

EPF: the voice of public transport users in Europe

The European Passengers' Federation (EPF) links Europe's major passenger organisations. EPF acts as an advocate for passengers' interests at European level. With its end-user focus it is committed to improving standards on public transport and achieving a seamless multimodal travel experience.

EPF was established under Belgian law as an international non-profit organisation in 2002. EPF currently has 39 member associations covering 21 European countries.

EPF seeks to achieve its objectives by working constructively with other stakeholders from European transport industry, the European institutions and the research community (with particular emphasis on research into end-to-end journey needs and integrated and connected travel).

Through its head-quarters in Belgium, EPF maintains regular contact with nominated representatives of each member association, which gives EPF access to the broadest range of passenger opinion and practical user experience of the public transport system, a unique advantage that has marked out its contributions to successive European research projects.

Its evidence-led approach and wide network of contacts ensure that it is informed of the diverse needs and aspirations of passengers from across Europe. EPF therefore provides a unique platform for representing passengers' interests in policy formulation at European level and it facilitates the dissemination of research and the exchange of good practice.

EU research experience

EPF, various of its member associations and some of its individual experts are actively involved in a broad range of research projects (Horizon Europe, EIT, UIA...). The engagement ranges from work-package based responsibilities to membership of advisory boards or user groups to rapporteurship. Prospective partners recognise that EPF gives ready access to the passengers' perspectives across Europe, drawing on a team with significant experience of working productively in a multi-national research environment.

EPF has participated as a partner in several EU research projects dealing with a wide range of topics, such as:

- the design of interchanges and transport hubs (NODES)
- user behaviour modelling (USEmobility)
- smart traffic management ([TMaaS](#))
- collective innovation (CIPTEC)
- the transport needs of vulnerable user groups ([HiReach](#))

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- automated road transport ([SHOW](#) and [Ride2Autonomy](#))
- inclusive digital mobility solutions ([INDIMO](#))
- Urban Air Mobility ([AURORA](#))
- accessible urban mobility ([UMCASE](#))
- Transit Oriented Development ([TOD-is-RUR](#))
- strengthening the role of public transport in mobility ([UPPER](#))
- collaborative spaces in public transport ([IMPACTS](#))
- multimodal travel and ticketing ([SIGN-AIR](#))
- new shared mobility services ([GEMINI](#))
- different Shift2Rail projects.

In addition, EPF has contributed to many other projects on a more ad-hoc basis, e.g. as a member of the advisory board, external expert, workshop participant or similar.

Representation at EU level

Members of the EPF Management Board played an active part in senior European Commission groupings advising on research priorities for Horizon 2020 – such as DG Research & Innovation’s Transport Advisory Group. They represent the users’ interest in the relevant European technology platforms and initiatives. EPF is closely involved in the European Rail Research Advisory Council (ERRAC) and an active participant at both the level of the Administrative Board of the European Railway Agency (ERA) and in various of its Technical Working Groups (TAP-TSI, PRM-TSI). EPF is an active member of the CER Customer Liaison Group, the Shift2Rail Working group on User Requirements, the DG HOME/DG MOVE Land Security Expert Group and Rail Forum Europe.

EU-wide network

One of the main strengths of EPF is its broad network. As a civil society organisation representing the interests of European passengers, including groups vulnerable to exclusion, EPF and its members have the capability to address an extensive network of passengers, passenger experts, policy makers and other stakeholders both at EU and national level. As such, EPF is regularly invited to represent the end-users at conferences, round tables, debates, workshops etc. A non-exhaustive overview can be found on the [EPF website](#).



EPF regularly consults and works together with other (EU-level) networks and organisations. These include user representatives (such as AGE Platform, EDF, BEUC, ECF, IFP), transport operators and infrastructure managers (such as UITP, CER, UNIFE, UIC, EIM, AllRail etc.), city representatives (POLIS, Eurocities, EMTA), travel organisations (such as EU travel tech, ECTAA) and environmental organisations (T&E, Greenpeace).

Policy work

Finally, EPF's activities also include policy work, e.g. meeting with EU level policy makers, responding to consultations on topics that are of relevance to the passengers, issuing press releases and position papers. An overview of EPF's position papers is available on the [EPF website](https://www.epf.eu).