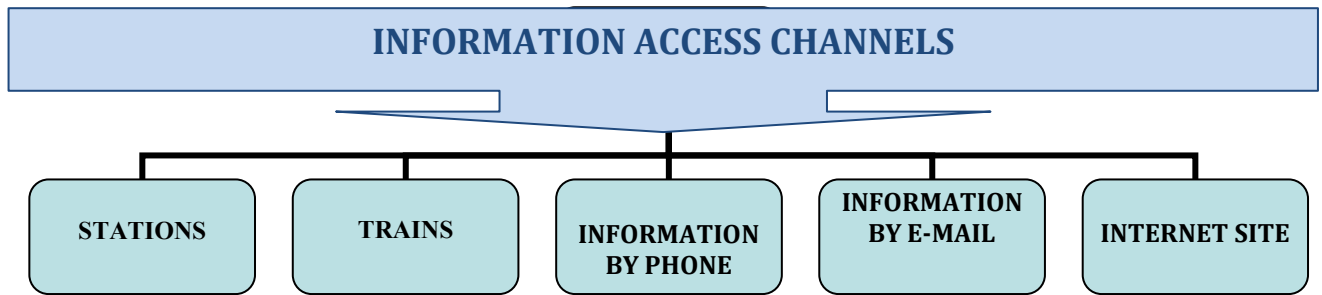


**JSC “LITHUANIAN RAILWAYS”
PASSENGER TRANSPORTATION DIRECTORATE
QUALITY REPORT OF SERVICES PROVIDED IN 2012**

(Following (EC) No 1371/2007 of the European Parliament and of the Council
On rail passengers' rights and obligations)

1. I n f o r m a t i o n a n d t i c k e t s



In order to ensure high quality of provided services JSC “Lithuanian Railways” provides information on the transportation of passengers by rail in different means and ways: at railway stations, on board of trains, by phone and on the official company’s website www.litrail.lt.

PROVISION OF INFORMATION AT STATIONS

Passengers at stations are provided verbal, written, sound and visual information (if equipment for provision of such information is available). Passengers at railway stations are provided verbal information about train timetables, routes, journey ticket prices, their purchase possibilities, departure/arrival tracks, passenger rights and obligations, legal acts regulating carriage of passengers, facilities for disabled persons on board of trains, at infrastructure facilities and other information related to JSC “Lithuanian Railways” passenger transportation services.

Verbal information at all staffed stations is provided by:

- 12 operators;
- 7 on-duty technicians;
- 9 station watchers;
- 56 sales agents;
- 60 ticket office workers.

Employees who provide passengers information at stations, improve their qualification in seminars and technical training organized at the company. In 2012 all such employees participated at technical (provision of service to disabled persons and persons with reduced mobility, submission/acceptance of claims at stations) and *Passenger service standard* training (code of conduct of employees who provide service, requirements and rules in providing service rail passengers), part of employees improved their English language skills. In order to optimize ticket sale process, 11 employees participated in a seminar organized by an external company.

Written information is available at all railway stations and stops with a difference in its amount. Written information provided at staffed railway stations includes general passenger transportation rules, order of submission and handling of requests/claims, other legal acts, regulating passenger rights and obligations, train timetables, costs of services, conditions for assistance to disabled persons and persons with reduced mobility and other relevant to passengers information that is set by law. Smaller unstaffed railway stations provide information on the nearest railway stations where passengers can purchase tickets, phone number for information and reservation of assistance to disabled persons and persons with reduced mobility, train timetable.

About 100 000 leaflets with train timetables are distributed to passengers every year. Information of advertising nature is also provided at stations.

Sound and visual information at Vilnius and Kaunas railway stations informs about arrival and departure of trains, arrival and departure tracks, platforms, time, etc. Moreover, additional information provided in written and visual form includes notices about special offers, discounts and extra services.

PROVISION OF INFORMATION ON TRAINS

Passengers on board are provided verbal, written, sound and visual information (where special equipment for provision of such service is available). Verbal information on board of trains is provided by:

- 19 train chiefs;
- 214 carriage attendants;
- 92 train conductors.

On-board staff provides passengers en route information about the services on board, journey route, stations/stops, the nearest stops, delays, main legal acts regulating the carriage of passengers, their rights and obligations, order of submission and handling of requests/claims, safety other relevant to passengers information related to services provided by the company. If train staff can not provide the required information they inform passengers about the possible ways how this information can be obtained or indicate the people who can provide it.

On-board staff who provide information to passengers improve their qualification in seminars and technical training organized at the company. In 2012 all train attendants, train chiefs and train conductors participated in technical training. They were instructed on the topics of information to passengers provision, provision of service to handicapped persons, implementation of legal acts, etc. Most of the employees mentioned above also took part in *Passenger service standard* training (code of conduct of employees who provide service, requirements and rules in providing service rail passengers).

Audio-visual information is provided on board of trains where special equipment for provision of such service is available. On board of trains where visual audible equipment for provision of information is not available, information about stops is provided by train staff.

Visual and audio information on board of trains informs passengers about train route, stations and stops, approaching stops, code of conduct on board and other accessible services.

Written information provided on board of all trains includes general passenger transportation rules, order of submission and handling of requests/claims, other legal acts, regulating passenger rights and obligations, train timetables and other information relevant to passengers that is set by law. This information is displayed in on special stands that are clearly visible easily accessible to passengers in every car on board.

Written advertising information is also provided on board of trains.

RPROVISION OF INFORMATION BY PHONE

Information is provided 24 hours by phone 8 700 55 111. Phone operator gives information about:

- Conditions of carriage;
- ticket prices;
- categories of trains;
- car categories;
- luggage transportation;

- timetables;
- facilities for disabled persons on board and on infrastructure objects, conditions for reservation of necessary assistance;
- request/claim handling and submission of reply order;
- other relevant information related to transportation of passengers by rail.

Year	Number of serviced passengers by phone	Change
2012	74 300	In 2012 ten percent more passengers were serviced than in 2011.
2011	67 300	

PROVISION OF INFORMATION BY E-MAIL

To receive all the needed information and to submit questions related with passenger transportation by rail activity clients can at passenger@litrail.lt. All the requests sent to other official e-mail addresses of the company are directed to responsible employees who immediately prepare the answer and send them back to the person concerned. In 2012 information by e-mail was provided about 3000 times.

Passengers who participate in the company's loyalty program (over 14000 passengers purchased loyalty cards until the end of 2012) are provided all the news by e-mail in the form of newsletters. Usually this information is related with the discounts applied for loyalty card holders, special offers to passengers, etc.

PROVISION OF INFORMATION ON THE WEBSITE

All the relevant information of different divisions of JSC "Lithuanian Railways" is placed on the official internet website of the company at www.litrail.lt. Until 2012 all information related with carriage of passengers by rail was provided together with the information of other divisions of the company. However, in order to establish better conditions for passengers to obtain the most relevant information in 2012 a highlighted reference for passengers was created at the home page of the website which provided constantly renewed information on train delays and timetable changes. The home page of the website also includes the timetable search reference, the best offers for travels and reference to JSC "Lithuanian Railways" Passenger transportation directorate social network account where passengers are also provided information about railway innovations, major timetable changes, etc.

Passengers who do not find the needed information on the website www.litrail.lt can use passenger carriage section where they are provided detailed information about tickets, their purchase, change and refund conditions, transportation of luggage/bicycles, request/claim submission and their handling order, reservation conditions of assistance to disabled, rules of special offers for travels, application of exemptions and discounts, numbers for contacts and additional services as well as legal acts regulating carriage of passengers, their duties and rights.

Information on train timetables, their changes or possible train delays is constantly renewed. Passengers are informed in advance about planned changes on the official internet website, social network account, at railway stations and by other accessible means of information.

- 600 – 1000 people on average visit the company's website every day.

PROVISION OF INFORMATION FOR PERSONS WITH DISABILITIES

Information to disabled persons is provided by all the means mentioned above, considering their special needs, i.e. on trains (on board of double deck electric trains the main information is available in Braille), at stations (verbally, in writing, by visual and audio means), by e-mail, by phone and on the website.

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 company's website.

In 2012 commission responsible for supervision and implementation of quality standards of provided services carried out periodical checks of service quality standards for *information and ticket* part. All failures to observe the standards detected during the check were eliminated.

TICKET PURCHASE POSSIBILITIES

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 in advance by phone nr. 8 700 55 111. However tickets can be purchased only at ticket offices (tickets are distributed by 5 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). At unstaffed railway stations passengers are provided written information about nearest railway stations where tickets can be purchased. At ticket offices they can be purchased in advance: 30 days prior to the departure of local connection trains and 45 days prior to the departure of international trains.

Tickets are divided into:

- single (personal and group tickets);
- fixed term (for 10 and 20 calendar days); daily, valid on workdays and valid on weekends (Fridays, Saturdays, Sundays and on holidays for 1, 2 and 3 months)

Ticket sales in 2012

 Vilnius	1386681
 Kaunas	419976
 Šiauliai	182852
 Klaipėda	116138
 Lentvaris	127594

	2011	2012
Total amount of tickets sold, from which:	3,25 mln.	3,59 mln.
a) for travel on local connection trains:	3,09 mln.	3,43 mln.
b) for travel on international conn. trains:	0,16 mln.	0,16 mln.
c) on board of trains:	0,49 mln.	0,53 mln.

<i>d) at stations:</i>		2,76 mln.	3,06 mln.
<i>e) single tickets:</i>		3,21 mln.	3,55 mln.
<i>f) fixed term tickets:</i>		0,02 mln.	0,02 mln.
<i>g) group tickets:</i>		0,02 mln.	0,02 mln.
Total of tickets sold by phone:		No data	3337 seats
Total of bicycle tickets sold:		8856	9251
Total of tickets with loyalty program sold :		115160 vnt.	180611 vnt.
Total of discounted tickets sold:		1135905 vnt.	1102483 vnt.

2. Punctuality of provided services

LATE RUNNING OF LOCAL AND INTERNATIONAL TRAINS (PERCENTAGE)

	2011	2012	Change (%)
Total punctuality of trains:	97,3	97,2	-0,1
local connection:	98,1	97,9	-0,2
international connection:	70,9	74,9	+4,0
Late running of departing trains:	0,8	0,5	-0,3
local connection:	0,6	0,5	-0,1
international connection:	8,2	3,1	-5,1
Total late running of arriving trains:	2,7	2,8	+0,1
Late running of local trains:	1,9	2,1	+0,2
<i>less than 60 min.</i>	94,7	97,5	+2,8
<i>60–119 min.</i>	4,8	2,02	-2,6
<i>120 min. and more</i>	0,5	0,45	-0,05
Late running of arriving international trains:	29,06	25,13	-3,93
<i>Less than 60 min.</i>	92,5	92,6	+0,1
<i>60–119 min.</i>	6,2	5,0	-1,2
<i>120 min. and more</i>	1,32	2,39	+1,07
Missed connections to other trains:	0	0	0
Cancellation of international and local trains:	0,46	0,12	-0,34
local connection:	0,3	0,07	-0,23
international connection:	0,16	0	-0,16

Due to unforeseen cases, 21 local connection trains were cancelled in 2012. These include:

- emergency situations – 14;
- failures – 1;
- force majeure – 6;
- running shortened route – 9

If due to unforeseen reasons a train stops and remains standing on the road or is delayed for more than 60 min. on board staff, if possible, provides passengers drinks and refreshments; responsible divisions of the company organize alternative transport, i.e. bus transport for carriage of passengers. In the event of disturbances of railway transport, 139 passengers were transported by buses. If due to objective reasons passengers can't reach their destination on the same day, they are provided hotel accommodation. Such cases did not occur during the reporting period.

Staff of JSC "Lithuanian Railways" who provide service to passengers as well as employees of other company's divisions responsible for traffic management are periodically trained and instructed on the management of extreme situations and service of passengers under disrupted traffic conditions.

3. Cleanliness of rolling stock and station facilities

In order to ensure neat and pleasant environment to its passengers JSC "Lithuanian Railways" passenger transportation directorate pays particular attention to cleanliness of operated trains and station facilities. Therefore, rolling stock and station facilities are daily cleaned: floor is constantly mopped, rubbish is collected, the right air quality in carriages is maintained, the stairs of carriages are swept, toilets are tidied and cleaned.

International and local passenger trains are cleaned before and after the journey, at least two times a day and if needed, during the journey. Toilets are cleaned at least 4 times a day. On the above mentioned trains cleanliness and order of the carriages is assured by train attendants.

Diesel and electric passenger trains are cleaned at least 1-2 times a day, before and after the journey (depending on the number of journeys). On board toilets are cleaned before every trip, they have to be supplied with hygiene remedies and disinfectants. Rubbish in carriages need to be collected and optimal temperature maintained.

The biggest stations in Lithuania are cleaned at least 4 times a day and when needed¹, toilets – 2 times a day, the rubbish is taken out at least twice a day. Smaller stations are cleaned once a day and when needed.

Good air quality in carriages is assured by air conditioners and air filters which are periodically cleaned during planned maintenance processes 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 inspection of cleanliness of on-board and station facilities are periodically organized for the employees of the Directorate, responsible divisions and established commissions. During 2012 year, 94 cases of such inspection were performed. 16 inadequacies to meet cleanliness norms were detected:

- **garbage found – 1;**
- **shortage of toilet supplies : soap, paper, paper towels – 3;**
- **dust, dirt noticed, dirty floor – 5;**
- **dirty exterior of rolling stock – 3;**
- **untidy toilets – 1;**
- **unpleasant smell in toilets – 2;**
- **toilets closed – 1.**

The inadequacies found were eliminated. In order to prevent the repetition of similar cases in the future, the control was toughened, disciplinary punishment was applied for responsible employees.

4. Passenger surveys on quality of provided services

In order to improve the quality of provided services and adapt to passenger needs, company employees constantly carry out passenger surveys 1) on board of trains and 2) on the website.

Results of online passenger surveys (2012):

<i>How do you evaluate passenger service?</i>	{ Excellent – 424 Good – 419 Average – 166 Fair – 77 Bad – 100 Total: 1186
<i>Where do you search information about late running/cancellation of trains?</i>	{ On internet website – 1582 Information is not available – 499 In stations – 375 By phone – 134 On trains – 105 By e-mail – 22 Total: 2717
<i>How would you evaluate passenger service in stations?</i>	{ Excellent – 939 Good – 1201 fair – 495 Bad – 262 Total: 2897
<i>What information do you lack during the journey?</i>	{ About timetables – 1267 About late running/cancellation of trains– 578 About provided services – 245 About purchase of tickets – 631 About stations and stops – 435 Total: 3156

Results of surveys carried out on board of trains (2012):

<i>Vilnius – Klaipėda route (465 respondents)</i>	
<i>Are you satisfied with the timetable?</i>	{ Yes – 257 No – 77 Have no opinion – 131
<i>How would you evaluate the quality of service?</i>	{ Excellent – 160 Good – 165 Fair – 13 Bad – 0 Have no opinion – 127
<i>Should on board assortment of food and drinks be widened?</i>	{ Yes – 216 No – 108 Have no opinion – 141

Vilnius – Varėna – Marcinkonys route (563 respondents)

Are you satisfied with the timetable?

{ Yes – 405
No – 96
Have no opinion – 62

How would you evaluate the quality of service?

{ Excellent – 137
Good – 316
Fair – 47
Bad – 13
Have no opinion – 50

Vilnius – Ignalina route (642 respondents)

Are you satisfied with the timetable?

{ Yes – 492
No – 120
Have no opinion – 30

How would you evaluate the quality of service?

{ Excellent – 188
Good – 354
Fair – 54
Bad – 4
Have no opinion – 42

Vilnius – Kaunas route (1000 respondents)

Are you satisfied with the timetable?

{ Yes – 426
No – 112
Have no opinion – 462

Kaunas – Šiauliai route (83 respondents)

Are you satisfied with the timetable?

{ Yes – 31
No – 52

The data received having interviewed passengers on board is used in making new or correcting old train timetables so they would best meet needs of passengers. During surveys passenger suggestions, requests on quality of provided services are also collected. The summarized data are transferred to responsible divisions which make decisions and organize implementations of measures that meet the needs of passengers and technical possibilities.

5. Handling of complaints

Information on handling of complaints is provided on the company's website www.litrail.lt (*Passenger transportation – Claims and requests*), at railway stations, by phone nr. 8 700 55 111 and on board of trains.

Following the valid order, claims/requests written in clear and legible national (Lithuanian), English and Russian languages are processed in the company. Passengers who intend to write a claim/request to JSC “Lithuanian Railways” administration are recommended to fill in a form which is available at ticket offices of railway stations (during working hours), on board of trains or to complete a special claim/request form on the website www.litrail.lt (*Passenger transportation – Claims and requests*). A claim/request can also be submitted by e-mail or regular mail.

A claim/request has to be processed within one month from the date of its submission. When due to objective reasons the handling procedure of a claimant's claim/request can't be completed within the given period, a claimant is informed about it in writing no later than one month from the date of the submission of a claim/request. The reason for prolongation of the submission period has also to be indicated. In all cases a claim/request handling period cannot be longer than 3 months from the date of its submission.

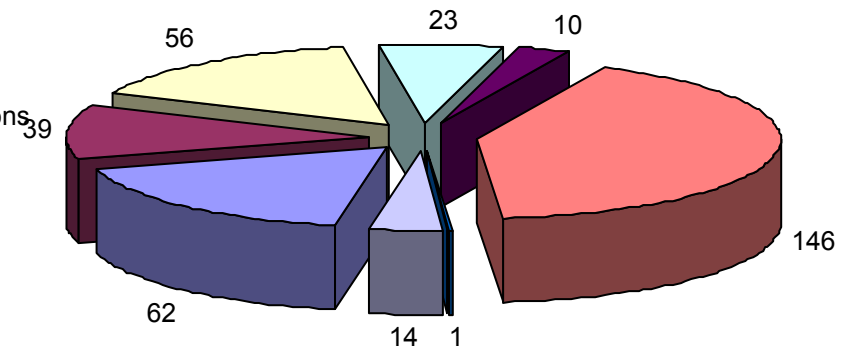
If a passenger is not satisfied with the reply to his claim, he can submit a claim to State Consumer Rights Protection Authority which is obliged to handle consumer claims related with the infringements of rail passenger rights provided in (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 *on rail passengers' rights and obligations*. A passenger also has the right to take legal action regarding a claim that has been satisfied or partly satisfied by a railway undertaking or if he has not received a reply to his claim from a railway undertaking within the given period of time.

Passenger claim/request statistics

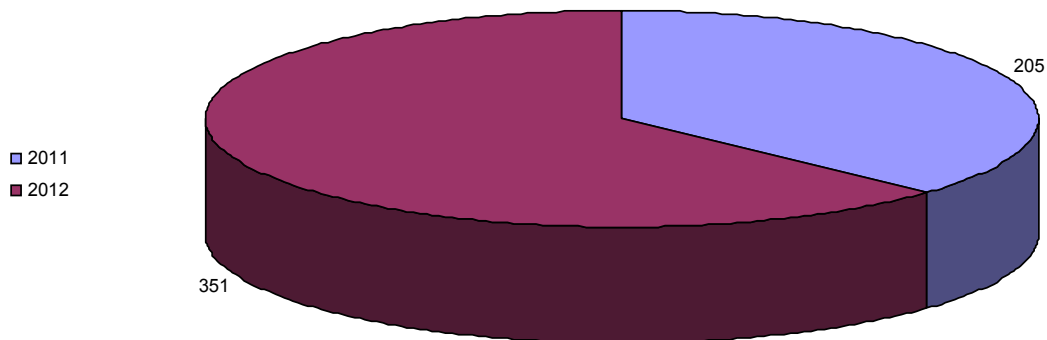
Claim/request categories	Claim/request number in 2012 (quarters)			
	I	II	III	IV
Quality of passenger service	9	11	15	27
Timetables and routes	7	14	12	6
Information and tickets (<i>provision of information on trains, at stations, on the website of the company, sale of tickets, loyalty program</i>)	9	21	17	9
Cleanliness and other norms on trains and at stations	6	2	13	2
Punctuality of trips	-	3	4	3
Payment of compensations for inadequacy of quality norms of provided services (<i>late running of trains, cancellations, violation of hygiene norms, etc.</i>)	10	52	12	72
Service of disabled persons	-	-	1	-
Other	6	2	2	4
<i>In total during a quarter:</i>	47	105	76	123
<i>In total during a year:</i>	351			
<i>Average time of reply to claim/request (days)</i>	~13			

The majority (146) of claims/requests JSC “Lithuanian Railways” Passenger transportation directorate in 2012 received regarding *Inadequacy to norms for payment of compensations for provided services* (late running of passenger trains due to traffic disruptions, Force Majeure or other events). 62 claims/requests received fall into the category of *quality of passenger service*, 56 – *information and tickets*, 39 – *timetables and routes*, 23 – *cleanliness and other norms on board of trains and at stations*.

- Quality of passenger service
- Timetables and routes
- Information and tickets
- Cleanliness and other norms on board of trains and at stations
- Punctuality of journeys
- Payment of compensations
- Service of disabled people
- Other

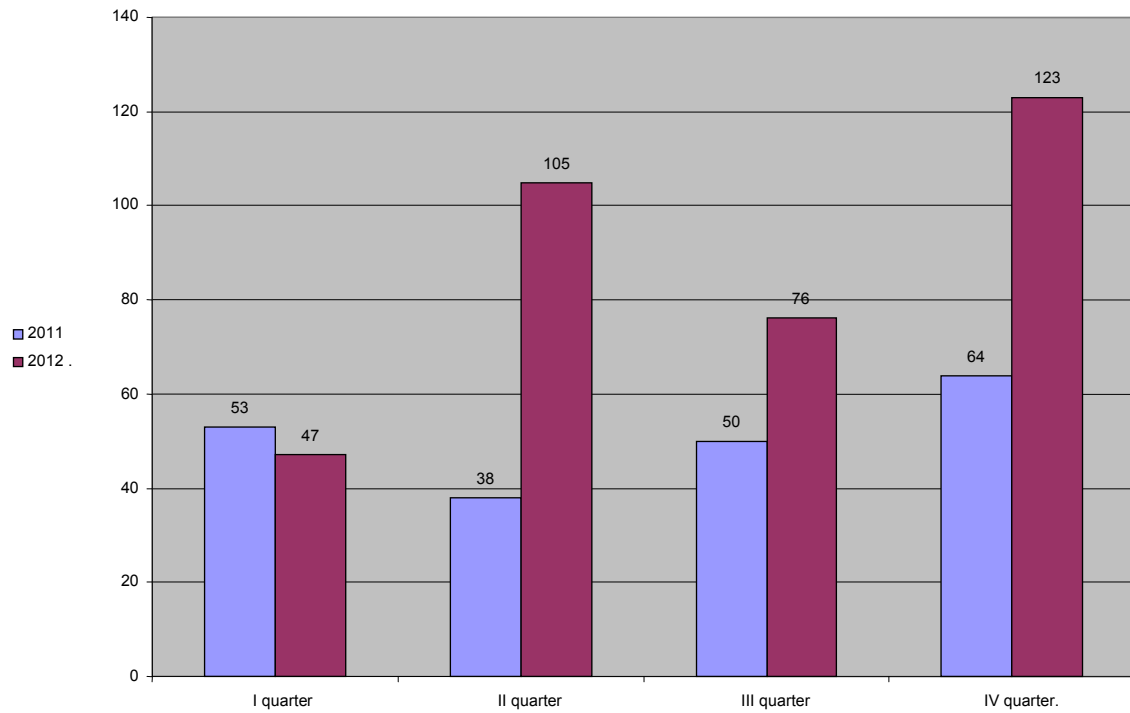


Pic. 1. Distribution of claims/requests based on categories in 2012.



Pic. 2. Number of claims/requests in 2011 – 2012.

In 2012 JSC “Lithuanian Railways” Passenger transportation directorate received 58 % more of claims/requests comparing with 2011 (pic.2.). The reasons for the increased number of claims/requests would be broader scope of information on rail passenger rights in mass media, at railway stations, flexible conditions for the submission of claims/requests on the company’s website (the majority of claims/requests are received by e-mail or by filling a special form on the company’s website) and increased number of passengers in 2012.



Pic. 3. Claim/request distribution in 2011 - 2012 (quarters)

The following measures were applied to improve quality of services:

- *Passenger service standard* was prepared and introduced. It determines the main code of conduct principles and rules for employees who provide service to railway passengers, the requirements of appearance at work, peculiarities of communication with passengers, at the same time defining good quality service and its implementation.
- planned and unplanned meetings and additional training was organized to instruct employees who provide service to passengers on quality standard implementation and other relevant topics;
- 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;
- commission of supervision implementation of provided services quality standards periodically assessed main activity processes, controlled how implementation of provisions of legal acts is ensured.

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

The company is trying to provide favorable and easily accessible journey conditions to all passengers, paying particular attention to people with mobility impairments. By applying technical and organizational means, obstacles which passengers with special needs have to deal with are constantly eliminated: new trains adapted to people with special needs are purchased, infrastructure facilities are modernized, technical measures (elevators, special lifts, ramps) are installed. Moreover, there is constant cooperation with organizations that unite disabled people (Forum of disabled people in Lithuania), staff training is organized, other good practice examples are also applied.

Part of passenger carriages operated by JSC "Lithuanian Railways", electric and diesel trains are already adapted to disabled persons and persons with reduced mobility. Taking into consideration into the requirement of legal acts and disabled persons' needs the number of such trains is constantly growing. At the moment "Lithuanian railways" Vilnius – Kaunas – Vilnius route operates 6 modern double deck trains purchased between 2008 – 2012 which are adapted to the needs of disabled persons. These trains have been installed with special seats and toilets for disabled people, new passenger information systems, special notices in Braille for visually impaired people. The trains are also installed with the equipment assisting people in wheelchairs to board and disembark from them. Moreover, the company operates 12 rail cars (purchased between 2008-2012) and 4 modernized passenger cars with widened doors, adapted for disabled people on board seats and toilets.

5 mobile lifts – platforms are used in Vilnius airport stop, Vilnius, Klaipėda and Šiauliai railway stations to board and disembark people in wheelchairs from a train.

In order to increase the quality of provided services JSC "Lithuanian Railways" passenger transportation directorate in 2012 prepared *Passenger service standard* where particular attention is paid to service passengers with special needs. Staff who provide service to such passengers are introduced with the above mentioned documentation and are periodically provided additional instructions.

Assistance to board and disembark from a train, 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.

Disabled persons and persons with reduced mobility have to inform railway carriers about the need of necessary assistance at least 24 hours prior to the beginning of journey in Lithuania and 48 hours prior to the beginning of journey abroad. If necessary assistance is not reserved in advance, the company can't ensure that all needed services will be provided, but it takes all possible measures to provide the railway service.

When traveling by company's trains disabled persons and persons with reduced mobility can reserve free of charge assistance:

- by phone – 8 700 55 111;
- on the internet – by filling a special form on the company's website;
- at Vilnius, Kaunas, Klaipėda and Šiauliai railway stations;
- by e-mail mobilumas@litrail.lt.

In 2012 people with reduced mobility reserved free of charge assistance for travel with the company's trains 547 times. 50 times the assistance was provided without reservation. In total people with reduced mobility reserved free of charge assistance 597 times.