

REGIOTRANS S.R.L. BRAȘOV



REPORT

ON THE QUALITY OF SERVICES PROVIDED BY S.C. REGIOTRANS SRL IN 2012

1	General remarks	2
2	Information for passengers and availability of tickets.....	2
2.1	Prior to travel	2
2.2	During the travel	3
2.3	Refunds of train tickets.....	3
3	Punctuality of services and general principles in case of disruptions or train cancellations	3
4	Cleanliness of rolling stock and equipment	4
5	Customer satisfaction survey. Complaint handling	4
6	Assistance provided to disabled persons and persons with reduced mobility	5

1 GENERAL REMARKS

On the national services that it provides, S.C. REGIOTRANS S.R.L. applies the provisions of Regulation No. 1371/EC/2007 regarding the rights and obligations of rail passengers, as set out in chapter 2, paragraph 3.

S.C. REGIOTRANS S.R.L. does not provide international rail services with EU or non-EU countries.

Exemptions from applying the provisions of Regulation No. 1371/2007 for the national transport services and transport services with non-EU countries were approved by Government Decision no. 1476/2009 and are applied by S.C. REGIOTRANS S.R.L.

In this context, the report contains the main information regarding the application of the compulsory provisions set out in chapters 9; 11; 12 19; 20(1); 26 of the above legal framework.

2 INFORMATION FOR PASSENGERS AND AVAILABILITY OF TICKETS

2.1 PRIOR TO TRAVEL

Passengers can find useful information online, in railway stations or on board of the trains.

The company website www.regiotrans.ro offers information on:

- national and international legal framework;
- general and particular terms and conditions of carriage;
- timetable (departures, arrivals, routes, stops, and so on);
- major changes occurring in the train traffic, cancellations or additional trains;
- prices and purchasing tickets;
- special commercial or social tariff offers;
- tickets refund, journey cancellation;
- additional information about offers and prices.

Tickets are sold on board of the trains or in the stations where the company has its own commercial staff.

Information on timetables is displayed in each station. The information sheets are made by the railway infrastructure manager, who is also the station manager. In case of traffic perturbations, the customers are informed in real time about disruptions and on the best solutions to continue the journey.

2.2 DURING THE TRAVEL

On board, informing the passengers is done by the train staff. In case of disturbances occurring during railway travel, the customers are informed based on the official information given by the staff of the infrastructure manager. Train and station staff is continuously trained on better communication and support in relation with the passengers.

2.3 TRAIN TICKET REFUNDS

Ticket refunding is governed by national legislation and also by the own regulations of S.C. REGIOTRANS S.R.L. acting as particular terms and conditions of transport.

Based on the above, reimbursements are performed in stations or on board of the trains, as decided by the company regulations.

In special cases, requests for refund are also handled by the commercial department of the company.

3 PUNCTUALITY OF SERVICES AND GENERAL PRINCIPLES IN CASE OF DISRUPTIONS OR TRAIN CANCELLATIONS

Improving the punctuality of train services is one of the most important quality criteria and S.C. REGIOTRANS S.R.L. is giving a special attention to this indicator of good services provision for customers.

In cases where the delay at the departure is predictable, passengers are announced via the sound systems in train stations. In cases where the delay is on route, the announcements are made by the train staff for passengers already traveling or getting on board.

In addition, information on repeated delays can be found on the website www.regiotrans.ro or through other means.

During the year of 2012, a number of 1.234 trains were cancelled, with negative results on customer satisfaction. That was mainly due to:

- unexpected works on the rail track carried by the infrastructure manager;
- special cases of force majeure (heavy snow, floods, landslides);
- unexpected events linked to safety or security on the rail transport.

In case of force majeure, all measures are taken in order to give passengers the necessary information on continuing the journey in order to reach the final destination indicated on the contract of carriage, with the smallest delay.

S.C. REGIOTRANS S.R.L. is continuously acting for reducing delays and increasing punctuality by having a good cooperation with the infrastructure manager. In case of disruptions of services, specific measures are taken for every case, such as:

- asking for help traction from other railway operators in order to continue or re-route the passenger to the final destination under similar transport conditions;
- special trains operated in order to cover the disruption and secure the passenger's journey;
- use of the road transport as an alternative if continuing the journey by train is not possible;
- reimbursement of the ticket price in case the continuing or re-routing to the final destination was not possible or payment of other compensation and free return to the departure place.

4 CLEANLINESS OF ROLLING STOCK AND EQUIPMENT

S.C. REGIOTRANS S.R.L. constantly aims to ensure a high level of safety and comfort.

The cleanliness in trains is guaranteed by a sub-contractor specialized on carrying out this job.

Regarding the cleanliness in stations, that is assured by the infrastructure manager, which is also acting as the station manager.

5 CUSTOMER SATISFACTION SURVEY. COMPLAINT HANDLING

During 2012, a number of 436 letters have been received on the email address contact@regiotrans.ro (requests for information, complains, proposals and so on).

The main items were:

- timetable – 76 (train capacity, proposals to improve activity);
- quality of services – 97 (comfort, cleanliness, crowd);
- ticket issuing – 39;
- general information- 196 (about timetable, prices, conditions of carriage, other);
- asking for travel by special trains – 3;
- general opinion on company's activity – 29;
- employment – 35.

In writing, 8 letters were received during 2012 regarding ticket issuing, general information, journey by special trains and new train connections.

All customers have been provided with the necessary information on the requested data.

Delays caused by force majeure such as storms, floods, heavy snow, landslides, etc. or fault of the passenger are not eligible for compensation.

Customer's proposals on improving the company's activity were analysed by each specialized department.

The timetable plan is organized taking into account the results of the surveys among passengers from all types of trains. In order to better serve our customers, this information is combined with that obtained from local administrations and institutions.

As customer satisfaction is the main tool for improving the quality of services, through the suggestions, complaints and requests received from the passengers, S.C. REGIOTRANS S.R.L. is permanently in contact with the needs of its customers.

In 2012 there were no demands of compensation for non-compliance with service quality standards.

6 ASSISTANCE PROVIDED TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

S.C. REGIOTRANS S.R.L. is applying the provisions of the art. 20 (1) of the Regulation 1371/EC/2007 regarding the rights of the disabled persons and persons with reduced mobility (PRM) to be informed on their accessibility to railway services.

The company has adopted some measures to provide specific services for persons with reduced mobility, as follows:

- Specific conditions of carriage were adopted in order to give necessary information regarding the train access for the disabled persons and reduced mobility persons;
- Internal organizational measures have been taken to ensure free specific services required by persons with reduced mobility (embarking, disembarking, accompanying of blind persons);
- Station and train staff is trained to give all necessary information regarding the accessibility to rail transport. Train staff is responsible for providing assistance for persons with reduced mobility on embarking, disembarking and on board;
- Specific information is available on the company website.

In 2012 no complaints were registered regarding information on accessibility and no requests for buying train tickets by disabled or reduced mobility persons were refused.