

Beat: Travel

## **TRENITALIA - Moving ITALIA Towards A NEW ERA, UN TEMPO NUOVO**

### **DOLCE VITA AT HIGH SPEED**

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**USPA NEWS** - Ferrovie dello Stato was established in 1905, representing an important Milestone in the Process of Unification of Italy. For more than a Century at the Service of Citizens, the FS Group has contributed to the Country's Economic, Social and Cultural Growth... Infrastructures, Passengers, Logistics and Cities: the New 2022-2031 Industrial Plan is based on an Integrated and Sustainable System with Enabling Factors including Innovation, Digitisation, Connectivity and Enhancing the Value of People.

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Trenitalia France is an Open-Access Train Operator running International Services between France and Italy. It was originally established under the Thello Brand in October 2011. Thello Services were heavily impacted by the COVID-19 Pandemic of 2020. During the following year, it was decided to Permanently Terminate all Operations on 1 July 2021. The Move marked the Retirement of the Thello Brand.

Then, it was announced that Cross-Border Services between France and Italy would be restarted. Also was revealed that the Trenitalia France Brand would be used instead. On 18 December 2021, a High-Speed Train Service was launched between Paris and Milan; in contrast to the Slower Rolling Stock used by the Prior Thello Service, Frecciarossa 1000 Trainsets have been operated instead.

Frecciarossa 1000 is the New High-Speed Train of Trenitalia, Comfortable, Safe and Environmentally Friendly, designed to meet the Most Advanced Techniques. Able to Travel on all European High-Speed Networks, it can reach a Max Speed of 400km / h thanks to its 16 Powerful Engines distributed on All the Coaches making Frecciarossa 1000 a Train able to exploit at best the Adherence with the Rails.

8 Coaches for 202 Meters of Length. The Front, characterised by with the Long "Nose", was designed optimizing the Volumes dedicated to Shock Absorption to reduce drag ensuring Maximum Safety and Comfort for Travellers.

Trenitalia is the First Railway Company in the World to obtain the Biosafety Trust Certification, a Certification that recognises the Important Work carried out in Recent Months to guarantee Both Passengers and Employees the Highest Levels of Safety in managing the Prevention of Infections while on Board. The Certification recognises the Best Practices adopted in the Field of Infection Prevention and Control according to the Requirements defined in the Certification Scheme established by RINA.

---- Environmental Commitment

- Protecting The Environment; What They Aim To Do

- \* Consolidate the Group's environmental rating
- \* Define medium-term targets for reducing greenhouse gas emissions
- \* Continue to develop hydrogen technology for both road and rail transport
- \* Develop railway network electrification projects and continue introducing vehicles with a lower environmental impact

- Sustainable Supply Chain: What They Aim To Do

- \* Continue working to improve the supply chain's sustainability performance while reducing environmental and social risks
- \* Continue specific actions on structuring a stakeholder engagement process and define a content strategy to create a broad support network throughout the regions touched by infrastructure projects with the aid of the Sentiment Analysis platform developed by Italferr.

---- 4 Levels of Service are easy to locate Both Outside and Inside the Train, with the Specific Pictogram located on Top of All Ports of Entry.

The coaches are characterised by different colours depending on the type of environment:

- \* Coach 1: Executive (dominant colour - brown)
- \* Coach 2 Business (dominant colour - blue)
- \* Coach 3: Business + Bistro
- \* Coach 4: Premium (dominant colour - red)
- \* Coach 5-6-7-8: Standard (dominant colour - orange)

---- The Objectives For Employees, Behind the 2022-2031 Industrial Plan:

- \* Capitalising on skills with choices aimed at management efficiency
- \* Developing new professional figures by favouring role diversification
- \* Ensuring continuous training, relying on a team that is always up-to-date and ready to meet new challenges
- \* Preparing the leadership of the future to relaunch the Group's values and mission
- \* Ensuring the safety and well-being of our People

---- The International Activities of the FS Italiane Group are Central to the 2022-2031 Strategic Plan.

Indeed, the Group intends to Position Itself as a Multidomestic Company both in Europe - thanks to Growing Liberalisation and the Drive Towards Collective and Shared Transportation - and Beyond the Borders of the Old Continent. The Development of an International Strategy for All Companies in the Group foresees an Increase in Revenue from 1.8 Billion Euro (in 2019) to around 5 Billion Euro in 2031.

--- The FS Group is operationally active in Various European Countries, through Subsidiaries (or Affiliated Companies), in particular:

- \* In Passenger Transport with Netinera in Germany, Trenitalia France in France, c2c and First Trenitalia West Coast (with the latter as an Affiliate) in the United Kingdom, Hellenic Train in Greece, Qbuzz in the Netherlands and ILSA (an affiliate) in Spain;
- \* In Freight Transport with TX Logistik, which is based in Germany and has its Own Operating Companies also in Sweden, Denmark, Austria and Switzerland, with RomRail in Romania and with Mercitalia "outposts" in France.

---- Italferr, the FS Group's Engineering Company, exports its Know-How and Highly-Specialised Technical Expertise Abroad, managing to Position Itself amongst the most Experienced Companies in the Industry Around The World.

It is currently engaged in International Markets in 15 Countries (on Five Continents), where it is working on 35 Projects Functional to the Development of the Conventional and High-Speed Rail Sector as well as Mass Transit

---- About Trenitalia in France Trenitalia is the First European Operator to enter the French Rail Market.

Launched in December 2021, its High-Speed Train offer Complets the Existing Offer on the Paris-Milan Line, via the Lyon Part-Dieu, Chambéry, Modane and Turin Stations and, since April 2022, on the Paris-Milan Line. Lyon (Part-Dieu and Perrache).

---- Positive Assessment For The First Year Of Operation Of FRECCIAROSSA Trains In FRANCE. A Contribution to the Growth of the French Rail Market symbolized by the Milestone of the Millionth Seat sold.

After a Year of Operating Frecciarossa Trains on the French Rail Market, the 372 Objectives set at the Start of the Project have been Largely Achieved. The Occupancy Rate of 70% on Average confirms the Attractiveness of the Alternative Eco-Responsible Mobility Offer proposed by Trenitalia.

The High Level of Satisfaction of Customers Traveling on Board the Frecciarossa 1000, a Comfortable, Safe and Ecological Train capable of giving the Best High-Speed Experience, attests to the Relevance of Trenitalia's Strategic Choices.

Trenitalia now offers 2 Daily Round Trips between Paris and Milan, in the Morning and in the Afternoon. From Paris, the Line serves Lyon, Chambéry, Modane, Bardonecchia (on One of the Two Daily Round Trips since December 11), Turin and Milan. Trenitalia also offers 3 Round Trips Each Day between Paris and Lyon, with a Stop at both Lyon Part-Dieu and Lyon Perrache, which makes it possible to offer 5 Daily Round Trips between Paris and Lyon.

This Expansion of the Offer has contributed to the Growth of the Market, knowing that 37% of People traveling On Board the Frecciarossa had never made this Journey by train before Trenitalia. "In One Year of Operation of the Paris-Lyon Line, the Busiest in Europe, these 5 Round Trips already represent almost 20% of the Offer. This makes it possible to offer more Trains, and therefore more Frequencies to Passengers. We know from our Experience in Italy that the Increase in the Number of Frequencies and the Choice of Different Services are very important Levers in the Attractiveness of the Train and the Growth of the Market" specifies Roberto Rinaudo, President of Trenitalia France.

The Symbolic Milestone, reached in December, of the Millionth Seat sold in the First Year of Operation validates Trenitalia's Strategic Choices in favor of a Simple and Flexible Pricing Policy, Comfort Classes adapted to All Needs (4 Comfort Classes : Executive, Sala Meeting, Business and Standard, and, for the last 2, the Possibility of Choosing between 2 Atmospheres Free of Charge: Silenzio and Allegro), a Wide Range of Services such as Unlimited Wi-Fi and Access to a Free Content and finally, a Catering Offer with Italian Flavors (available in the Bar car or as a Service instead).

A Satisfaction Survey carried out On Board Frecciarossa Trains by OpinionWay at the Request of Trenitalia in September 2022 on the Paris-Milan Line and the Paris-Lyon Line shows a Very High Level of Satisfaction:

\* 98% of Customers, almost 60% of whom were traveling On Board the Frecciarossa for the First Time, say they are satisfied with the trip on board;

\* 91% are satisfied with the Quality/Price Ratio; .

\* 92% Naturally Consider the Frecciarossa Train for a Future Trip;

\* 96% say they are Ready to Recommend Trenitalia to their Loved Ones;

\* Finally, Travelers say they are Very Satisfied with the On-Board Staff, giving a Rating of 8.4/9.

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Source: Press Conference on December 14, 2022 @ Novotel Paris Gare De Lyon (Paris)  
With The Presence of Roberto Rinaudo, President of Trenitalia France.

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