

Biography

Sandra Lima works as a Project Officer for the European Passengers' Federation. She specialises in passenger rights in mobility and public transport related issues, conducting mainly research related to user behaviour and the needs of specific user groups, such as people with reduced mobility and elderly people. She has participated in several EU research and innovation projects covering a wide range of topics, including smart traffic management (TMaaS), developing inclusive digital mobility solutions (INDIMO), urban air mobility (AURORA) and information technologies for Shift2Rail. She has also followed the current pandemic very closely, having conducted research for EPF on the effects of COVID-19 in public transport in Europe. Furthermore, Sandra contributes actively to EPF's policy work at EU level and frequently represents EPF – the end-users – at transport and mobility related conferences, round tables, debates and other relevant events.