

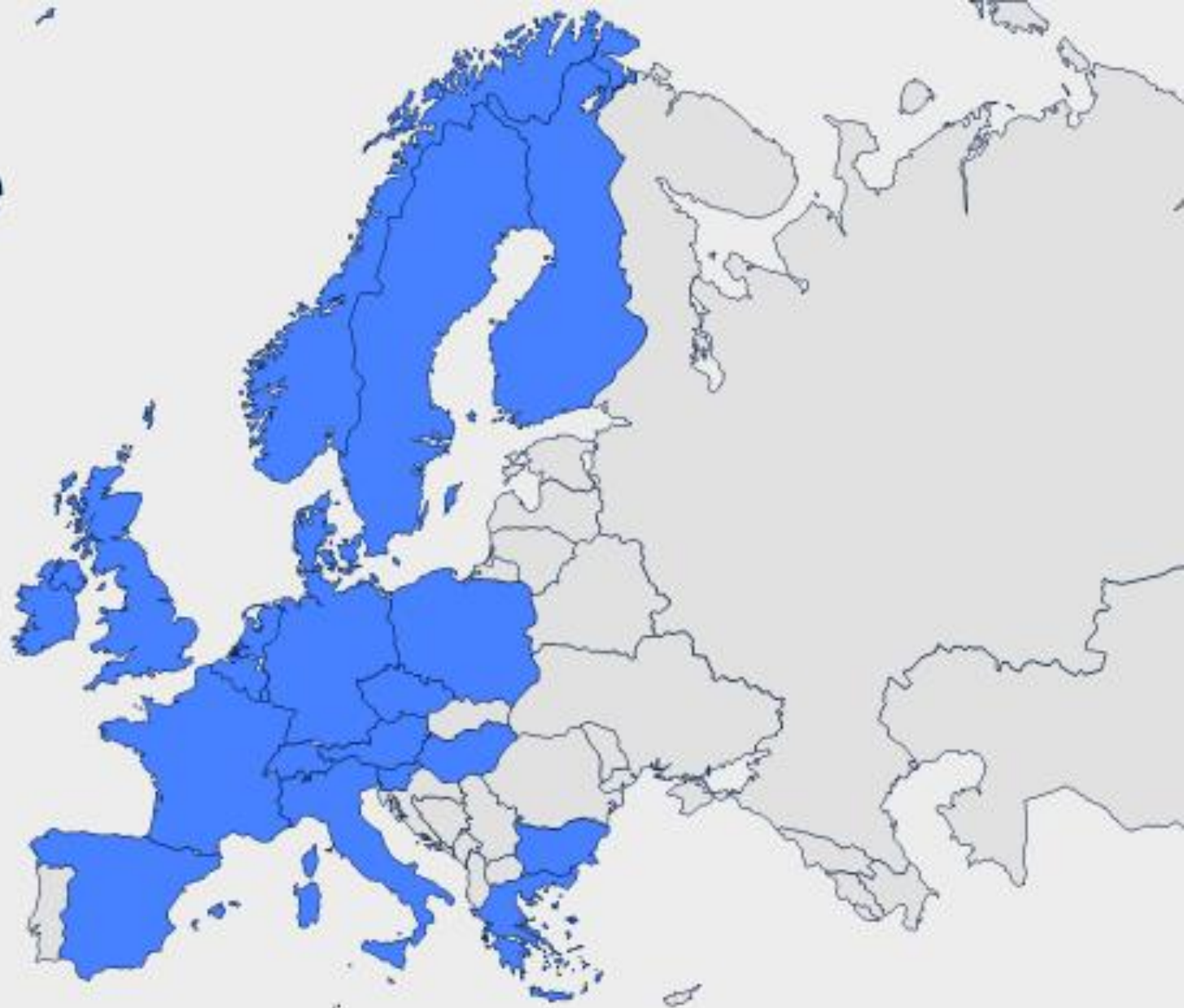
**Workshop on the Future of International Rail
Passenger Transport :** Working Party on Rail
Transport, UN ECE, Geneva, 16 November 2023

The passengers' perspective

EPF: Who we are

International non-profit
association

- 39 members
- 21 countries
- All modes: rail, road,
waterborne, air



Main objectives

- Promote sustainable mobility
- Always ask '*What's in it for users?*'
- Improved end-to-end journey experience
- Tackle transport poverty
- Better passenger rights
- Represent passengers' views at European level



**European
Passengers'
Federation**

Peak rail

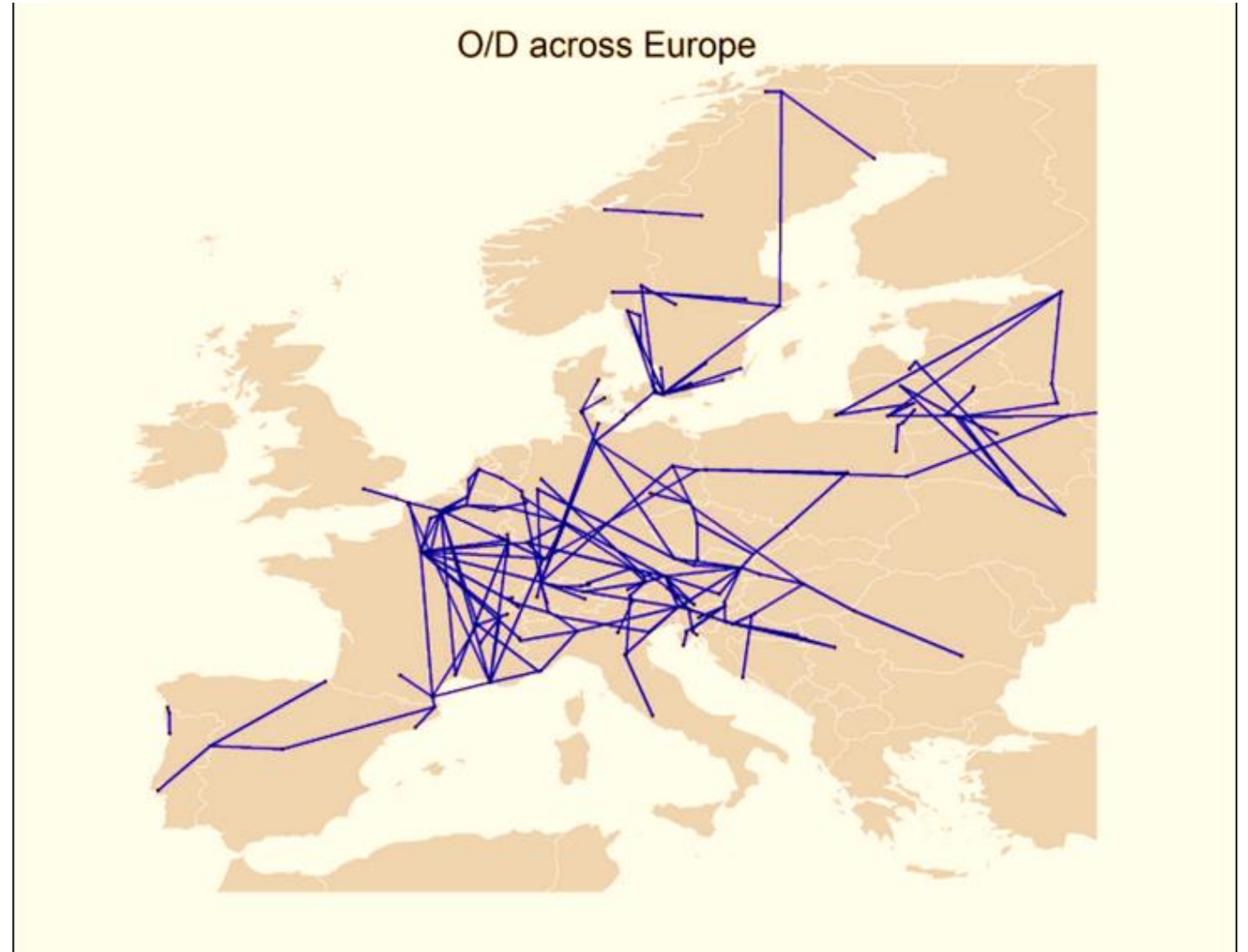
- Mid-'50's British example
- 'A Network of networks'
- Sustainable Mobility goals
- Think 'end-to-end journeys'
- The value of Connectedness
- Making travel easier



Today's patchy route system

- Source data incomplete
- IRG–Rail, pre-Covid, identified 331 international Origin/Destination (O/D) legs*.
- Services not journeys (i.e., specific legs in many more complex journeys)

* Source for O/D maps: Independent Regulators' Group – Rail, Charges Working Group, Overview of International Passenger Services, IRG-Rail (20) 9.

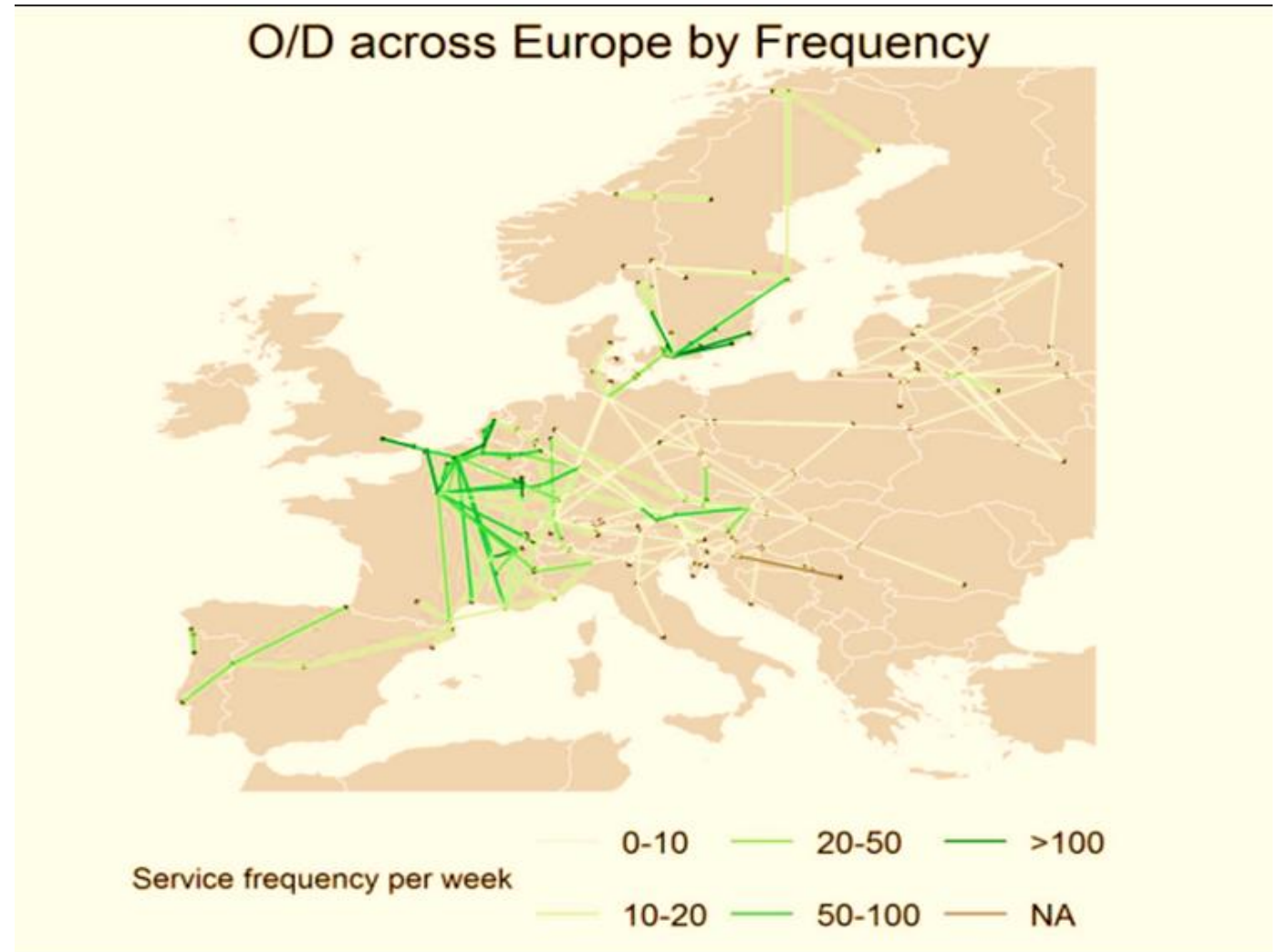


Static market share

- x-border traffic stuck at c.7% of total passenger-kms in EU, pre-2020 (RMMS*)
- Limited number of routes with frequent x-border services.
- 55% FR O/D; 15% SE O/D (Steer-KCW, 2021**)
- Note AT-BE-CH-DE-FR-SE-UK focus

* Source, Rail Market Monitoring Study, 2023, https://transport.ec.europa.eu/transport-modes/rail/market/rail-market-monitoring-rmms_en

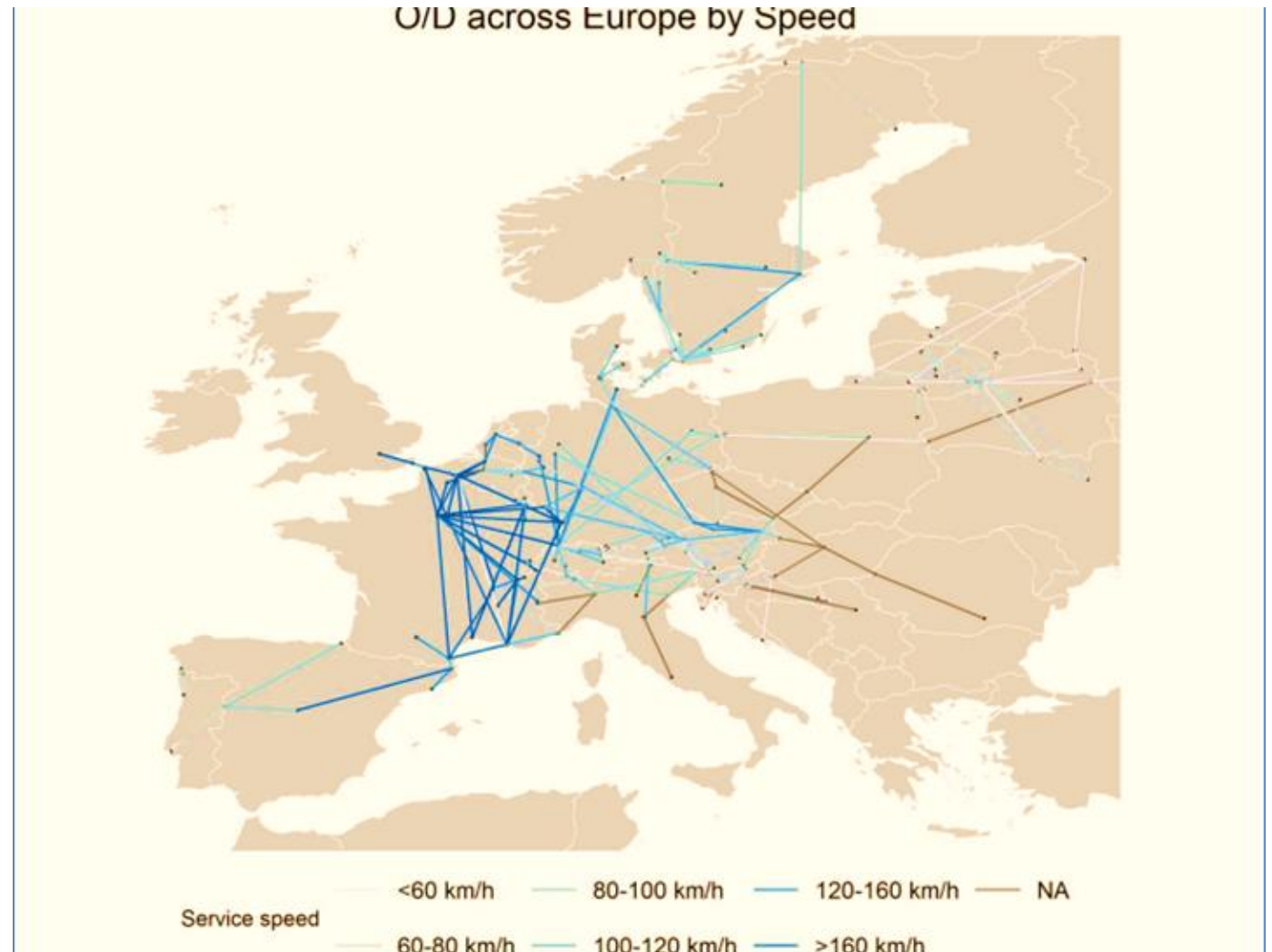
** Source, Long Distance Cross-Border Passenger Services, 2021 <https://op.europa.eu/en/publication-detail/-/publication/34244751-6ea3-11ec-9136-01aa75ed71a1>



The main growth area

- Number of x-border High-Speed services (HS) almost doubled 2001-19, but overall service provision static (*Steer-KCW, 2021**)
- But only 11% services are >160kph (HS) at *any* point on route (*IRG-Rail**)

* *op. cit.*



Passengers' priorities for improvement

- **Better value:** Affordable, Price competitive, Easy-to-find best fares
 - > *Reduced industry unit costs (preferably by growing market rather than service cuts) or greater financial support*
- **Punctual and reliable:** Delivering the service as advertised (on-time-trains and (e.g.) working reservation systems, H&V, any catering promised, etc.)
 - > *Resilience, disciplined operating, dependable systems and technology, address capacity pinch-points*
- **Travel comfortably at times convenient to them:** A seat when wanted
 - > *Greater ability to manage demand fluctuations*

Barriers to passenger satisfaction

- **Lack of easy access to journey information:** Real-time information for planning, booking and completing journeys
 - > *Transparent, comprehensive, simple, one-stop-shops*
- **Poor service quality:** Door-to-door journey times (connections), condition of assets (dirty WCs), wasted time (inadequate wi-fi)
 - > *Attention to ‘good housekeeping’ at stations and on trains*
- **Managing disruptions:** ‘Useful’ information to offset poor performance.
 - > *Practical timely advice (enabling ‘work-arounds’), not token apologies*
- **Limited provision for Passengers with Reduced Mobility:**
 - > *Accommodating PRM needs makes travel easier for all*

What to prioritise

- A simple, accessible, all-relevant-options, no-hidden-costs, booking system
- Long booking horizon
- Operator collaboration to deliver benefits of wider network (connecting services)
- Through ticketing to facilitate end-to-end journey
- Delivering the service as advertised (on-time and with all facilities as promised)
- Real-time, practical information during the journey
- Get passenger to destination if journey disrupted, with no extra cost, whichever the operators, whatever the country
- Developing a passenger-focussed, industry-wide, service culture

Delivery options

- **Do nothing?**
 - *Lose out on potential wider societal & environmental benefits of rail?*
- **Regulatory intervention?**
 - *More pressing government priorities; cumbersome; inhibits innovation?*
- **Leave it to the sector?**
 - *Fragmented and inclined to procrastination without government intervention*
- **Use improved passenger satisfaction as a KPI in determining public support for the sector**
 - *Passengers' representatives, governments and sector need to work together*

Thank you!

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