



# Service Quality Report year 2011

# Introduction

This document complies with the EC Regulation No. 1371/2007 (art. 28), put into force in December 2009, concerning rail passengers travelling on regional, medium- and long-distance trains and international trains.

The information contained in the Report – and the relevant details – can also be found in specific publications, such as the Service Charters of medium- and long-distance trains and the regional/provincial Directorates of Trenitalia, the Sustainability Report, the General Conditions of transport for passengers and also in the following websites: [www.trenitalia.com](http://www.trenitalia.com), [www.fsitaliane.it](http://www.fsitaliane.it), [www.fsnews.it](http://www.fsnews.it).

With reference to the implementation of a quality management system to maintain quality of service, Trenitalia has had in place and certified, for quite some time now, quality management systems in conformity with the UNI EN ISO 9001 standard; this year it has also been awarded certification of a combined system for the Integrated Management of Quality, Environment, Health and Safety in the workplace, in conformity with the UNI EN ISO 9001, UNI EN ISO 14001 and OHSAS 18001 standards.

In 2011 additional actions were undertaken to disseminate the Regulation contents, e.g. the implementation of the Brochure issued in 2010 (an English version of the document is also available). Once updated, 600,000 copies of the document will be circulated.

Also in 2011, consistently with the Regulation guidelines, the Service Charters of Trenitalia Regional and Provincial Directorates contain the service quality targets for the current year and the objectives and final results of the previous year.

2011 Data

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# Information and tickets

Information is provided to Trenitalia customers through the following channels:

- information and ticket offices in the railway stations;
- travel agencies;
- customer care offices;
- websites: [www.fsitaliane.it](http://www.fsitaliane.it), [www.trenitalia.com](http://www.trenitalia.com), [www.fsnews.it](http://www.fsnews.it);
- tele-video;
- call-centers: 892021<sup>1</sup>, 199892021<sup>2</sup>, 199303060<sup>3</sup>;
- Rail timetable booklet: In Treno Tutt'Italia.



Furthermore, the **ViaggiaTreno** service [www.viaggiatreno.it](http://www.viaggiatreno.it) gives real time information on timetables and location of all trains circulating on the Italian railway network. The call-center and the website provide information to the customers 24 hours a day.



In addition to the above-listed information channels, the train's crew on all Trenitalia trains can give information to the passengers on board directly or through announcements.

(1) Costs: from fixed line (VAT included): connection fee: 30.3 Euro cents; cost per minute: 54.5 Euro cents.  
From mobile: costs may vary depending on the mobile network operator.  
From abroad: costs depend on the telephone network operator of the country you are calling from.  
For business mobiles, the number 89 20 21 is also available, depending on the agreement in place with your mobile network operator. If such provision is included in the agreement, dial 12 before the number.  
(2) From fixed line (VAT included): connection fee: 0 Euro cents; cost per minute: 10 Euro cents.  
From mobile: costs may vary depending on the mobile network operator.  
(3) From fixed line (VAT included): connection fee: 6.12 Euro cents + 2.64 Euro cents per minute.  
From mobile: costs may vary depending on the mobile network operator.

Moreover, an automated information system (OBOE) is available on 75 % of the medium- and long-distance trains and 93% of the regional trains; this system is directly connected with the operations control centre, which can provide automated information on the train status (next stop, delay, pre-recorded service announcements).

## ANNOUNCEMENTS ON BOARD

Service type	Percentage of trains with this service on board
High-speed	100
Medium and long-distance	93,5
Regional	93

## TICKET SALE CHANNELS

Type	No.
Ticket offices	350
Selling machines	1.970
Travel agencies	5.300
Other points of sale (Newsagents and tobacconists, etc.)	5.915
Online	<a href="http://www.trenitalia.com">www.trenitalia.com</a> - <a href="http://www.mobile.trenitalia.com">www.mobile.trenitalia.com</a>
Call center	892021 - 199 892021

With reference to medium and long-distance trains, 40% of the tickets were issued by new channels (selling machines, online and Call-centers). Information on the informative channels and ticket sales is contained in the General Conditions of Transport for Passengers, available on the website: [www.trenitalia.com](http://www.trenitalia.com) (under Customers' Area).

## REFERENCE DOCUMENTS AVAILABLE ON WWW.TRENITALIA.COM

- General Conditions of Transport for Passengers
- Service Charter of medium and long-distance trains
- Service Charter of Regional and Provincial Directorates
- Sustainability Report ([www.fsitaliane.it](http://www.fsitaliane.it))

## DETAILED INFORMATION ON THE FOLLOWING IS ALSO AVAILABLE ON THE TRENITALIA WEBSITE:

- Timetable and purchases
- Sale and assistance network
- Promotions and offers
- All supplementary and additional services



# Timetable and traffic disruptions

The list of confirmed trains in case of strike is published in the booklet In Treno Tutt'Italia and is also available on the website: [www.trenitalia.com](http://www.trenitalia.com), under "In caso di sciopero", in the section "Informazioni per chi viaggia".

The toll-free number 800 89 20 21 gives information 24 hours a day. In case of traffic disruptions, Trenitalia guarantees provision of the commercial and assistance services specified in the Regulation.

Even though the transport contract (linked to the sale of a single ticket) is referred to a single train journey, in 2011, Trenitalia has endeavoured to guarantee that passengers reach their final destination, also in case of traffic disruptions that may cause changing trains.



## PERCENTAGE OF TRAINS ARRIVED AT DESTINATION WITHIN 0-15 MINUTES

Service type	%
Medium and long-distance trains	93,7
International trains	96,2
Regional trains	97,6

## REGIONAL TRAINS ARRIVED AT DESTINATION WITHIN 0-5 MINUTES

Service type	%
Regional trains	90,9

## PERCENTAGE OF TRAINS RUNNING LATE - DELAY RANGES: <60 ; 61-120 ; >120 MINUTES

Service type	% 0-60'	% 61-120'	% >120'
Medium and long-distance trains	98,6	0,8	0,3
International trains	99,3	0,5	0,2
Regional trains	99,9	0,1	0

REFERENCE DOCUMENTS AVAILABLE ON [WWW.TRENITALIA.COM](http://WWW.TRENITALIA.COM)

- Service Charter of medium and long-distance trains
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# Cancelled trains

## PERCENTAGE OF CANCELLED TRAINS

Service type	%
Medium and long-distance trains	1,70
International trains	1,89
Regional trains	1,16

REFERENCE DOCUMENTS AVAILABLE ON [WWW.TRENITALIA.COM](http://WWW.TRENITALIA.COM)

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## Cleaning of rolling stock and stations

Cleaning services for Trenitalia rolling stock are performed by companies selected by means of European tenders; contracts are specific per geographic area and type of service (high speed, medium and long-distance trains, regional trains).

Cleaning activities are performed on the trains according to a specific plan per train category; specific activities are also carried out while the train is travelling.

With reference to long-distance trains, additional cleaning activities are carried out during selected stops, to guarantee compliance with the passengers' service quality standards.

88% of the rolling stock of medium and long-distance trains meets the standard requirements<sup>4</sup>; more than 83% of the rolling stock of the regional trains meets the standards.

Available lavatories on medium and long-distance trains, including lavatories for reduced mobility passengers, are indicated by special signs in the aisles and passageways, which passengers can see even when seated.

Cleanliness of the train throughout the journey is guaranteed by the presence of a "cleaning operator", who keeps the train and lavatories clean during the journey and makes sure that the lavatories are efficient and provided with the necessary supplies, especially when trains are overcrowded.

Effective January 2012, the "cleaning operators" will start working, on an experimental basis, also on regional commuter trains, with the aim of improving efficiency and comfort also on these trains.

All high-speed trains and the new rolling stock for regional services are equipped with an air conditioning system.

95.9 % of the medium and long-distance trains are equipped with air conditioning. In compliance with the international standards in the field, air circulation in the passenger cars is guaranteed by air conditioning systems and the mixture of air coming from outside and recirculated air.

REFERENCE DOCUMENTS AVAILABLE ON [WWW.TRENITALIA.COM](http://WWW.TRENITALIA.COM):

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(4 ) Percentage of controls meeting the requirements; minimum number of monthly checks: 300

## Customer satisfaction survey

The quality perceived by the customers is regularly measured by means of customer satisfaction surveys.

The surveys are carried out every two months for medium and long-distance trains and every four months for regional trains. The CATI (Computer Assisted Telephone Interview) method is applied to a sample of passengers previously enrolled in the stations.

The following tables show the results for 2011.



### CUSTOMER SATISFACTION DURING DIFFERENT PHASES OF THE JOURNEY (percentage of satisfied passengers)

Phases	Medium-long distance	Regional trains
Journey preparation	96	84
Arrival at the station	81	71
Waiting time at the station	89	77
On board	87	71
Exit and flows	86	69
Information	97	92
Overall opinion on the journey	88	72

### CUSTOMER SATISFACTION - ON BOARD (percentage of satisfied passengers)

On board	Medium-long distance	Regional trains
Comfort	83	66
Cleanliness	76	46
Train on time	83	64
Information on board	87	64
Staff	95	81

REFERENCE DOCUMENTS AVAILABLE ON [WWW.TRENITALIA.COM](http://WWW.TRENITALIA.COM):

- Sustainability Report ( [www.fsitaliane.it](http://www.fsitaliane.it) )

# Refunds, compensation and complaints

## Ticket refunding

Customers can apply to have their tickets refunded if, for personal reasons, they cannot travel, unless tickets are not refundable (e.g. promotional rates).

Depending on when the refund request is submitted and on the type of ticket or offer, a certain amount can be subtracted from the refund.

The full ticket amount is refunded when a train is cancelled or its delay exceeds one hour.

Customers may also choose to change the reservation date or type, with the exception of special rates that do not allow it.

## Refunds for trains running late or defective air conditioning

If the customer arrives late at destination, for reasons attributable to the railway undertaking, in accordance with the European Regulation No. 1371/2007, 25% of the ticket price will be refunded for delays between 60 and 119 minutes and 50 % of the ticket price will be refunded if the delay is equal to or longer than 120 minutes. Trenitalia shall also refund 25% of the ticket price, not combinable with the previous refund, if air conditioning in the passenger car is defective and the passenger cannot be reseated in another car.

In both cases, for medium and long-distance trains, refunds are granted based on customers' applications. The customers must show their tickets or provide the PNR code (for ticketless sales), so that the necessary checks can be performed in the software system where the list of trains that entitle the passenger to a refund is updated. The customer can apply for the refund from the 21st day, and up to one year, after the journey.

With reference to regional transportation, Trenitalia can pay a penalty to the regional and Local Authorities, according to the provisions of the signed Public Service Contract, if set quality standards have not been met.

These penalties are sometimes used by the Regions and Provinces to refund the customers, usually by granting them discounts on season passes.

## Complaints

Complaints include customers' requests connected with rail transportation and submitted for reasons other than refunds and compensation.

Customers can file complaints directly in the website Customer Area, or by contacting the assistance and sales offices or by regular mail.

The complaints are processed by a special computerized system and an answer is sent to the passengers within 30 days in 96% of the cases for medium and long-distance trains and 92% of the cases for regional trains. Complaints may concern the pre-journey phase (information, purchasing), the actual journey (assistance, environment, efficiency of equipment) or the post-journey phase (assistance in case of a delay, meals and refreshments refunds/compensation).

Service type	Number of complaints received	Answers sent within 30 days
Medium and long distance trains	56.550	96
Regional trains	37.460	92

## Alternative dispute resolution

For medium and long-distance trains that are not subject to public contribution, i.e. 62% of these trains, the alternative dispute resolution procedure is enforced. According to a Protocol of Understanding signed with Consumer Associations, if the customer considers the answer to the complaint unsatisfactory or if no answer whatsoever has been received, the customer can ask for the case to be submitted to an alternative dispute resolution Committee, composed of a representative of Trenitalia and a representative of the Consumer Association involved.

The application shall be fairly assessed, referring to Trenitalia contract obligations and to the norms safeguarding the consumers, without any payment on the part of the customers.

The procedure takes on average 30 days and in 93% of the cases the proposed solutions are favourably accepted by the customers.

REFERENCE DOCUMENTS AVAILABLE ON [WWW.TRENITALIA.COM](http://WWW.TRENITALIA.COM):

- General Conditions of Transport for Passengers
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# Assistance to persons with disabilities or reduced mobility

The service is intended for people with reduced mobility due to a physical disability (sensory or motor, permanent or temporary), mental disability or any other disability or people who require special assistance in the use of trains due to their age or condition.

As of 1 January 2011, ground services for people with disabilities or reduced mobility are provided by RFI, i.e. the subject that manages the national railway infrastructure. RFI must guarantee non-discriminatory access to the stations and trains to any person with reduced mobility.

Assistance to people with reduced mobility is guaranteed on all medium and long-distance trains and on the regional trains identified with a special symbol in the official timetable.

Sale Blu, i.e. the Blue Rooms that provide the service in 252 stations, are a point of reference for people with disabilities or reduced mobility that need travel assistance.



Sale Blu can be found in 14 important stations; assistance is available 24 hours a days.

To request information or assistance services, Sale Blu can be contacted directly (also via e-mail) every day (including bank holidays) from 7.00 a.m. to 9.00 p.m. as follows:

- Telephone number for Italy 199 30 30 60<sup>5</sup>;
- Call Center 199 89 20 21<sup>6</sup> (option 7);
- 06 3000<sup>7</sup> (option 7) for telephone subscribers who have not activated the 199-service.

Detailed information on assistance provided to people with disabilities or reduced mobility can be found in the dedicated section of the Trenitalia and RFI websites.

Here below the number of services provided to people with reduced mobility in 2011:

Train type	No. of services
Regional trains	60.500
Medium and long-distance trains	95.500

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(5) From fixed line (VAT included): connection fee: 6.12 Euro cents + 2.64 Euro cents per minute.  
From mobile: costs may vary depending on the mobile network operator.

(6) From fixed line (VAT included): connection fee: 0 Euro cents; cost per minute: 10 Euro cents.  
From mobile: costs may vary depending on the mobile network operator.

(7) Costs: Local or long-distance phone call rate, as determined by the customer's telephone network operator.

[www.trenitalia.com](http://www.trenitalia.com)