



CONFERENCE
2024
WARSAW

WELCOME

#EPFConference2024

Shaping the future of passenger mobility in Europe

epfconference.eu



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INTRODUCTION TO EPF



10:00
10:10AM



JUNI
2024



JOSEF
SCHNEIDER
EPF

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AGREEMENT ON JOURNEY CONTINUATION



10:10
10:30AM



JUNI
2024



GILLES
MUGNIER
CIT

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The CIT Agreement on Journey Continuation “AJC”

Gilles Mugnier, CIT Secretary General

EPF Conference 2024: Shaping the Future of
Passenger Mobility
Warsaw, 21-22 June 2024

Overview



About CIT



What is the CIT AJC?



Next steps to improve the AJC

The CIT

The **International Rail Transport Committee (CIT)** :

An association of more than 130 rail transport and shipping companies that operate international passenger and/or freight services.

Its office is located in Bern (CH).

Tasks and goals

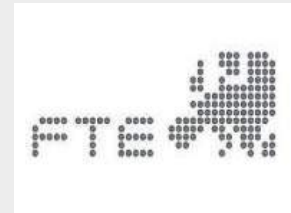
- Since 1902, the CIT is implementing international transport laws at rail companies level.
- The CIT standardises contracts and creates legal certainty to support its members and the rail sector.
- Initially focused on the implementation of the COTIF Convention, the CIT today works on most of the subjects of international railway laws.

Cooperation

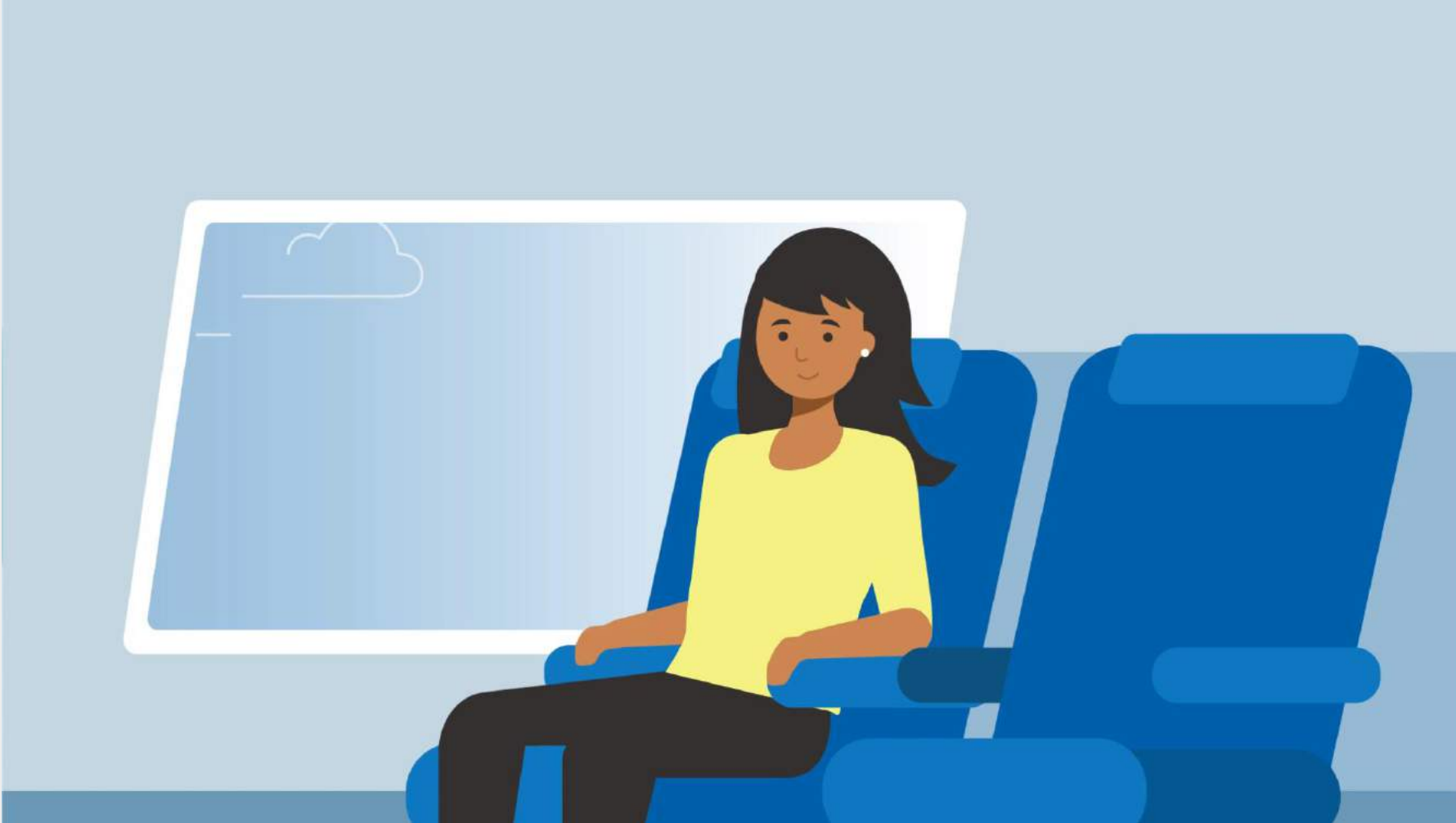
The CIT also works closely with numerous international organisations to fulfil its tasks.

Among them :

- CER
- UIC
- FTE
- OTIF
- UNECE
- UPU



AGREEMENT ON JOURNEY CONTINUATION (AJC): Introduction



The CIT AJC - Background



Aim: to assist international passengers in the event of missed connections to continue the journey without extra costs



Fills a gap when legislation does not help passengers (e.g. in the event of several tickets/contracts)



Developed with the support of CER



Industry solution in the benefit of passengers



The AJC - how does it work for passengers?

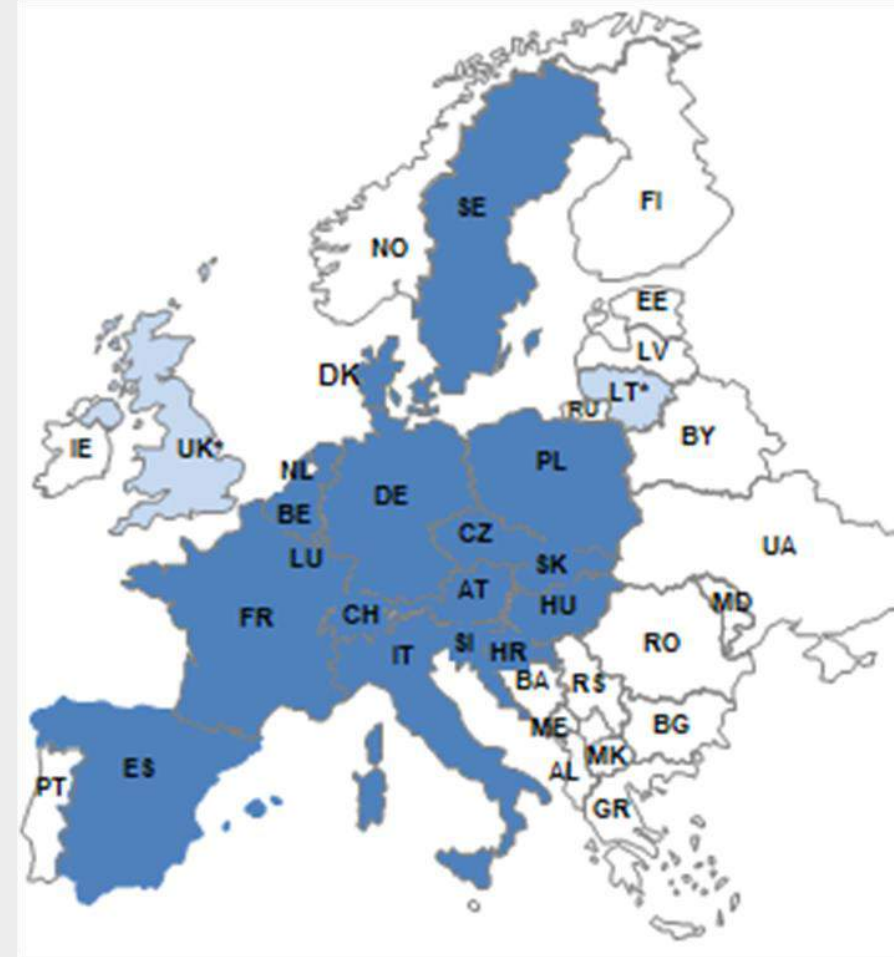
- Participating undertakings provide information to passengers about AJC (information leaflet, information on website,...)
- International passenger (cross-border) missed connection between trains
- Passenger chose "reasonable connecting time" between trains
- Continuation with the original ticket and a delay confirmation provided by railway undertaking
- Continuation with the same undertaking (whose service was missed)
- Railway undertaking can set specific conditions for continuation (e.g. need for reservation)



The AJC – Geographical scope

Members of the AJC

- AT (Austria): [ÖBB](#)
 - BE (Belgium): [SNCB](#)
 - CH (Switzerland): [SBB](#), [BLS](#)
 - DE (Germany): [DB](#)
 - CZ (Czechia): [CD](#)
 - DK (Denmark): [DSB](#)
 - ES (Spain): RENFE
 - FR (France): [SNCF](#)
 - HR (Croatia): [HŽPP](#)
 - HU (Hungary): GYSEV, [MÁV-START](#)
 - IT (Italy): [Trenitalia](#)
 - LU (Luxembourg): CFL
 - NL (Netherlands): [NS](#)
 - PL (Poland): PKP IC
 - SE (Sweden): [SJ](#)
 - SI (Slovenia): SZ
 - SK (Slovakia): ZSSK
-
- LT*: LTG-Link – will join in due time
 - UK*: Eurostar – will join in due time



New Leaflet to inform passengers about the AJC

Date: 1 April 2024



Agreement on Journey Continuation

What to do if you miss your connection on an international journey

If you are on an international journey and miss a connecting train due to delay or cancellation, you may still be able to get to your booked final destination at no extra cost. This applies whatever the ticket or tickets that you hold for the journey. A ticket that has been issued to you is evidence of a contract (the 'contract of carriage') between you and each train company ('carrier') whose trains you have a right to use. If you hold just one 'contract of carriage' for the whole journey (technically, a 'through-ticket') you already benefit from certain passenger rights under European law – see https://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm.

However, you may have two or more 'contracts of carriage' (often, this means that you have also received different tickets) for the various railway services making up your overall journey. In this case, you may benefit from a commercial arrangement between companies which are signatories of the AJC (the Agreement on Journey Continuation).

As of February 2024, these companies are BLS and SBB/CFF/FFS (**Switzerland**), CD (**Czech Republic**), CFL (**Luxembourg**), DB (**Germany**), DSB (**Denmark**), GYSEV and MÁV-START (**Hungary**), HŽPP (**Croatia**), NS (**Netherlands**), ÖBB (**Austria**), PKP IC (**Poland**), Renfe (**Spain**), SJ (**Sweden**), SNCB/NMBS (**Belgium**), SNCF (**France**), SZ (**Slovenia**), Trenitalia (**Italy**), and ZSSK (**Slovakia**).

Your travel plans must allow 'reasonable connecting time' at those places where you change trains. In addition to any extra time that you allow yourself, for example, if you have

- Drafted with EPF
- Available in EN/FR/DE
- Ready as of 15 April

THE AJC – in the spotlight of the railway sector

Enhancements in communication

- Use of new leaflet
- Drafting new training documents for rail staff to better implement the AJC
- Communication of railway undertakings towards passengers

Digitalisation of AJC

- Prerequisite – harmonized (paper) delay confirmation (drafted by CIT in 2023)
- Cooperation with UIC on “eTCD”

New members

- At least two new members expected this year

Thank You

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WHAT CAN PASSENGERS EXPECT FROM THE EU PARLIAMENT AND COMMISSION?



10:30AM-
11:30AM

22

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**JAKUB
MAJEWSKI**
Prokolej



**JAKOP
DALUNDE**
Resenaerna and
former MEP



**ELISABETH
KOTTHAUS**
European
Commission



**KAROL
KLOSOWKI**
Office of Rail
Transport



**CHRISTOPHER
IRWIN**
EPF (moderator)



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11:30
12:00PM

COFFEE BREAK

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EU-RAIL WORKSHOP



12:00
13:30



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DELPHINE
GRANDSART

Senior Researcher
EPF



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EU-Rail workshop

Service information – Regional rail





Towards a reliable integrated European railway network



Vision

To deliver a **fully integrated European railway network for citizens and cargo.**

High capacity



Flexible



Interoperable



Multimodal



Sustainable



Reliable



Competitive



Inclusive



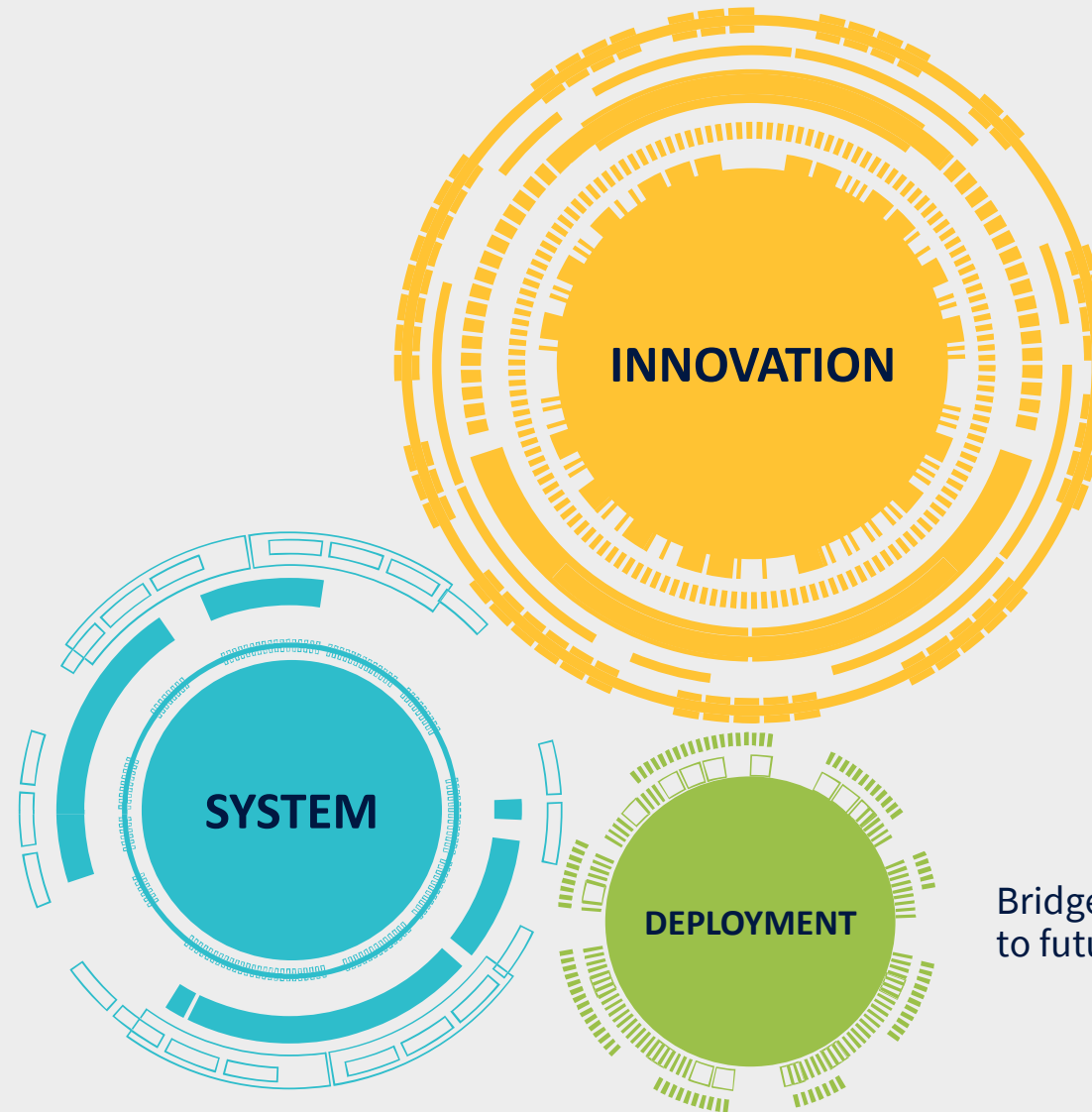
Programme

Budget

The total value of the Programme is estimated at EUR 1.2 bln:

- System Pillar: EUR 58.8 million, funded up to EUR 50.0 million
- Innovation Pillar: EUR 1.1 bln

- Functional system architecture
- Flexibility in implementation
- Ownership of results



Launching calls for proposals / tenders to explore new areas of rail R&I

Bridge research and innovation to future coordinated deployment

Building on S2R achievements



Shift2Rail is the first European rail initiative to seek **focused research and innovation** (R&I) and **market-driven solutions** by accelerating the integration of new and advanced technologies into innovative rail product solutions.



Forward-looking activities

Disruptive technologies and thinking
(SMEs, start-ups, and research community)

Exploratory research



DELIVER

Sustainable and Smart Mobility Strategy rail
OBJECTIVES

Multi-annual work programme

1. Network management planning and control & Mobility Management in a multimodal environment
 2. Digital & Automated up to Autonomous Train Operations
 3. Intelligent & Integrated asset management
 4. A sustainable and green rail system
 5. Sustainable Competitive Digital Green Rail Freight Services
 6. Regional rail services / Innovative rail services to revitalise capillary lines
 7. Innovation on new approaches for guided transport modes
- + Digital Enablers (transversal)



FP6 – FutuRe: Future of Regional Rail

Project motivation

Regional railway plays a crucial **role in Europe's regions** and acts as **feeder lines for passenger and freight traffic** for the main network. It has an essential function **as green transport** as well for **connecting other public transport services** (e.g., bus) and **first & last mile** services (e.g., bike sharing, cycling, walking or car) to travel from/to railway stations **to remote locations**.

A clear project goal

FutuRe – Future of Regional Rail – has the following goals:

- **Lowering CAPEX system costs**
- **Lowering OPEX**
- **Increasing productivity** (unit costs per train kilometer)
- **Improving customer satisfaction**



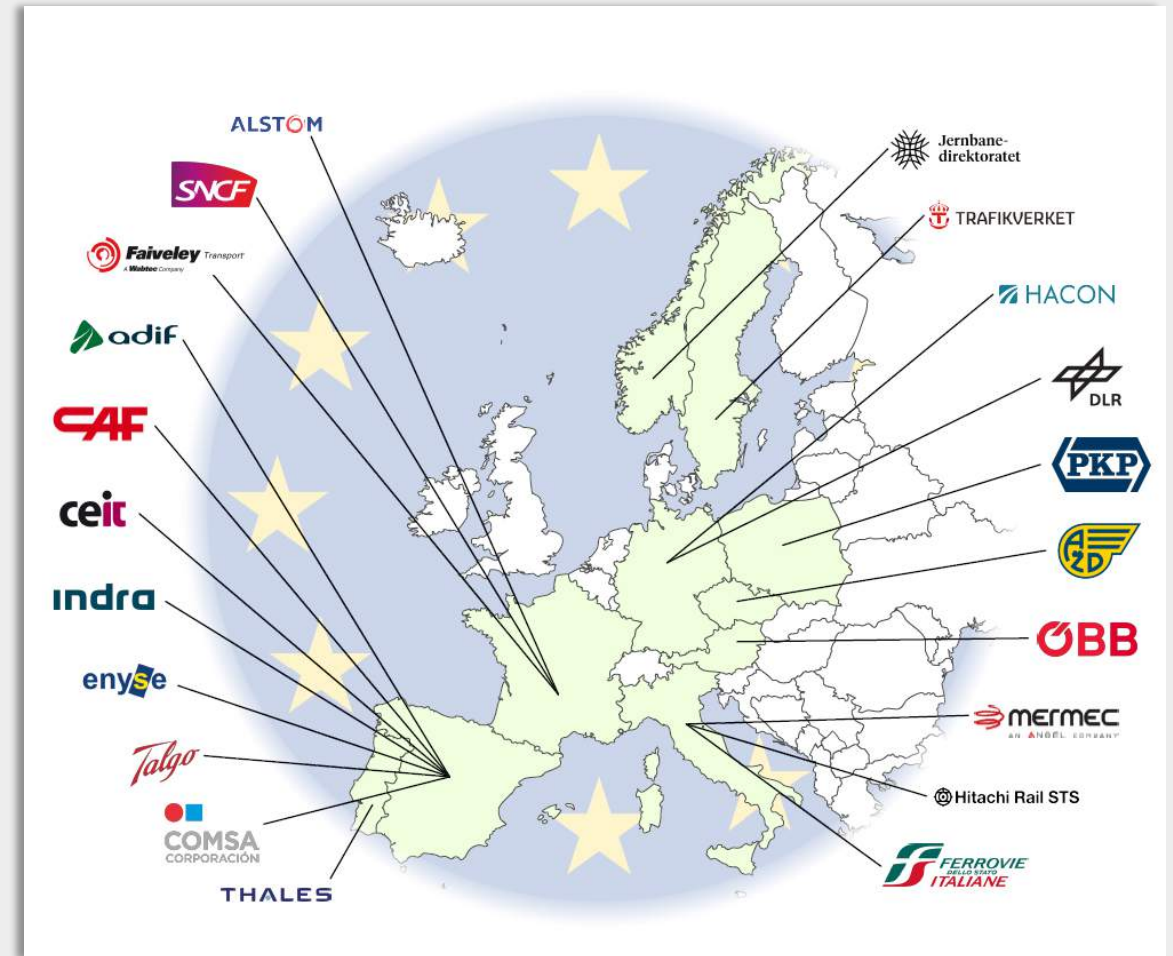
FutuRE – Key facts

Project key facts

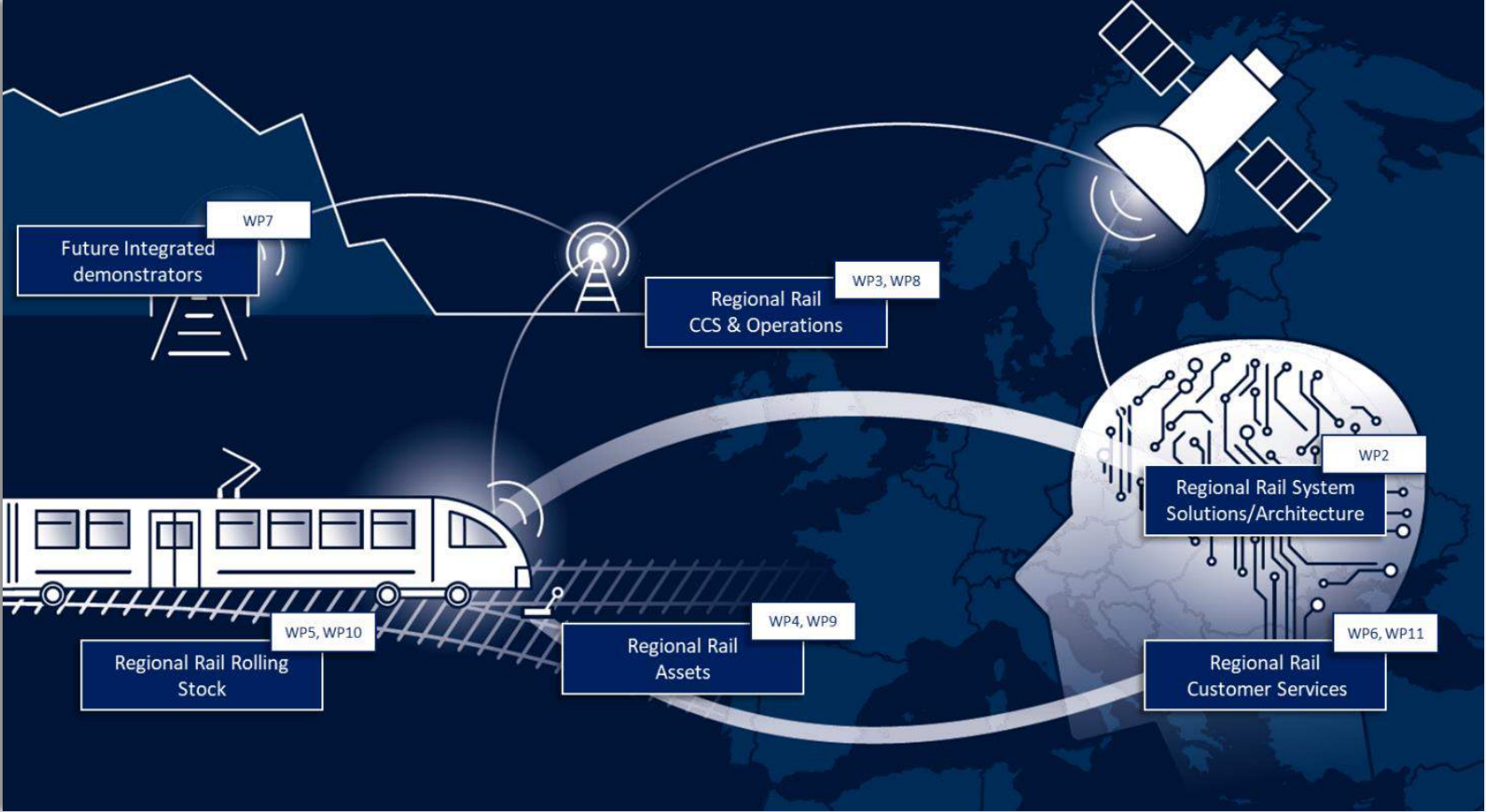
- **Project duration:** 01.12.2022 - 01.12.2026
- **Total Project Costs** (funding+IKOP+IKAA): ~35MEUR
- 21 Beneficiaries, >30 Affiliated Entities and Subcontractors

A strong consortium

A strong consortium with more than 21 partners, including RU/IM and leading industry partners as well as plus over 30 affiliated entities and subcontractors will ensure that project results will be achieved.



FutuRE – Expected outcomes by 2026



Today's focus

WP6: “Regional Rail Services Requirements and Specifications”

Development and testing of multimodal travel solutions, integration of demand responsive transport services (incl. for PRM), integration of TMS and passenger information (incl. freight)

Task 6.8 “Requirement specification (Alpha Release) and technical coherence”

- Specify a first release of detailed functional and non-functional requirements, acceptance criteria and requirements from users' perspective;
- Specify use and test cases, including a description of the test strategy;
- Secure technical coherence and alignment of specifications.

User stories



Use cases



Requirements



Acceptance criteria

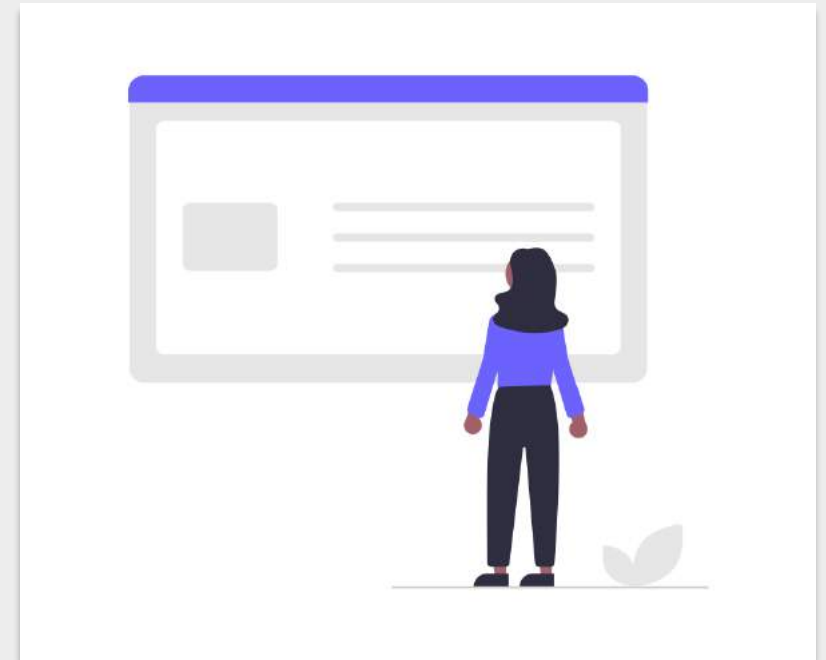


Test cases



Passengers' information requirements

- When using regional rail
 - In combination with other modes (DRT included)
-
- At the station, on board, using personal devices
 - Which information needed?
 - How should it be provided?
 - Diverse users may have diverse needs



Tourist

Family

General end user

Person with
reduced eyesight

Commuter

Person with
reduced mobility

Questions to address

- Journey information
- Visualisation
- Filtering
- Routing
- Booking details
- Ticketing
- Payments
- Delays
- Personal data
- Authentication
- User Interface design
- Accessibility
- User guidance



Questions to address

Trip planning	Filtering	What filters should be available during trip planning?
Trip planning	Journey information	What information should be available to the end user when planning a journey?
Trip planning	Routing	How are services combined to yield a journey?
Trip planning	Routing	How are already-known disruptions incorporated in suggested journeys?
Trip planning	Routing	How are delays incorporated in suggested journeys?
Trip planning	Visualisation	How are personal travel preferences entered?
Trip planning	Visualisation	What views should be available for trip planning? (e.g., map view, list view etc.)

Questions to address

Booking management	Visualisation	How is the journey summarised prior to the purchase
Booking management	Booking details	What data is required for booking a journey?
Booking management	Payments	How are payments performed?
Booking management	Payments	How is the fare price split between service providers?
Booking management	Ticket delivery	How are tickets made available to customers? (e.g., e-mail)
Booking management	Ticket purchasing	How is it ensured that a passenger does not purchase multiple tickets for their journey?

Questions to address

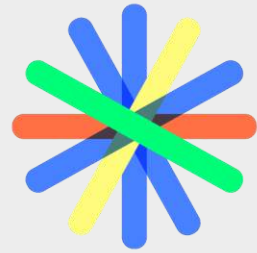
Compatibility	Seamless interaction	How should seamless interactions with other systems as well as between software components be ensured?
Data management	Personal data	How are personal travel preferences entered?
Data management	Personal data	How are personal travel preferences stored?
Data management	Personal data	What personal preferences should be storable?
Data management	Ticket inspection	What personal data needs to be available to allow for ticket control?
End User Feedback	General	How can feedback from end users be given? (on the journey, or in general)

Questions to address

Notifications	Settings	How can users specify their notification preferences?
Notifications	Trigger	What events should trigger a notification?
Notifications	Delay	How are changes in the route communicated to the end user?
Notifications	Delay	How are delays communicated to the end user?
Registration	Services	What services require registration?
Security and Access Control	Authentication	What means of identification should be allowed?
Security and Access Control	Authentication	Which procedures for double opt-in are in place?
Security and Access Control	Authentication	Which services can be accessed without double opt-in?

Questions to address

Usability	Accessibility	How can be ensured that the solution is accessible to a large number of people?
Usability	User guidance	How can the user be supported while using the software solution?
Usability	User IF design	Are there people with special needs when it comes to using the user interface? If so, how can they be incorporated?



**European
Passengers'
Federation**

Thank you!





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13:30
14:00 PM

CLOSING REMARKS

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Wrap Up

1. Please give back your name tags and other materials (e.g., markers)
2. Dinner tonight at 19:00 - Jaś & Małgosia café club
 - (scan QR code for directions)





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EXCURSION

Touristic City Tour

Saturday 22 June, 16h @ New Town Square

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EXCURSION

Interesting points of public transport

Sunday 22 June, 10h @ Conference hotel
Ibis Warszawa Stare Miasto

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SEE YOU NEXT YEAR

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June 2025 - Swindon, UK

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