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REPORT

**on the quality of the provided railway transport services
on the territory of the Republic of Bulgaria
for the period January - December 2023**

BDZ - PASSENGERS EOOD

Sofia, 2024

I. SCOPE

This report has been prepared on the basis of Art. 28 of Regulation 1371/2007 of the European Parliament and of the Council of October 23, 2007 on Rail Passengers' Rights and Obligations. The report contains information on the implementation of the offered rail service on the territory of the Republic of Bulgaria in compliance with the quality standards.

The report covers the period January - December 2023 and provides information on the areas of development according to Annex III of Regulation 1371 / 2007- Minimum Service Quality Standards

- Information and tickets;
- Punctuality of transport services and general principles for overcoming service disruptions;
- Cancellation of transport services;
- Cleanliness of rolling stock and railway facilities (air quality in coaches, toilet hygiene, etc.)
- Customer satisfaction survey;
- Complaint handling, refund and compensation for non-compliance with the service quality standards;
- Providing assistance to people with disabilities and people with reduced mobility.

II. INFORMATION AND TICKETS

BDZ - Passengers EOOD uses the distribution channels for sales and for informing its customers and partners

- At the end of 2023, passenger service is provided at 99 stations and stops and 5 city offices, and there is an additional office for clients only for the summer period. The total number of non-serviced stations and stops is 590, and the service of passengers boarding from these points is provided by the train staff.

- Launched in December 2017, the Integrated Automated Online Information, Reservation and Ticketing System is in use at 116 railway stations and offices and by the end of 2023 is fully operational for all trains and destinations.

- 23 terminals for the sale of travel documents have been installed in 20 railway stations (out of a total of 30 delivered). A travel document sales software integrated into the Ticketing and Reservation System will be developed, delivered and implemented soon. Initially, only paper tickets will be sold, and later it will be possible to pay for season tickets through the device

- Tickets purchased from the System, incl. from the online terminal are checked on the train by scanning the QR code or entering the number of the relevant transport document using portable validating devices (PDA). Due to the limited number of portable devices, this is only possible in certain sections and for certain trains.

- The information service has been improved with a new vision of the BDZ website and integration of new functionalities for sales and passenger information:

- Up-to-date information: in case of delay / stop of train for more than 10 minutes, information about the reasons is published.

- Live boards at all stations visualizing information about train arrival and departure times, tracks and delays.
- The railway network map is integrated and visualized in Google Maps, where train timetable information is also available.
- A new digital application – Radar - has been introduced, through which the movement of all passenger trains in the country can be tracked in real time.
- The provision of train traffic performance data has started in a phased manner, with information being updated in real time every 10 minutes. As a first step, information is available on the number of running passenger trains over the last 24 hours, segmented by two indicators - on time and late, as well as a dynamic graph of the delay of the same on the railway network.
- Update of the information through the BDZ website regarding:
 - Train schedule, general tariff conditions, prices, schedule changes, train routes;
 - Contacts of railway offices in the country, telephone numbers for information, complaints and warnings, etc.

III. PUNCTUALITY OF TRANSPORT SERVICES AND GENERAL PRINCIPLES FOR OVERCOMING SERVICE DISRUPTIONS

In case of train delay at initial or way station passenger information is provided:

- At the stations - in a visible place, through electronic information boards;
- Through the PA system by the information officers or by an authorized person from the station staff
- Information by phone on 02 931 11 11;
- In trains – by the train staff;
- Online – the website of the company www.bdz.bg provides up-to-date real-time information on the movement and delays of all trains on the railway network, as well as on arriving and departing trains at all stations throughout the country.
- BDZ - Passengers strive to minimize train delays due to the fault of the railway carrier.

According to approved instruction for reporting delays of passenger trains, a report on the occurred irregularities in their movement is prepared daily. The reasons for train delays are indicated, which may be:

- Because of the Railway Infrastructure Manager (track, signalling and telecommunications, energy distribution, traffic, etc.);
- Because of the railway carriers BDZ – Passengers EOOD, BDZ – Cargo EOOD, etc.;
- Other unforeseeable causes.

In 2023, there was a deterioration in the performance of the train schedule compared to the previous year 2022 in terms of punctuality of the transport service.

Period	January – December 2022			January – December 2023		
	Fast trains	Regional and suburban trains	Total	Fast trains	Regional and suburban trains	Total
1. Trains delayed by more than 60 minutes from the starting station						
- % of delayed trains from the total number	0.29%	0.21%	0.22%	0.38%	0.29%	0.31%
Reasons for delay (%)						
- because of the NRIC (track; electrical systems; catenary)	23.53%	28.57%	27.60%	16.81%	19.11%	18.69%
- because of the BDZ (locomotives; coaches, transfers; passengers)	48.24%	48.18%	48.19%	28.32%	36.42%	34.92%
- due to external reasons (run over person; rock slide; traffic accidents at crossings, severe winter conditions)	28.24%	23.25%	24.21%	54.87%	44.47%	46.39%
2. Trains delayed over 5 minutes at the terminus						
- % of delayed trains from the total number	15.57%	6.66%	7.98%	18.06%	7.44%	9.03%
Reasons for delay (%)						
- because of the NRIC (track; electrical systems; catenary, speed restrictions due to track repairs)	44.90%	40.98%	42.11%	45.19%	36.16%	38.87%
- because of the BDZ (locomotives; wagons, passenger transfer)	38.09%	41.63%	40.61%	25.31%	30.52%	28.96%
- external reasons (run over person; traffic accidents at crossings, bad winter conditions)	17.01%	17.39%	17.28%	29.49%	33.31%	32,17%

In the event of an emergency situation, an action plan is prepared immediately after the occurrence of the specific event. Depending on the nature of the situation and the possibility of action, the movement of trains on an alternative route is organized or passengers are transported by bus.

In order to improve the efficiency of the railway network, the disturbances reduction system consists of the following components – minutes of delay and causes.

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 a third party. Any delay of more than 5 minutes at the terminus is considered a passenger train delay.

Category	January - December 2024			
	International trains	Long distance trains	Regional trains	City / suburban trains
% of trains up to 60 minutes late at the terminus	18,53%	14,94%	9,34%	5,26%
% of trains 60 to 120 minutes late at the terminus	6,85%	1,77%	0,99%	0,37%
% of trains with a delay of 120 minutes or more at the terminus	2,69%	0,71%	0,35%	0,10%

To establish the amount of delays on passenger trains and their causes, after the end of the current month and on the basis of daily reports bilateral protocol is prepared and signed by the Railway Infrastructure Manager and the Carrier.

IV. CANCELLATION OF TRANSPORT SERVICES

➤ Backup transport

BDZ - Passengers EOOD organizes backup transport in the following cases:

- After being notified by the Railway Infrastructure Manager NRIC about forthcoming planned repairs of the railway and facilities;
- Other previously known events that make the provision of the public service impossible.

➤ Emergency transport

Emergency transport is organized in case of:

- Disruption of railway traffic due to natural disasters;
- Disruption of railway traffic as a result of railway accidents and incidents;
- Damage to rolling stock and/or rail infrastructure;
- Other circumstances.

In 2023, the total realized train kilometres of backup and emergency bus transport are 305,766. For comparison, in 2022 there were 436,751 train kilometres.

Backup transport and emergency bus transport

Month		Train / km
January	Provided emergency transport in case of damage, lack of serviceable rolling stock and backup transport in the sections with railway repairs: Lom-Brusartsi, Silistra-Samuil, Petrich-Gen. Todorov, Boychinovtsi-Berkovitsa, Vetovo-Ruse	4,370
February	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Dolna Mahala-Karlovo, Krumovo-Plovdiv, Septemvri-Avramovo, Vetovo-Ruse	3,788
March	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Plovdiv-Peshtera, Varna-Dobrich, Montana-Boichinovtsi, Tulovo-Zimnitsa	19,622
April	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Silistra-Samuil, Septemvri-Dobrinishte, Tulovo-Zimnitsa, Ruse-Vetovo	22,504
May	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Plovdiv-Asenovgrad, General Todorov-Petrich, Tulovo-Zimnitsa, Ivanovo-Ruse Yard	23,112
June	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Hisar-Kaloyanovo, Septemvri-Avramovo, Tulovo-Zimnitsa, Yambol-Karnobat, Plovdiv-Krumovo, Ivanovo-Ruse Yard., Asparuhovo-Daskotna	21,844
July	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Plovdiv-Peshtera, Hisar-Kaloyanovo, Kulata-General Todorov, Slivnitsa-Dragoman, Samuil-Kaspichan, Byala-Ruse, Asparuhovo-Daskotna	18,800
August	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Samuil-Silistra, Plovdiv-Peshtera, Petrich-Gen. Todorov, Slivnitsa-Dragoman, Plovdiv-Panagyurishte, Samuil-Kaspichan, Byala-Borovo	35,995
September	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Avramovo-Septemvri, Karlovo-Straldzha, Slivnitsa-Dragoman, Delyan-Dupnitsa, Plovdiv-Panagyurishte, Dabovo-Tvarditsa, Samuil-Kaspichan	38,430
October	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Slivnitsa-Dragoman, Plovdiv-Filipovo, Dabovo-Tvarditsa, Samuil-Kaspichan	37,151
November	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Slivnitsa-Dragoman, General Todorov-Kulata, Tryavna-Tsareva Livada, Filipovo-Plovdiv, Dabovo-Tvarditsa	43,928
December	Provided emergency transport in case of damage, lack of serviceable traction rolling stock and backup transport in the sections with railway repairs: Slivnitsa-Dragoman, Panagyurishte-Plovdiv, Tvarditsa-Dabovo, Samuil-Kaspichan, Kaloyanovo-Hisar, Septemvri-Dobrinishte	36,224
Total		305,766

Cancelled trains on the route, reasons and measures taken

Reason	Number of cancelled trains	Measures taken		km of cancelled trains for which bus transport was not provided
		Number of trains with emergency bus transport	Passengers carried on the next train, assigned add. stops, change in traffic scheme (number of trains)	
1. Because of the NRIC (disruption of traffic due to deteriorating condition of the railway, damage to the catenary)				
	218	104	110	4,995
2. Because of the carrier (failure of locomotives, EMUs, DMUs during a journey, lack of serviceable rolling stock)				
	963	693	266	12,019
3. Due to external reasons (natural disasters, rock fall, traffic accidents at crossings, people run over; locomotive/wagon derailment, derailment of a locomotive/wagon, train attack, etc.)				
	380	491	216	17,468
Total January - December 2023	1,561	1,288	592	34,482

V. CLEANLINESS OF ROLLING STOCK AND STATION FACILITIES (AIR QUALITY IN COACHES, HYGIENE OF TOILETS, ETC.)

The cleanliness of the rolling stock is one of the main key indicators for reporting the quality of the service.

BDZ - Passengers complies with the minimum requirements for the quality of cleaning and equipment of the rolling stock, as well as for the maintained temperature in the coaches and multiple-unit trains. The quality of cleaning, equipment, and internal temperature are checked by completing standardized evaluation forms.

In its activity BDZ-Passengers carries out the following types of cleaning:

- **Complete thorough cleaning** is performed once every 28 days according to a previously prepared schedule, in compliance with the approved process times;
- **External cleaning** of the rolling stock is performed once every 7 days according to a pre-arranged 28-day schedule, in compliance with the approved process time for the respective type of external cleaning (external machine cleaning and external manual cleaning);
- **Daily cleaning** is performed once every 24 hours according to a pre-arranged 28-day schedule, in accordance with the Train Timetable, train connections and train stops, as well as the approved technologies, process times and the available cleaning staff at the respective point;
- **Cleaning at the station** is performed after each trip, with a stay of at least 15 minutes, according to a pre-arranged 28-day schedule, in accordance with the Train Timetable, trains connections and train stops, as well as the approved technologies, process times and the cleaning staff available at the respective point;
- **Graffiti cleaning of the rolling stock** is done upon request at least 24 hours before positioning of the train on the sanitary site or track. Graffiti cleaning is carried out in the period April 1 - October 31. Outside this period, the cleaning of graffiti is carried out on request 48 hours in advance and in the event of a forecast of favourable weather conditions (no *wind, rain or snow, temperatures above 3 ° C*).

The cleaning and equipping of the rolling stock operates as a unified system of 34 points in the country, distributed in 3 wagon depots.



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A total of 77% of the coaches in the BDZ - Passengers fleet are equipped with air conditioning system (cooling/heating) or air duct heating. The air conditioned coaches are 35% of the total wagon fleet. This implies a constant passage of the air entering the coaches during heating and cooling through a filter element. Passenger coaches with air duct heating are 42% of the fleet. In this type of coaches, the passage of the air entering the coaches is through a filter element only during heating.

BDZ - Passengers EOOD operates in the suburban areas of major passenger centres - Sofia, Plovdiv, Varna with electric and diesel multiple units, equipped with air conditioning system and filter elements of the intake air. Air conditioned sleeping cars run on all night routes, except for the Sofia - Silistra line, where couchette cars with air intake filter element operate.

VI. CUSTOMER SATISFACTION

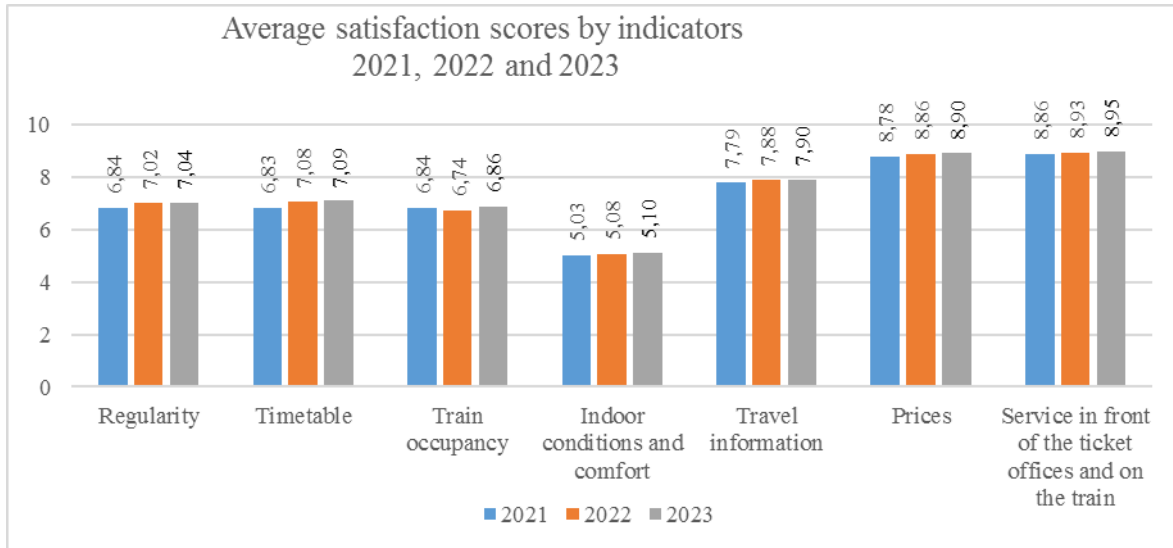
The conducted survey of customer satisfaction, public opinion and behaviour in the railway transport on the service Passenger transport by rail for 2023 shows a satisfactory assessment by the customers of the railway carrier's. The following indicators were studied:

- Regularity;
- Timetable;
- Train occupancy;
- Internal conditions;
- Comfort;
- Travel information;
- Prices;
- Service at ticket offices;
- Service on the train.

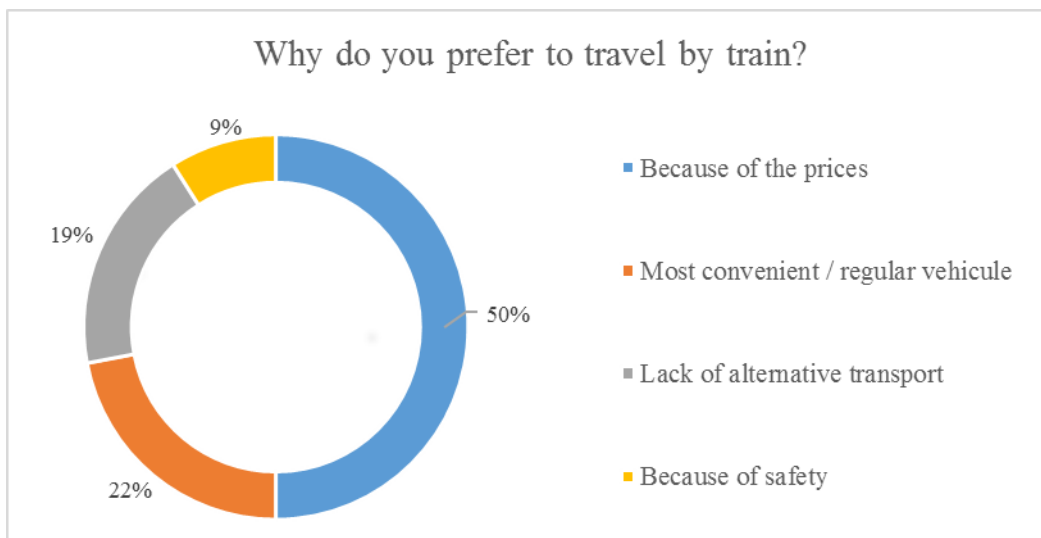
For 2023, there is an increase in overall traveller ratings compared to the previous reporting period. All indicators show an albeit slight improvement compared to 2022 and 2021. The number of users of BDZ services is also increasing.

In 2023, rail travellers rate train timetables highly at 7.09, indicating the convenience of travel (on a scale of 1 to 10, with 1 being the most unsatisfactory and 10 the most satisfactory score). The regularity score is 7.04, which is again a high score. The average score for train occupancy and available seats is 6.86. The respondents' impression of the internal conditions and comfort in the trains is on average 5.10.

In 2023, high average scores were noticed for information about services, prices and level of service at ticket offices and on trains. The average rating of citizens regarding the available information about BDZ services is 7.90, which indicates high satisfaction. Even higher satisfaction is observed regarding the prices of BDZ services with an average rating of 8.90. The opinion of the service at the ticket offices and in the trains is also very high with an average score of 8.95.

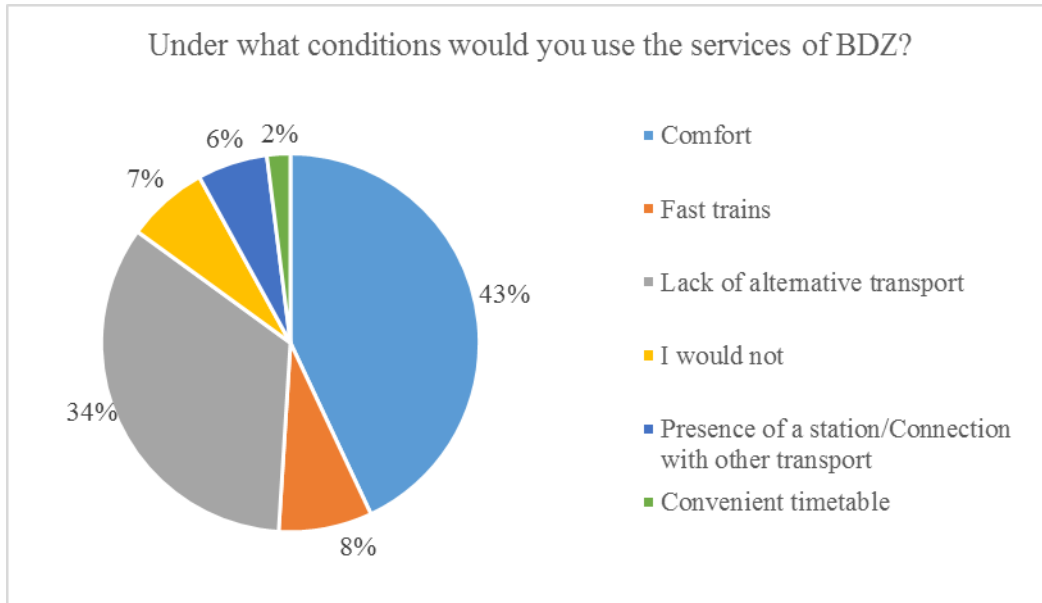


Of those traveling by train, 50% cited ticket prices as the main reason for their choice. With close results are the following reasons - most convenient/regular vehicle (22%) and lack of alternative transport (19%). 9% of travellers choose the train because of safety.

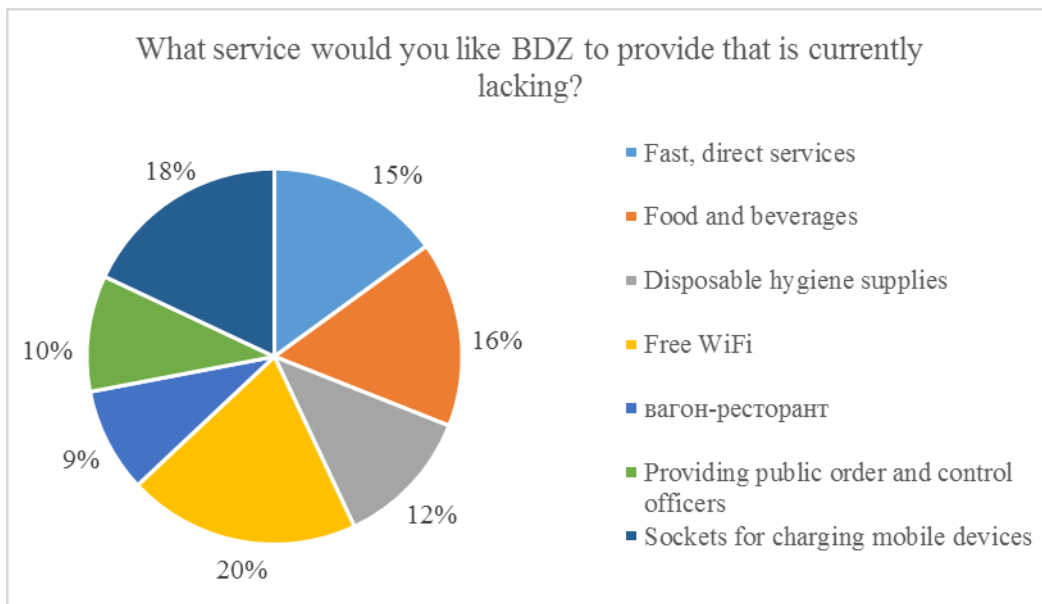


62% of citizens who do not travel by train state the preference for alternative transport as the main reason. 33% cite unsatisfactory conditions on trains as a reason for not using BDZ transport. 5% indicate that they do not travel often.

Of the citizens who do not use the services of the BDZ, 52% indicate that under certain conditions they would use the services of the BDZ. We see the specific conditions in the following chart, with half of the respondents indicating "Increased comfort".



The attached chart provides information on the most desired new services (or those that users have not had the opportunity to use). The information provides a foundation and ideas for improvement that would positively impact the user experience. The most preferred new services are fast direct lines (17%). All other services have the same or similar values. The close results of the services indicate that all seven possible answers given by the respondents are important to current and potential new users of BDZ services.



VII. COMPLAINT HANDLING, REFUND AND COMPENSATION FOR NON-COMPLIANCE WITH SERVICE QUALITY STANDARDS

In order to meet the needs of the population for passenger transport services, prior to the entry into force of a new train timetable, the Railway Infrastructure Manager together with the national railway passenger carrier BDZ - Passengers EOOD organize meetings with representatives of customer organizations and regional and municipal administrations. At these meetings the developed transport schemes are presented and coordinated. Suggested routes, timetables, periods of operation, train

stops, etc. are discussed. Since 2020, due to the risk of the spread of COVID 19, live meetings were not organized. The discussions took place after the publication of a draft of the forthcoming train timetable on the carrier's website www.bdz.bg

Counting passengers in all train categories is an element of the passenger transport marketing research. They are held out three times a year within 7 (seven) calendar days - from Monday to Sunday inclusive. In 2023, the regular counts took place in March, July and October. On this basis, the number and type of coaches in the train compositions of the different categories of trains are specified.

Any passenger who is not satisfied with the quality of the service offered may lodge a complaint or report to the railway undertaking. Contact details (telephone, fax, e-mail and address) can be found in all stations, railway offices, on the Internet, etc. It is possible to file a complaint through an online form on the carrier's website.

Each complaint is considered, an investigation is carried out and a response is prepared within 30 days, which must contain a comprehensive and substantiated explanation of the problem, in accordance with all regulations and the specific situation. In case of non-fulfilment of the official duty by an employee of the company and proven guilt, the strictest responsibility is sought and a disciplinary sanction is imposed according to the current legislation.

Complaints and reports are received daily from customers using rail transport. They are mainly aimed at the condition of the rolling stock, non-observance of the train schedule, complaints about the behaviour of the service staff before and during the trip.

The number and topics of the reports received are indicative of the quality of the service offered, which we claim to strive to improve. In order to be competitive in the transport market, it is important that all persons directly and indirectly involved in customer service make an effort to reduce the signals.

Throughout 2022, a total of 3,211 complaints, reports, proposals, inquiries for the provision of advance information and appreciations were closed, and for 2023 their number is 3,317. During processing, the received signals are divided into categories, according to their degree of significance for the quality of the transport service offered.

The distribution of closed complaints for the considered period of 2023 by category, compared with the same period of the previous year according to their number, is presented in the following table.

Comparative table of processed customer complaints and reports for 2023, compared to the same period of 2022, by category:

Type	Category	2022		2023		2023/2022	
		Number	Share (%)	Number	Share (%)	Difference (Number)	Difference (%)
Complaint, report	Total, including due to	2,018	63%	1,979	63%	-39	-2%
	Train timetable	559	17%	607	19%	48	9%
	Customer service	484	15%	424	13%	-60	-12%

Type	Category	2022		2023		2023/2022	
		Number	Share (%)	Number	Share (%)	Difference (Number)	Difference (%)
	Conditions on the train	397	12%	415	13%	18	5%
	Transport documents and tariff conditions	228	7%	187	6%	-41	-18%
	Forgotten luggage	152	5%	84	3%	-68	-45%
	Information	77	2%	96	3%	19	25%
	Others	121	4%	166	5%	45	37%
	Provision of advance information	588	18%	810	26%	222	38%
	Suggestions	528	16%	319	10%	-209	-40%
	Appreciation	77	2%	34	1%	-43	-56%
	Total (reports, queries, suggestions, appreciation)	3,211	10,0%	3,317	100%	-69	-2%

Source of information; Customer Relations Department

➤ **Train timetable** – 607 complaints, representing 19% of the total. The largest number of complaints related to the implementation of the train timetable, and the same in the second half of 2023 increased by 80% compared to the same period of the previous year. The main reason for the reports is train delays, which in some cases lead to no connection to make the planned journey (541 delayed/cancelled train or no connection reports for the period considered in 2023). In this category, there is a drastic increase in complaints related to changes to the train composition plan, which led to a lack of specific reserved seats or an insufficient number of seats (66 complaints).

➤ With the entry into force of the new train timetable, complaints related to inconvenient timetables are increasing, especially for suburban trains used for commuting to and from work/school (72 units). Whenever possible, the wishes of the customers are satisfied.

➤ **Customer service** – 424 complaints, representing 13% of the total. Even if in some cases these complaints turn out to be unfounded, their large number is indicative of the service as a whole. Reports are usually about rude and unacceptable behaviour by our employees.

➤ **Conditions on the train** - 415 reports processed for 2023, representing 13% of the total, with 218 related to train temperature - heating/cooling, 118 hygiene, 45 overcrowded train alerts.

➤ **Transport documents and tariff conditions** - 187 reports, representing 6% of the total, related to the conditions for purchasing transport documents, prices, with a large number of them about problems with the purchase/refund of tickets purchased online.

➤ **Assistance in finding lost luggage** - 84 reports representing 3% of the total. It is important to note that the organization of baggage search is difficult due to lack of official commitment to carry out this activity. A large part of the forgotten items is found and returned to their owners, but this happens thanks to the goodwill and cooperation of station officials or train staff.

➤ **Provision of information** – 96 reports representing 3% of the total related to non/provision of information at stations/stops or problems with train timetables on the official website.

For all trains for which there is information about an existing threat to the safety of passengers, information is immediately submitted to the authorities of the Ministry of Interior to take preventive measures such as: redirection of the patrol unit, inspection of passengers at an intermediate station on the route, and others.

For organized trips of groups of children, students, as well as for attraction trips, the presence of employees of the Gendarmerie Directorate of the Ministry of Interior, after notification by BDZ - Passengers EOOD, is mandatory.

Measures to contain the COVID-19 pandemic have forced the suspension of all international train services from mid-March 2020. Since June 2020, the operation of two pairs of trains between Bulgaria and Romania has been restored. In 2023, as well as in the previous year 2022, in international traffic, the movement of the two pairs of trains between Bulgaria and Romania, namely: Craiova - Vidin - Craiova and Bucharest - Sofia - Bucharest, with a train change in Ruse, was maintained. From April 25, 2022, the movement of the international train between Bulgaria and Turkey (Halkali) was restored.

Summary data on refunds to passengers with international rail transport documents in 2023 due to train delays, under **Regulation 1371**. on Rail Passengers' Rights and Obligations.

Amounts paid for 2023 according Regulation 1371 on train delays		
Month	Amounts /euro/	Number of passengers
January	----	----
February	----	----
March	----	----
April	----	----
May	----	----
June	18.40	2
July	----	----
August	18.40	3
September	----	----
October	----	----
November	----	----
December	----	----
Total for 2023	36.80	5

VIII. ASSISTANCE TO PERSONS WITH DISABILITIES AND PERSONS WITH REDUCED MOBILITY

The service for PRM is carried out according to a tripartite agreement concluded between the Bulgarian Red Cross (BRC), BDZ – Passengers EOOD and the National Railway Infrastructure Company.

To ensure an accessible environment for rail transport, the National Railway Infrastructure Company has equipped fifteen railway stations in the country - Sofia, Plovdiv, Stara Zagora, Varna, Burgas, Gorna Oryahovitsa, Pleven, Shumen, Pazardzhik, Sliven, Yambol, Vidin, Vratsa, Ruse and Petrich. Each of the listed stations has a lifting device - a mobile lift, and trained staff to work with it. There are two mobile lifts each at Sofia and Gorna Oryahovitsa stations. Persons with reduced mobility or their representatives must request the service in advance, specifying the date, time and train of travel in order to be provided with a mobile lift.

Specialized carriages run daily on some trains, with the possibility of transporting people with reduced mobility without prior request.

In 2023, specialized wagons were used for the transport of persons with reduced mobility, providing the possibility (space) for the transport of wheelchairs. A total of 4 wagons of this series are ready for transport upon request for a specific trip.

In addition, BDZ - Passengers has 4 more specialized wagons from another series with a capacity of 60 seats for passengers, 4 seats for people with reduced mobility and a place for two wheelchairs. There is also a special carriage in operation, which provides 65 seats for passengers, 4 seats for people with reduced mobility and space for two wheelchairs.

Persons with reduced mobility can also travel in 5 sleeping cars, the latter of which have two separate cabins for specialized transport and are included in the night express trains.

The company provides specialized transport services with diesel multiple units (DMUs) and electric multiple units (EMUs), operating on various suburban routes in the country. Each multiple-unit train is equipped with mobile folding ramp. No advance booking is required when traveling on these trains. Service during boarding and disembarking is provided by the train staff.

On a daily basis, the stations equipped to work with a mobile lift are provided with technically trained persons directly involved in the transportation of persons with reduced mobility. In 2023, access to adapted rail transport and rail infrastructure for people with disabilities was ensured, and according to pre-made requests for specific routes, transport was carried out of:

- 1,550 persons with disabilities and reduced mobility;
- 359 persons via mobile lift;
- 459 accompanying persons of PRMs.

Information on the organization of transport of persons with reduced mobility by rail, the access rules and their annexes, as well as contacts of our associates and the stations where this service is available are published on the website of BDZ-Passengers EOOD <https://www.bdz.bg>

Quality Management System of BDZ - Passengers EOOD under ISO 9001
The company is certified under BDS EN ISO 9001 with the scope "Rail transport of passengers in international and domestic traffic; repair and operation of rolling stock and transport safety management". The organization has been certified according to the above-mentioned standard since April 21, 2016.