Public Consultation
on the provision of EU-wide multimodal travel information services
under the ITS Directive 2010/40/EU

Objective of the consultation

The objective of this public consultation is to collect the opinions of stakeholders and interested parties including EU citizens and private and public organisations and gain (quantitative) evidence on the issues related to the provision of EU-wide multimodal travel information services. The replies submitted to this public consultation will be taken into consideration for the development of the relevant specifications within the frame of the ITS Directive.

Intelligent Transport Systems (ITS) can significantly contribute to a more sustainable, safer and efficient transport system and the ITS Directive was adopted to accelerate the deployment of these innovative transport technologies across Europe. The ITS Directive[1] provides for the adoption of functional, technical and organisational specifications in the form of a delegated act to ensure the compatibility, interoperability and continuity for the deployment and operational use of EU-wide multimodal travel information services (Priority Action "A" of the ITS Directive). This delegated act will be a binding policy measure laying down provisions containing requirements or any other relevant rules to be followed in the case of deployment.

These specifications will be aimed at ensuring interoperable travel data and services, where possible based on existing standards and technology. At present, multimodal information services across Europe lack interoperability and are fragmented in terms of what they offer including modal and geographical coverage, real-time information and quality levels. This initiative is expected to contribute to EU-wide continuity and harmonised delivery of multimodal travel information services. This in turn is expected to encourage a positive modal shift to sustainable modes of transport and therefore improve the efficiency of Europe's transport network management.

The scope of these specifications does not include integrated multimodal ticketing, however this remains a long term vision of the Commission.

What are multimodal travel information services?

Multimodal travel information and planning services (MMTIPs) allow travellers to plan their journey from A to B comparing different travel options combing different variations of transport modes. MMTIPs may include a combination of two or more of the following transport modes which might be used by a traveller: air, rail, waterborne, coach, public transport, demand responsive transport, walking and cycling. Such services can allow the traveller to receive personalised routing results according to their specific travel preferences or needs including the fastest route, the cheapest route, the fewest connections, the most environmentally friendly, the most accessible for persons with reduced mobility etc. or simply a routing result based on the transport mode(s) they wish to use (i.e. cycling or public transport).

Who are the users of multimodal travel information?

The users of multimodal travel information are primarily citizens travelling on journeys which can be new, infrequent or regular/daily. Travellers may require information to help select the most cost effective, quickest or time appropriate mode of transport for a given journey. Moreover, travellers may want to be aware of any changes to a journey which they are undertaking, whether it be disruptions, routing changes, or expected travel time. Users may require information for short local journeys or longer trips including those journeys which require cross-border travel.

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[1] Directive 2010/40/EU http://ec.europa.eu/transport/themes/its/road/action_plan/

However, the users of multimodal travel information services are not just limited to the travellers themselves, but increasingly transport operators and transport authorities also use MMTIPs to maximise the efficiency of their management of the transport network by using real-time information about travel disturbances and incidents to smoothly re-direct traffic flow across their network. Moreover, logistic firms and freight companies also use this real-time information to support their daily activities by making well informed decisions regarding choosing the best route to efficiently conduct their operations avoiding travel disturbances and incidents.

How is information delivered to users?

Multimodal travel information services can be delivered to users through a variety of channels. Whilst there remains a portion of users who prefer to access information through staffed-services such as telephone advice lines or walk-in travel centres, the majority of these services are now provided online via browsers and also mobile phone applications. Information is provided by a range of organisation types including transport operators, transport authorities, public sector initiatives and private sector technology companies.

Instructions for filling in the questionnaire

Please note that the questionnaire consists of three parts.

- Part I asks information about the respondent and all the questions in Part I are mandatory to all respondents.

- Part II focuses on the use of multimodal travel information services and therefore these questions can be filled in by all respondents in their role as MMTIPS users, but questions 12.a-12.b are only applicable to transport operators and transport authorities.

- The questions in Part III and IV are primarily directed at organisations filling in the questionnaire; however citizens responding to the consultation may also answer questions in Part III and IV if they wish to do so.

Disclaimer

Please note that this document has been drafted for information and consultation purposes only. It has not been adopted or in any way approved by the European Commission and should not be regarded as representing the views of the Commission. It does not prejudge, or constitute the announcement of any position on the part of the Commission on the issues covered. The European Commission does not guarantee the accuracy of the information provided, nor does it accept responsibility for any use made thereof.

Part I: Information about the participant
[all the questions of Part I are mandatory]

Please provide information to help us build your profile as a respondent. In accordance with **Regulation 45/2001**, all personal data collected through this survey will be kept securely and will ultimately be destroyed.

Please note that the questionnaire will only use your full contribution if your name, organisation (if you answer on behalf of an organisation or institution) and contact details are provided. If you choose to not provide your name, organisation and contact details, you have the option of submitting a general comment only.

If you do choose to provide us with your name, organisation and contact details, you can still opt for your answers to remain anonymous when results are published.

☒Yes, I will provide my name and contact details
☐No, I prefer to provide a general comment only

General comment:

Please provide your name (first name and surname e.g. *John Smith*)

Mark Cartwright

Please provide your email address
A notification of receipt will be sent to this email address. Please note that if the email address is not valid, your contribution will not be taken into account.

In what capacity are you completing this questionnaire? *[tick one answer]*

☐As a citizen/traveller
☒On behalf of an organisation or authority

If you are answering <u>as a citizen</u>, please provide your country of residence. *[tick one answer]*

☐Not applicable
☐Austria
☐Belgium
☐Bulgaria
☐Croatia
☐Cyprus
☐Czech Republic
☐Denmark
☐Estonia
☐Finland
☐France
☐Germany
☐Greece
☐Hungary
☐Ireland

☐Italy
☐Latvia
☐Lithuania
☐Luxembourg
☐Malta
☐Netherlands
☐Poland
☐Portugal
☐Romania
☐Slovenia
☐Spain
☐Sweden
☐Slovakia
☒United Kingdom
☐Other, non-EU Member State (please specify below)

Please specify the name of non-EU Member State if applicable

If you are answering on behalf of a company/organisation/authority/association please indicate the relevant country or countries of operation [multiple choice].

☐EU-wide
☐Global
☐Austria
☐Belgium
☐Bulgaria
☐Croatia
☐Cyprus
☐Czech Republic
☐Denmark
☐Estonia
☐Finland
☐France
☐Germany
☐Greece
☐Hungary
☐Ireland
☐Italy
☐Latvia
☐Lithuania
☐Luxembourg
☐Malta
☐Netherlands
☐Poland
☐Portugal
☐Romania

☐Slovenia
☐Spain
☐Sweden
☐Slovakia
☒United Kingdom
☐Other, non-EU Member State (please specify below)

Please specify the name of non-EU Member State if applicable

What is the name of your organisation or authority?

RTIG

What is your function within this organisation or authority?

Managing Director

Please indicate the approximate number of members your organisation represents.

80

Please categorise your organisation as appropriate [tick]
You may tick more than one answer

☐Academic institution
☐Application developer
☒Association
☐Consultancy
☐Consumer rights organisation
☐Industry
☐Insurance company
☐Non-governmental organisation (NGO)
☐Network operator
☐Passenger association
☐Public administration
☐Research and development institute
☐Standardisation organisation
☐Systems supplier
☐Telecommunication service provider
☐Transport authority
☐Transport operator
☐Transport company (other)
☐Travel information service provider
☐Travel data provider
☐Other – *please specify*

Please categorise your organisation within the travel information service chain as appropriate [tick]
You may tick more than one answer

☐Network operator

☐Transport operator
☐Travel information service provider
☐Data generator
☐Data owner
☐Content provider
☐Data user
☒Other

Is your organisation registered in the Transparency Register of the European Commission? [tick]

☐Yes
☒No

If yes, please indicate the identification number

The Transparency Register of the European Commission is accessible on:
http://europa.eu/transparency-register/index_en.htm

Please note that received contributions, together with the identity of the contributor, may be published on the Internet, unless the contributor objects to publication of the personal data on the grounds that such publication would harm his or her legitimate interests. In this case the contribution may be published in anonymous form.

Please indicate your preference as regard publication of your contribution: [tick]

☒My contribution can be published including my personal information / name of my organisation
☐My contribution can be published anonymously
☐My contribution cannot be published

Explanations about the Protection of Personal Data are available on:
http://ec.europa.eu/geninfo/legal_notices_en.htm#personaldata
The policy on "protection of individuals with regard to the processing of personal data by the Community institutions" is based on Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000.

Part II. Use of multimodal travel information services

[Part II is applicable to people who travel for personal and/or business reasons]

1) **How often** do you make the following types of journey? [multiple choice - tick all that apply]

	Weekly	Monthly	Quarterly	Annually	Less often	Never
Journeys within your city or local region	☐	☐	☐	☐	☐	☐
Journeys within your country	☐	☐	☐	☐	☐	☐
Cross border journeys to another European country	☐	☐	☐	☐	☐	☐
Journeys within another European country	☐	☐	☐	☐	☐	☐

2) Typically do you seek information to help you **plan** your journeys **before** you travel? *[multiple choice - tick all that apply]*

	Frequently	Occasionally	Never
Journeys within your city or local region	☐	☐	☐
Journeys within your country	☐	☐	☐
Journeys to another European country	☐	☐	☐
Journeys within another European country	☐	☐	☐

3) Typically do you seek **real-time information** about your journey **while** you are travelling? (e.g. disruption information, delays, alternative routes) *[multiple choice - tick all that apply]*

	Frequently	Occasionally	Never
Journeys within your city or local region	☐	☐	☐
Journeys within your country	☐	☐	☐
Journeys to another European country	☐	☐	☐
Journeys within another European country	☐	☐	☐

4) Normally, **how** do you access this travel information? (i.e. from which sources) *If you selected 'never' for all of the responses in Q2-3 please select not applicable [tick all that apply]*

☐An operator's website
☐An independent website (i.e. non-transport operator provided)
☐An operator's mobile phone application
☐An independent mobile phone application (i.e. non-transport operator)
☐Telephone service (i.e. voice based)
☐Travel agency \ in-person service
☐Other
☐Not applicable

If you indicated 'other' please describe:

5) Considering your experiences as a traveller, are you satisfied with the **geographical coverage** of travel information that is available to you (i.e. the cities, urban, regional areas covered, countries available to you etc.) *[tick]*

☐Yes
☐No
☐Partly

5.a) If you answered no or partly, would you like the geographical coverage of travel information available to you to be **enlarged**? (i.e. the possibility to plan your journey to more places in Europe?) *[tick]*

☐Yes
☐No
☐No preference

If relevant, please provide further details to support your response. *[optional]*

6) Are you satisfied with the number of **different transport modes** (bus, rail air, cycling etc) **typically** included in the travel information that is available to you? *[tick]*

☐Yes
☐No
☐Partly

6.a) If you answered no or partly, would you like the modal coverage of your travel information to be **enhanced** (i.e. more travel options display showing more modes of transport?) *[tick]*

☐Yes
☐No
☐No preference

7) Do you typically have access to some form of **multimodal** travel information services (e.g. an online journey planner providing various travel options including two or more transport modes) when considering the following types of journey? *[multiple choice - tick all that apply]*

	Yes	Partly	No	Don't know
Journeys within your city or local region	☐	☐	☐	☐
Journeys around your country	☐	☐	☐	☐
Journeys to another European country	☐	☐	☐	☐
Journeys within another European country	☐	☐	☐	☐

8) Specifically thinking about the range of journeys you undertake, which of the following modes of transport/travel options would you **like** to be able to consider? *[multiple choice - tick all that apply]*

	Very likely	Likely	Not likely	No
Air	☐	☐	☐	☐
Local public transport (bus, tram, metro etc)	☐	☐	☐	☐
Rail	☐	☐	☐	☐

Long distance coach	☐	☐	☐	☐
Waterborne	☐	☐	☐	☐
Road (passenger cars)	☐	☐	☐	☐
Taxis	☐	☐	☐	☐
Car-pooling (e.g. ride sharing)	☐	☐	☐	☐
Car-sharing (e.g. car clubs)	☐	☐	☐	☐
Dial-a-ride services (for persons with reduced mobility)	☐	☐	☐	☐
Bike-sharing	☐	☐	☐	☐
Cycling	☐	☐	☐	☐
Walking	☐	☐	☐	☐

9) Considering those modes of transport you normally choose for your journeys, if you had access to a **wider range of travel options by different modes**, how likely do you think that might **change** your travel choice? (e.g. using local bus services rather than a taxi; rail rather than air; long distance coach rather than private car etc.) *[multiple choice - tick all that apply]*

	Very likely	Quite likely	Possibly	No
Journeys within your city or local region	☐	☐	☐	☐
Journeys around your country	☐	☐	☐	☐
Journeys to another European country	☐	☐	☐	☐
Journeys within another European country	☐	☐	☐	☐

10) Which **quality criteria** do you consider as the most important for multimodal travel information services? *[multiple choice - please rank criteria]*

	Very Important	*Important*	*Less important*	*Not important*	*Undecided*	*Don't know*
Geographical accuracy (i.e. is walking information or interchange locations accurate?)	☐	☐	☐	☐	☐	☐
Time accuracy / up-to-date (i.e. does the information provided accurately reflect reality?)	☐	☐	☐	☐	☐	☐
Timeliness (i.e. is new information provided when needed? This might include information on planned disruptions to service, service changes etc.)	☐	☐	☐	☐	☐	☐
Usefulness (i.e. does the information given provide the answer needed?)	☐	☐	☐	☐	☐	☐
Completeness (i.e. is all the service information available?)	☐	☐	☐	☐	☐	☐
Consistency (i.e. information is consistent between different sources?)	☐	☐	☐	☐	☐	☐
Inclusiveness (i.e. information sufficient to support the needs of persons with reduced mobility)	☐	☐	☐	☐	☐	☐
Precision	☐	☐	☐	☐	☐	☐
Reliability	☐	☐	☐	☐	☐	☐
Others (please specify)	☐	☐	☐	☐	☐	☐

Please specify other quality criteria if appropriate [OPTIONAL]

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11) Please rate the following functions according to how important they are to you for multimodal travel information services? *[multiple choice - please rank criteria]*

	Very Important	*Important*	*Less important*	*Not important*	*Undecided*	*Don't know*
Location searches (addresses, points of interest, stations/stops etc)	☐	☐	☐	☐	☐	☐
Nearest stop/interchange	☐	☐	☐	☐	☐	☐
Timetable information	☐	☐	☐	☐	☐	☐
Coverage (door-to-door queries)	☐	☐	☐	☐	☐	☐
Coverage (station-to-station queries)	☐	☐	☐	☐	☐	☐
Range of transport modes available	☐	☐	☐	☐	☐	☐
Routing information (walk, cycle, drive)	☐	☐	☐	☐	☐	☐
Travel time estimates	☐	☐	☐	☐	☐	☐
Planned disruption information	☐	☐	☐	☐	☐	☐
Prices, tariffs and how to book tickets	☐	☐	☐	☐	☐	☐
Availability of seats / tickets	☐	☐	☐	☐	☐	☐
Interchange facilities (including accessibility)	☐	☐	☐	☐	☐	☐
Vehicle facilities (including accessibility)	☐	☐	☐	☐	☐	☐
Noise and Air pollution	☐	☐	☐	☐	☐	☐
C02 emissions	☐	☐	☐	☐	☐	☐
Real time information (arrival/departure times; unplanned disruption information)	☐	☐	☐	☐	☐	☐
Supporting information (lost property; making a complaint etc)	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐

If you indicated 'other' please specify

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12) What are the most important benefits you see from using comprehensive multimodal travel information services? (i.e. better use of time avoiding delays/congestion, health benefits from active travel, reduced pollution from using sustainable modes etc.) *[OPTIONAL]*

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The following questions are only applicable to transport operators and transport authorities

12.a) Do you agree that multimodal travel information services (**real-time information**) are **helpful** for transport operators and transport authorities to effectively coordinate and manage the flow of travellers across the transport network? **[tick]**

☐Strongly agree
☐Agree
☐Disagree
☐Strongly disagree
☐Undecided
☐I don't know

If relevant, please provider further information to support your response *[OPTIONAL]*

12.b) If available, do you currently **<u>use</u>** multimodal travel information services **(real-time information)** to help coordinate and manage the flow of travellers across your transport network? *[tick]*

☐Yes
☐No

If relevant, please provider further information to support your response *[OPTIONAL]*

Part III: Understanding barriers and policy enablers

[Part III is mandatory to complete by organisations filling in the questionnaire. Citizens/travellers can also answer Questions in Part III]

<u>Barriers – economic, legal and technical</u>

13) Please rate the severity of the following current **economic** related barriers to the provision of multimodal travel information services in your view. *[multiple choice – please rank criteria]*

	Very Important	*Important*	*Less important*	*Not important*	*Undecided*	*Don't know*
Staff costs of collecting and managing data	☒	☐	☐	☐	☐	☐
Costs of aggregating data	☐	☐	☒	☐	☐	☐
Costs of linking to third party data sources	☐	☐	☐	☒	☐	☐
Charges for access to certain data or services	☐	☐	☐	☒	☐	☐
Insufficient business case to cover costs of delivering information services	☐	☒	☐	☐	☐	☐

	Very Important	Important	Less important	Not important	Undecided	Don't know
Lack of certainty about continuity of data supply to justify systems investment	☐	☐	☒	☐	☐	☐
Other– *please specify below*	☐	☐	☐	☐	☐	☐

If you indicated 'other' please specify
If you have other economic related barriers to the provision of multimodal traveller information services not mentioned below please detail below
[OPTIONAL]

14) Please rate the severity of the following current **legal** related barriers to the provision of multimodal traveller information services in your view. *[multiple choice – please rank criteria]*

	Very Important	Important	Less important	Not important	Undecided	Don't know
Lack of fair and equal access to data	☐	☐	☒	☐	☐	☐
Lack of clarity of liability issues when re-using data	☐	☐	☒	☐	☐	☐
Lack of clarity of data ownership	☐	☒	☐	☐	☐	☐
Lack of clear terms and conditions for re-use	☐	☐	☒	☐	☐	☐
Other – *please specify below*	☐	☐	☐	☐	☐	☐

If you indicated 'other' please specify
Please specify other legal related barriers to the provision of multimodal traveller information services
[OPTIONAL]

15) Please rate the severity of the following current **technical and organisational** related barriers to the provision of multimodal traveller information services in your view. *[multiple choice – please rank criteria]*

	Very Important	Important	Less important	Not important	Undecided	Don't know
Lack of data in electronic form	☒	☐	☐	☐	☐	☐
Lack of tools to collect and manage data	☐	☐	☒	☐	☐	☐
Lack of common formats for exchanging data	☐	☐	☒	☐	☐	☐
Low quality of data	☐	☒	☐	☐	☐	☐
Lack of processes for correcting data errors	☐	☒	☐	☐	☐	☐
Lack of central access points to obtain aggregated data	☐	☐	☒	☐	☐	☐
Lack of data available in common formats	☐	☒	☐	☐	☐	☐
Lack of adoption by suppliers and data providers of existing common data formats	☐	☐	☒	☐	☐	☐
Lack of deployed Automated Vehicle Location (AVL) systems to create real-	☒	☐	☐	☐	☐	☐

time data						
Lack of appropriate common service interfaces for linking systems dynamically	☐	☐	☒	☐	☐	☐
Lack of adoption by suppliers and data providers of existing common interfaces	☐	☐	☒	☐	☐	☐
Lack of multilingual data	☐	☐	☒	☐	☐	☐
Other – *please specify below*	☒	☐	☐	☐	☐	☐

If you indicated 'other' please specify
If you have other technical and organisational related barriers to the provision of multimodal traveller information services not mentioned below please detail below
[OPTIONAL]

Lack of reliability of available systems

Data formats/exchange protocols

16) Do you think that travel and traffic data **should** be **interoperable** across the EU? *[tick]*

☐ Yes
☐ No
☒ I don't know

17) Do you think that travel and traffic data at present **is sufficiently** interoperable across the EU? *[tick]*

☐ Yes
☒ Partly
☐ No
☐ I don't know

18) Do you think that the use of common data standards can help enhance the **consistency, re-use and exchange** of travel and traffic data across the EU? *[tick]*

☒ Yes
☐ No
☐ I don't know

19) Do you think that data formats and exchange protocols used across the EU in all Member States should be harmonized? *[tick]*

☐ Yes
☒ No
☐ I don't know

19.a) If yes, which formats and protocols do you think should be harmonized across the EU? *[multiple choice – please rank criteria]*

	Important	*Not important*	*Don't know*
Transmodel	☐	☐	☐
IFOPT	☐	☐	☐
NeTEx	☐	☐	☐
SIRI	☐	☐	☐
EDIFACT (TAP TSI)	☐	☐	☐
GTFS	☐	☐	☐
DATEX II	☐	☐	☐
TPEG	☐	☐	☐
UTMC	☐	☐	☐
GDF	☐	☐	☐
Other	☐	☐	☐

If you indicated 'other' please specify

19.b) If yes, do you think that this needs to be tackled at an EU level? *[tick]*

☐ Yes, the EU should **mandate** the use of common and harmonized data formats by **private and public** actors
☐ Yes, the EU should **recommend** the use of common and harmonized data formats by **private actors and mandate their use by public** actors
☐ Yes, the EU should **recommend** the use of common and harmonized data formats by **private and public** actors
☐ No
☐ Other
☐ I don't know

If you indicated 'other' please specify

19.c) If you indicated 'not important' to any of the above, please provide further information to support your answer *[OPTIONAL]*

Pan-EU harmonisation is unnecessary and may constrain the development of local and regional markets, especially where there is a stable established infrastructure already using open specifications (as in the UK). Many data consuming services are local and do not need wider harmonisation. Those that are, will normally be able to cope with a small number of parallel specifications.

20) What would be the **main benefits** in your view if harmonized data formats and exchange protocols were prescribed? E.g. reduced costs from no longer needing to support numerous data formats; reduced

barriers to entering new European markets. If possible, please include **quantifiable examples.**
[OPTIONAL]

> Less confusing supply market for those procuring systems; reduced costs of integration

21) What would be the **main costs and burdens** in your view if harmonized data formats and exchange protocols were prescribed? E.g. implementing a data format not currently supported etc. If possible, please include **quantifiable examples.** *[OPTIONAL]*

> Costs of learning new technical disciplines; costs to implement (locally) unnecessary functionality; additional processing and communications costs for standardised platforms

22) How important do you consider the following types of static data (i.e. with a low frequency of change) to generate and provide multimodal travel information services? *[multiple choice – please rank criteria]*

	Very Important	*Important*	*Less important*	*Not important*	*Undecided*	*Don't know*
Address identifiers (road name, house number, postal code)	☐	☒	☐	☐	☐	☐
Road network and their physical attribute (speed limits, directional information etc)	☒	☐	☐	☐	☐	☐
Location of access nodes (public transport stops, railway stations, airport terminals, ferry terminals etc.) for different transport modes	☒	☐	☐	☐	☐	☐
Location of bike and (e)car-sharing stations	☐	☐	☒	☐	☐	☐
Location of car-pooling pick up points	☐	☐	☒	☐	☐	☐
Location of bike&ride facilities	☐	☐	☒	☐	☐	☐
Location of park&ride facilities	☐	☒	☐	☐	☐	☐
Location of parking spaces	☒	☐	☐	☐	☐	☐
Location of publicly/semi-publicly accessible electric vehicle charging stations	☐	☐	☒	☐	☐	☐
Driving restrictions and permissions (multi-occupancy lanes, height limits etc)	☐	☐	☒	☐	☐	☐
Accessibility information to aid journeys by Persons with Reduced Mobility (PRM)	☐	☒	☐	☐	☐	☐
Expected travel times	☐	☐	☒	☐	☐	☐
Walking options (pedestrian permission/network)	☒	☐	☐	☐	☐	☐
Cycling options (cycling permission/network)	☐	☒	☐	☐	☐	☐
Topography of access nodes incl. platform information, traveller information points, walking time between platforms,	☐	☒	☐	☐	☐	☐

terminals, availability of lifts/escalators/entrances/exits						
Timetables (all scheduled modes)	☒	☐	☐	☐	☐	☐
Tariffs/fares (all modes)	☒	☐	☐	☐	☐	☐
Booking options (all modes)	☒	☐	☐	☐	☐	☐
Other – *please specify*	☐	☐	☐	☐	☐	☐

Please specify which other type of static multimodal travel data would be relevant for generating and providing multimodal travel information services *[OPTIONAL]*

> Data on destinations (eg venues layout and services offered), such as whopping and leisure facilities – this would help with purpose-oriented trip planning.

23) **How often** do you think that **static** travel and traffic data should minimally be **updated**? *[tick]*

☐ According to a pre-defined timeframe (e.g. weekly, monthly, annually etc)
☐ When changes occur
☒ Dependent on the type of data
☐ Never
☐ I don't know

23.a) If your answer to Q23 was when changes occur, what timeframe do you think is an **appropriate maximum delay** for that updated data to be made accessible? *[tick]*

☐ 1-3 days
☐ 4-6 days
☐ 7-10 days
☐ 10-15 days
☐ 15-20 days
☐ None of these
☐ I don't know

If relevant, please provider further information to support your response *[OPTIONAL]*

24) How important do you consider the following types of dynamic data (i.e. with a higher frequency of change) to generate and provide multimodal information services to users? *[multiple choice – please rank criteria]*

	Very Important	Important	Less important	Not important	Undecided	Don't know
Availability of vehicles at bike - sharing stations	☐	☐	☒	☐	☐	☐
Availability of vehicles at car- sharing stations	☐	☐	☒	☐	☐	☐
Whether reservations can be	☐	☐	☒	☐	☐	☐

made for vehicles at bike-sharing stations						
Whether reservations can be made for vehicles at car-sharing stations	☐	☐	☒	☐	☐	☐
Availability of spaces at bike&ride facilities	☐	☐	☒	☐	☐	☐
Availability of spaces at park&ride facilities	☐	☒	☐	☐	☐	☐
Whether reservations can be made for spaces at bike&ride facilities	☐	☐	☒	☐	☐	☐
Whether reservations can be made for spaces at park&ride facilities	☐	☐	☒	☐	☐	☐
Traffic conditions (real-time position of vehicle)	☒	☐	☐	☐	☐	☐
Information on disturbances (known and expected)	☒	☐	☐	☐	☐	☐
Availability of parking places incl. on-street	☒	☐	☐	☐	☐	☐
Whether reservations can be made for parking places	☐	☒	☐	☐	☐	☐
Availability at publicly/semi-publicly accessible charging stations for electric vehicles	☐	☐	☒	☐	☐	☐
Whether reservations can be made for accessible charging stations for electric vehicles	☐	☐	☐	☒	☐	☐
Time expected to find a parking place	☐	☐	☐	☒	☐	☐
Road, tunnel, bridge closures	☒	☐	☐	☐	☐	☐
Calculated travel time based on current travel conditions	☐	☒	☐	☐	☐	☐
Road closures for pedestrians, in-door and outdoor, incl. off the public road network	☐	☒	☐	☐	☐	☐
Road closures for cyclists, in-door and outdoor incl. off the public road network	☐	☒	☐	☐	☐	☐
Status information on access nodes: are lifts, escalators operational, closure of entrances/exists	☐	☐	☒	☐	☐	☐
Seat availability (all modes)	☐	☐	☒	☐	☐	☐
Timeliness and/or delays of scheduled connections (all scheduled modes)	☒	☐	☐	☐	☐	☐
Other – *please specify*	☐	☐	☐	☐	☐	☐

Please specify which other type of dynamic multimodal travel information that should be provided to users *[OPTIONAL]*

Data sharing/access point

25) Do you think that to support the provision of EU-wide multimodal travel information services travel and traffic data should be made consistently **accessible**? *[tick]*

☐Yes
☐No
☒I don't know

26) Do you think that **points of access** where the data is either stored (database, data warehouse, data marketplace) or signposted/indicated to where the data is can be found (registry) would help ensure consistency in the sharing of travel and traffic data? *[tick]*

☒Yes
☐No
☐I don't know

If no, please provide information to support your response including possible alternative approaches *[OPTIONAL]*

26.a) If yes, where should the **access point(s)** be set up in the EU? *[tick]*

☐Centrally at EU-level
☐Nationally
☐Regionally
☐No preference
☒I don't know

27) Do you think that the **EU** should intervene and **mandate** points of access to be set up across the EU in the frame of the specifications? *[tick]*

☐Yes
☐No
☒I don't know

Please provide information to explain your response: *[OPTIONAL]*

Depends on the scope of the access point. Essential base data such as road networks and access points may justify regulation; much data will not. (If no scope is given, then the mandate is empty!)

28) What would be the **main benefits** to your organisation if the use of an access point(s) was prescribed? (e.g. reduced costs for identifying and monitoring availability of data; ability to expand coverage of existing services etc.) If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a data consumer). Some members might benefit from simpler routes to data access, especially in other MS.

29) What would be the **main costs and burdens** to your organisation if the use of an access point(s) was prescribed? (e.g. costs of processing/updating data or links of data within the access point). If possible, please include **quantifiable examples.** *[OPTIONAL]*

> None (RTIG is not a data producer or consumer). Some members might suffer from extra costs (human, technical and systems) from the obligation to create, validate, manage and support data feeds.

Linking travel information services

The following questions include references to the **linking of travel information services**. This is the use of interfaces to link existing information systems to provide more information than what is available in a single system. For example, one approach to this is 'distributed journey planning' with an architecture that splits the computation of trip legs amongst multiple engines, each covering a separate region. The engines each compute trip legs between agreed boundary (or "transition") points, which are then combined to create a single set of end-to-end trips for the user. Another approach is the 'chaining of journey planners' where simple deep linking between systems is used to generate an end-to-end journey solution.

30) Do you think that different journey planning services covering specific transport modes that **operate within the same city, region, country** should be linked directly (known as meta-planning) in order to improve the **modal coverage?** *[tick]*

> ☐ Yes
> ☐ No
> ☒ I don't know

31) Do you think that **different local, regional and national** multimodal travel information services should be **linked directly** (known as distributed or chained journey planning) in order to improve the **geographical coverage**? *[tick]*

> ☐ Yes
> ☐ No
> ☒ I don't know

32) In your view, are there any **technical barriers or circumstances** (e.g. across borders) preventing different (multimodal) travel information services effectively linking? Please detail below *[OPTIONAL]*

> Yes: they consume different input data formats and produce different output data formats.

33) In your view, are there any measures that can be implemented to **help improve** the linking of different travel information services? (i.e. a common interface) [tick]

> ☒ Yes
> ☐ No
> ☐ I don't know

Please provide information to support your response: *[OPTIONAL]*

> Interface standards make it more likely that data interfaces will be developed in a compatible way.

34) Do you think linking of services needs to be tackled at an EU level? *[tick]*

☐Yes, the EU should intervene and prescribe measures to help effectively link travel information services to increase **modal** coverage
☐Yes, the EU should intervene and prescribe measures to help effectively link travel information services to increase **geographical** coverage
☐Yes, the EU should intervene and prescribe measures to help effectively link travel information services to increase **modal & geographical** coverage
☒Yes, but the EU should **only recommend** measures to help effectively link travel information services
☐No
☐Other
☐I don't know

Please provide information to support your response:

Pan-EU harmonisation is unnecessary and may constrain the development of local and regional markets, especially where there is a stable established infrastructure already using open specifications (as in the UK). Many data consuming services are local and do not need wider harmonisation. Those that are, will normally be able to cope with a small number of parallel specifications.

35) What would be the **main benefits** to your organisation if travel information services were more commonly and effectively linked? (e.g. able to provide services at lower costs; able to provide wider coverage service; able to procure cheaper systems). If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a service provider or user). The likeliest outcome is that some members could provide more extensive service coverage.

36) What would be the **main costs and burdens** to your organisation if travel information services were more commonly and effectively linked? (e.g. increased hosting costs from extra demand; costs of implementing common interfaces etc) If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a service provider or user). With a "recommend only" approach, there are unlikely to be any costs/burdens to members. A prescribed approach is likely to generate extra costs (human, technical and systems) to create, validate, manage and support the standardised approach, as well as direct costs of migration from their current approach (where relevant).

Quality levels

37) Do you think that the **current quality** of multimodal travel information services across the EU is sufficient (concrete examples listed in question **10**)? *[tick]*

☐ Yes
☐ No
☒ I don't know

Please explain your response: *[OPTIONAL]*

It depends on what is meant by "sufficient". Clearly other things could be done, and existing things could be improved.

38) Do you think that the quality of multimodal travel information services should be **consistent** across the EU? *[tick]*

☐Yes
☐No
☒I don't know

39) Do you think that the improvement of quality levels of multimodal travel information services should be tackled at an **EU level**? *[tick]*

☐Yes, EU should intervene and **prescribe measures** to improve quality levels
☒Yes, EU should **recommend** measures to improve quality levels
☐Other
☐No
☐I don't know

If appropriate, please provide information on which measures you feel the EU should prescribe/recommend *[OPTIONAL]*

Develop and facilitate exchange of good practice, both at operational level and at policy level (eg good ways to monitor the quality of information services provided by the market).

40) What would be the main **benefits** to your organisation if data quality levels of multimodal travel information services were improved? (e.g. cost savings from reduced complaint handling; reduced costs in reworking data etc) If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a service provider or user). The benefits are likely to be primarily for the end user.

41) What would be the main **costs** and burdens to your organisation to improve data quality levels for multimodal travel information services? (e.g. additional data collection costs; cost of new or upgraded tools; additional data verification costs etc) If possible, please include **quantifiable examples**. *[OPTIONAL]*

None (RTIG is not a service provider or user). However quality improvement has the potential to generate very large extra cost, both in service delivery and in performance monitoring, because of the need for systems to be robust, resilient and maintained, and for human management effort.

Terms and Conditions for access and re-use of data

42) Do you think that travel data across different modes of transport from the **public sector** should be made accessible for re-use **to service providers in a fair and equal way** (including possible financial compensation)? *[tick]*

☐Strongly agree
☒Agree
☐Disagree
☐Strongly disagree
☐Undecided
☐I don't know

43) Do you think that travel data across different modes of transport from the **private sector** should be made accessible for re-use **to service providers in a fair and equal way** (including possible financial compensation)? *[tick]*

☐Strongly agree
☒Agree
☐Disagree
☐Strongly disagree
☐Undecided
☐I don't know

44) Do you think that the re-use of travel and traffic should **not** include any **transfer of ownership** of data? *[tick]*

☐Strongly agree
☒Agree
☐Disagree
☐Strongly disagree
☐Undecided
☐I don't know

45) Do you think that on request, when **financial charges** for the re-use of data are applicable, the data owner/provider should **indicate the calculation basis** for the published charge and indicate which factors were taken into account in the calculation of the charge? *[tick]*

☒Strongly agree
☐Agree
☐Disagree
☐Strongly disagree
☐Undecided
☐I don't know

46) Do you think that there should be **transparency** in the criteria used to rank travel options and **neutrality** in the way information is provided to the user?[tick]

☐Strongly agree
☒Agree
☐Disagree
☐Strongly disagree
☐Undecided

47) Do you think that the re-use of travel and traffic data should include safeguards for the **reputation** of the data owner? [tick]

☐Strongly agree
☐Agree
☐Disagree
☐Strongly disagree
☒Undecided

48) Do you think that the re-use of travel and traffic data should also be **open to cross-sectorial use**? [tick]

☐Strongly agree
☒Agree
☐Disagree
☐Strongly disagree
☐Undecided

49) Do you think that the establishment of terms and conditions for the re-use of travel and traffic data should be tackled at an EU level?

☐Yes, EU should prescribe common terms and conditions for access and re-use of data
☐Yes, EU should recommend common terms and conditions for access and re-use of data
☐Other
☒No
☐I don't know

50) What would be the main **benefits** to your organisation if the terms and conditions for access and re-use of data were improved? If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a data publisher of consumer). I do not know what is meant by "improved" T&Cs.

51) What would be the main **costs** and burdens to your organisation if the terms and conditions for access and re-use of data were improved? If possible, please include **quantifiable examples.** *[OPTIONAL]*

None (RTIG is not a data publisher of consumer). I do not know what is meant by "improved" T&Cs. Potentially some members might suffer from additional costs or risks with specific obligations regarding their data production.

Part IV: Impacts of improved multimodal travel information services/legitimacy for EU intervention

52) As highlighted throughout the questionnaire, there are different areas of EU intervention to improve the access, use, re-use and update of travel and traffic data (data formats/exchange protocols, linking services, points of access, quality levels, T&C). Within such a common **EU framework,** how do you see the **best form of EU intervention**? *Multiple options are feasible. [tick]*

> ☐Legislation
> ☒Exchange of best practise
> ☒Funding
> ☒Promote sector cooperation (smart cities initiative, MoU etc.)

If appropriate, please provide further information [OPTIONAL]

> Knowledge exchange, direct and indirect through cooperative activities, enables stakeholders to innovate more creatively and in a more common approach, while still having regard to local circumstances (finance, policy, legacy systems, travel options, etc). Funding can help fast-track projects where resource is the barrier.

53) In your opinion, what **level of impact** do you think such a common EU framework could have in the following domains? [multiple choice – please rank criteria]

	High impact	Low impact	No Impact	Negative impact	Undecided
Multimodal travel information services					
Enhance user satisfaction through better information	☐	☒	☐	☐	☐
Improved interoperability between systems and services	☐	☒	☐	☐	☐
Efficiency of the transport network					
Reduce congestion	☐	☐	☒	☐	☐
Improve reliability/predictability of travel times	☐	☒	☐	☐	☐
Improve transport efficiency (e.g. kms travelled)	☐	☒	☐	☐	☐
Economy & innovation					
Promote innovation, new technologies and services	☒	☐	☐	☐	☐
Reduction in the costs of providing such services (through increase in supply and demand etc.)	☐	☐	☒	☐	☐
Strengthen the EU internal market	☐	☒	☐	☐	☐
Boost job creation	☐	☐	☒	☐	☐
Environment					
Promote sustainable modes of transport	☐	☐	☒	☐	☐
Improve air/ noise pollution	☐	☐	☒	☐	☐
Improve C02 emissions	☐	☐	☒	☐	☐

Please provide quantitative evidence if available (including reference to documents, websites…)

54) Do you expect any other impact due to the provision of multimodal information services? *Please specify and provide quantitative evidence if available (including reference to documents, websites…) [OPTIONAL]*

> Note, question 53 is taken as referring to the provision of an EU framework, not to the provision of multimodal services. Many of these already exist and have current benefits.

55) In the frame of EU-action, what geographical scope do you think the provisions containing requirements, procedures or any other relevant rules should apply? *[tick]*

> ☐Core trunk transport routes only (i.e. the trans-European network (TEN-T)
> ☐All trunk routes and urban networks (i.e. the comprehensive European transport network)
> ☐Door-to-door (i.e. the extended European transport network)
> ☒Dependent on the nature of the provisions
> ☐I don't know

Other questions

Please give reference to any studies or documents that you think are of relevance for this consultation, with links for online download where possible. *[OPTIONAL]*

> Note: there are a number of places in this questionnaire where the generic nature of the question would indicate the answer "it depends". In some cases I have picked the answer "I don't know"; in others I have picked "yes" (or "agree", etc) but with an unwritten caveat "...provided that the question is interpreted in a suitable way".
> These are complex questions both technically and politically, and change quite rapidly with time. Any response must necessarily involve a degree of (a) flexibility of delivery, and (b) caution on the unintended consequences of an overly aggressive regulatory approach.

THANK YOU FOR RESPONDING TO THIS PUBLIC CONSULTATION