Connectivity needs from the passengers' perspective

17TH FLORENCE AIR FORUM

Short- and mid-term Covid-19 effects on the aviation sector: competition law perspective

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Passengers want:

A (public) transport system that is

- affordable,
- reliable,
- sustainable and
- coordinated,

with sufficient capacity to get people comfortably to where they want to go at the times they wish to travel, using whichever combination of modes is most efficient overall, in social and environmental as well as economic terms.



TRANSPORT IS AN INTEGRATED SYSTEM

- **►**INFRASTRUCTURE
- ➤ UNDERLYING IT SYSTEMS
- >TIMETABLES & CONNECTIONS
- ► INFORMATION AND TICKETING
- ➤ PASSENGER RIGHTS
- TAXATION, FUNDING, PRICE
- **>...**



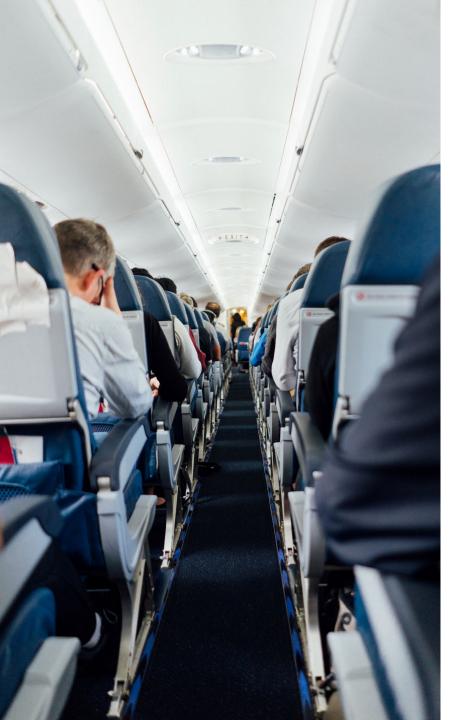
Impact of Covid-19

- Less travel
- Changing travel patterns
- Reduced network

Challenges for aviation:

- Restore public confidence
- Making aviation more sustainable





Competition perspective

Conditions for state aid to airlines:

- Efforts to mitigate the environmental impact of air travel
- Strict obligations towards both staff and passengers
- Guided by the principles of market efficiency and connectivity

Broader, long-term perspective:

- ➤ Understanding costs internalization of externalities
- ➤ Level playing field between operators and between modes
- > Consolidation versus innovation

Connectivity

- Full recovery versus Green Deal goals Fit for 55?
- > Rethink essential travel
- Cost Benefit Analysis reflecting input of local stakeholders and passengers
- Importance of *system* connectivity

Every crisis is an opportunity!





European Passengers' Federation

