

## Recommendations and Strategies for Passenger Intermodality in Europe

**at a glance**  
all 19 recommendations in overview format



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**This brochure summarises 19 recommendations that have been elaborated in the LINK expert Working Groups (WG).**

**Working Group leaders:**

- **WG1:** Paul Riley and Alexandra Kumpostova, Jacobs Consultancy
- **WG2:** Roberto De Tommasi, synergo / Jean-Frédéric Collet and Catherine Rogge, RATP
- **WG3:** Sylvain Haon and Karen Vancluysen, POLIS
- **WG4:** Siegfried Rupprecht, Sebastian Bührmann and Wolfgang Backhaus, Rupprecht Consult (Work Package leader and compilation of results)
- **WG5:** Patrick Hoenninger, Ulrike Reutter, ILS (Project Co-ordinator)

**Contacts**

**Workpackage leader for Working Group activities:**



Rupprecht Consult -  
Forschung und Beratung GmbH

Siegfried Rupprecht

Sebastian Bührmann

e-mail:

info@rupprecht-consult.eu

s.buehrmann@rupprecht-consult.eu

**Project Co-ordinator:**

ILS - Research Institute for  
Regional and Urban Development gGmbH



ILS - Research Institute for Regional and  
Urban Development

Patrick Hoenninger

Ulrike Reutter

e-mail:

Patrick.Hoenninger@ils-research.de

Ulrike.Reutter@ils-research.de

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**Disclaimer**

This document has been prepared by the authors on behalf of the European Commission, DG MOVE. It does however not necessarily reflect the views of the European Commission.

## The LINK Recommendations

The LINK project, funded by the European Commission, created a European Forum on Intermodal Passenger Travel. The specific focus of LINK has been on long-distance and cross-border travelling.

The LINK recommendations on Passenger Intermodality are the result of four Working Group meetings (November 2007 in Utrecht, June 2008 in Cologne, March 2009 in Madrid, and November 2009 in Bucharest). Five Working Groups (WGs) were set up to discuss challenges and solutions in the following thematic areas:

- WG1: Door-to-door information and ticketing (moderated by Jacobs-Prague)
- WG2: Intermodal networks and interchanges (moderated by synergo and RATP)
- WG3: Integration of long-distance transport and the “last urban mile” (moderated by POLIS)
- WG4: Planning and implementation (moderated by Rupprecht Consult)
- WG5: Context conditions (moderated by ILS)

The LINK Working Groups provided a unique opportunity to bring together more than 100 experts from different scientific disciplines and institutional backgrounds such as public authorities, operators, lobbyists, user groups, academia, politics, business and industry.

The 19 recommendations generated by the WGs have been summarised for this report in overview format. The full recommendations are available in the report “LINK. Recommendations and Strategies for Passenger Intermodality in Europe.”, which is available for download on the LINK website ([www.linkforum.eu](http://www.linkforum.eu)).

The target groups of the recommendations are:

1. Regulators and facilitators (e.g. European Commission, national governments)
2. Implementers (e.g. operators, interchange managers, transport authorities)

The recommendations have been categorised by six “Fields of intervention” as shown in the table on page 3. They were subject to an assessment exercise against the criteria feasibility, cost, impact, timing and other specific factors. Many of the recommendations have been included in two online consultations to gather feedback on the proposed measures from a wider expert community.

The LINK Working Groups had the challenging task of developing recommendations for one of the most complex and multi-faceted topics in long-distance transport. The participating experts agreed that there is an urgent need for the further integration of transport modes to increase the efficiency of the overall transport system, to tackle environmental challenges and to improve the service quality for the long-distance traveller.

The LINK recommendations present a rich pool of concrete ideas on what should be done in co-operation of a variety of stakeholders to enhance Passenger Intermodality in Europe. The list of recommendations is not comprehensive, but it covers many core areas that must be addressed. This report highlights “Core measures”, “Short-term measures”, “Low cost wins” and “Forward thinking” measures that point to future solutions.

Furthermore, there are still many research gaps, identified by the Working Groups, that need to be filled as a pre-requisite to enhancing Passenger Intermodality.

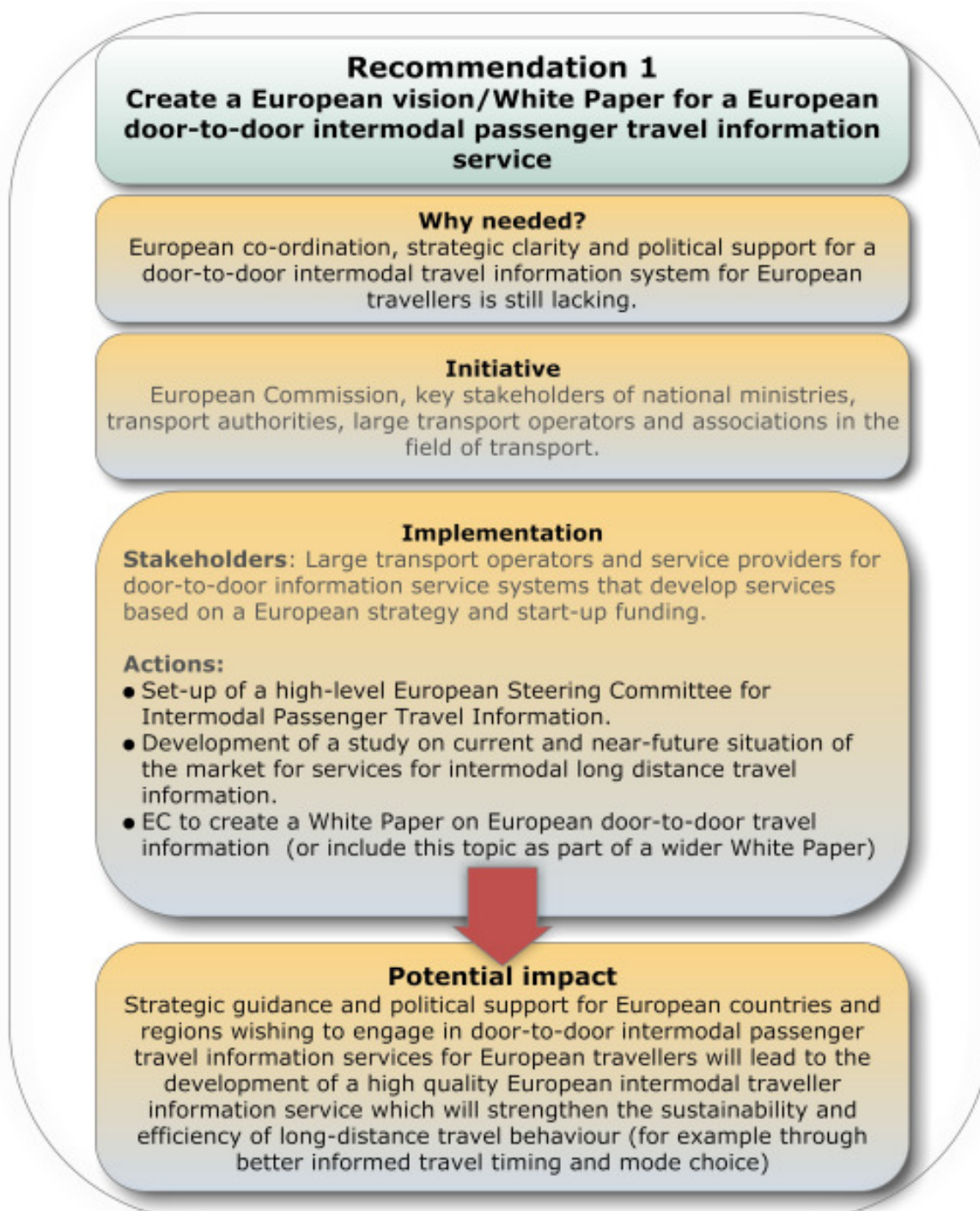
The LINK Working Groups also provided a forum for stakeholders to exchange and network. The participants provided overall a very positive feedback on the activities in the Working Group meetings and LINK Conferences. This shows that there is the need to provide opportunities for discussion and the development of solutions to foster Passenger Intermodality in Europe.

## LINK recommendations by field of intervention

<b>I Policy and funding</b>	
1	Create a European vision/White Paper for a European door-to-door intermodal passenger travel information service
2	Develop a road-map for technical co-operation in achieving a European door-to-door intermodal journey planner
3	Establish a joint Passenger Intermodality Working Group of existing European Technology Platforms in the field of passenger transport
4	Introduce a new EU funding programme “Vasco da Gama” for long-distance, international Passenger Intermodality
5	Work towards advanced intermodal passenger rights
<b>II Directives and regulation</b>	
6	Establish obligatory delivery of data and information in the field of ticketing and information
6.1	Establish a European directive which requires transport operators to make travel planning data available to journey planning providers
6.2	Establish obligation to make standardised tariff and timetable information available on request to authorities responsible for passenger transport information provision
6.3	Make provision of door to door ticketing information mandatory for long-distance rail-ticket distributors
<b>III Standardisation and technology</b>	
7	Develop standard for long-distance electronic ticketing in TAP TSI to allow compatibility with local fare management systems
8	Create common quality standards for interchanges
<b>IV Assessment and planning</b>	
9	Develop and establish city assessment tool and quality label for long-distance intermodality
10	Elaborate and establish new business models for effective interchange management
11	Develop a toolkit for a good design of an interchange
12	Develop integrated airport accessibility plans
13	Foster intermodal business plans
13.1	Develop framework methodology for quantification and monetary assessment of impacts in business plans
13.2	Establish long-term flexible profit sharing arrangements as basis for investments
<b>V Innovative products and services</b>	
14	Establish common “CityFlex pass” concept
15	Develop innovative local taxi services
16	Integrate cooperation and information platforms into a mobility centre for the mobility management of large events
17	Provide early information to travellers about airport links and accessibility
18	Create a pull and push strategy for business trips
<b>VI Training and education</b>	
19	Foster training and education on Passenger Intermodality

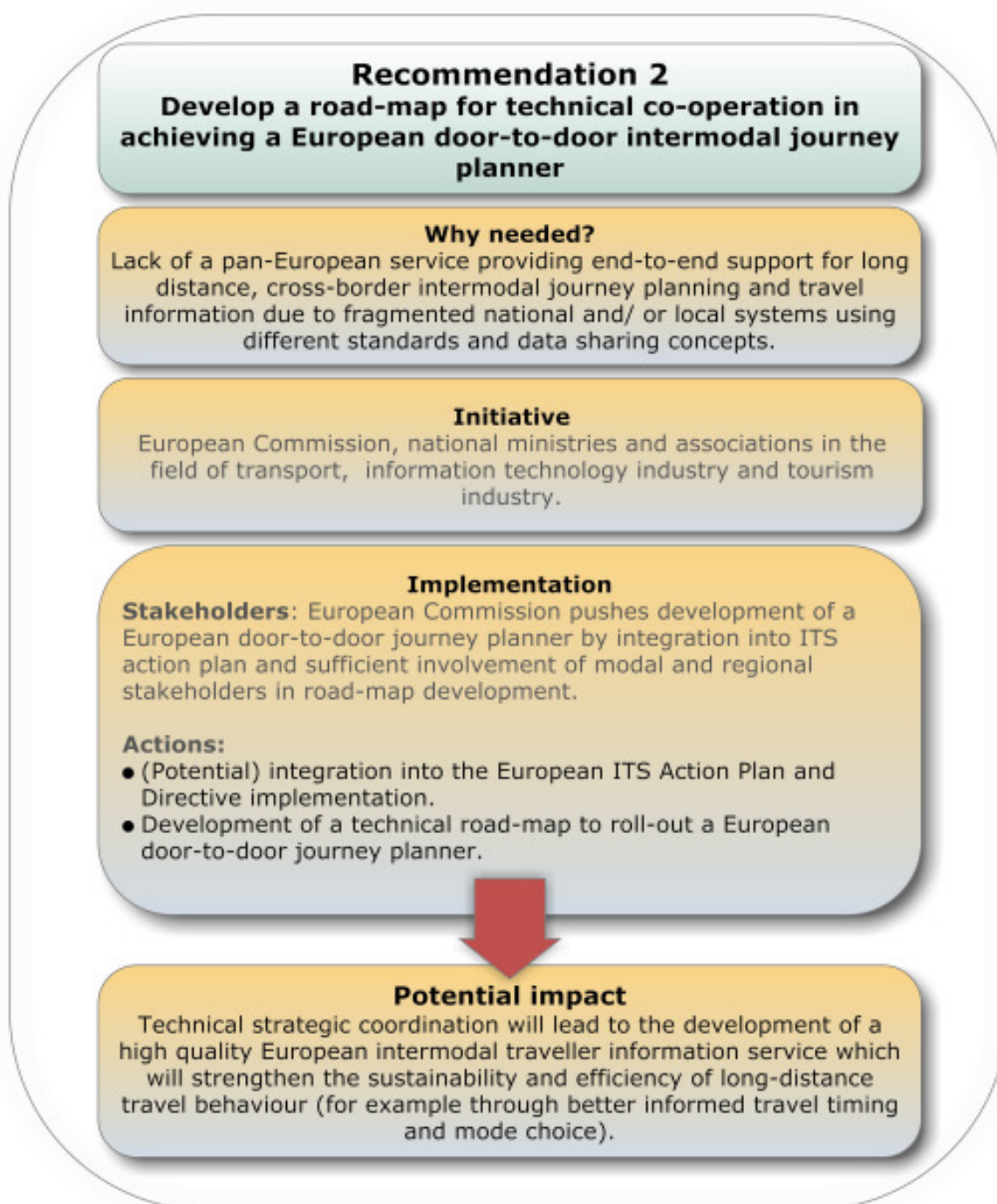
## I Policy and funding

This field of intervention includes policy actions that help to define and plan in a targeted way how Passenger Intermodality could be enhanced. It includes not only the setting of important framework conditions at EU and national level, but also the co-operation of key stakeholders to define concrete actions (e.g. research tasks, regulatory issues, innovation policy) that foster the further integration of transport modes. Furthermore this field of intervention includes one recommendation that highlights the need for a dedicated EC funding programme in the areas of Passenger Intermodality with a focus on demonstration activities.

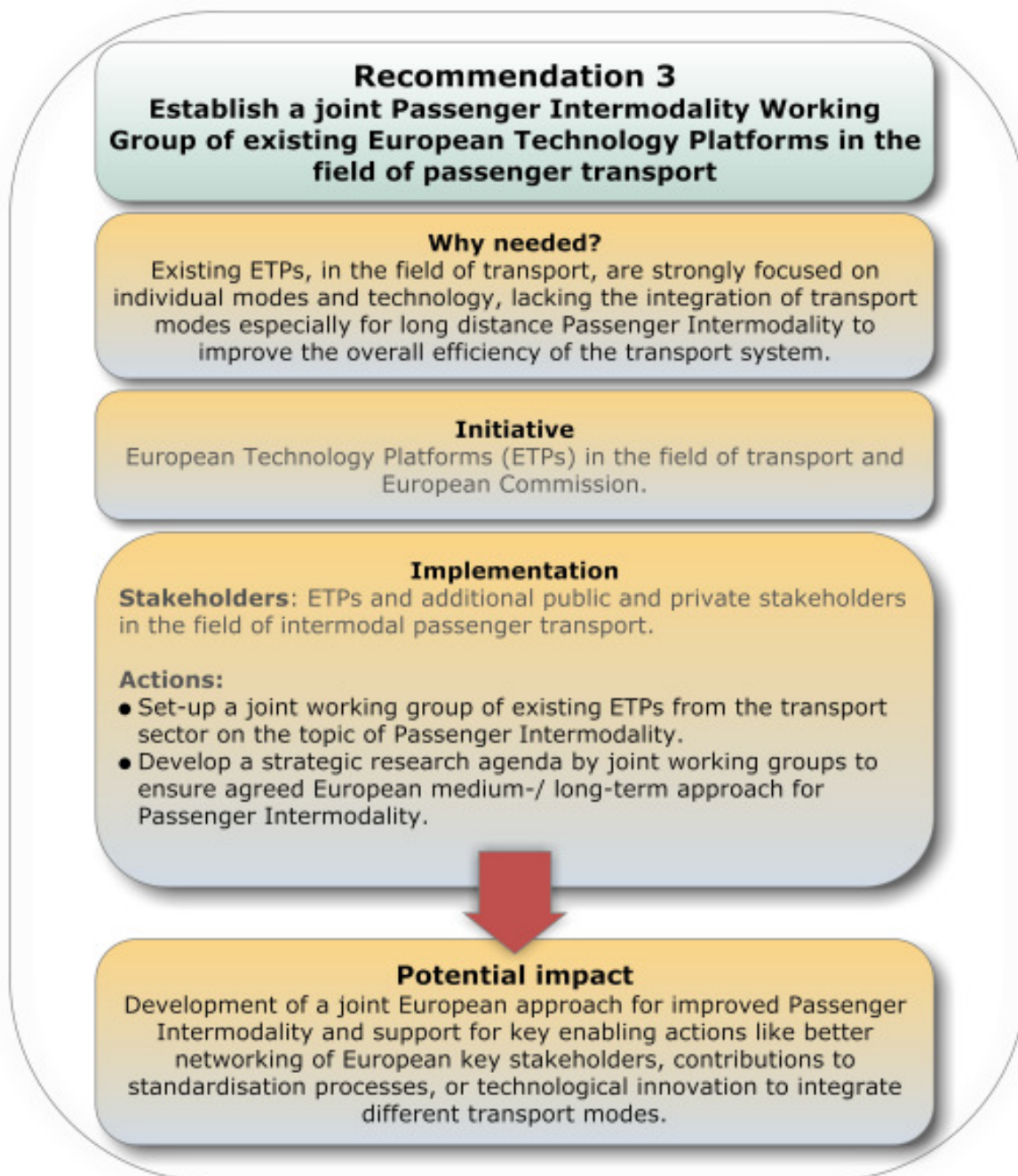


Elaborated by Working Group 1 - Intermodal information and ticketing (moderated by Jacobs)

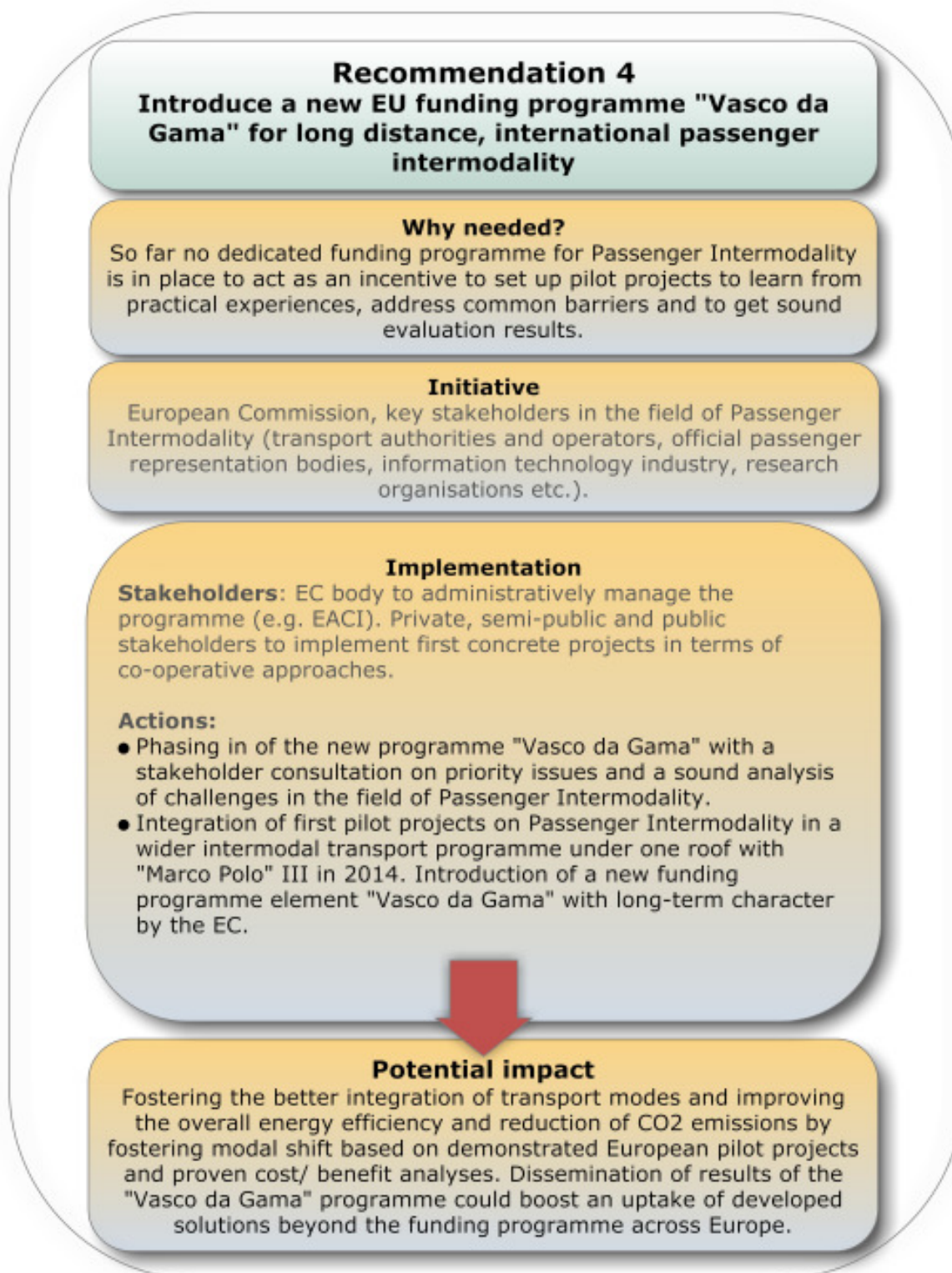




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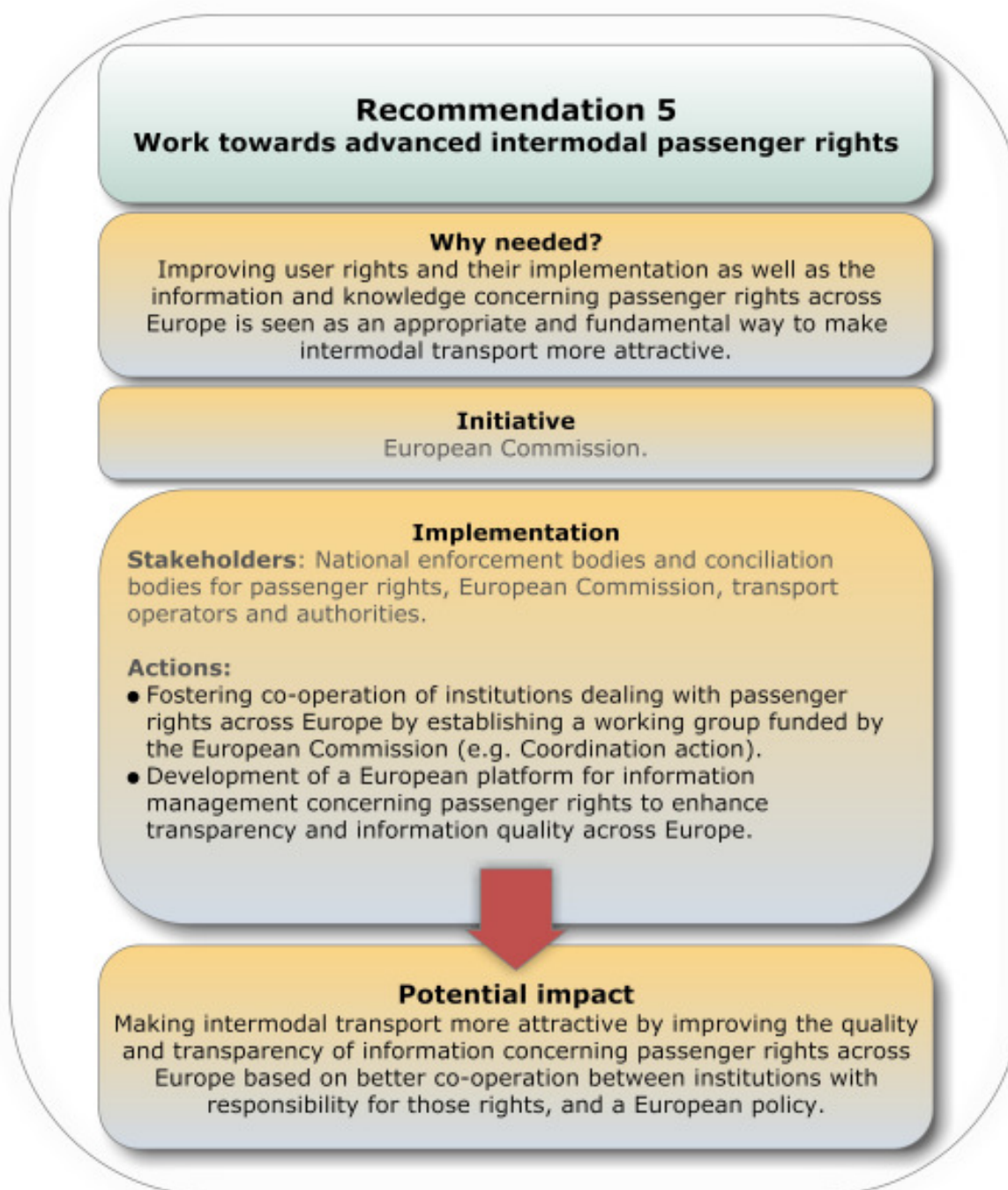


Elaborated by Working Group 4 - Planning and implementation  
(moderated by Rupprecht Consult)



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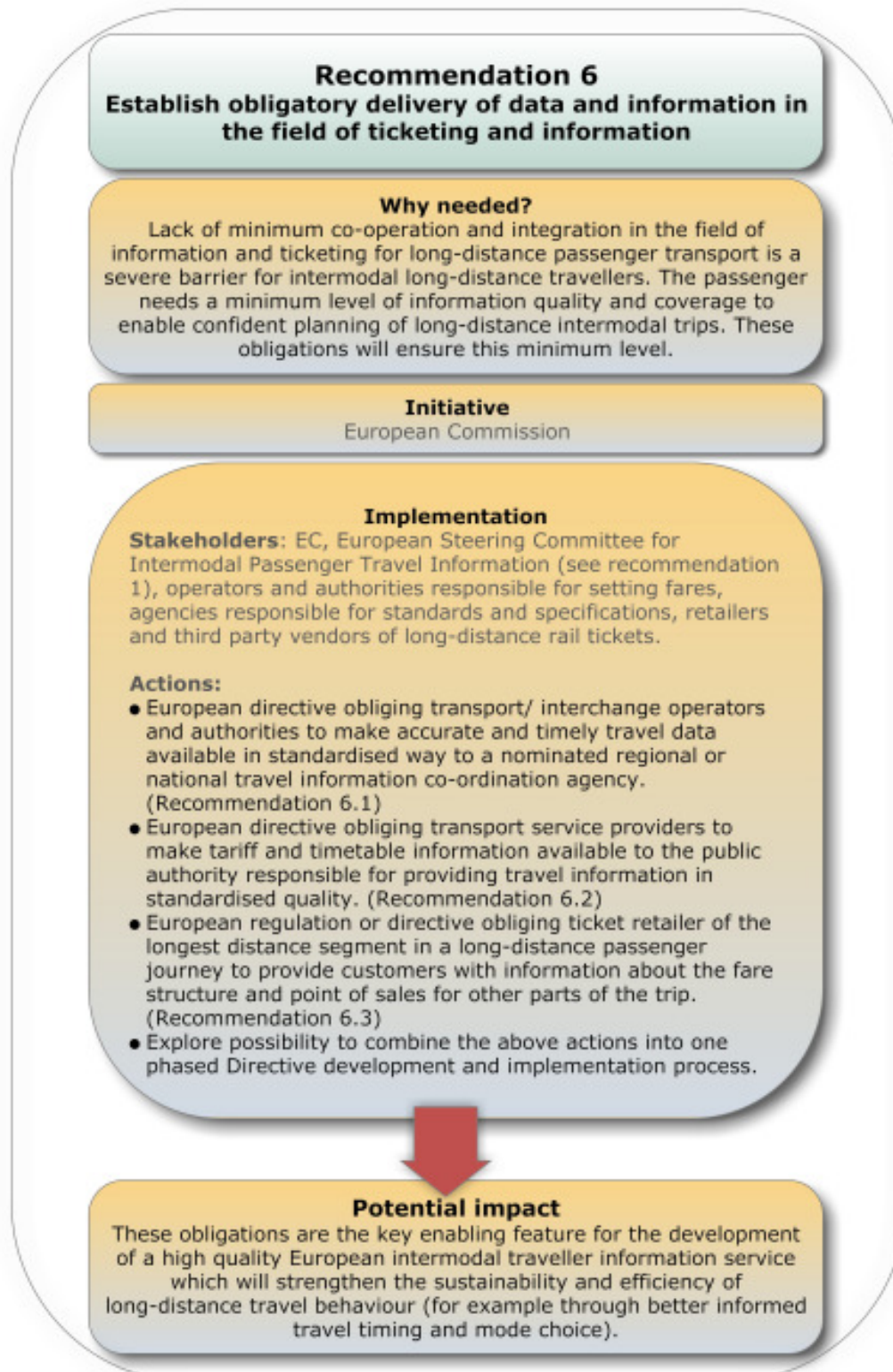




Elaborated by Working Group 5 - Context conditions (moderated by ILS)

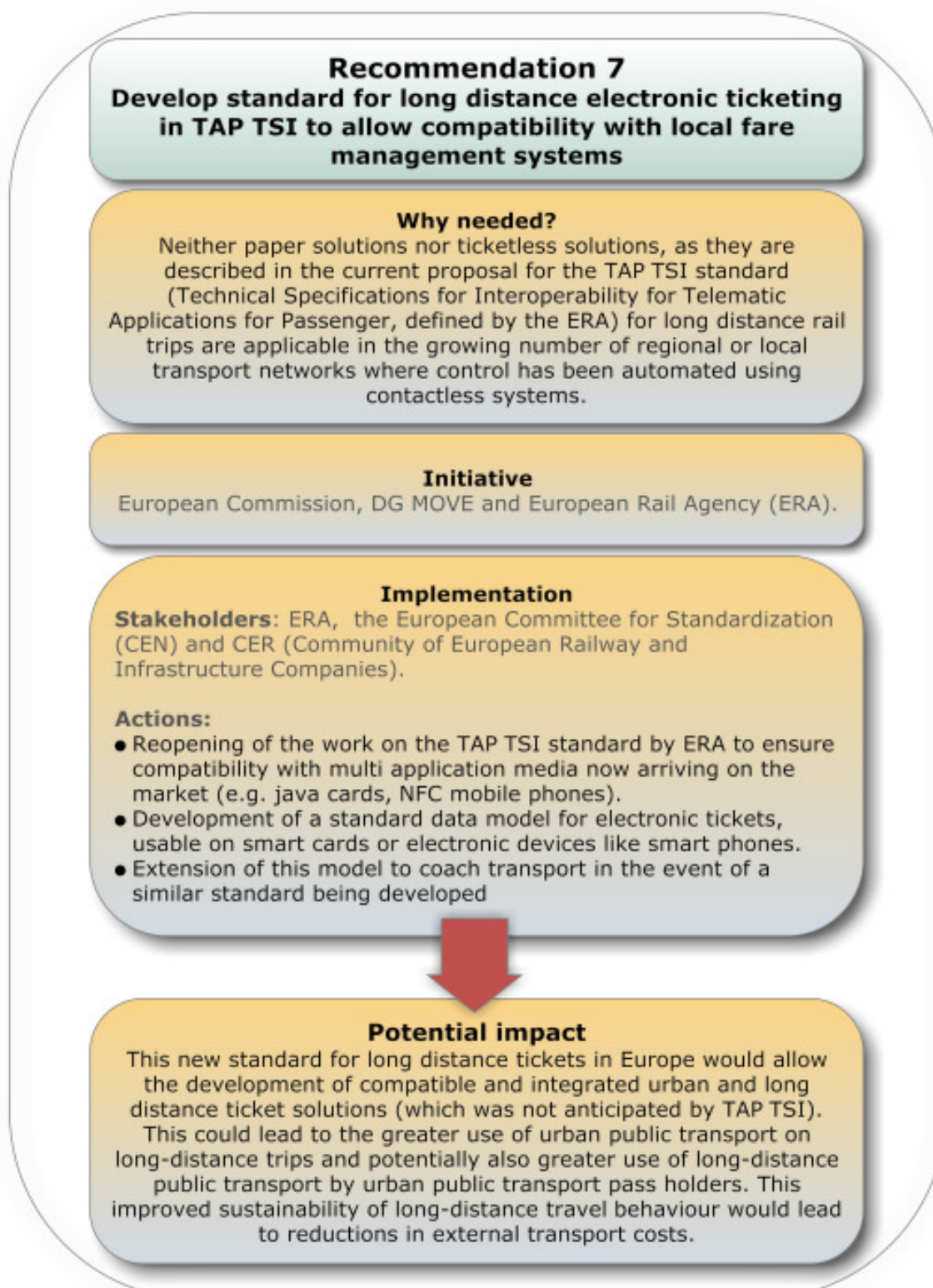
## II Directives and regulations

This refers to legislative acts in areas, where the intervention of the EU or national states seems necessary to guarantee a minimum co-operation and integration of transport services. In the LINK context, this refers particularly to the field of ticketing and information.

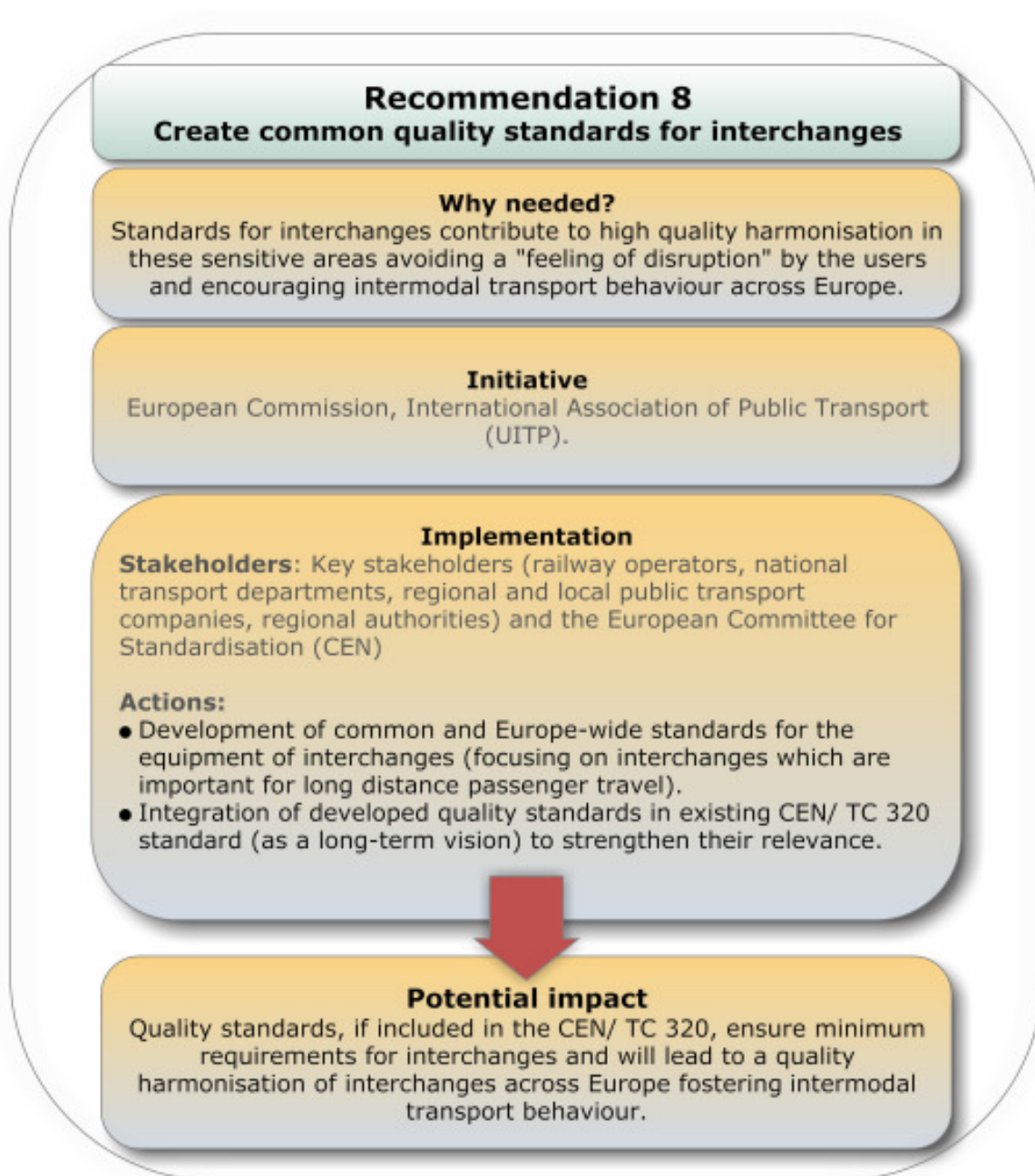


### III Standardisation and technology

This field deals with measures to achieve uniform technical, service and design specifications in fields that concern Passenger Intermodality (particularly information, ticketing, interchange design).





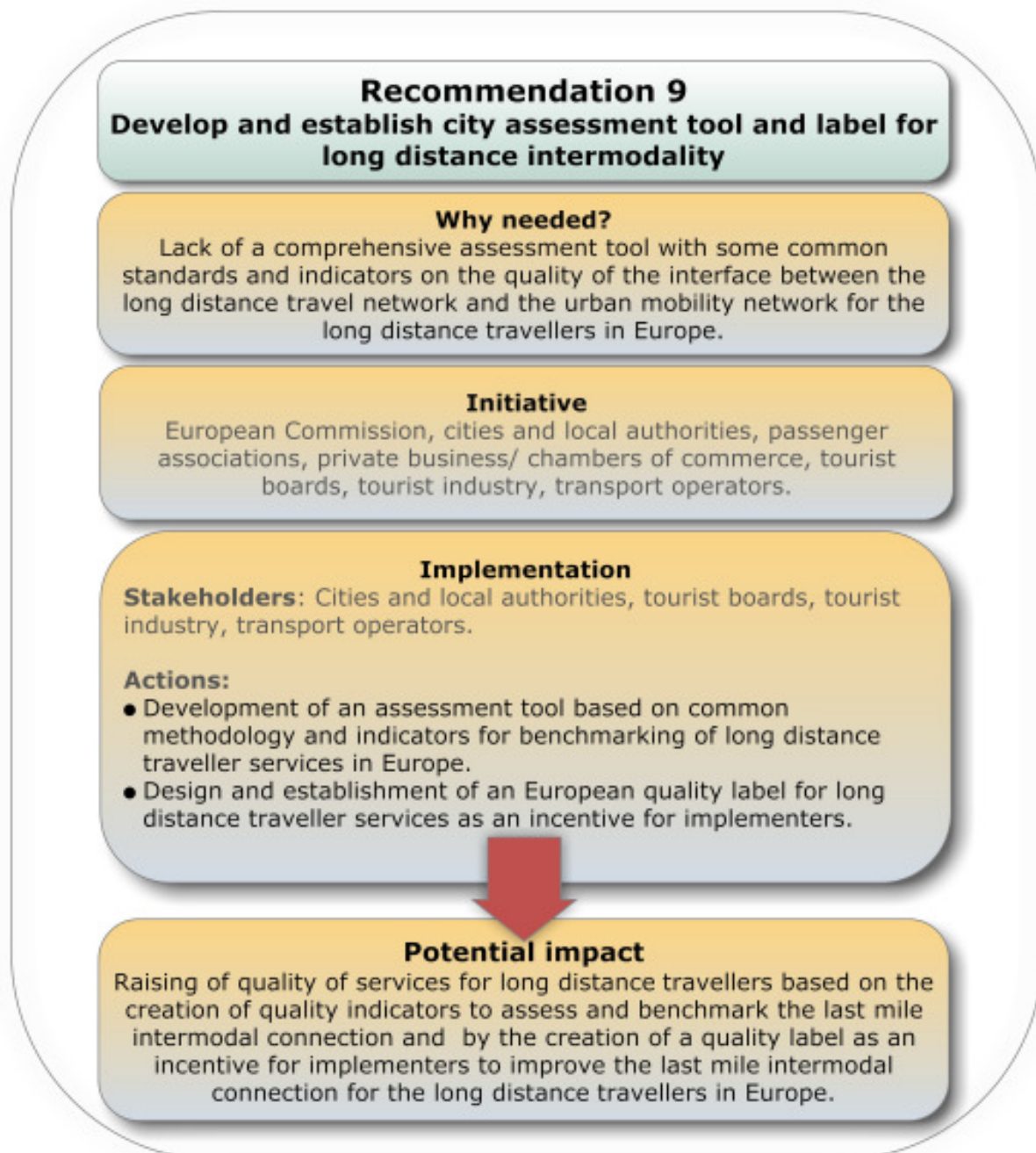


Elaborated by Working Group 2 – Interchanges (moderated by synergo and RATP)



## IV Assessment and planning

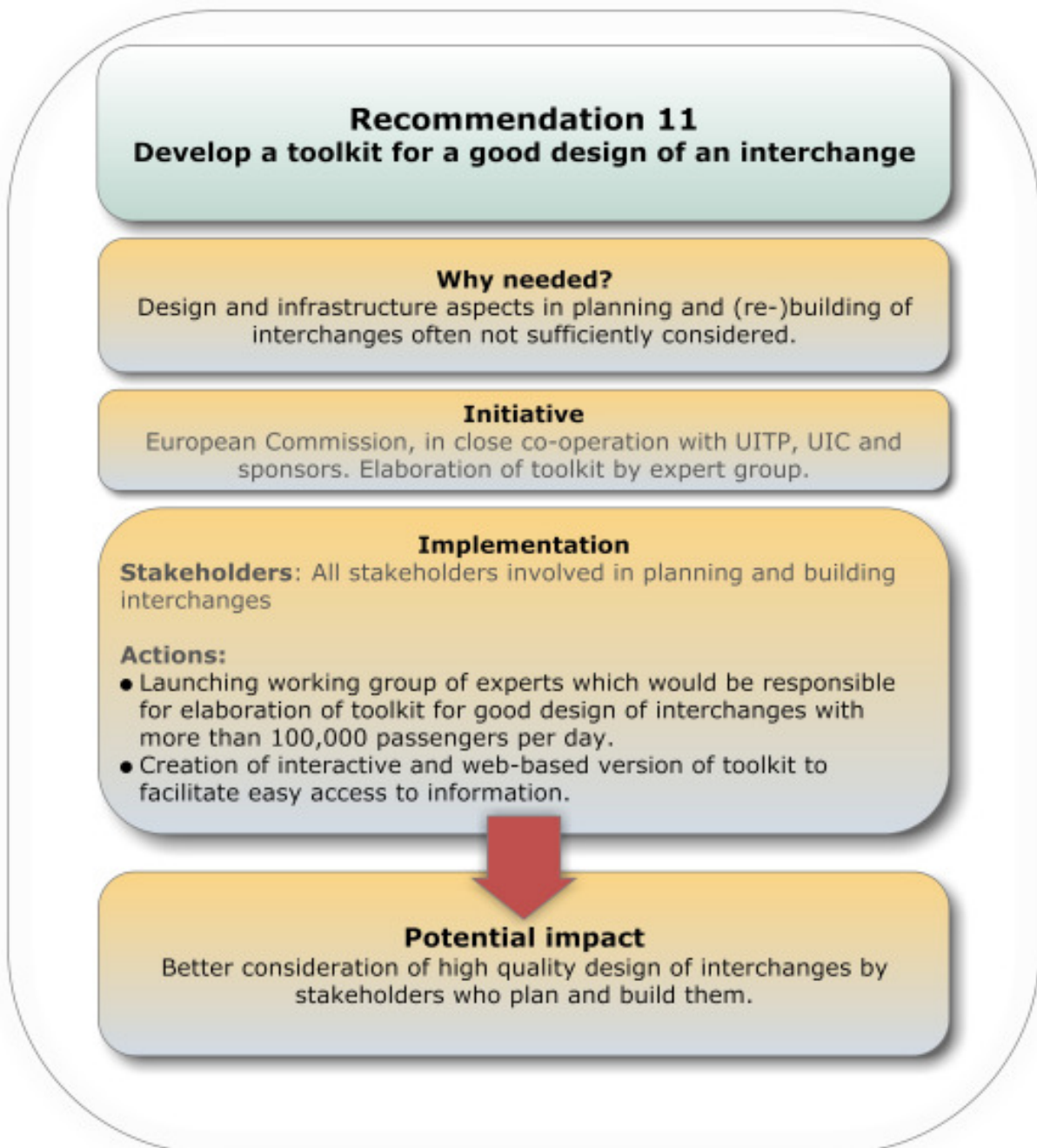
This field of intervention covers a diversity of recommendations that point to methods, tools and processes to foster the enhanced implementation of Passenger Intermodality solutions.



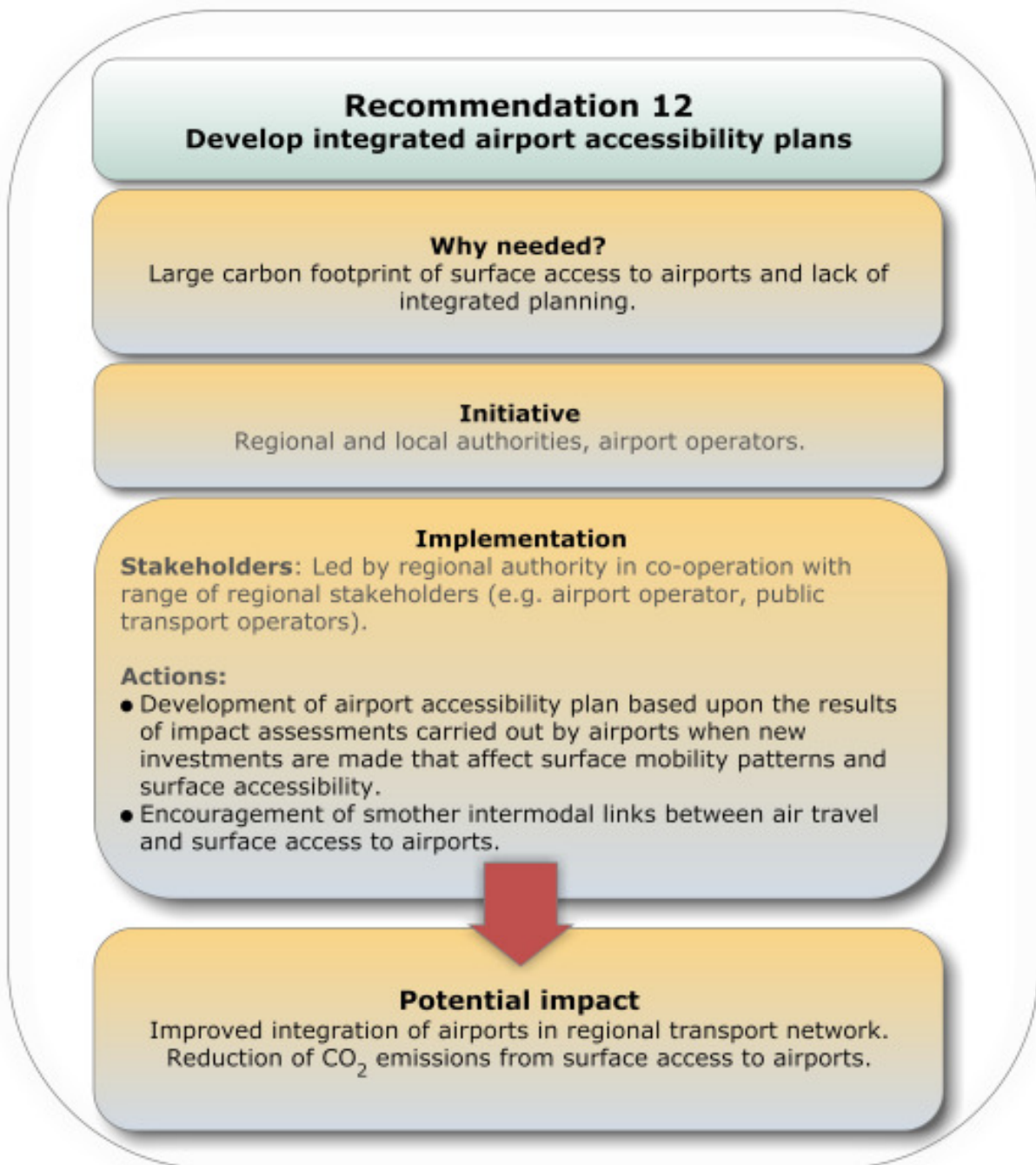
Elaborated by Working Group 3 – “Last urban mile” (moderated by POLIS)



Elaborated by Working Group 2 – Interchanges (moderated by synergo and RATP)



Elaborated by Working Group 2 – Interchanges (moderated by synergo and RATP)



Working Group 3 – “Last urban mile” (moderated by POLIS)



### **Recommendation 13**

#### **Foster intermodal business plans**

##### **Why needed?**

Currently no suitable methodology available for the quantification and monetary assessment of measures in the field of Passenger Intermodality.

Difficult conditions for public-private partnership investments in intermodal schemes where the winners and losers will change over the lifecycle of the development.

##### **Initiative**

EC, public authorities (national, regional, local), stakeholder associations, urban and metropolitan area transport authorities.

##### **Implementation**

**Stakeholders:** Research institutes (framework methodology), transport operators, public authorities and other stakeholders in passenger transport service provision.

##### **Actions:**

- Development of an agreement on a framework methodology for the quantification and monetary assessment of intermodality impacts for business plans in the field of Passenger Intermodality.
- Creation of a simple but established and well defined framework of profit sharing arrangements that mitigates interparty risk by sharing net profits over the life of an intermodal scheme according to the aforementioned framework methodology.



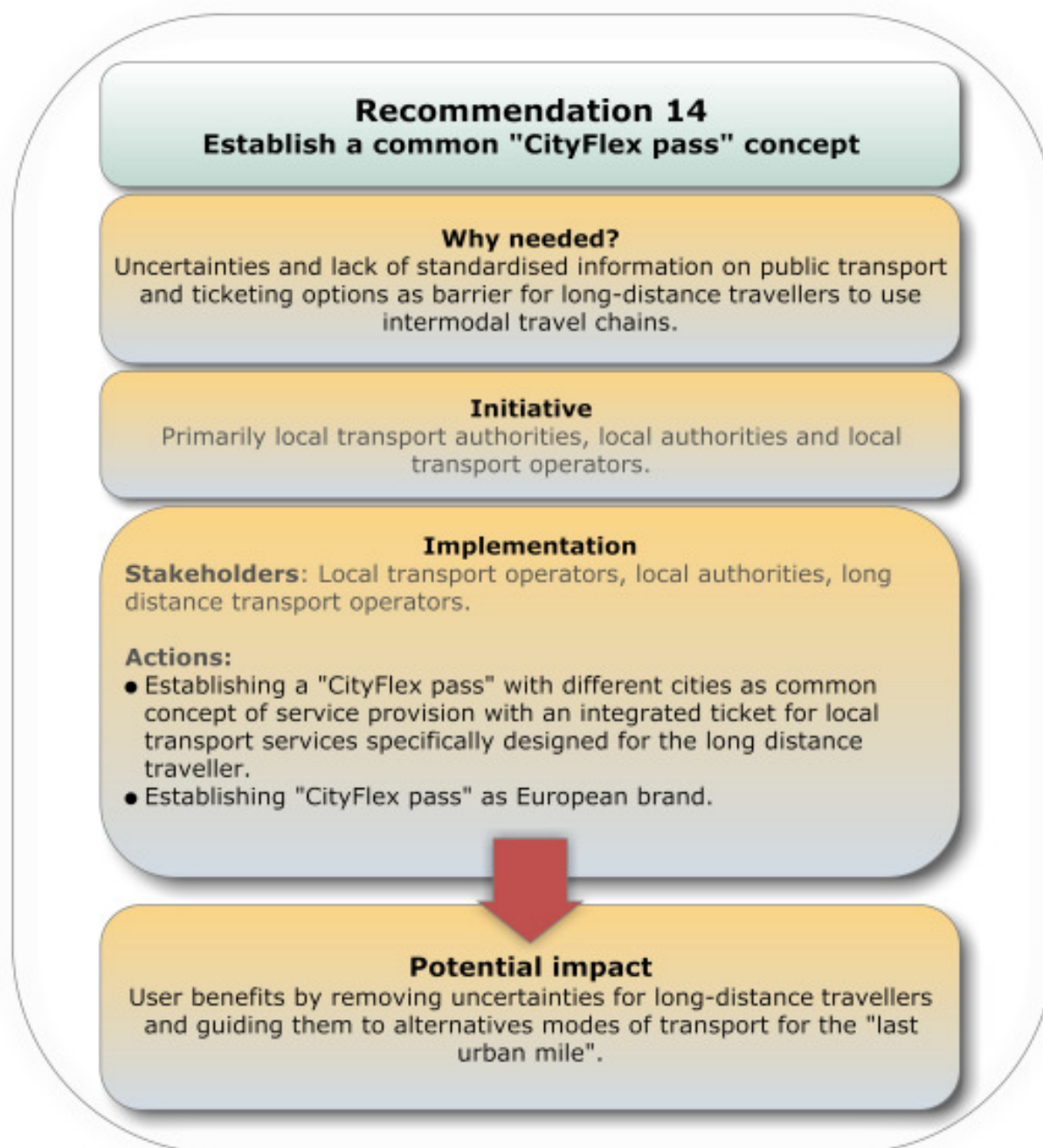
##### **Potential impact**

Established framework methodology could become important tool for cost and revenue share arrangements. Easier cooperation of public and private actors in intermodal investments (e.g. interchanges).

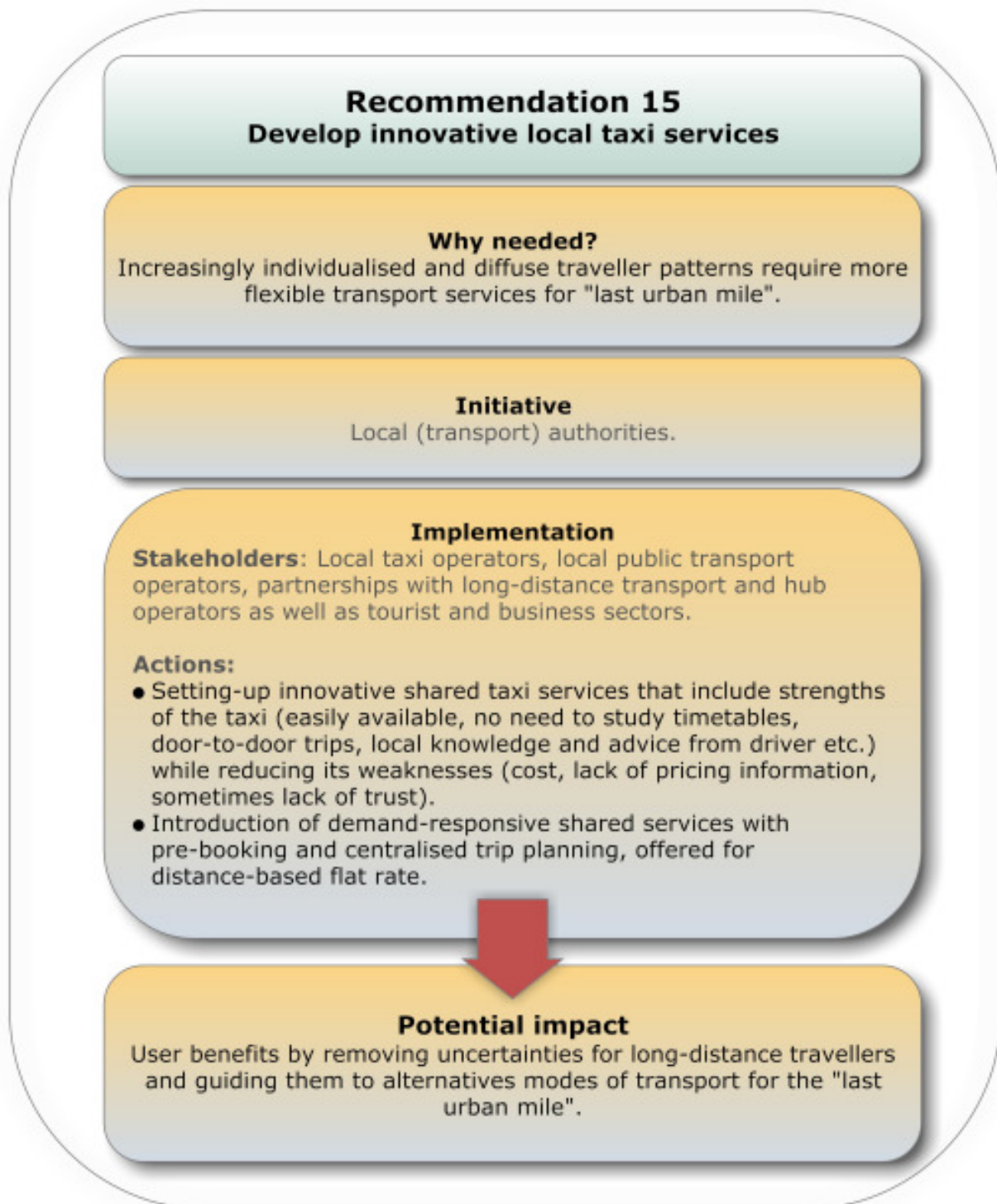
Elaborated by Working Group 4 - Planning and implementation  
(moderated by Rupprecht Consult)

## V Innovative products and services

These are concrete and visible measures aimed at providing products and services that respond to the needs of the intermodal traveller.

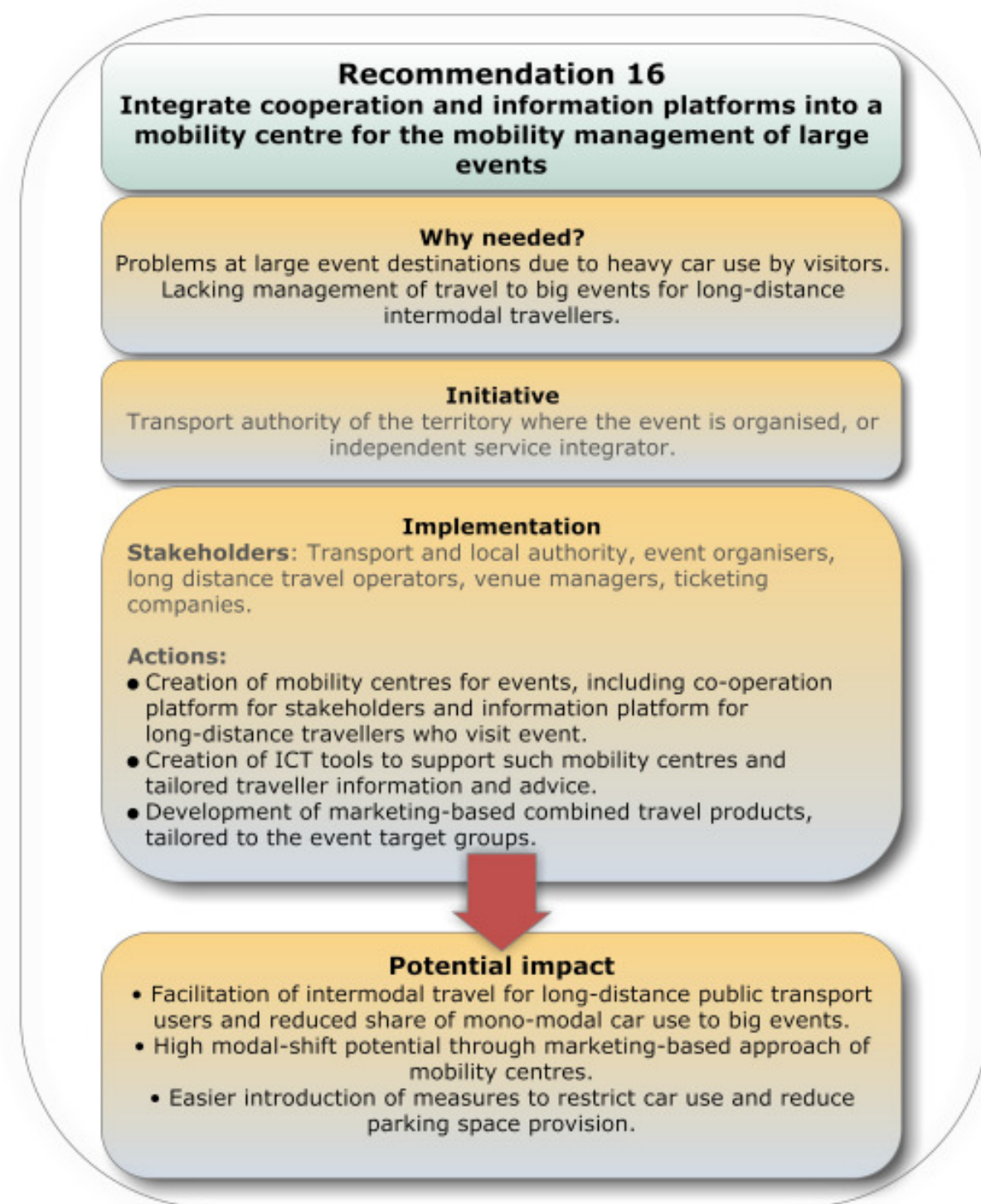


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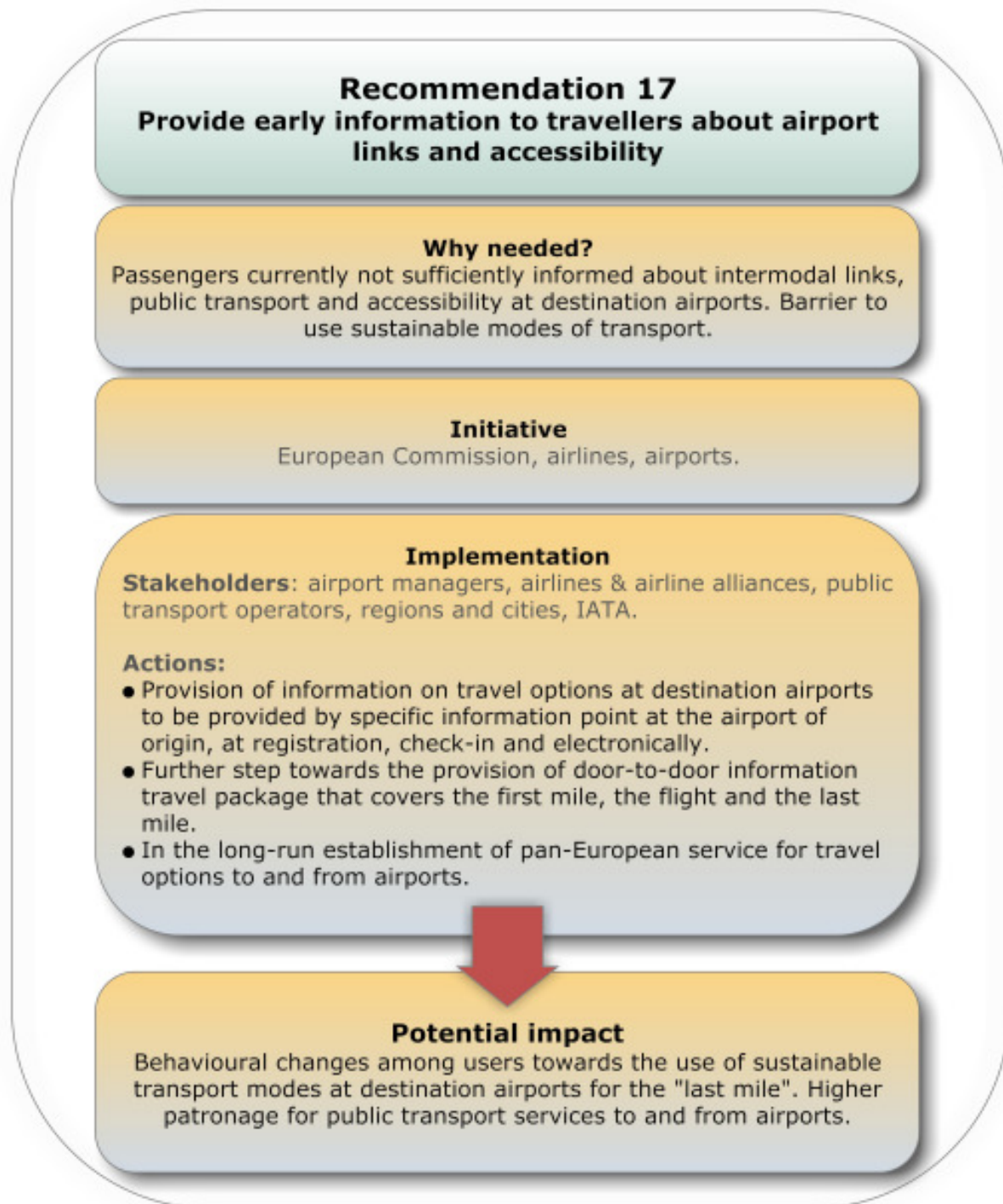
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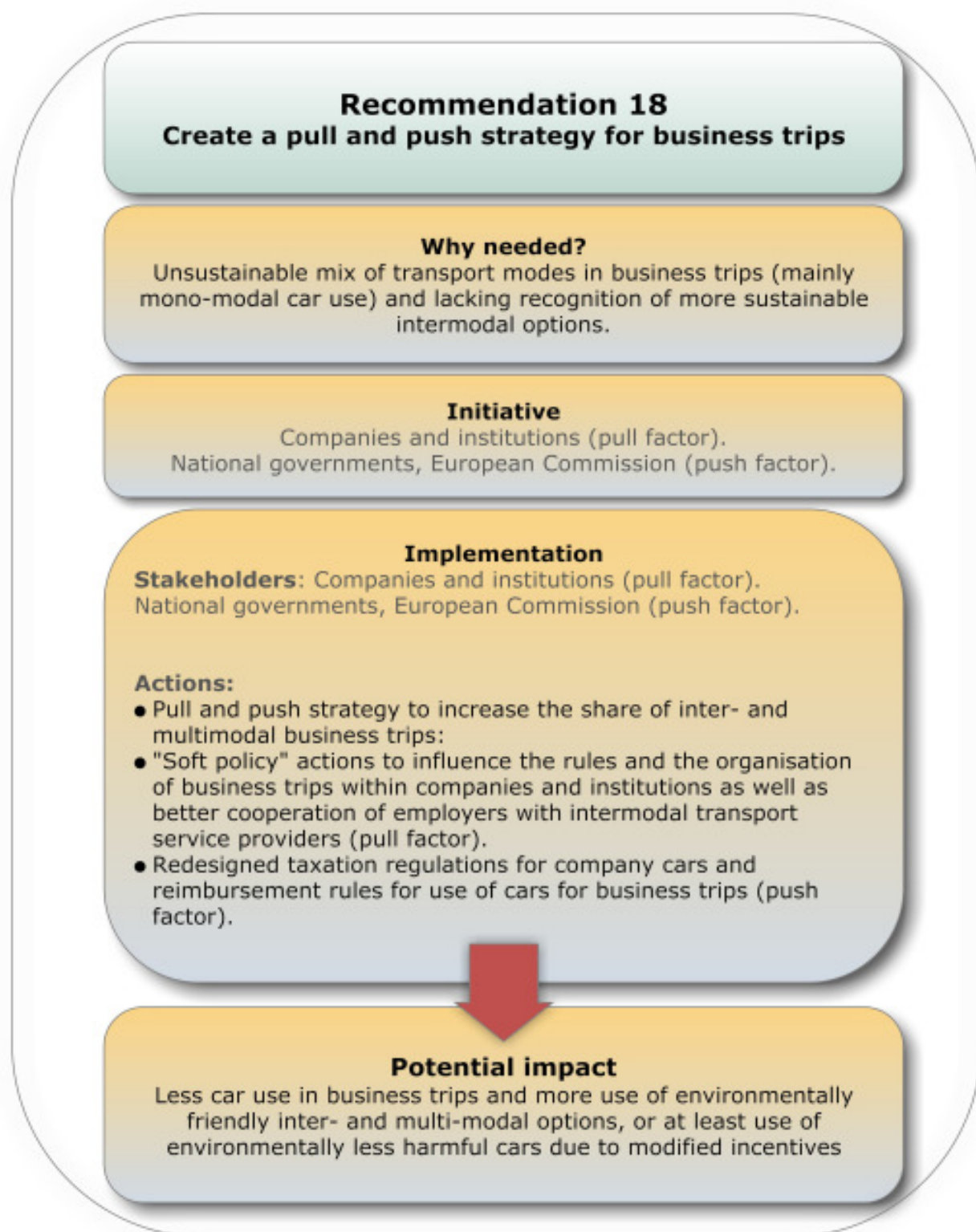


Elaborated by Working Group 3 – “Last urban mile” (moderated by POLIS)





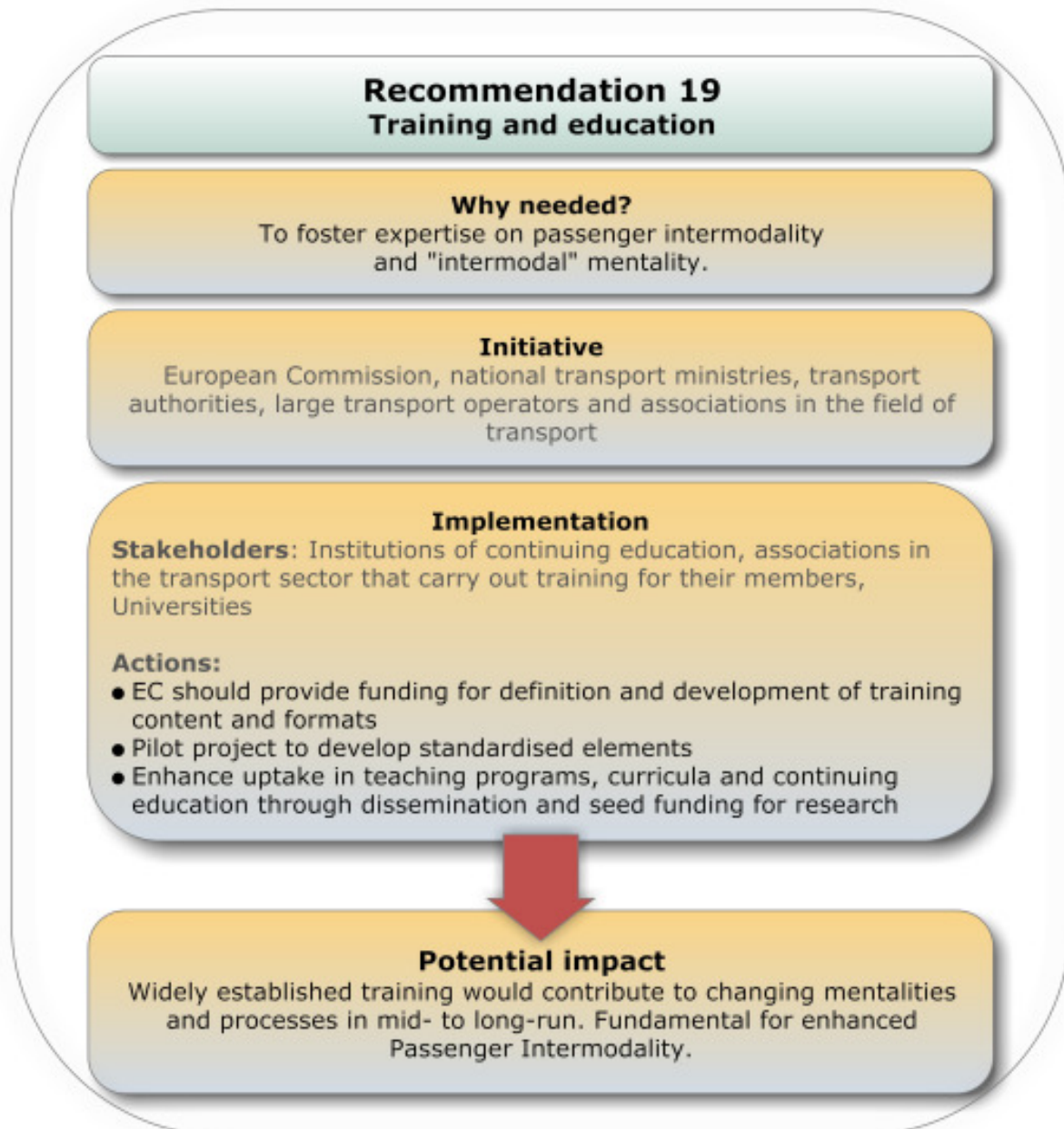
Elaborated by Working Group 3 – “Last urban mile” (moderated by POLIS)



Elaborated by Working Group 5 - Context conditions (moderated by ILS)

## VI Training and education

This field of intervention highlights the need to embed the topic of Passenger Intermodality in Universities and continuing education for practitioners as fundamental to improving expertise on Passenger Intermodality in the mid- to long-run.



Elaborated by Working Group 4 - Planning and implementation  
(moderated by Rupprecht Consult)



**[www.linkforum.eu](http://www.linkforum.eu)**

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**Overview on all project partners and LINK events**

**LINK Consortium  
March 2010**

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