

Report

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CER Ticketing Roadmap – 6th Implementation Monitoring Report Spring 2025

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1. Summary

Highlights:

- The CER member railways continue to put significant efforts into improving the passenger experience across the Single European Railway Area.
- To this end, the CER Ticketing Roadmap ("Roadmap") embraces key action steps. A first major set of milestones is due by the end of 2025.
- To gauge implementation progress and to identify areas that need special attention, the CER passenger railways that operate in the EU and Switzerland have been surveyed twice a year in a structured manner.
- The report at hand presents a synthesis of the sixth such survey carried out in April and May 2025.
- Passengers already benefit from Roadmap achievements to date when traveling across the EU, for instance from
 - More up-to-date timetable information: Most railways already upload their timetables to a central database at least weekly, thus significantly improving timetable accuracy and reliability
 - Extended booking horizons: Several railways already enable passengers to book rail tickets more than six months in advance, at least for specific services
 - Improved bookability of multi-carrier journeys: Passengers can book a continuously growing number of cross-border journeys that involve more than one railway
 - Enhanced cross-acceptance of online tickets: A substantial number of railways are already able to "read" a ticket issued by another railway thanks to the Electronic Ticket Control Database (eTCD)
 - Better care in case of missed connections: Most CER members already subscribe to the Agreement on Journey Continuation (AJC), which offers practical journey continuation to passengers in case they miss their connections due to major delays and disruptions.
 - Additional, tangible and communicable customer improvements will materialise before the end of the year.
- Multilateral solutions, notably the Open Sales and Distribution Model (OSDM) and eTCD, are fully available and individual implementation by the railways is in full swing. This will entail major improvements to the booking experience as notably OSDM, an important technical enabler, is being rolled out by more and more railways.
- A custom-built new real-time information exchange platform has been developed and will soon go live. Once fully operational it will provide consistent real-time journey information across services in the Single European Railway Area.
- LTG Link has joined the Agreement on Journey Continuation, making it the Agreement's 23rd member railway and extending the agreement's application into the Baltics. It is also noteworthy that Snälltåget (Sweden) joined the AJC as a new member. As Snälltåget is not a member of CER nor the CIT, this demonstrates that the AJC is open to all railway undertakings.
- Additional focus in the remainder of 2025 will be on detailing and approving the work programme for the Roadmap's second phase (2026-2030): Strengthen rail in the multimodal context and improve the rail passengers' experience in multimodal journeys.

The Ticketing Roadmap ("Roadmap") is a high-priority initiative of the CER members. It was launched by the member railways in autumn 2021 and has since been high on their CEOs' agendas. The Roadmap focuses on improving the passenger experience across Europe. Since its launch, it has been a key vehicle for CER members to significantly simplify passenger journeys in the Single European Railway Area by the implementing deadlines 2025 and 2030, respectively. To this end, the Roadmap establishes concrete actions along the passenger experience from pre-journey information to support during delays and disruptions. Quality implementation is a key token of the sector's commitment to the European Union's climate and growth goals.

With the Roadmap, the CER members actively support the European Commission's policy agenda, especially its aim to make digital booking and ticketing easier, i.e. offering passengers more choice and easier access to the rail system and providing better care during the journey. Delivering the key milestones of the roadmap by the end of 2025 will fundamentally help reach this goal. CER members continue to work hard to implement the Roadmap so that Europeans can benefit from a significantly improved rail ticketing experience.

Since the adoption of the Roadmap by the CER General Assembly in late 2021 concrete actions have been pursued both on a common level and on an individual railway level. Implementation work is in full swing; 2025 is a key year for implementation.

To appraise implementation progress and to identify areas that need additional attention, the CER passenger railways are surveyed twice a year. Results are regularly presented to the CEOs at the CER General Assemblies. The report at hand presents a summary of the sixth such survey performed in April and May 2025. It summarises the state of play and highlights where efforts should be reinforced or re-calibrated.

The survey findings and recommendations were endorsed by the CER General Assembly on 22 September 2025. As a token of transparency and commitment, it was decided again to make the key elements of the underlying report available to the wider public in a concise manner.

Survey turnout has again been solid. Of the 29 CER member railways with passenger operations in the EU,

- 21 have participated,
- representing over 96% of CER members' passenger traffic,
- covering rail traffic in and between 21 EU Member States with rail operations on the Continent as well as Switzerland.

Implementation monitoring coverage continues to be highly representative, both in terms of geography and in terms of ridership.

Roadmap delivery remains largely on track. Multilateral solution development is almost completed. Implementation by the survey respondents individually is progressing well even if some railways reported delays due to various external and internal reasons. Individual implementation timelines have been largely reconfirmed, though.

Responses to the sixth survey also reconfirm a solidly high and further increased awareness and confidence level by the participating railways. The number of inconclusive answers to what needs to be implemented has further dropped.

Some good progress has been made by railways extending, for instance, booking horizons for certain services and product categories - unilaterally or in partnership with

neighbouring operators. Railway CEOs have been asked to encourage additional such efforts.

Implementation of the Online Sales & Distribution Model (OSDM) remains a key technical enabler for several of the Roadmap's goals. In Sweden, one of the most competitive and open rail markets in the European Union, OSDM was rolled out countrywide in 2024 as the standard for national ticket distribution, both for rail ticket retailers and distributors. Thanks to OSDM, passengers can now already book tickets for Eurostar, ÖBB (including night trains), SBB, and SNCF on the DB sales platforms, for instance, and just as easily as they are used to when booking domestic rail journeys. More railways' tickets will be available in 2025 and 2026, respectively. The other CER member railways, too, are investing into their OSDM readiness, by enhancing their sales and distribution systems. Project maturity differs from railway to railway, but important achievements will be communicated shortly. Use cases so far demonstrate that OSDM, as a neutral, open and publicly available standard created by the rail sector in close collaboration with third party ticket vendors, is interoperable with other standards such as NeTEx for timetable data.

Lithuanian CER member LTG Link have joined the CIT Agreement on Journey Continuation (AJC) on 1 April 2025. The AJC provides care to passengers on multi-carrier journeys in case of major delays and disruptions. LTG Link has joined the ranks of 22 other railway companies¹ in this key Roadmap initiative. Consequently, passengers are able to continue their journey in case of a missed connection, and without any extra cost if this is due to a delay or cancellation. The AJC represents well over 90% of CER members' passenger traffic in the EU. CER invites and expects more railway undertakings (CER members and non-members alike) to join, further fulfilling the goal of passenger protection across the Single European Railway Area.

CER and CIT members are, together with the UIC, also making progress in digitising their services by combining technical enablers for booking (OSDM, cf. above), timetables (MERITS), real-time information and online ticket status (eTCD). The number of railways that have already implemented eTCD has further increased since the previous report. Work in all areas mentioned will further deliver a seamless ticketing experience to support passengers in case of delays and disruptions. In parallel, CIT is also working on improving the AJC, making it easier to understand and more accessible for passengers.

The survey responses at hand remind of the dependence on third parties such as infrastructure managers and national authorities for some of the Roadmap actions. The extension of booking horizons and the harmonisation of ticket conditions are particularly dependent on alignment with third parties, despite all efforts by the operators to accept, for example, a degree of additional commercial risks by unilateral improvement initiatives. Some benchmark initiatives by individual RUs aimed at accelerating implementation in close collaboration with domestic stakeholders, or to take a degree of commercial risk to bring about customer improvements, have been reported. The Ticketing Task Force will further collaborate with the railways to extend such lighthouse initiatives to other RUs and to share best practices. Moreover, CER members have been asked to address with national stakeholders the need for convergence between national legacies and the requirements of the Single European Railway Area as featured in the Roadmap. This remains an important ongoing task, where the European institutions could facilitate by way of their regular interaction with Member States.

¹ Since April 2025, the following companies are members of the AJC: BLS and SBB, CD, CFL, DB, DSB, Eurostar (including Eurostar International Limited and THI Factory), GYSEV and MÁV-csoport, HŽPP, LTG Link, NS, ÖBB, PKP IC, Renfe, SJ, SNCB/ NMBS, Snälltåget, SNCF, SZ, Trenitalia, ZSSK.

Further reporting and presentation of the Roadmap implementation progress will be done in due course.

2. Background and Purpose of this Report

CER Ticketing Roadmap

In September 2021 the CER General Assembly adopted the CER Ticketing Roadmap ("Roadmap"). The Roadmap encapsulates a vision of railway ticketing and distribution by 2025 and 2030, respectively, summarizing concrete actions to further improve the customer experience from planning and booking to travelling internationally by rail. It is therefore in line with the European Commission policies. The Roadmap is thus a key token of the sector's commitment to a truly Single European Railway Area and to meeting its own and the European Union's climate and growth goals. The effort of the CER member railways has so far been received well by stakeholders and of course they expect continuous and tangible progress and customer improvements. Delivery on the roadmap is not only a pledge but also in the railways' very own interest.

Important milestones are to be achieved by 2025 in each of the eight core areas of action:

#	Action (Focus: implementation by 2025)
1	More up to date timetables
2	Being able to buy train tickets at least 6 and up to 12 months in advance (booking horizon)
3	More up to date tariff exchange, enabling through tickets
4	European wide standardized API² for selling train tickets
5	Increased harmonization of ticketing conditions (general conditions of use)
6	Full digitalization of tickets
7	Real time information during the journey
8	Better support during disruptions and delays

To make this a reality, the CER Ticketing Task Force³ has published an Implementation Handbook and set up suitable governance structures for each of the core action areas of the Roadmap. The actions draw on already established sector working bodies, notably at UIC and CIT. The Roadmap is a key part in these sector associations' work programmes.

² Application Programming Interface that allows IT programmes to communicate with each other.

³ The CER Ticketing Task Force consists of representatives from ČD, DB, DSB, LTG Link, MÁV-csoport, NS, ÖBB, PKP Intercity, Renfe, SBB, SNCF, Trenitalia, Trenord, VR and ZSSK and is supported by CER, UIC and CIT.

As a reminder, it was foreseen from the outset that the Roadmap shall address additional dimensions of European rail travel, focused on rail in a multimodal context, once the 2025 milestones have been achieved. The Ticketing Task Force is currently finalising the pertinent work programme geared to 2030.

Implementation Monitoring

To add weight to its Roadmap commitment and to ensure timely delivery, the sector has decided to monitor and report progress continuously. For this, and to drive and steer implementation, CER has contracted a consultant. In collaboration with the Ticketing Task Force and CER members, comprehensive progress reports are presented bi-annually to the CER General Assembly. The document at hand is a synthesis of the sixth such report. The key findings and recommendations were presented in detail to, and endorsed by, the General Assembly on 22 September 2025.

The synthesis was produced for a broader audience such as the European institutions.

3. Key Survey Results and Recommendations

3.1. Overall Findings

Overall, implementation of the CER Ticketing Roadmap's 2025 milestones is on track, with some delays reported and a final implementation sprint needed.

CER members' awareness of and involvement in Roadmap related activities has further improved, as demonstrated by a further increased participation in international working groups and dissemination formats throughout the year.

The CER Ticketing Task Force is made up of representatives from 15 RUs plus from CER and CIT. The Task Force is furthermore supported by UIC and FTE. Important project work is performed by established UIC working bodies and governance structures.

Twenty-one CER passenger railways have participated in the sixth bi-annual monitoring campaign. This represents a continued solid turn-out. All responding railways have participated in at least one of the previous surveys. The results presented in this report can be considered authoritative and representative for the CER constituency at large.

The participating railways' internal projects are widely operational, and the RUs are implementing these to plan. A further increasing number of railways report completion of specific elements of the Roadmap, especially regarding improved timetable and tariff data (notably by way of increased data upload cycles).

Thanks to the Roadmap, European rail passengers will experience a solid amount of additional tangible improvements by the end of 2025. RUs and groups of, for example, neighbouring RUs, are urged to accelerate implementation of all common services that are already available or that are sufficiently mature. It is also recommended that implementing railways follow an agile approach wherever possible. For example, increasing booking horizons or timetable and tariff data upload frequencies to the respective UIC databases in steps constitutes tangible customer improvements.

Development of new and enhancement of existing common services that railways need to implement is making solid progress as well, in line with project planning. The multilateral working groups that are tasked with specific actions of the Roadmap continue, overall, to work to plan. Together with the Ticketing Task Force, the Action owners have paid additional attention to activating resources and to de-risking their areas of responsibility.

The sixth bi-annual survey reconfirmed that sector solutions, which need to be implemented by the RUs to become Roadmap compliant, are considered mature and fit for purpose. This refers specifically to the following initiatives:

- UIC MERITS database for timetable data exchange,
- Open Sales and Distribution Model (OSDM) protocol as a technical enabler for the sale of integrated and through-tickets,
- UIC Electronic Ticket Control Database (eTCD) for cross-RU ticket inspection,
- CIT Agreement on Journey Continuation (AJC),
- The new Real-time Mobility Data Exchange (RTMDE) platform developed under the auspices of the UIC to facilitate the exchange of real-time traffic data between railways and between railways and third parties. The platform was built according to a UIC standard that was purpose-made under the Roadmap.

It is generally accepted that there is a suitable portfolio of solutions at an implementing RU's disposal. This also implies that the key remaining tasks to ensure broad compliance with the Roadmap are indeed to be performed at an individual company level. Exceptions are still the Actions related to harmonization of ticketing conditions (Action 5) and the extension of booking horizons (Action 2). Here, the Ticketing Task Force made, and supports on an ongoing basis, an extra effort by the topical multilateral working bodies, notably at the UIC.

3.2. Risk Assessment

CER Ticketing Task Force risk assessment of Roadmap implementation status as planned, based on the survey responses and additional insights into the maturity of sector solutions:

Action	Assessment
1. Timetables	Further progress in increasing RUs' frequency of making timetable data available has been made and will continue to be made. Further improving data quality and consistency needs ongoing attention, also post-2025.
2. Booking horizon	Substantial improvement of a rolling 6+ months booking horizon - especially around the annual timetable change period - is largely dependent on infrastructure managers and European-level initiatives (esp. Timetabling Redesign project). Such step change improvements will only materialise post-2025. Booking horizons for domestic and cross-border services should be further harmonized.
3. Tariff exchange	Already solid use of established sector solution.

	Focus on incremental improvements, also post-2025.
4. Standardized API	<p>Solution in place (OSDM). Some features and RUs already live. More implementations on-going and planned by end-2025.</p> <p>Long-term acceptance by the EU institutions of OSDM as a standard is key for the timely improvements for passengers that RUs and ticket vendors are about to realise.</p>
5. Harmonization of ticketing conditions	<p>Common development of solutions to this broad-scope Action remains in focus.</p> <p>Dependency on third parties (notably national bodies) continues to present a challenge. Further alignment with national stakeholders needed.</p>
6. Digitalization of tickets	<p>Action's benefit as a technical enabler for the Agreement on Journey Continuation (Action 8) has been recognised and is advanced by the UIC and CIT.</p> <p>Additional focus of multilateral work is on incremental improvements, also post-2025.</p>
7. Real time information	<p>To present tangible customer benefits for a larger audience, RUs need to make use of the new UIC data exchange platform and incorporate other railways' real-time data into established channels.</p>
8. Support during disruptions and delays	<p>Agreement on Journey Continuation (AJC) is prime example of CER member collaboration.</p> <p>Incremental enhancements defined and generally supported by the railways. Additional activities to better take care of international passengers in case of disruptions and delays launched.</p>

3.3. Recommendations to CER Member Railways

CER member railways are advised to

- ensure their implementation activities stay – or, if need be, get back - on track, i.e. to implement the Roadmap according to their timeline and quality commitments,

- be bolder by pursuing implementation acceleration potentials, especially in
 - Actions 2 (Booking Horizons),
 - 4 (Standardized API),
- provide additional evidence of passenger improvements that CER will collect,
- report any impediments to implementation to the Ticketing Task Force as soon as they emerge,
- actively engage in shaping the 2030, multimodality focused, work programme.

Railways and groups of, for example, “neighbouring” railways, are urged to accelerate implementation of all common services that are already available or that are sufficiently mature. The RUs are urged to continuously follow an agile implementation philosophy, geared towards bringing about tangible customer improvements within the 2025 milestone, or shortly afterwards in case of unavoidable delays.

To leverage the improvements that the Roadmap has yielded already, member railways CEOs are asked to continue spreading the word about the ticketing improvements whenever there is an opportunity to speak with European institutions and passenger federations, or with national stakeholders.

The aspired step changes that the Roadmap fosters entail a degree of dependency on third parties such as Infrastructure Managers and on national or European legislation. Member railways are asked to engage with national stakeholders as far as third-party support and alignment is needed (especially regarding timetable stability/ booking horizons, ticket conditions, real time information exchange).

3.4. Concerted Effort with Stakeholders

The survey respondents reiterated previous remarks about the dependencies on third parties and required stakeholder support to help facilitate Roadmap implementation and overcome barriers to implementation.

Suggestions were made specifically regarding:

- a) European Commission and ERA
 - Support OSDM as the technical enabler for easier booking of international rail tickets, and ultimately, of multimodal journeys.
 - Refrain from legislative proposals that impose new or conflicting requirements that may jeopardize railways’ efforts and investments already made or on-going.
- b) Sector bodies (Action Owners, Ticketing Task Force, rail sector associations)
 - Foster dialogue, alignment and synchronization between multilateral working bodies and RUs as well as between RUs.
 - Take the diversity and specificities of CER passenger RUs, for instance of open-access international high-speed operators, into account.
- c) Others
 - National governments to support the Roadmap consistently and refrain from contradictory or additional legislation in that field;

- National bodies and stakeholders to align national standards and requirements with the Roadmap; overcome the patchwork of conflicting national or even regional approaches and solutions.

Meeting the quality and timeline goals of the Roadmap will greatly benefit from a concerted effort, building on the CER members' commitment and the recommendations presented to and endorsed by their CEOs.

About CER

The Community of European Railway and Infrastructure Companies (CER) brings together 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 policy makers 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 Twitter [@CER_railways](https://twitter.com/CER_railways) or [LinkedIn](https://www.linkedin.com/company/cer).

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