Report

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CER Ticketing Roadmap – 7th Implementation Monitoring Report Autumn 2025

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1. Summary

Highlights:

- The CEOs of the CER member railways re-confirm their commitment to improving the passenger experience across the Single European Railway Area.
- The CER Ticketing Roadmap ("Roadmap") constitutes the framework in which such improvements are coming to fruition. The Roadmap embraces key action steps. The end of 2025 constituted a first major set of milestones.
- To gauge implementation progress and to identify areas that need special attention, the CER passenger railways that operate in the EU and Switzerland are being surveyed regularly in a structured manner.
- The report at hand presents a synthesis of the seventh progress report, summarising the Roadmap implementation status as per autumn 2025.
- Significant passenger improvements have already been delivered, for instance:
    - Wider availability of multi-operators tickets booked in a single transaction
    - Improved cross-border booking
    - More consistent pre- and on-journey information
    - Better transparency of conditions of carriage
    - Broader mutual recognition of digital tickets
    - Stronger customer care during disruptions
- To this end, there has been a clear shift from conceptual alignment to operational delivery by the railways individually and as a community:
    - Multilateral solutions, notably the Open Sales and Distribution Model (OSDM) and eTCD, are fully available. Individual implementation by the railways has gained additional traction.
    - Ticketing embedded in core IT and commercial roadmaps
    - Deeper railway-to-railway cooperation and between railways and third parties such as ticket vendors
    - A custom-built new real-time information exchange platform is operational, allowing railways to provide consistent real-time journey information across their partner services in the Single European Railway Area in stepwise manner.
- A work programme for the Roadmap`s second phase (2026-2030) – strengthening rail in the multimodal context and improving the rail passengers' experience in multimodal journeys – has been developed and will be rolled out from the beginning of 2026.

CER Ticketing Roadmap – Implementation Status and Way Forward

The Ticketing Roadmap ("Roadmap") is a high-priority initiative of the CER members. It was launched by the member railways in late 2021 and has since been high on their top management's 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. 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.

What began as a complex, multi-stakeholder transformation has produced tangible, customer-facing results while establishing the Roadmap as the sector's primary delivery and coordination framework. Results, by autumn 2025, include:

- wider availability of multi-operators tickets booked in a single transaction,
- improved cross-border booking capabilities,
- more consistent timetable and real-time information provision pre- and on-journey,
- harmonisation and improved transparency of some critical conditions of carriage,
- better customer care during disruptions and major delays,
- increased mutual recognition of digital tickets in multi-carrier journeys,
- several implementations of OSDM that would have seemed aspirational only a few years ago.

These results demonstrate three core points: (i) coordinated industry action delivers measurable passenger benefits, (ii) the Roadmap provides a credible implementation pathway aligned with operational realities, and (iii) regulatory stability is essential to allow delivery to continue at scale. The outcomes above are the result of sustained top-level attention, dedicated expert teams, and continued investment — confirming that seamless ticketing is a core competitiveness factor for rail in a multimodal market, not a peripheral ambition.

Good progress under challenging conditions

This seventh Implementation Monitoring Report confirms that delivery has continued despite a demanding external environment influenced by regulatory uncertainties and economic constraints. Importantly, most member railways have transitioned from conceptual alignment to operational delivery, embedding Roadmap actions into core IT roadmaps and project portfolios. Cooperation among railways, while in full respect of competition law, to deliver multilateral solutions has deepened; technical standards – most notably the Open Sales and Distribution Model (OSDM) – are being applied more widely; and the gap between policy intent and passenger experience is narrowing significantly.

To appraise implementation progress and to identify areas that need additional attention, the CER passenger railways have so far been surveyed twice a year. Results were regularly presented to the CEOs at the CER General Assemblies. Given the proximity of the first key milestones at the end of 2025, no separate survey was conducted in autumn 2025. This decision avoided producing an unstable snapshot at a moment when multiple implementations were nearing delivery. The assessment is therefore based on structured monitoring, bilateral exchanges, and evidence from live or near-live implementations.

The report at hand and its recommendations were endorsed by the CER General Assembly on 3 February 2026. 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.

A further survey, like the ones undertaken bi-annually between spring 2022 and spring 2025, will be conducted soon, providing a snapshot as of end-December 2025 and identifying remaining gaps and measures to close them. The results of that survey will be presented in the course of this year.

Where gaps remain

Implementation progress is uneven across the railways. This reflects differences in legacy systems, resource constraints, regulatory insecurities and implementation sequencing rather than a lack of commitment. Some areas have advanced less swiftly than envisaged in 2021, particularly where complexity, legacy systems, or resource shortages have somewhat delayed execution.

The gaps do not undermine the Roadmap's value, but they sharpen the strategic importance of the final implementation phase, which typically requires sustained execution discipline. Rather, the progress achieved to date demonstrates what coordinated industry action can deliver. The energy that has brought the sector this far will be maintained – and reinforced – to fully realise the Roadmap's objectives.

Strategic value and policy relevance

Beyond its operational impact, the CER Ticketing Roadmap has increasingly proven its strategic value as a common reference point in dialogue with European institutions and other stakeholders. It demonstrates clearly that European railways are not passive recipients of regulation, but active architects of a customer-oriented, interoperable and efficient ticketing ecosystem.

The Roadmap translates policy objectives - discoverability, transparency, interoperability, and passenger protection - into implementable pathways grounded in operational reality.

By translating policy objectives into realistic implementation pathways, the Roadmap has helped focus on concrete deliverables, timelines, and dependencies. This clarity has helped demonstrate where rail is already delivering, where complexity requires phased implementation and support, and where regulatory stability is essential for investments to materialise. This positioning was reinforced when OSDM was recently recognised and quoted in the revised Telematics TSI.

Equally important, the Roadmap has fostered a shared understanding of responsibility and proportionality. By making interdependencies between IT systems, commercial agreements, and passenger information visible, it provides a factual basis for constructive engagement on what can be delivered, by whom, and by when. This supports a balanced and informed policy debate. One that recognises both ambition and practical constraints.

Maintaining alignment with the Roadmap is therefore not merely an internal coordination exercise within the sector. It is a strategic investment in the trust of stakeholders.

Appeal to railways to catch up

The Roadmap remains the common reference framework for all CER member railways, irrespective of individual implementation timelines. Companies that were unable to meet specific milestones to date are expected to continue implementation with the highest possible priority and to deliver as soon as feasible. Delays neither remove the obligation to implement nor diminish the Roadmap's strategic importance for the sector as a whole.

Timely follow-up by latecomers is essential to preserve coherence and credibility. Latecomers are therefore called upon to maintain dedicated resources, keep ticketing firmly on management agendas, and align internal roadmaps with the Roadmap without delay. The Ticketing Task Force will continue to monitor progress, provide guidance, and offer a platform for sharing experience and best practice.

Railways that have so far only participated inconsistently in the implementation of the Roadmap are strongly encouraged to actively join the collective effort. The Roadmap is designed as a shared framework, and its effectiveness increases with each additional

participant and implementation. Full participation enables faster convergence, shared learning, and more efficient use of resources. Joining the Roadmap work at this stage is not a sign of lagging ambition, but a practical step to align with solutions that are already delivering and shaping the future of European rail ticketing. Delivering late is preferable to not delivering at all.

Next phase (2030)

The Ticketing Task Force and the CER Communication Team are preparing a targeted communication initiative to present the sector-led achievements to date and the progress for passengers achieved so far.

Looking ahead, strengthening rail's position in the multimodal context forms the core of the Roadmap's next phase. For the 2026–2030 period, the Ticketing Task Force, in close cooperation with UIC, has defined a work programme supported by a dedicated Implementation Handbook. This handbook explains how the 2030 actions will be delivered in practice, building directly on the 2025 foundations. It clarifies roles and responsibilities, describes the status at end-2025, sets out required internal and external activities, defines milestones, and identifies open points and risks.

No new governance structures are created. Implementation will continue within existing sector frameworks. While the actions are multimodal in nature, accountability remains with the railway undertakings.

Implementation progress reporting and further presentation of the 2030 milestones will be done on a regular basis, starting from the second half of 2026.

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.

Important milestones 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 API**[1] 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

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.

Therefore, targeted actions with a focus on multimodality have been added to the work programme, with the work starting at the beginning of 2026:

#	**Action** (Focus: implementation by 2030)
9	Multimodal **journey planning**
10	Pan-European roll-out of **OSDM-online**
11	Multimodal **ticketing**
12	Multimodal **travel information**
13	Better **support** during disruptions and delays (multimodal journeys)

See Chapter 6. for a more exhaustive description of Actions 9 to 13.

To make the 2030 goals a reality, the CER Ticketing Task Force[2] has published a sector Implementation Handbook for these actions, too. In addition, suitable governance structures have been set up. The actions draw on already established sector working bodies, notably at UIC and CIT. The Roadmap remains a key part in these sector associations' work programmes.

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 seventh such report. The key findings and recommendations were presented in detail to, and endorsed by, the General Assembly on 3 February 2026. It was produced for a broader audience such as the European institutions.

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

3. Achievements to Date – Passenger Journey Perspective

To highlight benefits from a customer point of view, the Roadmap's technical actions are translated below into plain-language stages of the passenger journey.

The majority of CER members now meet most of the eight 2025 Roadmap actions. Several implementations extend beyond 2025, notably for key technical enablers such as OSDM. This does not, however, diminish what has already been delivered. Since the launch of the Ticketing Roadmap, material, customer-facing improvements have been achieved across the full passenger journey within the Single European Railway Area:

1) Pre-Journey: Confidence Before the First Click

Roadmap aspiration: Enable passengers to plan with certainty and trust rail as a reliable, bookable option from the outset for their travel plans.

Achievements:

- Greater journey visibility: Broader availability of timetable information across operators and borders has reduced the need for parallel searches and manual comparisons.
- More bookable end-to-end journeys: Expanded multi-operators tickets booked in a single transaction or through-tickets and coordinated offers, lowering uncertainty when planning complex itineraries.
- Large CER members alone, for example DB, are now adding several thousand additional destinations Europe-wide, materially expanding discoverability.
- Improved transparency: Clearer presentation of fares, reservation requirements, and ticket conditions, enabling informed choices earlier in the journey.

2) Booking & Ticket Purchase: From Fragmentation to Flow

Roadmap aspiration: Turn planning intent into a smooth, predictable and easy transaction.

Achievements:

- Wider access to sales channels: Increased interoperability between sales systems has expanded access to tickets via multiple trusted channels, while booking logic for availability, reservations, and fare combinations has become more consistent.
- More consistent booking logic: Improved handling of reservations, availability, and fare combinations across operators.
- Reduced friction at purchase: Progress towards fewer manual workarounds and clearer confirmation of what has been bought and under which conditions.
- With the 2026 timetable, the majority of CER members now offer booking horizons of six months or more, at least outside of the annual timetable change period, with several extending to twelve months.

3) Pre-Departure & Day-of-Travel: Clarity and Guidance When It Matters Most

Roadmap aspiration: Keep passengers informed, prepared, and reassured as departure approaches.

Achievements:

- More reliable real-time information: Improved, if still to be completed, alignment between timetable, operational, and passenger information systems based on a new UIC data exchange standard and platform that is ready to be deployed.
- Earlier visibility of changes: More timely communication of delays or disruptions before departure, as part of the push to improve real-time information on cross-border journeys.
- Clearer guidance on next steps: More consistent information on passenger rights and continuation options when plans are disrupted.

4) On-Journey & Transfers: Continuity Across Borders and Operators

Roadmap aspiration: Ensure the journey works as one experience, not a sequence of disconnected segments.

Achievements:

- Improved connection handling: Better coordination of information during transfers, particularly on cross-border and multi-operator journeys.
- More consistent ticket acceptance: Progress towards smoother recognition of tickets across trains and networks.
- Stronger frontline support: Improved access for staff to journey and ticket information needed to assist passengers in real time.

5) Disruptions & Major Delays: Support When Expectations Are not Met

Roadmap aspiration: Demonstrate reliability and care when things do not go to plan.

Achievements:

- Clearer rebooking and rerouting options: Improved passenger information throughout the journey.
- More coherent assistance frameworks: Better alignment of operational responses, information provision, and customer care across operators.
- Concrete institutional progress: Participation in the Agreement on Journey Continuation (AJC) has expanded by 8 Railway Undertakings to now 23.
- AJC coverage now exceeds 90% of European passenger traffic, including beyond CER membership, embedding cooperative disruption handling as a sector norm.

These improvements are not incidental. They are the direct result of sustained leadership attention, cooperation, and targeted investment under the CER Ticketing Roadmap.

Consequently, cross-border rail travel can already be planned today with a materially higher level of confidence. This underpins a clear message: Discoverability, transparency, and customer usability are being delivered through coordinated industry action, without the need for prescriptive regulatory intervention.

Railways are investing in scalable, interoperable solutions that expand consumer choice while preserving commercial autonomy. The Roadmap also goes beyond distribution by addressing operational credibility, reinforcing the perception of rail as a reliable mode even when disruptions occur.

Taken together, these results strengthen the Roadmap's role as evidence that structured industry coordination can outperform fragmented regulatory fixes, both in delivery speed and in customer outcomes.

The mapping above makes one point unmistakably clear: Customer improvements and Roadmap delivery are two sides of the same coin. Where milestones are met, passengers experience tangible benefits. Where milestones lag, the passenger experience, and the sector's policy credibility, remains exposed.

Maintaining momentum against the CER Ticketing Roadmap is therefore not a compliance exercise. It is a strategic necessity for positioning the CER member railways as credible system leaders in Europe's mobility transformation.

Note on quantification

While achievements are already visible in practice, a structured quantification of their cumulative impact is being prepared as a next monitoring step to further substantiate delivery in an evidence-based manner.

Areas where special attention is needed

The Ticketing Task Force has identified several areas that require additional attention by the RUs.

- Real-time information exchange between member railways

  This is a key pillar of the Ticketing Roadmap, essential to meeting passenger expectations for seamless travel within the Single European Railway Area. Thanks to new technology developed under the auspices the UIC, a shared IT platform[3] is now ready for testing. While technical, funding, and governance hurdles have been overcome, RUs now need to connect. CER members are urged to integrate partners' real-time feeds into their own passenger information channels.

- Booking horizon

  Booking horizons have been historically limited to a few months in advance, due to the role of timetables and maintenance planning in providing RUs with certainty over their services' timing. Action 2 of the Ticketing Roadmap aims at extending the booking horizons to at least 6 months and ideally 12 months, in line with customers' travel planning timelines. By 2025, most RUs have fulfilled this action - at least the 180 days target and least outside of the annual timetable change period - or were about to make it operational by the end of 2025, respectively. Additional features of this Action include an "uncertain timetable" feature, i.e. the indication in journey planners that longer-term timetables may be subject to changes and the ability to contact the customer if the timetable changes after the sales moment.

- OSDM

  Over recent years, CER members, UIC and Ticket Vendors (gathered in the EU Travel Tech association) and retailers have invested heavily in developing the OSDM standard. Based on collaborative tools already in use between operators, OSDM replaces proprietary interfaces and supports all types of long-distance rail products across Europe, making it easier for distributors to build and offer comprehensive rail portfolios, but also multimodality.

  Achieving interoperability between local and long-distance systems is a shared objective, but it requires understanding of the differences between standards and

[3] Real-Time Data Exchange platform (RTMDE)

working towards solutions that benefit all stakeholders. The Telematics TSI as approved by the RISC in November 2025 preserves the specific requirements of the sector and the sector's investments into OSDM. OSDM has been granted the appropriate relevance in the market as one solution to satisfy data interoperability requirements. This is very welcome news and by implementing OSDM across the CER constituency CER members can demonstrate their ability to meet regulatory requirements.

4. Recommendations to CER Member Railways

CER member railways are advised to

- ensure their implementation activities stay on track, i.e. to implement the Roadmap according to their timeline and quality commitments,
- deliver delayed implementation packages as a matter of urgency,
- 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 in case unavoidable delays have emerged.

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).

5. Concerted Effort with Stakeholders

As highlighted in previous reports, there are multiple dependencies on third parties related to specific Roadmap actions.

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.

6. Work Programme 2030

An Implementation Handbook has been developed in close collaboration of the Ticketing Task Force and the UIC Multimodal Working Group. The Handbook explains how the actions of the CER Ticketing Roadmap 2030 will be delivered in practice by the railways. Focus of the work will be on enabling multimodal sales and initiatives that support selling rail as part of a multimodal journey. To what extent railways want to sell multimodal service offerings themselves is out of scope and remains up to the railways' discretion.

The 2030 work programme builds directly on the 2025 actions. The Handbook clarifies roles and responsibilities, describes the implementation status at the end of 2025, defines the internal and external activities required, identifies key milestones, and highlights open points and risks for each action.

The Roadmap does not establish new governance structures. Each action is implemented within existing governance bodies, primarily under the UIC and CIT frameworks. While many actions are multimodal in nature, the Roadmap remains focused on the scope and responsibilities of CER member RUs. The aim is to have solutions at hand that facilitate multimodal travel. Cooperation with third parties and other transport modes is encouraged. However, business decisions and implementation accountability remain with the RUs.

The development of technical and legal frameworks is carried out within established action-specific governance bodies, including the UIC Passenger Services Group, the MERITS Steering Board, the OSDM Executive Committee, and the CIT CIV Working Group. For each action, designated Action Owners ensure coordination between the Roadmap and the relevant governance bodies.

The 2030 actions address key elements of the passenger journey and ticketing ecosystem and fall into the following packages:

Action 9[4], Multimodal Journey Planning, aims to ensure that passengers receive accurate and up-to-date multimodal timetable information across all channels when planning their journeys. By the end of 2025, rail timetable quality in MERITS has improved significantly through higher upload frequencies, and the database is gradually being enriched with data from other transport modes, although coverage remains partial and journey planners across Europe still deliver inconsistent multimodal outputs. Important

[4] The numbering scheme is continued from the 2025 actions.

groundwork has been laid through TSGA[5] reference data harmonisation and rail–air data mapping. Implementation priorities include

- Strengthening MERITS as the core rail timetable source for multimodal use in formats such as EDIFACT, GTFS and NeTEx (Transmodel);
- Encouraging RUs to consume and display multimodal data in their journey planners;
- Publishing harmonised multimodal minimum connection time guidelines;
- Expanding engagement with National Access Points (NAPs), pilots and third-party users.

A gap analysis is planned for mid-2026, domestic multimodal data integration is expected between 2027 and 2028, and MCT guidelines are to be published by the end of 2028. Key risks relate to data ownership, consistency across planners and the positioning of MERITS vis-à-vis NAPs and aggregators.

Action 10 focuses on the **pan-European roll-out of OSDM-Online**, with the objective of enabling passengers to access a broader range of domestic and international ticket offers via their preferred sales channels across Europe. By the end of 2025, OSDM implementation progressed among major RUs and vendors. The regulatory environment remains challenging due to parallel developments under the MDMS[6] framework and SDBTR[7], and the confluence of OSDM in the CEN-CENELEC standardisation work, including the OSDM-backward compatible "EUDIT".

Key steps include full OSDM deployment across CER members, ensuring compatibility with other transport modes such as air and urban mobility, and actively influencing regulation and standardisation to avoid conflicting standards or double investments.

Milestones foresee full CER coverage by the end of 2028, and continued safeguarding of OSDM against incompatible standards through 2030. Regulatory divergence and costly parallel integrations remain the principal risks.

Action 11, Multimodal Ticketing, aims to allow passengers to use a single digital ticket across multiple modes of transport. By the end of 2025, several key tools are already available[8].

Implementation priorities include

- Rolling out eTCD in a fully operational multimodal model,
- Supporting and implementing a single European barcode standard while ensuring gate and control compatibility, enabling multimodal ticket creation involving multiple issuers,
- developing solutions for modes that cannot rely on barcodes, such as NFC[9] or app-based validation.

By 2030, governance for multi-issuer tickets within eTCD is expected to be clarified, and support for the EU multimodal barcode is to be ensured once approved. Risks include an over-emphasis on the "one ticket" concept at the expense of customer experience and technological mismatches across transport modes.

[5] TAP TSI Services Governance Association AISBL (https://tsga.eu/)
[6] Multimodal Digital Mobility Services
[7] Single Digital Booking and Ticketing Regulation
[8] Notably eTCD, OMMT, FCB and DOSIPAS
[9] Near Field Communication

Action 12 addresses **Multimodal Travel Information in real time**, with the objective of ensuring that passengers receive accurate real-time information, including clear guidance during disruptions. By the end of 2025, the UIC Real-Time Data Exchange platform (RTMDE) is technically available and supports multiple standards. Initial air-rail cooperation, including with SkyTeam and the Lufthansa Group. Key steps include rolling out RTMDE across RUs, defining a sustainable business model for sharing real-time data with third parties, assessing the costs and benefits of consuming real-time data from other modes, and deepening cooperation with IATA, UITP and multimodal pilot projects. Open points remain around incentives for railways, data responsibility and the overall cost-benefit balance.

Action 13 focuses on **better support during disruptions and delays**, aiming to enable passengers to rebook or continue their journey easily with valid tickets and reservations. By the end of 2025, foundational tools are in place, including eTCD delay annotation, OSDM booking APIs, RTMDE and the Agreement on Journey Continuation (AJC), although some elements remain partially paper based. Implementation priorities include fully digitalising delay confirmation and annotation for NRT and IRT tickets, using notifications and OSDM APIs to enable proactive rebooking, and coordinating with other modes, notably air, to align disruption handling. From 2026 onwards, a joint task force involving UIC, CIT and volunteer RUs will support progressive roll-out of digital delay confirmation reading.

Overall, the work programme presents a credible and phased pathway towards enabling seamless European multimodal travel by 2030. Its success depends on

- Delivery of the 2025 foundations (remaining tasks),
- Sustained commitment by RUs,
- Disciplined governance, and
- Careful alignment with evolving EU regulation and standardisation.
- The willingness of other modes to form a wholesome multimodal travel system.

The central challenge remains to balance technical ambition with customer-centric outcomes, ensuring that interoperability translates into simpler journeys and more effective support for passengers. To this end, the 2030 work programme is also dependent on other modes and the standardisation work, for instance, undertaken there.

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 or LinkedIn.
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