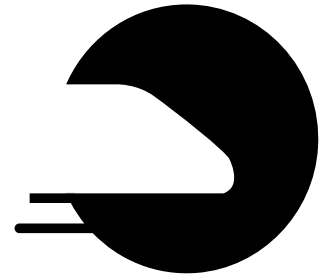


# Fact sheet 2: Integrated Train Ticketing for Consumers' Rights

---



The utter impossibility to book a rail ticket across Europe at a one-stop-shop online impedes European consumers' rights. This is a significant issue for rail passengers that can be sorted out via a dedicated EU Regulation to comprise transparency of data of all EU operators and guarantees for the passengers' consumer rights. A rail ticketing regulation at EU level imposes itself.

## Why is it important:

To get people into trains, booking a train ticket needs to become as easy as booking a flight!

## What is the challenge?

It is currently not possible to book an international rail ticket from Frankfurt to Bilbao at a 'one stop' online. This is the case for many international connections that involve more than one operator. There is also no single website that shows all available train connections in Europe.

Integrating information from different rail operators is technically possible but many rail operators do not share the necessary data and ticket selling rights, and do not sell through-tickets, despite the sector's promises to address this problem already many years ago.

If a passenger is buying a combined ticket sold by a railway undertaking or its 100% subsidiaries, they will benefit from passenger rights for the whole journey. Currently, rail operators tend to sell tickets only for segments of a journey. This allows operators to bypass obligations relating to compensation, re-routing and assistance. Affiliated undertakings must be 100% owned by the parent company to be subject to such obligation. In fact, this excludes many connected tickets that imply combined journeys. Passengers need to be protected for their whole journey despite the type of train or the number of railway operators.

European law obliges transport operators to **share only some basic data**, such as static travel and traffic data, with other rail carriers

or independent ticket vendors . The regulation does not cover fare data, and also leaves it open to member states to require dynamic travel and traffic data (e.g. information on platform numbers and changes, accurate seat plans, real-time delays and cancellations, predicted arrival time). These data are critical for a seamless journey and for passengers to be able to find alternative connections in case of disruptions.

In addition to the lack of data sharing, each rail operator has built its own website for selling its tickets but often **without interfaces** that would allow for connecting to other operators' systems. Unfortunately, the trend is going in the wrong direction.

**Independent ticket vendors** that try to specialise on this international market can only sell tickets that the rail operators give them access to, and need to enter into bilateral commercial agreements with every single railway operator. Incumbent rail carriers are usually obliged to give basic access to ticket data due to competition law, but not to all relevant data. For example, they might only agree to provide access to standard fare (tickets) but not to reduced fares (offers, corporate fares, vouchers) or railcards. This makes it difficult or impossible for independent ticket vendors to assemble their own products.

## What could be a solution?

The solution lies in a rail ticketing regulation that enables passengers to search and book rail tickets across Europe with one click, up to 9-12 months in advance, under the protection of passenger rights for the entire trip.

## Which upcoming policy processes to watch out for

- Intelligent Transport Systems (ITS) Directive
- Regulation 2021/782 of the Parliament and of the Council on rail passengers' rights and obligations (recast)
- Commission Delegated Regulation (EU) 2017/1926 of 31 May 2017 supplementing Directive 2010/40/EU of the European Parliament and of the Council with regard to the provision of EU-wide multimodal travel information services

---

<sup>1</sup> 1926/2017 Delegated Regulation of the Intelligent Transport Systems (ITS) Directive