Council of the European Union

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PROPOSAL

From:	Secretary-General of the European Commission, signed by Ms Martine DEPREZ, Director
date of receipt:	30 November 2023
To:	Ms Thérèse BLANCHET, Secretary-General of the Council of the European Union
No. Cion doc.:	COM(2023) 752 final - Annexes 1 to 2
Subject:	Annex to the Proposal for a Regulation of the European Parliament and of the Council on passenger rights in the context of multimodal journeys

Delegations will find attached document COM(2023) 752 final - Annexes 1 to 2.

Encl.: COM(2023) 752 final - Annexes 1 to 2

EUROPEAN
COMMISSION

Brussels, 29.11.2023
COM(2023) 752 final

ANNEXES 1 to 2

ANNEXES

to the

Proposal for a Regulation of the European Parliament and of the Council

on passenger rights in the context of multimodal journeys

{SEC(2023) 392 final} - {SWD(2023) 386 final} - {SWD(2023) 387 final} -
{SWD(2023) 389 final}

ANNEX I

LIST OF URBAN NODES

Belgium

Antwerpen
Arlon
Brugge
Bruxelles/Brussel
Charleroi
Gent
Hasselt
Leuven
Liège
Namur
Ottignies-Louvain-la-Neuve

Bulgaria

Burgas
Plovdiv
Ruse
Sofia
Stara Zagora
Varna
Vidin

Czech Republic

Brno
České Budějovice
Hradec Králové
Liberec
Olomouc
Ostrava

Pardubice
Plzeň
Praha
Ústí nad Labem

Denmark

Aalborg
Århus
København
Odense

Germany

Aachen
Augsburg
Berlin
Bielefeld
Bochum
Bonn
Bottrop
Braunschweig
Bremen
Bremerhaven
Chemnitz
Darmstadt
Dortmund
Dresden
Duisburg
Düsseldorf
Erfurt
Erlangen
Essen
Frankfurt am Main
Freiburg im Breisgau

Fürth
Gelsenkirchen
Gießen
Göttingen
Gütersloh
Hagen
Halle (Saale)
Hamburg
Hamm
Hannover
Heidelberg
Heilbronn
Herne
Hildesheim
Ingolstadt
Jena
Kaiserslautern
Karlsruhe
Kassel
Kiel
Koblenz
Köln
Krefeld
Landshut
Leipzig
Leverkusen
Lübeck
Ludwigshafen am Rhein
Magdeburg
Mainz
Mannheim
Mönchengladbach
Mülheim an der Ruhr
München
Münster

Neuss
Nürnberg
Oberhausen
Offenbach am Main
Oldenburg (Oldenburg)
Osnabrück
Paderborn
Pforzheim
Potsdam
Recklinghausen
Regensburg
Rostock
Saarbrücken
Siegen
Solingen
Stuttgart
Trier
Ulm
Wiesbaden
Wolfsburg
Wuppertal
Würzburg

Estonia

Tallinn
Tartu

Ireland

Corcaigh/Cork
Baile Átha Cliath/Dublin
Gaillimh/Galway

Greece

Alexandroupolis
Athína
Chalkida
Chania
Heraklion
Ioannina
Kerkyra
Kozani
Lamia
Larisa
Mytilini
Patras
Rodos
Syros
Thessaloniki
Volos

Spain

A Coruña
Albacete
Algeciras
Alicante
Almería
Badajoz
Barcelona Metropolitan Area
Bilbao Metropolitan Area
Burgos
Caceres
Cádiz
Cartagena
Castellón
Ceuta
Córdoba

Elche

Ferrol

Gijón

Gerona

Granada

Huelva

Jaén

Jerez

Las Palmas de Gran Canaria Metropolitan Area

León

Lleida/Lérida

Logroño

Lugo

Madrid Metropolitan Area

Málaga

Marbella

Melilla

Murcia

Ourense

Oviedo

Palma de Mallorca

Pamplona

Salamanca

San Sebastián-Donostia

Santa Cruz de Tenerife Metropolitan Area

Santander

Santiago de compostela

Sevilla Metropolitan Area

Tarragona-Reus Metropolitan Are

Valencia

Valladolid

Vigo

Vitoria-Gasteiz

Zaragoza

France

Aix-en-Provence
Ajaccio (Corse)
Amiens
Angers
Annecy
Besançon
Bordeaux
Brest
Caen
Cayenne
Clermont-Ferrand
Dijon
Grenoble
Guadeloupe
Le Havre
Le Mans
Lille
Limoges
Lyon Metropolitan Area
Martinique
Marseille
Mayotte
Metz
Montpellier
Mulhouse
Nancy
Nantes
Nice
Nimes
Orléans
Paris Metropolitan Area
Perpignan
Poitiers

Réunion
Reims
Rennes
Rouen
Saint-Étienne
Strasbourg
Toulon
Toulouse
Tours

Croatia

Osijek
Rijeka
Split
Varaždin
Zagreb

Italy

Ancona
Andria
Aosta
Bari
Bergamo
Bologna
Bolzano
Brescia
Cagliari
Campobasso
Catania
Ferrara
Firenze
Foggia
Forlì

Genova
Latina
Lecce
Livorno
Messina
Milano
Modena
Monza
Napoli
Novara
Padova
Palermo
Parma
Perugia
Pescara
Piacenza
Potenza
Prato
Ravenna
Reggio Calabria
Reggio Emilia
Rimini
Roma
Salerno
Sassari
Siracusa
Taranto
Terni
Torino
Trento
Trieste
Udine
Venezia
Verona
Vicenza

Cyprus

Lefkosia
Lemesos
Larnaka

Latvia

Rīga

Lithuania

Kaunas
Klaipėda
Panevėžys
Šiauliai
Vilnius

Luxembourg

Luxembourg

Hungary

Budapest
Debrecen
Győr
Kecskemét
Miskolc
Nyíregyháza
Pécs
Szeged
Székesfehérvár

Malta

Valletta

Netherlands

Alkmaar
Almere
Amersfoort
Amsterdam
Apeldoorn
Arnhem
Breda
Den Bosch
Den Haag
Dordrecht
Eindhoven
Emmen
Enschede
Groningen
Haarlem
Leeuwarden
Leiden
Maastricht
Middelburg
Nijmegen
Rotterdam
Tilburg
Utrecht
Venlo
Zoetermeer
Zwolle

Austria

Bregenz
Eisenstadt
Graz
Innsbruck
Klagenfurt
Linz-Wels
Salzburg
Sankt Pölten
Wien

Poland

Białystok
Bielsko-Biała
Bydgoszcz
Częstochowa
Elbląg
Gorzów Wielkopolski
Kalisz
Katowice / Górnośląska Metropolis
Kielce
Koszalin
Kraków
Legnica
Lublin
Łódź
Olsztyn
Opole
Płock
Poznań
Radom
Rybnik
Rzeszów
Szczecin- Świnoujście
Tarnów

Toruń
Tricity
Wałbrzych
Warszawa
Włocławek
Wrocław
Zielona Góra

Portugal

Barcelos
Braga
Coimbra
Évora
Faro-Loulé
Guimarães
Madeira
Leiria
Lisboa Metropolitan Area
Ponta Delgada (Açores)
Porto Metropolitan Area
Vila Nova de Famalicão
Viseu

Romania

Arad
Bacău
Baia Mare
Botoşani
Brăila
Braşov
Bucureşti
Buzău
Cluj-Napoca

Constanța
Craiova
Galați
Iaşi
Oradea
Piatra Neamt
Piteşti
Ploieşti
Râmnicu Vâlcea
Satu Mare
Sibiu
Târgu Mureş
Timişoara

Slovenia

Ljubljana
Maribor

Slovakia

Bratislava
Košice
Nitra
Žilina

Finland

Helsinki
Jyväskylä
Kuopio
Lahti
Oulu
Tampere
Turku-Naantali

Sweden

Borås
Eskilstuna
Gävle
Göteborg
Halmstad
Helsingborg
Jönköping
Linköping
Lund
Malmö
Norrköping
Örebro
Södertälje
Stockholm
Sundsvall
Umeå
Uppsala
Västerås

ANNEX II

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets

Punctuality of services, and general principles to cope with disruptions to services

Number of missed connections

Percentage of missed connections

Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)

Results of the customer satisfaction survey(s)

Complaint handling

i. the number of complaints,

ii. types of complaints and

iii. the outcome of complaints,

iv. reimbursements and

v. compensation for non-compliance with service quality standards

Assistance provided to persons with disabilities and persons with reduced mobility (PRM)

i. number of denied transport services for a PRM, and the reason for it;

ii. their recognised assistance dog or their mobility equipment and the reasons for it,

iii. number of cases related to the loss or damages of mobility equipment and their outcome,

iv. number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements,

v. discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM

vi. the implementation of the disability awareness and assistance training