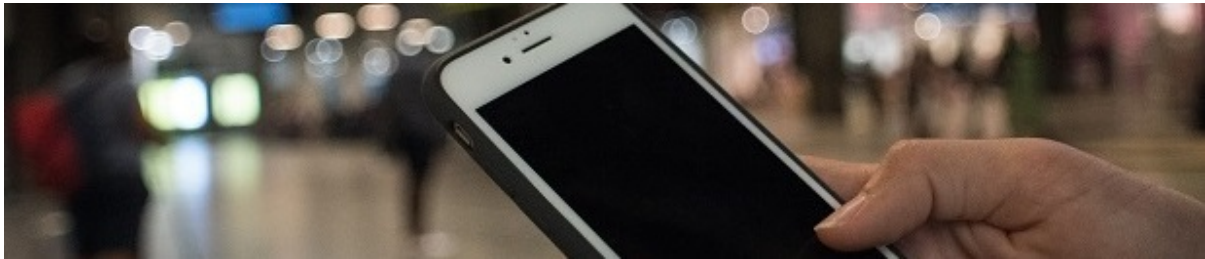# Multimodal digital mobility services

Fields marked with * are mandatory.



## Introduction

**Multimodal digital mobility services (open public consultation)**
Planning and buying tickets for journeys combining different operators or means of transport is often facing barriers in terms of lacking information and limited options, especially when travelling cross-border. Multimodal digital mobility services, such as route-planners or ticket vendors, help to compare different travel options, choices and prices, and in some cases facilitate the purchase of mobility products.

The goal of the public consultation on multimodal digital mobility services (MDMS) is to allow the general public and all stakeholders to express their views in a structured way on the current state of play and needs for additional policy action at European level. The consultation helps to better understand the concerns of EU travellers as regards information and ticketing applications and whether further EU action is necessary in this field to ensure a smooth use when travelling, particularly across borders.

The Commission announced an initiative on multimodal digital mobility services in the Sustainable and Smart Mobility Strategy (Action 37). Such an initiative would also support a shift towards the most sustainable transport modes. Further discussions will be held through targeted consultations and via a new expert group (European Forum on Multimodal Passenger Mobility).

## About you

*Language of my contribution
- Bulgarian
- Croatian
- Czech
- Danish
- Dutch

- ◉ English
- ○ Estonian
- ○ Finnish
- ○ French
- ○ German
- ○ Greek
- ○ Hungarian
- ○ Irish
- ○ Italian
- ○ Latvian
- ○ Lithuanian
- ○ Maltese
- ○ Polish
- ○ Portuguese
- ○ Romanian
- ○ Slovak
- ○ Slovenian
- ○ Spanish
- ○ Swedish

*I am giving my contribution as
- ○ Academic/research institution
- ○ Business association
- ○ Company/business organisation
- ○ Consumer organisation
- ○ EU citizen
- ○ Environmental organisation
- ○ Non-EU citizen
- ○ Non-governmental organisation (NGO)
- ◉ Public authority
- ○ Trade union
- ○ Other

*First name

Clas

**\*Surname**

ROBERG

**\*Email (this won't be published)**

clas.roberg@trafikverket.se

**\*Scope**

- ○ International
- ○ Local
- ● National
- ○ Regional

**\*Level of governance**

- ○ Parliament
- ● Authority
- ○ Agency

**\*Organisation name**

*255 character(s) maximum*

The Swedish Transport Administration

**\*Organisation size**

- ○ Micro (1 to 9 employees)
- ○ Small (10 to 49 employees)
- ○ Medium (50 to 249 employees)
- ● Large (250 or more)

**Transparency register number**

*255 character(s) maximum*

Check if your organisation is on the transparency register. It's a voluntary database for organisations seeking to influence EU decision-making.

**\*Country of origin**

Please add your country of origin, or that of your organisation.

| ○ Afghanistan | ○ Djibouti | ○ Libya | ○ Saint Martin |

- Åland Islands
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belgium
- Belize
- Benin
- Bermuda
- Bhutan
- Bolivia
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Estonia
- Eswatini
- Ethiopia
- Falkland Islands
- Faroe Islands
- Fiji
- Finland
- France
- French Guiana
- French Polynesia
- French Southern and Antarctic Lands
- Gabon
- Georgia
- Germany
- Ghana
- Gibraltar
- Greece
- Greenland
- Grenada
- Liechtenstein
- Lithuania
- Luxembourg
- Macau
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mali
- Malta
- Marshall Islands
- Martinique
- Mauritania
- Mauritius
- Mayotte
- Mexico
- Micronesia
- Moldova
- Monaco
- Mongolia
- Montenegro
- Montserrat
- Morocco
- Mozambique
- Myanmar/Burma
- Namibia
- Saint Pierre and Miquelon
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- São Tomé and Príncipe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Georgia and the South Sandwich Islands
- South Korea
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname
- Svalbard and Jan Mayen
- Sweden

- Bonaire Saint Eustatius and Saba
- Bosnia and Herzegovina
- Botswana
- Bouvet Island
- Brazil
- British Indian Ocean Territory
- British Virgin Islands
- Brunei
- Bulgaria
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- Canada
- Cape Verde
- Cayman Islands
- Central African Republic
- Chad
- Chile
- China
- Christmas Island
- Clipperton

- Guadeloupe
- Guam
- Guatemala
- Guernsey
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Heard Island and McDonald Islands
- Honduras
- Hong Kong
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Isle of Man
- Israel
- Italy
- Jamaica

- Nauru
- Nepal
- Netherlands
- New Caledonia
- New Zealand
- Nicaragua
- Niger
- Nigeria
- Niue
- Norfolk Island
- Northern Mariana Islands
- North Korea
- North Macedonia
- Norway
- Oman
- Pakistan
- Palau
- Palestine
- Panama
- Papua New Guinea
- Paraguay
- Peru

- Switzerland
- Syria
- Taiwan
- Tajikistan
- Tanzania
- Thailand
- The Gambia
- Timor-Leste
- Togo
- Tokelau
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Turks and Caicos Islands
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- United Kingdom
- United States

- Cocos (Keeling) Islands
- Japan
- Philippines
- United States Minor Outlying Islands

- Colombia
- Jersey
- Pitcairn Islands
- Uruguay

- Comoros
- Jordan
- Poland
- US Virgin Islands

- Congo
- Kazakhstan
- Portugal
- Uzbekistan

- Cook Islands
- Kenya
- Puerto Rico
- Vanuatu

- Costa Rica
- Kiribati
- Qatar
- Vatican City

- Côte d'Ivoire
- Kosovo
- Réunion
- Venezuela

- Croatia
- Kuwait
- Romania
- Vietnam

- Cuba
- Kyrgyzstan
- Russia
- Wallis and Futuna

- Curaçao
- Laos
- Rwanda
- Western Sahara

- Cyprus
- Latvia
- Saint Barthélemy
- Yemen

- Czechia
- Lebanon
- Saint Helena Ascension and Tristan da Cunha
- Zambia

- Democratic Republic of the Congo
- Lesotho
- Saint Kitts and Nevis
- Zimbabwe

- Denmark
- Liberia
- Saint Lucia

The Commission will publish all contributions to this public consultation. You can choose whether you would prefer to have your details published or to remain anonymous when your contribution is published. **Fo r the purpose of transparency, the type of respondent (for example, 'business association, 'consumer association', 'EU citizen') country of origin, organisation name and size, and its transparency register number, are always published. Your e-mail address will never be published.** Opt in to select the privacy option that best suits you. Privacy options default based on the type of respondent selected

## *Contribution publication privacy settings

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

◯ **Anonymous**

Only organisation details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published as received. Your name will not be published. Please do not include any personal data in the contribution itself if you want to remain anonymous.

◉ **Public**

Organisation details and respondent details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published. Your name will also be published.

☑ I agree with the [personal data protection provisions](#)

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This consultation is divided in two sections:

- a general section for travellers
- a detailed section addressing detailed issues on Delegated Regulation (EU) 2017/1926 and market challenges for multimodal digital mobility services.

\* Let's begin! Which questionnaire would you like to fill in? (you can select both)

☐ General section (for travellers and citizens)

☑ Detailed section (for experts and stakeholders)

## Detailed section

The detailed questionnaire is open to all participants, but addresses mainly expert views with specific questions on the current legislation and the different objectives and options.

\* **1) Please specify which interests you (the organisation on behalf of which you respond) represent**

◉ National public authorities (transport ministries, agencies)

◯ Regional or local public authorities / public transport authorities

◯ Public transport operator

◯ Private transport operator

- ○ Digital mobility service providers (travel intermediaries, travel information services, ticket vendors, global distribution systems, metasearch engines, Mobility-as-a-Service applications)
- ○ Car rental and/or car sharing service provider
- ○ Micromobility providers (bikeshare, e-scooter, scooter etc.)
- ○ Digital solution providers
- ○ Digital map providers
- ○ Research/Academia/Consultancies
- ○ Societal interests and/or consumer rights
- ○ Others (please specify)

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**Delegated Regulation (EU) 2017/1926**

Currently, Delegated Regulation (EU) 2017/1926 on EU-wide multimodal travel information services establishes the necessary specifications to ensure that multimodal travel information services are accurate and available across borders to users.

\* **2) In your view, how fit for purpose is the policy on multimodal travel information services at EU level as established by the Delegated Regulation (EU) 2017/1926 to support the uptake of these services?**
- ○ Very relevant
- ◉ Relevant
- ○ Irrelevant
- ○ Very irrelevant
- ○ No opinion

**3) In your view, what is the EU-added value of the Delegated Regulation (EU) 2017/1926 in comparison with what could be achieved at Member States national and/or regional level activities?**

*600 character(s) maximum*

> By increasing collaboration between public and commercial actors at EU level and push for availability and accessibility to travel and traffic data and also development of EU standards, it creates an EU framework which helps service providers to integrate and develop services on a European market.

*Data availability and data sharing*

**4) If you make use of multimodal travel data, please rank these access points of data in terms of importance to your work?**

| | 1st (most important) | 2nd | 3rd | 4th (least important) |
|---|---|---|---|---|
| National Access Points | ○ | ○ | ● | ○ |
| Operator / data producer website | ● | ○ | ○ | ○ |
| Third-party tool / data intermediary | ○ | ● | ○ | ○ |
| Others - please explain | ○ | ○ | ○ | ○ |

**4a) If you selected others, please explain:**

*200 character(s) maximum*

**5) Which additional data types should be made accessible on the EU National Access Points to facilitate sharing of multimodal data?**

*You can select multiple answers.*

- ☐ data on occupancy of the vehicle
- ☐ dynamic data on fare availability
- ☐ dynamic data on seat availability
- ☑ data on disruptions (all modes)
- ☑ real-time status information (e.g. estimated arrival times)
- ☐ availability of parking spaces
- ☐ historic data (beyond statistical purposes currently covered), e.g. data on delays for the submission of passenger complaints)
- ☐ Others (please specify)

**6a) Regarding data accessibility and data sharing, have you faced any of the following challenges?**

*You can select multiple answers.*

- ☐ Limited amount of data
- ☑ Limited data quality
- ☑ Lack of open standards (e.g. standards for booking and ticketing interfaces)
- ☐ Lack of willingness to enter into commercial agreements to provide data
- ☐ Lack of access to real-time data
- ☐ Lack of access to other type of data (please explain)

**6b) Do you have any comments on these problems or other potential problems that should be considered?**

*600 character(s) maximum*

> We see no problem with providing disruptions, real time status information (delays, cancellations, guaranteed connections) and also departure and arrival time of services. This datatypes should be accessible via a national access point.

**7a) What should be the main priorities for a joint European data exchange standard on ticketing (please rank them in order of importance):**

|  | 1st priority | 2nd priority | 3rd priority | 4th priority |
|---|---|---|---|---|
| being future proof and able to provide the basis for ticketing by 2030 and beyond | ○ | ○ | ● | ○ |
| being best able to advance the digitalisation of rail while enabling multimodal ticketing | ○ | ○ | ○ | ● |
| providing a basis for developing multimodal electronic ticketing involving short and long distance, urban and regional offers, within one mode or more | ● | ○ | ○ | ○ |
| being open and transparent, enabling operators, retail and ticket vendors to build on in a fair and non-discriminatory manner. | ○ | ● | ○ | ○ |

**7b) For each of the above option, please justify your option:**

*600 character(s) maximum*

**7c) Should the legislator further mandate data exchange standards for booking and ticketing to meet the multimodality objective, which of them should be mandated in your view? Please justify your choice.**

*600 character(s) maximum*

## Market challenges for multimodal digital mobility services

The Commission has identified a non-exhaustive list of problems, objectives and impacts (as explained possible remedying measures in the Inception Impact Assessment) when it comes to the development of multimodal digital mobility services[1]. This consultation seeks to gather your views on these aspects.

[1] "systems providing information about, inter alia, the location of transport facilities, schedules, availability and fares, of more than one transport provider, with or without facilities to make reservations, payments or issue tickets" (e.g. route-planners, Mobility as a Service, online ticket vendors, ticket intermediaries)

*Identified problems regarding the commercial relationships between operators and multimodal digital mobility services and sustainability*

## 8a) Please indicate to what extent you agree with the following statements:

|  | Fully agree | Somewhat agree | Somewhat disagree | Fully disagree | Neutral / no opinion |
|---|---|---|---|---|---|
| Lack of data sharing hampers the deployment of multimodal digital mobility services between modes | ○ | ● | ○ | ○ | ○ |
| Opaque conditions for combining and reselling mobility products (in land and waterborne modes) prevents the development of multimodal digital mobility services | ○ | ○ | ○ | ○ | ● |
| Multimodal digital mobility services do not fully provide sufficient information on the sustainability of travel options | ○ | ○ | ○ | ○ | ● |
| Multimodal digital mobility services are limited, in particular in the rail sector, due to market power imbalances | ○ | ● | ○ | ○ | ○ |
| Fair access for all operators to relevant multimodal digital mobility services is not granted | ○ | ○ | ○ | ○ | ● |
| Limited uptake of journey continuation agreements is an element hindering the provision of combined rail offers | ○ | ○ | ● | ○ | ○ |

## 8b) Do you have any comment on these problems or other potential problems that should be considered?

*600 character(s) maximum*

In Sweden we have Resplus, that is a ticket- and travel collaboration based on volunteering between transport companies, both public and commercial, and connects Sweden's public transport network (almost

all of Sweden's transport companies participate) with over 5,000 locations. Traffic data, stops and lines are collected in a national database linked to the national booking system. The routes become searchable and can be combined with each other to travel chains that contain different types of traffic and operators. The tickets are sold and distributed by websites, agents and travel agencies

*Possible measures to pre-identified problems*

## 9a) When it comes to business-to-business commercial agreements for multimodal digital mobility services in land-based and waterborne modes, how important are these measures for you? Requirements for the commercial agreements on…

| | Very important | Moderately important | Not important | Neutral / no opinion |
|---|---|---|---|---|
| …the type of mobility products that can be re-sold | ○ | ● | ○ | ○ |
| …the technical limitations imposed (such as look-to-book ratios) | ○ | ○ | ○ | ● |
| …the commission fees | ○ | ○ | ○ | ● |
| …the marketing conditions | ○ | ○ | ○ | ● |
| …the liability towards the passenger (e.g. in case of disruption) | ○ | ● | ○ | ○ |
| …avoiding misuse of data reuse by third parties (reusing commercially-sensitive information for own interest) | ○ | ○ | ○ | ● |

## 9b) To ensure fair access for all operators to relevant multimodal digital mobility services, how important are these measures for you?

*Note: an operator may also simultaneously operate a multimodal digital mobility service*

| | Very important | Moderately important | Not important | Neutral / no opinion |
|---|---|---|---|---|
| Mandate neutral display when the service displays offers *Neutral display: ranking of mobility offers for instance based on journey time, price, C02 emissions and avoiding operators to advertise on the display page of the intermediary.* | ○ | ● | ○ | ○ |
| Establish obligations on the integration, on reasonable terms, of operators willing to be part of a multimodal digital service | ○ | ○ | ○ | ● |
| Integrate a provision to ensure non-discriminatory treatment of the parties across commercial agreements | ○ | ○ | ○ | ● |

## 9c) When it comes to ensuring that multimodal digital mobility services enhance the efficiency and sustainability of the transport system, how important are these measures for you?

|  | Very important | Moderately important | Not important | Neutral / no opinion |
|---|---|---|---|---|
| Provide information on carbon footprint of the journey | ◉ | ○ | ○ | ○ |
| Walking and cycling should be part of displayed options (when first-mile and last-mile services are concerned) | ◉ | ○ | ○ | ○ |
| Establish obligations on services to ensure that data on usage of transport services, critical for mobility management, are shared with public authorities | ○ | ◉ | ○ | ○ |

## 9d) Do you have any comments on these measures or other potential measures to consider?

*600 character(s) maximum*

> It should be up to the users of a mobility services to decide which parameters (eg. journey time, price, C02 emissions etc.) to use for sorting and ranking of displayed results. It is important to take into account the market conditions of the different member states. Sweden has opened its railway market since a long time to competition and therefore has a diversified market with many players, both procured traffic but also several open access-players. While many other member states have not yet implemented the political pillar of the fourth railway package with vertically separated companies

*Relevance of action at European level*

## 10) The objective of this new initiative would be best accomplished…

|  | Fully agree | Somewhat agree | Somewhat disagree | Fully disagree | Neutral / no opinion |
|---|---|---|---|---|---|
| …through legal obligations / legislative action by the European Commission | ○ | ◉ | ○ | ○ | ○ |
| …through non-binding guidance or recommendations by the European Commission | ◉ | ○ | ○ | ○ | ○ |
| …through increased funding opportunities from European Union programmes | ○ | ◉ | ○ | ○ | ○ |
|  |  |  |  |  |  |

| | ○ | ● | ○ | ○ | ○ |
|---|---|---|---|---|---|
| …through increased coordination and harmonisation with other (non-EU) areas of the world | | | | | |

*Final remarks*

Please indicate any reports or other sources of information that provide evidence to support your responses. Please provide the title, author and, if available, a hyperlink to the study/report.

*300 character(s) maximum*

You can also upload any document(s) to provide evidence to support your responses
The maximum file size is 1 MB

Only files of the type pdf,txt,doc,docx,odt,rtf are allowed

**11) In addition to this general consultation, targeted follow-up will be organised with key professional stakeholders on certain topics. Would you be interested in participating in this targeted consultation?**

● Yes
○ No

**Contact**

move-multimodal-digital-mobility-services@ec.europa.eu