



.italo 

Quality Report

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Regulation (EU) 2021/782 of the
European Parliament and of the
Council of 29 April 2021



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Italo train service.

In 2025, 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

The station commercial service is available in 73 Italian cities (81 stations overall).

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).

Stazione	Presidio
TORINO PS	Biglietteria Italo + Lounge
MILANO C.LE	Biglietteria Italo + Lounge
VENEZIA S.LUCIA	Biglietteria Italo + Lounge
FIRENZE SMN	Biglietteria Italo + Lounge
ROMA TERMINI	Biglietteria Italo + Lounge
ROMA TIBURTINA	Biglietteria Italo
NAPOLI C.LE	Biglietteria Italo + Lounge
NAPOLI ARAGOLA	Biglietteria Italo
TORINO PN	Biglietteria Italo
MILANO ROG	Biglietteria Italo
BRESCIA	Biglietteria Italo
VERONA	Biglietteria Italo
PADOVA	Biglietteria Italo
VENEZIA MESTRE	Biglietteria Italo
BOLOGNA C.LE	Biglietteria Italo
REGGIO EMILIA	Biglietteria Italo
SALERNO	Biglietteria Italo
MILANO PG	Solo BSS
ANCONA	Solo BSS
FERRARA	Solo BSS
PARMA	Solo BSS
PESARO	Solo BSS
RICCIONE	Solo BSS
RIMINI	Solo BSS
FORLÌ	Solo BSS
CESENA	Solo BSS
AGROPOLI	Solo BSS
BARI	Solo BSS
BARLETTA	Solo BSS
BENEVENTO	Solo BSS
CASERTA	Solo BSS
FOGGIA	Solo BSS
LAMEZIA TERME	Solo BSS
PAOLA	Solo BSS
PARMA	Solo BSS

Stazione	Presidio
REGGIO CALABRIA	Solo BSS
SAPRI	Solo BSS
VILLA SAN GIOVANNI	Solo BSS
BOLZANO	Solo BSS
CONEGLIANO	Solo BSS
LATISANA-LIGNANO	Solo BSS
MONFALCONE	Solo BSS
PESCHIERA	Solo BSS
PORDENONE	Solo BSS
PORTOGRUARO	Solo BSS
ROVERETO	Solo BSS
ROVIGO	Solo BSS
TRENTO	Solo BSS
TREVISIO	Solo BSS
UDINE	Solo BSS
VICENZA	Solo BSS
BERGAMO	Solo BSS
DESENZANO	Solo BSS
GENOVA PP	Solo BSS
GENOVA BRIGNOLE	Solo BSS
PIACENZA	Solo BSS
MODENA	Solo BSS
PRATO CENTRALE	Solo BSS
AREZZO	Solo BSS
CIVITAVECCHIA	Solo BSS
PISA CENTRALE	Solo BSS
SIENA	Solo BSS
FIUMICINO AEROPORTO	Solo BSS
BASSANO DEL GRAPPA	Solo BSS
DOMODOSSOLA	Solo BSS
POMPEI	Solo BSS
SACILE	Solo BSS
ASSISI	Solo BSS



Information and tickets.

In 2025, Italo also installed self-service machines in various stations outside the high-speed network. These machines allow to purchase a combined Italo + Other railway company / Bus service in one solution, thus improving the overall travel experience.

New BSS installed in 2025:

Stazione	Presidio
AOSTA	Solo BSS
CASSINO	Solo BSS
CASTELFRANCO VENETO	Solo BSS
COSENZA	Solo BSS
EMPOLI	Solo BSS
FIRENZE SMN	Biglietteria Italo + Lounge
FOGGIA	Solo BSS
LATINA	Solo BSS
NOVARA	Solo BSS
PAVIA	Solo BSS
PISTOIA	Solo BSS
POTENZA CENTRALE	Solo BSS
ROMA FIUMICINO	Solo BSS
VERCELLI	Solo BSS
VIAREGGIO	Solo BSS

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



Information and tickets.

In 2025, Italo also carried out the restyling of Firenze Santa Maria Novella and Napoli Centrale Lounges, expanding the offer of available seats to provide its customers with an increasingly comfortable environment and increasingly efficient service.



New Lounge Italo Club in Florence and Naples 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 2025:

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.

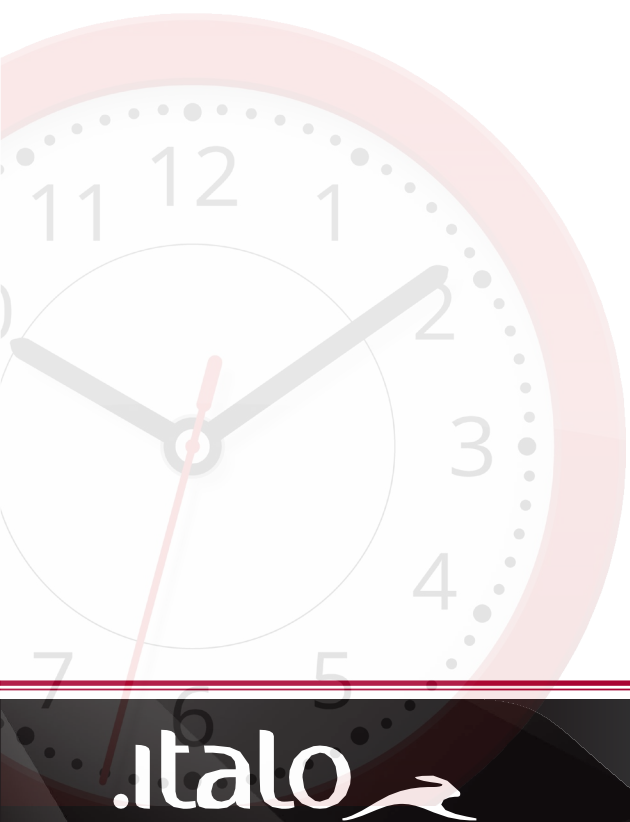
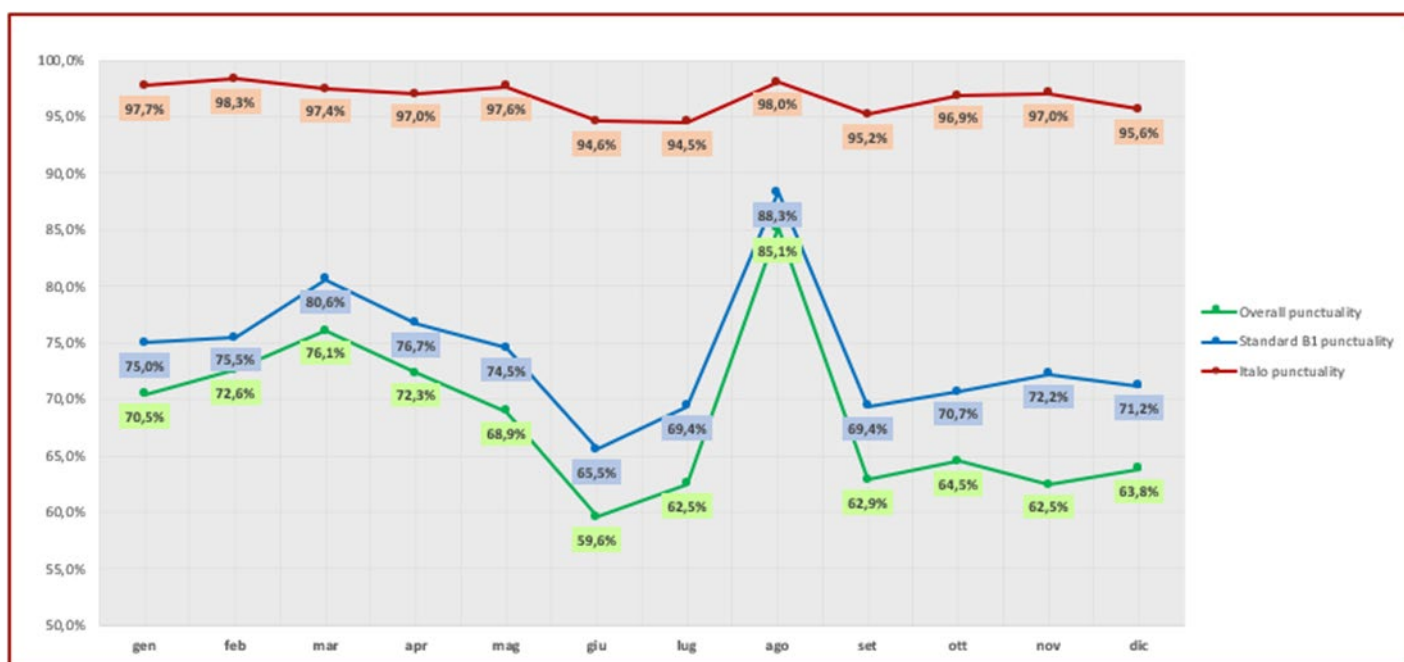
Overall punctuality (5' and 15')

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.

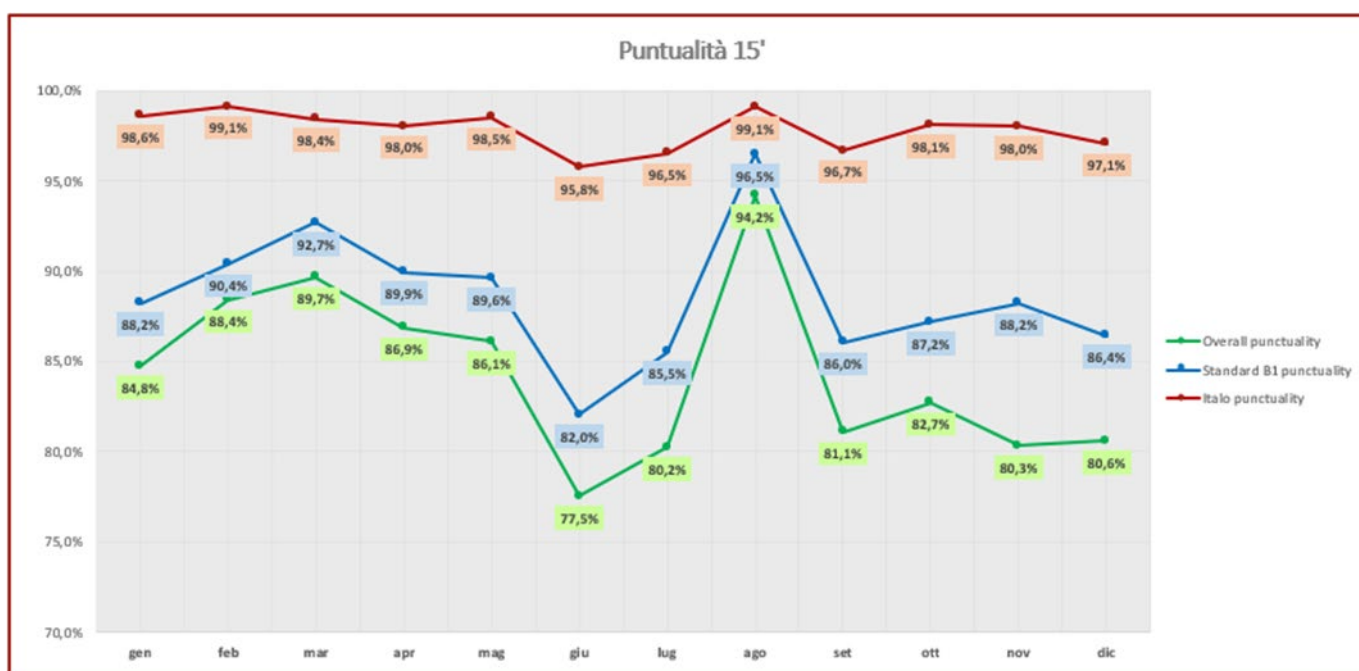
2025 Punctuality (5')





15' punctuality and general rules in case of disruption.

2025 Punctuality Italo (15')





Trains punctuality and general rules in case of disruption.

Following the delay responsibilities distribution of 5/15 minutes reported in 2025:

Delay resp. 5'	%	Delay resp. 15'	%
EXTERNAL	17,9%	EXTERNAL	26,8%
RFI	58,0%	RFI	45,6%
OTHER COMPANIES	13,6%	OTHER COMPANIES	13,7%
ITALO	10,5%	ITALO	13,9%

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

Arrivals	%	Departures	%
% arrival delay $d > 0'$	58,0%	% trains left with $d > 0'$	75,1%
% $0' < d < 60'$	54,0%	% trains left with $d > 5'$	13,6%
% $60' \leq d < 120'$	3,0%		
% $d \geq 120'$	1,0%		

CANCELLATIONS

Cancellations could be total or partial.

In 2025 0,45% of scheduled trains has been fully cancelled.

In 2025 0,28% of scheduled trains has been partially cancelled.



Trains punctuality and 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:

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 2025).
- ▶ 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	373	3	0,8%
Bolzano	763	16	2,1%
Brescia	1050	131	12,5%
Genova	248	2	0,8%
Milano	7863	2698	34,3%
Napoli	5746	1532	26,7%
Nola	2933	542	18,5%
Reggio Calabria	1065	5	0,5%
Roma	5898	2184	37,0%
Salerno	1006	182	18,1%
Torino	4927	1493	30,3%
Trieste	365	3	0,8%
Udine	632	44	7,0%
Venezia	5610	1621	28,9%
TOT.	38479	10456	27,2%



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 2025

AGV-575 Fleet	25	Trains				1	Toilet PRM		9	Toilet STD		X Train	
	GEN	FEB	MAR	APR	MAG	GIU	LUG	AGO	SET	OTT	NOV	DIC	Avg./Year
Toilet STD	256	268	254	222	236	228	192	233	221	298	238	240	241
Toilet PRM	32	34	30	30	25	46	33	48	47	46	50	54	40
Travelling Trains	25	25	25	25	25	25	25	25	25	25	25	25	25
Commercial services / month	1714	1630	1808	1751	1792	1587	1422	1198	1715	1843	1825	1815	1675
Commercial services / day	55	58	58	58	58	53	46	39	57	59	61	59	55
Toilet STD / day	8,26	9,57	8,19	7,40	7,61	7,60	6,	7,52	7,37	9,61	7,93	7,74	
Toilet PRM / day	1,03	1,21	0,97	1,00	0,81	1,53	1,06	1,55	1,57	1,48	1,67	1,74	

ETR-675 Fleet	26	Trains				1	Toilet PRM		7	Toilet STD		X Train	
	GEN	FEB	MAR	APR	MAG	GIU	LUG	AGO	SET	OTT	NOV	DIC	Media/anno
Toilet STD	23	185	202	153	208	225	234	255	259	275	275	275	214
Toilet PRM	6	27	28	32	31	22	30	28	19	34	40	38	1744
Travelling Trains	26	26	26	26	26	26	26	26	26	26	26	26	26
Commercial services / month	1824	1633	1803	1765	1837	1772	1735	1351	1748	1887	1793	1785	1744
Commercial services / day	59	58	58	59	59	59	56	44	58	61	60	58	57
Toilet STD / day	0,74	6,61	6,52	5,10	6,71	7,50	7,55	8,23	8,63	8,87	9,17	8,87	
Toilet PRM / day	0,19	0,96	0,90	1,07	1,00	0,73	0,97	0,90	0,63	1,10	1,33	1,23	

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 2025, the sample quota of 218,959 travelers respondent was reached.

CS/KPI	2024
Overall Satisfaction	90,5% average rating 4.10
Ticket purchase accessibility	96,6% average rating 4.54
Crew	96,3% average rating 4.50
Cleaning	93,0% average rating 4.09
Punctuality	87,5% average rating 4.16
Comfort	90,7% average rating 4.03
Welcome Drink Prima and Club	90,9% average rating 4.14
Station service Italo Offer	93,0%
Predisposition to reuse Italo	92,2%

Customer Satisfaction Italo train year 2025

% 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	2025
Received complaints	5.515
Processed complaints	5.514
Average handling time (days)	10
Main causes of complaints	- Anomalies during the purchase flow (62%) - Loyalty program (14%) - On board of Italo (19%) - Ticket vending machines (2%) - Other (3%)





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 2025, 772.819 passengers were compensated for a total amount of € 11.369.673,80.





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 2025, **58.606** assistance services were provided, booked by the ITALO Contact Center through the RFI Rete Blu portal.

