



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.z

Country Report – United Kingdom

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Country reports

UNITED KINGDOM

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>There are no specific rules dealing with ticket integration. This is left to the initiative of transport operators. However, the Transport Act 2000 and the Local transport Act 2008 have put in place a regulatory framework that allows for the creation of integrated ticketing.</p> <p>Transport operators in the UK signed public transport ticketing schemes which are written agreements between them that allow passengers to purchase tickets that are valid on the services of all participating operators. Without these schemes, passengers travelling on a journey that involves the services of more than one operator would have to buy separate tickets from each operator. Examples include multi-operator travel cards, through tickets, short and long-distance add-ons. The London's Oyster card (introduced in 2003) is a useful illustrative example of this, although the ticketing system in London is covered under a separate arrangement. Depending on the scheme in question, the agreements involved with ticketing schemes may require transport operators to carry out activities such as sharing information on commercial matters including costs, fixing a common ticket price, sharing revenue, agreeing to divide routes among participants or other activities that can be detrimental to competition. This may constitute a restriction of competition under Chapter 1 of the Competition Act 1998 which prohibits agreements, concerted practices and decisions of associated firms that would have as their object or effect, the prevention or distortion of competition within the United Kingdom, or any part of it.</p> <p>To allow for the possibility that some agreements between firms may lead to benefits that outweigh the negative impact on competition, the Competition Act 1998 allows for an agreement to be exempt from the prohibitions as long as it satisfies the four conditions set out in section 9(1). In 2001, the then Director General of Fair Trading concluded that agreements between transport operators on certain types of integrated ticketing schemes were likely to satisfy the criteria for exemption and a block exemption order for such agreements was made, providing greater legal certainty for transport operators to Public Transport Ticketing Schemes.</p> <p>The block exemption in UK legal framework was subsequently amended in February 2011 and renewed in 2016 for 10 years (it will expire in 2026). This covers ticketing schemes that provide multi-operator travel cards, multi-operator individual tickets, through tickets and short and long distance add-on tickets for local travel on buses, trains, trams and domestic ferry services. After expiration, should it not be renewed, transport operators would have to satisfy themselves that any agreements they entered into relating to ticketing schemes would be exempt from prohibition, by fulfilling the conditions set out in section 9(1) as described above, and will not have the automatic legal coverage of the block exemption.</p> <p>As far as access to fare data is concerned, UK has been an early adopter of</p>
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	<p>Intelligent Transport Systems (ITS), especially in the field of traffic and travel information. The UK Government adopted transparency and open data as key policy initiative in 2010 and implemented a wide range of measures to make government and public services more transparent and to release data for use by third parties. This is articulated in the Open Data White Paper that was published in June 2012 and which was accompanied by an Open Data Strategy in each key data theme including a Transport Sector Strategy that was published by the UK Department for Transport.</p> <p>Rail operators are required under their licence to offer tickets between any two stations in Great Britain – and to offer the cheapest or the fastest route, whichever the customer wants. Many airlines – although not low cost carriers – will sell integrated air-air domestic tickets.</p> <p>It is noted that the Department for Transport launched a public consultation in 2018 (June to September) seeking views on ways to improve information for bus passengers through the Bus Services Act 2017 and open data legislation. The aim is to require operators and local authorities to publish open data digitally for buses in England (outside London) in order to make it easier for bus passengers to plan their journeys through access to routes and timetables data, fares and tickets data, and real time information.</p> <p>Non legislative initiatives concerning integrated ticketing:</p> <p>It was noted that integration is mostly based on code-sharing agreements. An example of local initiative is between Great Western Railway, Heathrow Express and Singapore International Airlines (SIA) to offer integrated tickets between selected stations in Wales and the West of England and places on SIA's route network.</p> <p>In addition, British Airways started something similar, but it is not known whether or not this agreement is still existing (although it looks as if it has been expanded – see https://www.gwr.com/plan-journey/journey-information/travel-connections/gwr-air). This is a modified code-share.</p>
Status of legislation	Public Transport Ticketing Schemes Block Exemption was renewed in 2016, expiring on 2026.
Transport mode concerned by legislative/non-legislative initiatives	Local buses, trains, trams and domestic ferry services.
Level of integration (local or cross-border)	Local.

Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed)	N/A
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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?	There is no national authority, each part of the UK (England, Scotland, Wales and Northern Ireland) is responsible for its own transport system. Municipalities are responsible for local transport.							
2	Specific rules on access to fare data	In England, the Bus Services 2017 Act obliges bus operators to make this data available. Similar legislation is in the process of being prepared in Scotland. Similarly, there has been an obligation to make this data available for the past 10 years, however, this law has not been enforced properly and 70% of this data was not made available.							
3	Legal requirements about pricing information	In England, the Bus Services 2017 Act obliges bus operators to make this data available. Similar legislation is in the process of being prepared in Scotland.							
4	Main difficulties in concluding agreements concerning disclosure of travel and traffic information?	If there are benefits, there are no difficulties.							
5	Information shared between organisations/companies (e.g. schedules, fares, availability, real time information)	Private operators share these data with private portals.							
6	How can collaboration between companies be fostered to improve access to fare data?	Commercial benefit is the primary indicator.							
7	Are companies/organisation reluctant to share certain type of information? Why?	Commercial benefit is the primary indicator.							
8	Can voluntary agreements between companies foster further collaboration?	Commercial benefit is the primary indicator.							
9	Initiatives on fare data access. (Legislation, projects, etc.)	Private operators share these data with private portals.							
10	What should be done at European/national/regional/local	No state, government or EU intervention is necessary.							

	level to foster the sharing of fare data with other players?	
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