

# Quality Report 2023

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



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# Index

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- Italo train service.
- Information and tickets.
- Trains punctuality and general rules in case of disruptions.
- Rolling stock and quality monitoring.
- Customers satisfaction 2023.
- Complaints, compensations and indemnities in the event that the quality standards of the service are not respected.
- Assistance provided to people with disabilities and mobility.

# Italo train service

In 2023, 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.

Compared to 2022, Italo served Trieste Airport station and, starting from december 14<sup>th</sup> 2023, also Pavia, Voghera e Tortona.

Cities served	
Agropoli	Peschiera del Garda
Aversa	Pordenone
Bari	Portogruaro
Barletta	Reggio Calabria
Benevento	Reggio Emilia
Bergamo	Roma
Bisceglie	Rosarno
Bologna	Rovereto
Bolzano	Rovigo
Brescia	Salerno
Caserta	San Donà di Piave
Conegliano	Sapri
Desenzano del Garda	Scalea
Ferrara	Torino
Firenze	Tortona
Foggia	Trani
Genova	Trento
Lamezia Terme	Treviso
Latisana	Trieste
Maratea	Udine
Milano	Vallo della Lucania
Molfetta	Venezia
Monfalcone	Verona
Napoli	Vibo-Pizzo
Padova	Vicenza
Paola	Villa San Giovanni
Pavia	Voghera



# 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 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 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 and 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
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
VENEICE 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

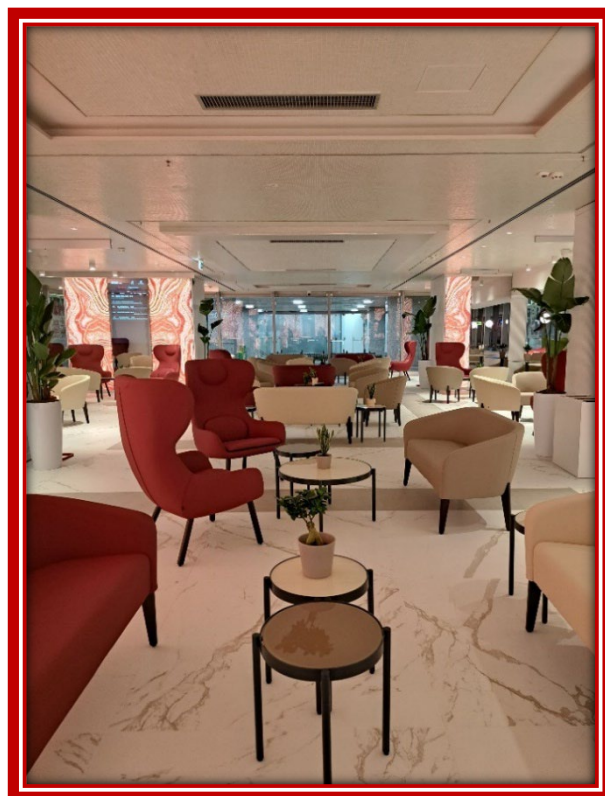
Station	Presidio
BARLETTA	Vending Machine only
BENEVENTO	Vending Machine only
CASERTA	Vending Machine only
FOGGIA	Vending Machine only
LAMEZIA TERME	Vending Machine only
PAOLA	Vending Machine only
PARMA	Vending Machine only
REGGIO CALABRIA	Vending Machine only
SAPRI	Vending Machine only
VILLA SAN GIOVANNI	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.

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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.

In 2023, Italo restyled the Ticket Office and Lounge at Roma Termini, expanding the seats available and offering its customers an increasingly comfortable environment and an increasingly efficient service.



# 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 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.

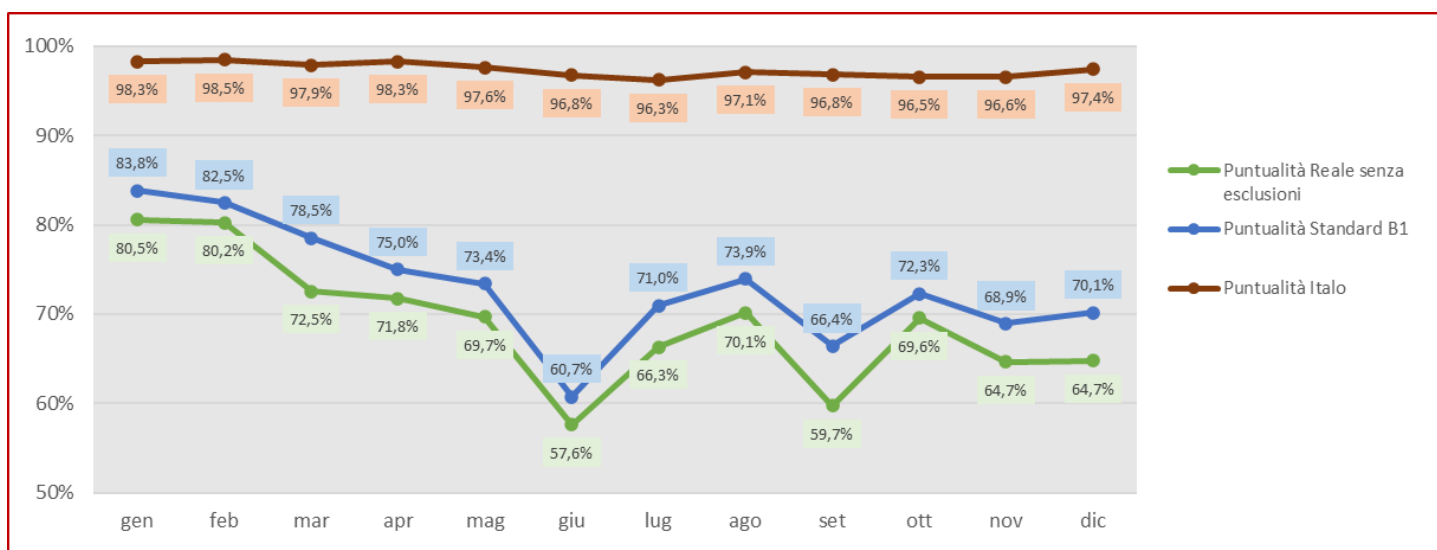
## Overall punctuality (5' and 15')

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.



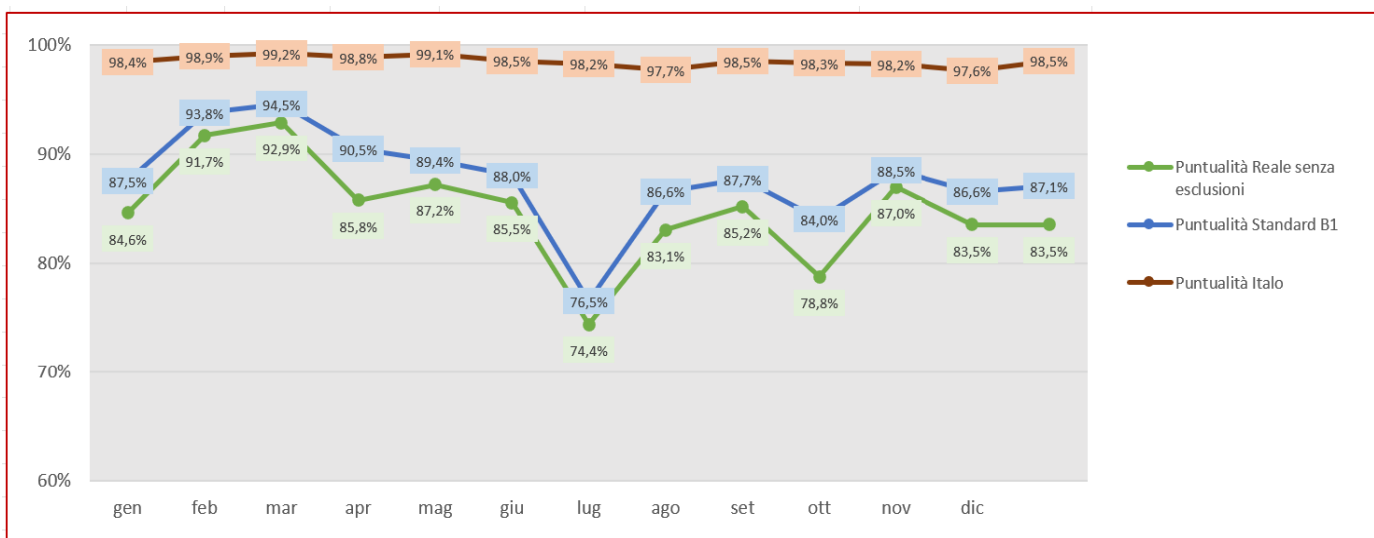
# 5' punctuality and general rules in case of disruption.

## 2023 Punctuality (5 minutes)



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

## 2023 Punctuality (15 minutes)



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# Trains punctuality and general rules in case of disruption.

Following the delay responsibilities distribution of 5/15 minutes reported in 2023:

Delay resp. 5'	%	Delay resp. a 15'	%
EXTERNAL	18,1%	EXTERNAL	25,2%
RFI	57,5%	RFI	50,6%
OTHER COMPANIES	15,9%	OTHER COMPANIES	14,5%
ITALO	8,5%	ITALO	9,7%

Following the distribution of delays considering arrivals and departures:

Arrivals	%	Departures	%
% arrival delay $d > 0'$	61,6%	% trains left with $d > 0'$	77,0%
% $0' < d < 60'$	58,1%	% trains left with $d > 5'$	11,8%
% $60' \leq d < 120'$	2,6%		
% $d \geq 120'$	0,9%		

## CANCELLATIONS

Cancellations could be total or partial.

In 2023 0,59% of scheduled trains has been fully cancelled.

In 2023 0,33% 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:

- 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 doors;
- 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/giorno	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 (~10.000 in 2023).
- 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.

	Effettuati	Audit eseguiti	% Controlli
Bergamo	360	23	6,4%
Brescia	730	136	18,6%
Bolzano	700	103	14,7%
Salerno	1050	265	25,2%
Venezia	5250	2070	39,4%
Napoli	6250	836	13,3%
Milano	8700	2336	26,8%
Roma	4960	1973	39,7%
Nola	2900	561	19,3%
Udine	720	38	5,3%
Reggio Calabria	1000	111	11,1%
Bari	950	165	17,4%
Genova	360	4	1,1%
Trieste	360	1	0,3%
Torino	4650	821	33,87%
<b>Tot</b>	<b>18886</b>	<b>4833</b>	<b>25,59%</b>



MAL daily

# 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 2023

AGV-575 fleet	25	Trains												1	Toilet PRM	9	Toilet STD	X train
	GEN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Avg. / Year					
Toilet STD	90	68	60	57	62	66	94	80	60	60	80	95	73					
Toilet PRM	11	16	5	1	6	5	14	10	9	12	9	6	9					
Travelling trains	25	25	25	25	25	25	25	25	25	25	25	25	25					
Commercial services / month	1749	1566	1774	1691	1688	1700	1700	1541	1688	1758	1691	1685	1686					
Commercial services / day	56	56	57	56	54	57	55	50	56	57	56	54	55					
Toilet STD / day	2,90	2,43	1,94	1,90	2,00	2,20	3,03	2,58	2,00	1,94	2,67	3,06						
Toilet PRM / day	0,35	0,57	0,16	0,03	0,19	0,17	0,45	0,32	0,30	0,39	0,30	0,19						

ETR-675 fleet	26	Trains												1	Toilet PRM	7	Toilet STD	X train
	GEN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Avg. / Year					
Toilet STD	37	13	29	7	27	23	20	20	17	21	18	16	21					
Toilet PRM	7	9	3	2	2	2	4	6	4	4	1	10	5					
Travelling trains	26	26	26	26	26	26	26	26	26	26	26	26	26					
Commercial services / month	1797	1583	1740	1691	1673	1563	1562	1557	1685	1788	1688	1771	1675					
Commercial services / day	58	57	56	56	54	52	50	50	56	58	56	57	55					
Toilet STD / day	1,19	0,46	0,94	0,23	0,87	0,77	0,65	0,65	0,57	0,68	0,60	0,52						
Toilet PRM / day	0,23	0,32	0,10	0,07	0,06	0,07	0,13	0,19	0,13	0,13	0,03	0,32						

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



# Customer satisfaction 2023

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 2023, the sample quota of 248,824 travelers respondent was reached.

CS/KPI	2023
Overall Satisfaction	<b>90,7%</b> average rating 4.09
Ticket purchase accessibility	<b>96,7%</b> average rating 4.54
Crew	<b>96,5%</b> average rating 4.49
Cleaning	<b>93,9%</b> average rating 4.13
Punctuality	<b>87,1%</b> average rating 4.15
Comfort	<b>91,2%</b> average rating 4.03
Welcome Drink Prima e Club	<b>90,3%</b> average rating 4.09
Station service Italo Offer	<b>94,3%</b>
Predisposition to reuse Italo	<b>92,8%</b>

Customer Satisfaction Italo train year 2023

% 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 2023, 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 2023 the complaints average handling time it has been 7 days.

COMPLAINTS	2023
Received complaints	6.630
Processed complaints	6.630
Average handling time (days)	7
Main causes of complaints	<ul style="list-style-type: none"><li>- Anomalies during the purchase flow (42%)</li><li>- On board of Italo (27%)</li><li>- Loyalty Program (21%)</li><li>- Complaints regarding Regulation (EU) 2021/781 (5%)</li><li>- Ticket vending machines (2%)</li><li>- Other (3%)</li></ul>

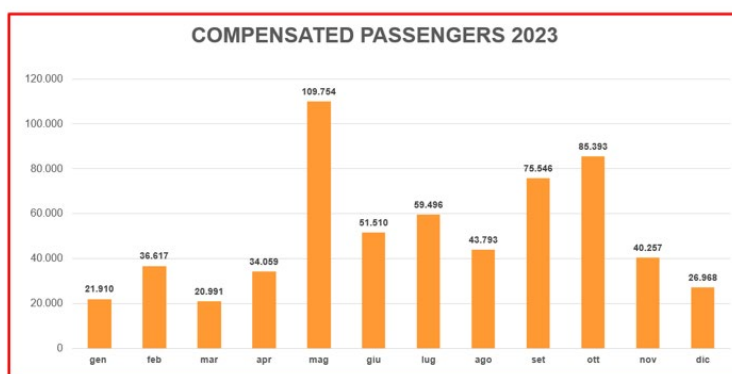
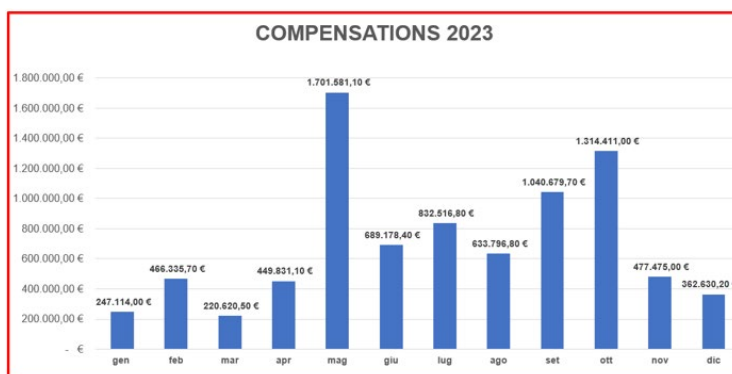
# Complaints, compensations and indemnities in the event that the quality standards of the service are not respected.

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 2023, 606.294 passengers were compensated for a total amount of €8.436.170,30.



# 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 2023, 50.671 assistance services were provided, booked by the ITALO Contact Center through the RFI Rete Blu portal.