

## Policy recommendations on intermodality

### FOCUS ON PASSENGERS

Passengers should be at the center of transport policies to further intermodality. Changes to bring about for this include:

- a) The design of the transport system should be driven by passenger welfare
- b) All transport providers should be obliged to provide information on schedules free of charge, when requested
- c) Possibilities of easy (integrated or exchanged) ticketing should be developed at airports/airlines, such as:
  - inclusion of transport from airport to city center should, upon request, be included in the air and high speed train ticket
  - in plane sale of public transport pass/ticket for city
  - in plane provision of information with details of public transport connections available at airport
  - easy availability of public transport pass/ticket at the airport – e.g. in baggage and arrival halls
- d) Intermodal products addressing the needs of various types of passengers (e.g. leisure, business) should be catered for (price and time-sensitivity variation) and should have equal priority with interlining on GDS or search engine screens
- e) Passengers rights should be aligned across modes, especially between high speed rail and aviation
- f) Schedule density is a key enabler of intermodal travel and should be addressed by the appropriate authorities
- g) The regulatory regimes in relation to distribution and display and disclosure of fares should be aligned across modes

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### UNCERTAINTIES

**Clear apportioning of responsibilities for the complete passenger journey across modes – door-to-door concept should be made.**

This includes:

- a) Any intermodal product should have the liability issues sorted out, or at least made transparent
- b) Some form of guarantee for onward transport should be provided if one of the links in the intermodal journey causes a missed connection
- c) Insurance for the intermodal product should be an option
- d) The responsibilities of airlines towards their passengers in case of missed connections due to applicable passenger rights legislation should be mirrored at least for High Speed Train services in the short term.
- e) An HST ticket should be provided for those having missed their reserved HST connection at the cost of their original ticket (or at reduced cost compared to the original ticket price)
- f) Accurate and timely communication should be provided as key to minimizing the impact on passengers, including prompt information on delays and rerouting options of all modes (air, train, bus, shuttle, etc.) in, apart from the national language, at least English

### RAIL SECTOR

**Support and accelerate integration of the rail sector to enable intermodal travel**

- a) In terms of available information (apps, electronic files, etc)
- b) In terms of operations, especially cross-border
- c) Provision of information across borders between operators should be drastically and quickly improved. This is especially important for High Speed Trains
- d) Rolling out completion of TAP-TSI at the current horizon of 2018, or even 2020, should be accelerated

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FINANCING	<p><b>Financing intermodality</b></p> <ul style="list-style-type: none"><li>a) The important funding needs for intermodality including for data exchange enablers should be recognised</li><li>b) Financing intermodal points must be a TEN-T/CEF priority and Cohesion Fund goal</li></ul>
CONTINGENCY PLANS	<p><b>To improve transport system resilience contingency plans for emergencies affecting the whole transport system should be developed:</b></p> <ul style="list-style-type: none"><li>a) Require transport operators to develop contingency plans to deal with disruption in one leg of an intermodal journey, except for cases outside the operators' control ('force majeure').</li><li>b) Standing agreements about solutions, costs and insurance possibilities should be developed</li></ul>