Commission Regulation (EU) No 454/2011 of 5 May 2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (Text with EEA relevance)

COMMISSION REGULATION (EU) No 454/2011

of 5 May 2011

on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Directive 2008/57/EC of the European Parliament and of the Council of 17 June 2008 on the interoperability of the rail system within the Community[(1)], and in particular Article 6(1) thereof,

Whereas:

(1) Pursuant to Article 2(e) of Directive 2008/57/EC, the rail system is subdivided into structural and functional subsystems. Each of the subsystems should be covered by a technical specification for interoperability (TSI).

(2) By Decision C(2006) 124 final of 9 February 2007, the Commission gave a mandate to the European Railway Agency (the Agency) to develop technical specifications for interoperability under Directive 2001/16/EC of the European Parliament and of the Council of 19 March 2001 on the interoperability of the trans-European conventional rail system[(2)]. Under the terms of that mandate, the Agency was requested to draw up the draft TSI related to telematics applications for passengers. It submitted a recommendation on 31 May 2010. This recommendation should be complemented by an additional recommendation following a mandate from the Commission to cover tariffs, ticketing and reservation for domestic journeys. In drafting its recommendation, the Agency should take into account national developments and technical developments in the area of innovative ticketing and intermodality.

(3) Technical specifications for interoperability are specifications adopted in accordance with the Directive 2008/57/EC. The TSI in Annex covers the subsystem relating to telematics applications for passenger services in order to meet the essential requirements and ensure the interoperability of the rail system.

(4) The efficient interconnection of the information and communication systems of the different infrastructure managers and railway undertakings is considered to be important, in particular for the provision of up-to-date information and ticketing services to passengers.

Changes to legislation: *There are outstanding changes not yet made to Commission Regulation (EU) No 454/2011. Any changes that have already been made to the legislation appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

(5) The purpose of this TSI is to define procedures and interfaces between all types of actors to provide information and issue tickets to passengers via widely available technologies. It should include the exchange of information for the following aspects: systems providing passengers with information before and during the journey, reservation and payment systems, luggage management, issuing of tickets via ticket offices, ticket selling machines, on board trains, telephone, Internet or any other widely available information technology, management of connections between trains and with other modes of transport.

(6) The information provided to passengers should be accessible in accordance with the requirements of Commission Decision 2008/164/EC of 21 December 2007 concerning the technical specification for interoperability relating to 'persons with reduced mobility' in the trans-European conventional and high-speed rail system[(3)].

(7) The provisions of this TSI should not prejudge decisions taken by Member States under Article 2 of Regulation (EC) No 1371/2007 of the European Parliament and of the Council[(4)].

(8) Detailed specifications are necessary to ensure that this Regulation can be applied. Those specifications define the data exchange system based on common components and on the interconnection of the information and communication systems of the relevant actors. Moreover, a description of the governance for the development, deployment and operation of this system, and a master plan for the development and deployment of this system are necessary as well. These deliverables will be produced during an initial phase of implementation. The TSI therefore needs to be amended at a later stage in order to take these deliverables (detailed specifications, governance and master plan) into account.

(9) In accordance with Article 5(8) of Directive 2008/57/EC, the technical documents published by the Agency that are referred to in this Regulation should be regarded as Annexes to the TSI and should become mandatory from the moment the TSI is applicable.

(10) The measures provided for in this Regulation are in accordance with the opinion of the Committee established in accordance with Article 29(1) of Directive 2008/57/EC,

HAS ADOPTED THIS REGULATION:

Article 1

1 The Technical Specification for Interoperability (hereinafter 'TSI') relating to the element 'applications for passenger services' of the subsystem 'telematics applications' of the trans-European rail system referred to in Article 6(1) of Directive 2008/57/EC is set out in Annex I.

2 The TSI shall apply to the element 'applications for passenger services' of the subsystem 'telematics applications' as defined in Section 2.5 of Annex II to Directive 2008/57/EC.

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3 With regard to rail passenger services operated from or to third countries, compliance with the requirements of this TSI is subject to the availability of information from actors outside the EU unless bilateral agreements provide information exchange compatible with the TSI.

Article 2

This TSI shall be implemented in three phases:

— a first phase establishing detailed IT specifications, governance and master plan (phase one),

— a second phase concerning the development of the data exchange system (phase two), and

— a final phase concerning the deployment of the data exchange system (phase three).

Article 3

1 The European Railway Agency shall publish on its website the technical documents listed in Annex III and shall keep them up to date. It shall implement a change management process for the technical documents as specified in Section 7.5.2 of Annex I. It shall report to the Commission on the progress of these documents. The Commission shall inform the Member States through the Committee established under Article 29 of Directive 2008/57/EC.

2 The European Railway Agency shall publish on its website the reference files referred to in Section 4.2.19 of Annex I and shall keep them up to date. It shall implement a change management process for such files. It shall report to the Commission on the progress of these documents. The Commission shall inform the Member States through the Committee established under Article 29 of Directive 2008/57/EC.

3 The European Railway Agency shall submit its recommendation on the open points listed in Annex II to this Regulation by 31 March 2012.

[*F1* *Article 4*

Railway undertakings, infrastructure managers, station managers, ticket vendors and the Agency shall support the works of phase 2 as specified in Section 7.3 of Annex I by providing functional and technical information and expertise.**]**

Textual Amendments

F1 Substituted by Commission Regulation (EU) No 1273/2013 of 6 December 2013 amending Regulation (EU) No 454/2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (Text with EEA relevance).

[*F1* *Article 5*

The representative bodies from the railway sector acting at European level as defined in Article 3(2) of Regulation (EC) No 881/2004 of the European Parliament and of the Council[(5)] together with a representative of ticket vendors and a representative of European passengers, shall further develop the Telematic Applications for Passenger Services subsystem as specified in Section 7.3 of Annex I. The phase 1 deliverables (Application guides, Architecture, Governance and Master plan) shall be made publicly available by the European Railway Agency on its website.**]**

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Textual Amendments

F1 Substituted by Commission Regulation (EU) No 1273/2013 of 6 December 2013 amending Regulation (EU) No 454/2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (Text with EEA relevance).

[F1 Article 6

Member States shall ensure that railway undertakings, infrastructure managers, station managers and ticket vendors are informed of this Regulation and shall designate a national contact point (NCP) for the follow-up of its implementation. The role of the NCPs is described in Annex VI.**]**

Textual Amendments

F1 Substituted by Commission Regulation (EU) No 1273/2013 of 6 December 2013 amending Regulation (EU) No 454/2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (Text with EEA relevance).

[F1 Article 7

1 The Regulation shall be amended taking into account the results of phase 2 referred to in Section 7.3 of Annex I.

2 The European Railway Agency shall amend technical document B.60 (Architecture) taking into account the results of phase 1 and by applying the procedure of Article 3.**]**

Textual Amendments

F1 Substituted by Commission Regulation (EU) No 1273/2013 of 6 December 2013 amending Regulation (EU) No 454/2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (Text with EEA relevance).

Article 8

This Regulation shall enter into force on the day following its publication in the *Official Journal of the European Union*.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

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ANNEX I

1. INTRODUCTION

1.1. **Technical scope**

This Technical Specification for Interoperability (hereinafter referred to as the TSI) concerns the element 'applications for passenger services' of the subsystem 'telematics applications' of the trans-European rail system referred to in Article 6(1) of Directive 2008/57/EC. It is included in the functional area of the list in Annex II to Directive 2008/57/EC.

1.2. **Geographical scope**

The geographical scope of this TSI is the trans-European rail system as defined in Article 2(a) of Directive 2008/57/EC.

1.3. **Content of this TSI**

The content of this TSI is in accordance with Article 5 of Directive 2008/57/EC.

This TSI also comprises, in Chapter 4, the operating and maintenance rules specific to the technical and geographical scope.

2. DEFINITION OF THE SUBSYSTEM/SCOPE

2.1. **Subsystem**

This TSI covers:

(a) the functional subsystem 'Telematics applications for passenger services';

(b) the part of the maintenance subsystem relating to the telematics applications for passenger services (i.e. methods of use, management, updating and maintenance of databases, software and data communication protocols, etc.).

It includes the provision of information on the following aspects:

(a) systems providing passengers with information before and during the journey;

(b) reservation and payment systems;

(c) luggage management;

(d) issuing of tickets via ticket offices or ticket selling machines or telephone or Internet, or any other widely available information technology, and on board trains;

(e) management of connections between trains and with other modes of transport.

2.1.1. *Providing passengers with information before and during the journey*

Annex II to Regulation (EC) No 1371/2007 on rail passengers' rights and obligations lists the minimum information to be provided to passengers by railway undertakings and/or by ticket vendors.

2.1.2. *Reservation and payment systems*

Information will be exchanged between the reservation and ticketing systems, and the payment systems of the different ticket vendors and railway undertakings in order to enable the passenger