

Annual rail service quality report for the year 2014

Tallinn
April 2015



Introduction

AS Eesti Liinirongid (Elron) is state owned company, shareholder represented by the Ministry of Economic Affairs and Communications, offering passenger train transport service all over in Estonia. Service is provided under public service contracts entered into pursuant to the procedure provided in the Public Transport Act.

Eesti Liinirongid Ltd was formerly known under business name Elektriraudtee Ltd, which operated till 31.12.2013 with electric trains in the area of Tallinn and Harju County.

On 2010 Elektriraudtee Ltd began with procurement process to obtain 18 new electrical trains and 20 new diesel trains. First new electrical train started operation in Estonia on 01.07.2013. All previous ER-2 type electrical trains were replaced with modern trains by end of august 2013.



Starting from 01.01.2014 Elron operates all over Estonia totally on 17 lines, of those 6 electrified lines:

- Tallinn-Aegviidu,
- Tallinn-Riisipere,
- Tallinn-Paldiski,
- Tallinn-Kloogaranna,
- Tallinn-Keila
- Tallinn-Pääsküla,

and 11 not electrified lines:

- Tallinn-Viljandi,
- Tallinn-Türi,
- Tallinn-Rapla,
- Lelle-Pärnu,
- Tallinn-Tartu,
- Tallinn-Narva,
- Tallinn-Rakvere,
- Tartu-Jõgeva,
- Tartu-Koidula (-Piusa),
- Tartu-Valga,
- Tallinn-Pääsküla.

Total length of lines is 795 kilometers, from which 132 kilometers are electrified.

Elron management system is certified on the base of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007.

The requirements established in Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on rail passengers' rights and obligations apply to the rail transport of passengers with following exemption on 2014: Articles 8, 10, 13 (2), 15–17, 18 (2), (4) and (5), 20 (2) and 21–25 of Regulation No. 1371/2007 are not applied until 3 December 2014 (partially prolonged for following period).

Elron operates domestic travels only.

1) Information and tickets

Information about Elron's services can be retrieved via Elron home page www.elron.ee, 24 h information phone and office phone during office working hours. Selected information is published on platforms and stations.

During the journey electronic displays provide information about line's end station, next stop, following stations, also about train's current speed and air temperature outside the train. On every train there is at least one customer service member, who is ready to provide information and help.

Elron does not own nor operate train stations. Only in main train station Balti jaam Elron's personnel and Tartu station contractual reseller are selling Elron's train tickets and provide travel information on rented premises.

Tickets to all Elron's travels can be purchased on board of train or pre-purchased via internet or stations in Tallinn and Tartu. Group tickets pre-orders are processed individually. Only in main railway station in Tallinn (Balti jaam) and Estonian second biggest city Tartu tickets can be bought from station during the opening hours of the station building. Additionally third party transport ticket reseller sells Elron's train tickets via www.pilet.ee.

Ticket prices are published at Elron's home page www.elron.ee, inside the trains and at selected platforms (depending of the size of the stand) and can be asked from information phone or from customer service crew on train.

Train schedules are published at Elron's home page www.elron.ee and at every platform.

In main station Tallinn and Tartu information about the platforms for arrivals and departures is published.

Information to disabled persons and persons with reduced mobility is provided pursuant to general procedures.

2) Punctuality of services, and general principles to cope with disruption to services

Only delays to lines end station over 3 minutes regarding electrical trains and 5 minutes regarding diesel trains are considered as delay for statistics.

Delays are divided into 2 groups:

Delays over 15 minutes to end station – totally 108 times during 2014;

Delays over 30 minutes to end station – totally 139 times during 2014.

Percentage of travels on schedule during 2014:

- Electrical trains – 99,3%
- Diesel trains – 98,8%

All actions regarding management of delays are regulated by internal documentation and solutions to continue providing service is managed in cooperation with owners of infrastructure.

3) Cancellation of services

Cancelled trains – totally 42 cancelled trains during 2014.

4) Cleanliness of Rolling Stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc)

Trains are cleaned by contractual professional cleaning company at end stations and company personnel at depot. Contract specifies the extent of the cleaning operations and frequency.

Air quality inside the trains is guaranteed by maintenance procedures according to applicable maintenance requirements.

All train has one universal toilet.

5) Customer satisfaction survey

Every year at the end of the year customer satisfaction survey is conducted. Survey is conducted electronically; invitation is published at home page and is available for all interested persons.

Questions about satisfaction with different ticket products and availability, cleanliness of the trains, safety, customer service, crowdedness and information from service provider etc are asked from our customers. Elron analyzes all the categories with low or unsatisfactory results and makes effort to improve the quality of service.

According to 2014 customer satisfaction survey highest rating was received (positive rating from all replies):

Cleanliness of the trains – 92 %;

Ticket buying facilities – 87%;

Information about stops on train – 84%;

Customer service crew on train – 82%.

Lowest rating was received for:

Providing information via telephone – 55%;

Information about the causes and duration delays – 45%;

Number of unoccupied seats on trains – 44%.

Elron analyzes customer feedback daily and elaborates reasonable and realistic customer's proposals.

6) Complaint handling refunds and compensation for non-compliance with service quality standards

Rights and obligations of the passengers and carrier are stipulated in passenger transport rules which are accessible via Elron's home page. Extract from rules is published on train. A part of passenger transport rules is management of passenger complaints.

Refunds are regulated by separate document issued by Elron and it covers terms and conditions for compensation regarding ticket refund and terms and conditions for voluntary return of tickets. The regulation is accessible on Elron's home page.

All customer complaints and inquiries, which can be filed by telephone, home page link, general e-mail address, are registered with individual identification number in general document management system.

Average time to respond was 1,5 working days; simple inquiries were answered the same day. Within 3 days all customer inquiries are replied. When the answer took longer to be composed, relevant note with new date for answer was delivered to the customer.

During 2014 totally 2323 complaints were registered by carrier (does not include inquiries about service). Complaints were categorized into 14 subjects.

Most frequent complaints were received regarding sale and marketing procedures - totally 696 (information about train schedules on platforms, stations and homepage, public service phone 1667, card payments suitability of travel schedule), train driving process - totally 550 complaints, (trains on schedule); and customer service on trains - totally 370 (selling tickets on trains). Other complaints concerned IT functions (home page, information on train electronic displays), information of platforms and stations, quality of public WiFi service etc.

Totally 220 compensation claims were received, including refunds for delays and claims not satisfied by carrier.

Customer complaints and inquiries are analyzed and improvements implemented to extent possible.

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

New FLIRT type electrical trains are in compliance with TSI for disabled persons. Together with appearance of new type of modern trains railway stations were reconstructed, platforms lowered and infrastructure modernized to be in accordance with TSI.

Elron's customer service crew on board provides necessary help only on board to the extent possible. Rules on carriage of disabled passengers are under implementation.

In 2014 no station in Estonia had personnel to provide help for disabled persons.

Elron continues improving the passenger service quality to offer its passengers comfortable and fast rail transport. Welcome on board!

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