



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.x

Country Report - Sweden

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Valdani Vicari & Associati
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Written by Simona Frazzani, Igor Taranic, Martin Jensen, Alessandro Zamboni, Kletia Noti, Martina Piantoni.

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Contact: Isabelle Vandoorne

E-mail: Isabelle.VANDOORNE@ec.europa.eu

*European Commission
B-1049 Brussels*

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Country reports

SWEDEN

Legislative framework

<p>General description of legal framework:</p> <p>Legislation in place and legislative initiatives mandating access to fare data and integrated ticketing schemes / Non legislative initiatives</p>	<p>In Sweden there are no specific national rules requiring transport operators operating domestic passenger services to participate in common information and integrated ticketing. However, the market in Sweden has the lead in development of integrated ticketing and integration is achieved through voluntary initiatives. The role of the Government (especially the Swedish Transport administration, Swedish transport agency, Public transport authorities and ministry of Enterprise and Innovation) and legislation is minor, as they support and drive the development and take actions unless the market itself is not able to do so (be a catalyst for development of services), although decisions about ticketing are made at regional and local level.</p> <p>Even without any legal requirement, collaboration is based on voluntary agreements among the market actors, which constitutes a basis for collecting, managing and sharing basic information regarding the supply of all public transport providers, private as well as publicly-owned. There also are bilateral agreements between private and publicly-owned operators regarding sales of each other's tickets. These agreements include the obligation to share relevant and up to date information on timetables, fares, discounts, conditions for travelling, disruptions etc. For most of the traffic organised by commercial train operators and public transport authorities, travel information such as conditions for travel, on-board service, baggage rules, passenger categories, and traffic information regarding departures, destinations, real-time disruptions etc is available via open data APIs, which do not require any manual handling to be shared.</p> <p>As to legislative initiatives on fare data access, it is noted that in 2015 an internal report from the Ministry of Enterprise and Innovation proposed that additional data (for example including some fares) should be compulsory to provide for all public transport operators, and be made available at a common online portal. However, this proposal was never transformed into an actual initiative on new or revised legislation.</p> <p>According to the delegated act (2017/1926), there will be requirements on basic common standard fares and detailed common standard and special hazard query for all scheduled modes that will be implemented in the national legislation end of 2019. To handle the requirements in delegated act 2017/1926, Trafiklab was developed. Trafiklab is the national database for travel and traffic data, where developers can access data and APIs, offering access to all of Sweden's public transport data. Trafiklab is operated by Samtrafiken i Sverige AB in cooperation with Sweden's public transport companies.</p> <p>The Price Indication Act (2004/347) has the purpose of promoting good price indication for consumers and applies to businesses that in their professional activity provide products to consumers. A price indication shall be provided</p>
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	<p>when a business markets specific products and shall include details of the price and unit price of the goods. For products other than goods, the price indication shall include details of the price of the product. The price indication shall be correct and clear. If charges and other costs may be added, this shall be indicated. The price indication shall be provided in writing if the consumer cannot obtain the information in some other equivalent way. The price indication shall be provided in such a way as to clearly present the product to the consumer, to which the indication relates.</p> <p>According to the Act on the Rights of Public Transport Passengers (2015/953), the provider of the traffic service and, in the event of an agreement, commits to transporting the passenger, shall provide the public and travellers with e.g. fare information, when there is a need for such information. The ability to access information when a need arises is meant to control when the information is to be provided.</p> <p>Non-legislative initiatives concerning integrated ticketing:</p> <p>National multimodal ticketing of long-distance rail services and public transport services has been available in Sweden since 1994 under the name of "Resplus", governed by the company Samtrafiken i Sverige AB, "Samtrafiken". A considerable number of actors thereby have the possibility to sell multimodal trips to end customers, with all the necessary information on the same ticket.</p> <p>Samtrafiken is jointly owned by procurers and providers of passenger transport services in Sweden. Samtrafiken has been appointed by the national regulator, the Swedish Transport Agency, to manage the common traffic information database to which all public transport companies are required by law to submit data on their supply (timetables, lines and included stations and stops). This is supplemented with a voluntary (but binding) agreement between the cooperating organisations of Samtrafiken, governing the responsibilities of the parties related to the database and their joint commitment to give travellers access to neutral, complete and up to date information on public transport. In addition to this, there are bilateral agreements between the cooperating organisations regarding sales of each other's tickets as well as agreements with third party vendors, which include sharing of related data. Through Samtrafiken, data about schedules, lines, stations and stops is shared for bus, coach, metro, tram, rail, road, ferry services. The infrastructure manager Trafikverket (Swedish Transport Administration) provides real-time information regarding all rail services.</p> <p>Resplus: is a ticket and travel cooperation that connects Sweden's public transport network (almost all Sweden's transport companies participate) with over 4,000 locations. Traffic data, stops and lines are collected into a national database that is linked to national sales system. The routes become searchable and can be combined with each other to travel chains that contain different traffic types and operators. The travel chains are sold through a national booking system and distributed by a number of web-sites, agents and travel agencies. Through Resplus, all passengers also have a "reach your destination warranty", where the carriers jointly guarantee that passengers reach their final destination, even if traffic disturbances occur, at no extra charge.</p> <p>The Resplus system focuses on tickets for occasional journeys, but a more</p>
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	<p>recent collaboration project within Samtrafiken, jointly developed by public transport actors, has established the standards and interfaces necessary to enable multimodal integrated ticketing also for multi-journey travel passes supplied by different ticket and payment systems of multiple actors. The resulting so-called BoB-standard is implemented by most of the major public transport operators in Sweden and is also developed to include other means of transport such as car rental, bike rental that can be used to build mobility services (MaaS). BoB-standard is also the basis of the recently (2017) launched "Movingo" system with 30-day, 90-day and annual passes, connecting SJ's train services and all public transport in six counties in Greater Stockholm and its surrounding regions.</p> <p>BoB: The implementation of Biljett och Betalprojektet (BoB) Ticket and Payment project was completed in Sweden in December 2016. The main goal of the project is to link the ticketing systems of different public transport authorities to provide an integrated solution for customers to purchase tickets in all public transport systems. The BoB project has created standards and interfaces that are prerequisites for developing a nationwide ticketing system in Sweden. For the operators, a standardised and open system creates flexibility in choosing the vendor and enables secure validation of tickets. The national ticket system requires co-operation at many levels to achieve preconditions including national travel planner with purchase function, common method/standard for digital (mechanical) reading and checking of tickets, possibility to sell other operators' tickets, common standard for the safe identification of the right to travel, common standard regarding the interface between ticket and payment systems in order to achieve competition, minimum dependence on suppliers, a national billing and payment system architecture that enables collaboration with other service providers and requirements specification on card terminals such that it is possible to pay by card in connection with the trip. Currently, the BoB fare structure is being implemented, by Samtrafiken, in a large part of southern Sweden. Next, it will be implemented in the northern and central parts of the country.</p> <p>At the EU level, there are ongoing voluntary, market-driven initiatives such as the Full Service Model (FSM), which aims to standardise interfaces to create better ticketing interoperability and provision of cross-carrier rail ticket distribution, and make it possible for travel agents to sell journeys by train as easily as by air. The FSM specifications are available per download and free of charge. Passengers will benefit from a wider range of origin-destinations and through-journeys.</p> <p>Moreover, the UIC MERITS database is being opened up to third-party vendors on commercial terms.</p>
Status of legislation	Non-existent / In progress: requirements on basic common standard fares and detailed common standard and special hazard query for all scheduled modes will be implemented in the national legislation by end of 2019.
Transport mode concerned by legislative/non-legislative initiatives	<p>All public transport (commuter trains, buses, trams, metro and ferry services) and also long-distance train and bus services.</p> <p>(The Resplus initiative covers rail, metro, tram, bus and ferry transport. The</p>

	FSM and MERITS initiatives cover rail transport.)
Level of integration (local or cross-border)	<p>The geographic scope of Resplus is the country of Sweden, encompassing local, regional and inter-regional transport.</p> <p>The FSM initiative concerns cross-carrier and cross-border operations between EU countries.</p> <p>The MERITS database covers UIC members in Europe.</p>
Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed)	Providing information about prices through the API is completely uncontroversial in Sweden since generally there is a great willingness from public sector to share as much data as possible. However, opening APIs for third party sales is a challenge.

Market situation

#	Transport Mode								
	Key fare component	Air	Bike sharing	Bus	Car-pooling and car sharing	Metro, Tram	Rail	Road	Taxi, water taxi
1	Authorities in charge of mobility and transport at national, regional and local level. Are they active in the promotion of integrated ticketing?	<p>National level: Trafikverket (Swedish Transport Administration) is the main infrastructure manager (for both road and rail), responsible for infrastructure development and maintenance. It also has some responsibilities regarding coordination of public transport planning. Transportstyrelsen (Swedish Transport Agency) is the regulatory body for road, rail, air and sea transportation. It is responsible for market monitoring and the national traffic information database (managed by Samtrafiken).</p> <p>Regional and local level: In each of Sweden's 21 counties a regional public transport authority is responsible for the provision of public transport (by rail, metro, bus, ferry etc.) primarily used for daily commuting. They are very active in promoting integrated ticketing and are important stakeholders in the Samtrafiken joint-venture organisation.</p>							
2	Specific rules on access to fare data	Act on the Rights of Public Transport Passengers (2015:953)							
3	Legal requirements about pricing information	<p>The Price Indication Act (2004:347) has the purpose of promoting good price indication for consumers and applies to businesses that in their professional activity provide products to consumers. In short, a price indication shall be provided when a business markets specific product and shall include details of the price and unit price of the goods. For products other than goods, the price indication shall include details of the price of the product. The price indication shall be correct and clear. If charges and other costs may be added,</p>							

		<p>this shall be indicated. The price indication shall be provided in writing if the consumer cannot obtain the information in some other equivalent way. The price indication shall be provided in such a way as to clearly present the product to the consumer, to which the indication relates.</p> <p>According to the Act on the Rights of Public Transport Passengers (2015:953), the provider of the traffic service and, in the event of an agreement, commits to transporting the passenger, shall provide the public and travellers with e.g. fare information, when there is a need for such information. The ability to access information when a need arises is meant to control when the information is to be provided.</p>
4	Main difficulties in concluding agreements concerning disclosure of travel and traffic information?	For most of the traffic organised by commercial train operators and public transport authorities, travel information such as conditions for travel, on-board service, baggage rules, passenger categories, and traffic information regarding departures, destinations, real-time disruptions etc. is available via open data APIs, which do not require any manual handling to be shared. Relevant information for coach buses is more complicated to obtain. However, achieving these bilateral agreements has not been particularly challenging, since both parties have obtained many advantages in sharing travel and traffic information.
5	Information shared between organisations/companies (e.g. schedules, fares, availability, real time information)	The agreement between the organisations cooperating through Samtrafiken constitutes a basis for collecting, managing and sharing basic information regarding the supply of all public transport providers, private as well as publicly-owned. There are also bilateral agreements between private and publicly-owned operators regarding sales of each other's tickets. These agreements include the obligation to share relevant and up to date information on timetables, fares, discounts, conditions for travelling, disruptions etc.
6	How can collaboration between companies be fostered to improve access to fare data?	Establishment of open markets where the actors are subject to competition is a key precondition. This should lead to more voluntary agreements.
7	Are companies/organisation reluctant to share certain type of information? Why?	Collaboration may increase over time as markets develop and mature. The primary motivation should be commercial incentives to provide customers with better products and services.
8	Can voluntary agreements between companies foster further collaboration?	Yes, when they lead to measurable gains for all involved parties and their customers.
9	Initiatives on fare data access. (Legislation, projects, etc.)	In 2015 an internal report from the Ministry of Enterprise and Innovation proposed that additional data (for example including some fares) should be compulsory to provide for all public transport operators, and be made available at a common online portal. However, this proposal was never transformed into an actual initiative on new or revised legislation.
10	What should be done at European/national/regional/local level to foster the sharing of fare data with other players?	Monitoring the market development.

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