



Schweizerische Eidgenossenschaft  
Confédération suisse  
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Confederaziun svizra

Federal Department of the Environment, Transport,  
Energy and Communications DETEC  
**Federal Office of Civil Aviation FOCA**  
Aviation Policy and Strategy  
Economic Affairs

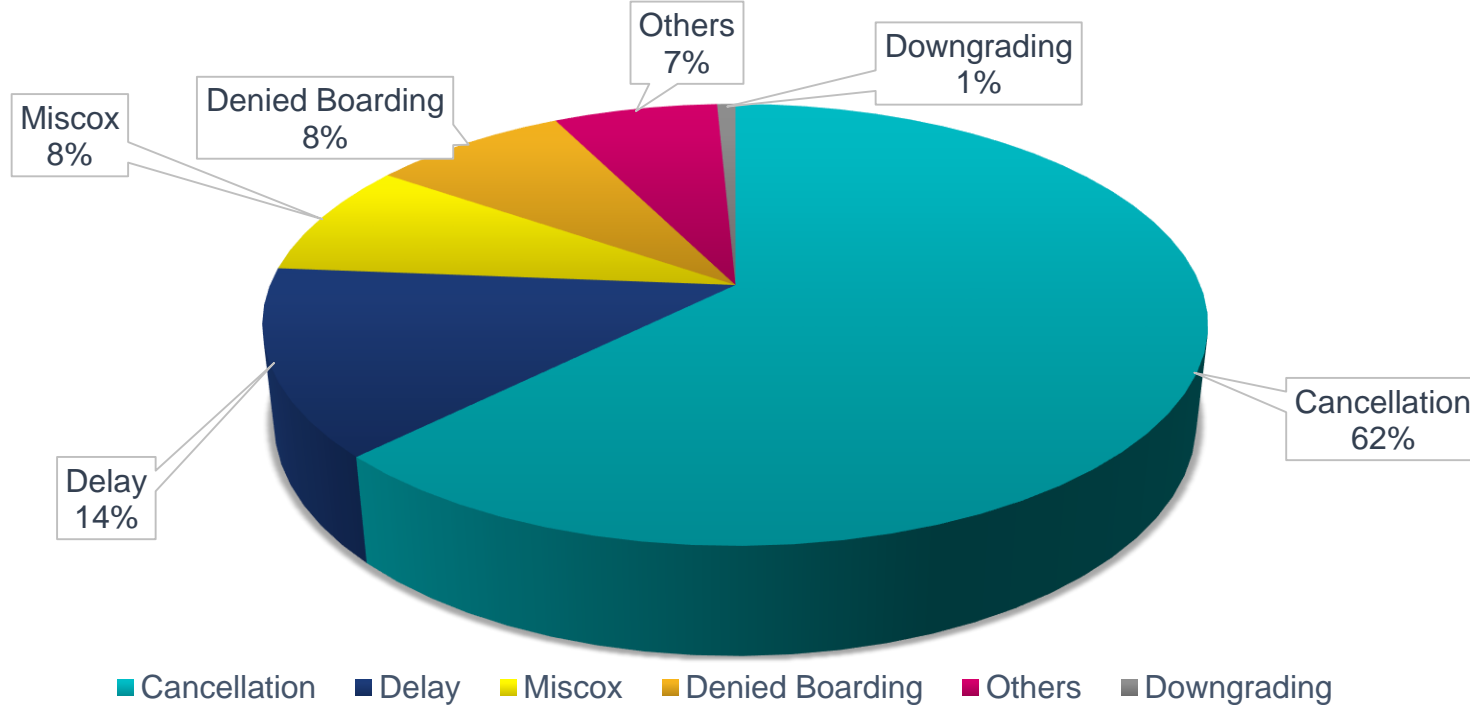
# Air Passenger Rights NEB Switzerland - Facts and Figures

12. October 2023 / Katharina Probst, Head Unit Air Passenger Rights FOCA



# statistics 2022 - total cases: 3953

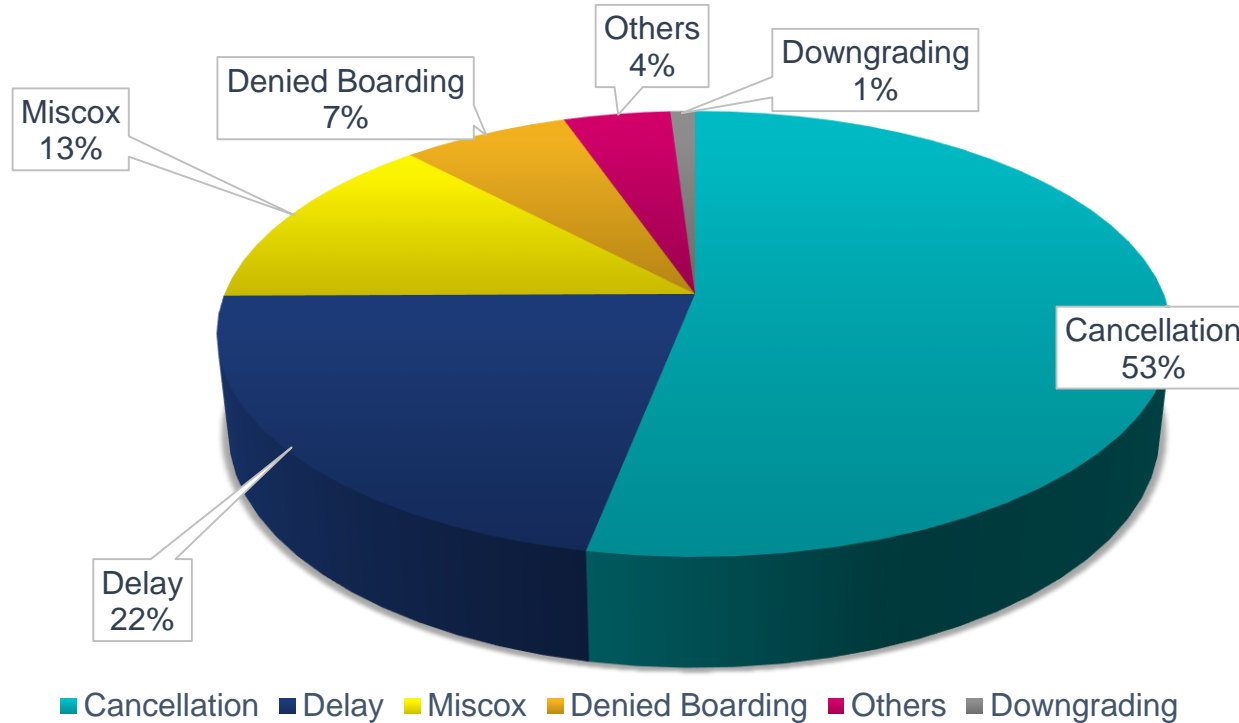
## Reason for complaint





# statistics Jan – Sept 2023 – total cases: 4104

## Reason for complaint





# circumstances contributing to complaints

## 2022

- restart of operations after Covid-19
- lack of staff
- limitation of traffic on certain airports (AMS, LHR)

## 2023

- May / June: long waiting time in ZRH (check-in, security, passport control)
- cancelled flights: alternative flight offer missing
- compensations
- strikes



# Switzerland: fully integrated with regard to Regulation (EC) No 261/2004

## Territorial scope of Regulation (EC) No 261/2004

- Decision ECJ *Case C-451/20 Airhelp*
- Switzerland is **not** a third country under Regulation 261/ 2004
- Regulation (EC) No 261/2004 is **fully applicable** for the territory of Switzerland, namely in case of departing / arriving on Swiss airports



# information about APR - video

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Bundesamt für Zivilluftfahrt BAZL  
Office fédéral de l'aviation civile OFAC  
Ufficio federale dell'aviazione civile OFAC  
Federal Office of Civil Aviation FOCA

Themen Infrastruktur Luftfahrzeuge Drohnen Flugbetrieb Personal Passagiere

Im Fokus

**Passagierrechte**

Als zuständige Stelle für Fragen rund um Fluggastrechte in der Schweiz bearbeitet das BAZL über 4000 Fälle pro Jahr. Um die Passagiere bezüglich ihrer Rechte zu sensibilisieren wurde von der Auszubildenden zur Mediamatikerin ein Video produziert. Weiter sind neu wichtige Inhalte der BAZL-Webseite, welche sich an die Passagiere richten, nun auch in «leichter Sprache» verfügbar, was den digitalen Zugang zu den Dienstleistungen des BAZL vereinfacht.

Passagierrechte besser kennen

Safety Occurrence Reporting  
Reg. (EU) 376/2014

Onlineformular Passagierrecht

Medienmitteilungen

28.09.2023  
UVEK und ETH: Gemeinsam gegen den Fachkräftemangel

30.08.2023  
Der Bundesrat verabschiedet sieben Objektblätter für Flugplätze

30.08.2023  
Bund entschädigt Skyguide für Ertragsausfälle im Ausland

28.08.2023  
Plattform Luftfahrt Schweiz: Austausch über die Zukunft des

Luftraumsperrung Schwanden (GL) Luftverkehrsabkommen mit Argentinien Passagiergepäck BASA **Passagierrechte**



# PRM statistics

## 2022

- 310'297 PRM (0.85% of total passengers)
- 6 reports to FOCA
- 1 question related to PRM

## 2023

- > 0.88% du nombre total de passagers
- 6 reports to FOCA
- 1 report of an airline
- 2 questions of airlines related to PRM



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Schliessen X

**Ihre Rechte als Flugpassagier**  
Onlineformular, Annullierung, grosse Verspätung, Nichtbeförderung, Questions and Answers, Pauschalreisen, Covid-19, Video Animation Passagierrechte ↗

**Rechte von Personen mit Behinderungen oder reduzierter Mobilität**

**Passagiergepaeck**  
E-cigarettes, Beschädigung, Verlust oder Verspätung des Reisegepäcks, Flüssigkeiten, Batterien und elektronische Geräte, Medizinische und kosmetische Mittel.

**Weitere Themen**  
Transparenz bei Flugpreisen, Fluggesellschaften mit Landeverbot, Körperverletzung oder Tod wegen eines Flugzeugunfalls, Brexit.

**Informationen in Leichte Sprache**





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## Easy-to-read language

**Easy-to-read language**

Rights for people travelling by air

Air travel for people with disabilities and people with reduced mobility

**Rights for people travelling by air**

**Air travel for people with disabilities and people with reduced mobility**

Support when travelling by air

Further important information

Problems during the booking process or during travel

**Contact**

**Passengers' Rights**

+41 58 465 95 96  
(Weekdays from 2.00 to 4.00 pm)

✉ [passengerrights@bazl.admin.ch](mailto:passengerrights@bazl.admin.ch)

🖨 Print contact



# Regulation 1107 and ECAC Doc 30

- Annual audits on Regulation 1107/2006 held this summer 2023 in GVA and ZRH
  
- ECAC Quality Assessment Programme: the pilot phase II assessment for airlines was hosted by FOCA Switzerland. The assessment took place in March 2023 in GVA at the premises of easyJet Switzerland.



# accessible infrastructure on Swiss airports

- ongoing project
- airports GVA and ZRH
- concerns the implementation of the national legislation on the elimination of discrimination of persons with disabilities

**Federal Act  
on the Elimination of Discrimination  
against People with Disabilities**

(Disability Discrimination Act, DDA)

of 13 December 2002 (Status as of 1 July 2020)



# recognized assistance dogs

- ECAC launched a survey on assistance dogs in 2023, replies from 32 member states (70% of ECAC MS)
- Switzerland is aimed to work with airlines and contribute to ECAC in order to find suitable solutions for the industry and for the PRM passengers concerned



# Air Passenger Rights Unit FOCA

Thank you for your attention!

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