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To the attention of:
Ms Elisabeth WERNER
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AG-KR-D(2018)1665

Valenciennes, 08 JUN 2018

Subject: The Agency's 3rd report ERA-REP-152 IMPL-2017-01 on TAP TSI implementation

Dear Ms Werner,

In the letter of 21/12/2015 (reference R-5967753), DG MOVE requested the assistance of the Agency for the assessment of the TAP TSI implementation in accordance with Article 21b of Regulation (EC) 881/2004. The Agency set up in May 2016 the Implementation Co-operation Group Telematics Applications for Passengers to perform the assessment of the TAP TSI Implementation.

The Agency hereby provides the 3rd report ERA-REP-152 IMPL-2017-01 to inform DG MOVE on the progress of the implementation of TAP TSI regulation.

Should you require further clarifications, please do not hesitate to contact me.

For detailed questions, you may wish to contact Ms Anna GIGANTINO, the Head of Interoperability Unit (Tel: +33 32 70 96 548) e-mail: anna.gigantino@era.europa.eu .

Yours sincerely,



Josef DOPPELBAUER
Executive Director

Enclosure: Report ERA-REP-152 IMPL-2017-01

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Report

3rd status report about the implementation progress of the TAP TSI

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0.1	12/02/2018	First draft
0.2	05/03/2018	2 nd draft for the presentation at the TAP TSI co-operation group
1.0	15/05/2018	Inclusion of comments from NCP CH, NCP IT and NCP PT

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Acronyms

Table 1: Table of abbreviations

<i>Acronyms</i>	<i>Definition</i>
CEF	Connecting Europe Facility
CER	Community of European Railway and Infrastructure Companies
CSG	Common support group
DI	Degree of Implementation
EC	European Commission
EIM	European Rail Infrastructure Managers
ERA	European Union Agency for Railways (also referred to as Agency)
GIS	Geographical Information system
IM	Infrastructure Manager
INEA	Innovation and Networks Executive Agency
JSG	Joint Sector Group (sector cluster in charge of following TAF Implementation)
NCP	National Contact Point
PM ²	Official Project Management Methodology of the European Commission
RISC	Rail Interoperability and Safety Committee
RU	Railway Undertaking
SM	Station Manager
TAP	Telematics applications for passengers
TAF	Telematics Applications for Freight
TSGA	TAP TSI Services Governance Association
TSI	Technical Specification for Interoperability
TV	Ticket vendor
UIC	Union Internationale des Chemins de fer
UNIFE	Association of the European Rail Industry

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Reference documents

Table 2: Table of reference documents

<i>Ref. N°</i>	<i>Title</i>	<i>Reference</i>	<i>Version</i>
(1)	TAP TSI ANNEX B.62 TAP MASTER PLAN	TAP Master Plan	06.12.2013
(2)	TAP TSI consolidated Master Plan		28.04.2013
(3)	NOTE TO ERA EXECUTIVE DIRECTOR: Assessment of TAP TSI implementation by the European Union Agency for Railways	Ares(2015)5967753	21.12.2015

Reference legislation

Table 3: Table of reference legislation

<i>Ref. N°</i>	<i>Document Reference</i>	<i>Title</i>	<i>Last Issue</i>
[1]	Directive 2008/57/EC	Interoperability of the rail system	17.06.2008
[2]	TAP TSI Regulation No 454/2014	Commission Regulation (EU) No 454/2011 of 11 May 2011 on the technical specification for interoperability relating to the telematics applications for passengers subsystem of the rail system in the European Union	11.05.2011
[3]	Regulation (EU) 2016/796	REGULATION (EU) No 2016/796 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 May 2016 on the European Union Agency for Railways and repealing Regulation (EC) No 881/2004	11.05.2016
[4]	Directive (EU) 2016/797	Directive of the European Parliament and of the Council of 11 May 2016 on the interoperability of the rail system within the European Union	11.05.2016
[5]	CEF Regulation	Regulation (EU) No 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) No 67/2010	11.12.2013

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1 ABSTRACT

The report shows the implementation progress of the TAP TSI implementation in the European rail sector. The actors of the European rail sector – subject to the implementation of the TAP TSI – have to implement this TSI in accordance with the Master Plan and to report about the implementation progress in the co-operation group for the TAP TSI implementation. The affected actors are the railway undertakings, the infrastructure managers and the ticket vendors. Furthermore, there is a common organisation – the TAP TSI Services Governance Association (TSGA) – responsible for the reporting of the implementation progress of the regulatory functions of the TAP TSI. The TSGA has to report about the implementation progress for those functions.

This third report contains the data - as agreed in the 2nd and 3rd TAP cooperation group meetings (21st March 2017 and 17th October 2017), to report the status of the implementation of the following TAP TSI [2] regulatory functions:

-) TAP TSI architecture:
 - o Registry
 - o Retail reference database
 - o Data quality tool
-) Setup of the TAP TSI Services Governance Association (TSGA)

The data for this part of the report should be delivered to ERA by the TSGA.

Furthermore, this report contains the reporting about a subset of the TAP TSI basic parameters for retail functions, mainly for the reservation, ticketing, tariffs/fares and timetables. The subset of these retail functions has been agreed in the TAP TSI co-operation group on 17 October 2017.

To evaluate the current degree of implementation for every function, the data provided is compared to the baseline defined in the TAP TSI Master Plan (1) (TAP TSI Technical document B.62) created to implement the TAP TSI [2] regulation delivered by the European Rail Sector in 2012.

The monitoring of the implementation takes as baseline:

1. The TAP TSI Master Plan for the regulatory functions, the TAP TSI technical document B.62. The TAP-TSI Master Plan (1) was submitted to the DG MOVE on 11th May 2012. This Master Plan contains the milestones for the set-up of the regulatory functions of the TAP TSI, such as the governance and the set-up of the TAP TSI architecture. The target dates were set during the drafting of this document by the European rail sector in TAP TSI phase 1. These functions have to be implemented and governed by the European Rail sector together with the ticket vendors.
2. The consolidated Master Plan – the implementation of the individual TAP TSI functions by the railway undertakings, the ticket vendors and the infrastructure managers – has been submitted by the European rail sector on 28th April 2013. A total of 40 companies, RUs, IMs and groups – representing a total of over 70 licensed railways - have submitted their plans in time for the consolidation exercise performed by the TAP TSI project team between January and April 2013. The target dates are based on the corresponding TAP-TSI function to be implemented and they were set when 80% or more of the respondents indicated a final implementation.

The following key findings per TAP TSI regulatory function can be highlighted:

-) The TAP TSI governance body has been set-up and the TSGA is now established, staffed and operational

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- J The setup of the TAP TSI architecture has been delayed by more than 4 years. This comprises as well:
- o the setup of the TAP TSI registry
 - o the setup of the TAP TSI Retail reference database
 - o the setup of the TAP TSI Data quality tool

It is envisaged by TSGA to deliver these functions at least until end 2018. The report identifies the functions where the sector shall allocate more resources to meet the target implementation date quoted in the TAP TSI Master Plan (1).

The third report contains as well the implementation report of the individual railway undertakings about the implementation progress of the following TAP TSI retail functions:

Table 4: TAP TSI retail functions of the 3rd reporting session

Activity	TAP TSI basic parameter	Responsible
8.1 Sending request to agreed RU's in B5 format	TAP BP 4.2.9.1	RU, TV
8.2 Answering reservation requests from agreed RU's and agreed 3 rd parties in B5 format	TAP BP 4.2.9.2	RU
8.3 Sending reservation requests for bicycle carriage to agreed RU's in B5 format	TAP BP 4.2.7.2	RU, TV
8.4 Answering reservation requests for bicycle carriage from agreed RU's and agreed 3 rd parties in B5 format	TAP BP 4.2.7.3	RU
8.5 Sending reservation requests for car carriage to agreed RU's in B5 format	TAP BP 4.2.8.2	RU, TV
8.4 Answering reservation requests for car carriage from agreed RU's and agreed 3 rd parties in B5 format	TAP BP 4.2.8.3	RU
9.1 Issuing value paper tickets for international and foreign sales in B6 format	TAP BP 4.2.11.1	RU, TV
9.2 Accepting value paper tickets for international and foreign sales in B6 format	TAP BP 4.2.11.1	RU
9.1 Issuing home printed tickets for international and foreign sales in B7 format	TAP BP 4.2.11.2	RU, TV
9.2 Accepting home printed tickets for international and foreign sales in B7 format	TAP BP 4.2.11.2	RU
10.1 Sending PRM assistance reservation requests via IT communication to agreed RU's, IM's and SM's in B10 format	TAP BP 4.2.6.2	RU, TV
10.2 Answering PRM assistance reservation requests via IT-communication from agreed RU's and agreed 3 rd parties in B10 format	TAP BP 4.2.3	RU
Exchange of timetable data in B4 format	TAP BP 4.2.1	RU

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Exchange of NRT tariff/fare data in B1 format	TAP BP 4.2.2	RU
Exchange of IRT tariff/fare data in B2 format	TAP BP 4.2.2	RU
Exchange of special tariff/fare data in B3 format	TAP BP 4.2.2	RU

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2 Introduction

This 3rd Status Report is delivered in accordance with Commission Regulation (EU) No 454/2011 of 11 May 2011 on the Technical Specification for Interoperability relating to the Telematics Applications for Passenger subsystem of the rail system in the European Union [2].

In particular, Article 23 of Regulation EC 2016/796 [2] attributes to the European Union Agency for Railways the task to assist the European Commission in the implementation of the Community legislation and oversee the implementation of the Regulation to determine whether the agreed objectives and deadlines have been achieved. ERA has the task to provide an assessment report to the TAP TSI steering committee referred to in Section 7.3 of the TAP TSI. Furthermore, the European Commission (EC) issued a letter on 21.12.2015 (2) describing the tasks expected to be carried out by the Agency for the Assessment of TAP TSI [2] implementation.

On this basis, the Agency launched on 31st May 2016 the Co-operation Group for the Implementation of Telematics Applications for passengers. The Co-operation Group performs the following tasks:

-) To assess the reports from the sector (companies, NCPs and RBs) about the TAP TSI [2] implementation.
-) To compare the data received with the content of the TAP TSI Master Plan [1] and assess the progress of implementation to determine whether the objectives pursued and deadlines have been achieved.
-) To use Key Performance Indicators (KPIs) previously agreed between the Agency and the Rail Sector to assess the evolution of the deployment of the system and report twice per year to the European Commission and to the TAP TSI Steering Committee.
-) To perform a dissemination campaign to NCPs and assist them to follow-up the TAP TSI [2] implementation at national level.

All these activities are performed in close cooperation with the different stakeholders, who will provide implementation reports.

2.1 Reporting structure

The reporting takes into account the different reporting procedures, depending on the nature of the information to be reported and the responsibilities for the implementation of the TAP TSI. There are 4 different reporting streams – reporting procedures for certain business areas of the regulation - in the TAP TSI reporting:

1. The reporting about the implementation of the **conditions of carriage** by the individual passenger railway undertakings
2. The reporting about the implementation of the **regulatory functions** by the TAP TSI governance body (TSGA)
3. The reporting about the implementation of the **retail functions** by the individual passenger railway undertakings and the ticket vendors
4. The implementation of the **RU/IM-functions** by the individual passenger railway undertakings

“**Conditions of carriage**” means the implementation of the publication of the conditions of carriage and certain accessibility conditions by the railway undertakings. This obligation is specified in the TAP TSI basic parameters 4.2.4, 4.2.5, 4.2.7, 4.2.6 and 4.2.8. The basic parameter had to be implemented 6 months after the publication of the TAP TSI, means until the 11.11.2011.

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“Regulatory functions” means those functions which cover the central functions of the TAP TSI and have to be implemented by the TAP TSI governance body (TSGA). Those functions are – beside of the setup of the TAP TSI governance - the TAP TSI architecture including registry, the retail reference database and the data quality tool. The functionalities are specified in the TAP TSI technical document B.60¹ and have to be implemented by the TSGA.

“Retail functions” means those functions which cover functions such as timetable data exchange, tariff data exchange or fulfilment and have to be implemented individually by the passenger railway undertakings and the ticket vendors. These functions are described in TAP TSI chapter 4 and have to be implemented following the TAP TSI Master Plan².

“RU/IM functions” are those functions for planning and booking of train paths and information during the operation and the functions related to “information in the stations” and “information on-board”. They have to be implemented by the railway undertakings, infrastructure managers according to the TAP TSI Master Plan.

The following table shows an overview about the different reporting streams for the TAP TSI.

Table 5: Reporting streams for TAP TSI

	Conditions of Carriage	Regulatory functions	Retail basic parameters	RU/IM basic parameters
TAP TSI Basic parameter	4.2.4.1, 4.2.5.1, 4.2.7.1, 4.2.6.1, 4.2.8.1	TAP TSI chapter 7.3	Remaining TAP TSI functions	4.2.15, 4.2.16, 4.2.17
Implementation plan specified in	TAP TSI regulation 454/2011	TAP TSI Technical document B.62	TAP TSI Master Plan	TAP TSI Master Plan
Implementation date	11.11.2011	31.10.2014	Milestones according TAP TSI Master Plan	Milestones according TAP TSI Master Plan
Who has to implement the function(s)	Passenger railway undertakings	TSGA	Passenger railway undertakings, ticket vendors	Infrastructure managers ,railway undertakings
Who has to report to ERA	None (data will be collected automatically by the Agency)	TSGA	RU’s via Common support group (CSG), ticket vendors via ETTSA/ECTAA	RU’s, IM’s via Joint sector group (JSG)
Publication by	ERA			
Report	Report about the implementation of the conditions for carriage	Status report for the TAP TSI retail functions		Status report for the TAF TSI functions
Report frequency	Annual	two reports per year		two reports per year

¹ http://www.era.europa.eu/Document-Register/Documents/ERA_Technical_Document_TAP_B_60_FINAL.pdf

² http://www.era.europa.eu/Document-Register/Documents/20130428_TAP%20Master%20Plan%20Delivery_final.pdf

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2.2 Reporting procedures

As shown in the Table 5 there are four different reporting streams in place. Each stream has a different procedure for the reporting, including the involved actors, the procedure and the scope. These differences have to be respected in the reporting for the TAP TSI implementation progress.

2.2.1 Reporting for the conditions of carriage

The reporting of the implementation of the conditions of carriage is done by ERA. ERA runs once per year an automated data collection tool, collecting the websites with the conditions of carriage and the accessibility conditions from the websites of the passenger railway undertakings. ERA uses the list of passenger railway undertakings for the reporting which has been delivered by the NCP's of the member states. To fine-tune ERA tool the NCPs are welcome to provide translations for some keywords in the language(s) of their country. The report is delivered by ERA once per year to the European Commission.

2.2.2 Reporting for the regulatory functions

The reporting procedure (workflow) for regulatory functions is shown at the following picture:

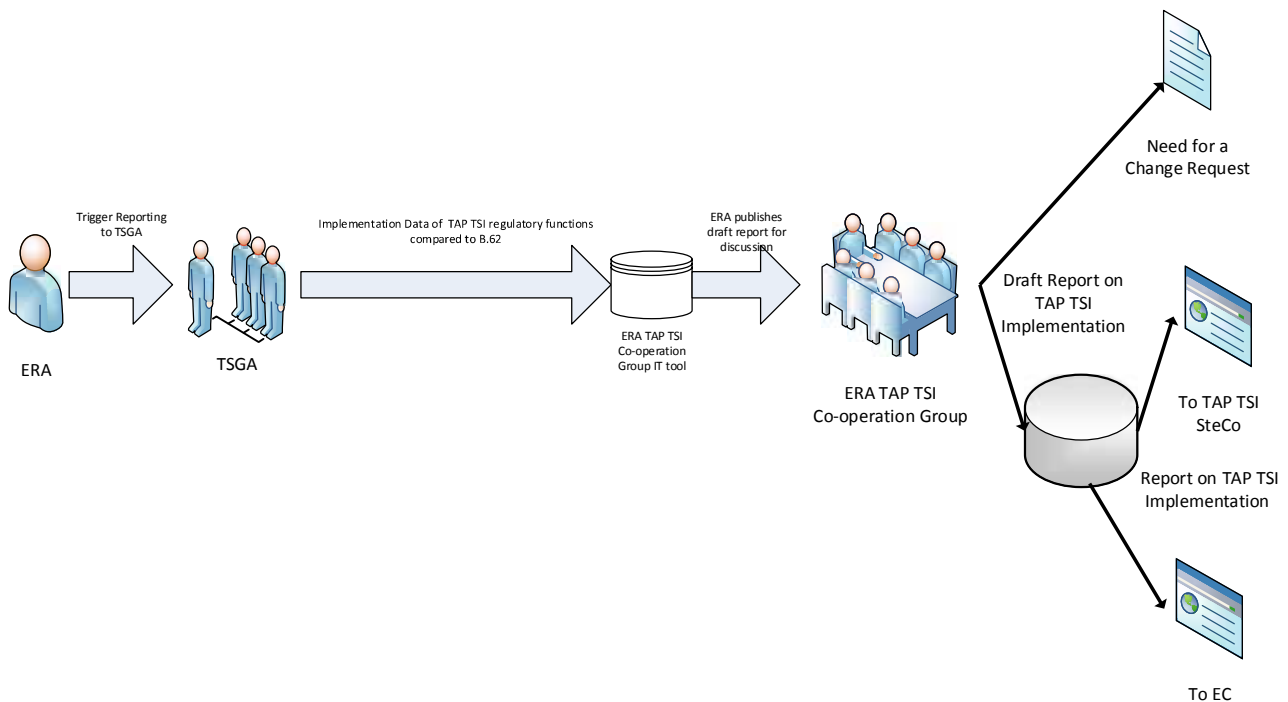


Figure 1: ERA TAP TSI Implementation Cooperation Group process for regulatory functions

The process is triggered by ERA to TSGA to request with a predefined questionnaire a report about the implementation progress for the regulatory functions of the TAP TSI. The request is sent 3 months before the TAP TSI co-operation group to the TSGA. The report will be send back from TSGA to ERA and incorporated in the IT-tool and the implementation progress report for the working party. After the discussion in the TAP TSI co-operation group two additional weeks are given for further remarks. Then, the implementation progress will be incorporated in the report about the TAP TSI implementation and it is delivered by the Agency to the TAP TSI Steering Committee and the European Commission.

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2.2.3 Reporting for TAP TSI retail basic parameters

The diagram below shows the process allowing ERA to perform the above listed activities for the TAP TSI retail basic parameters:

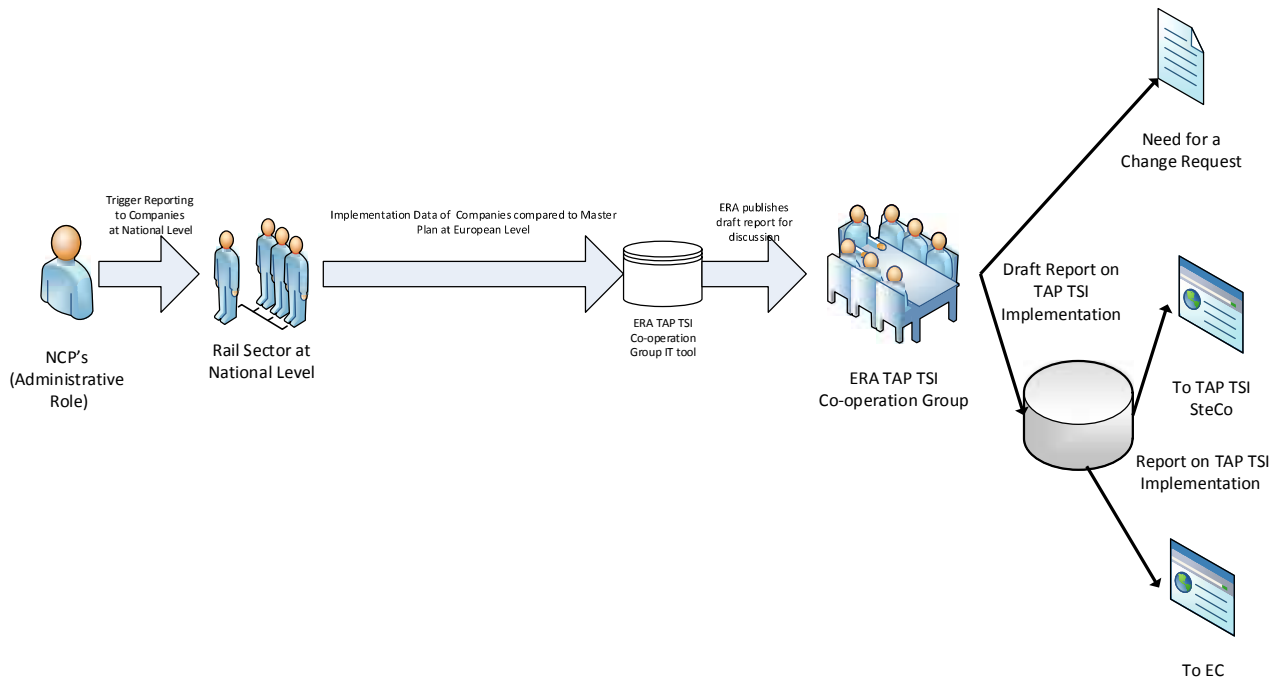


Figure 2: ERA TAP TSI Implementation Cooperation Group process for retail basic parameters.

The process is triggered by the NCP's keeping the list of passenger railway undertakings up-to date. A questionnaire is drafted by ERA and CSG, based on agreed KPI's to evaluate the evolution of TAP TSI retail basic parameters. The common support group (CSG) will deliver 3 months before the TAP TSI co-operation group meeting an e-mail contacting all the companies of the reporting list and launching the reporting. The questionnaire is provided as electronic form on a website. The companies have 1 month to report. Once the reporting is concluded, the tool is close and the CSG will elaborate an implementation report with the sector's view on the implementation. At the same time, the raw data will be delivered to the Agency for uploading the data on the Agency GIS Implementation tool and for drafting the complementary Agency status report for discussion in the TAP TSI co-operation group. The content of the Agency report is discussed and amended during the TAP TSI co-operation group meeting giving two additional weeks for further remarks. Once is concluded the allegation period, the report is delivered by the Agency to the European Commission and to the TAP TSI Steering Committee.

The ticket vendors (TV) are subject to the reporting of the implementation progress of some TAP TSI retail basic parameters as well. These basis parameters are mainly those for the usage of the data delivered by the railway undertakings. The process for ticket vendors is the similar one as for the passenger railway undertakings: The TV are invited to submit their implementation data to their stakeholder organisations ETTSA and ECTAA. They will compile a report based on the data received from their members.

TAP retail functions will be monitored first twice a year to better compile progress of implementation but after a year of monitoring this decision will be revised.

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2.2.4 Reporting for TAP TSI RU/IM basic parameters

For the TAP TSI RU/IM-communication basic parameters, the process existing for TAF TSI (described in the following picture) is followed.

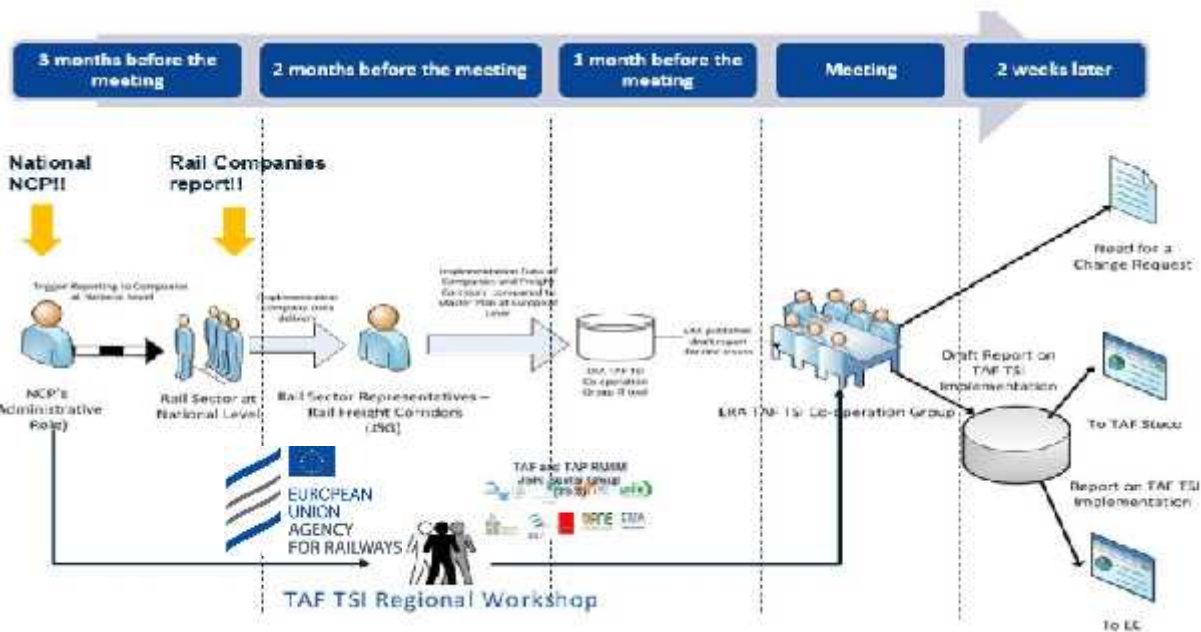


Figure 3: ERA TAF TSI Implementation Cooperation Group process for RU/IM basic parameters.

For the reporting of the RU/IM basic parameters the co-operation group for the implementation of the TAF TSI is in charge of the reporting for the TAP TSI as well. The NCPs will trigger the reporting exercise keeping up to date the list of companies stored in the JSG reporting tool taking part in the reporting exercise. This task is performed 1 month before the campaign starts. Then, the JSG will deliver 3 months in advance of the TAP TSI co-operation group an e-mail contacting all the companies of the reporting list and launching the reporting. The reporting is provided as electronic form on the JSG tool. The companies have 1 month to report. Once the reporting is concluded, the tool is close and the JSG will elaborate an implementation report with the sector's view over the implementation. At the same time, the raw data will be delivered to the Agency for uploading the data on the Agency GIS Implementation tool and for drafting the complementary Agency status report. Both reports should be made available for the members of the TAF TSI Implementation Cooperation Group at least 2 weeks before the meeting for discussion within the mirror groups. The content of the Agency report is discussed and amended during the meeting giving two additional weeks for further remarks. Once is concluded the allegation period, the report is delivered by the Agency to the European Commission and to the TAF TSI Steering Committee. Thereby, this reporting about the TAF TSI basic parameters is not in the scope of the current report about the TAP TSI implementation progress.

TAP TSI RU/IM functions will be monitored first twice a year to better compile progress of implementation but after a year of monitoring this decision will be revised.

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2.2.5 Further steps after the reporting

After the reporting of the implementation progress for the TAP TSI implementation further steps have to be done by ERA. ERA has to inform the EC about the results of this monitoring and has to advise the EC about the possible changes needed. For the common part TAP and TAF, the report will be as well submitted to the TAP TSI Steering Committee. In a multimodal context, ERA has to guarantee that any of the actions taken do not create additional obstacles for multimodal environment.

The Agency delivers the reports also to the Member States through the Rail Interoperability and Safety Committee.

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3 Context

The context of the reporting of the implementation progress of the TAP TSI is based on two legal documents: the TAP TSI Master Plan (TAP TSI technical document B.62) (1), covering the implementation timetable for the TAP TSI regulatory services and the TAP TSI consolidated Master Plan covering the implementation dates of the specific functions for the TAP TSI for each actor (e.g. RU, IM, ticket vendor)

The final version of the TAP-TSI Master Plan (1), establishing the implementation timeline for the regulatory functions of the Regulation, was submitted to the DG MOVE and ERA on 11th May 2012. This Master Plan contains the milestones for the implementation of the regulatory functions of the TAP TSI ecosystem, which have to be implemented in common by the affected actors. These functions have to be provided to all actors affected by the TAP TSI.

Based on the submission of the TAP TSI Master Plan for the regulatory functions ERA has submitted on 31st October 2012 a recommendation about a revised TAP TSI to the European commission. The revised TAP TSI has been published on the official journal of the EU on 6th December 2013 as EC 1273/2013. The TAP TSI Master Plan has been annexed to the TSI as technical document B.62. Therefore the TAP TSI Master Plan is legally binding for the implementation of the regulatory functions of the TAP TSI.

On the other hand, the undertakings have submitted their individual implementation plans to the TAP TSI project team until end 2012. The consolidated Master Plan document summarises the consolidation of the individual TAP TSI implementation plans established by RUs, IMs and SMs in 2012 and 2013. Overall, 40 RUs, IMs and groups – representing a total of over 70 licensed railways - have submitted their plans in time for the consolidation exercise performed by the TAP TSI project team between January and April 2013. The target dates are based on the corresponding TAP-TSI function to be implemented.

The reporting for the implementation of the TAP TSI functions by the actors is two folded: the reporting for the RU-IM communication and the reporting for the retail functions. Latter one has been assigned to the co-operation group for the implementation of the TAF TSI. Most of the RU/IM-functions are common with the TAF TSI and therefore the reporting has been centralised in the co-operation for the implementation of the TAF TSI, taking into account the milestones set-out in the TAP TSI Master Plan.

In order to collect the data and to boost the involvement of the higher possible number of companies, the European Union Agency for Railways has closely worked with the European Rail Sector to set-up the appropriate mechanism to collect the data concerning the deployment of the above mentioned functions. Indeed on the RU/IM functions, the European Rail Sector grouped through the sector cluster Joint Sector Group (JSG) and the Agency has set-up two IT tools to collect and visualize the data submitted by the European rail companies, Infrastructure Managers, Railway Undertakings and Wagon Keepers. For this purpose the companies submit their information about the progress of implementation of the RU-IM-communication basic parameters to the JSG IT tool through a Web service available for all the companies registered. For TAP TSI this reporting process is assigned to the TAF TSI co-operation group.

For the TAP TSI retail basic parameters a similar process will be applied. The data will be collected by the Common support group (CSG) and the Agency will use the same tool for the reporting of the TAP TSI retail basic parameters.

For the reporting the **number of registered companies on 2nd January 2018 was one hundred and eighty six (186)**. Once the data is collected, the raw data is delivered to the Agency, who incorporates this information in the ERA IT tool for TAP TSI [2] monitoring. This IT tool comprises a database to store the data and a GIS tool to visualize on maps the progress of the implementation. There are three groups of maps:

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-) Maps to report about common functions. These maps show the degree of implementation of the Reference Files (Company Codes and retail Location Codes) at European level.
-) Maps to report about Railway Undertaking's and ticket vendor functions. These maps show the degree of implementation at Member state level of the functions to exchange retail data amongst Railway Undertakings and ticket vendors. These maps will be created, once the first report with the implementation progress for the basic parameters of the individual railway undertaking will be created.

The scope of the present report is to inform about the deployment of the functions scheduled to be implemented by 2nd half 2017 in the Master Plan (1) delivered by the sector for the implementation of the TAP TSI [2] system. This report provides information about the implementation of the following functions:

-) TAP TSI architecture:
 - o Registry
 - o Retail reference database
 - o Data quality tool
-) Governance

To have a common approach for all companies' contributors submitting implementation information, **an optional common criterion has been agreed with the representatives of the rail sector to assess the degree of implementation of TAP TSI functions**. This criterion is based on the standard division in project phases of IT projects defined in the methodology for project management in use at the European Commission (PM²). Assuming that project phases are divisions within a project where extra control is needed to effectively manage the completion of a major deliverable, then it may be ideally assimilated each of **the 22 TAP TSI retail functions** identified in the TAP TSI Master Plan (1) to an individual IT reference implementation project.

Within every individual IT reference implementation project, we use percentages of completion as early indicators to track the progress made each period of one year (n-3, n-2, and n-1, n) over a 4-year time span. This will allow raising warnings to prevent delays in the implementation of a particular function.

Therefore, taking into account the above mentioned assumptions, every function implementation may be considered as an individual project to be split in the following reference phases:

-) **Initiating Phase:** This phase may comprise those processes performed to define a new project or a new phase of an existing project by obtaining authorization to start the project or phase. This phase includes typically the following activities:
 - o Feasibility Study
 - o Business Case
 - o Gathering of Technical and Functional Requirements

These activities may correspond in an "optional" reference implementation to a Degree of Implementation (DI) between 0% and 25% for a particular function. If the DI is achieved at the beginning of the timeframe for the deployment of such a function, deadline minus ideally three years (deadline-3), the implementation of this function can be deemed on time.

-) **Planning Phase:** this phase includes typically those activities required to establish the scope of the project, refine the objectives, and define the course of action required to attain the objectives that the project was undertaken to achieve:
 - o Resource Planning

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- Project Work Planning (Working Break Down Structure)
- Migration Planning
- Outsourcing Plan
- Risk Management Planning

These activities may correspond in an “optional” reference implementation to a Degree of Implementation (DI) between 25% and 50% for a particular function. If the DI is achieved within the deadline minus ideally two years (deadline-2) period, the implementation of this function could be deemed to be on time.

) **Executing Phase:** this phase may comprise those processes performed to complete the work defined in the project management plan to satisfy the project specifications. This phase includes activities such as:

- Procurement
- Executing
- Testing (User Acceptance and system Integration)
- Training and Education

These activities may correspond in an “optional” reference implementation to a Degree of Implementation (DI) between 50% and 75% for a particular function. If the DI is achieved within the deadline minus ideally one year (deadline-1) period, the implementation of this function could be deemed to be on time.

) **In Production & Monitor & Control:** this phase may comprise those processes performed to finalise all activities across all phases to formally close the project. Therefore, it may include the delivery of the product/service, in the context of the TAP TSI [2] deployment, the delivery of the IT system implementing a particular TAP TSI [2] function moving to production environment. These activities correspond in an “optional” reference implementation to a Degree of Implementation (DI) between 75% and 100% for a particular function. If the DI is achieved within the deadline minus ideally one year (deadline-1) period, the implementation of this function could be deemed to be on time.

The above explained phases are summarised in the following diagram explaining the expected commitment of resources made for every phase of the project.

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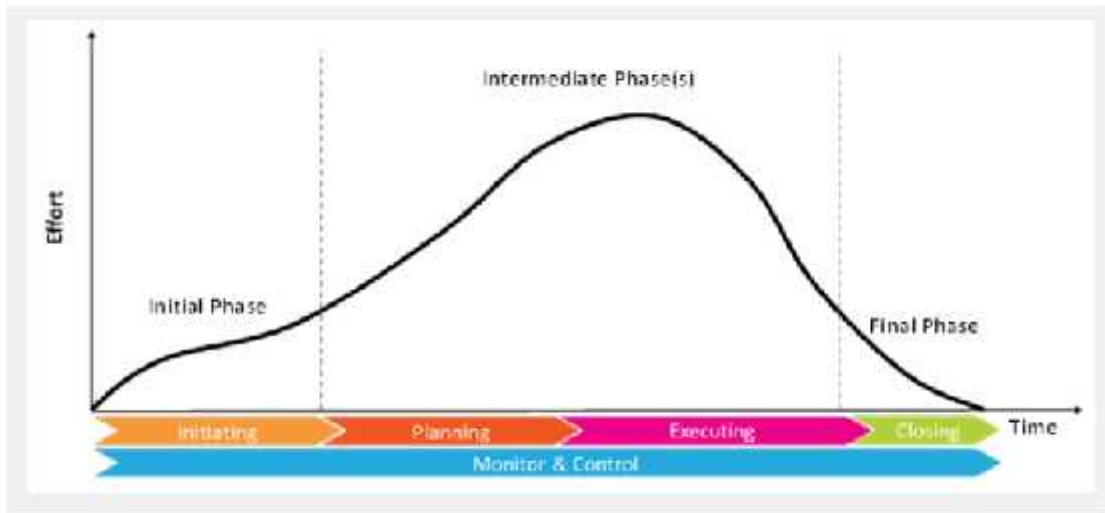


Figure 4: PM² project lifecycle.

Nevertheless, the different activities to be developed in the framework of a project to implement a particular TAP TSI [2] function should be adapted to the particular situation in every company. Therefore, every project may be assimilated, in a voluntary basis, to the addition of the four phases aforementioned (Initiating, Planning, Executing and Closing) establishing an optional comparable reference implementation to assess the progress of the implementation per company.

In conclusion, in the context of the Co-operation Group for TAP TSI Implementation there are two ways to report about the implementation of a particular TAP TSI function: compared to the TAP TSI Master Plan (1):

-) on one hand, companies may declare the final delivery of a particular TAP TSI function within the deadline set out in the TAP TSI Master Plan (1); in this case the implementation of this function will be deemed to be on time, and thus DI = 100% -> Green colour on the map;
-) on the other hand, companies may declare the Degree of Implementation (DI) for every function taking into account the optional methodology aforementioned based on different phases for the project. In this case, the declared Degree of Implementation will be colour-coded and displayed as follows:
 - Project not launched: 0% or no data -> Blue colour on the map.
 - Initiating Phase accomplished: DI < 25% -> Red colour on the map.
 - Planning Phase accomplished: 25% =< DI < 50% -> Orange colour on the map.
 - Executing Phase accomplished: 50% =< DI < 75% -> Light Green colour on the map.
 - In Production & Monitor & Control accomplished: 75% =< DI =< 100% -> Green colour on the map.

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4 Analysis

4.1 Implementation of the regulatory functions

The TAP TSI technical document B.62 (Master Plan (1)) shows that the regulatory functions of the TAP TSI have to be implemented by the end of 2014 (Milestone “Common services delivered”).

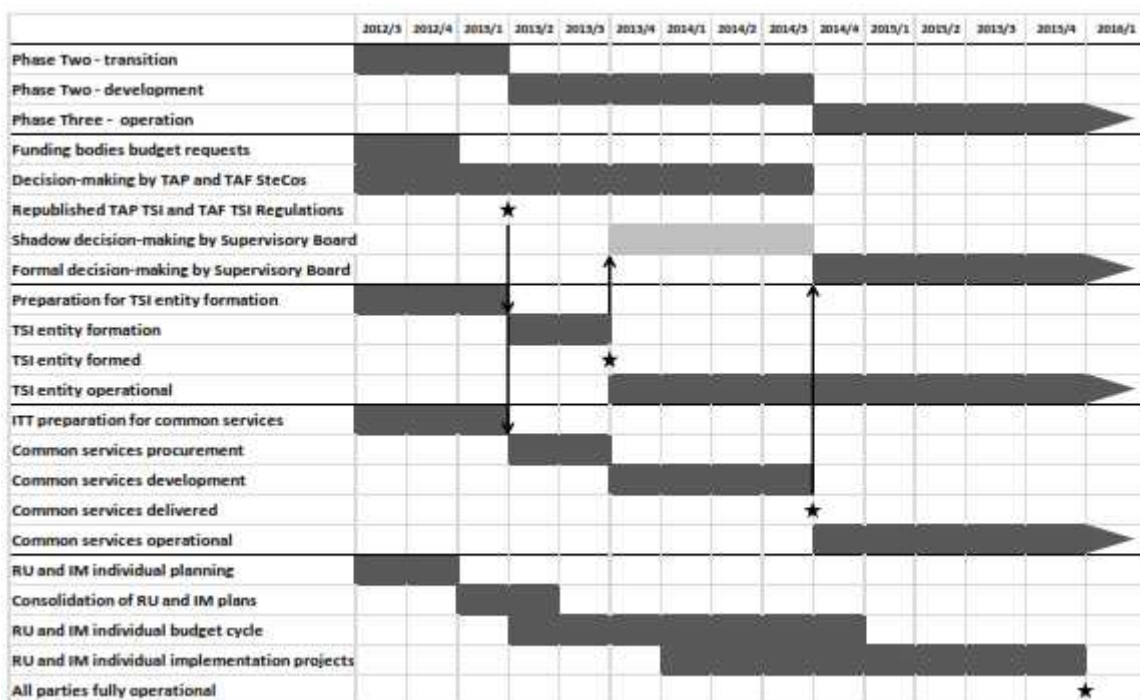


Figure 5: Master Plan for the regulatory functions.

The TAP TSI technical document B.62 is the reference document for the milestones to be respected for the implementation of the regulatory functions of the TAP TSI. The milestones in this document serve as reference for the implementation of these functionalities.

To collect the current status of the implementation of the regulatory functions of the TAP TSI, ERA has submitted to the TSGA on 13/02/2018 a questionnaire by email to get the information about the current implementation status of these functions. Deadline for the report was set on 01/03/2018. On 26/03/2018 the TSGA sent back to ERA the questionnaire with the current status of the implementation of the regulatory functions. The current status of the implementation is shown in the Figure 6: Implementation progress of the TAP TSI regulatory functions. This project plan has been provided by the TSGA with the responses of the questionnaire, within the frame of 2nd reporting session.

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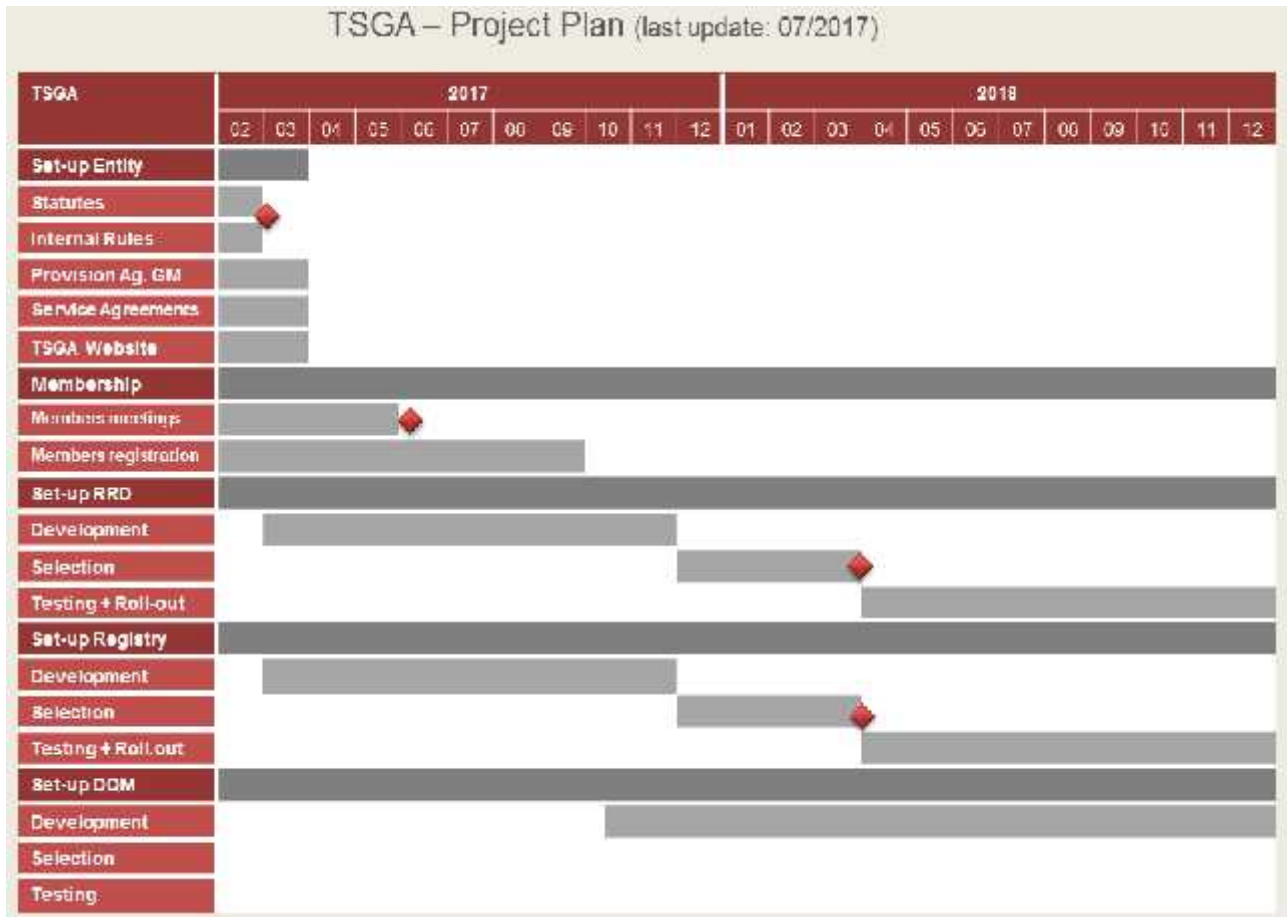


Figure 6: Implementation progress of the TAP TSI regulatory functions.

The analysis shows, that the implementation of all regulatory functions (governance, architecture, common services) of the TAP TSI is significantly delayed. The following table shows the delays of the above mentioned services in detail:

Table 6: Table of current delay for the TAP TSI regulatory functions.

Milestone	Planned date	Actual (planned) date	Delay
Republished TAF and TAP TSI regulation	31/03/2013	11/12/2013	9 months
TSI entity formed	30/09/2013	31/12/2016	3 years, 3 months
Common services delivered	30/09/2014	01/12/2018	4 years, 2 months

The publication of the legislation has been delayed by 9 months. The reason for that delay was that the approval process of the revised legislation took longer than expected during the TAP TSI phase one.

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The table shows furthermore that there has been a delay of 3 year and 3 months for the setup of the TSI entity. The statutes of the TSGA have been signed on 01/12/2016, so the TSGA is formed. Furthermore the report provided by TSGA team shows, that the implementation of the governance has been finalised and the TSGA is established, staffed and operational.

The progress of the implementation of the functions of the TAP TSI architecture (retail reference database, TAP TSI registry, data quality tool) has been provided on a high level basis with the additional risk. None of the functions has been implemented so far. The Table 7: Milestones for TAP TSI regulatory functions shows the current implementation status of the regulatory functions for the TAP TSI.

Table 7: Milestones for TAP TSI regulatory functions (as of 26/03/2018)

<i>Milestone</i>	<i>Planned date</i>	<i>Actual (planned) date</i>	<i>Delay</i>	<i>Degree of fulfilment</i>
Setup of the TSGA	30/09/2013	31/12/2016	3 years, 3 months	100%
Setup of the Retail reference database	01/10/2014	01/12/2018	4 years, 2 months	50 %
Setup of the TAP TSI registry	01/10/2014	01/12/2018	4 years, 2 months	50 %
Setup of the Data quality tool	01/10/2014	01/12/2018	4 years, 2 months	25 %

Implementation progress:

- The TSGA has been set-up and it is operational
- The implementation progress for the setup of the retail reference database has been declared with a grade of implementation of 50 %. This means that the TSGA is already at the stage of the planning and the project development of the retail reference database. However, the TSGA addressed several issues for the setup of the database:
 - o specific expertise
 - o delivery time after assignment
- The implementation progress for the setup of the TAP TSI registry has been declared with a grade of implementation of 50 %. This means that the TSGA is already at the stage of the planning and the project development of the TAP TSI registry. However the TSGA addressed several issues for the setup of the TAP TSI registry:
 - o specific expertise
 - o delivery time after assignment
- The implementation progress for the setup of the data quality tool has been declared with a grade of implementation of 50 %. This means that the TSGA is already at the stage of the planning and the project development of the data quality tool. However the TSGA addressed several issues for the setup of the database:
 - o specific expertise
 - o delivery time after assignment

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4.2 Implementation of the functions according to the original consolidated TAP TSI Master Plan

The milestones for the TAP TSI consolidated Master Plan for the implementation of the individual functions of the TAP TSI is shown in Figure 7: TAP TSI Master Plan for the retail functions

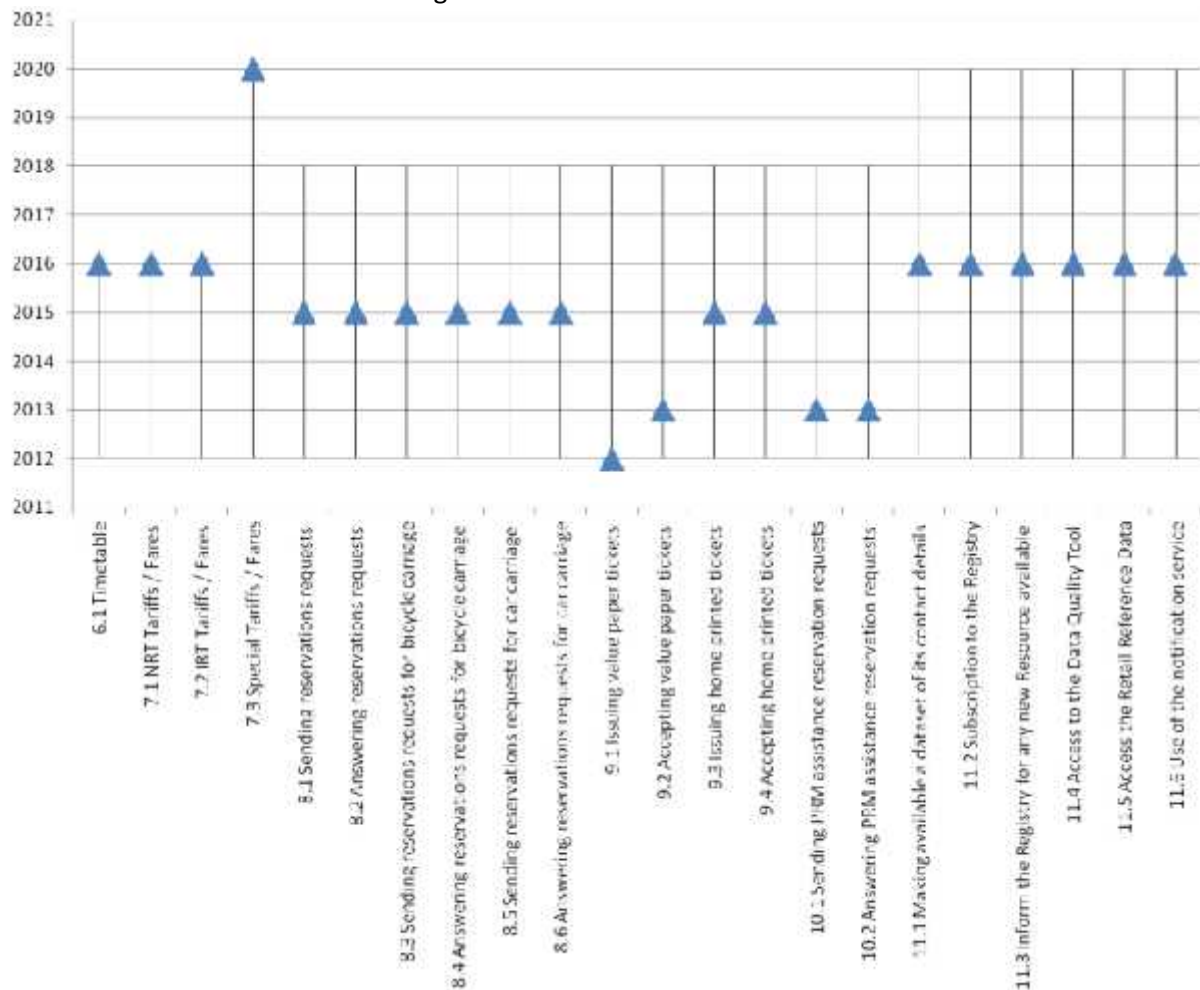


Figure 7: TAP TSI Master Plan for the retail functions

4.2.1 Process for the questionnaire

For the collection of the progress report for the implementation of the TAP TSI retail functions ERA has drafted a questionnaire, based on the decisions in the TAP TSI co-operation group on 17 October 2017. The calendar for the data collection and analysis has been agreed in this meeting and it was done as follows:

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Table 8: Reporting schedule for TAP TSI basic parameters (3rd reporting)

#	Step	Date
1	ERA/CSG/ETTSA triggers 2 nd reporting session	26.12.2017.
2	Opening CSG tool *) or ETTSA tool for reporting	02.01.2018.-26.01.2018.
3	Analysing data for report	27.01.2018.-27.02.2018.
4	Preparing CSG or ETTSA/ECTAA report	16.02.2018.-27.02.2018.
5	Harmonising analysis	t.b.c.
6	Approving report	28.02.2018.
7	Presenting TAP TSI implementation report at ERA co-operation group	13.03.2018.
8	Publishing implementation report	t.b.c.

In the meeting of the TAP TSI co-operation group on 17th October 2017 it has been agreed to report about the following TAP TSI retail basic parameters as described in Table 4: TAP TSI retail functions of the 3rd reporting session. This comprises:

- Sending request to agreed RU`s in B5 format
- Answering reservation requests from agreed RU`s and agreed 3rd parties in B5 format
- Sending reservation requests for bicycle carriage to agreed RU`s in B5 format
- Answering reservation requests for bicycle carriage from agreed RU`s and agreed 3rd parties in B5 format
- Sending reservation requests for car carriage to agreed RU`s in B5 format
- Answering reservation requests for car carriage from agreed RU`s and agreed 3rd parties in B5 format
- Issuing value paper tickets for international and foreign sales in B6 format
- Accepting value paper tickets for international and foreign sales in B6 format
- Issuing home printed tickets for international and foreign sales in B7 format
- Accepting home printed tickets for international and foreign sales in B7 format
- Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format
- Answering PRM assistance reservation requests via IT-communication from agreed RU`s and agreed 3rd parties in B10 format
- Exchange of timetable data in B4 format
- Exchange of NRT tariff/fare data in B1 format
- Exchange of IRT tariff/fare data in B2 format
- Exchange of special tariff/fare data in B3 format (this BP has not been agreed in the TAP TSI co-operation group, but collected voluntarily by CSG)

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4.2.2 Results of the reporting for the TAP TSI retail basic parameters to be implemented by railway undertakings

The following chapter shows the results of the analysis of the data reported by the railway undertakings concerning the implementation of the TAP TSI retail basic parameters.

This 3rd reporting introduced the weighting factor based on *passengerkm* to secure better view of the status of the TAP implementation across Europe. The weighting factor has been calculated through the 2015 public service obligation market share data per company in each country and the *passengerkm* per country (source of data: European Commission – Statistical Pocketbook 2017).

For the report, 217 personal invitations in total were sent by the Common Support Group. 186 companies received invitation. Out of previous numbers, for 28 other registered (known) companies invitations were not sent because no contact data has been provided for those companies. The following diagram shows the answer rate of the questionnaire.

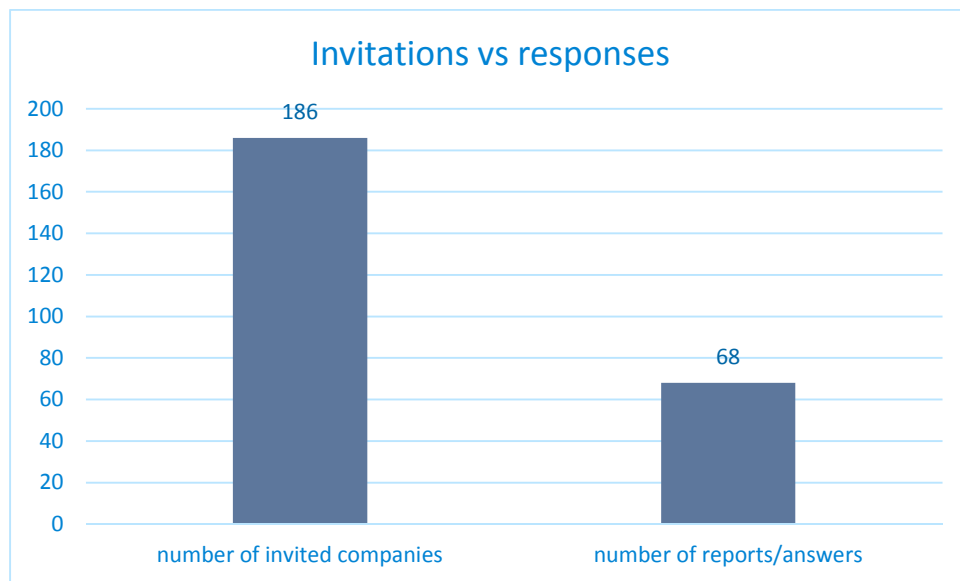


Figure 8: Number of invitations sent and responses

The following diagram shows the distribution of answers concerning the request in the member states of EU. The railway undertakings from 18 countries (17 member states plus Switzerland) have submitted their responses to the implementation progress of the TAP TSI retail basic parameters.

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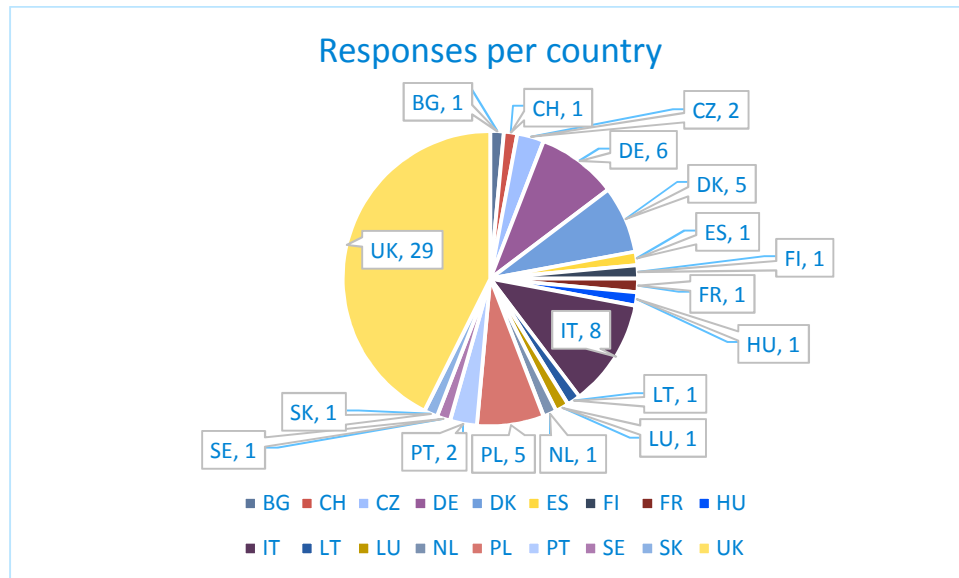


Figure 9: Number of answering railway undertakings per country

The following diagram shows the distribution of the invitations and the answers received per country (EU member states + Switzerland).

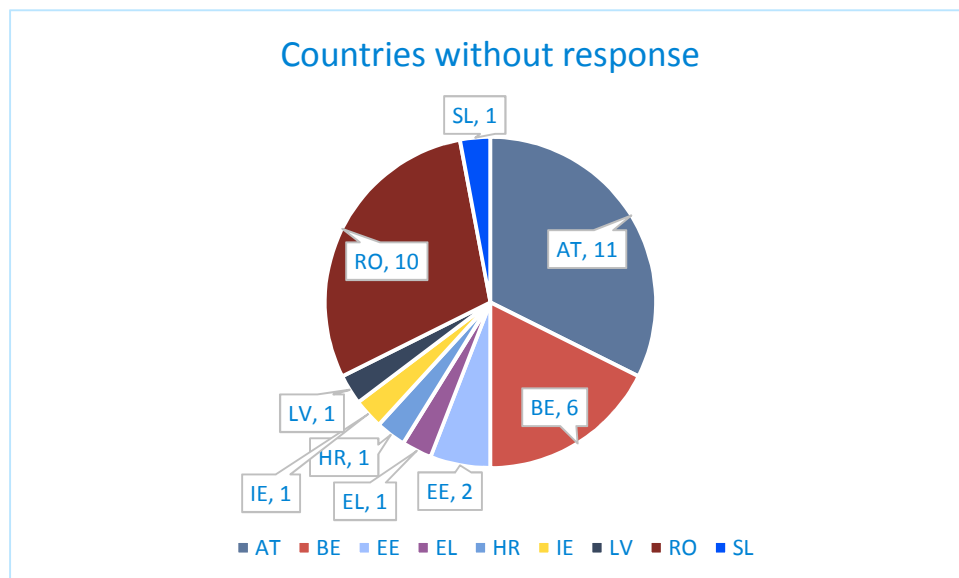


Figure 10: Countries without response with numbers of invited companies (including RUs with no contact data provided)

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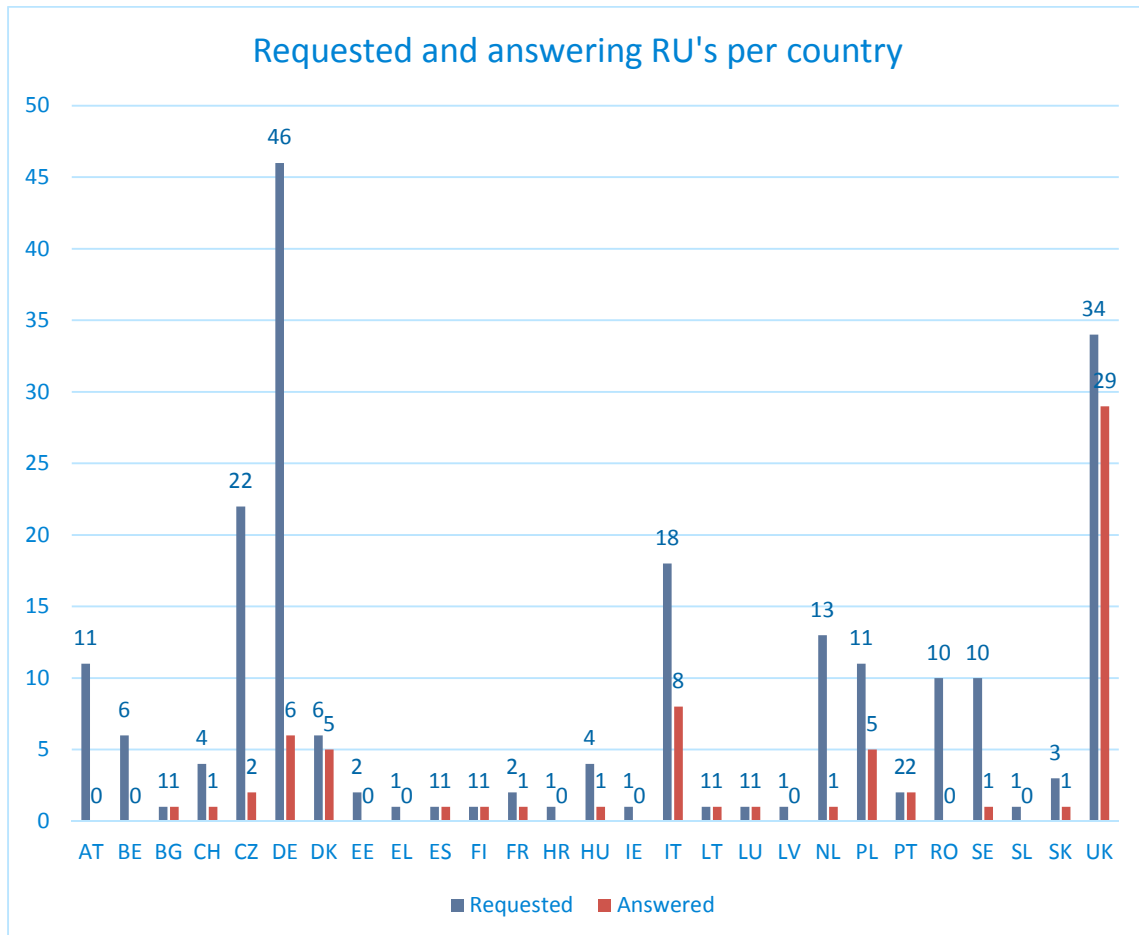


Figure 11: Invitations and responses per country (including RUs with no contact data provided)

Although 3rd reporting session resulted with 8 responses more than 2nd report responses, there is just slight increase in overall answer rate (34,88% from 2nd report vs 36,56% from 3rd report). The overall number of responses and overall answer rate should be improved by focusing on the member states which did not provide any feedback on invitation or did not provide any RU contact data.

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4.2.2.1 Sending reservation requests from agreed RU's and agreed 3rd parties in B5 format

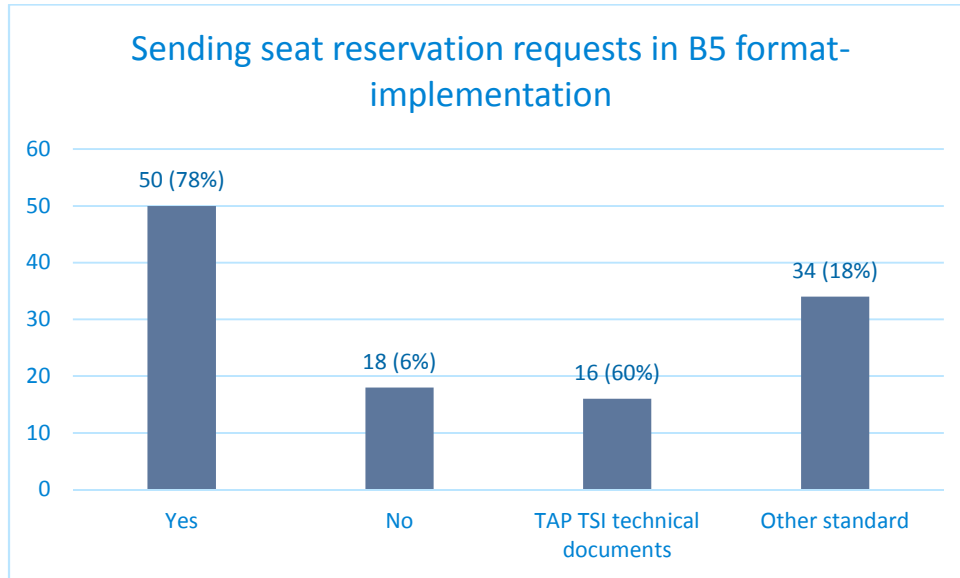


Figure 12: Sending seat reservation requests in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

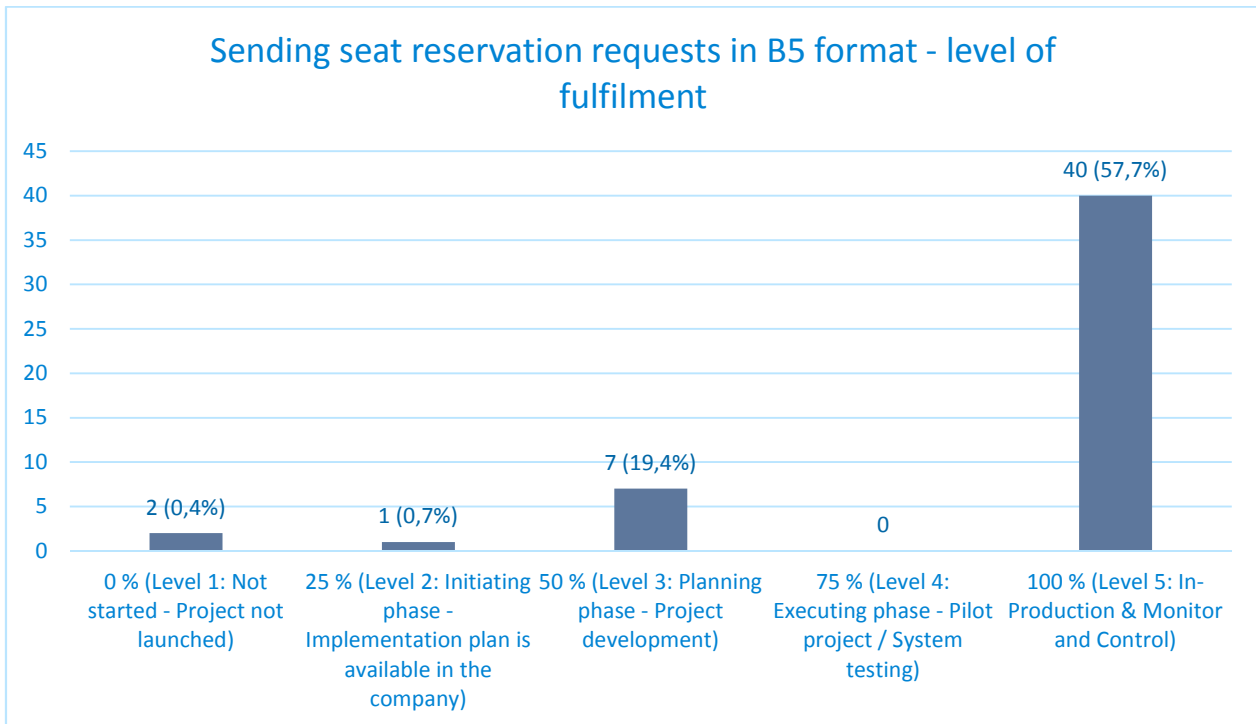
50 companies confirmed, that they are subject to implement this basic parameter. Companies not subject to the implementation of this basic parameter stated, that they either have no seat reservation system at all (e.g. for local traffic operation only) or they are using direct links to the systems of those other railway undertakings for seat reservation.

The implementation of the sending seat reservation request by other standards is mainly driven by UK, where 29 RU's are using other standards than TAP TSI.

Company name:	Country	Explanations of the reason not to be subject to implement the function:
Transporto Passeggeri Emilia Romagna	IT	The service isn't bookable
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not provide seat reservation in Koleje Mazowieckie trains
Hector Rail AD	SI	We are only providing traction (trams)
Koleje Śląskie Spółka z o.o. FERROVE DEL CARCANO	PL IT	No reservation due to the nature of transport. The company does not provide service with seat reservation CFL uses the ENe distribution system (SNCF/NS/CFL/DSB) for international retail. CFL doesn't have a proper Reservation and ticketing retail system.
CFR	RO	In addition, CFR's implementation need will always be aligned to the ENe's TAP TSI implementation level
Endke Kolej Aglomeracyjna Sp. z o.o.	PL	Endke Kolej Aglomeracyjna Sp. z o.o. doesn't have a ticket booking system.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not sell tickets in connection with other RUs. we are a suburban railway company, without reservations of seats/berths, and with a contactless ticket system
Feragus, S.A.	PT	We offer only regional and cross-border rail links (non reservation tickets). We sell the "4RP Internally" Company tickets based on agency agreement
Koleje Dolnośląskie S.A.	PL	Ticketing is subcontracted to other company
Transporto Ferrovie Toscane SpA	IT	Ticketing is subcontracted to other company
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM does not book seats on its trains.
Leo Express	CZ	we do not have information on how this will work
SAD - Trasporto Locale SpA	IT	not within our competence
Loketlog	UK	Is not offering seat reservation
Nordjyske Jernbaner	DK	Is not offering seat reservation
Midijske železnice	DK	Is not offering seat reservation
JGC „Lithuanian Railways“	LT	Lithuanian railways is using third party ticketing and seat reservation system.

Figure 13: Sending seat reservation requests in B5 format: reasons for not being subject of implementation

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**Figure 14: Sending seat reservation requests in B5 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]**

The implementation status of the function “Sending reservation requests” is low, taking into account number of companies. Taking into account the amount of 29 UK based companies implementing the seat reservation by their own domestic standard, only 11 companies have implemented the function and in all cases this are the incumbent railway undertakings.

However, taking into account market shares of companies, the implementation level looks better than observing just absolute number of companies. 78% of European railway market declared to be subject of implementation and 60% are part of implementation process according to TAP TSI standards.

Most of the other companies are not offering seat reservations for their trains (e.g. regional trains) and have therefore not implemented a reservation system including the reservation request in their distribution systems. Some member states have agreed to use national industry specifications for requesting and responding to reservation requests, e.g. UK, not using TAP TSI standards.

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Risks reported:

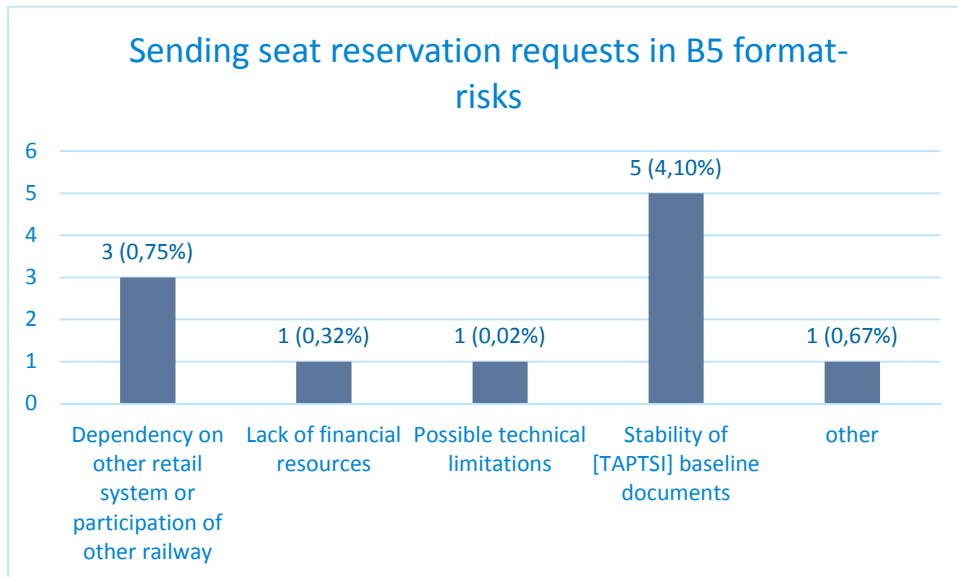


Figure 15: Sending seat reservation requests in B5 format – risks
[number of responses (% based on European passenger per km factor)]

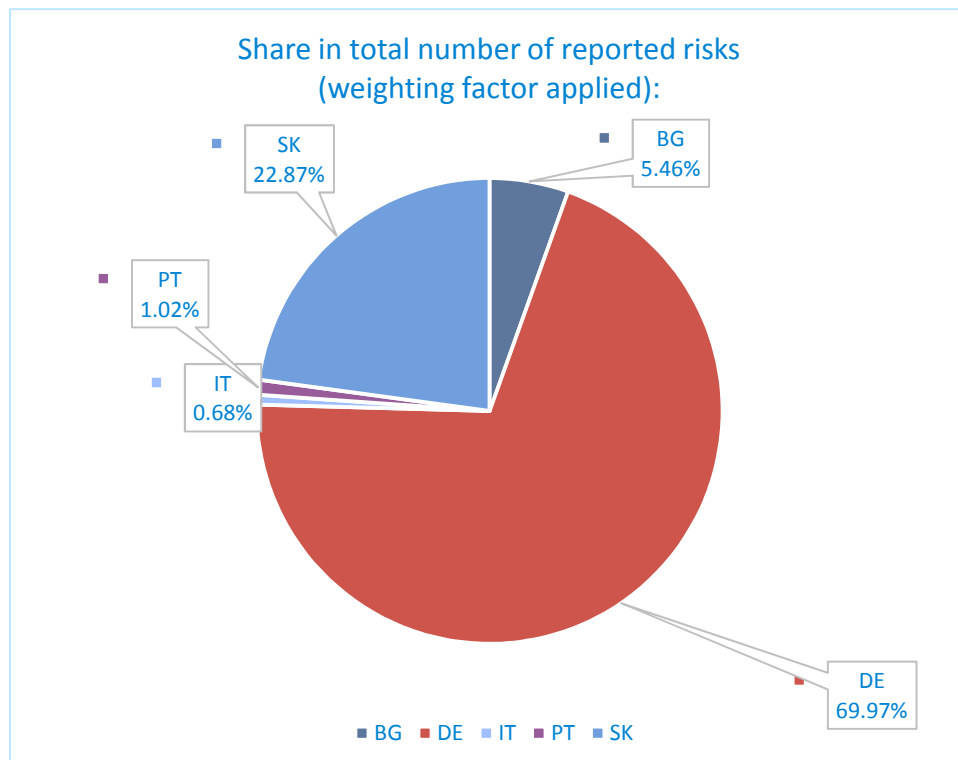


Figure 16: Sending seat reservation requests in B5 format - Share in total number of reported risks per country

The main risks seen by the implementers was the stability of the TAP TSI baseline documents and the dependency on other retail systems. The risk “Other” was reported as “Procurement issue”.

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Issues reported:

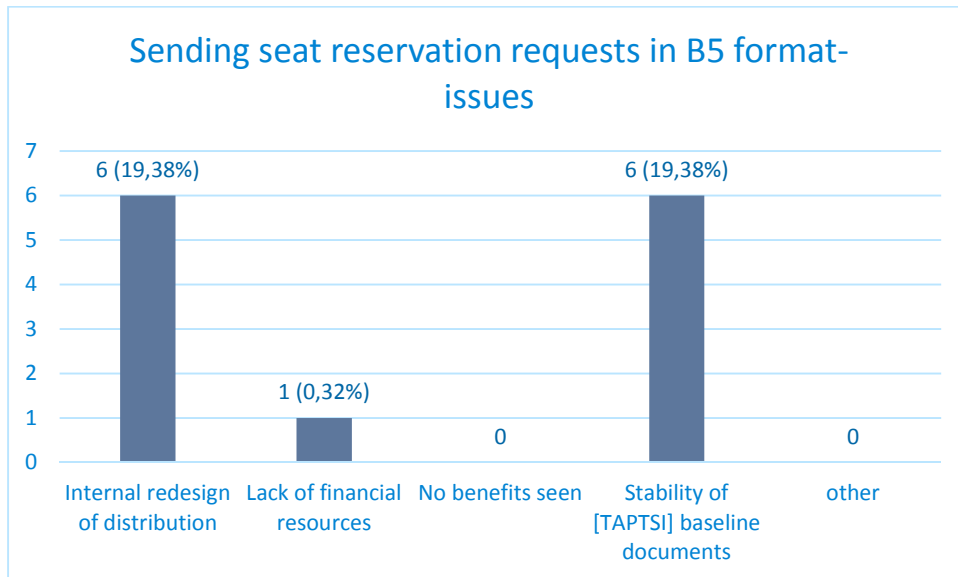


Figure 17: Sending seat reservation requests in B5 format – issues
[number of responses (% based on European passenger per km factor)]

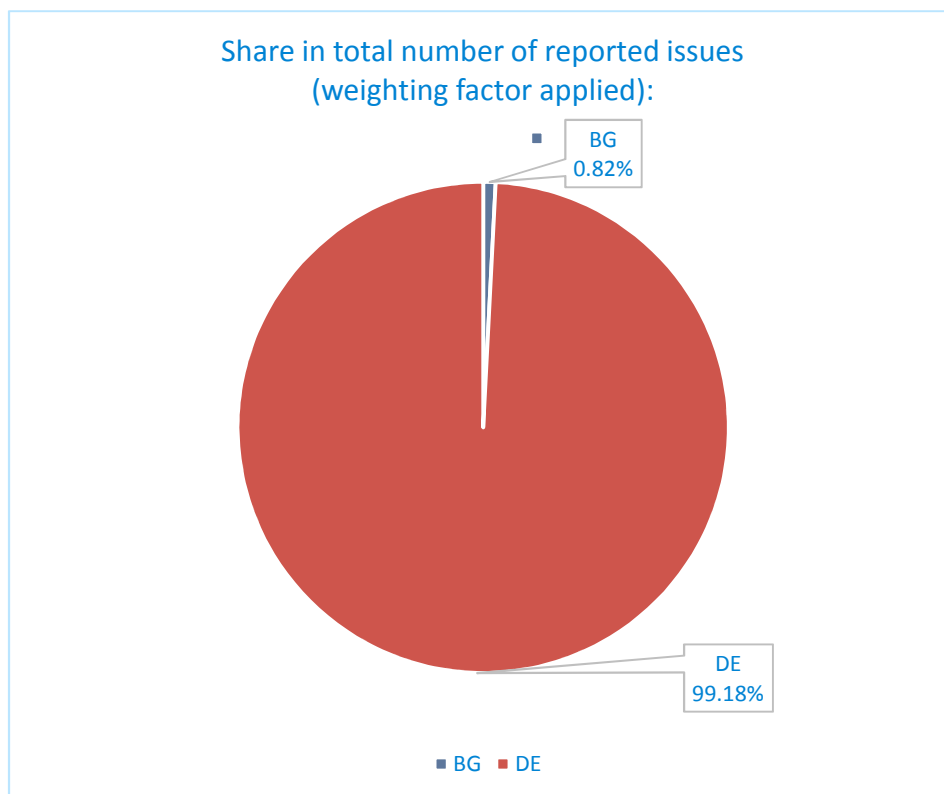
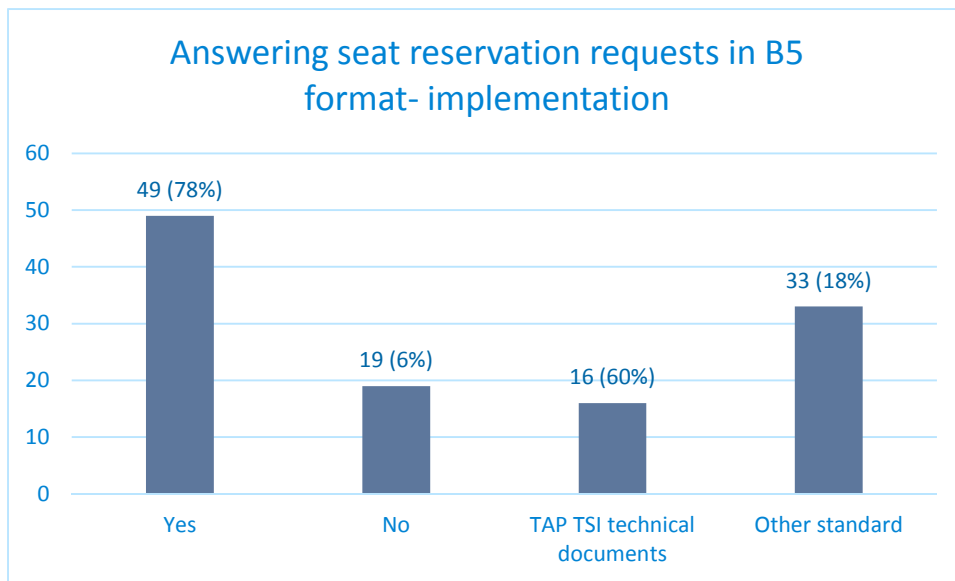


Figure 18: Sending seat reservation requests in B5 format - Share in total number of reported issues per country

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The main issues seen by the implementers was the stability of the TAP TSI baseline documents and the internal redesign of the distribution systems.

4.2.2.2 Answering reservation requests from agreed RU`s and agreed 3rd parties in B5 format



**Figure 19: Answering seat reservation requests in B5 format: subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]**

49 companies reported that they are subject to implementation of this function. 16 out of them have implemented the function using TAP TSI standards. The implementation of the answering reservation request by other standards is mainly driven by UK, where 29 RU`s are using other standards than TAP TSI.

Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	the service isn't bookable
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not provide seat reservation in Koleje Mazowieckie trans.
Hector Rail AB	SE	We are only providing traction (locom)
Koleje Śląskie Spółka z o.o.	PL	No reservation due to the nature of transport.
FERRVIE DEL CARCANO	IT	The company does not provide service with seat reservation CFL uses the DeNa distribution system (GNOD/NS/CFL/DSD) for international retail. CFL doesn't have a proper Reservation and Ticketing retail system.
CFL	LU	Therefore, CFL's implementation level will always be aligned to the DeNa TAP TSI implementation level.
Lodzka Kolej Aglomeracyjna Sp. z o.o.	PL	Lódzka Kolej Aglomeracyjna Sp. z o.o. doesn't have a ticket booking system
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not sell tickets in connection with other RUs. we are a suburban railway company, without reservations of seats/batches, and with a contactless ticket system
Feragus, S.A.	PT	We offer only regional and cross-border rail links (non reservation tickets).
Koleje Dolnośląskie S.A.	PL	We sell the "PKP Intercity" Company tickets based on agency agreement.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company.
GYSCEV Zrt.	HU	No technical background.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM does not book seats on its trans.
Iran Express	CZ	we do not have information on how this will work
RAI - Trasporto Locale SpA	IT	not within our competence
Lokalring	DK	is not offering seat reservation
Nordjyske Jernbaner	DK	Not offering seat reservation
Midijske	DK	is not offering seat reservation
IRG 'Istanbul Railways'	IT	Istanbul railways is using third party ticketing and seat reservation system

Figure 20: Answering seat reservation requests in B5 format: reasons for not being subject of implementation

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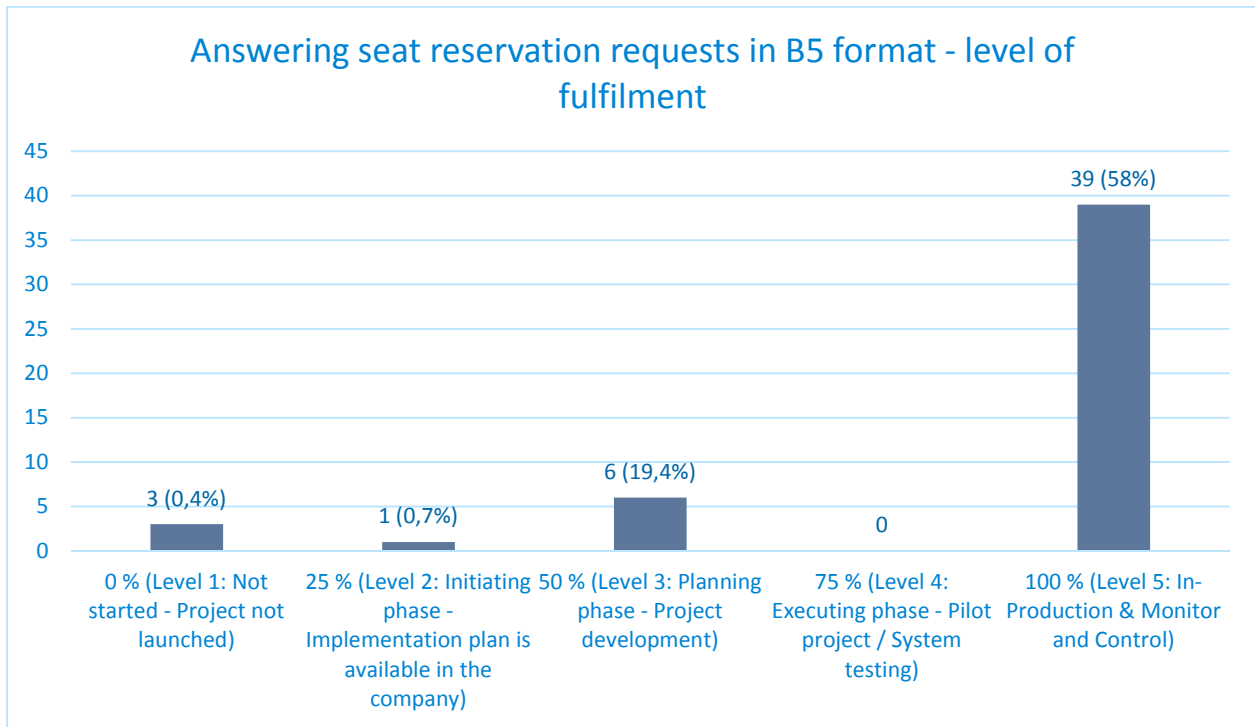


Figure 21: Answering seat reservation requests in B5 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

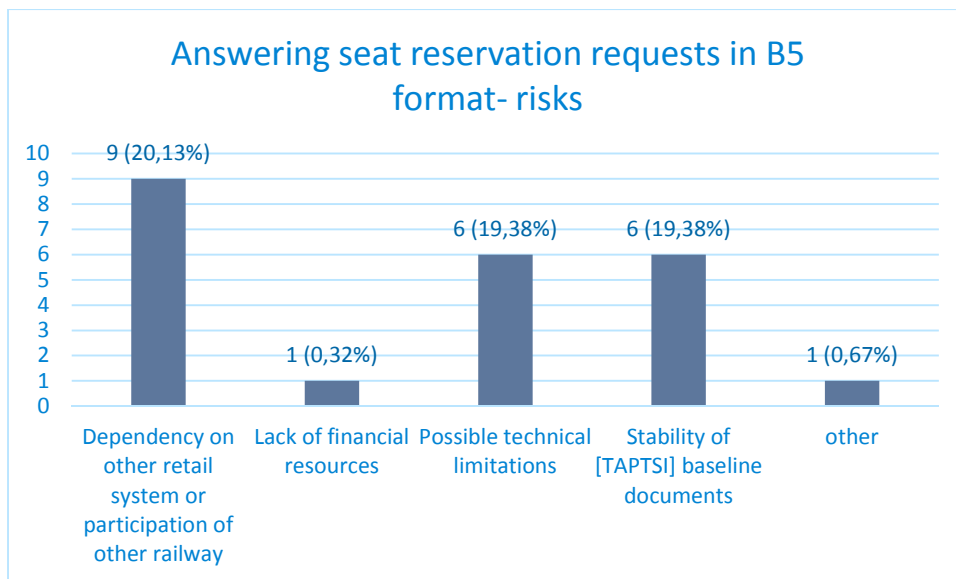


Figure 22: Answering seat reservation requests in B5 format – risks
[number of responses (% based on European passenger per km factor)]

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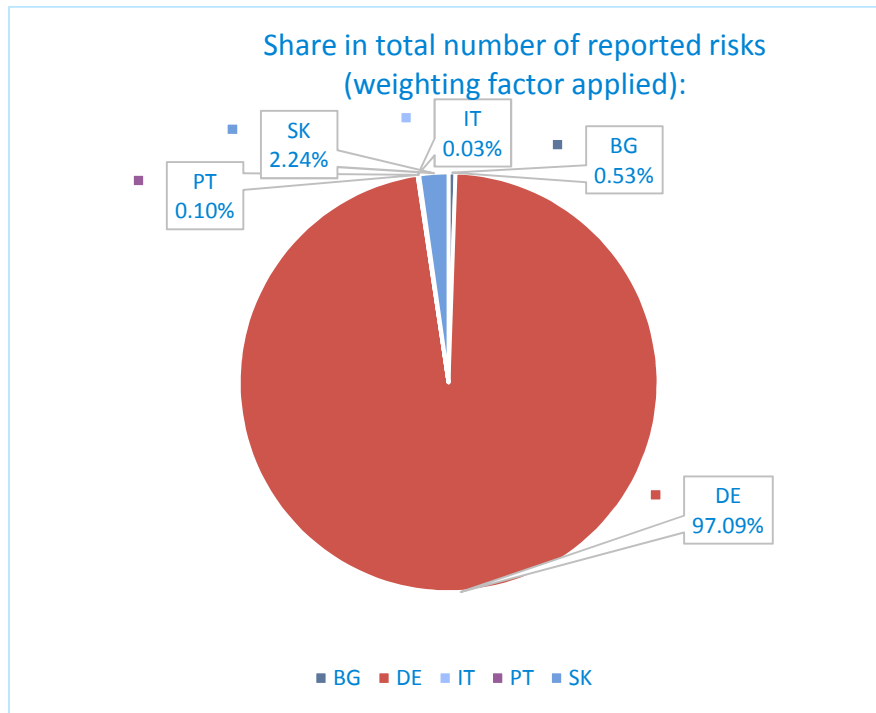


Figure 23: Answering seat reservation requests in B5 format - Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “Answering seat reservation request” are the dependency on other reservation systems, the possible technical limitations and the stability of the TAP TSI baseline. Further risks, such as lack of financial resources, are minor ones.

Issues reported:

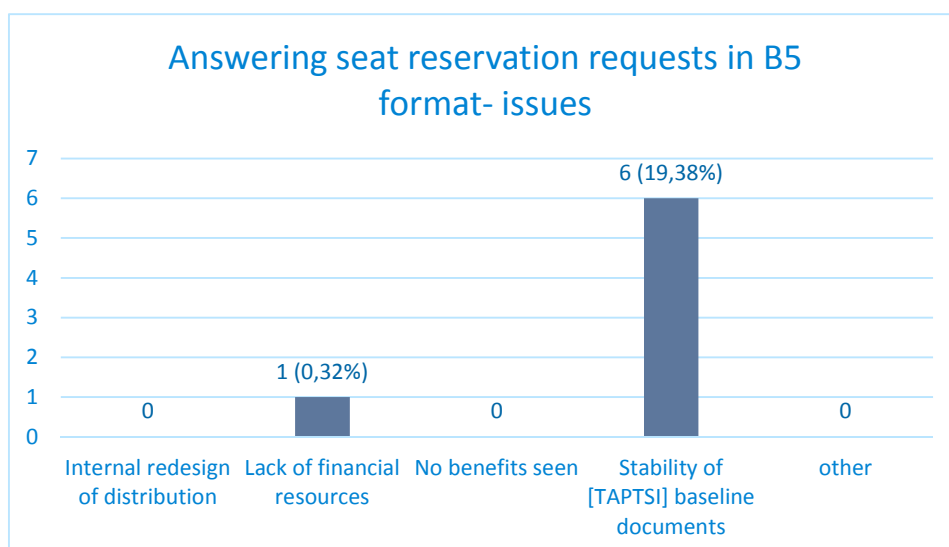


Figure 24: Answering seat reservation requests in B5 format – issues
[number of responses (% based on European passenger per km factor)]

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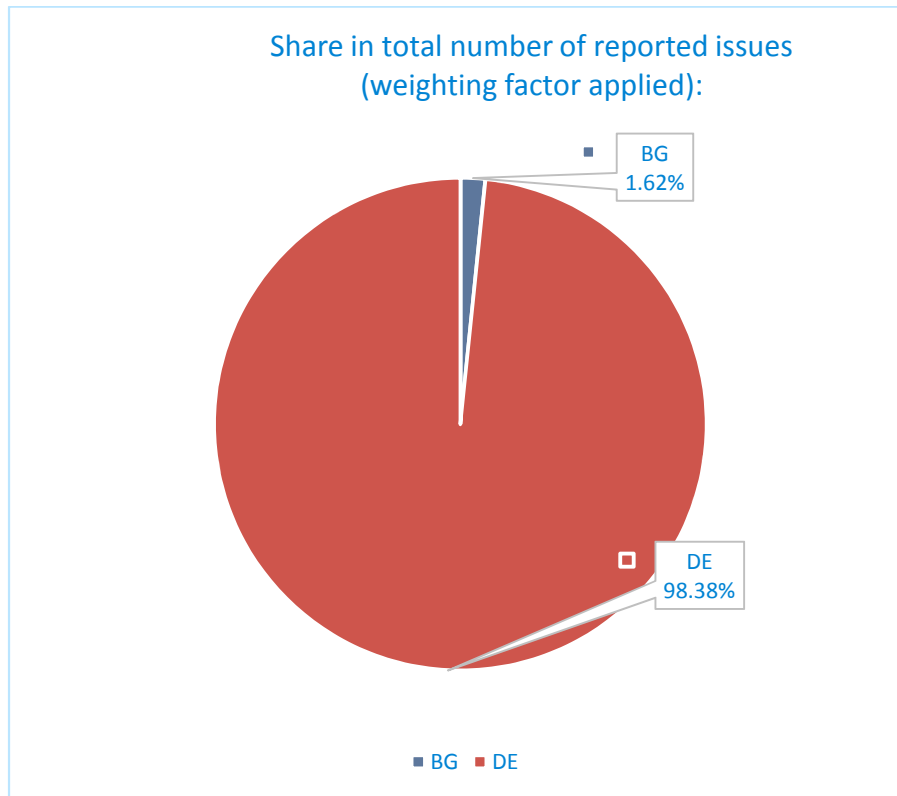


Figure 25: Answering seat reservation requests in B5 format: Share in total number of reported issues per country

The main issue of the implementation of the TAP TSI basic parameter “Answering seat reservation request” is the stability of the TAP TSI baseline.

The implementation status of the function “Answering reservation requests” for those companies is low, taking into account number of companies. Few companies have reported that they are subject to the implementation this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

Most of the other companies are not offering seat reservations in their trains and do not implement therefore the function to answer to reservation messages. Furthermore some member states, e.g. UK, have agreed to use national industry specifications for requesting and responding to reservation requests.

However, taking into account market shares of companies, the implementation level looks better than observing just absolute number of companies. 78% of European railway market declared to be subject of implementation and 60% are part of implementation process according to TAP TSI standards.

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4.2.2.3 Sending reservation requests for bicycle carriage to agreed RU's in B5 format

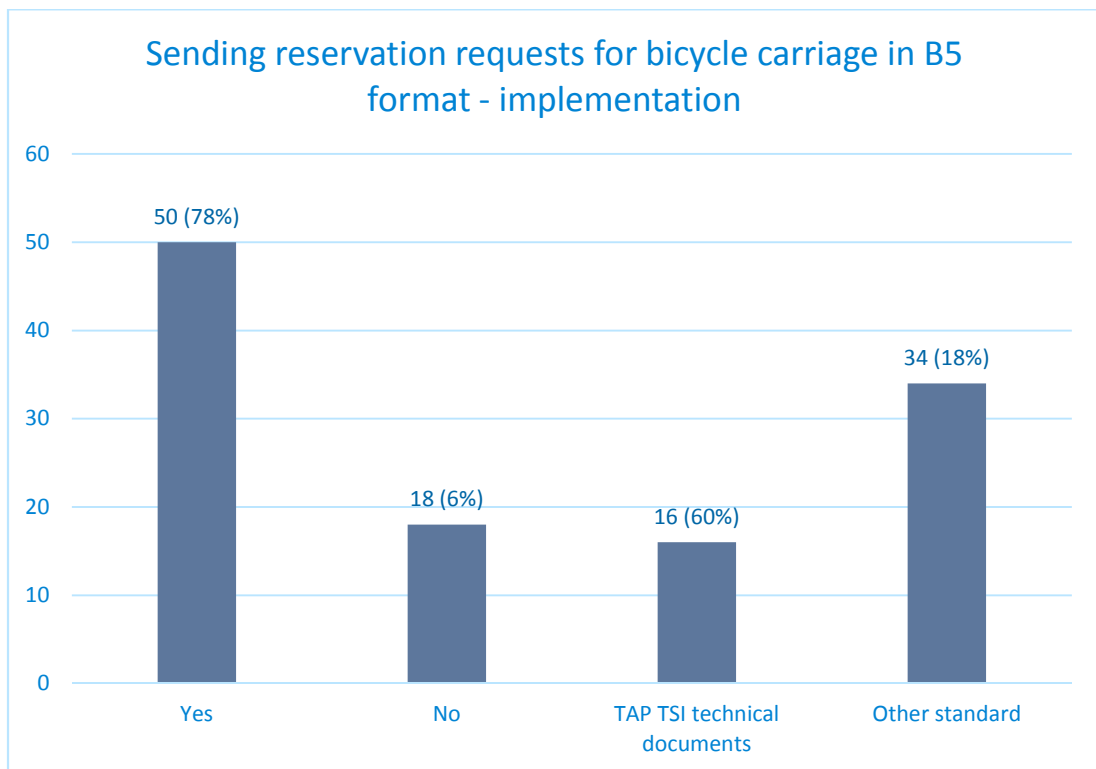


Figure 26: Sending reservation requests for bicycle carriage in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

50 companies confirmed, that they are subject to implement this basic parameter. Companies not subject to the implementation of this basic parameter stated, that they either have no seat reservation system at all (e.g. for local traffic operation only) or they are using direct links to the systems of those other railway undertakings for seat reservation.

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Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	The service isn't bookable
Koleje Mazowieckie - KM sp. z o.o.	PL	Koleje Mazowieckie does not provide reservation for bicycle carriage.
Hector Rail AD	GR	In Koleje Mazowieckie trains there are at least 2 carriage with special place for bicycle.
Koleje Śląskie Spółka z o.o.	PL	We are only providing tractor (locom)
	PL	No reservation due to the nature of transport.
GFI	IT	GFI uses the Delta distribution system (SMODMS/GFI/DSD) for international routes GFI doesn't have a proper Reservation and Ticketing retail system
Ferdia Kaly Avhomenayra Sp. z o.o.	PL	Therefore, GFI's implementation level will always be aligned to the EU's TAP TSI implementation level
VR Group	FI	Ferdia Kaly Avhomenayra Sp. z o.o. doesn't have a ticket booking system
Italo - Nuovo trasporto viaggiatori S.p.A.	IT	In currently used standards in Finland Russia there is no sending requests for bicycle carriage.
Feragus S.A.	IT	Italo S.p.A. does not provide or accept reservations for bicycle transport.
Koleje Dolnośląskie S.A.	PL	we are a suburban railway company, without reservations, and with a contactless ticket system
Trasporto Ferroviario Toscano SpA	IT	We offer only regional and cross-border rail links (non reservation tickets).
PKP Szybko Kolej Miejska w Trójmieście Sp. z o.o.	PL	Ticketing is subcontracted to other company
Leu France	FR	At the moment, the sale of bookings of other RU-P's takes place only at ticket offices based on software used by their RU-P's
SMB - transporto locale SpA	IT	we do not have information on how this will work
Lokaltog	DK	not within our competence
Nordjyske Jernbaner	DK	Is not offering bicycle reservation
Midtjyske	DK	Is not offering reservation for bicycles
JSC „Lithuanian Railways“	LT	Is not offering bicycle reservation
	LT	For domestic routes passengers might reserve bicycle places on ticketing web site
	LT	For international routes Lithuanian railways do not reserve bicycle places according to SCIC-EWT rules.

Figure 27: Sending reservation requests for bicycle carriage in B5 format: reasons for not being subject of implementation

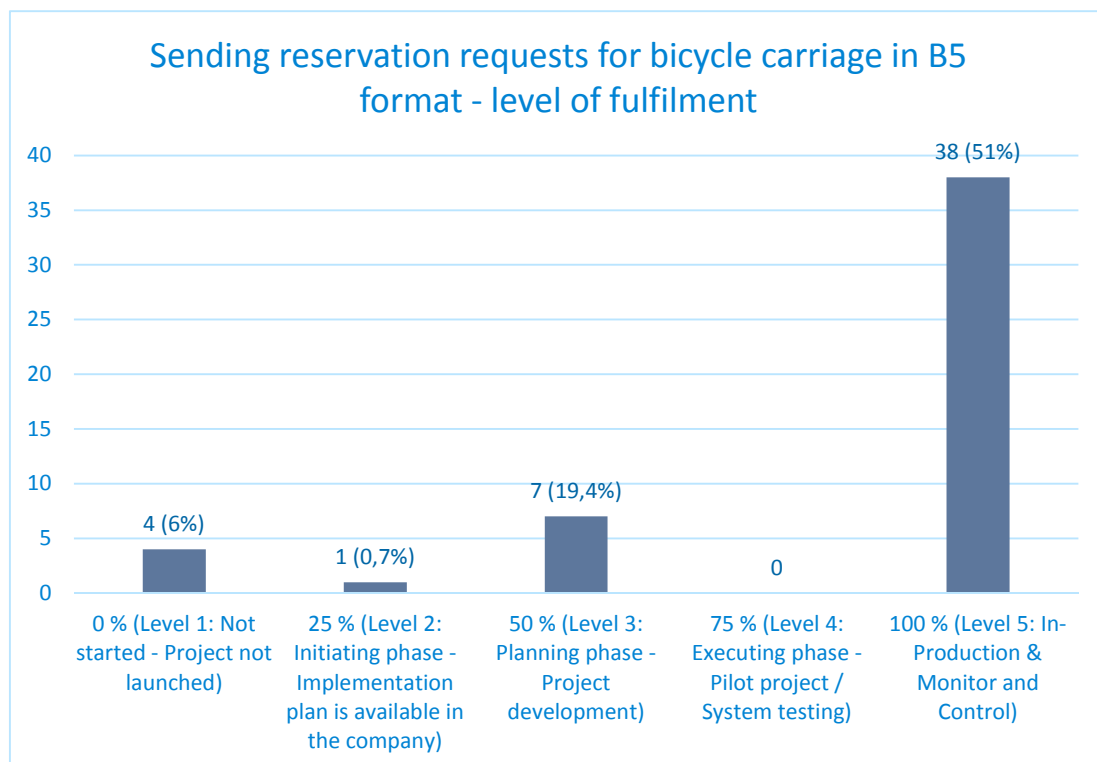


Figure 28: Sending reservation requests for bicycle carriage in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]

The implementation of the answering reservation request for bicycle carriage by other standards is mainly driven by UK, where 29 RU's responded that they are using other standards than TAP TSI.

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Risks reported:

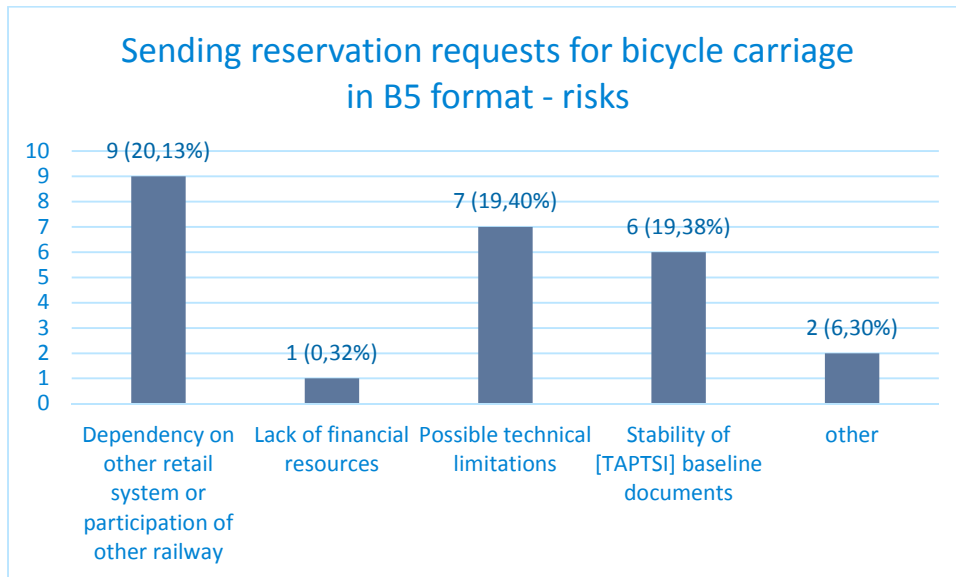


Figure 29: Sending reservation requests for bicycle carriage in B5 format: risks
[number of responses (% based on European passenger per km factor)]

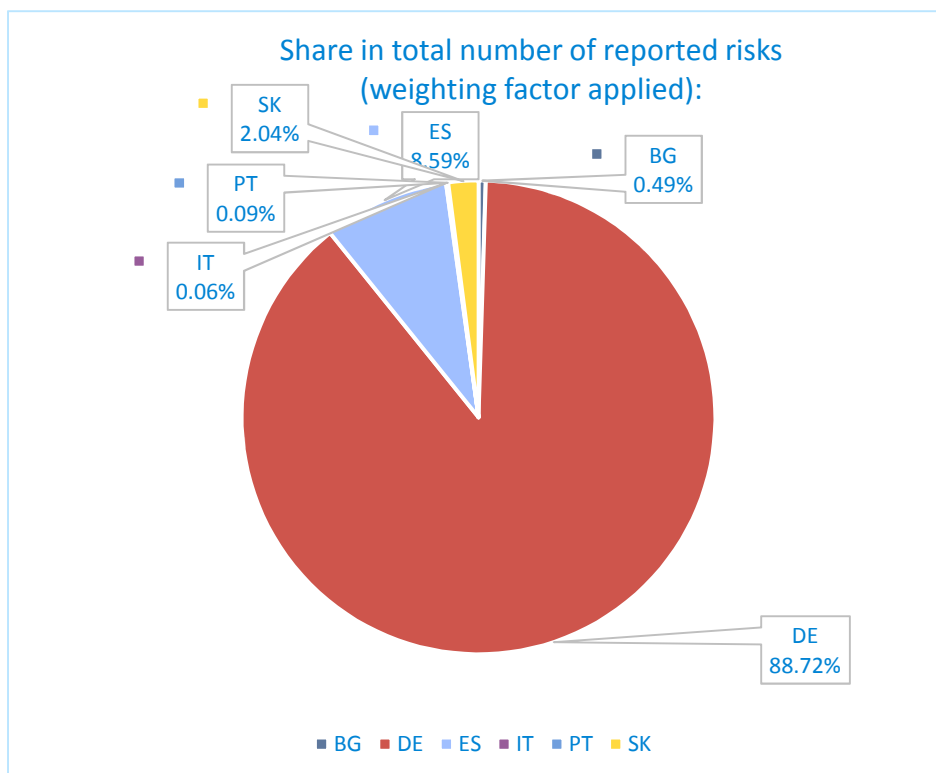


Figure 30: Sending reservation requests for bicycle carriage in B5 format: Share in total number of reported risks per country

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Issues reported:

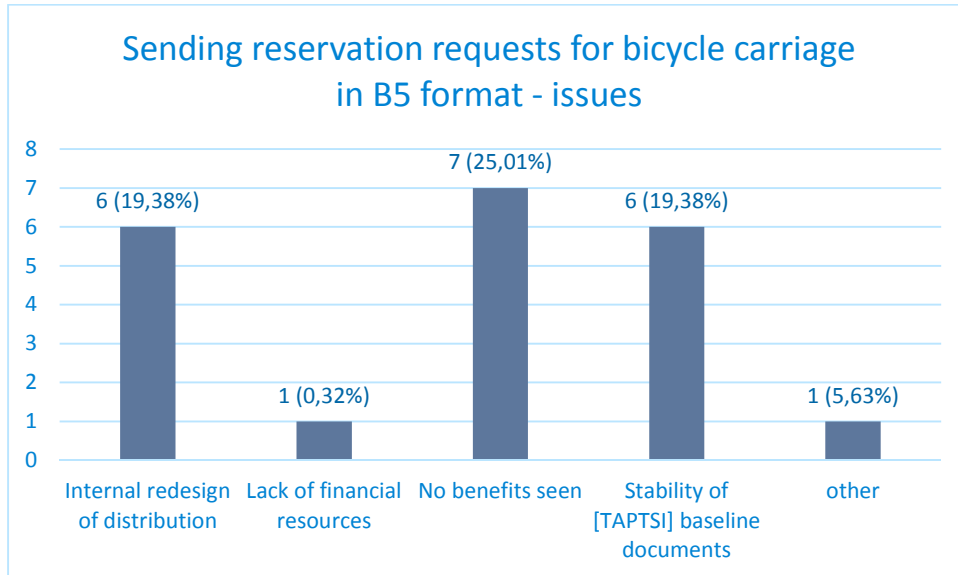


Figure 31: Sending reservation requests for bicycle carriage in B5 format: issues
[number of responses (% based on European passenger per km factor)]

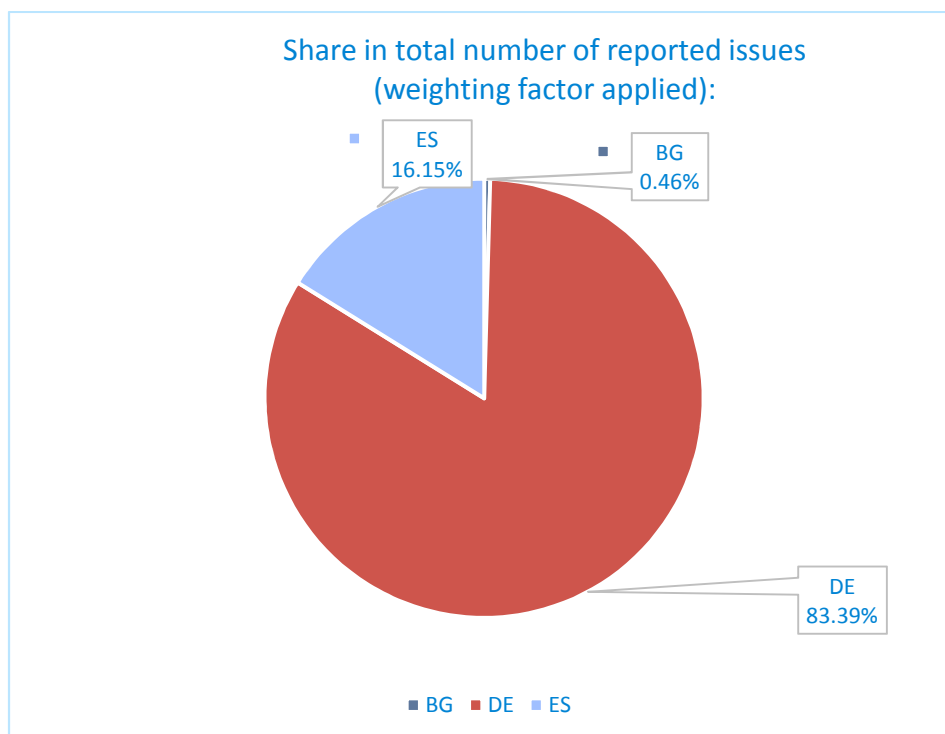


Figure 32: Sending reservation requests for bicycle carriage in B5 format: Share in total number of reported issues per country

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The implementation status of the function “Sending reservation requests for bicycle carriage” is low, taking into account number of companies. Few companies have reported that they are subject to the implementation this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

However, taking into account market shares of companies, the implementation level looks better then observing just absolute number of companies. 78% of European railway market declared to be subject of implementation and 60% are part of implementation process according to TAP TSI standards.

Most of the other companies are not offering bike reservations for their trains (e.g. regional trains) and have therefore not implemented a reservation system including the reservation request in their distribution systems. Some member states, e.g. UK, have agreed to use national industry specifications for requesting and responding to reservation requests.

4.2.2.4 Answering reservation requests for bicycle carriage from agreed RU's and agreed 3rd parties in B5 format

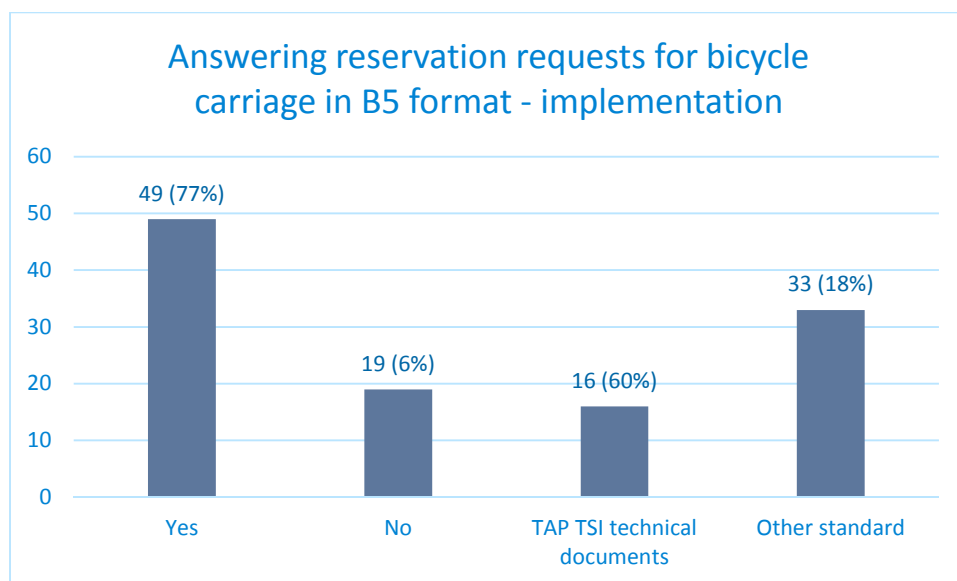


Figure 33: Answering reservation requests for bicycle carriage in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

49 companies confirmed, that they are subject to implement this basic parameter. Companies not subject to the implementation of this basic parameter stated, that they either have no seat reservation system at all (e.g. for local traffic operation only) or they are using direct links to the systems of those other railway undertakings for seat reservation. The implementation of the answering reservation request for bicycle carriage by other standards is mainly driven by UK, where 29 RU's are using other standards than TAP TSI.

Companies which declared not to be subject to the implementation provided the following reasons:

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Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Trasporti Passeggeri Emilia Romagna	IT	The service isn't bookable
Koleje Mazowieckie - KM sp. z o.o.	PL	Koleje Mazowieckie does not IT communication for sending of an availability/reservation answer for the carriage of bicycles.
Hecht Rail AG	DE	We are only providing traction (trains)
Koleje Śląskie Spółka z o.o.	PL	We are not subject to
CFI	IT	CFI uses the Delta distribution system (MCD/MSC/CFI/MSD) for international retail CFI doesn't have a proper Reservation and Ticketing retail system. Therefore, CFI's implementation level will always be aligned to the Delta TAP TSI implementation level
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o. doesn't have a ticket booking system
VR Group	FI	In currently used standards in Finland-Russia traffic there is no answering reservation requests for bicycle carriage.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not provide or accept reservations for bicycle transport.
Portugal S.A.	PT	We are a suburban railway company, without reservations of bicycles, and with a contactless ticket system
Koleje Dolnośląskie S.A.	PL	We offer only regional and cross-border rail links (=non reservation tickets). We are the "PKM intercity" company tickets based on agency agreement.
Trasporti Ferroviari Toscana SpA	IT	Ticketing is subcontracted to other company
UYSBY Zrt.	HU	There are no any relevant trains.
PKP Rybnik Kolej Miejska w Trójmieście	PL	PKP SKM has its own solution and does not plan to change it in the near future
Leo Express	CZ	We do not have information on how this will work
SAJ - Trasporti Locali SpA	IT	not within our competence
Lokaltoget	DK	is not offering bicycle reservation
Nordtyske Jernbaner	DK	Not offering reservation for bicycles
Midijske (copy of Lokaltoget)	DK	is not offering bicycle reservation
SC Lithuanian Railways	LT	For domestic routes passengers might reserve bicycle places on ticketing website For international routes Lithuanian railways do not eat/reserve bicycle places according to SDC EWT rules.

Figure 34: Answering reservation requests for bicycle carriage in B5 format: reasons for not being subject of implementation

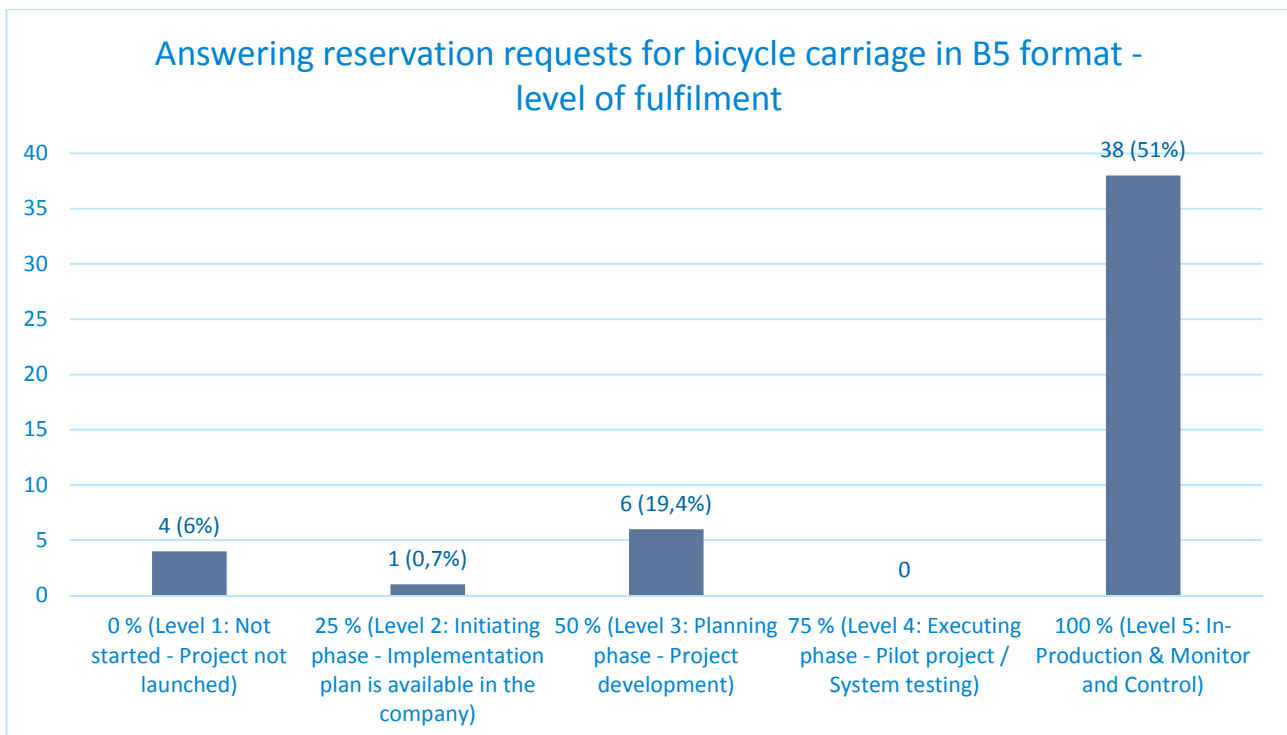


Figure 35: Answering reservation requests for bicycle carriage in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]

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Risks reported:

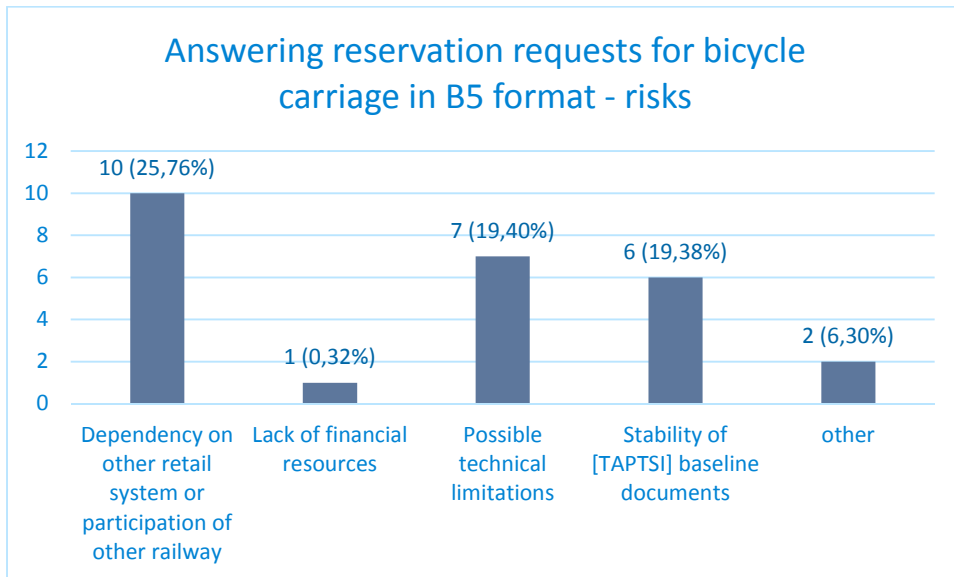


Figure 36: Answering reservation requests for bicycle carriage in B5 format: risks
[number of responses (% based on European passenger per km factor)]

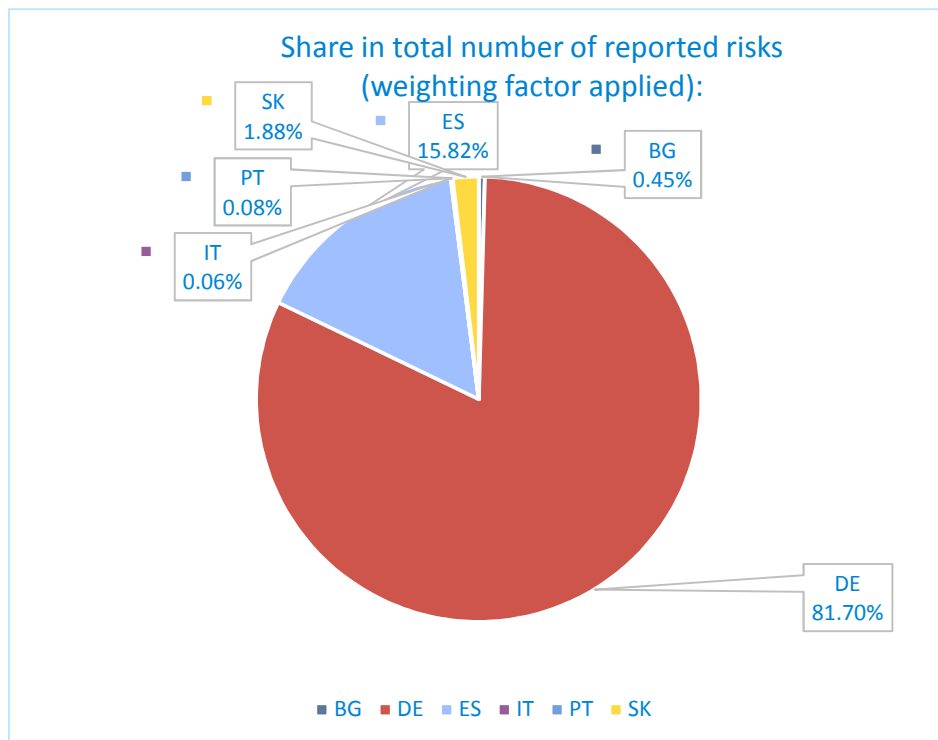


Figure 37: Answering reservation requests for bicycle carriage in B5 format: Share in total number of reported risks per country

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The main risks of the implementation of the TAP TSI basic parameter “Answering reservation request for bicycle carriage” are the dependency on other reservation systems, the possible technical limitations and the stability of the TAP TSI baseline. Further risks, such as lack of financial resources, are minor ones.

Issues reported:

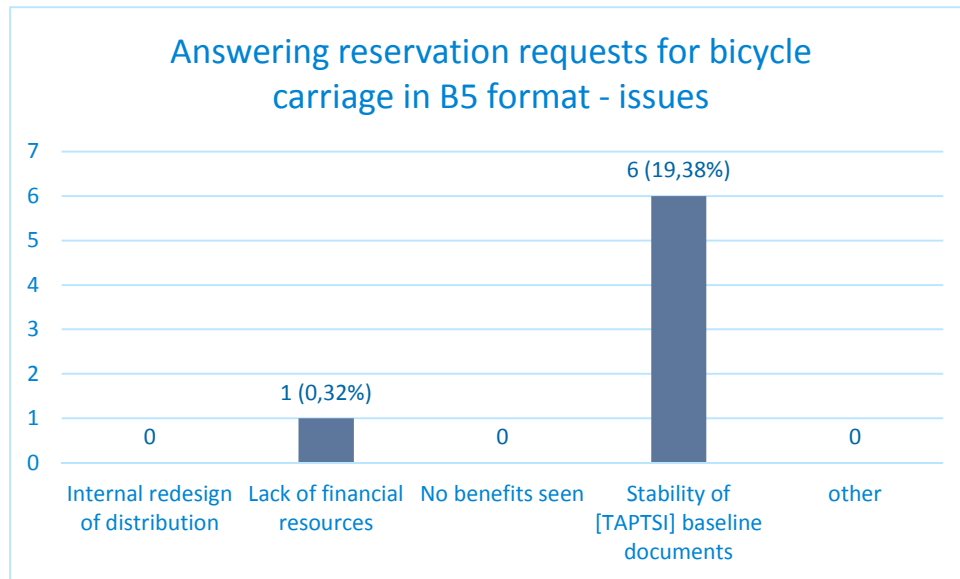


Figure 38: Answering reservation requests for bicycle carriage in B5 format: issues
[number of responses (% based on European passenger per km factor)]

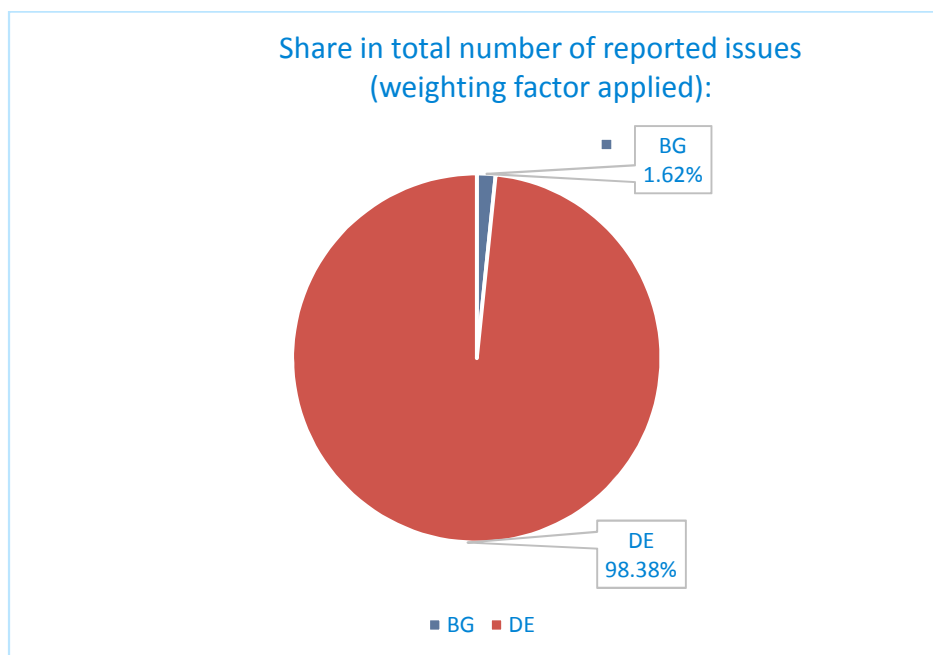


Figure 39: Answering reservation requests for bicycle carriage in B5 format: Share in total number of reported issues per country

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The main issue of the implementation of the TAP TSI basic parameter “Answering reservation request for bicycle” is the stability of the TAP TSI baseline.

The implementation status of the function “Answering reservation requests for bicycle carriage” is low, taking into account number of companies. Few companies have reported that they are subject to the implementation of this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

However, taking into account market shares of companies, the implementation level looks better than observing just absolute number of companies. 77% of European railway market declared to be subject of implementation and 60% are part of implementation process according to TAP TSI standards.

Most of the other companies are not offering seat reservations in their trains and do not implement therefore the function to answer to reservation messages. Furthermore some member states have agreed to use national industry specifications for requesting and responding to reservation requests.

4.2.2.5 Sending reservation requests for car carriage to agreed RU`s in B5 format

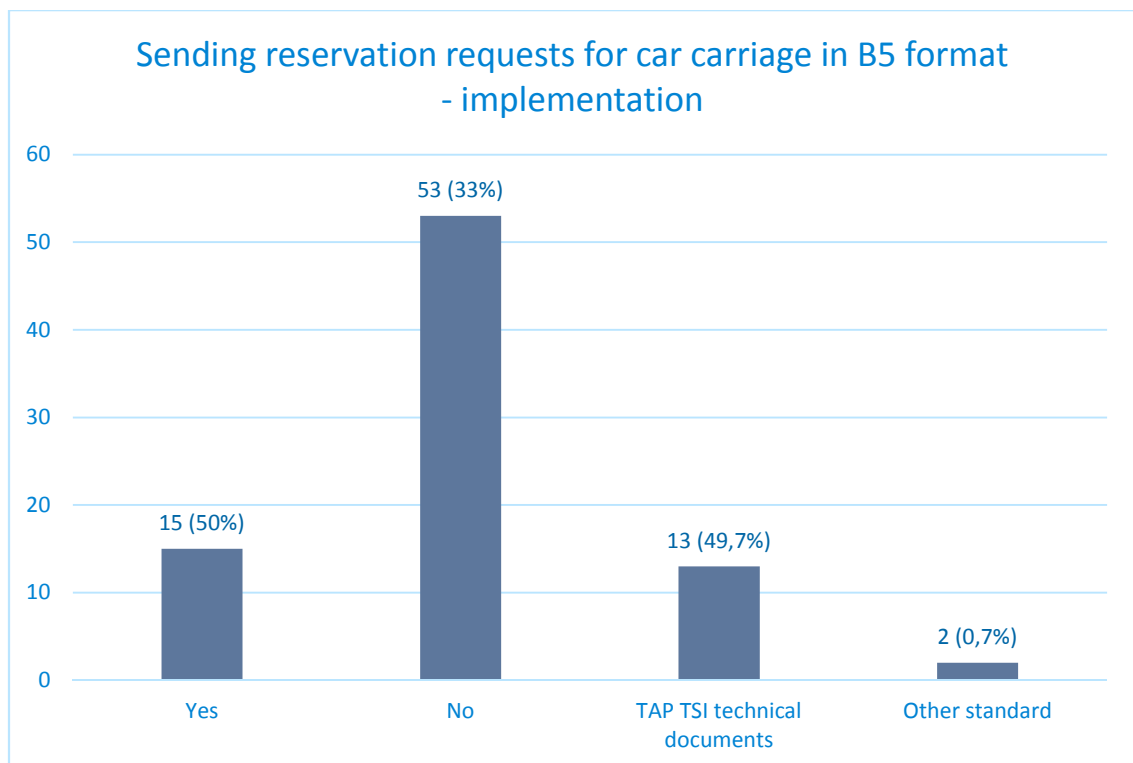


Figure 40: Sending reservation requests for car carriage in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

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Company name:	Country	Explanations of the reason not to be subject to implement the function.
Transporto Passeggeri Emilia Romagna	IT	The TPCR service can't transport cars
Koleja Mazowieckie - KM sp. z o.o.	PL	Koleja Mazowieckie does not IT administration for sending of an availability/reservation answer for the carriage of cars
Factor Rail AD	GE	Koleja Mazowieckie does not provide carriage of cars in our trains.
Koleje Śląskie Spółka z o.o.	PL	We are only providing traction (locomotives)
ՀՀԻՐԱՄԻՒՆԻ (ՀԱԻՏԱՆԻ)	IT	We do not transport cars.
Arrivo Trains Wales	UK	The company does not carry rail car transport services
ND International	NL	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
		Not carried out by ND
		CFR uses the Revenue distribution system (SNCR/NS/CFI/TSR) for international travel. CFI doesn't have a proper Reservation and Ticketing retail system.
CFL	LU	Therefore, CFL's implementation level will always be aligned to the DeNe TAP TQ implementation level
Lódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Lódzka Kolej Aglomeracyjna Sp. z o.o. doesn't have a ticket booking system
VH Group	FI	In currently used standards in Finland-Helsinki traffic there is no sending requests for car carriage
Italo - Nuova Trasporti Viaggiatori S.p.A.	IT	Italo S.p.A. does not provide or accept reservations for car carriage.
Ferrovie S.A.	IT	We are a suburban railway company, without reservations of cars, and with a contactless ticket system
Centrale S.p.A.	IT	Services not supported
Koleja Łódzka Sp. z o.o.	PL	We offer only regional and cross-border rail links (=non reservation tickets).
Transporto Ferroviano Toscano SpA	IT	Ticketing is subcontracted to other company
GYSEV Zrt.	HU	Not relevant.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	No HUP cooperating with PKP SKM carries a car.
Leo Express	CZ	We haven't carriage for cars - we don't transport cars
SAD - Trasporto Locale SpA	IT	not within our competence
DFR	DK	Not offering the service (car carriage)
Lokotog	UK	Is not offering this product
Nordjyske Jernbaner	DK	Not offering this product
Multijyske	DK	Is not offering this product
ICM	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Calsonia Sleeper	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Chiltern Railways	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
CrossCountry	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
East Midlands Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Eastwick Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Great Central	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Great Northern	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Great Western Railway	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Greater Anglia	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Heartrails Connect	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Heathrow Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Hull Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Island Line	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
London Midland	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
London Overground	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Merseyrail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Northers	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
ScotRail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
South West Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
South West Coast	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Southern	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Stansted Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
TFL Rail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Tramlink	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
TransPennine Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Virgin Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Virgin Trains East Coast	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs
Wiltshire Railway	UK	Wiltshire railways do not provide car carriage services.
Arrivo	DK	Not offering the service (car carriage)

Figure 41: Sending reservation requests for car carriage in B5 format: reasons for not being subject of implementation

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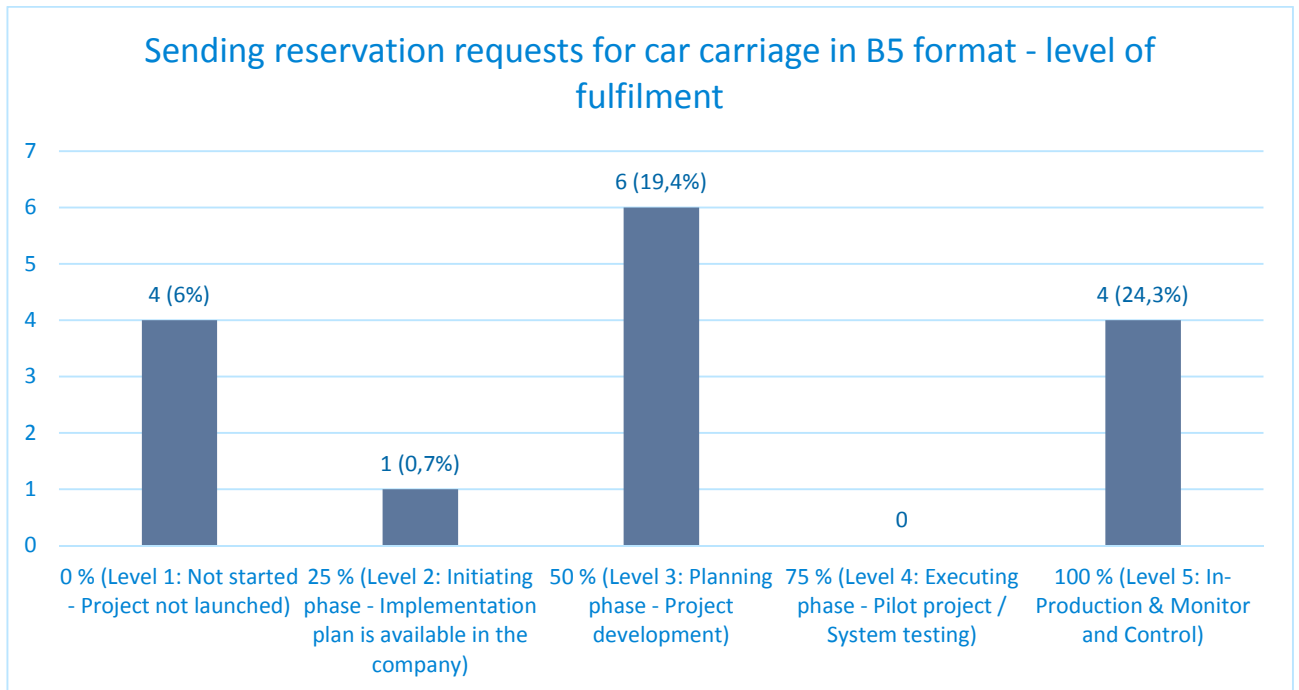


Figure 42: Sending reservation requests for car carriage in B5 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

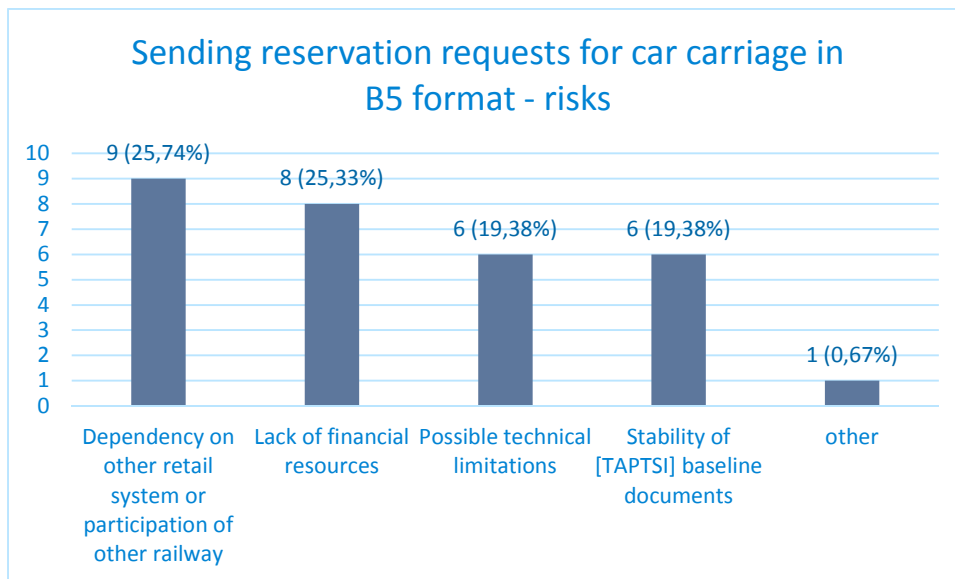


Figure 43: Sending reservation requests for car carriage in B5 format: risks
[number of responses (% based on European passenger per km factor)]

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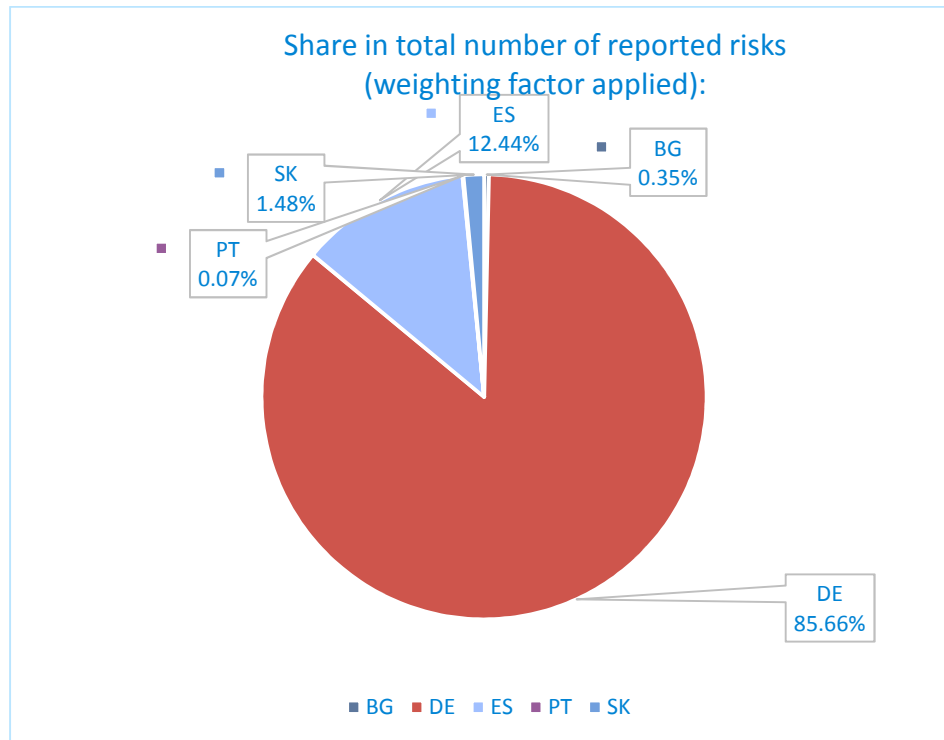


Figure 44: Sending reservation requests for car carriage in B5 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “Sending reservation request for car carriage” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations and the stability of the TAP TSI baseline.

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Issues reported:

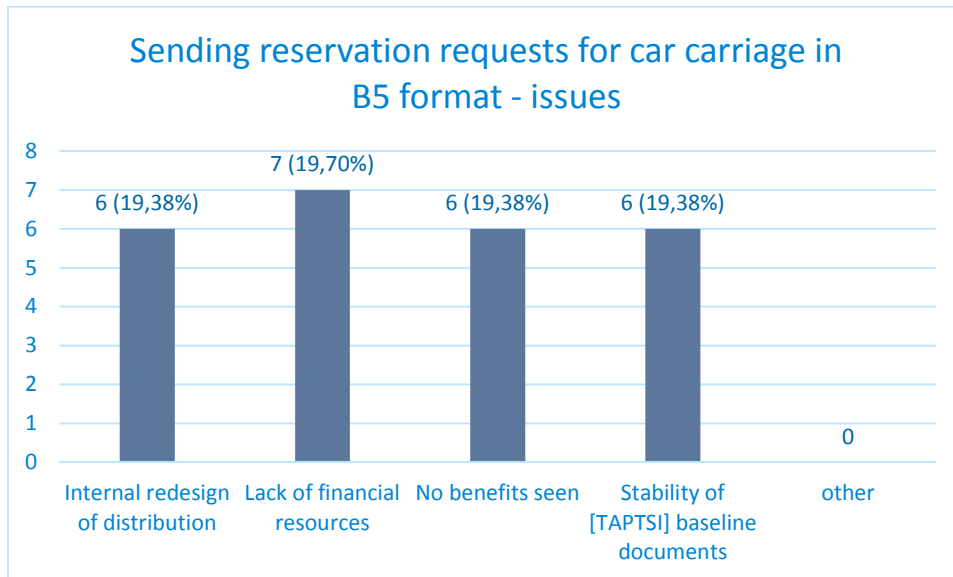


Figure 45: Sending reservation requests for car carriage in B5 format: issues [number of responses (% based on European passenger per km factor)]

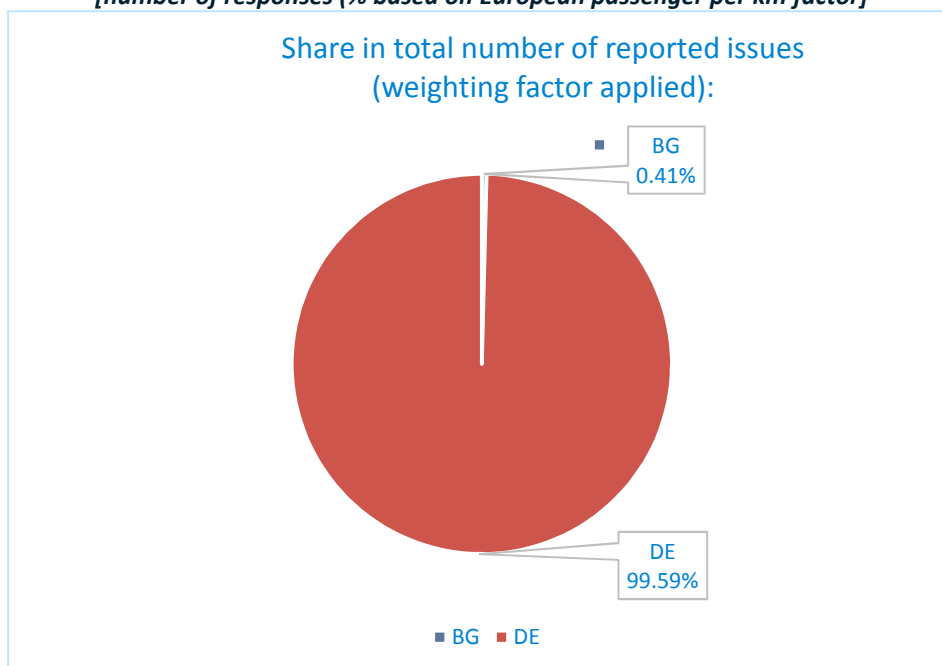


Figure 46: Sending reservation requests for car carriage in B5 format: Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “Sending reservation request for car carriage” are the internal redesign of distribution, no benefits seen or the stability of the TAP TSI baseline. The risk “Lack of financial resources” is more important that for the other reservation requests.

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The implementation status of the function “Sending reservation requests for car carriage” is low, taking into account number of companies. Few companies have reported that they are subject to the implementation this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

However, taking into account market shares of companies, the implementation level looks better then observing just absolute number of companies. 50% of European railway market declared to be subject of implementation and 49,7% are part of implementation process according to TAP TSI standards.

Most of the other companies are not offering car reservations for their trains at all (e.g. no operation of car-carrying trains, regional trains only) and have therefore not implemented a reservation system including the reservation request for cars in their distribution systems.

4.2.2.6 Answering reservation requests for car carriage from agreed RU`s and agreed 3rd parties in B5 format

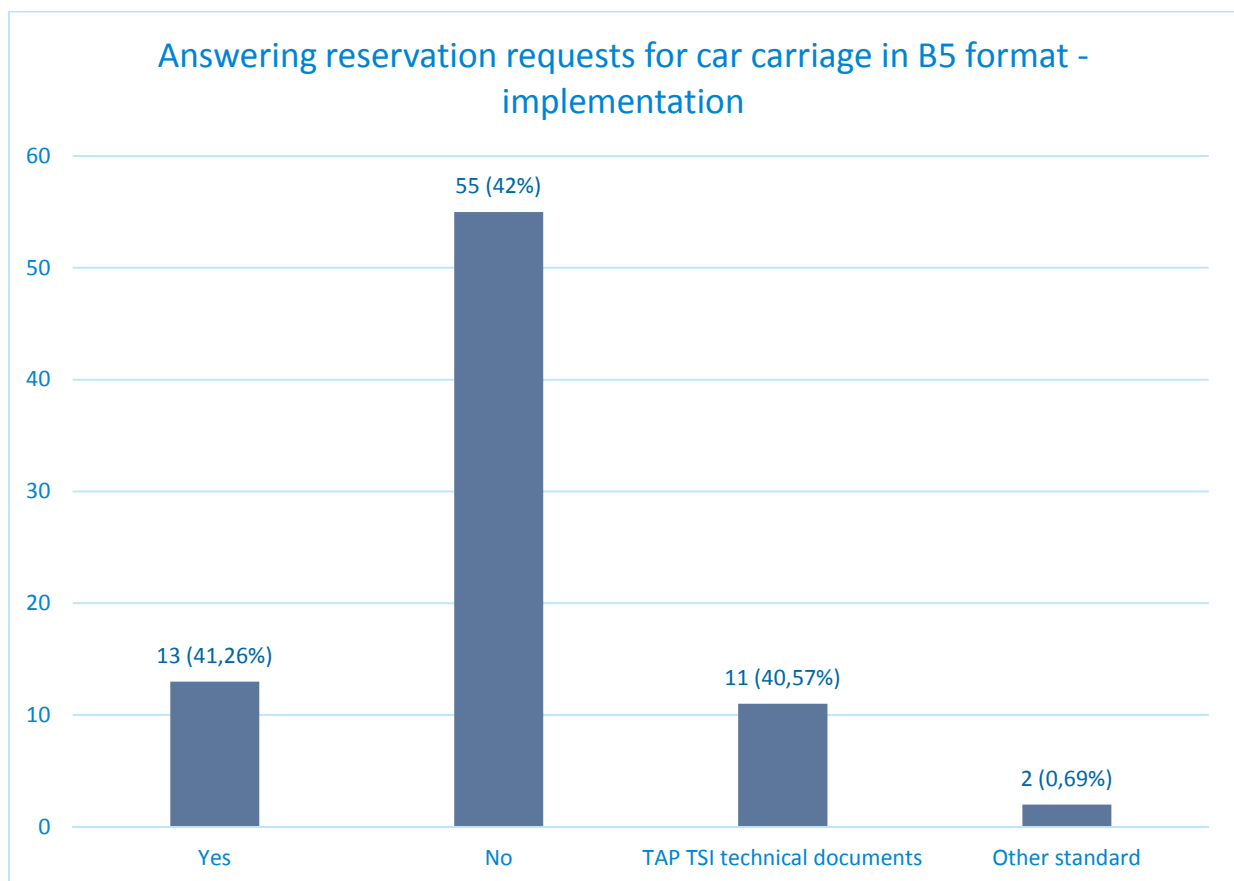


Figure 47: Answering reservation requests for car carriage in B5 format: subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]

Only 13 companies reported to be subject to implementation of this basic parameter, where 11 of them using already TAP TSI standards and 2 company specific standards.

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Company name	Country	Explanations or the reason not to be subject to implement the function
Trasporto Passeggeri Emilia Romagna	IT	The Toar service's can't transport cars
Koleje Mazowieckie KM sp. z o.o.	PL	Koleje Mazowieckie does not IT commercialisation for sending of an availability/reservation answer for the carriage of cars.
Hootor Rail AB	SE	We are only providing traction (locom)
Koleje Śląskie Spółka z o.o.	PL	We do not transport cars.
BBB AG, Passenger Division	CH	No. offered by SBB.
FERROVIE DEL GARIGANO	IT	The company does not carry out local transport service
Arriva Trains Wales	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
HNHH VIAIR-HI DS	ES	Travelers Haste trains has not this possibility.
NS International	NL	Not carried out by NS
		DFL uses the GoNo distribution system (SNCF/NS/CFL/DSB) for international retail
		DFL doesn't have a proper Reservation and Ticketing retail system.
		Therefore, DFL's implementation level will always be aligned to the DeNo TAP TSI implementation level
CFL	LU	Litvaka Kolei Aukštaitijos Sp. z u.o.
Litvaka Kolei Aukštaitijos Sp. z u.o.	PL	Litvaka Kolei Aukštaitijos Sp. z u.o., doesn't have a ticket booking system
VR Group	FI	It currently used stands in Finland-Russia rail line there is no answering reservation requests for car carriage.
Italo - Nuovo Trasporto Viaggiatori S.p.A	IT	Italo S.p.A. does not provide or accept reservations for car carriage.
Herzog, S.A	PI	We are a suburban railway company, without reservations of cars, and with a non-tickets ticket system
Transitalia S.p.A.	IT	Service not supported
Koleje Dolnośląskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets).
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company.
CYSEV Zr.	IEU	No. relevant
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM does not carry cars and we do not have wagons designed for this purpose.
Leo Express	CZ	We haven't carries for cars = we don't transport cars
SAD - Trasporti Lombari SpA	IT	car within our competence
liik	DK	No offering the service
Localog	DK	is not offering this product
Nordjyske Jernbaner	DK	No offering this product
Miljøyske	DK	is not offering this product
G2C	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Calsonica Sleeper	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Chiltern Railways	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
CrossCountry	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Ham Maritime Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Greatwick Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Grand Central	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Great Northern	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Great Western Railway	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Greater Anglia	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Heathrow Connect	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Heathrow Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Hill Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Island Line	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
London Midland	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
London Overground	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Merseyrail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Norfolk	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
ScotRail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
South West Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
South Western	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Southern	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Stansted Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
TfL Rail	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Thameslink	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
TransPennine Express	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Virgin Trains	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Virgin Trains East Coast	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Wiltshire Railways	UK	Wiltshire railways do not provide car carriage services.
Arriva	DK	No offering the service

Figure 48: Answering reservation requests for car carriage in B5 format: reasons for not being subject of implementation

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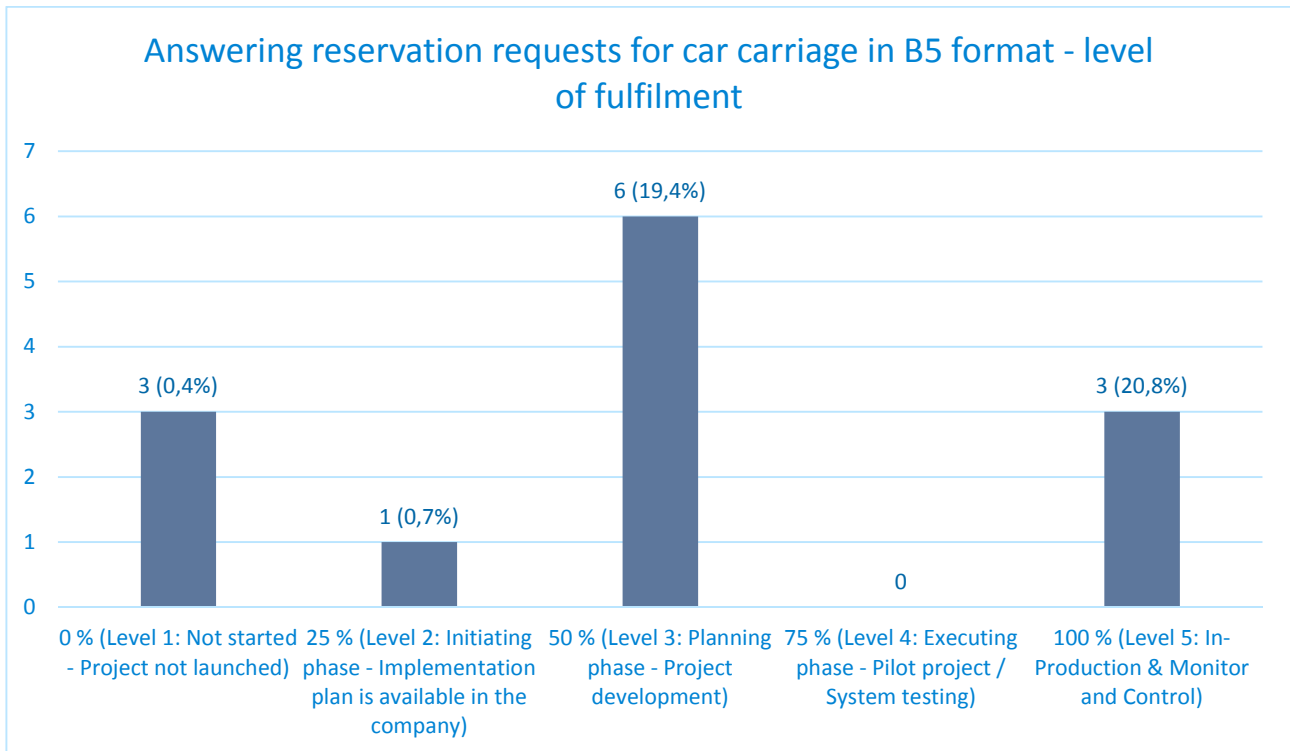


Figure 49: Answering reservation requests for car carriage in B5 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

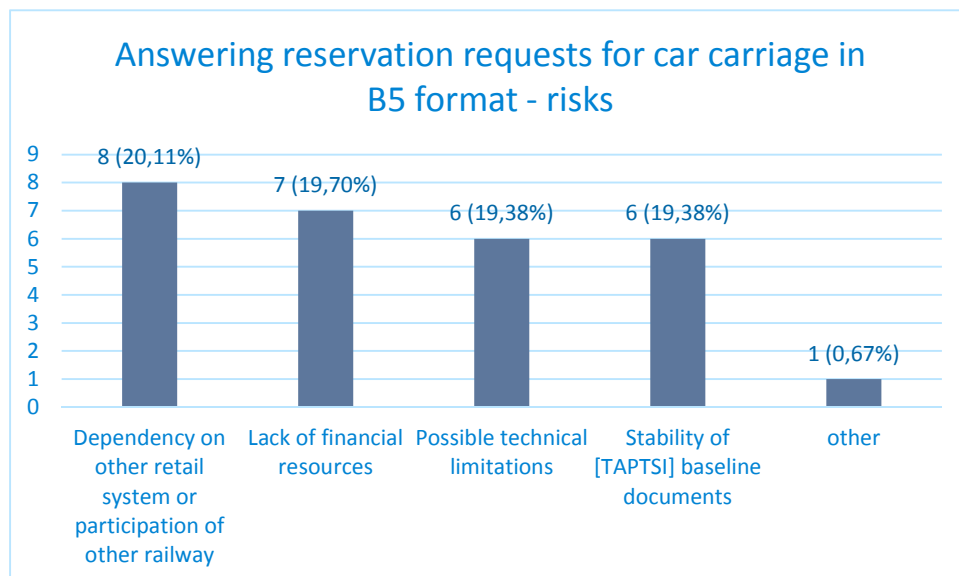


Figure 50: Answering reservation requests for car carriage in B5 format: risks
[number of responses (% based on European passenger per km factor)]

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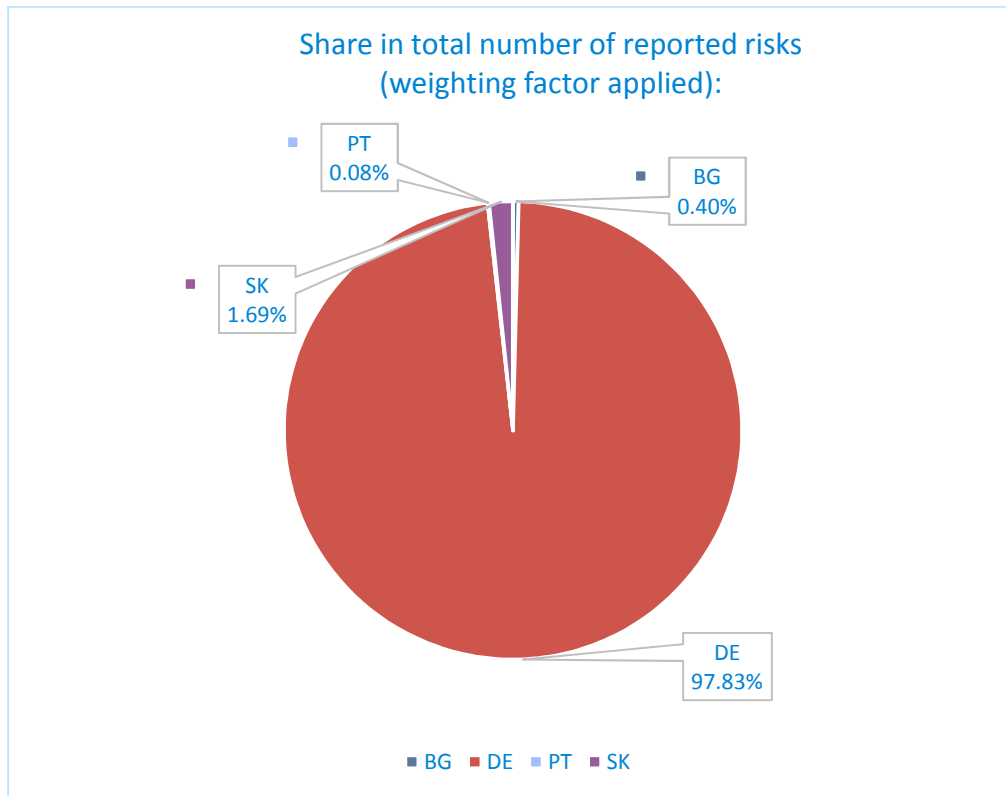


Figure 51: Answering reservation requests for car carriage in B5 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “Answering reservation request for car carriage” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations and the stability of the TAP TSI baseline.

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Issues reported:

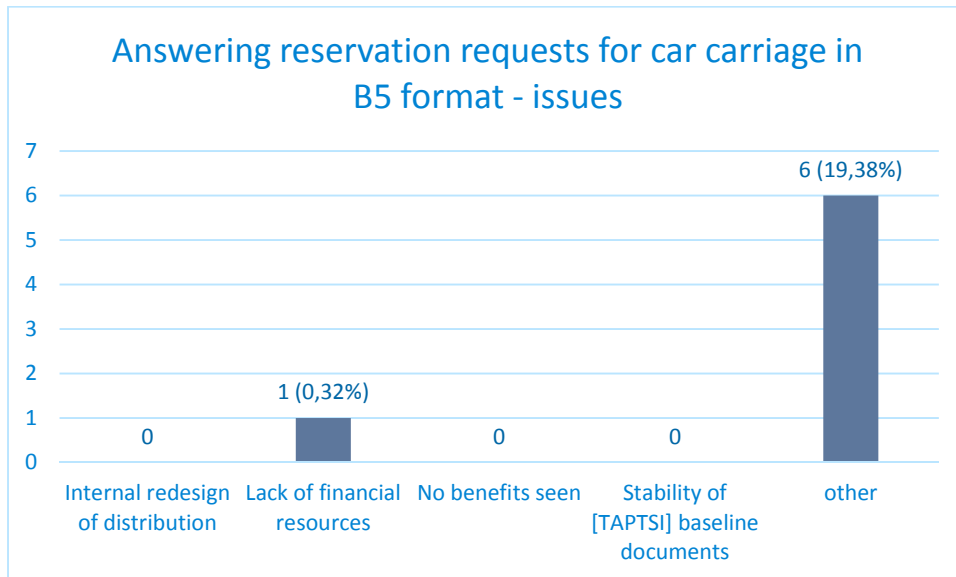


Figure 52: Answering reservation requests for car carriage in B5 format: issues [number of responses (% based on European passenger per km factor)]

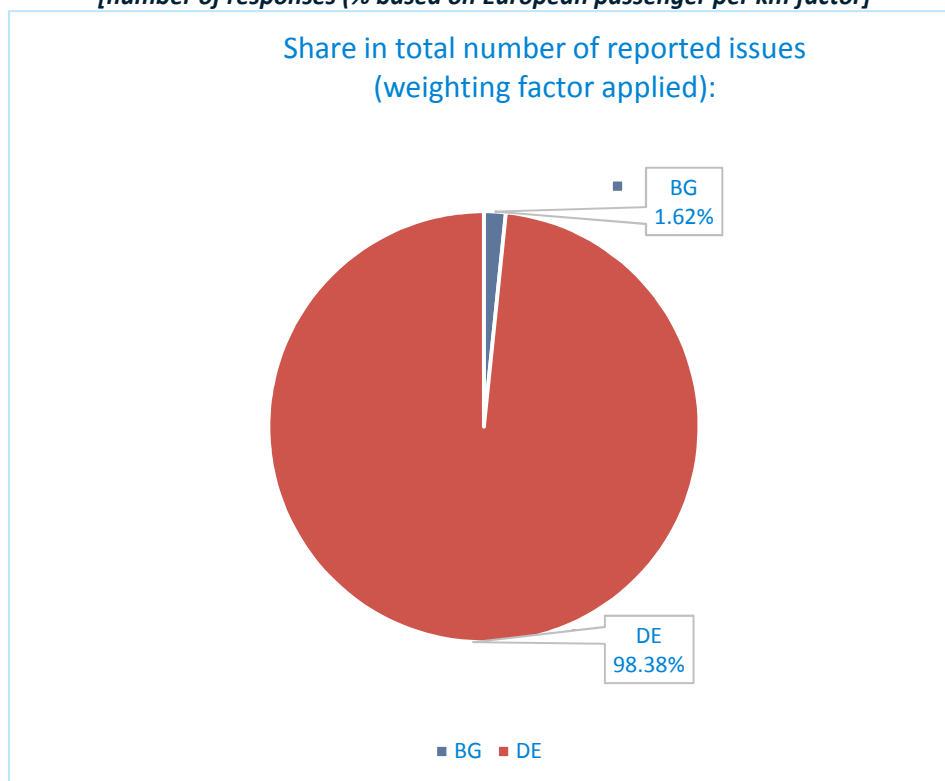


Figure 53: Answering reservation requests for car carriage in B5 format: Share in total number of reported issues per country

The main issue of the implementation of the TAP TSI basic parameter “Answering reservation request for car carriage” are other risks.

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The implementation status of the function “Answering reservation requests for car carriage” is very low, taking into account number of companies. Few companies have reported that they are subject to the implementation this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

However, taking into account market shares of companies, the implementation level looks better then observing just absolute number of companies. 41,26% of European railway market declared to be subject of implementation and 40,57% are part of implementation process according to TAP TSI standards.

Most of the other companies are not offering car carriage reservations in their trains and do not implement therefore the function to answer to reservation messages. Furthermore some member states have agreed to use national industry specifications for requesting and responding to reservation requests.

4.2.2.7 Issuing value paper tickets for international and foreign sales in B6 format

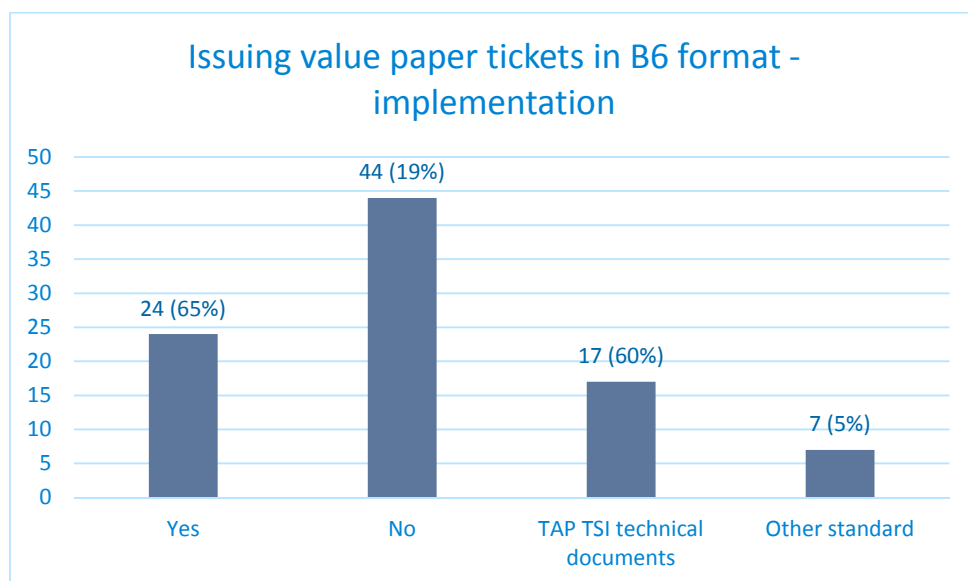


Figure 54: Issuing value paper tickets in B6 format: subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]

24 companies reported they are subject to the implementation of this basic parameter. 17 of these companies are using TAP TSI technical documents to issue value paper tickets. Undertakings in the following member states reported to use other standards that TAP TSI to issue value paper tickets: CZ, FI, HU, IT, NL, PL and SK. It has to be elaborated for which purposes (e.g. domestic tickets, regional cross-border traffic, manually issued international tickets) those standards are allowed to be used for international ticketing.

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Company	Country:	Explanations of the reason not to be subject to implement the function:
Trasporto	IT	Tper predominally serves regional service. Tper has also few inter-regional service
"Koleje Ma	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foregin sales.
Hector Rai	SE	We don't sell the ticket, we only provide traction (Locos)
Koleje Śląs	PL	No possibility of printing in b6 format due to technical reasons. No funds for replacing printers.
FERROVIE	IT	Ferrovie del Gargano does not service with seat reservation
Arriva Trai	UK	No GB TOC issues international tickets.
CFL	LU	CFL uses the BeNe distribution system (SNCB/NS/CFL/DSB) for international retail. CFL doesn't have a proper Reservation and Ticketing retail system. Therefore, CFL's implementation level will always be aligned to the BeNe TAP TSI implementation level.
Łódzka Ko	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Italo - Nuov	IT	Italo S.p.A. does not issue value paper tickets for international and foreign sales, and doesn't sell tickets in connection to other RUs.
Fertagus,	PT	We are a suburban rail operator with a ticket system contactless, integrated with other modes of transport.
Trasporto	IT	Ticketing is subcontracted to other company
PKP Szybki	PL	PKP SKM is a local carrier and uses its own format. The cost of modifications is too high.
SAD - Tras	IT	not within our competence
Lokaltog	DK	Lokaltog is not issuing international tickets
Nordjyske	DK	Not offering or accepting international tickets
Midtjyske	DK	Lokaltog is not issuing international tickets
C2C	UK	No GB TOC issues international tickets.
Caledonia	UK	No GB TOC issues international tickets.
Chiltern Ra	UK	No GB TOC issues international tickets.
CrossCour	UK	No GB TOC issues international tickets.
East Midlar	UK	No GB TOC issues international tickets.
Gatwick E	UK	No GB TOC issues international tickets.
Grand Cen	UK	No GB TOC issues international tickets.
Great Nort	UK	No GB TOC issues international tickets.
Great Wes	UK	No GB TOC issues international tickets.
Greater Ar	UK	No GB TOC issues international tickets.
Heathrow	UK	No GB TOC issues international tickets.
Heathrow	UK	No GB TOC issues international tickets.
Hull Trains	UK	No GB TOC issues international tickets.
Island Line	UK	No GB TOC issues international tickets.
London Mid	UK	No GB TOC issues international tickets.
London Ov	UK	No GB TOC issues international tickets.
Merseyrail	UK	No GB TOC issues international tickets.
Northern	UK	No GB TOC issues international tickets.
ScotRail	UK	No GB TOC issues international tickets.
South Wes	UK	No GB TOC issues international tickets.
Southeast	UK	No GB TOC issues international tickets.
Southern	UK	No GB TOC issues international tickets.
Stansted E	UK	No GB TOC issues international tickets.
TfL Rail	UK	No GB TOC issues international tickets.
Thameslink	UK	No GB TOC issues international tickets.
TransPenn	UK	No GB TOC issues international tickets.
Virgin Trai	UK	No GB TOC issues international tickets.
Virgin Trai	UK	No GB TOC issues international tickets.

Figure 55: Issuing value paper tickets in B6 format: reasons for not being subject of implementation

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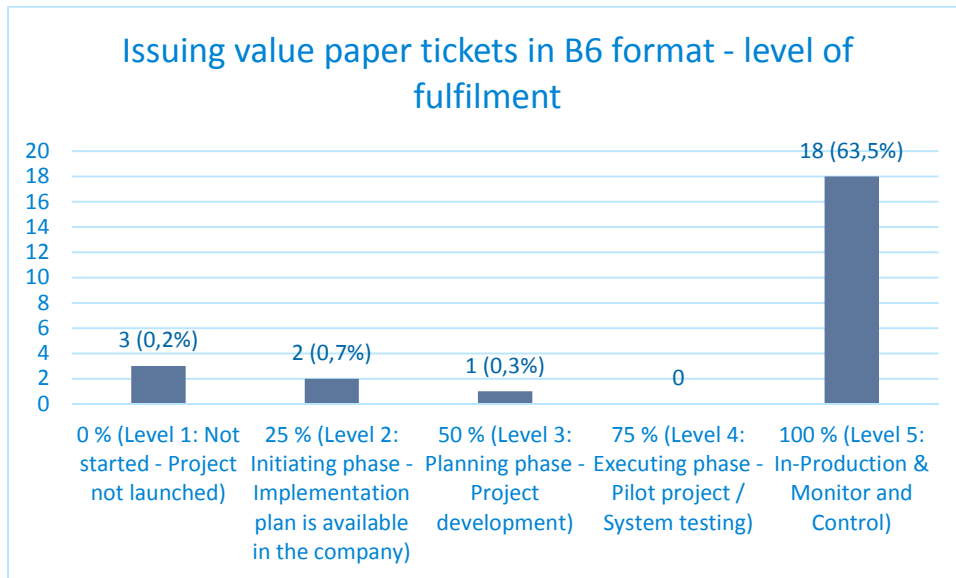


Figure 56: Issuing value paper tickets in B6 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]

Risks reported:

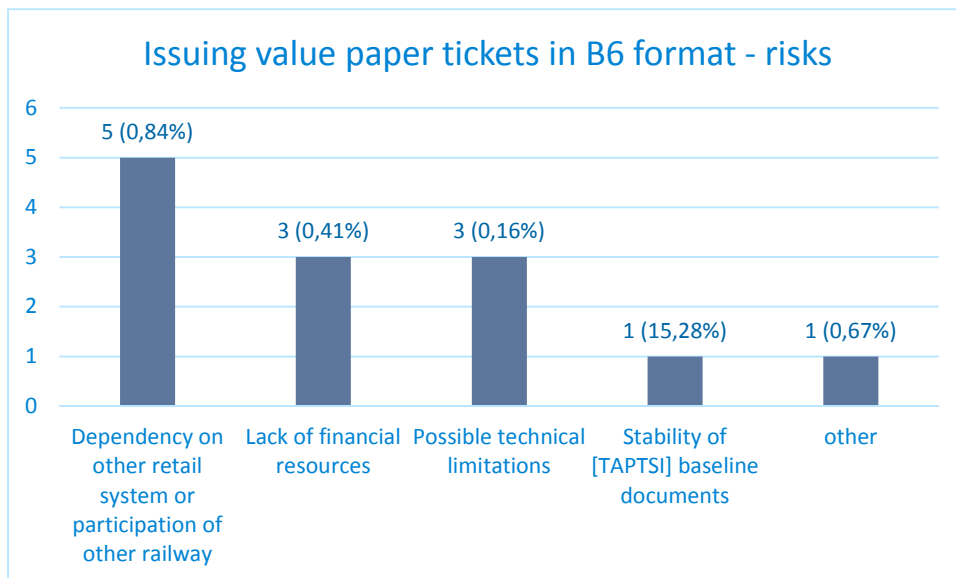


Figure 57: Issuing value paper tickets in B6 format: risks [number of responses (% based on European passenger per km factor)]

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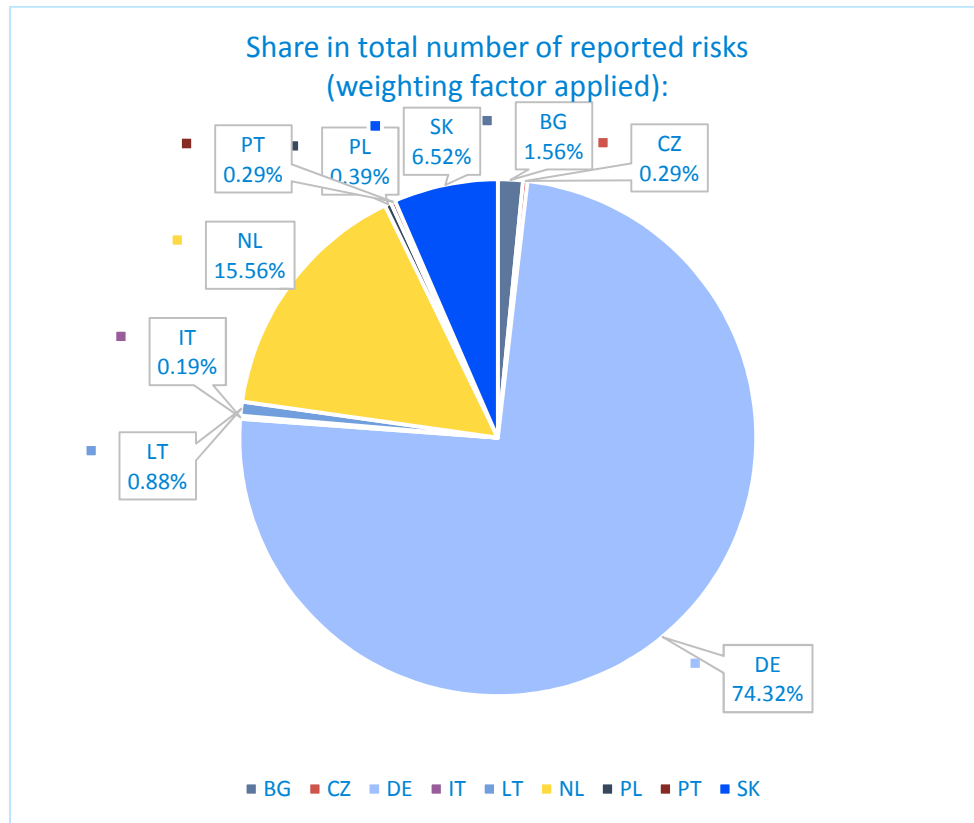


Figure 58: Issuing value paper tickets in B6 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “issue value paper tickets” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: Several tickets can be issued without any interaction with other retail systems, e.g. for NRT-tickets. So there is no need at all to connect those systems to issue those tickets and the risk is not evident at least for NRT-tickets. For IRT-tickets such a connection to another reservation system is needed.

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Issues reported:

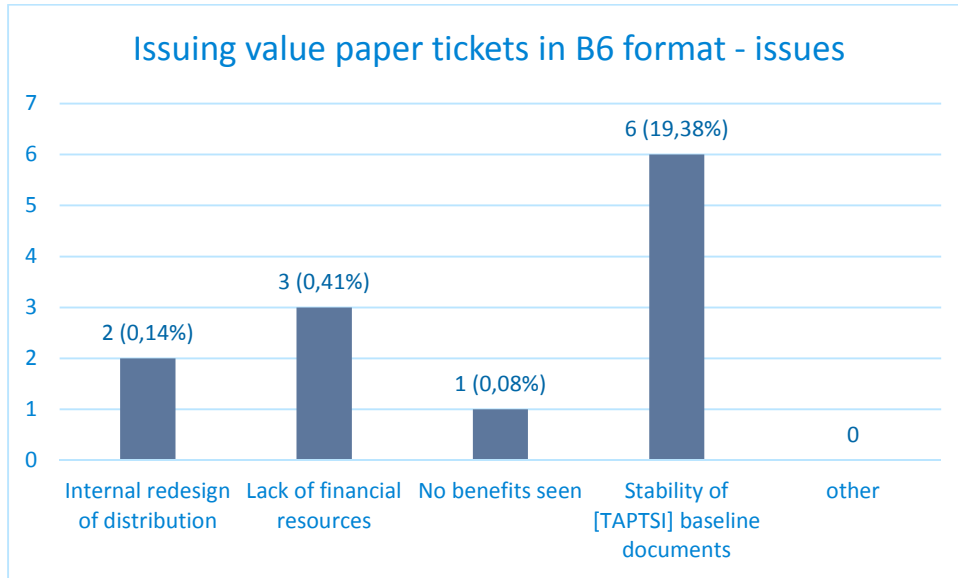


Figure 59: Issuing value paper tickets in B6 format: issues
[number of responses (% based on European passenger per km factor)]

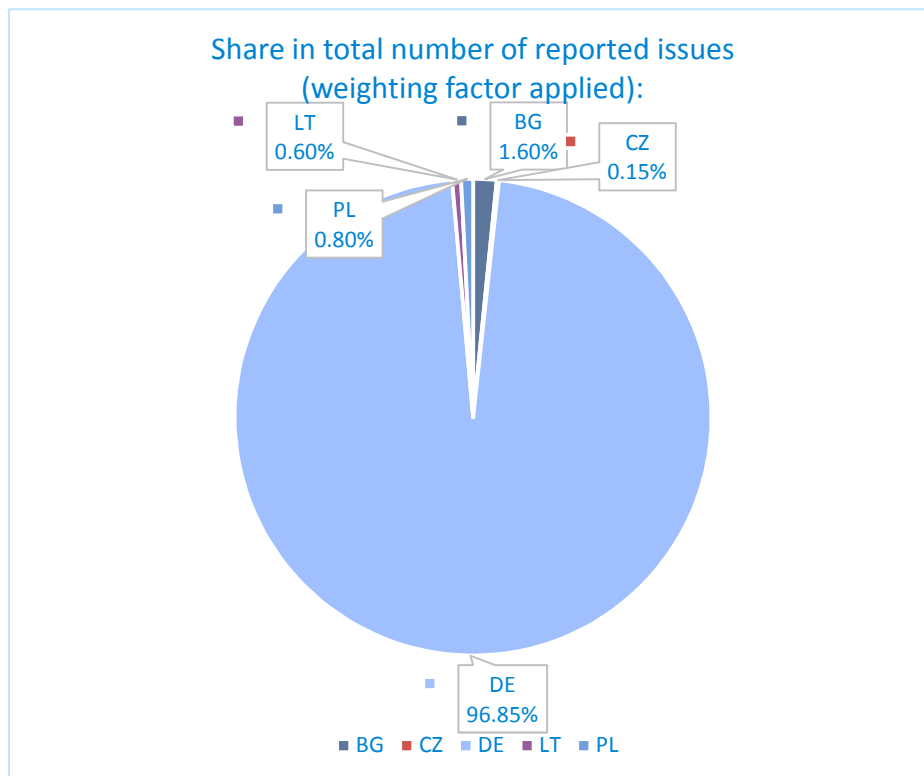


Figure 60: Issuing value paper tickets in B6 format: Share in total number of reported issues per country

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The main issues of the implementation of the TAP TSI basic parameter “issue value paper tickets” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only formal changes were introduced in the documents since the publication of the TAP TSI in 2011.

The implementation status of the function “Issuing value paper tickets for international and foreign sales in B6 format” is low, taking into account number of companies. Few companies have reported that they are subject to the implementation of this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

However, taking into account market shares of companies, the implementation level looks better then observing just absolute number of companies. 65% of European railway market declared to be subject of implementation and 60% are part of implementation process according to TAP TSI standards.

4.2.2.8 Accepting value paper tickets for international and foreign sales in B6 format

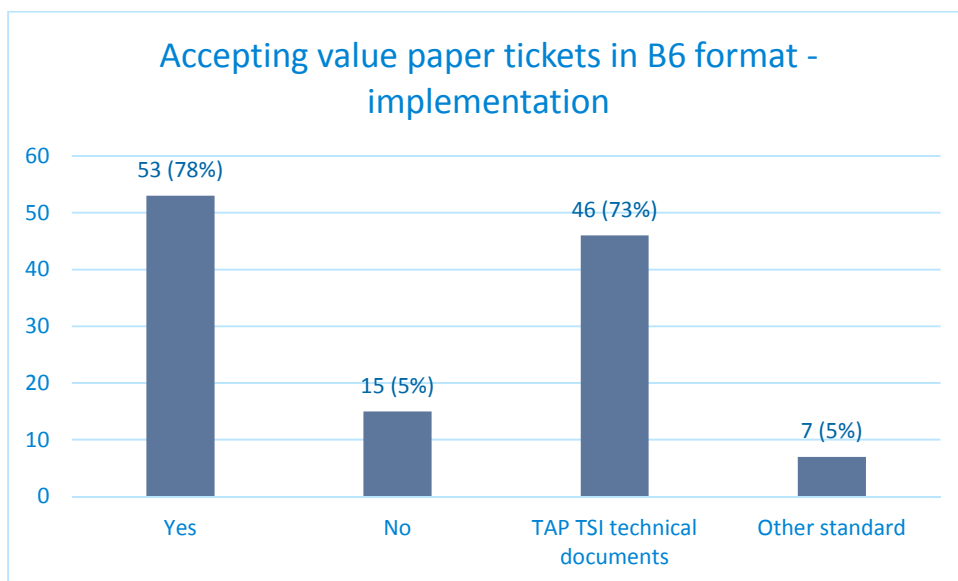


Figure 61: Accepting value paper tickets in B6 format: subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]

The implementation status of the function “Accepting value paper tickets for international and foreign sales in B6 format” is good. Most of the companies have reported that they are subject to the implementation this function and they have implemented them.

However the implementation of the acceptance of those tickets has to be part of a commercial agreement between the parties.

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Company	Country	Explanations of the reason not to be subject to implement the function:
Trasporto	IT	Tper predominally serves regional service. Tper has also few inter-regional service
"Koleje Ma	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foregin sales.
Hector Rai	SE	We don't sell the ticket, we only provide traction (Locos)
Koleje Śląs	PL	No possibility of printing in b6 format due to technical reasons. No funds for replacing printers.
FERROVIE	IT	Ferrovie del Gargano does not service with seat reservation
CFL	LU	CFL uses the BeNe distribution system (SNCB/NS/CFL/DSB) for international retail. CFL doesn't have a proper Reservation and Ticketing retail system. Therefore, CFL's implementation level will always be aligned to the BeNe TAP TSI implementation level.
Łódzka Ko	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Italo - Nuov	IT	Italo S.p.A. does not issue value paper tickets for international and foreign sales, and doesn't sell tickets in connection to other RUs.
Fertagus,	PT	We are a suburban rail operator with a ticket system contactless, integrated with other modes of transport.
Trasporto	IT	Ticketing is subcontracted to other company
PKP Szybki	PL	PKP SKM is a local carrier and uses its own format. The cost of modifications is too high.
SAD - Tras	IT	not within our competence
Lokalto	DK	Lokalto is not issuing international tickets
Nordjyske	DK	Not offering or accepting international tickets
Midtyske	DK	Lokalto is not issuing international tickets

Figure 62: Accepting value paper tickets in B6 format: reasons for not being subject of implementation

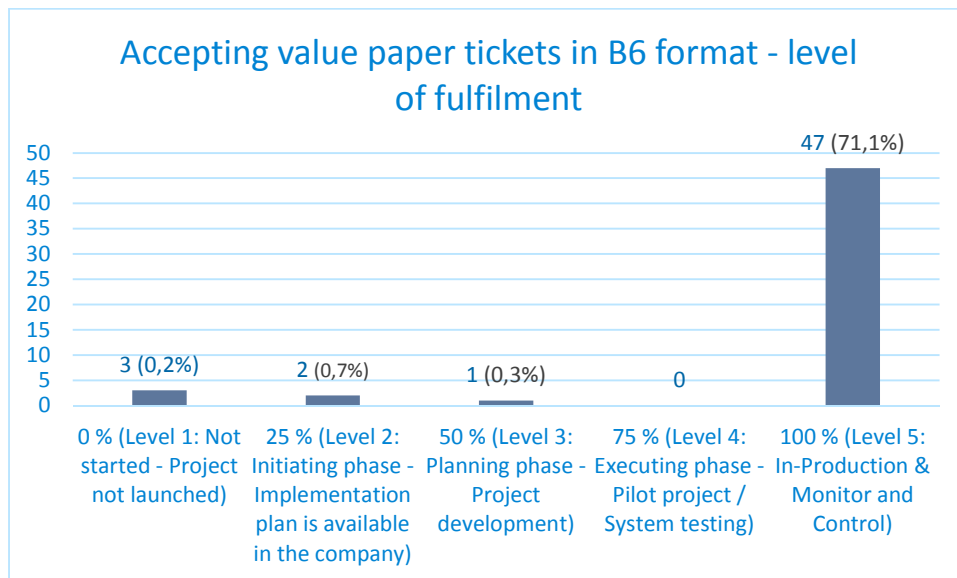


Figure 63: Accepting value paper tickets in B6 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

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Risks reported:

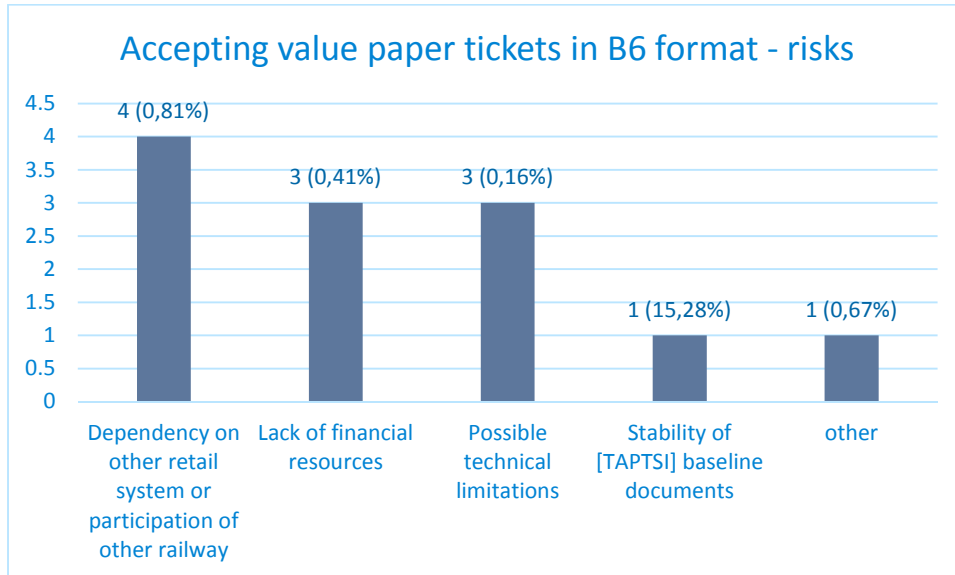


Figure 64: Accepting value paper tickets in B6 format: risks
[number of responses (% based on European passenger per km factor)]

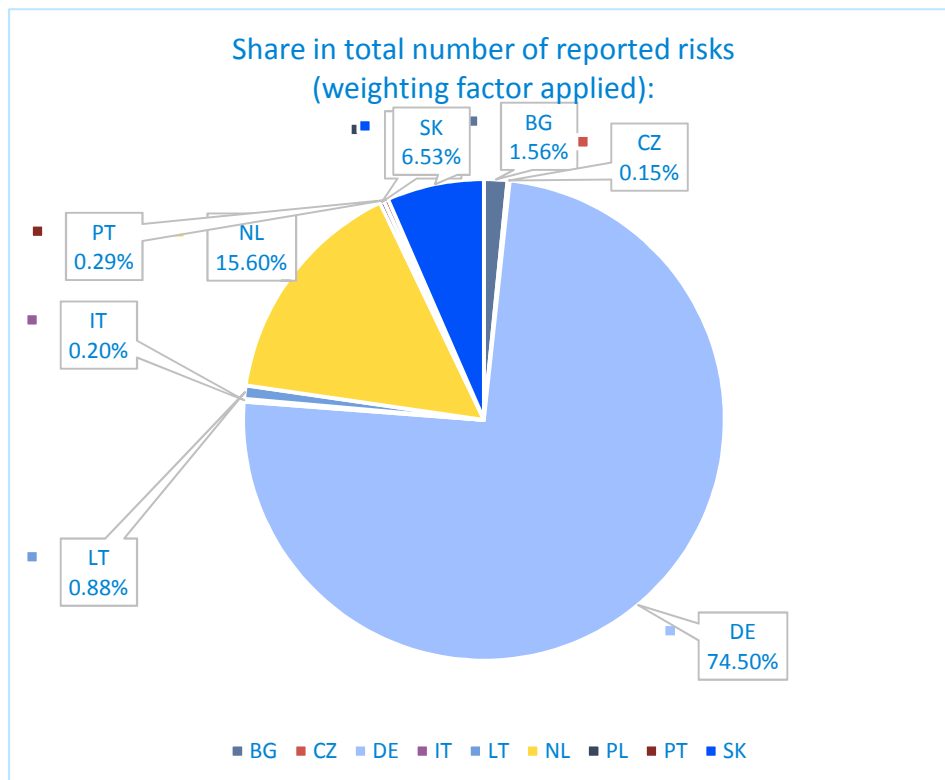


Figure 65: Accepting value paper tickets in B6 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “accepting value paper tickets” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations

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and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: All value paper tickets can be checked without any interaction with IT-systems. So there is no need at all to connect those systems to accept those tickets and the risk is not evident at all.

Issues reported:

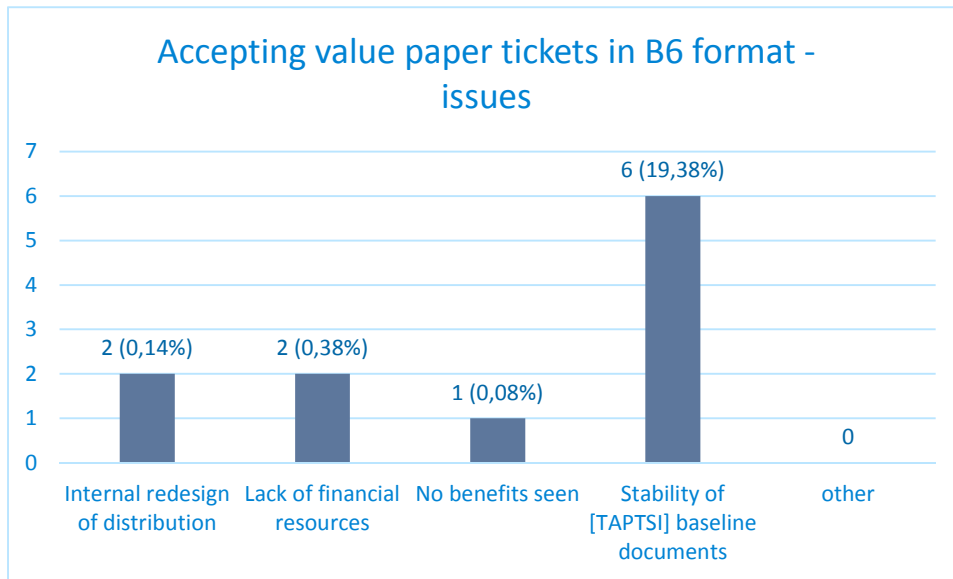


Figure 66: Accepting value paper tickets in B6 format: issues
[number of responses (% based on European passenger per km factor)]

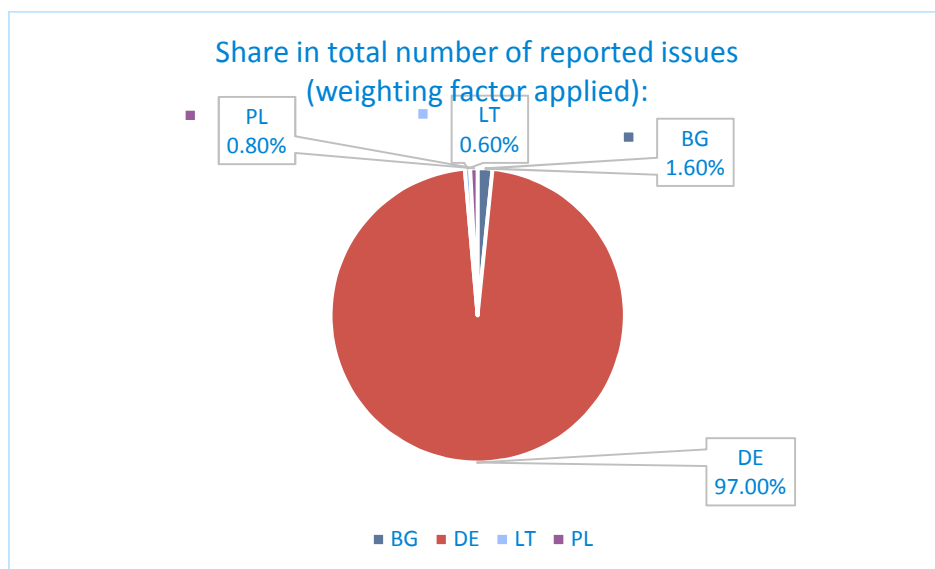


Figure 67: Accepting value paper tickets in B6 format Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “accepting value paper tickets” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline.

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The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only formal changes were introduced in the documents since the publication of the TAP TSI in 2011.

The implementation status of the function “Accepting value paper tickets for international and foreign sales in B6 format” is good. Most of the companies have reported that they are subject to the implementation this function and they have implemented them.

However the implementation of the acceptance of those tickets has to be part of a commercial agreement between the parties.

Taking into account market shares of companies, the implementation level analysis showed that 78% of European railway market declared to be subject of implementation and 73% are part of implementation process according to TAP TSI standards.

4.2.2.9 Issuing home printed tickets for international and foreign sales in B7 format:

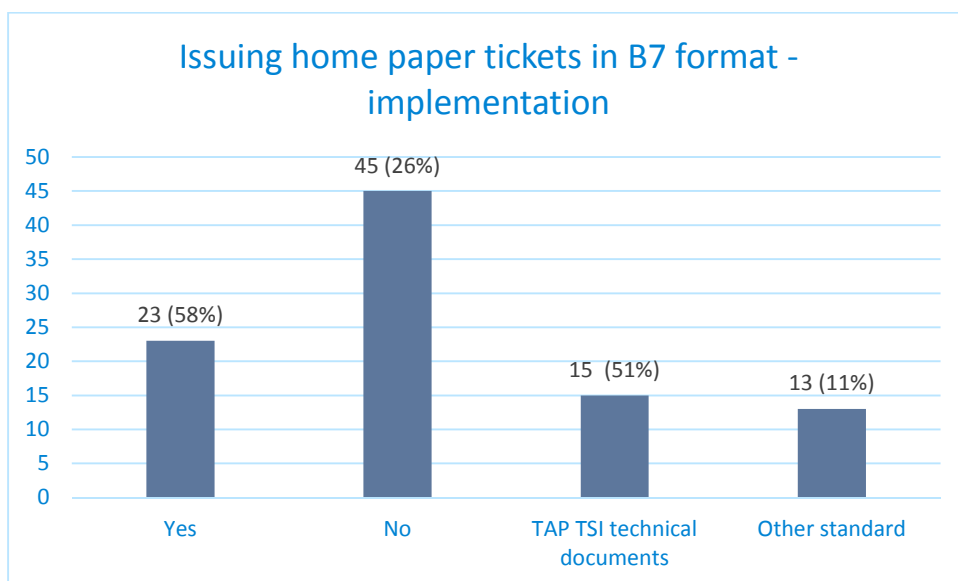


Figure 68: Issuing home paper tickets in B7 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

* 5 RUs declared they are implementing the function using both TAP TSI technical document and other standards.

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Company name	Country	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	Only inter-regional and regional service
"Koleje Mazowieckie KM" sp. z o.o.	PL	Koleje Mazowieckie fulfil only regional passenger transport in Poland so that we does not fulfil international and foreign sales.
Hecor Rail AB	SE	We only provide traction (Locos)
Koleje Śląskie Spółka z o.o.	PL	No possibility of printing in B7 format due to technical reasons.
FERROVIE DEL GARIGANO	IT	The company performs only regional service without reservation of the place
Arriva Trains Wales	UK	No GE TOC issues international tickets
CFL	LU	CFL uses the DeNe distribution system (GVCOMS/CFL/DSE) for international retail. CFL doesn't have a proper Reservation and Ticketing retail system. Therefore, CFL's implementation level will always be aligned to the B7/TAP TSI implementation level.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o. doesn't sell international and foreign tickets
Fertagus S.A	PT	We are a suburban rail operator with a ticket system contactless, integrated with other modes of transport and our ticket system can not support printed tickets
Trentina SpA	IT	Currently we do not adopt this ticketing method.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SIKM is a local RJ-F and does not sell international tickets at all. At the moment, the sale of tickets of other carriers takes place only at ticket offices based on software used by those carriers.
SAO - Trasporto Locale SpA	IT	not within our competence
Lokotog	DK	Lokotog is not issuing international tickets
Nordjyske Jernbaner	DK	Not offering or accepting international tickets
Widlytske	DK	Lokotog is not issuing international tickets
GUIC	UK	No GE TOC issues international tickets
Catalonia Sleeper	UK	No GE TOC issues international tickets
Chiltern Railways	UK	No GE TOC issues international tickets
CrossCountry	UK	No GE TOC issues international tickets
East Midlands Trains	UK	No GE TOC issues international tickets
Railway Express	UK	No GE TOC issues international tickets
Great Central	UK	No GE TOC issues international tickets
Great Northern	UK	No GE TOC issues international tickets
Great Western Railway	UK	No GE TOC issues international tickets
Greater Anglia	UK	No GE TOC issues international tickets
Heathrow Connect	UK	No GE TOC issues international tickets
Heathrow Express	UK	No GE TOC issues international tickets
Hull Trains	UK	No GE TOC issues international tickets
Island Line	UK	No GE TOC issues international tickets
London Midland	UK	No GE TOC issues international tickets
London Overground	UK	No GE TOC issues international tickets
Mersayrail	UK	No GE TOC issues international tickets
Northern	UK	No GE TOC issues international tickets
ScotRail	UK	No GE TOC issues international tickets
South West Trains	UK	No GE TOC issues international tickets
South Eastern	UK	No GE TOC issues international tickets
South West	UK	No GE TOC issues international tickets
Stansted Express	UK	No GE TOC issues international tickets
TfL Rail	UK	No GE TOC issues international tickets
Thameslink	UK	No GE TOC issues international tickets
TransPennine Express	UK	No GE TOC issues international tickets
Virgin Trains	UK	No GE TOC issues international tickets
Virgin Trains East Coast	UK	No GE TOC issues international tickets
JSC „Lithuanian Railways“	LT	The ticketing method is not used in international traffic or we use other contractual agreements

Figure 69: Issuing home paper tickets in B7 format: reasons for not being subject of implementation

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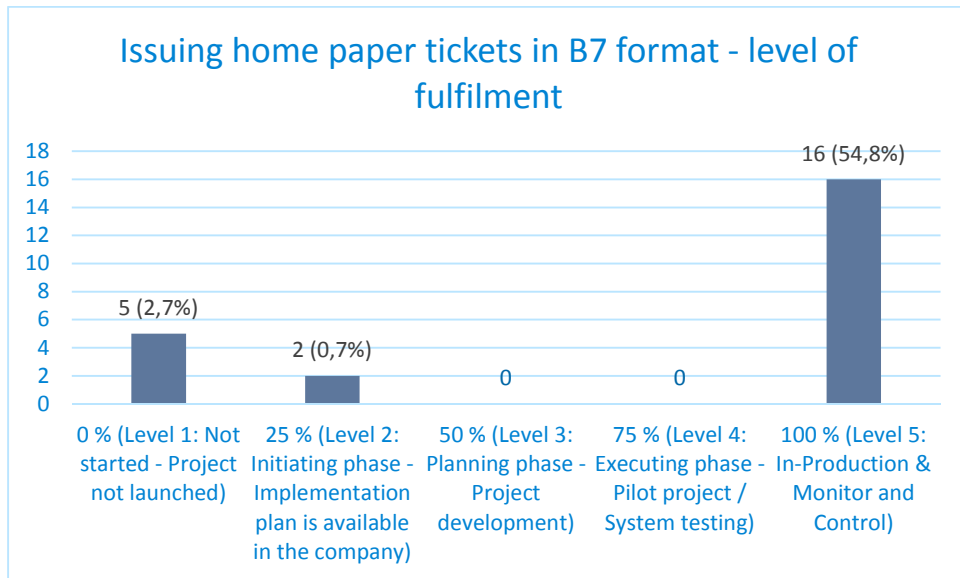


Figure 70: Issuing home paper tickets in B7 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]

Risks reported:

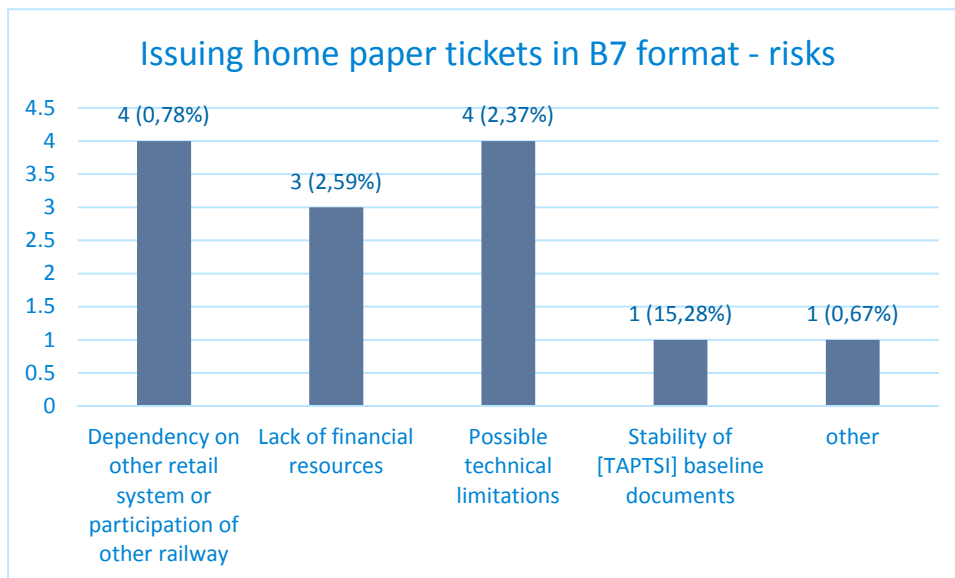


Figure 71: Issuing home paper tickets in B7 format: risks [number of responses (% based on European passenger per km factor)]

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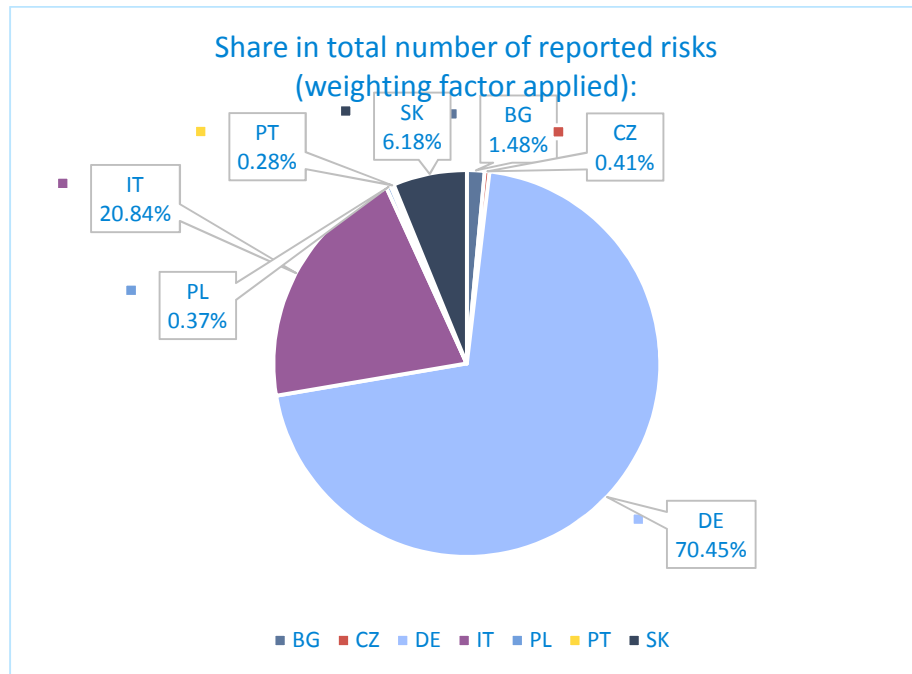


Figure 72: Issuing home paper tickets in B7 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “issue home printed tickets” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations and the stability of the TAP TSI baseline.

Issues reported:

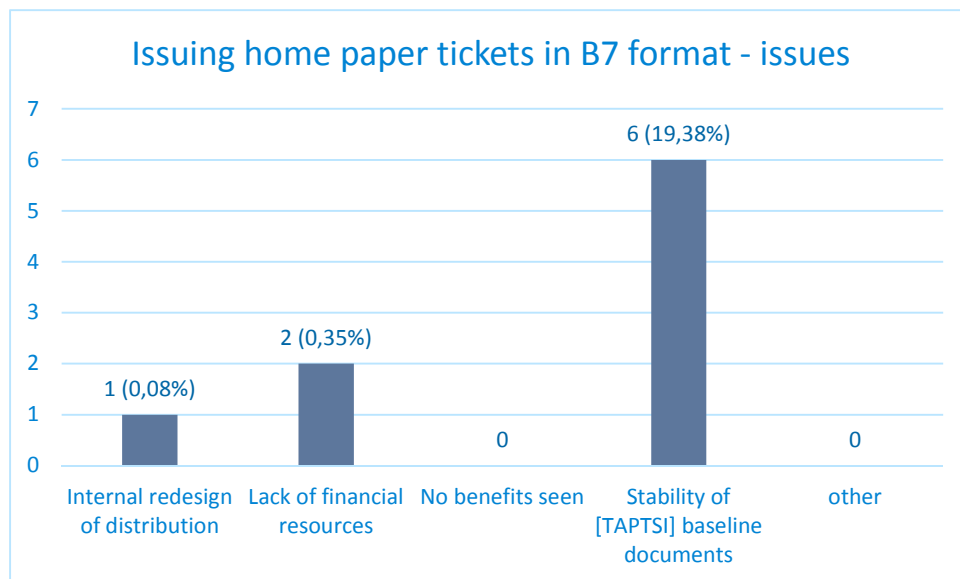


Figure 73: Issuing home paper tickets in B7 format: issues
[number of responses (% based on European passenger per km factor)]

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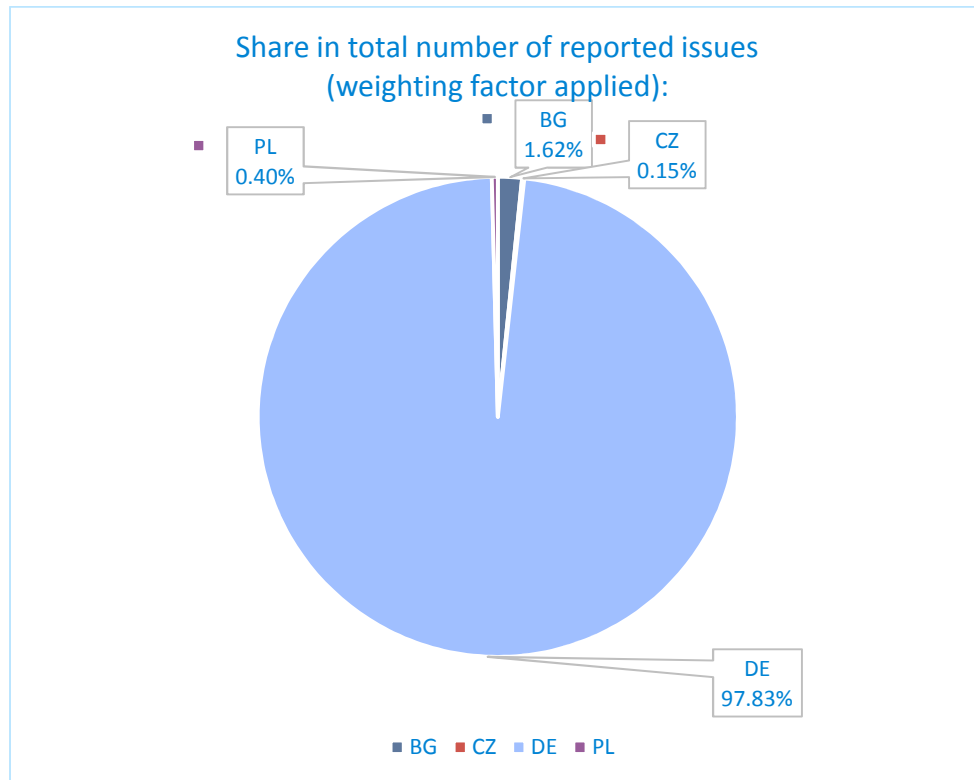


Figure 74: Issuing home paper tickets in B7 format: Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “issuing home-printed paper tickets” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

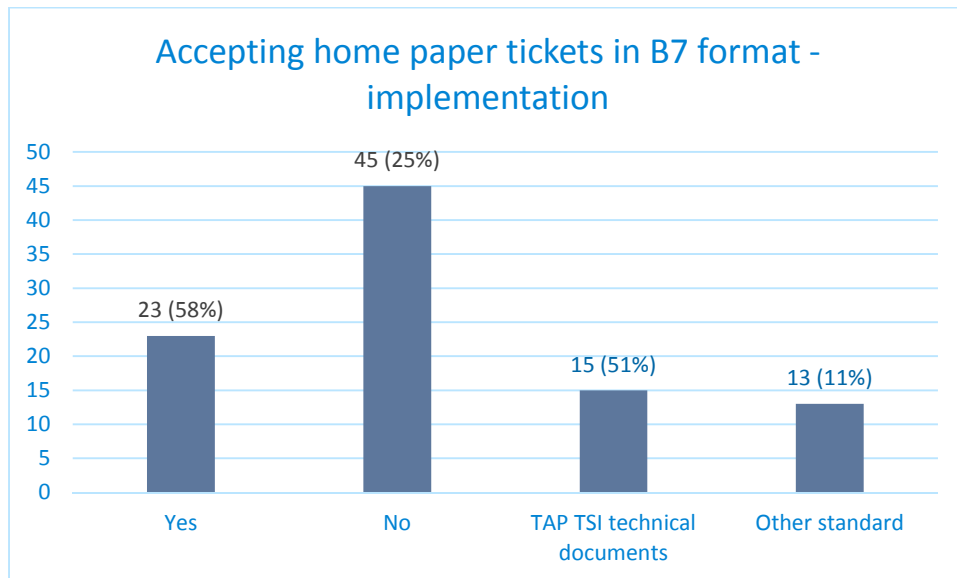
The implementation status of the function “Issuing home printed tickets for international and foreign sales in B7 format” is low, taking into account number of companies. Few companies have reported that they are subject to the implementation this function and in all cases this are the incumbent railway undertakings, which have implemented this function.

Most of the other companies are not offering home printed tickets. However the implementation of the acceptance of those tickets by both parties has to be part of a commercial agreement between them.

Taking into account market shares of companies, the implementation level looks better then observing just absolute number of companies. 58% of European railway market declared to be subject of implementation and 51% are part of implementation process according to TAP TSI standards.

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4.2.2.10 Accepting home printed tickets for international and foreign sales in B7 format



**Figure 75: Accepting home paper tickets in B7 format: subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]**

* 5 RUs declared they are implementing the function using both TAP TSI technical document and other standards.

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Company name:	Country	Explanations of the reason not to be subject to implement the function:
Trasporti Passeggeri Emilia Romagna	IT	The authority is the region (Regione Emilia Romagna)
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international and foreign ones.
Heclur Rail AB	SE	We only provide traction (Locus)
Koleje Śląskie Spółka z o.o.	PL	Can not have this supply
FERROVIE DEL GARFANO	IT	the company performs only regional service without reservation of the place
Arriva Trains Wales	UK	Only D6 tickets accepted.
CFL	LU	CFL doesn't have a proper Reservation and Ticketing retail system Therefore, CFL's implementation level will always be aligned to the BeNe TAP TSI implementation level.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets We are a suburban rail operator with a ticket system contactless, integrated with other modes of transport and with gates in the stations
Fertagus, S.A.	PT	
Trenitalia S.p.A.	IT	Currently we do not adopt this ticketing method.
Trasporto Ferroviario Toscano SpA	IT	ticketing is subcontracted to other company
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM is a local RU-P and accepts tickets only issued by other carriers from ticket office.
SAD - Trasporto Locale SpA	IT	not within our competence
Lokalføring	DK	Lokalføring is not issuing international tickets
Nordjyske Jernbaner	DK	Not offering or accepting international tickets
Motiføring	DK	Lokalføring is not issuing international tickets
C2C	UK	Only B6 tickets accepted.
Caerffwrdd Saeper	UK	Only B6 tickets accepted.
Chiltern Railways	UK	Only B6 tickets accepted.
CrossCountry	UK	Only D6 tickets accepted.
East Midlands Trains	UK	Only B6 tickets accepted.
Garwick Express	UK	Only B6 tickets accepted.
Grand Central	UK	Only B6 tickets accepted.
Great Northern	UK	Only D6 tickets accepted.
Great Western Railway	UK	Only B6 tickets accepted.
Greater Anglia	UK	Only B6 tickets accepted.
Heathrow Connex	UK	Only B6 tickets accepted.
Heathrow Express	UK	Only B6 tickets accepted.
Hull Trains	UK	Only B6 tickets accepted.
Island Line	UK	Only B6 tickets accepted.
London Midland	UK	Only D6 tickets accepted.
London Overground	UK	Only B6 tickets accepted.
Merseyrail	UK	Only B6 tickets accepted.
Norfolk	UK	Only B6 tickets accepted.
ScotRail	UK	Only B6 tickets accepted.
South West Trains	UK	Only B6 tickets accepted.
Southeastern	UK	Only B6 tickets accepted.
Southern	UK	Only D6 tickets accepted.
Stansted Express	UK	Only B6 tickets accepted.
St. Helier Rail	UK	Only B6 tickets accepted.
Thameslink	UK	Only B6 tickets accepted.
TransPennine Express	UK	Only D6 tickets accepted.
Virgin Trains	UK	Only B6 tickets accepted.
Virgin Trains East Coast	UK	Only B6 tickets accepted.
„S.C. Albanian Railways“	IT	There is no need for such functionality. Technical obstacles to implement such functionality in existing IT environment

Figure 76: Accepting home paper tickets in B7 format: reasons for not being subject of implementation

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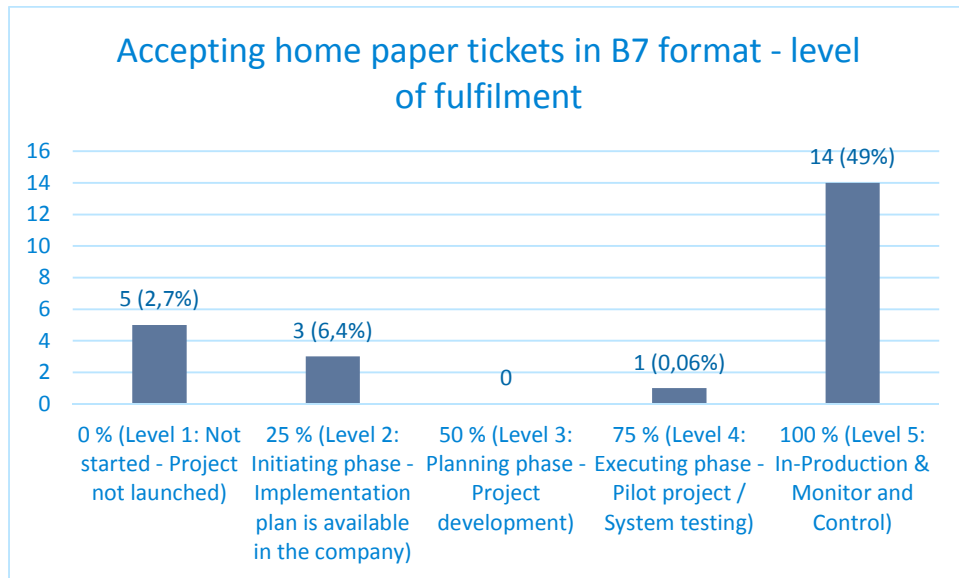


Figure 77: Accepting home paper tickets in B7 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]

Risks reported:

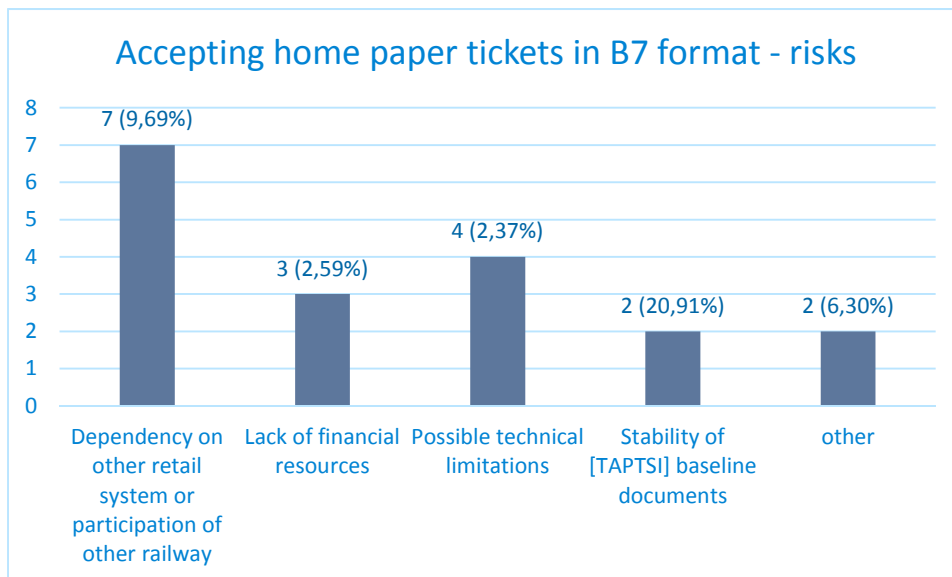


Figure 78: Accepting home paper tickets in B7 format: risks [number of responses (% based on European passenger per km factor)]

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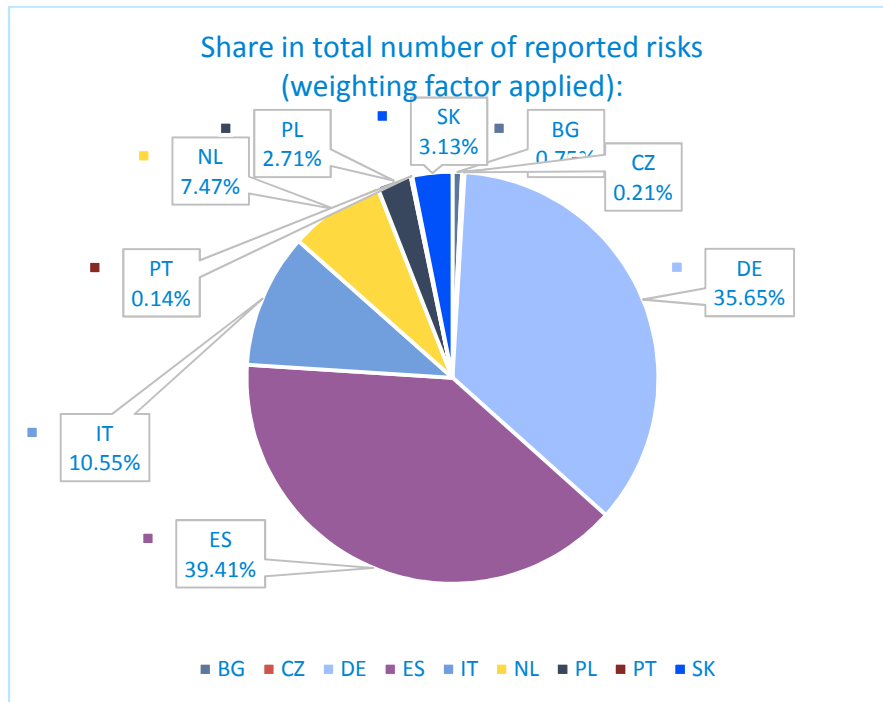


Figure 79: Accepting home paper tickets in B7 format: Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “accepting home printed tickets” are the dependency on other reservation systems, the lack of financial resources, the possible technical limitations and the stability of the TAP TSI baseline.

Issues reported:

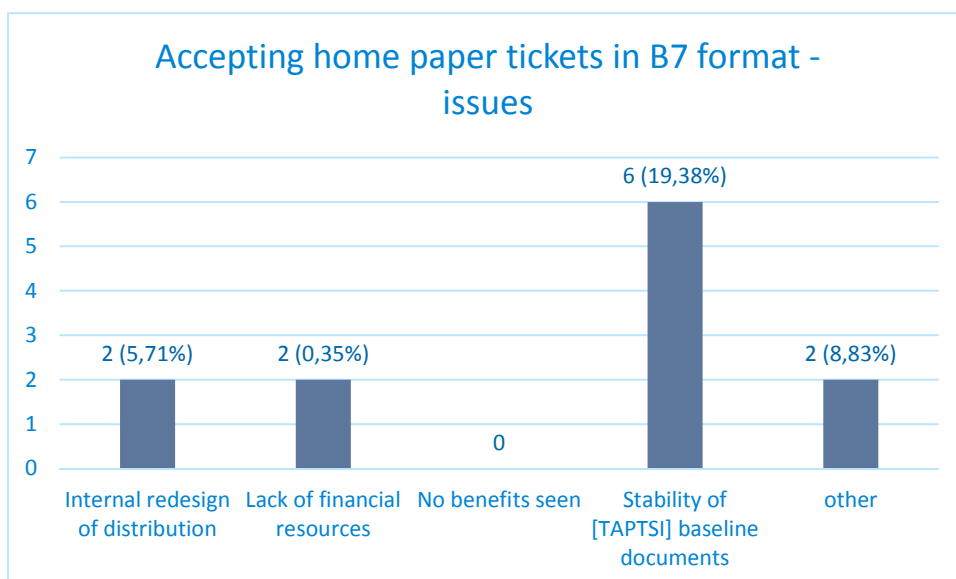


Figure 80: Accepting home paper tickets in B7 format: issues [number of responses (% based on European passenger per km factor)]

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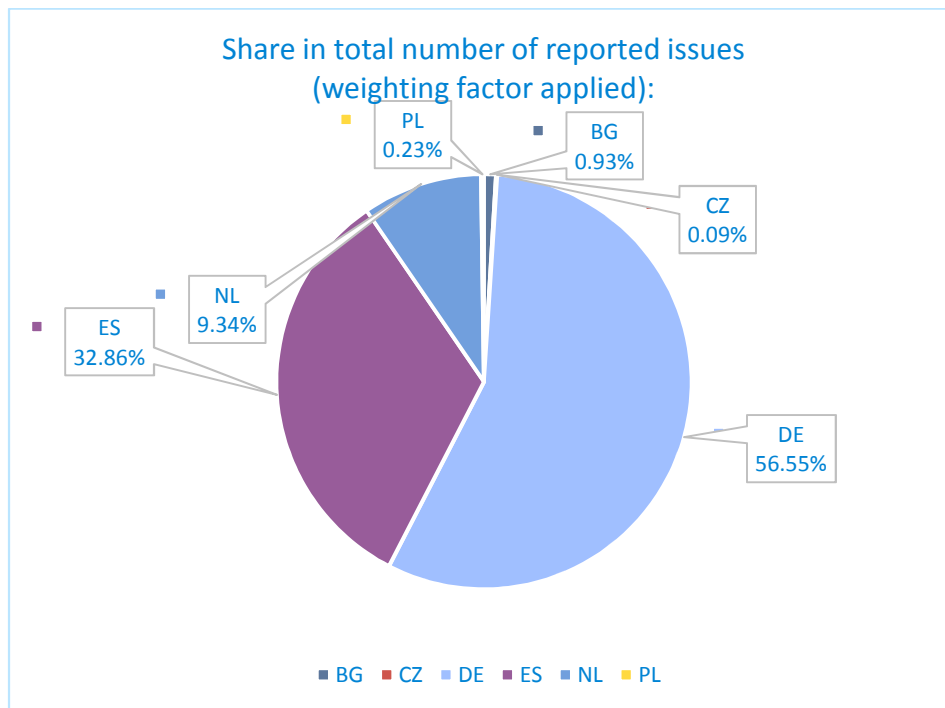


Figure 81: Accepting home paper tickets in B7 format: Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “accepting home-printed paper tickets” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline. The issue “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

The implementation status of the function “Accepting home printed tickets for international and foreign sales in B7 format” is good. In most of the cases this are the incumbent railway undertakings, which have implemented this function.

Most of the other companies are not accepting home printed tickets. However the implementation of the acceptance of those tickets has to be part of a commercial agreement between the parties.

Taking into account market shares of companies, the implementation level analysis showed that 58% of European railway market declared to be subject of implementation and 51% are part of implementation process according to TAP TSI standards.

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4.2.2.11 Sending PRM assistance reservation requests via IT communication to agreed RU's, IM's and SM's in B10 format

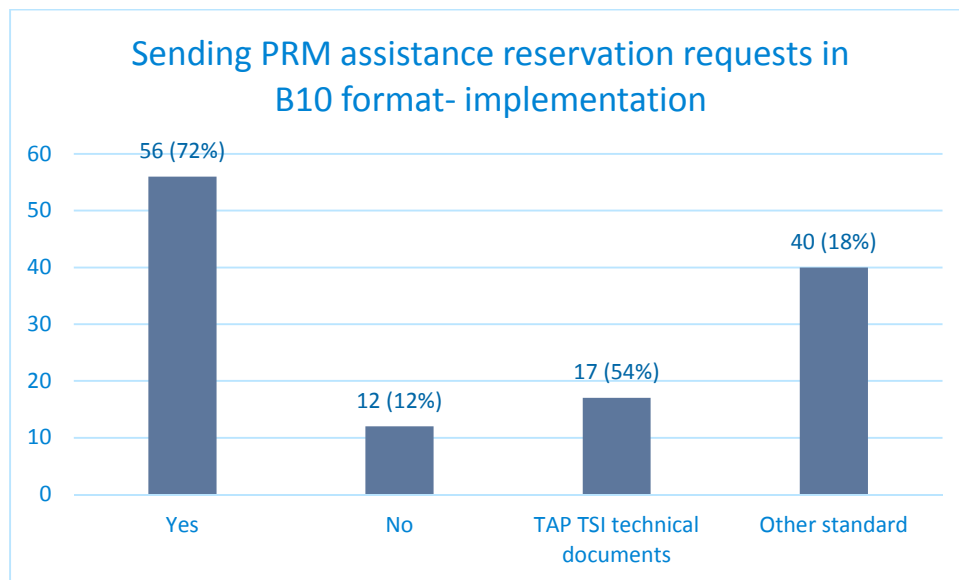


Figure 82: Sending PRM assistance reservation requests in B10 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

Company name:	Country:	Explanation of the reason not to be subject to implement the function:
trasporti Passaggio Europa Romagna	IT	The function is implemented by the Infrastructure Manager (IMI and IRI - Milano EU)
Koleje Mazowieckie - KM Sp. z o.o.	PL	Koleje Mazowieckie provide PRM assistance according to 24 article of the Regulation (EC) No 1371/2007 of The European Parliament and of The Council of 23 October 2007 on rail passengers' rights and obligation.
Hahn RTD AG	DE	We are only providing reaction (none)
Korje Ajaksin Seilka z o.o	FI	No reservation due to the nature of transport
VR Group	F	In Finland Russian staff we are not sending PRM assistance reservation requests.
renbahn S r A	IT	PRM management is dealt by IRI
PKP Szybki Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP BKM introduces mutual sales of tickets with other RII P and currently does not provide for such notifications.
Leo Express	CZ	However, on the line we manage, we have our own organizational solution, we do not have information on how this will work.
BNV - trasporti locale SpA	IT	not within our competence
Lokaltog	DK	PRM assistance is organized in co-operation with DSE, which handle requests for PRM assistance from international customers
Podivyske Jernbane	DK	PRM assistance is organized in co-operation with DSE, which handle requests for PRM assistance from international customers
Polstyskie	DK	PRM assistance is organized in co-operation with IRI, which handle requests for PRM assistance from international customers

Figure 83: Sending PRM assistance reservation requests in B10 format: reasons for not being subject of implementation

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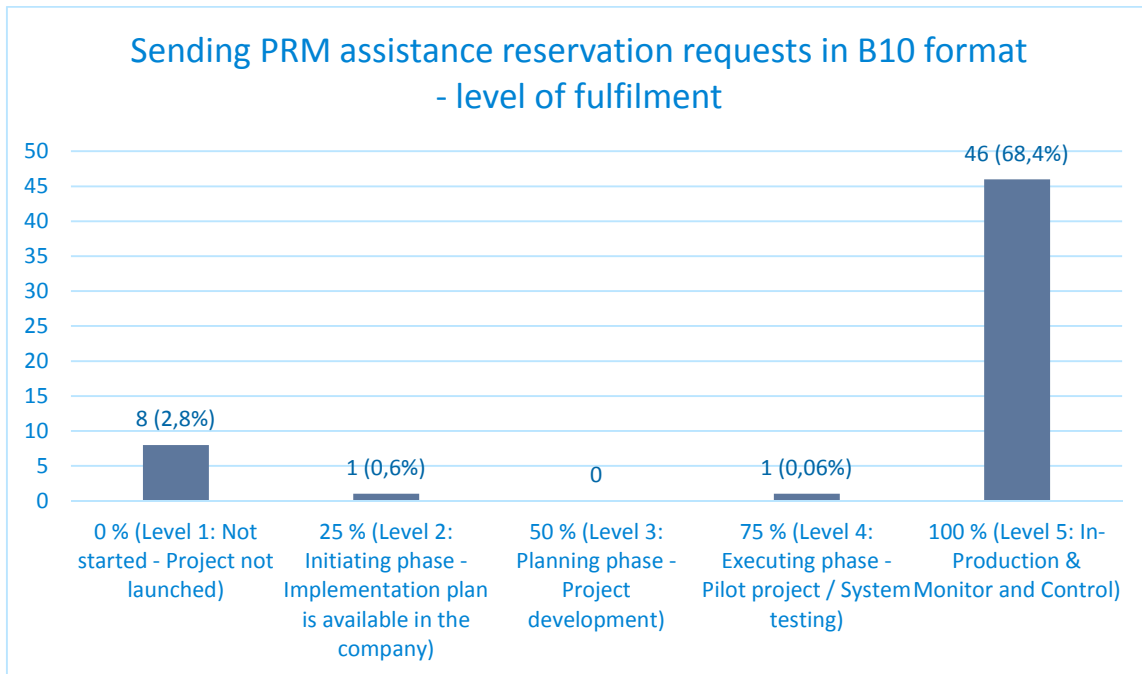


Figure 84: Sending PRM assistance reservation requests in B10 format: level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

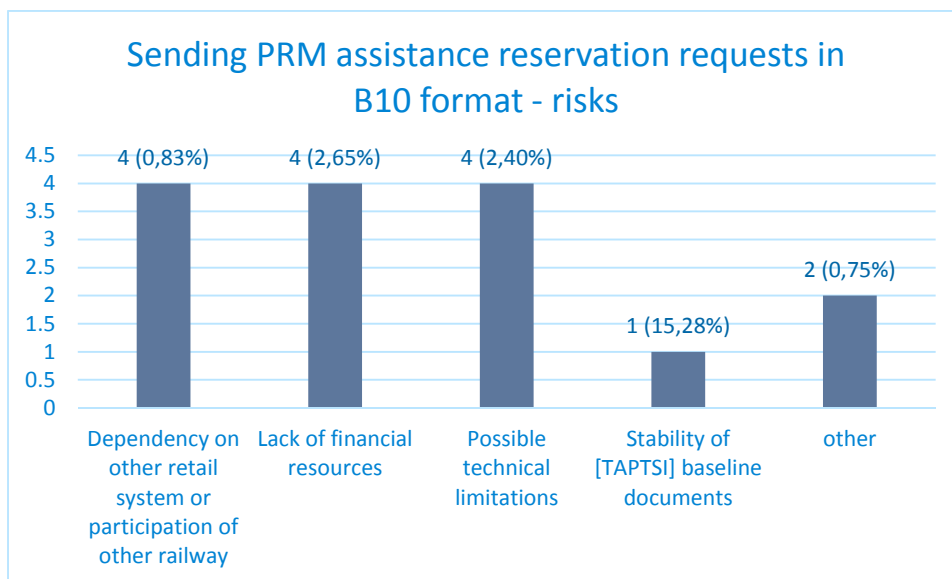


Figure 85: Sending PRM assistance reservation requests in B10 format: risks
[number of responses (% based on European passenger per km factor)]

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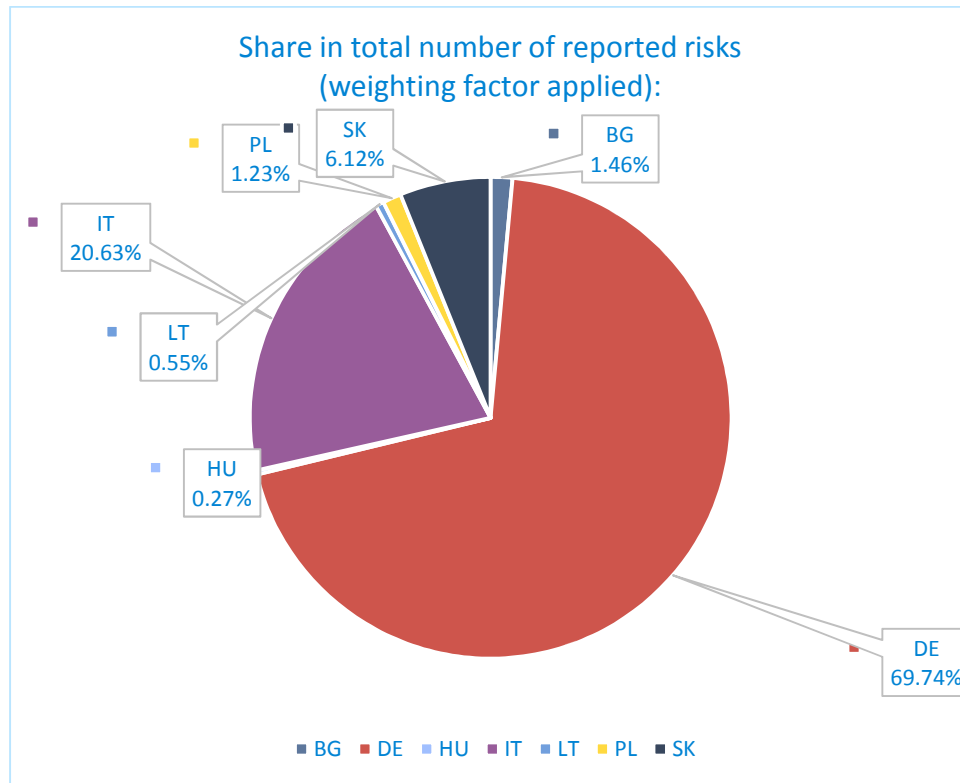


Figure 86: Sending PRM assistance reservation requests in B10 format: Share in total number of reported risks per country

Issues reported:

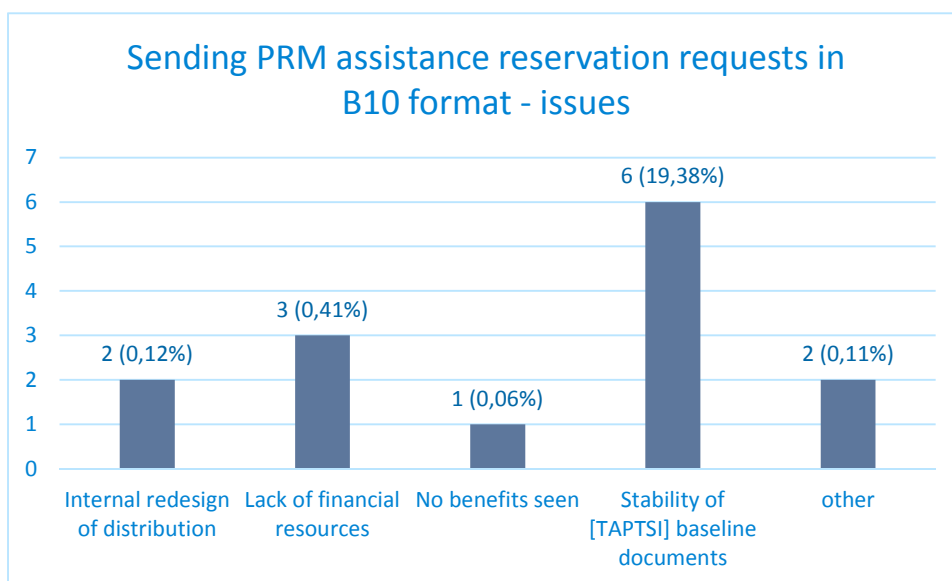


Figure 87: Sending PRM assistance reservation requests in B10 format: issues [number of responses (% based on European passenger per km factor)]

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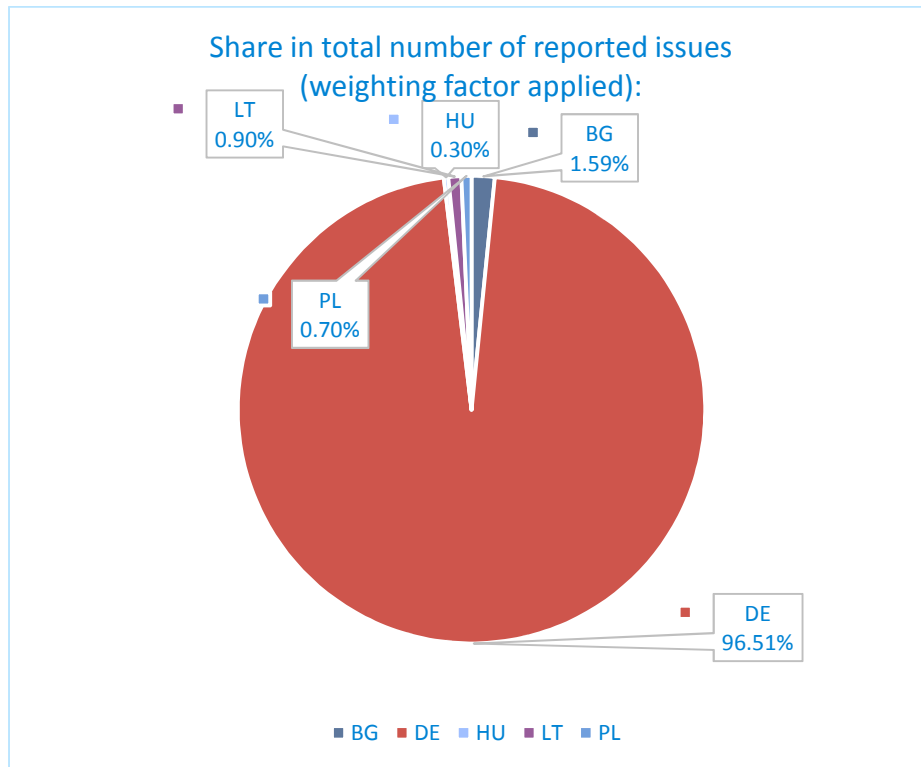


Figure 88: Sending PRM assistance reservation requests in B10 format: Share in total number of reported issues per country

The implementation status of the function “Sending PRM assistance reservation requests via IT communication to agreed RU’s, IM’s and SM’s in B10 format” is low, taking into account number of companies. Only incumbent RU’s have implemented this function, mainly via the product “UIC PRM ABT application”.

However, taking into account market shares of companies, the implementation level looks better than observing just absolute number of companies. 72% of European railway market declared to be subject of implementation and 54% are part of implementation process according to TAP TSI standards.

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4.2.2.12 Answering PRM assistance reservation requests via IT-communication from agreed RU's and agreed 3rd parties in B10 format

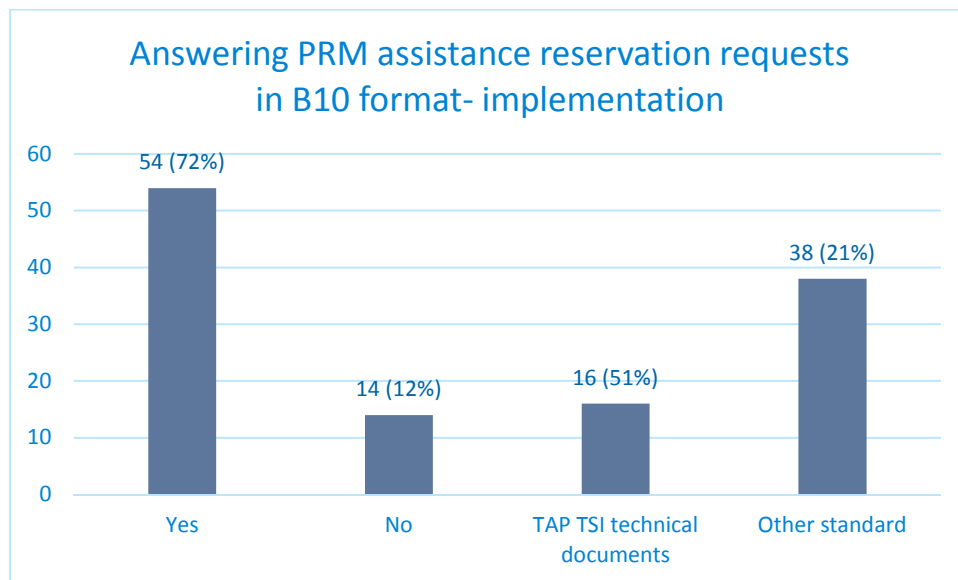


Figure 89: Answering PRM assistance reservation requests in B10 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]

Company name:	Country	Explanations of the reason not to be subject to implement the function:
Transporto Passagiero Ferrovie Romagne	IT	The function is assigned by the Infrastructure Manager
*Koleje Mazowieckie - KM sp. z o.o.	PL	Koleje Mazowieckie provides PRM assistance according to 24 article of Regulation (EC) No 1371/2007. Every disabled person and person with reduced mobility may notified need for such assistance at least 48 hours before the assistance is needed on our 24-hour open Call Center infoline.
Ferrovie Adriatiche	IT	We are only providing traction (locomotives)
Kolejski Blazki Spolka z o.o.	PL	No information due to the nature of transport
VR Group	FI	In Finland Russia traffic we are not answering PRM assistance reservation requests.
Trenitalia S.p.A.	IT	PRM management is dealt by RFI
ČKD s.r.o.	CZ	There is no technical background
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM has its own organizational solution
Leo Express	CZ	We do not have information on how this will work
SAD - Trasporto Locale SpA	IT	not still in our competence
Uniflight	DK	PRM assistance is organized in cooperation with DSB, which handle requests for PRM-assistance from international customers
Indijska Železnica	IN	PRM assistance is organized in cooperation with IRCTC, which handle requests for PRM-assistance from international customers
Melbykke	DK	PRM assistance is organized in cooperation with DSB, which handle requests for PRM-assistance from international customers
JSC „Lituanių Railways“	LT	Technical and financial reasons. International booking is done over third party system.

Figure 90: Answering PRM assistance reservation requests in B10 format: reasons for not being subject of implementation

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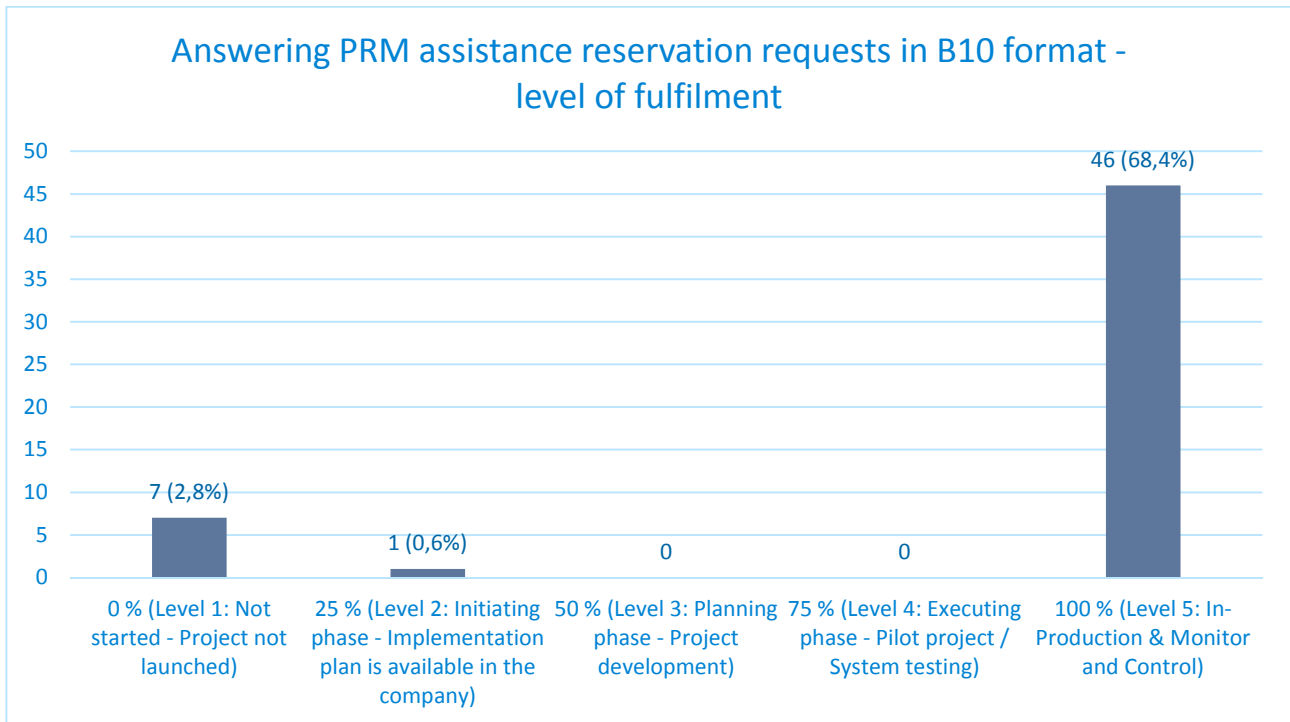


Figure 91: Answering PRM assistance reservation requests in B10 format – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

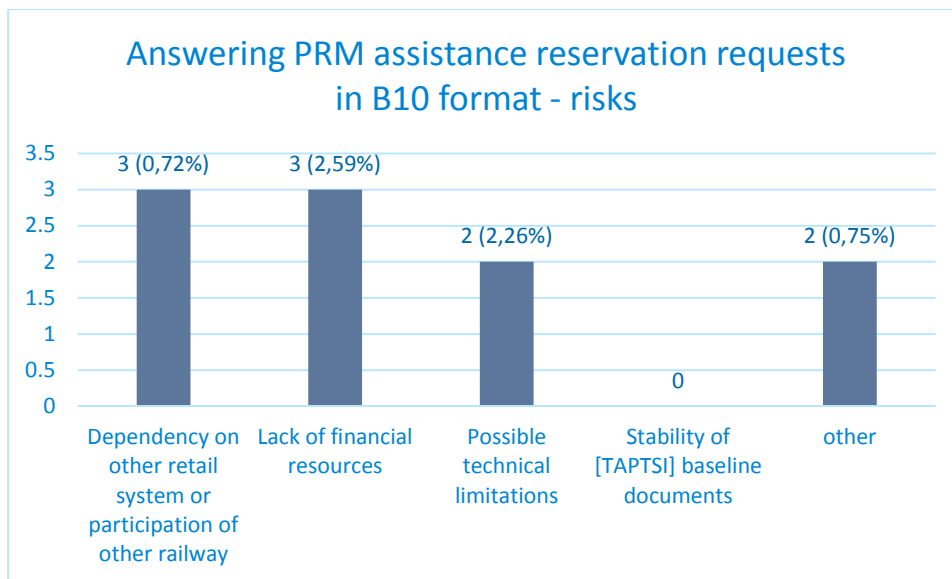


Figure 92: Answering PRM assistance reservation requests in B10 format: risks
[number of responses (% based on European passenger per km factor)]

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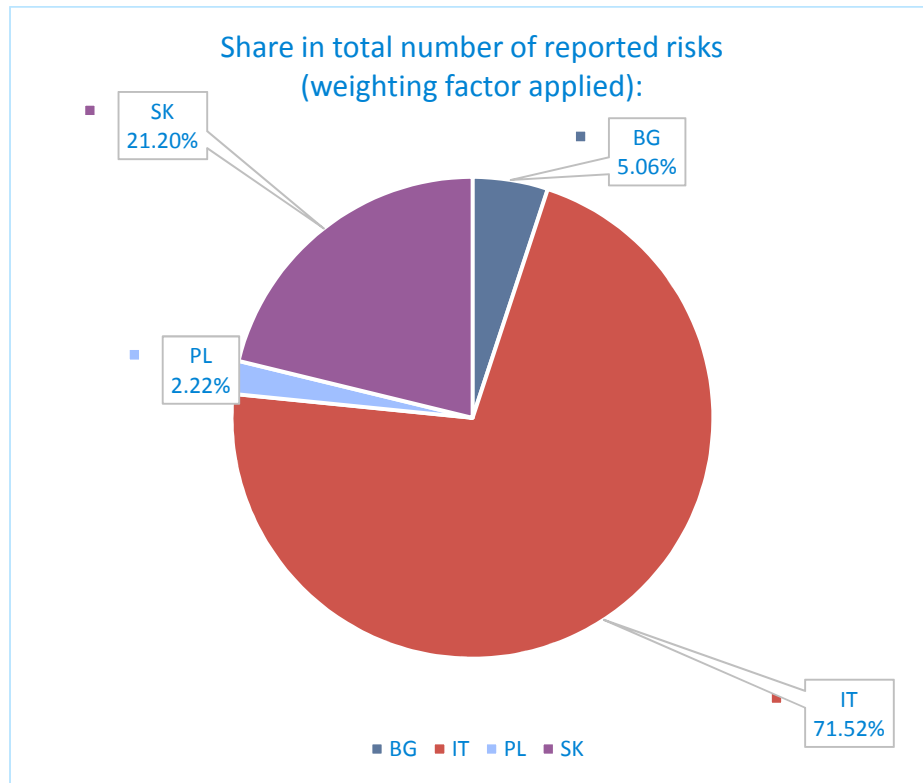


Figure 93: Answering PRM assistance reservation requests in B10 format: Share in total number of reported risks per country

Issues reported:

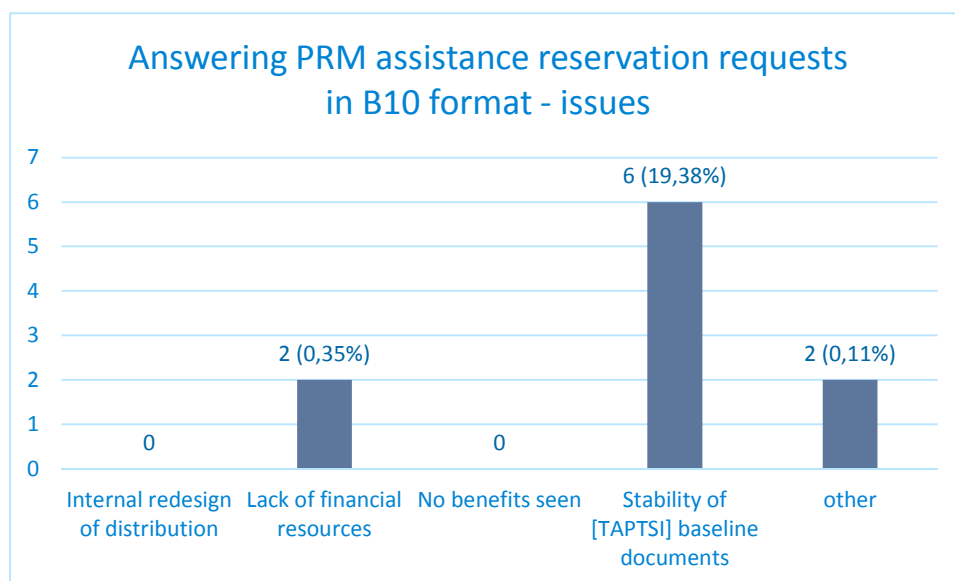


Figure 94: Answering PRM assistance reservation requests in B10 format: issues [number of responses (% based on European passenger per km factor)]

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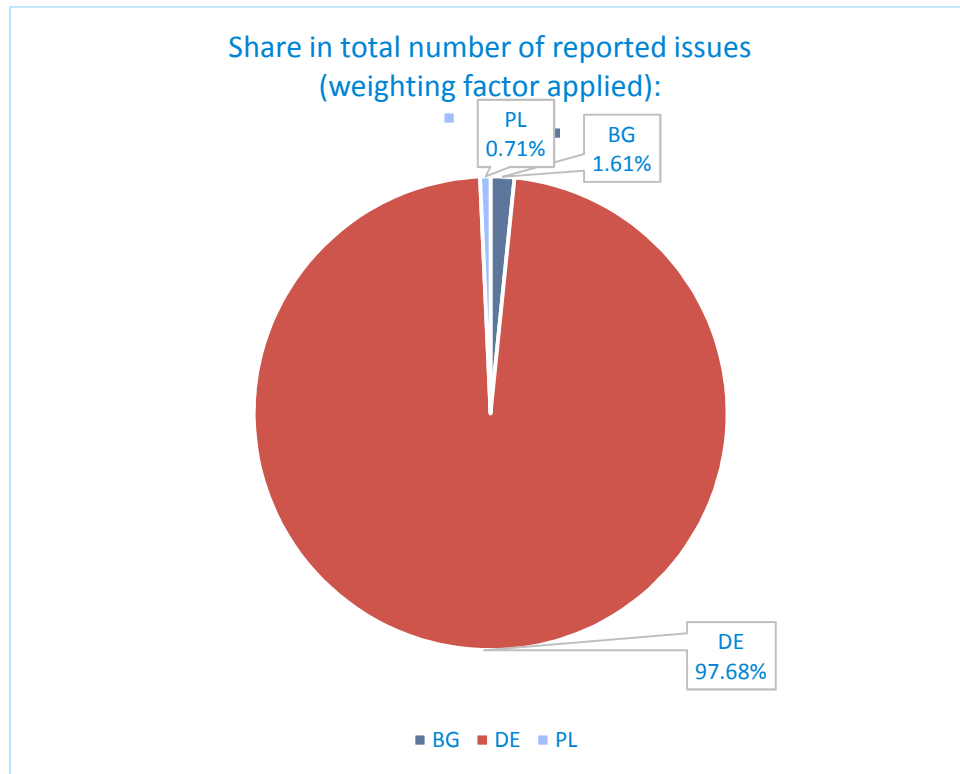


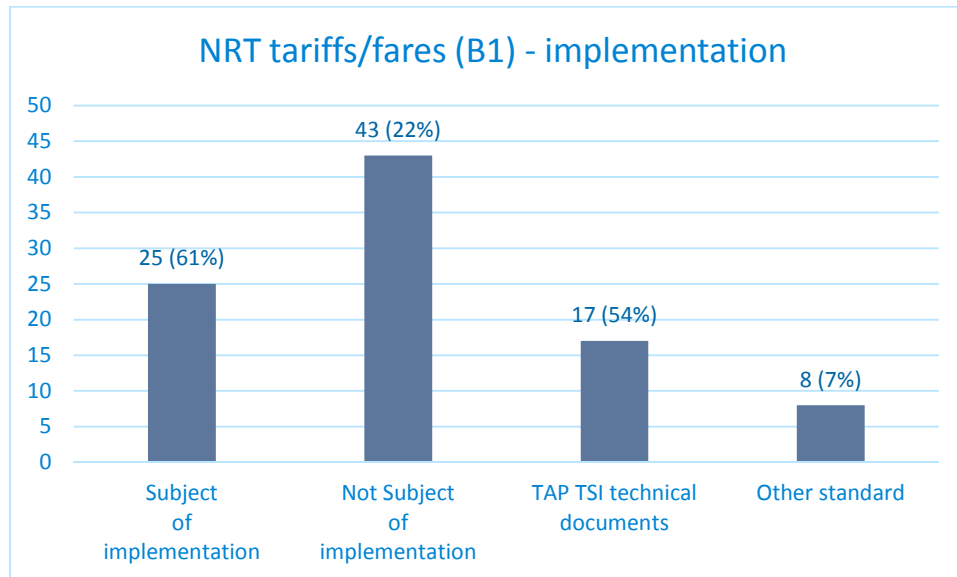
Figure 95: Answering PRM assistance reservation requests in B10 format: Share in total number of reported issues per country

The implementation status of the function “Answering PRM assistance reservation requests via IT communication to agreed RU’s, IM’s and SM’s in B10 format” is low, taking into account number of companies. Only incumbent RU’s have implemented this function, mainly via the product “UIC PRM ABT application”.

However, taking into account market shares of companies, the implementation level looks better than observing just absolute number of companies. 72% of European railway market declared to be subject of implementation and 51% are part of implementation process according to TAP TSI standards.

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4.2.2.13 NRT tariffs/fares



**Figure 96: NRT tariffs/fares (B1): subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]**

25 companies are subject to the exchange of data for the NRT fares. 17 are using the TAP TSI standards and 8 other standards. It has to be elaborated, which standards are in use for this purpose.

Taking into account market shares of companies, 61% of European railway market declared to be subject of implementation and 54% are part of implementation process according to TAP TSI standards.

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Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	only regional and inter-regional service
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs meant for international and foreign sales
Hecht Rail AB	SE	We are only providing traction (trains)
Koleje Śląskie Spółka z o.o.	PL	We do not sell internationally.
FERROVIE DEL GARGANO	IT	Ferrovie del Gargano exclusively carries out railway service in the regional area.
Arriva Train Wales	UK	GB TOCs do not export tariffs to RJs not based in GB.
RENFE VIAJEROS	ES	This product is not marketed in Renfe.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Ferrogus S.A.	PT	We are a local suburban RU
Koleje Dolnośląskie S.A.	PL	We do not use NRT tariff.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM provides a tariff in the domestic sales system maintained and managed by PKP Informatyka Sp. z o.o.
SAD - Trasporto Locale SpA	IT	not within our competence
Lokaltoget	DK	Not offering international tickets
Nordjyske Jernbaner	DK	Not offering international tickets
Midtjyske	DK	Not offering international tickets
C2C	UK	GB TOCs do not export tariffs to RJs not based in GB.
Caledonia Sleeper	UK	GU TOCs do not export tariffs to RJs not based in GU.
Chiltern Railways	UK	GU TOCs do not export tariffs to RJs not based in GU.
CrossCountry	UK	GU TOCs do not export tariffs to RJs not based in GU.
Last Midlands Trains	UK	GU TOCs do not export tariffs to RJs not based in GU.
Catwick Express	UK	GH TOCs do not export tariffs to RJs not based in GH.
Grand Central	UK	GB TOCs do not export tariffs to RJs not based in GB.
Great Northern	UK	GB TOCs do not export tariffs to RJs not based in GB.
Great Western Railway	UK	GB TOCs do not export tariffs to RJs not based in GB.
Greater Anglia	UK	GB TOCs do not export tariffs to RJs not based in GB.
Heathrow Connect	UK	GB TOCs do not export tariffs to RJs not based in GB.
Heathrow Express	UK	GB TOCs do not export tariffs to RJs not based in GB.
Hull Trains	UK	GB TOCs do not export tariffs to RJs not based in GB.
Island Line	UK	GB TOCs do not export tariffs to RJs not based in GB.
London Midland	UK	GB TOCs do not export tariffs to RJs not based in GB.
London Overground	UK	GB TOCs do not export tariffs to RJs not based in GB.
Merseyrail	UK	GB TOCs do not export tariffs to RJs not based in GB.
Northern	UK	GB TOCs do not export tariffs to RJs not based in GB.
ScotRail	UK	GB TOCs do not export tariffs to RJs not based in GB.
South West Trains	UK	GU TOCs do not export tariffs to RJs not based in GU.
Southeastern	UK	GU TOCs do not export tariffs to RJs not based in GU.
Southern	UK	GU TOCs do not export tariffs to RJs not based in GU.
Stansted Express	UK	GU TOCs do not export tariffs to RJs not based in GU.
11 Rail	UK	GI TOCs do not export tariffs to RJs not based in GI.
Thameslink	UK	GB TOCs do not export tariffs to RJs not based in GB.
TransPennine Express	UK	GB TOCs do not export tariffs to RJs not based in GB.
Virgin Trains	UK	GB TOCs do not export tariffs to RJs not based in GB.
Virgin Trains East Coast	UK	GB TOCs do not export tariffs to RJs not based in GB.

Figure 97: NRT tariffs/fares (B1): reasons for not being subject of implementation

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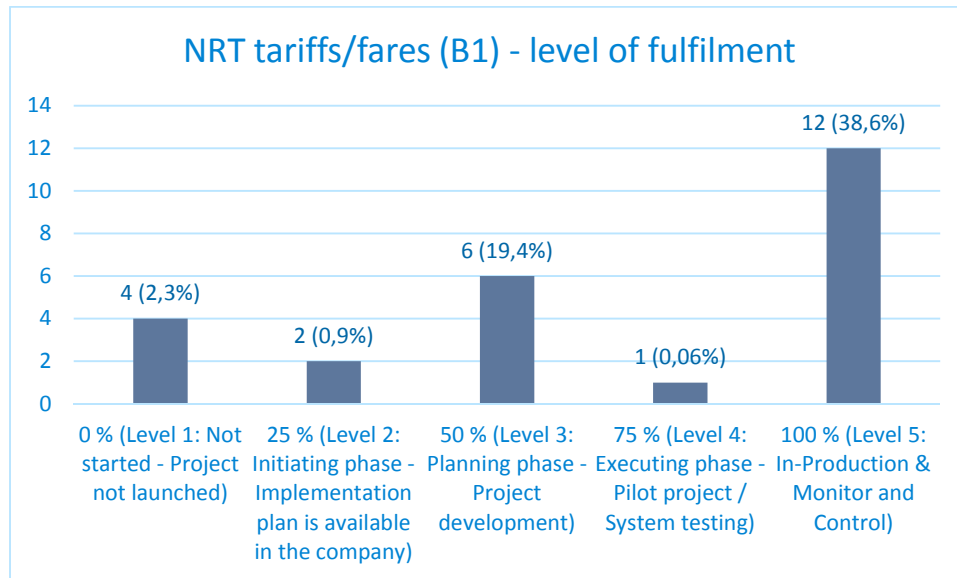


Figure 98: NRT tariffs/fares (B1) – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

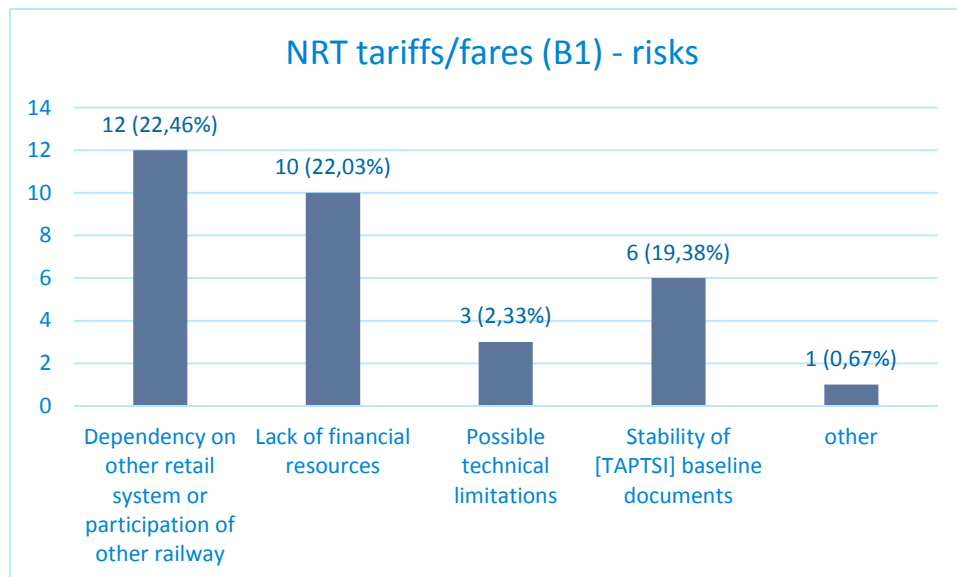


Figure 99: NRT tariffs/fares (B1): risks
[number of responses (% based on European passenger per km factor)]

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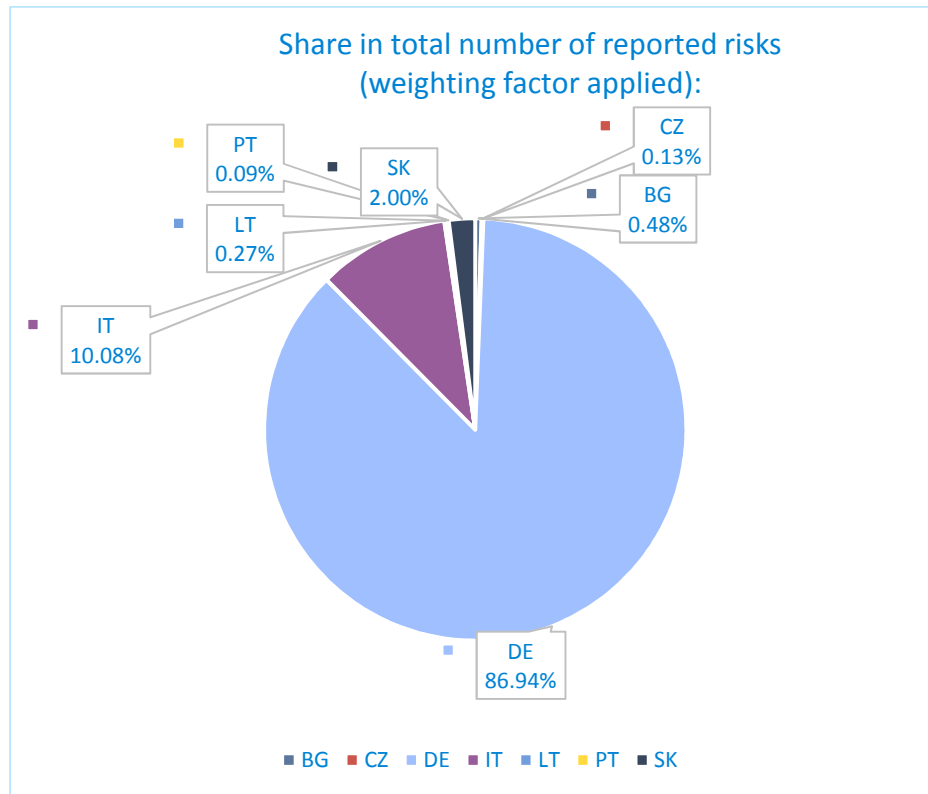


Figure 100: NRT tariffs/fares (B1): Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “publication of NRT tariffs/fares” are the dependency on other reservation system, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: the provision of NRT-fares does not need any interaction with other IT-systems. So there is no need at all to connect those systems to provide NRT-fares and the risk is not evident at all. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

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Issues reported:

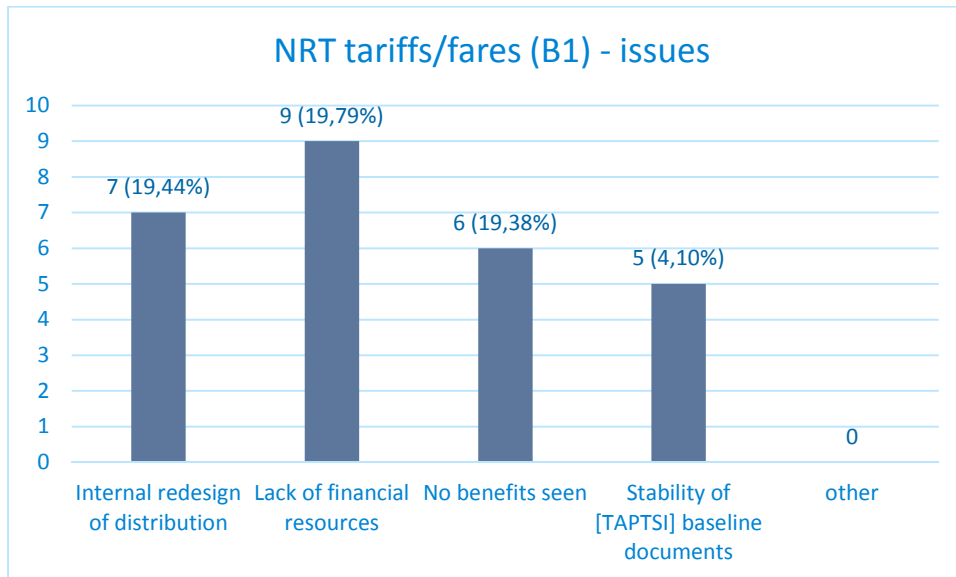


Figure 101: NRT tariffs/fares (B1): issues

[number of responses (% based on European passenger per km factor)]

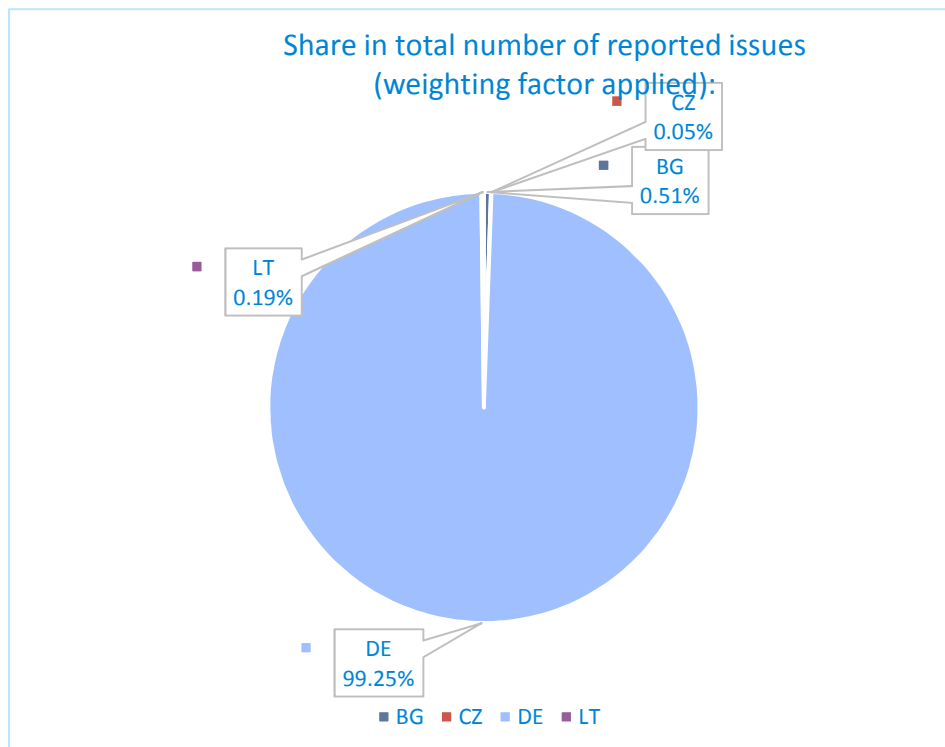


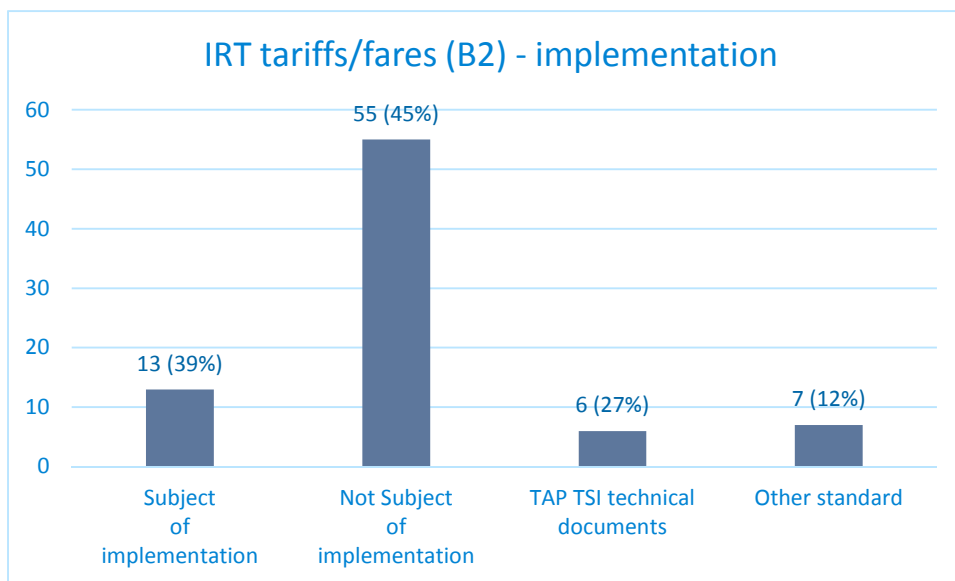
Figure 102: NRT tariffs/fares (B1): Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “NRT tariffs/fares” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline. The issue

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“Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

4.2.2.14 IRT tariffs/fares



**Figure 103: IRT tariffs/fares (B2): subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]**

13 companies are subject to the exchange of data for the IRT fares. 6 are using the TAP TSI standards and 7 other standards. Taking into account market shares of companies, 39% of European railway market declared to be subject of implementation and 27% are part of implementation process according to TAP TSI standards.

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Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	Only regional and inter regional service
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs meant for international or foreign sales
Hertof Rail AR	SE	We are only providing traction (Intrins)
Koleje Śląskie Spółka z o.o.	PL	We do not sell anywhere in the world.
SBB AG, Passenger Division	CH	SEB does not offer IRT tariffs.
FERROVIE DEL GARGANO	IT	The Ferrovie del Gargano only carry out rail services in the regional area and do not provide for a sea: reservation.
Arriva Trains Wales	UK	GB TOCs do not export tariffs to RUs not based in GB.
NS International	NL	NS in its carrier role does not apply IRT fare systems.
CFL	LU	CFL doesn't have IRT tariffs on its own.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	However, it offers this type of tariffs to its customers by using foreign inventory
VR Group	FI	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Fertagus, S.A.	PT	VR domestic fares will be available through NAP (national access point) service when
Koleje Dolnośląskie S.A.	PL	We are a local suburban RU
DB Fernverkehr AG	DE	We do not use IRT tariff.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	DE Fernverkehr does not offer IRT Fares
DB Regio AG	DE	PKP SKM does not have seats on its trains
SAD - Trasporto Locale SpA	IT	Companies do not offer IRT
DB Regio/Netz Verkehr GmbH	DE	not with our competence
DB ZugBus Regionalverkehr Alb-Bodensee GmbH	DE	Companies do not offer IRT
S-Bahn Hamburg GmbH	DE	Companies do not offer IRT
S-Bahn Berlin GmbH	DE	Companies do not offer IRT
DSB	DK	Not offering IRT tickets
Lokstog	DK	Not offering international products
Norcyjske Jernbaner	UK	Not offering international products
Midtjyske	DK	Not offering international products
C2C	UK	GB TOCs do not export tariffs to RUs not based in GB.
Caledonia Sleeper	UK	GB TOCs do not export tariffs to RUs not based in GB.
Chiltern Railways	UK	GB TOCs do not export tariffs to RUs not based in GB.
CrossCountry	UK	GB TOCs do not export tariffs to RUs not based in GB.
East Midlands Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Gatwick Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Grand Central	UK	GB TOCs do not export tariffs to RUs not based in GB.
Great Northern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Great Western Railway	UK	GB TOCs do not export tariffs to RUs not based in GB.
Greater Anglia	UK	GB TOCs do not export tariffs to RUs not based in GB.
Heathrow Connect	UK	GB TOCs do not export tariffs to RUs not based in GB.
Heathrow Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Hull Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Island Line	UK	GB TOCs do not export tariffs to RUs not based in GB.
London Midland	UK	GB TOCs do not export tariffs to RUs not based in GB.
London Overground	UK	GB TOCs do not export tariffs to RUs not based in GB.
Merseyrail	UK	GB TOCs do not export tariffs to RUs not based in GB.
Northern	UK	GB TOCs do not export tariffs to RUs not based in GB.
ScotRail	UK	GB TOCs do not export tariffs to RUs not based in GB.
South West Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Southeastern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Southern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Starsted Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
TFL Rail	UK	GB TOCs do not export tariffs to RUs not based in GB.
Thameslink	UK	GB TOCs do not export tariffs to RUs not based in GB.
TransPennine Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Virgin Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Virgin Trains East Coast	UK	GB TOCs do not export tariffs to RUs not based in GB.
JSC „Lithuanian Railways“	LI	Lithuanian railways use third party system to exchange IRI data.
Arriva	DK	Not offering IRT tickets

Figure 104: IRT tariffs/fares (B2): reasons for not being subject of implementation

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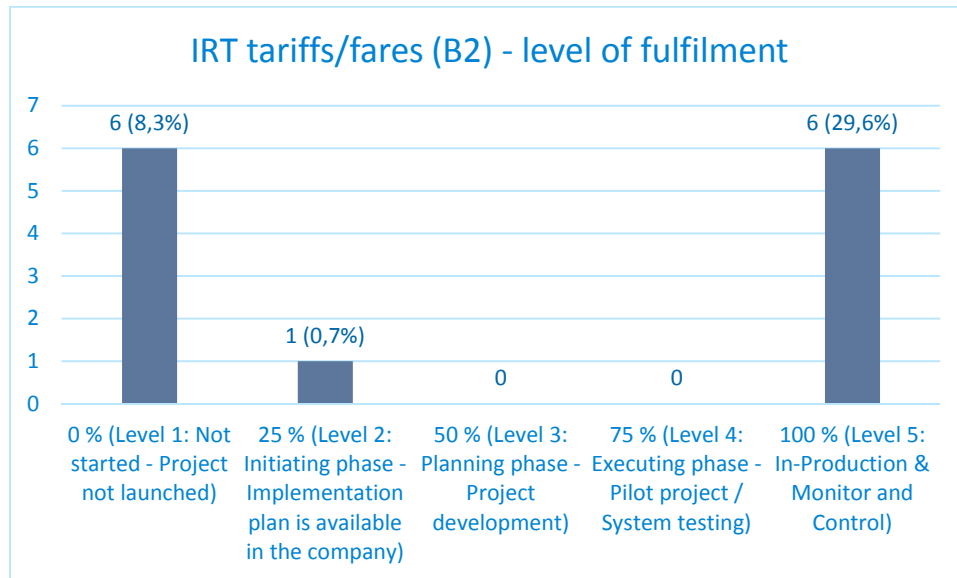


Figure 105: IRT tariffs/fares (B2) – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

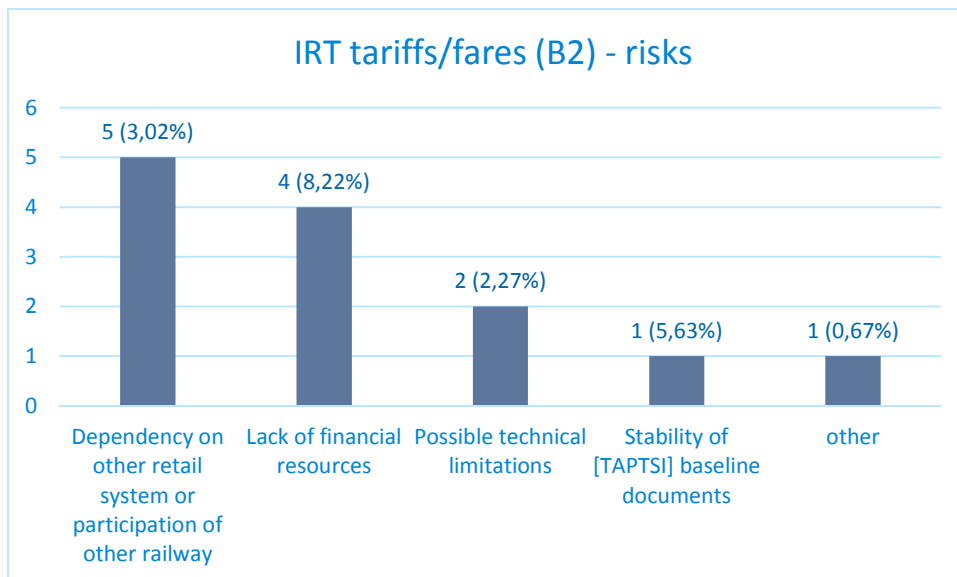


Figure 106: IRT tariffs/fares (B2): risks
[number of responses (% based on European passenger per km factor)]

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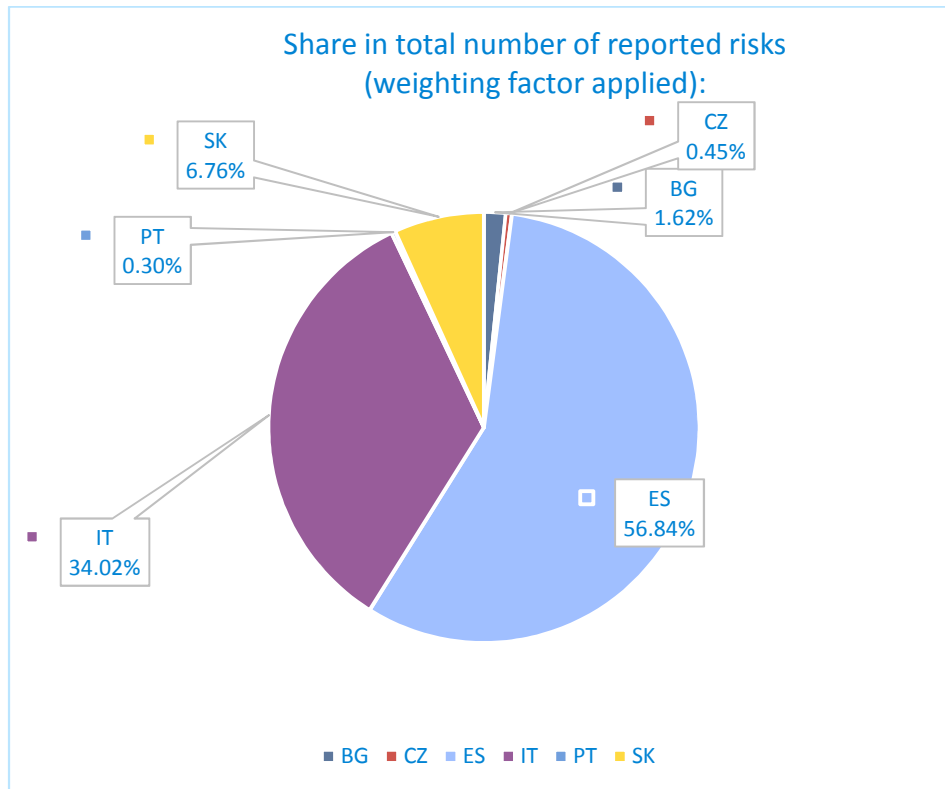


Figure 107: IRT tariffs/fares (B2): Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “publication of IRT tariffs/fares” are the dependency on other reservation system, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: the provision of IRT-fares does not need any interaction with other IT-systems. So there is no need at all to connect those systems to provide IRT-tariffs and fares and the risk is not evident at all. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

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Issues reported:

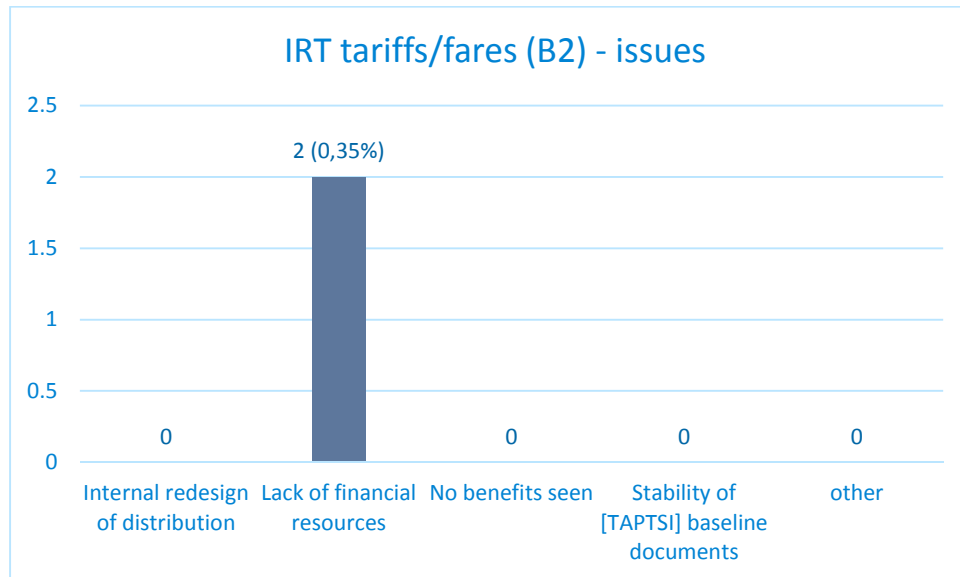


Figure 108: IRT tariffs/fares (B2): issues

[number of responses (% based on European passenger per km factor)]

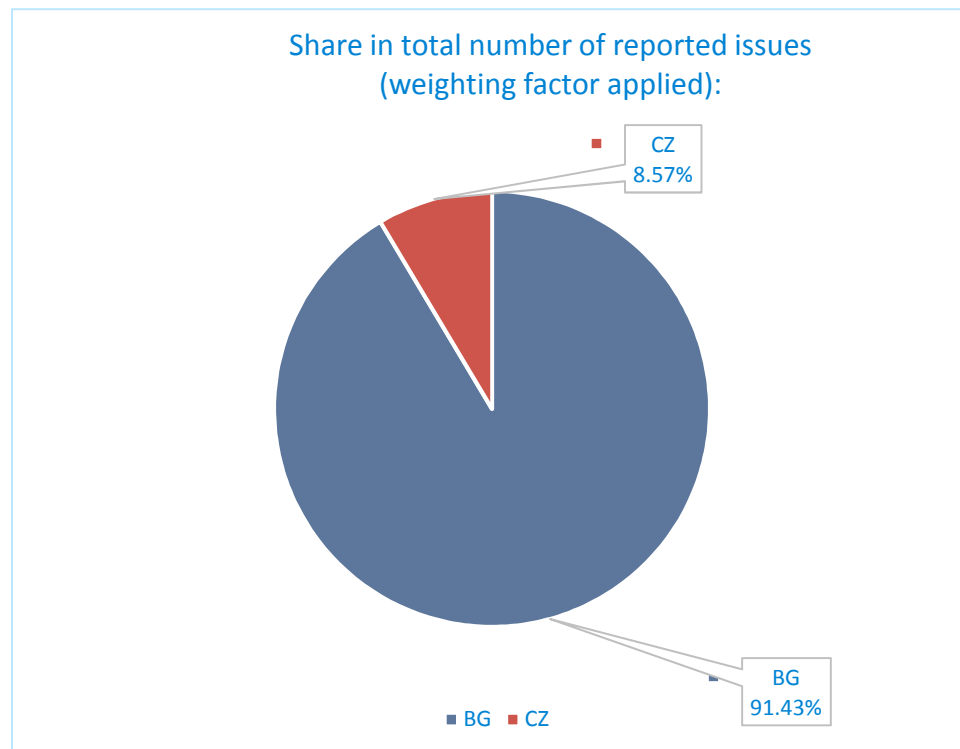


Figure 109: IRT tariffs/fares (B2): Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “IRT tariffs/fares” is the lack of financial resources.

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4.2.2.15 Special tariffs/fares

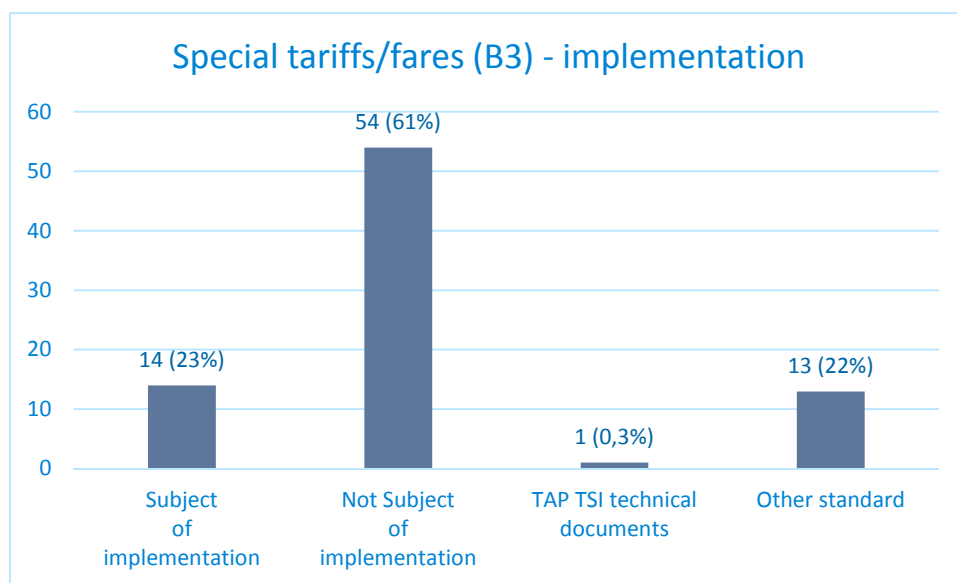


Figure 110: Special tariffs/fares (B3): subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]

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Company name	Country	Explanations of the reason not to be subject to implement the function:
Trasporto Passeggeri Emilia Romagna	IT	Only regional and inter-regional service
Ceske dravy, a.s	CZ	We provide special tariffs under the E1 or the B2 under special bilateral agreements
SNCF Mobilité	FR	SNCF does not propose these product
Koleje Mazowieckie - KM ² sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs/ fares for international or foreign sales.
SNCF Voyages Italic S.r.l.	IT	SNCF does not propose these product
Heurler Rail AB	SE	We are only providing traction (Locos)
Koleje Śląskie Spółka z o.o.	PL	We do not sell anywhere in the world.
ČD ČD AG, Passenger Division	CZ	ČD does not provide any Special tariffs.
FERROVIE DEL GARIGANO	IT	The Ferrovie del Garigano operate only in the regional area
Arriva Trains Wales	UK	DD TOCs do not export tariffs to RUs not based in DD.
RENFE VIAJEROS	ES	This product is not marketed in Spain.
NG International	NL	As there is no corresponding JTC standard to fall back upon, it is still unclear what the scope of this data exchange should be.
OTL	LU	OTL has no experience with this type of tariff and there are no plans to introduce them on the long term.
Kolejka Kolej Aglomeracyjna Sp. z o.o	PL	Kolejka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
VR Group	PL	VR domestic fares will be available through NAT ² (national access point) service when bilaterally agreed in open APIs
Fertagus, S.A	PT	We are a local suburban RU
Trenitalia S.p.A	IT	Trenitalia is not dealing with these products
Koleje Dolnośląskie S.A.	PL	We offer only regional and cross-border rail links (=non reservation tickets) based on bilateral agreements. We do not use Special Tariffs/Fares for international sales.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o. does not offer international products
SAD - Trasporto Locale SpA	IT	not within our competence
DSB	DK	Not offering products comprised by this standard
Lokallog	DK	Not offering international products
Nordjyske Jernbaner	DK	Not offering international products
Midtjyske	DK	Not offering international products
C2C	UK	GB TOCs do not export tariffs to RUs not based in GB.
Caladonia Sleeper	UK	GB TOCs do not export tariffs to RUs not based in GB.
Chiltern Railways	UK	GB TOCs do not export tariffs to RUs not based in GB.
CrossCountry	UK	GB TOCs do not export tariffs to RUs not based in GB.
East Midlands Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
EastWest Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Great Central	UK	GB TOCs do not export tariffs to RUs not based in GB.
Great Northern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Great Western Railway	UK	GB TOCs do not export tariffs to RUs not based in GB.
Greater Anglia	UK	GB TOCs do not export tariffs to RUs not based in GB.
Heathrow Connect	UK	GB TOCs do not export tariffs to RUs not based in GB.
Heathrow Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Hull Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Island Line	UK	GB TOCs do not export tariffs to RUs not based in GB.
London Midland	UK	GB TOCs do not export tariffs to RUs not based in GB.
London Overground	UK	DD TOCs do not export tariffs to RUs not based in DD.
Merseyrail	UK	DD TOCs do not export tariffs to RUs not based in DD.
Northern	UK	DD TOCs do not export tariffs to RUs not based in DD.
GoofRail	UK	DD TOCs do not export tariffs to RUs not based in DD.
South West Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Southeastern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Southern	UK	GB TOCs do not export tariffs to RUs not based in GB.
Stansted Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Thameslink	UK	GB TOCs do not export tariffs to RUs not based in GB.
Thameslink Express	UK	GB TOCs do not export tariffs to RUs not based in GB.
Virgin Trains	UK	GB TOCs do not export tariffs to RUs not based in GB.
Virgin Trains East Coast	UK	GB TOCs do not export tariffs to RUs not based in GB.
ČD, Lithuanian Railways	LT	not international ticketing - Lithuanian railways use third party system
Arriva	UK	Not offering products comprised by this standard

Figure 111: Special tariffs/fares (B3): reasons for not being subject of implementation

The reporting about the implementation progress of the “Special tariffs/fares” has been requested voluntarily by CSG from the railway undertakings. According to the TAP TSI master plan, the implementation of this function is foreseen in 2021. According to the reported figures 14 undertakings reported to be subject of implementation of this function with other standards. 54 companies reported, they are not subject of implementation of this function.

Taking into account market shares of companies, the implementation level analysis showed that 23% of European railway market declared to be subject of implementation and marginal 0,3% are part of implementation process according to TAP TSI standards.

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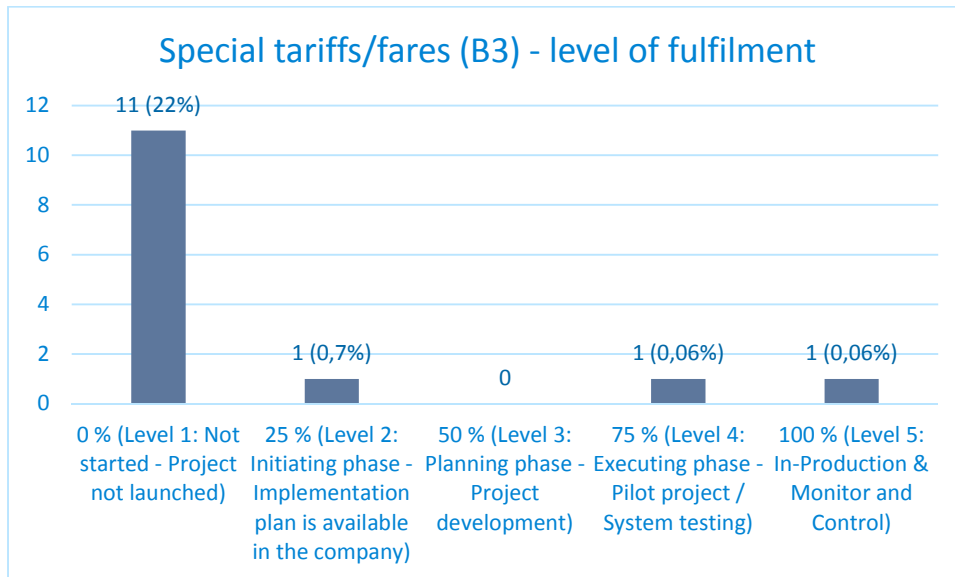


Figure 112: Special tariffs/fares (B3): level of fulfilment,
[number of responses (% based on European passenger per km factor)]

Risks reported:

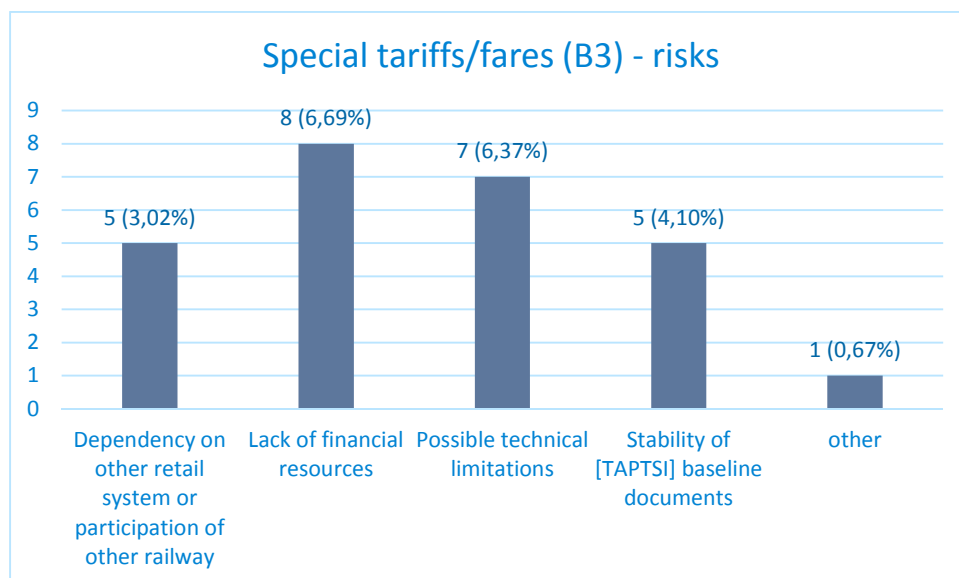


Figure 113: Special tariffs/fares (B3): risks
[number of responses (% based on European passenger per km factor)]

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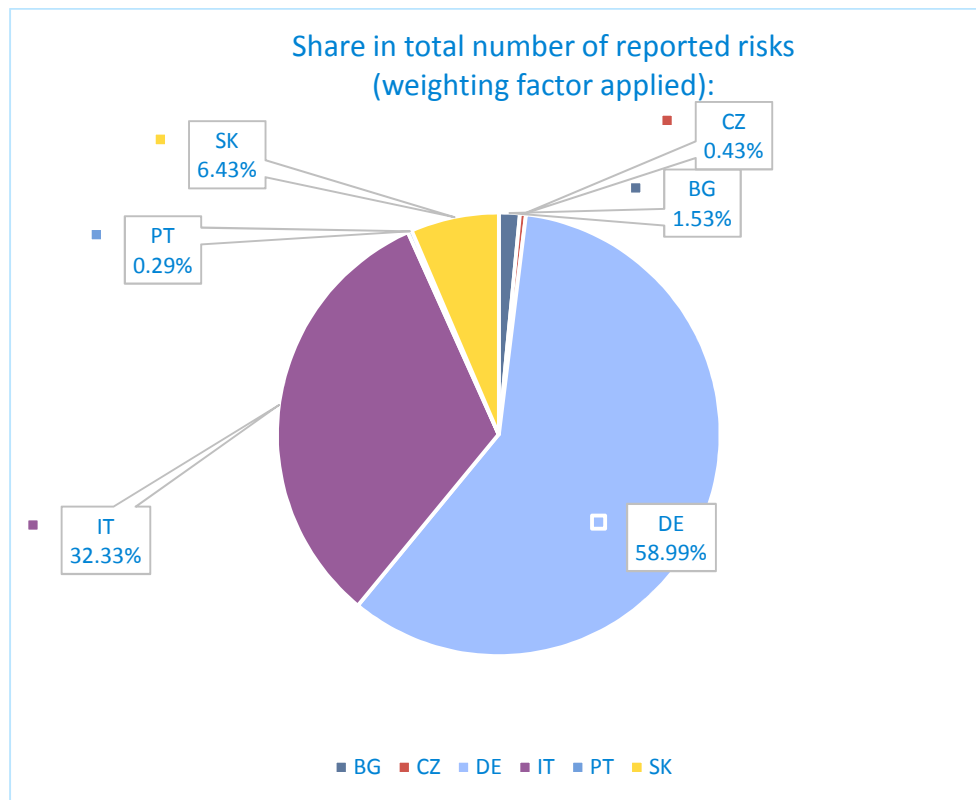


Figure 114: Special tariffs/fares (B3): Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “publication of special tariffs/fares” are the dependency on other reservation system, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: the provision of special fares does not need any interaction with other IT-systems. So there is no need at all to connect those systems to provide special tariffs and fares and the risk is not evident at all. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only formal changes were introduced in the documents since the publication of the TAP TSI in 2011.

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Issues reported:

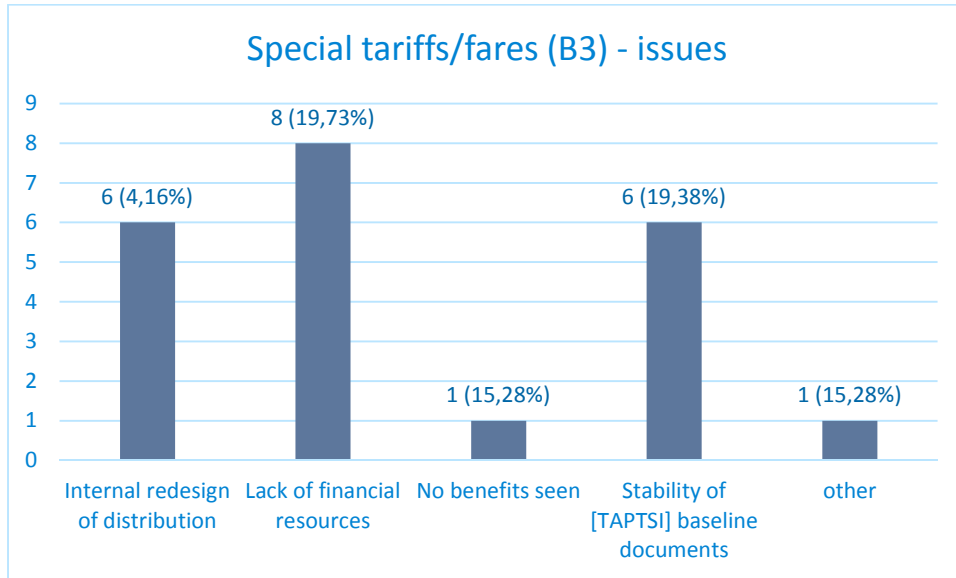


Figure 115: Special tariffs/fares (B3): issues

[number of responses (% based on European passenger per km factor)]

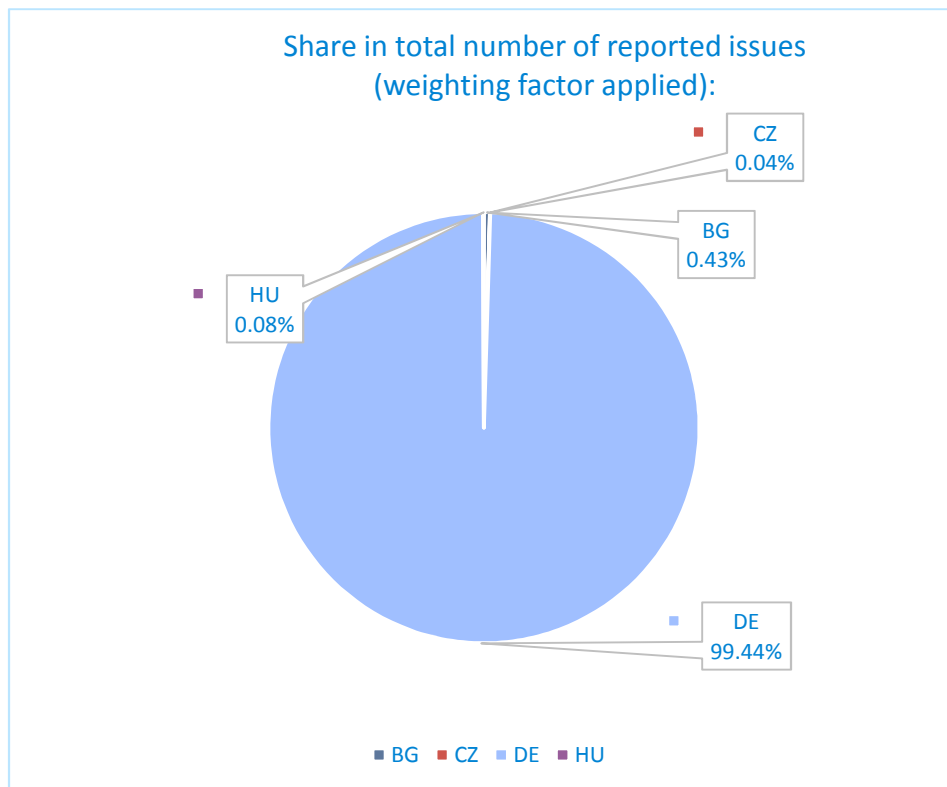


Figure 116: Special tariffs/fares (B3): Share in total number of reported issues per country

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The main issues of the implementation of the TAP TSI basic parameter “special tariffs/fares” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline. The issue “Stability of TAP TSI baseline documents” has to be checked in detail, because only formal changes were introduced in the documents since the publication of the TAP TSI in 2011.

4.2.2.16 Timetables

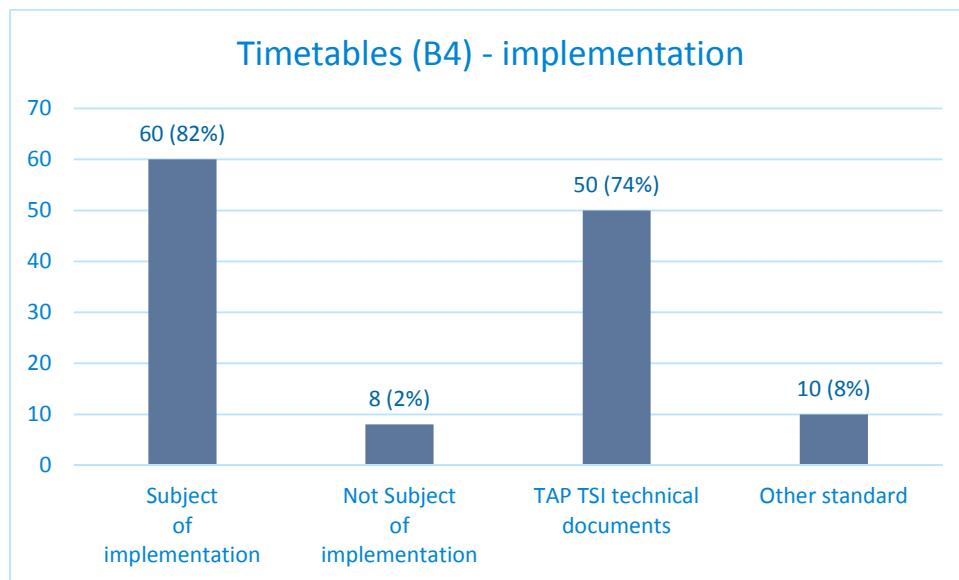


Figure 117: Timetables (B4): subject to the implementation (Y/N),
[number of responses (% based on European passenger per km factor)]

Most of the reporting companies stated, that they are subject to implementation of the basic parameter to provide TAP TSI timetable data. 50 of them are using the TAP TSI standards and only 10 their own specifications. It is not clear which specifications are used for this purpose.

Company name:	Country:	Explanations of the reason not to be subject to implement the function:
Hecto Rail AB	SE	We are only providing traction (locus)
Koleje Śląskie Spółka z o.o.	PL	Timetables are published by the infrastructure manager.
FERROVIE DEL GARIGANO	IT	No exchange of timetable data in the B4 format is required for the company
CFL	LU	Merits is (or will be) compliant with the B4 specifications. As a Merits partner, CFL will therefore also meet the B4 standards.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	This is IM who owns and makes available timetables to RII
Koleje Dolnośląskie S.A.	PL	(incl. Łódzka Kolej Aglomeracyjna Sp. z o.o.) The timetable is made, confirmed and shared by infrastructure Manager.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	However, the timetable is passed to the national timetable called HAFAS.
SAD - Trasporto Locale SpA	IT	not within our competence.

Figure 118: Timetables (B4): reasons for not being subject of implementation

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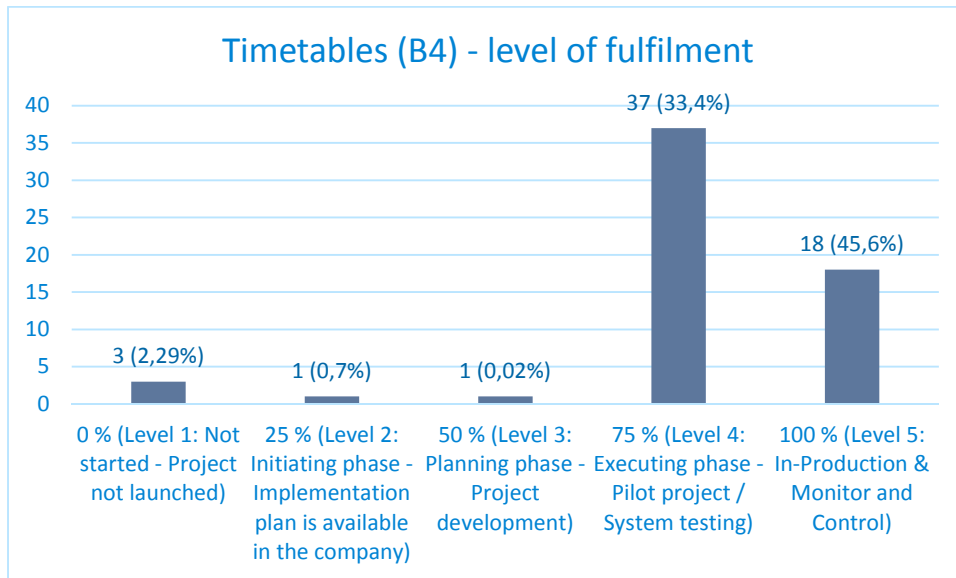


Figure 119: Timetables (B4) – level of fulfilment,
[number of responses (% based on European passenger per km factor)]

18 companies have already reported to have the timetable publication according to TAP TSI technical document B.4 in production. 37 companies are in the final phase of the implementation with pilot projects.

Risks reported:

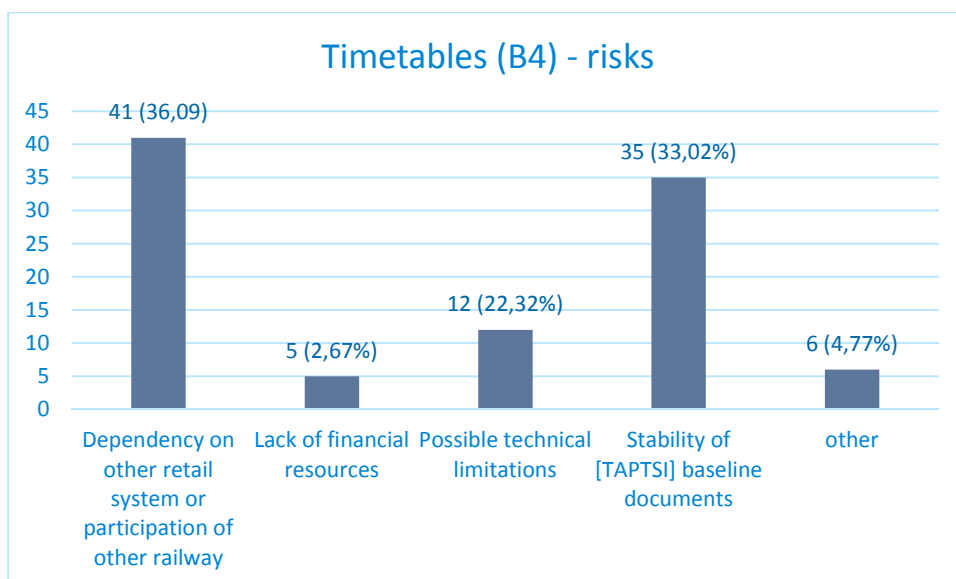


Figure 120: Timetables (B4): risks
[number of responses (% based on European passenger per km factor)]

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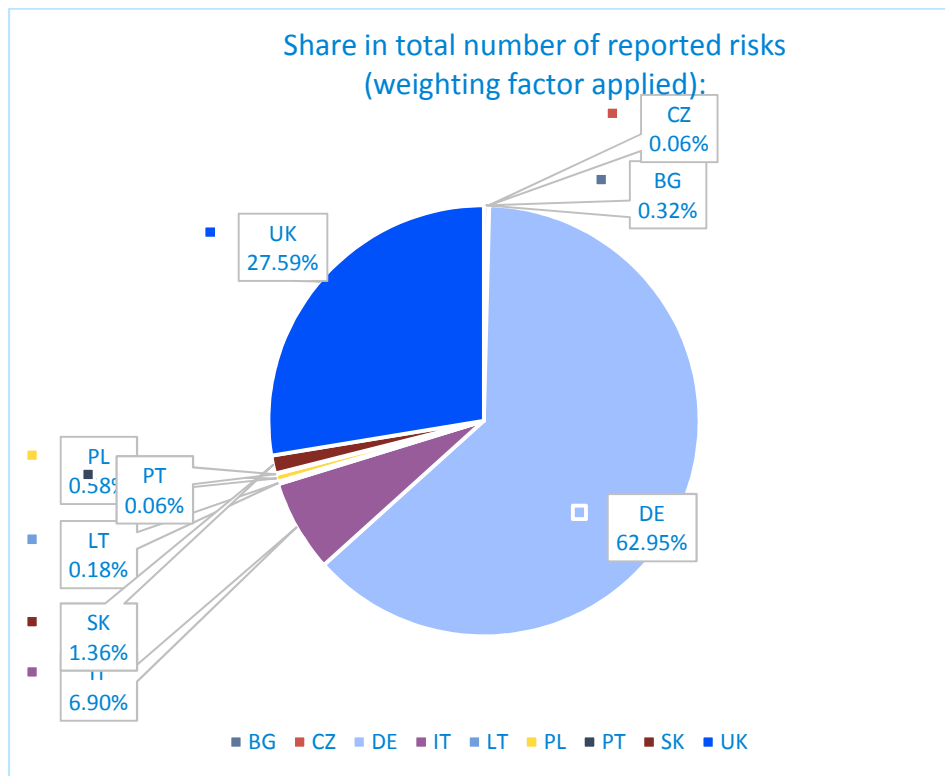


Figure 121: Timetables (B4): Share in total number of reported risks per country

The main risks of the implementation of the TAP TSI basic parameter “publication of timetable data” are the dependency on other reservation system, the lack of financial resources and the stability of the TAP TSI baseline. The risk “Dependency on other retail systems” has to be elaborated in more detail: the provision of timetable data does not need any interaction with other IT-systems and the risk is not evident at all. The risk “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

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Issues reported:

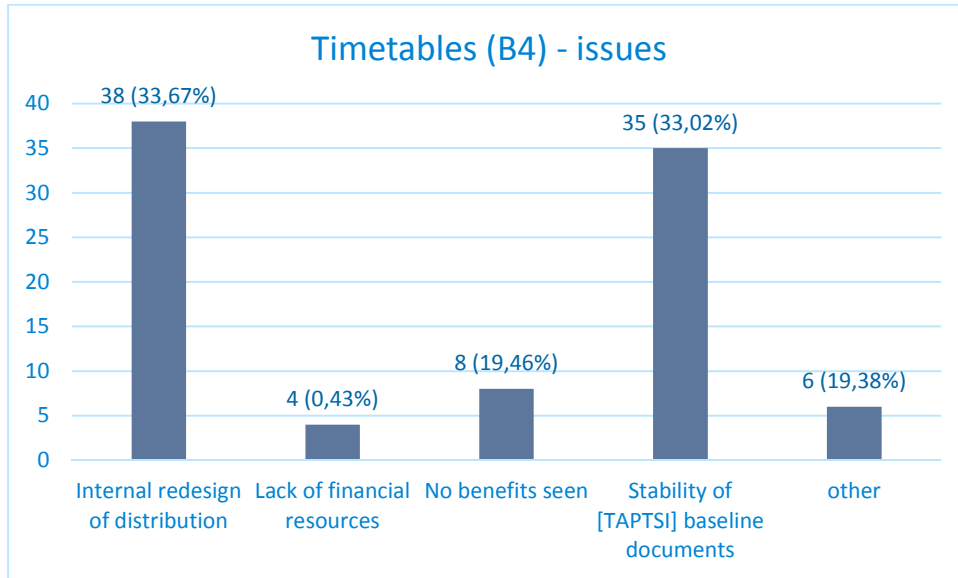


Figure 122: Timetables (B4): issues

[number of responses (% based on European passenger per km factor)]

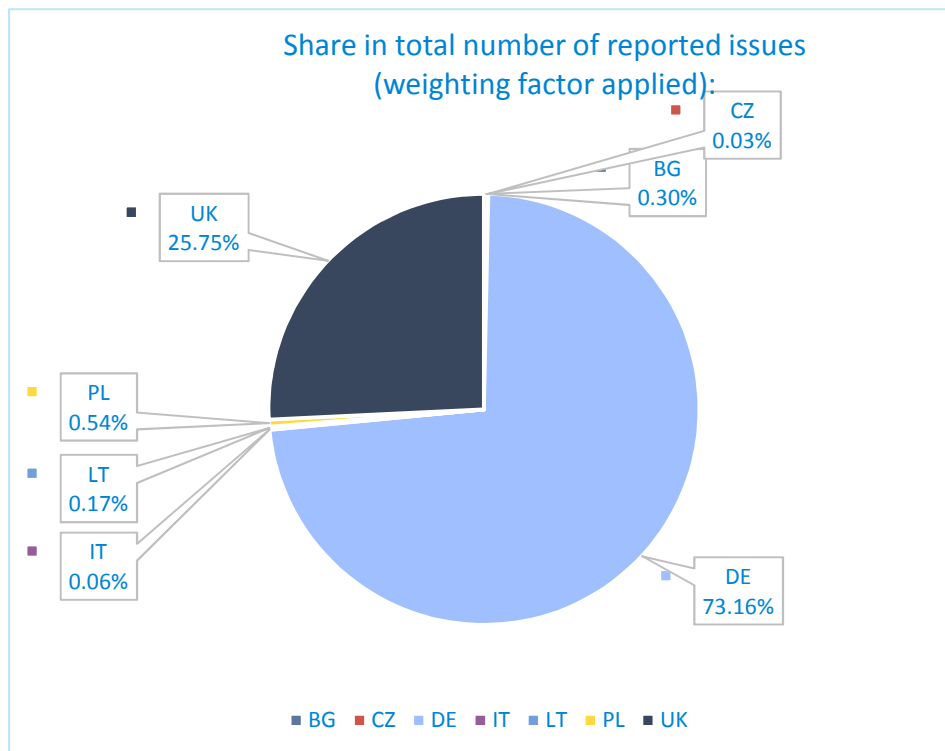


Figure 123: Timetables (B4): Share in total number of reported issues per country

The main issues of the implementation of the TAP TSI basic parameter “publication of timetable data” are the internal redesign of distribution, the lack of financial resources and the stability of the TAP TSI baseline.

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The issue “Stability of TAP TSI baseline documents” has to be checked in detail, because only few changes were introduced in the documents since the publication of the TAP TSI in 2011.

The implementation progress of the timetable data provision by the railway undertakings is good. 18 railway undertakings confirmed to be already in production and 37 confirmed to be in the system testing phase.

Taking into account market shares of companies, the implementation level also looks good as 82% of European railway market declared to be subject of implementation and 74% are part of implementation process according to TAP TSI standards.

There are important risks and issues of this basic parameter: The dependency on other retail systems, the internal redesign of the distribution systems and the stability of the baseline documents.

4.2.3 Results of the reporting for the TAP TSI retail basic parameters to be implemented by ticket vendors

ERA has not received from the ticket vendor organisations detailed data about the implementation progress of the TAP TSI functions at ET TSA and ECTAA for this reporting session.

Based on the information received by ET TSA on 15 September 2017 in an email about the status of the TAP TSI implementation.

The results of the TAP TSI implementation are as follows:

“ET TSA prerequisite to be in a position to implement TAP/TSI

-) Availability of time table, ref data and MCT’s*
-) RU’s request to implement TAP/TSI*

ET TSA cannot report any implementation until those 2 external pre requisite are fulfilled.

ET TSA cannot report specifically on one of his member implementation due to commercial confidentiality.”

As ET TSA report shows, the implementation of the TAP TSI cannot be started before the reference data, timetable data and minimum connection times (MCT) are available. Before those prerequisites are fulfilled, no implementation of TAP TSI can start on the side of the ticket vendors.

Possible mitigation measures to start the implementation of the TAP TSI by the ticket vendors should be analysed.

Based on the results of the 3rd reporting session there is a substantial progress on the provision of timetable and tariff and fare data. Therefore it has to be checked if this is already sufficient for ET TSA to progress with the implementation of their TAP TSI basic parameters.

4.2.4 Results of the reporting for the TAP TSI RU/IM basic parameters to be implemented by railway undertakings

The reporting about the progress of the RU/IM functions for passenger railway undertakings is covered in the co-operation group for the implementation monitoring of the TAF TSI. However the passenger railway undertakings have to be implement the RU/IM functions for the TAP TSI as well.

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According to the agreements in the TAF TSI implementation co-operation group, the passenger railway undertakings have reported about the implementation progress for the following functions:

- Implementation of company code
- Implementation of the common interface
- Train Running Information

The reporting followed the same schedule as presented in Table 8: Reporting schedule for TAP TSI basic parameters (3rd reporting). Overall 44 passenger railway undertakings in Europe sent answers through questionnaire to the Joint Sector Group (JSG).

In order to establish a wider sector representation, 20 passenger RUs from 6th TAF reporting session, which have not replied through 7th TAF reporting session, are also taken into consideration. For 32 passengers RUs having reported to both surveys, only the information from the 7th session is included.

4.2.4.1 Implementation status in the 2nd half of 2018 of company codes function

Figure 124 is indicating the existence and use of company codes (CC) as part of the Common Reference Files for IMs and RUs-P. For CCs only two predefined percentage steps exist, because either a company does have an own CC or not.

The vast majority of companies having replied to the query possess a CC. However, the absolute number for RUs-P is higher than for IMs.

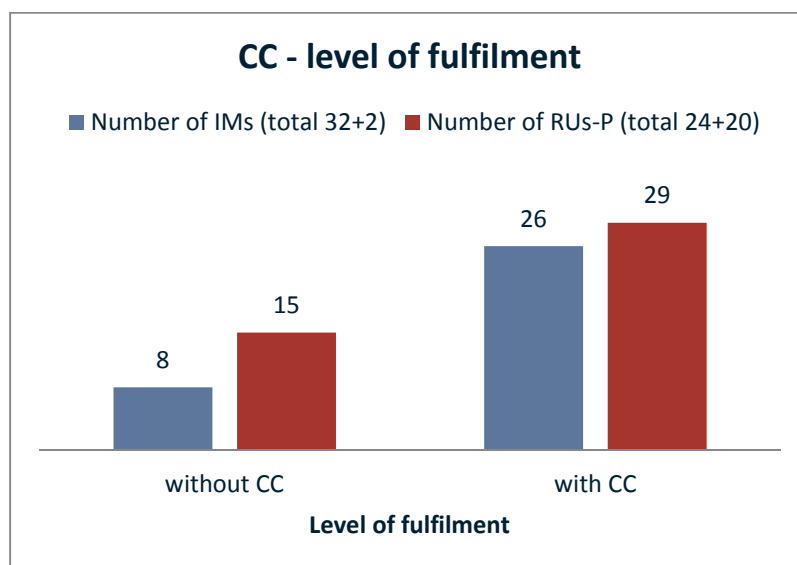


Figure 124: Common Reference Files – Company Codes (CC): level of fulfilment

According to Figure 125, the number of RUs-P with CCs slightly grew (from 27 to 29), with degree of implementation equal to 69,91%.

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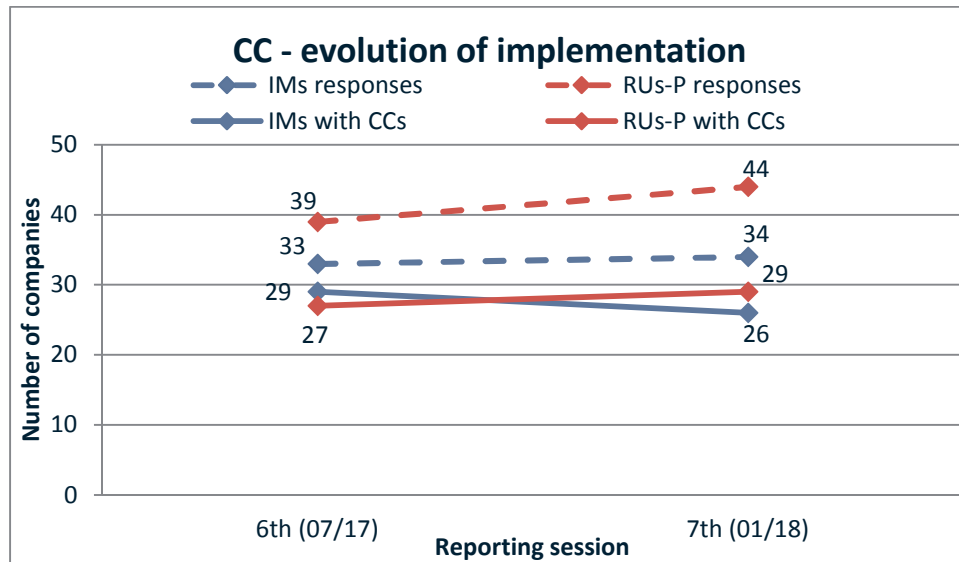


Figure 125: Evolution of implementation for Company Codes (CC)

4.2.4.2 Implementation status in the 2nd half of 2017 of the common interface function

Figure 126 summarises the feedback related to the availability of CI and shows a difference in level of fulfilment between IMs and RUs-P. The CI is completely implemented by 18 IMs and 4 RUs-P.

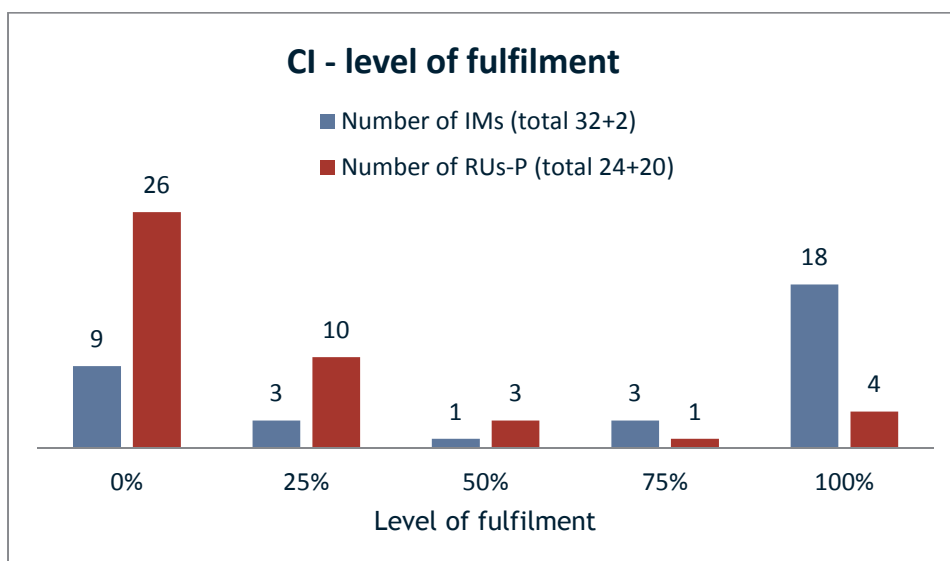


Figure 126: Common Reference Files – Common Interface (CI): level of fulfilment

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The developments of complete implementation of the CI over time according to Figure 127 shows again the relation to the number of responses per company type. 50% of IMs have already finished the implementation of the CI. However, with completion being at 9,09% of responding companies, the majority of RUs-P is still developing.

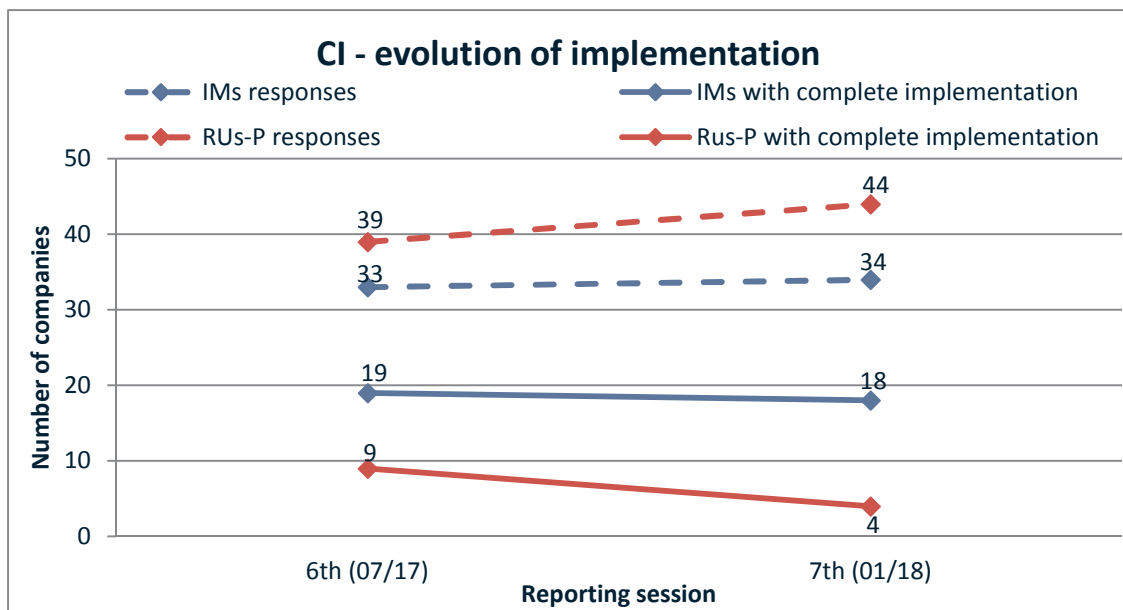


Figure 127: Evolution of implementation for Common Interface (CI)

4.2.4.3 Train Running Information

The Target Implementation Milestone for realisation of the Train Running Information message (TRI) according to the TAP TSI Masterplan was end of 2017 for IMs and is end of 2018 for passenger RUs (RUs-P). This monitoring concerns only one aspect of the TAP TSI basic parameter 'Train running forecast', the Train Running Information message. The Train Information System (TIS) is a common sector tool managed by RNE. Messages sent by IMs to TIS or messages received by RUs from TIS through traditional interfaces are considered as 75 % complete fulfilment and TAF messages sent or received by Common Interface are counted as 100 % fulfilment.

Figure 128 indicates 12 IMs and 5 RUs-P with 100 % level of fulfilment. This leads to a degree of implementation for IMs and RUs-F having reported to the JSG Reporting Tool of about 35 % and 10 %.

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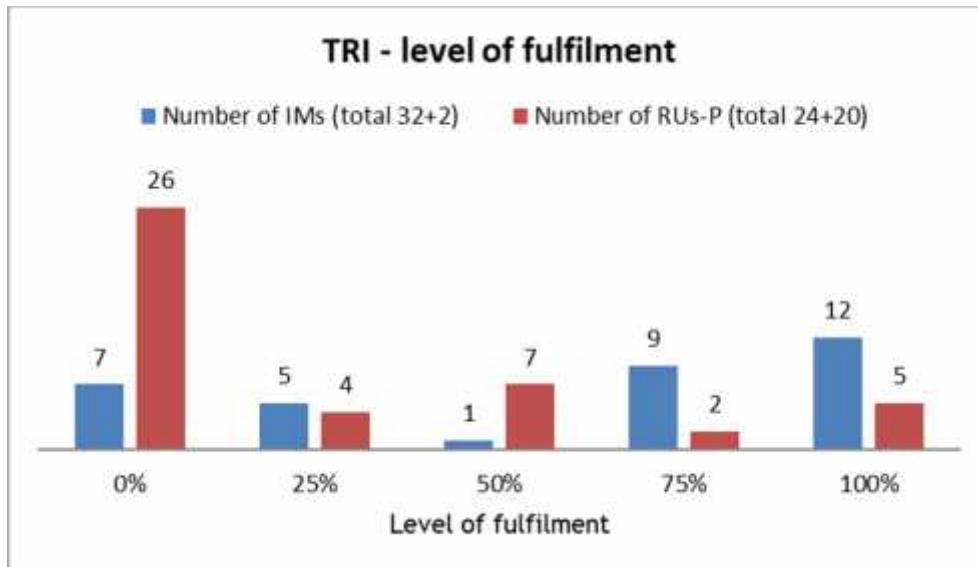


Figure 128: Train Running Information (TRI): level of fulfilment

4.3 Publication of the conditions of carriage and access conditions

The railway undertakings are obliged to provide to the passengers the information about the conditions of carriage, registered luggage and the access conditions for PRM, and bikes as laid down in the TAP TSI basic parameters 4.2.4.1, 4.2.5.1, 4.2.6.1, 4.2.7.1. and 4.2.8.1. These basic parameters had to be implemented until 11 November 2011 (“The first publication shall take place at the latest 6 months after this TSI comes into force.”).

As described in chapter 2.1. and in Table 5., the Report about the implementation of the conditions for carriage is to be done once per year so the next report will be created in December 2018.

4.4 Evolution of TAP TSI regulatory functions at European level

The implementation of the TAP TSI regulatory function is only slowly progressing in Europe. The following table shows the progress of the implementation, compared with the previous two reports published by ERA. The following table is created based on last updates received from TSGA (25/07/2017, 08/09/2017 and 26/03/2018):

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Table 9: Progress of implementation of TAP TSI regulatory functions

<i>Milestone</i>	<i>Planned date</i>	<i>Actual (planned) date</i>	<i>Degree of fulfilment 01.09.2016.</i>	<i>Degree of fulfilment 01.07.2017.</i>	<i>Degree of fulfilment 26.03.2018.</i>
Setup of the TAP TSI governance body	01/10/2013	31/12/2016	75%	100%	100%
Setup of the Retail reference database	01/10/2014	01/12/2018	N/A	50 %	50 %
Setup of the TAP TSI registry	01/10/2014	01/12/2018	N/A	50 %	50 %
Setup of the Data quality tool	01/10/2014	01/12/2018	N/A	25 %	50 %

- For the implementation of the TAP TSI regulatory functions there is a significant progress for the setup of the governance and the project initiation for the regulatory functions (retail reference database, registry, data quality tool) visible.
- However the published dates for the regulatory functions in December 2018 are not satisfying at all. The delay of the implementation of these functions – compared with the TAP TSI Master Plan – would be in December 2018 4 years and 2 months.
- This huge delay of the implementation of the regulatory functions will most likely trigger further delays in the implementation of the TAP TSI in the individual passenger railway undertakings. Especially the crucial parts like the RRD and the registry have an impact on the implementation of the TAP TSI.

4.5 Evolution of TAP TSI retail functions at Member state level

The current report is the third report about the implementation progress for the TAP TSI retail functions by the railway undertakings and ticket vendors. Therefore it is not possible to create a useful analysis based on few data items only. The evolution will be done after sufficient number of basic parameters will be covered.

4.6 Evolution of TAP TSI RU/IM functions at Member state level

The current report is the 3rd report about the implementation progress for the TAP TSI RU/IM functions by the railway undertakings. Therefore it is not possible to create a useful analysis based on few data items only. The evolution will be done after sufficient number of basic parameters will be covered.

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4.7 Analysis of risks and issues

In the questionnaire the railway undertakings have been asked to provide data about the risks and issues for the implementation of the TAP TSI basic parameters, subject to the reporting.

The following risks were asked in the questionnaire:

- The dependency on other railway undertakings or distribution systems
- Lack of financial resources
- Possible technical limitations
- Stability of [TAP TSI] baseline documents
- Others

The following issues were asked in the questionnaire:

- Internal redesign of distribution systems
- Lack of financial resources
- No benefits seen
- Stability of [TAP TSI] baseline documents
- Others

These answers were analysed in more detail by ERA. It has been analysed:

- a) which functions are affected by this risk or issue
- b) which member states are mostly affected

Table 10: Risks for TAP TSI implementation

	Affected basic parameters	Affected member states
The dependency on other railway undertakings or distribution systems	All reported basic parameters affected	CZ, DE, ES, HU, IT, LT, NL, PL, PT, SK, UK
Lack of financial resources	All reported basic parameters affected	BG, CZ, DE, ES, IT, LT, PL
Possible technical limitations	All reported basic parameters affected	CZ, DE, IT, LT, PL
Stability of [TAP TSI] baseline documents	All reported basic parameters affected	DE, ES, UK
Others	All reported basic parameters affected	DE, ES, SK, PL, NL

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Table 11: Issues for TAP TSI implementation by member state

	Affected basic parameters	Affected member states
Internal redesign of distribution systems	Ticketing basic parameters, provision of timetable and tariff data	DE, ES, HU, IT, LT, PL, UK
Lack of financial resources	All reported basic parameters affected	BG, CZ, DE, IT, LT, PL
No benefits seen	Issuing of value paper tickets Provision of tariff and timetable data Send reservation for bikes and cars	DE, ES, IT, LT, PL
Stability of [TAP TSI] baseline documents	All reported basic parameters affected	DE, UK
Others	All reported basic parameters affected	DE, PL, ES

The issues “Others” are mainly issues where other railway undertakings are not using the same standards (e.g. for reservation requests for PRM), the service is not offered (e.g. for reservation for car-carrying trains) or the market asks for other data formats (e.g. for timetable data).

The analysis of the main risks and issues has shown the following results:

One of the main risks and issues is the “dependency on other railway undertakings or distribution systems”. This is especially the case when reservation messages have to be exchanged. It has to be checked what is the reason for this issue. The reservation messages for seats, bikes and trains are using the TAP TSI standards for many reservation systems, based on UIC standards, now technical documents of the TAP TSI. If the systems are developed according to these standards there should not be any issue with the dependency on other distribution systems. For the exchange of data (timetable, tariff), the issue/risk cannot be understood at all, because the data can be exchanged without any interaction and dependency on other systems.

The lack of financial resources is a risk/issue in some member states.

Technical limitations are seen only by few member states as a problem for the TAP TSI implementation.

The frequently raised issue of “Stability of [TAP TSI] baseline documents” has been raised only by Germany, United Kingdom and to less extent by Spain. It would be helpful to analyse, why this issue is limited to those few member states only.

Analysis of share of each country in total number of reported risks/issues, taking into account the market shares of companies, showed that great majority of risks/issues were reported by German companies. In great number of parameters that number was even exceeding 90%. It is reasonable to conclude that proper action in relation to the issues/risks raised by German companies could lead to elimination of implementation problems in great number of observed parameters.

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Some risks/issues reported (especially the issue of “Stability of [TAP TSI] baseline documents”) require further clarification from respective Project Managers so those risks/issues could be properly treated and finally resolved.

Table 12: Issues for TAP TSI implementation and possible actions

Issue	ERA’s position/understanding of the issue	Action
Internal redesign of distribution systems	The internal systems of the railway undertakings for the distributions are under redevelopment or redesign. The implementation of the TAP TSI basic parameters is not possible.	The project managers of the reporting companies should provide more information, why the implementation of the TAP TSI basic parameters is not possible in a redesign phase of the distribution systems (e.g. technical limitations, business decisions)
Lack of financial resources	N/A	A presentation of INEA in the next TAP TSI co-operation group should show the funding possibilities for TAP TSI implementation.
No benefits seen	N/A	The project managers of the reporting companies should provide more information, why the implementation of the TAP TSI brings no benefit to them.
Stability of [TAP TSI] baseline documents	The TAP TSI technical documents are not stable enough for an implementation.	The project managers of the reporting companies should provide more information, which technical documents are seen as not stable enough for the implementation.

5 Conclusions

The implementation of the TAP TSI is delayed significantly. The delay is visible in most of the covered reporting streams: the reporting about the TAP TSI governance and the regulatory functions, the implementation of the TAP TSI retail basic parameters by the railway undertakings and ticket vendors as well.

The governance framework (TSGA) for the coordinated development of the TAP TSI implementation is now in place and operational. Therefore, the first milestone to implement the TAP TSI governance has been achieved.

The implementation of the regulatory functions (TAP TSI registry, retail reference database, data quality tool) is delayed by more than four years and a further delay of overall 5 years is already visible. This will trigger most likely further delays for the implementation of the regulatory functions of the TAP TSI architecture and the implementation of the TAP TSI retail functions by the passenger railway undertakings as well. Therefore, it has to be considered that the TAP TSI is currently significantly delayed in the implementation.

For the implementation of the TAP TSI retail basic parameters the implementation progress of the requested basic parameters for ticketing and reservation message exchange is low. Many undertakings stated, that they are not subject to the implementation of TAP TSI basic parameters.

For the progress of the TAP TSI implementation for **reservation basic parameters** the following conclusions can be made:

- For the reservation message exchange, either sending or receiving, there is a high level of implementation of those reservation messages for the incumbent railway undertakings. With the applied weighting factor 58 % of the undertakings are sending or answering reservation request for seat reservations.
- For the small and medium size railway undertakings who have reported the degree of implementation there is almost no intention to implement these functions. The explanation is in many cases that their trains are not subject to reservation (e.g. local trains only) and therefore there is no need to implement reservation messages, neither as railway undertaking nor as issuer of seat reservations.
- A further progress for these basic parameters is therefore difficult.

For the progress of the TAP TSI implementation for **ticketing basic parameters** the following conclusions can be made:

- For the ticketing of international or foreign sales, either issuing or accepting, there is a high level of implementation of these functions for the incumbent railway undertakings. With the applied weighting factor 63 % of the railway undertakings are issuing and 71 % of the railway undertakings are accepting tickets in RCT2 format. For home printed tickets 54 % of the railway undertakings are issuing and 49 % of the railway undertakings are accepting those tickets.
- For the small and medium size undertakings there are only few projects ongoing for the implementation of international ticketing, either on a RCT2 ticket format or as home printed ticket.

For the progress of the TAP TSI implementation for **tariff data exchange basic parameters** the following conclusions can be made:

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- The implementation of the tariff data exchange for the NRT- and the IRT-tariff data is low. Only approx. 30% of the railway undertakings reported the successful implementation of the tariff data exchange.
- Few companies are in the implementation process for this basic parameter. Therefore a significant increase of the degree of implementation cannot be expected.
- Based on the fact that these data are available in the TAP TSI format, it has to be checked how these data can be provided to the ticket vendors to allow them the implementation of their TAP TSI basic parameters concerning the tariff data exchange.

For the progress of the TAP TSI implementation for **timetable data exchange basic parameters** the following conclusions can be made:

- For the timetable data exchange the implementation progress is very good. Almost 80 % of the affected railway undertakings have implemented this basic parameter, 45 % in operation and 33 % in pilot testing phase.
- For the small and medium size undertakings there are only few projects ongoing for the implementation of timetable data exchange.
- Based on the fact that these data are available in the TAP TSI format, it has to be checked how these data can be provided to the ticket vendors to allow them the implementation of their TAP TSI basic parameters concerning the timetable data exchange

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6 Recommendation / actions to be taken

ERA recommends the following actions to accelerate the TAP TSI implementation:

a) Action - TSGA:

The TSGA should provide the three common services for TAP TSI, namely

-) TAP TSI retail architecture
-) TAP TSI retail reference database
-) TAP TSI data quality tool.

b) Action - List of actors' contacts:

The NCPs and TV organizations shall update to the Agency the contact details of RUs, SMs, IMs and TVs from their countries / organizations subject to the TAP TSI as to ensure that the CSG and Agency can ask them to start reporting about the TAP Master Plan functions to the TAP TSI co-operation group and then to the EC. Furthermore the list will be used to improve the reporting about the conditions of carriage and the access conditions.

c) Action – Ticket vendors:

The ticket vendors should establish the operational reporting procedure for the report of the implementation progress of the TAP TSI.

d) Action – NCP, ERA, CSG, JSG:

It should be checked how the response rate for the questionnaires can be raised. It should be checked if a translation of the questionnaire may improve the response rate. The translation may be provided by the NCP's, if they consider the translation as useful for an improved response rate.

The risks and issues shall be combined in one question for the next questionnaire.

e) Action – NCP, ERA, CSG, JSG:

The identified risks and issues shall be discussed in the next co-operation group in detail, taking into account the member states affected, the impact of these risks and issues on the further implementation of the TAP TSI.

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Annex 1 Report provided in March 2018 by the TSGA

TAP TSI Implementation Report Volume 3

Background

In accordance with Commission Regulation (EU) No 454/2011 on the TSI relating to telematics applications for passengers (TAP TSI), the TSGA/TAP TSI project team is kindly asked to provide the current status of the TAP TSI implementation compared with the masterplan delivered in 2012. Please use for your reporting the target implementation date for these functions as reported in the TAP TSI master plan (http://www.era.europa.eu/Document-Register/Documents/ERA_Technical_Document_TAP_B_62_FINAL.pdf).

This report contains two question groups related to the current implementation status of the TAP TSI:

- TSI entity formation
- Common services deployment
 - TAP TSI retail architecture
 - TAP TSI retail reference database
 - TAP TSI data quality tool

General Information:

TAP TSI Services Governance Association
Vittorio Carta, TSGA General Manager
c/o CER, Avenue des Arts 53, 1000 Bruxelles

This 3rd reporting session starts on 2nd January 2018 and ends on 26th January 2018.

Definitions:

Issue: An issue is a problem which has actually occurred and either has a positive or a negative effect on a project chances of achieving its objectives.

Risks: Risk is an uncertain event that, if it occurs, will have a positive or negative effect on a project objective.

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TSI entity formation (TSGA)

(to be declared by the TAP TSI project team only)

TAP TSI entity masterplan end date

Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62):

01/10/2013

Current planned end date

Please enter a date:

01/12/2016

Please insert the updated end date of the function, even if there is no deviation from the masterplan.

Please insert the risks, which may affect the planned end date:

n/a

Percentage of fulfilment

Please choose **only one** of the following:

- 0 %: ...
25%:
50%:...
75%:...
100%:.

0% - Level 1: Not started - Project not launched

25% - Level 2: Initiating phase - Implementation plan is available in the company

50% - Level 3: Planning phase - Project development

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75% - Level 4: Executing phase - Pilot project / System testing
100% - Level 5: In-Production & Monitor and Control

Please insert the **issues**, found during the implementation:

As per today only DSB has joined TSGA in 2017, therefore limited stakeholder interest to join the TSGA as initial members; length of process for official approval on the part of Belgian authorities.

Common services deployment

Setup of the Retail reference database (to be declared by the TSGA/TAP TSI project team only)

TAP TSI entity masterplan end date

Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62):

01/10/2014

Current planned end date

Please enter a date:

01/12/2018

Please insert the updated end date of the function, even if there is no deviation from the masterplan.

Please insert the **risks**, which may affect the planned end date:

Potential suppliers identified for Beauty Contest (launched in March 2018) did not finally qualify for the execution phase; therefore TSGA final decision about chosen supplier (envisaged in June 2018) delayed/not possible. Risk of setting multiple standards in the sector: contradictory encoding (e.g. location codes) compared to existing schemes; increasing costs for IT-services development; applicability of IT-services; lack of stakeholder interest; revision of legal framework requiring further adaptations of established project plan.

Percentage of fulfilment

Please choose **only one** of the following:

0 %: ...

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25%:
50%:...
75%:...
100%:.

0% - Level 1: Not started - Project not launched
25% - Level 2: Initiating phase - Implementation plan is available in the company
50% - Level 3: Planning phase - Project development
75% - Level 4: Executing phase - Pilot project / System testing
100% - Level 5: In-Production & Monitor and Control

Please insert the **issues**, found during the implementation:

Specific expertise; delivery time after assignment.

Setup of the TAP TSI registry (to be declared by the TSGA/TAP TSI project team only)

TAP TSI entity masterplan end date

Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62):

01/10/2014

Current planned end date

Please enter a date:

01/12/2018

Please insert the updated end date of the function, even if there is no deviation from the masterplan.

Please insert the **risks**, which may affect the planned end date:

Potential suppliers identified for Beauty Contest (launched in March 2018) did not finally qualify for the execution phase; therefore TSGA final decision about chosen supplier (envisaged in June 2018) delayed/not possible. Risk of setting multiple standards in the sector: contradictory encoding (e.g. location codes) compared to existing schemes; increasing costs for IT-services development; applicability of IT-services; lack of stakeholder interest; revision of legal framework requiring further adaptations of established project plan.

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- 0 %: ...
25%:
50%:...
75%:...
100%:.

- 0% - Level 1: Not started - Project not launched
25% - Level 2: Initiating phase - Implementation plan is available in the company
50% - Level 3: Planning phase - Project development
75% - Level 4: Executing phase - Pilot project / System testing
100% - Level 5: In-Production & Monitor and Control

Please insert the **issues**, found during the implementation:

Specific expertise; delivery time after assignment.

Setup of the Data quality tool (to be declared by the TSGA/TAP TSI project team only)

TAP TSI entity masterplan end date

Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62):

01/10/2014

Current planned end date

Please enter a date:

01/12/2018

Please insert the updated end date of the function, even if there is no deviation from the masterplan.

Please insert the **risks**, which may affect the planned end date:

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Percentage of fulfilment

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25%:
50%:...
75%:...
100%:.

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50% - Level 3: Planning phase - Project development
75% - Level 4: Executing phase - Pilot project / System testing
100% - Level 5: In-Production & Monitor and Control

Please insert the **issues**, found during the implementation:

Specific expertise; delivery time after assignment.

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Annex 2 Responses contact list

Nr.	Country	Type of company	Company name	Reporting Entity
1	BG	RU	"BDZ Passenger Services" Ltd.	
2	CH	RU	SBB AG, Passenger Division	
3	CZ	RU	Ceske drahy, a.s.	
4	CZ	RU	Leo Express	
5	DE	RU	DB Fernverkehr AG	DB AG
6	DE	RU	DB Regio AG	DB AG
7	DE	RU	DB RegioNetz Verkehr GmbH	DB AG
8	DE	RU	DB ZugBus Regionalverkehr Alb-Bodensee GmbH	DB AG
9	DE	RU	S-Bahn Hamburg GmbH	DB AG
10	DE	RU	S-Bahn Berlin GmbH	DB AG
11	DK	RU & SM	DSB	
12	DK	RU & SM	Lokaltog	
13	DK	RU & SM	Nordjyske Jernbaner	
14	DK	RU & SM	Midtjyske	
15	DK	RU & SM	Arriva	
16	ES	RU	RENFE VIAJEROS	
17	FI	RU	VR Group	
18	FR	RU	SNCF Mobility	
19	HU	RU	GYSEV Zrt.	
20	IT	RU	Trasporto Passeggeri Emilia Romagna	
21	IT	RU	SNCF Voyages Italia S.r.l.	
22	IT	RU	FERROVIE DEL GARGANO	
23	IT	RU	Italo - Nuovo Trasporto Viaggiatori S.p.A.	
24	IT	RU	Trenitalia S.p.A.	
25	IT	RU	Trasporto Ferroviario Toscano SpA	
26	IT	RU	TRENTINO TRASPORTI ESERCIZIO SPA	
27	IT	RU	SAD - Trasporto Locale SpA	
28	LT	RU & SM	JSC „Lithuanian Railways“	
29	LU	RU & SM	CFL	
30	NL	RU	NS International	
31	PL	RU & SM	PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	
32	PL	RU	"Koleje Mazowieckie - KM" sp. z o.o.	
33	PL	RU	Koleje Śląskie Spółka z o.o.	
34	PL	RU	Łódzka Kolej Aglomeracyjna Sp. z o.o.	
Nr.	Country	Type of company	Company name	Reporting Entity

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35	PL	RU	Koleje Dolnośląskie S.A.	
36	PT	RU & SM	Fertagus, S.A.	
37	PT	RU	CP - Comboios de Portugal, E.P.E.	
38	SE	RU	Hector Rail AB	
39	SK	RU	Železničná spoločnosť Slovensko, a.s.	
40	UK	RU	Arriva Trains Wales	Rail Delivery Group (RDG)
41	UK	RU	C2C	Rail Delivery Group (RDG)
42	UK	RU	Caledonia Sleeper	Rail Delivery Group (RDG)
43	UK	RU	Chiltern Railways	Rail Delivery Group (RDG)
44	UK	RU	CrossCountry	Rail Delivery Group (RDG)
45	UK	RU	East Midlands Trains	Rail Delivery Group (RDG)
46	UK	RU	Gatwick Express	Rail Delivery Group (RDG)
47	UK	RU	Grand Central	Rail Delivery Group (RDG)
48	UK	RU	Great Northern	Rail Delivery Group (RDG)
49	UK	RU	Great Western Railway	Rail Delivery Group (RDG)
50	UK	RU	Greater Anglia	Rail Delivery Group (RDG)
51	UK	RU	Heathrow Connect	Rail Delivery Group (RDG)
52	UK	RU	Heathrow Express	Rail Delivery Group (RDG)
53	UK	RU	Hull Trains	Rail Delivery Group (RDG)
54	UK	RU	Island Line	Rail Delivery Group (RDG)
55	UK	RU	London Midland	Rail Delivery Group (RDG)
56	UK	RU	London Overground	Rail Delivery Group (RDG)
57	UK	RU	Merseyrail	Rail Delivery Group (RDG)
58	UK	RU	Northern	Rail Delivery Group (RDG)
59	UK	RU	ScotRail	Rail Delivery Group (RDG)
60	UK	RU	South West Trains	Rail Delivery Group (RDG)
61	UK	RU	Southeastern	Rail Delivery Group (RDG)
62	UK	RU	Southern	Rail Delivery Group (RDG)
63	UK	RU	Stansted Express	Rail Delivery Group (RDG)
64	UK	RU	TfL Rail	Rail Delivery Group (RDG)
65	UK	RU	Thameslink	Rail Delivery Group (RDG)
66	UK	RU	TransPennine Express	Rail Delivery Group (RDG)
67	UK	RU	Virgin Trains	Rail Delivery Group (RDG)
68	UK	RU	Virgin Trains East Coast	Rail Delivery Group (RDG)