Annual Report
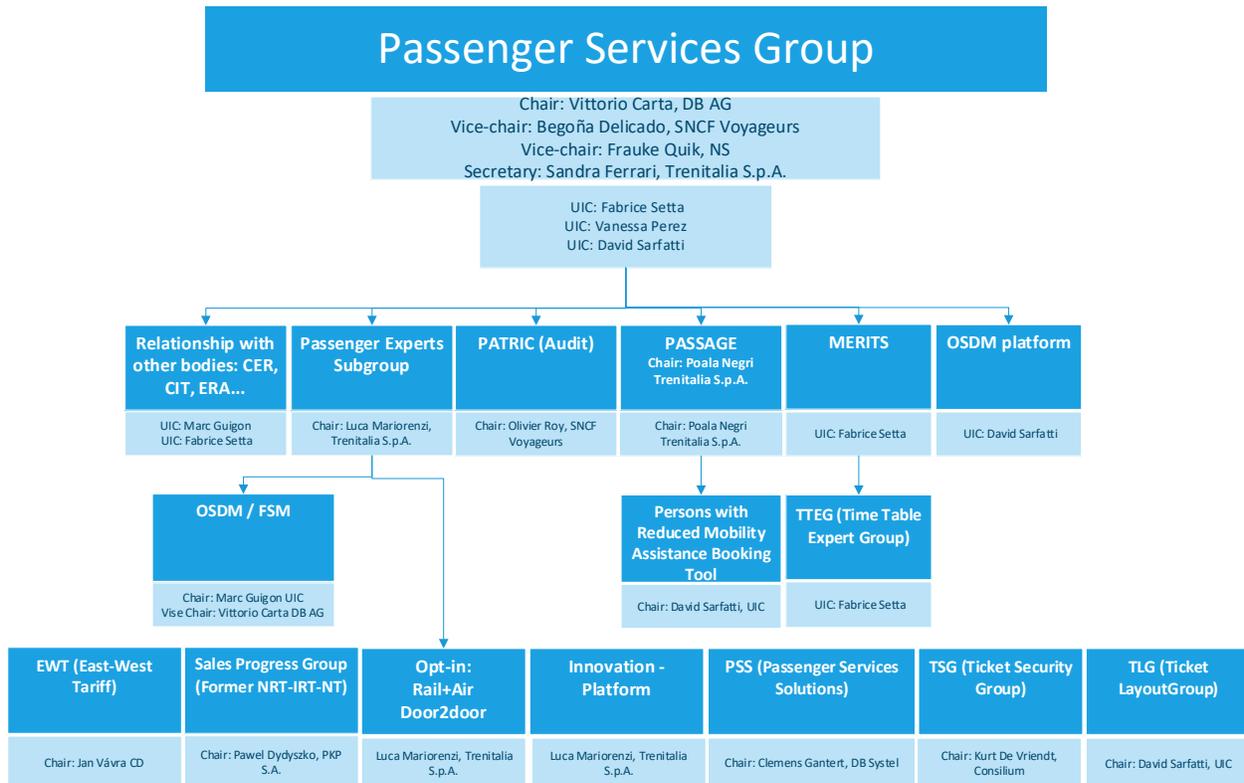# Passenger Services Group
Activities 2021

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1. Organigram of the Passenger Services Group 2021

Passenger Services Group

Chair: Vittorio Carta, DB AG
Vice-chair: Begoña Delicado, SNCF Voyageurs
Vice-chair: Frauke Quik, NS
Secretary: Sandra Ferrari, Trenitalia S.p.A.

UIC: Fabrice Setta
UIC: Vanessa Perez
UIC: David Sarfatti

Relationship with other bodies: CER, CIT, ERA...	Passenger Experts Subgroup	PATRIC (Audit)	PASSAGE Chair: Poala Negri Trenitalia S.p.A.	MERITS	OSDM platform
UIC: Marc Guigon UIC: Fabrice Setta	Chair: Luca Mariorenzi, Trenitalia S.p.A.	Chair: Olivier Roy, SNCF Voyageurs	Chair: Poala Negri Trenitalia S.p.A.	UIC: Fabrice Setta	UIC: David Sarfatti

OSDM / FSM

Chair: Marc Guigon UIC
Vise Chair: Vittorio Carta DB AG

Persons with Reduced Mobility Assistance Booking Tool

Chair: David Sarfatti, UIC

TTEG (Time Table Expert Group)

UIC: Fabrice Setta

EWT (East-West Tariff)	Sales Progress Group (Former NRT-IRT-NT)	Opt-in: Rail+Air Door2door	Innovation - Platform	PSS (Passenger Services Solutions)	TSG (Ticket Security Group)	TLG (Ticket LayoutGroup)
Chair: Jan Vávra CD	Chair: Pawel Dydyszko, PKP S.A.	Luca Mariorenzi, Trenitalia S.p.A.	Luca Mariorenzi, Trenitalia S.p.A.	Chair: Clemens Gantert, DB Systel	Chair: Kurt De Vriendt, Consilium	Chair: David Sarfatti, UIC

2. Foreword of the Passenger Director: Marc Guigon

The year 2020 was a really challenging year for all UIC members, since all of them were deeply affected by the Covid-19 crisis. UIC reacted very quickly in setting up a global Covid-19 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.

- Presentation of the Ticketing Roadmap at the High Level Passenger Meeting in October 2021.
- Reaction of the Commission to the Roadmap in December 2021.
- Inclusion of the OSDM technical document in the TAP TSI Technical Documents.

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 OSDM platform development, that begun in October 2020. The platform has been operational since July 2021.

PSG members can be proud of the coordinated results achieved in the 2021 year. PSG is contributing for the UIC strategic position, working on storytelling elements and participating to European Objectives.

The PSG contributed to the 2021 European Year of Rail by providing concrete results to enhance Rail Distribution. These results have been visible by the European Commission, UIC members and European Citizens and have been communicated in a large scale.

New projects have emerged and have been proposed at the 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/solutions 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 2021 were related to the following subjects:

- The HLPM held on the 8th of October in Paris and the start of the lobbying efforts for the ticketing roadmap, a sector initiative to improve international and multimodal ticketing, thereof a lot of UIC ongoing initiatives are the backbone
- Improvements of the data quality of the MERITS data base, as well as research and surveys concerning the possibility for MERITS to exchange real time timetable data;
- Changes within the Global Passenger Forum´s organization and further discussion of a new strategic program, with three different types of approaches (challenges, topics, and cooperation);
- The procurement process for implementation of the PRIFIS replacement tool and the design of OSDM offline. The platform is operational since 2021 and is already used by 22 railways. Moreover, involvement of external parties, for example EU travel tech;
- Membership issues and clarification of specific aspects related to UIC PSG Governance;
- Setting up of PSG Budgetary lines for 2021 and 2022, with specific focus on the challenges faced due to the Covid crisis, as well as the possible "new normal" for the time after the crisis.

Output achieved in 2021

- Begoña Delicado (SNCF Voyageurs) changed her position within SNCF and from March 2022 going forward, she will no longer be able to fulfill her position as the Vice-Chair of the Passenger Service Group. The PSG Secretary, Sandra Ferrari (Trenitalia S.p.A), also changed her working position within the company and will no longer be available from February 2022 going forward. Her Replacement will be organized by Trenitalia and the transitional period will be supported.
- 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. This procedure was continued during the year 2021. 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 was continued in 2021 in order to stress the emergency situation for transport sector and PSG played its role.

- The MERITS database is updated by the companies, that are participating, weekly. While experts are working on specific issues (train number change, coach group data, service number in the reservation system and how to report them in MERITS for having better data quality), new evolutions' discussion took place in 2021, as well on the item of real time data.

- A new taskforce, in cooperation between the CIT, CER and UIC, got launched in 2021. The main goal of the taskforce is an assessment on how the current and new tools and services (ae.g. OSDM, MERITS, eTCD) can be accessed and under which conditions. Any legal implications can be detected early and then brought to the attention of the UIC legal working group. PES technical works go hand in hand with legal analysis. The sectors enlargement and newly found complexity, caused the development of this cooperation.

- 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 followed in 2021.Furthermore, the GPF proposed a new strategic program, that took three different types of approaches (challenges, topics, and cooperation). In 2021, the GPF was confronted with several new topics to consider, for example the topic of "Multimodality", which has been enhanced the collaboration with the IATA and activities done by PES with D2D and Air+Rail are relevant in this context. Moreover, some changes in the organizational structure of the GPF occurred in 2021 and will continue during the upcoming year.

- PSG Budget 2021 and 2022 were discussed in both PSG Plenaries in 2021. As for PSG Budget status 2021, some proposals for readjustment of specific budget figures (ie. travel expenses and related due to Covid) were put forward by members during the Plenary in April 2021. As for PSG Budget forecasts 2022, these have been validated in April 2021 but further arrangements on the basis of the work to be done are possible. UIC circulated the excel sheet among members for PSG budget 2021 and forecasts 2022. There has been a decrease of the budget needed for "Travels, rooms, launches, dinners…" for the "Administration of Passenger Technical Issues" and the "Administration of Passenger Commercial Issues", due to the Covid-19 crisis. This leads to an additional saving for 2021 of 36.350€ which will be transferred to 2022. As for 2022 forecasts, the estimated total saving for 2022 is 27.700€. Questions about the budgeting by certain members have been clarified in separate meetings throughout the year.

- Concerning the UIC opt-in projects, the PSG contributed with four out of the out of the eight new opt-in projects, which have been proposed to the UIC members in 2021. Furthermore, a relaunch of the Air+Rail project has been considered, to increase the membership engagement for 2022.

Next steps for 2022

- **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. Furthering and promotion of OSDM will be part of PSG agenda.

- **Future developments for Merits**; the topics of multimodality and real time data sharing will be the main topics of 2022 for the developers and contributors to the Merits database.

- **New projects will be focused on Innovation & Interoperability:** The CER roadmap and its containing projects, e.g., OSDM and MERITS, mainly focus on the improvement of international rail transport and ticketing, while also improving digital developments. All those measures will support the commission´s plan, to shift the transport sector towards the utilization of rail.

- **Global Passenger Forum:** The GPF will mainly focus on the challenges laying ahead concerning the topics of multimodality, digitalization and ticketing.

4. Passenger Experts Subgroup (PES): Luca Mariorenzi

4.1. Organigram of the PES and report
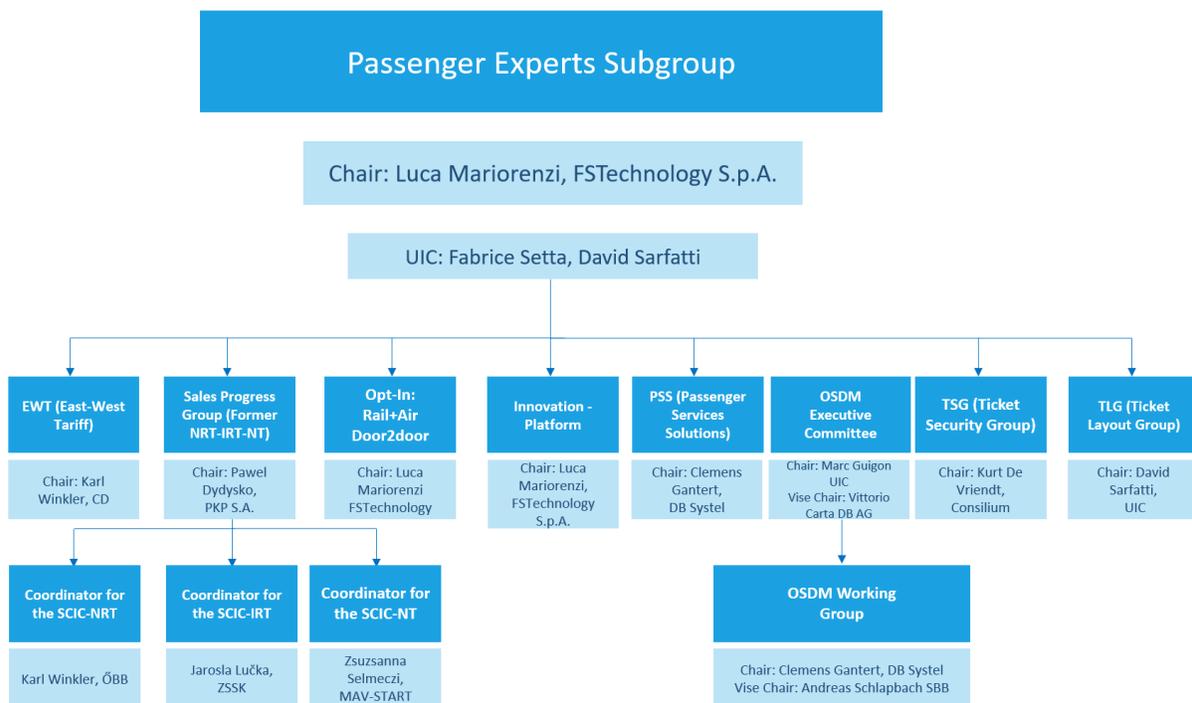
The UIC PES (Passenger Experts Subgroup) is the community of the Passenger Services Group dealing with international sales and distribution systems where the activities of the former Technical and Commercial Groups are synthetized.

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. Sales Conditions of International Carriage (SCIC) are issued by SPG and EWT Groups. IRS 10106 and 10130 are regularly updated.

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

Opt-in projects Air+Rail, Door2Door intermodal transport opt-in projects are driven by the PES.

OSDM Technical workgroup has been introduced under the umbrella of PES, with the task to deliver and maintain the specifications of the new Open Sales Distribution Model.

PES guarantees that the business needs identified by the business representatives of RU's (SPG, EWT/ NT/IRT) are considered and correctly prioritized within the change management process also involving the ticket vendors.

PES also assures the correct implementation of the related PSG systems such as ETCD and for the OSDM Offline (former PRIFIS). Since December 2021 a new Taskforce for the legal and commercial framework of OSDM, ETCD and FCB has been started with the aim to define the legal and commercial environment for the opening of these standards to third parties.

[**IRS**: 90918-0, 90918.1, 90918-8, 90918-9, 90918.4, 90918.10, 10106, 10130]

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 3 dedicated meetings (March, July and October) including the contribution of the Technical and Commercial representatives of the companies.

Economic figures: in 2021 dedicated budget for the group was 399 k€ plus the Opt-in projects financing for additional 226 k€.

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 projects) and initiatives.

Outputs achieved in 2021:

- OSDM offline model has been successfully delivered: the system replacing former PRIFIS system for the NRT tariff sharing has been released and rolled out within the PSG community.
- OSDM working group released versions 1.3 and 1.4 (draft).
- The preparation of the new IRS 90-918-10 including the international interfaces between attributors and distributors has been done.
- PES approved the latest version of IRS 90-918.1 with updated coding and enhanced bike reservation, 90-918-4 including alignment with OSDM, error messaging provided in a queue and support for different schemas.
- Concerning Opt-In, PES cared about program management of the initiatives AIR+Rail and D2D, with the delivery of the two Technical Guidelines, Development of Business Requirements and Business Modeling of Retailer – Supplier messages, joined planning collaboration with IATA Interline Workgroup, collaboration with Smart Ticketing Alliance

Next steps:

In 2022 the PES has the following plans:

- Continue the roll out the ETCD registry with Railway Undertakings.
- Implement the version 1.5 of OSDM with correct prioritization of the needs expressed by the Railway Undertakings and the Ticket Vendors.
- Provide the OSDM initiative with solid legal and commercial framework, thanks to the work of the dedicated taskforce started in December 2021.
- PES will also guarantee the smooth prosecution of the SPG and EWT activities with the preparation of updated SCICs.
- Joint UIC-IATA working groups will be coordinated within the domain fixed by the Opt-in Air Rail initiative by identifying possible pilot solutions to be used by the two organizations. Business Requirements and Business Modeling of Retailer – Supplier messages have been modeled in 2021. In 2022 a joint work with Interline Workgroup has been planned.
- Support the opt-in 2022-2024 new projects: D2D and Air+Rail Implementation and New generation revenue sharing.

4.2. Digital workshops: Luca Mariorenzi

Three innovation appointments have been done in 2021 titled Innovation workshops: "Getting ready for the (r)evolution of the travel distribution ecosystem ", "Hyper-personalization and Dynamic Offers in Passenger Rail "and "transforming the passenger Experience".

For the 2022 the following titles have been proposed to PSG:

"New Open Specifications and Platforms Enabling Rail Digital Transformation" planned in 2nd quarter 2022, "Rail as the Backbone of Door to door Mobility" planned in 3rd quarter of 2022, "Unlocking the Power of Data in Passenger Rail" planned in 4rt quarter of 2022.

4.3. Sales Progress Group (SPG): Pawel Dydyszko

Working Group/Bodies:

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).

In principle, SPG plenary meetings are held twice a year. Accordingly, meetings dedicated to NT and IRT issues have been held twice. In the case of NRT, meetings dedicated to NRT topics have taken place three times.

During 2021, the main objectives of SPG were:
- Open Sales and Distribution Model (OSDM) – participants agreed on a new frequency for offline data exchange - from 2022 onwards the exchange can be done twice a year (instead of once until 2021);
- To introduce for the first time an exchange of data in OSDM format (using the converter tool);
- To start reviewing the objectives of the tariff documents (SCICs), assuming that we will be using online OSDM in the near future; a separate expert group has been set up from the SPG members for this purpose, which will start its work in 2022;
- To start works on the transformation of the UIC Leaflet 106 into IRS 10106, having in mind that the IRS will be complementary to IRS 90918-10 and will define the business (not technical) principles for data exchange via OSDM. Work is expected to be completed by April/May 2022.

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

Railways participated in the meetings in 2021: BDZ, CD, CFL, CFR CALATORI, CP, DB, DSB, ENTUR, GYSEV, HZ, MAV-START, NS, ÖBB, PKP IC, Silverrail, SJ, SBB, SNCB, TI, TRAINOSE, ZSSK.

Railways taking part in tariff data exchange: ATTICA, BC, BDZ, CD, CFL, CFR CALATORI, CIE, CP, DB, DSB, EVR, FPC, GySEV, HZ, LDZ, LG, MAV-START, NS, ENTUR, ÖBB, PKP IC, SBB, SJ, SNCB, SNCF Voyageurs, SJ, SV, SZ, TCDD, TRENITALIA, 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 2021 we have achieved:

- Specification and update of the definitions
- Adding a list concerning the abbreviations

- Definition that the SCIC-NRT contains common conditions for participating Carriers and that each Carrier may define additional or different conditions as long as these Conditions are published and available to passengers.
- Delete the provision that the customer must identify himself with the credit card (used for payment)
- Clarification on change of carrier
- Deletion of rounding provisions in the tariff
- Deletion of the notification concerning group travel
- Change concerning Railplus, with regard to the fact that in the future the name no longer has to be printed on it and the card can therefore also be transferable
- Include specific conditions for assistance dogs in the tariff
- Specification of some terms concerning luggage
- Redesign and merging of the section concerning PRM
- Defining new rules if, on the part of the carrier, accommodation of a wheelchair user is possible only in 1st class
- Introduction of the upcoming OSDM procedures

Next steps:

- Follow up harmonization with the UIC EWT tariff and accounting group
- EWT members should have an opportunity to take part in SPG plenary sessions (as e.g. an involvement on current discussion on OSDM, IRSs' and SCICs' issues
- A task force was set up to create a revised, new SCIC

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

Railways participated in the meetings in 2021: SNCB, Thalys, ZSSK, SNCF Voyageurs, Eurostar, DB, NS, DSB, PKP, MÁV-START/GYSEV, ÖBB, ČD, CFL, CFR.
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 2021 we have achieved:

- SCIC IRT maintenance;
- Unified HERMES codes structure proposal.

Next steps:

- Present HERMES codes structure proposal to RCF1 and PSS experts for further remarks.
- Implementation of the HERMES codes structure to SCIC IRT after approval of RCF1 and PSS.
- Create a special session during meetings used for presentation of IRT trains.

4.3.3. Night Train (NT) coordinator: Zsuzsanna Selmeczi

Railways participated in the meetings in 2021: 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
- Paperless tickets acceptation and control on night trains,

Output achieved in 2021:

- Decision of creating an "Implementation regulation" about the acceptance and control of paperless tickets

Next steps:

- Try to involve more railways (e.g. TI, SNCF Voyageurs) to data sharing and cooperation;
- Continue the involving more distributors to the conversation for the better cooperation;
- "Recovering" the services after COVID;
- Cooperate with different organizations in the "revival" of night trains services in Europe
- Strengthen the cooperation with other UIC Working Groups (ICHSC, TopRail).

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, as from now twice a year;
- 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 2021 we have achieved:

- All EWT documents have been amended - changes agreed within EWT Steering Committee (online meeting, July 2021); mainly
  - Section 6.1.1. – Conditions of use luggage
  - Section 6.3.4. – Refund
  - Section 6.5. – Carriage of animal
  - Section 6.7.2. – Cancellation, late running or failure during the day
  - Section 36.5. – Dogs
  - Section 41. – Talking dogs and small pets
  - Section 45.6. – Refunds
  - Section 45.6. – Reservation
- Reports and information concerning:
  - Status of MERITS and IRS (by Mr. Fabrice Setta)
  - Development of SMPS by Mrs. Jelena Antonevic (OSJD)
  - Status of OSDM Platform (Ex PRIFIS) and OSDM API
  - Status URT layout
  - Latest OSJD-UIC collaboration and on the ongoing and future of AiR+Rail and Door2Door Opt'in project (by Mr. David Sarfatti)
  - News about "OSDM (former nTM)" Replacement of PRIFIS (by Mr. Clemens Gantert)
  - Development of general topics at CIT (by Mr. Jan Vavra)
- New Projects and Developments at the EWT Members
- Accountings of EWT: Mrs. Kudryavtseva informed the participants about the meeting of the accounting subgroup. The meeting was very successful and constructive. Proposals from RZD, UZ and DB were discussed. Some issues could be solved and will be valid from 1st October 2021 e.g.:
  - Bilateral Agreements for clearing payments
  - Rules related to accounting documents in electronically format
  - Request letters between carriers

Some other issues could be solved during these meeting and will be discussed at the next meeting e.g.:
  - Rules for redemption
  - Impacts of OSDM to clearing between undertaking carriers

The next meeting for the subgroup took place in November 2021.

Next steps:

- Harmonization with SPG Group, namely in matter of Glossary and Conditions of Carriage;
- Continuation of an Accounting subgroup;
- Invitation and participation of the EWT members at future SPG meetings. EWT members should have an opportunity to take part in SPG plenary sessions (as e.g. an involvement on current discussion on OSDM, IRSs' and SCICs' issues

4.5. Passenger Services Solutions (PSS) : Clemens Gantert

The Passenger Service Services 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 2021 were:

- Supporting the implementation of the new OSDM platform that replaced PRIFIS
- Supporting the migration of the railways from PRIFIS to OSDM for the offline data exchange. The migration was completed by September 2021.
- Maintain changes to the reservation interface IRS 90918-1 and supporting the migration and implementation of reservation systems.
- Supporting the implementation of IRS 90198-4 in the ETCD. A new version of IRS 90918-4 was published to cover future version changes.
- 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. The first version of the DOSIPAS header described in IRS 90918-9 was included.
- 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, Trenitalia, ZSSK). Hitrail is participating as provider of services for eTCD and the reservation interfaces.

Due to the Coronavirus 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 ETSA members and System Provides like Squills and Bileto.

Subject of the working group

Main items treated within PSS during 2021 were related to the following subjects:

- Supporting the PRIFIS migration to OSDM

- Supporting the ETCD implementation by Hitrail and enhancing the IRS 90918-4

    o New REST-ONLY Option

- 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 reservation systems of ÖBB, MAV, GSYEV and SZ.

Output achieved in 2021

- A new version of IRS 90918-1 for reservation was approved

- The IRS 90918-4 version 1.3 was approved

- New tools and resources available on UIC GitHub:

    o OSDM converter was successfully used by the railways in the PRIFIS / OSDM migration

    o Open source bar code implementation including the first version of the DOOSIPAS frame

Next steps

- IRS 90918-4: Update of IRS 90918-4 to include the option of a RES-ONLY implementation

- Maintenance of IRS 90918-1 for reservation

- Adaptation of the OSDM data converter for offline data to the latest OSDM developments in version 1.4

- Implementation of the DOSIPAS frame version 2 in the UIC bar code library

- Support for RCF-I on the new accounting data format

4.6. OSDM on line Group: Andreas Schlapbach / Clemens Gantert

The OSDM Working Group plays a fundamental role for all the Passenger ticketing activities between Ticket Vendors and Railways where specifications on electronic data exchange need to be established or maintained. OSDM maintains the IRS 90918-10 specification.

The main tasks in 2021 were:

- Further developing the already stable and finalized OSDM Online specification in the OSDM work group to cover the functionality needed for Ticket Vendors, Railways and Regulators. IRS 909181-10 was provided as a solution to the TAP-TSI revision in 2022. Version 1.3 was published in 2021 including the alignment with the trip definition of OJP/Transmodel.
- Starting the work on OSDM version 1.4 which includes the complaint management requested by ERA.
- Supporting the implementation of the new OSDM platform that replaced PRIFIS

OSDMS 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 session.

Participating Railways

All the main European railway undertakings participate in the OSDM Working group as well as Ticket Vendors (Amadeus) and System Providers (e.g. Sqills, Bileto).

Due to the Coronavirus all meetings from March 2020 onwards were held as online meetings.

Number of meetings- workshops / year:

- Three general meetings per year of the OSDM 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 ETSA members and System Provides.

S**ubject of the working group**

Main items treated within OSDM during 2021 were related to the following subjects:

- Further development of OSDM IRS 90918-10

    o Alignment with OJP/Transmodel trip definition

    o Integration of additional business features

    o Improving the REST compliance of OSDM

- Cooperation with ERA at the TAP TSI CCM meetings and in the TAP-TSI revision to include OSDM in the TAP-TSI

- Initial CER meeting to compare the functions scope of OSDM and NeTex.

Output achieved in 2021

- Version 1.3 of IRS 90918-10 (OSDM) was finalized in December and published on UIC GitHub.

Next steps

- Integration of new features (three versions planned in 2022)

    o Notification mechanism on changes

    o Complaint management

    o Closing Gaps for domestic fares

- CER meetings to compare the functions scope of OSDM and NeTex.

- Study to validate the coverage of domestic fares in OSDM

- Cooperation with ERA at the TAP TSI CCM meetings and in the TAP-TSI revision to include OSDM in the TAP-TSI to finalize the integration of OSDM in TAP-TSI in June

4.7. 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.

All along 2021, monthly "URT User Group" meetings took place to define the new Universal Rail Ticket (URT) layout

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 URT new ticketing layout for DB, ÖBB, SNCB 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 2021:

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

URT Chapter 6 is now drafted and added to IRS 90918-8 Ed 2.

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 2022, the technical PSS and commercial SPG groups, and PES should discuss and then validate the new URT layout.

In July 2022, the new IRS 90918-8 with URT layout chapter will be validated and synchronized with ERA TAP TSI Technical Document B11.

In the second part of 2022, TLG will investigate Passengers with Reduced Mobility (PRM) requirements to improve Rail Tickets layouts.

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

IRS: 90918-9

Participating Railways in the TSG: All members of the Technical Group are regularly informed about the activity of the TSG.

Number of meetings- workshops: TSG meetings: 3, but the FCB UG (Flexible Content Barcode) meets every 3-4 weeks in an on-line (MS-Teams) meeting.

Recent subjects:

- o Improve security (evolution)
- o Prepare the DOSIPAS (new header) for implementation. Assis RU's during implementation.
- o Work on new use-cases, mainly in interoperability.
- o Assist the other workgroups in developing secured ticketing solutions (e.g. eTC);
- o Collaborate with TLG

Output achieved in 2021:

- Further developments in the FCB (flexible content barcode)
  - o Some bug fixing after real-life tests of new use-cases;
  - o Dynamic barcodes for improved security are integrated in the standard;
  - o New (structured) header in FCB is integrated in the standard;
  - o Fact sheet was made about FCB
  - o An "FCB for dummies" user guide was made explaining newbies what is needed to read or check FCB (IRS90918-9, GitHub ASN.1 data structures, PKMW access, RICS code, membership of the UG including the procedures in this group, …)

Next steps:

- Assist RU's with the implementation of the 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);
- Organize regular meetings of the FCBUG: Flexible Content Barcode User Group to improve collaboration between railways in implementing the FC Barcode, use first-line feedback to improve leaflet/IRS;
- Design a collaboration model between Railways / UIC and third party-local transport companies (PKMW, changes on the ASN.1 files, …)
- Represent UIC in standardization groups dealing with security elements in intermodal electronic ticketing.

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

Purpose:

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, TI and UIC.

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

2021 audit campaign:

Unfortunately, due to COVID-19, all 2021 planned audits had to be postponed in 2022because either auditors could not travel outside their countries or the audited RU could not receive them.

Other activities:

The training sessions also had to be cancelled but the 2 steering boards and a plenary meeting took place remotely to prepare the 2022 audit campaign. . One pricing auditor was recruited to replace one departure in order to maintain the audit capacity and expertise.

Next steps:

- Pre-advise of 2022 audits have been sent but the audit team 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 Pérez

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*.

Output achieved in 2021:

Normally, the group meets three times per year. In every in-person 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 PRM Assistance Booking Tool.
In 2021 two PASSAGE meetings were organised online in February and May plus one meeting hybrid with a technical visit to SNCB premises in Bruges and Ghent in September.

IRS 10145

One of the main activities during the period 2021-2023 is focused on the update of the Leaflet 145 "*Recommendations for the organization of assistance services for persons with reduced mobility*" to that purpose monthly meetings online were organized all along 2021 and will continue in 2022.

Accessibility Day

In the framework of the European Year of Rail, UIC PASSAGE group, organised a one-day-online international event to make the different actors aware of the efforts made and the challenges to be faced by the railway community to improve accessibility for all. The event took place online on 5 October with the presence of representatives from different international organizations, institutions, industry and railway companies who contributed to an interesting debate.

Under the motto #YesWeCare #YesRailCares the Rail Accessibility Day 2021 raised awareness of the importance of inclusion for the future of sustainable mobility with the rail as a backbone of it without leaving anyone behind and with special focus on supporting the most vulnerable customers, restoring confidence in rail travel for everyone, ensuring a seamless and safe journey for all and using digitalization to foster autonomy.

See more info here: https://uic.org/com/enews/article/uic-rail-accessibility-day-held-on-5-october-2021-online.
Members

Currently there are 22 members in Passage and 17 members use the PRM Assistance Booking Tool.

ADIF	Spain	PKP	Poland
Amtrak	USA	RENFE	Spain
BHL	Switzerland	SBB	Switzerland
CD	Czech Republic	SNCB	Belgium
CFL	Luxemburg	SNCF	France
DSB	Danemark	SZ	Slovenia
EUROSTAR	Various	Trafikverket	Sweden
FGC	Spain	Trainose	Greece
FS	Italy	OBB	Austria
LTG	Lithuania	Via Rail	Canada
MAV-START	Hungry	ZSSK	Slovakia

UIC - PASSAGE, January 2021

Next steps

- 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.
- 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.

PRM ABT

The **PRM ABT** was created in 2010 by UIC members to assure assistance services to international passengers through the connection of their PRM centres, forwarding XML messages between Railways national assistance booking tools or offering a modern interface to the Railways without XML direct connection.

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

In January 2022, 20 European railway company are using the tool: CFL; CD, DB; DSB; Eurostar, MAV-START, NS (XML connection), ÖBB; PKP; RENFE; SBB; Trenitalia France; Thalys; Trafikverket, RFI, SNCB (XML connection), SNCF; ZSSK. Lithuanian (LTG), Trenitalia France and Slovenian (SZ) Railways should participate in 2022.

In 2021, NS build the direct interface with their national tool.

In 2022 new PRM ABT function on real time: On SNCB request a taskforce to add new XML messages for last minute coach/seat number information and results on completed assistances.

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

Documents:

- IRS 90916-1 version 18.2
- MERITS User guide version 19.1
- MERITS code lists version 21.1

Participating Railways:

MAV-START, BDZ, BC, CD, CP, CFR Calatori, CFM, DB, DSB, EVR, FPC, LTG, GYSEV, NS, Eurostar, 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, ZSSK.

Number of meetings- workshops:

- The Timetable Experts Group (TTEG) met twice in 2021 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 activity 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 2021:

- Commercialisation of new products:
  - ○ MERITS Bronze plus consists of station data updated twice a week at the license price of 17K€ per year;

- o 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;
  - o 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 the TTEG meeting;
- Organisation of the MERITS Steering Board meetings;
- Functionalities implemented the MERITS tool:
  - o MERITS integrated data available in the GTFS format;
- Commercialisation of MERITS integrated data, in 2021 UIC and ETF has sold to third parties Data Users the following MERITS products:
  - o 1 MERITS Bronze + license;
  - o 1 MERITS Silver licenses;
  - o 3 MERITS Gold licenses;
- In 4th quarter, the Realtime task force has started its analysis to design a tool that would provide Real-time data aligned with MERITS timetable planned data to interested Data Users. The task force has met every 2 weeks with the objectives to define a Minimum Viable Product (MVP) and a dedicated cost estimation and present the result at the April 2022 PSG plenary

Next steps:

- Enhance communication around the MERITS commercial activity to gather new data providers and data users;
- Deliver the Realtime data study and implement a pilot of the MVP;
- Make available integrate data 5 times a week instead of 3 times today to enhance data quality
- Increase the number of Data Provider with data available in National Access Point (NAP) or Open data RU websites
- MERITS tool evolution for 2022:
  - o Add coach group, train number change and joining and splitting functionalities in the MERITS tool
  - o Information provider rules for a defined period
  - o Add the MERITS reports (import & integrations) in the export package

8. OSDM offline Plattform: David Sarfatti

IRS: 90918-10

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

Number of meetings- workshops: The user of the OSDM PLATFORMOSDM Platform tool meet monthly in 2021 and 2022 in a dedicated User Group. 25 Weekly meetings took place from April to September 2021

and from October 2021 monthly meetings are going on for Railway Undertakings to migrate Tariffs data in the OSDM format

Subject of the OSDM PLATFORM tool: OSDM PLATFORM consists of a database containing the price and Tarif data for more than 20 Railway Undertakings. Price and fare data are OSDM data (IRS 90918-10 OSDM PLATFORM 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 2021:

- Due to the old 2004 format and the obsolete technology of PRIFIS (PRIce and Fare Information Storage), UIC completed in 2020 the procurement process for the implementation of a new tool and the design of related specification.
- The new system is called OSDM Platform and is a central database for the exchange of priced segments between UIC members.
- In September 2021, the OSDM Platform for the Offline distribution of fixed fares was successfully deployed by UIC as defined in the 2020 planning. https://osdmplatform.uic.org /
- 21 Railway Undertakings have uploaded their 2021 Tariff data in OSDM format.
- 5 Railway Undertakings request that for this year 2021, to use their old 2020 108-1 tariffs file.

Next steps:

- In 2022, Railways who wish could upload their mandatory Tariffs files twice a year instead of only once previously with PRIFIS.

9. Conference of Passenger Claims Departments CIT UIC 22 September 2021

Claim handling from the legal point of view and digitalization in the railway sector affecting handling processes were some of the highlights of this year's CIT/UIC Conference of Passenger Claims Departments which was hold on 22 September as online meeting.

Record attendance

More than 90 persons from CIT and UIC participated in this year's conference. The event was opened by Marc Guigon, Director of UIC's Passenger department, who provided information on current challenges within the passenger transportation; the conference was chaired by Isabelle Saintilan, Legal Counsel for passenger matters at SNCF and also Chair of the CIV Committee.

Legal aspects on claim handling processes

During the first part of the morning session, participants were given an overview on claim handling processes from a legal point of view with analysis of the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV), the current Regulation (EC) No 1371/2007 on Rail Passengers' Rights and Obligations (PRR) and CIT's Agreement concerning the Relationship between

Transport Undertakings in respect of International Passenger Traffic by Rail (AIV) by Oliver Hirschfeld (DB). Outcomes of the PRR Recast (Regulation (EU) 2021/782) related to the claim handling process and to the claim form was the tackled by Isabelle Saintilan (SNCF).

Digitalisation of claim handling processes

The second part of the morning session was dedicated to digitalization in claim handling processes. Digitalisation in the rail sector affects indeed also claim handling processes. Challenging issues include online submission of claim forms, online claim interfaces and automation in processing of claim handling. Different speakers coming from the railway sector presented practically how they deal with those new technical solutions in claim handling processes and after-sale procedures.

Jessica Hamburger and Torsten Zapf (DB) presented new online claim form and process of digital submission of claims, Katarina Nyman and Frida Walker (SJ) showed the audience the automatization and self-service process for customers in Sweden. Jana Peléšková (CD) explained the importance of email management in claim handling processes and James Blackwood together with Mattew Elvey (Eurostar) talked about Eurostar's experience in digitalization using e-vouchers and on the challenges related to Covid-19 in this respect. This part of the conference was concluded with a presentation of José Carlos Bravo Garcia and Angel De la Villa (RENFE) who underlined during the high value of automatic systems to compensate passengers.

Development of a new EU claim form and CIT's products

Sandra Dobler (CIT) and Jan Vávra (CIT) presented the development of a new EU-Claim Form, followed by an overview of CIT's products which are of interest for customer services, including the revised Manual on Data Protection (MDP), amendments to the AIV and to the Manual for International Rail Tickets (MIRT) and other useful information coming from the CIT.

Fruitful workshop and discussion

The highlight of the conference was a workshop dealing specifically with the cases conditioned by huge travel restrictions caused by the pandemic, giving participants the possibility to discuss.