

2018



YEAR OF

Multimodality

#EUMultimodalityYear

“Delivering EU-wide multimodal travel information, planning and ticketing services: dream or reality?”

19/11/2018, Brussels

Wi-Fi Connection

Network: **EC_Guest**

Login: **xicb510**

Password: **Meeting**



Follow us on Twitter

#EUMultimodalityYear



Session 2

Multimodal passenger rights

Session 2

Moderator:

- Elisabeth Kotthaus, DG MOVE, HoU Social aspects, Passenger Rights & Equal Opportunities

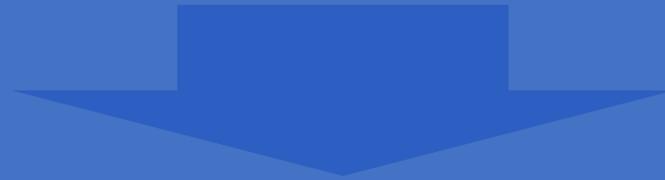
Panelists:

- David Classey, Director Planning and Programmes, Travelport
- Pierre Genolini, A. VP International Agreement, Air France
- Jaime Rodríguez Medal, Director, Confibus
- Patrycja Gautier, Legal Officer, BEUC
- Frank Sioen, Advocacy Officer, ENIL, Representative of EDF
- Barbara Forster, Travel Rights Expert, European Consumer Centre Austria
- Maija Ahokas, Director, Finnish Ministry of Transport and Communications



EU Legal framework Passenger rights legislation

Covers the 4 modes of transport separately



making it difficult for a passenger combining different modes for a long-distance journey to be properly covered in case of disruptions, notably in case of missed connections

10 BASIC PASSENGERS RIGHTS

for the 4 modes of transport separately

1. Non-discrimination
2. Right to Mobility: Passengers with Reduced Mobility
3. Information
4. Cancel Trip in case of disruption (right to reimbursement)
5. Rerouting or Rebooking
6. Assistance
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

Possible problems when travelling in a multimodal context

- ➔ *Passengers travelling with multimodal products are not protected by current mode-specific EU legislation (connecting flights or connecting rail services)?*
- ➔ *Passengers with disabilities are not granted adequate assistance when transferring from one mode to the other?*
- ➔ *Passengers combining different modes (separate contract for each mode) cannot claim compensation for missed connections even if they made reasonable efforts when choosing connections and the operator is responsible for the delay?*

- ▶ *Absence of enforcement and redress mechanisms for multimodal journeys?*
- ▶ *Liability of operators is mode-specific as regards passenger rights?*

Action

- ➔ *February-May 2017 (12 weeks): Open public consultation*
Approximately 85% of the respondents (mainly citizens and organizations representing passengers) support an EU initiative in this field
- ➔ *(ongoing) External support study to conduct an external support study to assess the multimodal product market's maturity and the magnitude of the problem*
Targeted consultation (interviews + surveys with broad scope of stakeholders)

Please connect to Slido

1. Connect to the WIFI network
2. Go to www.slido.com
3. Enter the event code **EUMM**

slido



#EIMultimodal



“Briefly present an overview of the developments of the multimodal market (incl. single tickets), from the perspective of a ticketing platform?”

David Classey (F. InsTT)

EUT and IATA TPSC



Reports into the Passenger Services Conference Open to Strategic Partners

	Active Products	Rail Ticket Issuance	Reservations and Booking Fees
Conceptualisation			Passenger Privacy, Optimisation of Itinerary
Exploration	ONE Order	Travel Commission	*Airlines Data for Exchanges
Development	Non-Carrier Capable (NCC)	Customs Declaration	Smart Search, Request M2
Implementation	E-Tickets	Automated Booking Control	Automated Booking Control
Challenges			
	Supporting Initiatives		
	Active Industry Case Model		



IATA Resolution e.g. 722

Resolution Title	Resolution Text	Resolution Status
RESOLUTION 722 ELECTRONIC TICKET-ORIGIN MARKING	RESOLUTION 722 ELECTRONIC TICKET-ORIGIN MARKING	ADOPTED
RESOLUTION 723 COLLECTOR STATUS INDICATORS	RESOLUTION 723 COLLECTOR STATUS INDICATORS	ADOPTED

- Airlines have many business partners
- Many system-to-system interactions
- Standards are means to
 - Reduce IT development and maintenance cost
 - Achieve faster time to market for solutions involving multiple business partners
 - Increase data quality
 - Leverage industry best practices



Project Vision:

The realisation of a sustainable and open single European market for multimodal travel services for travel users and service providers.





Changes that could help improve Multi Modal, connected businesses and support Passenger Rights



Involved sales distribution modelling as part of TEN-T multi modal hub design and pay back.

- Multi Modal content curation in journey time or CO2 order.



Migrate air-2-air interline agreements as a migration target when surface replaces air.

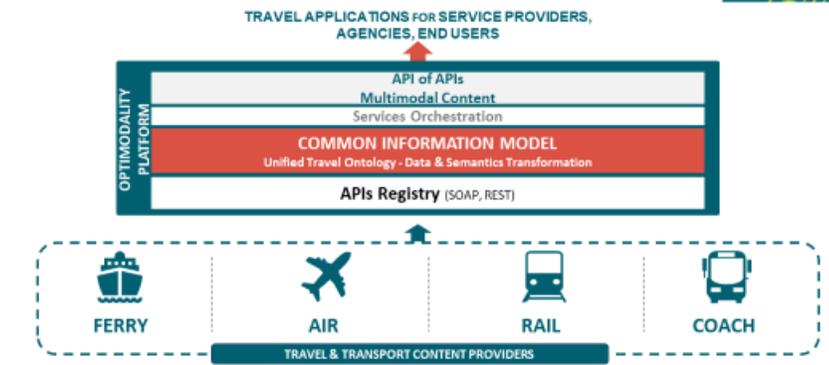
Existing connection agreements need to be matched to bring TEN-T fully into the global transport infrastructure.



Established a dedicated office in DG MOVE to consider the horizontal / shared needs for Multi Modal SMART standards including.....

- Connection time information as a service (static data)
- Aggregated Travel Information as a service (past data)
- Operational data as a service (disruption handling)
- Travel coupons, auditing & payment as a service
- Legal Framework to enable agreements & ticketing
- Multi Modal Passenger Rights
- Data interoperability as a service
- Common MM data exchange standards (book & change)

The API of APIs approach Multimodal data interoperability as a Service



Air France and the development of TGV Air, in the context of CDG airport. What explains the success of that specific product?

Pierre Genolini, A. VP International Agreement, Air France



Air France current multimodal offer

TGV AIR and

AIR&RAIL

: what, how and why.



Comparison with concrete available alternative solutions for passengers.
To which extent and which rights wouldn't be exercised.

What might be alternatives to mode-specific regulations?

The development of multimodal products of bus & coach in Spain: What explains the success of that specific product?

Jaime Rodríguez Medal, Director, Confibus



Multimodal tickets involving bus services in Spain

Bus + Flight; Bus + Rail; Bus + Ferry



- ✓ Integrated multimodal tickets in one single ticket
- ✓ Firsts tickets started in 2013 (rail) and 2014 (airline). Tickets with ferries started earlier.
- ✓ Connection of Madrid and Barcelona airports with several cities in Spain; rail terminals with several cities in Spain and Portugal, and; ports and cities between Balearic islands, North Africa and Spain
- ✓ Services depart from dedicated terminals
- ✓ Timetables are coordinated to reduce passenger connection time
- ✓ Pricing of buses is not different than buying tickets separately (though discounts in ferries)
- ✓ Assistance can be requested for each mode

2 airlines, 1 railway undertaking, 2 ferry shipping companies and more than 10 bus companies

- ✓ Booking and purchasing of tickets through the airline, railways and shipping company (only ferries allow bookings from coach undertakings, online booking platforms and travel agencies)
- ✓ Non-exclusive partnerships (i.e. more bus companies can join)
- ✓ Passengers cannot check bags on the overland sections so they have to retrieve their baggage at transits.
- ✓ Tickets are issued from origin to final destination
- ✓ Compensation system: companies guarantee transit connections and handle any possible incidents should they arise
- ✓ Refund and rebooking depend on airline, rail and shipping fares



How can we improve the protection of passenger rights, in the context of multimodal transport, in the best interest of all consumers and the development of integrated products?

Patrycja Gautier, Legal Officer, BEUC





BEUC The European
Consumer
Organisation

BEUC: The Consumer Voice in Europe

Multimodal Journeys – what do passengers need?

- Clear rights and legal certainty
- Single transaction = complete passenger rights protection
- Better information
- Comprehensive system for dealing with consumer complaints
- Powers of the NEBs to be strengthened
- ADR schemes available and obligatory for all the operators

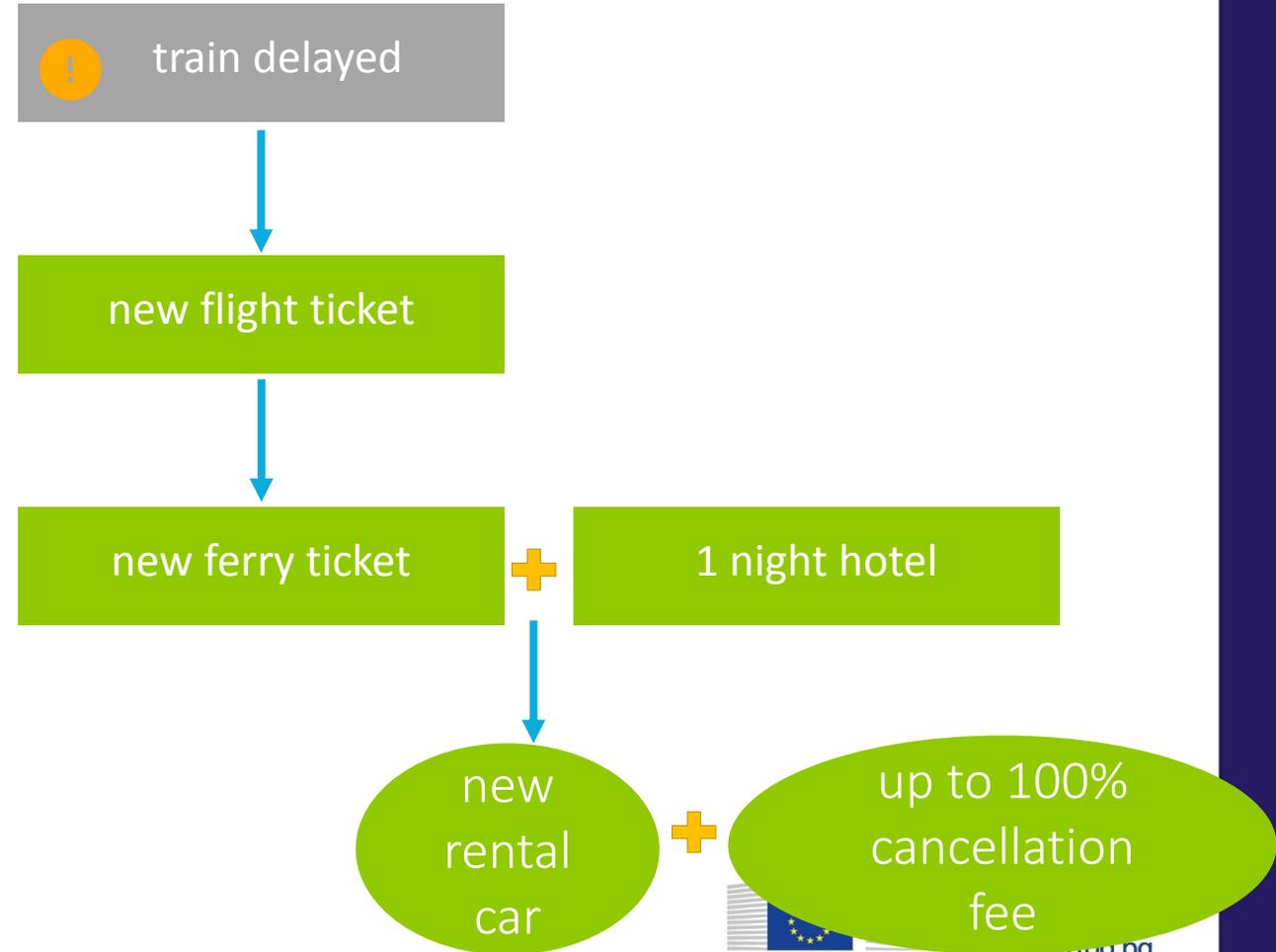
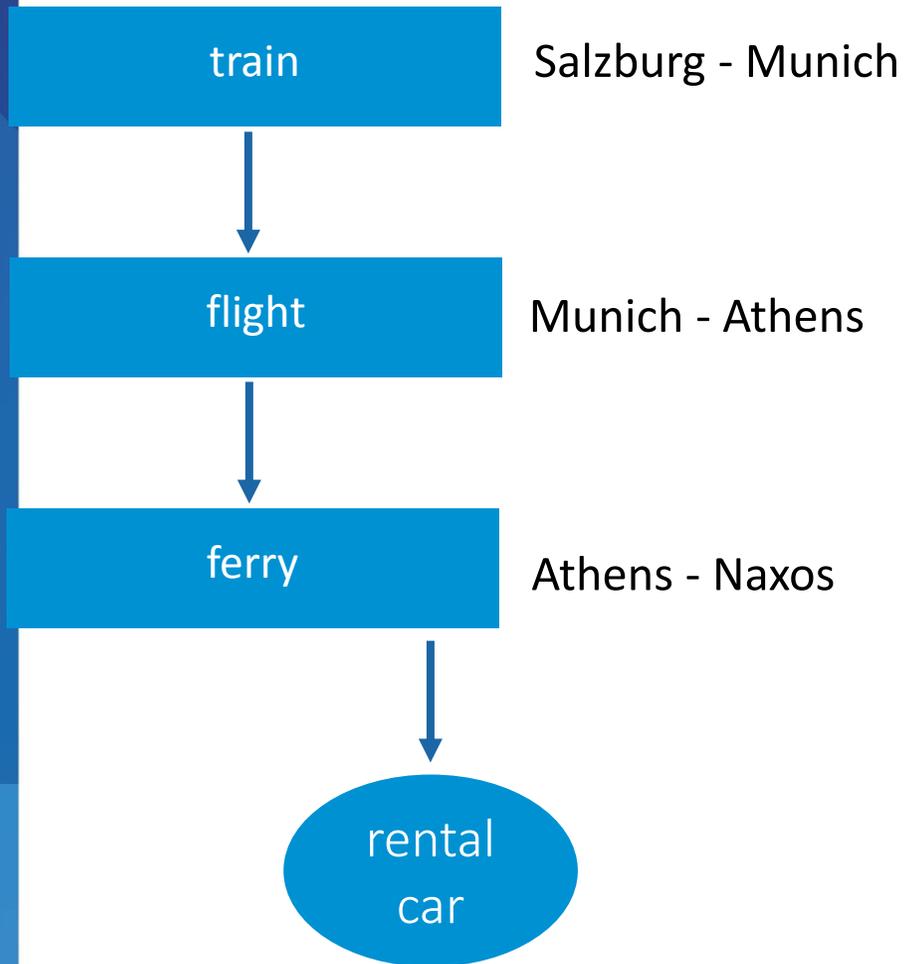


The current legal situation in Austria and examples of situations where passengers are struggling to find protection and redress in multimodal context

Barbara Forster, Travel Rights Expert, European Consumer Centre Austria



Multimodal Transport – the missing link for passengers



What can be improved in the field of passenger rights for PRMs when it comes to multimodal transport?

Frank Sioen, Advocacy Officer, ENIL, Representative of EDF



Inclusive multimodal Passengers' Rights

- Almost all trips nowadays are multimodal
- Urban and local transport are also a vital part of the multimodal travel chain and need to be included
- passengers' rights are worth nothing if transport is not accessible!
- assistance at connecting points, luggage compensation policies and assistance provided to disabled passengers are important; contractual clauses are not coherent and harmonized.
- support a binding regulatory initiative; burden cannot be on passengers

We fully support an initiative on multimodal passengers rights. For PRM it has to go beyond the “Rail and Fly” issue, **we need full accessibility of all transport modes in order to enjoy any of our rights!**

**What can National Enforcement bodies do to help passengers' best deal with incidents in a multimodal context?
Could you explain the quite unique approach to passenger rights in Finland?**

Maija Ahokas, Director, Finnish Ministry of Transport and Communications



Multimodal Passenger Rights

- **Holistic and multimodal approach** - The Finnish Act on Transport Services (“Transport Code”)
- **End user perspective** – new transport services, role of passenger is evolving
- **Data as the fifth transport mode**– interoperable mobility ecosystem
- **Recommendations, self-regulative measures and soft-law** as the first option
- **Sharing of best practices** – co-operation with the private sector

Maija Ahokas, Ministry of Transport and Communications Finland



2018



YEAR OF

Multimodality

#EUMultimodalityYear

Thank you for your attention

Lunch Break

12h30-13h30

