



Directorate-General
for Mobility
and Transport



● THE DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

Towards sustainable mobility

● TRANSPORT: A POLICY AT THE HEART OF EUROPE'S AGENDA

- Already foreseen in 1957, by the Treaty of Rome, transport policy aims at **sustainable mobility**...

... trying to **combine Europe's competitiveness with the welfare of its citizens**



● THE DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

- The Directorate-General for Mobility and Transport **further develops European policies** in the fields of mobility transport



...and **manages financial support programmes for:**

- trans-European networks;
- technological development and innovation;
- modal shift.

● THE DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

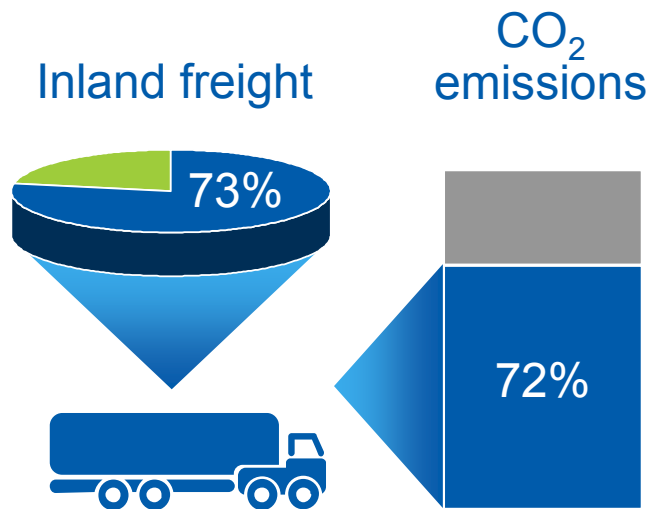
- Transport policy is under the leadership of Vice-President Siim Kallas
- Headed by Matthias Ruete, the DG ...

... organised in five Directorates in Brussels.

SOME FIGURES...

- In EU-27, 73% of inland freight transport is carried by road...

...which generates 72% of the CO₂ emissions attributable to transport.



...SOME OBJECTIVES

- Encourage modal shift from road transport towards environmentally-friendly transport modes.
- Develop the use of clean vehicles.



LIBERALISATION AND INTERNAL MARKET

- The DG develops policies aimed at the completion of the internal markets for transport...

...and ensures the creation of a legal framework for the rights of passengers.

- Developing competitiveness allows for enhanced security and more choice.



AIR PASSENGER RIGHTS

More information?
Call the freephone number* from anywhere in the EU during working hours (09:00-18:00 CET weekdays)
00 800 6 7 8 9 10 11

DENIED BOARDING? CANCELLED? DELAYED FOR A LONG TIME?
Airlines have a legal obligation to inform you about **YOUR RIGHTS** AND WHERE TO COMPLAIN

Reduced mobility
Travelled persons and operators with reduced mobility are exempted from the maximum weight limit. In July 2008, the EU set up a single European carrier system to help them through their airports.

Identity of the airline
Passengers who are aware of which airline a flight is operated by, are better placed to file complaints and to be reimbursed for any compensation.

Liability
Airlines are liable for damage resulting from the carriage of passengers, baggage and cargo. Airlines are liable for any loss or damage to baggage. Airlines are not liable for loss or damage to baggage if they have taken all reasonable measures to avoid the damage or if the damage is due to the passenger's own negligence.

Package holidays
The EU has established a mandatory obligation on the holiday business, namely to compensate travellers and protect passengers in case of the organiser's insolvency.

Denied boarding
You may be entitled to compensation between €125 and €600 depending on flight distance and the delay incurred when rebooked.

Long delays
You may request a refund of your ticket if the delay exceeds five hours, but only if you decide not to travel.

Cancellation
Financial compensation is due unless you were informed 14 days before the flight, or you were rebooked close to your original travel, or the airline can prove that the cancellation was caused by extraordinary circumstances.

Assistance by airlines
Depending on the circumstances, if you are denied boarding or your flight is cancelled or delayed, you may be entitled to receive assistance (food, communications, and an overnight stay if necessary). In the event of denied boarding or cancellation, you may be offered the option of continuing your trip or a refund of your ticket.

More information and a list of the national authorities responsible for enforcing these rights are available at: <http://tqmr.europa.eu>

● GUARANTEEING THE SAFETY OF CITIZENS

The DG defines common safety standards, which are approved at European level.

These standards have made it possible:

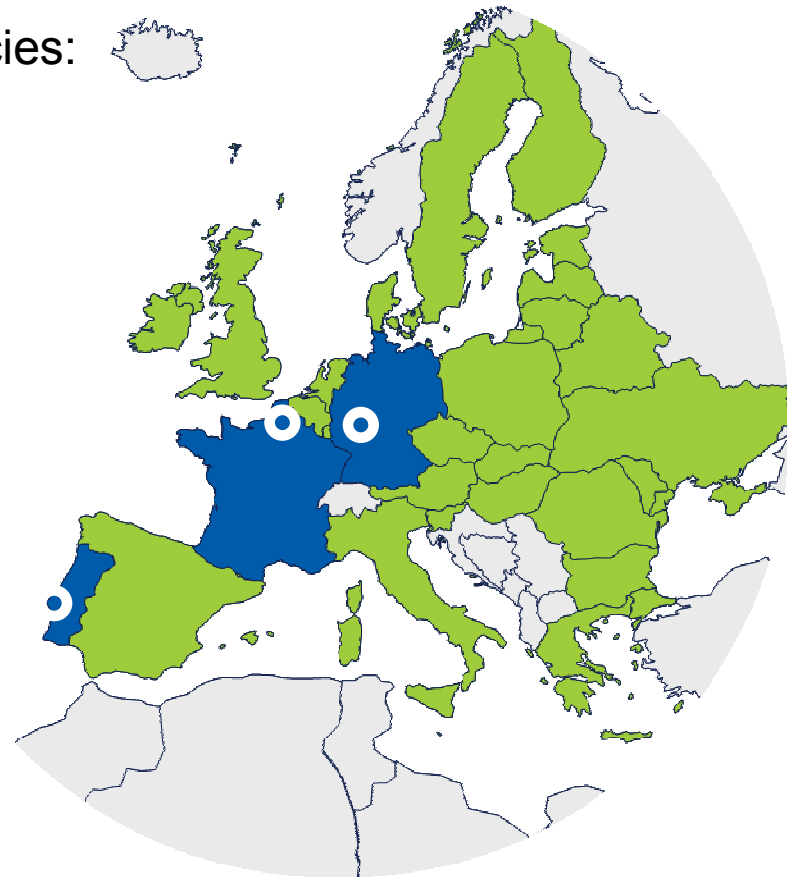
- to publish a list of airlines banned within the EU, which is updated at least four times per year;
- to determine requirements in maritime transport in order to reduce the risk of major oil spills.



● GUARANTEEING THE SAFETY OF CITIZENS

The DG exercises political scrutiny over the following regulatory agencies:

- EASA, for aviation safety (Cologne)
- EMSA, for maritime safety (Lisbon)
- ERA, the European Railway Agency (Lille/Valenciennes)



● INFRASTRUCTURE AND TRANS-EUROPEAN NETWORKS

- Transport needs roads, inland waterways, railways, ports and airports...



- The DG works towards the interconnection of the main national infrastructures at European level.

● SESAR / ERTMS: EUROPEAN HIGH-TECH PROJECTS IN THE FIELD OF TRANSPORT

- **SESAR**: the technological component of the single European sky project. It aims at modernising the air traffic management infrastructure, thus increasing the reliability of air traffic operations.



- **ERTMS** will harmonise signalling systems in rail transport, thereby increasing interoperability, capacity and reliability.