



Rail Session on Through-ticketing

**10th Florence Intermodal Forum
Towards EU-wide Intermodal Ticketing**

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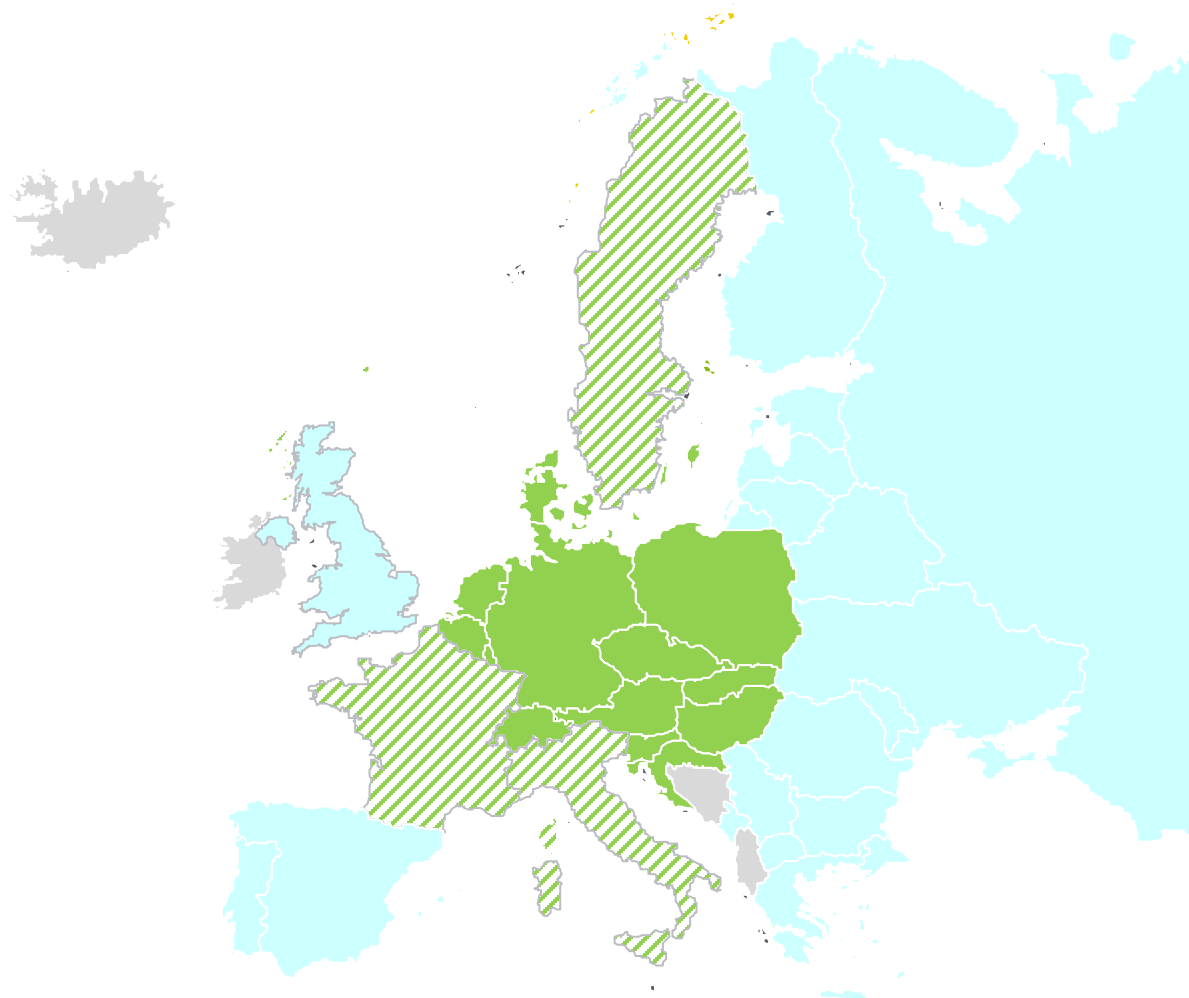
DB Long Distance Cross Border connects 150 destinations in Europe with Germany through directs connections (1/2)



- About 140 cross border trains connects 150 destinations in Europe with about 40.000 passengers per day
- 12% of DB Long Distance is cross border

Every 8th DB Long Distance customer on the way to Europe

DB offers already today in all major sales channels* a wide range of *Through-Ticket* international fares** to 15 European countries



- In addition to fares and tickets for DB's high-speed direct connections to major central-European cities, DB offers also its own international through-ticket fares to/from and in some cases*** between 15 countries
 - customers benefit from DB's attractive fares (as of 18,90 EUR one-way) with full PRR services
 - one fare - one ticket – one contract: online & offline sales
- For countries without DB through-ticket fare, DB offers standard national fares provided by national RU's
 - booking possible as stand alone fare or in conjunction with DB fares (two or more tickets)
 - booking possible in all major offline channels and via DB hotline (24/7)

- Full range of DB international Through-Ticket (TT) fares
- DB TT- fares to limited no. of destinations, standard national fare in conjunction with DB fares
- Only standard national fare, in conjunction with DB fares
- DB cannot sell train tickets currently

* Online (bahn.de & bahn.com), Mobile (DB Navigator app), DB Travel centers & agencies worldwide, DB hotline, ticket machines in Germany

** DB fare - one ticket for the complete journey: DB full-flex and saver fares.

*** Precondition for DB fares is that Germany is at least "transit" country (e.g. Brussel > (Germany) > Vienna)

Is an obligation to cooperate and make all reasonable efforts for offering more through-tickets essential for this growth?

- **The number one issue against through tickets is liability.** Longer journeys are more expensive, and RUs are suddenly on the line for reimbursing a lot more money than they have received from the passenger. A 15-minute delay might result in a passenger arriving more than 120 minutes later at their final destination, meaning that the delayed RU is on the hook for 50% of the entire ticket price.
- **However, in the “NRT (Non-Reservation Tariffs) world” we already offer as many through-tickets as possible.**
- **While through tickets are technically difficult and expensive to create, a sector initiative (RUs and TVs) OSDM (Open Sales and Distribution Model) worked very hard to enable through tickets.**

Improving seamless passenger experience through integration of rail distribution systems: OSDM



OSDM: Open Sales Distribution Model

- B2B Rail Sector Initiative (Railways + Ticket Vendors) seeking an Open IT- Specification for standardized APIs, enabling dynamic tariff data exchange between companies, for rail + other modes of transport.
- Gives customers access to int. through and combined tickets for all transport modes in a single purchase, with best value fares and clear after-sales conditions.
- Is an Open-Source specification, available free of charge for everybody, based on the latest technical format.



Optimizing customers' experience along the whole transport chain by improving access to cross-border mobility services

How OSDM helps in generating through (or integrated) tickets



- **OSDM recognises whether or not a distributor has a commercial contract with the operator to sell their tickets**, which is in line with PRR Article 10, paragraph 2. And **OSDM will combine the offers in such a way that they create a consistent/harmonized journey for the passenger and when possible result in a through ticket** (taking into consideration the travel and fare conditions). **OSDM will always include the cheapest possible journey for the passenger at the time of booking** as required by rail PRR (EU) 2021/782 (Annex II).
- When offering through-tickets, it's important to acknowledge that a through-tickets for a multi leg journey constitute a single contract covering consistently all legs of such a journey. For this reason, it's essential that the level of customer rights and protections are the same for the entire rail journey; it would be quite unusual, legally complicated and not very customer friendly to have a single contract with multiple terms and conditions covering different parts of the journey.
- Within OSDM it will remain possible for passengers to create non-through ticket journeys with different terms and conditions for each leg, but this will de facto not be a through-ticket.

But: what does happen in case of service interruption? How can the sector best help the passenger?



■ The sector provides already today solutions to support passengers to continue the journey:

- 1. The AJC (Agreement on Journey Continuation) of CIT**
- 2. The HOTTNAT (Hop on the next available train) of the RailTeam Alliance**

■ The sector (CER) recognizes that there is still room for improvement:

- 3. CER Ticketing Roadmap**

1) AJC (Agreement on Journey Continuation)



- **One simple procedure for all passengers**
 - simple conditions
 - co-exist with bi- or multilateral solutions
- **Proof of delay**
 - very cheap
 - standardisation possible but not mandatory
- **Scope and basic conditions**
 - international passenger
 - missed connection between trains
 - reasonable connecting time
 - continuation with the original ticket and a delay confirmation
- **Obligations on operators and measures to be put in place**
 - information to passengers
 - confirmation of delay
 - conditions for continuation
 - exchange of information between participating operators
 - staff training

1 AJC: next steps



- Regular workshops on AJC open to all interested RUs (first workshop was hold in September 2021)
- Exchange on best practices concerning AJC
- Advocating for new members
- Improvement of AJC



2 “Hop on the next available train” (HOTNAT) of the Railteam Alliance, a wide network of high-speed passenger services across Europe



The members

8 Full members

- Deutsche Bahn
- SNCF
- SNCB
- Eurostar
- NS
- ÖBB
- SBB
- Thalys



1 Associate member

- TGV Lyria



1 Associate member for RTIE

- CFL

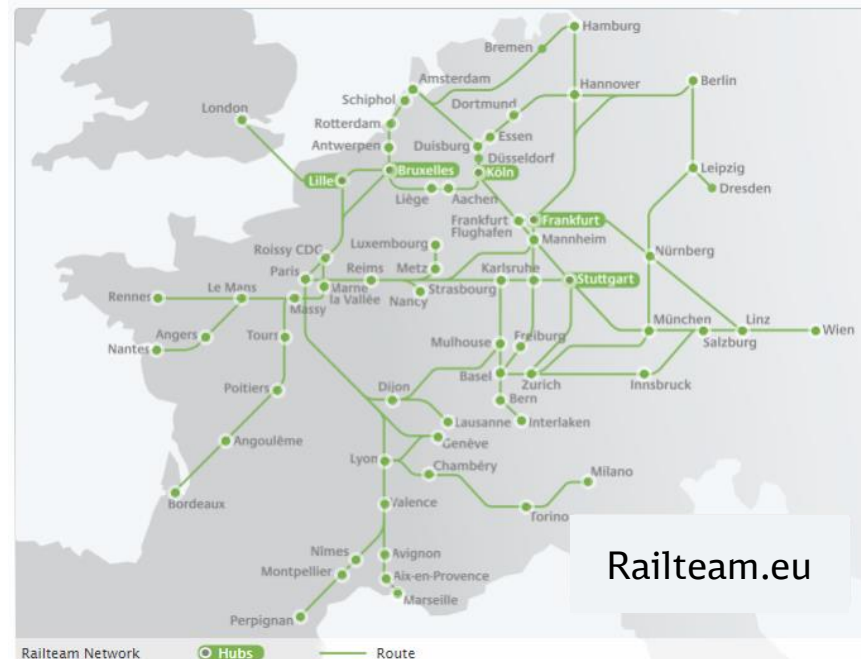


The basics

- Alliance founded on July 2nd, 2007 in Brussels
- Railteam B.V is a jointly financed legal entity headquartered in the Netherlands with two managing directors seconded from SNCF and DB.

Facts and Figures

- 18.000 km of lines of which 3,500 km of high-speed
- 6 high-speed rail services: ICE, TGV, Eurostar, thalys, ÖBB Railjet and TGV Lyria
- Five major connections cities between Railteam services: Brussels-Midi, Paris, Cologne, Basel, Amsterdam, Zürich
- Provides 44 million trips a year
- Around 40 lounges throughout the network



2 HOTNAT, what is about



- Allows travelers to take the next high-speed service leaving from the same station as originally in case of a **delay** on or **cancellation** of a preceding Railteam member's high-speed service.
- **The connection that was missed must be between two high-speed trains of the Railteam Alliance.**
- HOTNAT only applies at the **station at which the passenger originally planned to change.**
- HOTNAT only applies for **cross-border high-speed journeys.**
- The approval of HOTNAT is subject to the **available capacity** on board each train.

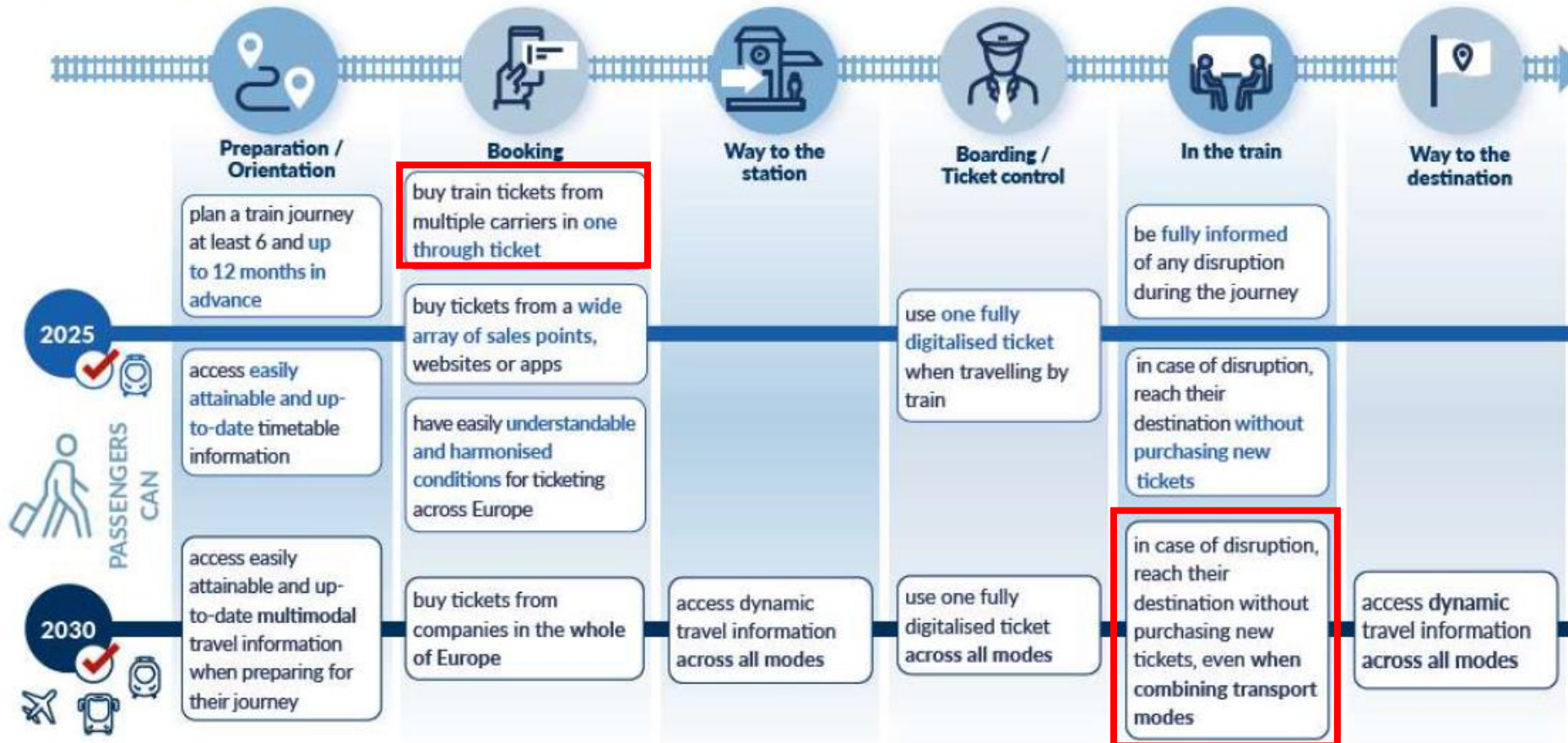
3 The CER Ticketing Roadmap at one glance



The Roadmap



How we get there



3 The CER Ticketing Roadmap



B: Booking:

3. More up to date tariff exchange, enabling through tickets

What: Customers can buy international train tickets from multiple carriers (for trains without obligatory reservation) in one through ticket, allowing seamless international rail journeys.

How: **Through-ticketing as practiced today** is based on tariff data exchange between the different European rail carriers, mainly for products following the NRT philosophy. The solution currently in place, UIC's PRIFIS tool, has reached its end of life in 2020 and is being replaced by a new enabler. In 2021 the railway sector created a powerful new standard for the offline exchange of tariff data between railways: the new OSDM offline platform. **The implementation of the OSDM offline platform is an important first step for exchanging international tariff data more flexibly to create through-ticket offers enabling carriers to implement customer-friendly sales systems more easily.**

E: On the train

8. Better support during disruptions and delays

What: In case of a disruption or delay on a train that will hinder passengers' continuation of their journey by rail, the passengers will be notified of the situation, informed about their passenger rights and also be given options on how to best continue to their destination. Upon inspection of their tickets in any subsequent trains, the disruption or delay becomes apparent to staff and their tickets remain valid.

How: Railways will further digitalize their services to support passengers in case of delays and disruptions (**such as Agreement for Journey Continuation and Hop on the Next Available Train**), by combining technical enablers for booking (**OSDM**) timetable (MERITS), real time information and online ticket status (ETCD).

- **Through Tickets are already largely available today**
- **However, the number one issue against through tickets is liability**
- **OSDM helps in generating through (or integrated) tickets**
- **The sector provides already today solutions to support passengers to continue the journey (AJC and HOTNAT)**
- **The sector (CER) recognize that there is still room for improvement and is on the way to that with the CER Ticketing Roadmap (full implementation of OSDM and improvement of AJC)**