

# CUSTOMER SERVICE INNOVATIONS

## PASSPORT-BASED BOARDING OF PASSENGERS ON TRAINS

From 1 July 2021, JSC FPC will organise boarding of passengers on trains only on presentation of a personal identification document, without need to submit a travel document. For this purpose, all train attendants have been provided with electronic ticket legitimacy control devices featuring software makes to obtain information on all operations with travel documents.

The new technology of boarding a train is more convenient for passengers, increased their satisfaction with the journey and eliminated the cases of boarding rejection if a passenger has left or lost a ticket. It has also eliminated the need to collect and store paper tickets.





## CARRIAGES WITH A CHILDREN'S COMPARTMENT

For the convenience of young travellers, from 2021, specialised compartment carriages for passengers with children began to run in trains formed by JSC FPC.

The feature of this compartment is a bright and interesting modern design with a novelised colour range of finishing materials.

The lower berths in compartments may be converted from a sleeping position to a folded position for daytime seating. Tables have chessboard design for leisure activities of young passengers. Compartments are equipped with wireless charging devices for mobile gadgets,

personal 220 V outlets, USB-ports, individual safes and air temperature regulators.

To provide additional safety the lower berths are equipped with playpen and upper berths may have safety net at passenger's request.

New carriages now run as part of the train No. 137/138 Orenburg – Samara – Moscow. The number of trains equipped with a specialised children's compartment will be expanded.



## ENHANCING MEAL QUALITY

### Food delivery to a carriage door

In 2019, a meal delivery service to the train car was developed and launched.

As of today, the service is provided both at departure and transit stations. Food delivery can be ordered when purchasing an e-ticket on the Parent Company's website or in the mobile app, as well as in through the Ordering Services to Tickets section (if a ticket is already booked), including after boarding a train (via a QR code link placed on information stickers in carriages).

**76** CATERERS

at 51 stations participate  
in the meal delivery service

**>5,200**

PASSENGERS

have used the service since  
it was launched

JSC FPC co-operates with 76 caterers at 51 stations (Moscow, St. Petersburg, Samara, Yaroslavl, Novosibirsk, Krasnodar, Ulan-Ude, Irkutsk, Chita, Chelyabinsk, Khabarovsk, Saratov, Petrozavodsk, Ekaterinburg, Voronezh, Tyumen, Komsomolsk-on-Amur, Surgut, Vologda, Krasnoyarsk, Ivanovo, Vladivostok, Ufa, Mineralnye Vody, Nizhny Novgorod, Smolensk, Kazan, Adler, Penza, Cheboksary, Rostov-on-Don, Omsk, Anapa, Novorossiysk, Taganrog, Izhevsk, Mikun, Ussuriysk, Nakhodka, Artem, Taishet, Nizhneudinsk, Pskov, Sochi, Volgograd, Perm, Kirov, Kanash, Arzamas, Sergach, Agryz).

## Catering concept

From 15 April 2021, JSC FPC started implementing the test phase of the Concept of Catering Services in Long-Distance Trains (hereinafter, the Concept). Currently, 11 bistro carriages are involved in the implementation of the test phase of the Concept, which run in trains on four routes:

- No. 01/02 Moscow – Volgograd
- No. 23/24 Moscow – Kazan
- No. 25/26 Moscow – Voronezh
- No. 103/104 Moscow – Adler

For bistro carriages, personnel were selected and trained according to a specially developed programme.

A new menu for bistro carriages has been developed, featuring dishes with a high degree of readiness, reflecting current trends in the catering segment and in accordance with passenger requests.

All meals are prepared at specialised facilities using fresh products. The entire process — from cooking to packaging — is supervised by highly qualified professionals. It should be noted that all salads are delivered only fresh.

The dishes ordered by the passenger from the standardised menu will be heated, further decorated and served. All actions will be prescribed in the individual flow charts to each dish. Ready-made meals, which are reheated during the journey, will only be used on some trains.

Table serving has been changed: branded table-mats and napkins are used, cutlery is served in individual envelopes. The new menu and bar list in bistro carriage has a modern design and creates a positive impression on passengers.

In the course of the test phase of the Concept, positive feedback was received from bistro carriage passengers regarding the improved quality of service, shorter waiting time for a ready order, high-quality design and serving of bistro carriage tables. In accordance with passenger requests, new dishes were added to the bistro carriage menu.

Currently, JSC FPC is preparing new routes to replicate the Concept.

