



30.11.2024

## NOTICE TO MEMBERS

**Subject: Petition No 0700/2024 by J.D. (German) on increased rights for rail passengers**

### 1. Summary of petition

This petition calls for rail passenger rights to be enhanced by determining when a journey ends on the basis of the actual travel destination rather than what is written on the ticket, in order to also cover the costs of any connections (such as a bus) that are missed as a result of delays. In support of this, the petitioner claims that the vast majority of passengers arriving at a train station travel on using other modes of transport, such as buses or trams, until they reach their actual destination are confronted with difficulties. A delayed train could mean that the final leg of the journey (such as a late-night bus ride) cannot be taken.

### 2. Admissibility

Declared admissible on 14 October 2024. Information requested from Commission under Rule 233(5).

### 3. Commission reply, received on 30 November 2024

Regulation (EU) 2021/782 on rail passenger's rights and obligations<sup>1</sup> aims to provide significantly improved protection to rail passengers in the event of cancellations, delays and missed connections. To this end, it entitles passengers to certain rights under the conditions defined therein, such as the right to reimbursement or re-routing, as well as the right to compensation and assistance. In principle, the extent of these rights and the corresponding obligations of railway undertakings is linked to the rail services which are part of the transport contract concluded between the passenger and the railway undertaking. This implies, for example, that passenger rights to re-routing do not go beyond the final destination of the rail

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<sup>1</sup> <http://data.europa.eu/eli/reg/2021/782/oj>

service as indicated on the rail ticket.

The Regulation applies in principle to all rail passenger journeys and services throughout the European Union.<sup>2</sup> However, it does not apply to other types of passenger services, such as tramways or local bus transport. The Commission would hereby like to draw attention to Regulation (EC) No 181/2011 concerning the rights of passengers in bus and coach transport.<sup>3</sup> Under that Regulation, passengers travelling are entitled to passenger rights similar to those of rail passengers where they travel on long-distance bus and coach services of 250 kms and more.<sup>4</sup> For services covering shorter distances, the Regulation contains minimum rules on travel information for all passengers before and during their journey and general information about their rights in terminals and online.

The Commission also recognises the lack of a clear framework for passengers performing multimodal journeys. These journeys occur when passengers combine at least two collective transport modes to reach a final destination. To address this issue, the Commission adopted a proposal on passenger rights in the context of multimodal journeys in November 2023.<sup>5</sup> This proposal aims to ensure that passengers who travel with a combination of collective transport modes enjoy rights similar to passengers who travel with only one collective transport mode (i.e. only by air, rail, bus or ship). In particular, the proposal suggests that carriers who offer multimodal journeys under a single contract of carriage should assist and re-route passengers where they miss a connection between different transport services.

The transport services covered by this proposal are the same that are covered by the existing rules on passenger rights in air, rail, waterborne and road transport. Local bus transport or urban tramways, for example, are therefore not concerned by this proposal.

The proposal on passenger rights in the context of multimodal journeys is currently under scrutiny by the European Parliament and the Council under the ordinary legislative procedure.

## Conclusion

The Commission considers that the rights of passengers should be upheld where they use several collective transport modes for their journeys. To this end, it proposed a Regulation on passenger rights in the context of multimodal journeys, which aims to increase the protection of passengers in the event of missed connections between different transport modes.

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<sup>2</sup> Member States may exempt some or all provisions of the Regulation to certain rail passenger services, see an overview thereof on the following website: [https://transport.ec.europa.eu/transport-themes/passenger-rights/rail\\_en](https://transport.ec.europa.eu/transport-themes/passenger-rights/rail_en)

<sup>3</sup> <http://data.europa.eu/eli/reg/2011/181/oj>

<sup>4</sup> The distance requirement applies to the service as a whole, not to the distance of the individual journey of the passenger.

<sup>5</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52023PC0752>