



# REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

*Annex III.i*

*Country Report - France*

GRIMALDI | STUDIO  
LEGALE

  
Valdani Vicari & Associati  
ECONOMICS & POLICY



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.i***

### ***Country Report - France***

***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 978-92-76-09779-2

doi: 10.2832/498635

© European Union, 2019

Reproduction is authorised provided the source is acknowledged.

## Country reports

### FRANCE

#### Legislative framework

<p><b>General description of legal framework:</b></p> <p><b>Legislation in place and legislative initiatives mandating access to fare data and integrated ticketing schemes / Non legislative initiatives</b></p>	<p>In France, a multimodal information service has been put in place by every region to deliver integrated information to users, thus including any transport modes (including rail transport) and not only urban transport.</p> <p>According to French law, public transport authorities in certain areas (areas of more than 100 000 inhabitants identified by the Minister in charge of transports) must organize an information service to the users, identifying all transport modes and their combinations in inter-modal transport chains. Transport operators have to participate in this information system. Since June 2018, French legislation allows the French government to impose the railway undertakings (RU) operating passenger transport services to participate in a passenger's common information system and integrated ticketing schemes. Should the State decide to put in place this system, the obligation would apply to all the RU operating passenger's transportation services.</p> <p>The terms « static/dynamic fare data » are not included in French legislation. However, recent legislations have imposed to those companies providing public transport services and transport authorities to make their data about regular services freely and immediately available to inform the users and to provide the best service. For this purpose, they are disclosed via electronic means to the public and to the other operators, in open formats which allow their unrestricted, immediate and free use.</p> <p>Pricing information shall be public by law in France. In particular, Territorial authorities and municipalities, the State services, public administration and other actors with a public service mission must open access to data.</p> <p>Indeed, there are two different sets of rules:</p> <ul style="list-style-type: none"> <li>- The ones imposed on SNCF as far as tariffs are concerned. The rules are now explained in decree 2016/327 (article 5 and following)</li> <li>- The general law regarding prices (valid for all products): articles L112-1 to L112-8 of the French code of consumption and various decrees (the last one, specifically on transports is : arrêté du 10 avril 2017)</li> </ul> <p>The Law No. 2016-1321 of October 7, 2016 for a Digital Republic aims to create a new framework for digital development in France, to promote the circulation of data and knowledge, to protect rights of individuals in the digital society and to ensure digital access for all.</p> <p>Following the Commission Delegated Regulation (EU) 2017/1926 of 31 May 2017 supplementing Directive 2010/40/EU of the European Parliament and of the Council with regard to the provision of EU-wide multimodal travel information services, France is currently building a national access point to</p>
---	--

	<p>make multimodal information data accessible to all.</p> <p>In addition, on 26 November 2018, a draft law - “Projet de loi d’orientation des mobilités (LOM) - was presented to the French Council of Ministers by the Minister of Transport. The French mobility bill in the works, includes measures designed to enable MaaS applications and public transport solutions and is aimed at opening up mobility data to travellers, creating new digital services and laying the groundwork for autonomous vehicles.</p> <p>Developed following the National Conferences on Mobility, the draft law radically reforms the general framework of mobility policies in France. The draft law has four objectives: (i) shift away from car dependency; (ii) schedule investments in transport infrastructure; (iii) achieve the ecological transition; and (iv) accelerate the growth of new mobility. The plan aims at achieving these goals by opening up mobility data within a European and national data protection framework and to finance innovative projects in fields such as multi-modal ticketing or other MaaS applications. Under the new law, new smartphone applications, which are expected to be available by the year 2022, should enable travellers to compare all available transport options (public transport, car sharing, taxi, bicycles, etc.). In particular, regarding the latter goal pursued, the opening of mobility offer data is expected to be implemented in an operational way throughout the country by the end of 2021. This includes static data and real-time data (stops, timetables, fares, disruptions and availability of self-service vehicles) from public transport (air, sea, rail, bus, tram, etc.) or on demand, as well as data from road, bicycle, pedestrian and parking networks.</p> <p>In particular, Title II of the French bill encompasses a set of measures relating to new mobility solutions, and addresses successively the issue of the opening up of mobility data and of the development of information services for travel, autonomous vehicles, experimentation, regulation of new forms of mobility and the development of shared mobility, such as carpooling. Its aim is to promote the openness of data and facilitate the development of new services and new mobility for all the French territory. Some relevant provisions in this connection are, for instance, Articles 9, 10, and 11 of the LOM.</p> <p>Article 9 declines, in national law, the European regulation on the opening of the data on mobility offer, while being more ambitious than the European base. It imposes the opening of data in real time and speeds up the European calendar by making data available concerning the part of the network that is not integrated into the trans-European global transport network. Financial compensation may be requested from the user of the data when the volume of data transmitted will exceed a threshold that will be defined in a decree by the Council of State. This provision entrusts the regions and metropolitan areas with the role of leading the opening process data and the transmission of this data to the single digital interface (access point national) which will identify all mobility data. Article 9 also entrusts the Regulatory Authority for Railway Activities with new monitoring, dispute resolution and sanctions missions, with a view to ensure the proper implementation of data access.</p> <p>Article 10 requires the production of certain transport accessibility data for people with disabilities and reduced mobility and concerns the accessibility data of all regular public transport services (road and rail).</p> <p>Lastly, Article 11 provides that the regional organising authorities and Île-de-</p>
--	--

	<p>France Mobilités shall ensure that users have access to an information service on all modes of transport made on their territory. In addition, this provision specifies that any multimodal digital service for sales or booking must present the different travelling solutions in a way that is transparent to users. It offers the possibility to any person, public or private, to constitute a multimodal service for the sale of transport or of parking services that are covered by agreements or organised by the public authorities, by automatically giving access to the digital sales and booking services for the trips concerned. The financial conditions must be reasonable and will be contractually defined on the basis of objective and relevant criteria.</p> <p>Non-legislative initiatives concerning integrated ticketing:</p> <p>SNCF Mobilités, as CIT member, applies the Manual for International Rail Tickets (MIRT) for international travels. The Manual for International Rail Tickets (MIRT) provides CIT members with the necessary standards to issuing international tickets. It is primarily addressed to the staff of railway undertakings who have to deal with the law of carriage, with the issuing of international tickets, with checking those tickets and with customer services. Also, FSM is a good example of a voluntary sector (rail operators, GDS, travel agencies, technical providers) initiative to foster integrated ticketing and rail distribution.</p>
<b>Status of legislation</b>	<p>The bill of the Projet de loi d'orientation des mobilités (LOM) was presented to the French Government on 26 November 2018. The legislative accelerated procedure was initiated by the Government and is still ongoing.</p>
<b>Transport mode concerned by legislative/non-legislative initiatives</b>	<p>All modes of transport will be concerned.</p>
<b>Level of integration (local or cross-border)</b>	<p>Local.</p>
<b>Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed)</b>	<p>It is too soon to tell as the regulation is not fully implemented yet. However, the fragmentation of transport authorities could be, according to some, a barrier.</p>



## Market situation

#	Key fare component	Transport Mode							
		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>The regulation of transport in France has somewhat of a “federal” structure, where the competences are shared between the state, regional and local authorities.</p> <ul style="list-style-type: none"> <li>- State level – regulation of the long distance travel (air, long distance rail, couches)</li> <li>- Regional authorities – in charge of regional trains/buses</li> <li>- Cities – in charge of all the municipal transport (besides the one under regional authorities)</li> </ul>							
2	Specific rules on access to fare data	<p>There is no legal obligation to share fare data. Operators share data on a voluntary basis. Long distance trains and air companies give access to fare data to travel agencies. Therefore, data is sometimes open ,although this is not mandatory.</p> <p>Static data, i.e. the price of travel tickets, is open online to everyone.</p>							
3	Legal requirements about pricing information	<p>France will implement the Delegated Regulation 1926 (2017) in 2019 and the above-mentioned information will be provided for all types of public transport. Delegated Regulation 1926 (2017) does not require opening real-time fare data between operators and it will continue to be done on a voluntary basis between operators.</p>							
4	Main difficulties in concluding agreements concerning disclosure of travel and traffic information?	<p>Companies would like to have access to data without giving up their own data. This complicates things.</p>							
5	Information shared between organisations/companies (e.g. schedules, fares, availability, real time information)	<p>As already mentioned, there are no legal obligations to provide real-time pricing to other operators. But, usually real time pricing for long-distance rails and air transport is open for travel agencies and other operators – it is important to mention that it is done on a voluntary basis.</p>							
6	How can collaboration between companies be fostered to improve access to fare data?	<p>No easy answer to this.</p> <p>Need to start from a dialogue to understand each other’s interests and how to work together.</p>							
7	Are companies/organisation reluctant to share certain type of information? Why?	<p>Yes, they are reluctant, because they see each other as competitors.</p>							
8	Can voluntary agreements between companies foster further collaboration?	<p>Yes, but besides long-distance rail and air transport companies, there are not many agreements now.</p>							

9	Initiatives on fare data access. (Legislation, projects, etc.)	<ul style="list-style-type: none"> <li>• Long-distance train – real-time fare data open to travel agencies</li> <li>• Air - real-time fare data open to travel agencies</li> <li>• SNCF has fare data exchange with some operators in some cities in France</li> <li>• 40 cities in France provide access (upon request) to all data</li> </ul> <p>Companies Keolis, RATP and Transdev seem to be interested in more MaaS solutions.</p> <p>Some Municipalities work on integrated ticketing schemes:</p> <ul style="list-style-type: none"> <li>• St Etienne</li> <li>• Iles de France</li> <li>• Melouse</li> </ul> <p>Also, the Ministry of Transport in France has launched a Committee, bringing together relevant public and private stakeholders to foster integrated transport schemes. The Committee has several sub-committees:</p> <ul style="list-style-type: none"> <li>• Data sharing – the work will start in 2019 and the results are expected in 2021</li> <li>• MaaS (to provide standardisation for APIs) the work will start in 2019 (no date for expected deadlines)</li> <li>• Accessibility (for disabled people) – work will start in 2019 and the results are expected by 2021</li> </ul>
10	What should be done at European/national/regional/local level to foster the sharing of fare data with other players?	To make it mandatory to share at least the base fare.

## **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](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](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](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](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.

