

Key operational highlights

In the reporting period, FPC's passenger traffic reduced significantly due to the pandemic.

The epidemiological situation and restrictions on the movement of people in 2020 caused by the spread of the novel coronavirus drove a decrease in the total number of passengers carried to 59.0 million people, or 55.8% of the 2019 level, including 35.7 million people in the regulated segment and 23.3 million people in the deregulated segment.

In 2020, passenger-kilometres reduced by 48.5% year-on-year to 48.2 billion passenger-km. Ridership of FPC trains decreased to 47.6 billion passenger-km (52.9% of the 2019 level), including 29.4

billion passenger-km in the regulated segment (53.3% of the 2019 level) and 18.1 billion passenger-km in the deregulated segment (52.2% of the 2019 level).

In the reporting year, passenger-kilometres served by trains of the CIS and Baltic states totalled 0.6 billion passenger-km (17.6% of the 2019 level).

An 82.4% year-on-year decrease in international passengers was due to the suspension of foreign trains introduced to curb the spread of the novel coronavirus

Volume-based indicators

Indicators	2018	2019	2020	Change 2020/2019, %
Passenger-km travelled, billion	91.6	93.6	48.2	51.5
On FPC trains	87.7	90.0	47.6	52.9
Deregulated segment	33.6	34.7	18.1	52.2
Domestic traffic	31.9	32.8	17.8	54.2
Interstate traffic	1.8	1.9	0.3	17.5
Regulated segment	54.1	55.2	29.4	53.3
On trains of the CIS and Baltic states	3.8	3.6	0.6	17.6
Passengers carried, million	102.0	105.8	59.0	55.8
Deregulated segment	41.7	43.8	23.3	53.2
Regulated segment	60.3	62.0	35.7	57.6

With passenger-kilometres served by FPC trains down to 47.6 billion passenger-km, or 52.9% of the 2019 level, the Company optimised its carriage-kilometre performance, rightsizing it to 1,916.9 million carriage-km, or 66.2% of the 2019 level. At the same time, as it was impossible to immediately cancel trains as demand for passenger services declined and given the need to maintain services on rail-only routes, the capacity utilisation rate dropped to 57.2 %, or 79.7 p.p., of the 2019 level.

The Company's compliance with the requirements of the Russian Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing (Rospotrebnadzor) implying the need to implement socially distanced (1.5–2 m) seating plans aimed at reducing the risk of COVID-19 outbreaks and spread also greatly contributed to the reduction in the carriage capacity utilisation rate.