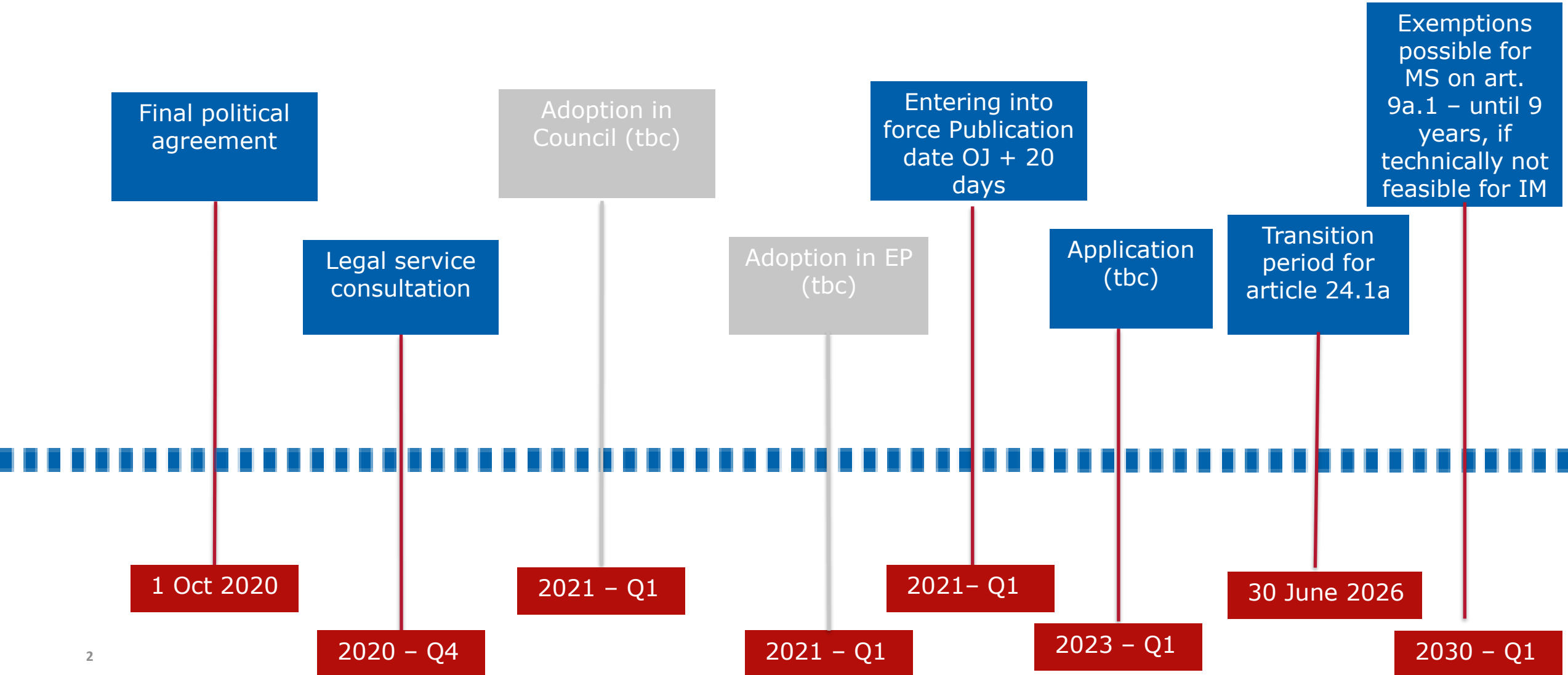


PRIME-RUD plenary item 9 – New Rail Passenger Rights Regulation

Flemming Jensen, CEO, DSB
19. November 2020



New RPRR: tentative timeline (tbc) for adoption & entering into force



Real-time sharing obligation, contingency plans and PRM-assistance

Travel Information (art. 9a.1):

There is a new obligation (art. 9a.1) for infrastructure managers to distribute real-time data relating to the arrival and the departure of trains to railway undertakings and station managers, as well as to ticket vendors and tour operators in order to facilitate rail travel.

Contingency plans (art. 18.6):

Obligation for the railway undertakings to coordinate with the station manager and infrastructure manager in order for them to be prepared for the possibility of major disruption and long delays leading to a considerable number of passengers being stranded in the station. Such contingency plans shall include requirements for the accessibility of alert and information systems.

New obligations for PRM-assistance (Chapter V):

For unstaffed trains, station managers or railway undertakings shall provide assistance free of charge, during boarding and alighting from a train when there is trained staff on duty at the station. The pre-notification period will be reduced from 48h to 24h as a rule.

Questions



PRIME and RU CEO's are invited to discuss:

How can we best offer customers better service, for example regarding real-time information sharing, contingency plans and PRM assistance?

How do infrastructure managers see their new role in distributing real-time data relating to the arrival and the departure of trains to railway undertaking and station managers, as well as to ticket vendors and tour operators?

