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TRANS EUROPEAN RAILWAY (TER)  
PROJECT CENTRAL OFFICE

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TER/WP2/63

Working Party on Economic, Financial and Management  
Matters (WP2)  
9<sup>th</sup> Session, 28-30 June 2004  
Milan, Italy

Abridged Report

1. The 9<sup>th</sup> Session of Working Party on Economic, Financial and Management Matters (WP2) was held in Milan, Italy from 28-30 June 2004.
2. Representatives of the following TER countries attended the meeting: Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Hungary, Italy Lithuania, Poland, Romania, Russian federation Slovakia and Slovenia as well as Ukraine as observer country. Representatives of TER/PCO also attended the meeting.

Adoption of the Agenda

3. The participants adopted the proposed agenda of the meeting.

Election of Officers

4. TER Project Manager was proposed to chair the meeting.

Report of the Project Manager

5. The Project Manager provided detailed information on the activity developed by the PCO for the period from the last Session of the Steering Committee until to date. He underlined the important activities in which the PCO staff was involved and particularly the main areas on which its efforts concentrated: organisation of the UNECE-TER – EFIP – TINA – Bavarian Chamber of Commerce Seminar on railways-inland waterways multimodal transport (March, Passau, Germany) and UNECE-TER – CER – UIC – European Commission (TAIEX) Seminar on regionalisation of railway passenger services (April, Paris, France).

The Project Manager informed the participants on the efforts of UNECE as well as PCO to extend TER membership towards other Central European countries (Switzerland, Ukraine, Belarus) as well as Caucasus region. He, also, presented the main elements of the CEI – UNECE-TER discussions held in Trieste and Budapest on the co-operation in 2004 with particular emphasis on the Seminar on border crossings during the Summit Economic Forum of CEI in Portoroz, Slovenia as well as the TER meeting which will be organized on the same occasion on projects identified as a result of the implementation of the TER Master Plan. Information was also provided on the WP1 meeting which took place on 12-14 May 2004 in Innsbruck, Austria.

6. Regarding the implementation of TER-Master Plan major strategic objective, TER Project Manager requested the member countries to speed up the process of providing projects according to the methodology agreed upon and send it to the PCO and consultant as soon as possible.

Information on measure adopted in the TER countries by the Ministries of Transport or the railway companies in line with market oriented management: development of new services in international railway transport, experience in conducting Public Service Contract, cross subsidies, competition among railway operators and legal framework etc.

7. The Deputy Project Manager recalled the previous exchange of views on this subject and particularly provided background information on the discussions held at previous WP2 meetings.
8. The representatives of Hungary, Austria, Czech Republic, Russian Federation, Romania, Bosnia and Herzegovina, Ukraine, Bulgaria and Italy reported about the process for implementing the existing law on railway reforms or adoption of a new law in this field, measures for modernisation of the infrastructure and rehabilitation projects, improving services, implementation of electronic ticketing system, implementation of border crossing projects under the EU Regio system, etc.
9. The exchange of views on these developments were highly appreciated by the participants.

Conclusions of the TER-UIC-CER Seminar on regionalisation of passenger services organised in Paris (28-30 April 2004)

10. The Project Manager introduced doc.WP2/60 with the conclusions of the Seminar.
11. The importance of this Paris Seminar was outlined by many participants
12. . After positive appreciations on its usefulness and concrete character of the debates they underlined the importance of future follow up of debates on these issues.
13. The representatives of Czech Republic suggested to be also approached during future Seminars the integrated public transport system concept.
14. The Deputy Project Manager stressed the importance to seriously examine the issues from the Paris Press Release on this Seminar and measures be adopted in order to develop new international train connections, new agreements between the railways from neighbouring countries be concluded with lower tariffs and based on an improved offer of services.
15. The participants agreed on the need of renewed efforts in order to increase to competitiveness of the railways and new initiatives be taken in this field.

Developments in the promotion of a new image of the railway stations and their integration in the town planning. Conclusions from studies done by Italferr on this subject in the TER countries.

16. The Project Manager outlined the importance of changing and improving the physical and commercial aspect of the city stations, the facilities available and safety conditions offered to passengers.
17. The representative of Italferr, presented the results of the study done in CEEC on the Refurbishment project of main city stations to improve customer services, maximise revenue opportunities and minimise maintenance and operating costs.
18. Concrete information was also provided on the study done on several city stations in Romania.
19. The representatives of Czech Republic and Hungary presented the modernisation works taking place in main stations of their countries.

Discussions with Societa Grandi Stationi and visit of Milano Stazione Centrale (Grand Station)

20. A concrete example on the future management of a city railway station was offered by the discussions at Societa Grandi Stationi, which is in charge with refurbishment and improvement of overall conditions in 13 Italian main stations, one of them being Milano centrale.
21. The detailed presentation of the projects under development and particularly the project for Milan Central Station was followed with particular interest. After the discussion was visited Milan Central Station.
22. The representative of Societa Grandi Stationi indicated also some of the proposals elaborated within the tender for the refurbishment of Prague Central Station, Karlovy Vary and Marianske Lazne stations. The tender organised by Czech authorities for the above stations was won by this company.
23. The discussions, transfer of know how and information, the visit of the Milan station were highly appreciated by the participants.

Information provided by PCO on the promotion of Freight Village concept.

24. The Project Manager presented the activity of the Executing Agency dedicated to promote Freight Village projects in the TER countries and particularly the exchange of letters in this respect between ECE and the European Commission.
25. It was mentioned that the promotion of this project was supported also by Europlatforms, Eurochambers and CER.
26. It was also outlined the positive reply received from the European Commission and the further on handling of this matter by ECE with the above mentioned institutions.
27. The letters exchanged between these institutions were provided to the participants of the meeting.

Report of the Informal ad-hoc meeting on productivity in rail transport.

28. The Deputy Project Manager introduced the document on the main elements on the meeting held in Geneva on 9 March 2004 and distributed to the participants.
29. He outlined the new approach established by the Working Party on Railway Transport in Geneva and particularly the interest expressed by several countries from the EU on working more and more for the development of new indicators and new data collection that might be used for future benchmarking of railway sector performance in Europe.
30. During the discussions several countries expressed the need for further theoretical clarification of some of the new quality indicators of productivity proposed to be approached, the subjective rating of the quality of services offered by railways, on the differences from country to country in terms of performance in rail transport, funds available, budget allocations or cross subsidies, doubts on accuracy of customer satisfaction indicators and particularly reliability of complaints for the non-fulfilment of a certain quality in railway services offered to passengers etc.
31. The representative of Hungary suggested that more information on a new proposed Directive – Chart of passenger rights was also needed.
32. After extensive discussions, the participants agreed that more information and clarifications on the definition of terms and calculation of this new range of indicators was needed. Also, further examination of this document was required.
33. UNECE was requested to bring new light in this field during the autumn Session of the ECE Working Party on Railway Transport.
34. The continuation of the present system of providing information on Productivity in railway transport was considered useful and to be carried out by all countries.

Other business

35. Greetings on behalf of the host country were conveyed to the participants by a high representative of RFI, Italian state organisation, owner of the railway network. He also made a presentation on the present Italian railway policy, the programme for the modernisation of stations and restructuring of this field and provided the organigramme with the distribution of responsibilities within the railway sector.

Adoption of the Report

36. The participants agreed that the report of this meeting be prepared by PCO in Budapest and sent to the countries for approval.
37. If within 3 days after its receipt no comments were made by a country, the report was considered adopted.