

Josef Schneider, chair European Passengers' Federation 02. May 2022





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!

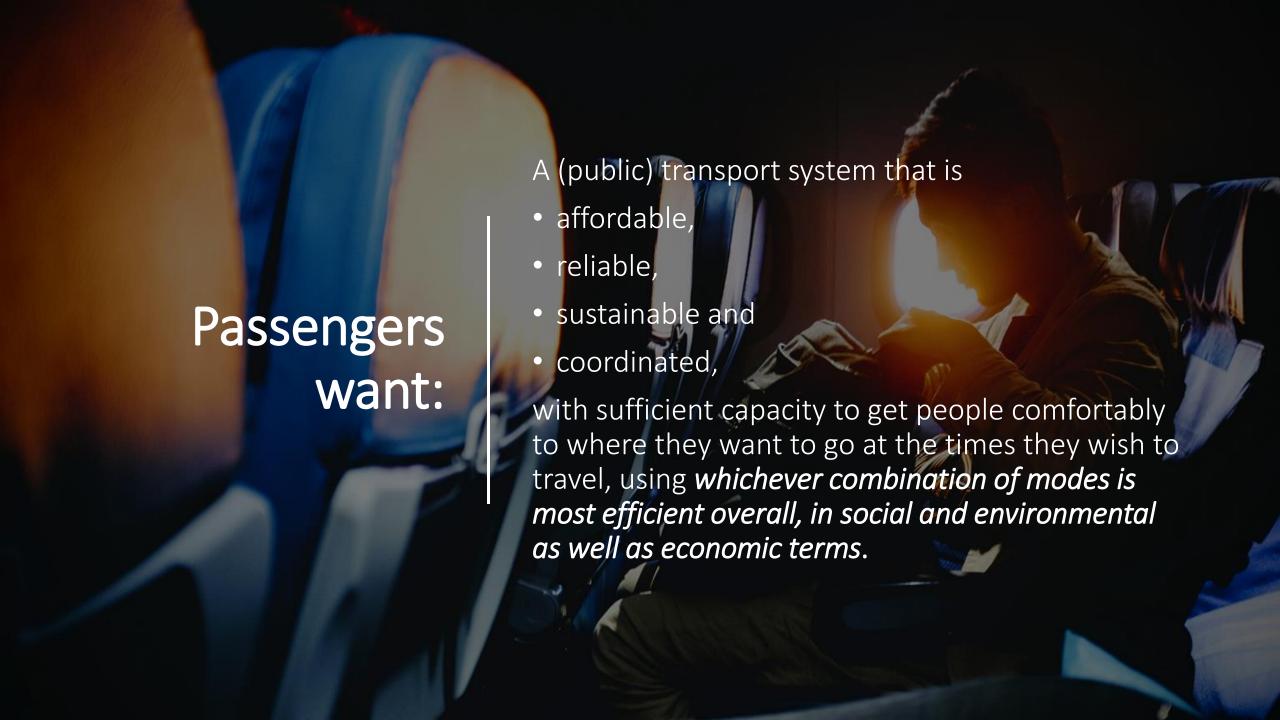
Today, planning, booking and executing multimodal journeys is risky, difficult and time-consuming.

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.

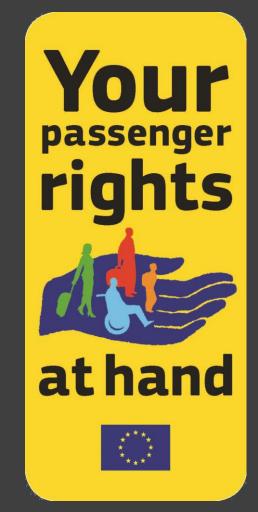
But... Sometimes that's not the most sustainable!





18 zug fällt aus
2 zug fällt aus
2 zug fällt aus
2 fällt aus
2 fällt aus
2 fällt aus
2 fällt aus
3 zug fällt aus
4 zug fällt aus
5 zug fällt aus
6 zug fällt aus
7 Ersatz durch Bus

Passenger protection



AS AN END CUSTOMER | 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?)

FIF NECESSARY, SECURING SUITABLE ACCOMMODATION, CATERING,...





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





Thank you!

Josef Schneider

European Passengers' Federation

josef.schneider@epf.eu

+49 160 7025154



