

Report on the enforcement of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway from 1 January 2021 to 31 December 2022

1 General

Under Article 26 of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 (hereinafter 'Regulation (EU) No 1177/2010' or 'Regulation'), national enforcement bodies shall publish a report on their activity every two years.

The enforcement report shall contain a description of actions taken in order to implement the provisions of the Regulation, details of sanctions applied and statistics on complaints and sanctions applied. The present enforcement report concerns the activities of the Finnish Transport and Communications Agency (Traficom) from 1 January 2021 to 31 December 2022.

Provisions on Traficom's competence with respect to Regulation (EU) No 1177/2010 are laid down in the Act on Transport Services (320/2017), more specifically in section 186, subsection 2, paragraph 4, and subsection 4. Traficom supervises compliance with Regulation (EU) No 1177/2010 on a general level with respect to the rights of business passengers, disabled passengers and passengers with reduced mobility. Moreover, Traficom has the competence to recommend decisions regarding complaints that concern the rights of passengers who are not consumers and the rights of disabled passengers and passengers with reduced mobility.

On a case-by-case basis, Traficom supervises compliance with the Regulation in cooperation with the Consumer Ombudsman.

2 Contacts and complaints

In 2021–2022, Traficom was contacted once regarding a matter falling within the scope of Regulation (EU) No 1177/2010.

3 Supervision measures and other activities

In connection with its general supervision duties concerning the rights of disabled persons and persons with reduced mobility, Traficom looked into matters concerning Article 14 (Training and instructions) and Article 22 (Right to travel information) of the Regulation. These supervisory measures were commenced in late 2020 and terminated in early 2021.

Traficom also evaluated the websites of carriers and terminal operators towards the end of 2021 and more extensively in 2022. These evaluations resulted in further action in 2023.

In 2022, Traficom compiled and published a [situational picture of passenger ship traffic](#), describing primarily the accessibility and development needs of publicly funded domestic passenger ship traffic. The situational picture also describes, on a more general level, the accessibility of international passenger ships stopping at Finnish ports and the assistance provided in these transport services. The information is part of wider [transport system analysis](#) providing a strategic overview of the current state of the transport system, its development needs and

developments in the operating environment. The situational picture of passenger ship traffic is updated at least every two years.