



Passenger rights in context of European Parliament

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Member of the European Parliament

Substitute Member of Transport and Tourism Committee, S&D

European Passenger Federation

Annual Meeting

21st March 2015, Balna Centre, Budapest

OLGA SEHNALOVÁ

Member

Group of the Progressive Alliance of Socialists and Democrats in the European Parliament
Czech Republic, Česká strana sociálně demokratická /ČSSD/

1998 - 2009 Deputy Mayor of Kroměříž

2003 - 2004 Chair of the National Network of Healthy Cities in the Czech Republic

Since 2009 Member of the European Parliament

Member Committee on the Internal Market and Consumer Protection

Member Committee on Transport and Tourism

Main interest in European Parliament - Road Safety

- Passengers Rights
- Consumer Protection
- Unfair Commercial Practices
- Discrimination in Internal Market

WORK OF MEP

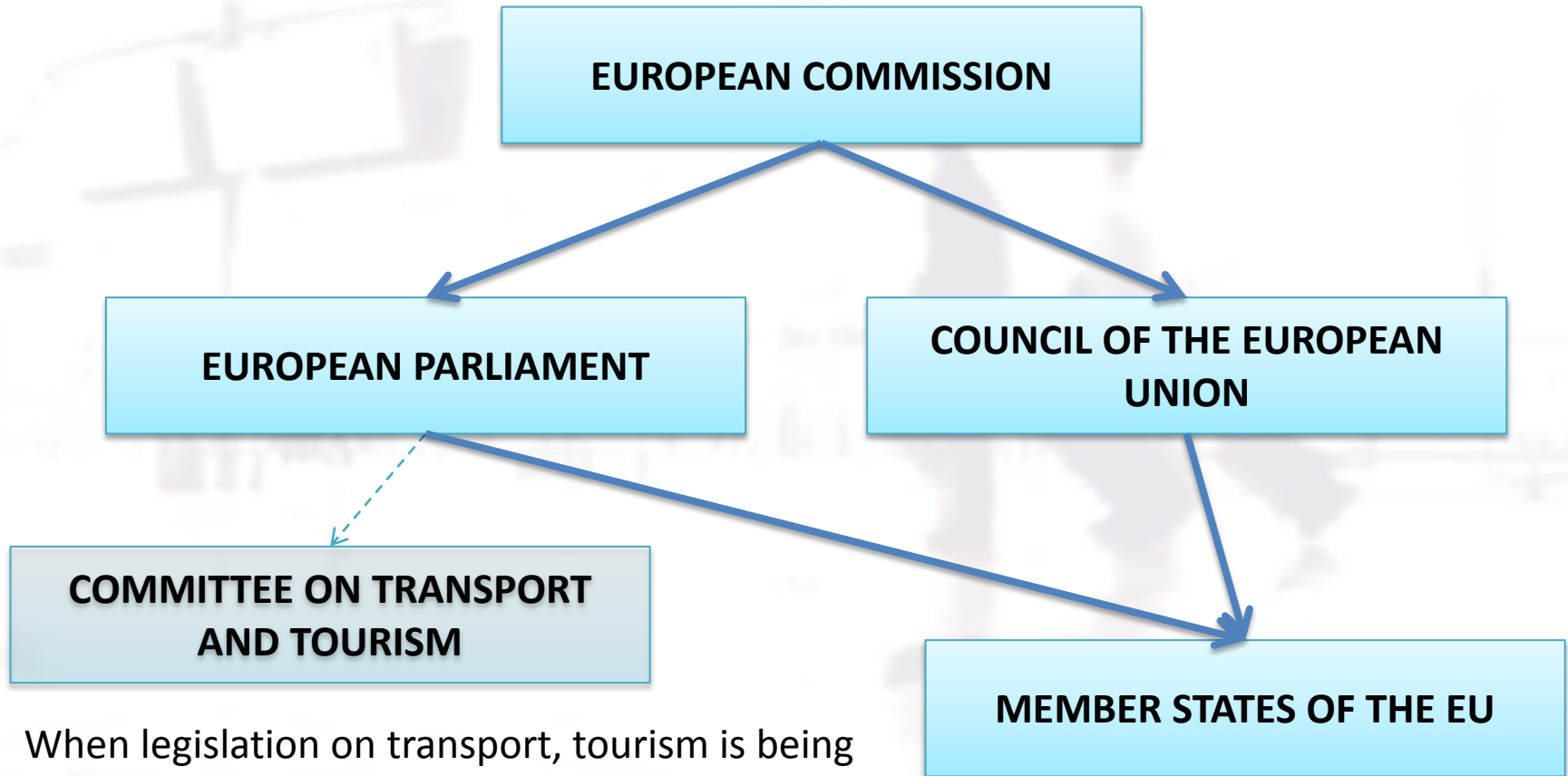
Rapporteur: e.g.

Shadow	2011/2096(INI)	Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system
Shadow	2012/2067(INI)	Passenger rights in all transport modes
Responsible	2012/2056(INI)	eCall: new 112 service for citizens
Responsible	2013/0165(COD)	Type-approval requirements for the deployment of the eCall in-vehicle system

Parliamentary questions:

e.g. Passenger compensation in the event of airline bankruptcy: follow-up,
Legislative action on airline insolvency,
Changes affecting the transport of passengers in wheelchairs made by RegioJet a.s.,
International coach transport,
The problem of trans-border railway links

COMMITTEE ON TRANSPORT AND TOURISM



When legislation on transport, tourism is being formulated under the Ordinary Legislative Procedure, the TRAN committee acts as an equal partner with the Council.

EVOLUTION OF PASSENGER RIGHTS



AIR PASSENGER RIGHTS

Entry in to force: 17/02/2005



AIR PASSENGER RIGHTS OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Entry in to force: 26/07/2008



RAIL PASSENGER RIGHTS

Entry in to force: 03/12/2009



MARITIME PASSENGER RIGHTS

Entry in to force: 18/12/2012



BUS AND COACH PASSENGER RIGHTS

Entry in to force: 01/03/2013

2012/2067(INI) PASSENGER RIGHTS IN ALL TRANSPORT MODES

- December 2011 Non-legislative basic document published COM(2011)0898
- April 2012 Committee referral announced in Parliament, 1st reading/single reading
- Rapporteurs:
TRAN BACH Georges /PPE/
Shadows rapporteur: SEHNALOVÁ Olga /S&D/, SAVISAAR-TOOMAST
Vilja /ALDE/, TAYLOR Keith /Verts/ALE/, BRADBOURN Philip /ECR/,
KOHlíČEK Jaromír /GUE/NGL/
- September 2012 Vote in committee, 1st reading/single reading
- October 2012 Debate in European Parliament
23. October 2012 Vote in European Parliament – **resolution on passenger rights
in all transport modes**
- Summary:
- EP adopted a resolution on passenger rights in all transport modes
 - setup ten specific passenger rights across all modes

NON-LEGISLATIVE BASIC DOCUMENT COM(2011)0898

- 1) **Right to non-discrimination** in access to transport
- 2) **Right to mobility: accessibility and assistance** at no additional cost for disabled passengers and passengers with reduced mobility (PRM)
- 3) **Right to information** before purchase and at the various stages of travel, notably in case of disruption
- 4) **Right to renounce travelling** reimbursement of the full cost of the ticket) when the trip is not carried out as planned
- 5) **Right to the fulfilment of the transport contract** in case of disruption (rerouting and rebooking)
- 6) **Right to get assistance in case of long delay** at departure or at connecting points
- 7) **Right to compensation** under certain circumstances
- 8) **Right to carrier liability** towards passengers and their baggage
- 9) **Right to a quick and accessible system** of complaint handling
- 10) **Right to full application and effective enforcement of EU law**

WORK IN PROGRESS

2013/0072(COD) AIR TRANSPORT: ENFORCEMENT OF PASSENGER RIGHTS; AIR CARRIER LIABILITY LIMITS

Rapporteur: TRAN BACH Georges /PPE/

March 2013 Legislative proposal published by European Commission

February 2014 Results of vote in Parliament - The European Parliament adopted by 580 votes to 41, with 48 abstentions, a legislative resolution

June 2014 Council Meeting – progress on air passenger rights
The major outstanding question - thresholds for compensation

Changes:

- strengthen the rights of air passengers in the EU
- changing of Regulation (EC) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding, cancellation or long delay of flights
- changing of Regulation (EC) No 2027/97 on air carrier liability in respect of the carriage of passengers and their baggage by air

WORK IN PROGRESS

2014/2244(INI) DELIVERING MULTIMODAL INTEGRATED TICKETING IN EUROPE

June 2014 – staff working document published by EC

- multimodal travel information and planning services, accessibility of multimodal travel and traffic data, facilitating efficient cooperation between stakeholders

2014/2242(INI) SUSTAINABLE URBAN MOBILITY

December 2013 - non-legislative basic document published by EC

- document is focused on urban logistics, sustainable urban mobility plans, urban access regulations and road user charging, intelligent transport systems (ITS), urban road safety, supporting Commission's CIVITAS initiative

WORK IN PROGRESS

2015/2005(INI) IMPLEMENTATION OF THE 2011 WHITE PAPER ON TRANSPORT passenger rights:

- Assemble common principles applicable to passengers' rights in all transport modes
- Improve the quality of transport for elderly people, PRM and for disabled passengers, including better accessibility of infrastructure
- consultation period: **10/03/2015 - 2/06/2015** - stakeholder consultation on the mid-term review of the 2011 White Paper on transport

EXPECTED AGENDA

- **Digital Single Market Strategy** – to be presented in May 2015 (?)

EUROPEAN CONSUMER CENTRE

provide information, free advice and assistance relating to **cross-border shopping in the EU, Norway and Iceland.**

ECC's are co-financed by the European Commission and national governments, as part of the European policy to **assist every citizen in Europe** to take advantage of the single market.

informs you of your rights under European and national consumer legislation,
gives advice on possible ways of dealing with your consumer complaint,
provides direct assistance to resolve complaints in an amicable way with traders, when purchasing abroad, either during travel or on-line purchases,
redirect you to an appropriate body if the ECC-Net can't help.

ECC provide assistance on a variety of popular consumer topics, including:

- on-line shopping,
- air passenger rights,
- car rental problems,
- most frequent internet frauds,

Source: http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm



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