

PRESS RELEASE

Paris, May 30th, 2023

Publication of the report “Digital multimodal services” by the French Transport Regulatory Authority: the regulator is intent on acting on the obstacles hindering the development of digital multimodal services, a tool for the ecological transition

The French Transport Regulatory Authority (ART) is publishing today its first report on digital multimodal services. These services, part of the wider ecosystem of digital mobility services, of which they are the ticketing component, are subject to a regulatory framework supervised by ART. When consulted by ART, the stakeholders outlined the obstacles which, in their view, explain the limited development and integration of these services. To address this situation, ART is planning initial regulatory measures to support the development of these services, to complement the political solutions and initiatives being developed to promote greater functional integration.

Digital mobility services - potential levers for achieving modal shift and public transport accessibility targets - are tools for the ecological transition in the transport sector. Available online or through a mobile application, these services, which aim to improve passenger information and facilitate travel, including ticket purchase, are extremely diverse, whether in terms of public or private initiatives, integrated functionalities (information, ticketing, multi-services), geographical coverage or mobility services offered (public transport only, transport on demand, private vehicle).

Digital multimodal services are the digital multimodal ticketing functionality of this ecosystem. Introduced by article 28 of the law no. 2019-1428 of 24 December 2019 on the orientation of mobility (known as the "LOM"), they enable the sale of mobility services, parking services or services provided by a central reservation system.

To facilitate the deployment of digital multimodal services, the LOM provides a framework for their activity. On the one hand, it grants them access to the digital ticket sales services of public and private managers of local mobility services; on the other hand, it subjects them to obligations towards (i) the managers of the digital mobility services they sell and (ii) users. The ART's role is to monitor compliance with these rights and obligations, especially the conditions of access to digital sales services.

So far, while the emerging ecosystem of digital mobility services is certainly dynamic, it is characterised by a limited degree of service integration: on the one hand, the private vehicle is still poorly integrated into existing services - compromising, as a result, their expected impact on modal shift and road traffic; on the other hand, digital ticketing services, most of which are offered by mobility service managers and not by independent players, are often restricted to these managers' own sites and applications.

In view of the missions entrusted to it by law and the limited development of digital multimodal services, the Authority consulted the concerned stakeholders to understand the underlying reasons and to guide its regulatory actions. During the consultation, stakeholders pointed out the existence of technical, contractual and governance obstacles, which will help ART to prioritise its future actions. These include:

- (i) continue to consult stakeholders to identify the contractual and technical difficulties they face;
- (ii) take initial steps to identify possible breaches of rights and obligations relating to digital multimodal services;
- (iii) raise awareness of the remedies available to operators, in particular the possibility of referring disputes to the Authority.

Other initiatives - technical and political - should enable the stakeholders in the ecosystem to overcome the identified obstacles to the development of digital multimodal services. The technical solutions available to stakeholders and the recent political impetus given to digital multimodal services (single ticket for transport), coupled with the existence of a legal framework supportive of their deployment, could help to remove the obstacles identified. European experiments could also support these initiatives and help to remove other obstacles, particularly financial ones, for more integrated digital solutions.

For further details (in French)

- [« Les services numériques multimodaux » report - June 2023](#)
- [Press release](#)

About the French Transport Regulatory Authority (ART)

Since 2010, the French railway sector has had an independent authority to accompany its gradual opening to competition: the Autorité de régulation des activités ferroviaires (Araf). Law 2015-990 of 6 August 2015 on growth, activity and equal economic opportunity extended the regulator's powers to road activities - coach transport and motorways. On 15 October 2015, Araf became the Autorité de régulation des activités ferroviaires et routières (Arafer), with the mission to contribute to the proper functioning of public service and competitive activities for the benefit of rail and road transport customers.

With competence for the regulation of airport charges since 1 October 2019, Arafer became the Transport Regulatory Authority (ART) on that date. Lastly, Law No. 2019-1428 of 24 December 2019 -mobility act- extended the Authority's powers and missions to the opening up of mobility and ticketing data, as well as to the regulation of infrastructure manager activities and security activities carried out by RATP in Île-de-France. Its opinions and decisions are adopted by a college of five independent members chosen for their economic, legal or technical skills in the field of digital services or transport, or for their expertise in competition matters. It is chaired since 4th August 2022 by Philippe Richert, Vice-President and Acting President.