

# The point of view of the users

Do passengers feel safer ?

OPTICS2 EASA Cologne 12 October 2018

- 38 member organisations
- 21 countries
- founded 2002
- the European umbrella organization of national and regional passengers' organizations
- financed by its member organisations
- representing passengers' views at the European level
- dealing with all modes of public transport such as local transport, railways, buses, aviation and maritime transport



- A lot of aspects of safety and security are specialist material
- Passengers are
  - not specialists / engineers
  - emotional beings
  - not always rational
  - they can be fiddly

- Safety and security are often seen as two 'separate' aspects
- For a passenger feeling safe and secure is almost the same
  - exception : periods of heightened security risks
- For passengers the feeling is more important than the actual degree of safety or security

- Safety and security is (partly) perception
- Most unsafe and unsecure feeling come from other passengers
- Passengers feel most safe through staff presence and good information
- *I obviously expect to be safe but I don't expect to be inconvenienced'*
- Does this mean no need to research on and invest in safety and security ?

# › Aviation Safety

## Challenges and ways forward for a safe future

Research and Innovation

Projects for Policy



- Aviation is the safest mode seen by the passenger and must stay so, so continuation/improvement of innovation and research is more than necessary by new challenges :
  - New business models
  - Drones small and big
  - Climate change
- Psychological and societal aspects of security and safety are overlooked and ignored, now addressed in one project. Safety and security till now threatened separately.
- Human is partly replaced by automation in several areas, how is the reaction/behaviour of the human being, more study needed
- Involve the passenger in research and development!

- EPF has extensive experience in this, some of our recommendations:
  1. Don't just listen to the passenger, get them involved !
  2. Use co-creation instead of traditional methods (focus groups etc.)
  3. Include different partners in consortia with “knowledge” of certain aspects (behaviour, perception, societal sciences,...) : think out of your current box!
  4. Put 1 or two issues to the passengers which can impact their travel, it get's them involved
  5. Don't talk about WP, tasks and other technical issues for the insiders

➤ Thank you for your attention!

