

A woman with long brown hair, wearing a light-colored straw hat and a pink top, is seated in an airplane cabin. She is looking down at a tablet computer she is holding in her hands. The background shows the interior of an airplane, including the headrest of the seat in front of her and a window. The overall lighting is soft and warm.

Passenger hubs: the end-users' perspective

IRP meeting subgroup C

Delphine Grandsart

European Passengers' Federation

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We are the voice of public transport users in Europe.

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



PASSENGERS WANT:

A (public) transport system that is

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

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





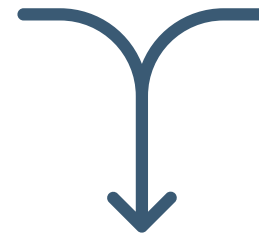
PASSENGERS ARE CONFUSED AND FRUSTRATED!

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

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

What happens if my train to the airport is delayed?

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



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

TRANSPORT IS AN INTEGRATED SYSTEM

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



DEFINING AN INTERNATIONAL RAIL PASSENGER HUB

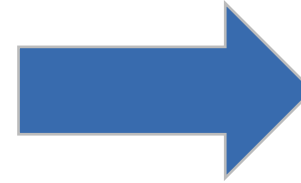
- EPF AS 'SPONSOR' OF THE UNECE WORK ON THE IDENTIFICATION OF HUBS
- *“AN INTERNATIONAL RAILWAY PASSENGER HUB IS A RAIL STATION THAT PROVIDES PASSENGERS CONNECTIONS TO MULTIPLE INTERNATIONAL AND NATIONAL RAIL SERVICES, TO OTHER HUBS AND TO THE SERVICES DELIVERED BY OTHER MODES. INTERNATIONAL RAILWAY PASSENGER HUBS CAN BE “PRIMARY” OR “SECONDARY” AS DEFINED BY MEMBER STATES AND DEPENDING ON THE LEVEL OF SERVICE OFFERED.”*
- DEMAND + SUPPLY SIDE DRIVERS
- CHECK SUGGESTED THRESHOLDS AGAINST THE ACTUAL NUMBERS (PASSENGERS AND TRAINS) CURRENTLY USING STATIONS THAT, INTUITIVELY, SEEM TO BE INTERNATIONAL HUBS
- ADOPT A FUTURE-PROOF PERSPECTIVE: THINK ALSO IN TERMS OF POTENTIAL

CONNECTIVITY AND ACCESSIBILITY TO PASSENGERS

- CONNECTION TO LOCAL PUBLIC TRANSPORT
 - TAXI
 - PRIVATE TRANSPORT PARKING
 - AIRPORT-PORT CONNECTIONS
-
- THE HUB IS USUALLY NOT THE FINAL DESTINATION — CONNECTION TO OTHER MODES OF TRANSPORT
 - NOT ONLY RAIL-RAIL, BUT CROSS-MODAL TRANSFERS, INCLUDING AIR

PASSENGER FACING STATION FACILITIES

- WAITING AREAS
- TOILETS
- TICKETING
- INFORMATION
- PRM ASSISTANCE
- WIRELESS CONNECTIVITY
- SAFETY AND SECURITY
- CUSTOMS, PASSPORT AND BORDER CONTROLS
- PREMIUM SERVICES
- COMMERCIAL SERVICES



ATTRACTIVE RATHER
THAN JUST 'APPROPRIATE'





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



www.epf.eu

Thank you!

Delphine Grandsart

European Passengers' Federation

Delphine.grandsart@epf.eu

