

## QUALITY REPORT 2012

➤	<b>CUSTOMER ORIENTATION</b>
➤	<b>RELIABILITY OF TRANSPORT</b>
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As a service provider, the ÖBB-Personenverkehr AG focuses on satisfying customer expectations.

At the same time, we pay particular attention to providing good transportation services and achieving the set quality criteria associated with these services. These quality standards primarily include the areas of customer satisfaction, reliability of transport and compliance with compulsory service standards. They are monitored with the help of our quality management system, whereby the achievement of the annually set objectives as well as the quality of our services and processes are subjected to continuous quality monitoring.

In order to verify the improvement potential in processes and procedures, we strongly rely on the execution of internal audits. These ensure a continuous and objective monitoring and improvement of our set quality standards and in turn, the further development of our company.

The organisation and certification of our quality management system comply with the ISO 9001/2008 and EN 13816 norms. At the same time, the maintenance of the certificate for railway safety management pursuant to § 39 of the Railway Act (EisbG.) is confirmed by the certification authority.

With these quality standards, we meet the requirements of the regulation (EC) no. 1371/2007 of the European Parliament and Council from October 2007 regarding the rights and obligations of rail passengers.

## CUSTOMER ORIENTATION

### Information and ticket service:

There is a diversified and extensive range of information available to our customers before, during and after their journey.

- Our online site [www.oebb.at](http://www.oebb.at) was relaunched in 2012 and since then, presents itself in a new design. The newly configured website was accessed by our customers 86 million times in 2012. We provide travel information by phone 3,880 times a day and sell up to 7,700 online tickets daily.
- The use of the ÖBB Ticket Shop on the Internet as well as the ÖBB Ticket APP for mobile devices continues to grow. In September 2012 our new online mobile ticket system was launched. The new ticket system offers all suitable ÖBB tickets based on our timetable and recommends the lowest priced ÖBB ticket for the desired route or connection.
- Our employees are in direct contact with our customers throughout Austria in 95 ticket offices.
- Passenger information at the train station and in the trains takes place according to defined standards, which we continuously review in line with our quality checks.

There are a total of 7 sales channels available to our customers to purchase tickets. Based on earnings as well as on the number of tickets sold, the largest percentage can be attributed to ticket machines in the reporting year.

### Customer satisfaction surveys:

In order to be able to offer our customers adequate product and service quality, we conduct customer surveys at regular intervals. We interview our customers along the entire mobility chain; before the journey (i.e. at the train station) as well as during the journey (i.e. in our trains). The results of the surveys enable us to identify weak spots and to initiate specific countermeasures. The evaluation of the surveys is carried out by independent market research institutions. Compared to 2011, we were able to improve our customer satisfaction ratings in 2012.

**Customer satisfaction:\***

\*(surveyed by the Verkehrsclub Österreich- Austrian traffic association, evaluation carried out according to the school grade system)

	2012	2011
❖ customer satisfaction overall	2.10	2.15
❖ ticket counter/office	1.85	1.88
❖ information at station/platform	1.95	2.05
❖ sanitary conditions long-distance trains	1.83	2.05
❖ sanitary conditions local trains	2.13	2.22
❖ sanitary conditions train stations	2.16	2.15

**Sanitary conditions in the vehicles and in the station facilities:**

The local and long-distance trains of the ÖBB are kept clean inside and outside according to fixed cleaning schedules. On average, 4,400 exterior cleaning procedures were carried out on vehicles in the reporting year per month. Inside the vehicles approx. 1,000 thorough cleaning procedures/month (quarterly conducted basic cleaning procedure of the vehicle) resp. approx. 46,830 daily cleaning procedures/month as well as 46,810 small scale cleaning procedures/month were carried out.

We conduct internal quality checks in our trains and stations, to ensure the quality of the cleaning procedures. Here, the individual aspects of the sanitary conditions in the trains and at the stations are inspected according to fixed standards. In the reporting year, the satisfaction rating for "Sanitary conditions in trains" in long-distance trains improved compared to the rating in the previous year from 2.05 to 1.83.

Constantly present custodial workers are responsible for maintaining the sanitary conditions at large train stations. At smaller train stations, cleaning is carried out according to an interval-based schedule, whereby all train stations also undergo a basic cleaning procedure in line with "spring cleaning". In the reporting year, the relevant customer satisfaction rating for the "Sanitary conditions at train stations" was 2.16.

**RELIABILITY OF TRANSPORT****Punctuality:**

Our customers attach great importance to the quality, reliability and punctuality of our trains. Due to the consistent improvement of the infrastructure, the adjustment of the timetables and the responsible commitment of the employees, we have succeeded in keeping the Austrian punctuality rating at a remarkable level Europe-wide. You can find our punctuality statistics at <http://oebb.at/puenktlichkeit>.

We record the actual time compared to the target time continuously for every train run, to rate punctuality. That results in the degree of punctuality, which results from the scheduled arrival or up to a defined delayed time of the trains.

**Degree of punctuality 2012:**

❖ overall punctuality:	96.5%
❖ long-distance:	86.2%
❖ local:	97.0%

**Cancellations 2012:**

On average, there were

- ❖ 30 cancellations/month in long-distance rail traffic

❖ 630 cancellations/month in local rail traffic

throughout Austria.

### Information on disturbances/malfunctions:

In the reporting year 2012 we were able to transport the following number of passengers

Total	in m	<b>464</b>
thereof rail local	in m	<b>190</b>
thereof rail long-distance	in m	<b>34</b>
thereof bus	in m	<b>240</b>

That means that an average of 1.273 m passengers travelled with the ÖBB daily.

Even the smallest malfunctions or late arrivals can lead to unpleasant delays in busy railway networks. We strive to keep the number of disturbances as low as possible and to inform our customers in a timely manner. In this case, we also work according to predetermined quality standards, which are intended to ensure providing our customers along the entire mobility chain with information on disturbances/malfunctions, which is as up-to-date and as extensive as possible.

Our customers are informed of late arrivals and delays as well as their consequences regarding connecting trains on the website [www.oebb.at](http://www.oebb.at).

Restrictions in railway services can also be called up using mobile services such as “Scotty-Mobil” or “Scotty-SMS” in “real-time information”.

Our multiple unit conductors and attendants have in-house training in handling disturbances and malfunctions. Our employees are trained for such situations in line with exercises and drills. Our emergency management, in line with stand-by duty, makes sure that the necessary resources are available at all times. All process-related requirements are defined in line with the safety management system.

## ASSISTANCE FOR PEOPLE WITH DISABILITIES AND REDUCED MOBILITY

More than 262 m customers use the services of the ÖBB-Personenverkehr AG every year. The ÖBB-Personenverkehr AG is implementing a great deal of improvements, to make travelling for people with reduced mobility a pleasant, stress-free and accessible experience. The basis for this is the step-by-step plan in accordance with § 19 of the Federal Disability Equality Act. This act was drawn up by the ÖBB-Personenverkehr AG with the participation of representatives from organisations for the disabled.

We offer a boarding and de-boarding service for people with disabilities throughout Austria at all larger train stations (notice in advance required).

In 2012 a total of 188 Talent train sets, 60 Desiro train sets and 67 double-decker coaches were used. The fitting and refitting of all double-decker control cars with accessible toilet facilities and vehicle integrated boarding aids was able to be completed in 2012.

Improvements could also be made in long-distance trains for passengers with restricted mobility. Vehicle integrated lifting devices are offered in the railjet trains for people with reduced mobility. There are three spots reserved for wheelchairs in every railjet train set; there are even power outlets to charge wheelchair batteries. There are tactile elements for visually handicapped passengers and a special spot for guide dogs is provided. With the multifunctional coach, it is also possible for passengers in wheelchairs to travel comfortably in a couchette car with a companion. Organisations for the disabled were actively involved in the development of this vehicle from the

very beginning, in which their suggestions and needs played an important role in the implementation.

Since the end of 2011 approximately 56% of the bus fleet (excluding standby coaches and classics) are accessible resp. 50% relating to the overall number of buses. Since 2006 approx. 6 m EUR were already invested for supplementary equipment in terms of accessibility.

The ÖBB Group website and the ÖBB travel site [www.oebb.at](http://www.oebb.at) are technically accessible and accessible in regard to content, to enable visually impaired persons to be able to use them.

## COMPLAINT MANAGEMENT

Our service hotline 05-1717 is available throughout Austria to our customers 24-7 for suggestions and criticism. Complaints we receive for rail and bus are recorded centrally and then passed on to the relevant departments in our company, to improve our products and services. We strive to answer customer complaints as quickly as possible. In the reporting year, 91% of the complaints were able to be dealt with within eight days.

<b>Complaint management</b>		<b>2012</b>
Total number of complaints in thousands		63.6
	telephone	37%
	email	33%
	contact form	11%
	otherwise (letter, personally, fax, etc.)	19%

The claims received regarding train delays are processed according to a standardised and fixed compensation procedure in the customer service centre. By providing an online form regarding passenger rights at [www.oebb.at/de/Services/Fahrgastrechte/index.jsp](http://www.oebb.at/de/Services/Fahrgastrechte/index.jsp), the use for customers was made considerably easier.

<b>Claims according to new regulation on passenger rights</b>		<b>2012</b>
Total claims processed		20,949
<b>Compensated claims (monetary):</b>		<b>€ 358,020</b>