

# European Passengers' Federation (EPF)

The voice of  
public transport  
users in Europe



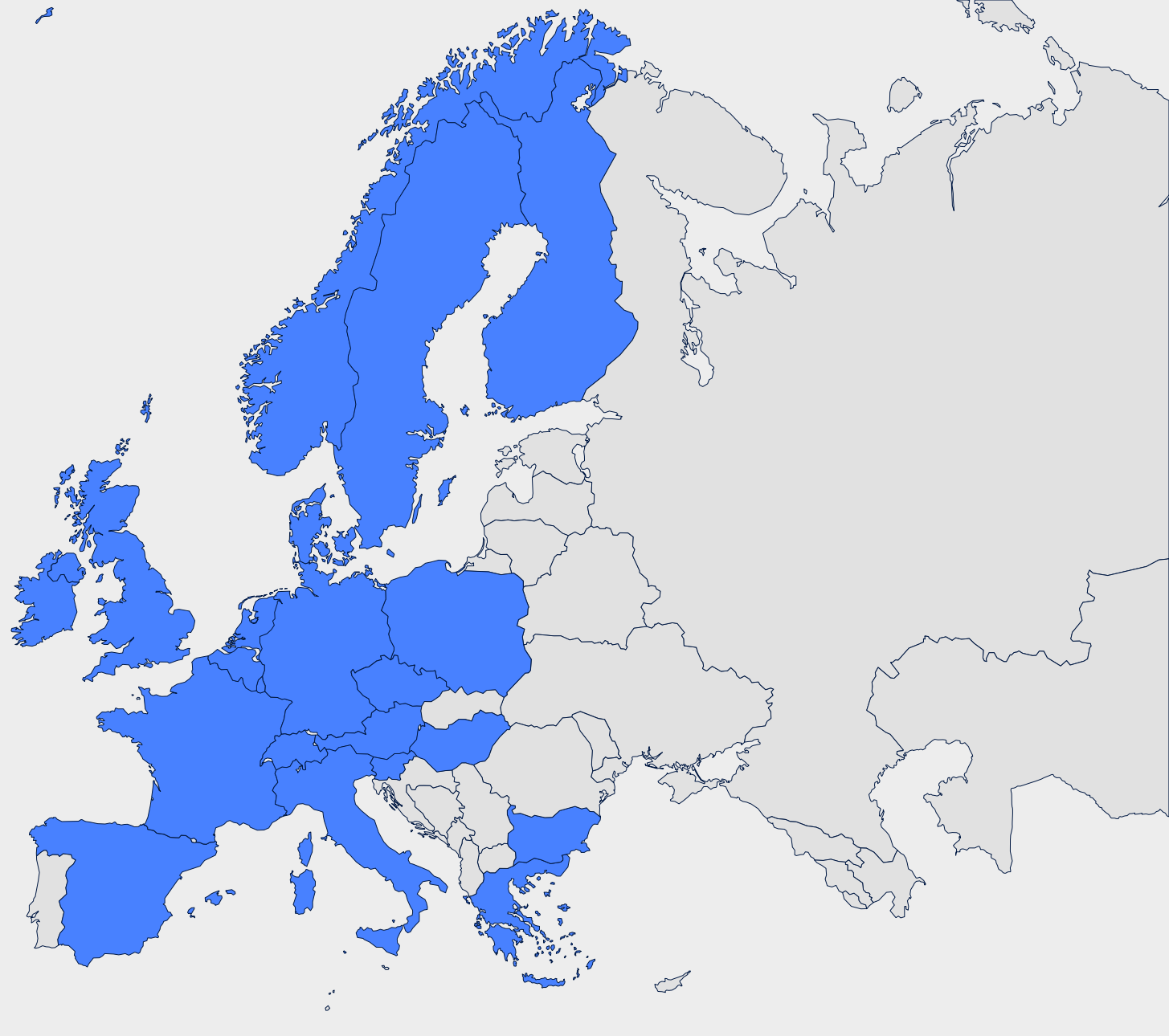
epf

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# Who we are

International non-profit association

- 39 members
- 21 countries
- All modes: rail, road, waterborne, air



# Main objectives

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



**European  
Passengers'  
Federation**

# Policy priorities

- A seamless European passenger transport system
- Access to unbiased, dynamic journey information
- Passenger protection
- Administrative and political boundaries should not be a barrier
- Informed decision-making
- A greater focus on end-users



**European  
Passengers'  
Federation**

# The holiday journey

The holiday trip is usually planned well in advance of the actual holiday.

- Which connections are available
  - Minimize the need to change trains
  - Secure and convenient connections
- What tariff offers are available
- Services during the journey
  - Sufficient space for luggage, possibility to take bicycles with you
  - Consideration of families with (small) children
- Barrier-free accessibility

# Passengers Experiences

## Your selection

### 1. Travel segment

08:55 Stuttgart Hbf → 12:32 Paris-Est



2nd class

Super Sparpreis Europa



65,28 EUR

> Contractual information and Passenger Rights

### 2. Travel segment

14:02 Paris-Nord → 15:30 London St. Pancras



2nd class

Public - Eurostar Standard



74,00 EUR

> Contractual information and Passenger Rights

### 3. Travel segment

16:30 London Paddington → 17:20 Swindon

⚠ Unfortunately we cannot offer you any ticket for this part of the journey.

# During the journey

- Clear and reliable information
- Promised services need to be delivered
- Support if anything goes wrong
- Assistance where needed
- And at the end transfer to your holiday destination



# At your holiday destination

You don't want to spend 2 weeks of your holiday sitting in your accommodation. So you need:

- Easy-to-find and reliable information on the accessibility of excursion destinations
- Regular journeys, not just a few school transport services
- A simple, family-friendly tariff
- Barrier-free vehicles





# Summary

- Put the customer in your focus
- Think end to end
- Consider the entire holiday experience
- Minimize the need to change trains
- Think in advance of things that could happen and have customer-friendly solutions up your sleeve if possible



# Listen to customers, EPF conference



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CONFERENCE  
2025  
Swindon

- Women in Transport
- Workshop – InclusiveSpaces Project
- Focus on the Passenger? The Work Programme of the New EU Commission
- Back to the State Operated Public Transport
- Ticketing and Information (not only) when Crossing the Channel

13-14 June 2025

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





# Josef Schneider

## Chair of Management Board

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