Conference Building
Tagungszentrum Katholische Akademie
Hannoversche Straße 5 b
10115 Berlin

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).

Conference Languages
German and English

Admission
Admission is free

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

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.

SECTION I:

9:00 Welcome
- Prof. Dr Edda Müller, Committe 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 Wohnungsweisen

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:

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