

ANNUAL REPORT 2013



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Foreword by the Chief Executive Officer

The year of 2013, contrary to the preceding year, brought fewer changes to BKV.

In consequence of the modification of our corporate procedure, the Railway Operations Directorate was founded which integrates Metro, Suburban Railway (HÉV) and Tram Directorates, while Bus and Trolleybus Operations Directorate controls new functions connected with the divisions. Activities connected with bus charter services as well as the operation of the Chairlift and the Funicular are controlled by the Division of Tourism of the Development and Coordination Directorate.

Corporate investments and developments required for operation were funded by sources guaranteed in the framework of the Public Service Contract this year as well. Our bus and trolleybus fleet was expanded, leading to an opportunity to replace older and obsolete vehicles.

We also purchased buses whose technical condition was good and whose types were identical with the ones of previously purchased or of existing vehicles. In addition to the preservation of their condition, we put emphasis on vehicle overhauling and the maintenance of passenger safety.

The fact that the entire fleet of vehicles was replaced by the second quarter of 2013 on the metro line M2 is a relevant result; our passengers are very satisfied to see that only new Alstom metro cars run on this line.

We made success with regard to metro line M4 in 2013 as well. This year was devoted to finishing specific works and distinct tests, obtaining many licenses of utilization and preparing for the coming definitive acceptances. Interior installation and

system installation works were mainly performed, the integration testing of stations were carried out, delivered metro cars were constantly subject to testing, and test service by contractors and those without passengers started. In the meantime, related landscaping and other procedures required for acceptance for intended use were in progress.

We have remained committed to social responsibility, and as has been assured by opportunities, we take part in programs that aid culture, environment and healthy lifestyle. For instance, we presented a theme oriented exhibition for the Night of Museums as a custom already: the uniforms of staff of public transportation from all over the world were displayed. The exhibition was very popular.

Our Corporation was honored to organize the 2nd European Tramdriver Championship where we competed as a titleholder; we were placed second this time.

The Management of BKV Zrt. further on makes efforts to assure the smooth operation of public transportation and the security of passengers.

Tibor Bolla
Chief Executive Director



Organisational changes



Organisational changes

Our corporate procedure was modified again on the basis of experiences connected to operation in the past period: the Bus and Trolleybus Operations, subsequent to its foundation in October 2012, implemented structural changes as of July 1, 2013. As a consequence of the restructurization of the internal division of labor, new functions were subordinated to the divisions (called “Operative Units” prior to July 1). The direct responsibilities of divisions include operative timetable preparation, traffic and transport training, stock management, warehousing, troubleshooting of technical nature on routes and lines, and site management in the course of decentralization. Transport and technical operation areas in the divisions have been concentrated under the same control. The level of foremen no longer exists, and stock management, warehousing and management are performed by the resource management team. Dispatcher service used to eliminate malfunctions on routes and lines was transferred to site dispatchers, and traffic and transportation preparations, which had been separately performed earlier, as well as the dispatcher service were regrouped into the same department. Hauling of vehicles that cannot be repaired en route is to be performed by the Route and Line Department of Bus and Trolleybus Operations. Specialized traffic and transportation as well as technical control has been subordinated to the same unit at the corporate sectorial center, in addition to which a lot more intense emphasis has been put on services of technical and purchasing preparations, as well as contract and agreement management.

As a result of the modification to the corporate procedure as of August 1, services connected to bus charter servicing were transferred to the Division of Tourism of the Development and Coordination Directorate.

Following the formation of Bus and Trolleybus Operations in October 2012, Railway Transportation Operations, as the successor-in-title of the previous Rail-bound Transport Operations and Rail-bound Technical Operations, were formed on March 31, 2013 within which operate Metro, HÉV and Tram Directorates.

Modification, which concerned central functional organizations, took place in the framework of the post sophistication of restructurization until August 1, 2013 and October 1 of the same year.





Investments, developments

Investments, developments

Corporate investment and developments

Corporate investments and developments required for operation were funded by sources guaranteed in the framework of the Public Service Contract in 2013.

Vehicle purchasing, vehicle overhauling and modernization

Following the commencement of purchasing used vehicles in 2012, our Corporation decided to carry on this concept in the beginning of 2013: the purchasing of buses whose technical condition was good and whose types were possibly identical with the ones of previously purchased or of existing vehicles was launched.

As many as 1 Van Hool A330 bus is the more modern version of vehicles purchased in the previous year. Following its registration and the installation of the air conditioning system, the bus has been used in traffic. Our experiences gained in concern to it in the past period are positive.

In the beginning of the year, a beneficial opportunity emerged to purchase 25 articulated Volvo 7000A buses in good condition in Geneva, Switzerland. Therefore, for the first time after 2009, articulated buses contributed to the younger average age of our corporate fleet. The registration and authorization for public transportation of these buses was carried out by September, when school year started.

In 2009, the articulated Van Hool AG300 buses purchased in that year were not modified to display the corporate brand and image of BKV regrettably, and it has not been implemented ever since. Their use during years passing by caused technical and aesthetical damages so that our Corporation decided to carry out the total interior and exterior aesthetical and most necessary technical overhauling of 32 buses in 2013 in the framework of a fleet uniformization

project. BKV Railway Vehicle Repair and Service Ltd. (abb. "VJSZ"; Hung.) in cooperation with our Kelenföld Division implemented the overhauling and aesthetical reconditioning of these vehicles. 27 vehicles, equipped with the new branding and image elements, were back in public transportation until the end of the year. Passengers' reactions to these vehicles were very positive.

9 new Mercedes Citaro buses were purchased in Frankfurt and Oslo in the autumn. After registration, 4 of them having identical design were authorized for use in public transportation until December 31.

In order to reduce the detrimental effects of public transportation and energy costs, our Corporation completed a purchasing project in the same autumn season that made our Corporation commit itself to the introduction of an operation technology tested by it never before, which is the use of CNG (Compressed Natural Gas) propelled vehicles. Since this type of propellant is not used for commercial vehicles widely, buses of good condition can be purchased on the secondary market for a very low purchase price. Taking advantage of this, we bought 37 Van Hool A330 CNG buses in Dijon, France. Following their registration, they are now used in the southern districts of Pest.

3 Solaris Urbino 10 midibuses were purchased and delivered to Budapest in the last workdays of 2013. BKK Zrt. (Centre for Budapest Transport) plans to use them in public transport in the region of Hűvösvölgy.

The passenger transport test operation by the new Alstom metro cars started as of September 7, 2012, following their successful test runs on the East-West (M2) metro line and the issuance of authorizations by competent state administration. Following successful closure of the test runs, the replacement of the entire fleet was completed by the second quarter of 2013.

In 2013, according to the plans, the partial overhauling of the frames of 17 IK412 buses was carried out. Such overhauling, among many, contributed to the remanufacturing of entire undercarriages according to a reconstructed design, and in order to increase the comfort of passengers, heat and light absorbing tinted glasses that can be slid halfway were installed, as well as paintwork of the vehicles, the reconditioning of the passenger compartment and the installation of the passenger information system were implemented.

By funds available in 2013, the reconditioning of 13 buses was carried out, during which the reconditioning and overhauling of frames and body, the repair of lighting units and illuminators, the total reconditioning of passenger compartments, interior and exterior paintwork, corrosion prevention, and the installation of the electronic passenger information system were carried out. Furthermore, the registration of 1 vehicle purchased in Eberswalde in 2012 was finished.

The reconditioning of trams was finished according to cyclical technology subject to regulation: the project to make the technical operation of 17 vehicles more reliable was carried out; it included typically the reconditioning of the engineering units of bogies as well as of electric equipment. In addition, 16 trams, 25 metro cars, 4 Millennium Underground Railway (MFAV) cars were overhauled.

In 2012, our Corporation purchased 38 used, low-floor, single Volvo 7700 buses. In order to increase the comfort of passengers, air conditioning was installed in 4 vehicles until the end of the same year. This project carried on in 2013, and, according to plans, air conditioning was installed in 34 buses until the end of April, therefore the fleet of 38 vehicles has become air conditioned.

According to schedule, the primary engines of Hungária and Várhegy BKV boats were carried out by the end of December.

Roof insulation of the bus garage in Cinkota and the reconstruction works of the office of the bus garage in South Pest, the installation of the main grid of the office block were carried out in the framework of an investment that produced progressive cost saving.

Condition of the assets

The cost-efficient and safe operation of railway vehicles and infrastructure assets owned by BKV Zrt. as well as the technical and technological background required for this purpose is an important duty. Many positive changes took and have taken place in the public transport of Budapest; as a result, our passengers can reach their destination faster and more comfortably. Combino trams have proven that they are capable of performing duties linked to one of the most frequently used tram routes to satisfy the highest expectations of our passengers. As to technical operation duties, the condition of the vehicle fleet is the most important professional challenge. The technical vehicle fleet and assets of BKV Zrt. (vehicle fleet, infrastructure) have reached the limit of their capacity and usability. Vehicles, on the average, have exceeded their planned service life. Infrastructure equipment and assets have such a condition that contributes to permanent limitations due to malfunctions and errors, except metro lines M2 and M4.

Infrastructure is close to, while the vehicle fleet has reached the "point of overturn" from where the trend of decaying condition is no longer linear but exponential depending on the time factor. This condition is of course not without transition or occurred in a given moment, but it has developed in a trackable process taking place for decades, which BKV Zrt. could manage successfully for a long time.

Since the majority of the vehicle fleet and the outdated infrastructure assets have exceeded their planned service life, purchasing and/or modernization is indispensable. It is a fact that budgets available for operation in the past years did not change in light of the actual rate of inflation, so that the real value of operation funding sources constantly decreased.

Technical condition carries relevant operational risks. The best practices of the risk management of technical operations have always considered the most important basic principle of not allowing any vehicle run in public transport and operate any infrastructural asset which can inflict security risks in traffic.

Technical operation at BKV Zrt. has been performed based on series of decisions made on the basis of risk analysis for a long time. The paramount and constant duty of operations is to manage contradictions between technical needs and appropriate funding by prioritizing duties and tasks to be performed.

The general situation has somewhat improved: following recommencement of the vehicle purchase agreement signed by Alstom, said company obtained the type authorization with regard to metro lines M2 and M4 during said procedure, after which serial vehicles were delivered. The last car successfully passed authority testing on metro line M2 on March 4, 2013 and on metro line M4 on October 24, 2013, so that the entire M2 and M4 Alstom vehicle fleet was granted authorization for commissioning.

Given that outdated vehicles and assets will be needed for a long time in the future and that the conditions for operation over the planned service life is not yet defined, universities and scientific institutes specialized in traffic have been invited to elaborate a comprehensive, scientifically well-grounded, professionally intervening methodology that is to increase useful service life on objective basis; the elaboration of conditions and the preparation of internal regulations have been started. The application of this methodology would contribute to safe operation on the short and medium run as for vehicles and assets within the entire railway fleet that significantly exceeds their service life based on the performance of measuring and assessment and on objective analyses and repairs based on decisions linked to the results of the foregoing.

Increase of the planned useful service life of vehicles and assets

A preponderance of the vehicle fleet exceeds its useful service life planned during purchasing. Since

the ongoing operation of these vehicles is necessary for a long period of time, it is a reasonable objective to increase their useful service life. Given that there was no audited methodology for increasing useful service life, professional decision was made with respect to the completion of a system that would support such a technical and economical project on a scientific and audited basis.

An audit system elaborated by the Budapest University of Technology and Economics and the Széchenyi István University in Győr was used as a professional foundation for the rehabilitation of forty-year-old metro cars not authorized to run in traffic. By this, our Corporation has acquired positive experiences, based on which a responsible decision was made as to the entire railway fleet.

Since this project can be carried out responsibly only on the foundation of science, the designing and elaborating partner that arrived from the scientific society was invited to elaborate the program and the system. The project was won by a consortium composed of the Széchenyi István University in Győr, the Corvinus University of Budapest and TÜV Rheinland Kft. Work was finished until the deadline, in proper quality and quantity, as a result, railway sectors could successfully put systems that increase the useful service life of their vehicles and assets on a scientific basis into operation. The official denomination of the system is Science-based Operation Protocol (abb. "TTP", Hung.).

The metro, trams and HÉV systems fully conform to the Public Service Contract, the accounting and investment preparation standards, as well as the standards and norms of technologies in effect. The management of BKV Zrt. instructed to put the new procedure into operation, and so the preparation for real application started.



Track reconstructions



Track reconstructions

Track reconstructions along Grand Boulevard (Rákóczi út – Oktogon, Petőfi Bridge and neighbourhood)

Started in 2012, the reconstruction of tracks along Grand Boulevard continued. The reconstruction of the worn tracks along one of the tram routes used the most to transit passengers in Budapest became timely again. Reconstruction work scheduled to the holiday season of the school year was implemented in two phases.

The first phase started on July 1, 2013. Tracks next to the platform of the Oktogon station and those crossing the intersection of Oktogon, together with the connecting bend, were reconstructed during works. All turnouts of the junction in Népszínház u. and tracks crossing the connected crosswalk were replaced. Tracks were closed for 25 days and a total of 504 meters of rail, 3 clusters of turnouts and 1 cluster of rail junctions were replaced. Sections of rails crossing the road passageway were reconstructed with basalt concrete of high durability.

The temporary authorization for public transport with regard to finished rails and turnouts was issued on July 26, 2013, and tram traffic started from on the morning of July 27, 2013. The works of the second phase were started simultaneously. During the time of track closure between the termini Üllői út and South-Buda nearly 719 meters of rails were replaced, primarily between Boráros tér and Goldmann György tér, and all of the rail dilatation mechanisms on Petőfi Bridge were reconditioned. Around Goldmann György tér, 1 cluster of turnouts was fully replaced. During track reconstruction, buses were used instead of trams, and a bus lane was designated to conduct traffic with no disturbances.

Replacement of railway crossties and turnout crossties along the route of the cogwheel tram

The sub- and superstructure of the cogwheel tram, despite its frequent maintenance, requires reconstruction on many locations. Following preliminary assessment of its condition, decision has been made to implement the replacement of railway crossties and the rail fastening system in many phases. National Transport Authority (abb. "NKH"; Hung.) stipulated the replacement of 5,900 railway crossties until the end of 2013. The replacement of railway crossties and turnout crossties started in 2009 was hence continued, and 1,095 railway crossties (length: 2.4 meters each) and 105 turnout crossties were replaced between the upper turnout of Sváb Hill and the termini of Széchenyi Hill and at the depot of Városmajor between March 28 and June 2, 2013.

The repair of 1,300 m of storm water drainage and abutment between Erdei and Orgonás stations was carried out by the replacement of sheathing panels, which had moved out of their position, and by surface repair and grouting.

The replacement of crossties on the route of the cogwheel tram was carried out until deadline stipulated by NKH. There was no need to close the railway route to finish the reconstruction project, so that the constant operation of the cogwheel tram was assured. Modernized condition of the railway route contributes to the significant decrease in run times and to the improved safety of public transport.

HÉV track reconstructions

The installation of the third phase of investments connected with the authorization for public transportation with regard to HÉV lines of Csepel, Ráckeve, Gödöllő and Szentendre was finished in 2013. Third party contractors and the experts of our Corporation implemented railway track reconstructions typically on closed railway lines during weekends and the holiday seasons of the school year.

The technical condition of HÉV rails and structures

significantly deteriorated due to reduced investment and maintenance funds in the past years, and the process was intensified by aged units and their heterogeneous content. In 2013, in order to perform duties necessary for the safety of public transport stipulated by law, we expanded our sources and their use was further optimized. As a result, restrictions introduced to maintain safe operation of technical equipment were successfully lifted by the end of 2013. Some sort of a speed limitation was in force on approx. 44% of the total network length which means about 4% of improvement compared to the previous half-year.

Reconstruction of tram tracks

In 2013, more than 9,979 m tram tracks were reconstructed. Not only rails but also other, more complex units of these rails, such as turnouts, rail connections, rail junctions, and two dozens of dilatation structures were either reconstructed or replaced.

In addition to works finished, the preparation of many projects was launched: many design and authorization processes were filed which were indispensable for subsequent implementation.

Significant Results in 2013

- replacement of ironwork of turnouts at Vágóhíd terminus of tram line no. 2;
- reconstruction of the entering and exiting tracks of the Száva depot on tram line no. 50;
- road passage of Lehel utca on tram line no. 50;
- the replacement of tracks by large panels at MÁV (railway) underpasses in Török Flóris u., Jókai Mór u. along tram line no. 51/52, and in Völgy u. on tram line no. 61, and in Pozsonyi u. along tram line no. 12;
- reconstruction of a section of tracks on Grand Boulevard, Rákóczi út- Oktogon, Petőfi Bridge and its neighborhood;
- reconstruction of a section of tracks along tram line no. 18 between Déli pályaudvar (railway station) and Attila u.;

- reconstruction along tram line no. 52;
- track reconstruction along tram line no. 59 between Jagelló út/Apor Vilmos tér and Nagyenyed u.;
- track reconstruction along tram line no. 18/41/47 between Fehérvári út., Hamzsabégi út – Prielle Kornélia út
- track reconstruction of a section along tram line no. 69 between Miskolci u. - Rákospatak u.;
- track reconstruction of a section o along tram line no. 62-69 between Naspolya u. and Széchenyi u., the reconstruction of road passage along tram line no. 69 in Nyírpalota út and of the connecting rails.

Reconstruction along tram line No. 18 (between Déli pályaudvar and Attila út)

Track reconstruction works between Széll Kálmán tér and Déli pályaudvar started on July 28, 2013. Tracks of 1,080 m, 2 clusters of turnouts and 1 cluster of rail junctions were replaced. The reconstructed fixed rails were paved with highly durable basalt concrete. Tram operation started on August 20.

Replacement of road passageways along tram line no. 69

The reconstruction of road passageway in Nyírpalota út along tram line no. 69 and of the connecting rails started on August 21, 2013. The old asphalt pavement was replaced by a road passageway of highly loadable reinforced concrete panels installed by casting along tracks in a length of 96 meters, and 760 meters of track was replaced along connecting rail sections, and partial reconstruction of hardcore and track ballast was also implemented. Public transport by trams according to timetables orderly started on September 2, 2013.

Replacement of ironwork of turnouts at Vágóhíd terminus along tram line No. 2

The distribution turnout of the double rail connections and the tail-tracks at Vágóhíd terminus along tram line no. 2 became worn, together with the paved tracks and terminus tail-tracks going to the terminus.

Their replacement was necessary, and traffic became safer after this investment.

In addition of the double rail connection and the distribution turnout, 468 m of track was also replaced. New rail and point heating was installed in 5 clusters of turnouts. The road passageway under Rákóczi Bridge that leads traffic to Soroksári út was paved with highly durable basalt. The connection point built into the reconstructed section was renewed as well. Following works finished successfully on April 28, 2013 during the period of rail closure, paintwork of road signs and landscaping took place as well.

Reconstruction on tram lines Nos. 18/41/47

Track of tram line in a length of 524 meters was replaced during reconstruction of tracks of tram line no. 18/41/47 between Fehérvári út, Hamzsabégyi út - Prielle Kornélia út. Reconstructed track was paved with highly durable concrete pavement. Reinforced substructure was built between Dombóvári út and MÁV (railway) overpass in order to protect many assets of public utilities placed underneath the tracks. During the period of track closure, FŐTÁV Zrt. (central heating co.) implemented the insulation of a passable public utilities tunnel in a depth of 4 m underneath the zone of tracks as a force majeure project. Tram traffic started again on August 25.

Reconstruction on tram line no. 59 (between Jagelló út/Apor Vilmos tér - Nagyenyed u.)

Reconstruction works of tracks and power supply in cooperation with other works at Déli pályaudvar (railway station) started on July 28, 2013. As long as 528 meters of large panel trackway and further 382 meters of rails were replaced. Reconstruction of track took place on Böszörményi út between Nagyenyed u. and Apor Vilmos tér. Outdated and malfunctioning cable sections and connections in that area were replaced during reconstruction of the power supply grid. Tram traffic started on August 20.

Large Panel Track Reconstruction

- The large panel track reconstruction of the road passageway in Lehel u. in District 19 along tram

line no. 50 was carried out during a two-day track closure on June 8 and 9. 87 meters of large panel track was replaced, together with connected road pavement;

- During track closure, the reconstruction of track along tram line no. 51/52 in District 20 in Török Flóris and Jókai Mór u. started on September 21 and was finished on October 13. Large panel track of 1,011 m was replaced in total;
- During trackway closure, the large panel track reconstruction project along tram line no. 61 started on October 5 in Völgy u in District 12. Works were finished on October 25, 2013. Large panel track was applied in a length of 954 m.
- During trackway closure, large panel track works were performed along tram line no. 12 in Pozsonyi u. in District 15 (MÁV underpass) in the weekend of November 9-10. Replacement of large panel track was carried out in a length of 22 m.

Reconstruction of entering/exiting sections of Száva depot along tram line no. 50

Reconstruction of the entering and exiting tracks of the Száva depot started on May 3, 2013 was successfully finished. Tracks crossing Üllői út, as well as Ady Endre - Ferde u. were also reconstructed. In order not to disturb public traffic significantly, works were performed in six phases, primarily in the weekends, so the scheduled running of trams no. 50, 52 and 3 was less disturbed. Works during trackway closure were finished on June 10, 2013.

Reconstructions along tram line no. 52

Replacement of large panel track works along tram lines no. 51 and 52 was successfully finished. Works started on May 2, 2013 in Nagysándor József u., between Vörösmarty and Jókai Mór u., in Jókai Mór u., and between Nagysándor József and Kossuth Lajos u. in District 20. During permanent trackway closure, a total of 1,743 m of track was replaced sectionally between May 3 and June 3. Public road traffic was significantly restricted during that period. Tram traffic according to timetables restarted on June 1, 2013.

Reconstruction along tram lines No. 62-69

During trackway closure, large panel track replacement works were carried out along Erzsébet királyné útja between Rákospatak u. and Miskolci u. in District 14, and in Kolozsvár u., and between Naspolya and Széchenyi u. in District 15. Sections of large panel in a length of 735 m were replaced periodically, as well as 426 meters of rails were replaced. Tram traffic according to timetables restarted on September 2, 2013.

Other track closures

The investment works linked to the reconstruction of Kossuth Lajos tér and to the construction of the Visitors' Center of the Parliament and the connected parking garage (2013-2014) were started along tram line no. 2 in April. It was necessary to build a temporary terminus of the tramway in Kossuth tér, to construct and dismantle the overhead cable/power line connected, and to finish other related works on Széchenyi embankment (in front of Kossuth tér).

The reconstruction of the road passageway at the entrance of a CBA shop between the terminus in Határ út and Villanytelep along tram line no. 50 was carried out between June 8 and 20, 2013.

The reinforcement of the embankment of Hosszúréti patak that had been washed under due to heavy rain falls in the past years along tram line no. 41 became inevitable. It (Gabion abutment) was implemented in August and September.

Water pockets developed in Völgy u. between Budagyöngye and Hűvösvölgy along tram line no. 61 must have been eliminated in July, which required the full replacement of the track ballast. As to the same section, the deteriorated section of track between Budagyöngye turnout and rail connection must have been replaced in October.

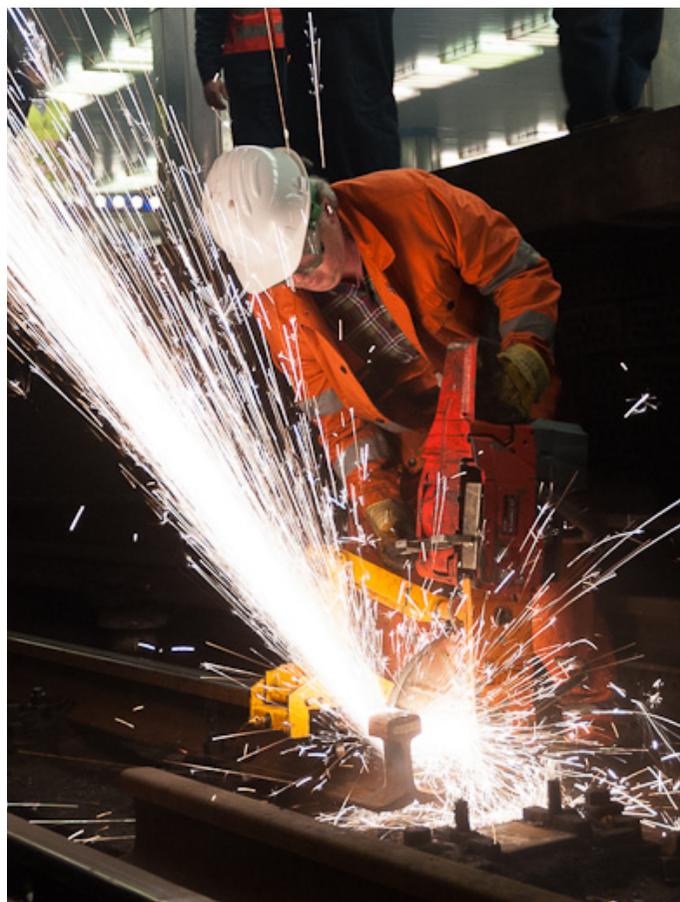
Reverse gear and drive-box of a critical condition in Szent Gellért tér that is an important point in view of tram traffic and transport of Buda must have been replaced on September 6.

In November, measuring and error repair of 10kV cables in the Vécsey transformer used for the transport of tram lines no. 12 and 14 was necessary. Siemens safety equipment and train control system

testing ('white test') on metro line M2 between October and November 2013 required a total of 35 days (full operating time on 14 weekends and 21 work days from 8.00 pm until start of operation the following day). During full trackway closure, bus shuttle service was maintained on the entire line.

Replacement of rails on metro line M3

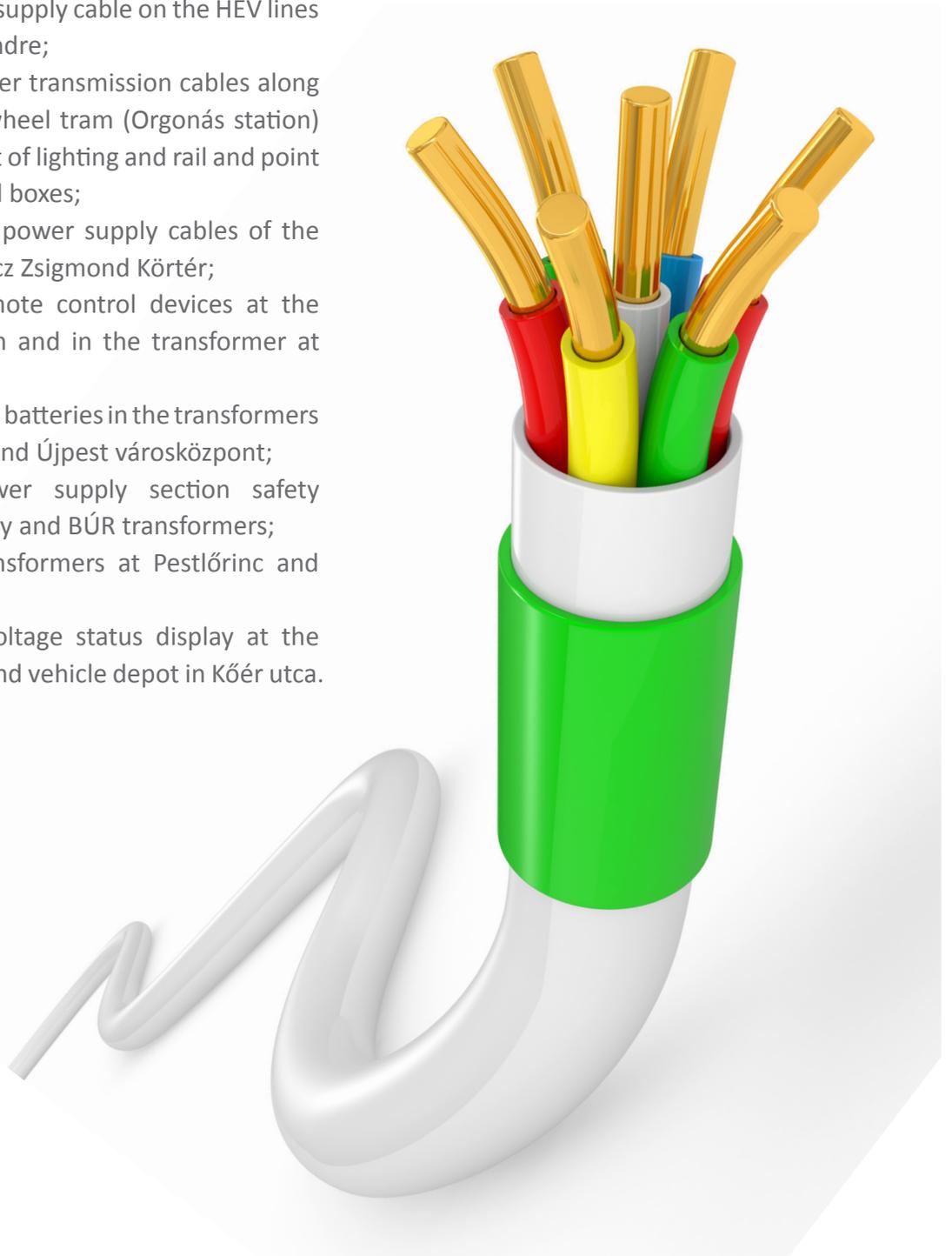
Metro line M3 is the longest metro line in Budapest which currently operates between termini Kőbánya-Kispest MÁV railway station and Újpest-Központ. The length of the line is 17.3 km from which 15.5 km stretch in tunnel. During more than three decades of operation, structures and technical equipment (infrastructure) became strongly worn, and so their reconstruction became necessary. Purchasing of raw materials required for the replacement of 15,000 meters of track was completed; a total of 14,466 m of rails were replaced on both directions. The phase of replacement scheduled in 2013 was finished in night shifts by own corporate workforce.



Power supply

In order to maintain the secure operation of facilities of lines, the replacement of 10 kV protection, remote control devices, power units/rectifiers, switch gears, cable and transformers was carried out in the area of power supply. The following vital investments were implemented:

- supplementation of supply cable on the HÉV lines Ráckeve and Szentendre;
- replacement of power transmission cables along the line of the cogwheel tram (Orgonás station) and the replacement of lighting and rail and point heating cabinets and boxes;
- replacement of the power supply cables of the transformer in Móricz Zsigmond Körtér;
- replacement of remote control devices at the Gyöngyösi út station and in the transformer at Ecseri út;
- replacement of alkali batteries in the transformers in Kőbánya-Kispest and Újpest városközpont;
- installation of power supply section safety systems in the Vécsey and BÚR transformers;
- replacement of transformers at Pestlőrinc and Széplóna stations;
- reconditioning of voltage status display at the vehicle testing site and vehicle depot in Kőér utca.





Telecommunications and safety equipment

Telecommunications and safety equipment

The so called 'white test' of the Siemens safety device and train control system started on September 4, 2013 was finished on December 1, 2013 on the metro line M2. Such testing allowed to evaluate the safe operation of the system, including all Siemens subsystems as well. In the final phase of testing, durability testing stipulated by NKH was carried out from November 23. As result of these tests, we successfully concluded that no safety critical problems occurred during test runs, which was verified by many certificates. Tests runs were authenticated to be successful.

The conversion of the system on the entire line to the Siemens system started on December 5, 2013. Works were finished successfully until the morning of December 8. NKH authorized the start-up of restricted public passenger transport services, due to further repairs and software modifications to fine-tune the system. Public transport by the application of the new system started at 12.25 on December 8, 2013.

The initial difficulties of conversion (deviation from timetable due to errors and their consequences) were aptly managed by the operation personnel. In addition, Siemens constantly improves and troubleshoots the system.

Authorization of restricted traffic and transport service with passengers issued by NKH is valid until April 30, 2014. Until then, errors must be repaired in addition to the fine-tuning of the system. NKH will issue a temporary authorization for public transportation, based on which a passenger test run for one year can be started.

Further works

- replacement of the protector cover of the control panel at M3 metro station Határ út ;
- quantitative reconditioning of the SEL 700 reverse gear of metro line M3 scheduled in 2013, and the reconditioning of 8 generators/modulators;
- replacement of the power supply of the railway

safety device of the cogwheel tram;

- upgrading the rail and point heating of the tram network on four locations.

Other infrastructure reconstructions

The following projects were funded by a budget allocated for the implementation of investments and reconstructions in various areas of the infrastructure:

- in order to implement a more efficacious fire safety system along metro line M3, as long as 3,000 m of new fire extinguishing system was installed in the area of stations Deák Ferenc tér, Arany János utca and Nyugati pályaudvar;
- reconstruction of a bridge, bridgehead, wing wall, abutment and connected stairway in Zsemlye u. along tram line no. 61;
- reconstruction of public utilities tunnel in Leányka u. along tram line no. 47;
- standardized reconstruction of Városmajor and Széplóna depot;
- insulation of a tunnel scheduled in 2013 at metro lines M1 and M3;
- purchasing of machinery and technological equipment;
- reinforcement of basement slabs of the HÉV vehicle repair hall in Cinkota, and the reconditioning of plumbing on the ground floor.

Advanced level maintenance of escalator

Advanced level maintenance of escalators were implemented as scheduled according to the plans. The advanced level maintenance of high lifting escalators at stations in Astoria, Batthyány tér, Déli pályaudvar, Ferenciek tere, Arany János utca, Nyugati tér and that of low lifting escalators at stations in Deák tér and Forgách u. were finished.



European Union funded projects

European Union funded projects

In 2013, EU funded public transport projects were continued under the supervision of BKK and realized on the assets owned by BKV Zrt.

Further enhancement of tram lines no. 1 and 3, Phase I

In the course of the reconstruction project of tram lines no. 1 and 3, the reconstruction of two, ring roaded tram lines of high importance in Budapest as well as the extension of tram line no. 1 would be carried out through Rákóczi Bridge to Fehérvári út. Phase I of the implementation project of tram line no. 1 was started by Városi Vasútépítő Konzorcium (Urban Railway Construction Consortium, members: Colas Alterra Zrt. and A-Híd Építő Zrt.). Section reconstructed in Pest between Váci út and Lehel út was temporarily authorized for public transport on December 15, 2013. Necessary public transportation technical changes were performed. Specific constructional and assembly works that do not obstruct safe public transport still carry on. The construction of the tracks, the cable grid and station platforms in Buda as well as the reconstruction and replacement of specific public utilities connected with the investment have been in progress. The construction of the track on Árpád Bridge on specific sites has different statuses. Construction works of specific structures (elevators, escalators) at stations in Szentlélek tér and Népfürdő u. have been in progress. Planned date of authorization for public transport with regard to the section between the termini in Váci út and Bécsi út was May 2, 2014.

Alacsonypadlós villamos és trolibusz járműbeszerzés Budapesten

The objective of the project was to replace technically and aesthetically outdated trams and

trolleybuses and to increase the proportion of low-floor vehicles on lines reconstructed primarily from EU financial sources. Budafok and Száva depots were reconstructed in the framework of this project. Winning party of the tram purchasing bid was CAF. The first round of bidding for the purchasing of trolleybuses was ineffectual. Following the approval of the National Development Agency (abb. "NFÜ"; Hung.), invitation for tenders for purchasing trolleybuses was re-announced on December 4, 2013. The deadline for bidding is February 28, 2014 instead of January 30, 2014.

Implementation of interconnected tram lines in Buda, Phase I

The objective of the development of the interconnected tram lines in Buda has been to implement uniform interconnections that do not require the transiting of passengers on tram lines connecting North, Central and South-Buda. Public procurement tendering with regard to lines in Széll Kálmán tér and Bem rakpart started on December 5, 2013.

Commuting by waterborne transport on the River Danube

As a result of the success of this project, commuting by boat on the Danube River was re-started in Budapest. Up-to-date ports were built, and many existing ones were reconstructed. EU funding financed only port development, purchasing of vehicles was not included, so that BKV Zrt. maintains public transport by an existing but reconditioned fleet of vessels, possibly equipped with radars and high performance engines. The purchasing of new vessels accessible to the disabled is also planned.

Metro line M4

As to the life of metro line M4, the year of 2013 brought the completion of works and various test runs, obtaining many authorizations, and the preparation for opening it to the public. Interior installation and system constructions were largely finished, integration tests of the stations were carried out, metro cars were delivered and tested, and contractor's testing and white tests (without passengers) were started. Meanwhile, related landscaping and authorization procedures for public transport were in progress.

Schedule

In 2013, intense works were performed to respect and adhere to the final deadline of March 31, 2014. BKK Közút Zrt. as the new engineering agency of the Client and to the investment project constantly supervised progress and intervened if it was necessary on many occasions, even on management level.

Level of completion

The intensity of annual works scheduled can be shown by the level of completion of the entire project: it scarcely reached 70% in the beginning of 2013 but exceeded 85% by the end of the year. The level of completion of the interior construction of the stations was only 54% in the beginning of the year which reached 84% just within a year. The status of the systems and power supply agreement which was the second key project element developed similarly: the level of completion of 55% in the beginning of the year increased to 80% by December 2013. The majority of works connected with combination vehicles must have been dealt with in the same year; the majority of related surface investments was implemented last year as well or reached a high level of completion (the South-West terminus, the construction of exit in Órmező was not started in the beginning of 2013, and the landscaping of Baross tér at the North-East terminus of the new line was scarcely started – the level of completion of both sites was nearly over 70% by the end of the year).

Interior construction works

In April 2013, in the framework of interior construction, the system constructing contractor was contracted to start the integrated testing of the first station, Bikás park. As to all stations, except the area of the structure of the exit in Órmező, these tests were finished in October 2013. The first station finished was Bikás park in September 2013, where interior construction was finished the earliest, including wall surfaces, lighting and decorative lighting fittings, smokeless staircases, escalators, elevators, station furniture, flooring, station water mist (fire) extinguishers, water supply and main ventilation, and the buttress and propping units of the passenger information system. Smoke testing of all stations was successfully carried out by the middle of September.

In order to settle time-based claims arisen by virtue of delays and to adhere to the final deadline of the project, the city administration and the management of Swietelsky signed a Letter of Intent in April 2013 with regard to three significant agreements (structural construction of the stations in Rákóczi tér and Kálvin tér and the interior construction of stations along the entire line). Because of a significant delay in the entire project, the contractor failed to perform its obligations by the deadline undertaken in the agreements and defined its extra claims in an amount of HUF 16.3 billion. In its Letter of Intent, contractor undertook to finish all works not yet finished until the deadline agreed, and agreed not to exceed the maximum budget of HUF 9.7 billion as to its time-based extra claims. In other words, a decrease of nearly HUF 6 billion was agreed. BKK Zrt. and the contractor signed their agreement in the middle of September 2013.

Systems and power supply

Being in charge of the construction of the train control system and of delivering the power supply equipment, Siemens, disrespecting its own schedule and the definite request of Client, started contractor's white test runs in October, instead of

September 2013, and since it failed to finish them by the beginning of December, Client was not able to start its own white tests. Consequently, remedial works of detected contractor's errors and defaults were carried out in the framework of the so-called extended contractor's white tests. Finally, Client's white tests and cooperative preparation to start errorless testing by competent authorities for two months were started on December 21, 2013.

In the interim, the time-based claim of Siemens, with regard to the significant delay in the construction of the tunnel and mainly as a result in the structural construction of stations, exceeded EUR 70 million. In order to settle the extremely high amount of this claim amicably and to avoid further delays that would have threatened EU funds, the city administration and the management of Siemens agreed to settle the legal action by arbitrary court in progress as to the case by the modification of their agreement. According to it, Siemens maximized its time-based claim in an amount of EUR 32.5 million (which was decreased by the amount of EUR 1.8 million of the penalty approved by it and to be paid to Client) and guaranteed the completion of system construction by the deadline. Following the approval of the Board of Directors of BKV Zrt., the General Assembly of Budapest, the competent state administration authorities (NFÜ/KIKSZ) and the National Development Cabinet, BKV Zrt. and Siemens signed a modification of the agreement at the end of April 2013, at the same time requesting the arbitrary court to include their agreement in its verdict.

Metro trains

In July 2011, according to the agreement approved by the General Assembly of Budapest, the prototype vehicle of Alstom was delivered to Budapest in December 2012, and following the successful completion of tests stipulated by NKH, it was granted the final type authorization in February 2013. After that serial metro cars were delivered to Budapest and their testing by the competent authorities was started. By October 2013, the last vehicle was granted authorization for public transport. NKH stipulated an operation run of 1,000 km

for the purpose of authorization of combination vehicles constantly delivered during the year. Such operation runs were carried out between the stations of Kelenföld Railway Station, Móricz Zsigmond tér and Szent Gelért tér (section A). Simultaneously were implemented technical preparations and commissioning in Pest (section B) to extend test runs that took place in the middle of July 2013. Testing took place on the entire line of M4 from that point of time. The project arrived at a significant milestone when on October 24, 2013 the last metro car passed authority testing successfully, so that the entire M4 Alstom vehicle fleet was granted authorization for public transport.

Landscaping

In the framework of related investments connected with the metro project, the environment of nearly all stations was landscaped comprehensively; the majority of such works was finished in 2013 as well. The environment of the exit to Etele tér was reconstructed by private investment in the area of the station in Kelenföld Railway Station. However, the area on Órmező was part of the project, and so BKV Zrt. and the city administration announced a design tender for its landscaping and the construction of a new bus station of terminal nature as well as the construction of P+R and B+R parking lots, and according to a separate agreement, the exit of the metro station to Órmező together with the reconstruction of the related section of Péterhegyi út was started in the spring of 2013. Landscaping of Fővám tér and Kálvin tér, the full reconstruction of Rákóczi tér and II. János Pál pápa tér was finished, and the new underground garage under the shopping market in Rákóczi tér was opened, and a significant part of the Móricz Zsigmond tér was opened to the public by the end of the year, and landscaping on Baross tér made a significant progress.

Authorization procedures

In addition to authorizations for public transport as to the stations of the new line, other authorizations (special authority, surface, water rights, authorization for traffic for constructed and reconstructed roads)

must have been obtained by BKV Zrt. In order to have the temporary authorization for public transport for the entire line until the end of March 2014, to say to start test runs for public transport, DBR Metro Project Directorate had to make efforts. This very complex authorization procedure was another important element of the project in addition to passenger tests in the second half of 2013. The close cooperation of the city administration of Budapest, Government Office of Budapest, NKH, other specialized authorities and BKV Zrt. DBR Metro Project Directorate resulted in the good progress of the project: as a result of the authorization procedure including many hundreds of various partial elements (field survey, visual inspection, authorization by specialized authorities, passing resolutions, etc.), nine stations had the authorization for and public transport issued by NKH by the end of 2013, including six stations that already have the entire authorization package granted.

Budget

In December 2012, the new total budget of the project, based on the uniform agreement signed by the National Development Agency on behalf of the city administration of Budapest and the Hungarian State, was modified to HUF 452.5 billion, including the calculated maximum amount of the contractor's claims (HUF 67.5 billion) and the expenditure of app. HUF 1 billion for EDR (abb. Hung.; Uniform Digital Radio System) and app. HUF 10 billion for the intermodal junction of Kelenföld with expanded technical content. The primary objective of signing the new agreement was to make the accurate amount of the state subsidy necessary for finishing the project predominant and to maximize the costs of the project eligible by the proper application of stipulations set out in the EU Co-Financing Agreement. Pursuant to Government Decree 1448/2012. (X.11.), the maximum amount of state subsidized collaterals for project elements not financed by EU sources can be HUF 77 billion which was the fundamental condition for the successful closure of the project. Approved and invoiced technical performance until December 31, 2013 was HUF 319.225 billion.



Transport



Transport

Changes in vehicle fleet

22 Alstom metro train sets

Following successful ending of test runs, the replacement of the entire vehicle fleet was finished by the second quarter of 2013. From that point of time, up-to-date, air-conditioned, fully accessible and walk-through Alstom metro cars that fully satisfy passengers' expectations guarantee the performance of public transportation. Numerous failures of less severity have occurred in the operations of the new vehicles, causing some minor troubles in traffic but the number of these decreased as time progressed. Maintenance of the metro cars is undertaken by Alstom for a period of three years, according to the original terms and conditions set out in the Delivery and Supply Agreement.

In the fourth quarter of 2013, the period of white test runs without passengers was started on the entire metro line of M4 as the final phase of construction.

Bus services of other operators (150 buses)

According to the resolution adopted by the General Assembly of Budapest, as many as 150 (specifically 75 solo and 75 articulated) buses, subcontracted for BKK Zrt., were authorized to run in public transportation for a period of 8 years commencing May 2013 in the framework of the new bus operation scheme. By this, BKV Zrt. has the opportunity to discard a part of vehicles with overrun kilometerage, exceeding their service life significantly. As a result, the bus fleet of 1,380 has been reduced to 1,243 as scheduled, following changes to the fleet in the year. Simultaneously, the amount of outgoing vehicles to render public transportation services according to basic timetables has been reduced from app. 1,150 to app. 1,000 on working days, resulting in 15% reduction in the rate of outgoing vehicles.

Arrival of 25 Volvo buses purchased in Geneva

In July 2013, up-to-date, low-floor Volvo buses were purchased to expand the bus fleet of BKV Zrt. As scheduled, a fleet of 25 used, air-conditioned, environment-friendly buses accessible for the disabled purchased in Switzerland were authorized public transport. Such service was rendered by these buses first on bus lines no. 85 and 201E-202E, typically in Districts 10, 16, 17, and 19. The kilometerage of these buses, compared to their age, is low and their aesthetical condition is excellent. They were reconditioned in order to increase the comfort of passengers and to render high quality services: they were equipped with electronic ticket punching machines, new displays and the dynamic passenger information system called FUTÁR (Hung. acronym used for Traffic Control and Passenger Information System) and were sprayed skyblue to symbolize the rebirth of the new bus fleet of Budapest. The full expenditure of each bus, including purchasing registration costs, is more favorable on the long run than expenditure of the overhauling of frames of outdated, high-floor buses aging 18 to 19 years.

1 new Van Hool A330 bus

In September 2013, a new, solo Van Hool bus purchased in Belgium was added to the vehicle fleet of BKV.

9 Mercedes Citaro Buses from Frankfurt, Germany and Oslo, Norway

In 2012, as many as 31 Mercedes-Benz O530 Citaro buses were purchased for BKV Zrt. The most recently purchased bus appropriately fits them as regards their technical parameters. Buses manufactured in 2005 have a length of 12 meters; they are low-floored, solo buses with three doors to facilitate urban use, equipped with air-conditioning and EURO 3 category diesel engines.

Purchase of 37 VanHool CNG buses

Our Corporation purchased 37 CNG (Compressed Natural Gas) propelled Van Hool buses in Dijon, France. These buses are solo, low-floor buses in a length of 12 meters with three doors to facilitate urban use, equipped with air-conditioning. It is a novelty in Budapest that they are CNG propelled. Its general benefit, contrary to diesel buses, is that they emit less hazardous substances and are quieter. Therefore, these buses significantly contribute to the improvement of the environment of Budapest and of the life quality of citizens.

Prior to this purchasing project, BKK and BKV tested CNG buses in the spring of 2013. Test vehicle was provided by Főgáz CNG Kft. and the MAN bus manufacturing company. As to its operation, it met expectations and produced no technical error in the test period.

3 Solaris Urbino 10 buses

Solaris won the public procurement tender announced by BKV for the purchase of used midi buses. Therefore, vehicles manufactured in Poland were authorized for public transport in Budapest. 3 Solaris Urbino 10 buses were delivered in the end of 2013 to the BKV VJSZ Kft., where, in the registration procedure, they were sprayed skyblue, equipped with closed driver cabin, on-board compartment of the FUTÁR passenger information system and ticket validation machines.

15 rented Volvo-Alfa Civis 12 buses

In the last quarter of 2013, our Corporation and Inter Tan-Ker Zrt. settled an agreement for availability with regard to 15 used buses of good condition manufactured in 2009 by Alfabusz of Székesfehérvár, Hungary on the basis of a license of Volvo. 12 to 14, 100% low-floored buses of the fleet of 15 can run daily as scheduled on the basis of demands. Volvo-Alfa buses authorized for public transport contributed to the withdrawal of obsolete and technically deteriorated Ikarus 260 and Ikarus 415 buses. The point of the agreement for availability is that the maintenance and operation of the vehicles is to be performed by the lessor, and BKV Zrt. is to

guarantee conditions for garaging and maintenance, fuel for operation, and driving staff required.

Image improvement of 32 articulated Van Hool buses

The entire fleet of Van Hool AG318 buses, including 32 articulated buses, was refurbished until December 2013. BKV purchased these buses in 2009 directly from Van Hool. Image and aesthetical refurbishing included the following works: morose interior elements were replaced by vividly colored ones and were sprayed with graffiti-repellent substance in the passenger's compartment, new upholstery was applied on seats, all glasses were cleaned from graffiti and scratches, light blue paintwork and protective film was applied on surfaces, doors - according to winter/summer operation - have been set to automatic operation, electronic passenger information system was cleaned and repaired if necessary and was re-installed.

	Jan 1, 2013	Dec 31, 2013
Buses	1 380	1 243
Trolleybuses	141	143

Bus and trolleybus fleet in 2013

Withdrawal of normally-aspirated diesel engines

Devoted to environmental awareness, the so-called "black engines" were withdrawn from the fleet of BKV Zrt. in 2013.

Significant traffic changes

- All obsolete Soviet ZIU-9 trolleybuses were withdrawn from the everyday public transportation of Budapest as of January 1, and up-to-date MAN articulated vehicles accessible for the disabled were put in operation instead. At the same time, overhauling of Ikarus 412 and 435 trolleybuses made them more reliable and operable relevantly.
- As of March, HÉV replacement bus service carries bicycles in the case of the closure of HÉV lines. Until then, HÉV replacement bus service, owing to lack of appropriate solution, had not been

authorized to render bicycle carrying service, so BKK filed its application for modification of all necessary authority stipulations and regulations. As a result, HÉV replacement bus service has been authorized to carry bicycles from that point of time when such replacement service is necessary.

- As of May 1, articulated buses of high capacity have been running on bus line no. 5 in order to decrease crowdedness and to render higher quality service for our passengers.
- Also as of May 1, bus line no. 9 has been extended. In 2008, bus line no. 109 scheduled by the merger of bus line no. 9 and no. 206 became very popular among passengers. The number of transiting passengers on the new line grew constantly. Based on positive experiences, bus line numbered 9, instead of bus services numbered 9 and 206, run daily on every work day on the route of bus line no. 9 between Óbuda, Bogdáni út and Kőbánya Alsó railway station as of May 1, 2013.
- As soon as weather conditions allow going to strands and outdoor pools, a new bus line numbered 171 runs as of May 1, 2013. Buses run every 10 to 20 minutes in the weekends between May 1 and August 31. Using this bus line provides a better option of transport for passengers that desire to have fun at the strand and outdoor pools in the Csepel Island.
- In seasons of tourism, more passengers than usual desire to travel to the Liszt Ferenc International Airport, so buses on bus line 200E run more often with extended operating time to the airport as of May 1. The timetable of this bus line was modified in view of the timetables of airliners and of seasonal passenger traffic.
- The most frequently running bus line family of Budapest, namely group of bus lines no. 7 and 33, was altered on June 1.
- Many lines of ground traffic rendered bicycle carrying service for testing purposes for a year from September 16. In addition to HÉV, cogwheel tram and boats on the Danube River, buses no. 65 and 165 to Fenyőgyöngye and Mátyáshegy, trams no. 59 and 59A to Németvölgy and Farkasrét,

and trolleybuses no. 77 of Zugló render bicycle carrying service.

- From November 4, bus lines numbered 236 and 236A have been running in Pestszentlőrinc to guarantee a more beneficial traffic connection in the area of Havanna residential site, Üllői út and Market Central in Vecsés.
- Pursuant to the order of BKK Center for Budapest Transport as the ordering party of the local public transport in Budapest, the so-called front door boarding scheme was extended to the bus and trolleybus network in 2013. As a result of more austere ticket inspection, income from public transport increased, which contributed to the implementation of developments in Budapest and to the funding of operations costs. In addition to ticket checking, it is important to guarantee options for passengers to buy tickets. Therefore, drivers of TW6000 (Hannover) trams running on tram lines can sell tickets as of September 1, 2013. Passengers can buy tickets on all rubber-tired vehicles as of November.
- FUTÁR system installed in Budapest can provide more accurate information with regard to vehicles of communal transportation and timetables on the one hand and enhances adherence to traffic order announced, as well as traffic control and the efficient management of possible traffic disturbances on the other hand. The year of 2013 was important in view of system development, because a preponderance of the vehicles were equipped with On-Board Units (OBU). Therefore, drivers can have accurate information at all stops and stations, so as to adhere to the timetables during their work hours.

Traffic safety

Safety, which can be characterized objectively by the number of accidents, is the most important quality parameter of public transportation.

In 2013, the total number of accidents increased by 7% and that of accidents caused by own fault increased by 10%. The number of accidents caused by own fault implying personal injury decreased by

2% compared to data of the base period (average data of the period between January and December, 2010-2012).

Force Majeure

In 2013, Hungary was also struck by massive floods that also caused disasters all over Europe. In Hungary, record floods swept the regions along the Danube River which implied the need to implement significant reconstructions in the everyday life and public transportation of Budapest. Flood struck HÉV lines H5 and H7, tram lines no. 18 and 42, specific stations of metro line M2 (Batthyány tér, Kossuth tér) and further boat lines.

Speed limit must have been entered into effect along HÉV line H7 (Csepel) because of the high water level, while suburban trains on HÉV line H5 (Szentendre) ran according to operative restrictions, specific timetables set for the period of flood, and speed limits and constant defense against such flood. When the highest wave of flood was going away, suburban trains ran to the temporary overground terminus of Margit Bridge. Public transport through the underground tunnel was prohibited.

In Pest, tram line no. 2 must have been restricted partially, when the level of flood reached a height of 6.5 m, because the Lánchíd tunnel was flooded. Such traffic restriction in the tunnel of the bridge in Buda took place somewhat later, and vehicles were running in detour at Döbrentei tér toward Széll Kálmán tér.

The station of metro line M2 in Batthyány tér was closed from public transport and metro cars were passing it. The closed floodgate in the inclined shaft protected the station and the metro line section against possible flood.

The expert personnel of the HÉV, Tram and Metro units were on constant duty because of the force majeure. They supervised safe public transport performance, its constant maintenance, and took active part in setting up active protection of the city (laying walls of sandbags). Tiered wall of sandbags, so called “rabbit dam” was built in Batthyány tér.

After the flood, the following works must have been implemented: remedy of damaged electric equipment, cleaning and sanitation/disinfection of tunnels (Lánchíd Bridge), viaduct, underpasses, metro and HÉV stations and their rooms. Flood damaged the tracks of the tram line in the tunnel of Lánchíd in Pest and those of the HÉV line between Szépvölgyi út and Szentlélek tér. Remedial works could be started depending on funds to be granted by the city administration of Budapest.

The damage to the embankment of Hosszúrégi patak that runs along tram line no. 41 caused by flood and heavy rainfalls required immediate counteractions. The creek, likewise chain reaction, permanently washes under the wall of the embankment, so that its long-term special reinforcement for protection was required. Although the regulation of the streambed was not part of track maintenance, BKV Zrt. had the Gabion abutment built, according to the resolution of the city administration. Regretfully, the destructive effect of the creek still exists, so that such defensive works must be continued in sections where the reinforcement of the embankment has not been constructed yet.

Events

- During the period of the Formula One Racing (July 26-28, 2013) at Hungaroring, which brought extraordinary demand for public transport, HÉV trains composed of six passenger cars as well as extra reserve passenger cars were running on HÉV line no. H8 (Gödöllő).
- Sziget Festival took place between August 7 and 12, 2013, but its programs were open to participants on August 5 already. During the festival, HÉV line H5 (Szentendre) was running with six passenger cars constantly with short time intervals (at night between Batthyány tér – Kaszásdűlő). Trams on lines 1 and 1A were running with short time intervals as well. Extraordinary public transport during the festival was organized and controlled by non-stop traffic and security service rendered by the concerned operative department.
- Intense demands of public transport on the night of

ceremonial fireworks on August 20 were satisfied by trains of six passenger cars running with extended operating hours with short time intervals before and after the event on the metro and HÉV lines.

- In September, the trolleybus garage of BKV Zrt. in Pongrácz út was open to public again, where an Ikarus 60T, the fair pair of last year's surprise, the ÁMG trailer was exhibited.
- In October, open day coupled with professional show commemorated the 30th anniversary of the garage in South-Pest.

- The trolleybus traffic of Budapest was 80 years old in 2013. BKV Zrt. and the Hungarian Technical and Traffic Museum, in cooperation, organized an exhibition, a trolleybus open day and a spectacular ceremonial parade to commemorate this prominent event in December.



*Annual business management
of BKV Zrt. in 2013*



Annual business management of BKV Zrt. in 2013

In 2013, BKV Zrt. realized an income of HUF 142,201 million (incl. net income from sales, other income, own work capitalized, income from financial transactions, extraordinary income) which exceeded that of 2012 with an amount of HUF 5,401 million.

The Public Service Contract of BKV Zrt. concluded in 2004 expired on April 30, 2012. BKK Zrt. was assigned to organize public service. Pursuant to this, income from fares, price adjustment, income from agglomeration and district public transport, income from contracted line service set out in the so-called Parameter Book, operation subsidies by Budapest and the Hungarian State, as well as state normative subsidy were all part of the general income of BKK Zrt.

BKK Zrt. and BKV Zrt. concluded a Public Service Contract as of May 1, 2012. Pursuant to this, BKK Zrt., as an internal service provider, is to use performances by BKV Zrt., for which it is to pay compensation up to the extent of reasonable costs not covered by income. The signed Contract includes the methodology of compensation as the basis of the calculation of the monthly service fee to be paid, and the performance to be ordered, and the terms and conditions of performance, and the design and calculation requirements, the bonus/penalty scheme, and terms and conditions of penalties.

As of May 2012, BKK Zrt. has been in charge of realizing income from fares and of the sales of tickets and passes. Consequently, the value of income from public transport is lower in 2013, compared to the base period.

A significant part of the income from contracted and other services is composed of income from charter bus services, cable cars and chairlift services which was similar in 2013, compared to the base period.

Operating profit (incl. net income from sales, other income, own work capitalized) increased with an

amount of HUF 4,101 million which shows 3% increase, compared to the base period.

As to other income, compared to the base and planned data, extra income was realized. Expenditures on operation increased with an amount of HUF 4,310 million compared to the previous year which shows 3.2% increase. The start of the test runs of metro line M4, the increase in wages and salaries, and the modification of the depreciation policy also contributed to the increase in the expenditures on operation.

Material-type expenditures and payroll and related expenditures that compose 79% of expenditures on operation show a cost saving of HUF 2,2112 million, compared to the plan, as a result of actions taken by the Corporation to improve efficiency. Use of services provided is a little bit behind the plan, while it exceeds the base by 6.5%. The maintenance costs of the Alstom metro cars contributed to the increased expenditures, and the increase in the number of other vehicle repairs significantly exceeded the base. Other reasons for the increase of expenditures, compared to 2012: commissions, brokerages, planning costs, fees paid to attorneys-at-law, lawsuit related costs represent extra costs and expenditures for the Corporation in the actual year.

Payroll and related expenditures in total are behind the base with 1.3% and are behind the planned value with nearly 2%. The fundamental reason of the decrease of payroll and related expenditures is that duties and obligations taken over by BKK Zrt. required the transfer of distinct staff, and also 150 buses were outsourced. Costs related to wages and salaries of 2013 are behind the base period value with 0.7%.

Other costs significantly exceeded both the base and the planned value in 2013.

Increase was caused by significant reserves and discarding related to major investments.

The operating profit of the Corporation in 2013 is HUF 2,969 million which exceeds the planned value in the Business Plan for 2013 by an amount of HUF 7,040 million.

The balance of financial transactions is typically negative owing to significant loans and credits. However, it can be said that, considering the base and the plan as a basis, the change in the actual year is positive, because of the favorable trend of interest rates. Compared to the plan, improved profit or loss is nearly HUF 500 million. Financial loss from financial transactions is a total amount of HUF 4,317 million.

In 2013, the profit or loss before tax is a total loss of HUF 1,489 million which is lower than the base value and is significantly better than the loss of HUF 8,935 million included in the plan for 2013.

Compared to the plan, the favorable profit was realized by savings as a result of actions taken by the Corporation for better efficiency in the actual year. Such savings have been shown in both categories of material-type expenditures and payroll and related expenditures.

Energy management

The fundamental responsibilities of our corporate energetics operations are the following: optimization of energy use required for the operations of our Corporation, planning and accounting of energy costs, operation of energetics accounting and calculation system, analysis of economical events affecting energetics, preparation of energy purchasing from the free market and its expert control, and electricity supply to timetabled lines as well as natural gas renomination.

By the professional monitoring of our energy engineers, our Corporation guarantees energy re-supply to businesses renting its various properties on the basis of rental agreements, based on which energy was re-supplied to more than 200 partners according to monthly invoicing in 2013.

The total energy costs of our Corporation for 2013 was approximately HUF 23.3 billion which means a more favorable energy utilization in a value of nearly HUF 0.5 billion, compared to the costs of the previous year.

An increase of HUF 326 million can be identified as to electric energy costs which was generated as a result of an extra cost of app. HUF 154 million (change in consumption volume) and of app. HUF 172 million (change in purchase unit price). However, such negative effect was compensated by a decrease of HUF 724 million (~6%) in the costing of hauling diesel, compared to the previous year. Cost saving can be attributed mainly to the volume of utilization and secondarily to the decrease of the unit price.

As to wire energy carriers, the increase of costs were lessened by the professional monitoring of purchases from the free market and by the promotion of local energy saving. Saving can be shown in figures as to the decrease of electric energy costs basically. Electricity supply to timetabled lines realized a good performance benefit of nearly HUF 280 million which exceeds the value realized in the previous year with an amount of HUF 119 million. Optimization of output utilization, supervision of measuring stations, the reduction of idle energy consumption, and modified fares realized a saving of HUF 16 million annually. The heat pump (COP no.: 3.5) that utilizes the geothermal heat of the operation area underneath the platform of the metro station in Nagyvárad Square contributed to an annual electric energy saving of HUF 1,380,000.

Measures to improve efficiency

In 2013, BKV Zrt., in addition to structural changes, implemented further measures to improve efficiency which realized significant decrease in costs in total.

The most important objective of activities focused to elaborate and implement measures to increase efficiency in a measurable and recordable way is to find the best methods under the given circumstances:

- to increase efficiency by cost saving/increase in income, or
- to increase performance on the corresponding cost base.

In view of the opinions of BKK Zrt. and other external partners, the implementation of the most beneficial solution is the principal objective for Budapest in the course of implementation. Savings are returned to fields of expertise where further savings

can be realized on the long run. Savings realized by returned sources can be used to improve efficiency again and to upgrade technical conditions.

Comprehensive analyses and inspections were carried out in response of proposals defined in the beginning, and further ones were composed, as a result of which particular duties can be classified into particularly well-definable classes according to the foregoing.

Measures to maximize energy savings were of key importance in a preponderance of duties (reduction of the amount of used energy, modernization

of obsolete systems, and application of modern technological solutions). As to the cost elements of the Corporation, the cost of energy consumption is the most significant, and so the most vital cost reducing potency can be identified within this area. The results of the foregoing can be demonstrated in figures which guarantee the demonstration of savings. Further improvement of efficiency is the objective as for undertaking duties, and in areas that do not concern the assessment of the bonus/penalty scheme and in areas that cannot be measured but aim to increase the comfort of passengers.





Results of BKV Zrt. business activities

Results of BKV Zrt. business activities

Assets

The book value of intangible assets increased with an amount of HUF 196 million compared to the base period. The main reason for this was that the amount paid for purchasing in the actual period exceeded that of the annual depreciation.

As to our Corporate assets, the value of tangible assets in course of utilization is HUF 286,592 million which represents 45.8% of the value of assets. Compared to the base, this rate increased with 0.4 percentage point. The closing stock of investments in the actual year is HUF 317,027 million which, compared to the opening value, increased with an amount of HUF 31,390 million. The main reason of this increase is the investment of metro line M4 that represents 98.1% of the closing investment value.

The closing stock of Corporate shares is HUF 956 million which is lower with an amount of HUF 22 million than the opening stock of the actual year. The reason of this change is the amalgamation of BKV Mozgólépcső Kft. (i.e. Escalator Ltd.) (HUF -105 million) on the one hand, and the write-off of the impairment loss of BKV VJSZ Kft. on the other hand (HUF +84 million) and the impairment loss of BKV Panoráma Kft. (HUF -1 million). BKV Közbeszerzés Kft. was written-off due to liquidation in 2013.

The closing stock of long-term loans is HUF 203 million which decreased with an amount of 16 million compared to the base year. According to statutory provisions, other short-term receivables include the due installment of loans paid to employees in 2014 which is HUF 67 million.

Corporate stocks on December 31, 2013 were HUF 3,198 million which is higher with an amount of HUF 292 million than the opening stocks.

The closing stock of receivables was HUF 5,118 million which decreased with an amount of HUF 1,108 million compared to the previous year. The majority of this was caused by the decrease of closing stock of other

receivables. Within other receivables, the rate of receivables connected with budgetary relations is 90.4%.

The closing stock of cash is HUF 5,702 million which is higher with an amount of HUF 4,069 million than the opening stock. An amount of 5,348 million of the closing stock of bank deposits is connected with the financing of metro line M4.

BKV Zrt. deferred an income of HUF 2,536 million and an expenditure of HUF 147 million. Prepayments and accrued income is HUF 2,683 million in 2013 which is higher with an amount of 1,780 million than the amount of the base period.

Liabilities

Corporate equity in the accounting period increased with an amount of HUF 20,637 million, and so the ratio of equity and issued capital is 105.8%.

In 2013, our Corporation allocated provisions of HUF 1,999 million and used provisions of HUF 1,410 million, so that the closing stock of the accounting period including provisions allocated in the previous years but not used is HUF 4,655 million.

The closing stock of corporate liabilities is HUF 118,800 million which, compared to the previous period of the year, increased with an amount of HUF 431 million. The ratio of short-term and long-term liabilities changed, because credit agreements concluded in 2012 were long-term ones, yet their repayment will be due in the business years of 2014 and 2015, so that due repayment of the credit installments for 2014 were carried to short-term credits that amount to HUF 9,410 million.

Our Corporation has no liabilities exceeding a term of 5 years.

The closing stock of long-term liabilities is HUF 50,092 million which is lower with HUF 13,393 million than the opening stock. This modification is caused by the recategorization of instalments of credits and leasing for the coming year on the one hand and by the repayment

of a credit of HUF 3,200 million on the other hand. The closing stock of short-term liabilities is HUF 68,708 million which is higher with an amount of HUF 13,824 million than the opening stock.

Within short-term liabilities, the stock of credits increased with an amount of HUF 9,396 million compared to the year of 2012, and so did trade accounts payable with an amount of HUF 787 million and other short-term liabilities with an amount of HUF 3,925 million.

Within short-term liabilities, amounts owed to affiliate enterprises decreased with an amount of HUF 262 million and amounts owed to other associated enterprises decreased with an amount of HUF 22 million, compared to 2012.

The amount of accruals and deferred income increased with an amount of HUF 34,482 million, compared to the base year. BKV Zrt. deferred costs and expenditure

of HUF 2,034 million, and the closing stock of deferred income is HUF 367,864 million.

Cash flow

The closing stock of cash and cash equivalents increased with an amount of HUF 4,069 million, compared to the previous year, which was caused by the increase of cash and cash equivalents connected with the metro line M4 project. The cash flow of investments was HUF -75,999 million, part of which was financed by cash flow from financial transactions (HUF 60,352 million). The amount of cash flow from operations is HUF 19,716 million.



Quality assurance



Quality assurance

Quality control according to Standard ISO 9001:2009

In our Corporate Quality Assurance Policy set up in October 2012, our CEO declared the following: BKV Zrt. has set up its quality control system and will operate such system to satisfy the expectations of its partners, to conform to national and international laws and statutory provisions, and to guarantee the efficiency of areas that perform activities, in order to contribute to the implementation of objectives related to quality control. Operations focus on the constant improvement of the quality of services whose objective is to increase the satisfaction of passengers in public transportation and to meet public service requirements defined by BKK Zrt. as Client in a good quality. In 2013, the quality control performance of BKV Zrt. was determined by objectives and values declared in the above policy.

The training and investment processes of BKV Zrt. as well as the operation of the quality control systems of bus testing stations were carried on efficaciously in 2013, subsequent to the successful audits in 2012.

The certification audit of bus testing stations was carried out in July 2013, while the supervisory auditing of the training and investment processes was carried out successfully in December 2013, so that BKV Zrt. operated certified quality control systems in full conformity with Standard ISO 9001:2009 in three fields of expertise in 2013.

Considering that the management of our Corporation is committed to quality control, the initiation, operation and certification of a quality control system for the processes of public transport performed by bus and trolleybus services of BKV Zrt. has been designated as an objective. Such activities were started by our Corporation in the second half of 2013.

Environment-oriented control system

In 2011, pursuant to a management resolution, an environment-oriented control system (Abb. "KIR"; Hung.) that conforms to Standard MSZ EN ISO 14001:2005 was launched in the M2 metro depot of BKV Zrt. The system was also prepared for certification. In addition to the demand for environment oriented operation, the launch of KIR was also necessitated by a bank credit connected with the purchasing of ALSTOM metro cars. The certificate of successful launch and certification has entered into effect until July 12, 2015.

In March 2013, the so-called Environmental Policy and Environmental Control Handbook that represents the basis of KIR was finalized. This policy sets out that the East-West (M2) Metro Traction Service is committed to environmental protection, which is an inseparable part of the management business philosophy, and is committed to the constant improvement of environmental performance.

The first supervisory audit of the first environment oriented control system for the activities of the M2 metro vehicle depot was closed successfully in June 2013.

Public Service Contract

The Public Service Contract concluded by BKV Zrt. and BKK Zrt. on April 28, 2012 sets out the distinct provisions of rendering public transport services according to timetables. BKK Zrt., as Client, BKV Zrt., as Service Provider (together as Parties), take part in the system. The appropriate quality of rendering services is encouraged by expectations defined by the Client and the application of incentives/sanctions connected with them.

The Parties modified this document twice in 2013 (June and October). On the latter occasion, the so-called Annual Agreement set out for 2013 and 2014 as years of timetables was also entered into full

force. Annual Agreement sets out the expectations of the Client and all financing terms and conditions connected with them. By the modifications referred to above, distinct parts of contractual sections, which were closely connected with the actual year as the year of timetables, such as the bonus/penalty scheme that evaluates quality indices and cases of penalty designated, were removed from the Public Service Contract and were hence inserted into the Annual Agreement.

The Annual Agreement for 2013 and 2014 concretely sets out the calculation methodology of running performance that serves as a basis for the bonus/penalty evaluation. In addition, as to quality indices, bonus/penalty scheme was launched for the indicator that considers accidental status as for the bus, trolleybus, and trams operations. HÉV and metro operations do not have to be evaluated in the framework of such indicator, by virtue of the particular features of separated tracks. Pursuant to the Agreement, in schedule year 2013/2014, accident statistical data

must have been registered and evaluated only. Financial accounting was not connected to the result of evaluation.

As to penalties, the specification and inclusion of penalties with regard to passenger information, aesthetical appearance, cleanliness, safety elements, heating, cooling and ventilation of the passenger compartment, accuracy to timetables, and the comfort level of public transport were performed.

Frequent and ad hoc reporting obligation set out in the Agreement was orderly performed by the Company. Data of financial status were sent to BKK Zrt. monthly. The accurate evaluation of public transport performance and running performance indices were evaluated quarterly.

Our Corporation put increased emphasis on the satisfaction of the Client's demands and the passenger's expectations. This is appropriately reflected by the trend in the number of cancelled departures which resulted in a low rate contributed to a significant bonus result in schedule year 2013/2014.





Tourism

Tourism

BKV Zrt. has long been a supporter of tourism. As of 2013, the coordination of the Buda Castle Funicular, the Zugliget Chairlift, public transport services by boats on the Danube River, and nostalgic transit services are performed within the same division. Public transport services by boats and nostalgic transit services, as part of the public services, are ordered by BKK Zrt., and the other, above mentioned activities work as market services.

Buda Castle Funicular and Zugliget Chairlift

Annual income, including the balanced “production” of the Funicular, increased by more than (net) HUF 90 million, compared to 2012. In order to increase turnover, many cooperative processes with external partners were started.

Special charter services and nostalgic transit services

Special public transport services have been placed onto a new foundation; the number of unnecessary discounted transit services was decreased, the majority of maintenance duties associated with private bus charter services was relocated from contracted rural repair shops to locations near Budapest. As a result, our corporate results have improved considerably. The number of orders and useful kilometrage increased, hence growing income by 39%.

As of November 1, 2013, nostalgic transit services became part of the public services pursuant to the resolution of the General Assembly of Budapest.

Boat services on the Danube river

Boat lines D11, D12, and D13, which became part of the Public Service Contract, performed constantly growing public transport, but in the beginning of June 2013, extreme floods that struck Europe not

experienced in 100 years forced long periods of ceased operation. The flood, thanks to the knowledge and cooperation of our sailors, did not cause significant damage to our assets.

Ferry boats operate in the distributary of the Danube River in Soroksár.





Corporate Relations

Corporate Relations

In 2013, our Corporation put special emphasis on the protection of our corporate values and on the introduction of them to the public. Our museums, open days, jubilee anniversaries, and announcements show how much we appreciate the history of public transportation of Budapest, its present and future at the same time.

Permanent and temporary exhibitions at the Urban Public Transport Museum Szentendre and at the Millennium Underground Museum await visitors who are interested in the history of public transport of Budapest. It is a pride to our museum in the heart of city that TripAdvisor, which is one of the most prestigious travel portals, recommends the exhibition of BKV, where the exhibition opened on an extraordinary site, specifically in the original tunnel, commemorates the first underground in the European continent which had been put into operation on May 2, 1896. The year was started by the extended opening of our temporary exhibition called FUTOUR that was opened in December 2012. At the exhibition which was set up in cooperation with the Moholy-Nagy University of Art and Design Budapest, visitors can have a view of how the designers of today see the vehicles and public transport of the future by the aid of scale models and design drawings. However, not only this professional exhibition awaits visitors: our second exhibition of works completed by amateur creators as employees to BKV show the works of amateur novelists, painters, graphic artists, gobelin or jewelry makers, wood carvers, potters and photographers, because our Corporation believes that it is important to show that the maintenance of public transport of Budapest is the result of cooperation of a variegated and creative team, although we are all employed by BKV.

Our photography lines were a real year-round delicacy for the friends of public transportation. Nostalgia and present day trams ran on the routes of Budapest on which usual trams do not usually run, so that unique photos could be captured on such tours. From spring,

the lovers of public transport could travel by a nostalgia line of Ikarus 180 bus between Széll Kálmán tér and the museum of BKV in Szentendre.

In this year, our Corporation joined the celebration of 100 year-old houses. As part of the program, a 100 year-old tram was running for our passengers who wanted to know what riding a tram in Budapest in the beginning of the 20th century might have felt like.

Various programs were available for kids and adults at our Corporate events all year long. Everyone could find something fascinating on children's day and open days (at the garage in Angyalföld, at the cogwheel tram depot, at the garage of Kelenföld, at the transformer machine house in Villányi út, at the bus garage in South-Pest) and at other prominent events organized by others which BKV joined (Night of Museums, Days of Cultural Heritage, Day of Hungarian Songs – Melodious Tram).

According to the traditions of the past years, a new temporary exhibition was opened on the Night of Museums. Visitors could view a real unique feature: a fine assortment of uniforms of public transport companies was exhibited.

In 2013, as usual, our Corporation cordially supported events which it could support in the framework of social responsibility and which made public transport and traveling or our environment and the general atmosphere a lot more colorful and better. For instance, guerilla knitters covered one of the trams running on line no. 49 with their knitted work.

Our Corporation was happy to organize the 2nd European Tramdriver Championship, because our Corporation competed as a titleholder and was placed second.

On the occasion of the 60th anniversary of the legendary England-Hungary football match, the city administration of Budapest, upon initiation of Alstom Hungária Zrt., named two Metropolis metro combination vehicles operated by BKV and BKK after the world-class sportsmen. Therefore, two new metro cars have been named after two members of the legendary

Hungarian national football team: Jenő Buzánszky, right defender and Gyula Grosics, goalkeeper, the members of the so-called Golden Team.

In December, on the occasion of the 80th anniversary of metropolitan trolleybus transit services, a ceremonial parade and convoy was traveling in Óbuda on the route of the first trolleybus in Budapest.

As year-end approached, our Corporation launched the Santa Claus trolleybus service fifth time as a real jewel of the celebration. The so-called Tram of Illumination, which is reputed internationally, was also running in Christmas time.

From this year, we can reach our passengers and those interested in public transport through a new communications channel: we launched our Facebook profile that publicizes news, new and interesting facts about BKK.

As to a large Corporation of 12,000, communal events and programs also have a significant role in making this large mechanism responsible for public transport of Budapest work smoothly. Therefore, in addition to our BAM exhibition which was very popular among our co-workers, we also organized our corporate football league and cooking contest in 2013.

One of the manifestations of the maintenance of our Corporate relations is the maintenance of relations with our passengers. Our Corporation, pursuant to the effective provisions, conducts coordination activities of back office nature including the evaluation of reports by our clients and the coordination of content evaluation between our Corporate specialized fields and the Customer Service of BKK Zrt.

Our Corporation is responsible for the management of lost and found objects in public transport, to say the full management of affairs connected with objects lost and found on vehicles in the competent areas of BKK and its subcontractors', in addition to BKKV. In 2013, as many as 8,872 lost and found objects were managed and nearly 36% of them (3,183 pcs.) were returned to their owners.

Training

The foundation of the quality of services expected by our passengers and BKK Zrt. can be guaranteed by the internally organized training of our drivers and other co-workers who take part in the performance of public transport. To conduct the professional training of our corporate personnel, to make them conform to the laws that constantly change, to obtain competences necessary for the full performance of duties, to hold language courses for the management, and to organize higher educational and post-graduate trainings were carried out by externally organized trainings. Passenger information, conflict management, and public transport and railway safety were under all circumstances emphasized within the theme of the behavior of the service provider during temporary trainings and during those to expand current knowledge.

Separate training series, which focus expressly on the behavior of the service provider was integrated by the specialized corporate field into the training of newly recruited drivers. This distinct training helps prepare our future corporate drivers how to handle extraordinary situations expectedly arising during their work. The vocational and basic training of the traffic and technical personnel of metro lines M2 and M4 as well as the training focusing on the new instruction system and their preparation for authority testing were extraordinary duties in 2013.

Our Corporation, as the accredited practical training site for vocational school students, takes part in the acquisition of various professions and in the education and training of future workforce, which contributes to decreasing the degree of the liability of the contribution to vocational training stipulated by law.



Average headcount of corporate personnel

<i>Definition</i>	<i>2012 fact</i>	<i>2013 fact</i>	<i>Index to base</i>
	(headcount)	(headcount)	
1. Business managers	313	317	101,3%
2. Employees with university/college diploma	320	326	101,9%
3. Employees with higher and medium education	883	828	93,8%
4. Office business administration	199	150	75,4%
White collar total (F.1+2+3+4)	1 715	1 621	94,5%
5. Employees of service nature w/o assistant drivers	439	238	54,2%
6. Agriculture related	0	0	0,0%
7. Construction industry related	2 850	2 990	104,9%
8. Machinery operators in total	1 071	1 167	109,0%
9. Occupations w/o vocational training	282	268	95,0%
Blue collar w/o vehicle drivers and assistant drivers in total	4 642	4 663	100,5%
Full time employees in total (w/o vehicle drivers and assistant drivers)	6 357	6 284	98,9%
Tram drivers	907	889	98,0%
Trolleybus drivers	326	314	96,3%
Bus drivers	3 159	2 907	92,0%
HÉV drivers	134	130	97,0%
M1 Mill. Underground drivers	67	65	97,0%
Metro drivers	259	266	102,7%
Vehicle drivers in public transport in total:	4 852	4 571	94,2%
Metro assistant drivers	80	77	96,3%
Vehicle drivers and assistant drivers in public transport in total:	4 932	4 648	94,2%
Blue collar in total (F 5+6+7+8+9)	9 574	9 311	97,3%
FULL TIME EMPLOYEES IN TOTAL	11 289	10 932	96,8%

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