

EPF Conference

Copenhagen 11. june 21

Passenger involvement

Gitte Kjær-Westermann

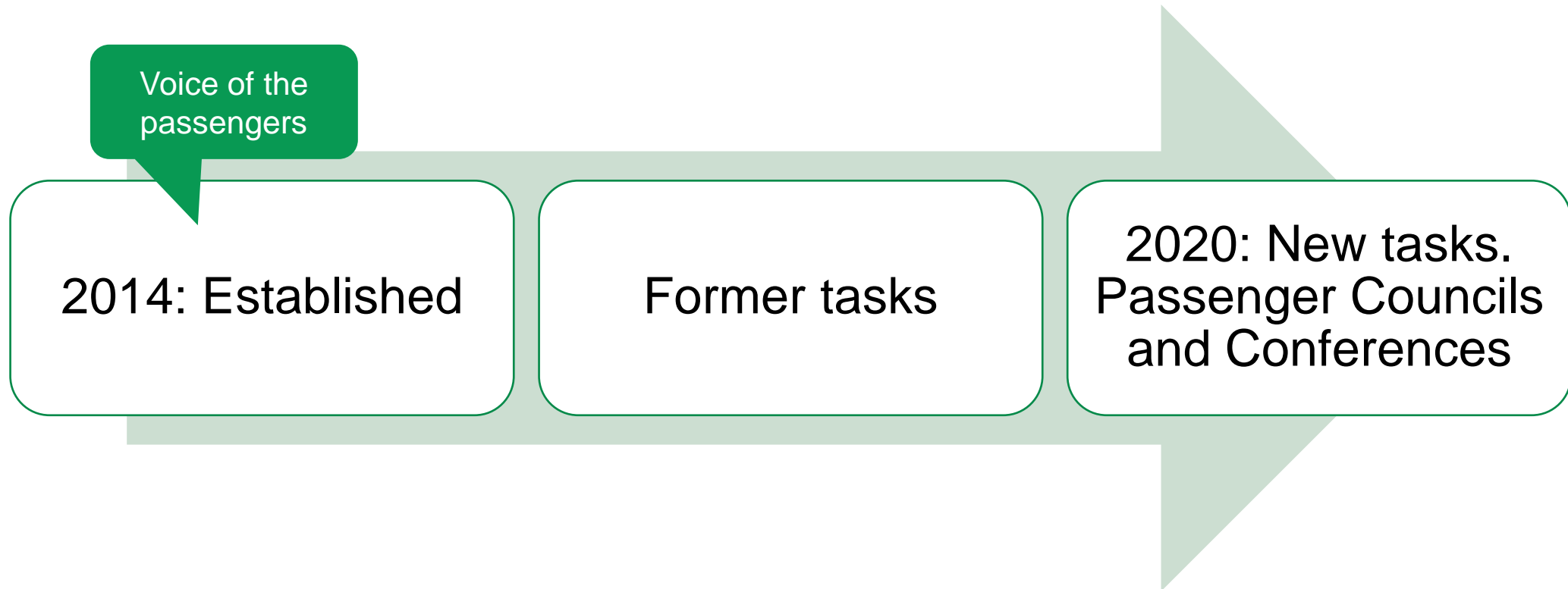
11.06.2022

FORBRUGERRÅDET
 **tænk**

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

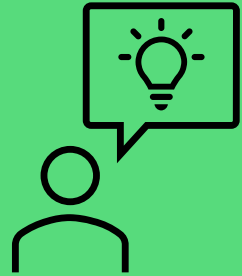


Purpose of the Passenger Councils

- 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.

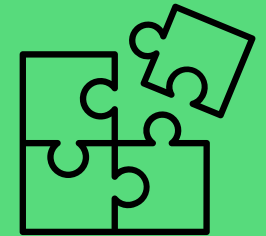
Principles of the Passenger Councils

Counseling



Cooperation

Result oriented



Involving

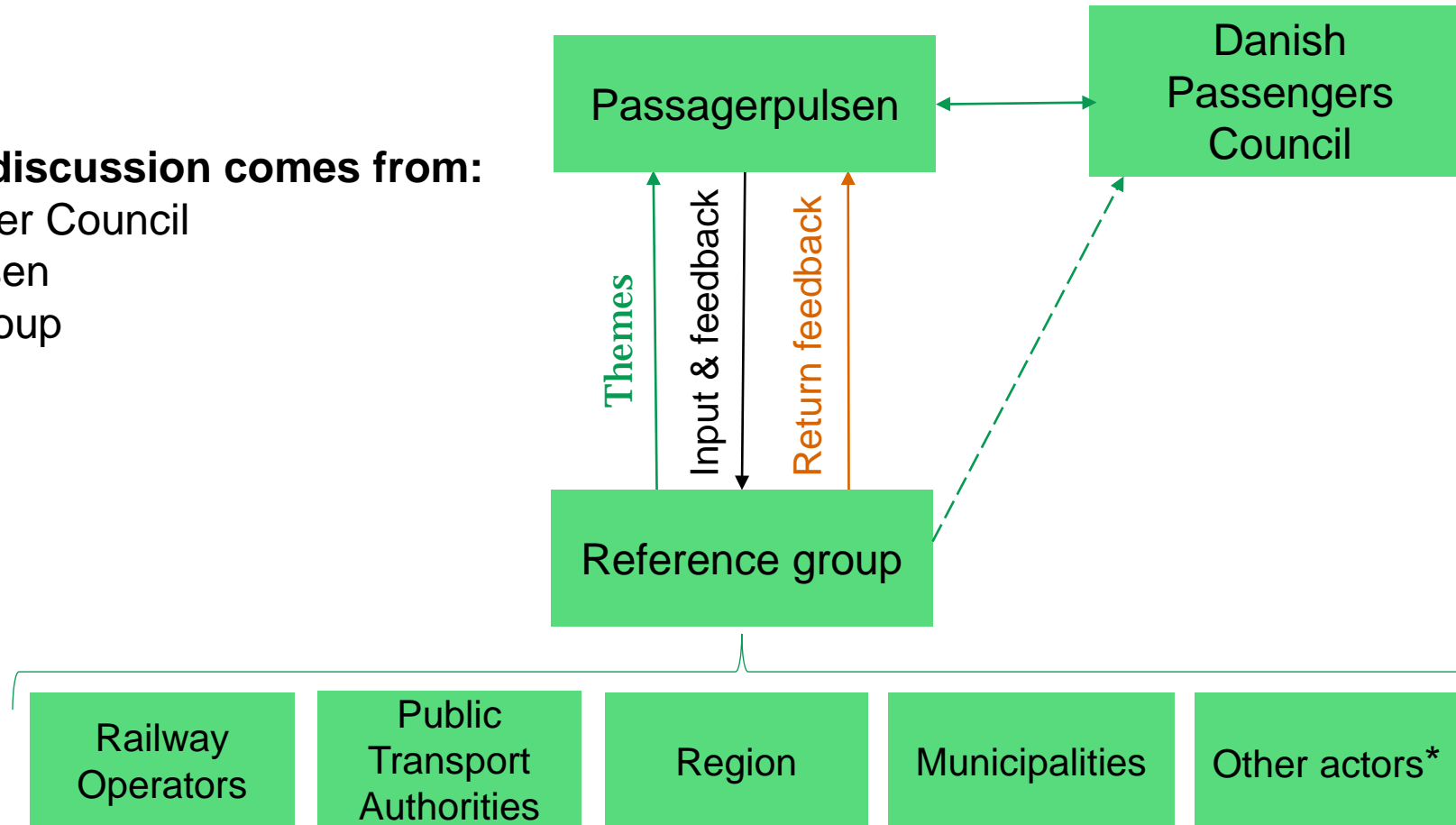


Independent



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.

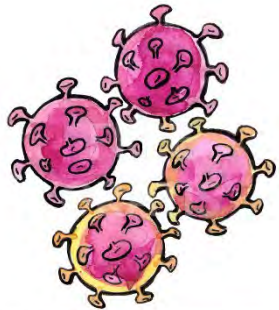
Themes and Contributions



Regional Passenger Conferences and Reporting



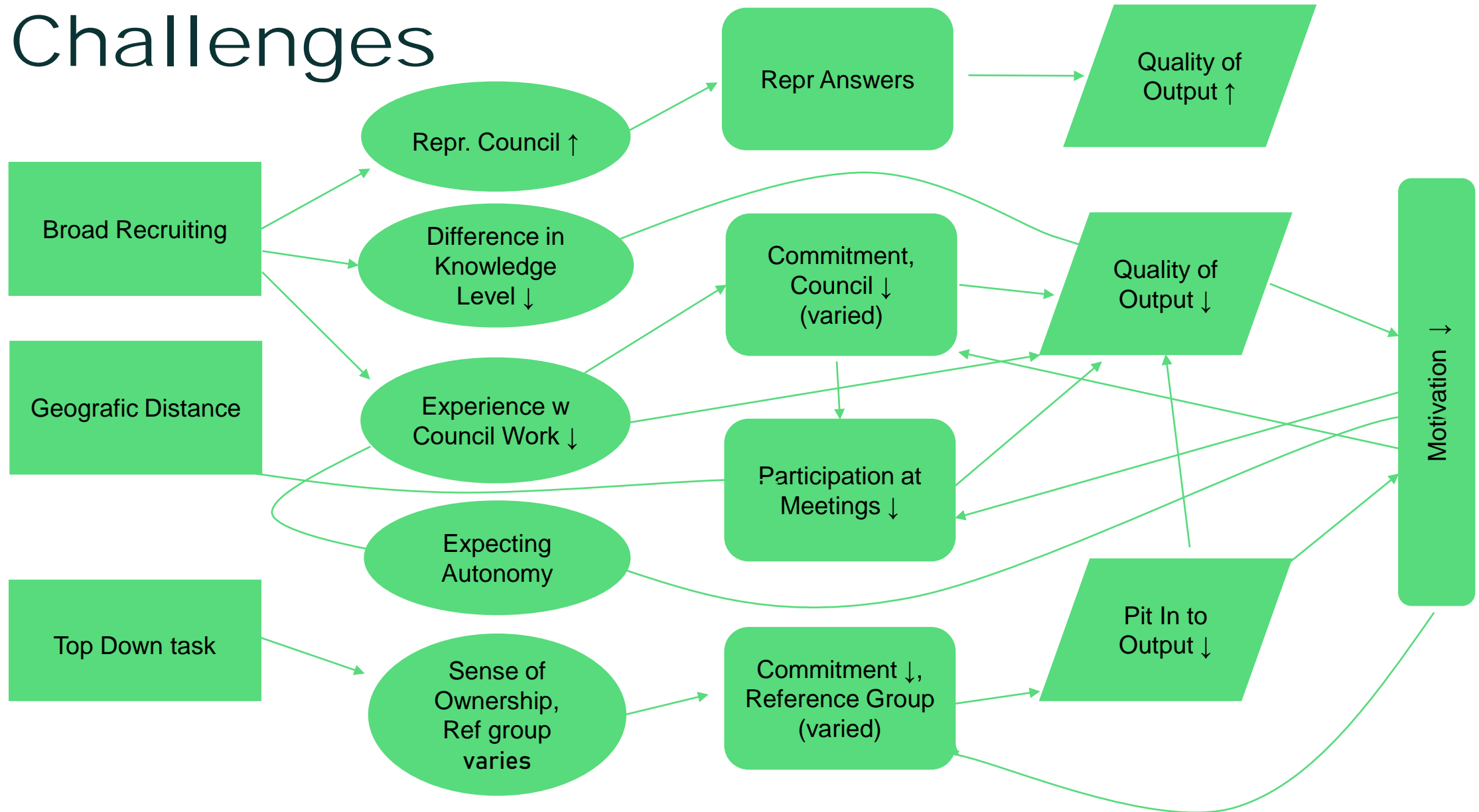
Successes



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



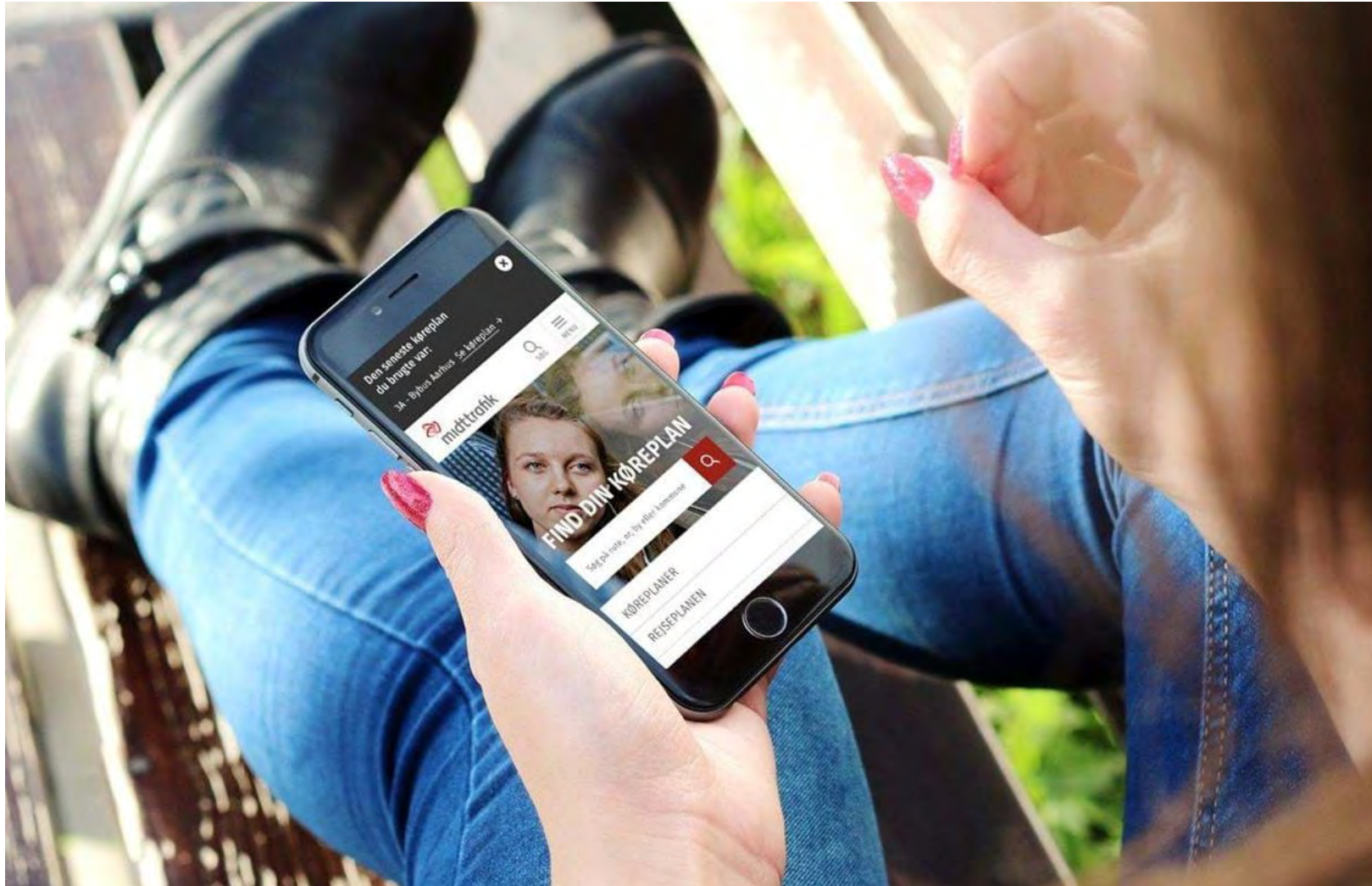
Challenges



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

