



BDZ – PASSENGERS HEAD OFFICE

3 Ivan Vasov Street, BG 1080 Sofia

www.bdz.bg
bdz_passengers@bdz.bg

Report

on the quality of the transportation services rendered pursuant to the requirements of art. 28 of Regulation No 1371/2007

January – December 2011

1. Provision of information on the traveling and the sale of tickets

Information for passengers

BDZ Passengers EOOD use various means of informing their customers and partners. Before the entry into force of the new timetable for the traffic of the trains in December 2010, information was provided to the public about the major changes in the transport scheme for servicing, through:

- advertisements in the mass media;
- sale of travel guides, short timetables, brochures, etc.
- the BDZ website – www.bdz.bg

To satisfy the growing demand before official and national holidays, information is provided for launching additional trains and for increasing the compositions of the regular trains with more cars on the major lines, through:

- announcements in the mass media;
- announcements in the BDZ website, www.bdz.bg

Announcements about changes in the traffic timetable of about discontinuations or cancelations of trains due to repairs or restoration works:

- announcements in the mass media;
- announcements in the BDZ website, www.bdz.bg

Information provided at the railway bureaus and stations, personally or by telephone: trains timetables; general tariff conditions, prices.

Information using the BDZ Website: trains timetables; general tariff conditions, prices, changes in the timetables, routes of trains.

Using the BDZ Website, current information in real time is provided on the movement and the delays of arriving and departing trains at the stations in Sofia, Plovdiv, Varna, Burgas and Mezdra.

Distribution channels

- **railway stations, stops and bureaus**

At the end of 2011, servicing of passengers is provided at 254 stations and stops and 3 bureaus. 72 stations and 2 stops are serviced by BDZ Passengers EOOD personnel, and at 169 stations, stops and separate posts sales are made by employees of the Bulgarian Railway Infrastructure National Company. At 11 stations the servicing is a mixed one. At 32 stops and 11 stations, tickets are sold by persons hired on a commission contract. The total number of unserved stations and stops is 387.

- **Buying tickets in the train.**

Selling of tickets in the train is performed by the transportation personnel. The passenger trains on one of the sections from the suburban region of the capital with highest traffic, Sofia – Mezdra, are serviced by the transportation personnel with mobile computers.

- **Internet sales of tickets and reservations.**

The rendering of this service was discontinued in June 2011.

2. Punctuality of services and general principles for overcoming the situation with the cancellation of services

Statistics on the punctuality of passenger trains in 2011

According to the approved instruction for reporting the delays of passenger trains, information is prepared every day on the occurring faults in their movement. This document contains the reasons for the delays of passenger trains, and these can be: due to the fault of the operator of the railway infrastructure manager, the Bulgarian Railway Infrastructure National Company (railway; signaling and telecommunication; energy allocation, traffic); due to the fault of the railway carriers BDZ EAD; BDZ Passengers EOOD, BDZ Cargo EOOD, etc., due to the fault of BDZ Traction Rolling Stock EOOD and for other reasons (neighbouring railway administrations; reasons that are external to the railway company).

Category	International trains	Domestic long-distance trains	Regional and suburban trains
% delays total	48,5%	16,3%	6,4%
% delays of up to 60 minutes at an end station	27,3%	14,6%	5,8%
% delays of 60 to 119 minutes at an end station	13,9%	0,8%	0,3%
% delays over 120 minutes at an end station	7,3%	0,8%	0,3%

Note: The statistics includes data on train delays due to a strike of railway staff that took place between 8:00 and 16:00 in the period between 24 November to 18 December 2011.

Discontinuation of traffic

In extraordinary situations, an action plan is made immediately after the occurrence of the particular situation. Depending on the nature of the situation and the possibility for action, the movement of trains is organized on an alternative route or passengers are transboarded onto road.

General principles for coping with the situation of service discontinuation

Sanctions, compensations and bonuses

- **In cases of train delays**

With the aim of improving the effectiveness of the railway network, the system for reducing disturbances consists of the following components – minutes of delay and reasons.

Depending on the reason for the delay, the minutes of delay are applicable to the railway infrastructure manager; to the carrier, BDZ Passengers EOOD, or to a third party.

Deemed as a delay of a passenger train is any delay that is larger than 5 minutes at an end station. The compensation amounts to BGN 2.50 per minute.

For establishing the amount of delays of passenger trains and the reasons for these, after the expiry of the current month a bilateral protocol is made on the basis of the daily information, to be signed by the railway infrastructure manager and the carrier.

- **In cases of a change of the route of the trains**

In cases of cancellations of already booked routes on a request by the carrier or due to his fault, the railway infrastructure manager does not refund the charge for the booked capacity.

In cases of cancellations of already booked routes on a request by the railway infrastructure manager or due to his fault, the latter refunds the charge for the booking of capacity to the carrier.

In cases of cancellations of already booked trains on a request by the railway infrastructure manager or due to his fault, the latter pays the real damages suffered due to the cancellation of the train, whereby the damages are to be proved by relevant documents.

In cases of transboarding of passenger trains due to the fault of the railway infrastructure manager or of third parties with whom the railway infrastructure manager has contractual relations, he owes the carrier the costs of transboarding and the value of the returned tickets, reduced by the value of non-calculated infrastructure charges for the transboarded trains.

3. Cancellation of services

In the enumerated cases, BDZ Passengers EOOD as railway carrier resorts to reserve and extraordinary transport:

Reserve transport

BDZ Passengers EOOD organizes the servicing of reserve transport in the following cases:

- After receiving information from the railway infrastructure manager, the Bulgarian Railway Infrastructure National Company, about forthcoming planned repairs on the railway and the facilities;
- other events about which it has been established in advance that they render the provision of a social service impossible

Extraordinary transport

Extraordinary transport is organized in cases of:

- discontinuations of railway traffic as a result of natural disasters;
- discontinuations of railway traffic as a result of railway accidents;
- unexpected faults of the rolling stock and the railway infrastructure;
- other circumstances.

4. Cleanliness of the rolling stock and the railway facilities

Cleaning passenger cars and multiple unit trains

BDZ Passengers EOOD provides cleaning of trains at 46 points throughout the country, located in five Regional Centres for Cleaning and Equipment.

Technologies have been developed and approved for the different types of cleaning of passenger coaches and electric multiple unit trains, according to which the cleaning of the rolling stock is accomplished.

- ✓ A technology for the everyday internal cleaning and equipment of passenger coaches and multiple unit trains
- ✓ A technology for the cleaning of passenger coaches and multiple unit trains at stations
- ✓ A technology for major cleaning and equipment of passenger coaches and multiple unit trains
- ✓ A technology for external washing of passenger coaches and multiple unit trains
- ✓ For every month, a day-by-day timetable is prepared for major internal cleaning for external washing of passenger train compositions and other rolling stock. A timetable is prepared for all stations and equipment points where cleaning is carried out.
- ✓ A technology for machine washing of upholstered seats of passenger coaches and multiple unit trains
- ✓ Rough cleaning – picking up different objects of litter – paper, beverage cans etc., is carried out by the train brigade after the end of the journey in those stations where there are no points for cleaning. Such cleaning is not carried out in cases where there is no technological time, as after a short stay for the passengers to get off, the train is already composed for another journey

Quality of air in passenger coaches and multiple unit trains

57% of the passenger coaches in the BDZ Passengers fleet are equipped with air conditioning or with airway heating.

Air-conditioned coaches constitute 11% of the whole fleet of passenger coaches. This necessitates the constant passing of the inflowing air during heating and cooling through a filtrating element.

Passenger coaches with airway heating are 46% of the fleet. In this type of coaches, the passing of the inflowing air only during heating is through a filtrating element.

BDZ Passengers EOOD services the suburban areas around the larger passenger centres – Sofia, Plovdiv, Varna, with electrical and diesel multiple unit trains equipped with an air-conditioning system and filtrating elements of the inflowing air.

5. Study of the customers' satisfaction

Monitoring of the customers' satisfaction

The quality criteria that cannot be quantitatively measured are checked through filling in questionnaires by the customers. In August 2011, a study was made of the quality of the passenger transportation service by rail for the needs of BDZ Passengers EOOD. The results show a comparatively good average rating on a six-point scale.

Carrying out such questionnaire studies allows the identification of the strongest and weakest aspects of the service rendered vis-à-vis the expectations and needs of the passengers. The behaviour of the personnel in the trains and stations and the provision of information obtained a

comparatively good average rating, in contrast to the quality of cleanliness, the condition of the rolling stock and the services rendered in the trains.

The counting of passengers in all categories of trains is one of the elements of the marketing surveys carried out in passenger transport. These take place three times in a year within 7 (seven) calendar days – from Monday to Sunday, including. In 2011, the regular counting of the trains in the months March, July and October was done.

6. Refunding after reviewing complaints and compensations for failures to observe the quality standards of the service

Complaints

Every passenger who is not satisfied with the quality of the service offered can lodge a complaint or a signal to the railway undertaking. The contact details (telephone & fax number, e-mail and standard address) are shown in all stations, railway bureaus, in the Internet, in travel guides, etc. Every complaint is reviewed, an investigation is made if necessary and an answer is prepared that obligatorily contains an exhaustive and motivated explanation on the issue raised, in pursuance of all regulatory documents and according to the concrete situation that arose.

Upon the establishment of an obligation by an employee of the company and proven guilt, strictest responsibility is sought and disciplinary sanctions are imposed, according to the legislation in force.

Also, there is a hot line for signals and complaints by customers at the Central Office of BDZ Passengers EOOD.

<i>Total number of complaints and signals Incl.*</i>	383
Cleanliness in trains	5
Lack of ventilation in trains	13
Overcrowdedness in trains	12
Damages on wagons, coaches and locomotives en route	1
Delays of trains	8
Lack of information about delays	3
Missing a connection between trains	2
Inconvenient timetable	12
Failure to do official obligations by members of transport crews	12
Non-professional servicing of customers by cash desk and information desk personnel	11
Impolite attitude of members of transport crews	10
Impolite attitude of cash desk and information desk personnel	17
Lack of competence of cash desk and information desk personnel	3
Incorrect / incomplete information in the Internet site	3
Complaints from personnel	2
Unclaimed luggage	1
Lack of a sleeping car / seat sticker	8

Uninformed customer	8
Inconvenient work hours of cash desks for issuing rail passes	1
Price differences between online ticket and the one purchased at station	1
The BDZ tariff policy	8
Insufficient number of trains on a given line	1
Damaged parcel	1
Reduced / increased composition of train	1
Period of validity of ticket	1
Transboarding of passengers	3
Traffic discontinuation because of an accident	1
Dissatisfied customer from unreturned cash	1
Inconvenient work hours of luggage department	1
Optimization of the transport schema	79
Others	1

The largest number of complaints and signals received during the year have to do with: lack of ventilation in the cars, overcrowdedness in trains, inconvenient timetable and optimization of the transport schema, failure to do official obligations and impolite behaviour by members of transport crews and of cash desk personnel, etc.

Claims

Generalized data on refunds for passengers with international railway transportation documents in 2011

Refunds and paid compensations to customers	
- number	72
- amount (in Bulgarian levs)	6279,15
Grounds	
- cancelled trains and discontinued traffic with Greece	46%
- other reasons – lack of a railcar for international traffic, technical faults in rolling stock	54%

7. Rendering assistance to people with impairments and with reduced mobility

Transport servicing of people with reduced mobility by rail is performed on the major lines::

- Sofia – Burgas – Sofia via Plovdiv (2 fast trains with obligatory reservation)
- Sofia –Varna – Sofia via Gorna Oryahovitsa (2 fast trains with obligatory reservation)
- Sofia – Gorna Oryahovitsa – Sofia (2 fast trains with obligatory reservation)
- Sofia – Yambol – Sofia via Plovdiv (2 fast trains with obligatory reservation)
- Sofia – Burgas – Sofia via Karlovo (2 fast trains with obligatory reservation)
- Sofia –Ruse – Sofia via Gorna Oryahovitsa (2 fast trains)

The compositions of these trains include specialized cars with separate seats for people on wheelchairs and their accompanying persons. The railcars have toilet facilities meeting the international standards.

Transport servicing of people with reduced mobility is provided through the station departments of THE BULGARIAN RED CROSS at the railway stations in Sofia, Plovdiv, Stara Zagora, Burgas and Varna, as well as through the Information counters at the railway stations in Pleven, Cherven bryag, Gorna Oryahovitsa, Shumen, Yambol, Sliven and Pazardshik.

For the transportation service to be performed, it is necessary to place an order one day prior to the traveling (if the traveling is combined, i.e., train and automobile, the order must be placed at least two days in advance) at the stations or at the telephone numbers given on the BDZ website: www.bdz.bg.

Apart from using the above-mentioned trains, people with reduced mobility can also use the Desiro diesel and electrical multiple unit trains that move on different routes in the country. Each multiple unit train is equipped with a portable folding ramp for servicing people with reduced mobility. For traveling in these trains, no preliminary order is necessary. The servicing of people with reduced mobility when boarding and alighting is performed by the transportation personnel.

Allowed in second-class seating cars of all categories of trains and in the sleeping and couchette cars is the transportation of guide dogs for blind or visually impaired people, against the purchase of a second-class ticket for the relevant category of train. A requirement for the guide dogs is to have a muzzle, a veterinary certificate, ID card and a non-retractable leash.

Customers from abroad who want to use this service can place an order for the transportation of people with reduced mobility. They can receive additional information through the telephone number and the email address given in the company's website.