

➤ EALA, 9th Munich Liability Seminar, 19th May 2012



European Passengers' Federation

The revision of Regulation 261/2004: a passenger view

Josef Schneider www.epf.eu

EPF Map

May 2015



- 35 member organisations
- 19 countries

➤ WHAT IS THE EUROPEAN PASSENGERS FEDERATION?



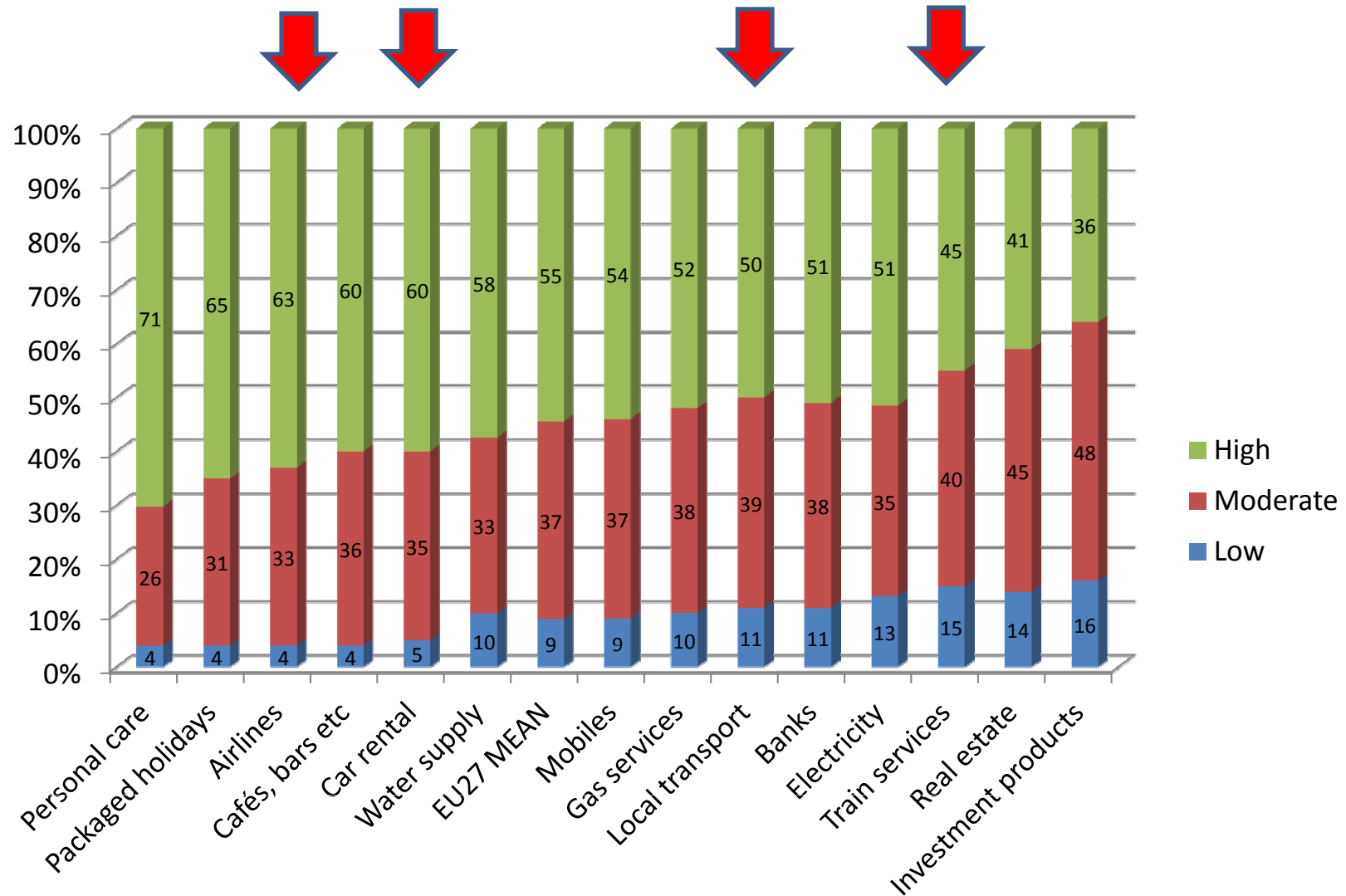
- Association of national and regional passengers' organisations
- 35 member organisations in 19 European states
- Represents passengers' views at the European level
- Covers all public (collective) transport modes - railways, buses, aviation and maritime transport
- Works collaboratively with opinion formers and policy makers
- Independent – always asks:

‘What’s in it for passengers?’

EU CONSUMER MARKETS SCOREBOARD, 2012

Satisfaction with services : meeting expectations -

“To what extent did the service offered live up to what you wanted?”



> VULNERABLE AIR TRAVELLERS

- Passengers in stressful situation
- Flying can be an infrequent and unfamiliar experience
- A hard-earned holiday or key business meeting at stake
- Others in control; lack of personal empowerment
- The importance of information – especially when things are going wrong



➤ KEY CONSIDERATIONS

- Timely access to sufficient and reliable information
- Practical assistance
- Identification of suitable alternatives
- Access to remedies
- Assured and consistent enforcement
- Informed consumers make for better business: need to monitor carriers' and airports' performance



➤ WHY APR HAS NOT MET USERS' EXPECTATIONS

- Carriers' non-compliance
- Lack of awareness of APR
- Too many 'ifs and buts'
- Deficient enforcement
- Failure to address 3rd party liabilities (eg impact of air traffic control strikes)
- Current APR regime perceived as over-onerous for airlines



➤ OVER-COMING THE POLICY DEFICIT

- Proper application of APR by carriers and member states
- Enforcement of sufficient, simple, means of redress
- Publicise accurate information on APR
- Ensure informed, proportionate debate of issues – e.g.
 - Ryanair and 'EU261 Levy'
 - Majority don't enforce entitlements
- Focus on outcomes, not causes



➤ KEY CONSIDERATIONS

- Timely access to sufficient and reliable information
- Practical assistance
- Identification of suitable alternatives
- Access to remedies
- Assured and consistent enforcement
- Informed consumers make for better business: regular monitoring information



➤ WELCOME THINGS IN THE PROPOSED REVISION

- Drafting clarifications: e.g. 'extreme circumstances'
- Obligation to rerouting with another carrier or mode
- Keeping passengers informed
- Provision for contingency planning obligation
- EU monitoring of national enforcement



➤ MISSING INITIATIVES

- Monitoring and publication of carriers' performances; *c.f. §28 of 1371/2007*
- Common practice obligation for NEBs
- Obligatory carrier representation at airport
- Consistent treatment between modes
- Absence of one-stop-shop
- Greater simplicity



➤ Key principals

A level playing field

- for all passengers
- for all modes of transport

Passenger Rights

- Consistent
- Publicised
- Monitored
- Reported
- enforced



> AND ABOVE ALL....

- Make understanding the needs and aspirations of end-users central to all policy making in transport
- do this for all modes of transport, thinking in end-to-end journeys



➤ Thank you for your attention!



Josef Schneider
Secretary EPF

Josef.Schneider@EPF.eu
www.epf.eu

