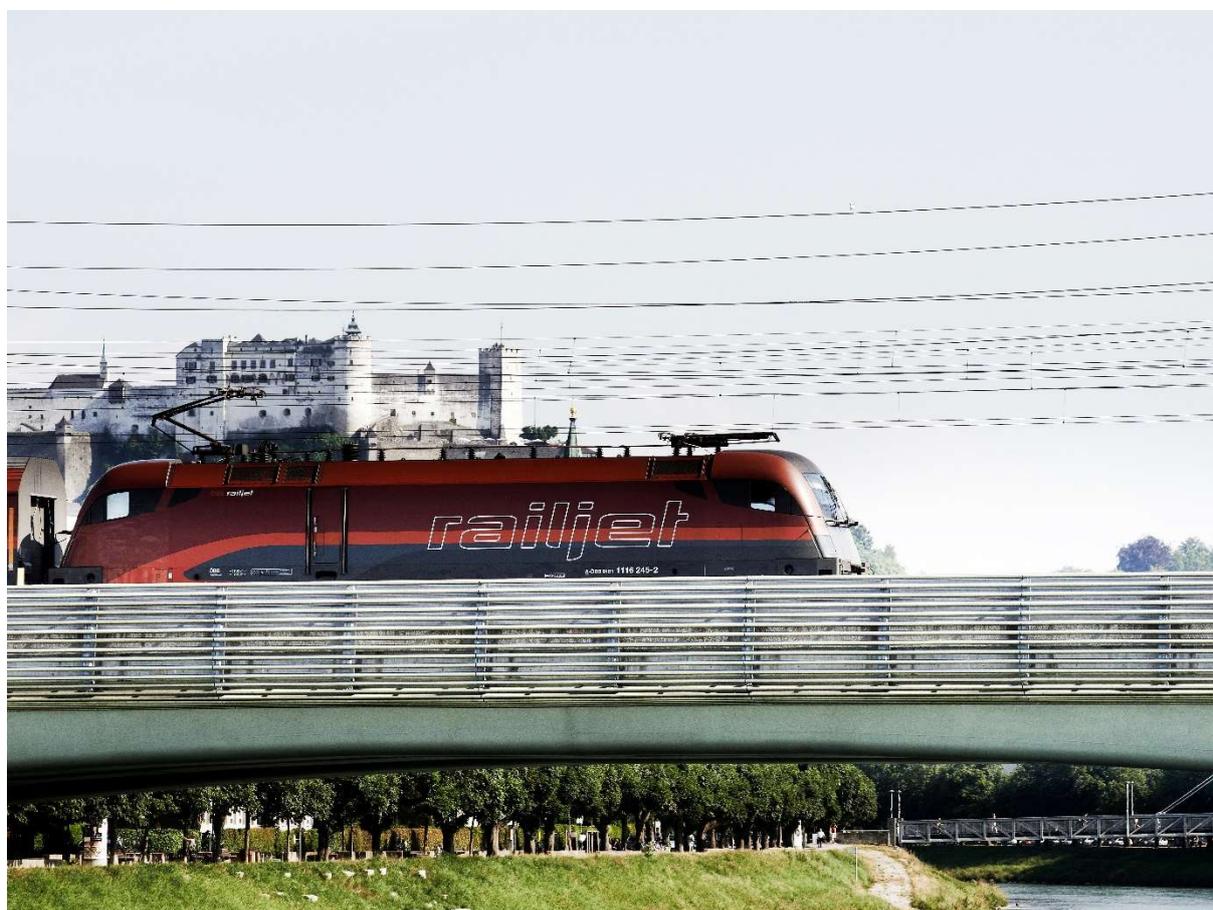


## QUALITY REPORT 2017

➤	<b>CUSTOMER ORIENTATION</b>
➤	<b>TRANSPORTATION RELIABILITY</b>
➤	<b>ASSISTANCE TO PERSONS WITH DISABILITIES AND LIMITED MOBILITY</b>
➤	<b>FEEDBACK MANAGEMENT</b>



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 9001:2015 and EN 13816. At the same time, maintaining the certificate for railway safety management in acc. with § 39 EisebG and the directive (EU) no. 1158/2010 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:**

#### **Integrated mobility**

The Austrian and international mobility markets are changing. Singular transport modes are being replaced by more complex mobility chains. The boundaries between individual and public transport continue to blur as providers such as Car2Go, Citybike and Uber are reshaping mobility.

This development is leading customers to seek to combine different forms of mobility in order to travel efficiently from one place to another at any time. In the past, however, customers had to choose their route on the basis of a relatively straightforward range of information. Therefore, a large amount of personal experience was necessary in order to select the optimal route. Subsequently, the various elements of the route could only be booked individually. This complicated and time-consuming process is increasingly being replaced by modern information technologies and booking and information platforms.

ÖBB sales will continue to be the key to integrated mobility offers. Because a simple and intelligent, coordinated distribution system has a major impact on customer satisfaction.

The aim of the ÖBB iMobility initiative is to satisfy increasing customer demand for integrated mobility and to close the market gaps in this area, as well as to develop such a system.

#### **Ticketshop**

In 2017, ÖBB's sales system for all sales channels in Austria was changed. As part of this complex project, all distribution channels currently operated by ÖBB were equipped with a new standardized front-end system. For customers, this results in a standardized user interface when booking tickets via app, ticket machine and Internet. At the same time, a faster and more flexible backend system is currently being intensively developed, which will enable better analysis and control of sales.

#### **ÖBB Rail&Drive**

The new Rail&Drive car sharing service was developed from the eMorail research project. This car sharing model for public use was initially tested in a pilot project in 2017 and was rolled out throughout Austria in November 2017. At large and medium-sized stations throughout Austria, cars from ÖBB's own fleet are made available for general use by registered customers. The aim of this station-based car-sharing model is to offer railway passengers a comprehensive mobility service for the first and last mile.

### 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) **2017**

❖ Overall customer satisfaction	2.12
❖ Ticket counter	1.86
❖ Information at the railway station/platform on regular service	1.93
❖ Information at the railway station/ platform in the event of irregularities	2.21
❖ Cleanliness in long-distance trains	1.97
❖ Cleanliness in local transport trains	2.03
❖ Cleanliness at railway stations	2.01

### 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.

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 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.

## TRANSPORTATION RELIABILITY

Punctuality is a central component of the identity of the ÖBB Group. As the most punctual railway in the EU, it is part of the daily task to fulfill the customer promise of punctuality and to further develop operational quality, taking into account the changing conditions (networked supply, high traffic density, stronger demand).

Current challenges include the active management of restrictions (e.g., due to construction measures) along a route axis, both in planning and in day-to-day operations. In order to increase the reliability of facilities and vehicles, investments in new technologies and innovations are being made so that maintenance can be carried out in a more targeted manner and possible failures can be predicted at an early stage.

Currently, about one third of all delays in ÖBB traffic are caused by unpunctual trains from abroad. This makes intensive cooperation with neighboring railways necessary as part of punctuality management.

You can view our punctuality statistics at [oebb.at/de/rechtliches/puenktlichkeitsstatistik](http://oebb.at/de/rechtliches/puenktlichkeitsstatistik).

### Punctuality rate 2017:

❖ Overall punctuality:	95.9%
❖ Long-distance transport:	85.5%
❖ Local transport:	96.4%

### Train cancellations 2017:

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

❖ Long-distance transport:	19 per month (0,2%)
❖ Local transport:	326 per month (0,3%)

### Interruption information:

In the report year of 2017, we transported 459,1 million passengers

thereof local transport	in millions	209.2
thereof long-distance transport	in millions	36.4
thereof bus (excl. CSAD)	in millions	213.5

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".

## **ASSISTANCE TO PERSONS WITH DISABILITIES AND LIMITED MOBILITY**

Barrier-free and convenient access to trains and buses is an important goal for people with disabilities, people with strollers, the elderly and travelers with luggage or bicycles.

In 2006, together with sub-Group managers and experts from disability organizations, ÖBB-Holding AG developed a staged plan pursuant to Article 19 Bundes-Behindertengleichstellungsgesetz [Federal Law on Equal Opportunities for the Disabled (BGStG)], representing an overall plan of measures for the ÖBB Group. In 2016, the Group companies updated their plans and prepared new implementation plans for additional railway stations and for the vehicle fleet through 2025.

### **Ticket purchasing**

Many individual steps have been implemented to allow our customers to purchase a ticket for their journey easily and quickly. These improvements include both online and mobile sales on cell phones and tablets. Furthermore, the sale of tickets at ticket machines was simplified and made virtually barrier-free.

### **Local and long-distance transport**

New rolling stock continues to make trains more accessible: When designing the new ÖBB Cityjet, which has been servicing local routes since the timetable change 2015/2016, for example, special importance was placed on convenient low-floor entrances, wide doors, open transitions and stronger color contrasts for people with visual impairment. In 2017, 85 Cityjet coaches, 187 Talent coaches, 60 Desiro coaches and 67 double-decker cars were in use on local transport routes as barrier-free low-floor railcars. 60 Railjet coaches were in service on long-distance transport. These are equipped with an installed lift and three spaces for people in wheelchairs, each equipped with sockets for recharging wheelchair batteries. Tactile elements are provided for visually impaired travelers, and a suitable space is reserved for guide dogs. The multifunctional coaches enable wheelchair travelers to travel in a sleeper compartment in night travel, together with an accompanying person.

### **Postbus**

All new low-floor vehicles are equipped with mechanical and electrical folding ramp. Making all seats suitable for disabled passengers is already standard practice. The special-purpose area is fitted with a restraint system. By 2017 88% of the bus fleet was barrier-free.

### **Intercity buses**

ÖBB continues to offer long-distance bus connections in southern Austria to supplement the top trains in long-distance transport to Italy. Five ÖBB Intercity buses (ICB) have been in use for several years. The double-decker buses offer generous seating comfort in 1st and 2nd class and are equipped with toilets and air conditioning. In 1st class, passengers can expect elegant leather seats, work surfaces and sockets as well as free newspapers and drinks. The ICBs are barrier-free. In addition to a low-floor entrance and wheelchair space, the buses also have spaces for passengers with limited mobility, which can be booked separately on request.

### **Infrastructure**

Since the end of 2017, almost 80% of all passengers in 220 stations have benefited from modern, barrier-free stations. In 2025, around 90% of passengers will be able to use a total of 270 stations without barriers.

Approximately ten additional stations are designed to be barrier-free every year. In 2017, the focus was on Lower Austria, Tyrol, Styria and Carinthia. The modernization of stations and stops will be consistently continued in the ÖBB-Infrastruktur AG network in 2018.

The successful "Stakeholder Dialogs", a direct exchange with people with disabilities, were also planned again in 2017 and will be implemented in 2018.

In 2017, a cooperative agreement was concluded with the "Austrian Council for the Disabled", the umbrella organization of associations for the disabled. The interests and concerns of people with disabilities and people with reduced mobility are to be addressed even better through the use of a communication and coordination platform.

## 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 90.15% of all complaints within eight days.

All complaints are assigned to topics (public transport, long-distance traffic, postbus, sales, etc.) as well as locations in order to be able to use the potential for improvement for all customers independently of the individual case.

### **Customer Service** **2017**

Number of calls	1.492.549
Number of incoming queries	213.137
Number of received complaints	92,774

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.

### **Applications in accordance with new Passenger Rights Directive** **2017**

Total of processed applications	17.498
Rejected tickets	14.291

In 2017 we had an increase in complaints (+ 42%) and claims under the Passenger Rights Regulation (+ 19%) as a result of the accidents in 2017 and the exceptional events (cable fires, autumn storms, corridor sites).

#### Improvements 2017/2018

- Start of action communication:  
Complainants do not just get a quick answer. If internal improvements are made in an indirect context, ÖBB will continue to communicate these measures to all complaint customers after implementation ('your complaint has changed ...').
- Start customer service direct:  
Initially, as a pilot test on the Praterstern, a customer office was opened from October 2017, whose mandate is to raise the 'first-solution rate'. Customers are offered a solution to their request at the first contact. The project "Improving Compensation" also went in the same direction, starting in December 2017 with pilot operations at Vienna Central Station and Wien Meidling.