



On-board passenger services

SERVICE CLASSES ON DOMESTIC ROUTES

Carriage type	Service class	Icons
Luxury (VIP) carriages		
Luxury Two-berth compartments. 8 to 12 berths per carriage	1A (4 compartments and a bar), 1И (5 compartments), 1М (6 compartments)	
	First-class or RIC carriages (two-berth)	
First-class Two-berth compartments. 10 to 20 berths per carriage	1Б (no more than one passenger), 1Э	
	1Y	
	1Л	
	1Д (tourist)	
	Strizh train	
	1Э	
	1Е (all seats must be purchased by one or two passengers)	

Air conditioning
 Composting toilet
 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 sofa



Armchair



TV set


































Lap blanket



Animals allowed



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

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.

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Animals are allowed in the carriage.

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Animals are allowed in the carriage.

Air conditioning and composting toilet are not guaranteed.

The carriage is equipped with air conditioning and composting toilet.



Carriage type	Service class	
Open-plan seating carriages (C)		
Seating carriage with improved seat arrangement	1P	
	1P (Strizh train)	
	1P (double-decker trains)	
	1B (with single occupancy; all seats must be purchased)	
Seating carriage based on a sleeping carriage with four-berth compartments	3P	
Seating carriage with standard arrangement	2P	
	2C	
	2B	
	2E	
	3Ж	
	3C	

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.



Carriage type	Service class	
Multiple unit train		
Seating carriage with improved seat arrangement	1C	
	2C	
	2B	
Seating carriage with standard arrangement	2M	
	3Ж	
	3C	
Third-class sitting carriages		
O (third-class sitting) Open-plan carriage with seats.	3O	
	3B (without numbers)	

Note

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.

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High-quality ticket service

In 2016, the Company launched a mobile app for purchasing tickets for long-distance 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 a train.

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

