



Stakeholder engagement 2015 Feedback form

Round table: Local Public Transport (TPL)

Theme: Integrated Regional Transport

Proposal title: QUALITY OF TRAVEL

toilet facilities

regular carriage maintenance (air conditioners, automatic door opening, etc.)

on-board cleaning staff

Brief contextualization

The new challenge for the Gruppo Ferrovie dello Stato Italiane, and in particular for Trenitalia, is represented by the regional transport system, which, in collaboration with the Region's service contract holders, become a winning choice for the public, both in terms of comfort, and that of economy and speed.

In this respect the efforts and planning of Trenitalia, focusing attention on the traveller, are aimed at making the service easily accessible (for example with integrated information, unique electronic support, digitized ticket purchases), competitive from a performance point of view (with regular timetables and structured missions) and on-board comfort.

With specific reference to comfort, thanks to multi-year service contracts, the commitment of Trenitalia is focused on:

Fleet renewal

Cleaning staff on board trains

Maintenance team dedicated to air conditioning systems, with prompt intervention also in the station

Response formulation: positive

TOILET FACILITIES

- **What:** With regard to toilet facilities, the fundamental contribution to the improvement of perception is related to the introduction of new trains.
- **When:** The fleet replacement project began with the 2009 - 2014 service contracts; total investments are estimated at about €3 billion.

REGULAR MAINTENANCE: AIR CONDITIONERS

- What: specialist maintenance team dedicated to air-conditioning systems on board trains
- Why: prompt intervention in certain situations during the train trip, with additional interventions in the field station
- When: Active

FLEET RENEWAL

- What: renewal of the fleet by purchasing three basic types of trains:
 - High-capacity trains, double-decker electrical trains referred to as Vivalto
 - Average occupancy trains, single-storey electrical trains referred to as Jazz
 - Low occupancy trains, diesel referred to as Swing
- Why: more comfort, less break downs, internal features designed for short-haul travellers
- When: Ongoing

Trenitalia has promoted the signing of a framework agreement for the purchase of new trains, in order to speed up the buying process, subject to European legislation on the tenders. The framework agreement was launched between Trenitalia and the market, in order to have open contracts activated with the production of downstream agreements and contracts with the regions.

The identification of suppliers should be finalized by April 2016.

The contracts are currently in the renewal phase, it is assumed that they all provide for investments; at the moment the one that has been formally signed is a ten-year contract with the Autonomous Province of Bolzano, which provides for the purchase of 7 new, single-storey, poly tension electric trains referred to as Flirt.

CLEANING STAFF ON BOARD TRAINS

- What: Cleaning staff on board trains
- Why: prompt intervention for cleaning needs in certain situations during the train trip.
- When: already active on an experimental level in some regions (e.g. Puglia and Tuscany)