



Stakeholder engagement 2015 Feedback form

Round table: Long-distance

Theme: On Board - Train crew relations with passengers

Proposal title: Good Communication

Provide for the discussion of certain topics during the training of on-board crew, such as anxiety management inside the carriages in an emergency situation or an equipment breakdown, respecting passenger privacy, and relations with different types of passengers. During training, it would be a good idea to involve consumer associations in order to encourage role playing.

Brief contextualization

This proposal refers to the activity of on-board crew training (the Chief Train Conductor and the Chief of Train Services), in particular as it regards passenger management in case of emergencies or traffic disruptions. The management of personnel-passenger relations is currently one of the training modules for staff employees. Such training is carried out either with Trenitalia trainers or with external instructors.

A mentoring mechanism is also provided to On-board crew by a Tutor.

Response formulation: positive

Downstream of the stakeholder panel in 2015, for the first quarter 2016, focus groups with customers were planned in order to investigate some emerging evidence during the panel, with the objective of analyzing certain aspects of the service on board Frecciarossa and in particular:

- Efficacy/usefulness of voice and automatic/pre-recorded announcements
- Information in case of train delays
- Managing on-board crew-passenger relations (PdB)

The results of the focus groups will be used for possible modifications to the training module requirements.