

## QUALITY REPORT 2016

➤	<b>CUSTOMER ORIENTATION</b>
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As a service company, ÖBB-Personenverkehr AG focusses on fulfilling its customers' expectations.

Our main focus of attention is thereby offering sound transportation services and, in connection with the former, reaching the defined quality standards. These quality standards mainly include the areas of customer satisfaction, transportation reliability and compliance with defined service standards. These are monitored using our quality management system whereby the attainment of our annually agreed targets as well as the quality of our services and processes are subjected to continuous quality monitoring.

We increasingly use internal audits to verify improvement potential in processes and procedures. This guarantees continuous and objective monitoring and improvement of our defined quality standards and subsequently secures the company's further development.

The structure and certification of our quality management system follow the standards ISO 9001/2008 and EN 13816. At the same time, maintaining the certificate for railway safety management in acc. with § 39 EisbG. is confirmed by the certification body.

By means of these quality standards, we fulfil the demands of the directive (EU) no. 1371/2007 by the European Parliament and the Council from 23 October 2007 on the rights and obligations of railway passengers.

## CUSTOMER ORIENTATION

### Information and ticket service:

Our customers can make use of diverse and comprehensive informational offers before, during and after their journey:

- In 2016, our online portal [oebb.at](http://oebb.at) was accessed by customers approx. 70 million times. Every day, we provide travel information by telephone 4,600 times and sell approximately 13,000 online tickets, as well as more than 3,700 mobile tickets.
- More and more people make use of the ÖBB Ticketshop on the internet and the ÖBB App for mobile devices: On-line and mobile bookings at ÖBB have more than doubled in the past three years: In 2016, we sold 6.2 million tickets through these digital channels.
- Our employees directly communicate with our customers in 86 travel centres all across Austria.
- Passenger information at the railway station and in the trains is conducted in accordance with defined standards which are regularly reviewed in the course of quality checks.

A total of 6 sales channels are available to our customers to purchase a ticket. Ticket machines thereby accounted for the largest portion, both in terms of revenue and number of tickets sold.

### Customers satisfaction surveys:

We conduct customer surveys at regular intervals to be able to offer our customers adequate product and service quality. We conduct our surveys with our customers all along the mobility chain, both prior to their journey (i.e. at the train station) and during their journey (i.e. on our trains). The results of these studies allow us to identify weak points and to counteract in a targeted manner. The studies are evaluated by independent market research institutes.

**Customer satisfaction:\***

\*(carried out by Verkehrsclub Österreich, rated on the basis of a school grade system)

	<u>2015</u>	<u>2016</u>
❖ Overall customer satisfaction	2.14	2.13
❖ Ticket counter	1.89	1.78
❖ Information at the railway station/platform on regular service	1.94	1.88
❖ Information at the railway station/ platform in the event of irregularities	2.20	2.24
❖ Cleanliness in long-distance trains	1.80	2.01
❖ Cleanliness in local transport trains	2.04	2.03
❖ Cleanliness at railway stations	2.00	2.02

**Cleanliness of vehicle material and railway station equipment:**

Both ÖBB's long-distance and local transport trains are cleaned inside and outside on the basis of defined cleaning schedules. On average, in the report year, we carried out 5,400 exterior cleaning jobs on our vehicles per month. On the inside, we carried out some 961 main cleaning jobs (thorough cleaning of the vehicle carried out quarterly) per month, some 31,288 daily cleaning jobs per month and some 27,171 small cleaning jobs per month.

In order to guarantee cleaning quality, we conduct internal quality checks on our trains and in our railway stations. In the process, we regularly inspect individual aspects of cleanliness on the train and/or at the railway station on the basis of defined standards.

Cleaning personnel permanently present at the railway stations is responsible for cleanliness at large railway stations. At smaller railway stations, cleaning tasks are carried out at intervals on the basis of a defined schedule, whereby all stations receive an additional thorough cleaning in the course of spring-cleaning. In the report year, the relevant customer satisfaction values for "cleanliness at the railway station" came in at 2.00.

**TRANSPORTATION RELIABILITY**

**Punctuality:**

Our customers highly value the quality, reliability and punctuality of our trains. Thanks to continuous improvements of the infrastructure, the adaptation of the schedules and the responsible use of our employees, we managed to keep the Austrian punctuality value at a level respectable in Europe. You can view our punctuality statistics at [oebb.at/de/rechtliches/puenktlichkeitsstatistik](http://oebb.at/de/rechtliches/puenktlichkeitsstatistik).

To measure punctuality, we continuously record the actual time and compare it with the target time for every train journey. This yields the rate of punctuality which is the result of on-schedule arrivals or arrivals up to a defined delayed time.

**Punctuality rate 2016:**

❖ Overall punctuality:	95.9%
❖ Long-distance transport:	86.7%
❖ Local transport:	96.4%

**Train cancellations 2016:**

On average, the following number of trains were cancelled across Austria:

❖ Long-distance transport:	87 per month
❖ Local transport:	937 per month

### Interruption information:

In the report year of 2016, we transported:

Total	in millions	<b>455</b>
thereof local transport	in millions	<b>209</b>
thereof long-distance transport	in millions	<b>35</b>
thereof bus (excl. CSAD)	in millions	<b>211</b>

passengers.

That means that an average of 1.3 million passengers used ÖBB every day.

In busy railway networks, even the slightest interruptions or late arrivals can result in unpleasant delays. We always strive to keep interruptions to a minimum and to inform our customers on time. In this area, too, we operate on the basis of defined quality standards that are designed to provide our customers with up-to-date and comprehensive information on interruptions all along the mobility chain.

Under "current route information" at [fahrplan.oebb.at](http://fahrplan.oebb.at), customers receive information on late arrivals and/or delays and their effects on connecting trains.

Interruptions in rail transport can also be viewed via our mobile services such as "SCOTTY mobil".

Our train drivers and train attendants have been internally trained on handling interruptions. In the course of trainings, our employees are prepared for such situations. In the framework of stand duties, our emergency management guarantees that required resources are available at all times. All process definitions are described in the framework of our safety management system.

## ASSISTANCE TO PERSONS WITH DISABILITIES AND LIMITED MOBILITY

More than 238 million customers use ÖBB-Personenverkehr AG's services every year. In order to make travelling pleasant, as well as stress- and barrier-free for passengers with limited mobility, ÖBB-Personenverkehr AG is implementing a wide range of improvements. The efforts are based on the staged plan as per § 19 of the Federal Equality for Disabled Persons Act. A new national implementation plan was drawn up according to new European Union guidelines. This can be considered a continuation of the staged plan.

At all major train stations throughout the country, we offer persons with disabilities a special service to support them in boarding or exiting the train (upon prior notice). In order to allow us to organise optimal assistance at the train station, we recommend timely prior notice regarding your travel plans (in general, 24 hours prior to the trip; for international trips at least 48 hours in advance). In 2016, our employees offered assistance to passengers with limited mobility in approximately 49,800 cases.

A total of 187 Talent Series vehicles, 60 Desiro trains and 67 bi-level cars were deployed for regional transport in 2016. By the end of 2016, 37 ÖBB Cityjets had already been put into operation. With the design concept of the new Cityjet trains, ÖBB is creating new standards in European local transport: As low-floor vehicles, they are equipped with comfortable low-floor entrances. At particularly low platforms, an additional lift is used. Doors and entrance areas are generously wide and spacious. Every train features a handicapped-accessible toilet. Thanks to strong colour contrasts, the interior design guarantees that visually impaired persons find their way around.

In our long-distance trains, we could likewise achieve significant improvements for passengers with limited mobility: Our 60 Railjet train sets offer lifts connected to the vehicle for persons with limited mobility. Each Railjet train set offers three wheelchair spaces, as well as electrical outlets

which can be used to charge wheelchair batteries. The implemented tactile elements are of great use to visually impaired passengers. A separate space for assistance dogs is also provided.

With the expansion of the night travel offering, passengers in wheelchairs can now travel comfortably in a couchette compartment together with an accompanying person. These 27 vehicles with special compartments are also available to passengers with an assistance dog.

As of 2016, approximately 85 % of the bus fleet is now barrier-free. Some 8 million Euros were invested in additional equipment to make vehicles handicapped-accessible since 2006.

The corporate ÖBB website and the ÖBB travel portal [oebb.at](http://oebb.at) are handicapped-accessible in a technical and content-related way to, for instance, allow their use by visually impaired persons.

## FEEDBACK MANAGEMENT

ÖBB's customer service can be reached around the clock at 05-1717 (at the local rate) as well as via the contact form on our homepage. Incoming questions and complaints concerning railway and bus are recorded centrally and subsequently forwarded to our company's specialist departments to improve our products and services. We strive to react to our customers' queries as quickly as possible. In the report year, we could process 95.6% of all complaints within eight days.

<b>Feedback-Management</b>	<b>2016</b>
Number of incoming queries, without complaints	<b>297,804</b>
Number of received complaints	<b>92,774</b>

## PASSENGER RIGHTS

Received applications concerning train delays / cancellations are processed in the customer service centre on the basis of a standardised refunding procedure. Through the provision of an on-line passenger right form at [oebb.at/de/rechtliches/fahrgastrechte](http://oebb.at/de/rechtliches/fahrgastrechte), we could significantly improve usability for our customers.

<b>Applications in accordance with new Passenger Rights Directive</b>	<b>2016</b>
Total of processed applications	20,810
Rejected tickets	1,131