

Annual rail service quality report for the year 2019

Tallinn
May, 2020



Introduction

AS Eesti Liinirongid (Elron) is state owned company, shareholder represented by the Ministry of Economic Affairs and Communications, offering passenger train transport service all over Estonia. Service is provided under public service contracts entered into pursuant to the procedure provided in the Public Transport Act.

Elron operates with 18 FLIRT type electrical trains and 20 FLIRT type diesel trains.

Elron operates domestic travels only.

In year 2019 Elron operated all over Estonia totally on 16 lines, of those 6 electrified lines:

- Tallinn-Aegviidu
 - Tallinn-Riisipere (since 08.12.19 Tallinn-Riisipere-Turba)
 - Tallinn-Paldiski
 - Tallinn-Kloogaranna
 - Tallinn-Keila
 - Tallinn-Pääsküla,
- and 10 not electrified lines:
- Tallinn-Viljandi
 - Tallinn-Türi
 - Tallinn-Rapla
 - Tallinn-Tartu
 - Tallinn-Narva
 - Tallinn-Rakvere
 - Tartu-Jõgeva
 - Tartu-Koidula-(Piusa)
 - Tartu-Valga
 - Tallinn-Pääsküla.

Total length of lines is 795 kilometers, from which 132 kilometers are electrified. No public infrastructure is owned by Elron.

The requirements established in Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on rail passengers' rights and obligations apply to the rail transport of passengers with following exemption: Articles 10, 13 (2), 15, 18 (2) and 22 of Regulation No. 1371/2007 are not applied until 2024 December, 3.

Elron is a participant in Eurail and Interrail Global Pass system.

1) Information and tickets

Information about Elron's services can be retrieved via Elron's home page www.elron.ee, 24 h information phone and office phone during office working hours. Selected information is published on platforms and stations.

During the journey electronic displays provide information about line's end station, next stop, following stations, also about train's current speed and air temperature outside the train. On every train there is at least one customer service member, who is ready to provide information and help.

Elron does not own nor operate stations. Only in main train station Balti jaam Elron's personnel and Tartu station contractual reseller are selling Elron's train tickets and provide travel information on rented premises.

Tickets to all Elron's travels can be purchased on board the train or pre-purchased via internet or stations in Tallinn and Tartu. Group tickets pre-orders are processed individually. Only in main railway station in Tallinn (Balti jaam) and Estonian second biggest city Tartu tickets can be bought from station during the opening hours of the station building. Additionally third party transport ticket reseller sells Elron's train tickets via www.pilet.ee.

Ticket prices are published at Elron's home page www.elron.ee, inside the trains and all platforms, also can be asked from information phone or from customer service member on train.

Train schedules are published at Elron's home page www.elron.ee and at every platform. Only on selected platforms there are also electronic screens to display train schedules. Realtime train location can be followed from Elron's home page.

In main stations Tallinn and Tartu information about the platforms for arrivals and departures is published in station. At Elron's homepage information about platforms in Tallinn and Tartu stations is presented with the clause that the platforms can be operatively changed by owner of station.

Tickets machines on board of the trains were taken into use in the beginning of year 2019.

Rules on carriage of disabled persons and persons with reduced mobility are integral part of Elron's transport rules and are at any time available at Elron's home page. Information to disabled persons and persons with reduced mobility is provided pursuant to general documented procedures. All abovementioned channels for information can be selected by disabled persons and persons with reduced mobility depending on the extent of disability of the person.

2) Punctuality of services, and general principles to cope with disruption to services

Totally 99,05% of the trains arrived to end station as scheduled (excluding delays and cancellations).

Only delays over 4 minutes regarding electrical trains and 6 minutes regarding diesel trains to end stations are considered as a delay for statistics.

For statistics delays are divided into 2 groups:

Delays over 15 minutes to end station – totally 125 times during 2019 (0,15% from all arrivals);

Delays over 30 minutes to end station – totally 104 times during 2019 (0,13% from all arrivals).

Percentage of travels on schedule during 2019:
Electrical trains – 99,43%;
Diesel trains – 98,67%.

Elron does not offer official transfer lines.

All actions regarding management of delays are regulated by internal documentation and solutions to continue providing service is managed in cooperation with owners of infrastructure. Alternative transport service is provided according to contracts concluded between carrier and transport service providers.

3) Cancellation of services

Cancelled trains during 2019 – totally 40 trains, ie 0,05% of scheduled trains (service not categorized).

4) Cleanliness of Rolling Stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc)

Trains are cleaned by contractual professional cleaning company at end stations and by Elron's personnel at depot. Contract specifies the extent of the cleaning operations and frequency.

Air quality inside the trains is guaranteed by maintenance procedures according to applicable maintenance requirements.

All trains have one universal toilet, which is open during the travel period.

5) Customer satisfaction survey

Every year at the end of the year customer satisfaction survey is conducted. Survey is conducted electronically; invitation is published at home page and is open to all interested persons.

Questions about satisfaction with different ticket products and availability, cleanliness of the trains, safety, customer service, crowdedness and information from service provider etc are asked from our customers. Elron analyzes all the categories with low or unsatisfactory results and makes effort to improve the quality of service.

According to 2019 customer satisfaction survey highest ratings regarding offered service were received for following allegations (very true, mostly true):

- 1) The trains are technically correct – 92,81%;
- 2) Train travelling is safe – 92,30%;
- 3) train tickets are easy to purchase – 90,96%;
- 4) Travel information inside train is correct and understandable – 90,87%;
- 5) Trains are clean – 90,57%;
- 6) Customer service crew is friendly and kind – 87,76%.

And lowest ratings were received for following allegations:

- 1) Quality of wifi on train is satisfactory – 54,77%;
- 2) Ticket price is fair for me – 56,97%;
- 3) Train schedule is suitable for me – 65,62%;
- 4) Information about the delays are on time and understandable – 67,34%;
- 5) Train information phone gives adequate and sufficient information – 75,79%;
- 6) Information on platforms is available and adequate – 76,04%.

Overall satisfaction with the service provided by Elron was 79,92% (86,47% on 2018).

Elron analyzes customer feedback daily and elaborates reasonable and realistic customer's proposals.

6) Complaint handling refunds and compensation for non-compliance with service quality standards

Rights and obligations of the passengers and carrier are stipulated in passenger transport rules which are accessible via Elron's home page. Extract from rules is published on train. Management of passenger complaints is described in passenger transport rules. Additionally, internal work procedures are implemented to regulate the process of handling customer complaints.

Refunds are regulated by separate document issued by Elron and it covers terms and conditions for compensation regarding ticket refund and terms and conditions for voluntary return of tickets. The regulation is accessible via Elron's home page.

All written customer complaints and inquiries are registered with individual identification number in general document management system. Complaints and inquiries can be filed by telephone, link on home page, general e-mail address or regular post.

During 2019 totally 3273 complaints were registered by carrier (number does not include neutral inquiries about service and voluntary return of tickets, number includes unjustified complaints).

Complaints were divided into 7 different categories (transportation, customer service and ticket sale, sale and marketing issues, cleanliness of the trains, IT, maintenance and repair of trains, third party responsibilities), every category have subcategories to specify the subject of complaint (totally 35 subcategories). As from July 2019 complaints regarding services provided by external service providers were moved to category external process and statistics are not comparable to 2018.

Most frequent complaints were received regarding:

- 1) External process – 25% from total complaints (most complaints regarding purchase process of tickets);
- 2) transportation process - approx 23% from total complaints (including in majority claims for compensation regarding delays, alternative transport service, trains on schedule);
- 3) sale and marketing procedures - approx 28% from all complaints (information about train schedules on platforms, stations and homepage; public service phone; satisfaction with travel schedule, etc);
- 4) customer service on trains (mostly ticket sale on board of train) and IT issues (mostly quality of WiFi)– equally approx 17% from all complaints.

All customer complaints were answered. Average time to respond was 1,5 working days; simple inquiries were answered the same day. Within 3 days all customer inquiries were replied. When the answer took longer to be composed, relevant note with new date of receiving answer was delivered to the customer.

All delays over 30 minutes are handled the same, no difference in extent of compensation.

Customer complaints and inquiries are analyzed and improvements implemented to extent possible.

7) Assistance provided to disabled persons and persons with reduced mobility

Rules on carriage of disabled persons and persons with reduced mobility are published at Elron's web page www.elron.ee.

Elron's customer service crew on train provides necessary help only on board of the train according to implemented rules on carriage of disabled persons and persons with reduced mobility.

All requests for help on board are expected to e-mail address abi@elron.ee for immediate processing. Nevertheless, all request for help regardless receiving e-mail address are processed.

During 2019 one request for help was send to carrier. Requested was help to exit the train with wheelchair at end station and help was provided.

In 2019 no station in Estonia had personnel to provide help for disabled persons and persons with reduced mobility.

Elron continues improving the passenger service quality to offer its passengers comfortable and fast rail transport. Welcome on board!

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