

Press Release
Brussels, 23 October 2012

A holistic approach is needed on passenger's rights

There should be no distortion between the rights for passengers applicable in different transport modes. This is one of the key messages of the Parliamentary Resolution “on passenger rights in all transport modes”, adopted by the European Parliament on 23 October. CER welcomes the Resolution as a positive input to the upcoming European Commission’s initiatives on passengers’ rights and shares the Rapporteur’s call for a more consistent implementation of passengers’ rights across Member States.

The EU regulations on rail and air passengers’ rights and obligations have been already in force since several years while those related to the rights of passengers travelling by waterborne and bus/coach transport will only enter into force respectively in December 2012 and March 2013. The Parliament has responded today, with a Resolution drafted by Member of the European Parliament (MEP) Georges Bach (EPP, LUX), to the European Commission’s Communication “on passenger rights in all transport modes” (COM/2011/898), which seeks to clarify the existing EU legislation and to strengthen the implementation in all modes. CER welcomes in particular the call by MEPs for a holistic approach on passengers’ rights in order to ensure a fair competition between different transport modes, and reduce the confusion for passengers when using several transport modes.

CER agrees with MEPs on the need to address the current inconsistencies between passenger rights across modes. In this regard, the recast of an individual legislation should be avoided. Moreover, an intermodal approach would ensure more convergence between the four legislations (rail, air, waterborne, bus/coach). The Regulation 1371/2007 on rail passenger rights is the most stringent in many areas, including accessibility for persons with reduced mobility, reporting about minimum quality standards, obligation to re-routing/reimbursement/continuation after the shortest delay.

Furthermore, CER supports the European Parliament’s call for a maximum time-limit which should be laid down for all modes and should apply to both passengers submitting complaints and transport operators and national enforcement bodies handling complaints. This is an important issue to ensure a good service to passengers. At the moment, a time-limit applies only to rail and road operators but not to national enforcement bodies.

CER just published, together with the International Rail Transport Committee (CIT), the ‘Rail’s Sector’s own Report on the implementation of Regulation 1371/2007’. The report confirms the positive implementation of passengers’ rights in the rail sector: requirements to provide compensation, rerouting or refunds, and assistance to passengers in the event of travel disruption had also been effectively implemented in many respects.

CER Executive Director Libor Lochman stated: “The Parliament Resolution draws a picture of the EU rules on passengers’ rights across modes. It also outlines that there is a need to ensure consistency among various aspects of the legislative framework on passenger rights, be it intra-modal or

COMMUNITY OF EUROPEAN RAILWAY AND INFRASTRUCTURE COMPANIES - COMMUNAUTÉ EUROPÉENNE DU RAIL ET DES COMPAGNIES D'INFRASTRUCTURE - GEMEINSCHAFT DER EUROPÄISCHEN BAHNEN UND INFRASTRUKTURGESELLSCHAFTEN





The Voice
of European
Railways

intermodal. When discussing the future of passengers' rights in Europe, a holistic approach, which takes into account the specificities of all modes, is needed to ensure on the one hand a fair level playing field between the different transport modes and on the other hand a clearer picture for the passengers. I very much welcome that the Resolution acknowledges the improvement in the rail sector when it comes to the protection of passengers in the event of delays or accidents.”

The CER/CIT report ‘Implementation of the Regulation on Rail Passengers’ Rights (EC) No 1371/2007: the Rail Sector’s Report’ can be downloaded at the [CER website](#).

For further information, please contact:

Eva Böckle

Press and Communications Manager

phone +32 2 213 08 90

mobile +32 473 32 20 94

e-mail eva.boeckle@cer.be

The Community of European Railway and Infrastructure Companies (CER) brings together 80 European railway undertakings and infrastructure companies. CER represents the interests of its members towards the European institutions as well as other policy makers and transport actors. CER’s main focus is promoting the strengthening of rail as essential to the creation of a sustainable transport system which is efficient, effective and environmentally sound. For more information, see www.cer.be

COMMUNITY OF EUROPEAN RAILWAY AND INFRASTRUCTURE COMPANIES - COMMUNAUTÉ EUROPÉENNE DU RAIL ET DES COMPAGNIES D'INFRASTRUCTURE - GEMEINSCHAFT DER EUROPÄISCHEN BAHNEN UND INFRASTRUKTURGESELLSCHAFTEN



CER aisbl Avenue des Arts, 53 B-1000 Bruxelles Tel: +32 2 213 08 70 Fax: +32 2 512 52 31 contact@cer.be www.cer.be