

From: European Passengers' Federation
To: Ms Violeta Bulc, Commissioner for Transport
Mr Henrik Hololei, Director-General of DG MOVE
CC: DG MOVE, Unit Social Aspects, Passenger Rights & Equal Opportunities

Gent, 21st June 2017

Revision of Regulation 1371/2007 on rail passenger rights

Dear Ms Bulc
Dear Mr Hololei

The European Passengers' Federation, which links organisations representing passengers in 21 European countries, looks forward with interest to the Commission's proposals for the revision of Regulation 1371/2007 on rail passengers' rights and obligations.

A passenger holding separate tickets for different legs of a journey cannot presently rely on Regulation 1371/2007 to secure compensation and assistance if a delay or cancellation of one leg of the journey impacts on the completion of the journey to the final destination.

With increasing market opening, the likelihood that a passenger's journey may involve the services of more than one railway undertaking increases and therefore also the likelihood that a passenger holds separate tickets for different legs of a journey. The problem mentioned will thus only become worse.

However, passengers should be able to depend on a system of protection in the event of delays and cancellations, meaning that the right to assistance and compensation for delay should be based on the complete journey rather than on separate legs.

This is an issue that is addressed cross-modally in DG MOVE's recent consultation on passengers' rights in multimodal transport. EPF would be very disappointed if this issue were not resolved in the revision of Regulation 1371/2007.

For the European Passengers' Federation,



Josef Schneider
EPF Chairman