

Improving multimodal journeys through new passenger rights

TRAN Hearing

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To make multimodal travel a convenient, reliable and safe choice, in principle, all core passenger rights should also apply to multimodal trips.

Top priorities:

- journey continuation guarantee;
- practical information, advice and support;
- straightforward and appropriate compensation.

Passenger rights however you travel

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights



Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes

A first step in the right direction, but ...

Scope is very limited

- Services covered by existing Passenger Rights' Regulations
- Multi-operator + multi-modal?
- All the main rights only apply in case of single contracts

→ For combined tickets, better protection is needed

- Clarify the role of intermediaries, B2C + B2B

→ No multimodal tickets, no multimodal passenger rights

- Address market challenges

Way forward?

Buying multimodal tickets should be **easy, affordable and offer protection** in case something goes wrong.

Towards a universal **journey continuation** guarantee:

- Minimum connection/ transfer times
- Existing sector agreements: starting point (but not enough)
- Rail Passenger Rights' Regulation: re-routing with other carriers & modes
- PSO service contracts first – then expand to open access
- Identify marginal cost



Thank you!

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