



# Service Quality Report, year 2018

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## 1. Information and tickets

- Provision of information during the journey.

In order to give passengers information during the journey, Renfe uses different technical media depending on the type of rolling stock: public address system, dynamic screens and monitors. Information is also provided by the train crew members.

- Number of information requests handled at the station.

No statistical information available.

- How to obtain information about timetables, fares and platforms.

At the information desks and ticket offices located in the stations, and on the information panels, screens and data display monitors. Information about timetables and fares can also be found at Renfe's website, <http://www.renfe.com/en>, whose most visited contents can also be consulted through the Renfeticket service via mobile devices with Internet connection. There is also a specific telephone service, which offers passengers all kinds of commercial information. This information is also offered through web-based social networks.

- Ticket purchasing facilities.

Tickets can be purchased at the station ticket offices, at automatic ticket vending machines, at travel agencies and through the Renfe website: <http://www.renfe.com/en>.

- Availability of staff in the station for information and sale of tickets.

With the exception of certain stations with very few passengers, stations are staffed by employees who sell tickets and offer information to customers.

Unstaffed stations have automatic ticket vending machines which offer personal service by remote means.

- How information is provided to disabled persons and persons with reduced mobility.

In addition to the information systems available to any passenger, Renfe offers a specific service for disabled persons and persons with reduced mobility (PRM) called ATENDO. This service, which can be accessed by telephone, via internet and at customer service centres located in various stations, also offers these customers attention, help and personalized supervision during the journey.

## 2. Service punctuality and the main principles for dealing with the interruption of services

### • Delays:

- *General average delay (%) in each service category (international, domestic long distance, regional and urban/suburban).*

We report the information grouped into two categories:

- "Domestic Long Distance" includes conventional trains, High Speed-Long Distance (HS-LD) and international trains in national territory.
- "Regional and Urban/Suburban" referring to services provided by all the Commuter Rail networks and Conventional Medium Distance and High Speed-Medium Distance (HS-MD).

**Table 1. Delayed Services**

	2017	2018	2019
Domestic Long Distance	19,11%	<b>20,65%</b>	<b>17,33%</b>
Regional and Urban/Suburban	7,34%	<b>8,44%</b>	<b>8,02%</b>
% Departure delays (not includes Commuter Rail)	6,54%	<b>7,48%</b>	<b>7,76%</b>
% Missed connections with other train services	0,33%	<b>0,41%</b>	<b>0,46%</b>

**Table 2. Arrival Delays**

Domestic Long Distance				Medium Distance (Conventional y High Speed)			
				<i>Not includes Commuter Rail</i>			
	2017	2018	2019		2017	2018	2019
% Delays of less than 60'	15,18%	<b>16,71%</b>	<b>14,16%</b>	% Delays of less than 60'	21,68%	<b>22,76%</b>	<b>19,58%</b>
% Delays of 60-119'	0,61%	<b>0,81%</b>	<b>0,73%</b>	% Delays of 60-119'	0,37%	<b>0,49%</b>	<b>0,49%</b>
% Delays of 120' or more	0,28%	<b>0,30%</b>	<b>0,32%</b>	% Delays of 120' or more	0,08%	<b>0,11%</b>	<b>0,14%</b>

### • Interruptions

- *Brief description of existing contingency plans and crisis management plans.*

In order to plan the preventive and corrective action procedures which, in coordination with the Administrator of Railway Infrastructures (Adif) and external assistance services, aim to provide an immediate response in the event of any accident, technical failure or any other incident that disrupts the rail traffic, the following Contingency Plans are drawn up:

- Renfe Contingency Plan
- Adif Contingency Plan
- Chairman's Office Circulars
- Agreement with Adif for setting up the joint Crisis Committee

The objectives of these plans are to:

- Identify the causes of contingencies inherent in the operation of Renfe trains.
- Mitigate the consequences of any contingencies that degrade the normal service of Renfe trains.
- Facilitate the resumption of the normal running of Renfe trains in the event of any contingency.
- Establish Renfe's means of intervention in the event of a contingency and how to resolve them.
- Produce a catalogue of contingency management measures, shared with Adif and other railway companies.
- Help ensure the principle of unity in all the contingency resolution phases.

There are also more specific procedures governing the actions to be taken in the event of fires, adverse weather conditions, traffic interruptions at key points, etc. In addition, the Running Safety Regulations set out the operating procedures to be followed in the event of incidents.

### 3. Service cancellations

- Cancelled services as a percentage of the total number of services in each service category (international, domestic long distance, regional and urban/suburban).

Table 3. Cancelled Services

	2017	2018	2019
Domestic Long Distance	0,17	0,28%	0,29%
Regional and Urban/Suburban	1,25%	0,97%	1,35%

### 4. Cleaning of rolling stock and stations facilities

- Cleaning intervals.

Cleaning contracts exist both for rolling stock and for passenger stations. These contracts specify the extent of the cleaning operations and their frequency, which varies according to the type of cleaning operation in question (daily, weekly, fortnightly, etc.).

- Technical measurements for air quality (for example, level of CO2 in ppm)

Air quality inside the rolling stock is guaranteed by specific operations provided for in the Maintenance Plans for each vehicle, the air-conditioning filters being cleaned or replaced in the various scheduled interventions. Measurements of the level of CO2 in ppm are also carried out to ensure the rolling stock's fitness for service.

#### • Availability of toilets

In order to ensure that High Speed, Long Distance and Medium Distance trains are fit for service, the toilets must be in a perfect state of cleanliness and with all their designated equipment and facilities available for use.

Nevertheless, trains which have several toilets distributed throughout the train may be considered fit for service even if one or more of the toilets is unavailable for use, provided that the number of available toilets is sufficient to meet the needs of the passengers on board.

The vast majority of Commuter trains, in spite of the singular nature of the service they provide (short journey time), have one toilet per train.

All stations have public toilets at the disposal of users. The number and location of these toilets depends on station type and size, and the number of passengers that use the station.

### 5. Customer satisfaction survey

Every year, Renfe conducts perceived quality surveys relating to the different products used to provide the transport service: Long Distance: High Speed and Conventional; Medium Distance: High Speed and Conventional; and Commuter Rail.

The following table shows the correlation between some of the aspects included in the questionnaires used for these perceived quality surveys and the types of services. Some explanatory comments are included as observations.

**Table 4. Information obtained in the questionnaires of perceived quality surveys**

		Long Distance: High Speed and Conventional		Medium Distance-High Speed		Medium Distance- Conventional		Commuter Rail	
		2018	2019	2018	2019	2018	2019	2018	2019
1	<i>Punctuality of trains</i>	8,71	<b>8,63</b>	8,26	<b>8,21</b>	6,78	<b>6,71</b>	6,44	<b>6,17</b>
		Perception of punctuality is included in all the surveys.							
2	<i>Information to passengers in case of delay</i>	NO	<b>7,05</b>	6,47	<b>5,92</b>	5,51	<b>5,43</b>	5,49	<b>5,32</b>
		Not included in the HS-LD survey. It is measured in all the other surveys (HS-MD, CMD and Commuter Rail).							
3	<i>Accuracy and availability of information on train times/ platforms</i>	8,06	<b>8,03</b>	7,48	<b>7,45</b>	6,66	<b>6,75</b>	6,67	<b>6,43</b>
		Included in all the surveys but with different concepts in the various markets.							
4	<i>Consistently good maintenance/excellent condition of trains</i>	7,81	<b>7,67</b>	7,75	<b>7,83</b>	7,09	<b>6,99</b>	7,03	<b>7,11</b>
		Included in all the surveys.							
5	<i>High level of security on train / in station</i>	7,81	<b>7,80</b>	7,98	<b>8,11</b>	7,40	<b>7,13</b>	6,83	<b>6,60</b>
		Included in all the surveys on the basis of different concepts in the various markets.							
6	<i>Cleanliness of inside of the train</i>	8,03	<b>8,00</b>	7,75	<b>8,25</b>	7,65	<b>7,70</b>	7,29	<b>7,28</b>
		Included in all the surveys.							

		Long Distance: High Speed and Conventional		Medium Distance-High Speed		Medium Distance- Conventional		Commuter Rail	
		2018	2019	2018	2019	2018	2019	2018	2019
7	<i>Provision of useful information throughout the journey</i>	7,82	<b>7,80</b>	7,48	<b>7,45</b>	6,66	<b>6,75</b>	6,67	<b>6,43</b>
		Included in all the surveys on the basis of different concepts in the various markets.							
8	<i>Response times to information requests at stations</i>	S/D	<b>S/D</b>	7,98	<b>7,65</b>	7,27	<b>7,31</b>	6,88	<b>6,97</b>
		Included in all the surveys on the basis of different concepts in the various markets.							
9	<i>Availability of good quality toilets on every train</i>	7,12	<b>6,92</b>	7,75	<b>7,83</b>	7,65	<b>7,7</b>	NO	
		Not measured in the Commuter Rail survey. Included in the HS-LD, AVANT and CMD surveys.							
10	<i>Cleanliness and maintenance of stations to a high standard</i>	8,00	<b>8,02</b>	7,50	<b>7,52</b>	7,10	<b>7,02</b>	7,05	<b>7,13</b>
		Included in all the surveys.							
11	<i>Accessibility of station and trains</i>	8,28	<b>8,31</b>	7,90	<b>7,80</b>	7,45	<b>7,03</b>	7,63	<b>7,54</b>
		The ease and convenience of getting on and off the train is measured in the HS-LD, AVANT and CMD surveys. The Commuter Rail survey includes three questions relating to the accessibility of stations. For further information relating to stations, one would have to refer to the Passenger Station Quality Survey conducted by ADIF.							
12	<i>Assistance provision to disabled persons and persons with reduced mobility</i>	<u>2018:</u> 9,15 <u>2019:</u> <b>8,41</b>						NO	
		Taken from the specific survey of Perceived Quality of the ATENDO Service.							

## 6. Processing of complaints and compensation for non-fulfilment of service quality standards

- How railway companies inform passengers of their rights and obligations pursuant to Regulation 1371/07 in relation to the sale of tickets according to Art. 29.

Renfe informs its customers of their rights and obligations at the following Renfe web page: <http://www.renfe.com/en/company>.

Table 5. Number of complaints and outcome

	2017	2018	2019
Written complaints received	176.551	<b>176.232</b>	<b>189.214</b>
Written complaints processed	173.057	<b>172.847</b>	<b>203.301</b>
Average response time (days)	45,09	<b>32,8</b>	<b>18,9</b>
Returns and compensation automatic (directly)	704.793	<b>739.488</b>	<b>783.762</b>

- Improvement actions carried out

To improve complaint response times and the processing of complaints, the computer software tools used by the After-Sale departments have been adapted and upgraded.

## 7. Assistance for disabled persons and persons with reduced mobility

- In situ assistance procedure.

Permanent assistance is provided at 67 rail network stations and may be requested up to 30 minutes before the train departs.

Specific assistance is provided at 68 rail network stations and must be requested at least 12 hours in advance.

**Table 6. Number of assistance cases in each service category**

	2017	2018	2019
High Speed-Long Distancia	517.738	<b>551.836</b>	<b>559.064</b>
Medium Distance-AVANT	50.178	<b>55.732</b>	<b>57.684</b>
Medium Distance-Conventional	95.916	<b>92.413</b>	<b>86.599</b>
Commuter Rail *	481	<b>330</b>	<b>468</b>
International	1.689	<b>1.829</b>	<b>389</b>

\* There is no assistance service in Commuter Rail due to the singular nature of the service, high frequency and very short stops. Nevertheless, specific assistance is provided at multi-operator stations with permanent assistance ATENDO service.