



Personenverkehr

# Quality Report 2010

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# Quality Report according to Passenger Rights Regulation VO 1371/2007 Art. 28

## 1. Level of punctuality

In 2010 the

- level of punctuality of **long-distance trains** was **76%**
- and for **local-traffic trains** even **95%**.

## 2. Train cancellations

On average per month there were

- **25 train cancellations** in **long-distance traffic** and
- **673 train cancellations** in **local traffic**.



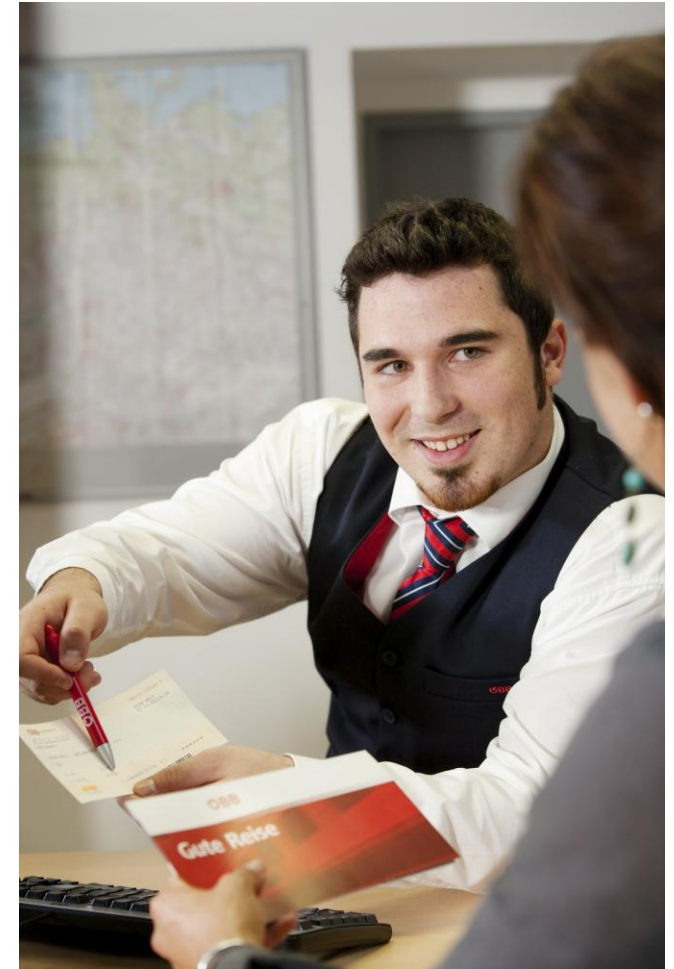
### 3. Customer satisfaction \*

■ customer satisfaction in total	2.21
■ cleanliness on long-distance trains	2.12
■ cleanliness in local trains	2.28
■ cleanliness of our train stations	2.19
■ possibility to buy tickets at the counter	1.95

### 4. Compensations

In 2010 a total of **13,305 applications** for refund were submitted.

The **compensations paid** amounted to € **296,237**.



\* surveyed by *Verkehrsclub Österreich (VCÖ)*, an Austrian traffic association, using a railway test, and evaluated with school grades.