

Transport poverty: the users' perspective

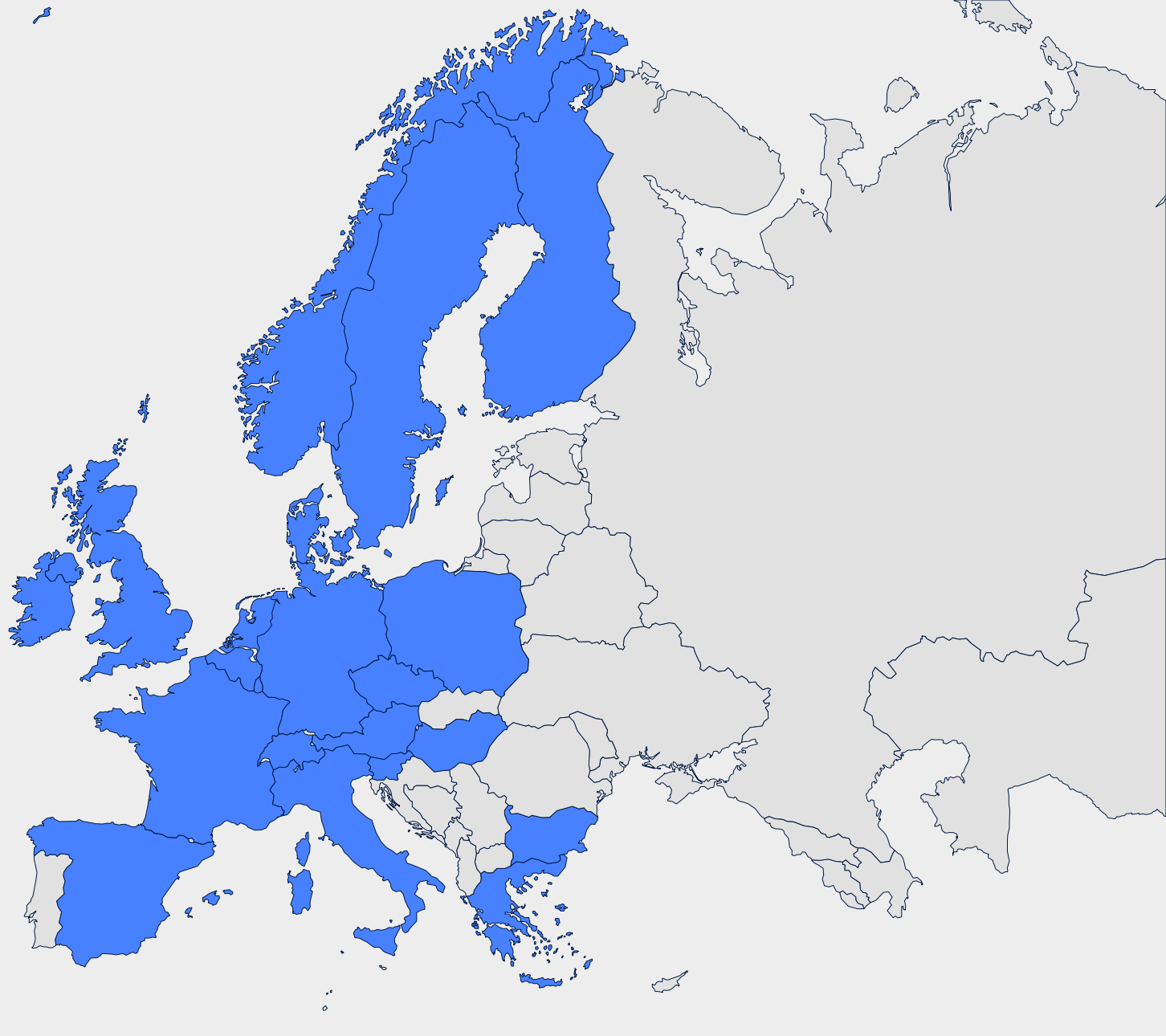
European Mobility Week Workshops

27 March 2025

European Passengers' Federation

International non-profit
association

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



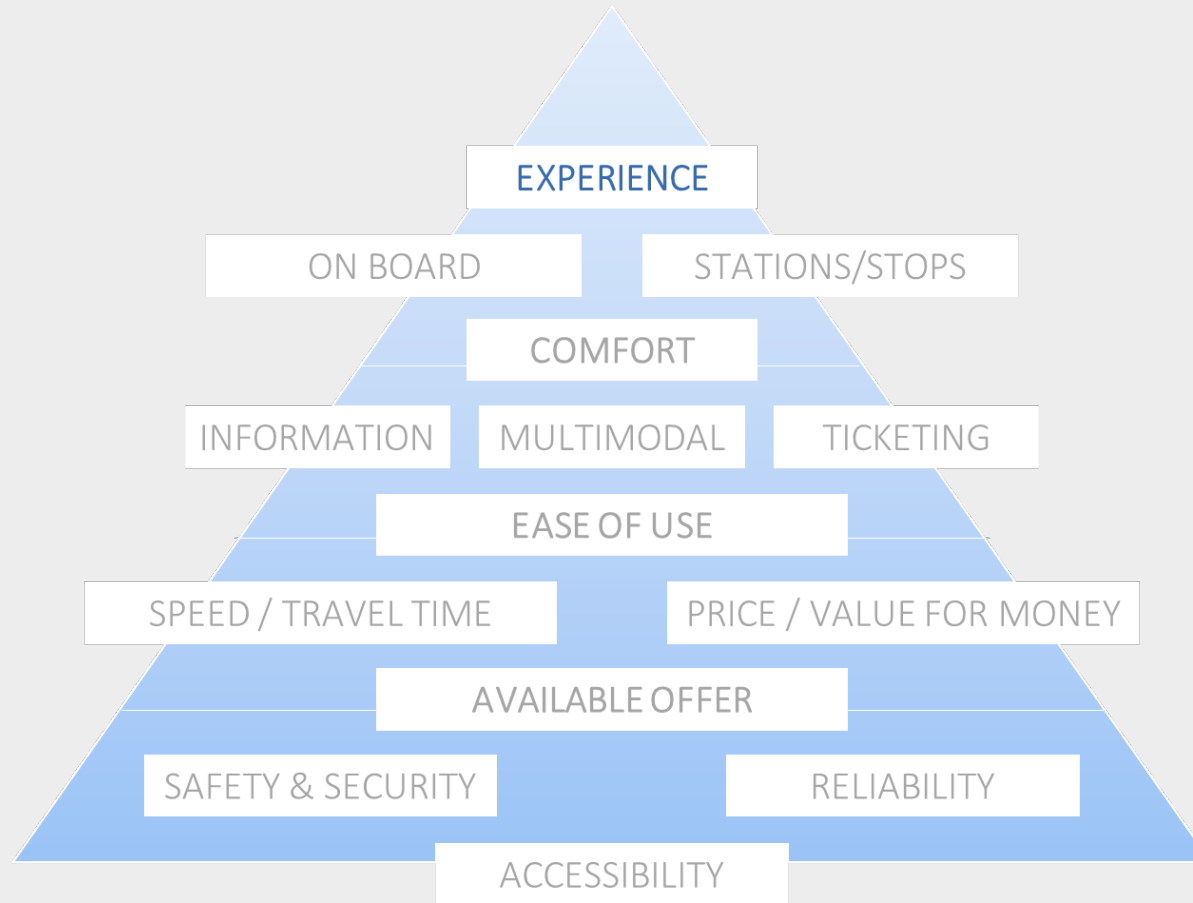
Main objectives

- Represent passengers' views at European level
- Promote sustainable mobility
- Defend better passenger rights
- Improve the end-to-end travel experience
- Ask, “what’s in it for the end user?”
- **Tackle transport poverty**



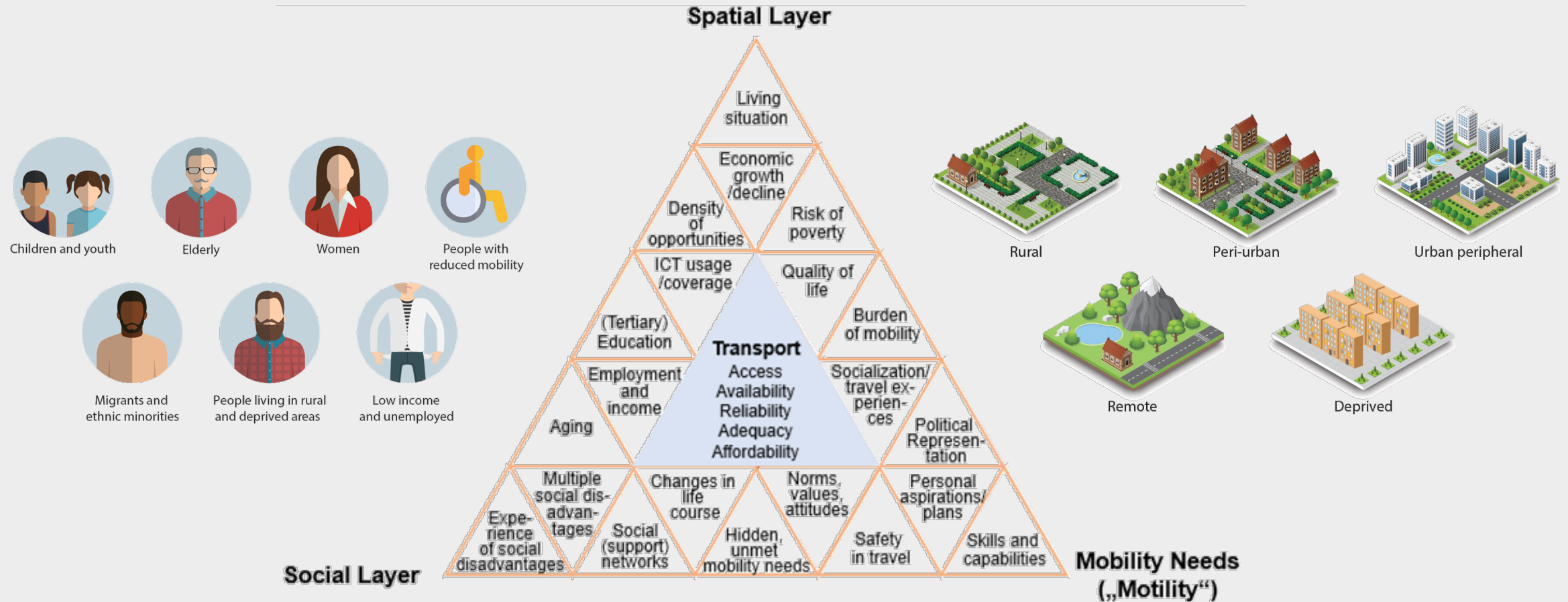
**European
Passengers'
Federation**

Drivers of mobility behaviour



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

Not all needs are the same...



How to move forward?

Develop inclusive and accessible services

- Put end-users first
- Reach out to groups vulnerable to exclusion
- Apply Universal Design principles



How to move forward?

Apply a multi-disciplinary approach

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

Educate and empower!

- Share knowledge & give feedback
- Customize communication

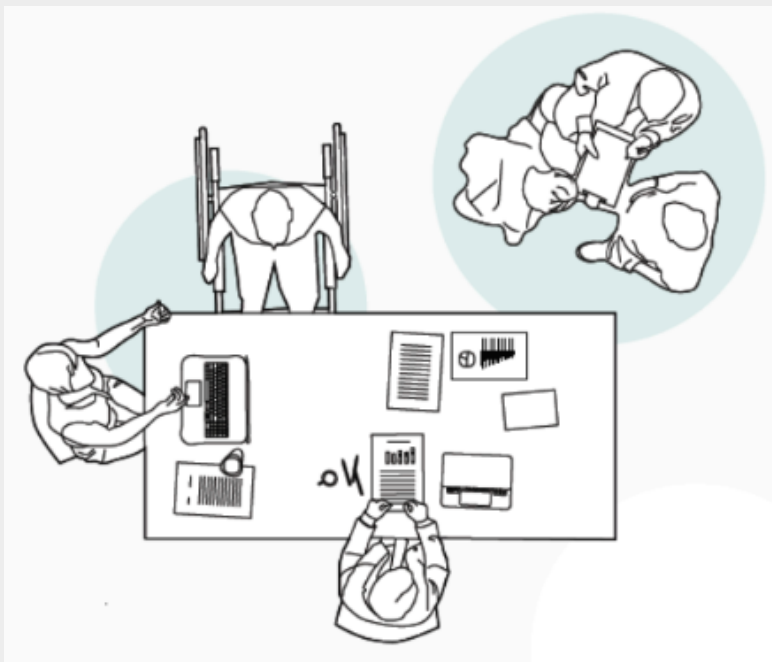


Mobility as a Right (MaaR)

Accessibility + Inclusiveness = Freedom



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Designing inclusive and
climate-resilient urban spaces

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