



Project Manager

European Passengers' Federation

# Leaving no one behind: safe, accessible and inclusive mobility

# **Main Objectives**

#### **About EPF**

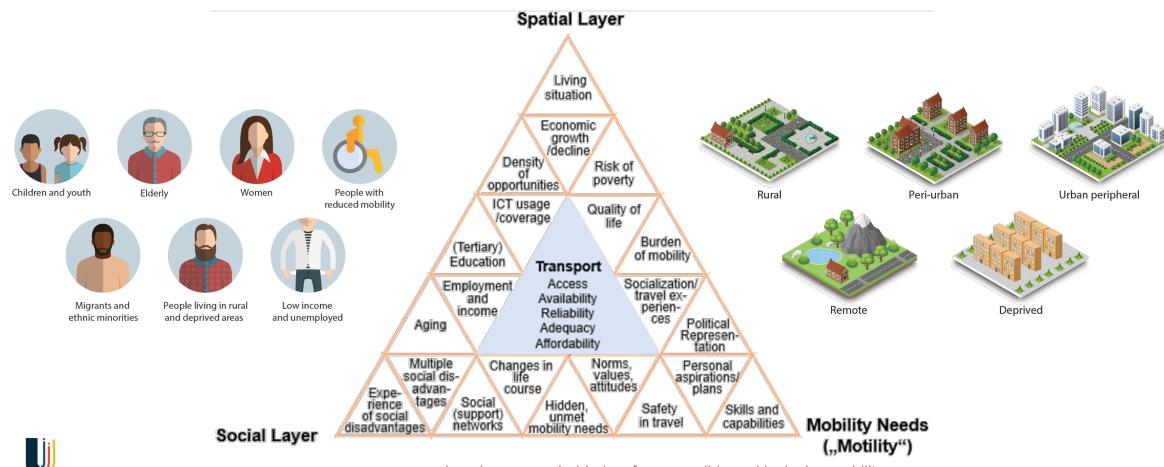
- Represent passengers' views at European level
- Advocate for strong passenger rights
- Shape a better (multi-modal) travel experience
- Tackle transport poverty
- Put end-users at the centre when new mobility services are developed





# Not all needs are the same...

UPPER





# **Transport poverty**



#### Availability:

No suitable transport option available





#### Accessibility:

Transport options do not reach destinations and opportunities





#### Affordability:

High cost burden





#### Time budget:

Excessive amount of time in travel





#### Adequacy:

Travel conditions are dangerous, unsafe or unhealthy for the individual.





## How to move forward?

#### **Develop inclusive & accessible mobility services**

- Put the end-users first
- Involve them in every phase
- Reach out to vulnerable groups
- Apply Universal Design principles





### How to move forward?

#### **Apply a multi-disciplinary approach**

- Engage stakeholders & avoid silo-thinking
- Adopt public-private cooperation

#### **Educate and empower!**

- Share knowledge & give feedback
- Customize communication







# Thank you!

#### Katie Bulanowski

European Passengers' Federation kathryn.bulanowski@epf.eu epf.eu

Join us in Warsaw! June 21 & 22 epfconference.eu





