



UNIUNEA EUROPEANĂ



Instrumente Structurale
2014-2020

Project title: INTEGRATED SYSTEM, UNIQUE DATABASE AND PROVISION OF INFORMATION ON THE TICKETING SYSTEM OF RAIL PASSENGER TRANSPORT OPERATORS

This project is part of Priority Axis 2 of the Large Infrastructure Operational Program 2014-2020, *Development of a multimodal, quality, sustainable and efficient transport system*, contributing to the achievement of specific objective 2.7. *Increasing the sustainability and quality of rail transport.*

The project goal is to ensure the interoperability of the ticketing systems that passenger rail transport operators (RTOs) own. The project will be an important part in the preparation of tenders for the award of Public Service Contracts and will provide the necessary information to improve rail traffic in Romania.

Specific objectives:

1. Development and implementation of the software solution [ssw01] *Public Service Indicators Data Collection, Assembly and Verification System and Automatic calculation of subsidies granted to rail passenger transport operators*, in order to fulfill the reporting and verification functions of the indicators established for granting public service subsidies in rail passenger transport, by:

- collection of primary data on the achievement of the "passenger-kilometer" and "train-kilometer" indicators, necessary to substantiate the applications for public service subsidies in rail passenger transport, according to the criteria used in the current legislation applicable to quantify public service performance in rail passenger transport;
- analytical collection of sales data (travel cards issued eligible for subsidy), regardless of the distribution channel;
- automatic calculation of awarded subsidies;
- assembling the primary data in correlation with the particularities of the contracts concluded during the budget period (calendar year);
- verification of the resulting centralized data, to be signed and approved;
- data archiving;
- statistical and analytical reports, queries.

2. Development and implementation of the software solution [ssw02] *Electronic ticketing platform for passenger trains in domestic traffic*, which will be made available by the Railway Reform Authority to rail passenger transport operators, performing the following functions:

- ticket sale from an electronic station assisted by cashier type staff;
- ticket sale on a mobile device, tablet, smartphone or similar;

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- ticket sale from a ticketing machine with payment by bank or monetary card;
- online (internet) tickets' sale;
- automatic registration of sales data in electronic format, to the back-end of the [ssw01] system, for the establishment of the common database, in order to automatically calculate the subsidies;
- “One-stop shop” type facilities, respectively: ticket sales on any train, regardless of the that runs it; reservation of seats on the trains of any rail passenger transport operator; income statement between passenger transport operators.

The two software systems mentioned above will be delivered by **S.C. Informatica Feroviară S.A.**, in accordance with the provisions of the service contract concluded with the RRA on June 11th 2021.

Beneficiaries of the project: The project has an impact on the direct beneficiary, which is the Railway Reform Authority (RRA) and, by extension, on the Romanian State. Also, the results of the project positively influence the activity of the rail passenger transport operators, in their capacity as final customers of the two software solutions used. At the same time, among the indirect beneficiaries of the project are the infrastructure managers, as well as the travelling public.

From the perspective of the RRA, the benefits of the project are:

- ensuring the correct and fully automated calculation of subsidies granted to passenger rail transport operators (RTOs), representing the compensation related to the public service obligation in rail passenger transport;
- analysis of the use of trains, passenger flows, in order to establish the optimal public service obligation, which contributes to ensuring the mobility of human resources and increasing the use of railway infrastructure;
- the possibility to verify the data transmitted by RTOs, currently declared by their legal representatives in affidavits.

For the Romanian State, the project contributes to:

- the strict control over the subsidy granted for public passenger transport by rail;
- the elimination of additional indirect costs by avoiding appeals and disputes from the RTOs, as well as avoiding the application of financial sanctions by the Competition Council, the European Union or other institutions empowered to do so.

For rail passenger transport operators, the benefits of the project include:

- equal and non-discriminatory conditions for the distribution of travel documents for all transport operators;
- secure and complete electronic management;
- the correct, complete and automatic provision of the necessary data for the calculation of the subsidies granted for the public service;
- savings on expenses of the resources used (cashiers/infrastructure/utilities).

For the infrastructure administrator and infrastructure managers, the project has as consequences:

- correct and complete information about all passenger trains of all railway operators on any distribution channel;

- collection of the railway access charge without delays from the RTOs;
- sensible use of the existing spaces in the railway stations, by merging/reducing the spaces assigned to the operators for the activity of issuing travel cards.

For passengers, the results of the project will involve simplifying and diversifying ticketing methods, thus increasing the attractiveness of rail transport. Consequently, after the project, travellers will:

- buy a travel card for the entire journey, containing tickets for each train on the route, regardless of the passenger rail transport operator, from a single point of sale (cash/ticketing machine);
- benefit from the best offer regarding route and price, regardless of the transport operator;
- use a single coupon for the entire journey, regardless of the number of trains on the route and the railway passenger transport operators; about 60% of the total travel tickets sold on the railway have discounts, as a result of laws that grant various facilities for rail transport;
- obtain a travel card with the same type of information printed on each ticket, of each train;
- have reservations for the component trains of the chosen route;
- save time and make a single payment, either cash or electronically.

Total value: 6,165,537.94 lei, of which 85% the contribution of the European Union - 4,132,226.68 lei and 15% the contribution of the Romanian Government - 729,216.45 lei; ineligible expenses, including VAT - 1,304,094.81 lei.

Project implementation period: June 1st 2021 - May 31th 2023

Project results:

- integration of RTOs ticketing systems in Romania;
- improving the capacity of the RRA to monitor public service contracts, in order to ensure a robust control of the elements on the basis of which the amounts allocated from the state budget for subsidies in the field of rail passenger transport are calculated;
- diversification of payment methods and purchase of tickets for rail passenger transport.