



YEAR 2014

SERVICE QUALITY REPORT

of „Koleje Mazowieckie – KM” sp. z o. o.

(Mazovian Railways – KM Ltd.)

WARSAW 2015

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Introduction

Pursuant to Article 28 of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations, railway undertakings are required to define service quality standards, whose minimum scope is itemised in Annex III to the aforementioned regulation. It is based on the guidelines the aforementioned regulation provided that „Koleje Mazowieckie – KM” sp. z o. o. (Mazovian Railways - KM Ltd.) (further referred to as ‘KM’) prepared this service quality report relating its performance against the aforementioned quality standards in respect of the year 2014.

1. INFORMATION AND TICKETS

1.1 Provision of information during the journey

The information delivered during train journeys differed in its extent and scope. First of all, the train crew provided information to the passengers both directly and via the sound equipment which part of the KM rolling stock is equipped with.

The following information was available during the journey on KM trains:

- a) on the procedure of purchasing tickets onboard the train (in two languages: Polish and English);
- b) on purchasing tickets via a mobile phone;
- c) on the area of validity of the 'ZTM-KM-WK Integrated Ticket';
- d) on the names and relative location of stations and stops; in the form of the train line map;
- e) on the telephone number of the Railway Security Service;
- f) on the telephone number of the Call Centre;
- g) on the Polish National Debt Register (KRD).

Moreover, KM provided voice and visual messages on the current and the next train station/stop.

The number of train units equipped in train station announcement systems increased in the year 2014. As at the end of the year 2013 these numbered 233 while at the end of the year 2014 they stood at 247.

1.2 Provision of information on stations

Wherever a station is equipped with displays and/or bulletin boards, information is conveyed in the form of posters and announcements relating to:

- a) the KM train timetable;
- b) the specific telephone number under which disabled people and persons with reduced mobility can request assistance and the name of the nearest station equipped to offer transportation assistance services to the disabled;
- c) additional charges;
- d) ticket purchase and activation onboard a train;
- e) the lost property point;
- f) the possibility and the procedure of filing general complains, suggestions and service

- complaints (or claims);
- g) accessibility of the train timetable on the KM corporate website;
 - h) the places where the Warsaw City Travelcard can be topped up or activated;
 - i) accessibility of the Book of Complains and Suggestions;
 - j) diagram of the rail lines served by KM;
 - k) basic rights of passengers in rail transport;
 - l) the validity area of the ZTM-KM-WK Integrated Ticket;
 - m) ticket purchase via the SkyCash mobile phone app;
 - n) the offers referred to as 'the airport ticket';
 - o) the price of single ticket rides on KM trains to the most frequented passenger stations and stops;
 - p) the 'Call Center' telephone number.

Wherever a station or stop has a ticket sales point, the information is conveyed directly by KM staff and/or agents of KM manning ticket sale points.

In addition to providing information on the train timetable, the possible train connections and transfers, and the rules of passenger handling, the 'Call Center' telephone information point under the 22 36 444 44 line also accepted general passenger complains and applications for provision of travel assistance to the disabled intending to use the services of KM.

1.3 Provision of information on train times, tariffs and platform numbers

Complete information on the train timetable, prices and tariff offers was posted on the KM www.mazowieckie.com.pl corporate website and was accessible through the 'Call Center' line of 22 36 444 44.

In addition, on the rail lines the Company serves, KM provided information on train times, tariff offers, changes in the movement of trains, etc. through:

133 own display cabinets installed on 37 stations and 63 passenger stops;

53 display cabinets provided by „PKP Polskie Linie Kolejowe” S.A. (further referred to as 'PKP PLK S.A.'), the Infrastructure Manager of the rail network on 7 stations and 17 passenger stops.

1.4 Ticket vending equipment

KM used the following equipment to sell its tickets to the passengers:

- a) the ticket sales points equipped with licensed VAT cash registers (rrPOS);
- b) terminals for top-up of ZTM Warsaw City Travelcards – 22 installed units;
- c) mobile cash registers;
- d) KM ticket vending machines;
- e) mobile ticket vending app installed on mobile phone handsets.

1.5 Availability of staff on stations for the purpose of providing information and selling tickets

KM operated:

- a) permanent information points at the Warszawa Wschodnia, Siedlce and Radom stations;
and
- b) as at the end of the year 2014, KM operated 138 ticket sale points, including 48 own and 90 agent operated, which in addition to selling tickets also provided information.

2. TRAIN PUNCTUALITY AND GENERAL RULES OF CONDUCT AT DISRUPTION TO PERFORMANCE OF TRAIN SERVICE

2.1 Delays

1. General average train delays expressed in percentage terms by train category (international, national, regional).

In light of vagueness of the parameter describing the train timetable implementation quality, we present here indicators of average train delays on departure and arrival at the terminus, calculated as the arithmetic average of the parameters registered in the respective months of the year 2014.

Average train delays on departure: 10.87%

Average train delays on arrival at the terminus: 34.63%.

2. Percentage of delays on departure and arrival in the year 2014. See table below:

	January	February	March	April	May	June
Number of trains in service	20 412	18 917	20 512	20 026	20 398	19 528
Number of trains delayed on departure	3 315	1 801	1 421	1 561	1 785	2 031
Number of trains delayed on arrival:	8 324	5 656	6 025	6 038	6 218	6 627
* with delay of up to 60 min.	7 973	5 590	5 993	5 867	6 134	6 515
* with delay of b. 60 and 119 min.	286	60	22	84	73	101

* with delay equal to or exceeding 120 min.	65	6	10	87	11	11
% of delays at departure	16.24%	9.52%	6.93%	7.79%	8.75%	10.40%
% of delays on arrival of less than 60 min.	39.06%	29.55%	29.22%	29.30%	30.07%	33.36%
% of delays on arrival of b. 60 and 119 min.	1.40%	0.32%	0.11%	0.42%	0.36%	0.52%
% of delays on arrival \geq 120 min.	0.32%	0.03%	0.05%	0.43%	0.05%	0.06%

	July	August	September	October	November	December
Number of trains in service	19 623	18 644	19 544	20 321	19 289	20 415
Number of trains delayed on departure	1 978	1 844	2 174	2 580	2 151	2 481
Number of trains delayed on arrival:	7 092	6 232	6 891	7 746	6 400	6 992
* with delay of up to 60 min.	6 978	6 126	6 770	7 647	6 258	6 888
* with delay of b. 60 and 119 min.	106	89	104	86	114	85
* with delay equal to or exceeding 120 min.	8	17	17	13	28	19
% of delays at departure	10.08%	9.89%	11.12%	12.70%	11.15%	12.15%
% of delays on arrival of less than 60 min.	35.56%	32.86%	34.64%	37.63%	32.44%	33.74%
% of delays on arrival of b. 60 and 119 min.	0.54%	0.48%	0.53%	0.42%	0.59%	0.42%
% of delays on arrival \geq 120 min.	0.04%	0.09%	0.09%	0.06%	0.15%	0.09%

3. Percentage of lost connections with other train services.

The Infrastructure Manager, being PKP PLK S.A., the entity responsible for collecting and documenting rail traffic data, did not maintain nor does it maintain any register of connections, made or lost. KM also did not and does not register such events.

The List of Train Connections prepared by PKP PLK S.A. prior to every new release of the train timetable loses its validity immediately upon publication of the first closing adjustment to that timetable. It needs to be borne in mind that the Infrastructure Manager introduces a countless number of adjustments of that type in the course of any train timetable validity period. Oftentimes, such adjustments involve differentiation in running a single train over a number of days.

To summarise, considering the great number of timetable changes being introduced by PKP PLK S.A. in the course of the train timetable validity period, there is no room for the operators agreeing the initial List of Train Connections or registering any subsequent connections; as such lists becomes rapidly outdated.

2.2 Disruptions to performance of train service

Response actions at occurrence of operational difficulties are provided for within the „Koleje Mazowieckie – KM” sp. z o. o. organisation in the following documents:

- Document ZK-01 entitled Crisis Management forming part of the Safety and Security Management System Documentation;

- b) 'Rules of notification of accident or fire in the central urban rail line and actions to be taken subsequent to such notification', a document developed and communicated to rail service operators by PKP PLK S.A., the Infrastructure Manager;
- c) Agreement with PKP Intercity S.A., Przewozy Regionalne Sp. z o. o., Warszawska Kolej Dojazdowa and the Warsaw Transport Authority on mutual acceptance of tickets and carrying of passengers in emergency;
- d) 'Action plan in the event of occurrence of an undesirable event: malfunction of loops or mechanisms which automatically control and secure doors during train operation';
- e) 'Guidelines for running operations in the 2013/2014 winter season' and 'Instruction KMo-17 on preparations for provision of passenger service under winter conditions';
- f) Chapter X of the Instruction Ir-1 (R-1) on running of trains.

3. CANCELLED TRAINS

The table below presents the number of trains cancelled in the course of the year 2014:

	Year 2014 data
Planned no. of trains in operation	238 416
Actual no. of trains in operation	237 629
No. of cancelled trains	787
% of cancelled trains out of total trains planned to be run	0.33%

4. CLEANLINESS OF THE ROLLING STOCK AND STATION FACILITIES

4.1 Frequency of cleaning

The table below presents the frequency of the cleaning procedures conducted in the year 2014:

No.	Type of cleaning procedure	Planned frequency of cleaning	Performance in the year 2013 in %
1	Periodic	Every 30 days	102
2	Expanded cursory	Every 3-4 days	79
3	Cursory	2 times a day	109

4.2 Air quality testing results

As assessed in accordance with the air quality measurement formula applied by „Koleje Mazowieckie – KM” sp. z o. o. to the trains it operates, 37.64% was the ambient air quality indicator value.

4.3 Accessibility of toilet facilities

In the year 2014, the number of toilets available onboard the trains operated by „Koleje Mazowieckie – KM” sp. z o. o. stood at 281.

5. CUSTOMER SATISFACTION SURVEY

5.1 Train service punctuality

A customer satisfaction survey was conducted between 28 and 30 May 2014. Total of 2 100 individual surveys yielded the following outcomes:

- a) 11 ‘very good’ ratings, which represented 0.52% of the respondents;
- b) 613 ‘good’ ratings, which represented 29.19% of the respondents;
- c) 965 ‘acceptable’ ratings, which represented 45.95% of the respondents;
- d) 417 ‘poor’ ratings, which represented 19.86% of the respondents;
- e) 94 ‘very poor’ ratings, which represented 4.48% of the respondents.

On average punctuality in the KM network was rated at 3.11.

The causes of the train service unpunctuality included: the need to give priority to delayed trains of higher category; malfunction of rolling stock or of station or rail track equipment; or the repair or modernisation works conducted by the Infrastructure Manager.

5.2 Accessibility of information about train departure and arrival times and platforms

Accessibility of such information was assessed in terms of respective media:

- a) Internet – 4.17
- b) ‘Call Center’ telephone information: 3.52
- c) poster and bulletin board announcements: 3.55
- d) loudspeaker information: 3.07

Average rating of accessibility of information about train departure and arrival times and platforms through the media used by KM: 3.58.

5.3 Personal security whilst on board

Personal security whilst on board was assessed as follows:

- a) 282 'very good' ratings, which represented 13.43% of the respondents;
- b) 1 033 'good' ratings, which represented 49.19% of the respondents;
- c) 652 'acceptable' ratings, which represented 31.05% of the respondents;
- d) 95 'poor' ratings, which represented 4.52% of the respondents;
- e) 38 'very poor' ratings, which represented 1.81% of the respondents.

Average rating of personal security whilst on board KM trains: 3.68.

5.4 Cleanliness of the inside

Cleanliness of the inside of trains was assessed as follows:

- a) 126 'very good' ratings, which represented 6.00% of the respondents;
- b) 780 'good' ratings, which represented 37.14% of the respondents;
- c) 804 'acceptable' ratings, which represented 38.29% of the respondents;
- d) 321 'poor' ratings, which represented 15.29% of the respondents;
- e) 69 'very poor' ratings, which represented 3.29% of the respondents.

Average rating of cleanliness of the inside of KM trains: 3.27.

5.5 Accessibility of stations and trains

Passenger station or stop accessibility characteristics depends on a number of factors. In strongly urbanised regions, answers pointing to urban, private and public transport dominate. In rural regions and municipalities with no public transport, answers pointing to private car, motorcycle and bicycle dominate. Park and Ride parkings established by KM, local governments and arising spontaneously on private land located near stations have played a major role in expanding this form of accessing stations. However, the largest group of respondents declared that they reached the stations on foot, which indicates that direct vicinity of residence to a rail line was decisive to selection of the means of transport.

No other element, namely information in cases of delay, rolling stock maintenance and technical condition, accessibility of useful information in the course of a journey, waiting time for obtaining information on stations, accessibility of good quality toilets on every train, or cleanliness and maintenance of high standards of stations, was the subject of the customer satisfaction survey.

6. RESPONSE PERFORMANCE TO COMPLAINTS, RETURN OF RECEIVABLES AND COMPENSATION FOR FAILURE TO MAINTAIN SERVICE STANDARDS

6.1 Procedures in use

The rules of conduct in case of passenger complaints and claims in „Koleje Mazowieckie – KM” sp. z o. o. are regulated through procedure P-8.1-1, Handling of the Customers’ Complaints and Suggestions, forming part of the Quality Management System based on the PN-EN ISO 9001:2009 standard. The procedure is compliant with the effective legislation and is continually updated.

The procedure aims to ensure that the service and general complaints, and suggestions of the customers be considered with due diligence by competent personnel and that the causes be identified, reviewed and removed while the possible losses to the customers be compensated. The procedure ensures uniform conduct, which leads to removal and analysis of irregularities occurring in the customer service process. Pursuant to the aforementioned procedure, all letters from customers delivered to the Complaints Team are registered as:

- a) a service complaint or claim (‘reklamacja’); or
 - b) a general complaint (‘skarga’) or a suggestion (‘wniosek’);
- depending on their content.

The difference between a service complaint (claim) letter and a general complaint or a suggestion is that it is only by way of a service complaint letter that a passenger can demand compensation of damages through: reimbursement of incurred transport costs; monetary compensation of additional documented material damages; or compensation in a different form consistent with the carrier’s operations. A letter categorised as a general complaint or a suggestion cannot contain any motion for compensation on account of partial or complete default on a previously affected transport service contract.

6.2 Number of general complains and service complaints and results of their consideration

1. Complaint categories.

The metrics are maintained by the following categories:

- a) Train service irregularities: delays.
- b) Train service irregularities: cancellations.

- c) Quality of the service provided to passengers on trains by the ticket collector and traction engineer crews.
- d) Quality of the service provided to passengers by the staff of the ticket sale and information points.
- e) Passenger information (website, PA system announcements, etc.).
- f) Cleanliness of the rolling stock.
- g) Personal security on board a train.
- h) Technical condition of the rolling stock.
- i) Corruption.
- j) Composition of trains.
- k) Congestion on trains.
- l) Heating of the rolling stock.
- m) Other.
- n) Failure to comply with the ban on smoking and alcohol drinking on trains.
- o) Timetable.
- p) Reputation of the service.
- q) Early departure of trains.
- r) Thermal comfort in rolling stock.
- s) Ticket vending machines.
- t) Rail replacement bus service.

The table below presents general complaints, suggestions and service complaints received in the period of between 1 January and 31 December 2014, with breakdown into the respective cause thereof.

Causes	Month												Total
	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
Train service irregularities: delays	165	103	59	33	86	126	85	95	228	214	168	141	1503
Train service irregularities: cancellations	5	10	11	4	8	15	4	8	32	29	14	6	146
Quality of the service provided to passengers on trains by the ticket collector and traction engineer crews	58	38	32	34	45	46	55	58	41	54	40	44	545

Quality of the service provided to passengers by the staff of the ticket sale and information points	17	9	10	7	22	17	23	25	19	25	19	13	206
Passenger information (website, PA system announcements, etc.)	47	30	14	4	19	23	19	23	39	46	30	26	320
Cleanliness of the rolling stock	2	0	2	2	2	3	3	1	1	0	0	1	17
Personal security on board a train	1	1	0	1	1	0	2	1	0	3	0	7	17
Technical condition of the rolling stock	16	2	9	10	10	10	16	6	10	8	11	15	123
Corruption	0	0	0	0	4	1	0	1	0	1	1	1	9
Composition of trains	23	9	22	26	12	53	22	9	39	71	35	34	355
Congestion on trains	22	10	15	24	7	50	17	5	19	67	33	29	298
Heating of the rolling stock	15	8	1	2	0	0	0	0	0	0	4	5	35
Other	47	44	31	46	64	30	84	63	73	49	35	48	614
Failure to comply with the ban on smoking and alcohol drinking on trains	2	4	0	0	1	1	2	0	6	0	0	4	20
Timetable	40	29	25	26	29	36	23	26	50	65	39	74	462
Reputation of the service	9	9	8	12	4	12	11	5	9	8	4	1	92
Early departure of trains	6	8	0	5	3	1	3	2	5	4	3	8	48
Thermal comfort in rolling stock	1	3	1	6	12	13	20	9	6	12	5	5	93
Ticket vending machines	7	3	5	6	1	0	0	1	4	3	6	1	37
Rail replacement bus service	6	1	1	2	1	6	11	21	17	61	20	20	167

The number of general complaints and suggestions presented in the above table is not consistent with the total number of general and service complaints received by KM in the year 2014 as, not infrequently, a single general complaint or suggestion submitted by a passenger relates to a number of issues. Such a complaint is allocated to each and every complaint or suggestion category it pertains to.

The registers do not maintain subdivision of complains on train delays into those referring to delays of between 60 and 119 minutes, and those of above 120 minutes.

2. Complaints received.

In the period of 1 January to 31 December 2014 KM received 2 535 general complaints and suggestions and 1 327 service complaints.

In the year 2013 KM received 2 457 general complaints and suggestions and 698 service complaints, which indicates that in the year 2014 the total number of passenger

complaints rose by 22.41% on the year earlier.

3. Complaints considered.

Out of the total of 2 535 general complaints and suggestions, KM considered 2 479. The remaining 56 general complaints and suggestions were not considered as they lacked the return address information or remained incomplete.

Out of the total of 1 327 service complaints, KM considered 1 174. The remaining 153 service complaints were not considered as they were incomplete – lacking essential documentation or were submitted after the set deadline. 698 service complaints were considered in favourably, with total of PLN 21 234.76 paid out to the passengers.

4. Average complaint consideration time.

Responses to general complaints and suggestions are provided promptly; no later than within 1 month of the date of their receipt by KM. In the cases that call for a clarification procedure, the response time is extended to 3 months counting from the date of receipt by KM. Average general complaint or suggestion consideration time in 2014 was 12 days from the date of receipt by KM.

Responses to service complaints are also provided promptly; no later than within 30 days of the date of their receipt by KM. Average service complaint consideration time in 2014 was 10 days from the date of receipt by KM.

5. Improvement plans.

In compliance with the P-8.1-1 procedure, the Complaints Team prepares monthly reports that provide analysis of the locations and the causes of irregularities by respective train lines KM serves, which reports are discussed at meetings of the KM Management Board.

The formulated conclusions are passed on to the units of the organisation technically responsible for the respective irregularities, for the purpose of eliminating them.

The scope of works undertaken for the purpose of eliminating any irregularity includes the following tasks:

- a) preparation of issue topics for periodic cautionary instructions addressed to the staff engaged in provision of customer service;

- b) addressing of intervention letters to units cooperating with „Koleje Mazowieckie – KM” sp. z o. o. or providing services to it;
- c) motioning for amendment of regulations; and
- d) compiling of statistics for the purpose of monitoring effectiveness of applied measures and identification of the areas that require application of effective intervention measures.

Total of 54 conclusions were formulated in the year 2014. These included, among others, proposals for:

- a) undertaking actions in the field of proper delivery of information on delays and other train movement related events to passengers (PA system announcements, website, communication by the train crews);
- b) undertaking actions aimed at elimination of train delays;
- c) undertaking actions aimed at eliminating the causes of general complaints about the technical condition of the rolling stock;
- d) putting into service of larger train sets on the routes carrying the highest passenger flows;
- e) provision of training and intervening in relevant circumstances in respect of staff engaged in passenger clearance; and
- f) undertaking relevant interventions in response to improper discharge of official duties by the ticket collector/guard and traction engineer crews, and the „ZW Renoma” firm controllers.

7. ASSISTANCE TO DISABLED PEOPLE AND PERSONS WITH REDUCED MOBILITY

1. Procedures in use.

The following actions were undertaken by way of implementation of the 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:

- a) In order to provide the aforementioned persons with the possibility of notifying the need for provision of assistance within 48 hours of planned journey, KM provides a telephone line of 22 364 4444 accessible 24 hours a day. Information relating to assistance to disabled people and persons with reduced mobility has been made public through

announcements posted on train stations and the www.mazowieckie.com.pl corporate website, tab 'Rights and obligations of passengers';

- b) In order to provide the most favourable travel conditions and ease the burden of travel for the disabled people travelling on trains of KM, they can purchase train tickets onboard at no additional charge;
- c) On 26 October 2011, the Resolution of the Management Board of „Koleje Mazowieckie – KM” sp. z o. o. No. 442/Z/2011 introduced the 'Rules of organisation of assistance to disabled people and persons with reduced mobility travelling on the trains of Koleje Mazowieckie', which regulate assistance in organising travel of the aforementioned persons, this with the aim of enabling their access to the same services onboard a train as all the other passengers, whenever the degree of disability impedes their independent and safe use of such services.

2. The number of persons who took advantage of the assistance.

In the year 2014 KM handled assisted travel for 79 disabled people.