

Railway Interiors Expo 2008
Open Technology & Ideas Forum
Amsterdam 4.11.2008

**Demands for modern public transport vehicles from
the customer's point of view**

Josef Schneider
European Passengers' Federation

www.epf.eu
josef.schneider@epf.eu



EPF-Map October 2008



- 28 members

- 15 countries

What is the European Passengers Federation?

- a European umbrella organisation of national and regional passengers' organisations
- office in Gent (Belgium)
- financed by it's member organisations
- voice of European passengers, lobbying the passengers interests in face to European organisations
- dealing with all modes of public transport such us local transport, railways, busses and maritime transport



Key-Demands for modern public transport vehicles

- journey schedules
- Accessibility
- On Board Information
- Journey comfort
- Safety

Frequent passenger Queries at the beginning of the journey

- where are the First and Second class carriage?
- which carriage has the reserved seats)
- dining or bistro car?
- Is there a special place for wheelchairs?
- Is there space for bicycles and bigger luggage?

This information is needed on the platform and in the entrance of the train!

Accessibility

- An easy system to open the train doors (this can be tested by having children and older people demonstrate their ability to open the doors)
- standards for opening systems, standards for symbols
- Flush entrances threshold to trains from the platform, simply usable technical help for overcoming steps
- easy way to go into the vehicle, good passenger distribution also in the rush-hour

On-Board Information

- destination of the vehicle and major stops
- connections with all public transport
- information about all service offers
- Displays and announcements for next stop including information about Place names of exits
- reliable information about connection possibilities in real time



Journey comfort

- comfortable seat-systems
 - different types of seating arrangements (for example vis-à-vis, seating with a table, ...)
 - space for luggage
 - Enough toilets relative to number of the passengers and the length of the journey.
 - Catering, Dining-Car, Bistro-Car
 - Sockets for laptops
-

Security

- Information about all security systems and how to use them
- Stuff on board. If the driver does not overlook the entire vehicle, further stuff is needed.
- Fire alarm units
- Information system which allow quick information to all passengers in case of any Irregularities
- emergency button for passengers to get in contact to the conductor in an emergency

That is all easy and in use for years already?

Maybe, but passengers daily experience is something different.





A lot of Symbols

- space for luggage
- space for PRM's
- Place for rubbish

Different material

(from different redesign programs)







Distance holders to the heating system prevent the archiving of baggage under the seats much more than needed for security reasons

Focus on the passengers!

**Not the investment, not the design nor the
technology!**

Thank you for your attention.

<http://www.epf.eu>

