



ALLRAIL
The Future of Passenger Rail

Session C Rail session on through-ticketing

**10th Florence Intermodal Forum
Towards EU-wide intermodal ticketing
2nd May 2022**

Who is ALLRAIL?



Alliance of Rail New Entrants (ALLRAIL) is the European non-profit association of independent passenger rail companies –the public affairs group for challengers in the sector



ALLRAIL was established in May 2017, based in Brussels, Belgium.

Since 2019, ALLRAIL has had the status of an official representative body for the EU rail sector

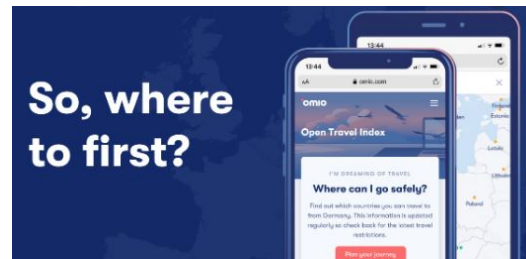


Our members share the belief that **faster market opening** is the only way to help Europe achieve its ambitious climate change targets as set down in the EU Green Deal. Here are some of them:



What Do We Want?

Easier booking → more trains → better quality
Lower prices → more demand → modal shift



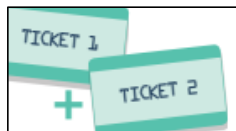
Better Through Ticketing crucial to the growth of cross-border long distance passenger rail

The Problem - Part 1:

Currently, there are only a very limited number of through tickets for cross-border rail journeys with cheapest fares and/or fastest travel times between any 2 rail stations

However, a passenger may get very lucky and discover that cheaper/faster/more frequent rail options between any 2 rail stations actually do exist, albeit with separate tickets / separate transport contracts involving a change of trains during the journey

Generally speaking: **independent ticket vendors** show & sell most CJ options, because incumbent in-house ticket vendors famously refuse to sell new entrant operators:



- For clarification: In some cases, there might also be a through ticket between the same 2 stations – but is more expensive, slower or less frequent and not attractive enough to wins travellers to rail, away from flights and the private car

Better Through Ticketing crucial to the growth of cross-border long distance passenger rail

The Problem - Part 2:

But even if passengers get lucky and find such a “*combined journey*” – meaning separate tickets/transport contracts involving a change of trains (but respecting Minimum Connection Times) as part of the same booking transaction, then there is still a huge risk, writes world’s most famous rail blogger, The Man in Seat61 Mark Smith:



“while many longer journeys in Europe are easily accomplished by a single flight....(note by ALLRAIL: or single bus or car road trip) the equivalent rail journey requires several legs and operators – bringing in a missed connection risk that does not apply to air travel”

“But with separate non-flex tickets, often tied to a specific train and worthless if you miss it, a missed connection may mean buying new onward tickets at expensive, full-flex prices.” (The Independent, March 2018)

Why are combined journeys good for modal shift?

Many longer cross-border journeys require 2+ legs and operators

- Combined journey can enable myriad of new rail options, especially (*but not only*) if a new entrant operator is part of the journey
- When combining cheaper yield-managed non-flex separate tickets tied to specific rail departures, travellers often pay end-to-end prices that are competitive versus less sustainable modes of transport (e.g. flights, car)
- However, passengers will be deterred from choosing combined journey if there is the **risk** they may be unable to complete it without additional cost if 1st train in the travel chain is delayed – even if the delay was not the passenger's fault.
Buying a new ticket on same day for the 2nd train is the biggest risk of all for price sensitive budget travellers
- **Adding Missed Connection Insurance premium is not the answer** – an additional cost can make difference between choosing passenger rail – or not

Why are such combined journeys even necessary?

Example longer term: Cologne (D) to Lille (F) on Thursday 28th July 2022 at 07.42am, searched for on Sunday 1st May

Independent ticket vendor combines two non-flexible tickets for cheapest rail + rail option that day, with a fare that can attract budget conscious travelers

- SNCF in-house TV does not sell it
- DB TV does sell it, but you have to fill in your personal details first to get the fare

07:42 → 10:52		€38.90
3h 10m, 1 change		

Example short notice: Chambery (F) to Bologna (I) on Tuesday 3rd May 2022 at 07.42am, searched for just 2 days in advance (on Sunday 1st May)

Independent ticket vendor combines two non-flexible tickets for cheapest rail + rail option that day

- Operators don't sell this
- Minimum Connection Time (MCT) is easily adhered to

09:44 → 16:54		€83.90
7h 10m, 1 change		

Clearly: combined journeys (CJ) are not only for price conscious “budget” travellers booking well in advance (who are important) but also for more affluent travellers booking at shorter notice

- But how can we make them **less risky** for the passengers?
- Otherwise they will fly, drive, use BlaBlaCar etc – people always have a choice

++BEST SOLUTION++ Through ticket with passenger rights coverage for any CJ in EU timetable database that adheres to Minimum Connection Times (MCTs).

Through ticket can be 2 added fares (i.e. no need for joint fare) but it should still offer this:

- Missed Connection Protection (if not the passenger’s fault)
- Delay compensation
 - Liability with causer of delay, even if IM = incentive to improve **performance**
 - Ticket vendor pays initially but claims it back from causer, like how it works with 24 RUs & IM in UK (DB, NS, SNCF, FS subsidiaries have no objection there)
 - Besides: Revenue from passenger growth will make up for liability expense

What is the current status of through tickets?

Regulation (EU) 2021/782 (Rail Passenger Rights Recast 'RPRR') is still weak - especially considering that EU rail system is heavily subsidised (e.g. over 65% of passenger rail is PSO). *If citizens are paying for rail, why did they not get better rights?*

- In future through tickets will be only mandatory when 2 operators 100% owned by same group e.g. OUIGO and SNCF – *very minor improvement*
- Although Article 22 says states: “*all reasonable efforts*” should be made to achieve through tickets must be made – but what does this mean?

Equally worrying:

- Ticket vendors will have to alert passengers if they offer a rail + rail CJ that does not have passenger right coverage for end-to-end journey
- This is like a **cigarette packet warning “DON'T TAKE THE TRAIN!!”** and has competition implications if between same 2 cities there is a competing incumbent + incumbent through ticket available with no such warning. The incumbent collaboration becomes an anti-competitive advantage

A new improved Agreement on Journey Continuation (AJC) could be an alternative solution

Meaning: if different operators with separate tickets, this would prevent budget conscious travellers having to buy expensive new ticket on same day – and would sidestep any liability problems that are often used to lobby against through tickets

Current AJC goes in the right direction

- It is *even* valid if tickets not booked in the same transaction – further than ALLRAIL would go – after all, how can passengers know the MCTs?
- But it is voluntary – a patchwork across Europe
- If missed connection, passenger can only travel on next available service of the same operator. But passenger surely wants to reach final destination ASAP?
- Not advertised (not communicated to passengers)

A new improved Agreement on Journey Continuation (AJC) must include the following

- Mandatory across all operators (no patchwork)
- Make it valid on next available service of any operator. Incumbents are able to do this – see the “Hop On The Next Available Service” (HOTNAT) agreement
 - If the next available train full, then so-called ‘AJC passengers’ should board, using fold-down seats or even standing until the train reaches its legal safety limit. Main thing is they reach final destination ASAP?
 - No need for RU paying to each other & introduce new financial bureaucracy – RUs probably delayed equally often
- **Use tech:** App for RU staff to know if ‘AJC passengers’ were on previous service
- **Make it publicly known – must override RPRR’s cigarette packing warning**
- Extend it door-to-door multimodal public transport too, **in order to rival the convenience of our biggest competitor – the private individual motor car**



Thank you

If you have questions, then please contact:

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