

SERVICE QUALITY REPORT **2018**

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Preliminary remarks

In application of Article 28.2 of Regulation (EC) no. 1371/2007, relative to passenger rights and obligations for railway transport (hereinafter referred to as the “Regulation”), railway companies are required to publish an annual report on the provision of service quality (“Rail Service Quality Reports”).

With this document, Trenitalia aims to provide information on the service quality standard, namely with regard to the following elements: information and tickets, punctuality of trains and general principles in the event of a disruption, cancellation of trains, cleanliness of rolling stock and stations, customer satisfaction surveys, handling of complaints, refunds and compensation for non-compliance with service quality standards, assistance provided to disabled persons and persons with reduced mobility.

The information contained in this document is provided on the basis of the data available resulting from the common methods and survey technologies in use and disseminated, according to different levels of detail, also through specific Trenitalia publications, such as the General Conditions of Carriage for passengers, the Service Charters, the Traveller Guide, the sections dedicated to Trenitalia in the Sustainability Report of the FS Italiane Group, as well as on the trenitalia.com, rfi.it, fsitaliane.it and fsnews.it websites.

The document can be consulted on the website www.trenitalia.com (the “website”) and on the European Union Agency for Railways website.



Information and tickets

Provision of travel information during the journey

On-board information is to be provided by the personnel aboard, either directly or through the speaker system, or through the automatic sound diffusion and monitor systems in line with the characteristics of the train.

Real-time information on the circulation is available via the website www.viaggiatreno.it (with the possibility to print the arrival time) and on the Trenitalia App.

Moreover, in case of disruption to circulation, Trenitalia offers information services ("Smart Caring") to customers via the app, email and text messages, depending on the type of Service purchased.

How requests for information are handled at the station

Trenitalia staff provides information on schedules and services, seat reservation procedures, circulation trends and assistance in the event of critical events and disruptions to rail traffic.

In addition to the ticket offices, dedicated Customer Service activities are operative in the main stations, with specific Support Offices and multi-purpose Desks through which information can be requested, journeys can be modified for personal reasons and for reasons due to railway traffic disturbance, along with the possibility of submitting reports and complaints. The lists and opening hours are available on the website.

How information about train schedules, tariffs and platforms is provided

Information is provided through a range of channels including: the website, the Trenitalia app, Service offices, station ticket offices, self-service points, Call Centres and Trenitalia Group offices. In particular, the website contains information needed for the best organisation of trips, including:

- transport conditions;
- timetables and conditions for the fastest and cheapest trip;
- access conditions and assistance services available for disabled persons and Persons with Reduced Mobility (PRM);
- conditions for the carriage of bicycles;
- availability of onboard services (berths, sleepers, catering, etc.);
- line interruptions, service cancellations, staff strikes;
- procedures to recover lost baggage (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, Reggio Calabria Central);
- procedures to submit complaints;
- schedule publications and brochures on the services offered (In Treno editorial line).

In-station information on train and track schedules is provided through the infrastructure manager (RFI) through monitors and announcements.



Ticket buying facilities

Tickets can be purchased through:

- the website (available via mobile phone on **mobile.trenitalia.com**);
- the Trenitalia app;
- the Call Centre;
- points of sale in Italy (list available on the website) including:
 - over 300 staffed ticket offices within the stations;
 - over 2,000 self-service ticket machines within the stations;
 - around 6,600 travel agencies;
 - some 70,000 LIS Paga di Lottomatica (and subsequently the SIR network), Punto Servizi, SisalPay and Banca 5 retailers (for regional tickets and passes);
- over 18,000 travel agencies abroad.

Availability of staff at the station for information provision and ticket sales

Trenitalia staff, where available in the station, provides information to customers.

Ticket sale takes place through the ticket office or self-service machines in the station, as well as at the Customer Service Desk present in the main stations, limited to POS payments (last-minute service).

In those stations in which the ticket service is not active and the self-service machines are not present, information is ensured regarding alternative points of sale in the nearest stations where ticket offices or self-service machines are provided is available, in the authorised points of sale, and other sales channels available to customers (for example, the official website).

How information to disabled people and persons with reduced mobility is provided

In addition to the information channels available to all passengers, Trenitalia provides specific services to disabled persons and Persons with Reduced Mobility (PRM), directly or through the infrastructure Manager (for more information, please refer to the dedicated section).

In stations where there is no provision for assistance to disabled persons or Persons with Reduced Mobility, Trenitalia provides information on the nearest stations in which the service is available.



Punctuality of services and general principles to cope with disruption to services

Train circulation is monitored in real time and - upon any level of criticality - communication is sent to the staff aboard the train in order to inform customers.

The results of the fundamental factors of the service (punctuality, abnormal circulation, etc.) are the subject of daily analysis and periodical meetings, where necessary, also with the Infrastructure Manager, to address the recurring issues (such as schedules, shifts of the staff and rolling stock) with a view to continuous improvement.

Delayed departure from the station of origin* 2018

SERVICE TYPE	% DELAY ≤ 5'	% DELAY >5'
Medium- and long-distance trains	89.4	10.6
International trains	76.4	23.6
Regional trains	94.4	5.6

*Percentage detected by RFI's electronic system. The values are calculated in relation to the estimated time of departure. Delays due to exceptional events or strikes (B1 standard) are excluded.

Delay in arrival to the station of destination** 2018

SERVICE TYPE	% DELAY <60'	% DELAY 60' - 120'	% DELAY ≥120'	DELAY AVERAGE (MINUTES)
Medium- and long-distance trains	98.4	1.2	0.4	7.7
International trains	98.3	1.3	0.4	8.6
Regional trains	99.9	0.1	0.0	1.8

**Percentage detected by RFI's electronic system. The values are calculated in relation to the estimated time of departure. Delays due to exceptional events or strikes (B1 standard) are excluded.



Emergency and crisis management plans

In the event of a disruption to traffic (both in terms of operational management and due to scheduled events), “contingency plans” developed by the infrastructure manager with the railway companies concerned are implemented. To address specific recurring events, dedicated contingency plans are drafted. In the case of “unavailability of tracks/ systems”, special plans are envisaged for train deviations that outline alternative routes and the possible estimated delay.

For “special events”, specific contingency plans have been drafted with the contribution of the various interested parties (the Infrastructure Manager, other railway companies, and so on).

Trenitalia is equipped with organisational procedures that establish the behaviours to be followed in specific critical situations (rescue system, operational setbacks in tunnels and the like).

- In the event of problems connected to disruption to circulation, assistance services are guaranteed under the Regulation, including:
- critical information provided in a timely manner;
 - reimbursement - partial or full - in the envisaged cases;
 - reprogramming of the journey with continuation on another train or via alternative routes;
 - utilisation of substitute vehicles if necessary;
 - overnight stays and the distribution of meals and refreshments in the envisaged cases, where possible.

The list of trains guaranteed during strikes is available on the website.

The toll-free telephone number (from within Italy) of 800 89 20 21 can be called for information on strikes or serious traffic disturbances.

Cancellations*** 2018

SERVICE TYPE	% TRENI SOPPRESSI
Medium- and long-distance trains	0.76
International trains	1.68
Regional trains	0.16

*** Percentage detected by RFI's electronic system. The values refer to total and partial cancellations calculated without exclusions (NE standard)



Cleanliness of rolling stock and station facilities

Cleaning intervals

Train cleaning services are carried out by companies selected via European tendering procedures with specialised contracts per geographical area and type of service, to guarantee the best cleaning quality standards. On-board train cleaning follows a programme of periodic and occasional operations effectuated, for each category of train, in the system of reference and throughout the journey. The following tables describe the activities and frequency of the main operation types, respectively relative to medium- and long-distance trains and regional trains.

Medium- and long-distance trains

TYPE OPERATION	DESCRIPTION	FREQUENCY
Station cleaning regularity	This operation occurs during stops in the stations along the journey where the train terminates a commercial service and must be prepared for a subsequent commercial service. The activities are aimed at restoring the appropriate conditions for the cleanliness/hygiene of all environments via the removal of rubbish inside the rolling stock, cleaning the toilets and ensuring the provision of water, soap and accessories in the toilets, along with the cleanliness/hygiene of the carriage restaurant and the corner bar, the cleaning of all fixed equipment and surfaces dedicated to the preparation and serving of food, along with the collection of bags of rubbish collected from the catering staff at the end of the previous service.	Even several times per day.
Daily cleaning service	This operation aims to restore the appropriate state of cleanliness and hygiene for all rolling stock environments, eliminating any dirt that has accumulated throughout the previous commercial services performed and ensuring a high level of cleanliness and hygiene for all components in direct contact with customers. With regard to the dining car and the corner bar, the operation must ensure cleaning and hygiene conditions for all surfaces, work surfaces and fixed equipment utilised in the catering service.	Daily
Deep-cleaning regularity	The objective is to periodically restore the optimal conditions of cleanliness, hygiene and décor of all rolling stock details, the restaurant carriage and corner bar via the execution of meticulous washing, performed with appropriate electro-mechanical equipment, machinery and specific products designed to ensure the required level of quality. In addition, the hygiene accessories in the toilets must be cleaned, sanitised and disinfected.	10-30 days
Radical cleaning operation	Here, the aim is to restore all rolling stock components until all surfaces and details meet the conditions of excellence as perceived by customers, through the execution of careful vacuuming and washing, performed exclusively by availing of appropriate equipment, specific products and steam generators. With regard to the carriage restaurant and corner bar, the operation should ensure optimal conditions of cleanliness and hygiene across all surfaces - even those not normally accessible - work areas and fixed equipment. Radical cleaning also involves manually washing the external surface of the rolling stock and the side-end walls, along with the drying of external windows of the rolling stock.	30-90 days

Source: Trenitalia's Technical Specifications for "Rolling Stock Cleaning Services"



Customer satisfaction survey

Regional trains

TYPE OPERATION	DESCRIPTION	FREQUENCY
Operation Fast	Activities for cleaning toilets, summary removal of waste. This is intended to restore the train's interior to a condition of acceptable cleanliness, through the removal of rubbish, the emptying of bins and the minimum cleaning of the toilets. The operation is carried out according to the needs and when the stop time does not permit more in-depth operations.	In line with need
Maintenance operation	Activities include cleaning toilets, removing waste, sweeping and washing floors, plus dusting the parts in contact with customers, aimed at removing dirt, fingerprints, smudges accumulated on the floors and in the components most subject to customer use and intensive cleaning of the toilets.	Daily
Basic Intervention	In addition to the previous operations, activities include a thorough cleaning of the floors and toilets, washing the window and cleaning the seats on rotation and, if necessary, in-depth cleaning of particular rolling stock components.	Weekly
Thorough Operation	Activities for the thorough cleaning of all surfaces, performed with suitable equipment that serves to restore the best hygienic condition with the thorough washing of all components of the rolling stock in order to remove dirt even from inaccessible areas of the interior.	Twice a year

Source: Trenitalia's Technical Specifications for "Rolling Stock Cleaning Services"

Air quality

All train carriages are equipped with an air-conditioning system. To guarantee the functionality, hygiene and reliability of the air-conditioning systems, there are two basic general checks to complete prior to use in winter and summer. Moreover, to ensure air quality, these systems are periodically maintained by checking the proper functioning. With the help of air-conditioning systems, air is circulated, as required by international standards. The air flow rate entirely processed by the system is a mixture formed by the air coming from the outside (based on the maximum number of passengers expected) and by the internal air recirculation system.

Availability of toilets

Long-distance trains are equipped with toilets dedicated to Passengers with Reduced Mobility. For regional trains, the provision of toilets - always present - varies according to the type of rolling stock and the composition of train. Cleaning service is provided during travel for all Freccia trains and on some Universal Service and regional transport trains.

Cleaning of stations

As regards to cleaning in the stations, please refer to the information provided by the station manager.

Measurement of the quality perceived by the customer is achieved through periodic customer satisfaction surveys through interviews with travellers and people within the stations. Customer satisfaction is detected by independent research institutes, selected through a public European call for tenders. Customers who express a positive rating of >6 on a scale from 1 to 9 are considered as being satisfied. The results for the year 2018 are shown in the following tables.

Stages of the journey

(% SATISFIED PASSENGERS)	MEDIUM- AND LONG-DISTANCE	REGIONAL TRANSPORT
Preparation for the journey	95.3	96.9
Influx at the station of departure	86.1	83.1
Time spent at the station	86.1	86.7
Time spent aboard the train	93.2	86.2
Outflow from the station of arrival	88.3	79.4
Information	97.1	97.1
Overall assessment	92.5	84.5

Source: Trenitalia Customer Satisfaction Survey

Time spent aboard

(% SATISFIED PASSENGERS)	MEDIUM- AND LONG-DISTANCE	REGIONAL TRANSPORT
Comfort	93.2	85.2
Cleanliness	90.5	73.5
Punctuality	78.6	75.2
Information on board	92.1	83.4
Personnel	97.2	95.6
Decorum	92.0	82.9
Safety on board	91.3	81.2
Toilet functionality	82.2	63.0

Source: Trenitalia Customer Satisfaction Survey



Survey on customer satisfaction

% OF SATISFIED TRAVELLERS (6-9)	ENTIRE NETWORK
Information to public under critical conditions	94.0
Clarity and timing of visual information and system efficiency	97.2
Quality of printed information - arrival/departure timetables	96.6
Security	92.7
Cleanliness	95.8
Maintenance and decorum	95.5
Overall Sale Blu service	99.5

Source: RFI Customer Satisfaction Survey



Complaint handling, refunds and compensation for non-compliance with service quality standards

How railway undertakings inform passengers of their rights and obligations under Regulation no. 1371/2007 when selling tickets pursuant to Article 29

Trenitalia provides passengers with information regarding their rights and obligations on the website, at the ticket offices and assistance offices, through the call centres, travel agencies and support staff and aboard the train.

In addition, information on how to contact the Transport Regulation Authority (Autorità di Regolazione dei Trasporti - ART) to submit reports under the Regulation is available in the service charter published on the website and provided through specific communications on board train and at the stations.

Procedure in place

Complaints can be submitted through:

- a reporting form, available on the website (also in English);
- Service offices and ticket offices;
- ordinary mail.

Complaints are handled through an integrated IT platform.

The types of complaints are associated with the phases of pre-trip (e.g. information, purchase), travel (e.g. support, comfort, environment, operation of equipment, comfort items) and post-trip (e.g. refunds for service delays/compensation).

Number of complaints and outcomes

The following tables show the data related to complaints, broken down by service type.

The number of complaints received includes those received in the year of reference. In addition to the concluded complaints, the number of complaints processed includes the resolved complaints with request to the customer for further information as well as replies from the customer. Some complaints concluded within the year of reference may relate to service failures that occurred in the previous period. The difference between the number of complaints received and those processed is mainly due to the flow of complaints received from one structure and sent, by competence, to other structures of the FS Group.



Complaints for passenger services Long-haul market – 2018

number of complaints received	42,786
number of complaints processed	54,272
average response time (no. days)	13
main causes of disservice subject to complaint	Punctuality (30%), Sale (17%), Comfort and Cleanliness (12%)

Source: Microstrategy processing of Trenitalia CRM data

Complaints for Universal Long-haul passenger services – 2018

number of complaints received	11,106
number of complaints processed	7,058
average response time (no. days)	13
main causes of disservice subject to complaint	Punctuality (40%), Comfort and cleanliness (20%), Regularity (12%)

Source: Microstrategy processing of Trenitalia CRM data

Complaints for regional passenger services – 2018

number of complaints received	23,500
number of complaints processed	24,041
average response time (no. days)	14.4
main causes of disservice subject to complaint	Service level (39.4%), regularity and punctuality (31.9%), Comfort (8.5%)

Source: Microstrategy processing of Trenitalia CRM data
Note the item “Service Level” consists mainly of the regulatory sub-items (37%), self-service ticket sales (40%) and bonus/refund/complaint management (13%)

Ticket refunds

In case travellers, due to their own specific needs, intend to renounce the entire journey prior to the departure of the booked train, a ticket refund request can be submitted with the application of a withholding fee, except in the case of special offers, such as promotional rates which are excluded. Whereby the journey is not effectuated due to reasons attributable to Trenitalia or to a public Authority (due to cancellation of trains, a foreseeable delay in arrival at the final destination of over 60 minutes), a full refund of the ticket cost is provided.



Compensation for delays or air-conditioning breakdown for medium- and long-distance trains

Upon arrival that is over 59 minutes late, Trenitalia pays compensation equal to:

- 25% of the ticket price for a delay of between 60 and 119 minutes;
- 50% of the ticket price for a delay of at least 120 minutes.

Customers can choose to receive the compensation:

- with a bonus for purchasing a new ticket within 12 months;
- in cash (for payments made in cash);
- by re-credit (for payments made via credit card).

In case of delay in arrival of the Frecciarossa, Frecciargento and Frecciabianca trains or a Freccialink service (an intermodal service with a bus or coach that involves the integrated offer with the Freccie trains along certain lines) between 30 and 59 minutes, Trenitalia shall pay by way of compensation a bonus equal to 25% of the ticket price to be used within 12 months for the purchase of a new ticket.

The bonus may not be combined with compensation granted in the event of a delay exceeding 60 minutes or other types of compensation.

Assistance and compensation for delays (calculated with respect to the entire amount paid) are guaranteed for passengers in possession of tickets for travel solutions (proposed by the Trenitalia sale systems) that cover most national transport services ("global ticket") or national and regional Trenitalia transport services, in combination with one another ("mixed global ticket").

International trains or trains operated by other railway undertakings are excluded. For the purposes of calculating the compensation, Trenitalia takes into account the time of arrival for the entire travel solution and - for regional trains - the time of arrival of the selected train during the purchase process.

The compensation is not granted for free tickets and in cases where the amount would be less than 4 euro per passenger.

In the event of an air-conditioning system failure on a Frecciarossa, Frecciargento, Frecciabianca or Intercity train (excluding the international trains operating domestic services) and upon it not being possible to assign a seat in another carriage, a bonus of an amount equal to 25% of the ticket price shall be granted.

If both compensation conditions arise on the same trip (delay and failure of the air conditioning system), the two benefits cannot be combined. In this case, the traveller is only entitled to receive compensation for delay.



Compensation may be claimed up to 12 months after the date on which the delay occurred. For medium- and long-distance services, the request can be made:

- at any ticket office;
- at the travel agency to have issued the ticket;
- by filling out the specific online form available on the website;
- by using the specific functionality available on the website, only for paperless tickets purchased on the website, through the Call Centre or Trenitalia app;
- via the Call Centre, only for tickets purchased through the Call Centre or on the website.

In the case of regional transport, the claim for compensation must be sent by ordinary mail to the regional or provincial Directorate responsible for the destination of the journey. In addition, Public Service Contracts between Trenitalia and the Regions or autonomous Provinces envisage that, whereby the quality standards contained therein are not achieved, Trenitalia is subject to penalties, through which Regions or autonomous Provinces may take action to protect users, ensuring them the full recompense for any inconvenience or damage suffered.





Joint Conciliation

Trenitalia adopted the Conciliation Procedure in 2009, on the basis of a Memorandum of Understanding signed with the Consumer Associations for all journeys on Trenitalia trains, except for regional services. Any customer who is not satisfied with the response received following a complaint or request for reimbursement or compensation may request a review of the file from the Conciliation Committee.

This procedure is free for customers and is not binding, being the customer free to accept the proposed solution.

Throughout 2018, 94% of the requests had a positive outcome with 40 days' average processing time.

Trenitalia's Joint Conciliation Body is recognised as being a best practice by the European Commission and, both at a European and national level, Trenitalia is invited to participate in conferences and seminars on the theme of ADR (Alternative Dispute Resolution before legal proceedings) to illustrate the activities carried out.

Pursuant to Legislative Decree 130/2015, transposing the EU directive 11/2013 and conferring reinforced legal-judicial value to joint conciliation bodies able to satisfy certain prerequisites, Trenitalia's Joint Conciliation, upheld by the Ministry of Economic Development in compliance with the regulations, has been registered in the list of ADR (Alternate Dispute Resolution) entities operating in Italy.

Main actions implemented in 2018 aimed at improving disruptions reported by customers through complaints

For Medium- and long-distance transport services:

- targeted operations for the timely resolution of critical issues regarding B2C, mobile and call centre sales channels;
- completion of predictive maintenance projects and on-board telediagnostic trains;
- enhancement of maintenance efficiency operations to improve the regularity of the service and the functioning of toilets.

For Regional transport services:

- significant reviews of the railway offers in the regions of Campania, Emilia Romagna and Puglia, with the objective of increasing the possible travel solutions and the regularity of the schedule;
- optimisation of maintenance process to ensure availability of rolling stock;
- complete revision of the tariff calculation algorithm with interregional application and the provision of bonuses to pass-holders;
- measures aimed at improving the rail ticket sales in terms of accessibility and usability by the customer, with the extension of the sales network to Banca 5;
- launch of a new Customer Care service, dedicated to commuters and all regional services customers, in 40 stations through the installation of visible desks and with a dedicated staff, also aboard high frequency trains, in collaboration with security and assistance personnel, providing information and assistance, intervening in case of critical services;



- signing various agreements to promote integration between the local public transport carriers, to facilitate sustainable and integrated mobility and environmental protection, along with co-marketing agreements (such as with Slow Food, Giardini Italiani and FAI - as Italy's National Trust);
- continuation of the renewal of the fleet, in accordance with the Public Service Contracts, with the Rock trains produced by Hitachi Rail Italy, and the Pop trains produced by Alstom and equipped with the most advanced technologies together with the option to be customised with a wide range of interior modules and accessories (bike rack, ski rack, luggage racks, corner shop, work spaces), able to provide a number of services aboard, including Wi-Fi, audio/video system and live video surveillance.



SALA blu



ASSISTANCE

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trenitalia.com

Assistance provided to disabled persons and persons with reduced mobility

Assistance procedure in place

For the management of services in the station for people with disabilities and reduced mobility, Trenitalia relies on the services of the national infrastructure Manager (RFI), who acts as "Station Manager" and is responsible for the ensuring the accessibility of stations included in the assistance circuit for all customers, with particular attention to persons with disabilities or Persons with Reduced Mobility (PRM), providing adequate support services and targeted information.



Communicate with Trenitalia

The PRM assistance service can be requested:

- by e-mail to one of RFI's 14 Sale Blu;
- using the Sala Blu online application;
- going directly to one of the 14 Sale Blu from 6:45 am to 9:30 pm each day (including weekends and public holidays);
- calling one of the 14 Sale Blu from 6:45 am to 9:30 pm each day (including weekends and public holidays) via:
 - o the toll-free number 800 90 60 60 accessible from landlines within Italy, or
 - o the national number, +39 02 32 32 32 32 accessible from landlines and mobile phones at standard rates.



For more information on how to book services and for any other information on PRM assistance services, please refer to the specific section on the infrastructure management website (rfi.it).

Number of assistance cases per category of service

Through RFI's Sale Blu, Trenitalia provided approximately 307,000 services for travellers with reduced mobility throughout 2018, with around 183,000 services for medium- and long-distance transport and 124,000 services for regional transport.



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