

In 2018, high-speed and ultra high-speed passenger turnover grew by 19.9% y-o-y to 7.3 bn pkm. The number of passengers transported by high-speed and ultra high-speed trains amounted to 15.6 million, up 25.8% against the previous year.

Customer service

Russian Railways Unified Information Service Centre provides information on the Company's passenger services.

In 2018, the Centre handled 62,771 queries (down 8.2% y-o-y).

To receive feedback and suggestions from the customers, and settle claims, the Company has the following communication channels in place: Unified Information Service Centre, Russian Railways' website and online reception desk. The reporting year saw a total of 99,089 queries (down 2.2% y-o-y).

The quality of passenger services provided by the Russian Railways Group is measured by the passenger satisfaction index, which serves as the target metric of the Passenger Transport Service Improvement Programme for 2017–2019.

RZD Bonus loyalty programme

In 2018, the RZD Bonus loyalty programme saw a record high number of participants reaching 4 million people, with the average annual growth rate before 2018 of 500–600 thousand people and 1 million people joining the programme in 2018.

In 2018, double Sapsan trainsets launched in August 2014 continued to run from Moscow to St Petersburg. On 30 April, they transported a record high of 20,787 passengers per day. The reporting year saw Sapsan trains carry some 5.15 million passengers (up 2.8% y-o-y).

Since its launch, over 1 million tickets have been sold in exchange for the points earned. Russian Railways also set up a family version of the RZD Bonus programme enabling all family members to pool their bonus points.

Russian Railways' mobile app for passengers

RZD passengers mobile app is designed to sell e-tickets for long-haul and suburban trains and related services. The following features benefit users of the app:

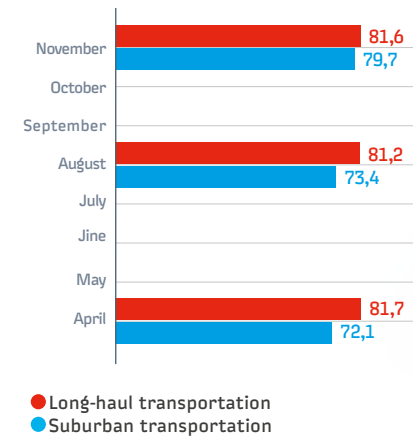
- > Apple Pay support;
- > filtering by lowest prices and nearest dates;
- > document scanning within the app ensuring quick access to passenger data;
- > navigation inside railway stations.

In 2018, the mobile app was installed by Android and iOS users over 2.6 million and 1.29 million times, respectively, with 8.3 million e-tickets sold through the app.

In 2018, suburban carriers¹ started connecting to the mobile app, enabling passengers to buy e-tickets for suburban trains. The connection of suburban carriers will continue well into 2019.

In 2018, 29 pairs of high-speed trains made up by Federal Passenger Company ran along 11 routes. High-speed Lastochka trains transported some 6.8 million passengers (up 42% y-o-y), which is 7% of total volumes transported by trains of Federal Passenger Company.

Results of the passenger satisfaction index survey in 2018, points



¹ Moscow-Tver SPC, Kaliningrad SPC, North-West SPC, Northern SPC, Chernozyemye SPC, Sodruzhestvo, Volga-Vyatka SPC, Sverdlovsk Suburban Company, Baikal SPC, and North Caucasus SPC.

RUSSIAN RAILWAYS' LONG-HAUL PASSENGER TRAFFIC IN 2018 TOTALLED

96.3

bn pkm

+5,7%

2019 development plans

For 2019, the Russian Railways Group plans a number of strategic initiatives set to boost efficiency of passenger transportation, including:

- › adjusting train composition and increasing the number of higher-capacity, more modern and cost effective double-decker trains on the highest-margin routes;
- › launching trains consisting of different railcar types to improve operational efficiency and optimise rolling stock usage;
- › changing routes of a number of trains (full or partial);
- › combining schedules of some trains to ensure efficient use of infrastructure;
- › developing passenger transportation through the integration of the suburban and urban transit systems into large metropolitan areas, and offering better and broader range of services. 2019 will see the launch of the MCD 1 from Odintsovo to Lobnya and MCD 2 from Nakhabino to Podolsk;
- › developing and implementing comprehensive marketing projects to offer new passenger transportation and railway station services;
- › ensuring uninterrupted transport availability, including during the 2019 Winter Universiade in Krasnoyarsk;
- › achieving passenger satisfaction index of at least 75 points in the suburban segment and at least 81 points for long-haul trains;
- › maintaining a dialogue with the federal executive authorities on critical infrastructure projects, suburban passenger services, and reimbursement of lost income from passenger transportation and infrastructure services to Russian Railways and its subsidiaries and affiliates as a result of the tariffs for suburban passenger transportation being fully regulated by the government