



Press Release

Luxembourg, 28 November 2017

EU Auditors conduct online survey as part of their on-going passenger rights audit

The European Court of Auditors is currently conducting an audit on passenger rights in the EU. An online survey to gauge citizens' understanding of their rights when travelling and to gather information about their experiences is part of this audit. The auditors have also published a background briefing paper on passenger rights in the EU.

The auditors are currently examining whether EU passenger rights are protected and enforced effectively, and whether the European Commission has properly monitored the implementation of these rights in the Member States and reacted to any problems which have arisen. They will also carry out audit visits in ten Member States (the Czech Republic, France, Finland, Greece, Germany, Ireland, Italy, the Netherlands, Poland and Spain), where they will meet officials and relevant stakeholders and assess implementation on the ground.

"The real test of passenger rights is whether you get the help you need when things go wrong", says George Pufan, the Member of the European Court of Auditors responsible for the audit. "We hope fellow-Europeans will be willing to share their experiences, good as well as bad, to provide insights for our audit".

Anyone with experience of travelling as a passenger by plane, waterborne transport, bus/coach or rail within the EU during the last two years is invited to take part in an online survey, which can be found at bit.ly/ECAPassengerSurvey. It should take no more than 10 minutes to complete and is available in all EU languages. Responses will be treated in the strictest confidence.

For those with a particular interest in EU passenger rights legislation, the auditors have also published an audit brief which provides some background information based on preparatory work undertaken before the start of an audit. The audit brief is available on the ECA website (eca.europa.eu).

ECA Press

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Notes to Editors

Passenger rights are one of the flagship policies that the European Union (EU) delivers directly to its citizens. The aim of EU's passenger rights legislation is to empower and protect European consumers.

Over the last two decades, there has been a boom in intra-EU travel thanks to the liberalisation of the transport sector in the Common Market, the free movement of citizens and the entry into force of the Schengen Agreement in 1995. For example, the annual number of air passengers has more than tripled in that period.

Between 2004 and 2014 the EU established Regulations for all four main modes of passenger transport: bus/coach, air, rail and waterborne transport. The core passenger rights are the same for all of these modes of transport, but the extent of coverage and specific rules differ from one Regulation to another.

Several non-EU countries have implemented similar regulations, but their scope has focused mostly on air passenger rights.