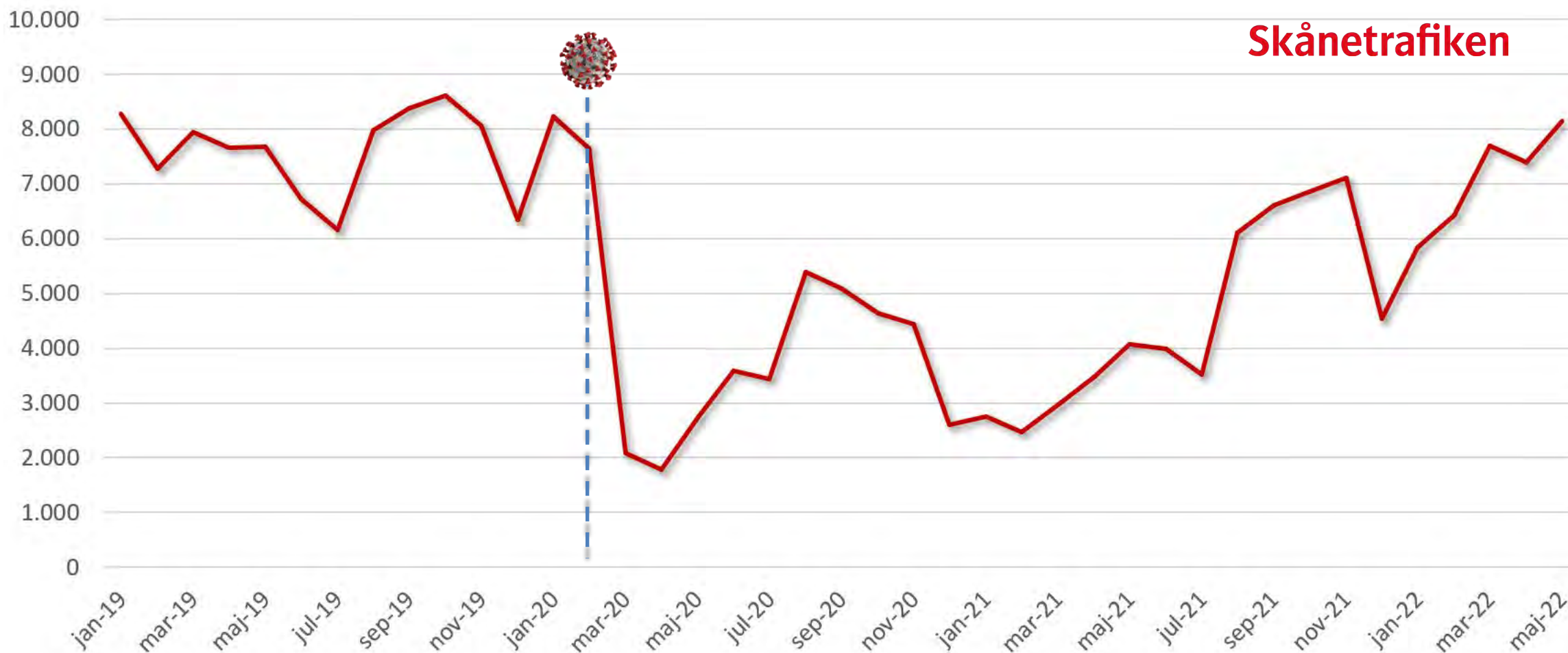
Travelers across Oresund (total)

2019-2022





Skånetrafiken Öresund commuter ticket sale 2019-2022



How do you buy or where would you imagine buying your cross-border public transport ticket?

036

Online/App?



Vending machines



Person operated ticket sales



Contact Customer service



Something else



Where do or would you search for information in your cross-border travel?

036

(1/2)

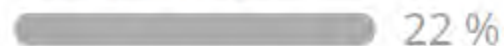
Website transport companies



App of traffic companies



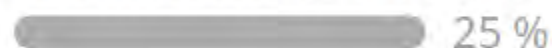
Google maps



Ticket sales or vending machines at the station



Information screens at the station



**Where do or would you search for information
in your cross-border travel?**
(2/2)

0 3 6

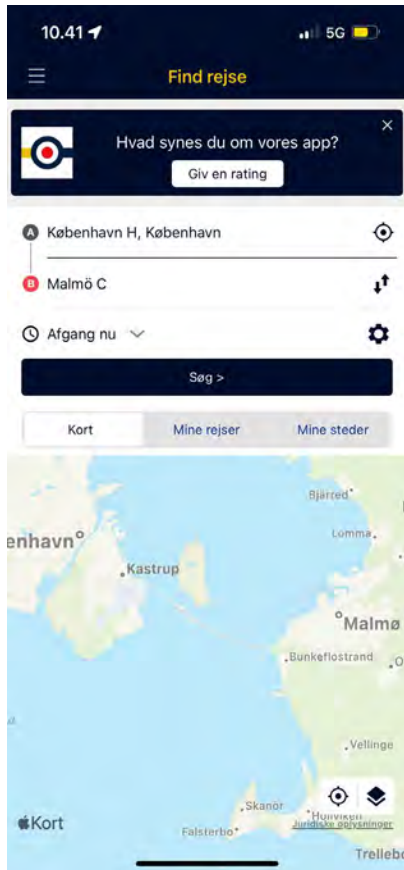
Other places

14 %

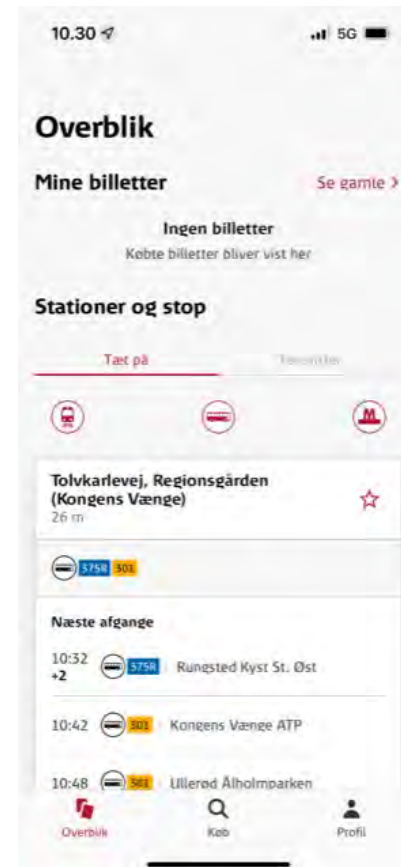
I never look for information before traveling

0 %

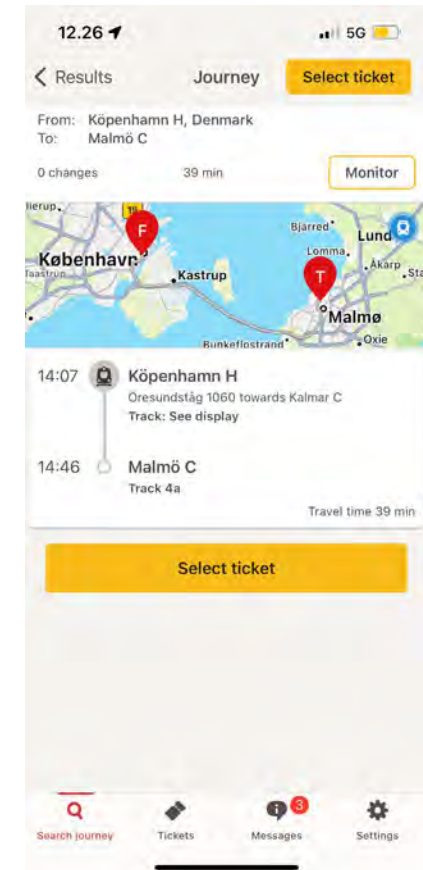
› Apps for travelers in Greater Copenhagen



DOT



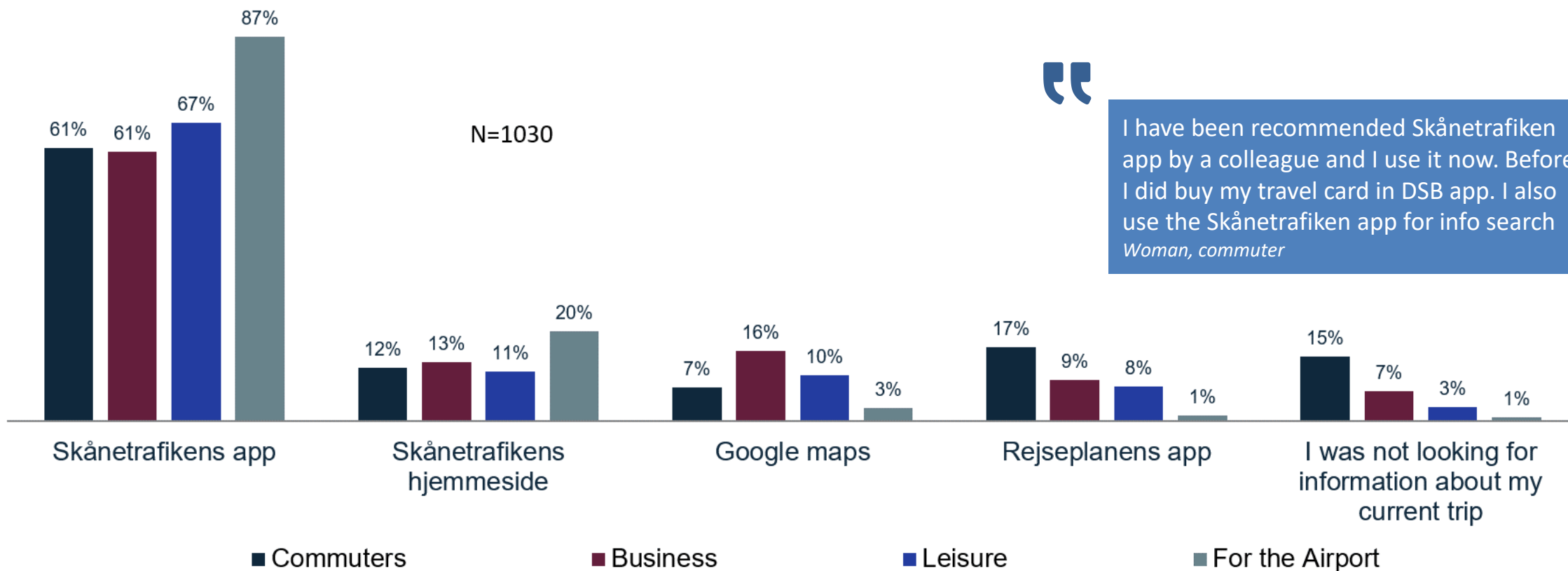
Skånetrafiken





Swedish and Danish commuters are happy about Skånetrafiken app – the Danes use other platforms as well

Where did you search for information about your current journey by public transport between Denmark and Sweden?
Information search Top 3



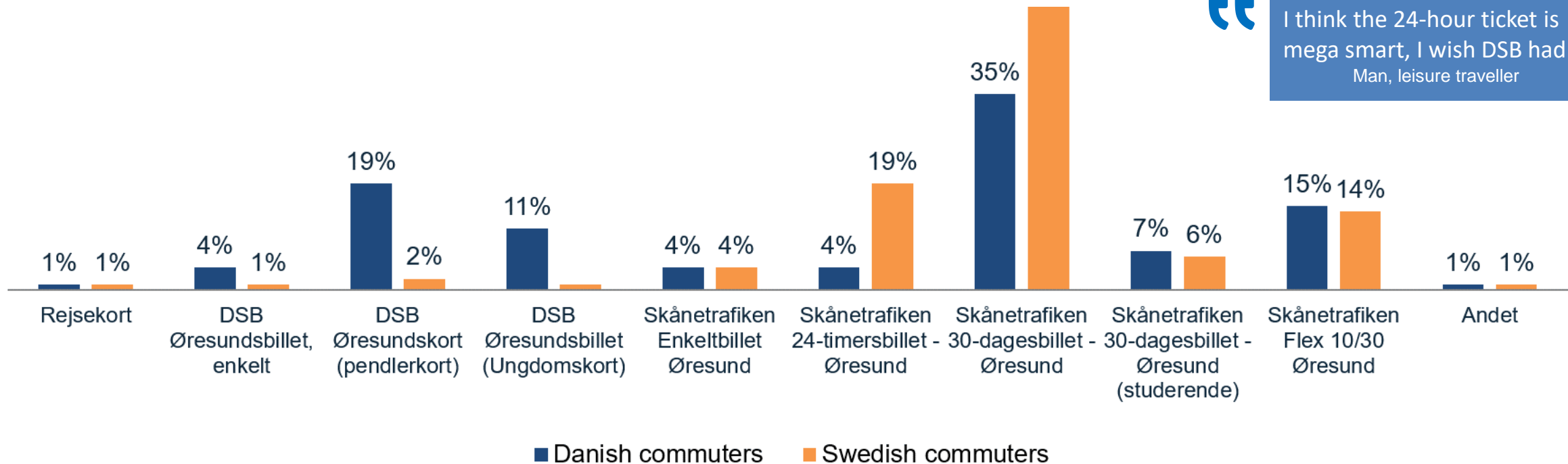
I have been recommended Skånetrafiken app by a colleague and I use it now. Before I did buy my travel card in DSB app. I also use the Skånetrafiken app for info search
Woman, commuter

› The Swedish commuters are only using Skånetrafik products while the Danish commuters are using a broad range of DSB and Skånetrafik products

What type of ticket do you use to cross the border on your current journey by public transport between Denmark and Sweden?

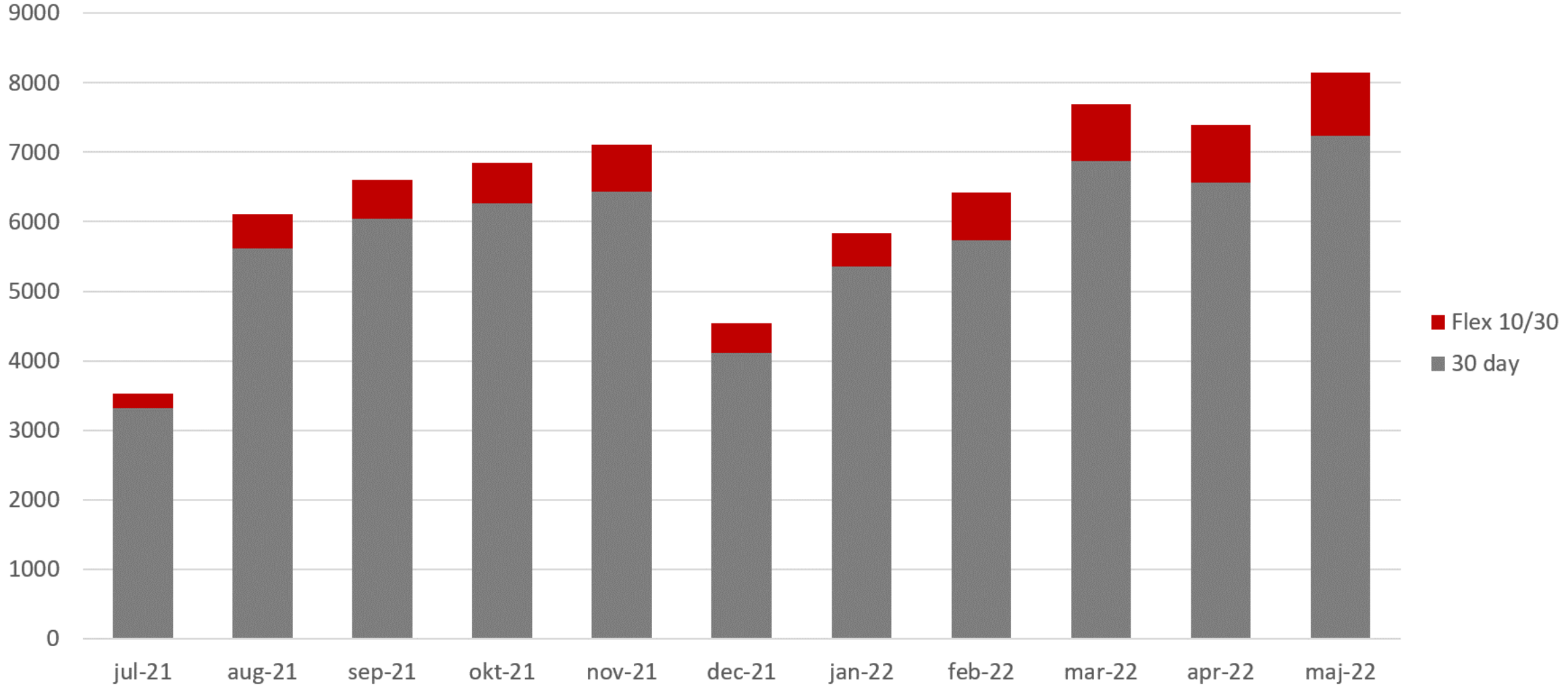


I think the 24-hour ticket is mega smart, I wish DSB had
Man, leisure traveller



Skånetrafiken

Skånetrafiken period 30 and Flex 10/30



› The Swedish commuters are less satisfied with both "value for money" and on the question: "I get what you pay for on this trip"

Value for money on this trip?

	Average score	
	DK	SE
Commuters	6,1	4,5
Business	6,5	5,6
Leisure	6,5	6,4
Airport	-	6,3

N=1030, scale: 0 -10

You get what you pay for on this trip?

	Average score	
	DK	SE
Commuters	6,1	4,5
Business	6,5	5,6
Leisure	6,5	6,4
Airport	-	6,3

N=1030, scale: 0-10

“ I think it's expensive - it's a short journey and when I think about how long I could travel to other destinations in Sweden for the same ticket price - well then, I think it's expensive to cross the border ”

Man, commuter

Bjørn's journey to Ystad (Sweden)

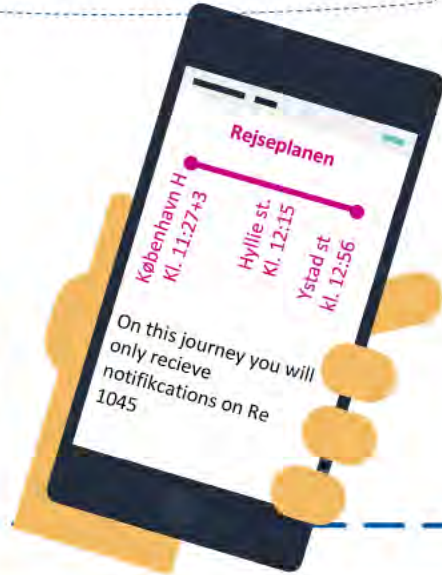
Intro

Bjørn lives in Copenhagen and is going to a seaside hotel in Ystad. He is travelling by train to Ystad and is bringing his bike.



Prior to the journey

Bjørn plans his journey via the Rejseplanen app. In the app he sees that the departure from Copenhagen Central Station is delayed by 3 minutes.



During the journey

Bjørn must change train on Hyllie station. While he is travelling the Øresund train, he receives notification of further delays at Hyllie.

Arriving at Hyllie station the information screens informs him that the local railway is affected by delays of 30 min. When the train arrives, he sees that the train only runs with one trainset, which results in a very crowded train.



Rejseplanen: "The connection from Copenhagen Central Station at 11:27 to Hyllie is delayed by +10 minutes at arrival at Hyllie station (Re1145)"

End of the journey

Due to the many travelers the train has no space for Bjørn's bike, so he will have to wait for the next train.

Due to the delays and other challenges Bjørn unfortunately realises that he will not be able to make it in time for the Spa treatment, he already purchased.

Used data

- **Planned updates** from Banedanmark/DSB.
- Real time data from Banedanmark/DSB.
- Planned data from Skånetrafiken.

Challenges

- Information regarding the Swedish local train is only visible via the Swedish app. Therefore, Bjørn doesn't receive important information about delays, busyness and shorter trains.

Missing data

- Real time data regarding delays for the local trains etc. either from Samtrafikken (NAP SVE), Trafikverket or RNE CI.

Hannah's journey home (Malmö) after a concert in Copenhagen (Denmark)

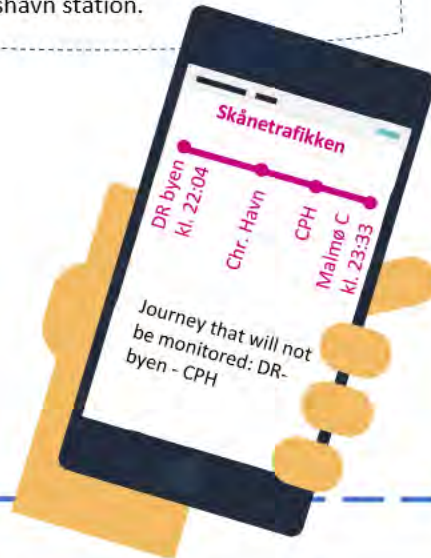
Intro

Hannah lives in Malmö and has been in Copenhagen for a concert in DR's concert hall. Now she's going home to Malmö and uses the Skånetrafikken app to plan her return.



Prior to the journey

Hannah has taken the trip before. She sees that the app has fortunately taken an rerouting of the metro into account. Therefore, she must take a different path than usual and change metro at Christianshavn station.



During the journey

At the metro station the information screens tells Hannah that the metro is not just rerouted but has been cancelled. Instead replacement buses are running. In the bus Hannah receives a notification that the train from Malmö, which must return after a stop at CPH station, has been canceled. To investigate her options Hannah opens the Rejseplanen app. There isn't any information about the train being canceled. She then assumes the train will be returning to Malmö.



End of the journey

Arriving at the CPH station Hannah expects to get on the train to Malmö. However, the information screens shows that the train has been canceled. She has to wait 30 minutes for the next train and arrives quite late at home. Nonetheless the concert was great!

Used data

- Planned data from Rejseplan via Skånetrafikken.
- Planned data from Metro.
- **Planned updates** from DSB/Banedanmark.

Challenges

- Hannah has planned her journey via a Swedish app. Therefore, she doesn't receive information regarding the replacement buses in Denmark.
- Hannah experiences inconsistencies in the information regarding cancellations from respectively the Skånetrafikken-app and the Rejseplanen-app.

Missing data

- Real time data regarding replacement buses from Metro or Rejseplanen.
- Chat message between the operators regarding the replacement buses.
- Real time data regarding cancellations to Rejseplanen.

> Closure remarks

Activities to improve the level of service for Oresund travelers

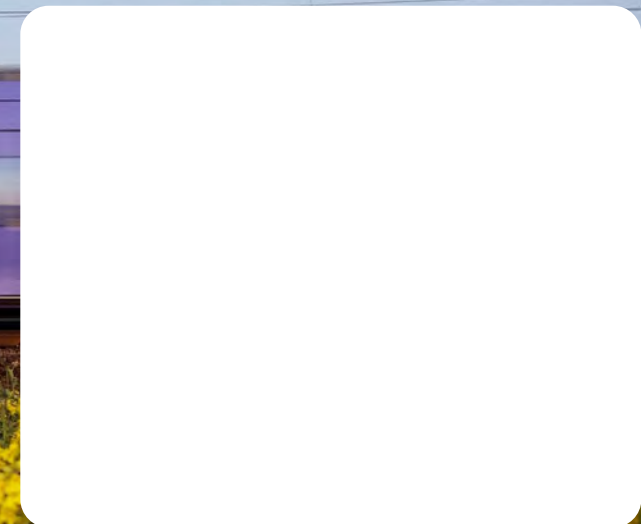
Fully digitized and harmonized ticketing system



Coordination and improvement of traffic information

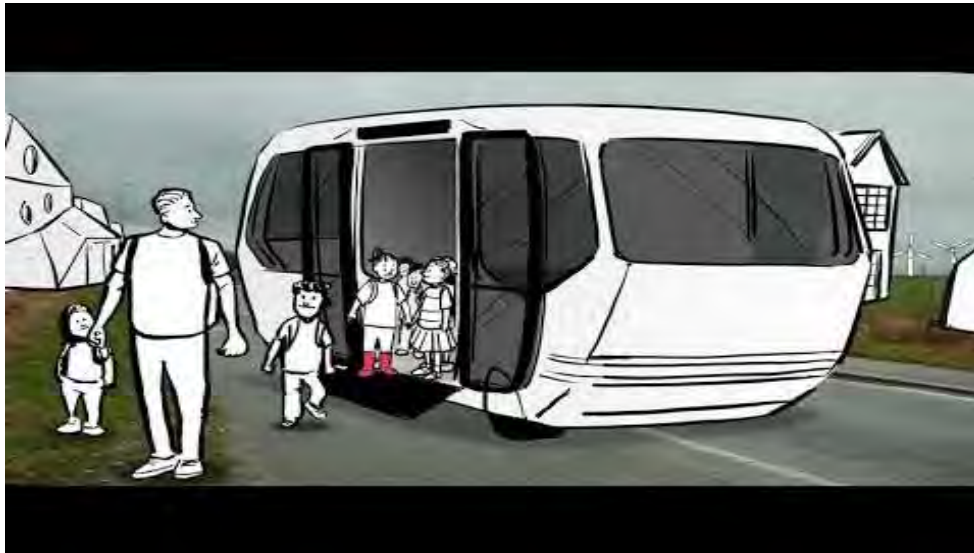


Strengthened organizational and political cooperation



Greater Copenhagen 2050

The future green mobility in Greater Copenhagen



Danish video with English subtitles [here](#)

Thank you for your attention !

Soren Kofoed Bom
Senior advisor

Direct: +45 2977 8931

Mail: soeren.bom@regionh.dk

Sandrina Lohse-Larsen
Special advisor

Email: sandrina.lohse-larsen@regionh.dk



Break

Stretch your legs and grab some tea or coffee

We'll meet again at 11.15





Workshop: Cross border public transport commuting experiences

Co-creation roundtables by geographic location to understand best practices, points of improvement and lessons learnt.

Presentations from the working groups:
Sharing best ideas/practices.



Which country are you joining us from?

038





Lunch

Enjoy!

We'll meet again at 13.20





Keynote speaker

Sophie Buyse
Deutsche Bahn





Involving the end users in the development of public transport

Louise Coward
Transport Focus

Sandra Lima
EPF

Vassilis Agouridas
UIC-2

Gitte Kjær-Westermann
Passagerpulsen





Involving the end users in the development of public transport

Louise Coward
Transport Focus





Louise Coward
Head of Insight, Transport Focus

11 June 2022

Involving the end users in the development of public transport



Why and how to involve end users

- Finding out what users think is essential – avoids costly mistakes and builds buy-in
- We can't assume that we know what they think
- We are not the same – we know too much!

- A good way of involving users is to run communities – where you can show them ideas, get them to be creative, refine ideas, test communications and much more

- Some examples



A community over 4 years to design a completely new railway





A community over 2 years to design new rolling stock





Three communities over 6-9 month to understand how COVID affected their travel and behaviour

18 November 2020 **Publication**

Rail and bus priorities: Transport User Community

This report from Transport Focus's Transport User Community seeks to understand bus and rail passengers' priorities and whether they have changed in l.....

[Read more](#) >

13 November 2020 **Publication**

Travel and ticketing post-Covid: Transport User Community

Will travel go back to normal when the pandemic ends, or are the fundamental changes passengers have experienced here to stay? This report from Transp.....

[Read more](#) >

06 November 2020 **Publication**

Changes to road journeys: Transport User Community

This report from Transport Focus's road user community looks to understand how road users' experiences have changed, if at all, over the course of the.....

[Read more](#) >

29 October 2020 **Publication**

Feeling safe on the bus: Transport User Community

This report from Transport Focus's Transport User Community seeks to understand the what impacts people feeling safe on a bus. Social distancing, face.....

[Read more](#) >



What have we learned?

- Really important to specify who you want
- Make sure you check that everyone is properly recruited
- Don't under-estimate the amount of time and ideas that is needed
- Be creative - mix up the activities
- You will need to refresh your community over time – some lose enthusiasm, some know too much after a while and some leave for different reasons
- Involve your stakeholders



Louise Coward
Head of Insight, Transport Focus

Thank you!



Involving the end users in the development of public transport

Sandra Lima
EPF





UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



11th June 2022

UMCASE: Creating mobility with people, for people

Sandra Lima, European Passengers' Federation



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Problem:

Digitalisation: user involvement is mostly developed in the context of testing digital applications and innovative mobility solutions.



Exclusion





UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Aim: Shift the attention to these groups!

How?

Provide cities with an interactive method to identify user needs and develop tailored public transport systems and digital solutions for the most vulnerable users. Creating the means to improve transport solutions by tailoring them to individual needs.





UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport

UMCASE Method

- Design thinking approach
- Bringing together key stakeholders
 - Cities
 - Citizens (or representatives)
 - Transport providers
 - Businesses
 - ...
- Intensive ideation cooperation





UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Vitória-Gasteiz



Eindhoven



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Vitória – the case of older people

- People over the age of 60
- Very heterogeneous group, with the common experience of ageing
- Mobility barriers and difficulties in accessing digital (mobility) services



Eindhoven – the case of low income

- People with low incomes who live in a particular area of social housing
- Exclusion in this group can be very intersectional with other factors
- Mobility barriers and difficulties in affording services



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Vitória – the case of older people

- Women seem to be more involved in the activities (traditional role of communication?)
- Value their time above financial compensation: want to create a real change with their actions
- Are open to learn and often find joy in the act of learning itself
- Need certainty (appointments need to be scheduled ahead) and respect (clear open communication)
- Can be more technology-savvy than expected!



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Eindhoven – the case of low income

- The changes in the house structure mean that this group is extremely motivated to get involved in anything that will affect their lives
- Value their time above financial compensation: often people who are in a precarious situation have “too much going on”, we need to present them concrete value for their time and be flexible to conduct the workshop on hours that fit them
- Language barrier to be considered
- Citizen involvement “burnout”: with a project involving different phases and city departments it is likely that people will be asked (too) frequently to participate in workshops and their interest might decrease. A balance should be found by cross-sector collaboration and by building good alliances with citizens



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Field
immersion



Ideation
workshop



Design
exploration



Mock-up



Mock-up
appraisal



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Outcomes (from Dec 2022)

- Methodology and implementation guide for cities, citizens and other stakeholders to apply the method on their own or with the support of an UMCASE partner
- A portal for cities and an execution tutorial



UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport





UMCASE: Creating mobility with people, for people

Involving the end-users in the development of public transport



Centro de Estudios Ambientales

CEA

Ingurugiro Gaietarako Ikastegia





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European Passengers' Federation

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www.epf.eu



Involving the end users in the development of public transport

Vassilis Agouridas
UIC-2





Dr Vassilis Agouridas

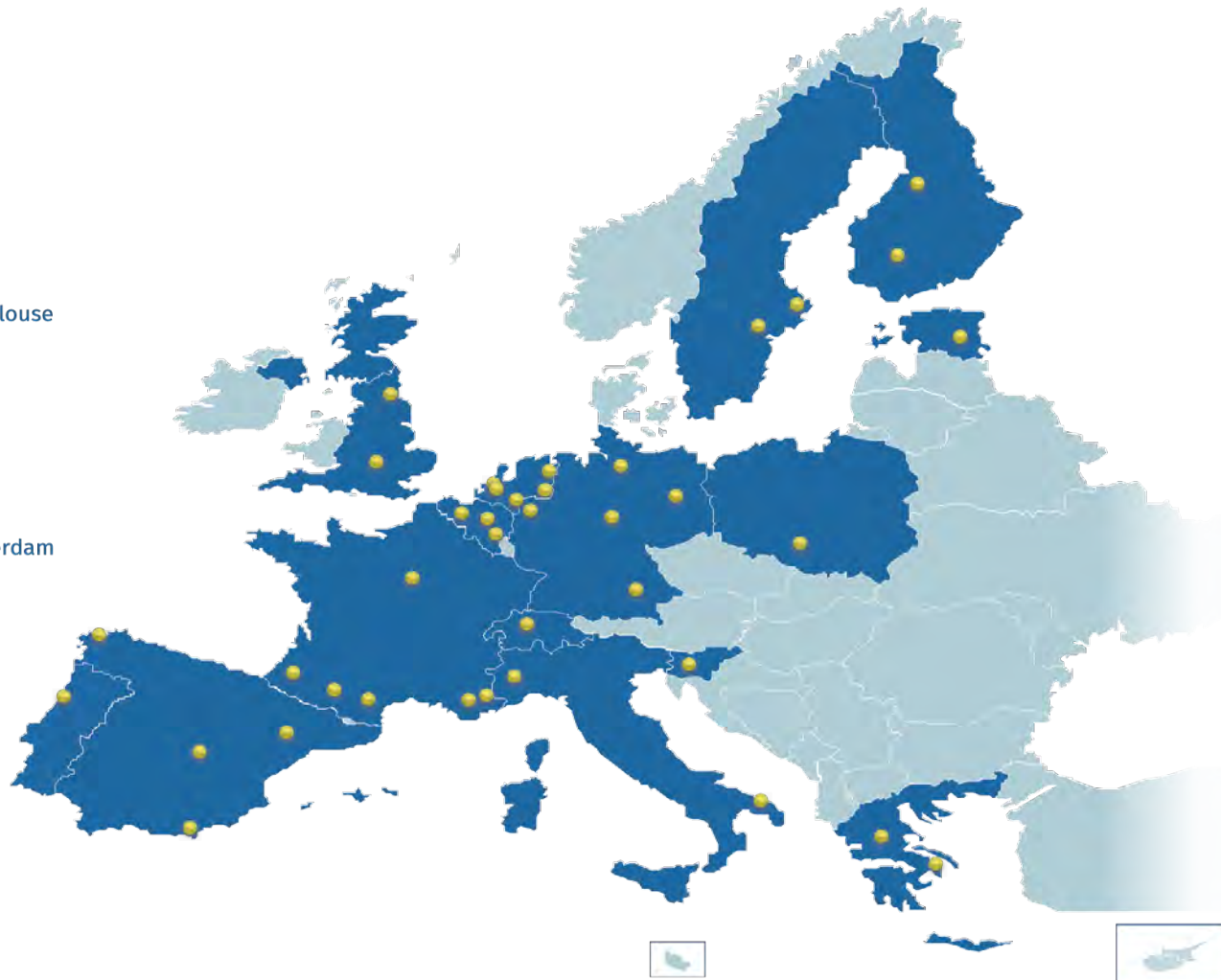
Leader, UAM Initiative, *An Initiative of EU Smart Cities*

11 June 2022

Driving the Sustainable & Responsible Transition of Urban Mobility to the Third (Vertical) Dimension

City & Region Members

-  Antwerp, Hasselt & Liege (MAHHL)
-  Tartu
-  Oulu, Tampere
-  Aix-Marseille, Albi, Ile de France, Region N. Aquitaine, Region Sud, Toulouse
-  Aachen (MAHHL), Berlin, Hamburg, Ingolstadt, Region Northern Hesse
-  Egaleo, Trikala
-  Bari, Turin
-  Amsterdam, Enschede, Heerlen & Maastricht (MAHHL), Rotterdam
-  Metropolia GZM
-  Porto
-  Ljubljana
-  La Coruna, Madrid, Malaga, Zaragoza
-  Norrkoping, Stockholm
-  Canton of Geneva
-  Durham, Oxfordshire County



International City & Region Partners



Mie Prefecture

Commonwealth of Massachusetts

Knowledge Partners



An initiative of the Smart Cities Marketplace #EUSma

Latest update: 5 May 2022

Motto of
UAM initiative:

Smart mobility
in smart cities:

WALK.
RIDE.
DRIVE.
FLY.



Typical
multimodal
mobility solutions
in smart
cities/regions
**do not consider
air mobility**

Urban? Suburban? Regional? Advanced?....

'Urban' is simply used as a semantic to indicate...



**Very-low altitude airborne traffic*,
above populated areas, at scale,
that is sustainably integrated with
surface mobility systems**

** Traffic manifested by various types of suitable airborne vehicles*



City-centric & Citizen needs-driven

**Sustainable Urban Mobility
Policy & Demonstrators**
focused on UAM by addressing:

1. UAM interfaces with *public transport**
2. Mobility as a Service
3. Ground infrastructure for UAM
4. ATM / UTM concepts for UAM in accordance with the U-Space framework

* Or other interfaces: e.g. logistics platform, emergency services hubs, etc.



What is MaaS?



Mobility as a Service

- Journey planner
- Booking
- Ticketing
- Real-time information & support

- Resulting in optimised use
- of public, private & shared fleets
 - transport network capacity

The imperative for *air and ground* traffic integration



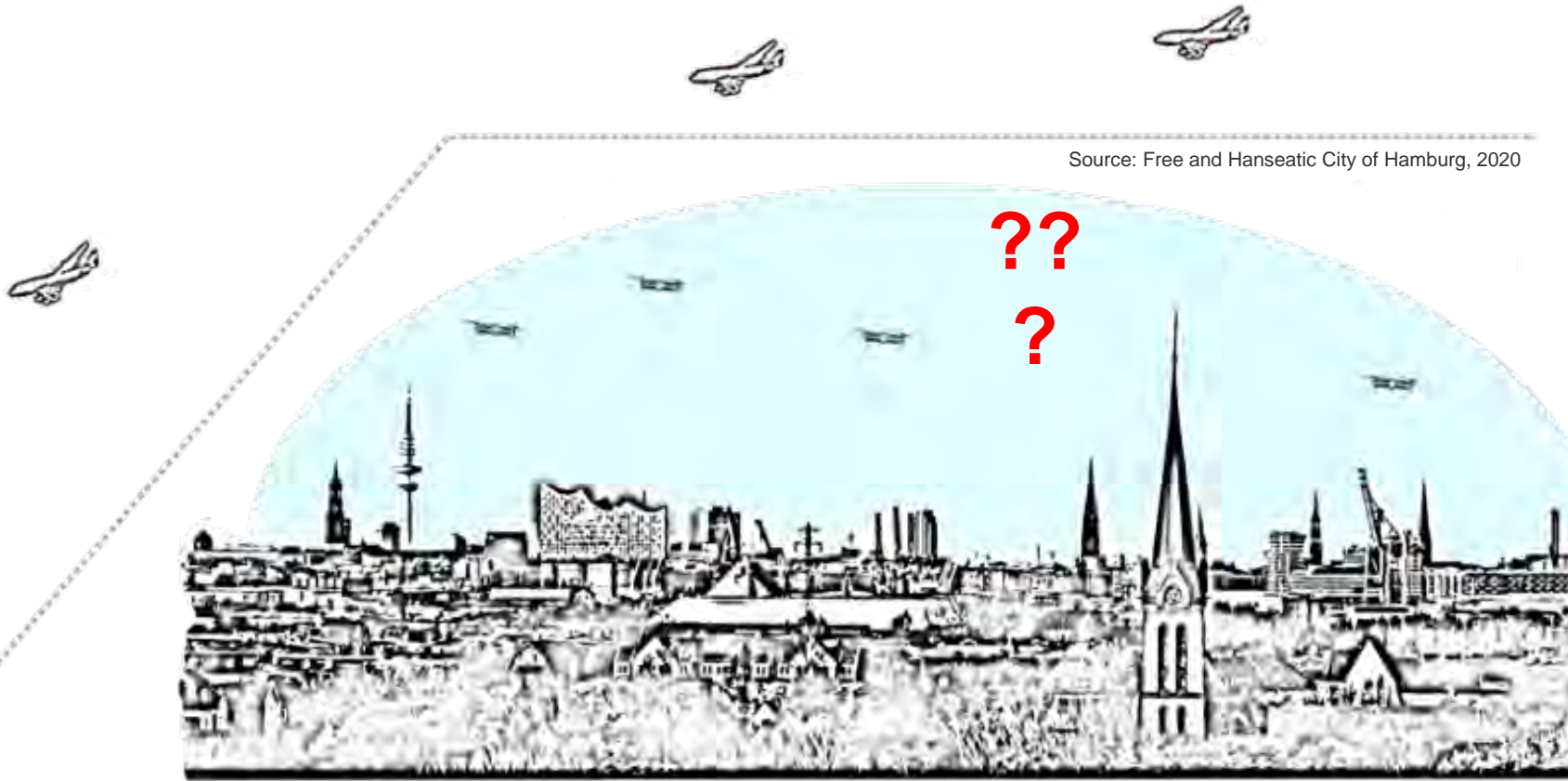
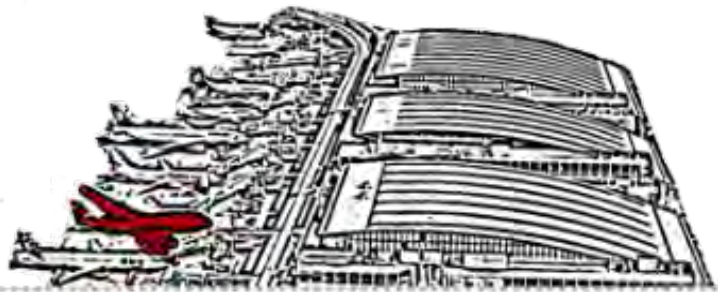
UIC2 cities and regions, experience, lessons learnt and reflection

The SUMP-UAM Practitioner Briefing

<https://www.eltis.org/in-brief/news/new-sump-practitioner-briefing-urban-air-mobility>



- ✓ Airspace digitalisation
- ✓ New infrastructure (*aviation + mobility*)
- ✓ New interfaces (*aviation + mobility*)
- ✓ New business / services
- ✓ New mindset for policy and regulatory approaches (*e.g. embracing innovation*)

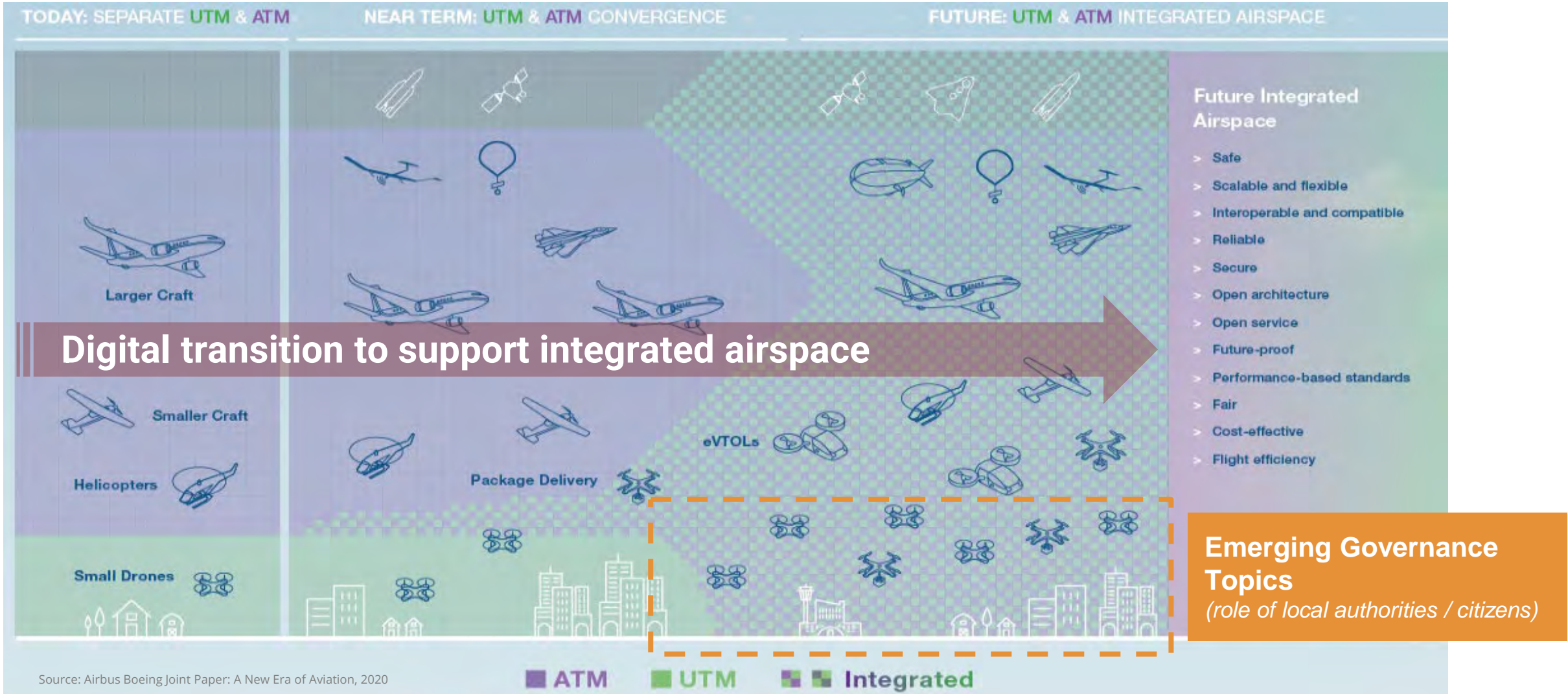


New perspectives for industry

New economic spaces above cities

New perspectives for mobility

. . . a new 'status quo'

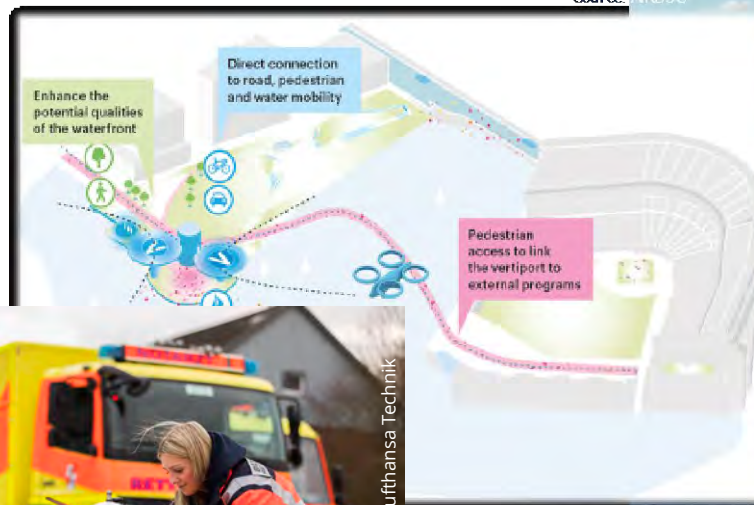


Source: Airbus Boeing Joint Paper: A New Era of Aviation, 2020

- ✓ **But** also new tasks and responsibilities for them
- ✓ At the same time, **cities**, as a layer of government **closest to citizens**, are an essential player in having an **influential / deciding role** in the governance of the urban airspace and the U-Space



Source: AIRBUS





www.amsterdamdroneweek.com/manifesto



Manifesto on the Multilevel Governance of the Urban Sky by the UAM Initiative Cities Community – UIC²

Amsterdam, 01 December 2020

The UAM Initiative Cities Community (UIC²) of the EU's Smart Cities Marketplace - formerly known as EIP-SCC Urban Air Mobility (UAM) Initiative - is thankful to the European Commission for supporting it through its smart cities marketplace platform since October 2017.

The members of the UIC² recognise the importance for harmonised and universal U-Space regulation at EU level. We acknowledge the need for approval of urban flight operations at national level, in alignment with U-Space regulation. Moreover, we recognise the need for national and regional competent civil aviation authorities to lead the legal implementation and approval of urban flight operations in accordance with the principles of subsidiarity and proportionality.

The members of the UIC² also recognise and request that the role of the cities and regions as one of the competent authorities in the governance of the urban airspace, is explicitly acknowledged and referenced in the prospective U-Space legislative clauses of Member States. This is an imperative in the context of multilevel governance of U-Space and responsive decentralised policy implementation.

In specific, the UIC² members request that:

1. Cities/Regions have a deciding role for allowing the operation of UAM services of public interest (e.g. future public transport, postal-deliveries, emergency services) in alignment with the needs and preferences of their citizens.
2. Cities/Regions have a deciding role in establishing to what extent UAM/U-Space operations can be conducted in their territories.
3. Cities/Regions have a deciding role where UAM/U-Space flight operations are permitted within their territories (e.g. geo-fencing, day / night-time restrictions, noise and visual abatements).
4. Cities/Regions have a deciding role where take-off and landing sites are to be built.
5. Prosecution of infringements of the public use of the urban airspace over a city/regions remains a local task.

The members of the UIC² trust that the above requests will be treated with consideration and attention in: a) the forthcoming European U-Space Regulatory Framework by acknowledging the imperative for multilevel governance of U-Space; and b) the legislative processes of U-Space Regulation by Member States.



Background

The UAM Initiative of the Smart Cities Marketplace has enabled cities and regions to become UAM role models and to discuss their opinions and concerns directly with European and State Member authorities and policy making bodies, including DG-Move, EASA, Eurocontrol and SESAR JU. For example, the German UIC² members are building a partnership, since 2019, that is supported by the BMVI (Federal Ministry of Transport and Digital Infrastructure) to focus on open exchange and collaboration as well as standard-setting for more future UAM cities and regions.

The efforts and engagement of UIC² alongside with the European Commission's support have resulted in fruitful interactions and concrete actions towards sustainable and integrated urban mobility, some of which are highlighted below:

- The invitation to UIC² to become member of U-Space Network of Demonstrators in October 2018. This has helped us to be in contact and discuss with ANSPs (Air Navigation Service Providers), industry actors and national authorities regularly.
- The invitation to UIC² Task Forces (representatives, including Mayors/ Vice-Mayors) to meet with the former Commissioner of Transport (Violeta Bulc, DG-Move) in May 2019. This has allowed us to share the progress of the community's work as well as the specific challenges faced by the local authorities in sustainably nurturing and safely advancing the UAM ecosystem.
- The invitation to UIC² to participate in U-Space regulation drafting workshops at EASA headquarters in May 2019. This allowed UIC² to further emphasise the

importance of the role of cities and regions in the governance of urban airspace.

- The preparation of an EIB (European Investment Bank) Advisory 'kick assignment' for UAM since 2019, and its launch in February 2020 to both support UIC² members towards the development of their business models and carry out an early market assessment of the UAM sector.
- The development of two UAM-dedicated calls for funding in the context of sustainable urban mobility under the H2020 framework (2019-2020); namely, the UAM Research and Innovation Action (RIA, MG-3.4) and the UAM Coordination and Support Action (CSA, LG-1.12) calls. These enabled some UIC² members and their industrial and academic partners to participate in consortia and be awarded respected funding for their projects starting in Q1 2021.

- The invitation and assignment to the UIC² in December 2019, of the task to develop the Practitioners Briefing on UAM in the context of the Sustainable Urban Mobility Plan process (SUMP-UAM). The ongoing city/region-led work sheds light, based first-hand experience from the UIC², into the challenges, opportunities, lessons learnt and initial recommendations to effectively integrate UAM aspects in the SUMP processes of cities and regions across Europe.

UIC² highly acknowledges and appreciates the European Commission's support and dedication towards this community that has led to its recognition as the leading city/region-driven community on UAM.

European Cities and Regions already supporting ...

as of 28 Feb 2022



International (outside the EU) Cities and Regions already supporting ...

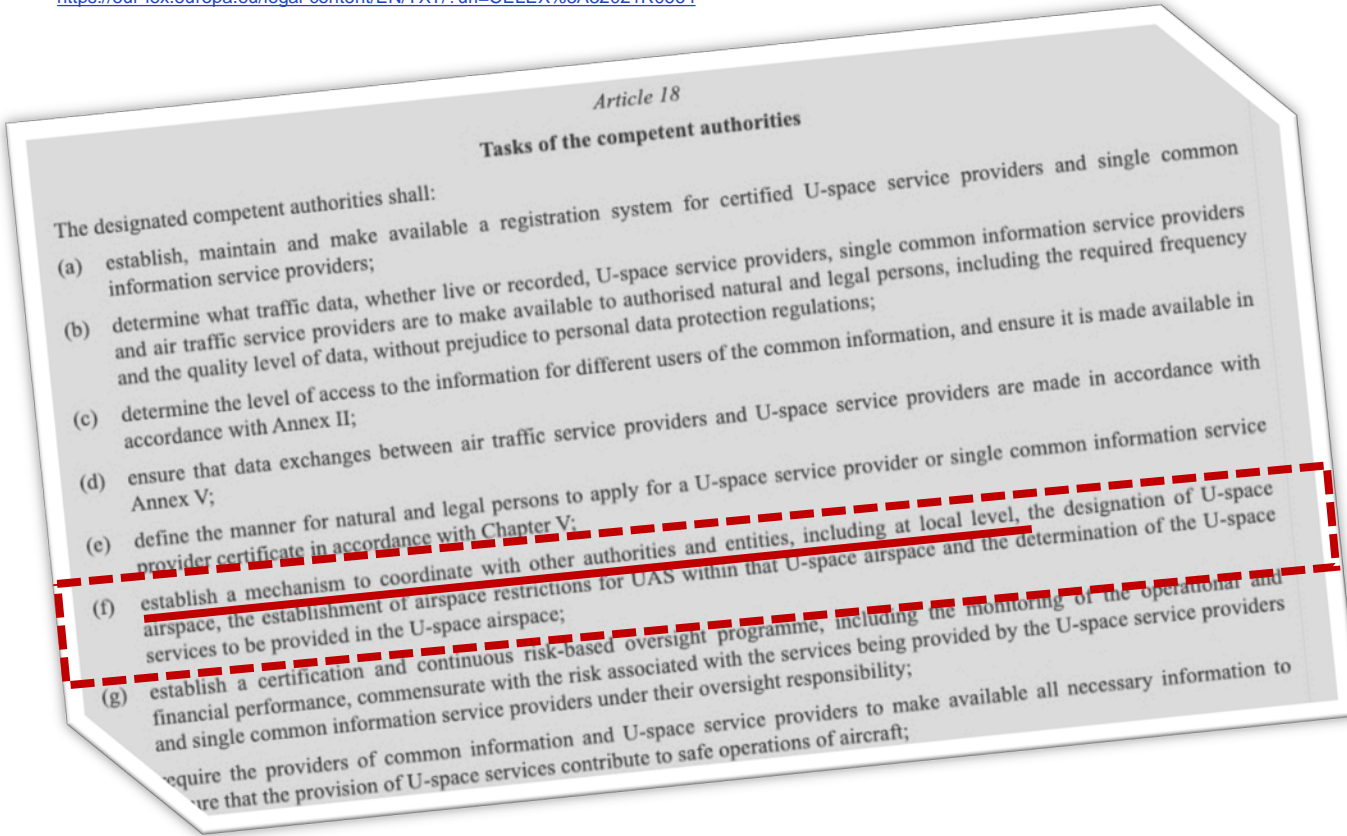


Organisations / Associations already supporting ...

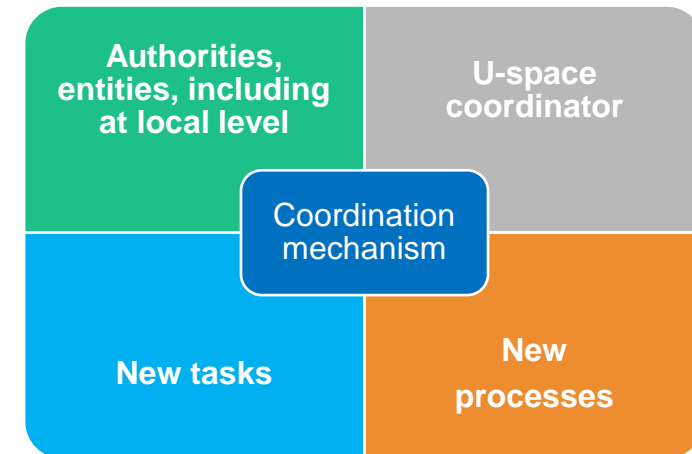
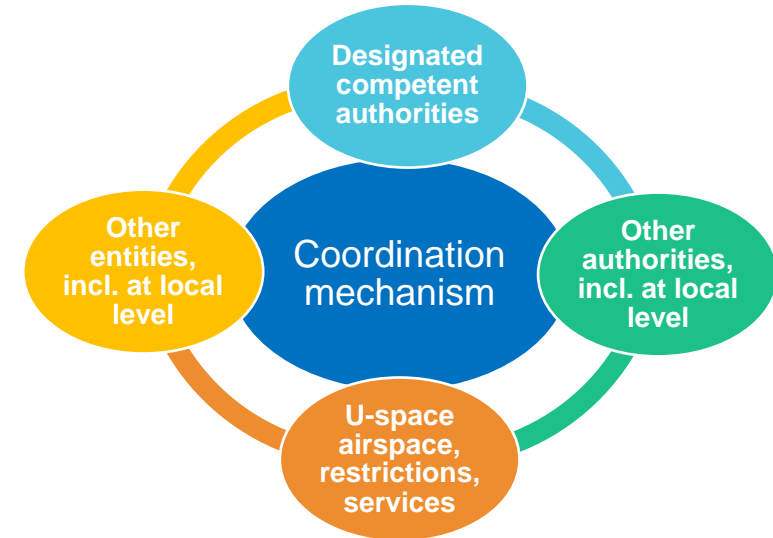


Extract from the Commission Implementing Regulation (EU) 2021/664 of 22 April 2021 on a regulatory framework for the U-space.

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32021R0664>



A novel approach to build up the coordination mechanism (based on draft NPA 2021-14 published on Dec. 2021)

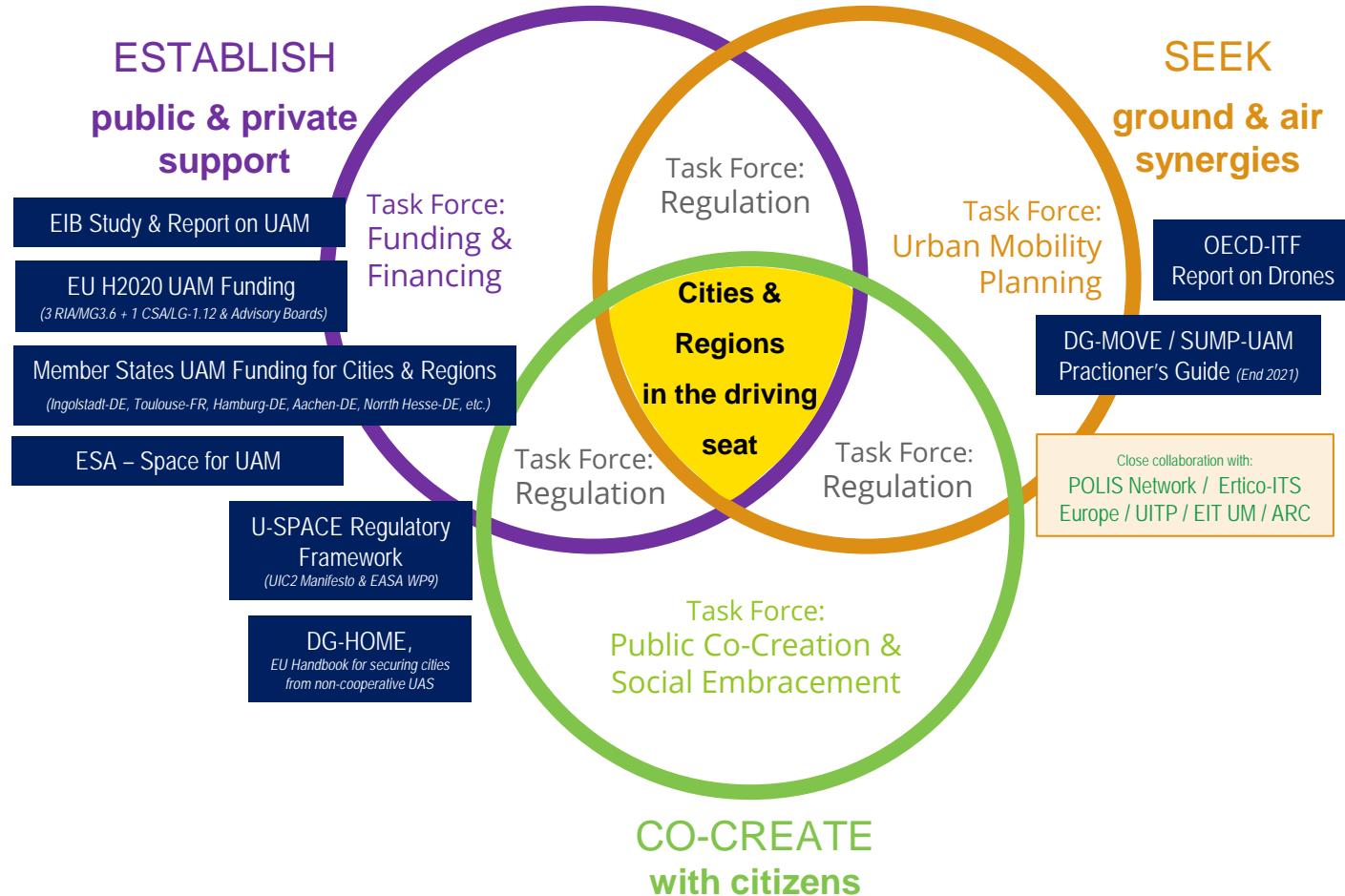


Towards a sustainable & responsible transition to UAM

A three-fold approach is required

Reminder of Prerequisites

- ✓ integrated sustainable urban mobility solutions
- ✓ demonstrable benefits to citizens
- ✓ socially & environmentally acceptable solutions



UIC2 serves as a city-centric platform to:

- ✓ Ensure a **holistic** approach to urban mobility
- ✓ **Proactively** engage with citizens
- ✓ **Co-create** with public and private actors (incl. citizens)

World Economic Forum AAM/UAM Cities and Regions Coalition

with support by the UIC2 (Founding Member and the European Pillar)

The World Economic Forum's **Advanced & Urban Air Mobility (AAM/UAM) Cities and Regions Coalition** was announced on **29th March 2022** at Amsterdam Drone Week.

The coalition creates a forum for **extending** the conversations that have taken place within UIC2 in Europe to a worldwide level.

Its goals are to support policy makers in **responsibly** integrating new aerial platforms into urban and regional transportation networks.

Cities and regions **set the agenda** for the groups work and will be supported by industry as needed.

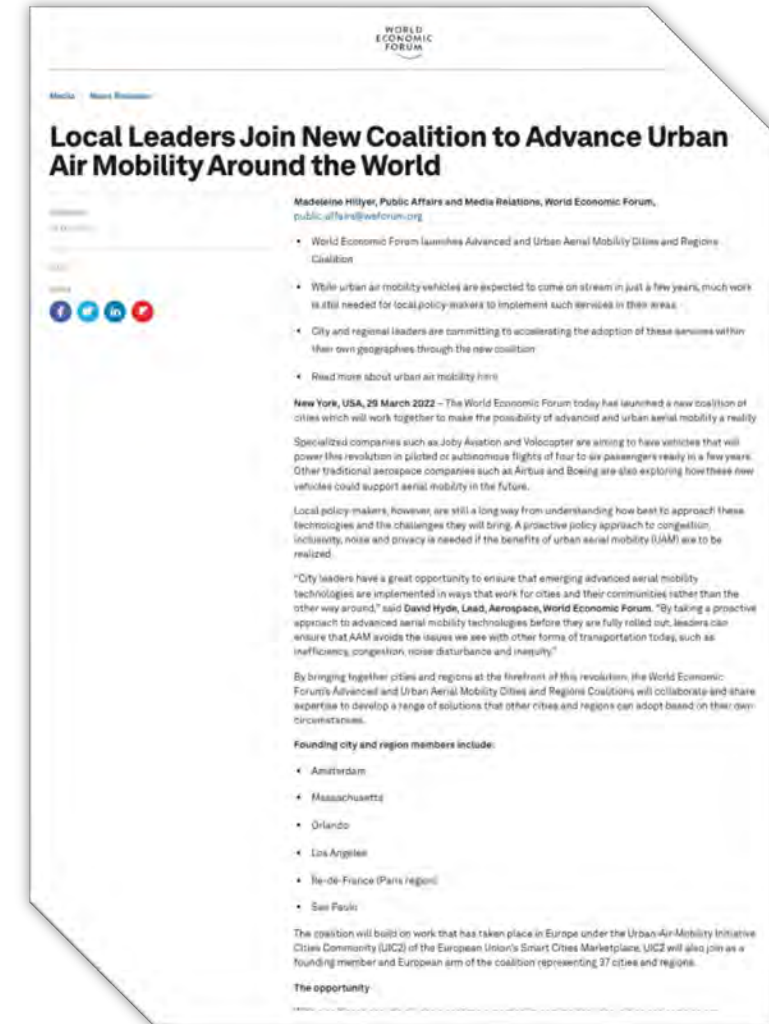
The Forum announced an initial group of high ambition city/region partners as founding members at the March launch.

These cities and regions, and others to join in the future, have the opportunity to be leaders in the area of AAM/UAM and will help shape its implementation as a **service** by:

- **Undertaking** policy development exercises.
- **Implementing** pilot programs to assess the real-world impacts of policies.
- **Sharing** their findings with other cities and regions to help identify best practices...

29th March 2022, WEF Press Release

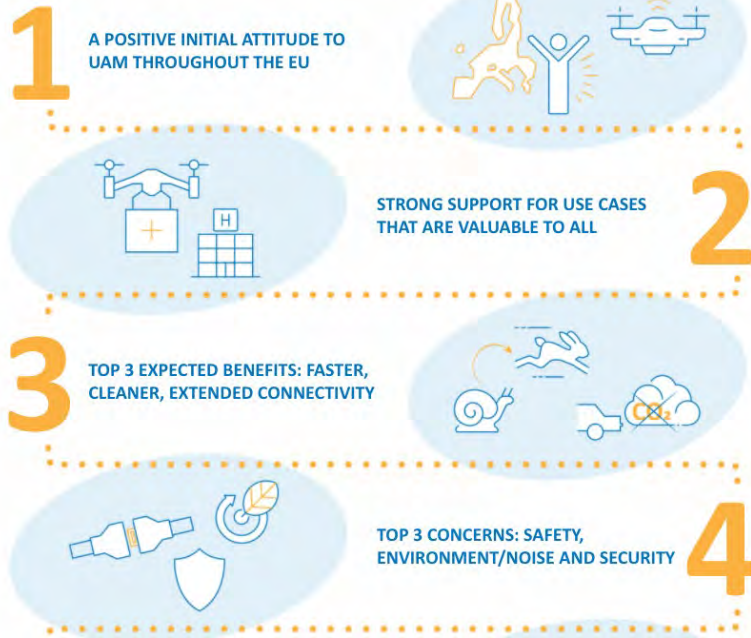
<https://www.weforum.org/press/2022/03/local-leaders-join-new-coalition-to-advance-urban-air-mobility-around-the-world/>



URBAN AIR MOBILITY 10 KEY SURVEY RESULTS

Urban Air Mobility (UAM) is a new mode of air transport of goods and passengers in urban environments, using electric aircraft taking off and landing vertically, with or without a pilot on board. First operations will be a reality 3 to 5 years from now.

Click for more details



Source: EASA, 2021



- UAM use cases depend heavily on social acceptance topics.
- Technical topics, and technological advancements although they are central to UAM progress (e.g. noise), are not the only challenges!
- Need to consider the **impact** of UAM with the wider lens of 'sustainability' [CSR / ESG / SDGs]

It is all about a Social Business Ecosystem

i.e. it's not about what technology can do for us but what we want technology to do for us!



source: AIRBUS

AIRBUS

Thank you!



Dr Vassilis AGOURIDAS

Leader of the UIC2

*Head of Public Co-Creation
& Ecosystem Outreach
AIRBUS, Urban Mobility*

vassilis.agouridas@airbus.com



Involving the end users in the development of public transport

Gitte Kjær-Westermann
Passagerpulsen



EPF Conference

Copenhagen 11. june 21

Passenger involvement

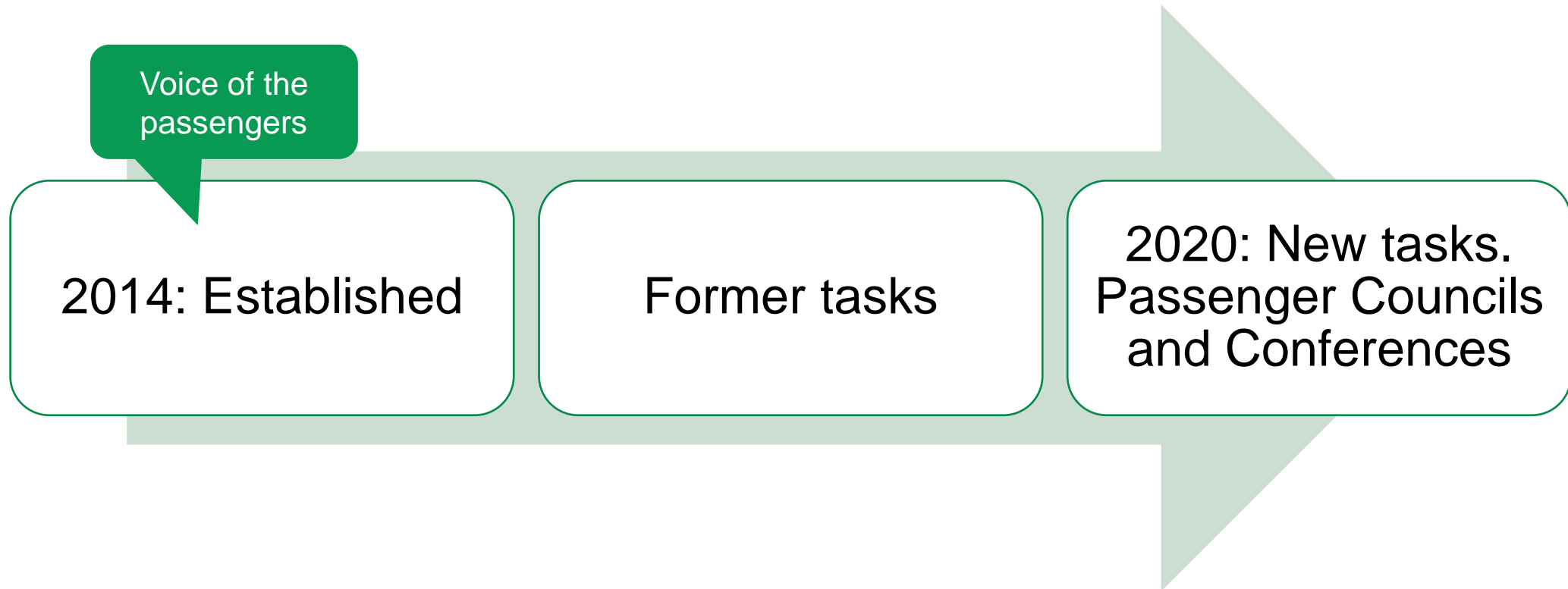
Gitte Kjær-Westermann

11.06.2022

Outline

1. Passenger involvement in Denmark
2. First Year Learnings and Challenges
3. Some experiences / cases: What works? / What works less well?
4. Panel debat: what can we learn from each other?

Changed Tasks of Passagerpulsen

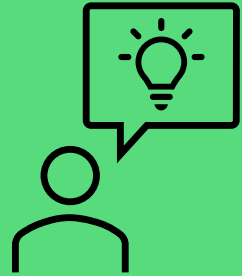


Purpose of the Passenger Councils

- Enhancing the voice of the passengers in the development of regional public transportation in Denmark.
- Representation across special interests and reduced mobility, gender, age, handicap, frequency in use of public transportation, etc.
- Contributing to empower mobility and cooperation across means of transportation, Public Transport Authorities and municipalities.

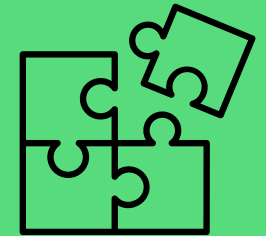
Principles of the Passenger Councils

Counseling



Cooperation

Result oriented



Involving

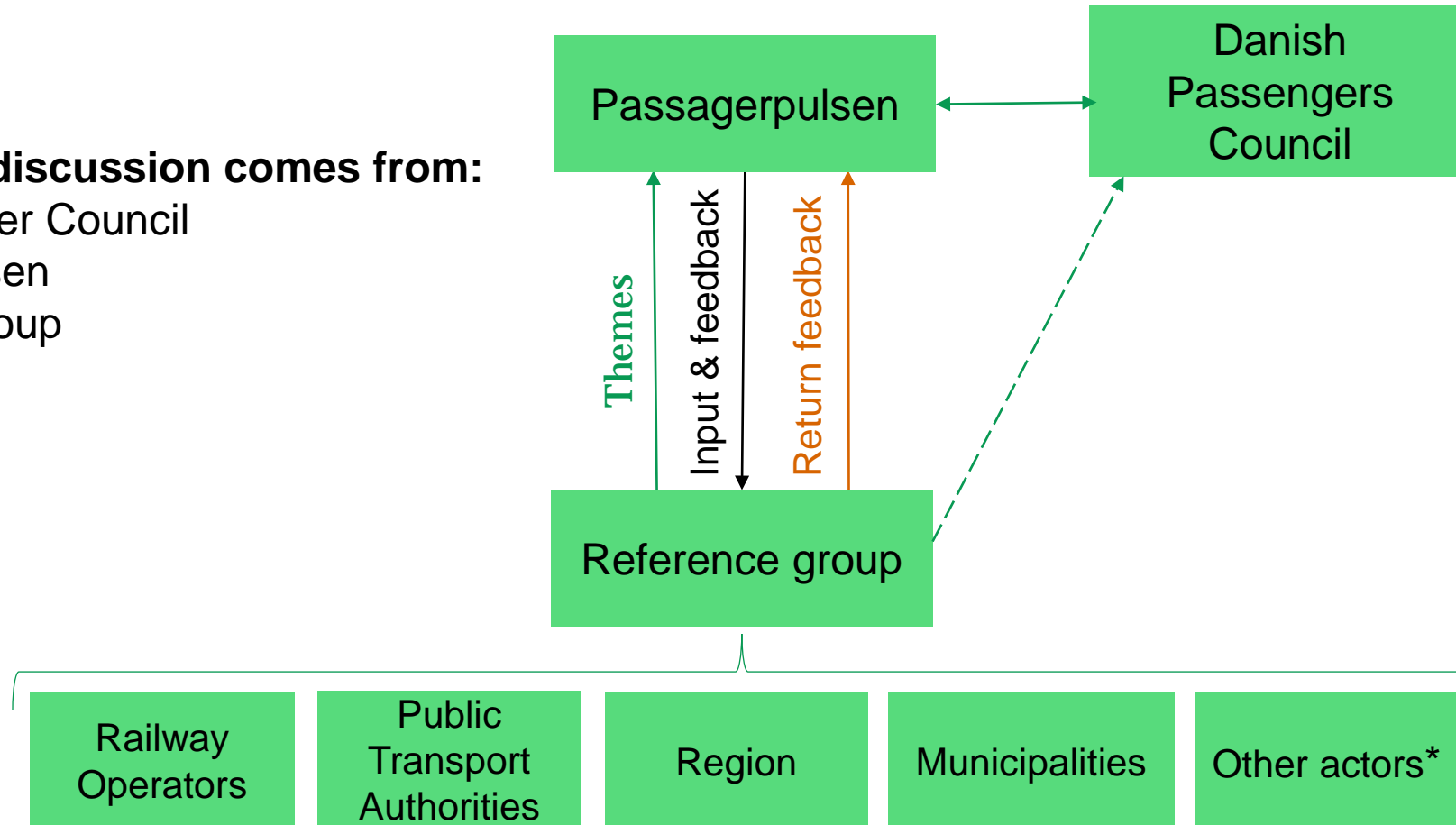


Independent



Concept and Organisation

Themes for discussion comes from:
The Passenger Council
Passagerpulsen
Reference group



* For instance Rejsekort og Rejseplanen A/S or Den Fælles Trafikinformationsenhed.

Themes and Contributions



Regional Passenger Conferences and Reporting

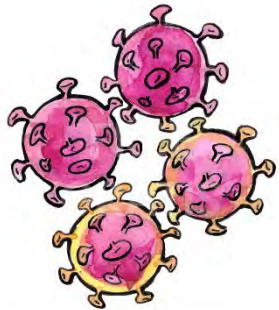


Karsten Hange
(SF)

Kim Christiansen
(DF)

Roger Matthisen
(ALT)

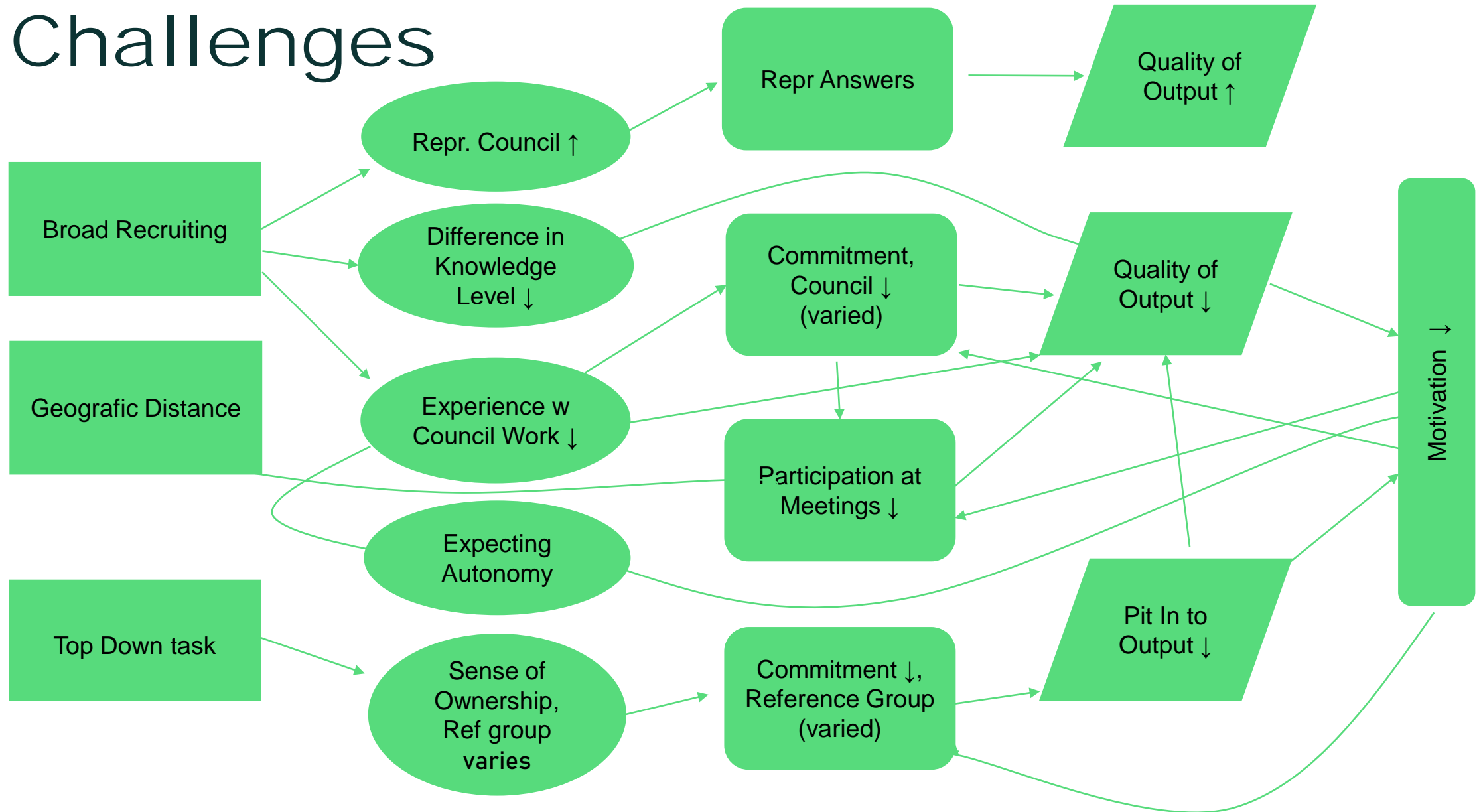
Successes



Gratis Download in hoher Auflösung ohne Wasserzeichen auf: www.Live-Karikaturen.ch
Free high resolution file without watermark available at: www.Live-Karikaturen.ch



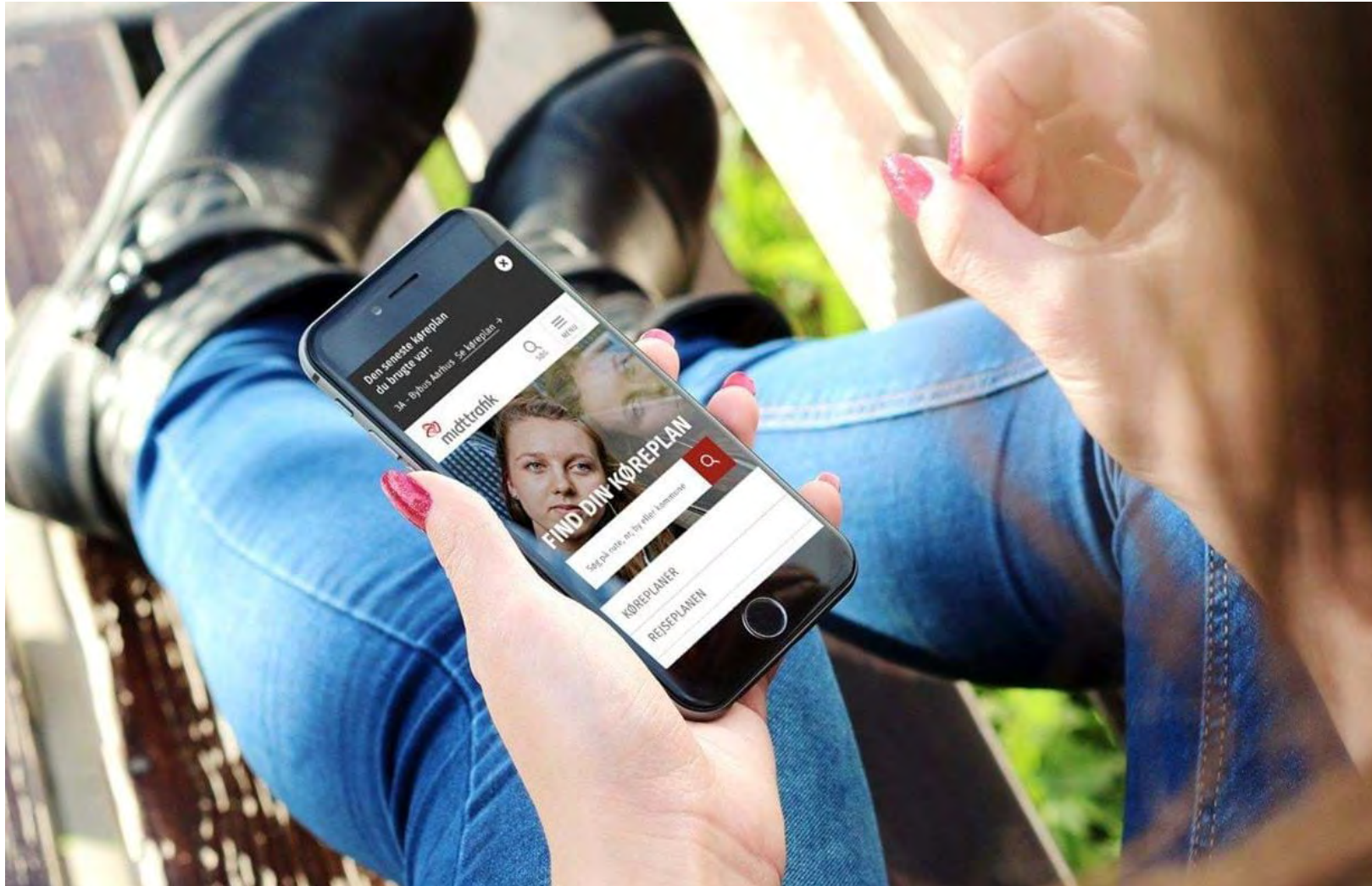
Challenges



Some Experiences: What Works – What Doesn't?

What Works	What Works Less Well
<ol style="list-style-type: none">1) Recruiting broadly to secure democratic representation, but with 'motivation' as a key factor.2) Clarifying expectations3) Nursing: Email and sms reminders, phone reminders and connection, as they are volunteers4) Nudging; e.g. team building, excursions, nice surroundings and meals5) Fewer meetings / meeting F2F6) Closer facilitation of work groups7) Openness, curiosity and commitment to pit in, in council as well as reference group8) Concrete input / questions for the council – defines output	<ol style="list-style-type: none">1) Recruiting broadly to secure democratic representation, clean cut, without 'motivation' as a key factor2) Implicit expectations3) Trusting own commitment of members,4) Simple meetings 3 hours in the evening at the office of Region or online5) More meetings / meeting online6) Autonomous work groups7) Lack of participation, engagement and ownership in council or reference group, seeing input as useless, do not pit in.8) When input is primarily information sharing, and there is no request for output

Case 1: What Works



Concrete topics /
real need for input
to improvement =
useful output

Case 2: What Works



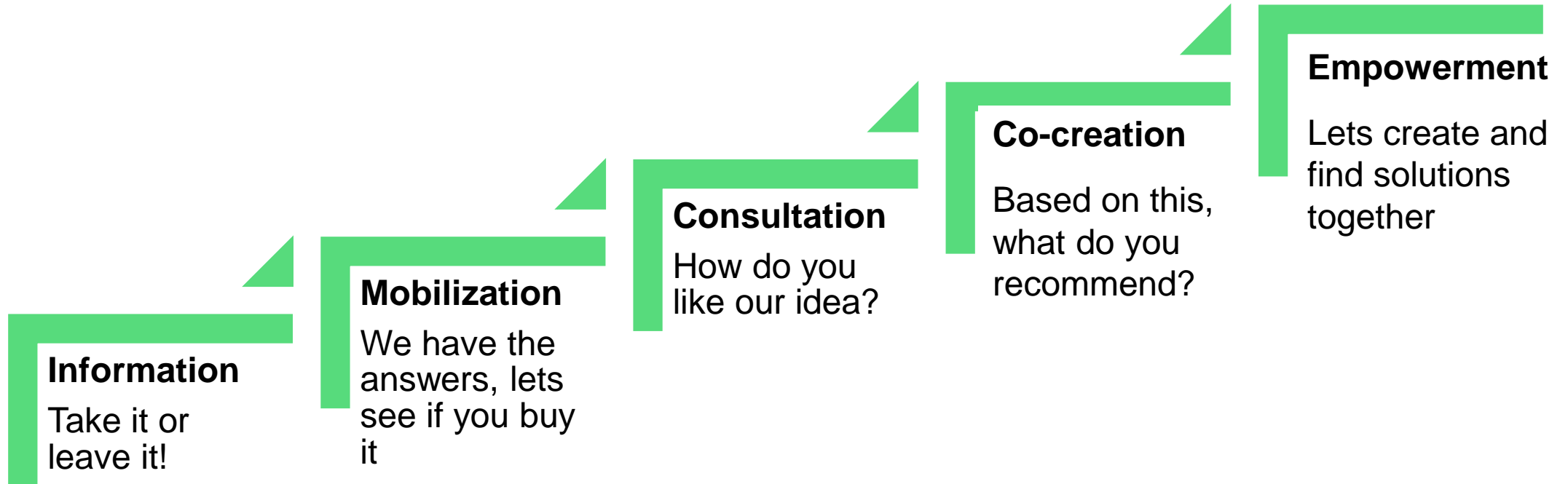
Direct dialog and relation building with decision makers = useful output

Case 3: What Works Less Well



Only information =
Less useful Output

The Participation Stairs





Break

Stretch your legs and grab some tea or coffee

We'll meet again at 15.30



Panel discussion from afternoon session

Involving the end users in the development of public transport

What are the benefits of involving the end users, and how is it done best?

Louise Coward
Transport Focus

Sandra Lima
EPF

Vassilis Agouridas
UIC-2

Gitte Kjær-Westermann
Passagerpulsen





Closing speaker

Josef Schneider
EPF





- More than 70 participants
- 15 countries

- Unique place for networking between members of EPF's member organizations
- Exchange of information between EPF and the "European world" of Public Transport





Why EPF?



Personalmangel bei Lufthansa

Hunderte Flüge im Juli gestrichen

Die Corona-Pandemie hat zu Personalmangel in der Luftfahrtbranche geführt. Nun steigt die Sorge vor Chaos in der Hauptreisezeit. Die Lufthansa und ihre Töchter Eurowings und Swiss streichen im Juli Hunderte Flüge.





Why EPF?



ICE 772
 → Hamburg-Altona
 Hohe Auslastung erwartet
 Weitere Informationen ▾

12:35 ○ Hamburg Hbf GI. 12
13:37

18 Min. > Umsteigezeit anpassen

12:53 ○ Hamburg Hbf GI. 11D-F
 12:54

IC 394
 → København H
 Mittlere Auslastung erwartet
 Weitere Informationen ▾

17:36 ○ København H GI. 3
 17:36



Why EPF?



Opel Corsa

1989



2023





Why EPF?



DSB IC3

1989



2023





Why EPF?



07:22 – 09:24 2h 02min, 1 Umstiege Aachen Hbf Gent St Pieters THA, IC	<input checked="" type="checkbox"/> Preisauskunft nicht möglich Rückfahrt hinzufügen >
08:04 – 10:32 2h 28min, 1 Umstiege Aachen Hbf Gent St Pieters RE, R, IC	<input checked="" type="checkbox"/> Preisauskunft nicht möglich Rückfahrt hinzufügen >
08:21 – 10:21 2h 00min, 1 Umstiege Aachen Hbf Gent St Pieters ICE, IC	ab 41,35 € > Rückfahrt hinzufügen >



Why EPF?



<p>07:22 – 09:24 2h 02min, 1 Umstiege</p> <hr/> <p>📍 Aachen Hbf 📍 Gent St Pieters</p> <p style="text-align: right;">THA, IC </p> <p style="text-align: center;">Details einblenden ▼</p>	<p>✗ Preisauskunft nicht möglich</p> <hr/> <p>Rückfahrt hinzufügen ></p>
<p>08:04 – 10:32 2h 28min, 1 Umstiege</p> <hr/> <p>📍 Aachen Hbf 📍 Gent St Pieters</p> <p style="text-align: right;">RE, R, IC</p> <p style="text-align: center;">Details einblenden ▼</p>	<p>✗ Preisauskunft nicht möglich</p> <hr/> <p>Rückfahrt hinzufügen ></p>
<p>08:21 – 10:21 2h 00min, 1 Umstiege</p> <hr/> <p>📍 Aachen Hbf 📍 Gent St Pieters</p> <p style="text-align: right;">ICE, IC</p> <p style="text-align: center;">Details einblenden ▼</p>	<p>ab 41,35 € ></p> <hr/> <p>Rückfahrt hinzufügen ></p>



Multi modal mobility



STRECKE	TEAMS	AUSGABE 2021	KULTOUR	SPONSOREN				CLUB	DE	🔍	☰
					UCI WORLD TOUR						
					01/07 > 24/07/2022						
ETAPPE 1	01/07	13.2 KM	COPENHAGUE > COPENHAGUE			ETAPPE 12	14/07	165.5 KM	BRIANÇON > ALPE D'HUEZ		
ETAPPE 2	02/07	202.5 KM	ROSKILDE > NYBORG			ETAPPE 13	15/07	193 KM	LE BOURG D'OISANS > SAINT-ÉTIENNE		
ETAPPE 3	03/07	182 KM	VEJLE > SØNDERBORG			ETAPPE 14	16/07	192.5 KM	SAINT-ÉTIENNE > MENDE		
ETAPPE 4	05/07	171.5 KM	DUNKERQUE > CALAIS			ETAPPE 15	17/07	202.5 KM	RODEZ > CARCASSONNE		
ETAPPE 5	06/07	154 KM	LILLE MÉTROPOLÉ > ARENBERG PORTE DU HAINAUT			RUHE	18/07		CARCASSONNE		
ETAPPE 6	07/07	220 KM	BINCHE > LONGWY			ETAPPE 16	19/07	178.5 KM	CARCASSONNE > FOIX		
ETAPPE 7	08/07	176.5 KM	TOMBLAINE > LA SUPER PLANCHE DES BELLES FILLES			ETAPPE 17	20/07	130 KM	SAINT-GAUDENS > PEYRAGUDES		
ETAPPE 8	09/07	186.5 KM	DOLE > LAUSANNE			ETAPPE 18	21/07	143.5 KM	LOURDES > HAUTACAM		
ETAPPE 9	10/07	193 KM	AIGLE > CHÂTEL LES PORTES DU SOLEIL			ETAPPE 19	22/07	188.5 KM	CASTELNAU-MAGNOAC > CAHORS		
RUHE	11/07		MORZINE LES PORTES DU SOLEIL			ETAPPE 20	23/07	40.7 KM	LACAPELLE-MARIVAL > ROCAMADOUR		
ETAPPE 10	12/07	148.5 KM	MORZINE LES PORTES DU SOLEIL > MEGÈVE			ETAPPE 21	24/07	116 KM	PARIS LA DÉFENSE ARENA > PARIS CHAMPS-ÉLYSÉES		
ETAPPE 11	13/07	152 KM	ALBERTVILLE > COL DU GRANON SERRE CHEVALIER								

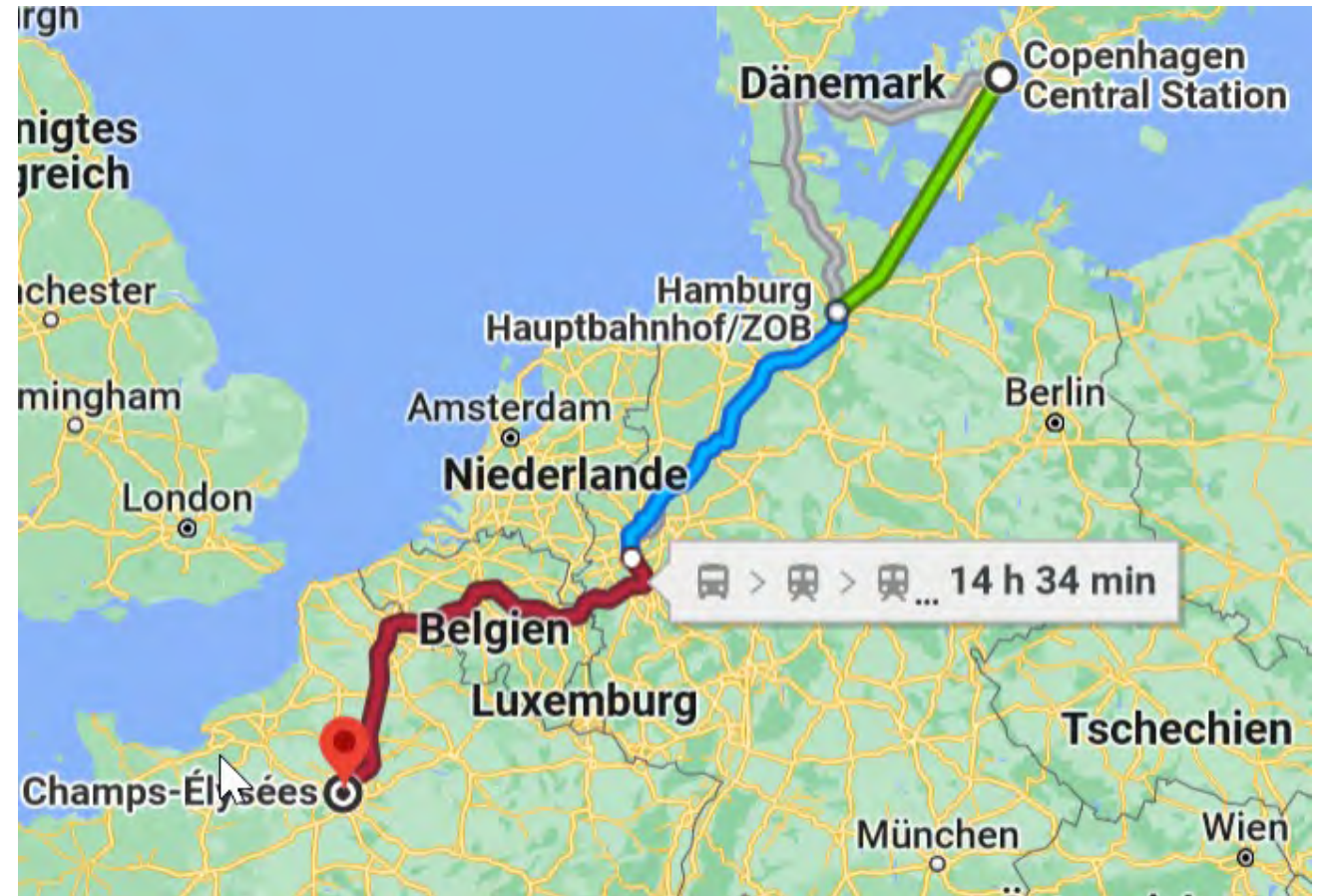


Multi modal mobility

06:04 (Samstag) bis 20:38 14 h 34 min
Thalys, FlixBus, ICE, M4, M1

06:04 (Samstag) bis 20:42 14 h 38 min
Thalys, FlixBus, ICE, M5, M9

07:17 (Samstag) bis 22:10 14 h 53 min
IC393, HKX, ICE12, Thalys, M4, M9





Multi modal mobility



Reiseauskunft

von **Kopenhagen**

Sa, 11.06.22

Schnellste Verbindung

1 Person

1. Klasse

> Nur Sitzplatz ()

DB **DB**

Suche **Auswahl** Ticket & Reservierung Zahlung Prüfen & Buchen Bestätigung

Hinfahrt **Kopenhagen Hbf** **Ixelles, Rue des Champs Élysées 1-21** **Ab: 06:00**

1 reisende Person, (Alter: 60 Jahre) 2. Klasse
1 BahnCard 50, 2. Klasse

Angaben ändern

Sa, 11.06.22 Häufige Fragen

Hinfahrt am 11.06.22 **€** Unsere Bestpreise anzeigen¹

1 reisende Person

Früher **↑** Sortieren nach: Abfahrt **↓**

07:17 – 19:40 | 12h 47min, 3 Umstiege

Koebenhavn H **Bruxelles-Central** IC, ICE

Mittlere Auslastung erwartet **!** Es liegen aktuelle Informationen vor

ab **124,10 €** **>**

Details einblenden **↓** Rückfahrt hinzufügen **>**

Weitere Angaben ändern

Policy



Multimodal information & Ticketing

Planning, booking and executing multimodal journeys is risky, difficult and time-consuming. EPF developed work around several regulations that could help to improve this.



Passenger Rights

Besides the recurring work on rights for rail, air, bus and coach and waterborne trips, EPF has also worked on understanding the impact of COVID-19 on the rights of passengers.



Future of transport

EPF has been involved in many innovative actions that will shape the future of transport, working to build a safer, greener and more reliable public transport offer for EU passengers.



Thank you

- To all participants
- To all speakers
- To the sponsors
- To the Team from EPF's office at Gent
- EPF's member organizations


- To our host and his full team :






Stay informed www.epf.eu



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icate in a quicker and
xdate you with news from
ic transport in all modes.



Stay informed!

[Click here](#) to sign up for our monthly newsletter!



Thank you for today!

See you soon:
Closing dinner at 19 at Food Club, Sortedam Dossering 7C

