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REPORT

**on
the quality of the transportation services rendered,
pursuant to the requirements of art. 28 of Regulation No 1371/2007**

January – December 2013

1. Provision of information about the trip and sales of tickets

Information for the passengers

BDZ Passengers EOOD uses different means of informing its customers and partners.

Before the entry into force in December 2012 of the new timetable for the traffic of trains, information was provided to the public about the major changes in the transport scheme of servicing through the following:

- Announcements in the mass media;
- Distribution of travel guides, short timetables, brochures, etc.
- The BDZ Internet site, www.bdz.bg

To meet the higher demand before official and national holidays, information is provided about the assignment of additional trains and the increase of the compositions of the regular trains with additional coaches on the major lines through:

- Announcements in the mass media;
- The BDZ Internet site, www.bdz.bg

Announcements about changes in the timetable of about discontinuations of the traffic of the trains due to repairs or reconstruction work:

- Announcements in the mass media;
- The BDZ Internet site, www.bdz.bg

Information provided to the passengers at railway offices and stations – in person or by telephone – train timetable; general tariff conditions, prices.

Information through the BDZ Internet site – train timetables; general tariff conditions, prices, changes in the timetables, train itineraries.

Distribution channels

- **railway stations, stops and offices**

At the end of 2013, servicing of passengers is rendered at 277 stations and stops. The BDZ Passengers EOOD personnel services 82 stations and 8 stops, and at 176 stations, stops and mixed points, sales are made by employees of the infrastructure manager. At 11 stations, servicing is mixed. The total number of non-serviced stations and stops is 408.

- **Buying tickets in the train**

The sale of tickets in the train is carried out by the transportation personnel.

Passenger trains for which BDZ offers online sale of tickets and seat reservations are serviced by notebooks the transportation personnel carried along.

- **Purchasing tickets online**

Since December 2013, BDZ Passengers EOOD has started the online sale of tickets and reservations. At this stage, the system has a restricted range and functions, as it is part of an integrated information system to be built. The pilot stage of the Online Reservation and Ticketing System embraces 12 trains on major lines:

Four pairs of fast trains with obligatory reservation:

- Sofia – Plovdiv – Burgas and back (trains 8611/8612)
- Sofia – Karlovo – Burgas and back (trains 3625/3620)
- Sofia – Gorna Oryahovitsa – Varna and back (trains 2611/2610)
- Sofia – Gorna Oryahovitsa and back (trains 2641/2640)

And two pairs of night fast trains with sleeping cars:

- Sofia – Gorna Oryahovitsa – Varna and back (trains 2627/2626)
- Sofia – Plovdiv – Burgas and back (trains 8627/8626);

Return tickets are also issued, but only between two stations at which the relevant train stops. At this stage, there is no opportunity to buy tickets for two or more trains.

2. Punctuality of services and general principles for dealing with the situation of discontinuation of services and cancelling of trains

2.1. Delays

Information for the passengers in case of train delays

In cases of train delays at an initial station or at a station on the way, information for the passengers is provided:

- at the stations, on electronic information boards and from loudspeaker systems by the information personnel wherever there is such personnel, or by a person authorized by

the station personnel for all other stations; in cases of telephone calls, by the information personnel of the stations wherever there is such personnel.

- in the trains – by the transportation personnel
- online, at the Internet company site www.bdz.bg current online information is provided about the running and the delays of arriving and departing trains for the following stations: Sofia, Plovdiv, Varna, Burgas, Ruse, Mezdra and Gorna Oryahovitsa.

Statistics on the punctuality of passenger trains in 2013

According to the approved guidelines for reporting delays of passenger trains, everyday information is registered on irregularities occurring during the traffic of the trains. This information must also contain the reasons for the train delays. These may be attributable to: the infrastructure manager (railway; signaling and telecommunications; provision of energy, traffic); railway carriers (BDZ Passengers EOOD, BDZ Cargo EOOD, etc.); other reasons (neighbouring railway administrations; circumstances outside the competence range of the railway administration).

Category	International trains	Domestic long-distance trains	Regional and suburban trains
% delays up to 60 minutes at end station	58.5%	25.7%	9.3%
% delays from 61 to 120 minutes at end station	9.8%	1.1%	0.4%
% delays over 120 minutes at end station	5.2%	0.4%	0.1%

2.2. Discontinuations

In emergency situations an action plan is made immediately after the occurrence of the concrete case. Depending on the nature of the situation and the possibility for action, trains are moved onto a different line or passengers are transboarded onto buses.

Sanctions, compensations and stimuli

• In train delays

With the aim of increasing the effectiveness of the railway network, the system for reducing disruptions 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 infrastructure manager; the carrier, i.e., BDZ Passengers EOOD, or a third party.

A delay of a passenger train is a delay that is longer than 5 minutes at the end station.

To establish the amount of delays of passenger trains and the reasons for these, after the expiry of the current month a bilateral protocol is made on the basis of the everyday information; the protocol is to be signed by the infrastructure manager and the carrier.

• In changes of the itinerary of trains

In cases of cancelations of already booked paths on the request of the carrier or through his fault, the infrastructure manager does not refund the fee for the booked path.

In cases of cancelations of already booked paths on the request of the infrastructure manager or through his fault, he returns the fee for the booked path to the carrier.

In cases of cancellations of already booked trains on the request of the infrastructure manager or through his fault, he pays the damage really suffered by the cancellation of the train, on the basis of documentary proof.

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

2.3. Canceling railway passenger services

In the cases below, the railway carrier BDZ Passengers EOOD resorts to reserve and extraordinary transport:

Reserve transport

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

- After notifications by the Bulgarian National Railway Infrastructure Company about forthcoming planned repairs on the railway and the facilities;
- Other events for which it is known in advance that they make impossible the provision of the public service.

Extraordinary transport

Extraordinary transport is organized in cases of:

- Discontinuations of the railway traffic due to natural disasters;
- Discontinuations of the railway traffic due to railway accidents and incidents;
- Damages on the rolling stock and/or the railway infrastructure;
- Other circumstances.

4. Cleanliness of the rolling stock and the railway facilities

Cleaning of railcars and multiple-unit trains

BDZ Passengers EOOD carries out the cleaning of trains at 46 points throughout the country, located in five regional centers for cleaning and equipping. Technologies for the different types of cleaning of railcars and electric multiple-unit trains have been developed and approved, according to which the cleaning of the rolling stock is done.

- A technology for everyday internal cleaning and equipping of passenger coaches and multiple-unit trains;
- A technology for cleaning passenger coaches and multiple-unit trains at the stations;
- A technology for major internal cleaning and equipping of passenger coaches and multiple-unit trains;
- A technology for external washing of railcars and multiple-unit trains.

For each month, a daily timetable is prepared for major internal cleaning and external washing of rail compositions and rolling stock. Such a timetable is made for all stations and equipment points at which cleaning is carried out.

Quality of the air in coaches and multiple-unit trains

A total of 57 % of the coaches in the BDZ Passengers EOOD passenger railcar fleet are equipped either with air-conditioning or with air canal heating.

Air-conditioned coaches are 13% of the total passenger railcar fleet. This presupposes the constant passing of the incoming air through a filtering element, when heating or cooling.

Passenger coaches with air canal heating are 44% of the fleet. In this type of coaches the passing of the incoming air – only when heating – is through a filtering element.

BDZ Passengers EOOD services suburban zones around the large passenger centers – Sofia, Plovdiv, Varna, with electric and diesel multiple-unit trains equipped with air-conditioning and filter elements of the incoming air. All night trains are serviced by air-conditioned sleeping cars, as of May 2013.

5. Customers' satisfaction

To meet the needs of the population of passenger transport services, before the introduction of the new timetable for the movement of trains the infrastructure manager together with the national railway passenger carrier BDZ Passengers EOOD organizes meetings with representatives of customers' organizations and the regional and municipality administrations. In these meetings the transport schemes developed are presented, discussed and coordinated, the itineraries, timetables, periods of movement, stops of trains etc. are considered and evaluated.

The counting of passengers in all categories of trains is an element of the marketing studies of passenger transport being carried out. These are made three times in a year within 7 (seven) calendar days – from Monday to Sunday (including). In 2013, regular counts of trains were made in March, July and October. On this basis, the number and type of coaches are determined for the compositions of the different categories of trains.

6. Review of complaints, refunds and compensations for deviations from the standards of service quality

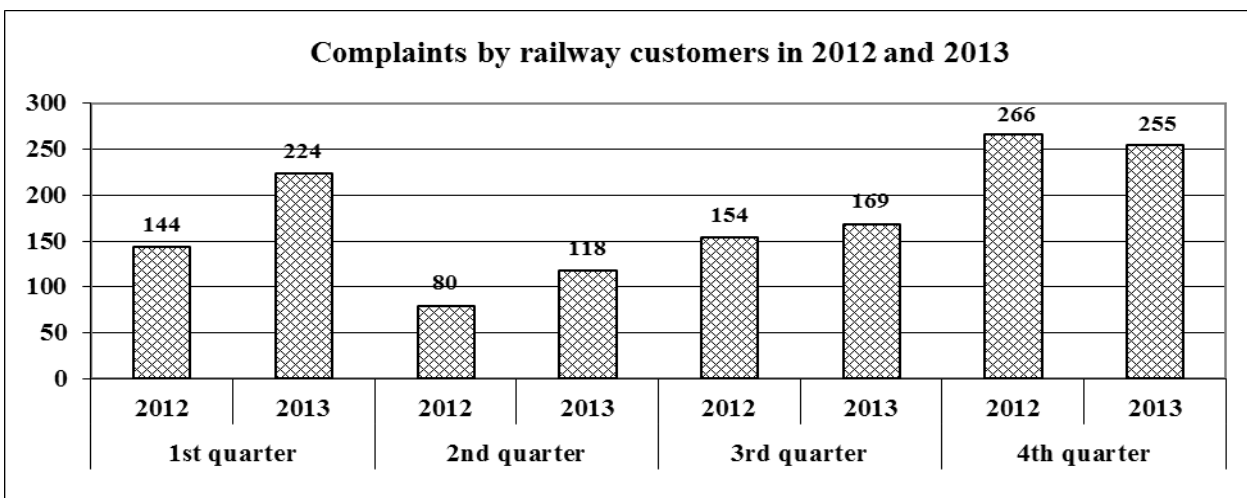
Complaints

A passenger who is dissatisfied with the quality of the service provided may submit a complaint or a signal to the railway undertaking. Contact data (telephone number, fax, e-mail address and postal address) are shown in all stations, railway offices, in the Internet, in train brochures, etc.

There is a **telephone hot line** at the Central Office of BDZ Passengers EOOD for receiving customers' signals and complaints.

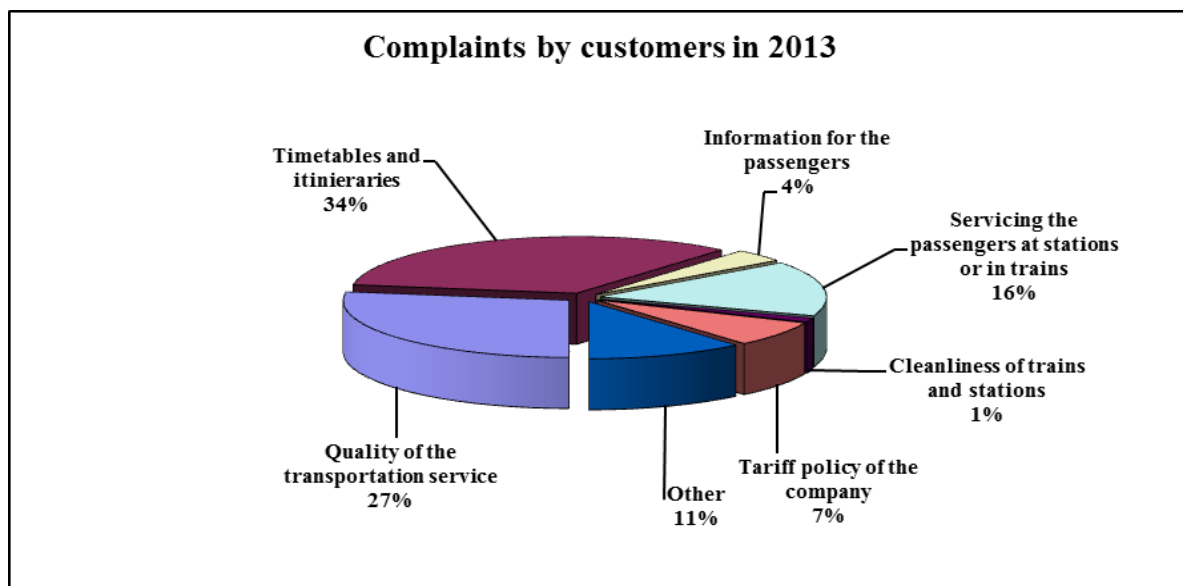
Each complaint is reviewed, an investigation is made, if it is necessary, and an answer is obligatorily provided, containing a detailed and motivated explanation on the issue raised, conforming to all regulatory documents and reflecting the concrete situation.

In case a violation of an official duty by an employee is established and the employee's responsibility is proved, he/she is taken to account and a disciplinary sanction is imposed, according to the legislation in force.



In the BDZ Passengers EOOD report for 2012, complaints received at the end of the calendar year at the entry into force of the new timetable for the movement of trains have not been included.

Generalized data on received and processed complaints in 2013:



The largest number of complaints during the year are related to an inconvenient timetable and the need for an optimization of the transport scheme. Proposals for changes in the train timetable are received after its entry into force in December. After making a detailed check and whenever possible, requests are accepted for changes in timetables, periods of train movement, stops, ordering of additional trains, etc.

Complaints about the quality of the service offered, like, e.g., delays, damages in air conditioning and heating systems, lack of lighting, insufficient seats in the composition of trains, are 27% of the complaints received in 2013. The increase of the number of coaches in the compositions of trains, for which there were signals about their being overcrowded, led to a minimizing of complaints of such a nature. Since June, complaints related to train hygiene have also decreased in number.

Third place is taken by signals about failures to perform official duty by the personnel of the railway carrier at stations and in the trains: impolite attitude and non-professional servicing by the members of the transportation crews or at the cash desks. After some action was taken and requirements to the personnel tightened, in the last months there has been a decrease in the number of such complaints.

Refunds

Generalized data on refunds and paid compensations to passengers with international railway transportation documents in 2013:

<i>Refunds, paid compensations and customers' claims</i>	
- number of orders	13
- amount (in Euro)	2470,14
<i>Reason</i>	
- compensation for train delay	9 cases
- doubling of seats	1 case
- repairs	2 cases
- cancellation of a couchette car	1 case

7. Providing help to people with health problems or reduced mobility

The transport servicing of people with reduced mobility by rail is carried out using six fast trains with obligatory reservation and in two fast trains in which specialized cars with special seats for people with reduced mobility are composed. Transport services are also rendered in the compositions of two fast trains with obligatory reservation and four fast trains, only in cases of an already ordered travel, as the company does not have the necessary number of specialized cars.

The major itineraries on which people with reduced mobility are transported are:

- Sofia – Burgas – Sofia via Plovdiv
- Sofia – Burgas – Sofia via Karlovo
- Sofia – Varna – Sofia via Gorna Oryahovitsa
- Sofia – Gorna Oryahovitsa – Sofia
- Sofia – Yambol– Sofia via Plovdiv
- Sofia – Ruse – Sofia via Gorna Oryahovitsa

The compositions of these trains include specialized cars with special seats for people moving in wheelchairs and their accompanying person(s). The coaches have inbuilt sanitary modules meeting the international standards.

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

To carry out the transportation service, it is necessary to make an order one day before the trip (when traveling with combined transport – train and automobile. The order must be made at least two days in advance at the stations or at the telephones shown at the BDZ Internet site, 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 lines in the country. Each multiple unit train is equipped with a mobile foldable ramp for servicing people with reduced mobility. For traveling in

these trains, no preliminary order is necessary. The servicing of people with reduced mobility during train mounting and alighting is carried out by the transportation personnel. Itineraries on which trains with such compositions run are:

- Sofia – Pernik – Sofia,
- Sofia – Kyustendil – Sofia,
- Sofia – Plovdiv – Sofia,
- Sofia – Dragoman – Sofia,
- Plovdiv – Karlovo – Plovdiv,
- Sofia – Karlovo – Sofia,
- Plovdiv – Panagyurishte – Plovdiv,
- Plovdiv – Stamboliyski – Peshtera – Plovdiv,
- Plovdiv – Stara Zagora – Plovdiv,
- Plovdiv – Asenovgrad – Plovdiv,
- Varna – Dobrich – Kardam – Varna,
- Sofia – Bankya – Sofia,
- Troyan – Levski – Svishtov – Troyan,
- Cherkvitsa – Levski – Svishtov – Cherkvitsa,
- Svishtov – Levski – Svishtov, etc.

The transportation of guide dogs for blind people is allowed in second class coaches with seats in all categories of trains and in sleeping and couchette cars, against purchasing a second class ticket for the relevant category of train. The guide dog must be muzzled and must have a veterinary certificate, an ID card and a hard muzzle.

Foreign customers who wish to receive this kind of service should place an order for the transportation of people with reduced mobility and are entitled to additional information from the telephone and the email address given in the Internet site of the company.