MULTIMODAL INFORMATION & TICKETING

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Today, planning, booking and executing multimodal journeys is risky, difficult and time-consuming.

Some advanced multimodal door-to-door journey planning applications exist, but are mostly limited in scope (in terms of geographic coverage, modes and operators) and/or do not offer any booking & ticketing facilities.

Passengers need a neutral, comprehensive and reliable overview of available travel options to make an informed choice.

Buying multimodal tickets should be easy, affordable and offer protection in case something goes wrong.

- <u>Review of the ITS Directive</u> → Travel information

- <u>Review of the TAP-TSI</u> → Standards and interoperability (rail)

- <u>Review of the CRS Code of Conduct</u> → Neutral display

- <u>Review of the Air Services Regulation</u> → Price transparency (air)

- <u>Multimodal Digital Mobility Services</u> → Payment and booking

- <u>Multimodal Passenger Mobility Forum</u> → Stakeholders

- CER Ticketing Roadmap (20.09.2021)

- S2R work IP4

- UIC OSDM (Open Sales and Distribution Model) platform

- Platform International Rail Passenger Transport

  - Sector stakeholder statement (30.03.2021)

  - 'Better rail connections for Europe's passengers' (03.06.2021)
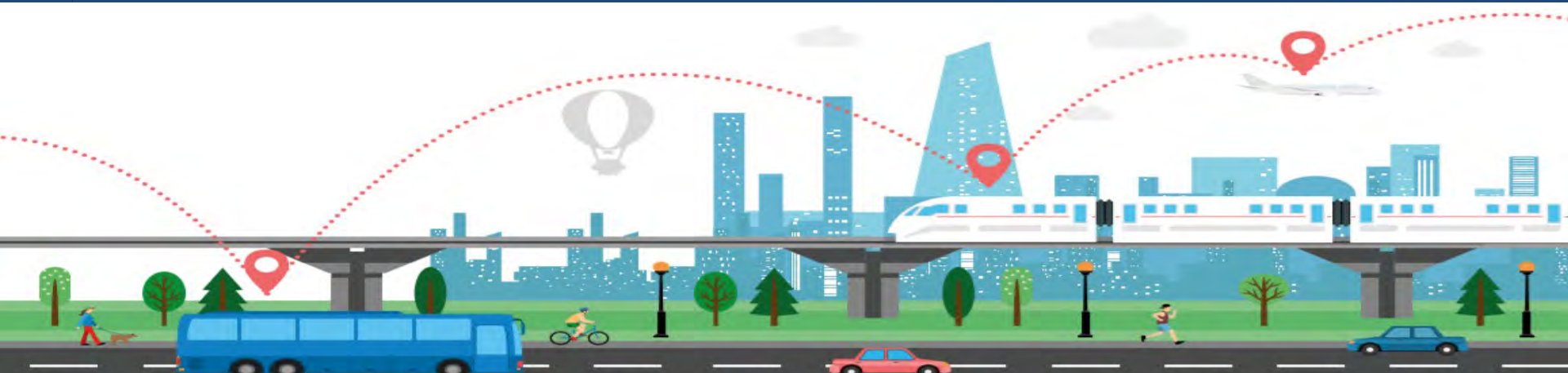
- **EU action necessary**
  - Market failure without EU action
  - Diverging approaches in EU Member States
  - Open standards and interoperability

- **Data access = an essential enabler**
  - Static *and* real-time travel information
  - Fares (including advantageous tariffs)

- **Neutral, unbiased information about available travel options**
  - CRS CoC: a model for multimodal digital mobility services
  - Transparency, neutral display, fair competition
  - Information about environmental impact

- **Main barriers to address**
  - Common standards and interoperability
  - Willingness to share data
  - Ownership and governance of data (all parties)
  - New business models needed (FRAND terms)
  - Cost? Final price for end-users?
  - Multimodal passenger protection

  → Competition both between TSPs and between distributors would eventually lead to a better offer to end-users

PASSENGER RIGHTS

Your passenger rights at hand

- Rail → <u>Recast adopted</u> by the Council on 25.01.2021, <u>published</u> 17.05.2021

- UITP-EPF <u>workshop rail passenger rights</u> (19.05.2021)

- *Upcoming Q1 2022 → EPF member survey about the impact of the Rail Passenger Rights recast (data sharing, through tickets)*

WORKSHOP EVENT

UITP-EPF Digital Workshop on Rail passenger rights for all: EU legislation and beyond

- Air Passenger Rights → On hold, back on the table in 2022

- Package Travel Directive → Under review

  - Report published (26.02.2021)

  - Evaluation roadmap / Inception Impact Assessment (06.08.2021) – Public consultation upcoming

Covid-19 impact on (air) passenger rights:

- High amount of complaints

- Very slow reimbursement

- Vouchers pushed as (only) option

- No insolvency protection

- State aid not linked to respecting passenger rights

- Role of intermediaries?

- EPF statements on vouchers:

  - Eurostar and refunds (16.04.2021)

  - Vouchers versus refund? (30.04.2021)

EUROPEAN
COURT
OF AUDITORS

Special Report

Air passenger rights during the COVID-19 pandemic:

Key rights not protected despite Commission efforts

https://www.eca.europa.eu/en/Pages/DocItem.aspx?did=58696

- Sea and inland waterway → Under review

- Bus and coach → Under review

- Air passengers with disabilities and reduced mobility → Under review

- DG MOVE workshop passenger rights best practices (23.02.2021)

→ Evaluation reports + Comparative analysis & best practices published December 2021

→ 'Better protection for passengers and their rights' (call for evidence open until 17.01.22, followed by a public consultation)

THE FUTURE OF TRANSPORT & MOBILITY

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- <u>Published</u> 09.12.2020

- <u>Presented</u> at EPF's General Meeting on 16.01.2021

- **EPF's main action points:**

    - integration of transport strategy with land use/planning;

    - development of attractive and convenient multimodal passenger hubs;

    - multimodal ticketing for the entire journey;

   - multimodal passenger rights framework that is simplified, consistent and harmonised.

A SUSTAINABLE RECOVERY OF EUROPEAN AVIATION

- Participation in Aviation Round Table meetings

- EC study: Covid-19 impact on aviation

- 17th Florence Air Forum (22.10.2021)

- EASA Aviation Environmental Report stakeholder group

- CountEmissions EU initiative

- Transport = an integrated market, each mode having its role

- Further unbridled growth of air traffic is not the way forward

- Recovery efforts should be guided by the principles of connectivity and market efficiency

- Technology will not solve everything; policy measures needed to ensure a level playing field between modes & internalisation of external cost

- Making multimodal travel a convenient choice: inform about the options; easy booking & ticketing

- Sustainability: environmental but also social pillar

- EPF Position paper on state aid (02.10.2021)

- Meeting DG COMP – merger Thalys – SNCF (26.11.2021)

- Internalisation of external cost

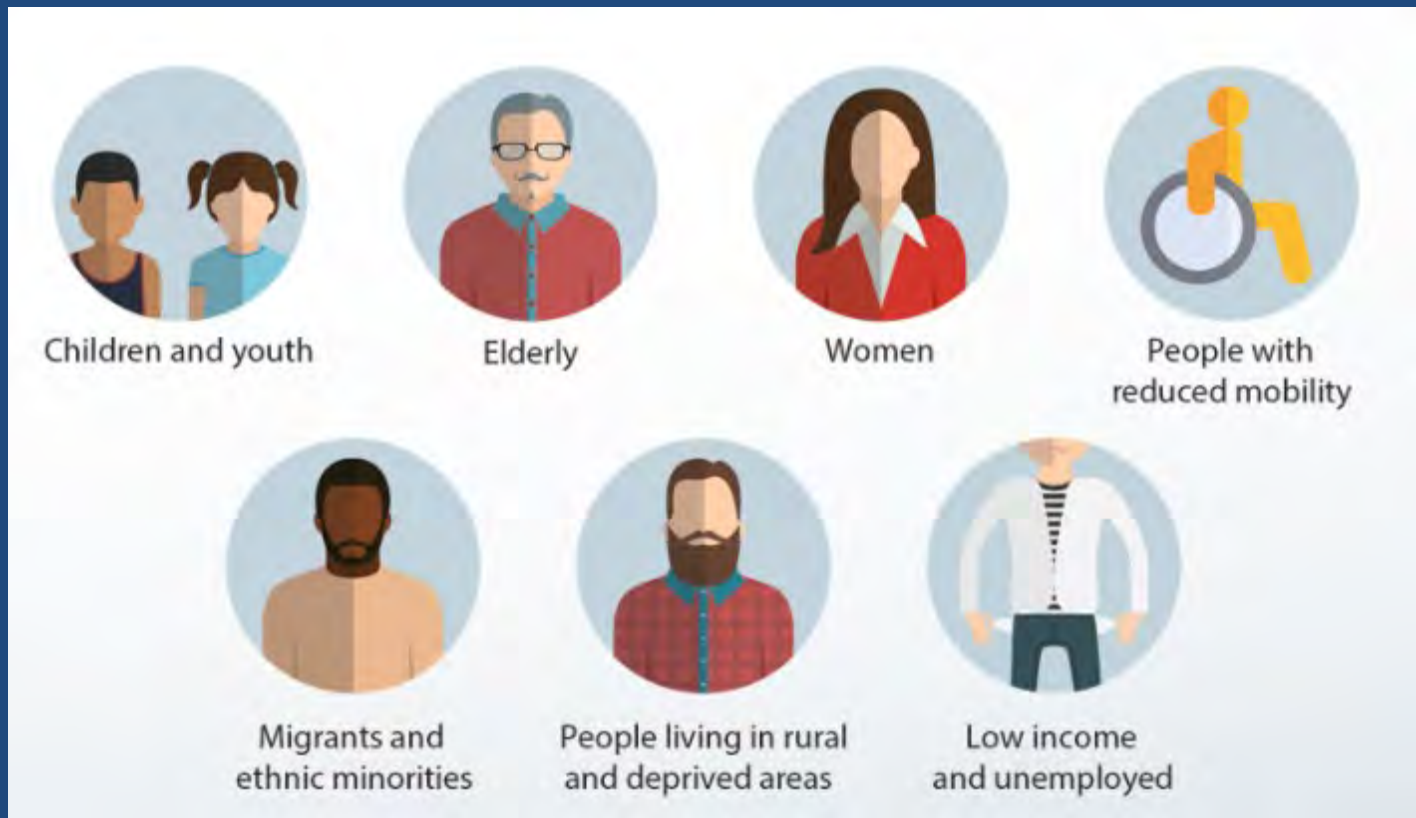- Level playing field: between operators and modes
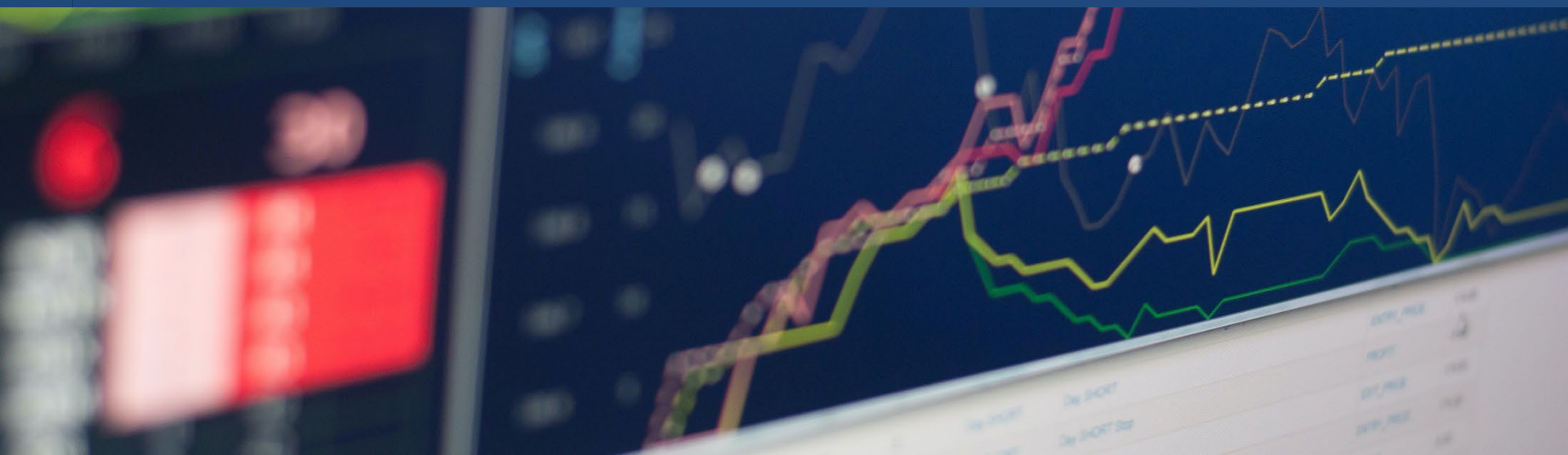
- Delphi panel: three round of questionnaires, March-May 2021
- Input to the consultation, September 2021:
  - Regulated competition;
  - Procedural transparency;
  - Cross-border and possibly 'hybrid' arrangements.
- Feedback on revised interpretative guidelines (ongoing)

- STEER study: interview with EPF (03.06) & workshop (06.10)

Children and youth

Elderly

Women

People with reduced mobility

Migrants and ethnic minorities

People living in rural and deprived areas

Low income and unemployed

- <u>Launch event</u> (29.03.2021)
- <u>How rail distribution can make rail more attractive</u> (25.06.2021)
- <u>Connecting Europe Express</u>

- <u>STEER and KCW study</u> on long-distance cross-border passenger rail services, including night trains (October 2021)
  - Need for "through tickets" and a one-stop-shop for passengers
  - Liberalisation & more operators → increased need to open up ticket distribution to third parties on FRAND terms

Four new transport proposals announced (14.12.2021)

➢ Action plan to boost long-distance and cross-border passenger rail services

➢ Revision of the TEN-T network

➢ New Urban Mobility Framework

➢ Updated ITS Directive

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- sAfe Urban aiR mObility for euRopeAn citizens
- EPF role: Communication lead; citizen and stakeholder engagement

- INclusive DIgital MObility solutions
- EPF role: Assess user needs and requirements; assist with communication & dissemination

- Connected, Cooperative, Automated Mobility (CCAM)
- EPF role: Coordination of pilots' engagement strategies; organisation of Ideathons & Hackathons
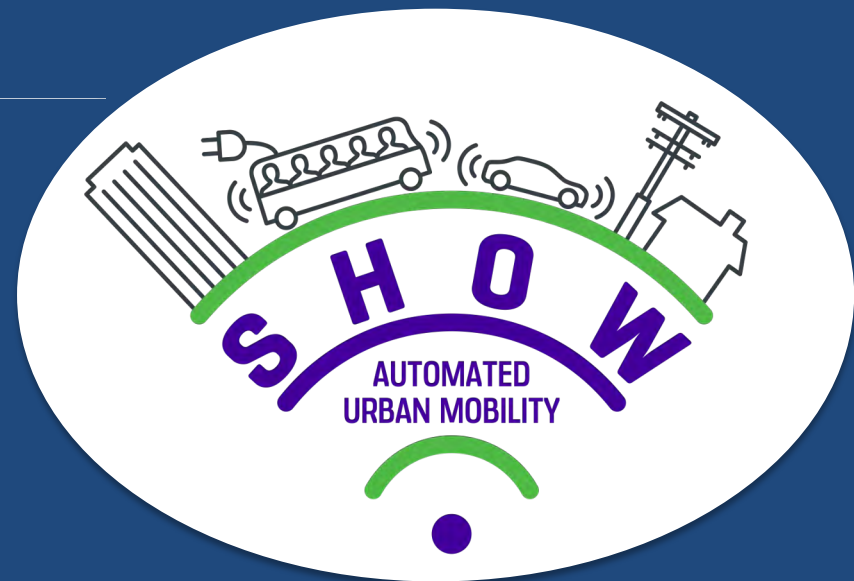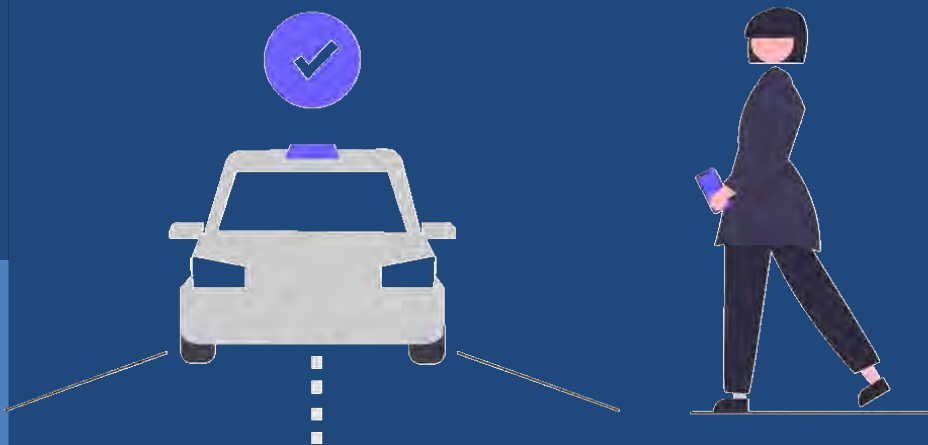
- Children & youth empowerment
- EPF role: Citizen engagement methodology; communication & dissemination

Ride2Autonomy

- Smaller project connected to SHOW
- EPF role: Review relevant deliverables from the user perspective

TOD-IS-RUR

- Transit-orientied development in rural-urban regions
- EPF role: Participation in trainings and events; non-academic support of researchers on TOD

- Rail Functional System Architecture (LinX4Rail)
- CCA models (Mode Choice, Customer Experience)
- IP4 Advisory Board, IF Governance
- Impact of the Rail Passenger Rights' recast
- Rail R&I; System Pillar, S2R II MAAP

Thank you for your attention!