

EUROPEAN PASSENGERS' FEDERATION

EPF's main objectives

- Represent passengers' views at EU level (all modes)
- Strong Passenger Rights
- Improved door-to-door travel experience
- Addressing transport poverty
- Accessible and inclusive public transport
- Put end-users at the centre

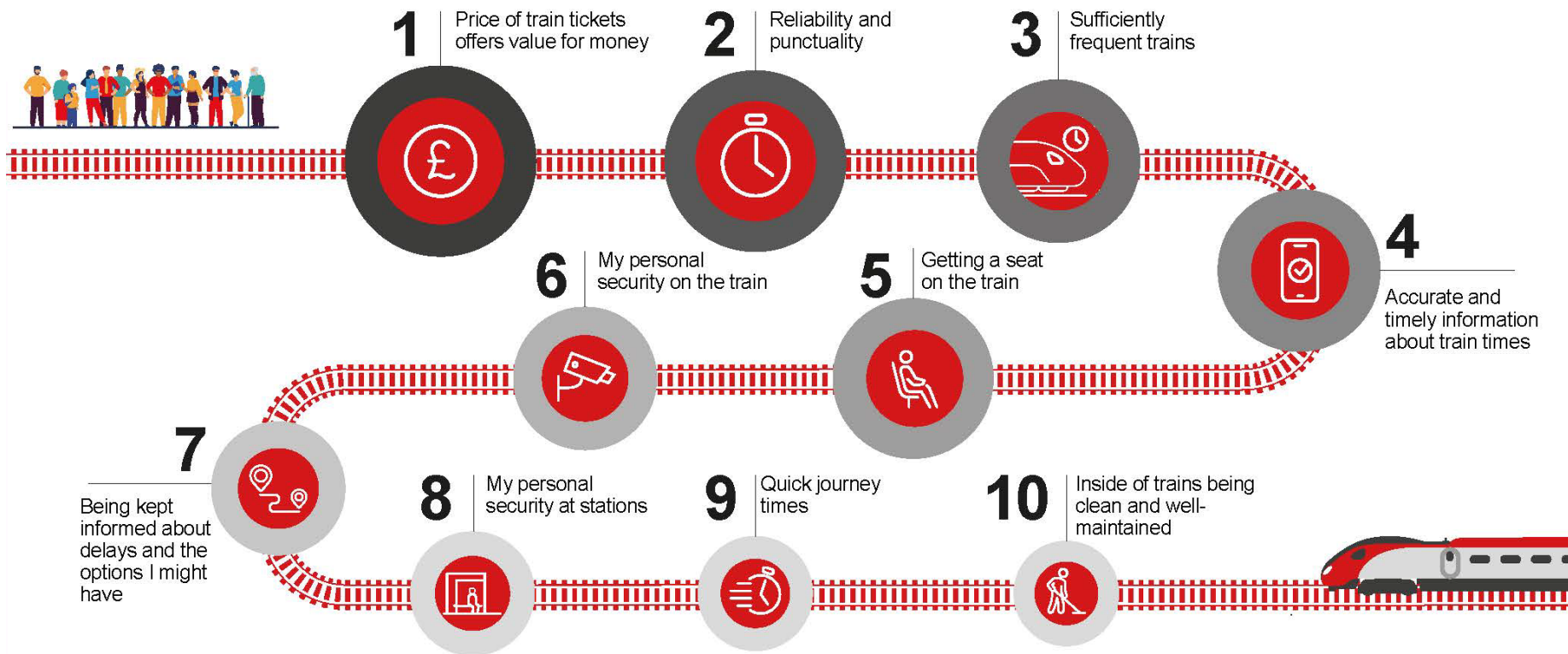
➤ www.epf.eu



**European
Passengers'
Federation**



> RAIL PASSENGERS' PRIORITIES



<https://www.transportfocus.org.uk/publication/britains-railway-what-matters-to-passengers/>



➤ RAIL PASSENGER RIGHTS' RECAST

Improvements for passengers:

- ✓ Fewer exemptions
- ✓ Better protection in case of delays and cancellations
- ✓ Better information, pre-journey and during the journey
- ✓ Clarification of ticket vendors' and tour operators' responsibilities
- ✓ Easier to take bikes on trains
- ✓ Easier to travel for PRM: shorter notification period, better information, accompanying person travelling free of charge



➤ Taking bikes on trains



> CYCLISTS LOVE TRAINS!

ECF report (2021)

- Ranking of 69 operators
- Six criteria:
 - N° of bicycle spaces
 - Bike sharing schemes
 - Cost for tickets & reservation
 - Booking & reservation channels
 - Languages
 - Website functionality

https://ecf.com/system/files/Cyclists_love_trains_report.pdf

CYCLISTS LOVE TRAINS



An analysis of the bicycle friendliness
of European railway operators

European Cyclists' Federation
www.ecf.com



➤ MORE SPACE FOR BIKES ON TRAINS

Fietsersbond NL (2023)

OV-fiets works well but ... more space for bikes needed on Dutch trains – especially for leisure trips.

Recommendations:

- ✓ Create more space for bikes: hooks or folding seats
- ✓ Better information (app, online, platform, train)
- ✓ Less time restrictions (to take bikes in peak hours)

<https://www.fietsersbond.nl/nieuws/te-weinig-fietsplaatsen-in-de-trein/>



Rapport:
Hoe kunnen
er meer fietsen
mee in de trein?

➤ BEST PRACTICE: COPENHAGEN



In The “S-Tog” (Commuter Railway in Greater Copenhagen) you can take bicycles with you free of charge. There are special sections of the train adapted to this purpose, with bicycle racks. It is clearly indicated on the train where to board.

<https://international.kk.dk/live/transport-and-parking/cycling-in-copenhagen>

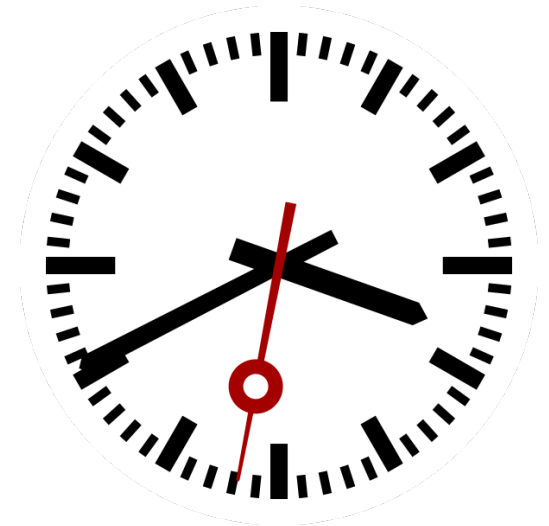
Photo:
[Wikimedia Collage of the s-train bicycle system](#), by ECF, Arne List, User:Heb, Stefan Ertmann



➤ WHAT COUNTS AS A DELAY?

Legal obligation:

- Delay of 60 to 119 minutes: 25% compensation
- Delay of >120 minutes: 50% compensation
- Travel pass / season card holders are entitled to compensation also where delays occur repeatedly <60 minutes



But ... some operators do better!

Dutch Railways (NS)

- 50% of the ticket price in case of a delay of 30 to 59 minutes
- 100% of the ticket price in case of a delay of 60 minutes or more

<https://www.ns.nl/en/customer-service/refunds/refunds-for-delays-on-a-domestic-route.html>



➤ BEST PRACTICE: DELAY REPAY UK

What is delay repay?

- Nationwide scheme for train & bus
- Compensation after 60 – 30 – 15 minutes
- Automatic compensation possible

Makes it easier for passengers to claim their rights!

BUT ...

What about (more expensive) replacement tickets with different operators if a connection is missed, or hotel costs for passengers stranded overnight?



<https://www.southernrailway.com/help-and-support/journey-problems/delay-repay-compensation>





BEST PRACTICE: RMV FRANKFURT

RMV-10-Minuten-Garantie

- If a regional train/tram/bus/etc is >10 minutes late, the passenger is entitled to a refund of the fare OR taxi in evening & night hours

<https://www.rmv.de/c/de/service/garantien-fahrgastrechte/rmv-10-minuten-garantie>

RMV Mobilitätsgarantie

- Annual ticket holders may use long-distance trains or a taxi to continue their journey:
 - If a regional train is >20 minutes late;
 - If the entire journey is extended by >20 minutes due to a regional train delay (of min. 5 minutes) and there is no other way to reach the destination by local PT.

<https://www.rmv.de/c/de/service/garantien-fahrgastrechte/mobilitaetsgarantie-persoенliche-jahreskarte>



**FAHRGAST
RECHTE**
im Eisenbahnverkehr



**RMV-
10-MINUTEN-
GARANTIE**



**MOBILITÄTS
GARANTIE**
Persönliche Jahreskarte



➤ BEST PRACTICE: NVV NORDHESSEN

NVV 5-Minuten-Garantie

Travel time guarantee

Reimbursement of the fare for delays of >5 minutes

Connection guarantee

Reimbursement of taxi costs for missed connections after 8PM

Also part of the 'Kundengarantie':

- ✓ Clean vehicles and stops
- ✓ Precise information
- ✓ Friendly personnel!



<https://www.nvv.de/5-minuten-garantie>



PRM accessibility

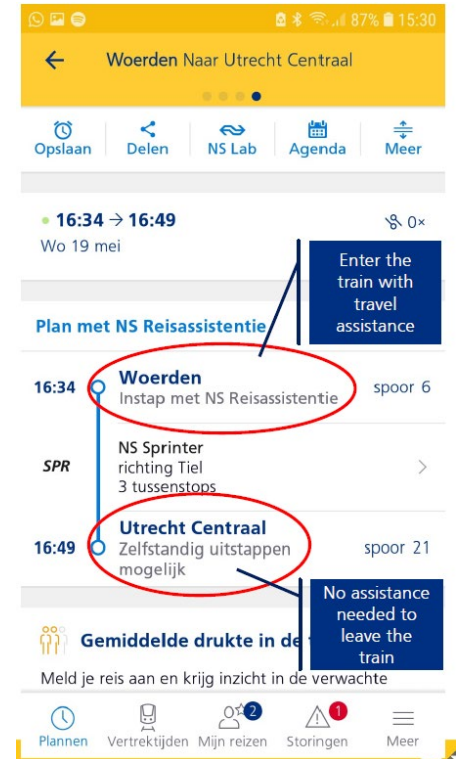


➤ BEST PRACTICE: DUTCH RAILWAYS (NS)

- ✓ Travel assistance to be requested 1 hour in advance, available 24/7
- ✓ '1 step further': assistance of visually impaired passengers to the next form of PT at certain stations
- ✓ Problems while travelling? NS Customer Service available 24/7
- ✓ Accessibility data (trains, platforms, available travel assistance) integrated in route planner
- ✓ No assistance needed on Sprinter trains with accessible sliding steps

https://www.edf-fepf.org/content/uploads/2021/06/Blaz-Pongracic_Conference-on-rail-accessibility_CER.pptx

<https://www.ns.nl/en/travel-information/traveling-with-a-disability>



> BEST PRACTICE: WIENER LINIEN

Planning the journey

- Accessible website
- Possible to indicate accessibility needs
- Navigation for blind people
- Next vehicle – is it accessible?

Buying a ticket

- Accessible vending machines
- Accompanying persons & assistance dog travel for free

Travelling

- All new metros are accessible and have automatic folding ramps
- All metro stations & most other PT (tram/bus) stops are accessible
- Large multi-purpose spaces on board

<https://www.wienerlinien.at/barrierefreiheit>



 Thank you!

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