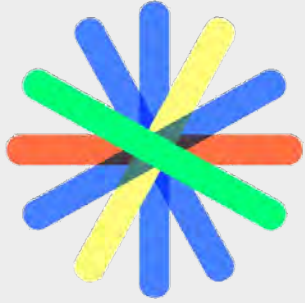


Passengers' point of view



Delphine Grandsart
European Passengers' Federation
10. July 2024





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



Main objectives

Advocate passengers' views at EU level

Promote sustainable mobility

Improve end-to-end journey experience

Tackle transport poverty

Defend better passenger rights

Always ask *'What's in it for users?'*



**European
Passengers'
Federation**

Passengers want:

A public transport system that is

- affordable,
- dependable,
- accessible
- sustainable and
- coordinated

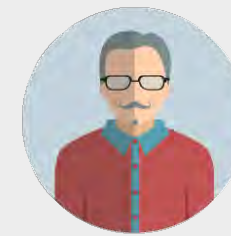
with sufficient capacity to get people comfortably to where they want to go at the times they wish to travel, using whichever combination of modes is most efficient overall, in social and environmental as well as economic terms.



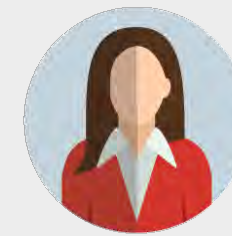
Drivers of mobility behaviour



Children and youth



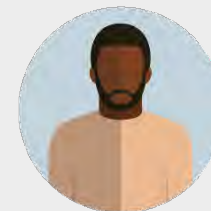
Elderly



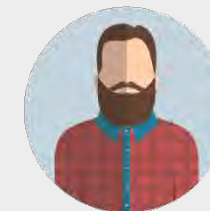
Women



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)



Way forward

EPF priorities for future EU action



A seamless European passenger transport system

Transport is an integrated system

- Infrastructure
- Underlying IT systems
- Timetables & connections
- Information and ticketing
- Passenger rights
- Taxation, funding, price
- ...





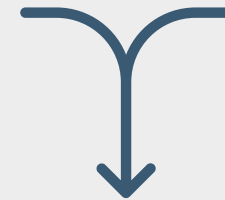
Passengers are confused and frustrated!

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!**



Integrated information and ticketing

Platform International Rail Passenger Transport

Better rail connections for Europe's passengers

A common agenda

Progress report following the June 4th 2020 Ministers declaration on international rail passengers transport



25 May 2022

An illustrative example of the current limitations for international railway passengers in the EU was given by an anonymous traveler (slightly adapted):

"Last year, I travelled by train from my hometown in the Netherlands to Stresa on the shore of Lago Maggiore in North Italy. A few days later I continued from Stresa to Florence. I travelled back in one day from Florence to my hometown. I had to consult the websites of NS, DB, SBB, FS and Trainline to find the most suitable schedules and the best prices. I discovered that for me a global rail pass would be the best solution. To buy one, I needed yet another website. In the end I paid much less than for a plane ticket. But it took me hours to get the information and book my ticket."



"Planning and purchasing tickets for multimodal journeys is cumbersome, as a conducive framework for EU-wide, integrated, multimodal information, ticketing and payment services is lacking"

Sustainable and Smart Mobility Strategy (09.12.2020)



Simplifying European Ticketing

A chance for a green transformation of public and multimodal transport in the European Union



MDMS position EPF – Key takeaways

1. Passengers should have access to [unbiased, dynamic journey information](#), enabling informed choices, both when planning and making their journeys;
2. Buying multimodal tickets should be [easy, affordable and offer protection](#) in case something goes wrong;
3. [Data sharing and readiness to conclude distribution agreements](#) between operators and Multimodal Digital Mobility Services should be the default option, i.e. the norm.

➤ [EPF position paper](#) (October 2023)



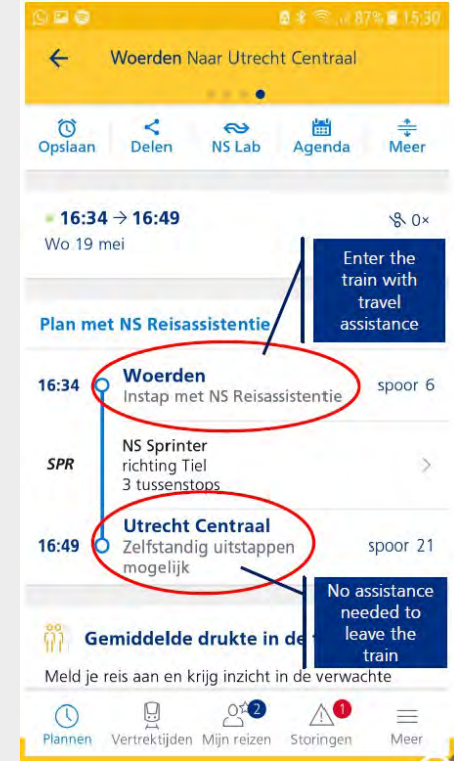
Passenger
protection

**Your
passenger
rights
at hand**



Rail passengers' rights recast

- ✓ 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
- [Webinar with best practices](#)



“Better protection for passengers and their rights”

Passenger Mobility Package (November 2023)

- Missing:
 - legislative proposal on MDMS
 - provisions on insolvency protection and self-cancellation in case of major crisis
- Multimodal passenger rights: welcome as a first step in the right direction; better protection needed for combined multimodal tickets
- Enforcement: some improvements but no game-changing new provisions



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

Agreement on Journey Continuation (AJC)

Participating undertakings provide information to passengers about AJC (information leaflet, information on website,...)

International passenger (cross-border) missed connection between trains

Passenger chose “reasonable connecting time” between trains

Continuation with the original ticket and a delay confirmation provided by railway undertaking

Continuation with the same undertaking (whose service was missed)

Railway undertaking can set specific conditions for continuation (e.g. need for reservation)

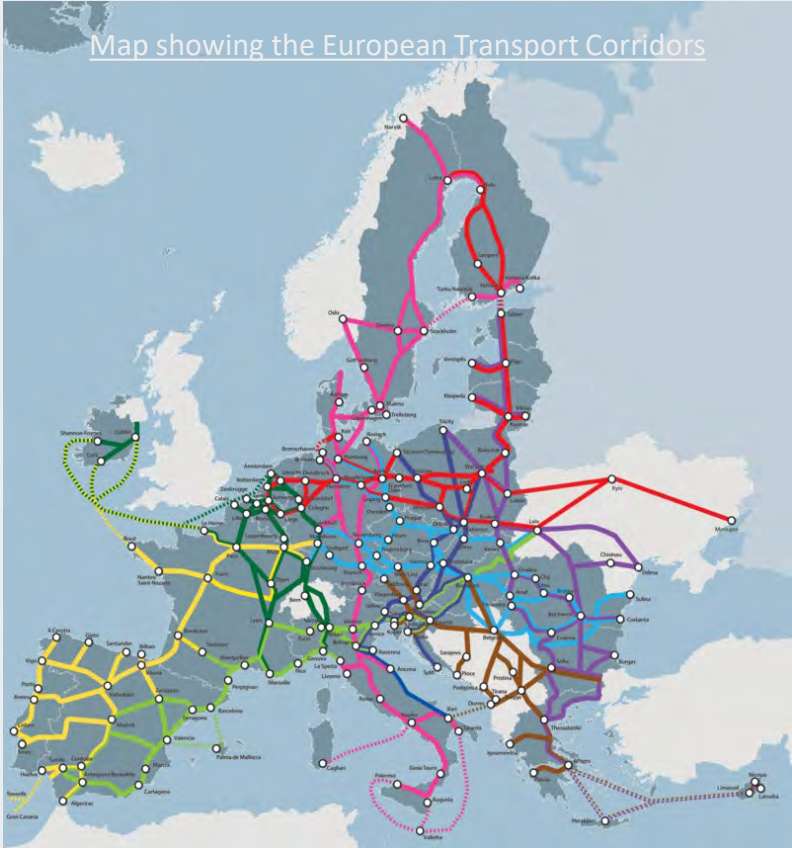
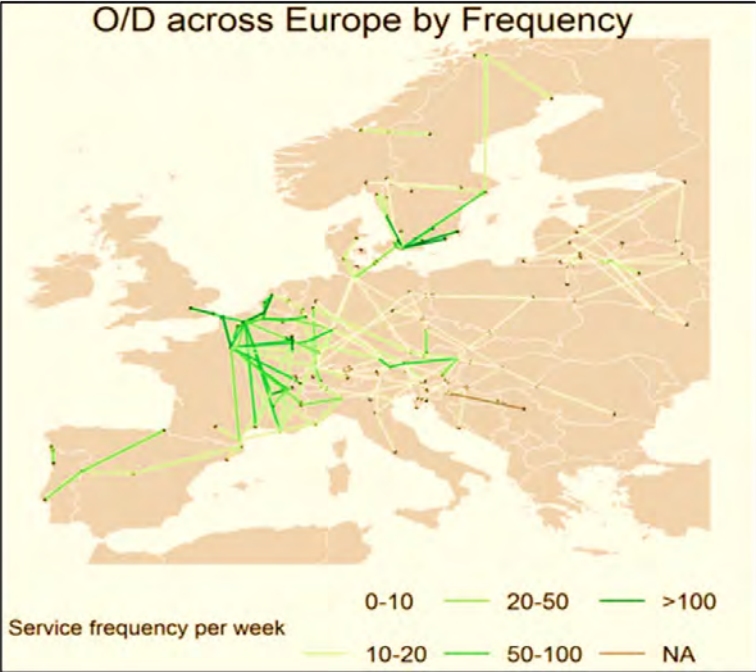




Overcome administrative and political boundaries



Peak rail vs. today's patchy route system





Cross-border passenger rail needs a boost

Cross-border Passenger Rail Services

Proportion of cross-border traffic (EU27, 2018)

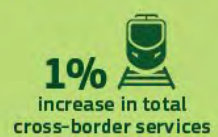
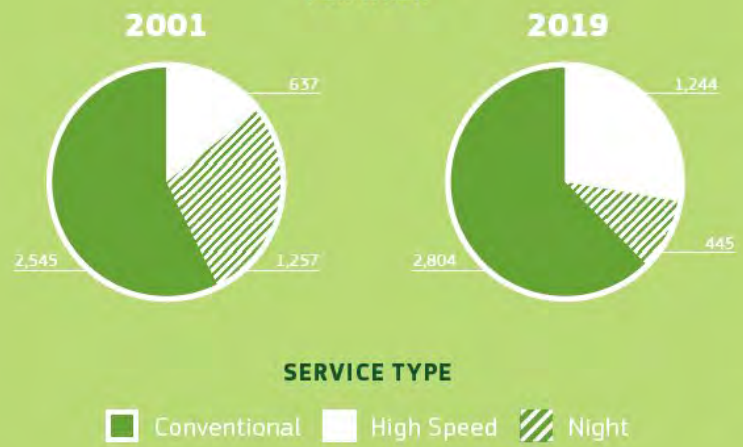


7%
Passenger traffic



52%
Freight traffic

Long distance cross-border passenger trains PER WEEK



https://transport.ec.europa.eu/news-events/news/action-plan-boost-passenger-rail-2021-12-14_en

#CrossBorderRail South East Europe July - 1 July

Serbia, Bosnia and
The borders between
5 weeks. 66 trains

Missing
infrastructure >

Missing service >

Poor service >

Ticketing or other
problem >

Success stories >

2022 Top20

Montenegro, North Macedonia and Kosovo.
s with the EU.
n 30 cross border rail lines to investigate...

[Find out more about the South East Europe project](#)

<https://crossborderrail.trainsforeurope.eu/>

Importance of hubs

- [UNECE work on the identification of hubs](#)
- The hub is usually not the final destination – connection to other modes of transport
- Passenger facing station facilities -> “Attractive rather than appropriate”
- [TEN-T revision](#): inclusion of urban nodes -> SUMPs

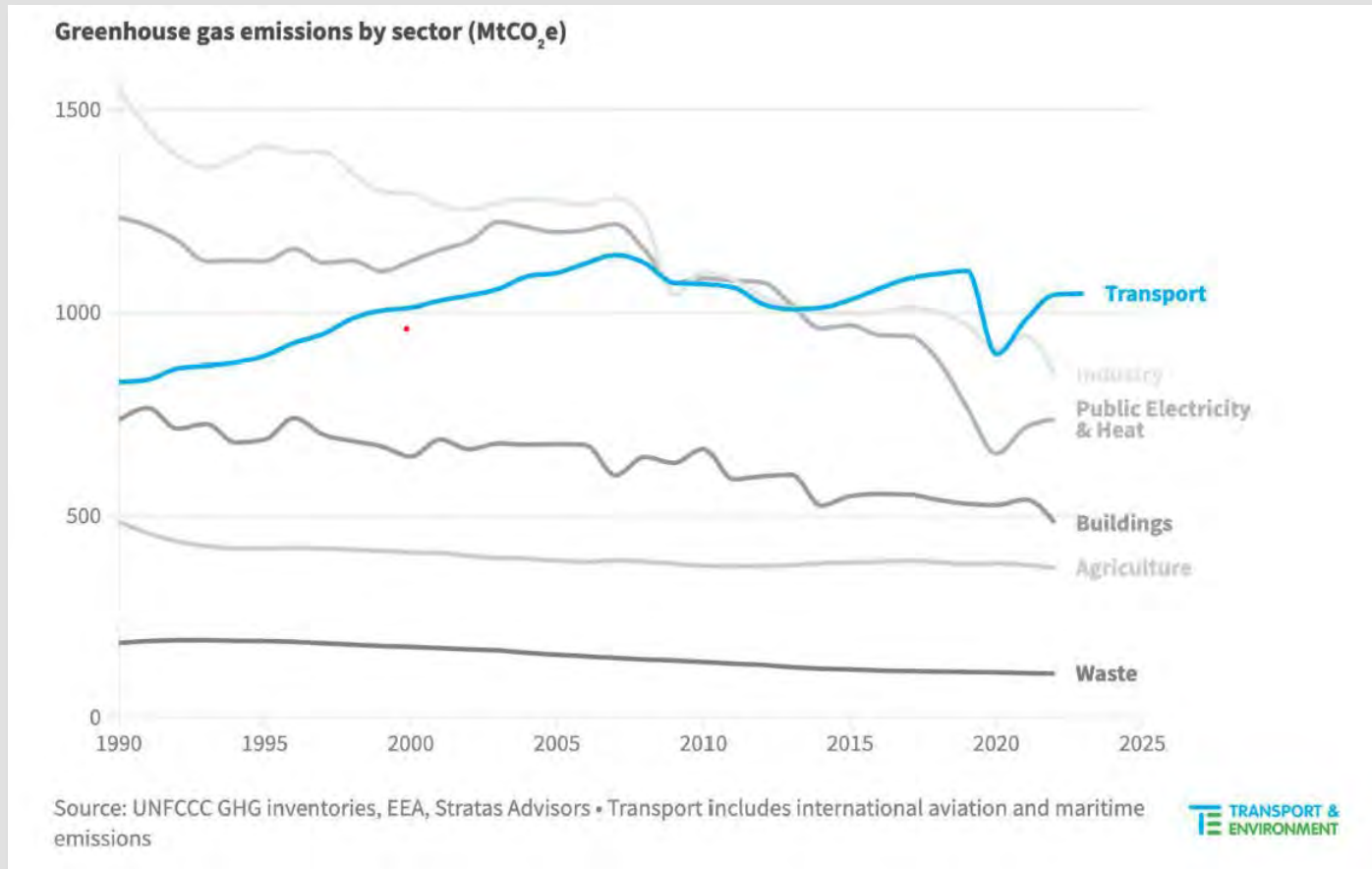


© Mpac - Illustrator: Willem Pirquin

A hand is shown holding a globe of the Earth, which is tinted with a green color. The globe is positioned in the center of the frame. The background is a dark green color with a radial pattern of light rays emanating from the top center, creating a sense of depth and focus on the globe. The text "Better informed decision-making" is overlaid on the globe in a white, bold, sans-serif font.

Better informed decision-making

Transport- emissions

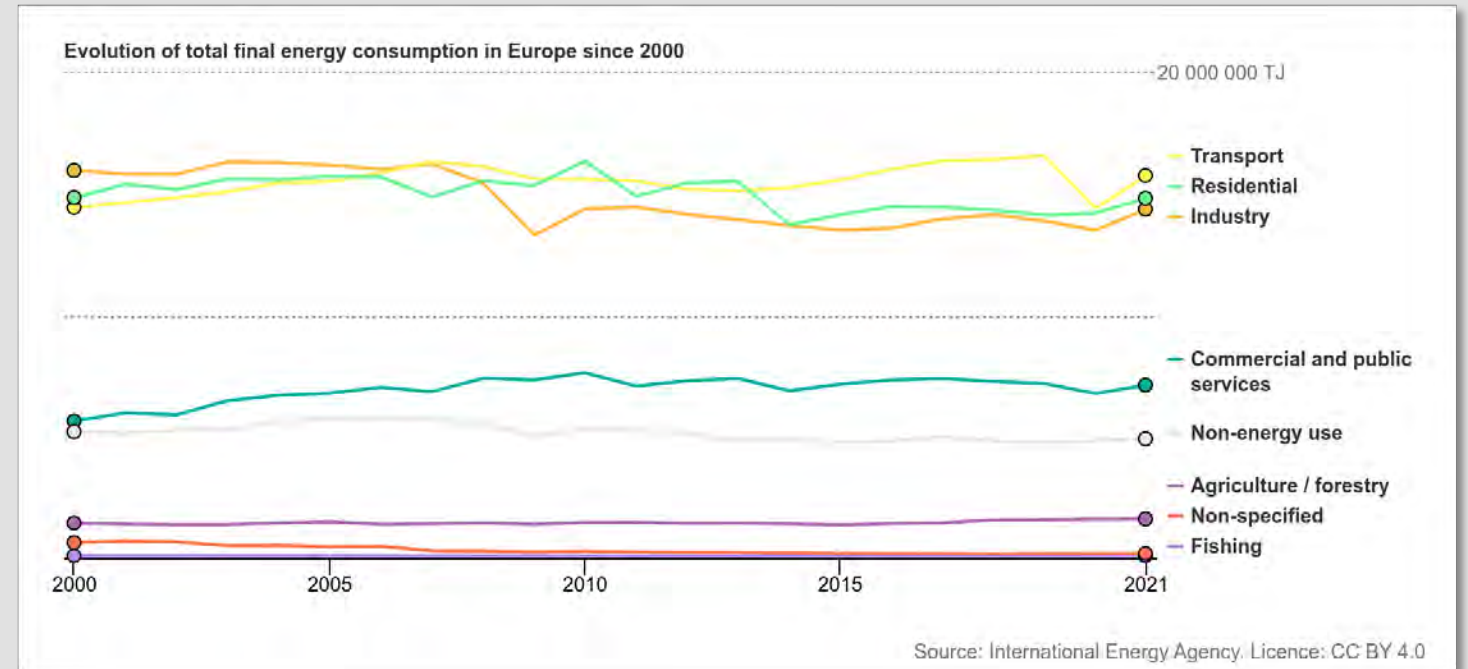
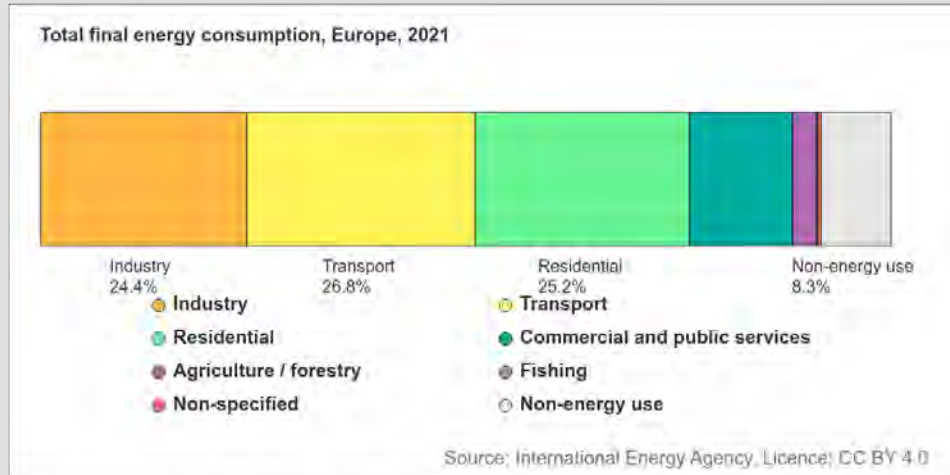


"The European Green Deal is delivering the change we need to reduce CO₂ emissions. The legislation to reduce our greenhouse gas emissions by at least 55% by 2030 is now in place, and I am very happy that we are even on track to overshoot this ambition."

Ursula von der Leyen,
9. October 2023

Source: T&E State of Transport 2024 – available <https://www.transportenvironment.org/discover/the-state-of-european-transport-2024/>

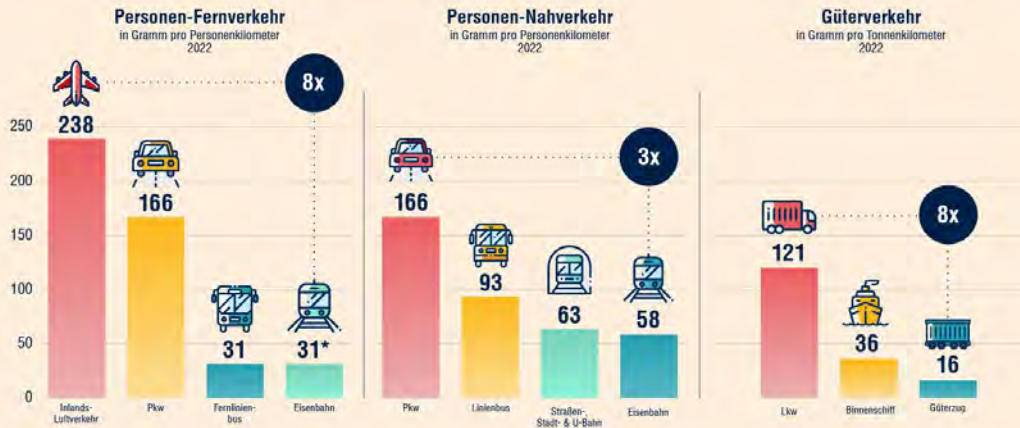
Transport– energy consumption



Source: International Energy Agency – <https://www.iea.org/regions/europe/efficiency-demand#how-is-energy-used-in-europe>

Per mode

Treibhausgas-Emissionen des Verkehrs



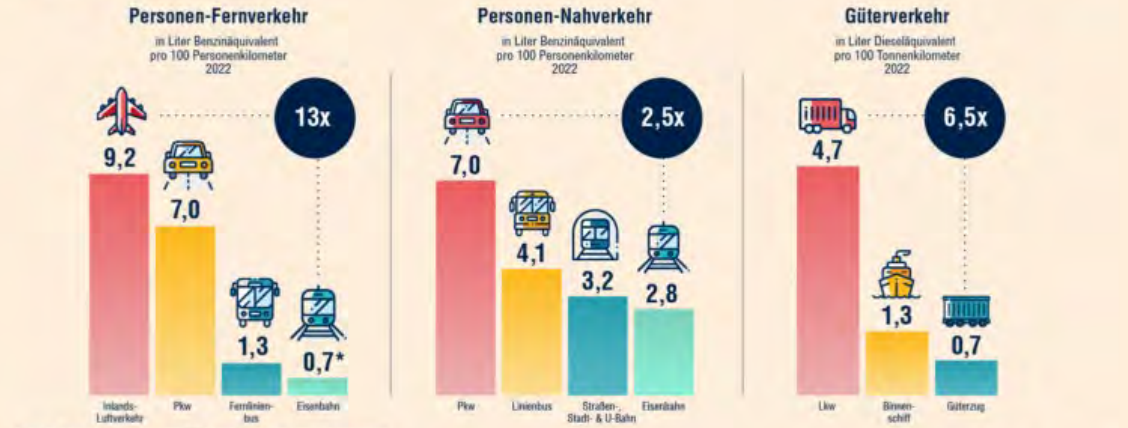
Quelle: Allianz pro Schiene | 01/2024 | auf Basis von Umweltbundesamt
Lizenz: © ⓘ Nutzung frei für redaktionelle Zwecke unter Nennung der Allianz pro Schiene

*Bei Annahme des durchschnittlichen Strommixes in Deutschland (46 % erneuerbare Energien).
Mit tatsächlichem Strommix im Fernverkehr (100 % erneuerbare Energien): **unter 1g/Pkm.**

Energieverbrauch des Verkehrs



Die sparsame Schiene



Quelle: Allianz pro Schiene | 03/2024 | auf Basis von Umweltbundesamt
Hinweis: Alle Werte inklusive energetischer Vorkette
Lizenz: © ⓘ Nutzung frei für redaktionelle Zwecke unter Nennung der Allianz pro Schiene

*Beruht auf dem Strommix der DB-Fernverkehr;
bei Annahme des durchschnittlichen Strommixes in Deutschland: 1,6 l Benzinäq./100 Pkm

Source: Allianz pro Schiene – available <https://www.allianz-pro-schiene.de/themen/umwelt/treibhausgas-emissionen/>

Source: Allianz pro Schiene – available <https://www.allianz-pro-schiene.de/themen/umwelt/energieverbrauch>



A greater focus on end-users

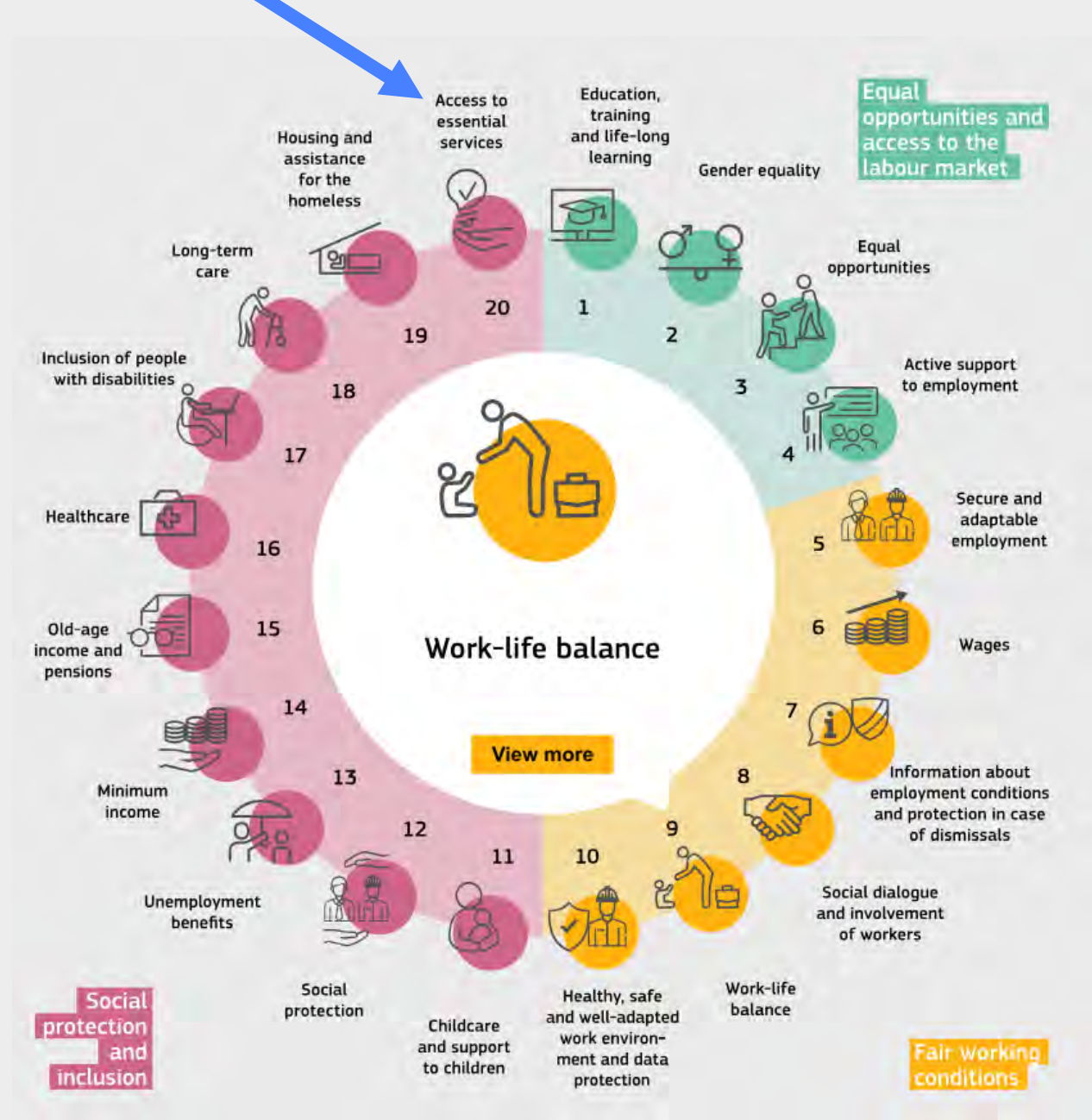


Mobility = a social right

- [EU Pillar of Social Rights](#)
- [Service of general economic interest \(SGEI\)](#)
- [Public Service Obligations \(PSO\)](#)

[Report on Access to Essential Services in the EU](#)

[Study on the social dimension of the future EU transport system](#)



What is transport poverty?



Source: © HiReach project (<https://hireach-project.eu/>)

End-user engagement

Reach out to citizens! Listen to them; actively involve them in R&I

- Existing/new mobility solutions: meeting user expectations?
- Service design principles

Develop inclusive and accessible mobility services

- Universal Design
- Identify 'hidden' needs
- Digital divide - technology is a means, not a goal!

Changing travel behaviour

- Break the habit
- Skills - Positive/negative experiences - Socialisation
- Importance of life-changing events

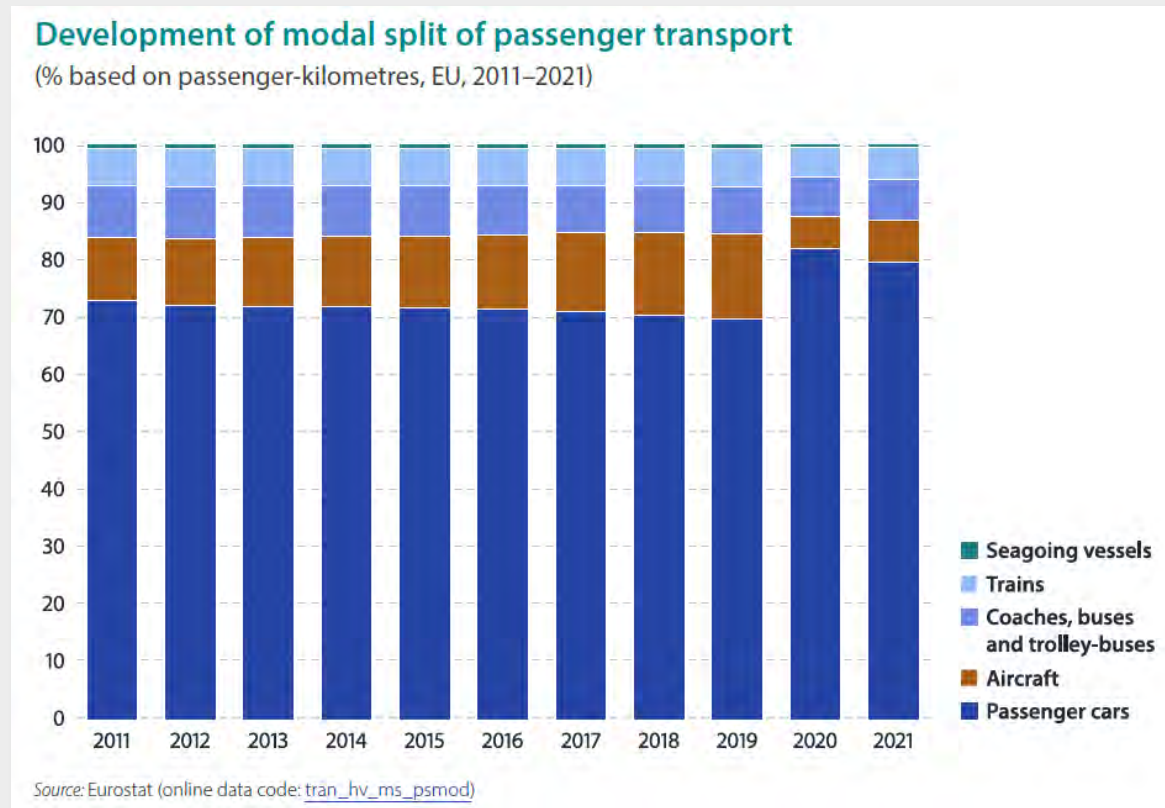




Strengths of rail

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

Are we on track?



Source: Eurostat – Key figures on European transport – 2023 edition – available <https://ec.europa.eu/eurostat/web/products-key-figures/>

Good news: people willing to switch

- ... main conditions being: availability, cost, speed (see for ex. Special Eurobarometer 495)
- Green Deal chapter on transport: “Achieving sustainable transport means **putting users first** and providing them with **more affordable, accessible, healthier and cleaner alternatives** to their current mobility habits.”
- Carrot & stick approach!



Maslow's pyramid, applied to public transport (CIPTEC, Peek and van Hagen)



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



**European
Passengers'
Federation**

Thank you

Delphine Grandsart, Senior Researcher

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