

TAP TSI Revision - linking operation with retail

25/05/2023



Directive (EU) 2016/797 (interoperability Directive)

2.6. Telematics applications

In accordance with Annex I, this subsystem comprises two elements:

(a) applications for passenger services, including systems which provide passengers with information before and during the journey, reservation and payment systems, luggage management and management of connections between trains and with other modes of transport;

European Rail Passengers' Rights Regulation (EU) 2021/782 – Annex II

Part I: Pre-journey information

- General conditions applicable to the contract
- Time schedules and conditions for the fastest trip
- Time schedules and conditions for all available fares, highlighting the lowest fares
- Accessibility, access conditions and availability on board of facilities for persons with disabilities and persons with reduced mobility in accordance with Directive (EU) 2019/882 and Regulations (EU) No 454/2011 and (EU) No 1300/2014
- Availability of capacity and access conditions for bicycles
- Availability of seats in first and second class as well as couchette cars and sleeping carriages
- Disruptions and delays (planned and in real time)
- Availability of on-board facilities, including Wi-Fi and toilets, and of on-board services, including the assistance passengers are provided with by staff
- Information prior to purchase on whether the ticket or the tickets constitute a through-ticket
- Procedures for reclaiming lost luggage
- Procedures for the submission of complaints

Part II: Information during the journey

- On-board services and facilities, including Wi-Fi
- Next station
- Disruptions and delays (planned and in real time)
- Main connecting services
- Security and safety issues

Part III: Operations regarding reservation systems

- Requests for availability of rail transport services, including applicable tariffs
- Requests for reservation of rail transport services
- Requests for partial or full cancellation of a reservation

Revision of TAP-TSI – timing and results

Timing:

- ERA working party 2020 – 2021 to revise the regulation (EU) 454/2011 (TAP TSI)
- Final draft recommendation* sent by ERA to DG MOVE: **21 January 2022**
 - TSI in discussion between European Commission and railway sector and member states
- Presentation foreseen in RISC for June 2023

	Key points
RU/ IM	Merging TAF (for freight trains) and TAP TSIs
Real- time data	Provision of real time data concerning the rail passenger rights regulation to ticket vendors and tour operators

- Further topics related to retail addressed in the TAP TSI revision

*) https://www.era.europa.eu/content/recommendation-era-rec-122-v20-2022-european-union-agency-railways-technical-specification_en

TAP TSI : retail process

Before Journey

During ...

After...

TAP TSI

Timetable
information

Tariff
information

Availability
and
booking

Ticketing

Journey-
information

Post-Trip

-timetable
-on board
services (e.g.
dining-car,
sleeping car)

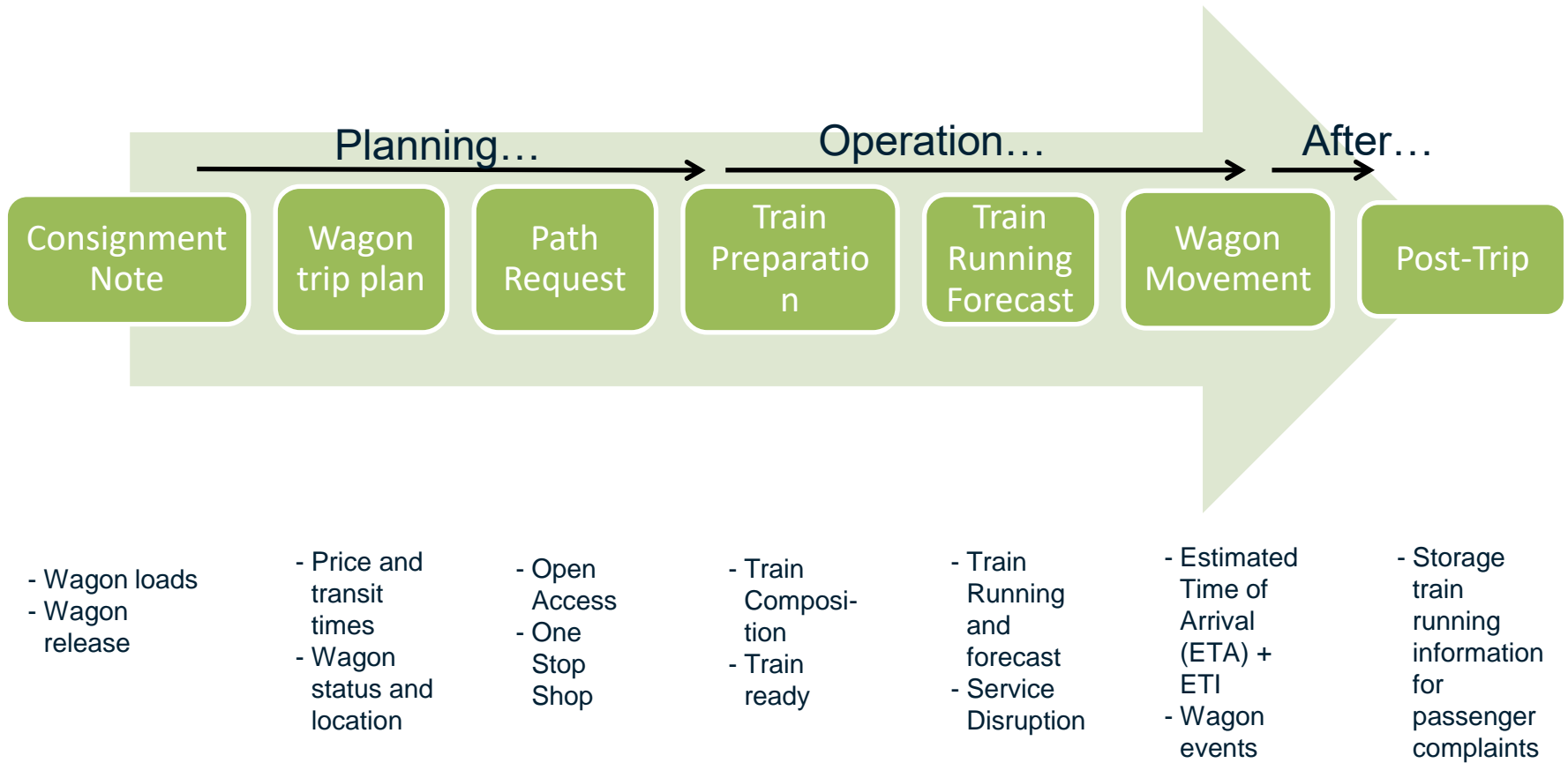
-Tariff (e.g.
conditions)
-prices

-Available
fares
(yielded)
-Available
seats, berths

-Issuing
of tickets

-Information
about
connecting
services,
delays

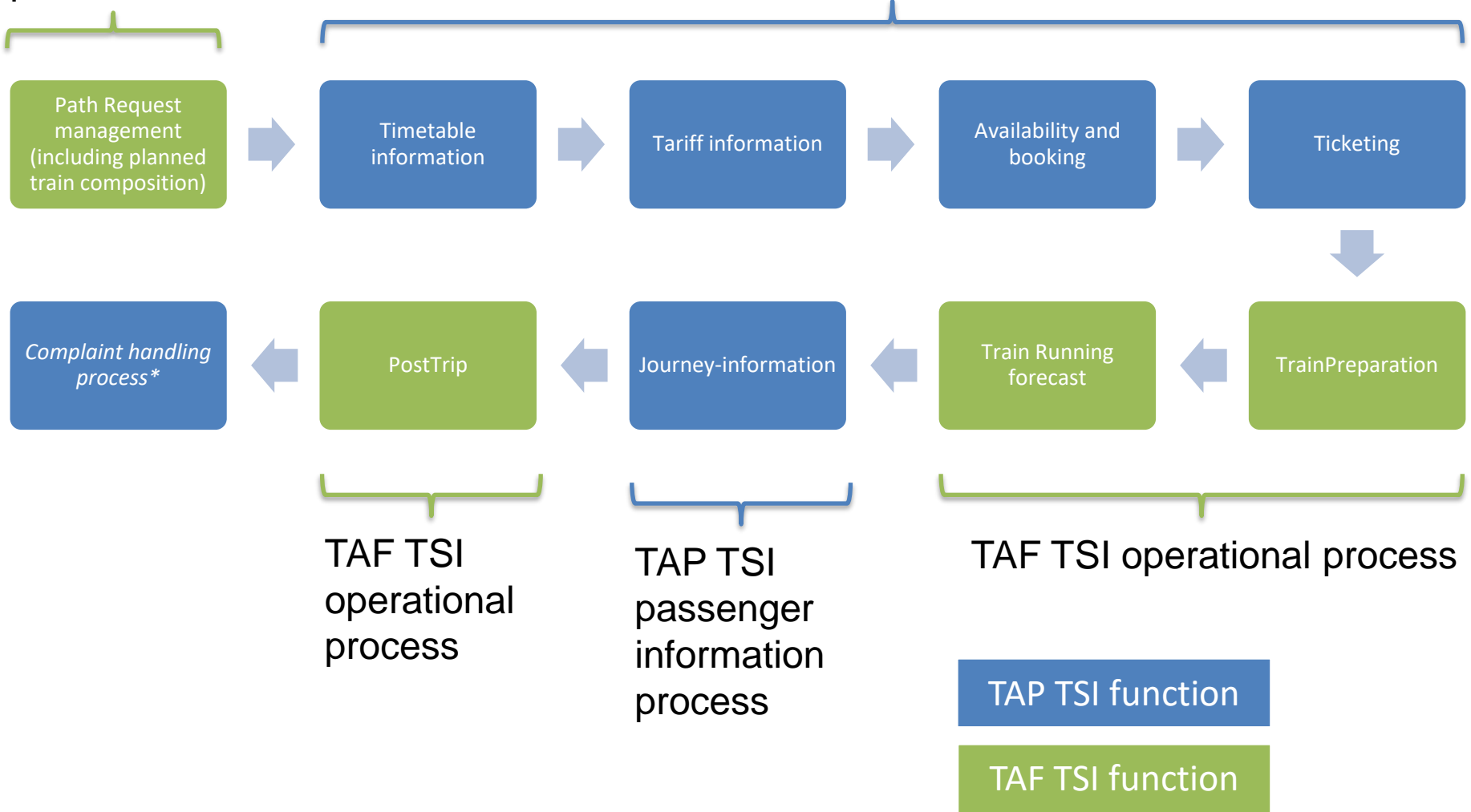
-Handling of
customer
complaints



Common workflow TAF / TAP – a (simplified) view

TAF TSI operational process

TAP TSI retail process



*) under discussion within EC

Advantages of a common view on TAF/TAP:

- Ensure consistency between TAF and TAP TSI data exchanges for all data elements:
 - Locations (e.g. identifiers, naming)
 - Arrival and departure times (operational vs. passenger information)
 - Complementary information (e.g. additional services for passengers)
- Ensure the links between the TAF TSI operational processes and the retail processes and their data usage in TAP TSI
 - E.g. update of timings due to construction works → updates of the reservation systems (e.g. opening of bookings)
- Ensure a common management of operational and retail processes and their interfaces

Revision of the TAP/TAF TSI solved the following points:

1. Basic parameters relevant for TAF TSI described solely in TAF TSI
2. TAP TSI refers to those basic parameters shared with TAF TSI

4.2.16 Path Request and path allocation

See TAF TSI section 4.2.3.

3. Only TAP TSI basic parameters with links to actors not addressed in TAF TSI (e.g. ticket vendor, tour operator) remained in TAP TSI
 - 4.2.17. Train preparation
 - 4.2.18. Train running information and Train running forecast
 - 4.2.19. Service disruption information
4. IT basic parameters refer from TAP TSI to TAF TSI
 - No specific parameters for TAF and TAP

Regulation (EU) 2022/82 and provision of real-time data

Article 10 - Access to traffic and travel information

1. Infrastructure managers shall distribute real-time data relating to the arrival and the departure of trains to railway undertakings, ticket vendors, tour operators and station managers.

2. Railway undertakings shall provide other railway undertakings, ticket vendors and tour operators that sell their services with access to minimum travel information set out in Annex II, Parts I and II, and to the operations on reservation systems referred to in Annex II, Part III.

*3. Information shall be distributed and access shall be granted in a non-discriminatory manner and without undue delay. **A one-off request shall be sufficient to have continuous access to information.** The infrastructure manager and the railway undertaking obliged to make available information in accordance with paragraphs 1 and 2 may request the conclusion of a contract or other arrangement on whose basis information is distributed or access is granted.*

The terms and conditions of any contract or arrangement for the use of the information shall not unnecessarily restrict possibilities for its reuse or be used to restrict competition

Railway undertakings may require from other railway undertakings, tour operators and ticket vendors a fair, reasonable and proportionate financial compensation for the costs incurred in providing the access, and infrastructure managers may require compensation in accordance with the applicable rules.

4. Information shall be distributed and access shall be provided by appropriate technical means, such as application programming interfaces.

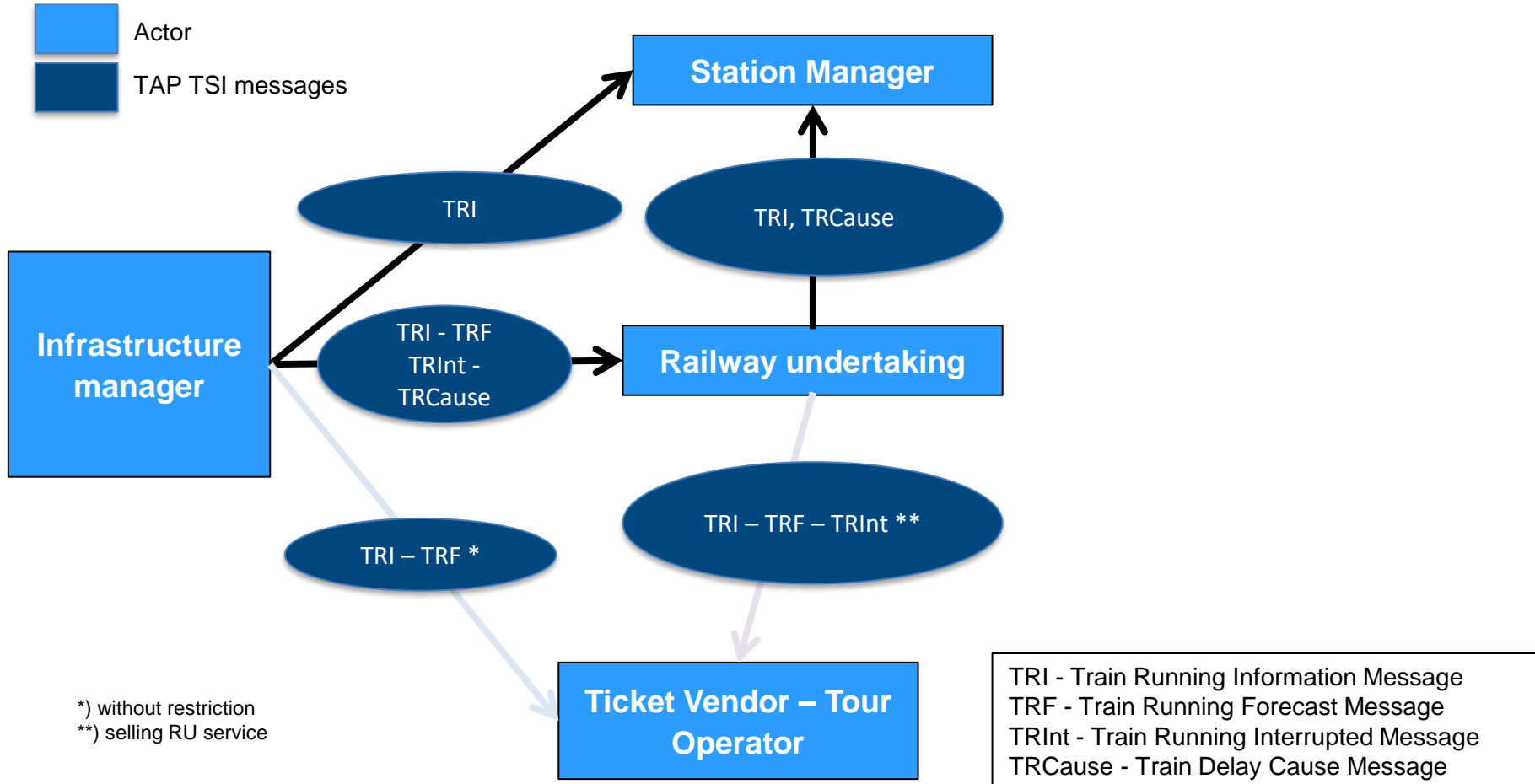
5. To the extent that the information covered by paragraphs 1 or 2 is provided in accordance with other Union legal acts, in particular Commission Delegated Regulation (EU) 2017/1926, the corresponding obligations under this Article shall be deemed to have been complied with.

- To be provided from **7 June 2023**

TAP TSI revision: Provision of real-time data

- Goal: Provision of real time data concerning the rail passenger rights regulation by infrastructure managers and railway undertakings to other railway undertakings and station managers, but as well **to ticket vendors and tour operators**
- TAP TSI recommendation: **Usage of the existing and implemented TAF TSI messages** used for further real-time communications compliant with rail PRR to ticket vendors and tour operators
 - In line with (EU) 2017/1926: Article 5 - Accessibility, exchange and reuse of dynamic travel and traffic data:
.... transport authorities, transport operators, infrastructure managers or transport on demand service providers shall use: ...technical documents defined in Regulation (EU) No 454/2011 or any machine-readable format fully compatible and interoperable with those standards or technical documents....

TAP TSI revision: Provision of real-time data





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