

## OVERVIEW ON CHARGING PRINCIPLES FOR PASSENGER STATIONS IN EUROPE

September 2015

### Introductory remark

*This overview covers the following countries, members of IRG-Rail: **Austria, Belgium, Bulgaria, Croatia, Finland, France, Germany, Hungary, Greece, Italy, Luxemburg, Norway, Poland, Slovenia, Spain, Sweden and the United Kingdom.***

*The IRG-Rail working subgroup "Charges for service facilities" elaborated this document to get an overview of general European charging practices for passenger stations, on the basis of information available by regulatory bodies. The working subgroup would like to underline that this document is an **interpretation of the common charging principles as they stand rather than stating what the charging principles 'should' consist of.** In other words, the document only provides a description on the charging system designed by passenger stations managers.*

IRG-Rail is the network of independent rail regulatory bodies from 26 European countries. The overall aim of IRG-Rail is to facilitate the creation of a single, competitive, efficient and sustainable internal railways market in Europe. IRG-Rail acts as a platform for cooperation, sharing of best practice on regulatory issues and promotion of a consistent application of the European regulatory framework.

This IRG-Rail paper is published on the responsibility of the IRG-Rail plenary. The opinions expressed and arguments employed herein do not necessarily reflect the official views of the governments of its Member States.

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## **1. Purpose of the document and methodology**

### **1.1 Context and objectives of the document**

The Directive 2012/34/EU had to be implemented by the Member States before 16.06.2015. As many Member States have implemented it only recently or have not implemented it yet, charging principles for passenger stations are still based in some countries on the principles outlined in the former directive (Directive 2001/14/EU). It is thus possible that some charging schemes will evolve in the coming months as a consequence of the Directive's transposition.

The purpose of this document is to present an overview of the charging approaches implemented in the Member States for passenger stations.

This work should help the IRG-Rail subgroup charging for service facilities to:

- get an overview of general European charging practices for service facilities and identify common practices in terms of passenger stations' charging;
- have a common understanding of the provisions laid down in the Directive 2012/34/EU regarding charging principles for service facilities.

### **1.2 Methodology**

The present document is the result of the analysis and the synthesis by the IRG-Rail subgroup and incorporates:

- information submitted by the IRG-Rail working subgroup members;
- the results of a questionnaire on charging for passenger stations developed by the members of the working subgroup.

In this document, an empty cell within a table means that the country didn't provide an answer.

## **2. Charging characteristics: general aspects of charging principles for passenger stations in IRG-Rail members**

The main charging principles laid down in Directive 2012/34/EU provide that:

- "The charge imposed for track access within service facilities referred to in point 2 of Annex II, and the supply of services in such facilities, shall not exceed the cost of providing it, plus a reasonable profit." ([Article 31.7.](#))
- "Where services listed in points 3 and 4 of Annex II, as additional and ancillary services, are offered by only one supplier, the charge imposed for such a service shall not exceed the cost of providing it, plus a reasonable profit." ([Article 31.8.](#))
- "reasonable profit means a rate of return on own capital that takes account of the risk, including that to revenue, or the absence of such risk, incurred by the operator of the service facility and is in line with the average rate for the sector concerned in recent years" ([Article 3.17](#))

- “Operators of service facilities shall supply in a non-discriminatory manner to all railway undertakings access, including track access, to the facilities referred to in point 2 of Annex II, and to the services supplied in these facilities.” (Article 13.2.)

First of all, the subgroup concludes that the management of passenger stations varies significantly from one country to the other. In the countries under review, about half of passenger stations are managed by the infrastructure manager (IM) and the other half by a passenger station manager. In the latter case, there can be one or more passenger station managers for all the stations in the country. The passenger station can be managed by the incumbent railway undertaking (group and/or related companies), another railway undertaking or private or public funds (partially or totally).

As a consequence the structure of charging systems can be very different. Furthermore, in some cases there is no specific charge for passenger stations since such charge is included in the charge for the use of infrastructure.

Presentations and discussions within the IRG-Rail charging working subgroup have highlighted the following common trends:

- In most of the countries under review, the charging models are based on the principle of full cost. In that case the methods used to set the charges are quite similar since the charging system aims at covering all the costs of the passenger station managers. In almost all countries the charges are set for a period of one year.
- Most countries use a classification of the stations for the setting of charges. This classification is often based on the number of passengers that use the station.
- In most of the countries, station charges are regulated and published and, in a few cases, they are negotiated. In most cases, the regulatory body gives an opinion on charges for passenger stations, this opinion is usually binding.

In contrast to these areas where a broad commonality of approaches exists, there are several important differences in the approach when regulating passenger stations charges in IRG-Rail countries:

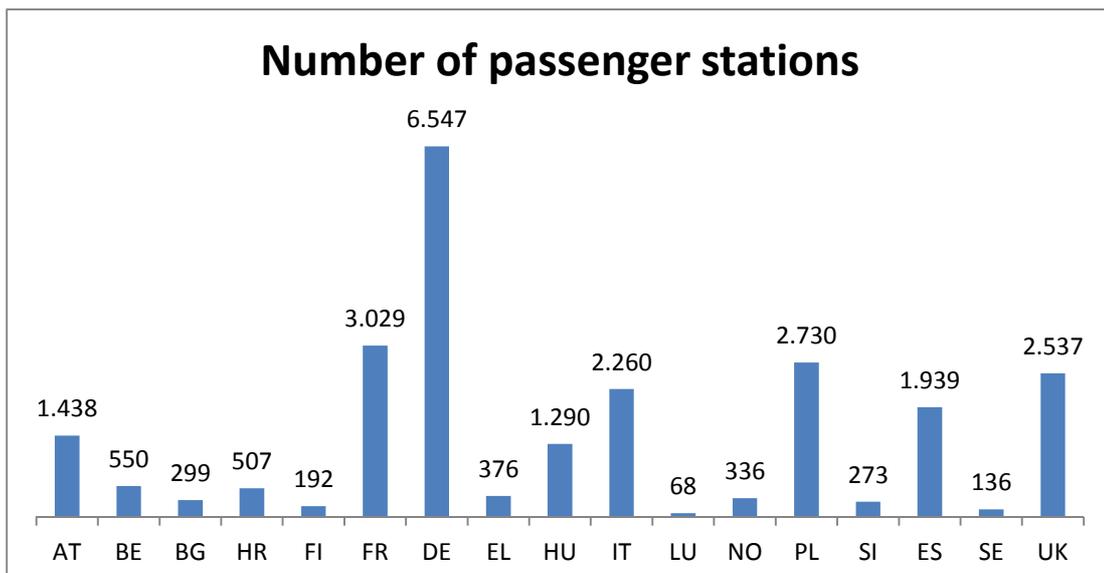
- The number of station charges is extremely different from one country to the other and generally depends on the station type
- The unregulated revenues of the station are taken into account very differently in the regulated charging system: unregulated revenues can either be completely excluded from the regulated charging system, fully or partially taken into account.
- A few countries have implemented some incentive mechanisms. These take various forms; for example, efficiency targets in the estimation of charges or performance or quality targets.

### **3. Description of the general framework**

#### **3.1 Generalities on passenger stations**

A brief quantitative description of the number of passenger stations in each country and their frequentation is presented in the table below. Due to the different time frames of collecting and publishing the data, the figures might not be completely consistent with the data published by the market monitoring group.

Year 2014	Number of passenger stations	Annual number of train stops (in millions)	Annual number of passengers (in millions)
Austria	1 438	20	278
Belgium	550		225
Bulgaria	299		24.6
Croatia	507		18
Finland	192		68.3
France	3 029	40	1 600
Germany	6 547	152	2 700
Greece	376		7.4
Hungary	1 367	13.5	146
Italy <sup>1</sup>	2 260		855
Luxembourg	68	1.9	21.5
Norway	336		
Poland	2 730	21	269
Slovenia	273		15.5
Spain	1 939		470
Sweden	136		205
United Kingdom	2 537	89	1 640



<sup>1</sup> 2012 year's data

### 3.2 Passenger stations manager

This table presents the different types of entities that are responsible for the management of passenger stations.

	IM	The incumbent RU and related companies	Other RUs	Others
Austria	All	-	-	-
Belgium	None	All	-	-
Bulgaria	All	None	-	-
Croatia	All	None	-	-
Finland	Some	Some	-	Some
France	None	All	-	-
Germany	None	Most <sup>2</sup>	Some	Some
Greece	All	None	-	-
Hungary	All	-	-	-
Italy	Most	Some	-	Some
Luxembourg	All	-	-	-
Norway	All	-	-	-
Poland	Most	Some	None	Some
Slovenia	All	None	-	-
Spain	All	None	None	None
Sweden	-	-	-	All
United Kingdom	Some	-	Some	-

- In about half of the sample countries, the infrastructure manager is responsible for the management of all passenger stations.
- The case of Finland, France and Sweden is special in that the IM manages specifically platforms and access to platforms.
- In the UK, only the main larger stations are managed and operated by the mainline IM, the rest of stations, being a part of a franchise are managed by the franchised railway undertaking (RU).
- The presence of different managing entities depending on the stations can be observed in other Member States (e.g. Finland, Germany). Beside IMs and RUs, these entities may be local authorities, the State or private owners.
- For the remaining cases, the stations manager is either the incumbent or other RUs. In the case of the incumbent, the accounts are separated to ensure a minimum of independence, such as it is the case in Belgium and France.

<sup>2</sup> The main stations manager is an independent company (DB Station&Service AG) in the same group as the incumbent RU (DB AG).

- In Germany, the stations manager is a company which, whilst in the same group as the incumbent RU and incumbent IM, is a legally independent company, i.e. a legally independent manager of service facilities;
- In Italy, the main stations are managed by two companies under the direct control of the parent company of the incumbent, with shares of 60%.

**3.3 Number of Railways Undertakings using passenger stations**

This table intends to provide information on the level of liberalization of the rail market. On the one hand, we considered that a Member State has multiple RUs when the market opening is to a certain extent completed. On the other hand, there is a limited number of RUs for instance when, apart from the incumbent, only few RUs operate international services (e.g. Belgium, France, Spain), intercity services (e.g. Austria) or short distance services (e.g. Greece). For further understanding of his table, it can be useful to refer to the detailed description of each country presented in the annex of this overview.

	Single RU	Limited number of RUs	Multiple RUs (open market)
Austria		✓	
Belgium		✓	
Bulgaria	✓		
Croatia	✓		
Finland	✓		
France		✓	
Germany			✓
Greece		✓	
Hungary		✓	
Italy		✓	
Luxembourg	✓		
Norway		✓	
Poland			✓
Slovenia	✓		
Spain		✓	
Sweden			✓
United Kingdom			✓

**4. Regulated station services**

Annex II of the Directive 2012/34/EU mentions some services provided in passenger stations:

“Access, including track access, shall be given to the following services facilities, when they exist, and to the services supplied in these facilities:

(a) passenger stations, their buildings and other facilities, including travel information display and suitable location for ticketing services;

(...)

Additional services may comprise: (...) pre-heating of passenger trains; (...)

Ancillary services may comprise: (...) ticketing services in passenger stations; (...)”

In most countries the basic service “package” in stations includes:

- the use of common spaces and equipment (furniture, lifts, escalators, toilets);
- reception , information and orientation system (audio and display);
- reception of persons with reduced mobility;
- other services such as heating, surveillance, lost & found etc.

Separate charging for premises (offices, desks or spaces for ticket sales, RU personnel, logistics, etc.) is applied in Austria, Bulgaria, France, Italy and Luxembourg.

Services that may be charged separately are:

- Heating and cooling of trains (Austria, France, Greece, Slovenia and Luxembourg);
- Reception of persons with reduced mobility (Italy);
- Placement of additional ticket machines (Germany);
- Other services such as:
  - Announcement of trains in Poland;
  - International zone services for trains crossing the Channel tunnel in France;
  - Ancillary services e.g. local passenger train dispatching in Germany.

## 5. Charging scheme

The Charging scheme section only deals with charging issues related to the basic service package and not with additional services that could be charged separately.

### 5.7 Segmentation of passenger stations

	Segmentation	Criteria
Austria	Yes	Nb of passengers, service provided at the station and Nb platforms
Belgium	No	
Bulgaria	-	
Croatia	Yes	Train length
Finland	-	
France	Yes	Nb of passengers
Germany	Yes	Nb of passengers / nb of platforms / nb of train stops / length of platform
Greece	Yes	Nb of passengers / Intermodality
Hungary	Yes	Properties of the infrastructure (e.g. nb of main lines; platform features) / Equipment & service facilities (e.g. passenger info; services)
Italy	No	

Luxembourg	No	
Norway	No	
Poland	Yes	Nb of passengers
Slovenia	Yes	Nb of passengers
Spain	Yes	Nb of passengers and location (within high speed network).
Sweden	Yes	Traffic and passenger flows, location and commercial activity
United Kingdom	Yes	Nb of passengers

- Most of the countries classify stations in different categories
- When a segmentation exists it is usually based on the level of passengers using the station
- Only Austria, Germany and Greece use a multi-criteria basis

**5.8 Number of applicable station charges (main service package)**

	Number of applicable charges & modulations
Austria	66 tariffs
Belgium	1
Bulgaria	
Croatia	Differs for each station
Finland	
France	173 tariffs X 9 modulations
Germany	196 tariffs X 2 modulations
Greece	included in the charges for the use of infrastructure
Hungary	4 station segments X 2 (stopping or origin/destination)
Italy	Track access is presently included in the charges for minimum access package
Luxembourg	1 tariff + extra fees for trains > 27 m
Norway	2 (one that is zero, and one for the line Oslo – Oslo Airport)
Poland	15 tariffs + extra fee depending on the method of announcement of trains
Slovenia	4 tariffs
Spain	3 tariffs (station types) x 4 modulation (length of the trip)
Sweden	6 tariffs (station types) X 2 modulation (train types)
United Kingdom	Differs for each station

- In the vast majority there is a specific charge for the use of the station : Austria, Belgium, Croatia, France, Finland, Germany, Luxembourg, Poland and the UK
- For Greece and Italy, the charge for the use of the station is included in the charges for the use of infrastructure
- France has a specific charge for the use of a platform

- The number of charges differs significantly from one country to another: when taking modulation of charges, the number varies from 1 charge in Belgium to some 1400 possible charges in France.
- In most cases, a modulation / extra fee can be added to the « basic charge »

**5.9 Billing unit**

	Billing unit
Austria	€/train stop
Belgium	Admin. Costs + 1 symbolic € (for all stations per year)
Bulgaria	
Croatia	
Finland	
France	€/train departure
Germany	€/train stop
Greece	
Hungary	HUF/train stop
Italy	No specific charges
Luxembourg	€/train stop
Norway	
Poland	PLN/train stop
Slovenia	€/train stop
Spain	€/passenger (the introduction of the new Railway Law change it to incorporate train stop).
Sweden	Annual fee SEK, (annual basic charge + area fee + additional services)*(actual train stop*weighting)
United Kingdom	£/train departure

- In the vast majority of countries, the RU is charged for each train stop
- Since 2014 in Poland the RU is charged for each train stop. Before 2014 the RU was charged per minutes at a stop

**5.10 Publication of charges**

	Charges are published or negotiated?	Periodicity
Austria	Published	Yearly
Belgium	Published	Yearly
Bulgaria		
Croatia	Published	Yearly
Finland	Negotiated	
France	Published	Yearly

Germany	Published	Yearly (Varies for other managers)
Greece	Published	Yearly
Hungary	Published	Yearly
Italy	No charges (but included in the Minimum access package)	
Luxembourg	Published	Yearly
Norway	Published	Yearly
Poland	Published	Yearly
Slovenia	Published	Yearly
Spain	Published	Yearly
Sweden	Published (forecasts)	Yearly
United Kingdom	Published (Long Term Charge (LTC)) & negotiated (Qualifying Expenditure)	5 years (regulatory period for LTC)

- Charges are fully negotiated in Finland and partially in the UK
- Only UK has charges set for more than one year. They are based on the long term maintenance and operation costs of the station. Long term charges are regulated and published.

**6. Charging principles**

**6.1 Method of calculation**

This table describes the method used by the passenger station manager to establish the charges. A full cost means that the charges are designed to cover all the costs.

	Charging principles	Calculation of tariffs	Ex post adjustments
Austria	Full cost	Tariff = Costs/ Nb of stops	No
Belgium	Direct cost	1€/ year	No
Bulgaria			
Croatia	Maintenance of building + energy costs		
Finland	Full cost + reasonable profit		
France	Full cost	Tariff = Costs/ Nb of stops	On traffic and investment (not on OPEX)
Germany	Full cost	Tariff = (cost/service quantity) + return achievable at market rate	No
Greece			
Hungary	Full cost	Charge = cost / nb of performed use of station	Charging elements might be re-calculated
Italy	Track access is presently included in the charges for minimum access package		n/a for the moment
Luxembourg			n/a
Norway			
Poland	The costs of providing service plus a reasonable profit	Tariff = Costs/ Nb of stops	No
Slovenia	Full cost		
Spain	Full cost		

Sweden	Production cost + reasonable profit	Tariff = Costs/ Nb of stops (weighted)	Yes (to recover actual costs)
United Kingdom	Full cost	Evolution of the charge on the basis of a yearly indexation during the regulatory period	No (for LTC)

- A vast majority of countries applies a full cost principle to charge for access to passenger stations
- Croatia charges only for maintenance of building and energy costs
- UK charges for the maintenance of the station and for the operating costs of the station.

**6.2 Unregulated revenue**

	Existence of unregulated revenues (e.g. retail)	Single or Dual till?
Austria	Yes	Dual till
Belgium	Yes	Dual till
Bulgaria		
Croatia		
Finland		
France	Yes	dual till (A part of the non-regulated profits is shared with the regulated till)
Germany	Yes	dual till (Varies for other managers)
Greece		
Hungary		
Italy	Yes	Not applicable
Luxembourg		
Norway	Yes	
Poland		
Slovenia		
Spain	Yes	
Sweden	Separated	Dual till
United Kingdom	Yes	single till (for Network Rail)

**6.3 Incentive regulation**

	Efficiency target	Incentive scheme
Austria	No	No
Belgium	No	No
Bulgaria		
Croatia		
Finland	No	No
France	Productivity targets on OPEX	

Germany	Quality service targets	Yes, incentives based on quality failures
Greece	No	No
Hungary	No	No
Italy	No	No
Luxembourg	No	No
Norway		
Poland		
Slovenia	No	No
Spain	No	No
Sweden	No	No
United Kingdom	No	incentive to outperform the forecasts

**7. Annex: Additional information on charging for passenger stations by IRG-Rail members**

**7.1 Austria**

The infrastructure manager ÖBB-Infrastruktur AG (ÖBB Group) is the main passenger stations manager.

Between Vienna and Salzburg ÖBB-Personenverkehr AG and WESTbahn Management GmbH are both providing long distance train services. On all other lines there is no competition, but some smaller RUs are using the stations as well.

The regulatory body (RB) Schienen-Control is responsible for the review of the charges and the control of access and contract rules. The legal view of Schienen-Control is binding.

There are 6 categories of stations, based on the number of daily passengers, plus/minus for additional or missing services plus a platform capacity factor for the number of platforms.

MODULE 1	Basic charge	Basic categories based on number of daily passengers:					
		1 20.000- 65.000	2 >8.000- 20.000	3 >4000- 8000	4 >2000- 4000	5 >500- 2000	6 less than 500
	+						
MODULE 2	Basic or additional services	Bonus/Malus for additional or missing basic services with reduction (depends on basic category and kind of service) Higher charge for additional services (Trolley Base and Info Point)					
	x						
MODULE 3	Platform capacity factor	Factor x (Module 1 and Module 2)					
	Number of platforms	1 to 2	3 to 4	5 to 7	8 or more		
	Factor	1	1,1	1,2	1,3		

This results in 66 different tariffs. The tariffs are available each year in the network statement published one year before the annual service.

Charging principles and methodology are explained in the network statement.

**7.2 Belgium**

As of 2013, due to the reform of the NMBS holding structure, all the stations and stops were transferred to NMBS, the incumbent RU.

In the future (2015) the stations manager needs to be organised in a way which guarantees an organisational and decisional independence. Accounts separation between the station manager and the incumbent RU is compulsory.

Only international passenger traffic is liberalized. For the moment only 3 companies are using the stations (NMBS, Eurostar, The factory (former Thalys)).

The RB enforces non-discriminatory access and ensures the contract has no provisions which could block the access. Its competences include decisions (binding) or advice (not binding).

Information about charges is available in the network (read:station) statement.

There is one tariff: the RU pays 1 symbolic euro for the use of all the stations. The administrative cost is € 2500/ access request. If an RU wants its own space in the stations, it has to rent it at market price. The tariffs for renting a space are also published.

**7.3 Bulgaria**

The single manager of all railway stations, including the passenger stations, is the infrastructure manager NRIC (National Railway Infrastructure Company).

Passenger transport and services are provided only by "BDZ-Passenger services", the incumbent RU.

There are no charges for access to stations. Only rental of premises is charged separately.

#### **7.4 Croatia**

The passenger stations manager is the infrastructure manager (HŽ Infrastruktura d.o.o.) which is legally separated from the RU.

There are no other RUs than the incumbent.

HAKOM, the RB, the only authority responsible for the control of the charges, reviews the financial and the contractual aspects of access and services provision in passenger stations.

Each train stop has a different coefficient based on the length of stops, stops equipment and etc. There are three train types coefficients based on train length.

There is a different tariff almost for each station. Tariffs are available each year in the network statement published one year before the annual service (timetable).

Charging principles and methodology are explained in the network statement. General rates are given, but any RU can ask for more detailed tables of cost elements.

#### **7.5 Finland**

Ownership and management of the station buildings varies. The incumbent RU, VR Ltd, municipalities, Finnish Transport Agency (IM) and state owned property management companies own and manage stations. The incumbent RU is currently the only railway undertaking using the stations. Terms of access or rental have not been published.

Platform areas and access to platforms are managed and provided by Finnish Transport Agency (IM of the state owned track).

Only the incumbent RU, VR Ltd, operates passenger traffic. On most of the network, access is not granted to other passenger traffic because of the exclusive rights of VR Ltd. Moreover, there is no international passenger traffic from/to the other member states.

The RB is the only authority responsible for the control of the charges. It controls access to services and the level of charges ex-post. It can initiate investigation based on complaints or ex-officio. The RB's decisions are binding.

Access to platforms is currently offered with no extra charge. Other station service offering has not been published. Charges are negotiated.

#### **7.6 France**

SNCF Mobilités – Gares & Connexions, an autonomous department within SNCF Mobilités (formerly called SNCF), is responsible for the management of the passenger stations, with the exception of the platforms that are owned and managed by SNCF Réseau (formerly called RFF).

This is the scheme in all French passenger stations, i.e. SNCF Mobilités – Gares & Connexions and SNCF Réseau are the unique station managers.

There is very limited traffic other than that of the incumbent RU SNCF Mobilités. For international services, Eurostar and Thello serve a dozen stations, e.g. Paris Gare du Nord and Lille for the former and Paris Gare de Lyon and Dijon for the latter. These stations are served by SNCF Mobilités as well.

In general, many stations are served by both national and regional services, which while being undertaken by the same RU SNCF Mobilités, are funded by different entities (administrative regions for regional traffic, no public funding for high speed services, State for non-high speed services).

The RB, ARAF, the only authority responsible for the control of the charges, reviews the financial and the contractual aspects of access and services provision in passenger stations. The decisions of ARAF regarding the level of charges are binding.

There are 3 types of stations: national, regional and local. Beyond a threshold of passengers of national and international services, the station is of the national type. For non-national type stations, beyond a threshold of (national and regional) passengers, the station is regional.

For the main station charge, there is one tariff for each national station (131), a single tariff for regional stations in each administrative region (20), and a single tariff for local stations in each administrative region (20).

Each tariff is made of two parts: fixed part + variable part. The variable part is modulated to take into account number of seats (big trains pay double what medium trains pay, which in turn pay double what small trains pay) and type of journey (long distance trains pay double what medium distance pay, which in turn pay double what short distance pay).

Tariffs are available each year in the network statement published one year before the annual service.

Charging principles and methodology are explained in the network statement. General rates are given but any RU can ask for more detailed tables of cost elements.

## 7.7 Germany

DB Station&Service (DB St&S) is an autonomous enterprise within the holding of DB AG and is responsible for the management of most passenger stations.

There are 65 operators of passenger stations that are not related to the incumbent.

The market opening is completed.

DB St&S states to have served 132 RU customers in 2013. Besides DB Fernverkehr AG, most long-distance services are typically seasonal, touristic or rail heritage services. All stations are also used for regional services.

All stations that are not managed by DB St&S are served regularly only by regional connections.

BNetzA, the RB, is the only authority responsible for the *ex ante* and *ex post* control of the charges. BNetzA reviews level of charges and pricing scheme upon request or on its own initiative and is as well in charge of any access related issues.

BNetzA's opinion is binding, but can be challenged in court.

There are 2 segments: (a) regional trains; (b) long distance; 7 categories of stations (allocation according to number of passengers, platform edges, train stops, length of platform) within each administrative region => Different tariffs for each of the 7 categories per administrative region (in sum, there are 28 administrative regions in Germany).

DB St&S consults the market on the charges (price lists) and the conditions (in network statement for stations). The latter are also communicated to BNetzA who is responsible for supervising (maybe commenting or rejecting) and then published by DB St&S. The tariffs for the stations are published approximately 3 to 4 months before entering into force.

Charging principles and methodology are explained in the network statement for stations.

General rates are the basis; the charging scheme has to be described in such a way that it is accepted after consultation with the market and examination by BNetzA.

## 7.8 Greece

The infrastructure manager is the passenger stations manager.

International passenger traffic is open for competition.

STASY, an RU other than the incumbent, operates regional (suburban) services in a small part of the network (station Doukissis Plakentias – Airport).

RAS, the RB, has the competence for the control of charges and access, but until now has not been involved in any case. For the time being, the opinion of RAS regarding the transparency of charges (not their level) is binding.

There are 2 types of stations (terminal and regional) based on number of passengers and connection with other transport modes.

The charging methodology for the use of infrastructure is published in the network statement. Charges for passenger stations are included in those charges. They are not defined separately.

### 7.9 Hungary

Passenger stations are operated by the 2 IMs (geographical difference) - one is vertically integrated with a RU, the other is integrated (also RU).

Given the partial liberalization, Hungarian RUs can provide national and international services (except for PSO services) and foreign RUs with licence to the EEA can provide international services.

The RB is responsible for the review and control of the charges and contract rules.

There are 4 station types based on the number of main lines, to platform features (height, length, access), passenger information, passenger service facilities, traffic link to stations, weather protection, telecommunication and commercial services. => 2x4 tariffs: use of stations for stopping / use of the origin/destination stations (x 4 station categories).

Charges are published and available in the network statement one year before implementation.

The charging methodology is described in the network statement.

### 7.10 Italy

In Italy stations belonging to the national railway network are operated by companies controlled by the incumbent RU Group (FSI): *RFI* operates the largest number of stations; *Grandi stazioni* runs the main Italian railway stations (totaling 14); *Centostazioni* operates 103 medium-sized stations.

To better identify the station services available to travelers, *RFI* identified 4 station categories:

- Platinum: >25.000 daily users; HS trains; services for city residents and not only for passengers;
- Gold: >10.000 daily users; short-medium and long-distance trains; services for city residents and not only for passengers;
- Silver : >4.000/2.500 daily users; regional/city trains, but also short-medium and long-distance trains: no services to passengers;
- Bronze : >500 daily users; only regional trains; no *RFI* personnel at the station.

At present, no access charges are levied on RUs for the railway station services referred to in paragraph 2(a), Annex II of Recast Directive. Services are provided and covered by the access charges for the use of the railway network. Specific services are charged separately, such as: spaces for ticket machines and information desks, areas for the provision of assistance to RUs' customers, advertising.

With regard to advertising, the three above-mentioned station managers lodged an appeal, which is pending before court, as they claim that ART has no regulatory competence in this respect.

Last July, ART launched a public consultation on a new system including new criteria for access charges. The new regulatory framework, which *inter alia* provides for charges to access station services, shall be issued by mid- November 2015.

### **7.11 Luxembourg**

The infrastructure manager in charge of the rail infrastructure, including passenger stations, is part of a group to which belongs the incumbent railway undertaking.

Only international traffic is open to competition. In the national passengers market, there is only the incumbent, now and probably in the near future.

The law foresees that the RB gives an opinion on the charges contained in the network statement. This opinion is not binding.

There is only one single type of stations. The tariffs are the same for all the stations. There is no modulation. For a train longer than 27 m, the charges are calculated for each train segment of 20 m: (e.g. for a train of 29 m, they are calculated double).

Tariffs are published in the annual network statement, a year before the annual service.

Charging principles and methodology are explained in the network statement.

### **7.12 Norway**

As directive 2012/34/EU is not implemented yet in Norway, the answers below are given regarding the current legal framework in Norway.

The state owned public infrastructure manager (Jernbaneverket) is also the passenger stations manager. It grants access to platforms for RUs on all stations, is responsible for the public areas on the stations and provides railway services.

Of the 336 stations, the IM owns 19 stations and leases public areas on 317 stations from the real estate company Rom Eiendom through leasing agreements based on the full cost principle.

Rom Eiendom is a daughter company of the incumbent state owned passenger RU NSB AS. It is responsible for all commercial activities on all passenger stations, including the ones owned by the IM.

National passenger market is not yet liberalized. International passenger market is open for competition, as long as no international traffic threatens the equilibrium of PSOs.

There are three passenger RUs in addition to the incumbent NSB AS, one of which is owned by the incumbent:

- Airport Express Train operates on the line between Drammen and Oslo Airport alongside the incumbent NSB.
- NSB Gjøvikbanen AS, a daughter company of the incumbent, operates the line between Oslo and Gjøvik (won in tender in 2006).
- Swedish state owned SJ AB operates international traffic on two lines between Norway and Sweden.

Oslo Central Station is used by all four RUs. On the line Drammen – Oslo Airport, stations are used by both Airport Express Train and NSB. On the line Oslo – Charlottenberg, stations are used by both NSB and SJ. NSB, Airport Express Train and SJ all have their own ticket machines on the stations where they operate.

The RB has no official involvement in the control of charges prior to their setting. Once they are set, the RB has competence to make ex officio decisions regarding access to stations and contract rules, in addition to handling of complaints.

Access to the platforms in all stations is included in the minimum access package of the IM. The price for the minimum access package is currently set at zero for passenger transport. All other specific station services are charged separately according to the Network Statement.

Generally there are no station charges, except for prioritized station services on the line between Oslo and Oslo Airport. On that line, a tariff for prioritized station services per stop is set by the IM and shall on average cover all costs regarding operation and maintenance of the stations (infrastructure) on the line.

The charge for these services is set by the IM and published in the Network Statement (one year in advance). It is briefly described in the Network Statement of the IM. No detail is given on figures of cost/traffic/revenues on which the tariff calculation is based.

### **7.13 Poland**

PKP PLK S.A. (also infrastructure manager) is responsible for the management of the vast majority of passenger stations in Poland (more than 97%).

The RB is the authority responsible for the control of the charges for access to passenger stations. The decision of the President of UTK regarding the level of charges is binding – the President of UTK approves the unit rate, which is charged for train stop.

Regulatory control of access to infrastructure includes: (1) control over access to infrastructure (ex officio) (2) decisions of President of UTK replacing rail infrastructure access contracts (if IM and RU cannot reach an agreement over access contract).

Services depend on the subcategory of station (I, II, III):

- III - passenger stations and passenger stops which have hardened surface platforms, with a good or satisfactory condition and are equipped with a shelter or roof
- II - passenger stations and passenger stops, which do not meet the conditions for the subcategory III, which platforms have hardened or mixed surface
- I - passenger stations and passenger stops, do not meet the conditions for higher subcategories which platforms have dirt surface and this platforms for which the condition of the surface is defined as unsatisfactory

There are 5 types of stations:

- A. the biggest passenger stations
- B. agglomeration passenger stations
- C. regional passenger stations
- D. local passenger stations
- E. remaining passenger stations

Each tariff is a two-part one:

- 1) a part depends on the types of station and subcategory (15 tariffs)
- 2) an extra fee for the one of the two additional services – the method of announcement of trains (fee for announcement with loudspeakers or with loudspeakers and visual information). The level of this extra fee varies depending on the type of passenger stations (A-E).

Tariffs are published each year on the infrastructure manager's website and on the Regulatory Body's website.

The decisions of the President of UTK on the charges for access to passenger stations are published, but some fragments of the decisions are not published if they are considered as a secret of the company.

### **7.14 Slovenia**

The manager of all passenger stations and stops is the company SŽ-Infrastruktura, which also manages the Railway infrastructure.

SŽ-Infrastruktura is an IM, organised in the holding Slovenske železnice.

Only one RU, SŽ-Potniški promet, operates passenger transport services. The majority of train operations in passenger market is covered by PSO contract. The market is open for international services.

Passenger stations and stops are categorized into 4 categories, considering the number of passengers.

The usage fee for the passenger stations is calculated according to a formula:

$$U = P \times C,$$

whereas:

U= usage fee for passenger stations

P=number of stops

C=price depending on station's or halt's category

Charging principles are published in Network Statement, but actually, station usage is not charged at the moment.

### 7.15 Spain

The manager ADIF, the manager of conventional lines, is the owner and the responsible for the administration of passenger stations in these lines. ADIF Alta Velocidad has the same role but on the management of the high speed railway network and the stations located within it.

As long as the domestic traffic has not been opened to competition, only international traffic serves Spanish stations by different companies than the incumbent (Renfe). The charge is fixed on a €/passenger basis.

The legislation in place differentiates among three types of stations: i) > 500.000 passengers of long distance trips; ii) Any station located in a high speed line or in a capital of a region or having a volume higher than 100.000 passengers; iii) the others. In addition, the charges also vary on the length of the trip of the passenger: i) > 250 km; ii) between 126 and 250 km; iii) between 80 and 125 km and iv) < 80 km. The charges are the following in €/passenger:

Categoría	Duración del recorrido/Trajeto			
	A	B	C	D
Euros/Viajero				
1.ª	1,3385	0,5396	0,2346	0,0816
2.ª	0,6207	0,3871	0,1760	0,0612
3.ª	0,0469	0,0469	0,0469	0,0204

CNMC is the regulatory body in Spain and is entitled to provide non-binding opinions on tariffs charged in passenger stations. The new Railway Law, which transposes the Directive 2012/34/EU, has modified this structure and ADIF and ADIF Alta Velocidad have one year to change the current structure to fulfill with the requirements of the new legislation.

### 7.16 Sweden

In Sweden, the process of market opening started in 1988 when the Infrastructure Manager (Banverket) was formed and separated from the incumbent (SJ). In 2001 the incumbent was divided into seven companies based on their activity. SJ AB (passenger service), Green Cargo AB (freight service), Jernhusen AB (railway real estate), Euromaint AB and Swemaint AB (maintenance), TraffiCare (cleaning, no longer active) and (IT, immediately bought by the private sector).

Jernhusen owns and manages many of the buildings and service facilities in passenger stations, intermodal terminals and facilities for maintenance. In total Jernhusen owns 43 stations in Sweden, including the stations in the major cities. Jernhusen manages the stations and provides services to all RUs through its subsidiary company Svenska Reseterminaler AB (SRAB), which is a non-profit company. In 2005/2006 SRAB developed a common model for the provision of services in stations, in cooperation with stakeholders on the Swedish rail passenger market. In addition to Jernhusen's stations, the SRAB network includes another 93 train stations; owned by municipalities, private real estate companies or even individuals. The network, of 136 stations, covers the whole country and is open to all RUs.

A few stations mainly for local transports, e.g. in the Stockholm and Gothenburg area, with passenger train stops, are not included in the SRAB-model.

The Swedish Transport Administration (Trafikverket) manages tracks and platforms, but does not provide services at stations. Jernhusen is a state owned real estate company responsible for stations and services within stations.

The market opening started in 1988. Today Sweden has a highly liberalised market for both passenger and freight rail transports. The rail market for domestic passenger traffic was fully opened in October 2010. In 2014, 39 different RUs signed service agreements with SRAB, for regional and national services.

The Swedish Transport Agency (Transportstyrelsen, TS, the RB) may issue decisions on services and the procedure for the provision of services. TS may also issue decisions on obligations for service providers to provide information about charges. TS review compliance of national law and regulations, including charges and non-discriminatory access to services. If TS finds deviations, TS can order responsible parties to make corrections. TS may also impose fines. TS have the powers to withdraw permits from RUs and IMs. TS, however, does not have the powers to overrule decisions made by other parties. TS also settles complaints and disputes regarding passenger stations, within the scope of the Railway Act and pending regulation.

SRAB classifies stations in 6 levels based on; traffic and passenger flows, location and commercial activity (shops, restaurants etc.) The highest level is 0 = main station, e.g. Stockholm. The lowest level is 5 = minor station with few passengers and no commercial activity.

Charging criteria are based on the number of train stops \* weight factor for type of train => RUs share of station charges for the basic service package.

SRAB developed the charging model (services included in the basic service package, weight factors for cost-sharing etc.) in close cooperation with stakeholders on the rail passenger market.

Information on the SRAB model is available on Jernhusen's/SRAB's web page. Charges are based on production cost (cost price). Therefore, the exact cost cannot be published in advance. Previous years' estimates are public. Invoicing is made every third month, according to last year's agreement - until a new agreement is signed. When the new contract is in place surplus or deficits are regulated.

### **7.17 The United Kingdom**

Network Rail owns the majority of passenger stations in the UK and is responsible for the maintenance, repair and renewal of the assets at the majority of these stations. There is however a group of stations where a train operator has a full maintenance and renewal lease. This occurs where there is a long term lease arrangement between the operator and Network Rail. At such stations the operator (and not Network Rail) is responsible for all maintenance, repair and renewal of the station assets. There are approximately 250 stations where this is the case.

The day to day management and operation of a station can be the responsibility of either Network Rail or a train operating company. There are two categories of stations in the UK – “managed” stations and “franchised” stations. There are 19 “managed” stations and these stations are managed and operated by Network Rail. The rest of the passenger stations are franchised stations, which are normally managed and operated by a RU. In those cases, currently any form of independence between the RU and station management is not required. Free and fair access to stations for other RUs is ensured and enforced by ORR, the RB, through the UK access regime.

Train operators bid for franchises that are awarded by the Department for Transport. These franchises stipulate the stations that the train operators must serve. Each station has a Station Facility Owner that manages and operates the stations. Other train operators (both passenger and freight operators) can call at the station and many stations in the UK are served by multiple RUs. The arrangements for access to stations are regulated by the UK Regulatory Body.

The ORR is the authority responsible for the review/control of charges and the control of access and contract rules at the majority of passenger stations. The only exceptions are the stations where an operator has a full repairing and ensuring lease. At these stations the Department for Transport is responsible for the review/control of charges.

The opinion of ORR regarding the level of regulated charges is binding.



The largest regulated charge from Network Rail to the RUs at the stations it owns is the long term charge. This charge covers all maintenance, repair and renewal costs related to operational property at each station.

At franchised stations there is also the franchised station lease income which covers First Reserve Rent (retail car park income, along with some amounts relating to other lease arrangements). This is not regulated by the ORR.

The costs for procuring the services for the day to day operation of the station can also be shared among those RUs that call at the station. This is known as Qualifying Expenditure. Again, this charge is not regulated by ORR.

Another charge related to stations is the facility charge. This charge is to recover capital costs when an enhancement to a station is initiated by an organisation other than Network Rail. This charge is regulated by the ORR.

Stations are categorized from A (highest) to F (lowest) based on footfall figures from 1996. These categories are used when calculating the long term charge.

The managed and franchised stations long term charge is determined by ORR through its Periodic Review process. It is a published charge. The Qualifying Expenditure charge at stations is negotiated between the Station Facility Owner and the train operators who use their stations.

The long term charge is set for the whole regulatory period, which is five years.

A detailed explanation of the charging principles and methodology for the long term charge is in the periodic review. The annual long term charge for each managed station and each franchised station operator is published but it doesn't contain detailed figures used to calculate the charge.