



### No.4: QUALITY

### Region Hannover

#### WE DELIVER QUALITY

Punctuality and clean vehicles are important to passengers. They want to feel safe, well treated and well informed. Who decides what quality of service they can expect from Hannover Region public transport, and what happens if this quality does not come up to expectations?

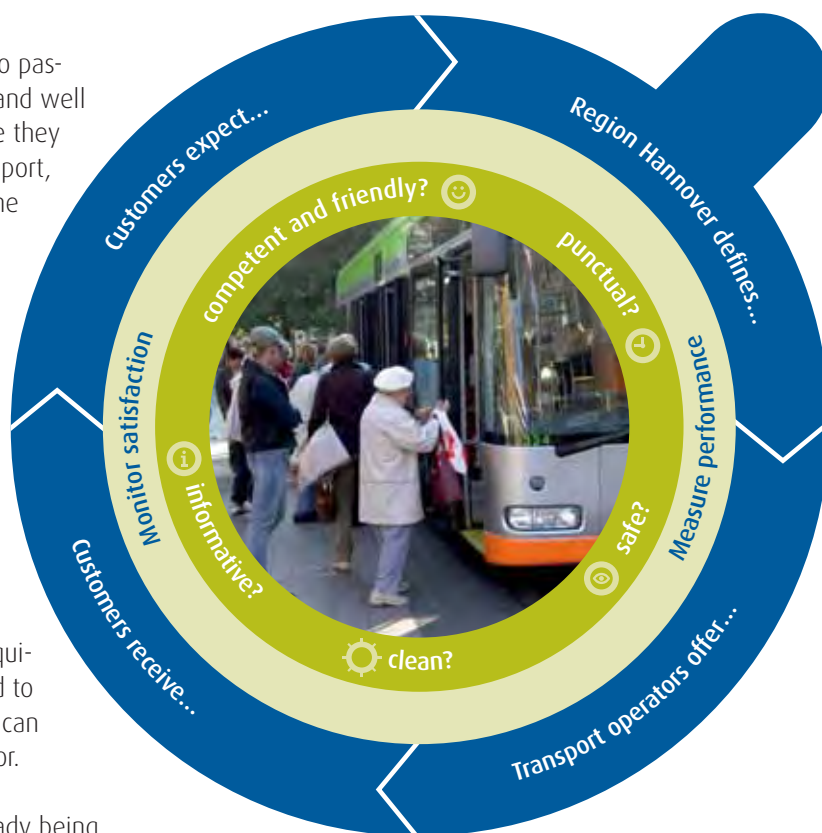
Responsibility for local public transport is born by *Region Hannover*, which currently commissions four transport operators to carry passengers around the region: *üstra*, *RegioBus*, *DB-Regio* and *metronom*. *Region Hannover* defines what quality standards these passengers should be offered and checks once or twice a year whether they are being met.

If a transport operator is not delivering the required quality standards it is contractually obliged to take fast remedial action. Serious deficiencies can also have financial implications for the operator.

In the Hannover Region, good results are already being achieved on essential quality criteria such as punctuality, and this should continue, with the aim being further improvements on other criteria. Conversely, resources must be used in such a way that local public transport is still affordable.

#### HOW CAN WE MEASURE QUALITY?

Perfection – that would be wonderful! But even if all concerned strive to the utmost it's impossible. Bad weather, accidents and roadworks are unavoidable, passengers and staff are only human and don't always behave impeccably. Besides, a tolerance has to be calculated into any quality measurements; transport operators are therefore allowed a certain amount of leeway.



**CUSTOMER SATISFACTION SURVEYS, QUALITY ASSESSORS AND MEASUREMENTS** | Various quality assurance methods are used: passengers of all the transport operators are surveyed about satisfaction with the service, and on the Stadtbahn and buses evaluation is also based on the findings of professional quality assessors. The punctuality and reliability of all operators is checked through exact monitoring.

#### WHICH QUALITIES ARE MEASURED?

**PUNCTUAL?** | Stadtbahn services are considered punctual if they are less than three minutes late, while up to five minutes are tolerated on buses and trains.

# FACT SHEETS

## FACT SHEETS PUBLIC TRANSPORT



*Region Hannover* does not pay for services that are not delivered, or cancelled.

Local trains in the Hannover Region achieved these punctuality standards in 2008:

- |                                 |       |
|---------------------------------|-------|
| • Regionalexpress/ Regionalbahn | 95.6% |
| • S-Bahn                        | 96.8% |
| • Metronom                      | 94.1% |

**CLEAN?** | So that passengers feel good on public transport, *Region Hannover* puts a high priority on clean vehicles. Floors, windows, seats, the outside, walls and ceilings of the vehicle must be generally clean.

**SAFE?** | Passengers should feel safe on public transport and at stations and stops, not only during the day but also in the evening and at night. Train guards and security personnel also work for this.

**FRIENDLY AND COMPETENT?** | Staff on trains and buses are important contacts with the passengers. Competence, grooming, politeness, presence and attention to passengers' needs are very highly rated. *Region Hannover* expects public transport staff to be friendly and helpful, and to be able to give clear and correct information on timetables, ticket prices, routes, connections and the principal destinations.



**INFORMATIVE?** | Information before and during their journey is crucial for passengers – not only when services are running normally but also when they are disrupted. *Region Hannover* defines what information should be available in and on public transport vehicles and at stations and stops, and checks how it is conveyed to passengers during normal operations and in case of disruption: Does the route number and destination display work properly? Is the next stop announced? Does the bus or tram stop display timetable, route number, the *GVH* logo and tariff information?

There are also requirements for vehicles, defining what standard of comfort, seating and facilities for disabled people they provide, and which environmental standards must be met.

#### HOW DO WE MAKE SURE THAT AGREED QUALITY STANDARDS ARE ACTUALLY DELIVERED?

Adherence to quality standards is checked regularly, and if they are not being met the transport operator is obliged to rectify defects. If this does not work, subsidies to railway companies can be reduced. For instance, in 2008 *Region Hannover* withheld payments



to the S-Bahn because it failed to meet punctuality targets.

Another procedure applies to the directly-commissioned municipal transport operators. If passengers are more satisfied than defined by the operating contract and the financial results are positive, *üst*ra and *Regio-Bus* employees receive a bonus; if passenger satisfaction targets are not met, then stricter criteria are set for maintaining financial targets.



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Quality monitoring in the Hannover Region complies with EU Regulation 1370/ 2007, in force since December 2009:

- Incentives are set up for good quality service.
- In future, there will be annual published reports on quality delivery.

For more information on public transport in the Hannover Region see [WWW.HANNOVER.DE](http://WWW.HANNOVER.DE)



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wvi report on transport demand in the GVH area

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