TAP TSI

Telematics Applications for Passenger Services
Technical Specifications for Interoperability

MONTHLY PROGRESS REPORT
Reporting Month: <u>October 2011</u>

Project: **TAP Phase One**

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1   Monthly Progress History

1.1   Document Location

This document will be uploaded to the Steering Committee folder of the project extranet (members' area) and to the TAP TSI project communication website.

1.2   Revision History

Date of this revision: 7 November 2011
Date of next revision: 22 November 2011 (meeting of the Steering Committee)

Revision date	Previous revision date	Summary of Changes	Changes marked
4 Nov 2011	2 Nov 2011	Contents enhancements and wording modifications by Project Team	None

1.3   Approvals

This document requires the following approvals.

Name/ Entity	Title/ Remark	Approval	Date of Issue	Version
Project Team	Project Manager, Work Stream Leaders, Project Assistant	done	7 Nov 2011	Final (v1.0)

1.4   Distribution

This document is distributed to:

Name/ Entity	Title/ Remark	Date of Issue	Version
TAP Steering Committee	All members	7 Nov 2011	Final (v1.0)
Project Team; UIC and Ticket Vendor project coordinators	All members of the Project Team Michael Stevns (UIC) Klaus Kreher (Ticket Vendors)	7 Nov 2011	Final (v1.0)
Organisations represented in TAP SteCo	Circulation by Steering Committee members	Tbd	Final (v1.0)

2   Table of Contents

Progress Report

3   Purpose

The purpose of this document is to report, on a monthly basis, the status and progress of the Phase One project to the Steering Committee (SteCo) and interested stakeholders.

The following reporting goals have been approved by the SteCo in the kick-off meeting with the Project Team on 8 July 2011:
- Ensure all SteCo members and stakeholders are kept up to date with progress at regular, short intervals
- Allow the Project Manager to raise issues in-between SteCo meetings and to make better use of SteCo members' time constraints
- Highlight where SteCo action is required and help focus upcoming SteCo meetings
- Explain in more detail the project achievements and next steps.

4   Management Summary

In October the **project maintained** its **momentum even though** the **grant contract** - a key requirement for the engagement of the Project Team - is **still not signed**. The Project Manager points out that the team has been working since mid-May in expectation of a short-term resolution and urges that this issue be sorted very shortly.

All **Work Streams** were **working to plan,** with a **delay in one RU/ IM task** due to work that proves to be more complex than initially expected. In **Retail architecture**, **intensive scope and boundary discussions** with the experts required additional iterations. However, these discussions seem to have been useful as they underline the experts' motivation to make Phase One a success and to deliver quality output.
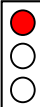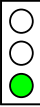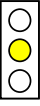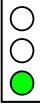
Retail experts also spent additional time assessing the **issues related to** some of the **Technical Documents** (see September report). The key findings and suggestions will be shared with the Steering Committee in the joint workshop with the Project Team later in November.

The Full-Service Model Work Stream has established a substantial array of contributors representing both the RUs and Ticket Vendors. A **good start** has been made **on identifying the components** of the **Full-Service Model**. The survey of Ticket Vendors attracted good response and the resulting data is in the process of being analysed, after which the findings will be fed into the building of the Full-Service Model and its requirements.
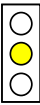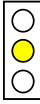
Lastly, **good progress** has been made **in** the **Governance** Work Stream, with draft working papers on the governance scope and responsibilities, plus initial proposals for oversight and executive entities and relationships. The working papers are currently under review by the Project Team and will be circulated more widely in due course.
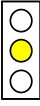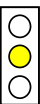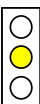
5 Follow-ups from Previous Reports

Status update on issues and risks highlighted in the August and September reports:

A) Issues		Status (as of 31 October 2011)
Contractual basis for Project Team work	🔴	• Grant contract between the Commission and UIC still not signed – complications regarding the fund allocation between the Ticket Vendor organisations involved in the consortium • The Commission has informed that the funding pledge may have to be withdrawn for accounting reasons if contract is not signed shortly • ETTSA, ECTAA currently investigating how to allocate the TV share of the grant amongst their membership
Multitude of initiatives outside of the project that are more or less related to TAP TSI, but **not under** the **responsibility and control of the Project Team**	🟢	• Project Team actively liaising with many initiatives to identify synergies • Steering Committee members asked to notify the project of any initiatives that may be conducive to, or have an impact on, Phase One
Misconceptions in Expert Groups **about TAP TSI** and the Phase One objectives, scope and deliverables	🟡	• Good amount of time in Expert Group meetings and bilateral discussions in October spent on creating a common understanding • Boundary issues with respect to the Full-Service Model Work Stream clarified • However, differences in experts' aspirations persist, requiring a considerable amount of ongoing project communication efforts
Insufficient **involvement** of the stakeholders outlined in § 7.2.2.1 5. of the Regulation	🟢	• The Project Manager has presented the project and the need to get involved to various stakeholder organisations; these have also been encouraged to provide input in writing • SteCo members asked to keep the momentum within their respective organisations • TAP TSI is on the agenda of the RISC[1] meeting end-November; Member States will be asked to provide national stakeholder contact details and to keep them informed

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[1] Railway Interoperability & Safety Committee of the EU Member States

Technical Documents: Restrictions and appropriateness as-is	○⦿○ (yellow)	• Suggestions for enhancements or future alternatives will be elaborated together with the Full-Service Model Work Stream • SteCo workshop on 22 November to help members understand the issues and take qualified decisions
Baseline to which the **RU/ IM** Work Stream needs to work to is **partially unclear**	○○⦿ (green)	• Joint review by the RU/ IM Work Stream and TAF TSI in progress • Ongoing close interaction between different layers of the TAP & TAF project organisations • Sense of urgency mutually understood
Stakeholders' **confidentiality concerns** to provide information	○⦿○ (yellow)	• Project Team regularly reminds stakeholders of § 7.2.2.1 6. (stakeholders shall provide information as and when requested by the Project Team) • Team contracts to have confidentiality clause

B) Risks		**Status** (as of 31 October 2011)
Additional project **tasks from** TAP **CCM** process may lead to strain on project resources and loss of focus	○○⦿ (green)	• Project now working to Baseline 1.1.1 as agreed by CCM Board • ERA informed there will be no CCM Working Party meeting before February; it is therefore unlikely that there will be additional CCM-related tasks for Phase One before that date
Proposals from **Governance** Work Stream and their budget implications will need **to be agreed by** rail sector and TV **associations prior to Phase One completion**	○⦿○ (yellow)	• SteCo members are asked to add this agenda item to their organisations' meetings in Q1 2012 • One-on-one meetings of Project Team members with steering-level representatives initiated, but wider buy-in critical for success
Location reference files: Areas where Retail Work Stream analysis and review is required in order to **ensure consistency**	○⦿○ (yellow)	• Close collaboration between RU/ IM and Retail Work Stream leaders within the Phase One team • All-day project session on this topic scheduled
Insufficient quality of RU contact details: **Risk that stakeholders do not receive** project **communi-cations**	○⦿○ (yellow)	• TAP TSI on agenda of upcoming RISC meeting • ERA asked to update the contact details in its ERADIS database of licensed RUs

6   Activities since Last Monthly Report

The following **overall project management and stakeholder engagement** activities
have been carried out in October apart from the day-to-day project management tasks:
  - Presentations to various stakeholder groups[2]
  - Liaison with TAP-related initiatives[3]
  - Project Manager participation in TAF Joint Sector Group
  - Alignment meeting with ERA
  - Additional Project Assistance resource phased in (François Maugère, UIC
    Brussels office)
  - Draft Intermediate Report table of contents and November SteCo storyline for
    Project Team discussion
  - Approx. bi-weekly Project Team meetings and additional teleconferences
  - Ongoing addition of project website and extranet contents

Within the Work Streams, the following key activities have been executed:

1. RU/ IM
  - Survey report on railway operational management legacy issues has been
    finished[4]
  - Third series of Expert Group (EG) meetings took place 18 - 20 October:
    - **EG 1 (Planning)** work is currently delayed by 4 to 6 weeks due to
      continuous work on the Path Request Message, which proves to be more
      complex than initially expected. EG Leader and RU/ IM Work Stream leader
      are still looking for possibilities to speed up. Path Request Processes from
      TAF have been accepted. In addition to the TAF processes, a scenario with
      one IM and one RU is needed. This, however, constitutes a simplification of
      existing scenarios only. Several changes to the TAF messages have been
      proposed that include changing elements, adding elements, changing
      element status, correcting errors. Amongst others, new optional fields
      describing the trains brand name and services on board the train have been
      requested (used in those cases where the IMs are responsible for
      publishing the commercial timetable). The TAF location data model has
      been analysed as suitable for path request needs
    - **EG 2 (Train Running)** on time. Second reading of Train Ready Message
      took place, agreeing on an improved process. Final approval shall be made
      in November meeting. Start of discussing Train Running Information and
      Forecast Message as well as Delay Reason Message. Some changes have
      been proposed. Amongst others, the format of the "actual delta t value"

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[2] E.g. UIC eBusiness conference, UIC Commercial and Technical Groups, VDV (German public transport
operators' association), Railteam Distribution & Travel Information Steering, various rail sector and Ticket
Vendor mirror groups
[3] E.g. UIC PASSAGE project, RoCK (Regions of Connected Knowledge) Electronic Fare Mgt. task force
[4] Available on the extranet at: documents> RU IM> All EGs > survey

(~the delay) needs to be changed to allow seconds (this is due to constraints e.g. in PSO[5] contracts)

- o **EG 3 (IT)** is on time. The TAF Implementation Guide on Location Reference Files has been worked through, proving to be a good basis for the TAP Implementation Guide. Clarifications and changes to suit TAP needs have been made and the Implementation Guide shall be approved in the November meeting. However, the location data still need to be analysed with the Retail Work Stream. This is planned in the November meeting (Retail Experts attending EG3 meeting) as well as in a dedicated RU/ IM – Retail meeting in early December and could result in further changes to the Implementation Guide. Further, the TAF Message Header was discussed. Main concern is the Message ID and whether uniqueness is needed on European scale or between sender and receiver only. Rules should be universal, to allow messaging without the use of one specific Common Interface. Generally, EG 3 appreciates the possibility to use the TAF Common Components Group (CCG) Common Interface in addition/ as alternative to the possibility of using individual solutions

- Intensive liaison with the TAF TSI community continued: TAF Chairs in all EG meetings, Project Manager attending TAF Joint Sector Group and participated in the IM Special Task Force meeting on implementation planning
- CCG members reported to make Common Interface Specifications officially available to the TAP Phase One project. Details are pending.

2. **Retail system specifications**
   - The members of the four Retail Expert Groups (Schedules, Tariffs, Reservation, Fulfilment) have sent back several comments to the first draft report on the retail legacy systems distributed to the groups on 25 September; they also pointed out issues and opportunities arising from the findings of the surveys
   - Comments and suggestions have been incorporated in a 2nd draft of the report, distributed mid-October to all experts of the groups and uploaded to the extranet
   - This version will be discussed and finalised in the EG meetings 7 - 9 November
   - The collection of user guides as sources of inspiration for the TAP implementation guides has progressed; a first draft user guide structure per cluster of Basic Parameters has been produced and distributed to the experts for discussion in the November meetings
   - The new baseline 1.1.1 approved by the TAP CCM Board on 27 September has been fed into the Work Stream and will henceforth be taken into account
   - Additional experts have been designated by stakeholders; total number of experts involved is now: 30 (Schedules), 33 (Tariffs), 30 (Reservation), 28 (Fulfilment)

3. **Retail system architecture**
   - Minutes of the kick-off meeting on 23 September have been validated by experts
   - Proposal solutions sent by architects for the architecture meeting on 21 October
   - Key outcome of this meeting:
     - o TAP Phase One scope now widely shared by architects involved
     - o Clarification on the expected deliverables (quality expectations, level of detail, boundaries)

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[5] Public Service Obligations – Contracts between RUs and Public Transport Authorities

- o Roadmap to identify solutions that allow implicated parties to meet their obligations and others to exercise their rights
    - Define evaluation criteria
    - Evaluate existing solutions and identify gaps
    - Identify and assess options forward
    - Prepare recommendation to the SteCo
  - Intensive discussions about appropriateness and up-to-dateness of Technical Documents

4. Full-Service Model

- **Staffing:** Initially there were concerns that we may not achieve the required cross-industry representation in the Full-Service Model (FSM) Expert Group. This has been addressed and we now have a team of 26 contributors representing both Ticket Vendors and RUs

- **Developing the Full-Service Model:** The first formal meeting and workshop of the Expert Group on 6 October focussed on the role of the group and a process for defining the Full-Service Model was agreed. The team brainstormed an initial "straw man" that has been subsequently extended by widespread remote collaboration such that an initial version of the FSM should be available for debate at the next meeting in mid November. There are considerable logistical challenges in ensuring full participation of all the contributors of the FSM Expert Group that are being actively discussed within the group

- **Survey of Ticket Vendor Organisations:** It was decided to extend the online survey[6] on Ticket Vendor legacy systems and areas for improving rail retailing and to provide a translation script in French in order to encourage additional contributions from Southern European organisations. This was successful and increased the responses by 15%. The survey has closed at 31 October and the substantial data set will be analysed by a subgroup of the FSM team prior to review by the whole workgroup to identify refinements of the Full-Service Model.

5. Governance

- Governance meetings arranged with European Payments Council and Open Travel Alliance as source of inspiration for the development of an appropriate TAP TSI governance model that can exist in perpetuity
- Project team discussion on TAP TSI governance scope and responsibilities, plus initial proposals for oversight and executive entities and relationships
- Regular meeting held with TAF TSI representatives to develop integrated TAP/ TAF and RU/ IM governance (together with RU/ IM Work Stream leader and Project Manager).

6. Master plan

- Work on the outline master plan for discussion with the Project Team and others including TAF Project Team members
- This outline master plan shows the evolution through Phases One, Two and Three including the dependencies between the republished TSI, the creation of the TSI

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[6] https://www.surveymonkey.com/s/TAP_Ticket_Vendor_Survey

governance and the development of the common services; it also shows the need for budget decisions by sector representative bodies and potentially Ticket Vendor associations
- Contacts made with senior-level railway representatives to discuss Phase Two and Three funding.

Working documents, meeting agendas and minutes etc. are available on the members' area (extranet) of the project website.

7   Activities Completed in Reporting Month

The following Work Stream activities were completed in October:

1. RU/ IM
- The report on RU/ IM Legacy survey has been drafted and is available for SteCo and Experts consultation on the Extranet
- Main findings (management summary):
    - The RU/ IM legacy survey, comprising answers from 27 companies operating passenger train services in 17 European countries, shows the current situation of communication between railway undertakings and infrastructure managers (RU/ IM)
    - Results show that today IT is not used in all areas covered by technical document B30[7], especially not in train ready. Most processes are used with manual and IT support in parallel
    - If IT is used, only limited solutions use XML as required by TAP TSI. Thus, changes required by TAP will be a major change in these IT landscapes
    - The processes how and when to use the messages are by far not harmonised. As a result, TAP will assist in providing standardised IT messages. This will be just one step towards interoperability, as railways will still have to check national rules to know when and how these messages are applied
    - The amount of required messages vary, very often between some large and many small volume users. Common IT components, if needed, should take scalability into account
    - For some TAP TSI requirements UIC leaflets covering similar functionalities are available today. These seem to be the most widespread common message formats used today. However, a large number of companies use individual standards only
    - Similar elements to TAP are foreseen in TAF TSI, and some IMs plan their implementation between now and 2017, thus providing some rough framework for a possible TAP implementation as well.

2. Retail system specifications
- Second draft report on the retail legacy systems for Expert Groups reviews

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[7] The Technical Document B.30 ("Schema – Messages/ Datasets catalogue needed for the RU/ IM communication of TAP TSI") covers messages related to Train Ready, Train Running Information, Train Running Forecast, Service Disruption and Path Requests (Basic Parameters 4.2.14 - 4.2.17).

   ▪ Draft structure for TAP retail user guides for Expert Groups reviews

3. Retail system architecture
   ▪ Shared understanding of Work Stream boundaries and deliverables

4. Full-Service Model
   ▪ Cross industry representation in Full-Service Model Work Stream achieved
   ▪ Collaboration process agreed, "straw man" captured and developed
   ▪ Survey of TV extended to capture Southern European inputs and completed

5. Governance
   ▪ Draft working papers on TAP TSI governance scope and responsibilities, plus initial proposals for oversight and executive entities and relationships
   ▪ The working papers reflect the need to create an entity that provides all common services which are required by individual RUs and IMs seeking to meet their own regulatory obligations. They identify options treating an important issue which is that RUs and IMs work with a set of assets, only some of which are subject to regulatory control. They provide a summary of those things that have to be done in common and the services that need to be made available to RUs and IMs
   ▪ The proposed entity relationship recognises the need for a degree of common oversight for all telematics TSIs, plus the need for some reference data to be held across all telematics TSIs. It also recognises that the management of assets needs follow the arrangement of business activity in railways, specifically the distinction between planning and operation on the one hand, and product development, selling and accounting on the other.

6. Master plan
   ▪ Draft outline master plan showing the
      o evolution through Phases One, Two and Three
      o dependencies between the republished TSI, the creation of the TSI governance and the development of the common services
      o need for budget decisions by representative bodies.

8   Issues and Risks Occurred, Proposed Mitigation

The following tables summarise the new key issues and risks that occurred in October. These will also be addressed in the TAP Steering Committee meeting on 22 November unless resolved prior to the meeting.

A) Issues	Proposed Mitigation
Further to the issue description in Chapter 5 above, experts have raised concerns over the **appropriateness and usefulness of** Technical Document **B.3** (exchange of data meant for international or foreign sales – special offers); **similar**	• Explanation of the issue and potential enhancements/ alternatives in the SteCo/ Project Team workshop on 22 November • Further investigation of enhancements/ alternatives in the Full-Service Model

concerns have been raised about **B.4** (implementation guide for EDIFACT messages covering timetable data exchange)	Work Stream in conjunction with other industry initiatives in that area
RU/ IM Work Stream – **Expert Group 1 (Planning)** currently **delayed** by 4 - 6 weeks due to continuous work on the Path Request Message, which proves to be more complex than initially expected	• RU/ IM Work Stream leader and EG leader are looking for possibilities to accelerate • Path Request Processes from TAF TSI have been accepted

B) Risks	**Proposed Mitigation**
Potentially unaligned development of **TAF and TAP master plans** for common elements may lead to double work or delays	• Deepen working relationship between TAF and TAP projects, also through TAP Project Manager's involvement in TAF Joint Sector Group • Consider joint TAF/ TAP SteCo meeting prior to submission of master planning deliverables
Potential loss of continuity in project **cast** may lead to delays: Some EG leaders (RU/IM) and key contributors to other Expert Groups indicated they may not be available for the entire project duration due to organisational changes at their sending companies	• Ensure wide representation in project activities and solid Expert Group communication to ease handover complications

9   Work Planned in Upcoming Reporting Month

Overall project management & stakeholder engagement
- Preparation of Steering Committee workshop and meeting on 22 November
- Preparation of Intermediate Report
- Presentation to the RISC and at various meetings of stakeholder organisations
- Finalising the communication plan, focus on specialised media

1. RU/ IM
- Fourth series of Expert Group meetings on 15 – 17 November
- Continue analysis of RU/ IM messages[8]

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[8] Focus: Path Request, Path Details, Service Disruption, Message Header, Reference Files, Common Interface (if available from TAF by then)

- Confirm changes proposed in October meetings for Path Request, Train Ready, Train Running Information, Train Running Forecast, Delay Reason Message
- Analyse different reference data needs of Retail and RU/ IM Work Streams

2. Retail system specifications
- Second meeting of Schedules, Tariffs, Reservation and Fulfilment Expert Groups on 7 - 9 November; ERA joining these meetings
- Finalisation of the report on the retail legacy systems
- Review of PRM requirements in retail Basic Parameters
- Further drafting of TAP retail user guides

3. Retail system architecture
- Detailed descriptions of potential architecture solutions
- Development of an evaluation grid; a set of evaluation criteria will be proposed for discussion and finalisation at the next experts' meeting on 15 November

4. Full-Service Model
- Analysis of the online survey results (extended and closed 31 October)
- Ongoing review of the other Work Stream findings
- Continue development of the Full-Service Model to facilitate gap analysis
- Start process for developing a proposal for addressing the gaps

5. Governance
- Research meetings with European Payments Council and Open Travel Alliance
- Prepare working paper (including lessons learned) on governance at IATA, European Payments Council and Open Travel Alliance
- Prepare initial report on TAP TSI governance based on current working papers
- Further TAP/ TAF governance meeting
- Further meetings with senior-level railway and ticket vendor representatives

6. Master plan
- Further work on the master plan, based on Project Team discussions on governance and architecture
- Preparation of alignment meeting with ERA

10   Activities to be Completed in Upcoming Reporting Month

Overall project management & stakeholder engagement
- Draft Intermediate Report for Project Team review
- SteCo workshop and meeting preparation
- Various presentations about TAP TSI to stakeholder organisations
- Roadmap for TAP Phase One coverage in specialised media
- Financial reporting toolset (subject to grant and team contracts closing)

1. RU/ IM
- Approval of Deliverable 1.2 (report on RU/ IM legacy survey)

2. Retail system specifications
  ▪ Final version of report on the retail legacy systems

3. Retail system architecture
  ▪ Initial report on solutions
  ▪ Experts' agreement evaluation criteria and recommendations

4. Full-Service Model
  ▪ Analysis of survey responses
  ▪ Production of first draft of Full-Service Model

5. Governance
  ▪ Draft working papers for review on TAP TSI governance responsibilities, scope and entity

6. Master plan
  ▪ Updated outline master plan for SteCo deliberation following further Project Team and stakeholder discussions

11   Budget Status

In light of the project funding still not formalised, no reporting instruments have been set up other than team time and expense tracking.

The Project Team still adheres to the principles laid out in the August report that in a standard project environment work would not have started before funding availability. However, the team members continue work – for the time being – in their exceptional good faith in order to meet the timetable defined in the Regulation.

12   Suggested Agenda Items for next Steering Committee Meeting

The Project Team suggests the following topics for the meeting on 22 November[9]:
  ▪ Grant contract: Way forward
  ▪ Technical Documents: Options to meet the TAP TSI objectives despite shortcomings identified by railway and Ticket Vendor experts
  ▪ Full-Service Model Work Stream: Survey results and initial draft of the full-service model[10]
  ▪ Governance scope and responsibilities, initial proposals for oversight and executive entities and relationships

The workshop session in the morning of the 22nd will help the Steering Committee members take appropriate decisions.

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[9] Agenda items 5 (Decisions raised in the Progress Report) and 7b (Project team suggestions for enhancements/substitutions based on the initial project findings)
[10] To be elaborated in FSM meeting on 16 November, i.e. after the submission deadline for SteCo documents (15 November); input may therefore have to be submitted with a short delay.