



AUTORIDADE
DA MOBILIDADE
E DOS TRANSPORTES



Independent Regulators' Group - Rail

FIRST EUROPEAN MOBILITY WORKSHOP IN LISBON

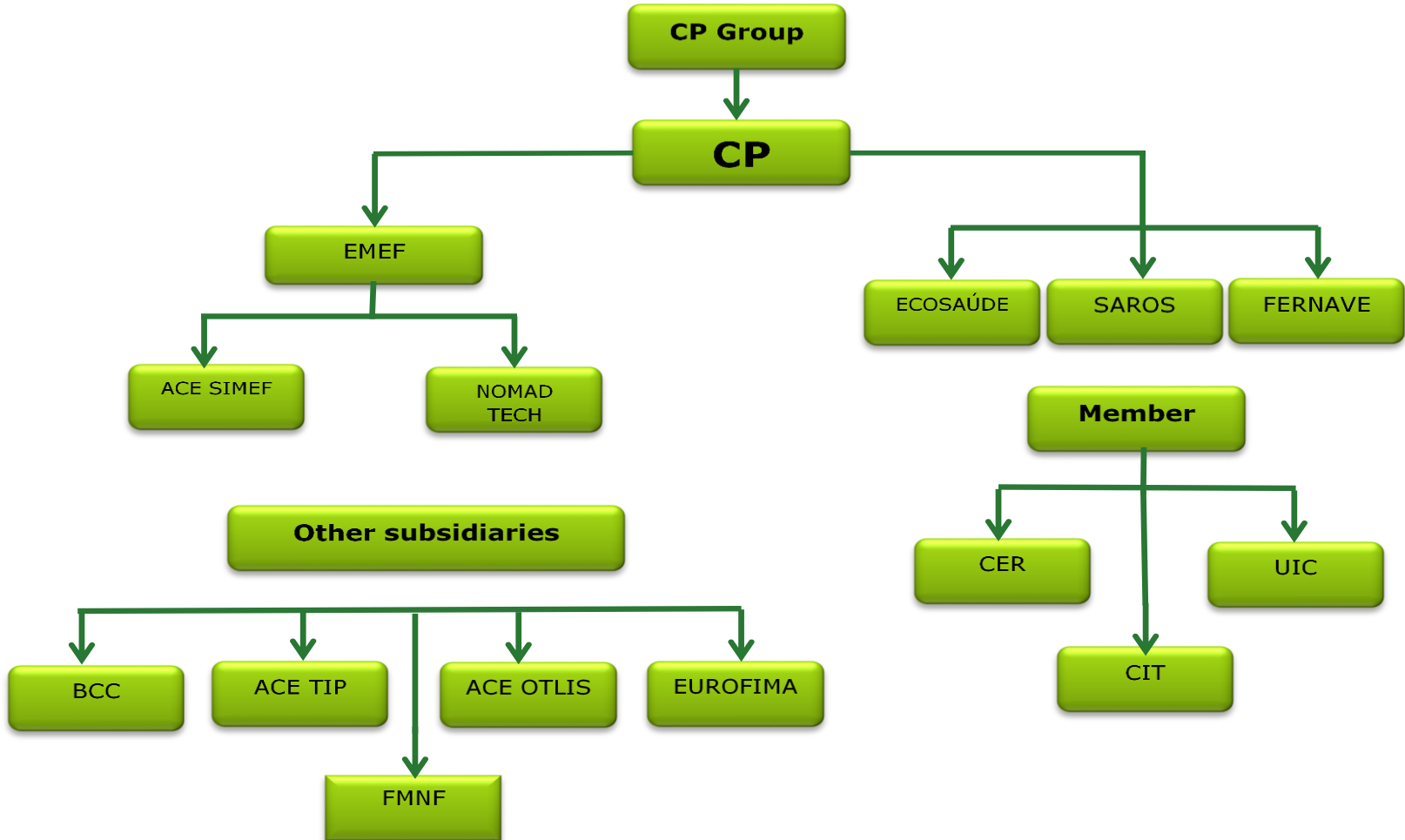
LISBON, 2 JULY 2019

**PROMOTING SOCIAL AND
ENVIRONMENTAL COHESION**

CP – COMBOIOS DE PORTUGAL
Carlos Nogueira



CP GROUP



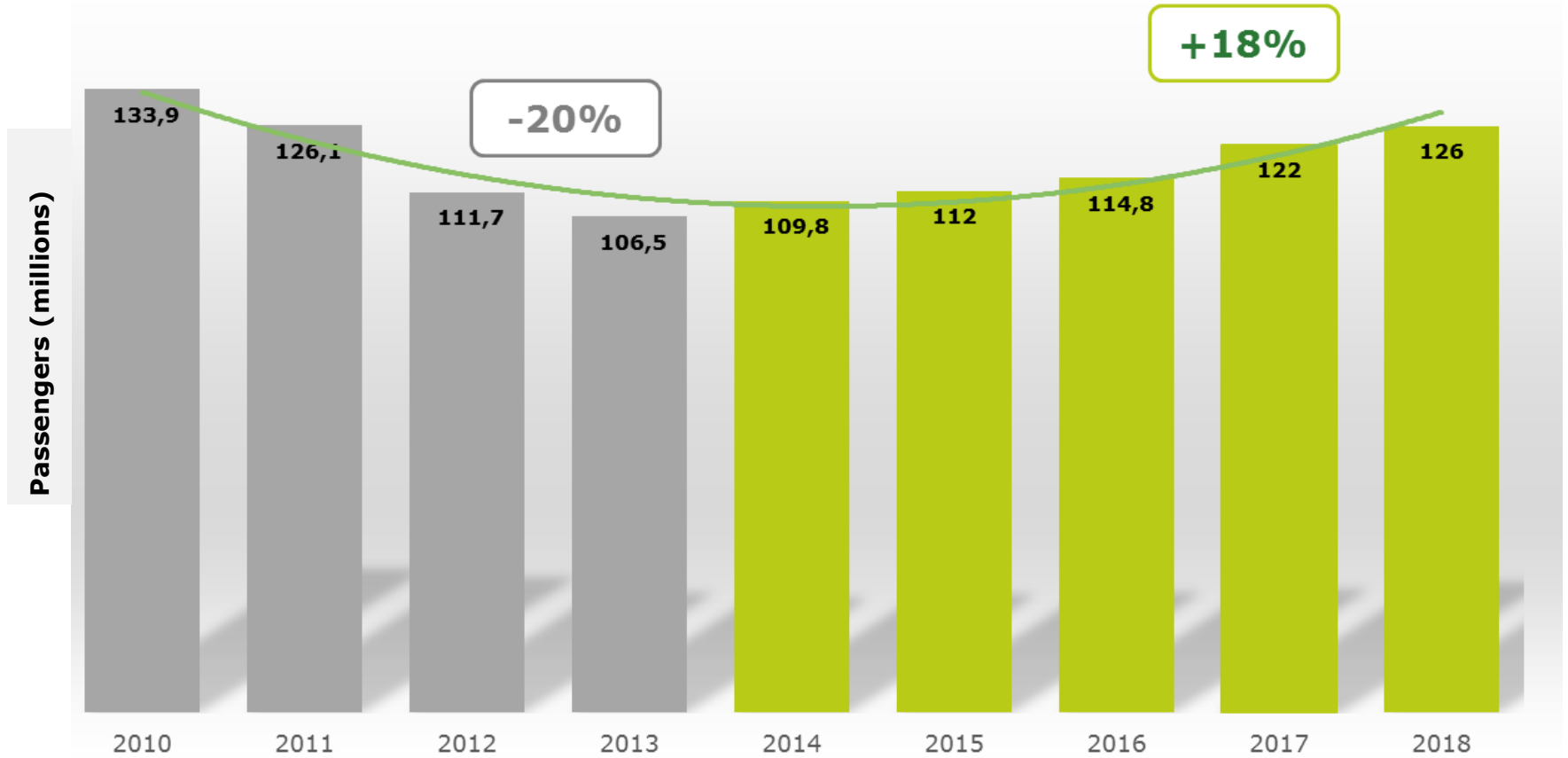


CP IN NUMBERS

431.000 TRAINS / 2018
1.400 TRAINS / PER WEEK DAY
OVER 2,000 KMS COVERED

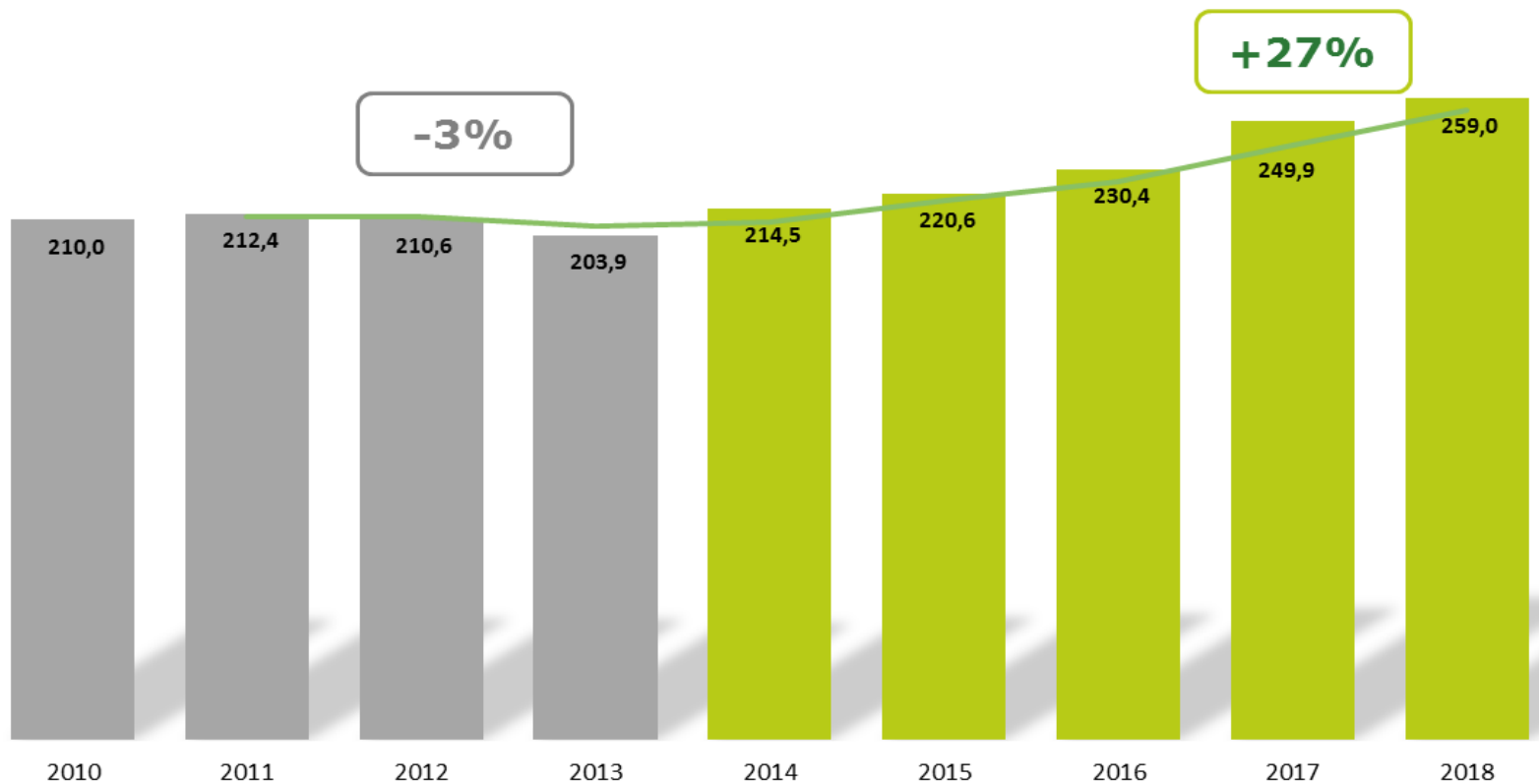
2018
126 MILLION PASSENGERS

DEMAND EVOLUTION 2010-2018



REVENUE EVOLUTION 2010-2018

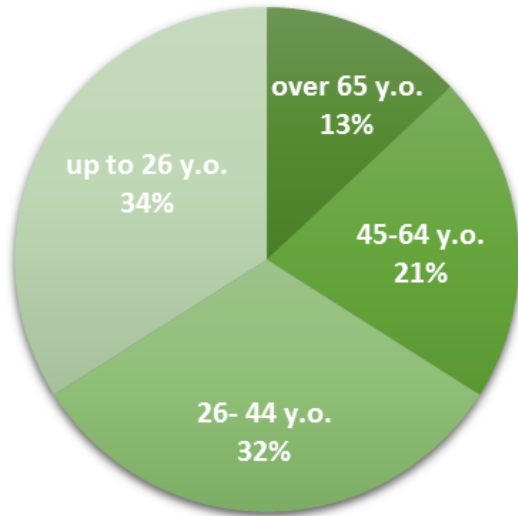
M€ (Millions of EUR)





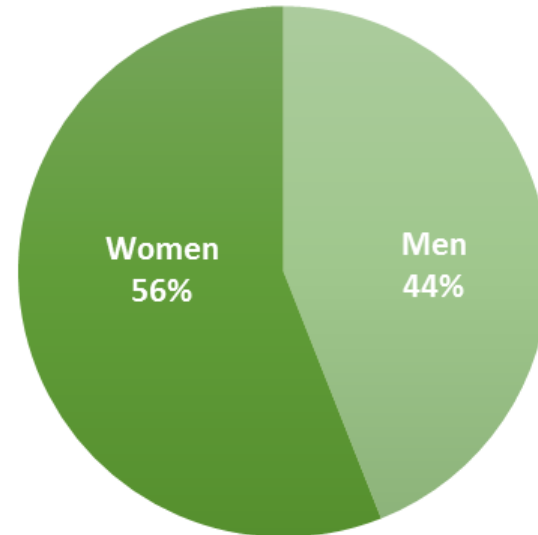
OUR CLIENTS

AGE



■ over 65 y.o. ■ 45-64 y.o. ■ 26-44 y.o. ■ up to 26 y.o.

GENDER



■ Men ■ Women

Market research 2018

Overall satisfaction – 7.0 (scale of 10)

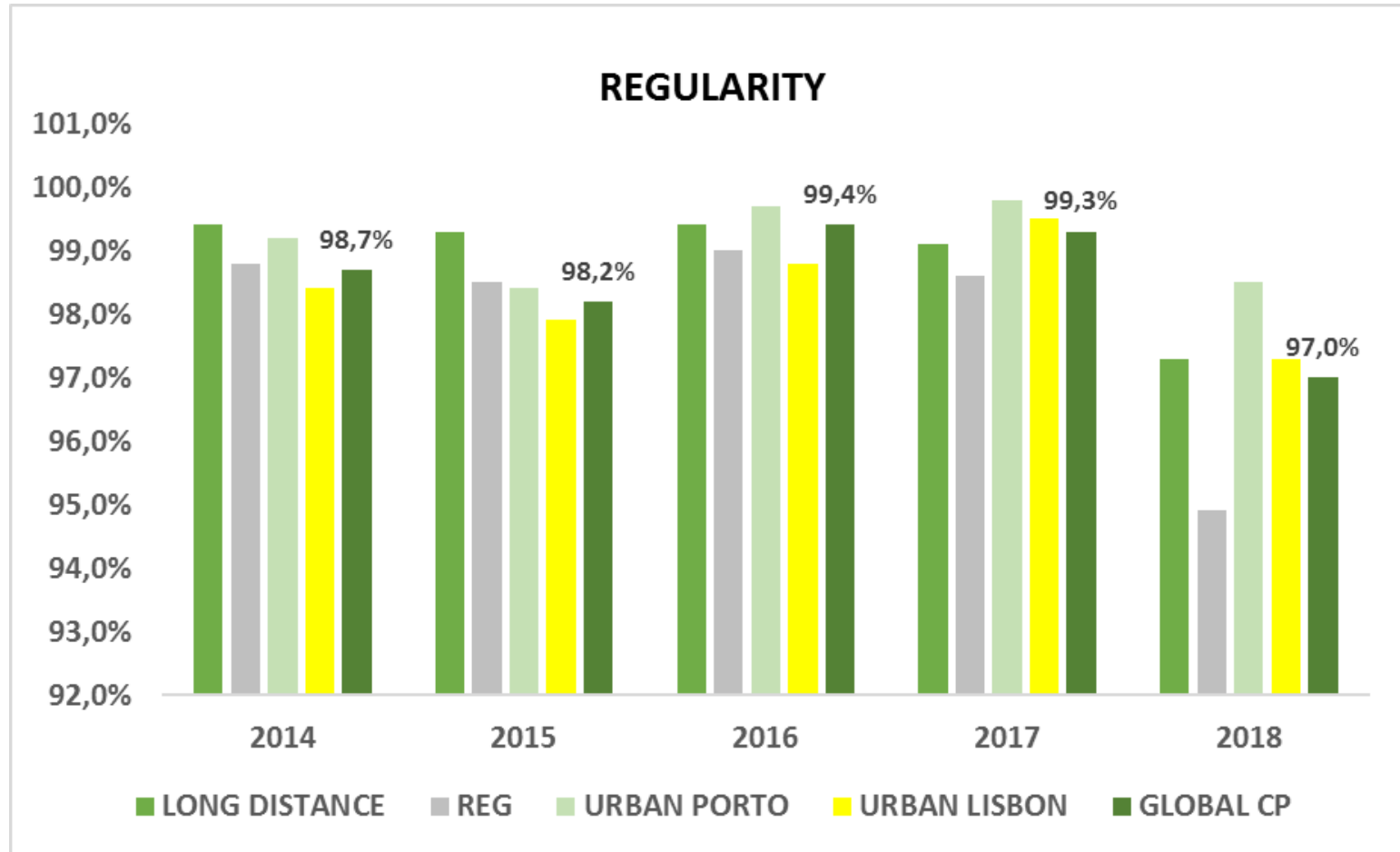
- **Values involved: Trust , Safety and Customer Contact**

Need of improvement

- **Customer Care, Service Quality and Confort**

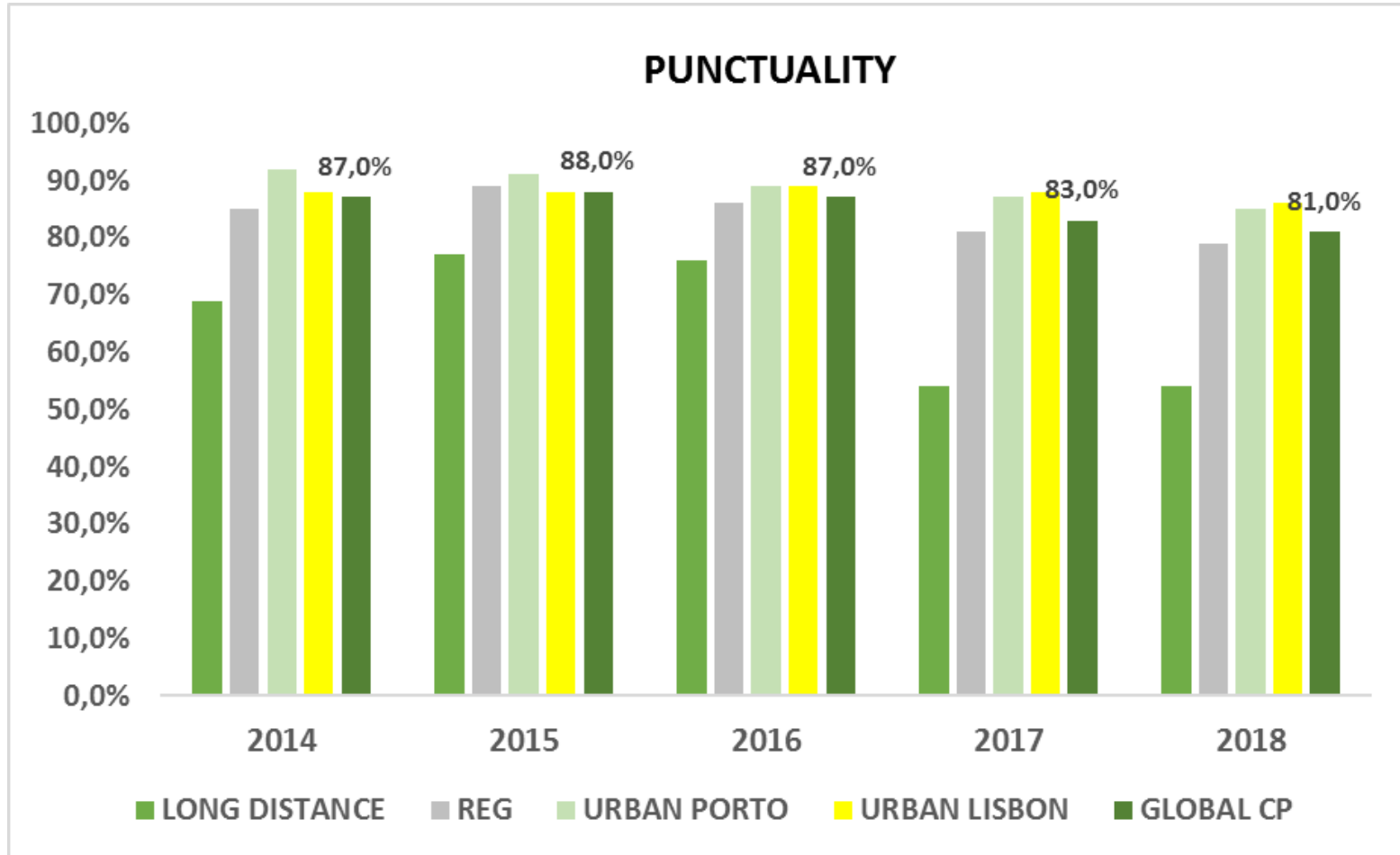
(Information, rolling stock, inovation and client service levels)

SERVICE INDICATORS REGULARITY 2014 - 2018



SERVICE INDICATORS

PUNCTUALITY 2014-2018

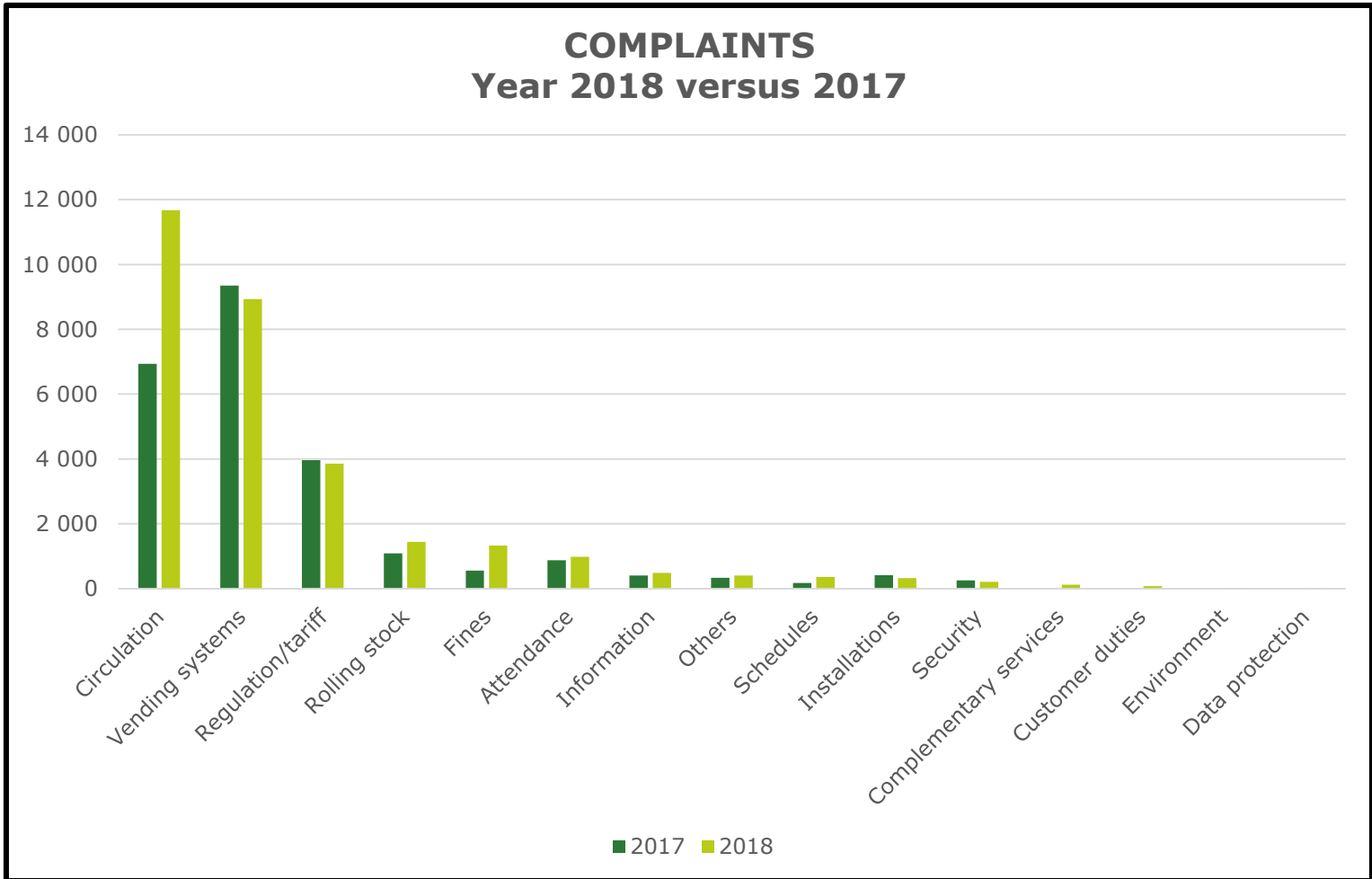


TRAIN CANCELLATIONS 2018

Main Causes	
Strikes	8.436
Rolling Stock Failure	3.093
Other	502
TOTAL	12 031

In 2018, Rolling Stock failure increased 3,4% vs 2017

CUSTOMER COMPLAINTS



COMPLAINTS MAIN GROWTH

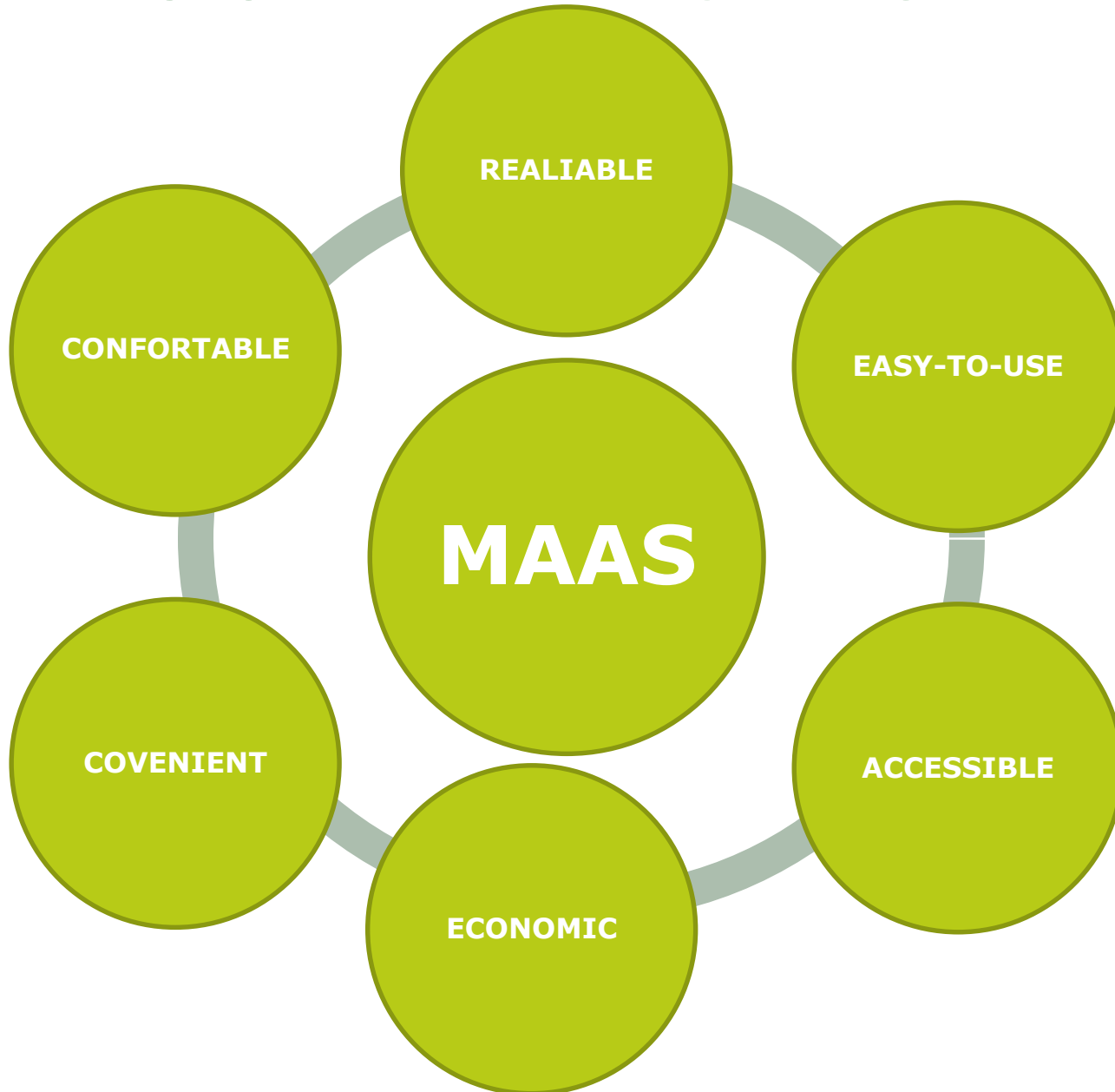
Circulation

- **Strikes**
- **Regularity / Punctuality**
- **Rolling Stock (maintenance and repair)**
- **Infrastructure conditions**

Rolling Stock

- **Maintenance levels**
- **Aged and deteriorated**

GLOBAL MARKET SERVICE DEMANDS



CP SHORT-TERM CHALLENGES

Capacity to respond to increase in demand
Quality of service
Sustainability



Need to reconcile investments in
Infrastructure and suitable Rolling Stock



Face the liberalization of railway passenger transport in the portuguese market

STRATEGIC PLAN 2018/2021

Strategic Goals

- **Increase number of passengers**
- **Improve service quality**
- **Reinforce territorial cohesion**
- **Reach economic and financial sustainability**

Strategic Pillars

- **Rolling Stock renewal**
- **Maintenance and repair of the current fleet**
- **Optimizing Human Resources management**
- **Digitalisation**
- **Public Service Obligations Contract**
- **Balanced Financial Structure (Equity and Debt)**

NEXT STEPS

- **Increase EMEF and CP response capacity**
 - **Renew and reinforce HR**
- **Renew fleet of trains**
 - **Phase 1: Regional Service**
 - **Phase 2: Long-distance and urban**
- **Improve Client service**
 - **Digitalisation**
 - **Customer Care**
- **Infrastructure modernisation and electrification**



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