

CER Customer Liaison Working Group


Mobility4EU project: Towards user-centric transport in Europe (TUCTE18)

Brussels, 13 November 2018

Matteo Mussini, Strategy and process management



70+ members and partners

	73%
	77%
	93%

AS Baltijas Ekspresis
BALTIJAS TRANZĪTA SERVISS



MONTE CARGO

trasse.ch

CER Customer Liaison Working Group



- Dates back to 2003 and has been a continuous group ever since (meets 2x a year)
- Members are European associations of passengers' interests (AGE, EBU, EDF, EPF, ECF) and CER members
- Organised and chaired by CER secretariat
- Fixed part of CER working calendar

Style:

Dialogue & commitment

Initiatives and activities

Common actions



Objectives

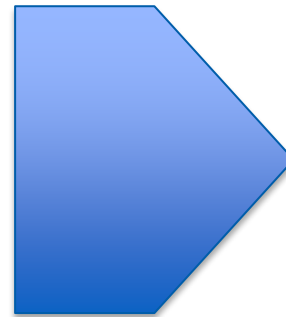
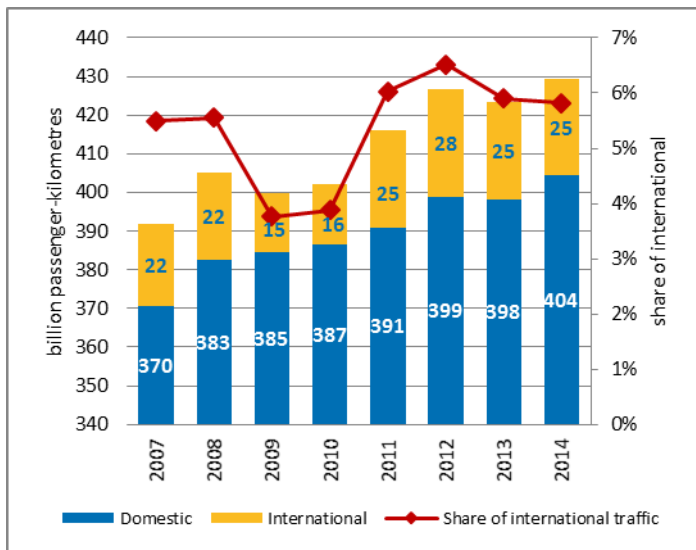
Strengthen cooperation

Positions/ Letters

Invite guest speakers

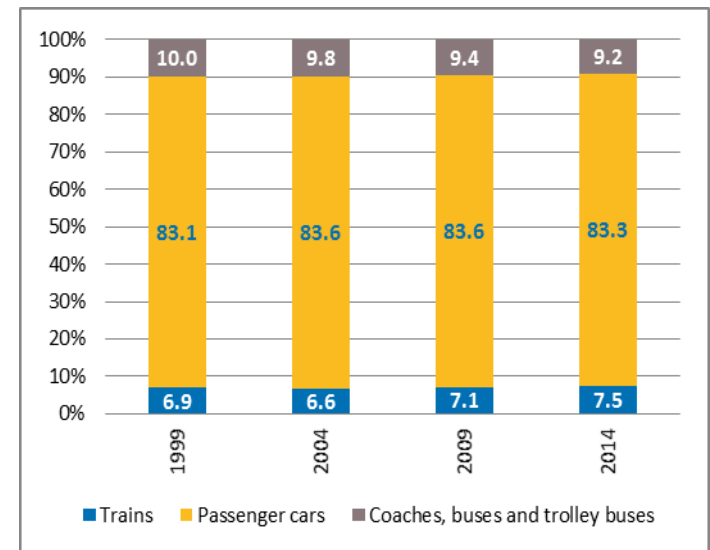
Our ambition: Make rail the number one choice for travellers across Europe

Evolution of rail passenger traffic volumes



Source: RMMS except EL, ES, IE where a mixture of Eurostat data and estimates is used

Passenger land transport modal split (%)



Source: Source: Eurostat and Statistical pocketbook 2016

- Passenger experience is the decisive factor for customers to pick mode of transport
- Each passenger is different, has different demands and expectations

For further information:

For interest in Customer Liaison Group,
contact Ulrich.fikar@cer.be

For regular updates on CER activities,
visit our website: www.cer.be
or follow  [@CER_railways](https://twitter.com/CER_railways)

