



EU-wide multimodal travel – new specifications for information services

EPF feedback – 28.06.2023

On 31. May, the European Commission published a [Draft Act](#), amending the MMTIS Delegated Regulation on Multi Modal Travel Information Services (EU) 2017/1926. EPF provided its [feedback](#) on 28. June.

The European Passengers Federation welcomes the revision of the MMTIS Regulation, in that the scope of mandatory data to be shared by transport service providers, infrastructure managers and transport authorities through National Access Points has been extended to include, in addition to static data, also dynamic (real-time) and historic & observed data, notably on delays and cancellations.

Access to data on timetables, but also fares is an essential enabler for creating multimodal integrated information and ticketing systems. Static data is not enough. Real-time data must be available as well. Passengers need timely and practical information should things go wrong during their journey. They need to be informed about disruptions (e.g. delay, cancellation) and the effect this will have on the rest of their trip: either by the operator they are travelling with and/or by the ticket vendor who sold them the ticket. Other travel service providers also need to be informed because it enables them to secure travel connections, if necessary. In addition, informing passengers about delays/cancellations, including their cause (also included in the revised Regulation) should help them be aware of and assert their passenger rights to re-routing or reimbursement, assistance and compensation.

We wish to note that, in order to reach the Sustainable and Smart Mobility Strategy's objective to make multimodal travel a reality, data sharing alone will not solve everything. As foreseen in the Strategy, the MMTIS revision should be complemented by an initiative on multimodal digital mobility services (MDMS), addressing market challenges and enabling seamless multimodal ticketing in a one-stop-shop, while also ensuring better protection of passengers undertaking a multimodal trip, addressed by the Better Protection for Passengers initiative. We urge the European Commission to maintain a high ambition level for both of these other crucial pieces of legislation, equally necessary to make multimodal travel a more reliable, safe and convenient choice for passengers.