Is the Passenger the customer/user of stations?

Willy SMEULDERS
European Passenger Federation (EPF)
Council Member
Who is European Passenger Federation, EPF

- 18 countries
- 33 member organisations
- In contact with EU and national governments
- Train, tram, metro, bus, boat passengers
- Exchanges of experiences over borders on all passenger related issues

www.epf.eu
Stations are much more than hardware!

Passengers entering trains, getting off trains, changing trains, waiting

Working sites for staff, shops, services providers

Playing a role in the city and being a center for multi-modal transfer
Passengers – a factor missing

Passengers were - until now - not a major player in the planning process

Passengers have needs and desires which lie outside the focus of the project developer/provider

Some services are even not provided
Stakeholders in the station Process

- Passengers
- Real estate sector
- Municipalities
- Regional government
- Infra-structure managers
- Local public transport operators
- Franchises
- Railway operator
- Local residents
- Parking company
- Taxi companies
- Real estate sector
- Municipalities
- Regional government
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Modern station
Poor passenger facilities on platform
Halle
Belgium
Good connection train-tram example Freiburg im Breisgau