



Passenger rights in a multi-modal context

Florence, 2 May 2022

Ticketing: new provisions in the Rail Passenger Rights Regulation (EU) 2021/782

- **Through-tickets offered by railway undertakings, Article 12 (1): a) obligatory offer (long-distance or regional rail passenger services operated by a ‘sole’ undertaking), b) voluntary offer (all other rail passenger services: shall make all reasonable efforts to offer them and shall cooperate to that end among themselves)**
- **Tickets purchased from a railway undertaking in a single commercial transaction, Art. 12 (3),(5)**
- **Tickets bundled by the ticket vendor or tour operator and purchased in a single commercial transaction, Article 12 (4), (5)**
- **Real-time traffic data and travel information (Art.10)**
- **Self-re-routing (Art. 18(3))**

Q&A to the new RPR Regulation (EU) 2021/782:

https://transport.ec.europa.eu/document/download/c495999b-5847-44c1-930c-da10cb8d2df4_en?filename=2021-06-09-the_new_passenger_rights_regulation.pdf

Sustainable and Smart Mobility Strategy



Brussels, 9.12.2020
COM(2020) 789 final

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN
PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL
COMMITTEE AND THE COMMITTEE OF THE REGIONS

Sustainable and Smart Mobility Strategy – putting European transport on track for the
future

(SWD(2020) 331 final)



“The Commission will consider options and benefits to go further with a multimodal framework for passenger rights that is simplified, more consistent and harmonised.”

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Sustainable and Smart Mobility Strategy

- **Action Plan**

63. Review of the passenger rights regulatory framework, including to ensure its resilience to extensive travel disruptions, **and including options for multimodal tickets**

64. Assess the options and propose, if appropriate, an adequate financial protection scheme to protect passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation.

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52020DC0789>

- **Call for evidence for an impact assessment** (December 2021)

https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights_en

Exploratory study on passenger rights in the multimodal context (2019)

Conclusions:

- multimodal transport is still a niche market, where the main problems relate to infrastructure at connecting points
- It may be early to propose a regulatory action at EU level as market developments need to be closely monitored
- Identified gaps as regards passenger rights:
 - PRMs' right to information and assistance: no obligation for carriers or terminal managers vis-à-vis PRM using multimodal transport
 - Enforcement: no complaint-handling rules and no NEBs designated for dealing with multi-modal transport
 - Absence of harmonised liability schemes (carriers-carrier and carrier-ticket vendor)
 - Right to information: no obligation for ticket vendors, terminal managers and carriers to provide at connecting points information regarding multi-modal aspects of the journey

<https://op.europa.eu/en/publication-detail/-/publication/f176da6f-d9ca-11e9-9c4e-01aa75ed71a1>