

Railways call on European Commission to support sector progress in upcoming Ticketing Package

European railways are keeping their 2021 promise to improve passengers' experience in the field of ticketing. According to the 6th Implementation Report of its Ticketing Roadmap, members of the Community of European Railway and Infrastructure Companies (CER) continue to make positive strides across all commitment areas. At the same time, they wish to outline concerns and suggestions in a new position paper on the upcoming Ticketing Package – the EU Commission's three-piece legislative initiative to regulate ticketing rules, consisting of the Multimodal Digital Mobility Services (MDMS) Regulation, the Single Digital Booking and Ticketing Regulation (SDBTR) and the targeted revision of the Rail Passenger Rights Regulation.

CER members have acted to deliver on their industry-level commitments set out in the CER Ticketing Roadmap. As the new Implementation Report states, passengers already benefit from more up-to-date timetable information, extended booking horizons opened up to 6 months in advance, and the possibility to book ever more cross-border multi-operator journeys. Most notably, rail operators have started to roll out the Open Sales and Distribution Model and the Electronic Ticket Control Database, two key technological enablers respectively providing more accurate and tailored travel offers and facilitating the reading of tickets issued by different operators. Furthermore, over 90% of the passenger traffic of CER members now falls under the Agreement on Journey Continuation, providing better assistance to passengers missing connections due to major delays or disruptions and helping them to reach their final destination.

In their new position paper, CER members reiterate their commitment to improve the booking experience for passengers. Efforts are being felt, with 75% of European citizens finding rail ticket booking easy and accessible according to the 2025 Eurobarometer [survey](#) on MDMS. Amid growing interest of European institutions to support a modal shift to rail as a means to decarbonise the transport sector, it is key to ensure that EU regulation effectively supports this modal shift and enhances the competitiveness of the sector.

CER therefore calls for levelling the playing field across transport modes. This means applying the provisions of the Ticketing Package to all modes without distinction. Aviation, for instance, currently appears to be exempted from the measures included in the SDBTR and the mandate for rail companies to sell direct competitors' offers is a move unseen in any other sector. For businesses to thrive in an open market it is essential to preserve their autonomy in choosing their commercial partners. CER also emphasizes the importance of a fair and proportionate attribution of liability in relation to passengers' rights between railway undertakings and third-party vendors. Any solution considered in the revision of the rail passenger rights regulation should ensure that passengers reach their intended destination without placing excessive burdens on operators that could lead to higher ticket prices or a reduced service offering.

CER members can attest to progress in the past 4 years on their way to improving passengers' travel booking experience. It is crucial at this time for any EU regulation to support these efforts and avoid additional risks and costs that will only widen the competitiveness gap with other modes.

CER Executive Director Alberto Mazzola said: "The CER Ticketing Roadmap has demonstrated tangible progress, with passengers benefiting from improved booking systems and strengthened journey continuation arrangements. It is now imperative that forthcoming European legislation consolidates rail's pivotal role in decarbonisation by establishing fair framework conditions across all modes of transport, while avoiding disproportionate burdens that could result in higher ticket prices or reduced services. The sector will continue to strive to improve the ticketing experience, including by delivering better multimodal solutions by 2030."

- The 6th Monitoring Report on the implementation of the CER Ticketing Roadmap is accessible [here](#).
- The full CER position paper on the Ticketing Package is accessible [here](#).

Contact person

Laura Henry
CER Head of Communications
E: laura.henry@cer.be
M: +32 491 16 21 73

About CER

The Community of European Railway and Infrastructure Companies (CER) brings together around 70 railway undertakings, their national associations as well as infrastructure managers and vehicle leasing companies. The membership is made up of long-established bodies, new entrants and both private and public enterprises, representing 78% of the rail network length, 81% of the rail freight business and about 94% of rail passenger operations in EU, EFTA and EU accession countries. CER represents the interests of its members towards EU policymakers and transport stakeholders, advocating rail as the backbone of a competitive and sustainable transport system in Europe. For more information, visit www.cer.be or follow us on X [@CER_railways](#) or [LinkedIn](#).