

Unlocking Seamless Multimodality in Europe

EU Parliament Lunch Debate

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European Passengers' Federation
12. November 2025



**European
Passengers'
Federation**

**We are the voice of public
transport users in Europe.**

- European association of national and regional passengers' organisations
- 40 member organisations
- 21 countries



Passengers want:

A public transport system that is

- affordable,
- dependable,
- accessible
- sustainable and
- coordinated

with sufficient capacity to get people comfortably to where they want to go at the times they wish to travel, using whichever combination of modes is most efficient overall, in social and environmental as well as economic terms.





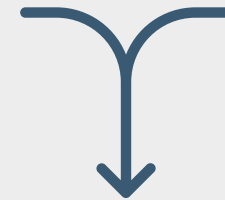
Passengers are confused and frustrated!

How do I book a trip cross-border in the EU?

Why do I see different prices on different websites? How do I get to the cheapest one?

What happens if my train to the airport is delayed?

Is there any bus connection in the airport or station of my arrival or should I take a taxi?



**They might take the easiest solution.
But... Sometimes that's not the most
sustainable!**

Transport is an integrated system

- A seamless European passenger transport system
- Integrated information and ticketing
- Passenger protection
- Overcoming administrative and political boundaries
- Better informed decision making
- A greater focus on end-users

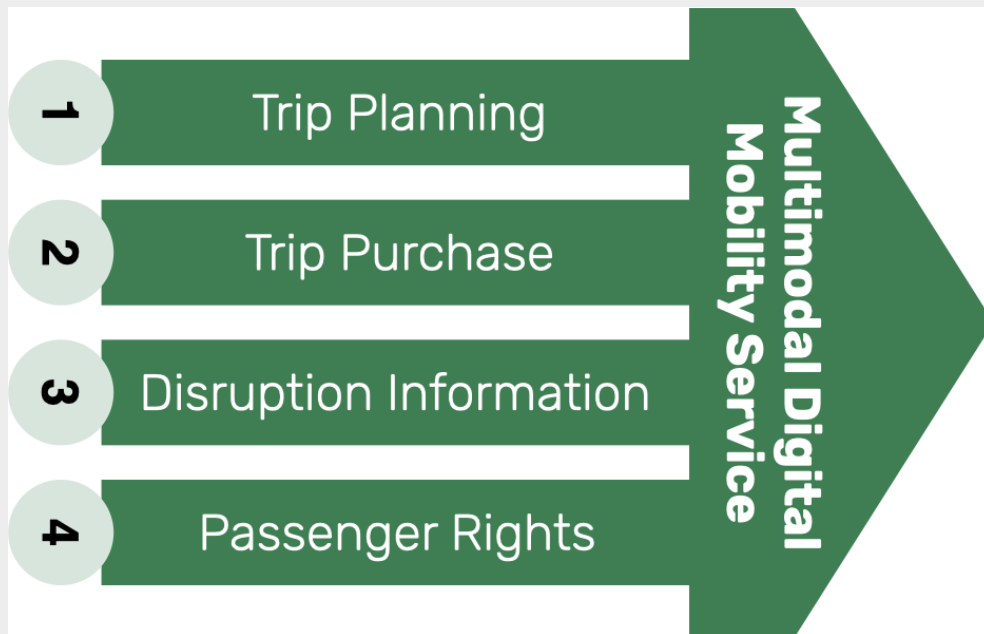
<https://www.epf.eu/wp/epf-priorities-for-eu-action/>



A close-up photograph of a person's hands holding a silver smartphone. The person has bright pink nail polish and is wearing a thin gold ring on their ring finger. The phone is held over a laptop keyboard, which is partially visible. A small blue and silver USB drive is plugged into the laptop's port. The background is a wooden desk and a blurred laptop screen.

Integrated information and ticketing

Simplifying European Ticketing



<https://jonworth.eu/simplifying-european-ticketing-a-chance-for-a-green-transformation-of-public-and-multimodal-transport-in-the-european-union/>

Simplifying European Ticketing

A chance for a green transformation of public and multimodal transport in the European Union



Platform International Rail Passenger Transport

**Better rail connections for Europe's
passengers**

A common agenda

*Progress report following the June 4th 2020 Ministers declaration on
international rail passengers transport*



25 May 2021

An illustrative example of the current limitations for international railway passengers in the EU was given by an anonymous traveler (slightly adapted):

"Last year, I travelled by train from my hometown in the Netherlands to Stresa on the shore of Lago Maggiore in North Italy. A few days later I continued from Stresa to Florence. I travelled back in one day from Florence to my hometown. I had to consult the websites of NS, DB, SBB, FS and Trainline to find the most suitable schedules and the best prices. I discovered that for me a global rail pass would be the best solution. To buy one, I needed yet another website. In the end I paid much less than for a plane ticket. But it took me hours to get the information and book my ticket."

Planning
Gathering of
information

Booking
Buying the
ticket(s)

Ticketing
Issuing the
ticket(s)

Journey
On site
experience

Tracking
Real time
information

Aftersales
Customer
support

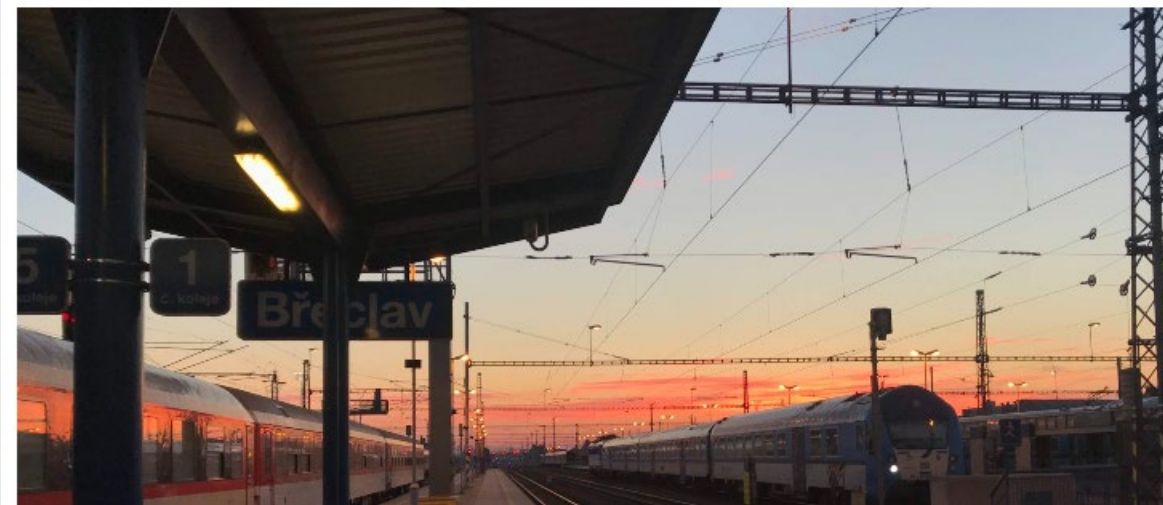


[HOME](#) | [INFRA](#) | [ROLLING STOCK](#) | [NEW LINKS](#) | [POLICY](#) | [ERTMS](#) | [TECH](#) | [DIGITALISATION](#)

INTERVIEW

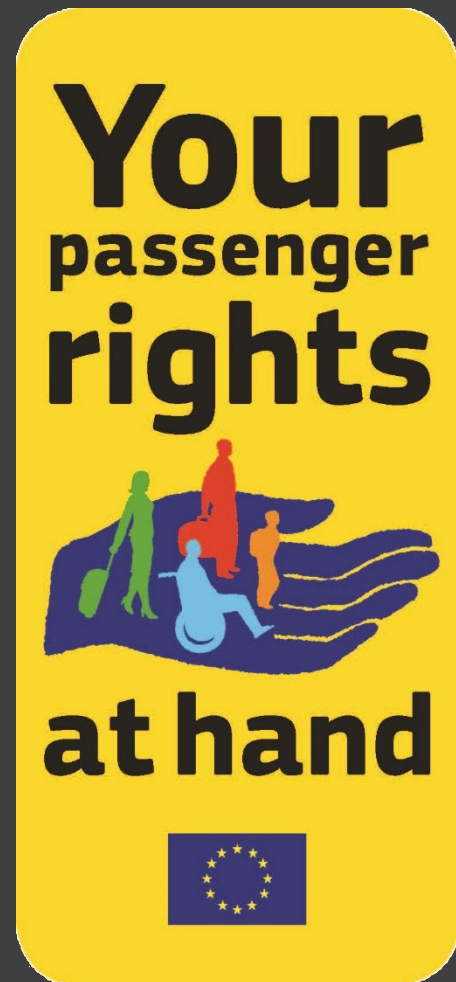
Booking an international train journey fails 10 times more often than a flight, why is it more difficult?

Published on 09-06-2022 at 10:21





**Passenger
protection**







Rail passenger rights

WHAT YOU NEED TO KNOW

Mobility and
Transport

Passenger rights

however you travel

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes



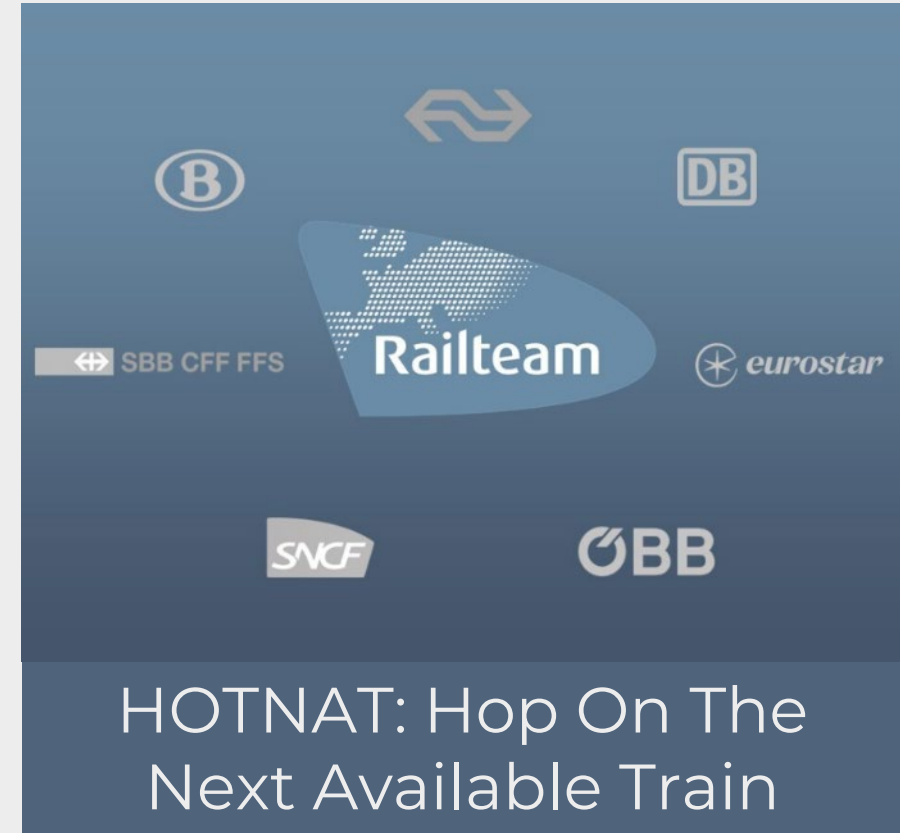



Air passenger rights

WHAT YOU NEED TO KNOW

Mobility and
Transport

Voluntary agreements in rail



Barriers to multimodality





Articulated with modal developments:
TAP-TSI (rail) and
CRS-Code of
Conduct (aviation)

And horizontal developments:
Data Act, Digital
Markets Act, Data
Governance Act,
European Mobility
Data Space

Revision of the
ITS Directive and
MMTIS
Delegated
Regulation

Revision of
the **TEN-T**
Regulation;
**High-speed
rail** Master
Plan

New
proposals
on
Ticketing:
**MDMS -
SDBTR**

Revision of **air & rail**
passenger rights;
enforcement;
multimodal journeys



Revision of
the **TEN-T**
Regulation;
High-speed
rail Master
Plan

https://transport.ec.europa.eu/transport-themes/infrastructure-and-investment/trans-european-transport-network-ten-t_en



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New
proposals
on
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MDMS -
SDBTR



➤ **Access to data**

➤ **Addressing market
challenges**
➤ **Transparency & non-
discrimination**

MDMS & SDBTR: 2 complementary proposals

1. Addressing **Multimodal Digital Mobility Service (MDMS)** platforms (including B2B), in particular governing access for transport operators to distribution channels and fair display of offers
2. Addressing rail transport operators, to facilitate access by intermediaries to transport data and tickets, enhancing the attractiveness of transport proposing a **Single Digital Booking and Ticketing Regulation (SDBTR)**.

“You will prepare a proposal for a **Single Digital Booking and Ticketing Regulation** to ensure that Europeans can buy one single ticket on one single platform and benefit from passenger rights protection for their whole trip”



https://commission.europa.eu/about/organisation/college-commissioners/apostolos-tzitzikostas_en

Better protection for passengers & their rights

Passenger Mobility Package (November '23)

- **Multimodal passenger rights:** welcome as a first step in the right direction; better protection needed for combined multimodal tickets
- **Enforcement/ omnibus:** some improvements but no game-changing new provisions; includes rules on intermediaries (air)

In parallel – ongoing:

- Revision of **Air** Passenger Rights
- Revision of **Rail** Passenger Rights



- **Multimodal journeys**
- **Role of intermediaries**
- **Enforcement**

Desired outcome for passengers

1. Passengers should have access to unbiased, dynamic journey information, enabling informed choices, both when planning and making their journeys;
2. Buying multimodal tickets should be easy, affordable and offer protection in case something goes wrong;
3. In principle, all core passenger rights should also apply to multimodal – and multi-operator – journeys, priorities being:
 - journey continuation guarantee;
 - practical information, advice and support;
 - straightforward and appropriate compensation.



Way forward



- **Address key passenger barriers** in multimodal travel – planning, booking, and disruption management – to deliver a seamless and reliable journey experience
- **Address key market barriers** – through Regulation, supported by R&I – to facilitate interoperability, incentivise cooperation, and safeguard passenger protection



Thank you!

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