





This is a partial translation of the report "Rapport d'activité 2023".

Only the French version is authentic.

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## editorial





## ART, a regulatory body for better mobility

During 2023, the French Transport Regulatory Authority (ART) continued its efforts to make an effective contribution to the current major issues of the transport sector, at a time when the sector is facing numerous challenges that affect the daily lives of our fellow citizens and will also have an impact on the future.

The urgency of climate change means that every player in the mobility sector must play its part. In this context, ART, through the powers conferred on it by law, is aligning its actions with the ecological transition

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ART's actions are in line with the ecological transition, to encourage the development of modes that emit the least greenhouse gases, promote greater intermodality and encourage the adaptation of infrastructures at a controlled cost. in order to encourage the development of modes that emit less greenhouse gas, promote greater intermodality and encourage the adaptation of infrastructures at a controlled cost.



I'm delighted to invite you to discover this two-volume report on ART's activities and achievements in 2023: the first is a summary of the ART's activities at a glance, while the second presents ART's activities by sector, offering a more in-depth look at each of the regulated sectors.

I invite you to browse through Volume 1, in which you will be able to discover, whether or not you are a specialist in transport and regulation, how ART contributed in 2023 to improving the functioning of the transport sector, in particular through the dialogue it maintains with its ecosystem or through its litigation action. This year, we are pleased to introduce two new sections: measuring the performance of the regulator's activities,

> and ART staff's views on quality of life at work.

> The purpose of Volume 2 of this activity report is to provide you with a comprehensive overview of ART's activities in each of the six sectors it regulates, as well as its action at European level. Once again this year, a number of economic

operators and institutional partners of ART have agreed to answer the questions we asked them. I would particularly like to thank them for sharing their vision of regulation and transport, which you can find in the "Have your say" sections.

In addition, in order to preserve the purchasing power of French citizens and the competitiveness businesses, in a context of high inflation in 2022 and 2023. ART is contributing, through its action, to price control.

Moreover, the quality of service of transports and infrastructures is always a key concern for users. The regulator's action takes account of this dimension, so that services can be developed to meet user's expectations and, ultimately, achieve better mobility.



transport service

and infrastructure is always at

the heart of users' concerns. The

regulator's actions take account of this dimension to ultimately achieve better mobility.

In 2023, ART has set itself the goal of contributing, in an independent manner, to the efficient functioning of the sectors in which it operates, both directly, through its "economic regulation" mission, and by providing its expertise to current public debates and issues, through its "information" mission.

In line with its historic mission, ART has continued to ensure that the rail system operates efficiently and that the rail network is used effectively and optimally.

In particular, 2023 marks the completion of the forward-looking work on the future of the rail network up to 2042, begun under the chairmanship of Bernard Roman and published in July 2023. The regulator shows that the rail network is at a crossroads and recommends an ambitious effort, in line with the "ecological planning" scenario drawn up by the Conseil d'Orientation des Infrastructures. This scenario calls for a sharp increase in investment in renewing and modernising the existing network in order to develop the rail mode, in line with the ambitions for decarbonising transport.



the goal of contributing, in an independent manner, to the efficient functioning of the markets in which it operates directly, through its "control" mission and by providing its expertise to current public debates and issues through its "information" mission.



Secondly, in 2023, ART approved the main principles for charging access to the rail network proposed by the infrastructure manager, SNCF Réseau, for the period 2024-2026. The changes to the charging structure that it introduces, in line with economic theory and against a backdrop of a sharp increase in tolls, should enable optimised use of the network and thus act as a lever in favour of modal shift.

In the urban transport sector in the Îlede-France region, ART worked actively to prepare the competitive tendering of transport services on the Grand Paris Express network. In 2023, ART engaged in a constructive dialogue with RATP as part of the regulation of activities related to the Grand Paris Express, with the regulator paying particular attention to ensuring that operators on this network receive transparent, fair and non-discriminatory treatment. The year 2023 was also marked by the ramping up of regulation of the security services provided by RATP, in order to help control the costs and charges for these services.

With regard to the regulation and control of motorway concessions, ART has shed light on the management of the end of contracts and has taken part in the public debate on preparing the future of motorways, drawing on its expertise acquired since 2016.

Less than ten years before the expiry of the first historical contracts, which represent 90% of the concession network, ART is committed to contributing to the discussions that will enable the best possible management of the end of the historical contracts and to prepare the future of the sector. As part of this process, it formulated a number of proposals for improving regulation of the sector in its report on the general economics of motorway concessions in January 2023, and published two reports extending this work in July 2023, one on the issue of risk sharing in contracts, the other on the profitability of motorway concessions, and undertook in-depth analysis work on the management of the end of contracts, both in terms of formalising the objectives for restoring the infrastructure to "good condition" and monitoring all the investments provided for in the contracts.

Lastly, ART has taken up the environmental challenges of the sector by proposing changes designed to enhance the effectiveness of the government's plan to factor environmental nuisances into tolls.

In the road passenger transport sector, ART continued to monitor the smooth operation of competition and the quality of service in coach stations, in order to encourage the development of low-cost, environmentally-friendly transport services.

In 2023, demonstrating that its action is in line with the current issues in the sectors it regulates, ART launched a study aimed at identifying, in conjunction with all stakeholders, alternative solutions to the closure of the Bercy bus station announced by Paris City Council, which represents 30% of the liberalised coach market.

ART has also continued to develop the pricing conditions for access to coach stations in order to ensure that access to these facilities is provided under satisfactory conditions and at fair prices for liberalised long-distance coaches. It highlighted the shortcomings of quality of service offered in general in these facilities, which are essential for the development of this attractive mode of transport.

In the airport sector, ART has made a major contribution to the development of the regulatory framework, while continuing to implement its missions.

During 2023, ART undertook the necessary work to inform public decision-making in order to improve the airport regulatory framework. Many of the areas of reform announced by the Minister for Transport in November 2023 were consistent with the recommendations made by ART in its report published in September 2023.

In addition, ART has contributed to controlling the level of charges paid by airlines to the largest French airport operators as part of its mission to approve these charges annually, which it has been carrying out since 2019.

Lastly, ART has updated the methodological framework for determining the level of remuneration for the capital used by airports, based on a wide-ranging consultation with stakeholders to find the right balance for end users.





Finally, I would like to express my sincere thanks to Philippe Richert, who was acting President for almost 18 months, and to the other Vice-Presidents. Florence Rousse. Sophie Auconie and Patrick Vieu, who have carried ART's voice and made it shine.

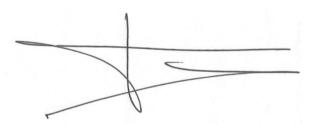
As I have the honour of presenting you with this report on the year 2023, I would like to extend my warmest thanks to ART's staff for their expertise and the commitment they have shown over the past year in building, day by day, a rigorous and effective regulatory system, in the service of better mobility for tomorrow.

It is therefore with great pleasure that I invite you to browse this activity report, to delve into the heart of ART's action and achievements.

In the digital mobility services and data sector, ART has supported the development of these services, in particular by helping to improve the quality and reliability of information transmitted to travellers.

Through its action, the regulator is contributing to the development of highperformance digital mobility services, capable of guiding application users towards less use of private vehicles in favour of less carbonintensive modes. In particular, the regulator has put in place a strategy for monitoring the opening up and re-use of mobility data on the National Access Point (NAP), the results of which are already conclusive: at the end of the 2022-2023 monitoring campaign, ART's action has contributed to an improvement of nearly 8 to 15 percentage points in the publication rates of static and dynamic mobility data respectively.

#### Thierry Guimbaud, President of ART



### ART IN BRIEF

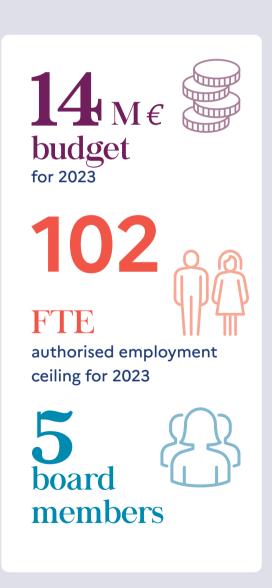
#### The French Transport Regulatory Authority (ART) worked in 2023 to improve the functioning of transport in France,

by carrying out the tasks assigned to it by law. Through the commitment of its board and staff, ART has helped to promote quality mobility, at the best price and as part of the ecological transition\*.

#### **IPA**

### The French Transport Regulatory Authority is an independent public authority (IPA).

An independent public authority is an administrative body with legal personality (a legal person governed by public law), which acts on behalf of the State without coming under the authority of the Government.

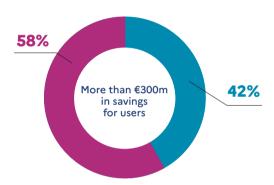


#### Gains for the economy



300 M€

Since it took over responsibility for the motorway concession sector, ART has enabled motorway users to benefit from toll savings of over €300 million, or 15% of the increases initially envisaged by the State granting the concession.



- Direct gains due to the withdrawal of concessionaire costs or investments of unproven utility
- Direct gains due to better economic parameterisation of amendments



**47,5** M€

Since it took over responsibility for the airport sector in 2019, ART helped to limit the increase in fares paid by airlines for the use of airport infrastructure by almost €47.5 million.

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45 notifications

This is the number of intentions to operate a new rail service notified to ART since December 2020, the date on which the arrival of new railway undertakings on the French network is possible with the opening up of rail passenger transport services to competition. These new services are likely to provide an increasingly tailored response to passenger needs (fares, punctuality, quality of service, on-board services, etc.).

#### For 2023:

- 3 new notifications from railway undertakings planning to offer non-public service obligation rail passenger transport services (non-PSO services) were sent to ART for 2023 (by SNCF Voyageurs), for a total of 45 since passenger rail services were opened up to competition;
- 5 public service obligation services (PSO services) packages have been awarded in 2023 by various transport organising authorities (the Provence-Alpes-Côte d'Azur, Île-de-France, Hauts-de-France and Pays de la Loire regions), of which 3 have been awarded to SNCF Voyageurs, 1 to the Keolis-SNCF Voyageurs consortium and 1 to Transdev;
- 3 PSO services packages have been renewed early in 2023 to SNCF Voyageurs by various transport organising authorities (the Brittany, Occitanie and Nouvelle-Aquitaine regions);
- 3 notices of concession have been published in 2023 by different transport organising authorities (the Grand Est, Bourgogne-Franche-Comté and Normandie regions), for the operation of regional lines;
- 2 regions have published information or pre-information notices in 2023 for a forthcoming tender.



#### What is the difference between PSO and non-PSO services?

Non-public service obligation rail passenger transport services (non-PSO services) are commercial services that are not subject to public service obligations by the State or the regions. They set up their services "freely", according to demand. In 2023, the vast majority of non-PSO

(PSO services) are the subject of a formal agreement (convention) between the transport organising authority (the region or the State) and the railway undertaking which is entrusted with the responsibility of providing the services set out in the convention. These include Intercités,





#### Opening up conventional passenger services to competition

Founded in 1937, the Société Nationale des Chemins de Fer Français (SNCF) was originally tasked with operating, upgrading and developing the national rail network. From the 1990s onwards, in response to the financial problems faced by infrastructure managers in Europe and in order to combat the decline in rail's market share, the 'revitalisation' of the railways became one of the major focuses of the European Union's new transport policy. The sector is gradually being opened up to competition, based on the principle of separating network management, which remains a monopoly, from the operation of transport services, which is subject to free market forces.

European law establishes the principle of competitive award of public service contracts for rail passenger transport from 25 December 2023, the end of the period from 3 December 2019 to 24 December 2023 during which the competitive award of these contracts was optional for transport organising authorities. There are six exemptions to this obligation:

 operation of the service by the transport organising authority or by an entity over which the transport organising authority exercises control similar to the one it exercises over its own services (régie);

- in exceptional circumstances, for a maximum period of five years;
- when the value of the contract or the length of the services involved is below certain thresholds:
- for performance reasons, i.e. where the direct award (i) is justified by the relevant structural and geographical characteristics of the market and network concerned and (ii) has the effect of improving the quality of services and/or cost-effectiveness compared with the previous public service contract:
- when the railway undertaking is also the infrastructure manager ("RU=IM");
- · in case of emergency.

In France, three of these derogations are implemented under the supervision of ART. A contract may be awarded directly by a transport organising authority on the basis of the derogations relating to (i) exceptional circumstances and (ii) performance, after receiving ART's assent. In addition, where a transport organising authority intends to award a contract without competition on the grounds that the railway undertaking is the infrastructure manager, it must publish a prior decision and any person who may be aggrieved by this decision may ask ART to assess it.

#### **ART's missions**

The law entrusts ART with regulatory tasks, economic and technical control and expertise, aimed at ensuring that markets function properly - particularly from a competitive point of view - in the transport sector, requiring the intervention of a public institution that is an integral part of the State but independent from the Government.

ART regulates a number of infrastructure managers that are in monopoly in the transport sector, using a range of powers that vary for each of the areas it regulates, and which may extend to both the pricing and operational conditions of access to these infrastructures. Its scope of action in this area:

- historically covers the essential infrastructure of the rail system (since its creation in 2009);
- was then extended to include coach stations, airports and certain monopoly activities carried out by RATP in the Îlede-France region (security, management of the infrastructure of the historic metro and RER network, technical management of the Grand Paris Express).

#### In terms of control, ART intervenes in particular:

- in the motorway sector, to control (i) amendments to motorway concession contracts, providing an objective and independent assessment of the justification for user financing of the planned operations and the terms and conditions thereof, (ii) new concession contracts, and (iii) contracts awarded by motorway concession companies;
- in the field of digital mobility services to monitor the public availability and proper re-use of mobility data.

Finally, ART disseminates data - which it collects from players in the sector - and sectoral analyses in the fields of rail transport, passenger road transport, motorways under

concession and airports. It also publishes an annual report on mobility, designed to place market observation in a multimodal perspective.





- ART ensures that all companies wishing to provide rail services in France are able to do so, with transparent, fair and non-discriminatory access to the rail infrastructure essential to the provision of rail services (national rail network and service facilities, such as stations).
- It ensures the independence of the infrastructure manager, SNCF Réseau, and the single station manager, SNCF Gares & Connexions, from the SNCF group's commercial entities.
- It monitors SNCF Réseau's financial trajectory to ensure that it is robust and consistent with the objectives of the performance contract between the State and SNCF Réseau, on which it also issues an opinion to the Government and whose execution it monitors.
- It can settle disputes between railway undertakings, transport organising authorities (regions, State), infrastructure managers and service facility operators, and can initiate a sanction procedure in the event of a failure by actors in the rail system to meet their obligations (particularly with regard to access to or use of the rail network or service facilities).
- It is responsible for the economic regulation of the Channel Tunnel with its British counterpart, the Office of Rail & Road (ORR).



#### The Urban public transport in Ile-de-France

- ART is responsible for regulating the monopoly activities of the Régie Autonome des Transports Parisiens (RATP):
  - management of the infrastructure of the historic metro and RER network;
  - technical management of the Grand Paris public transport network;
  - the provision of security services.
- It approves the rules for the separation of accounts between RATP's different activities(transport operator, infrastructure management, technical management of the Grand Paris public transport network, security services provider).
- It settles disputes between RATP, the transport organising authority (Île-de-France Mobilités) and any operator of the Grand Paris public transport network referred to ART, and can initiate sanction proceedings if necessary.





- ART regulates airport charges at France's largest airports. Each year, it approves the airport tariffs submitted to it.
- It can also issue a reasoned opinion on all the economic and financial parameters of the preliminary draft economic regulation contracts ("CRE") and gives its assent to the draft CRE. It then assesses the moderate nature of the average tariff increase over the period covered by the contract.
- It monitors the economic and financial performance of the airports within its remit, in order to inform public decision-making.
- It is responsible for setting, by regulatory decision, the principles governing the rules for allocating accounts between regulated activities (in particular airport activities) and those that are not (in particular commercial activities).



- ART ensures that the system of motorway tolls operates smoothly. To this end, it is consulted on the drafting of new concession contracts and on the drafting of amendments to existing contracts when they have an impact on toll rates or on the duration of the concession.
- It is responsible for economic and financial monitoring of the sector.
- It ensures that there is effective and fair competition in the award of contracts (works, services, etc.) by motorway concession companies and that the procedures for awarding contracts for the operation of service stations and other ancillary commercial facilities are complied with (in particular the obligation to moderate prices for fuel distribution).
- It also registers European Electronic Toll Service (EETS) providers, maintains the national EETS electronic register and acts as a conciliator between toll collectors and EETS providers.



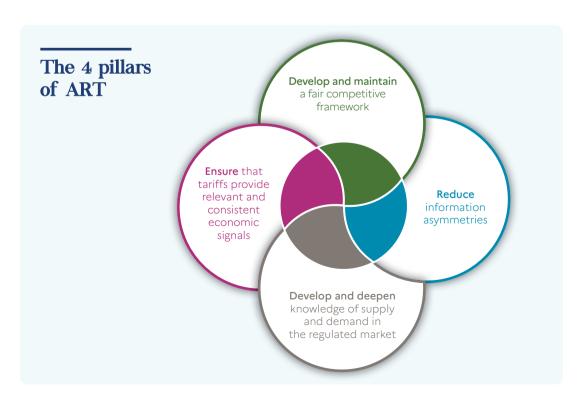
#### Passenger road transport

- ART regulates long-distance coach services providing an inter-city route of 100 kilometres or less.
- It controls the rules of access to coach stations and road transport facilities to ensure that the market operates smoothly.
- It has the power to settle disputes between road passenger transport operators and coach station managers; it can initiate a sanction procedure if the parties fail to meet their obligations.
- It exercises a general mission of observation of the road passenger transport market.



#### Digital mobility services and data

- The opening up of mobility data, which ART is responsible for monitoring, is intended to encourage the development of digital mobility services, such as websites or applications for finding your way, consulting timetables, getting around or benefiting from other mobility services.
- ART ensures that mobility data is actually made available by data producers on the National Access Point (NAP), that it complies with formats, is kept up to date and is of high quality. It also verifies the use of this data by digital mobility services, in particular that the proposals made to travellers do not mislead them.
- It supports the development of digital mobility services (active monitoring, power to settle disputes referred to it and the triggering of a sanction procedure if actors fail to meet their obligations), MaaS ("Mobility as a Service"), platforms that bring together mobility offers (information and tickets) from different modes of transport in a single application.



## THE MEMBERS OF THE BOARD

#### The president



#### **Thierry Guimbaud**

Thierry Guimbaud was appointed President of ART by decree of the President of the French Republic on 29 December 2023, succeeding Bernard Roman.

Thierry Guimbaud is a General Administrator and former student of ENA (class of 1990-1992 "Condorcet"). He began his career in 1982 at the Ministry of the Economy and Finance as a commissioner in charge of competition investigations, particularly in the public works sector.

In 1992, he joined the Ministry of Public Works as Head of the motorway concession and financing office, where he was responsible for the financial programming of investments in motorways and other concession structures.

Thierry Guimbaud joined Aéroports de Paris, then a state-owned company, in 1996 as head of the strategy department, where he was responsible for managing major strategic projects, before becoming operations manager at Charles-de-Gaulle airport in 1998.

In 2005, he became Director of Transport Services and Operations at Syndicat des Transports d'Île-de-France (STIF), now Île-de-France Mobilités (IDFM), where he is responsible for defining transport policy and implementing it through public service contracts with major public and private operators.

He was appointed Director of transport services at the French Ministry of Transport in 2011. In particular, he steered the drafting of the Law of 4 August 2014 on rail reform, which considerably strengthened the powers of the regulator.

In 2017, Thierry Guimbaud took up the position of chief executive officer of Voies navigables de France (VNF), until his appointment as President of ART in December 2023.

#### **Vice-Presidents**



#### Philippe Richert

Appointed Vice-President by decree of the President of the French Republic dated 9 November 2018, on the proposal of the President of the Senate, Philippe Richert was acting President of ART between 4 August 2022 and 29 December 2023.

Former teacher of natural sciences, Philippe Richert spent almost 20 years working for the French Ministry of Education. First elected to the Bas-Rhin General Council in 1982, he served as its President from 1998 to 2008. He became a senator for Bas-Rhin in 1992 and served successively as vice-president and quaestor between 2004 and 2010. He was elected President of the Alsace Regional Council in 2010. That same year, he was appointed Minister for Local Government in François Fillon's government. In 2016, as President of the new Grand Est region, he became President of the Association des Régions de France.



#### Sophie Auconie

Sophie Auconie was appointed Vice-President of ART by decree of the President of the French Republic dated 24 March 2021, on the proposal of the President of the National Assembly.

Graduated of the École Supérieure de Commerce et de Management (ESCEM) in Tours, Sophie Auconie was a consular executive in charge of territorial affairs at the Touraine Chamber of Commerce and Industry from 1993 to 2006 and has also worked as a craftswoman and consultant. Elected Member of the European Parliament in 2009 for the Massif Central-Centre constituency, she was appointed co-president of the Cercle français de l'eau and elected governor of the World Water Council in June 2012. From June 2017 to February 2021, she was deputy of the French National Assembly for the 3rd constituency of Indre-et-Loire.



#### Florence Rousse

Florence Rousse was appointed Vice-President of ART by decree of the President of the French Republic dated 19 May 2020, on the proposal of the Government.

Florence Rousse is a graduate of the École Polytechnique and the École Nationale de l'Aviation Civile. She began her career in 1981 at the Direction Générale de l'Aviation Civile (DGAC), where she was Director of Economic Regulation in 2007 and then Director of Civil Aviation Safety from 2009 to 2014. From 2014 to early 2020, Florence Rousse was Director General of the French safety authority - Établissement public de sécurité ferroviaire (EPSF).



#### Patrick Vieu

Patrick Vieu was appointed Vice-President of ART by decree of the President of the French Republic on 19 May 2020, on a proposal from the Government.

Patrick Vieu joined the Ministry of Transport in 1993. He joined the Court of Auditors in the "mobility" department from 1997 to 1999, before being appointed director of motorways and concessions from 1999 to 2004. He was Director of rail and public Transport at the Ministry of Ecology, Sustainable Development, Transport and Housing from 2005 to 2008, then Director of transport services in the same ministry from 2008 to 2011. He was Environment and Territories Adviser, responsible for transport and sustainable development issues, to the President of the Republic from 2012 to 2014, and then Adviser to the Vice-President of the General Council for the Environment and Sustainable Development.

#### **OUR VALUES**

Independence, expertise, dialogue and transparency are the strong values that guide and drive ART in its day-to-day work.

# Independence

independence from the Government and all regulated operators and actors in the sector is a guarantee of impartial regulation for the benefit of users and mobility as a whole. This is reflected in its status as an independent public authority and in the independence of both its staff, who are responsible for investigating draft opinions, decisions, reports and studies, and the members of its board, whose mandates are irrevocable and nonrenewable. It is also strengthened by the ethical rules applicable to both members of the board and its staff. Finally, as an independent public authority, ART has its own budget, which also helps to guarantee its independence, provided it is sufficient to enable it to carry out the tasks assigned to it by the legislator.





## Expertise

ART's expertise is based on in-depth analyses and detailed knowledge of the regulated markets, aimed at producing opinions and decisions that are both robust from an economic, financial and legal point of view, and relevant from a strategic and operational point of view for the operators and transport actors to whom they are addressed. ART is committed to maintaining and updating the skills of its teams, both in terms of their knowledge of the regulated sectors and in terms of all the disciplines on which its action is based.



## Dialogue

ART is committed to conducting an open, constructive and regular dialogue with all actors in the sector, initiating public consultations in order to gather their views on technical subjects, holding hearings with them and consulting them before publishing its reports and studies. For ART, this dialogue with stakeholders is essential to enrich its opinions and decisions, and to adapt the intensity of regulation to the degree of market failure identified.





# **Transparency**

ART's transparency is reflected in the way in which it reports on its regulatory action, in a regular and intelligible manner, taking care to explain the grounds for its actions in the light of the missions entrusted to it and to communicate clearly and in detail the reasons for its opinions and decisions. To contribute to the transparency of the regulated sectors, ART provides reliable and objective information and indicators to enlighten public decision-makers, market players, users and customers. ART also ensures that operators fulfil their own obligations in this area.

## **OVERVIEW**OF TRANSPORTS

#### Overview of mobility

Discover the key figures\* for transport in France and the breakdown of journeys (rail, coach, air, car, etc.), as well as information on greenhouse gas emissions linked to transport.

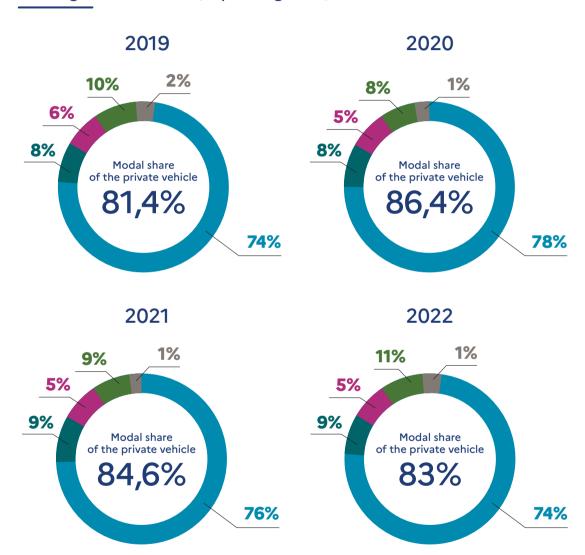


Sources: Service des données et études statistiques (SDES) of the French Ministry for Ecological Transition and Territorial Cohesion and ART Note: "Passenger" data includes private vehicles, road transport (coach, bus and tram), rail transport (high-speed trains, Intercités trains, regional express trains (TER), regional express network (RER), Transilien trains, metro in île-de-France and outside île-de-France) and air transport. \* Figures for 2022, as figures for 2023 were not yet available at the time of publication of this report.



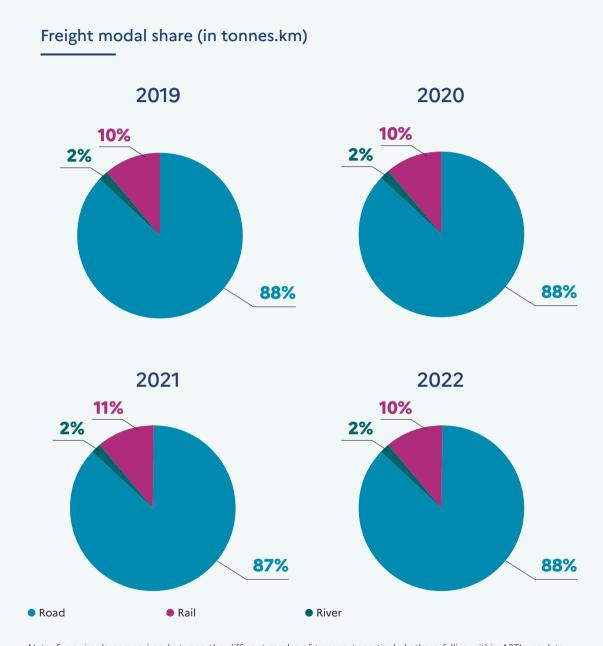
#### Breakdown of journeys by mode of transport in France

Passenger modal share (in passenger.km)



- Private vehicles not on motorways under concession
- Private vehicles on motorways under concession
- Road transport (coach, bus and tram)
- Rail transport
- Air transport

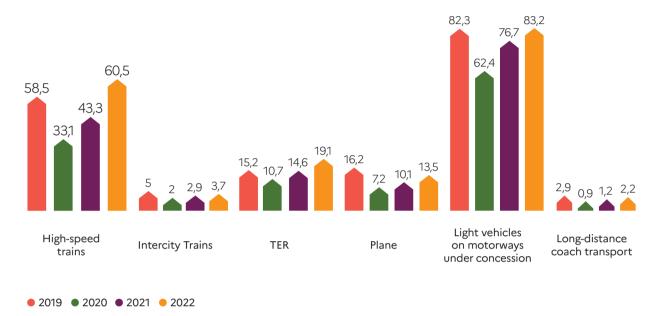
Source: Service des données et études statistiques (SDES) of the French Ministry for Ecological Transition and Territorial Cohesion and ART for rail and long-distance coach transport.



Note: for a simple comparison between the different modes of transport, particularly those falling within ART's regulatory perimeter, each journey is counted by the distance it covers, so one passenger.km or one tonne.km represents the distance of one kilometre covered by one passenger or one tonne of goods. This makes it possible to take into account the importance of the journey (kilometres travelled, even greenhouse gas emissions), which is not possible simply by counting the number of journeys.

Source: Service des données et études statistiques (SDES) of the French Ministry for Ecological Transition and Territorial Cohesion and ART for the railways.

#### Details of incoming transport use within ART's regulatory perimeter (in passengers.km)



Sources: Service des données et études statistiques (SDES) of the French Ministry for Ecological Transition and Territorial Cohesion and ART for motorways, railways and long-distance coach transport.

#### Transport and greenhouse gas emissions



Weight of the transport sector in total domestic GHG emissions in 2021

30%

#### **Greenhouse gas emissions**

from the transport sector (passenger and freight) (in Mt eqCO<sub>2</sub>)

2019 2020 2021 2022

136 126 130,5

Notes: the emissions shown include emissions from road, rail, inland waterway freight, domestic shipping, other shipping and French air transport.

In order to make a simple comparison between the different modes of transport, particularly those falling within ART's regulatory scope, each journey is counted by the distance it covers, so one passenger.km or one tonne.km represents the distance of one kilometre covered by one passenger or one tonne of goods. This makes it possible to take into account the importance of the journey (kilometres travelled, even greenhouse gas emissions), which is not possible simply by counting the number of journeys..

Source: Citepa/Secten format barometer

#### Overview of transport in France



#### Carbon footprint



million kg eqCO<sub>2</sub>



emitted for passenger rail transport\*

(i.e. 7.0 g eqCO<sub>2</sub> per passenger.km\*)

emitted by the metro per passenger.km\*

(estimated average emissions for a 1 km journey per passenger)



emitted for the RER per passenger.km\* managed by RATP

(estimated average emissions for a 1 km journey per passenger)

emitted for heavy goods vehicles (i.e. 807 g per HGV.km\*)

billion kg eqCO<sub>2</sub>

emitted for private vehicles

(i.e. 139 g per passenger.km\*)

million kg eqCO<sub>2\*</sub>

(i.e. 24.6 g eqCO<sub>2</sub> per passenger.km\*)

billion kg eqCO2

(en 2020)

(i.e. 83.5 g eqCO<sub>2</sub> per passenger.km)



#### Infrastructure and facilities

**49 110** 

km of tracks\*

(2<sup>nd</sup> European network)



2800
passenger stations
(regularly served in 2021)

12000 km of motorway network in France





279 facilities served

Including 75 coach stations\*



225<sub>km</sub> metro network

and 123 km of RER lines managed by RATP\*

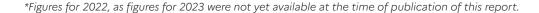
304 metro stations\*

64 RER stations managed by RATP\*





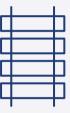






#### **Mobility actors**

railway companies providing services to passengers\*





railway undertakings providing freight services\* (freight transport)

motorway concession companies managing: 79% of the national motorway network

95% by the three main groups motorway concession companies

**operators** including 2 active at national level\* (BlaBlaCar and Flixbus)

public services information\*\*

services information\*\*



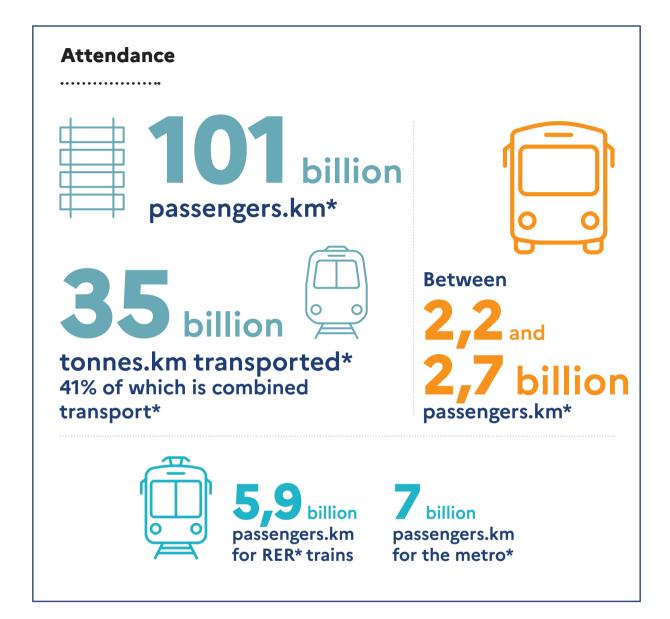


regulated airport operators which in France represent:



4% of commercial passenger air transport (in passenger numbers)

% of commercial air freight transport (in tonnes of freight)



<sup>\*</sup>Figures for 2022, as figures for 2023 were not yet available at the time of publication of this report.

<sup>\*\*</sup>According to PASSIM CEREMA

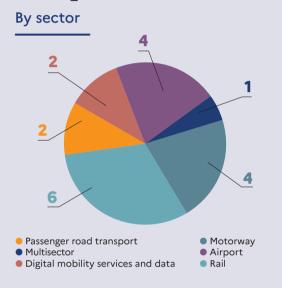
#### AN ACTIVE YEAR

#### SERVING USERS AND MOBILITY

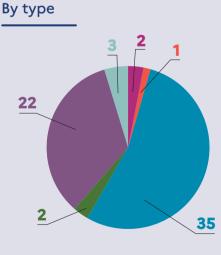
#### ART in action!

Opinions, decisions, reports and studies, board sessions, hearings, public consultations, litigation: 2023 was a particularly busy year for ART, with the board and its staff working hard on a daily basis to ensure effective regulation in the six transport sectors within its remit.

#### 19 reports and studies

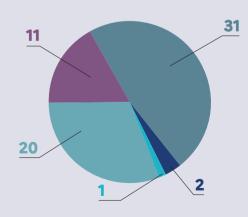


#### 65 opinions and decisions



- Data collection decisions
- Simple/reasoned opinions and recommendations
- Entries in the European electronic toll register
- Litigation decisions
- Guidelines
- Legally binding decisions (assent, approval)

#### By sector



- Urban public transport in the Île-de-France region
- Multisector
- Motorway
- Rail
- Airport

#### An intense activity







#### A rich litigation activity

#### ART's litigation activity was very busy in 2023!

#### It falls into two main categories:

Decisions handed down by the regulator as part of its quasi-judicial functions (settling disputes, investigating and finding breaches):

- •1 decision by ART sanction committee;
- 1 decision to close proceedings for investigation and finding of non-compliance;
- 1 dispute resolution decision.

#### Appeals lodged by the parties, before the courts, against a decision of ART:

- 1 Council of State decision dismissing the appeal against ART's opinion on the 19th amendment to the concession contract between the State and ASF;
- •1 decision by the Council of State annulling ART's decision on the request by the Syndicat des compagnies aériennes autonomes (SCARA) and the Chambre Syndicale du Transport Aérien (CSTA) to investigate and establish breaches committed by Toulouse-Blagnac airport;

• 1 Council of State order declaring that Île-de-France Mobilités has withdrawn its appeal against ART's opinion on the charging of security services provided by RATP's internal security service for 2023.

#### **MEASURING**

#### THE PERFORMANCE OF ART'S ACTION

Through its opinions, decisions and reports, ART helps to improve the operation of the transport sector. Committed to taking useful action for the sector, in 2023¹ it carried out a review of the requests it was able to make to stakeholders, namely all injunctions, recommendations and reminders of the law, as well as any commitments made by regulated operators. Only the road transport sector did not give rise to requests to the sector and was therefore excluded from the analysis.

#### Rail sector:

access to the network has significantly improved in terms of tariffs but still needs to be strengthened in operational terms



137

49

recommendations

injunctions

#### have been formulated by ART, in particular in the context of:

- 8 opinions, including one reasoned opinion and seven assent opinions;
- 3 decisions, including one dispute resolution decision and two supplementary regulatory decisions, the latter aimed at clarifying certain access rules;
- 3 specific studies on the following topics: use of sidings, on-board safety equipment and opening up to competition.

**SNCF Réseau,** which is responsible for managing the French rail network, is by far the largest recipient of requests from ART: of the 186 requests made by ART, 100 concern SNCF Réseau.

#### Three main challenges

- i) tariffs for access to essential infrastructure (35% of requests);
- ii) technical barriers to entry (25% of requests);
- iii) quality of service (40% of requests).

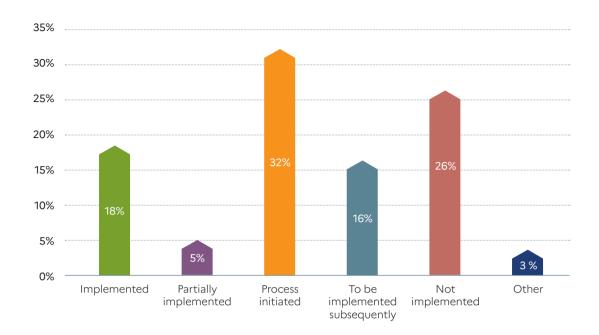
ART has therefore focused on:

- continuing to establish a relevant<sup>2</sup> charging framework for the use of infrastructure and service facilities, in particular by looking more closely at the link between tariff changes and quality of service, aiming to control tariff levels and working to improve the price signal by refining cost allocations;
- ✓ lowering the technical barriers to entry and increasing the transparency of conditions of access to the rail system;
- ✓ increasing the quality of service offered by essential infrastructure managers.

<sup>&</sup>lt;sup>1</sup>Unless otherwise specified, the review was carried out at the end of 2023 and covers all requests issued between 1 April 2022 and 31 March 2023, plus all those made previously that have yet to be implemented.

<sup>&</sup>lt;sup>2</sup> Charging service facilities is based on annual rates, with the exception of SNCF Voyageurs maintenance centres, for which rates are validated for two consecutive years. Infrastructure charges are based on three-year cycles. In 2023, ART validated tariffs for the 2024, 2025 and 2026 working timetables.

#### Status of requests made by ART in the rail sector



- ART's action has led to progress, in particular the improvement of the price signal for infrastructure charges, the regulated maintenance offer of SNCF Voyageurs and the implementation of actions by SNCF Réseau to lower certain barriers to entry. In view of ART's repeated requests concerning the improvement of the quality of service offered by SNCF Réseau to its customers, it is expected that even greater attention will be paid to this topic in the future.
- On the other hand, ART notes that about a quarter of its recommendations have been implemented to a limited extent. They concern in particular:
  - the recommendations made in the July 2022 study "On-board safety equipment in opened to competition high-speed railway services",
- most of which are intended for the Ministry of Transport;
- the recommendations made by ART to SNCF Réseau in the November 2022 study concerning the usage of sidings, which are a strategic issue for the performance of the rail system.

#### SNCF Réseau is slow to implement ART's recommendations to improve access to sidings

In its study on the usage of sidings published in November 2022, ART made twenty recommendations designed to improve SNCF Réseau's sidings offer.

The aim is (i) to make the offer more transparent and accessible, (ii) to adapt its consistency to the needs of railway companies, (iii) to make the operation of these tracks more efficient and (iv) to put this asset, which is essential to network users, back at the centre of a strategic vision of the railway system supported by SNCF Réseau and the State.

To this end, ART has proposed a list of quality of service indicators, such as the proportion of marketable capacity that is unavailable due to its condition or its use for SNCF Réseau's internal needs (works), or the introduction of satisfaction surveys among users of service track sites.

More than a year after this study, SNCF Réseau communicated a work programme in 2023 that addresses some of the difficulties identified by ART. However, no solution has yet been found to six of the ten recommendations made by ART, even though they are of strategic importance. In total, only one of the study's recommendations has been fully implemented.

#### Urban public transport sector in Île-de-France:

#### implementation of ART's recommendations is well on the way



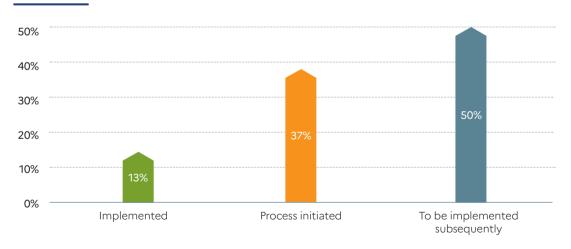


#### were sent to RATP, in the context of two opinions on:

- the confidential information management plan for the technical management of the Grand Paris public transport network;
- the charging of security services provided by RATP's internal security service for 2023.

These requests concern the lowering of barriers to entry and RATP's authorised income from the provision of security services.

#### Follow-up to requests made by ART in the Île-de-France urban public transport sector



ART notes that the implementation of its charging requests is well on the way. With regard to the protection and security services offered by RATP (known as "security services"), ART made four requests in its opinion no. 2023-018, all of which have either been implemented or are currently being addressed by RATP.

In terms of operational conditions for access to essential infrastructures, it is too early to comment on the state of implementation of these requests. Airport sector:

implementation of ART's requests is satisfactory, but ART remains vigilant regarding the transparent allocation of assets, costs and charges between regulated and non-regulated areas



In 9 decisions, ART monitored the status of:

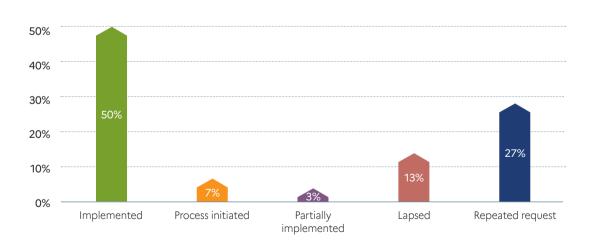


These recommendations and injunctions were issued to the regulated airports in the penultimate tariff approval decisions.

**ART notes that its requests have been implemented satisfactorily.** 73% of the requests made in its last two decisions have been implemented in full or in part (an

approach had been initiated) or, in some cases, have lapsed. It reiterated 27% of its requests and will monitor their implementation in forthcoming approval decisions.

#### Status of requests made in the penultimate annual approval decisions in the airport sector





## Focus on compliance with the principle of transparency in the determination of accounting allocation rules for airport operators

The accounting allocation of assets, costs and charges is a fundamental prerequisite to any charging of regulated activities and must enable the precise identification of the asset and charge base of the regulated activities perimeter. ART lays down the principles governing the rules for allocation to the regulated perimeter (article L. 6327-3-1 of the French code of transport), such as the principle of transparency, which states in particular that these rules must be presented to users in such a way as to enable them to play an effective part in determining them.

As part of its annual tariff approvals, ART therefore requires airport operators to draw up a precise and binding work programme with users, to ensure that work is progressing

correctly to guarantee compliance with the allocation rules, at the end of the transitional period by 31 December 2025 at the latest.

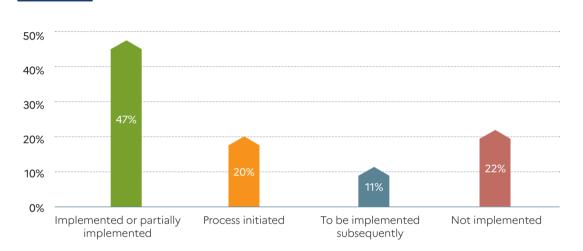
In particular, ART is keen to improve the transparency of the document sent to users setting out the allocation rules, which should provide a detailed description of the allocation keys used.

For example, in its decision of 26 October 2023, ART recommended that EuroAirport Basel-Mulhouse convene a working group on accounting allocation before the envisaged date of June 2024, to enable it to identify, together with users, the points on which particular work is needed.



# Motorway sector: implementation of ART recommendations saved €28 million on motorway tolls between January 2022 and March 2023

## Status of requests made by ART in the motorway sector



During 2022 and the beginning of 2023 (until 31 March 2023), ART formulated

36 recommendations

Broadly speaking, these recommendations have three objectives:

→ Firstly, to assist the grantor (the French State) in negotiating additional investments. Drawn up within the framework of the opinions on the draft amendments, they aim to calibrate the concessionaires' compensation as accurately as possible and have enabled the concession grantor to reduce it by 28 million euros.

- → Secondly, to prepare for the end of the concessions. Formulated as part of the second report on the economics of concessions, they form the basis of ART's doctrine for future discussions on this subject.
- → Thirdly, to make the procedures for awarding contracts, particularly works contracts, and sub-concession contracts more efficient. Of the twelve recommendations of this type, almost all were eventually implemented, thus guaranteeing fair competition for contracts awarded by motoway concession operators.





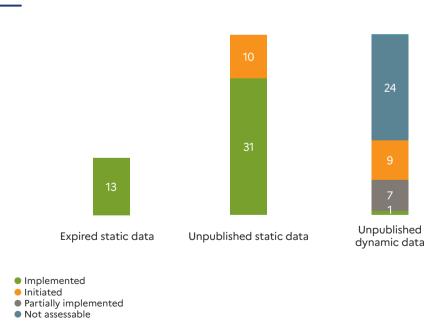
ART's action has led to the virtually complete publication of static data on public transport in France

For the period September 2022 to March 2023, on the scope of analyse,

95 reminders of the law

to various mobility organising authorities (AOM), airlines and railway undertakings<sup>3</sup> concerning failures to publish or update static or dynamic mobility data to be published on the National Access Point (PAN)<sup>4</sup>.

Status of the 95 reminders of the law issued between 1 April 2022 and 31 March 2023, and assessed at 31 December 2023



Note: the designation "not assessable" refers to reminders to be implemented or assessed in a future referral or at a later date. In order to avoid double counting, the first letters that would have been followed by a second reminder of the law are not counted here.

ART's action has contributed to an improvement of nearly 8 and 15 percentage points in the publication rates of static and dynamic mobility data respectively and has made it possible to validate the almost complete compliance of the publication of static public transport data in France.

The Law on the orientation of mobility (LOM) has enabled communities of communes to take on new responsibilities as AOMs from 2021, and almost 400 new actors have taken up these responsibilities (equivalent to doubling the 335 local AOMs existing before 2021). The gradual introduction of new mobility services by some of

these new actors, and the production of new static or even dynamic associated data sets, will lead to a gradual broadening of the base of actors covered by the obligation to publish this data and therefore subject to control by ART.

### To sum up...

### Rail

A clear improvement, but the operational side needs to be strengthened



### Urban public transport in Île-de-France

An implementation of charging requests well on the way



### Airport

A satisfactory implementation but vigilance over transparent allocation of assets, costs and charges



### **Motorway**

Savings of €28 million on tolls between January 2022 and March 2023



### Digital mobility services and data

An almost complete publication of static public transport data in France



<sup>&</sup>lt;sup>3</sup>On the perimeter of the AOMs in force before 1st July 2021. It should be noted that 97 reminders of the law were issued by ART, but that two of them concerned actors who had not produced digital mobility data and were therefore excluded from the regulatory obligation.

<sup>&</sup>lt;sup>4</sup> https://transport.data.gouv.fr

# 2023

# A year marked by the **evolution** of ART's competences

# The main stages in the extension of ART's competences

Created in 2009 to accompany the opening up of the rail transport market to competition, ART's scope of action has been considerably broadened, and it now covers six regulatory sectors: rail, major airports, long-distance coaches, motorways under concession, urban public transport in the Île-de-France region, digital mobility services and data.

### Digital mobility services sector



Law no. 2019-1428 of 24 December 2019 on the orientation of mobility (LOM)

 Monitoring the opening up and re-use of mobility data in order to ensure, among other things, compliance with the provisions of the European delegated regulation of 31 May 2017 on the provision of EU-wide multimodal travel information services and multimodal ticketing

## Urban public transport in the Île-de-France region



Law no. 2019-1428 of 24 December 2019 on the orientation of mobility (LOM)

• Regulation of RATP's activities as infrastructure manager on the historic metro and RER network and as technical manager of the Grand Paris Express network, as well as the security services offered by the GPSR (network protection and security group)

### Motorway sector



2016

Law no. 2015-990 of 6 August 2015 for growth, activity and equal economic opportunities

 Regulation and control of motorways under concession, in particular to compensate the asymmetry of information and negotiation between the concession companies and the concession grantor

### 2022

Law no. 2021-1308 of 8 October 2021 containing various provisions for adapting to European Union law (DDADUE)

 Mission in the European electronic toll service (registration of service providers, maintenance of the register, conciliation between service providers and toll collectors)

### Railway sector



Law no. 2009-1503 of 8 December 2009 on the organisation and regulation of rail transport and various provisions relating to transport

• Supporting the opening up of the rail sector to competition by creating the conditions for this opening up and ensuring free, transparent and non-discriminatory access to essential infrastructure (network, stations, etc.), in application of European texts ("rail packages")

### 2014

### Law no. 2014-872 of 4 August 2014 on railway reform

- Extension of assent to charging of all service facilities
- Opinion on the draft performance contract between the State and SNCF Réseau and its updates, monitoring the implementation of and compliance with the infrastructure manager's financial trajectory, monitoring the financing conditions for its investment projects

## **•** 2015

### Binational Regulations of 18 and 23 March 2015

• Extension of powers to economic regulation of the Channel Tunnel, jointly with its UK counterpart, the Office of Rail & Road (ORR), in accordance with European Directive 2012/34/EU

### • **2018**

## Law no. 2018-515 of 27 June 2018 for a new rail pact

• Strengthening powers to issue opinions, settle disputes and impose penalties with a view to opening up passenger rail transport services in France to competition

### Airport sector



2019

## Order no. 2019-761 of 24 July 2019 on the regulator of airport charges

- Taking over and extending the powers of the Independent Supervisory Authority under European Directive 2009/12/EC
- Annual approval of airport tariffs for France's largest airports
- Assent to draft economic regulation contracts

### • 2021

Law no. 2021-1308 of 8 October 2021 containing various provisions for adapting to European Union law (DDADUE)

- Economic and financial monitoring of airports under ART's jurisdiction
- Power to determine the principles governing the accounting allocation rules (assets, costs, charges) to the regulated perimeter

## •2024

Law no. 2024-364 of 22 April 2024 containing various provisions for adapting to European Union law (DDADUE)

• Reasoned opinion on the draft economic regulation contracts

### Passenger road transport



2015

Law no. 2015-990 of 6 August 2015 for growth, activity and equal economic opportunities

 Regulation of collective road passenger transport: freely organised coach transport on interurban routes of less than one hundred kilometres, access to coach stations and road transport facilities, market observation

# A year marked by the alignment of several of ART's competences

In 2023, ART's competences have been modified by the French legislator in order, on the one hand, to align its competences in the motorway and digital mobility services and data sectors, so that the regulator can intervene effectively in the performance of its missions and, on the other hand, to allow ART to intervene in matters of pollution caused by road transport. As ART is responsible for ensuring that the toll system operates smoothly, the legislator stipulates that it will issue an advisory opinion on the draft implementing decrees. In this way, it will provide its technical and economic expertise on the calibration of the charge and the modulations for the benefit of users.

Motorways: strengthening ARTs action on air pollution and consistency of its mission in the field of European electronic toll services

## ART's consultation on the introduction of charges for externalities caused by air pollution

Law no. 2023-171 containing various provisions for adapting to European Union law in the fields of the economy, health, labour, transport and agriculture (DDADUE) transposed into French law part of Directive 2022/362/EU, known as "Eurovignette 2". It introduces a requirement for heavy goods vehicles to pay tolls based on CO<sub>2</sub> emissions and a charge for externalities caused by atmospheric pollution.

The European framework leaves Member States a certain amount of freedom as regards the methods of charging for the externalities generated by roads, and a Member State may, if it can justify it, set higher values than the reference values indicated by the directive. The DDADUE law refers the determination of these charging methods to the publication of a decree.



#### Recognition of ART's general right of access to information with a view to carrying out its duties in the field of European electronic toll services

In 2021, the legislator has entrusted ART with new missions in the field of the European Electronic Toll Service (EETS). The aim of the EETS is to achieve interoperability between electronic road toll systems in the European Union, by putting in place the conditions necessary for European electronic toll service providers to be able to offer electronic toll collection boxes enabling tolls to be paid on the different systems in force in the countries of the European Union.

In this context, ART has been given a threefold role: registering EETS Providers, keeping a register of information concerning Toll Chargers and EETS Providers, and conciliating between motorway concession operators and EETS Providers. The DDADUE Law compensates for the absence of a general right of access to the information it needs to carry out all these EETS-related tasks.

### Digital mobility services: formalising ART's capacity for automated data or information collection

Since the Law on orientation of mobility of 24 December 2019 (LOM), ART has been given new missions in terms of opening up the data needed to develop digital mobility services (SNM), designed to make travel easier, and multimodal information and ticketing services.

The DDADUE Law now expressly provides for the possibility for ART agents to carry out automated collection of publicly accessible data or information on SNM. These collections, which take the form of computer queries in particular, may not be opposed or refused by operators. The latter may not restrict the data that may be extracted, nor

oppose ART to the prohibitions set out in the general conditions of use (GCU) of these services.



# REVIEW

# OF ART'S ACTION IN 2023 TO MEET THE CHALLENGES OF MOBILITY

While ART's mission is precisely defined by law, its work in the six transport sectors for which it is responsible is part of a wider set of issues that are of central concern to transport users.

With regard to the economic regulation tasks entrusted to it, ART contributes to:

- controlling the prices paid by users, and thus preserve the purchasing power of the French people and the competitiveness of businesses, against a backdrop of inflation since 2022;
- quality of transport and infrastructure services;
- decarbonising transport and the ecological transition, while global warming is an imperative that requires the mobilisation of us all.

How has ART contributed to each of these challenges in 2023?

## Controlling prices, preserving purchasing power and competitiveness

ART's actions contribute directly or indirectly to controlling the prices paid by transport users.

In the motorway concession sector, ART provides advice to the concession-granting State and encourages the State to negotiate with the motorway concession companies the necessary toll increases to finance investments not provided for in the original contracts. In particular, ART ensures that the planned investments are not already provided for in the contracts, carries out a counter-expertise of the costs of the planned developments and checks that the remuneration paid to the concessionaire is in line with market conditions. It also monitors the procedures for awarding contracts by motorway concession companies for the operation of service areas, in particular by ensuring that fuel prices are moderate.



In the rail, airport and urban public transport in the Île-de-France region sectors, ART is an economic regulator that does not intervene directly in the price of transport tickets paid by users, but in the so-called "upstream" markets, mainly to regulate the tariffs for access to essential infrastructure and services paid by operators to offer their services: for example, ART regulates the fees paid by airlines to airport operators, the fees paid by railway undertakings to managers of the national rail network and passenger stations, and the rates for security services provided by the internal security services of the SNCF (SUGE) and the RATP (GPSR). In the rail sector, where ART has the broadest competences, its action is also aimed at ensuring that the so-called "downstream" markets operate competitively, so as to encourage railway undertakings to control their costs and lower their prices, to the benefit of end customers, by identifying and removing barriers to the entry of new actors.

More specifically, a number of ART's achievements in 2023 have contributed to controlling charges and prices paid by transport users.



## In the rail sector, ART has:

- worked with the manager of the national rail network, SNCF Réseau, to put in place a charging structure for the period 2024-2026 that would enable better optimisation of network use, in view of the objectives set by the State to improve user coverage of the full cost of the network;
- ensured a key role in the face of rising energy prices, by ensuring that SNCF Réseau controls the cost of losses on rail traction electrical systems, to the benefit of railway undertakings in a context of sharply rising energy prices;
- encouraged operators who manage rail service facilities, such as stations, train refuelling stations, rolling stock maintenance centres, freight terminals or sidings, or who provide services (safety) that benefit operators - and therefore users - to be more efficient;
- checked the parameters of the binomial charging system for safety services proposed by SNCF, in order to eliminate any discriminatory effects likely to create a barrier to entry for alternative railway undertakings or new entrants





# In the sector of motorways under concession, ART has:

- contributed to reducing by €300 million the toll increases initially envisaged by the State-grantor and the motorway concession companies in return for carrying out new developments on the network, thanks to the opinions it issued on four draft amendments to existing concession contracts;
- contributed to ensuring fair toll prices, by recommending, for example, that the burden of financing the Montpellier Western circumvention be spread more equitably over time, thereby halving the contribution initially requested from users;
- saved users €200 million by issuing opinions on draft amendments to sub-concession contracts for service areas, to ensure compliance with the criteria for moderate fuel prices;
- contributed to ensuring effective competition in the contracts awarded by motorway concession companies, which it reported on in its sixth annual report on contracts awarded by motorway concession companies;
- prepared its second report on the general economics of concessions, published in January 2023, as well as focus reports in July 2023, which analyse the profitability of concessions and open up avenues of reflection for laying the foundations of tomorrow's motorway model, less than ten years before the first historic contracts expire.



# In the liberalised coaches sector, ART has in particular:

- promoted access to coach stations at reasonable prices by coach operators such as Blablabus or Flixbus, by engaging in dialogue with coach station operators to ensure that prices reflect the costs of the service provided;
- helped to ensure that competition was effective by monitoring developments in the sector to ensure that it was working properly;
- monitored the market and prices to ensure that excessive prices are not applied, given the duopoly situation in which Flixbus and Blablabus have found themselves since 2019.







In the urban public transport in the Île-de-France region sector, ART has:

ensured that the charges for station and on-board security services provided by RATP's in-house security department were kept under control and increasingly corresponded to those of an efficient operator.

•••••



# In the airport sector, ART has:

rigorously pursued its task of approving airport tariffs on an annual basis, which led it to refuse tariff proposals when tariff trends were not moderate or when the criterion of a fair return on invested capital was not met.







helped to clarify the regulatory framework for digital multimodal services for actors in the ecosystem by publishing a first report on digital multimodal services aimed at encouraging the development of integrated ticketing services.

•••••

# Quality of service and transport infrastructure



ART has contributed to the quality of service offered by essential infrastructure managers to transport operators, in order to provide services that meet the requirements of users (rail network, stations and other rail service facilities), or users themselves (motorway network in particular). Similarly, by working towards the successful opening up of passenger rail transport to competition, and by promoting transparency in this area through its publications, it has also contributed to the quality of service provided by railway companies to users.

A number of ART's achievements have contributed to the quality of transport services and infrastructure in 2023.



- made recommendations to ensure adequate funding for the network with a view to updating the performance contract signed between the State and SNCF Réseau for the period 2021-2030;
- strongly advocated that the rail network be maintained, modernised and regenerated as part of its study on the long-term scenarios for the network up to 2040, and informed the public decision as to the consistency of the network according to different financing scenarios;
- supported the development of intermodal stations with a satisfactory level of service quality, particularly for new entrants;
- worked for the successful opening up of domestic rail passenger services to competition, which should help to improve the quality of service for users, on the one hand by making recommendations aimed at removing the obstacles to the entry of new actors in its report on framework capacity agreements, and on the other hand by using its regulatory powers, for example in its opinion on the negotiated tariffs proposed by Renfe Viajeros and SNCF Réseau;
- published, in its rail report 2022, indicators relating to quality of service in passenger rail transport to contribute to "sunshine regulation".

## In the motorway sector,

#### acted to ensure the quality and the restoration to "good condition" of motorway infrastructure when the historic contracts expire, by ensuring that the contractual obligations of motorway concessionaires are met:

made recommendations on concessions.
 Published in January 2023 and followed by a focus published in July 2023, its second report on the general economics of concessions aimed to enable the motorway network under concession to continue to adapt to user needs until the end of the current contracts, while limiting toll increases and to shed light on future methods of managing the motorway network to provide users with better value for money.



## In the liberalised coach sector ART:

continued its work to improve the quality of service at coach stations by organising a consultation group bringing together players in the market. The aim was twofold: to develop standards for quality of service in stations, while at the same time launching a consultation with stakeholders to consider solutions in response to the announcement by the City of Paris that Bercy station would soon be closed.



.....

## In the airport sector

encouraged dialogue between airlines and airport operators, in particular by ensuring that airport users are regularly consulted by the airport operator on the quality of the service provided.



# In the digital mobility services and data sector, ART has:

- published the second state of play report on the opening up and use of mobility data to control the quality of data in order to provide travellers with accurate information in real time;
- monitored the development of digital mobility services to ensure that the passenger information resulting from the processing of data by re-users is reliable, transparent and does not mislead end-users.



# Ecological transition and decarbonisation of transport





- supported the development of the train by making recommendations, such as SNCF Réseau drawing up an educational "new entrant" guide, to improve operational access for railway companies to the rail network and service facilities, as part of its opinions and decisions;
- continued to create the conditions for opening up rail transport services to effective competition, in particular by publishing a study on framework agreements following a market consultation.

ART has contributed to the ecological transition by supporting the development of modes of transport that emit less CO<sub>2</sub>, such as public transport by rail, urban public transport in the Île-de-France region and liberalised coaches. It has also contributed to this objective by supporting green investments for the future in the motorway concession sector and by monitoring the measures taken by airport operators in favour of the environment in its first economic and financial monitoring report on the sector.

A number of achievements have enabled ART in 2023 to contribute to the ecological transition in transport.



- supported the deployment of electric charging points on the motorway network under concession by monitoring the procedures for awarding contracts to operate service areas. In 2023, it issued four opinions on contracts for the operation of electric vehicle charging points, corresponding to 41 service areas. This action is part of ART's contribution to the decarbonised renewal of the vehicle fleet;
- made recommendations to the government to take account of the environmental nuisance caused by heavy goods vehicle traffic.





## In the liberalised coaches sector, ART has:

highlighted the sector's contribution to decarbonising transport as part of its annual report on the coach transport market and coach stations for 2022.





## In the airport sector, ART has:

- carried out, as part of its economic and financial monitoring mission, a follow-up of the measures taken by airport operators in favour of the environment:
- as part of the Thessaloniki Forum, contributed to a debate on airport regulation and environmental issues, resulting in the publication of a report on environmental modulation.



### In the urban public transport in the Île-de-France region, ART:

encouraged the future development of this mode of public transport by examining RATP's plan for managing confidential information relating to its activity as technical manager of the Greater Paris public transport network, on which it has given its assent, and by making recommendations to improve it, with a view to the operation of certain lines by alternative operators from 2024.



# In the digital mobility services and data sector, ART has:

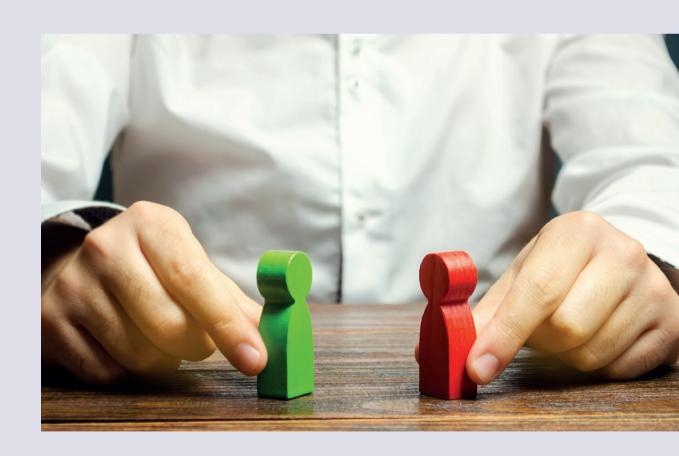
- supported the use of less carbonintensive transport services by working, through a campaign to monitor the openness of mobility data, to speed up the publication of data relating to the least carbonintensive forms of transport;
- worked to develop digital mobility services, highlighting their potential impact on modal shift.



# LITIGATION ACTIVITY OF ART:

# A TOOL FOR IMPROVING THE REGULATORY FRAMEWORK

The year 2023 was rich in litigation activity for ART, which issued a decision on dispute settlement and a decision closing infringement proceeding. The year was also marked by the first penalty decision handed down by ART's sanctions commission. ART's litigation activity is an essential tool for regulating the sector and is also useful for improving the regulatory framework.





Technical and operational conditions for access to the national rail network: first financial penalty imposed by ART's sanctions commission against SNCF Réseau for failure to fulfil its obligations

In a decision dated 27 June 2023, ART's sanctions commission imposed for the first time a fine of €2 million on the infrastructure manager for failing to meet its obligations.

In 2013, after receiving several requests for dispute resolution from railway undertakings offering freight services, ART issued several injunctions against SNCF Réseau<sup>1</sup>, including that of

systematically informing capacity applicants in a precise and intelligible manner of the reasons why a train path had not been allocated to them.

Following complaints from these same railway undertakings, ART's board found, in a decision of 28 May 2020², that SNCF Réseau had failed to comply with this injunction and gave it formal notice to do so within three months.

<sup>&</sup>lt;sup>1</sup> Decisions no. 2013-016 to 2013-019 of 1<sup>er</sup> October 2013 settling disputes relating to the conditions for allocating and monitoring train paths, and for billing and reimbursing reservation fees.

<sup>2</sup> Decision no. 2020-035 of 28 May 2020 giving formal notice to SNCF Réseau for failure to comply with Authority's decisions no. 2013-016 to

<sup>&</sup>lt;sup>2</sup> Decision no. 2020-035 of 28 May 2020 giving formal notice to SNCF Réseau for failure to comply with Authority's decisions no. 2013-016 to 2013-019 of 1<sup>er</sup> October 2013.

The investigation into the execution of this formal notice showed that SNCF Réseau had still not complied with the injunction at the end of the deadline set. In a decision dated 20 October 2022³, ART's board therefore considered that sanction proceedings should be initiated. The board then notified SNCF Réseau of this grievance and referred the matter to the sanctions commission.

In a decision of 27 June 2023<sup>4</sup>, the sanctions commission considered that SNCF Réseau's failure to fulfil its obligation to inform capacity applicants systematically, accurately and intelligibly of the reasons why a train path had not been allocated to them was indeed a breach.

In particular, the sanctions commission noted that the rate of refusal of applications for train paths "in service" for the 2022 service timetable that were insufficiently justified, or even unjustified, on the main information exchange platform set up by SNCF Réseau, was 14.49%. For the 2023 service timetable, the rate was 7.08%.



It concluded that a significant proportion of refusals had not been the subject of information that met the requirements of the formal notice issued by ART's board. Furthermore, none of the other information channels which, according to SNCF Réseau, would have enabled capacity applicants to find out the reasons for refusing their requests for train paths, met these requirements.

A financial penalty of 2 million euros was finally imposed on SNCF Réseau, proportionate to the seriousness of the breach, i.e. failure to comply with an injunction issued by ART after the infrastructure manager had been given formal notice to comply, the particular situation of SNCF Réseau, the extent of the damage suffered by capacity applicants and the benefits that SNCF Réseau was able to derive from it.

<sup>&</sup>lt;sup>3</sup> Decision no. 2022-078 of 20 October 2022 concerning the infringement procedure initiated against SNCF Réseau for failure to comply with the Authority's decisions no. 2013-016 to 2013-019 of 1er October 2013.

<sup>&</sup>lt;sup>4</sup> Decision no. CS-2023-001 of 27 June 2023 of the sanctions commission of the French Transport Regulatory Authority imposing a penalty on SNCF Réseau

# Have your say...

### Mathieu Le Coq

PRESIDENT OF ART SANCTIONS COMMISSION

# What is the role of the sanctions commission and how is it organised?

Independent administrative public authorities constitutionally obliged, when exercising a power of sanction, to respect a separation of the functions of prosecution, on the one hand, and decision, on the other. The legislator has chosen to entrust a specialised commission, made up of a member of the French Council of State, a councillor of the French Court of Audit and a magistrate of the French Court of Cassation, with the power to impose penalties on referral from the board of the French Transport Regulatory Authority, which exercises the powers of a prosecuting authority in this area. The commission, which acts independently and impartially, may impose a temporary ban on access to all or part of the rail network for a maximum period of one year, or a financial penalty representing a maximum of 3% of the turnover generated in France by the company concerned, in the event of failure to comply with the rules governing access to or use of the networks, or failure to comply with a decision of ART.



### What do you think are the main lessons to be learned from the first decision handed down by the sanctions commission?

This first case was an opportunity for the commission demonstrate its commitment to two sets of essential requirements. On the one hand, the principle of adversarial proceedings and the rights of the defence mean that the parties involved must be able to read the case file and present their observations, both in writing and orally, which is essential if the commission is to be fully informed. In this respect, the meeting held by the commission in the presence of the parties in this first case enabled very enlightening discussions on the practical operation of access to train paths for rail freight undertakings and on the constraints weighing on the economic actors. The principle of proportionality is also essential in that it implies a balanced response to the shortcomings observed by the commission. The penalty imposed must not be excessive in relation to the seriousness of the facts and the situation of the company concerned, but it must also be sufficient to produce a dissuasive effect capable of putting an end to the practices observed or preventing their repetition.

### In your opinion, what are the functions/virtues/ benefits of decisions made by sanction for the action of a sectoral economic regulator like ART?

**Effective** sectoral regulation necessarily includes a repressive component which, by its very existence and effectiveness, helps to impose discipline on operators. This is not the first line of action, as the regulatory body has other tools at its disposal to deal with the problems it detects upstream. The power to impose sanctions also occupies a unique place in this edifice, since it is independent commission that decides whether a sanction should be imposed, which lends a certain solemnity to its actions.

regulation necessarily includes a repressive component which, by its very existence and effectiveness, helps to impose discipline on operators.

## A REGULATOR

# IN CLOSE CONTACT WITH THE TRANSPORT ECOSYSTEM

# Sharing expertise and inform public debate

In order to inform the economic actors in the transport sector and shed light on the public debate, ART worked in 2023 to produce quality information, through exchanges with public authorities during hearings, through the publication of thematic studies and sectoral reports.



### Supporting French Parliament's work

ART is regularly consulted and called upon by the French Parliament to address the challenges of economic regulation in the

transport sector and developments in the regulated sectors.

hearings
by the French Parliament

ART attaches great importance to this dialogue, which is necessary for the proper institutional and democratic functioning of our country.

In 2023, ART was heard twelve times by the French National Assembly and the French Senate on various regulatory issues such as the future of motorway concessions. It was also questioned about its financial and human resources, as well as its regulatory activity in the main regulated sectors, as part of the draft Finance Act for 2024.

# Regular dialogue with other independent authorities

Inter AAI/API meetings



As provided for in the 2017 law on the status of independent administrative authorities (AAI) and independent public authorities (API), ART regularly collaborates with its counterparts.

In 2023, the chairmen of the AAIs and APIs met on two occasions: in June, a first meeting was hosted by the National Gambling Authority (ANJ) to discuss the subject of regulation in the face of emerging technologies. In November, a second meeting was hosted by the Financial Markets Autorithy (AMF) to discuss regulation and the rapid evolution of technology, digital technology and artificial intelligence.

#### Joint projects

On 19 December 2022, the French Competition Authority (ADLC) referred the matter to itself for an assessment of competition in the land passenger transport sector. In this context, ADLC asked ART for an opinion on the implementation of the recommendations it had made in eight opinions adopted between 2009 and 2016 in the field of land passenger transport.

ART's opinion, issued on 16 March 2023, sets out the state of play and the competition issues it identifies in passenger rail transport, passenger coach transport and guided transport in the Île-de-France region. It also

incorporates an intermodal and sustainable development dimension.

Following a public consultation and discussions with all actors in the sector, ADLC published its final opinion on 29 November 2023. In this opinion, ADLC looks at the implementation and effects of its past recommendations, while at the same time carrying out a new analysis of the competitive landscape in order to integrate dimensions new intermodality and sustainable development - which should be more clearly integrated into

ART's missions by amending the French code of transport.

## A regulator involved in European work

In 2023, ART worked to build a European area for seamless mobility through:

- its participation in European and international networks of regulators (IRG-Rail, Thessaloniki Forum of Airport Charges Regulators, European Network of Railway Regulatory Bodies, Single European Railway Area Forum, OECD Network of Economic Regulators);
- the co-regulation of the Channel Tunnel with its British counterpart, the Office of Rail & Road (ORR) and of Basel-Mulhouse airport with the Swiss Federal Office of Civil Aviation (FOCA);
- bilateral meetings, in particular with the European Commission (Directorate-General for Competition - DG COMP and Directorate-General for Mobility and Transport - DG MOVE).

### Major ART publications



Study of the French rail freight transport market from 2017 to 2022



Report on long-term scenarios for the French rail network for 2022-2042



Report on framework agreements for the French rail system in 2023



Report on the opening up and use of mobility data



2022 annual report on the economic and financial monitoring of airports



Report setting out recommendations for changes to the regulatory framework for airports



Annual report on the long-distance coach services market and coach stations in France in 2022



Report on the general economics of motorway concessions

# Listening to the sectors: consulting and exchanging ideas

By launching public consultations and organising events and meetings with actors in the sector, ART has shared its work and thoughts in line with the value of "dialogue" that guides its day-to-day action.

### Events organised by ART...

 Press conference for the publication of the second report on the general economics of motorway concessions - 26 January 2023





 Press conference for the publication of the 2022 Activity Report - 20 June 2023









### Field visits...

### Visit of the Eurotunnel site in Calais -14 June 2023

The French delegation of the bi-national Channel Tunnel Economic Regulation Committee, comprising Patrick Vieu, ART Vice-President and head of delegation, and Florence Rousse and Sophie Auconie, ART Vice-Presidents, visited the Eurotunnel site in Calais, accompanied by the British delegation.





### Visit of Paris-Charles de Gaulle airport - 11 July 2023

In the presence of Damien Cazé, Director General of Civil Aviation, Florence Rousse, Vice-President of ART, visited the control tower and approach hall at Paris-Charles de Gaulle airport. The visit continued with a tour of the airside area and a baggage sorting centre, in the presence of Edward Arkwright, Executive Director of Aéroports de Paris, and Régis Lacote, Director of Paris-Charles de Gaulle airport.

In 2023, by launching six public consultations, ART has continued the work of sharing information, questions and thoughts, in keeping with the value of 'dialogue' that drives it.

## Public consultations launched in 2023...



ART has consulted all the actors in the sectors it regulates on its draft guidelines for implementing the protection of business secrecy, which involve reconciling the

obligation to respect secrets protected by law with the regulator's duty of transparency in the proposals, opinions and decisions it issues.



ART has consulted stakeholders of the railway sector on framework agreements for the

allocation of rail infrastructure capacity in order to shed light on the benefits of making greater use of this mechanism. In particular, it examined feedback from stakeholders on the conditions of implementation that would ensure a balance between, on the one hand, the objectives of

predictability in the capacity allocation process for the actors, railway undertakings and infrastructure managers and, on the other hand, the need to ensure effective and optimal use of the network and transparent, fair and non-discriminatory access to it for all operators.



### Speaking out in public debate

### ART in the media...

 Interview with Patrick Vieu, Vice-President of ART, on BFM Business on motorway concessions, 27 January 2023



 Interview with Sophie Auconie, Vice-President of ART, on France 2, 20 October 2023 - "Transport: investigation on poor condition of coach stations"



## ART's contributions to symposia, conferences and round tables...

- Speech by Sophie Auconie, Vice-President of ART:
  - the "Osons le train" conference organised by the Fédération nationale des associations d'usagers des transports (FNAUT), on the theme of "Increasing supply: How can we achieve this? Under what conditions", on 23 May 2023;



- a round-table discussion at the Rencontres nationales du transport public (RNTP) on "How digital mobility services can meet environmental challenges", on 18 October 2023 • Speech by Florence Rousse, Vice-President of ART, at the annual conference of the railway undertaking "Le Train", organised in partnership with Mobilettre, on the theme of "Territories, keystones of rail development", on 7 December 2023



### Speech by Patrick Vieu, **ART Vice-President:**

- at the TDIE think-tank round table on 20 January 2023;
- at the "Mobilités & Infrastructures" conference, as part of the Salon des Affaires Publiques, organised by the Dauphine Master's in Public Affairs, on the challenges of serving the regions in the context of opening up to competition, on 16 March 2023;
- at the annual seminar of the Institut des hautes études de développement et d'aménagement des territoires en Europe (IHEDATE), on the theme of "Opening up to competition and regulation. The French case and the example of the Transport Regulatory Authority", 14 April 2023;
- at the conference on "Recent trends and prospects for independent economic regulation of transport" by the Autorità di regolazione dei trasporti (the Italian economic regulatory body for transport), 15 November 2023:
- at the debate organised by TDIE and TI&M, in partnership with Mobilettre, on the subject of "Which motorway system at the end of the concessions? -Management methods, maintenance, modernisation, financing", 5 December 2023.

Speech by Philippe Richert, Acting President of ART, at the Conference on Rail Transport and Intermodality organised by Régions de France, on 18 December 2023.



#### Follow us...

#### The website

Through its website, ART enables all its visitors to follow its news, in particular by offering the possibility of subscribing to the various notification alerts on offer:

- news
- press releases
- decisions and opinions
- public consultations

### Social networks

Present on X and LinkedIn, ART relays its actions, publications, decisions and opinions via these social networks, offering another way of keeping up to date with its news.





in linkedin.com/company/art-autorite-deregulation-des-transports/



autorite-transports.fr

# **EVERYONE**

# AT THE SERVICE OF USERS AND MOBILITY

## ART workforce

38,7 years old average age

Authorised employment ceiling of

102 FTE (full-time equivalent)

A committee + O of joint management (4 women and 4 men)

3,6 years average seniority agents





In 2023, ART's staff, with their varied and multidisciplinary backgrounds, are committed to improving the operation of the transport sector, and more specifically the regulated areas, for the benefit of users and mobility.



## Staff weather

When asked about the quality of life and working conditions at ART, the staff spoke out.



I'm trusted to do the jobs I'm asked to do (from "not at all" to "not at all"). to "completely")

« Management is benevolent, which is very much appreciated "



The general atmosphere in my department (from "cold" to "friendly")

« A good atmosphere, with confidence given by management in the management of time for files »

## **OUR ORGANISATION**

### AND OUR RESOURCES

Although it has limited financial resources to exercise the new powers entrusted to it in recent years, and has to deal with tight investigation deadlines, ART's entire staff, comprising a board, a sanctions commission and various departments, was mobilised in 2023 to build an ever more efficient regulatory system to serve users and mobility.

### The board



As ART's decision-making body, the board defines the broad guidelines and adopts the opinions and decisions (with the exception of penalty decisions) that form the basis of its general policy.

Its independence is guaranteed in particular by the status of its members. They are appointed for a term of six years, which may not be revoked or renewed, on the grounds of their economic, legal or technical expertise in the field of digital services or land

or air transport or for their expertise in competition matters, particularly in the field of network industries. The duties of a member of ART's board are incompatible with a certain number of mandates, activities and functions, in accordance with Act 2017-55 of 20 January 2017 governing the status of independent authorities and as set out in ART's Code of Ethics. At the end of their term of office, the members of the board may not hold any other professional position or exercise any responsibility within one of the undertakings or entities falling within the

scope of the regulation for a minimum period of three years.

Following Law No. 2019-1428 of 24 December 2019 on the orientation of mobility, ART's board is made up of five permanent members, including a President and four Vice-Presidents.



# The sanctions commission

The sanctions commission is independent of the board, in order to separate the functions of prosecution and investigation on the one hand and judgment on the other. It takes decisions on referrals from the board and may sanction regulated companies for failure to meet their obligations, following an adversarial procedure between the parties. The sanctions commission is made up of a member of the French Council of State, a member of the French Court of Cassation and a judge from the French Court of Audit, all three appointed for a non-renewable six-year term.

The following are members of the sanctions commission:

- Ms Ingrid Andrich, member of the Court of Cassation, with effect from 16 October 2021;
- Mr Mathieu Le Coq, Maître des requêtes at the Council of State, with effect from 9 December 2021 and appointed President of the sanctions commission by decree of 29 March 2022.

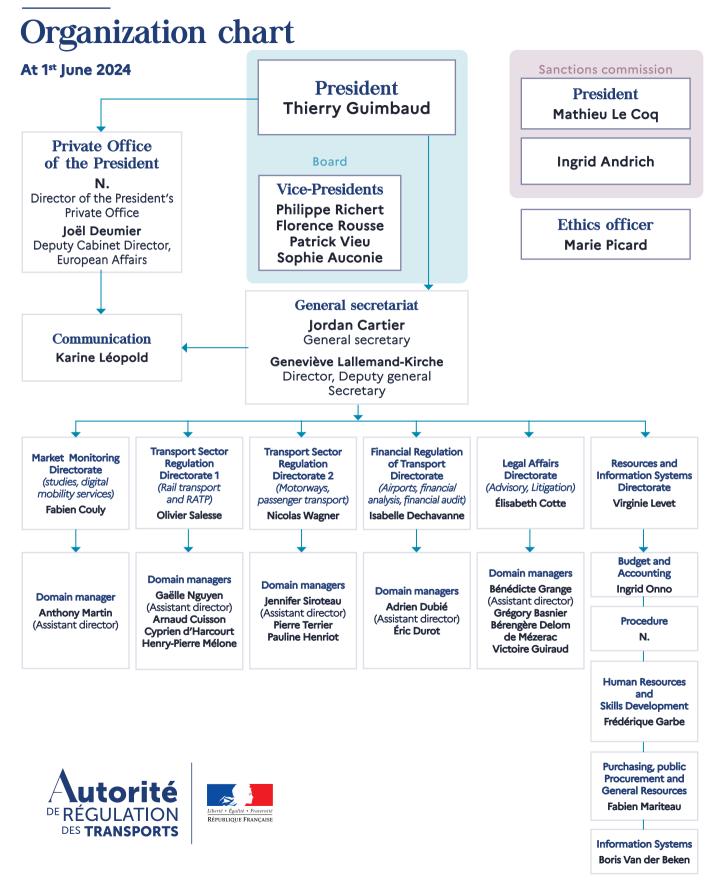


## The departments

The departments are responsible for assisting ART in the performance of its duties, and in particular for preparing and implementing the opinions and decisions adopted by the board, and employ nearly one hundred people.

Because the tasks entrusted by law to ART combine a range of specialised skills (economics, law, audit and financial analysis, data analysis, sectoral expertise), ART is committed to recruiting staff with a high level of expertise.





## Financial resources

In 2023, ART was financed by an operating subsidy for public services charges for programme 203 paid by the Directorate-General for Infrastructure, Transport and Mobility (DGITM) of the Ministry of Transport. The amount set aside in the Finance Act for this subsidy is €14 million (to which a reserve of 237 thousand euros was deducted for 2023 by the Ministry of Transport, giving a balance of 13.8 million euros).

ART's income (Financial account for the year 2023)	Amount (in thousands of euros)	Breakdown (in percentage)
Operating subsidy	13 763	100%
Other income	2	0%
Total	13 765	100%

## ART expenditure

In 2023, operating expenses amounted to €15.6 million (€15.8 million including capital expenditure), with staff costs the largest item.

Breakdown of expenditure in 2023 (Financial account for the year 2023)	Amount (in thousands of euros)	Breakdown (in percentage)
Staff expenses	10888	68,8%
Property expenses	1885	11,9%
Other operating expenses	2792	17,6%
Sub-total operating expenses	15 565	98,4%
Investment expenses	257	1,6%
Total	15822	100%

ART's working capital had to be mobilised to cover the gap between its financial resources and the amount of its expenditure. The latter has risen sharply since 2015 with the increase in staff numbers that has accompanied the extension of ART's missions to five new sectors and the deepening of its expertise in the rail sector: ART's authorised employment ceiling has thus risen from 62.5 FTEs (Full Time Working Equivalents) in 2015 to 102 FTEs since 2022, an increase of 63%. However, while its allocated financial resources were €11m in 2015, the Finance Act for 2023 set ART's subsidy for public service charges at €14m, so that ART's financial resources per FTE are now more than 20% lower in nominal terms than in 2015 and more than 34% lower in real terms. The structural inadequacy of the ART's budgetary allocation has meant that for several years it has had to balance its budget by drawing on its working capital, which has now reached a critical level.

Although ART has made major management efforts in recent years to optimise its operations and control its costs while continuing its regulatory activities, the systemic mismatch between ART's resources and its needs over the past few years is likely to call into question its organisational sustainability and independence.



### Pooling with other authorities' services or with the State's administration services

ART has pursued the partnership policy initiated in recent years:

- participation in the biannual exchanges set up in 2017 between the presidents of several independent authorities;
- sharing experiences and "best practices", and exchanging views on issues relating to sectoral economic regulation, human resources (ethics, recruitment practices, legal news relating to changes in civil service law, human resources mobility, dissemination of job offers within the networks of independent administrative and public authorities, etc.) and information systems (securing information systems, translating regulatory changes, exchanging and sharing business tools, etc.);
- setting up a group of orders in 2021 with the Financial Markets Authority (AMF) and the High Council of Statutory Auditors (H3C), for services relating to the supply of travel tickets and ancillary services (hotel reservations) as part of the work carried out by staff. This pooled contract simplifies administrative procedures and offers attractive rates;
- participation in the permanent consortium led by the French government's Procurement Directorate since ART joined in 2019;
- agreement with the Pôle d'Expertise de la Régulation Numérique (PEReN)¹, providing ART with technical assistance in regulating digital platforms.

<sup>1</sup>PEReN is a department with national competence created by decree no. 2020-1102 of 31 August 2020, placed under the joint authority of the ministers responsible for the economy, communication and digital technology, and reporting to the Director General of Enterprise for its administrative and financial management. The aim of PEReN is to create a centre of excellence capable of supporting all government departments involved in regulating digital platforms (independent administrative and public authorities as well as ministerial departments), by providing them with technical assistance in the fields of data processing, data science and algorithmic processes. ART is included in the list annexed to decree no. 2022-603 of 21 April 2022 establishing the list of independent administrative and public authorities that may call on the support of the Digital Regulation Expertise Centre and relating to the data collection methods implemented by this service as part of its experimental activities, and may therefore call on the services of PEReN, under an agreement drawn up between the two parties.

### ART's information booth



Sectoral reports (rail, coaches, motorways), half-yearly reviews and summaries of public consultations.

Find the main publications on

autorite-transports.fr



Find the reference texts on

autorite-transports.fr/les-textes-de-reference



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### Find out more about our opinions and decisions on

autorite-transports.fr/avis-et-decisions



## Consult the glossary of sectors regulated by ART on

autorite-transports.fr/glossaire



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