

**Press release**

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## Passengers first – EU rules should help railways keep up the good work

**The passenger experience and the cost of tickets are decisive factors when customers pick their transport mode. This is why rail passenger rights not only have to be customer friendly, they must also enable rail to be affordable and remain competitive and attractive for passengers. Most regrettably, the European Parliament position adopted in plenary today does not take these facts into account.**

Railways are constantly striving to have all their trains and services meet the highest standards so as to further improve their competitiveness and attract customers, as proved by the growing passenger satisfaction reflected in the recently published Eurobarometer report (Flash Eurobarometer 463). Over the last ten years, railway operators have taken the implementation of Regulation 1371/2007 very seriously by investing significant resources into meeting its requirements and into further speeding up the complaint handling processes.

In parallel, intermodal competition is increasing and the price attractiveness for customers is already much affected by cost-related distortions between rail and other modes. Comparable passenger rights regulations across the different transport modes must be part of the equation but with today's decision, regrettably, distortions will be even higher (see table below).

	Parliament position on the recast of <b>RAIL</b> Passenger Rights	<b>BUS AND COACHES</b> Passenger Rights	<b>AIR</b> Passenger Rights
<b>Delay compensations</b>	as of <b>1h</b> up until <b>100%</b> of the ticket price,	as of <b>2h</b> , at departure only and <b>50%</b> of the ticket price,	as of <b>3h</b> ,
<b>Force Majeure/Extraordinary Circumstances</b>	<b>NO</b>	<b>YES</b>	<b>YES</b>
<b>Regional, sub-urban and urban services</b>	<b>Regional and sub-urban fully</b> included in the scope in full	<b>Only applicable to long-distances</b> (services under 250 Km excluded)	N/A
<b>Unlimited liability for carriers in case of train connections they were not aware of or did not commit to (e.g. tickets packaged at the discretion of ticket vendors or purchased separately)</b>	<b>YES</b>	<b>NO</b>	<b>NO</b>

<b>Pre-notification for assistance to persons with reduced mobility</b>	<ul style="list-style-type: none"> <li>• <b>“Turn up and go”</b> for stations with +10,000 pax. a day.</li> <li>• <b>3h</b> before the assistance is needed for stations with 2,000 to 10,000 pax. per day.</li> <li>• <b>12h</b> for stations with less than 2,000 pax. per day</li> </ul>	<b>36h</b> before the assistance is needed. Assistance to be provided, but only at <b>terminals designated by Member States.</b>	<b>48h</b> hours before the published time of departure of the flight
<b>Mandatory through-ticketing /co-sharing</b>	<b>Yes</b>	<b>No</b>	<b>No</b>
<b>Minimum number of bikes</b> to be carried on all services	<b>Yes, 8 assembled bikes 2 years after entry into force on new and refurbished rolling stock</b>	<b>No</b>	N/A

As an example, the newly adopted delay compensation thresholds and the deletion of the force majeure principle would alone have an estimated cost for railway companies – and consequently their customers – of around EUR 600 million per year. The impact is even bigger taking into account the proposed forced staffing of stations and trains at all times, the forced refurbishment of all existing trains to accommodate 8 assembled bikes, and the unlimited liability of railway undertakings for tickets packaged and sold at the discretion of ticket vendors and including train connections the operators were not aware of or did not commit to.

Rather than benefitting passengers, the adopted text would lead to unwanted consequences including an immediate surge in ticket prices, discontinuation of rail services and/or stops of trains at stations due to the inability to cope with the proposed provisions, and as a result, less travel options for rail customers.

**CER Executive Director Libor Lochman** said: *"Despite the recent developments, CER will continue to constructively contribute to the discussions on this file to reach balanced solutions that will allow the railways to continually innovate and better meet the ever growing expectations of rail customers, in a highly competitive environment."*

<p><b>Contact Person</b></p> <p><b>Eva Böckle</b>          CER Head of Communications          E: <a href="mailto:eva.boeckle@cer.be">eva.boeckle@cer.be</a>          T: +32 (0)2 213 08 90          M: +32 (0) 473 32 20 94</p>	<p><b>About CER</b></p> <p>The Community of European Railway and Infrastructure Companies (CER) brings together more than 70 railway undertakings, their national associations as well as infrastructure managers and vehicle leasing companies. The membership is made up of long-established bodies, new entrants and both private and public enterprises, representing 73% of the rail network length, 83% of the rail freight business and about 95% of rail passenger operations in EU, EFTA and EU accession countries. CER represents the interests of its members towards EU policy makers and transport stakeholders, advocating rail as the backbone of a competitive and sustainable transport system in Europe. For more information, visit <a href="http://www.cer.be">www.cer.be</a> or follow <a href="https://twitter.com/CER_railways">@CER_railways</a> on Twitter.</p>
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