

MINISTRY OF TRANSPORT
NATIONAL RAILWAY PASSENGER TRANSPORTATION COMPANY
„CFR CĂLĂTORI” S.A.



REPORT
ON THE QUALITY OF THE SERVICES PROVIDED
BY SNTFC "CFR CĂLĂTORI" S.A.
2014

according to the provisions of art. 28 of the Regulation no. 1371/2007

Contents:

1. General remarks.....	2
2. Information and tickets.....	2
Informing passengers during the journey	2
Informing passengers in stations.....	2
Informing passengers before traveling and purchasing tickets.....	2
Refunds of international tickets	3
Informing disabled persons and persons with reduced mobility	3
3. Punctuality of services and general principles to cope with disruptions to services, cancellations.....	3
4. Cleanliness of rolling stock and equipment (air quality in coaches, hygiene of sanitary equipment etc.).....	4
5. Customer satisfaction survey.....	5
Classification of complaints on issues raised by complainants	5
Response time	6
6. Handling complaints, refunds and compensations for non-compliance with service quality standards	6
7. Assistance provided to disabled persons and persons with reduced mobility.....	7
ANNEX	
Defining service quality standards - contact details of CFR Călători.....	8

1. General remarks

As a passenger transport services provider, CFR Călători focuses on meeting the customer expectations.

The policy promoted by the company's management is the provision of quality passenger rail transport services, quality standards including, in the first place, the customer satisfaction, reliability of transport and the compliance with the service standards.

CFR Călători applies the provisions of the European Parliament and Council Regulation (EC) No. 1371/2007 on the rights and obligations of rail passengers only for international transport services carried out with EU member states. Compensations are granted for delay and assistance in case of cancelled or lost connection, for passengers using international services – travelling by international trains and are holders of international or national tickets.

Exemptions from the application of Regulation provisions for the national transport services and transport services with non-EU countries were approved by national legislation, as follows:

- permanently – for urban, suburban and regional transport services, by GD no. 1476/2009;
- until December 03, 2019 – for national long-distance services and international services with non-EU states, by GD no. 1078/2014.

2. Information and tickets

Informing passengers during the journey

Passengers receive information onboard, from the train staff. In case of disturbances occurred in rail traffic, the passengers will be informed based on the approval of the staff belonging to the infrastructure manager.

Informing passengers in stations

The information on timetables (schedules, delays or cancellations) is displayed in each station, tables of information being carried out by rail infrastructure manager, which is the station manager.

Additional information about offers and tariffs of international passenger traffic and seat reservation can be obtained from sales offices and agencies in railway stations, when purchasing travel tickets.

The stations sound system send information about train timetable - departure / arrival hour, departure / arrival platform, delay, composition, etc.

Informing passengers before traveling and purchasing tickets

Passengers can find information online, on our website www.cfrcalatori.ro on their rights, the Regulation (EC) no. 1371/2007 and general conditions of carriage. At sales points, passengers can see the special conditions of international and national transport.

Passengers have continuously online general information on tickets prices on the most used international routes, departing from Romania. This information is posted both when traveling by class coach and also by sleeping or berth car.

Major changes occurring in trains traffic, such as additions or cancellations of trains during holidays or other special situations, are published on its website (www.cfrcalatori.ro), then being taken over by the media.

Information about passengers rights and obligations, general conditions of carriage and other useful information for a successful journey in international traffic (commercial offers, conditions for refund, timetable for international trains – link to www.bahn.com) is available on the CFR Calatori website.

For the international traffic, in terms of tickets purchase mobility, the sale through the main distribution channel is compulsory, namely the sale at counter through sales offices.

Refunds of international tickets

Refund of international tickets is covered by the provisions of special international transport conditions.

Refund shall be performed by CFR Calatori through its own sales offices and authorised sellers. Requests for refund may be submitted within a period of maximum 1 month, following the expiry of tickets validity.

Handling of requests for refund is carried out either by the sales office or the central department for special cases. Handling deadline is 1 month or up to 3 months, when other documents are requested.

Informing disabled persons and persons with reduced mobility

Disabled persons can find information on the website www.cfrcalatori.ro, on specific assistance services provided by our company, seat reservation conditions, trains and stations in which these services are provided.

Additional information on disabled persons and persons with reduced mobility journey can be obtained in stations – at Public Relations offices, by phone at the no. +40731990987 for this service or online at: PRMcentral@cfrcalatori.ro.

3. Punctuality of services and general principles to cope with disruptions to services, cancellations

If the delay is predictable from the departure station or on route, passengers will be announced by sound systems, where possible, as well as by the train staff when boarding the train.

If because of some works, the delay is predictable from the purchase of the ticket, passengers will be verbally announced at the ticket counter before purchasing tickets. Also, the information on the delay is made through flyers with advertisements, publication on website www.cfrcalatori.ro through press release or other means.

Information on delayed trains is also announced in stations when purchasing a ticket, train staff must inform passengers while traveling, as soon as possible, on possible causes of delays.

In case of force majeure, all measures shall be taken to provide passengers necessary information on continuing the journey, so that they reach their final destination mentioned on the contract of carriage with a small delay.

If the passenger reaches the final destination mentioned in the contract of carriage with a delay exceeding 60 minutes, he can request:

- refund of transport price corresponding to the journey that was not performed or part of the journey that was not performed and / or the part performed, but has no longer any interest, and free return to the place of departure;
- continuing the journey as soon as possible, if necessary using a different route, but no later than 48 hours.

- continuing or re-routing, under comparable transport conditions, to the final destination as quickly as possible.

Delays in 2014:

Total average of delays for passenger trains (international, long-distance domestic trains, regional and urban/suburban):

- 2,82 % minutes of delay, of the total minutes of trains in traffic;
- 3,91 % delayed trains on routing;
- 31,51 % delayed trains when arriving at destination station:
 - of the running trains total, 33,27 % represents delayed trains with under 60 minutes;
 - of the running trains total, 2,02 % represents delayed trains between 60 – 119 minutes;
 - of the running trains total, 0,18 % represents delayed trains with 120 minutes or more.
- 0,01% of lost connections with other rail services.

4. Cleanliness of rolling stock and equipment (air quality in coaches, hygiene of sanitary equipment etc.)

Cleaning intervals

1. Radical sanitation

Radical sanitation is carried out at an interval of 35 days \pm 5 days, usually in the home station of the coach, mostly during the day.

When the beneficiary estimates that the cleanliness of coaches, railcars and electric locomotives running in the composition of trains provided in Services Book with current sanitation, can not be maintain within normal parameters of this services, a radical sanitation can be performed at an interval of 20 days \pm 5 days, usually in the home station.

2. Normal sanitation

Normal sanitation is carried out, usually at electric locomotives coaches and railcars in the composition of trains (long-distance) running over a distance exceeding 400 km between the formation station and arrival station, in stations established by the Services Book by the beneficiary.

3. Current sanitation

Current sanitation is usually carried out at each guidance of trains from the stations in which the necessary conditions to perform this service are met (provision time, providing technical conditions, etc.), at trains not fitted with normal sanitation, according to the services book established by the beneficiary.

In case of sleeping cars, berth cars, bar bistro and bar restaurant, current sanitation is carried out exceptionally when, due to special conditions (trains delays, low degree of use, special atmospheric conditions, other unforeseen causes), normal sanitation is not possible or at the beneficiary request through VD/Bc conductor, when the coach ran without passengers.

Also, current sanitation is carried out at trains established by the beneficiary in the services book.

4. Intermediate sanitation

Intermediate sanitation is usually carried out in the interval of two normal sanitations and / or current sanitations, in stations established in the services book, when the stationing time

or the existing conditions do not allow carrying out a current sanitation, and to trains established by the beneficiary in the services book.

Availability of toilets

Much of the coach fleet in circulation, toilet cabins of passenger coaches are equipped with ecological vacuum toilet. Basically, all passenger coaches are equipped with 2 toilet cabins.

In international traffic, CFR Calatori constantly aims to ensure a high level of safety and comfort, target achieved by using substantial new building rolling stock. Most coaches belonging to SNTFC „CFR Calatori” that provide links in international traffic, have a length of up to 10 years and are equipped with air conditioning facilities, vacuum toilets, access doors with assisted operation, facilities for the transmission of information on route to transport service users.

Before guiding the international trains into circulation, they are fully cleaned. In addition, some trains are provided with additional cleaning operations in Curtici border station.

5. Customer satisfaction survey

Annually, when preparing the timetable plan, surveys are carried among the passengers from all types of trains, regarding the timetable to be planned. This information is combined with the one obtained from local administrations and institutions, in order to better serve our customers.

Data obtained through questionnaires made available to the passengers are also continuously analyzed and measures are taken to remedy issues notified, but also for the implementation of proposals or requests.

Customer satisfaction or any complaints are analyzed by each specialized department. Through the requests, complaints or suggestions received from the passengers (letters or online), permanent contact with customers is maintained for choosing the best solutions to meet the satisfaction of requests received.

In 2014, 2,545 complaints were received via e-mail and paper letters. About 10% are for proposals, requests, complaints. Among the requests and proposals, prevail those related to train timetable, commercial offers, existence of coaches for bicycles, collaboration for selling train tickets. Complaints relate to trains delays, lack of coaches, train timetable – cancellation of some trains, railway staff behavior and comfort provided – air-conditioning malfunction, congestion or cleaning.

617 requests for refund of transport tariffs have been processed.

Classification of complaints on issues raised by the complainants

About 64% of complaints were requests for information in domestic and / or international traffic, or were related to these topics, the public being interested in tariff offers of CFR Calatori, or tariffs in general. We have received about 38% of all complaints on timetable.

The quality of services provided by the train staff and cashiers, railway agencies or dedicated information services have been mentioned by the complainants in 4,2% (compared to 5,72% in 2013) of all complaints.

Travel conditions provided on train and diminished composition of the trains, represent 17% of the issues raised, meaning requests for the comfort provided by coaches or railcars, changing the composition of the trains, the air conditioning / heating system, cleanliness, discomfort caused by saloon coaches used especially on long distance (current, noise etc). 50% of complaints on coaches relates to ventilation - heating systems.

In 2014, 3.240 complaints and questions on the routes, timetable, offers and tariffs charged, from Romanian and foreign customers, have been recorded and processed on the e-mail bileteonline@cfrcalatori.ro, performing the support of the online sale application of tickets. All customers received the necessary information about the data requested.

2.338 requests for refund entered in the online sale application have been processed.

Response time

According to the data included in the chart below, predominant intervals for solving complaints are between 1 – 5 days - at a rate of about 37,24%, 6 – 10 days - at a rate of about 16,11%, 11 – 21 days - at a rate of about 16,58%, and between 22 - 31 days - at a rate of about 14,53% of all complaints received.

6. Handling complaints, refunds and compensations for non-compliance with service quality standards

Regulation (EC) 1371/2007 on the rights and obligations of rail passengers is published in full on the website www.cfrcalatori.ro.

In case of international transport services, with a delay of at least 60 minutes, customers are entitled to compensation equivalent to:

- 25% of the price paid for the delayed train if the delay is between 60 minutes and 119 minutes;
- 50% of the price paid for the delayed train if the delay is over 120 minutes.

Compensation can be made in vouchers or in cash and the passenger may request it within 2 months of performing the journey.

Information on providing compensation for the delay of trains and effective procedure for compensation can be found on the CFR Calatori website www.cfrcalatori.ro in an extract "Passenger rights for rail services." This extract includes a link to the joint website of the European Railways www.railpassenger.info where there is also information on compensation for delay and other useful information for journeys by train in Europe, shown in international languages.

In 2014, a total number of 105 requests for compensation for delay was received. 83 requests have been processed and have been granted compensations for it and the other 22 requests were not eligible.

We granted compensations equivalent to:

- 50%, for 51 requests for compensation;
- 25%, for 32 requests for compensation;

Passengers are entitled to accommodation expenses (3 star hotel, in a single room) if the last connection is lost because of a train cancellation or delay.

In 2014, there were no accommodation expenses refunded.

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

With the entry into force of the European Parliament and Council Regulation (EC) no. 1371/2007, our undertaking has adopted a first set of measures to provide specific services for persons with reduced mobility, briefly called PRM, as follows:

- The stations that are open to this type of transport (30 stations) have been established and published throughout the CFR networks
- Domestic and international trains in which we can provide specific PRM services with onboard assistance, depending on constructive types of coaches have been established and published
- Internal organizational measures have been taken to ensure free specific services required by persons with reduced mobility
 - boarding and disembarking of persons in a folding or unfolding wheelchair, with or without passenger, by different solutions depending on its weight
 - accompanying blind, visually impaired or hearing impaired and mentally disabled persons in the premises of the railway station until boarding the train,
 - accompanying blind, visually impaired or hearing impaired and mentally disabled persons when getting off the train until the exit of the station
- A software interface was developed, to take over insurance requests for specific services in order to solve it, which is available on our company website www.cfrcalatori.ro
- Taking over problems, complaints or suggestions from passengers via e-mail: PRMcentral@cfrcalatori.ro was ensured

In 2014, a total number of 149 requests for assistance specific services for persons with reduced mobility has been recorded and solved, as follows:

- 1 specific services request was for the international trip of a reduced mobility passenger, without accompanying person, for Chisinau.
- a number of 148 specific services requests for a round trip in domestic traffic of a total number of 183 reduced mobility passengers, with a total number of 93 accompanying persons.

Defining service quality standards- contact details of CFR Călători

- Company name: SNTFC „CFR Călători” SA
- Company acronym: CFR Călători
- Country: RO
- Mr. Iosif SZENTES
 - E-mail: Iosif.Sentes@cfrcalatori.ro
- Mr. Victor TOMA
 - E-mail: Victor.Toma@cfrcalatori.ro
- Mrs. Irina VLAD
 - E-mail: Irina.Vlad@cfrcalatori.ro