

User expectations on ticketing and information systems

What now?

- Specification of „Telematics applications for passengers“
- Will be done by the European railway agency (ERA)
- Working party with the public transport related European organisations (e.g. ERA, UITP)
- EPF also member of working party

Goal of this workshop

- Identification of the most important problems with information systems for passengers
- Input for the work of the EPF support group for TAP TSI

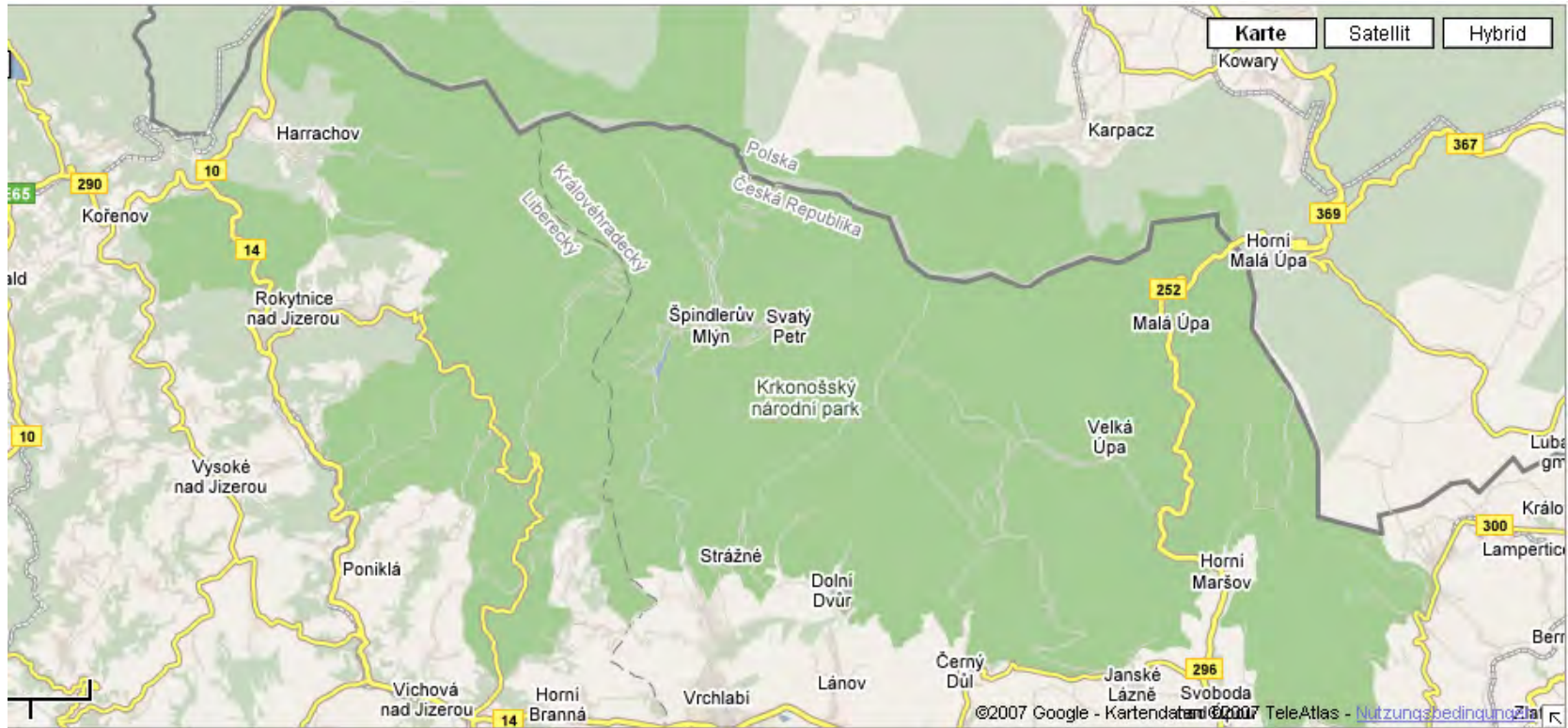
Passenger's choice

- Car travel
- Road maps available
- Traffic signs the same
- Petrol bought by credit card
- Easy
- Public transport travel
- Network maps?
- Time-tables?
- Prices?
- Tickets available?
- Difficult!

„Real World Example“

- Travel to the „Giant mountains“
- Important for tourism
 - Tourism is backbone for local economy
 - More than 10 millions visitors per year (Poland, Czech republik, germany)
 - Winter (e.g. Skiing, Snowboarding)
 - Summer (e.g. Hiking)
 - Health resorts (e.g. Swieradow Zdroj)





• Transport

- Only local train lines, line through the mountain (Tanvald-Skalarska Poreba) closed since 1945, usable for local freight traffic
- Most train lines on Polish side closed since 10 years, public bus
- On Czech side, train lines in service and also a good bus transport system. not coordinated

Difficulties to travel by public transport to the „Giant Mountains“

- Timetable information
 - No informations about bus timetables at the counter
 - different internet based timetable information systems: HACON (DB, PKP), IDOS (CD), not linked, different actuality
 - No integrated information platform for buses in Poland or lines of private undertakings
- No end-to-end Tariff and Price informations
- No through tickets (bus and train) available
- No information about transfer bus/train

Result: Coach (packaged tour) and private cars are the most used modes of transport for traveling to the „Giant mountains“ from abroad

Problems

- Timetable information for the entire travel chain
 - different informations systems for train, bus and ferry
 - Some country's offers only informations about railway timetables (e.g. Poland, Estonia), few informations about buses
 - Complete Informations mostly in the official language of the country available, few times also in English
- Tariff information
 - No through ticket and no end-to-end price information
 - Some tariffs only for local citizens available
 - Complete tariff Informations mostly in the official language of the country available, few times also in English

Problems

- After the travel
 - Informations about the conditions for revenues of tickets only in local language available

User expectations

- “Passenger Point of view” must be the important factor
- Common timetable information system
 - No gaps in the information chain for travelling (country's, modes of transport, undertakings)
 - Door-to-door travel information, especially for PRM's
- Common ticketing system
 - Through tickets
 - Handling of revenues
- Informations in case of disturbances