# On-board passenger services

#### **SERVICE CLASSES ON DOMESTIC ROUTES**

### **Carriage type Service class Luxury (VIP) carriages** Luxury 1A (4 compartments and a bar), Two-berth 1И (5 compartments), compartments. 1M (6 compartments) 8 to 12 berths per carriage First-class or RIC carriages (two-berth) 15 (no more than one passenger), 13 1У 1Л **First-class** Two-berth compartments. 1Д (tourist) 10 to 20 berths per carriage Strizh train 1Э



conditioning



Composting toilet



1E (all seats must be purchased by one or two passengers)

Shower



Washbasin



Sanitary kit



Meals



Print media



#### Note

#### Shower, composting toilet, washbasin and air conditioning in the compartment.

Fold-out sofa 120 cm wide and upper berth 90 cm wide, armchair.

The tariff applies to the entire compartment. Only the entire compartment can be purchased (one or two adults can ride in the compartment). Children under 10 years of age travel on domestic routes free of charge.

Premium carriage (meals, sanitary kit, print media, bed sheets).

Animals are allowed in the carriage.

#### The carriage is equipped with air conditioning and composting toilet.

Premium carriage (meals, sanitary kit, print media, bed sheets). Animals are allowed in the carriage.

#### The carriage is equipped with air conditioning and composting toilet.

Bed sheets are included in the fare. Animals are allowed in the carriage.

#### The carriage is equipped with air conditioning. Composting toilet is not guaranteed.

Bed sheets are included in the fare. Animals are allowed in the carriage.

#### The carriage is equipped with air conditioning. Composting toilet is not guaranteed.

Bed sheets are included in the fare.

#### Shower, washbasin and composting toilet in the compartment. The carriage is equipped with air conditioning.

Two berths. Lower berth can be converted into two seats.

Animals are allowed in the carriage.

TV set with a film selection option.

Premium carriage (meals, sanitary kit, print media and bed sheets are included in the fare).



Bed sheets



Children travel free of charge



Fold-out



Armchair





Lap



Animals allowed The Company's Business Model and Assets

Carriage type	Service class	
Compartment carriages (K)		
K (compartment) Four-berth compartments. 32 to 40 berths per carriage	2Э	
	2Б	
	2K	
	2У	
	2Л	
	2Д (tourist)	
Third-class sleeping carriages (Π)		
<b>П (third-class sleeping)</b> Open-plan carriage with berths. 52 to 54 berths in the carriage	39	
	3Т	555
	зд	
	ЗУ	
	ЗЛ	
	3П (for organised groups of children, based on a compartment carriage)	



Review of Operating and Financial Safety and Security

Management

Procurement

International

development

#### Note

Premium carriage (meals, sanitary kit, print media, bed sheets). The carriage is equipped with air conditioning and composting toilet. Animals are allowed in the carriage.

Premium carriage (meals, sanitary kit, print media, bed sheets). The carriage is equipped with air conditioning. Composting toilet is not guaranteed. Animals are allowed in the carriage.

The carriage is equipped with air conditioning and composting toilet. Bed sheets are included in the fare.

Animals are allowed in the carriage.

The carriage is equipped with air conditioning. Composting toilet is not guaranteed. Bed sheets are included in the fare. Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.

Bed sheets are included in the fare. Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.

Bed sheets are included in the fare.

The carriage is equipped with air conditioning and composting toilet.

The carriage is equipped with air conditioning. Composting toilet is not guaranteed.

The carriage is equipped with air conditioning. Composting toilet is not guaranteed. Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed. Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.

The carriage is equipped with air conditioning and composting toilet.

Annual Report 2016

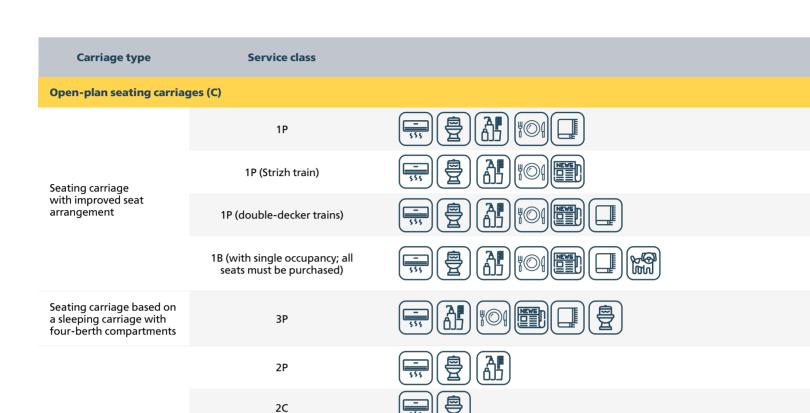
The Company's
Company Company Business Model Market Marketing Government Risk
Profile Strategy and Assets Overview Policy Relations Management

2B

2E

3Ж

3C



555

Passenger Service



Seating carriage with standard arrangement

Review of Operating and Financial

Safety and Security

Management

#### Note

Premium carriage (meals, sanitary kit, lap blanket).

The carriage is equipped with air conditioning and composting toilet.

Premium carriage (meals, sanitary kit, print media).

The carriage is equipped with air conditioning and composting toilet.

Premium carriage (meals, sanitary kit, print media, lap blanket).

The carriage is equipped with air conditioning and composting toilet.

Premium carriage (meals, sanitary kit, print media, lap blanket).

The carriage is equipped with air conditioning and composting toilet.

Animals are allowed in the carriage.

Premium carriage (meals, sanitary kit, lap blanket).

The carriage is equipped with air conditioning and composting toilet.

Premium carriage (sanitary kit).

The carriage is equipped with air conditioning and composting toilet.

The carriage is equipped with air conditioning and composting toilet.

The carriage is equipped with air conditioning.

Composting toilet is not guaranteed.

Animals are allowed in the carriage.

The carriage is equipped with air conditioning.

Composting toilet is not guaranteed.

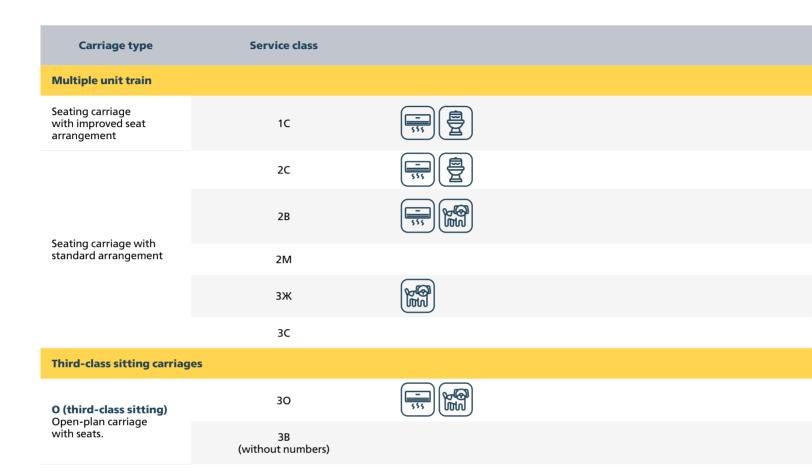
Air conditioning and composting toilet are not guaranteed.

Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.



The Company's
Company Company Business Model Market Marketing Government Risk Passenger
Profile Strategy and Assets Overview Policy Relations Management Service





Federal Passenger Company Annual Report 2016 Review of Operating
Safety and Financial Investment International Activities Framework development Appendix

The carriage is equipped with air conditioning and composting toilet.

The carriage is equipped with air conditioning and composting toilet.

The carriage is equipped with air conditioning.
Composting toilet is not guaranteed.
Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.
Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.

# High-quality ticket service

In 2016, the Company launched a mobile app for purchasing tickets for longdistance trains. The app was installed by over 505 thousand users. Over 526 thousand e-tickets were purchased using the app.

Electronic sales account for 40% of the total number of tickets purchased, up 7% year-on-year. The share of e-tickets for Strizh (Moscow - Nizhny Novgorod) trains reached 79%.

School students can now purchase tickets online and from ticket offices without presenting a certificate from the school. The certificate is required when boarding

Ticket offices of the railway network have been equipped with integrated payment terminals (IPTs). Over 1,862 IPTs have been installed in ticket offices.

FPC's website contains a page for corporate customers where legal entities can apply online for the transportation of organised groups of passengers and children. 1,162 applications were submitted in 2016.

All points of sale have been equipped with conversation recorders to help improve passenger service.

# Projects implemented:

## new transportation products

**Daytime Express** programme

10.2

million passengers

carried

+22.5% year-on-year



**Car transportation** service

4.6

thousand cars transported

in 2016

+42% year-on-year



**Double-decker** trains

around 2.8 million passengers

carried

double growth versus 2015





### New carriages and trains

The comprehensive long-term programme to introduce double-decker passenger carriages on RZD's network (approved by RZD's Order No. 2822r dated 30 December 2016) is intended to maintain the competitive ability of railway transport in the passenger transportation market, improve the cost efficiency of operating passenger rolling stock, and make rational use of the throughput capacity of RZD's railway network. The practical

implementation of the Programme is planned on 12 routes (490 carriages worth more than RUB 40 billion), including:

**Stage I (2017–2018)** – introduce double-decker trains on the Moscow – Kislovodsk (August 2017), Rostov – Adler (September 2017), and Moscow – Izhevsk (December 2018) routes. 119 carriages must be purchased to implement this stage;

Stage II (2019–2020) – introduce double-decker trains on the Moscow – Rostov,
Moscow – Kazan, Moscow – Novorossiysk,
Moscow – Adler, Moscow – Petrozavodsk,
Saint Petersburg – Murmansk,
Moscow – Penza, Moscow – Anapa, and
Moscow – Samara routes in December
2019. 371 carriages must be purchased
to implement this stage.

Increased demand for Strizh trains

1.2

### million passengers

carried in 2016

1.9 million passengers carried from the start of operation



Launch of Talgo trains
17 December 2016

Launch of Talgo trains on the Moscow – Berlin route



Multimodal transportation

8 routes

over **75** thousand passengers

1.5 times growth versus 2015

