



CONFERENCE
2025
Swindon

WELCOME

#EPFConference2025

Putting Passengers First

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INTRODUCTION TO EPF



09:30
09:45 AM



JUNE
2025



JOSEF
SCHNEIDER
EPF

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BACK TO THE STATE OPERATED PUBLIC TRANSPORT



09.45
11:15AM



14 JUNE
2025



**CHRISTOPHER
IRWIN**
Transport Focus



JAN DEMAN
BusWorld
Foundation



**ALBERTO
MAZZOLA**
CER



**MARK
HOPWOOD**
GWR



**BARCLAY
DAVIES**
Bus Users UK

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European Passengers' Federation Conference on June 14th 2025 Swindon UK

Nationalised or Privatised Bus Transport in Europe:
What works best ?

Busworld Foundation,
Jan Deman, MD

Jan.deman@busworld.org



busworld®

EU 2025 CONGRESS

6-9 OCT 2025



BRUSSELS, BELGIUM

ORGANIZED BY
BUSWORLD
foundation
the global bus alliance

In collaboration with:



An official of the Directorate General
for Mobility and Transport of the
European Commission is a member of
the steering committee of Busworld
Europe 2025.

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PARTNERS



Open dialogue between 40.000 participants

- Bus- & Coach Operators
- PTA's
- Passengers
- The EU Commission and EU Associations
- National, Regional & Local Authorities
- Knowledge institutions

Register via www.busworldeurope.org

WHAT ARE WE TALKING ABOUT ?



WHAT ARE WE
TALKING ABOUT ?



3 or 4 subsectors in
modern bus services

- Regular Urban Bus services => PTA vs PTO relationships
- Transport on Demand : commuter- & schoolbus services, event transportation
- Coach Tourism
- International & long-distance bus lines

WHAT IS “NATIONALIZED” or “PRIVATISED” ?



Nationalised: Operated by a public authority or government



Privatised: Operated by private companies, often through competitive bidding or deregulation

Arguments for Nationalised Bus Services

- Broader geographic coverage, including rural areas
- More democratic control and public accountability
- Prioritises access over profit
- Examples : RATP (Paris), De Lijn (Flanders)

Arguments for privatised Bus Services

- Greater efficiency through competition
- Potential savings for governments
- More innovation & customer focus, due to competition
- Examples : ARRIVA (UK & NL), FLIXBUS ??????????

Case studies

- UK: full deregulation in 1986 – mixed results
- Germany: Liberalised but regionally coordinated model
- Netherlands: Decentralised competitive tendering since 2001

Criticisms of Privatisation

- Fragmentation of service
- High fares in some regions
- Poor service on less profitable routes
- Lesser added values coming from/ influence on traffic accommodation opportunities and ITS

Criticisms of Nationalisation

- Bureaucratic inefficiency
- Lack of Innovation
- Risk of Political interference

Trends and Recent developments

- UK-cities moving back toward public ownership
- Growth of hybrid models : private operators under public contracts
 - ⇒ Who owns the assets (buses and depots) ?
 - ⇒ What is the scope of a contract (1 line or a region) ?
 - Accessibility for SMEs ?
- EU-regulation : Public Service Obligation framework

Conclusion & Recommendations

- No one-size-fits-all approach, however
 - service-design and quality- & safety control is a public mission
 - operations are run up to 30 cheaper by private companies
 - the bigger the contract scope, the lesser participation of SMEs due to risk assessment & lack of opportunity for combinational works
 - tenders should be focussing more on matters as passenger information, safety standards, driver training, MaaS, ...
 -
- Success depends on good regulation & transparency
- Balance between efficiency & public interest is key

EPF Annual Conference: Swindon, 14th June
2025

***Back to State Operated Public
Transport: the context***
Christopher Irwin

The 1992 case for Privatisation

- Shift risks (and rewards) to private sector, including track and depots
- More competition – better performance, quality and innovation
 - Greater responsiveness to customers and managerial flexibility
 - Greater efficiency – better value for money
 - Separation of infrastructure managers (IMs) from operators (RUs)
 - Private sector regional passenger public service franchises
 - Right of open access for new services, subject to safety & efficiency

Official passenger watchdog's 6 key criteria

1. Preserve national ticketing and timetabling – ‘network effect’
2. Operators’ must run trains to high quality standards
3. Funding to at least current levels to keep socially-necessary services
4. Station ownership arrangements must be to passenger benefit
5. Strengthen procedure for line and station closure, protecting passengers
6. Twin-track approach to consumer protection: a Regulator to oversee service provision and separate, independent, passenger representation.

Passenger rail service provision in GB

Franchises:

- Government specifies the minimum services required over a set period within defined area
- Companies bid to operate a franchise to that specification
- Government selects the bid giving best value for money (positive and negative subsidies)

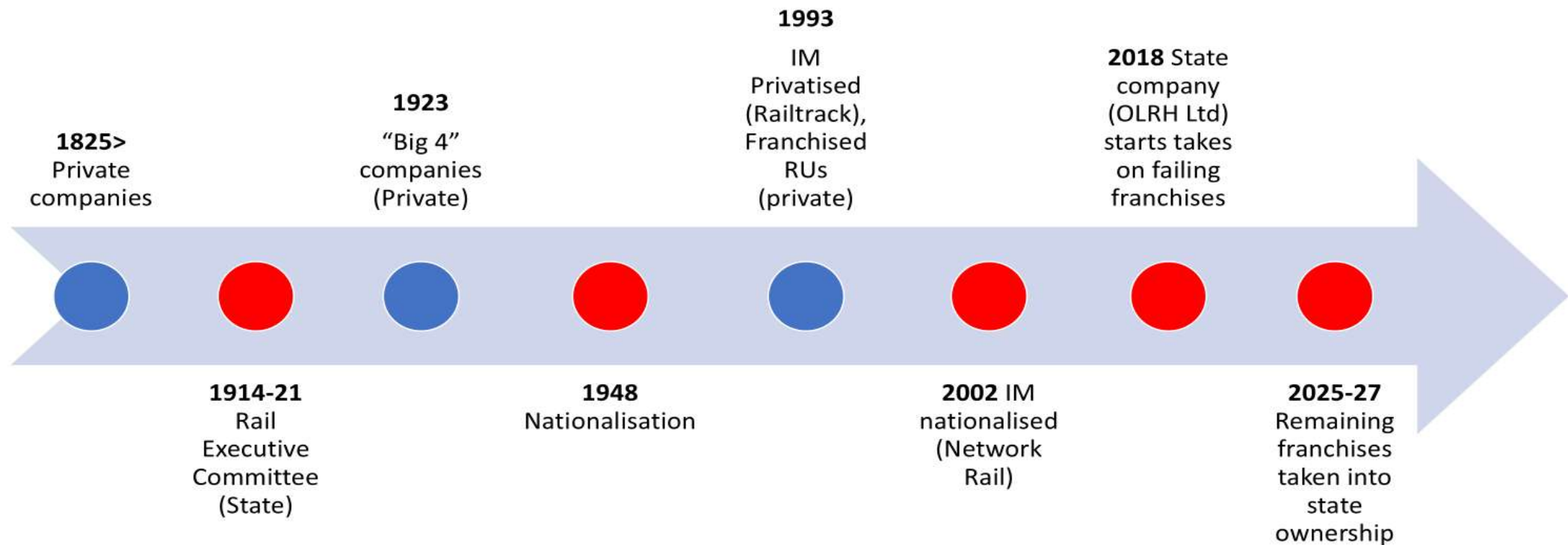
Open Access operators:

- Bid for 'slots' within the national timetable – to operate their own passenger service
- Regulator assesses benefits of competition (e.g. through lower fares or innovation) against potential costs to franchised operators ('revenue abstraction') and/or to Government if likely to reduce franchise value.

Why change things?

- Declining performance: concern about poor punctuality and rising fares
- Fragmentation seen as breeding inefficiency
 - too many profit-takers;
 - 'rail-wheel' split;
 - lack of service integration
- Popular pressure: 77% of Labour and 44% of Conservative voters supported renationalisation
- Continuing post-Covid pressures blunt interest in franchise bidding

Britain's changing railway ownership structure



Passenger rail service provision in GB, 2024

Shares of GB rail passenger kms by
type of operator to 31.3.2024 (based
on ORR table 1233a)



The 2024 case for Nationalisation

- Privatised system broken- fragmented, inefficient and leaderless
 - Passengers suffer delays, cancellations and treated as afterthought
 - Avoid cost of private companies taking profit, avoid contract costs
- So, a vertically integrated, nationalised, rail service under a single 'directing mind' arms' length body – Great British Railways.
 - Minister sets its strategic direction set by Minister, driving better performance, bigger revenues, reduced costs
 - New funding process, facilitating joined-up decision-making
 - New independent watchdog as voice for passengers
 - Decisions brought as close as possible to communities they affect
 - Continued fair access to network for private RUs (if adding capacity & value)

Will it work?

- Current system largely controlled by Government; specifies franchises and directly owns 25% of them, IM already nationalised
- Spending decisions subject to control by Finance Ministry
- National-level labour bargaining may limit pragmatic local negotiations
- Railway culture tends to be conservative and wary of innovation
- Rolling stock leasing companies remain in private sector
- Passengers want punctuality, reliability, more capacity and cheaper fares
- Will the views of passengers get heard?

**Always ask
'What's in it for users?'
Thank you!**

Christopher.Irwin@epf.eu



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11:15
11:45 AM

COFFEE BREAK

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TICKETING AND INFORMATION WHEN CROSSING THE CHANNEL



11.45 -
13:15 PM



JUNE
2025



**ANTHONY
SMITH**
Independent Rail
Retailers



JAN VAVRA
International Rail
Transport Committee



ALEX NELSON
National Rail
Bishops Auckland



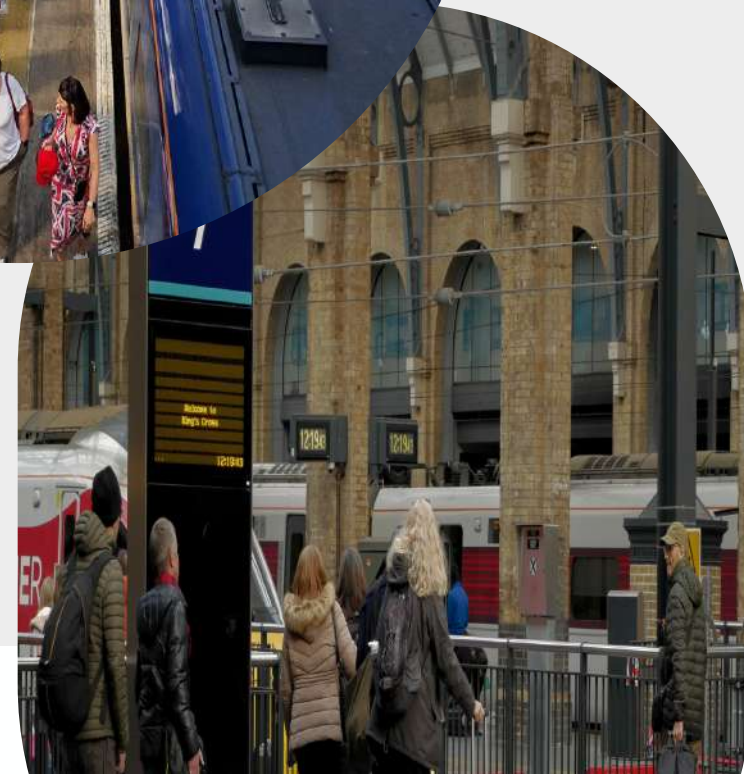
**MARGARIDA
MARANTE**
Ryanair Airline

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IRR

Independent Rail Retailers

Anthony Smith,
Chair



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HOW THE SECTOR CONTRIBUTES TO ENHANCING PASSENGERS' EXPERIENCE

**22nd Conference of the European Passengers' Federation,
13-14 June 2025, Swindon (UK)**

Jan Vávra, International Transport Expert (CIT)



epf

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CONTENT

- Contractual enhancements (CIT)

→ Agreement on Journey Continuation (AJC)

- Technical enhancements (UIC)

→ Electronic Ticket Control Database (eTCD)

→ Flexible Content Barcode (FCB)

→ Universal Rail Ticket (URT)

→ Real-time Mobility Data Exchange (RTMDE)

→ Open Sales and Distribution Model (OSDM)

CONTRACTUAL ENHANCEMENTS



AGREEMENT ON JOURNEY CONTINUATION (AJC) IN A NUTSHELL



Aim: to assist international passengers in the event of missed connections to continue the journey without extra costs



Fills a gap when legislation does not help passengers (e.g. in the event of several tickets/contracts purchased by passengers)



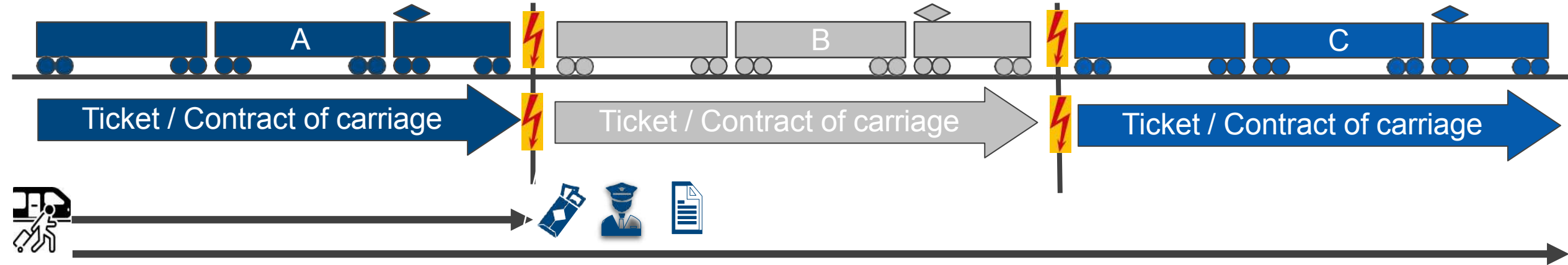
Developed with the support of CER however opened to all railways (also to non-CER/CIT members)



Industry solution in the benefit of passengers based on simple processes (delay confirmation and information towards passengers)



SHORT VIEW ON THE AJC MECHANISM



- *Situation:* Passenger has different contracts (tickets) for the international journey.
- *Problem:* From a legal point of view, the passenger does not have a right to "continuation of the journey" for the entire route, but only for the separate contract section.
- *Solution:* AJC enables the passenger to continue the journey with the same carrier, using the original ticket(s) and a delay confirmation.

AJC- GEOGRAPHICAL SCOPE: THE AJC FAMILY IS GROWING

Members
of the AJC
Situation on 1 April 2025

AT (Austria): [ÖBB](#)
BE (Belgium): [SNCB](#), [THI Factory \(THIF\)](#)*
CH (Switzerland): [SBB](#), [BLS](#)
DE (Germany): [DB](#)
CZ (Czechia): [CD](#) DK
(Denmark): [DSB](#) ES
(Spain): RENFE
FR (France): [SNCF](#)
HR (Croatia): [HŽPP](#)
HU (Hungary): GYSEV, [MÁV-START](#)
IT (Italy): [Trenitalia](#)
LT (Lithuania): LTG Link
LU (Luxembourg): [CFL](#)
NL (Netherlands): [NS](#) PL
(Poland): [PKP IC](#)
SE (Sweden): [SJ](#), Snälltåget**
SI (Slovenia): [SZ](#)
SK (Slovakia): [ZSSK](#)
UK: [Eurostar International Limited \(EIL\)](#)*

*Eurostar International Limited (EIL) and THI Factory (THIF) run their trains using the commercial brand of "Eurostar"

** From 1 July 2025



AJC: SNÄLLTÅGET NEW MEMBER (1/7/2025)

Swedish carrier **Snälltåget**

New AJC member as of 1 July 2025

Eurostar Int./THI Factory (1/9/2024)

LTG-Link (1/4/2025)



© Snälltåget

AJC COMMUNICATION

- Improving passenger communication through CIT-EPF collaboration
- Using customer-friendly language
- External and internal communication by carriers



© HZPP, CD

You are an international rail passenger

What is AJC?
AJC is an agreement on journey continuation between railway undertakings designed to assist international passengers in the event of missed connections due to train delay/cancellation.

Missed connection?
You can continue your journey on the next available train with the same carrier at no extra cost if train delay/cancellation is confirmed by railway staff (train staff, cashier and help desk).

Participating railway undertakings

HZPP	Croatia
SZ	Slovenia
MAV START	Hungary
ÖBB	Austria
DB	Germany
SBB/CFF	Switzerland
BLS	Switzerland
CD	Czech Republic
ZSSK	Slovakia
Trenitalia	Italy
CFL	Luxembourg
NS	Netherlands
SNCB/NMBS	Belgium
Renfe	Spain
SNCF	France
DSB	Denmark
SJ	Sweden
PKP IC	Poland

For more information, see our website www.hzpp.hr

České dráhy
národní doprava

E-shop | Jízdní řád | Naše vlaky | Typy jízdenek | Další služby

Spojení a jízdenka | Vlak | Stanice | Moje pestování

Passenger Indemnification and assistance

What is indemnification?
Things don't always go as planned. You will receive a 1 apology from us if there is a train delay of 60 minutes standards are not fulfilled.

Date: 1st September 2024

European Passengers' Federation

CIT

Agreement on Journey Continuation
What to do if you miss your connection on an international journey

If you are on an international journey and miss a connecting train due to delay or cancellation, you may still be able to get to your booked final destination at no extra cost. This applies whatever the ticket or tickets that you hold for the journey. A ticket that has been issued to you is evidence of a contract (the 'contract of carriage') between you and each train company ('carrier') whose trains you have a right to use. If you hold just one 'contract of carriage' for the whole journey (technically, a 'through-ticket') you already benefit from certain passenger rights under European law – see https://europe.eu/your-europe/cit-cons-travel/passenger-rights/rail/index_en.htm

However, you may have two or more 'contracts of carriage' (often, this means that you have also received different tickets) for the various railway services making up your overall journey. In this case, you may benefit from a commercial arrangement between companies which are signatories of the AJC (the Agreement on Journey Continuation).

As of September 2024, these companies are BLS and SBB/CFF/FFS (Switzerland), CD (Czech Republic), CFL (Luxembourg), DB (Germany), DSB (Denmark), Eurostar International Limited* (United Kingdom, France, Belgium and the Netherlands), GYSEV and MAV Passenger Transport (Hungary), HZPP (Croatia), NS (Netherlands), ÖBB (Austria), PKP IC (Poland), Renfe (Spain), SJ (Sweden), SNCB/NMBS (Belgium), SNCF (France), SZ (Slovenia), THF Factory* (France, Belgium, Germany and the Netherlands), Trenitalia (Italy), and ZSSK (Slovakia).

Your travel plans must allow 'reasonable connecting time' at those places where you change trains. In addition to any extra time that you may need personally – for example, if you have reduced mobility – 'reasonable connecting time' is that advised by the official railway journey planners, plus a few minutes to spare.

By planning your journey in this way, you should be able to take a later train if you miss your connection, on condition that the later train is also operated by the same company whose planned service you missed and for which you had a ticket. The company is usually shown on your ticket.

First, however, you will need to get a delay or cancellation confirmation from a member of staff of the company whose train was delayed or cancelled – such as a ticket inspector or train manager. Please then show the confirmation to the staff of the company whose later service you wish to catch to continue your journey.

If you run into difficulties, seek help from railway staff. They should be trained in the provisions of the AJC and be able to give you the support that you need to complete your journey. The railway undertaking may be unable to offer you a seat on every later train because some might be fully booked, while a few services are excluded from the AJC. However, the railway staff are there to help you and the key thing is to explain your needs to them.

This note was drafted in collaboration between the International Rail Transport Committee (CIT) and the European Passengers' Federation (EPF). It is intended as an informal guide to what to do if you miss your connection on an international journey. More details about the AJC can be found online at: https://www.cit-rail.org/en/passenger-rights/rail/index_en.htm and <https://www.epf.eu/projects/initiative/agreement-on-journey-continuation-ag>.

* Eurostar International Limited (EIL) and THF Factory (THF) run their trains using the commercial brand of "Eurostar".

TECHNICAL ENHANCEMENTS



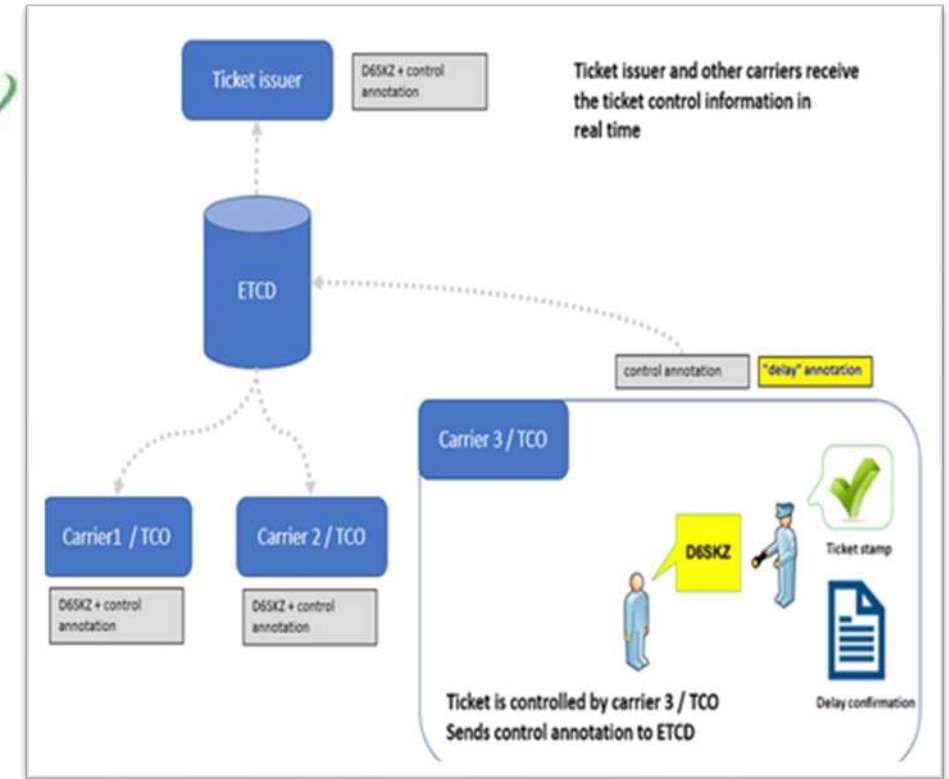
ELECTRONIC TICKET CONTROL DATABASE (eTCD)

Database enabling to control and endorse tickets digitally in real time

Enabler for delay confirmation digitalisation in benefit of passengers

Support of other functionalities enhancing passengers experience, e.g. check-in function, extending the ticket validity, activation/deactivation of rail pass tickets etc.

Technical description in UIC IRS 90918-4 (eTicket control), also open to [non-UIC members](#)



User Case for the AJC: Electronic Delay Confirmation in a form of “delay annotation”

FLEXIBLE CONTENT BARCODE (FCB)

Replaces the old "one ticket – one barcode" model

Can contain multiple tickets and ancillary services – more flexibility

One barcode for the entire journey, including non-rail services (e.g. parking)

Supports additional features: e.g. gate and station access functions, check-in/check-out etc.

Forms the basis for a new ticket type → Universal Rail Ticket

Described in UIC IRS 90918-9 and referenced in EU legislation (TAP TSI)



UNIVERSAL RAIL TICKET (URT)

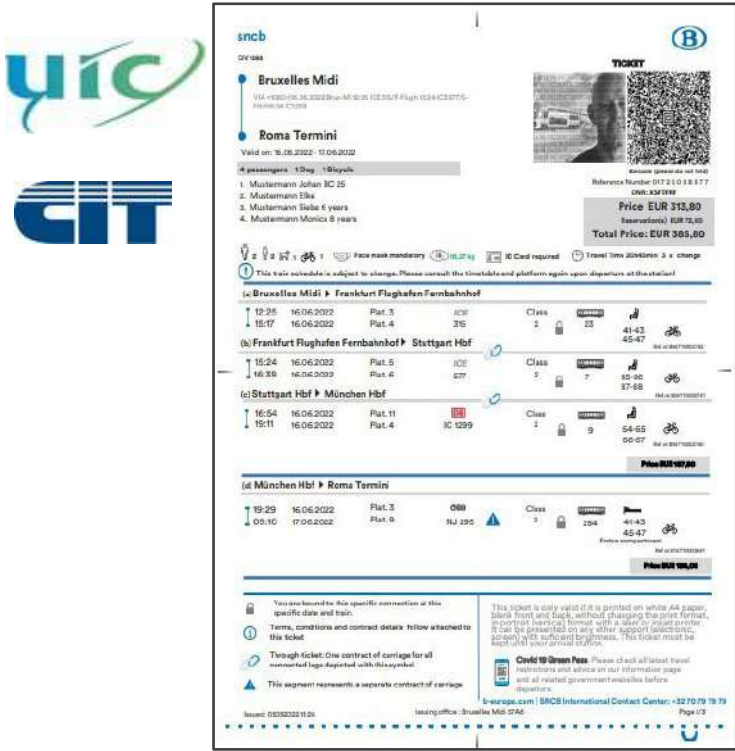
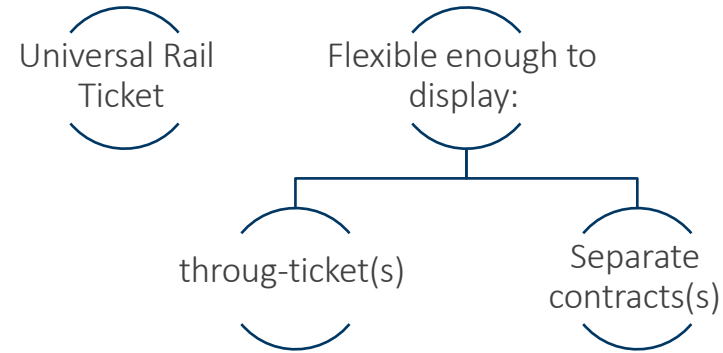
New “P@H ticket” generation ticket allows combining various ticket types (e.g. reservations, integrated offers), passenger categories, and ancillary services in one document

Based on the Flexible Content Barcode (FCB), which holds data for different contracts and services in a single barcode

Usable for both international and domestic journeys; supports multimodal scenarios
Possible to display on electronic devices or print out (A4)

Ticket layout was improved based on customer feedback, focusing on clarity and ease of understanding; legal checks by the CIT

Described in UIC IRS 90918-8 and referenced in EU legislation (TAP TSI).



REAL-TIME MOBILITY DATA EXCHANGE (RTMDE)

The goal is to improve national and cross-border travel by sharing real-time data between railways.

It provides passengers with a better travel experience through accurate and timely updates on delay and cancelled trains

Real-time data will be distributed via UIC RTMDE services (Real-Time Mobility Data Exchange) from Data Provider(RUs) to Data users (RUs and other Third Parties) using API technology

The technical open specifications are formalized in the UIC IRS 90918-11 document and available in the [UIC GitHub](#)

The system is open to third parties- data user, including non-UIC members, through UIC MERITS database.



OPEN SALES AND DISTRIBUTION MODEL (OSDM)

Standardized protocol (API) enables seamless distribution of tickets and fares between railway operators and third-party retailers in benefit of passengers

Support for smooth combinations of different ticket types (e.g., non-reservation and reservation integrated tickets) and ancillary services


Accurate, up-to-date timetables, fares, seat availability, and through-ticket information facilitate seamless travel planning and booking, including multimodal journeys

Enhanced support for passengers with reduced mobility and efficient handling of claims and after-sales processes

Technical specification is defined in UIC IRS 90918-10 (OSDM), with broad adoption expected across the European railway and ticket vendor markets

Light and modern system based on peer-to-peer technology, highly efficient in terms of cost, energy, and CO2 emissions.





Thank you for your attention!

Jan Vávra

CIT – Passenger Transportation

e-mail: jan.vavra@cit-rail.org



The Association of European Rail Agents (AERA)

Alex Nelson

BA MBA FRGS FCILT



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Joe Furness' way to save money.



**Three hours
train journey**

£85

**Eighteen hours on
two flights via
Mallorca (Palma
airport) with a
sleep in a Fiat 500
overnight.**

£83

Barriers to generating more trips by rail

- Expensive fares
- Complicated fares
- Poor service
- No co-ordinated timetable
- Ease of jumping into the car
- Relatively cheap to travel by car, with cost perceived as petrol/diesel plus



Difficulty of travelling as a foot passenger

A

F

C

D

G

E

B

Through Single Ticket – Anytime

Advance Purchase

Advance Purchase

Advance Purchase

Advance
Purchase

Through Return Ticket – Advance Purchase, two singles

Advance Purchase

Advance Purchase

Advance
Purchase

Off Peak Return

65% SEE THE PRICE OF A TRAIN THEN WALK AWAY

Why?

- Option for another destination or date
- Abandon the booking entirely



Now imagine
if trains had
airline-style
fare booking



It could unlock
£500M IN
RAIL
REVENUE

ALL WITHOUT ANY COST TO THE GOVERNMENT

- Better visibility of cheaper trains
- Encouraging greener travel
- Supporting tourism & growth

raileasy

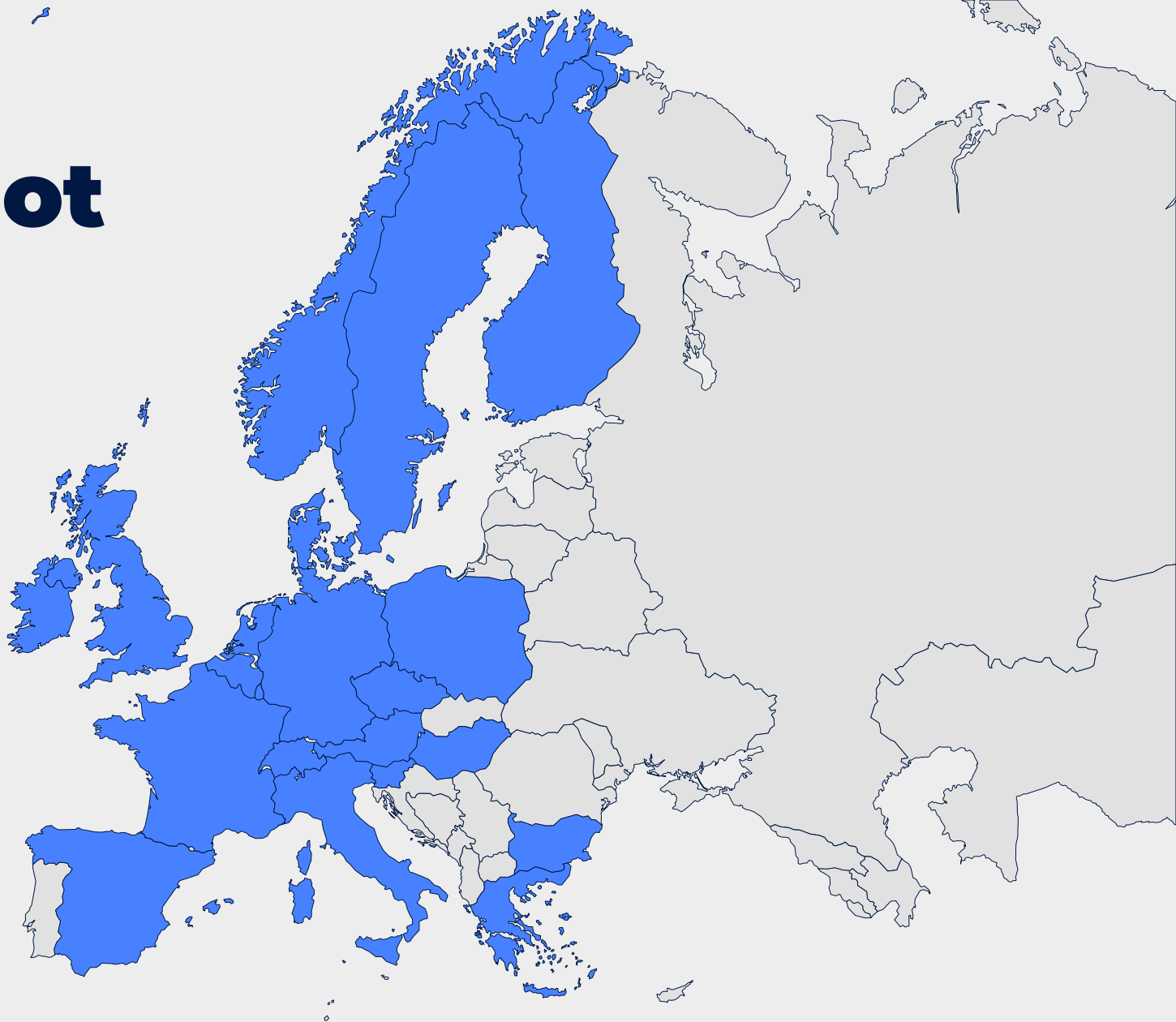
Unlocking existing value from a fragmented, outdated system.

Now, millions avoid the trains.

Without any government subsidies or taxpayer funding, the

Availability Distribution Service could help the industry fill more seats, at better prices for the customer.

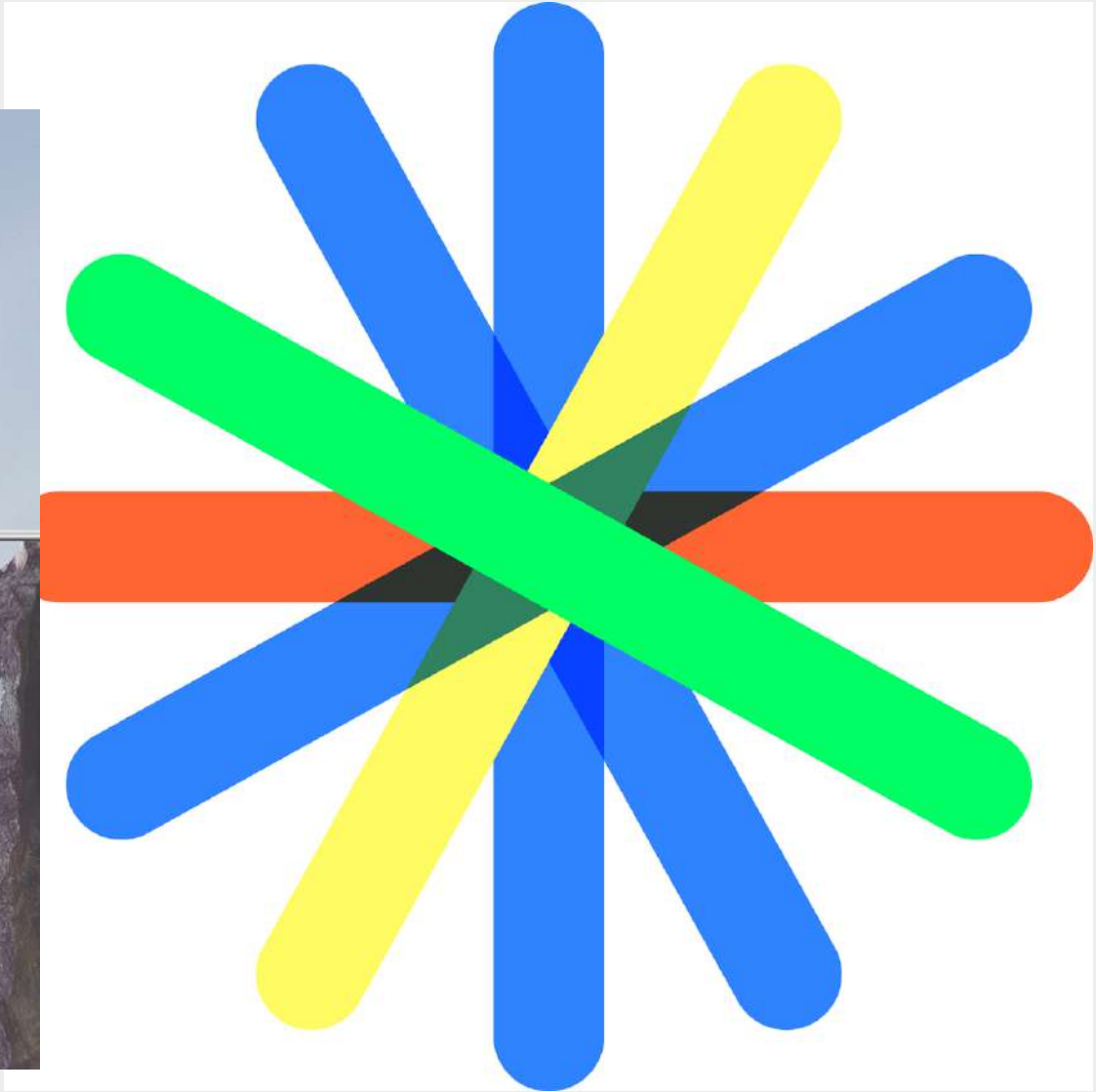
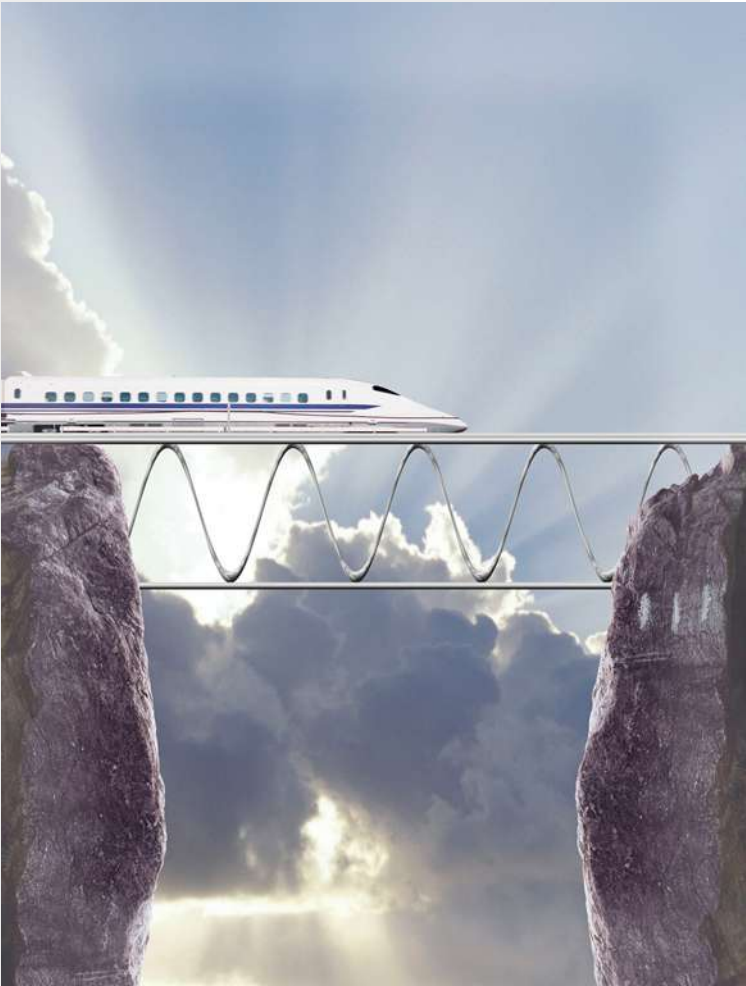
How the Swiss got it right



The Swiss Experience

**50 years ago
they were the
same as us,
but committed
to an
integrated
system.**







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13:15
13:30 PM

CLOSING REMARKS

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Wrap Up



1. Please give back your badges to Wandi before you leave!
2. Guided tour in the STEAM MUSEUM at 14:00
3. Excursion to Avebury
 - Meeting at 16:30 at the Swindon bus station to catch the 16:35 bus
4. Dinner tonight at the The **Red** Lion Club in Avebury

Post-conference excursions

1. THE TRANS-WILTS LOCAL TRAIN SERVICE

- This is a local train service which was restored more than 20 years ago.
- It has a lot of support from the local communities along the line who have set up a Community Rail Partnership.
- They aim to promote the current train service and also campaign for more and better train services in the area.
 - Have a look at: <https://transwiltts.org/view-our-rail-network/>
 - PS: there is a rather slower bus replacement service on Sunday 15 June!!!!

Post-conference excursions

2. TRAIN TRIP TO STROUD:

- Another historic “Market Town” located next to the “Cotswolds area of Outstanding Natural Beauty.
- The town is where 5 deep valleys meet and was once the centre of the local wool industry.
- An attractive canal runs through from west to east through the town.
- There is a regular hourly train service from Swindon leaving at 00.30 past each hour taking about 30 minutes.

Post-conference excursions

3. BUS TRIP TO CIRENCESTER:

- A historic “Market Town” located next to the “Cotswolds area of Outstanding Natural Beauty” with an interesting park on the west side of the town.
- Bus number 51 departing every 2 hours on Sundays from Swindon from 09.10 until 17.10. The journey time to Cirencester is about one hour. Buses return from Cirencester every 2 hours from 09.52 until 17.52.
- Some buses continue onto the former Spa town of Cheltenham – so you could do a circular trip returning by train from Cheltenham (about one train each hour) back to Swindon.



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SEE YOU NEXT YEAR?

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THANK YOU

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