

## **Josef Schneider**

**Member of the Administrative Council, Secretary, European Passengers' Federation, Gent, B**



### **Speaker Qualification**

Born 1961 in Passau, D, Josef Schneider became a facility manager with a core interest in the railway sector.

Among his main responsibilities:

- President of PRO BAHN Baden-Wuerttemberg e.V. until June 2008, [www.pro-bahn-bw.de](http://www.pro-bahn-bw.de)
- Officer for European Affairs PRO BAHN e.V. Bundesverband, [www.pro-bahn.de](http://www.pro-bahn.de)
- Member of the Administrative Council and Secretary of the European Passengers' Federation, [www.epf.eu](http://www.epf.eu)

## **Door to Door journeys:**

### **Current realities and future demands from passenger's view**

#### **Abstract**

From a passengers' perspective, there are three key-elements for good service in public transport:

- easy information before the journey
- easy ticketing
- simple and reliable access to all necessary information during the trip (services on board, connections, solutions in case of disruptions, ...)

The presentation will include:

- a proper look at the present situation
- passengers' priorities for improvements in public transport services, referring on research work organised thre EPF member-organisations
- examples of good practise
- activities at European level including projects such as TSI of Telematic Applications for Passenger Services