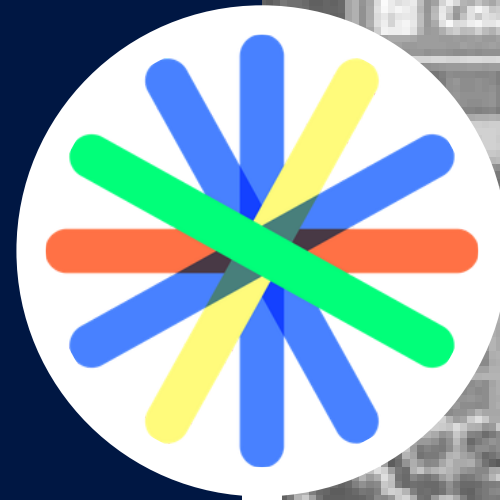


Annual Report  
2025



# EUROPEAN PASSENGERS' FEDERATION

The Voice of Public Transport Users in Europe



# An introduction from EPF's President



*Michel Quidort*

**EPF President**

Tailor-made mobility is on every European citizen's wish list. The desire for flexibility, the need for choice, and the expectation of reliable solutions are today basic requirements that public transport and soft mobility services must meet and fulfill. The future of mobility is multimodal.

Ambitious objectives have been set by the European Union – objectives that are demanding and complex to reach. Setting up integrated public transport information and ticketing systems that are easy to use and to access, as well as developing multimodal passenger rights that protect travellers throughout their entire journey and ensure smooth and efficient solutions when things go wrong, are two significant challenges that the future legislative framework must address.

Shifting the modal split from private cars and planes towards cross-border, sustainable and accessible means of transportation is another key objective. The interconnection of high-speed rail systems between Member States is part of the European agenda and should help attract new customers thanks to high-capacity infrastructure.

EPF fully supports these mobility targets and is committed to contributing to their achievement, always keeping in mind its guiding principle: *“What's in for the passenger?”*.



**European  
Passengers'  
Federation**

# Welcome To Our **Annual Report**



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## 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



# 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.

In 2025, EPF welcomed a new member, [Berliner Fahrgastverband IGEB](#) (Germany). EPF member [Bus Users UK](#) celebrated its 50<sup>th</sup> anniversary.

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. Its Chairman is Josef Schneider.





**European  
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Federation**

## Our **Management Board**

In 2025, we said farewell to Management Board members Jakop Dalunde, Freek Bos and Willy Smeulders. We sincerely thank them for their commitment and contributions. Freek Bos and Willy Smeulders continue to support EPF as advisors to the Board. During the year, we also welcomed Martin Schiefelbusch and Walter Etty to the Management Board.



Josef Schneider



Michel Quidort



Rian van der Borgt



Walter Etty



Katharina Krell



Jorge Morera



Martin Schiefelbusch



**European  
Passengers'  
Federation**

## Our Staff

EPF has a team of three office-based staff members: Meet Delphine Grandsart (senior researcher), Katie Bulanowski (project manager) and Wandifadza Chivaura (project officer). EPF's staff members primarily focus on project work, while also contributing to policy development, communication activities, and other organisational tasks.



Delphine Grandsart



Katie Bulanowski



Wandifadza Chivaura

# 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 2025**

Integrated information and ticketing  
Passenger Rights: air - rail - multimodal  
Revision of the Air Services Regulation  
VAT in transport and tourism  
Connecting Europe through High-Speed Rail

# Multimodal Digital Mobility Services & Single Digital Booking and Ticketing

DG MOVE is expected to **present proposals** on Multimodal Digital Mobility Services (MDMS) and Single Digital Booking and Ticketing (SDBTR), initially planned for late 2025 but now postponed to the second quarter of 2026. The MDMS initiative will regulate digital mobility platforms and may require them to integrate transport operators across all shared long-distance modes. SDBTR will focus on rail, potentially obliging operators to make their services available on digital platforms.

EPF actively contributed to the **impact assessment process** by attending stakeholder workshops (22 January, 2 April, 15 May, and 12 June), completing an extensive survey (April), and participating in an interview (May). Over the summer, we reviewed the preliminary findings of the impact assessment and **discussed the topic at our General Meeting** in Berlin on 4 October. In addition, we participated in multiple **high-level events** dedicated to multimodal information and ticketing, amongst others:

- 8 April: eu travel tech & ECTAA event [Enabling seamless travel: Onboarding EU multimodal ticketing journey](#).
- 11 April: Florence School of Regulation's [15<sup>th</sup> Intermodal Forum on Single Digital Booking and Ticketing](#).
- 5 November: AllRail lunch event [Creating a True Single Market for Mobility: Unlocking SDBTR & MDMS](#).

In the meantime, a [new Eurobarometer survey](#) confirms **strong demand** for seamless digital travel, but highlights **key barriers**, including difficulties booking complex or multi-operator journeys, limited transparency in online ticketing, and poor visibility of sustainable options.

➡ For EPF ([see our MDMS position paper](#)), the main **outcome of any regulatory intervention** should be to facilitate end-user access to comprehensive, unbiased and reliable information about available journey options (multimodal and multi-operator) and make it easier to buy a ticket in a one-stop-shop. Data sharing and readiness to conclude distribution agreements between operators and MDMS should be the default option under FRAND (fair, reasonable, and non-discriminatory) terms, ensuring an open and multi-player market.

# Air Passenger Rights

In 2025, the revision of EU air passenger rights advanced. Following the [Council's political agreement](#) on 5 June – bringing some improvements but also weakening key protections – the Parliament's [TRAN Committee adopted its mandate](#) on 13 October, defending core rights such as the 3-hour threshold for delay compensation and free hand luggage.

EPF remained closely engaged throughout, including meetings with DG MOVE and outreach to MEPs and Council representatives. Its advocacy included joint actions with partners, notably a [May statement](#) with Age Platform Europe, the European Disability Forum, ECC France and Germany, and BEUC, as well as an [October open letter](#) with APRA, GBTA, and euroconsumers, calling for the preservation of core rights and the closing of regulatory loopholes. EPF also contributed to policy discussions through participation in events such as:

- 26 November – [Launch of the European Disability Forum's Human Rights Report on air travel for passengers with disabilities](#);
- 4 December – [High-level conference on air passenger rights at the European Parliament](#) (organised by APRA);
- 9 December – [Air Passenger Rights networking reception](#) (organised by The Parliament Magazine in partnership with AIRE).

In parallel, EPF discussed the issue at its General Meeting on 4 October and updated its position paper on Air Passenger Rights ([here](#)).

Strong evidence supports maintaining and strengthening EU passenger rights: raising compensation thresholds would significantly reduce eligibility ([LENNOC](#)), while EC261 remains effective at low cost ([Gnutzmann & Śpiewanowski](#)). Clearer hand luggage rules are widely supported by consumers ([euroconsumers](#) & [BEUC](#)), and persistent enforcement gaps continue to limit passengers' ability to claim their rights (e.g., a [2024 Eurobarometer survey](#)), a [2021 ECA Special Report](#), and a [2020 DG MOVE study](#).

➔ From the passenger perspective, EPF highlights three overarching priorities: address grey areas and legal inconsistencies; strengthen enforcement and access to effective consumer redress; and ensure that passenger rights are enhanced, not weakened by the review.

# Rail Passenger Rights

A **targeted revision** of the Rail Passengers' Rights Regulation was announced for end of 2025 – then postponed to early 2026. A key issue under consideration is the expansion of the concept of “**through-tickets**” to cover a broader range of journeys. At present, operators or ticket sellers can readily avoid liability by arguing that a journey is not covered by a single contract.

On 4 February, EPF and AllRail issued a **joint press release**: “Flying from Germany to New York? More Choice & Better Rights Than on EU Trains” (available [here](#)), whereby we supported the introduction of mandatory through-ticketing across all rail operators.

EPF discussed the revision with DG MOVE (June and November), provided [feedback to the Call for Evidence](#) (September) and contributed to a study on the implementation and effectiveness of the current Rail Passengers' Rights Regulation – which included a scoping interview (February), and support with the dissemination of a survey among EPF members and the wider public ([here](#) & [here](#)).

➔ In EPF's view, EU rail passenger rights still fail to consistently protect passengers on multi-leg journeys, even when tickets are purchased in a single transaction, especially when multiple operators are involved. The lack of operational changes since the 2021 revision highlights the urgent need for further reform. In accordance with basic principles of contract law, any sold connection must come with guaranteed protection. Journey continuation must be a core right. Further revision of the regulation should also clarify the role and responsibilities of intermediaries, extend rights to cover advance schedule changes and self-cancellation, strengthen enforcement, and remove existing exemptions. Furthermore, without access to comprehensive travel information and booking options, passenger rights remain purely theoretical. Coordinated regulatory action to address these challenges is therefore essential.

# Multimodal Passenger Rights & Enforcement

On 5 December 2024, the Council of the EU adopted its negotiating position (general approach) on the Passenger Mobility Package proposals concerning passenger rights. Compared to the original drafts, this position represented a **step backward**: many enforcement provisions were removed, and already limited protections for multimodal passengers were further weakened. In response, the European Passengers' Federation (EPF) engaged with several Members of the European Parliament in January and February, sharing its analysis of the Council's position along with its own recommendations. EPF urged MEPs to reject amendments that would undermine passenger rights.

EPF also participated in a **stakeholder consultation** at the European Parliament on 27 January, organised by IMCO representatives. The draft opinion of the **Internal Market and Consumer Protection Committee (IMCO)**, published in early January, aligned closely with EPF's positions. It notably included stronger protections for passengers undertaking "combined" multimodal journeys. EPF welcomed this and provided additional recommendations, particularly on strengthening enforcement. Subsequently, the **Committee on Transport and Tourism (TRAN)** released its draft opinion in mid-February. EPF re-shared its position paper along with an evaluation of the TRAN drafts. While welcoming improvements, – especially regarding passenger protection in multimodal journeys, such as prioritising re-routing in case of missed connections – EPF continued to stress the need for robust enforcement rules and clearer obligations for intermediaries.

TRAN adopted its draft reports – key provisions: obligations for intermediaries to clearly inform passengers about full ticket costs and reimbursement procedures, a common compensation form, a defined list of extraordinary circumstances, standardised hand luggage dimensions, enhanced protections for passengers with reduced mobility, safeguards for passengers holding a single multimodal contract in case of missed connections – and voted to **begin interinstitutional negotiations**, confirmed in plenary in July. While negotiations so far primarily focused on air passenger rights, EPF continues to actively follow developments in the two additional legislative files.

# Air Services Regulation

The Air Services Regulation (Regulation (EC) No 1008/2008), governs the EU internal market for air services. It sets rules on operating license requirements, the freedom to operate services in the EU, and price transparency. In 2025, the European Commission restarted the impact assessment for a possible targeted revision. EPF submitted its feedback to the Call for evidence on 5 June. In parallel, a public consultation addressed a broader range of issues. EPF gathered members' views at its General Meeting in Berlin on 4 October and, based on these discussions, finalised and submitted its consultation response on 15 December and updated its 2019 position paper accordingly. EPF also participated in an interview and took part in DG MOVE stakeholder workshops throughout December.

For EPF, the revision should prioritise two topics in particular:

- ➔ **Price transparency:** more transparency on ancillary services, fares and (core) ancillary services should be available across all distribution channels;
- ➔ **Better passenger protection:** safeguards against the risk of liquidity crisis or airline insolvency, right to self-cancellation in case of a major crisis.

Additional issues raised by EPF:

- **Air Traffic Control (ATC) strikes:** while respecting workers' right to strike, EPF supports proportionate measures – such as advance strike notice and safeguarding overflights – to limit the wider impact on European air transport and better protect passengers.
- **Competitiveness and level playing field:** all airlines operating to or from the EU should comply with the same rules, including on safety, decarbonisation levies and passenger rights, with sanctions in case of repeated violations.
- **Ownership and control:** further airline consolidation could reduce competition, increase prices and lower service quality; mergers should therefore be carefully assessed and remedies imposed where necessary.
- **Environmental flight bans and PSOs:** modal shift should primarily be achieved through improved rail and alternative services; Public Service Obligations may remain justified where air services are socially necessary and cannot be replaced by greener transport.

## VAT in travel and tourism

The European Commission is currently reviewing two interrelated sets of VAT provisions: the special VAT scheme for travel agents, and the VAT rules on passenger transport.

Regarding passenger transport, the current situation is as follows:

- All international air and maritime passenger services are zero-rated;
- Certain input supplies associated with international air and maritime transport (like fuel, reprovisioning, repair and maintenance) are exempt from VAT;
- VAT rates on all other passenger transport services are set at the national level;
- Passenger transport is taxed in the country where the service takes place, for cross-border services VAT is proportionate to the distance travelled in each country.

The policy file was discussed at EPF's General Meeting on 4 October, focusing on exemption scope and possible revisions, including zero or reduced rates and environmental-based differentiation. Following the GM discussion, EPF submitted its response to the [public consultation](#) and the [Call for evidence](#) in October.

➔ EPF welcomed the review and called for reforms to reduce distortions favouring high-emission modes. EPF advocates a harmonised reduced VAT across all transport modes and pricing reflecting environmental costs, supporting more affordable and attractive rail travel, especially for young people.

# Connecting Europe through high-speed rail

On 10 April, the European Commission announced plans for a Communication “Connecting Europe through High-Speed Rail”, aiming to accelerate the creation of a seamless EU-wide high-speed rail network – covering planning, financing, and implementation (more info [here](#)).

EPF contributed to the initiative by [responding to the Call for Evidence](#) on 8 May and participating in the [High-Speed Rail Implementation Dialogue](#) on 15 April, led by Commissioner Apostolos Tzitzikostas. In the meantime, at its annual Summer Cocktail event on 1 July – which EPF attended – CER presented findings from a May 2025 [survey](#) (Polling Europe, >5.000 respondents across all 27 EU countries), revealing strong public support for high-speed rail. Building on this momentum, EPF discussed high-speed rail at its General Meeting in Berlin on 4 October, so as to shape key messages for a dedicated position paper, to be adopted in January.

On 5 November, the Commission formally launched the roadmap “[Connecting Europe through High-Speed Rail](#)”. EPF attended a high-level event “Connecting Europe at High-Speed” (more info [here](#)) at the European Parliament, whereby, following the unveiling of the Commission’s Master Plan, CER and Eurocities welcomed the ambitious initiative with a [joint declaration](#) of support.

➡ EPF’s response considers the following points: EPF urges the EU to prioritize passenger-driven, cost-effective measures to provide the largest number of travellers in the short to medium term with practical alternatives to planes and cars, enabling a rapid shift toward sustainable mobility. To unlock the full potential of rail infrastructure investment, frequent services must be offered to make optimal use of the network, while concrete proposals are needed to address long-standing issues such as ticketing and passenger protection. Additional action is also required to coordinate timetables and internalise external costs, ensuring that rail travel becomes not only faster but also more accessible, reliable, and affordable. Public transport and rail must finally be treated as a budgetary priority, with revenues from levies on more polluting transport modes earmarked to invest in sustainable mobility.

## Other policy topics and actions covered in 2025 (I)

**Challenges for new railway operators to use the French network:** In 2025, EPF raised concerns about barriers faced by new railway operators seeking access to the French rail network ([more info here](#)). EPF and its members FNAUT (France), UTP (Italy) and PTP (Spain) wrote to DG MOVE highlighting regulatory and operational obstacles affecting cross-border services between Spain, Italy and the rest of Europe. As no significant progress was observed, EPF followed up with letters to TRAN and IMCO Members of the European Parliament.

**OTIF:** EPF is now an observer/ stakeholder in the [ad hoc Committee on Legal Affairs and International Cooperation](#) of OTIF – the Intergovernmental Organisation for International Carriage by Rail. This committee has been mandated with drafting possible modifications to [COTIF](#) (the Convention concerning International Carriage by Rail) and its Appendices (such as the [CIV](#) – the International Convention concerning the Carriage of Passengers and Luggage by Rail). EPF also provided input to a survey on potential revisions to COTIF.

**TAP-TSI revision:** A new draft Telematics TSI Implementing Regulation ([more info here](#)) was published in 2025, laying down requirements for interoperability of data sharing in rail transport for: capacity and traffic management, and train preparation; management of freight wagons & their loading; rail ticketing and passenger information. It clarifies the role of the ERA as the system authority and introduces implementation deadlines. EPF supported the new act, underlining the need for one clear “public departure time” and “public arrival time”.

**SETA study:** EPF participated in an interview in the context of a study on Completing the Single European Transport Area (SETA) and extending it to candidate countries, with a focus on non-infrastructure barriers. The interview covered two key areas: the international coach and bus market (including service availability, terminals, ticketing, and modal choice), and challenges related to implementing the MMTIS Regulation, data sharing via National Access Points, and TAP-TSI compliance.

## Other policy topics and actions covered in 2025 (II)

**Sustainable Tourism Strategy:** EPF responded to the call for evidence following the announcement of a new EU sustainable tourism strategy. EPF supports the inclusion of a strong transport component in such a strategy, as efficient, accessible, and sustainable public transport is essential to making destinations attractive and environmentally responsible. In addition, stronger coordination among transport, accommodation, and leisure services, can improve access to multimodal options and support more sustainable tourism.

**Package Travel Directive:** Late 2023, the European Commission proposed updates to the Package Travel Directive (EU) 2015/2302 (for EPF's position paper, see here). In 2025, Council and Parliament adopted their negotiation mandates, and a provisional agreement was reached in December. Main advancements include: clearer definition of a travel package, better protection when using vouchers, and official travel warnings may be acceptable as evidence of extraordinary circumstances.

**Multi-annual Financial Framework:** In response to the EC's Communication on the next Multiannual Financial Framework (MFF), EPF participated in the consultation that focused on "EU funding for the single market, and cooperation between national authorities", which covers consumer protection and enforcement. EPF urges the Commission to prioritise investment in affordable, reliable, and accessible public transport, and to ensure funding for strong passenger representation in policymaking and R&I projects (more info here).

**EU Civil Society Strategy:** EPF responded to the public consultation on a new EU Civil Society Strategy, stressing that civil society organisations like EPF and its members often struggle to engage in policymaking due to limited resources, complex processes, and lack of timely, accessible information. EPF proposes creating a "passenger observatory" to bridge the gap between grassroots input and high-level policy-making and to create dedicated, easily accessible funding mechanisms for CSOs.

# Meetings, conferences & events

## Highlights

### Meetings with EU stakeholders

In 2025, we further strengthened our network by meeting with EU-level policymakers and other important stakeholders. This includes the European institutions: the Commission (including DG MOVE's Director-General Magda Kopzcýnska and the cabinet of Commissioner Tzitzikostas), the Parliament (focus on TRAN & IMCO members), and the Council.

### EPF annual conference 2025

EPF held its annual conference in Swindon on 13-14 June, co-organised with its UK-based member TravelWatch SouthWest. Discussions focused on the future of public transport, including regulatory shifts in the UK, cross-border ticketing and information, women in transport, and the priorities of the new European Commission.

### 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
- Community of European Railway and Infrastructure Companies (CER): Customer Liaison Group
- Platform on International Rail Passenger Transport (IRP): co-chair Sector Mirror Group
- EU-Rail JU: System Pillar Steering group
- EU Commission Expert Group on Land Transport Security (LANDSEC) and EU Rail Passenger Security Platform (RAILSEC)
- EU Commission Expert Group on the implementation of the Technical Pillar of the 4<sup>th</sup> Railway Package
- 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): MEPs' 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 GBTA, 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

EPF continued its engagement in the Ministerial Platform on International Rail Passenger Transport (IRP). Plenary **meetings** took place on 22 January, 26 February and 26 March, focusing on preparations for the 2025 Integrated Progress Report. A live IRP plenary meeting on 7-8 May in Vienna discussed cross-border PSO procedures and future plans, night trains, competition and ticket integration.

The IRP's **Fifth Integrated Progress Report** was presented to the EU Transport Council on 5 June, with EPF contributing a sector input on ticketing. In 2024-2025, the Platform's work focused on monitoring progress in international rail passenger transport across regional, long-distance, high-speed and night train markets. Improving international rail ticketing remains a key challenge, in addition to a further array of critical enablers for a shift to rail, such as infrastructure, interoperability, rolling stock availability and intermodal connectivity.

The IRP was launched in 2020 and had its mandate renewed in 2023 to run at least until 2025. Over the summer, IRP members were consulted on the **future of the platform**, following a dedicated meeting on 11 June. The results of the survey were discussed at the 15 September plenary, and new Terms of Reference for 2025-2029 were adopted on 29 October, introducing theme-based workshops and more results-focused reporting. The **Monitoring Working Group** met on 23 April, 23 October and 25 November, with the monitoring scheme presented at the 3 December plenary. The current scheme is basic, with ambitions to develop a more advanced framework in future years.

In parallel, CER, AllRail, České Dráhy and EPF began preparing a **Sector Delivery Group**, replacing the former "Sector Mirror Group", with meetings held on 2 October, 2 December and 17 December. The SDG will now draft its own Terms of Reference and workplan, and engage with additional organisations interested in joining. To ensure effectiveness, work is ongoing to appoint a chair and a professional secretariat.

# 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. In 2025, EPF and STA organised two joint workshops, focused on digital ticketing.



### ERA

Following the Memorandum of Understanding, signed in 2023, EPF and ERA have strengthened their collaboration through regular meetings. EPF is also an observer on the ERA Management Board, and contributes to the working groups revising the Telematics and PRM Technical Specifications for Interoperability (TSIs).

### AJC Digitalisation

In 2024, EPF worked together with CIT on a passenger-friendly note to explain the Agreement on Journey Continuation (AJC) in an easy to understand way. In December 2025, an updated AJC note was published, reflecting the digitalisation of delay confirmation (available in English – French – German): an improvement for the passengers' experience by removing the need for paper delay confirmations.



# Smart Ticketing Alliance

Following the [Memorandum of Understanding signed in 2024](#), EPF and the Smart Ticketing Alliance (STA) continued their cooperation in 2025 through two dedicated stakeholder events focused on digital and interoperable ticketing solutions.

On 5 February, EPF and STA [organised a joint workshop](#) bringing together representatives from passenger organisations, industry stakeholders and technology experts to exchange views on **the future of digital ticketing**. Discussions addressed interoperability challenges, cross-border ticketing, data exchange, and the importance of ensuring that technological innovation translates into tangible benefits for passengers.

On 12 May, EPF and STA co-hosted [a follow-up event](#), with the aim to foster stronger collaboration between technical experts and passenger advocates. A central question throughout the event: *How can we better align technical innovation with the real-world needs of passengers?* Key topics included Account-Based Ticketing and Multimodal Digital Mobility Services. We also discussed the [SIGN-AIR project](#), in which both EPF and STA are partners.

These exchanges reinforced the shared commitment of EPF and STA to support seamless, interoperable and passenger-centred digital ticketing across Europe, while keeping the passenger perspective central to technical and policy developments.



# CIT – Digitalisation of the Agreement on Journey Continuation

In 2025, significant progress was made on the digitalisation of the Agreement on Journey Continuation (AJC), a cooperative industry framework that helps international rail passengers continue their journeys at no extra cost when delays or cancellations cause missed connections. In April 2024, EPF and CIT jointly drafted an AJC note, 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.

The digitalisation effort aims to simplify and improve passengers’ experience by removing the need for paper delay confirmations. CIT and the International Union of Railways (UIC) developed a digital solution based on the Electronic Ticket Control Database (eTCD), which enables real-time digital delay annotations and gives train staff direct access to updated travel information. This solution was adopted by UIC in late 2024 and has been operational since January 2025, eliminating the requirement for paper delay certificates: a key step towards more seamless journey continuation for passengers.

Accordingly, an updated version of the AJC note was published in December 2025 (available here: English – French – German) to reflect this development, acknowledging that delay confirmation may now be provided digitally, “recorded on your electronic ticket”. EPF welcomes this advancement as part of broader efforts to modernise passenger assistance and encourages further implementation across railway undertakings in line with industry commitments.



# European Railway Agency

In 2025, EPF remained an observer in the ERA Management Board and contributed to key technical and policy discussions on interoperability, ticketing and accessibility.

On 19 March, EPF attended the Management Board meeting in Lille, which included the selection of Oana Gherginescu as ERA's new Executive Director (more information [here](#)). In subsequent exchanges, EPF addressed the TAP-TSI revision, ticketing and OSDM developments, and the monitoring of cross-border rail services. At ERA's June Management Board and strategy workshop in Valenciennes, EPF stressed that cross-border bottlenecks are not limited to missing infrastructure but also concern service levels, timetable coordination and passenger access to information and ticketing. In addition, EPF emphasised the importance of open standards and effective implementation of existing EU requirements. Another ERA MB meeting took place on 18 November (online).

Accessibility remained a priority through EPF's participation in the PRM-TSI Advisory Body, which is working on Common Priorities and Criteria (CPC) to guide the revision of the PRM-TSI (Technical Specifications for Interoperability – Persons with Reduced Mobility), expected by 2029-2030. The goal is to make rail accessible to all, in a staged approach. Meetings also addressed differing stakeholder views on train-platform interface thresholds and updates to the European Railway Station Accessibility Database (ERSAD).



## Eurostar high-level meeting

On 16 January 2025, EPF representatives met with Eurostar Secretary General Gareth Williams and his team for the annual high-level meeting, following a preparatory exchange with EPF members.

Eurostar presented a positive business outlook, with strong demand for high-speed international services and investment in 50 new trains to address capacity constraints. Fleet reliability and infrastructure performance remain challenges, particularly in the Netherlands, and network expansion is on hold pending new rolling stock.

Discussions covered the implementation of the Entry/ Exit System (EES) and related terminal capacity upgrades, including the opening of the new Amsterdam terminal enabling direct services to London. Ticketing developments were addressed, including plans to expand through-ticketing and restart London – continental connections. EPF raised concerns about Interrail refundability and the replacement of the “Any Belgian Station” add-on with a km-based supplement from mid-June 2025.

Communication during disruptions and accessibility were key topics. Eurostar committed to improving passenger information, adjusting its draft Accessible Travel Policy following feedback, and minimising inconvenience during planned disruptions.

Both parties agreed to continue close dialogue to ensure a passenger-focused approach to international rail services. Read the full meeting report [here](#).



# Youth on Track

The Youth on Track coalition – uniting youth, consumer, and environmental organisations – is calling on the EU to make rail travel a more affordable and easier way to travel. With the upcoming Single Ticketing Package and the revision of VAT rules for passenger transport, the EU has a key opportunity to make cross-border rail travel more accessible and competitive. EPF joined the coalition to support these goals.

On 30 September, the coalition issued a **joint statement** (available [here](#)), urging lawmakers to adopt ambitious legislation. Core demands include requiring rail operators to make tickets available on external platforms, ensuring passengers can continue their journey at no extra cost in case of delays, and measures to make rail travel more affordable.

Also on 30 September, EPF joined a **lunch debate** organised by Youth on Track in the European Parliament, hosted by MEP Lena Schilling (Greens/EFA, AT). Other speakers included MEP Martine Kemp (EPP, LU), MEP Thomas Pellerin-Carlin (S&D, FR), Otilia Colceriu (EU&U) and Lorenzo Freire-Stella (Erasmus by Train), followed by a Q&A.



## European Transport Workers' Federation

EPF was represented by Management Board member Walter Ety at the ETF conference “**Building Coalitions for Better Public Transport**” (9-10 December) in Brussels (more info [here](#)). The event brought together unions, passenger groups, policymakers, and other stakeholders to explore how coalitions can improve public transport. EPF highlighted that public transport exists to serve passengers, who should have a voice in decision-making, and emphasised the need for seamless, affordable, reliable, and accessible urban transport integrated with walking, cycling, and regional networks. The conference underlined shared priorities – such as safe, well-funded services operated by well-trained staff – while acknowledging tensions on issues like strikes and competition. EPF welcomed the focus on coalition-building and called for stronger advocacy and structural funding to support sustainable, passenger-centred mobility across Europe.

Also, on 19 November, EPF met with ETF’s aviation policy advisor to discuss aviation issues, focusing on the revision of the Air Services Regulation and the Air Passenger Rights Regulation, as well as the issue of ‘unruly passengers’. Both sides agreed that clearer rules, such as on hand luggage, and measures to reduce stress for passengers and staff, including reasonable aircraft turnaround times, would help prevent problems.



# Shared mobility services as a complement to Public Transport



In 2014, the New Mobility Services community (NMS community) was established within the EU's Smart Cities Marketplace and embedded into the Sustainable Urban Mobility Action Cluster. The NMS community was coordinated by the Province of Noord-Brabant (NL) until 2021. Now, the NMS community of approximately 170 partners continues its work under the umbrella of the CIVITAS Initiative. EPF joined the NMS community in 2023. In 2025, we attended an NMS Community meeting in Brussels (10 February).



In 2024, EPF joined the E-Scooter and Bike-Share Urban Usage Focus Group, a forum residing under the European Commission's Smart Cities Marketplace, in order to exchange experiences, cooperate, support, and discuss the urban usage of e-scooters and bike-sharing systems. The overarching objective is to explore e-scooter and bike-share use patterns and existing policies. In 2025, six meetings of this group took place between February and November. A final report will be published next year.



Finally, on 22 May EPF attended the launch event of Shared Mobility Europe at the European Parliament. Shared Mobility Europe is a newly established coalition, to unlock the full potential of ride-hailing and mobility on-demand services across Europe. The inaugural event brought together EU policymakers, NGOs, and coalition members to discuss how innovation in shared mobility can drive a more sustainable, accessible, and competitive transport sector.





CONFERENCE  
2025  
Swindon

# WELCOME

## EPF Conference Swindon

# Putting Passengers First



On 13-14 June 2025, EPF held its Annual Conference at the STEAM Museum in Swindon, UK, bringing together passenger organisations, operators, policymakers, researchers and civil society representatives from across Europe.

Discussions focused on the future of public transport, including the shift from deregulation back to regulation in the British context, ticketing and information across borders (rail, sea and coach), women in transport, and the priorities of the new European Commission's work programme.

Key contributions were delivered by Pierpaolo Settembri and Elisabeth Kotthaus from the European Commission, addressing cross-border rail, digitalisation and legislative developments. The programme also included an InclusiveSpaces workshop on universal design and accessibility, case studies on inclusive communication and passenger feedback, and exchanges on innovative local mobility initiatives.

The conference concluded with networking activities, including a tour of the STEAM Museum and a visit to Avebury, and reaffirmed EPF's commitment to a more inclusive, sustainable and passenger-focused transport system.

➔ Read the full conference report [here](#). Presentations and the photo gallery are available [here](#).

# EPF representation - highlights





# Youth Engagement and Transport Dialogue

In 2025, EPF participated in two European Commission initiatives focused on youth engagement in transport policy and careers.

On 6 March, EPF took part in the European Commission's Youth Policy Dialogue on transport and tourism, hosted by Commissioner Apostolos Tzitzikostas. Wandifadza Chivaura and Jorge Morera represented EPF in discussions with young participants from across Europe on the expectations and needs of young people as transport users, tourists and job seekers. Key issues raised included transport poverty, affordability, intermodal connectivity and the need for reliable, safe and accessible public transport, particularly in suburban and rural areas. Participants emphasised that sustainable mobility must remain both affordable and inclusive, with investment in public transport, on-demand services and active mobility infrastructure.

On 15 October, EPF participated in DG MOVE's high-level conference "Young People and Transport Jobs: Making Transport Careers More Attractive" in Brussels. The event brought together young people and transport stakeholders to discuss how to attract and retain diverse talent across all transport modes. Discussions addressed work-life balance, awareness of career pathways, training costs, diversity and inclusion, and the impact of automation and the green transition. EPF contributed by highlighting young people's perspectives and the importance of ensuring that the passenger experience remains central to the evolution of the transport sector.

### Passenger Experience: making rail more accessible, affordable and reliable

*Delphine Grandsart (European Passenger Federation)*

*Marlene Bamberg (Hacon)*

*Micol Biscotto (Deep Blue)*



Co-funded by  
the European Union



# European Railcast on Passenger Experience

On 29 October, EPF Senior Researcher Delphine Grandsart joined Episode 5 of [the European Railcast](#), hosted by Jacki Davis, to discuss how to make rail travel more accessible, affordable, and passenger-centred.

Alongside Micol Biscotto (Travel Wise project) and Marlene Bamberg (FPI MOTIONAL), she highlighted ongoing barriers to multimodal and cross-border travel, such as fragmented information, complex ticketing, and accessibility challenges. While local progress is promising, long-distance travel remains difficult due to technological and commercial obstacles.

Delphine stressed key user needs, including clear information, better accessibility data, and seamless booking, noting that many of EPF's recommendations are being integrated into EU-Rail projects like TravelWise and FPI MOTIONAL. She emphasised inclusivity for passengers with disabilities and the need for practical, user-driven solutions focused on real passenger benefits.

The full version of the podcast is available:

- ➔ [On Spotify](#)
- ➔ [On YouTube](#)



# UIC Sustainable Tourism events

From 10 to 13 March 2025, the International Union of Railways (UIC) for the second time organised a “Sustainability Action Week”: a highly interactive 4-day event, with a series of workshops and seminars on a broad range of sustainability topics. EPF took part in the Sustainable Tourism Workshop on 11 March 2025 in Paris.

There are two key issues when deciding in favour of public transport for a holiday:

- For the journey to the holiday, timely and reliable offer communication is needed. The price must be attractive and competitive, and the service must meet the customer’s requirements (sufficient space for luggage or parallel luggage transport, catering facilities, etc.).
- At the holiday destination, good and reliable information is needed on which destinations can be reached by public transport within a reasonable time. This applies not only to the timetable but also to fares and services, e.g. accessibility.

➔ EPF’s presentation can be accessed [here](#). The full set of presentation is available [here](#).

Furthermore, on 16 October, UIC hosted the first combined edition of the **UIC Railway Station Awards** and the **TopRail Tourism-Friendly Awards** at its headquarters in Paris. On behalf of the European Passengers’ Federation (EPF), Freek Bos (EPF member Rover) had the honour of serving on the jury for this year’s Tourism-Friendly Awards in the categories “Line” and “Initiative/Product.”

➔ Read [here](#) more about the event and the award winners



# Mobility is for everyone: European Mobility Week & CIVITAS inspiration

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European Mobility Week is the European Commission's awareness-raising campaign on sustainable urban mobility. It culminates in a week of activities on 16-22 September every year, including the popular car-free day, and has huge media appeal (around 3.000 cities register per year). On 27 March, EPF participated in the **European Mobility Week workshops** in Brussels: These aim to familiarise the campaign's national coordinators and their guests from ministries/ cities with the annual theme, which in 2025 was "Mobility for Everyone".

EPF strongly supports this theme, as it aligns with its core objective to support the establishment of user-centric mobility services that are **affordable, reliable, sustainable, coordinated and accessible** to all. In our presentation, we shared how diverse (and often intersecting) factors such as age, income, living situation, and education can influence people's mobility choices and result in transport poverty. We also highlighted some relevant EPF projects that are working towards more inclusive and sustainable mobility (UPPER, InclusiveSpaces).

In addition, EPF was part of the expert group that contributed to a **CIVITAS Policy Inspiration brief** published in September 2025 on improving digital accessibility to public transport for people with disabilities. The brief, the first in a three-part series, highlights how inclusive design, digital tools, and co-creation can enhance accessibility, bridge the digital divide, and create more user-friendly and equitable transport systems, showcasing best practices from across Europe. The brief is available online here.



# Greece Transportation and Infrastructure Summit

On 30 April, EPF Chair Josef Schneider represented the passenger perspective at the [Greece Transportation and Infrastructure Summit](#) in Athens, participating in the panel discussion “Promoting sustainable mobility and safety” alongside representatives from OSY, UNECE, Trinity College Dublin and the Road Safety Institute ‘Panos Mylonas’.

Josef emphasised that achieving high customer satisfaction requires planning based on the passenger as the starting point. Infrastructure expansion alone is not sufficient; a well-organised multimodal “network of networks” enabling seamless door-to-door travel is essential to increase the market share of public transport.

He outlined EPF’s key priorities for future action ([full version available here](#)), including:

- creating a seamless European passenger transport system;
- ensuring integrated information and ticketing;
- strengthening passenger protection;
- overcoming administrative and political barriers;
- improving cost transparency and fair competition;
- and placing greater focus on end-users through engagement and satisfaction monitoring.



## EPF contributes to panel on inclusive mobility in Turkey

On 7-8 July, EPF participated in the International Conference on Sustainable Urban Mobility in Ankara, organised under the SUMP Türkiye Project, which brought together over 300 participants from public authorities, municipalities, academia, civil society and the private sector to discuss sustainable mobility policies and share best practices.

EPF Board Member Jorge Morera took part in the panel “Building Equity into Everyday Mobility”. In his intervention, he emphasised that public transport must serve everyone, everywhere and at all times, highlighting the need to address transport poverty and ensure access to sustainable mobility not only in city centres but also in peripheral and underserved areas.

Jorge also stressed the importance of Sustainable Urban Mobility Plans (SUMPs) in improving access to public transport and supporting the transition to sustainable mobility. He underlined that multimodal integration and digital mobility services are key to enabling seamless passenger journeys, from ticketing to passenger rights, and that strong links between local public transport and long-distance services such as high-speed rail are essential to ensure effective first- and last-mile connectivity. The discussion also highlighted the importance of multimodal hubs across the transport network to facilitate convenient and sustainable travel.

➔ Read more about his panel [here](#)



## EPF at Busworld 2025 Congress

From 6-9 October, the [Busworld Europe 2025 Congress](#) was held at Brussels Expo, uniting policymakers, operators, manufacturers, researchers, and civil society. As the premier event for the bus and coach sector, it focused on sustainable, inclusive, and digital public transport. EPF took part in three sessions, aligned with our mission to advance passenger rights, inclusion, accessibility, and improved information (more info [here](#)):

- **“Improved rights and better information for travellers”** (presentation [here](#)). EPF highlighted key gaps and improvement areas in the current Bus and Coach Passenger Rights Regulation – see also our position paper [here](#) – and emphasized the urgent need for clearer information for passengers, in terms of booking processes, price differences, missed connections, and links to airports or stations.
- **“Navigating the Data Landscape in Bus & Coach Mobility: Opportunities, Challenges, and the Road Ahead”**. Data is crucial for a seamless European transport system, enabling better planning, coordinated services, and real-time passenger information. Barriers include technological challenges and limited collaboration, which the EU can address through standards and fair data-sharing rules. Passengers support data sharing only if it improves services, ensures privacy, and allows full control over their personal information.
- **“User Awareness and Inclusion on the Implementation of Digital Assets”** (presentation [here](#)). Digital tools can improve passenger experience through real-time info, apps, accessibility features, and data-driven planning – but must serve real needs, not technology for its own sake. Facing a digital divide, inclusive, accessible solutions and non-digital options remain essential. EPF recommends keeping technology simple, human-centered, universally designed, and paired with passenger education and empowerment.

# RAILLIVE!

## RailLive! Conference and exhibition

From 26-28 November 2025, EPF was in Madrid for Rail Live, Spain's leading international railway focused exhibition and conference. Across three days, Rail Live brings together 10.000 rail professionals – operators, infrastructure managers, rolling stock manufacturers, researchers and suppliers – to gain first-hand market knowledge, become inspired by leading industry innovations from 300 exhibitors and establish new business partnerships.

At our joint **EPF | PTP | SIGN-AIR** exhibition stand, visitors could meet the EPF team and our Spanish member organisation PTP – Promoció del Transport Públic. We also showcased the SIGN-AIR project, highlighting how data sharing, smart contracts, and multimodal interoperability can transform air-rail integration. Additionally, we presented a SIGN-AIR poster in the Start-up Zone.

EPF, PTP and SIGN-AIR also featured in several Rail Live conference sessions. On 28 November, Delphine Grandsart (EPF) delivered a presentation on Multimodal Digital Mobility Services (here), followed by a PTP one on Cross-border rail travel between Spain and France.



# EPF - Projects

Research and innovation projects remain the primary source of funding for EPF's activities. In 2025, EPF participated in several EU initiatives spanning a wide range of topics. Last year also marked the launch of a new project in which EPF is actively involved.

## New projects:

- CCAMBassador - Connected, Cooperative and Automated MoBility Assessment & Stakeholder Dedicated and Operational awareness

## Ongoing projects:

- 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
- 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

In addition, EPF contributed to several other research and innovation projects, either as a member of the Advisory Board or through its framework contract with the EU-Rail JU, bringing the end-user perspective to projects such as NEXUS (Next-gen technologies for enhanced metro operations), Travel Wise (TRansformation of AViation and rAilway soLutions toWards Integration and SynergiEs), FP2 - R2DATO (Digital & Automated up to Autonomous Train Operations) and Pods4Rail, amongst others.

# 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, alongside the European Cyclists' Federation (ECF) and the International Federation of Pedestrians (IFP), supports UPPER's User-Driven Innovation Approach, embedding end-user feedback throughout design, development, and demonstration to ensure inclusive, ready-for-market solutions that align with the Mobility as a Right (MaaR) concept.

In 2025, EPF participated in key meetings, workshops and UPPER General Assemblies, contributed to reviewing mobility measures, supported passenger-focused testing and feedback, and promoted UPPER through dissemination, stakeholder outreach, and events including [European Mobility Week](#) and [POLIS conference](#).



**UPPER 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 are 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 supports the development of new business models, capacity building and scale-up activities. In 2025, a key milestone was the start of policy activities, including EPF's contribution to the Work Package 5 (Policy) kick-off workshop at the General Assembly in Copenhagen, supporting discussions on policy levers, citizen engagement and the uptake of shared mobility.



**GEMINI has received funding from the European Union's Horizon Innovation Actions programme under Grant Agreement No. 10110380.**



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# SIGN-AIR

**Implemented Synergies, data sharing contracts and Goals between transport modes and AIR transportation**

## SIGN-AIR

<https://www.sign-air.eu/>

SIGN-AIR aims to pioneer a platform for coordinated data sharing in multimodal travel. This platform will empower transport service providers (TSPs) by enabling them to register, establish data-sharing agreements, and manage contractual relationships. It simplifies legal and electronic management processes, provides in-depth information on customer contracts, and facilitates efficient single ticketing. The outcome will be enhanced collaboration and efficiency within the transport sector, benefiting both service providers and stakeholders.

EPF contributes to SIGN-AIR by providing expertise on regulatory and standardisation developments, supporting the creation of a multimodal glossary, engaging in policy discussions, exploring synergies with key stakeholders (DG MOVE, ERA, UIC, STA), and supporting communication and dissemination activities. Highlights for 2025 included participation in Rail Live with a SIGN-AIR stand and poster, and delivering a keynote speech at a lunch debate at the European Parliament, hosted by SIGN-AIR, Travel Wise, and MultiModX.



**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.**

# Hyper4Rail



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

December 2024 marked the start of Hyper4Rail, 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 involves 27 international partners from both the public and private sector, is to harmonise and realise 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 contributes 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. As part of this work, EPF is supporting a continuous user survey, which remains open, to gather passenger feedback on travel habits, comfort expectations and preferences. Participants can still contribute [here](#).



**Hyper4Rail has received funding from the European Union's Horizon Europe research and innovation programme under Grant Agreement No. 101196142.**

# InclusiveSpaces



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

InclusiveSpaces, launched on 1 May 2024 and coordinated by cambiaMO, brings together 17 partners from 9 European countries to advance inclusive design of the built environment, with a focus on accessibility and social cohesion for people with disabilities and older adults. In 2025, EPF actively contributed to the project's implementation through co-design and stakeholder engagement activities, providing passenger-focused input to ongoing research and policy-related work.

In addition, EPF supported communication and dissemination efforts, including contributions to workshops at the EPF Swindon Conference, participation in the POLIS Conference, involvement in European Mobility Week activities, and the organisation of a project webinar on continuing the legacy of previous initiatives.

EPF also contributed to discussions on accessibility and universal design at European level, including endorsing the Nicosia Declaration, ensuring that project outcomes are aligned with broader policy developments and user needs.



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

# CCAMbassador



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

CCAMbassador, a Horizon Europe project on Connected, Cooperative and Automated Mobility (CCAM), kicked off in Brussels on 2–3 July 2025. CCAMbassador supports the transition of CCAM from research to deployment by:

- Expanding stakeholder engagement beyond R&I communities
- Strengthening cooperation among EU and Associated Countries
- Promoting the EU Common Evaluation Methodology (EU-CEM)
- Expanding and adapting the EU-wide CCAM Knowledge Base.

The project aims to foster the harmonised deployment of trusted, inclusive and widely accepted CCAM solutions across Europe.

EPF contributes by leading awareness-raising among citizens, end-users and non-experts, ensuring that diverse public perspectives are taken into account and helping to promote inclusive and user-oriented CCAM deployment across Europe.

In this context, EPF was present at the PAVE Europe Conference in Brussels (20 November), where Katie Bulanowski moderated a session on 'Trust, Safety and Public Confidence in Automated Vehicles (AVs)'.



**CCAMbassador is a Horizon Europe project supported by the European Commission under Grant Agreement No. 101203053.**

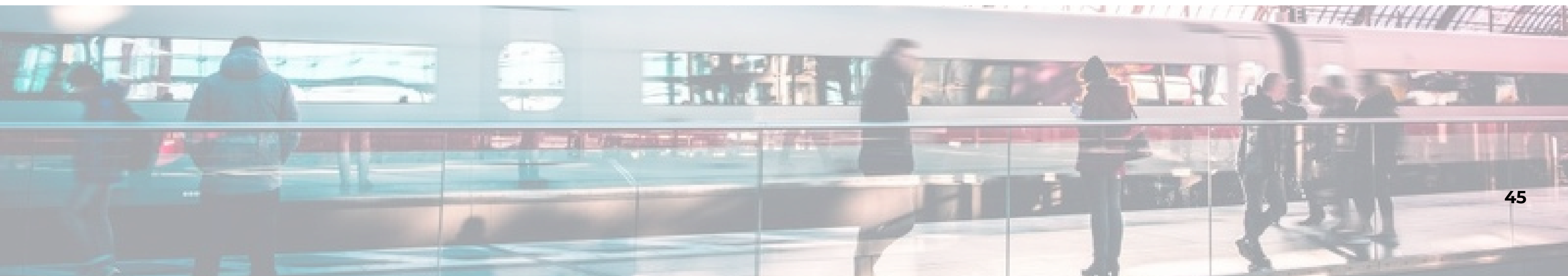
# EU-Rail



<https://rail-research.europa.eu/>

Europe's Rail Joint Undertaking (Rail JU) is a public-private partnership dedicated to rail research and innovation. Under a Framework Contract with EU-Rail, designed to deliver tangible benefits to passengers, EPF contributes its expertise on European railway passenger perspectives to selected EU-Rail-funded projects. In 2025, we conducted research and produced reports on the following topics:

- Passengers' perception and attitude towards automated vehicles for metro and mainline (linked to the [FP2 - R2DATO project](#))
- Passenger behaviour and requirements within the metro system, especially at station – vehicle interface (linked to the [NEXUS project](#))
- Specific, passenger-oriented KPAs/ KPIs to evaluate passenger experience in terms of rail & multimodal travel (linked to the [Travel Wise project](#))
- Passenger requirements and satisfaction insights for intermodal pod transport, including design criteria and the most viable use cases from the passenger perspective (linked to the [Pods4Rail project](#)).



# Looking forward to 2026

## EPF Conference

EPF's 23<sup>rd</sup> Annual Conference will be hosted in collaboration with Dutch EPF member Rover on 5 & 6 June 2026 at the [Provincial House Limburg](#) in Maastricht. More information is on our conference [website](#).



## Advocacy

In 2026, EPF will strengthen its advocacy efforts in line with our core [priorities](#) (2024), Key topics will include passenger rights, integrated ticketing, and the advancement of a cross-border high-speed rail project for Europe.

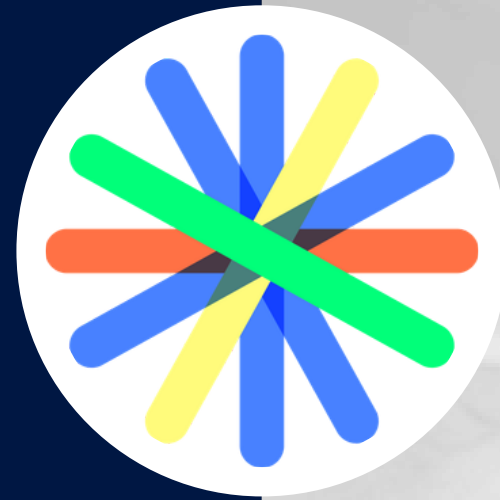


## Projects

EPF will continue to represent the passenger voice in the [projects](#) we are involved in. Added to this, 2026 marks the launch of a new project, [PeriASTY](#), aimed at supporting peri-urban areas in their transition to climate neutrality.



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/)



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