

## KEY OBJECTIVES FOR 2019



### FPC's Key Objectives for 2019:

- stabilise the rail transport's share of the passenger services market
- provide quality transport services to participants and guests of the Winter Universiade in Krasnoyarsk
- implement initiatives outlined in the Development Strategy of JSC FPC to 2030
- implement measures to reduce the rolling stock shortage
- maintain the focus on service digitisation and introduce new services such as an automated refund procedure and reissue of e-tickets, including payment of the difference between the cost of the ticket held and the cost of the new ticket