



# Passenger transport – sustainable and smart

Next steps planned under the Sustainable and Smart Mobility  
Strategy of the European Commission

*Copenhagen, 10 June 2022*

# Rail passenger rights Regulation (EU) 2021/782 (7 June 2023)

## Ticketing

- Through-tickets offered by railway undertakings, Article 12(1): a) obligatory offer (long-distance or regional rail passenger services operated by a 'sole' undertaking), b) voluntary offer (all other rail passenger services: shall make all reasonable efforts to offer them and shall cooperate to that end among themselves)
- Tickets purchased from a railway undertaking in a single commercial transaction, Art. 12 (3),(5)
- Tickets bundled by the ticket vendor or tour operator and purchased in a single commercial transaction, Article 12 (4), (5)
- Real-time traffic data and travel information, Art.10
- Self-re-routing, Art. 18(3)

## Common form for reimbursement and for compensation requests

- COM should establish it by 7 June 2023 in a format which is accessible to persons with disabilities and persons with reduced mobility, Art. 18(6) and 19(5)

Q&A to the new rail passenger rights Regulation (EU) 2021/782:

[https://transport.ec.europa.eu/document/download/c495999b-5847-44c1-930c-da10cb8d2df4\\_en?filename=2021-06-09-the\\_new\\_passenger\\_rights\\_regulation.pdf](https://transport.ec.europa.eu/document/download/c495999b-5847-44c1-930c-da10cb8d2df4_en?filename=2021-06-09-the_new_passenger_rights_regulation.pdf)

# Sustainable and Smart Mobility Strategy



*“63. Review of the passenger rights regulatory framework, including to ensure its resilience to extensive travel disruptions, and including options for multimodal tickets  
64. Assess the options and propose, if appropriate, an adequate financial protection scheme to protect passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation.*”

# Passenger rights

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52020DC0789>

- **Call for evidence for an impact assessment** (December 2021)

[https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights\\_en](https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights_en)

- **Proposal for air passenger rights** remains a priority pending proposal

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52013PC0130>

- Evaluations of the passenger rights **Regulations on air PRM, bus & coach, sea & inland waterway**

[https://transport.ec.europa.eu/news/evaluation-confirms-better-protection-air-ship-and-bus-passengers-thanks-eu-law-2021-12-15\\_en](https://transport.ec.europa.eu/news/evaluation-confirms-better-protection-air-ship-and-bus-passengers-thanks-eu-law-2021-12-15_en)

# Sustainable and Smart Mobility Strategy



Brussels, 9.12.2020  
COM(2020) 789 final

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN  
PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL  
COMMITTEE AND THE COMMITTEE OF THE REGIONS

Sustainable and Smart Mobility Strategy – putting European transport on track for the  
future

(SWD(2020) 331 final)

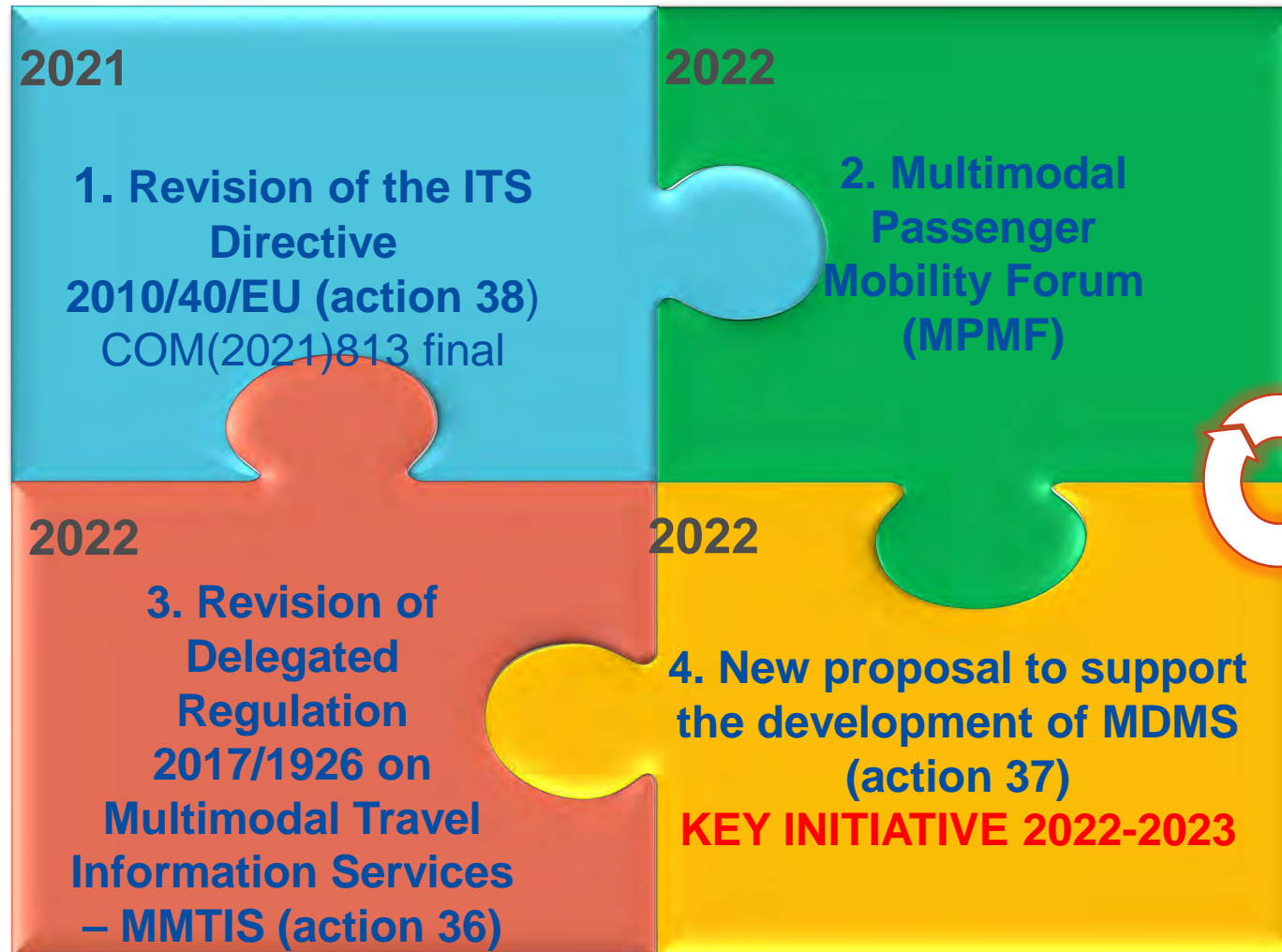


*“By 2030, seamless multimodal passenger transport will be facilitated by integrated electronic ticketing”*

EN

EN

# EU framework for the deployment of Multimodal Digital Mobility Services (MDMS)



Articulated with modal developments:  
TAP-TSI (rail) and CRS-Code of Conduct (aviation)  
And horizontal developments:  
Data Act



# Revision of Delegated Regulation on MMTIS

[https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12912-EU-wide-multimodal-travel-new-specifications-for-information-services\\_en](https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12912-EU-wide-multimodal-travel-new-specifications-for-information-services_en)

MMTIS revision: should focus on further enhancing the development of **information services** and will focus on the **technical aspects**:



- **Accessibility of dynamic data** (as listed in the Annex of Delegated Regulation (EU) 2017/1926);
- Updating the list of data to be made accessible (**including new data types**) pursuant to Delegated Regulation (EU) 2017/1926;
- Requiring the use of certain **standards for payment and booking interfaces**;
- Ensure alignment with data categories of RTTI Delegated Regulation;

# MDMS initiative

[https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13133-Multimodal-digital-mobility-services\\_en](https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13133-Multimodal-digital-mobility-services_en)

MDMS proposal (new legal basis): should focus on **ticketing / booking / payment services (intermediaries)** and will focus on the **market aspects**:

- **Problem driver 1:** Unwillingness to cooperate between operators and MDMS
- **Problem driver 2:** Commercial and technical challenges to establish viable, scalable and high quality MDMS
- **Problem driver 3:** Lack of commercial incentives to help improve the performance of the transport system in terms of efficiency, resilience and sustainability





# MDMS initiative

- Multimodal Passenger Mobility Forum:
  - Three informal subgroups created to support the MDMS initiative
    - **Thematic 1 - Aligning MDMS with public policy goals (including issues related to sustainability and accessibility)**
    - **Thematic 2 - Facilitating cooperation between operators and MDMS**
    - **Thematic 3 – Enhancing cooperation**



# New European Urban Mobility Framework

COM(2021) 811 final [https://ec.europa.eu/commission/presscorner/detail/en/ip\\_21\\_6776](https://ec.europa.eu/commission/presscorner/detail/en/ip_21_6776)

**WITH OUR FRAMEWORK WE PROVIDE GUIDANCE FOR LOCAL ACTION  
AND OFFER CITIES A TOOLBOX FOR SUSTAINABLE MOBILITY:**



A stronger public **transport network**



Easier and more attractive options for active mobility such as **walking and cycling**



Efficient zero-emission **urban logistics** and last-mile deliveries



Better management of **mobility flows**, through multimodal hubs and digital solutions



**Modern stations** that connect rail with public transport, and provide shared mobility services



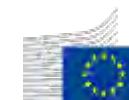
Bigger and better **park-and-ride facilities**, equipped with recharging points for zero-emission vehicles



More **multimodal terminals** and freight consolidation centres



More sustainable and well-functioning **passenger transport-on-demand** services such as taxis and PHVs



European  
Commission

# Sustainable and Smart Mobility Strategy



*Action 18. EU 2021 Rail Corridor Initiative - Action Plan to boost passenger rail transport (COM(2021) 810) [New Action Plan: boosting long-distance and cross-border passenger rail \(europa.eu\)](#)*

*Action 34. Issue guidelines for operators and platforms to inform passengers about the carbon footprint of their trip and to enable passengers to voluntarily offset it, and for wider use of eco-routing for (in-built) navigation software Have Your Say [Count your transport emissions – ‘CountEmissions EU’ \(europa.eu\)](#)*

*Action 58. Prepare crisis contingency plan(s) for the transport sector, including health-safety and operational measures and setting out essential transport services (COM(2022) 211) [Protecting EU transport in times of crisis: Commission adopts Contingency Plan for Transport \(europa.eu\)](#)*