



Latvijas Republikas Pastāvīgā pārstāvniecība Eiropas Savienībā
Permanent Representation of the Republic of Latvia to the European Union

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Francois Lamoureux
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European Commission DG TREN
BE - 1049 Brussels
Belgium

2.3.10. - 2864
Brussels, 3 October 2005

To: TREN A5 MD/mm D(2005)115613 of 25.07.2005
Questionnaire on Commission Staff Working Paper "Rights of passengers in international bus and coach transport"

Dear Director General,

Ministry of Transport of Latvia has examined Commission Staff Working paper on rights of passengers in international bus and coach transport and after consultations with Latvian road transport operators has prepared answers to the major part of the attached questionnaire.

We deem that questions regarding liability schemes and complaint handling should be considered more carefully with assistance of parties other than road transport operators, such as insurance companies or supervising authorities.

We hope that the information provided will be useful to find appropriate solutions for further strengthening the passengers' rights.

Sincerely yours,

Lelde Līce-Līcīte
Deputy Permanent Representative

Attachment: LV Answers to the questionnaire (2 pages)

DG TREN		CODE:				
A/ 24873						
04. 10. 2005						
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LV answers to the questionnaire on passengers rights

	Need to regulate
1.	We agree that a Community regulation on passenger rights in international passenger transport by bus and coach should be ensured.
2.	Regulation.
	Scope of regulation
3.	Yes, only international passenger services.
4.	We cannot answer due to shortage of information.
	Liability schemes
5.	
6.	As transport operators are connected to this field via insurance market
7.	(obligations and rights are determined by legislation and clauses of contract),
8.	there should be consultations with insurance companies in order to take into
9.	consideration insurance schemes already in place.
10.	
11.	Yes.
12.	Yes.
13.	Liability of operator is defined by law.
	Cancellation, denied boarding and interruption of journey
14.	Yes, passengers should receive compensation in the event of cancellation.
15.	Yes, but certain clauses should be determined in the contract.
	Significant delays
16.	No.
17.	-
18.	Unforeseen situations - force majeure, delays on boarders. Information on delays should be provided only in confident cases.
	Persons with reduced mobility
19.	Yes, it should be provided at least at minimum level.
20.	We are open to discuss this issue.
21.	There is no place to leave mobile equipment in existing circumstances -- only if the equipment is jointed in order to place it to the baggage section.
22.	These rules should not be extended to urban transport, because every Member State should solve this situation in national legislation. In Latvia requirement for transport operators to purchase new buses including opportunity to carry persons with reduced mobility is already in place.
23.	Yes.
24.	Before the journey, when ticket for person with reduced mobility is purchased.
25.	Yes, minimal requirements.
26.	We are open to discuss this issue.
27.	Yes.
	Quality standards
28.	Yes, at EU level.
29.	We are open to discuss this issue.
30.	Yes, listed indicators are sufficient.

	Information obligations
31.	As required in Regulation 684/92.
32.	Standard conditions should be attached to ticket and also available at transport operator's office (for instance, brochures, notices, electronic means of information) before purchasing ticket.
33.	We are open to discuss this issue.
34.	There should be opportunity for persons with reduced mobility to be acquainted with common and special clauses of carriage.
35.	Yes.
	Complaint handling
36.	Yes.
37.	Yes.
38.	4 to 12 weeks.
39.	Yes.
40.	Yes.
41.	-
42.	No.
43.	Control service.
44.	-
45.	-
46.	-
	Self-regulation
47.	No.
48.	-
	Integrated ticketing
49.	Ticketing should be left in MS jurisdiction.