



Easy Travels for European citizens

**8th Annual General Meeting of the European
Passengers' Federation**

Malmö - 20 March 2010

Veronica MANFREDI
Member of the Cabinet of Vice-President Kallas, Transport



EUROPEAN
COMMISSION

BASIC DATA ABOUT EU PASSENGERS' TRAVELS

Each year:

- **About 8 billion passengers travel by train**
- **About 750 million by airplane**
- **About 400 million by ship**

BASIC GOALS ON PASSENGERS' RIGHTS IN THE EU

- **Key goals:**
 - a minimum quality service across the EU
 - an appropriate level of mobility for all, in particular disabled people and passengers with reduced mobility (or PRMs)
 - establishment of a Single European Transport Area for Citizens

THE 4 « C's » OF EU PASSENGERS' RIGHTS

- **C**onsolidation and effective implementation of existing passengers' rights legislation in the air and rail sectors
- **C**ompletion of legislative coverage to road, maritime and inland waterways transport
- **C**oherence of passengers' rights legislation across all transport modes
- **C**ommunication to all concerned citizens

CONSOLIDATION AND EFFECTIVE IMPLEMENTATION OF PASSENGERS' RIGHTS

The existing legislation

Air transport:

- **Regulation EC/889/2002** on air carrier liability in the events of accidents - limited liability for lost/delayed/damaged baggage
- **Regulation EC/216/2004** on air passengers' rights (the "APR" Regulation)
- **Regulation EC/1107/2006** on rights of air passengers' with reduced mobility (the "PRMs" Regulation)

Rail transport:

- **Regulation EC/1371/2007** – entered into force on 03.12.2009

CONSOLIDATION AND EFFECTIVE IMPLEMENTATION

*Cooperation between the Commission and the network of National Enforcement Bodies (NEBs):
the key to good implementation*

Air transport NEBs:

Already established: <http://apr.europa.eu>

Rail transport NEBs:

Getting established:
ec.europa.eu/transport/passengers/rail/rail_en.htm

COMPLETION OF THE COVERAGE

*The 2 pending legislative proposals –
about to start 2nd reading phase*


- Bus and coach passengers' rights
- Maritime and inland waterways passengers' rights

COMMUNICATION TO ALL CITIZENS

- Air Passengers' Rights consultation just closed
- Trans-modal Information Campaign to be launched before the Summer break
- Queries from citizens getting daily replied through EuropeDirect - ec.europa.eu/europedirect/index_en.htm

COHERENCE OF RIGHTS – thinking ahead

- Minimum set of common rights, whilst taking into account each mode's specificities
- Strive for coherence in the implementation and enforcement
- The upcoming Communication covering all transport modes
- Towards a « Common Charter of Passengers' Rights » ?



**Thank you for your
attention and.....
enjoy your travel 😊!**