

2ND FLORENCE INTERMODAL FORUM

Trevor Garrod

Chairman, European Passengers'
Federation

COMPETING OR COMPLEMENTARY MODES?

- How can high speed rail and low-cost air be complementary?
- Do they serve different needs?
- Can they co-ordinate and consistently develop as two parts of the “whole journey”? (or “journey chain”)

WHAT IS THE EUROPEAN PASSENGERS' FEDERATION?

www.epf.eu

- 35 public transport users' associations in 19 countries
- Some associations are just for one mode; most are multi-modal
- Our members' journeys are often multi-modal
- Speed and price are important – but so is the “journey chain” – a convenient end-to-end journey.

CUSTOMERS SHOULD HAVE A CHOICE

- We therefore welcome competition, but it should be fair
- Information sources should be comprehensive and objective (*e.g. include check-in times, not just departure times; avoid hidden extras*)
- Flexibility is desirable – especially if plans have to be changed.

(HIGH SPEED) TRAIN OR (LOW COST) PLANE?

- London – Brussels : advantage of train
- London – Budapest: advantage of plane
- But for many longer journeys, train and plane may both be part of the journey chain.
- Factors such as frequency, comfort, accessibility of airports and stations also play a role.

RAIL NEED NOT BE HIGH SPEED THROUGHOUT

- EPF members travelling to Basel – flight to Geneva and good quality train which also uses high-speed line between Bern and Olten
- EPF members travelling to Malmo – flight to Copenhagen and frequent train across the Oresund
- Flight to Budapest, frequent bus to Ferihegy station and comfortable onward Inter-City train to Debrecen

INTEGRATION IS IMPORTANT

- High-speed train may not use high-speed line all the way (*e.g. Thalys from Paris to the Ruhr; outer reaches of TGV network*)
- A high-speed train journey may need to be completed by a regional train – or even a flight to a remote holiday destination.
- The larger the airport, the more it needs good public transport links, with luggage space, easy booking etc.

WHAT SORT OF JOURNEY?

- It may not be a simple out-and-back trip.
- Example 1: Business traveller from Far East flies to Frankfurt and then visits Berlin, Warsaw and Ghent by mixture of high-speed and conventional trains.
- Example 2: Traveller from UK with business in Budapest and Bucharest flies out by Wizzair, uses international train, flies back from Bucharest to London.

EASY AND FLEXIBLE BOOKING

- Can rail and flight tickets be booked on the same website or through the same distributor? (*Is train & plane as easy as Zug & Flug?*)
- If you miss the intermodal connection, is your ticket valid on the next train or flight?
- What are the implications for European Passenger Rights?
- What if you want to fly out and come back by train? (*“You can, but it’ll cost you!”*)

CONCLUSION

- Wherever possible, customers should have a choice.
- Customers vary; journeys vary – but clear information is essential for all
- There is also scope for co-operation between ALL train and plane operators
- *Thank you for your attention!*

