



Put customers first

What's in it for rail and public transport users?



20 February 2018

Brussels

COMMITTEE ON TRANSPORT AND TOURISM

Mini Hearing Rail passengers' rights in the EU

Willy Smeulders // EUROPEAN PASSENGERS' FEDERATION // www.epf.eu

- 38 member organisations
- 21 countries

- founded 2002
- the European umbrella organization of national and regional passengers' organizations
- financed by its member organisations
- representing passengers' views at the European level
- dealing with all modes of public transport such as local transport, railways, buses, aviation and maritime transport



- Sold tickets have to be guaranteed till final destination, so through tickets guarantee
- More obligations for ticket vendors, operators, infrastructure and station managers
- Simple rules of contract law: the carrier has to guarantee what is sold
- Information about accessibility to trains, platforms and stations
- More effort needed to ensure easy access for all, would ease the passengers' travel, when not 24 hours warning maximum

› Level playing field for all modes of transport



- Ongoing derogation of regional and suburban rail, UITP report shows 90 % of passengers' journeys and 50% of passenger kilometers across EU on local systems

- Some positive example:

Nordhessischer VerkehrsVerbund (NVV)

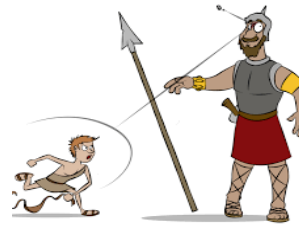


Not only 5 minutes guarantee, but also connections, quality of service, ...

<https://www.nvv.de/1/nvv-5-minuten-garantie/>

- Current regulation followed by decision of EU court of justice is generally customer friendly.
- Passengers get in any case a reimbursement limited to 50% of the ticket price as maximum.
- Operators need to take care of stranded passengers, they are in a far better position regarding information and possibilities of reaction to problems.

> Monitoring



- Today the passenger has to address at a first level the operator or ticket vendor, so “Goliath” organisation against “David” passenger
- NEBs today have no force or not enough staff, difficult to approach by the passenger
- Passengers need a mandatory alternative dispute regulation to defend their rights. Directive 2013/11/EU on ADR is not in force in all members states or not known by customers.
- In general: with going in force of the 4th Railway Package, there needs to be organisation to monitor customers satisfaction, as for example: Travelwatch Southwest, London Travel Watch, etc. EPF could perhaps play this role with their local organisations.

- Keep Force Majeure as it is today
- Include regional and suburban
- Through tickets guaranteed and any journey seen as a through journey
- Maximise accessibility, when not maximum 24 hours warning
- Monitor customer satisfaction



➤ Thank you for your attention!

