



RAILWAY TO (CONSUMER) HEAVEN AN EU MASTERPLAN FOR RAIL

BEUC recommendations for a consumer-friendly EU rail system

Quick fixes

1. Simpler ticketing and booking process for cross-border rail options
2. Effective cross-border passenger rights
3. Healthy competition between rail operators
4. Better and more coordinated cross-border timetables

Ambition for the new Commission

5. EU-wide passenger protection policy
6. Engage with EU countries: coordinate, enforce, and learn from each other
7. Creative financing for new rolling stock
8. Empower the European Railway Agency
9. Integrated mobility offer around stations

Long-term (to prepare now)

10. Provide more funds to complete the TEN-T network
11. Prepare a massive investment plan

This study is based on evidence provided from BEUC members across 11 EU countries: Arbeiterkammer (Austria), Forbrugerrådet Tænk (Denmark), UFC-Que Choisir (France), Verbraucherzentrale Bundesverband (Germany), EKPIZO (Greece), Tudatos Vásárlók Egyesülete (Hungary), Adiconsum (Italy), Altroconsumo (Italy), DECO (Portugal), ZPS (Slovenia), CECU (Spain), OCU (Spain), Consumentenbond (The Netherlands).

