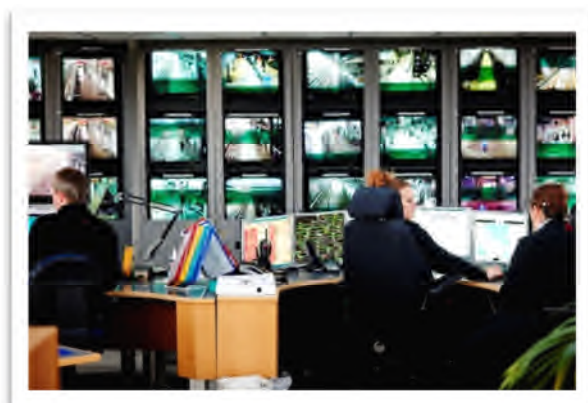


## Service Quality Performance Report 2014



## 1. Introduction

This document complies with the requirements in the EC Regulation n. 1371/2007, dated 23/10/2007, concerning rail passengers' rights and obligations. The report shows how Metro Service has addressed each of the items in Annex III of the regulation. To maintain and improve the quality of service, in 2012 Metro Service implemented a Quality Management System according to ISO 9001:2008, certified by an accreditation body (FORCE Technology).



## 2. Requirements from ANNEX III

### 2.1 Information and tickets

Information to passengers in general is provided by means of:

- Websites [www.m.dk](http://www.m.dk) , [www.rejseplanen.dk](http://www.rejseplanen.dk) and <http://www.dinoffentligetransport.dk>
- Metro app
- Twitter
- Customer service offices
- Emergency call points at ticket vending machines and in stations
- Public announcement at stations
- Passenger Information Displays at stations
- Info totem at street level
- Passenger magazine "Til Byen"
- Electronic newsletter "Byen rundt"
- Roaming stewards in the metro system

Please see the separate section for information to disabled persons

Passengers in the Copenhagen area can use the same ticket system regardless if they intend to travel with metro, bus or trains. Ticket vending machines are available on every station. Passengers are also able to transfer between different types of transportation means during their trip on a single ticket or by means of usage of Rejsekort. Information about tickets are provided on the website <http://intl.m.dk/#!/about+the+metro/tickets>, [www.rejseplanen.dk](http://www.rejseplanen.dk) and [www.dinoffentligetransport.dk](http://www.dinoffentligetransport.dk) .

## **2.2 Punctuality of services, and general principles to cope with disruptions of services**

### **2.2.1 Punctuality of services**

The Metro follows a preloaded schedule, which is automatically regulated by the Automatic Train Supervision system. This ensures that train performances are adjusted where necessary to meet at all time the assigned schedule. Punctuality is defined as “Service Availability”, which measures “achieved departures” versus “planned departures”. The average Service Availability figure for 2014 was 98.7 %.

### **2.2.2 General principles to cope with disruptions of service.**

The Service Availability is monitored 24/7 automatically and Control Room staff is trained to deal with interruptions or deviances in the schedule. Significant disruptions of service are handled by the Control Room staff by means of predefined procedures and instructions, and the application of contingency plans, e.g. implementation of alternative routes, insertion of additional trains, alternative transportation, passenger information etc. Alternative transportation is delivered by a bus operator. Signs showing the way to the busses are placed on relevant locations at the stations. The responsible duty manager is in charge of all actions related to alternative operations and also of the communication with external stakeholders like the Police, Fire Brigade etc. in extreme scenarios.

## **2.3 Cancellations of services**

### **2.3.1 Planned cancellations**

The Metro operates 24/7 and planned service cancellations are required in case of significant maintenance activities that do not allow circulation of the trains. These planned maintenance activities are usually scheduled during night time where the impact on passengers is the least. When planned maintenance activities result in cancellation of service a replacement service by means of buses is guaranteed.

### **2.3.2 Unplanned cancellations**

Unplanned cancellations and disruptions for longer period of time will result in reduce service (singled line operation) or service replacement by buses. In these situations the travel guarantee will be enabled according to the conditions that can be found on the website [www.m.dk](http://www.m.dk).



## **2.4 Cleanliness of rolling stock and station facilities**

### **2.4.1 Stations**

General cleaning of stations is carried out once per day. Underground stations are cleaned during the night and aboveground stations are cleaned during daytime. The general cleaning primarily consists of washing of floors, cleaning of the non-passenger toilets and general cleaning of station interiors. Trashcans and trash is removed several times per day. Windows and escalators are cleaned once per week. There are no toilets for passengers at the stations.

To keep the Metro as graffiti free as possible, trains affected by graffiti are removed immediately. To prevent scratch-graffiti on glass, anti-scratch film has been installed on train and station glass surfaces. For urgent cleaning needs the Control Room staff can dispatch an ad-hoc cleaning team which can intervene on the location to be cleaned in a very short time.

Bridges, buildings, shafts and technical rooms are included in a cleaning cycle according to a predefined cleaning schedule. Cleanliness of stations is monitored both by in house-staff and the monthly customer satisfaction survey.

#### **2.4.2 Trains**

Trains are cleaned on a daily basis by means of a dedicated track located at the Control and Maintenance Center. Upon completion of the internal cleaning, trains are routed to the washing plan where the external washing of the train is performed. Spot-cleaning activities throughout the day are also performed by roaming personnel.

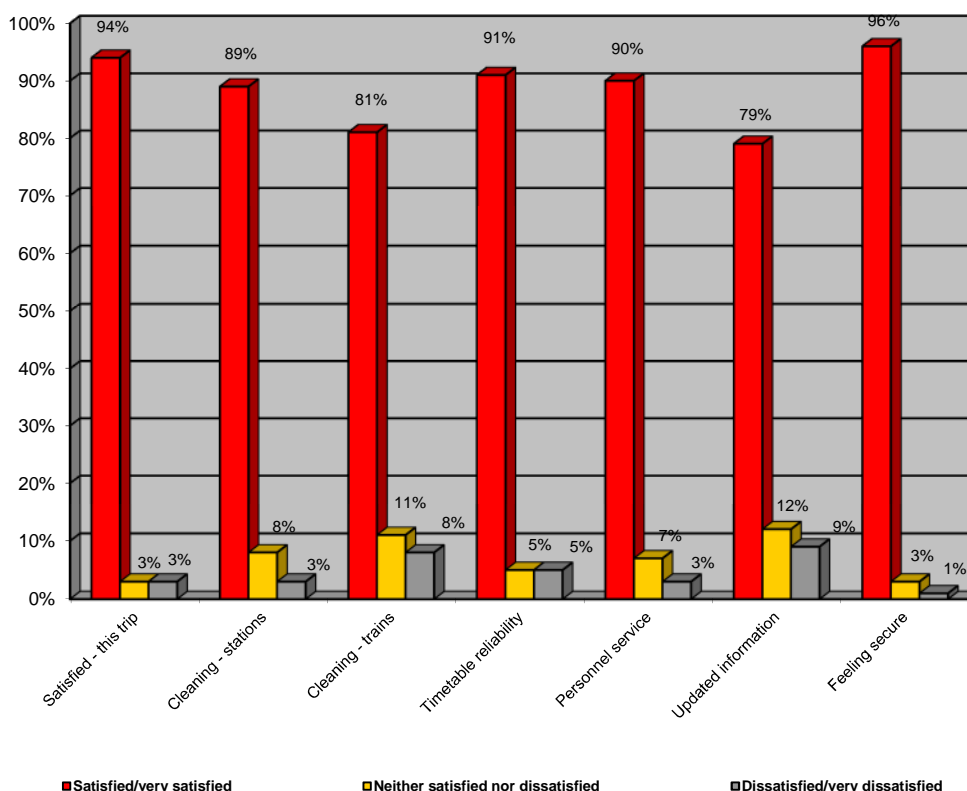


## 2.5 Customer satisfaction survey

Every month an independent institute asks 7 predefined questions to a panel of 400 passengers (nearly 5.000 per year) which represent a valid statistical sample of the populations. Quarterly reports with the results of the survey are made. The following questions are asked to the panel:

1. Are you overall satisfied or unsatisfied with this trip in the Metro?
2. Are you satisfied or unsatisfied with the cleanliness of the stations on this trip in the Metro?
3. Are you satisfied or unsatisfied with the cleanliness of the trains on this trip in the Metro?
4. Are you satisfied or unsatisfied with the schedule on this trip in the Metro?
5. Are you overall satisfied or unsatisfied with the Metro personnel service and appearance towards the customers on the Metro stations and Metro trains?
6. Are you overall satisfied or unsatisfied with the possibility to get updated traffic information on the Metro stations and Metro trains?
7. Do you feel safe or unsafe when travelling with the Metro?

The below graph shows the results for 2014; red corresponds to "satisfied/very satisfied", grey corresponds to "dissatisfied/very dissatisfied" and yellow corresponds to "neither".



The 80% target was satisfactorily met for all the questions apart from passenger information for which various initiatives are planned to be implemented in 2015.



## **2.6 Complaint handling, refunds and compensation for non-compliance with service quality standards**

Passenger complaints are handled by Metro Service Customer Service department and are processed with the aid of a centralized database system. Complaints can be conveyed by telephone, fax/letter, the website <http://intl.m.dk/#!/customer+service> and by visiting Metro Service premises.

Rules for compensation for non-compliance with service quality standards are addressed according to the valid Travel Guarantee that can be found at <http://www.m.dk/#!/om+metroen/rejseinformation/planlagte+driftsaendringer/rejsegaranti>

Metro Services is part of the Ankenævnet (Appeal Board) for bus, train and metro and it is possible for the passengers to get a second and external opinion on the inquiries related to fines. Further information are available on Ankenævnets webpage <http://www.abtm.dk/>.

Metro Service is working with the target for handling written inquiries within 5 working days and that 80% of all telephone calls should be handled within 120 seconds (85% of all calls should be answered). In 2014 Metro Service fulfilled these requirements.



## **2.7 Assistance provided to disabled persons and persons with reduced mobility**

The Metro is designed with a mindset of easy to use for disabled person and persons with reduced mobility. The guiding philosophy is that persons with disabilities must be able to use the Metro with as little assistance as possible.

### Visually impaired and blind persons

At the station:

- Lift from street level to platform
- Platform doors at tunnel stations and selected aboveground stations
- Uniform floor surfaced with “guideways”
- Delays announced on the loudspeaker system
- Emergency call points at stations, that can put in direct 2-ways communication to the Metro control room for assistance, and the control room operator can decide to extend the dwell time of a train at the station, if necessary
- CCTV surveillance at stations
- Island platform at all stations
- Speakers and displays are installed in the trains in order to provide information about the next stop
- On stations next train and destination are displayed with a countdown and speakers announce the trains just before arrival.

On the train:

- Flush-floor
- Increasing tone before doors close
- Appropriate handrail placement
- Shielded sitting areas
- Metro train stewards on board
- Anti-trapping device on door edges
- No ‘Chair legs’.

### Deaf and hearing-impaired persons

At the station:

- Totem pole display at entrance
- Static Information at concourse level
- Information displays at platforms
- Telecoil systems at call points
- Light signal indicates door closing.

On the train:

- Information signs and displays in trains
- Telecoil systems at call points.



### Wheelchair users

#### At the station:

- Wheelchair bays on forecourts
- Lift from street level to platform
- Ticket dispensers and validation machines at a maximum height of 1.200 mm
- Information displays in elevated position
- Island platforms at all stations.

#### On the train:

- Flush-floor train boarding
- Flex area in trains
- Folding seats for companions
- Call points at a maximum height of 1.200 mm
- Anti-trapping device on door edges
- Metro train stewards on board
- Appropriate handrail placement.