



RAIL PASSENGERS' RIGHTS

Opportunities

- ▶ Customer-friendly infrastructure will promote the use of rail;
- ▶ By enhancing rail passengers' rights, railways will become more competitive vis-à-vis other passenger transport modes.

Challenges

- ▶ New obligations for station managers and infrastructure managers will trigger more investment needs.

Objective

Since the "Third Railway Package" of 2007, the EU guarantees the rights of transport passengers through [Regulation \(EC\) 1371/2007](#), aiming at ensuring a minimum level of protection for rail passengers across the EU, including rights for persons with disabilities or reduced mobility ([see PRM](#)). In 2017, the European Commission proposed a revision of this Regulation in order to fix some shortcomings, notably on availability/accessibility of information, passengers' rights in situations of delays, missed connections or train cancellations, to enforce appropriate and higher compensations and to enhance assistance for PRMs.

Involvement of Infrastructure Managers

Infrastructure Managers (IMs) and station managers play an important role in ensuring safe and high-quality services and in providing best travel experience for rail passengers. In accordance with the European legislation, IMs will invest in better real-time information on train movements and station managers will ensure more assistance to people with reduced mobility.

EIM in action

- ▶ EIM advocates a balanced approach between the obligations of IMs and station managers and the accessibility of assets;
- ▶ EIM has established a regular dialogue with several Members of the European Parliament (MEPs) involved with the topic.

Regulation (EC) No 1371/2007 RAIL PASSENGERS' RIGHTS AND OBLIGATIONS

