


# Procedure file

Basic information		
COS - Procedure on a strategy paper (historic)	<a href="#">2000/2299(COS)</a>	Procedure completed
Air transport: protection of passengers		
Subject 3.20.01 Air transport and air freight		

Key players			
European Parliament	Committee responsible	Rapporteur	Appointed
	<b>RETT</b> Regional Policy, Transport and Tourism		21/11/2000
		UEN <a href="#">COLLINS Gerard</a>	
	Committee for opinion	Rapporteur for opinion	Appointed
Council of the European Union European Commission	<b>JURI</b> Legal Affairs and Internal Market		25/01/2001
		PPE-DE <a href="#">RIPOLL Y MARTÍNEZ DE BEDOYA Carlos</a>	
	<b>ENVI</b> Environment, Public Health, Consumer Policy	The committee decided not to give an opinion.	
	Commission DG Energy and Transport	Commissioner	

Key events			
21/06/2000	Non-legislative basic document published	COM(2000)0365	Summary
29/11/2000	Committee referral announced in Parliament		
20/06/2001	Vote in committee		Summary
20/06/2001	Committee report tabled for plenary	<a href="#">A5-0249/2001</a>	
04/09/2001	Debate in Parliament		
05/09/2001	Decision by Parliament	<a href="#">T5-0439/2001</a>	Summary
05/09/2001	End of procedure in Parliament		
21/03/2002	Final act published in Official Journal		

Technical information	
Procedure reference	2000/2299(COS)

Procedure type	COS - Procedure on a strategy paper (historic)
Procedure subtype	Commission strategy paper
Legal basis	Rules of Procedure EP 142
Stage reached in procedure	Procedure completed
Committee dossier	RETT/5/12878

#### Documentation gateway

Non-legislative basic document		COM(2000)0365	21/06/2000	EC	Summary
Economic and Social Committee: opinion, report		<a href="#">CES0398/2001</a> <a href="#">OJ C 155 29.05.2001, p. 0006</a>	28/03/2001	ESC	
Committee report tabled for plenary, single reading		<a href="#">A5-0249/2001</a>	20/06/2001	EP	
Text adopted by Parliament, single reading		<a href="#">T5-0439/2001</a> OJ C 072 21.03.2002, p. 0085-0218 E	05/09/2001	EP	Summary

## Air transport: protection of passengers

**PURPOSE** : to present a Communication from the Commission concerning the protection of air passengers in the European Union. **CONTENT** : following a Commission document sent out for consultation in January 2000 relating to the protection of air passengers, the Commission has made a detailed analysis of all the responses and then selected the areas where Community action to improve consumer protection was justified. The present Communication concentrates on these aspects. The Commission will therefore propose legislation in order to: - enable delayed passengers to continue their journeys under good conditions, by giving them the right either to reimbursement of the ticket or to an alternative flight at the earliest as possible; - create new rights for passengers, by setting minimum requirements for contracts in air travel; - give passengers information they need to make well-founded choices between airlines, by requiring airlines to submit the data necessary for it to publish regular consumer reports (2000). These would also stimulate airlines to improve service quality. Furthermore, the Commission will promote the preparation and adoption of voluntary commitments by European airlines (2000-2001), covering in particular: - improvement of service quality as widely as possible, for example by offering the lowest fare available, by allowing reservations to be held for a certain time, by informing passengers rapidly of delays, by meeting needs of disabled people and by facilitating the lodging of complaints; - adequate care for delayed passengers; - simple procedures for lodging complaints and mechanisms for setting disputes out-of-court. It will also promote voluntary commitments by airports to set quality standards for services and to consider design standards for terminals. These voluntary codes should be ambitious, engage as many operators as possible and include mechanisms for monitoring compliance. The Commission will strongly encourage the involvement of all interested parties and co-ordination when the responsibilities of airlines and airports overlap. In addition, the Commission will also take these initiatives: - to discuss how best to strengthen the representation of passengers with Member States and passengers' organisations, (2000); - to examine the effects on the market of sales and reservations via the Internet and their conformity with competition rules of the Code of Conduct for computerised reservation systems, (2000); - to study the effects on competition of code-sharing, in the context of individual competition proceedings, and of tariff co-ordination in interlining, in its review of block exemption for interlining, (2001); - to assess the impact of cabin conditions on passengers' health, by setting up expert groups to scrutinise existing research and draw conclusions on risks to health, (2001). ?

## Air transport: protection of passengers

The committee adopted the report by Gerard COLLINS (UEN, IRL) on the Commission communication. Although the Commission's document was welcomed in general, MEPs took the view that much remained to be done to enhance passengers' rights, including passengers with disabilities. There was a need for European airlines to adopt voluntary codes of practice covering improvements in the quality of service provided and adequate protection for delayed passengers. In addition, simple procedures were needed for logging complaints and settling disputes out of court. The rapporteur proposed that a new EU Air Passenger Ombudsman be appointed to process claims involving EU airlines. The committee also called on the European Commission as a matter of urgency to allocate money from the EU research budget to carry out an independent evaluation of possible health risks to passengers on long-haul flights. MEPs were particularly concerned about the problem of deep vein thrombosis, which was a serious risk on such flights. The Commission was asked to carry out independent research in consultation with EU airlines and EU consumer groups. Finally, the committee regretted that a draft directive on the safety of third country aircraft had lapsed owing to a lack of agreement between Spain and the UK over Gibraltar. ?

## Air transport: protection of passengers

The European Parliament adopted the report by Mr Gerard COLLINS (UEN, Ire) on the protection of air passengers in the European Union. (Please refer to the previous text). In addition, the Parliament deplores the lack of progress in Council on the "Single European Sky" initiative and in reaching an agreement on the amended regulation on denied boarding and the proposed directive on the safety of third aircraft using

Community airports as a result of the ongoing dispute between the UK and Spain over the status of Gibraltar airport. The fact that air passenger protection measures could be held up for such reasons was seen as unacceptable and Council was called upon to resolve this dispute without delay.?