

RAIL SERVICE QUALITY STANDARDS AND REPORTS PUBLICATION PROCEDURE AND CONTENTS

Legal background

According to Art 28 of Regulation 1371/2007 all licensed railway undertakings are required to define service quality standards and to implement a quality management system to maintain service quality. The service quality standards must at least cover the item defined in Annex III of the Regulation.

These railway undertakings must monitor their own performance in the implementation of their service quality standards and publish a report on their performance together with the annual report. The reports must be published in the official national language(s) and, if possible, also in other EU languages including an English summary on the Internet website of the railway undertaking as well as on the Internet website of the European Railway Agency (ERA).

According to Art 30, the NEB Rail have to ensure the conformity with EU law of the establishment of the service quality standards, their implementation and their reporting by railway undertakings licensed in the country of the NEB.

Procedure

The Commission suggests the following procedure for coordination with NEB Rail concerning the publication of rail service quality reports on the Internet website of the ERA:

The content of service quality reports as defined in Annex I to this note is communicated through NEB Rail and via the competent authorities to the railway undertakings licensed in the country of the NEB.

Member States deliver in electronic format through the NEB Rail the names and contact details of the licensed railway undertakings that are subject to the obligations under Regulation 1371/2007 to ERA with copy to the Commission. The content of the contact details is defined in Annex II.

ERA will deliver to railway undertakings technical information about the uploading of the quality reports on the Internet website of ERA.

Railway undertakings will have to send by 31 May of each year their service quality report of the previous business year. ERA will keep the quality reports published on their website during three consequent years. In case railway undertakings do not deliver in time the quality report to ERA, they will receive a reminder by ERA after two months. If the report is not delivered after one further month ERA will inform the competent NEB Rail with copy to the Commission in order NEB Rail take appropriate action.

Railway undertakings will have to publish service quality reports the first time for the business year 2010.

Definition of service quality standards – Minimum content of rail service quality reports

(1) Information and tickets

- Provision of travel information during the journey
- How requests for information are handled at the station
- How information about train schedules, tariffs and platforms is provided
- Ticket buying facilities
- Availability of staff at the station for information provision and ticket sales
- How information to disabled persons and persons with reduced mobility is provided

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

(a) Delays

- Overall average delay of services in% per category of service (international, domestic long-distance, regional and urban/suburban)
- % delay at departure
- % delay at arrival
 - % delay of less than 60 minutes
 - % delay of 60 – 119 minutes
 - % delay of 120 minutes or more
- % of missed connections with other train services

(b) Disruptions

- Existence and short description of contingency plans, crisis management plans

(3) Cancellations of services

- Cancellation of services as part of all services in % per category of service (international, domestic long-distance, regional and urban/suburban)

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

- Cleaning intervals
- Technical measurements for air quality (e.g. level of CO₂ in ppm¹)
- Availability of toilets

(5) Customer satisfaction survey

Minimum set of categories to be included:

- Punctuality of trains
- Information to passengers in case of delay
- Accuracy and availability of information on train times/platforms
- Consistently good maintenance/excellent condition of trains
- High level of security on train/in station
- Cleanliness of inside of the train
- Provision of useful information throughout the journey
- Response times to information requests at stations
- Availability of good quality toilets on every train
- Cleanliness and maintenance of stations to a high standard
- Accessibility of station and trains
- Assistance provision to disabled persons and persons with reduced mobility

¹ Measured according to the recommended Conventional Rail Technical Specifications for Interoperability for locomotives and passenger coaches (CR TSI LOC & PAS) to enter into force on 01-07-2011.

Published on: <http://www.era.europa.eu/Document-Register/Pages/Recommendation-RST-TSI.aspx>

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

- How railway undertakings inform passengers of their rights and obligations under Regulation 1371/07 when selling tickets pursuant to Art 29
- Procedure in place
- No. of complaints and outcome:
 - categories for complaints:
 - delay (from 60 minutes to 119 minutes, above 120 minutes, abandonment of travel, re-routing, alternative mode of transport, overnight stay)
 - received complaints
 - processed complaints
 - average response time
 - possible improvement actions undertaken

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

- Assistance procedure in place
- No. of cases of assistance per category of service (international/domestic long-distance, regional and urban/suburban)

Definition of service quality standards – contact details of railway undertakings

- Company Name (Example: Deutsche Bahn AG)
- Company Acronym: (Example: DB AG)
- Country (Example: DE >>> please use two digit ISO 3166-1 country code, see: http://www.iso.org/iso/english_country_names_and_code_elements)
- Gender: (Example: Mrs/Ms/Mr)
- Name: (Example: Smith)
- Forename: (Example: John)
- Email: (Example: John.Smith@deutschebahn.de)

More than one contact person could be defined by the railway undertaking.