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The Compelling Vision for the Target Railway System

The passengers' perspective

Christopher Irwin// **EUROPEAN PASSENGERS' FEDERATION**



› The European Passengers' Federation (EPF)



- A European umbrella for national and regional passengers' associations
- 37 member-organisations, from 21 countries



› Enabling wider policy objectives

- Clear vision
- Demand driven
- Facilitates cross-modality
- Cost effectiveness aware
- User-centred



› Passengers' principal priorities



- **Travelling safe**
 - A precondition
 - Safely, securely, and sanitarily

An essential.



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- **Value for money**
 - Economy, efficiency, and effectiveness
 - Competitive transparency

An essential

Driving down costs



› Passengers' principal priorities

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 - Safely, securely, and sanitarily
- **Value for money**
 - Economy, efficiency, and effectiveness
 - Competitive transparency
- **Dependability**
 - A right-time railway
 - Customer services, as well as trains

An essential

Driving down costs

Delivering the promise



› The vital corollaries



- **Capacity**

- Travel comfortably at convenient times

Matching demand fluctuations

- **Information provision**

- Managing right when things are going wrong
- Real-time, practical for work-arounds

Cross-modal telematics

- **Consistent electronic connectivity**

- To mobile data
- Productive/enjoyable journey times

Upgraded infrastructure



› Not forgetting...

- **Access for all**

- Focus on meeting PRM needs

Brings benefits for all travellers

- **Good connections throughout mobility network**

- Rail as just one element in typical journey
- Interfaces with other modes

Think 'system of systems'



› A moving target: pandemic effects

Behavioural changes accelerated

- Home-working
- On-line retailing
- ICT-dependence
- Migration ex-cities

Half say they expect to work from home more often in the future



% Agree

W1 W2 W3 W4 W5 W6 W7 W8 W15 W16 W17 W18

I expect to work from home more often in the future.

Base: W18 937



■ Strongly agree ■ Tend to agree ■ Neither / nor ■ Tend to disagree ■ Strongly disagree

Base excludes don't know/not applicable answers

Question dropped w9-w14. Source: Transport Focus



› An evolving passenger demand?

- Less commuting; more, longer-distance, occasional travel?
- Trains as an extension of the office?
- Increased personal space?
- ‘Green and sustainable mobility’ pressures?
- A new business model for mobility?

Flexibility/adaptability the key



› Thank you for your attention!



Christopher.Irwin@epf.eu– www.epf.eu