



A COMPANY OF THE FSI GROUP

# Passenger Transport Service Quality Performance Report

*2021*



## 1 INTRODUCTION

TRAINOSE<sup>1</sup> is committed to achieving the satisfaction of its passengers and to fully meeting the requirements of legislation, regulations, and quality standards as well as the needs and expectations of its customers.

Our goals are:

- ✓ the satisfaction of our customers, including the meeting of the legal and technical requirements related to our activities
- ✓ raising staff awareness of understanding and meeting customer requirements and needs
- ✓ the careful selection and assessment of our partners according to the above criteria
- ✓ the reduction of failures and omissions
- ✓ the continuous improvement of our passengers' services as well as the effectiveness of the quality control system of the provided services

The generic objective is "up to 70% and improvement".

TRAINOSE uses Customer Satisfaction Surveys performed by specialized company on a quarterly basis to assess the service quality and the perception of its passengers. We measure the achievement levels, and we analyze the results to identify any weakness points. In addition, we use mystery shopping surveys and direct measurements to determine the causes of the weakness points and initiate corrective actions to improve the quality of our services.

The above system has been developed and implemented according to the European Norm EN 13816 "Transportation - Logistics and services - Public passenger transport; Service quality definition, targeting and measurement". The system conformance to the requirements is certified by the Certification Body TUV Nord. TRAINOSE has considered the requirements of the Regulation No 1371/2007 on rail passengers' rights and obligations.

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<sup>1</sup> Note:

From 01/07/2022 onwards, Company's corporate name (i.e. the company with the ex corporate name "TRAINOSE TRANSPORT - PASSENGER AND FREIGHT TRANSPORT SERVICES RAILWAY CO." and with the ex distinctive title "TRAINOSE S.A."), is being changed and, in particular is in force the following new name: Corporate name: "HELLENIC TRAIN- RAILWAY COMPANY SOCIETE ANONYME". Distinctive title: "HELLENIC TRAIN S.A.".

The **Key Performance Indicators** measured are the followings:

| <b>TRAINOSE INDICATORS</b>  | <b>EN 13816 clause</b> |
|---|------------------------|
| <b>Frequency</b>  | 1.3                    |
| <b>Dependability</b>  | 1.5                    |
| <b>Ticketing availability</b><br>- ticket offices<br>- web site   | 2.3                    |
| <b>Travel info / normal conditions</b><br>- on vehicle<br>- ticket offices<br>- call center<br>- web site       | 3.2                    |
| <b>Punctuality</b>  | 4.2                    |
| <b>Customer interface</b><br>- handling customer concerns and complaints (response time on customer complaints) | 5.2                    |
| <b>Staff / Customer care / Interfaces</b><br>- ticket offices<br>- vehicles<br>- call Centre<br>- web site      | 5.3                    |
| <b>Assistance to people needing help</b>  | 5.4                    |
| <b>Cleanliness</b><br><b>Air conditioning</b>   | 6.4                    |
| <b>Safety / security perception on vehicle</b>  | 7.                     |
| <b>Energy</b>   | 8.2                    |

## 2 2021 Customer Satisfaction Surveys (CSS) results

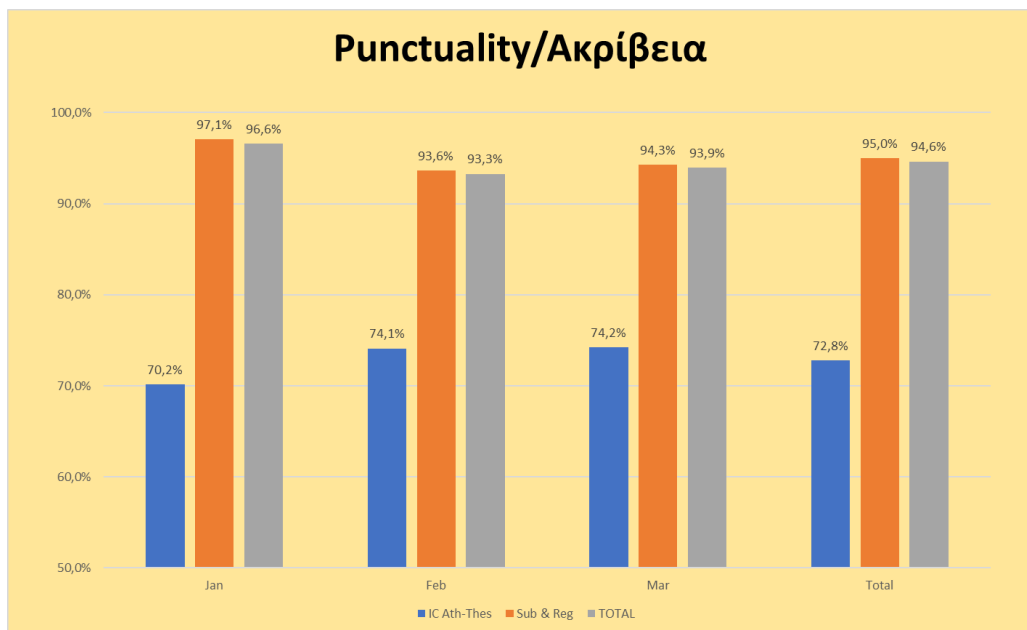
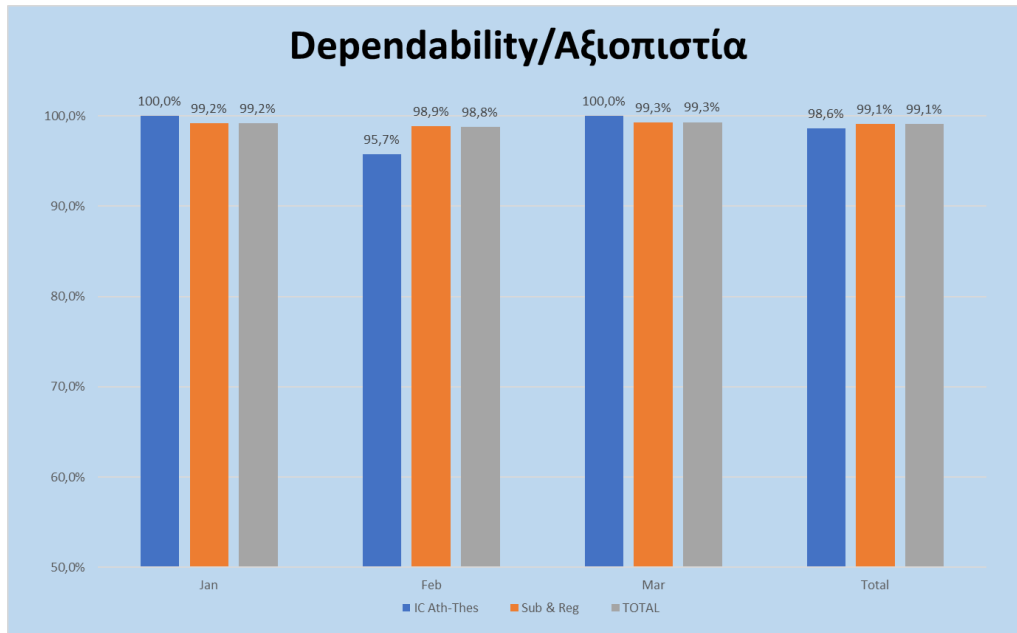


## 3 2021 Direct Performance Measures (DPM) results

### 3.1 Dependability - Punctuality

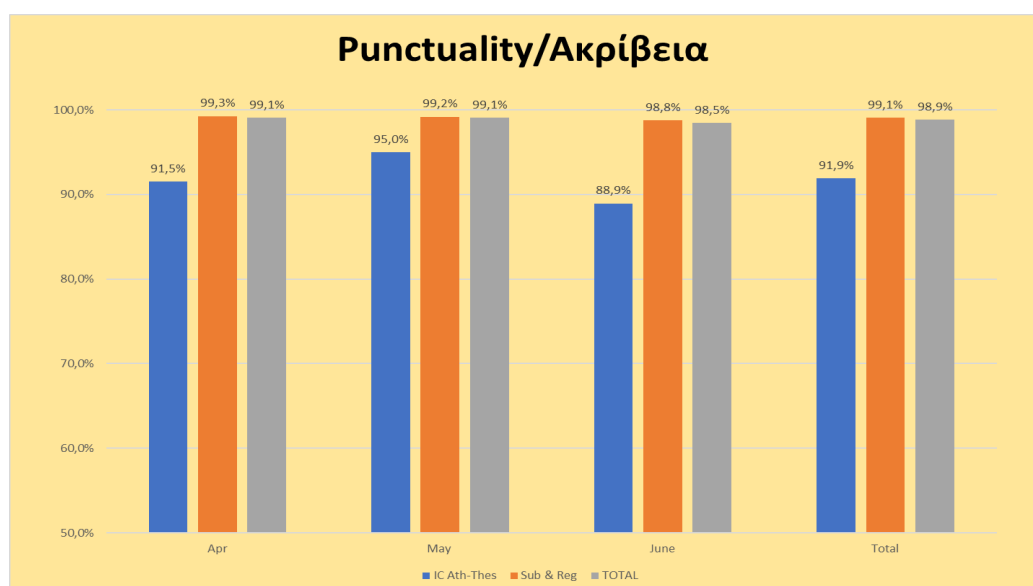
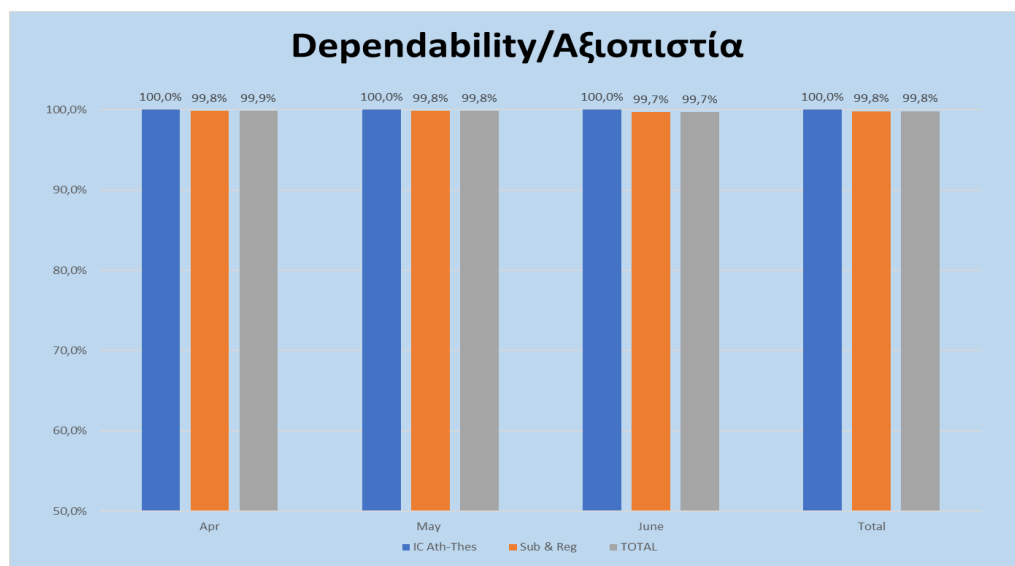
JANUARY - MARCH 2021

|                                  | January       |              |              | February     |              |              | March         |              |              | A' Quarter   |              |              |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|
|                                  | IC Ath-Thes   | Sub & Reg    | TOTAL        | IC Ath-Thes  | Sub & Reg    | TOTAL        | IC Ath-Thes   | Sub & Reg    | TOTAL        | IC Ath-Thes  | Sub & Reg    | TOTAL        |
| Programmed Events                | 124           | 6.929        | 7.053        | 117          | 6.441        | 6.558        | 128           | 7.074        | 7.202        | 369          | 20.444       | 20.813       |
| Cancellations (Total)            | 0             | 45           | 45           | 5            | 72           | 77           | 0             | 37           | 37           | 5            | 154          | 159          |
| Cancellations (Partial)          | 0             | 25           | 25           | 0            | 4            | 4            | 0             | 25           | 25           | 0            | 54           | 54           |
| <b>Αξιολογία - Dependability</b> | <b>100,0%</b> | <b>99,2%</b> | <b>99,2%</b> | <b>95,7%</b> | <b>98,9%</b> | <b>98,8%</b> | <b>100,0%</b> | <b>99,3%</b> | <b>99,3%</b> | <b>98,6%</b> | <b>99,1%</b> | <b>99,1%</b> |
| Realised Events                  | 124           | 6.859        | 6.983        | 112          | 6.365        | 6.477        | 128           | 7.012        | 7.140        | 364          | 20.236       | 20.600       |
| Delays > 5 min                   |               | 272          | 272          |              | 483          | 483          |               | 463          | 463          | 0            | 1.218        | 1.218        |
| Delays > 15 min                  | 37            |              | 37           | 34           |              | 34           | 33            |              | 33           | 104          | 0            | 104          |
| Total Delays                     | 37            | 272          | 309          | 34           | 483          | 517          | 33            | 463          | 496          | 104          | 1.218        | 1.322        |
| <b>Ακρίβεια - Punctuality</b>    | <b>70,2%</b>  | <b>97,1%</b> | <b>96,6%</b> | <b>74,1%</b> | <b>93,6%</b> | <b>93,3%</b> | <b>74,2%</b>  | <b>94,3%</b> | <b>93,9%</b> | <b>72,8%</b> | <b>95,0%</b> | <b>94,6%</b> |



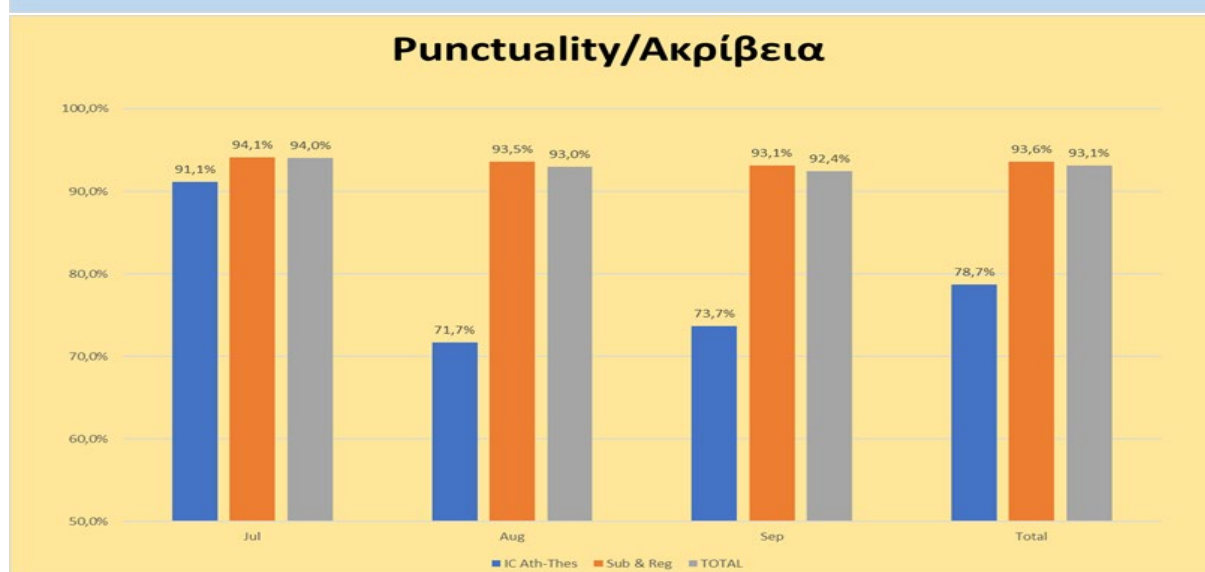
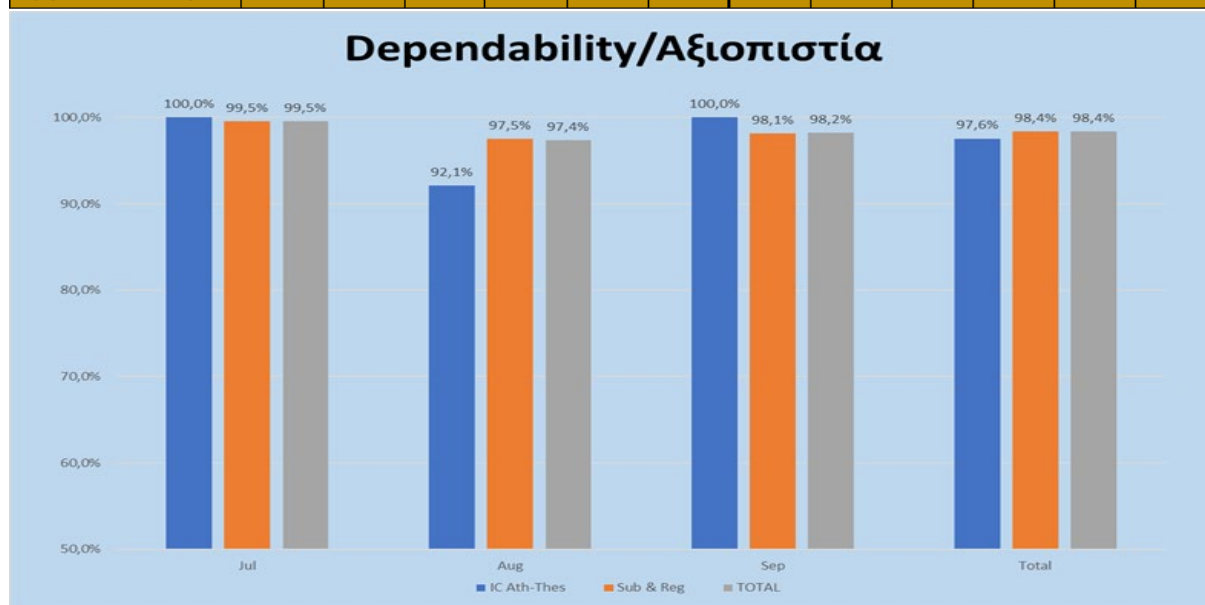
APRIL-JUNE 2021

|                                   | April         |              |              | May           |              |              | June          |              |              | A' Quarter    |              |              |
|-----------------------------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|
|                                   | IC Ath-Thes   | Non IC       | TOTAL        | IC Ath-Thes   | Non IC       | TOTAL        | IC Ath-Thes   | Non IC       | TOTAL        | IC Ath-Thes   | Non IC       | TOTAL        |
| Programmed Events                 | 153           | 6.855        | 7.008        | 240           | 6.834        | 7.074        | 226           | 7.165        | 7.391        | 619           | 20.854       | 21.473       |
| Cancellations (Total)             | 0             | 8            | 8            | 0             | 3            | 3            | 0             | 18           | 18           | 0             | 29           | 29           |
| Cancellations (Partial)           | 0             | 5            | 5            | 0             | 16           | 16           | 0             | 7            | 7            | 0             | 28           | 28           |
| <b>Αξιοπιστία - Dependability</b> | <b>100,0%</b> | <b>99,8%</b> | <b>99,9%</b> | <b>100,0%</b> | <b>99,8%</b> | <b>99,8%</b> | <b>100,0%</b> | <b>99,7%</b> | <b>99,7%</b> | <b>100,0%</b> | <b>99,8%</b> | <b>99,8%</b> |
| Realised Events                   | 153           | 6.842        | 6.995        | 240           | 6.815        | 7.055        | 226           | 7.140        | 7.366        | 619           | 20.797       | 21.416       |
| Delays > 5 min                    | 0             | 63           | 63           | 0             | 74           | 74           | 0             | 113          | 113          | 0             | 250          | 250          |
| Delays > 15 min                   | 13            | 0            | 13           | 12            | 0            | 12           | 25            | 0            | 25           | 50            | 0            | 50           |
| Total Delays                      | 13            | 63           | 76           | 12            | 74           | 86           | 25            | 113          | 138          | 50            | 250          | 300          |
| <b>Ακρίβεια - Punctuality</b>     | <b>91,5%</b>  | <b>99,3%</b> | <b>99,1%</b> | <b>95,0%</b>  | <b>99,2%</b> | <b>99,1%</b> | <b>88,9%</b>  | <b>98,8%</b> | <b>98,5%</b> | <b>91,9%</b>  | <b>99,1%</b> | <b>98,9%</b> |



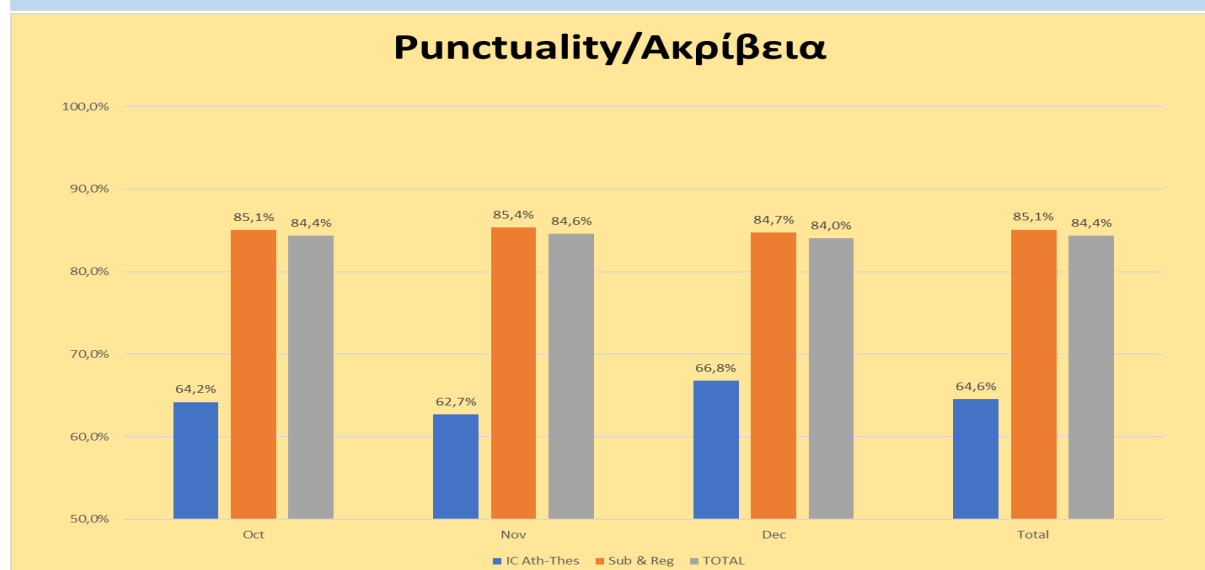
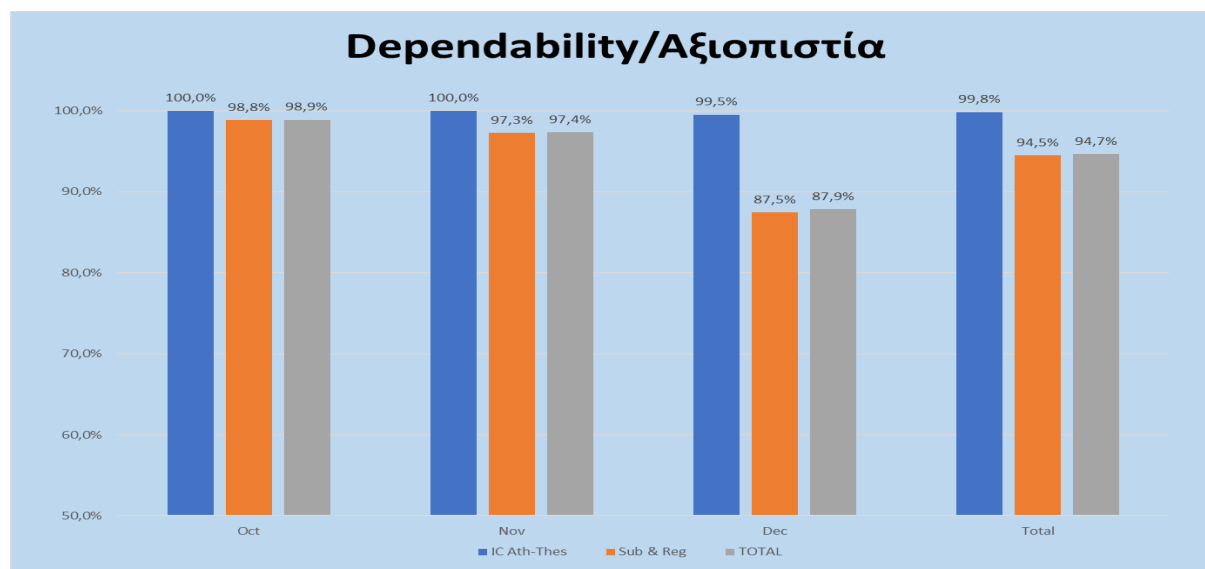
JULY - SEPTEMBER 2021

|                            | July        |        |       | August      |        |       | September   |        |       | C' Quarter  |        |        |
|----------------------------|-------------|--------|-------|-------------|--------|-------|-------------|--------|-------|-------------|--------|--------|
|                            | IC Ath-Thes | Non IC | TOTAL | IC Ath-Thes | Non IC | TOTAL | IC Ath-Thes | Non IC | TOTAL | IC Ath-Thes | Non IC | TOTAL  |
| Programmed Events          | 248         | 8.497  | 8.745 | 248         | 8.496  | 8.744 | 300         | 8.957  | 9.257 | 796         | 25.950 | 26.746 |
| Cancellations (Total)      | 0           | 31     | 31    | 17          | 202    | 219   | 0           | 160    | 160   | 17          | 393    | 410    |
| Cancellations (Partial)    | 0           | 17     | 17    | 5           | 17     | 22    | 0           | 13     | 13    | 5           | 47     | 52     |
| Αξιοπιστία - Dependability | 100,0%      | 99,5%  | 99,5% | 92,1%       | 97,5%  | 97,4% | 100,0%      | 98,1%  | 98,2% | 97,6%       | 98,4%  | 98,4%  |
| Realised Events            | 248         | 8.449  | 8.697 | 226         | 8.277  | 8.503 | 300         | 8.784  | 9.084 | 774         | 25.510 | 26.284 |
| Delays > 5 min             | 0           | 540    | 540   | 0           | 742    | 742   | 0           | 764    | 764   | 0           | 2.046  | 2.046  |
| Delays > 15 min            | 22          | 4      | 26    | 86          | 11     | 97    | 79          | 16     | 95    | 187         | 31     | 218    |
| Total Delays               | 22          | 544    | 566   | 86          | 753    | 839   | 79          | 780    | 859   | 187         | 2.077  | 2.264  |
| Ακρίβεια - Punctuality     | 91,1%       | 94,1%  | 94,0% | 71,7%       | 93,5%  | 93,0% | 73,7%       | 93,1%  | 92,4% | 78,7%       | 93,6%  | 93,1%  |



OCTOBER - DECEMBER 2021

|                                   | October       |              |              | November      |              |              | December     |              |              | D' Quarter   |              |              |
|-----------------------------------|---------------|--------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|                                   | IC Ath-Thes   | Non IC       | TOTAL        | IC Ath-Thes   | Non IC       | TOTAL        | IC Ath-Thes  | Non IC       | TOTAL        | IC Ath-Thes  | Non IC       | TOTAL        |
| Programmed Events                 | 310           | 9.091        | 9.401        | 300           | 8.847        | 9.147        | 310          | 9.118        | 9.428        | 920          | 27.056       | 27.976       |
| Cancellations (Total)             | 0             | 81           | 81           | 0             | 163          | 163          | 0            | 674          | 674          | 0            | 918          | 918          |
| Cancellations (Partial)           | 0             | 48           | 48           | 0             | 157          | 157          | 3            | 939          | 942          | 3            | 1.144        | 1.147        |
| <b>Αξιοπιστία - Dependability</b> | <b>100,0%</b> | <b>98,8%</b> | <b>98,9%</b> | <b>100,0%</b> | <b>97,3%</b> | <b>97,4%</b> | <b>99,5%</b> | <b>87,5%</b> | <b>87,9%</b> | <b>99,8%</b> | <b>94,5%</b> | <b>94,7%</b> |
| Realised Events                   | 310           | 8.962        | 9.272        | 300           | 8.527        | 8.827        | 307          | 7.505        | 7.812        | 917          | 24.994       | 25.911       |
| Delays > 5 min                    | 0             | 1.317        | 1.317        | 0             | 1.224        | 1.224        | 0            | 1.116        | 1.116        | 0            | 3.657        | 3.657        |
| Delays > 15 min                   | 111           | 21           | 132          | 112           | 23           | 135          | 102          | 29           | 131          | 325          | 73           | 398          |
| Total Delays                      | 111           | 1.338        | 1.449        | 112           | 1.247        | 1.359        | 102          | 1.145        | 1.247        | 325          | 3.730        | 4.055        |
| <b>Ακρίβεια - Punctuality</b>     | <b>64,2%</b>  | <b>85,1%</b> | <b>84,4%</b> | <b>62,7%</b>  | <b>85,4%</b> | <b>84,6%</b> | <b>66,8%</b> | <b>84,7%</b> | <b>84,0%</b> | <b>64,6%</b> | <b>85,1%</b> | <b>84,4%</b> |

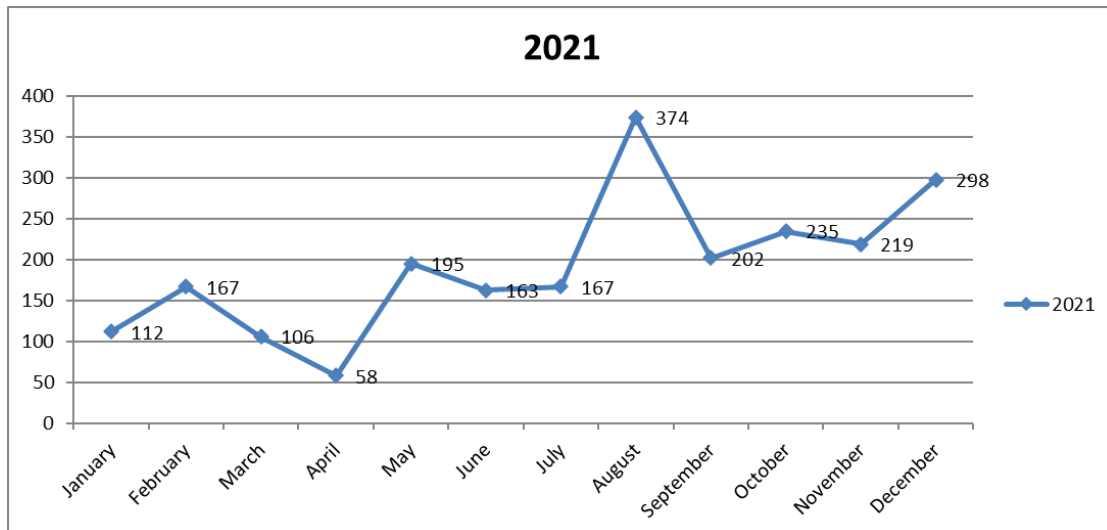




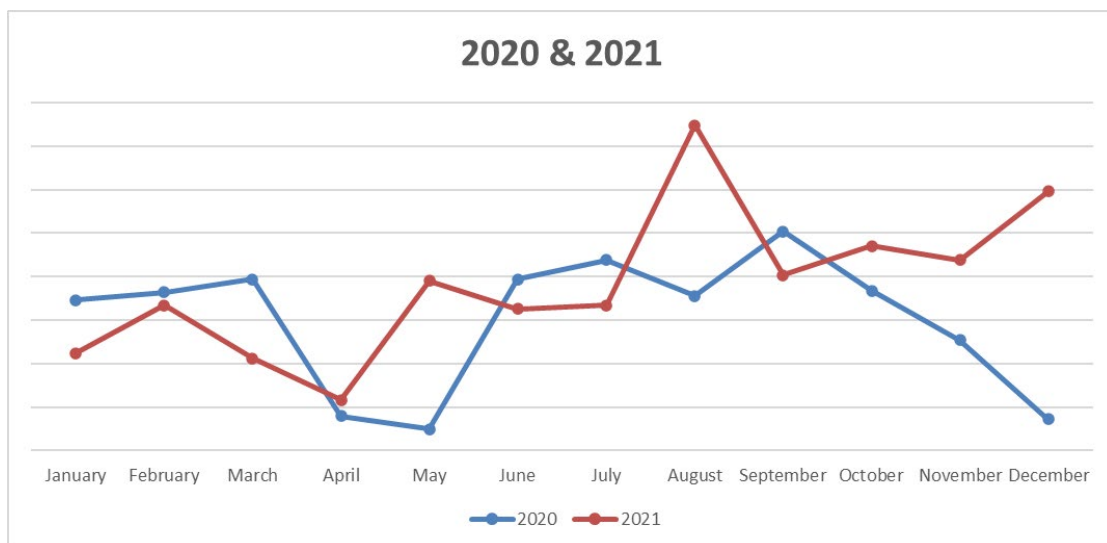
### 3.2 Customer complaints

| COMPLAINTS – CLAIMS – PROPOSALS PER QUARTER 2021 |             |
|--|-------------|
| A QUARTER 2021                                   | 385         |
| B QUARTER 2021                                   | 416         |
| C QUARTER 2021                                   | 743         |
| D QUARTER 2021                                   | 752         |
| <b>TOTAL</b>                                     | <b>2296</b> |

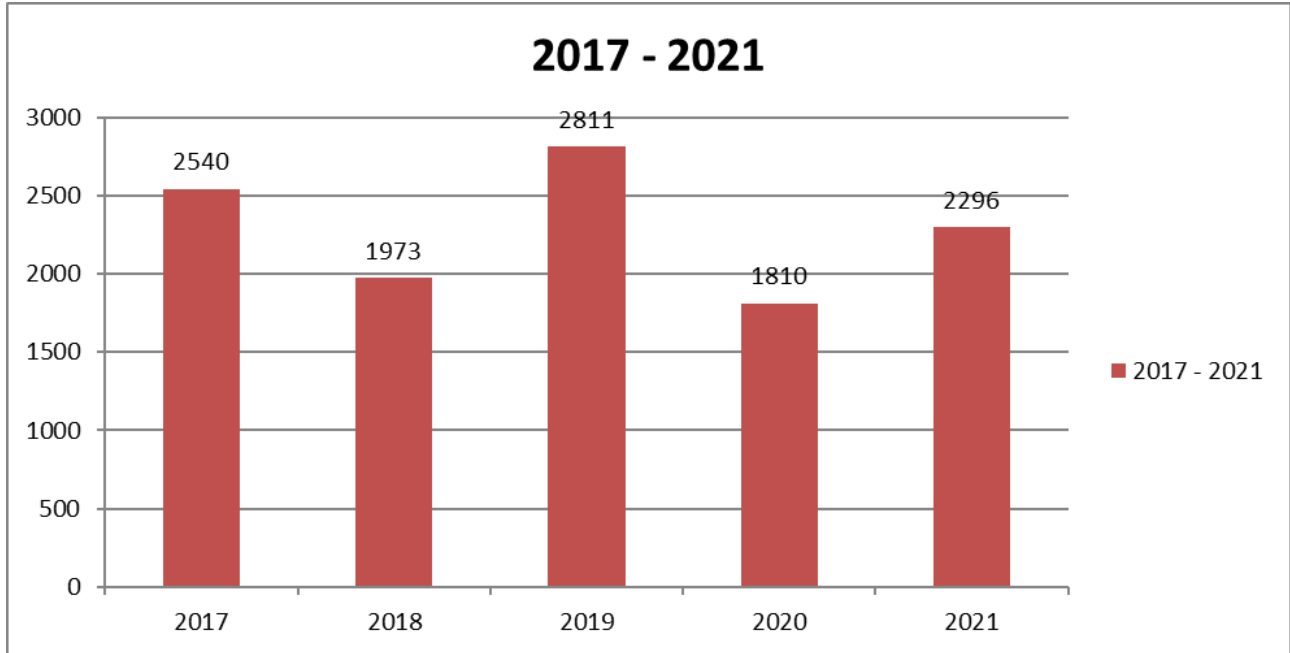
Complaints - proposals per Month



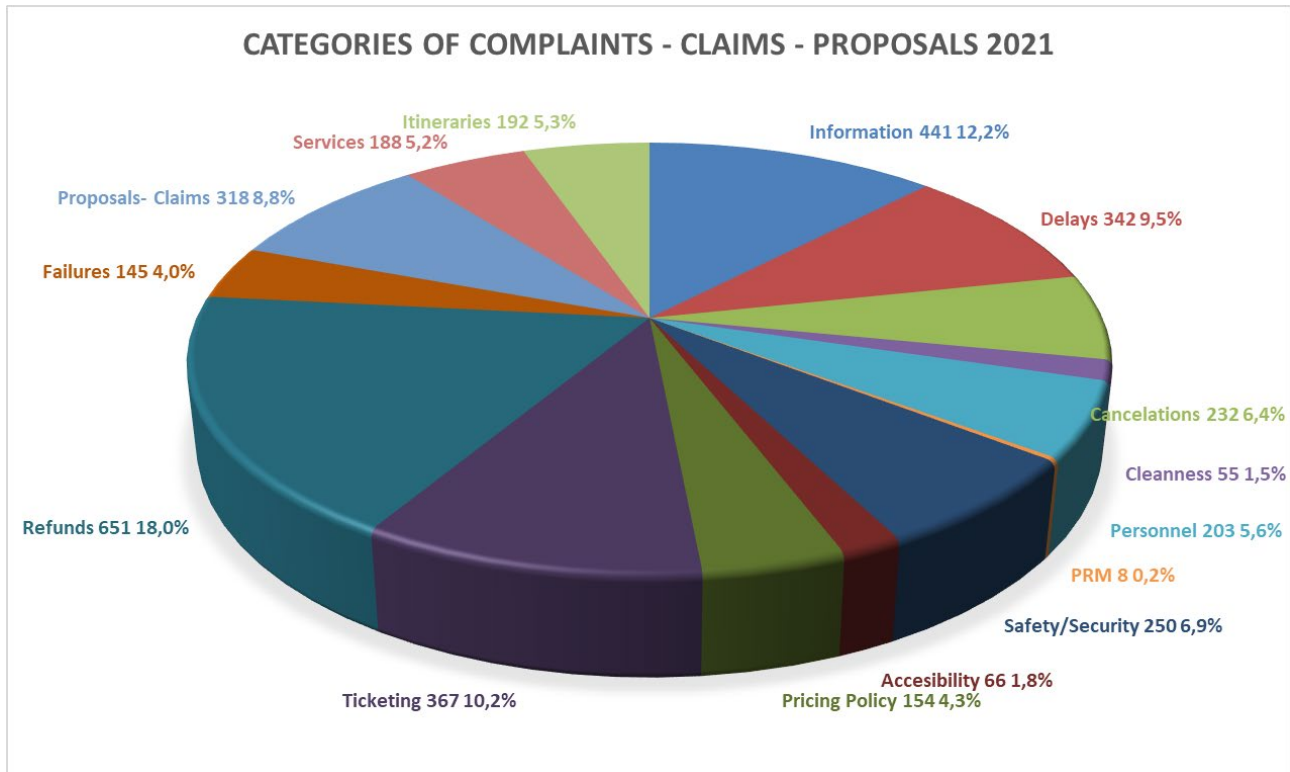
Comparison 2020 and 2021 per month complaints - proposals



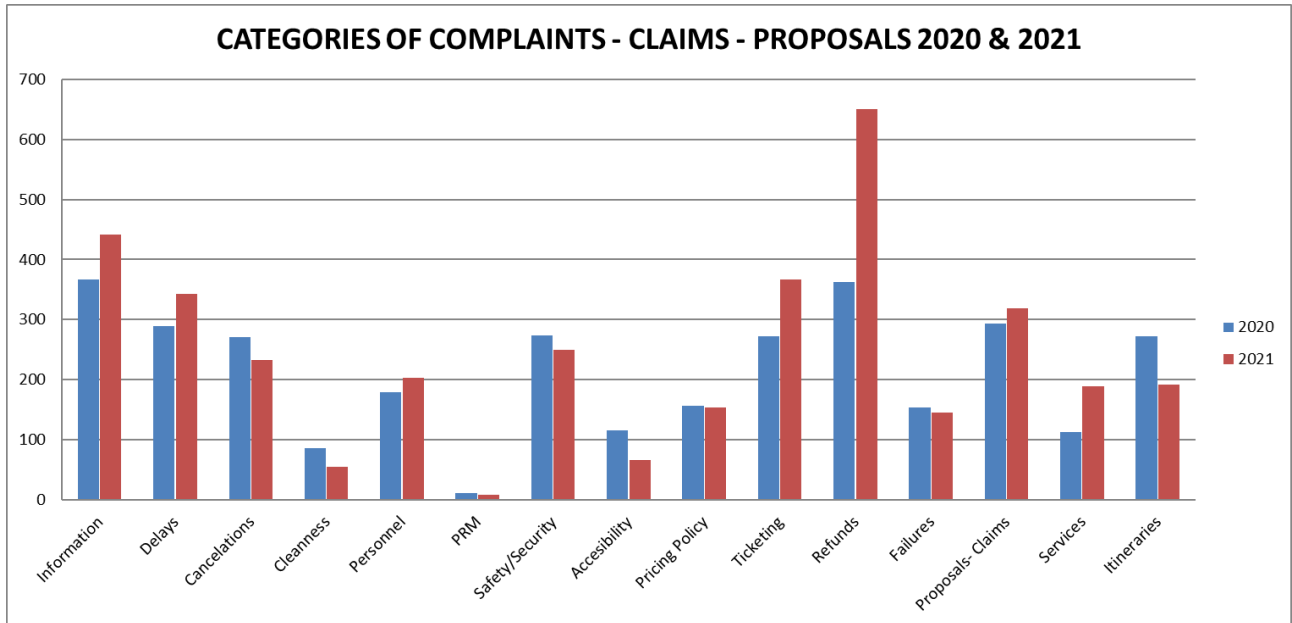
Years 2017-2021 evolution



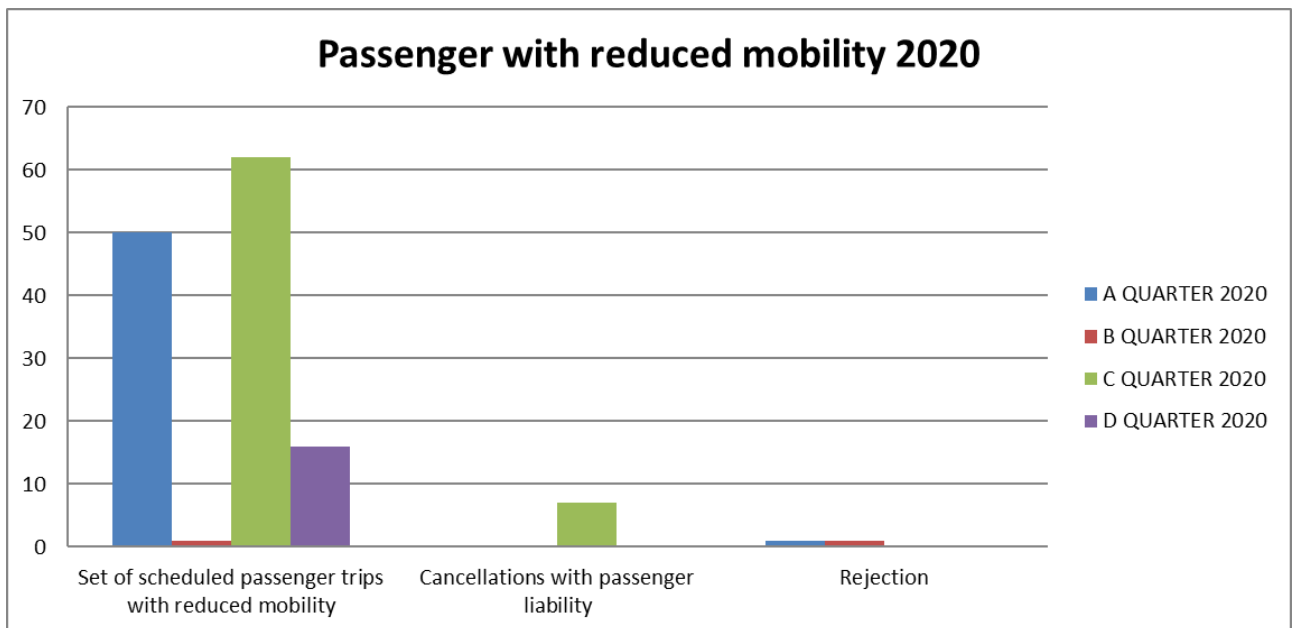
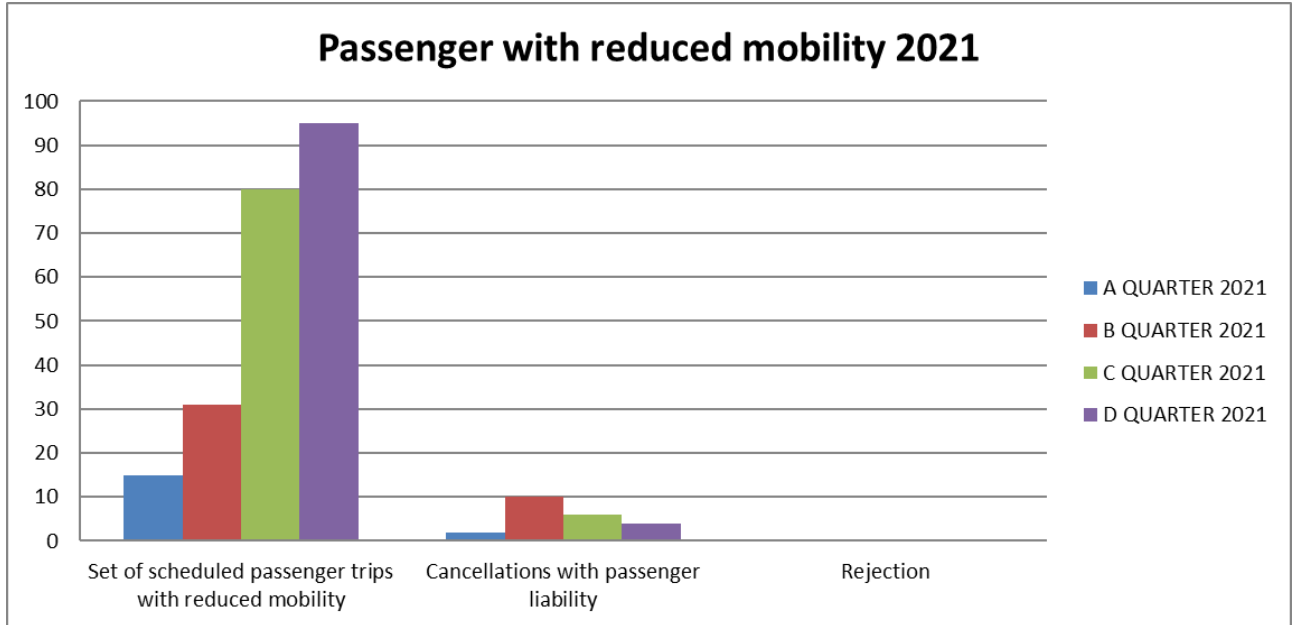
Analysis per category



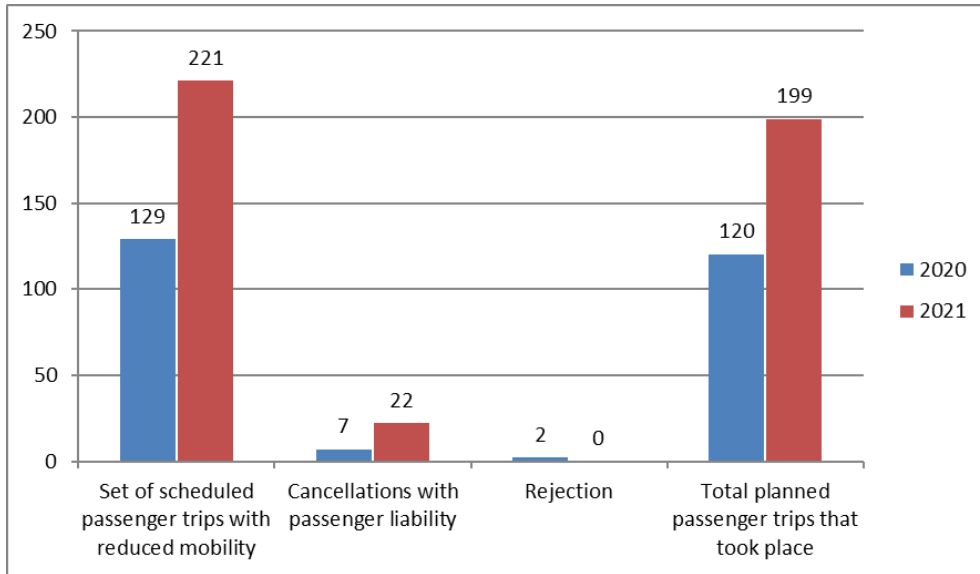
Analysis per category and comparison 2020-2021



### 3.3 Planned transport of passengers with reduced mobility (PRM)

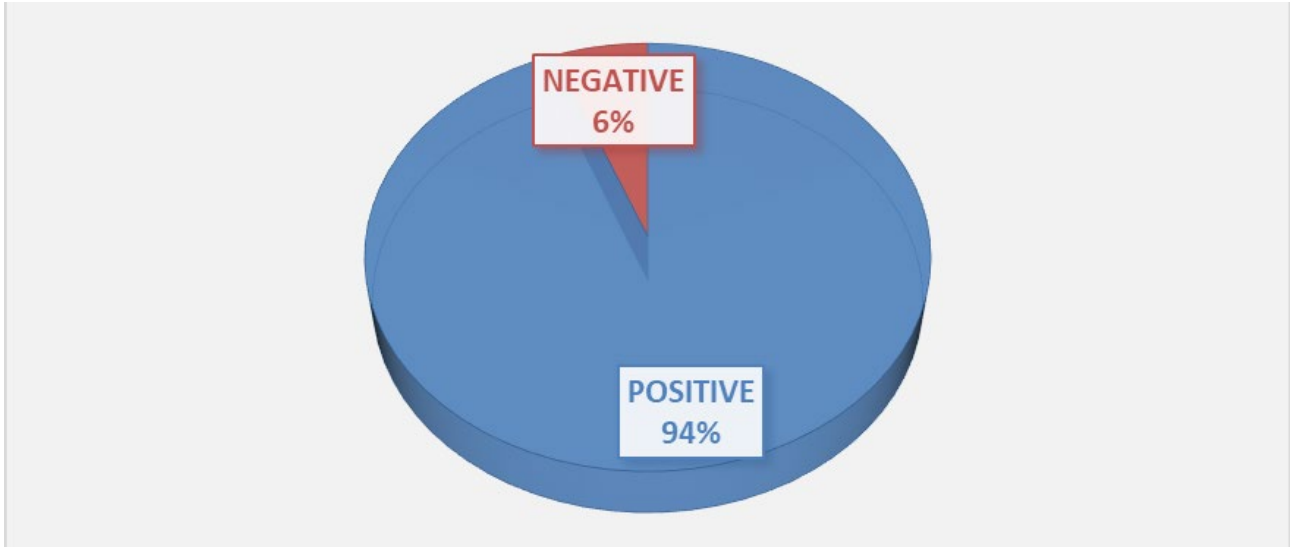


Comparison by year 2020-2021

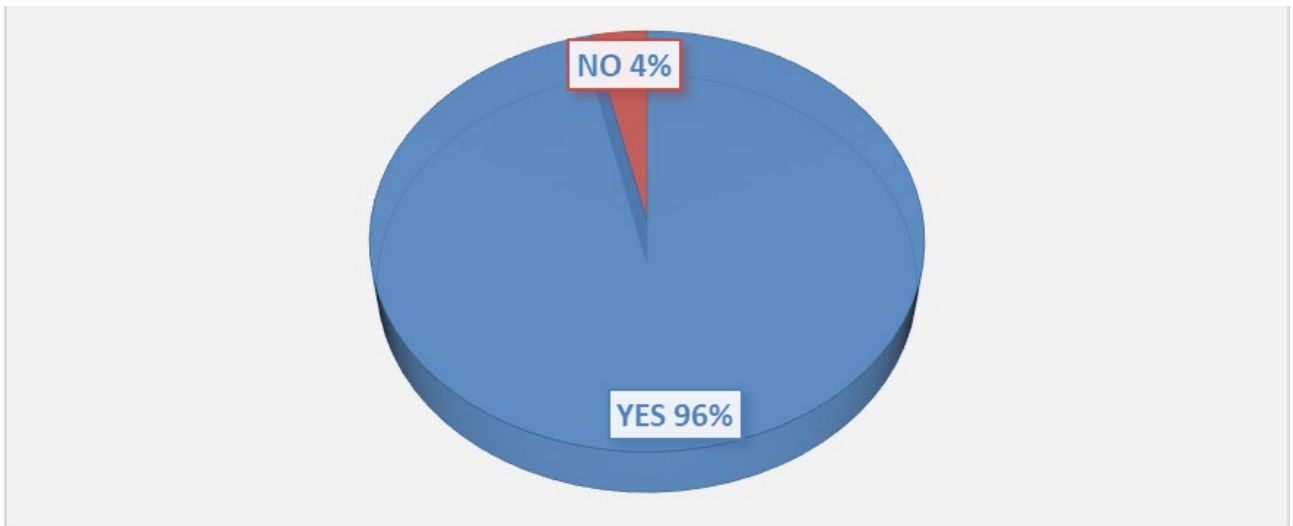


### 3.4 Customer with reduced mobility (PRM) satisfaction

Percentage of satisfaction of PRM passengers transported (assisted by staff and special equipment)



Percentage of satisfaction of PRM passengers transported (assisted by staff and special equipment), who will choose again for their trip the company



## 4 Energy measurements 2021

The last quality criteria family in the standard EN 13816 concerns the environmental behaviour of the company. The development of an environmental and energy management system according to the principles of the relevant standards ISO 14001 and ISO 50001 is in progress. Our objective is to record our environmental and energy behaviour and establish specific goals to improve it.

In the above context we measure (direct performance measures) the energy (electricity and diesel) consumption as you can see in the graphs below.

