

Service Quality Performance Report 2012



1. Introduction

This document complies with the requirements in the EC Regulation nr. 1371/2007, dated 23/10/2007 concerning rail passengers' rights and obligations. The report shows how Metro Service has addressed each of the items in Annex III of the regulation. To maintain and increase the quality of service Metro Service has implemented in 2012 a Quality Management System according to ISO 9001:2008, certified by an external competent body.



2. Requirements from ANNEX III

2.1 Information and tickets

Information to passengers is provided by means of:

- Websites www.m.dk and www.rejseplanen.dk
- Metro app
- Customer service offices
- Emergency call points at ticket vending machines and in stations
- Public announcement at stations
- Passenger Information Displays at stations
- Info totem at street level
- Passenger magazine "MetroNYT"
- Roaming stewards in the metro system
- Disabled persons, m.dk, metro app and stations displays

Passengers in the Copenhagen area can use the same ticket system regardless if they intend to travel with metro, bus, or trains. Ticket vending machines are available on every station. Passengers are also able to transfer between different types of transportation means during their trip on a single ticket. Information about tickets are provided on the website <http://www.m.dk/#!/om+metroen/priser+og+billetter>. Introduction of a common electronic travel card is currently ongoing in Denmark and it is expected to be fully implemented in the coming year.

2.2 Punctuality of services, and general principles to cope with disruptions of services

2.2.1 Punctuality of services

The Metro follows a preloaded schedule, which is automatically regulated by the Automatic Train Supervision system. This ensures that train performances are adjusted where necessary to meet at all time the assigned schedule. Punctuality is defined as “Service Availability”, which measures “achieved departures” versus “planned departures”. The average Service Availability figure for 2012 was 98,4%.

2.2.2 General principles to cope with disruptions of service.

The Service Availability is monitored 24/7 automatically and Control Room staff is trained to deal with interruptions or deviances in the schedule. Significant disruptions of service are handled by the Control Room staff by means of predefined procedures and instructions, and the application of contingency plans, e.g. implementation of alternative routes, insertion of additional trains, alternative transportation, passenger information etc. Alternative transportation is delivered by a bus operator. Signs showing the way to the busses are placed on relevant locations on the stations. The responsible duty manager is in charge of all actions related to alternative operations and also the communication with external stakeholders like the police, fire brigade etc. in extreme scenarios.

2.3 Cancellations of services

2.3.1 Planned cancellations

The Metro operates 24/7 and planned service cancellations are required in case of significant maintenance activities that do not allow circulation of the trains. These planned maintenance activities are usually scheduled during night time where the impact on passengers is the least. When planned maintenance activities result in cancellation of service a replacement service by means of buses is guaranteed.

2.3.2 Unplanned cancellations

Unplanned cancellations will result in service replacement by bus. In these situations the travel guarantee will be enabled according to the conditions that can be found on the website www.m.dk.



2.4 Cleanliness of rolling stock and station facilities

2.4.1 Stations

General cleaning of stations is carried out once per day. Underground stations are cleaned during the night and aboveground stations are cleaned during the daytime. The general cleaning primarily contains washing of floors, cleaning of the non-passenger toilets and general cleaning of station interiors. Trashcans and trash is removed several times per day. Windows and escalators are cleaned once per week. There are no toilets for passengers at the stations.

To keep the Metro as graffiti free as possible, trains affected by graffiti are removed immediately. To prevent scratch-graffiti on glass anti-scratch foliage has been installed on train glass surfaces. For urgent cleaning needs the Control Room staff can dispatch an ad-hoc cleaning team which can intervene on the location to be cleaned in a very short time.

Bridges, buildings, shafts and technical rooms are included in a cleaning cycle according to a predefined cleaning schedule. Cleanliness of stations is monitored both by in house-staff and the monthly customer satisfaction survey.

2.4.2 Trains

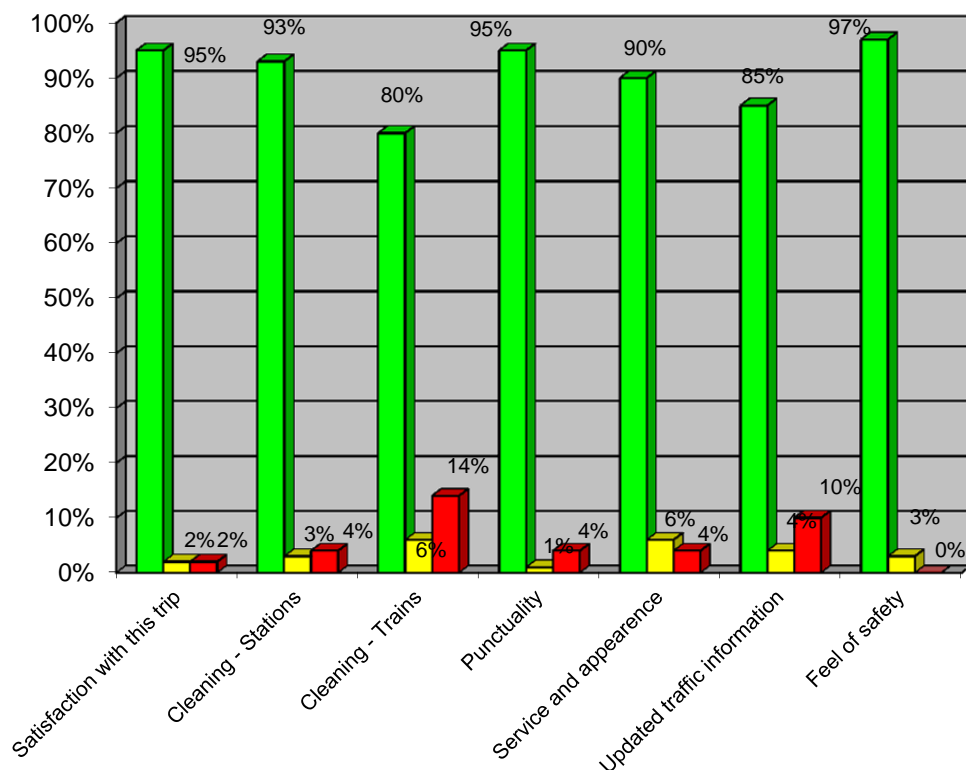
Trains are cleaned on a daily basis by means of a dedicated track located at the Control and Maintenance Center. Upon completion of the internal cleaning, trains are routed to the washing plan where the external washing of the train is performed.

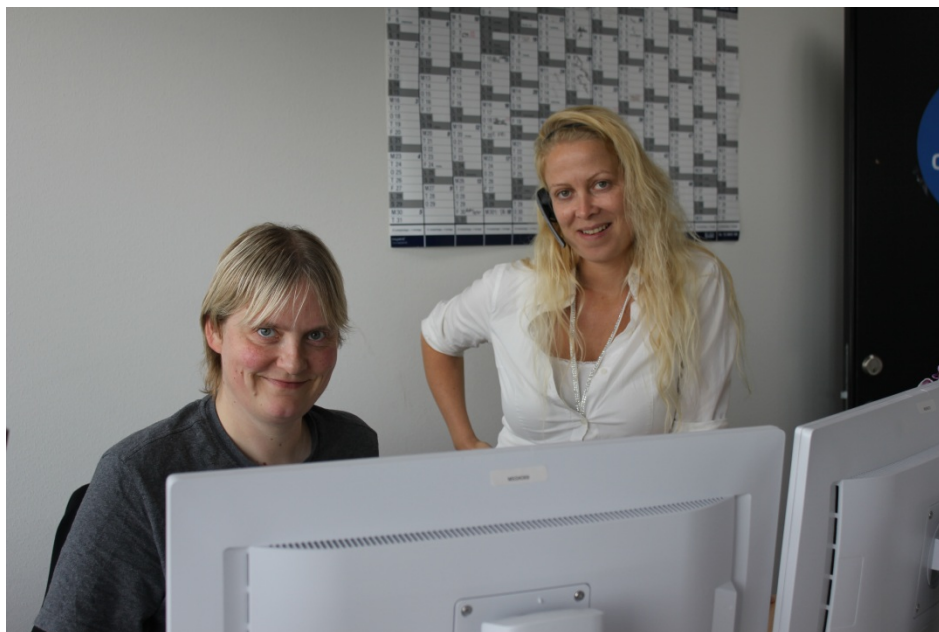
2.5 Customer satisfaction survey

Every month an independent institute asks 7 predefined questions to a panel of 400 passengers (nearly 5.000 per year) which represent a valid statistical sample of the populations. Quarterly reports with the results of the survey are made. The following questions are asked to the panel:

1. Are you overall satisfied or unsatisfied with this trip in the Metro?
2. Are you satisfied or unsatisfied with the cleanliness of the stations on this trip in the Metro?
3. Are you satisfied or unsatisfied with the cleanliness of the trains on this trip in the Metro?
4. Are you satisfied or unsatisfied with the schedule on this trip in the Metro?
5. Are you overall satisfied or unsatisfied with the Metro personnel service and appearance towards the customers on the Metro stations and Metro trains?
6. Are you overall satisfied or unsatisfied with the possibility to get updated traffic information on the Metro stations and Metro trains?
7. Do you feel safe or unsafe when travelling with the Metro?

The below graph shows the results for 2012; green corresponds to "satisfied/very satisfied", red corresponds to "unsatisfied/very unsatisfied" and yellow corresponds to "neither".





2.6 Complaint handling, refunds and compensation for non-compliance with service quality standards

Passenger complaints are handled by the Customer Service department and are processed with the aid of a centralized database system. Complaints can be conveyed by telephone, fax/letter, the website <http://intl.m.dk/#!/customer+service> and by visiting Metro Service premises.

Rules for compensation for non-compliance with service quality standards are addressed according to the valid Travel Guarantee that can be found at <http://www.m.dk/#!/om+metroen/rejseinformation/planlagte+driftsaendringer/rejsegaranti>

Metro is part of the Ankenævnet (appeal board) for bus, train and metro and it is possible for the passengers to get a second and an external opinion on the reply received from the metro customer service center. Further information is available on Ankenævnets webpage <http://www.abtm.dk/>.

The target for handling complaints is that all written inquiries should be answered within 5 working days and 80% of all telephone calls should be handled within 120 seconds (85% of all calls should be answered). On written inquiries the targets were not entirely met in 2012 and a plan for improving the service and quality level has been effectuated.

2.7 Assistance provided to disabled persons and persons with reduced mobility

The Metro is designed with a mindset of easy to use for disabled person and persons with reduced mobility:

- Elevators are installed at stations to provide access from street level to platform level
- Station and train height is aligned at platforms
- Guidelines are embedded in the floor for blind and visually impaired people
- All trains and stations have Emergency Call Points which can put you in direct 2-way communication to the Metro control room for assistance, and the control room operator can decide to extend the dwell time of a train at the station, if necessary
- Speakers and displays are installed in the trains in order to provide information about the next stop
- On stations next train and destination is displayed with a countdown and speakers announce the trains just before arrival.