



# Passenger Transport Service Quality Performance Report

**2024**



## **1 INTRODUCTION**

HELLENIC TRAIN<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".

HELLENIC TRAIN 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. HELLENIC TRAIN has considered the requirements of the Regulation No 782/2021 on rail passengers' rights and obligations.

---

<sup>1</sup> **Note:**

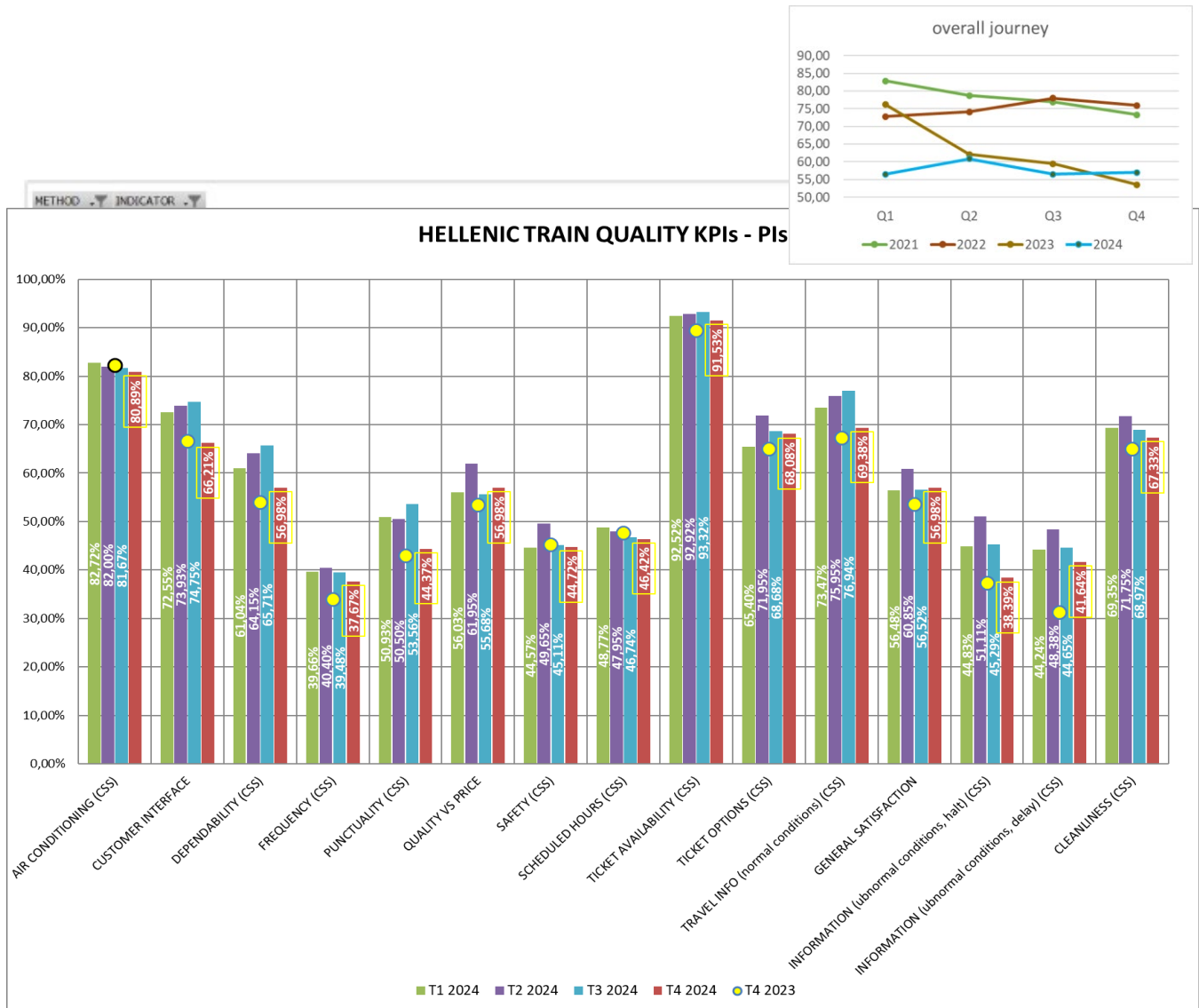
From 01/07/2022 onwards, Company's corporate name (i.e. the company with the ex corporate name "TRAINOSE TRANSPORT - PASSENGER AND FREIGHT TRANSPORT SERVICES RAILWAY S.A." and with the ex distinctive title "TRAINOSE S.A."), is being changed and, in particular is in force the following new name: Corporate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

## **continuous improvement is our priority**

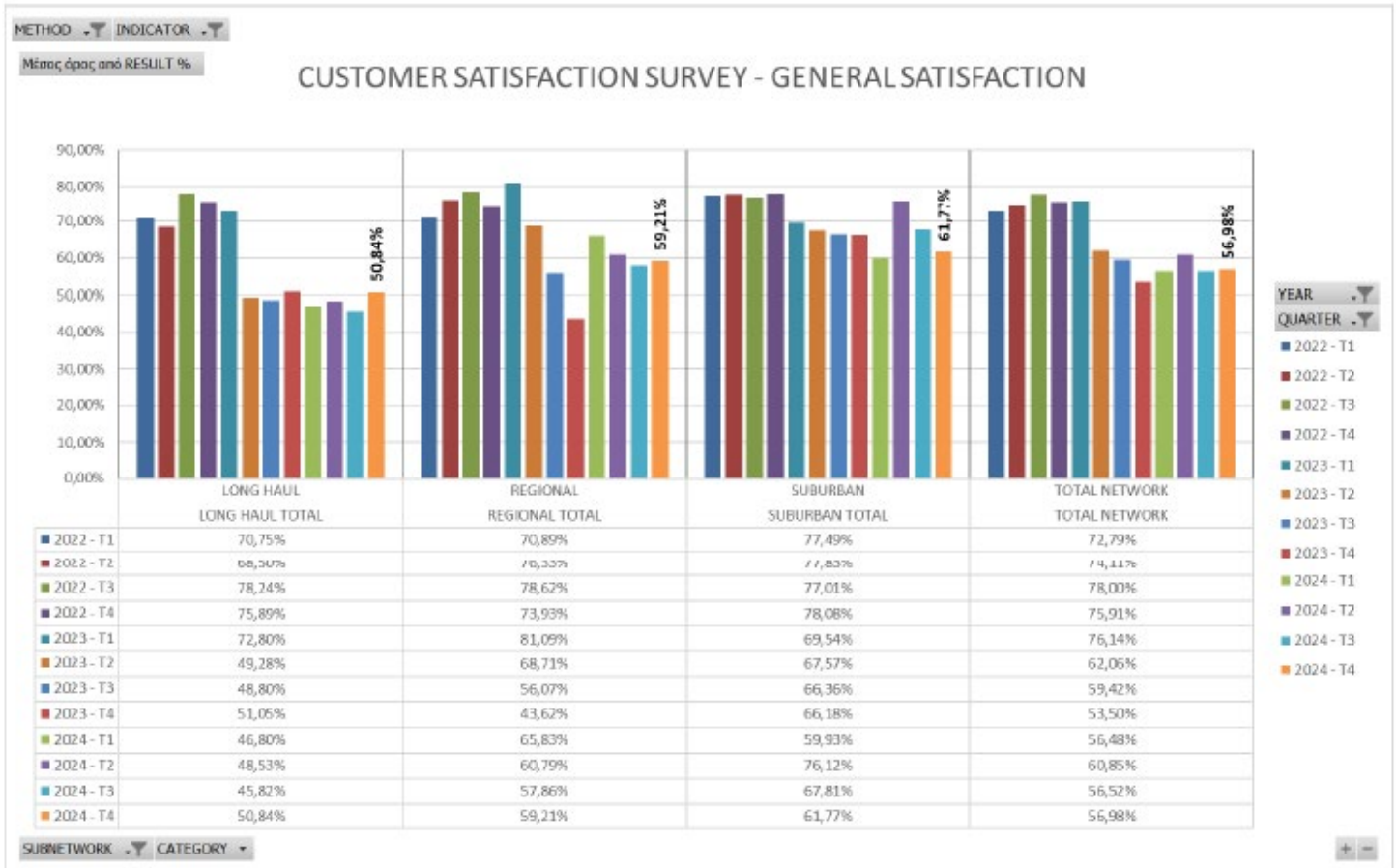
The **Key Performance Indicators** measured are the followings:

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

## 2 2024 Customer Satisfaction Surveys (CSS) results



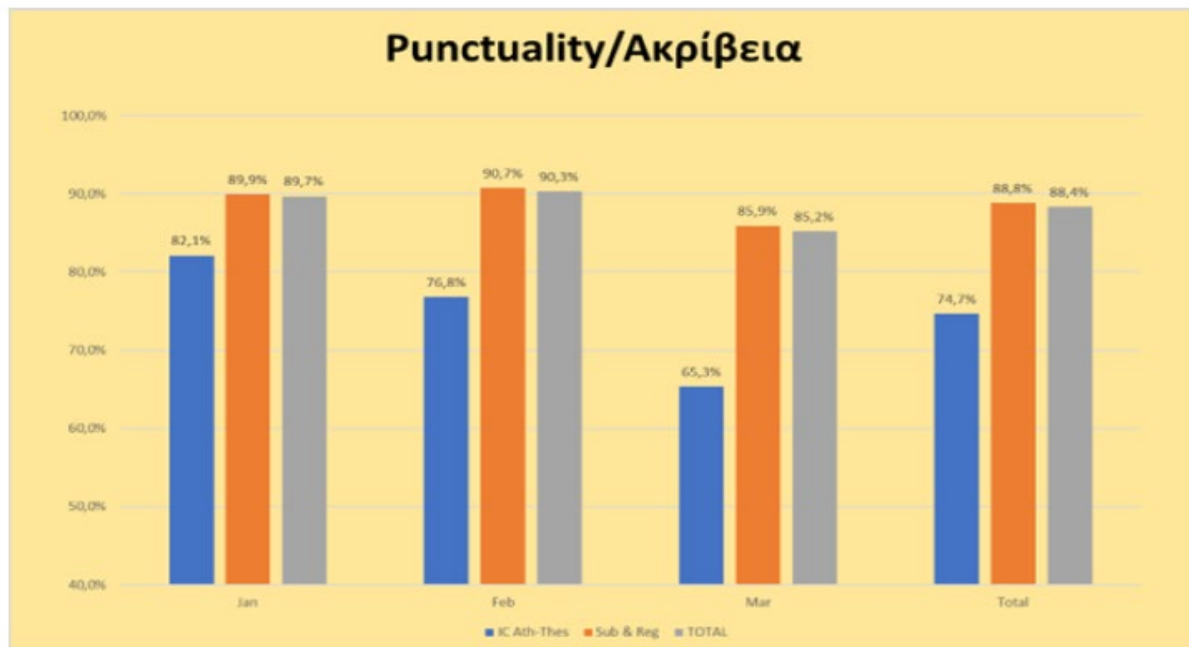
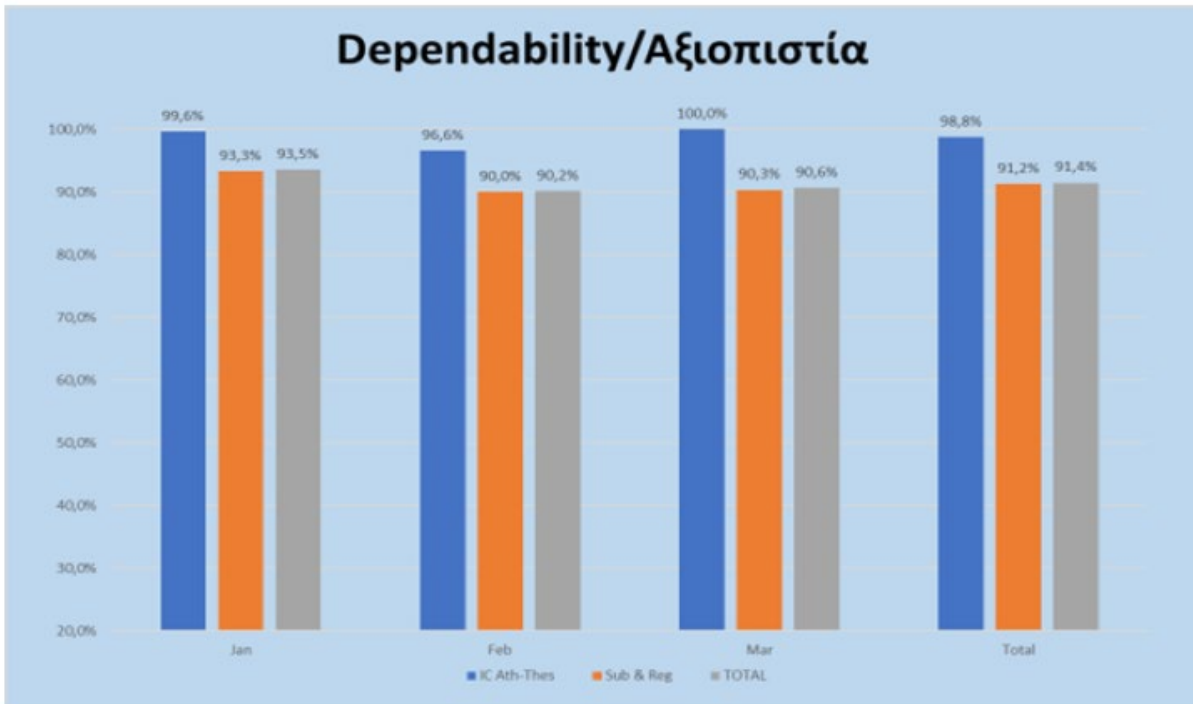
continuous improvement is our priority



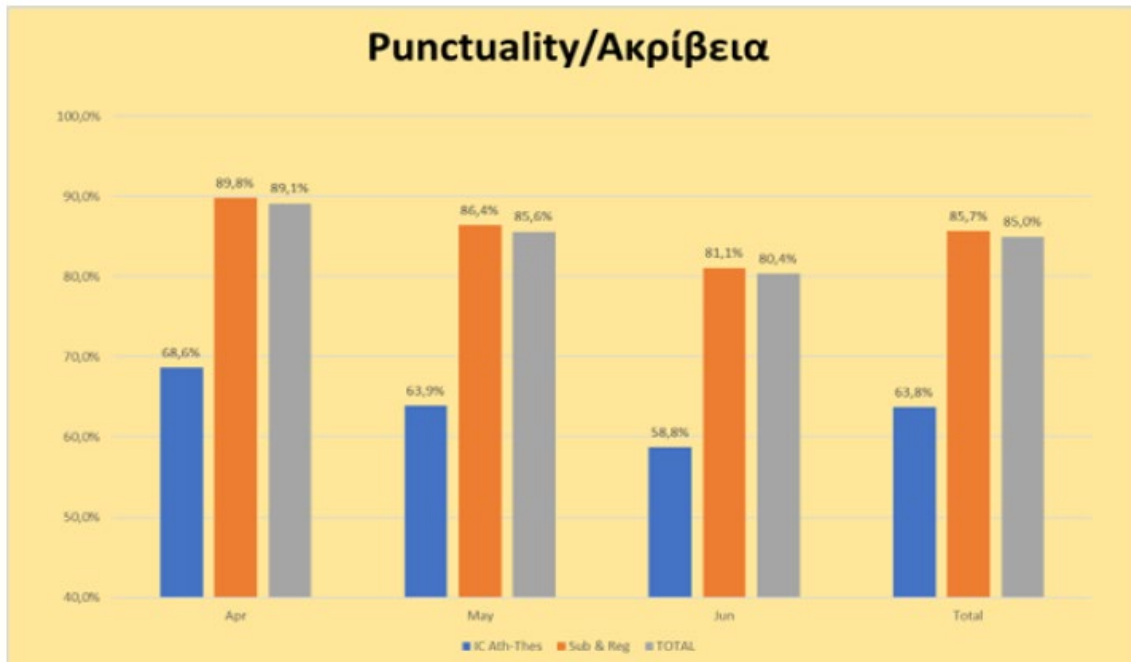
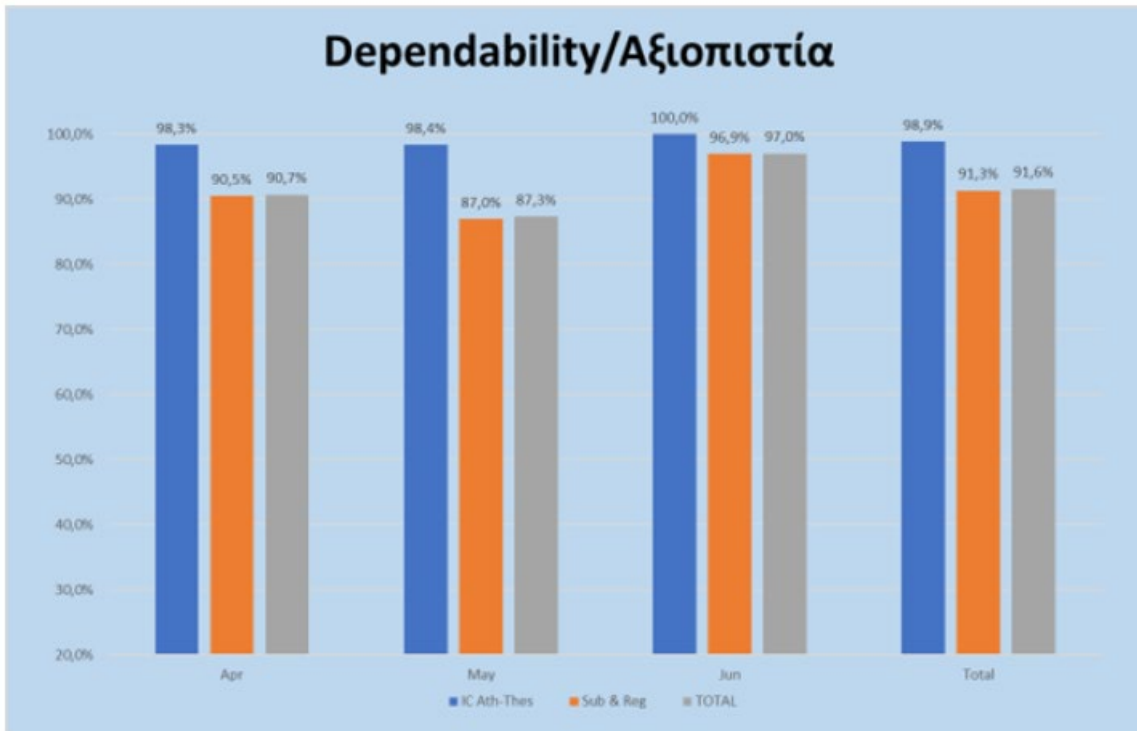
### 3 2024 Direct Performance Measures (DPM) results

#### 3.1 Dependability - Punctuality

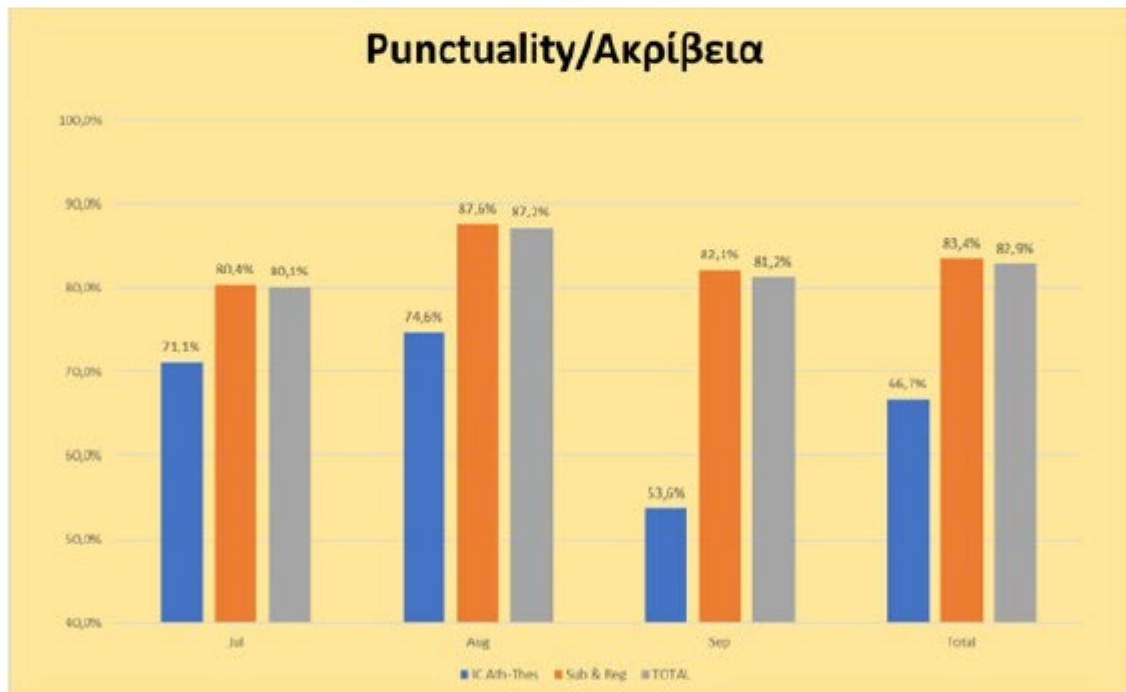
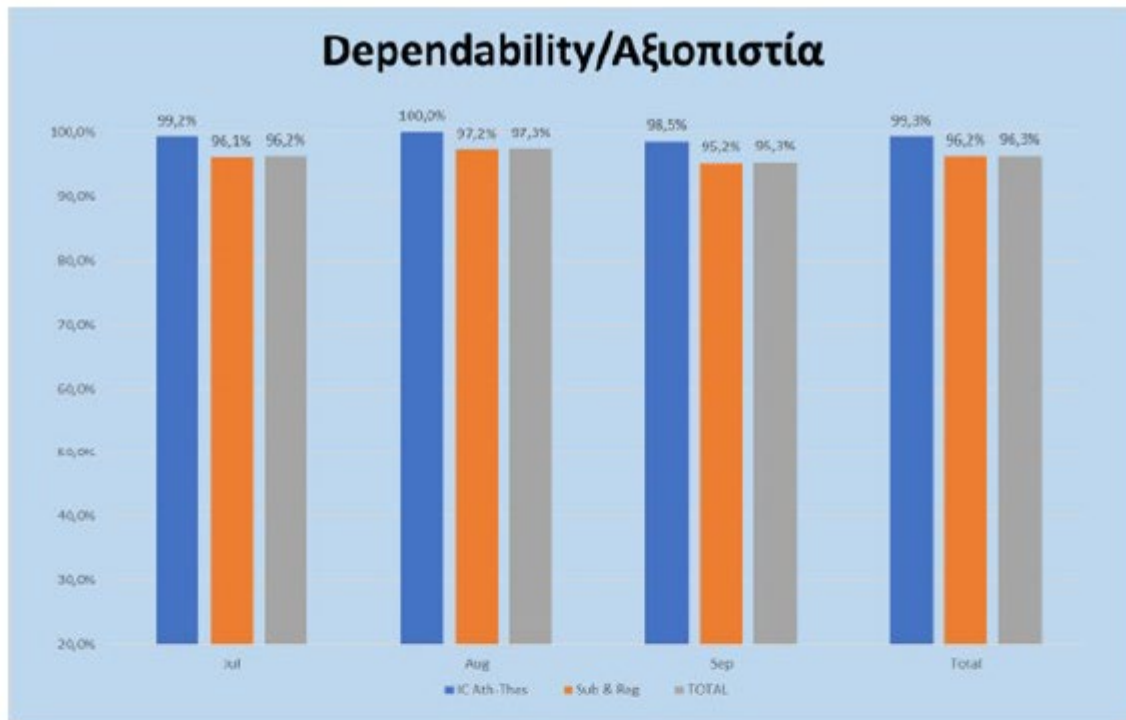
JANUARY - MARCH 2024



APRIL-JUNE 2024

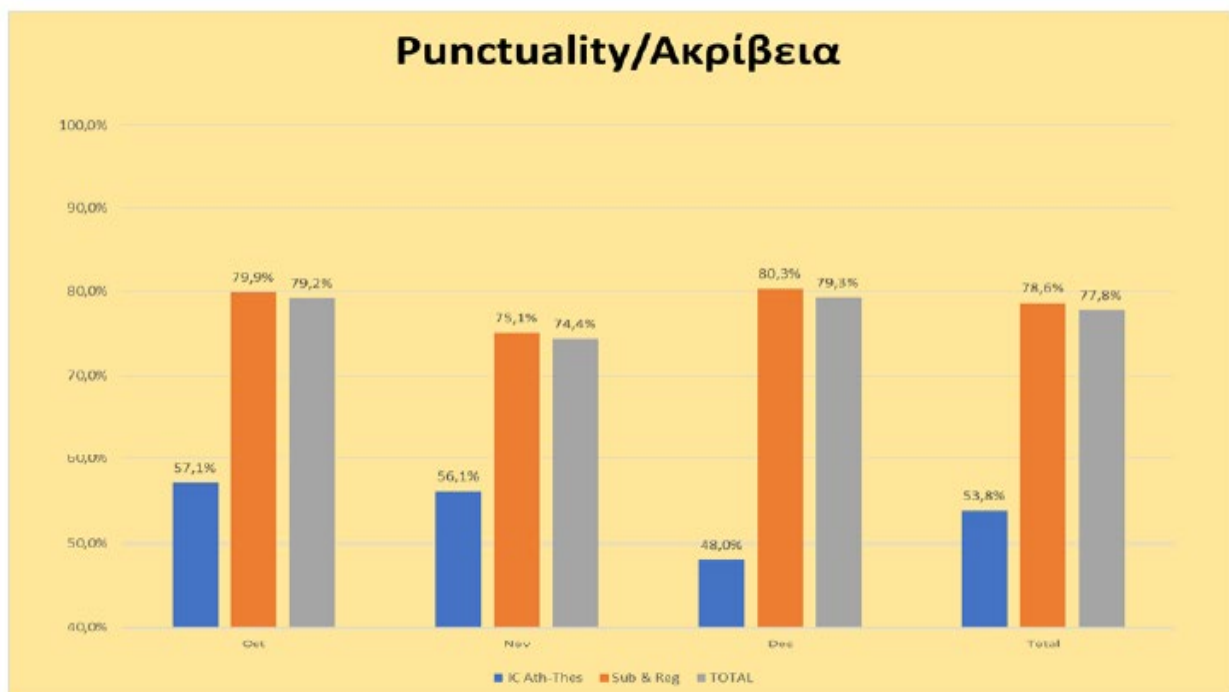
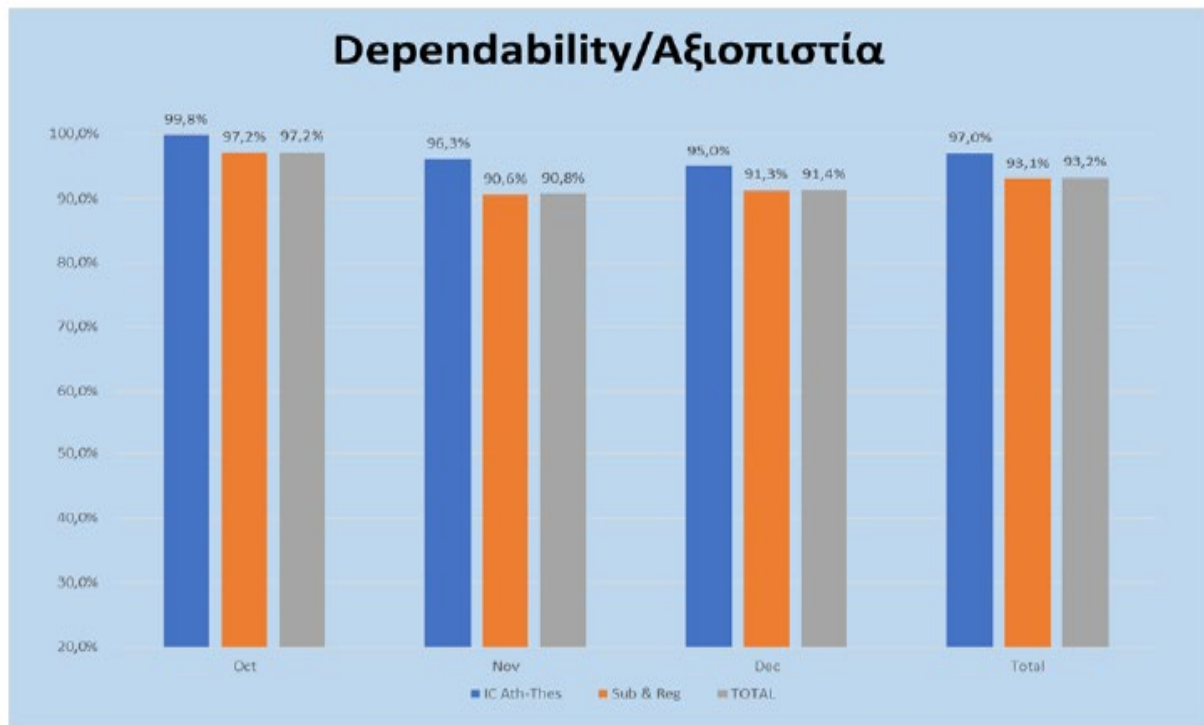


JULY - SEPTEMBER 2024





OCTOBER - DECEMBER 2024



### 3.2 Customer complaints

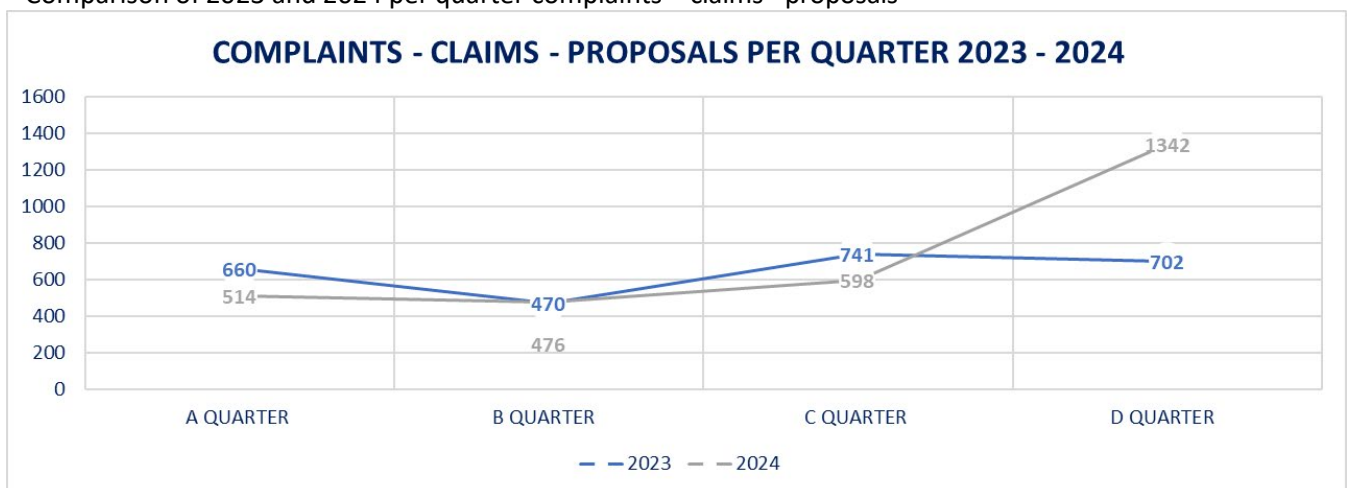
| COMPLAINTS – CLAIMS – PROPOSALS<br>PER QUARTER 2024 |             |
|---|-------------|
| A QUARTER 2024                                      | 514         |
| B QUARTER 2024                                      | 476         |
| C QUARTER 2024                                      | 598         |
| D QUARTER 2024                                      | 1342        |
| <b>TOTAL</b>  | <b>2930</b> |

| until 31/12/2024 |             |        |
|------------------|-------------|--------|
| on time          | 2498        | 85,26% |
| delay            | 52          | 1,77%  |
| in progress      | 380         | 12,97% |
| <b>TOTAL</b>     | <b>2930</b> |        |

Complaints - proposals per Quarter



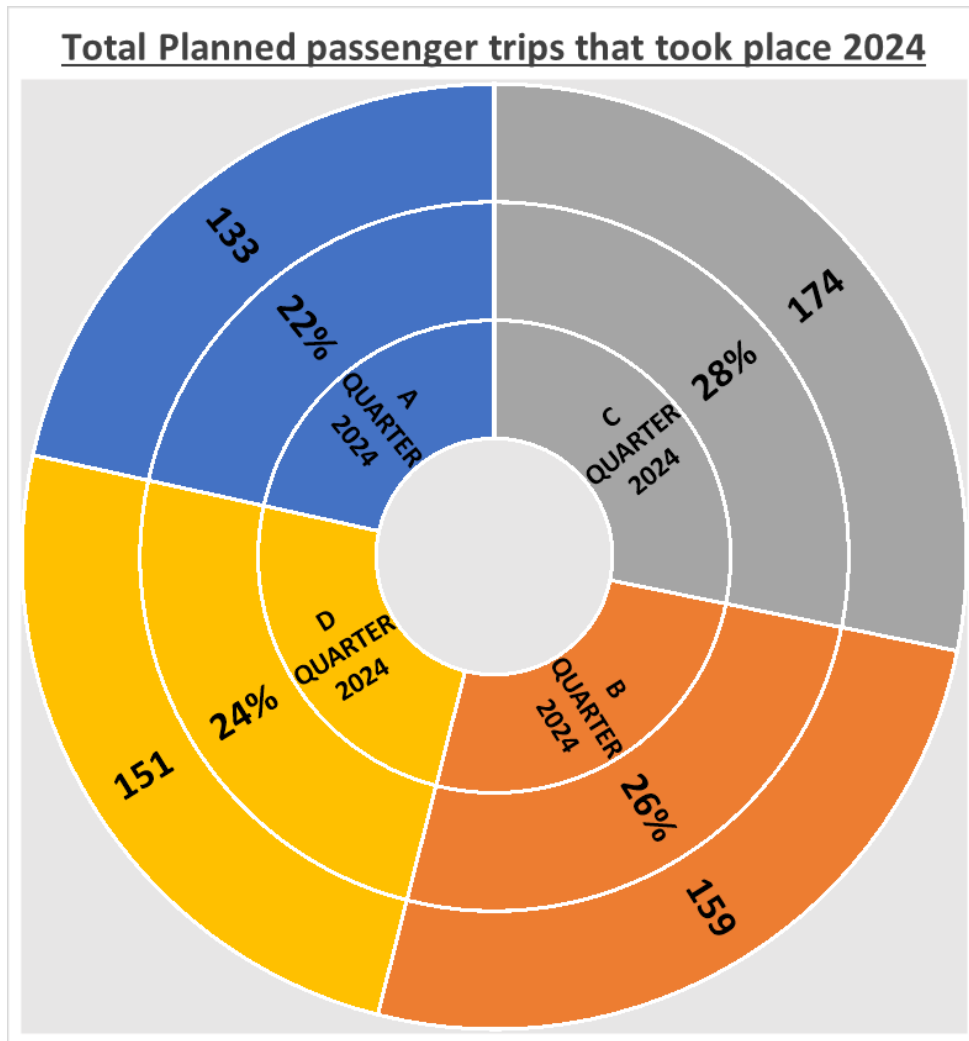
Comparison of 2023 and 2024 per quarter complaints - claims - proposals



continuous improvement is our priority

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

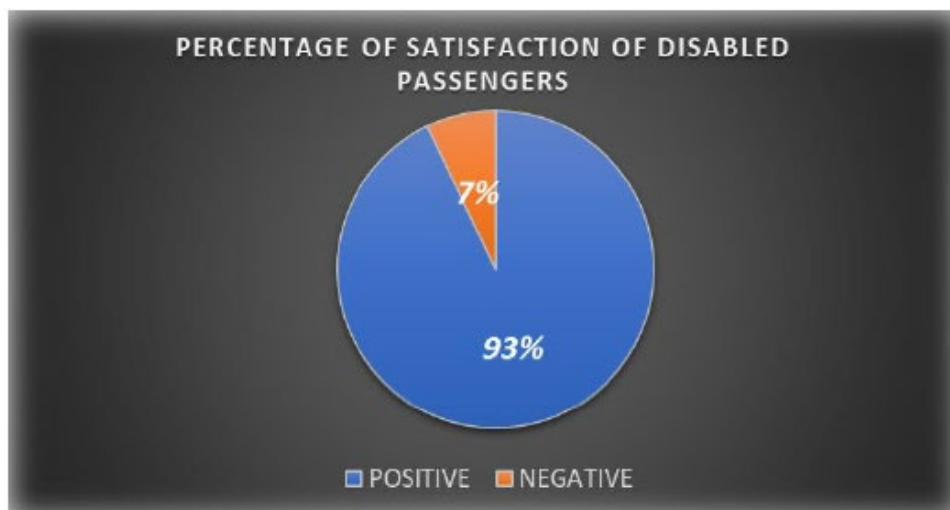
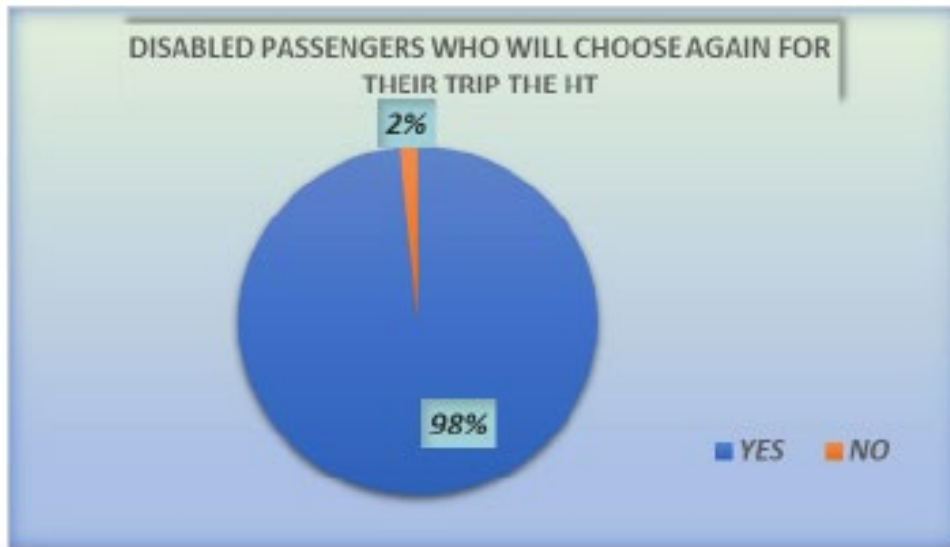
Per quarter 2024



Total planned trips of PRM passengers per month and comparison 2023 / 2024



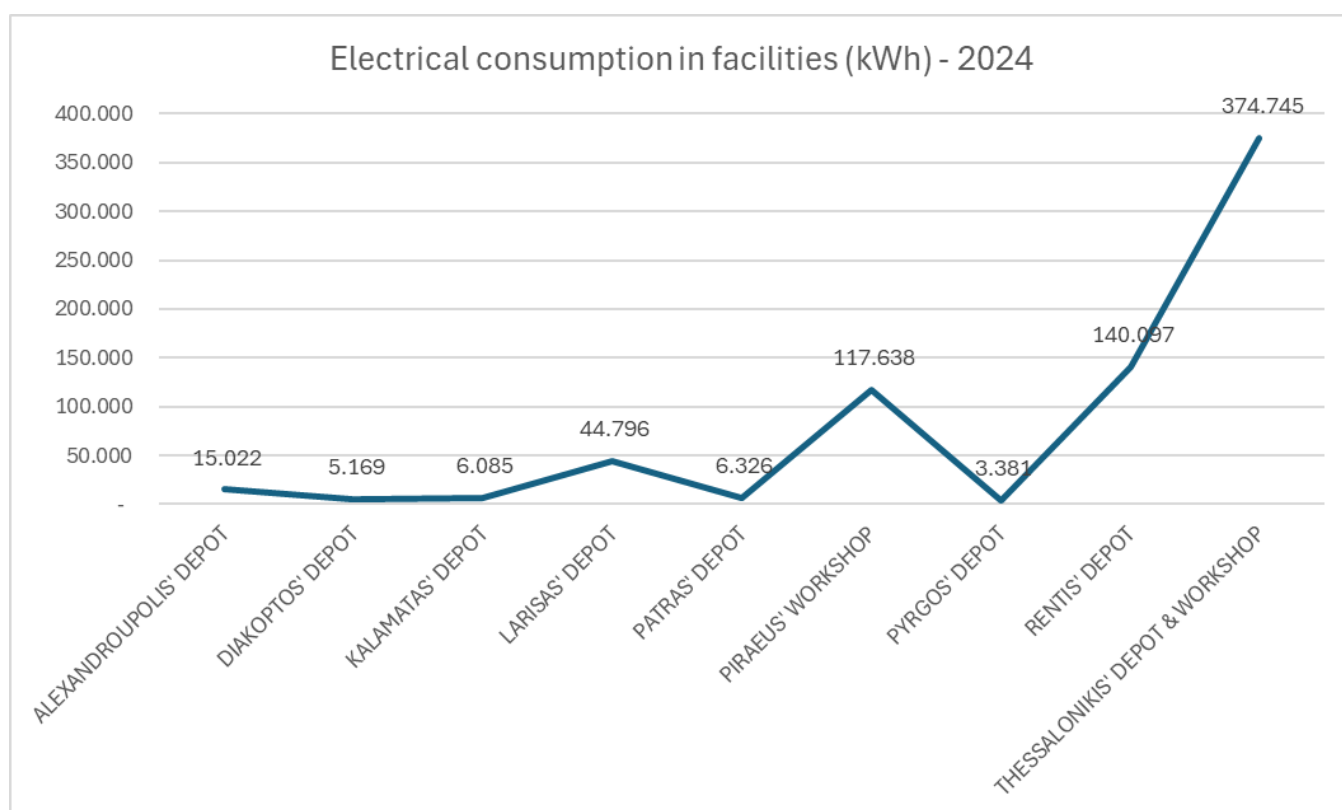
### 3.4 Customer with reduced mobility (PRM) satisfaction



## 4 Energy measurements 2024

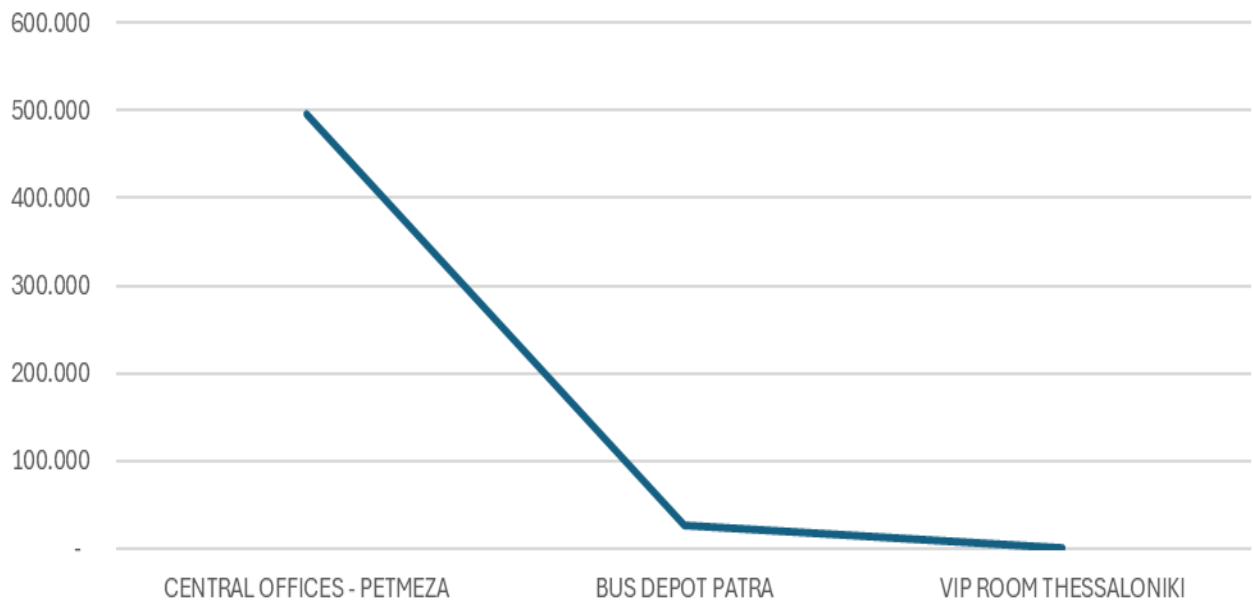
The last quality criteria family in the standard EN 13816 concerns the environmental behaviour of the company. The development of an environmental and energy management system according to the principles of the relevant standards ISO 14001 and ISO 50001 is in progress. Our objective is to record our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

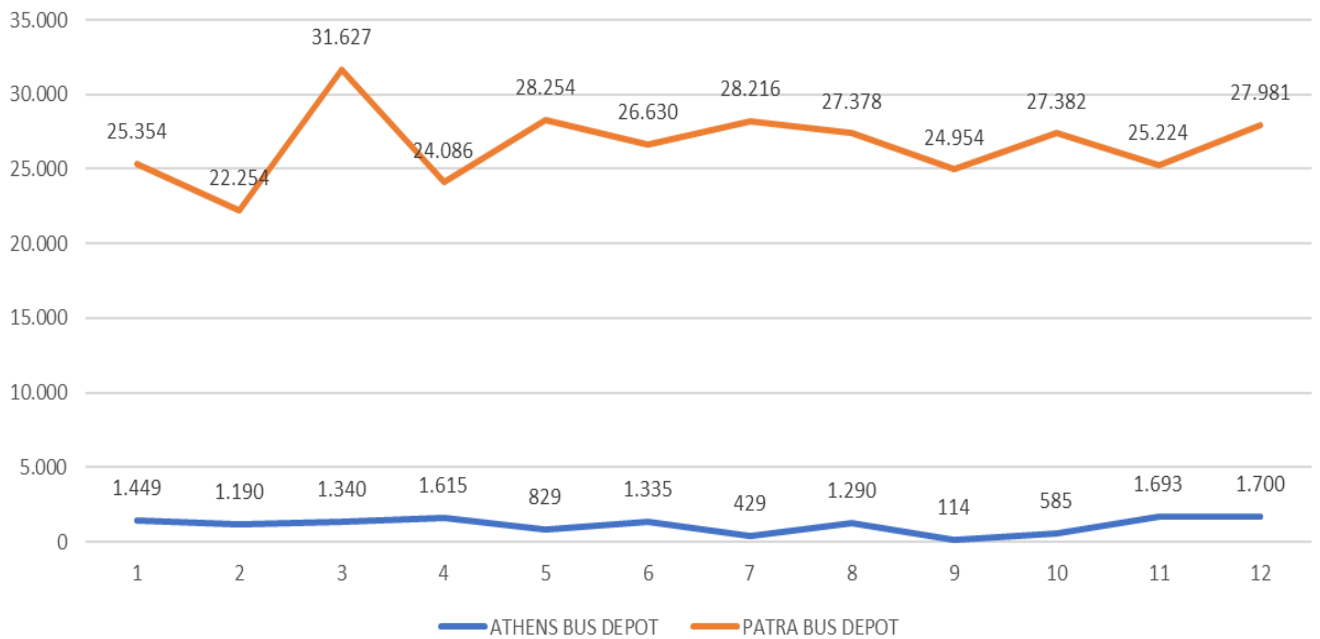


**continuous improvement is our priority**

Electrical consumption in offices (kWh) - 2024



Bus depot diesel consumption (liters) - 2024



## continuous improvement is our priority

