



# Deutsche Bahn

## 2024 Quality Report

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## Quality Report



In 2024, DB Fernverkehr AG continued its activities to implement Deutsche Bahn Group's (DB Group) Strong Rail strategy, DB Group's overarching strategy. To return to the Strong Rail strategy's target path despite the changed general conditions and to continue to enable an attractive and economical offering, DB Long-Distance initiated an extensive performance and transformation program as part of the S3 restructuring program. In the future, resources will be deployed even more focused where they offer the greatest benefit for passengers. The core goals are to increase profitability and stabilize operations. To improve punctuality, DB Fernverkehr AG aims to contribute primarily through less fault-prone vehicles and more resilient operating concepts. To increase profitability, the capital employed is to be reduced and personnel productivity increased, among other things.

With the aim of delivering on the service promise of greater comfort and operational excellence during the journey, DB Fernverkehr AG also continued to work on increasing vehicle availability and vehicle quality in 2024. This included continuing the modernization of older ICE trains and adding further new ICE 4 and ICE 3neo trains to the vehicle fleet. The retrofitting of various series (including ICE 3 of the 407 series) with the European Train Control System (ETCS), which continued in 2024, enables the future use of these trains on appropriately equipped lines.

The number of passengers and volume sold (measured in passenger kilometer) noticeably decreased in 2024, primarily due to strike measures by the German Train Drivers' Union (Gewerkschaft Deutscher Lokomotivführer; GDL), construction-related infrastructure restrictions, and poor operational quality compared to the previous year.

Punctuality development in 2024 was also severely impaired by the poor condition of the rail infrastructure, the persistently high volume of construction and partly unstable construction planning processes, as well as high network utilization, particularly in bottleneck areas, and fell below the low level of the previous year.

For DB Fernverkehr AG, fulfilling customer expectations is paramount. As a service company, the focus is on good transport services and thus achieving defined quality criteria. In addition to customer satisfaction, these primarily include the reliability of services and compliance with service standards. The quality of services and processes is controlled using key figures via regular performance dialogues, and the achievement of annually newly agreed targets is monitored with the help of the quality management system. The key figures are analyzed, and improvement measures for the underlying processes are derived.

Long-distance transport production is certified according to internationally recognized standards for quality and environmental management, as well as occupational health and safety. The provision of food and beverages on the trains is subject to the strict requirements of a certified food safety management system. DB Fernverkehr AG thus complies with the requirements of Regulation (EU) 2021/782 of the European Parliament and of the Council of April 29, 2021, on rail passengers' rights and obligations (recast of Regulation (EC) 1371/2007).

## CUSTOMER ORIENTATION

Customer satisfaction is at the center of DB Fernverkehr AG's service provision. The company receives feedback through complaint management and committee work with the Customer Advisory Board, representatives of passengers with reduced mobility in DB Group's program-accompanying working group, direct contact during the journey or at the station, social media channels, and personal letters. In addition, regular customer surveys are commissioned from independent institutes. Representative customer groups are involved in the development of new product and service ideas.

# INFORMATION AND TICKET SALES

In 2024, customers had a total of eight sales channels available for purchasing tickets (DB ticket vending machines, online sales, mobile applications, DB Travel Centers, DB Agencies, Video Travel Centers, Subscription Center, DB Dialog telephone travel service). In 2024, the largest share of revenue from the sale of long-distance tickets came from online/mobile.

Customers are offered comprehensive information and advice through various media before, during, and after their journey.

- The website [www.bahn.de](http://www.bahn.de) and the DB Navigator app together recorded an average of more than 47 million visitors per month in 2024 (previous year: 42 million visitors per month).
  - [www.bahn.de](http://www.bahn.de) is one of the most visited mobility portals in Germany. In 2024, [www.bahn.de](http://www.bahn.de) recorded about 594 million visits (previous year: about 650 million visits) and about 36 million online bookings (previous year: about 44 million online bookings). The decline resulted from the Germany-Ticket, introduced in the previous year, being available for the entire year for the first time, and a related shift towards subscription sales and away from digital sales. The Germany-Ticket has a usage period of one month; consequently, individual transactions for purchasing local transport tickets are no longer necessary.
  - The DB Navigator is one of the most popular German mobility apps with more than 78 million downloads (previous year: about 70 million downloads). In the year under review, 77.5 million mobile bookings (previous year: 96.5 million mobile bookings) were processed via the DB Navigator, and more than 1.9 billion travel inquiries (previous year: 1.5 billion travel inquiries) were provided. The decline in mobile bookings is also due to the Germany-Ticket effect.
- The DB Navigator was further developed in the year under review. A key focus was on “Everyday Mobility in the DB Navigator.” In the future, passengers will be able to book multimodal mobility offers, i.e., a journey with different means of transport from door to door, in the app. In 2024, initial modules were implemented for this (e.g., supplementing travel assistance with functionalities for commuters, introducing a new map function, introducing the option to book Call a Bike).
- In 2024, Comfort Check-in, which enables travel without traditional ticket controls, was also further developed. Significant functional enhancements included, among others, a simplified check-in for separately held reservations and increased availability for construction site traffic set up at short notice. In addition, the display of the check-in status in the reservation display (so-called occupancy display) was introduced on selected series. Since the end of 2024, passengers can also be checked in by our train attendants, even if they deviate from their booked connection. This enables the use of the occupancy display and avoids potential subsequent controls.
- The DB Smile chatbot acts as a virtual assistant on [www.bahn.de](http://www.bahn.de), providing passengers with information about passenger transport. It answers questions about offers, products, and services of the DB Group’s passenger transport. The chatbot’s focus is on ticket exchanges, passenger rights, BahnCard, and the Germany-Ticket. DB Smile complements the self-service offerings on [www.bahn.de](http://www.bahn.de) and the traditional contact channels, especially when passengers need information at short notice. The number of chats conducted with customers by the virtual assistant DB Smile decreased in 2024 to about 625,000 chats (previous year: about 1,041,000 chats). This was due to the redesign of the [www.bahn.de/hilfe](http://www.bahn.de/hilfe) page and the resulting altered, but more targeted, integration of the chatbot on the website at the point of interest. On average, more than 93% of chats were conducted automatically by the chatbot in 2024. If the chatbot could not handle the request, customers were advised by agents in LiveChat.
- The City-Ticket is valid for travel to the station at the departure location or for onward travel at the destination by public transport. The City-Ticket is available in 130 cities within the respective area of validity for Super saver fare, Saver fare, and Flexible fare tickets with DB Fernverkehr AG. For Flexible fare tickets, the City-Ticket is already included in the ticket price.
- Nationwide, about 5,000 stationary ticket vending machines at about 3,000 locations are available for timetable information and ticket sales.
- In the about 300 travel centers nationwide, DB Group employees are in direct contact with customers for travel information and ticket sales at the counter. In addition, about 1,600 agencies are available to customers for personal advice and ticket sales. In 2024, DB Fernverkehr AG opened its second completely redesigned travel center in Nuremberg. Further ones will follow in 2025 and subsequent years.



- Since 2013, DB Group has successfully operated a video-based sales and information service format with the video travel center and the video vending machine. The video travel center enables personal consulting and sales, especially in rural regions, as an alternative to travel centers or agencies, and was available at 115 locations at the end of 2024. Additionally, video vending machines are used at 31 locations of the special purpose association local transport Westfalen-Lippe and in the diesel network Sachsen-Anhalt.
- At our stations, about 3,200 employees of DB InfraGO AG assist passengers with all matters. This includes orientation assistance, lost and found services, and current information on timetables, trains, and any irregularities.

## CUSTOMER SATISFACTION SURVEYS

A prerequisite for ensuring adequate product and service quality is regular and systematic customer feedback. In 2024, about 230,000 passengers and about 2,500 business partners were surveyed in 32 studies on their perception of rail passenger transport services. A distinction was made between the individual process steps of the travel chain, from information and ticket booking, to the customer's impression as a buyer, when picking up a ticket, or being a passenger at the station, as well as the perception on the train, up to any necessary support at the destination station or the processing of complaint procedures and passenger rights. With the regularly conducted customer satisfaction surveys, we measure the product and service quality in rail passenger transport in a timely manner. The results of the studies are evaluated in a structured way to continuously improve our offerings.

Customer satisfaction for the current long-distance journey in 2024 remained unchanged compared to the previous year, with a grade of 2.7. After a positive start to the year, customer satisfaction dropped to a historic low in mid-year and then rose almost continuously back to the previous year's level by the end of the year. A particularly negative factor for the development in 2024 was the persistently unsatisfactory punctuality, which further deteriorated compared to the weak previous year.

Customer satisfaction is measured via an online-based customer survey and communicated using a grading system. The studies and their evaluation are carried out by independent market research institutes. A central theme in 2024 was again the improvement of communication, especially against the background of the tense operational situation caused, among other things, by numerous construction activities.

The ongoing modernization of the fleet (including ICE 3neo with new interior design) contributed significantly to increased comfort.

## CLEANLINESS OF TRAINS

In 2024, the cleaning of DB Fernverkehr AG's trains was marked by operational challenges. Short-term deviations from planned cleaning processes occurred, for example, due to construction work and severe weather events, requiring additional flexibility. The focus was particularly on the thorough cleaning of toilets and contact surfaces to provide clean trains. In addition to daily cleanings, intensive cleanings are carried out at regular intervals within the cleaning system (weekly, basic, and annual cleanings). These measures help to ensure value retention and overall cleanliness in the long term. To meet operational challenges and economic pressure, the cleaning system was more demand-oriented. This orientation is based on train occupancy and customer feedback, allowing us to deploy our resources more efficiently and achieve the best possible benefit for our passengers.

On-route cleaning, which DB Long-Distance focused on high-demand connections in 2024, is also highly important for customer satisfaction. In 2024, every second train was cleaned during its journey (previous year: 80 %).

As part of quality assurance, random checks are carried out to ensure that the cleaning results meet the high quality and hygiene requirements. The focus of inspections is on customer-relevant areas. In 2024, the fulfillment rate for these critical areas from a customer perspective in daily cleanings was 93.2 %, just above the target of 93 %. This represents a slight improvement compared to the previous year (92.2 %). In total, about 42,000 cleaning inspections were carried out in 2024 (previous year: about 44,000 inspections).

As in the previous year, passengers rated the cleanliness of seats with a grade of 2.4 and train toilets with a grade of 3.0.

Regular exterior cleaning ensures an appealing and clean appearance of the trains and also contributes to our customers' satisfaction. In 2024, we performed an average of 1,000 exterior washes on our trains monthly, similar to the previous year. In the year under review, there were limited facility resources due to ongoing renovation and modernization work. These works are crucial to ensure the future availability of the infrastructure. Due to the limited facility resources, we continued the demand-oriented prioritization of exterior cleaning. This prioritization ensures that trains that are most frequently used or heavily soiled are cleaned preferentially. This allowed us to maintain consistent cleaning quality despite the restrictions.



The air quality inside the trains is determined by the amount of fresh air supplied. This always complies with the relevant normative specifications such as European Standard (EN) 13129 of the German Institute for Standardization (DIN) and UIC 553 of the International Union of Railways (Union Internationale des Chemins de fer, UIC), and is verified by measurement on each vehicle type during acceptance. Long-distance trains have a high air exchange rate as standard, meaning a high volume of inflowing air relative to the volume of the passenger compartment. In an ICE train, the air is exchanged every seven minutes.

For thermal comfort, the specifications of EN 13129 and UIC 553 standards are also taken into account. The interior temperature is based on the outside temperature. At low temperatures below 19°C, an interior temperature of 23°C is targeted. As outside temperatures rise, the interior temperature is adjusted so that the temperature difference is perceived as pleasant when entering and exiting the train.

Food safety, and particularly the quality of drinking water on board, is regularly checked by an external service provider.

## RELIABILITY OF TRANSPORT

### Punctuality and cancellation of trains

The punctuality of long-distance trains in 2024 was 62.5%, which was below the previous year's figure (64.0%) and lower than expected.

This was primarily due to the poor condition of the rail infrastructure resulting from outdated and fault-prone facilities, as well as the persistently high volume of construction activities. Furthermore, a high number of disruptions on highly utilized route sections and traffic hubs led to disproportionately high congestion effects that impacted the entire rail network. Consequently, in 2024, impact-related delays (primarily train sequence delays) continued to be the main cause of delays in long-distance transport, accounting for approximately 60% of all delay events.

The impact of construction on long-distance trains remained almost unchanged at a very high level compared to the previous year. Overall, about 61% of long-distance trains were affected by at least one construction measure (previous year: about 62%), even though construction activity was reduced during the UEFA EURO 2024 European Football

Championship. Notably, the construction-related closure of the high-speed line between Frankfurt am Main and Cologne in summer 2024 significantly impacted punctuality development. The general modernization of the Riedbahn had no negative influence on the development of punctuality, as the timely and robust planning of this construction measure led to smooth replacement and diversion services, thereby stabilizing punctuality.

The strained operational situation in 2024, partly due to construction activity, infrastructure disruptions, and a multitude of highly utilized sections, led to additional disruptions in operational processes, for example, due to delayed personnel and vehicle transfers and the necessity of securing connections. The share of delay events caused by operational processes of DB Fernverkehr AG decreased to about 8% in 2024 (previous year: about 9%), as implemented countermeasures compensated for the additional strains. The decrease in vehicle disruptions with increasing vehicle availability also had a positive effect.

Severe weather-related individual events, including landslides in Kitzingen and Eschede, as well as flooding in Austria, sometimes led to prolonged restrictions with a significant impact on punctuality. Furthermore, other external events, such as thefts at infrastructure facilities on the high-speed line between Frankfurt am Main and Cologne and the Riedbahn, further impacted punctuality. Additional negative effects also resulted from personnel shortages, which led, among other things, to an increased number of understaffed or understaffed interlockings and subsequently to diversions with sometimes significant delays, as well as strikes by the GDL. These led to severe restrictions for passengers in 2024 and to additional burdens, particularly due to necessary rescheduling and in passenger information.

Consequently, the punctuality (whole journey) also deteriorated in 2024 to 67.4% (previous year: 68.9%). The punctuality (whole journey) reflects the complete travel experience of customers, taking into account all delays, train cancellations, replacement trains, and alternative travel options. Reaching all connections is also considered. Customers are considered punctual if their planned arrival time at the destination is exceeded by less than 15 minutes.

The passenger-weighted rate of passengers making connections at DB Long-Distance was 82.0% in 2024, slightly below the previous year's level (83.2%). All booked transfers that were not affected by cancellations without replacement were taken into account.

## Key figures according to Regulation (EU) 2021/782

	2024	2023
Average total delay (per stop) – total <sup>1)</sup> (minutes)	10.2	9.6
Punctuality (delay at a stop: ≤ 5:59 minutes) – total (%)	62.5	64.0
Delays due to circumstances within the meaning of Article 19 (10) <sup>1)</sup> – total (%)	7.6	8.3
thereof domestic traffic	7.7	8.1
thereof international traffic	7.0	9.3
Departure delayed at train run start (≤ 5:59 minutes) – total (%)	13.1	12.4
thereof domestic traffic	13.4	12.6
thereof international traffic	12.1	11.5
Arrival at train run destination delayed – total (%)	46.4	43.3
thereof domestic traffic	47.3	43.7
thereof international traffic	43.2	41.9
Delays of 60 minutes or less (share of stops ≤ 60 delay min <sup>2)</sup> ) – total (%)	97.2	97.5
thereof domestic traffic	97.2	97.5
thereof international traffic	97.3	97.7
Delays of more than 60 to less than 120 minutes (share of stops > 60 – < 120 delay min <sup>2)</sup> ) – total (%)	2.4	2.2
thereof domestic traffic	2.4	2.2
thereof international traffic	2.3	2.0
Delays of 120 minutes or more (share of stops ≥ 120 delay min <sup>2)</sup> ) – total (%)	0.4	0.3
thereof domestic traffic	0.4	0.3
thereof international traffic	0.5	0.3
Train cancellations – total (%)	4.0	2.7
thereof domestic traffic	3.4	2.2
thereof international traffic	0.6	0.5
Cancellation of a train due to circumstances within the meaning of Article 19 (10) <sup>1)</sup> – total (%)	0.4	0.4
thereof domestic traffic	0.3	0.3
thereof international traffic	0.1	0.1

In relation to stops within Germany.

Differentiation between international (long-distance lines that cover a relevant part of the line abroad; international traffic) and national traffic (domestic traffic).

<sup>1)</sup> Force majeure.

<sup>2)</sup> Minutes of delays.

## Coping with disruptions

Our goal is to minimize disruptions and their effects through early and reliable passenger information and resilient production planning. In 2024, the focus was on projects aimed at increasing train punctuality and customer satisfaction. For example, a project was continued to improve the management of traffic control centers with the aim of making better scheduling decisions for the majority of passengers and better informing and managing passengers.

Established processes in the traffic control centers ensure reliable and stable operational management and optimal passenger information in the event of disruptions. Operational concepts designed for major disruptions can be implemented immediately upon the occurrence of a disruption, allowing alternative measures (such as the use of reserve trains in metropolitan areas) to take effect without delay.

# ASSISTANCE FOR PERSONS WITH DISABILITIES AND LIMITED MOBILITY

DB Group has been making considerable efforts for years to enable passengers with disabilities to enjoy self-determined mobility. In doing so, DB Group acknowledges its social responsibility towards the more than ten million people with disabilities living in Germany, who represent an important customer and target group for DB Group.

The objective is the consistent implementation of accessibility measures in trains and buses in long-distance and regional transport, as well as in stations and travel centers, which are laid down in Deutsche Bahn AG's accessibility programs.

The accessibility programs form the basis for future work on the equal participation of people with disabilities in DB Group's service offerings, with each program covering a time horizon of five years. The action plans described therein are a voluntary commitment by DB Group and outline important milestones on the path to the future vision of accessible travel. The programs are part of a change process that, within the framework of legal requirements and in cooperation with interest groups, gives special consideration to the specific needs of people with disabilities.

The fifth program, which has a time horizon from 2025 to 2030, was published in January 2025 (further information at [www.bahn.de/programm-barrierefrei](http://www.bahn.de/programm-barrierefrei)).

Through cooperative and constructive dialogue, representatives of the target group can contribute their expertise from the outset, and DB Group can take into account the specific needs of customers with limited mobility.

In the interest of self-determined travel for passengers with limited mobility, a particular focus is placed on the accessible expansion of the infrastructure and the procurement of accessible vehicles.

All new long-distance vehicles to be procured will be equipped with a vehicle-bound boarding aid or will have level access. For example, every ICE 4 train has an onboard wheelchair lift. The commissioning of the last of the total of 137 ICE 4 multiple units, due to their capacity to carry up to four wheelchairs per train, allows more passengers with wheelchairs to travel on the connection of their choice.



The modernization program for the older ICE 3 trains (series 403) was completed in July 2024. It included, among other things, the provision of a second wheelchair space, including an electrically height-adjustable table at both places, as well as the addition of tactile orientation signs from boarding to the seat number.

In 2024, nine additional ICE T trains were equipped with tactile seat numbers as part of the modernization program.

Furthermore, additional modernized ICE 1 vehicles were put into operation. These now feature, among other things, a modern passenger information system, modernized interiors and toilet areas, and tactile orientation signs.

From the end of 2022, the first new ICE 3neo trains were put into operation, and by the end of the year under review, the fleet has grown to 24 ICE 3neo trains. In the coming years, more of these high-speed trains will be added.

Timely for the start of the UEFA EURO 2024 European Football Championship in mid-June 2024, the ICE 3neo was able to replace older ICE trains on the international connections between Frankfurt am Main and Brussels and Amsterdam. The ICE 3neo trains feature, among other things, a newly

developed wheelchair lift that is more robust and user-friendly, enabling passengers with wheelchairs to board and alight more reliably and quickly.

All double-decker Intercity 2 trains have one wheelchair-accessible car each. Due to the floor height in the boarding area of approximately 55 cm, boarding and alighting for passengers who rely on a wheelchair is possible at platforms with heights between 38 and 76 cm. A mobile ramp compensates for the height difference between the platform and the train. At platforms with a height of 55 cm, an automatically extending gap bridging system ensures level boarding and alighting.

The Intercity 1 trains currently still in use are to be successively replaced by ICE trains, including the new ICE L trains from the Spanish manufacturer Talgo. The ICE L trains will, for the first time at DB Fernverkehr AG, feature level access for platforms with a height of 76 cm.

The following tables provide an overview of the share of the accessible fleet in use at DB Fernverkehr AG (as of December 31, 2024):

ICE TRAINS (MULTIPLE UNIT BASIS) / as of Dec 31	Accessible, new procurement according to TSI PRM <sup>1)</sup>	Largely accessible, modernization in accordance with TSI PRM <sup>1)</sup>	Partially accessible (e.g. suitable for wheelchair users)	Not accessible	2024
ICE 1	-	40	18	-	58
ICE 2	-	40	-	-	40
ICE 3 (403/406 series)	-	49	11	-	60
ICE 3 (407 series)	17	-	-	-	17
ICE 3neo (408 series)	24	-	-	-	24
ICE 4 (412 series) 12-car trains	50	-	-	-	50
ICE 4 (412 series) 7-car trains	37	-	-	-	37
ICE 4 (412 series) 13-car trains	50	-	-	-	50
ICE T (411/415 series)	-	-	70	-	70
<b>Total</b>	<b>178</b>	<b>129</b>	<b>99</b>	<b>-</b>	<b>406</b>
Share (%)	44	32	24	-	100

<sup>1)</sup> EU Directive "Technical specifications for interoperability for passengers with reduced mobility."

INTERCITY PASSENGER CARS <sup>1)</sup> (SINGLE WAGON BASIS) / as of Dec 31	Accessible, new procurement according to TSI PRM <sup>2)</sup>	Largely accessible, modernization in accordance with TSI PRM <sup>2)</sup>	Partially accessible (e.g. suitable for wheelchair users)	Not accessible	2024
Intercity mod with wheelchair spaces	-	90	-	-	90
Intercity mod without wheelchair spaces	-	-	281	-	281
Other Intercity passenger cars with wheelchair spaces	-	-	7	-	7
Other Intercity passenger cars without wheelchair spaces	-	-	-	27	27
Intercity 2 (Stadler-KISS)	84	-	-	-	84
Intercity 2 (Alstom-Twindexx)	330	-	-	-	330
<b>Total</b>	<b>414</b>	<b>90</b>	<b>288</b>	<b>27</b>	<b>819</b>
Share (%)	51	11	35	3	100

<sup>1)</sup> Without service/coupling cars.

<sup>2)</sup> EU Directive "Technical specifications for interoperability for passengers with reduced mobility."

DB ticket vending machines are also continuously being further developed with regard to their accessibility and user-friendliness. The machines currently installed in newly awarded networks are modular in design and feature standard interfaces, allowing for faster and more flexible implementation of continuously growing heterogeneous customer requirements, including those related to accessibility. The machines consider the needs of passengers with limited mobility to the highest degree and meet, among others, the requirements of the EU directive “Technical Specifications for Interoperability for Persons with Reduced Mobility” (TSI PRM). For example, the display and control elements, as well as the dispensing tray of these machines, are positioned lower for seated or smaller individuals. The control elements are also equipped with Braille characters.

The user guidance also considers the needs of customers with limited mobility, for example, through the use of larger buttons and fonts, as well as high-contrast menu navigation.

Through regular market research, customer surveys, and market observations, opportunities for optimizing our ticket vending machines are analyzed, and the user interfaces and operating procedures are continuously adapted accordingly.

Video vending machines are used at 31 locations. A video vending machine is a ticket vending machine where, during opening hours, an employee from the central office can connect upon request to assist and advise customers with ticket purchases. Video travel centers are available at 115 locations. The video travel center enables personalized advice and sales, particularly in rural regions, as an alternative to traditional travel centers or agencies.

DB InfraGO offers a nationwide boarding, transfer, and alighting service for passengers with limited mobility. About 2,500 employees at our stations are involved in supporting these passengers. The stations are equipped with more than 1,100 mobile lifting devices, ramps, and stairlifts. Additional mobile teams at about 30 smaller and medium-sized unstaffed stations ensure that passengers with limited mobility can safely and comfortably board and alight our trains. The mobility service of the mobile teams can be organized as needed.

In 2024, about 624,000 assistance services (previous year: about 594,000 assistance services) were provided for boarding, transfer, and alighting. Since 1999, DB Group’s Mobility Service Center has been assisting passengers with limited mobility in planning and organizing their journeys, and also provides advice on all matters related to accessibility.

Accessibility is also continuously being promoted in the equipment of the 95 DB Information centers nationwide, which are available to customers for personal advice on their journey, in case of irregularities, and for numerous other forms of assistance, and are geared towards the needs of customers with limited mobility. Almost all DB Information centers are equipped with a lowered and extendable tabletop for wheelchair users and people of small stature, as well as induction loops to support people with hearing impairments.

On the website [www.bahn.de/reiseziele-barrierefrei](http://www.bahn.de/reiseziele-barrierefrei), the working group “Easier Traveling: Accessible Vacation Destinations in Germany” and the “Accessible Austria” project, together with DB Group, present mobility packages that include accommodation at the vacation destination as well as a possible excursion and cultural program.

In cooperation with DB Group, [www.museum.de](http://www.museum.de) has conducted a survey on accessible offerings in museums. This comprehensive reference work provides an up-to-date overview of appropriately equipped cultural institutions, such as accessible audio guides, guided tours in sign language, or tactile and acoustically accessible exhibition objects.



# COMPLAINT MANAGEMENT

Through its customer dialogue, DB Group provides its customers with a contact point that is available around the clock. Here, customers can submit suggestions, praise, and criticism by telephone or in writing. The processing of legal claims arising from delays or train cancellations is handled by the Passenger Rights Service Center.

In 2024, the volume development in the Passenger Rights Service Center was particularly influenced by the following factors:

- Restrictions and capacity bottlenecks in the rail network due to continuously high construction activity. For DB Fernverkehr AG, this affected both important long-distance hubs and long-distance lines.
- Disruptions due to special events such as the GDL strikes in the first quarter of 2024 and weather-related restrictions in the first half of 2024 (including the onset of winter at the beginning of January 2024 and flooding in June 2024).

The number of complaints in long-distance customer dialogue decreased to about 160,000 complaints in 2024 (previous year: about 208,000 complaints). The number of complaints completely processed on-site in travel centers rose to about 41,000 (previous year: about 29,000 complaints).

As a result of delays and train cancellations in accordance with the Passenger Rights Regulation, about 6.9 million compensation applications were received in 2024 (previous year: about 5.6 million compensation applications). These processed cases include compensation payments, rejections, and direct assignments to other responsible train operating companies. Processing was carried out for about 40 participating train operating companies in the Passenger Rights Service Center as well as in travel centers, agencies, and sales outlets of non-state-owned railway companies.

Passenger rights claims can be made digitally on [www.bahn.de](http://www.bahn.de) or in the DB Navigator app, or analogously using the Passenger Rights form. In the digital application, much data is already automatically pre-filled, requiring only a few clicks and entries from the customers. Submitting the digital application takes only a few minutes in total. In 2024, about 70% of submissions were digital (previous year: about 65%). About half of all submitted applications were processed completely and fully automatically within two days of receipt. The compensation rate was about 86% in 2024 (previous year: about 88%).

COMPLAINT MANAGEMENT	2024	2023
Long-distance complaints in thousands	159.8	207.9
DISTRIBUTION OF COMPLAINTS BY CONTACT CHANNEL (%)		
Correspondence	88	88
Telephone	12	12
SERVICE LEVEL		
Correspondence : processing within 72 hours (%)	91	28
Telephone: average waiting time until the call is answered (in seconds)	92	217
APPLICATIONS IN ACCORDANCE WITH THE PASSENGER RIGHTS REGULATION / in thousands		
	2024	2023
Processed cases	6,878	5,614
Cases rejected as unfounded	941	687
Compensated cases	5,937	4,927



This report was originally published as part of the Annual Report of DB Fernverkehr AG. The Annual Report of DB Fernverkehr AG is available online in German.

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**IMPRINT AND PHOTO CREDIT**

Edited by: Deutsche Bahn AG, Investor Relations and Sustainable Finance, Berlin  
Design and typesetting: Studio Delhi, Mainz  
Lithography: Die Lithografen GmbH, Darmstadt  
Photo credit:  Title cover: DB AG / Michael Neuhaus

