

Annual rail service quality report for the year 2016

Tallinn
March, 2017



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.

Eesti Liinirongid Ltd was formerly known under business name Elektriraudtee Ltd, which operated till 31.12.2013 with electric trains in the area of Tallinn and Harju County.

As from august, 2013 Elron operates with 18 FLIRT type electrical trains and 20 FLIRT type diesel trains.

Starting from 01.01.2014 Elron operates all over Estonia totally on 17 lines, of those 6 electrified lines:

- Tallinn-Aegviidu,
 - Tallinn-Riisipere,
 - Tallinn- Paldiski,
 - Tallinn-Kloogaranna,
 - Tallinn-Keila
 - Tallinn-Pääsküla,
- and 11 not electrified lines:
- Tallinn- Viljandi,
 - Tallinn-Türi,
 - Tallinn-Rapla,
 - Tallinn-Pärnu,
 - 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.

Elron management system is certified on the bases of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007.

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 on 2015: Articles 10, 13 (2), 15, 18 (2), (4) and (5) and 22 of Regulation No. 1371/2007 are not applied until 3 December 2019.

Elron operates domestic travels only.

1) Information and tickets

Information about Elron's services can be retrieved via Elron 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 train 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 at selected platforms (depending of the size of the stand) and 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.

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

Information to disabled persons and persons with reduced mobility is provided pursuant to general documented procedures.

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

Only delays to end stations over 3 minutes regarding electrical trains and 5 minutes regarding diesel trains are considered as a delay for statistics.

Delays are divided into 2 groups:

Delays over 15 minutes to end station – totally 118 times during 2016;

Delays over 30 minutes to end station – totally 64 times during 2016.

Percentage of travels on schedule during 2016:

Electrical trains – 99,02%;

Diesel trains – 99,04%.

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.

3) Cancellation of services

Cancelled trains – totally 0,01% cancelled during 2016 (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 available for 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. On 2016 totally 23 different questions were asked regarding the service. Elron analyzes all the categories with low or unsatisfactory results and makes effort to improve the quality of service. Only questions regarding Elron's responsibilities were asked (no questions about stations).

According to 2016 customer satisfaction survey highest ratings were received for following allegations (very true, mostly true):

- 1) The trains are clean – 92,06%;
- 2) Information about stops inside the train is correct and understandable – 89,13%;
- 3) Train tickets are easy to buy – 88,89%;
- 4) Train travelling is safe – 88,43%;
- 5) The trains are technically correct – 87,77%;
- 6) Customer crew on train is competent, fast and correct – 86,20%.

And lowest positive ratings were received for allegations:

- 1) Information about the delays are on time and understandable – 47,55%;
- 2) Quality of wifi on train is satisfactory – 49,58%;
- 3) There is almost always some available seat on train - 52,36%;
- 4) Train information phone gives adequate and sufficient information – 54,55%;
- 5) Ticket price is fair for me – 56,24%;
- 6) Information about changes in schedule is on time and understandable – 56,36%.

Overall satisfaction with the service provided by Elron was 75,60%.

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

During 2016 totally 1569 complaints were registered by carrier (number does not include neutral inquiries about service and voluntary return of tickets).

Complaints were divided into seven different categories (transportation, customer service and ticket sale, sale and marketing issues, cleanliness of the trains, IT, maintenance and repair of trains, not Elron's responsibility), every category have subcategories to specify the subject of complaint (totally 37 subcategories).

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

Most frequent complaints were received regarding:

- 1) sale and marketing procedures - approx 37% from all complaints (information about train schedules on platforms, stations and homepage, public service phone, card payments, suitability of travel schedule, etc);
- 2) customer service on trains – approx 27% from all complaints (ticket sale on trains);
- 3) transportation process - approx 17% from all complaints (trains on schedule, temperature on board, etc, includes claims for compensation).

All delays over 60 minutes were 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

FLIRT type trains are in compliance with TSI for disabled persons and persons with reduced mobility. Together with procurement of new modern trains owners of railway infrastructure reconstructed railway stations, lowered the platforms and modernized the infrastructure to be in accordance with TSI.

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.

In 2016 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!

Contact details:
AS Eesti Liinirongid
(ELRON)
EE Estonia
Ms Merle Lember
merle.lember@elron.ee

Composed: 15.03.2017