

JSC „LITHUANIAN RAILWAYS“
PASSENGER TRANSPORTATION DIRECTORATE
REPORT ON THE QUALITY OF PROVIDED SERVICE
2010

Handling and supervision of complaints is executed following JSC “Lithuanian Railways” general director’s order No Į-915 of 3 December 2009, confirmed by *Application/complaint on passenger transport by rail activity investigation instructions* and following passenger transportation directorate director’s order No Į(DL)-287 of 31 December 2009, confirmed by *Application/complaint on passenger transportation by rail activity investigation in passenger transportation directorate instructions*.

During the year 2010 passenger transportation directorate received and processed 92 complaints and 39 applications. Having analyzed all the complaints, 79 of them (84%) are regarded as reasoned. Most of the received complaints – 30% were due to impolite and unprofessional service of passengers in stations and on trains, 24% due to service which did not meet passengers’ needs, for instance, out of order toilets at railway stations or the lack of possibility to purchase a ticket on the Internet, 22 % due to failure to provide sufficient or correct information, invalid tickets or failure to grant discounts, 12% due to on board temperature, 10% due to late running or cancellation of trains and 2% due to the schedules drawn up not in accordance to the needs of passengers.

Having reviewed all passenger applications during the year 2010, most of the received complaints proved to be related to the amendments of schedules, route renewals or train stops – 32 complaints out of 39 (82%).

All the complaints and applications were responded in writing (by e-mail or if the address was indicated by regular mail) within the period of 30 days. Every reasoned complaint and application was processed, the circumstances mentioned in a complaint were examined, if necessary, an investigation was carried out. In addition, employees submitted their excuses in writing and needed measures were taken to prevent repetition of similar cases in the future.

SERVICE

28 passenger complaints were received during the year of 2010 concerning JSC “Lithuanian Railways” employee behavior during working time, communication while serving passengers, providing passengers with necessary information, noncompliance with their labor law provisions and Employee Code of Conduct as well as incompetent completion of work duties. Having analyzed circumstances mentioned in the complaints and having interviewed responsible employees, 21 complaints (75%) were found to be reasoned, i.e. passengers were really given poor quality service. Therefore, in order to avoid passenger complaints regarding improper JSC “Lithuanian Railways” employee behavior and inappropriate client treatment as well as constantly improve customer service, employees are additionally instructed on services provided by the company, adequate customer service, appearance at work and their work duties’ execution. Moreover, employees are provided additional briefing to the principles of Employee Code of Conduct of the company, are trained how professionally manage cases when exceptional attention to service is required. Employees in charge are always introduced with the content of a complaint in order to assess the mistakes and avoid their recurrence in the future. The employees who provided unprofessional service were given disciplinary punishments depending on the complexity of their faults.

Having investigated the cases mentioned in every complaint, 7 passenger complaints (25%) were found unreasoned.

SERVICES

22 passengers submitted their complaints concerning inadequate quality of services (improper conditions in stations, internet website's inadequacy to customer needs, for instance, schedule search does not run on Internet browser *Opera*, the absence of possibility to purchase a ticket on the Internet, cramped carriage compartment, etc.). Having investigated passenger complaints, 20 of them (91%) were found reasoned.

In order to ensure more qualitative operation of the Internet site, employees of JSC "Lithuanian Railways" are arranging a project for a website's renewal to broaden its functionality limits so as to meet the needs of the customers who use it. The information contained on the website will be supplemented and accessible to most browser users. While performing website renewal, passenger requests will be taken into account and detected errors will be eliminated.

To improve the quality of provided service, seat booking and ticket sale system establishment project has been launched.

Having identified the needs of customers, for customer convenience, all ticket offices have been equipped with banking payment readers. In addition, conditions for customers have been improved in stations (lightened platforms, improved station conditions and platforms), failures are handled more quickly.

Out of all passenger remarks obtained concerning the services provided by the company, 2 complaints were found unreasoned.

SCHEDULES

Regarding the amendments made for the Vilnius–Kaunas and Vilnius–Klaipėda schedule as well as an inconvenient connection between Kaunas and Klaipėda, 2 reasoned passenger complaints have been received (100%).

Regarding inconvenient train schedules and inadequate train routes, 32 applications were received in the year 2010. Passenger applications on schedule corrections and additional train allocations are considered every year when new train routes are scheduled. (14 out of 32 applications were considered).

CLEANLINESS OF ROLLING STOCK AND STATION FACILITIES (AIR QUALITY IN CARRIAGES, HYGIENE OF SANITARY FACILITIES, ETC.)

Due to carbon monoxide, in the period of carriage heating, too low air temperature in carriages in winter season and too high temperature in summer season, 11 passenger complaints were received in the year 2010. 10 processed complaints (91%) were found reasoned: the lack of heat insulation inside old rolling stock causes low on board train temperature, moreover, due to the absence of air conditionings in old rolling stock, air temperature in carriages in summer exceeds the norm. Considering inconvenient journey conditions, to ensure passenger comfort, investment is made into new rolling stock or available ones are renewed. Furthermore, in order to avoid uncomfortable conditions during the journey, especially in the period of carriage heating with carbon, rolling stock repair and preparation for the journeys quality is controlled more strictly.

Having regard to passenger requests, higher minimum limit in the conditioning systems has been set.

One complaint (9%) concerning too low on board of a train temperature was unreasoned.

INFORMATION AND TICKETS

Due to insufficient information and inaccurate its content, not granted discounts and exemptions to travel tickets, due to surcharge, invalid tickets and queuing at ticket offices, 20 passenger complaints were received and 17 (85%) of them proved to be reasoned. The remaining 3 complaints were unreasoned.

Having processed received complaints, to satisfy customer needs as well as improve the quality of provided service and in order to:

- ensure proper sale of travel tickets, tighter control of sale processes is applied and disciplinary punishments imposed for failure to follow travel tickets sale order;
- avoid situations when seat place on board trains runs out, various discounts are granted (for instance, 15% discount for tickets booked in advance) that encourage customers plan the journeys in advance;
- reduce ticket prices for international routes, there are plans to purchase open type passenger carriages;
- provide a passenger with all relevant and necessary information, information is published at stations.

PUNCTUALITY OF TRAINS

In 2010 passenger trains departed at 99.2% punctuality and arrived at 97% punctuality.

Regarding late running or cancellation of trains 9 (100%) reasoned complaints were received. Train delays and cancellations usually occur because of railway infrastructure repair work and various faults. Therefore, in order to ensure proper passenger service in the case of train delays, responsible employees receive additional briefing on handling such cases. Information on delayed trains is published on the Internet website and announced at train stations, also when purchasing a ticket, train staff as soon as possible inform passengers during the journey about any fault of a train. In the event of any unforeseen accidents every effort is made to provide passengers with all necessary information, to eliminate a fault or to organize alternative transport services for passengers, in pursuance of *Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations*.

ASSISTANCE TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

When disabled persons and persons with reduced mobility travel by rail transport in the territory of Lithuania and on international routes, assistance is provided referred to October 27, 2009 confirmed *Access rules for the transport of disabled persons and persons with reduced mobility*, formulated referring to provisions of *Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations*.

The aim of the rules is to ensure equal and non-discriminatory possibilities for persons with reduced mobility and with other disabilities, because of age or any other reason, to travel by rail transport. Special attention is given to provide the information on application of railway services, rail access and on board conveniences.

Access rules, information for disabled passengers and necessary assistance reservation form is published on the company's website, at www.litrail.lt.