Rail Passenger Rights – What’s new in the revised regulation?

Tuesday 10 October, 10.00 to 11.30h
Agenda

• 10.00 – 10.10h Marie Denninghaus – Opening and housekeeping rules
• 10.10 – 10.25h Andras Mogyoro – Introduction to the Revised Regulation
• 10.25 – 10.40h Tommy Zonnekein – SNCB experience
• 10.40 – 10.55h Daniel Casas – Disability Community Perspective
• 10.55 – 11.05h Coffee Break
• 11.05 – 11.25h Q&A
• 11.25h – 11.30h Marie Denninghaus – Conclusions
Speakers

Marie Denninghaus (EDF)

Andras Mogyoro (EC)

Tommy Zonnekein (SNCB)

Daniel Casas (EDF)
Introduction to Rail Passenger Rights
Tommy Zonnekein – Accessibility Programme Manager (SNCB)
Daniel Casas – EDF Accessibility Policy Officer
The Campaign

To the attention of
Boguslaw Liberadzki
Member of the European Parliament

Brussels, 03 March 2020

Don't compromise the right of persons with disabilities to train travel

Dear colleague MEP Mr Boguslaw Liberadzki,

We are writing to you in your quality as rapporteur of the revision of the EU Rail Passenger Rights' Regulation.

As members of the European Parliament's Disability Intergroup, we call on you not to compromise the European Parliament's position regarding pre-notification for assistance for persons with reduced mobility.

Dear EU leaders,

Horst Frehe wanted to take the earliest morning train to arrive at his meeting with the German Ministry of Health on time but received a startling reply: the train is running, but assistance for persons with reduced mobility is not available early in the morning. What if a passenger with reduced mobility needs wants to take a train from the airport to home? It's a gamble: the combination of having to book assistance 48 hours in advance and possible flight delays means that he may be stranded at the airport. Taking the train flexibly and spontaneously, as other passengers do, is sadly still not possible for passengers with reduced mobility today in the European Union.

The revision of the EU Rail Passengers’ Regulation (1371/2006) could improve his life and the life of millions of other people with reduced mobility.
The Improvements

• Pre-notification reduced from 48h to 24h
• Accompanying person – when mandated by rail undertaking – travels free of charge.
• Improvement of accessibility of information in line with EAA
• Reinforcement of the provisions on liability for broken or damaged mobility equipment
• Possibility to establish a single point of contact to manage assistance
• Mandatory disability related training
The Weaknesses

- Pre-notification still exists
- Accessibility of rolling stock and stations remains a big challenge
- Exceptions
- No obligation to include PwD in disability-related trainings
- The provision of assistance can be limited to certain hours (9 to 17h)
Take action to bring your rights to life

• Be aware of your rights as passenger.
• If your rights are not respected, submit your complain to the railway undertaking and, if no success, complain to the National Enforcement body (NEBs). In some cases, equality bodies can also help.
• The European Commission has put in place an enquiry form for any doubt you might have.
• To support our advocacy efforts, you can also share you case in our discrimination database.
Thank you for your attention

The European Disability Forum
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