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*What can Europe do for rail passengers:
the role of the European Commission*

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« Rail transport and interoperability »





What can Europe do for rail passengers: the role of the European Commission

- **What is the problem and what has caused it?**
- **Why should Europe get involved in it?**
- **What has been achieved until now?**
- **What needs to be done?**





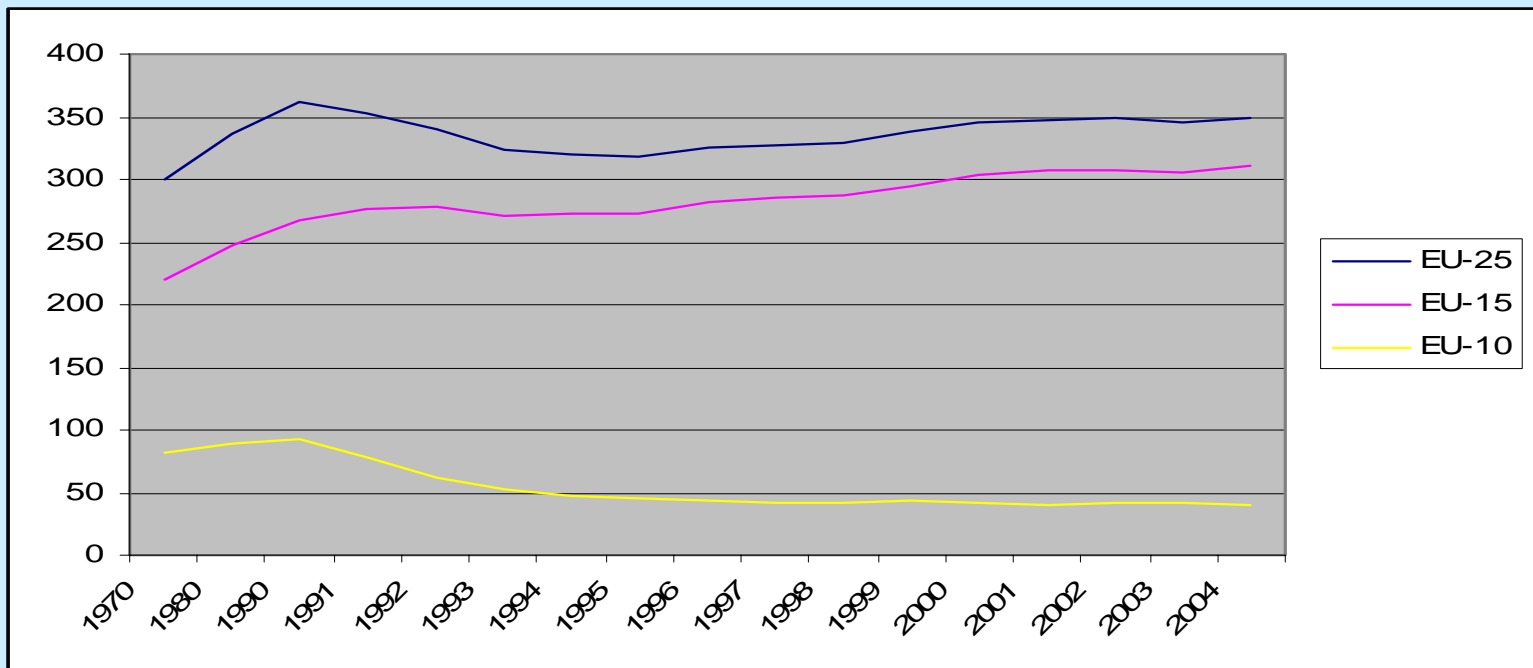
What can Europe do for passengers: the role of the European Commission

- **What is the problem and what are its causes?**
 - **The modal share of rail transport has declined compared to road and air transport;**
 - **Costs for rail passenger transport are much higher than the revenues (fifty percent coverage), whereas its quality hardly matches the quality and convenience offered by other modes;**
 - **Focus on processes rather than on customers and passengers by railway undertakings has led to a neglect of passengers' rights**
 - **Debt burden of railway undertakings prevent investments in infrastructure and new services to the passengers**
 - **Railways still organised along national lines: lack of integrated European network**
 - **Inefficient management**



What can Europe do for passengers: the role of the European Commission

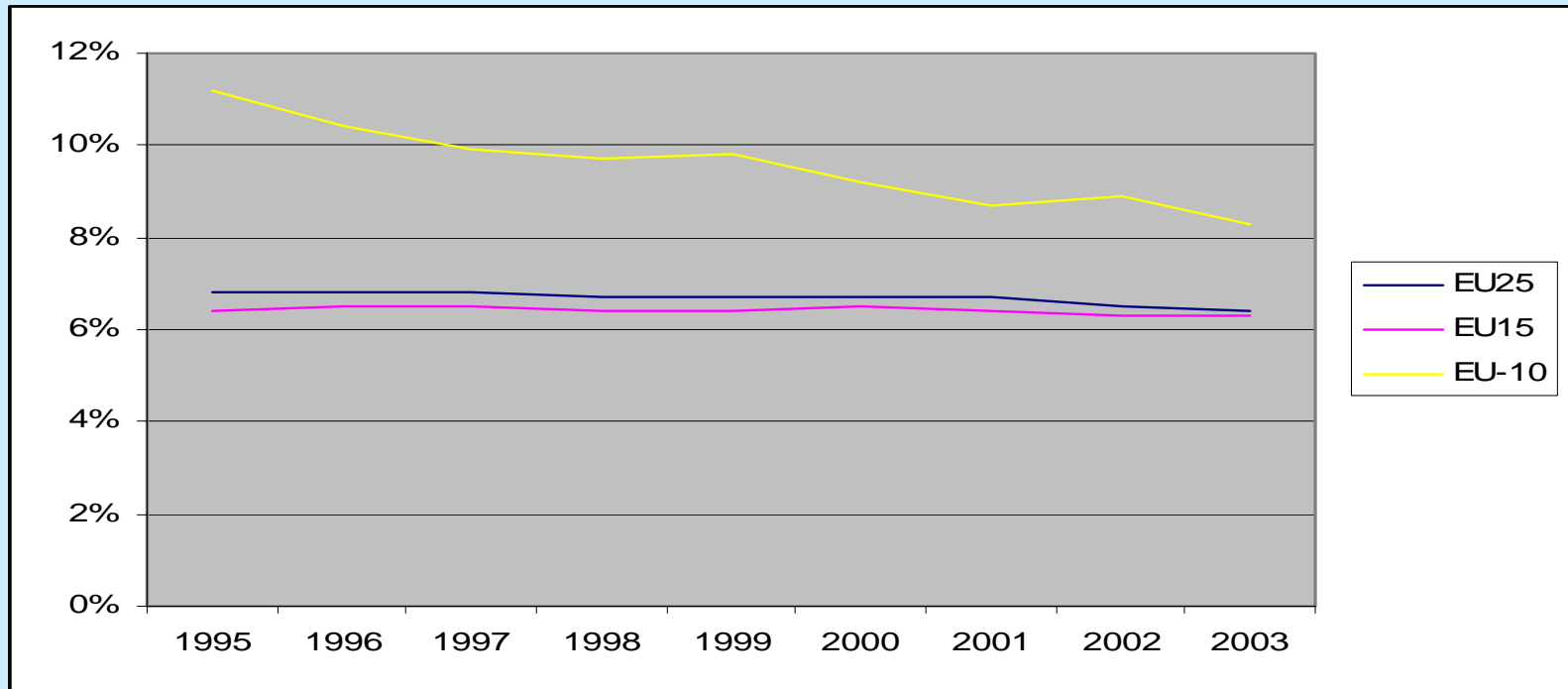
Development of rail passenger transport 1970-2004





What can Europe do for passengers: the role of the European Commission

Development modal share rail transport 1970-2003





What can Europe do for passengers: the role of the European Commission

- **What are the problems in relation to passengers and their rights?**
 - **Lack of information on services (timetables); accessibility and access conditions; fares**
 - **Insufficient quality of services: frequent delays; cancelled services; dirty trains; not enough seats;**
 - **Complaints about the cancellation of long-distance international services;**
 - **Complaints about the cancellation of local, cross-border services as well as their low service quality (high prices; only a limited number of services per day; obsolete rolling stock, etc.).**



What can Europe do for passengers: the role of the European Commission

- **Why should Europe get involved in all this?**
 - **Creation of common market and a harmonious, sustainable and balanced development of economic activity (Art. 2 of the Treaty)**
 - **Member States have agreed in the Treaty to a Common Transport Policy (Title V) and a Consumer Protection Policy (Title XIV);**
 - **Member States are not able to solve these problems at national level only: in particular in relation to international services (long distance or cross-border);**
 - **Significant financial support provided through the structural and cohesion funds for the construction of rail infrastructure.**



What can Europe do for passengers: the role of the European Commission

➤ How can it be tackled?

- Introduction of a legal framework to allow for:
- Restructuring debts and the financial situation of railway undertakings to enable them to compete in a real market situation;
- Getting rid of bottlenecks: promotion of interoperability (standardisation) of networks;
- Improvement of Passengers' rights and Service Quality of international passenger transport by rail.



What can Europe do for passengers: the role of the European Commission

- **What has been done until now?**
 - **Adoption of a set of directives since 1991 to create a level playing field and to allow competition by:**
 - **Separating infrastructure management from transport operations to allow (foreign) operators to set up railway services throughout the EU;**
 - **Adoption of Interoperability Directives to enable standardisation of the European rail networks and rolling stock;**
 - **Opening of the market for international freight services, followed by cabotage**
 - **Creation of a market regulator**
 - **introduce the obligation of transparency and the requirement for Member States to allow railway undertakings to be operated according to the same principles that apply to any commercial undertaking.**



What can Europe do for passengers: the role of the European Commission

➤ What needs to be done: Markets

- Opening market for international passenger services: Competition in the market. Commission's proposal tabled within third railway package (COM(2004)139) under discussion in the EP and the Council of Ministers;
- Introduction of a legal framework for the award of public service contracts in rail transport: Competition for the market. Commission's proposal tabled in July 2005 (COM(2005)319), under discussion;
- Better enforcement of existing rules, in particular concerning rail regulators.



What can Europe do for passengers: the role of the European Commission

- **What needs to be done: Passengers' Rights**
 - **Quick adoption of the Passengers' rights regulation (COM(2004)143, in particular the provisions on:**
 - **Improvement of information provided to passengers on services; tickets and fares; access conditions; delays, etc.;**
 - **Maintenance or (re-)introduction of integrated tickets: one ticket for one journey, even if several companies are involved;**
 - **Introduction of compensation schemes for delays and consequential damages that provide a real quality incentive for railway undertakings and infrastructure managers;**
 - **Introduction of provisions on liability and service quality.**



What can Europe do for passengers: the role of the European Commission

➤ What needs to be done: Interoperability

- Ensure accessibility of trains and stations for persons with reduced mobility (PRM) by setting harmonised standards: **Technical Specifications for Interoperability (TSI)**. Adoption of Commission Decision expected for 2006;
- Ensure high quality systems for information on rail services; tickets and fares; access conditions for PRM and bikes as well as delays. Mandate for the elaboration of a TSI passenger information and ticketing systems to be given to the European Railway Agency (ERA).



For further information:

Site :

http://europa.eu.int/comm/dgs/energy_transport/index_en.html

Or google: Rail Transport Interoperability

