



**Report on the Quality of Provided  
Services**

**VIAMONT a.s.**

**2010**

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## **1. Introduction**

Viamont is a public limited company founded in 1992 (original legal form was company limited liability company) and registered in the Commercial Register as public limited company on April 30, 1996. The company seat is in Ústí nad Labem. The line of company's business is in particular operation of railway passenger transport.

Quality, safety and environmental protection are our great priority. The company is a holder of valid certificates according to ČSN EN ISO 9001: 2009, ČSN EN ISO 14001:2005, ČSN OHSAS 1800 : 2008.

VIAMONT is railway transport operator in a sense of Law No. 266/1994 Coll. on railways, as amended and operates railway transport on the national and regional railway. VIAMONT is a holder of valid railway transportation licence issued by the Railway Authority in Prague. The company concentrates on business in a wide range of activities related to railway transportation operation and is also railway operator.

In 2010, VIAMONT a.s. carrier operated passenger railway transportation within a public service obligation in the Karlovy Vary, Hradec Králové, Moravian-Silesian and Liberec Regions.

### **Karlovy Vary Region:**

Route No. 145 Sokolov – Kraslice

Route No. 149 Mariánské Lázně – Karlovy Vary

### **Hradec Králové Region:**

Route No. 045 Trutnov hl.n. – Svoboda nad Úpou

Route No. 043 Trutnov main st. – Královec – Lubawka

### **Moravian-Silesian Region**

Route No. 313 Milotice nad Opavou – Vrbno pod Pradědem

### **Liberec Region:**



Route No. 036 Kořenov – Harrachov – Poland (since 28.8.2010)

## **2. Report on Quality of Provided Services**

Viamont a.s. report on quality of provided services for 2010 describes the basic elements of fulfilment of quality system related to services provided on the national and regional railways and is formulated in accordance with Article 28 of the European Parliament and Commission (ES) No. 1371/2007 dated October 23, 2007 on Passenger rights for transport in Europe.

The system of monitoring the quality of provided services forms one of fundamental documents that describe the practice in the field of professional and responsible railway transport operation on national and regional railways in the Czech Republic.

Viamont a.s. considers the quality of the provided services in the process of operating railway transport on the national and regional railways an integral part of responsible and quality undertaking of business in this field.

It is the permanent objective of Viamont a.s. to improve the quality of provided services through minimisation of the number of extraordinary events during operation of railway transport. Great emphasis is put on identification of causes and circumstances of extraordinary events' occurrence and deficiencies that threaten the safety of railway transport operation. At the same time, Viamont makes maximum effort to ensure maximum safety of railway transport operation, which represents the company's interest in minimisation of risks and their prevention. This obligation applies to all concerned persons that occur in the employer's workplaces with his knowledge.

Viamont a.s. has defined quality standards for services provided and there is implemented quality management standard ČSN EN ISO 9001: 2009.

The above stated standards of quality of the provided services are based on quality standards defined in the contracts on obligations within public services, concluded by Viamont a.s. in individual regions.

This report on the quality of provided services for 2010 is a summary description of the quality of provided services, in particular from the point of view of railway vehicles



operated, realised railway connections, not realised (cancelled railway connections), overview of extraordinary events, overview of customer satisfaction (number of complaints and queries dealt with), accurateness of transport connections and number of internal checks. Classification according to individual centres is shown below.

## 2.1 Karlovy Vary Centre

Viamont a.s. operates public passenger railway transportation in Karlovy Vary Region on two regional routes - No. 145 Sokolov – Kraslice and No. 149 Mariánské Lázně – Karlovy Vary I.s.

	Parameter	
1	Number of passengers	819498
2	Number of trkm travelled	723715
3	Number of trkm not travelled	976
4	Number of km OVER	17730
5	Number of extraordinary events	15
6	Number of registered vehicle defects	21
7	Type of railway vehicle	810, BR 654
8	Number of complaints dealt with	7
9	Number of queries dealt with	7
10	Number of delays	-
11	Number of checks	43



## 2.2 Hradec Králové Centre

Viamont a.s. operates public passenger railway transportation in Hradec Králové Region on two regional routes - No.045 Trutnov – Svoboda nad Úpou and No. 043 Trutnov main st. – Královec st. border

	Parameter	
1	Number of passengers	225281
2	Number of trkm travelled	112204
3	Number of trkm not travelled	10
4	Number of km OVER	734
5	Number of extraordinary events	0
6	Number of registered vehicle defects	15
7	Type of railway vehicle	810
8	Number of complaints dealt with	0
9	Number of queries dealt with	-
10	Number of delays	-
11	Number of checks	12



### 2.3 Centre Moravia-Silesia

Viamont a.s. operates public passenger railway transportation in Moravian-Silesian Region on two regional routes - No. 313 Milotice nad Opavou – Vrbno pod Pradědem

	Parameter	
1	Number of passengers	
2	Number of trkm travelled	116756
3	Number of trkm not travelled	82
4	Number of km OVER	0
5	Number of extraordinary events	0
6	Number of registered vehicle defects	0
7	Type of railway vehicle	810
8	Number of complaints dealt with	1
9	Number of queries dealt with	-
10	Number of delays	-
11	Number of checks	12



## 2.4 Liberec Centre

Since 28.8.2010, Viamont a.s. operates public passenger railway transportation in Liberec Region on a section of route Kořenov – Harrachov – st. border

	Parameter	
1	Number of passengers	
2	Number of trkm travelled	4193.2
3	Number of trkm not travelled	118.8
4	Number of km OVER	130
5	Number of extraordinary events	0
6	Number of registered vehicle defects	0
7	Type of railway vehicle	SA 134
8	Number of complaints dealt with	0
9	Number of queries dealt with	78
10	Number of delays	216
11	Number of checks	4





In Ústí nad Labem, on June 29, 2011

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František Kozel  
Member of the Board of Directors