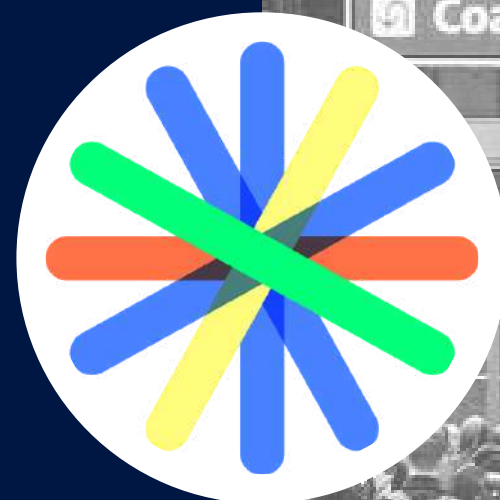


Annual Report  
2024



# EUROPEAN PASSENGERS' FEDERATION

The Voice of Public Transport Users in Europe



# An introduction from EPF's President



*Michel Quidort*

**EPF President**

2025: New Parliament, New Commission - and new challenges for EPF, but the same main target: simplifying and improving the passenger experience.

Legislative projects where EPF should play a key role remain on the agenda, such as the extension and harmonisation of passenger rights, also for multimodal travel, and Multimodal Digital Mobility Services (MDMS) to enable a seamless transport experience. The ultimate objective: allowing passengers to access all necessary information and processes in one click - enabling them to choose, book, and purchase a ticket from start to destination, for both domestic and trans-European trips. Without a simplification breakthrough, the ambitious Green Deal objectives of reducing mobility's carbon footprint will not be achieved.

“ *In one word: let's simplify! It's what the passenger needs and deserves.* ”

EPF's 2025 five-year work programme focuses on amplifying our voice in EU policy, securing stronger passenger rights, and ensuring seamless, multimodal travel. With the active engagement of our members, we are committed to shaping a more inclusive, accessible, and passenger-focused transport future across Europe.



**European  
Passengers'  
Federation**

# Welcome To Our **Annual Report**



**Membership**

Page 6



**Policy**

Page 7



**Projects**

Page 29

## 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 2024, we said farewell to our Management Board member Christopher Irwin, who remained active as an advisor to the Board, and welcomed former MEP Jakop Dalunde.



Josef Schneider



Michel Quidort



Rian van der Borgt



Willy Smeulders



Jakop Dalunde



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 41 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.



# 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 2024**

Passenger Rights: multimodal, enforcement  
Air Passenger Rights - revised interpretative guidelines  
Bus & Coach Passenger Rights - fact-finding study  
Integrated (multimodal) information and ticketing  
...

# Passenger Mobility Package

On 29 November 2023, the European Commission adopted a “[Passenger Mobility Package](#)”: a series of proposals designed to improve the experience of passengers and travellers by strengthening their rights. EPF participated in the stakeholder consultation process and submitted its feedback to [the Passenger Rights proposals](#) and to the [Package Travel review](#); sent its respective position papers ([here](#)) to DG MOVE, DG JUST, TRAN and IMCO members; and was invited to speak about the new proposals at the European Parliament, a.o. during a TRAN hearing on 18. November ([link](#)). EPF closely followed up on the negotiations, as they continued in the Council and the Parliament, stressing the need for strong enforcement of existing rights, and better protection of multimodal passengers.

## Key takeaways - Passenger Rights Proposals:

- Missing from the Passenger Mobility Package:
  - legislative proposal on Multimodal Digital Mobility Services (MDMS)
  - provisions on insolvency protection & self-cancellation in case of major crisis
- Multimodal Passenger Rights: a positive step forward, but stronger protection is needed for combined multimodal ticket
- Enforcement: some improvements, but no major changes to strengthen passenger protection

## Key takeaways - Package Travel Review:

- Positive: The proposal clarifies rules and overall, strengthens consumer protection, a.o. by introducing improved insolvency protection, clearer rules on vouchers, and more travel combinations considered as packages
- Points of attention: Enforcement - including complaint handling/redress, definitions (‘Linked Travel Arrangements’) and information to be provided to passengers, alignment needed with other Regulations (notably on insolvency and self-cancellation)



# Air Passenger Rights

As the European Commission decided to update the [interpretative guidelines on Regulation 261/2004](#), incorporating around 70 additional ECJ judgments into the existing text, stakeholders were invited to share their comments.

## EPF welcomed the following clarifications:

- Connecting flights are within the scope of the Regulation, if bought as a single unit;
- Delays at arrival give the same rights in terms of compensation as cancellation;
- Passengers must be better informed about their rights and how to claim them, when a disruption occurs;
- Clarification of the concept ‘under comparable transport conditions’;
- Right to care if necessary extended to longer periods;
- Extraordinary circumstances to be interpreted strictly, excluding ‘internal’ events such as technical failures and strikes.

## Issues that require further attention:

- No-show clauses should be banned; if passengers are refused because they did not take the outbound flight or the first leg of a connecting flight, this should count as ‘denied boarding’;
- Re-routing should also be granted to passenger suffering a long delay;
- A significant number of other issues remain unaddressed - see EPF’s [position paper](#) on air passenger rights (March 2020, still valid).

EPF urges the European institutions to address these gaps in the revision of Regulation 261/2004 - announced to be taken up again end of 2024 - and the ongoing revision of the Air Services Regulation 1008/2008.

# Bus & Coach Passenger Rights

EPF participated in a stakeholder workshop on 7. February, held as part of the fact-finding study on bus and coach passenger rights, organised by the European Commission (DG MOVE) and its consultants. In addition, EPF member [BusUsers UK](#), participated in an interview on 12. January.

The stakeholder workshop focused on three main topics:

- Luggage issues:** The low number of complaints is probably due to underreporting and luggage issues pose a substantial problem when they occur. Suggested solutions included providing luggage receipts and tags, limiting access to compartments to drivers only, grouping luggage by destination, and mandating a lost and found system. Passengers should also be advised to keep valuables with them and they should be better informed about luggage policies.
- Complaints and claims:** Regarding evidence that passengers must bring in to support their claims, it was proposed to use CCTV footage, baggage tags/ receipts, and photos of the luggage. For issues such as premature departures or missed stops, the burden of proof should lie primarily with the operator, e.g. based on real-time GPS data. Fellow passengers could also act as witnesses in disputed cases.
- PRM accessibility:** PRM accessibility challenges include pre-booking restrictions, lack of audiovisual announcements, limited staff training, and unclear responsibilities between operators and terminals. Infrastructure barriers remain, with various interpretations of accessibility standards across the EU, and difficulty to use ramps or lifts due to the surrounding environment not being accessible. As public facilities are used as terminals, it is crucial to involve local authorities.

Our general recommendations on how to improve bus & coach passenger rights (August 2023) can be found [here](#).

# Multimodal Digital Mobility Services (MDMS)

In 2024, EPF continued to strongly voice its support for the Multimodal Digital Mobility Services (MDMS) initiative, as we see an urgent need to progress towards integrated multimodal information and ticketing. This included, amongst others, the following actions:

- A “Friends of MDMS” delegation visit (BEUC, eu travel tech, BT4Europe, GBTA, ECTAA, ALLRAIL – unfortunately EPF was unable to attend) to DG MOVE (represented by Magda Kopczynska, Herald Ruijters, Axel Volkery) (6. February);
- In a [joint statement](#) (16. April), EPF and ALLRAIL emphasized that to compete with the car, EU passengers must be able to book seamless, door-to-door journeys using ground-based public transport in a single transaction;
- On 30. April, EPF participated in a panel debate at the European Parliament, accompanying the presentation of the report “[Simplifying European Ticketing](#)”, written by Jon Worth and commissioned by MEP Jakob Dalunde;
- During the EPF conference in Warsaw on 21-22. June, MDMS was also on the agenda, as we included a panel debate on this topic with speakers from EPF, CER, eu travel tech and Astarium;
- On 22. July, the “Friends of MDMS” sent a joint letter to all new MEPs in the TRAN committee, on the urgency of pushing for the MDMS proposal in the new legislative period, making sure it remains a priority for the incoming Transport Commissioner.

While the MDMS initiative encountered significant challenges in terms of creating the evidentiary basis needed to overcome political and administrative hurdles since it was first launched in 2021, it remains high on the agenda and the new Commission is ready to take it up again. In her [Political Guidelines for the Next European Commission](#) (18. July), Ursula von der Leyen included an explicit commitment to simplify cross-border ticketing. Likewise, von der Leyen’s [Mission Letter to Apostolos Tzitzikostas](#), newly appointed Commissioner-designate for Sustainable Transport and Tourism (17. September) states that “*You will prepare a proposal for a Single Digital Booking and Ticketing Regulation to ensure that Europeans can buy one single ticket on one single platform and benefit from passengers rights protection for their whole trip*”. EPF sent a welcome letter to the new Commissioner, confirming its support to achieve these important goals.

# EPF priorities for EU action

With a view to the next political mandate of the European Parliament and of the European Commission, EPF has identified its priorities for Union action that will help unleash the potential of the public transport sector ([see our priorities document here - April 2024](#))

## Goal: A seamless European passenger transport system

The appeal and utility of public transport is greatest when providing access to a network of networks – facilitating end-to-end journey-making. *Enablers: Interfaces – Collaboration – Dependability*

## Goal: Integrated information and ticketing

To make informed choices, passengers need to be aware of the existing travel options and be able to easily plan, book and pay for their (multimodal) trip in a one-stop-shop. *Enablers: Access to data – Addressing market challenges – Transparency and non-discrimination*

## Goal: Passenger protection

Passengers, as the weaker party to the service contract, must be treated fairly when things go wrong and their rights adequately protected. *Enablers: Multimodal passenger rights – Clarify the role of intermediaries – Consistent and effective regulatory enforcement*

## Goal: Overcome administrative and political boundaries

Administrative and political boundaries should not be a barrier to the efficiency of Europe's passenger transport system. *Enablers: Actions to promote cross-frontier links – Making TEN-T accessible to users – Consistent regulatory principles*

## Goal: Better informed decision making

Understanding costs is important to the successful realization of synchro-mobility. It is a foundation for the level playing field upon which fair competition and the optimization of resources depends. *Enablers: Internalization of external costs – Polluter-pays principle – User charging*

## Goal: A greater focus on end-users

Understanding the needs and aspirations of end-users should be a central point of attention, in order to facilitate a modal shift, while leaving no one behind. *Enablers: Passenger satisfaction surveys – Recognizing the social role of public transport – End-user engagement*

# Will passengers benefit from market opening?

Following its participation in a RailTech conference panel debate on the question “Will passengers benefit from market opening?” (Utrecht, 7. March), EPF adopted a position paper on the topic, available [here](#) (April 2024).

Will passengers benefit from market opening in the rail sector? For EPF, the answer is **YES, BUT ... it is not a miracle solution.**

While several examples have shown that competition may lead to **lower cost, lower prices, innovation and increased service quality**, there are also some **potential downsides or pitfalls**: How to ensure a single strategic integrated network? How to ensure that passengers can easily find information and buy tickets for journeys with multiple operators? How about station management and passenger assistance across operators? In case of a disruption, are passengers able to hop on the next available train (of any operator)?

Furthermore, there is **no such thing as ‘perfect competition’ in rail**: it is difficult for new operators to enter the market (due to insufficient capacity of the existing infrastructure, limited access to authorized rolling stock, and very lengthy decision-making cycles in timetabling, a.o.). Also, competition only works when demand is high. On services that are not profit-making, regional governance (and subsidies) may be needed to guarantee supply of services of public interest that are unattractive from the market side.

In EPF’s view, **government intervention is needed in case of market failure**, to ensure, amongst others:

- An integrated transport system, i.e. there needs to be provision for operators to collaborate with each other in the passengers’ interest;
- The achievement of public policy goals such as connectivity, access to services, inclusion and accessibility, less congestion etc.;
- That parts of the day or swathes of territory are not left unserved due to ‘cherry picking’ of profitable routes by private operators.

# The European Green Deal

On 19. April, EPF participated in a Policy Workshop organised by the Florence School of Regulation together with DG ENER and DG MOVE, entitled “[The European Green Deal: five years on](#)”. Approaching the mid-point in the horizon over which the European Green Deal defined 2030 policy targets, the workshop provided an opportunity to take stock of the progress achieved and the remaining challenges ahead, with specific focus on the energy and transport sectors, that together are responsible for almost half of the anthropogenic greenhouse gas emissions. EPF’s presentation is available [here](#).

In April 2024, a week before the Florence workshop, a report was published, listing the key policies and achievements on the Green Deal under the von der Leyen Commission. Whilst some of the policies mentioned in the report do affect transport, there is no mentioning of the [Sustainable and Smart Mobility Strategy](#) nor of any specifically transport-related topics. It seems that while a lot of effort has been dedicated to greening the industry overall, transport is lagging behind and is not on track – which is confirmed, for example, by Transport & Environment’s recent report “[The State of European Transport 2024](#)”.

Conclusion? Transport should be(come) a priority and the transport sector needs to step up and reduce its environmental impact as well as its energy consumption. One way forward could be to reduce transport and mobility – but this is not easy nor desirable, as mobility is an essential enabler of our economic and social life, and free movement of people and goods is a fundamental pillar of the EU.

## What’s the way forward, then?

- All modes need to contribute - reduce emissions & energy consumption;
- A seamless integrated system is a more efficient one;
- Facilitate & promote sustainable mobility choices.

## Other policy topics and actions covered in 2024

### **Harmonisation of hand luggage rules in the air sector**

Commissioner Vălean announced a new initiative on airline luggage harmonization in December 2023. BEUC, EPF, ANEC, ACI, ECTAA and eu travel tech wrote a joint letter to the airline industry (IATA, A4E, ERAA), requesting stakeholder involvement in this process. Two stakeholder workshops (on 12. July and 12. December) took place. In EPF's view, standardisation of rules (on size/weight and also on minimum luggage that should be transported for free/included in the price) would be helpful to i) allow a like-for-like comparison between offers from different airlines, and ii) avoid problems in case of connecting flights or inbound/outbound flights with different operators.

### **Airline consolidation**

In light of the ongoing consolidation wave among European airlines, EPF co-signed a joint statement on 31. January – together with BEUC, ECTAA, eu travel tech and ACI – on the need for the EU to maintain effective competition through merger control. In the interest of safeguarding a competitive and contestable European airline market which works for European citizens, we voiced our support for a careful approach of the Commission in assessing ongoing and upcoming airline concentrations submitted to its review, protecting competition on thousands of routes across Europe.

### **Towards a green transition that is fair and just**

On 14. February, the TRAN Committee convened a public hearing on "How to boost public transport and deal with the challenges faced by the sector". EPF was invited as a speaker. We highlighted passengers' core expectations for an affordable, reliable, sustainable, coordinated public transport system, with sufficient capacity to travel comfortably to where they want to go at the times they wish to travel. EPF also pointed out the influence of factors such as age, income, education, and mobility restrictions on passengers' choices – stressing the need to recognize the social function of public transport, combatting transport poverty and leaving no one behind.

# Meetings, conferences & events

## Highlights

### Meetings with EU stakeholders

In 2024, we further strengthened our network by having regular meetings with EU policymakers and other stakeholders. This includes meetings with the European institutions: the Commission, the Parliament (focus on TRAN & IMCO committee members) and the Council (Belgian, Hungarian, & Polish presidency).

### EPF annual conference 2024

EPF's annual conference took place on 21-22 June in Warsaw, Poland, bringing together 54 participants from across Europe. Hosted with the Prokolej Foundation, discussions covered competition, passenger rights, and multimodal mobility, including long-distance coach travel and MDMS. The event concluded with a guided tour of Warsaw and Warsaw's public transport

### Event representation

EPF amplified the passenger voice at key events across Europe, strengthening collaborations and shaping discussions on different topics including but not limited to ticketing, passenger rights, multimodal travel, and accessibility. From policy hearings to industry workshops, we ensured that passenger needs remained central to the future of European mobility.



# 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, Telematics 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: System Pillar group: Observer: Steering group
- EU Commission Expert Group on Land Transport Security (LANDSEC) and EU Rail Passenger Security Platform (RAILSEC)
- United Nations Economic Commission for Europe (UNECE): Rail working party
- Multimodal Passenger Mobility Forum (MPMF)
- European Union Aviation Safety Agency (EASA): European Aviation Environmental Report (EAER) Advisory Group
- Single European Railway Area Forum (SERAF)
- Rail Forum Europe (RFE): MEP's association dedicated to rail transport with the collaboration of stakeholders ...

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).

# International Rail Passenger (IRP) Transport Platform

In 2024, EPF continued its active involvement within the Ministerial Platform on International Rail Passenger Transport (IRP), notably as **co-chair of the 'Sector Mirror Group'**. The IRP was set up four years ago, with the aim to foster and support the improvement of cross-border railway passenger transport in cooperation with the relevant stakeholders.

Plenary **meetings** took place on 16. January (Luxemburg), 9. April (London), 16. May (online), 11. July (online) and 27-28. November (Oslo). Additional meetings focused on the corridor Amsterdam - Frankfurt - Vienna - Budapest (Berlin, 10. December), and a future monitoring scheme for international railway passenger transport (online, 17. December). On 27. March, the IRP Platform organised an online workshop on multimodal cooperation, whereby EPF was invited as a speaker to present the SESAR-funded [SIGN-AIR project](#).

**Data and ticketing** featured prominently on the agenda of the IRP meetings. On behalf of EPF, Chris Irwin emphasized the importance of focusing on outcomes for passengers (the '*What*') rather than getting caught up in debates about the detail of various technical system options involved in their delivery (the '*How*'), underlining that the rail sector's future relies in large part on selecting the technical specification that best delivers the desired outcomes for consumers: Passengers require the ability to purchase through-tickets at transparently competitive prices, having been informed comprehensively about all the reasonable journey options.

The Platform's [4th Integrated Progress Report](#) was presented to the [EU Transport Council in June](#). It confirms that common standards are needed for ticket distribution with all stakeholders having equal access, and underlines the importance of passengers having access to information and commercial conditions on all reasonable journey options, as well as assurance of consistent support that will enable them to reach their destination at the earliest appropriate opportunity and at no extra cost when their journey is disrupted.

## UNECE Rail Working Party

The group of experts on **Passenger Information in main international stations and hubs** held its inaugural meeting at the United Nations in Geneva in July (8-10. July). Christopher Irwin represented EPF with a presentation on The Passengers' Perspective, hereby considering passengers' information needs at diverse stages in the journey, paying particular attention to disruption management and challenges related to digitalisation. The said group was convened at the request of the Rail Working Party, itself a sub-group of the UN Economic Commission for Europe's Inland Transport Committee.

Furthermore, EPF was represented at a special summer session of the UNECE Rail Working Party focusing on **Security of Vulnerable Rail Users** in June (18-19. June). Bryony Chetwode of TravelWatch SouthWest – one of EPF's UK members – presented a paper on “Increasing the Security of Women in the Rail Environment”, reflecting a female perspective. She underscored the importance of raising awareness and education along with the careful design of stations to enhance safety; the importance of digital connectivity for immediate assistance and charging facilities for phones to ensure passengers stay connected; and the need of implementing appropriate legislation and providing clear guidance. Follow-up action by an informal Working Group is planned, a.o. to prepare best practice guidelines.

The annual three-day meeting of the **UNECE Rail Working Party** on 13-15. November in Geneva included a workshop on “Improving the performance of the rail sector”, for which EPF (Christopher Irwin) prepared a presentation on passengers' priorities for satisfaction, i.e. those things that users wish from the sector: a punctual and reliable railway that delivers on the timetables' promises at an acceptable price – emphasising the need to put passenger satisfaction first if rail is to achieve significant modal shift. During a session on improving safety in rail transport, EPF made the case for looking seriously at trips, slips and falls – the major cause on injuries and weighted fatalities on the British rail network, affecting both passengers and workers. The Working Party would explore the possibility of gathering data on this.

## Eurostar high-level meeting

On 19. January, EPF representatives from Belgium, the Netherlands, the UK and France met with Eurostar's leadership for our annual meeting. Discussions covered investments in infrastructure, through-ticketing, and timetables, but a key focus was the 2023 Christmas and New Year's Eve travel disruptions.

Two major incidents were addressed: an industrial action by Getlink employees, resolved swiftly, and the flooding of the Ebbsfleet Tunnel, which led to 40 train cancellations and stranded over 30,000 passengers. While Eurostar stated it followed Rail Passenger Rights regulations, reports from EPF members and national media highlighted poor real-time communication and inadequate passenger assistance. Many passengers received only brief cancellation messages and had to arrange rerouting and accommodation themselves.

EPF emphasized the need for stronger contingency plans, improved communication, and better passenger support during disruptions. Suggestions included a dedicated Eurostar webpage for affected travelers. Both parties agreed to continue annual meetings and monitor future operational responses to ensure passengers receive the assistance they are entitled to. Read more about the meeting outcomes [here](#).



# Partnerships & joint actions

## Some highlights

### MoU with STA

EPF and the Smart Ticketing Alliance (STA) signed a Memorandum of Understanding to strengthen cooperation in advancing seamless, interoperable smart ticketing solutions across Europe, enhancing the passenger experience.



### AJC Leaflet

In collaboration with CIT, EPF drafted a one-page leaflet, intended as a lay-person's informal guide to what to do if passengers miss their connection on an international journey and want to benefit from the AJC (Agreement on Journey Continuation). Hereby, it is to note that, while EPF is positive about the AJC, it is only a first step, and we have greater ambitions for journey continuation.

### ERA

Following the 2023 Memorandum of Understanding, EPF and ERA have strengthened their collaboration through regular meetings. EPF also participates as an observer on the ERA Management Board, ensuring passenger interests are represented.



## CIT - Agreement on Journey Continuation

Regarding the CER/CIT Agreement on Journey Continuation (AJC), EPF was asked to provide feedback on a planned AJC leaflet. In response, we drafted a one-pager in August, aiming to inform passengers in a more concise and simple manner about their rights under the AJC. The leaflet was published in April as a joint product with EPF.

Even though we take some pride in this achievement, **it is only a first step, as we have greater ambitions for journey continuation.** Our eventual aim is that every railway undertaking should commit to enabling a passenger whose planned journey has been disrupted by delays or cancellations to get to their final destination at the earliest convenient opportunity at no extra cost, whatever the tickets held, whichever the railway undertakings involved, wherever they are in Europe. Regulatory intervention may be required in the absence of early voluntary agreement between the undertakings.

At EPF's latest annual conference in Warsaw (22. June), CIT's Secretary-General Gilles Mugnier was among our keynote speakers, to present the Agreement on Journey Continuation and answer any questions. At the conference, EPF launched a small **survey** among its members to collect feedback on the AJC. The results showed that – even among a 'specialised' audience – there is still a lot of room for improvement in terms of raising awareness of the AJC: many frequent travellers don't know about its existence or do not understand fully how it works.



# European Railway Agency

Since ERA and EPF signed a memorandum of understanding in July 2023, regular meetings are organised to follow-up on key topics, such as ticketing standards, the importance of safety and interoperability from the passengers' perspective, and proposals for user-centric KPIs for ERA to monitor. EPF is also a member (observer) of the ERA Management Board.

On 25. April, Josef Schneider and Christopher Irwin from EPF attended the European Railway Agency's 20th birthday event in Valenciennes. As a former chair of the Agency's Administrative Board, Chris was called on to join the platform of speakers. On 9. December, we were also present in Brussels to bid farewell to Executive Director Josef Doppelbauer after 10 eventful years.

In addition to the above, EPF is a member of the PRM-TSI revision working group (technical specifications for interoperability relating to accessibility of the Union's rail system for persons with disabilities and persons with reduced mobility) as well as the TAP-TSI revision working group (TSI related to Telematics Applications for Passenger Services).

In light of ERA's Comparative analysis of rail ticket distribution rules in the Open Sales and Distribution Model (OSDM), the TAP-TSI, the Rail Passenger Rights' Regulation, and the recent competition decisions and national rulings under unfair trade law, EPF supports ERA's efforts as a catalyst for early progress in developing a ticketing solution that is workable and which, from the perspective of both vendors and passengers', is equitable.





CONFERENCE  
2024  
WARSAW

# EPF Warsaw Conference 2024

## Shaping the Future of Passenger Mobility in Europe

On 21-22. June, the EPF Annual Conference took place in Warsaw, Poland, bringing together 54 participants from across Europe to discuss the future of passenger mobility. Hosted in collaboration with Prokolej Foundation, the conference featured expert panels, interactive workshops, and networking sessions on key topics such as passenger rights, multimodal travel, and competition in public transport.

### Key discussions included:

- Passenger rights and long-distance coach travel, focusing on regulatory challenges and multimodal integration;
- The impact of competition on passengers, addressing the balance between market competition and service quality;
- Multimodal Digital Mobility Services (MDMS), exploring solutions to enhance seamless, cross-border public transport;
- The role of night trains and cross-border rail services in promoting sustainable travel.

A workshop on the [SIGN-AIR project](#) delved into air-rail connectivity, while a session on [EU Rail \(FP6\)](#) passenger information emphasized the need for improved transparency in rail services.

The event closed with an exciting announcement: the 2025 EPF Conference will be held in Swindon, UK. A guided tour of Warsaw's public transport system rounded off the conference, highlighting best practices in urban mobility. Access the full report [here](#).



# EPF representation - **highlights**

- Passenger Rights: An Overview – [Consumer Law Ready workshop 12-12-2024](#)
- Ticketing, data and distribution: the passengers' perspective - [IRP meeting Oslo 27-11-2024](#)
- Improving multimodal journeys through new passenger rights – [TRAN Hearing 18-11-2024](#)
- EU Policy Update Passenger Rights – [EDF Webinar 14-11-2024](#)
- Passenger Perspective in Rail Transformation - [FPI-Motional mid-term event 30-10-2024](#)
- Optimizing bikes and luggage transportation - [UIC workshop 04-10-2024](#)
- Comment le digital transforme la relation voyageurs ? - [European Mobility Expo Paris 02-10-2024](#)
- How rail can bring more value to passengers - [EU-Rail train to InnoTrans 23-09-2024](#)
- The Passengers' Perspective - [UNECE expert group on Passenger Information in Stations & Hubs 08-10.07.2024](#)
- ETCR Seminar on EU Transport and Railway Affairs (10.07): [EPF presentation focusing on the passengers' point of view](#)
- Increasing the Security of Women in the Rail Environment - [UNECE Rail Working party special session 18-19.06.2024](#)
- Simplifying European Ticketing - [Report presentation and panel discussion 30.04.2024](#)
- Delivering the European Green Deal in the transport sector: the consumers' expectations - [Florence School of Regulation 19.04.2024](#)
- People Centred & Inclusive Mobility – “Mobility as a Right” (#MaaR) – [Transport Research Arena Dublin 15-04-2024](#)
- Passenger Rights and TEN-T - [Connecting Europe Days 03.04.2024](#)
- Ticketing, data and distribution: the passengers' perspective – [IRP live workshop London 09-04-2024](#)
- Will passengers benefit from market opening? - [RailTech conference 07.03.2024](#)
- Leaving no one behind: safe, accessible and inclusive mobility – [Eurocities Mobility Forum 19-03-2024](#)
- How to unleash the potential of the public transport sector in Europe – [TRAN Hearing 14-02-2024](#)

# EPF representation - highlights

**PASSENGER  
WORLD FESTIVAL**

25 - 26 June 2024  
Messe Wien  
Vienna, Austria

Effectively creating modal shift to rail by matching customer expectations with effective sales & distribution solutions & strategy



**Nicky Gardner**  
Journalist  
Hidden Europe Publications



**Juanjo Quesada**  
Head of Distribution  
Iryo



**Klaus Kreher**  
Head of Carriers Management  
Rail Europe



**Josef Schneider**  
Chairman  
European Passengers Federation  
EPF



**Katerina Vokounova**  
International Activities Specialist  
Česká dráhy, a.s.



**TRA**  
TRANSPORT RESEARCH ARENA  
**DUBLIN 2024**  
10<sup>th</sup> CONFERENCE • 15-18 April





# Connecting Europe Days: Passenger Rights and TEN-T

Connecting Europe Days, Europe's mobility flagship event, took place on 2-5 April in Brussels. EPF participated in a debate on Passenger Rights and TEN-T, together with representatives from Airport Council International (ACI Europe), the International Road Transport Union (IRU), SNCF, BEUC, European Disability Forum (EDF) and the Austrian Agency for Passenger Rights (APF). The aim of the session was to identify to which extent the implementation of the EU passenger rights legislation has benefited from the TEN-T implementation, why it remains so relevant and also the challenges still to be addressed.

EPF highlighted the need for stronger passenger protection, particularly in cases of travel disruptions, to ensure fair treatment and boost confidence in multimodal transport. While TEN-T investments have improved travel times, better local and regional connectivity is essential for a truly seamless network. The discussion also emphasized the potential of advanced traffic management systems to improve reliability, but stressed the importance of real-time information sharing to mitigate disruptions.

EPF welcomed the new EU passenger rights proposals (2023) as a step in the right direction but pointed out gaps in multimodal protection, enforcement powers, and consumer safeguards. Strengthening these areas will be crucial to achieving a fair, transparent, and accessible transport system that encourages a shift to sustainable mobility.



# EU-Rail Train to InnoTrans 2024

On 23 September 2024, a special “Europe for Rail” train, organized by Europe’s Rail Joint Undertaking and the European Commission, departed from Brussels to Berlin, marking the start of InnoTrans 2024. EPF participated in the Taskforce preparing the event, which brought on board high-level EU officials, government representatives, rail companies, rail associations, EU staff, and members of the media.

Among the four panel discussions on board, one focused on “How can rail bring more value to passengers”. EPF was part of the panel, together with Kristian Schmidt (Director for Land Transport at the Directorate-General for Mobility and Transport, European Commission), Hinne Groot (Senior Policy Officer at the Dutch Ministry of Infrastructure and Water Management), Ethem Pekin (Head of Economic Policy and Sustainability, CER) and Nick Brooks (Secretary General, AllRail), and Delphine Grandsart (Senior Researcher, EPF). We emphasized the importance of a user-centric approach, ensuring that rail services meet passenger needs in terms of value for money, reliability, and ease of use to encourage a shift toward sustainable mobility. In addition, EPF hosted an interactive rail quiz, on the train, engaging passengers in a team-based competition designed to promote collaboration in the rail sector. The quiz balanced fun with questions on topics such as passenger rights, accessibility, innovation, and cross-border rail connections, stimulating discussion on key industry challenges.

At InnoTrans on 24 September 2024, EPF joined a breakfast session at the EU-Rail stand, providing another platform for discussions on the future of rail transport in the EU, followed by a VIP tour of the European Commission and EU Rail stand.

# EPF - Projects

Research and innovation projects are the main source of funding for EPF's activities. In 2024, EPF participated in several EU projects, covering a variety of topics, including automated mobility, public transport innovation, sustainable mobility, multimodal transport integration, and rural-urban connectivity. 2024 saw the start of 2 new projects in which EPF plays a role.

## New projects:

- Hyper4Rail - A Giant Leap for Loop: Towards a harmonized implementable Hyperloop concept with Hyper4Rail
- InclusiveSpaces - Designs, Tools & Frameworks for Creating an Accessible & Inclusive Built Environment for All, for Now & for the Future

## Ongoing projects:

- SHOW - SHared automation Operating models for Worldwide adoption
- UPPER - Unleashing the innovative Potential of Public transport in Europe
- GEMINI - Greening European Mobility through cascading innovation INitiatives
- SIGN-AIR - Implemented Synergies, data sharing contracts and Goals between transport modes and AIR transportation
- TOD-IS-RUR - Transit Oriented Development for Inclusive and Sustainable Rural-Urban Regions
- EU-Rail - Europe's Rail Joint Undertaking

# 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, by implementing 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 (MaaR) concept.

In 2024, EPF actively contributed to the UPPER project through participation in key meetings, workshops, and general assemblies, including in Valencia and Lisbon. EPF played a role in reviewing deliverables, and supporting knowledge-sharing activities such as webinars and workshops. Additionally, EPF engaged in dissemination efforts, promoting public transport improvements, safety, and accessibility.



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

# 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's 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**



Co-funded by  
the European Union

# 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 supported the deployment of shared, connected and electrified automation in urban transport, to advance sustainable urban mobility. During the project, real-life urban demonstrations took 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 coordinated user engagement and co-creation activities. This included 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 final report on user and stakeholder engagement within SHOW is available on the [SHOW project website](https://show-project.eu).

As the project concluded in 2024, key insights and outcomes were compiled in the open-access book "[Shared Mobility Revolution](#)". EPF contributed to the chapter "Stakeholders' Engagement in Shared Automated Mobility," offering a comparative analysis of various engagement approaches and their effectiveness in shaping automated transport solutions.



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

SHared automation Operating models  
for Worldwide adoption

# 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.

As part of the project, EPF hosted an Early Stage Researcher in 2024, supporting her research on social inclusion, mobility related policies, and accessibility measures across different regions. The researcher also supported EPF's work in projects.



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

TRANSIT ORIENTED DEVELOPMENT FOR INCLUSIVE AND SUSTAINABLE RURAL-URBAN REGIONS

# 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 tangible benefits to passengers' future mobility, the EU-Rail JU tasked EPF to bring in its expertise in European railway passenger aspects.

In addition to the panel discussion and quiz on the “Europe for Rail” train, EPF contributed to:

- Reports under the Europe's Rail FP1 Motional project, focusing on passenger needs in rail and multimodal transport. These reports examined how rail services integrate with other transport modes, the needs of customers within multimodal transport hubs, including those with reduced mobility, and the importance of providing accurate passenger information during disruptions.
- Reports under the Europe's Rail FP6-Future project, focusing on demand-related information, including requirements for persons with reduced mobility. EPF contributed by gathering input from its members on functional and non-functional end-user requirements for multimodal travel solutions. EPF provided recommendations to enhance accessibility, usability, and integration across transport modes, ensuring a more inclusive and efficient European mobility system.



Co-funded by the European Union

# Hyper4Rail



<https://www.hyper4rail.eu/>

December 2024 marked the start of the Hyper4Rail project. Hyper4Rail is a project funded by Europe's Rail Joint Undertaking that researches very high-speed guided transport systems (hyperloop) within the European Union. The objective of the project, which consists of 27 international partners from both the public and private sector, is to harmonize and realize a concept design of the hyperloop system (TRL 2) and to validate the subsystem technologies required for the development of transport systems in a low-pressure environment (TRL 4), defining a common roadmap for the integration of hyperloop technology into the Trans-European network.

EPF will contribute to the Hyper4Rail project by supporting stakeholder engagement, user needs analysis, and ensuring passenger perspectives are considered in the project's development. Additionally, EPF will assist the project's communication and dissemination efforts.



**This project has received funding from the European Union's Horizon Europe research and innovation programme under grant agreement: 101196142.**

# InclusiveSpaces



<https://inclusivespaces-heproject.eu/>

1. May, 2024, marked the official launch of the InclusiveSpaces project: Designs, Tools & Frameworks For Creating An Accessible & Inclusive Built Environment For All, For Now & For The Future. Coordinated by [cambiaMO](#), the project consists of 17 partners from 9 European countries including Spain, Greece, Cyprus, Germany, United Kingdom, Hungary, Belgium, Italy and Switzerland.

InclusiveSpaces specialises in the inclusive design and evaluation of urban spaces, focusing on accessibility and social cohesion for people with disabilities and older adults. The project aims to develop innovative solutions that embrace universal design principles and climate-friendly practices.

EPF will contribute to the project by actively engaging in co-design activities. Additionally, EPF will support initial research, contribute to stakeholder engagement activities, and participate in project meetings. Throughout the project, EPF will provide insights from the passenger perspective, assist in policy recommendations, and contribute to dissemination efforts, ensuring that the outcomes effectively address mobility and accessibility challenges across Europe.



**InclusiveSpaces is a Horizon Europe project supported by the European Commission under Grant Agreement No. 101147881.**

# Looking forward 2025

## EPF Conference

Hosted in collaboration with TravelWatch SouthWest on the 13 & 14 June 2025 in Swindon, United Kingdom at the Steam Museum. More information is on our conference website.

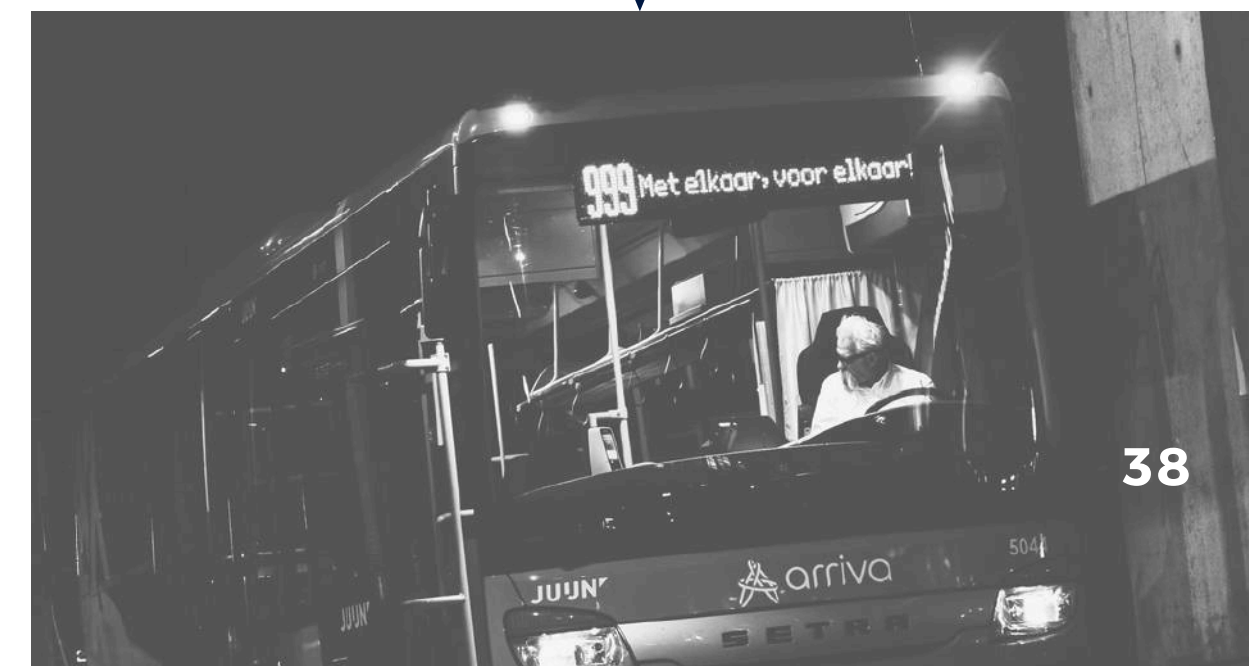


## Advocacy

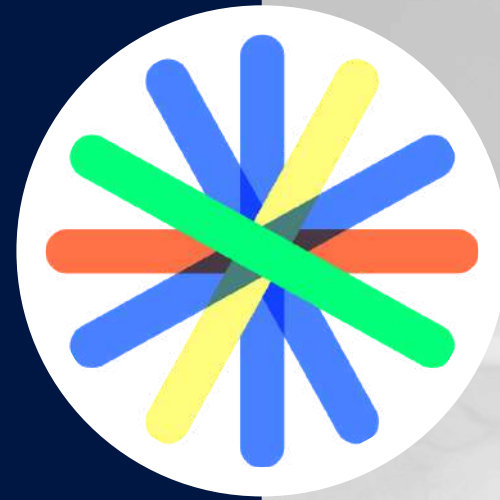
In 2025, EPF will advance its advocacy efforts in line with our core priorities (2024), focusing on integrated information and ticketing, better informed decision-making, passenger protection, and overcoming administrative and political boundaries to ensure a seamless European public transport system.

## Projects

We continue looking forward to contributing to the projects we are involved in and ensuring the passenger voice is amplified.



More  
information



**Position Papers**

[epf.eu/wp/position-papers/](http://epf.eu/wp/position-papers/)



**Projects**

[epf.eu/wp/projects/](http://epf.eu/wp/projects/)



**EPF Conference Report**

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