



European Passengers' Federation

Annual Report 2022



About us	3
Our work	4
Representation	5
Partnerships	6
Policy work	7
Project overview	14
Meetings, conferences & events	23
Meet our team	30
Let's connect	36

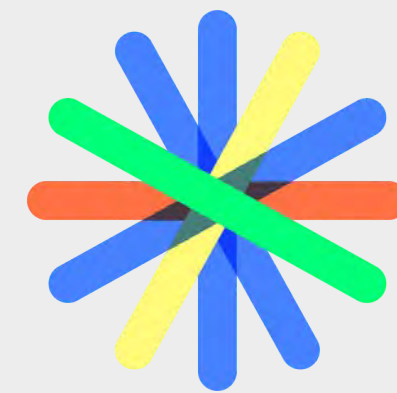


Table of Contents



European Passengers' Federation

**WE ARE THE VOICE
OF PUBLIC
TRANSPORT USERS
IN EUROPE**

About EPF

The European Passengers' Federation links all major passenger organisations throughout Europe and represents the interests of public transport users at the European level. EPF is committed to improving standards on public transport, achieving comprehensive passenger rights and promoting effective and seamless multi-modal travel.

Our work

What we do



POLICY WORK

EPF acts as a unique platform for representing passengers' interests in policy formulation at EU level, working constructively together with other stakeholders and decision-makers to advance the interests of public transport users across Europe.



PROJECTS

EPF participates in a wide range of EU-funded research and innovation projects, mostly focusing on communication & dissemination support, as well as stakeholder and citizen engagement activities.



MEMBERSHIP

EPF maintains regular contact with nominated representatives of each member association. This is reinforced by a pattern of quarterly general meetings: an invaluable opportunity to exchange information and best practice.

Representation

EPF IS REPRESENTED IN RELEVANT STAKEHOLDER GROUPS, SUCH AS:

- European Rail Research Advisory Council (ERRAC)
- European Railway Agency (ERA): Management Board, TAP-TSI & PRM-TSI working groups
- Community of European Railway and Infrastructure Companies (CER): Customer Liaison Group, FSM and TSGA Advisory Board
- Platform on International Rail Passenger Transport (IRP): co-chair Sector Mirror Group
- EU-Rail JU: Working group on user requirements, IP4 Advisory Board, System Pillar group
- EU Commission Expert Group on Land Transport Security (LANDSEC)
- United Nations Economic Commission for Europe (UNECE): Rail working party
- Multimodal Passenger Mobility Forum (MPMF): co-chair of one of the subgroups
- European Union Aviation Safety Agency (EASA): European Aviation Environmental Report (EAER) Advisory Group
- And many more!



Partnerships

IN ITS EFFORTS TO IMPROVE EU PASSENGER RIGHTS AND OVERALL PASSENGER EXPERIENCE, EPF REGULARLY CONSULTS AND WORKS TOGETHER WITH OTHER (EU-LEVEL) NETWORKS AND ORGANISATIONS.

These include user representatives (such as AGE Platform, EDF, BEUC, ECF), transport operators and infrastructure managers (such as UITP, CER, UNIFE, UIC, EIM, AllRail etc.), city representatives (POLIS, Eurocities, EMTA) and travel organisations (such as EU travel tech, ECTAA).





EPF's policy work includes e.g. meeting with EU level policy makers, responding to consultations on topics that are of relevance to the passengers, issuing press releases and position papers, ... An overview of EPF's position papers is available on the EPF website (www.epf.eu/wp/position-papers).

The main topics we worked on in 2022:

Multimodal information and ticketing

Passenger rights

Future of transport & mobility

Policy work

2022 highlights

Multimodal information & ticketing

TODAY, PLANNING, BOOKING AND EXECUTING MULTIMODAL JOURNEYS IS RISKY, DIFFICULT AND TIME-CONSUMING.

KEY TAKEAWAYS:

- Passengers need a neutral, reliable and comprehensive overview of available travel options to make an informed choice.
- Buying multimodal tickets should be easy, affordable and offer protection in case something goes wrong.
- Access to transport data on FRAND (Fair, Reasonable and Non-Discriminatory) conditions is a key enabler for creating an open, multi-player distribution market.



Multimodal information & ticketing

OVERVIEW OF EPF'S MAIN ACTIVITIES:

- EPF is a member of the **Multimodal Passenger Mobility Forum** (MPMF)
 - Plenary meetings (23.02, 06.04, 25.05, 28.06, 16.09)
- EPF and BEUC co-chaired MPMF subgroup '**Facilitating cooperation between operators and MDMS**'
 - Subgroup meetings (03.06, 04.07, 07.09), report (published here)
- Impact assessment study for a new Regulation on **Multimodal Digital Mobility Services** (MDMS)
 - Public consultation (23.02), stakeholder workshops (22.02 & 19.04), interview (17.05), written feedback
- Follow-up on other relevant (revisions of) Regulations:
 - **ITS Directive** (~ travel information) - feedback on the adopted act (20.03)
 - **TAP-TSI** (~ standards and interoperability - rail) - working parties & feedback revision (20.06)
 - **CRS Code of Conduct** (~ neutral display) - welcoming the merge with the MDMS initiative (12.08)
 - **Air Services Regulation** (~ price transparency) - public consultation (30.05), online survey (14.06), workshops (13.06 & 15.06), interview (08.08)

RAIL information & ticketing

- Meetings (20.04, 21.06) & exchanges with CER on the **CER Ticketing Roadmap** implementation, proposing yearly KPI-based monitoring on selected corridors
- Letter to CER/CIT (06.11), welcoming in principle the **Agreement on Journey Continuation** (AJC) but pressing to see further progress in the short term
- Meeting with DG MOVE and all rail stakeholders (09.03) on **commercial issues in rail ticketing**
- EPF workshop (02.04) on the **impact of the revised Rail Passenger Rights' Regulation** provisions on information and ticketing
- **Platform on International Rail Passenger Transport (IRP)**: annual progress report (02.06) confirming commitments on journey continuation, greater clarity on FRAND and a welcome for the Commission's Rail Action Plan
- **Joint letter** (17.11) with eu travel tech, ECTAA, Allrail, GBTA and EPF calling for strong European action to facilitate simple and transparent rail ticketing



Passenger rights

BETTER PROTECTION FOR PASSENGERS AND THEIR RIGHTS

- Financial protection against **insolvency / liquidity crisis** (air)
 - Airline insolvency protection scheme urgently needed (joint letter 07.12)
- Delayed reimbursement when **booking via an intermediary** (air)
 - Role and responsibilities (B2C and B2B) of intermediaries to be clarified (all modes)
- Reimbursement in case of **cancellation by passengers** (air)
 - Right to cancel, in case of a major crisis without having to pay a fee
- **Multimodal** passenger rights
 - In principle, core passenger rights should also apply to multimodal trips
- Better **enforcement**
 - Monitoring and enforcement to be strengthened (all modes)

EPF PARTICIPATED IN THE IMPACT ASSESSMENT STUDY: Call for evidence (17.01), public consultation (30.11), interview (02.12), workshop on the role of intermediaries (13.12) & multimodal passenger rights (15.12)



Passenger rights

PACKAGE TRAVEL DIRECTIVE - REVIEW

- EPF is a member of the **PTD Stakeholder Expert Group**
 - Plenary meetings (24.03, 08.11)
- **Impact assessment study** - review of the PTD
 - Public consultation (10.05), interview (08.11), online survey (25.11), follow-up workshop (07.12)

KEY ISSUES TO ADDRESS FOR EPF:

- Enforcement
- Insolvency protection
- Cancellation by passengers
- Vouchers
- Role of intermediaries
- Clarify definitions



Future of transport & mobility

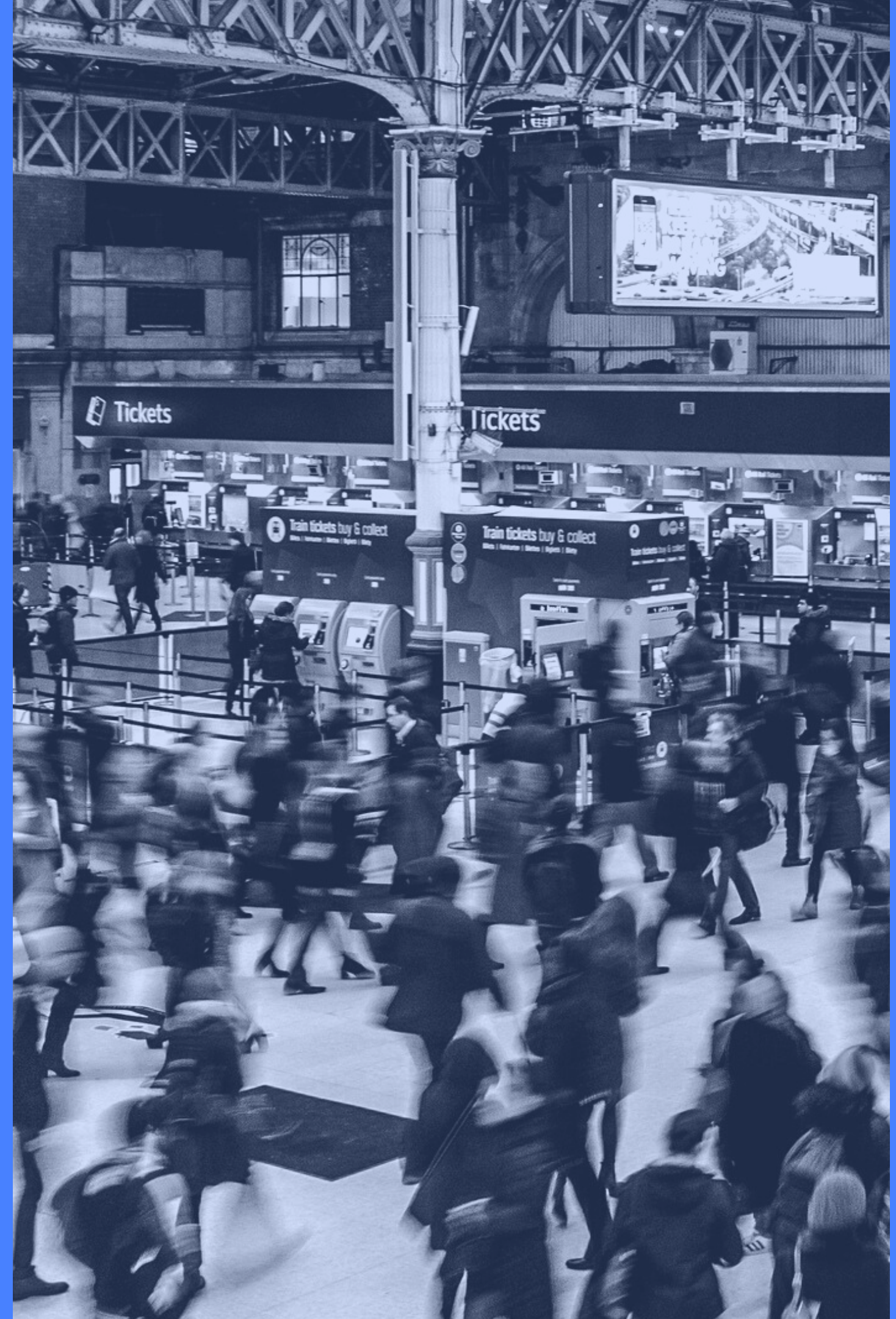
FOLLOW-UP ON OTHER RELEVANT POLICY TOPICS AND INITIATIVES, A.O.



- **PSO Regulation 1370/2007**
 - Feedback revised interpretative guidelines (20.01)
- **EC study Covid-19 impact on aviation**
 - Stakeholder workshop (09.03)
- **EASA Aviation Environmental Report**
 - Stakeholder group EAER 2022 (16.03)
- **Count Emissions EU initiative**
 - Public consultation (17.10)
- **Increasing the share of rail traffic**
 - Feedback call for evidence (05.04)
 - Public consultation (22.06)
- **Rail connectivity index study**
 - Stakeholder workshop (23.03)

Project Overview

Research and innovation projects are the main source of funding for EPF's activities. In 2022, EPF participated in several EU projects, covering a variety of topics.



AURORA

Safe Urban Air Mobility For European Citizens



<https://aurora-uam.eu/>

The EU-funded AURORA project aims to develop and integrate safety-critical technologies to support autonomous flight **Urban Air Mobility** in urban environments, focusing its demonstrations primarily on emergency related applications.

AURORA believes in creating solutions that do not only extend and complement current mobility systems, but more importantly have a beneficial impact on people and society.

In the project, EPF leads the research on public acceptance, user involvement and co-creation activities. As the responsible of AURORA's dissemination activities, EPF has also represented the project at various conferences and events in 2022.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101007134



INclusive Digital MObility solutions



<https://indimoproject.eu>

The EU-funded INDIMO project, which ended in 2022, supported researchers, operators and policymakers to review and integrate the user perspective in the entire design and deployment process of digital mobility solutions. INDIMO aimed to break the barriers that people face in accessing digitally interconnected transport systems.

INDIMO partners collaborated with stakeholders in 5 pilot locations to create **a set of adaptable tools and guidelines for developing inclusive mobility services**. The resulting INDIMO Inclusive Digital Mobility Toolbox is an interactive set of online tools to support a user-centric design approach.

EPF brought the users' voice to the INDIMO project, by supporting many of the work packages related to user needs and requirements. As a contributor to INDIMO's dissemination activities, EPF represented the project at various events in 2022.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 875533



SHARED automation Operating models for Worldwide adoption

www.show-project.eu



SHOW

SHOW aims to support the deployment of **shared, connected and electrified automation in urban transport**, to advance sustainable urban mobility. During the project, real-life urban demonstrations are taking place in 20 cities across Europe, integrating fleets of automated vehicles in public transport, demand-responsive transport (DRT), Mobility as a Service (MaaS) and Logistics as a Service (Laas) schemes.

Within the project, EPF is in charge of coordinating user engagement and co-creation activities. This includes setting up a customized engagement strategy for each SHOW pilot site - taking into account the local context, stakeholders involved, ... - as well as supporting the organisation of dedicated events such as Ideathons and Hackathons.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 875530

R2A

Ride to Autonomy

<https://summalab.nl/r2a/>



Ride2Autonomy is a DG Connect-funded project that demonstrates **autonomous shuttles' integration into the transport system** in ten EU cities. The project ended on 30 November 2022.

One of the key outcomes is the creation of the “Scalable Model” Toolbox, guiding cities to integrate autonomous shuttle solutions into their public transport system.

EPF contributed to the deliverables 'Educational campaign guidelines for smart urban mobility' and 'MaaS stocktaking report', to the evaluation framework and the recommendations for the R2A toolbox.

In addition, we contributed to a workshop on Educational Campaign Guidelines and, together with SHOW, organised a webinar on CCAM user acceptance and user engagement.



This project has received funding from the European Union's Directorate-General for Communications Networks, Content and Technology, 2020 Work Programme under grant agreement No LC - 01632937

UMCASE

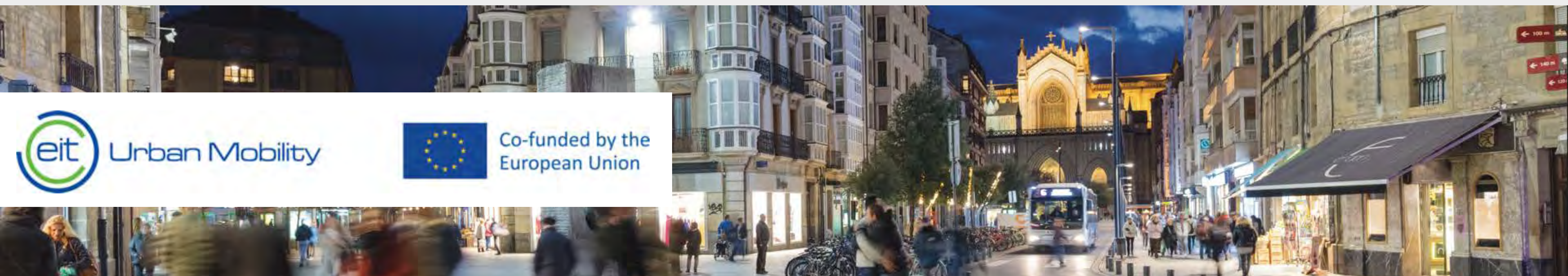
Citizens' inclusive and accessible urban mobility solutions



The UMCASE project, supported by EIT Urban Mobility, focused on providing cities a method to **better tailor public transport to individual needs**, and in particular those of vulnerable groups.

Using a **participatory approach**, the UMCASE method was piloted in Vitoria, Spain, and Eindhoven, the Netherlands

Within the project, EPF built upon its knowledge and helped the consortium by reviewing best practices, and by sharing knowledge on user needs and user engagement. EPF also provided input for the development of the co-creation methodologies and helped with the communication and dissemination of project results.



EU-Rail



Europe's Rail JU is a public-private partnership in the rail sector, co-financed by the Horizon Europe programme, funding research and innovation and harmonising standards to deliver the railway system of the future.

In order to ensure that R&I performed within S2R will bring tangible benefits to passengers' future mobility, the EU-Rail JU has tasked EPF to bring in its **expertise in European railway passenger aspects**.

In 2022, EPF has contributed to:

- The Rail Functional System Architecture that is being developed in the LinX4Rail / LinX4Rail II projects;
- The uptake of IP4 technologies, a.o. by analysing the expected impact of the revised Rail Passenger Rights' Regulation on IP4 and by writing a report on the Governance of the IP4 Interoperability Framework.

<https://rail-research.europa.eu/>

TOD-IS-RUR



<https://www.todisrur.eu>

[TOD TALK with EPF](#)



TOD-IS-RUR has received funding from the European Union's Horizon 2020 research and innovation program under the Marie Skłodowska-Curie grant agreement no 956030

The EU-funded Innovative Training Network TOD-IS-RUR sets up an interdisciplinary, international and intersectoral network to make significant research contributions to the scientific and societal challenge of countering sprawl in Europe.

The network aims to **extend the concept of Transit-Oriented Development (TOD) to RURs (Rural Urban Regions)** with a context-based approach, in which interactions between mobility and urbanization are studied in relation to social and environmental qualities.

Within the project, EPF will be hosting some of the Early Stage Researchers (ESRs) employed by the project and support their research from the passengers' point of view.

TOD-IS-RUR

TRANSIT ORIENTED DEVELOPMENT FOR INCLUSIVE AND SUSTAINABLE RURAL-URBAN REGIONS

ELEVATE

<https://www.eltis.org/mobility-plans/topic-guides>



It is a key challenge for cities to make public transport more attractive and resilient through the design of effective Sustainable Urban Mobility Plans (SUMPs).

To support urban planners and transport practitioners in this process, a **SUMP Topic Guide on Planning for Attractive Public Transport** has been developed by the Policy Support Group of the CIVITAS ELEVATE project.

The Guide was created with the involvement of experts from select organisations (UITP, EPF, Technical University of Berlin, the City of Gdynia, and the Gothenburg Transport Operator), Trasporti e Territorio, and 12 more urban mobility stakeholders.



Meetings, conferences & events

Highlights



MEETINGS WITH EU STAKEHOLDERS

- In 2022, we further strengthened our connections by holding regular meetings with EU-policymakers and other stakeholders

EPF ANNUAL CONFERENCE 2022

- Topics included the green transition, digitalisation, cross-border commuting, and user engagement strategies

EVENT REPRESENTATION

- EPF contributed to many events across Europe, where we shared our knowledge on passengers' concerns and wishes

EPF Conference

The 2022 EPF conference was held in Copenhagen on 10 and 11 June, gathering over 70 participants - passenger representatives, transport operators, politicians and officials - from across the EU.

The conference was opened by the Danish Minister of Transport, who talked about the green transition & the importance of shared transport. Other topics that were discussed include how public transport must be based on the citizens' needs and experiences and how there is still lots of work to be done for smart, sustainable and inclusive public transport across Europe.

On the second conference day, there was a panel discussing the barriers and opportunities for involving passengers, focusing on citizen needs and methods for better engagement.



Florence School of Regulation



EPF was invited to speak at the 9th Florence Intermodal Forum [Towards EU-wide Intermodal Ticketing](#) on 02.05, co-organised with several units within DG MOVE (C3, B4, B5).

We also attended the 10th Florence Intermodal Forum [Creating a Common European Mobility Data Space](#) on 25.11, jointly organized with DG MOVE, DG DIGIT and DG CNECT.

In addition, EPF was invited to contribute to the FSR podcast ['On The Move'](#). Delphine Grandsart, Senior Researcher at the European Passengers' Federation, discusses key items on the European Green Deal, from cost-reflective pricing in transport, to multimodal ticketing and passenger rights, MaaS and more.



IRP platform

The [Ministerial Platform on International Rail Passenger Transport \(IRP\)](#) was set up to improve the framework conditions for the development of international passenger rail services in Europe, facilitating modal shift and the goals of the Green Deal.

EPF co-chairs the [Mirror Group](#) that represents rail sector stakeholders in the Platform's work and is also heavily involved in the work of [subgroup A on Customer Experience](#).

- **Plenary meetings** of the IRP took place on 26.01, 11.05, 15.06 and 28.09.
- **Subgroup A meetings** took place on 04.02, 15.03 and 30.06.
- In addition, EPF took part in several **workshops** and was invited as a speaker in three of them, on air-rail cooperation (24.03), passenger hubs (26.07) and governance structures (24.11).

The IRP presented its [annual progress report and accompanying sector statement](#) to the EU's Transport Council on 02.06, reflecting notably policy advances agreed within Subgroup A which confirm many valuable commitments including journey continuation arrangements, greater clarity on FRAND and a welcome for the Commission's Rail Action Plan.

Night trains: a new future?



A European Night Train Network 2030 (09.02): webinar contribution focusing on the requirements for night trains from the passengers' perspective (Emil Frodlund).

The renewal of night trains in Europe (23.02): a high-level conference focusing on night trains' potential as a sustainable mode of transport at the service of regional development (Josef Schneider).

Night train of the past, present and future (24.03): participation in a panel debate on economic requirements / private night train initiatives at Back on Track's 2022 conference (Emil Frodlund).

"EPF welcomes any additional offers of public transport. A network of European night train connections enables rail travellers to cover longer distances. In the end, however, the right framework conditions need to be in place in order for night trains to become a market success."

More 2022 highlights

EPF TOOK PART AS SPEAKER IN THE FOLLOWING EVENTS:

- [Closing Ceremony of the European Year of Rail](#) (21.02 - Christopher Irwin)
- [European Mobility Week annual workshops](#) (28.03 - Katie Bulanowski)
- [RailTech Europe](#) (22.06 - Arriën Kruyt)
- [EESSC hearing on transport accessibility](#) (23.06 - Sandra Lima)
- [Connecting Europe Days & launch European Rail Manifesto](#) (29.06)
- [Need for high speed](#), CER & Czech Presidency (11.07 - Christopher Irwin)
- [Passenger Experience Round table](#), Global Railway review (02.09 - Christopher Irwin)
- [EPF visit to Innotrans Berlin & strategy meeting](#) (22.09)
- [World Passenger Festival Amsterdam](#) (16-18.11 - Freek Bos, Josef Schneider)
- [ARC conference “Future-proof aviation for all”](#) (01.12 - Delphine Grandsart)
- ...



For more information...

EPF work



Position papers

epf.eu/wp/position-papers/



Projects

epf.eu/wp/projects/



EPF Conference Report

epf.eu/wp/conference-reports/



In 2022, we said farewell to our colleague Sandra, and welcomed Wandi to the office staff.

We also welcomed Freek and Katharina to the management board.

Meet our team

New faces at EPF



**JOSEF
SCHNEIDER**



**MICHEL
QUIDORT**



**RIAN VAN DER
BORGT**



**WILLY
SMEULDERS**



**CHRISTOPHER
IRWIN**



**KATHARINA
KRELL**



**FREEK
BOS**



**EMIL
FRODLUND**

Management Board



**DELPHINE
GRANDSART**



**KATIE
BULANOWSKI**



**WANDI
CHIVAURA**

Office staff

**And our 38
members
across
Europe!**



EPF turned 20 in 2022

AND CELEBRATED IN 2023

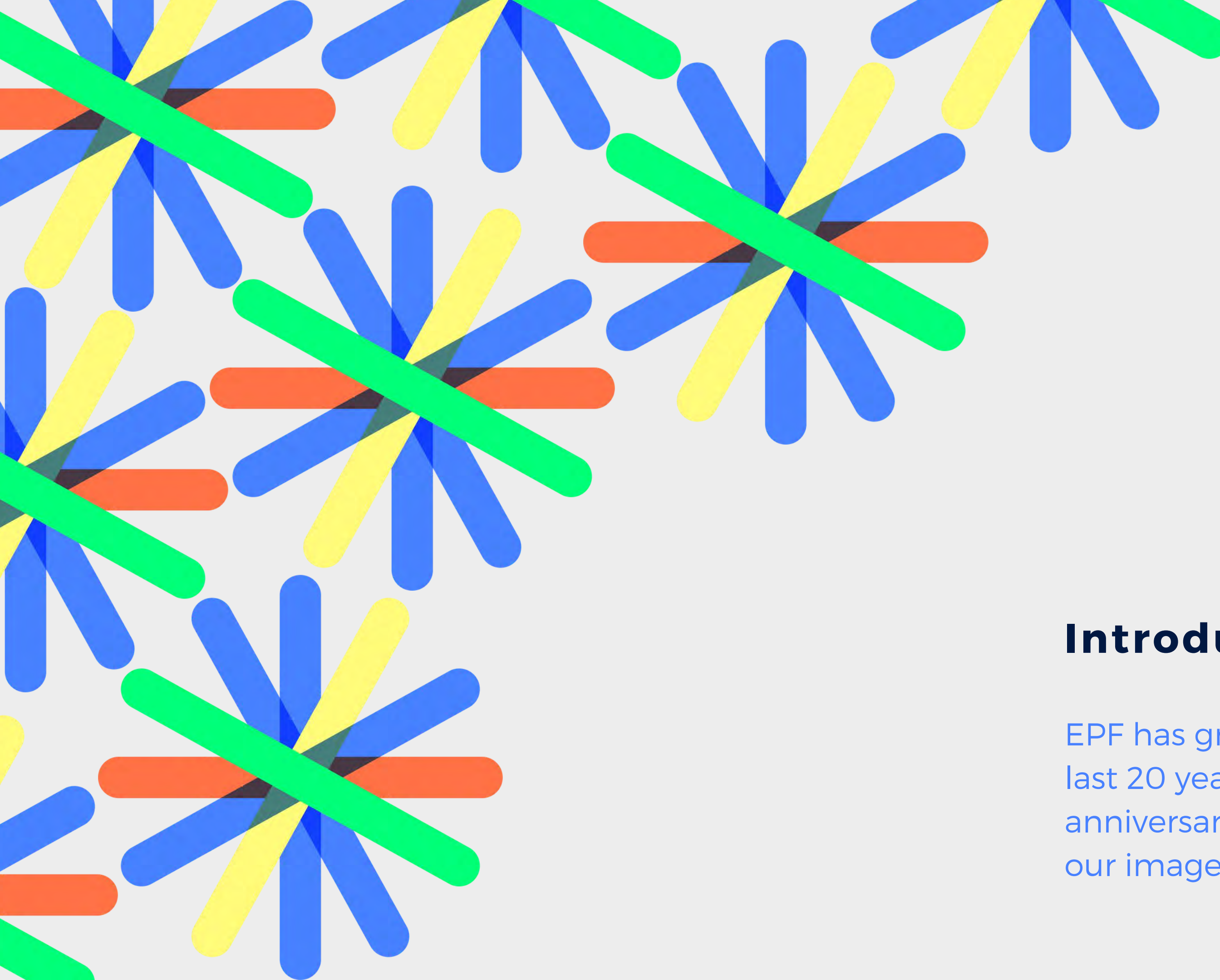
In October 2002, EPF was founded by 12 national passenger associations as an umbrella organisation, with the goal of representing customers' interests at European level. On 13 January 2023, EPF celebrated its 20th anniversary as the voice of public transport users in Europe.

The event was hosted by MEP Ciarán Cuffe (Greens, Ireland) at the European Parliament, and brought together industry leaders,



polymakers, and stakeholders to discuss topics like why EPF is needed, the current state and future of passenger rights, and how (cross-border) travel can be improved.

Thank you to our supporters and partners who have joined us on this journey! We are committed to continuing our efforts to represent European passengers and being the voice of public transport users for many years to come.



Introducing a new style!

EPF has grown and evolved over the last 20 years, and to celebrate our anniversary, we decided to refresh our image and style.

ADDRESS

Kortrijksesteenweg 304
9000 Ghent
Belgium

PHONE NUMBER

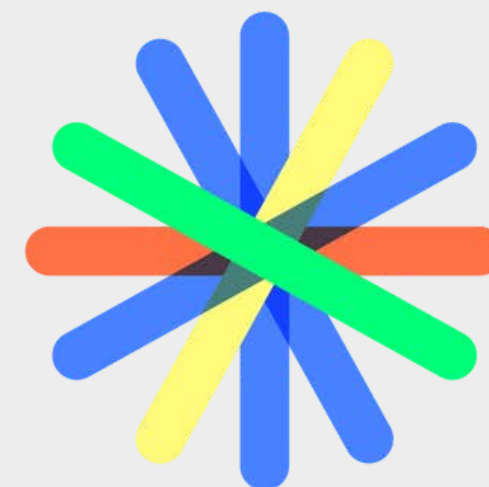
+32 (0)9 233 97 29

EMAIL ADDRESS

secretariat@epf.eu



IBAN: BE93 0003 2550 9667 | BIC: BPOT BEB1
Company number 0867.635.702 (RPR), Business Court Gent



**European
Passengers'
Federation**

Let's connect!