



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.d

Country Report - Croatia

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Country reports

CROATIA

Legislative framework

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| <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>At present, in the Republic of Croatia, there are no data formats regulatory requirements nor specific rules dealing with ticket integration. This depends on the initiative of transport operators. Public transport is not integrated, as there are no coordinated timetables or single tickets for different modes of transport. Intermodal terminals, which enable transit from one mode of transport to another, do not exist or are extremely rare. On certain lines, bus and rail carriers have "parallel routes".</p> <p>Public service transport is ruled by the Ministry of Sea, Transport and Infrastructure. The main transport operators are owned by the Municipalities. Outside the urban transport in the territories of the Municipalities, there are 15 private operators in charge of the public transport service on national roads.</p> <p>According to the Transport Development Strategy of the Republic of Croatia (developed by the Ministry of the Sea, Transport and Infrastructure) for the years 2017 – 2030, the use of integrated IT systems between rail and road as well as other public transport modes is lagging behind in comparison to other countries. However, one of the targets set in the Strategy, is to better integrate the international/national transport system with the local and regional transport systems with passenger hubs and integrated ticketing.</p> <p>To this end, the Ministry of the Sea, Transport and Infrastructure is planning, in second quarter of 2020, to introduce a Law on Integrated public transport service which will extend to ticket regulation.</p> <p>The Law on regulation of the market of railway services and protection of the rights of passengers in rail transport is OG 104/2017.</p> <p>Non-legislative initiatives concerning integrated ticketing:</p> <p>In 2014 Croatian Railways announced that they were set to implement a new integrated ticketing and reservation system. The Railways management entered into a contract with a collection of companies including Scheidt & Bachmann GmbH from Germany, KING ICT from Zagreb and Slovenia's Četrt, aimed at seeing an investment of over 5 million euros into a new online ticketing and reservation system allowing passengers to book and pay for tickets on Croatian trains via their smartphones.</p> <p>Another example of a non-legislative initiative is the agreement on the long-term partnership for the development of integrated passenger transport in Osijek-Baranja County and the City of Osijek that was entered into in September 2018 by the county prefect of Osijek-Baranja County, Ivan Anušić, Deputy Mayor of the City of Osijek, Boris Piližota, GPP Osijek's director Mario Šapina, and HŽ PP's Željko Ukić. The contract for the encouragement of integrated passenger transport via the application of combined general,</p> |
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| | student, pensioner and schoolchildren's pre-paid tickets was signed by GPP Osijek's director Mario Šapina and the administration of the HŽ travel service. |
| Status of legislation | Non-existent, but planned by the Government for the upcoming years. |
| Transport mode concerned by legislative/non-legislative initiatives | Transport in Croatia is mainly not integrated. |
| Level of integration (local or cross-border) | N/A |
| Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed) | Deficit balance of the public transport system; serious financial problems which are being experienced by some of the private operators in charge of the public transport service on national roads; average age of the rolling stock that is close to the end of its service life (while in the road transport the average age of buses is approximately 15 years). |

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