



# CP SERVICE QUALITY AND CUSTOMER SATISFACTION REPORT - 2022

March 2023



## DETAILS

CP - Comboios de Portugal, E.P.E.

Calçada do Duque, No. 20

1249 - 109 Lisbon

VAT number: 500 498 601

Registered at the Lisbon commercial registry number 109

Statutory Capital EUR 3,959,489,351.01, since 12 Sept 2019

Design and Coordination:

Quality, Environment and Safety

Assistance:

- ME - Maintenance & Engineering
- MK - Marketing
- OC - Operations and Sales
- PC - Planning, Control and Management Information
- PE - Strategic Planning
- RS - International and Institutional Relations and Security

Contacts: [INSTITUCIONAL@CP.PT](mailto:INSTITUCIONAL@CP.PT)



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COMBOIOS DE PORTUGAL

QA



QUALITY OF SERVICE REPORT

# EXECUTIVE SUMMARY





## EXECUTIVE SUMMARY

CP's annually service quality and customer satisfaction report describes the quality of service CP provided its customers and the passengers' assessment of the service.

This report covers the period from 1 January 2022 to 31 December 2022.

Before analysing the performance of the various service attributes we would like to highlight that there was a recovery in demand in 2022. CP carried 148 million passengers, about double that recorded in 2021 and even 2,4% higher than the year before the pandemic. The highest growth in percentage terms was in the Long-Distance service (~75%), whereas in nominal terms the Lisbon Urban service grew by 36 million passengers carried.

Analysing the various service attributes, CP generally performed well, although there were some aspects to be improved, namely:

- **Customer Satisfaction**, a weighted Overall Satisfaction score of 7.5 (scale from 0 to 10) was obtained, which is higher than in 2019 (7.0). Alfa Pendular with 8, Intercidades with 7.6 and the remaining services with 7.5 stand out.
- **Overall satisfaction with the service provided**, there was a significant improvement in the positive assessments (~30%).
- **Trips made by Special Needs Passengers (SNP)**, there was a 52% increase in 2022 with a total of 122,204, reflecting the



impact of the improvements CP implemented, in material and services.

- **The overall train punctuality index (PI)** was **81%**, 6 p.p. lower than in 2021. The main causes were the constraints imposed by engineering works on the infrastructure, which led to speed limitations for long periods of time, especially on the North Line, the backbone of Portugal's railway network, impacting all traffic.
- **Regularity of Services**, CP's global Regularity Index (RI) in 2022 was **97.5%**, 2 p.p. less than the target, because of strikes in July, August, November and December.
- **CP/IP Customer Satisfaction Study 2021**<sup>1</sup> highlights the need to improve passenger information in stations and on the trains, particularly in situations of traffic disruptions.
- **Passenger complaints** in which the "average response time" (**38 days**) exceeded the established target (<30 **days**).<sup>2</sup>

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<sup>1</sup> This study is organised jointly by the operator responsible for preparing this report and the infrastructure manager. A substantial part of this information is provided by and under the responsibility of the infrastructure manager.

<sup>2</sup> An overwhelming proportion of these result from engineering works on the railway infrastructure.



COMBOIOS DE PORTUGAL



QUALITY OF SERVICE REPORT

# 1 - INTRODUCTION



## 1-INTRODUCTION

We have added to the public service that we have always been obliged to provide, the sustainability of the company.

Over the last few years we have regularly achieved a positive EBITDA (*earnings before interest, taxes, depreciation and amortization*) (discontinued with Covid 19). This document is in line with CP's strategy and aims to achieve the following objectives:

- Aligning company performance with customer expectations, inducing clear, transparent and understandable communication;
- Promoting the company's image;
- Raising awareness among the company's employees about providing a quality service;
- Complying with Article 28 and Annex III of Regulation (EC) No 1371/2007 on rail passengers' rights and obligations.

Also according to article 28, it should be noted that CP began the phased implementation of a quality management system (QMS). in 2000. **All CP's activities are certified in the quality framework in accordance with ISO 9001:2015.**



Illustration 1 - Customer





This means that all processes are subject to an annual internal and external audit. The external audits are conducted by an independent external entity accredited by IPAC - Portuguese Institute for Accreditation.

The certification confirms that CP has policies, objectives, processes, methodologies, standards, resources, competencies and systems designed to satisfy passenger's needs.

This certification also bears witness to a change in attitudes, behaviour and management style, leading to the implementation of systematic and integrated improvement cycles, which may occasionally be sacrificed when the economic situation of the company or its shareholder does not allow it.



COMBOIOS DE PORTUGAL

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QUALITY OF SERVICE REPORT

## 2 - ABOUT CP

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## 2-ABOUT CP

The first train journey in Portugal took place on 28 October 1856.

After a period in which several public and private companies coexisted, integration came about in 1951 with the creation of the Companhia dos Caminhos de Ferro Portugueses.

CP - Caminhos de Ferro Portugueses, E.P., was created in 1975 as a state company responsible for the management of the Portuguese railways, and became a corporate state entity in June 2009 (Decree-Law 137-A/2009 of 12 June), responsible for the provision of national and international rail passenger transport services.

In the railway sector, CP - Comboios de Portugal, E.P.E., liaises with IP - Infraestruturas de Portugal, S.A. - the entity responsible, among others, for the management of the railway infrastructure, with IMT - Instituto da Mobilidade e dos Transportes - the national railway safety authority and manager, by delegation of the state, of the public service obligations contract, and the Autoridade da Mobilidade e dos Transportes, the entity responsible, among others, for the regulation, promotion and defence of competition in the mobility sector within the scope of land transport.

On 1 January 2020, following the merger by incorporation of train maintenance company EMEF into CP, the employees of its former subsidiary were transferred to the CP staff. Therefore, at the end of 2020, the total number of employees under contract was 3,736.

There was saw a real recovery in demand in 2022, with more than 148 million passengers, almost double the previous year and even

2,4% higher than the year before the pandemic. In percentage terms, the highest growth was in the Long-Distance Service, with close to 75%, while in nominal terms it was the Lisbon Urban Service that grew by close to 36 million passengers.

Passenger-kilometres (PK) still registered a greater increase, around 60%, and exceeded 4 million PK.

Network extension: 2,221.15 km.



Illustration 1 Rail network

Network operated by CP (Source: IP - Network Directory, Annex 2.2.1)



COMBOIOS DE PORTUGAL

QUALITY OF SERVICE REPORT

# 3 - SERVICE QUALITY PERFORMANCE

## 3-SERVICE QUALITY PERFORMANCE

### 3.1 - INFORMATION AND TICKETS

#### Information before travelling

The conditions that regulate passenger rail transport are defined in a document approved by the regulating institute and are available to passengers at station ticket offices, from customer assistance offices, the customer care line (**808 109 110**, local/national call price from the Telecommunications Operator), or cp.pt. This document, **General Conditions of Carriage**, defines the rules for transporting passengers, baggage, portable items, pets and bicycles by rail.

Train timetables and ticket prices are available at the stations, from the customer care line (**808 109 110**) and cp.pt.

Information about access conditions for people with reduced mobility is available through the SIM service (**808 100 746**, local/national call price of the Telecommunications Operator) and cp.pt.

Information on incidents that cause significant disturbance to train operations is provided by the station arrival and departure boards and announcements, from the customer care line (**808 109 110**) and from the staff on duty in the stations and Customer Assistance Offices.

Information concerning major changes to train operations, for example due to strikes, is usually broadcast in mass media - TV, radio, in addition to the media mentioned in the previous paragraphs.



If a train is delayed, passengers are informed when they buy their ticket at the ticket office and, if they still wish to purchase the ticket, the ticket is stamped certifying that the customer has been informed of the delay.

## Information during and after the journey

On trains, where technically possible, information on the next stop or any delays is broadcast using the public address system or displays. When delays are significant (especially in situations where the train is stopped for more than ten minutes on urban services and fifteen minutes on other services) audible information shall be provided at regular intervals.

In addition to verbal or written information, there are pictograms displayed inside the trains indicating, among other information, the class of carriage and seat number, toilet facilities and bar.

Information of a non-commercial nature is affixed by IP at the stations, as stipulated in Regulation 630/2011, of 12 December and Decree-Law 2017/2015.

CP provides passengers, if requested, with a document, validated by the regulatory body, attesting to the occurrence and duration of the delay, issued in the presence of the valid ticket for the route and train. This document is issued at a station or customer assistance office, or by the train's on-duty ticket inspector, up to two hours after disembarking or up to two hours after abandoning the journey, in the case of train cancellation.



## Purchasing tickets

Passengers can buy tickets in advance or on the day of the journey at the station ticket offices and, in the case of Lisbon and Porto urban services, there are also automatic vending machines. Some monthly passes, in the Lisbon urban area, can be bought from "Portal Viva" and ATMs. Ticket sales for Alfa Pendular, Intercidades, Regional, Interregional and Porto and Coimbra urban services in addition to these services, are also available from cp.pt, the customer care line, travel agencies and the CP app.

If the boarding station has no ticket office or other sales method available, passengers can buy the ticket on board the train, at no extra charge, provided that they go to the ticket inspector immediately after boarding.

## Performance

### Average waiting times at ticket offices:

| Service       | No. of audits | Waiting time     |
|---------------|---------------|------------------|
| Global        | <b>354</b>    | <b>1.50 min.</b> |
| Northern area | <b>118</b>    | <b>1.04 min.</b> |
| Centre area   | <b>56</b>     | <b>1.09min.</b>  |
| Lisbon area   | <b>146</b>    | <b>1.85 min.</b> |
| Southern area | <b>34</b>     | <b>2.29 min.</b> |

**Table 1** - Average waiting times at ticket offices



**SLAs of the telephone customer care line:**

| SLAs of the telephone customer care line              | Performance | Goal            |
|---|-------------|-----------------|
| Answered calls/received calls.                        | <b>79%</b>  | <b>&gt;90%</b>  |
| Calls answered up to 30"/ calls answered.             | <b>60%</b>  | <b>&gt;85%</b>  |
| Chats answered / chats received (until May)           | <b>98%</b>  | <b>&gt;90%</b>  |
| Chats attended until 30" / chats attended (until May) | <b>94%</b>  | <b>&gt;85%</b>  |
| ChatBots answered / ChatBots received (as of May)     | <b>61%</b>  | <b>&gt;90%</b>  |
| E-mails answered / received                           | <b>100%</b> | <b>100%</b>     |
| Emails answered within 6 hours / replied              | <b>100%</b> | <b>&gt; 95%</b> |

**Table 2** - SLAs of the telephone customer care line

**Acoustic information on trains during disruptions:**

In situations of traffic disruption, CP's rule is to broadcast audio information at regular intervals of **every ten minutes** for urban service, and **every fifteen minutes** for other services, especially when there are significant delays.

**CP website:**

There was strong recovery in terms of website indicators in 2022, with historic viewing figures in July. The goal for 2022 in the Quality Indicators, of 24,000,000 visits to the website, was exceeded by 38%, with 33,000,000 visits for the year as a whole. As usual, the most visited pages were those related to timetable searches and online sales.



|                      | 2020       | 2021       | 2022        | % Var. 2020/2021 | % Var. 2021/2022 |
|----------------------|------------|------------|-------------|------------------|------------------|
| <b>Visitantes</b>    | 7 887 776  | 9 561 750  | 14 607 149  | <b>21%</b>       | <b>53%</b>       |
| <b>Visitas</b>       | 17 973 534 | 21 826 143 | 33 135 143  | <b>21%</b>       | <b>52%</b>       |
| <b>Visualizações</b> | 70 834 141 | 88 011 367 | 133 717 947 | <b>24%</b>       | <b>52%</b>       |

Table 3 - "MyCP"

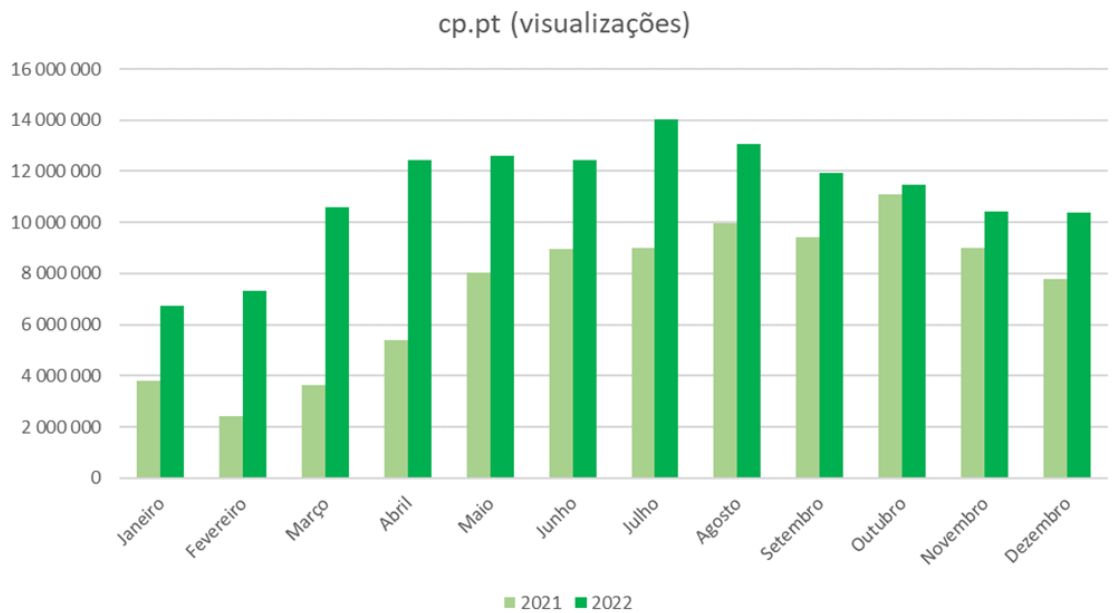


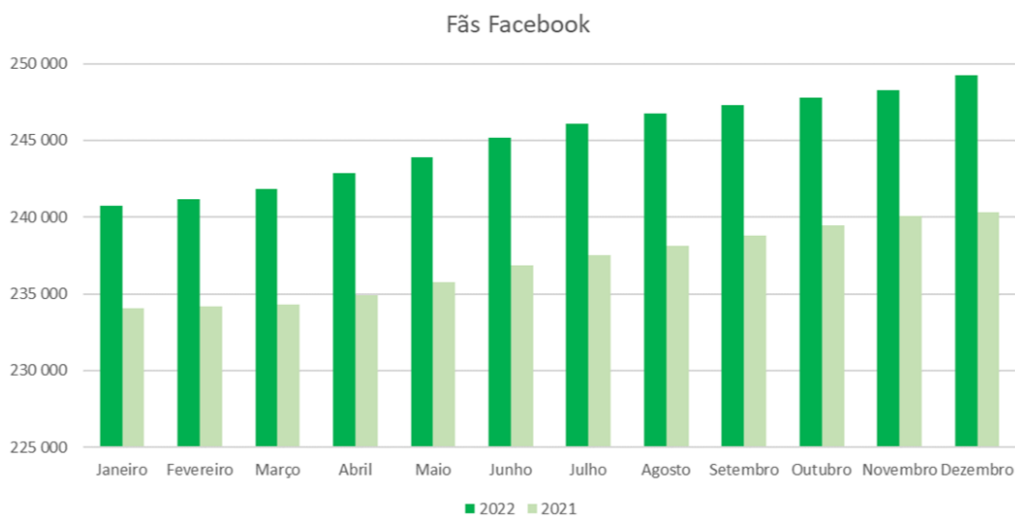
Chart 1 - CP Website - Visualisations

In December 2022 the "myCP" database had 346,969 registered members who accept to receive advertising information from CP, out of a total of 1,506,782 members.



**Social media - Facebook:**

During 2022, the CP Facebook account gained 8,949 followers, with the community growing to 249,250 followers, +3.72% compared to 2021.



**Chart 2** - Social media (Facebook)

Increase in reach throughout 2022 with very positive values and a historical maximum recorded in July (41,587). We also highlight that in October the post with the highest reach ever was published (444,020), referring to the carriages built at the Barreiro Workshops.

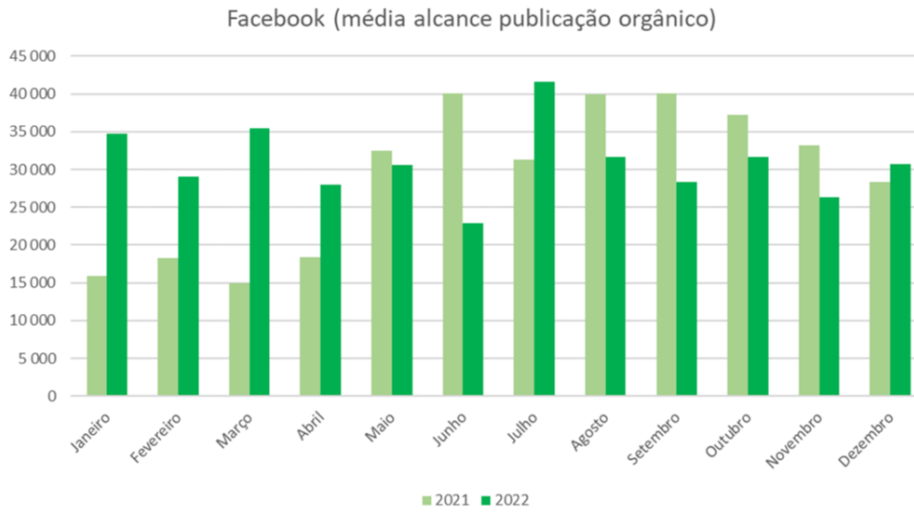


Chart 3 - Average publishing reach

**Social media - Instagram:**

The CP account on Instagram gained 5,151 followers in 2022, with the community growing to 36,740 followers. It increased its growth (+14.00%), compared to the previous year (+9.8%).

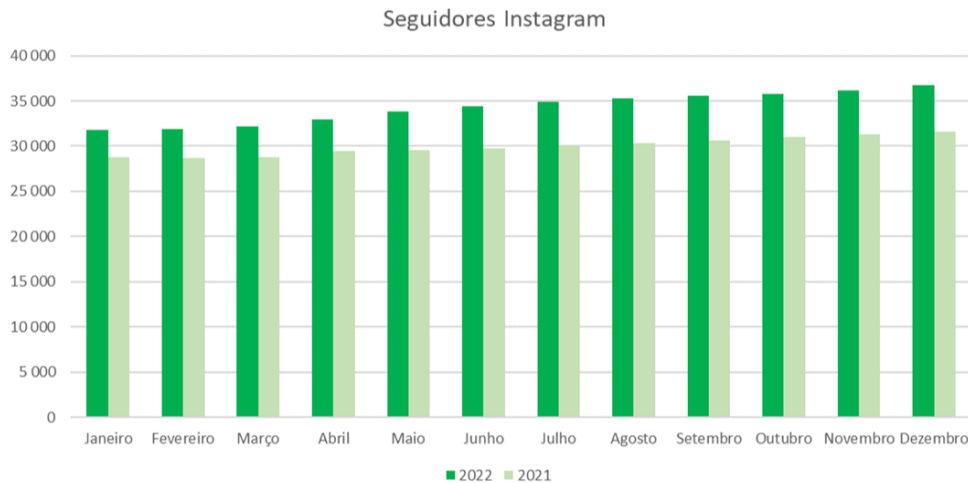
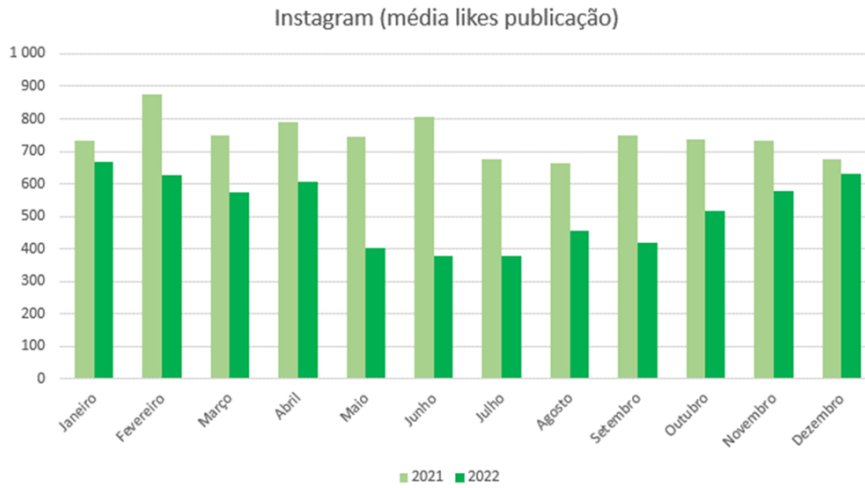


Chart 4 - Social media (Instagram)

The average number of likes in 2022 stood at 518, slightly below the 2021 average (745) and below the annual target of 630 set for 2022.

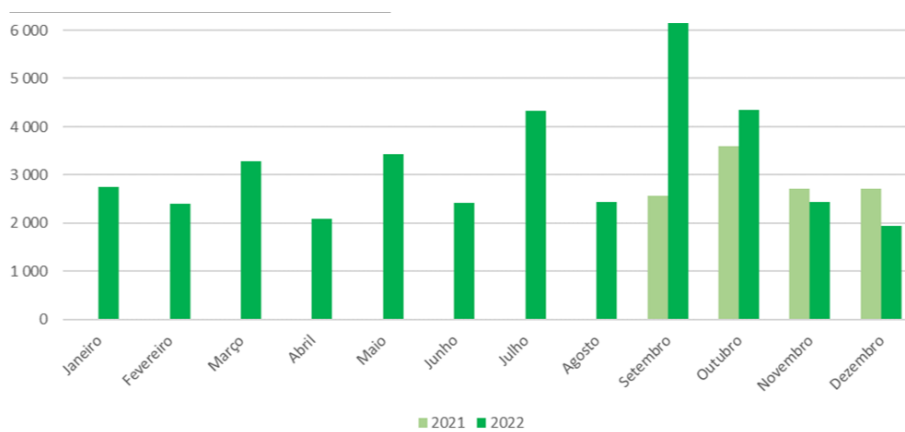
This is justified by changes to Instagram's algorithm and functionalities, which harmed the results of "non-paid" publications.



**Chart 5** - Instagram - Average number of likes per post

**Social media - LinkedIn**

Growth in the number of followers (+ 6,520), motivated by the increased activity of the page, following its launch in 2021.



**Chart 6** - LinkedIn - Page view

### Social media - Youtube

There was a growth of 859 subscribers in 2022, however, the number of views decreased approximately 18% compared to 2021, which is justified by the absence of paid investment in video promotion and fewer publications.

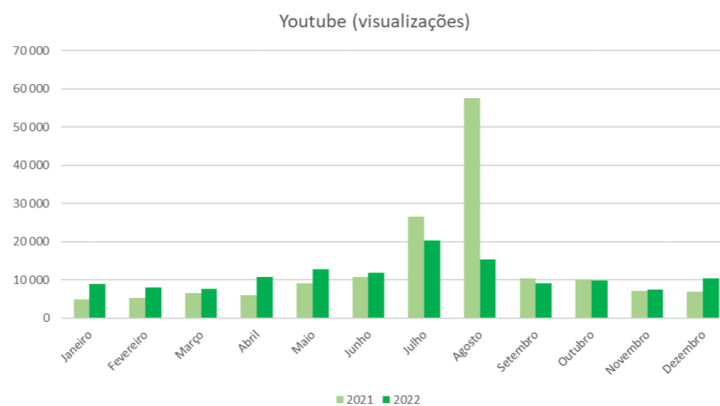


Chart 7 - Social media - YouTube

## 3.2 - PUNCTUALITY OF SERVICES

In 2022, **CP's overall Punctuality Index (PI) was 81%**, a decrease of 6 p.p. compared to the previous year. This value was the same as in 2018, and was the lowest value of the 2018-2022 period.

Breaking down the different types of traffic, we can see that Long-Distance services, in general, performed below the established target.

The deviation in the Lisbon/Braga Alfa Pendular service (AP) was -33.4 p.p., the Porto/Faro AP was -30.4 p.p. and the Lisbon/Porto AP was -28.2 p.p..



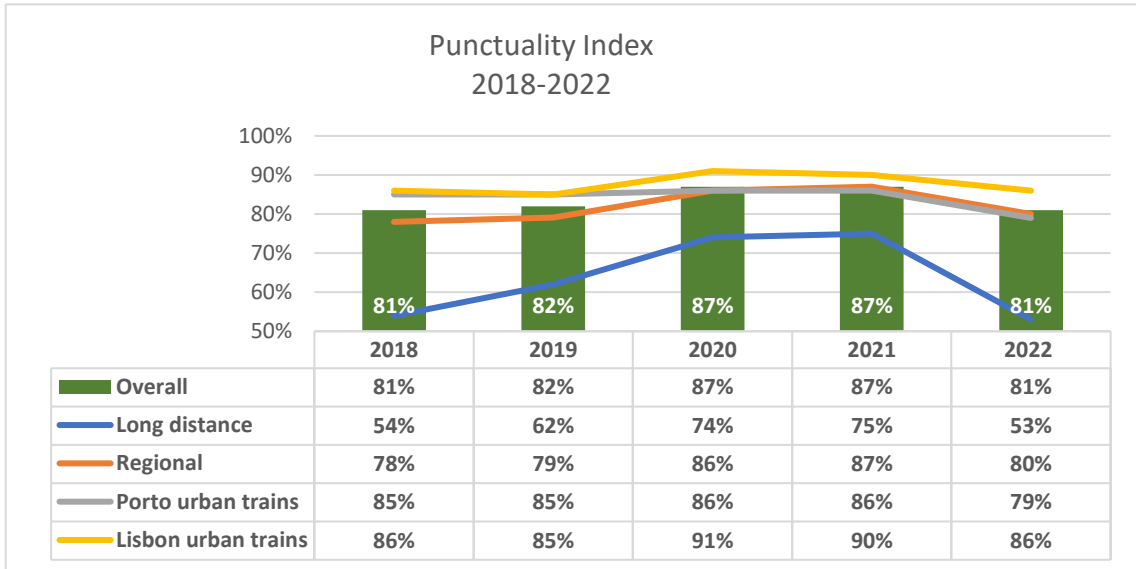
As regards Intercidades service, the largest deviations are those observed in IC Braga (-41 p.p.) and IC Guimarães (-35.4 p.p.). The poor performance of this service is reflected in the average delays at origin and destination of 3.4 min and 9.3 min, respectively.

As regards Interregional/Regional traffic, in relation to the established targets, the only relations where we found positive deviations higher than one percentage point are those of the Western Line (Interregional +3.8 p.p. and Regional +2.4 p.p.). The most significant negative deviations are those of the IR Norte (-29.6 p.p.) and IR Minho (-26.7 p.p.).

In Urban services, only the Cascais Line service reached the target set for 2022 (+1.4 p.p.). As regards Porto's urban traffic, the Porto-Guimarães line stands out with a deviation of -17.6 p.p. and Lisbon's Sado line with a deviation of -15.1 p.p.

The main causes are the constraints imposed by engineering work on the track, namely speed limitations, in some cases for long periods of time, particularly on the North and Minho lines, but common to all traffic.

In terms of punctuality in the period 2018-2022 we have:



**Chart 8** - Punctuality over the years

## Performance

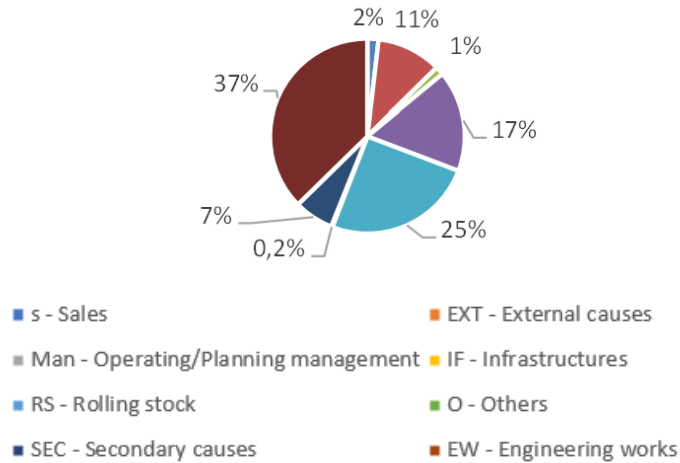
The Punctuality and Service Quality Indexes of CP services in 2022 were:

| Services        | PI (≤ 3 min) | PI (≤ 5 min) | PI (< 60 min) | SQI (≥ 60 a 119 min) | SQI (≥ 120 min) | ADM (min) | ADD (min) |
|-----------------|--------------|--------------|---------------|----------------------|-----------------|-----------|-----------|
| Alfa Pendular   | -            | 48.10%       | 98.40%        | 1.25%                | 0.35%           | 2.1       | 10.6      |
| Intercidades    | -            | 55.40%       | 98.74%        | 0.86%                | 0.40%           | 3.4       | 9.3       |
| Interregional   | -            | 65.10%       | 99.43%        | 0.48%                | 0.09%           | 1.6       | 6.2       |
| Regional        | -            | 81.60%       | 99.71%        | 0.24%                | 0.05%           | 2.6       | 3.4       |
| Urbanos Lisboa  | 85.95%       |              | 99.96%        | 0.04%                | 0.00%           | 0.9       | 1.8       |
| Urbanos Porto   | 79.25%       |              | 99.96%        | 0.04%                | 0.00%           | 1.5       | 2.1       |
| Urbanos Coimbra | 79.44%       |              | 99.96%        | 4.00%                | 0.00%           | 0.7       | 2.0       |

**Table 4** - Punctuality Index, Service Quality Index and Average Delays at Origin and Destination in 2022 / service (source: DW)



Cause of delays 2022



**Chart 9** Cause of delays (source: SIGO)

### 3.3 - SERVICE REGULARITY

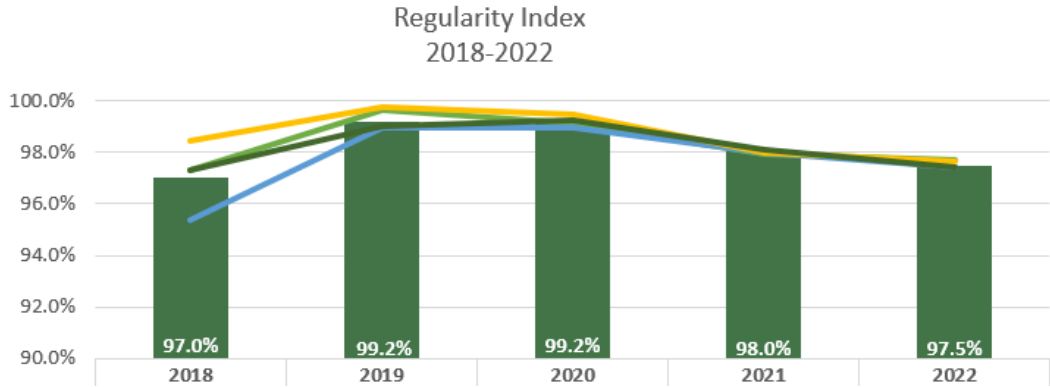
In 2022, CP's **global Regularity Index (RI)** was **97.5%**, 2 p.p. below the target (99.5%). The various strikes that took place in July, August, November and December contributed to this fact. The month with the lowest value was December (91.5%). In addition to the strikes, Portugal suffered the effects of various inclement weather conditions that led to the cancellation of several trains.

Lisbon Urban saw the highest number of cancellations (RI 97.4%), with 48% of all cancellations.

With regard to causes of cancellations, the "External causes" - which includes cancellations caused by strikes and bad weather - recorded the highest percentage (83.3%).

Looking at 2018-2022 overall, we see that the RI oscillated between 97.0% in 2018 and 99.2% in 2019 and 2020.

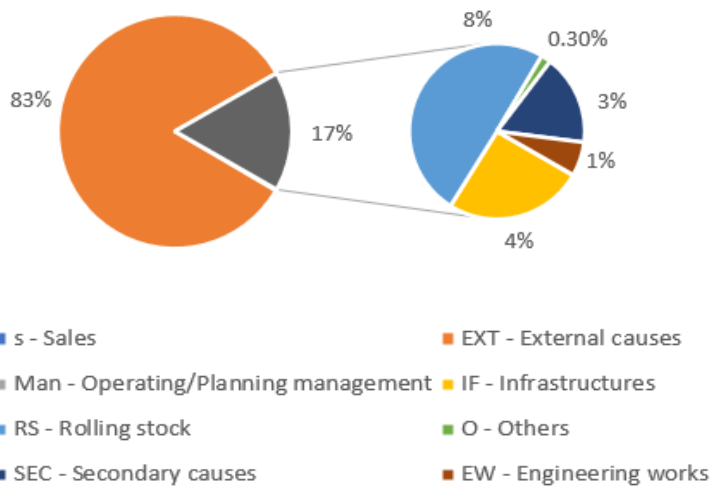
**Performance**



|                     | 2018  | 2019  | 2020  | 2021  | 2022  |
|---------------------|-------|-------|-------|-------|-------|
| Overall             | 97.0% | 99.2% | 99.2% | 98.0% | 97.5% |
| Long-distance       | 97.3% | 99.7% | 99.1% | 97.9% | 97.7% |
| Regional            | 95.4% | 99.0% | 98.9% | 98.0% | 97.4% |
| Porto urban trains  | 98.5% | 99.8% | 99.5% | 98.0% | 97.6% |
| Lisbon urban trains | 97.3% | 99.0% | 99.3% | 98.1% | 97.4% |

**Chart 10** - Train regularity over the years

**Cancellations - main causes**



**Chart 11** - Cause of cancellations

### 3.4 - HYGIENE AND CLEANLINESS OF ROLLING STOCK (AIR QUALITY IN CARRIAGES, HYGIENE OF TOILETS, ETC.)

The trains are cleaned by external suppliers in whose contracts the service quality standards are specified, including penalties, bonuses and mechanisms for assessing the cleanliness (specific cleaning audits).

The air conditioning systems on the rolling stock comply with UIC leaflet 533, which establishes the air renewal rates. The approved maintenance plans also establish periods to be observed. The new rolling stock (the 22 Stadler railcars being purchased and the 117 Electric Multiple Units under tender) will comply with the Interoperability Technical Specifications in force and with all other applicable and mandatory standards and legislation, since the rolling stock will have to be certified and homologated by European Union Agency for Railways (ERA) before entering service.

The infrastructure manager, IP, S.A. is responsible for cleaning the stations.

#### **Performance and the quality standard (target)**

In 2022, **14,365** audits were performed on rolling stock (vehicle cleaning) and the assessment made on the state of cleaning in accordance with the quality requirements demanded of outsourcing service providers was as follows:

| Indicator   | Performance | Target |
|---|-------------|--------|
| Audits on compliant trains (Unit: Vehicle)                                | 13 465      | n/a    |
| Average annual evaluation according to the state of cleanliness of trains | 93.7 %      | =>85%  |

Table 5 - Train cleaning

## 3.5 - CUSTOMER SATISFACTION SURVEY

The last Customer Satisfaction Study carried out in partnership with IP, Infraestruturas de Portugal SA, was conducted during the last four months of 2021 to assess passenger's qualitative perception regarding the service CP provided and to identify and prioritise improvement actions to be introduced by the company.

A total of 7,650 interviews were carried out distributed by the different products - Alfa Pendular, Intercity, Regional, Lisbon and Porto Urban trains -divided into the respective lines. in addition to the satisfaction factors assessed below:

- Overall satisfaction with the service provided;
- Recommendation;
- Image;
- Loyalty;
- Evaluation of service areas.

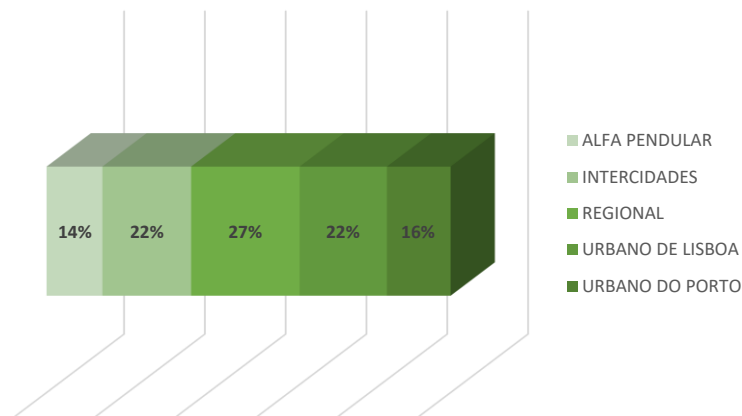
Simultaneously, socio-demographic information was collected from the respondents, to identify different passenger profiles and their expectations regarding the service provided.

A weighted Overall Satisfaction score of 7.5 (scale of 0 to 10) was obtained, which is higher than the score in 2019 (7.0).

In terms of overall satisfaction by product, the Alfa Pendular service stood out with 8.0; Intercidades 7.6; the remaining Regional, Lisbon Urban and Porto Urban services got 7.5.

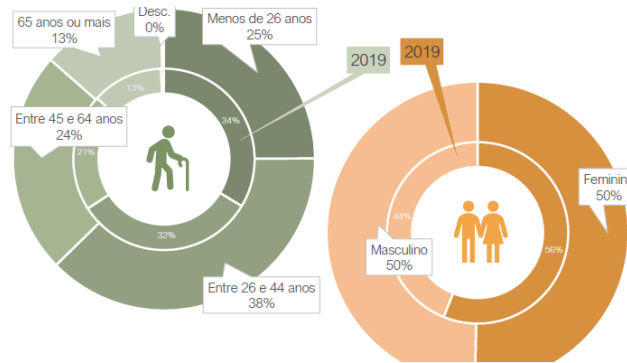
In terms of image indicators, the indicators associated with Trust and Quality stand out positively. In the assessment of the values associated with Modernity and Concern for Passengers, the results are more modest. Although the satisfaction index has improved significantly, this is not reflected in a similar way in loyalty, a factor that may be associated with the change in mobility habits because of the Covid-19 pandemic.

▪ **Sample Distribution per Service**



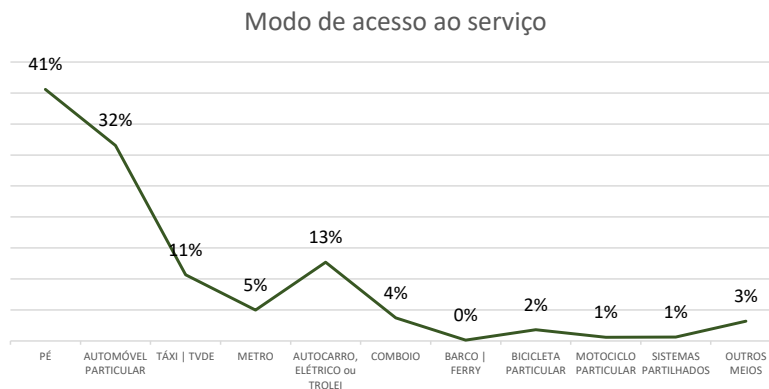
**Chart 12** - CSI: Distribution of the sample per service

■ **Demographic Stratification**



**Chart 13** - CSI - Demographic breakdown

■ **Consumer habits**



**Chart 14** - CSI - Consumption habits - How to access the service

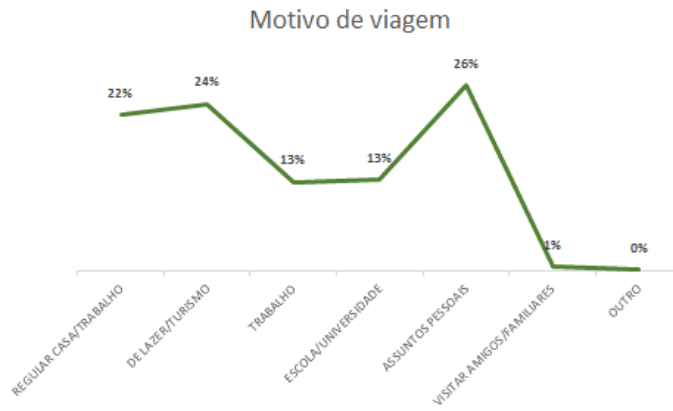


Chart 15 - CSI - Consumption habits - Reason for travel

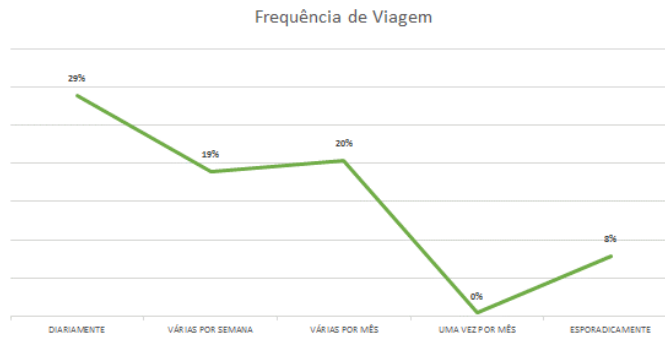


Chart 16 - CSI - Consumption habits - Frequency of trip

### Buying Behaviour

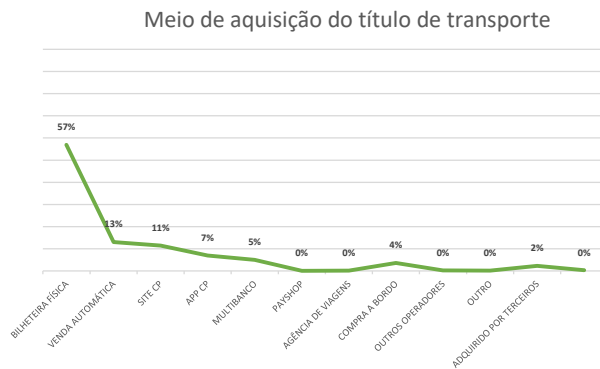


Chart 17 - CSI - Buying behaviour – ticket purchase channel

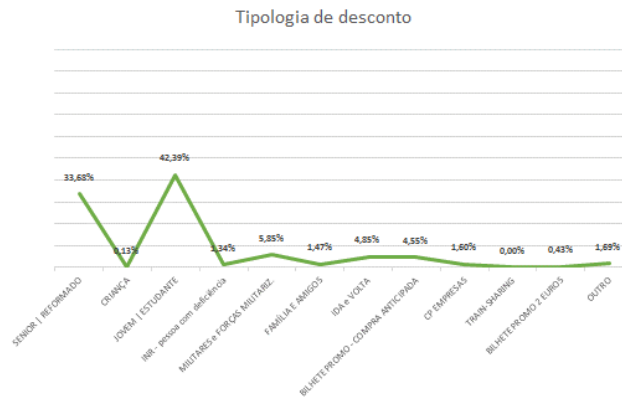


Chart 18 - CSI - Buying behaviour - Discounts

Brand Values

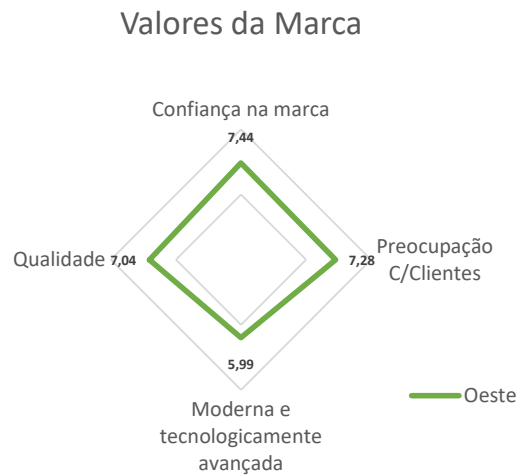


Chart 19 - CSI - Brand values

Overall satisfaction with the service provided

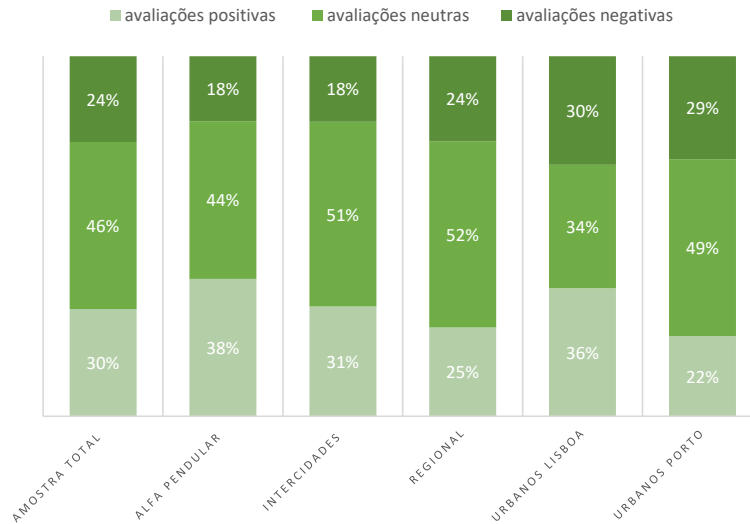
This is a regular assessment of satisfaction<sup>3</sup> :

<sup>3</sup> Analysis measures: the information on the scales is presented using the averages of the scales used from 0 to 10 and distribution according to the CSS [customer satisfaction score], which divides the evaluations into three groups: Negative Evaluation or lower than expectations (between 0 and 6), Neutral Evaluation or in line with expectations (7 and 8) and Positive Evaluation or higher than expectations (9 and 10).

The CSS indicator uses the proportion of positive evaluations as an identifier of customer satisfaction.



- High proportion of customers with neutral ratings (~46%);
- Significant improvement in positive evaluations (~30%).



**Chart 20** - CSI - Positive, neutral and negative evaluations

The highest CSS are found in the AP (38%) and UL (36%) services. The UL service also has the greatest polarisation, where negative evaluations reach the maximum value of 30%.

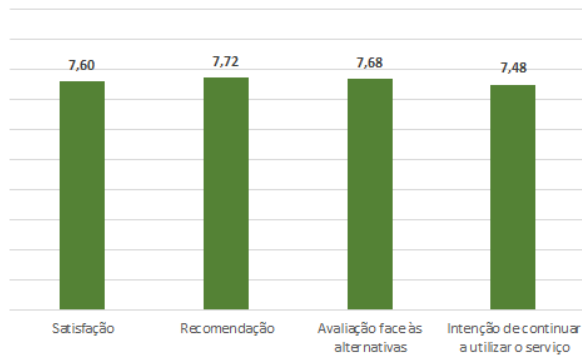
In IC, R and Porto Urban trains, the neutral evaluations account for about 50% of all evaluations. The lowest values of negative ratings are observed in AP and IC services.

### ▪ Evaluation per Service Dimension

In the different dimensions the evaluation of the attributes that make it up get differentiated evaluations by type of CP product. The values presented are the weighted average assessment of the overall sample. The evaluation scale used is from 0 to 10.

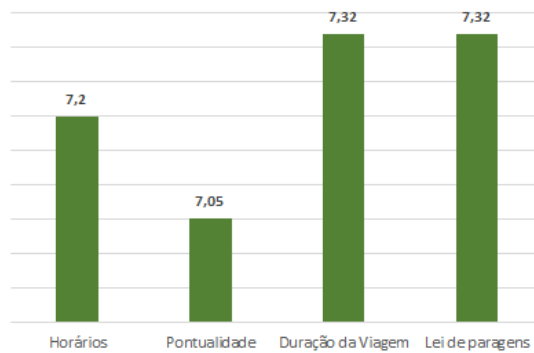


▪ **Satisfaction & Loyalty**



**Chart 21** - CSI - Satisfaction & Loyalty

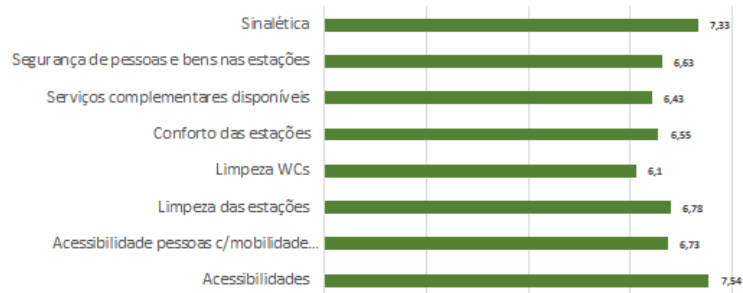
▪ **Supply evaluation**



**Chart 22** - CSI - Supply evaluation

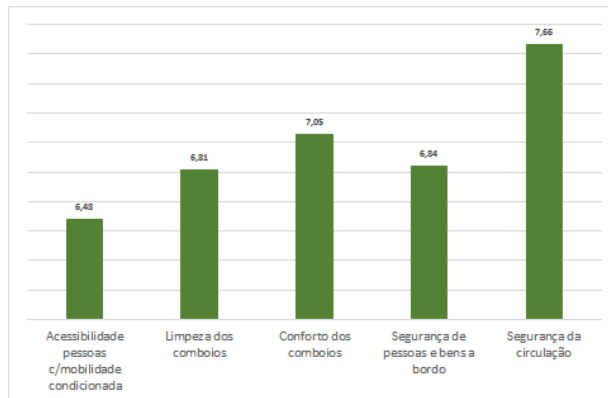


■ **Station evaluation**



**Chart 23** - CSI - Station evaluation

■ **Train assessment**



**Chart 24** - CSI - Train assessment

Information and Sales Media

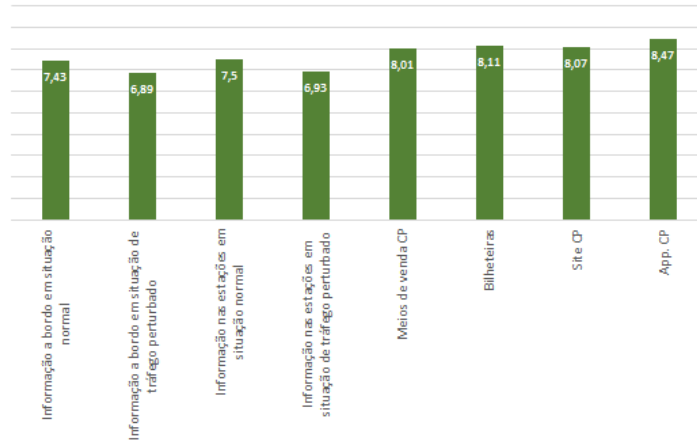


Chart 25 - CSI - Information and Sales Media

Customer care

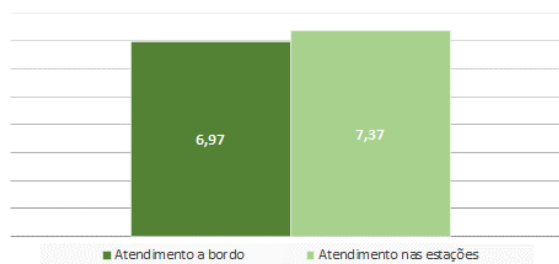
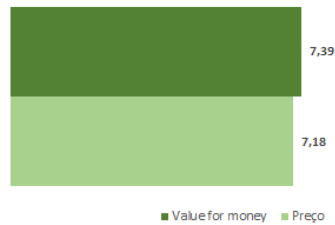


Chart 26 - CSI - Customer care

## ■ Pricing



**Chart 27** - CSI - Pricing

Although Customers evaluate the various services differently, there are, however, some variables whose evaluation cuts across all services and which have an impact on the qualitative perception of the service and require action on the part of the Company.

As far as values associated to image are concerned, we highlight the lack of concern about the passengers and the lack of modernity. We believe that in the short term, the implementation of Customer Relationship Management (CRM), consequent simplification of procedures in customer service and later the introduction of new rolling stock should have an impact on this evaluation.

On the supply side, efforts must be made to improve the punctuality indices of the different services.

Passenger information in stations and on trains, and particularly in situations of traffic disruption, must be the target of rapid intervention with the adoption of real-time information systems.

The cleaning of premises and trains, which continues to receive less-positive evaluations, should also be provided with more resources.



The capital of trust that passengers and the market have in CP stands out in a positive way.

Their feeling of safety when travelling on our services.

The loyalty and recommendation rates of our services.

The good receptivity to the company's digital sales and information media.

The general evaluation of the prices and the price/quality balance.

## 3.6 - HANDLING OF CUSTOMER COMPLAINTS, REFUNDS AND COMPENSATION FOR NON-COMPLIANCE WITH SERVICE QUALITY STANDARDS

### 3.6.1 - HANDLING OF CUSTOMER COMPLAINTS

Key findings from **customer complaints** in 2022:

1. CP registered 21,282 complaints in the Complaint and Suggestion Management System (SGRS) in 2022, divided as follows by service:

## TOTAL R/S ANO 2022 [21.282]

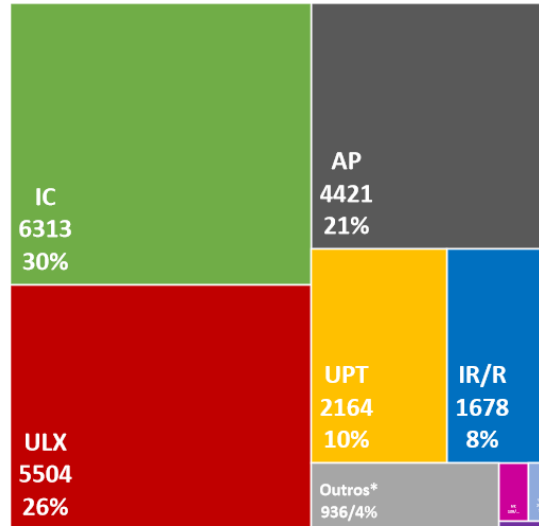
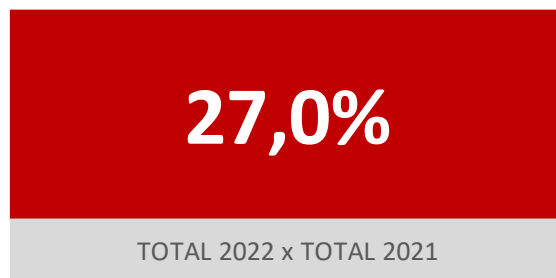


Chart 28 - Customer complaints / service

2. 27% increase in the number of complaints, compared to the same period the previous year.

## EVOLUÇÃO QUANTIDADE R/S



3. When analysing the indicator "**Nº of complaints per million passengers**", it is the Long-Distance services that has the most complaints:

QUANTIDADE DE RECLAMAÇÕES POR MILHÃO DE PASSAGEIROS

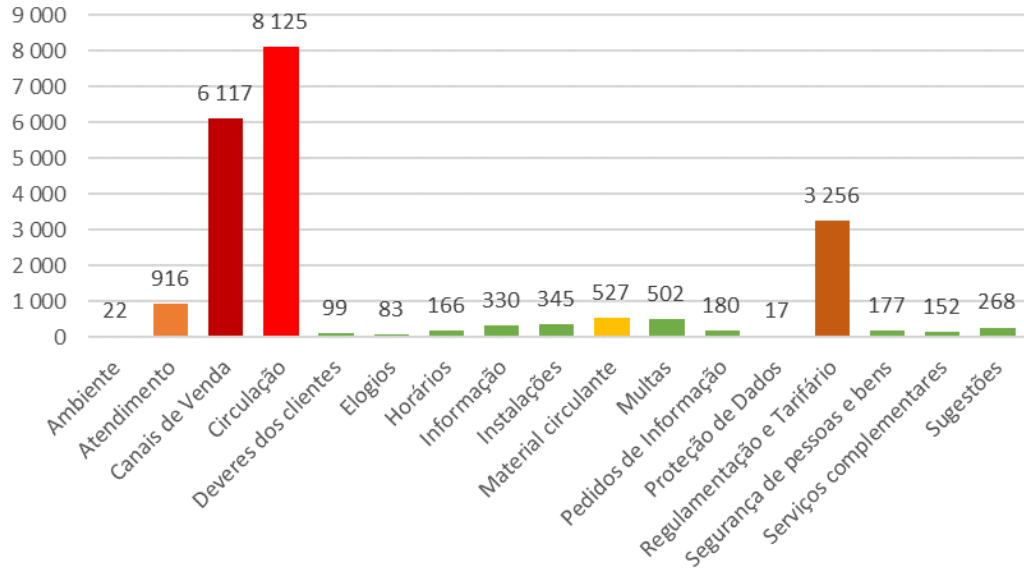
|                    | ANO 2021 | ANO 2022 | Varição | Peso Reclamações/p <sup>x1.000.000</sup> |
|--------------------|----------|----------|---------|--|
| Alfa Pendular      | 3 249    | 2 421    | -25%    | 28%                                      |
| Intercidades       | 2 493    | 1 708    | -31%    | 20%                                      |
| Internacional      | 1 877    | 1 153    | -39%    | 13%                                      |
| IR/Regional        | 253      | 155      | -39%    | 2%                                       |
| Urbanos de Coimbra | 166      | 119      | -28%    | 1%                                       |
| Sazonais           | 1 809    | 391      | -78%    | 4%                                       |
| Urbanos de Lisboa  | 57       | 49       | -14%    | 1%                                       |
| Urbanos do Porto   | 125      | 105      | -16%    | 1%                                       |
| GLOBAL CP          | 169      | 144      | -15%    |  |

**Table 6** – Number of Complaints (by type) suggestions, requests for information and praise per million passengers

4. By type of complaint, of the 21,282 communications registered in 2022, 502 were written defences to fines, 268 suggestions, 180 information requests and 83 compliments. The 5 types with the highest number of complaints in 2022 represent 90% of the total number of communications, as can be seen in the following graph.



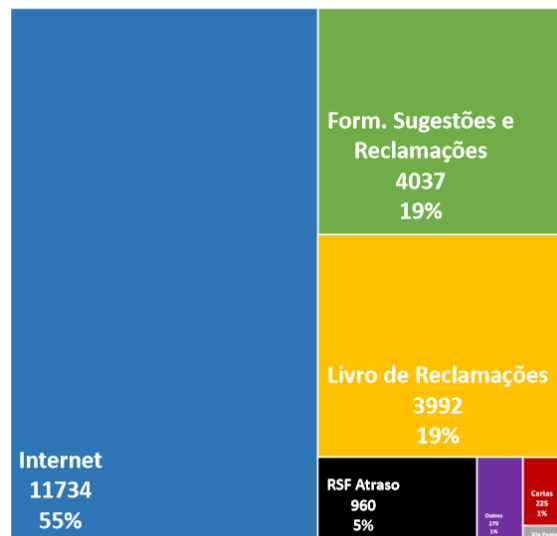
### Qty Reclamações por Tipologia [ANO 2022]



**Chart 29** - Number of Complaints (by type) suggestions, requests for information and praise

5. The CP website, paper **forms** and **Complaint Books**, were the channels customers used most to complain. In this period, 93% of complaints came in through these channels.

### CANAIS DE ENTRADA [TOTAL: 21.282]



**Chart 30** - Complaints per channel

6. Of the 21,282 complaints registered, in this period, CP responded to 13,801 (65%), with an average response time of 38 days. 12,552 complaints remained unanswered, 6,851 have been registered (35%) and 5,701 complaints are in the registration process.

| ANO 2022              | QTD.<br>Reclamações | PESO<br>(%) | Tempo Médio<br>de Resposta |
|-----------------------|---------------------|-------------|----------------------------|
| <b>TRATADAS</b>       | <b>13 801</b>       | <b>52%</b>  | <b>38</b>                  |
| <b>PENDENTES</b>      | <b>12 552</b>       | <b>48%</b>  | -                          |
| <b>ENTRADAS/TOTAL</b> | <b>26 353</b>       | <b>100%</b> | -                          |

Fonte: DW-SGRS e CRM, 24-01-2023 (TMR apenas SGRS)

Nota: o tempo médio de resposta ao cliente é calculado, em dias úteis, pela diferença entre a data de conclusão do processo de reclamação em SGRS e a data em que o Cliente reclamou.

**Table 7** - Number of complaints dealt with and pending

### 3.6.2 - REFUNDS AND COMPENSATION FOR DELAYS OR CANCELLATIONS

There is a right to ticket refunds for reasons imputable to the operator on all services, as well as a right to compensation for damages due to delays or cancellation of services, as long as the legally foreseen assumptions are met.

The conditions governing the refund of tickets and compensation for damages due to delays or cancellations, are defined in a document approved by the Regulatory Institute and is available to customers at station ticket offices, customer assistance offices, on the customer care line (808 109 110) or cp.pt. The "General Conditions of Carriage", defines the rules for transporting passengers and baggage, portable volumes, pets and bicycles by rail.

## 3.7 - ASSISTANCE TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

### 3.7.1 INTEGRATED MOBILITY SERVICE (SIM)

CP offers its special-needs passengers (SNP), the Integrated Mobility Service (SIM). It is a free service, specially designed for SNP available 24 hours a day. This service offers SNP:

- Information on what CP has to offer in terms of accessibility to CP trains and stations in the national railway network; accessibility to equipment; sales conditions; other SNP-oriented services; other information points or suggestions; assistance service when boarding, travelling and disembarking;
- Help in planning their journey, offering the best conditions of comfort and safety.
- Assistance on boarding, during the journey and on disembarkation.

### 3.7.2 CP / INR PROTOCOL

On 4 March 2016, an agreement was signed by CP - Comboios de Portugal and INR - Instituto Nacional para a Reabilitação, which abolished the previous ones and changed the fare conditions for the SNP.

In accordance with the terms of the new agreement, SNP with a 80% or more disability will enjoy a 75% discount on the total value of a 2nd class ticket to travel on any route on CP's Alfa Pendular, Intercidades, Regional, Inter-regional and Urban trains.



The SNP can also buy a ticket for an able-bodied companion with a 25% off the full fare, valid for the same train, class and route.

In addition, an amendment to the agreement was signed by CP and INR, with effect from 1 March 2018, for discounts on travel for SNP. Under the terms of this amendment, all disabled persons with a disability equal to or greater than 60% and less than 80% will now enjoy a 20% discount on the full fare.

#### PROTOCOLO CP / INR - VARIAÇÃO 2022 / 2021

| Período                  | Tipo desconto         | Quant. Viagens | Valor total      | Valor desconto   | Custo Cliente    | Custo CP         | Custo INR        |
|--------------------------|-----------------------|----------------|------------------|------------------|------------------|------------------|------------------|
| jan/dez                  | CP/INR_ACOMPANHANTE   | 9 538          | 72 315 €         | 17 600 €         | 54 714 €         | 13 200 €         | 4 400 €          |
|                          | CP/INR_CLIENTE (-20%) | 25 432         | 171 330 €        | 32 885 €         | 138 445 €        | 24 663 €         | 8 221 €          |
|                          | CP/INR_CLIENTE (-75%) | 45 271         | 326 237 €        | 242 410 €        | 83 827 €         | 181 808 €        | 60 603 €         |
| <b>Total 2021</b>        |                       | <b>80 241</b>  | <b>569 882 €</b> | <b>292 895 €</b> | <b>276 987 €</b> | <b>219 671 €</b> | <b>73 224 €</b>  |
| jan/dez                  | CP/INR_ACOMPANHANTE   | 15 734         | 136 551 €        | 33 233 €         | 103 318 €        | 24 924 €         | 8 308 €          |
|                          | CP/INR_CLIENTE (-20%) | 42 496         | 308 342 €        | 59 616 €         | 248 726 €        | 44 712 €         | 14 904 €         |
|                          | CP/INR_CLIENTE (-75%) | 63 974         | 520 986 €        | 387 377 €        | 133 609 €        | 290 533 €        | 96 844 €         |
| <b>Total 2022</b>        |                       | <b>122 204</b> | <b>965 879 €</b> | <b>480 226 €</b> | <b>485 653 €</b> | <b>360 169 €</b> | <b>120 056 €</b> |
| <b>Varição 2022/2021</b> |                       | <b>52%</b>     | <b>69%</b>       | <b>64%</b>       | <b>75%</b>       | <b>64%</b>       | <b>64%</b>       |

Fonte: DW

**Tabela 8** -Variation 2022/2021 "Protocols CP / INR"

The following conclusions emerge from the period under review:

Travel by SNP grew by 52% in 2022;

In 2022, SNP and companions paid €485,653;

▪ The value of the overall discount granted in 2022 was €965,879.

Of the discount granted:

o CP supported €360,169;

o The INR supported €120,056.



## CP-INR

## DISTRIBUIÇÃO DAS VIAGENS POR SERVIÇO 2021

| Produto                | Passageiros   | Receita          | Desconto         |
|------------------------|---------------|------------------|------------------|
| <b>Alfa Pendular</b>   | <b>6 015</b>  | <b>81 781 €</b>  | <b>97 729 €</b>  |
| CP/INR_ACOMPANHANTE    | 761           | 17 641 €         | 5 652 €          |
| CP/INR_CLIENTE (-20%)  | 1 433         | 35 262 €         | 8 214 €          |
| CP/INR_CLIENTE (-75%)  | 3 821         | 28 878 €         | 83 863 €         |
| <b>Intercidades</b>    | <b>10 241</b> | <b>90 004 €</b>  | <b>91 604 €</b>  |
| CP/INR_ACOMPANHANTE    | 1 222         | 16 381 €         | 5 146 €          |
| CP/INR_CLIENTE (-20%)  | 3 311         | 46 675 €         | 10 676 €         |
| CP/INR_CLIENTE (-75%)  | 5 708         | 26 947 €         | 75 782 €         |
| <b>Inter-Regional</b>  | <b>6 707</b>  | <b>22 974 €</b>  | <b>24 230 €</b>  |
| CP/INR_ACOMPANHANTE    | 963           | 5 769 €          | 1 919 €          |
| CP/INR_CLIENTE (-20%)  | 1 860         | 10 623 €         | 2 655 €          |
| CP/INR_CLIENTE (-75%)  | 3 884         | 6 582 €          | 19 657 €         |
| <b>Regional</b>        | <b>20 925</b> | <b>45 198 €</b>  | <b>39 946 €</b>  |
| CP/INR_ACOMPANHANTE    | 2 193         | 7 296 €          | 2 421 €          |
| CP/INR_CLIENTE (-20%)  | 8 518         | 27 627 €         | 6 904 €          |
| CP/INR_CLIENTE (-75%)  | 10 214        | 10 276 €         | 30 621 €         |
| <b>Urbanos Coimbra</b> | <b>1 211</b>  | <b>1 741 €</b>   | <b>1 029 €</b>   |
| CP/INR_ACOMPANHANTE    | 171           | 303 €            | 99 €             |
| CP/INR_CLIENTE (-20%)  | 665           | 1 233 €          | 303 €            |
| CP/INR_CLIENTE (-75%)  | 375           | 205 €            | 628 €            |
| <b>Urbanos Lisboa</b>  | <b>15 157</b> | <b>10 600 €</b>  | <b>16 513 €</b>  |
| CP/INR_ACOMPANHANTE    | 752           | 1 041 €          | 347 €            |
| CP/INR_CLIENTE (-20%)  | 3 183         | 4 549 €          | 1 137 €          |
| CP/INR_CLIENTE (-75%)  | 11 222        | 5 009 €          | 15 028 €         |
| <b>Urbanos Porto</b>   | <b>19 985</b> | <b>24 690 €</b>  | <b>21 843 €</b>  |
| CP/INR_ACOMPANHANTE    | 3 476         | 6 284 €          | 2 016 €          |
| CP/INR_CLIENTE (-20%)  | 6 462         | 12 476 €         | 2 995 €          |
| CP/INR_CLIENTE (-75%)  | 10 047        | 5 929 €          | 16 832 €         |
|                        | <b>80 241</b> | <b>276 987 €</b> | <b>292 895 €</b> |

Tabela 9 - Distribution of trips by service 2021



## CP-INR

## DISTRIBUIÇÃO DAS VIAGENS POR SERVIÇO 2022

| Produto                | Passageiros    | Receita          | Desconto         |
|------------------------|----------------|------------------|------------------|
| <b>Alfa Pendular</b>   | <b>11 297</b>  | <b>158 548 €</b> | <b>177 010 €</b> |
| CP/INR_ACOMPANHANTE    | 1 626          | 38 118 €         | 12 229 €         |
| CP/INR_CLIENTE (-20%)  | 2 858          | 69 253 €         | 16 162 €         |
| CP/INR_CLIENTE (-75%)  | 6 813          | 51 178 €         | 148 619 €        |
| <b>Intercidades</b>    | <b>18 020</b>  | <b>161 945 €</b> | <b>151 310 €</b> |
| CP/INR_ACOMPANHANTE    | 2 389          | 32 217 €         | 10 097 €         |
| CP/INR_CLIENTE (-20%)  | 6 214          | 86 672 €         | 20 237 €         |
| CP/INR_CLIENTE (-75%)  | 9 417          | 43 055 €         | 120 976 €        |
| <b>Inter-Regional</b>  | <b>10 332</b>  | <b>36 926 €</b>  | <b>35 999 €</b>  |
| CP/INR_ACOMPANHANTE    | 1 478          | 8 599 €          | 2 852 €          |
| CP/INR_CLIENTE (-20%)  | 3 336          | 18 813 €         | 4 701 €          |
| CP/INR_CLIENTE (-75%)  | 5 518          | 9 514 €          | 28 446 €         |
| <b>Regional</b>        | <b>31 626</b>  | <b>72 415 €</b>  | <b>60 589 €</b>  |
| CP/INR_ACOMPANHANTE    | 3 574          | 12 585 €         | 4 165 €          |
| CP/INR_CLIENTE (-20%)  | 13 506         | 44 666 €         | 11 219 €         |
| CP/INR_CLIENTE (-75%)  | 14 546         | 15 164 €         | 45 205 €         |
| <b>Urbanos Coimbra</b> | <b>1 903</b>   | <b>2 626 €</b>   | <b>1 694 €</b>   |
| CP/INR_ACOMPANHANTE    | 264            | 506 €            | 168 €            |
| CP/INR_CLIENTE (-20%)  | 985            | 1 761 €          | 442 €            |
| CP/INR_CLIENTE (-75%)  | 654            | 359 €            | 1 084 €          |
| <b>Urbanos Lisboa</b>  | <b>18 741</b>  | <b>14 617 €</b>  | <b>20 401 €</b>  |
| CP/INR_ACOMPANHANTE    | 921            | 1 339 €          | 446 €            |
| CP/INR_CLIENTE (-20%)  | 4 998          | 7 229 €          | 1 807 €          |
| CP/INR_CLIENTE (-75%)  | 12 822         | 6 049 €          | 18 147 €         |
| <b>Urbanos Porto</b>   | <b>30 285</b>  | <b>38 577 €</b>  | <b>33 223 €</b>  |
| CP/INR_ACOMPANHANTE    | 5 482          | 9 954 €          | 3 275 €          |
| CP/INR_CLIENTE (-20%)  | 10 599         | 20 333 €         | 5 049 €          |
| CP/INR_CLIENTE (-75%)  | 14 204         | 8 291 €          | 24 899 €         |
|                        | <b>122 204</b> | <b>485 653 €</b> | <b>480 226 €</b> |

Fonte: DW

Tabela 10 - Distribution of trips by service 2022



| Variação de passageiros (CNE) 2021/2022 |    |
|---|----|
| serviço                                 | %  |
| AP                                      | 88 |
| IC                                      | 76 |
| IntR                                    | 54 |
| R                                       | 51 |
| U Coimbra                               | 57 |
| U Lisboa                                | 24 |
| U Porto                                 | 52 |

Fonte: DW

**Tabela 11** - Passenger variation

## CONCLUSIONS

From the analysis of the results of the trips made by SNP in 2022, under the agreement signed by CP and compared to the same period the previous year, we can conclude that:

1. In 2022, the trips made by SNP increased by 52% to 122,204.
2. The overall value of the journeys was €965,879, up 69% on the previous year.
3. CP supported €360,169 of the discount, 64% more than in the same period in 2021.
4. INR supported €120,056. This figure increased by 64%.

In summary, the increases reflect the consequences of the strong recovery of passengers and the impact of the improvements CP made in equipment and services.

## IMPROVEMENTS 2022/2023

- The project to purchase and install new ticket vending machines for the Lisbon urban trains will start soon. The contract has been awarded, and CP is awaiting the Court of Auditors' approval to start



the project. The new machines should be installed between the second half of 2023 and early 2024. Compliance with legal standards, including accessibility issues, are part of the specifications.

- The possibility of making a SIM request at the end of the online ticket office purchasing process was included, and then its validation passes to the responsible body.

- The Maintenance and Engineering Department (ME) is working on a project to equip 89 rolling stock units with wheelchair lifts, which can be used in all stations and platforms.

Thirteen of the 34 units of the 3400 series and 23 of the 55 units of the UTE 2240 series have been modified, with installation proceeding quickly.

- In 2022, the SIM request lead time was reduced to six hours. It is intended to continue reducing the response time to SIM requests, especially for urban services.

- Regarding the website and App, work has started to implement the future cp.pt (within the scope of the Customer Relationship Management - CRM projects), and it is expected to be implemented by the end of the 3rd quarter.

- According to the latest timeline presented for CRM projects, the App's implementation is also expected by the end of the year. In this case, the tender has not yet been launched.





- Stations with lowered ticket counters - of the 99 stations with CP ticket sales, 20 are already prepared to receive clients with wheelchairs, and 16 are in preparation.

### 3.7.3 INCREASING WHEELCHAIR ACCESSIBILITY

In 2022, 2,004 SIM assistance requests were received, representing a 56% increase compared to the same period:

#### REQUISIÇÕES DO SIM

| nº requisições SIM        | 2021        | 2022        |
|---------------------------|-------------|-------------|
| janeiro                   | 41          | 315         |
| fevereiro                 | 25          | 194         |
| março                     | 62          | 225         |
| abril                     | 93          | 237         |
| maio                      | 73          | 253         |
| junho                     | 73          | 162         |
| julho                     | 36          | 49          |
| agosto                    | 126         | 79          |
| setembro                  | 186         | 89          |
| outubro                   | 155         | 173         |
| novembro                  | 173         | 9           |
| dezembro                  | 241         | 219         |
| <b>totais</b>             | <b>1284</b> | <b>2004</b> |
| <b>variação 2021/2022</b> | <b>56%</b>  |             |

Tabela 12 - Number of requests

Regarding **rolling stock adapted to passengers with reduced mobility**, we have:



### Performance and the quality standard (target)

| Indicator   | Performance |        | Target     |
|---|-------------|--------|------------|
|   | 2018        | 2020   | 30/12/2023 |
| % of train cars prepared for boarding and alighting by wheelchairs for passengers with reduced mobility | 79.8 %      | 79.8 % | 850 %      |
| % carriages prepared for boarding and alighting of wheelchairs for passengers with reduced mobility     | 0 %         | 0 %    | 0 %        |

**Table 13** - Rolling stock adapted for passengers with reduced mobility

Note: With the use of station lifts and transfer wheelchairs



# ANNEX - SPECIFICATIONS OF THE INDICATORS

## Description of the "clean" indicator:

No. of audits with a result greater than 75% / Total no. of audits carried out.



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