PRESS RELEASE

Passenger Package: UITP Europe calls for rules that benefit passengers while working in practice for operators and authorities



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UITP Europe supports the European Union's goal of making journeys easier for passengers through the proposed Passenger Package, while stressing that the new rules must also work in practice for the public transport authorities and operators delivering services every day.

Representing public transport authorities and operators across Europe, including regional, suburban and urban rail services operating under Public Service Obligations, UITP has published three position papers outlining the sector's key recommendations on Single Tickets, Multimodal Booking and Rail Ticketing.

Single Ticket: Helping passengers when journeys are disrupted

Rather than focusing on financial compensation when disruptions occur, UITP Europe calls for priority to be given to helping passengers continue their journey, with practical support such as meals or accommodation when they miss the last train of the day. This should in particular be the rule for regional PSO services, which run under specific economics and governance.

Multimodal Booking: Fair and practical

Public transport authorities should be able to continue managing their own ticketing platforms and how travel options are presented to passengers.

UITP Europe also calls for neutral travel information, ensuring public transport is presented fairly alongside other transport options.

Rail Ticketing: Making rail tickets accessible without creating new costs

UITP Europe cautions against requiring every ticket, particularly monthly or annual travel passes and social fares, to be made available through third-party platforms when this creates costs that cannot be recovered by public transport operators and authorities.
The rules should also prevent unintended consequences, such as tickets being combined without operators' knowledge or integrated local fares being broken apart.

"The Passenger Package is an opportunity to make travel easier for passengers. To achieve this, the final rules must be practical, proportionate and reflect how public transport works in practice."
Thomas Avanzata, European Affairs Lead, UITP Europe

Read UITP Europe's official Position Paper

View all UITP Position Papers here

ABOUT UITP EUROPE
UITP is the international association representing public transport stakeholders. In the European Union, UITP brings together more than 500 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.

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