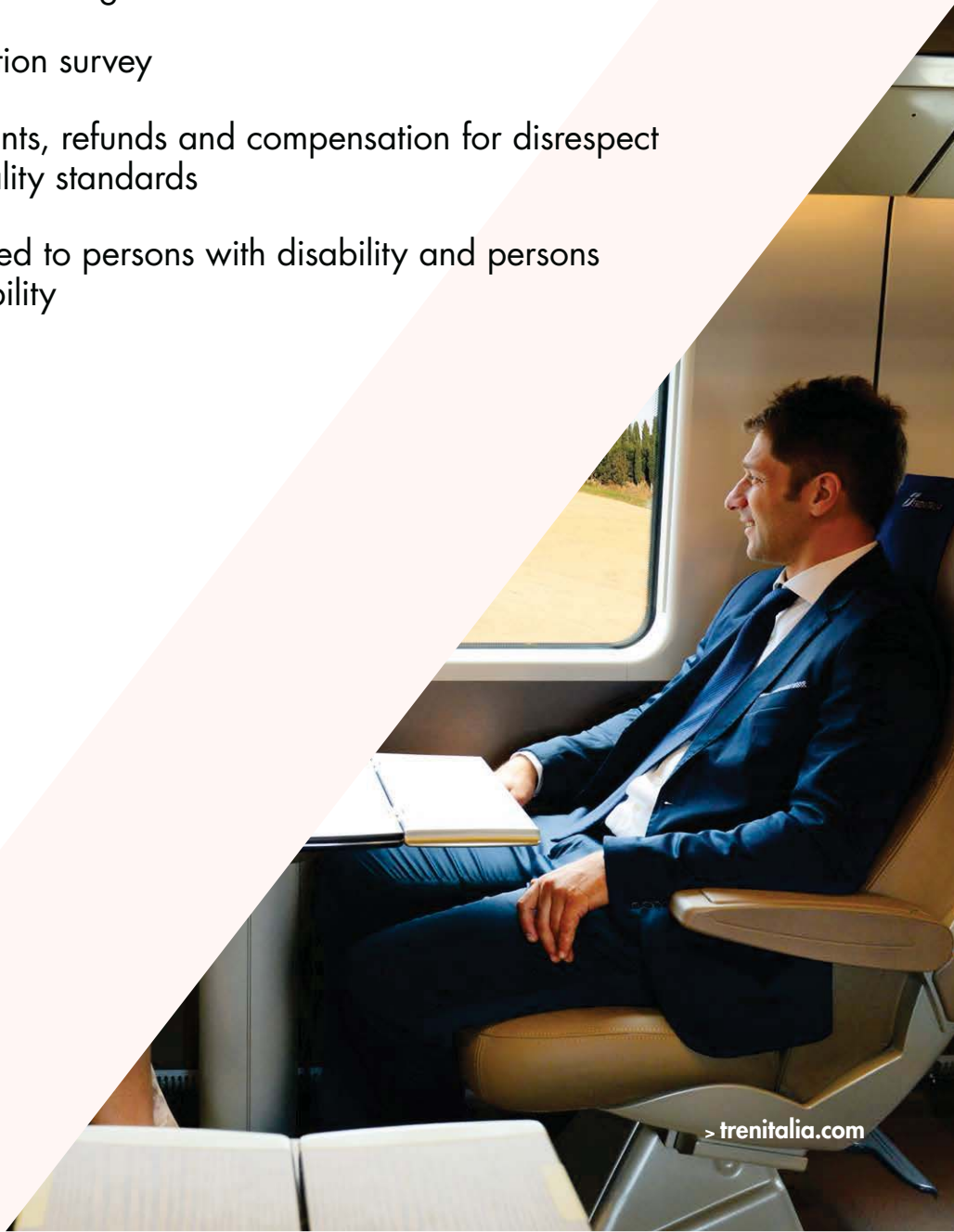


# Trenitalia service quality report 2017



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# Foreword

## Foreword

Pursuant to Article 28.2 of Regulation (EC) No. 1371/2007 concerning the rights and obligations of rail transport passengers (hereinafter "Regulation"), railway undertakings are obliged to publish an annual performance report on service quality ("Service Quality Report").

Through this document, Trenitalia aims to provide information on service quality standards, with particular reference to the following elements: information and tickets, train punctuality and general principles in the event of traffic disruptions, cancellation of train services, cleaning of the rolling stock and stations, the customer satisfaction survey, handling of complaints, refunds and compensation for non-compliance with service quality standards, and assistance provided to disabled persons and persons with reduced mobility.

The information contained in this document is provided on the basis of available data in accordance with common methods and data collection technologies in use, with different levels of detail, including special Trenitalia publications, such as the General Conditions for Passenger Carriage, Service Charters, the Traveller's Guide, the sections dedicated to Trenitalia in the Gruppo FS Italiane's Sustainability Report, as well as on the websites [trenitalia.com](http://trenitalia.com), [rfi.it](http://rfi.it), [fsitaliane.it](http://fsitaliane.it), and [fsnews.it](http://fsnews.it).

The document can be consulted on [www.trenitalia.com](http://www.trenitalia.com) (hereinafter "website") and on the Agenzia Ferroviaria Europea (European Railways Agency) website.

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# Information and tickets

## Information during the journey

Information received on the train is given directly by the on-board staff, or by the PA system, or through automatic PA and monitor systems according to the characteristics of the train. Information on circulation is available in real time on [www.viaggiatreno.it](http://www.viaggiatreno.it) (with the possibility of printing the arrival time) and through the Trenitalia App.

There is a "Smart caring" service for regional train passengers which presents messages that inform on circulation of the selected trains, line travel conditions, possible interruptions or circulation disruptions and the reasons for their appearance.

## Management of information requests at the station

Trenitalia staff provides information on timetables and train services, how to book seats, the progression of train traffic and assistance in the event of critical issues and disruptions in rail traffic. In addition, Assistance Offices in the main stations are open 365 days a year, also to collect reports (list and opening hours published on the website). The handling of requests for information is ensured by ticketing staff where Assistance Offices are not available.

## Ways in which information on train schedules, fares and railway tracks is provided

Information is supplied through numerous information channels, among which: the website, the Trenitalia App, Assistance Offices, station ticket offices, self-service ticket machines, Call Centres, Trenitalia group offices.

In particular, ready-to-use information needed to better organise a journey is also available on the website, including:

- ▶ the terms and conditions of carriage;
- ▶ train timetables and the conditions for the fastest journey and for the cheapest journey;
- ▶ access conditions and the service available for disabled people and persons with reduced mobility (PRM);
- ▶ conditions for bicycle access;
- ▶ the availability of services on board (couchettes, VL, food service, etc.);
- ▶ line disruptions, service cancellations and staff strikes;
- ▶ procedures for the recovery of lost luggage (courtesy service for Freccie customers in the stations of Torino Porta Nuova, Milano Centrale, Venezia Santa Lucia, Bologna Centrale, Firenze Santa Maria Novella, Roma Termini, Napoli Centrale and Reggio Calabria Centrale);
- ▶ procedures for the submission of complaints.
- ▶ printed timetables and brochures on the offered services (In Treno editorial line).

In-station information on train and track timetables is provided by the Infrastructure Manager (RFI) through monitors and loudspeaker announcements.

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### **Ticket purchasing systems**

- Tickets can be purchased from:
- ▶ the Internet website (can be consulted from cell phones on [mobile.trenitalia.com](http://mobile.trenitalia.com))
  - ▶ the Trenitalia app
  - ▶ call center
  - ▶ sales points in Italy (list available on the website)
    - > more than 300 ticket offices with station staff
    - > more than 1,900 self-service ticket machines in stations
    - > around 6,500 travel agencies
    - > around 70,0000 retailers with Lis Paga Lottomatica, Punto Servizi and SisalPay systems (for tickets and regional season tickets)
  - ▶ more than 18,000 travel agencies abroad.

### **Availability of staff in the station for information and ticket sales**

— Trenitalia staff provides information in the stations, with the exception of those stations which, for commercial reasons, are unmanned. Tickets are sold through ticket offices or self-service ticket machines in the station. In stations where ticket office services are inactive and self-service ticket machines are not available, information on alternative purchase methods is provided in the nearest stations where the ticket office service or self-service ticket machines are available, and at the sale points of partner networks and through the other sales channels that are available to customers (for example, the official website).

### **Ways in which information is provided to disabled people and to PRMs**

— In addition to information channels for all passengers, Trenitalia provides special services to disabled people and persons with reduced mobility (PRMs), either directly or through the Infrastructure manager (for more information refer to the dedicated section). In stations where assistance services are not provided to disabled people or persons with reduced mobility, information is provided on the nearest stations where the service is available.

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# Train punctuality and traffic disruption management

— Train circulation is monitored in real time and, in the event of criticalities, the situation is communicated to the on-board staff so they can inform clients.

The results of the key service factors (punctuality, movement anomalies, etc.) are subject to daily analysis and regular meetings, if necessary even with the Infrastructure Manager to address recurring issues (such as, timetables, staff shifts and the rolling stock) for ongoing improvement.

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## Departure Delay 2017

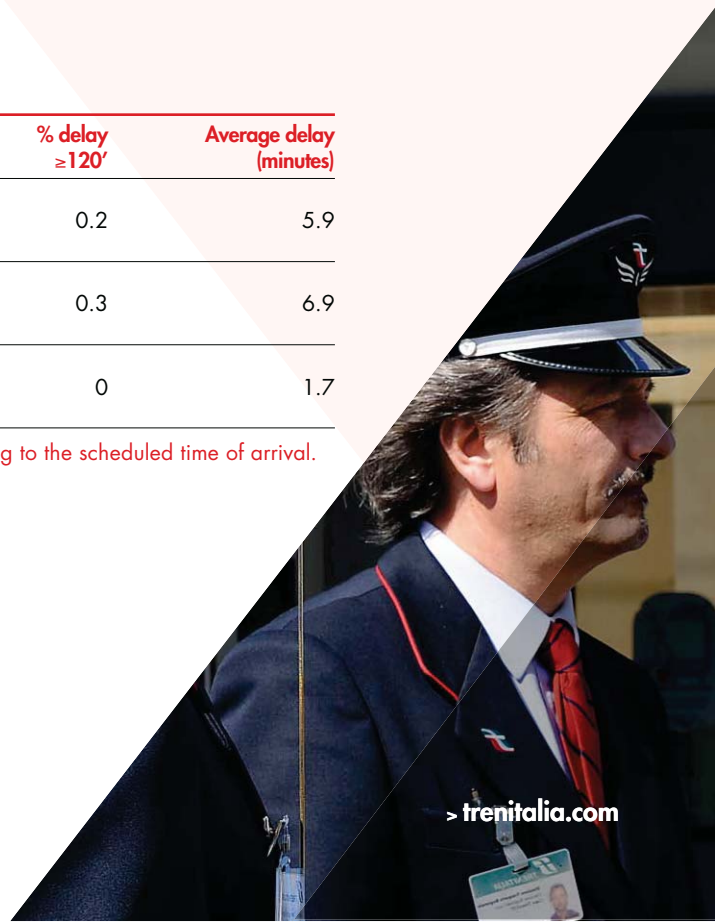
Type of service	% delay ≤ 5'	% delay > 5'
Medium and long-distance trains	91.4	8.6
International trains	81	19
Regional trains	94.8	5.2

Percentage obtained from the RFI computer system. Values are calculated according to the scheduled time of departure. Delays due to exceptional events or strike are excluded (B1 Standard).

## Arrival delay 2017

Type of service	% delay <60'	% delay 60'- 120'	% delay ≥120'	Average delay (minutes)
Medium and long-distance trains	99.1	0.7	0.2	5.9
International trains	98.9	0.8	0.3	6.9
Regional trains	99.9	0.1	0	1.7

Percentage obtained from the RFI computer system. Values are calculated according to the scheduled time of arrival. Delays due to exceptional events or strike are excluded (B1 Standard).







### Emergency and crisis management plans

— “Contingency plans”, which are drawn up by the Infrastructure Manager with the railway undertakings concerned, are implemented in the event of traffic disruption (both in operational management and scheduled events). Dedicated contingency plans are prepared to address specific recurring situations. In the event of “line/equipment unavailability”, specific train detour plans are provided which identify alternative routes and any estimated delay.

In the case of “particular events”, appropriate contingency plans are drawn up with the input of the various stakeholders concerned (Infrastructure Manager, other railway undertakings, etc.).

Trenitalia has adopted organisational procedures that establish the procedures to be followed in specific critical situations (rescue system, operational problems in a tunnel, etc.).

Support services as provided for by the Regulation are guaranteed in the event of critical problems related to traffic disruption, such as:

- ▶ prompt information on critical issues in progress;
- ▶ full or partial refund in the cases provided for;
- ▶ reprogramming the journey with continuation on another train or on alternative routes;
- ▶ use of alternative means of transport where necessary;
- ▶ accommodation and distribution of convenience items in such cases, wherever possible.

The list of trains that are guaranteed to run during strikes can be consulted on the website. The toll-free phone number 800 89 20 21 is available for information in the event of strikes or serious disruptions to traffic.

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## Cancellations 2017

Type of service	% cancelled trains
Medium and long-distance trains	0.31
International trains	0.44
Regional trains	1.03

Percentage obtained from the RFI computer system. Values refer to full and partial cancellations calculated without exclusions. (EN Standard).





# Train and station cleaning

## Cleaning intervals

— Train cleaning services are carried out by companies selected through European tender procedures with contracts that are specialised by geographical area and by type of service, in order to ensure the highest quality cleanliness standards. Cleaning on board trains follows a programme of periodic and occasional interventions carried out on their equipment and during the journey for each train category.

The following tables describe the activities and the frequency of the main types of intervention, for medium and long-distance trains and regional trains respectively.

## Medium and long-distance trains

Type of Intervention	Description	Frequency
<b>Station Cleaning</b>	This intervention is performed during the stop in the terminals where the train terminates a commercial service and must be made ready for the next commercial service. This intervention is aimed at restoring suitable cleanliness/hygiene conditions of all areas by removing coarse waste within the rolling stock, thorough cleaning of the toilets and replenishing the water supply, soap and toilet accessories, cleaning/hygiene of the dining car and the corner bar, cleaning of fixed equipment and surfaces used for the preparation and serving of food, and the removal of waste bags collected by the food service staff at the end of the service.	Even several times a day
<b>Daily Cleaning</b>	This intervention is aimed at restoring suitable cleanliness/hygiene conditions of all areas by removing coarse waste within the rolling stock by eliminating the dirt which accumulated during the previous commercial services performed in the daily routes and ensuring a high level of cleanliness and hygiene in all the areas that customers come into direct contact with. With regard to the dining car and the corner bar, the intervention must ensure the cleanliness and hygiene of all surfaces, work surfaces and fixed equipment used for the food service.	Daily
<b>Deep Cleaning</b>	This has the purpose of periodically restoring optimum conditions of cleanliness, hygiene and upkeep of all the components of the rolling stock, the dining car and the corner bar through deep cleaning performed with special electro-mechanical equipment, machinery and specific products that ensure the required level of quality. Moreover, toilet hygiene accessories must be cleaned, sanitised and disinfected.	10-30 days
<b>Radical Cleaning</b>	This is intended to maintain the rolling stock, restoring all surfaces and components to an excellent condition from a customer's perspective by means of precise vacuuming and washing, carried out exclusively with the use of suitable equipment, the use of specific products and steam generators. With regard to the dining car and the corner bar, the operation must ensure the cleanliness and hygiene of all surfaces, even those that are normally inaccessible, work surfaces and fixed equipment. Radical cleaning also includes the manual cleaning of the rolling stock external surface, the heads and drying of the rolling stock external windows.	30-90 days

Source: Trenitalia Technical Specifications "Rolling Stock Cleaning Services"

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## Regional trains

Type of Intervention	Description	Frequency
<b>Fast intervention</b>	Activity: cleaning toilets and quick waste removal. The aim is to restore the inside of the train to an acceptable condition of cleanliness through waste removal, the emptying of waste bins and minimum reconditioning of the toilets. The operation is performed as necessary depending on passenger traffic and when the stops do not allow enough time for more in-depth operations.	As necessary
<b>Maintenance intervention</b>	Activity: cleaning toilets, waste removal, sweeping and washing the floor, and the dusting of areas that customers come into contact with. The aim is to remove dirt, fingerprints, stains and dust accumulated on the floors and on the components that are more subject to customer use and to clean the toilets precisely.	Daily
<b>Basic intervention</b>	Activity: In addition to the previous interventions, thorough cleaning of floors and toilets, washing windows, and seat vacuuming and stain removal combined in rotation, if necessary, with in-depth cleaning of specific rolling stock components.	Weekly
<b>Thorough intervention</b>	Activity: thorough cleaning of all surfaces using suitable equipment. This aims to restore the best hygienic conditions with the thorough washing of all the rolling stock components in order to also remove the dirt from interior areas that are difficult to reach.	Twice a year

Source: Trenitalia Technical Specifications "Rolling Stock Cleaning Services"

### Air Quality

— All train carriages are fitted with an air conditioning system. Two general basic checks are undertaken before use in the winter and summer season in order to maintain the functionality, hygiene and reliability of the air conditioning systems. Moreover, to ensure air quality, maintenance is carried out regularly on these systems to make sure they are operating correctly.

Air exchange takes place by means of air conditioning systems, as provided for by prevailing international standards: the overall air flow rate of the systems is a mixture of external air intake (based on the maximum number of passengers expected) and recirculated internal air.

On ETR1000 trains and the new semi-attendant carriages of the ICday trains, air conditioning systems constantly monitor the CO<sub>2</sub> content of the internal air, modulating the air exchange according to planned critical thresholds.

### WC Facilities

— Medium to long distance trains are generally equipped with 2 WCs in each carriage (a WC for disabled persons is available on the Freccie trains). WC facilities, always present, vary on regional trains depending on the type of rolling stock, as well as on the train composition. The presence of a cleaning service during journeys is currently provided on all Freccie trains and on certain Universal Service and regional transport trains.

### Station Cleaning

— For station cleaning, please refer to the information provided by the respective station manager.

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# Customer satisfaction survey

— The quality perceived by clients is measured using periodic customer satisfaction surveys, which involve interviewing travellers and people in the station. Client satisfaction is surveyed by independent research institutes, selected by way of European public tenders. Clients who give a positive evaluation of  $\geq 6$  on a scale of from 1 to 9 are considered satisfied. The 2017 results are presented in the following tables.

Stages of the Journey (% Satisfied Passengers)	Medium and Long Distance	Regional Transport
Travel preparation	96.7	96.0
Entry into departure station	84.2	83.1
Time spent in the station	86.3	83.7
Time spent on board the train	93.5	84.2
Exit from the arrival station	87.6	79.4
Information	97.0	96.0
Overall rating	92.9	82.7

Source: Trenitalia Customer Satisfaction Survey

Time Spent on Board (% Satisfied Passengers)	Medium and Long Distance	Regional Transport
Comfort	93.4	82.9
Cleanliness	90.7	70.3
Punctuality	81.2	74.2
On-board information	92.4	80.8
Staff	97.2	94.0
Decor	92.1	81.3
On-board safety	91.5	79.2
WC functionality	81.9	61.2

Source: Trenitalia Customer Satisfaction Survey

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### Customer Satisfaction Survey

% Satisfied Travellers (6-9)

### Whole network

Information to the public in critical situations	93.2
Visible and efficient information clarity and promptness of systems	97.8
Quality of printed information – arrival/departure timetables	97.6
Security	90.6
Cleanliness	98.3
Maintenance and decor	98.6
Blue Halls service on the whole	97.0

Source: RFI Customer Satisfaction Survey

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# Handling complaints, refunds and compensation for disrespect of the service quality standards

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**Methods used by railway undertakings to inform passengers of their rights and the obligations incumbent upon these undertakings pursuant to Regulation No. 1371/2007 when selling tickets pursuant to Article 29**

— Trenitalia provides passengers with information about their rights and obligations on the website, at ticket offices and Assistance Offices, through its Call Centers and travel agencies, through the support staff and the on-board train staff. Moreover, information on how to contact the Transport Regulation Authority (TRA) to submit reports pursuant to the Regulation is available in the Service Charters published on the website and provided through specific communication on board trains and in the stations.

**Procedure applied to the handling of complaints**

- Complaints can be made through:
- ▶ the signalling form, available on the website (also in English)
  - ▶ the assistance and sales offices
  - ▶ correspondence.

Complaints are handled by way of an integrated IT platform. Complaint types are traceable to the pre-journey stage (e.g. information and purchase), the journey (e.g. assistance, comfort on board, the environment, the functioning of equipment and convenience items) and the post-journey stage (e.g. assistance for delays and refunds/compensation).

**The number of complaints and results**

— Data relating to complaints are illustrated in the following tables, broken down by service type. In addition to the new complaints registered in the reference year, the complaints received include client replies. The number of processed complaints includes not only complaints that have been closed but also those closed with a request to the client for further information, as well as the resulting client replies. Some complaints that were closed during the reference year can involve disruptions that occurred during the previous period. The difference between the number of complaints received and those processed is mainly caused by the flow of complaints received from a structure and sent to the other Gruppo FS structures according to responsibility.





## Complaints about Market Long Haul Passenger Services – 2017

No. of complaints received	55,985
No. of complaints processed	49,739
Average Response Time (No. of days)	11.6
Main causes of inefficiency subject to complaint	Service Level (51%); Regularity and Punctuality (26%); Comfort (10%)

Source: Microstrategy processing of CRM data. Note: the "Service Level" item is mainly composed of the following sub-items: Website Online Ticketing (34%), Loyalty Programmes (34%), and Regulations (8%).

## Complaints about Universal Long Haul Passenger Services – 2017

No. of complaints received	13,304
No. of complaints processed	7,811
Average Response Time (No. of days)	7.6
Main causes of inefficiency subject to complaint	Service Level (37%); Regularity and Punctuality (32%); Comfort (18%)

Source: Microstrategy processing of CRM data. Note: the "Service Level" item is mainly composed of the following sub-items: Regulation (31%), After Sales (31%), Website Online Ticketing (14%).

## Complaints about Regional Passenger Services – 2017

No. of complaints received	22,937
No. of complaints processed	22,553
Average Response Time (No. of days)	15.5
Main causes of inefficiency subject to complaint	Service Level (40%); Regularity and Punctuality (30.6%); Comfort (10.3%)

Source: Microstrategy processing of CRM data.

Note: the "Service Level" item is mainly composed of the following sub-items: Regulation (15%), Sales (15%), and Offer (10%).

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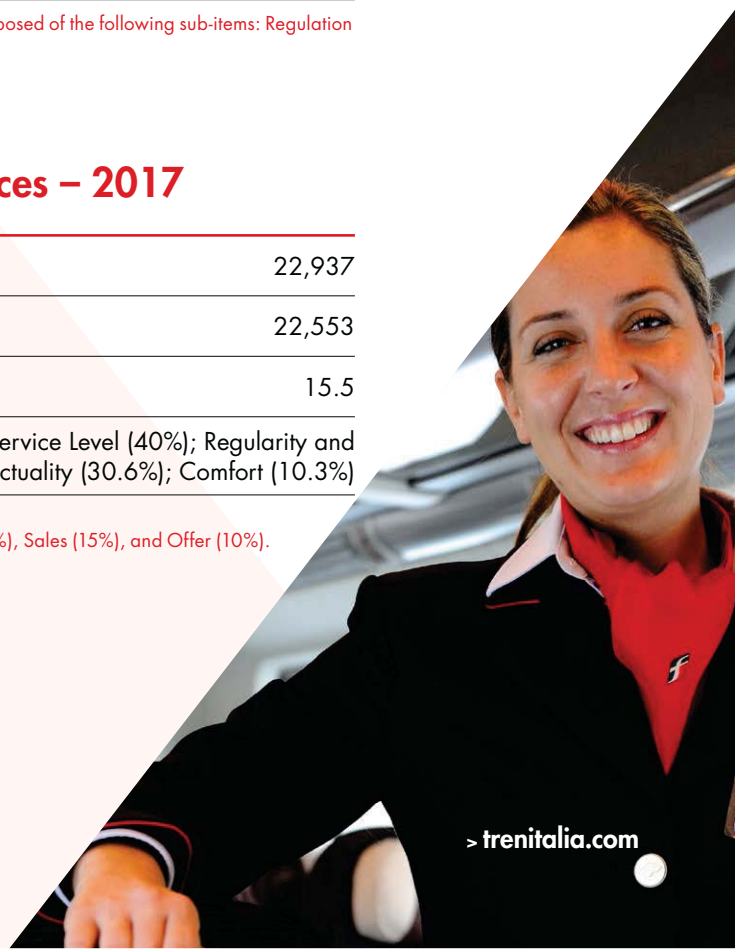
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## Ticket refunds

— In the event that passengers are unable to make the whole journey, they can request a ticket refund before the booked train departs. A deduction will be made unless excluded by the offer, for example promotional. In the event of the journey not being made for other reasons (e.g. train cancellation and/or predictable late arrival (more than 60 minutes) at the final destination, order from the public authorities), the ticket will be fully refunded.

## Compensation for delays or for air conditioning faults

— In the event of the train arriving more than 59 minutes after the programmed time, the following reimbursements are awarded:

- ▶ 25% of the ticket price for a delay from 60 to 119 minutes;
- ▶ 50% of the ticket price for a delay of at least 120 minutes.

The reimbursement is paid in one of the following manners (to be chosen by the client):

- ▶ with a bonus used to purchase a new ticket within 12 months;
- ▶ in cash (for cash payments);
- ▶ with re-accreditation (for payments made by credit card).

Reimbursement is also due in the case of tickets purchased either fully or partly with a bonus from another reimbursement, and is calculated in relation to the overall price of the whole travel solution proposed by the Trenitalia sales system.

In the event of Frecciarossa, Frecciargento and Frecciabianca trains and the Freccialink service (intermodal service with bus that includes an offer integrated with the Freccie trains on some lines) being late by between 30 and 59 minutes, Trenitalia will award a bonus of 25% of the ticket price as reimbursement; the bonus can be used within 12 months to purchase a new ticket. The bonus cannot be accumulated with the reimbursement awarded for delays of more than 60 minutes or with other types of reimbursement.

Assistance and compensation for delays (to be calculated on the full amount paid) are guaranteed for passengers holding tickets for travel solutions (proposed by Trenitalia's sales systems) covering more national transport services ("global ticket") or national transport services and regional services by Trenitalia in combination between them ("mixed global ticket"). International services or other railway company trains are excluded. When calculating the reimbursement, the arrival time of the whole journey is considered and, for regional trains, the arrival time of the train selected during the purchase phase.

Compensation is not paid for free tickets and when the ticket costs less than 4 per passenger.

In the event that the air conditioning system of Frecciarossa, Frecciargento, Frecciabianca and Intercity trains (excluding international trains that run internally) is faulty and the client cannot be given a seat in another carriage, a bonus worth 25% of the ticket price is awarded.

In the event of the requirements for both compensation as a result of delay and a bonus because the air conditioning system is not operative being fulfilled, the two rewards cannot be accumulated. In this hypothesis, the traveller therefore only has the right to the compensation for delay.

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Compensation can be requested for up to twelve months after the date on which the delay occurred. With Medium and Long Distance services, the request can be made:

- ▶ at any ticket office;
- ▶ at the travel agency that issued the ticket;
- ▶ by filling in the pertinent Web form available on the website;
- ▶ using the pertinent function on the website, but only for ticketless tickets purchased from the site, the Call Centre or using the Trenitalia app;
- ▶ at the Call Center, but only for tickets purchased through the Call Center or the website.

With regional transport, the request for compensation must be sent by post to the Regional or Provincial Management of the journey destination location. In addition, the Service Contracts entered into with the Regions and Autonomous Provinces provide that Trenitalia is liable to incur penalties if certain inherent quality standards are not met. This is a measure through which Client Institutions may act to protect users, by ensuring full redress for any inconvenience or damages suffered.

### Joint Conciliation

— The Conciliation Procedure, introduced with the Memorandum of Understanding signed with Consumer Associations for journeys made on Intercity and Freccie trains, provides that a customer who is not satisfied with the answer received to the complaint or to the request for a refund or compensation, may ask the Conciliation Committee to review the case.

The procedure is free for customers and is not binding since it is up to the customer to freely accept the proposed solution.

During 2017, 95% of the requests ended with a positive result, with an average evasion time of 38 days.

EU Directive 11/2013 has been transposed by Legislative Decree 130/2015 that regulates Alternative Dispute Resolution (A.D.R.) bodies and recognises a reinforced juridical-legal value to joint conciliation bodies.

Trenitalia is registered with the Ministry of Economic Development in the list of ADR bodies operating in Italy and is entered on the platform of the European Commission's Online Dispute Resolution (ODR).

In line with EU guidelines, Trenitalia participates in the public fund established by the Ministry of Economic Development for the payment of contributions towards costs to Consumer Associations participating in the Joint Conciliation Protocols.

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**Main actions  
implemented in 2017  
for the improvement  
of inefficiencies  
reported by clients  
through complaints**

— Worth mentioning with regard to medium and long distance transport are the:

- ▶ changes in the organisation of staff shifts and the enhancement of Control Room coverage to monitor compliance with punctuality in departure times;
- ▶ efficiency measures on certain train paths with a consequent improvement in train circulation;
- ▶ specific maintenance actions on air conditioning systems and the decor renovation on certain types of Intercity carriages;
- ▶ extension of the OBoE System for on-board information to customers on the Intercity fleet;
- ▶ development of the customer care offices with stations equipped with an integrated sales platform and the supply of tablet devices to assistance staff to improve client welcoming;
- ▶ additional actions to improve the management of sales transactions and payments on the website;
- ▶ an increase in the number of stops and the extension of different Freccia lines, the consolidation and increase of the Freccia-Link offer and introduction of the multiple composition of ETR1000 trains.

With reference to regional transport, the following should be highlighted in particular:

- ▶ continuation of fleet renewal, coherently with the Service contracts, with Rock trains produced by Hitachi Rail Italy and Pop produced by Alstom, equipped with the most advanced technologies and the possibility of being personalised with a wide choice of interior fittings, modules and accessories (bicycle holder, ski holder, luggage holder, corner shop, spaces for working), that can supply numerous on-board services, among which Wi-Fi, an audio video system and live video surveillance;
- ▶ revamping of TAF trains to modernise the computer systems for clients with the installation of monitors, the implementation of a fast network, the introduction of a video surveillance system with LIVE function and a people counter system, improvement in the passenger carriage lighting with the installation of a new LED technology system (remodernised in this manner, the TAF will be called Allegro);
- ▶ the signing of numerous agreements to favour train-bicycle integration, simplify gentle and integrated mobility and protect the environment.

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# Assistance provided to persons with disability and persons with reduced mobility

## Assistance procedure used

— To manage land services involving people with disability and persons with reduced mobility, Trenitalia uses the services of the national infrastructure Manager (RFI) which, being the “station manager”, must guarantee that all citizens can access the stations included in the assistance circuit, with particular attention given to people with disability or persons with reduced mobility (PRM), and supplying suitable assistance services in the station and specific information.

The PRM assistance service can be requested:

- ▶ by sending an email to one of the 14 RFI Blue Halls;
- ▶ by using the online Blue Hall application;
- ▶ by going directly to one of the 14 Blue Halls that are open from 6:45 to 21:30 daily, including public holidays;
- ▶ by calling one of the 14 Blue Halls that are open from 6:45 to 21:30 daily, including public holidays using:
  - > othe toll-free number 800 90 60 60 from any land line number;
  - > othe standard-rate national number 02 32 32 32 from any land line or cell phone.

For more information on how to book services and for all other information on PRM assistance services, please refer to the specific section on the Infrastructure Manager’s website (rfi.it).

## Number of assistance cases by service category

— In 2017, Trenitalia provided approximately 280,000 services to passengers with reduced mobility through RFI’s Blue Halls (approximately 170,000 services for medium and long distance transport and approximately 110,000 for regional transport).

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