

Moving in Europe

FOR A BETTER PROTECTED AND MORE SUSTAINABLE MOBILITY



This guide is one of the activities promoted by the European project “Mobility, a paradigm of European citizenship”, which involved citizens from 8 countries (Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia, Slovakia and Spain) on the challenges that the mobility of people sets for the future of Europe: transport accessibility, environmental sustainability and rights of citizens/passengers.

The issue of mobility is a daily interest for many European citizens and is a paradigm of European citizenship since it relates to many of its aspects (the common identity thanks to transnational mobility, the rights of European citizens/passengers, etc...). For further information:

<http://www.activecitizenship.net/consumers-rights/projects/85-mobility-a-paradigm-of-european-citizenship.htm>

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MOBILITY

A PARADIGM OF EUROPEAN CITIZENSHIP 

FOREWORD

Mobility in Europe plays a key role for the internal market and the quality of life of its citizens. The transport system is vital to our economy and society since it brings economic growth and employment. At the same time, though, as reported by the European Commission, it is no longer sustainable and is in fact responsible for about one third of the final energy consumption in the Member States part of the European Environment Agency (EEA)¹ and of more than one fifth of greenhouse gas emissions, as well as a considerable part of urban air and noise pollution. Moreover, it has a strong impact on the land, since its infrastructures divide natural areas into small plots causing serious consequences for animals and plants. Therefore, if reducing mobility is certainly not an option, we need to devise a new and more sustainable system.

WHAT IS SUSTAINABLE MOBILITY?

Sustainable mobility is about how transport, travelling habits and our behaviour can reduce a number of **environmental**, social and economic impacts, such as:

- air pollution and the resulting climate change;
- noise pollution;
- road congestion;
- accidents;
- degradation of urban areas (caused by the space occupied by vehicles at the expense of pedestrians);
- land exploitation (caused by the construction of roads and infrastructures).

In particular, travelling is **sustainable from a social point of view** when it is viable and accessible to people with disabilities or reduced mobility; when contemplating

alternative choices for mobility (e.g. easy and instant access - by telephone, internet - to information about public and private services, easier travelling on foot or by bicycle, good local public services); when it helps to solve traffic congestion and improves the protection of travellers. From an **environmental** point of view, sustainable transport does not increase but reduces pollution, noise, etc... From an economic point of view, sustainability is primarily related to the costs to the public, regarding the use of public transport both collectively and individually.

Therefore, considering the global dimension of the transport system, there is the need for interventions to promote a more sustainable mobility which, to be effective, require strong international cooperation as well as more involvement by the public opinion and therefore by all citizens.

What do we really know about this issue? Let's complete the following quiz to find out if we are able to better protect our rights as passengers, if our daily choices in mobility are actually "sustainable"; how important transport is in Europe and, consequently, what steps the EU is taking in this direction.

¹ EEA has 32 members countries: the 27 EU Member States, Iceland, Liechtenstein, Norway, Switzerland and Turkey.



QUIZ –WHAT TYPE OF TRAVELLER ARE YOU?

TRANSPORT AND ECONOMY

1. Transport is fundamental to both society and the economy since it promotes growth and employment. How many people are directly employed in this sector in Europe?
a) 10 million people b) 5 million people c) 3 million people
2. This sector accounts for about 5% of the European gross domestic product (GDP).
a) true b) false
3. In your opinion, on average, how much of its budget does a European family spend for transport related products and services?
a) about 7% b) about 13% c) about 18%

SUSTAINABLE MOBILITY

4. 30% of goods currently travelling by road (on distances greater than 300 km) will be transferred to rail or sea and inland waterways by:
a) 2020 b) 2030 c) 2050
5. The use of vehicles powered by traditional fuel should be gradually reduced over the next few years to be completely eliminated by:
a) 2020 b) 2030 c) 2050
6. The European Union foresees a significant reduction of greenhouse gas emissions in the transport sector by 2050. Compared to the 1990 levels, how much do you think they should be reduced down to?
a) 30% b) 60% c) 90%
7. From 2013, the new driving licences issued in the EU will look like plastic “credit cards” in a uniform European format. The more than 100 models in use today will be replaced. When will this happen?
a) at the time of renewal or within 2020
b) at the time of renewal or within 2033
c) at the time of renewal or within 2040.
8. ‘Multimodal transport’ means:
a) using the same means of transport for different purposes (errands, work, recreation, etc.)
b) the use of public transport
c) the integration of different means of transport, both public and private, collective or individual for daily travelling
9. ‘Carpooling’ means:
a) sharing the same car with other people travelling along a common route
b) a car rental service- collecting the vehicle from and taking it back to a parking lot, paying for its use
c) renting one’s own car to other parties when not in use

PASSENGER RIGHTS

10. When travelling by plane, in the event of boarding being denied, the airline company:
a) can arbitrarily decide who will be denied boarding



- b) must first ask people who would voluntarily give up their boarding reservation
- c) identifies the passengers who have right to boarding according to the booking order

11. Travelling by train, passengers can opt for full refund of the ticket if there is a delay of more than:
a) 60 minutes b) 90 minutes c) 120 minutes
12. Travelling by coach, in the case of long-distance travel (over 250 km), passengers are entitled to a refund of the ticket in the event that the journey has suffered a delay exceeding its scheduled time of departure by:
a) 60 minutes b) 90 minutes c) 120 minutes
13. Travelling by ship, passengers are entitled to a refund of the ticket in case boarding has suffered a delay exceeding its scheduled time of departure by:
a) 60 minutes b) over 90 minutes c) 120 minutes
14. Travelling by plane, passengers are entitled to a refund of the ticket in case the flight has suffered a delay exceeding its scheduled time of departure by:
a) 2 hours b) 5 hours c) 7 hours
15. The right to reimbursement implies the refund of the total price of the ticket if not used within 7 days for air or sea and inland waterways transport:
a) true b) false
16. The right to reimbursement implies the refund of the total price of the ticket if not used within one month for a rail or bus journey:
a) true b) false
17. The European Commission has developed an app for mobile phones to allow travellers to quickly verify their rights wherever they are in Europe
a) true, it is a free service b) true, but for a fee c) false
18. Transport legislation sets a minimum level of on-the-spot assistance whenever a delay exceeds the limit beyond the scheduled departure time
a) true b) false
19. In case of severe delays in a journey by sea or inland waterways, passengers are entitled to free accommodation with a limit of:
a) 80 EUR per night for three nights b) EUR 120 per night for three nights c) EUR 150 per night for three nights
20. In the event of a significant delay in long distance coach services (i.e. journeys over 250 km), passengers are entitled to free accommodation with a limit of:
a) EUR 80 per night for two nights b) EUR 120 per night for two nights c) EUR 150 per night for two nights



MOBILITY IN EUROPE

THE COMMITMENT OF THE EU INSTITUTIONS

Transport has been and always will be a key feature of our daily life. It has substantially contributed to the development, integration and growth of the internal market, with tangible benefits for the European economy.

In the last thirty years, mobility of people in Europe has reached unprecedented levels: in 1970 we were travelling 17 km a day, whereas today the average is 34 km/day.

Over the last 20 years much has been done in terms of European transport policies, for example the long queues at the borders are a distant memory; the protection for the rights of passengers in the event of problems has greatly increased; for people working in the transport sector (pilots, bus drivers, etc.) safety regulations to reduce occupational hazards and consequently protect travellers have been increased; planes have become a more accessible means of transport since the EU encouraged competition, while establishing precise standards for air safety; the growth of a high-speed rail network (increased from 1,024 km in 1990 to 6,830 km in 2011) has made train travel faster and shorter; constant attention to road conditions and vehicle safety, combined with the use of technologies for traffic safety, have led to halving the number of deaths on the roads. Also travelling by sea has undergone significant improvements in terms of increase in the quantity of goods shipped, reduction of accidents (in 2010/2011 13 thousand tons of oil were spilled into the sea compared to more than 100 thousand recorded annually in the period 1980/1990) and greater protection for tourists and people travelling for business purposes.

THE ROLE OF EACH MEMBER STATE

Obviously, all this is important but it is not enough, especially if each Member State does not do its part. In fact, how can the EU achieve its political objectives if the Member States do not apply its laws effectively?

According to official data, the three areas in which there has been the highest number of infringement proceedings for late implementation of EU directives are: transport (240), Internal Market and Services (198) and Health and Consumer Affairs (164). Many of these cases involved several Member States. For example,

the EU Commission has started proceedings against 23 Member States regarding the delay in implementing the directive on low energy consumption vehicles. (Directive 2009/33/EC). Similarly, 22 Member States have been involved in infringement proceedings regarding delays in implementing the directive on road infrastructure safety management (Directive 2008/96/EC).

FUTURE CHALLENGES

Major trends have been identified at European level which will influence the future development of transport policies in the decades to come:

- aging population and a growing demand for mobility from senior citizens;;
- migration and internal mobility;
- increasing urbanization of cities and globalization;
- environmental sustainability and energy challenges prompted by the shortage of fossil fuel.

To address these issues, the EU is trying to focus future European transport policies on an integrated and a user-friendly technology for all citizens, centred on the needs and the rights of both users and workers in the sector.

2050: BANNING CARS POWERED BY TRADITIONAL FUEL IN EUROPE

No more vehicles powered by traditional fuel in European cities by 2050. This is one of the objectives in terms of "green transport" launched by the EU Commission, aimed at making the EU less dependent on oil since, to date, this dependence amounts to about 96% and the EU's goal is to reduce, by 2050, between 80 and 95% CO2 emissions.

In pursuit of this objective, the EU should be able to reduce by 60% transport produced emissions of carbon dioxide. This process will take place in several steps: from 2030 the use of polluting passenger vehicles - public vehicles - will be halved and freight transport will be "green", therefore it will not produce carbon dioxide. Also medium and long range travel by road will be reduced, both regarding goods and people which will be diverted to rail and inland waterways. In this regard the European Commission has set the goal of tripling the high-speed network by 2030.



The number of vehicles powered by alternative fuel travelling by road has steadily increased to more than 5% of that in 2009. The majority of these vehicles are powered by liquefied petroleum gas (LPG), while electric vehicles are 0.02%. The introduction of electric vehicles (EV) and hybrid electric vehicles (PHEV) is still very limited in Europe. To date, the use of clean fuels is hampered by three main factors: the high cost of the vehicles, the low acceptance by consumers and the lack of recharging and refuelling stations. It is a vicious circle: gas stations are not built because there are not enough vehicles; these kinds of vehicles are not sold at competitive prices because demand is insufficient; consumers do not buy these vehicles because they are expensive and there are no refuelling and recharging stations. To break this vicious circle, the European Commission has proposed binding targets for Member States, with a minimum level of infrastructures for clean fuel such as electricity, hydrogen and natural gas, as well as common standards at EU level for the necessary equipment.

In order to encourage people to change their lifestyle, financial advantages to promote urban mobility plans and funding for Smart Cities have been planned, as well as information campaigns to highlight the economic impact of traffic (estimated at around 1% of European GDP and not easily reducible by using oil).

SUSTAINABLE URBAN MOBILITY PLANS

A Sustainable Urban Mobility Plan is a tool for Local

Authorities to address the problems regarding urban transport more efficiently. It is based on existing practices and legislations in the Member States and its key features are:

- a participatory and integrated approach;
- a pledge for sustainability;
- a clear vision with objectives and measurable targets;
- a review of transport costs and benefits.

The policies and measures defined in a Sustainable Urban Mobility Plan should cover all forms of transport available in the entire urban area: public and private, passenger and freight, motorized and non-motorized as well as circulation and parking.

SMART CITY

Europe has provided substantial investments in the coming years to encourage the creation of Smart Cities, which is towns offering clean and affordable energy for all, linking the more rational use of resources to the integration of clean technologies. More specifically, a Smart City is based on six main keystones: economy, seen as competitiveness of the system; mobility, in terms of accessible and sustainable transport integrated with new technologies; environment, seen as protection and promotion of natural resources; people, in terms of social and human capital; lifestyle, such as quality of life and social cohesion; governance, seen as citizen participation in public policies.





PASSENGER RIGHTS²

The liberalization of the transport sector has increased competition, with more benefits for the growing number of EU citizens who travel. However, it is necessary to make the implementation of EU legislation on passenger rights more effective in order to fight unfair practices and irregularities. Not surprisingly, as reported by the European Consumer Agenda, the transport sector is among the most problematic for EU citizens.

Not all passengers are completely aware of their rights and how to protect them, although much has been done. In fact, millions of citizens travelling across the EU may have a common set of rights, regardless of the means of transport (plane, train, ship, bus or coach).

YOUR PASSENGER RIGHTS AT HAND: DOWNLOAD THE APP FROM THE EUROPEAN COMMISSION



The European Commission has launched an application for air, rail, sea and inland waterways and coach transport with the goal of providing European travellers useful information about their rights.

The application is available for download from the European Commission's website <http://ec.europa.eu/transport/passenger-rights/en/mobile.html>

Box: 10 Passenger Rights

The EU provides a complete and integrated set of basic passenger rights for all means of transport valid throughout the European Union.

- 1) Right to non-discrimination in access to transport
- 2) Right to mobility: accessibility and assistance at no additional cost for disabled passengers and passengers with reduced mobility (PRM)
- 3) The right to information prior purchase and during the stages of the journey, in particular in the event disruption
- 4) Right to renounce travelling (reimbursement of the full cost

- of the ticket) when the journey is not carried out as planned
- 5) Right to the fulfilment of the transport contract in case of disruption (rescheduling and rebooking)
- 6) Right to get assistance in case of long delays at departure or at connecting points
- 7) Right to compensation under certain circumstances
- 8) Right to carrier liability towards passengers and their luggage
- 9) Right to a quick and accessible system of complaint handling
- 10) Right to full application and effective enforcement of EU law

TRAIN PASSENGER RIGHTS

The rights that apply to all rail transport services (national and international)

Easy Ticket Purchase

Passengers can buy the ticket at the railway station or on the Internet. When this is not possible the passenger can buy the ticket on board.

The right to transport for passengers with reduced mobility

Passengers with a disability or reduced mobility have the right to travel in comfort. Reservations and tickets should not entail any additional costs.

Information on access for passengers with reduced mobility

On request, railway companies, ticket vendors and tour operators should provide information on the accessibility of rail services, the conditions of access to cars and services offered on board.

The rights that apply to international rail transport services within the European Union

Information on passenger rights

Railway companies and station managers are required to inform passengers about their rights in case of offers and discounts, as well as possible delays and service disruptions which may occur on the international transport network.

Assistance for passengers with reduced mobility

Railway companies and station managers will provide

² The text concerning the rights of passengers is partially taken from the campaign on passenger rights promoted by the European Commission and from the site <http://ec.europa.eu/transport/passenger-rights>



assistance for passengers with reduced mobility boarding international trains. However, passengers must notify their request at least 48 hours in advance of their intended journey using the communication tools indicated by the carrier.

Refund and alternative routes

When the delay in arrival at the final destination under the transport contract is expected to be more than 60 minutes, the passenger will be given the choice between: obtaining full reimbursement of the ticket; continuing the journey or re-route, under comparable transport conditions; continue the journey or re-route, under similar comparable transport conditions, at a later date.

Refund of the ticket price for an international journey in the event of a train delayed/cancelled

If the train arrives at its destination at least an hour later than originally stated in the transport contract, and if the cause can be attributed to the railway company, the passenger is entitled to compensation of 25% of the price paid for the ticket for a delay of between 60 and 119 minutes and 50% in case of delay equal to or longer than 120 minutes.

Assistance in case of delay/cancellation

In the case of the train delayed or cancelled, the passenger has the right to be informed of the situation and of the times of departure and arrival as soon as possible.

In case of delay of more than 60 minutes, the passenger will receive free of charge food and drink, if they can be provided and, if available, hotel accommodation or any other type of transport to and from the railway station and the hotel.

Right to complain

Passengers may complain to the railway company which issued the ticket either directly at the ticket office or with the customer service office or any other railway company participating in the transport.

For further information about train passenger rights please consult the app "your passenger rights at hand"

Please note that some countries benefit from exemptions for certain parts of the legislation. For a full list, visit <http://ec.europa.eu/transport/passenger-rights/en/index.html>

AIR PASSENGER RIGHTS

Passengers with disabilities and reduced mobility

The EU legislation protects passengers with disabilities and/or with reduced mobility from discrimination during booking and boarding. These passengers are also entitled to assistance at airports (on departure, arrival and transit) and on board aircrafts. To help us assist you, your needs should communicate in advance.

Denied boarding

When passengers are denied boarding on a flight, airlines are obliged to first seek volunteers to give their reservation in exchange for certain benefits. In addition, the air carrier must also offer volunteers the choice between a full refund and re-routing.

Cancellation

Passengers are entitled to the same financial compensation offered in the event of denied boarding, unless they have been informed of the cancellation at least 14 days before the flight, have not received an alternative flight at a time close to the original, or the airline fails to prove that the cancellation was caused by extraordinary events.

Long delays

Passengers have the right to assistance from the airline if the delay is two or more hours (for flights of 1,500 km or less), three or more hours (for longer journeys within the European Union and for other flights between 1,500 and 3,500 km), four or more hours (for distances longer than 3,500 km outside the EU).

Luggage

In case of loss, damage or delayed delivery passengers are entitled to compensation of maximum 1,220 Euros. For damaged luggage, complaints should be lodged with the airline company within seven days from reception of the luggage. For delayed delivery complaints must be lodged within maximum 21 days.

Identity of the airline

Passengers must be informed in advance on the name of the airline operating the flight.

Price transparency

The final price to be paid should be indicated at all times and it should include the applicable air fare, as well as taxes and charges, surcharges and fees which are unavoidable and foreseeable at the time of publication.

- if the one-way distance of the voyage is less than 500 meters for excursions and sightseeing or vessels without mechanical propulsion.

For further information about ship passenger rights please consult the app "your passenger rights at hand"

BUS AND COACH PASSENGER RIGHTS

Rights applicable to long-distance services (more than 250 km)

Adequate assistance in the event of cancellation or delay of more than 90 minutes for journeys over three hours (which includes snacks, meals and drinks and, if necessary, hotel accommodation up to two nights at maximum rate 80 Euros per night with the exclusion of delays due to adverse weather conditions or natural disasters):

Guarantee of reimbursement or rescheduling in case of overbooking, cancellation or delay in departure over 120 minutes;

Compensation of 50% of the ticket price in the event of delay at departure over 120 minutes and the carrier does not offer the passengers any rescheduling or refund;

Information in case of cancelled or delayed departures:

Protection of passengers in case of death, injury, loss or damage, quando questi siano stati provocati da incidente stradale, in particolare per quanto riguarda le necessità immediate di ordine pratico;

Free targeted assistance for the disabled or passengers with reduced mobility both in stations and on board the vehicles, as well as free transportation for any carer.

For further information about bus and coach passenger rights please consult the app “your passenger rights in hand”

- to passengers travelling on ships certified to carry up to twelve passengers;
- to passengers travelling on ships operated by a crew of not more than three people:

HOW DID YOU GET ON WITH THE QUIZ?

HERE ARE THE CORRECT ANSWERS:

- 1) = a;
2) = a;
3) = b;
4) = b;
5) = c;
6) = b;
7) = b;
8) = c;
9) = a;
10) = b;
- 11) = a;
12) = c;
13) = b;
14) = b;
15) = a;
16) = a;
17) = a;
18) = a;
19) = a;
20) = a.

.... AND NOW READ YOUR PASSENGER PROFILE

Each correct answer scores one point

FROM 0 TO 7 POINTS

Uninformed: are all your choices informed? During your travels, you don't stop long enough to read information which might be useful first of all for you and for passengers in general. Give it some time, you will avoid unpleasant surprises and will discover pleasant ones. (one suitcase)

FROM 8 TO 15 POINTS

Inattentive: you've heard of it and you are quite aware of it, but for one reason or another you do not consider the more important things: the protection of the rights and the practice of sustainable behaviour must be taken seriously. (two suitcases)

FROM 16 TO 20 POINTS

Smart: your knowledge allows you to travel with confidence. You know your passenger rights and are aware of the impact that transport has on the economy, the environment and more generally on the quality of life of all of us. And you try as much as you can to do your part as a good active citizen. (three suitcases)



Partners:



The project is coordinated by Active Citizenship Network (ACN), the European interface of the Italian civic organization Cittadinanzattiva.

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