

For any clarification questions, please contact Mr. Sean Barker on +44 207 910 5247 or by emailing passenger.rights@steergroup.com.

- If any part of your response is confidential, please highlight the confidential cell in yellow.

Questions		Responses (please expand the row height/column width for each response box as required)
Background Information		
1	Please briefly describe the activity of your organisation and in particular whether you cover passengers in other modes (e.g. air, rail, ferries).	The European Passengers' Federation brings together national and regional passenger associations from more than twenty European states. It seeks to represent passengers' interests at European level, working constructively with the transport industry and policy makers.
	Please explain:	As soon as the carrier becomes aware that there is a problem. Carriers tend to concentrate on resolving operational problems and are quite poor in advising passengers what the delay is and what actions they are going to take. Evidence has shown that if you take time to talk to passengers and update them as to what is happening, you are managing their expectations which results in a greater understanding of the situation.
	a) how you interpret "at the earliest opportunity" with respect to rerouting passengers who experience travel disruptions (does it include the use of competitors' services?). How compliant do you think that carriers are with this?	There is no evidence that this is occurring.
	b) how compliant carriers (or other performing parties) are with not discriminating based on the nationality of the final customer or on the place of establishment of carriers or ticket vendors within the Union.	No evidence of good practice. Complaints indicate that carriers are not good at keeping their passengers informed. In general, it is crucial to ensure good information to passengers at traffic disruptions.
	c) how compliant carriers are with ensuring that passengers (including PRMs) are kept informed about their journey before, during and after travel in case of travel disruptions.	No evidence.
2	d) what the most frequent situations are, if any, when carriers refuse embarkation/reservation by PRM on safety grounds or other reasons, or ask them to be accompanied by a safety assistant.	There is often a lack of coordination between transport undertakings and infrastructure managers. For example, level access from the stop to the vehicle is generally not coordinated and is at the same height or without steps. In many areas, information about the actual situation is not available to the passenger in advance.
	e) what the most frequent situations are, if any, when carriers refuse embarkation/reservation by PRM on the grounds that the design of the vehicle or infrastructure is not adequate.	Long distance Coach operators have helpline/Web submission forms/information desks where PRMs can contact the carrier to make reservations and make them aware of their requirements. This varies. Most carriers have details of the regulations posted on their website. Some carriers however do not. In general, the visibility of this information could be improved. It might be helpful to have a uniform symbol for signalling purposes.
	f) what mechanisms are provided to enable PRMs to notify requirements for assistance at points of sale.	Good example is London Victoria having a designated PRM area (Mobility lounge) where PRMs can obtain all necessary assistance. Birmingham Coach Station has an information point where those PRMs who have prebooked assistance can check in.
	g) how compliant carriers are with ensuring that passengers (including PRMs) are informed about their rights.	
	h) what communication systems terminal managing bodies have in place for PRMs to notify their arrival and need for assistance.	
3	How many Regulation 181/2011-related complaints have you received annually and what are the main types of complaint? How many complaints annually (in % of total) are related to PRM-related provisions of Regulation 181/2011 and what are the main types of complaint? How many complaints are resolved at your level? Do you think this reflects the real number of cases? If not, what are, in your opinion, the reasons for the low number of complaints compared to the real number of cases?	Please provide quantitative information in the data sheet, and answer the remainder of the question below. N/A
4	To what extent have complaint handling procedures (of performing parties and/or NEBs) changed since the Regulation came into force in 2013?	A general improvement has been seen. It is difficult to gauge whether this is due to the introduction of the regulations or improvements made by carriers in IT systems.
5	What measures are in place to ensure that passengers (including PRMs) can make a complaint to a carrier, terminal managing body, other performing party, and/or NEB, and that the complaint is adequately addressed without undue delays and complications for the passenger?	Each member state has an obligation to ensure this occurs through its NEB.
6	Have you undertaken any surveys of the satisfaction of passengers using bus and coach services? Do you have any evidence of how far different passenger groups (including PRMs) are satisfied with the passenger protections provided?	No survey on European level undertaken.
7	Has the competitive environment in which bus and coach services are operated changed in recent years (for example, due to market liberalisation)?	Market liberalisation in a few member states to a limited extent.
Relevance		
8	What do you think are the current priority needs of passengers travelling by bus and coach (including PRMs)? Have these changed since the Regulation was implemented in 2013?	Current passenger priority needs are to travel as quickly and safely as possible in exchange for a value for money price. Clear information regarding journey times and fares. Vehicles used to be clean, safe and comfortable which are driven to a high standard. Information about delays and how any impacts to the consequences can be mitigated.
	Compared to 2013 when Regulation 181/2011 came into force, have there been any technological or scientific advances that may help/obstruct passengers travelling by bus and coach (including PRMs)? And in the future? Please distinguish between:	
	a) General technological changes;	Increased use of smartphones and apps to track journey progress and become aware of delays and cancellations. All information should be provided in real time and reliably reflect the situation.
9	b) Changes affecting the bus and coach sector; and	Liberalisation in a few member states lowering the barriers to entry.
	c) Changes affecting PRMs (e.g. social, population, legal).	General improvement of and recognition of the importance of the rights of PRMs across member states.
	d) other developments.	None
Effectiveness		
	To what extent has Regulation 181/2011 changed the protection provided to passengers compared to the period prior to its implementation in 2013?	
10	a) Which factors have contributed to/hindered the achievement of the objectives of Regulation 181/2011?	The ability of Governments to apply exemptions to certain parts of the regulations which have diluted the impact of the regulations.
	b) How much have the exemptions allowed under the Regulation been exercised? What would happen if these exemptions did not exist?	The ability of member states to apply for exemptions to domestic services. This has reduced the number of complaints that fall under the regulations.
	c) Are key terms in the Regulation sufficiently well defined to support effective implementation?	No
	Has Regulation 181/2011 had any impact on (please explain):	
	a) ensuring that non-discriminatory ticket fares and contract conditions apply to every passenger?	Limited. Not aware of any operator charging a non member state national a higher fare than member state national.
	b) the provision of (immediate and injury/death) assistance to passengers in case of bus/coach accidents?	No evidence to provide a response
11	b) how you ensure that PRMs have equal right to travel by bus or coach to that of all other passengers?	Yes. The regulations proved enhanced rights for PRMs over some member states legislation in terms of provision of information.
	c) how you ensure that passengers are informed of their rights and are able to exercise them in practice by accessible and user-friendly complaint procedures?	Very often the rights are not displayed on the website of the carrier. The rights are detailed on our members' web pages. Bus Users UK put together a plain English guide explaining the rights for passengers.
	d) the service quality delivered to passengers?	No evidence to provide a response
	f) on fares?	No evidence to provide a response
	How well do you think that the NEB complaints-handling and enforcement processes are working?	Reasonably well given the fact that exemptions have diluted the effect of the regulations.
	In addition:	

12	a)	Please explain the reasons.	The ability of Governments to apply exemptions to certain parts of the regulations have diluted the impact of the regulations.
	b)	Do you think that financial penalties (or other sanctions) are effective, dissuasive and proportional?	No. Financial penalties are quite limited. An example being a limit of 100 Euros on a hotel overnight stay. In many capital cities this is inadequate especially at short notice.
	c)	Do you think that sanctions affect the reputation of carriers or other performing parties?	Limited impact. A few sanctions may be seen by a carrier as part of its normal business expenses. At present, passengers have no access to information on sanctions.
13		How well do you think that passenger rights are protected in the case where operators become insolvent? Are you aware of any good examples?	No evidence to provide a response

Cost efficiency

14		What costs (financial and non-financial) do passengers incur in order to enforce their rights? How does this compare to the situation before the Regulation's implementation?	The costs incurred by passengers in order to enforce their rights are mainly time spent to complain to the carrier, chase carrier for a response, find out who they can escalate a complaint to when the carrier fails to respond or denies the claim.
15		What benefits do you think the Regulation has generated for passengers (e.g. assistance received for passengers (including PRM) in case of disruption, time saving, compensation received in case of disruption) and for performing parties (e.g. do carriers benefit from increased demand, increased market share, other)?	Due to exemptions, limited benefits. Carriers are generally not aware that whilst exemptions exist some of the regulations still apply to domestic services. They are not informing passengers of their rights under the legislation. Indeed we have seen examples where carriers are telling passengers that their complaints do not fall into the scope of the regulations when clearly they do.
16	a)	Do you consider the time thresholds for triggering rerouting, reimbursement, assistance and/or compensation to be appropriate?	Reasonably, but with digitalization and automation, disruption information and compensation should easily be able to be personalized and handled directly.
	b)	Do you consider the level of compensation to be appropriate?	No. For example, 100 Euro for a hotel is inadequate for a hotel in many European capitals.

Coherence

17		To what extent are the provisions of the Regulation 181/2011 coherent and consistent with one another?	No evidence
18		In your view, what is the relationship, if any, between Regulation 181/2011 and the Directive 2009/103/EC? Are there any overlaps, gaps or inconsistencies?	Not enough information to be able to comment
19		Is there coherence with the wider relevant transport policy framework, for example in respect of safety and security, accessibility, other modes or national legislation? Are there any overlaps, gaps or inconsistencies, and if so what are the impacts of these?	Overlaps with national legislation leading to confusion as to which regulation applies
20		In your view, to what extent are the requirements of Regulation 181/2011 coherent and consistent with other EU interventions/initiatives or legislation, for example in respect of non-discrimination, accessibility, EU consumer policy and competition policy? How does PRMs' equal right to travel correspond to the requirement for PRM assistance to be provided only at designated terminals?	Not enough information to be able to comment
21		Is the Regulation consistent with other requirements such as United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), EU's external transport policy, and agreements with third countries?	Not enough information to be able to comment

Good practices

		Do you have examples of good practice, guidelines or other guidance, minimum standards, contingency plans available in respect of:	
22	a)	Right to get assistance in case of long delay at departure or at connecting points. For example, are there contingency plans for assistance and care in case of massive disruptions to avoid long waiting time at the premises or by phone or online?	Not aware of any good practice examples
	b)	How to avoid offering discriminatory contract conditions, including for PRM access, or any direct or indirect discrimination based on residency of the final customer or on the place of establishment of the carriers, or ticket vendors?	Not aware of any good practice examples
	c)	How to reimburse passengers quickly and with a minimum of administrative burden, when the trip is not carried out as planned?	Not aware of any good practice examples
	d)	How to fulfill the obligation of rerouting and rebooking effectively and efficiently?	Not aware of any good practice examples
	e)	How to keep all passengers (including PRM) informed without undue delay?	Not aware of any good practice examples
	f)	How to support all passengers (including PRM) in the event of an accident?	Not aware of any good practice examples
	g)	Provision of compensation and assistance in the event of death or personal injury of passengers?	Not aware of any good practice examples
	h)	Help for all passengers (including PRM) in case of injury and loss or damage to luggage?	Not aware of any good practice examples
	i)	Pre-notification and transmission of information between travel agents, operators, terminals and PRM service providers?	Not aware of any good practice examples
	g)	The information about and service quality of assistance for PRMs?	Not aware of any good practice examples
	h)	How to keep passengers, including those, who might have disabilities or who are less IT-literate informed about disruptions in an accurate and timely manner?	Not aware of any good practice examples
	i)	Replacement of damaged or lost mobility equipment and how to provide assistance with regard to the passengers' immediate practical needs following such an incident?	Not aware of any good practice examples
	j)	Rapid and effective handling of complaints, especially in terms of procedures and deadlines?	Not aware of any good practice examples
	k)	NEB structures or practices in terms of dealing with complaints, cooperating with other NEBs, monitoring cross-border operators, performing ADR functions, etc.? Good practices to incentivise a full application, to avoid circumvention (if any) and to have an effective, proportionate and persuasive enforcement? Types of sanction regimes that have proven to be good practice in this regard?	Not aware of any good practice examples
	l)	Consumer bodies/authorities and/or dispute resolution (ADR/DDR) practices?	Bus Users UK became an ADR body following attendance at EC Move NEB meeting where issues with complaints received were out of scope due to exemptions and EC Move recommended that complaint handling bodies become ADR bodies.
	m)	Addressing the interaction between the Regulation 181/2011 and the Package Travel Directive (2015/2302)?	Not aware of any good practice examples
o)	Systematic use of IT tools which help to improve the implementation of Passenger Rights? Other cooperation between operators of different modes in multimodal travel?	Not aware of any good practice examples	
p)	Where carriers offer contract conditions which are more favourable for passengers than the conditions laid down in the Regulations?	Not aware of any good practice examples	

	q) With the application, monitoring or enforcement of passenger rights (including PRM) during the COVID-19 pandemic?	Not aware of any good practice examples
23	Can you provide any other examples of good practice, guidelines or other guidance, minimum standards, contingency plans available, including from non-European countries?	There is a national multi modal passenger rights legislation for short-distance public transport in Sweden.
Other		
24	Do you have any other comments to make regarding the existing European framework on bus and coach passenger rights? Please specify which market and/or socio-economic developments (if any) since the introduction of the Regulation do not support its application.	No
25	Do you have any other comments?	No

Thank you very much for taking part