Basic information

2000/2299(COS) COS - Procedure on a strategy paper (historic)	Procedure completed
Air transport: protection of passengers **Subject** 3.20.01 Air transport and air freight	

Key players

European Parliament

Committee responsible	Rapporteur	Appointed
RETT Regional Policy, Transport and Tourism	COLLINS Gerard (UEN)	21/11/2000

Committee for opinion	Rapporteur for opinion	Appointed
JURI Legal Affairs and Internal Market	RIPOLL Y MARTÍNEZ DE BEDOYA Carlos (PPE-DE)	25/01/2001
ENVI Environment, Public Health, Consumer Policy	The committee decided not to give an opinion.	

Council of the European Union

European Commission

Commission DG	Commissioner
Energy and Transport	

Key events

Date	Event	Reference	Summary
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	A5-0249/2001	
04/09/2001	Debate in Parliament		
05/09/2001	Decision by Parliament	T5-0439/2001	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 148
Stage reached in procedure	Procedure completed
Committee dossier	RETT/5/12878

Documentation gateway

European Parliament

Document type	Committee	Reference	Date	Summary
Committee report tabled for plenary, single reading		A5-0249/2001	20/06/2001	
Text adopted by Parliament, single reading		T5-0439/2001 OJ C 072 21.03.2002, p. 0085-0218 E	05/09/2001	Summary

European Commission

Document type	Reference	Date	Summary
Non-legislative basic document	COM(2000)0365	21/06/2000	Summary

Other institutions and bodies

Institution/body	Document type	Reference	Date	Summary
EESC	Economic and Social Committee: opinion, report	CES0398/2001 OJ C 155 29.05.2001, p. 0006	28/03/2001	

Air transport: protection of passengers

2000/2299(COS) - 05/09/2001 - Text adopted by Parliament, single reading

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.

Air transport: protection of passengers

2000/2299(COS) - 21/06/2000 - Non-legislative basic document

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 requrements 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 aslo 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).