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# PRESS RELEASE

## UITP ADOPTS NEW PASSENGER CHARTER ALONGSIDE THE EUROPEAN PASSENGERS FEDERATION

*Brussels, 23 January 2019*

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

In order to best meet the needs of all customers, UITP is pleased to release the new version of our **Passenger Charter**, updated alongside the **European Passengers Federation** (EPF).

[The UITP-EPF European Passenger Charter](#) was signed by UITP Secretary General **Mohamed Mezghani**, EU Committee Chair **Ulrich Weber**, EPF President **Michel Quidort**, and **Willy Smeulders**, member of the EPF Management Board, during the most recent UITP EU Committee meeting (*Brussels, 16<sup>th</sup> January*).

UITP and the EPF have worked together to update the Charter, [previously released in 2006](#), to make sure it is in line with the needs of European public transport passengers.

The new text takes over the **technological and legislative developments** in the past thirteen years, such as **e-ticketing, real-time information** and new **passengers' rights regulations**.

*"UITP is pleased to launch this new passenger charter together with the EPF. It reflects the current technological improvements which the public transport sector is embracing, while ensuring the fundamental passengers' rights defined by EU law. We encourage our European members to make use of this newly updated document."*

Mohamed Mezghani  
UITP Secretary General

The Charter represents a tool which provides an opportunity to **reinforce the dialogue** between **customers, operators, and authorities**.



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*“EPF is glad to be part of this work together with UITP, and hopes that the public transport sector will make broad use of this charter, for the benefits of the European passengers.”*

Michel Quidort  
EPF President

**UITP and EPF strongly encourage public transport operators and authorities to make use of the Charter and to promote it to their passengers.**

[View the newly updated Charter today.](#)

*In the European Union, UITP brings together more than 400 urban, suburban and regional public transport operators and authorities from all member states. It represents the perspectives of short distance passenger transport services by all modes: bus, regional and suburban rail, metro, light rail and tram and waterborne.*

*Read more about European Department [here](#).*

*Follow them on [Twitter!](#)*

*[The European Passenger Federation](#) is an association of passenger organisations and organisations promoting sustainable mobility committed to improving standards on public transport and long distance international rail services in Europe. By conducting research, publishing reports, holding conferences and working constructively with transport operators and decision makers, EPF campaigns for more passenger rights throughout Europe.*

### **Note to Editors**

**The International Association of Public Transport (UITP)** is a passionate champion of sustainable urban mobility and is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes.

We have 1,500 member companies giving access to 16,000 contacts from 96 countries. Our members are public transport authorities and operators, policy decision-makers, research institutes and the public transport supply and service industry.

Visit our website [www.uitp.org](http://www.uitp.org)

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