



Kortrijksesteenweg 304, B9000 Gent, Belgium. www.epf.eu

THE FINAL MILE - AND THE MILE IN THE MIDDLE LE DERNIER MILE - ET LE MILE INTERMEDIAIRE DIE LETZTE MEILE - UND DIE MEILE IN DER MITTE 2017

WHY IS IT IMPORTANT?

It is important that a passenger in a fast long-distance train can easily reach his or her final destination - which may not be the main line station. It is also important for the passenger to be able to reach the departure station easily from his or her home or starting point.

If the train ticket includes local public transport to the final destination; or the passenger can obtain that ticket before they arrive, that saves them time and is very helpful. It makes rail travel easier and more seamless.

This report is principally about long-distance travel, but it also includes some examples of regional train tickets which cover some or all public transport at the destination town or city. We have done this to show what can be achieved when a train operator negotiates with an urban transport authority or provider; and also to guide travellers about the ticketing and payment options for them.

What is the situation in different European countries?

GERMANY

Passengers with a BahnCard can obtain a City-Ticket or journeys over 101 km, to use on public transport at their destination; and, with a return ticket, for local public transport at either end of the return journey. That includes most buses.

Since 2012 the City-Ticket has also been available for the journey to the origin station in 120 towns and cities, following suggestions from many BahnCard users.

Deutsche Bahn also offers a City-Mobil-Ticket for all passengers, even for those without a BahnCard. This costs 2-3 Euro for a single ticket and 5-6 Euro for a day ticket and is valid on the day of travel. For a return journey, the City-/Mobil-Ticket is available from the start city only.

The NRW or "Schoener Tag" Ticket, in the Land of Nordrhein-Westfalen (North Rhine Westphalia) includes urban transport (bus, tram, underground) at the destination. This facility is comparable to the French regional tickets. "Schoenes Wochenende" weekend tickets, "Quer-durchs-Land" ("Right through the country") Tickets and Laender-Tickets (such as the Berlin-Brandenburg-Ticket) are aimed particularly at the leisure market. Their validity on urban transport is variable.

The Luxembourg Railways (CFL) also offer a return ticket to Trier, in Germany, which include a bus add-on on the outward journey; but customers have to pay the city bus fare to take them back to Trier main station.

FRANCE

SNCF encourages the use of hire cars and taxis from stations. Tickets for all train journeys are bookable via www.voyages-sncf.cm or www.trainline.fr/search.

On the other hand, many Regional Councils have developed tickets that include free use of the city or local public transport system, such as the "Pass Mulhouse - Brigsau", which includes the Freiburg area, for rail passengers within Alsace. These facilities result from the initiative of regional councils and are not part of a nationally co-ordinated scheme.

The Auvergne-Rhone-Alpes region has introduced an OeRA card which enables the customer to buy public transport tickets in numerous towns.

In the Lore Atlantique department, a very useful multimodal ticket Metroceane is available, in concentric zones, for passengers arriving at Nantes or St Nazaire by long-distance train.

DENMARK

For several years, Denmark has had a rejseplanen ("The journey planner") website. It is possible to type in your station of origin and final destination, which may entail a bus journey from the station at which you leave the train. Thus a train ticket from Esbjerg to Odense may include a bus ticket for the urban transport in Odense if you type in that you wish to go to "Odense Zoo".

The Rejsekortet ("travel card") has now been introduced to give seamless public transport nationwide. There is an individual version and a business one. On the latter, a firm may have up to 29 members of staff using it. DSB train tickets include the urban public transport journey to one's final destination. On the other hand, tourists visiting Copenhagen or Aarhus may prefer to buy a city card which includes public transport and admission to sights.

NETHERLANDS

The OV Chipcard is one way of meeting the challenge of seamless travel, by enabling the user to pay easily for public transport in the towns and cities as well as the train journey. It is however necessary to check in and check out when you change operator - for example, when using a main line train to Maastricht and then a local train to Maastricht main station and then a local train to Maastricht Randwyck or a bus to your final destination in the city.

Statistics show that 44% of passengers arrive by bicycle at Dutch stations and the bicycle is also an important mode for completing the journey to their final destination. Bicycles can therefore be stored and rented at many stations.

Visitors to some parts of the Netherlands may not have an OV Chipcard but can also take advantage of multimodal day tickets - such as for South Holland (<http://touristdayticket.nl>), valid on services of Rotterdam transport operator RET and local buses such as line 35 from Hoek van Holland to The Hague. Information about all such cards can be found on www.rover.nl/op-reis/binnenland/regionale-dagkaarten.

Visitors to Amsterdam may find it best to buy an Amsterdam City Card for 24, 48 or 72 hours, as it includes public transport, boat trips and many museums; while many attractions also give reductions. A 140-page guidebook gives full details. A GVB day card for the city is also available at 7,50 Euro.

ITALY

For passengers using its "Italo" fast trains and buying a single ticket, the high speed operator NTV offers an integrated train and urban transport fare to Florence, Naples and Salerno at no extra charge. The NTV ticket is valid for 24 hours on the urban network of these cities. In some metropolitan areas (Rome, Naples, Milan, Turin) there is a range of integrated daily, weekly, monthly or annual tickets. In Lombardy a ticket currently costing 15 Euro is valid on all train, bus and urban transport networks in the region.

Passengers arriving on DB or OeBB long-distance trains are entitled to a Sudtirol Museummobilitat Card giving 3 or 7 days' travel on public transport in the Alto Adige / Sudtirol region.

SPAIN

Travellers in long-distance trains to 12 cities or regions/conurbations (Madrid, Barcelona, Valencia, Bilbao, San Sebastian, Zaragoza, Malaga, Sevilla, Asturias, Cadiz, Santander, Murcia-Alicante) have since 2012 been able to obtain free of charge a "Combinado Cercanias" ("suburban combination") ticket enabling them to use suburban trains, operated by RENFE, at either end of their journey. Some special promotion fares are not eligible, however.

The regional company FGV has also introduced a similar "Combinado Cercanias" ticket in the Alicante region.

There is at present no add-on for other urban transport (bus, metro or tram) in Spanish cities.

AUSTRIA

OeBB has negotiated add-ons to its rail tickets with several city authorities, as that train passengers can use the urban transport at no extra charge when they arrive. A City Ticket costs an extra 2-4 Euro.

For the city of Vienna, a 3-day Wienkarte at 19.90 Euro also gives reductions in museums; and if you are travelling from Germany you can obtain a voucher for this from DB when buying your ticket.

SWITZERLAND

Monthly rail season tickets can include a City Ticket at either end in 41 towns and cities.

See www.sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/individual-tickets/city-tickets.

Point-to-point tickets can be purchased to/from any public transport stop - one of the benefits of logical kilometre pricing. There is also a "Direkter Verkehr" facility which gives seamless ticketing by train or bus to most villages.

GREAT BRITAIN

Rail travellers to 290 towns and cities in Great Britain can buy a PLUSBUS supplement for between £1-80 and £4-50 (with discounts for Railcard holders), when they buy their ticket. It gives unlimited travel on buses within a particular zone and on trams in Birmingham, Blackpool, Nottingham, Sheffield and Wolverhampton. The rail operator East Midlands Trains offers its customers a further reduction, with as little as £1-50 for a tram ride in Nottingham.

PLUSBUS can be added to a day return, seven-day season or monthly season ticket.

It is also possible to buy a National Rail ticket to Newcastle-upon-Tyne which includes an add-on for the Tyne & Wear Metro.

Visitors to London by train can buy a One-Day Travelcard at many origin stations. This costs £7-30 for zones 1 and 2 and gives travel on all buses, Underground and suburban trains within the central area. There is also a reduction for Railcard holders. It is also possible to buy a ticket to "U1" which can be used on Zone 1 of the Underground when you arrive in London.

Virtually all ticket offices in the London Underground are now closed and replaced by automatic ticket machines - but passengers can touch in and out using a contactless bank card. For several years it has also been possible to use an Oyster stored value card - but visitors from the provinces or abroad are less likely to have these.

Passengers in Scotland can buy a Scotrail ticket to Edinburgh Airport which includes the tram ride for the final section between Edinburgh Gateway station and the airport terminal.

IRELAND

A rail ticket to Dublin using the main line along the eastern coast or the line from Sligo is valid to the main city centre station, Connolly, but also to Tara Street and Pearse (for which you may have to change to a suburban train).

Trains from the southwest and west of Ireland terminate at Dublin Heuston station and passengers can buy an add-on ticket (1,60 Euro adult, 0.90 Euro child) for the Luas trams and buses 90 and 145 in the central zone.

If you buy a ticket to a suburban station on the Dublin Area Rapid Transit (DART) system, a "Feeder Bus" ticket including an onward bus journey from several DART stations can be bought at your station of origin. A complex variety of multi-mode daily, weekly, monthly and annual tickets is also available.

In Northern Ireland, a rail ticket to Belfast, Derry/Londonderry or Newry can also be used on local buses to the city or town centre. This also applies to an international day return ticket from Dublin to Belfast. As in Great Britain, PLUSBUS can also be used in conjunction with Northern Ireland Rail services. Also in Northern Ireland the iLink stored value card can be used for both train and bus journeys - such as a journey from Derry/Londonderry to one of the Belfast stations and then on by bus to one's final destination in the city.

CZECH REPUBLIC

Recently three Czech cities have responded to the need to make the final mile easier for visitors arriving by train.

When travelling by Ceske Drahy (the national operator) to Prague, you can now buy a T&R supplement which gives unlimited travel on the city's public transport for 24 hours.

In 2016 Ostrava and Liberec introduced "contactless" travel which means that passengers arriving by train can continue by city trams, trolleybuses or buses by using their bank card.

SLOVAKIA

It is possible to buy a return ticket from Vienna to the Slovak capital of Bratislava for 15 euro, valid from any station in Vienna and valid on either of the two rail routes to Bratislava. The ticket can also be used on the bus from either Bratislava main station or Bratislava Petralka into the city centre.

HUNGARY

Rail passengers to Ferihegy station, on the main line eastwards out of Budapest, can buy an add-on for the bus to Airport Terminal 2. (Terminal 1 is only a short walk from Ferihegy station)

A train ticket to Budapest is only valid on city transport if there is major engineering work which requires re-routing or curtailing of trains.

POLAND

Visitors from Germany to the cities of Szczecin and Gorzow Wielkopolski, using a ticket issued by Verkehrsverbund Brandenburg-Berlin, can also use this at no extra charge on the city transport. From October 27th 2016 a similar arrangement applies, on a one-year trial basis, for Zielona Gora. The facility is aimed at tourists, commuters and business travellers.

In summer 2016 Berlin and Wroclaw were linked by a special culture train. Tickets on this train were also accepted for travel on trams and buses in the Polish city. www.VBB.de/infografik gives further useful information.

FURTHER SOURCES OF INFORMATION

NAHVERKEHRSWEGWEISER - www.nahverkehr.info This website is an extremely useful tool when planning a train journey to an unfamiliar town or city. It directs you quickly to tram, bus, metro and local train information.

THE MAIN IN SEAT 61 is also a very informative website, www.seat61.com especially concerning long-distance trains.

EUROPEAN RAIL TIMETABLE is published every month. It is a comprehensive guide to services but also contains much other useful information and websites. Sometimes the final mile may be by bicycle, taxi or hire car.

On-line tools such as Mobility as a Service (MaaS), introduced in Helsinki in 2014, can give you such guidance; while the Hannover Card is a good example of a card enabling you to find out, book and pay for urban mobility - even before you arrive in that city.

THE MILE IN THE MIDDLE

LONDON

A passenger from, say, Newcastle to Southampton, on a through ticket, can use that ticket to transfer between termini on the London Underground.

A passenger from anywhere in Great Britain who has a Eurostar ticket can also buy a Euro High Saver ticket from their home station to London International (CIV) which includes travel on the London Underground to St Pancras International. Experience has shown that these tickets need to be better publicised, however.

GLASGOW

Scotland's largest city has two rail termini, Central and Queen Street. If you are travelling from, say, Birmingham to Aberdeen, you need to cross the city centre. There is no direct rail link between them, but a direct bus, service 398, links the two stations and is free if you show your train ticket. A ticket to Glasgow should show "Central/Queen Street" as destination, enabling you also to use the bus, free of charge, to the other station or indeed to the bus station.

MANCHESTER

Manchester has two main line stations, Piccadilly on the southern edge of the city centre and Victoria on the northern edge. Both are linked to the Metrolink tram system.

However, PLUSBUS does not apply on Metrolink. The Metroshuttle (or City Link) free bus service operates on three routes in the city centre and so is useful for passengers arriving at Piccadilly or Victoria. Its routes do not duplicate, but supplement, those of Metrolink.

For a journey from, say, Birmingham to Huddersfield, or Stoke-on-Trent to Leeds it is necessary to cross central Manchester between Piccadilly and Victoria. The train ticket does not include the Metrolink journey.

DUBLIN

It is possible to buy a ticket from any Irish Rail station to any other Irish Rail or Northern Ireland Railways station and vice-versa. Thus Cobh in the southwest to Larne in the northeast can be done on one ticket. The ticket can include the add-on fare from the tram journey between Heuston and Connolly stations in Dublin.

MADRID

For a journey between, say, Valencia and Valladolid, you must change stations in Madrid. City public transport is not included in the ticket.

PARIS

For a journey involving transfer between two Paris termini (such as from London to Perpignan), it is necessary to buy a metro ticket between the termini.

On TGV-Lyria trains the bar-buffet can sell you such as ticket.

A 10-trip carnet or an individual ticket for the Paris metro can now be bought in the bar-buffet of a Eurostar and at St Pancras International.

PRAGUE

All long-distance trains now call at the Hlavni Nadrazi (main station), but many regional trains terminate at Masarykova or sometimes Holosovice.

Some CD ticket offices can sell city public transport tickets, but most passengers buy these from an automatic machine when they arrive. CD ticket offices in the Brno area can also sell city public transport tickets.

However, the bus station at Liberec in northeastern Bohemia sells Prague city transport tickets as long-distance coaches from this area terminate at Cerny Most metro station.

OTHER MAJOR CITIES

Sometimes it is necessary to transfer between stations in Budapest, Lille, Vienna, Basel, Warsaw or Milan. As far as we have been able to ascertain, a through train ticket does not include city public transport except in Lille, where it can be used on the short metro journey between Europe and Flandres stations.

EUROSTAR AND THALYS

Certain types of Paris metro tickets ("Paris Visite, 10-trip carnets and individual tickets) are sold in the bar-buffet on the train and at London St Pancras International. Certain types of London public transport tickets are also sold on the train. This facility is advertised in the on-board magazine "Metropolitain", in English, French and Dutch as appropriate.

The on-board staff use the public address system, as the train approaches St Pancras, to give directions to the taxis and the Underground. They even point out to non-native English speakers that "metro" is "Underground" - a thoughtful touch.

Brussels JUMP tickets were sold in the bar-buffet but this facility was withdrawn on the grounds that not enough passengers were buying them. However, the facility was often not advertised.

There are similar arrangements in the Thalys bar-buffet for public transport in some of the cities served. It is also possible to buy a Thalys ticket with the add-on "et toutes gares belges" ("and all Belgian stations") and a similar arrangement exists on Eurostar for both Belgium and the Netherlands.

In Belgium, SNCB Europe/NMBS Europa offers a range of public transport tickets for Paris, London, Lille and Rotterdam to customers who buy an international train ticket to one of these cities.

LOOKING FURTHER AHEAD?

In this short paper we have identified some examples of good practice in several countries and regions which make the rail traveller's journey easier and which - given the political and commercial will - could be copied elsewhere.

Developing technology may improve things further.

A traveller visiting several different cities regularly could have to carry several different smartcards - whereas a contactless bank card recognised by many different operators would obviously make life easier.

In North America, progress has been made with the issuing of smartcards, with the support of a bank, and which are valid in more than one city.

In the Czech city of Pilsen, a public transport smartcard has been developed in co-operation with a bank at whose cash machines it can be charged.

The German BahnCard also has a credit card version which can be used to pay for other items.

Thus the distinction between credit cards and public transport cards becomes blurred and seamless multiple transactions become possible. However, in the interests of social inclusiveness, there should always be more than one way of paying for a journey.

NEXT STEPS

This report has shown many different ways of booking an onward journey - "the final mile" and sometimes booking a gap in a journey - "the mile in the middle"

How well are these facilities publicised? Visitors by train to a city should certainly be made aware of them. Local circumstances vary, but is there perhaps a case for some harmonisation?

What is most important is that such facilities are mentioned as a matter of course in the publicity (digital and on paper) of all longer-distance operators. Their customer-facing staff should be aware of them, as should all third-party ticket distributors.

We in EPF hope that information in this report will help rail customers when they visit other cities. We welcome updates and additional information.

We hope that the report will also give ideas to decision makers on how rail travel can be made easier throughout Europe.

For more information log on to www.epf.eu, including a report of our 2017 conference, at which "the final mile" was one of the themes.

AUTHOR'S NOTE

This is the second edition of a report first published by EPF in September 2013.

I have done my best to provide accurate and up-to-date information about "the final mile" and "the mile in the middle" in many European cities but cannot be held responsible for any errors or changes.

I am grateful to many members of the public transport users' associations affiliated to EPF for providing or checking information. I take full personal responsibility for the content and shall be pleased to receive updates at trevor.garrod@epf.eu

Trevor Garrod
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The European Passengers' Federation is an international non-profit organisation bringing together 36 public transport users' bodies in 20 European countries. Registered office: Kortrijksesteenweg 304, B9000 Gent, Belgium.