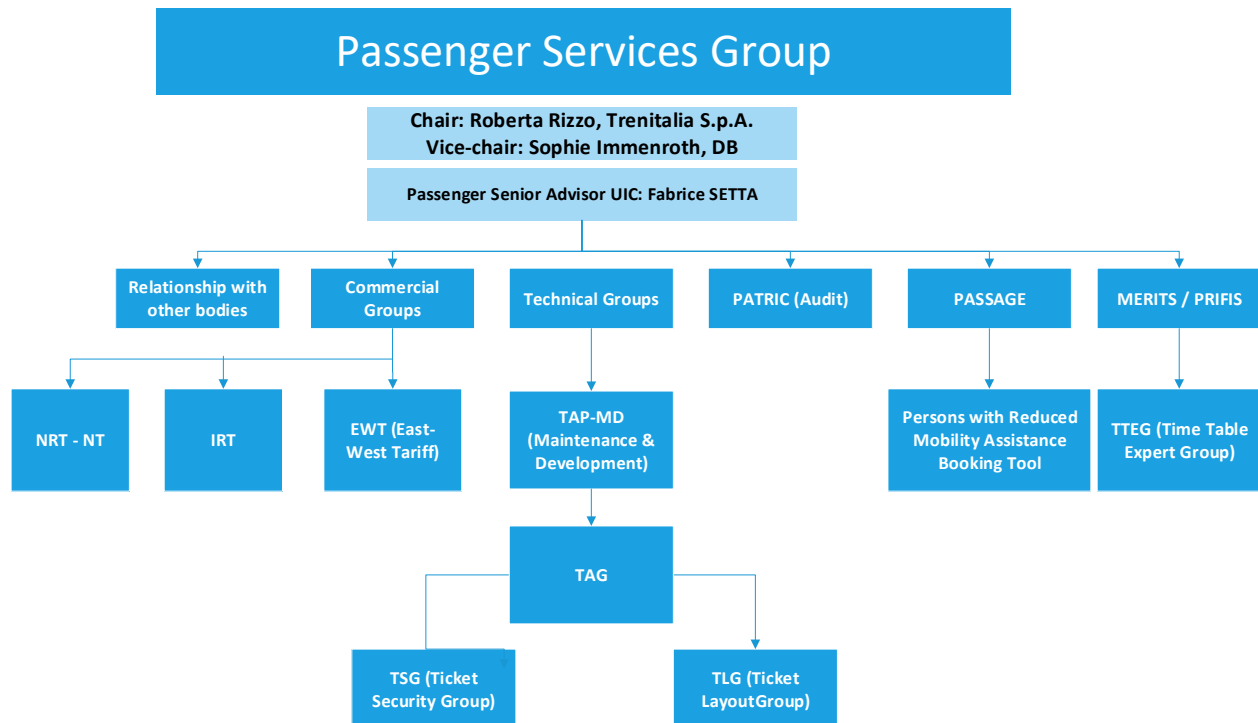


Annual Report
Passenger Services Group
Activities 2018

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1. Organigram of the Passenger Services Group 2018



2. Foreword of the Director of the Passenger Department: Marc Guigon

The Passenger Services Group (PSG) is a strategic sector for UIC members within the UIC Passenger Department, since it defines the standards and rules between the Railway Undertakings to sell International Tickets.

It is the only place where such questions are discussed between UIC members, due to its neutrality and professionalism.

This annual report allows members to follow and remember the main decisions and evolutions which have been taken by the PSG.

2018 is a pivotal year for the PSG, with the new chairmanship of Roberta Rizzo, and new orientations for cooperation, taking into account the evolution of the commercial and technical environments, such as reflections to merge Commercial and Technical Groups into a Passenger Experts Subgroup, setting up an innovation working group and the development of the process to give third party access to MERITS Integrated Data.

All this work prepares the new organization and projects which will be carried out in 2019.

Thank you for all involved companies and persons and especially the working group's chair persons for this huge work which has been done.

3. Passenger Services Group (PSG): Roberta Rizzo

The Passenger Service Group plays a fundamental coordination role for all the Passenger activities related to the Technical and Commercial issues, including those areas concerning tariff conditions and technical standards and interfaces for European/ international sales and systems. Beyond these two main branches, the PSG is dealing as well with the management of MERITS (a unique database for the mutual exchange of data on timetables between RUs) and issues related to tools assistance to PRMs (Passenger with Reduced Mobility). Audit activity for the monitoring of the proper implementation of financial standards by RUs is also supervised through the contribution of PATRIC working group. The UIC budget for all these activities under the PSG “umbrella” is monitored by the Passenger Service Group Plenary.

Participating Railways

All the main European railway undertakings participate in the Passenger Service Group Plenary, (for example: DB, SNCF, Trenitalia, RENFE, DSB, SBB, ÖBB, NS, SNCB, ZSKK, CD, CFL, SZ, TRAINOSE...). Representatives from Russian Railways are also attending the meeting.

The Passenger Services Steering Committee holds the task to prepare the PSG Plenary meetings in terms of agenda and contents.

Number of meetings- workshops / year:

- Two meetings per year of the PSG Plenary take place.
- For the PSG Steering Committee, approximately 6/7 meetings per year, some of them via conference call.

Subject of the working group

Main items treated within PSG during 2018 were related to the following subjects:

- Commercialisation of MERITS database
- Reorganization of the PSG: rationalization of Commercial and Technical forum
- Membership issues
- Impact of transition to IRS for Passenger Service Group activities
- Setting up of PSG Budgetary lines for 2018 – 2019

Output achieved in 2018

- A reorganization of PSG activities has been approved by the PSG Plenary held in Rome on November 2018. Duplication of competences and existing structures shall be avoided for making Passenger Service Group more business and “time to market” oriented. A single “entry point” for both Commercial and Technical issues acting as a “facilitator” with a coordination role was created (new “Passenger Experts Subgroup”), merging some of the activities under this umbrella. New Chairmen were elected and started their activities under the new organization on 1 January 2019.

- Opening the MERITS database to Third Parties was another important issue discussed during 2018. Members of PSG found a balanced agreement on the procedures through which MERITS will be opened to Third Parties other than Railway Undertakings. The MERITS commercialisation process should be implemented and finalized in the first trimester of 2019.
- The MERITS issues underlined the necessity to “rethink” the role of PSG vs other actors on the market and their new role. This led as well to the discussion for the revision of the Passenger Forum Terms of Reference, which will reshape the rules for PSG participation in order to discipline the issue taking into account the market development at the same time. The new ToR will be finalized by May 2019.
- IRS transition: an internal analysis on the impact of transition to IRS from Leaflets has been carried out within PSG working groups in 2018. Some implications were found for those Leaflets implemented for distribution which were mandatory in origin. A solution for creating a sort of continuity for specific Leaflets will be inserted in the new ToR, ensuring the harmonized application of the IRS.

Next steps

- **New projects will be focused on Innovation & Multimodality:** the development of digital partnerships and the integration with other modes are essential to enable market growth. The main benefits include improved customer service, additional passenger volumes, enablement of modal shift, new ancillary revenue sources and the opportunity to evolve from a pure transport provider to a mobility service player.
- **Commercialisation of MERITS database:** launch on the market the MERITS integrated data
- **ToR revision and new governance structure:** definition of clear rules and working methods for the PSG organization and working groups (legal and controlling framework, organization and responsibilities).
- **IRS transition:** Mapping of the current UIC leaflet in order to verify which have to be update/merged/deleted and which have to be transposed into IRS into the next 2-3 years

4. Commercial group (GC)

4.1. Non Reservable Ticket (NRT) Natascha Hooft

IRS: 10108-1

Participating Railways: ATTICA, BDZ, CD, CFL, SBB, CFR Calatori, CIE, CP, DB, DSB, HZ, LG, MÁV-START/GYSEV, MZ, NIR, NS, NSB, ÖBB, PKP, RENFE, SJ/Linkon-Silverrail, SNCB, SNCF, SV, SZ, TCDD, TrainOse, Trenitalia, VR, ZFBH, ZPCG, ZRS, ZSSK

Working Group/Bodies:

- NRT working group is gathering twice a year (2 days). In these meetings, representatives of NT and IRT are present
- The NRT chair actively participated in EWT, IRT and NT-working group-meetings

The objective of the NRT working group:

- Align the objectives of participants in the overall NRT-philosophy
- Keep in close contact with, and ask advice of CIT and CER concerning decisions on NRT-matters
- Gather information and assure active participation of members in technical and commercial subjects (ticketing, layout, commercial measures, ...)
- Draft recommendation of current SCIC NRT and redaction of definitive version
- Publication and follow-up of decisions and action points that were decided upon during working group meetings

In 2018 we have achieved:

- Finetuning of SCIC NRT, including glossary
- Closer relation to technical, as laid out in “new structure” UIC working groups
- Exchange of thoughts on key elements concerning NRT-tariffs new PRIFIS-tender, GDPR, report of Technical group on e-ticketing and control

Next steps:

- Bicycle ticket layout: uniform decision and acceptance of proposition
- Control on e-ticketing: finalization of NRT-control project

4.2. Integrated Reservable Ticket (IRT) Laurent Pollet

IRS: 10108-2

Participating Railways: TTICA, CD, CFL, SBB, CFR Calatori, CIE, CP, DB, DSB, HZ, LG, MÁV-START/GYSEV, MZ, NIR, NS, NSB, ÖBB, PKP, RENFE, SJ/Linkon-Silverrail, SNCB, SNCF, Thalys, Trenitalia, VR,

Working Group/Bodies:

- IRT working group is meeting twice a year (2 days). In these meetings, representatives of NT and IRT are present
- The IRT chair actively participated in EWT, NRT and NT-working group-meetings

The objective of the IRT working group:

- Gather feedbacks and best practices of participating IRT railways

- Keep in close contact with, and ask advice of CIT and CER concerning decisions on IRT-matters
- Gather information and ensure active participation of members in technical and commercial subjects (ticketing, layout, commercial measures, ...)
- Review of the current SCIC IRT
- Publication and follow-up of decisions and action points that were decided upon during working group meetings

In 2018 we have achieved:

- Loyalty program survey and report
- Survey on various distribution issues including yield systems, revenue management systems
- Presentations of Railways participant activities, including, SJ/Linkon-Silverrail, OEBB, BeNe RAIL, PKP Intercity, Thello
- SCIC IRT maintenance

Next steps:

- The IRT working group will be merge with the NRT and NT groups under the umbrella of Passenger Experts Subgroup
- SCIC evolution
- E-Ticketing implementation, especially for the A4 printed ticket

4.3. Night Train (NT) Zsuzsanna Selmeczi

Participating Railways: CD, CFR Calatori, DB, MÁV-START, ÖBB, PKP IC, SILVERRAIL, SV, THELLO, ZSSK,

Number of meetings workshops / year: 2 separate parts and combined parts with NRT and IRT working groups

Subject of the working group:

- Finishing the modification of the SCIC-NT fitting to the present expectations of operators and distributors
- Developing the night trains' data sharing among the different railway companies and distributors

Output achieved in 2018:

- Involving more railways (e.g. TCDD) to data sharing

Next steps:

- Try to involve more railways (e.g. RENFE, SNCF, or TI) to data sharing and co-operation

4.4. East West Tariff (EWT) Jan Vavra

IRS: 10106

Participating RU:BDZ, BC, CD, CFL, CFR Calatori, CFM, DB, DSB, EVR, FPC, Trenitalia, GYSEV, HML, HZ, KTZ, LDZ, LG, MAV-START, MZ Transport, NS, NSB, ÖBB, PKP, RENFE, RZD, SBB, SJ/Linkon-Silverrail, SL, SNCB, SNCF, SSL, SV, SZ, TCDD, TRAINOSE, UZ VL, VR, ZFBH, ZRS, ZPCB, ZSSK.

Working Group/bodies.

- EWT Steering Committee and EWT Accounting Group take place once per year (3 days).
- Active participation of EWT Steering Group on further groups, e.g. CIV/SMPS Group, NRT Group, IRT Group.

The objective of the EWT Steering Committee is to:

- Ensure through ticketing for passengers between railway undertakings which apply the CIV Uniform Rules and those which apply the Convention for International Passenger Transport SMPS,
- Achieve substantial harmonization of the conditions of carriage and of sale and thus to ensure the opportunity to respond to the current competitive situation in the market
- Draft recommendations for the SCIC-EWT as well as provisions for the issuing of tickets and accounting. In doing so it is necessary considering of updates made to the GCC-CIV/PRR and the SMPS.

In 2018 we have achieved:

- Standardization of conditions of carriage on the field of children (SCIC-EWT).
- Implementation of Compensations for passengers in EWT Accounting Regulation.
- Implementation of duty to indicate “CIV” also for SMPS railways in case of issuing tickets in EWT and NRT transportation (Implementing provision of EWT).

Next steps:

- Review of Glossary in SCIC-EWT.
- Review of e-Ticketing in SCIC-EWT, collection of samples of tickets.

5. Technical Group (TG) Luca Mariorenzi

The UIC Technical Group (TG) is the decisional assembly dealing with international and distribution sales systems.

The group reports to the Passenger Services Group and coordinates the activities of related subgroups specialized in ticket layout, security, reservation and standardization.

Technical Group also drives the relationship between EUAR (European Railway Agency) and UIC on the basis of the existing contract for synchronization of technical documents of TAP-TSI with correspondent UIC leaflets.

In addition, in 2018 the assembly designed the three years 2019-2021 program of the Passenger Services Group defining new opt-in projects on intermodality and the engagement for various innovation streams to be held in 2019.

[Leaflets: 918-0, 918.1, 918-2, 928-3 and 918.7, 918-9, 918-8/validation and approval]

Participating Railways: quite all UIC European Railway members such as Attica, BDZ, CD, CFL, DB AG, DSB, Eurail, FPC, MAV, NSB/Entur, ÖBB, PKP, RhB, RZD, SBB, SJ/Linkon-Silverrail, SNCB, SNCF, TI, ZSSK, CFR, TRAINOSE, TBNE, RENFE, SZ, TCDD, VR, ZS.

Number of meetings- workshops / year:

Technical Group has 2 dedicated meetings (March and October) plus 2 joint sessions with Commercial Group members.

Economic figures: in 2018 dedicated budget for the group was 253k€

Subject of the Technical Group:

- Provides guidance and validation for the whole leaflets related to sales and distribution;
- Drives the technical standardization within the passenger distribution area;
- Guarantees the correct alignment and synchronization between UIC leaflets and ERA technical documents;
- Supports the activity of Commercial group and related NRT and IRT group's activities by adequate inputs;
- Defines ad hoc working groups on specific items coming from the business needs expressed by the Commercial Group;
- Supports the PSG in the preparation of new projects and initiatives planning

Output achieved in 2018:

- Approval of revised leaflet 918-1 including e-ticketing for IRT applying security in system principles
- Approval of leaflets 918-8 and 9 (future 90918-8&9 IRS) with new barcoding standard FCB included
- Direction to the technical standard for e-ticketing in NRT (conclusion of work in 1Q 2019)
- New opt-in project for 2019-2021 on intermodality (air+rail and door to door).
- New initiatives on innovation (workshops) for 2019

Next steps:

In 2019 the technical group shares its experience with the Commercial group in a joint Passenger Experts group assembly. Business needs and technical needs are driven with a unique vision and new working methods are adopted within specific initiatives. The PES will provide guidance and inputs to the opt-in initiatives on intermodality.

5.1. Telematic Application Passenger-Maintenance & Development (TAP-MD) Clemens Gantert

IRS: 918-0, 918.1 and 918.7

Participating Railways: BDZ, CD, DB AG, DSB, Eurail, FPC, MAV, NSB/Entur, ÖBB, PKP, RhB, SBB, SJ/Linkon-Silverrail, SNCB, SNCF, TI, ZSSK

The following railways participated by e-mail only: CFR, OSE, TBNE, RENFE, SZ, TCDD, VR, ZS

Number of meetings- workshops / year:

- The TAP-MD group had 3 mayor meetings in 2019 to synchronize the work and decide on changes. To prepare the specification on e-ticketing for NRT nine additional meetings on this specific topic were organized.

Subject of the working group:

- Maintenance of message specification for data exchange in passenger services
 - Reservation
 - PRM assistance
- Developing new specification for data exchange in passenger services
 - Ticket control
- Support of the interconnection between systems
 - Change Information on reservation systems
 - Reservation list
 - Implementation guide reservation
- Coordination with the ERA on the TAP-TSI specifications corresponding to UIC specifications
 - E-Ticketing support introduced in the TAP-TSI revision

Output achieved in 2018:

- Extended reservation data exchange API supporting e-ticketing and personal data exchange was approved
 - Support for e-ticketing in the reservation API
 - Support for personal data exchange in the reservation API
- First complete draft of the e-ticketing specification for NRT is available
 - Use case specification
 - Specification covering the exchange of ticket data, ticket changes and ticket control annotations (checks, delays,)
 - Draft of technical architectures for implementation
- Reviewed version of leaflet 171 on reservation lists is ready
- Requirement study on the PRIFIS Tool to support the NRT group was provided

Next steps:

- Finalization of the e-ticketing specification
- Validation, approval and publication of the e-ticketing specification as a new rail solution
- Extension of reservation messages (leaflet 918.1) to support VAT
- Review of leaflet 918.1 to remove obsolete parts
- Support for the tender on PRIFIS
- Managing ERA change requests
- Support of the PSEG workshops

5.2. Reservation Experts Group (REG)

IRS: 90918-0 & 90918-1

Participating Railways: CD, CIT, DB, DSB, Entur, HitRail, MAV, ÖBB, PKP, RHB, RZD, SBB, SJ/Linkon-Silverrail, SNCB, SNCF, SV

Number of meetings- workshops / year: 3 meetings a year

Subject of the working group:

- Decision regarding the future of Reservation list
- Representation of value added tax in reservation messages
- Improved description of reservation fees, supplements and global prices
- Vision of Reservation Business
- GDPR implementation at RZD and SNCF (personal data)

Output achieved in 2018:

- Decision regarding the future of Reservation list – new version of the UIC leaflet 171 – some chapters will be marked as optional – it is now possible to link to another source of data
- A proposal will be made until the next meeting how to include the VAT as an option in the XML messages
- A new chapter has been taken into UIC leaflet 918.0. An explanatory text and a table describe the differences between reservation fees, supplements and global prices.
- Vision of Reservation Business has been updated. Some issues are even finalised, some issues are in planning or in progress
- RZD has started to internal discussion on an implementation. SNCF has implemented the extension of the binary messages to receive personal data (name, first name and date of birth) and to send back a link to e-tickets (pdf). SNCF is ready to test. Details on the schedule to make the personal data obligatory still need to be discussed with the commercial representative for SNCF

Next steps:

The meeting 114th was the last one of Reservation Expert Group. According to the new alignment of UIC, the working group REG will be merged with the working group TAP-MD. The work on the current issues will be continued.

5.3. Ticketing Action Group (TAG) David Sarfatti

According to UIC decision to reorganize all Passenger Groups at the beginning of 2019, TAG will stop to exist. It will be replaced by TLG and TSG meetings as usual three times a year, where both subgroups will report separately their activity

5.3.1. Ticket Security Group (TSG) Kurt De Vriendt

IRS: 90918-9

Participating Railways: All members of Technical Group were regularly informed. During the development meetings, there was active collaboration of DB, ÖBB, SNCF, PKP, SNCB, NS, SJ/Linkon-Silverrail and EURAIL. CIT participated in almost every meeting.

Number of meetings- workshops / year: 20 meetings, also with subgroups, dealing with parts of the development. Some of the meetings were organized via videoconference.

Subject of the working group:

- Develop security elements in SiD (Security in Data) ticketing
 - For usage on home-printed tickets
 - For railway and corresponding non-railway ticketing (intermodality)
- Assisting the other workgroups in developing secured ticketing solutions (e.g. eTC)
- Collaborate with TLG – security elements should “fit” on the tickets defined in that group.

Output achieved in 2018:

- New barcode: FCB (flexible content barcode)
 - Machine interpretable barcode
 - Content is variable – no fixed data elements
- Use cases for the FCB are defined
- 918-9 leaflet (security elements of 918-2 and 918-3) together with FCB.

Next steps:

- Assist railways in implementing / use feedback to improve leaflet
- Define how integration of SiS and SiD (eTC in FCB) to be done
- Develop Visible Security Elements
- Find collaboration models for third party usage of FCB (parking, bus companies, ...)
- Develop better/stronger security for FCB/TLB barcodes (to make it future proof)
- If possible find collaboration models between railways for FCB development (open source)

5.3.2. Ticket Layout Group (TLG) David Sarfatti

IRS: 90918-8

Participating Railways: CD, CFL, CFR Calatori, CFM, DB, DSB, FPC, Trenitalia, GYSEV, HZ, LG, MAV-START, MZ, NS, NSB, ÖBB, PKP, RENFE, RZD, SBB, SJ/Linkon-Silverrail, SNCB, SNCF, SZ, TCDD, TRAINOSE, UZ, VR, ZFBH, ZRS, ZSSK.

Number of meetings- workshops / year: TLG meeting take place three times per year and the group is active and participates in 2018 in three UIC –ERA alignment workshops, two technical Group meetings and three TAPMD meetings.

Subject of the working group:

- To facilitate information and best practices exchange between railways
- Discussion on different fulfillment types, automatic vending machines, ticket paper, e-tickets, ...
- To support the members in their effort in new Ticketing development and the use of UIC Standards
- New ticketing in 2018 for ÖBB, PKP,
- To define new standards for the new ticketing usage in Europe.
- To provide Source code and applications for fulfilment or control of Railway ticket.

Output achieved in 2018: TLG achieved the definition of the screen railway ticket layout standard, the Flexible Size Ticket, and a complete rewriting of the leaflet. Together with TAP-MD and TSG we offer a web application to distribute cryptographic public keys, software and App to generate, test and control railways Barcodes.

Next steps: In 2019, in coordination with TSG, we will continue to look into the new ticketing and control modes, Visual Security Elements, gates, Control Apps,

6. Passenger Accounts and Ticketing Rules Inspection Committee (PATRIC) Olivier Roy

Subject of the working group: The PATRIC (Passenger Accounting and Ticketing Rules Inspection Committee) group is part of the UIC Finance department and has the responsibility to make sure that UIC members follow the various UIC leaflets (918-x, 301) and SCIC document in their cross distribution. On a regular basis, UIC members are audited to make sure their processes (sales, ticketing, back-office...) and related IT systems respect the commonly established rules.

The audit team is currently composed of 12 auditors from DB, MÄV, NS, ÖBB, SNCF, TI and UIC

In prevision of an auditor departure, a call for candidates is ongoing. Some candidates have already been interviewed.

IRS/leaflet: PATRIC functioning is regulated by UIC leaflet 120

Output achieved in 2018: 7 audits were performed (CFR, RZD, VR, ACP, Renfe, NSB, ZSSK) by the audit team, leading to 44 observations reported to the audited entities

Number of meetings- workshops / year: In addition, a training and a plenary session were organized to maintain auditors' skills up to date and to organize the audit program of 2019

Next steps:

- Pre-advise of 2019 audits will be sent to related entities in order to have audits performed in the best conditions
- In addition, PATRIC team will distribute to UIC members the list of the most frequent problems they encounter during audits and the way to fix them so that members can already check by themselves if they are compliant

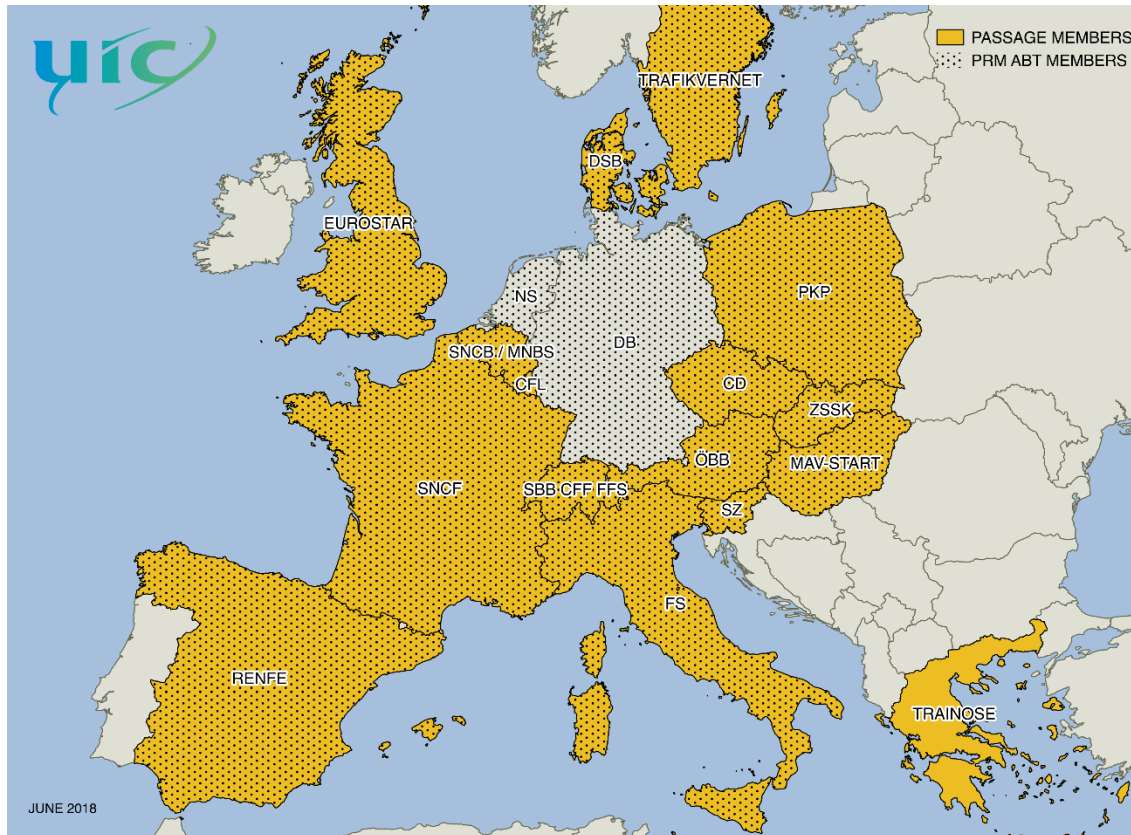
7. Passenger Accessibility Solutions Support and Action Group of Experts (Passage) Vanessa Perez

2018 was the 1st year for **PASSAGE II**, run to support and sustain all the railways participants involved in passenger accessibility and PRMs solutions facing UE regulations revision and new scenarios. The activity of the Group has been substantiated with:

- Benchmarking and evaluation of existing services
- Best practices exchanges
- International PRM Booking Tool data reporting and trend analysis
- Common discussions and open forum on implementations and deliverables of strategies to comply with market scenarios
- UIC- CER-CIT guest speakers update on PRMs issues

Participation and dissemination among UIC members:

PASSAGE II & PRM ABT



**PASSAGE II
(16 members) 2018/2020**

**PRM ABT
(17 members)**

CD	CD
CFL	CFL
DSB	DSB
FS	FS
ÖBB	ÖBB
RENFE	RENFE
SBB	SBB
SNCB	SNCB
SNCF	SNCF
ZSSK	ZSSK
EUROSTAR	EUROSTAR
PKP	PKP
SZ	SZ
TRAFIKVERKET	TRAFIKVERKET
MAV START	MAV START
TRAINOSE	
	NS
	DB

Three Working Group meetings held in 2018:

- PM_27 **Paris** (23-24 /01/2018)
- PM_28 **London** (22-23/05/2018)
- PM_29 **Budapest** (16-17 /10/2018)

In every meeting the WG made a **technical visit** in which the hosting company showed its improvements in accessibility and PRMs customer services with the aim to share best practices and solutions.

Relevant issues focused in 2018

- Development of signal systems with multisensorial technical supports
- Uniformity of pictograms
- Law and regulation revision impacting on PRMs process
- Regulation on privacy of data information - GDPR
- PRM Card for Europe - Disability Card
- Digital Accessibility and IT Solution
- Mental diseases awareness
- Self-accessibility and non-assisted journeys
- Integration of different assistance systems in case of multimodal journeys (plane, train, taxi, bus)
- Update on IOA inventory of assets
- New rules for wheelchairs and scooters
- Accessibility to bar/restaurant wagon for wheelchairs or meals/service at seat
- PRM ABT Assistance Booking Tool trend and analysis

Practical solutions and effective actions implemented in 2018:

- Implementation of the GDPR among members for assistance services to PRMs
- Mobile applications development
- Policy for mental disease awareness, media campaigns and assistance services upgrade.
- Training for assistance staff
- Websites accessibility development
- Multimodal assistance service experiences (train station + airport)
- ABT Assistance Booking Tool: update for security in data processing and transmission among users

Next Steps:

PASSAGE II aims in 2019 to go ahead sharing practical solutions and working on common needs, at national and international level, so railway undertakings can even better comply with European legislation on passenger rights, leading the European standard for accessibility to travel services for PRMs.

Proposal for 2019 Passage WG

Following discussion and agreement by the WG it will be proposed the development of a common Customer Satisfaction analysis on assistance and services to PRMs to be launched among participants. With the aim to better understand the standard levels and appreciation of services, to focus improvement

areas and needs for railways. In alternative, members could present their own customer satisfaction measurement tools stimulating discussion and sharing best experiences.

8. Multiple European Railway Integrated Timetable Storage (MERITS): Fabrice Setta

Documents:

- Leaflets 916-1 version 18.2
- MERIST User guide version 17.2
- MERITS PRIFIS code lists version 18.2

Participating Railways:

START, GYSEV, NS, NSB /ENTUR, ÖBB, PKP, RENFE, RZD /FPC, SBB, SJ/Linkon-Silverrail, SNCB - B-rail, SNCF, SZ, TCDD, THALYS, TRAINOSE, TRENITALIA, TRENORD, VR, WESTBAHN, ZS -SV Serbian train, ZZSK

Number of meetings- workshops / year:

- The Timetable Experts Group has met twice this year for two half days sessions
- The MERITS Steering Board (MSB), set up in 2018 in order to provide advice and strategic recommendations to the MERITS project, has met and held conference calls almost every month

Subject of the working group: The purpose of the MERITS solution is to have database containing timetables and station details for all passenger trains in international traffic, national mainline traffic, regional traffic, and local traffic.

Output achieved in 2018:

- Preparation of the selling of the MERITS integrated data including:
 - A Data Provider Agreement and a General Terms & Conditions for the users
 - MERITS products catalogue
 - Business and financial models' definition
 - Setting of the ETF UIC web shop to sell the MERITS products
 - Development of the MERITS license management tool
- Questionnaire in regards of the evolution of MERITS
- Timetable and location data publication all year long
- Organisation of the TTEG meetings
- Organisation of the MERITS Steering Board meetings

Next steps:

- Implementing the selling of the MERITS integrated data to third party users
- Revision of the contract of maintenance of the MERITS tool with HaCon and successive call for tender
- Communication around the MERITS new commercial activity

9. PRice and Fare Information System (PRIFIS) Fabrice Setta

IRS: 10108-1

Participating Railways: BC, BDZ, BLS, CD, CFL, CFR, CP, DB, DSB, EUROSTAR, HZ – HZPP, LDZ, LG, MAV-START, GYSEV, NS, NSB /ENTUR, ÖBB, PKP, RENFE, RZD /FPC, SBB, , SJ/Linkon-Silverrail, SNCB - B-rail, SNCF, SZ, TCDD, THALYS, TRAINOSE, TRENITALIA, TRENORD, VR, WESTBAHN, ZS -SV Serbian train, ZZSK

Number of meetings- workshops / year: The user of the PRIFIS tool meet during the NRT working group meetings twice a year.

Subject of the PRIFIS tool: PRIFIS (PRice and Fare Information Storage) consist of a database containing the price and Tarif data for more than 40 railways. The price and fare data represented are the NRT (leaflet 108-1). PRIFIS is designed to allow each railway company to have rapid access to the data it needs and to operate with one single source of data, thereby doing away with the large number of multilateral exchanges.

Output achieved in 2018:

- Publication of the NRT data on the PRIFIS tool during August and September, closing time was the 15th of September
- Negotiation with Almoviva for a 1-year contract extension
- Preparation of the PRIFIS specifications for the new PRIFIS foresee in 2020

Next steps:

- Publication of the NRT 2019 data in September 2019
- Finalization of the PRIFIS specification
- Call for tender for the new PRIFIS or development in house at UIC, to be decided

10. Conference of Passenger Claims Departments UIC Paris, 19 September 2018

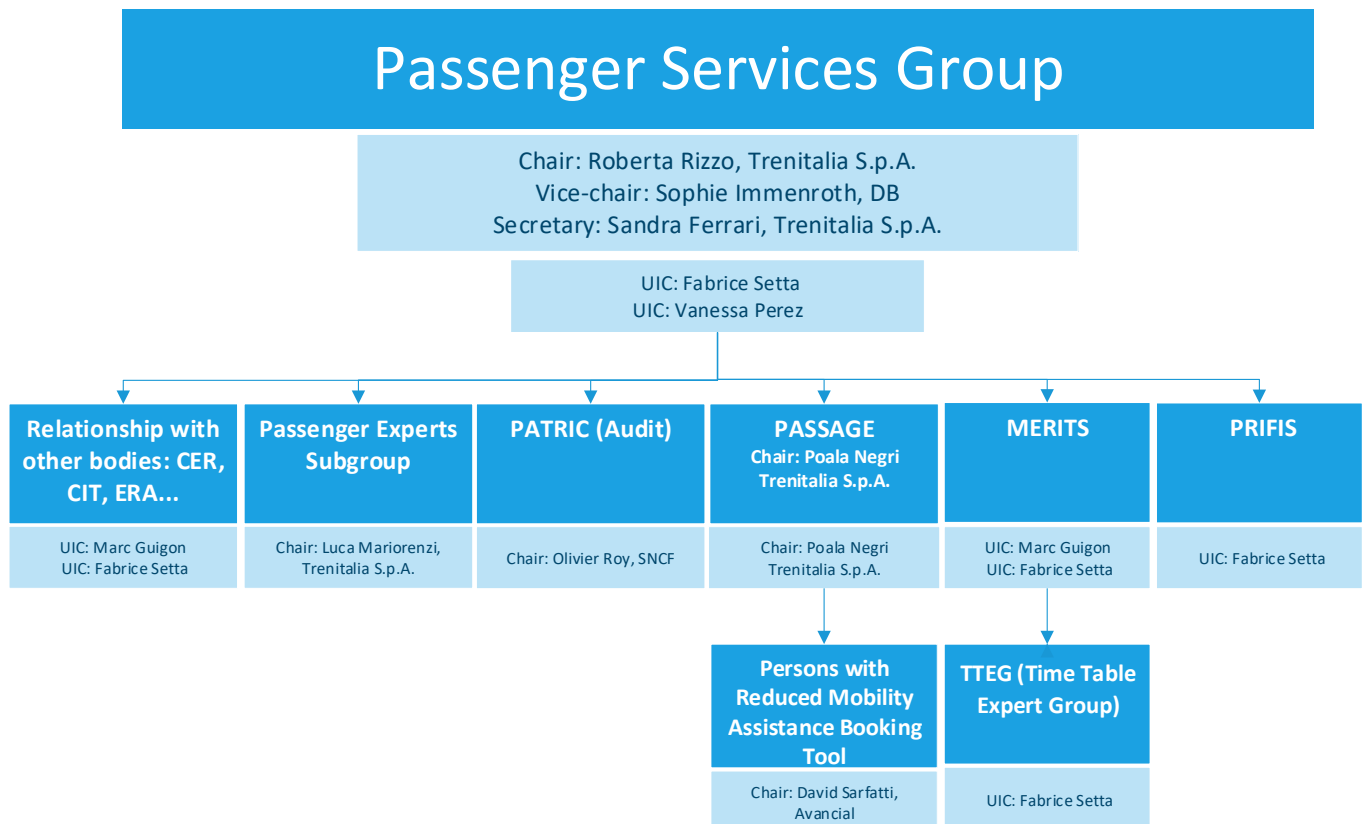
The CIT and UIC invited the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held at the UIC in Paris (France) on Wednesday, 19 September 2018.

During the morning session, participants were given an overview of the most recent developments in the EU Regulation on rail passengers' rights and obligations (PRR), its on-going revision as well as interesting cases before the courts and the national enforcement bodies. Furthermore, there was an update on the CIT products which are interesting for customer services as well as how the new Regulation on data protection in the EU affects complaints handling. SNCF and Trenitalia will present their objectives in complaints handling as well as give an overview of their practical processes. The afternoon session started with a presentation on mediation from SNCF Médiatrice, followed by the Eurail Group presenting the new processes for delay compensation for reservations bought as a complement to rail passes. Finally, the Czech railways showed how they handle unforeseen timetable changes in respect of the PRR obligations.

11. Evolution of the Passenger Service Group in 2019: Marc Guigon

The Passenger Services Group rethought its mission with four main objectives:

- Enhance communication between the two focus of the Commercial and Technical Groups
 - Prioritize the topics of “common interests” in order to stimulate efficiencies between the activities and promote innovative solutions for members;
 - Rationalize the internal organization in order to be more “business oriented”
 - Orient its interests among new innovative challenges of the Passenger Railway Undertakings
- A reorganization of PSG activities has been approved by the PSG Plenary held in Rome on November 2018. Duplication of competences and existing structures shall be avoided for making Passenger Service Group more business and “time to market” oriented. A single “entry point” for both Commercial and Technical issues acting as a “facilitator” with a coordination role was created (new “Passenger Experts Subgroup”), merging some of the activities under this umbrella. New Chairmen were elected and started their activities under the new organization on 1 January 2019.



12. Organigram of the Passenger Service Group (PES) in 2019

