

Public consultation on a possible initiative at EU level in the field of passengers rights in multimodal transport

Fields marked with * are mandatory.

Introduction

**** NOTE: You can change the language of this form in the menu on the right ****

The European Commission wants to examine options to better protect passengers in the EU when using multimodal transport. The aim of the present open public consultation is to seek the opinion of the general public about key elements of the impact assessment:

- the problems that passengers face when combining different modes of transport for the same journey, including the drivers as well as the roots of the problem,
- the options to be assessed, and
- the likely impacts of each option.

Transparency and confidentiality

*The contributions received in the context of this public consultation will be published on the internet together with the identification data of the respondent unless the respondent requests that his or her contribution should be published anonymously.

Please indicate your preference as regards publication of your contribution:

- My contribution may be published under the name indicated (organisation / association / authority you represent)
- My contribution may be published but should be kept anonymous

Explanations about the protection of personal data are available on: http://ec.europa.eu/geninfo/legal_notices_en.htm#personaldata (http://ec.europa.eu/geninfo/legal_notices_en.htm#personaldata)

The policy on "protection of individuals with regard to the processing of personal data by the Community institutions" is based on Regulation (EC) N° 45/2001 (<http://eur-lex.europa.eu/legal-content/EN/AUTO/?uri=CELEX:32001R0045>) of the European Parliament and of the Council of 18 December 2000.

*May the Commission contact you, in case further details on the submitted information in this questionnaire are required?

- Yes
- No

A. Identification of the respondents

1. In what capacity are you completing this questionnaire?

- In my private capacity
- On behalf of an organisation, association, company, authority etc.

*1.a. Please identify clearly which organisation / association / authority you represent?

500 character(s) maximum (481 characters left)

AGE Platform Europe

*1.b. Is the entity on whose behalf you are replying registered in the EU Transparency Register?

If your organisation is not registered, we invite you to register (<https://ec.europa.eu/transparencyregister/public/ri/registering.do?locale=en>), although it is not compulsory to be registered to reply to this consultation.

Why a transparency register? (http://ec.europa.eu/transparencyregister/public/staticPage/displayStaticPage.do?locale=en&reference=WHY_TRANSPARENCY_REGISTER)

- Yes
- No

*1.c. If so, please indicate the registration number in the Transparency Register

30 character(s) maximum (16 characters left)

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*2. Please provide your first name (/eusurvey/home/welcome/runner) All public surveys (/eusurvey/home/publicsurveys/runner)

100 character(s) maximum (95 characters left)

Julia

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*3. Please provide your last name

100 character(s) maximum (94 characters left)

Wadoux

*4. Please provide your email address

@ julia.wadoux@age-platform.eu

*5. Which of the following categories best describes your activity or that of your members?

- Passenger – Citizen
- Organisation representing passengers/consumers
- Organisation representing persons with disabilities or persons with reduced mobility
- Railway undertaking
- Air carriers
- Air terminal operators
- Port terminal operators
- Ferries, cruise or inland waterway boat operators
- Bus/Coach companies
- Station staff (station manager, other)
- Infrastructure manager
- Public authority (Member State representative, Ministry, Agency, National Enforcement Body, other)
- Workers' organisation
- Tour operator
- Consultancy
- Ticket vendor
- Industry federation
- Research / Academia
- Organisation representing environmental / climate stakeholders
- Other

*6. Please specify your main country(ies) of operations (for organisations max. 3) or residence (for citizens)

between 1 and 3 choices

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> EU-wide | <input type="checkbox"/> Global | <input type="checkbox"/> Austria |
| <input type="checkbox"/> Belgium | <input type="checkbox"/> Bulgaria | <input type="checkbox"/> Croatia |
| <input type="checkbox"/> Cyprus | <input type="checkbox"/> Czech Republic | <input type="checkbox"/> Denmark |
| <input type="checkbox"/> Estonia | <input type="checkbox"/> Finland | <input type="checkbox"/> France |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Greece | <input type="checkbox"/> Hungary |
| <input type="checkbox"/> Ireland | <input type="checkbox"/> Italy | <input type="checkbox"/> Latvia |
| <input type="checkbox"/> Lithuania | <input type="checkbox"/> Luxembourg | <input type="checkbox"/> Malta |
| <input type="checkbox"/> Netherlands | <input type="checkbox"/> Poland | <input type="checkbox"/> Portugal |
| <input type="checkbox"/> Romania | <input type="checkbox"/> Slovak Republic | <input type="checkbox"/> Slovenia |
| <input type="checkbox"/> Spain | <input type="checkbox"/> Sweden | <input type="checkbox"/> United Kingdom |
| <input type="checkbox"/> Other, non-EU Member State | | |

7. For citizens only: Is your country of residence the same as your nationality?

- Yes
- No

Use of multimodal transport services

The following questions 8 to 11 should only be replied by **citizens** who have made **use of multimodal transport services**, when several modes of transport have been used **to complete a journey**. As mentioned, the purpose of this consultation is to collect views on how to improve passenger rights in case of travel disruptions when two or more different modes of transport are used.

Please note that urban or local public transport services (including taxis) do not fall under the scope of this consultation.

For the purpose of this consultation, only the following journeys including at least two combinations should be considered:

- By planes: flight operated by commercial air carriers
- By rail: interurban domestic or cross-border services (excluding urban or regional services)
- By coach: interurban domestic or cross-border services (excluding urban or regional services)
- By ship: ferries, cruise, inland water transport

8. Please specify which combination of modes of transport mostly reflects the type of multimodal transport services you have used and at which frequency

	At least once per week	At least once per month	At least once every 3 months	At least once per year	Never
Rail/Plane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail/Coach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plane/Coach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail/Ship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coach/Ship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plane/Ship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. In general, your travel tickets are provided by:

- A travel agent
- Purchasing them directly from the transport company (ticket desk or online)
- By purchasing them online via booking systems
- Other

10. Which answer best reflects the purpose of your multimodal travels in the past 12 months?

- I travelled only for business purpose
- I travelled 75% for business, 25% for leisure
- I travelled 50% for business, 50% for leisure
- I travelled 25% for business, 75% for leisure
- I travelled only for leisure purpose

B. General relevance of the initiative

The overall objective of this initiative is to ensure an adequate level of protection for passengers when using a combination of different transport modes during their journeys in the EU.

The situation described below illustrate the type of problems which may arise in the context of a multimodal journey:

A passenger living in an EU city wants to reach a final destination to another continent. The passenger chooses to use rail as a transport mean to reach an airport in another EU member State from where a long haul flights can be taken to reach the final destination to another continent. Unfortunately, the train arrives at the airport with a 60 minutes delay and consequently the passenger misses the flight to his final destination. Since the delay was due to the train the passenger will only benefit from Regulation 1371/2007 on rail passenger rights for that part of the journey and not from Regulation 261/2004 on air passengers' rights. In this case, the passenger will receive as compensation, 25% of the price of the train ticket corresponding to that part of the journey and no assistance and care (e.g. meal, hotel accommodation, etc.) at the airport. In case the journey had been solely done by air, then in this case Regulation 261/2004 on air passengers' rights would apply to the entire journey. In that case, the passenger would have the right for care and assistance at the airport and a higher compensation of up to 600 EUR.

1. **For citizens only:** Are you familiar with the provisions of the existing passenger rights regulations in the different transport modes?

	Yes, very well	Yes, well	No, not well	No, not at all	No opinion
Air	<input type="radio"/>				
Bus & Coach	<input type="radio"/>				
Rail	<input type="radio"/>				
Waterborne	<input type="radio"/>				

2. To what extent do you agree with the following statements concerning multimodal journeys?

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	No opinion/not sure
Passengers are well informed about their passenger rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers are well informed as to whom they can complain if their rights are not respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers receive correct, complete and transparent information about the full ticket price for the whole journey.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers are well informed about the details of the whole journey (schedule, transfer time, on-board facilities including for passengers with disabilities or reduced mobility, etc.)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers are well informed in the event of disruptions affecting one specific segment of the journey (such as long delays, cancellations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passengers receive assistance (meals, accommodation, etc.) in the event of disruptions during their multimodal journey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please feel free to explain below your answer in detail
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 1500 character(s) maximum (38 characters left)

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The information depends very much from a country to another, from a transport mode to another. We also have to acknowledge that more frequent travellers are better informed so that there is a clear need to reassure passengers who are less frequent user to cross-border multimodal journeys to encourage them travelling. The raising use of online services to purchase tickets is creating uncertainty when it comes to passengers' rights information and implementation.

As for the information provided to passengers with reduced mobility, there is still a lot to do in order to make sure they will get clear information about the accessibility at the connecting points, bearing in mind that a station can be accessible for the whole part related to railway, but not accessible at all when it comes to the coaches station often embedded in the same building. There is a need to provide with clear information, including about walking distance, regarding the accessibility of the different places to ensure seamless travel, a key concept for passengers with reduced mobility not only for a positive experience but also because it might crucial to them in reaching their final destination.

In case of event disruption, there is a need to pay more attention to vulnerable passengers and ensure a quick reaction, not being provided with drink and meal can be really dramatic for example for older persons facing specific health needs, pregnant women or children.

4. The following passenger rights might be relevant in the case of multimodal journeys. Please rate the importance of these rights in the context of multimodal journeys.

	Very Important	Important	Not very important	Not important	No opinion
Information provided by transport companies or their agents to passengers on their rights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrier's liability in case death or injury of the passenger or loss or damage of the luggage	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-discrimination regarding ticketing (e.g. availability, choice, price, sales channels)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obligations of transport undertakings to passengers in the event of long delays, cancellations or missed connections (information, assistance, compensation)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice for passengers to cancel their trip and request reimbursement in the event of long delays, cancellations or missed connections	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to transport services for persons with disabilities or with reduced mobility (prohibition of discrimination, assistance)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of connecting points between transport modes for persons with disabilities or with reduced mobility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking care of passengers, ensuring the continuation of their journey or bringing them back to their point of departure in the event of major transport disruptions (caused by e.g. extreme weather conditions or major natural disasters)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective enforcement of passenger rights by national authorities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.a. Please specify "Other"

100 character(s) maximum (100 characters left)

5. In conclusion, do you think that there is a need to address these issues at EU level aimed to enhance passenger rights in multimodal transport as well?

- Yes
- Yes, to a limited extent
- No
- No opinion

5.a. Please explain your answer

1500 character(s) maximum (286 characters left)

Considering the different options available for passengers in the EU, multimodal transport is key: there are more and more combined ticket air-rail, or coach-air so that the impact of a disruption can really be critical for passengers. Ensuring seamless travel for passengers whatever their statutes is essential to engage most of them using (public) transport and travelling across the EU.

If we want to make sure that passengers use these different options and travel more frequently that would also be key to make their rights access easier.

This might also have an environmental impact since you would be more encourage to use train on shorter distance instead of planes: for example, there are plane or train connections between Brussels and Amsterdam Schiphol but with the current passengers' rights policy, it is safer to use a plane connection between the two airports instead of making the choice of train between the two airports.

Last but not least, the EU dimension is key since most of this multimodal journeys are cross-border and require thus some sort of coordination at EU level. There is a clear added value of a legal proposal to better protect passengers in case of multimodal journeys.

C. Assistance to persons with disabilities or with reduced mobility

The existing EU passenger rights Regulations for the different transport modes provide for non-discriminatory access conditions for passengers with disabilities or with reduced mobility. The Regulations impose certain obligations on transport companies and third parties such as airport, railway undertakings, terminal operators, station managers in order to allow such passengers to use transport services under comparable conditions as other passengers. However, the rights for passengers with disabilities or with reduced mobility are not fully protected when using multimodal transport services.

Thus, in case that the passenger mentioned the previous example who was travelling from an EU Member State to another continent is a disabled person he/she will need assistance as from the moment he/she disembarks the train to the moment he/she boards the plane.. Currently, according to the Regulation on rail passenger rights, rail operators have the obligation to provide assistance until the designated point within the railway station. According to the Regulation on air passenger rights, the obligation of air operators starts from the designated point in the airport. In the case that these two designated points are not the same, the disabled person is left without assistance between those designated points.

1. **For citizens only:** Have you ever requested assistance for yourself or another person with disabilities or with reduced mobility when travelling with several modes of transport ?

- Yes
- No
- No opinion

2. How do you assess the following services offered to persons with disabilities or with reduced mobility when using multimodal travelling?

	Very good	Good	Neither good nor bad	Bad	Very bad	No opinion
The general information about the accessibility of multimodal transport services e.g. during transfer from one mode to another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of travel information provided before and during the journey (in accessible format taking into consideration their special needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of stations, platforms, rolling stock and other facilities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance provided during boarding, disembarking and on-board	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial compensation in case of loss or damage to mobility equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.a. Please specify "Other"

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Again the situation depends very much from a country to another and from a passenger to another. Efforts are being made to improve the information on accessible terminals/stations but this information is still scattered and does not help seamless travels. For passengers with reduced mobility, this is essential to allow them travelling without taking the risk of being stuck in the middle of their journey. Although challenging, there is a clear need to make sure that this information is clearly available when passengers book their travel and can be informed if there is any change, due to works for example, before their departure.

3. Does the assistance provided to persons with disabilities or with reduced mobility at transfer points in case of multimodal transport need to be improved?

- Yes
- No
- No opinion

3.a. If yes, please provide any additional comments on the level and/or means of intervention required in order to improve such assistance?

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This assistance should be seamless as the travel is in order to facilitate the journey and avoid additional risk of disruption in the travel for the passengers. The issue is around the coordination and to make sure that again from the booking the passengers can be reassured that the assistance will be provided at the connecting point.

Today, the rights of passengers are very different from a mode to another so that some sort of convergence could be useful to facilitate understanding by passengers of their rights.

D. Other questions

1. Are there any other issues related to multimodal passenger transport which you consider should be tackled? Please give details.

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A complete exclusion of local public transport from such a legal proposal is a pity considering the importance of seamless travel from door to door and the impact of a disruption in local public transport for a travel whether by plane or by train. Most of the stations or airport are accessible thanks to local public transport or are connected thanks to local public transport so that they might also affect the rights of passengers.

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2. Please provide references to any studies or documents that you think are relevant for this consultation, with links for online download where possible.

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