

Customers' point of view - Passengers



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European Passengers' Federation
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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


What's in it for the passengers?



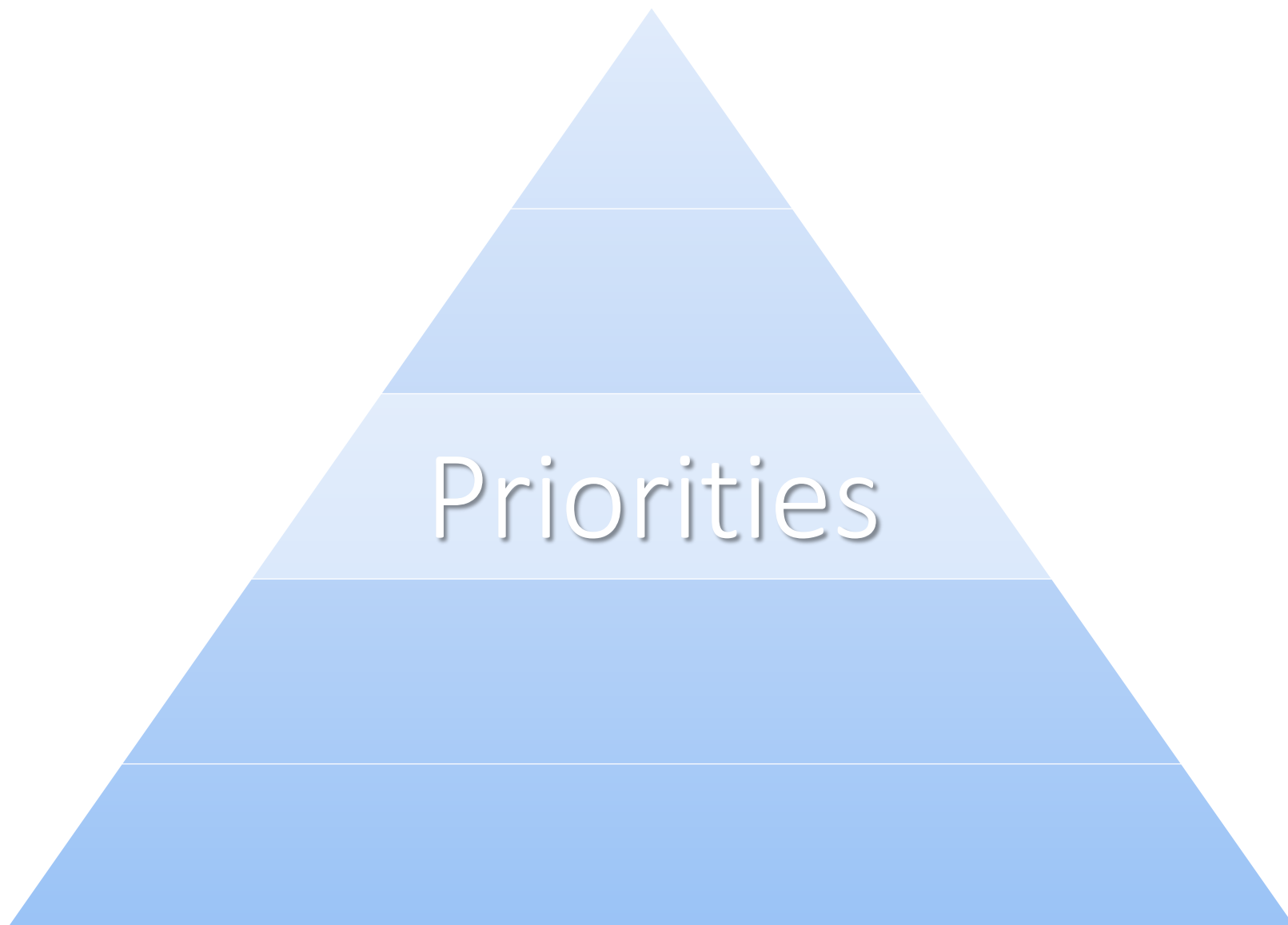


Strengths of rail

- Large volumes
- High speed
- Very safe
- Sustainable & energy efficient
- Backbone of a seamless multimodal mobility system

A photograph of a man playing an acoustic guitar on a train. He is in the foreground, looking down at his instrument. In the background, other passengers are visible, including a woman holding a brass instrument. The scene is set inside a train car with overhead lighting and handrails.

ADOPTING A PASSENGERS' PERSPECTIVE IS
ESSENTIAL FOR THE SHIFT TO RAIL







RELIABILITY



SPEED / TRAVEL TIME

PRICE / VALUE FOR MONEY

AVAILABLE OFFER

SAFETY & SECURITY

RELIABILITY



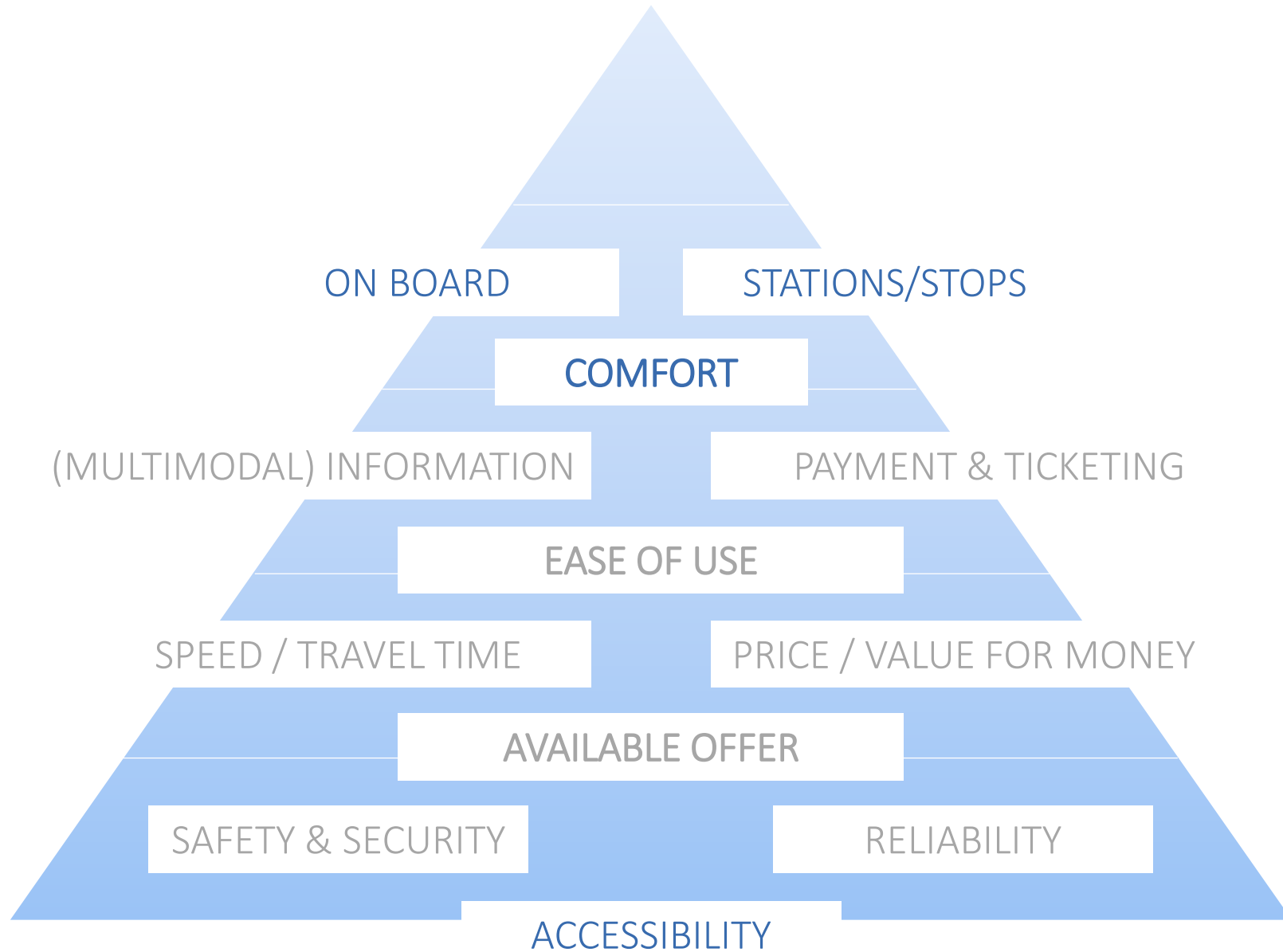
@guidodipasquale #UITP2017





Destino Carlito Benevides

ACCESSIBILITY









CUSTOMER SERVICE

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Average
- ☐ Poor

Impact of Covid-19

- Less travel
 - More walking, cycling, ... and cars
 - Changing travel patterns
 - New priorities?
-
- Regain trust
 - Bigger picture
 - Every crisis is an opportunity





Way forward

EPF priorities for future EU action



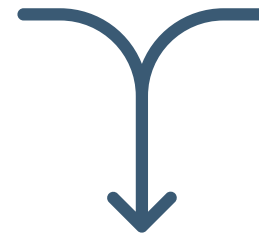
Passengers are confused and frustrated!

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!**



A seamless European passenger transport system

A close-up photograph of a person's hands holding a silver smartphone. The person has bright pink nail polish and is wearing a thin gold ring on their ring finger. They are holding the phone over a laptop keyboard, which is partially visible. A small blue and silver USB drive is plugged into the laptop's port. The background is a wooden desk and a blurred laptop screen.

Access to dynamic, unbiased journey information,
enabling informed choices



Passenger
protection

**Your
passenger
rights**

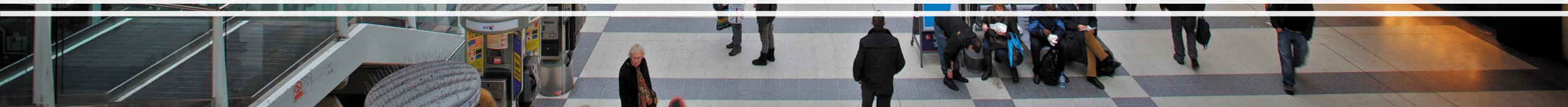


at hand





Administrative and political boundaries should not be a barrier



A conceptual image featuring a human hand holding a small, green-tinted globe of the Earth. The globe shows continents and oceans in shades of green and yellow. The background is a vibrant green with a radial pattern of light rays emanating from behind the globe, creating a sense of illumination and focus. The overall composition is centered and balanced.

More informed decision-making



Greater focus on end-users



Better protection for passengers and their rights

- protection for air passengers against the risk of a liquidity crisis or an insolvency
- reimbursement of air passengers booking via an intermediary ticket vendor
- reimbursement in case of cancellation by air passengers due to a major crisis
- passenger rights for multimodal journeys
- improved enforcement of passenger rights in all transport modes.

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights_en

<https://www.epf.eu/wp/wp-content/uploads/2023/04/Better-protection-EPF-position-final.pdf>

Passenger rights
however you travel

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

Your passenger rights at hand

EUROPEAN COMMISSION

Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes

Multimodal Digital Mobility Services

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.

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13133-Multimodal-digital-mobility-services_en

<https://www.epf.eu/wp/open-letter-to-timmermans-passengers-need-an-easy-way-to-book-travel-across-operators-and-modes/>





www.epf.eu



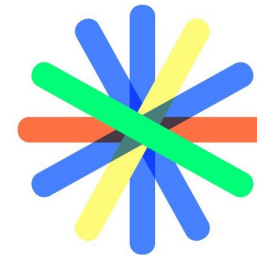
Thank you!

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