



.italo 

Quality Report

— 2 0 2 4 —



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



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Italo train service.

In 2024, Italo train service connected 54 main cities in Italy (62 stations), along the railway routes Turin – Salerno - Reggio Calabria, Turin/Genoa – Rome – Bari, Milan – Venice - Udine, Trieste/Udine – Venice - Salerno, Bozen/Bergamo - Naples.

The Italo service from/to the city of Bergamo has been interrupted starting from 5 February 2024 until 2026 for modernization works of the station.

CITIES SERVED

Agropoli	Conegliano	Monfalcone	Rosarno	Treviso
Aversa	Desenzano	Naples	Rovereto	Trieste
Bari	Ferrara	Padua	Rovigo	Udine
Barletta	Florence	Paola	Salerno	Vallo della Lucania
Benevento	Foggia	Pavia	San Donà di Piave	Venice
Bergamo	Genova	Peschiera del Garda	Sapri	Verona
Bisceglie	Lamezia Terme	Pordenone	Scalea	Vibo-Pizzo
Bologna	Latisana	Portogruaro	Turin	Vicenza
Bolzano	Maratea	Reggio Calabria	Tortona	Villa San Giovanni
Brescia	Milan	Reggio Emilia	Trani	Voghera
Caserta	Molfetta	Rome	Trento	





Information and tickets.

PROVISION OF TRAVEL INFORMATION DURING THE JOURNEY

All ITALO'S rolling stocks 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.





Information & tickets.

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 provides assistance in case of disruption, strikes, or any other unusual events, ensuring the passengers an alternative travel solution or the refund.

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) provides 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) provides 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



Information & tickets.

STATION SERVICES

Compared to the 54 cities connected by Italo trains, the commercial service at the station is present in 49 cities in the Italian territory (56 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).

Station	Presidio
TURIN 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
ROMA TERMINI	Italo Ticket Office + Lounge
ROMA TIBURTINA	Italo Ticket Office
NAPOLI C.LE	Italo Ticket Office + Lounge
NAPLES AFRAGOLA	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



Information and tickets.

In 2024, Italo also installed self-service machines in various stations outside the high-speed network. These machines allow you to purchase a combined Italo + Other railway company / Bus service in one solution, thus improving the overall travel experience.

New BSS installed in 2024 are:

Station	Presidio
Assisi	Vending Machine only
Piacenza	Vending Machine only
Modena	Vending Machine only
Prato Centrale	Vending Machine only
Arezzo	Vending Machine only
Civitavecchia	Vending Machine only
Pisa Centrale	Vending Machine only
Siena	Vending Machine only
FIUMICINO AIRPORT	Vending Machine only
Bassano del Grappa	Vending Machine only
Domodossola	Vending Machine only
Pompei	Vending Machine only
Sacile	Vending Machine only

In 2024, Italo also carried out the restyling of the Lounge at Milan Centrale, expanding the offer of available seats to provide its customers with an increasingly comfortable environment and increasingly efficient service. In December 2024, Italo also inaugurated the new Lounge at Bologna Centrale, in order to expand the service offer for its frequent travelers.





Information and tickets.

In Naples Cle, Rome Tni, 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.



New Lounge Italo Club in Bologna Centrale and Milano Centrale lounge restyling.





Trains punctuality and general rules in case of disruption.



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 2023:

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.

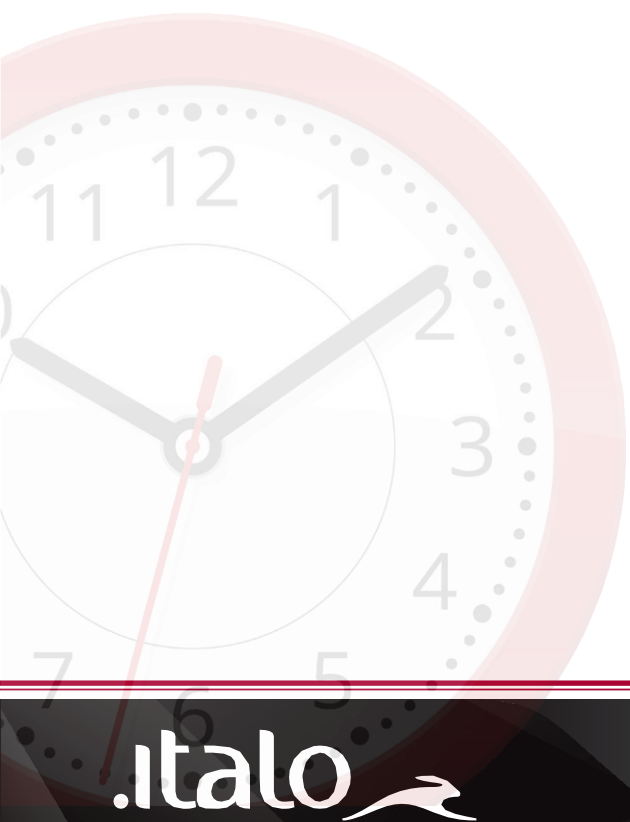
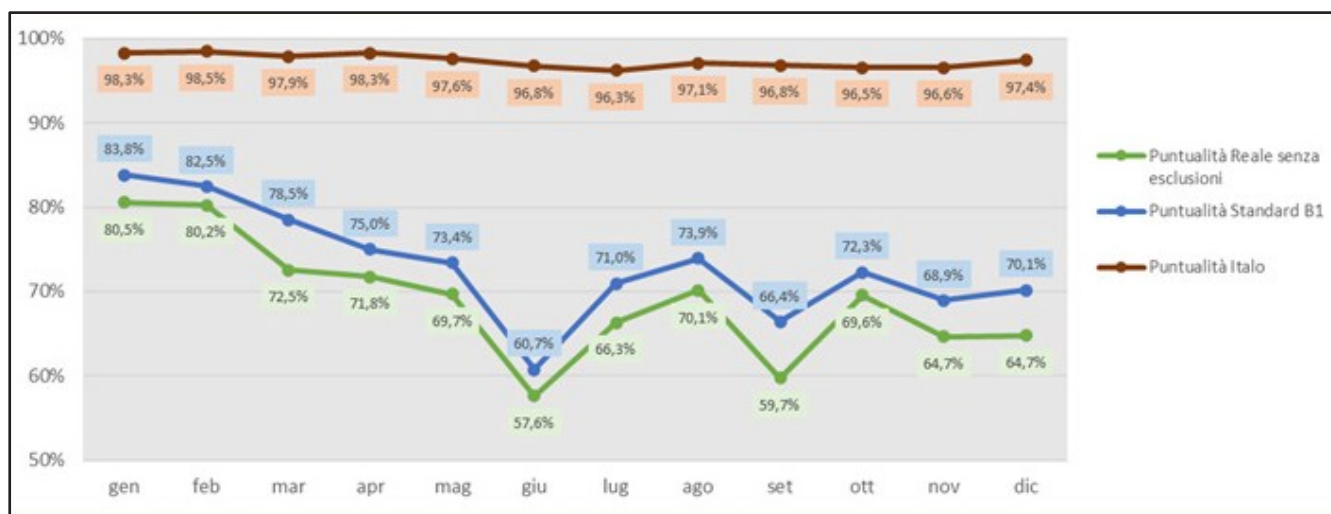
Overall punctuality (5' and 15')

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.

2024 Punctuality (5' minutes)





15' punctuality and general rules in case of disruption.

2024 Punctuality Italo (15 minutes)





Trains punctuality and general rules in case of disruption.

Following the delay responsibilities distribution of 5/15 minutes reported in 2024:

Delay resp. 5'	%
EXTERNAL	14,3%
RFI	62,1%
OTHER COMPANIES	14,3%
ITALO	9,3%

Delay resp. 15'	%
EXTERNAL	21,0%
RFI	52,9%
OTHER COMPANIES	14,8%
ITALO	11,3%

Di seguito le percentuali di ritardo in partenza e in arrivo:

Arrivals	%
% arrival delay $d > 0'$	64,1%
% $0' < d < 60'$	60,1%
% $60' \leq d < 120'$	3,0%
% $d \geq 120'$	1,0%

Departures	%
% trains left with $d > 0'$	76,0%
% trains left with $d > 5'$	13,1%

CANCELLATIONS

Cancellations could be total or partial.

In 2024 0,22% of scheduled trains has been fully cancelled.

In 2024 0,26% of scheduled trains has been partially cancelled.



Trains punctuality and general rules in case of disruption.

Following the delay responsibilities distribution of 5/15 minutes reported in 2024:

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

- Eight diesel locomotives, in agreement with Trenitalia, are managed by Italo in Milan, Bologna, Rome, Naples and by Trenitalia in Turin, Florence, Bari, Paola or Venice Mestre.

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 Milan – Venice, deviations on alternative itineraries are provided, with increasing traveling time and cancellation of some commercial services. Our recovery plan includes bus service and alternative seats on these trains.





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 ;
- ▶ air-conditioning system;
- ▶ lighting system;
- ▶ information to travelers.



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

Intervento	Descrizione	Durata (min)	Frequenza	Sito
L0	Pulizia rapida, effettuata in casi emergenziali e con finestre di intervento ridotte	10-15	Su richiesta	Stazione/ Impianto
L1	Pulizia in corso di viaggio, mirata principalmente al ripristino delle toilette e del decoro degli ambienti	n.d.	Parzialmente su ogni servizio commerciale	Bordo Treno
L25	Pulizia di servizio sommaria, erogata tra due servizi commerciali consecutivi nella stessa giornata	25	1-3 interventi/ giorno	Stazione
L60	Pulizia di servizio standard, erogata in maniera sistematica negli impianti a fine giornata	60	1 intervento/gior- no	Stazione/ Impianto
L4H	Pulizia di fondo, volta a ripristinare lo stato originario del treno	240	Di norma ogni 30 giorni	Impianto
L5	Pulizia radicale, erogata ogni 5 anni/1.500.000 Km solo in occasione di interventi di manutenzione maggiore	960	Intevento RL (~ogni 3 anni)	Impianto



Rolling stock cleaning and quality monitoring.

CLEANINGS AND LOGISTICS

- ▶ Technical-specialized audits in all the network locations (~10.200 in 2024).
- ▶ L1 on board train periodical monitoring with a monthly focus on multiple routes..
- ▶ Ricezione ed elaborazione di tutti i feedback lato bordo (implementazione Railmobile).
- ▶ Ricezione ed elaborazione delle segnalazioni di processo lato IFT/OOII.
- ▶ 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.

	Effettuati	Audit eseguiti	% Controlli
Bari	823	151	18,3%
Bolzano	731	155	21,2%
Brescia	1229	217	17,7%
Genova	365	3	0,8%
Milan	8056	2505	31,1%
Naples	5416	1263	23,3%
Nola	3149	415	13,2%
Reggio Calabria	985	187	19,0%
Rome	6166	1791	29,0%
Salerno	2555	210	8,2%
Turin	3635	1221	33,6%
Udine	734	5	0,7%
Trieste	1398	4	0,3%
Venice	19478	2130	10,9%
Tot	38733	10258	26,5%



MAL daily



Rolling stock cleaning and quality monitoring.

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 2024

AGV-575 Fleet	25	Trains												
	GEN	FEB	MAR	APR	MAG	GIU	LUG	AGO	SET	OTT	NOV	DIC	Avg./Year	
Toilet STD	17	44	38	32	35	22	67	53	63	124	74	81	54	
Toilet PRM	18	5	3	5	9	5	9	9	9	7	6	4	7	
Travelling Trains	25	25	25	25	25	25	25	25	25	25	25	25	25	
Commercial services / month	1737	1632	1744	1757	1818	1742	1888	1638	1728	1893	1807	1802	1766	
Commercial services / day	56	58	56	58	58	58	61	53	58	61	60	58	58	
Toilet STD / day	0,55	1,57	1,23	1,07	1,13	0,73	2,16	1,71	2,10	4,00	2,47	2,61		
Toilet PRM / day	0,58	0,18	0,10	0,17	0,29	0,17	0,29	0,29	0,30	0,23	0,20	0,13		

ETR-675 Fleet	26	Trains												
	GEN	FEB	MAR	APR	MAG	GIU	LUG	AGO	SET	OTT	NOV	DIC	Media/anno	
Toilet STD	9	13	13	23	19	24	20	14	28	24	42	33	22	
Toilet PRM	3	5	2	3	6	2	5	4	5	5	7	8	5	
Travelling Trains	26	26	26	26	26	26	26	26	26	26	26	26	26	
Commercial services / month	1759	1648	1741	1709	1714	1775	1782	1519	1738	1837	1773	1765	1730	
Commercial services / day	57	59	56	57	55	59	57	49	58	59	59	57	57	
Toilet STD / day	0,29	0,46	0,42	0,77	0,61	0,80	0,65	0,45	0,93	0,77	1,40	1,06		
Toilet PRM / day	0,10	0,18	0,06	0,10	0,19	0,07	0,16	0,13	0,17	0,16	0,23	0,26		

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



Customer satisfaction.

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 2024, the sample quota of 258,739 travelers respondent was reached.

CS/KPI	2024
Overall Satisfaction	91,4% average rating 4.12
Ticket purchase accessibility	96,9% average rating 4.55
Crew	96,5% average rating 4.49
Cleaning	93,3% average rating 4.11
Punctuality	87,8% average rating 4.15
Comfort	90,9% average rating 4.03
Welcome Drink Prima and Club	90,2% average rating 4.11
Station service Italo Offer	93,1%
Predisposition to reuse Italo	92,9%

Customer Satisfaction Italo train year 2024

% 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.

During the year 2024, 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 2024 the complaints average handling time was 8 days.

COMPLAINTS	2024
Received complaints	4.806
Processed complaints	4.806
Average handling time (days)	8
Main causes of complaints	<ul style="list-style-type: none">- Anomalies during the purchase flow (54%)- Loyalty program (19%)- On board of Italo (18%)- Ticket vending machines (2%)- Complaints regarding Regulation EU 2021/781 (2%)- Other (5%)





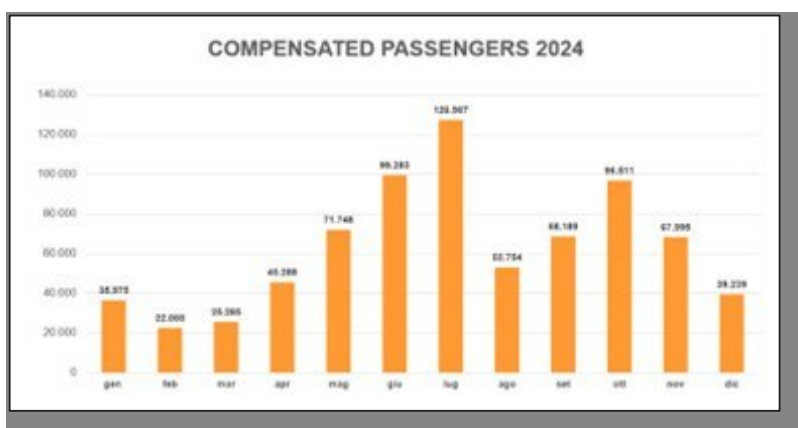
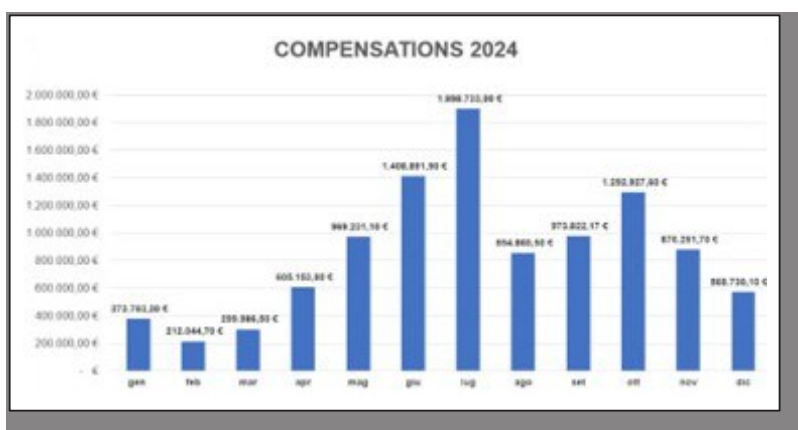
Complaints, compensations and indemnities in the event that the quality standards of the service are not respected.

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 2024, 751.322 passengers were compensated for a total amount of € 10.334.416,37.





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 (EU) no. 782/2021 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 2024, 56.121 assistance services were provided, booked by the ITALO Contact Center through the RFI Rete Blu portal.

