

3rd report of the TAP TSI Implementation

TAP retail functions

Common Support Group (CSG)

March 2018

Document history

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EXECUTIVE SUMMARY

This 3rd TAP Retail implementation report, the 2nd sent to all RUs, summarizes the results received via the CSG Reporting Tool in January 2018 and thus shows the status of implementation by 31 December 2017.

Since the previous reporting, the number of invitations have relevantly increased (+25) as the number of companies represented (+14). 186 RUs have been invited to report, 37% of the invited RUs have answered. The responding companies have covered almost the 84% of the European passengerkm rate; practically in each member state the main RUs have replied. This is probably a positive effect raised through the dissemination campaign's actions and the better usability of the Project Managers list.

In general the implementation maturity seems fairly advanced.

In this campaign a weighting factor based on passengerkm at European level has been introduced so to have a better real view of the status of the implementation for the whole Europe. It corresponds to the degree of implementation at European level.

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. The calculation is quite reliable but it could be even more precise if the NCPs are producing the weighting factor for the RUs registered in their country based on passengerkm.

In any case the applied weighted approach sets the reference standard for any future report describing the implementation as we managed to mirror the real passenger rail market share picture instead basing it on the formal number of RU, which could lead to misinterpretations in the past

Basing on the weighted approach the sector can clearly state that the implementation is generally overall on a good quite advanced way. By this approach we can also highlight key areas of concern, risks and issues.

In this campaign the following results can be observed:

- Regarding the Common Support Group reporting tool
 - the previous constraints were solved: reports could be autonomously printed, the survey could be saved and continued later
 - predefined boxes have been introduced to define issues and risks
 - the information about the planned European masterplan date was presented to each function
 - easiness of fulfilling the questionnaire thanks to the improvements to the logical flow of the questions
 - adjustment/increase of the replies thanks to the introduction of some mandatory fields
- For the different functions the number of the RUs not subject to implement is often significant in absolute numerical terms but not when applying the European passengerkm weighting factor, as it creates a more realistic picture of the market TAP TSI has been designed for.
- For some functions, a majority of responding RUs are not subject to implementation. The reasons described are normal and allowable under the TAP TSI framework as the cases are not covered by legislation. The major functions concerned are:
 - 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 reservation requests for car carriage to agreed RUs in B5 format;
 - Answering reservation requests for car carriage to agreed RUs in B5 format

- IRT Tariff/Fare for international and foreign sales in B2 format
- Special Tariff/Fare for international and foreign sales in B3 format.
- The participants in the survey have identified partly high rates of risks and issues the functions which have reported relevant values based on the weighting factor are:
 - Sending reservation requests;
 - Answering reservation requests;
 - Answering reservation requests for bicycle;
 - Sending reservation requests for bicycle;
 - Answering reservation requests for car carriage
 - Sending reservation requests for car carriage
 - Timetable
 - NRT Tariff/fares
 - Special Tariff/fares.

One of the reoccurring reasons for the high rating of risks and issues was seen in the stability of the documents

Due to the new approach of applying the weighted factor it is not suggested to take in consideration automatically the responses of the previous survey for the RUs . This applies also to the responses given by those RU who have not responded this time but did so during the last campaign.

It's also suggested to investigate regarding the common sector tool used (UIC Merits, UIC Prifis, National tool, Other international tool - free text).

NCPs need to be asked to help increase the dissemination in those member states where a response has never been given (9 countries) or only a small number has replied.

1. BACKGROUND TO THE ASSIGNMENT

Commission Regulation (EU) No 454/2011, relating to the Telematics Applications for Passengers subsystem (TAP TSI), entered into force in May 2011. The purpose of the TAP TSI is to define European-wide procedures and interfaces between all types of railway industry actors such as passengers, railway undertakings, infrastructure managers, station managers, public transport authorities, ticket vendors and tour operators. The TAP TSI is designed to contribute to an interoperable and cost-efficient information exchange system for Europe that enables the provision of high quality journey information and ticket issuing to passengers in a cost effective manner, thus also fulfilling requirements of the Passenger Rights Regulation (Regulation (EC) No 1371/2007).

Under this Regulation the European Union Agency for Railways (ERA) shall assess and oversee its implementation.

The European Commission has given the mandate to the European Union Agency for Railways ('the Agency') to assess the implementation of this regulation across Europe by setting up a 'TAP TSI Cooperation Group' in order to evaluate the reports of the sector.

The Cooperation Group consists mainly of Member State ('National Contact Point'), rail sector and ticket vendor representatives. Its main task is to collate and assess the status of TAP TSI implementation against the sector's TAP TSI Implementation Masterplan of early 2013, to which many of your companies have contributed.

The scope of the TAP TSI Cooperation Group consists in the retail functions of TAP TSI, i.e. basic parameters 4.2.1 to 4.2.11.

Under the CSG a reporting tool was developed. It is hosted by CER to collect the TAP TSI implementation reports from all concerned RU with the following benefits:

- report structure agreed between the Agency and CSG;
- harmonised roadmap towards the upcoming TAP TSI Cooperation Group meetings led by the Agency;
- preliminary check and approval by the CSG before submission to the Agency.

Railway Undertakings have been encouraged to submit their reports through the CSG to the Agency.

Ticket Vendors are out of the scope of this report, their implementation reporting being collected by ETTSA/ECTAA.

2. METHODOLOGY

General assumptions

The progress of implementation of the TAP TSI is reported twice a year based on the following assumptions:

- Companies are reporting per mandatory TAP TSI retail function compared to their own Master Plan target date. In case there is no company Master Plan it will be reported against the average target deadline.
- The level of fulfilment will be displayed in predetermined percentage steps at 0%, 25%, 50%, 75% and 100%.
- Each message based function is realized at 100%, if there is at least one implementation of message exchange in production, even if with a single partner only.

The level of fulfilment in terms of percentage steps are defined as follows:

- 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: Finished means Telematic data exchange is implemented

The obligation to meet functions of the TAP TSI is sometimes limited to specific stakeholders of the railway sector. Evaluation of the results of this survey is therefore stakeholder-specific.

For this reporting campaign, the passenger railway undertakings only are asked to provide their implementation status reports.

Establishment of the report

This report summarised the results received via the CSG Reporting Tool during the reporting period lasting from 2 January 2018 to 26 January 2018 and thus shows the status of implementation by 31 December 2017. Diagrams in the following chapters of this report show results per TAP TSI function summarised in an anonymous way.

Table 1 gives an overview about the history of reporting periods.

Report session	Reporting period	Number of questions ¹	Number of replies
1st Report	31.12.2016	Submitted by TSGA	
2nd Report	01.01.2017 - 30.06.2017	87	60
3rd Report	01.07.2017 - 31.12.2017	147	68

Table 1: Reporting summary

¹ Please note, the number of questions to be responded depend on the type of reply and is not the total number of questions that every company should fulfill.

Moreover 6 additional companies have opened the reporting without submitting it and one Station Manager only company has fulfilled it. According to the given rules, SM only responses have not been considered.

Some news of this campaign are the following:

- distribution of the questionnaire in advance through several communication channels (via CER distribution lists, via ERA to the NCPs and via NCPs to the PMs)
- some NCP's volunteered for translation, if considered as an appropriate solution for their members state
- spreading of the questionnaire in pdf to the PMs with the invitation of participation
- better focus on the meaning for a RU to be subject and not to implement a function, classifying the possibility of implementation with the use of the technical standards and/or other standards.
- description of the risks and issues in more details
- the introduction, in the results' analysis, of the European passengerkm weighting factor.

The 'TAP TSI Implementation Campaign 2' questionnaire contains four question groups:

- Ticketing
- Reservation
- Timetable
- Tariff.

In this campaign, the results have been highlighted through a weighting factor based on 2015 passengerkm data at European level. It has been calculated as the normalization of the 2015 public service obligation market share through the passengerkm per country.

In this way a better real view of the status of the implementation for the whole Europe is shown: both the number of companies interested and the size (% of passengerkm) are represented. This weighting factor corresponds to the degree of implementation at European level.

This report was drafted by the TAP TSI Implementation Cooperation Group CER speakers (C. Lo Duca and C. Weber), revised by the CER Implementation Reporting Group (IRG) members, listed in Annex 1, and "fine-tuned" with ERA. As a result, it was endorsed at the CSG meeting on 05 March 2018. It will be presented at the ERA TAP TSI Implementation Cooperation Group meeting on 13 March 2018.

3. PARTICIPATION IN THE SURVEY

Participation overview

The number of Project Managers (PMs) invited to report about the implementation of the TAP TSI is shown in diagram 1 together with the number of responses received thereof. A comparison between the previous campaign is also showed.

The list of PMs has been received by ERA and integrated/modified during the ongoing of the campaign according to the indications collected from the participants.

The number of companies represented has relevantly increased, thanks to the constant update and support from the National Contact Points.

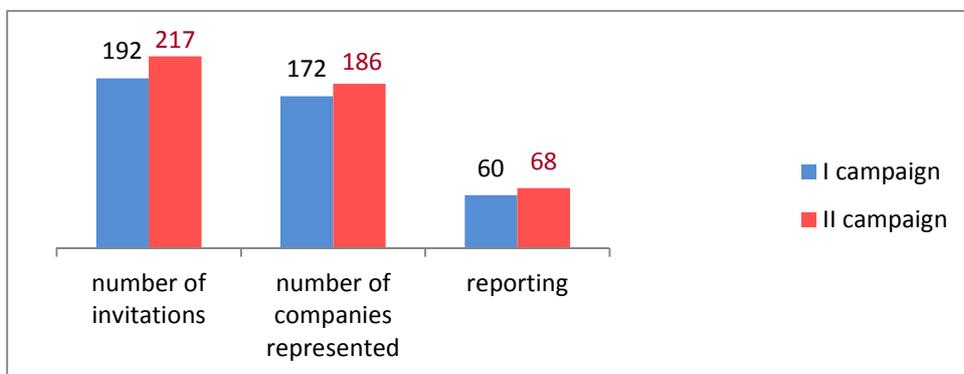


Diagram 1: Evolution of invitations versus responses

Annex 2 ‘Responses contact list’ to this report gives a detailed overview about the companies per country having replied to the second campaign of TAP TSI implementation monitoring. In some cases, entities have reported on behalf of several companies. Details can be taken from annex 2 to this report.

Diagrams 2, 3, 4 and 5 indicate the distribution of total responses per country.

The feedback comprises 17 EU Member States plus Switzerland, increasing of 3 units from the previous campaign. The main absolute number of feedbacks have arrived from Great Britain, Italy and Germany with 43%, 12% and 9% of total participation respectively.

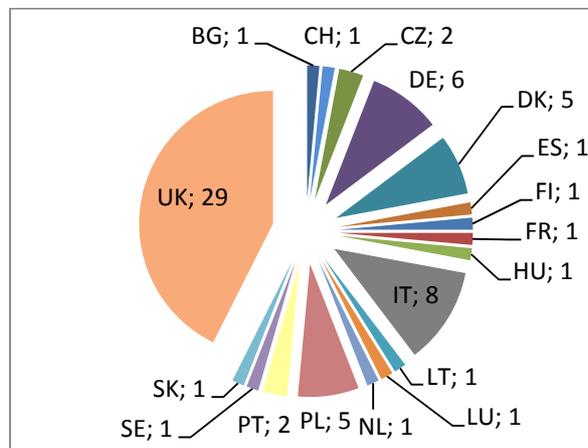


Diagram 2: Number of responses per country

TAP Common Support Group

In diagram 3 it's present a comparison between the companies represented in the 2nd campaign versus the given replied. In case a company is represented by more than one PM it is counted only one time.

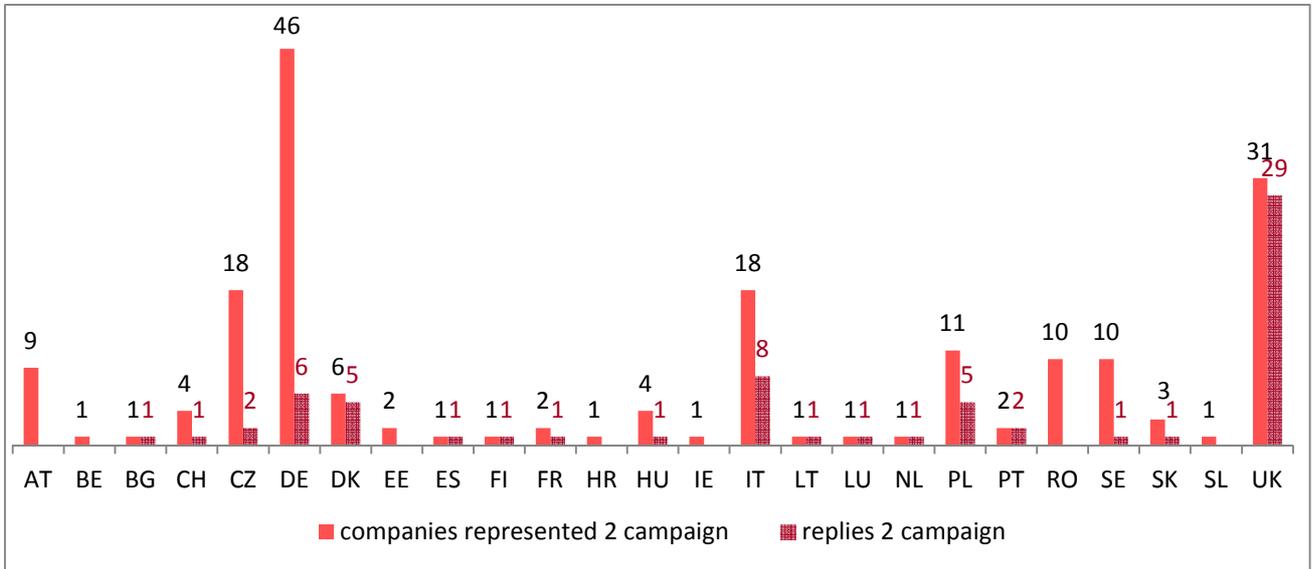


Diagram 3: Companies invited versus replies per country

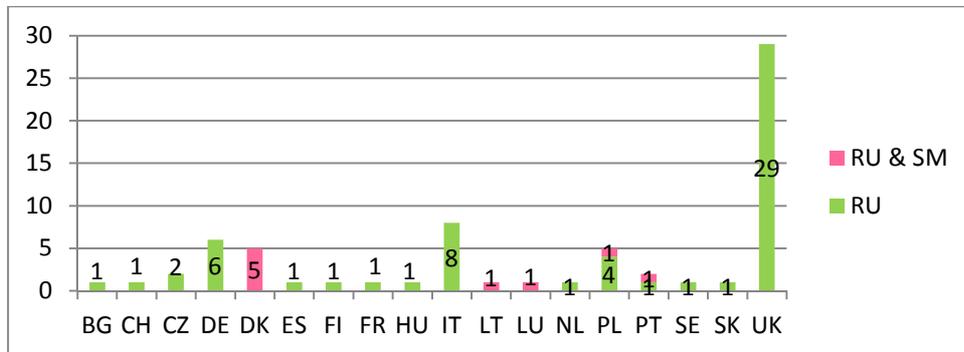


Diagram 4: RU only and RU/SM responses representation

TAP Common Support Group

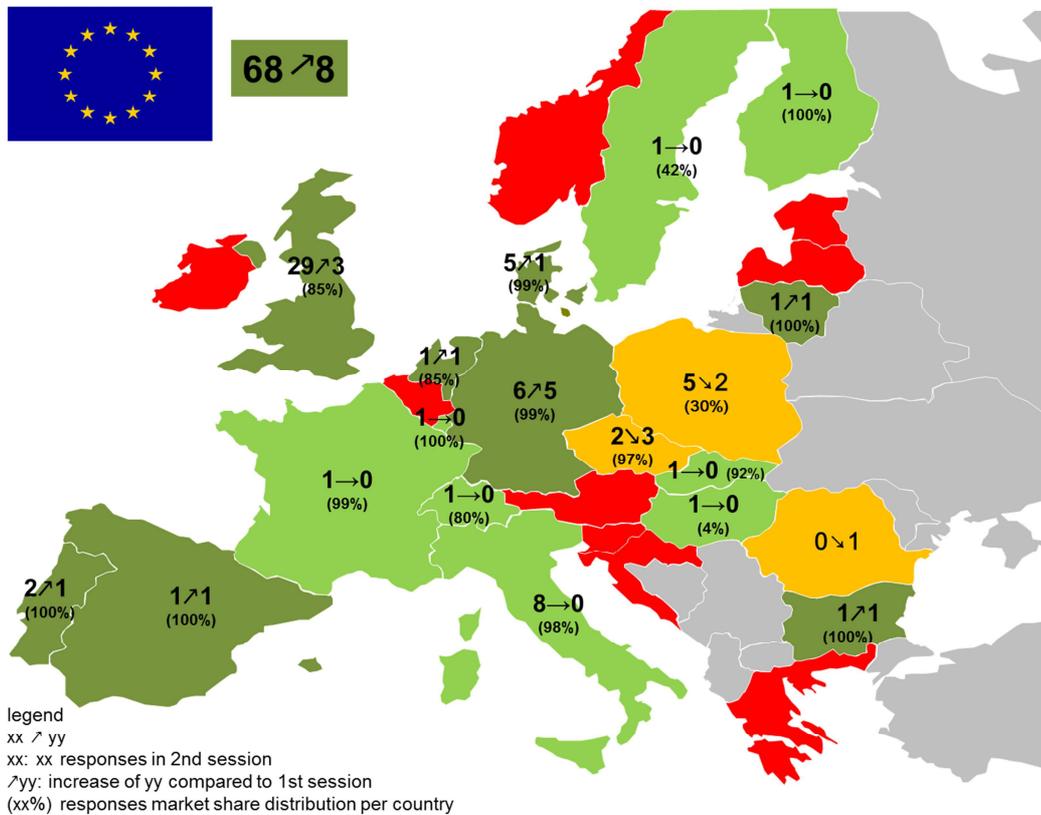


Diagram 5: Distribution of responses and commercial market share per country

In diagram 5 the colours follow the responses changes only, in particular in red colour are showed the member states were a reply hasn't ever been given (9 countries). The percentage is the public service obligation (PSO) market share per country covered by the replying companies. This value is useful also for the evidence about how many feedbacks are expected in each country and from which company's size.

4. IMPLEMENTATION MONITORING OF TAP TSI FUNCTIONS

4. 1. TICKETING

Set of functions to be reported

- 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.

4.1.1. ISSUING VALUE PAPER TICKETS (B6 FORMAT)

The Target Implementation Milestone for realisation of the Issuing value paper tickets for international and foreign sales in B6 format according to the TAP TSI Masterplan was 2012.

Diagram 6 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (65%).

TA number of survey participants are not subject to the TAP TSI requirements as

- the company is not issuing international tickets
- RU has not its own Reservation and Ticketing retail system.

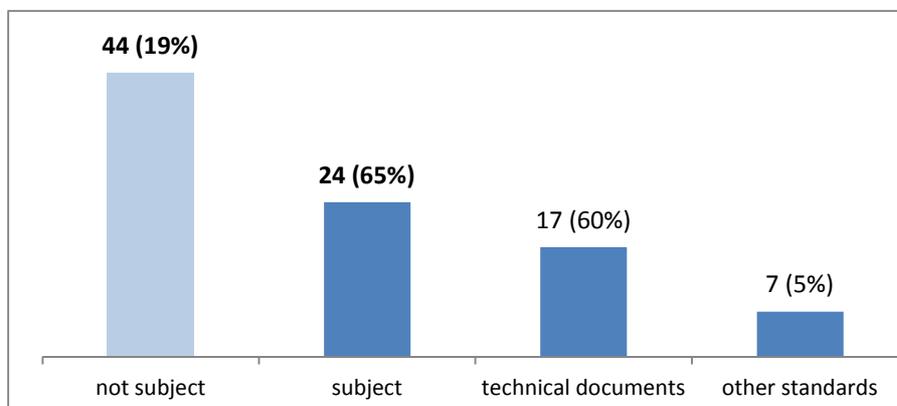


Diagram 6: Issuing value paper tickets - Function application

Diagram 7 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, 47% of the RUs were compliant within 2012.

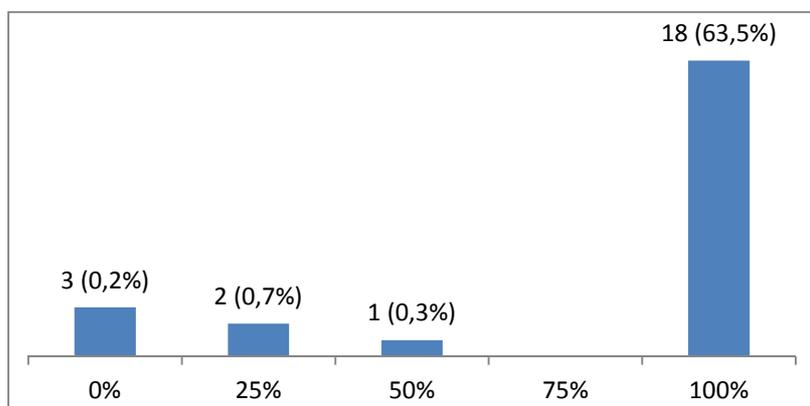


Diagram 7: Issuing value paper tickets - Level of fulfilment

4.1.2. ACCEPTING VALUE PAPER TICKETS (B6 FORMAT)

The Target Implementation Milestone for realisation of the Accepting value paper tickets for international and foreign sales in B6 format according to the TAP TSI Masterplan was 2013.

Diagram 8 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (78%).

A number of survey participants are not subject to the TAP TSI requirements as

- the company is not issuing international tickets
- RU has not its own Reservation and Ticketing retail system.

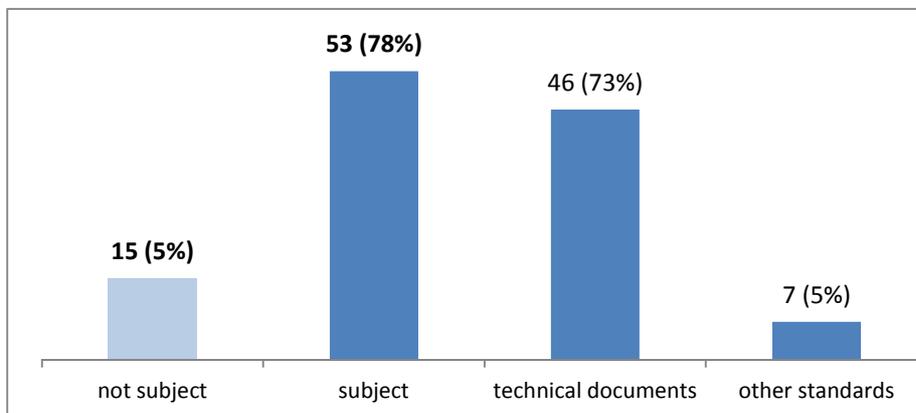


Diagram 8: Accepting value paper tickets - Function application

Diagram 9 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 50% of the RUs were compliant within 2013.

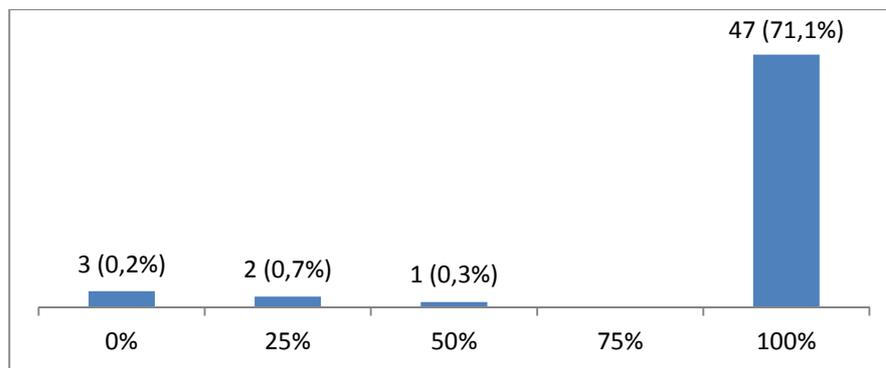


Diagram 9: Accepting value paper tickets - Level of fulfilment

4.1.3. ISSUING HOME PRINTED TICKETS (B7 FORMAT).

The Target Implementation Milestone for realisation of the Issuing home printed tickets for international and foreign sales in B7 format according to the TAP TSI Masterplan was 2015.

Diagram 10 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (58%).

A number of survey participants are not subject to the TAP TSI requirements as

- the company is not issuing international tickets.

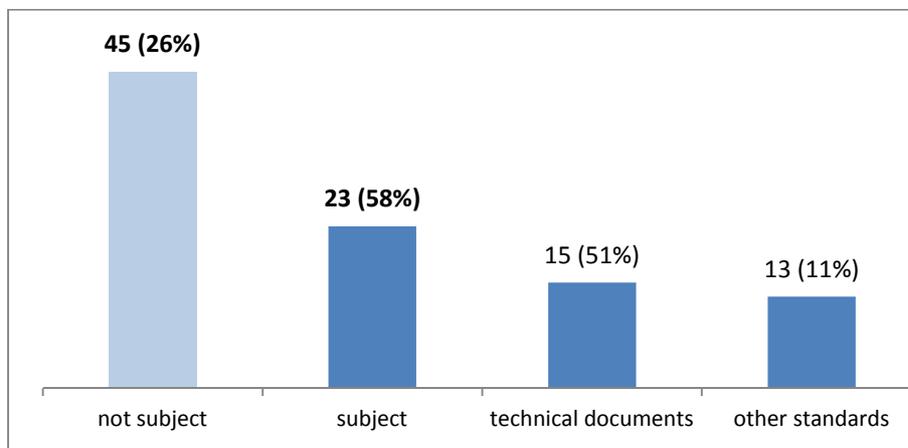


Diagram 10: Issuing home printed tickets - Function application

Diagram 11 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, more than 50% of the relevant RU markets were compliant within 2015.

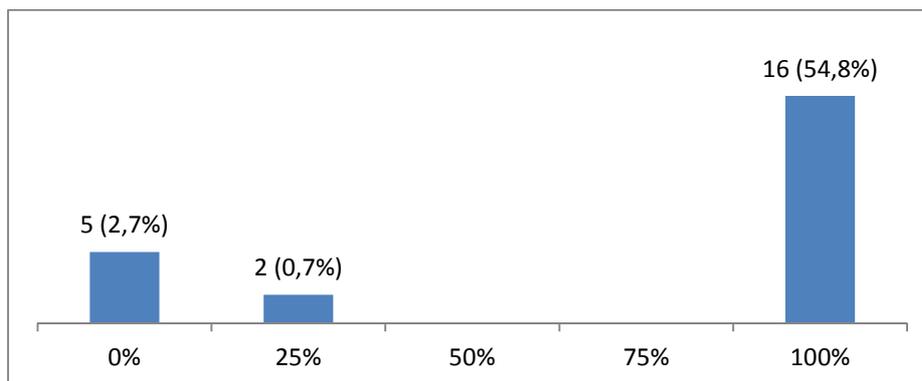


Diagram 11: Issuing home printed tickets - Level of fulfilment

4.1.4. ACCEPTING HOME PRINTED TICKETS (B7 FORMAT).

The Target Implementation Milestone for realisation of the Accepting home printed tickets for international and foreign sales in B7 format according to the TAP TSI Masterplan was 2015.

Diagram 12 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (58%).

A number of survey participants are not subject to the TAP TSI requirements as

- Their company is not issuing and obliged to accept home printed international tickets.

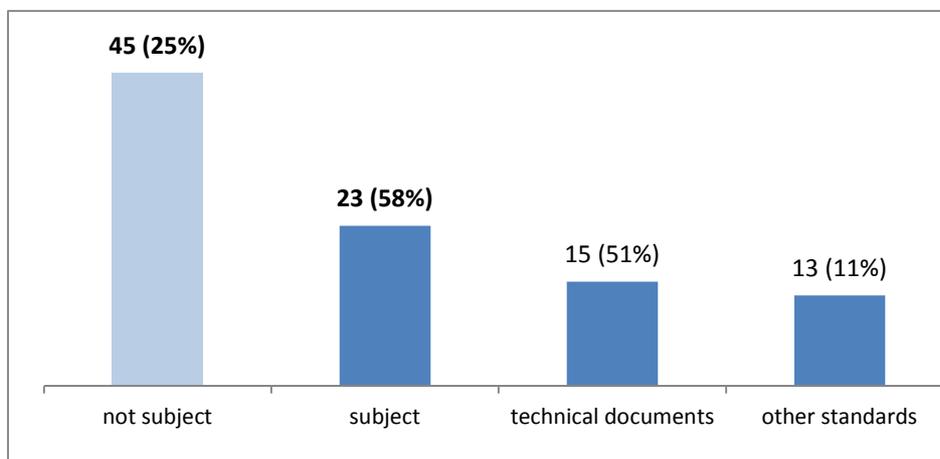


Diagram 12: Accepting home printed tickets - Function application

Diagram 13 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, 44% of the RUs were compliant within 2015.

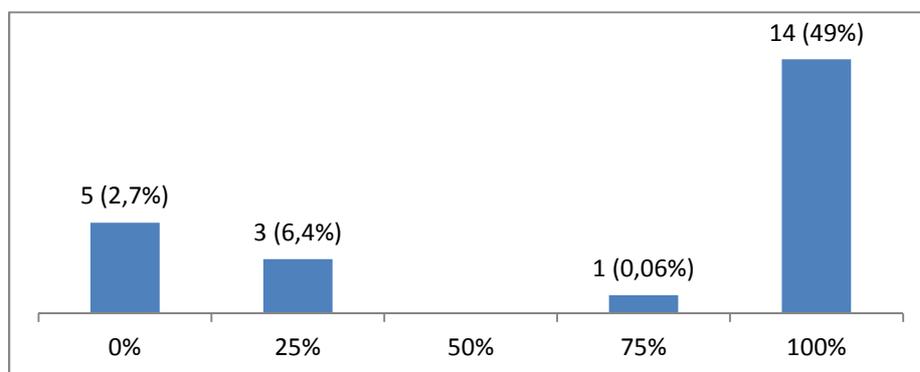


Diagram 13: Accepting home printed tickets - Level of fulfilment

4.2. RESERVATION

Set of functions to be reported

- Sending PRM assistance reservation requests via IT communication to agreed RU`s, IM's and SM's in B10 format
- Answering PRM assistance reservation requests via IT-communication from agreed RU`s and agreed 3rd parties in B10 format
- Sending reservations requests to agreed RUs in B5 format
- Answering reservation requests from agreed RUs/TVs in B5 format
- Sending reservation requests for bicycle carriage to agreed RUs in B5 format
- Answering reservation requests for bicycle carriage to agreed RUs in B5 format
- Sending reservation requests for car carriage to agreed RUs in B5 format
- Answering reservation requests for car carriage to agreed RUs in B5 format

4.2.1. SENDING PRM ASSISTANCE RESERVATION REQUESTS (B10 FORMAT)

The Target Implementation Milestone for realisation of the Sending PRM assistance reservation requests via IT communication to agreed RU's, IM's and SM's in B10 format according to the TAP TSI Masterplan was 2013.

Diagram 14 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (72%), many companies are using UIC PRM-Assistance-Booking tool.

- A number of survey participants are not subject to the TAP TSI requirements as PRM reservation is not made through IT systems (email, sms, telephone)
- the service is supplied to another company.

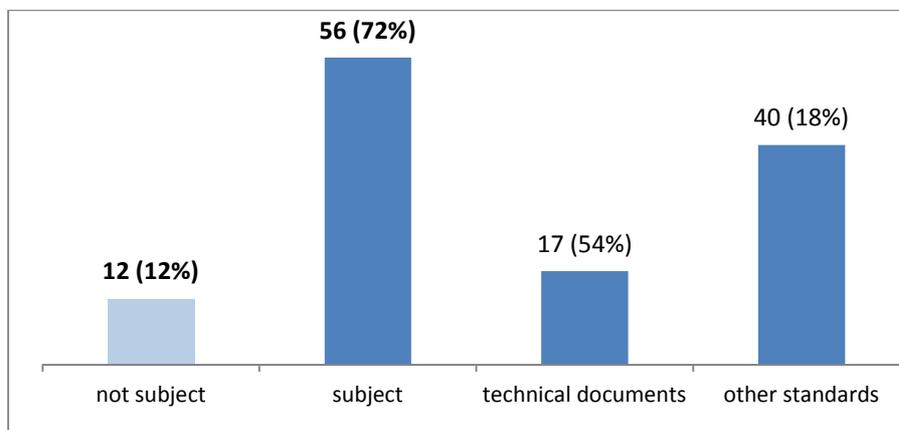


Diagram 14: Sending PRM assistance reservation requests - Function application

Diagram 15 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, 20% of the RUs were compliant within 2013.

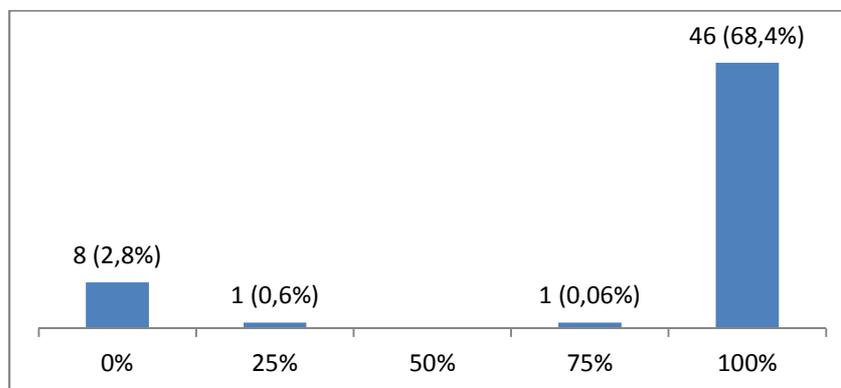


Diagram 15: Sending PRM assistance reservation requests - Level of fulfilment

4.2.2. ANSWERING PRM ASSISTANCE RESERVATION REQUESTS (B10 FORMAT)

The Target Implementation Milestone for realisation of the Answering PRM assistance reservation requests via IT communication to agreed RU's, IM's and SM's in B10 format according to the TAP TSI Masterplan was 2013.

Diagram 16 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (72%), many companies are using UIC PRM-Assistance-Booking tool.

A number of survey participants are not subject to the TAP TSI requirements as

- PRM reservation is not made through IT systems (email, sms, telephone)
- the service is supplied to another company.

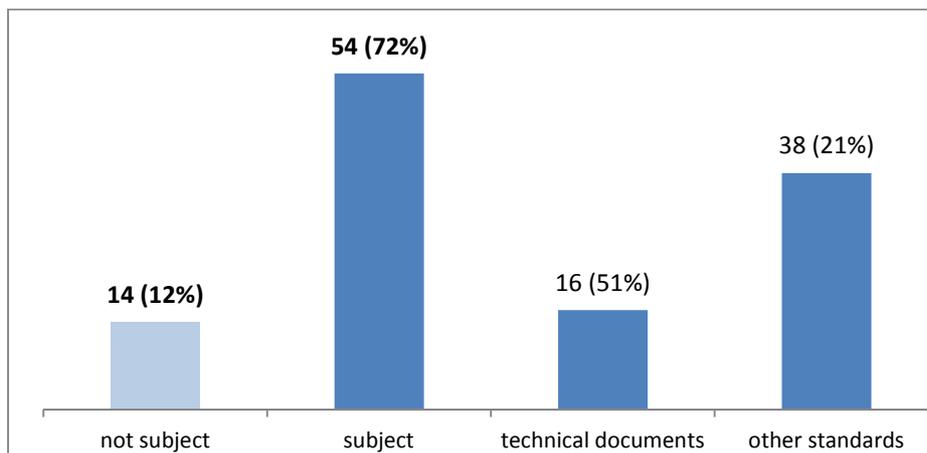


Diagram 16: Answering PRM assistance reservation requests - Function application

Diagram 17 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 20% of the RUs were compliant within 2013.

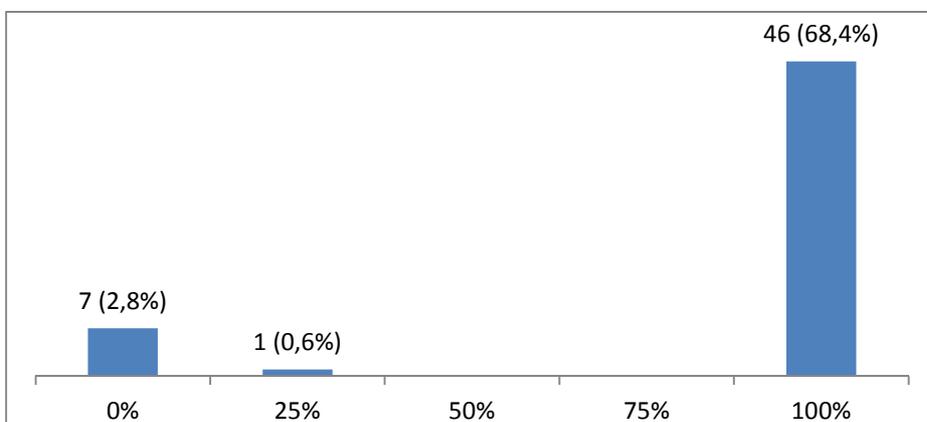


Diagram 17: Answering PRM assistance reservation requests - Level of fulfilment

4.2.3. SENDING RESERVATIONS REQUESTS (B5 FORMAT)

The Target Implementation Milestone for realisation of the Sending reservations requests to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 18 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (covering a market share of 78%).

- A number of survey participants are not subject to the TAP TSI requirements as no seats' reservation
- national distribution systems in place
- not providing the service together with partners.

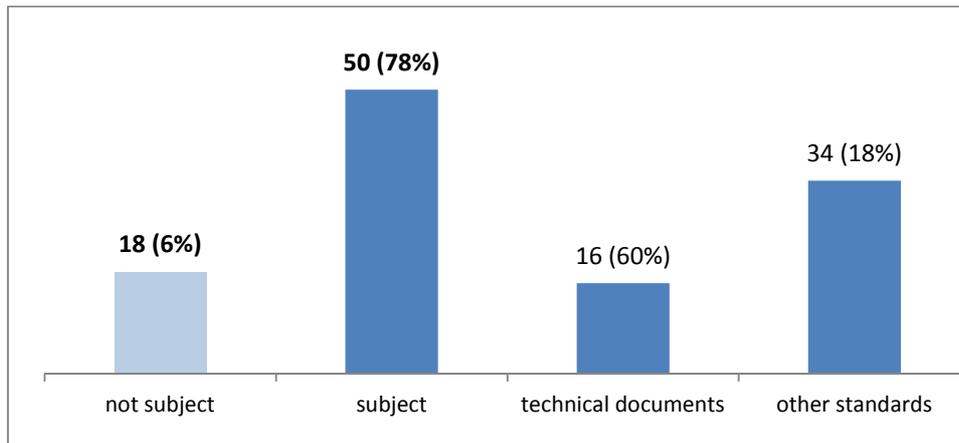


Diagram 18: Sending reservations requests - Function application

Diagram 19 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 20% of the RUs were compliant within 2015.

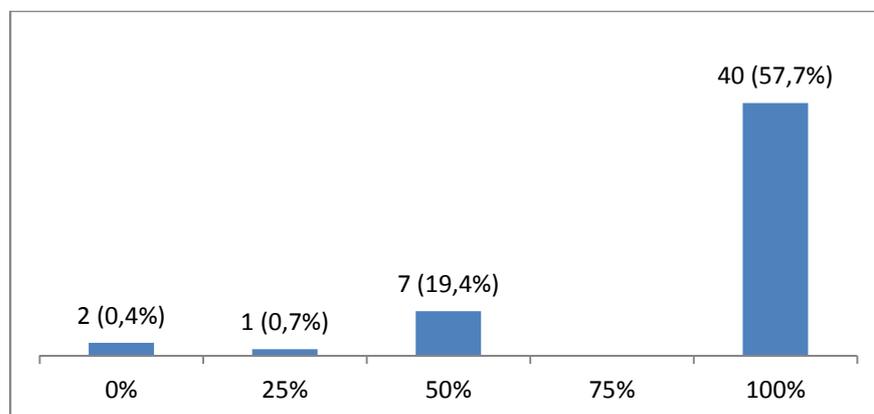


Diagram 19: Sending reservations requests - Level of fulfilment

4.2.4. ANSWERING RESERVATIONS REQUESTS (B5 FORMAT)

The Target Implementation Milestone for realisation of the Answering reservations requests to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 20 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (78%).

A number of survey participants are not subject to the TAP TSI requirements as

- no seats' reservation at the moment (e.g. regional trains)
- there are national distribution systems in place.

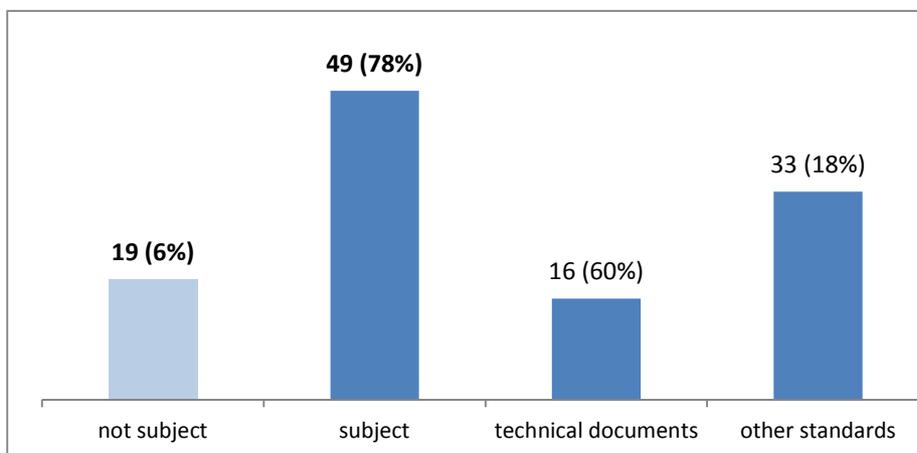


Diagram 20: Answering reservations requests - Function application

Diagram 21 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 20% of the RUs were compliant within 2015.

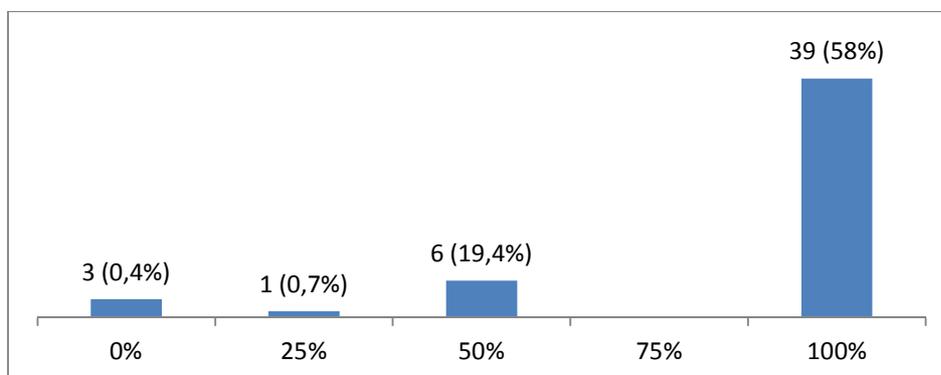


Diagram 21: Answering reservations requests - Level of fulfilment

4.2.5. SENDING RESERVATION REQUESTS FOR BICYCLE CARRIAGE (B5 FORMAT)

The Target Implementation Milestone for realisation of the Sending reservation requests for bicycle carriage to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 22 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (78%).

- A number of survey participants are not subject to the TAP TSI requirements as the service of booking the bicycle transport is not offered
- national regional tools are used.

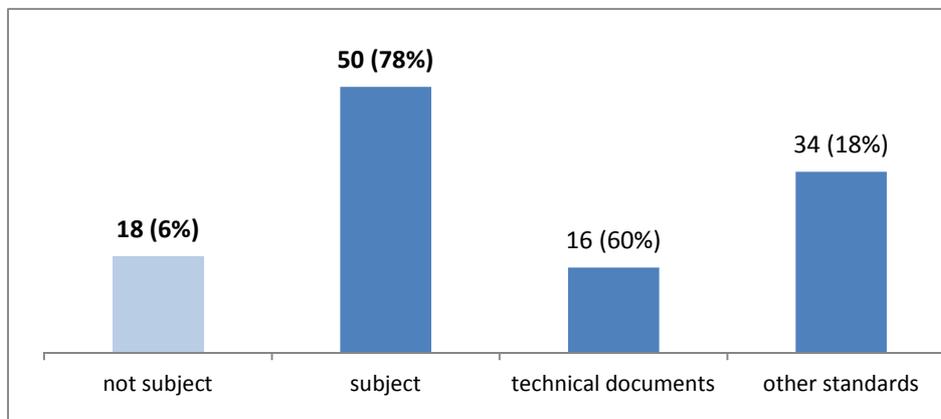


Diagram 22: Sending reservation requests for bicycle carriage - Function application

Diagram 23 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 15% of the RUs were compliant within 2015.l

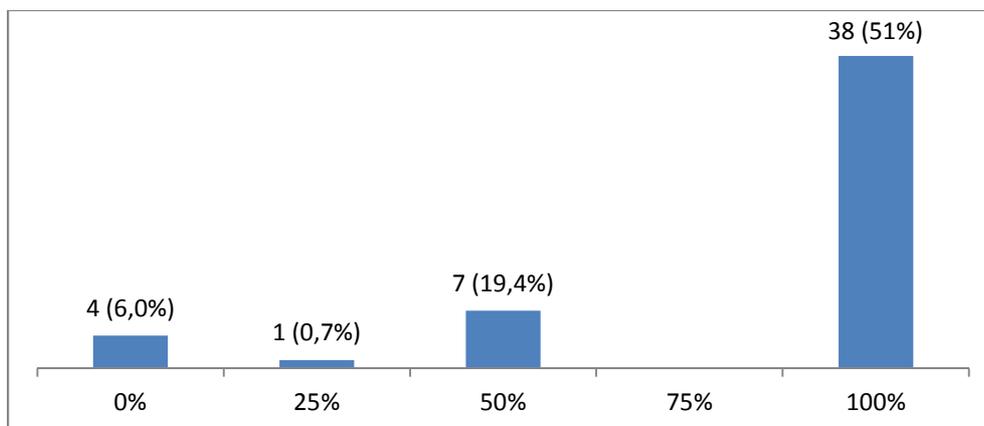


Diagram 23: Sending reservation requests for bicycle carriage - Level of fulfilment

4.2.6. ANSWERING RESERVATION REQUESTS FOR BICYCLE CARRIAGE (B5 FORMAT)

The Target Implementation Milestone for realisation of the Answering reservation requests for bicycle carriage to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 24 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (77%).

- A number of survey participants are not subject to the TAP TSI requirements as the service is not offered or national regional tools are used.

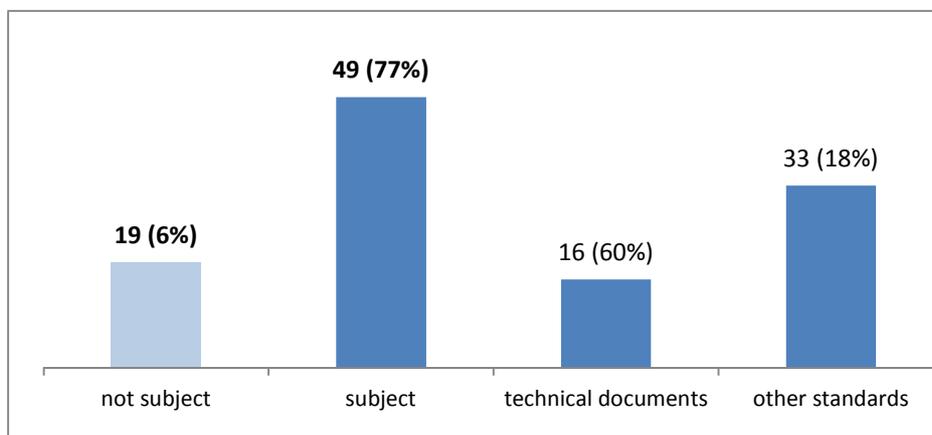


Diagram 24: Answering reservation requests for bicycle carriage - Function application

Diagram 25 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 15% of the RUs were compliant within 2015.

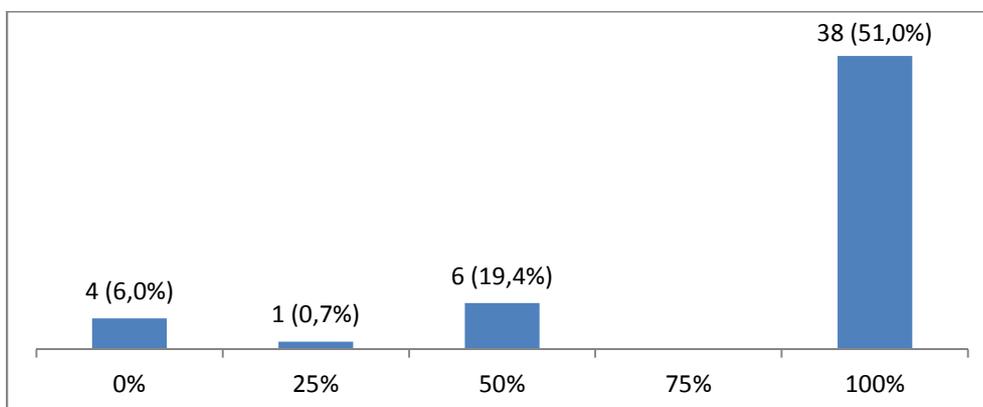


Diagram 25: Answering reservation requests for bicycle carriage - Level of fulfilment

4.2.7. SENDING RESERVATION REQUESTS FOR CAR CARRIAGE (B5 FORMAT)

The Target Implementation Milestone for realisation of the Sending reservation requests for car carriage to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 26 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage). A good part of the european companies replying to the campaign declare to be subject to implement the function (50%).

- A number of survey participants are not subject to the TAP TSI requirements as there is no car carriage in place.

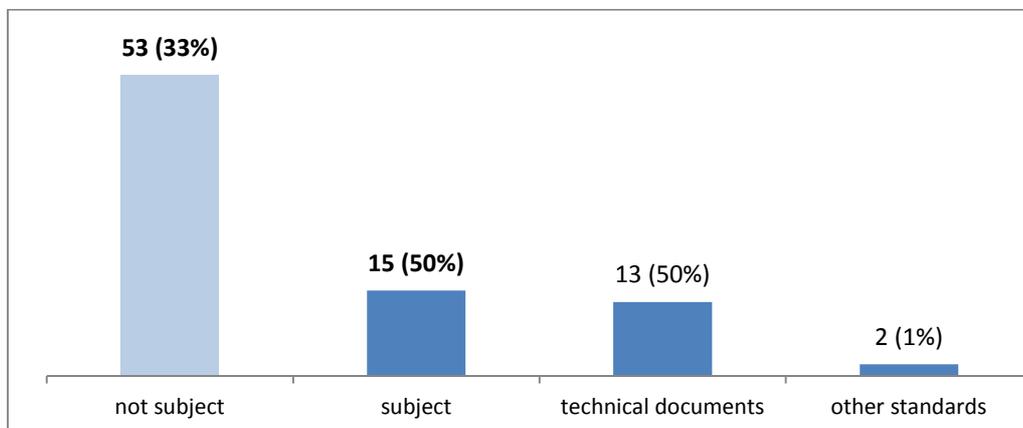


Diagram 26: Sending reservation requests for car carriage - Function application

Diagram 27 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 2% of the RUs were compliant within 2015.

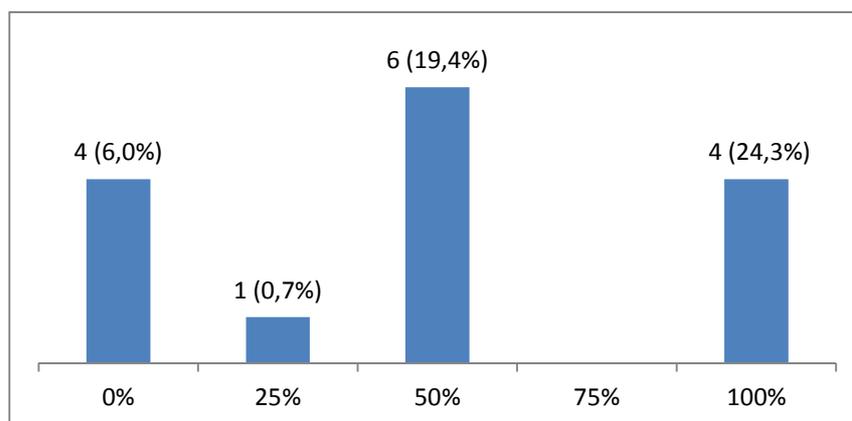


Diagram 27: Sending reservation requests for car carriage - Level of fulfilment

4.2.8. ANSWERING RESERVATION REQUESTS FOR CAR CARRIAGE (B5 FORMAT)

The Target Implementation Milestone for realisation of the Answering reservation requests for car carriage to agreed RUs in B5 format according to the TAP TSI Masterplan was 2015.

Diagram 28 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage). Some of the european companies replying to the campaign declare to be subject to implement the function (41%).

- A number of survey participants are not subject to the TAP TSI requirements as there is no car carriage in place.

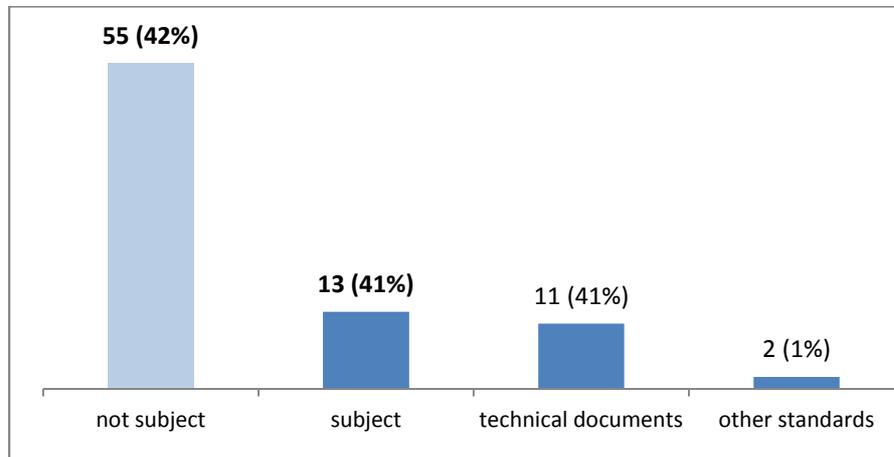


Diagram 28: Answering reservation requests for car carriage - Function application

Diagram 29 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 2% of the RUs were compliant within 2015.

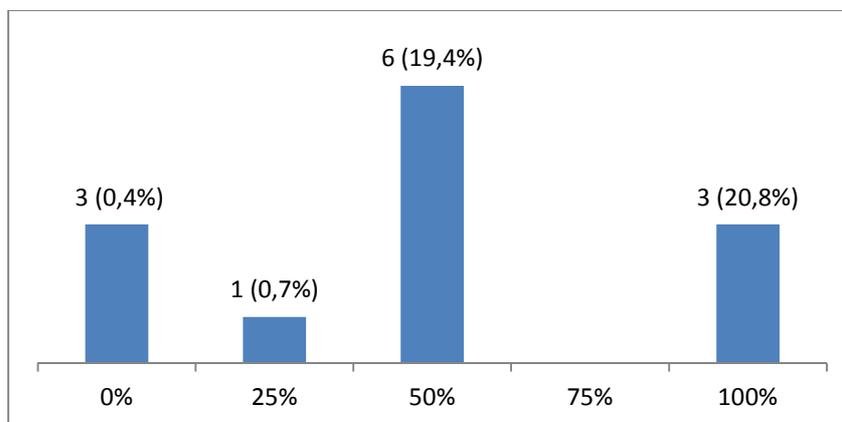


Diagram 29: Answering reservation requests for car carriage - Level of fulfilment

4.3. TIMETABLE

Set of functions to be reported

- Timetable made available in B4 format to other RUs, PAs, 3rd Parties

4.3.1. TIMETABLE (B4 FORMAT)

The Target Implementation Milestone for realisation of the Timetable made available to other RUs, public authorities, Third Parties in B4 format according to the TAP TSI Masterplan was 2016.

Diagram 30 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (82%). Many companies are using UIC MERITS tool.

- A number of survey participants are not subject to the TAP TSI requirements as in some member states the IMs make available the timetable to the RUs.

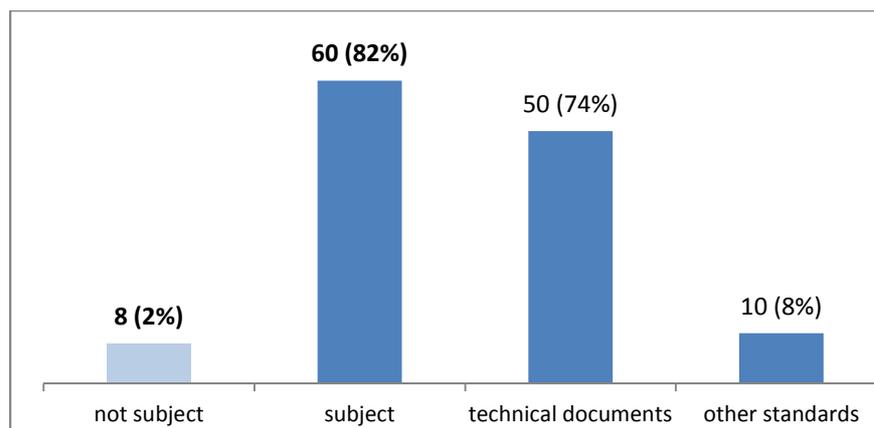


Diagram 30: Timetable - Function application

Diagram 31 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 20% of the RUs were compliant within 2016.

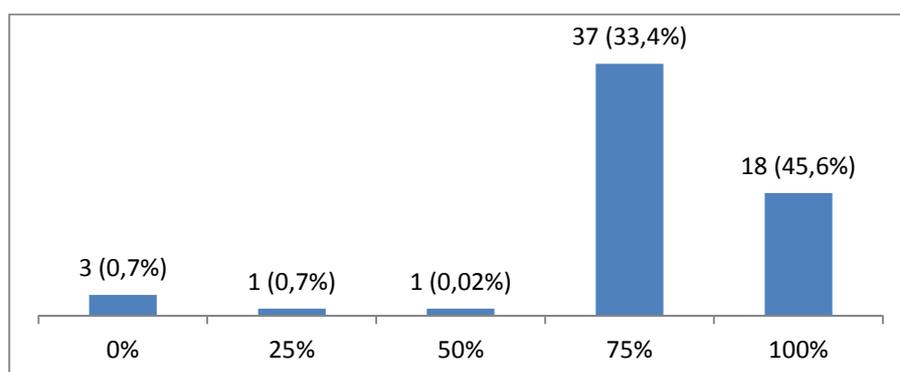


Diagram 31: Timetable - Level of fulfilment

4.4. TARIFF

Set of functions to be reported

- NRT Tariffs/fares for international and foreign sales to public authorities, authorised RUs and third parties in B1 format
- IRT Tariffs/fares for international and foreign sales to public authorities, authorised RUs and third parties in B2 format
- Special Tariffs/fares for international and foreign sales to public authorities, authorised RUs and third parties in B3 format

4.4.1. NRT TARIFFS/FARES (B1 FORMAT)

The Target Implementation Milestone for realisation of the NRT Tariff/Fares for international and foreign sales to public authorities, authorized RUs and Third Parties in B1 format according to the TAP TSI Masterplan was 2016.

Diagram 32 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be subject to implement the function (61%). Many companies are using UIC Prifis delivering NRT data once a year according to UIC 108.1 (travel right fare) and UIC 108.2 (seat fares).

- A number of survey participants are not subject to the TAP TSI requirements as RU belongs to local/regional company, not exporting tariff to RUs not based in the same member state.

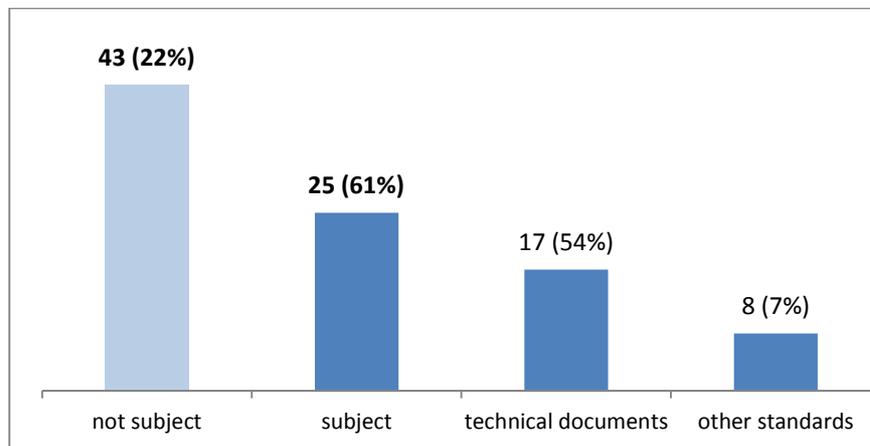


Diagram 32: NRT Tariff/Fares - Function application

Diagram 33 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 35% of the RUs were compliant within 2016.

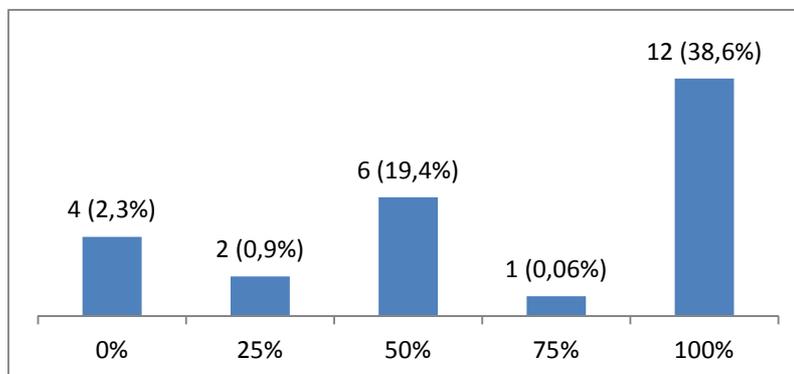


Diagram 33: NRT Tariff/Fares - Level of fulfilment

4.4.2. IRT TARIFFS/FARES (B2 FORMAT)

The Target Implementation Milestone for realisation of the IRT Tariff/Fares for international and foreign sales to public authorities, authorized RUs and Third Parties in B2 format according to the TAP TSI Masterplan was 2016.

Diagram 34 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare to be not subject to implement the function (45%).

- A number of survey participants are not subject to the TAP TSI requirements as RU belongs to local/regional company, not exporting tariff to RUs not based in the same member state
- not offering IRT fares.

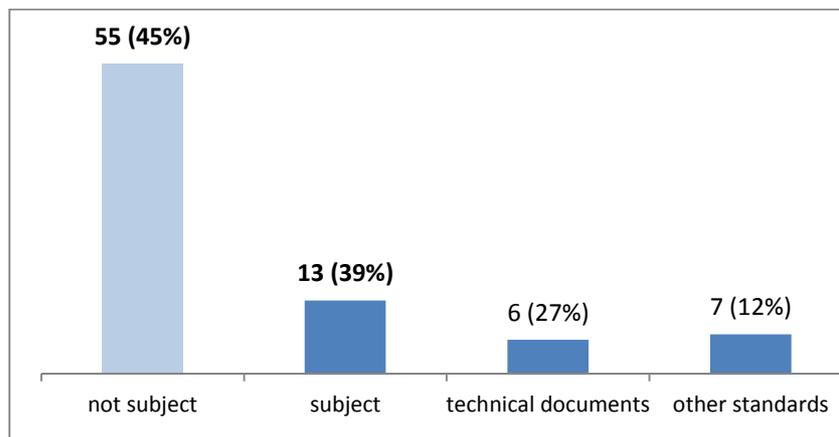


Diagram 34: IRT Tariff/Fares - Function application

Diagram 35 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

Based on the weighting factor, almost 30% of the RUs were compliant within 2016.

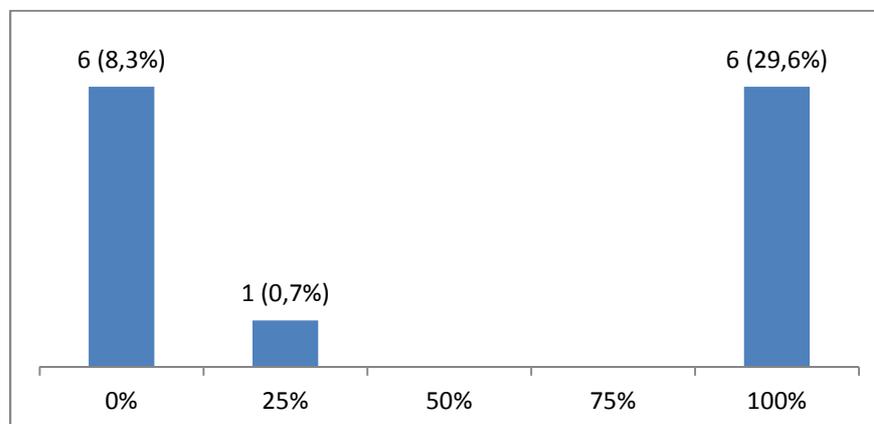


Diagram 35: IRT Tariff/Fares - Level of fulfilment

4.4.3. SPECIAL TARIFFS/FARES (B3 FORMAT)

The Target Implementation Milestone for realisation of the Special Tariff/Fares for international and foreign sales to public authorities, authorized RUs and Third Parties in B3 format according to the TAP TSI Masterplan is 2020.

Diagram 36 indicates the companies subject and not to implementing the function in absolute terms (number of responses) and on european basis according to passengerkm factor (percentage).

Most of the european companies replying to the campaign declare not to be subject to implement the function (61%).

- A number of survey participants are not subject to the TAP TSI requirements as the product is not provided
- tariff exchange takes place only with RUs based in the same member state.

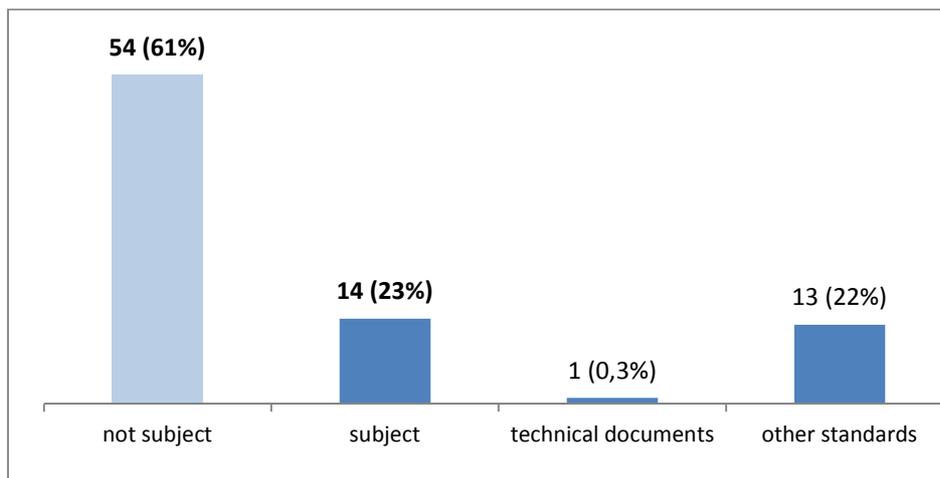


Diagram 36: Special Tariff/Fares - Function application

Diagram 37 indicates the distributions of the RUs (level of fulfilment) subject to implement the function in numerical values and in brackets in terms of passengerkm weighting factor.

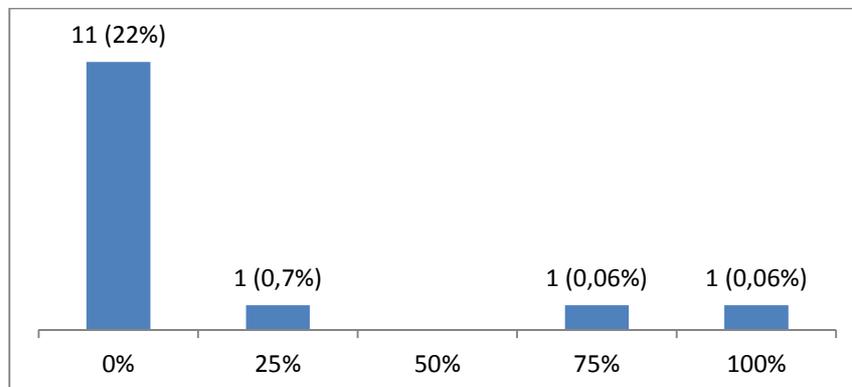


Diagram 37: Special Tariff/Fares - Level of fulfilment

5. ISSUES AND RISKS

Survey participants were able to declare the risks and the issues in dedicated answer for each function. The questions were facultative and it was possible to choose freely all the reasons applied or indicate others.

A risk is <<an uncertain event that, if it occurs, will have a positive or negative effect on a project objective>>. Only companies that have not fully implemented the function have been considered.

Diagram 38 indicates the replies based on the weighted factor. Also the number of inputs and the companies reporting are represented.

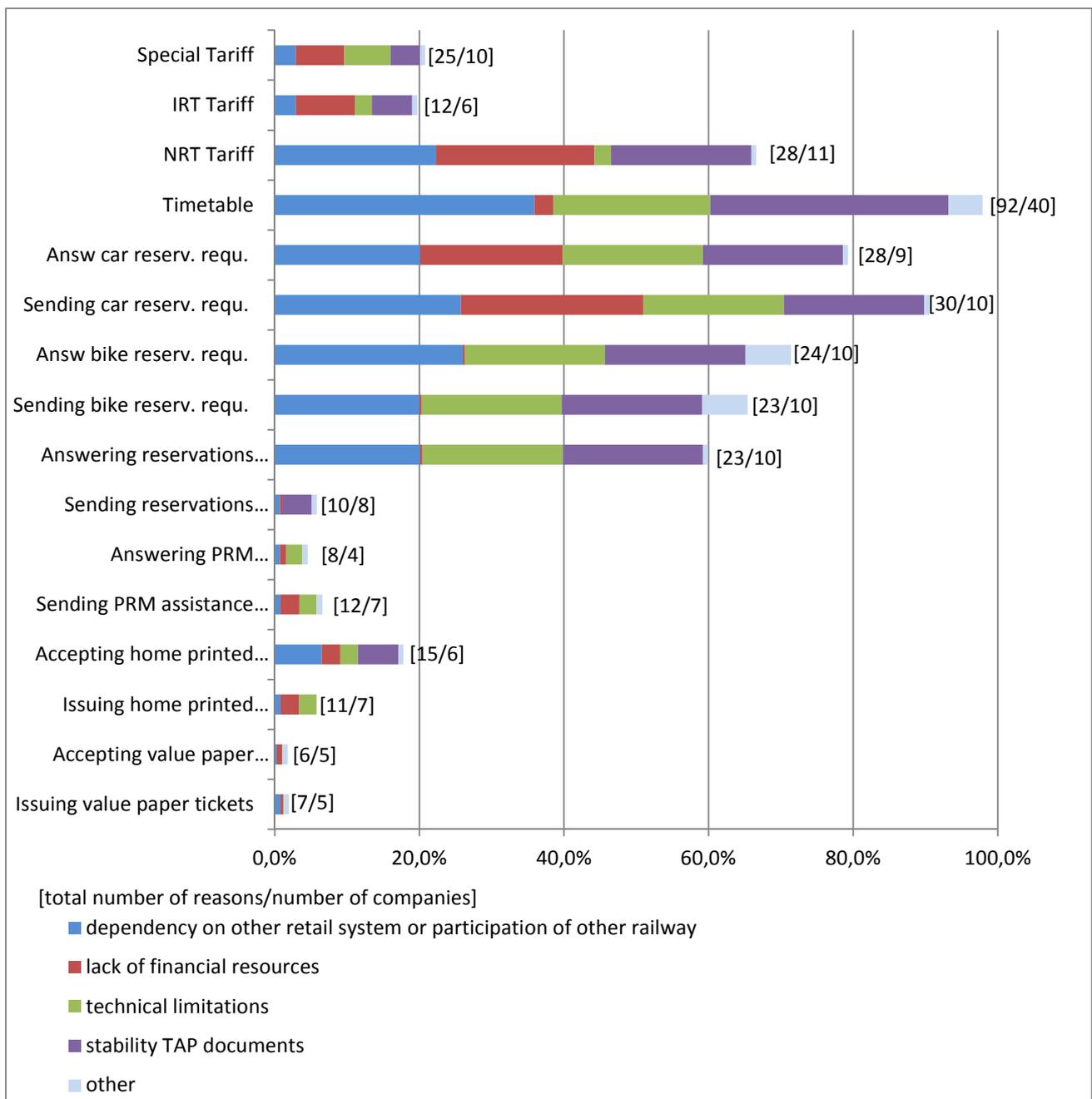


Diagram 38: Risks declared

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>>.

Diagram 39 indicates the replies based on the weighted factor. Also the number of inputs and the companies reporting are represented.

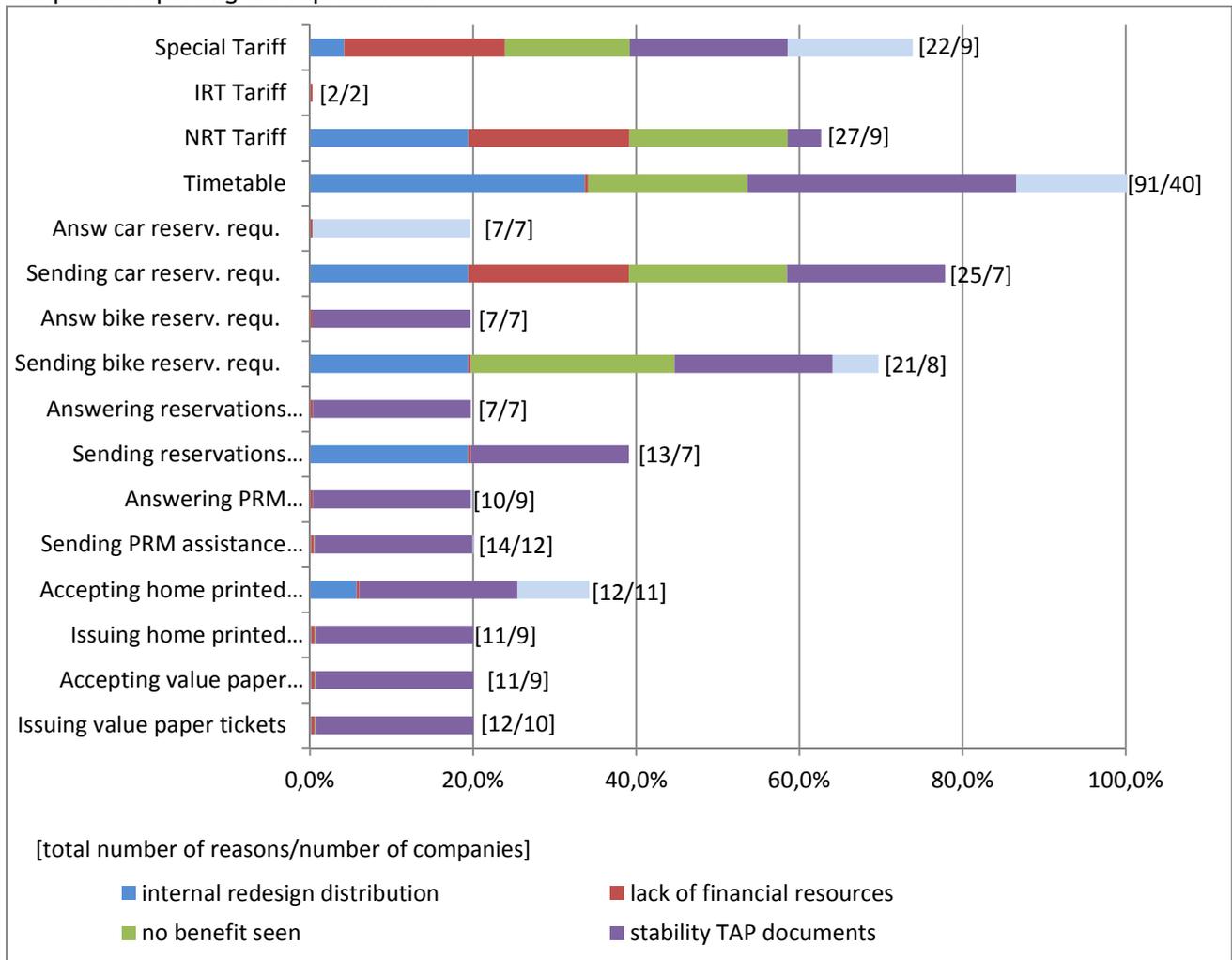


Diagram 39: Issues declared

The functions which have reported relevant values based on the weighting factor are:

- Sending reservation requests;
- Answering reservation requests;
- Answering reservation requests for bicycle;
- Sending reservation requests for bicycle;
- Answering reservation requests for car carriage
- Sending reservation requests for car carriage
- Timetable
- NRT Tariff/fares
- Special Tariff/fares.

6. CONCLUSION AND FINDINGS

This reporting campaign has covered a higher number of companies (+25 than the previous one), thanks to NCPs dissemination, nevertheless the list of Project Managers is still not completely useable, e.g. with mail addresses like info@XXX.

The newly inserted weighting factor has clearly corrected the different situations of market structures in EU countries and it has harmonised the picture as well as improved the overall view of progress and the efforts of the sector .

The results do also clearly show the importance of stable documents as this reason had been reported many times as an issue.

The activities required in the previous campaign were satisfied: the CSG tool was performing well; the questionnaire pdf file was sent in advance by ERA to NCPs, for their eventual translation upon convenience, and to each PM in the invitation mail; the questionnaire structure had a review with the introduction of some mandatory questions and the details on risks and issues.

At this stage is not suggested to take in consideration automatically the responses in the previous survey for the RUs which have not replied in this current campaign as it was noticed that in some cases the same questions have not been replied homogenously in the two campaigns.

The questionnaire's analysis has been presented using both numerical absolute value and the weighted factor (passengers-km) per company.

The following activities are suggested for the next implementation report:

- To insert a question regarding the common sector tool used (UIC Merits, UIC Prifis, National tool - free text, Other international tool - free text)
- to increase the dissemination through the NCPs in those member states where a response has never been given (9 countries)
- to merge risks and issues in one question
- due to the high number of out of office receive, to discuss at ICG in March, whether the ICG in March 2019 could be shifted towards end of January in order to shift the reporting period back for one week (avoid first week of January).
- to update the market share of the railway undertakings through the NCPs (passengerkm).

ANNEX 1: MEMBERS OF THE IMPLEMENTATION REPORTING GROUP (IRG)

Last Name	First Name	Company	e-mail
Arms (Chair)	Jan-Christian	DB AG	jan-christian.arms@deutschebahn.com
Achermann	Rudolf	SBB	rudolf.achermann@sbb.ch
Achille	Vito Sante	RFI	v.achille@rfi.it
Lo Duca	Carmen	Trenitalia	c.loduca@trenitalia.it
Mastrodonato	Emanuele	CER	ema@cer.be
Weber	Christian	SNCF	christian.weber@sncf.fr

ANNEX 2: RESPONSES CONTACT LIST

Nr.	Member State	Type of Company	Company name	Reporting Entity
1	BG	RU	"BDZ Passenger Services" Ltd.	
2	CH	RU	SBB AG, Passenger Division	
3	CZ	RU	Ceske drahy, a.s.	
4	CZ	RU	Leo Express	
5	DE	RU	DB Fernverkehr AG	DB AG
6	DE	RU	DB Regio AG	DB AG
7	DE	RU	DB RegioNetz Verkehr GmbH	DB AG
8	DE	RU	DB ZugBus Regionalverkehr Alb-Bodensee GmbH	DB AG
9	DE	RU	S-Bahn Hamburg GmbH	DB AG
10	DE	RU	S-Bahn Berlin GmbH	DB AG
11	DK	RU & SM	DSB	
12	DK	RU & SM	Lokaltog	
13	DK	RU & SM	Nordjyske Jernbaner	
14	DK	RU & SM	Midtjyske	
15	DK	RU & SM	Arriva	
16	ES	RU	RENFE VIAJEROS	
17	FI	RU	VR Group	
18	FR	RU	SNCF Mobility	
19	HU	RU	GYSEV Zrt.	
20	IT	RU	Trasporto Passeggeri Emilia Romagna	
21	IT	RU	SNCF Voyages Italia S.r.l.	
22	IT	RU	FERROVIE DEL GARGANO	
23	IT	RU	Italo - Nuovo Trasporto Viaggiatori S.p.A.	
24	IT	RU	Trenitalia S.p.A.	
25	IT	RU	Trasporto Ferroviario Toscano SpA	
26	IT	RU	TRENTINO TRASPORTI ESERCIZIO SPA	
27	IT	RU	SAD - Trasporto Locale SpA	
28	LT	RU & SM	JSC „Lithuanian Railways“	

TAP Common Support Group

Nr.	Member State	Type of Company	Company name	Reporting Entity
29	LU	RU & SM	CFL	
30	NL	RU	NS International	
31	PL	RU & SM	PKP Szybka Kolej Miejska w Trójmieście Sp. z o. o.	
32	PL	RU	"Koleje Mazowieckie - KM" sp. z o.o.	
33	PL	RU	Koleje Śląskie Spółka z o.o.	
34	PL	RU	Łódzka Kolej Aglomeracyjna Sp. z o.o.	
35	PL	RU	Koleje Dolnośląskie S.A.	
36	PT	RU & SM	Fertagus, S.A.	
37	PT	RU	CP - Comboios de Portugal, E.P.E.	
38	SE	RU	Hector Rail AB	
39	SK	RU	Železničná spoločnosť Slovensko, a.s.	
40	UK	RU	Arriva Trains Wales	Rail Delivery Group (RDG)
41	UK	RU	C2C	Rail Delivery Group (RDG)
42	UK	RU	Caledonia Sleeper	Rail Delivery Group (RDG)
43	UK	RU	Chiltern Railways	Rail Delivery Group (RDG)
44	UK	RU	CrossCountry	Rail Delivery Group (RDG)
45	UK	RU	East Midlands Trains	Rail Delivery Group (RDG)
46	UK	RU	Gatwick Express	Rail Delivery Group (RDG)
47	UK	RU	Grand Central	Rail Delivery Group (RDG)
48	UK	RU	Great Northern	Rail Delivery Group (RDG)
49	UK	RU	Great Western Railway	Rail Delivery Group (RDG)
50	UK	RU	Greater Anglia	Rail Delivery Group (RDG)
51	UK	RU	Heathrow Connect	Rail Delivery Group (RDG)
52	UK	RU	Heathrow Express	Rail Delivery Group (RDG)
53	UK	RU	Hull Trains	Rail Delivery Group (RDG)
54	UK	RU	Island Line	Rail Delivery Group (RDG)
55	UK	RU	London Midland	Rail Delivery Group (RDG)
56	UK	RU	London Overground	Rail Delivery Group (RDG)
57	UK	RU	Merseyrail	Rail Delivery Group (RDG)
58	UK	RU	Northern	Rail Delivery Group

TAP Common Support Group

Nr.	Member State	Type of Company	Company name	Reporting Entity
				(RDG)
59	UK	RU	ScotRail	Rail Delivery Group (RDG)
60	UK	RU	South West Trains	Rail Delivery Group (RDG)
61	UK	RU	Southeastern	Rail Delivery Group (RDG)
62	UK	RU	Southern	Rail Delivery Group (RDG)
63	UK	RU	Stansted Express	Rail Delivery Group (RDG)
64	UK	RU	TfL Rail	Rail Delivery Group (RDG)
65	UK	RU	Thameslink	Rail Delivery Group (RDG)
66	UK	RU	TransPennine Express	Rail Delivery Group (RDG)
67	UK	RU	Virgin Trains	Rail Delivery Group (RDG)
68	UK	RU	Virgin Trains East Coast	Rail Delivery Group (RDG)

Disclaimer

The Common Support Group (CSG)

The CSG is the key central driver of the rail sector for the TAP TSI implementation. It is a voluntary organization composed of representatives and speakers of the relevant sector associations and their respective member railways.