

2023

SERVICE CHARTER VALLE D'AOSTA Regional Department







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Presentation

Company presentation

Principles

Trenitalia is a Ferrovie dello Stato Italiane Group company that operates as a passenger railway carrier, both for medium-distance rail transport and for regional transport.

Services

The essential conditions of its mission are based on service safety, quality, worker's health and environmental protection and believes that focusing on customer relations is the way to achieve a stable competitive advantage and create value for shareholders.

Targets

Trenitalia's entire organisation is committed to meeting customer needs and market demands, ensuring safety standards and implementing development and modernisation plans respecting economic, social and environmental sustainability with the concrete objective of increasing train use by passengers. Trenitalia has taken the strategic decision to implement and maintain an Integrated Safety Quality and Energy Management System (SIGSQE), where the term "Safety" refers to operational safety, health and safety at work and environmental safety.

Relations

The SIGSQE, in accordance with both the mandatory Operating Safety standards and the requirements of ISO 9001, ISO14001 and ISO 45001 standards, has been implemented by Trenitalia to aspire to zero accident rates, continuously improve its performance for customers and all stakeholders, enhance and protect the environment and the health and safety of workers, making all the necessary resources available (information, human, industrial and financial resources).

Protection

In addition, Trenitalia has chosen to certify itself according to the "Biosafety Trust Certification" (BSC) regulatory document, to certify the infection prevention and control management system, developed by the certification body Rina S.p.A. This certification is integrated with the other management system standards and allows us to offer an increasingly higher quality service, minimising the risks of spreading infections in public and private crowded sites and ensuring greater responsiveness in the event of accidental infection.

Customer Satisfaction

In the field of regional transport, Trenitalia is organised into individual Regional/Provincial Departments, responsible for the management of local and metropolitan transport in each Region/Autonomous Province.

This Service Charter is available on the website www.trenitalia.com in the "Regional Transport" section within "your Region". In addition, the parts of interest can be printed out at the ticket office for specific requests and at the passenger's request.





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The Fundamental Principles

Trenitalia applies the following fundamental principles when designing and offering its services:

Travel safety

Trenitalia considers safety to be indispensable.

For this reason, it is committed to providing all its customers with a service that complies with the strictest travel safety standards. To ensure an increasingly safe travels for its customers and employees, Trenitalia has bolstered hygiene and sanitation procedures for trains and station environments such as ticket offices, self-service ticket offices and service offices, reducing the time between one cleaning session and another. In addition, new methods have been adopted to improve cleaning and sanitation interventions.

Trenitalia also promptly implements the provisions issued by the pertinent health safety authorities.

Passenger safety

Offering protection and safety to people is an indispensable constraint for the entire Ferrovie dello Stato Italiane Group. For this reason, Trenitalia collaborates with the Railway Police and other Law Enforcement Agencies.

Trenitalia has always been committed to promoting and increasing safety related to train traffic. For further information, please refer to the Sustainability Report prepared annually by the FS Group, which can be found in the "Sustainability" section of the FS Italiane website.

Equal rights

All Trenitalia customers have equal rights regardless of nationality, gender, ethnicity, language, religion and opinions. In line with these principles, Trenitalia also undertakes to facilitate the accessibility and mobility of passengers with disabilities and reduced mobility.

Trenitalia undertakes to disseminate, publish or communicate information using a language easily understood by passengers (in particular facilitating the accessibility and mobility of passengers with disabilities and reduced mobility - PRM), including infrequent passengers, and the public in general, without the use of technical terms.

To find out which stations and vehicles are specially equipped for passengers with disabilities and reduced mobility, please visit Rete Ferroviaria Italiana (RFI) website or www.trenitalia.com, as well as the In Treno Tutt'Italia digital train timetable available at www.trenitalia.com

In compliance with the Service Contract that Trenitalia enters into with each Region/Autonomous Province, Trenitalia guarantees all the rights governed by the Contract.

Service continuity

Trenitalia guarantees continuous service, 365 days a year.

The periodic trains indicated on www.trenitalia.com and in the In Treno Tutt'Italia digital train timetable available on the same site are excluded.

In the event of a strike or force majeure, Trenitalia adopts communication procedures regarding services that guarantee maximum disclosure such as the institutional website, the App, ticket office staff and preventive and timely assistance.

In the event of a strike, Trenitalia undertakes to guarantee the provision of the minimum services identified and indicated in the Official Timetable.

Participation

Trenitalia is committed to fully guaranteeing the right to information. It promotes opportunities for discussion, evaluates criticism, proposals and suggestions from customer claims and social caring, periodically consults representative associations of consumers and users with disabilities or reduced mobility and their families to obtain their opinions and any proposals.

In application of art. 2 paragraph 461 law 244/2007 and as provided for by Art. 17 of the Service Contract in place, during the examination of the Service Charter, the Autonomous Region of Valle d'Aosta involves all Consumer Associations and the Associations of passengers and people with reduced mobility and with disabilities, in order to incorporate observations and suggestions.

Efficiency and effectiveness

Trenitalia adopts the necessary measures to design, produce and offer transport services with a view to a continuous improvement of efficiency and effectiveness within its remit.

Service quality

Trenitalia aims to create an efficient service, able to meet the needs of customers, in order to actively contribute to the improvement of the quality of life and the environment.

Trenitalia is committed to:

- guaranteeing full and adequate accessibility to their means and services for all its customers;
- improving decorum, cleanliness and hygiene inside and outside coaches with specific intervention programmes;
- ensuring punctuality, monitoring the progress of trains and effectively and promptly managing any disruptions, providing information to users;
- providing transport services in accordance with the provisions of the Service Contract signed with the Autonomous Region of Valle d'Aosta.

Trenitalia believes that development and modernisation must respect environmental and social sustainability criteria. To this end, it is committed to guaranteeing and promoting the principles and values of sustainable development, respecting the needs of stakeholders through the Sustainability Committee, an advisory body that represents the top management of the Group's main companies.

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Summary information on the services offered

Valle d'Aosta Regional Department: services

The railway services proposed in the Region are determined by a Service Contract stipulated between the Valle d'Aosta Autonomous Region and Trenitalia. Within the Service Contract, the Region defines the planning and programming, the quantitative and qualitative levels of rail services to meet the needs of the community based on the financial resources available as well as the regional fare system, whose responsibility falls to the Region itself. Since the revenue derived from the sale of tickets is not sufficient to cover the total cost of the service, the Service Contract defines the fee that the Region annually provides to Trenitalia pursuant to Regulation (EC) No. 1370/2007 as amended. The Service Contract also provides for a system of rewards and penalties for Trenitalia depending on whether the service quality and reliability objectives customer satisfaction levels and the number of people transported are achieved or not. Data trends in the period affected by the Covid-19 health emergency are affected by mobility changes resulting from the emergency itself.

SERVICES			
Trains per business day (Mon. - Sat.)	44	Passengers per day	6.584
of which Aosta-Turin Aosta-Ivrea	24 20	Passengers per year	1.858.177
Trains per day on Sundays and holidays	34	Towns serviced	11 (of which 7 in the Valle d'Aosta region)
of which Aosta-Turin Aosta-Ivrea	24 10	Total ticket offices on the Aosta-Turin P.N. line	10 (6 only in the Valdostan territory)
VEHICLES		Automatic regional transport ticket vending machines	14
Diesel/electric bimodal trains	6	Other ticket offices	106 *
Minuetto diesel trains	7		

* points of sale belonging to the Tabaccai PUNTOLIS and Mooney Servizi SpA networks

Services in the region - New features 2023

In line with the Region's objective of pursuing an integrated and coordinated local public transport system for an effective public transport solution and in line with the provisions of the FSI Group's Business Plan, railway services are planned to enhance the railway characteristics of speed and frequency, with particular attention to interchange

nodes. At the same time, several partnership agreements with other transport companies allow passengers to buy door-to-door travel solutions on Trenitalia's sales channels, enhancing opportunities for travel and discovery of the territory. The railway service on the Aosta-Turin line is carried out with the use of the entire fleet of bimodal trains (5 trains) owned by the Region on loan to Trenitalia and with the 5 Minuetto diesel trains for the local route Aosta – Ivrea and vice versa. From December 2023, the fleet of Minuetto diesel trains will be replaced with the new rolling stock financed by Trenitalia. For further information on bimodal trains, please visit the Region's site.

Timetables and sales proposals

The Valle d'Aosta Regional Department's range of the fast regional trains is based, basically, on a direct Aosta-Turin line, departing from Aosta at 40 minutes past the hour (37 or 41 on public holidays) and from Turin at 25 minutes past the hour. There is an additional local train service on the Aosta-Ivrea route.

Travellers in Valle d'Aosta may request and obtain the first issue of the "UNICA VALLE D'AOSTA" Trenitalia Smart Card to upload their tickets (BER) or regional passes in electronic format with the Trenitalia supra-regional application. The Smart Card can be requested at all Trenitalia Valle d'Aosta ticket offices (Aosta, Nus, Châtillon S. Vincent, Verrès, Donnas, Pont S. Martin).

The card issued by the "VdA Transports" Region is also active for Valle d'Aosta residents which entitles them to fare discounts pursuant to art. 24, paragraph 4, of the regional law of 1 September 1997, no. 29.

The discounts and gratuities provided in Valle d'Aosta to travel on trains are:

- Discounts for Residents "Over 65" (art. 24 c. 4 lett.e of Regional Law No. 29 dated September 1, 1997) addressed to Valle d'Aosta residents aged 65 or over, allowing them to travel at a discounted fare (25% or 50% discount) or even free of charge.
- Free of charge for Valle d'Aosta Residents with reduced mobility (PRM) and PRM escorts (where applicable) addressed to Valle d'Aosta residents who fall into the following categories:
 - a) decorated with gold and silver medals of military and civilian value;
 - b) persons deprived of sight with absolute blindness or with visual residue not exceeding one tenth in both eyes with possible correction and their escorts, if any;
 - c) deaf and dumb persons and any escorts;
 - d) disabled persons, war disabled persons belonging to the 1st category with super invalidity or to the 1st and 2nd categories, disabled persons in civil and employment, disabled persons with a legally recognised invalidity of at least 80%, and their escorts, if the right to do so is recognised.

For all the individuals mentioned above, Trenitalia Smart Card profiling is not possible in lack of presentation of the specific document issued by the Regional Administration certifying the extent of the fare discounts.

Upon request for the issuance of the aforementioned travel tickets, the interested parties must show the VdA Transports Card for identification by means of the G9 or G6 regional code and the document issued by the contracting regional body certifying the right to free and/or discounted tickets. Pursuant to Regional Governmental Decree no. 1504 dated November 28, 2022, there is a 30% discount on pass prices for Valle d'Aosta residents. All the above free and discounted tickets are valid exclusively for the Aosta -Turin route or vice versa.

Intermodal transport

In order to offer customers combined travel solutions, Trenitalia and SVAP (Società Valdostana Autoservizi Pubblici, Società Cooperativa) have implemented a cooperation initiative aimed at the sale of travel tickets for SVAP urban public transport services by Trenitalia SpA. Information on the possibility of finding interchanges with urban buses for each regional station can be found at www.trenitalia.com, in the regional transport Valle d'Aosta >Useful information-Valle d'Aosta section.

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The fleet

The age of our fleet:

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	0-5 YEARS	6-10 YEARS	11-15 YEARS	>15 YEARS	TOTAL
TE trains (Bimodal TE - TD)		6			6
Minuetto diesel trains				7	7

Targets

Pursuant to the Service Contract stipulated with the Valle d'Aosta Autonomous Region, Trenitalia will implement the daily fleet with 4 new generation trains during the contract.

Relations

What you need to know to travel by train

Tickets are mandatory

You must have a valid travel ticket, validate it before boarding and keep it until you exit the arrival station to travel on a regional train.

Following checks by train officials, passengers who do not have a ticket must:

- pay the full fare ticket;
- pay a surcharge equal to please visit website Trenitalia.com

As an exemption to this general rule, a passenger without a ticket, who notifies Train Staff when boarding the train, can purchase a ticket at full fare plus a surcharge of 5.00 Euro. The surcharge is not due if departing from locations without either a ticket office, automatic ticket vending machine or alternative points of sale, provided that the train staff is notified at the time of boarding.

Passengers who board a train with a non-validated ticket are subject to:

- payment of a € 25.00 surcharge.

As an exemption to this general rule, a passenger:

- who boards the train with a non-validated ticket, and notifies the train staff before boarding, will be subject to the payment of a surcharge of €5.00 and the ticket will be validated by the train staff. The surcharge is not due when there are no validating machines or these machines are inaccessible at the departure station and the passenger notifies the train staff when boarding.
- Passengers in possession of the special card provided for by Special Concessions III and VIII are always entitled to purchase and validation of the ticket on board the train, without the need to notify the train staff and without the payment of any additional amount, even in the presence of an escort.

Payment of the sums due to train staff in service on board the train is allowed in cash or by credit/debit card.

The single fare tickets 39/20 Valle d'Aosta and 39/AS supra-regional as well as passes at 40/20 and 40/AS fares can be purchased at all Trenitalia ticket offices in Valle d'Aosta (Aosta, Nus, Chatillon S. Vincent, Verrès, Donnas, Pont S. Martin, automatic ticket vending machines, website (www.trenitalia.com, M-Site), Trenitalia App, Travel Agencies (AdV) and Ground Sales Points (PVT).

The type of transport contract is shown on each ticket.

Customer Satisfaction



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Regione Autonoma
Valle d'Aosta

Regione Autonoma
Valle d'Aosta

Buying tickets and passes for travel within the Region or between two or more Regions

Tickets and passes are purchased at ticket offices, at points of sale affiliated with Tabaccai PUNTOLIS and Moon-ey Servizi SpA networks, at automatic ticket vending machines, through the Trenitalia.com website, Travel Agencies and Trenitalia App for smartphones and tablets. The type of transport contract is shown on each ticket.

X-GO loyalty program

The new X-GO loyalty program has been up and running since February 2023 to reward passengers who purchase individual tickets on Regional and Intercity trains, accumulating points to be transformed into Cashback for subsequent trips. Passengers must always enter their X-GO code before purchasing to earn points. The more trips, the more savings. CartaFRECCIA members or those who are already registered on the site can register for X-GO by accessing their Personal Area. Passengers not registered can visit the Trenitalia site and select the appropriate section from the menu at the top.

Choosing tickets or passes

- Regional tickets (single fare ticket) or with applied supra-regional fare for travel between two or more regions;
- Electronic regional tickets (BER) or with applied supra-regional fare for travel between two or more regions;
- Event ticket is a ticket for sale only for travel to reach certain events or shows;
- Weekly, monthly hard copy and electronic passes at a regional fare with supra-regional application for travel between two or more Regions;

Special deals are provided for Blue Card and the Green Card and Silver Card business card holders. Trenitalia may also offer commercial promotions during the year that are published on corporate communication channels.

Group promotions are permanent:

- ORDINARY GROUP: a group consisting of at least 10 paying passengers (adults and/or children) travelling together on the same train and for the same journey and to whom a 10% discount applies;
- SCHOOL GROUP REGIO: a group consisting of at least 10 paying passengers (adults and/or children), who travel together on the same train and for the same route, made up of people belonging to schools of every classification and level, including Universities, Adult education centres, Folk high schools, Academies and training institutes, to which a discount of 20% is applied, as well as two free tickets for every 10 paying passengers.

The promotions are valid for all days of the week and only child discounts can be accumulated with group promotions.

People with disabilities and reduced mobility (PRM)

The Ferroviaria Italiana (RFI) Sala Blu circuit guarantees train ascent/descent for free assistance services for people with disabilities or reduced mobility in all stations. Please visit www.rfi.it or www.trenitalia.com to view all service features. Railway transport accessibility will be further expanded following the agreement signed with the Infrastructure Manager to provide access to a greater number of services thanks to measures that have improved accessibility to stations and the latest generation fleet that allows easier boarding.

With a view to improving the current on-board service information system (accessible/non-accessible train), a new feature has been developed that allows the different levels of accessibility to be displayed – when planning travel – starting from the first two levels: one for trains with a specific seat and the other for trains with a specific seat and an accessible bathroom. Subsequently, the levels can also be extended with reference to visual and hearing impairments. There is a Ferroviaria Italiana (R.F.I.) Sala Blu circuit also for Trenitalia passengers that guarantees train ascent/descent for free assistance services for people with disabilities or reduced mobility in all Valle d'Aosta stations. The service is guaranteed in the Aosta, Châtillon S. Vincent, Pont Saint Martin Ivrea, Turin stations (Porta Nuova and Porta Susa) with a notice of at least 12 hours, and, at the request of the user, also in the Nus, Verrès,

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Hône-Bard and Donnas stations with a notice of at least 48 hours. In addition to the train ascent/descent service for people with disabilities and reduced mobility in the Aosta station, R.F.I. also provides for their accompaniment to/from the Aosta bus station located in Via Carrel. Call toll free 800 90 60 60 or 06 323232 to contact the Sale Blu. Please visit www.rfi.it or www.trenitalia.com to view all service features.

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Blue Card

People with disabilities residing in Italy and falling into the categories referred to in Article 1 of Law 18/80 and subsequent amendments, in particular Law no. 508/1988 (including the blind), or to deaf-mutes pursuant to Law no. 381 of 26 May 1970 and subsequent amendments, can request a Blue Card upon presentation of appropriate certification attesting this right and an ID. The Blue Card, which allows holders and their escorts to take advantage of free travel, in the national territory, is issued by the Service Offices and, where not present, by the ticket offices. The card is valid for no more than 5 years,

In the event that the disability has been declared conditional, card validity is equal to that established in the issued certificate of disability and in any case not exceeding five years.

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The Blue Card allows the holder to purchase a single ticket at the full price provided for the regional train used, valid for her/self and for his/her escort.

The Blue Card must be exhibited at the time of ticket purchase.

Protection

The ticket must be exhibited to train staff together with the Card and a personal identification document.

When boarding the train without a ticket, tickets can be issued without the application of the indicated discounts and with the payment of the foreseen administrative fines.

The card cannot be combined with other benefits, with the exception of the reduction granted to voters.

Customer Satisfaction

The card is issued at the station ticket offices.

In case of card loss, theft or destruction, a free duplicate can be issued upon request of the interested party and upon submission of supporting documentation.

Bicycles and electric micro-mobility devices

Bicycles, even with pedal assistance (maximum one bicycle per passenger and no longer than 2 metres), can be transported on regional trains expressly indicated in the Official Timetable with a special pictogram.

The following can be purchased to transport bicycles (unless otherwise provided for by the individual regional transport fares):

- a single second-class ticket valid for the same passenger journey;
- the €3.50 bicycle supplement, based on the 29/b fare, usable until 11:59 p.m. on the day indicated on the ticket, which allows for an unlimited number of trips during the chosen day.

Free bicycle transport, in a ratio of one bicycle for each passenger, is allowed on all regional trains, even where not expressly indicated in the Official Timetable, provided that it is disassembled and contained in a bag or if it is an appropriately folded folding bicycle. A properly enclosed scooter, hover board or monowheel – also electric – are to be considered like a folding bike, and must be turned off before boarding the train. In no case may the dimensions exceed cm. 80x120x45 and they must not cause danger or discomfort to other passengers. Train staff may refuse to allow the carriage of bicycles on board trains where such carriage would adversely affect railway services.

Carry on luggage

Passengers may bring their hand luggage with them free of charge provided that it does not contain malodorous, harmful or dangerous substances (in accordance with the Regulations concerning the International Carriage of Dangerous Goods by Rail - RID - and current national laws and regulations such as explosive and flammable substances and objects, substances subject to spontaneous, toxic, infectious, radioactive and corrosive inflamma-

tion), that they are placed in specific spaces, that they do not cause obstruction and/or damage to persons and property, that they do not obstruct railway personnel service activities and that they do not damage railway cars. Passengers are liable for monitoring their luggage.

Trenitalia is liable in the event of total or partial loss or damage during the trip as a result of an accident if Trenitalia is liable for the consequences of the accident, or in the event that the loss or damage is due to Trenitalia's fault. For the purposes of liability, Trenitalia is not liable for any valuables contained in luggage (for example, cash, credit cards, art work and antiquity, valuables and similar objects).

There are special ski storage spaces on bimodal trains.

Baggage must be placed in the space provided and must not cause disturbance or damage to other passengers and must not obstruct railway personnel activities or damage vehicles.

In the event that the luggage causes serious disturbance or damages, the owner will be subject to a fine of €8.00 and must in any case unload them at the next stop.

Substances and articles packaged for retail sale and intended for personal and/or domestic use, for health needs or for sports or leisure activities may also be considered luggage.

In the event that the passenger does not comply with these provisions, s/he must pay a €200.00 fine. If the payment is made within the 15th day from the date of notification, the amount is reduced to €100.00. If the passenger lends himself to the immediate payment of the sums due to the train staff, the fine is reduced to €50.00.

A luggage storage service based on an agreement with the company "Radical storage" is provided at the Aosta station.

Animals on board

Passengers may carry small dogs, cats and other small pets free of charge provided they are kept in appropriate containers of dimensions not exceeding cm.70x30x50, such as to exclude injury or damage to both passengers and cars. Passengers must buy a second class ticket at the fare provided for the route taken, reduced by 50%, for dogs of any size (except those kept in the appropriate container and guide dogs for blind passengers).

Dogs (except for those kept in the appropriate container and the guide dog for blind passengers) are not allowed on the regional trains expressly indicated in the Official Timetable with specific indication. The certificate of registration in the dog registry and the health book or, for foreign passengers, the passport replacing both documents, are required for dog carriage (even if kept in the appropriate container), except for guide dogs for blind passengers. This documentation must be exhibited at the request of the control staff.

A guide dog used by blind passengers can travel on all regional transport trains and buses, free of charge without any obligation.

A ticket at the price provided for the passenger, reduced by 50%, must be purchased to transport a dog of any size, at the same time as the companion ticket (of any type).

If the other passengers are disturbed, the dog's companion, at the request of train staff, is required to take any other available seat or to leave the train.

Passengers travelling with their dog are obliged to monitor the canine and are solely responsible for any damages caused by the dog.

For each container in excess of the dimensions allowed free of charge, a €8.00 surcharge is due, unless otherwise provided for by the regional regulations, and the companion and dog are still required to get off at the next stop.

In the event of lack of the certificate of registration in the canine registry and/or the health book or the dog's passport for foreign passengers, passengers are required to pay a €25.00 fine on board and the companion and the dog must get off at the next stop.

Where the irregularity concerns both the passenger's ticket and compliance with the conditions of carriage of the dog or where more than one train of a different category is used, the fine due shall apply only once.

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Single regional ticket purchased on-line (Trenitalia.com e-store and Mobile and Trenitalia App)

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Passengers can purchase this ticket up to five minutes before the train departure time. A single date/time change and refund (for the passenger's own reason) can be made by 11:59 PM of the day before the chosen date.

The single regional ticket purchased on-line is a personal, non-transferable ticket and must always be presented together with a valid identification document (this type of ticket does not require validation).

Services

New digital regional ticket

Trenitalia is strongly oriented towards smart mobility and therefore pursues the evolution of new payment systems in support of the progressive dematerialisation of travel tickets. The regional digital ticket is at the heart of this policy. Currently available for purchase from on-line channels (e-commerce, Mobile and App) and at Trenitalia ticket offices and self-service greens up to five minutes before train departure time, in the coming months it will also be further available with the "self check in" feature on Mobile and App channels. The new self check-in and digital ticket features will have accessibility settings for the blind, allowing visually impaired travellers to hear what is displayed on the screen of their device so they can interact with it via voice commands.

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Trenitalia App

Protection

In addition to purchasing tickets and passes, the features described in the following digital caring section are available on the Trenitalia App, downloadable from Google Play or Apple Store, to enrich your travel experience. The Trenitalia App meets Web Content Accessibility Guidelines (WCAG) Level A making content accessible to a wider number of people with disabilities, including blindness and impaired vision, deafness and hearing loss, mobility impairments, language disabilities, photosensitivity as well as combinations of these, and will partially improve accessibility even for those with learning disabilities and/or cognitive impairments.

Customer Satisfaction

For trains subject to quotas, travel can be planned by checking seat availability on board the train at the time of purchase. The quota does not apply to pass holders or those with free access, integrated or similar tickets, nor to those purchased at PVT. Purchased tickets can be added to "favourite" trips so that they can be repurchased with just one click. Users can also buy tickets for travel companions, creating the list in the "favourites", setting the chosen payment method, with just one click. Payment methods also include the use telephone credit, up to €13.45, available on the Sim provided by telephone operators participating in the initiative. The purchased ticket and passes are always available on the home page and in the "My trips" personal area, allowing easy verification by the train conductor. Users can enable the new Self check in function to choose their train and validate their ticket before boarding, receiving useful information on the trip and speeding up the possible payment of the indemnity or refund and courtesy kit.

Digital caring

Digital channels provide several features to Trenitalia regional customers to keep them constantly updated on traffic, specific deals, refund or compensation requests and regulations.

Specific profiles on the main Social Networks – Traffic, deals and services, regulations

To consolidate its customer relations, Trenitalia proposes new business initiatives (deals with other carriers and promotions) and has joined the main Social Networks (Instagram: Trenitalia Regionale @trenitaliaregionale, Facebook: Il Regionale di Trenitalia @trenitaliaregionale) with a specific regional transport profile to facilitate interaction. In order to improve relations with its customers, Trenitalia provides answers to requests for information as well as offers services tailored to the needs of the same using their suggestions. The social caring service, designed to stimulate dialogue and interaction with customers, is available daily from 7 a.m. to 9 p.m. and provides real-time assistance by collecting passenger claims and requests, solving the problems reported.

Trenitalia App and Smart Caring - Traffic

The Trenitalia App enriches the travel experience to include a Smart Caring push notification feature in 'Train Status' to allow you to follow the progress of your train and the status of the reference line in real time. Information relating to any delays, abnormal traffic, cancellations or other disruptions shall be provided in a timely manner together with the reasons that led to the delay, cancellation or elimination of the service. To find all Trenitalia points of sale of interest, open the "Points of sale" section that provides solutions based on the entered location. Use the UFirst service to book a "skip the line" ticket that allows priority access to the nearest ticket office.

Viaggiatreno website - Traffic

Viaggiatreno.it is the Trenitalia website implemented with the new 'Infomobility News' section, which allows you to follow traffic trends in real time. The site, also available in mobile version, lets you view the route of the selected train with detailed information on the arrival and departure time and the planned stops, as well as print the train arrival time. In addition, all information is available on possible line interruptions, cancellations or the establishment of any substitute services. Information on any delays, traffic abnormalities, cancellations or other disruptions shall be provided in a timely manner and with updates on the evolution of the situation at least every 15 minutes (with an indication of the time taken to restore normal travel conditions if they can be estimated) and shall be accompanied by the reasons that led to the delay, cancellation or elimination of the service. Similar information will be provided on how to request any refunds and/or compensation (both on-line and off-line). Trenitalia provides information for hearing impaired passengers through the visual displays on the train. If the on board train sound system and/or visual displays are not installed or working, the information relating to delays and operating abnormalities during the trip will be provided by Train Staff who will personally announce it, through the sound broadcasting system or verbally through the carriages with particular attention to the hearing impaired. To learn more, please visit www.viaggiatreno.it.

TAP&TAP the new way to travel

Trenitalia is developing a new direct sales system, called TAP&TAP. It can be used to purchase tickets at a regional fare with supra-regional application via contactless bank payment card, tapping the validating machine/self service/turnstile at the departure station and then at the arrival station (entrance TAP and exit TAP).

Following successful trials planned on the Venice – Verona route, the new sales channel will be progressively extended to all Trenitalia regional services.



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Pursuing a policy of transparency and information to its passengers, the Valle d'Aosta Regional Department provides the targets and final figures of last year, as well as the objectives that it has proposed to achieve by 2023 provided for in the Service Contract.

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INDICATORS	2022 TARGET	2022 RESULT	2023 TARGET	NOTES
	94%		94%	Regional trains arriving within 5 minutes of the scheduled time
PUNCTUALITY	98%		98%	Regional trains arriving within 15 minutes of the scheduled time
	99%		99%	Regional trains arriving within 30 minutes of the planned time
ROLLING STOCK COMPOSITION	< 1,00		< 1,00	Occupancy coefficients
RELIABILITY	<0,50%		<0,50%	Train eliminations/limitations due to the railway company
OBLIGATIONS TO PEOPLE WITH DISABILITIES	always		always	Disabled seat integrated in the train
SAFETY	always		always	Functional video surveillance
RESPECT FOR THE ENVIRONMENT	always		always	Recycling waste bins on board
USER COMMUNICATIONS	96% customer satisfaction		96% customer satisfaction	Kindness and professionalism of the staff towards the users
EXTERNAL CLEANLINESS	always		always	Lack of graffiti and clean windows
INTERNAL CLEANLINESS	always		always	Clean interiors (floor, walls, environment, seats, hat racks, tables, curtains, bins, etc.)

INDICATORS	2022 TARGET	2022 RESULT	2023 TARGET	NOTES
COMFORT/DETERIORATION	always		always	Functional lighting and air conditioning
				Intact interiors (floor, walls, environment, seats, hat racks, tables, curtains, bins, etc.)
FUNCTIONAL WC	always		always	Operating WC equipment (tap, soap dish, toilet, etc.)
				Supplied consumables (water, soap, toilet paper, etc.)
USER INFORMATION SERVICES	always		always	Functional call center
				Service information provided on company website
				Service information provided in the station in at least two languages
				Service information provided on board in at least two languages
				Functional monitors
TICKETING SERVICES	Always in scheduled hours		Always in scheduled hours	Duly open ticket offices
				Functional sales channels
				Functional validating machines

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The Infrastructure Manager is responsible for service quality aspects relating to service station comfort and accessibility which can be consulted on the RFI website.

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05 Relational aspects with Trenitalia

Recognition and Presentation

Trenitalia staff in close contact with the public can be identified by their uniforms and identification badges bearing their serial numbers and job positions and are available to passengers for any need.

Trenitalia staff follow training courses, obtaining, where required, the specific professional qualification in order to constantly improve passenger relations management. Trenitalia also provides special training sessions so that the language used for information and communications is clear and easily understood by passengers.

Personnel who provide on board or track side ticket control and verification services assume the qualification and powers of a Public Official and, therefore, the specific provisions established by the criminal code are applicable for the crimes committed to the detriment of said personnel. These crimes are also punishable by arrest or imprisonment.

Communicate with Trenitalia



Valle d'Aosta Regional Department

Piazza Manzetti, 1 – 11100 AOSTA

@ direzionevalledaosta@trenitalia.it

@ **Certified e-mail:** direzionetrasportoregionalevallediaosta@cert.trenitalia.it

Tel. 0165-239541 - Fax 0165-368828

Regional Group Booking Office

Tel. 0165-239541

(Open Monday to Friday from 9:00 a.m. to 1:00 p.m.
and on Tuesdays, Wednesdays and Thursdays from 2:00 p.m. to 5:00 p.m.)



To learn more

Information offices, Ticket offices and Travel agencies

Trenitalia Call Center: 89 20 21⁽¹⁾ for information, ticket purchases and bookings

¹⁾ Open 24/7. From land line: 30.5 Euro cents (VAT included) connection fee. 54.9 Euro cents (VAT included) rate per minute. From mobile phone: the rate, in line with your rate plan, depends on your mobile phone operator.

Trenitalia would like to remind you that, for corporate mobile phones, the possibility of calling 89 20 21 varies depending on the contract stipulated by each company with mobile phone operators.

199 89 20 21⁽²⁾ for information and customer service

²⁾ Open 24/7. From land line: without connection fee. 10 Euro cents (VAT included) rate per minute. From mobile phone: the rate, in line with your rate plan, depends on your mobile phone operator.

From abroad, please call +39.06.68475475, available daily from 7:00 a.m. to 11:59 p.m.

The reference telephone charge is set by the passenger's telephone operator.

06 3000⁽³⁾ For users not enabled to call the 199 toll-free number or if you prefer to land lines

³⁾ The reference telephone charge is the urban or extra-urban fare defined by the passenger's telephone operator.

Website

www.trenitalia.com

Social media

 [trenitaliaregionale](https://www.instagram.com/trenitaliaregionale)

Toll-free number 800 89 20 21

New service through a free call center dedicated to providing information with reference to stations/stops not equipped with ticketing services.

Passengers unable to access information via the web will be able to call the toll-free number and receive information about the address and opening hours of the point of sale closest to the station or with respect to their location.

Station services ensured by RFI Rete Ferroviaria Italiana

The services provided by RFI fall within the field of traffic regulation and in the field of station services. The quality factors and related standards are reported in the RFI Service Charter, available on-line at www.rfi.it.

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Passenger protection

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Last connection of the day, refunds, indemnity, bonus claims and travel assistance.

Services

Last connection

Passengers who have to end their journey using the last connection of the day are requested to inform the Train Staff if the delay of the train on which they are travelling prevents them from arriving at their destination. Where possible, Trenitalia ensures trip completion in application of the provisions of Regulation (EC) No. 1371/2007.

Targets

Unused ticket or pass refunds

For failure to travel due to events attributable to Ferrovie dello Stato Italiane or upon order by the Public Authority. Tickets are fully refunded at all ticket offices even when already validated. The ticket office will provide a direct refund when it is in a position to verify the circumstances that justify the full refund: otherwise, it will forward the request submitted in writing to the pertinent Regional Department. Refund requests for regional e-tickets must always be submitted in writing. In the event there is no ticket office at the station or it is closed, the request must be made in writing to the pertinent Regional Department, enclosing the original/copy/scan of the ticket.

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For failure to travel due to cancellation by the passenger

Trenitalia applies a 20% deduction on the amount to be refunded; the refund is not disbursed if the amount to be paid, after the application of the deduction, is equal to or less than € 8.00 per passenger. Special rules may be provided for by individual regional/provincial fares. The refund is normally provided by re-crediting the same payment instrument used for the purchase. For the regional electronic ticket (BER) purchased by telephone credit, the refund is provided with electronic credit, visible in the "My trips" Personal Area on the Trenitalia website and on the App, and can be used to make new purchases on Trenitalia's digital channels. For tickets partially purchased with a bonus, the refund is paid for the part related to the bonus, with the issuance of a new bonus that can be used within the originally scheduled deadline. A regional ticket refund due to cancellation by the passenger up to one day before travel must be requested by 11:59 p.m. on the day before the date indicated on the ticket, at any ticket office or at the authorised Travel Agency that issued it. A regional electronic ticket (BER) refund due to cancellation by the passenger must be requested by 11:59 p.m. on the day before the date indicated on the ticket via web form available on the Trenitalia.com website, Trenitalia APP, self-service ticket offices and through the contact channels.

Customer Satisfaction

Special rules are provided for annual season ticket refunds

The annual season ticket can be refunded, before the start of validity, with the application of a 5% withholding. In the case of use for a period less than the total season, the difference between the price paid and the price due for one or more monthly passes at 40 fares for the period of use is reimbursed, considering the fractions of a month as a whole month with the application of a 5% withholding unless otherwise foreseen by single regional/provincial fares. The refund request must be accompanied by the original ticket, with the exception of seasonal tickets issued in electronic format. In the event of a refund request by web, post or e-mail, Trenitalia will send the applicant a notice within 30 days of receipt of the request both in the event of approval or denial of the refund.

Entitlement to single ticket indemnity (regional fare and with supra-regional application)

In the case of delay between the departure and arrival stations indicated on the ticket, passengers can claim

an indemnity equal to 25% of the ticket price for delays between 60 and 119 minutes (for tickets with a value of at least € 16.00) and 50% for delays equal to or greater than 120 minutes (for tickets with a value of at least € 8.00). No indemnities of less than € 4.00 are recognised. For regional fare tickets with supra-regional application, where the travel referred to the ticket may be performed by one or more carriers operating in succession, the indemnity will be calculated and paid by Trenitalia for the part of its services provided. The Regional Department will send the applicant, within 30 days of receipt of the request, credentials for the withdrawal of the cash compensation or will proceed with a refund or bonus according to the method chosen by the passenger. The indemnity shall only be granted for tickets indicating the origin and destination. The communication is sent even in the event of denial. In order to claim an indemnity, the passenger must:

- for hard copy tickets: validate the ticket both on departure and on arrival;
- for tickets purchased on-line: have the ticket validated on board the train.

Entitlement to the indemnity can be checked through the function provided on the [trenitalia.com](https://www.trenitalia.com) website in the "IC/ICN and Regional passenger info" section (Del. ART 106/2018), at ticket offices and authorised travel agencies. Passengers can check individual tickets sold by Trenitalia through its direct and indirect sales systems and electronically on-board trains.

Entitlement for pass holders (regional fare and with supra-regional application)

Pass holders who during the period of validity of the same incur a succession of delays or cancellations are entitled to adequate compensation for the disruption incurred. Monthly or annual pass holders shall be compensated for each month in which, for the route indicated on the ticket, a number of trains equal to or greater than 10% of those scheduled is delayed by more than 15 minutes or is cancelled; this compensation shall be equal to 10% of the monthly pass and 1/12 of 10% of the annual pass. The indemnity relating to the other types of passes is recognised according to the same calculation criteria proportionally related to the period of validity. No indemnities of less than € 4.00 are recognised. For regional fare tickets with supra-regional application, where the travel referred to the pass may be performed by one or more carriers operating in succession, the indemnity will be calculated and paid by Trenitalia for the part of its services provided. Indemnities are not granted to holders of free passes.

Entitlement to the indemnity can be checked through the function provided on the www.trenitalia.com website in the "IC/ICN and Regional Users Info" section or at ticket offices and authorised travel agencies.

Entitlement to indemnities for Persons with Reduced Mobility (PMR)

Trenitalia grants passengers with disabilities or reduced mobility an allowance of 50% of the single ticket, in addition to the full refund of the ticket, in the event that a trip indicated on the published timetable as usable is rendered with an unsuitable train or replaced with a substitute or supplementary bus service that is not accessible or unsuitable. In the case of a pass, the indemnity for people with reduced mobility is calculated on the amount of the single trip, which is equal to the price of the pass divided by the number of trips, obtained considering a number of two trips for each day of validity (for monthly passes, it assumes an average duration of 30 days).

In this case, in addition to the full refund of the individual trip, the indemnity is granted to passengers with disabilities or reduced mobility who have a valid pass for the prevented trip.

Global Ticket - Delay indemnity for Trenitalia Mixed Travel Combinations

The global ticket consists of one or more travel tickets, subject to a travel solution composed by Trenitalia's sales systems and purchased in a single sales transaction, which enable the use of several successive rail services operated by Trenitalia under a single transport contract. International service trains or other transport companies

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are excluded. In all other cases where the passenger uses several successive trains/railway services purchased individually and not as part of a single sales transaction, the journeys must be considered distinct and separate from each other and each is attributable to a single service contract. In the case of a global ticket, the delay indemnity will be calculated with respect to the total price of the entire travel solution and the final arrival time of the entire trip will be considered for the purposes of recognising the right to an indemnity.

How to claim refunds and indemnities

In addition to Italian, Trenitalia guarantees the possibility of using English to request refunds and indemnities, allowing passengers to receive the information relating to the refund or indemnity payment methods and the relative expected payment date in the same language. The refund or indemnity request can be sent through numerous channels such as ticket offices and customer support services, by mail and via web. Trenitalia provides the passenger with the reason for the refusal of the refund or indemnity, informing them of the methods for appealing the denial of the request within one year from the date on which the response deemed unsatisfactory was received or, in the event of non-response, from the date on which the request was submitted to Trenitalia. The above is a summary of Trenitalia's business regulations. For further and more complete information, please visit [Trenitalia.com](https://www.trenitalia.com), Information, Conditions of Transport, General Conditions of Transport, Part III Regional Transport section on the homepage.

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In addition to the refund provided for in the chapter on passenger protection in the event of a delay of more than 60 minutes, the passenger is entitled to:

- receive free meals and beverages, in a reasonable quantity depending on the delay, if they are available on the train or at the station and if they can reasonably be provided;
- hotel accommodation with average quality levels, transport between the railway station and the accommodation, where and when physically possible, and reimbursement of expenses necessary to inform family members of the delay, where physically possible, if the journey cannot continue on the same day due to delay, cancellation or lack of connection and it is not possible to ensure continuation with other trains or alternative transport services (bus, taxi, etc.);
- transport between the train and the railway station, to return to the point of departure or to an alternative, or to the final service destination if the train is blocked on the tracks, where and when physically possible.

Claims

Claims offer a valuable opportunity to better dialogue and respond to the expectations and needs of our passengers. Hence, we collect and read all claims carefully. To this end, Trenitalia provides comprehensive information to users with particular regard to the indication of the channels and contract methods to lodge a claim.

To better meet expectations, we are committed to:

- offering our passengers a series of tools to communicate with us (website, registered mail, forms available at the ticket office and at service centres), also in English, allowing the passenger to receive answers in the same language;
- providing a comprehensive, justified response in a language understandable to the passenger indicating whether the claim was approved or denied within 30 days of the date of receipt of the claim or, in justified cases, inform the passenger that they will receive a response within 90 days of the date of receipt of the claim.

The response to the claim shall take into account the rules applicable to the case, the rights of passengers, possible solutions, as well as the remedies applicable where the response may be unsatisfactory;

- concretely and quickly solving the problems reported.

Computerised claim and report management facilitates problem solving.

Lodging claims

Please use the following to lodge claims:

- the webform available on the Trenitalia.com website in the Claims section;
- the specific printable form in the aforementioned section of the site and available at the ticket offices and Customer Service Offices. In this case, the form can be submitted to the Trenitalia contact channels or sent by registered mail;
- Alternatively, claims submitted through Trenitalia's contact channels or sent by registered mail containing at least the following minimum elements may also be taken into account:
 - a) customer identification references (name, surname, address);
 - b) completed or planned travel identification references (date, time of departure, origin and destination) and of the service contract (booking code or ticket number) or a copy of the travel document. Indicating train number may allow for easier claim management;
 - c) the description of the disruption suffered and/or the discrepancy with respect to European or national legislation, the General Service Conditions or the Service Charter.

The claim shall be deemed to have been received, for deadline purposes:

- the day sent, if via webform;
- day of delivery to Trenitalia, if sent by registered mail;
- the day indicated on the receipt of the claim submitted to the customer service offices or desks;
- within five days from the date indicated on the receipt of the claim submitted to ticket offices.

If the claim received is not the responsibility of Trenitalia, the latter will transmit it, promptly and in any case within 30 days of receipt and simultaneously informing the user:

- to the station manager deemed pertinent, who will provide a response to the user within the set deadlines;
- for integrated travel, to the service manager deemed pertinent, who will provide a response to the user within the set deadlines.

Visit www.trenitalia.com to learn more.

Right to indemnity in the event of delayed reply

In the event of a response between the 91st and the 120th day from receipt of the claim, the passenger is entitled to an automatic indemnity equal to 10% of the ticket price.

Failure to reply within 120 days of receipt of the claim entitles the passenger to an automatic indemnity equal to 20% of the ticket price.

The indemnity is paid through an electronic bonus that can be used, within twelve months from the date of issue, for the purchase of Trenitalia service tickets. The bonus can be converted into cash upon customer request.

With regard to claims relating to passes, the amount of the automatic indemnity to be paid if the response to the claim is provided more than 90 days is governed by the General Service Conditions.

Indemnity for late replies shall not be granted if:

- a) the amount of the indemnity is under 4 Euro;
- b) the claim is not transmitted in the manner and with the minimum necessary elements indicated above;
- c) the passenger has already received automatic indemnity for late/non-response to a claim concerning the same journey.

In case of failure or unsatisfactory reply within 30 days from the date of submission of the claim, the passenger may:

- use the Joint Conciliation procedure;
- submit claims to the transport regulation authority (TRA).

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Joint Conciliation

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On March 23, 2021, Trenitalia and the Consumer Associations signed a Memorandum of Understanding extending the Joint Conciliation also to regional services. The Conciliation Procedure is free of charge and the customer can access it whenever they have received claim feedback deemed unsatisfactory from Trenitalia, or have not received any response within 30 days. The application can be submitted through one of the memorandum member Associations or directly to the Trenitalia Conciliation Office by filling in the webform on the Trenitalia website or sent by fax or registered letter, using the form downloaded from Trenitalia.com.

Services

The Conciliation Committee, made up of a representative of Trenitalia and a representative of one of the Memorandum of Understanding member Consumer Associations, following all the necessary in-depth studies, verifies the possibility of formulating a conciliation proposal to the customer.

Targets

The procedure is initiated by passengers following claims related to Trenitalia regional transport services that reveal a discrepancy between a commitment of Trenitalia, assumed in the official documents (Service Conditions, commercial information available on the Trenitalia website, Service Charter, Service Contracts, Documents published by TRA, European regulations of reference) and the actual use made by the passenger.

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The Transport Regulation Authority (TRA) was established pursuant to art. 37 of Decree Law no. 201 of December 6, 2011 (converted into law, with amendments, by Law no. 214 of December 22, 2011).

Protection

The TRA, among other things, is responsible for ascertaining violations of the provisions of Regulation (EC) No. 1371/2007 on the rights and obligations of passengers in rail transport and for imposing the sanctions provided according to Legislative Decree April 17, 2014 no. 70. The TRA, therefore, can directly ascertain any defaults by the railway companies or following a claim lodged by passengers, also through associations representative of their interests (where legitimate).

Customer Satisfaction

Only after lodging a claim to Trenitalia may passengers forward their claims to TRA using the Electronic Complaints Acquisition System (SiTe), accessible at www.autorita-trasporti.it or by sending the specific "Claim Form" - available on the TRA website - by mail to Via Nizza 230, 10126 Turin, or by e-mail to pec@pec.autorita-trasporti.it:

- when they consider the response received to be unsatisfactory;
- in case of failure to reply within 30 days from the date of submission of the claim.



Claim summary

In the year 2022, 191 claims were received by the Valle d'Aosta Regional Department of which 70% were resolved within 30 days

MACRO ITEM	%
SERVICE LEVEL	20,0
REGULARITY AND PUNCTUALITY	25,9
COMFORT	31,2
INFORMATION	5,0
FRONT LINE PERSONNEL	7,7
CLEANLINESS	2,3
SAFETY	1,8
SECURITY	1,8
OTHER	4,3

Insurance coverage

Trenitalia is liable for damages to passengers, luggage, hand luggage and animals, only on condition that such damages are due to its own fault.

Claims for damage to property and persons may be lodged with:

Trenitalia - Valle d'Aosta Regional Department - Piazza Manzetti, 1 11100 AOSTA

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Passenger Rights and Duties

The rights and obligations of passengers in railway transport are defined at European level by Regulation (EC) No 1371/2007 on the rights and obligations of passengers in railway transport.

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The Service Charter is also an opportunity to remind Trenitalia passengers to follow a series of precautions and behaviours that can make the trip safe and comfortable for themselves and others. More information is available through the link in the box below.

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RESOLUTION ART 106/2018 BOX

With TRA Resolution 106/2018, "Measures concerning the minimum content of the specific rights of passengers of railway transport services characterised by public service obligations" were adopted with regard to:

- Right to information
- How the information is rendered
- Right to accessibility and usability of services and stations
- Right to indemnity for individual delays
- Right to indemnity for pass holders
- Methods of requesting and providing refunds and indemnity
- Rights related to the claim management

Passengers using transport services are granted the following rights:

- travel safety and peace of mind;
- service continuity and certainty, including through the rational integration between different means of transport;
- timely publication and easy availability of timetables, (where possible) integrated and coordinated with other means of transport necessary to complete travel;
- easy access to information on travel arrangements and fares, both on transport vehicles and at stations;
- timely information, in the event of anomalies, on the continuation of the journey by alternative means (where possible);
- respect for departure and arrival times at all scheduled stops on the route;
- hygiene and cleanliness of means of transport;
- recognisability of personnel and tasks performed; easy traceability of staff during the trip;
- correspondence between the services purchased and those actually rendered;
- compliance with the provisions on the prohibition of smoking on means of transport, in premises and in spaces open to the public;
- easy accessibility to the claim procedure and quick response to claims (no more than 30 days or, in justified cases, within 90 days from the date of receipt of the claim).

Some of the main passenger duties (Prime Ministerial Decree of Dec. 30, 1998)

- board vehicles with a ticket;

- occupy only one seat;
- keep walls, accessories and furnishings clean and intact;
- comply with no smoking rules;
- behave in such a way as not to cause discomfort to others;
- transport items not included among those classified as harmful and dangerous;
- use the alarm signals or any other emergency device, only in case of serious and impending danger;
- diligently comply with all requirements, formalities relating to security controls and customs practices;
- scrupulously comply with the instructions, the provisions of the service providers and the instructions received from the operators;
- use the transport infrastructure in a timely manner following the rules set – together with those of civilised living – without compromising the travel safety and service levels in any way for themselves and other passengers.

Safe travel tips

Trenitalia is committed to promoting the safety of railway transport through useful initiatives to spread the culture of responsibility and legality.

All Trenitalia staff are constantly committed to improving on board and station safety. The active collaboration of each passenger in putting in place correct conduct and precautions, before and while travelling, positively contributes to avoid the occurrence of illicit events.



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What the passenger can do:

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- purchase travel tickets using only official sales channels in order to avoid incurring fraud;
- be careful while shopping at Self-Service machines, without being helped by strangers;
- be careful in crowded places in the station, such as lobbies, ticket offices, Self-Service areas, train platforms, preferred by pickpockets;
- prepare tickets in advance to submit to FS Italiane staff in stations where the platform access gates are installed;
- do not leave luggage unattended since it can generate unnecessary alarms and can be subjected to police checks;
- place luggage on board the train in the baggage rack above your seat or in another suitable space that allows you to keep it under control;
- do not leave your valuables and bags unattended and keep your ticket with you;
- promptly notify railway personnel and the Railway Police of any unlawful event in the railway sector;
- promptly notify railway personnel of on board beggars: collecting money in a personal capacity or on behalf of unauthorised associations is prohibited;
- do not buy goods from abusive sellers and not accepting food or drink from people who you randomly meet during travels. Your personal health could be put at risk;
- Trenitalia staff are often subjected to verbal and physical aggression. Don't be indifferent. Ask for help if necessary;
- do not entrust your luggage to unauthorised persons: they are illicit activities.



What Trenitalia does:

- collaborates in close synergy with the Railway Police, responsible for the prevention and repression of crimes in the railway sector;
- supervises trains with specialised personnel;
- established a direct telephone channel between the train and the Railway Police for rapid intervention by the Police throughout the national territory, passenger and personnel safety reasons;
- has developed the Board Support APP with which Law Enforcement, who are entitled to fare concessions on railway services in some Regions, upon registration, can guarantee a timely and effective intervention following any alarm signals sent by Train Staff;
- monitors electronic transactions to prevent purchases through the use of fraudulent credit cards;
- stepped up track side and on board train ticket checks and passenger assistance by setting up special national law enforcement teams and assistance and security services;
- video surveillance systems have already been installed on many trains;
- collaborates with Civil Protection and the Ministry of the Interior, for emergency situations and for greater supervision in the railway sector through specific Conventions;
- It carries out awareness-raising campaigns:
 - » "Be careful! Make a difference" aims, through the responsible behaviour of passengers, to prevent certain crimes such as illicit sale, theft, aggression;
 - » on board the train, through the dissemination of security and informative voice messages on the presence of video surveillance systems whose images are available to the Railway Police.

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07 Market research and Customer Satisfaction

Trenitalia periodically conducts market research during the year to analyse the level of satisfaction of its customers in relation to the various travel phases through external research institutes, selected through competitive procedures of public importance. Every two months the survey includes over 8727 interviews for a total of 52,361 annual interviews for all of Italy, distributed by region on travel on Regional service trains. In addition to the aforementioned customer satisfaction market research, Trenitalia also carries out custom market research in its constant pursuit of furthering its knowledge of passenger needs and behaviours. These qualitative and quantitative surveys are carried out in order to feed computer assets capable of providing a contribution to the strategic and operational decision-making process.

Annual results of the main travel quality factors

MAIN QUALITY FACTORS	PERCENT SATISFACTION
Overall trip	95,3
Cleanliness	90,1
Comfort	96,3
On-board information	92,2
Punctuality	86,0
Travel on board	97,5
Security	91,3
Safety	96,6

List of Valle d'Aosta consumer associations

CONSUMER ASSOCIATIONS (recognised in Valle d'Aosta under Regional Law 6/2004)				
CONTACT	ADDRESS	CONTACTS	FAX	E-MAIL
ADICONSUM VDA (Consumer and Environment Advocacy Association c/o Cisl) Referent Mario Ruggeri	Loc. Croix Noire, 73 11020 Saint-Christophe	(+39) 0165 230777	(+39) 0165 3683 08	adiconsum@cislvda.it adiconsumvalledaosta@pec.postecert.it mruggeri48@gmail.com
A.D.O.C. VDA (Consumer Advocacy and Guidance Association c/o Uil) Referent Cristina Raisin	Via Chavanne, 18 11100 Aosta	(+39) 0165 43679 (+39) 347 4472132	(+39) 0165 360931	adocvalledaosta@gmail.com
A.V.C.U. VDA (Valdostane Consumers and Users Association c/o SAVT) Referent Rosina Rosset	Via Porta Pretoria, 19 11100 Aosta	(+39) 0165 548410 (+39) 329 2253571	(+39) 0165 548410	avcu@savt.org
CODACONS VDA (User and Consumer Environmental Protection Coordinating Association) Referent Giampiero Marovino	Via Abbé Gorret, 29 11100 Aosta	(+39) 0165 238126	(+39) 0165 264652	info@codacons.vda.it codacons.vda@pec.it gimarov@tin.it
FEDERCONSUMATORI VDA c/o CGIL VdA Referent Bruno Albertinelli	Via Lino Binet, 24 11100 Aosta	(+39) 0165 271683 (+39) 335 6127150	(+39) 0165 271699	federconsumatori@cgil.vda.it federconsumatori.vda@pec.it

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Piazza della Croce Rossa 1
00161 Roma