

➤ **MOVING TOWARDS A SUSTAINABLE MOBILITY –
BUILDING A SMART ENVIRONMENT AND USER-
FRIENDLY INTEGRATED MOBILITY SYSTEM**



02 July 2019
Lisbon

FIRST EUROPEAN MOBILITY WORKSHOP

Josef Schneider // **EUROPEAN PASSENGERS' FEDERATION** // www.epf.eu

- 38 member organisations
- 21 countries

- founded 2002
- the European umbrella organization of national and regional passengers' organizations
- financed by its member organisations
- representing passengers' views at the European level
- dealing with all modes of public transport such as local transport, railways, buses, aviation and maritime transport



› Railway's Strengths with a relevance to the future of mobility



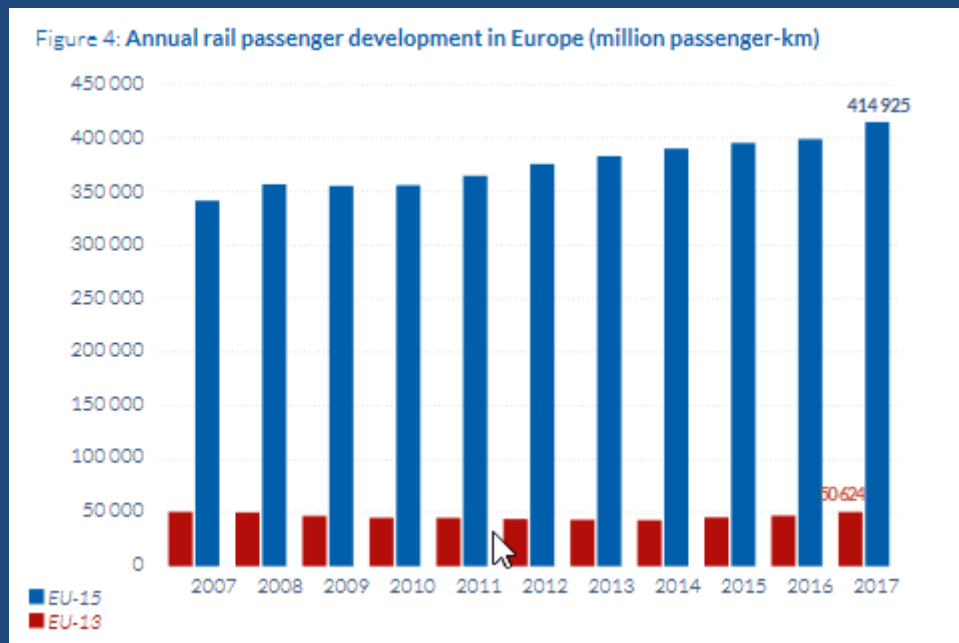
- They can handle large volumes at high speed and very safely.
- They are one of the most sustainable modes of transport.
- They can be energy efficient, using mainly electric haulage; and they are active in testing-out new carbon-neutral power sources such as hydrogen and other alternative propulsion concepts.
- Railways already provide an almost seamless web of connectivity. Their potential to complement, and thus reduce over-dependence on, other modes is vital to the delivery of sustainable mobility and relieving congestion.



Das ist grün.
Umweltschutz.
Beim Boxenstopp.
Grüne Werke.
Nr. 48

<https://gruen.deutschebahn.com/de/projekte/gruene-werke>

Despite its potential, the rail sector has largely failed to meet the goals set for it in the 2011 White Paper. If rail is to play its part in helping Europe to deliver its COP21 commitments it must adopt a user focus – delivering a system that is centred on understanding and satisfying the needs of users and potential users. It must become a mode of choice at the heart of the system.



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.

> Multimodal transport information management and payment system



There is a need to integrate historic, static and dynamic data (to enable real-time services) from both users and transport providers, and for provision and access to be regulated to ensure open data and the use of specified standard interfaces to enable interoperability.

Outward journey on 02.07.19 Print view

Station/Stop	Time	Duration	Chg.	Products	Flexpreis
^ Earlier					
Lisboa Santa Apolonia	21:25 + 1 Day	22:22	2	HOT, TGV, THA	Fares not available
Bruxelles Midi	20:47				
<input type="checkbox"/> Show details		> Choose return trip			

> Information is the key to choose the best option



- Door to door
- qualified
- complete
- understandable
- useful
- free of barriers
- consistent
- Reliable
- Real-time

A photograph of a train departure board. The board is divided into two sections. The top section is for general departures, with columns for 'Zeit' (Time), 'Über' (Over), 'Nach' (To), and 'Gleis' (Platform). It includes a clock and the 'DB' logo. The bottom section is specifically for 'Stadtbahn' (Urban Rail) with columns for 'Abfahrt' (Departure) and 'Departure'. It lists two departure times: 12:38 and 12:53, with destinations 'Sankt Augustin', 'Bonn Hbf', 'RAMERSDORF', and 'AAD HONNEF' at platforms 12 and 11. The 'SSB' logo is visible in the bottom right corner of the board.

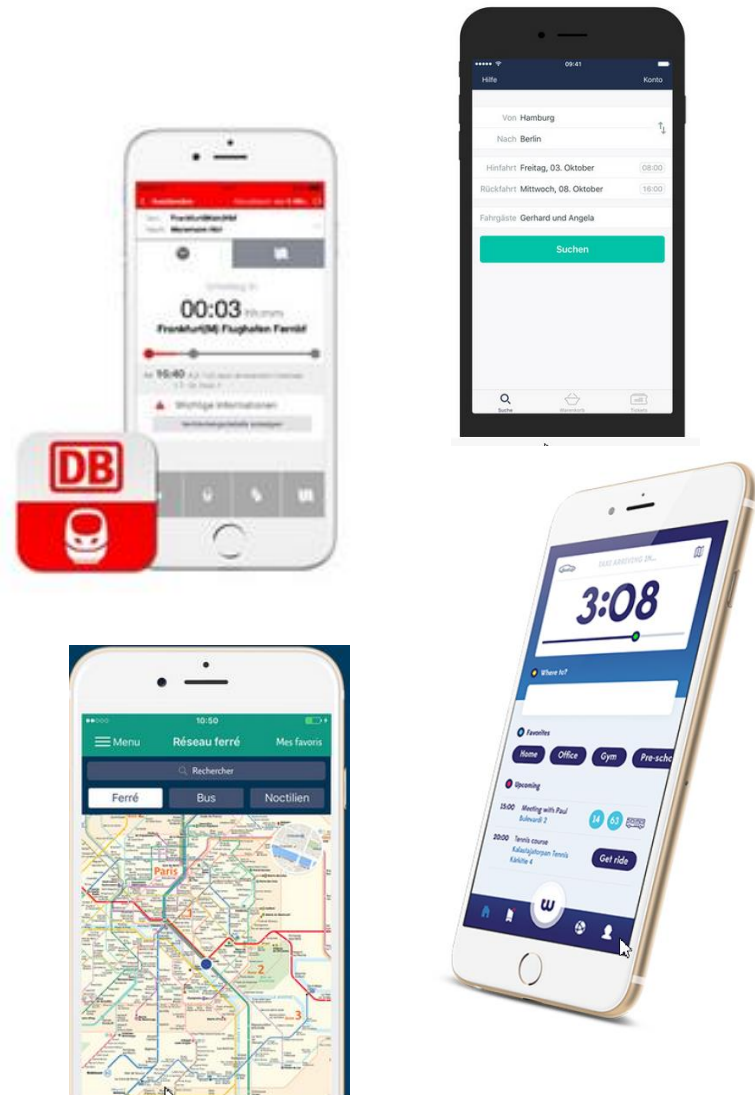
Abfahrt	Departure		Départ		Gleis
Zeit	Über		Nach		
			T		

Abfahrt	Departure	Stadtbahn		
12:38	5.6	Sankt Augustin	Bonn Hbf	RAMERSDORF 12
12:53	6.6	Sankt Augustin	Bonn Hbf	AAD HONNEF 11

➤ Information and data



- there is a strong need for open data
- not everything needs to be open source but passenger related data should be freely accessible:
 - Timetables
 - Real time information
 - Delay data
 - transport composition and occupation
 - wayfinding
- Promote initiatives to develop products for passengers



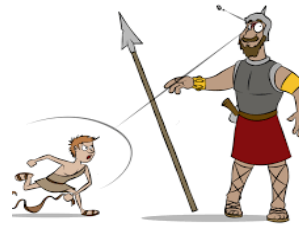
➤ PLAN B - IF THINGS GO WRONG



- Need for real-time information, clear and audible announcements.
- on an international journey, use of more than one language.
- Helpful and visible staff, aware of passenger rights, using initiative.
- Assistance to reach the destination.
- Investment in the necessary hardware, software and training.



> Monitoring



- Today the passenger has to address at a first level the operator or ticket vendor, so “Goliath” organisation against “David” passenger.
- NEB today have no force or not enough staff, difficult to approach by the passenger
- Passengers need a mandatory alternative dispute regulation to defend his/her rights. Directive 2013/11/EU on ADR is not in force in all members states or not known by customers
- In general: there needs to be an organisation to monitor customers satisfaction, as for example: Travelwatch Southwest, London Travel Watch, etc.
EPF could play this role with their local organisations.

➤ Thank you for your attention!

