



PRESS RELEASE

RAIL PASSENGERS' RIGHTS REGULATION: Finding a good balance on passengers' rights and requirements for rail operators



Brussels, 29 November 2019

UITP is encouraging EU Member States to adopt the compromise proposal on the recast of regulation 1371/2007 on rail passengers' rights and obligations.

Train travel is crucial to the **decarbonisation of transport** – and is one of the **key objectives of the new European Commission**.

Member States are about to vote on a text which will make **rail transport more attractive** and **accessible to passengers**, while making sure it remains **affordable and competitive** compared to other transport modes.

The Rail Passengers' rights regulation text reaches a workable balance between the **reinforcement of rights for rail passengers** and the **obligations of railway operators**.

While making sure appropriate assistance is offered in any case, [the compromise proposal reached by the Finnish Presidency](#) regarding the recast of regulation 1371/2007 on rail passengers' rights and obligations will:

- Strengthen the rights of passengers in the event of delays and cancellations
- Ensure more dedicated assistance to passengers with reduced mobility

- Give a strong impulse for more through-ticket offers
- Recognises operators should not be financially penalised when extraordinary circumstances cause delays and/or cancellations.

The proposed text also recognises the special operational and financial framework of regional, suburban and urban rail passenger transport services.

The Presidency's compromise proposal contains new requirements which, as they take those specificities into account and therefore can be implemented, offer **a true protection for passengers**.

UITP supports the Presidency's compromise proposal and encourages Member States to adopt it in the occasion of Monday's meeting.

The original rights' regulation in full can be [found here](#)

The proposals UITP supports can be in full [viewed here](#)

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ABOUT UITP EUROPE

UITP is the international association representing public transport stakeholders. **In the European Union, UITP brings together more than 450 urban, suburban and regional public transport operators and authorities from all Member States. We represent the perspective of short distance passenger transport services by all sustainable modes: bus, regional and suburban rail, metro, light rail, tram and waterborne.**