



Brussels, 30 June 2009

## **Customer focus is an essential element in the development of high quality public transport**

*- Meeting between the EU members of UITP and the European Passenger Federation*

Delivering high quality public transport services to customers is an essential aim shared by the members of UITP (International Association of Public Transport) and of EPF, the European Passenger Federation.

"All initiatives to make public transport more attractive are welcomed as long as they take into account the specific needs of our sector" underlined Tony Depledge, the Chairman of the UITP EU-Committee. "We have serious fears as far as the proposed regulation on passenger rights for bus and coach services is concerned. This proposal has been drafted for long-distance, mainly international coach services and completely ignores the specific characteristics of local and regional public transport by bus. In our view, passenger rights for urban, suburban and regional public transport can best be defined at national, regional and local levels. Highlighting the importance of high quality public transport, UITP has already produced recommendations for passenger charters for local and regional public transport networks in 2006. We believe that a constructive dialogue with passenger's federations will be instrumental for our common aim."

Speaking for EPF, Trevor Garrod said: "We appreciate the progress which many local transport operators have made in recent years in introducing passenger charters. However, most long-distance journeys start or finish with a local train, tram, bus or metro journey and, from the long-distance customer's point of view, a simple and consistent approach to passenger rights is important. This is why we have welcomed in principle the Commission's proposals for a system of passenger rights on all modes."

During their meeting on 30th June, members of UITP, operating urban, suburban and regional public transport services in the EU committed to continue the regular dialogue at European level with customers, represented by EPF, the European Passenger Federation to refine reasonable and realistic proposals.

Participants agreed on the importance of these exchanges between operators, authorities and customers to secure improvements for customers.

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- UITP is the international network for public transport authorities and operators, policy decision-makers, scientific institutes and the public transport supply and service industry. It is a platform for worldwide co-operation, business development and the sharing of know-how between its 3,100 members from 90 countries. UITP is the global advocate for public transport and sustainable mobility, and the promoter of innovations in the sector.
- The UITP EU Committee was established in 1965. The objective of the EU Committee and its secretariat, EuroTeam, is to represent the common interests of public transport undertakings to the EU institutions. It monitors legislation and provides members with information regarding EU policy developments, prepares EU Committee positions papers, and assists and advises members concerning all aspects of European policies related to the public transport sector.
- Founded in 2002, the European Passengers' Federation is made up of 28 groups from 17 countries, all committed to improving standards on public transport and long distance international rail services. The EPF campaigns for passenger rights throughout Europe by conducting research, publishing reports, holding conferences and working constructively with transport operators and decision makers.

## **CONTACT**

### **UITP-EuroTeam**

Rue Sainte-Marie, 6 • BE-1080 Brussels  
Tel: +32 2 663 66 30 • Fax : +32 2 663 66 23  
e-mail : [euroteam@uitp.org](mailto:euroteam@uitp.org) • [www.uitp.eu](http://www.uitp.eu)

### **European Passengers' Federation**

H. Frère-Orbanlaan 570 • BE-9000 Gent  
Tel: +32 9 223 86 12 • Fax : +32 9 233 97 29  
e-mail : [secretariat@epf.eu](mailto:secretariat@epf.eu) • [www.epf.eu](http://www.epf.eu)