



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.y

Country Report – The Netherlands

GRIMALDI | STUDIO
LEGALE



Valdani Vicari & Associati
ECONOMICS & POLICY

WAVESTONE

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

July – 2019



EUROPEAN COMMISSION

Directorate-General for Mobility and Transport

Directorate B — Investment, innovative and sustainable transport

Unit B.4 – Sustainable and intelligent transport

Contact: Isabelle Vandoorne

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

*European Commission
B-1049 Brussels*

REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.y

Country Report – The Netherlands

***Europe Direct is a service to help you find answers
to your questions about the European Union.***

Freephone number (*):

00 800 6 7 8 9 10 11

(*) The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

LEGAL NOTICE

This document has been prepared for the European Commission however it reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

More information on the European Union is available on the Internet (<http://www.europa.eu>).

Luxembourg: Publications Office of the European Union, 2019

ISBN 978-92-76-09796-9

doi: 10.2832/324633

© European Union, 2019

Reproduction is authorised provided the source is acknowledged.

Country reports

THE NETHERLANDS

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 the Netherlands regional public transport is under the responsibility of regional governments, while the national train network falls under the responsibility of the Dutch national government. Ticketing for public transport is the responsibility of a cooperation of transport companies, but there is also national legislation that gives the national government the possibility to make rules and regulations with regard to ticketing if the transport companies are acting in way which is detrimental to the travellers.</p> <p>As to specific rules on access to fare data, it is noted that fare data is not part of the supply of public transport data that is open in the Netherlands. There is legislation for the supply of public transport data, but not for the fares.</p> <p>There are no specific legal requirements about disclosure of pricing information either. However, transport operators have set up a database (www.ndovloket.nl) which contains open source data about travel information, prices, etc.</p> <p>Rules that regulate and facilitate to some extent ticket integration are the Wp2000 (Dutch Public Transport Act 2000) and the Bp2000 (secondary legislation based on the Wp2000).</p> <p>The Wp2000 was amended, the new article 30c (which has not been enforced yet) makes it possible to establish rules for PSO-operators to publish certain data.</p> <p>The current integrated ticketing system in the Netherlands is established through the so-called “OV-chipkaartsysteem” (short for openbaar vervoer chipkaart, meaning public transport chipcard) which is a contactless smart card system used for all public transport in the Netherlands. First introduced in the Rotterdam metro in April 2005, the OV-chipkaart has subsequently been rolled out to other areas and travel modes. It fully replaced the national strippenkaart system for buses, trams and metros in 2011 and the paper ticket system for rail travel in July 2014. It is a collaborative initiative of five large public transport operators in the Netherlands: the main rail operator NS, the bus operator Connexxion and the municipal transport operators of the three largest cities: GVB (Amsterdam), HTM (The Hague) and RET (Rotterdam), though all public transport operators in the Netherlands now use the system. It is operated through a joint venture named Trans Link Systems (TLS) by the public transport undertakings which have been granted exclusive rights to operate public transport services in a certain area. Other suppliers (non-PSO undertakings) need access to these transport services to be active on the ticketing market. The access to these transport services is limited, therefore the ticketing market is foreclosed. ACM advised the Ministry of Transport to regulate the access to the transport service to promote competition on the mobility market.</p>
---	--

	<p>Non-legislative initiatives concerning integrated ticketing:</p> <p>The PSO-operators are shareholders of TransLink, this organisation issues the “OV-chipkaart”. Translink is the back office for all OV chipkaart transactions which is based on a “check in-check out” system. Translink performs the “clearance and settlement” function for the PSO-operators.</p>
Status of legislation	Rules allowing PSO-operators to publish certain data are in force.
Transport mode concerned by legislative/non-legislative initiatives	Public transport.
Level of integration (local or cross-border)	Local.
Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed)	<p>An integrated ticketing system that is user-friendly can be only be achieved by large investments and cooperation of (relatively independent transport undertakings), these undertaking must see the benefits of an integrated ticketing system. Furthermore consumer organisations must see the benefits of the benefits of the technology that is used for the ticketing systems. Integration cannot be achieved by top-down regulation without taking the interests of undertaking and consumer organisations into account.</p>

GETTING IN TOUCH WITH THE EU

In person

All over the European Union there are hundreds of Europe Direct information centres. You can find the address of the centre nearest you at:

https://europa.eu/european-union/contact_en

On the phone or by email

Europe Direct is a service that answers your questions about the European Union. You can contact this service:

- by freephone: 00 800 6 7 8 9 10 11 (certain operators may charge for these calls),
- at the following standard number: +32 22999696, or
- by email via: https://europa.eu/european-union/contact_en

FINDING INFORMATION ABOUT THE EU

Online

Information about the European Union in all the official languages of the EU is available on the Europa website at: https://europa.eu/european-union/index_en

EU publications

You can download or order free and priced EU publications from: <https://publications.europa.eu/en/publications>. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see https://europa.eu/european-union/contact_en).

EU law and related documents

For access to legal information from the EU, including all EU law since 1952 in all the official language versions, go to EUR-Lex at: <http://eur-lex.europa.eu>

Open data from the EU

The EU Open Data Portal (<http://data.europa.eu/euodp/en>) provides access to datasets from the EU. Data can be downloaded and reused for free, for both commercial and non-commercial purposes.

