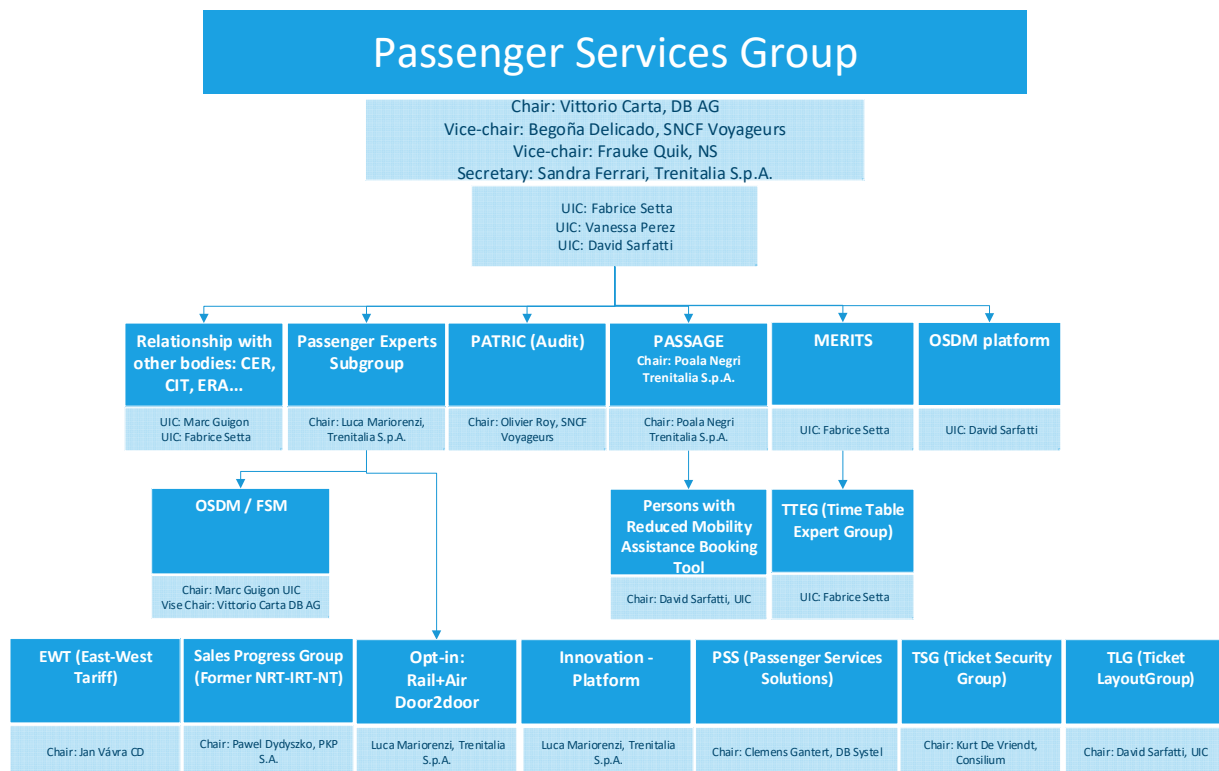


Annual Report
Passenger Services Group
Activities 2020

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1. Organigram of the Passenger Services Group 2020



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

After 2019 which was a year with a lot of successes for the PSG sector, including the commercialisation of the MERITS database and many other challenges, 2020 was a very unusual year for UIC members.

All UIC members were deeply affected by the Covid-19 crisis, and UIC reacted very quickly in setting up a global task force to find ways to respond to this crisis that were adapted to the railway sector.

From the bottom of my heart, I thank all UIC members to have shown their solidarity and empathy in this difficult period. PSG largely contributed to save money for the members thanks to economy of scale and chairperson contributions by reducing the level of their contracts.

Despite this crisis, PSG activities never stopped and, at the opposite, reached a lot of results to prepare the future of distribution.

After signing a Technical Agreement on April 2020, UIC and FSM set up a dedicated Executive Group and a Working Group including Third Parties to develop a unique/integrated specification. The OSDM (Open Sales and Distribution Model) concept was created to merge nTM and FSM technical specifications.

In a coordinated way, with trust and in a good atmosphere, at the end of 2020, the OSDM specifications were issued in an UIC IRS 90918-10 in two steps: Offline Model and Online API. It is a real revolution in the distribution of products and services paving the way to reach the goals of the European Commission concerning Through and Multimodal Ticket.

The other PSG Working Groups reached also a lot of good results contributing to the development of the Large Europe Distribution, as the eTicket Control Database (eTCD) for exchange of real-time control data, the Flexible Content Barcode (FCB) the Universal Rail Ticket (URT) compatible with all ticket supports and the tender for the new OSDM platform that will replace PRIFIS in 2021.

PSG members can be proud of the coordinated results achieved in the 2020 year. PSG is contributing for the UIC strategic position, working on storytelling elements and participating to European Objectives.

For next year, PSG must be ready to contribute to the 2021 European Year of Rail by providing concrete results to enhance Rail Distribution. These results need to be visible by the European Commission, UIC members and European Citizens and can be communicated in a large scale.

New projects have also to emerge to be proposed at the next Opt-In process, to contribute to best services for members and customers.

PSG is now chaired by a new team which was elected during the year 2020. Knowing their involvement and professionalism, I am sure they will continue to carry out the current activities and provide new challenges for the PSG.

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

3. Passenger Services Group (PSG): Vittorio Carta

The Passenger Service Group plays a fundamental management and 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, included in the PES – Passenger Expert Subgroup- the PSG is dealing as well with the management of MERITS (a unique database for the mutual exchange of RU's timetable data, commercialised on March 2019 and open to third parties) and matters related to tools assistance to PRMs (Passenger with Reduced Mobility, PASSAGE activities). Audit activities for the monitoring of the proper implementation of financial standards by RUs is also supervised through the contribution of PATRIC (Passenger Accounts and Ticketing Rules Inspection Committee) 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 Voyageurs, Trenitalia, RENFE, DSB, SBB, ÖBB, NS, SNCB, ZSKK, CD, CFL, SZ, TRAINOSE, MAV, PKP). 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 topics dealing with the PSG governance, budget and relevant commercial and technical items at stake.

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 2020 were related to the following subjects:

- Appointment of the new PSG Chair and Vice Chairs and election of the new members of the PSG Steering Committee;
- Continuation of the commercialisation process of MERITS database as from 1st March 2019;
- Cooperation with the new Global Passenger Forum and further discussion of a new UIC financial model;
- Finalisation of a unique technical specification “Open Sales and Distribution Model” – OSDM, for distribution, emerged from the cooperation between the new Tariff Model (nTM) and Full Service Model (FSM 2.0) initiatives;
- Membership issues and clarification of specific aspects related to UIC PSG Governance;
- Setting up of PSG Budgetary lines for 2020 and 2021, with specific focus on the challenges faced due to the Covid crisis.

Output achieved in 2020

- PSG reorganisation took place under the previous Chairmanship and was completed in 2019 aiming at making PSG more “market oriented” and became fully operational in 2020. Due to the departure in 2020 of the Chairwoman Roberta Rizzo, who took over other responsibilities within Trenitalia, there was a need to appoint the new PSG management board. Elections took place by online voting procedures due to the Covid pandemic and PSG Plenary appointed Vittorio Carta (DB) as new Chair of PSG. Vittorio Carta has a relevant experience in distribution matters, and he covers among others as well the role of Full Service Model Initiative Manager. Begoña Delicado (SNCF Voyageurs) and Frauke Quik (NS) have been elected as Vice-Chairwomen of the PSG. They have as well full relevant experience in distribution matters. PSG Steering Committee saw two “newcomers” as well after the departure of SNCB and DSB members in 2019 due to retirement. Sörgo Nelson from SZ and Theodoros Toliás from TRAINOSE, have been appointed as permanent members within PSG Steering Committee. They both have relevant experience in passenger transport and the new PSG organisation will benefit of all these contributions.
- Covid pandemic occurred in March 2020 forced UIC members to review specific priorities and change working methods. This happened as well for PSG, where online meetings were held during all 2020 starting from March. PSG Plenary was duly informed of the works of UIC COVID Task Force established in 2020, which still continues to help transport operators to find mobility solutions for facing the challenges due to the pandemic. Many PSG members contributed as well by providing economic figures concerning the impact of Covid on transport activities. The exercise of “raising

awareness” towards institutions will continue in 2021 in order to stress the emergency situation for transport sector and PSG will play its role.

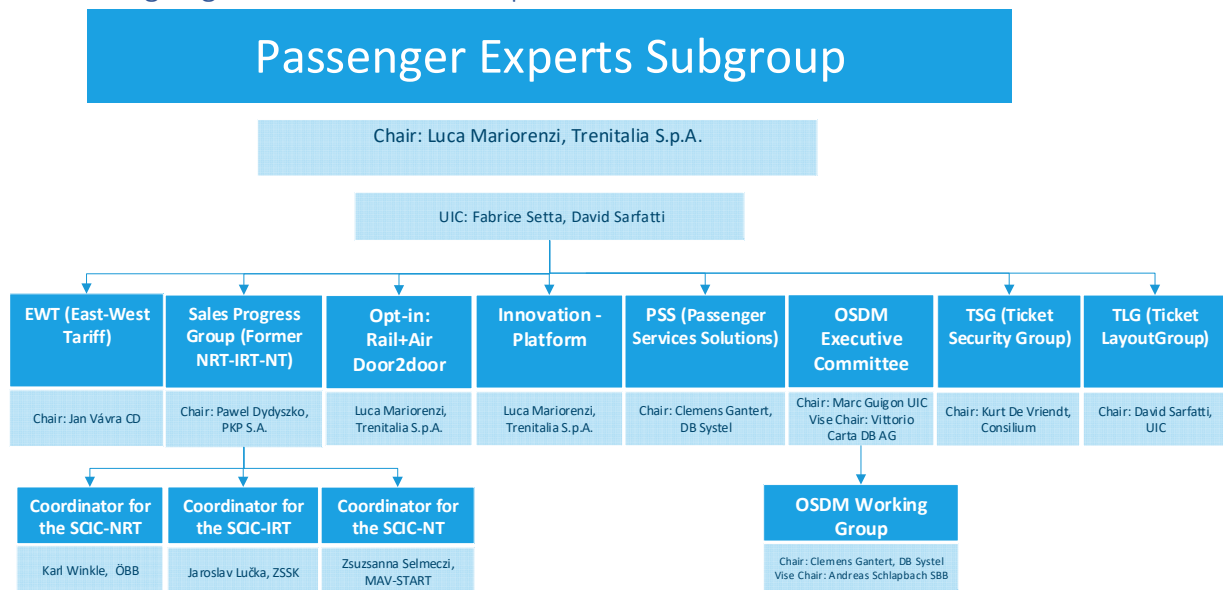
- The MERITS commercialization process was implemented and launched on 1st March 2019. Under the new legal framework, the MERITS database was opened to all actors involved in the rail market including non UIC members (third parties). Results of the commercialization process were positive as well in 2020 and this led to a benefit in terms of third parties’ contributions. About 183k€ is the amount coming for commercialization process. This has been the result of several initiatives aimed at promoting MERITS through specific information campaigns and fully supported by PSG Plenary and UIC members.
- In 2020, the MERITS matters and the development in the distribution sector underlined the necessity to “rethink” the role of PSG vs other actors on the market such as distributors. This has led as well to rethink the current initiatives in the distribution domain by promoting new ways of cooperation. A Technical Agreement between UIC nTM New Tariff Model and FSM (Full Service Model) was signed in April 2020, paving the way for the technical works aimed at the definition of specifications for a single common interface for sales. The aim was to substantially simplify the booking process for rail travellers and to lower complexity and distribution costs, through a unique technical specification shared by railway undertakings and ticket vendors. The finalisation of this cooperation process was completed on December 2020 and it constitutes a valid example of fruitful collaboration between actors involved in the distribution rail market. An overview of the OSDM final results can be found here: <https://unioninternationalcheminsdefer.github.io/OSDM> PSG Plenary and members fully supported the process and outcomes of this important initiative.
- The relaunch of the Passenger Forum under the new formula of the “Global Passenger Forum” at the beginning of January 2020, 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 Global Passenger Forum and the process of reorganization will follow in 2021. The Covid crises put in “stand by” specific issues related to the financial and budgetary model that will be retrieved as soon as possible in 2021 when back to the “new normal”.
- PSG Budget 2020 and 2021 were discussed in particular by the PSG Plenary in April 2020. Covid pandemic situation has led to a redefinition of the budget due also to the difficult national situations of the transport sector, in which most of the UIC members are still involved. Specific activities (such as PATRIC) have been reshaped on the basis of the new situation and budgetary modifications for each project will be taken into account in 2021 in terms of savings/discounts for members.
- New methods for the organization of the Plenary meetings were implemented as well in 2020 through the contribution of interactive and “real time” sessions related to specific issues (innovation, multimodality, customer survey on PSG). The results of the interactive sessions will serve as a basis for the elaboration of new UIC projects in 2022

Next steps for 2021

- **Distribution:** PSG will continue to be actively involved in the commercial and distribution domains from a technical point of view, with the aim of consolidating the existing cooperation and to further improve the current initiatives. Follow up and implementation of OSDM will be part of PSG agenda.
- **Commercialization of MERITS database:** in 2021 PSG, through the Merits steering Board, will further analyze the MERITS evolution and other developments;
- **New projects will be focused on Innovation & Multimodality:** In 2020, PSG backed the continuation of both opt-in projects Air+Rail and Door2Door on multimodality in 2021, together with two opt-in projects that will be presented for the next Opt-in workshop in April 2021. Innovation workshops activity will continue in 2021;
- **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 dealing with international sales and distribution systems merging the activities from the former Technical and Commercial Groups.

The activities of technical and commercial working groups within PES are 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 solutions (IRS), Sales Conditions of international Carriage are issued by PES subgroups SPG and EWT.

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

New opt-in projects on Air+Rail and Door 2 Door intermodal transports are driven by the PES. In January 2020, an important MoU between IATA and UIC has been signed thanks to the work conducted by the AIR+Rail project team.

A new OSDM Technical workgroup has been introduced under the umbrella of PES, with the task to prepare the specifications of the new Open Sales Distribution Model. In this case the PES offers a coordination to guarantee the governance of the Rail Sector and that the business needs identified by the business representatives of RU's (SPG, EWT/ NT/IRT) are taken into account and correctly prioritized within the change management process involving also the ticket vendors.

Based on the business needs of the PSG members expressed by the SPG and subgroups, the PES assures also the correct implementation of the related PSG systems such as ETCD (done in 2019) and for 2020 the OSDM Offline (former PRIFIS).

[IRS: 90918-0, 90918.1, 90918-8, 90918-9, 90918.4, 90918.10]

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 Voyageurs, 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 2020 dedicated budget for the group was 419 k€ plus the Opt-in projects financing for additional 250k€.

Subjects of the working group:

Passenger Experts Subgroup:

- Provides guidance and validation for the IRS related to international sales and distribution;
- Drives the technical standardization within the passenger commercial and distribution area;
- Defines ad-hoc working groups on specific items coming from the business needs expressed by the experts of the companies (e.g. OSDM Technical Working group) and the regulatory context;
- Provides directions to the activity of (SPG) NRT, NT, IRT and EWT group's activities by adequate inputs;
- Ensures prioritization of needs expressed by the business representatives of passenger RU's in the domain of international sales and distribution, within the OSDM (Open Sales Distribution Model) design and implementation;
- Ensures the correct implementation of the PSG systems and IT initiatives such as e-ticketing (ETCD), OSDM offline (former PRIFIS);
- Guarantees the correct alignment and synchronization between UIC leaflets/IRSs and ERA technical documents;

- Supports the PSG in the preparation and implementation of the plan of new projects (e.g. Opt-in) and initiatives.

Outputs achieved in 2020:

- Procurement process for the OSDM offline model, system replacing former PRIFIS system for the NRT tariff sharing;
- End to End procurement process for OSDM offline (former PRIFIS) based on the business needs expressed by the SPG business representatives and with the technical support of PSS;
- Setup of the new OSDM working group with the preparation of the first version of specification and prioritization of the set of requirements for Minimum Viable Product delivery;
- Preparation of the new IRS 90-918-10 including the international interfaces between attributors and distributors;
- Program management of the initiatives AIR+Rail and D2D, with the delivery of the two Technical Guidelines;
- Signature of the UIC-IATA Memorandum of Understanding opening to a wide collaboration area between the two organizations;
- Innovation (workshops) in 2020 on MaaS and new mobility paradigms”, “Reinventing the passenger experience through design thinking” and “Internet of Things and 5G”.

Next steps:

In 2021 the PES has the following plans:

- Roll out the ETCD registry with piloting of the exchange of ticketing data necessary for e-ticketing control;
- Implement the OSDM offline as replacement of the former PRIFIS initiative. The tool is required by August 2021 allowing the correct pricing NRT process to take place;
- Ensure the smooth change management within the OSDM with correct prioritization of the needs expressed by the Railway Undertakings and the Ticket Vendors;
- Ensure the correct implementation of OSDM offline within the established timeline, in line with the business requirements;
- The entry into force of the UIC-IATA MoU will open the group on the identified core domains of common interest for technical cooperation: pricing, availability, reservation ticketing, accounting and settlement, legal aspects, industry coding, passenger travel experience. The PES will coordinate the joint UIC-IATA working groups within the domain fixed by the Opt-in Air+Rail initiative by identifying the first quick win solutions to be used by the two organizations;
- Guarantee the smooth prosecution of the SPG and EWT activities with the preparation of updated SCICs;
- Two project proposals for opt-in 2022 will be presented in the UIC workshop in April 2021, dealing with revenue apportionnement innovation and improvement of customer needs. Preparation works are planned to be held within the PES.

4.2. Digital workshops: Luca Mariorenzi

Three innovation appointments have been done in 2020 titled “MaaS and new mobility paradigms”, “Reinventing the passenger experience through design thinking” and “Internet of Things and 5G”.

Two out of three workshops have been done via remote MTeams sessions with great results in terms of outcomes.

Given this positive experience, 3 innovation workshops will be held on 2021 at UIC HQ or online on the following items:

- transforming Passenger Experience;
- getting ready for the (r)evolution of the travel distribution ecosystem;
- creating value for the rail ecosystem in a data drive age, Hyper personalisation of dynamic offers in rail.

4.3. Sales Progress Group (SPG): Pawel Dydzyszko

Working Group/Bodies:

- Generally, the working group meets twice a year. In 2020 the group met three times. The third meeting was dedicated to the specific subject “Special Conditions of International Carriage”.

During 2020, the main objectives of SPG were two initiatives created in 2019:

- *Open Sales and Distribution Model (OSDM)* (former: New Tariff Model nTM) – participants were informed about the OSDM status and the need to implement it in 2021 since the PRIFIS tool is used in 2020 for the last time;
- *Tariff Subgroup* – a small working group (subgroup) responsible for merging current SCIC documents into one only. During over a dozen meetings the subgroup worked on merging SCIC-NRT and SCIC-IRT into one document. The result of this work was presented at the plenary session in September 2020. The SPG decided to consider this topic again in 2021 due to huge impact of OSDM tool on the frames of SCIC’s. Considering the progress with the implementation of OSDM tool, there may be new expectations regarding SCIC(s) document(s).

Within the SPG there are 3 (sub)groups which focus on specific topics related to each (sub)group: Non-Integrated Reservation Tickets (**NRT**), Integrated Reservation Ticket (**IRT**), Night Train (**NT**).

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

Railways participated in the meetings in 2020: BDZ, CD, CFL, CFR CALATORI, DB, DSB, ENTUR, MÁV-START/GYSEV, NS, ÖBB, PKP, SBB, SNCB, TRAINOSE.

Railways taking part in tariff data exchange: ATTICA, BC, CD, CFL, CFR CALATORI, CIE, CP, DB, DSB, EVR, FPC, GySEV, HZPP, LDZ, LG, MAV START, NS, ENTUR, ÖBB, PKP, SBB, SJ, SNCB, SNCF Voyageurs, SJ, SV, SZ, TCDD, TRAINITALIA, TRAINOSE, UZ, VR, ZPCG, ZRS, ZRSM, ZSSK.

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 2020 we have achieved:

- All NRT documents have been amended - changes agreed within SPG Meeting (online meeting, Sept. 2020) and were published on UIC Extranet in autumn 2020.
- Standardization of conditions of carriage on the field of children and groups.
- Introduction of the upcoming OSDM procedures

Next steps:

- Follow up harmonization with the UIC EWT tariff and accounting group

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

Railways participated in the meetings in 2020: SNCB, Thalys, ZSSK, SNCF Voyageurs, Eurostar, DB, NS, DSB, PKP, MÁV-START/GYSEV, ÖBB, ČD.

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;
- Revision of HERMES Codes;
- Publication and follow-up of decisions and action points that were decided upon during working group meetings.

In 2020 we have achieved:

- SCIC IRT maintenance;
- Adding appendices for Tariff Codes, Exchange and Refund rules and Seating Plans.

Next steps:

- To merge SCIC NRT with SCIC IRT and SCIC NT into one document;
- New proposal for table of HERMES Codes.

4.3.3. Night Train (NT) coordinator: Zsuzsanna Selmeczi

Railways participated in the meetings in 2020: Attica, CFL, CFR CALATORI, ČD, DB, DSB, MAV-START, NS, ÖBB, PKP IC, SBB, SJ, SNCB, Thalys, TI, TRAINOSE, ŽSSK

Subjects of the working group:

- Developing the conversation between operators and distributors;
- Conversations about the international night train travel situations caused by COVID;
- Aim of strengthening the commercial cooperation among operators and distributors.

Output achieved in 2020:

- Involving more railways to data sharing;
- More participants were involved in the Working Group (partially thanks to the online meeting).

Next steps:

- Try to involve more railways (e.g. TI, SNCF Voyageurs, Regiojet) to data sharing and cooperation;
- Continue the involving more distributors to the conversation for the better cooperation;
- Starting discussions with “climate and environmental activist civil services” for more support for night trains as in 2020 because of COVID it was postponed;
- “Recovering” the services after COVID;
- Cooperate with different organizations in the “revival” of night trains services in Europe.

4.4. East West Tariff (EWT): Karl Winkler

IRS: 10106

Participating RU: BDZ, BC, CD, CFL, CFR-Calatori, CFM, DB, DSB, EVR, FPC, Trenitalia, GYSEV, HML, HZ, KZH, LDZ, LG, MAV-START, NS, ÖBB, PKP, RENFE, RZD, SBB, SJ, SL, SNCB, SNCF Voyageurs, SSL, SV, SZ, TCDD, TRAINOSE, UZ, VL, VR, VY, ZFBH, ZRMS, ZRS, ZPCG, 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 better fulfill the passengers' needs.
- 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 2020 we have achieved:

- All EWT documents have been amended - changes agreed within EWT Steering Committee (online meeting, Sept. 2020) and were published on UIC Extranet in Autumn 2020;
- Standardization of conditions of carriage on the field of children and groups (SCIC-NRT);
- Introduction of the upcoming OSDM procedures;
- Accountings of EWT: several topics were discussed within the accounting subgroup, especially the group has to consider the challenges that are caused by working in home offices (e.g. when it comes to refunds and sending in originals). Because of the number of topics to discuss and the differing opinions within the group, it was decided that in future the group would meet several times during the year. the first meeting already took place on December 16/17, 2020.

Next steps:

- Harmonization with SPG Group, namely in matter of Glossary and Conditions of Carriage;
- Installing of an Accounting subgroup;
- The topic concerning of the legal regime (CIV / MC) on the ticket will be addressed to the UIC ticket Layout Group / PSS and the PES Group;
- Global prices (IRT-tickets) by RZD to other countries e.g. to Baltic countries. It was decided that this could be handled with new appendixes of the EWT Tariff. First, the commercial issues have to be set, after this also the accounting rules has to be updated.

4.5. Passenger Services Solutions (PSS) : Clemens Gantert

The Passenger Services Solutions Work 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 (IRS 90918-1) and the new specification for control data exchange (IRS 90918-4) and specifications for the booking of assistance.

The main tasks in 2020 were:

- Aligning the new IRS 90918-10 for online distribution with the FSM approach and to transfer this specification to the new OSDM workgroup. The aligned IRS90918-10 was finalized in December 2020;
- Supporting the tender for the new OSDM platform that will replace PRIFIS;
- Providing a conversion tool for the migration phase to convert of IRS 10108-1 data to the new OSDM data. The tool is currently tested by the participants;
- Maintaining changes to the reservation interface IRS 90918-1 and supporting the migration and implementation of reservation systems;
- Supporting the TSG by providing solutions on the UIC github. The old and new bar code open source implementation is now available and already used by some railways;
- Supporting RCF-I for an update of the accounting data formats including OSDM content.

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 Service Group Plenary.

Participating Railways

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

Due to the COVID all meetings from March onwards were held as online meetings.

Number of meetings- workshops / year:

- Three general meetings per year of the PSS general meeting take place (usually February, June and October);
- For the OSDM alignment, one meeting per week was held since the work started in April 2020 together with FSM members.

Subjects of the working group

Main items treated within PSS during 2020 were related to the following subjects:

- Aligning IRS90918-10 with FSM (Full Service Model);
- Preparing the initial draft of a specification for the new ticket model;
- Supporting the ETCD implementation by Hitrail;
- Preparing the specification for the tender of the central OSDM exchange platform provided by UIC;
- Supporting the tender for the implementation of the central OSDM exchange platform;
- Cooperating 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 reservation systems of ÖBB, MAV, GSYEV and SZ.

Output achieved in 2020

- The aligned version of IRS 90918-10 (OSDM) was finalized in December and published on UIC github;
- A new version of IRS 90918-1 for reservation was finalized;
- The IRS 90918-4 was approved and published;
- New tools and resources available on UIC github:
 - OSDM converter;
- Open source bar code implementation:
 - PKMW file editor.

Next steps

- OSDM: The specification will be maintained by the new OSDM group supported by PSS;
- IRS 90918-4: Update of IRS 90918-4 taking into account changes from OSDM;
- PRIFIS replacement: support for the Hitrail implementation of the OSDM platform and the UIC data converter;
- Support for RCF-I on the new accounting data format.

4.6. Ticket Layout Group (TLG): David Sarfatti

IRS: 90918-8

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

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

Subject of the working group:

- Facilitate information and best practices exchange on Rail Ticketing between railways;
- Discuss about different fulfillment types, automatic vending machines, ticket paper, e-tickets;
- Support the members in their effort in new Ticketing development and the use of UIC Standards;
- Implement new ticketing for DB, ÖBB and PKP;
- Define new standards for the new ticketing usage in Europe, and UIC IRS 90918-8 and ERA TAP-TSI Technical Document B11 synchronization;
- Provide Source code and IT applications for fulfilment or control of Railway ticket.

Output achieved in 2020:

Because of the new FCB TSG barcode allowing several passengers and journeys in one barcode TLG achieved the draft definition of the Universal Rail Ticket (URT) to be displayed on screen or on blank paper.

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 2021, the technical TLG and commercial SPG groups will discuss and then validate the new URT layout.

At the end of 2021, the new URT layout chapter will be added to the IRS 90918-8.

4.7. 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 ad-hoc subgroup confcalls.

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);
- Assist 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 2020:

- 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 are developed;
 - New (structured) header in FCB is ready;
 - The structure of the barcode FCB is adapted to include local (city) tickets: D2D integration:
 - Collaboration with VDV;
 - Collaboration with SNCF Région Est;
 - Improve the PKMW procedures (under development).

Next steps:

- Publish new version of the IRS 90918-9, with the new header and adapted content, including the possibility of dynamic barcodes and third-user city tickets;
- Launch FCBUG: Flexible Content Barcode User Group to improve collaboration between railways in implementing the FC Barcode, use first-line feedback to improve leaflet/IRS;
- Develop Visible Security Elements (If needed, in combination with the dynamic barcodes);
- Find collaboration models for third party usage of FCB (parking, bus companies, ...);
- 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 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 by a group of auditors who travel to the audited member's premises 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 Voyageurs, TI and UIC.

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

Output achieved in 2020:

Several audits were planned and prepared but unfortunately, due to COVID-19, they had to be postponed a few times and ultimately cancelled for 2020 because either auditors could not travel outside their countries or the audited RU could not receive them.

Number of meetings- workshops:

The training sessions also had to be cancelled but the 2 steering boards and plenary meeting took place remotely to analyze the feasibility of remote audits. The first outcome of this workshop was that not all topics can be addressed without physical checks performed locally.

Next steps:

- Pre-advise of 2021 audits are ready to be sent but the group waits for COVID-19 situation improvement to make sure audits can be performed in safe conditions both for the auditors and the audited members.

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. When 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.

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*.

Meetings

Normally, the group meets three times per year. In every meeting there is a **technical visit** in which the hosting company shows 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.

PASSAGE during Covid-19

In the context of Covid-19 lockdowns, as in-person meetings were not possible, it was decided to support the members by organizing special **meetings online every three-four weeks** instead of the usual three per year. During these meetings, Passage members exchanged information and measures to tackle Covid-19 and to restore passenger assistance. Due the importance of the situation, experts from DB and NS (which are members of PRM ABT but not of Passage) were also invited to join the group to explain their measures.

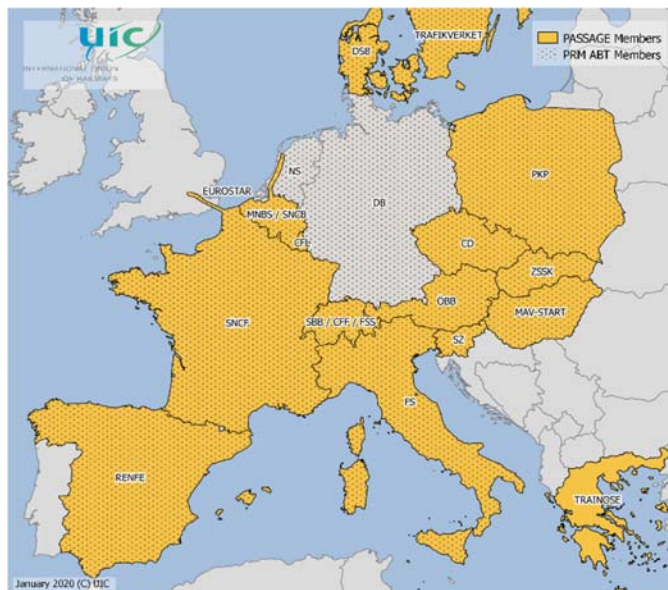
As a result of these exchanges a specific chapter was added on measures for the assistance of passengers with reduce mobility in the report "[How the rail sector fought Covid-19 during lockdowns](#)" published by UIC in May 2020.

Members

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

CD	Czech Republic
CFL	Luxemburg
DSB	Danemark
EUROSTAR	Various
FS	Italy
MAV-START	Hungry

OBB	Austria
PKP	Poland
RENFE	Spain
SBB	Switzerland
SNCB	Belgium
SNCF Réseau	France
SZ	Slovenia
Trafikverket	Sweden
Trainose	Greece
Via Rail	Canada
ZSSK	Slovakia



Next steps

- 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.
- 20 members from Europe but also from USA have expressed their interest in joining the group. We hope to enlarge the network as much as possible to assure the technical exchanges among experts to assure the improvement of the travel experience of rail most vulnerable clients.
- PASSAGE III aims in the next period 2021-2023 to go ahead sharing practical solutions and working on common needs, at national and international level, so railway undertakings can even better comply with legislation on passenger rights, leading the standard for accessibility to travel services for PRMs.

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.

New PRM ABT function on real time:

- On SNCB request a taskforce to better follow the assistance during the PRM journey is proposed;
- The Railways PRM Experts taskforce should describe their assistance processes during the PRM journey and define which, how and when information is exchanged;
- The UIC PRM ABT could be then adapted to monitor in real time the assistance all along the PRM journey.

PSG Request for UIC PRM ABT dissemination:

- Following last PSG meeting, PRM experts were asked to explore the possibility to disseminate UIC PRM ABT in their countries;
- A survey was distributed to members in September to start analyzing the potential opening of PRM ABT to third parties;
- A special meeting on the subject has been organized 9 November and it was decided to give more time to the members to get more information to continue the analysis.

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, DB, ÖBB, PKP, RENFE, RZD /FPC, SBB, SJ/Linkon-Silverrail, SNCB - B-rail, SNCF Voyageurs, SZ, TCDD, THALYS, TRAINOSE, TRENITALIA, TRENORD, VR, ZS -SV Serbian train, ZZSK.

Number of meetings- workshops:

- The Timetable Experts Group (TTEG) met once in 2020 for one half days sessions in vision conference;
- 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 3 times.

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 2020:

- Commercialisation of new products:
 - MERITS Bronze plus consists of station data updated twice a week at the license price of 17K€ per year;
 - MERITS Gold limited consists of integrated timetable and location data for a cluster (domestic and all trains entering and leaving a country or several countries, limited to three) at the license price of 35K€ per year;

- MERITS Gold GTFS consists of integrated timetable and location data in the GTFS updated twice a week at the license price of 50K€ per year;
- Timetable and location data publication all year long;
- Organisation of a workshop the 23th of January with the aim to:
 - Better understand expectations from data providers and data users in regards of MERITS products, such as timetable data;
 - Clarify the legal identities and the roles of the actors involved in the MERITS data exchanges;
 - Explain the MERITS commercialisation process;
 - Detail the MERITS data structures and the challenges for good data quality;
 - Provide a status report on the results reached;
 - Brainstorm on MERITS future evolutions;
- Organisation of the TTEG meeting;
- Organisation of the MERITS Steering Board meetings;
- Functionalities implemented the MERITS tool:
 - Reservation system codes link to relevant trains;
 - MERITS integrated data available in the GTFS format;
- Commercialisation of MERITS integrated data, in 2020 UIC and ETF has sold to third parties the following MERITS products:
 - 1 MERITS Bronze + license;
 - 3 MERITS Silver licenses;
 - 3 MERITS Gold licenses;
- Initial study about Real-time data availability aligned with MERITS timetable planned data;
- A dedicated MERITS data Manager has joined the UIC MERITS staff.

Next steps:

- Enhance communication around the MERITS commercial activity to gather new data providers and data users;
- Consolidate the study on real time data feasibility;
- MERITS tool evolution for Data completeness (Reservation system code, Minimum Connecting Times, Through coach).

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 Voyageurs, 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 SPG/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 2020:

- Publication of NRT data on the PRIFIS tool starting 10th of August and closing the 18th of September;
- The Al maviva contract is terminated end of 2020;
- Achievement of the new PRIFIS specifications (IRS 90918-10) and tender for the new PRIFIS (OSDM platform), the contract was awarded to Hitrail; collaboration work as started.

Next steps:

- Publication of the NRT 2022 data in September 2021 using the new implemented OSDM platform, a converter is available in the UIC extranet between 108.1 messages and 90918-10 ones.

9. Conference of Passenger Claims Departments CIT UIC 24 September 2020

Assistance to passengers and influence of COVID-19 on passenger transportation from the legal and practical point of view were some of the highlights of this year's Passenger Claims Department's Conference.

One of the best attendances for the Claims Conference

More than 80 participants from CIT and UIC members participated in the conference this year. The conference was opened by Marc Guigon with its contribution on UIC's project COVID-19-Task Force (Director UIC Passenger Department) and chaired by Enrico Trapazzo (Legal and Corporate Affairs Business Partner, FS).

Legal and practical aspects of assistance

During the morning session, participants were given an overview on assistance to passengers from the legal point of view with analyses of article 18 of Regulation (EC) 1371/2007 (PRR) by Oliver Hirschfeld (DB), followed by a contribution on legal implication of COVID-19 on passenger transportation by Isabelle Saintilan (SNCF Voyageurs).

Furthermore, Massimiliano Astrologo (Trenitalia) made a presentation on providing assistance to passengers on board of trains and at stations. Michele Bondi (Trenitalia) explained the health, sanitary and security measures taken in Italy by Trenitalia under pandemic circumstances, followed by Giovanni Ferrari (Trenitalia), who showed the influence of COVID-19 in the after-sales process.

A practical afternoon session

In the afternoon session, Isabelle Saintilan (SNCF Voyageurs) and Thomas Schönfisch (SBB) gave presentations on the assistance to passengers on board of trains and at stations from the practical point of view. Both railway undertakings are bringing different concepts of providing assistance to passengers: SNCF Voyageurs delivers assistance to passengers directly (drinks, meals, accommodations), while SBB has a system of vouchers in place. They concluded their presentation by information on the influence of COVID-19 on daily railway business.

Moreover, Sandra Dobler (CIT) and Jan Vavra (CIT) presented an overview of the CIT products, which are of interest for customer services, including the revised Manual on Data Protection (MDP), amendments to the AIV and to the MIRT and other useful information coming from the CIT.

Fruitful workshops

The highlight of the conference were the workshops dealing this time specifically with the assistance for continuation of the journey due to missed connections and the offering of accommodation when the passenger has missed the last connection of the day.

The outcomes of those fruitful discussions will help in the implementation of the PRR in the daily railway business.

The conference was closed by thanking the participants for their active participation and inviting everyone to next year's conference of passenger claims departments, which will be held on 22 September 2021, place of the event will be decided later.