



17/05/2023

Setting the scene for new Rail passenger rights

Online information session

PROGRAMME

10.00 **Introduction:**

Why passenger rights?

Why a training on rail passenger rights?

10.15 **The new regulation**

What do / should I know, as operator/authority, about the new regulation?

10.35 **Intermediate exercise - Build the story:**

In practice, what can a passenger claim when traveling by metro and when traveling by regional train?

10.50 **Focus:**

A focus on PRM requirements

11.00 **SHORT BREAK**

11.05 **Case study 1:** Robert Ionescu, Verkehrsverbund Rhein-Ruhr

11.25 **Case study 2:** Delphine Grandsart, European Passenger Federation

11.45 **Conclusions**



SPEAKING TODAY



Anne-Laure LE MERRE
Coordinator Rail & Quality of services
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Delphine GRANDSART
Senior researcher for EPF



Robert Ionescu
Verkehrsverbund Rhein-Ruhr



> KEY WORDS FOR TODAY

**Interactive /
Collaborative**



**Focus on
regional/local rail
services**



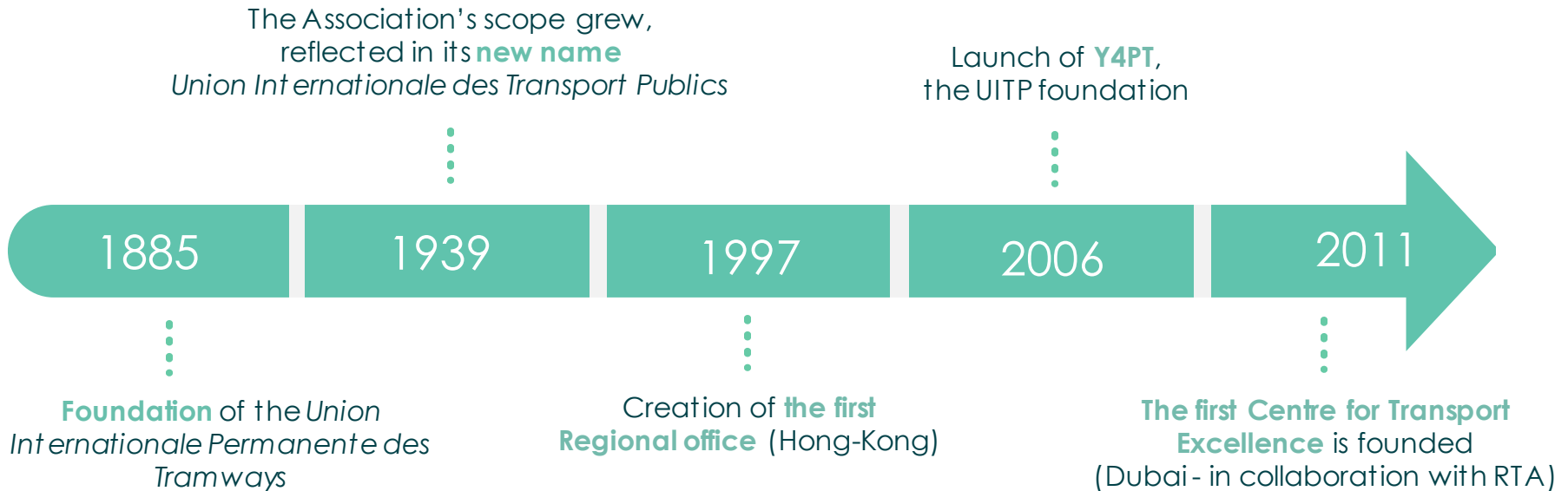
Not exhaustive

*The content of these slides are interpretative:
the legal text prevails*

THE INTERNATIONAL ASSOCIATION OF PUBLIC TRANSPORT



135 YEARS OF HISTORY



2,000 MEMBERS FROM 100 COUNTRIES



IN EUROPE

We represent the perspective of local passenger transport services by all sustainable road, rail and waterborne modes towards the EU



+450

PUBLIC TRANSPORT OPERATORS
AND AUTHORITIES



FROM

ALL

EU MEMBER STATES



+15

EXPERTS



- **Why passenger rights?**
- **Why a training on rail passenger rights?**
- **What changes can I expect, as a PTO/PTA, from the upcoming regulation?**

WHAT DO YOU EXPECT TODAY?



Why passenger rights?

> PUBLIC TRANSPORT = MOVING PEOPLE

Public transport is...

60 billion passenger journeys per year in Europe



Local rail transport is...

Regional and Suburban Rail = 8.9bn passengers in 2016*

Light Rail = 10.4bn passengers in 2018**

Metro = 11bn passengers in 2019***

* REGIONAL AND SUBURBAN RAILWAYS MARKET ANALYSIS UPDATE (2016), p. 19 - [link](#)

** STATISTICS BRIEF – LIGHT RAIL AND TRAM: THE EUROPEAN OUTLOOK (2019) , p.2 – [link](#)

*** STATISTICS BRIEF – WORLD METRO FIGURES (2021) - [link](#)

“PASSENGER’S EXPERIENCE”, WHAT IS IT?

What steps does a passenger undertake when traveling by train, i.e. before, during and maybe after the journey?

Write your suggestions in the chat (key words)



PASSENGER EXPERIENCE IS MANY THINGS!

Buy a ticket

Notify special needs

Reach the station

Get information about the track

Find your way in the station

Know where to complain if needed



Get on board

Get off board

Get information on board

If delayed/cancelled:
get information,
assistance, rerouting

Comfort,
punctuality





Why a training on passenger rights?



> HOW WE GOT TO THIS

Denied
boarding

Flight
canceled

Flight
delayed

...and passenger
left alone

Overbooking

STOP!





Voluntary sectoral initiatives

> THE INITIATIVE OF THE PT SECTOR: UITP-EPF PASSENGER CHARTER

What do you know about the
[UITP EPF passenger charter?](#)



> WHAT DO YOU KNOW ABOUT UITP-EPF CHARTER?

ONLINE POLL:

Which one of these rights is in UITP-EPF charter?

- Right to bring your dog on board
- Right to have a comfortable journey
- Right to get reimbursement in the event of a delay

> WHAT IS IT ACTUALLY ABOUT?

Contracts and tariffs conditions without discrimination on the basis of nationality/residence

Safety and security

Reliability and punctuality

Information

Clean facilities

Journey comfort

Accessibility

Handling mechanisms for customer complaint



BEYOND UITP-EPF CHARTER

Has your company engaged in other passengers rights' initiatives? (regional, cross sectorial...)

Tell us about the main elements!





**In parallel, building a
European framework**



> A FULL EU FRAMEWORK FOR PASSENGER RIGHTS

Air sector first, as from 2004:

FOCUS ON RAIL

The current regulation, in force since December 2009

- All services concerned with a set of “basic” rights
- Exemptions possible for all other rights

The revised regulation:

- Date of application: **7 June 2023** (with some exceptions)
- **ALL services, incl. urban, suburban and regional** rail services concerned by a set of “basic” rights
- NEW: **regional** rail services concerned by a number of additional rights compared to the current situation

! The regulation applies to licensed railway undertakings.



EU RAIL PASSENGER RIGHTS REG: FIRST, A SET OF BASIC RIGHTS FOR ALL SERVICES

Non-discriminatory contract conditions and tariffs

Availability of tickets and reservations

Liability for passengers and luggage

Insurance and coverage of liability

Right to transport - persons with disabilities and persons with reduced mobility

Information to persons with disabilities and persons with reduced mobility about accessibility rules of stations and rolling stock

Personal security of passengers

Complaints handling mechanism



> RINGS A BELL?



Non-discriminatory contract conditions and tariffs

Availability of tickets and reservations

Liability for passengers and luggage

Insurance and coverage of liability

Right to transport (persons with disabilities and persons with reduced mobility)

Information to persons with disabilities and persons with reduced mobility about accessibility rules of stations and rolling stock

Personal security of passengers

Complaints

Contracts and tariffs conditions without discrimination on the basis of nationality/residence

Provision of ticket

Accessibility

Information

Safety and security

Handling mechanisms for customer complaint

Clean facilities & Journey comfort

Reliability and punctuality

> EU RAIL PASSENGER RIGHTS REGULATION: SECOND, RIGHTS ACCORDING TO THE TYPE OF SERVICE

FOCUS:

Which additional rights for passenger traveling by
regional rail services?

Let's have a look!

*(note: the following rights apply to international, long-
distance, and
regional rail passenger services)*

➤ CARRIAGE OF BIKES (ART. 6)



General rule: passengers entitled to take bicycles on board.

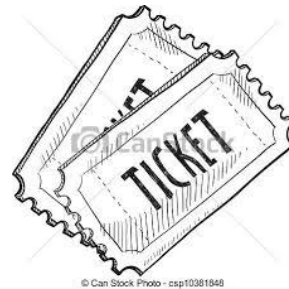
In practice:

- Subject to a fee.
- Minimum number of spaces for new and majorly upgraded trains, defined in a transport plan. If no transport plan, 4 spaces for bikes (unless extraordinary circumstances).
- Restriction possible for safety of operational reasons.
- Member States may set a higher number than four.

Date of entry into force:
Min. number of spaces: 7/06/**2025**
Other general requirements: 7/06/2023



➤ THROUGH-TICKETS (ART. 12)



© Can Stock Photo - csp10381648

General principle: Obligation to offer through-tickets for carriers that qualify as “sole railway undertaking” = principle of 100% ownership

In practice:

- If not a through ticket, obligation to inform passengers when purchasing the ticket
- if delay >60min/cancellation, right for reimbursement, rerouting, assistance, compensation (if not reimbursed)
- Differentiated liability between railway undertakings and ticket vendors

Date of entry into force: 7/06/2023
Possibility to postpone until maximum 7/06/2028



> REIMBURSEMENT & REROUTING (ART. 18)



General principle: If delay >60min expected at the final destination, offer reimbursement or re-routing/continuation

In practice:

- Reimbursement of the full costs of the ticket for the part not made or for the part already made if the journey is no longer serving the purpose + a return service when relevant
- Continuation or re-routing under comparable transport conditions,
- Cash / vouchers / provision of other services

Date of entry into force: 7/06/2023



➤ SELF-REROUTING (ART. 18)



General principle: If delay >60min expected at final destination or cancelation AND if no rerouting option is given to a passenger within 100 minutes, the passenger may choose their own transport alternative.

In practice:

- The passenger may ask for reimbursement for the costs incurred.
- Own alternative options by rail, coach or bus only.

Date of entry into force: 7/06/2023
Possibility to postpone until maximum 7/06/2028



➤ COMPENSATION OF TICKET PRICE (ART. 19)



General principle: Compensation if delays of 60min or more and if through tickets + no reimbursement.

In practice:

- Compensation of:
 - 25% of the ticket price for delays between 60 and 119min
 - 50% of ticket price for delays of 120min or more.
- Not if caused by extraordinary circumstances.

Date of entry into force: 7/06/2023

➤ ASSISTANCE (ART. 20)



General principle: Assistance in case of through tickets AND when delay at arrival of 60min or more or the service is canceled

In practice:

- Passengers are offered meals, refreshments if available or can be reasonably supplied
- Accommodation if needed
- Alternative transport to a station/final destination, when possible.

Date of entry into force: 7/06/2023

➤ FORCE MAJEURE (ART. 19§10)



General principle: No obligation to pay compensation for delays or cancellations in the case of extraordinary circumstances

In practice:

Extraordinary circumstances = situations not connected with the operation of the railway, such as extreme weather conditions, pandemics or terrorist attacks.

Right for reimbursement, rerouting and assistance remains

Date of entry into force: 7/06/2023

> EU RAIL PASSENGER RIGHTS REGULATION: BRIEF FOCUS ON LONG- DISTANCE/INTERNATIONAL SERVICES

On top of those rights applying also to regional services,
which major new requirement for long-
distance/international rail passenger operators?

*(note: the following rights apply to international/long
distance rail passenger services)*

REAL-TIME TRAVEL INFORMATION (ART.10)



General principle: Obligation for RUs and IMs to provide real-time dynamic traffic data and travel information to :

- Other railway undertakings
- Ticket vendors
- Tour operators

In practice:

- Access to minimum travel information and reservation systems for other RUs, ticket vendors and tour operators that sell their services
- In a non-discriminatory manner and without undue delay
- Possibility for an agreement, incl. a financial compensation

Date of entry into force for all: 7/06/2023





**A focus on PRM requirements –
applying all to long-distance AND
regional rail passenger services**

> THE CHALLENGE OF TRAVELLING AS A PRM

Do I need to pre-notify assistance needs?

Is the booking system accessible?

Is the complaint procedure accessible?

How can I get to the platform and on board?

Is staff trained to my specific needs?

Is the information on board accessible?

If traffic disruptions, will alternative transport be accessible?



INFORMATION (ART. 22)



General principle: Information on the accessibility of stations and access conditions to rolling stock shall be presented in an accessible format.

In practice:

- Information in accessible format in accordance with TSI PRM and the EU Accessibility Act
- In unstaffed stations: easily available information shall be displayed
- If an accompanying person is required, this should be defined in the access rules.

Date of entry into force for all: 7/06/2023



➤ ASSISTANCE (ART. 24)



General principle: Need for assistance shall be notified 24h before the assistance is needed. If no notification: all reasonable efforts to provide assistance.

In practice:

- Cooperation between railway undertakings and station managers to offer a single notification mechanism.
- Member States may allow the 24h period to be extended up to 36h until maximum 30 June 2026
- Member States may require the establishment of Single Points of Contact

Date of entry into force for all: 7/06/2023
Possibility for extending up to 36h until 30/06/2026



> COMPENSATION FOR MOBILITY EQUIPMENT (ART. 25)



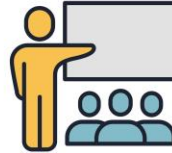
General principle: Full compensation for repair/replacement of mobility equipment and assistance devices, and treatment of the injury of the assistance dog, when caused by the railway undertaking (/station manager)

In practice:

- Make rapidly all reasonable efforts to provide immediately needed temporary replacements.

Date of entry into force for all: 7/06/2023

➤ STAFF TRAINING (ART. 26)



General principle: Obligation to provide staff training.

In practice:

- Dedicated training for staff providing direct assistance
- General training for staff in contact with the public
- If allowed, participation of employees/passengers with disabilities and their representative organisations.

Date of entry into force for all: 7/06/2023

> ACCOMPANYING PERSON/ASSISTANCE DOG (ART.21)



General principle:

- Free transport for accompanying persons when required in the access rules
- Assistance dog allowed in accordance with national law.

In practice:

- The accompanying person shall be seated, where feasible, next to the PRM.
- When the journey cannot continue the same day and the PRM passenger is offered accommodation, the assistance dog shall be taken into account whenever possible

Date of entry into force for all: 7/06/2023



**IN ANY CASE, NEVER FORGET
THE FUNDAMENTALS...**



Dialogue

Dialogue

Dialogue

**Local solutions
tailor-made to
local needs**

Dialogue

Dialogue

Dialogue

Dialogue





Have a good 7 June !

