

# Transport poverty: the users' perspective

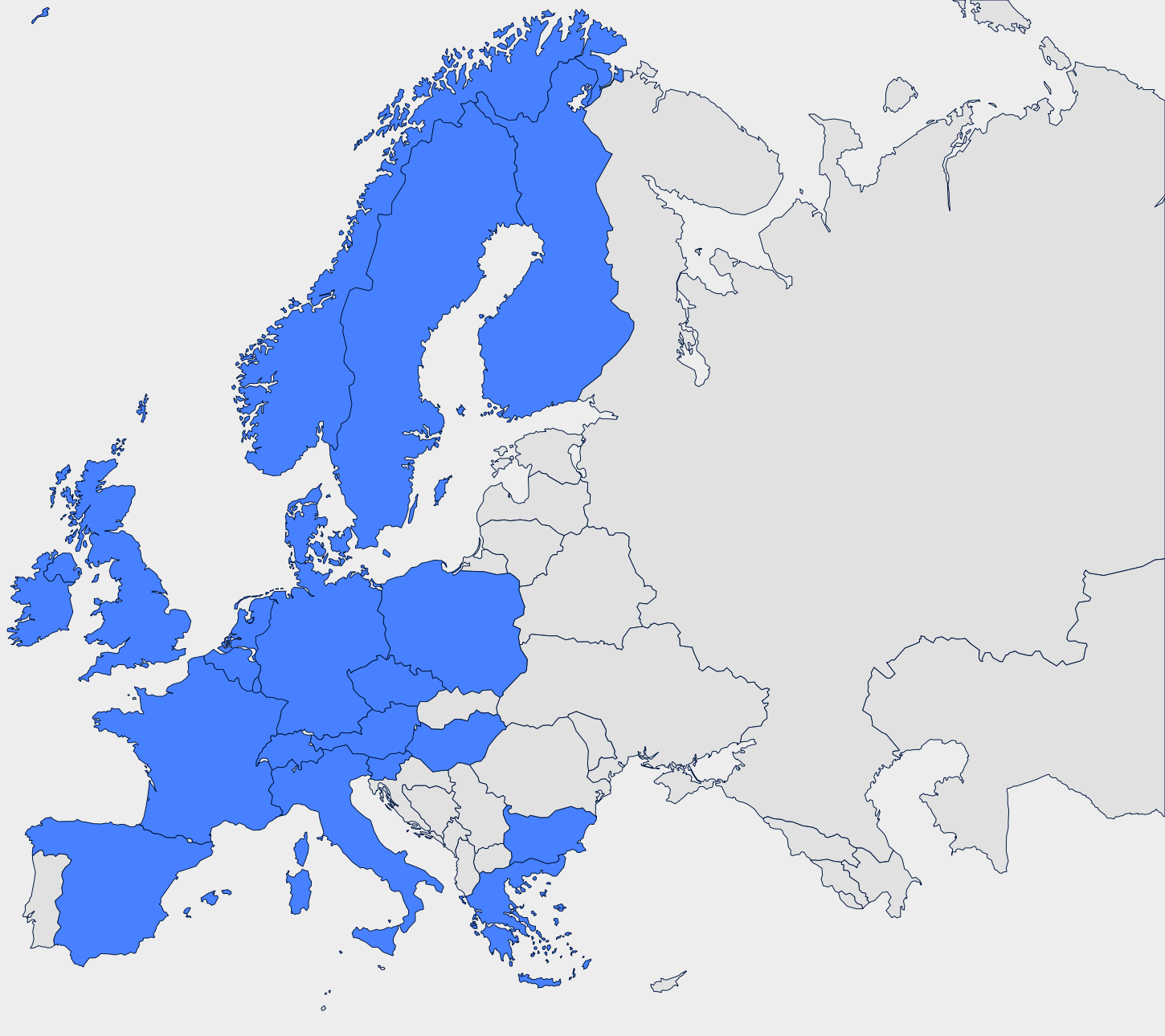
European Mobility Week Workshops

27 March 2025

# European Passengers' Federation

International non-profit  
association

- 39 members
- 21 countries
- All modes: rail, road,  
waterborne, air



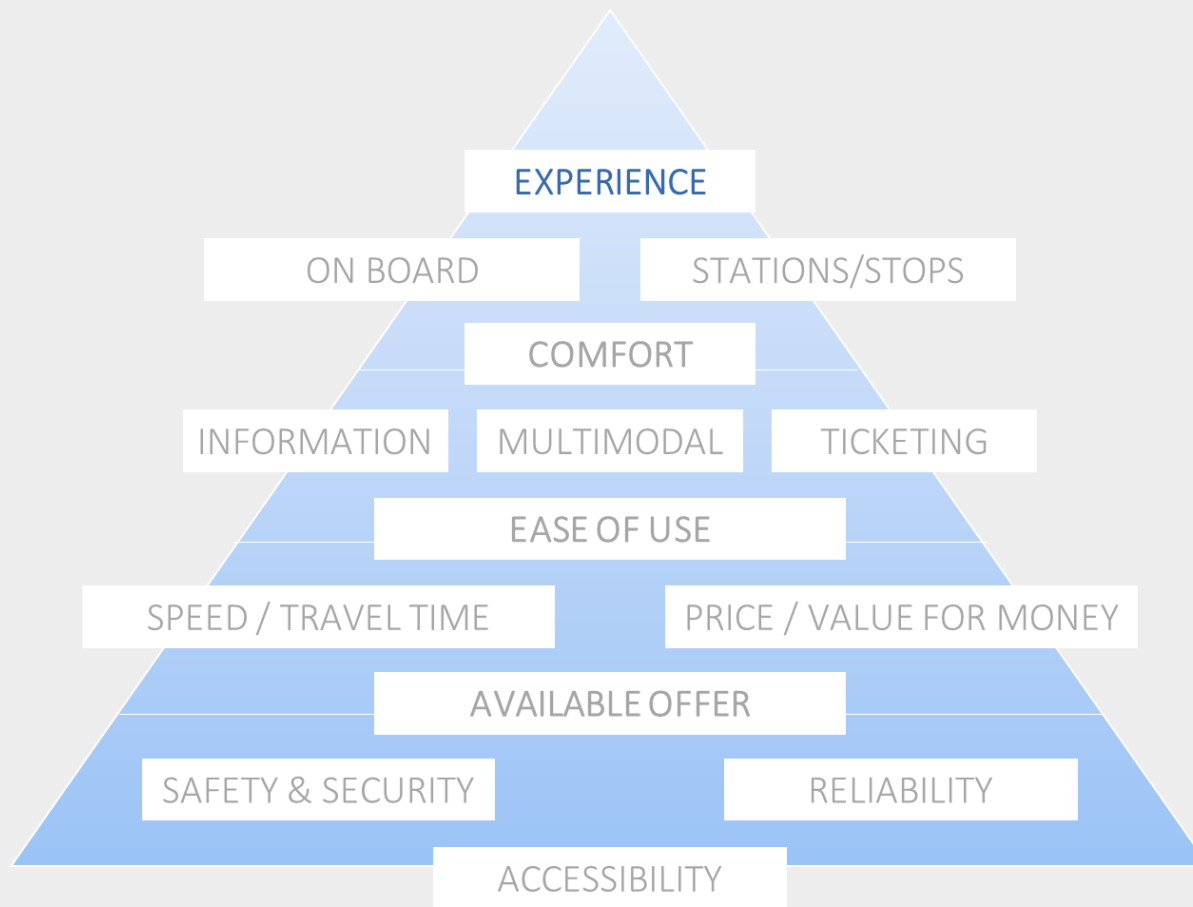
# Main objectives

- Represent passengers' views at European level
- Promote sustainable mobility
- Defend better passenger rights
- Improve the end-to-end travel experience
- Ask, “what’s in it for the end user?”
- **Tackle transport poverty**



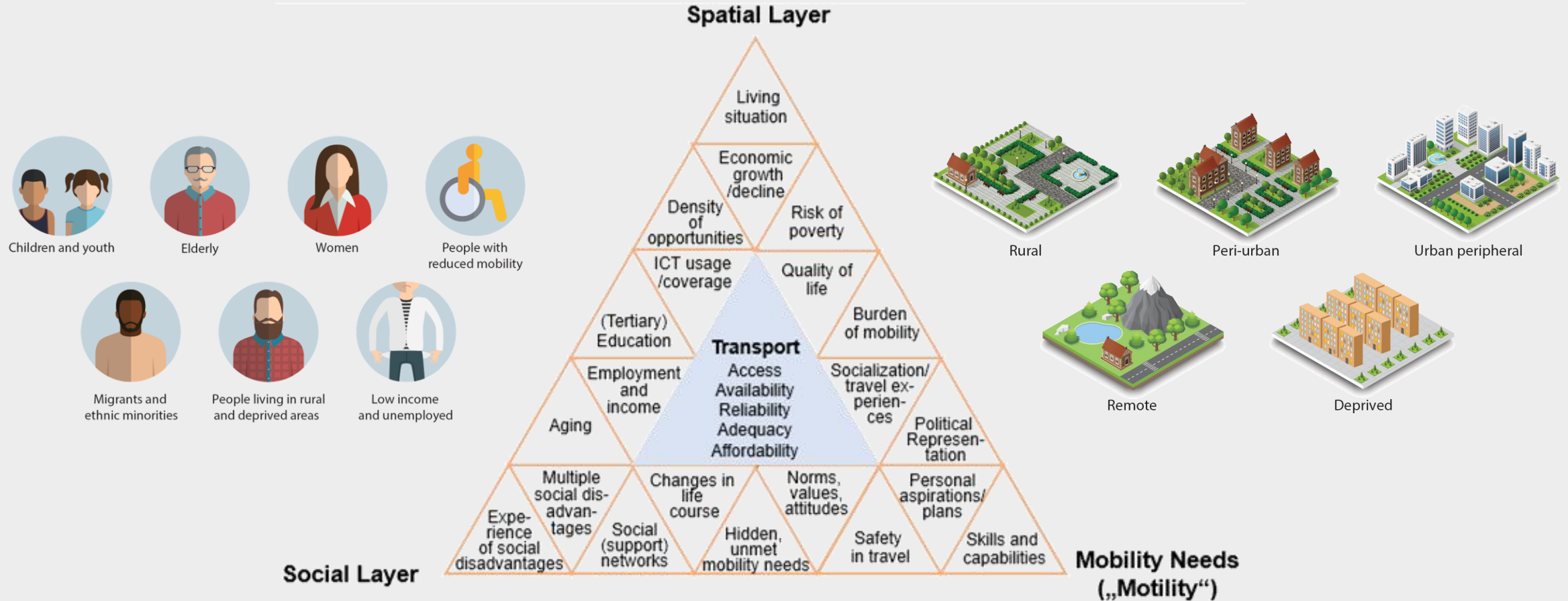
**European  
Passengers'  
Federation**

# Drivers of mobility behaviour



Source: Maslow's pyramid, applied to public transport (CIPTEC, Peek and van Hagen)

# Not all needs are the same...



# How to move forward?

## Develop inclusive and accessible services

- Put end-users first
- Reach out to groups vulnerable to exclusion
- Apply Universal Design principles



# How to move forward?

## Apply a multi-disciplinary approach

- Engage stakeholders & avoid silo-thinking
- Adopt public-private cooperation

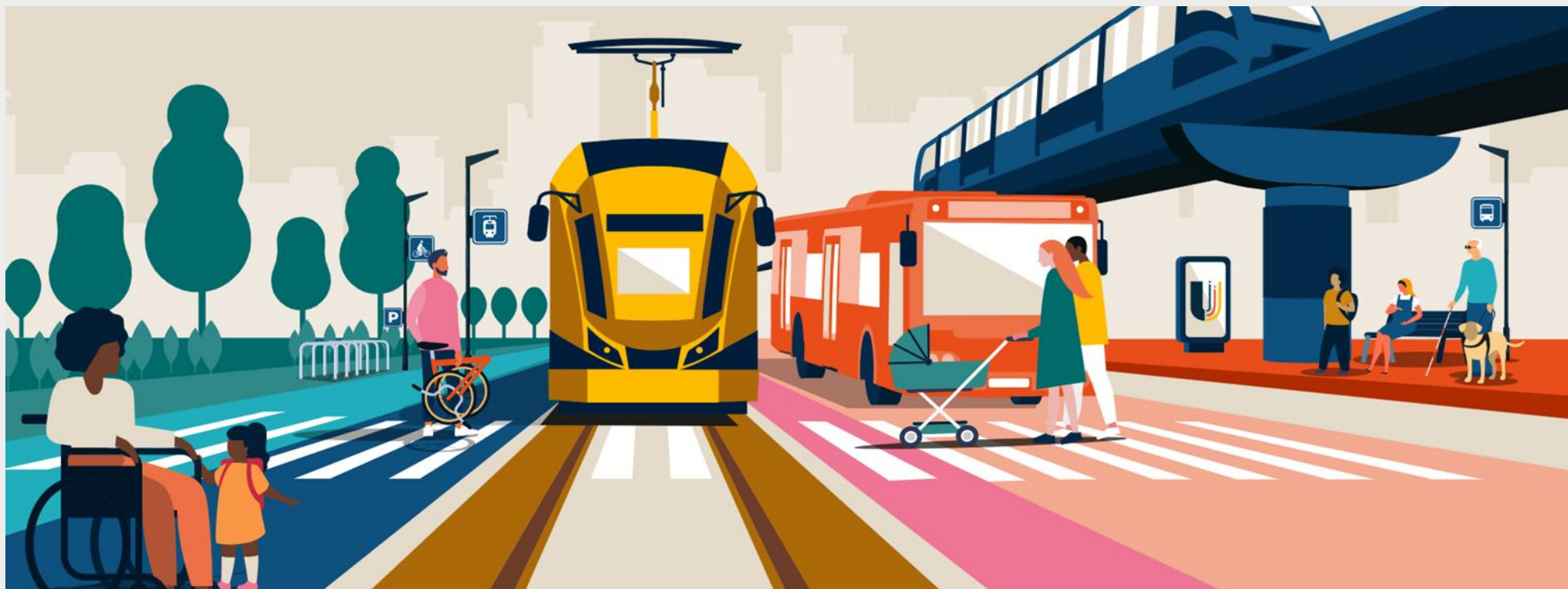
## Educate and empower!

- Share knowledge & give feedback
- Customize communication



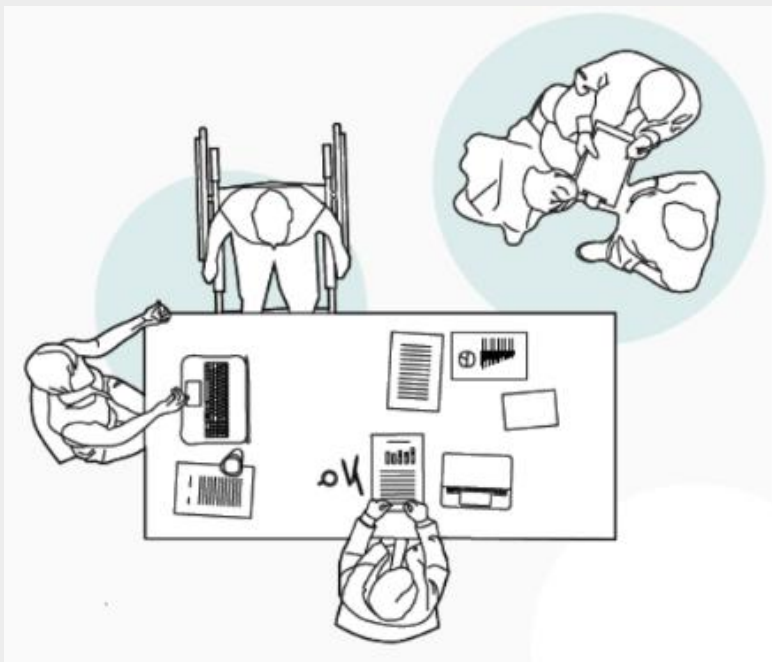
# Mobility as a Right (MaaR)

Accessibility + Inclusiveness = Freedom



This project has received funding from the Horizon Europe research and innovation programme under grant agreement No. 101095904.





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climate-resilient urban spaces

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[info@inclusivespaces-heproject.eu](mailto:info@inclusivespaces-heproject.eu)



Co-funded by  
the European Union



This project has received funding from the European Union's HORIZON EUROPE research and innovation programme under the grant agreement No. 101147881.



# **Katie Bulanowski**

Project Manager



[kathryn.bulanowski@epf.eu](mailto:kathryn.bulanowski@epf.eu)