

European travellers report positive experience with rail & multimodal bookings

A new Eurobarometer survey has revealed that the majority of European citizens have a positive experience when booking rail and multimodal journeys. The survey, commissioned by the European Commission's Directorate-General for Mobility and Transport, highlights the consistent improvement in satisfaction with rail booking and ticketing over recent years, confirming the findings of a previous Eurobarometer survey on rail ticketing. The Community of European Railway and Infrastructure Companies (CER) commends the progress made in enhancing the booking and ticketing experience while recognising that there is still room for improvement. European rail operators remain committed to making rail ticketing more seamless for all passengers across Europe, as outlined in the [CER Ticketing Roadmap](#).

Key factors such as price, travel time, comfort, and direct connections remain crucial in encouraging more passengers to choose sustainable travel for long distances. To achieve this, an ambitious European High-Speed Rail Master Plan, adequate financing, and a level playing field among transport modes are more important than ever.

The survey shows that whether travelling only by train or booking more complex journeys, such as combined rail-air travel, European citizens report a positive booking experience.

Key Findings of the Eurobarometer study:

Rail Journey Bookings:

- 73% of European citizens surveyed who had attempted to book two or more connecting trains with different train operators found the process to be easy.
- Among those who do not book combined connecting trains, only 9% stated that the main reason was not being able to buy all tickets in one place.

Multimodal Journey Bookings:

- 61% of travellers surveyed find it easy to book multimodal journeys (combining different collective transport modes).
- Among those who do not book multimodal journeys, only 5% stated that the main reason was not being able to buy all the necessary tickets in one place.

CER hopes that these results will provide a solid foundation for enhancing multimodal ticketing, leading to a comprehensive framework that encompasses all modes of transport while carefully considering regulatory obligations. The situation is evidently improving, and drastic changes to commercial relationships could impede this progress.

CER Executive Director Alberto Mazzola said: *"We commend the significant progress made in enhancing the booking and ticketing experience. European rail operators remain dedicated to making rail ticketing more seamless for all passengers across Europe."*

Ticketing encompasses not only the purchase of the right solution but also access to accurate information, sufficient customer care, and passenger rights, including journey continuation. The CER Ticketing Roadmap addresses all aspects of the passenger experience, and its full and timely implementation is an absolute priority for CER members”.

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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 Twitter [@CER_railways](https://twitter.com/CER_railways) or [LinkedIn](https://www.linkedin.com/company/cer).