

## The Italian Railroad Service

The Italian railway system is one of the main features of the infrastructure of Italy, with a total length of 24,227 km of which active lines are 16,723 km. The network has recently grown with the construction of the new high-speed rail network. Italy is a member of the International Union of Railways (UIC). The UIC Country Code for Italy is 83.

RFI (*Rete Ferroviaria Italiana*, Italian Rail Network), a state owned company, manages most of the Italian rail infrastructure. The total length of RFI active lines is 16,723 km (10,391 mi), of which 7,505 km (4,663 mi) are double tracks.

### Two main services, public and private:

**1) Trenitalia** is the primary train operator in Italy. A subsidiary of *Ferrovie dello Stato Italiane*, itself owned by the Italian Government, it was established in 2000 following a European Union directive on the deregulation of rail transport.

The Italian government formed *Trenitalia* to comply with European regulations. The European Commission's First Railway Directive from 1991 (91/440/EC) prohibited that the same railway company manage the rail infrastructure and provide rail transportation. On 1 June 2000, therefore, Italy created *Trenitalia* as the primary rail transportation company and on 1 July 2001 established *Rete Ferroviaria Italiana* (RFI) as the company overseeing the rail network. However, the separation was only formal, since both are subsidiaries of the *Ferrovie dello Stato Italiane* holding and are owned wholly by the government. Trenitalia operated freight rail services under the Trenitalia Cargo brand until 2017, when Mercitalia took over state-owned freight rail and logistics operations.

**2)** Since 2012, in Italy a private service is active in the Italian rail road: **Nuovo Trasporto Viaggiatori** (Italian: **New Passenger Transport**). This is Europe's first private open access operator of 300 km/h (190 mph) high-speed trains. It is headquartered in Rome.

The company serves 19 stations and transported 11 million passengers in 2016. RFI is controlled by the same government group that controls *Trenitalia*, the incumbent provider of passenger train services in Italy. After delays due to the complexity of the project, NTV started service on 28 April 2012 under the "italo brand" NTV ridership for whole year 2012 was 2,051,702. Ridership increased to 9.1 million in 2015, with a load factor of 71.5% and 56 trains daily. Passengers increased again in 2016, reaching 11 million.

In January 2018, it was announced 35-40% of NTV would be listed on the *Borsa Italiana* (Stock Exchange Market). In February 2018, Global Infrastructure Partners made a successful takeover offer for 100% of the company.

Italo offers four classes of service, which it refers to as "journey ambiances". Free Wi-Fi is available throughout the train.

Smart: the lowest class of service, with 2x2 leather seats with table and airline style, and snacks for purchase from vending machines.

Extra large: this class has 2x1 seating primarily in airline style, with footrests.

Prima: also offers 2x1 seating with soft armrests, power sockets, reading lights, glove compartments, complimentary drinks and sweets, and snacks for purchase from vending machines.

Club Executive: the most expensive class, with only 19 seats per train. These are available in either 2x1 open seating or two compartments (styled "lounges") which can be reserved en bloc for up to 4 passengers. Complimentary coffee, beverages, and pastries are served.

### **Lines are divided into 3 categories:**

-fundamental lines (fondamentali), which have high traffic and good infrastructure quality, comprise all the main lines between major cities throughout the country. Fundamental lines are 6,131 km long;

-complementary lines (complementari), which have less traffic and are responsible for connecting medium or small regional centers. Most of these lines are single track and some are not electrified;

-node lines (di nodo), which link complementary and fundamental lines near metropolitan areas for a total 936 km.

Most of the Italian network is electrified (11,921 km). Electric system is 3kV DC on conventional lines and 25 kV AC on high-speed lines.

The Italian rail network comprises also other minor regional lines controlled by other companies for a total of about 3,000 km.

The Italian railways are partially funded by the government, receiving €8.1 billion of rail subsidies in 2009.

These are the major service categories and models of Italian trains:

**Italo:** operates on main High-Speed lines by NTV. Makes a few stops in the most important cities.

**Frecciarossa:** operates on High-Speed lines by Trenitalia. Makes a few stops in major cities.

**Frecciargento** operates on High-Speed lines by Trenitalia. Makes some stops in big cities.

**Frecciabianca** operates on main lines by Trenitalia. Stops in big cities.

Intercity operates on main lines by Trenitalia. Stops in big cities.

**Eurocity** operates on international main lines within the European Union by Trenitalia. Stops in big cities.

**RegionaleVeloce** operates on regional lines in a region or in adjacent regions by Trenitalia. Stops in the main stations of the local service.

**Regionale** operates on regional lines by Trenitalia. Stops in every station of the local service.

**Regio-Express** operates on regional lines by Trenord. Stops in some station of the local service.

**Regionale** as operates in Trentino-Alto Adige by SAD

**Regionale** as operates in some lines of Veneto by Sistemi Territoriali (ST)

**Regionale** as operates in Friuli-Venezia Giulia by Società Ferrovie Udine-Cividale (FUC)

**Regionale** as operates in Emilia-Romagna by Ferrovie Emilia Romagna (FER)

**Regionale** as operates in Apulia by Ferrovie del Sud Est (FSE)

The qualification of the personnel and the services provided onboard are based on national standard adopted as a quality framework by the company. For the provision of external services (such as restoration, food and beverage) the two companies rely on external private suppliers: these are catering companies "ITINERE"

### **Service Quality**

Stations typically provide real time information on arrivals and departures, platform numbers, delays and disruption, and facilities on each train such as WiFi, conditions of carrying cycles or pets, assistance for children and food and drinks on board.

Trenitalia and the Ministry of Transport and Infrastructure agreed on a set of minimum quality

standards for passenger services, summarised as follows: "Carta dei Servizi Passeggeri media lunga percorrenza" setting out quality standards on long-distance and international services.

"Carta dei Servizi Regionali" in each region, setting out quality standards for regional services.

Trenitalia publishes an annual monitoring report ("Relazione sulla qualità dei servizi di Trenitalia") on the quality of the train services including punctuality, cancellations, on-board cleaning and customer

satisfaction. This also sets out services for disabled passengers, procedures for claiming refunds, and proposed service improvements.

**Persons with reduced mobility (PRM)**

RFI's website provides details of the notice required to book assistance, the hours during assistance is provided, and a detailed description of the facilities available, as shown below.