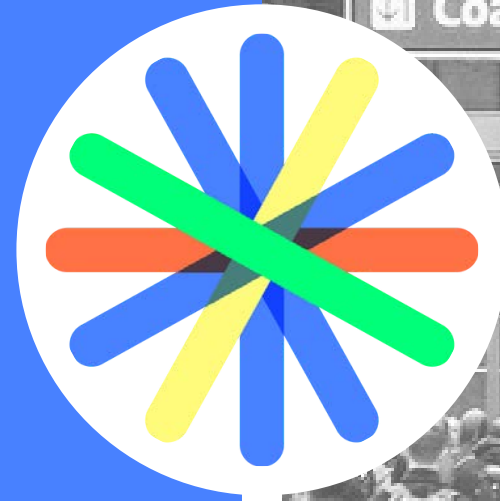


Annual Report
2023

EUROPEAN PASSENGERS' FEDERATION

The Voice of Public Transport Users in Europe



An introduction from EPF's President



Michel Quidort

EPF President

A Challenging Future for Mobility in the EU

The finishing European legislative period has been disappointing in some aspects. At its very beginning, the recast of the Regulation on Rail Passengers' Rights did not open much perspective to an extension of travellers' protection. And recently, putting a kind of close to the legislative work, the new "Weights and Dimensions Directive" for heavy duty vehicles was adopted, allowing "mega-trucks" on EU roads - which appears quite contradictory to Green Deal objectives, i.e. modal shift from road to rail. The European Commission and Parliament should be reminded that rail is accounting for 0,4% of GHG emissions in Europe, whereas road (HDV and cars) are responsible for 76%. Not to mention safety issues with more risk on the roads and infrastructure severe wear and tear.



EPF actively contributes to achieving an efficient and customer-centric mobility in the EU. In this perspective, EPF should continue to engage and associate its national members with its strategic objectives.

As for mobility, the future new Commission and Parliament to be elected next June will have to face challenging issues. First of all, the Regulation on Multimodal Digital Mobility Services (MDMS) is key to simplify passengers' lives in terms of information and ticketing. Passengers' rights should also be protected more effectively. In this context, the development of multimodal passengers' rights - already on the agenda - should help, if encompassing a wide enough scope, to trigger modal shift from road and air to rail and other soft modes. On a wider perspective, internalisation of mobility's external costs should establish a level playing field offering road and rail public passenger transport the opportunity to reach their full potential for a vibrant public transport market capable of meeting the social, economic and environmental challenges of the decades to come.



**European
Passengers'
Federation**

Welcome To Our **Annual Report**



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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 multimodal travel.

1

EPF maintains regular contact with nominated representatives of its member associations to exchange information and best practices

2

EPF works constructively with stakeholders and decision-makers to advance the interests of public transport users across Europe

3

EPF participates in a wide range of EU-funded R&I projects, mostly focusing on communication & dissemination and stakeholder & citizen engagement



**European
Passengers'
Federation**

Our Team

MANAGEMENT BOARD

In 2023, we said farewell to our Management Board member Emil Frodlund, and welcomed Jorge Morera.



Josef Schneider



Michel Quidort



Rian van der Borgt



Willy Smeulders



Christopher Irwin



Katharina Krell



Freek Bos



Jorge Morera



**European
Passengers'
Federation**

Our Team

EPF staff

Meet Delphine Grandsart (senior researcher), Katie Bulanowski (project manager) and Wandifadza Chivaura (project officer).



Delphine Grandsart



Katie Bulanowski



Wandifadza Chivaura

EPF

Members & Delegates

EPF draws on an extensive, EU-wide network of passengers and passenger experts through our member organisations. We currently represent 39 national and regional organisations from 21 European countries. Our members strive to put the end-users at the centre of the decision-making process and to increase passenger satisfaction.

Each member organisation appoints a delegate who is responsible for the contacts between his/her association and EPF. All delegates are invited on a regular basis to the meetings of the General Assembly.

The President of the General Assembly is Michel Quidort. EPF's executive is the Management Board, which consists of eight persons; its chairman is Josef Schneider.





Welcome to our
New member!

FOCUS

At EPF's General Assembly in Düsseldorf on April 22, 2023, Focus was warmly welcomed as EPF's first member from Slovenia. With their strong commitment to sustainable development, Focus brings a valuable environmental perspective to the EPF community. Focus is an independent, non-governmental, non-political, and non-profit environmental organisation dedicated to sustainable development. Their work primarily revolves around climate change, energy, mobility, global responsibility and consumption, and growth. For more information about FOCUS visit their [website](#).

EPF's **Policy work**

EPF represents passengers' views and interests at the European level.



Policy work

EPF's policy work includes meeting with EU level policy makers, responding to consultations on topics that are of relevance to the passengers, issuing press releases and position papers, ...



Main topics EPF worked on in 2023

Better Protection for Passengers and their Rights
Multimodal Digital Mobility Services (MDMS)
Bus and Coach Passenger Rights
Review of the Package Travel Directive

Better Protection of Passengers and their Rights

EPF is dedicated to enhancing passenger protection across all transport modes. Through our analysis of the '[Better Protection for Passengers and their Rights](#)' initiative, we identified the following key priorities (see [our position paper here](#) - April 2023):

- Air passengers need **better protection against the risk of a liquidity crisis or an insolvency**, aligning passenger rights under the Air Passenger Rights' Regulation and under the Package Travel Directive.
- The **role of intermediaries** needs to be clarified – for air travel, but also for multimodal travel – in terms of information provision, complaint handling, re-routing, reimbursement, compensation and assistance. To be effective, B2C obligations would need to be complemented by clear rules addressing B2B responsibilities and deadlines.
- Passengers who booked a standalone flight should be **able to cancel their flight**, just like passengers who booked the same flight as part of a Package Travel – in case of a major crisis (official travel warnings should count as such) without having to pay a fee.
- To make **multimodal travel** a convenient, reliable and safe choice, in principle, all core passenger rights should also apply to multimodal trips. For EPF, the top priorities are (i) journey continuation guarantee; (ii) practical information, advice and support; (iii) straightforward and appropriate compensation.
- **Monitoring and enforcement** of passenger rights should be strengthened across the EU – for all modes. Passengers also need to be better informed and procedures for complaint handling, reimbursement and compensation requests should be simplified.

For EPF, the Better Protection for Passengers and their Rights initiative should consider all modes, to ensure it is future-proof and that multimodality is covered in all its facets. As horizontal topics, the role of intermediaries and the right to self-cancellation in case of a major crisis, notably, are relevant not only to air, but also to multimodal travel. Measures to further harmonize passenger rights across modes seem to be missing so far. In such effort, the highest level of consumer protection should be aimed for or maintained.

Multimodal Digital Mobility Services (MDMS)

Today, planning, booking and executing multimodal journeys – especially long-distance, international ones – is risky, difficult and time-consuming. EPF considers that Multimodal Digital Mobility Services (MDMS) have an important role to play, making it easier for passengers to plan, book and pay for their multimodal trip, allowing them to make an informed choice in an integrated transport system, using each mode to do that for which it is the most efficient in achieving an affordable, reliable, sustainable end-to-end journey.

EPF's key takeaways to be addressed by the MDMS Regulation (see [our position paper here](#) - October 2023) are:

- Passengers should have **access to unbiased, dynamic journey information**, enabling informed choices, both when planning and making their journeys;
- Buying multimodal tickets should be **easy, affordable and offer protection** in case something goes wrong;
- **Data sharing and readiness to conclude distribution agreements** between operators and Multimodal Digital Mobility Services should be the default option under fair, reasonable and non-discriminatory (FRAND) terms.

Jointly with a coalition of other organisations representing diverse interests from across the mobility sector (consumers, business travellers, rail new entrants, travel intermediaries), actions were taken to support the European Commission in aiming for a strong MDMS initiative:

- [Joint statement: Multimodal Digital Mobility Services - Ambition needed to increase consumer choice and ease sustainable travel](#) (28.02)
- [Open letter to Frans Timmermans, calling for an ambitious MDMS Regulation](#) (07.06)
- [The MDMS Regulation: Can it make travel easier and greener? Event at the European Parliament](#) (10.10), accompanied by another
- [Joint statement: Seize the opportunity to make travel easier and greener - an ambitious MDMS proposal is vital](#) (10.10).

In the meantime, EPF members also voiced their support and called for EU and national action ([read more](#)).

Bus and Coach Passenger Rights

As part of a fact-finding study commissioned by DG MOVE, EPF contributed insights and recommendations aimed at addressing legal gaps and enhancing the overall experience for bus and coach passengers.

Here are some of EPF's key recommendations (see our paper [here](#) - August 2023):

- Reduce the existing 250km **threshold** outlined by Regulation (EU) No 181/2011 to 50km; transition to passenger-centric thresholds to include more intercity connections
- Compensation for damage to or loss of **luggage**, also for reasons other than accidents; provide passengers with a receipt if they hand their luggage over to the carrier
- Assistance for **Persons with Reduced Mobility (PRM)** at all terminals, starting with those of a certain size; address accessibility of vehicles; provide staff training on PRM assistance
- Right to **re-routing, reimbursement and assistance** for delays starting at 60 minutes; re-routing if needed considering other carriers and modes; right to independently re-route if needed
- **Compensation** for delays upon arrival, similar to other modes of transport, with amounts proportional to the ticket price and timely payments within 7 days
- Simplify **complaint procedures**; increase passenger awareness of their rights; provide information in accessible formats
- Carriers to bear the cost of participating in **Alternative Dispute Resolution (ADR)** processes; ensure accessibility in multiple languages; making ADR decisions public and binding
- **Alignment** with passenger rights in other modes (e.g., on minimum service quality standards, information provision, personal security guarantees) and need for a broader framework on **multimodal** passenger rights

Review of the Package Travel Directive

On 4. December, EPF was invited to participate as a speaker in a parliamentary hearing on the performance of the Package Travel Directive and consumer protection, organised by the IMCO committee (Internal Market and Consumer Protection Committee). The video of the hearing, as well as the presentations of the speakers, can be found on the IMCO [website](#).

Last year, EPF prioritised 6 issues to be addressed by the PTD review ([link](#)). The proposed amendments to the PTD, as presented on 29. November 2023 as part of the Passenger Mobility Package ([link](#)) bring many improvements, but some concerns remain.

The proposed amendments to the PTD bring many improvements:

- Overall, clearer rules and reduced legal uncertainty;
- Strengthened insolvency protection;
- Clarification of passengers' right to self-cancellation;
- Clearer rules on vouchers;
- Roles of different actors clarified, B2B rules helping to ensure a smooth refund process;
- Improved information to be provided to passengers;
- More combinations considered as packages, meaning better consumer protection.

However, the following aspects would require some further attention:

- Enforcement, both public and private, including complaint handling / redress options for customers;
- Definitions (notably, Linked Travel Arrangements) and information to be provided to passengers;
- Alignment with other Regulations (notably on airline insolvency protection and self-cancellation).



Policy work - other important topics covered in 2023

Rights of persons with disabilities and persons with reduced mobility when travelling by air

EPF, together with AGE Platform Europe and the European Disability Forum (EDF), wrote [a joint letter](#) to the European Commission, calling to revise Regulation 1107/2006 to enhance the protection of air passengers with disabilities or reduced mobility, proposing to:

- Eradicate all cases of denial of boarding & introduce a right to swift and fair compensation if an air carrier still denies boarding
- Provide an extra ticket free of charge for the passenger who is obliged to travel accompanied
- Provide quality assistance in the airport and on the plane.

Multimodal Travel Information Services Regulation

EPF provided [feedback](#) to the Draft Act amending the MMTIS Regulation, welcoming that the scope of mandatory data to be shared by operators, authorities and infrastructure managers has been extended to include dynamic, real-time data - as access to data, including real-time, is essential to keep passengers informed, especially in case of disruptions (delays, cancellations).

Interpretative guidelines on public service contracts

EPF [welcomed](#) the new interpretative guidelines on PSO contracts, as they confirm that:

- The scope of PSO contracts may be extended to other modes (including maritime and waterborne), international rail (including mainline and night trains), regional cross border services, multimodal services and transport on demand.
- PSO contracts between authorities and operators are to include social and quality criteria, taking into account expected effects on social cohesion, connectivity and sustainability.
- PSO contracts can be replaced or complemented by more flexible business models such as “general rules” applying to multiple operating companies on authorities’ territories or a “mix of PSO and open access services” including cross border.

Meetings, conferences & events

Highlights

Meetings with EU stakeholders

In 2023, we further strengthened our network by having regular meetings with EU policymakers and other stakeholders.

EPF annual conference 2023

EPF's annual conference was held in Barcelona, Spain. Topics included cross-border travelling, why EPF is necessary and prices and discounts.

Event representation

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

EPF anniversary

EPF turned 20 in 2022 and celebrated in 2023 with an event at the European Parliament.

Representation & Partnerships

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, 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
- Single European Railway Area Forum (SERAF)
- ...

EPF regularly consults and works together with other (EU-level) networks and organisations. These include user representatives (such as AGE Platform, EDF, BEUC, ECF, IFP), transport operators and infrastructure managers (such as UITP, CER, UNIFE, UIC, EIM, AllRail etc.), city representatives (POLIS, Eurocities, EMTA), travel organisations (such as EU travel tech, ECTAA) and environmental organisations (T&E, Greenpeace).

Partnerships & joint actions **Some highlights**

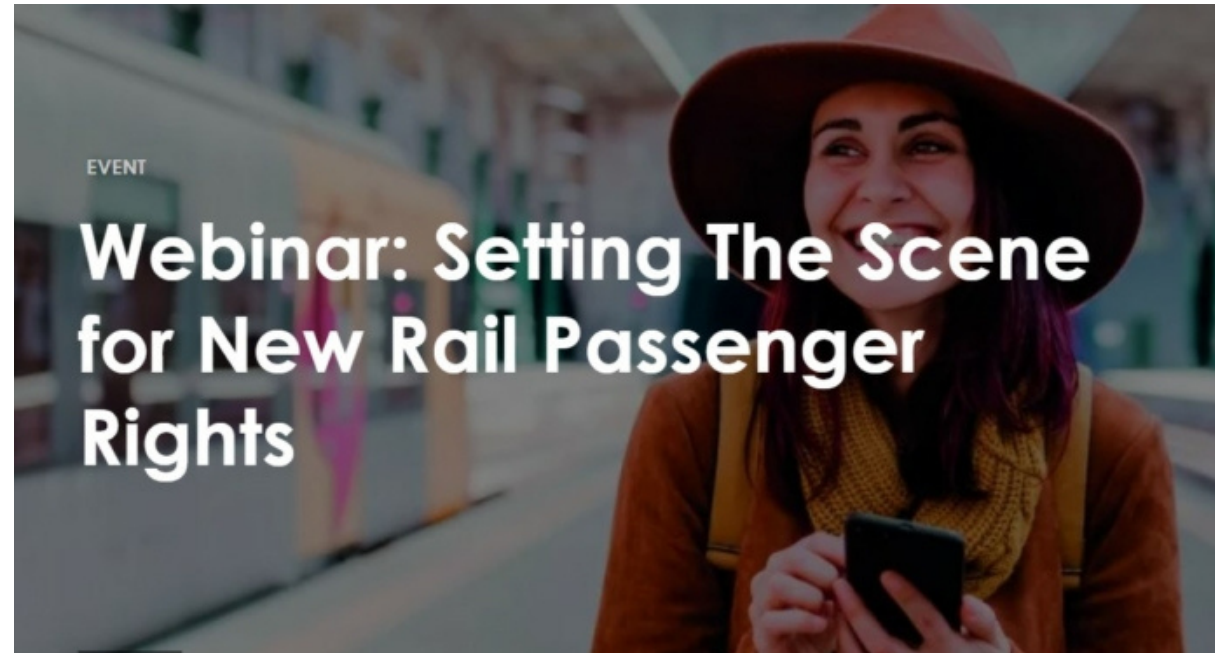
MoU with ERA

On Thursday 6 July, EPF and the European Union Agency for Railways (ERA) signed a Memorandum of Understanding, aimed at establishing a basis for collaboration.



EVENT

Webinar: Setting The Scene for New Rail Passenger Rights



UITP webinar

On 17. May, UITP – with the participation of EPF – organised an online webinar on the revised EU rail passenger rights regulation: What new rights does it bring?

Joint MDMS action

MDMS event at the European Parliament hosted by MEPs Dalunde and Oetjen, showing MDMS support of a diverse range of transport stakeholders



mdms

The MDMS Regulation:
Can it make travel easier and greener?

Hosted by MEP Oetjen and Dalunde in the European Parliament, Room 5B1

10 October 2023
14.00 - 16.00





EPF Barcelona Conference 2023

Connecting Europe through Public Transport

The Picasso Museum in Barcelona set the stage for the highly anticipated EPF Conference held on 2 and 3 June. This annual event brought together prominent figures from European passenger organizations, public transport operators, politicians and officials from regional, national, and EU levels. With over 60 participants coming from 15 European countries, the conference provided a vibrant platform for seminars, workshops, and social events.

The conference opened with inspiring speeches stressing the importance of robust legal frameworks for passenger rights in cross-border travel. Esteemed speakers showcased projects aimed at enhancing public transport and cross-border connections, and engaging discussions on free or discounted public transport followed, exploring various implementations and influencing factors.

The second day focused on knowledge-sharing among EPF members, and workshops providing further insights into engaging with the public and effecting change in communities. The conference concluded with a superblocs guided excursion through Barcelona, providing a memorable conclusion to the event. For more information about the Barcelona conference, access our report [here](#).



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, policymakers 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.





Commemorating the 10th anniversary of the Avia train accident

On 6 July, EPF was present at the European Parliament for the Conference “Lessons Learned in Rail Safety in the EU”, organized by MEP Ana Miranda (Greens, Spain). The conference aimed to commemorate the 10th anniversary of the Alvia train accident in Galicia (2013). More information about the event can be found [on this link](#).

Jorge Morera (Board member of EPF) presented the following points into the debate:

- Tickets should ensure compliance with safety regulations and risks assessment related to operators and infrastructure managers.
- Accurate and transparent information in case of accidents is crucial to instill a sense of safety among passengers.
- Best practices for accident investigations, considering passenger perspectives, already exist (e.g., UK and Belgium cases).
- Safe infrastructure should enable services for all potential passengers, regardless of city size or other differentiating factors.
- Journeys should be treated as door-to-door trips, with rights and guarantees covering all segments, including urban and suburban transportation.
- Trains and public transport remain among the safest modes of transportation.



OTIF Anniversary Event for CIM and CIV Rules

On 7 November, Marc Debrincat, delegate of the Fédération Nationale des Associations d'Usagers des Transports (FNAUT, founding member of EPF), represented EPF at the Intergovernmental Organisation for International Carriage by Rail (OTIF) anniversary event of the CIV uniform rules (more info [here](#)).

The first International Convention on the Carriage of Passengers and Luggage by Rail (CIV) entered into force in 1928. This year, the CIV uniform rules have been in effect for 95 years. To commemorate this milestone, OTIF organised a day of discussions with stakeholders to review the rules' applicability to today's situation. EPF was invited to share feedback from the passenger perspective.

In his intervention, Marc analyzed the effectiveness of passengers' rights in the face of ticket dematerialization and multimodality. He highlighted four main points for improvement:

- Improve railway undertakings' communication with passengers regarding information on their rights;
- Clarify the practical scope of assistance;
- Improve the application of passenger rights;
- Multimodality and paperless tickets.



POLIS conference: Transforming Urban Mobility

On 30 November, EPF's Senior Researcher, Delphine Grandsart, actively contributed to the Polis Conference session on "Smart & Just". The session focused on discussing challenges and ideas related to New Mobility Services (NMS) with a keen emphasis on citizen involvement and sustainable urban mobility.

In her presentation titled "Involving citizens in transformation to smart, sustainable urban mobility: Easier said than done", Delphine emphasized the crucial role of end-user engagement in the development of new mobility services. She stressed the importance of understanding users' perspectives and needs from the outset to ensure that services deliver added value. Delphine referenced EPF's involvement in projects like [SHOW](#) and [GEMINI](#), which actively engage citizens to tailor mobility solutions according to their preferences and requirements. More details about the session can be found [here](#).

More highlights



EPF participated as a speaker in two Forums organised by the Florence School of Regulation:

- 11th Florence Intermodal Forum: Aviation and Multimodal Digital Mobility Services in the EU (10. February)
- 12th Florence Intermodal Forum: Investing into Transport Infrastructures (27. October)

Other important gatherings worth mentioning where EPF was invited as a speaker, included:

- Rail Transport Day Stockholm (30.05)
- ECTAA semiannual meeting (08.06)
- ECTR training session (10.07)
- MDMS Roundtable lunch at the UK Representation to the EU (18.07)
- UNECE Expert Group on International Railway Passenger Hubs (13-15.09) ...

We also represented EPF and our projects at relevant events and conferences, such as ITS Europe, Amsterdam Drone Week, EASN conference, CIVITAS NMS meetings, POLIS conference, World Passenger Festival, and more.

EPF's **Projects**

Research and innovation projects are the main source of funding for EPF's activities. In 2023, EPF participated in several EU projects, covering a variety of topics. 2023 saw the start of 4 new projects where EPF plays a role.

01 UPPER

UPPER (Unleashing the Potential of Public transport in EuRope) runs from January 2023 to December 2026, and seeks to put public transport at the centre of the mobility ecosystem.



03 GEMINI

GEMINI (Greening European Mobility through cascading innovation INitiatives) runs from June 2023 to November 2026, and aims to reinforce modal shift through the uptake of new (shared) mobility services.



02 IMPACTS

IMPACTS (Inclusive Mobility: Public and Collaborative Trusted Spaces) ran from February 2023 to December 2023, and worked towards a more human-centric public transport system.



04 SIGN-AIR

SIGN-AIR will run from May 2023 until April 2026. It will develop and pilot a new platform for sharing of data and smart contracts in multimodal traveling.



UPPER



UPPER

Unleashing the Potential of
Public Transport in Europe

<https://www.upperprojecteu.eu/>

UPPER aims to strengthen the role of public transport as the cornerstone of sustainable and innovative mobility. The project will implement a combination of measures looking to push people out of private cars and to pull them closer to public transport in 10 cities and regions across Europe.

EPF, together with the European Cyclists' Federation (ECF) and the International Federation of Pedestrians (IFP), supports the User-Driven Innovation Approach adopted in UPPER, allowing to embed end-user feedback in every step of the project's design, development, and demonstration activities. This will ensure that the final solutions and implemented measures will overcome all major barriers for adoption and use, will be ready for commercialization and will leave nobody behind, guaranteeing the alignment with the Mobility as a Right (MaaS) concept.



This project has received funding from the Horizon Europe research and innovation programme under grant agreement No 101095904

IMPACTS

Inclusive Mobility: Public And Collaborative Trusted Spaces



<https://www.impactproject.com/>

IMPACTS aimed to create a human-centric public transport system that promotes passenger safety, encourages support for fellow travellers, and collects feedback to improve the services and urban environment. IMPACTS developed and tested a socio-technical tool, WizGo, which (i) connects passengers and (ii) allows passengers to report issues in the urban environment to the respective mobility provider.

EPF supported the project's communication and dissemination efforts and collected feedback on the project's concept and outputs. As such, EPF conducted a workshop with end-user representatives and stakeholders, in addition to a series of stakeholder interviews. Read the workshop report ([here](#)) and interviews report ([here](#)).

IMPACTS ended in December 2023. The next steps include further refining the WizGo application and establishing additional collaborations to expand its use. Read our final press release [here](#).

GEMINI



GEMINI

GREENING EUROPEAN MOBILITY
through cascading innovation INITIATIVES

<https://www.geminiproject.eu/>

GEMINI's vision is to accelerate the progress towards climate neutrality by reinforcing modal shift through the demonstration and uptake of new shared mobility services, active transport modes and micro-mobility and their integration with public transport in new generation MaaS (Mobility as a Service) services.

Drivers of this transition will be the GEMINI Mobility Living Labs (MLL) in 8 cities, engaging local communities in the implementation of their SUMP and the co-creation, development and adoption of promising innovative mobility solutions.

Within the project, EPF plays a role in supporting the development of new business models, driving capacity building and facilitating the scale-up activities essential for the project's organic growth.



This project has received funding from the European Union's Horizon Innovation Actions programme under Grant agreement No. 10110380

SIGN-AIR

**Implemented Synergies,
data sharing contracts
and Goals between
transport modes and AIR
transportation**

SIGN-AIR

<https://www.sign-air.eu/>

SIGN-AIR will develop and pilot a new platform for the sharing of data in multimodal travel. The platform will provide the means for transport service providers (TSPs) to register, reach data sharing agreements with other TSPs and manage their contractual relationships. The project will address contract templates to simplify the legal management, the electronic management and information provision about each specific contract, routing information for travel companions (TCs) with enriched information about the specific contracts for their customers.

The ultimate aim is to facilitate single ticketing through a comprehensive understanding of the contracts and the data managed, among others. EPF supports the activities related with passengers' rights and data sharing between different transport modes, focusing on the end-users' perspective.



SIGN-AIR has received funding from the SESAR 3 Joint Undertaking under grant agreement No 101114845 under European Union's Horizon Europe research and innovation programme

SHOW



<https://show-project.eu>

SHOW supports 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 SHOW, EPF coordinates 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, etc. - as well as supporting the organisation of dedicated events such as Ideathons and Hackathons.



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

TOD-IS-RUR



<https://www.todisrur.eu>

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 is hosting some of the Early Stage Researchers (ESRs) employed by the project, supporting their research from the passengers' point of view.

In December 2023, EPF hosted an [online webinar](#) titled “A Deep Dive into User-Centric Solutions and Inclusive Transport Policies”.



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

TOD-IS-RUR

AURORA

Safe Urban Air Mobility For European Citizens



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

The EU-funded AURORA project aimed to develop and integrate safety-critical technologies to support autonomous flight **Urban Air Mobility** in urban environments, focusing its demonstrations on emergency related applications. AURORA believed in creating solutions that not only extend and complement current mobility systems, but more importantly have a beneficial impact on people and society.

In the project, EPF led the research on public acceptance, user involvement and co-creation activities. As the responsible of AURORA's communication and dissemination activities, EPF also represented the project at various conferences and events. The project ended in December 2023 with a joint final event “Elevating Urban Air Mobility” in collaboration with our sibling projects AiRMOUR and Flying Forward 2020, in Luxembourg.

Visit the link [here](#) to access the project's results and deliverables .



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

EU-Rail



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

Europe's Rail JU is a public-private partnership in the rail sector, co-financed by the Horizon Europe programme, that supports rail research and innovation to make the EU rail network more integrated, sustainable and reliable.

To ensure that R&I performed within EU-Rail 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 2023, EPF contributed to:

- Reviewing the Rail Functional System Architecture that has been developed in the LinX4Rail / LinX4Rail-2 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.

Looking forward **2024**

EPF Conference

Hosted in collaboration with Prokolej Foundation on the 21 & 22 June 2024 in Warsaw, Poland. More information is on our conference [website](#).



Advocacy

In 2024, EPF kicked off by outlining key passenger-related priorities for EU action to be addressed by the new European Commission and Parliament.

New projects

We are excited to kick-start new projects in 2024. Stay tuned for more information about the new [projects](#).



More
information



Position Papers

epf.eu/wp/position-papers/



Projects

epf.eu/wp/projects/



EPF Conference Report

epf.eu/wp/conference-reports/



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