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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 2010

1. Provision of information on the traveling and the sale of tickets Provision of general information

BDZ Passengers EOOD use various means of informing their customers and partners.

Before the entry into force of the new timetable for the traffic of the trains as of 13 December 2009, information is provided to the public about the major changes in the transport scheme for servicing, through:

- advertisements in the mass media;
- sale of travel guides, short timetables, brochures, etc.
- the BDZ website – www.bdz.bg

To satisfy the growing demand before official and national holidays, information is provided for launching additional trains and for increasing the compositions of the regular trains with more cars on the major lines, through:

- announcements in the mass media;
- announcements in the BDZ website, www.bdz.bg

Announcements about changes in the traffic timetable of about discontinuations or cancelations of trains due to repairs or restoration works:

- announcements in the mass media;
- announcements in the BDZ website, www.bdz.bg

Information provided at the railway bureaus and stations, by telephone: trains timetables; general tariff conditions, prices.

Information using the BDZ Website: trains timetables; general tariff conditions, prices, changes in the timetables, routes of trains.

Using the BDZ Website, current information in real time is provided on the movement and the delays of arriving and departing trains at the stations in Sofia, Plovdiv, Varna, Burgas and Mezdra.

Distribution channels

- **railway stations, stops and bureaus**

At the end of 2010, servicing of passengers is provided at 261 stations and stops and 3 bureaus. 76 stations and 3 stops are serviced by BDZ Passengers EOOD personnel, and at 167 stations, stops and separate post sales are made by employees of the railway infrastructure manager, the Bulgarian Railway Infrastructure National Company. At 15 stations the servicing is a mixed one.

Tickets on a commission contract are sold at 85 stops and 16 stations.

The total number of unserved stations and stops is 322.

- **Buying tickets in the train.**

Selling of tickets in the train is performed by the transportation personnel.

In 2010, 15 mobile computers were launched into operation to service the passenger trains in the section Sofia – Mezdra, one of the sections from the suburban region of the capital with highest traffic.

- **Internet sales of tickets and reservations.**

At the end of June 2010, experimental sales of tickets and reservations started for the fast trains – through the Rila International Passenger Bureau website for international and domestic BDZ railway tickets. Tickets are ordered by email and are delivered to some of the bureaus for railway tickets, as well as by postal delivery. (The service is not provided as from June 2011).

2. Punctuality of services and general principles for overcoming the situation with the cancellation of services

Statistics on the punctuality of passenger trains

According to the approved instruction for reporting the delays of passenger trains, information is prepared every day on the occurring faults in their movement. This document contains the reasons for the delays of passenger trains, and these can be: due to the fault of the operator of the railway infrastructure manager, the Bulgarian Railway Infrastructure National Company; due to the fault of the carriers BDZ EAD; BDZ Passengers EOOD, BDZ Cargo EOOD, etc., due to the fault of BDZ Traction Rolling Stock EOOD and for other reasons.

Category	International trains	Domestic long-distance trains	Regional and suburban trains
% delays total	22.4%	11.0%	4.0%
% delays of up to 60 minutes at an end station	15.9%	10.5%	3.8%
% delays of 60 to 119 minutes at an end station	4.3%	0.4%	0.2%
% delays over 120 minutes at an end station	2.1%	0.1%	0.04%

Discontinuation of traffic

In extraordinary situations, an action plan is made immediately after the occurrence of the particular situation. Depending on the nature of the situation and the possibility for action, the movement of trains is organized on an alternative route or passengers are transboarded onto road.

General principles for coping with the situation of service discontinuation

Sanctions, compensations and bonuses

- **In cases of train delays**

With the aim of improving the effectiveness of the railway network, the system for reducing disturbances 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 the carrier, BDZ Passengers EOOD, or to a third party.

Deemed as a delay of a passenger train is any delay that is larger than 5 minutes at an end station. The compensation amounts to BGN 2.50 per minute.

For establishing 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 daily information, to be signed by the railway infrastructure manager and the carrier.

- **In cases of a change of the route of the trains**

In cases of cancellations of already booked routes on a request by the carrier or due to his fault, the railway infrastructure manager does not refund the charge for the booked capacity.

In cases of cancellations of already booked routes on a request by the railway infrastructure manager or due to his fault, the latter refunds the charge for the booking of capacity to the carrier.

In cases of cancellations of already booked trains on a request by the railway infrastructure manager or due to his fault, the latter pays the real damages suffered due to the cancellation of the train, whereby the damages are to be proved by relevant documents.

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

3. Cancellation of services

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

Reserve transport

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

- After receiving information from the railway infrastructure manager, the Bulgarian Railway Infrastructure National Company, about forthcoming planned repairs on the railway and the facilities;
- other events about which it has been established in advance that they render the provision of a social service impossible

Extraordinary transport

Extraordinary transport is organized in cases of:

- discontinuations of railway traffic as a result of natural disasters;
- discontinuations of railway traffic as a result of railway accidents;
- unexpected faults of the rolling stock and the railway infrastructure;
- other circumstances.

4. Cleanliness of the rolling stock and the railway facilities

Cleaning passenger cars and multiple unit trains

BDZ Passengers EOOD provides cleaning of trains at 46 points throughout the country, located in five Regional Centres for Cleaning and Equipment.

Technologies have been developed and approved for the different types of cleaning of passenger coaches and electric multiple unit trains, according to which the cleaning of the rolling stock is accomplished.

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

- A technology for the cleaning of passenger coaches and multiple unit trains at stations

- A technology for major cleaning and equipment of passenger coaches and multiple unit trains

- A technology for external washing of passenger coaches and multiple unit trains

For every month, a day-by-day timetable is prepared for major internal cleaning for external washing of passenger train compositions and other rolling stock. A timetable is prepared for all stations and equipment points where cleaning is carried out.

- A technology for machine washing of upholstered seats of passenger coaches and multiple unit trains

- Rough cleaning – picking up different objects of litter – paper, beverage cans etc., is carried out by the train brigade after the end of the journey in those stations where there are no points for cleaning. Such cleaning is not carried out in cases where there is no technological time, as after a short stay for the passengers to get off, the train is already composed for another journey

Quality of air in passenger coaches and multiple unit trains

57% of the passenger coaches in the BDZ Passengers fleet are equipped with air conditioning or with airway heating.

Air-conditioned coaches constitute 11% of the whole fleet of passenger coaches. This necessitates the constant passing of the inflowing air during heating and cooling through a filtrating element.

Passenger coaches with airway heating are 45.5% of the fleet. In this type of coaches, the passing of the inflowing air only during heating is through a filtrating element.

BDZ Passengers EOOD services the suburban areas around the larger passenger centres – Sofia, Plovdiv, Varna, with electrical and diesel multiple unit trains equipped with an air-conditioning system and filtrating elements of the inflowing air.

– Internal cleaning and external washing is performed through established technologies developed both for wagons and multiple-unit trains.

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

- Rough cleaning, i.e., collection of various objects such as paper, beverage boxes etc. is carried out by the transportation crew after the end of the traveling, at those stations where there are no points for cleaning. Such cleaning is not performed in cases in which there is no technological time, as, after a short stay for the passengers to get off, the rolling stock is again composed as a train.

5. Study of the customers' satisfaction

In 2010, a monitoring of the satisfaction of customers was carried out on the basis of signals, proposals and complaints lodged by them about the quality of service, the observation of the timetable and the plan for the composition of trains.

The counting of passengers in all categories of trains is one of the elements of the marketing surveys carried out in passenger transport. These take place three times in a year, in the months March, July and October within 7 (seven) calendar days – from Monday to Sunday, including. In 2010, the regular counting of the trains in the months March, July and October was done.

The usability of seats provided in fast trains with an obligatory reservation is about 33%, in fast trains it is 40% and in passenger trains it is 27%.

6. Refunding after reviewing of complaints and compensations for failures to observe the quality standards of the service

Complaints

Every passenger who is not satisfied with the quality of the service offered can lodge a complaint or a signal to the railway undertaking. The contact details (telephone & fax number, e-mail and standard address) are shown in all stations, railway bureaus, in the Internet, in travel guides, etc. Every complaint is reviewed, an investigation is made if necessary and an answer is prepared that obligatorily contains an exhaustive and motivated explanation on the issue raised, in pursuance of all regulatory documents and according to the concrete situation that arose.

Upon the establishment of an obligation by an employee of the company and proven guilt, strictest responsibility is sought and disciplinary sanctions are imposed, according to the legislation in force.

Generalized data on compensations made to passengers with international railway documents in 2010.

Refunds and paid compensations to customers	
- number	174
- amount (in Bulgarian levs)	30 621.19
Grounds	
- strike of the Greek Railways	87.6%
- flood on the territory of the Ukraine	0.6%
- flood on the territory of Turkey	3.6%
- other reasons – lack of a railcar for international traffic	8.3%

7. Rendering assistance to people with impairments and with reduced mobility

Transport servicing of people with reduced mobility by rail is performed on the major lines:

- Sofia – Burgas – Sofia via Plovdiv (2 fast trains with obligatory reservation)
- Sofia – Varna – Sofia via Gorna Oryahovitsa (2 fast trains with obligatory reservation)
- Sofia – Gorna Oryahovitsa – Sofia (2 fast trains with obligatory reservation)
- Sofia – Yambol – Sofia via Plovdiv (2 fast trains with obligatory reservation)

- Sofia – Burgas – Sofia via Karlovo (2 fast trains with obligatory reservation)
- Sofia –Ruse – Sofia via Gorna Oryahovitsa (2 fast trains)

The compositions of these trains include specialized cars with separate seats for people on wheelchairs and their accompanying persons. The railcars have toilet facilities meeting the international standards.

Transport servicing of people with reduced mobility is provided through the station departments of THE BULGARIAN RED CROSS at the railway stations in Sofia, Plovdiv, Stara Zagora, Burgas and Varna, as well as through the Information counters at the railway stations in Pleven, Cherven bryag, Gorna Oryahovitsa, Shumen, Yambol, Sliven and Pazardshik.

For the transportation service to be performed, it is necessary to place an order one day prior to the traveling (if the traveling is combined, i.e., train and automobile, the order must be placed at least two days in advance) at the stations or at the telephone numbers given on the BDZ website: www.bdz.bg.

Apart from using the above-mentioned trains, people with reduced mobility can also use the Desiro diesel and electrical multiple unit trains that move on different routes in the country. Each multiple unit train is equipped with a portable folding ramp for servicing people with reduced mobility. For traveling in these trains, no preliminary order is necessary. The servicing of people with reduced mobility when boarding and alighting is performed by the transportation personnel.

The service is provided together with THE BULGARIAN RED CROSS (www.redcross.bg), whose representatives receive the transportation orders at the above-mentioned station departments.

Allowed in second-class seating cars of all categories of trains and in the sleeping and couchette cars is the transportation of guide dogs for blind or visually impaired people, against the purchase of a second-class ticket for the relevant category of train. A requirement for the guide dogs is to have a muzzle, a veterinary certificate, ID card and a non-retractable leash.

Customers from abroad who want to use this service can place an order for the transportation of people with reduced mobility. They can receive additional information through the telephone number and the email address given in the company's website.