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MOVING INTO THE FUTURE

2018

- Passenger turnover and the number of passengers carried have shown the highest growth (by 6% and 8%, respectively) since the establishment of JSC FPC.
- A record-high number of passenger carriage replacements was achieved (724 new carriages purchased, a 70% increase as compared to 2017 level).
- Over 4 million customers registered with the Loyalty Programme.

2019

- JSC FPC's Development Strategy until 2030 was approved.
- A long-term agreement was signed with for passenger carriage development, design, manufacture, testing, certification and delivery until 2025.
- New-design single-decker twinunit carriages were put into operation.

2020

 Amid COVID-19 challenges, the Company maintained transport affordability, protected the health and safety of passengers and employees, continued upgrading the carriage fleet, and retained skilled staff.

- 2017
- Over 3 million customers registered with the Loyalty Programme.
- FPC conducted its first Net Promoter Score (NPS) survey, achieving an overall score of 4.1 on a five-point scale.
- 2016
- The Company reversed its declining passenger numbers, achieving a growth of 4%.
- · A new international Strizh train was launched. Trains to resort destinations were accelerated.
- 2015
- The high-speed Strizh train made up of Talgo carriages was launched.
- A double-decker made up of seating carriages was launched.
- 2014
- Credit ratings were assigned to FPC by leading rating agencies.
- A pilot project on multimodal transport was implemented.
- · Lastochka electric trains were launched.
- 2013
- The High-Speed Traffic Improvement Programme was implemented.
- 2012
- JSC FPC Development Strategy until 2030 was approved.
- FPC-Logistics, a logistics subsidiary focused on unaccompanied baggage and mail transport, was established.
- The Loyalty Programme was launched.
- 2011
- Expansion of JSC FPC's presence in the tourism market: acquisition of a controlling stake in the authorised capital of a company providing railway tourism services.
- 2010
- FPC commenced independent operations.
- The Company was included in the Register of Natural Monopolies.

FROM CARRIAGE OPERATOR TO INTEGRATED MOBILITY PROVIDER