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# Trenitalia service quality report 2015

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## Introduction

Pursuant to Article 28.2 of Regulation (EC) No. 1371/2007 concerning rail passengers' rights and obligations (hereinafter "Regulation"), railway undertakings are required to publish an annual performance report in terms of 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, punctuality of services, general principles to cope with disruptions to services and cancellation of train services, cleanliness of rolling stock and station facilities, customer satisfaction survey, complaint handling, refunds and compensation for non-compliance with service quality standards, and assistance provided to disabled persons and persons with reduced mobility.

Medium to long-distance passenger transport services are managed by the Passenger Long Haul Division and are divided into:

- Services to the Market, performed in full commercial autonomy and where the business risk is borne entirely by Trenitalia;
- Universal service, regulated by a service contract for which Trenitalia receives compensation from the State in order to guarantee transport within the country, primarily in areas with low demand for mobility.

Regional and local public transport services, for which individual regions/autonomous province clients define quantity and quality levels to meet the needs of society according to available financial resources, are instead managed by the Regional Passenger Division through service contracts entered into between Trenitalia and the individual administrations. The Service Charters are annexed to service contracts with each region/autonomous province.

In 2015, Trenitalia maintained the certification of its Integrated Environmental, Quality, Health and Safety at Work Management System, UNI ES ISO 14001:2004, UNI EN ISO 9001:2008, BS OHSAS 18001:2007, whose three-year renewal was obtained in December 2014.

The information in this document is also available in specific Trenitalia publications with different levels of detail, including the General Conditions for Passenger Carriage, the Passenger Service Charters for medium to long-distance passenger carriage and regional transport, the Traveller's Guide, the sections dedicated to Trenitalia in the Gruppo FS Italiane Sustainability Report, as well as on the websites [www.trenitalia.com](http://www.trenitalia.com), [www.fsitaliane.it](http://www.fsitaliane.it) and [www.fsnews.it](http://www.fsnews.it).

# Information and tickets

## PROVISION OF TRAVEL INFORMATION DURING THE JOURNEY

On board of all Trenitalia trains the crew is able to provide ongoing information to travellers, either directly or through the Public Address (PA) system.

Trains on medium and long distance journeys are equipped with PA information systems. Moreover, there are monitors providing information with constantly updated travel news (next stop, trains departing from the next stop, any delay, etc.) on board Frecciarossa and Frecciargento train carriages.

An automatic information system (OBOE) is installed on regional trains, directly linked to the control room and capable of providing automatic information on the train's running (next stop, delays and pre-recorded service announcements).

Through the "ViaggiaTreno" telematics tools (at [www.viaggiatreno.it](http://www.viaggiatreno.it)) and the "Trenitalia" Mobile Application (App) it is also possible to obtain the time and progression of each train in circulation on the entire Italian railway network in real time.

Furthermore, it is possible to print the train's time of arrival through the "ViaggiaTreno" site (using the "Print your arrival" function).

## HOW REQUESTS FOR INFORMATION ARE HANDLED AT THE STATION

Trenitalia staff provide information on timetables and train services, on how to book seats, on the progression of train traffic and assistance in the event of critical issues and disruptions in rail traffic.

Moreover, Assistance Offices in the main stations are open 365 days a year, also to collect reports. The list of Assistance Offices and their opening hours are published on the Trenitalia website ([www.trenitalia.com](http://www.trenitalia.com)).

## HOW INFORMATION ABOUT TRAIN SCHEDULES, TARIFFS AND PLATFORM IS PROVIDED

Trenitalia provides information on the services offered through printed schedule publications of the "In Treno" ("On the Train") editorial line ("In Treno – The Freccie Timetable" and its supplements for special events and Time Schedules for the more regional individual lines of interest) and distributed free of charge through direct contact channels (for example, ticket offices).

Moreover, all editorial products on train schedules are also available in digital format and periodically updated on the website [www.trenitalia.com](http://www.trenitalia.com) ("In Treno – All Italy Digital Timetable", 11 editions of "In Treno – The Freccie Digital Timetable" and its supplements).

Travellers have several channels of information at their disposal:

- The website [www.trenitalia.com](http://www.trenitalia.com);
- Assistance Offices;
- Station ticket offices;
- Trenitalia Call Centres:  
89 20 21 <sup>1</sup>  
199 89 20 21 (or 06 30 00 for 199 non-enabled users) <sup>2</sup>;
- Trenitalia Group Offices:  
06 60 00 <sup>3</sup>
- and for corporate customers the freephone number 800 18 60 19 <sup>4</sup>



(1) From a fixed line network, the call set-up charge (VAT inclusive) costs €0.305 and €0.549 per minute. Costs from a mobile network vary depending on the provider. Call charges commence on the selection of the desired option.

(2) The cost of the 199 89 20 21 number is €0.10 per minute from a fixed line network (VAT inclusive) and varies from a mobile network depending on the provider. For the 06 30 00 number, the reference rate is urban or suburban as defined by the customers' telephone service provider.

(3) From the fixed network at the cost of a local call from all over Italy. From mobile networks: Costs vary depending on the service provider.

(4) Available from Monday to Friday from 8.30 to 18.00.



Ready-to-use information needed to better organise a journey is also available on [www.trenitalia.com](http://www.trenitalia.com), including:

- The General Conditions of Carriage;
- Time schedules and conditions for the fastest trip and for the lowest fares;
- Accessibility, access conditions and availability on board of facilities for disabled persons and persons with reduced mobility (PRM);
- Access conditions for bicycle;
- Availability of on-board services (couchettes, sleeping carriages, food service, etc.);
- Line disruptions, cancellation of services and staff strikes;
- Procedures for reclaiming lost luggage (courtesy service for Freccia 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.

Information on train timetables is also provided in the stations and on the railway tracks through monitors and recorded announcements by the Infrastructure Manager (RFI).

### TICKET BUYING FACILITIES

Tickets can be purchased from the ticket offices (over 300 ticket offices and about 1,900 selling machines located all over the country), in travel agencies throughout the country (over 6,000) and abroad, on the Trenitalia official website ([www.trenitalia.com](http://www.trenitalia.com)), through the "Trenitalia" App, through the call centre, as well as through points of sale participating in the LIS (Lottomatica Italia Servizi) circuits, Network Services and SISAL (approximately 70,000).

Persons with reduced mobility can also make use of a dedicated service through Rete Ferroviaria Italiana's (hereinafter RFI) national number 199 30 30 60 or the Blue Halls freephone number 800 90 60 60, active only from a landline .

For medium and long-distance services, more than 40 % of purchases in 2015 occurred through innovative channels such as the website and Smartphones. With regard to regional transport services, the share of sales through innovative channels is constantly growing although it is still lower than other services (about 8 %).

### AVAILABILITY OF STAFF AT THE STATION FOR INFORMATION PROVISION AND TICKET SALES

Trenitalia staff are present to provide information in the stations, with the exception of those stations which, for commercial reasons, are unstaffed.

Tickets are sold through ticket offices or selling machines in the station.

In stations where ticket offices are not available and/or the selling machines are not functioning, information is provided on alternative purchase methods in the nearest stations where the ticket office or selling machines are available as well as in points of sale of partner networks and through the other sales channels that are available to customers (for example, the website [www.trenitalia.com](http://www.trenitalia.com)).

### HOW INFORMATION TO DISABLED PERSONS AND TO PERSONS WITH REDUCED MOBILITY IS PROVIDED

In addition to information channels for all passengers, Trenitalia provides special services to disabled persons and persons with reduced mobility (PRMs), either directly or, similar to other railway undertakings operating in Italy, through the Blue Halls managed by the RFI. In stations where assistance services are not provided to disabled persons or persons with reduced mobility, information is provided on the nearest stations where the service is available.



(5) More information on services offered to persons with reduced mobility is available in the section "Assistance provided to disabled persons and persons with reduced mobility" of this document.

# Train punctuality, general principles in the event of traffic disruptions and cancellation of train services

Trenitalia follows train movements in real time through control rooms specialised by type of service and geographical area , coordinated by the central control room. In the event of critical issues, the control rooms activate communication flows for customer information. 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 (RFI), to resolve recurring critical issues (such as, timetables, staff and the rolling stock shifts) for ongoing improvement.

## DELAYS

### DELAY PERCENTAGE FOR DEPARTURES 2015 \*

Type of service	≤ 5'	> 5'
Medium and long-distance trains	93,8 %	6,2 %
International trains	79,0 %	21,0 %
Regional trains	93,7 %	6,3 %

### AVERAGE DELAY PERCENTAGE FOR ARRIVALS 2015 \*\*

Type of service	
Medium and long-distance trains	6,4 %
International trains	6,2 %
Regional trains	2,1 %

### DELAY PERCENTAGE FOR ARRIVALS 2015 \*\*

Type of service	< 60'	60'-120'	≥120'
Medium and long-distance trains	98,8 %	0,9 %	0,3 %
International trains	99,2 %	0,6 %	0,2 %
Regional trains	99,9 %	0,1 %	0 %

\* Values calculated according to the scheduled time of departure. Delays due to exceptional events or strike are excluded.

\*\* Values calculated according to the scheduled time of arrival. Delays due to exceptional events or strike are excluded..

### PERCENTAGE FOR ARRIVALS WITHIN A 0-5 MINUTE DELAY 2015 \*\*

Type of service	
Regional trains	92,2 %

### PERCENTAGE FOR ARRIVALS WITHIN A 0-15 MINUTE DELAY 2015 \*\*

Type of service	
Medium and long-distance trains	91,6 %
International trains	93,6 %
Regional trains	97,9 %

## DISRUPTIONS

“Contingency plans”, which are drawn up by the Infrastructure Manager (RFI) 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. By way of example, the “snow contingency plan”, which is drawn up annually together with the Infrastructure Manager (RFI) before changing to the winter timetable, defines the roles and responsibilities of the various stakeholders involved and identifies, based on the infrastructure’s capacity, the trains that will run and those that will be cancelled. For the latter, timely information is provided to customers (for example, posters in the station and information on the Trenitalia website).



\*\* Values calculated according to the scheduled time of arrival. Delays due to exceptional events or strike are excluded.

In the event of “line/equipment unavailability”, specific train detour plans are provided which identify alternative routes and any estimated delay.

Moreover, 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.).

Finally, Trenitalia has adopted organisational procedures that establish the procedures to be followed in specific critical situations (rescue system, transportation of dangerous goods, 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:

- Real-time information on critical issues in progress;
- Refund in the event of the journey’s cancellation;
- 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 and if possible.

The list of trains that are guaranteed to run in the event of a strike is specified on the “In Treno - All Italy Digital Timetable” and the “In Treno – Regional Digital Timetable” publications, and on the website [www.trenitalia.com](http://www.trenitalia.com) in the section “Information and Contacts”, under the heading “In case of strike”

The free phone number 800 89 20 21 is available for information in the event of a strike or serious disruptions to traffic.

## CANCELLATIONS OF SERVICES

### PERCENTAGE OF CANCELLED TRAINS 2015 \*\*\*

Type of service	
Medium and long-distance trains	0,6 %
International trains	1,3 %
Regional trains	1,8 %

\*\*\* Full and partial cancellations (values calculated without exclusions).

## Cleanliness of Rolling Stock and stations facilities

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 (High Speed, Medium and Long-distance and Regional), in order to ensure the highest quality cleanliness standards. Cleaning on board trains follows a programme of periodic and occasional interventions for each train category, their equipment and during the journey.

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
Station Cleaning	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
Daily Cleaning	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
Deep-Cleaning	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
Radical Cleaning	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’s external surface, the heads and the drying of the rolling stock’s external windows.	30-90 days

## 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.	<b>As necessary</b>
<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 give the toilets precise cleaning.	<b>Daily</b>
<b>Basic intervention</b>	Activity: In addition to the previous interventions, thorough cleaning of floors and toilets, washing windows, and combined seat vacuuming and stain removal, if necessary, and in-depth cleaning of specific rolling stock components.	<b>Weekly</b>
<b>In-depth 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.	<b>Twice a year</b>

Furthermore, with regard to the availability of toilets, a cleaning service during the journey is currently provided on all the Frecce service trains and on some Universal Service and regional trains.

All long-distance train carriages and the new regional service carriages are fitted with an air conditioning system. To maintain air quality, air conditioning systems are maintained and cleaned before use in the winter and summer seasons and are checked during their period of operation.

Air change occurs through air-conditioning systems with a mix of external air intake and some recirculated air, as required by international standards.

## Customer satisfaction survey

The measurement of quality as perceived by customers is carried out by means of regular customer satisfaction surveys through CATI interviews (Computer Assisted Telephone Interview) on a representative sample of passengers previously contacted in the station.

Customer satisfaction is measured by an independent research institute that is selected through a European public tender: customers who express a positive evaluation  $\geq 6$  on a scale of 1 to 9 are considered to be satisfied.

Results for the year 2015 are illustrated in the following tables.

### CUSTOMER SATISFACTION AT THE VARIOUS STAGES OF THE JOURNEY (Percentage of satisfied passengers)

Stages of the Journey	Medium and Long Distance	Regional Transport
Travel preparation	95,8 %	93,6 %
Entry into departure station	86,6 %	81,1 %
Time spent in the station	85,7 %	80,6 %
Time spent on board the train	92,7 %	76,4 %
Exit from the arrival station	87,9 %	79,9 %
Information	96,2 %	93,9 %
Overall rating	91,4 %	76,1 %

### CUSTOMER SATISFACTION ON THE TIME SPENT ON BOARD (Percentage of satisfied passengers)

Time Spent on Board	Medium and Long Distance	Regional Transport
Comfort	92,2 %	75,7 %
Cleanliness	88,0 %	62,6 %
Punctuality	82,7 %	66,7 %
Information on board	91,7 %	74,4 %
Staff	96,0 %	89,4 %



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

## HOW RAILWAY UNDERTAKINGS INFORM PASSENGERS OF THEIR RIGHTS AND ON THE OBLIGATIONS UNDER REGULATION 1371/07 WHEN SELLING TICKETS

Trenitalia provides passengers with information of their rights and obligations on the website [www.trenitalia.com](http://www.trenitalia.com), through the Assistance Offices (where available), the call centre, travel agencies and through staff at the station.

Moreover, information on how to contact the Transport Regulation Authority (ART) to submit reports pursuant to the Regulation is available in the Service Charters and provided through specific communication on board trains and in the stations.

## PROCEDURE IN PLACE

A complaint may be sent to Trenitalia by filling out the report form available in Italian and in English on [www.trenitalia.it](http://www.trenitalia.it) in the "Information and Contacts" section, at the assistance and sales offices, or by ordinary mail.

Complaints are handled through an IT platform integrated with other customer contact channels (such as ticket offices, customer assistance centres at the stations, the website, the call centre, traditional mail and e-mail).



The types of complaints can be traced to the pre-journey stage (information and purchase), the journey stage (assistance, comfort on board, the environment and the functioning of equipment) and post-journey stage (assistance for delay, convenience items, and refunds/compensation).

## NUMBER OF COMPLAINTS AND OUTCOME

The [www.trenitalia.com](http://www.trenitalia.com) website is the contact channel that is most used for the submission of complaints through the completion of the online form.

Data on complaints is illustrated in the following tables, broken down by the type of service.

### MARKET LONG HAUL PASSENGER SERVICES - 2015

No. of complaints handled	34.792
Average Response Time (Days)	11
Main causes of inefficiency subject to complaint	Internet site (23%) punctuality (18%) timetables and fares (17%)

### UNIVERSAL LONG HAUL PASSENGER SERVICES - 2015

No. of complaints handled	6.795
Average Response Time (Days)	7
Main causes of inefficiency subject to complaint	punctuality (31%), comfort and cleanliness (16%) regulations (15%) Internet site (8%)

### REGIONAL PASSENGER SERVICES - 2015

No. of complaints handled	19.670
Average Response Time (Days)	14
Main causes of inefficiency subject to complaint	Service level (40,3%) regularity and punctuality (29,1%) comfort (8,9%)



## TICKET REFUNDS

Customers may obtain a ticket refund, less a deduction, if they cancel the journey for personal reasons, except in the case of special fares, such as promotional fares, where this possibility is excluded.

Where the cancellation of the journey is due, instead, to the train's cancellation or to a departure delay of more than one hour, all types of tickets are refunded in full.

## COMPENSATION FOR DELAYS OR FOR AIR CONDITIONING FAULTS

In line with the judgment of the European Court of Justice of 26 September 2013 and in compliance with the Regulation, customers who arrive late at a destination, regardless of the cause of the delay, receive compensation at the request of the passenger to be paid in cash that amounts to 25 % of the ticket price for delays of 60 to 119 minutes and 50% for delays of 120 minutes or more.

Trenitalia also issues a nominal bonus amounting to 25 % of the ticket price for delays between 30 and 59 minutes exclusively on Frecciarossa, Frecciargento and Frecciabianca trains.

Assistance and compensation for delays (to be calculated on the full amount paid) has been provided since March 2015 to passengers holding tickets for travel solutions (proposed by the 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"). Compensation is not paid for free tickets and when the amount is less than €4 per passenger.

A nominal bonus amounting to 25 % of the ticket price is paid to customers on the Frecciarossa, Frecciargento, Frecciabianca and Intercity trains (excluding international trains operating domestically) in the event of an air conditioning fault in the whole carriage in which the customer is located and if it is impossible to assign a place in another carriage.

In all cases on medium and long-distance trains, compensation is paid on the request of the customer who must produce the ticket, or provide the PNR code for ticketless train fares to enable the necessary checks using an IT platform which, 24 hours from the date of the train's circulation, indicates those trains for which there is entitlement to compensation. The customer may request compensation 24 hours after the date of the train journey and up to one year from the travel date.

In 2015, Trenitalia paid a total overall amount of approximately EUR 3.6 million in refunds and compensations that were also related to the application of the Regulation.

Irrespective of the application of the provisions stipulated in the General Conditions for Passenger Carriage which transpose the legislation referred to in the Regulation, the Service Contracts entered into with the Regions and Provinces for Regional Transport provide that Trenitalia is liable to incur penalties if certain inherent quality standards are not met. This is a measure through which the Region or the Autonomous Province may act to protect users, by ensuring full redress for any inconvenience or damages suffered.

In 2015, Trenitalia incurred penalties of approximately EUR 4.6 million in respect of the regions.

## JOINT CONCILIATION

The Conciliation Procedure, introduced with the Memorandum of Understanding signed with Consumer Associations for journeys made on medium and long-distance trains, provides that a customer who is not satisfied with the answer received to the complaint may request the Conciliation Committee to review the case. The Committee is composed of a representative from the Consumer Association chosen by the customer, and by a representative from Trenitalia.

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

The request is evaluated respecting the principles of fairness, Trenitalia's contractual commitments and legislation on consumer protection.

The procedure is concluded within an average of 40 days having a positive outcome in 93 % of cases during 2015.

Joint Conciliation has evident economic and social benefits and reduces the chances of litigation.

Regulatory developments at European and national level acknowledge that joint conciliation is a success and a best practice.

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.



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

The service is aimed at people with reduced mobility due to a physical impairment (sensory or motor, permanent or temporary), mental or other disability, or age, or whose condition requires appropriate attention in the use of rail transport.

For the management of ground services to disabled persons and persons with reduced mobility, Trenitalia uses the services of RFI, the National Infrastructure Manager, which is responsible for establishing and ensuring non-discriminatory standards of access in the stations and trains for any person with reduced mobility.

The assistance service to disabled persons is provided on all medium and long distance trains and on regional trains identified by a specific pictogram on the official timetable and on RFI's Blue Network stations.

The Blue Halls (managed by the RFI for the customers of all the railway passenger undertakings operating in Italy), which currently provide the assistance service in a circuit of 272 staffed stations, are the reference point for all the travel needs of disabled persons or persons with reduced mobility.

The Blue Halls are to be found in 14 main stations where the assistance service is provided on a 24 hour basis.

Information and assistance services can be requested directly from the Blue Halls managed by the RFI, by email or by phoning one of the 14 Blue Halls between 6.45 and 21.30 daily, including holidays, through:

- The RFI freephone number 800 90 60 60 - from landlines;
- The national RFI number 199 30 30 60 - from mobile phones and landlines;
- Trenitalia's Call Centre 199 89 20 2 1 (option 5 to book the assistance service for customers with reduced mobility) or 06 3000 for 199 non-enabled users.

Detailed information on assistance provided to disabled persons and persons with reduced mobility is available in the specific section on Trenitalia's website ([www.trenitalia.com](http://www.trenitalia.com)) and RFI's website ([www.rfi.it](http://www.rfi.it)).

(7) The cost from the fixed network is € 0.622 on connection + € 0.268/minute of conversation, VAT inclusive; the cost from a mobile phone network varies depending on the provider.

(8) From the fixed network (VAT inclusive): connection fee: € 0.00; cost per minute: € 0.10. From a mobile phone network: costs vary depending on the carrier through which the call is made.

(9) Costs: the reference rate is the urban or suburban rate established by the customer's telephone service provider. From a mobile phone network: costs vary depending on the mobile service provider.

In 2015, Trenitalia provided approximately 266,000 services to passengers with reduced mobility through RFI's Blue Halls. 91.6 % of PRM travellers stated that they were satisfied with the service offered by Trenitalia on board the train. (Source: RFI Market monitoring centre - Blue Halls Survey - October-November 2015 – target audience: PRM travellers using the Blue Hall service).





## Improvements in service quality

As regards **medium and long-distance transport**, the new Frecciarossa 1000 trains linking the cities of Turin, Milan, Reggio Emilia AV, Bologna, Florence, Rome, Naples and Salerno have gone into service on the AV network.

The Frecciarossa 1000 is Trenitalia's new high-speed train.

It is comfortable, safe and environmentally-friendly, and is designed in such a way that every characteristic achieves the ultimate standards enabled by today's most advanced technology. In continuity with the Frecciarossa ETR 500, the Frecciarossa 1000 offers four levels of service (Executive, Business, Premium, Standard), a silent area in Business Class for those wishing to travel in peace, a meeting room in Executive Class, and a changing table in each carriage.

The launch in December 2015 concluded the development project of the new WiFi portal. Unique for all AV trains and called "Portale FRECCE", it is distinct for being completely free of charge to customers, for the graphical improvement, the simplification of access to services and for the content enrichment with movie options, TV programmes, music and news on the daily major events.

Furthermore, as regards the ETR500 fleet, the activity for the evolution and development of the carriage monitor's programme schedule through ongoing content enrichment has been concluded together with the restyling of the Bistrò carriages which have replaced the traditional dining cars.

These cars, fitted with modern equipment, more spaces and having an innovative design, offer a service that reflects the reduction in AV services' travel times and is more consistent with the needs of today's clientele.

The bar area was completely renovated and the restaurant area was set up with Business Class seats for the provision of the restaurant service on trains that run during lunch or dinner time.

In order to meet customers' needs, the possibility of transporting dogs of any size has been retained even on board the Freccie. It is also possible to transport suitably closed folding bicycles free of charge and without needing to store them in a special bag on board all the trains.

With regard to universal train services, efforts to modernise the Intercity Day's fleet continued during the year with the introduction of refurbished carriages.

For Intercity Night, a T3S carriage with higher service standards was introduced on most of the Intercity Night connections from Rome to Sicily.



For **regional transport**, the gradual modernisation of the fleet has continued with more new orders for the purchase of "Vivalto" carriages, "Jazz" electric trains and new "Swing" diesel trains, with specific measures to regenerate and modernise the existing assets to society.

These interventions together with the fleet's rationalisation using the rolling stock in accordance with territorial specifications, have led to the implementation of an offer with new services in metropolitan areas and in travellers' peak hours.

The reform of the regulatory and fare system was launched, allowing the interaction and diversification of sales and support systems in parallel, including the Regional Electronic Ticket (RET) that can be purchased up to 20 minutes before the journey.

The launch in the Piedmont Region was followed by the testing of the Smart Card in the region of Valle d'Aosta. Furthermore, as of 2015, it is now possible to also purchase season tickets with the Smart Card for journeys through two or more regions.

An agreement to promote bicycle transport on board was signed in May with the FIAB (Italian Federation Friends of the Bicycle), which provides for discounted fares for groups of registered cyclists. In addition to establishing conditions, fares and discounts for transporting bicycles on board trains, a joint and permanent working group was formed with the objective of conceiving and promoting new initiatives for the development of intermodality between trains and bicycles.

Law enforcement for fare evasion and avoidance has continued with control activities through a national Anti-Evasion Pool of resources.

Special training courses for staff who are in contact with customers have been held; ongoing monitoring of the selling machines was also undertaken to ensure their proper functioning.

Preventive management of the state of the fleet of regional trains was activated, implemented through the daily control of the most commercially important trains, to ensure more efficient and effective operational management, the reduction of negative repercussions on punctuality and regularity, and the improvement of information to customers.

The design of the overall operational model of the Dynamic Maintenance Management System (DMMS) was implemented for both Passenger Divisions in 2015, through the design and implementation of the Pilot Project (for the E464 locomotives). This Pilot Project involved the analysis of process data downloaded from the Locomotive's remote access diagnostic and the definition of the data model and research of algorithms for the prediction of faults, algorithms for batteries and pantographs, and wear indicators for the brake linings. The Project was implemented through the development of "Cloud" functions. Simultaneously, the definition and release of the DMMS for the dashboard maintenance of the Jazz and ETR600 trains was carried out.

In terms of **international transport**, the Italy-Switzerland service was confirmed with the same frequency as the previous year. Moreover, the Rho Fiera expo stop was introduced for all trains from Switzerland, and as of 1 May, new Eurocity Expo trains without intermediate stops in Italy also commenced (dedicated to customers coming from Switzerland).

The EuroCity Thello service has been enhanced with an additional pair of trains from Milan to Marseilles via Nice. With regard to the service towards France, the promotion of discounts implemented in collaboration with Thello, for travel on the Frecciarossa, Frecciargento and Frecciabianca trains has continued. The Frece-Thello combination therefore connects France in an efficient and even more convenient manner to most Italian capitals and to the main centres with the highest tourist and commercial interest.



The new multi-functional cards by CartaSi and Trenitalia were placed in circulation in 2015. This is the result of an agreement that also aims to achieve a complete and interoperable digitisation of payments in the transport sector over time. As regards local public transport, particularly in the Region of Piedmont, the new card makes it possible to purchase and also add season tickets and other tickets issued by different operators other than Trenitalia.

The main Italian stations have also been set up with free WiFi by the Ferrovie dello Stato Group, through a station portal ("WiFi station") which provides innovative services to passengers such as: support for persons with reduced mobility, information on commercial and non-commercial services, and indoor positioning. Trenitalia has worked to connect its WiFi on board trains with the stations' intelligent network in order to provide integrated and free services and the possibility of a unique login.

The "Enjoy" Car Sharing service, managed by Eni in partnership with Trenitalia and Fiat which is already available in the cities of Milan, Rome and Florence, has also been extended to the city of Turin with 400 cars. This brings the total number of Fiat 500s being shared in the areas where the service has been implemented to over 1,800 in number. In the city of Milan, the first scooter sharing was also launched as a result of the partnership between Eni, Trenitalia and the Piaggio Group. The service provides 150 three-wheeled Piaggio MP3 scooters, designed and developed for specific sharing mode use.

Finally, the agreement to promote Bike Sharing between Trenitalia and Clear Channel in the cities of Verona and Milan was also renewed for the year 2015. In the latter city, 1,000 electric bikes were added to the 3,600 traditional bikes already provided through the service.



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