

FACT SHEET NO.: 5/2

PERFORMED BY: TRT

A GENERAL INFORMATION		
A 1	Category	Efficiency standards & Flanking Measures
A 2	Subcategory	Standards - Passenger rights
A 3	Transport policy measure (TPM)	Legislative framework on passenger rights on multimodal journeys with integrated tickets under a single purchase contract
A 4	Description of TPM	To establish and complete the appropriate legislative framework on passenger rights with measures covering passengers on multimodal journeys with integrated tickets under a single purchase contract. EU passenger rights legislation needs to ensure uniform access conditions for passengers and a basic level of service quality, to ensure both a level playing field for the industry and a European standard of protection for the citizens. Passengers should expect a transport service that guarantees non-discrimination, assistance in case of disruption of their journey, transparency of travel conditions, dignity of treatment and full respect of the terms of their contract.
A 5	Implementation examples	Germany: Rail&Fly , AIRail France: tgvair, TGV Air France (France - Belgium) Sweden: Flyrail (SAS airlines, Statens Jarnvagar) UK: PLUSBUS Italy: loViaggio Lombardia, Metrebus Lazio
A 6	Objectives of TPM	The TPM aim at ensuring both a level playing field for the industry and a European standard of protection for the citizens, also in the context of promoting a competitive and sustainable expansion of collective multimodal passenger transport. In this way, the rules on EU passenger rights facilitate also mobility and social integration. Passenger rights are based on three cornerstones: - non-discrimination; - accurate, timely and accessible information; - immediate and proportionate assistance.
A 7	Key changes concerning:	
A 7.1	- Choice of transport mode / Multimodality:	Possible (minor) change
A 7.2	- Origin and/or destination of trip:	No major change
A 7.3	- Trip frequency:	No major change
A 7.4	- Choice of route:	No major change
A 7.5	- Timing (day, hour):	No major change
A 7.6	- Occupancy rate / Loading factor:	Possible (minor) change
A 7.7	- Energy efficiency / Energy usage:	Possible (minor) change
A 8	Main source	[1][3][4]

B IMPACTS																																																																							
B 1	OVERVIEW ON IMPACTS	<table border="1"> <thead> <tr> <th colspan="13">AFFECTED SEGMENTS</th> <th colspan="2">Geographical level</th> <th colspan="2">Source</th> </tr> <tr> <th colspan="5">Passengers</th> <th colspan="6">Transport operators</th> <th rowspan="2">Employees in transport</th> <th rowspan="2">Residents</th> <th rowspan="2">Economy</th> <th rowspan="2">Public bodies</th> <th rowspan="2">Society</th> <th rowspan="2">1st level</th> <th rowspan="2">2nd level</th> <th rowspan="2">Source of assessment</th> <th rowspan="2">Spatial level of source</th> </tr> <tr> <th>Road</th> <th>Rail</th> <th>Air</th> <th>Public transport</th> <th>Slow modes</th> <th>Road</th> <th>Rail</th> <th>IWW</th> <th>Air</th> <th>Maritime</th> <th>Public transport</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	AFFECTED SEGMENTS													Geographical level		Source		Passengers					Transport operators						Employees in transport	Residents	Economy	Public bodies	Society	1st level	2nd level	Source of assessment	Spatial level of source	Road	Rail	Air	Public transport	Slow modes	Road	Rail	IWW	Air	Maritime	Public transport																					
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B 1.1	Summary	<p>Currently the majority of case studies are related to regional / national contexts; nevertheless, the TPM would aim at achieving results also at international level</p> <ul style="list-style-type: none"> - Benefits in terms of accessibility, equality and reduced stress and uncertainty related to travelling - Specific benefits for disabled passengers (or with reduced mobility), not discriminated and provided with accessibility and assistance at no additional cost - Possible minor increase of cost for transport operators, in order to comply with regulation (especially for refund in case of delays, cancellations) [2] 																																																																					
B 1.2	Summary: Income groups	Some groups (low income) might feel more protected thanks to the TPM																																																																					
B 1.3	Summary: Age groups	No specific change																																																																					
B 1.4	Summary: Disabled people	Disabled passengers (or with reduced mobility) have more interest for the TPM, ensuring rules for accessibility and assistance at no additional cost																																																																					
B 1.5	Summary: Gender groups	No specific change																																																																					
B 1.6	Summary: Ethnic groups	No specific change																																																																					

B 2 TRAFFIC IMPACTS																																																																							
B 2.1	Travel or transport time																																																																						
B 2.2	Risk of congestion																																																																						
B 2.3	Vehicle mileage																																																																						
B 2.4	Service and comfort																																																																						
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B 2.1	Implementation phase	- Reduced stress and uncertainty related to travelling: improved services - Increased reliability of collective and multimodal transport, with minor or null impact on mode choice																																																																					
B 2.1	Operation phase																																																																						
B 2.1	Summary / comments concerning the main impacts	The implementation of regulation on passenger rights is expected to have minor or null impacts on traffic and mode choice. Actually, it mainly affect the social groups and their feeling of protection related to multimodal travelling																																																																					
B 2.1	Quantification of impacts	not available																																																																					

B 3 ECONOMIC IMPACTS		
B 3.1	Transport costs	
B 3.2	Private income / commercial turn over	
B 3.3	Revenues in the transport sector	
B 3.4	Sectoral competitiveness	
B 3.5	Spatial competitiveness	
B 3.6	Housing expenditures	
B 3.7	Insurance costs	
B 3.8	Health service costs	
B 3.9	Public authorities & adm. burdens on businesses	
B 3.10	Public income (e.g.: taxes, charges)	
B 3.11	Third countries and international relations	
B 3.1	Overall impacts on social groups	
B 3.1	Implementation phase	
B 3.1	Operation phase	
B 3.1	Summary / comments concerning the main impacts	- possible minor increase of cost for transport operators, in order to comply with regulation (especially for refund in case of delays, cancellations) [2] - passenger cost should be unchanged (not affected) - increased passenger protection might reduce expenditure for private insurance contract related to disruption that may happen during multimodal trips
B 3.1	Quantification of impacts	not available

B 4	SOCIAL IMPACTS	AFFECTED SEGMENTS														Geographical level		Source				
		Passengers					Transport operators					Employees in transport	Residents	Economy	Public bodies	Society	1st level	2nd level	Source of assessment	Spatial level of source		
		Road	Rail	Air	Public transport	Slow modes	Road	Rail	IWW	Air	Maritime										Public transport	
B 4.1	Health (incl. well-being)		→	→	→														N	R	E	N
B 4.2	Safety																					
B 4.3	Crime, terrorism and security																					
B 4.4	Accessibility of transport systems		→	→	→														N	R	E	N
B 4.5	Social inclusion, equality & opportunities		→	→	→														N	R	E	N
B 4.6	Standards and rights (related to job quality)																					
B 4.7	Employment and labour markets																					
B 4.8	Cultural heritage / culture																					
B 4.I	Overall impacts on social groups	- benefits in terms of accessibility, equality and reduced stress and uncertainty related to travelling																				
B 4.II	Implementation phase																					
B 4.III	Operation phase																					
B 4.IV	Summary / comments concerning the main impacts	- Reduced stress and uncertainty related to travelling for all passengers - Specific benefits for disabled passengers (or with reduced mobility), not discriminated and provided with accessibility and assistance at no additional cost - increased equality treatment and opportunity																				
B 4.V	Quantification of impacts	not available																				

B 5	ENVIRONMENTAL IMPACTS	AFFECTED SEGMENTS														Geographical level		Source				
		Passengers					Transport operators					Employees in transport	Residents	Economy	Public bodies	Society	1st level	2nd level	Source of assessment	Spatial level of source		
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B 5.1	Air pollutants																					
B 5.2	Noise emissions																					
B 5.3	Visual quality of the landscape																					
B 5.4	Land use																					
B 5.5	Climate																					
B 5.6	Renewable or non-renewable resources																					
B 5.I	Overall impacts on social groups	no major impacts																				
B 5.II	Implementation phase																					
B 5.III	Operation phase																					
B 5.IV	Summary / comments concerning the main impacts																					
B 5.V	Quantification of impacts	not available																				

C		REFERENCES
C 1	Other TPMs of this subcategory	-
C 2	References	International [1] EC (2011), IMPACT ASSESSMENT, Accompanying document to the WHITE PAPER - Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system [2] EC DG Energy and Transport (2010), EVALUATION OF REGULATION 261/2004 [3] EC (2005a). Commission Communication "Strengthening passengers rights within the European Union" [4] EC (2011) COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL - A European vision for Passengers: Communication on Passenger Rights in all transport modes [5] https://www.lufthansa.com/de/en/AIRail-just-like-flying [6] http://www.bahn.com/i/view/GBR/en/prices/germany/rail_and_fly.shtml [7] http://agence.voyages-sncf.com/vol/tgvair.aspx [8] http://www.sas.se/en/Corporate/Travel-Pass/About-Travel-Pass/Fly-and-ride-with-SAS-and-SJ/?vst=true