

# **Report on the enforcement of Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights from 7 June 2023 to 31 December 2024**

## **1 General**

According to Article 32(3) of Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations (hereinafter 'Regulation'), national enforcement bodies shall every two years publish reports with statistics on their activity, including on penalties applied. The Regulation became applicable on 7 June 2023. The present enforcement report concerns the activities of the Finnish Transport and Communications Agency (Traficom) from 7 June 2023 to 31 December 2024.

Provisions on Traficom's competence are laid down in the Act on Transport Services (320/2017), more specifically in section 186, subsection 2, paragraph 3 and subsection 4. Traficom supervises compliance with the Regulation on a general level with respect to the rights of persons with disabilities or reduced mobility as well as business passengers. Traficom handles complaints concerning the rights of persons with disabilities or reduced mobility. Business passengers, i.e. passengers who are not considered consumers, can report to Traficom issues concerning a train journey. For these passengers, Traficom gives general guidance and advice.

Under section 255, subsection 1 of the Act on Transport Services, Traficom may oblige anyone who has violated an EU regulation to rectify their error or negligence. Traficom may also impose a conditional fine to enforce its decision.

On a case-by-case basis, Traficom supervises compliance with the Regulation in Finland also in cooperation with the Consumer Ombudsman. In Finland, the Consumer Ombudsman oversees compliance with consumer rights, and the Consumer Disputes Board handles individual consumer disputes.

## **2 Contacts and complaints**

Traficom receives only a limited number of enquiries each year concerning the scope of application of the Regulation. For example, in 2023, Traficom

did not receive any enquiries, while in 2024 it was contacted three times regarding a matter falling within the scope of the Regulation. In these cases, the passengers were given general guidance. Thus, Traficom did not issue any recommendations in either 2023 or 2024.

### **3 Supervision measures and other activities**

Since the Regulation became applicable in 2023, Traficom has paid attention to the content of transport operators' websites. In addition, in 2023, Traficom, within the scope of its powers, has addressed issues relating to the implementation of passengers' personal security (Article 27 of the Regulation).

According to Article 20(6) of the Regulation, where contingency plans are established pursuant to Article 13a(3) of Directive 2012/34/EU, railway undertakings shall coordinate with the station manager and infrastructure manager. The aim is to prepare for the possibility of major disruption and long delays leading to a considerable number of passengers being stranded in the station. In 2024, Traficom has examined the obligations imposed on railway undertakings, and has also assessed the relationship between the relevant regulation and other EU legislation as well as national regulation.

During the reporting period, efforts have continued in Finland to clarify interpretative uncertainties related to the concept of station manager. Traficom has participated in the clarification work, on the basis of which the Ministry of Transport and Communications prepared an assessment memorandum on the matter: [Organisation of the statutory functions and responsibilities of station managers in Finland](#) (available in Finnish). In 2024, the Ministry of Transport and Communications organised a public consultation on the matter: [Organisation of station manager functions in Finland \(VN/14164/2024\)](#) (in Finnish). The examination of the issue is still ongoing.

In 2024, Traficom published a guide entitled [Public transport with an assistance dog – Instructions for travelling with an assistance dog](#). The guide also covers travelling by train and aims to make it easier to travel with an assistance dog in Finland. The guide is available in Finnish, Swedish and English. The content complies with both national legislation and EU regulations on passenger rights.

Traficom did not impose any conditional fines in matters concerning rail passenger rights in 2023–2024.

## **4 More information about accessibility and passenger volumes in rail transport in Finland**

In 2024, Traficom published a situational picture of the accessibility of passenger rail services. The full situational picture is only available in Finnish: [Accessibility of passenger rail services](#) (summary [in English](#)). The situational picture provides information about the current state and key development needs of the accessibility of long-distance passenger rail services and commuter rail services in Finland. The data contributes to wider [transport system analysis](#) that offers a strategic overview of the current state, development needs and evolving operating environment of the transport system.

According to the railway statistics compiled by Statistics Finland<sup>1</sup>, the number of trips in passenger transport by rail in 2023 totalled 82 million, which was 6 million more than in 2022. The number of trips increased by 8 per cent from 2022. Passenger volumes are increasing, but the total number in 2023 was still roughly 10 million trips smaller than the 2019 record.

Of all trips in 2023, 82 per cent were made in local traffic and 18 per cent in long-distance traffic. The number of trips in local traffic increased by 7 per cent and in long-distance traffic grew by 14 per cent from the previous year. All trips in long-distance traffic were made in Finland and there was no international traffic. The average length of trips was 63 kilometres, which was 3 kilometres longer than in the year before.

According to Statistics Finland<sup>2</sup>, 21.4 million trips were made in railway passenger transport in the last quarter of 2024, which is one per cent more than in the corresponding quarter of the year before. More comprehensive annual railway statistics for the year 2024 were not yet available at the time of publication of this report.

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<sup>1</sup> Source: Statistics Finland, Official Statistics of Finland (OSF): Railway statistics [online publication]. Reference period: 2023. ISSN=2670-3351. Helsinki: Statistics Finland [Referenced: 5.6.2025]. Access method: <https://stat.fi/en/publication/cln1qviwyzayl0cutrg192twx>

<sup>2</sup> Source: Statistics Finland, Official Statistics of Finland (OSF): Railway statistics [online publication]. Reference period: 2024, 4th quarter. ISSN=2670-3351. Helsinki: Statistics Finland [Referenced: 5.6.2025]. Access method: <https://stat.fi/en/publication/cm0nvu71q0c5907utzisl41ep>.