European Travellers Club

Statutes

*A Governance Structure
for
Account-Based Travelling across Europe*

Version: 1.1 FINAL
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Work package: 3
Deliverable: 3.1
Date: 20 October 2015

Version history

Version	Date	Status	Author
0.1	15-06-2015	First draft	Bas van Os
1.0	11-10-2015	Final draft	Bas van Os
1.1	20-10-2015	FINAL	Bas van Os / Roel Testroote

Change history

Version	Date	Changes
0.1	15-06-2015	Initial version
1.0	11-10-2015	Final draft, based upon comments of the ETC-council
1.1	20-10-2015	Open Ticketing Institute and final comments of the ETC-council

ETC Statutes
A Governance Structure for Account-Based Travelling across Europe

This memo sets out the rationale and principles for a governance structure for Account-Based Travelling (ABT) across e-ticketing schemes and geographical borders. To that end it is subdivided under the following headings:

This document contains the concepts, considerations and arrangements necessary to be discussed before drafting the actual documents and statutes of the governance structure.

1. Definitions

Within the context of our ETC-programme, we use various terms that need to be clarified:

- Agency Ticketing: The sales and distribution of travel rights through an intermediary (the Travel Agent) that can do this on behalf of more than one operator or ticketing scheme.
- Account-Based *Ticketing* (AB-Ticketing): Account-Based Ticketing (ABT) offers the opportunity for schemes and transport operators to move the fare calculation software and logic away from the card reader to the back office (or 'cloud') where the account of the traveller also resides. The back office can then aggregate the transactions, apply algorithms to calculate the appropriate fare and deduct this from a recognised and trusted account. This could be a

bank account, a credit card account, or a pre-loaded account or ticket. As the account is online accessible, any online changes to this account are immediately in effect, removing the need for a physical sales and distribution infrastructure. ABT can be used in combination with e-tickets or IDs.

- Account-Based *Travelling* (ABT**+**): ABT integrated with travel planning and in-journey information through a single web-based traveller interface. This requires (near) real-time transaction processing and updating of the back-office account.
- Card Centric Ticketing: The Travel Rights (travel products and rights, tickets, purse, validations, etc.) are primarily stored on the Fare Medium. Normally a copy of the Fare Medium is maintained in the Back-Office, but the registration on the Fare Medium remains leading.
- Cloud-Based Ticketing: ABT with access to the back-office account via the internet.
- e-Ticket: an electronically transmittable ticket, that can be printed on paper, displayed on a (mobile phone) screen, or stored on an electronic Fare Medium. An e-Ticket can function in combination with storage in the back-office (ABT) for customer service and inspection purposes. In that case the e-Ticket holds a unique ticket or customer identification.
- ETC-programme: the programme which received funding from the European Commission, under the Horizon 2020 programme. Its consortium partners are: Trans Link Systems, Verkéiersverbond, VDV-ETS, UL, NXP and Open Ticketing Institute.
- Contactless Fare Medium: A medium with an NFC-chip in which the right to travel is stored, be it a plastic card, a piece of paper, a mobile phone, key fob.
- Generic Secure Token (GST): token for generating fast and secure ABT-transactions without the need for SAMs or EMVc certification in front end devices. It can be added as a side token that can be added to electronic Fare Media.
- ID-based Ticketing: ABT requiring only a (valid) ID for the purpose of travelling.
- Mobile Ticketing: an e-Ticket stored in a mobile phone.
- NFC-chip: Near Field Communication chip that is stored on a Fare Medium and is used for communication with front-end devices (like readers in a gate or on a bus).
- Open Payment in Public Transport: The use of a contactless means of payment to support both the payment for travelling, and - often - the link to the proof-of-payment (a ticket in the ABT back office or on the scratchpad). For fare structures and transport other than Flat fares for single rides a combination with ABT is necessary).
- Token-Based Ticketing: ABT in combination with a smart token that may contain additional characteristics for secure authentication, credential checking with respect to the rights of the token holder, transaction security (through signing), and privacy (through generation of derived identities per service provider).

2. Purpose and Context of this Document

The present document is a draft for discussion for the ETC consortium partners and the ETC Council. For the Horizon 2020 Programme the ETC Council functions as an advisory body to the Consortium, whereas the Consortium remains responsible for the deliverables under the Grant Agreement with the European Commission. Beyond the Horizon 2020 programme, the consortium will not play a role, but the (member) schemes will participate in the governance structure of the ETC.

The ETC proposal from August 2014 has been awarded funding from the EU's Horizon 2020 framework and was 'transferred' into a Grant Agreement in April 2015[1]. In this Agreement with the European Commission we have committed to explore and describe an open eco-system for ABT in relation to other "e-payment and e-identity schemes" and to "develop and implement the European Travellers Club (ETC) as a not-for-profit franchise organisation, maintaining the organizational and technical standards needed for interoperability, privacy, security, and trust across schemes."

In our discussions three models apply:
1. The Roaming Model, in the sense that travellers who have an account with one scheme can travel in the domain of another scheme. Although common standards may be available, this is in essence a set of bilateral agreements between individual network operators.
2. The Franchise Model, in the sense across all participants a set of common agreements, technical standards and shared processes is maintained, in order to ensure trust with each other and with each other's travellers. Each franchisee only needs a contract the franchisor.
3. The Co-operative Model, in the sense that the member schemes jointly govern their co-operative and the organisation set up to perform a limited set of central functions.

The study of these models has led to the proposed governance structure in this document. Decision making about this structure is deliberately set apart from the discussion regarding the inclusion of existing legal entities in the governance structure, such as OTI and STA:
• OTI, the Open Ticketing Institute, is a not-for-profit entity under Dutch Law to support knowledge sharing and innovation in transport ticketing. It supports the e-Ticketing Schemes Association in Public Transport (e-TSAP) and is involved as co-ordinator of the present ABT-programme.
• STA, the Smart Ticketing Alliance, is an association under Belgian law grandfathered by ITSO, VDV ETS, Calypso Network Association and AFIMB. It is an offshoot of the EU-IFM project, aimed at placing multiple ticketing application on a shared Fare Medium (a processor card or NFC mobile phone). It has expressed its willingness to work with OTI on the subject of ABT.

Both entities have significant overlap with the intended scope of the ETC. Should the present H2020 programme lead to successful pilots and a viable business plan, then a further analysis will be made with regards to the potential

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[1] See: *Grant Agreement, Number - 636126 – ETC (14 April 2015)*.

incorporation of existing legal entities when implementing the ETC governance structure. This also regards informal entities, such as e-TSAP and the ETC Council.

3. Autonomous Developments toward Account-Based Travelling

Industry experts are convinced that mobile ticketing, e-ticketing, account-based ticketing and open payment in public transport will continue to grow over the coming years. This includes the emergence of (commercial) parties who offer these types of ticketing as a service and develop platforms that can be used for several operators and e-ticketing schemes.

It is clear that the core vision of the ETC programme is by now widely shared: in the future travellers will be able to plan and book their journeys via a single interface, or to turn up and travel with various IDs or tokens that they have, including contactless bank cards and NFC-phones, or electronically transmitted barcodes. They will be able to receive in-journey information via their mobile phones and to adjust their travel plans and tickets as needed. All of these can be connected with a single interoperable account.

The question we therefore need to ask is: "*What should our ETC initiative add to this autonomous development?*" If everything will fall into place anyway, we can save our organizations the effort. The reason why we feel we have a contribution to make lies in the existence of certain market imperfections that need to be addressed.

4. Market Imperfections

There are several market imperfections to note:
1. Existing contactless infrastructures (validators and gates) that are not interoperable or ready for EMV-c[2].
2. Privacy and data mining. Some service providers aim to use transaction and personal data of their users for commercial purposes.
3. Transaction costs. Some service providers provide ABT services at prices that may be acceptable for long distance connections, but are simply too high for low-value transit payments within cities.
4. Low priority for cross-border travelling. Most new initiatives focus on the largest journey streams, not on the less numerous cross-border journeys, that are also more complex in terms of planning, ticketing and disruption handling (customer protection).
5. Reselling restrictions. Not all public transport operators or transport authorities allow agencies to resell tickets, or to offer special commercial propositions, let alone offer a non-discriminatory resellers pricing framework.
6. Implementation of open data. Although a lot of scheduling and real-time data has been made available to app-developers and service providers, this is not the case yet for all of European public transport.

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[2] Mobile tickets based on barcodes can be offered across schemes, although some mass transit operators require faster and more secure means for admitting and inspecting travellers.

7. In some countries, the additional multimodal services, such as bicycle hire and stations parking, are offered on a commercial basis and are not subjected to public service regulations.
8. Electronic Money regulations may limit the opportunities of existing transport wallets to extend to commercial transport and auxiliary services.

The risks of these market imperfections will be that several partial initiatives will come up that will not be compatible or future proof. If the autonomous development will continue, these market interventions will likely lead to anti-competitive behaviour and a lack of co-operation. It may therefore require future EU interventions to create true interoperability and openness. One of the main advantages of the ETC is that is does not require additional EU-legislation, since it originated out of an existing initiative (the e-TSAP association) with European e-ticketing schemes as members and is now being further developed with EU-funding.

5. Organization versus Legislation/Regulation

On 28 May 2015[3], the transport committee of the European Parliament approved the attached report by MEP Dieter-Lebrecht Koch "on the implementation of multimodal integrated ticketing in the EU". It notes current developments and gives industry until 2020 to introduce pan-European integrated journey planning and ticketing. If the objective is not achieved, the European Parliament aims at introducing legislation. In the meantime, the measures proposed by MEP Koch fit very well with the approach of the ETC.

We note that the market imperfections described above (section 4) can only partially be solved through the proposed legislation. Furthermore, the threat of legislation may prompt industry to focus on lobbying rather than innovation. Finally, as legislation is typically slow, some Member States may have advanced ABT implementations and may water down standards that do not fit with their established implementation. This is a reason why standardisation of e-Ticketing along the lines of ISO 14443 has never led to interoperability.

Our ETC initiative is aimed specifically at the most advanced schemes to voluntarily agree standards and practices for interoperable ABT. We will seek cooperation were possible with other initiatives (like Shift2Rail, Smart Ticketing Alliance and other related EU-funded projects), without making ourselves dependent on the outcome of these initiatives for our own deliverables and goals.

The comparison with the establishment of GSM is in place[4]. GSM and its successor UMTS were born of European market imperfections. It originated in 1982 as the informal Groupe Speciale Mobile (GSM) to design a pan-European mobile technology. Because of the differences between member states and the needs for additional scale, a number of operators in Europe chose to cooperate

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[3] See: Rapporteur Dieter-Lebrecht Koch, *DRAFT REPORT on the implementation of multimodal integrated ticketing in the EU*, (2014/2244(INI)), 2015, Committee on Transport and Tourism
[4] See: Friedhelm Hillebrand (ed.), *GSM and UMTS: The Creation of Global Mobile Communication*, 2002 John Wiley and Sons.

and signed a GSM MoU in 1987. In 1995 this became the name of the Swiss registered organization that sets the necessary standards, provides certain services and maintains the model roaming agreements (GSM MoU Association). It is now called GSMA. Also instructive are the deficits of GSMA. The roaming agreements are only models for bilateral agreements. Prices were set between individual operators per agreement, leading to a confusing situation for mobile subscribers and often very high tariffs, partly because users generally choose a provider on the basis of a comparison of local costs. This has provoked interventions by the European Commission to regulate the consumer prices for international roaming.

Our conclusion is that a voluntary not-for-profit entity (ETC) with existing e-Ticketing schemes as members, with the ability to organize the integration of journey planning, e-Ticketing and real-time in-journey information represents a unique opportunity to set standards for a speedy introduction of Account-Based Travelling that is truly interoperable, open and traveller-centric. And we believe the ETC – as an initiative of non-commercial e-Ticketing schemes - has the opportunity to set low transactions costs from the start.

6. The Principles for Governance

We propose the following guiding principles:
1. Put the *Traveller first*. All decisions affecting Travellers need to be evaluated from the perspective of the Traveller; where possible Travellers must be in control of their own data; the participation of Travellers or their representatives in the governance structure is actively promoted.
2. *Start with Public Oriented Schemes*, then Open Up. In order to set the standard, we have started with a group of like-minded schemes that embrace the vision. Following the establishment of the 'reference' implementation, the structure should open up to include other stakeholders and to be able to integrate with similar 'meta-schemes' for e-payment, e-ticketing and e-identity.
3. *Create a strong authority over as little as possible*. This can be achieved by leaving as much freedom as possible to the members in as many areas as possible, but at the same time creating a strong position for decision making and enforcement for the minimum needed for interoperability and trust.
4. Be *Truly Open*. The ETC will have a better chance of success if other stakeholders in the eco-system can see a role for themselves as well. This means that the Governance Structure will create opportunities for all interested parties on a non-discriminatory basis (within specific roles). There will be no grandfather roles or rights.
5. *Not-for-Profit*. In line with the above principles, there should not be a commercial incentive for the ETC to expand its scope or increase its profits. The key is to cover the costs of a limited set of services and to maintain the standards over time. This does not preclude the application of business principles in order to guarantee the quality and continuity of the central services, such as will be detailed in the business planning stage.
6. *Technology Agnostic*. The vision for ABT is about offering functionalities to travellers not about promoting specific technologies.

7. *Future Proof*. The world of ABT is an innovating world both in terms of services, technologies, scope, roles and technologies. The Governance structure should not solidify the present but allow for future developments.

7. The Role of the ETC and its existing schemes and operators

The mission of the ETC is to support and enable pan-European, interoperable, traveler-centric and cost-effective Account-Based Travelling. This requires a governance structure to maintain a trust framework, set common standards and provide a limited number of central services. The higher objective of this is to improve intermodal mobility and make public transport more attractive.

The ETC with existing e-ticketing schemes can make a significant contribution to solving the market imperfections:
1. Existing infrastructures (validators and gates): The ETC can create interoperability through the implementation of generic tokens (such as GST or an EMV-c token).
2. Privacy and data mining: the transport ticketing schemes already operate in the public domain and make no commercial use of travellers' data.
3. Transaction costs: the combined schemes have the scale to drive down transaction cost and increase cost-effectiveness through sharing best practices.
4. Reselling restrictions: it has a framework in place to offer tickets, travel products or PAYG-wallets.
5. Implementation of Open Data: it is already in a network with national travel planners and operators, which enables it to access quality data even in countries where Open Data is not yet a full reality.
6. Additional multimodal services: because of the above, it has the network and position to negotiate the offering of such additional services through the same traveller interface.

The reasons for the member schemes for participation are threefold:
I. Strategic: the capabilities of the ETC with its schemes can bring the implementation of interoperable, open, and traveller-centric ABT forward in time.
II. Defensive: the participation in the ETC can safeguard that the capabilities and investments of the existing schemes and their infrastructures are put to optimal use in the future eco-system for ABT.
III. Tactical: the availability of a schemed-owned alternative, the ETC, may help to obtain good terms and conditions for the travellers from commercial service providers and banks who wish to offer ABT services and Open Payment.

8. The Scope of the ETC

The ETC *will* cover:
• Set-up and maintenance of technical standards for cross border interoperability.

- Central services for interoperability, like ID management (for side tokens) and interoperable transaction handling
- Implementation support for new member schemes.
- IP management.
- Knowledge sharing with respect to current practices and future development[5].

It *may* also cover such items as:
- A common consumer logo/brand associated with a uniform trust or quality level towards the travellers.
- Audit (requirements) regarding financial reliability, privacy and certification for specific equipment and interfaces used in the e-ticketing system.
- Joint procurement for development and supply of non-commodity software and products for e-ticketing systems (like reader modules, or authentication and routing hub, etc.).

The scope will be limited and not cover any item not specifically approved by the participating schemes.

9. The organization of the ETC

The organizational form of the ETC will consist of two tiers:
  I. An Association of Member Schemes, initiating or operating ABT in accordance with ETC rules in their respective states.
 II. A not-for-profit entity with a limited scope for the agreed central services, with a supervisory board, drawn from Member Schemes.

Membership is restricted to those entities in each Member State of the EU or EFTA responsible for nationwide transport ticketing scheme. In case no such entity is assigned in a certain country, a regional scheme provider, a transport authority, an e-ticketing standard organization or a transport operator can become a provisional Member. If there are several interested parties from a single Member State, the provisional Member is obliged to work together with these parties.

The contractual framework includes:
- The articles of association regulating membership.
- The statutes of the ETC as a not-for-profit entity under Dutch Law.
- "Franchise" contracts regulating the use of ETC standards and interoperability services and the role of the franchisee with respect to the territory it represents.
- Bilateral (roaming) agreements through which schemes can cross-recognize each other and allow each other's account holders to travel within their respective domains.

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[5] The ETC originated out of the e-TSAP association. This association was set-up by OTI to provide a platform for e-ticketing schemes to discuss issues, innovation, security etc. amongst each other, without the presence of suppliers.

10. Next Steps

This work is done as part of Work Package 3 and according deliverables (*3.1 ETC statutes and 3.2 Eco system ABT*): Set Up ETC Governance & Franchise Network, and Knowledge Sharing. In the first year "we will (1) Set Up the ETC as a not-for-profit foundation, (2) consult traveller/consumer organizations and ticketing schemes on the franchise structure, (3) draft franchise contracts, and (4) write the ETC Business Plan."

On the basis of this document, draft statutes for the association and the not-for-profit entity will be drawn up in December 2015 (revised date).

Following decision making, draft 'roaming agreements' and franchise agreements and a business plan will be developed in Q1 of 2016. These will be discussed during the spring meeting of the ETC Council in 2016.

If and when the member schemes believe that the ETC initiative is viable, a good option would be to sign a Declaration of Intent (with support of the European Parliament or Commission) to gain acceptance across member states.

Annex 1: DRAFT REPORT on the implementation of multimodal integrated ticketing in the EU, (2014/2244(INI)), 2015, Committee on Transport and Tourism

EUROPEAN PARLIAMENT   2014 - 2019

Committee on Transport and Tourism

2014/2244(INI)

20.3.2015

DRAFT REPORT

on the implementation of multimodal integrated ticketing in the EU
(2014/2244(INI))

Committee on Transport and Tourism

Rapporteur Dieter-Lebrecht Koch

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MOTION FOR A EUROPEAN PARLIAMENT RESOLUTION

**on the implementation of multimodal integrated ticketing in the EU
(2014/2244(INI))**

The European Parliament,

– having regard to Directive 2010/40/EU of the European Parliament and of the Council on the framework for the deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other modes of transport,

– having regard to Commission Regulation No 454/2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system,

– having regard to the Commission Communication entitled 'Action Plan for the Deployment of Intelligent Transport Systems in Europe' (COM(2008)0886),

– having regard to the 2011 Commission White Paper entitled 'Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system' (COM(2011)0144),

– having regard to its resolution of 15 December 2011 on the 'Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system' (2011/2096(INI)),

– having regard to the Commission Staff Working Document entitled 'Towards a roadmap for delivering EU-wide multimodal travel information, planning and ticketing services' (SWD(2014)0194 final),

– having regard to the Action Plan on Urban Mobility (COM (2009)0490),

– having regard to the opinion of the European Economic and Social Committee,

– having regard to the opinion of the Committee of the Regions,

– having regard to Rule 52 of its Rules of Procedure,

– having regard to the report of the Committee on Transport and Tourism (A8-0000/2015),

A. whereas, despite ongoing efforts, the aim outlined in Initiative 22 in the 2011 White Paper[1] of enabling seamless multimodal door-to-door travel using intelligent systems for interoperable and multimodal scheduling, online reservation systems and smart ticketing has not yet been realised;

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[1] Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system (COM(2011)0144).

B. whereas most travellers continue to prefer individual transport, and whereas, given that creating EU-wide journey planners will not in itself be enough to achieve better integration of the various modes of transport, each of these transport modes needs to become more efficient and user friendly, and that process will be significantly assisted by, inter alia, the adoption of the Fourth Railway Package and the Regulation on air passengers' rights;

1. Points out that EU-wide multimodal travel information, journey planning and ticketing services are part of the answer to major challenges in the European transport sector, including those of sustainability, multimodality, efficiency and economic viability, and are therefore equally beneficial to society, the economy, the environment and the tourist industry;

2. Emphasises that EU-wide personal mobility is a prerequisite for the exercise of basic freedoms and that people should therefore be able to access comprehensive information about multimodal and cross-border transport links for seamless door-to-door travel and to make the necessary reservations and payments online;

3. Sees the provision of comprehensive, easily accessible and reliable information for travellers as the first major step towards integrated ticketing, and emphasises that, in order to ensure that measures to that end are fair, it is of prime importance that they be accompanied by the internalisation of external costs for all modes of transport;

4. Welcomes efforts in both the public and private sectors to introduce journey planners but notes that many such services cover only specific regions or countries and that few are multimodal; calls therefore for all the stakeholders to focus more closely on providing multimodal, cross-border journey planners with tailored ticketing arrangements linking long-distance and local transport;

5. Calls on the Commission, with regard to ticketing services, to confine itself to creating a framework that supports and facilitates the efforts being made by the stakeholders and the agreements they have already concluded;

6. Highlights the active role of local and regional authorities with regard to the first/last mile of journeys, and therefore calls on the Member States

    –   to introduce, by 2020 at the latest, national timetable information systems linking the timetables for regional and local urban public transport operated by both private and publicly owned companies, and to update such systems on a regular basis,

    –   to ensure that, by 2023 at the latest, all forms of local public transport are equipped with intelligent systems relaying real-time information and that the inclusion of such systems is a specification in calls for tender,

    –   to make provision by 2024 at the latest for the national timetable information systems, with real-time information on local public transport operators' timetables, to be networked on a cross-border basis;

7. Shares the Commission's view that fair and equal access for service providers to comprehensive, multimodal real-time transport and travel data is a prerequisite for EU-wide multimodal travel information, planning and ticketing services, and calls on the Commission to circulate a proposal requiring all providers to make available, on fair and equal terms, all the information needed for putting in place more comprehensive services and thereby enabling travellers to choose between the most sustainable, best-value or fastest connections, without prejudice to the economic interests of the operators involved;

8. Emphasises that it is incumbent on the Commission to identify and counter any potential danger of multimodal information and ticketing providers' monopolising information;

9. Urges that a platform be established, involving all the stakeholders, to develop feasible arrangements inter alia for the phased introduction of EU-wide interoperable electronic ticketing systems and for addressing the problems of distributing ticket-sales income and of cost-sharing in the event of disputes between contracted parties;

10. Finds it regrettable that the Commission has not responded to Parliament's call, in its resolution on the 2011 Roadmap[1], for a Charter of Passengers' Rights covering all forms of transport, and expects the Commission to bring forward a proposal for such a Charter, taking account of the specific characteristics of each transport mode in the separate sections of multimodal journeys, by the end of 2017;

11. Emphasises the crucial importance, in terms of social mobility, of transport being accessible, and calls for more attention to be paid to the needs of people with disabilities or limited mobility in relation to access to information before and during journeys;

12. Calls for the continuation of support for stakeholders for innovative problem solving, and therefore for the relevant sources of EU financing, e.g. the Shift2Rail Innovation Programme 4 under the Horizon 2020 programme and the Connecting Europe facility, to be maintained and developed;

13. Highlights the important role of global navigation satellite systems (GNSS) and, in particular, the Galileo European navigation satellite system, in dynamic data collection, enabling travellers to be informed about possible disruption and alternative travel options both before they set off and en route;

14. Points out that most people in the EU live in conurbations and, with a view to reducing congestion in such areas, calls for the introduction of incentives to the use of sustainable modes of transport, with the inclusion in travel information and journey-planning services of information about car sharing, park-and-ride systems, bike hire schemes and footpaths;

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[1] European Parliament resolution of 15 December 2011 on the Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system (2011/2096(INI)).

15.   Underscores the importance of data protection, and calls for clear conditions to be laid down for the use and transmission of data, particularly in respect of personal data, which should be processed and used only in 'anonymised' form;

16.   Instructs its President to forward this resolution to the Council and the Commission.

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EXPLANATORY MEMORANDUM

The importance of multimodal travel information, journey planning and ticketing services

There are numerous challenges for European transport policy. Apart from addressing issues around sustainability, economic viability, energy efficiency and ecofriendliness, it will have to come up with answers to congestion, gridlock and other traffic problems. EU-wide multimodal travel information, journey planning and ticketing services are an important part of the solution to all these questions, inasmuch as they

– facilitate mobility and travel for both EU citizens and visitors from third countries, thus making it easier for people to exercise basic freedoms and also boosting tourism and thereby the economy,

– help to promote a shift towards the use of public transport, including options such as bike hire, park-and-ride and car sharing, and to counter congestion – a particularly welcome effect at a time when the volume of traffic is growing, as it contributes significantly to transport sustainability in the EU, especially in towns and cities,

– foster the improved integration of the various modes of transport and more efficient use of the existing infrastructure, something which is vital given that in 2012 the car was the chosen means of transport for 72.2 % of travellers, while 8.2 % opted for bus travel and 6.5 % for trains,

– provide for specifically relevant information, such as details of boarding and disembarking assistance, to be conveyed to travellers with disabilities or limited mobility, thus boosting social mobility,

– are accompanied by the use of real-time information, one of the effects of which is to enable people to cope with transport disruption, and, through the technologies associated with information provision, journey planning and ticketing, enhance Europe's standing as a location for research and industry.

These services thus contribute significantly to the establishment of a single European transport area and to the European single market.

Integrated ticketing

The long-term aim is to facilitate the provision EU-wide of comprehensive information about travel by air, rail, sea and road with both publicly owned and private transport operators, and thus to offer travellers seamless, multimodal, cross-border, door-to-door mobility options. On the basis of comprehensive information, customers should be able to identify the most sustainable, fastest or best-value travel option for their specific needs, to book and pay online and to make their journey using a single ticket, irrespective of how many different modes of transport they use on the journey. However, this comprehensive information is not currently available. Therefore, before work can begin on integrated ticketing, with tickets valid for all modes of transport on a given journey, provision must be made for equal access to

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comprehensive information on a non-discriminatory basis. A further consideration is the costly and technically complex nature of integrated ticketing systems and the resultant need to ensure that modes of transport for which such systems are introduced do not become so expensive that customers turn away from them. This is a worry notably in the case of particularly sustainable modes of transport. The systematic internalisation of external costs offers a means of addressing the problem, as it is the only way to ensure level playing field for all modes of transport.

Measures to overcome existing obstacles

To enable travellers to obtain comprehensive information in real time, that information must be available to the travel information and journey planning services so that travellers can access it on their webpages. However, existing portals offer only a limited choice of transport modes on the basis of commercial agreements. Moreover, the options presented cover, in many cases, only specific regions or countries and so do not simplify cross-border travel. Thus, fair and equal access to multimodal travel and traffic information is not yet a reality, and comprehensive through-travel is not therefore on offer.

With regard to the disclosure of travel and traffic information, the sensitive nature of much of the relevant data makes it impossible to require that all data be made available and that data exchanges be compulsory. However, all transport operators can be required to disclose a specific set of data including all the information necessary to enable EU citizens to select the most sustainable, best-value or fastest connections, without prejudice to the operators' commercial interests. It is the task of the Commission to identify appropriate means of doing this and, at the same time, to ensure that the access to information does not result in any operator becoming dominant, and thus in the creation of a monopoly which would significantly undermine the competitiveness of other operators in the market.

With regard to ticketing services, the Commission should confine itself to creating a framework that gives operators room to launch their own initiatives. Its role should be to support and/or facilitate efficient cooperation among the interested parties.

Regulatory pressure with regard to interfaces and data formats should be scrupulously avoided because the legislative process cannot keep pace with changing technology and no restrictions should be placed on the market's potential for innovation.

In general, the rapporteur welcomes successful voluntary initiatives such as the Full Service Model, the Smart Ticketing Alliance and All Ways Travelling, which are addressing the existing obstacles with the intention of working out joint solutions. He would therefore also advocate the establishment of a platform to facilitate cooperation among all the stakeholders in the travel information value chain with a view to finding joint solutions to outstanding problems. The interoperability of intelligent transport systems is extremely important for the development of multimodal journey planners and, for that reason, the relevant operators in the market should come together and develop joint solutions to facilitate cross-border and multimodal travel. Member States and regions should be encouraged to share their knowledge and experience in exchanges of proven practice with their counterparts.

A further consideration is the lack of regulatory provision in respect of passengers on multimodal journeys. Issues around liability and passengers' rights, for example where delays occur and connections are missed on journeys involving more than one mode of transport, are thus unresolved. This legal uncertainty should be removed as swiftly as possible, on the one hand to make it harder for travel providers to shirk their responsibilities and, on the other, to make multimodal options more attractive to passengers.

The role of local public transport and real-time information

Local public transport has a huge role to play because it carries travellers on the 'first/last mile' of their journey. The local and regional authorities in charge of it should therefore be involved in the provision of real-time traffic information and in the development of EU-wide multimodal travel information, journey planning and ticketing services.

A problem here, however, is that many transport associations are regionally based and do not therefore possess national timetable systems. Such systems are necessary for an overview of multimodal transport options. That is why the rapporteur advocates, as a first step, the comprehensive inter-linkage of regional timetables in a national timetable system and, as the second step, cross-border networking.

Innovation in local public transport is essential for the creation of an attractive public transport system with comprehensive territorial coverage and timetable information that includes all service providers. The rapporteur therefore proposes that vehicles should be equipped with intelligent systems and/or sensors for the vehicle-to-vehicle and vehicle-to-infrastructure transmission of 'dynamic' information, including real-time information. This is the only way to keep passengers informed about, for example, the exact position of vehicles on their routes, and to ensure a timely response to any disruption, delays etc. Global navigation satellite systems (GNSS) and, in particular, Galileo play a core role in this regard as they not only enable efficient route planning but also facilitate responses to traffic disruption and to exceptional circumstances and/or crisis situations.

There is still a long way to go before a Europe-wide, interoperable, compatible and continuous real-time traffic information service is a reality but the evolution of the Internet and smartphones make such a service both possible and very necessary. Therefore the rapporteur also explicitly welcomes the Commission's establishment, by way of a delegated act, of specifications for ensuring EU-wide accessibility and the exchange and further development of real-time traffic information services. This is a sound step in the right direction but further steps must be taken so as to enable people making a journey in Europe to identify the most sustainable, fastest or best-value multimodal door-to-door travel option, to book and pay for it and then to be informed, both before setting off and during their journey, about any disruption to it and, where applicable, to receive suggestions for alternative routes.

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