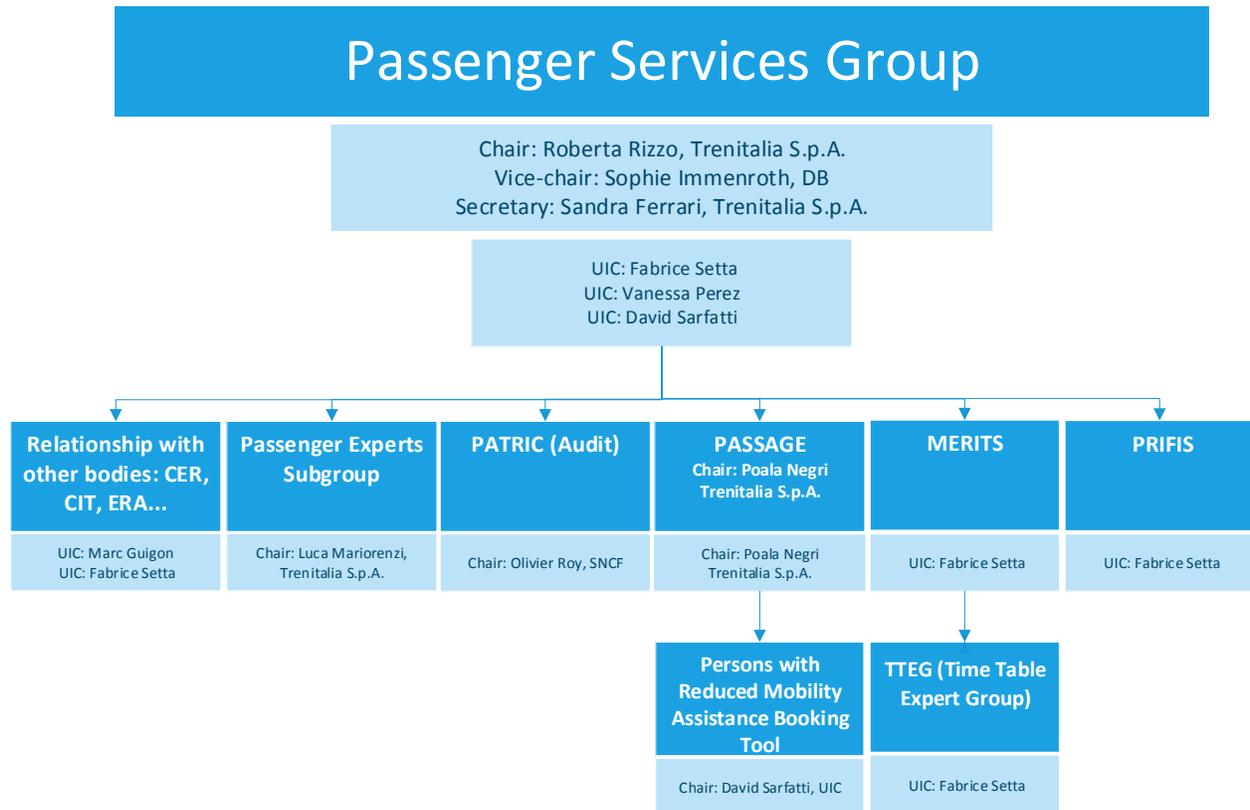


Annual Report
Passenger Services Group
Activities 2019

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1. Organigram of the Passenger Services Group 2019



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

After 2018 which was a pivotal year for the PSG with new organisation and challenges, 2019 was a decisive year to launch and implement innovations in the field of technical and commercial activities.

The Global Passenger Forum was reactivated and met mid-2019 for the first time, focusing on the main priorities in the passenger field, using a practical and systemic approach. This Working Body proposed to all Passenger Activities to focus on Multimodality, Mobility as a Service, Sustainability, Multiregional Projects, Digitalisation and cooperation with Universities.

These strategic orientations were deeply developed within the PSG in 2019 with the innovation workshops, the agreements with UTP and IATA, the two important projects Air+Rail and Door to Door and will be amplified in the following years for multimodal complementarities.

Another success for 2019 was the commercialisation of the MERITS database which implies some enhancements for the following years concerning the quality of the data, their completeness, and new services. MERITS data are now the basis for some Third Parties and are also used in the TSGA.

As UIC is the place where standards/solutions are discussed and developed for the rail sector, PSG debated on cooperation with the Full Service Model initiative, as required by the Passenger CEOs during the last High-Level Passenger Meeting.

PSG activities have to fit within the new European Green Deal which promotes a sustainable and smart mobility strategy to reach carbon neutrality in 2050. PSG will contribute for a UIC strategic position, working on storytelling elements and participating to European Projects and Shift2Rail.

I warmly thank the chairpersons and the participating members for their deep implication and reactivity in the PSG to develop the activities in a moving exciting world.

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, (: DB, SNCF, Trenitalia, RENFE, DSB, SBB, ÖBB, NS, SNCB, ZSKK, CD, CFL, SZ, TRAINOSE). Representatives from Russian Railways and Ukrainian Railways are also attending the Plenary meetings.

The Passenger Services Steering Committee holds the task to prepare the PSG Plenary meetings in terms of agenda and contents and to monthly discuss the main issues dealing with the PSG governance and budget.

Number of meetings- workshops / year:

- Two meetings per year of the PSG Plenary take place (usually April and November) .
- 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 2019 were related to the following subjects:

- Commercialisation of MERITS database as from 1st March 2019
- Reorganization of the PSG: rationalization of Commercial and Technical forum, merging of the activities

- Elaboration of Global Passenger Forum Terms of Reference
- Cooperation with the new Global Passenger Forum and discussion of a new UIC financial model
- Membership issues
- Impact of transition to IRS for Passenger Service Group activities
- Setting up of PSG Budgetary lines for 2019 – 2020

Output achieved in 2019

- Following the decisions taken in Rome in 2018, a reorganization of PSG activities was approved. Duplication of competences and existing structures have been 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. The Passenger Expert Subgroup has been fully operational in 2019 and played an active role in managing all commercial and technical activities, promoting the importance of innovation as well in railways through specific “raising awareness” workshops and fostering the UIC works on multimodality in cooperation with other transport associations. PSG Plenary supported the Innovation workshops and multimodality activity, involving the Members in the organization and keeping them informed on the events.
- After the internal agreement reached in 2018 on the new legal framework, the MERITS commercialization process was implemented and launched on 1st March 2019. .. Under the new legal framework, the MERITS database was opened to all actors involved in the rail market and third parties. Until December 2019, UIC has sold about 10 MERITS licenses and other initiatives are planned in 2020 in order to promote an information campaign aimed at explaining the MERITS commercialisation process and illustrate its future evolutions
- In 2019, the MERITS issues underlined the necessity to “rethink” the role of PSG vs other actors on the market and their new role. This lead as well to the revision of the Global Passenger Forum Terms of Reference, which reshaped the rules for PSG participation in order to discipline the issue taking into account the rail market development. The new ToR – Terms of Reference of Global Passenger Forum - was finalized in May 2019. The relaunch of the Passenger Forum under the new formula of the “Global Passenger Forum” allowed UIC members as well to discuss new ways of participation and to propose new UIC financial models. PSG mainly contributed to this “rebuilding” process of the new Passenger Forum
- IRS transition: the completion of the internal analysis on the impact of the transition to IRS from Leaflets has been carried out in 2019. 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 was inserted in the new ToR, ensuring the harmonized application of the IRS.

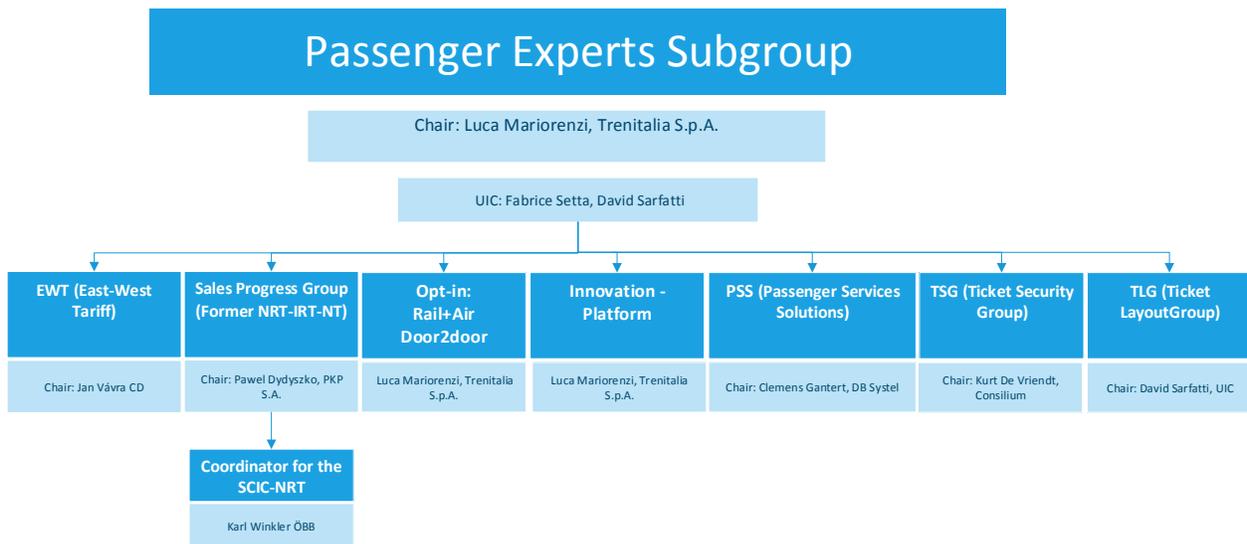
- Specific budgetary lines and integrations were approved by the Plenary in 2019, dedicated to the modernization of PRIFIS tool. In parallel, under the Passenger Expert Group umbrella, a new UIC working group dedicated to the “New Tariff Model” was created in order to harmonize the NRT-IRT framework. PSG Plenary and Steering Committee discussed its governance and possible cooperation with other initiatives, such as alignment with the Full Service Model initiative.
- New methods for the organization of the Plenary meetings were implemented in 2019, through the contribution of interactive and “real time” sessions related to specific issues (innovation, multimodality, budget reform). The results of the interactive sessions will serve as a basis for the elaboration of new UIC projects in 2021

Next steps

- **New projects will be focused on Innovation & Multimodality:** In 2019, PSG backed the Air+Rail project and paved the way for the signature of a MoU between UIC and IATA that will be finalised in 2020. Innovation workshops activity will be continued in 2020 with the aim of shaping new UIC opt-in projects for 2021
- **Commercialisation of MERITS database:** in 2020 PSG will further analyze the MERITS evolution and other developments concerning reservation systems, real time data, minimum connecting time
- **Global Passenger Forum:** PSG will contribute to the proposal and elaboration of the UIC new financial governance

4. Passenger Experts Subgroup (PES): Luca Mariorenzi

4.1. Organigram of the PES and report



The UIC PES (Passenger Experts Subgroup) is the assembly of the Passenger Services Group that cares about international sales and distribution systems merging the activities from the former Technical and Commercial Groups.

PES coordinates the activities of technical and commercial working groups specialized in ticket layout and security, reservation, NRT and IRT tariff models for day and night trains, East-West Tariffs, preparation and maintenance of the related international standards (IRS).

Passenger Expert Subgroup drives the relationship between ERA and UIC based on existing contract for synchronization of technical documents of TAP-TSI with correspondent UIC leaflets/IRSs.

In addition as per the three years program 2019-2021 of the Passenger Services Group defined in 2018, 2 new opt-in projects on Air+Rail and Door 2 Door intermodal transports are conducted by the PES Chair as well as three innovation appointments per year (in 2019 on Digitalization, Blockchain and Artificial Intelligence).

[IRS: 90918-0, 90918.1, 90918-8, 90918-9 and 90918.4]

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

Number of meetings - workshops / year:

Passenger Experts Subgroup has 2 dedicated meetings (March and October) including the contribution of the Technical and Commercial representatives of the companies.

Economic figures: in 2019 dedicated budget for the group was 479 k€.

Subjects of the working group:

Passenger Experts Subgroup:

- Provides guidance and validation for the whole leaflets related to international sales and distribution,
- Drives the technical standardization within the passenger commercial and distribution area,
- Guarantees the correct alignment and synchronization between UIC leaflets/IRSs and ERA technical documents,
- Provides directions to the activity of NRT, NT, IRT and EWT group's activities by adequate inputs,
- Defines ad hoc working groups on specific items coming from the business needs expressed by the business needs (e.g. new Tariff Model) of the companies and the regulatory context,
- Supports the PSG in the preparation of the plan of new projects and initiatives.

Outputs achieved in 2019:

- Preparation of the tender for the realization of ETCD, central registry containing the online information for international ticketing, allowing the TCO's to control e-ticketing including annotations.
- Preparation of the new IRS 90-918-4 including the international standards for the controlling of IRT and NRT ticketing

- Setup of the new Tariff Model working group with the preparation of the first version of specification for NRT and kickoff of the joint work for the definition of Roadmap for integration and development of two complementary distribution solutions nTM and FSM.
- Intermediate report and position papers of the projects Air+Rail and Door 2 Door for 2019-2021
- Innovation (workshops) for 2019 for digitalization, blockchain and artificial intelligence.

Next steps:

In 2020 the PES will present the final specification of the new tariff model nTM and define the terms of the joint work between nTM and FSM (unique interface).

The ETCD registry will be released for initial piloting of the exchange of ticketing data necessary for e-ticketing control.

A Memorandum of Understanding (MoU) between IATA and UIC was signed on 30th January 2020 in the context of the Opt-in project Air + Rail. The entry into force of this MoU will open the group on the identified core domains of common interest for cooperation: pricing, availability, reservation ticketing, accounting and settlement, legal aspects, industry coding, passenger travel experience.

In addition, 3 innovation workshops on Internet of Things, 5G, Mobility as a Service (MaaS) and new mobility paradigms and reinventing the passenger experience with the design thinking will be held on 2020 at UIC HQ.

4.2. Sales Progress Group (SPG): Pawel Dydzyszko

Working Group/Bodies:

- The working group meets twice a year
- The chairman took part in EWT Steering Committee

During 2019, SPG has created two initiatives:

- Establishment of *New Tariff Model* group (nTM) – as a group (with commercial and technical experts) responsible for providing business specifications for a new tariff data exchange tool,
- Establishment of *Tariff Subgroup* – a small working group responsible for updating the UIC leaflet 106 (and for its migration into IRS) and for merging current SCIC documents into one only.

There are 3 groups operating within the SPG and each group has its own coordinator.

4.2.1. Non-Integrated Reservation Tickets (NRT) coordinator: Karl Winkler

Railways participated in the meetings in 2019: ATTICA, CD, CFL, SBB, CFR Calatori, DB, DSB, MÁV-START/GYSEV, NS, ÖBB, PKP, SJ/Linkon-Silverrail, SNCB, SNCF, SZ, Trainose, Trenitalia, Vy, ZSSK.

Railways taking part in tariff data exchange - those mentioned above and: BDZ, CP, HZ, LDZ, LG, MZ, SV, TCDD, VR, ZFBH, ZPCG, ZRS.

The objective of the NRT 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 recommendations of current SCIC NRT and redaction of final version to be published,
- Publication and follow-up of decisions and action points that were decided upon during working group meetings.

In 2019 we have achieved:

- Finetuning of SCIC NRT, including glossary,
- Closer relation to technical Working Groups, 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:

- To merge SCIC NRT with SCIC IRT and SCIC NT into one document.

4.2.2. Integrated Reservation Ticket (IRT) coordinator: Jaroslav Lučkay

Railways participated in the meetings in 2019: SNCB, Thalys, ZSSK, SNCF, Eurostar.

The objective of the IRT 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 2019 we have achieved:

- SCIC IRT maintenance.

Next steps:

- To merge SCIC NRT with SCIC IRT and SCIC NT into one document.

4.2.3. Night Train (NT) coordinator: Zsuzsanna Selmeczi

Railways participated in the meetings in 2019: CD, CFR Calatori, DB, MÁV-START, PKP IC, ZSSK

Subjects of the working group:

- Finishing the modifications 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,
- Aim of strengthening the commercial cooperation among operators and distributors.

Output achieved in 2019:

- Involving more railways (e.g. CP/RENFE) to data sharing,
- More distributor railways were involved in the Working Groups.

Next steps:

- Try to involve more railways (e.g. TI) to data sharing and co-operation,
- Continue the involving more distributors to the conversation for the better co-operation,
- Starting discussions with “climate and environmental activist civil services” for more support for night trains,
- Merge SCIC NRT with SCIC IRT and SCIC NT into one document.

4.3. East West Tariff (EWT): Jan Vávra

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 2019 we have achieved:

- A new promising text in SCIC regarding passenger regulation rights leading to standardization in matter of PRR,
- Beginning of standardization of carriage of bikes even in EWT connections,
- Accountings of EWT: acceptance of scans/duplicates between the accounting workplaces at their mutual internal communication provided that the passenger must submit an original document.

Next steps:

- Harmonization with SCIC-NRT and SCIC-IRT, namely in matter of Glossary and Conditions of Carriage.

4.4. Passenger Services Solutions (PSS) : Clemens Gantert

The Passenger Service Services Working Group plays a fundamental role for all the Passenger ticketing activities where specifications on electronic data exchange need to be established or maintained. In particular the PSS maintains the specifications for the reservation interfaces and the new specification for control data exchange (IRS 90918-4) and specifications for the booking of assistance.

The main task in 2019 was to create the new specification of the new Ticket Model (nTM) to replace the existing outdated data exchange via PRIFIS and to enable the full interoperable sale of dynamic fares in a common model for IRT and NRT). A first complete draft of the interfaces was ready end of 2019 and will now be aligned with FSM.

PSS was supporting the UIC at the ERA TAP-TSI revision meetings to introduce the updated specifications for reservation into the next TAP-TSI release.

The UIC budget for all these activities under the PSG “umbrella” is monitored by the Passenger Services Group Plenary Meeting.

Participating Railways:

All the main European railway undertakings participate in the Passenger Service Solutions Groups General meetings three times a year (DB, SNCF, Trenitalia, RENFE, DSB, NSB, PKP, RZD, MAV, SBB, SJ, ÖBB, NS, SNCB, ZSSK, CD, SZ, CFR). TBNE is participating as associate member and Hitrail as provider of services for eTC and the reservation interfaces.

Besides the general meetings temporary work group meetings with interested railways on the topics of nTM (new Tariff Model) and eTC (electronic Ticket Control) were held.

Number of meetings- workshops:

- Three general meetings of the PSS took place in February, June and October,
- For nTM one meeting per month was held since the work started in April 2019 together with SPG members,
- For eTC meetings with the involved railways have been held beginning of the year to finalize the specification (now IRS 90918-4) and at the end of the year to organize the implementation.

Subject of the working group:

Main items treated within PSS during 2019 were related to the following subjects:

- Finalizing the eTC specification on electronic ticket data exchange for control as IRS 90918-4,
- Preparing the specifications for the tender of the central eTC data base provided by UIC,
- Preparing the initial draft of a specification for the new Ticket Model,
- Supporting the eTC implementation by Hitrail,
- Cooperation with ERA at the TAP TSI CCM meetings and in the TAP-TSI revision,
- Maintaining the specification of the reservation interface with and migration planning of upcoming reservation systems of ÖBB, MAV and SZ.

Output achieved in 2019:

- The new IRS 90918-4 on the electronic ticket data exchange for control was published,
- A new version of IRS 90918-1 for reservation was published,
- The draft of the eTC specification was completed.

Next steps:

- **New Tariff Model:** The specification of the new Tariff Model will be aligned with the requirements from FSM,
- **PRIFIS replacement:** The requirements for the replacement of the PRIFIS tool will be defined to be ready for tendering.

4.5. Ticket Layout Group (TLG): David Sarfatti

IRS: 90918-8

Participating Railways: CD, CFL, DSB, FPC, Trenitalia, GYSEV, HZ, MAV-START, NS, NSB/Entur, ÖBB, PKP, RENFE, RZD, SBB, SJ/Linkon-Silverrail, SNCB, SNCF, SZ, TCDD, TRAINOSE, VR, ZS, ZSSK.

Number of meetings- workshops: TLG meeting took place three times and the group is active and participates in 2019 in three UIC –ERA alignment workshops, two PES meetings and three PSS meetings.

Subject of the working group:

- To facilitate information and best practices exchange on Rail Ticketing 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 2019 for DB, 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 2019:

TLG achieved the definition of the Flexible Size Ticket (FST) to be displayed on screen or on blank paper.

IRS 90918-8 was completely rewritten for a publication in March 2019.

Together with PSS and TSG UIC offers a web application to distribute cryptographic public keys, and an android App to test and control railways Barcodes.

Next steps: In 2020, because of the new FCB TSG barcode allowing several passengers and journeys in one barcode, a new A4RT (print@home) layout is define.

4.6. Ticket Security Group (TSG): Kurt De Vriendt

IRS: 90918-9

Participating Railways: All members of the Technical Group were regularly informed about the activity of the TSG. During the meetings (or confcalls), there was active collaboration of DB, ÖBB, SNCF, PKP, SZ, SNCB, NS, SJ/Linkon-Silverrail and EURAIL. CIT participated in almost every meeting. There were also a lot of confcalls with regional train operator SNCF-Région Est, to integrate urban ticketing in the FCB standard.

Number of meetings- workshops: Plenary and subgroup meetings, videoconference dealing with specific parts of the development.

Subjects 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 2019:

- Further developments in the FCB (flexible content barcode)
 - Some bug fixing after first real-life tests,
 - Dynamic barcodes for improved security in non-printed FCB barcodes (under development),
 - New (structured) header in FCB (under development),
 - Improve the PKMW procedures (under development).

Next steps:

- Assist railways in implementing / use feedback to improve leaflet/IRS,
- 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, ...),
- Integration of the following WiP in the IRS 90918-9:
 - Dynamic barcodes for improved security in non-printed FCB barcodes
 - New (structured) header in FCB,
- Improve the PKMW procedures.

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

Subject of the working group: The PATRIC (Passenger Accounting and Ticketing Rules Inspection Committee) Working 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...), IRSs and SCIC documents 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 2019, 3 auditors changed positions within their company and left the audit group. They were replaced by 3 new auditors that will perform their first audits in 2020.

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

Output achieved in 2019: 6 audits were performed (SR, ÖBB, RE4A, CP, UZ) by the audit team, leading to 30 observations reported to the audited entities.

PATRIC team has distributed to all 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.

Number of meetings- workshops: In addition, a training and a plenary session were organized to maintain auditors' skills up to date and to organize the audit program of 2020.

Next steps:

- Pre-advise of 2020 audits are being sent to related entities in order to have audits performed in the best conditions.

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

Background:

Since 2010, representatives from most of the main railway companies in Europe meet regularly to discuss about accessibility issues and PRM policies in a working group. At the moment this group started its works there were many legal changes in Europe regarding PRM policies, and an increasing social pressure on this subject. Moreover, it was made clear from the beginning that a good PRM policy would lead to an improvement of capacity in railway, which would lead to an increase in the number of passengers. This group is called PASSAGE (Passenger Accessibility Solutions Support and Action Group of Experts), and during these years it has become the biggest reference in railway accessibility in European railway.

PASSAGE supports 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.

Current Status:

There are 16 members in Passage Europe + Via Rail (Canada) and 17 members use the PRM ABT.

The group meets three times per year. They meetings in 2019 are:

- PM_30 Prague (05-06/02/2019)
- PM_31 Naples (21-22/05/2019)
- PM_32 Luxemburg (16-17 /10/2019)

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.

In between meetings the members use the **PASSAGE FORUM**, an online platform to exchange ideas and questions regarding accessibility services

During PASSAGE meetings there is also an update about the Assistance Booking Tool (PRM- ABT).

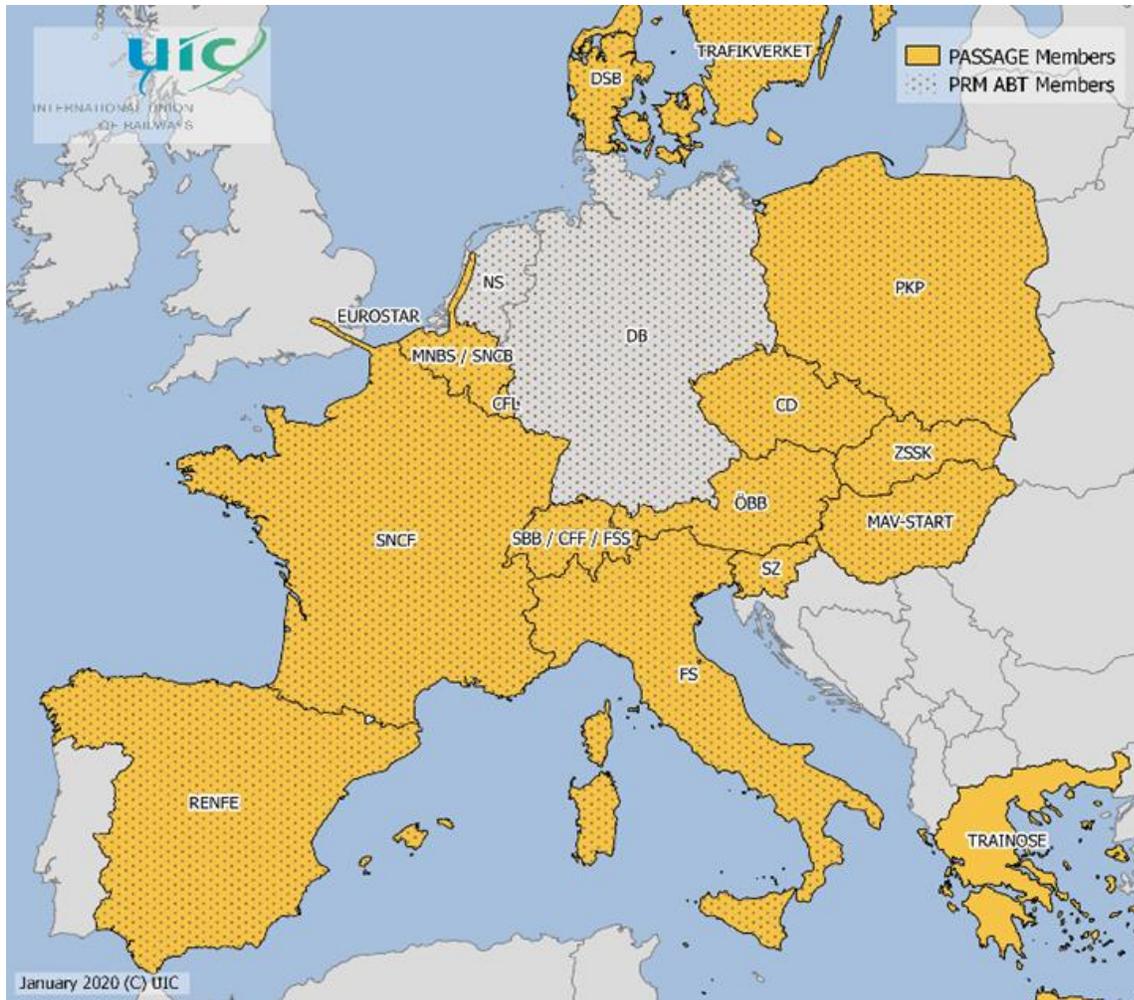
PRM ABT:

The PRM ABT was created 10 years ago by Passage members to assure assistance services to international passengers through the connection of their PRM centres, forwarding XML messages between Railways national assistance booking tools.

The use of this tool is growing constantly since it was created and the PRM ABT community has shown their satisfaction with the tool.

Relevant issues focused in 2018-2019

- 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,
- Integration of different assistance systems in multimodal journeys (plane, train, taxi, bus),
- Update on IOA inventory of assets,
- New rules for wheelchairs and scooters,
- PRM ABT Assistance Booking Tool trend and analysis.



Practical solutions and effective actions implemented in 2018-2019

- 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.

To be noticed that Passage group of experts and PRM ABT has been highlighted by CER as an example of the work done during the last 10 years by the railways in the public consultation: reviewing the European disability strategy 2010-2020.

Next steps:

PASSAGE II aims in 2020 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.

The PSG has endorsed the continuation of the group of experts for the next three years period 2021-2023 to be confirmed by the opt-in process.

7. Multiple East-West Railway Integrated Timetable Storage (MERITS): Fabrice Setta

Documents:

- Leaflets 916-1 version 18.2
- MERITS User guide version 19.1
- MERITS PRIFIS code lists version 19.1

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, ZS -SV Serbian train, ZZSK.

Number of meetings- workshops:

- The Timetable Experts Group (TTEG) met twice in 2019 for two half days sessions in Luxembourg on the kind invitation of CFL and UIC Paris,
- The MERITS Steering Board (MSB), with the aim to provide advice and strategic recommendations to the MERITS project (Commercialisation of the integrated data and evolutions) 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 2019:

- Finalization of the documents allowing the commercialisation of the selling of the MERITS integrated data including:
 - Data Provider Agreement
 - General Terms & Conditions for the users
 - MERITS products catalogue
- Finalization of the process allowing the commercialisation of the selling of the MERITS integrated data including:
 - Setting the ETF UIC web shop to sell the MERITS products

- Development of the MERITS license management tool
- Timetable and location data publication all year long,
- Organisation of the TTEG meetings,
- Organisation of the MERITS Steering Board meetings,
- In March 2019, started the commercialisation of MERITS integrated data, in 2019 UIC and ETF has sold to third parties the following MERITS products:
 - 1 MERITS Bronze license
 - 4 MERITS Silver licenses
 - 3 MERITS Gold licenses

Next steps:

- Enhance communication around the MERITS commercial activity to gather new Data providers and data users,
- Study on real time data feasibility,
- MERITS tool evolution for:
 - Multiple export formats (EDIFACT, GTFS)
 - Data completeness (Reservation system code, Minimum Connecting Times)

8. 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, ZS -SV Serbian train, ZZSK.

Number of meetings- workshops: 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) consists of a database containing the price and Tarif data for more than 40 Railway Undertakings. Price and fare data are NRT data (leaflet 108-1). PRIFIS is designed to allow each Railway Undertakings 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 2019:

- Publication of NRT data on the PRIFIS tool during August and September, closing time was the 15th of September,
- Negotiation with the supplier Almoviva for a 1 single year contract extension,
- Preparation of the PRIFIS specifications for the new PRIFIS foreseen in 2021.

Next steps:

- Publication of the NRT 2020 data in September 2020,
- Finalization of the new PRIFIS specification within the nTM framework.

9. Conference of Passenger Claims Departments UIC Paris, 19 September 2019

The 5th UIC CIT claims conference took place on 25 September in Vienna at ÖBB headquarters. The event was attended by 70 participants from sales, legal and customer experience departments of 20 railways.

The UIC legal group, chaired by Mr Trapazzo from FS and Mrs Saintilan from SNCF, backed by CIT passenger experts Mrs Dopfer and Mr Svensson, organised a very lively session with seven different presentations and two workshop sessions.

First, feedback was given by Mrs Saintilan on the ongoing revision of the European Union PRR (Passenger Rights and Regulation). Its three options depending on how the document is drafted by the Commission, the Parliament or the Presidency will impact in different ways the applicable scope (exemptions on urban trains,...) and detail data (amount of refund in case of delay, delay to request assistance for PRM passengers,...). A unique text should be available in 2021.

Throughout the day, the common subject was night trains. This definition is given to trains scheduled between 8pm and 8am and which run for more than eight hours.

Mr Stubitz from ÖBB presented how the customer experience department he manages deals with passenger damage claims and passenger rights claims (factual delays, non-applied regulation or poor-quality production).

Two workshops were organised, based on an actual complicated night train delay case study. Dealing with re-accommodations of journeys to day trains of other companies, replacement buses or hotel nights, and the different points of view of the active participation of the sales, legal and customer experience departments highlighted the importance of CIT AIV and UIC standards and their improvements. The conference demonstrated how in some cases the legal compensation is not enough and should be completed with commercial vouchers. CIT and UIC will continue to investigate this issue to give international experts relevant guidelines.

The next UIC CIT claims conference will take place in Rome in September 2020.