

Passenger rights – Gaps in multimodal mobility

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Multimodality and Intermodality

- Multimodality: Use of different modes of transport
- Intermodality: Use of different modes of transport on one journey
- (Long-distance) travel, especially in connection with flights
- Example Vienna Airport: 2019 approx. 32 million air travelers, 57% used public transport (trains and buses)
- Combination of different modes of transport

Passenger rights - national law

- Passenger rights per mode of transport - other claims under national law
- Passenger rights more advantageous for the passenger
- Claim for damages - default
- Passenger rights are not covered by compensation
- Flights - high amounts in dispute

Combined Offers

- No multimodal passenger rights even with combined packages
- e.g. AIRail, Rail&Fly - Austrian Airlines in cooperation with ÖBB-Personenverkehr (railway company)
- direct AIRail connections to Vienna Airport from Linz, Salzburg or Graz Central Station
- Guaranteed connection in case of unexpected train or flight delay
- Passenger rights: entitled to compensation for the train delay, but not rights for the missed flight (e.g. compensation, free snacks and refreshments or accommodation)

Gaps in rail traffic

- Few passenger rights when combining tickets from different railway companies
- Ticket booking difficult for several companies
- Difficulty buying a ticket from different train companies
- Few booking platforms in rail traffic
- Through tickets - Current passenger rights
- Through tickets – New passenger rights

Arbitration and Enforcement

- Limited responsibilities
- Few financial claims of the passengers
- No concessions from companies
- Unsatisfactory results

Solutions

- Expand through tickets
- Extend passenger rights to multimodal journeys
- Compulsory insurance for companies: Introduce compulsory insurance for multimodal journeys
- Insurance for passengers: Offer (voluntary) insurance for passengers – at reasonable cost
- Maintaining status quo: at least obligation for better information

Conclusio

- General introduction of multimodal passenger rights probably difficult
 - Alternative: Minimum passenger rights also in multimodal journeys
 - Alternative: Strengthening passenger rights in rail, bus, waterborne and aviation
 - Alternative: Strengthening of passenger rights in combined offers from companies
 - Alternative: Mandatory insurance system

Agency for Passenger Rights

Thank you for your attention!

For more information, please visit our website

www.apf.gv.at or www.passagier.at

(latest annual report 2021 available)