

CER Ticketing Roadmap for seamless international passenger rail travel

The vision

Passengers will have a seamless user experience when searching, selecting, buying and using rail services, including first and last mile transport, with:

- access to simple, reliable and comprehensive online information regarding timetables, prices, dependable realtime information and ticket purchasing for (rail) transport services, both domestic (urban, regional, long-distance) and international
- easy acceptance throughout Europe of tickets issued by different railways and ticket vendors
- guidance in case of travel disruption on onward journey options and passenger rights

How we get there What we need to achieve it 1111 _____ → Financial and regulatory support for Preparation / **Booking** Way to the In the train Boarding / Way to the Orientation station Ticket control destination the Ticketing Roadmap buy train tickets from plan a train journey → Facilitated cooperation multiple carriers in one be fully informed at least 6 and up between rail companies through ticket of any disruption to 12 months in as part of the overall during the journey advance objective to achieve buy tickets from a wide use one fully 2025 the Green Deal array of sales points, digitalised ticket websites or apps in case of disruption, access easily when travelling by → Data exchange reach their attainable and uptrain based on voluntary PASSENGERS CAN have easily understandable destination without to-date timetable contractual and harmonised information purchasing new agreements and conditions for ticketing tickets explicit recognition across Europe of the rights of data in case of disruption, generators access easily reach their attainable and up-→ A level playing field use one fully buy tickets from access dynamic destination without access dvnamic to-date multimodal for all transport digitalised ticket companies in the **whole** travel information purchasing new travel information travel information modes to improve the across all modes of Europe across all modes tickets, even when across all modes when preparing for competitiveness of rail combining transport their journey modes