

31 May 2021

Report on the enforcement of Regulation (EU) No 181/2011 of the European Parliament and of the Council concerning the rights of passengers in bus and coach transport from 1 January 2019 to 31 December 2020

General

Under Article 29 of Regulation (EU) No 181/2011 of the European Parliament and of the Council concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 (hereinafter 'Regulation (EU) No 181/2011' or 'Regulation'), the enforcement bodies responsible for the enforcement of the Regulation shall publish a report on their activity every two years. The report shall contain in particular a description of actions taken in order to implement the Regulation 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 2019 to 31 December 2020. Provisions on Traficom's competence in matters concerning Regulation (EU) No 181/2011 are laid down in the Act on Transport Services (320/2017), more specifically in section 186, subsection 2, paragraph 1; section 186, subsection 4; and section 187 of the Act.

Traficom supervises compliance with Regulation (EU) No 181/2011 on the rights of passenger in bus and coach transport 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 also supervises compliance with Regulation (EU) No 181/2011 on the rights of passenger in bus and coach transport in cooperation with the Consumer Ombudsman.

Traficom's duties include the designation of bus and coach terminals where assistance shall be provided to disabled persons and persons with reduced mobility, as referred to in Article 12 of the Regulation (EU) No 181/2011.

Contacts and complaints

In 2019–2020, Traficom was contacted a total of 4 times (incl. complaints) in matters concerning the rights of passengers in bus or coach transport. For some of the contacts, it may have been impossible to ascertain whether they concerned matters within the scope of Regulation (EU) No 181/2011.

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Supervision measures and other activities

The epidemic caused by coronavirus COVID-19 has had an impact on travelling. In 2020, Traficom considered passenger rights in its general supervision duties and other activities particularly in situations where a carrier cancelled a bus or coach journey. Traficom has, for example, published on its website a special reminder of the right of passengers to be reimbursed the ticket price in money if a carrier cancels their journey.

Another focus area in 2020 was the obligation of carriers to inform passengers of their rights. For example, Traficom gave a presentation in 2020 about the rights of passengers in bus and coach transport at a meeting for a national cooperation group for the public transport sector. The presentation focused in particular on aspects concerning the provision of information.

Traficom re-designated in 2020 bus and coach terminals where assistance for disabled persons and persons with reduced mobility shall be provided. The designation was preceded by an examination of the overall situation in different stages of the designation process.