

High-Level Passenger Meeting

6 OCTOBER 2022

RESOLUTION OF HLPM 2022

1. The participants of the High-Level Passenger Meeting 2022¹, believe that smart digital ticketing and information solutions will facilitate access to the European railway system for customers and will increase the attractiveness of rail as transport mode.
2. The participants, commit to further improve the passenger experience when planning and booking international rail tickets. They confirm their commitment working together with CER, UIC and CIT, for the implementation of the CER Ticketing Roadmap for seamless international passenger rail travel and its milestones. In 2025 Passengers will have a seamless user experience when searching, selecting, buying and using rail services through:
 - a. access to simple, reliable and comprehensive online / real time information regarding timetables and sales offers for (rail) transport services, both domestic (urban, regional, long-distance) and international, through the implementation of harmonized sector-driven technical solutions.
 - b. access to buying international train tickets from six months up to one year ahead from multiple carriers in one through ticket, allowing seamless international rail journeys.
 - c. easy acceptance throughout Europe of tickets issued by different railways and ticket vendors.
 - d. access to digitalized services to support passengers in case of delays and disruptions, such as the CIT Agreement for Journey Continuation, assistance on how to best continue to their destination, and guidance on passenger rights.
3. Ensuring a seamless user experience for international passenger rail travel is a fundamental step towards the modal shift needed to achieve the sustainability goals set by the European Green Deal. To this end, sector-driven solutions, based on the Open Sales and Distribution Model² (OSDM) have been developed to simplify international ticketing and distribution, harmonizing tariff and timetable information exchange and allowing a full ticket digitalisation. It is also worth pointing out, The European railways are also already delivering with 15 being members of CIT Agreement on Journey Continuation, ensuring passengers reach their destination despite disruptions.
4. In order to enhance international rail ticketing, the participants ask the European Commission to take all the necessary steps to support through an adequate regulatory framework the smooth implementation of such solutions including the integration of OSDM in the TAP-TSI Regulation (Telematics Applications for Passengers – Technical Specification for

¹ The the High-Level Passenger Meeting is an annual event, organised jointly by CER and UIC, aimed at European Passenger CEOs to discuss strategic topics relating to challenges faced by the railways.

² OSDM is the European-wide industry standard for ticket sales, reservations and price distribution, a project jointly managed by UIC, railway companies and ticket vendors involved in EU travel technology, and ECTAA associations.

Interoperability) which publication cannot reasonably be delayed beyond 2022 without putting at risk ongoing investment of the sector fulfilment its commitment to deploy corresponding ticketing aspects by 2025. This would help in securing and speeding up the implementation of OSDM within the sector, to which CER, UIC, CIT and their members have committed to and are already hard working on.

Adopted at the High-Level Passenger Meeting in Prague on October 6th, 2022.