

JSC “LITHUANIAN RAILWAYS”

PASSENGER TRANSPORTATION DIRECTORATE

SERVICE QUALITY PERFORMANCE REPORT FOR 2011

1. Information and tickets

1.1 Provision of information to passengers

Provision of information prior to the journey

Information to passengers about services provided by JSC “Lithuanian Railways” (hereinafter – the Undertaking), Passenger transportation directorate (hereinafter – the Directorate), their purchase possibilities and conditions is available at railway stations, on board of trains, by phone nr. 8 700 55111 and on the website www.litrail.lt.

Passengers at stations are provided verbal, written, sound and visual (if equipment for provision of such information is available) information. Verbal information about train timetables, journey tickets prices, travel conditions, train departure tracks, etc. is provided at all staffed stations by 12 operators, 7 on-duty technicians, 9 station watchers, 50 sales agents and 63 ticket office workers.

Written information is available at all railway stations and stops with a difference in its amount. Written information provided at the biggest railway stations includes passenger transportation rules, exemptions, additional services, reasons for submission complaints and assistance to disabled persons. Smaller unstaffed railway stations provide the timetable of the passenger trains running across those stations, list of the nearest railway stations where passengers can purchase tickets, phone number for information and reservation of travel tickets. Moreover, about 90 000 leaflets with train timetables are distributed to passengers every year.

Sound and visual information at railway stations informs about arrivals and departures of trains, arrival and departure tracks, platforms, time, etc.

Information on travel conditions, ticket prices, train classes and categories, transportation of luggage, timetables, etc. is provided by phone¹ 24 hours a day. Information online is also available at all times on the website².

Provision of information during the journey

19 train chiefs, 202 carriage attendants and 93 train conductors during the journey provide passengers verbal information about train stops, ticket prices, additional on-board services, routes and timetables.

Audio-visual information (including approaching stops, route, etc.) is displayed on board of trains where special equipment for provision of such service is available. On-board information announces train route, stops, code of conduct on board and informs about accessible services. On board of trains where visual audible equipment for provision of information is not available, information about stops is provided by a train driver.

Written information on general passenger transportation rules, discounts applied to transportation of passengers and other important information is available on board.

¹ Passenger information by phone service was launched at the end of 2011. 67300 people were provided service by phone during the year 2011.

² 600-1000 people visit the Undertaking's website every day.

Provision of information for persons with disabilities

Information for disabled persons is provided by phone, on the Undertaking's website, by e-mail, at railway stations and on board of trains. Ticket offices at Vilnius railway station are equipped with modern technology which allows station staff to provide proper assistance to people with auditory impairments. On board of two storied electric trains the main information is available in Braille.

Information for disabled persons is provided in access rules (applied for transportation of disabled persons and persons with reduced mobility) includes information on journey conditions and assistance free of charge, availability of train railway infrastructure and facilities on board, journey planning guide for passengers with visual, auditory and mobility impairments.

Printed access rules are distributed at railway stations, on board of some trains and on forum of disabled persons of Lithuania. Electronic version of the rules can be downloaded from the Undertaking's website.

1.2 Possibilities to purchase tickets

Tickets for journey by rail are sold at all railway stations where ticket offices are available and on board of trains. Tickets may also be booked by phone; they are also distributed by 4 travel agencies.

Information on possibilities to purchase tickets is provided by phone, on internet website www.litrail.lt, by e-mail, at stations and on board of trains (written information on the nearest railway stations where journey tickets are available is provided at unstaffed railway stations).

2. Punctuality of provided services

2.1 Late running of local and international trains in 2011

Late running of local and international trains (percentage)	
Late running of local trains in total	1,9
Late running of international trains in total	29,1
Late running of departing trains	0,8
Late running of arriving trains:	
when a train is less than 60 min. late	2,54
when a train is 60–119 min. late	0,14
when a train is 120 min. late or more	0,02
Missed connections (percentage)	
Missed connections	0
Cancellation of local and international trains (percentage)	
Cancellation of local and international trains in total	0,46
<i>Local</i>	0,3
<i>International</i>	0,16

The total of 65 local and 3 international trains were canceled in 2011 due to disturbances in traffic and unforeseen accidents. In case of cancelation of trains, passengers are refunded money for the travel tickets.

2.2 Discontinuation of provided services

In the event of any disturbances of train traffic or when a train is canceled, passengers are informed about the changes in timetables on the undertaking's website and at stations. If a train due to certain reasons fails to continue the journey, on board staff firstly identifies the causes of this interruption as well as its approximate time and informs passengers about it. If the downtime continues for more than 60min., on board staff, if possible, offers passengers meals and refreshments. If train traffic fails to operate for longer time, passengers are provided alternative transport³. Moreover, if there are no possibilities allowing to continue the journey on the foreseen day, hotel accommodation is to be provided⁴.

3. Cleanliness of rolling stock and station facilities

Particular attention is paid to cleanliness of rolling stock and station facilities. Floor at stations is constantly mopped, rubbish is collected, the right air quality in carriages is maintained, the stairs are swept, toilets are tidied and cleaned.

Passenger trains are cleaned at least 1-2 times a day, toilets – at least 4 times a day. The rest of facilities in the rolling stock are cleaned after and before the journey or when needed (one train is cleaned on average 1-2 times a day depending on the number of journeys). On-board toilets are cleaned before every journey, they have to be supplied with hygiene remedies and disinfectants. Rubbish in carriages need to be collected and optimal temperature maintained. Cleanliness and order in carriages constantly needs to be assured.

The biggest stations in Lithuania are cleaned at least 4 times a day and when needed, toilets – 2 times a day, the rubbish is taken out at least twice a day. Smaller stations are cleaned once a day.

Good air quality in carriages is assured by air conditioners and air filters which are periodically cleaned performing planned maintenance and replaced when needed.

All notifications about possible violations of hygiene norms are quickly reacted, information is sent to responsible divisions and elimination of consequences process is strictly controlled. Planned and unplanned Directorate employees', responsible divisions' and established commissions' checks are periodically organized alongside by inspecting cleanliness of on-board and station facilities, hygiene norms and train preparation for journey conditions.

4. Passenger surveys on quality of provided services

Directorate's employees regularly carry out passenger surveys on board of trains and on the internet website regarding the quality of provided services and its improvement. The following surveys were performed in 2011:

- *Survey on punctuality of trains.* Passenger poll was performed on local trains in March 2011. Having interviewed 600 respondents, 90% of them indicated that they are *completely satisfied* with punctuality of the running trains, 5% of interviewees were *satisfied* with train punctuality, 3% were *dissatisfied* and the remaining 2% *did not have opinion*.

³ In 2011 Directorate's employees 17 times organized alternative transport to passengers who missed the Undertaking's trains due to late running of trains of other railway undertakings. 290 passengers were provided alternative transport service during that year.

⁴ In 2011 2 passengers were provided hotel accommodation.

- *Survey on availability⁵ of information in cases of late running or cancellation of trains.* Passenger survey on availability of information in cases of late running or cancellation of trains was carried out in April 2011 and included 2148 respondents. 60% of them pointed out that they *follow information on the Internet*, 8% of passengers *receive information at the stations*, 13% *would like to receive it via e-mail or mobile phone*, 19% indicated that they *cannot access information on late running or cancellation of trains*.

- *Survey on railway transport security.* 16 000 passengers expressed their opinion whether passengers feel secure travelling by trains. 81% of passengers said they *feel safe*, 10% answered that they *do not feel safe*, the remaining 9% of respondents *did not have opinion*.

Directorate's employees also periodically carry out passenger surveys about quality and range of provided services, comfort on board, availability of routes and correspondence of schedules to passenger needs.

5. Analysis of claims, refunds and compensations

Passengers can familiarize with rail passengers' rights and obligations provided in Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 *on rail passengers' rights and obligations* (hereinafter – Regulation) by phone (8 700 55111), on the company's website (www.litrail.lt), on board of trains (printed information, booklets) and at railway stations.

Employees of the Undertaking at ticket offices at stations will provide you necessary information on passengers' rights and obligations, access rules for transportation of disabled persons and persons with reduced mobility or on other documentation regulating transportation of passengers. Moreover, if needed, they will provide conditions for passengers to familiarize with the above mentioned printed documentation independently.

All passenger requests/claims in the directorate are analyzed based on rules which are formulated following provisions of the Regulation.

All received passenger requests/claims are divided into following categories: *a) quality of passenger service and services provided, b) timetables and routes c) information and tickets d) cleanliness and other norms on board and at stations, e) punctuality of journeys f) service of disabled persons⁶ g) payment of compensations for not complying to norms of provided services h) other claims and requests.*

Passengers can submit claims in Lithuanian, English and Russian languages in writing at railway stations, by e-mail or on the company's website by filling in special form.

Claim/request categories	Number of claims/requests received (by quarters in 2011)			
	I	II	III	IV
Quality of passenger service and services provided	22	14	14	12
Timetables and routes	15	13	7	8
Information and tickets (provision of information, ticket sales, etc.)	8	4	9	23
Cleanliness and other norms on board and at stations	2	2	7	8
Punctuality of journeys	1	1	1	3
Payment of compensations (delays, cancellation of trains, missed connections, etc.)	5	4	10	5

⁵ Information on late running and cancellation of trains is provided on the company's website, at the stations and on trains.

⁶ No complaints regarding service of disabled passengers were received in 2011.

Service of disabled persons	-	-	-	-
Other	-	-	2	5
Received claims/requests (by quarters in 2011)	53	38	50	64
Received claims/requests (2011)	205			
<i>Average claim/request response time: (number of days)</i>	~13,38			

Commission was established in the directorate which evaluated requests for payment of compensations. In 2011 it analyzed 24 passenger requests regarding compensation of damages or money refund. Having analyzed all the circumstances, 11 requests were fully or partially satisfied, the remaining 13 were rejected as unreasoned.

With regard to information received after analysis of passenger claims/requests and their preferences during surveys, in 2011 the following measures were applied to improve quality of services:

- planned and unplanned meetings and additional training was organized to instruct employees who provide service to passengers on quality standard implementation;
- to satisfy passenger needs having regard to their requests and data of carried out surveys, train routes, frequency and number of stops were corrected and train timetables were changed;
- considering passenger proposals and in order to provide more flexible and faster customer service, a special phone line to provide information and organize assistance to disabled persons was introduced;
- a discount for persons aged from 10 to 18 was introduced;
- a new set of rules regulating actions of responsible employees in case of disturbances in train traffic was arranged and approved (information transfer, reservation of alternative modes of transport, organization of accommodation, satisfying needs of other passengers);
- beginning to arrange passenger service standard;
- special on-board facilities were installed, allowing to transport bicycles all year round.

6. Assistance provided to disabled persons and persons with reduced mobility

Board/disembark from a train assistance (recommended to reserve assistance by phone, e-mail or at biggest stations at least 24 hours prior to the beginning of the journey in Lithuania and 48 hours prior to the beginning of the journey abroad), meeting at the station (at a place agreed in advance), accompanying to a point of sale of tickets or train departure place, assistance in reserving or purchasing a ticket and other necessary assistance for disabled persons and persons with reduced mobility is provided free of charge. If a disabled person does not reserve and does not inform about the need of necessary assistance in advance, the company cannot ensure provision of all necessary services. However, it takes all possible measures to provide journey by rail service.

In 2011 people with reduced mobility reserved free of charge assistance for travel with the Undertaking's trains 150 times. 24 times the assistance was provided without any reservation.