

Report on the enforcement of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway from 1 January 2017 to 31 December 2018

General

Under Article 26 of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004, the enforcement bodies responsible for the enforcement of the Regulation shall publish a report on their activity every two years. The report shall contain in particular a description of actions taken in order to implement the provisions of the Regulation, details of sanctions applied and statistics on complaints and sanctions applied. The present enforcement report concerns the activities of the Finnish Transport Safety Agency (Trafi) from 1 January 2017 to 31 December 2018. The Finnish Transport and Communications Agency Traficom started its operations on 1 January 2019 as the Finnish Transport Safety Agency (Trafi), the Finnish Communications Regulatory Authority (FICORA) and certain functions of the Finnish Transport Agency were merged into one organisation.

Provisions on Trafi's competence were previously laid down in the Maritime Act (674/1994) and later in the Act on Transport Services (320/2017). Current provisions on Traficom's competence as regards Regulation (EU) No 1177/2010 are laid down in section 186, paragraphs 2 and 4 of the Act on Transport Services (320/2017).

Traficom oversees the rights of passengers when travelling by sea and inland waterway insofar as the matter does not fall under the competence of the Consumer Ombudsman. Moreover, Traficom has the competence to recommend solutions to complaints submitted by non-consumer passengers (i.e. mainly business travellers). Traficom is also responsible for overseeing and enforcing the rights of disabled passengers and passengers with reduced mobility and for processing complaints submitted by these passenger groups. Trafi covered all the matters listed above.

The Consumer Disputes Board solves complaints concerning individual consumer disputes.

Contacts and complaints

In 2017–2018, Trafi was only contacted 6 times (incl. complaints) in matters concerning passenger rights when travelling by sea and inland waterway.

Supervision measures and other activities

In its general supervision activities concerning passenger rights when travelling by sea and inland waterway, Trafi examined in 2017–2018 issues concerning accompanying persons.

Trafi also gathered information on the number of persons who have used assistance services provided to disabled passengers and passengers with reduced mobility, for example in connection with ship journeys. The information was published on the website Liikenne fakta.fi providing up-to-date information on the transport system.