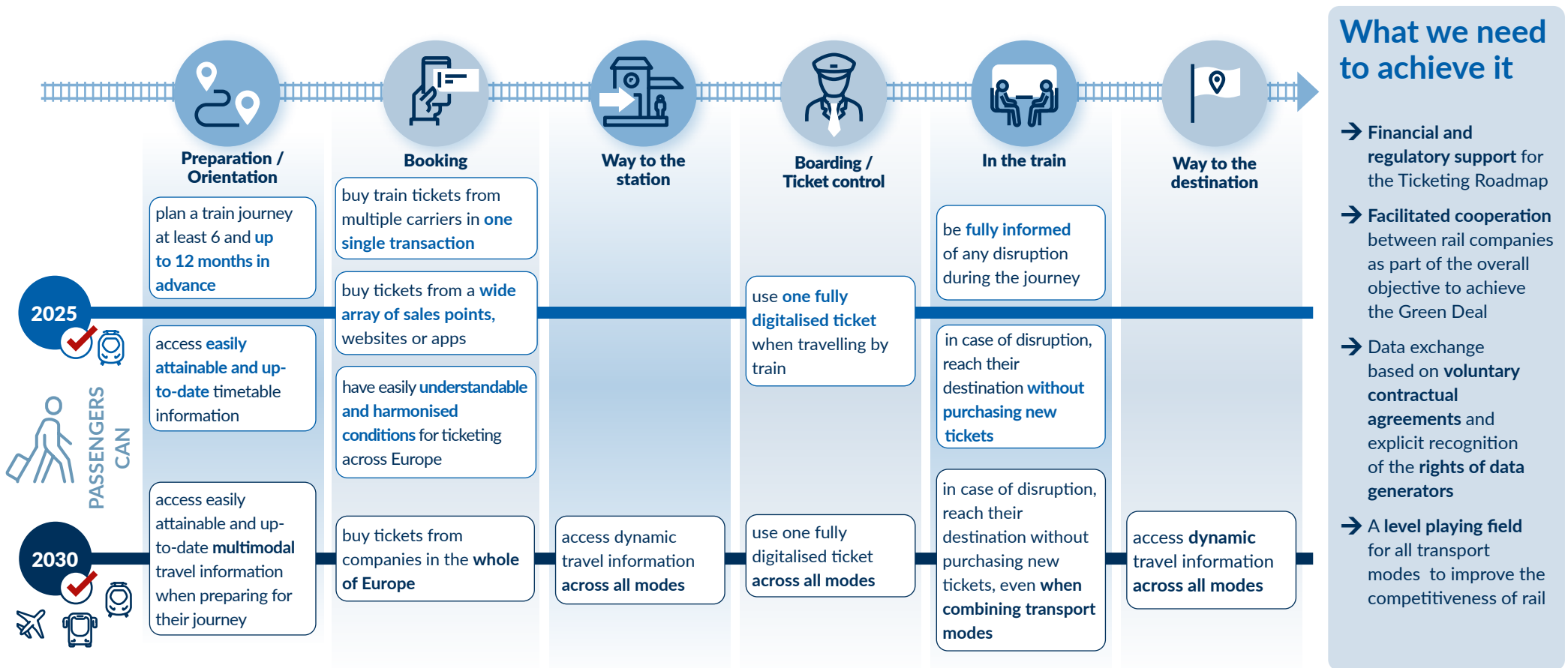


CER Ticketing Roadmap for seamless international passenger rail travel

The vision

In 2021, CER released its Ticketing Roadmap outlining a long-term vision for improving rail ticketing, with goals set for 2025 and 2030. 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 real-time 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



From vision to action

Passengers are starting to see the benefits from the improvements to customer experience brought by rail companies in pursuit of the Ticketing Roadmap's objectives:

- Access to simple, reliable and comprehensive online information regarding timetables, prices and harmonised rules on allowances and category-specific fare conditions for rail transport services, both domestic (urban, regional, long-distance) and international.
- One-stop shop purchases of multi-operator multi-leg journey tickets on single platforms and easy acceptance throughout Europe of tickets issued by different railways and ticket vendors.
- Guidance on onward journey options and passenger rights in case of travel disruption, with Agreement on Journey Continuation seeing more and more signatories, even beyond CER members.

