



**YEAR 2012**

**SERVICE QUALITY REPORT**

of “Koleje Mazowieckie – KM” sp. z o.o.  
(Mazovian Railways – KM Ltd.)

WARSAW 2013

## Contents

|  |           |
|--|-----------|
| <b>Introduction</b>  | <b>3</b>  |
| <b>1. Information and tickets</b>  | <b>4</b>  |
| 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 platform numbers  | 4         |
| 1.4. Ticket vending machines   | 4         |
| 1.5. Availability of staff on stations for the purpose of providing information and selling tickets                            | 5         |
| <b>2. Train punctuality and general rules of conduct at disruption to performance of train service</b>                         | <b>5</b>  |
| 2.1. Delays  | 5         |
| 2.2. Percentage of lost connections with other train services  | 6         |
| 2.3. Disruptions to performance of train service   | 6         |
| <b>3. Cancelled trains</b>   | <b>7</b>  |
| <b>4. Cleanliness of the rolling stock and station facilities</b>  | <b>7</b>  |
| 4.1. Frequency of cleaning   | 7         |
| 4.2. Air quality testing results   | 7         |
| 4.3. Accessibility of toilet facilities  | 8         |
| <b>5. Customer satisfaction survey</b>   | <b>8</b>  |
| 5.1. Train service punctuality   | 8         |
| 5.2. Accessibility of information about train departure and arrival times and platforms  | 8         |
| 5.3. Personal security whilst on board   | 9         |
| 5.4. Cleanliness of the inside   | 9         |
| 5.5. Accessibility of stations and trains  | 9         |
| <b>6. Response performance to complaints, return of receivables and compensation for failure to maintain service standards</b> | <b>10</b> |
| 6.1. Procedures in use   | 10        |
| 6.2. Number of complaints and results of their consideration   | 11        |
| <b>7. Assistance to disabled people and persons with reduced mobility</b>  | <b>14</b> |

**Introduction**

The service quality report in respect of the year 2012 presented below was prepared by “Koleje Mazowieckie – KM” sp. z o.o. (Mazovian Railways - KM Ltd.) (“KM”) 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 2007 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: causes of the unplanned stop; probable stoppage duration; and the remedial actions in progress. The machinist promptly passes on thus obtained information to the train manager and—wherever the train is equipped with a loudspeaker information system—the machinist promptly announces it to the passengers. Where the train is not equipped with such a system, the train manager moves through the respective cars 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:

- a) PKP PLK S.A. staff; on the basis of an agreement for announcement of communiqués on a loudspeaker system;
- b) KM staff manning loudspeaker information points;
- c) The staff of IC, PR or an agent of KM; on the basis of separate agreements for announcement of communiqués on a loudspeaker system.

Wherever a passenger train station or stop is not equipped with a PA network:

- On stations and stops with ticket sale points:- information is conveyed directly by KM staff and/or agents of KM manning ticket sale points;
- On stations and stops without ticket sale points:- information is available through [www.mazowieckie.com.pl](http://www.mazowieckie.com.pl) and the KM Call Centre line (22) 36 44444.

1.3. Provision of information about train times, tariffs and platform numbers –

- Complete information on the train timetable, prices and offers is posted on the KM website and the KM Call Centre line (22) 36 44444. Also, the train timetable, tariff offers, announcements and communiqués on changes in the train service, etc. are posted on displays and bulletin boards at passenger train stations and stops;
- 101 train stations and stops have been equipped with new platform displays.

1.4. Ticket vending machines –

- a) The ticket sales points are equipped with licensed VAT cash registered (rrPOS) and terminals for top-up of ZTM cards [integrated Warsaw public transport system card];
- b) The ticket collector crews onboard train are equipped with mobile cash registers.

### 1.5. Availability of staff on stations for the purpose of providing information and selling tickets –

KM operates:

- a) Permanent information points at the Warszawa Wschodnia, Siedlce and Radom stations and a telephone information point at the Warszawa Powiśle station (tel. line 22 36 44444). Also, the staff of KM and its agents manning the ticket sale points provide passengers with information directly;
- b) As at the end of the year 2012, KM operated 156 ticket sale points, including 56 own and 100 agent operated.

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

### 2.1. Delays

- General average train delays expressed in percentage terms by train category (international, national, regional): The Office of Rail Transportation is yet to define their understanding of the “average train delay expressed in percentage terms” indicator. Due to vagueness in specifying the parameter describing the train timetable implementation quality, data of this type are impossible to acquire.
- The table below presents percentage of delays on departure and arrival:

|  | January       | February      | March         | April         | May           | June          |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Number of trains in service                  | 19 034        | 18 084        | 19 407        | 19 061        | 19 199        | 19 668        |
| Number of trains delayed on departure        | 1 553         | 1 886         | 1 423         | 1 566         | 1 412         | 1 326         |
| Number of trains delayed on arrival:         | 5 968         | 6 750         | 6 173         | 5 932         | 5 761         | 5 917         |
| * with delay of up to 60 min.                | 5 898         | 6 658         | 6 104         | 5 881         | 5 662         | 5 867         |
| * with delay of b. 60 and 119 min.           | 47            | 73            | 49            | 50            | 77            | 43            |
| * with delay equal to or exceeding 120 min.  | 23            | 19            | 10            | 1             | 22            | 7             |
| % of delays at departure                     | <b>8.16%</b>  | <b>10.43%</b> | <b>7.33%</b>  | <b>8.22%</b>  | <b>7.35%</b>  | <b>6.74%</b>  |
| % of delays on arrival of less than 60 min.  | <b>30.99%</b> | <b>36.82%</b> | <b>31.45%</b> | <b>30.85%</b> | <b>29.49%</b> | <b>29.83%</b> |
| % of delays on arrival of b. 60 and 119 min. | <b>0.25%</b>  | <b>0.40%</b>  | <b>0.25%</b>  | <b>0.26%</b>  | <b>0.40%</b>  | <b>0.22%</b>  |
| % of delays on arrival $\geq$ 120 min.       | <b>0.12%</b>  | <b>0.11%</b>  | <b>0.05%</b>  | <b>0.01%</b>  | <b>0.11%</b>  | <b>0.04%</b>  |

|  | July          | August        | September     | October       | November      | December      |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Number of trains in service                  | 18 944        | 19 309        | 19 572        | 20 797        | 19 645        | 19 937        |
| Number of trains delayed on departure        | 1 843         | 1 643         | 1 238         | 2 038         | 1 452         | 2 603         |
| Number of trains delayed on arrival:         | 7 185         | 6 690         | 6 025         | 8 566         | 7 217         | 7694          |
| * with delay of up to 60 min.                | 7 094         | 6 624         | 5 990         | 8 452         | 7 195         | 7 486         |
| * with delay of b. 60 and 119 min.           | 83            | 57            | 28            | 66            | 20            | 166           |
| * with delay equal to or exceeding 120 min.  | 8             | 9             | 7             | 48            | 2             | 42            |
| % of delays at departure                     | <b>9.73%</b>  | <b>8.51%</b>  | <b>6.33%</b>  | <b>9.81%</b>  | <b>7.39%</b>  | <b>13.06%</b> |
| % of delays on arrival of less than 60 min.  | <b>37.45%</b> | <b>34.31%</b> | <b>30.60%</b> | <b>40.64%</b> | <b>36.63%</b> | <b>37.55%</b> |
| % of delays on arrival of b. 60 and 119 min. | <b>0.44%</b>  | <b>0.30%</b>  | <b>0.14%</b>  | <b>0.32%</b>  | <b>0.10%</b>  | <b>0.83%</b>  |
| % of delays on arrival $\geq$ 120 min.       | <b>0.04%</b>  | <b>0.05%</b>  | <b>0.04%</b>  | <b>0.23%</b>  | <b>0.01%</b>  | <b>0.21%</b>  |

## 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 nor does it maintain any register of connections, made or lost. KM also did not and does not register such events.

The List of Train Connections prepared by PKP PLK S.A. prior to every new release of the train timetable loses its validity immediately upon publication of the first closing adjustment to that timetable. It needs to be borne in mind that the Infrastructure Manager introduces a countless number of adjustments of that type in the course of any train timetable validity period. Oftentimes, such adjustments involve differentiation in running a single train over a number of days.

To summarise, considering the number of timetable changes being introduced by PKP PLK S.A. in the course of the train timetable validity period, there is no room for the operators agreeing the initial List of Train Connections or registering the subsequent connections; as the aforementioned list becomes rapidly outdated.

## 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 the urban 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., Przewozy Regionalne Sp. z o.o., Warszawska Kolej Dojazdowa and the Warsaw Transport Authority on mutual acceptance of tickets and carrying of passengers in emergency; 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 2012:

|   | Year 2012 data |
|---|----------------|
| Planned no. of trains in operation                          | 233 550        |
| Actual no. of trains in operation                           | 232 657        |
| No. of cancelled trains                                     | 893            |
| % of cancelled trains out of total trains planned to be run | <b>0.38%</b>   |

### 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 2012 in % |
|-----|----------------------------|----------------------------|-----------------------------------|
| 1   | Periodic                   | Every 30 days              | 104                               |
| 2   | Expanded cursory           | Every 3-4 days             | 108                               |
| 3   | Cursory                    | 2 times a day              | 105                               |

#### 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, 24.73% was the ambient air quality indicator value.

In the year 2012, the customer satisfaction survey also studied customer satisfaction with ambient air temperature onboard KM trains. On the scale of 1 to 5, average rating awarded by the survey respondents was 3.36

#### 4.3. Accessibility of toilet facilities

In the year 2012, the number of toilets available onboard the trains operated by Koleje Mazowieckie - KM sp. z o.o. stood at 419.

### **5. Customer satisfaction survey**

A customer satisfaction survey was conducted between 23 and 25 May 2012. Total of 2 100 individual surveys yielded the following assessment:

#### 5.1. Train service punctuality

122 'very good' ratings representing 5.81% of the respondents

615 'good' ratings representing 29.29% of the respondents

788 'acceptable' ratings representing 37.52% of the respondents

437 'poor' ratings representing 20.81% of the respondents

138 'very poor' ratings representing 5.81% of the respondents

On average punctuality in the KM network was rated at 3.07. The reasons for award of low ratings included: the operator having to give priority to delayed trains of higher category; malfunction of rolling stock, or 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: 3.97.* This testifies of the significant role this medium of information delivery plays. Efforts need to be focused on ensuring that it provides clear, readable and exclusively up to date information.

*Telephone information: 3.06.* Inaccessibility of the telephone information service was the primary cause of dissatisfaction (insufficient number of phone lines or information desks on respective lines).

*Poster and bulletin board announcements: 3.26.* Older persons and those without internet access value this medium in a particular way. This is frequently destroyed in acts of 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: 2.71.* Lack of sufficiently large number of own loudspeaker announcement points does not allow KM to provide passengers with 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 present state of



affairs. Negative situations occur that are not the 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: 3.25.

### 5.3. Personal security whilst on board

283 ‘very good’ ratings representing 13.48 % of the respondents

1 010 ‘good’ ratings representing 48.10 % of the respondents

628 ‘acceptable’ ratings representing 29.90 % of the respondents

119 ‘poor’ ratings representing 5.67 % of the respondents

60 ‘very poor’ ratings representing 2.86 % of the respondents

The lines served by the single passenger compartment body trains (e.g. VT, SA, EN76 and ER75) were the highest rated. The other high survey scores 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: 3.29.

### 5.4. Cleanliness of the inside

127 ‘very good’ ratings representing 7.33 % of the respondents

750 ‘good’ ratings representing 17.05 % of the respondents

711 ‘acceptable’ ratings representing 33.86% of the respondents

358 ‘poor’ ratings representing 35.71 % of the respondents

154 ‘very poor’ ratings representing 6.05% 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: 3.16.

### 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 larger cities with own mass urban transport systems 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 from them by 20 minutes by foot or car.

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, claims 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 aforementioned procedure, all letters from customers delivered to the Complaints Team are registered as:

- ⇒ a service complaint or claim (“reklamacja”); or
  - ⇒ a general complaint (“skarga”) or a suggestion (“wniosek”);
- depending on their content.

The difference between a service complaint (claim) 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: reimbursement of incurred transport costs; monetary compensation 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

### ➤ Complaint categories

The metrics are maintained by the following categories:

1. Train run punctuality;
2. Alignment between the timetable and the passengers' needs;
3. Alignment of trains;
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, traction engineer crews and outsourced controllers;
6. Cleanliness and sanitary conditions of the rolling stock;
7. Technical condition of the rolling stock;
8. Heating 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, and updating or currency of the website);
11. Replacement transport; and
12. Other.

The table below presents general complaints, suggestions and service complaints received in the period of between 1 January and 31 December 2011, with breakdown into the respective cause thereof.

| Causes  | Month |    |     |    |    |    |     |      |    |     |     |     | Total |
|---|-------|----|-----|----|----|----|-----|------|----|-----|-----|-----|-------|
|   | I     | II | III | IV | V  | VI | VII | VIII | IX | X   | XI  | XII |       |
| Train run punctuality   | 59    | 50 | 35  | 58 | 43 | 45 | 88  | 68   | 49 | 116 | 102 | 164 | 877   |
| Alignment between the timetable and the passengers' needs   | 39    | 13 | 22  | 28 | 15 | 27 | 42  | 52   | 46 | 65  | 86  | 91  | 526   |
| Alignment of trains   | 13    | 12 | 16  | 20 | 6  | 7  | 21  | 13   | 17 | 25  | 15  | 53  | 218   |
| Quality of the service provided to passengers by the staff of the ticket sale and information points                            | 16    | 16 | 19  | 16 | 18 | 18 | 45  | 24   | 11 | 16  | 11  | 12  | 222   |
| Quality of the service provided to passengers by the ticket collector crews, traction engineer crews and outsourced controllers | 47    | 38 | 38  | 33 | 27 | 39 | 61  | 44   | 27 | 45  | 45  | 43  | 487   |
| Cleanliness and sanitary conditions of the rolling stock  | 2     | 1  | 3   | 0  | 2  | 1  | 0   | 0    | 0  | 2   | 1   | 1   | 13    |
| Technical condition of the rolling stock  | 9     | 11 | 8   | 7  | 5  | 2  | 6   | 4    | 5  | 8   | 6   | 4   | 75    |
| Heating of the rolling stock  | 22    | 39 | 5   | 2  | 0  | 1  | 0   | 2    | 3  | 8   | 5   | 20  | 107   |
| Safety and security of travel   | 1     | 1  | 4   | 1  | 0  | 7  | 2   | 6    | 4  | 2   | 3   | 5   | 36    |
| Provision of audiovisual information to the passengers  | 30    | 20 | 16  | 22 | 25 | 35 | 32  | 34   | 18 | 30  | 20  | 50  | 332   |
| Other   | 32    | 21 | 11  | 18 | 7  | 19 | 37  | 27   | 19 | 22  | 17  | 23  | 252   |

The number of general complaints and suggestions presented in the above table is not consistent with the total number of general and service complaints received by KM in the year 2012 as, not infrequently, a single general complaint or suggestion submitted by a passenger relates to a number of issues. Such a complaint is allocated to each and every complaint or suggestion category it pertains to.

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.

#### ➤ Complaints received

In the period of 1 January to 31 December 2012 KM received 1 973 general complaints and suggestions and 606 service complaints.

➤ Complaints considered

Out of the total of 1 973 general complaints and suggestions, KM considered 1 853. The remaining 120 general complaints and suggestions were not considered as they lacked the return address information or remained incomplete.

Out of the total of 606 service complaints, KM considered 476. The remaining 130 service complaints were not considered as they were incomplete – lacking essential documentation or were submitted after the set deadline.

286 service complaints were considered favourably, with total of PLN 13 962.19 paid out to the passengers.

➤ Average complaint consideration time

Responses to general complaints and suggestions are provided without delay; no later than within 1 month of the date on which KM receive them. In the cases that call for a clarification procedure, the response time is extended to 3 months counting from the date of letter reception by KM. Average general complaint or suggestion consideration time in 2012 was 25 days from reception date.

Responses to service complaints are also provided without delay; no later than within 30 days of the date on which KM receives them. Average service complaint consideration time in 2012 was 23 days from reception date.

➤ 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 KM serve, which reports are discussed at meetings of the KM Management Board.

The formulated 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 [and on its behalf];

- 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.

In the year 2012 “Koleje Mazowieckie - KM” sp. z o.o. received 1 630 general complaints and suggestions and 440 service complaints (or claims), which indicates that the total number of cases of this type addressed to KM by its passengers in 2012 increased by 24.5% as compared to the year 2011.

Total of 70 conclusions were formulated in the year 2012. These included, among others, proposals for:

- adjustment of the train timetable to passenger needs though increasing the number of trains ran on the routes carrying the highest passenger streams;
- putting increased train sets into service on the routes carrying the highest passenger streams;
- undertaking actions aimed at elimination of train delays;
- undertaking actions aimed at eliminating the causes of general complaints about the technical condition of the rolling stock;
- provision of training and intervening in relevant circumstances in respect of staff engaged in passenger clearance; and
- undertaking relevant interventions relating to proper execution of official duties by the ticket collector/conductor crews and traction engineer teams.

## **7. Assistance to disabled people and persons with reduced mobility**

The following actions were undertaken for the purpose of implementing the provisions of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations:

- a) In order to provide the aforementioned persons with the possibility of notifying the need for provision of assistance within 48 hours of planned journey, KM provides a telephone line 22 364 4444 accessible 24 hours a day. Information on this has been made public through

announcements posted on train stations and on the [www.mazowieckie.com.pl](http://www.mazowieckie.com.pl) website, tab “Rights and obligations of passengers”. In addition, a press release on the subject was communicated to the media, in response to which numerous press articles appeared.

- b) In order to provide the most favourable travel conditions and ease the burden of travel for the disabled people travelling on trains of KM, they can purchase train tickets onboard at no additional charge;
- c) In order to facilitate the application of the KM regulations, KM have formulated comprehensive information covering matters of handling and assistance to disabled people and persons with reduced mobility; provisions of §11 of the RP-KM [Travel Regulations]. Alteration No. 4 was introduced to the *Regulation of handling persons, goods and animals by “Koleje Mazowieckie - KM” (RP-KM)*, effective as of 31 October 2011. This regulates matters relating to handling and assistance to disabled people and persons with reduced mobility (§10), information on the possibility and the manner on buying a ticket by telephone, via the Internet, onboard a train and/or at the nearest train station or a location where ticket sales points or ticket vending machines are located (§5);
- d) On 26 October 2011, the Resolution of the Management Board of “Koleje Mazowieckie – KM” sp. z o.o. No. 442/Z/2011 introduced the “Rules of organisation of assistance to disabled people and persons with reduced mobility travelling on trains of Koleje Mazowieckie”, which regulates the assistance in organising travel of the aforementioned persons, this with the aim of enabling their access to the same services onboard a train as all the other passengers, whenever the degree of disability impedes their independent and safe use of such services;
- e) In the year 2012 KM handled the following assisted travel for disabled people and persons with reduced mobility:
  - notified 48 hour ahead of journey: 84 disabled persons and 43 attendants; and
  - disclosed in the course of travel: 1 disabled person and 1 attendant.