

ALLRAIL Press Release on Ticketing & Rail Passenger Rights

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ALLRAIL think that passenger rights legislation should be updated to better reflect the changing nature and dynamics of the rail sector, particularly in the area of ticketing. The accessibility and availability of rail tickets today is outdated, undermining the quality of the rail booking experience and frustrating the growth of demand for rail services.

ALLRAIL calls for **three core things** to be included the upcoming EU rail passenger rights revision:

- 1. Data sharing so that passengers are always best informed (e.g. real time information)**
- 2. Ticketing via all channels (incumbent and third party vendors) must include cheapest & fastest options - giving passengers the best choice**
- 3. Missed connection protection - all operators should be included in solutions for missed connections so there is no risk for the passenger.**

Erich Forster, President of ALLRAIL states: “with the new passenger right regulation we have the chance to really do something for the customers. The opening of distribution is the way to support customers and to make rail more attractive.”

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- 1. The right of access to ALL available rail options - passengers should have impartial access to ALL the rail options at ALL the ticket vendors.**

This means that both third party and dominant operators’ in-house ticket vendor should:

- Show competing rail offers on the same route
- Show cheapest / fastest possible rail journey options between any two EU rail stations, by means of changing trains at any reasonable point along the route, **as provided for by the official railway planners (e.g. MERITS, Hafas)** - no exclusion of new entrants as they often offer cheaper fares or faster journeys.

2. The right to integrated, pan-European rail ticketing – ALL (really all) operators (incl. new entrants) are part of an integrated EU-wide rail system, supported by taxpayer funding. In a Single European Rail Area, there cannot be fragmented ticketing systems.

- Through-tickets are not mandated and, as a result, still limited in scope.
- But a technical alternative exists: the “combined journey”. This is when ticket vendors combine separate tickets based on separate rail transport contracts into an optimal (cheapest / fastest) one-way rail journey
- Combined journeys offer a single, seamless, cross-border booking where the total price and travel times are shown. Passengers are always allowed a reasonable time to make the connection between rail services involved, as provided for by the official railway planners (e.g. MERITS, Hafas, etc.). ☒

3. The right to missed connection protection.

- Current EU passenger rights were written before combined journeys were technically possible.
 - Separate tickets mean separate rail transport contracts. If the 1st train is delayed, and the passenger misses their connecting train provided by another operator using a different ticket or transport contract, the passenger is not protected.
 - She or he might be forced to buy a new ticket for a later train, with an on-the-day fare, leaving him or her out of pocket.
- With combined journeys - just like with a through-ticket - **the customer’s main priority upon booking is the confidence that they will reach their final destination.**
- We call for missed connection protection across all rail operators, regardless whether passengers booked a through-ticket (one ticket contract) or a combined journey (several ticket contracts) The passenger should be allowed to continue on the following train without extra cost.
- On 1st July 2017, **fourteen European rail operators did exactly this**. Their new Agreement concerning Journey Continuation (AJC) applies to international



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passengers “whose journey is disrupted, regardless whether they have one or several contracts for their journey.”

The new AJC is a very good idea, but it should apply to all operators equally.

The EU rail passenger rights review represents a timely opportunity to address this. It should enshrine missed connection protection for combined journeys.

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