

How to unleash the potential of the public transport sector in Europe: EPF's priorities

TRAN hearing

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European Passengers' Federation
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**European
Passengers'
Federation**

**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:

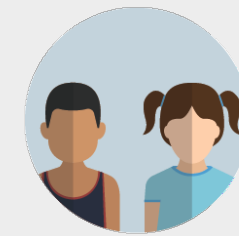
A public transport system that is

- affordable,
- dependable,
- accessible
- 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 and environmental as well as economic terms.



Drivers of mobility behaviour



Children and youth



Elderly



Women



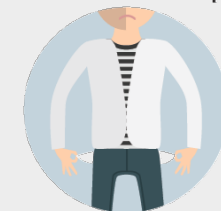
People with reduced mobility



Migrants and ethnic minorities



People living in rural and deprived areas



Low income and unemployed

Source: Maslow's pyramid, applied to public transport (CIPTec, Peek and van Hagen) (left) - © HiReach project (<https://hireach-project.eu/>) (right)



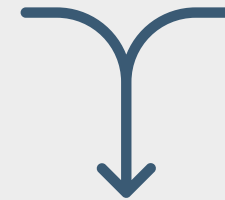
Passengers are confused and frustrated!

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. The phone is held over a silver laptop keyboard, which is resting on a wooden desk. In the background, another person's hand is visible, also with pink nail polish. The lighting is warm and focused on the phone and hands.

Access to dynamic, unbiased journey information



**Passenger
protection**

**Your
passenger
rights**

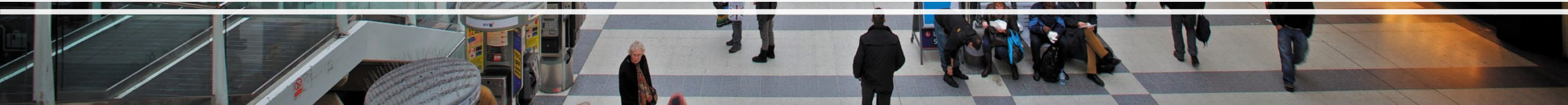


at hand





Overcome administrative and political boundaries



A conceptual image featuring a human hand holding a small globe of the Earth. The globe is tinted with a vibrant green color, matching the overall theme. The background is a deep green with a radial pattern of light rays emanating from behind the globe, creating a sense of illumination and focus. The text "Better informed decision-making" is centered over the image in a clean, white, sans-serif font.

Better informed decision-making



A greater focus on end-users





**European
Passengers'
Federation**

Thank you

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