

Public consultation on contingency measures for EU transport in times of crisis

Fields marked with * are mandatory.

Why do we consult you?

The information gathered through this consultation will help the Commission to assess the need to prepare crisis contingency plan(s) for the transport sector, including health-safety and operational measures and setting out essential transport services.

More information can be found on the contingency plan on [EU website](#).

General information on the survey

The survey seeks contributions from a variety of stakeholders and members of the general public. While your input is possible and welcome on every part of the survey, you are free to prioritise the parts you are more interested in or where you feel your views are most useful. In other words, there is no need to go through every question for your input to be taken into account.

The survey is structured as follows:

I) Introduction & about you: please fill in information about yourself before starting answering questions.

II) Public authorities: if you are giving your contribution as a representative of public authorities, feel free to prioritise this part of the survey.

III) Undertaking active in the provision of transports services or in the operation of transport infrastructures and business associations: if you are giving your contribution as a representative of a company/business organisation and/or association, feel free to prioritise this part of the survey.

IV) Transport workers and workers association: if you are giving your contribution as a transport worker or a representative of workers association in the transport sector, feel free to prioritise this part of the survey.

V) Passenger transport, travel and/ or cargo customers: if you are giving your contribution as a transport services customer, feel free to prioritise this part of the survey.

VI) General information and questions by transport modes: this section of the survey includes general questions by transport modes (road, rail, waterborne and aviation).

Introduction

* Language of my contribution

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Irish
- Italian
- Latvian
- Lithuanian
- Maltese
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

* I am giving my contribution as

- Academic/research institution
- Business association
- Company/business organisation
- Consumer organisation
- EU citizen
- Environmental organisation
- Non-EU citizen
- Non-governmental organisation (NGO)

- Public authority
- Trade union
- Other

About you

* First name

Mher

* Surname

Hakobyan

* Email (this won't be published)

mher.hakobyan@edf-fehp.org

* Organisation name

255 character(s) maximum

European Disability Forum (EDF)

* Organisation size

- Micro (1 to 9 employees)
- Small (10 to 49 employees)
- Medium (50 to 249 employees)
- Large (250 or more)

Transparency register number

255 character(s) maximum

Check if your organisation is on the [transparency register](#). It's a voluntary database for organisations seeking to influence EU decision-making.

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* Country of origin

Please add your country of origin, or that of your organisation.

- Afghanistan
- Djibouti
- Libya
- Saint Martin
- Åland Islands
- Dominica
- Liechtenstein
- Saint Pierre and Miquelon

- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belgium
- Belize
- Benin
- Bermuda
- Bhutan
- Bolivia
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Estonia
- Eswatini
- Ethiopia
- Falkland Islands
- Faroe Islands
- Fiji
- Finland
- France
- French Guiana
- French Polynesia
- French Southern and Antarctic Lands
- Gabon
- Georgia
- Germany
- Ghana
- Gibraltar
- Greece
- Greenland
- Grenada
- Lithuania
- Luxembourg
- Macau
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mali
- Malta
- Marshall Islands
- Martinique
- Mauritania
- Mauritius
- Mayotte
- Mexico
- Micronesia
- Moldova
- Monaco
- Mongolia
- Montenegro
- Montserrat
- Morocco
- Mozambique
- Myanmar/Burma
- Namibia
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- São Tomé and Príncipe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Georgia and the South Sandwich Islands
- South Korea
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname
- Svalbard and Jan Mayen
- Sweden

- Bonaire Saint Eustatius and Saba
- Bosnia and Herzegovina
- Botswana
- Bouvet Island
- Brazil
- British Indian Ocean Territory
- British Virgin Islands
- Brunei
- Bulgaria
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- Canada
- Cape Verde
- Cayman Islands
- Central African Republic
- Chad
- Chile
- China
- Christmas Island
- Clipperton
- Guadeloupe
- Guam
- Guatemala
- Guernsey
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Heard Island and McDonald Islands
- Honduras
- Hong Kong
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Isle of Man
- Israel
- Italy
- Jamaica
- Nauru
- Nepal
- Netherlands
- New Caledonia
- New Zealand
- Nicaragua
- Niger
- Nigeria
- Niue
- Norfolk Island
- Northern Mariana Islands
- North Korea
- North Macedonia
- Norway
- Oman
- Pakistan
- Palau
- Palestine
- Panama
- Papua New Guinea
- Paraguay
- Peru
- Switzerland
- Syria
- Taiwan
- Tajikistan
- Tanzania
- Thailand
- The Gambia
- Timor-Leste
- Togo
- Tokelau
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Turks and Caicos Islands
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- United Kingdom
- United States

- Cocos (Keeling) Islands
- Colombia
- Comoros
- Congo
- Cook Islands
- Costa Rica
- Côte d'Ivoire
- Croatia
- Cuba
- Curaçao
- Cyprus
- Czechia
- Democratic Republic of the Congo
- Denmark
- Japan
- Jersey
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kosovo
- Kuwait
- Kyrgyzstan
- Laos
- Latvia
- Lebanon
- Lesotho
- Liberia
- Philippines
- Pitcairn Islands
- Poland
- Portugal
- Puerto Rico
- Qatar
- Réunion
- Romania
- Russia
- Rwanda
- Saint Barthélemy
- Saint Helena
Ascension and
Tristan da Cunha
- Saint Kitts and
Nevis
- Saint Lucia
- United States
Minor Outlying
Islands
- Uruguay
- US Virgin Islands
- Uzbekistan
- Vanuatu
- Vatican City
- Venezuela
- Vietnam
- Wallis and
Futuna
- Western Sahara
- Yemen
- Zambia
- Zimbabwe

The Commission will publish all contributions to this public consultation. You can choose whether you would prefer to have your details published or to remain anonymous when your contribution is published. **For the purpose of transparency, the type of respondent (for example, 'business association', 'consumer association', 'EU citizen') country of origin, organisation name and size, and its transparency register number, are always published. Your e-mail address will never be published.** Opt in to select the privacy option that best suits you. Privacy options default based on the type of respondent selected

* Contribution publication privacy settings

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

Anonymous

Only organisation details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published as received. Your name will not be published. Please do not include any personal data in the contribution itself if you want to remain anonymous.

Public

Organisation details and respondent details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published. Your name will also be published.

I agree with the [personal data protection provisions](#)

Public authorities

1. How would you rate the COVID-19 crisis coordination ? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

	1	2	3	4	5	6	7	8	9	10
In your country	<input type="radio"/>									
At the national level with other EU Member States	<input type="radio"/>									
At the national level with third countries	<input type="radio"/>									
At the EU level	<input type="radio"/>									

2. How would you rate the COVID-19 crisis coordination at global level, in organisations such as International Civil Aviation Organization (ICAO) and International Migration Organization (IMO) when there is a global dimension? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

- 1
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3. How could coordination at international level (e.g. ICAO/IMO) be improved?

1000 character(s) maximum

4. How would you rate the EU's integrated political crisis response mechanism (IPCR) to address issues related to the transport sector? [in the range 1-10 where 1 is "fully unsatisfactory" and 10 is "fully satisfactory"]

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5. Is there a need to change the current (IPCR) arrangements with regard to triggering an emergency at the EU level related to transport issues?

- Yes
- No

6. Could you give examples of other COVID-19 crisis response mechanisms that worked well in your views and why?

1000 character(s) maximum

7. How would you rate the network of national transport contact points established under the Green Lanes Communication? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

- 1
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8. Which procedures or tools were the most useful for your authorities when it comes to EU coordination and cooperation with other MSs?

1000 character(s) maximum

9. Did you find it simple and clear if/when you needed to provide input, raise concerns or provide information to EU institutions?

- Yes
- No

10. What elements are still not in place that would be useful for a better coordination at the EU level in the event of a new crisis?

1000 character(s) maximum

11. How well were you informed about measures taken by other regions/Member States that would be important for your region/MS? [in the range 1-10 where 1 is “not well at all” and 10 is “very well”]

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12. What data was particularly useful for managing the pandemic crisis? Was it easily accessible?

1000 character(s) maximum

13. What practical arrangements were made to coordinate the COVID-19-response in your administration?

1000 character(s) maximum

14. What arrangements were made in your country to monitor the compliance of transport operators? Which bodies were involved? Do you have any outstanding issues (claims, etc.) that still need to be sorted out?

1000 character(s) maximum

15. What practical arrangements were made in your administration to implement the Green Lanes (please provide answers for all transport modes)?

1000 character(s) maximum

16. In your view, did the Green Lanes concept deliver the expected results?

- Yes
- No

17. Has your authority used the Galileo Green Lanes mobile application and website (galileogreenlane.eu) during the crisis?

- Yes
- No

18. Is your administration/government preparing/intending to prepare a specific national and/or regional contingency plan for transport? If so, could you explain the main elements and the (envisaged) date of adoption?

1000 character(s) maximum

Undertaking and business associations active in the provision of transport services or in the operation of transport infrastructures:

19. How would you rate the COVID-19 crisis response ? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

	1	2	3	4	5	6	7	8	9	10
At national level	<input type="radio"/>									
At EU level	<input type="radio"/>									
At international level	<input type="radio"/>									

20. Do you provide national or cross-border services or both?

- I provide national services
- I provide cross-border services
- I provide both national and cross-border services

21. What was the impact on the economic activity in your transport sector/company between March 2020-July2021 (e.g. turnover, load factors, numbers of passengers, etc.)?

1000 character(s) maximum

22. How well were you informed about measures that would affect your business?
What was your main source of information?

1000 character(s) maximum

23. Has your business received sufficient support to mitigate the impact of the crisis?

- Yes
- No

24. Was there a difference between availability of information for national and for cross-border operations?

- Yes
- No

25. What (if any) difficulties did you experience in providing cross-border services?
How (if at all) did it impact your staff and your customers?

1000 character(s) maximum

26. Name three measures that you found most helpful for your business during the pandemic, particularly for cross-border business/operations. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

27. Name three measures that you found most problematic, particularly for cross-border business/operations. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

28. Which measures for European transport operations were missing during the pandemic crisis and would be useful in the event of a new crisis?

1000 character(s) maximum

29. Do you use the Galileo Green Lanes mobile application and website (galileogreenlane.eu)?

- Yes
- No

Transport workers and worker associations:

30. How would you rate the COVID-19 crisis response ? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

	1	2	3	4	5	6	7	8	9	10
At national level	<input type="radio"/>									
At EU level	<input type="radio"/>									
At international level	<input type="radio"/>									

31. Have you experienced restrictions in moving across EU borders in the course of your employment (e.g. access to work, crossing border when working, etc.)?

- Yes
- No

32. How well were you informed about new COVID-19 measures? [in the range 1-10 where 1 is “not well at all” and 10 is “very well”]

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33. Where you required to be tested often?

- Yes
- No

34. Did you have easy access to testing?

- Yes
- No

35. Name three measures that were particularly helpful for you during the COVID-19 pandemic, particularly for cross-border work. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

36. Name three measures that were most problematic, particularly for cross-border work. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

37. Which measures were missing during the pandemic crisis and would be useful in the event of a new crisis?

1000 character(s) maximum

38. Do you use the Galileo Green Lanes mobile application and website (galileogreenlane.eu)?

- Yes
- No

Passenger transport / Travel / cargo customers

39. How would you rate the COVID-19 crisis response ? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

	1	2	3	4	5	6	7	8	9	10
At national level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At EU level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At international level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. How easily could you find information about COVID-19 related rules in other Member States or countries outside the EU/EEA? [in the range 1-10 where 1 is “not easily at all” and 10 is “really easily”]

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41. Have you/your business experienced a loss of (travel) connectivity during the crisis?

- Yes
- No

42. What kind of measures for safeguarding connectivity through maintaining essential transport services in crisis situations would you support?

1000 character(s) maximum

measures safeguarding continuity of assistance services for passengers with disabilities as essential services during times of crises.

43. Name three measures that were particularly helpful for you during the COVID-19 pandemic, particularly for cross-border work. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

COMMUNICATION FROM THE COMMISSION COVID-19: Guidelines on the progressive restoration of transport services and connectivity. https://ec.europa.eu/info/sites/default/files/communication_transportservices.pdf

44. Name three measures that were most problematic, particularly for cross-border work. [If you know, please indicate where they were coming from: EU, national, regional or local level]

1000 character(s) maximum

infringement of the Regulation on rail passengers' rights (1371/2007) by Belgian and French rail by suspending assistance services for passengers with disabilities. <https://www.edf-feph.org/xx-edf-recommendations-on-exit-measures-for-transport-services-in-light-of-covid-19/>

45. Which measures did you miss during the pandemic crisis that would be useful in the event of a new crisis?

1000 character(s) maximum

measures safeguarding assistance to passengers with disabilities and reduced mobility as essential services, as well as ensuring accessibility of information regarding safety rules, changing restrictions, and accessibility of the safety measures themselves.

46. How well were you informed about your rights as a passenger? [in the range 1-10 where 1 is "not well at all" and 10 is "very well"]

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47. What were the main sources of information about your rights as a passenger?

1000 character(s) maximum

these were different depending on country of residence and country of travel destination. However, the information was not always easy to find, and rarely accessible for persons with disabilities (e.g. lack of easy to read formats, sign language interpretation, captioning, accessible websites, apps, etc.).

48. Were your passenger rights fully/ partially/ not at all upheld during the pandemic?

- Fully
- Partially
- Not at all

48.a. If "partially" or "not at all", could you please explain which rights were partially /not upheld?

1000 character(s) maximum

infringement of the Regulation on rail passengers' rights (1371/2007) by Belgian and French rail by suspending assistance services for passengers with disabilities. <https://www.edf-feph.org/xx-edf-recommendations-on-exit-measures-for-transport-services-in-light-of-covid-19/>

49. Were you informed about the recourse in case of a breach of your passenger rights? Did you use such recourse?

- I was informed about the recourse and used it
- I was informed about the possibility of recourse but did not use it
- I was not informed such recourse existed

50. Did you receive reimbursement for any cancelled transport services?

- Yes
- No

51. Did you get the free choice between refund and vouchers?

- Yes
- No

52. How would you rate the EU guidance and the legislative framework on the passenger protection / insolvency? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

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53. How would you rate your experience with Passenger Locator Forms? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

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54. Do you consider the idea of a PLF exchange platform potentially useful for other types of emergency situations?

- Yes
- No

55. How would you rate your experience with COVID-19 digital certificates (availability, acceptance by Member States and operators, ease of use, impact on your ability to travel)? [in the range 1-10 where 1 is “fully unsatisfactory” and 10 is “fully satisfactory”]

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More information and detailed questions about transport modes and specific measures

Horizontal measures:

Temporary measures in view of the persistence of the COVID-19 crisis concerning the renewal or extension of certain certificates, licences and authorisations, the postponement of certain periodic checks and periodic training in certain areas

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32020R0698>

56. Do you find these measures useful?

- Yes
- No

Road transport

57. What were the biggest issues you encountered during the pandemic - or any other crisis?

1000 character(s) maximum

apart from general issues that affected all passengers, such as uncertainty, health-related worries during travel, persons with disabilities also faced increased uncertainty with availability of assistance services, lack of accessibility of transport infrastructure, facilities, services, information, health safety measures.

58. What was the impact on connectivity?

1000 character(s) maximum

59. What was the most helpful measure(s)?

1000 character(s) maximum

60. What was missing? What failed?

1000 character(s) maximum

lack of findability and accessibility of information about public health measures, contact points, including in relation to road transport restrictions for passengers were a barrier for persons with disabilities.

61. Do you consider there is a need for further action at an EU-level to establish crisis contingency plan(s) for the transport sector to prepare for events similar to the COVID-19 pandemic? What elements should it include?

1000 character(s) maximum

Yes. The plan should ensure that crisis measures do not infringe on the rights of passengers with disabilities. Assistance should be provided, as ensured by EU passenger rights legislation. This plan should include legal and financial measures to advance accessibility of transport infrastructure and services, so that persons with disabilities are able to travel spontaneously and independently as other travellers. Not relying on assistance would ensure protection of health of passengers and transport staff in case of a similar health crises, as more passengers would be able to travel without the need of close physical contact with assistance personnel. The plan should ensure development of crisis protocols and procedures which are accessible for everyone. This includes upgrading staff training to ensure disability-inclusive emergency assistance. All relevant policies and measures, and training should be drawn up in cooperation with organisations of persons with disabilities.

62. Do you find the Green Lanes useful?

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52020XC0324%2801%29>

- Yes
- No

63. Do you find these measures about relaxation of driving and rest times useful?

<https://ec.europa.eu/transport/sites/default/files/temporary-relaxation-drivers-covid.pdf>

- Yes
- No

Rail transport

64. What were the biggest issues you encountered during the pandemic - or any other crisis?

1000 character(s) maximum

infringement of the Regulation on rail passengers' rights (1371/2007) by Belgian and French rail by suspending assistance services for passengers with disabilities.
<https://www.edf-feph.org/xx-edf-recommendations-on-exit-measures-for-transport-services-in-light-of-covid-19/>

65. What was the impact on connectivity?

1000 character(s) maximum

66. What was the most helpful measure(s)?

1000 character(s) maximum

COMMUNICATION FROM THE COMMISSION COVID-19: Guidelines on the progressive restoration of transport services and connectivity.
https://ec.europa.eu/info/sites/default/files/communication_transportservices.pdf

67. What was missing? What failed?

1000 character(s) maximum

Lack of findability and accessibility of information about public health measures, contact points, including in relation to rail transport restrictions for passengers were a barrier for persons with disabilities.

68. Do you consider there is a need for further action at an EU-level to establish crisis contingency plan(s) for the transport sector to prepare for events similar to the COVID-19 pandemic? What elements should it include?

1000 character(s) maximum

Yes. The plan should ensure that crisis measures do not infringe on the rights of passengers with disabilities. Assistance should be provided, as ensured by EU passenger rights legislation. This plan should include legal and financial measures to advance accessibility of transport infrastructure and services, so that persons with disabilities are able to travel spontaneously and independently as other travellers. Not relying on assistance would ensure protection of health of passengers and transport staff in case of a similar health crises, as more passengers would be able to travel without the need of close physical contact with assistance personnel. The plan should ensure development of crisis protocols and procedures which are accessible for everyone. This includes upgrading staff training to ensure disability-inclusive emergency assistance. All relevant policies and measures, and training should be drawn up in cooperation with organisations of persons with disabilities.

69. Do you find these measures about rail transport useful?

- [Proposal to amend Directive \(EU\) 2016/797 and Directive \(EU\) 2016/798, as regards the extension of their transposition period to postpone the deadline of the 4th railway package.](#)
- [Regulation \(EU\) 2020/1429 of the European Parliament and of the Council of 7 October 2020 establishing measures for a sustainable rail market in view of the COVID-19 outbreak. The validity of this regulation has been extended until the 31.12.2021.](#)
- [Measures to adapt the frequency of periodic medical examination of railway staff undertaking safety-critical tasks other than train drivers due to the COVID-19 pandemic](#)

- Yes
 No

Waterborne

70. What were the biggest issues you encountered during the pandemic - or any other crisis?

1000 character(s) maximum

Apart from general issues that affected all passengers, such as uncertainty, health-related worries during travel, persons with disabilities also faced increased uncertainty with availability of assistance services, lack of accessibility of transport infrastructure, facilities, services, information, health safety measures, and information contact points.

71. What was the impact on connectivity?

1000 character(s) maximum

72. What was the most helpful measure(s)?

1000 character(s) maximum

COMMUNICATION FROM THE COMMISSION COVID-19: Guidelines on the progressive restoration of transport services and connectivity. https://ec.europa.eu/info/sites/default/files/communication_transportservices.pdf

73. What was missing? What failed?

1000 character(s) maximum

lack of findability and accessibility of information about public health measures, contact points, including in relation to waterborne transport restrictions for passengers were a barrier for persons with disabilities.

74. Do you consider there is a need for further action at an EU-level to establish crisis contingency plan(s) for the transport sector to prepare for events similar to the COVID-19 pandemic? What elements should it include?

1000 character(s) maximum

Yes. The plan should ensure that crisis measures do not infringe on the rights of passengers with disabilities. Assistance should be provided, as ensured by EU passenger rights legislation. This plan should include legal and financial measures to advance accessibility of transport infrastructure and services, so that persons with disabilities are able to travel spontaneously and independently as other travellers. Not relying on assistance would ensure protection of health of passengers and transport staff in case of a similar health crises, as more passengers would be able to travel without the need of close physical contact with assistance personnel. The plan should ensure development of crisis protocols and procedures which are accessible for everyone. This includes upgrading staff training to ensure disability-inclusive emergency assistance. All relevant policies and measures, and training should be drawn up in cooperation with organisations of persons with disabilities.

75. Do you find these measures about waterborne transport useful?

- [ECDC/EMSA Guidance on the gradual and safe resumption of operations of cruise ships in the European Union in relation to the COVID-19 pandemic](#)
- [Flexibility in levying port infrastructure charges](#)

- Yes
- No

Aviation

76. What were the biggest issues you encountered during the pandemic - or any other crisis?

1000 character(s) maximum

apart from general issues that affected all passengers, such as uncertainty, health-related worries during travel, persons with disabilities also faced increased uncertainty with availability of assistance services, lack of accessibility of transport infrastructure, facilities, services, information, health safety measures, and information contact points. We are also worried about potential lessening of prioritization of investing resources and improving accessibility of transport infrastructure and training for airport personnel in contact with passengers with disabilities.

77. What was the impact on connectivity?

1000 character(s) maximum

78. What was the most helpful measure(s)?

1000 character(s) maximum

COMMUNICATION FROM THE COMMISSION COVID-19: Guidelines on the progressive restoration of transport services and connectivity. https://ec.europa.eu/info/sites/default/files/communication_transportservices.pdf

79. What was missing? What failed?

1000 character(s) maximum

Lack of findability and accessibility of information about public health measures, contact points, including in relation to air transport restrictions for passengers were a barrier for persons with disabilities.

80. Do you consider there is a need for further action at an EU-level to establish crisis contingency plan(s) for the transport sector to prepare for events similar to the COVID-19 pandemic? What elements should it include?

1000 character(s) maximum

Yes. The plan should ensure that crisis measures do not infringe on the rights of passengers with disabilities. Assistance should be provided, as ensured by EU passenger rights legislation. This plan should include legal and financial measures to advance accessibility of transport infrastructure and services, so that persons with disabilities are able to travel spontaneously and independently as other travellers. Not relying on assistance would ensure protection of health of passengers and transport staff in case of a similar health crises, as more passengers would be able to travel without the need of close physical contact with assistance personnel. The plan should ensure development of crisis protocols and procedures which are accessible for everyone. This includes upgrading staff training to ensure disability-inclusive emergency assistance. All relevant policies and measures, and training should be drawn up in cooperation with organisations of persons with disabilities.

81. Do you find these measures in the aviation sector useful?

- [EDCD/EASA COVID-19 Aviation Health Safety Protocol: Operational guidelines for the management of air passengers and aviation personnel in relation to the COVID-19 pandemic](#)

- Yes
 No

82. Do you find these measures in the aviation sector useful?

- [Amendment on common rules for the allocation of slots at Community airport](#)
- Yes
- No

83. Do you find these measures in the aviation sector useful?

- [Common rules for the operation of air services in the Community in the view of the COVID-19 pandemic.](#)
- Yes
- No

84. Do you find these measures in the aviation sector useful?

- [Guidelines on facilitating air cargo operations during COVID-19 outbreak](#)
- Yes
- No

85. Do you find these measures about flexible approach to aviation safety and security useful?

- [Postponement of EU rules in aviation safety, including postponing by six months the applicability of rules concerning alcohol testing, peer support programmes, and psychological assessments of pilots to ensure the resumption of flights after the COVID-19 crisis; also six months postponement of the applicability of rules concerning the operations of unmanned aircraft systems \(drones\) in order to reduce the administrative burden faced by the MS.](#)
- [Postponing dates of application of certain measures in the context of the COVID-19 pandemic](#)
- [Requirements for flight crew competence and training methods and postponing dates of application of certain measures in the context of the COVID-19 pandemic](#)

- [Measures for the implementation of the common basic standards on aviation security](#)
 - Yes
 - No

Contact

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