



INTERNATIONAL UNION
OF RAILWAYS

unity, solidarity, universality

UIC technical solutions to facilitate international passenger traffic

**Workshop on International Rail Passenger Traffic on
the route East-West.**

UN ECE, Geneva, 22 November 2016

by Jerzy Wisniewski, UIC Fundamental Values Department Director



INTERNATIONAL UNION
OF RAILWAYS

unity, solidarity, universality

UIC – International Union of Railways, who we are and what we do



UIC - A long history

at the service of member railways
and international railway cooperation

1921 Intergovernmental (diplomatic) conference in Portorose, Italy

1922 Intergovernmental conference in Genoa, Italy

October 1922 Constitutive Assembly of UIC (Paris): UIC Statutes adopted by 51 Railway administrations from 29 countries (Europe, Asia)

2016 240 Member railways on 5 continents



UIC today

- **240** Members in 95 countries
- **3,000** billion passenger kilometres
- **10,000** billion tonnes kilometres
- **1** million kilometres of lines
- **7** million rail personnel
- Cooperation with over **100** institutions
- **700** UIC Leaflets (international railway standards)
- **85** congresses, conferences, workshops



UIC, its missions

Promoting the development of rail transport at world level,
in order to meet challenges of mobility and sustainable development

Key Challenges in terms of

INNOVATION

STANDARDISATION

TRANSMISSION

DISSEMINATION

STRATEGIC ADVICE

UIC ORGANISATION STRUCTURE

PASSENGER
Stations
Commercial & Services
High Speed &
Conventional

FREIGHT

RAIL SYSTEM
Signaling
Rolling Stock
Infrastructure

FUNDAMENTAL VALUES
Safety
Security
Environment
Expertise Development

Communications, Institutional Relations, HR and Social, Finance

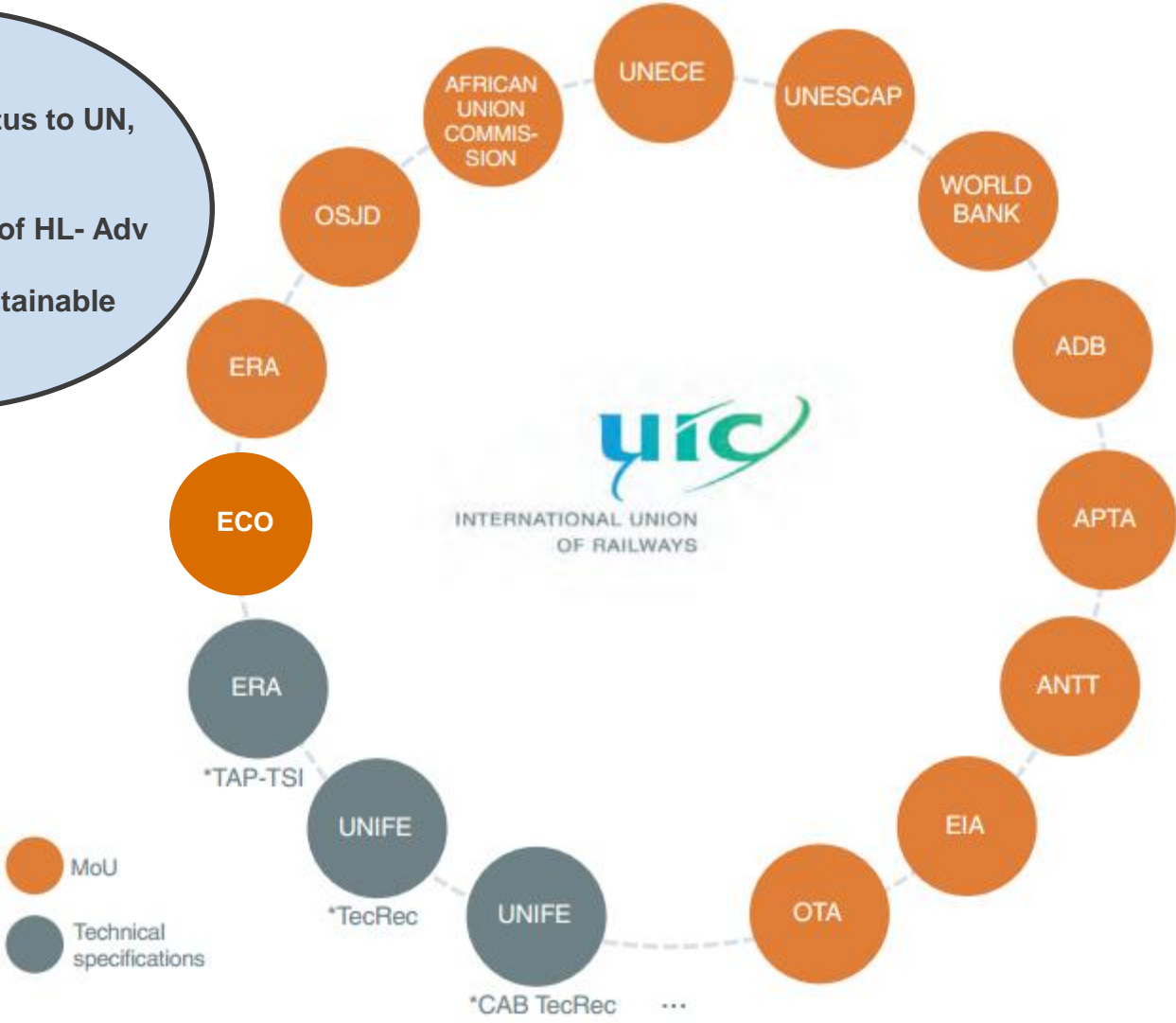
UIC Global Cooperation Issues serving the entire Railway community

- Sustainable Development
- Safety and Security
- Freight / Intercontinental corridors
- **Passengers** – HS, Conventional rail, Stations, Commercial & Services (**Ticketing**)
- Railway Signalling and Control Command
- Standardisation (UIC Leaflets, IRS)

Synergies developed by UIC with leading institutions

UIC
 Consultative status to UN,
 ECOSOC

UIC DG Member of HL- Adv
 Group
 to UN SG on Sustainable
 Transport





INTERNATIONAL UNION
OF RAILWAYS

unity, solidarity, universality

UIC activity in ticketing

		C. LISTOK + REZERVACIA 01 MIESTA
		IRT EURONIGHT
		CLASS 2.
PRAHA HL.N.	28.02. 21:54	
KOSICE	29.02. 07:30	
 00445 EN	nefajciar	
 373	6-MIESTNE/6PL	
 065	hore	
01 SparNight ZSSK-CD		
Pri vrateni dokladu platia osobitne podmienky		
CIV 1154 1156		EUR ***27.00
1156 0005492797 544003998263 7107016001961079 Hotovost CA		(0% DPH) 1/1
23.02.12 15:27 Kosice		

Rail Customer Experience Lifecycle

Consultation
Timetable
Information

Consultation
of Pricing
and Tariffs

Booking
and
Availability

Ticketing
(Home
Print,
Mobile,
ATB)

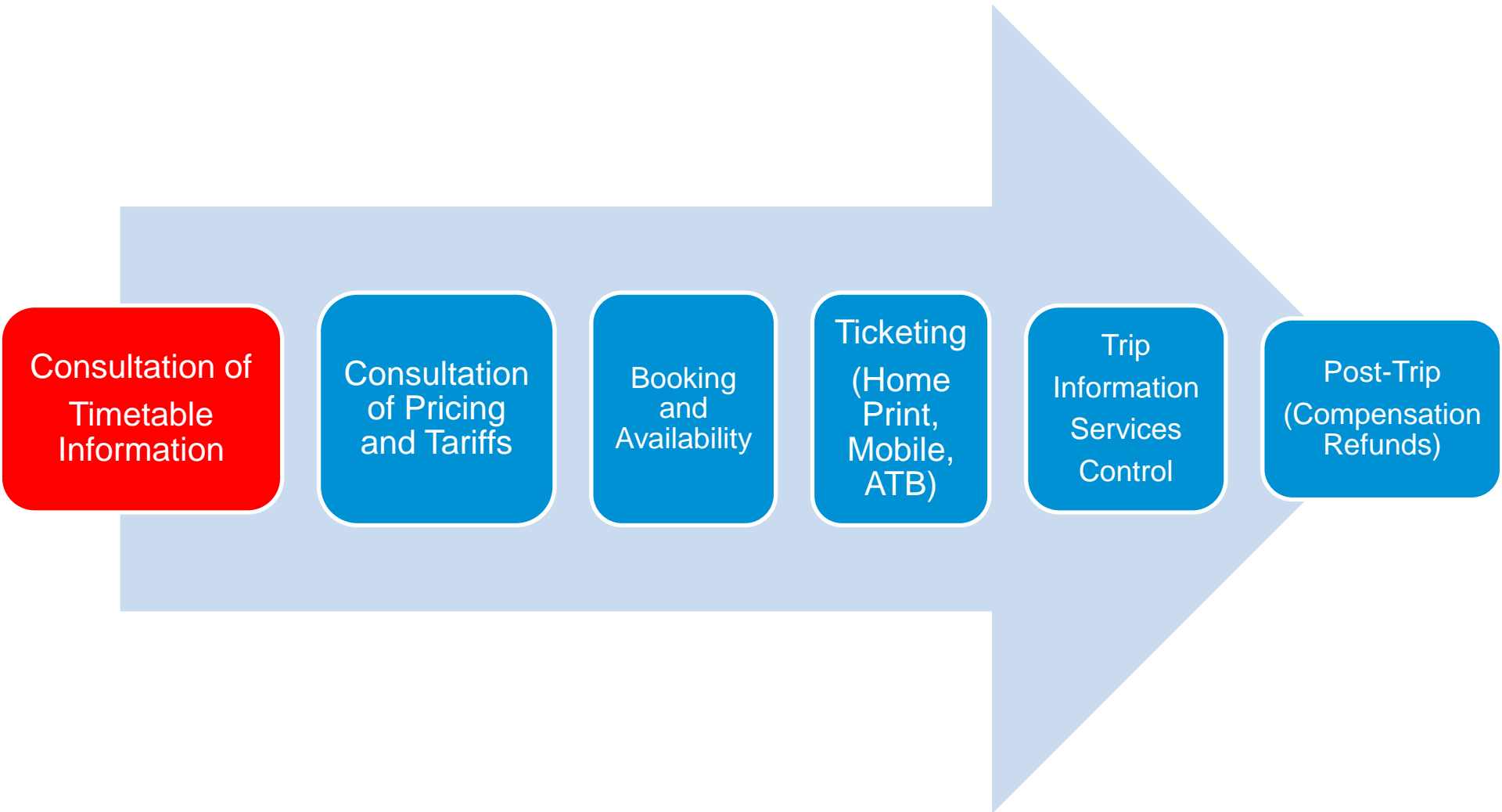
Trip
Information
Services
Control

Post-Trip
(Compensation
Refunds)

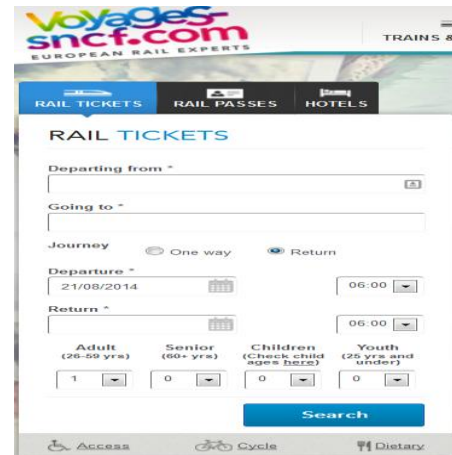
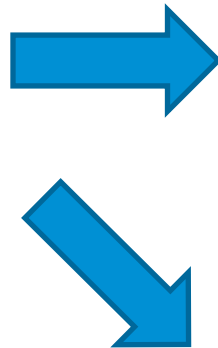
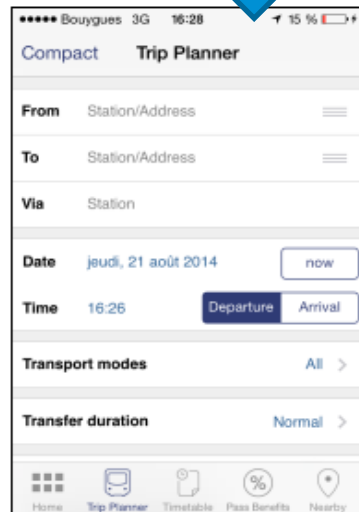
Rail Customer Experience Lifecycle

- > Today customer wants to travel from A to B
- > RUs have to provide the right information at each steps of the lifecycle
- > Distribution systems have to respond to the very high customer expectations
- > RUs want to gain market shares and takeover customers from the other transport modes
- > **HOW UIC is supporting his members**

Customer Experience Lifecycle





Consultation of Timetable Information

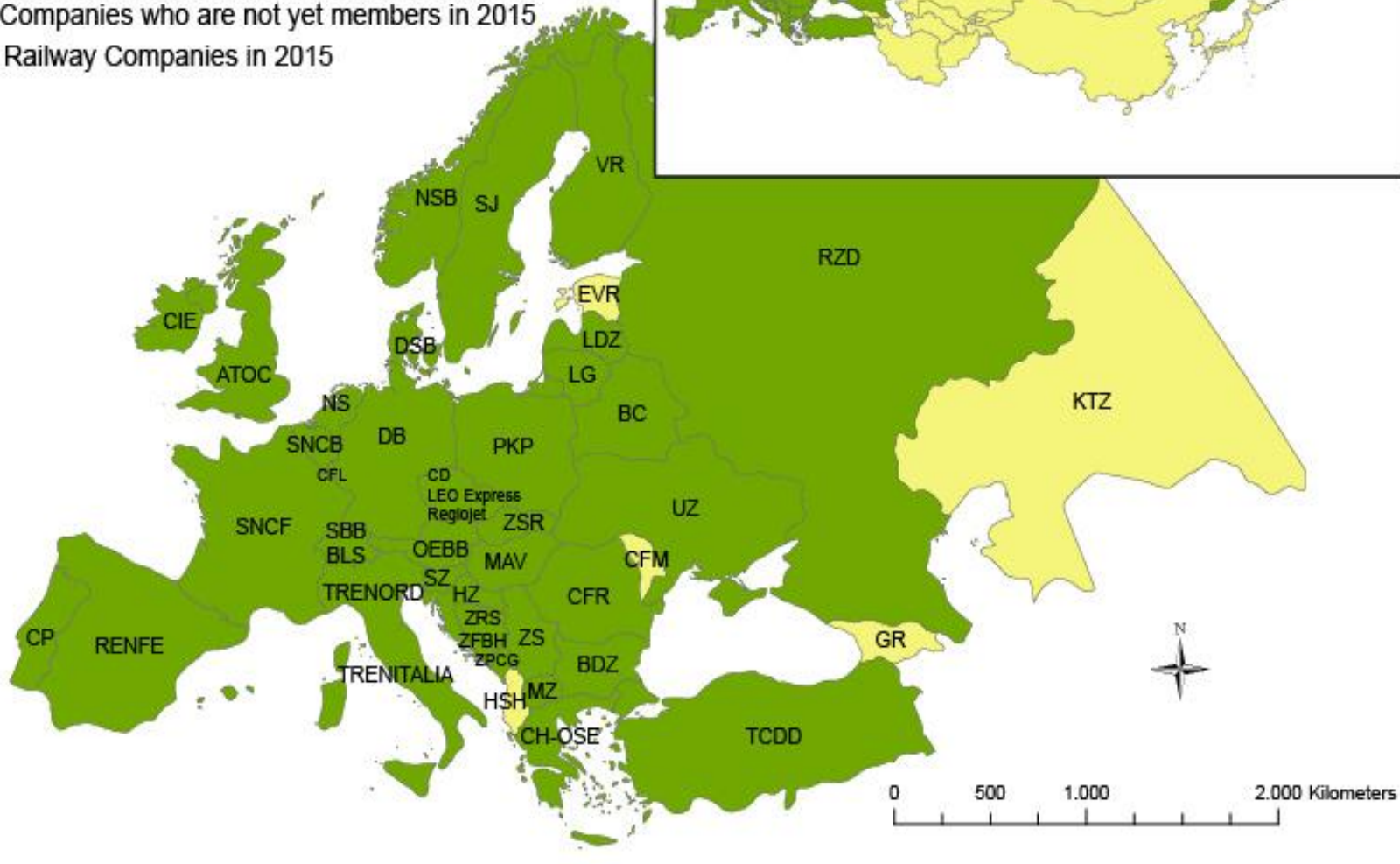


Customer

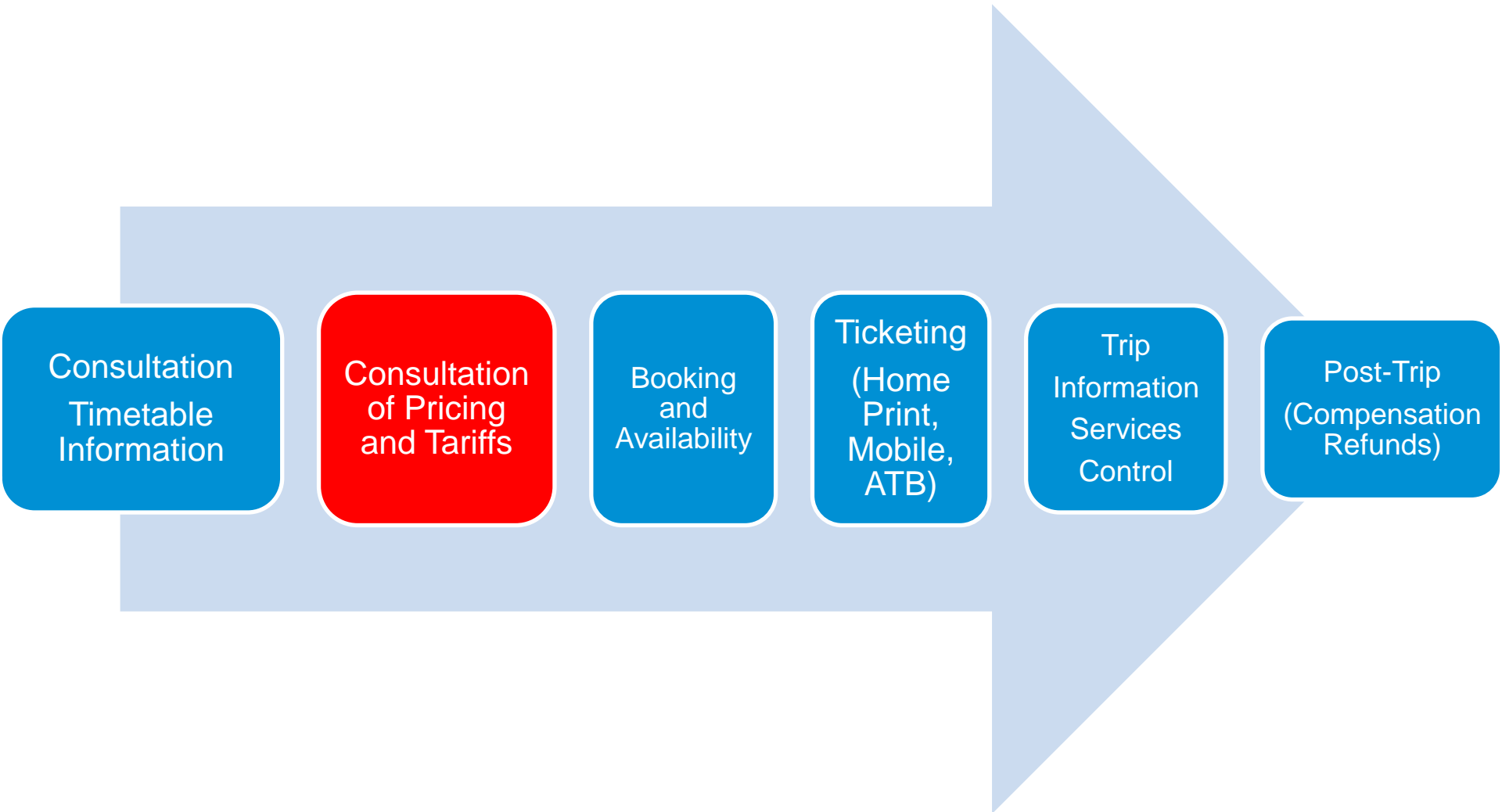


Member Railway Companies of MERITS in 2015

-  Railway Companies who are not yet members in 2015
-  Member Railway Companies in 2015



Rail Customer Experience Lifecycle



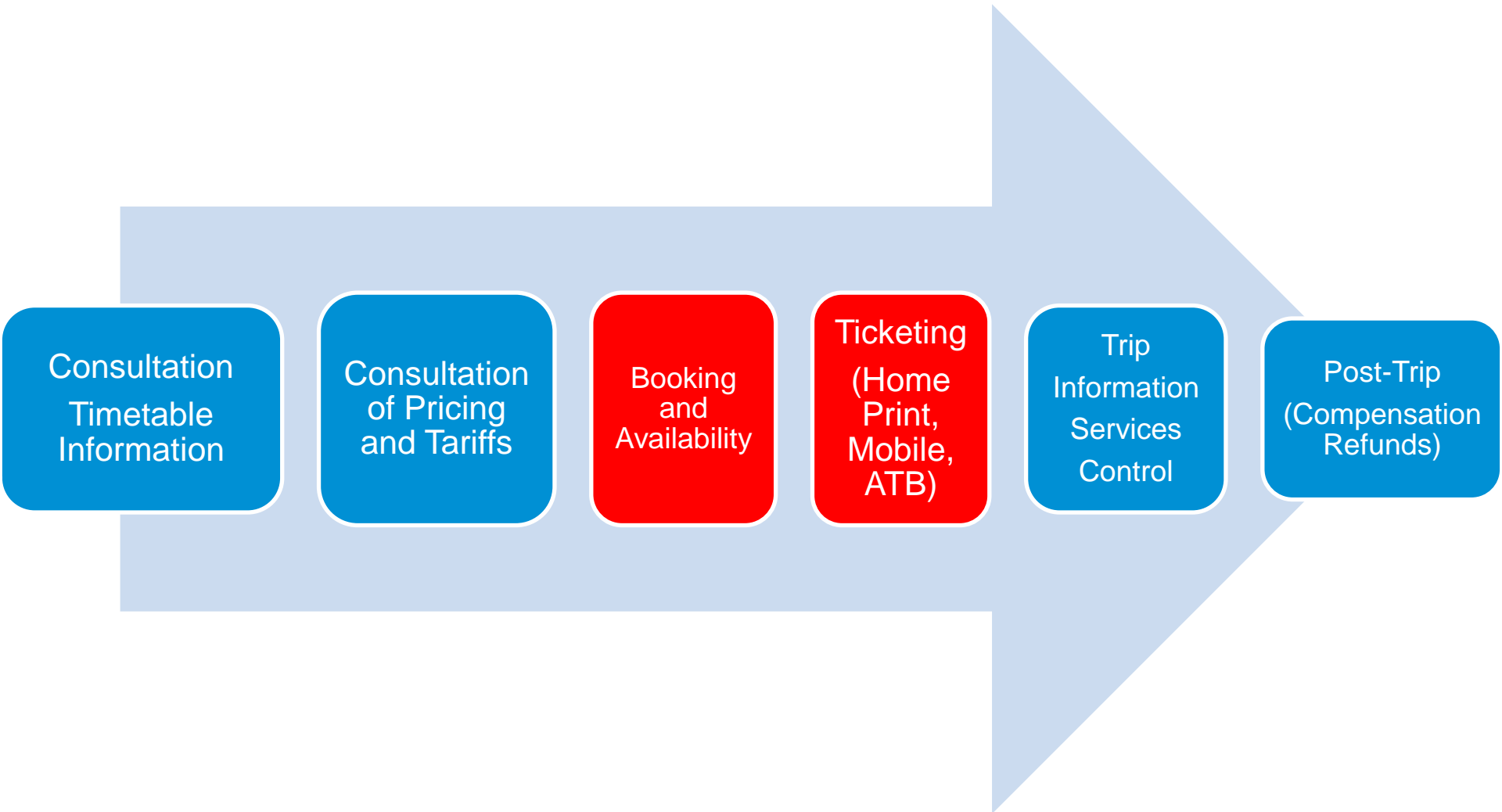
Consultation of Pricing and Tariffs



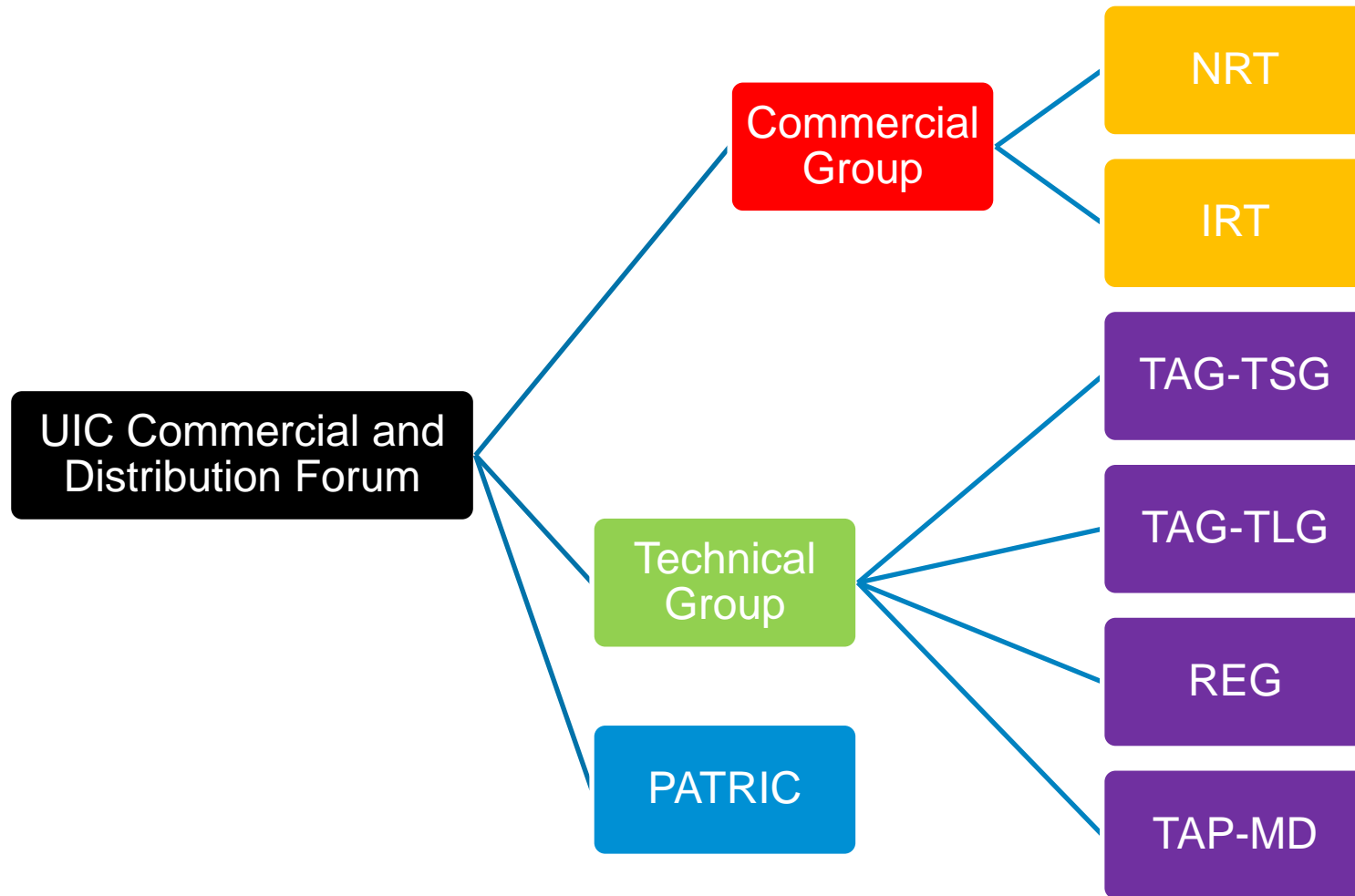
Customer



Rail Customer Experience Lifecycle



UIC Passenger Forum – ticketing activity structure



Passengers Technical groups

TAP-MD

- Hermes interface for reservation system, 918-1
- Passengers with reduced mobility messages, 918-6

REG (Reservations Group)

- Code list for reservation message. Leaflet 918

TAG-TLG (Ticket layout group)

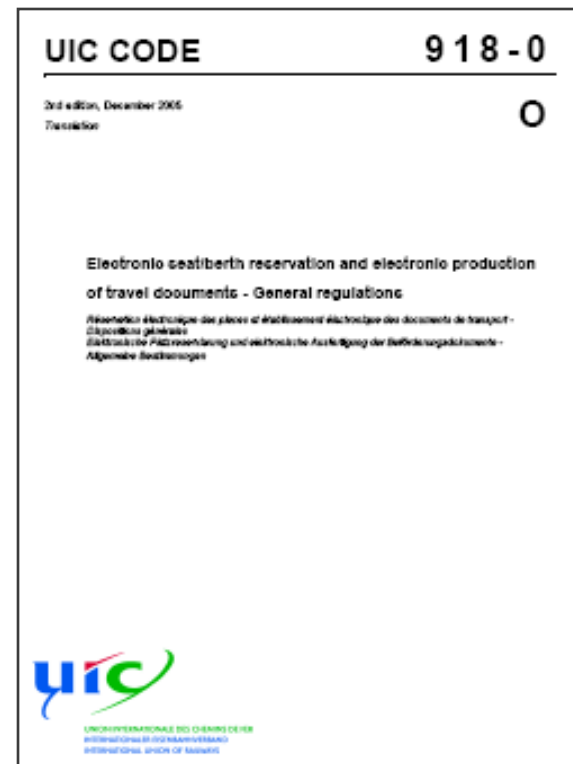
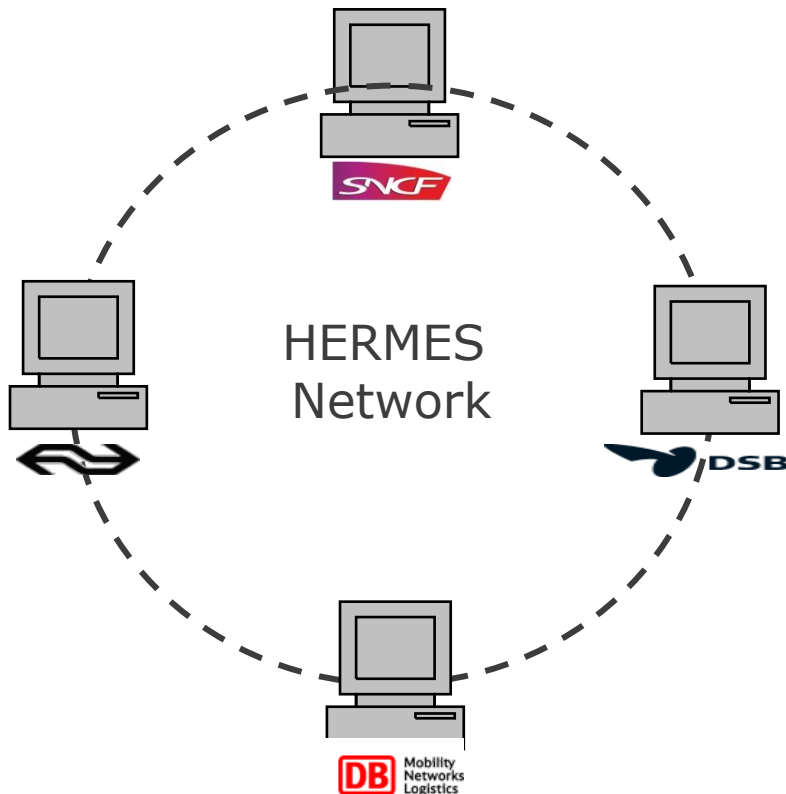
- Layout for electronically issued transport documents on secured paper, 918-2

TAG-TSG (Ticketing security group)

- International Rail Ticket for Home Printing, 918-3
- Data exchange for ticket check and after sales operations with electronic information, 918-4

Connecting the reservation systems

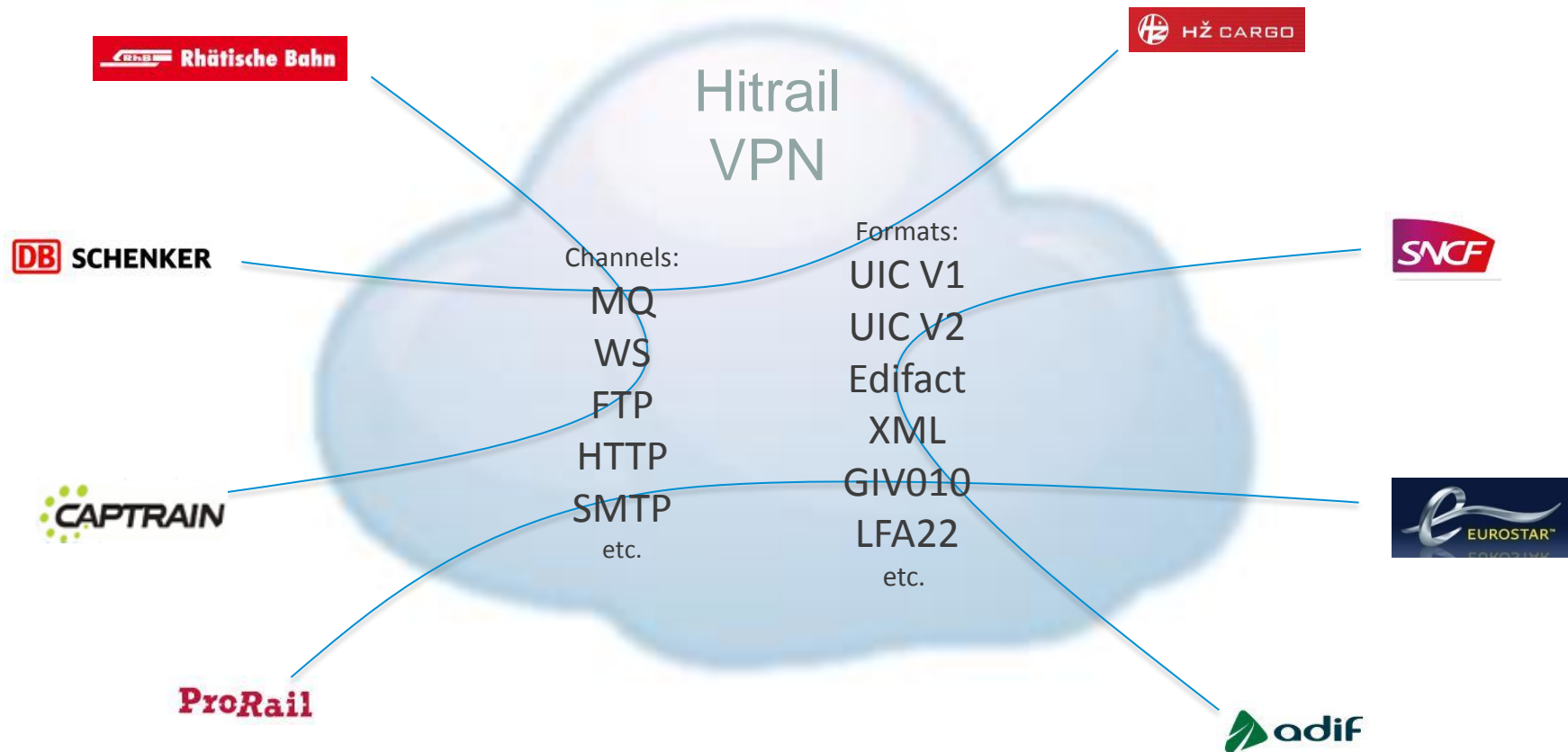
The RUs reservation systems are connected via the Hermes network, the messages and content that is used to communicate are managed and developed by the TAP MD and TEAM working groups.



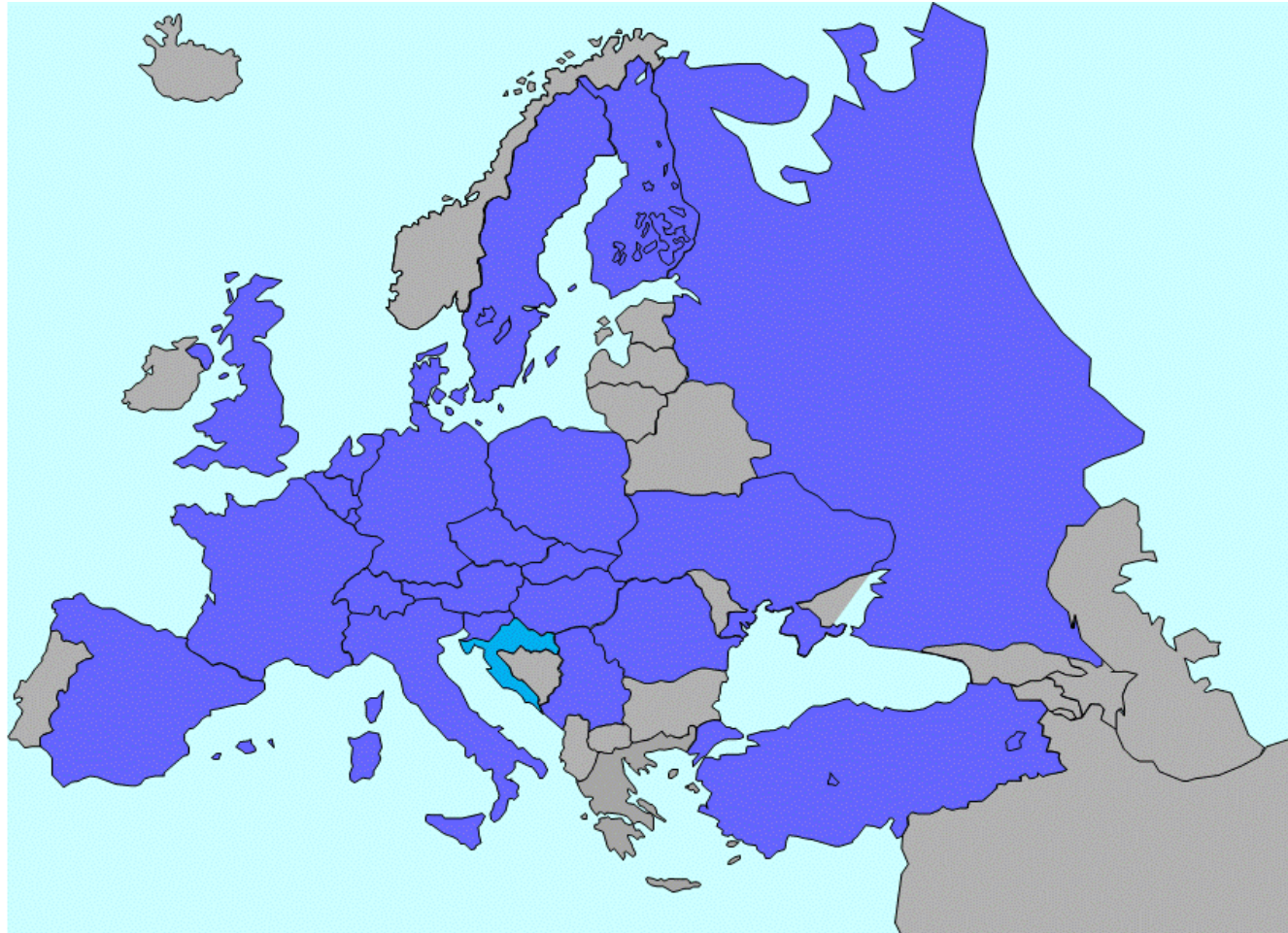
Hermes Network

- **Hermes has been around since 1970's connection Europe's railways.**
- **Hitrail is owned by the railways and manages connectivity and services on behalf of its members and customers**
- **It offers an exclusive private VPN and secure low cost internet services**
- **With a single connection it interconnects RUs IMs and other players solely in the railway arena**

Hitrail existing Hermes VPN



European Coverage of existing Hermes VPN



Message formats & code lists

- > UIC leaflet 918 & 918.1 specify in detail the messages format and the functional rules to interpret the data
- > Availability request & reply including price information
- > Booking request & reply



Today's trends in booking and availability

- > New modern interfaces have been defined for reservation (xml)
- > Increasing Web / Mobile Sales
- > Mix of sales channels:
 - Mobile phone and internet are / will be the leading sales channel
 - Almost every railway provides these channels
 - Some railways make more than 80% of sales via these channels
 - Some railways have replaced domestic tickets by home printed tickets completely

Today's trends in booking and availability

Extended Customer Rights

- **Customer rights in case of delays have been extended:**
 - New messages have been defined to handle the expected higher number of compensation payments in the future
 - New messages have been defined to handle the expected higher number of compensation payments in the future in case of IRTs
 - Compensation has to be paid in almost any case of delay
- **Customer rights for passengers with reduced mobility:**
 - A new specification was made to defined to exchange booking requests for PRMs between railways

Classification of Tickets

> Generally divided per sales channel and/or media

> RCT2 or RCCST (with or without barcode)

SiP: Security in Paper

> Home-print

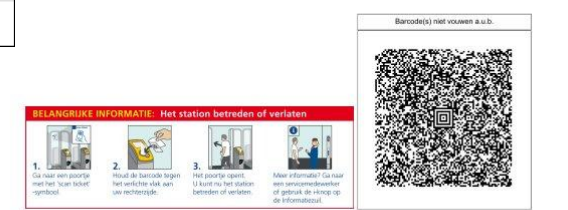
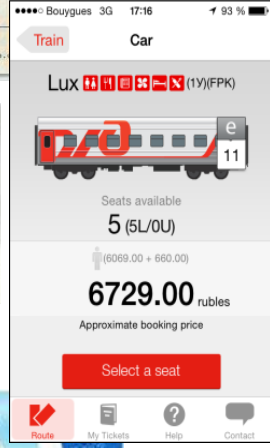
SiD: Security in Data

> Paperless

SiS: Security in System

> Chipcard

SiS or SiD



PRISM project: project to make compatible ticket specifications around Europe

- > **The primary objective is to make sure there are tested and proven versions of the following specifications:**
 - mobile ticket display format and behaviour
 - mobile ticket barcode and security model
 - validation data exchange formats
 - interoperable service level requirements
- > **In addition, there needs to be:**
 - a Good Practice guide for interoperable mobile ticketing
- > **Target project completion is mid 2017**

PRISM Pilot projects

- **There are three candidate pilots:**

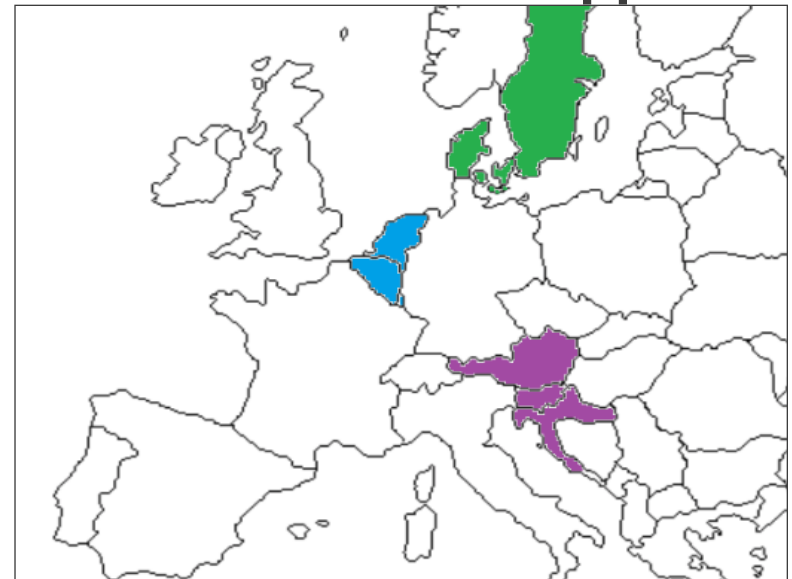
 - NS, SNCB and Thalys

 - HZPP, OBB and SZ

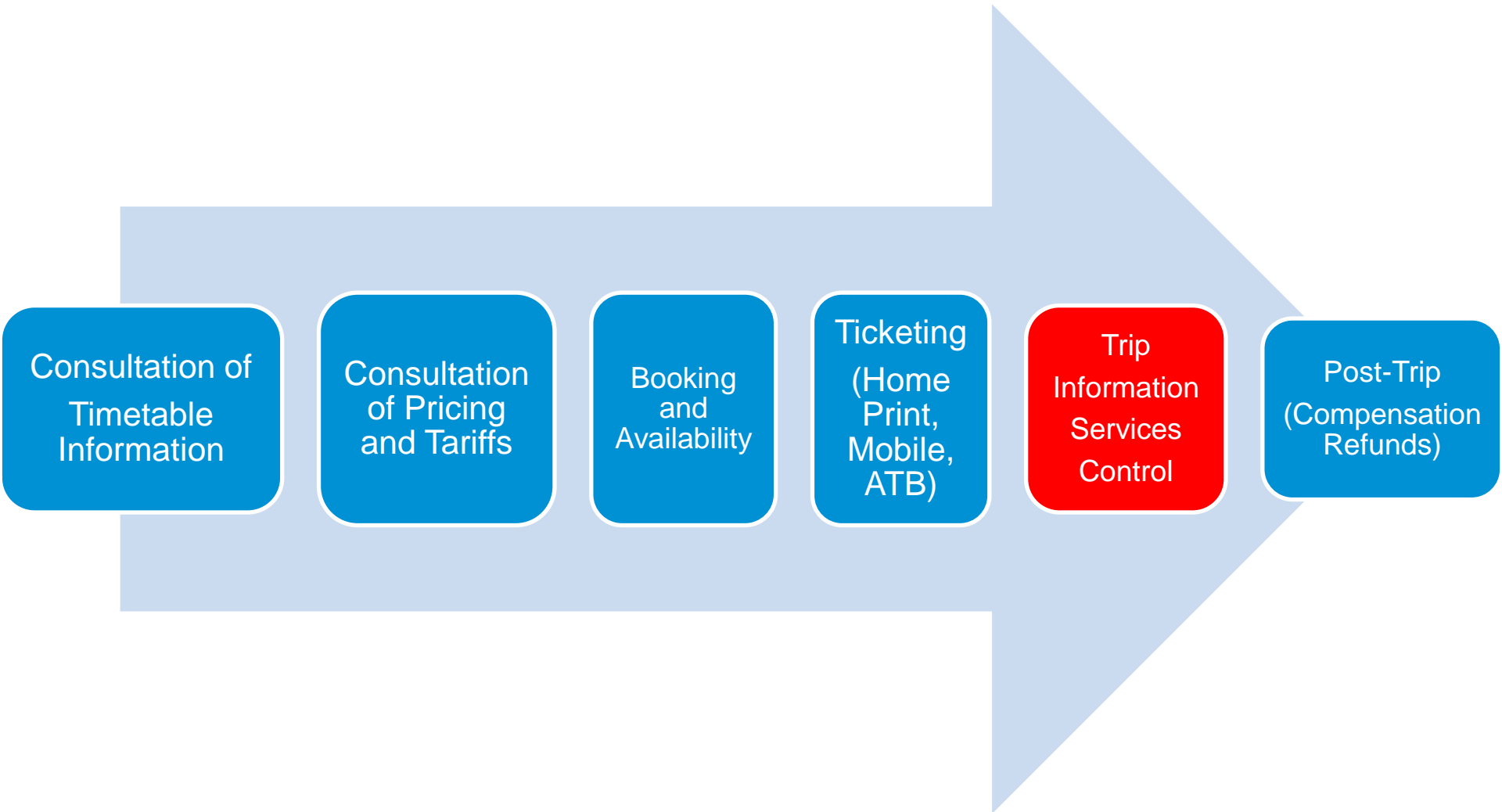
 - DSB and SJ

- **Each pilot participant is already involved in mobile app ticketing**

- **There is a close working arrangement with the TLG, TSG and TAP-MD groups**



Customer Experience Lifecycle

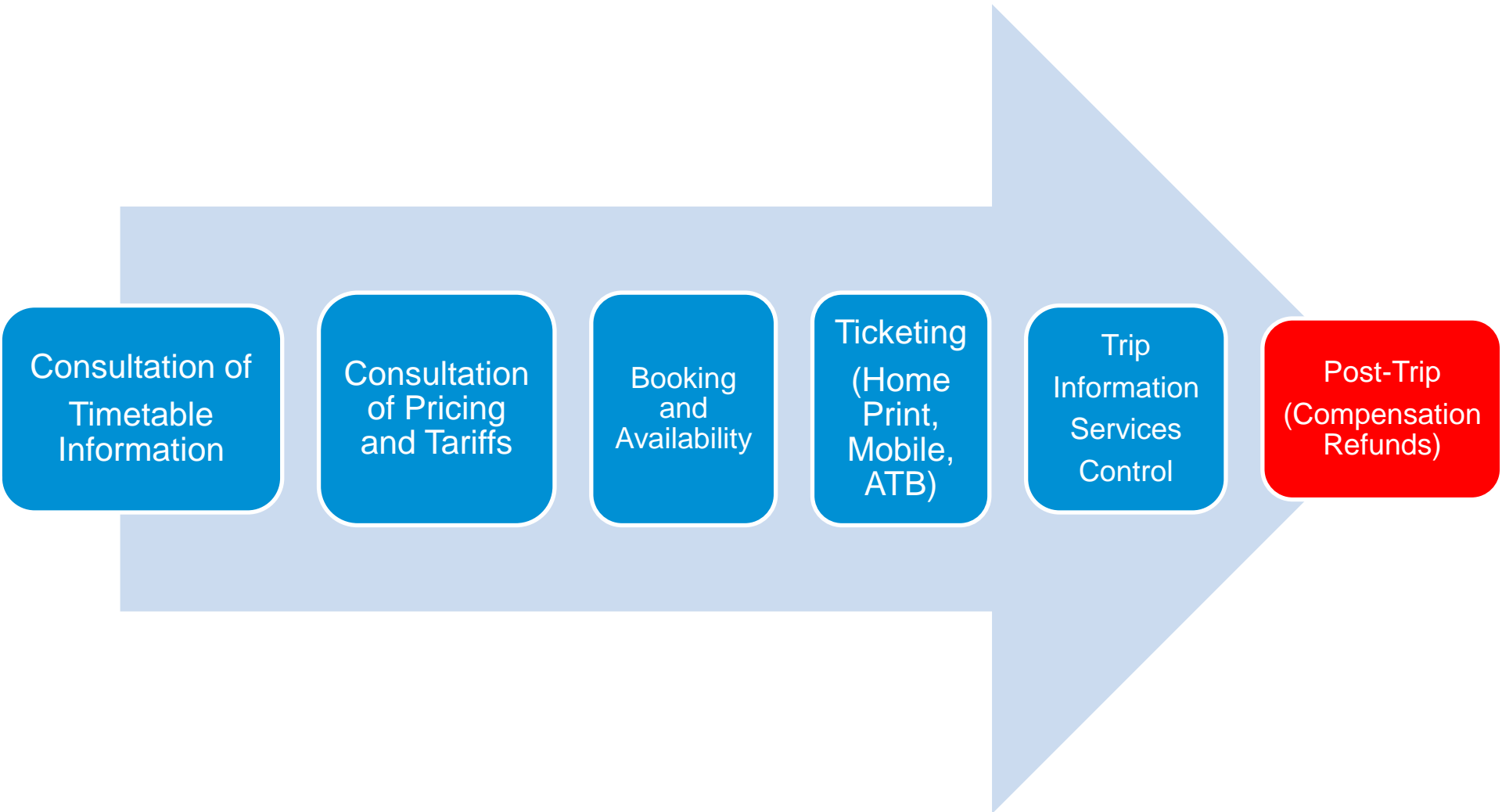


Ticketing by UIC

- Information on board
 - Specific information for specific customers (PRMs)
 - Services offered on board
-
- **Control: controllers in each company should be able to recognize all tickets used by on board customers**
 - need for collaboration between the issuer and the ticket control organization of the company



Customer Experience Lifecycle



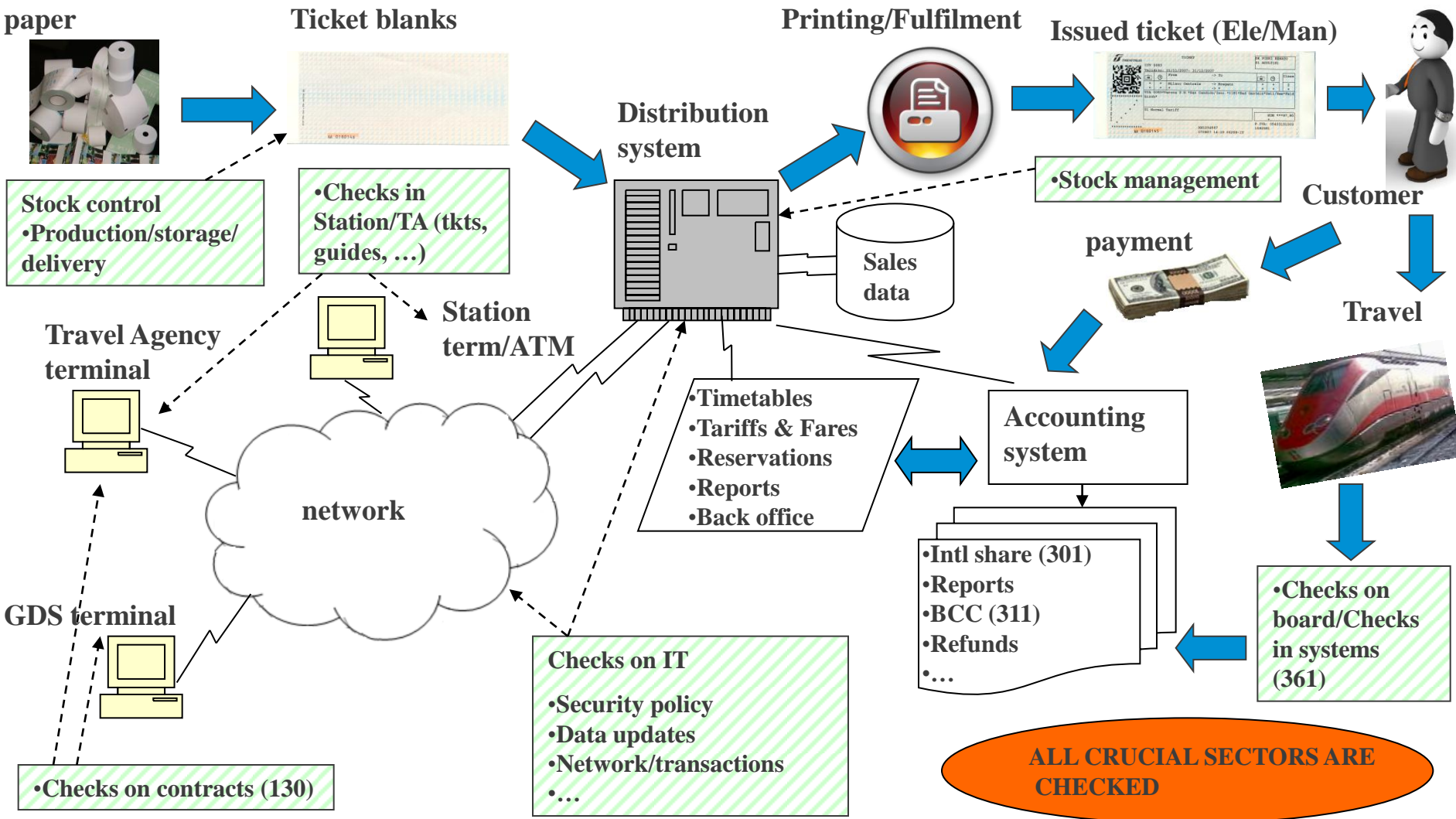
UIC Audit Team PATRIC:

Aim of the activity: Auditing cross-distribution and accounting processes of tickets in passenger transport

- > **Correct application of international tariffs, UIC leaflets and CIT regulations for international passenger transport**
- > **Securing the revenues**
- > **Improvement of the accounting process and quality of distribution and accounting systems**
- > **Knowledge transfer concerning UIC standards and CIT rules**
- > **8 Railway undertakings audited every year**



UIC Audit actions



■ ■ ■ Thank you for your kind attention

*Contact expert: Luis Casado Presa – UIC Passenger Dpt.
Mail: casado@uic.org*