



# **BDZ – PASSENGERS HEAD OFFICE**

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## **Report**

**on  
the quality of the transportation services rendered  
in accordance with the requirements of art. 28 of Regulation No 1371/2007**

**January – December 2012**

### **1. Provision of information information about traveling and the sale of tickets**

#### ***Information about the passengers***

Company BDZ Passengers EOOD uses different means for informing their customers and partners.

Before the entry into force of the new timetable for the traffic of trains in December 2011, information was provided to the public about the major changes in the transportation scheme for servicing, through:

- information in the mass media;
- sale of travel guides, short timetables, brochures, etc.
- the Internet page of BDZ – [www.bdz.bg](http://www.bdz.bg)

For meeting the high demand before official and national holidays, information is provided about the launching of additional trains and the enlargement of the compositions of the regular trains with additional passenger coaches on the major lines, through:

- information in the mass media;
- the Internet page of BDZ – [www.bdz.bg](http://www.bdz.bg)

Information on changes in the timetable for the traffic or on cancelations of trains due to repairs or restoration works:

- information in the mass media;
- the Internet page of BDZ – [www.bdz.bg](http://www.bdz.bg)

**Information provided to the passengers in the railway offices and stations – personal or by telephone** – timetable of trains; general tariff conditions, prices.

**Information through the BDZ Internet page** – timetable of trains; general tariff conditions, prices, changes in timetables, train itineraries.

The BDZ Internet site provides up-to-date information in real time on the movement and the delays of arriving and departing trains in the stations Sofia, Plovdiv, Varna, Burgas, Ruse, Mezdra and Gorna Oryahovitsa.

### ***Distribution channels***

- **railway stations, stops and offices**

Until the end of 2012, servicing of passengers is rendered in 274 stations and stops and 2 offices. 79 stations and 6 stops are serviced by the BDZ Passengers EOOD personnel, and in 169 stations, stops and non-serviced stops the sale is carried out by personnel of the railway infrastructure manager. In 12 stations servicing is mixed. In 7 stops and 1 station tickets are sold by commissioned people.

The total number of non-serviced stations and stops is 410.

- **purchasing tickets in the train**

The sale of tickets in trains is done by the transportation personnel and, as of March 2012, also by train ticket cashiers. Passenger trains on the heaviest traffic suburban lines of the capital are serviced with notebooks provided to the BDZ Passengers EOOD personnel.

## **2. Punctuality of services and general principles for managing a situation of discontinuation of services**

### **2.1. Delays**

#### ***Statistics on the punctuality of passenger trains in 2012***

According to the approved instruction for registering the delays of passenger trains, information is prepared on a daily basis about occurring traffic irregularities. This information also shows the reasons for the delay of the trains, that may be: due to the railway infrastructure manager (railway; signaling and telecommunication; energy distribution, traffic); due to the railway carriers BDZ Passengers EOOD, BDZ Cargo EOOD and others, and for other reasons (neighbouring railway administrations; reasons that are external for the railway).

<b>Category</b>	<b>International trains</b>	<b>Domestic long-distance trains</b>	<b>Regional and suburban trains</b>
<b>% delays total</b>	<b>50,6%</b>	<b>25,0%</b>	<b>10,0%</b>
% delays up to 60 minutes at end station	34,1%	22,8%	9,2%
% delays from 60 to 119 minutes at end station	9,7%	1,5%	0,6%
% delays over 120 minutes at end station	6,8%	0,7%	0,2%

### **2.2. Discontinuation**

In extraordinary situations an action plan is made immediately after the occurrence of the particular case. Depending on the nature of the situation and the possibility for action, train transportation is organized on an alternative route or by transboarding the passengers on buses.

#### ***Sanctions, compensations and stimuli***

- **In delays of trains.**

With the aim of increasing the effectiveness of the railway network, the system for the decrease of irregularities consists of the following components: minutes of delay and reasons.

Depending on the reason for the delay, the minutes of delay are applicable to the railway infrastructure manager; to BDZ Passengers EOOD as a carrier or a third party.

Deemed as a passenger train delay is a delay longer than 5 minutes at an end station. The compensation is in the amount of BGN 2.50 per minute.

For establishing the amount of the delays of passenger trains and the reasons for them, a bilateral protocol is prepared after the end of the current month on the basis of the everyday information; the protocol is signed by the railway infrastructure manager and the carrier.

- **In cases of changes in train itineraries**

In cases of cancellations of reserved routes on the request of the carrier or due to his fault, the railway infrastructure manager does not restore the fee for the reserved routes.

In cases of cancellations of reserved routes on the request of the railway infrastructure manager or due to his fault, he must restore to the carrier the route reservation fee.

In cases of cancellations of reserved trains on the request of the railway infrastructure manager or due to his fault, the manager pays the damages really incurred by the cancellation of the train, proved by relevant documents.

In cases of transboarding passenger trains due to the fault of the railway infrastructure manager or of third parties with whom the manager has contractual relations, he owes the carrier the costs for the transboarding and the value of the returned tickets, reduced by the value of the non-calculated infrastructure charges for the transboarded trains.

### **3. Cancellation of services**

In the cases listed, the railway carrier BDZ Passengers EOOD resorts to reserve and special transport:

#### ***Reserve transport***

BDZ Passengers EOOD organizes servicing with reserve transport in the following cases:

- after receiving information from the infrastructure manager, the Bulgarian Railway Infrastructure National Company on forthcoming plan repairs on the railway and the railway facilities;
- other events about which it is known in advance that they make it impossible to render the public service.

#### ***Special transport***

Special transport is organized in cases of:

- discontinuations of the railway traffic as a result of natural disasters;
- discontinuations of the railway traffic as a result of railway accidents and incidents;
- damages to the rolling stock and/or the railway infrastructure;
- other circumstances.

### **4. Cleanliness of the rolling stock and the railway facilities**

#### ***Cleaning the railcars and the multiple-unit trains***

BDZ Passengers EOOD cleans trains in 46 points in the whole country, located in five Regional Centres for cleaning and equipment. Technologies have been developed and approved for the different types of cleaning of railcars and multiple-unit trains, according to which the cleaning of the rolling stock is carried out.

- A technology for everyday internal cleaning and equipment of passenger coaches and multiple-unit trains
- A technology for cleaning passenger coaches and multiple-unit trains in the stations

- A technology for major internal cleaning and equipment of passenger coaches and multiple-unit trains
- A technology for external cleaning of railcars and multiple-unit trains.

For every month, a daily timetable plan is prepared for carrying out the major internal cleaning and external washing of train compositions and rolling stock. A timetable plan is prepared for all stations and equipment points in which cleaning is done.

- A technology for machine laundry of upholstered seats of passenger coaches and multiple-unit trains
- Rough cleaning – the collection of various objects – pieces of paper, beverage boxes, etc. Is carried out by the transportation crew after the end of the traveling, in stations where there are no points for cleaning. Such cleaning is not done in cases in which there is no technological time for it, as after a short stay for the passengers to alight the train composition must be prepared for traveling.

### ***The quality of the air in the railcars and the multiple-unit trains***

57 % of the railcars in the passenger fleet of BDZ Passengers EOOD are equipped with an air-conditioning system or with an airway heating.

Air-conditioned coaches are 11% of the total railcar fleet. This involves the permanent passing of the air entering the coaches when heating and cooling through a filtering element.

Passenger coaches with an airway heating are 46% of the fleet. In this type of railcars, the passing of the air entering the coaches only when the heating is through a filtering element.

BDZ Passengers EOOD services suburban zones around the large passenger centres – Sofia, Plovdiv, Varna with electric and diesel multiple unit trains equipped with an air-conditioning system and filtering elements of the incoming air.

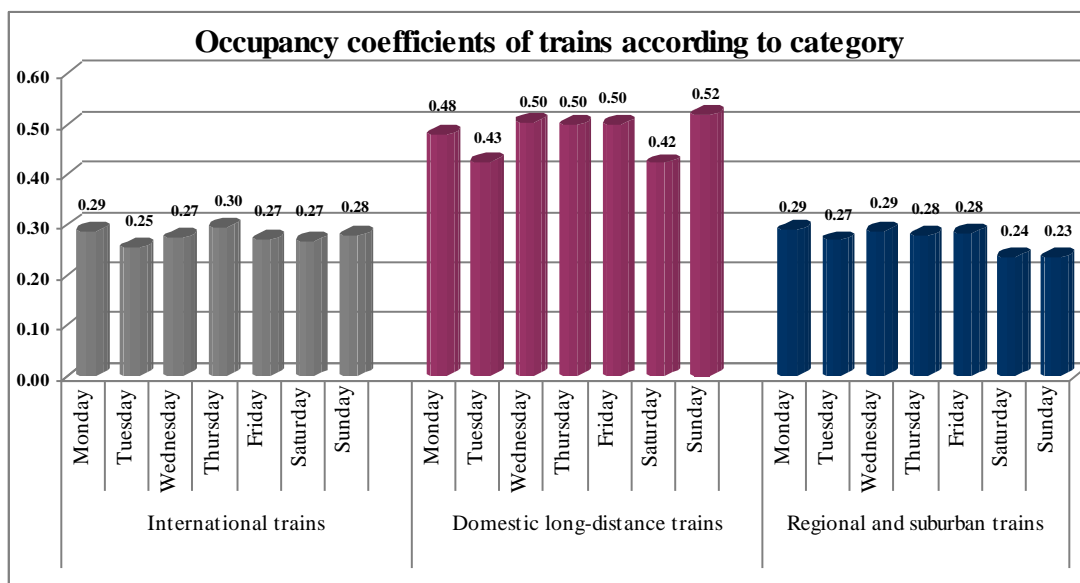
## **5. Studies of the customers' satisfaction**

### ***Monitoring of the satisfaction of customers***

The quality criteria that cannot be quantitatively measured are checked by making questionnaire studies among the customers. In November and December 2012 a study was carried out on the quality of the rail transportation service of passengers for the needs of BDZ Passengers EOOD. The results show a comparatively good average assessment on the six-point scale.

Carrying out such questionnaire studies allows the identification of the strongest and weakest aspects of the service rendered in comparison with the expectations and the needs of the passengers. The behavior of the train personnel, the stations and the information servicing receive a comparatively good average rating, in contrast to the quality offered in terms of cleanliness, condition of the rolling stock and services in the trains.

**The counting of passengers** in all categories of trains is an element of the marketing studies done in railway transport. Counts are done three times in a year within 7 (seven) calendar days, from Monday to Sunday (including). In 2012, the regular counting of the trains in the months March, July and October was done. On the basis of data from the counts of the passengers in 2012, coefficients of the weekly irregularity of the separate categories of trains have been calculated.



## 6. Refunds after reviewing complaints and compensations for non-observation of the service quality standards

### *Complaints*

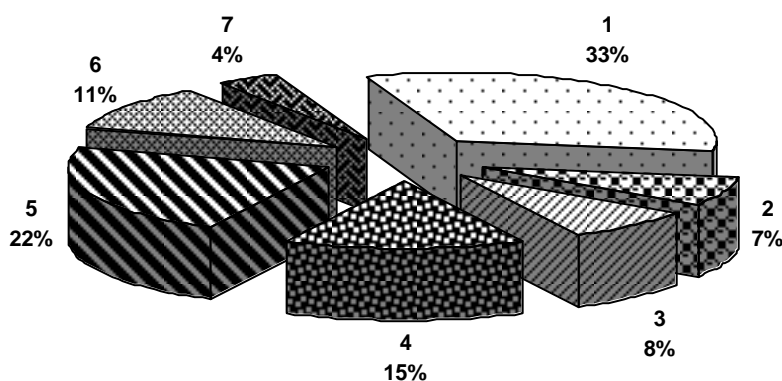
Every passenger who is not satisfied by the quality of the service offered may file a complaint or a signal to the railway undertaking. The contact data (telephone, fax, e-mail and standard postal address) are available in all stations, railway offices, in the Internet, in travel guides and elsewhere.

A hotline telephone is available at the Central Office of BDZ Passengers EOOD for receiving customers' signals and complaints.

Every complaint is reviewed, an investigation is made if necessary and an answer is prepared that obligatorily contains a detailed argumentation on the issue raised, in pursuance of all regulatory documents and the particular occurring situation.

In cases of an established failure to fulfill an official duty and proven fault, company personnel is held to account and disciplinary sanctions are imposed, according to the legislation in force.

Generalized data on filed and processed complaints in 2012 (395 in all)



1. Complaints about canceled trains because of the optimization of the transport timetable, as well as delays and travel inconveniences arising there of;

2. Lack of adequate air-conditioning in the train (warm/cold) and travel inconveniences related to this. Lack of cleanliness of railcars and toilets;
3. Inadequate number of railcars inconsistent with the passenger flow – too few coaches in the composition of trains. Here also belong complaints related to old equipment, lack of sleeping cars and buffet cars, etc.
4. Complaints related to unethical or impolite behavior of personnel, irregular issuing of tickets;
5. Complaints related to the issuing of tickets in the train after boarding from a non-served stop;
6. Complaints related to passes issued by BDZ (all categories) and complaints related to the issuing of tickets (especially return tickets);
7. Others – singular cases of complaints defined in different ways (proposals, guidelines, advice), complaints of irregularities in the BDZ Internet site, complaints related to the electronic boards and the information system, etc.;

The largest number of received complaints and signals throughout the year are related to an inconvenient timetable and the optimization of the transport scheme, dissatisfaction with the system of sale of tickets by train cashiers, failure to perform official duties and impolite behavior of transportation cashier personnel, etc., lack of ventilation in the railcars, overcrowded trains.

At the beginning of June 2012, BDZ Passengers EOOD launched a book for customers' opinions. Such a book is present in all categories of passenger trains, it is held by the train master and the customers can register their comments, recommendations and praise. The generalization of the results shows that 60% of the customers are dissatisfied with the established sale of tickets in the trains by train cashiers, as they are accommodated in the first coach of the train.

### ***Claims***

Generalized data on restored amounts to passengers with international railway transportation documents in 2012.

<b><i>Refunded amounts and paid claims to customers</i></b>	
- number	28
- amount (BGN)	7193.50
<b><i>Grounds</i></b>	
- canceled trains	67.8%
- lack of a first-class coach for international traffic	3.6%
- bad meteorological conditions	28.6%

## **7. Rendering help to people with medical problems and reduced mobility**

The transport servicing of people with reduced mobility by rail is rendered on major lines:

- Sofia – Burgas – Sofia via Plovdiv (fast train with obligatory reservation)
- Sofia – Varna – Sofia via Gorna Oryahovitsa (fast train with obligatory reservation)
- Sofia – Gorna Oryahovitsa – Sofia (fast train with obligatory reservation)
- Sofia – Yambol – Sofia via Plovdiv (fast train with obligatory reservation)
- Sofia – Burgas – Sofia via Karlovo (fast train with obligatory reservation)
- Sofia – Ruse – Sofia via Gorna Oryahovitsa (fast train)

Included in the compositions of these trains are special coaches with special seats for people moving in wheelchairs and their accompanying persons. The coaches have sanitary modules meeting the international standards.

The transport servicing of people with reduced mobility is rendered through the station services of the Bulgarian Red Cross in the railway stations Sofia, Plovdiv, Stara Zagora, Burgas and Varna, as well as through the Information counters in the railway stations Pleven, Cherven bryag, Gorna Oryahovitsa, Shumen, Yambol, Sliven and Pazardzhik.

For carrying out the transportation service it is necessary to place an order one day before the traveling (when traveling with combined transport, train – automobile, the order must be placed at least two days in advance) at the stations or by telephone, with numbers shown on the BDZ Internet page, [www.bdz.bg](http://www.bdz.bg).

Apart from the above-mentioned trains, people with reduced mobility can also travel in the diesel and electric Desiro multiple unit trains that run on different routes in the country. Every multiple unit train is equipped with a portable foldable ramp for servicing people with reduced mobility. When traveling in these trains, no preliminary order is necessary. The servicing of people with reduced mobility when boarding the train and alighting from it is rendered by the transportation personnel.

In the second-class seating coaches of all categories of trains and in the sleeping and couchette cars the transportation of guide dogs for blind people is allowed against purchasing a second-class ticket for the relevant category of train. The requirement for lead dogs is to have a muzzle, a veterinary certificate, an ID card and a hard leash.

Customers from abroad who wish to use this service can place an order for transporting people with reduced mobility and will receive additional information by telephone and by e-mail – addresses available on the Internet page of the company.