MONTHLY PROGRESS REPORT
Reporting Months: November & December 2011

Project: TAP Phase One

Release: 1 – To TAP Steering Committee
Date: 3 January 2012
Author: Rütger Fenkes (Project Manager)
Owner: TAP Phase One Project Team
Client: TAP Steering Committee
Version No: Final (v1.0)
1 Monthly Progress History

1.1 Document Location
This document will be uploaded to the Steering Committee folder of the project extranet (members’ area) and to the TAP TSI project communication website.

1.2 Revision History
Date of this revision: 3 January 2012
Date of next revision: 10 January 2012 (meeting of the Steering Committee)

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<th>Revision date</th>
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<th>Summary of Changes</th>
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<tr>
<td>02 Jan 2012</td>
<td>22 Dec 2011</td>
<td>Contents enhancements and wording modifications by Project Team</td>
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1.3 Approvals
This document requires the following approvals.

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<td>Project Team</td>
<td>Project Manager, Work Stream Leaders, Project Assistant</td>
<td>done</td>
<td>3 Jan 2012</td>
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1.4 Distribution
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<td>All members</td>
<td>3 Jan 2012</td>
<td>Final (v1.0)</td>
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<td>Project Team; UIC and Ticket Vendor project coordinators</td>
<td>All members of the Project Team Michael Stevns (UIC) Klaus Kreher (Ticket Vendors)</td>
<td>3 Jan 2012</td>
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3 Purpose

The purpose of this document is to report, on a monthly basis, the status and progress of the Phase One project to the Steering Committee (SteCo) and interested stakeholders. Due to the accumulation of project reporting activities in December (the Intermediate Report was submitted on 8 December) it was agreed that the progress reports for November and December 2011 will be provided in one document early January 2012.

The following reporting goals have been approved by the SteCo in the kick-off meeting with the Project Team on 8 July 2011:

- Ensure all SteCo members and stakeholders are kept up to date with progress at regular, short intervals
- Allow the Project Manager to raise issues in-between SteCo meetings and to make better use of SteCo members’ time constraints
- Highlight where SteCo action is required and help focus upcoming SteCo meetings
- Explain in more detail the project achievements and next steps.

4 Management Summary

Since the project was nearing its mid-term, Project Team efforts in mid-November to early December focused on the Intermediate Report.

As work on contents has progressed in all Work Streams – with additional Ticket Vendor and RU expertise taken on board - issues of strategic importance have come to the fore and are now considered mature for substantiated Steering Committee deliberation, notably in the areas of governance, masterplanning and retail architecture.

The agenda of the Steering Committee meeting on 10 January reflects this. In addition, the Project Manager proposes Steering Committee discussion of two issues that have occurred recently or gained relevance, respectively:

1. Involvement of private transport operators and Public Transport Authorities
2. Interpretation of the Basic Parameter on the exchange of tariff data (BP 4.2.2).

Ad 1) Feedback on the intermediate report received so far shows it is important to better understand the specific needs, constraints and means of private transport operators and PTAs. This is crucial when sizing the solutions specified in Phase One.

Ad 2) The Project Team is asking for clarification of the extent to which RUs are obliged to exchange tariff data with other RUs. BP 4.2.2 offers some room for interpretation, with a risk that TAP TSI obligations are in conflict with inter-carrier competition.

With the signing of the grant agreement between the Commission and UIC a major issue has become resolved.
5 Follow-ups from Previous Reports

Status update on issues and risks highlighted in the previous progress reports:

<table>
<thead>
<tr>
<th>A) Issues</th>
<th>Status (as of 29 December 2011)</th>
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</table>
| **Contractual basis for Project Team work** | • Grant agreement between the Commission and UIC signed on 15 December 2011 following ETTSA and ECTAA agreement to the principles laid out for the grant agreement by the Commission  
• Details of all Ticket Vendor project contributors, including grant allocation, have been supplied and UIC legal services have drafted an agreement between UIC and Ticket Vendor contributors to complement the master agreement between the Commission and UIC |
| **Misconceptions in Expert Groups about TAP TSI and the Phase One objectives, scope and deliverables** | • The Project Manager observes that Expert Group members now seem to share a common understanding of the project; clarifications provided by ERA in the course of EG meetings have contributed to this  
• On the other hand, it appears that a coherent view is not yet established on the SteCo level |
| **Insufficient involvement of the stakeholders outlined in §7.2.2.1 5. of the Regulation** | • Changed to yellow; the UITP feedback to the Intermediate Report shows that private transport operators need to be urgently involved on the working level of the project in order to better present their requirements, concerns and cost consequences  
• Public Transport Authorities also need to become involved in the project in order to see how the Regulation will impact their PSO contracts  
• The Project Manager has presented the project and the need to get involved to various stakeholder organisations; these have also been encouraged to provide input in writing  
• In the RISC¹ meeting on 23 November, the Member States have been asked to provide national stakeholder contact details and to keep them informed  
• The TAF/ TAP masterplanning kick-off on 26 January provides an additional opportunity to interact with a wider range of stakeholders |

¹ Railway Interoperability & Safety Committee of the EU Member States
**Technical Documents:**
Restrictions and appropriateness of documents as-is, esp. of B.3 (exchange of data meant for international or foreign sales – special offers)

- Following the workshop and SteCo meeting on 22 November, the SteCo members seem to largely share the view that some evolution of Technical Documents is necessary
- In light of the legal framework, however, changes to, or replacements of, Technical Documents are a complex undertaking
- Some changes to BP text may be suggested by the Project Team, although it is understood that such changes would require the reformation of the TAP TSI Working Party and its extensive consultation process
- The topic features on the agenda of the upcoming **SteCo meeting on 10 January 2012** (item # 6)

**Stakeholders’ confidentiality concerns** to provide information

- The Project Team regularly reminds stakeholders of § 7.2.2.1 6. of the Regulation (stakeholders shall provide information as and when requested by the Project Team)
- In the November RISC meeting, the Member States have been asked to help inform national stakeholders accordingly

Note: ➡️ symbolises “was yellow in previous reporting period, is now green”.

### B) Risks

<table>
<thead>
<tr>
<th>Proposals from Governance Work Stream and their budget implications will need to be agreed in principle by rail sector and Ticket Vendor associations prior to Phase One completion</th>
<th>Status (as of 29 December 2011)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• SteCo members are asked to add this agenda item to their organisations’ meetings in Q1 2012 (if not already done)</td>
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<td></td>
<td>• One-on-one meetings of Project Team members with steering-level representatives initiated (but wider buy-in critical for success)</td>
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<td>• The topic features on the agenda of the upcoming <strong>SteCo meeting on 10 January 2012</strong> (item # 5)</td>
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<thead>
<tr>
<th>Insufficient quality of RU contact details: Risk that stakeholders do not receive project communications</th>
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<td></td>
<td>• Information of the Member States in the November RISC meeting needs to come to fruition</td>
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<td></td>
<td>• ERA asked to provide an update on the ERADIS improvement activities</td>
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6 Activities since Last Monthly Report

The following overall project management and stakeholder engagement activities have been carried out in November and December apart from the day-to-day project management tasks:

- Presentations to various stakeholder groups and liaison with TAP-related initiatives
- Project Manager active involvement in TAF Joint Sector Group
- Intermediate Report and associated activities
- Approx. bi-weekly Project Team meetings and additional teleconferences
- Alignment meeting with ERA
- Ongoing addition of project website and extranet contents.

Within the Work Streams, the following key activities have been executed:

1. RU/IM

   Fourth and fifth series of Expert Group (EG) meetings took place on 15 - 17 November and 12 - 14 December:
   - EG 1 (Planning) work is still delayed by about 4 weeks following earlier detailed discussion, but continues with good speed now. All path request messages have now been discussed, some with changes that need confirmation in the January meeting. Discussion on code lists, code/data

2 On 26 January, organised by the Commission
3 Some Expert Group leaders and key contributors indicated they may not be available for the entire project duration (organisational changes at sending companies); the risk is not yet concrete enough to take action
4 E.g. RISC meeting, CER Passenger CEO’s meeting, CER Ticketing Experts Ad-hoc group, UITP European Union Committee, UIC PASSAGE project (PRM assistance booking), various rail sector and Ticket Vendor mirror groups
management have started with e.g. suggested timelines for code changes, which will feed into the functional governance. The EG will not be able to have a full set of all codes available\(^5\), but will set the floor for ongoing code list improvement. The EG and RU/IM Work Stream leaders have identified part in the current draft of the TAF Implementation Guide that needs changes or enhancements. Little difference between TAP and TAF is foreseen here, but more explanation on the use of the messages is needed\(^6\).

- **EG 2 (Train Running)** on time. All TAP EG 2-related messages available from TAF have been discussed with some changes. Minor questions\(^7\) are still under discussion. These shall be solved in the January meeting. Work on new, TAP-only, messages has started: change of track, train journey modified. These messages will be added for optional use, in order to fulfil BP 4.2.12\(^8\). Discussion on codings has started, although much less code lists are needed for EG 2 – messages. Input for implementation guides has been worked on in parallel to the messages.

- **EG 3 (IT)** is on time. Different needs on the Location Reference File from both Retail and RU/IM have been discussed. Although at the current status of discussions, all location codes can be modelled, some potential shortcoming/risks for data quality have been identified. These will be highlighted in the implementation guide. The Requirement Specifications of the TAF Common Components Groups Common Interface (CI) have been made available to the Phase One project. These requirements are now analysed in order to identify change requests\(^9\).

- **All EGs (“Plenary”)** have met on 13 December to ensure transversal knowledge of joint parts\(^10\). The migration strategy until the full use of the Train ID has been discussed there. The proposal is to use
  - TAP messages with existing identifiers
    - OTN\(^11\)
    - OTN and Reference Train Number according to UIC 407
    - proprietary systems dossier numbers for path requests
    - no TrID (and no PathID etc.) in the beginning
    - existing identifiers (OTN..., as above) as identifiers and in parallel TrID (and PathID etc.) for testing
    - TrID (etc.) for identification (and OTN etc. for information only) in the target scenario
  - EGs 1, 2 have to model the message using the existing identifiers as well\(^12\).

- Intensive liaison with the TAF TSI community continued: TAF Chairs in all EG meetings, Project Manager attending TAF Joint Sector Group and RU/IM Work Stream leader participating in the TAF IM Cluster meeting

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5. E.g. not all RUs/IMs local train control systems are known
6. E.g. how to apply for paths of associated trains or how to use messages before implementation of Train ID
7. E.g. whether a delay is shown in minutes or including seconds
8. Requires the Station Manager to inform about change of track/platform, train cancellation, rerouting. These information have to be delivered by IM and/ or RU. Messages are not specified in the Regulation
9. Started in the December EG meeting
10. Such as the use of location codes, message header etc.
11. Operational Train Number (basically the classical train number)
12. Task for the January Expert Group meetings
The process of getting one joint message schema and joint Implementation Guides on working level has been agreed by TAF and TAP.\(^{13}\)

A meeting on joint elements between TAP RU/IM and Retail Work Streams including dedicated experts from TAF and TAP has taken place on 1 December.

Main proposal from this meeting: Use the RU/IM location reference file as a master link table for retail as well, thus making unambiguous links between different codes in operations, reservation, tariffs and commercial timetable data.

The proposals are now discussed in Retail and shall be fed back in January.

2. Retail system specifications

- On 7 – 9 November all four Retail Expert Groups\(^{14}\) held their second meetings, where the second draft report on the retail legacy systems has been discussed in detail, in particular the issues and opportunities arising from the surveys. The result has been a final draft report which, after validation by the experts, has been incorporated in the Intermediate Report of TAP Phase One.
- The meetings have also allowed the experts to further discuss the structure of the Implementation Guides to be established in the second half of the project.
- For the Implementation Guide on PRM assistance, the Work Stream leaders have met with the experts of SNCB\(^{15}\), and subsequently with the leader of the UIC PASSAGE project.
- For the Implementation Guides on Schedules, Tariffs and Reservation the Work Stream leaders have met with the persons in charge of RSP (Rail Settlement Plan), to learn how those subjects are managed in the UK rail market.
- Also in view of the Implementation Guides, the Retail IT Specs Work Stream leader has procured from the UIC the XSD files mentioned in Technical Documents B.7 and B.10, not yet available on the ERA website.

3. Retail system architecture

- On 15 November 2011 the third meeting with retail architects led to one solution for Timetables and one for Tariffs/ Fares that seems to be suitable for meeting the requirements of the Regulation. Reservation and Print@home ticketing were discussed without identifying a concrete solution yet. Reference data was not studied due to shortage of time.
- On 15 December 2011, the fourth architecture experts meeting identified alternative solutions for timetables, and criteria/ sub-criteria were commonly defined for the selection of “a” solution that will be investigated further. Fares, Reservation, Print@home ticketing, PRM assistance booking and reference data will have to be studied when the group convenes again in January.

4. Full-Service Model

- **Staffing:** There have been several additions to the Full-Service Model (FSM) Expert Group and the team has swelled during the period to 36 contributors representing both Ticket Vendors and RUs.
- **Survey of Ticket Vendor organisations:** Analysis of the survey responses was completed and a summary was presented in the Intermediate Report. The survey...
results confirmed the views of the EG members. This activity is now closed and the results will be used as necessary in the compilation of the FSM.

- **Developing the Full-Service Model**: An initial version of the FSM was presented at an EG meeting on 16 November. There was a debate about how to overcome the logistical challenges of enabling participation of the members of the EG. It was concluded that best progress could be achieved by establishing sub groups of 4 to 6 participants. An initial sub group was commissioned to review the existing FSM requirements matrix and to produce an end-to-end high-level process, identifying the high-level objects, outline requirements and use cases and a division of packages for parallel development by further sub groups. The sub group reported to the following EG meeting on 19 December that these objectives had not been achieved in time for the meeting. A number of lessons were learned during this exercise, however, and these will be carried into the ensuing process during January.

On completion of this initial stage sub groups will carry out more detailed work on the individual ‘work packages’ at component(s) level, and to develop the features needed to meet the requirements rendered by each high level business scenario/consumer use case.

In parallel with this, it is recognised that maximum use must be made of previous work undertaken by Railteam and it is anticipated that a number of useful documents will be made available to the working group in January.

In addition the New Price Message work already underway within the RU community and made available to the Ticket Vendors has been recognised as being highly relevant to the FSM. Ticket Vendor experts are participating with RUs in a working group to move from Technical Documents on fares to a more appropriate data exchange process.

- **Gap Analysis**: Members of the FSM EG continue to carry out an ongoing review of the other Work Stream findings to enable the gap analysis between these findings and the requirements of the FSM.

5. **Governance**

- A governance research meeting was held with the European Payments Council (EPC) and a telephone meeting was held with the Open Travel Alliance (OTA)
- A working paper has been prepared on governance at the IATA and EPC, and this is to be updated to include OTA and RSP (Rail Settlement Plan)
- The working paper on governance at IATA and EPC summarises the key facts of how those organisations carry out their executive functions and how oversight is provided for these functions
- The section on governance included in the Intermediate Report combines the output from an earlier set of working papers and brings all the work to date into a consistent whole. This work draws on the research into governance methods in other organisations. It contains a proposed organisational structure and set of groups responsible for its activities. The work suggests options for who decides what is done, who is allowed to participate, how they work and how they make
decisions. There is a large set of activities to be managed by the organisation and further work on the subject will seek to minimise the cost of the organisation

- A further TAP/ TAF governance and masterplan coordination meeting has taken place, as have meetings within the TAP community to discuss the draft proposals
- Meetings were held with the ERA and DG MOVE to discuss governance and masterplan.

6. Masterplan

- Further masterplan work has taken place, based on discussions within the Project Team and others, together with feedback from the Steering Committee given in the November meeting
- The section on masterplan included in the Phase One Intermediate Report demonstrated the essential links between the activities in the Phase One project and the subsequent development and operational activities. On the assumption that funding is agreed by the sector and others for development to start following Regulation republishing, then an operational TAP TSI sub-system can be expected approximately 2015 onwards
- On 5 December, a meeting was held with the ERA at which the draft methodology for economic evaluation was discussed. The links between the various components of the masterplan were discussed and agreed
- A similar meeting was held with DG MOVE on 19 December.

Working documents, meeting agendas and minutes etc. are available on the members’ area (extranet) of the project website.

7 Activities Completed in Reporting Period

The following Work Stream activities were completed in November and December:

1. RU/ IM
   - Discussion and review of available TAF messages
   - Informing Retail Work Streams on joint elements (initiation of discussion)
   - Identifying the following topics that will likely result in change requests:
     - Deletion of the obligation to store service disruption messages for 12 months for PRR\textsuperscript{16} purposes: Storing train running info instead is more suitable
     - Change B.8 from giving a right to a company code to an obligation: Every company wanting to take part in TAP messaging has to have a company code
     - Deletion of centrally stored reference data on maintenance workshops as these are not used anywhere in TAP: Locations of these maintenance workshops can be incorporated into the location reference file.

2. Retail system specifications
   - Final report on the retail legacy systems
   - Procurement of B.7 and B.10 XSD files

\textsuperscript{16} Passenger Rights Regulation
3. Retail system architecture
   - Three alternative solutions have now identified for Timetables
   - Selection process: Criteria and sub-criteria are commonly agreed with the experts, weighing factors as well

4. Full-Service Model
   - Report on Survey of Ticket Vendors summarised in the Intermediate Report
   - Continued analysis of the FSM requirements including identification of process for completion.
   - Ongoing attendance at other Work Stream meetings and identification of gaps with proposed FSM

5. Governance
   - The subject was introduced at the November Steering Committee and the feedback has been incorporated in the work prepared for the Intermediate Report.

6. Masterplan

8 Issues and Risks Occurred, Proposed Mitigation

The following tables summarise new major issues and risks that occurred in November and December. These should also be addressed in the TAP Steering Committee meeting on 10 January 2012 unless resolved prior to the meeting.

<table>
<thead>
<tr>
<th>A) Issues</th>
<th>Proposed Mitigation</th>
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<tbody>
<tr>
<td><strong>Interpretation of BP 4.2.2 (exchange of tariff data):</strong> ERA informed of its interpretation that RUs shall make available – unconditionally - all their tariffs (incl. fare tables) to all other RUs. The Project Team holds the view that this would conflict with competition rules and with the political intention behind rail market liberalisation</td>
<td>- DG MOVE has been asked to consult DG COMP for their legal view</td>
</tr>
<tr>
<td></td>
<td>- On the basis of legal opinion taken by RUs, the Project Manager asks the SteCo to agree to the following understanding (subject to EC confirmation that this is legally acceptable): “An RU shall make available all its tariffs to other RUs <strong>to which it grants authorisation to sell according to distribution agreements</strong>, thus applying the same conditions as for third party retailers/ Ticket Vendors</td>
</tr>
<tr>
<td>Despite close collaboration with the TAF TSI project, it <strong>may not be possible</strong> for sound reasons to fully match the <strong>governance proposals and the masterplans</strong> for the two projects</td>
<td>- Regular meetings are being held between the masterplan task members for TAF and TAP to ensure the maximum coherence between the two projects</td>
</tr>
</tbody>
</table>
The budget for governance and common services starting in 2013 will need to be agreed in principle by the sector representative bodies prior to the completion of the Phase One project

This requires agreement to appropriate agenda items in the sector representative bodies' meetings in the first half of 2012

There is no committed budget or Project Team for the Phase 2 Transition work yet (i.e. mid-May 2012 until approx March 2013)

• The SteCo is asked for advice on sources of complementary funding, for instance the TEN-T annual programme
• The Project Team will provide an activity and resource plan for the March SteCo meeting

Methodology and level of detail of economic evaluation

• Methodology to be confirmed in the ERA/Project Team meeting on 31 Jan.

Legal status of the Phase One deliverables

• ERA suggested that the Project Team presents the SteCo with a proposal
• The team will do so for March

It has been identified that previous work undertaken in the industry is relevant to the FSM and that maximum use must be made of it. To achieve this, key documents need to be made available to the FSM team. This may be subject to issues of IPR ownership

• Approaches have been made to secure the release and the ability to use existing key documents (e.g. from Railteam)

B) Risks

The emerging scope and scale of the FSM may exceed the capability of the FSM team resources to complete in the project timescales

• Identify proposal to manage within the time and to defer some scope as appropriate

9 Work Planned in Upcoming Reporting Month

Overall project management & stakeholder engagement

• Analyse stakeholder feedback on the Intermediate Report; integrate into the work process
• Prepare the January SteCo meeting; follow-up activities as appropriate
• Liaise with various industry initiatives and stakeholder organisations
• Present the project at the Transport Ticketing 2012 conference

17 Intellectual Property Rights
18 24-26 January, London
1. **RU/IM**
   - Sixth series of Expert Group meetings (17 – 19 January)
   - Finish analysis of RU/IM messages
   - Model the use of existing identifiers (instead of Train ID) in the messages
   - Get feedback from the Retail Work Streams on joint elements
   - Start work on Implementation Guide.

2. **Retail system specifications**
   - Third series of meetings of the Schedules, Tariffs, Reservation and Fulfilment Expert Groups (30 January - 2 February)
   - Finalisation of the Implementation Guides structure
   - Production of first draft of each Implementation Guide and discussion with experts.

3. **Retail system architecture**
   - Fifth Expert Group meeting (23 January) to:
     - Finalise the Timetables solution selection
     - Do the same exercise for Fares
     - Identify solution(s) for Ticket Vendors regarding Reservation
     - Study the solution for Print@home fulfilment
   - Study the proposed solution for reference data exchange.

4. **Full-Service Model**
   - Ongoing review of the other Work Stream findings
   - Continue development of the FSM using sub groups
   - Commence identification of gaps between other Work Stream findings and FSM
   - Continue process for developing a proposal for addressing the gaps.

5. **Governance**
   - Complete the working paper on governance research
   - Update the governance proposals and further develop these based on feedback on the Intermediate Report
   - Follow-up meeting has been scheduled with both ERA and the DG MOVE.

6. **Masterplan**
   - Update the masterplan proposal and further develop it based on the feedback on the Intermediate Report
   - Prepare the TAF/ TAP masterplanning kick-off meeting on 26 January
   - Follow-up meeting has been scheduled with both ERA and the DG MOVE.

### 10 Activities to be Completed in Upcoming Reporting Month

**Overall project management & stakeholder engagement**

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19 Focus: Confirmation of Path Cancellation, Path Not Available, Dossier, Answer Not Possible, Utilisation Notification; Change of Track, Train Journey Modified and CI Specifications from TAF TSI

20 Joint structure for all RU/IM EGs and, preferably, TAF TSI
TAP Phase One

Progress Report
Reporting Months: November & December 2011        Submitted on: 3 January 2012

- SteCo meeting preparation
- Various presentations to stakeholder organisations
- Financial reporting toolset

1. RU/ IM
   - Analysis of TAF messages relevant for TAP

2. Retail system specifications
   - Discussion with experts of first draft of Fulfilment and Reservation Implementation Guides (remaining two will follow in February)

3. Retail system architecture
   - Identification of solutions for all architecture subjects
   - Experts’ agreement on evaluation criteria and recommendations

4. Full-Service Model
   - No activities will be completed in January as all are currently ongoing

5. Governance
   - Final working paper on governance research
   - Updated and further refined governance proposals

6. Masterplan
   - TAF/ TAP masterplanning kick-off and feeding the audience’s feedback into the project work
   - Refined methodology for economic evaluation.

11 Budget Status

Following recent signing of the grant contract, appropriate reporting instruments will now be set up in line with Commission, UIC and partners’ reporting requirements.

12 Suggested Agenda Items for next Steering Committee Meeting

Review of and decisions regarding the Intermediate Report (item #4), Governance and masterplanning (item #5) and the way forward for Technical Documents B.1 – B.3 (item #6) have already been included in the draft agenda for the SteCo meeting on 10 January.

Based on the November and December progress report at hand, the Project Manager suggests to specifically address the following topic in agenda item #7 (decisions on issues raised in the progress report):

- Involvement of private transport operators and Public Transport Authorities
- Interpretation of Basic Parameter 4.2.2 (exchange of tariff data)