



YEAR 2013

SERVICE QUALITY REPORT

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

WARSAW 2014

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Introduction

Pursuant to Article 28 of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations, railway undertakings are required to define service quality standards, whose minimum scope is itemised in Annex III to the aforementioned regulation. It is based on the guidelines the aforementioned regulation provided that „Koleje Mazowieckie – KM” sp. z o. o. (Mazovian Railways - KM Ltd.) (further referred to as ‘KM’) prepared this service quality report relating its performance against the aforementioned quality standards in respect of the year 2013.

1. INFORMATION AND TICKETS

1.1 Provision of information during the journey

The information delivered during train journeys differed in its extent and scope. First of all, the train crew provided information to the passengers both directly and via the sound equipment which part of the KM rolling stock is equipped with.

The following information was available during the journey on KM trains:

- a) on the options for purchasing tickets on the train and via a mobile phone (in the form of a sticker);
- b) on the names and relative location of stations and stops (in the form of the train line map);
- c) on the area of validity of the 'ZTM-KM-WK Integrated Ticket' (in the form of a sticker);
- d) on the telephone number of the Railway Security Service (in the form of a sticker);
- e) on the telephone number of the Call Centre (in the form of a sticker);
- f) voice messages on the current and the next train station/stop;
- g) visuals, among others, on the train speed and on the current and the next train station/stop.

In addition, during the journey the passengers with individual internet access were able to use the information available via the KM website, among others, on any train delays, if occurring.

1.2 Provision of information on stations

Wherever a station is equipped with a PA network and/or bulletin boards, information is conveyed through the aforementioned media by the employees of:

- a) Koleje Mazowieckie, or
- b) Polskie Linie Kolejowe S.A.

Whenever such equipment is not available on the station/stop while the same station or stop –

- a) had a ticket sale point, the information was conveyed directly by KM staff and/or agents of KM manning ticket sale points;
- b) did not have a ticket sale point, the information was available through the KM www.mazowieckie.com.pl website or the Call Centre line of 22 364 4444; and
- c) in the KM ticket vending machines equipped with the interactive kiosk functionality; and
- d) in displays and/or bulletin boards placed on platforms and in the waiting rooms.

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

Complete information on the train timetable, prices and tariff offers was posted on the KM www.mazowieckie.com.pl website and was accessible through the KM ticket vending machines with the interactive kiosk functionality (total of 84) as well as through the Call Centre line of 22 364 4444.

In addition, the displays and bulletin boards at passenger train stations and stops provided: the train timetable, information on tariff offers, announcements and communiqués on changes in the train service, etc. As at the end of the year 2013, 135 passenger stations and stops had been equipped in new platform displays.

1.4 Ticket vending equipment

KM used the following equipment to sell its tickets to the passengers:

- a) the ticket sales points equipped with licensed VAT cash registers (rrPOS);
- b) terminals for top-up of ZTM cards [integrated Warsaw public transport system card] – installed in 22 ticket sales points;
- c) mobile cash registers – forming part of the equipment of the ticket collector crews and the ticket sales point at the Modlin airport; and
- d) KM ticket vending machines.

In addition, the tickets could also be purchased via mobile telephones.

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

KM operated:

- a) Permanent information points at the Warszawa Wschodnia, Siedlce and Radom stations and a telephone information point at the Warszawa Powiśle station (tel. line 22 364 4444). Also, the staff of KM and its agents manning the ticket sale points provide the passengers with information directly;
- b) As at the end of the year 2013, 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

- 1. General average train delays expressed in percentage terms by train category (international, national, regional).

The issue of precise definition by the Office of Rail Transportation of their understanding of the ‘average train delay expressed in percentage terms’ indicator remains unresolved. Due to vagueness in specifying the parameter describing the train timetable implementation quality, data of this type are impossible to acquire.

2. Percentage of delays on departure and arrival.

See table below:

	January	February	March	April	May	June
Number of trains in service	20 631	18 578	20 144	19 259	19 090	18 677
Number of trains delayed on departure	2 580	1 178	1 598	1 862	1 847	2 384
Number of trains delayed on arrival:	7 905	5 673	6 409	6 233	6 412	8 250
* with delay of up to 60 min.	7 715	5 512	6 372	6 168	6 342	8 169
* with delay of b. 60 and 119 min.	167	157	33	56	64	72
* with delay equal to or exceeding 120 min.	23	4	4	9	6	9
% of delays at departure	12.51%	6.34%	7.93%	9.67%	9.68%	12.76%
% of delays on arrival of less than 60 min.	37.40%	29.67%	31.63%	32.03%	33.22%	43.74%
% of delays on arrival of b. 60 and 119 min.	0.81%	0.85%	0.16%	0.29%	0.34%	0.39%
% of delays on arrival \geq 120 min.	0.11%	0.02%	0.02%	0.05%	0.03%	0.05%

	July	August	September	October	November	December
Number of trains in service	19 614	19 374	19 020	20 064	19 220	20 130
Number of trains delayed on departure	3 315	2 913	2 193	2 866	2 013	1 973
Number of trains delayed on arrival:	8 948	8 409	7 992	9 327	7 064	6 273
* with delay of up to 60 min.	8 766	8 277	7 921	9 254	7 019	6 205
* with delay of b. 60 and 119 min.	145	113	66	63	39	59
* with delay equal to or exceeding 120 min.	37	19	5	10	6	9
% of delays at departure	16.90%	15.04%	11.53%	14.28%	10.47%	9.80%
% of delays on arrival of less than 60 min.	44.69%	42.72%	41.65%	46.12%	36.52%	30.82%
% of delays on arrival of b. 60 and 119 min.	0.74%	0.58%	0.35%	0.31%	0.20%	0.29%
% of delays on arrival \geq 120 min.	0.19%	0.10%	0.03%	0.05%	0.03%	0.04%

3. Percentage of lost connections with other train services.

The Infrastructure Manager, being the entity responsible for collecting and documenting rail traffic data, 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 great 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 any subsequent connections; as such a list becomes rapidly outdated.

2.2 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:

- a) Document ZK-01 entitled Crisis Management forming part of the Safety and Security Management System Documentation;
- b) ‘Rules of notification of accident or fire in the central urban rail line and actions to be taken subsequent to such notification’, a document developed and communicated to rail service operators by PKP PLK S.A., the Infrastructure Manager;
- c) 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;
- d) ‘Action plan in the event of occurrence of an undesirable event: malfunction of loops or mechanisms which automatically control and secure doors during train operation’;
- e) ‘Guidelines for running operations in the 2013/2014 winter season’ and ‘Instruction KMo-17 on preparations for provision of passenger service under winter conditions’.

3. CANCELLED TRAINS

The table below presents the number of trains cancelled in the course of the year 2013:

	Year 2013 data
Planned no. of trains in operation	234 408
Actual no. of trains in operation	233 801
No. of cancelled trains	607
% of cancelled trains out of total trains planned to be run	0.26%

4. CLEANLINESS OF THE ROLLING STOCK AND STATION FACILITIES

4.1 Frequency of cleaning

The table below presents the frequency of the cleaning procedures conducted in the year 2013:

No.	Type of cleaning procedure	Planned frequency of cleaning	Performance in the year 2013 in %
1	Periodic	Every 30 days	91
2	Expanded cursory	Every 3-4 days	82
3	Cursory	2 times a day	108

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, 37.64% was the ambient air quality indicator value.

4.3 Accessibility of toilet facilities

In the year 2013, the number of toilets available onboard the trains operated by „Koleje Mazowieckie – KM” sp. z o.o. stood at 386.

5. CUSTOMER SATISFACTION SURVEY

5.1 Train service punctuality

A customer satisfaction survey was conducted between 25 and 27 April 2013. Total of 2 100 individual surveys yielded the following outcomes:

- a) 124 ‘very good’ ratings, which represented 5.90% of the respondents;
- b) 659 ‘good’ ratings, which represented 30% of the respondents;
- c) 826 ‘acceptable’ ratings, which represented 39.33% of the respondents;
- d) 406 ‘poor’ ratings, which represented 19.33% of the respondents;
- e) 85 ‘very poor’ ratings, which represented 4.85% of the respondents.

On average punctuality in the KM network was rated at 3.16.

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 Information on train delays

A occurrence of delays, the train driver operating the train would be informed by the train dispatcher on: the causes of an unplanned stop; the indicative stop time; and the remedial actions in progress. He or she would promptly pass the obtained information on to the train guard. Wherever the train was equipped in the audio information system, the train driver would promptly announce the information to the passengers. Where the aforementioned system was lacking, the train guard would pass through the entire train and personally inform the passengers of the cause of the unplanned stop.

5.3 Accessibility of information about train departure and arrival times and platforms

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

a) Internet: 4.09.

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.

b) Telephone information: 3.33.

Inaccessibility of the telephone information service was the primary cause of dissatisfaction (at breakdown and delay times the number of phone calls to the Call Centre increases).

c) Poster and bulletin board announcements: 3.43.

Older persons and those without internet access value this medium in a particular way. The only criticism respondents articulated was that the posters were insufficiently visible at the time changes were being introduced to the timetable.

d) Loudspeaker information: 2.84.

Majority of the loudspeaker announcement points are operated by the PKP PLK S.A. staff. Negative situations occurred in which „Koleje Mazowieckie – KM” sp. z o.o. company was not at fault, yet which affected its image adversely.

Average rating of information accessibility in the network operated by KM: 3.42.

5.4 Personal security whilst on board

Personal security whilst on board was assessed as follows:

- a) 295 ‘very good’ ratings, which represented 14.05% of the respondents;
- b) 1021 ‘good’ ratings, which represented 48.62% of the respondents;
- c) 653 ‘acceptable’ ratings, which represented 31.10% of the respondents;

- d) 94 'poor' ratings, which represented 5.67% of the respondents;
- e) 37 'very poor' ratings, which represented 1.76% 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: 3.69.

5.5 Cleanliness of the inside

Cleanliness of the inside of trains was assessed as follows:

- a) 133 'very good' ratings, which represented 6.33% of the respondents;
- b) 780 'good' ratings, which represented 37.14% of the respondents;
- c) 759 'acceptable' ratings, which represented 36.14% of the respondents;
- d) 344 'poor' ratings, which represented 16.38% of the respondents;
- e) 84 'very poor' ratings, which represented 4% of the respondents.

The low ratings pertain primarily to trains running the so-called multi-day circuits. 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. Establishment of additional cleaning point in the return stations is advisable.

Average rating of cleanliness of the inside of trains within in the network operated by KM: 3.25.

5.6 Accessibility of stations and trains

Station accessibility characteristics vary and reflect the urban development of the areas through which the respective rail lines pass. In larger cities with own mass urban transport systems or convenient transfers between other means of transport and trains, the percentage of passengers commuting with the use of urban and public transport is higher. The primary group using the services of KM 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 and claims 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) a service complaint or claim (‘reklamacja’); or
 - b) 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

1. Complaint categories.

The metrics are maintained by the following categories:

- a) Train service irregularities: delays.
- b) Train service irregularities: cancellations.
- c) Quality of the service provided to passengers on trains by the ticket collector and traction engineer crews.

- d) Quality of the service provided to passengers by the staff of the ticket sale and information points.
- e) Passenger information (website, PA system announcements, etc.).
- f) Cleanliness of the rolling stock.
- g) Personal security on board a train.
- h) Technical condition of the rolling stock.
- i) Corruption.
- j) Composition of trains.
- k) Congestion on trains.
- l) Heating of the rolling stock.
- m) Other.
- n) Failure to comply with the ban on smoking and alcohol drinking on trains.
- o) Timetable.
- p) Reputation of the service.
- q) Early departure of trains.
- r) Thermal comfort in rolling stock.
- s) Ticket vending machines.
- t) Rail replacement bus service.

The table below presents general complaints, suggestions and service complaints received in the period of between 1 January and 31 December 2013, with breakdown into the respective cause thereof.

Causes	Month												Total
	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
Train service irregularities: delays	145	58	51	74	96	75	165	104	69	248	67	66	1218
Train service irregularities: cancellations	18	5	6	2	5	6	7	16	12	12	8	4	101
Quality of the service provided to passengers on trains by the ticket collector and traction engineer crews	31	23	23	37	28	26	52	34	49	49	32	56	440
Quality of the service provided to passengers by the staff of the ticket sale and information points	24	13	13	14	13	21	31	18	21	22	17	8	215

Passenger information (website, PA system announcements, etc.)	47	16	12	16	37	23	85	42	19	63	26	27	413
Cleanliness of the rolling stock	1	1	3	1	0	1	2	1	1	5	2	1	19
Personal security on board a train	3	0	2	1	3	2	0	1	5	2	0	6	25
Technical condition of the rolling stock	19	8	7	4	3	5	8	4	12	17	12	14	113
Corruption	0	0	0	0	0	0	0	0	0	0	0	2	2
Composition of trains	56	37	40	39	26	10	45	12	46	75	43	25	454
Congestion on trains	40	22	28	37	17	4	40	12	42	62	41	24	369
Heating of the rolling stock	13	5	4	1	1	0	0	0	3	7	5	2	41
Other	49	44	35	36	39	40	57	54	54	53	38	34	533
Failure to comply with the ban on smoking and alcohol drinking on trains	1	1	3	2	6	3	3	1	2	5	2	1	30
Timetable	51	42	21	36	23	25	34	13	38	63	63	63	472
Reputation of the service	16	10	11	5	5	11	16	14	8	16	13	10	135
Early departure of trains	2	4	0	2	3	3	4	2	3	3	9	4	39
Thermal comfort in rolling stock	0	2	0	2	8	3	5	7	1	1	4	0	33
Ticket vending machines	0	0	0	0	0	0	0	0	0	1	14	15	30
Rail replacement bus service	0	2	1	0	0	1	4	2	1	2	4	7	24

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 2013 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.

2. Complaints received.

In the period of 1 January to 31 December 2013 KM received 2 457 general complaints and suggestions and 698 service complaints.

3. Complaints considered.

Out of the total of 2 457 general complaints and suggestions, KM considered 2 358.

The remaining 99 general complaints and suggestions were not considered as they lacked the return address information or remained incomplete.

Out of the total of 698 service complaints, KM considered 517. The remaining 181 service complaints were not considered as they were incomplete – lacking essential documentation or were submitted after the set deadline. 273 service complaints were considered favourably, with total of PLN 10 980.31 paid out to the passengers.

4. Average complaint consideration time.

Responses to general complaints and suggestions are provided promptly; no later than within 1 month of the date of their receipt by KM. In the cases that call for a clarification procedure, the response time is extended to 3 months counting from the date of receipt by KM. Average general complaint or suggestion consideration time in 2013 was 16 days from the date of receipt by KM.

Responses to service complaints are also provided promptly; no later than within 30 days of the date of their receipt by KM. Average service complaint consideration time in 2013 was 19 days from the date of receipt by KM.

5. 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 serves, 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.

The scope of works undertaken for the purpose of eliminating any irregularity includes the following tasks:

- a) Preparation of issue topics for periodic cautionary instructions addressed to the staff engaged in provision of customer service;
- b) Addressing of intervention letters to units cooperating with „Koleje Mazowieckie – KM” sp. z o.o. or providing services to it;
- c) Motioning for amendment of regulations; and
- d) 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 2013 „Koleje Mazowieckie - KM” sp. z o.o. received 1 973 general

complaints and suggestions and 606 service complaints, which indicates that the total number of cases of this type addressed to KM by its passengers in 2013 increased by 22% as compared to the year 2012.

Total of 69 conclusions were formulated in the year 2013. These included, among others, proposals for:

- a) undertaking actions in the field of proper delivery of information on delays and other train movement related events to passengers (PA system announcements, website, communication by the train crews);
- b) undertaking actions aimed at elimination of train delays;
- c) undertaking actions aimed at eliminating the causes of general complaints about the technical condition of the rolling stock;
- d) putting into service of larger train sets on the routes carrying the highest passenger flows;
- e) provision of training and intervening in relevant circumstances in respect of staff engaged in passenger clearance; and
- f) undertaking relevant interventions in response to improper discharge of official duties by the ticket collector/guard and traction engineer crews, and the „ZW Renoma” firm controllers.

7. ASSISTANCE TO DISABLED PEOPLE AND PERSONS WITH REDUCED MOBILITY

1. Procedures in use.

The following actions were undertaken by way of implementation of 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 of 22 364 4444 accessible 24 hours a day. Information relating to assistance to disabled people and persons with reduced mobility has been made public through announcements posted on train stations and the www.mazowieckie.com.pl website, tab 'Rights and obligations of passengers';
- 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) 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 the trains of Koleje Mazowieckie’, which regulate 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.

2. The number of persons who took advantage of the assistance.

In the year 2013 KM handled assisted travel for 16 disabled people with 5 attendants; notified 48 hour ahead of the planned journey.