

Passenger Perspective in Rail Transformation

FP1 – MOTIONAL Mid-term event

Delphine Grandsart
European Passengers' Federation
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European Passengers' Federation

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

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



Main objectives

Advocate passengers' views at EU level

Promote sustainable mobility

Improve end-to-end journey experience

Tackle transport poverty

Defend better passenger rights

Always ask *'What's in it for users?'*



**European
Passengers'
Federation**



**ADOPTING A PASSENGERS' PERSPECTIVE IS
ESSENTIAL FOR THE SHIFT TO RAIL**

Passengers want:

A public transport system that is

- affordable,
- dependable,
- accessible
- 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.



Drivers of mobility behaviour



Children and youth



Elderly



Women



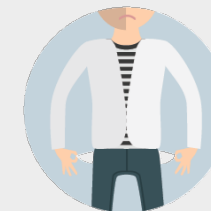
People with reduced mobility



Migrants and ethnic minorities



People living in rural and deprived areas



Low income and unemployed

Source: Maslow's pyramid, applied to public transport (CIPTec, Peek and van Hagen) (left) - © HiReach project (<https://hireach-project.eu/>) (right)

Transport is an integrated system

- Infrastructure
- Underlying IT systems
- Timetables & connections
- Information and ticketing
- Passenger rights
- Taxation, funding, price
- ...





Integrating rail + other modes



The importance of multimodal hubs





What if there's a disruption?

**Your
passenger
rights
at hand**



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Thank you

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