

# Quality of Services for passengers first

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# European legislation

- 3 railway packages (2001 – 2004 – 2007)
- Liberalisation of passenger traffic
  - International traffic: January 2010
  - National traffic: proposal European Commission expected in 2012
- Recast first railway package 2010
  - Updating and optimization of legislation
  - Also implications for stations and passengers

# Rail related services



- Rail related services: access to stations
  - international train stations: different actors operational
  - Further liberalisation: challenge for stations to preserve the best quality of services for passengers
    - Ticketing
    - Information for passengers
    - Waiting rooms
    - ...

# Quality of services



- Commission will draft new proposals on further opening of the railway market in 2012
  - Different options and models possible
  - Modal shift: attract more passengers to sustainable modes of transport
  - The services offered to passengers must meet high quality standards
  - Stations as intermodal nodes



next**station**  
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