

# Quality Report 2021

Regulation (EC) No. 1371/2007  
of the European Parliament  
and the Council of 23 October 2007.



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# Italo train service.

In 2021, Italo train service connected 52 cities in Italy (58 stations served) along the railway routes Turin-Salerno-Reggio Calabria, Turin-Rome-Bari, Milan-Venice, Trieste/Udine-Venice-Salerno and Bolzano/Bergamo-Naples.

In summer, Italo also operated two seasonal services along the railway routes Milan-Rimini-Ancona and Naples-Rome-Pesaro.

Compared to 2020, Italo served the following additional new cities: Trieste, Monfalcone, Portogruaro, Latisana, Genova, Forlì, Cesena, Cattolica, Caserta, Benevento, Foggia, Barletta, Trani, Bisceglie, Molfetta, Bari and Maratea.

## CITIES SERVED

Agropoli	Pizzo Calabro	Rimini	San Donà di Piave	Treviso
Ancona	Pordenone	Rome	Sapri	Trieste
Aversa	Portogruaro	Rosarno	Scalea	Udine
Bari	Reggio Calabria	Rovereto	Turin	Vallo della Lucania
Barletta	Reggio Emilia	Rovigo	Trani	Venice
Benevento	Riccione	Salerno	Trento	Verona

Bergamo
Bologna
Bisceglie
Bolzano
Brescia
Caserta
Cattolica
Cesena
Conegliano
Desenzano
Ferrara
Florence
Foggia
Forlì
Genova
Lamezia Terme
Latisana
Maratea
Milan
Molfetta
Monfalcone
Naples
Padua
Paola
Pesaro
Peschiera d. Garda



# Informations and tickets.

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## PROVISION OF TRAVEL INFORMATION DURING THE JOURNEY

All ITALO'S rolling stock are equipped with an information system on board.

The on-board passengers' information system SIV (Sistema Informativo Viaggiatori) allow to spread both automatic and manual audio/video messages/announcement to passengers, using internal and external screens.



The information database allows an automatic transmission of standard message, furthermore it's possible to set up pre-recorded and manual announcement.

An on-board system allows through intercom the communication between train driver and train manager.

The ETR675 rolling stock is also equipped with an internal system that allows passengers to communicate with the on-board crew (train driver) just pressing a SOS button, in each coach there are two buttons.

In order to share authorized and official information while transmitting manual announcement the train manager use a handbook of standardized text-announcement.

Both the on-board system of automatic information than the handbook of standardized text-announcement is made to give clear information using a standard vocabulary and communication terms shared through internal and external Italo' media-channel.

# Informations and tickets.

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## USEFUL NUMBERS, WEBSITE AND APP

**Pronto Italo 0607080** (at the price of a local call) is the service number dedicated to the assisted sell of train tickets without extra charge. A specialized operator will provide the customer with all the information needed to choose the best travel solution

The service also provide assistance in case of disruption, strikes, or any other unusual event, ensuring the passengers an alternative travel solution or the refund

It is also one of the channels available to the customers to submit the request of monetization of voucher issued because of Covid-19 epidemiological emergency and the request of tickets refund due to the measures to contain the spread of the Covid-19 virus.

**Pronto Italo** is also the channel dedicated to the Passengers with Reduced Mobility (PRM) to buy tickets, receive information or to book special assistance in the train station

**Italo Assistenza 892020** (charged call) provide assistance for all the other customer requests about ticket change, Loyalty program, administrative requests related to billing, liquidation of credits or compensations and a lot more.

**Italo Business 063636** (at the price of a local call) provide assistance to the Travel Agencies and companies about any need regarding the use of the dedicated web portal, administrative needs or in general about all those activities that can't be carried out independently regarding issued tickets or fare rules applied.



# Informations and tickets.

## STATION SERVICES

Compared to the 56 cities connected by Italo trains, the commercial service at the station is present in 50 cities in the Italian territory (55 stations in total\*, to which is added the Parma station, not served by Italo trains but equipped with a sales department).

In the main stations, the sales and assistance service is carried out through premises manned by Italo\* personnel, while in the smaller stations there is a self-service sales service carried out through the use of Automatic Vending Machines (TVM).

In Naples Cle, Rome Tni, Rome Tib, Florence SMN, Milan Cle, Venice SL and Turin PS stations, there are also the Italo Club Lounges, special functional areas for welcoming frequent travelers or VIP customers.

Station	Presidio
TURINO PS	Italo Ticket Office + Lounge
MILAN C.LE	Italo Ticket Office + Lounge
VENICE S.LUCIA	Italo Ticket Office + Lounge
FLORENCE SMN	Italo Ticket Office + Lounge
ROME TERMINI	Italo Ticket Office + Lounge
ROME TIBURTINA	Italo Ticket Office
NAPLES C.LE	Italo Ticket Office + Lounge
NAPLES ARAGOLA	Italo Ticket Office
TURINO PN	Italo Ticket Office
MILAN ROG	Italo Ticket Office
BRESCIA	Italo Ticket Office
VERONA	Italo Ticket Office
PADUA	Italo Ticket Office
VENICE MESTRE	Italo Ticket Office
BOLOGNA C.LE	Italo Ticket Office
REGGIO EMILIA	Italo Ticket Office
SALERNO	Italo Ticket Office
MILAN PG	Vending Machine only
ANCONA	Vending Machine only
FERRARA	Vending Machine only
PARMA	Vending Machine only
PESARO	Vending Machine only
RICCIONE	Vending Machine only
RIMINI	Vending Machine only
FORLÌ	Vending Machine only
CESENA	Vending Machine only
AGROPOLI	Vending Machine only
BARI	Vending Machine only

Station	Presidio
BARLETTA	Vending Machine only
BENEVENTO	Vending Machine only
CASERTA	Vending Machine only
FOGGIA	Vending Machine only
LAMEZIA TERME	Vending Machine only
PAOLA	Vending Machine only
PARMA	Vending Machine only
REGGIO CALABRIA	Vending Machine only
SAPRI	Vending Machine only
VILLA SAN GIOVANNI	Vending Machine only
BOLZANO	Vending Machine only
CONEGLIANO	Vending Machine only
LATISANA-LIGNANO	Vending Machine only
MONFALCONE	Vending Machine only
PESCHIERA	Vending Machine only
PORDENONE	Vending Machine only
PORTOGRUARO	Vending Machine only
ROVERETO	Vending Machine only
ROVIGO	Vending Machine only
TRENTO	Vending Machine only
TREVISO	Vending Machine only
UDINE	Vending Machine only
VICENZA	Vending Machine only
BERGAMO	Vending Machine only
DESENZANO	Vending Machine only
GENOVA PP	Vending Machine only
GENOVA BRIGNOLE	Vending Machine only

(\*) the train stop stations, not manned by commercial services, are Molfetta, Bisceglie, Trani, Vibo Pizzo, Rosarno, Vallo della Lucania, Sclea, Milan Rho Fiera.

(\*\*) in some stations the sale points are multiple and located in specific areas with the greatest number of customers.



# Informations and tickets.

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Due to the pandemic, the sales and assistance service at the station has undergone an adjustment in relation to the lower commercial offer and consequently to the lower presence of travelers.

In the 17 stations where the Italo ticket offices are located, the service was focused on providing assistance and information to customers who needed to travel at this particular time have been maintained.

Also in 2021, customer assistance was fundamental, for the mentioned reasons, they had the need to reschedule or cancel their trips.

In 2021, the personalized information service, used in cases of disruption of the service to all registered travelers or those who have provided a contact during the purchase phase, remained always active.

In general, the service carried out by ITALO staff in 2021 was decisive for the assistance and information activities for customers who needed to travel by train during the pandemic.

Italo also guaranteed the sale and support activity for the purchase of tickets throughout 2021, through the ticket offices manned by Italo staff (albeit with the limitations described above) and through the support of the 218 automatic ticket vending machines (TVM) in 50 cities of the Italian territory, active 24 hours a day.

In addition, 15 new BSSs were installed in 2021 following the opening of new markets.



# Trains punctuality and general rules in case of disruption.

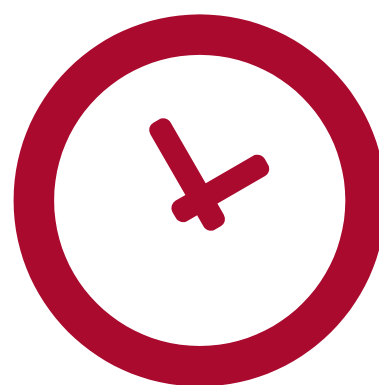
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By 2020, the Infrastructure Manager rates its punctuality with a new indicator of 5 minutes.

Following there are three different standards and the monthly trends of 2021:

## Italo punctuality (5' and 15')

It considers trains arrived to their destination with a delay of 5/15 minutes or less, excluding trains arrived late due to external responsibilities (for example: severe weather conditions, public order, etc.), RFI and other railway companies.



## Standard B1 punctuality (5' and 15')

It considers trains arrived to their destination with a delay of 5/15 minutes or less, excluding trains arrived late due to external responsibilities (for example: severe weather conditions, public order, etc.). This standard is required by the D.M. 146/2000.

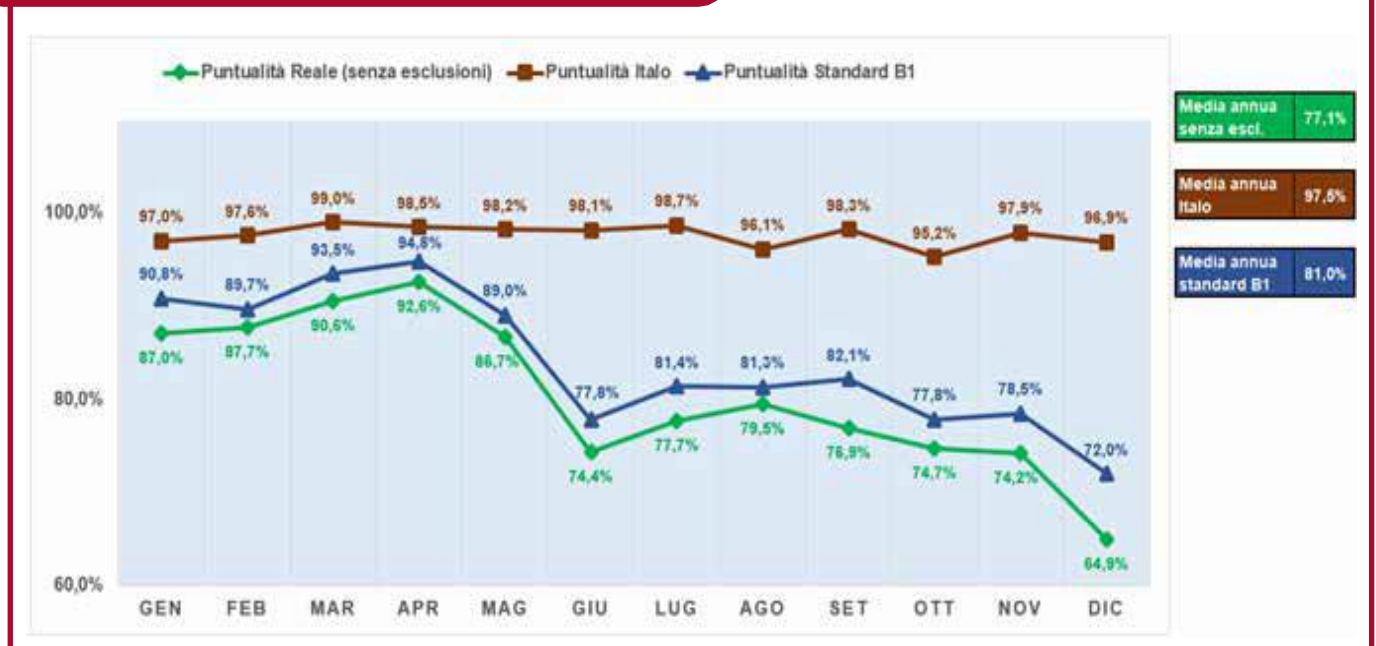
## Overall punctuality (5' and 15')

It considers trains arrived to their destination with a delay of 5/15 minutes or less (all responsibilities included). The overall punctuality is the real punctuality perceived by the passenger.



# 5' punctuality and general rules in case of disruption.

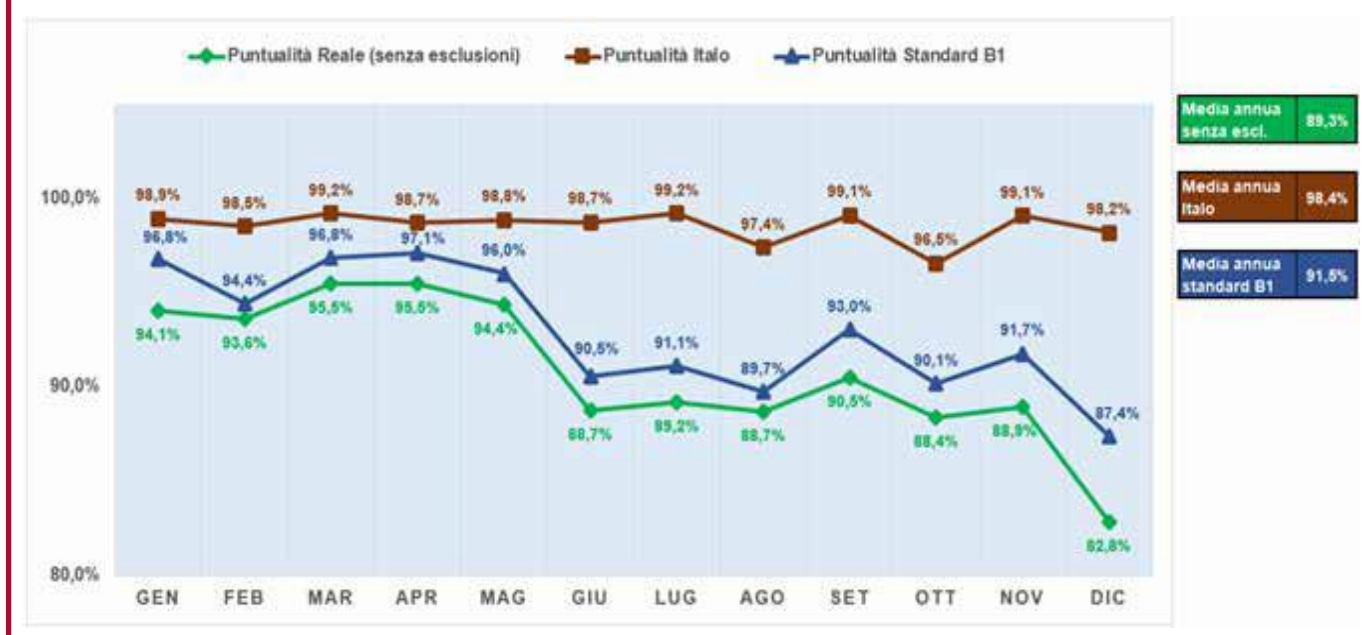
## 2021 punctuality (5 minutes)



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# 15' punctuality and general rules in case of disruption.

## 2021 punctuality (15 minutes)



# Trains punctuality and general rules in case of disruption.

Following the delay responsibilities distribution of 5/15 minutes reported in 2021:

Delay resp. 5'	%	Delay resp. a 15'	%
EXTERNAL	16,9%	EXTERNAL	21,0%
RFI	55,7%	RFI	49,6%
OTHER COMPANIES	16,4%	OTHER COMPANIES	14,4%
ITALO	11,1%	ITALO	15,0%

Following the distribution of delays considering arrivals and departures:

Arrivals	%	Departures	%
% arrival delay $d > 0'$	51,0%	% trains left with $d > 0'$	72,6%
% $0' < d < 60'$	48,7%	% trains left with $d > 5'$	8,0%
% $60' \leq d < 120'$	1,7%		
% $d \geq 120'$	0,6%		

## CANCELLATIONS

Cancellations could be total or partial.

In 2021 the 0,14% of scheduled trains has been fully cancelled.

In 2021 the 0,09% of scheduled trains has been partially cancelled.

# Trains punctuality and general rules in case of disruption.

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## GENERAL RULES IN CASE OF DISRUPTION

Rescue trains are located along Italo network (for rescue service) to gain shorter time of reaction in case of disruptions:

- Seven diesel locomotives, in agreement with Trenitalia, are managed by Italo in Milan Bologna and by Trenitalia in Turin, Florence, Rome, Naples and Paola.

Furthermore, in case of infrastructural unavailability, several contingency plans have been processed, such as routes on alternative lines and alternative stations.

For example, in case of unavailability of the high-speed line Rome-Naples and re-routing of the trains on the Formia line, passengers service in Naples Afragola station is not available. As recovery plan we provide bus service for passengers from Napoli C.le to Naples Afragola.

# Rolling stock cleaning and quality monitoring.

ITALO controls the quality of service through the ongoing monitoring of:

- Cleaning and Technical supplies;
- operation of vending machines and caring;
- operation of the train doors;
- air-conditioning system;
- lighting system;
- information to travelers.

Cleaning Intervals Scheme (meaning type, duration and frequency of the activities):

Intervention	Description	Duration (min)	Frequency	Location
L1	Cleaning during the journey, aimed mainly at the restoration of the toilets and the decorum of the environment	n.d.	At any rolling stock	Onboard
L10	Rapid cleaning, done in emergency situations and with reduced times of intervention	10	Upon Request	Station/Depots
L15	Rapid cleaning, done in emergency situations and with reduced times of intervention	15	Upon Request	Station/Depots
L25	Basic cleaning service, done between two consecutive train services in the same day	25	1-3 intervention/day	Station
L60	Basic cleaning service, done between two consecutive train services in the same day	60-120	1 intervention/day	Station/Depots
L4H	Deep cleaning, aimed at restoring the original status of the train	240	Basically every 30 days	Depots
LG	Intensive deep cleaning, done every 5 years only when greater maintenance interventions are needed	960	RL intervention (every 3 years)	Depots

# Rolling stock cleaning and quality monitoring.

## CLEANINGS AND LOGISTICS

- Technical-specialized audits in all the network locations (~3950 in 2021).
- L1 on board train periodical monitoring with a monthly focus on multiple routes.
- Receipt and analysis of process monitoring reports done by IdFT/OOII (railway staff).
- Regular technical meetings with the provider to conduct an analysis of the critical issues and an evaluation of new technologies, processes and products. Operational meetings directly on the ground.

	Number of Activities	Completed Audits	% Monitored
Ancona	120	4	3%
Bari	491	18	4%
Bergamo	110	4	4%
Bolzano	368	14	2%
Brescia	368	84	23%
Milan	4369	1153	3%
Naples	2601	569	22%
Nola	1550	208	6%
Pesaro	134	4	3%
Reggio Calabria	458	5	1%
Rome	2287	676	3%
Salerno	570	13	2%
Turin	2229	729	22%
Udine	205	5	2%
Trieste	184	3	0%
Venice	2079	461	22%
Genova	20	1	5%
<b>Tot</b>	<b>18143</b>	<b>3951</b>	<b>100%</b>



MAL daily monitoring and Fleet External Status.



# Rolling stock cleaning and quality monitoring.

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The monitoring of the availability of standard and PMR toilets is carried out every day through the following actions:

- Reporting of anomalies during the commercial service by the Italo on-board personnel through notations in the Train Manager logbook.
- Monitoring of the status of the toilets by the maintenance technician using the remote diagnostic tools.

The corrective maintenance activities are carried out based on the annotations present in the logbook at each return to the maintenance systems; moreover, preventive maintenance interventions are scheduled on a periodic basis.

On a monthly basis, during the technical discussion on the state of the fleets, the anomalies related to the toilets and defined with the maintenance technician are analyzed.



# Rolling stock cleaning and quality monitoring.

## Not working toilet year 2021

AGV-575 fleet	25	Trains											1	Toilet PRM	9	Toilet STD	X train
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Avg./year				
Toilet STD	12	30	22	17	18	28	33	28	53	64	55	55	<b>35</b>				
Toilet PRM	3	9	4	3	6	4	7	1	4	8	9	7	<b>5</b>				
Traveling trains	23	22	24	24	24	25	25	25	25	25	25	25	<b>24</b>				
Commercial services / month	237	504	688	521	908	1261	1488	1432	1624	1681	1623	1725	<b>1141</b>				
Commercial services / day	8	18	22	17	29	42	48	46	54	54	54	56	<b>37</b>				
Toilet STD / day	0,39	1,07	0,71	0,57	0,58	0,93	1,06	0,90	1,77	2,06	1,83	1,77					
Toilet PRM / day	0,10	0,32	0,13	0,10	0,19	0,13	0,23	0,03	0,13	0,26	0,30	0,23					

ETR-675 fleet	22/26	Trains											1	Toilet PRM	7	Toilet STD	X train
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Avg./year				
Toilet STD	4	4	4	5	17	19	28	31	23	33	31	34	<b>19</b>				
Toilet PRM	1	3	3	1	5	4	6	8	2	9	7	8	<b>5</b>				
Travelling trains	21	22	21	22	22	23	23	20	22	26	26	26	<b>23</b>				
Commercial services / month	124	348	402	404	787	1113	1172	1192	1245	1363	1288	1644	<b>924</b>				
Commercial services / day	4	12	13	13	25	37	38	38	42	44	43	53	<b>30</b>				
Toilet STD / day	0,13	0,14	0,13	0,17	0,55	0,63	0,90	1,00	0,77	1,06	1,03	1,10					
Toilet PRM / day	0,03	0,11	0,10	0,03	0,16	0,13	0,19	0,26	0,07	0,29	0,23	0,26					

**Note:** The number of trains in circulation means those that have carried out at least 1 commercial service in the referee.

# Customer satisfaction 2021.

Italo is equipped with a precise monitoring system of the perceived quality of the travel experience through a Customer Satisfaction model which involves the compilation of an online questionnaire sent to all travelers who made a trip on the Italo train the previous day.

In the year 2021, the sample quota of 141,925 respondents was reached.

CS/KPI	2021
Overall Satisfaction	<b>90,9%</b> average rating 4.07
Ticket purchase accessibility	<b>97,0%</b> average rating 4.53
Crew	<b>95,8%</b> average rating 4.44
Cleaning	<b>94,8%</b> average rating 4.22
Punctuality	<b>89,3%</b> average rating 4.27
Comfort	<b>90,7%</b> average rating 4.02
Welcome Drink Prima e Club	<b>93,0%</b> average rating 4.23
Station service Italo Offer	<b>94,0%</b>
Predisposition to reuse Italo	<b>92,6%</b>

Customer Satisfaction Italo train year 2021 (survey carried out from May to December)  
% Satisfaction grades from 3 to 5 (on a scale of 1 to 5) and average grade.

# Complaints, compensations and indemnities in the event that the quality standards of the service are not respected.

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During the year 2021, the channels available to customers to submit complaints were the online form, the Italo Assistance contact center 892020 and registered mail.

All the requests are handled by a specialized Back Office department which carries out analytical assessments on the evidence of the case traced through company systems (CRM, Navitaire) and manage the request following the company procedures dedicated to complaints.

In 2021 the complaints average handling time it has been 10 days, compared to 24 days in 2020, bringing back average values close to those in 2019 despite the persistence of the pandemic emergency.

COMPLAINTS	2021
Complaints received	2.350
Processed complaints	2.350
Average handling time (days)	10
Main causes of complaint	<ul style="list-style-type: none"><li>- Purchase anomalies (42%)</li><li>- On board (22%)</li><li>- Administrative anomalies (10%)</li><li>- Travel info (8%)</li><li>- Self-Service ticket machines (7%)</li><li>- Other (11%)</li></ul>

# Complaints, compensations and indemnities in the event that the quality standards of the service are not respected.

Compensation's process is regulated by the Re. n. 1371/2007 considering the delay of passenger.

The compensation is automatically paid to passengers generally after one week after the trip.

In case of severe disruption Italo pays higher compensations adding voucher retention as attention to passengers.

In 2021, 178.095 passengers were compensated for a total amount of 3.110.791 €.



# Assistance provided to people with disabilities and reduced mobility.

ITALO offers accessible transport for people with disabilities and reduced mobility. In fact, the Italo train is built in compliance with the Technical Specifications for the Interoperability of rolling stock or in compliance with the provisions of Regulation (EC) no. 1371/2007 and other relevant regulations, concerning persons with reduced mobility in the trans-European conventional and high-speed rail system.

On board, in carriage 8 of the Smart ambience on Italo AGV575 and in carriage 3 of the Prima ambience on Italo ETR675, there are two seats for travelers with wheelchairs. The seats are located close to the accessible toilet and near the Snack Area of carriage 7 on AGV575 and carriage 3 on ETR675, where the vending machines, also present in carriage 3 for AGV575 and 6 for ETR575, they are designed for maximum accessibility.

All the toilets on board Italo are also equipped with signage for visually impaired passengers: on the outside, pressing an acoustic button indicates the free / busy status and, on the inside, the indications are also in Braille. In Braille is also the numbering of the train seats, easily accessible as it is placed on all the seats on the side of the aisle.

The Passengers with confirmed assistance service must show up at the RFI Sala Blu or other point of the departure station indicated, at least 30 minutes before the scheduled departure time shown on the ticket, and observe the instructions provided by the Contact Center.

From 1st January to 31st December 2021, 21974 assistance services were provided, booked by the ITALO Contact Center through the RFI Rete Blu portal.

