

## Conference Building

Tagungszentrum Katholische Akademie  
Hannoversche Straße 5 b  
10115 Berlin

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## Arrival

### - Deutsche Bahn / S-Bahn

Local and national rail to "Bahnhof Friedrichstraße",  
from there with the underground (line U 6)  
to "Oranienburger Tor"

### - Tram / Bus

Lines 1, 6, 13, 50, 157 und 340  
to "Oranienburger Tor"

### - Car

There is an underground car park in the  
conference building (10.– € per day).

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## Conference Languages

German and English

## Admission

Admission is free

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## Contact

Verbraucherzentrale Bundesverband e.V.  
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10969 Berlin  
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# DERAILED?

*Conference on Customer Rights  
and Rail Privatisation,  
Berlin, 5 June 2002*

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*Passengers' Rights and Rail Privatisation  
Britain's Experience – Germany's Lesson*

***Verbraucherzentrale  
Bundesverband e.V.***

***PRO BAHN e.V.***

***Anglo-German Foundation***

## **With last century's passengers' rights into the future?**

Rail passengers in Germany have to deal with unreliable timetables, late or overcrowded trains, insufficient services or abandoned lines. There is little possibility for complaints or obtaining compensation as the law governing passengers' rights dates from the 1930s.

Britain's answer to these problems was privatisation. Running the services, maintaining the infrastructure and dealing with passengers are all handled by different organisations and companies. Yet the system still seems to be on the brink of collapse and has to rely on government grants worth millions.

Are the reasons for this crisis down to structural problems or rather to be explained by the fact that more competition on the railway leads inevitably into a cul de sac?

The aim of the conference is to examine the possibility of improving customer rights in the public transport sector and discuss what lesson Germany can draw from the British experience with rail privatisation. In the end 4.7 billion railway passengers all want the same thing: a safe railway that gives value for money, improves its services and has a broad network.

And above all: one that works.

**9:00 Welcome**  
- Prof. Dr Edda Müller, Committee Member  
Verbraucherzentrale Bundesverband e.V. (vzbv)  
- Karl-Peter Naumann, Bundesvorsitzender  
Fahrgastverband Pro Bahn e.V.  
- Dr Ray Cunningham, Deputy Director  
Anglo-German Foundation

**9:30 Switching the Points – the Railway Policy of the German Government**  
Angelika Mertens, Parliamentary Secretary of State  
Bundesministerium für Verkehr, Bau- und  
Wohnungswesen

### **SECTION I:**

#### **Competition and Privatisation of the Railway – Assessment and Information on Developments in Britain**

Chair: Joachim Kemnitz, Pro Bahn e.V.

**10:00 The British railway system following privatisation: the structure, the players and their respective roles**  
Adrian Lyons, The Railway Forum, Britain

**10:00 The representation of passengers' interests and rights**  
Anthony Smith, Rail Passenger Council, Britain

10:40 Coffee break

**11:15 And what now? Lessons from the privatisation of the railways in Britain**  
Christian Wolmar, author of "Broken Rails" and  
columnist in the British magazine "Rail", Britain

**11:45 Panel discussion: Lessons from Britain**  
- Adrian Lyons, The Railway Forum, Britain  
- Anthony Smith, Rail Passenger Council, Britain  
- Christian Wolmar, author of "Broken Rails" and  
columnist in the British magazine "Rail", Britain

12:30 Lunch/**Press Conference**

### **SECTION II:**

#### **Passengers' Rights in Germany and Europe**

Presentation: Christian Fronczak, vzbv

**13:30 Privatisation, competition and consumer protection in Britain and Germany**

Joachim Kemnitz, Pro Bahn e.V.,  
Vice-Chair

**13:45 Passengers' Rights in today's Germany**

Rainer Engel, County Court Judge, Pro Bahn e.V.,  
Vice-Chair

**14:00 Consumer protection from the European perspective: Out of court settlements as a model for the future?**

Dr Ansgar Staudinger, Institute for International  
Business Law, University of Münster

**14:15 Panel discussion: competition - and its consequences on customers and transport services**

- Dr Alexander Hedderich,  
Deutsche Bahn AG, Head of Competition  
(Wettbewerb), Berlin  
- Dr Martin Henke,  
Verband Deutscher Verkehrsunternehmen (VDV),  
Head of Freight Transport  
- Dipl.-Wirtsch.-Ing. Hans Leister,  
Connex-Regionalbahn GmbH, Head of Potsdam  
Branch  
- Dr Ansgar Staudinger,  
Institute for International Business Law, University  
of Münster  
- Christian Schirmer,  
Verbraucher-Zentrale Nordrhein Westfalen, Project  
Leader "More Rights for Passengers", Düsseldorf  
- Christian Wolmar,  
author of "Broken Rails" and columnist in the British  
magazine "Rail", Britain

16:00 End of Programme