



YEAR 2010 SERVICE QUALITY REPORT
of Koleje Mazowieckie – KM sp. z o.o.
(Mazovian Railways – KM Ltd.)

Warsaw, 2011

Contents

Introduction	3
1. Information and tickets	4
1.1. Provision of information during the journey	4
1.2. Provision of information on stations	4
1.3. Provision of information about train times, tariffs and platforms	4
1.4. Ticket vending machines	4
1.5. Availability of staff on stations for the purpose of providing information and selling tickets	5
2. Train punctuality and general rules of conduct at disruption to performance of train service	5
2.1. Delays	5
2.2. Percentage of lost connections with other train services	6
2.3. Disruptions to performance of train service	6
3. Cancelled trains	7
4. Cleanliness of the rolling stock and station facilities	7
4.1. Frequency of cleaning	7
4.2. Air quality testing results	7
4.3. Accessibility of toilet facilities	7
5. Customer satisfaction survey	7
5.1. Train service punctuality	7
5.2. Accessibility of information about train departure and arrival times and platforms	8
5.3. Personal security whilst on board	8
5.4. Cleanliness of the inside	9
5.5. Accessibility of stations and trains	9
6. Response performance to complaints, return of receivables and compensation for failure to maintain service standards	10
6.1. Procedures in use	10
6.2. Number of complaints and results of their consideration	10
7. Assistance to disabled people and persons with reduced mobility	13

Introduction

The service quality report in respect of the year 2010 was prepared by Koleje Mazowieckie - KM sp. z o.o. (Mazovian Railways - KM Ltd.) on the basis of the service quality standards defined by the European Commission and presents summary results of the measures the Company adopted with the aim of achieving compliance with provisions of Regulation (EC) No. 1371/2007 of the European Parliament and of the Council of 23 October 2010 on rail passengers' rights and obligations.

1. Information and tickets

1.1. Provision of information during the journey – Whenever a delay occurs, the machinist driving the train obtains information from the traffic manager on duty on: cause of the unplanned stop; probable stoppage duration; and the remedial actions in progress. Information thus obtained, he needs to pass on the train manager without delay or—wherever the train is equipped in a loudspeaker information system—the machinist will announce it without delay to the passengers. Where the train is not equipped with such a system, the train manager moves through the respective carriages of the train and informs the passengers of the reason the train has stopped.

1.2. Provision of information on stations – Wherever a station is equipped with a PA network, information is conveyed through that medium by:

- o PKP PLK S.A. staff; on the basis of an agreement for announcement of communiqués on a loudspeaker system;
- o Koleje Mazowieckie - KM sp. z o.o. staff manning loudspeaker information points;
- o The staff of PKP Intercity S.A., Przewozy Regionalne sp. z o.o. or an agent of Koleje Mazowieckie - KM sp. z o.o. manning ticket sale points; on the basis of separate agreements for announcement of communiqués on a loudspeaker system; or
- o Wherever a station is not equipped with a PA network, information is conveyed directly by the staff of Koleje Mazowieckie - KM sp. z o.o. or agents of Koleje Mazowieckie - KM sp. z o.o. manning ticket sale points.

1.3. Provision of information about train times, tariffs and platforms – Information on the train timetable, prices and offers is posted on the website of Koleje Mazowieckie - KM sp. z o.o. (www.mazowieckie.com.pl). Also, the train timetable, tariff offers, announcements and communiqués on the train service, etc. are posted in displays and bulletin boards on passenger train stations and stops.

1.4. Ticket vending machines – The ticket offices are equipped with licensed VAT cash registered (rrPOS) and terminals for top-up of ZTM cards [integrated Warsaw public

transport system card] while the ticket collector crews onboard train are equipped with mobile cash registers (mrPOS).

1.5. Availability of staff on stations for the purpose of providing information and selling tickets – As at 31 January 2011 Koleje Mazowieckie - KM sp. z o.o. operated:

- o Permanent information points at the Siedlce and Radom stations and a telephone information point at the Warszawa Powiśle station (tel. lines 22.47.37.900 and 22.47.37.616). Also, the staff of Koleje Mazowieckie - KM sp. z o.o. and its agents manning the ticket sale points provided passengers with information directly; and
- o Koleje Mazowieckie - KM sp. z o.o. operated 157 ticket sale points, including 60 own and 97 agent operated.

2. Train punctuality and general rules of conduct at disruption to performance of train service

2.1. Delays

General average train delay expressed in percentage terms by train category:

Data of this type are impossible to acquire because of vagueness of the term “average train delay expressed in percentage terms”.

- o The table below presents percentage of delays on departure and arrival:

	January	February	March	April	May	June
Number of trains in service	17 726	16 379	19 036	18 751	18 866	18 312
Number of trains delayed on departure	2 048	1 466	612	276	524	602
Number of trains delayed on arrival:						
* with delay of up to 60 min.	4 663	3 333	1 685	1 174	1 287	1 437
* with delay of b. 60 and 119 min.	270	230	55	17	46	60
* with delay equal to or exceeding 120 min.	26	51	6	3	8	24
% of delays at departure	11.55%	8.95%	3.21%	2.01%	2.78%	3.29%
% of delays on arrival of less than 60 min.	26.31%	20.35%	8.85%	6.26%	6.82%	7.85%
% of delays on arrival of b. 60 and 119 min.	1.52%	1.40%	0.29%	0.09%	0.24%	0.33%
% of delays on arrival \geq 120 min.	0.15%	0.31%	0.03%	0.02%	0.04%	0.13%

	July	August	September	October	November	December
Number of trains in service	18 534	18 511	19 013	19 845	18 808	19 088
Number of trains delayed on departure	640	548	603	705	1 048	2 599
Number of trains delayed on arrival:						
* with delay of up to 60 min.	1 441	1 432	1 577	2 128	2 007	5 046
* with delay of b. 60 and 119 min.	110	52	33	38	158	367
* with delay equal to or exceeding 120 min.	30	22	6	10	105	117
% of delays at departure	3.45%	2.96%	3.17%	3.55%	5.57%	13.62%
% of delays on arrival of less than 60 min.	7.77%	7.76%	8.29%	10.72%	10.67%	26.44%
% of delays on arrival of b. 60 and 119 min.	0.59%	0.28%	0.17%	0.19%	0.84%	1.92%
% of delays on arrival \geq 120 min.	0.16%	0.12%	0.03%	0.05%	0.56%	0.61%

2.2. Percentage of lost connections with other train services

The Infrastructure Manager, the entity responsible for collecting and documenting data on rail transport, did not maintain any register of connections, made or lost.

We also note that the train service regulations in force do not define terms such as “connection” or “lost connection”.

2.3. Disruptions to performance of train service

Response actions at occurrence of operational difficulties are provided for within the Koleje Mazowieckie - KM sp. z o.o. organisation in the following documents:

- Document ZK-01 entitled Crisis Management forming part of the Safety and Security Management System Documentation;
- Rules of notification of accident or fire in a city rail line tunnel and actions to be taken subsequent to such notification; a document developed and communicated to rail service operators by PKP Polskie Linie Kolejowe S.A., the Infrastructure Manager;
- Agreement with PKP Intercity S.A. on mutual honouring of tickets and carrying of passengers; and
- Instruction for Koleje Mazowieckie - KM sp. z o.o. on organisation of passenger service and assurance of train service efficiency under winter conditions within the geographical area of the company’s operation.

3. Cancelled trains

The table below presents the number of trains cancelled in the course of the year 2010:

	Year 2010 data
Planned no. of trains in operation	223 323
Actual no. of trains in operation	222 868
No. of cancelled trains	454
% of cancelled trains out of total trains planned to be run	0.20%

4. Cleanliness of the rolling stock and station facilities

4.1. Frequency of cleaning

No.	Type of cleaning procedure	Planned cleaning frequency	Performance in the year 2010, %
1	Periodic	Every 30 days	101
2	Expanded cursory	Every 3-4 days	91
3	Cursory	2 times a day	86

4.2. Air quality testing results

As assessed in accordance with the air quality measurement formula applied by Koleje Mazowieckie - KM sp. z o.o. to the trains it operates, 12% was the ambient air quality indicator value.

4.3. Accessibility of toilet facilities

As at 31 January 2011, the number of toilets available on the trains operated by Koleje Mazowieckie - KM sp. z o.o. was 237.

5. Customer satisfaction survey

A customer satisfaction survey was conducted between 7 and 11 June 2010. Total of **6 115** individual surveys provided the following assessment:

5.1. Train service punctuality

- 757 'very good' ratings representing 12.38% of the respondents
- 2 687 'good' ratings representing 43.94% of the respondents
- 1 918 'acceptable' ratings representing 31.37% of the respondents
- 582 'poor' ratings representing 5.52% of the respondents
- 171 'very poor' ratings representing 2.80% of the respondents

On average punctuality in the KM network was rated at 3.54. The reasons for award of low ratings included: the necessity of [the operator] giving priority to delayed trains of higher category; malfunction of rolling stock, and station or rail track equipment; or the necessity of ensuring connection between a train on a secondary line with one on a primary line.

5.2. Accessibility of information about train departure and arrival times and platforms

Accessibility of such information was assessed in terms of respective media:

Internet: 4.27. This testifies of the significant role this medium of information delivery plays. The areas requiring particular attention in that medium include: provision of clear and readable as well as up to date information.

Telephone information: 3.38. The respondents articulated “failure to connect” as their primary cause of dissatisfaction (insufficient number of phone lines or information points on respective lines).

Poster and bulletin board announcements: 3.46. Older persons and those without internet access value this medium in a particular way. This is frequently destroyed: vandalism on trains stops and stations. The only criticism respondents articulated was that “the posters were insufficiently visible at the time changes were being introduced to the timetable”.

Loudspeaker information: 3.01. Lack of sufficiently large number of own loudspeaker announcement points does not allow KM to provide passenger information sufficiently rapidly and of the right kind while the existing loudspeaker announcement points operated and staffed by PKP PLK S.A. do not demonstrate any interest in improving the existing state of affairs. Negative situations occur that are not a fault of Koleje Mazowieckie - KM sp. z o.o. yet which impact the company’s image. Average rating of information accessibility in the network operated by KM: **3.53.**

5.3. Personal security whilst on board

891	‘very good’ ratings representing 14.57% of the respondents
2 970	‘good’ ratings representing 48.57% of the respondents
1 690	‘acceptable’ ratings representing 27.64% of the respondents
428	‘poor’ ratings representing 7.00% of the respondents
136	‘very poor’ ratings representing 2.22% of the respondents

The lines served by trains with a single passenger compartment body (VT and ER) were the highest rated. The other high survey rates went to trains with monitoring. Provision of graphics representing a camera pictogram inside the train is a sufficient deterrent measure impacting behaviour of some passenger groups.

Average rating of personal security whilst on board in the network operated by KM:
3.66.

5.4. Cleanliness of the inside

- 466 'very good' ratings representing 7.62% of the respondents
- 2 031 'good' ratings representing 33.21% of the respondents
- 2 222 'acceptable' ratings representing 36.34% of the respondents
- 957 'poor' ratings representing 15.65% of the respondents
- 439 'very poor' ratings representing 7.18% of the respondents

The low ratings pertain primarily to trains running the so-called multi-day circuits. The return points have either poorly operated or no cleaning points. The weakest ratings were awarded to trains setting out in early morning hours from the return stations and operating in the course of the day without the possibility of entering a cleaning point.

Average rating of cleanliness inside the trains within in the network operated by KM:
3.18.

5.5. Accessibility of stations and trains

Depending on the line, station accessibility changes and reflects the urban development of the areas through which the rail lines pass. In case of larger cities with own mass urban transport or convenient transfers between trains and other means of transport, the percentage of passengers commuting with the use of urban and public transport is higher. The primary group using the services of Koleje Mazowieckie - KM sp. z o.o. are persons living in the vicinity of train stations; removed by 20 minutes by foot or car from them.

- o No other element of the passenger train service was subject of the customer satisfaction survey.

6. Response performance to complaints, return of receivables and compensation for failure to maintain service standards

6.1. Procedures in use

The rules of conduct in case of passenger complaints in Koleje Mazowieckie - KM sp. z o.o. are regulated through procedure P-8.1-1 Handling of the Customers' Complaints and Suggestions forming part of the quality management system based on the PN-EN ISO 9001:2009 standard. The procedure is compliant with the effective legislation and is continually updated.

The procedure aims to ensure that the complaints and suggestions of the customers be considered with due diligence by competent persons and that the causes be identified, reviewed and removed while the possible losses to the customers be compensated. The procedure ensures uniform conduct, which leads to removal and analysis of irregularities occurring in the customer service process. Pursuant to the procedure, all letters from the customers delivered to the Complaints Team are registered as: a service complaint ("reklamacja"), a general complaint ("skarga"), or a suggestion ("wniosek"); depending on their content.

The difference between a service complaint letter and a general complaint or a suggestion is that it is only by way of a service complaint letter that a passenger can demand compensation of damages through: return of previously incurred transport costs; coverage of additional documented material damages; or compensation in a different form consistent with the carrier's operations. A letter categorised as a general complaint or a suggestion cannot contain any motion for compensation for partial or complete default on a previously affected transport service contract.

6.2. Number of complaints and results of their consideration

o Complaint category

The metrics are maintained by the following categories:

1. Train run punctuality;
2. Alignment between the timetable and the passengers' needs;
3. Train set arrangement;
4. Quality of the service provided to passengers by the staff of the ticket sale and information points;

5. Quality of the service provided to passengers by the ticket collector crews and outsourced controllers;
6. Quality of service provided to passengers by the train line crews;
7. Cleanliness and sanitary conditions of the rolling stock;
8. Technical condition of the rolling stock;
9. Safety and security of travel;
10. Provision of audiovisual information to the passengers (loudspeaker announcements, updating of timetables on train passenger stations and stops;
11. Website currency;
12. Replacement transport; and
13. Other.

The registers do not maintain subdivision of complains on train delays into those referring to delays of between 60 and 119 minutes, and those of above 120 minutes.

o Complaints received

In the period of between 1 January and 31 December 2010 Koleje Mazowieckie - KM sp. z o.o. received 1 819 general complaints and suggestions and 492 service complaints.

o Complaints considered

Out of the total of 1 819 general complaints and suggestions, the company considered 1 745. The remaining 74 general complaints and suggestions were not considered as they lacked the return address information or lacked essential documentation.

Out of the total of 492 service complaints, the company considered 347. The remaining 145 service complaints were not considered as they lacked essential documentation.

o Average complaints consideration time

Responses to general complaints and suggestions are provided without delay; no later than within 14 days of the date on which Koleje Mazowieckie - KM sp. z o.o. receive them. In the cases that call for a clarification procedure, the response time extends to 60 days counting from the date of reception by Koleje

Mazowieckie - KM sp. z o.o.. Average general complaint and suggestion consideration time is approximately 30 days from the reception date.

Response to a service complaint is also provided without delay; no later than within 30 days of the date on which Koleje Mazowieckie - KM sp. z o.o. receives it. Average service complaint consideration time is approximately 21 days from the reception date.

o Improvement plans

In compliance with the P-8.1-1 procedure, the Complaints Team prepares monthly reports that provide analysis of the locations and the causes of irregularities by respective train lines Koleje Mazowieckie - KM sp. z o.o. serve, which reports are discussed at meetings of the Company Management Board.

The developed conclusions are passed on to the units of the organisation technically responsible for the respective irregularities for the purpose of eliminating them.

Within the steps undertaken for the purpose of eliminating any irregularity, the following tasks are undertaken:

- Preparation of issue topics for periodic cautionary instructions addressed to the customer service staff;
- Addressing of intervention letters to units cooperating with Koleje Mazowieckie - KM sp. z o.o. or providing services to it;
- Motioning for implementation of remedial measures with the Plenipotentiary for the Integrated Management System;
- Drafting of relevant regulations, regulation interpretations and instructions relating to the course of action under specific circumstances;
- Motioning for amendment of regulations; and
- Compiling of statistics for the purpose of monitoring effectiveness of applied measures and identification of the areas that require application of effective intervention measures.

7. Assistance to disabled people and persons with reduced mobility

In the year 2010 no requests were addressed to Koleje Mazowieckie - KM sp. z o.o. for provision of any necessary assistance to disabled people or persons with reduced mobility. The following actions were undertaken for the purpose of achieving compliance with Regulation (EC) No. 1371/2007 of the European Parliament and of the Council of 23 October 2010 on rail passengers' rights and obligations:

- o The company completed a list of passenger stations and stops with descriptions of the technical conditions of access to each station/stop and the train, being: a list of passenger stations and stops at which the trains of Koleje Mazowieckie - KM sp. z o.o. stop including description of their improvements for the purpose of providing the service to disabled persons; stopping of other carriers' trains; ticket sale point opening times; and any other services offered in the vicinity of the station/stop;
- o A contact point telephone line was put into operation (783.910.289 operating 8:00 to 15:00 on all working days; temporarily operated within the Sales Department) the disabled people and persons with reduced mobility can call to obtain information on the train travel possibilities;
- o Announcements were posted in the passenger stations and stops forming part of the routes serviced by Koleje Mazowieckie - KM sp. z o.o. providing the telephone number disabled people and persons with reduced mobility can call to obtain information on the train travel possibilities;
- o The company established a register of "requests of the need for provision of assistance to disabled people" in which to register all such requests; in compliance with regulation No. 1371/2007 it is assumed that assistance to disabled people and persons with reduced mobility is obligatory provided the carrier is notified of the need 48 hours in advance of the specific train departure/arrival or transfer need time;
- o Within the area of operation of Koleje Mazowieckie - KM sp. z o.o., two PKP PLK S.A. area units, of Siedlce and Łódź, issued decisions under which they commit to provide assistance to disabled people in accessing stations, platforms and trains; and

- o Three PKP PLK S.A. area units, of Lublin, Skarżysko Kamienna and Bydgoszcz, developed preliminary lists of passenger stations and stops, with descriptions of the technical conditions of access to the station/stop and the train.