

### **Mandatory missed connection protection is crucial when improving EU rail passenger rights**

When it comes to the current EU rail passengers rights reform COM(2017)0548, EPF and ALLRAIL's operator members ask if the proposals will benefit passengers and the rail sector.

- If more passengers are attracted to rail, then this will benefit rail operators as well.

**Mandatory missed connection protection would be such a benefit.**

**Why?** - In other modes of transport, longer journeys in Europe are easily accomplished by one carrier. For example, it is just a single flight between Paris and Rome.

But because European rail networks are dominated by national players, the equivalent rail journey often requires two or more operators. Therefore, we believe that:

**As long as approved connection times are adhered to, missed connection protection should become a passenger right, even if a single journey consists of separate tickets.**

- If the first operator is delayed and a viable<sup>1</sup> connection is missed, passengers should still be able to continue to the final destination of the entire journey at no extra cost.

Unfortunately, market dominant rail incumbents want missed connection protection to remain voluntary. This often leads to double standards. Take Eurostar as an example:

- Many passengers tell us that if their first train service was delayed and they miss their Eurostar connection, they are often forced to pay for a brand new Eurostar ticket:
  - For example: Chiara Tassini tells us: "Recently, Eurostar charged me **€250** to get on the next available train". Margery Gretton tells us: "last week Eurostar charged two of us **€698** to get on their next available service!"<sup>2</sup>
- **However, if its own train is delayed**, Eurostar requests that the following operator allows passengers to continue - at no extra cost - even if there are separate tickets!<sup>3</sup>

EPF Chair Josef Schneider concludes: "**missed connection protection should be mandatory. As soon as one operator does not participate, then cross-border rail becomes a lottery**".

**Sadly, the current report adopted by the European Parliament's Transport committee on the passenger rights recast proposal threatens to worsen this chaos:**

- In Articles 3 (15) and 16 (1), the definition of '**missed connection**' is limited - **only to journeys under one 'transport contract'**. Instead it should cover all single journeys.
- In Article 10 (6), it is crucial to ensure that passenger rights apply equally to separate tickets covering a single journey, from the place of departure to the final destination.

ALLRAIL Secretary General Nick Brooks says: "**It's crucial the EU Parliament corrects this in the plenary vote on November 15<sup>th</sup>. MEPs must support amendments 137, 139, 140 & 145**".

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<sup>1</sup> Viable means adhering to a published minimum connection times according to official journey planners

<sup>2</sup> Passengers can be contacted upon request – please email us if you want to get in touch with them

<sup>3</sup> <https://twitter.com/EurostarPaul/status/1056244869339987968>