




Multimodal Digital Mobility Service and Single Digital Booking and Ticketing Regulations

European University Institute

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*Cross-border train travel is still too difficult for many citizens. People should be able to **use open booking systems** to purchase trans-European **journeys with several providers**, without losing their right to reimbursement or compensatory travel.*

*To this end we will propose [legislation] to **ensure that Europeans can buy one single ticket on one single platform and get passengers' rights for their whole trip.***

*Ursula von der Leyen – European Commission President
Political Guidelines 2024-2029*

Key figures

76%

of EU citizens
book tickets
online



Environmental impact of travel



78%

consider the environmental impact of travel
important

BUT



21%

currently adjust their behaviour
accordingly

Key figures – part 2



Share of EU citizens finding it difficult to book journeys combining....

36%

Different collective transport modes



35%

Different transport operators



25%

Different rail operators



Reasons preventing customers from booking journeys online when needed



17%

Did not find a suitable combination



5%

Did not know where to search



5%

Could not buy the tickets needed in one place



7%

Did not know it was possible



Reasons preventing customers from booking rail journeys online when needed



23%

Did not find a suitable combination



11%

Did not know where to search



9%

Could not buy the tickets needed in one place



10%

Did not know it was possible



Multimodal Digital Mobility Services (MDMS) Regulation



Objective

Foster the deployment and use of B2B and B2C MDMS to facilitate sustainable door-to-door multimodal passenger mobility.



How?

MDMS Code of Conduct :

- **Cooperation** between service providers and transport operators;
- **Neutral information** from platforms to end users and public transport authorities.

Single Digital Booking and Ticketing Regulation (SDBTR)



Objective

Increase the **range of rail ticket options available to the public** when purchasing through MDMS platforms.



How?

Rules on rail operators entering into commercial agreements with requesting MDMS service providers to enable the sale of their tickets.



Scope

Rail operators offering **domestic or cross-border** rail passenger services.

MDMS & SDBTR: Common policy measures to all policy options

B2C & B2B MDMS must:

Integrate requesting operators

Respect neutral display of offers

Feedback marketing data to operators

Fairly process data from operators

Fairly treat subscribers

Display GHG emissions

Additional measures

Appointment of a national enforcement body

Repeal no longer relevant provisions from the CRS Code of Conduct

Thank you

MDMS/SDBTR:

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