

A woman with long brown hair, wearing a light-colored straw hat and a light pink top, is sitting in a car seat. She is looking down at a tablet computer she is holding in her hands. The background is slightly blurred, showing the interior of the car and a window looking out onto a bright, sunny day. The overall tone is warm and focused.

# Multimodality – Why is it taking so long?

9<sup>th</sup> Florence Intermodal Forum, 2.5.22

Josef Schneider, chair

European Passengers' Federation

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***We are the voice of public transport users in Europe.***

- European association of national and regional passengers' organisations
- 38 member organisations
- 21 countries



# EPF's main objectives

- Represent passengers' views at EU level (all modes)
- Strong Passenger Rights
- Improved door-to-door travel experience
- Addressing transport poverty
- Accessible and inclusive public transport
- Put end-users at the centre

*What's in it for the passengers?*





# Passengers are confused and frustrated!

*Today, planning, booking and executing multimodal journeys is risky, difficult and time-consuming.*

*Some advanced multimodal door-to-door journey planning applications exist, but are mostly limited in scope (in terms of geographic coverage, modes and operators) and/or do not offer any booking & ticketing facilities.*



*They might take the easiest solution.  
But... Sometimes that's not the most sustainable!*

A person is sitting on a train seat, looking at a smartphone. The background is dark and blurry, suggesting a train interior. The text is overlaid on the image.

## Passengers want:

A (public) transport system that is

- affordable,
- reliable,
- sustainable and
- coordinated,

with sufficient capacity to get people comfortably to where they want to go at the times they wish to travel, using *whichever combination of modes is most efficient overall, in social and environmental as well as economic terms.*



Passenger  
protection

**Your  
passenger  
rights  
at hand**

# AS AN END CUSTOMER I EXPECT AN INTEGRATED TRAVEL OFFER

- TIMETABLES & CONNECTIONS (door to door)
- SERVICES
  - Luggage transport
  - Bicycle transport
  - Catering, restaurant
  - PRM support
  - Wifi
  - ...
- TRANSPARENT INFORMATION ON PRICES WITH DIFFERENT TARIFF SPECIFICATIONS
  - flexibility
  - comfort
  - Safeguarding the travel chain (through ticket)
  - ...
- ...



# WHEN THINGS GO WRONG, I EXPECT AS A PASSENGER

## ➤ JOURNEY CONTINUATION

- Reaching my travel destination in the best possible way
- Consideration of possible special requirements (PRM,...)
- fastest possible push information
- One single point of information (hot-line?)

## ➤ IF NECESSARY, SECURING SUITABLE ACCOMMODATION, CATERING,...

## ➤ COMPENSATION



independent monitoring





## Focus on passengers, not on technology

- early involvement of end-users representatives
- transparency about innovations, timely information
- the end customer needs confidence in the overall system
- Independent monitoring on end-users satisfaction



A seamless European passenger transport system



[www.epf.eu](http://www.epf.eu)



# Thank you!

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