



INTERNATIONAL UNION  
OF RAILWAYS

# Passenger activities at UIC: status and trends

December 2024

**Bertrand MINARY**

*Passenger Director – Coordinator of Middle East & Latin America region*

# Agenda

- 1** Global context and main trends for Passenger trafics
- 2** General organisation at UIC
- 3** Focus on Ticketing
- 4** Hot topics for Ticketing
- 5** Conclusion  
Q & A Session

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- 1** Global context and main trends for Passenger trafics
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# Global context for Passenger



## Sustainability and economy support

- Rail is central to global decarbonization strategies, with a focus on reducing emissions and improving energy efficiency. Significant progress in electrifying rail networks and phasing out diesel trains.
- Also a tool for land use planning in countries, land connectivity and trade balance support.

## Increased usage of conventional trains

- Rail passenger numbers have recovered post-pandemic, with a 50% increase in market share compared to pre-pandemic levels, especially in regional and commuter trains.
- However there is a big potential resting for rail-based mobility.

## Growth of High-Speed Rail

- High-speed rail traffic has doubled globally, competing effectively with aviation on short-haul and some medium-haul routes.

## Multimodality

- Seamless connections between rail and other modes of transport (e.g., shared mobility, public transport) are becoming standard, enhancing the door-to-door travel experience.
- Network with main lines, medium and small traffics lines

## Innovation

- Adoption of digital technologies, automation, and renewable energy solutions to improve efficiency and sustainability.



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# Global Passenger Forum

# Traveling time



Main topics:  
Roadmap with CER on Ticketing  
roadmap capacity, investments



Main topics:  
CER Ticketing roadmap (OSDM, real time,  
tickets control; Distribution tools & sectors  
solutions; Accessibility and PRM



Main topics:  
KPI & surveys; small stations,  
categorisation, management, retail &  
affairs



Main topics:  
Exchange on coaches between RUs

UIC/CER  
High Level Passenger  
Meeting

Passenger Services  
Group (PSG)

Station Managers  
Global Group (SMGG)

RIC/A Special Group

Tourism Opportunities  
for Railways (TopRail)



Intercity & High-Speed  
Committee (ICHSC)

Main topics:  
World Congress on High-Speed Rail;  
Customer Expérience; Alliance of  
universities; Night Trains; HSR IRS

Commuter & Regional  
Train Services (CRTS)

Main topics:  
Service and values; trainings; ...



Main topics:  
Best practises, tourism offers

# Frequency

# Punctuality

# Costs

# Our strategic areas



Multimodality



Customer experience & Accessibility



Innovation & Technology



Efficiency of passenger services

# UIC Passengers Department provides *(non exhaustive samples)*



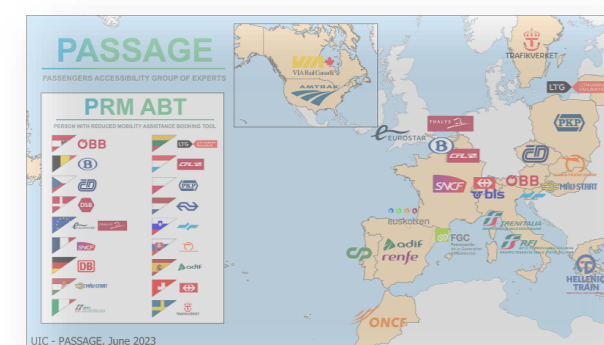
Expertise

Trainings & Events



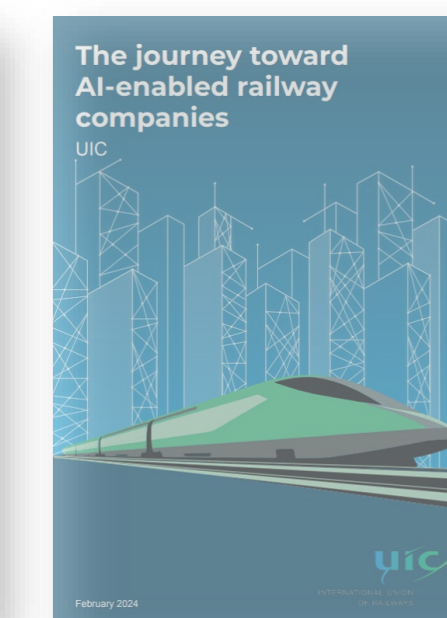
IRS (guidelines, specifications, ...)

Digital solutions for sales and operations



Collaborative projects (EU + OptIn)

Innovation & Prospective





# World Congress on High-Speed Rail 2025

## Beijing 8–11 July

12TH UIC WORLD CONGRESS ON  
HIGH-SPEED RAIL  
on July 8-11, 2025 in Beijing, China

Call for Papers 2025

HOSTS

INTERNATIONAL UNION OF RAILWAYS

中国国家铁路集团有限公司  
CHINA RAILWAY

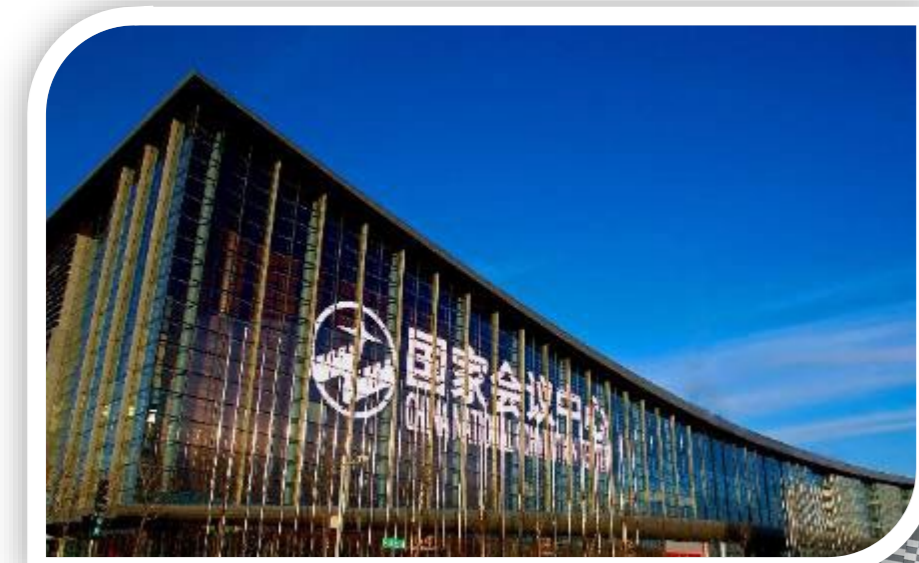
ORGANISER

铁科院  
CARS 中国铁道科学研究院集团有限公司  
CHINA ACADEMY OF RAILWAY SCIENCES CORPORATION LIMITED

**HIGHSPEED**  
中国·北京·2025

HIGH-SPEED RAIL  
**INNOVATION AND DEVELOPMENT  
FOR A BETTER LIFE**

- ✓ Direct access to people and ideas, all gathered in a single event
- ✓ Most prominent and large-scale global event on High-Speed Rail
- ✓ High-level speakers and participants
- ✓ Thousands high-speed rail professionals, from all continents
- ✓ Facilities: 40+ labs, 50km+ of tracks, train depot, and more
- ✓ UIC General Assembly 106 on 7<sup>th</sup> July
- ✓ Opening Ceremony
- ✓ Technical sessions (parallel sessions, Round Tables)
- ✓ Technical visits
- ✓ Call for contributions



For more information about the 12<sup>th</sup> UIC World Congress on High-Speed Rail and the call for contributions, please go to [www.uichighspeed.org](http://www.uichighspeed.org), with [www.uichighspeed2025.com](http://www.uichighspeed2025.com) coming soon.

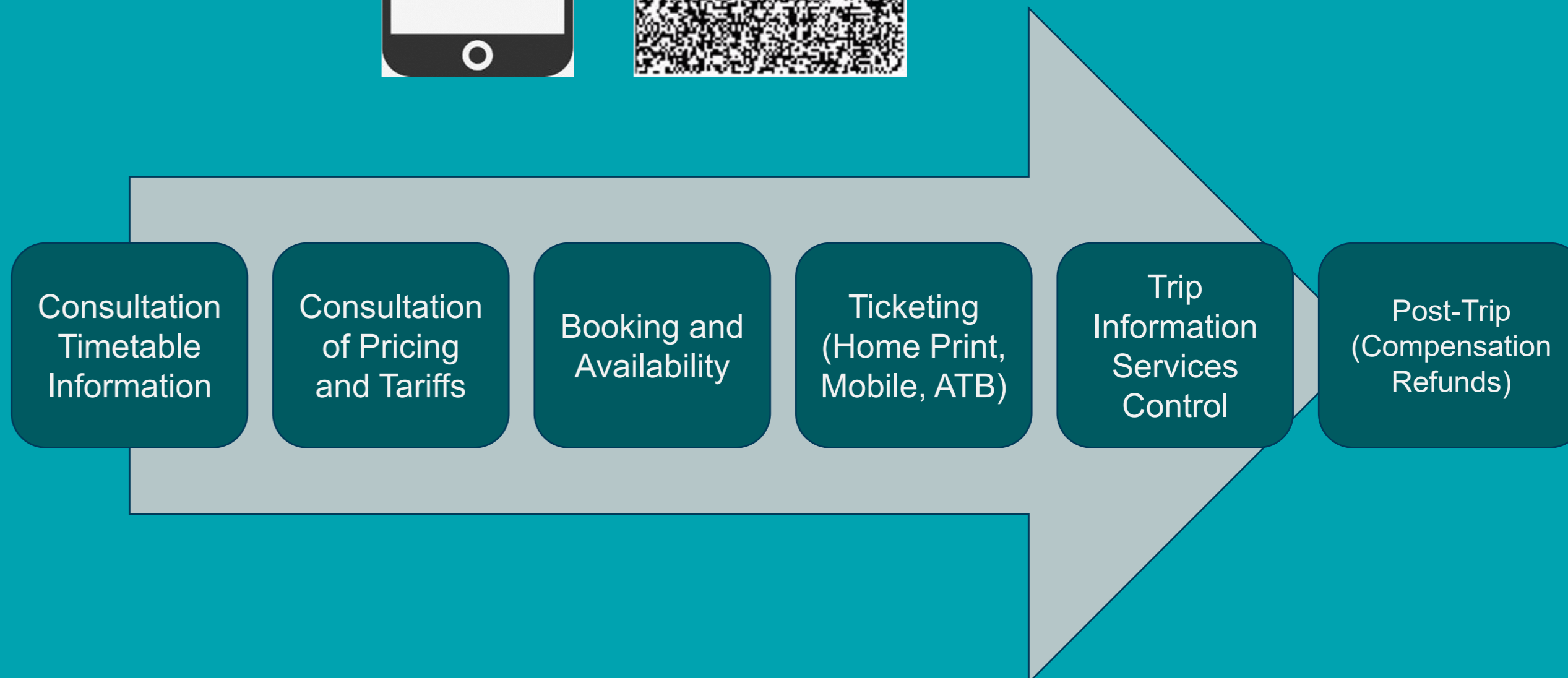
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# Passenger Services Group (PSG)


**to develop and maintain a common set of distribution standards for multimodal transportation**

PSG is a framework for **commercial and technical cooperation** tackling the **challenges** of distribution such as timetables, prices, booking, ticketing, controlling, audits, etc.



# Passenger Services Group (PSG)

## Main items treated within PSG

<p>Timetable Expert Group (TTEG), Commercialisation of MERITS data (timetable &amp; location)</p>	<p><i>New WG in 2025!</i></p> <p>Multimodality:</p> <ul style="list-style-type: none"> <li>• Air + Rail</li> <li>• Single ticket</li> <li>• Public transportation</li> </ul>	<p>Electronic Ticket Control Database (eTCD)</p>
<p>Open Sales and Distribution Model (OSDM)</p>	<p>Accessibility:</p> <ul style="list-style-type: none"> <li>• PASSAGE</li> <li>• PRM ABT</li> </ul>	<p>Sales and Tariffs harmonisation (Sales Progress Group – NRT, IRT, NT)</p>
<p>Reservation and Distribution, (PSS)</p>	<p>E-ticketing: new </p> <p>Ticket layout (TLG)</p> <p>Ticket security, bar codes (TSG)</p>	<p>East West Sales and Tariffs (EWT)</p>

# PASSENGER SERVICES GROUP (PSG)

Chair: Vittorio Carta, DB AG  
 Vice-chair: Frauke Quik, NS

UIC project manager: Fabrice Setta  
 UIC project manager: Vanessa Pérez  
 UIC project manager: David Sarfatti

Relationship with other bodies: CER, CIT, ERA...	Passenger Experts Subgroup	PATRIC (Audit)	PASSAGE	MERITS	OSDM Platform
UIC PM: Bertrand Minary UIC PM: Fabrice Setta	Chair: Mariorenzi Trenitalia S.p.A.	Chair: Pierre Watier SNCF	Chair: Paola Negri Trenitalia S.p.A. UIC PM: Vanessa Perez	UIC PM: Fabrice Setta	UIC PM: David Sarfatti
			↓	↓	
			Persons with Reduced Mobility Assistance Booking Tool	TTEG (Time Table Expert Group)	
			UIC PM: David Sarfatti	UIC PM: Fabrice Setta	



# Some cooperative tools from the rail sector

## OSDM

[www.osdm.io](http://www.osdm.io)

*Next slides*

**MERITS** (Multiple East-West Railways Integrated Timetable Storage) is a database, owned by UIC, containing the integrated timetable data of many European countries, comprising a few hundred railway undertakings (RUs).

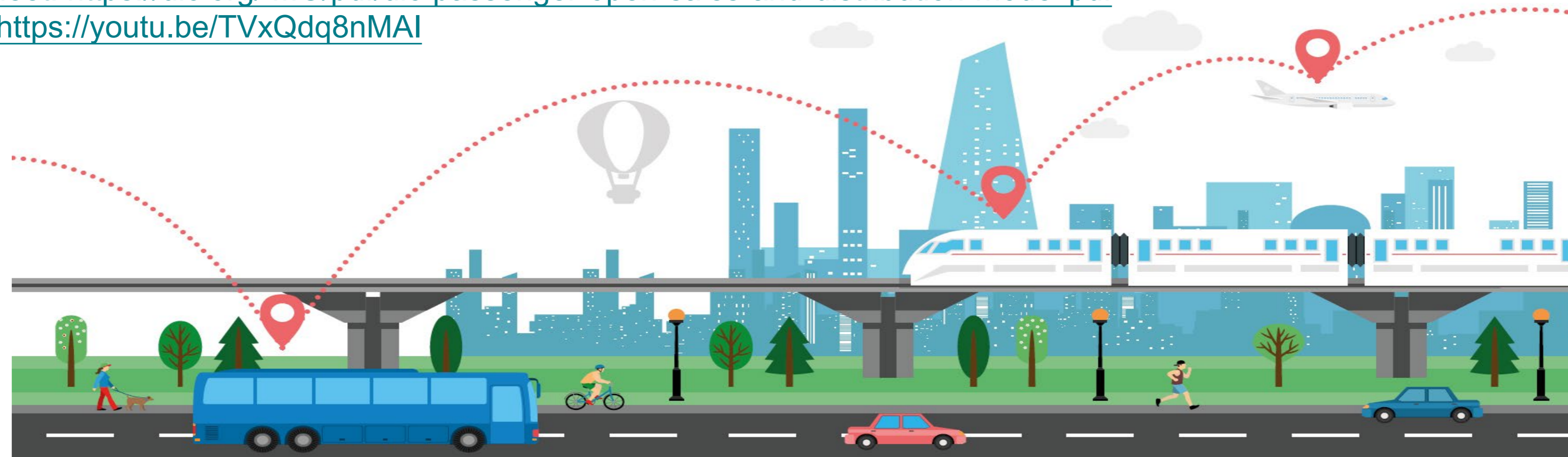
**E-TCD** (electronic Ticket Control Database), is a centralised, real-time passenger ticket management and control system developed by UIC for use by railway companies around the world.



# OSDM (Open Sales and Distribution Model)

OSDM Fact Sheet: <https://uic.org/IMG/pdf/uic-passenger-open-sales-and-distribution-model.pdf>

OSDM Video: <https://youtu.be/TVxQdq8nMAI>

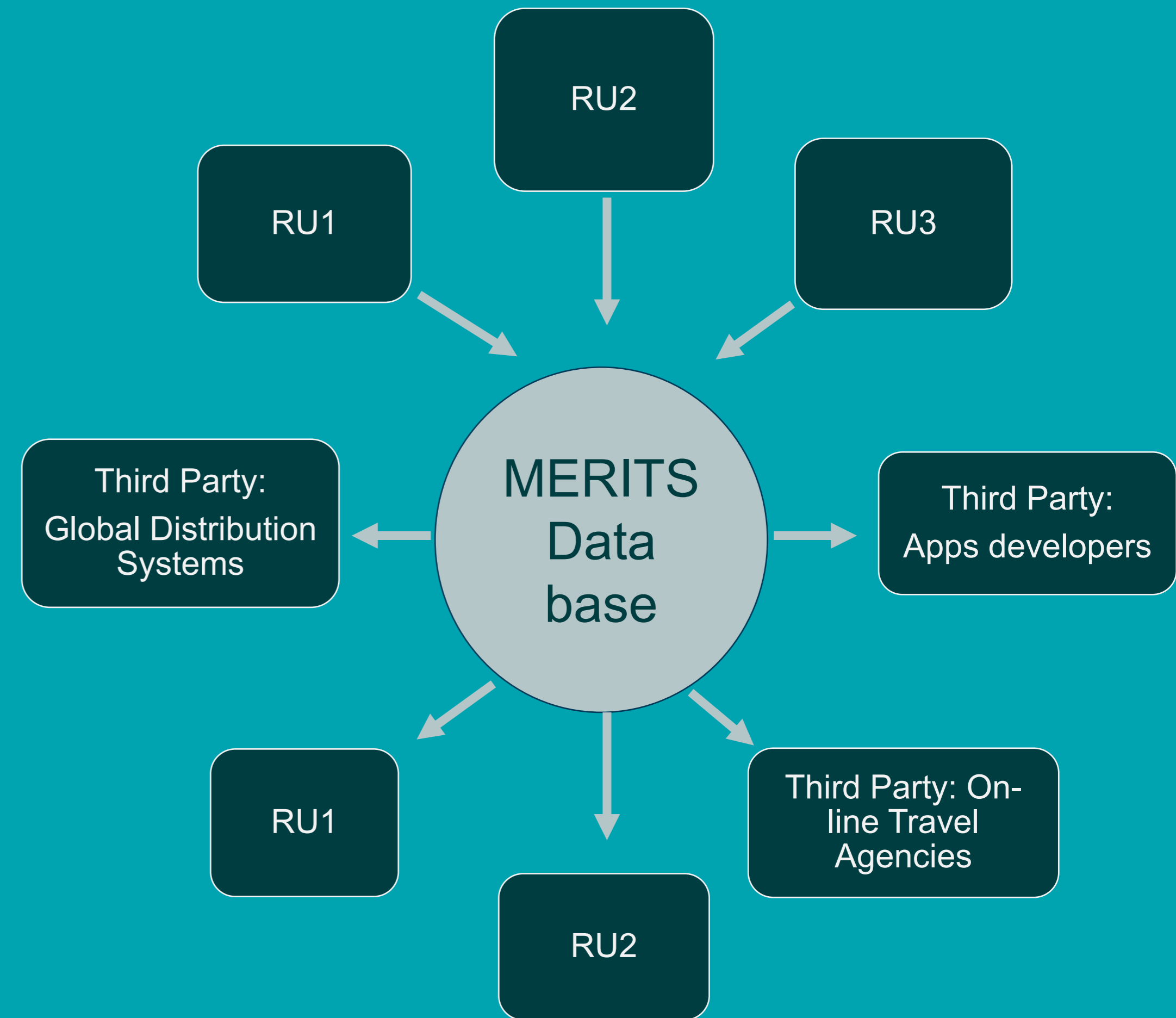


- ✓ OSDM is the new **Europe-wide B2B Sector Distribution Initiative (Railways and Ticket Vendors)**.
- ✓ The standard is composed of two parts: **online distribution** (fares, tariffs and reservation) and **offline distribution** (fares and tariffs).
- ✓ Railway customers will more **easily** be able to **purchase rail and multimodal transport** tickets across Europe at the most beneficial prices and tariff conditions.
- ✓ OSDM meets the market need for **one-stop-shop** distribution services and passenger expectations for **through-ticketing**, thus enabling increasingly **seamless and sustainable travel** across Europe.
- ✓ Railway operators will be able to provide better services and attract new customers **thanks to a combination of technical innovation and smart mobility solutions for seamless travel**.

# MERITS – Timetable and Stations data

MERITS (Multiple East-West Railway Integrated Timetable Storage) is a single database that contains the timetable and station data of a large number of railway companies.

MERITS allows away large volumes of multilateral exchanges permitting to each railway company to have rapid access to all the data needed to produce timetables, to operate with a single source of data to inform the customers or sell tickets.

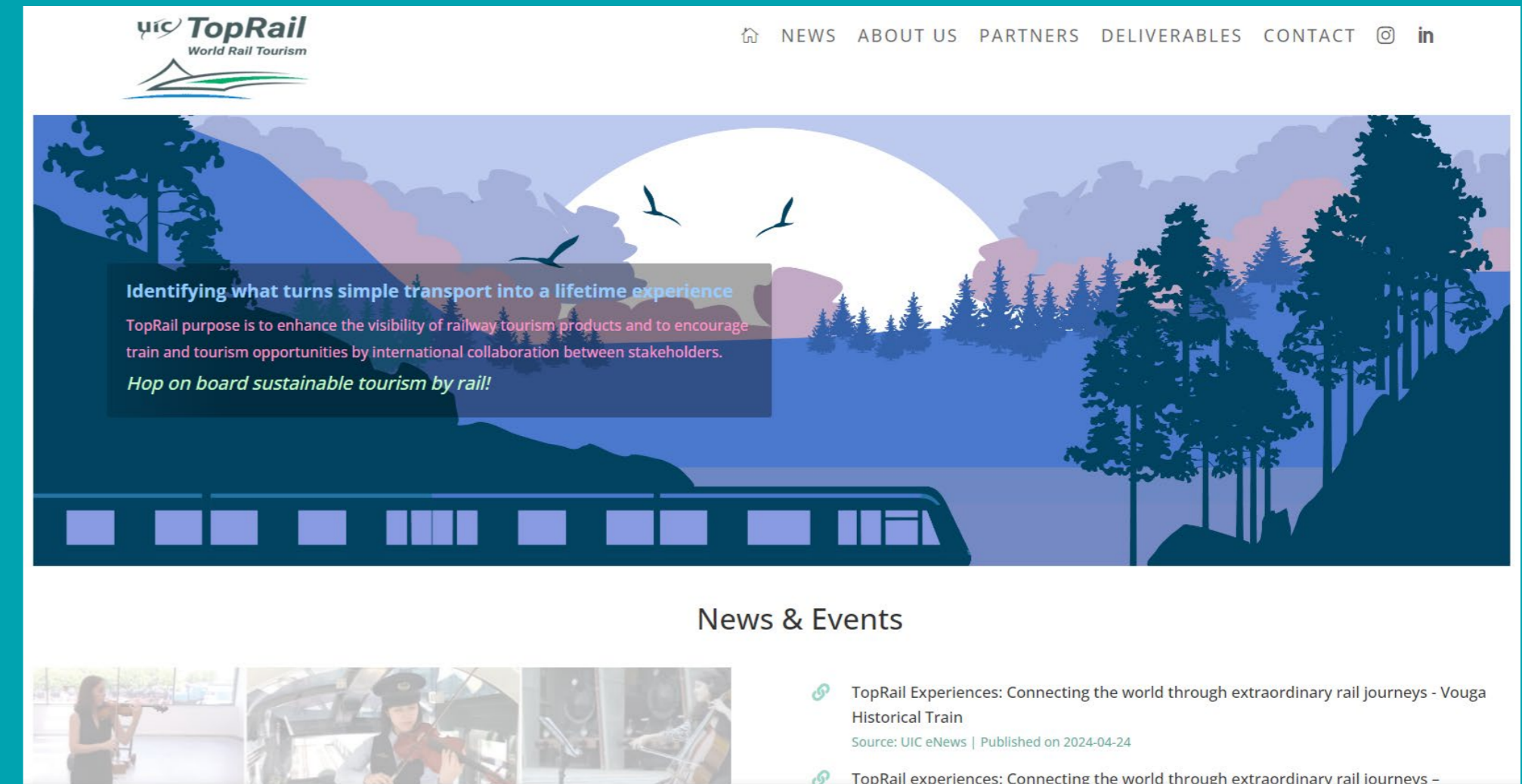




# Tourism potential of railway services (TopRail)

<https://toprail.org/>

- ✓ Increase of attractiveness for railways among other modes of transport
- ✓ Settle the **expert group** within the UIC specialised in the services, products and strategies to enhance the travel experience and **foster the international cooperation btw railway sector and tourist sector**
- ✓ Identify new market opportunities for the rail sector



## TopRail partners



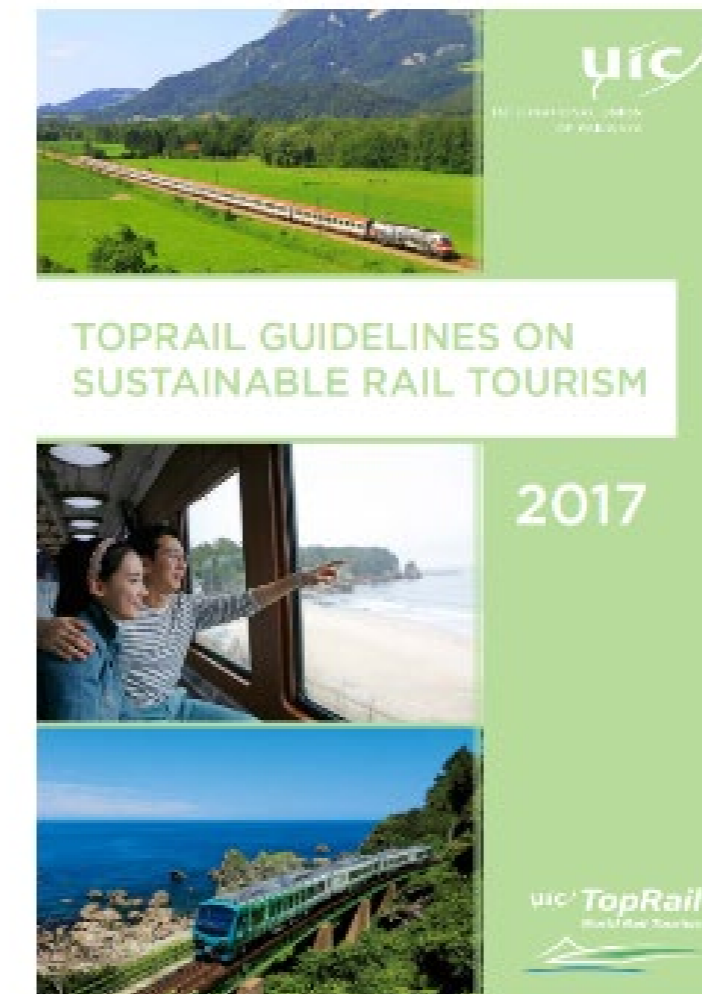
# Tourism potential of railway services (TopRail)

- ✓ **Deliverables - TopRail Guidelines:**
  - Sustainable Tourism
  - How to increase attractiveness for rail tourism
  - A classification and categorization system for tourist-friendly railway services and experiences
- ✓ **Social media:**
  - [instagram.com/toprailuic/](https://www.instagram.com/toprailuic/)
  - [linkedin.com/company/toprail-uic/](https://www.linkedin.com/company/toprail-uic/)

TopRail on Instagram



TopRail on LinkedIn



TopRail Guidelines on Sustainable Tourism 2017



TopRail Guidelines on How to increase attractiveness for rail tourism 2021



TopRail, tourism friendly 2023



# Participation in European projects

## ✓ Multimodality air + rail

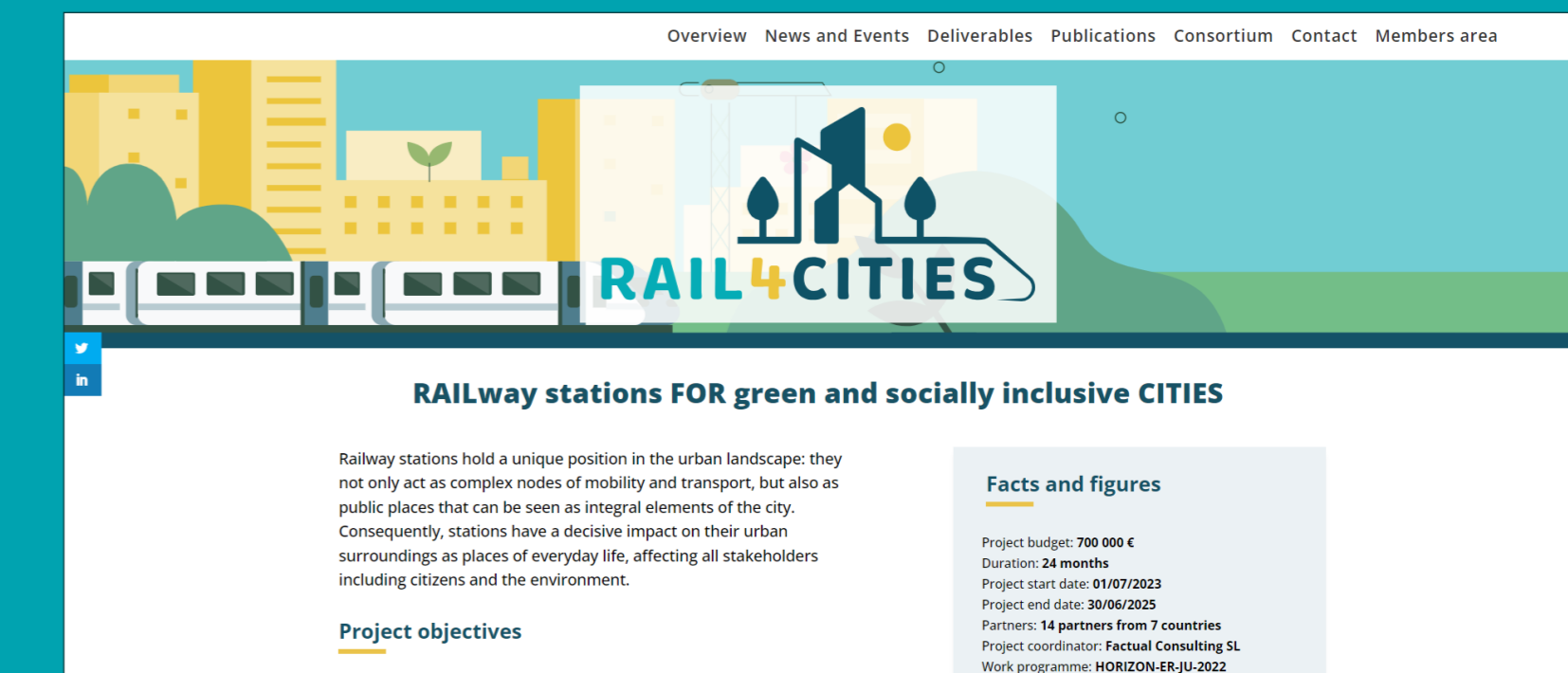
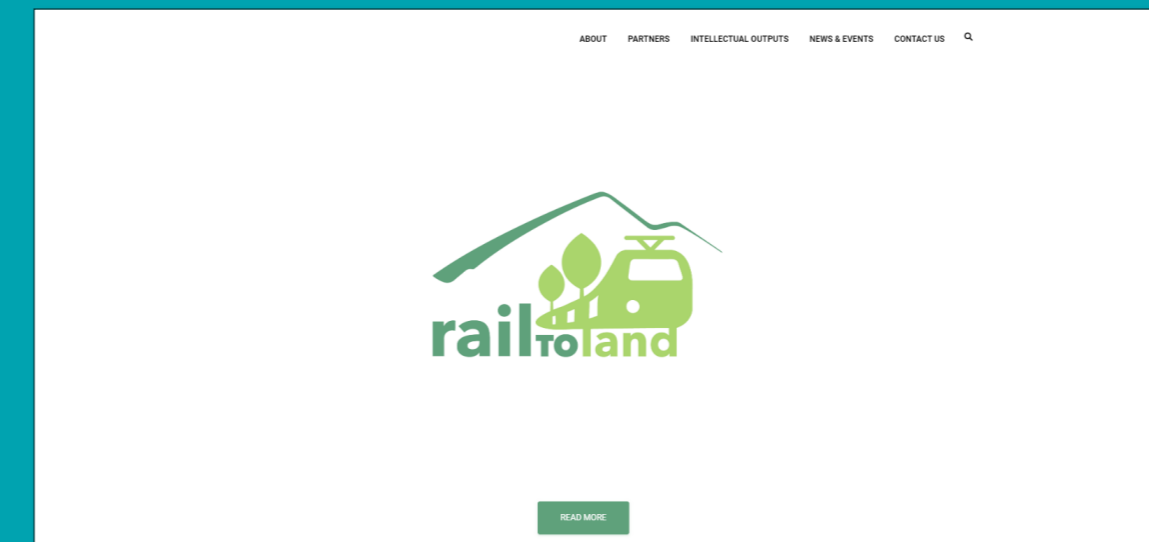
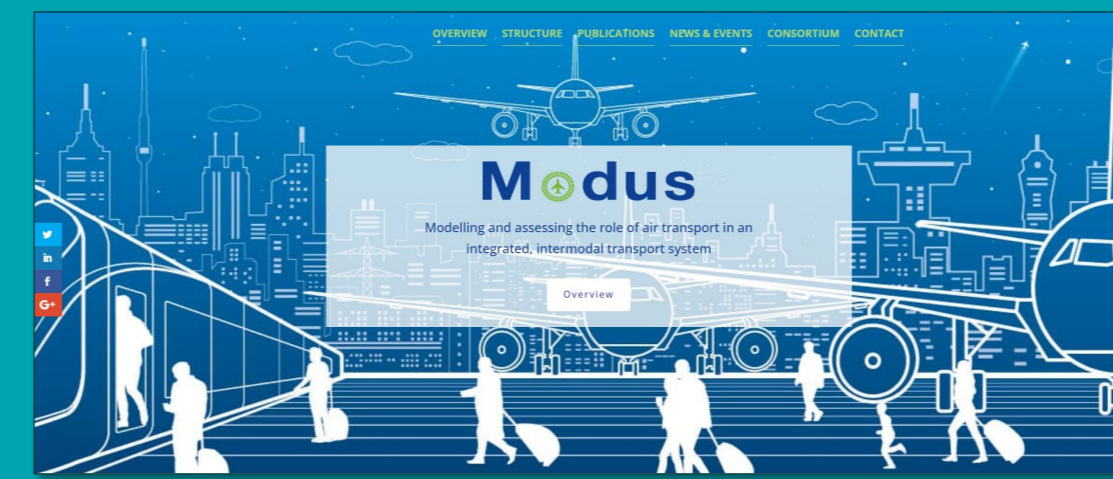
- [Modus](#)
- [MultiModX](#)

## ✓ Rail tourism:

- [RailToLand](#)
- [TourAndRail](#)

## ✓ Stations:

- [RAIL4CITIES](#)



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# Hot topics for UIC Passenger activities

Future of ticketing

High Speed standards

Resilience of railways

# Key challenges for Passenger

## Transport policy

- EU (Passenger Rights, Ticketing), national (Single Ticket)
- Work with Representative bodies CER, EUTT, JSG...

## Sector actions

- Sector commitment
- Roadmaps for specific actions

## Standardisation

- CEN / CENELEC
- TSI Telematics, ERA technical documents, ...

## R&I

- Europe's Rail JU
- Opt In

## Trends

➔ X2 by 2030

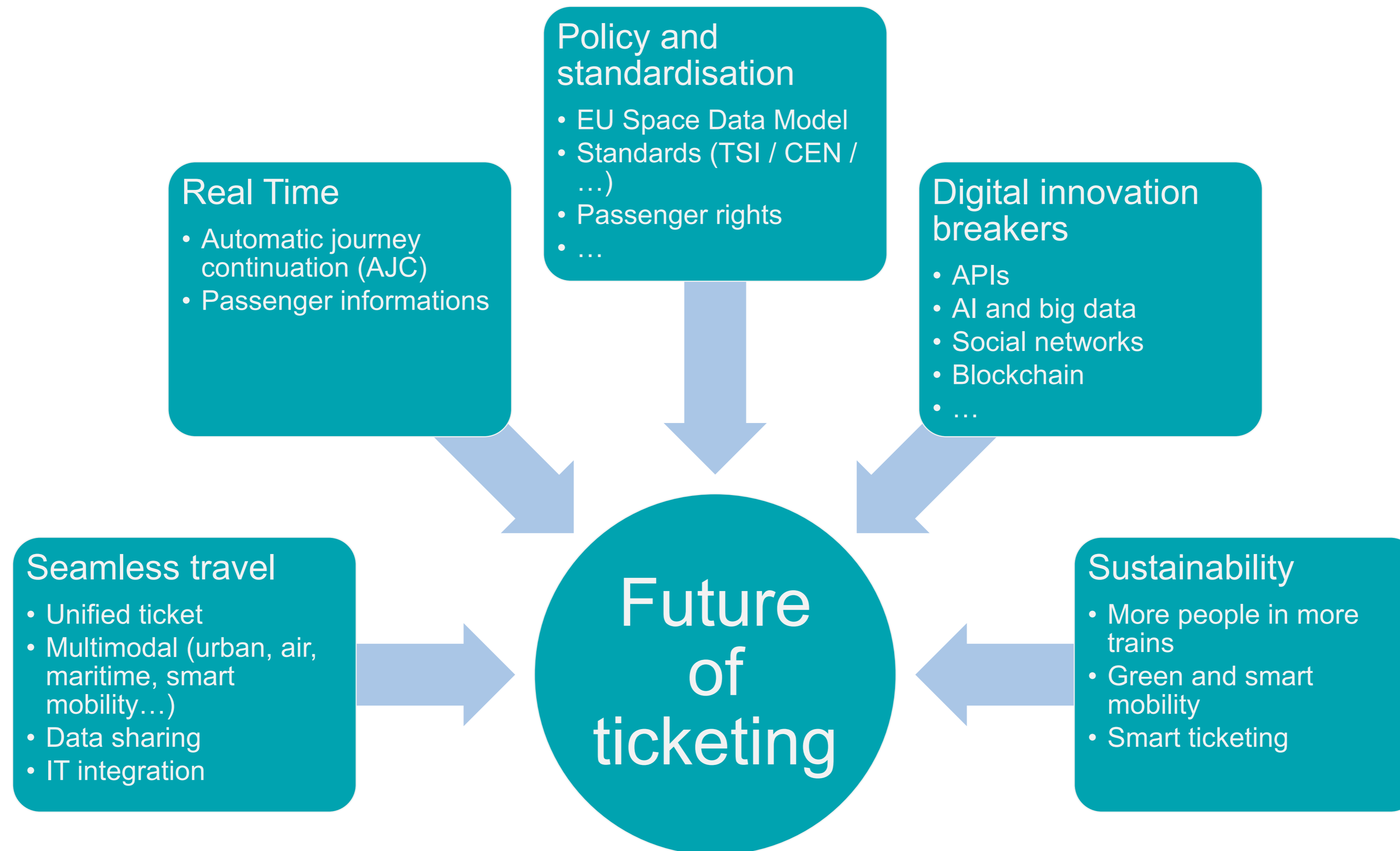
X3 by 2050

➔ Harmonization

➔ Interoperability

➔ Innovation  
Railway system

# Preparing the future of ticketing



# Towards a single-ticket?

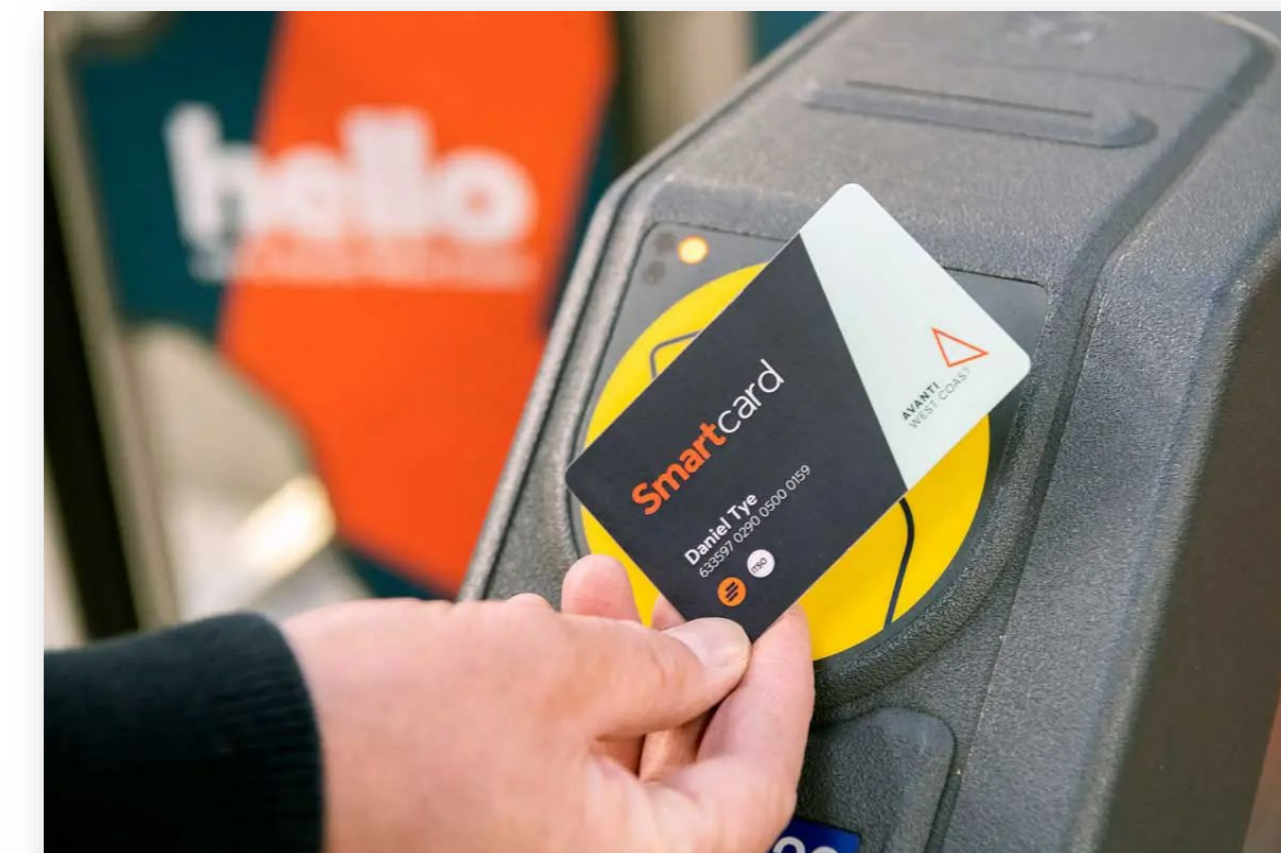
## Paper tickets



## E-tickets



## Smart Cards





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**#UICrail**

**Thank you for your attention.**



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# Thank you for your attention



## CONTACT

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