

Annual service quality performance report of the year 2010

Elektriraudtee AS

Tallinn
2011

Description of the company

Elektriraudtee Ltd was founded as an independent company on the 23rd of December in 1998. As of November 15th 2000 all the shares of Elektriraudtee Ltd were given over to the Republic of Estonia, which today is represented by the Ministry of Economic Affairs and Communications.

Elektriraudtee Ltd core business is the organization of passenger transportation using electric trains in the area of Tallinn and Harju County.

Currently Elektriraudtee Ltd operates on the following lines:

- * Tallinn - Aegviidu - Tallinn
- * Tallinn - Riisipere - Tallinn
- * Tallinn - Paldiski - Tallinn
- * Tallinn - Klooga-Rand - Tallinn
- * Tallinn - Keila - Tallinn
- * Tallinn - Pääsküla - Tallinn

The overall length of the lines is 131.6 kilometers of electrified rail network.

In recent years there has been purposeful activity to enhance the quality of our service: all the furnishing in the trains has been renovated. There also was installed an electronic notification system for all of the trains and WiFi can be used in all of our trains (in the train's most Tallinn-nearest wagon). The company has also paid great attention to raise the customer service satisfaction and cleanliness of trains.

Total of 2,93 million travels were made in 2010, which is 2.1% less than the amount in 2009 (2,99).

Elektriraudtee AS management systems are certified on the base of ISO 9001:2008, ISO 14001:2004 and EVS 18001:2008 (OHSAS 18001).

Elektriraudtee AS publishes its annual service quality performance report on the Estonian language as a part of its annual report of economic year. The annual economic report of Elektriraudtee AS is available on the web- site www.elektriraudtee.ee. In the present document Elektriraudtee AS presents the extract from its annual report of economic year of 2010.

A brief description of the complaints and their solutions in the year of 2010

During the year 2010 there was submitted to Elektriraudtee AS 667 letters of clients, which included 360 complaints. The most of them was connected with the quality of the service and 25 of them with safety.

Coming from difficult winter conditions at the beginning of the year 2010 increased the number of the client's complaints. As a result of winter conditions the infrastructure wasn't pervious and due to this fact trains were late or did not come to the line. Forwarding of operation information through the channels of Elektriraudtee AS was difficult, cause there wasn't possible to get from the owner of infrastructure the information about obstacles liquidation time.

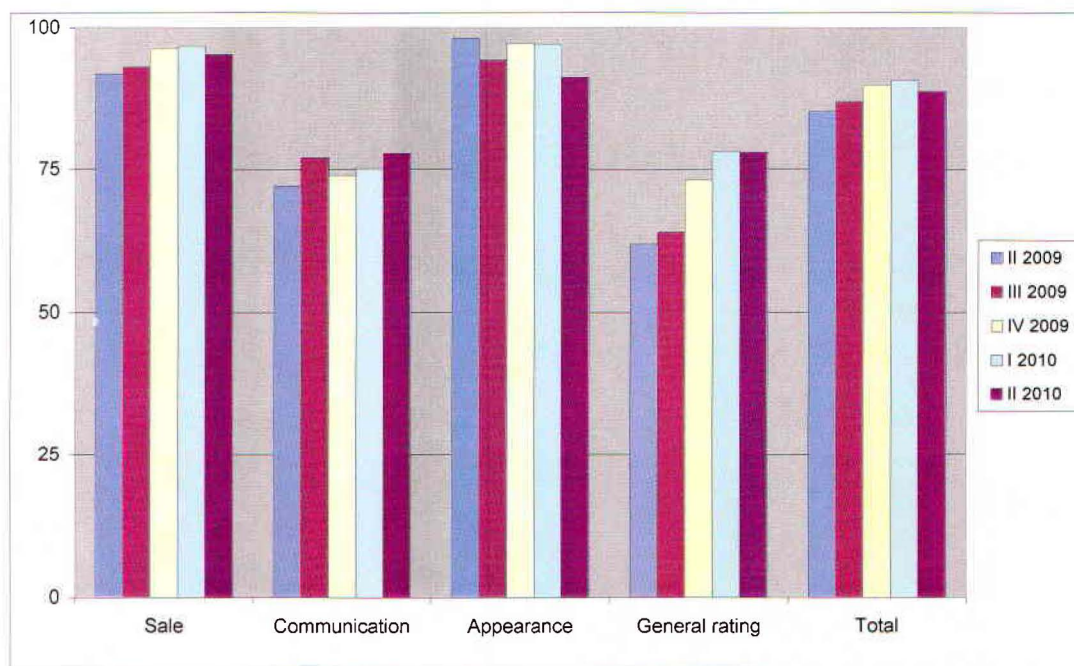
On the base of complaints, which were connected with internet connection and temperature in the trains, necessary repair and maintenance works were done. Regarding train staff the employees were educated additionally.

Coming from the September 2010 there was applied the new ticket sale system with the purpose to increase the number of non- cash deals in the trains. Changing of the system didn't cause any essential increase of the client's complaints.

The time for replaying or the complaints was 3 working days.

The report about quality of the service

Additionally to the internal auditions of the enterprise in I and II quarter of the year 2010 there were carried out the service auditions for evaluating the work of customer service in the trains. The purpose of the audit was to get information for the further development of the quality of the service. The audit was made on the base of mystery- shopping method. During each audit the test-clients evaluated each customer service employee twice and this in the real customer situation.



The result of the audit in the Ii quarter of the year 2010 was 88,67%. The indicator of the same period of the year 2009 was 85,1 %.

Additionally in the May and November of 2010 was made the lookout by two independent external observers in the trains been on line. It was done 66 journeys between different stations. During each journey there was followed the information in the trains, the cleanliness in the trains, the communication of the customer service employees, the temperature of the trains, the availability of the printed materials in the train and stations and actions of the ticket control.

In the December of 2010 there was done Customer Satisfaction Survey through the internet and in the trains, total number of the participants was 547. For the question „I am satisfied with the service provided by Elektriraudtee AS“the 73% of the participants chose „very good“. For the half of questionnaire questions clients gave positive rating in 70% or more cases.

In May and November of the year 2010 there was done accounting of the clients.

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Elektriraudtee AS