

European Commission, DG MOVE, in cooperation with  
the European Economic & Social Committee

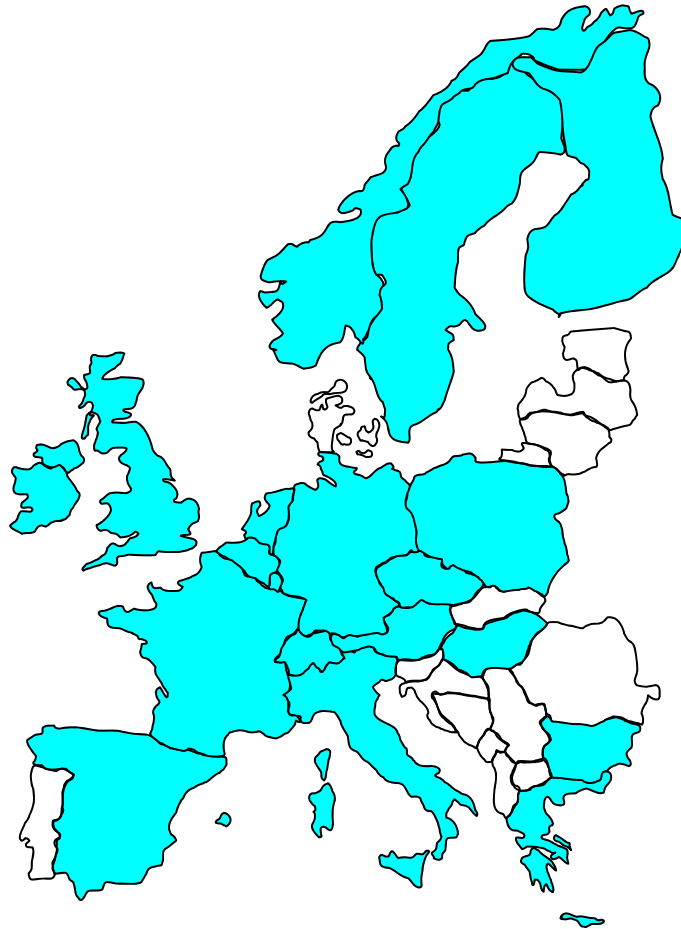
Brussels, 30th<sup>th</sup> May 2012

Stakeholder conference on Air Passenger Rights:  
**Clarifying and fine-tuning passenger rights**

Christopher Irwin  
European Passengers' Federation

[www.epf.eu](http://www.epf.eu)

EPF  
members  
April 2012



33 member  
associations in 19  
states

# EPF's purposes

An international non-profit organisation :

- Promoting public transport users' interests at European level
- Committed to sustainable mobility and improved standards of service provision

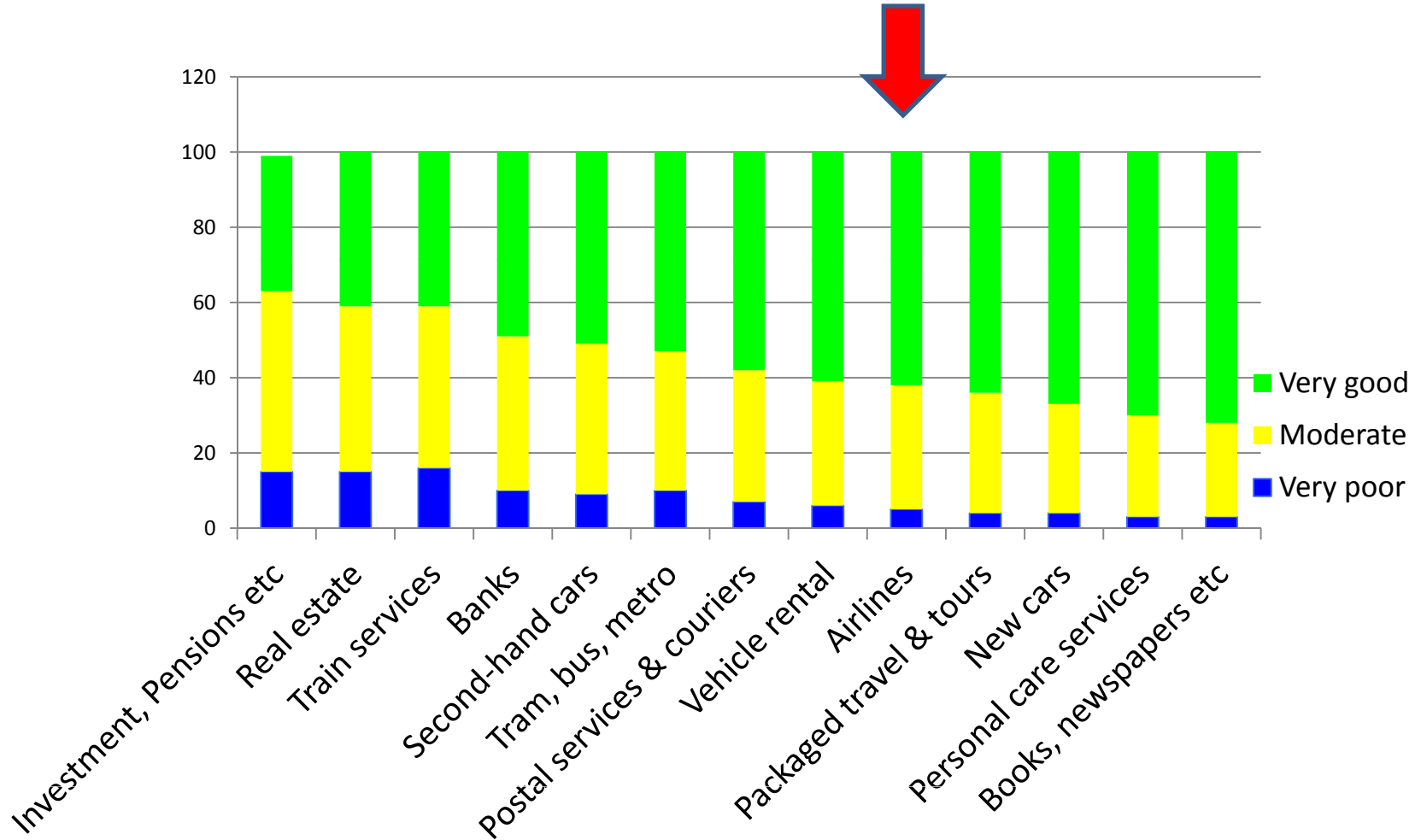
*“What’s best for passengers?”*

# *Championing passengers*

- Consumer protection: Passengers as the ‘weaker party to the transport contract’
- Market failure: Compensating for theoretical under-supply
- Empowerment: Informed and active consumers strengthen markets

# Not a bad score – the EU Consumer Markets' Scoreboard, 2011 : % overall satisfaction

Source: Consumer Markets Scoreboard – Making Markets Work For Consumers – SEC(2010)1257



# *So why do anything now?*

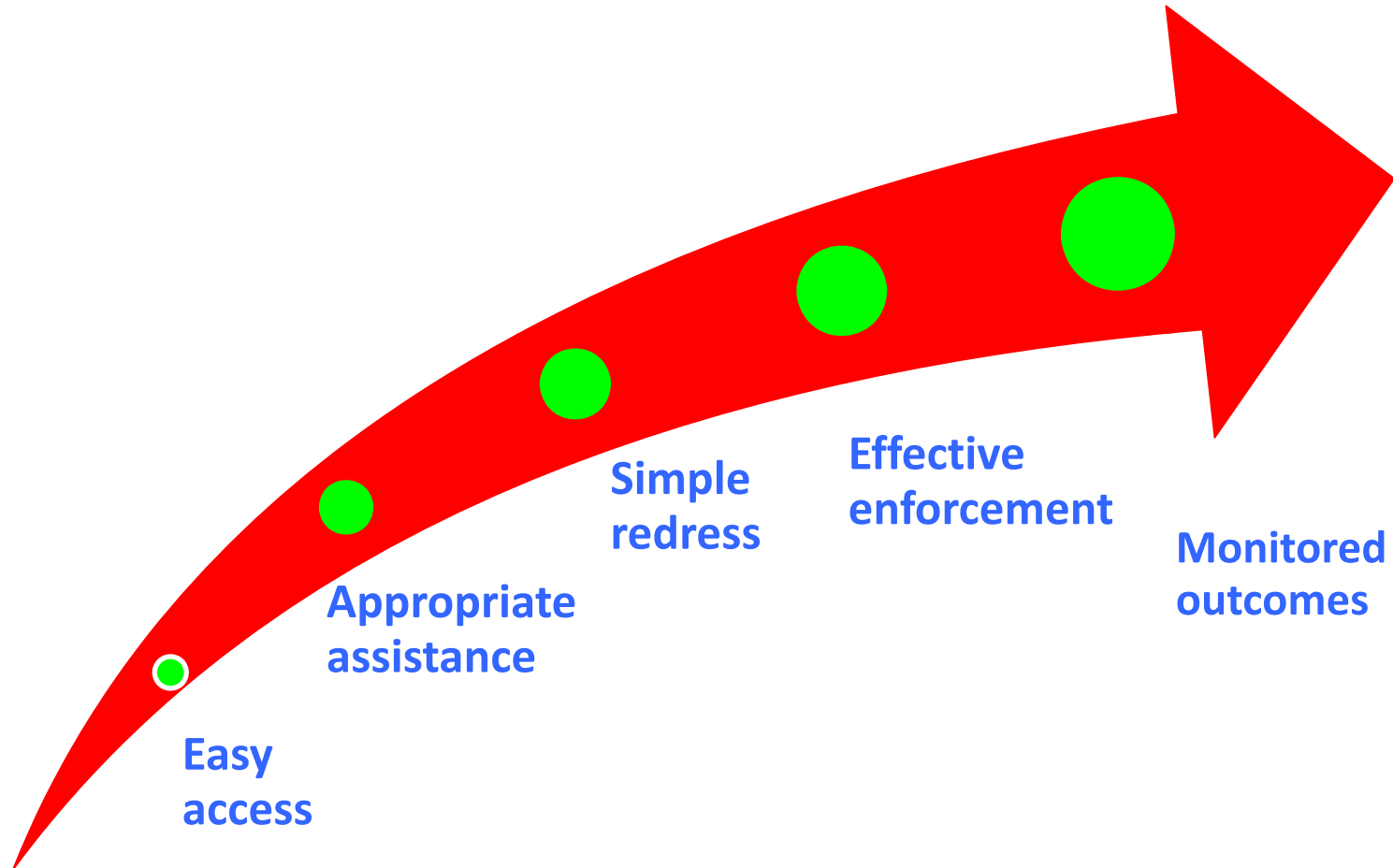
- Challenges in the courts
- ECC-Net critique: *rights good, enforcement poor*
- Create level playing field for ‘Effective co-modality’
- New package of US passenger protection rules
- The new European Consumer Agenda
- The fall-out from Eyjafjallajökull

# *'Bleeding hearts' and 'crocodile tears'*

- “Airlines haven’t been this profitable since 1978”  
-CNN Money & Fortune, 28.10.10
- IATA records \$18 billion net profit for airline industry in 2010 –IATA press release, 6.6.11



# From despair to satisfaction





# Clarifications needed

- **Informing users of their rights:** improving the flow?
- **Enforcement:** holding the enforcers to account?
- **Liability:** is the insurance sector fully in the game?
- **ADR:** independence, cost, uncompromising transparency, consistent?
- **Adapting to co-modality:** a level playing field which respects passengers' rights, irrespective of mode
- **Consumer satisfaction:** the ultimate bench-mark?

# Thank you

[www.epf.eu](http://www.epf.eu)