

Report on the rights of passengers in bus and coach transport

*(pursuant to Article 29 of Regulation No 181/2011 of 16 February 2011 on the rights of
passengers in bus and coach transport)*

Reporting period (1 January 2023 – 31 December 2024)

Riga, 2025

TABLE OF CONTENT

1. Overview of the rights of bus and coach passengers under Regulation No 181/2011	3
2. Application of Regulation No 181/2011 in Latvia	3
3. National executive body	4
4. Penalties for non-compliance with the provisions of Regulation No 181/2011	5
5. Designation of bus stations.....	5
6. Accessibility and outreach activities	6
7. Other information	6

1. Overview of the rights of bus and coach passengers under Regulation No 181/2011

- 1.1. Regulation No 181/2011 aims to ensure an equivalent level of protection and assistance for bus and coach passengers in all Member States, with particular attention to persons with disabilities and persons with reduced mobility.
- 1.2. Passenger rights:
 - 1.2.1. The right to non-discriminatory conditions of carriage;
 - 1.2.2. The right to information (exemption for national transport);
 - 1.2.3. Right to compensation and assistance in the event of accidents (exemption for national transport);
 - 1.2.4. The right to continue the journey, to re-route and to be reimbursed in the event of cancellation or significant delay of the journey (exemption for domestic transport);
 - 1.2.5. Right to assistance in the event of cancellation or delay of departure from a bus stop (exemption for national carriers);
 - 1.2.6. The rights of passengers with disabilities and passengers with reduced mobility, which include:
 - 1.2.6.1. the right of access to transport free of charge (exemption for national carriers);
 - 1.2.6.2. the right to special assistance (exemption for domestic transport);
 - 1.2.6.3. the right to compensation for lost or damaged means of transport.
 - 1.2.7. The right to lodge complaints with carriers and national enforcement authorities.

2. Application of Regulation No 181/2011 in Latvia

- 2.1. In 2023 and 2024, the requirements of Regulation (EU) No 181/2011 applied to all scheduled passenger services by bus and coach with an estimated distance of 250 km or more and whose embarkation and/or disembarkation point was located in a Member State of the European Union.
- 2.2. For transport with a planned distance of less than 250 km, only certain provisions of the Regulation were applied: Article 4(2) and Articles 9, 10, 16, and 17, as well as Articles 24 to 28.
- 2.3. The Regulation also applied to occasional services where the initial point of embarkation or final disembarkation of passengers was located on the territory of a Member State. This type of transport operation is not subject to Articles 17(3) and Chapters IV, V and VI of Regulation No 181/2011. However, Articles 9 to 16 continue to apply. Article 17(3), Chapters IV, V and VI, shall apply to passengers using occasional services where the initial place of embarkation or final disembarkation of passengers is located in the territory of a Member State.

3. National executive body

3.1. According to Article 5¹ of the Road Transport Act, Paragraph one, Sub-paragraphs 9 and 10 and the provisions of Article 28 of Regulation No 181/2011, the VSIA "Road Transport Administration" (hereinafter - the Road Transport Administration) is designated as an independent State enforcement body which:

3.1.1. is responsible for the enforcement of Regulation No 181/2011 with regard to regular services;

3.1.2. ensures the review of passenger complaints that have not been resolved with the carrier. The Road Transport Administration acts as an enforcement body for appeal.

3.2. Information on complaints dealt with:

Year	Number of complaints received	The substance of the complaint (the injured passengers rights)	Comments
1 January 2023 – 31 December 2023	8	The right to reimbursement of the ticket price as a result of a cancelled journey or departure from a bus stop is delayed by more than 120 minutes (Article 7 of Regulation No 181/2011).	<i>One complaint has been dealt with on appeal and the carriers have compensated passengers for their losses. Seven complaints concerning cases where Regulation No 181/2011 does not apply or the carrier's liability has not been established.</i>
1 January 2024 - 31 December 2024	3	The right to receive reimbursement of the ticket price as a result of a cancelled journey or departure from a bus stop is delayed by more than 120 minutes. (Article 19(4) of Regulation No 181/2011).	<i>Three complaints have been dealt with on appeal and carriers have compensated passengers for their damages.</i>

4. Penalties for non-compliance with the provisions of Regulation No 181/2011

4.1. Penalty sanctions:

- 4.1.1. suspension of the European Community authorisation and a copy of the European Community authorisation for up to six months;
- 4.1.2. Cancellation of the European Community authorisation and a copy of the European Community authorisation;
- 4.1.3. Suspension of the licence card and licence for up to six months;
- 4.1.4. Cancellation of the licence card and licence;
- 4.1.5. Penalties (warning and fines) provided for in contracts for the carriage of passengers.

4.2. Statistical information on penalties applied:

Year	Number of sanctions imposed	Imposition of penalties/ Justification	Comments
1 January 2023 – 31 December 2023	0		
1 January 2024 - 31 December 2024	0		

5. Designation of bus stations

(Regulation No 181/2011 Article 12)

During the reporting period, JSC "Riga International Coach Station" is the only bus station in Latvia that provides support to persons with functional disorders and persons with reduced mobility¹. JSC "Riga International Coach Station" is one of the most important transport hubs in the country. Its main activity is the provision of services to passengers and land passenger carrier companies. The relations of the bus station with carriers are regulated by mutually concluded contracts, the conditions of which are based on the laws of the Republic of Latvia, Cabinet regulations and regulatory enactments of other State institutions. Information on the possibilities and procedures for providing assistance to persons with disabilities can be found here: <https://www.autoosta.lv/pasazieriem-un-viesiem/pasazieriem-ar-invaliditati/>.

The Road Transport Administration, when evaluating applications for the issuance of a route permit for regular international carriage of passengers, one of the elements to be evaluated is the contract entered into by the carrier with the owner or possessor of the staging point regarding the use of the staging points

¹ https://transport.ec.europa.eu/document/download/4c41b26b-da15-44ca-9116-06a751a86bbc_en

included in the route in the territory of Latvia, which must also include aspects of passenger rights.

6. Accessibility and outreach activities

Information on passenger rights and contact details are available on the website of the independent national enforcement authority Road Transport Administration: Rights of bus and coach passengers | Road Transport Administration (atd.lv).²

In order to ascertain how international passenger carriers registered in Latvia provide information to bus and coach passengers about their rights, the specialists of the Road Transport Administration have audited the websites of passenger carriers and the information included in the tickets in a random manner and have informed the relevant carrier about the identified deficiencies. A re-evaluation has then been carried out to make sure that the shortcomings have been addressed.

7. Other information

7.1. An application, including a complaint on passenger rights issues, can be submitted by filling **in the following form**³:

7.1.1. by submitting in person at 30 Vaļņu Street (3rd floor), Riga, from Monday to Thursday from 8.00 to 17.00, on Fridays from 8.00 to 14.30.

7.1.2. by post – by writing to the Road Transport Administration at 30 Vaļņu Street, Riga, LV-1050;

7.1.3. by e-mail – by sending an application signed with a secure electronic signature to the e-mail address info@atd.lv;

7.1.4. using the e-service form of the Road Transport Administration on the public service portal www.latvija.lv;

7.1.5. using the official e-address  **of the Road Transport Administration.**

Chairman

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² <https://www.atd.lv/lv/autobusu-pasa%C5%BEieru-ties%C4%ABbas>

³ https://www.atd.lv/sites/default/files/Iesniegums_VSIA_Autotransporta%20direkcija.doc#overlay-context=lv/iesniegumu-iesnieg%25C5%25A1ana-autotransporta-direkcij%25C4%2581