

Making the railway system  
work better for society.

## Report

### *4<sup>th</sup> status report about the implementation progress of the TAP TSI*

	<i>Drafted by</i>	<i>Validated by</i>	<i>Approved by</i>
<i>Name</i>	Stefan JUGELT Kresimir RAGUZ	Felice FERRARI	Pio GUIDO
<i>Position</i>	Project Officers	Team Leader	Head of Unit
<i>Date</i>	18/01/2019	18/01/2019	18/01/2019
<i>Signature</i>	Signed	Signed	Signed

#### *Document History*

<i>Version</i>	<i>Date</i>	<i>Comments</i>
0.1	08/10/2018	1 <sup>st</sup> draft for the presentation at the TAP TSI co-operation group
0.2	02/01/2019	2 <sup>nd</sup> draft with the feedback from TAP TSI co-operation group
1.0.	18/01/2019	Inclusion of comments from NCP BE, NCP PT

## Contents

Acronyms.....	4
Reference documents .....	5
Reference legislation .....	5
1 ABSTRACT.....	6
2 Introduction .....	8
2.1 Reporting structure.....	8
2.2 Reporting procedures .....	9
2.2.1 Reporting for the conditions of carriage.....	10
2.2.2 Reporting for the regulatory functions.....	10
2.2.3 Reporting for TAP TSI retail basic parameters .....	10
2.2.4 Reporting for TAP TSI RU/IM basic parameters.....	11
2.2.5 Further steps after the reporting.....	12
3 Context.....	13
4 Analysis.....	17
4.1 Implementation of the regulatory functions .....	17
4.2 Implementation of the functions according to the original consolidated TAP TSI Master Plan.....	19
4.2.1 Process for the questionnaire.....	19
4.2.2 Results of the reporting for the TAP TSI retail basic parameters to be implemented by railway undertakings.....	21
4.2.2.1 Sending reservation requests from agreed RU`s and agreed 3 <sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.9.1).....	26
4.2.2.2 Answering reservation requests from agreed RU`s and agreed 3 <sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.9.2).....	27
4.2.2.3 Sending reservation requests for bicycle carriage to agreed RU`s in B5 format (TAP TSI basic parameter 4.2.7.2.).....	29
4.2.2.4 Answering reservation requests for bicycle carriage from agreed RU`s and agreed 3 <sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.7.3.).....	30
4.2.2.5 Sending reservation requests for car carriage to agreed RU`s in B5 format (TAP TSI basic parameter 4.2.8.2.).....	31
4.2.2.6 Answering reservation requests for car carriage from agreed RU`s and agreed 3 <sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.8.3.).....	32
4.2.2.7 Issuing value paper tickets for international and foreign sales in B6 format (TAP TSI basic parameter 4.2.11.1.).....	33
4.2.2.8 Accepting value paper tickets for international and foreign sales in B6 format (TAP TSI basic parameter 4.2.11.1.).....	35
4.2.2.9 Issuing home printed tickets for international and foreign sales in B7 format (TAP TSI basic parameter 4.2.11.2.).....	36
4.2.2.10 Accepting home printed tickets for international and foreign sales in B7 format (TAP TSI basic parameter 4.2.11.2.).....	37
4.2.2.11 Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format (TAP TSI basic parameter 4.2.6.2.).....	38

4.2.2.12	Answering PRM assistance reservation requests via IT-communication from agreed RU`s and agreed 3 <sup>rd</sup> parties in B10 format (TAP TSI basic parameter 4.2.3.)	39
4.2.2.13	NRT tariffs/fares (TAP TSI basic parameter 4.2.2)	40
4.2.2.14	IRT tariffs/fares (TAP TSI basic parameter 4.2.2)	41
4.2.2.15	Special tariffs/fares (TAP TSI basic parameter 4.2.2)	42
4.2.2.16	Timetables (TAP TSI basic parameter 4.2.1)	44
4.2.2.17	Common sector tools	45
4.2.3	Results of the reporting for the TAP TSI retail basic parameters to be implemented by ticket vendors	45
4.2.4	Results of the reporting for the TAP TSI RU/IM basic parameters to be implemented by railway undertakings	46
4.2.4.1	Implementation status in the 1 <sup>st</sup> half of 2018 of company codes function	47
4.2.4.2	Implementation status in the 1 <sup>st</sup> half of 2018 of the common interface function	48
4.2.4.3	Train Running Information	49
4.3	Publication of the conditions of carriage and access conditions	50
4.4	Evolution of TAP TSI regulatory functions at European level	53
4.5	Evolution of TAP TSI retail functions at Member state level	54
4.6	Evolution of TAP TSI RU/IM functions at Member state level	54
4.7	Analysis of problems	54
5	Conclusions	57
6	Recommendation / actions to be taken	59
Annex 1	Report provided in June 2018 by the TSGA	60
Annex 2	Implementation problems	65
Annex 3	Reasons for not being subject of implementation	73
Annex 4	Responses contact list	86
Annex 5	List of companies with full implementation	89

## 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 <sup>2</sup>	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

## 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 Railway Agency	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

## 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 4<sup>th</sup> report contains the data - as agreed in the previous TAP cooperation group meetings (21<sup>st</sup> March 2017, 17<sup>th</sup> October 2017, 13<sup>th</sup> March 2018 and 16<sup>th</sup> October 2018), to report the status of the implementation of the following TAP TSI [2] regulatory functions:

- TAP TSI architecture:
  - Registry
  - Retail reference database
  - 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 11<sup>th</sup> 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 28<sup>th</sup> 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
- The setup of the TAP TSI architecture has been delayed by 4 years and 6 months and this delay is increasing through last reporting sessions. This comprises as well:
  - the setup of the TAP TSI registry
  - the setup of the TAP TSI Retail reference database
  - the setup of the TAP TSI Data quality tool

It is envisaged by TSGA to deliver these functions at least until first quarter of 2019. 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 4<sup>th</sup> 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 4<sup>th</sup> reporting session**

<b>Activity</b>	<b>TAP TSI basic parameter</b>	<b>Responsible</b>
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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> parties in B10 format	TAP BP 4.2.3	RU
Exchange of timetable data in B4 format	TAP BP 4.2.1	RU
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

## 2 Introduction

This 4<sup>th</sup> 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 Railway Agency 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 31<sup>st</sup> 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.

“**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.60<sup>1</sup> 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 Plan<sup>2</sup>.

**“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**

	<b>Conditions of Carriage</b>	<b>Regulatory functions</b>	<b>Retail basic parameters</b>	<b>RU/IM basic parameters</b>
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 ET TSA/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	two reports per year

## 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.

<sup>1</sup> [http://www.era.europa.eu/Document-Register/Documents/ERA\\_Technical\\_Document\\_TAP\\_B\\_60\\_FINAL.pdf](http://www.era.europa.eu/Document-Register/Documents/ERA_Technical_Document_TAP_B_60_FINAL.pdf)

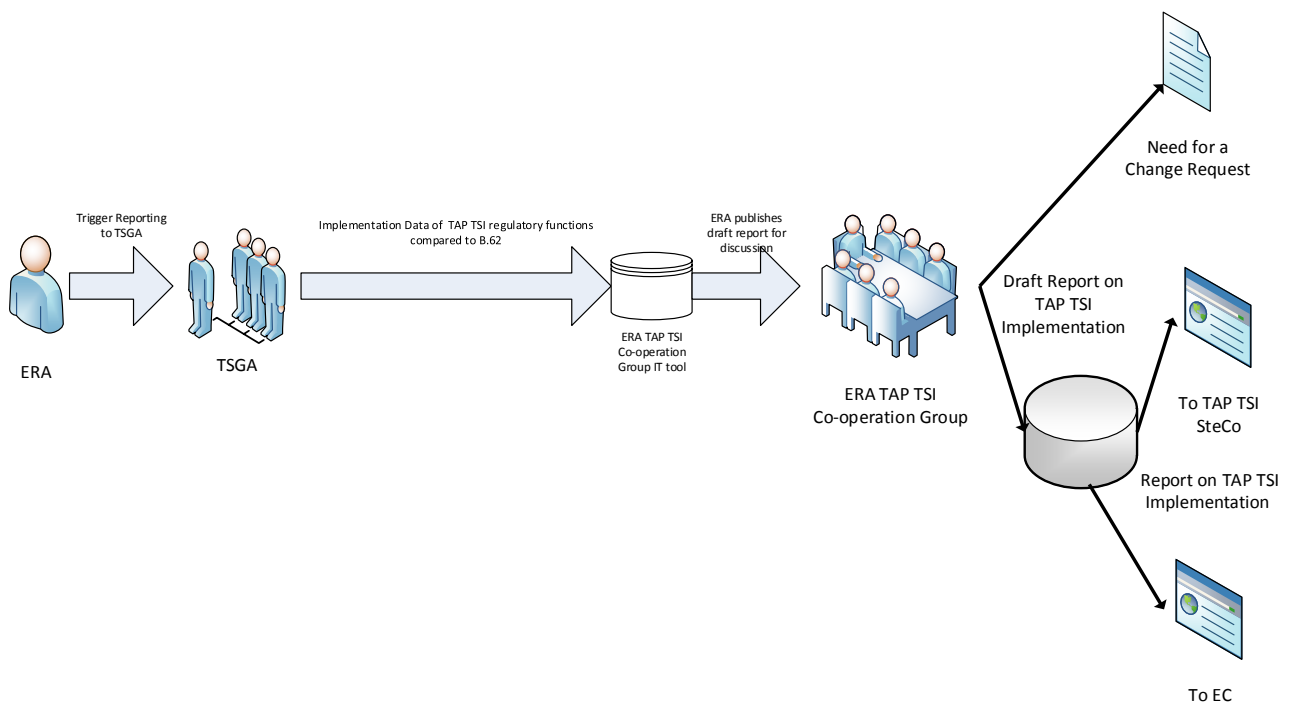
<sup>2</sup> [http://www.era.europa.eu/Document-Register/Documents/20130428\\_TAP%20Master%20Plan%20Delivery\\_final.pdf](http://www.era.europa.eu/Document-Register/Documents/20130428_TAP%20Master%20Plan%20Delivery_final.pdf)

### 2.2.1 Reporting for the conditions of carriage

Reporting of the implementation of the conditions of carriage is done by ERA. Once per year, ERA is checking the websites of passenger railway undertakings across EU, analysing conditions of carriage and the accessibility conditions. ERA uses the list of passenger railway undertakings for the reporting which has been delivered by the NCP's of the member states or which are publicly known. 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:

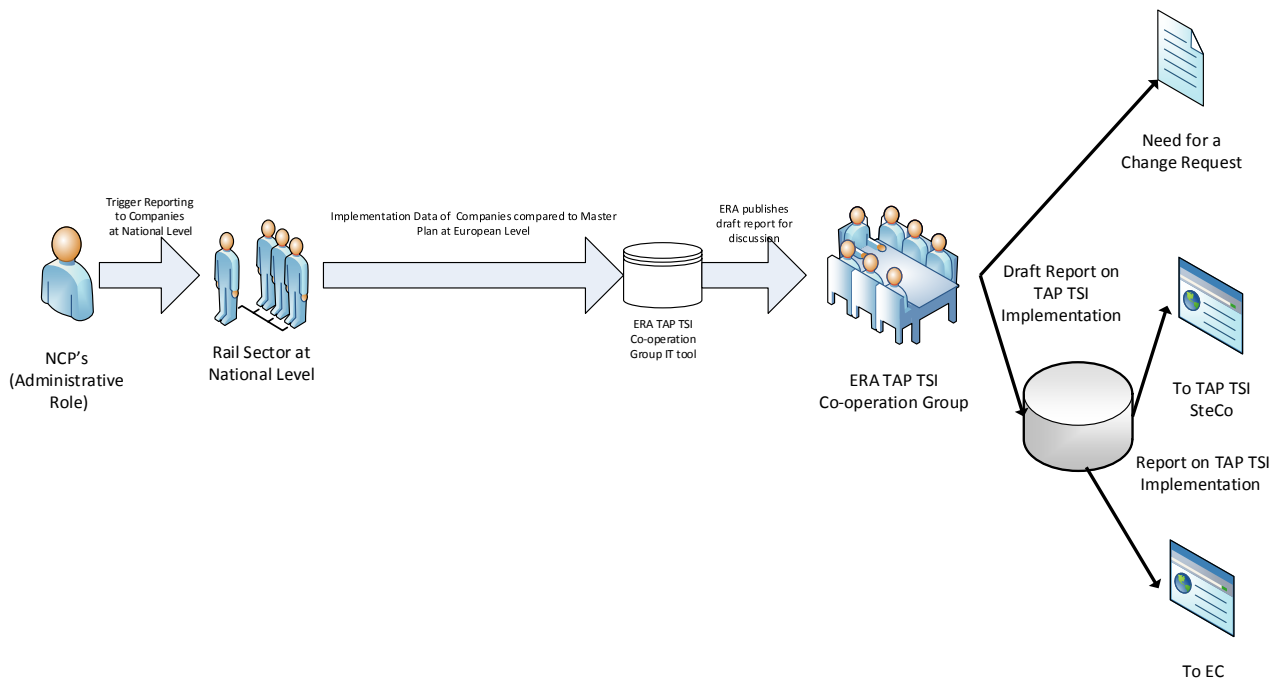


**Figure 1: ERA TAP TSI Implementation Cooperation Group process for regulatory functions**

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 sent 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.

### 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.**

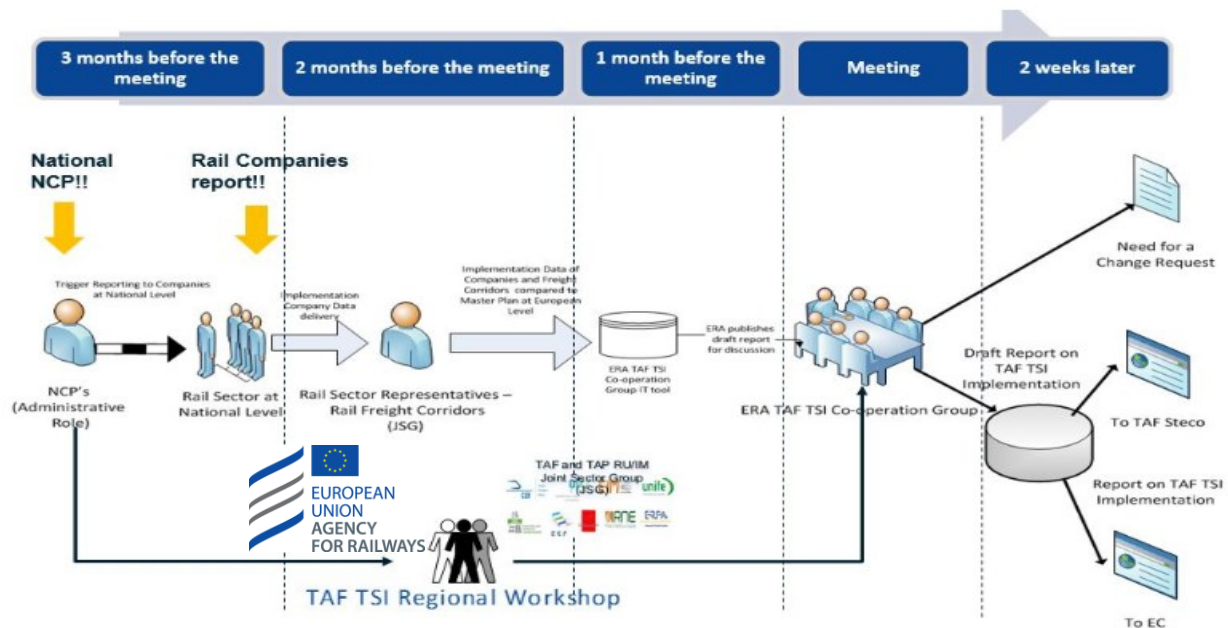
The process is triggered by the NCP's keeping the list of passenger railway undertakings up-to date. A questionnaire is drafted by ERA and CSG, based on agreed KPI's to evaluate the evolution of TAP TSI retail basic parameters. The common support group (CSG) will deliver 3 months before the TAP TSI co-operation 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.

#### **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.

### 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.

### 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 11<sup>th</sup> 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 31<sup>st</sup> 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 6<sup>th</sup> 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 Railway Agency 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 4<sup>th</sup> June 2018 was 190**. 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:

- 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 2<sup>nd</sup> 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:
  - Registry
  - Retail reference database
  - 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 (PM<sup>2</sup>). 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:
  - Feasibility Study
  - Business Case
  - 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:
  - Resource Planning
  - Project Work Planning (Working Break Down Structure)
  - Migration Planning
  - Outsourcing Plan
  - Risk Management Planning

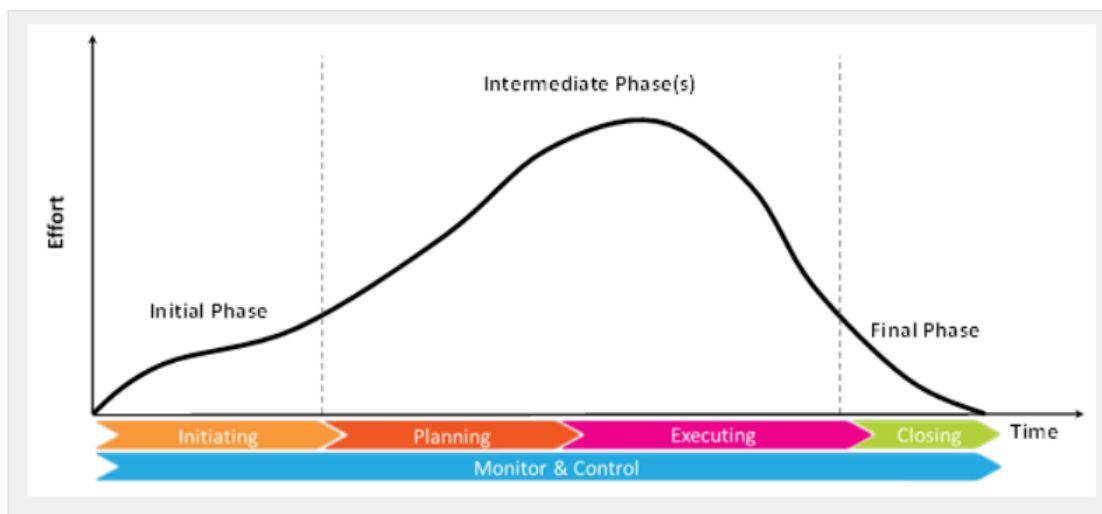
These activities may correspond in an "optional" reference implementation to a Degree of Implementation (DI) between 25% and 50% for a particular function. If the DI is achieved within the deadline minus ideally two years (deadline-2) period, the implementation of this function could be deemed to be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



**Figure 4: PM<sup>2</sup> 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:  $25\% \leq DI < 50\%$  -> Orange colour on the map.
  - Executing Phase accomplished:  $50\% \leq DI < 75\%$  -> Light Green colour on the map.
  - In Production & Monitor & Control accomplished:  $75\% \leq DI \leq 100\%$  -> Green colour on the map.



## 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”).

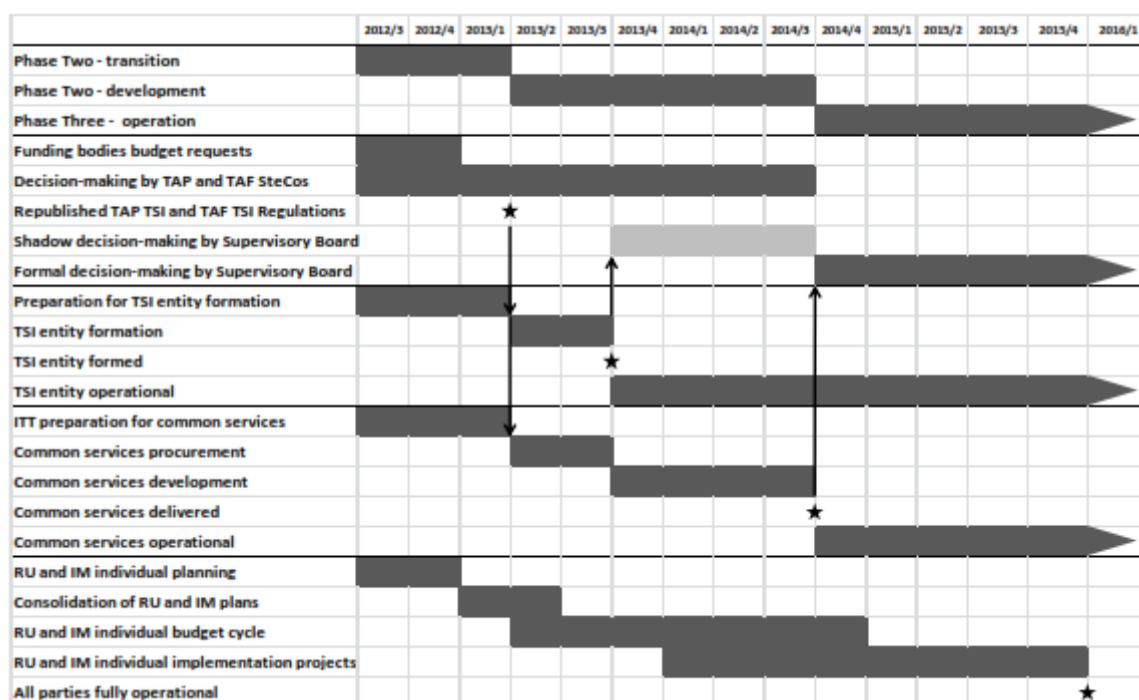


Figure 5: Master Plan for the regulatory functions.

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 06/06/2018 a questionnaire by email. Deadline for the report was set on 29/06/2018. On 19/06/2018 the TSGA sent back to ERA the questionnaire with the current status of the implementation of the 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	31/03/2019	4 years, 6 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.

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 19/06/2018)**

<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	31/03/2019	4 years, 6 months	50 %
Setup of the TAP TSI registry	01/10/2014	31/03/2019	4 years, 6 months	50 %
Setup of the Data quality tool	01/10/2014	31/03/2019	4 years, 6 months	50 %

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 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 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 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

## 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 are shown in Figure 6: TAP TSI Master Plan for the retail functions.

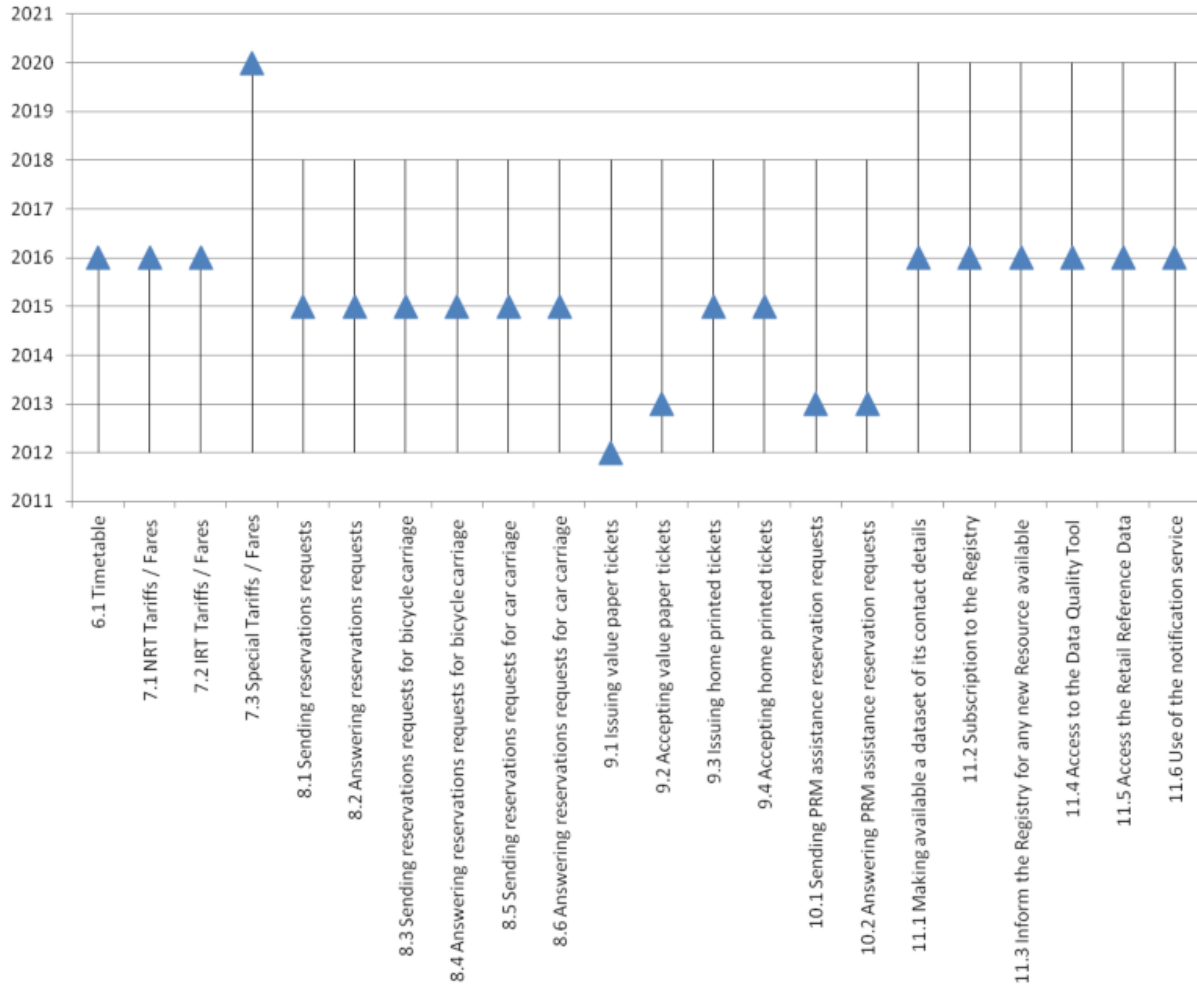


Figure 6: TAP TSI Master Plan for the retail functions

### 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 meeting from (13 March 2018). The calendar for the data collection and analysis has been agreed in last meeting and it was done as follows:

**Table 8: Reporting schedule for TAP TSI basic parameters (4<sup>th</sup> reporting)**

#	Step	Date
1	ERA will send the request to update PM's and market shares	29.3.2018
2	Update TAP TSI PM list	30.4.2018
3	CSG send the questionnaire to ERA	18.5.2018
4	ERA send questionnaire to NCP's	21.05.2018
5	ERA/CSG/ETTSA triggers 4 <sup>th</sup> reporting session	04.6.2018
6	Opening CSG tool or ETTSA tool for reporting	04.6.2018-29.6.2018
7	Analysing data for report	30.6.2018.-13.9.2018.
8	Preparing CSG or ETTSA/ECTAA report	1.9.2018.-1.10.2018.
9	Harmonising analysis	13.9.2018
10	Approving report	t.b.c.
11	Presenting TAP TSI implementation report at ERA co-operation group	16.10.2018
12	Publishing implementation report	t.b.c.

Schedule aligned with the TAF TSI co-operation group

In the meeting of the TAP TSI co-operation group on 13 March 2018 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 4th reporting session. This comprises:

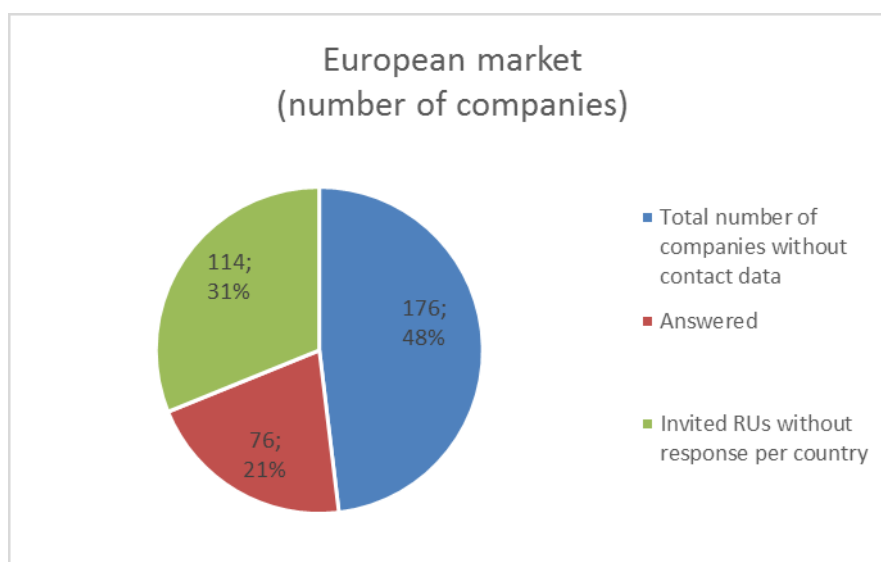
- Sending request to agreed RU's in B5 format
- Answering reservation requests from agreed RU's and agreed 3rd parties in B5 format
- Sending reservation requests for bicycle carriage to agreed RU's in B5 format
- Answering reservation requests for bicycle carriage from agreed RU's and agreed 3rd parties 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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)

#### 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.

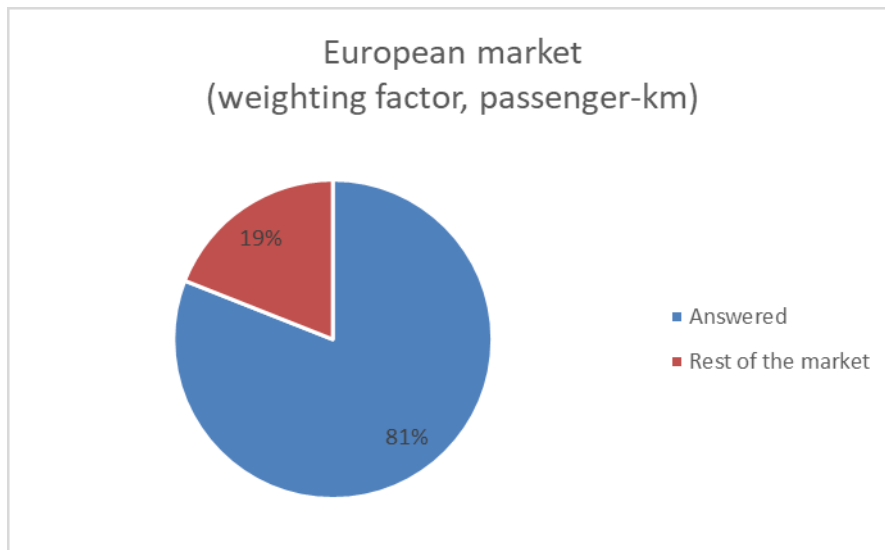
This 4<sup>th</sup> reporting introduced the weighting factor based on *passengerkm* to secure better view of the status of the TAP implementation across Europe. The weighting factor has been calculated through the 2015 public service obligation market share data per company in each country and the *passengerkm* per country (source of data: European Commission – Statistical Pocketbook 2017). All reporting results for TAP TSI retail basic parameters are presented graphically through Chapter 4.2.2, considering both absolute number of companies and weighting factor (market share of companies according to *passengerkm*), shown in brackets in each graph.

For the report, ERA initially considered 366 known TAP obliged railway companies from EU member states plus Switzerland. Additionally, each NCP had opportunity to amend the respective list. However, for 176 company (48% of known companies), contact data was not provided, so number of companies invited for this reporting session was 190 out of 366 (52%) and number of responsive companies was only 76 out of 366 known TAP obliged companies (21%).



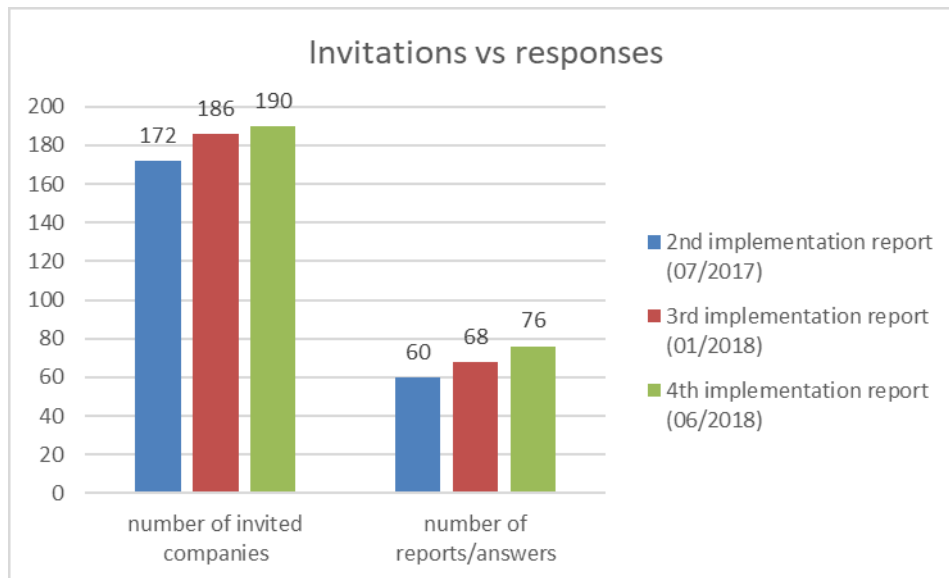
**Figure 7: Reporting session participation per number of companies**

However, if market share of responsive companies would be considered, than 81% of European market share is covered with this TAP implementation report, as shown at following diagram:



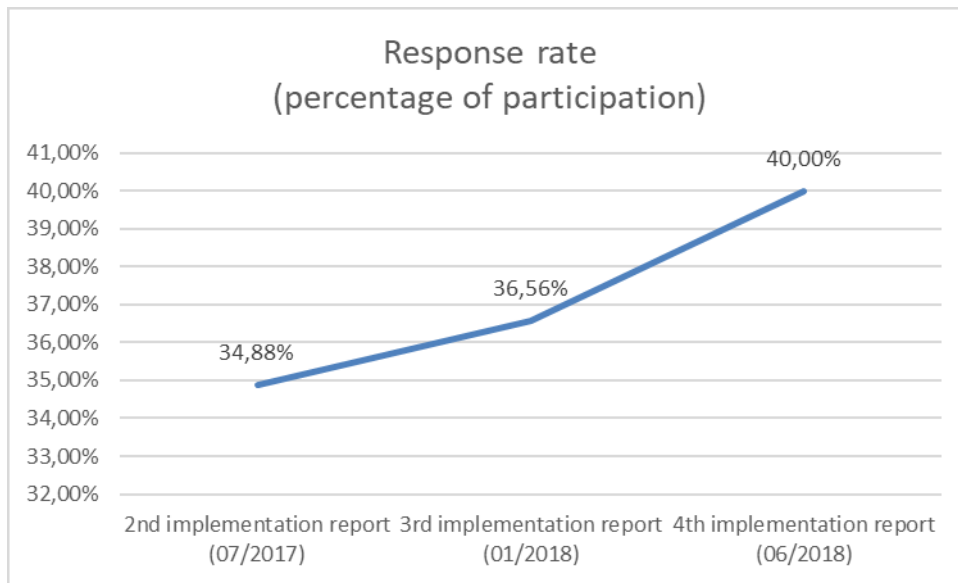
**Figure 8: Reporting session participation per weighting factor (market shares according to passenger-km)**

The following diagram shows the answer rate of the questionnaire.



**Figure 9: Number of invitations and responses per implementation report**

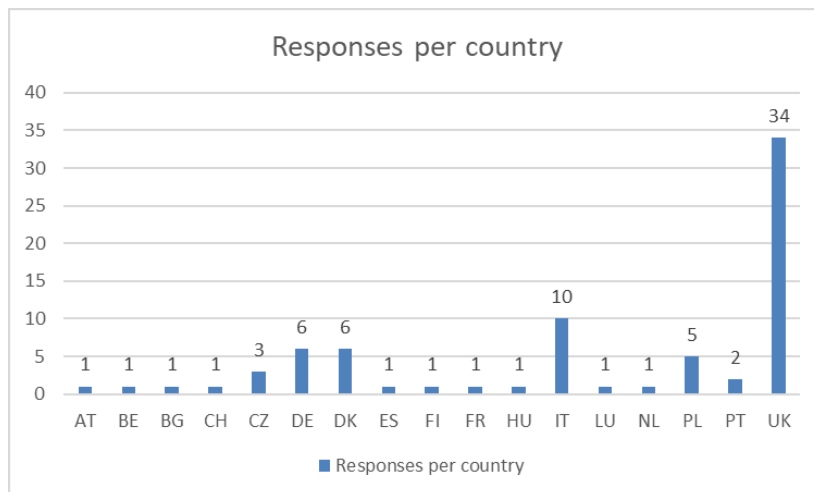
The response rate, calculated as number of received reports in relation to the number of companies invited, is shown at the following diagram:



**Figure 10: Evolution of response rate vs invited companies**

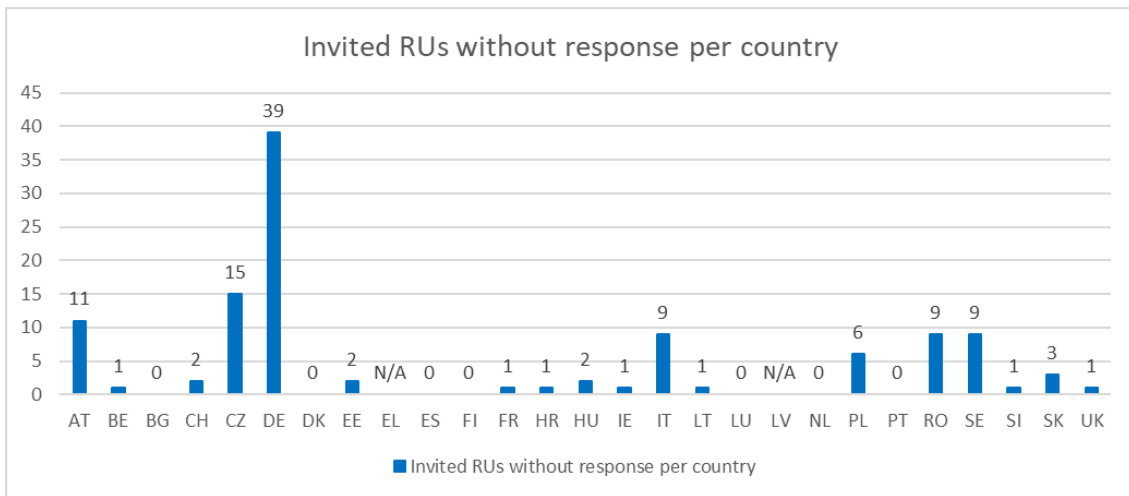
Between 2<sup>nd</sup> and 4<sup>th</sup> reporting session the number of responses was slowly increasing by 8 per reporting session, similar as overall answer rate increased from 34,88% (2<sup>nd</sup> report) to 40,00% (4<sup>th</sup> report). However, the overall number of responses and overall answer rate should be improved by focusing on the member states which did not provide any feedback on invitation or did not provide any contact data for existing RUs, which are obliged to TAP implementation.

The following diagram shows the distribution of answers concerning the request. The RUs from 17 countries (16 member states plus Switzerland) have submitted their responses to the implementation progress of the TAP TSI retail basic parameters.



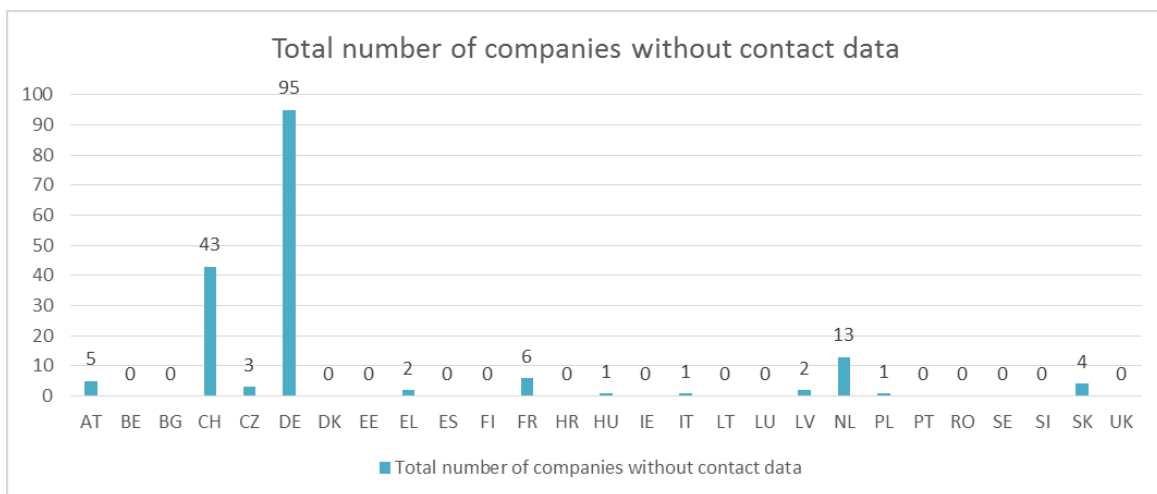
**Figure 11: Number of responses per country**

The following diagram shows the number of companies which didn't respond to invitation received:



**Figure 12: Number of invitations without response per country**

The following diagram shows the number of companies which didn't provide any contact data via NCP network, so those companies could not receive any invitation to provide the report. In the following data there is a potential to secure better response rate for future reporting sessions, through NCP cooperation. By comparing the market share of responsive companies with the number of companies responded, it is reasonable to conclude that majority of companies without contact data being available belong to small RUs.



**Figure 13: Number of companies TAP obliged companies without contact data provided**

10 countries didn't secure any answers from the RUs operating under their jurisdiction, as shown at the following figure:



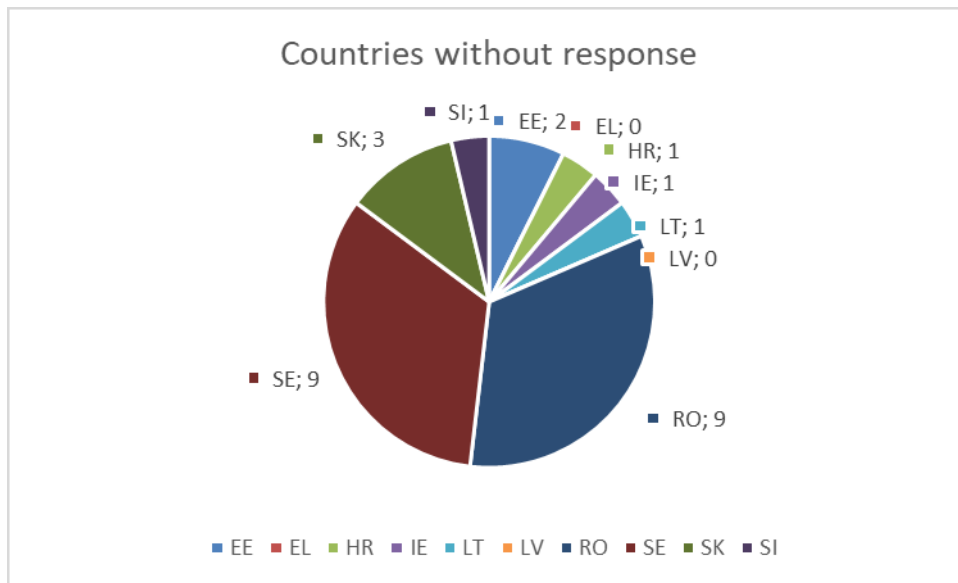


Figure 14: Countries without response with numbers of invited companies <sup>3</sup>

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

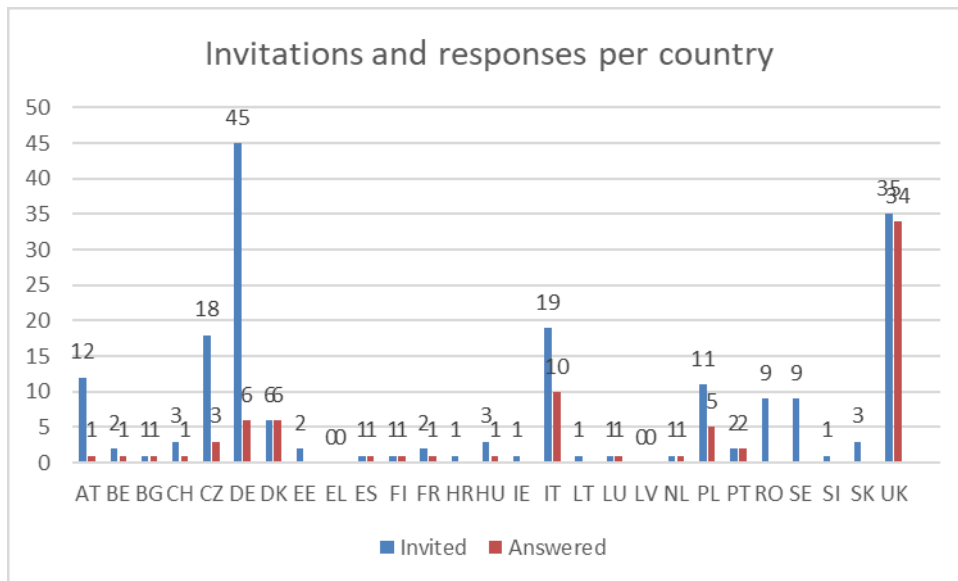
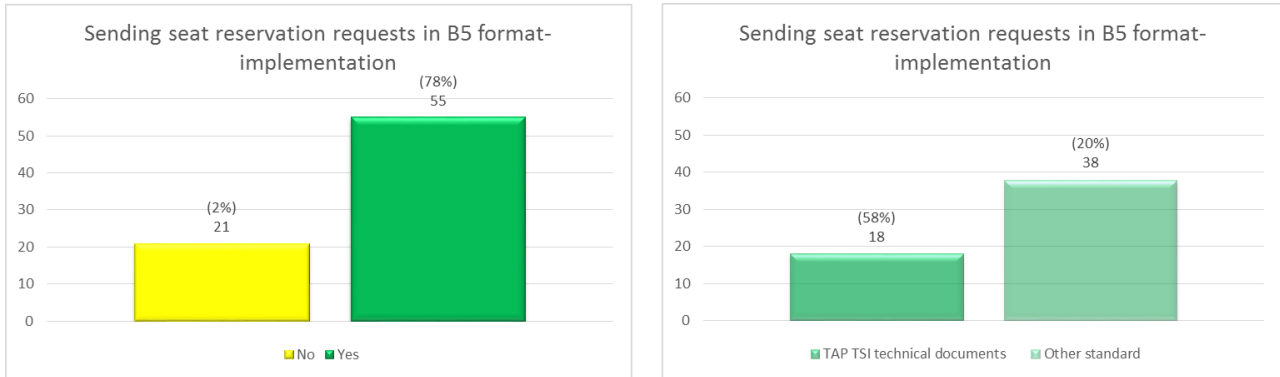


Figure 15: Invitations and responses per country Sending reservation requests from agreed RU`s and agreed 3<sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.9.1.)

<sup>3</sup> Number of invited companies in EL and LV is zero because there was not any company contact provided

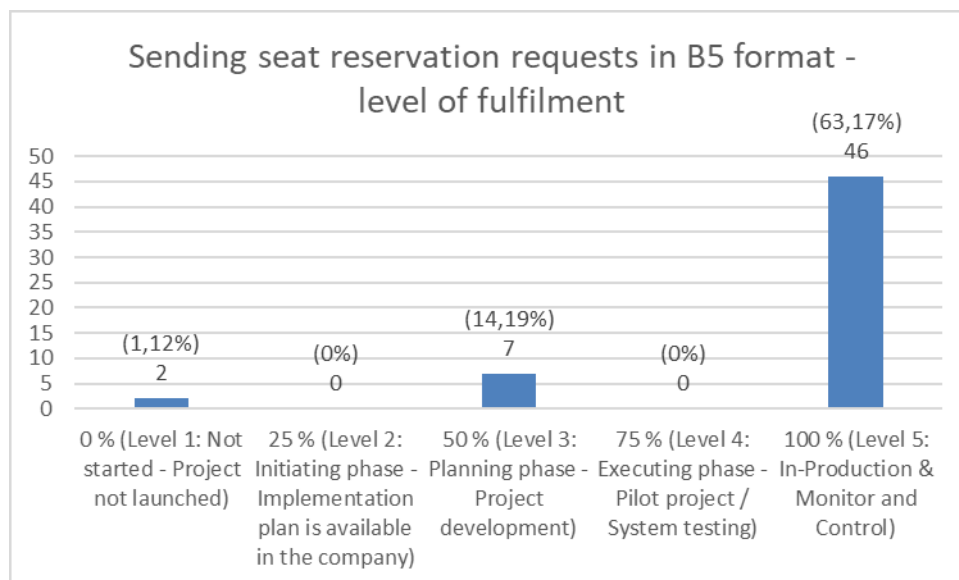
**4.2.2.1 Sending reservation requests from agreed RU's and agreed 3<sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.9.1)**



**Figure 16: Sending seat reservation requests in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>4</sup>**

55 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 standards other than TAP TSI is mainly driven by UK, where 33 RU's are using those other standards.



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

<sup>4</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

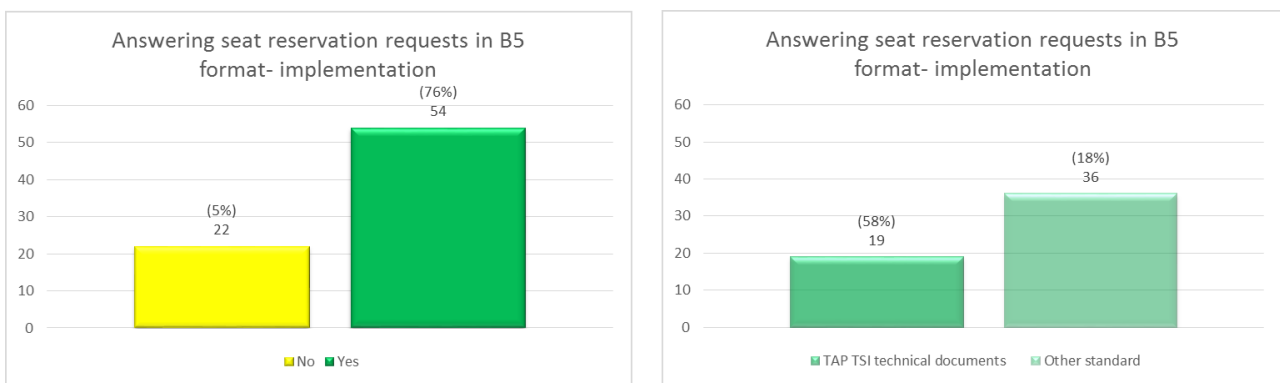
The implementation status of the function “Sending reservation requests” is low, considering number of companies. Taking into account the amount of 33 UK based companies implementing the seat reservation by their own domestic standard, only 13 companies have implemented the function according to TAP TSI standards and in all cases, those are the incumbent railway undertakings.

However, considering 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 58% are part of implementation process according to TAP TSI standards.

The main problems seen by the implementers were the need for internal IT redesign and the stability of the TAP TSI baseline documents.

The declared problem “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.

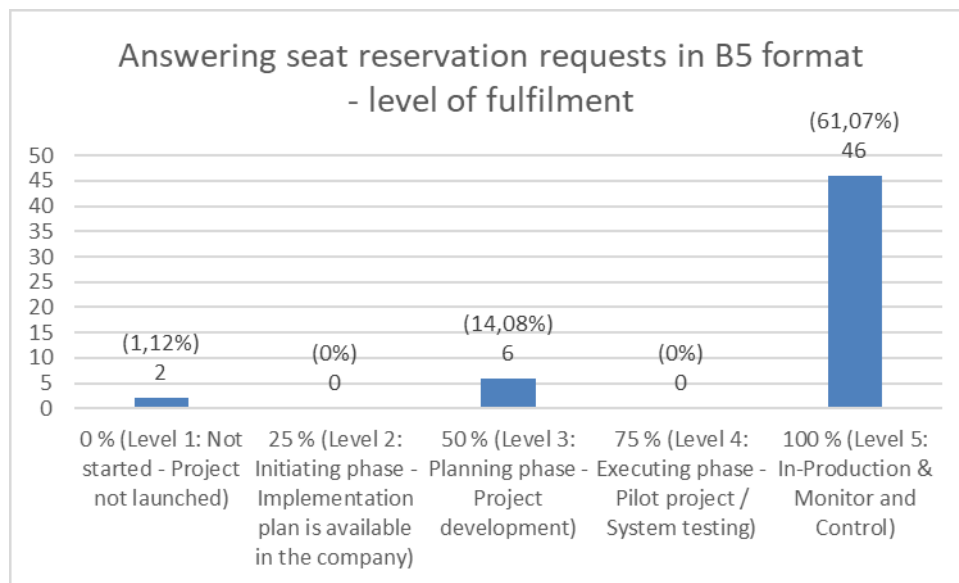
**4.2.2.2 Answering reservation requests from agreed RU`s and agreed 3<sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.9.2)**



**Figure 18: Answering seat reservation requests in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>5</sup>**

54 companies reported that they are subject to implementation of this function. 19 out of them have implemented the function using TAP TSI standards. The implementation of the answering reservation request by standards other than TAP TSI is mainly driven by UK, where 33 RUs are using standards other than TAP TSI.

<sup>5</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



**Figure 19: Answering seat reservation requests in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

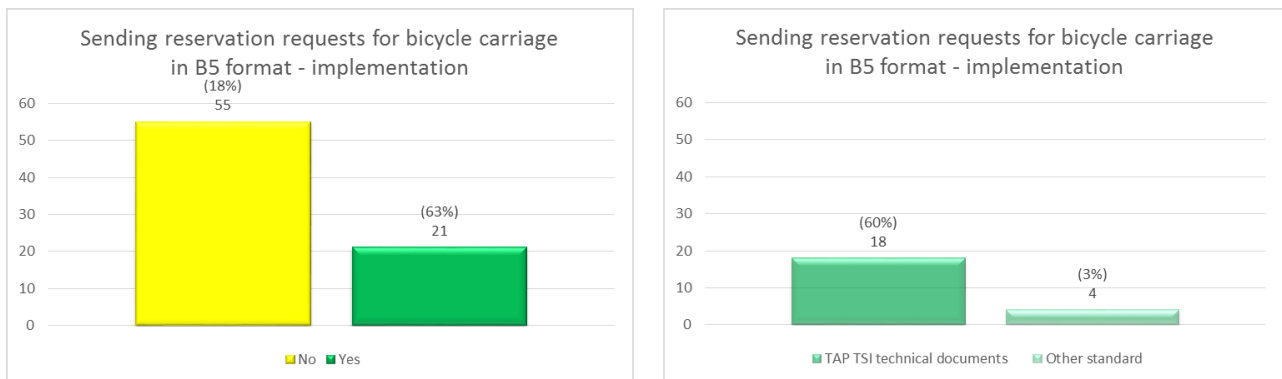
The main problems of the implementation of the TAP TSI basic parameter “Answering seat reservation request” are the dependency on other reservation systems, possible technical limitations and stability of the TAP TSI baseline. Other problems, such as need of internal IT redesign and lack of financial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

The implementation status of the function “Answering seat reservation requests” for those companies is low, considering number of companies. Only 11 companies have reported that they are subject to the implementation this function and that they have fully implemented this function according to TAP TSI technical documents. In all cases those are the incumbent railway undertakings.

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, considering market shares of companies, the implementation level looks better than observing just absolute number of companies. 76% of European railway market declared to be subject of implementation and 58% are part of implementation process according to TAP TSI standards.

**4.2.2.3 Sending reservation requests for bicycle carriage to agreed RU's in B5 format (TAP TSI basic parameter 4.2.7.2.)**

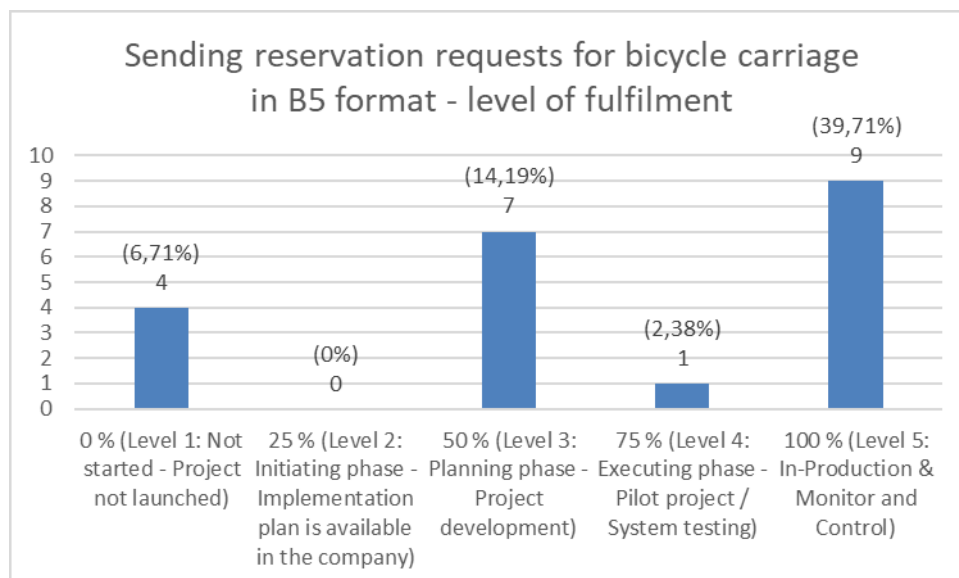


**Figure 20: Sending reservation requests for bicycle carriage in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>6</sup>**

Only 21 companies confirmed, that they are subject to implement this basic parameter and this is great decrease in comparison to 3<sup>rd</sup> implementation report, when 50 companies declared that they are subject of implementation. The difference of 29 companies is fully driven by UK companies so the reason of this decrease needs to be checked further with UK.

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 reservation request for bicycle carriage by other standards is marginal both in absolute number of companies (4) and in market share number (3%). This includes 1 company which declared implementation using both TAP and other standards.



**Figure 21: Sending reservation requests for bicycle carriage in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

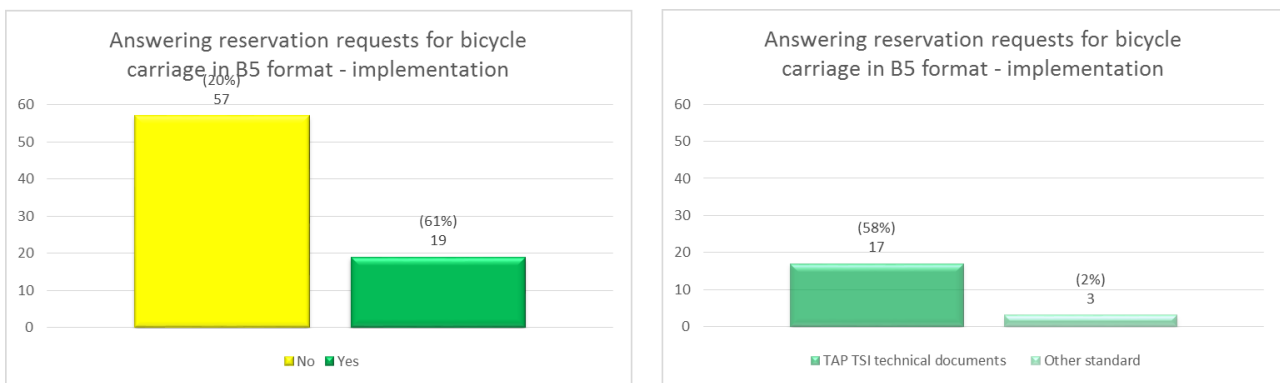
<sup>6</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

Only 8 companies have reported that they have fully implemented this function according to TAP TSI technical documents. In all cases those are the incumbent railway undertakings. 1 company declared full implementation, but in standards other than TAP TSI technical documents.

However, considering market shares of companies, the implementation level looks better than observing just absolute number of companies. 63% 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 3<sup>rd</sup> parties in B5 format (TAP TSI basic parameter 4.2.7.3.)**

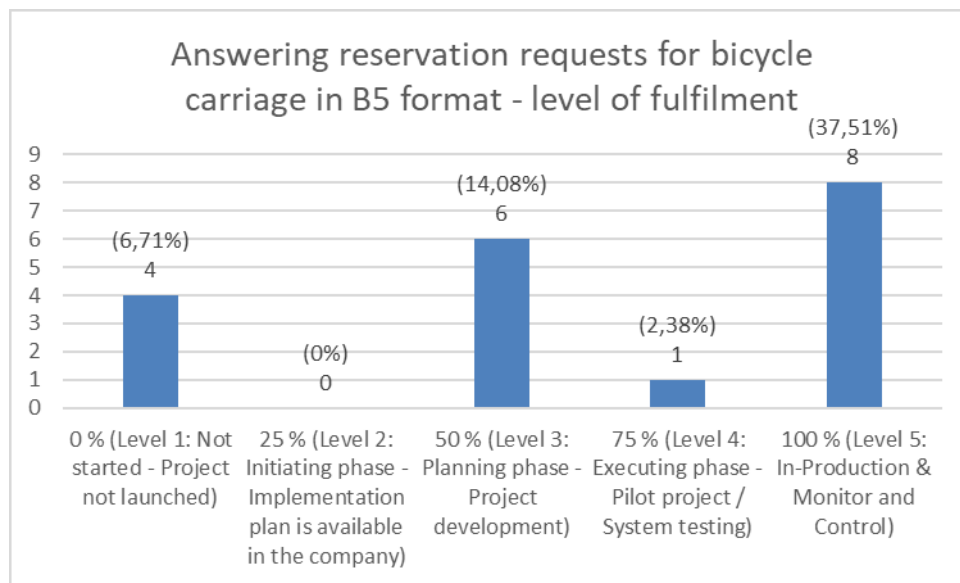


**Figure 22: Answering reservation requests for bicycle carriage in B5 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>7</sup>**

Only 19 companies confirmed, that they are subject to implement this basic parameter and this is great decrease in comparison to 3<sup>rd</sup> implementation report, when 49 companies declared that they are subject of implementation. The difference of 30 companies is driven by UK companies. The cause of this decrease needs to be checked further with UK.

Companies not being 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.

<sup>7</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



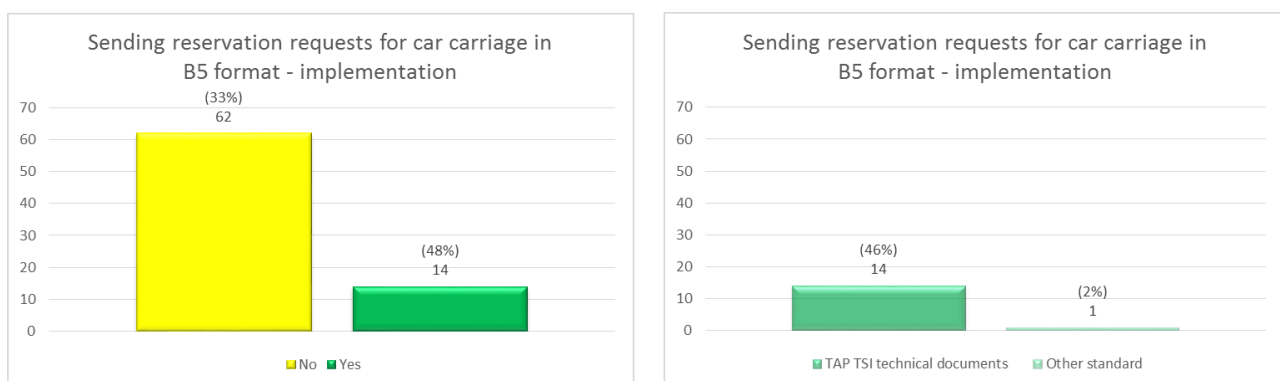
**Figure 23: Answering reservation requests for bicycle carriage in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

The main problems 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 problems are minor ones.

The implementation status of the function “Answering reservation requests for bicycle carriage” is low, considering number of companies. Few companies have reported that they are subject to the implementation of this function and in all cases, those are the incumbent railway undertakings, which have implemented this function. However, considering market shares of companies, the implementation level looks better than observing just absolute number of companies. 61% of European railway market declared to be subject of implementation and 58% are part of implementation process according to TAP TSI standards.

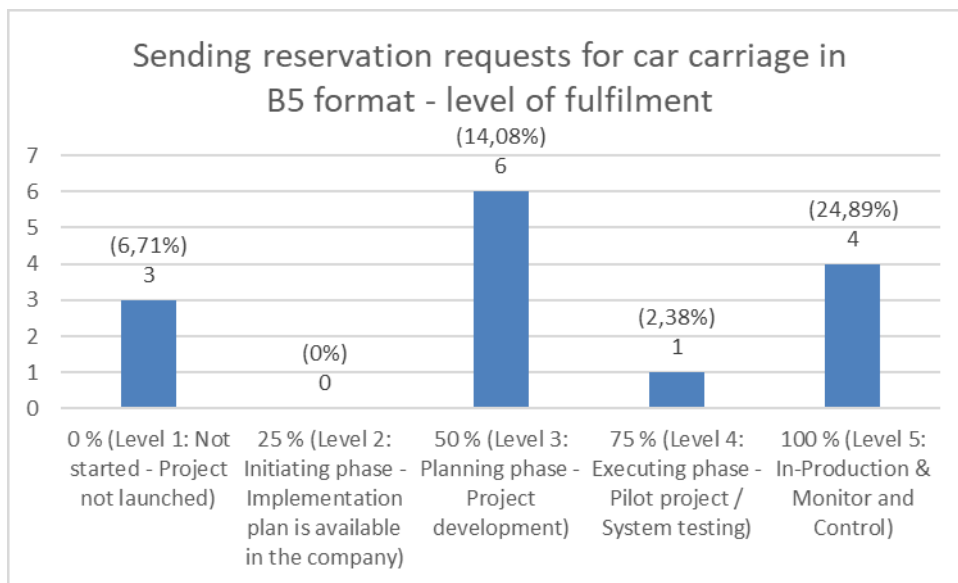
Most of the other companies are not offering seat reservations in their trains and do not implement the function to answer to reservation messages.

#### 4.2.2.5 Sending reservation requests for car carriage to agreed RU's in B5 format (TAP TSI basic parameter 4.2.8.2.)



**Figure 24: 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)]<sup>8</sup>**

<sup>8</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



**Figure 25: Sending reservation requests for car carriage in B5 format – level of fulfilment,**

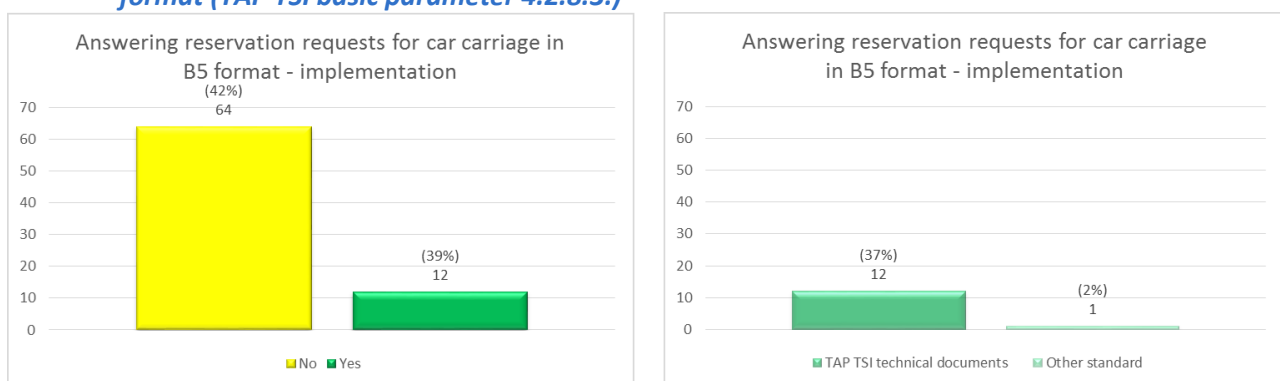
**[number of responses (% based on European passenger per km factor)]**

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

The implementation status of the function “Sending reservation requests for car carriage” is low, considering number of companies. Considering market shares of companies, 48% of European railway market declared to be subject of implementation and 46% are part of implementation process according to TAP TSI standards. However, this function is fully implemented by only 4 companies (24,89%).

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 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 (TAP TSI basic parameter 4.2.8.3.)



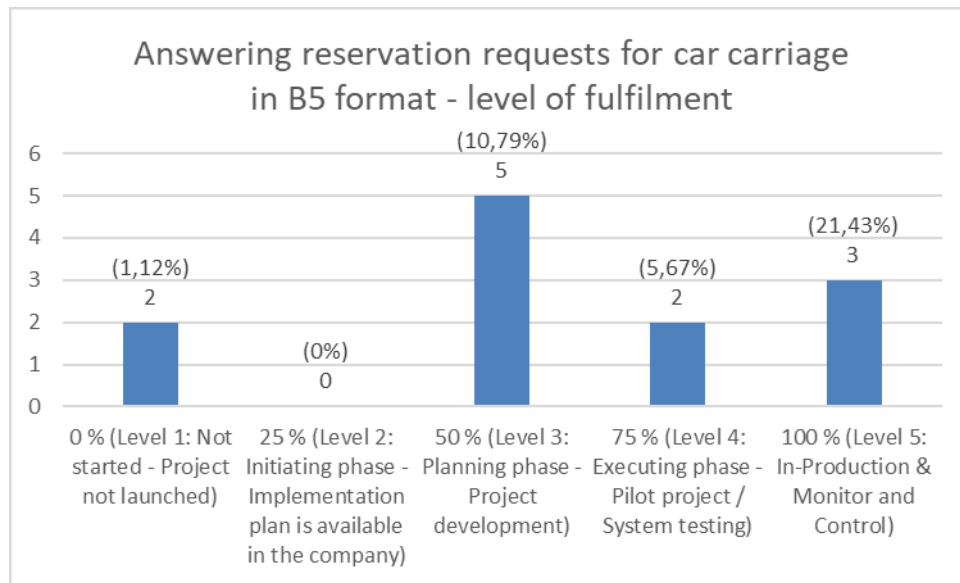
**Figure 26: Answering reservation requests for car carriage in B5 format: subject to the implementation (Y/N),**

**[number of responses (% based on European passenger per km factor)]<sup>9</sup>**

Only 12 companies reported to be subject to implementation of this basic parameter, where all of them are using TAP TSI standards, while 1 company declared usage of both TAP TSI and other standards at the same time.

<sup>9</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



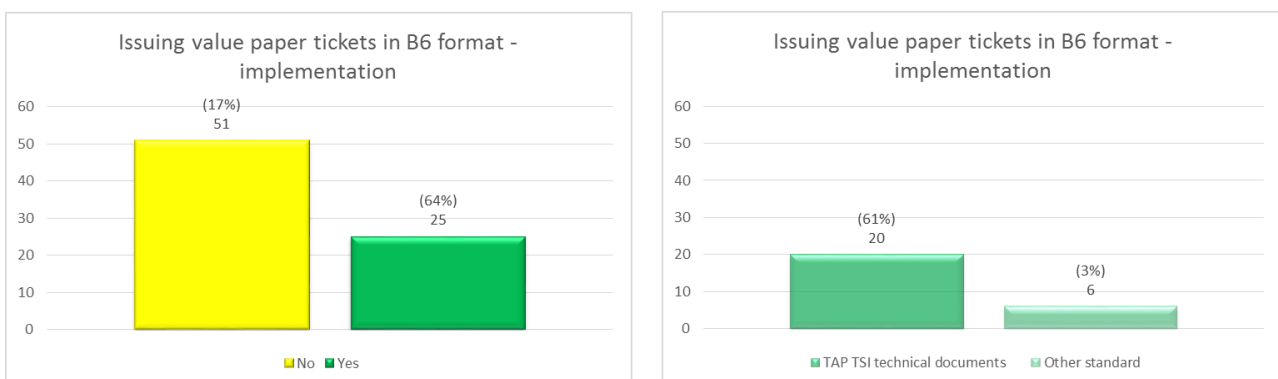


**Figure 27: Answering reservation requests for car carriage in B5 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

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

The implementation status of the function “Answering reservation requests for car carriage” is very low, considering number of companies. Considering market shares of companies, 39% of European railway market declared to be subject of implementation and 37% are part of implementation process according to TAP TSI standards. However, this function is fully implemented by only 3 companies (21,43%). Most of the other companies are not offering car carriage reservations in their trains and do not implement the function to answer to reservation messages.

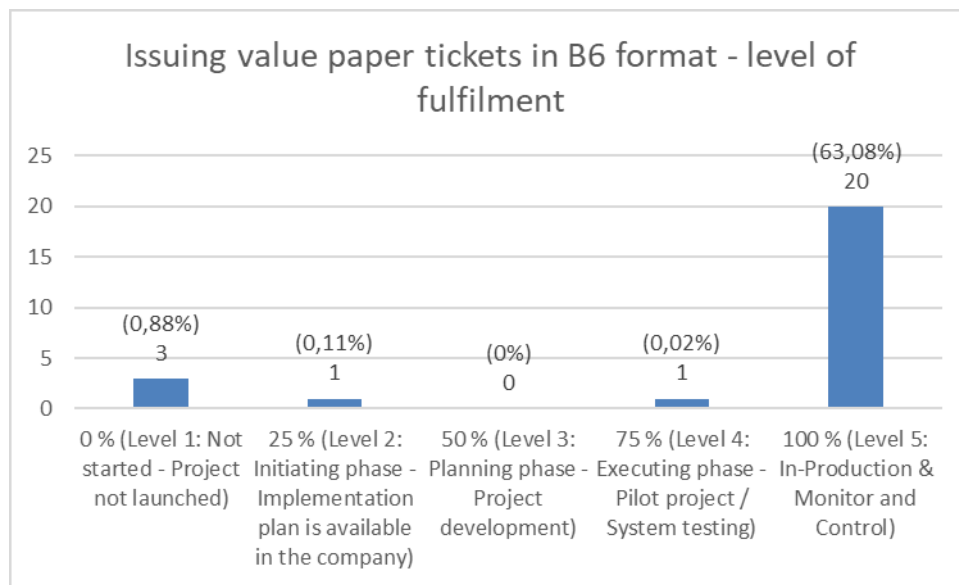
**4.2.2.7 Issuing value paper tickets for international and foreign sales in B6 format (TAP TSI basic parameter 4.2.11.1.)**



**Figure 28: Issuing value paper tickets in B6 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>10</sup>**

<sup>10</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

25 companies reported they are subject to the implementation of this basic parameter. 20 of these companies are using TAP TSI technical documents to issue value paper tickets. RUs in the following member states reported to use standards other than TAP TSI to issue value paper tickets: CH, FI, HU, IT and PL. One RU declared usage of both TAP TSI and other standards at the same time. It must be elaborated for which purposes (e.g. domestic tickets, regional cross-border traffic and manually issued international tickets) those other standards are allowed to be used for international ticketing.



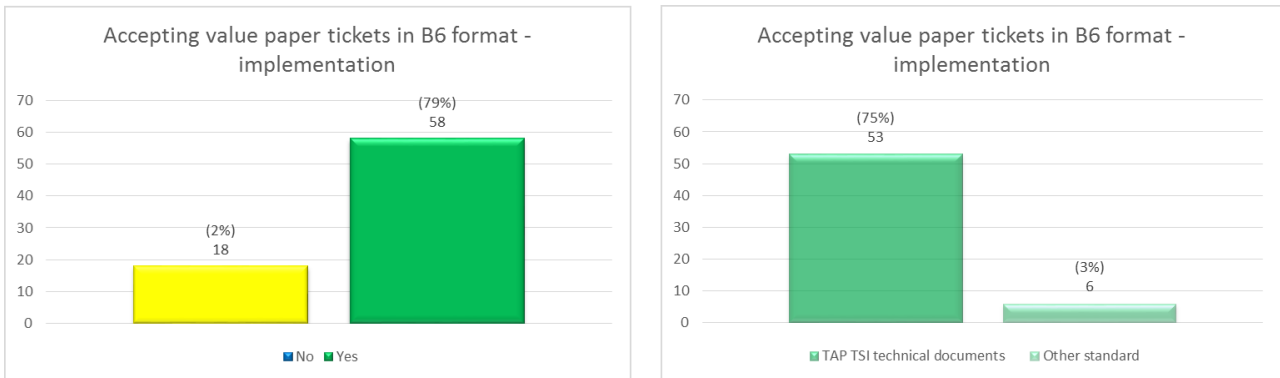
**Figure 29: Issuing value paper tickets in B6 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

In terms of market shares, very small part of railway market declared any problems regarding the implementation of the TAP TSI basic parameter “issue value paper tickets”. Majority of declared problems are related to dependency on other reservation systems, need for internal IT redesign and possible technical limitations.

The problem “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.

The implementation status of the function “Issuing value paper tickets for international and foreign sales in B6 format” is low, considering number of companies. However, considering market shares of companies, the implementation level looks better than observing just absolute number of companies. 64% of European railway market declared to be subject of implementation and 61% 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 (TAP TSI basic parameter 4.2.11.1.)**

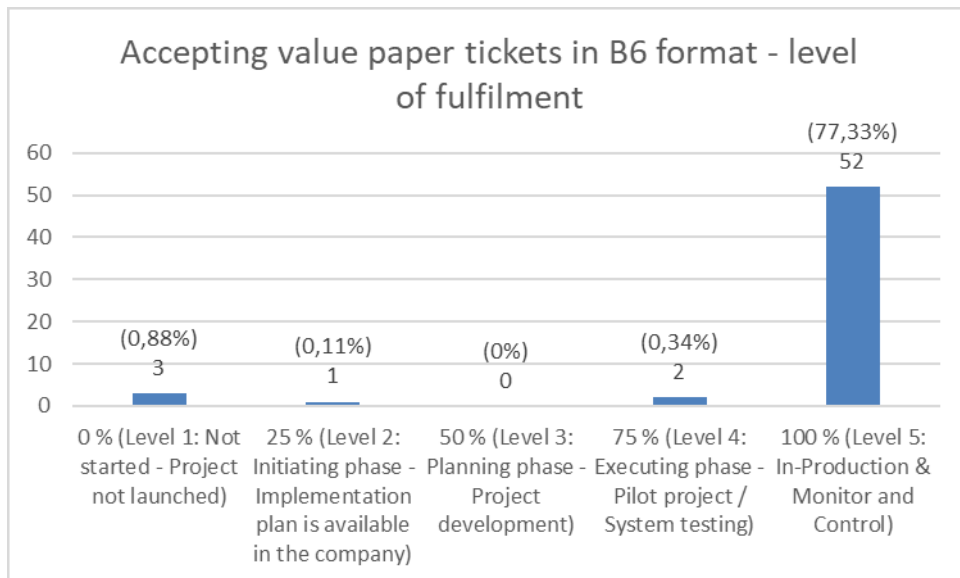


**Figure 30: Accepting value paper tickets in B6 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>11</sup>**

The implementation status of the function “Accepting value paper tickets for international and foreign sales in B6 format” is good, both from aspect of absolute numbers of RUs and from market share aspect. Most of the companies have reported that they are subject to the implementation this function and they have implemented it.

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

Considering market shares of companies, the implementation level analysis showed that 79% of European railway market declared to be subject of implementation and 75% are part of implementation process according to TAP TSI standards.



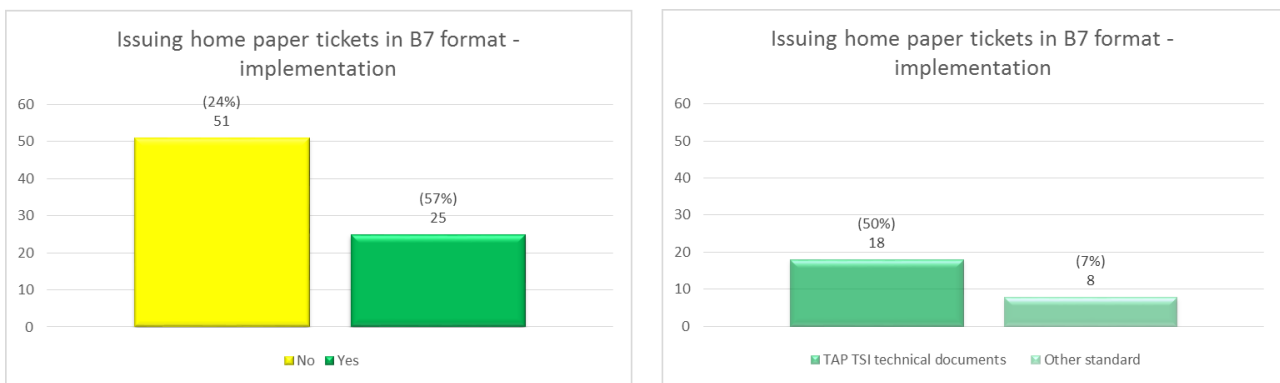
**Figure 31: Accepting value paper tickets in B6 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

<sup>11</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

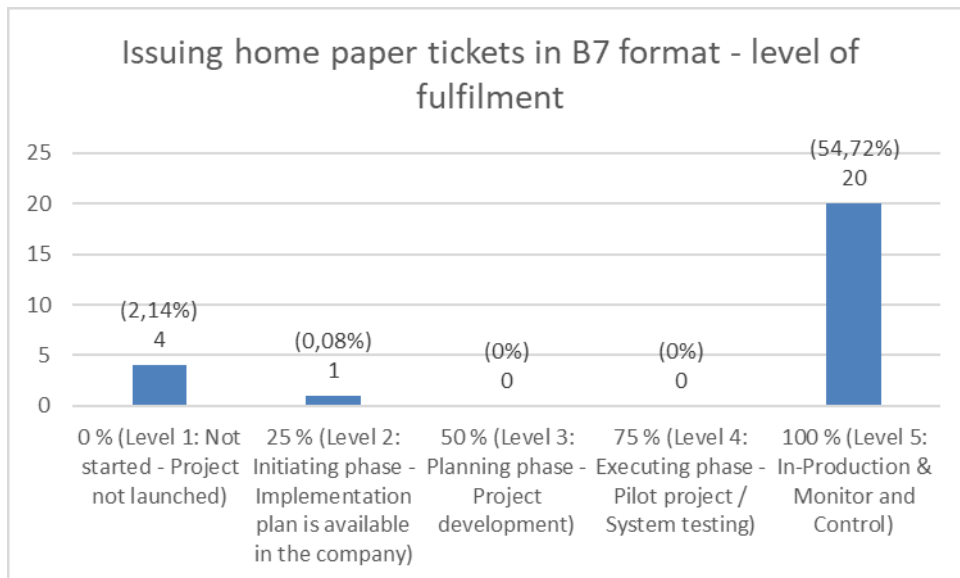
In terms of market shares, very small part of railway market declared any problems regarding the implementation of the TAP TSI basic parameter “accepting value paper tickets”. Majority of declared problems are related to dependency on other reservation systems, need for internal IT redesign, possible technical limitations and stability of the TAP TSI baseline.

The problem “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 problem is not evident at all. The problem “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<sup>th</sup>.

**4.2.2.9 Issuing home printed tickets for international and foreign sales in B7 format (TAP TSI basic parameter 4.2.11.2.)**



**Figure 32: Issuing home paper tickets in B7 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>12</sup>**



**Figure 33: Issuing home paper tickets in B7 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

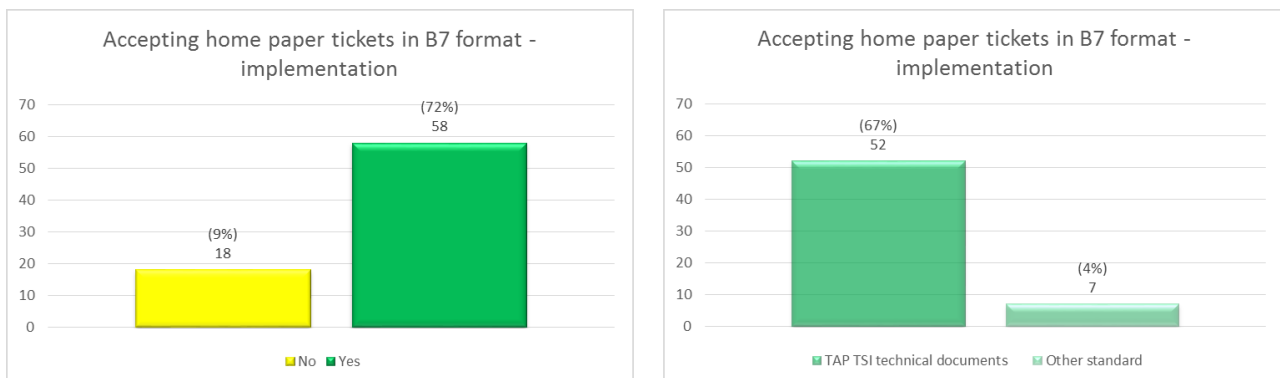
<sup>12</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

In terms of market shares, very small part of railway market declared any problems regarding the implementation of the TAP TSI basic parameter “issuing home paper tickets in B7 format”. RUs declared various problems in similar weight. One of declared problems is “Stability of TAP TSI baseline documents” but this problem 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, considering number of companies. However, considering market shares of companies, the implementation level looks better than observing just absolute number of companies. 57% of European railway market declared to be subject of implementation and 50% are part of implementation process according to TAP TSI standards.

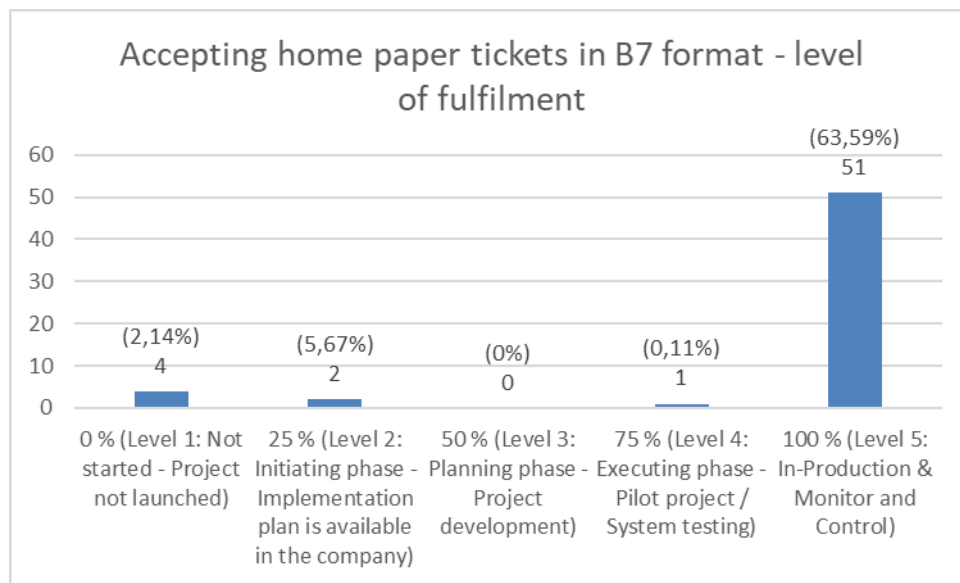
From companies which declared not to be subject of implementation, most of them declared they are not offering home printed tickets. However, the implementation of the acceptance of those tickets by both parties has to be part of a commercial agreement between them.

**4.2.2.10 Accepting home printed tickets for international and foreign sales in B7 format (TAP TSI basic parameter 4.2.11.2.)**



**Figure 34: Accepting home paper tickets in B7 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>13</sup>**

<sup>13</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



**Figure 35: Accepting home paper tickets in B7 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

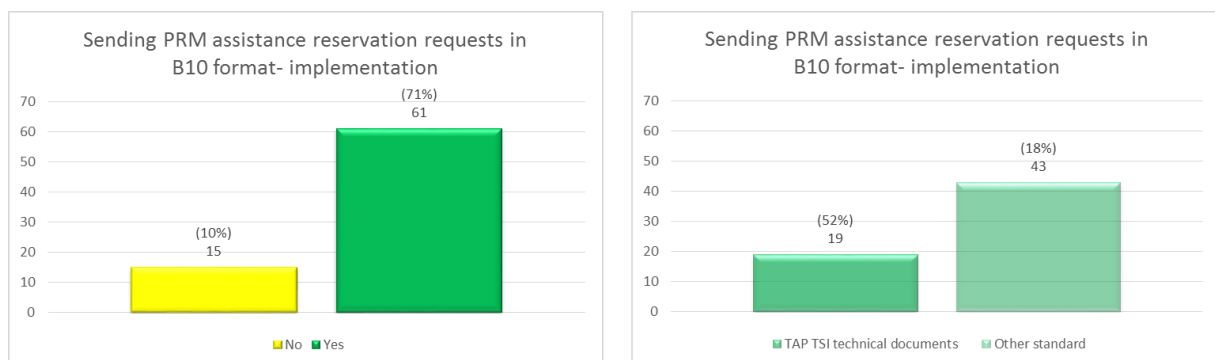
The main problems of the implementation of the TAP TSI basic parameter “accepting home printed tickets” are need for internal IT redesign and dependency on other reservation systems.

3 RUs declared that “Stability of TAP TSI baseline documents” to be a problem for implementation. However, this should 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, considering number of RUs being subject to implementation of this function according to TAP TSI documents and according to level of fulfilment. Considering market shares of companies, the implementation level analysis showed that 72% of European railway market declared to be subject of implementation and 67% are part of implementation process according to TAP TSI standards.

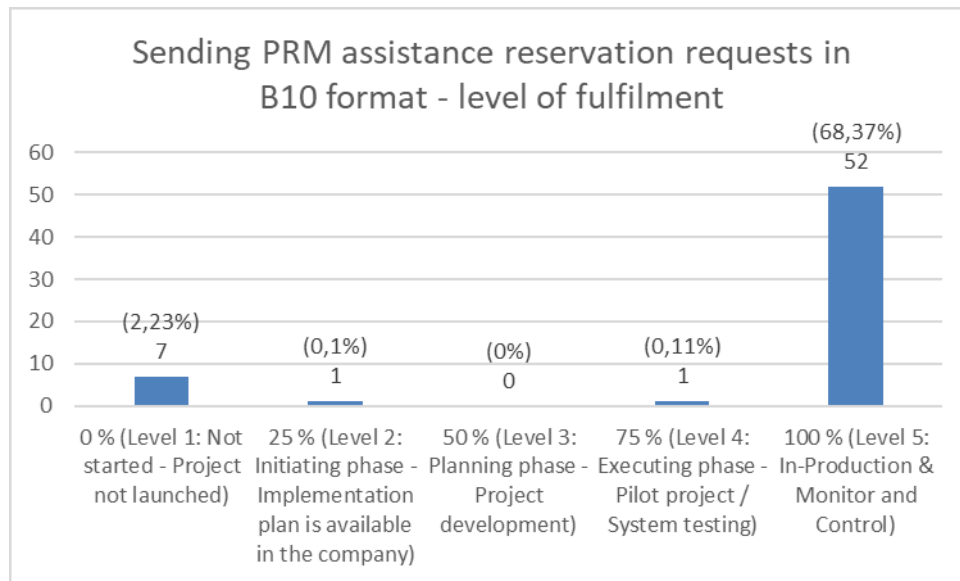
Most of the RUs which declared not to be subject of implementation are not accepting home printed tickets. However, the implementation of the acceptance of those tickets has to be part of a commercial agreement between the parties.

#### 4.2.2.11 Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format (TAP TSI basic parameter 4.2.6.2.)



**Figure 36: Sending PRM assistance reservation requests in B10 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>14</sup>**

<sup>14</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

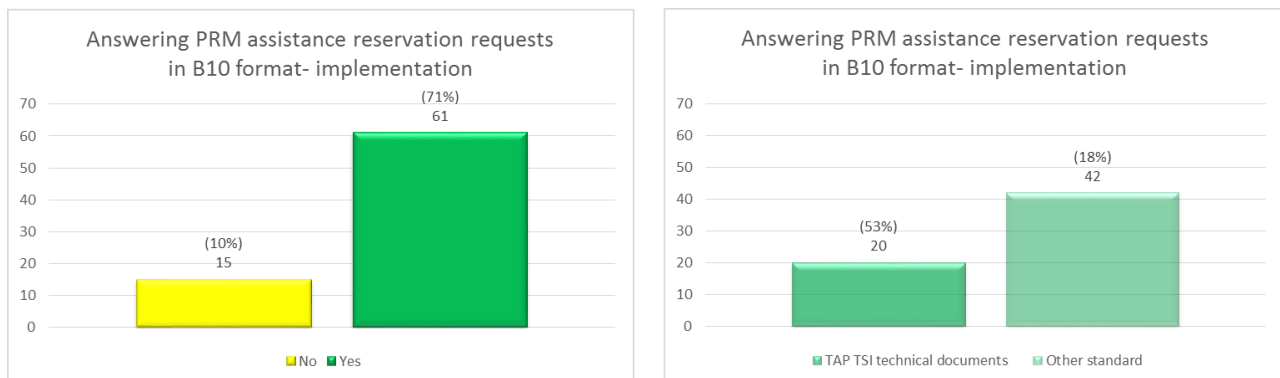


**Figure 37: Sending PRM assistance reservation requests in B10 format: level of fulfilment, [number of responses (% based on European passenger per km factor)]**

The function “Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format” has been fully implemented by 52 companies (68,37% of European market).

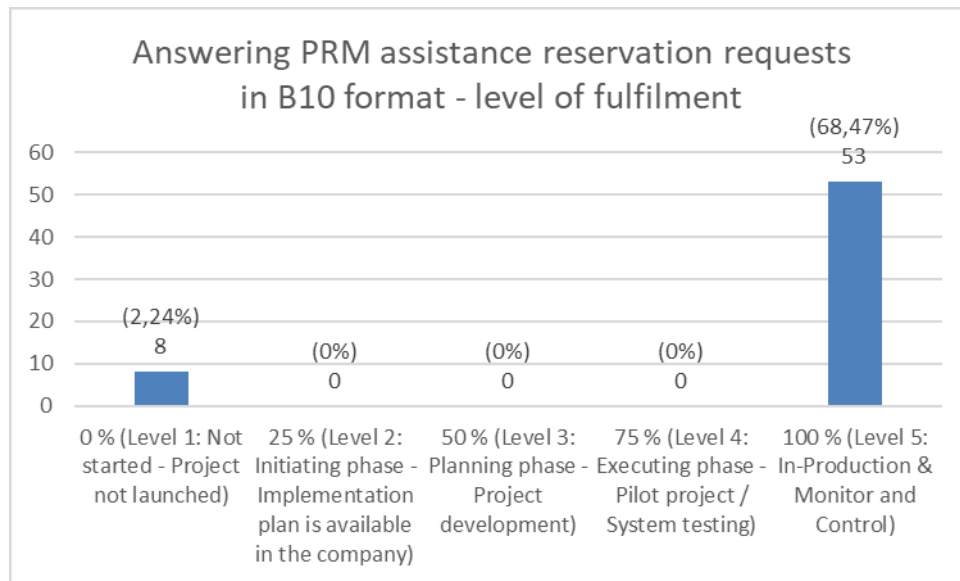
71% of European railway market declared to be subject of implementation and 52% are part of implementation process according to TAP TSI standards.

#### 4.2.2.12 Answering PRM assistance reservation requests via IT-communication from agreed RU`s and agreed 3<sup>rd</sup> parties in B10 format (TAP TSI basic parameter 4.2.3.)



**Figure 38: Answering PRM assistance reservation requests in B10 format: subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>15</sup>**

<sup>15</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

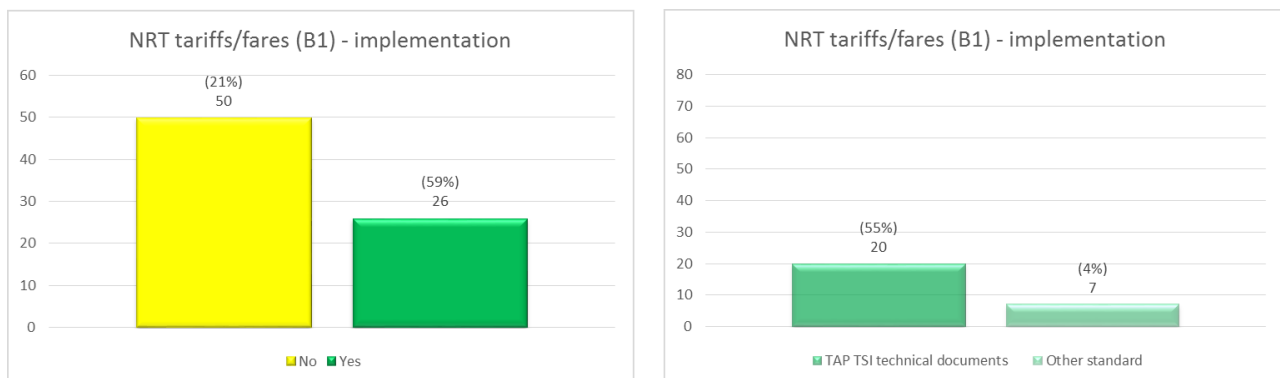


**Figure 39: Answering PRM assistance reservation requests in B10 format – level of fulfilment, [number of responses (% based on European passenger per km factor)]**

The function “Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format” has been fully implemented by 52 companies (68,37% of European market).

71% of European railway market declared to be subject of implementation and 53% are part of implementation process according to TAP TSI standards.

#### 4.2.2.13 NRT tariffs/fares (TAP TSI basic parameter 4.2.2)



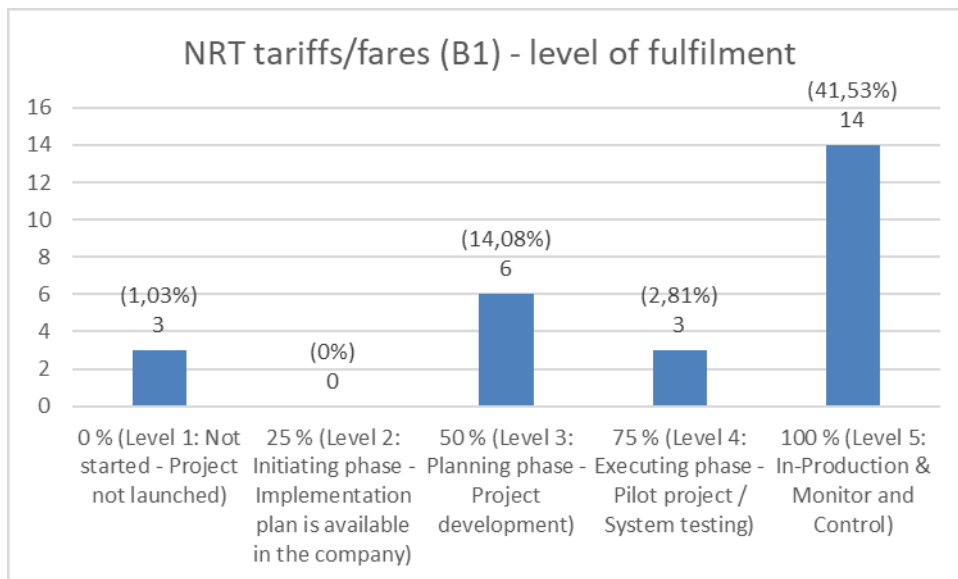
**Figure 40: NRT tariffs/fares (B1): subject to the implementation (Y/N), [number of responses (% based on European passenger per km factor)]<sup>16</sup>**

26 companies are subject to the exchange of data for the NRT fares. 20 are using the TAP TSI standards and 7 other standards. 1 company declared to be using both TAP TSI and other standard at the same time. It has to be elaborated, which standards are used as ‘other standards’.

<sup>16</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.



Considering market shares of companies, 59% of European railway market declared to be subject of implementation and 55% are part of implementation process according to TAP TSI standards.



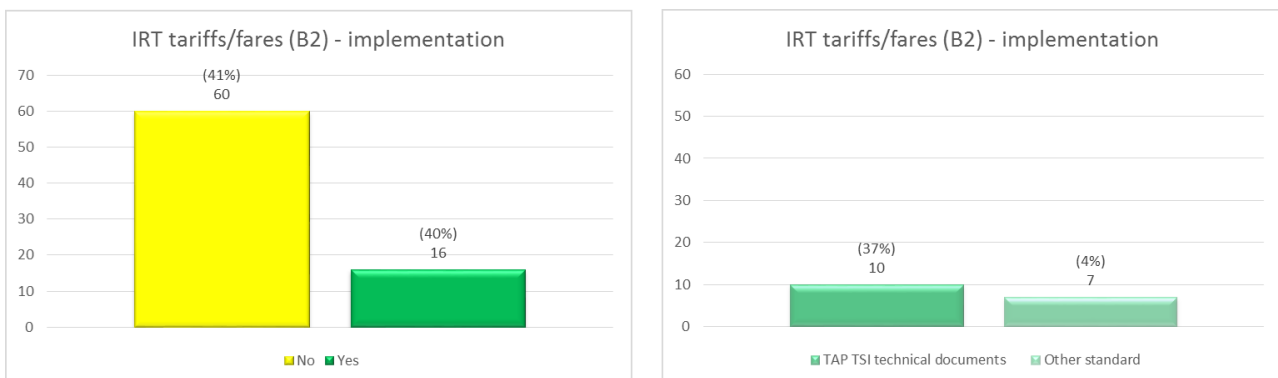
**Figure 41: NRT tariffs/fares (B1) – level of fulfilment,**  
 [number of responses (% based on European passenger per km factor)]

The main declared problems of the implementation of the TAP TSI basic parameter “publication of NRT tariffs/fares” are stability of TAP TSI baseline documents, lack of financial resources and need for internal IT redesign.

The problem “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 problem “Dependency on other retail systems”, declared by 2 companies, 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 problem is not evident at all.

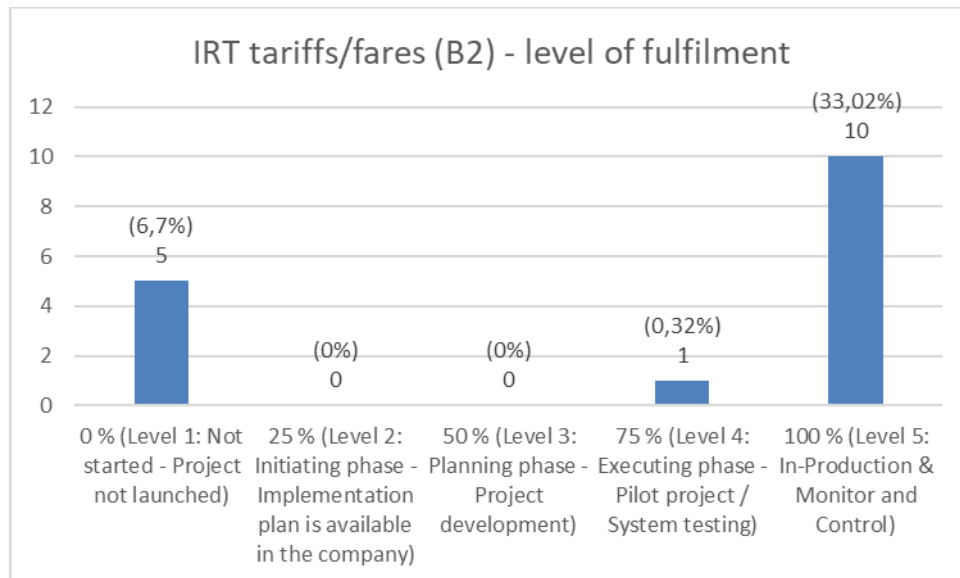
#### 4.2.2.14 IRT tariffs/fares (TAP TSI basic parameter 4.2.2)



**Figure 42: IRT tariffs/fares (B2): subject to the implementation (Y/N),**  
 [number of responses (% based on European passenger per km factor)]<sup>17</sup>

<sup>17</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

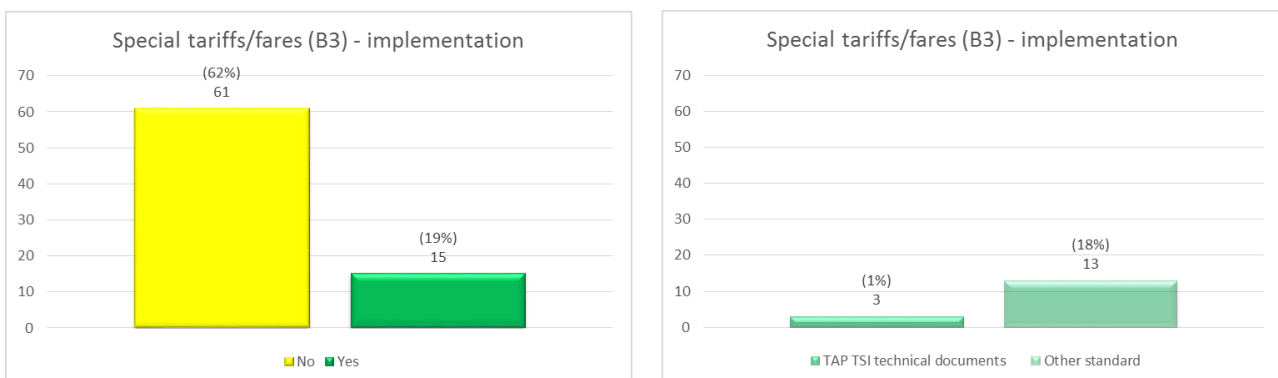
16 companies are subject to the exchange of data for the IRT fares. 10 are using the TAP TSI standards and 7 other standards. 1 company declared to be using both TAP TSI and other standard at the same time. Considering market shares of companies, 40% of European railway market declared to be subject of implementation and 37% are part of implementation process according to TAP TSI standards.



**Figure 43: IRT tariffs/fares (B2) – level of fulfilment,**  
 [number of responses (% based on European passenger per km factor)]

The main problems of the implementation of the TAP TSI basic parameter “publication of IRT tariffs/fares” are stability of the TAP TSI documents and lack of financial resources. The problem “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 problem “Dependency on other retail systems” has been declared by 2 companies and it 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.

#### 4.2.2.15 Special tariffs/fares (TAP TSI basic parameter 4.2.2)

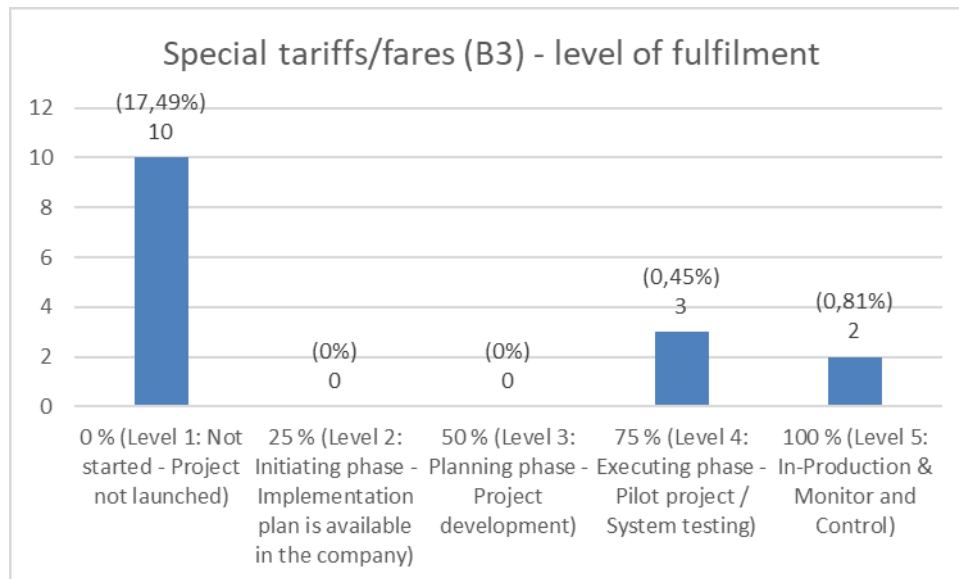


**Figure 44: Special tariffs/fares (B3): subject to the implementation (Y/N),**  
 [number of responses (% based on European passenger per km factor)]<sup>18</sup>

<sup>18</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

According to the TAP TSI master plan, the implementation of this function is foreseen in 2021. According to the reported figures, 15 railway undertakings reported to be subject of implementation of this function – 3 according to TAP TSI documents and 13 according to other standards. 61 companies reported they are not subject of implementation of this function.

Considering market shares of companies, the implementation level analysis showed that 19% of European railway market declared to be subject of implementation and marginal 1% are part of implementation process according to TAP TSI standards.



**Figure 45: Special tariffs/fares (B3): level of fulfilment,**

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

The main problems of the implementation of the TAP TSI basic parameter “publication of special tariffs/fares” are classified as ‘other’, out of possible options offered by the reporting questionnaire. Also, 2 RUs declared they don’t see benefits in implementation of this function. Also, 2 RUs declared problems in dependency on other reservation system and in stability of the TAP TSI documents.

The problem “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 problem “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 of this basic parameter with “Other standards” should be elaborated in more detail, which standards are in use.

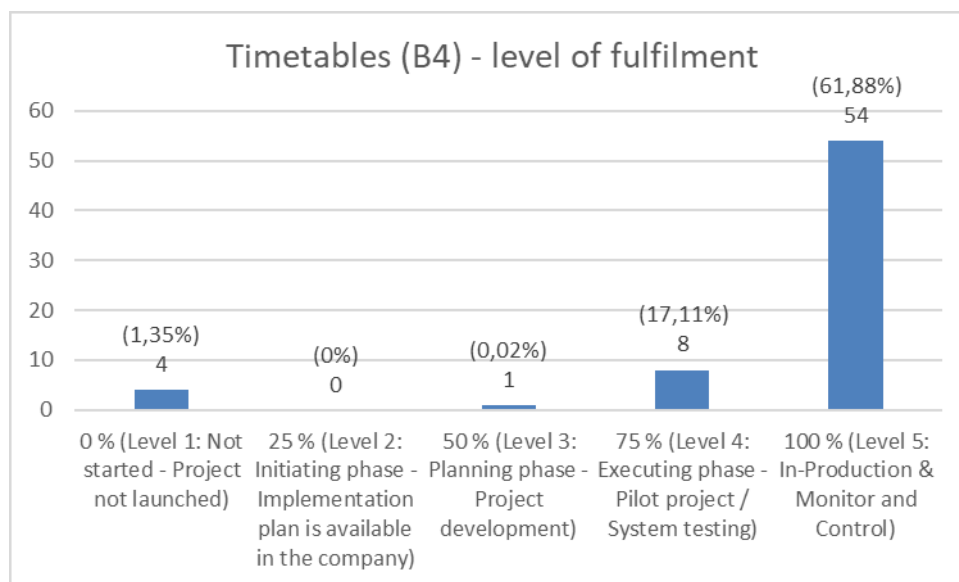
#### 4.2.2.16 Timetables (TAP TSI basic parameter 4.2.1)



**Figure 46: Timetables (B4): subject to the implementation (Y/N),**  
**[number of responses (% based on European passenger per km factor)]<sup>19</sup>**

Most of the reporting companies stated, that they are subject to implementation of the basic parameter to provide TAP TSI timetable data. 58 of them are using the TAP TSI standards and only 10 their own specifications. It is to be analysed further which specifications are used for this purpose.

Considering market shares of companies, the implementation level also looks good as 80% of European railway market declared to be subject of implementation and 73% are part of implementation process according to TAP TSI standards.



**Figure 47: Timetables (B4) – level of fulfilment,**  
**[number of responses (% based on European passenger per km factor)]**

The implementation progress of the timetable data provision by the railway undertakings is good. 54 railway undertakings confirmed to be already in production and 8 confirmed to be in the system testing phase.

<sup>19</sup> 1 RU declared implementation by using both TAP TSI technical documents and other standards.

In comparison to 3<sup>rd</sup> Implementation Report, there is a great increase because 36 new companies reached full fulfilment (18 companies in 3<sup>rd</sup> Report vs 54 companies in 4<sup>th</sup> Report). This increase is mostly (but not exclusively) driven by UK companies as all of them reached full implementation of this function. For 3<sup>rd</sup> Implementation Report, 37 companies declared to be at 75% of implementation, so obviously, great majority of them were successful during pilot project/system testing phase. This increase needs to be checked further with UK.

The main declared problems of the implementation of the TAP TSI basic parameter “publication of timetable data” are dependency on other reservation system, technical limitations and stability of the TAP TSI baseline.

The problem “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 problem is not evident at all. The problem “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.

#### 4.2.2.17 Common sector tools

Participants of the questionnaire could select all common sector tools in use to meet some specific requirements of the TAF/TAP TSI. The number of companies having indicated using such tools are summarised in the following diagram:

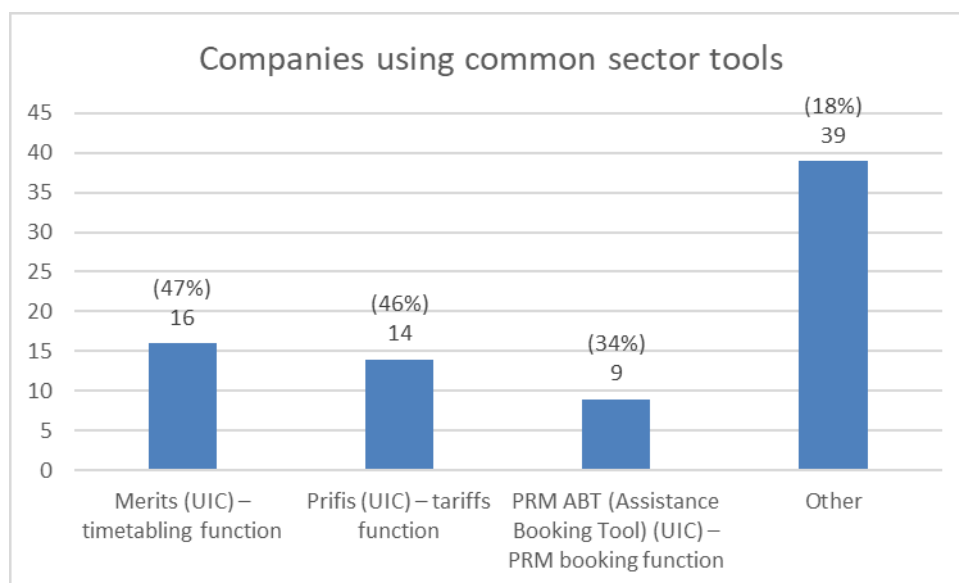


Figure 48: Common sector tools in use

#### 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 ETTSA and ECTAA for this reporting session.

However, for the purpose of Implementation Report, ETTSA sent the email with the following information on 30 July 2018:

“1) *ETTSA member must have access to railways timetable, agreed minimum connection times (MCT) and rail undertaking rail reference data with associated TAP TSI station codes to support open competition under rail liberalisation to start the sales process. This is required for both TAP TSI and FSM RU’s.*

2) *TAP TSI RUs: ETTSA member should be asked by one railway to implement TAP/TSI for their distribution.*

3) *FSM RUs: ETTSA members should be advised which elements of FSM specification are TAP TSI compliant.*

4) *Despite repeated requests for access to timetable data non has been forthcoming. It is clear that the TSGA Registry will not be active until late 2019 before it can start receiving content from the European RUs. At this time we are unaware of any plan on how the item 1 data will be harvested into the Registry, which passenger RUs need to submit this data or how it will be maintained. This infers the Registry will remain empty, partly completed or hold old data.”*

As ETTSA 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.

Since there is a clear dependency between TSGA tasks regarding TAP Registry and TAP implementation among ticket vendors, it is reasonable to conclude that TSGA delay is already causing delay in TAP TSI implementation for the ticket vendors and any further TSGA delay will block implementation for 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 3<sup>rd</sup> and 4<sup>th</sup> reporting sessions 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 ETTSA 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 implement the RU/IM functions for the TAP TSI as well.

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 (4<sup>th</sup> reporting). Overall 36 passenger railway undertakings in Europe sent answers through questionnaire to the Joint Sector Group (JSG).

In order to establish a wider sector representation, 7 passenger RUs from 7<sup>th</sup> TAF reporting session, which have not replied through 8<sup>th</sup> TAF reporting session, are also taken into consideration. For 18 passengers RUs having reported to both surveys, only the information from the 8<sup>th</sup> session is included.

#### 4.2.4.1 Implementation status in the 1<sup>st</sup> half of 2018 of company codes function

Figure 49 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 majority of companies having replied to the query possess a CC (61%).

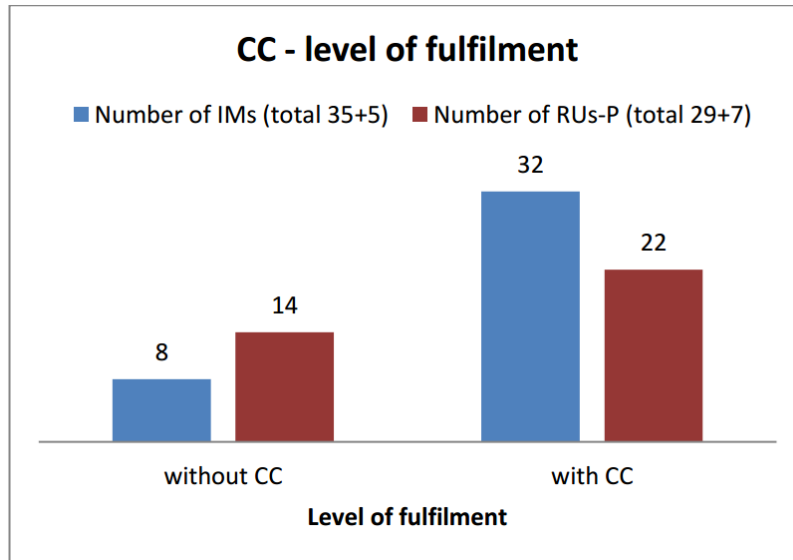


Figure 49: Common Reference Files – Company Codes (CC): level of fulfilment

According to Figure 50, the number of RUs-P with CCs decreased between 6<sup>th</sup> and 8<sup>th</sup> TAF reporting sessions (from 27 to 22). Also, during 6<sup>th</sup> TAF reporting session 69,23% declared to have CC but, during 8<sup>th</sup> reporting session, this number decreased to 61,11%. It needs to be checked what are the reasons for this slight decrease of implementation.

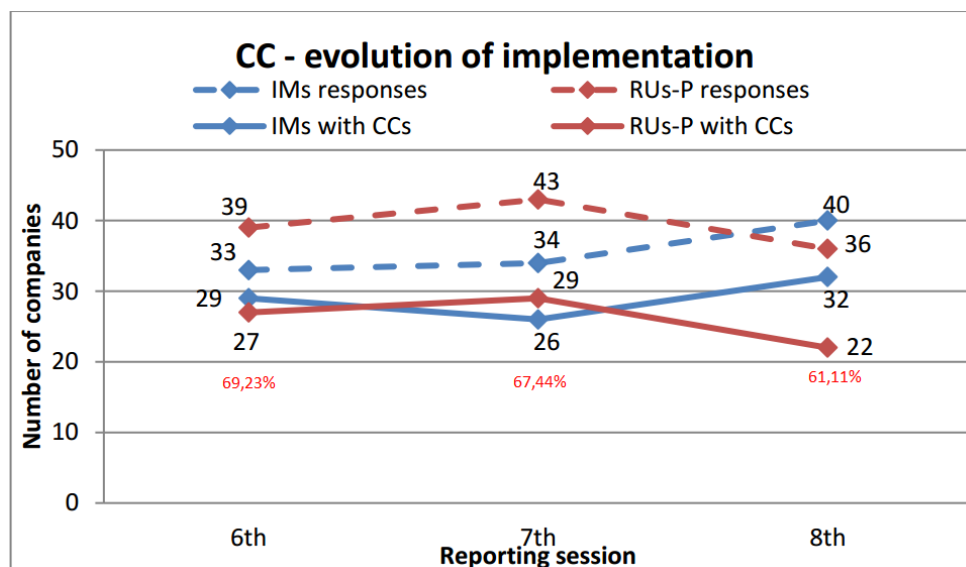


Figure 50: Evolution of implementation for Company Codes (CC) (TAF reporting sessions)

#### 4.2.4.2 Implementation status in the 1<sup>st</sup> half of 2018 of the common interface function

Figure 51 summarises the feedback related to the availability of common interface (CI) and shows a difference in level of fulfilment between IMs and RUs-P. The CI is completely implemented by 18 IMs and only 4 RUs-P.

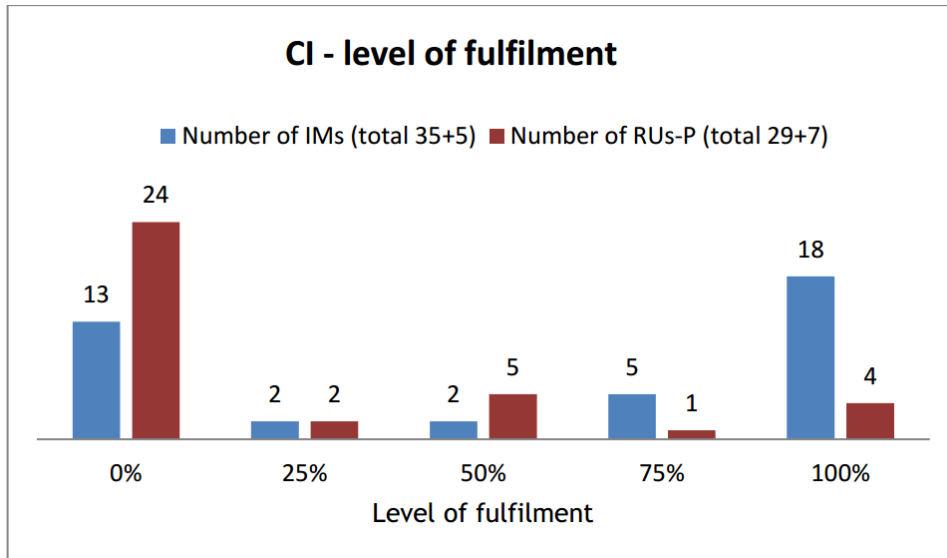


Figure 51: Common Reference Files – Common Interface (CI): level of fulfilment

The developments of complete implementation of the CI over time according to Figure 52 shows again the relation to the number of responses per company type. 45% of responding IMs have already finished the implementation of the CI. However, with completion being at 11,11% of responding companies, the majority of RUs-P are still developing. Also, it needs to be analysed why number of RUs with full CI implementation decreased from 9 to 4 (from 23,08% of responding RUs to 11,11% of responding RUs).

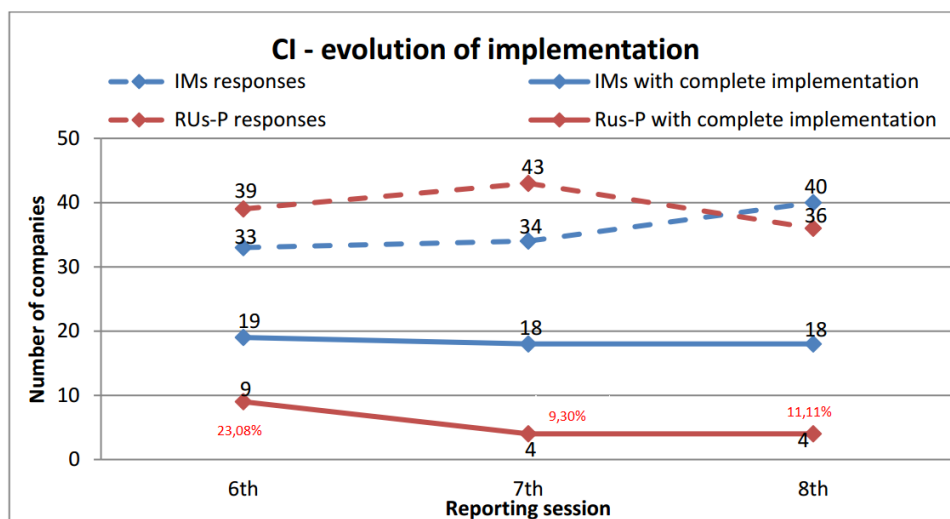


Figure 52: Evolution of implementation for Common Interface (CI) (TAF reporting sessions)



#### 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 53 indicates 15 IMs and 8 RUs-P with 100 % level of fulfilment.

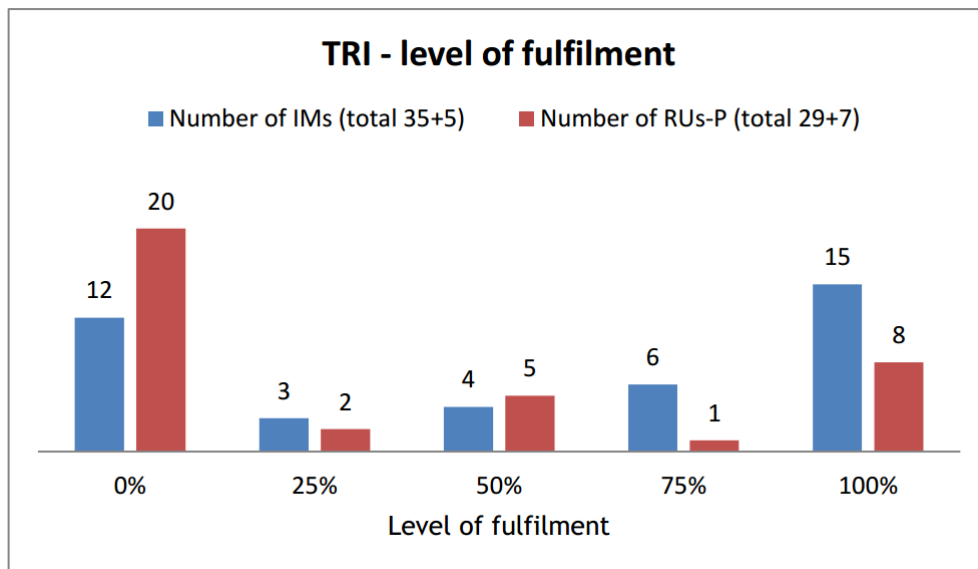


Figure 53: Train Running Information (TRI): level of fulfilment

Regarding Figure 54, both the number of IMs and RUs-P having implemented the TRI increased between 7<sup>th</sup> and 8<sup>th</sup> TAF reporting sessions.

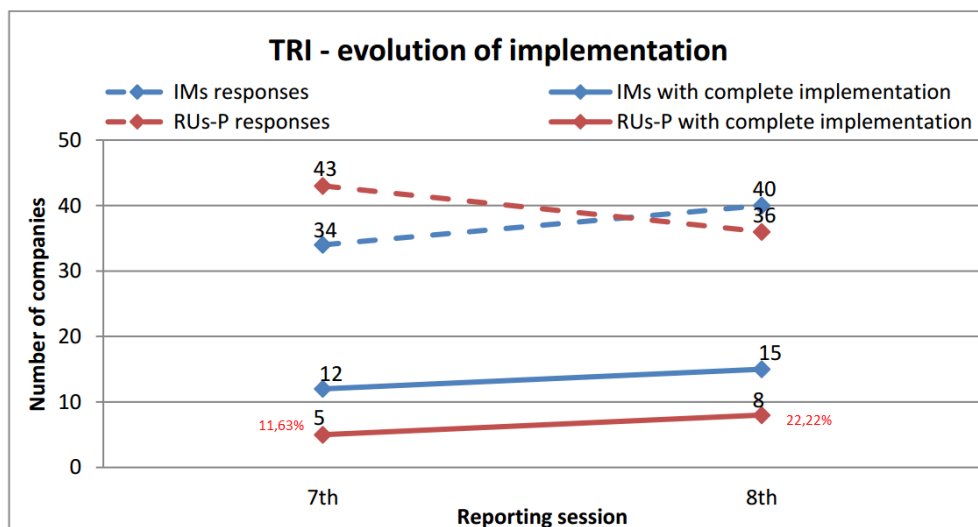


Figure 54: Evolution of implementation for Train Running Information (TRI) (TAF reporting sessions)

The following figure summarises the development of the Degree of Implementation (DI) at European level for the TAP TSI RU/IM basic parameters between 6<sup>th</sup> and 8<sup>th</sup> TAF reporting sessions. The DI in this report is defined as the relation of companies having fully implemented (100 %) the particular function compared to the companies having replied (in percentages).

Generally, the proportion of RUs having finished implementation is considerably lower than for IMs. The DI for the CC function stays high at 61 %. For the TRI functions a positive trend is visible.

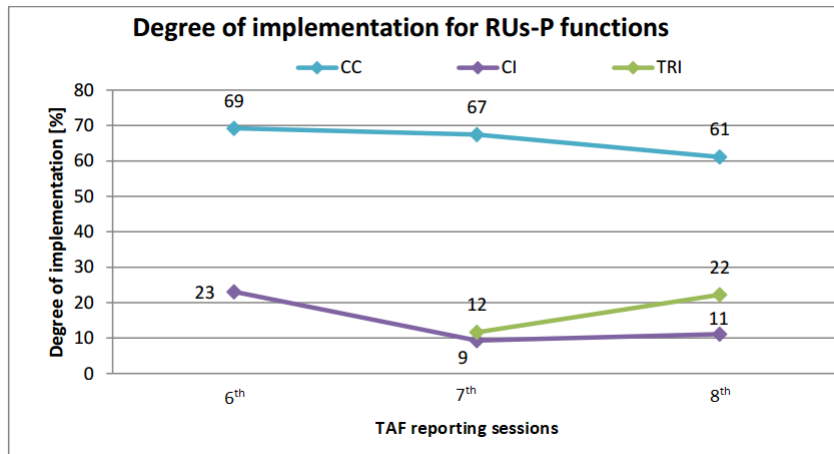


Figure 55: Evolution of implementation (DI) for RUs-P functions

37,5% of participating IMs have Train Running Information in production, while the value for RUs-P is only 22,22%.

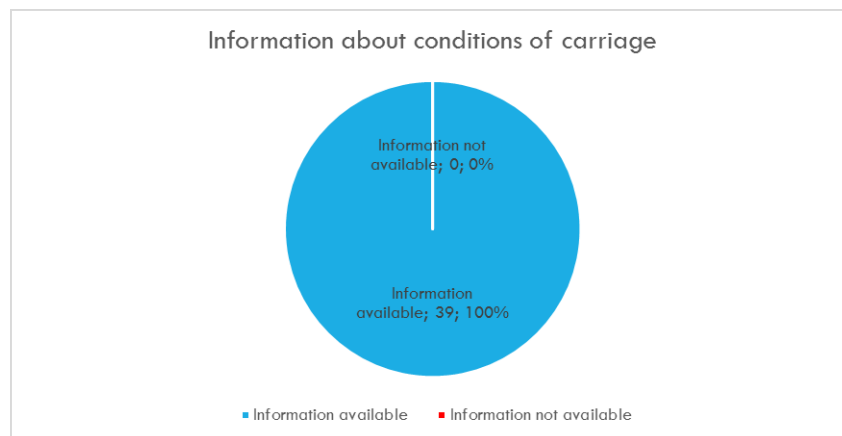
It is too early to draw any reliable conclusion related to implementation of particular TAP RU/IM functions.

### 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, access conditions for PRM, bikes and cars, 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.”).

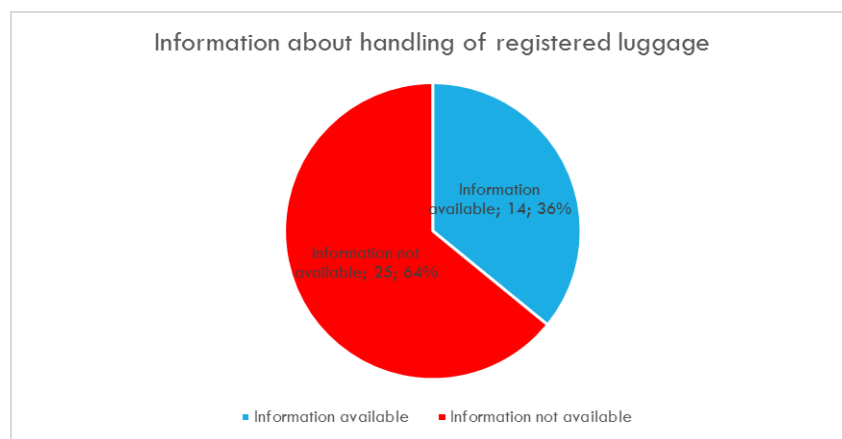
As explained in Table 5, the Report about the implementation of the conditions for carriage is done once per year. For this purpose, ERA analysed the websites of RUs across EU with the purpose to check whether the minimum information about conditions of carriage and access conditions is published at websites of RUs, according to TAP TSI basic parameters 4.2.4.1. – 4.2.8.1. Due to complexity of this task, only a sample of EU railway market has been analysed. The goal was to cover all MSs (including CH) and to cover as much as possible of EU railway market, according to *passengerkm* values. The following results and all figures in this paragraph were obtained by detailed analysis of websites of 39 RUs from 27 countries, representing 71% of EU railway market.

The following diagram shows that obligations related to publishing of information about conditions of carriage (general or own conditions of carriage for rail passengers (GCC-CIV/PRR), link to Regulation (EC) No 1371/2007 on rail passengers’ rights and obligations, accepted means of payment, sales and after-sales conditions, conditions about exchange and reimbursement of tickets, procedures for the submission of complaints...) are greatly respected in EU. Analysis show that at all 39 RUs websites are publishing either all information or majority of necessary mandatory information about conditions of carriage.



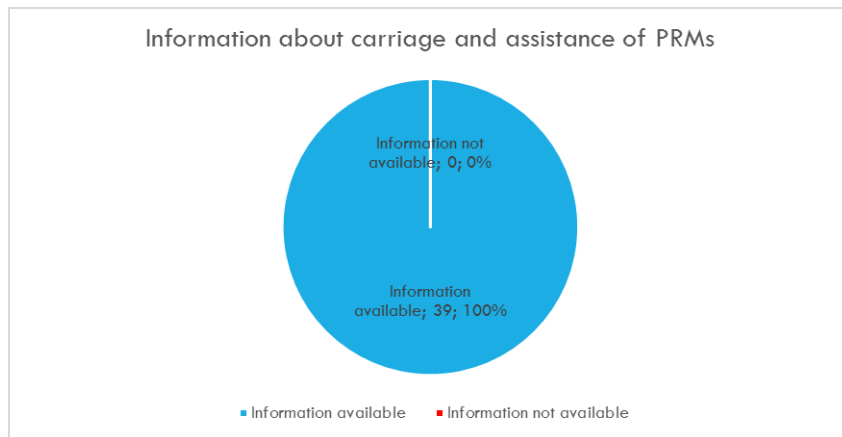
**Figure 56: Availability of information about conditions of carriage at websites of RUs**

The following diagram shows that 64% of analysed RU websites (25 of 39) don't provide any information about service of handling of registered luggage, whether the service is offered or not.



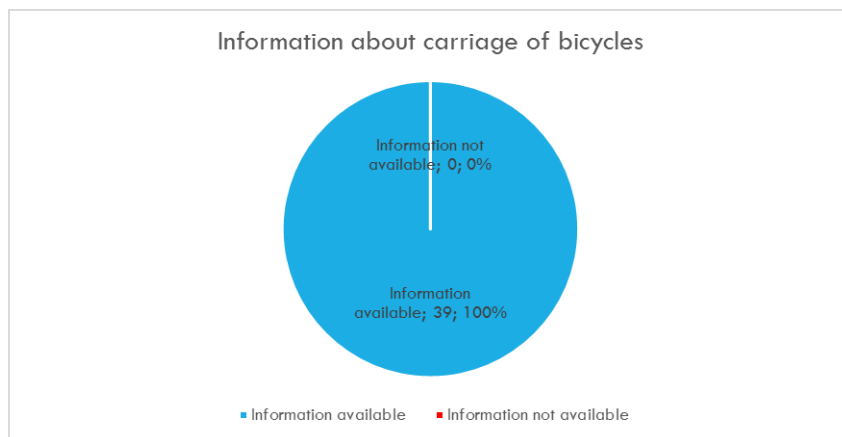
**Figure 57: Availability of information about handling of registered luggage at websites of RUs**

The following diagram shows that obligations related to publishing of information about carriage and assistance of PRMs (trains/lines with PRM facilities, minimum quantities of PRM facilities, wheelchair seats, PRM berths, PRM toilets, boarding and disembarking assistance, PRM notice period, contact for PRM assistance, maximum wheelchair dimensions and weight, conditions for accompanying persons/animals, conditions of station and platform access...) are greatly respected in EU. Analysis show that at all 39 RUs websites are publishing either all information or majority of necessary mandatory information about carriage and assistance of PRMs.



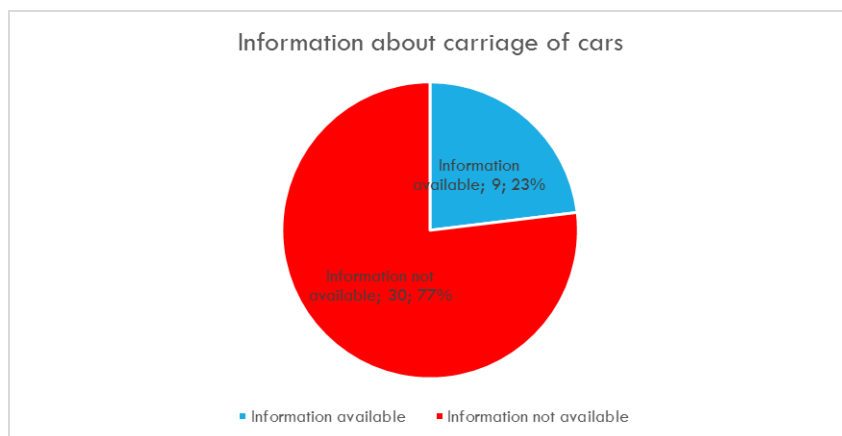
**Figure 58: Availability of information about carriage and assistance of PRMs at websites of RUs**

The following diagram shows that obligations related to publishing of information about carriage of bicycles (train types/numbers or line numbers, particular times/periods, relevant fares, reservation information, operating hours...) are greatly respected in EU. Analysis show that at all 39 RUs websites are publishing either all information or majority of necessary mandatory information about carriage of bicycles.



**Figure 59: Availability of information about carriage of bicycles at websites of RUs**

The following diagram shows that 77% of analysed RU websites (30 of 39) don't provide any information about service car carriage, whether the service is offered or not.



**Figure 60: Availability of information about carriage of cars at websites of RUs**

## 4.4 Evolution of TAP TSI regulatory functions at European level

The implementation of the TAP TSI regulatory function is very slowly progressing in Europe. The following table shows the progress of the implementation, compared with the previous three reports published by ERA. The following table is created by comparing previous TSGA reports.

**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>	<i>Degree of fulfilment 19.06.2018.</i>
Setup of the TAP TSI governance body	01/10/2013	31/12/2016	75%	100%	100%	100%
Setup of the Retail reference database	01/10/2014	31/03/2019	N/A	50 %	50 %	50 %
Setup of the TAP TSI registry	01/10/2014	31/03/2019	N/A	50 %	50 %	50 %
Setup of the Data quality tool	01/10/2014	31/03/2019	N/A	25 %	50 %	50 %

- For the implementation of the TAP TSI regulatory functions there is a 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 March 2019 are not satisfying at all. The delay of the implementation of these functions – compared with the TAP TSI Master Plan – would be in March 2019 – 4 years and 6 months.
- Also, there is a concerning trend of stagnation regarding the actual (planned) date which is prolonging (Table 10).
- 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 retail reference database (RRD) and the registry have an impact on the implementation of the TAP TSI.

**Table 10: Overview of remaining work (as declared by TSGA through previous reporting sessions)**

		Date of declaration: <b>01.09.2016.</b> (1st rep. session)	Date of declaration: <b>01.07.2017.</b> (2nd rep. session)	Date of declaration: <b>26.03.2018.</b> (3rd rep. session)	Date of declaration: <b>19.06.2018.</b> (4th rep. session)
Setup of the Retail reference database	<b>Planned date: (as declared):</b>	not declared	01.12.2018.	01.12.2018.	31.03.2019.
Setup of the TAP TSI registry		not declared	01.12.2018.	01.12.2018.	31.03.2019.
Setup of the Data quality tool		not declared	01.12.2018.	01.12.2018.	31.03.2019.
Setup of the Retail reference database	<b>Remaining work (as declared):</b>	not declared	17 months	8 months	9,5 months
Setup of the TAP TSI registry		not declared	17 months	8 months	9,5 months
Setup of the Data quality tool		not declared	17 months	8 months	9,5 months

## 4.5 Evolution of TAP TSI retail functions at Member state level

The current report is the 4<sup>th</sup> report about the implementation progress for the TAP TSI retail functions by the railway undertakings and ticket vendors. Therefore, it is too early to create a useful analysis at Member state level based on few data items only. The evolution analysis at Member state level 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 4<sup>th</sup> 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 at Member state level based on few data items only. The evolution analysis at Member state level will be done after sufficient number of basic parameters will be covered.

## 4.7 Analysis of problems

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

The following problems were asked in the questionnaire:

- The dependency on other retail system or on participation of other railway undertakings
- Internal IT redesign needed
- Lack of financial resources
- Technical limitations
- Stability of [TAP TSI] baseline documents
- No benefits seen
- Other

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

- a) which functions are affected by the problems
- b) which member states are mostly affected

**Table 11: Problems for TAP TSI implementation**

	Affected basic parameters	Affected member states
The dependency on other retail system or on participation of other railway undertakings	All reported basic parameters affected	AT, DE, ES, HU, IT, PL, PT, UK
Internal IT redesign needed	All reported basic parameters affected except <i>Special tariffs/fares (B3)</i>	DE, ES, HU, IT, PL, PT, UK
Lack of financial resources	All reported basic parameters affected except <i>Issuing value paper tickets and Special tariffs/fares (B3)</i>	BG, DE, ES, PL
Technical limitations	All reported basic parameters affected	AT, CZ, DE, HU, IT, PL, PT
Stability of [TAP TSI] baseline documents	All reported basic parameters affected	AT, DE, ES, IT
No benefits seen	All reported basic parameters affected except: <i>Sending seat reservation</i> <i>Answering seat reservation</i> <i>Answering bike reservation</i> <i>Sending car reservation</i> <i>Answering car reservation</i>	AT, DE, ES, IT, PL
Other	All reported basic parameters affected except: <i>Issuing value paper tickets</i> <i>Accepting value paper tickets</i> <i>Issuing home paper tickets</i> <i>Sending seat reservation</i> <i>Answering seat reservation</i> <i>Sending car reservation</i> <i>Answering car reservation</i>	DE, ES, IT, PL

The problem “Other” is mainly declared for technical reasons or for cases where other railway undertakings are not using the same standards (e.g. for reservation requests for PRM) or for cases of antitrust rules (DE market).

The analysis of the main problems has shown the following results:

The problems were reported only from 10 countries.

One of the main problems 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 problem. 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 problem 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 problem only in 4 countries and technical limitations have been reported by companies from 7 countries as a problem for the TAP TSI implementation.

The frequently raised problem of “Stability of [TAP TSI] baseline documents” has been raised only by 4 countries, mostly by Germany and Italy and to less extent by Austria and Spain. It would be helpful to analyse, why this issue is limited to those few countries only.

Analysis of problems, taking into account the market shares of companies, showed that for some of the affected parameters, the problems could be even considered as marginal ones, since combined market share of the companies which declared problems doesn't exceed 2% of EU railway market and in majority of cases it is smaller than 1%. Those basic parameters are the following ones: *Issuing value paper tickets*, *Accepting value paper tickets*, *Issuing home paper tickets*, *Sending PRM reservation requests* and *Answering PRM reservation requests*.

Some reported problems (especially the problem 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.



## 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 in place and operational for more than 1 year. Therefore, the first milestone to implement the TAP TSI governance has been achieved.

**However, 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, in majority of cases, the implementation progress looks better when considering passenger market shares of railway undertakings (with applied weighting factor) than when considering absolute numbers of railway undertakings which declared full implementation of any of TAP TSI retail basic parameter. Therefore, major carriers of TAP TSI retail implementation are still railway undertakings with larger share of passenger market.

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. According to applied weighting factor, 63 % of the railway market is sending reservation requests and 61% is answering on seat reservations requests.
- For the small and medium size railway undertakings who have not reported any 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 77 % of the railway undertakings are accepting tickets in RCT2 format. For home printed tickets 55 % of the railway undertakings are issuing and 64 % 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:

- The implementation of the tariff data exchange for the NRT- and the IRT-tariff data is low. Successful implementation for the NRT-tariff data has been declared by 42% of railway market (weighting factor applied) and only 33% for IRT-tariff data.
- Only few companies are in the implementation process for IRT-tariff data. Therefore, significant increase of the degree of implementation cannot be expected for this basic parameter.

- 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. Approximately 79 % of the railway market have implemented this basic parameter, 62 % in operation and 17 % 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

Regarding the obligation of railway undertakings to provide to the passengers information about the conditions of carriage, registered luggage, access conditions for PRM, bikes and cars, the following conclusions can be made:

- obligations related to publishing of information about conditions of carriage (general or own conditions of carriage for rail passengers (GCC-CIV/PRR), link to Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, accepted means of payment, sales and after-sales conditions, conditions about exchange and reimbursement of tickets, procedures for the submission of complaints...), carriage and assistance of PRMs and carriage of bicycles are greatly respected in EU. Analysis shown that 100% of analysed websites are publishing either all information or majority of necessary and mandatory information.
- Regarding obligations to publish information about service of handling of registered luggage and information about car carriage, majority of analysed websites (64% regarding registered luggage and 77% regarding car carriage) don't provide any information about those services. From the content of those websites the user can't find out with full certainty whether the service is possible at all.

## 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. This action can be both continuous (when any change in contact details occurs) and periodical, before starting the future reporting sessions (for securing the feedback from the companies for which the contact details were not provided in the past). Furthermore, the list will be used to improve the reporting about conditions of carriage and 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. It should be checked how to improve the response rate from countries with zero or low response rate and especially from countries for which the response rate has been constantly low through previous reporting sessions.

e) Action – NCP, ERA, CSG, JSG:

The identified problems 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. Additionally, ERA will contact the NCPs of countries regarding the details of reported problems in order to facilitate the problem resolution processes.

f) Action – NCP, ERA, CSG:

ERA should continue with the analysis of railway undertakings websites to cover as much as possible of remaining 29% of passenger market that has not been analysed through this report, with inclusion of websites of smaller railway undertakings, to secure better sample for useful overview about publication obligations.

Through the cooperation NCP-CSG, it should be discussed how the information about provision of registered luggage and car carriage could become more transparent for the end-user (e.g. passenger), which should lead to provision of clear (easy-to-find) information whether those services are provided at all any railway undertaking.

## Annex 1 Report provided in June 2018 by the TSGA

### TAP TSI Implementation Report Volume 4

#### **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](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 4<sup>th</sup> reporting session starts on 4<sup>th</sup> June 2018 and ends on 29<sup>th</sup> June 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.

## ***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:

[Click here to enter text.](#)

### **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  
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:

[Click here to enter text.](#)

## 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:

31/03/2019

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:

Procurement process for service suppliers started in March 2018. TSGA is finalizing the selection procedure interviewing the short-listed candidates and the plan is to finally decide/communicate on the winning candidate by end of June 2018.

The precedently advised risks need to be further considered (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 %: ...   
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)

<b>TAP TSI entity masterplan end date</b> Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62): 01/10/2014
--

<b>Current planned end date</b> Please enter a date: 31/03/2019  Please insert the updated end date of the function, even if there is no deviation from the masterplan. Please insert the <u>risks</u> , which may affect the planned end date: Procurement process for service suppliers started in March 2018. TSGA is finalizing the selection procedure interviewing the short-listed candidates and the plan is to finally decide/communicate on the winning candidate by end of June 2018. The precedently advised risks need to be further considered (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).
---

<b>Percentage of fulfilment</b> Please choose <b>only one</b> of the following:  0%: ... <input type="checkbox"/> 25%: <input type="checkbox"/> 50%:... <input checked="" type="checkbox"/> 75%:... <input type="checkbox"/> 100%:.. <input type="checkbox"/>  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 <u>issues</u> , 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)

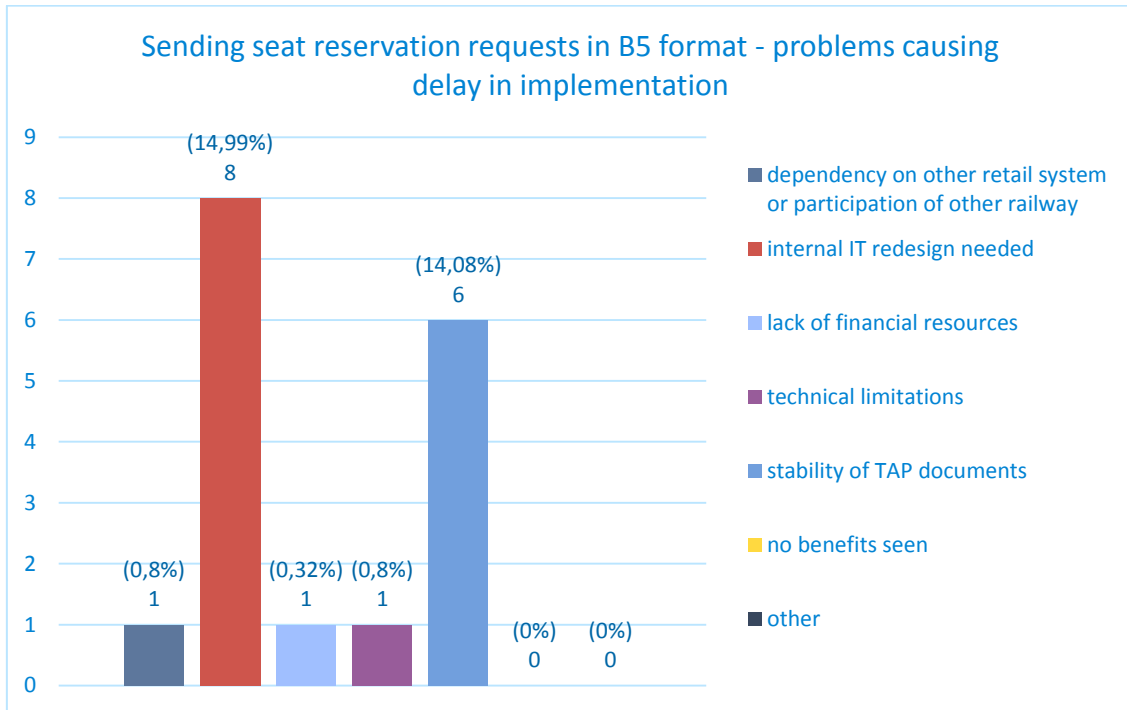
<b>TAP TSI entity masterplan end date</b> Date as declared in the TAP TSI masterplan (ERA TAP TSI TD B.62): 01/10/2014
--

<b>Current planned end date</b> Please enter a date: 31/03/2019  Please insert the updated end date of the function, even if there is no deviation from the masterplan. Please insert the <u>risks</u> , which may affect the planned end date: Procurement process for service suppliers started in March 2018. TSGA is finalizing the selection procedure interviewing the short-listed candidates and the plan is to finally decide/communicate on the winning candidate by end of June 2018. The precedently advised risks need to be further considered (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).
---

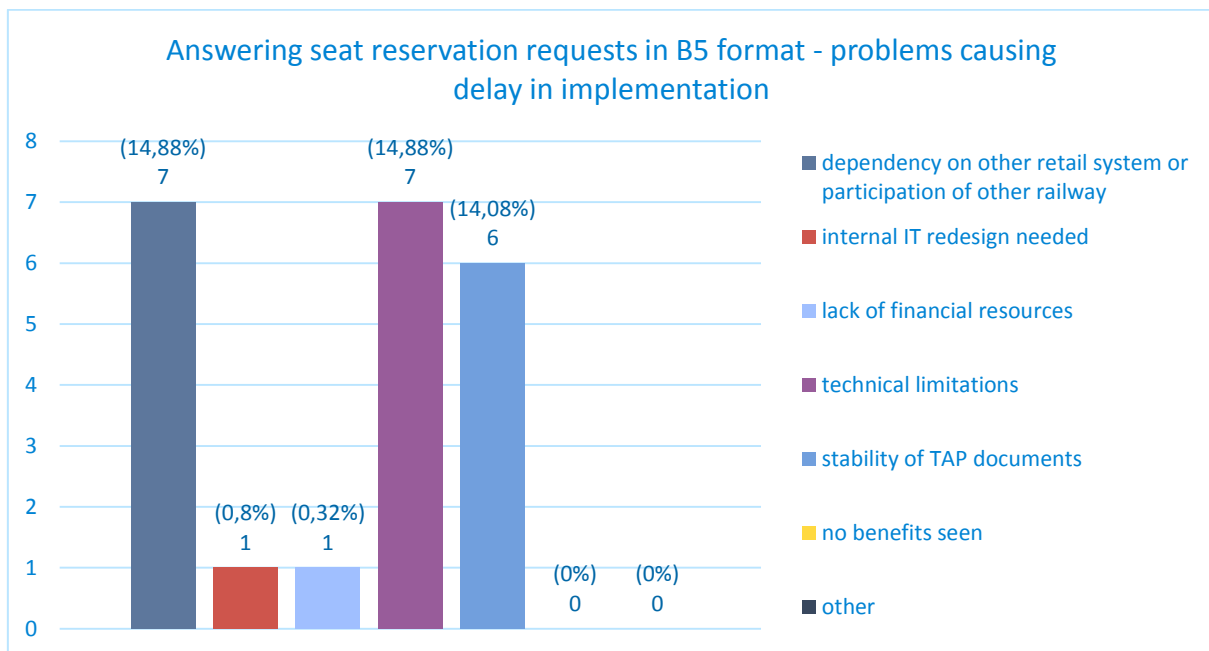
<b>Percentage of fulfilment</b> Please choose <b>only one</b> of the following: 0%: ... <input type="checkbox"/> 25%: <input type="checkbox"/> 50%:... <input checked="" type="checkbox"/> 75%:... <input type="checkbox"/> 100%:.. <input type="checkbox"/>  0% - Level 1: Not started - Project not launched 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 <u>issues</u> , found during the implementation: Specific expertise; delivery time after assignment.
---



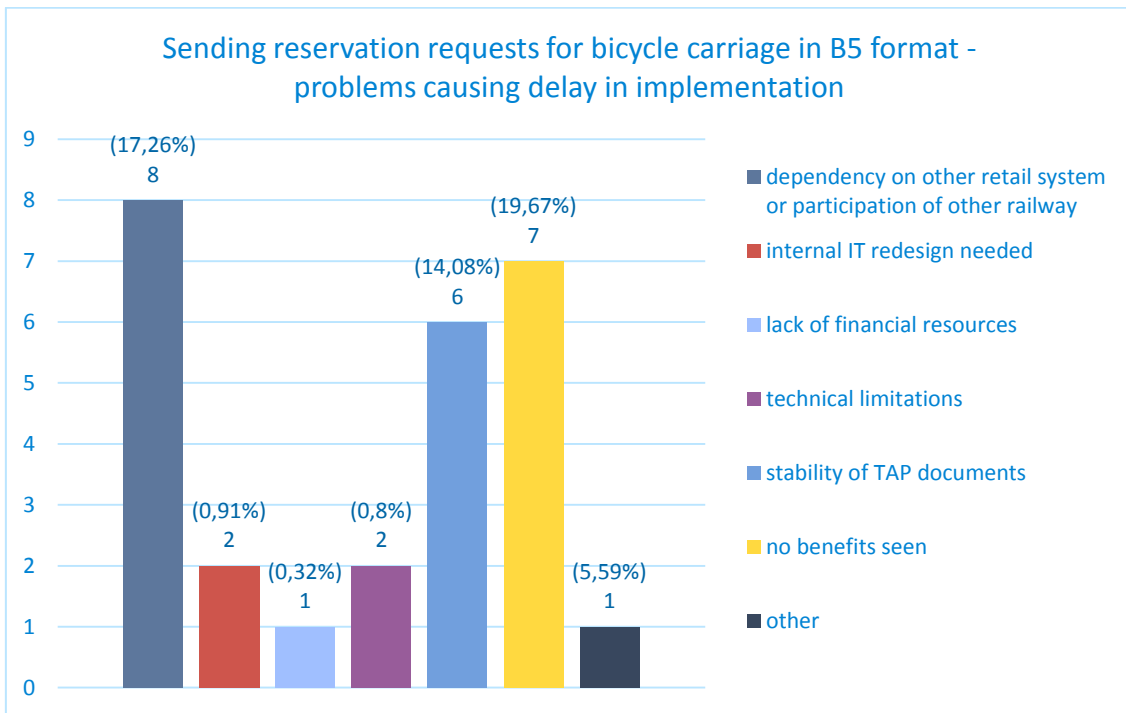
## Annex 2 Implementation problems



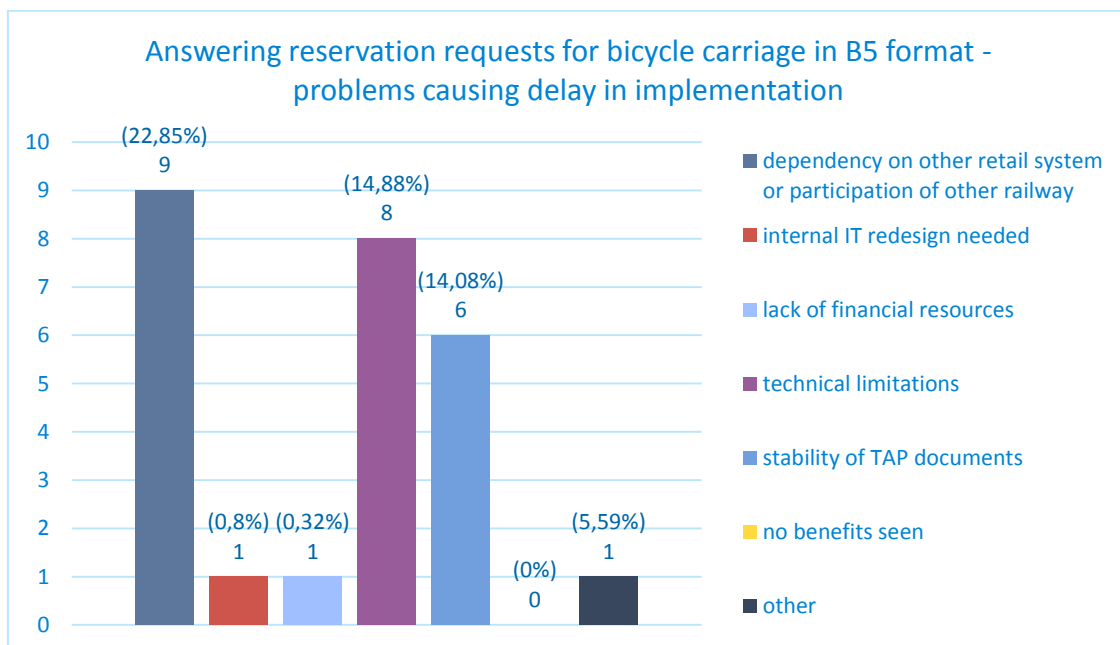
**Figure 61: Sending seat reservation requests in B5 format – problems**  
 [number of responses (% based on European passenger per km factor)]



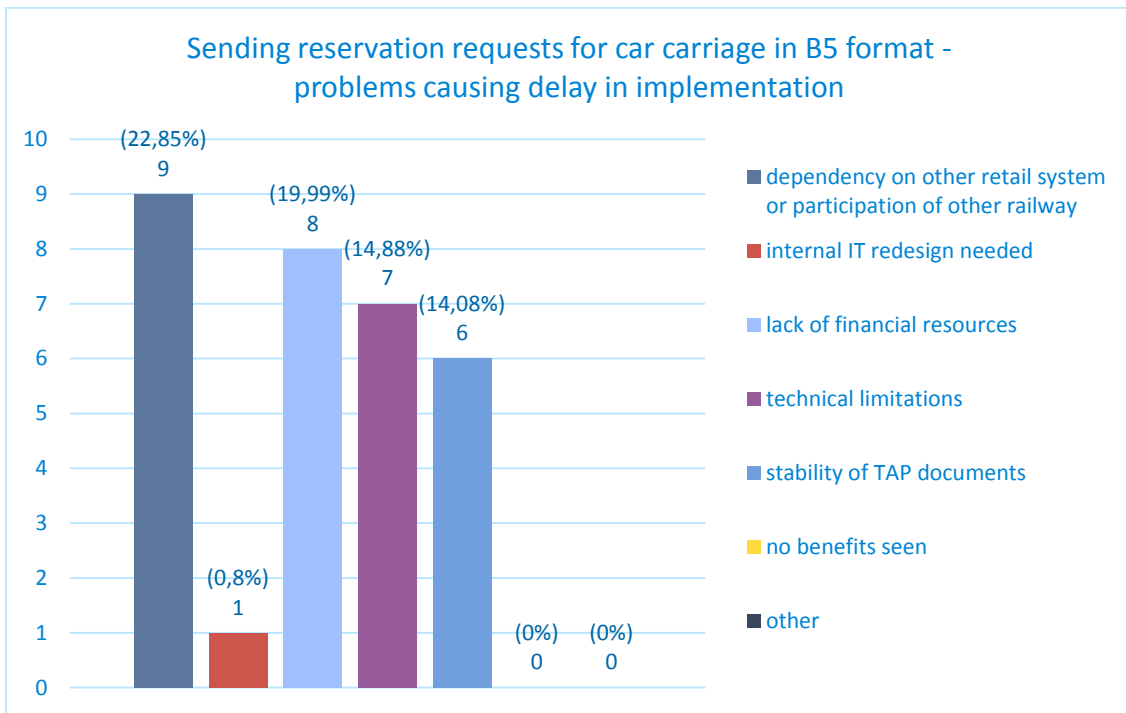
**Figure 62: Answering reservation requests for seat reservation in B5 format: problems**  
 [number of responses (% based on European passenger per km factor)]



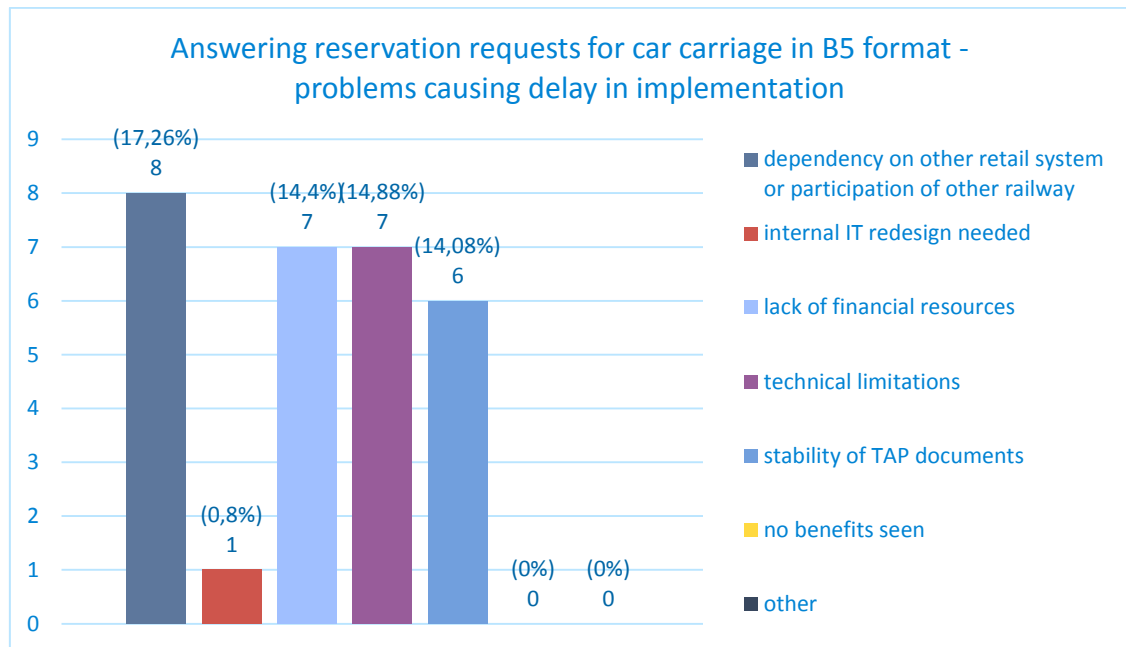
**Figure 63: Sending reservation requests for bicycle carriage in B5 format: problems**  
 [number of responses (% based on European passenger per km factor)]



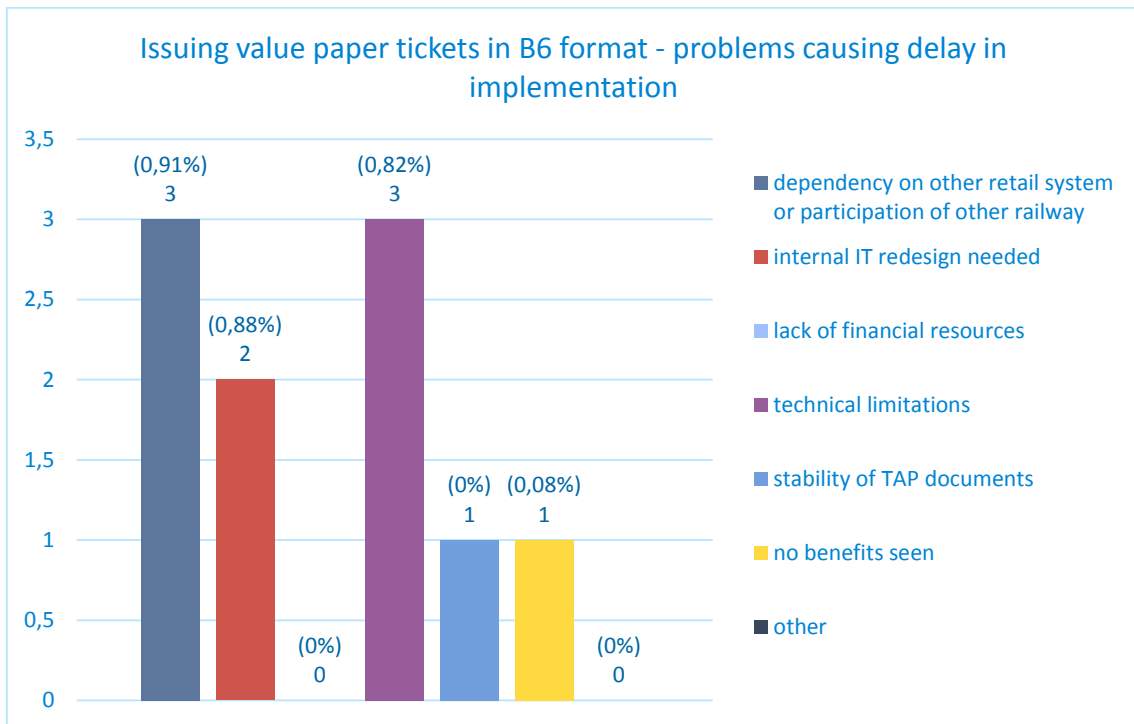
**Figure 64: Answering reservation requests for bicycle carriage in B5 format: problems**  
 [number of responses (% based on European passenger per km factor)]



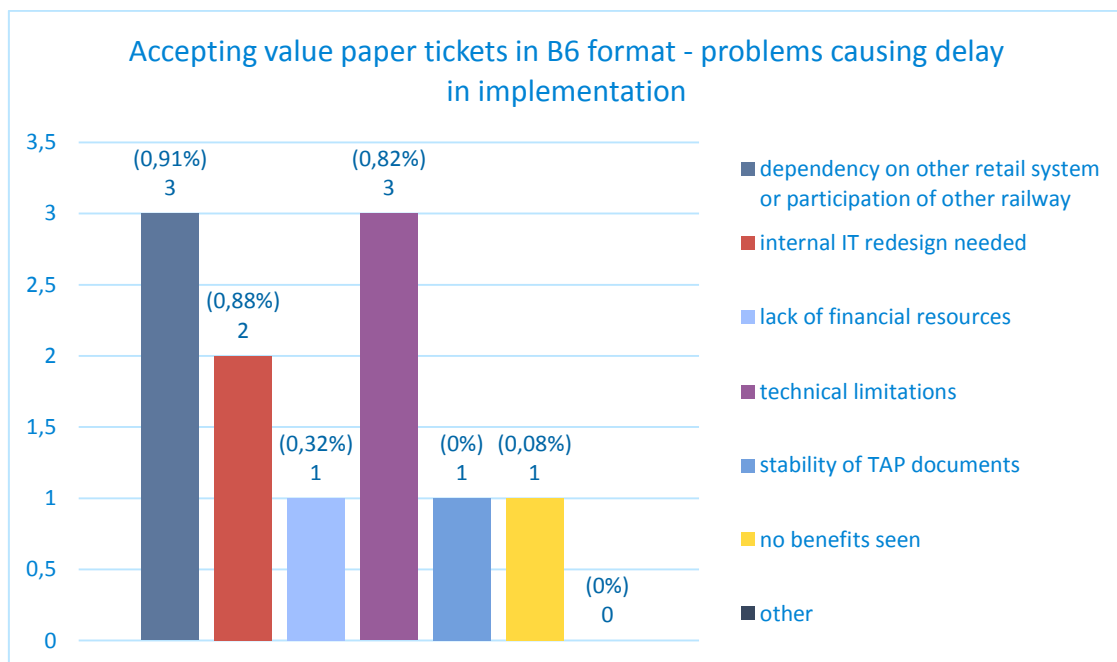
**Figure 65: Sending reservation requests for car carriage in B5 format: problems**  
 [number of responses (% based on European passenger per km factor)]



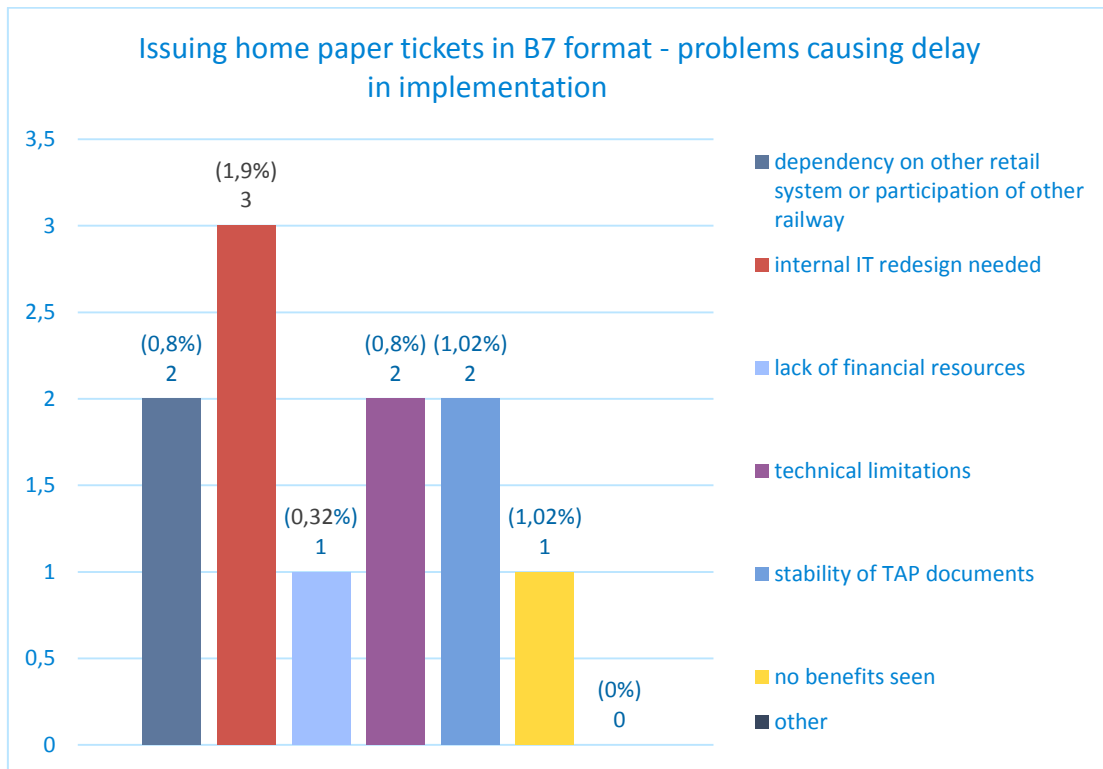
**Figure 66: Answering reservation requests for car carriage in B5 format: problems**  
 [number of responses (% based on European passenger per km factor)]



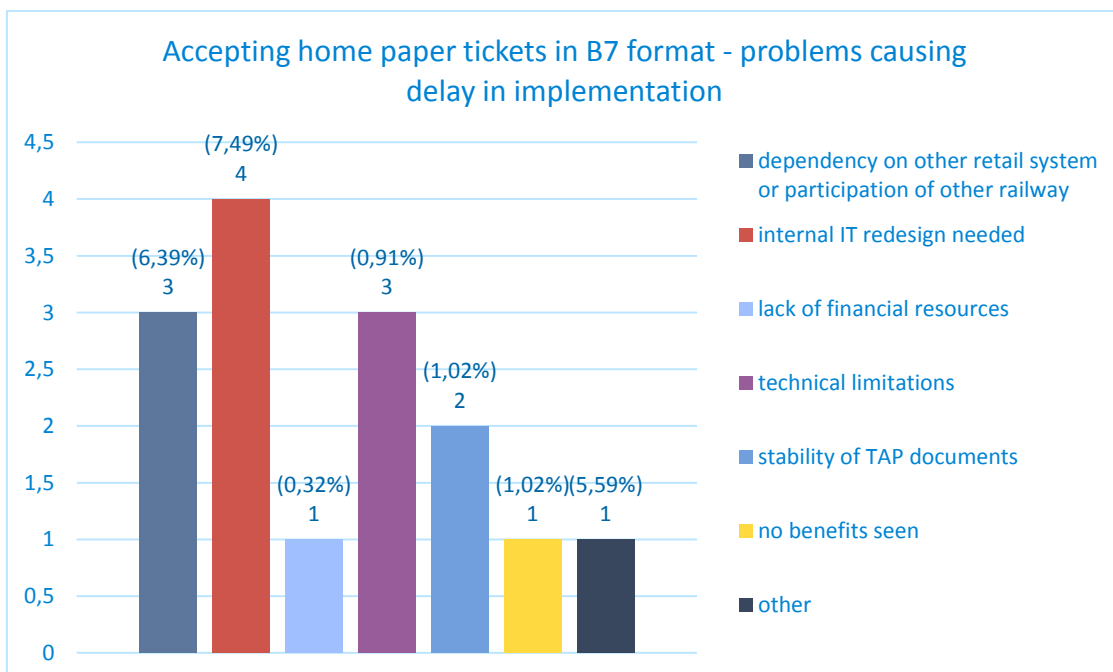
**Figure 67: Issuing value paper tickets in B6 format: problems**  
 [number of responses (% based on European passenger per km factor)]



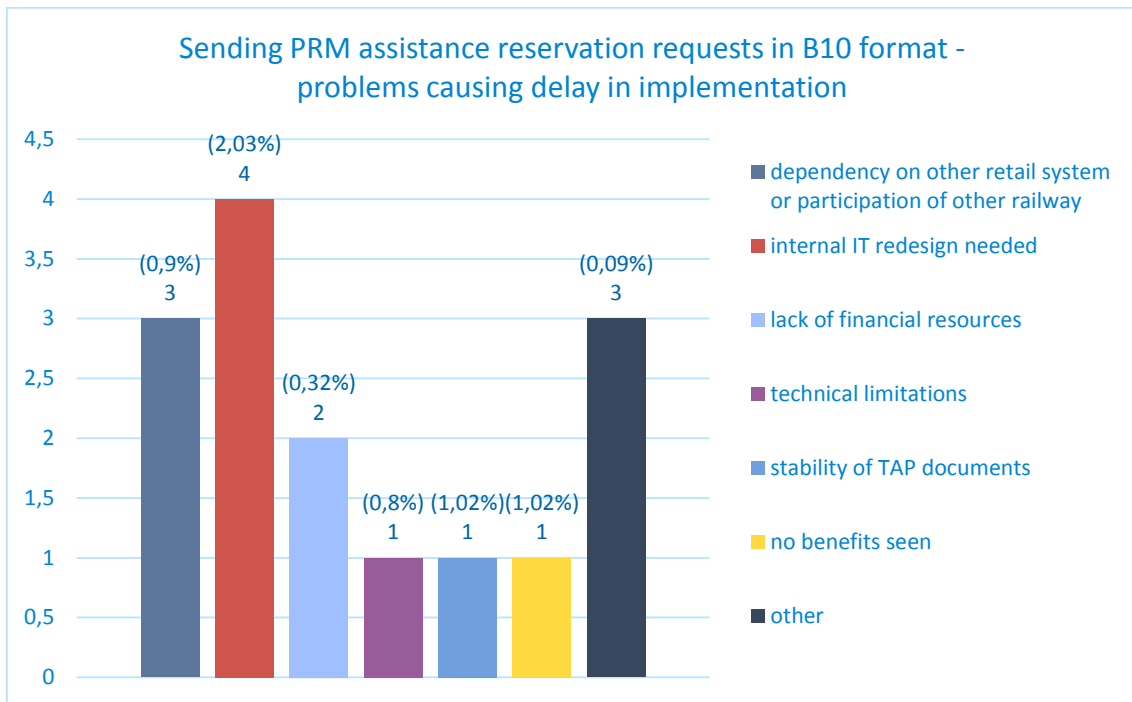
**Figure 68: Accepting value paper tickets in B6 format: problems**  
 [number of responses (% based on European passenger per km factor)]



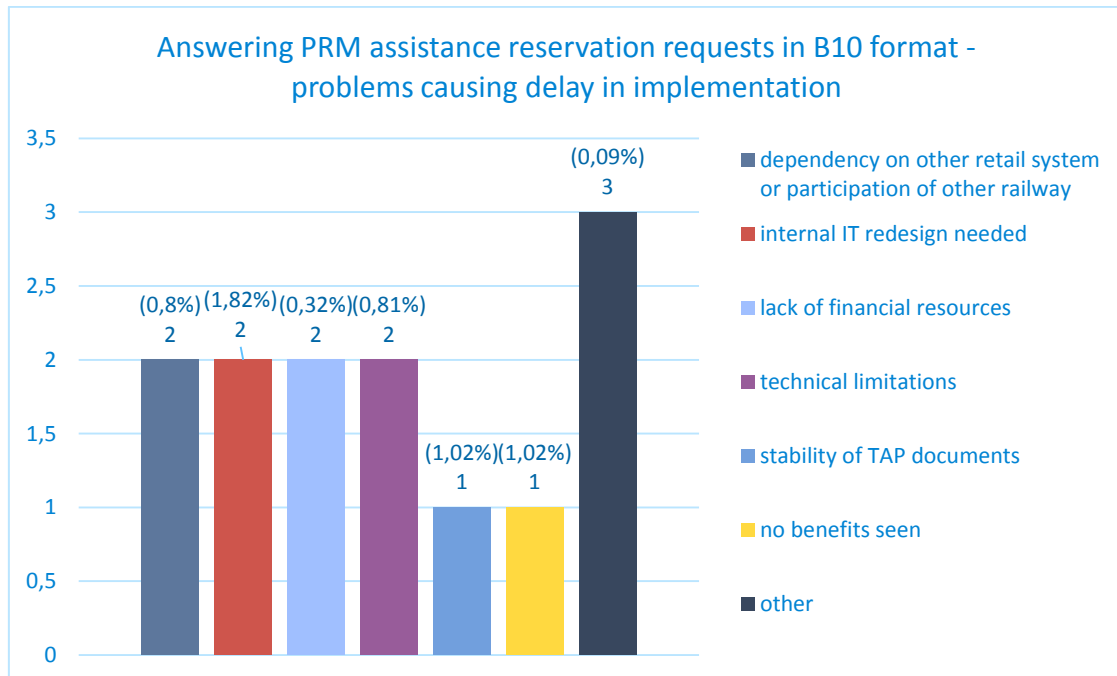
**Figure 69: Issuing home paper tickets in B7 format: problems**  
 [number of responses (% based on European passenger per km factor)]



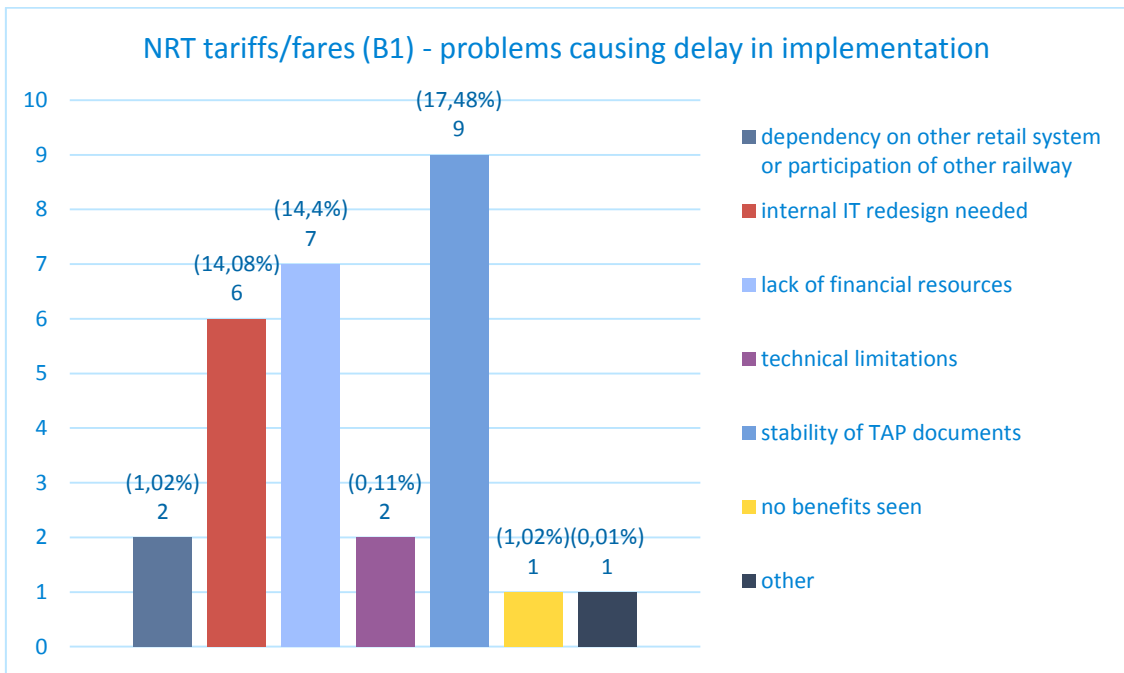
**Figure 70: Accepting home paper tickets in B7 format: problems**  
 [number of responses (% based on European passenger per km factor)]



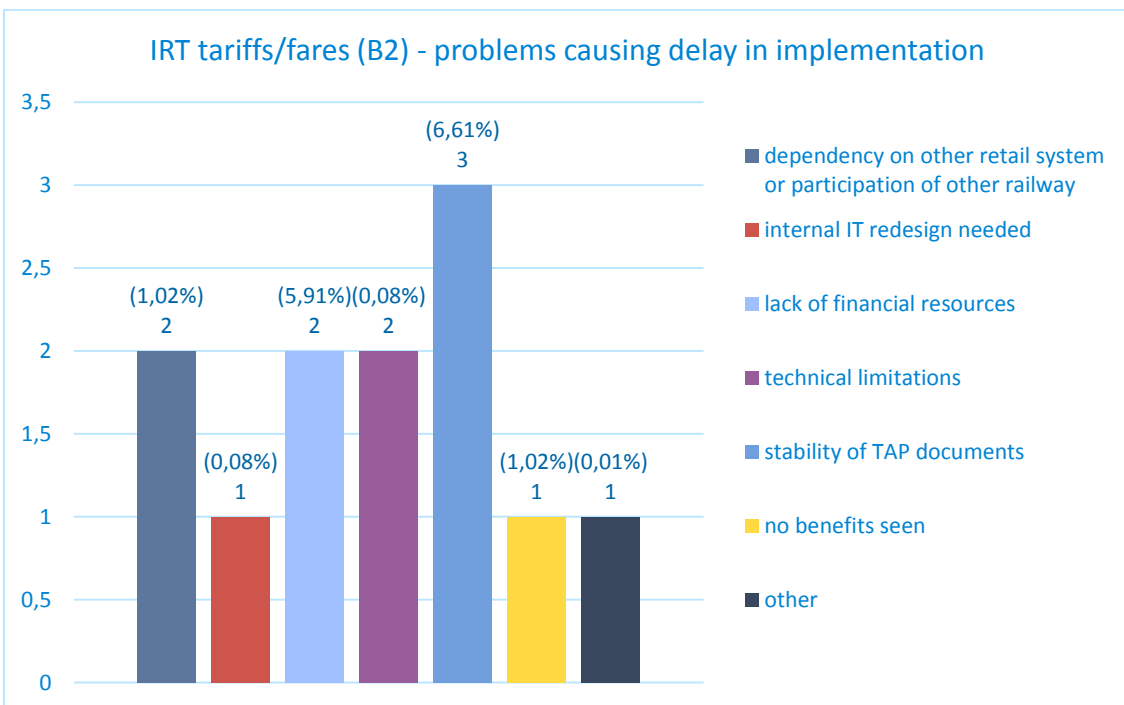
**Figure 71: Sending PRM assistance reservation requests in B10 format: problems**  
 [number of responses (% based on European passenger per km factor)]



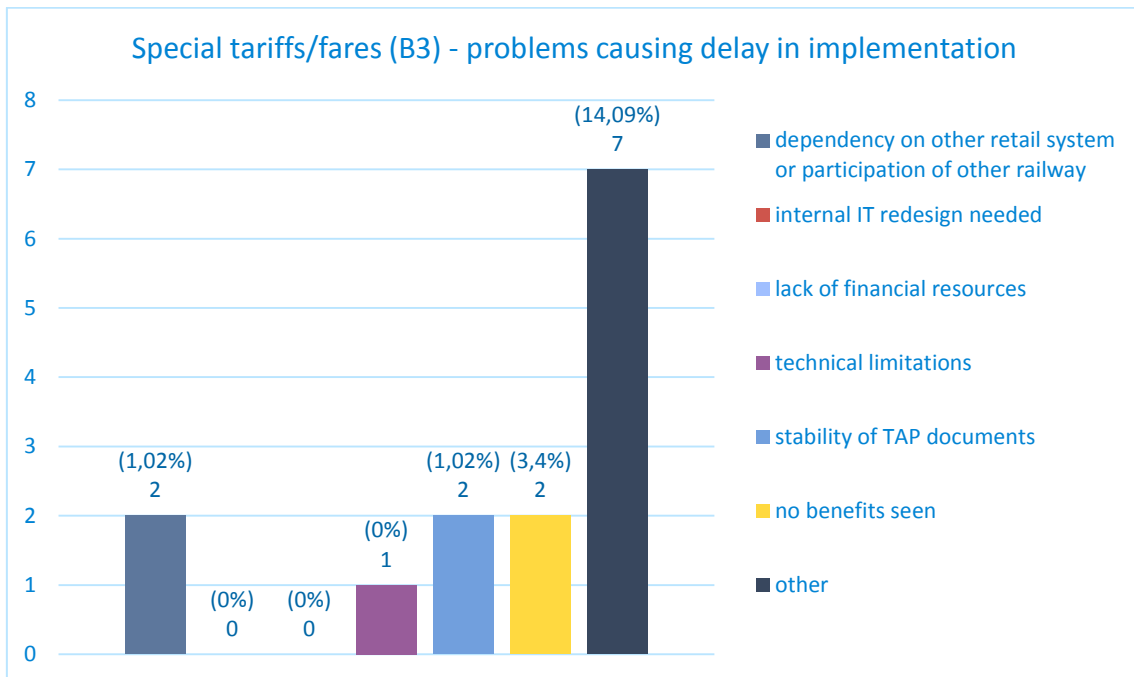
**Figure 72: Answering PRM assistance reservation requests in B10 format: problems**  
 [number of responses (% based on European passenger per km factor)]



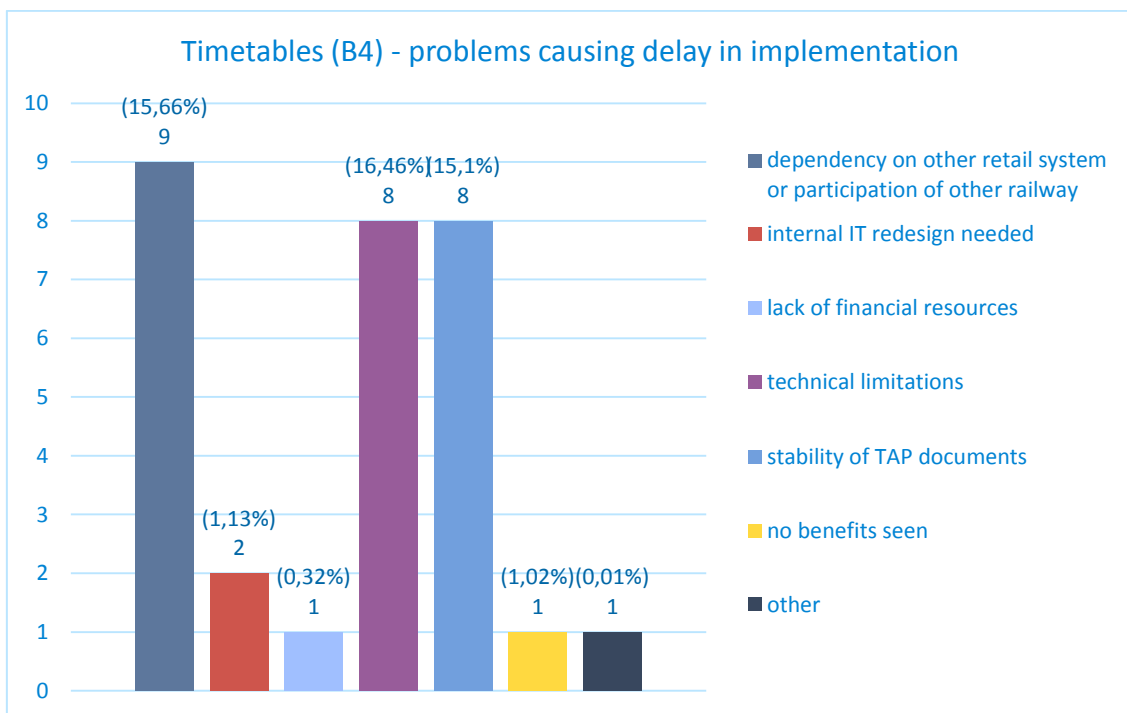
**Figure 73: NRT tariffs/fares (B1): problems**  
 [number of responses (% based on European passenger per km factor)]



**Figure 74: IRT tariffs/fares (B2): problems**  
 [number of responses (% based on European passenger per km factor)]



**Figure 75: Special tariffs/fares (B3): problems**  
 [number of responses (% based on European passenger per km factor)]



**Figure 76: Timetables (B4): problems**  
 [number of responses (% based on European passenger per km factor)]



## Annex 3 Reasons for not being subject of implementation

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not provide seat reservation in Koleje Mazowieckie trains.
Arriva RP Sp. z o.o.	PL	not applicable - we do not make 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.
CityRail, a.s.	CZ	Nezajišťujeme
Ente Autonomo Volturno s.r.l.	IT	E' prevista solo vendita diretta.
Eurostar International Ltd.	UK	Only reservations are currently made in ResaRail for carriers hosted in ResaRail. Eurostar does not have any agreements with non-ResaRail carriers to receive booking requests from Eurostar.
Ferrovie del Gargano	IT	Ferrovie del Gargano does not service with seat reservation
FERTAGUS, S.A.	PT	Suburban railway company, without reservations of seats/berths
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not sell tickets in connection with other RUs.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets). We sell the "PKP Intercity" Company tickets based on agency agreement.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering seat-reservation
Metro	DK	Is not offering seat-reservation
Midtjyske Jernbaner	DK	Is not offering seat-reservation
Nordjyske Jernbaner	DK	Is not offering seat-reservation
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	At the moment, the sale of bookings of other RU-P's take place only at ticket offices based on software used by these RU-P's.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	BECAUSE THE IMPLEMENTING BY THE INFRASTRUCTURE MANAGER. TPER HAVE A CALLING CENTER TO GIVE INFORMATION
TRENTINO TRASPORTI ESERCIZIO SPA	IT	Regional transport

**Figure 77: Sending seat reservation requests in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not provide seat reservation in Koleje Mazowieckie trains.
Arriva RP Sp. z o.o.	PL	We do not make reservations
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.
CityRail, a.s.	CZ	Nezajišťujeme
Ente Autonomo Volturno s.r.l.	IT	non è necessaria la prenotazione
Ferrovie del Gargano	IT	Ferrovie del Gargano does not service with seat reservation
FERTAGUS, S.A.	PT	Suburban railway company, without reservations of seats/berths
GYSEV Zrt.	HU	There is no technical background.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not sell tickets in connection with other RUs.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets). We sell the "PKP Intercity" Company tickets based on agency agreement.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering seat-reservations
Metro	DK	Is not offering seat-reservation
Midtjyske Jernbaner	DK	Is not offering seat-reservation
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	SNCB/NMBS not offering reservation services on its trains
Nordjyske Jernbaner	DK	Is not offering seat-reservation
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	PKP SKM does not book seats on its trains.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	THE SERVICE ISN'T BOOKABLE
TRENTINO TRASPORTI ESERCIZIO SPA	IT	Regional transport

**Figure 78: Answering seat reservation requests in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not provide reservation for bicycle carriage. In Koleje Mazowieckie trains there are at least 2 carriage with special place for bicycle.
Abellio Greater Anglia	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Arriva	DK	Is not offering this service
Arriva RP Sp. z o.o.	PL	We do not make reservations
Arriva Trains Wales	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
C2C	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Caledonia Sleeper	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
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.
Chiltern Railways	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
CityRail, a.s.	CZ	Nezajišťujeme
CrossCountry	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
East Midlands Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Ente Autonomo Volturno s.r.l.	IT	la richiesta viene inoltrata all'URP che informa il cliente sulla possibilità in quanto non tutti i veicoli consentono il trasporto biciclette
Eurostar International Ltd.	UK	Cycle reservations are made by Eurostar directly using their own reservation facilities for their own services only.
Ferrovie del Gargano	IT	The company does not have electronic bicycle booking systems
FERTAGUS, S.A.	PT	Suburban railway company, without reservations for bicycles
First Hull Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
First TransPenine Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Gatwick Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Govia Thameslink Railway	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Grand Central	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Great Northern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Great Western Railway	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Heathrow Connect	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Heathrow Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Hull Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Island Line	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.a. does not provide or accept reservations for bicycle transport.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets). We sell the "PKP Intercity" Company tickets based on agency agreement.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering bicycle-reservation
London Midland	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
London Overground	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Merseyrail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Metro	DK	Is not offering bicycle-reservation
Midtjyske Jernbaner	DK	Is not offering bicycle-reservation
Nordjyske Jernbaner	DK	Is not offering bicycle-reservation
Northern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	At the moment, the sale of bookings of other RU-P's take place only at ticket offices based on software used by these RU-P's.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità"
ScotRail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Southeastern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Southern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Stansted Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
TFL Rail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Thameslink	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
TransPennine Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	THE SERVICE ISN'T BOOKABLE
Virgin Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Virgin Trains East Coast	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
VR Group	FI	In currently used standards in FI-RU traffic there is no sending requests for bicycle carriage.
West Midlands Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.

**Figure 79: Sending reservation requests for bicycle carriage in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"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.
Abellio Greater Anglia	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Arriva	DK	Is not offering this service
Arriva RP Sp. z o.o.	PL	We do not make reservations
Arriva Trains Wales	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
C2C	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Caledonia Sleeper	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
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.
Chiltern Railways	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
CityRail, a.s.	CZ	Nezajišťujeme
CrossCountry	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
East Midlands Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Ente Autonomo Volturno s.r.l.	IT	la prenotazione viene effettuata mediante URP
Eurostar International Ltd.	UK	Cycle reservations are made by Eurostar directly using their own reservation facilities for their own services only.
Ferrovie del Gargano	IT	The company does not have electronic bicycle booking systems
FERTAGUS, S.A.	PT	Suburban railway company, without reservations for bicycles
First Hull Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
First TransPenine Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Gatwick Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Govia Thameslink Railway	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Grand Central	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Great Northern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Great Western Railway	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
GYSEV Zrt.	HU	There are not any relevant trains.
Heathrow Connect	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Heathrow Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Hull Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Island Line	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not provide or accept reservations for bicycle transport.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets). We sell the "PKP Intercity" Company tickets based on agency agreement.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering bicycle-reservation
London Midland	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
London Overground	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Merseyrail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Metro	DK	Is not offering bicycle-reservation
Midtjyske Jernbaner	DK	Is not offering bicycle-reservation
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	SNCB/NMBS not offering bike reservation services on its trains
Nordjyske Jernbaner	DK	Is not offering bicycle-reservation
Northern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	PKP SKM has its own solution and does not plan to change it in near future.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità"
ScotRail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Southeastern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Southern	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Stansted Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
TFL Rail	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Thameslink	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
TransPennine Express	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	THE SERVICE ISN'T BOOKABLE
Virgin Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
Virgin Trains East Coast	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.
VR Group	FI	In currently used standards in FI-RU traffic there is no answering reservation requests for bicycle carriage.
West Midlands Trains	UK	Cycle reservations are made by a TOC directly using their own reservation facilities for their own services only.

**Figure 80: Answering reservation requests for bicycle carriage in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"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 cars. Koleje Mazowieckie does not provide carrying of cars in our trains.
Abellio 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.
Arriva	DK	Not offering this service
Arriva RP Sp. z o.o.	PL	We do not make reservations
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.
C2C	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Caledonia 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.
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.
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.
CityRail, a.s.	CZ	Nezajišťujeme
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.
DSB	DK	Not offering this service
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.
Ente Autonomo Volturno s.r.l.	IT	servizio non disponibile a bordo
Eurostar International Ltd.	UK	Eurostar does not sell, and does not plan to sell any reservations for cars.
Ferrovie del Gargano	IT	The company does not have electronic car booking systems
FERTAGUS, S.A.	PT	Suburban railway company, and we don't transport cars
First 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.
First TransPenine 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.
Gatwick 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.
Govia Thameslink 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.
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.
GW train Regio a.s.	CZ	neuskutečujeme takovou přepravu.
GYSEV Zrt.	HU	Not relevant.
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.
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.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not provide or accept reservations for car carriage.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets).
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering this service
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.
Metro	DK	Is not offering this service
Midtjyske Jernbaner	DK	Is not offering this service
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	Car carriage services not offered in SNCB/NMBS commercial portfolio
Nederlandse Spoorwegen NV (NS)	NL	We don't offer car carriage in our product portfolio.
Nordjyske Jernbaner	DK	Is not offering this service
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.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	No RU-P cooperating with PKP SKM carries a car.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità"
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.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
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.
Southeastern	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.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	THE TRAIN CAN'T TRANSPORT CARS
Trenitalia SpA	IT	Service not supported
TRENTINO TRASPORTI ESERCIZIO SPA	IT	Regional transport
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.
VR Group	FI	In currently used standards in FI-RU traffic there is no sending requests for car carriage.
West 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.

**Figure 81: Sending reservation requests for car carriage in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"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 cars.
Abellio 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.
Arriva	DK	Not offering this service
Arriva RP Sp. z o.o.	PL	We do not make reservations
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.
C2C	UK	There is no carriage of cars for rail passengers in Great Britain. No tickets for any car carriage are issued by GB TOCs.
Caledonia 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.
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.
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.
CityRail, a.s.	CZ	Nezajišťujeme
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.
DSB	DK	Not offerings this service
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.
Ente Autonomo Volturno s.r.l.	IT	servizio non disponibile
Eurostar International Ltd.	UK	Eurostar does not carry cars, only passengers.
Ferrovie del Gargano	IT	The company does not have electronic car booking systems
FERTAGUS, S.A.	PT	Suburban railway company, and we don't transport cars
First 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.
First TransPenine 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.
Gatwick 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.
Govia Thameslink 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.
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.
GW train Regio a.s.	CZ	neuskutečňujeme takovou přepravu
GYSEV Zrt.	HU	Not relevant.
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.
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.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not provide or accept reservations for car carriage.
Koleje Dolnoslaskie S.A.	PL	We offer only regional and cross-border rail links (non reservation tickets).
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't have a ticket booking system
Lokaltog	DK	Is not offering this service
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.
Metro	DK	Is not offering this service
Midtjyske Jernbaner	DK	Is not offering this service
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	SNCB/NMBS not offering car carriage services on its trains
Nederlandse Spoorwegen NV (NS)	NL	We don't offer car carriage in our product portfolio
Nordjyske Jernbaner	DK	Is not offerings this service
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.
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.
RENFE VIAJEROS	ES	Travellers Renfe trains has not this possibility.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
SBB AG, Passenger Division	CH	Not offered by SBB.
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.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
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.
Southeastern	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.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	THE TRAIN CAN'T TRANSPORT CARS
Trenitalia SpA	IT	Service not supported
TRENTINO TRASPORTI ESERCIZIO SPA	IT	Regional transport
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.
VR Group	FI	In currently used standards in FI-RU traffic there is no answering reservation requests for car carriage.
West 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.

**Figure 82: Answering reservation requests for car carriage in B5 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foreign sales.
Abellio Greater Anglia	UK	No GB TOC issues international tickets or non-GB tickets.
Arriva RP Sp. z o.o.	PL	Document unknown
Arriva Trains Wales	UK	No GB TOC issues international tickets or non-GB tickets.
C2C	UK	No GB TOC issues international tickets or non-GB tickets.
Caledonia Sleeper	UK	No GB TOC issues international tickets or non-GB 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.
Chiltern Railways	UK	No GB TOC issues international tickets or non-GB tickets.
CityRail, a.s.	CZ	Nezajišťujeme přepravy do zahraničí
CrossCountry	UK	No GB TOC issues international tickets or non-GB tickets.
East Midlands Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Ente Autonomo Volturno s.r.l.	IT	Il tipo di trasporto effettuato dall'IF EAV è di tipo regionale.
Ferrovie del Gargano	IT	Ferrovie del Gargano does not service with seat reservation
FERTAGUS, S.A.	PT	we are a suburban railway company, with a contactless ticket system integrated with other modes of transport. Not issuing international tickets.
First Hull Trains	UK	No GB TOC issues international tickets or non-GB tickets.
First TransPennine Express	UK	No GB TOC issues international tickets or non-GB tickets.
Gatwick Express	UK	No GB TOC issues international tickets or non-GB tickets.
Govia Thameslink Railway	UK	No GB TOC issues international tickets or non-GB tickets.
Grand Central	UK	No GB TOC issues international tickets or non-GB tickets.
Great Northern	UK	No GB TOC issues international tickets or non-GB tickets.
Great Western Railway	UK	No GB TOC issues international tickets or non-GB tickets.
Heathrow Connect	UK	No GB TOC issues international tickets or non-GB tickets.
Heathrow Express	UK	No GB TOC issues international tickets or non-GB tickets.
Hull Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Island Line	UK	No GB TOC issues international tickets or non-GB tickets.
Italo - Nuovo Trasporto Viaggiatori S.p.A.	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.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not offering international tickets
London Midland	UK	No GB TOC issues international tickets or non-GB tickets.
London Overground	UK	No GB TOC issues international tickets or non-GB tickets.
Merseyrail	UK	No GB TOC issues international tickets or non-GB tickets.
Metro	DK	Not offering international tickets
Midtjyske Jernbaner	DK	Not offering international tickets
Nordjyske Jernbaner	DK	Not offering international tickets
Northern	UK	No GB TOC issues international tickets or non-GB tickets.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM is a local carrier and uses its own format. The cost on modification is too high.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
ScotRail	UK	No GB TOC issues international tickets or non-GB tickets.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Southeastern	UK	No GB TOC issues international tickets or non-GB tickets.
Southern	UK	No GB TOC issues international tickets or non-GB tickets.
Stansted Express	UK	No GB TOC issues international tickets or non-GB tickets.
TFL Rail	UK	No GB TOC issues international tickets or non-GB tickets.
Thameslink	UK	No GB TOC issues international tickets or non-GB tickets.
TransPennine Express	UK	No GB TOC issues international tickets or non-GB tickets.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	TPER PREDOMINATLY SERVES REGIONAL SERVICE. TPER HAVE ALSO FEW INTER REGIONAL SERVICE
Virgin Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Virgin Trains East Coast	UK	No GB TOC issues international tickets or non-GB tickets.
West Midlands Trains	UK	No GB TOC issues international tickets or non-GB tickets.

**Figure 83: Issuing value paper tickets in B6 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foregin sales and does not implement this function.
Arriva RP Sp. z o.o.	PL	We do not sell international and foreign
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.
CityRail, a.s.	CZ	Nezajišťujeme.
Ente Autonomo Volturno s.r.l.	IT	vendita diretta
Ferrovie del Gargano	IT	Ferrovie del Gargano does not service with seat reservation
FERTAGUS, S.A.	PT	The stations have gates that only opens with contactless tickets. Not issuing international tickets
Italo - Nuovo Trasporto Viaggiatori S.p.A.	IT	Italo S.p.A. does not accept value paper tickets for international and foreign sales.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not accepting international tickets
Metro	DK	Not accepting international tickets
Midtjyske Jernbaner	DK	Not accepting international tickets
Nordjyske Jernbaner	DK	Not accepting international tickets
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	PKP SKM accepts tickets in B6 format issued by PKP Intercity S. A. based on their infrastructure.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	BECAUSE THE AUTHORITY IS REGIONE EMILIA ROMAGNA

**Figure 84: Accepting value paper tickets in B6 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foregin sales in B7 format.
Abellio Greater Anglia	UK	No GB TOC issues international tickets or non-GB tickets.
Arriva RP Sp. z o.o.	PL	We do not sell on international and foreign connections
Arriva Trains Wales	UK	No GB TOC issues international tickets or non-GB tickets.
C2C	UK	No GB TOC issues international tickets or non-GB tickets.
Caledonia Sleeper	UK	No GB TOC issues international tickets or non-GB 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.
Chiltern Railways	UK	No GB TOC issues international tickets or non-GB tickets.
CityRail, a.s.	CZ	Nežajždujeme
CrossCountry	UK	No GB TOC issues international tickets or non-GB tickets.
East Midlands Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Ente Autonomo Volturno s.r.l.	IT	il titolo di viaggio è acquistabile solo cartaceo nei punti vendita.
Ferrovie del Gargano	IT	The RU does not make a ticket in IRTHP format
FERTAGUS, S.A.	PT	Contactless ticket system, integrated with other modes of transport. Not issuing international tickets
First Hull Trains	UK	No GB TOC issues international tickets or non-GB tickets.
First TransPenine Express	UK	No GB TOC issues international tickets or non-GB tickets.
Gatwick Express	UK	No GB TOC issues international tickets or non-GB tickets.
Govia Thameslink Railway	UK	No GB TOC issues international tickets or non-GB tickets.
Grand Central	UK	No GB TOC issues international tickets or non-GB tickets.
Great Northern	UK	No GB TOC issues international tickets or non-GB tickets.
Great Western Railway	UK	No GB TOC issues international tickets or non-GB tickets.
Heathrow Connect	UK	No GB TOC issues international tickets or non-GB tickets.
Heathrow Express	UK	No GB TOC issues international tickets or non-GB tickets.
Hull Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Island Line	UK	No GB TOC issues international tickets or non-GB tickets.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not issuing international tickets
London Midland	UK	No GB TOC issues international tickets or non-GB tickets.
London Overground	UK	No GB TOC issues international tickets or non-GB tickets.
Merseyrail	UK	No GB TOC issues international tickets or non-GB tickets.
Metro	DK	Not issuing international tickets
Midtjyske Jernbaner	DK	Not issuing international tickets
Nordjyske Jernbaner	DK	Not issuing international tickets
Northern	UK	No GB TOC issues international tickets or non-GB tickets.
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM is a local RU-P and does not sell international tickets at all. At the moment, the sale of tickets of other carriers takes place only at ticket office based on software used by these carriers.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
ScotRail	UK	No GB TOC issues international tickets or non-GB tickets.
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Southeastern	UK	No GB TOC issues international tickets or non-GB tickets.
Southern	UK	No GB TOC issues international tickets or non-GB tickets.
Stansted Express	UK	No GB TOC issues international tickets or non-GB tickets.
TFL Rail	UK	No GB TOC issues international tickets or non-GB tickets.
Thameslink	UK	No GB TOC issues international tickets or non-GB tickets.
TransPennine Express	UK	No GB TOC issues international tickets or non-GB tickets.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	ONLY INTER-REGIONAL AND REGIONAL SERVICE
Trenitalia SpA	IT	Currently we do not adopt this ticketing method.
Virgin Trains	UK	No GB TOC issues international tickets or non-GB tickets.
Virgin Trains East Coast	UK	No GB TOC issues international tickets or non-GB tickets.
West Midlands Trains	UK	No GB TOC issues international tickets or non-GB tickets.

**Figure 85: Issuing home paper tickets in B7 format: reasons for not being subject of implementation**



Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie fulfill only regional passenger transport in Poland so that we does not fulfill international end foreign sales. in B7 format
Arriva RP Sp. z o.o.	PL	We do not sell on international and foreign connections
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.
CityRail, a.s.	CZ	Nezajišťujeme
Ente Autonomo Volturno s.r.l.	IT	non è disponibile la vendita on-line dei titoli di viaggio
Ferrovie del Gargano	IT	The company is not organized to accept them
FERTAGUS, S.A.	PT	Contactless ticket system with gates, integrated with other modes of transport. Not offering or accepting international tickets
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not accepting international tickets
Metro	DK	Not accepting international tickets
Midtjyske Jernbaner	DK	Not accepting international tickets
Nordjyske Jernbaner	DK	Not accepting international tickets
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 offices.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
Trasporto Ferroviario Toscano SpA	IT	Ticketing is subcontracted to other company
TRASPORTO PASSEGGIERI EMILIA ROMAGNA SpA	IT	THE AUTHORITY IS REGIONE EMILIA ROMAGNA
Trenitalia SpA	IT	Currently we do not adopt this ticketing method.

**Figure 86: Accepting home paper tickets in B7 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie doesn't uses IT communication for the purposes of sending an availability/ reservation request for PRM assistance. However Koleje Mazowieckie provides PRM assistance according to 24 article of the Regulation (EC) No 1371
Arriva RP Sp. z o.o.	PL	not applicable
CityRail, a.s.	CZ	Nezajišťujeme
Ente Autonomo Volturno s.r.l.	IT	L'accesso di PRM su linea RFI viene effettuato mediante il servizio SALA BLU di RFI secondo gli accordi commerciali stipulati. Su linea EAV le comunicazioni devono essere effettuate mediante URP.
Ferrovie del Gargano	IT	Ferrovie del Gargano does not make electronic reservation service for PRM assistance
Lokaltog	DK	PRM-assistance is organised in co-operation with DSB, which handle requests for PRM-assistance from international customers
Metro	DK	PRM-assistance is organised in co-operation with DSB, which handle requests for PRM-assistance from international customers
Midtjyske Jernbaner	DK	PRM-assistance is organised in co-operation with DSB, which handles request for PRM-assistance for international customers
Nordjyske Jernbaner	DK	PRM-assistance is handled in co-operation with DSB, which handles request for PRM-assistance from international customers
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	PKP SKM introduces mutual sales of tickets with other RU-P and currently does not provide for such notifications. However, on the line we manage, we have our own organizational solution.
SAD-Trasporto Locale SpA	IT	PRM management is dealt by RFI
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
TRASPORTO PASSEGGIERI EMILIA ROMAGNA SpA	IT	THE FUNCTION IS IMPLEMENTING BY THE INFRASTRUCTURE MANAGER (FER AND RFI - PUNTO BLU)
Trenitalia SpA	IT	PRM management is dealt by RFI
VR Group	FI	In Finland-Russia traffic we are not sending PMR assistance reservation requests.

**Figure 87: Sending PRM assistance reservation requests in B10 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie doesn't uses IT communication for the purposes of sending an availability/reservation response for PRM assistance. However Koleje Mazowieckie provides PRM assistance according to 24 article of the Regulation (EC) No 1371
Arriva RP Sp. z o.o.	PL	not applicable
CityRail, a.s.	CZ	Nezajišťujeme
Ferrovie del Gargano	IT	Ferrovie del Gargano does not make electronic reservation service for PRM assistance
GYSEV Zrt.	HU	There is no technical background.
Lokaltog	DK	PRM-assistance is organised in co-operation with DSB, which handle requests for PRM-assistance from international customers
Metro	DK	PRM-assistance is organised in co-operation with DSB, which handle requests for PRM-assistance from international customers
Midtjyske Jernbaner	DK	PRM-assistance is organised in co-operation with DSB, which handles request for PRM-assistance for international customers
Nordjyske Jernbaner	DK	PRM-assistance is handled in co-operation with DSB, which handles request for PRM-assistance from international customers
PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	PL	PKP SKM has its own organizational solution.
SAD-Trasporto Locale SpA	IT	PRM management is dealt by RFI
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
TRASPORTO PASSEGGIERI EMILIA ROMAGNA SpA	IT	THE FUNCTION IS ASSOLVED BY THE INFRASTRUCTURE MANAGER
Trenitalia SpA	IT	PRM management is dealt by RFI
VR Group	FI	In Finland-Russia traffic we are not answering PMR assistance reservation requests.

**Figure 88: Answering PRM assistance reservation requests in B10 format: reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs meant for international and foreign sales.
Abellio Greater Anglia	UK	GB RUs do not export tariffs for use by non-GB RUs
Arriva RP Sp. z o.o.	PL	We do not sell foreign
Arriva Trains Wales	UK	GB RUs do not export tariffs for use by non-GB RUs
C2C	UK	GB RUs do not export tariffs for use by non-GB RUs
Caledonia Sleeper	UK	GB RUs do not export tariffs for use by non-GB RUs
Chiltern Railways	UK	GB RUs do not export tariffs for use by non-GB RUs
CityRail, a.s.	CZ	Nezajišťujeme
CrossCountry	UK	GB RUs do not export tariffs for use by non-GB RUs
East Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Eurostar International Ltd.	UK	A reservation is mandatory to travel on Eurostar
Ferrovie del Gargano	IT	Ferrovie del Gargano does not sell international tickets
FERTAGUS, S.A.	PT	we are a local and suburban RU, not offering international tickets
First Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
First TransPenine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Gatwick Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Govia Thameslink Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Grand Central	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Western Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Connect	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Island Line	UK	GB RUs do not export tariffs for use by non-GB RUs
Koleje Dolnoslaskie S.A.	PL	We do not use NRT tariff.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not offering international tickets
London Midland	UK	GB RUs do not export tariffs for use by non-GB RUs
London Overground	UK	GB RUs do not export tariffs for use by non-GB RUs
Merseyrail	UK	GB RUs do not export tariffs for use by non-GB RUs
Metro	DK	Not offering international tickets
Midtjyske Jernbaner	DK	Not offering international tickets
Nordjyske Jernbaner	DK	Not offering international tickets
Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
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.
RENFE VIAJEROS	ES	This product is not marketed in Renfe.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
ScotRail	UK	GB RUs do not export tariffs for use by non-GB RUs
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Southeastern	UK	GB RUs do not export tariffs for use by non-GB RUs
Southern	UK	GB RUs do not export tariffs for use by non-GB RUs
Stansted Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TFL Rail	UK	GB RUs do not export tariffs for use by non-GB RUs
Thameslink	UK	GB RUs do not export tariffs for use by non-GB RUs
TransPennine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	Only regional and inter-regional service
Virgin Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Virgin Trains East Coast	UK	GB RUs do not export tariffs for use by non-GB RUs
West Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs

**Figure 89: NRT tariffs/fares (B1): reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs meant for international or foreign sales.
Abellio Greater Anglia	UK	GB RUs do not export tariffs for use by non-GB RUs
Arriva	DK	Not offering IRT-tickets
Arriva RP Sp. z o.o.	PL	We do not sell foreign
Arriva Trains Wales	UK	GB RUs do not export tariffs for use by non-GB RUs
C2C	UK	GB RUs do not export tariffs for use by non-GB RUs
Caledonia Sleeper	UK	GB RUs do not export tariffs for use by non-GB RUs
CFL	LU	CFL doesn't have IRT tariffs on it's own. However, it offers this type of tariffs to it's customers by using foreign inventory systems.
Chiltern Railways	UK	GB RUs do not export tariffs for use by non-GB RUs
CityRail, a.s.	CZ	Nezajišťujeme
CrossCountry	UK	GB RUs do not export tariffs for use by non-GB RUs
DB Fernverkehr	DE	DB Fernverkehr does not offer IRT fares
DB Regio AG	DE	DB Regio AG does not offer IRT fares
DB RegioNetz Verkehr GmbH	DE	DB RegioNetz Verkehr GmbH does not offer IRT fares
DB ZugBus Regionalverkehr Alb-Bodensee GmbH	DE	We do not offer IRT fares
DSB	DK	Not offering IRT-tickets
East Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Ferrovie del Gargano	IT	Ferrovie del Gargano does not sell international tickets
FERTAGUS, S.A.	PT	we are a local and suburban RU, not offering international tickets
First Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
First TransPenine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Gatwick Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Govia Thameslink Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Grand Central	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Western Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Connect	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Island Line	UK	GB RUs do not export tariffs for use by non-GB RUs
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not offering international tickets
London Midland	UK	GB RUs do not export tariffs for use by non-GB RUs
London Overground	UK	GB RUs do not export tariffs for use by non-GB RUs
Merseyrail	UK	GB RUs do not export tariffs for use by non-GB RUs
Metro	DK	Not offering international tickets
Midtjyske Jernbaner	DK	Not offering international tickets
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	SNCB/NMBS not offering IRT fares on its train services
Nederlandse Spoorwegen NV (NS)	NL	NS does not apply IRT fares for its services
Nordjyske Jernbaner	DK	Not offering international tickets
Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.	PL	PKP SKM does not book seats on its trains.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
S-Bahn Berlin GmbH	DE	S-Bahn Berlin gmbh does not offer IRT fares
S-Bahn Hamburg GmbH	DE	we do not offer IRT fares
SBB AG, Passenger Division	CH	SBB does not offer IRT tariffs.
ScotRail	UK	GB RUs do not export tariffs for use by non-GB RUs
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Southeastern	UK	GB RUs do not export tariffs for use by non-GB RUs
Southern	UK	GB RUs do not export tariffs for use by non-GB RUs
Stansted Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TFL Rail	UK	GB RUs do not export tariffs for use by non-GB RUs
Thameslink	UK	GB RUs do not export tariffs for use by non-GB RUs
TransPennine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	Only regional and inter-regional service We are the service according whit B2 technical documents only on the station
Virgin Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Virgin Trains East Coast	UK	GB RUs do not export tariffs for use by non-GB RUs
VR Group	FI	VR domestic fares will be available through NAP (national access point) service when bilaterally agreed in pen API's.
West Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs

**Figure 90: IRT tariffs/fares (B2): reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
"Koleje Mazowieckie - KM" sp. z o.o.	PL	Koleje Mazowieckie does not have tariffs meant for international or foreign sales.
Abellio Greater Anglia	UK	GB RUs do not export tariffs for use by non-GB RUs
Arriva	DK	Not offering products
Arriva RP Sp. z o.o.	PL	We do not sell foreign
Arriva Trains Wales	UK	GB RUs do not export tariffs for use by non-GB RUs
C2C	UK	GB RUs do not export tariffs for use by non-GB RUs
Caledonia Sleeper	UK	GB RUs do not export tariffs for use by non-GB RUs
Ceske drahy, a.s.	CZ	We provide special tariffs under the B1 or the B2 under special bilateral agreements.
CFL	LU	CFL has no experience with this type of tariff and there are no plans to introduce them on the long term.
Chiltern Railways	UK	GB RUs do not export tariffs for use by non-GB RUs
CityRail, a.s.	CZ	Nezajišťujeme
CrossCountry	UK	GB RUs do not export tariffs for use by non-GB RUs
DSB	DK	Not offering products
East Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Eurostar International Ltd.	UK	Eurostar does not propose these products.
Ferrovie del Gargano	IT	Ferrovie del Gargano does not sell international tickets
FERTAGUS, S.A.	PT	we are a local and suburban RU, not offering international tickets
First Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
First TransPenine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Gatwick Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Govia Thameslink Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Grand Central	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
Great Western Railway	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Connect	UK	GB RUs do not export tariffs for use by non-GB RUs
Heathrow Express	UK	GB RUs do not export tariffs for use by non-GB RUs
Hull Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Island Line	UK	GB RUs do not export tariffs for use by non-GB RUs
Koleje Dolnoslaskie 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 int&foreign sales.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	Łódzka Kolej Aglomeracyjna Sp. z o.o., doesn't sell international and foreign tickets
Lokaltog	DK	Not offering international tickets
London Midland	UK	GB RUs do not export tariffs for use by non-GB RUs
London Overground	UK	GB RUs do not export tariffs for use by non-GB RUs
Merseyrail	UK	GB RUs do not export tariffs for use by non-GB RUs
Metro	DK	Not offering international tickets
Midtjyske Jernbaner	DK	Not offering international tickets
Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	BE	As special tariffs are subject to bilateral agreements, a general standard is not applied.
Nederlandse Spoorwegen NV (NS)	NL	It is still not clear what tariffs should be made available. The corresponding UIC standard 108.3 has never been implemented by the Railway sector.
Nordjyske Jernbaner	DK	Not offering international tickets
Northern	UK	GB RUs do not export tariffs for use by non-GB RUs
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.
RENFE VIAJEROS	ES	This product is not marketed in Renfe.
SAD-Trasporto Locale SpA	IT	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità
SBB AG, Passenger Division	CH	SBB does not provide any special tariffs.
ScotRail	UK	GB RUs do not export tariffs for use by non-GB RUs
SNCF Mobility	FR	SNCF does not propose these product
SNCF Voyages Italia S.r.l.	IT	SNCF does not propose these product
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.
South West Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Southeastern	UK	GB RUs do not export tariffs for use by non-GB RUs
Southern	UK	GB RUs do not export tariffs for use by non-GB RUs
Stansted Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TFL Rail	UK	GB RUs do not export tariffs for use by non-GB RUs
Thameslink	UK	GB RUs do not export tariffs for use by non-GB RUs
TransPennine Express	UK	GB RUs do not export tariffs for use by non-GB RUs
TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	IT	Only regional and inter-regional service
Trenitalia SpA	IT	Trenitalia is not dealing with these products
Virgin Trains	UK	GB RUs do not export tariffs for use by non-GB RUs
Virgin Trains East Coast	UK	GB RUs do not export tariffs for use by non-GB RUs
VR Group	FI	VR domestic fares will be available through NAP (national access point) service when bilaterally agreed in open API's.
West Midlands Trains	UK	GB RUs do not export tariffs for use by non-GB RUs

**Figure 91: Special tariffs/fares (B3): reasons for not being subject of implementation**

Company	Country	Reasons not to be subject of function implementation
Arriva RP Sp. z o.o.	PL	Lack of knowledge - timetable are dealt with in a separate department
CFL	LU	Merits is (or will be) compliant with the B4 specifications. As a Merits partner, CFL will therefore also meet the B4 standards.
CityRail, a.s.	CZ	Nezajišťujeme
Ferrovie del Gargano	IT	Ferrovie del Gargano does not have hourly production systems in EDIFACT format
Koleje Dolnoslaskie S.A.	PL	The timetable is made, confirmed and shared by Infrastruktura Manager.
Łódzka Kolej Aglomeracyjna Sp. z o.o.	PL	This is IM who owns and makes available timetables to RU (incl. Łódzka Kolej Aglomeracyjna Sp. z o.o., )
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	The management of the issues requested in the questionnaire falls within the competence of the STA - Struttura Trasporto Locale (in-house company of the Provincia Autonoma di Bolzano), as assigned via "Legge Provinciale 23 novembre 2015, n. 15 - Mobilità"
Società Ferrovie Udine Cividale	IT	Project not yet started, we have no resources to dedicate.

**Figure 92: Timetables (B4): reasons for not being subject of implementation**

## Annex 4 Responses contact list

Nr.	Country	Type of company	Company name	Reporting Entity
1	AT	RU	ÖBB-Personenverkehr AG	
2	BE	RU	Nationale Maatschappij der Belgische Spoorwegen (NMBS) / Société Nationale des Chemins de fer Belges (SNCB)	
3	BG	RU	"BDZ - Passengers" EOOD	
4	CH	RU	SBB AG, Passenger Division	
5	CZ	RU	CityRail, a.s.	
6	CZ	RU	Ceske drahy, a.s.	
7	CZ	RU	GW train Regio a.s.	
8	DE	RU	DB Fernverkehr	DB AG
9	DE	RU	DB ZugBus Regionalverkehr Alb-Bodensee GmbH	DB AG
10	DE	RU & SM	DB RegioNetz Verkehr GmbH	DB AG
11	DE	RU	DB Regio AG	DB AG
12	DE	RU	S-Bahn Berlin GmbH	DB AG
13	DE	RU	S-Bahn Hamburg GmbH	DB AG
14	DK	RU & SM	DSB	DSB
15	DK	RU & SM	Lokaltog	DSB
16	DK	RU & SM	Midtjyske Jernbaner	DSB
17	DK	RU & SM	Nordjyske Jernbaner	DSB
18	DK	RU & SM	Metro	DSB
19	DK	RU & SM	Arriva	DSB
20	ES	RU	RENFE VIAJEROS	
21	FI	RU	VR Group	
22	FR	RU & SM	SNCF Mobility	
23	HU	RU	GYSEV Zrt.	
24	IT	RU	SNCF Voyages Italia S.r.l.	
25	IT	RU	TRASPORTO PASSEGGERI EMILIA ROMAGNA SpA	
26	IT	RU	Italo - Nuovo Trasporto Viaggiatori S.p.A.	
27	IT	RU	Trasporto Ferroviario Toscano SpA	
28	IT	RU	SAD-Trasporto Locale SpA	
29	IT	RU	Trenitalia SpA	
30	IT	RU	Ente Autonomo Volturno s.r.l.	

Nr.	Country	Type of company	Company name	Reporting Entity
31	IT	RU	Ferrovie del Gargano	
32	IT	RU	Società Ferrovie Udine Cividale	
33	IT	RU	TRENTINO TRASPORTI ESERCIZIO SPA	
34	LU	RU & SM	CFL	
35	NL	RU	Nederlandse Spoorwegen NV (NS)	
36	PL	RU	"Koleje Mazowieckie - KM" sp. z o.o.	
37	PL	RU	Koleje Dolnoślaskie S.A.	
38	PL	RU	Arriva RP Sp. z o.o.	
39	PL	RU & SM	PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	
40	PL	RU	Łódzka Kolej Aglomeracyjna Sp. z o.o.	
41	PT	RU	FERTAGUS, S.A.	
42	PT	RU	CP - Comboios de Portugal EPE	
43	UK	RU	Abellio Greater Anglia	Rail Delivery Group (RDG)
44	UK	RU	Arriva Trains Wales	Rail Delivery Group (RDG)
45	UK	RU	C2C	Rail Delivery Group (RDG)
46	UK	RU	Caledonia Sleepers	Rail Delivery Group (RDG)
47	UK	RU	Chiltern Railways	Rail Delivery Group (RDG)
48	UK	RU	CrossCountry	Rail Delivery Group (RDG)
49	UK	RU	East Midlands Trains	Rail Delivery Group (RDG)
50	UK	RU	Eurostar	
51	UK	RU	First Hull Trains	Rail Delivery Group (RDG)
52	UK	RU	First TransPenine Express	Rail Delivery Group (RDG)
53	UK	RU	Gatwick Express	Rail Delivery Group (RDG)
54	UK	RU	Govia Thameslink Railway	Rail Delivery Group (RDG)
55	UK	RU	Grand Central Railway Company Ltd	Rail Delivery Group (RDG)
56	UK	RU	Great Northern	Rail Delivery Group (RDG)
57	UK	RU	Great Western Railway	Rail Delivery Group (RDG)
58	UK	RU	Heathrow Connect	Rail Delivery Group (RDG)
59	UK	RU	Heathrow Express	Rail Delivery Group (RDG)
60	UK	RU	Hull Trains	Rail Delivery Group (RDG)
61	UK	RU	Island Line	Rail Delivery Group (RDG)
62	UK	RU	London Midland	Rail Delivery Group (RDG)

Nr.	Country	Type of company	Company name	Reporting Entity
63	UK	RU	London Overground Rail Operations Ltd	Rail Delivery Group (RDG)
64	UK	RU	Merseyrail	Rail Delivery Group (RDG)
65	UK	RU	Northern	Rail Delivery Group (RDG)
66	UK	RU	ScotRail	Rail Delivery Group (RDG)
67	UK	RU	South West Trains	Rail Delivery Group (RDG)
68	UK	RU	Southern	Rail Delivery Group (RDG)
69	UK	RU	Southeastern	Rail Delivery Group (RDG)
70	UK	RU	Stansted Express	Rail Delivery Group (RDG)
71	UK	RU	TFL Rail	Rail Delivery Group (RDG)
72	UK	RU	Thameslink	Rail Delivery Group (RDG)
73	UK	RU	TransPennine Express	Rail Delivery Group (RDG)
74	UK	RU	Virgin Trains	Rail Delivery Group (RDG)
75	UK	RU	Virgin Trains East Coast	Rail Delivery Group (RDG)
76	UK	RU	West Midlands Trains	Rail Delivery Group (RDG)



## Annex 5 List of companies with full implementation

**Table 12: Companies which declared 100% implementation (ticketing basic parameters)**

Company	B6 Issuing	B6 Acceptance	B7 Issuing	B7 Acceptance
"BDZ - Passengers" EOOD	x			
Abellio Greater Anglia		x		x
Arriva	x	x	x	x
Arriva Trains Wales		x		x
c2c		x		x
Caledonia Sleeper		x		x
Ceske drahy, a.s.	x	x	x	x
Chiltern Railways		x		x
CrossCountry		x		x
DB Fernverkehr	x	x	x	x
DB Regio AG	x	x	x	x
DB RegioNetz Verkehr GmbH	x	x	x	x
DB ZugBus Regionalverkehr Alb-Bodensee GmbH	x	x	x	x
DSB	x	x	x	x
East Midlands Trains		x		x
Eurostar International Ltd.	x	x	x	x
First Hull Trains		x		x
First TransPenine Express		x		x
Gatwick Express		x		x
Govia Thameslink Railway		x		x
Grand Central		x		x
Great Northern		x		x
Great Western Railway		x		x
GW train Regio a.s.			x	x
GYSEV Zrt.			x	
Heathrow Connect		x		x
Heathrow Express		x		x
Hull Trains		x		x
Island Line		x		x
London Midland		x		x
London Overground		x		x
Merseyrail		x		x
NMBS / SNCB	x	x	x	x
Nederlandse Spoorwegen NV (NS)	x	x	x	x
Northern		x		x
ÖBB-Personenverkehr AG	x	x	x	x
Renfe Viajeros	x	x	x	
S-Bahn Berlin GmbH	x	x	x	x
S-Bahn Hamburg GmbH	x	x	x	x
SBB AG, Passenger Division	x	x	x	x
ScotRail		x		x
SNCF Mobility	x	x	x	x
SNCF Voyages Italia S.r.l.	x	x	x	x
South West Trains		x		x
Southeastern		x		x
Southern		x		x
Stansted Express		x		x
TfL Rail		x		x
Thameslink		x		x
TransPennine Express		x		x
Trenitalia SpA	x	x		
Virgin Trains		x		x
Virgin Trains East Coast		x		x
VR Group	x	x	x	x
West Midlands Trains		x		x
<b>TOTAL:</b>	<b>20</b>	<b>52</b>	<b>20</b>	<b>51</b>

**Table 13: Companies which declared 100% implementation (reservation basic parameters)**

Company	B10 Sending	B10 Answering	Send seat reservation	Answering seat reservation	Sending bike reservation	Answering bike reservation	Sending car reservation	Answering car reservation
Abellio Greater Anglia	x	x	x	x				
Arriva	x	x	x	x				
Arriva Trains Wales	x	x	x	x				
c2c	x	x	x	x				
Caledonia Sleeper	x	x	x	x				
Ceske drahy, a.s.	x	x	x	x	x	x	x	x
CFL	x	x						
Chiltern Railways	x	x	x	x				
CrossCountry	x	x	x	x				
DB Fernverkehr	x	x						
DB Regio AG	x	x						
DB RegioNetz Verkehr GmbH	x	x						
DB ZugBus Regionalverkehr Alb-Bodensee GmbH	x	x						
DSB	x	x	x	x	x	x		
East Midlands Trains	x	x	x	x				
Eurostar International Ltd.		x		x				
FERTAGUS, S.A.	x	x						
First Hull Trains	x	x	x	x				
First TransPenine Express	x	x	x	x				
Gatwick Express	x	x	x	x				
Govia Thameslink Railway	x	x	x	x				
Grand Central	x	x	x	x				
Great Northern	x	x	x	x				
Great Western Railway	x	x	x	x				
GW train Regio a.s.	x	x	x	x	x	x		
Heathrow Connect	x	x	x	x				
Heathrow Express	x	x	x	x				
Hull Trains	x	x	x	x				
Island Line	x	x	x	x				
London Midland	x	x	x	x				
London Overground	x	x	x	x				
Merseyrail	x	x	x	x				
NMBS / SNCB	x	x	x		x			
Nederlandse Spoorwegen NV (NS)	x	x	x	x	x	x		
Northern	x	x	x	x				
ÖBB-Personenverkehr AG	x	x	x	x				
Renfe Viajeros	x	x	x	x				
S-Bahn Berlin GmbH	x	x						
S-Bahn Hamburg GmbH	x	x						
SBB AG, Passenger Division	x	x	x	x	x	x	x	
ScotRail	x	x	x	x				
SNCF Mobility	x	x	x	x	x	x	x	x
SNCF Voyages Italia S.r.l.	x	x	x	x	x	x	x	x
South West Trains	x	x	x	x				
Southeastern	x	x	x	x				
Southern	x	x	x	x				
Stansted Express	x	x	x	x				
TfL Rail	x	x	x	x				
Thameslink	x	x	x	x				
TransPennine Express	x	x	x	x				
Trenitalia SpA			x	x	x	x		
Virgin Trains	x	x	x	x				
Virgin Trains East Coast	x	x	x	x				
VR Group			x	x				
West Midlands Trains	x	x	x	x				
<b>TOTAL:</b>	<b>52</b>	<b>53</b>	<b>46</b>	<b>46</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>3</b>

**Table 14: Companies which declared 100% implementation (timetables and tariff data exchange basic parameters)**

Company	Provide B4 data	Provide B1 data	Provide B2 data	Provide B3 data
Abellio Greater Anglia	x			
Arriva	x	x		
Arriva Trains Wales	x			
c2c	x			
Caledonia Sleeper	x			
Ceske drahy, a.s.	x	x	x	
CFL		x		
Chiltern Railways	x			
CP - Comboios de Portugal EPE	x	x	x	x
CrossCountry	x			
DSB	x	x		
East Midlands Trains	x			
Ente Autonomo Volturmo s.r.l.	x	x	x	x
Eurostar International Ltd.	x		x	
FERTAGUS, S.A.	x			
First Hull Trains	x			
First TransPenine Express	x			
Gatwick Express	x			
Govia Thameslink Railway	x			
Grand Central	x			
Great Northern	x			
Great Western Railway	x			
GW train Regio a.s.	x	x	x	
GYSEV Zrt.			x	
Heathrow Connect	x			
Heathrow Express	x			
Hull Trains	x			
Island Line	x			
Lokaltog	x			
London Midland	x			
London Overground	x			
Merseyrail	x			
Metro	x			
Midtjyske Jernbaner	x			
NMBS / SNCB	x	x		
Nederlandse Spoorwegen NV (NS)	x	x		
Nordjyske Jernbaner	x			
Northern	x			
ÖBB-Personenverkehr AG			x	
Renfe Viajeros	x			
SBB AG, Passenger Division	x	x		
ScotRail	x			
SNCF Mobility	x	x	x	
SNCF Voyages Italia S.r.l.	x	x	x	
South West Trains	x			
Southeastern	x			
Southern	x			
Stansted Express	x			
TfL Rail	x			
Thameslink	x			
TransPennine Express	x			
Trasporto Passeggeri Emilia Romagna SpA	x			
Trenitalia SpA	x	x	x	
Virgin Trains	x			
Virgin Trains East Coast	x			
VR Group	x	x		
West Midlands Trains	x			
<b>TOTAL:</b>	<b>54</b>	<b>14</b>	<b>10</b>	<b>2</b>