



**Service Quality
Annual Report
2023
HŽ Putnički prijevoz**

Pursuant to Art. 29 – Service Quality Standards – of Regulation (EU) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers’ rights and obligations, HŽ Putnički prijevoz is publishing the Annual Report on Service Quality Performance for the year 2023, which covers the elements listed in Annex III of the Regulation.

1. Information and tickets

Travel information and tickets are available at all stations and stops intended for admission and dispatch of passengers, where possible, in accordance with the technical conditions, on the website of HŽ Putnički prijevoz and onboard a train.

During the journey, information is provided by train staff, who also issue train tickets. At stations and stops intended for admission and dispatch of passengers, where ticket sale is provided, information prior to journey is provided by HŽPP employees at tickets offices. At stations and stops, where there is no ticket sale provided, information is provided by infrastructure manager in case the station or stop is occupied.

The following information is displayed at stations and stops for admission and dispatch of passengers: information on working hours, fares for frequent routes, regular information on discounts and other customer information, excerpt from a timetable, User Guide – procedures for submission and handling of complaints, information on ticket purchase options as well as information on the carriage of persons with disabilities.

Stations and Stops

Regional Unit	Stations	Stops	Total
Zagreb	43	57	100
Vinkovci	41	84	125
Varaždin	39	80	119
Rijeka	37	36	73
Split	23	33	56
Total	183	290	473

Ticket Offices

Regional Unit	Ticket Office – Station	Ticket Office – Stop
Zagreb	21	11
Vinkovci	13	1
Varaždin	15	2
Rijeka	5	0
Split	4	0
Total	58	14
	72	

Public Address System

Regional Unit	Public Address System – Station	Public Address System – Stop
Zagreb	21	6
Vinkovci	21	1
Varaždin	17	8
Rijeka	18	0
Split	11	0
Total	88	15
	103	

The label „The Protection of Rail Passengers’ Rights“ is clearly visible on trainsets and coaches. The updated General Conditions of Carriage are available at ticket offices. They are to be presented for inspection on passenger’s request.

2. Punctuality of services and general principles to cope with disruption to services

Disruptions to train schedules are caused by incidents, track works, vehicle failures, infrastructure failures, weather and natural disasters.

At HŽPP, train delay or cancellation is confirmed:

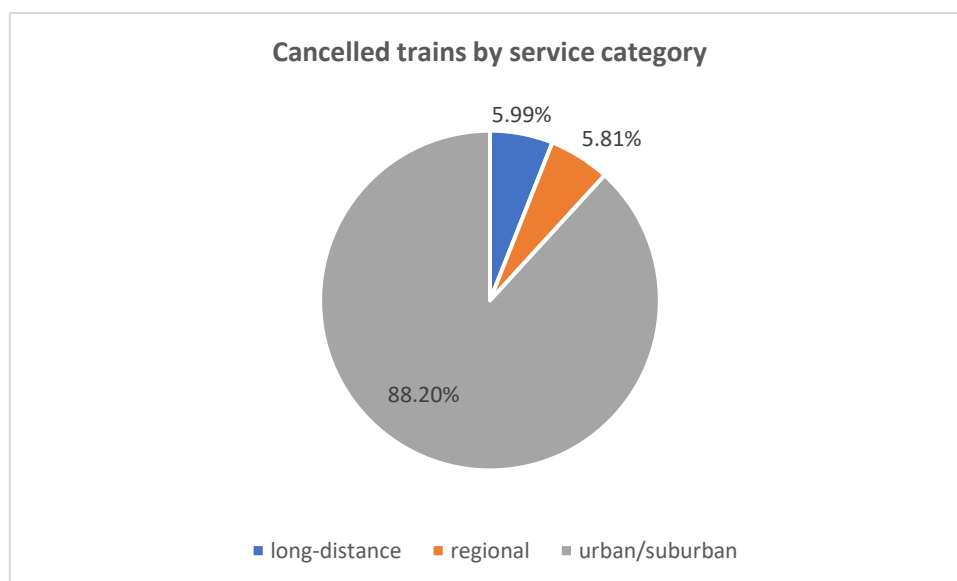
- Onboard a train: by train staff
- At station: cashier and information desk staff.

Traffic information is published on the website of HŽPP-a at <http://www.hzpp.hr/stanje-u-prometu-2>. Traffic information is also available at the Call Centre every day from 5:00am to 11:00pm (at 060 333 444, 00385 1 4724 026) and via email informacije@hzpp.hr.

In Chart 1, the total average service delay (train delay) at destination station is shown by service category:

- long-distance (Euro City, Inter City, express train, agency) 5.99%,
- regional (fast, direct) 5.81%,
- urban/suburban (passenger, suburban) 88.20%.

Chart 1:



Source: Author

Delays caused by circumstances referred to in Article 19(10) (extreme weather conditions, passenger's fault, persons on the track, emergencies on train, etc.) amount to 7%.

In 2023, 21% of the total number of services (trains) provided were delayed from departure stations due to several reasons (incidents, turn-round of train sets, etc.). A breakdown of the total number of delayed services (trains) provided in destination station is shown:

- percentage of delays of less than 60 minutes: 96.31 %,
- percentage of delays of 60-119 minutes: 2.84 %,
- percentage of delays of 120 minutes or more: 0.85 %.

3. Cancellation of services

The track overhaul, which is planned on a major part of HŽ Infrastruktura (HŽI) network, incidents beyond HŽPP control and failures on transportation means during which trains are cancelled or rail replacement bus service is introduced considerably affect the quality of service and result in an additional decrease in the number of passengers.

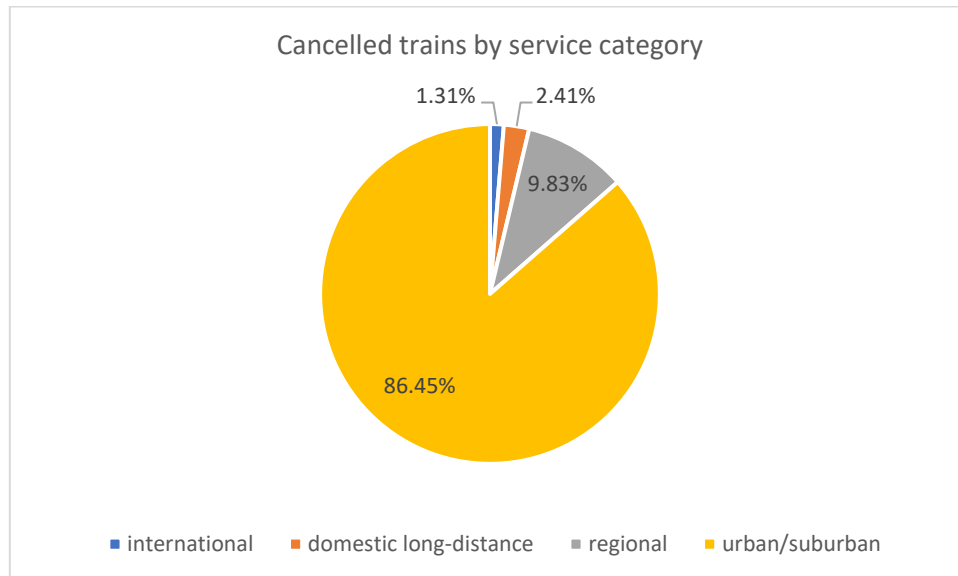
Passengers are entitled to submit a complaint in writing to protect their rights, which are governed under the Act on the Regulation of Railway Services Market and the Protection of Passenger Rights in Rail Transport (Official Gazette No 104/17) and other regulations governing passengers' rights. More information is available at www.hzpp.hr/prava-putnika.

Services (trains), that were completely cancelled in 2023 (with no rail replacement service provided) due to failures on transportation means amount to 3.83%, due to incidents 5.15%, and due to repair work on railway infrastructure 91.02%.

In Chart 2, the services (trains) that were completely cancelled are shown (with no rail replacement service provided) by service category:

- international 1.31%,
- domestic long-distance 2.41%,
- regional 9.83%, and
- urban/suburban 86.45%.

Chart 2:



Source: Author

Services (trains) that were completely cancelled (with no rail replacement service) caused by circumstances referred to in Article 19(10) are divided as per service category into:

- international 2.95%,
- domestic long-distance 12.50%,
- regional 63.97%,
- urban/suburban 20.58%.

Cancelled services (trains) replaced by substitute bus transport due to failures on transportation means amount to 18.50%, due to incidents 2.32%, and 79.18% due to repair work on railway infrastructure.

4. Cleanliness of rolling stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc.)

HŽ Putnički prijevoz performs daily cleaning of railway vehicles, depending on the category and type of cleaning. The cleaning of railway vehicles is defined by the following categories of cleaning:

- clean coach daily
- clean coach daily (exterior coach cleaning not included)
- coach maintained daily
- incidental cleaning
- making beds in Wl- and Bc-coaches
- external washing of locomotives
- basic cleaning of driver's cabs
- regular cleaning of driver's cabs.

Daily status of the cleansed coach implies external and internal cleaning of passenger coaches and multiple units. In addition, it includes the cleaning of sanitary facilities (toilets) integrated into railway vehicles as well as supply of consumables.

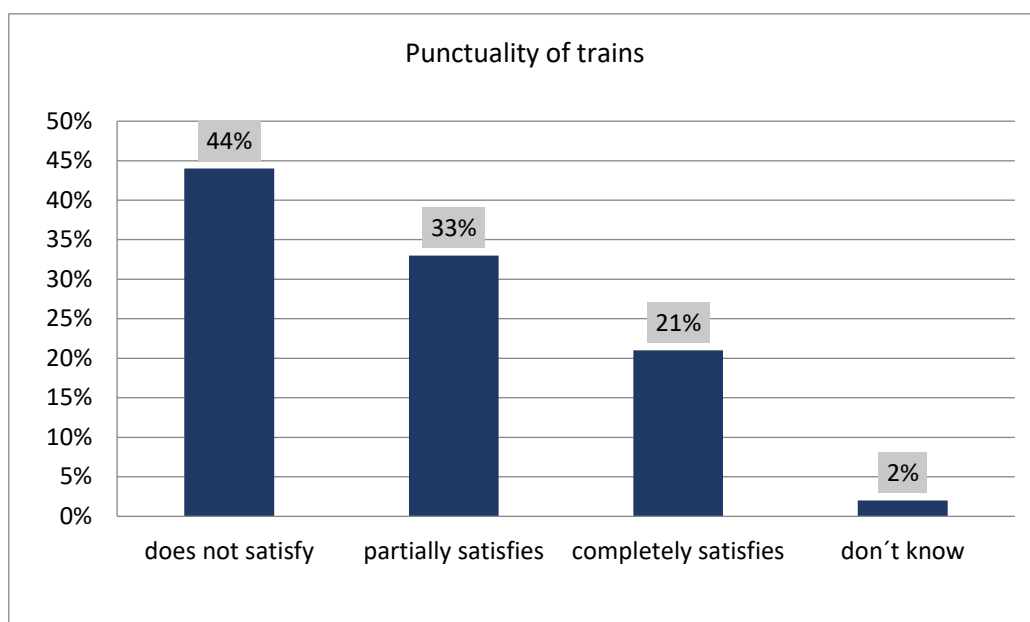
Air temperature control in coaches is performed automatically, depending on external and internal air temperature, fittings and the type of equipment for air processing, which is integrated into railway vehicle.

The staff involved in the preparation of railway vehicles for the inclusion in passenger trains and train staff monitor the cleanliness of railway vehicles, availability of sanitary facilities and temperature control in passenger compartments of passenger trains on a daily basis.

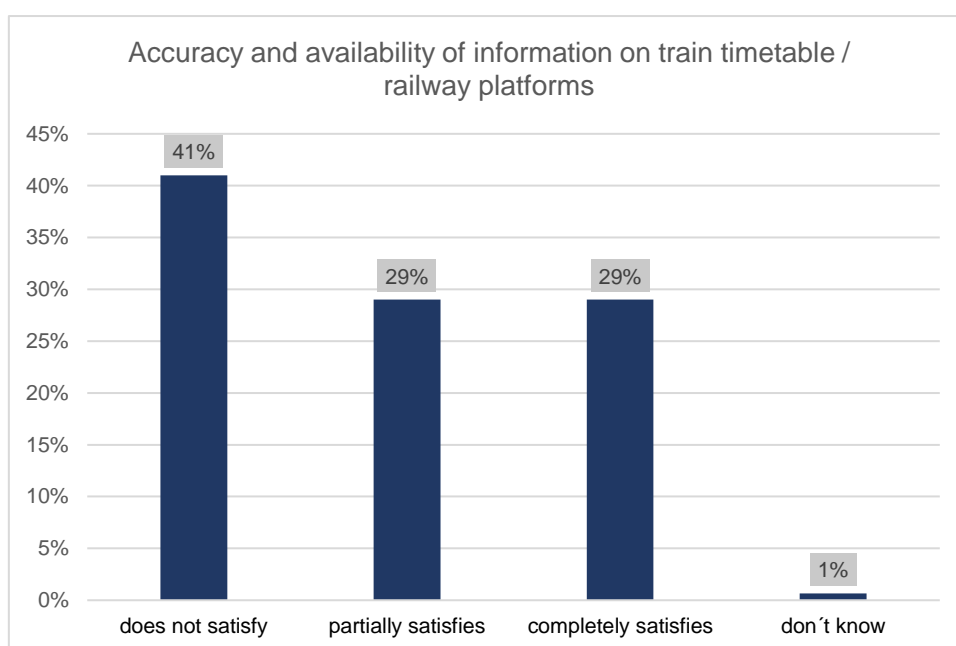
5. Customer satisfaction survey

For a continuous follow-up regarding customer satisfaction with service provision, HŽ Putnički prijevoz continuously publishes online surveys on its website www.hzpp.hr and thus collects data on satisfaction with the service.

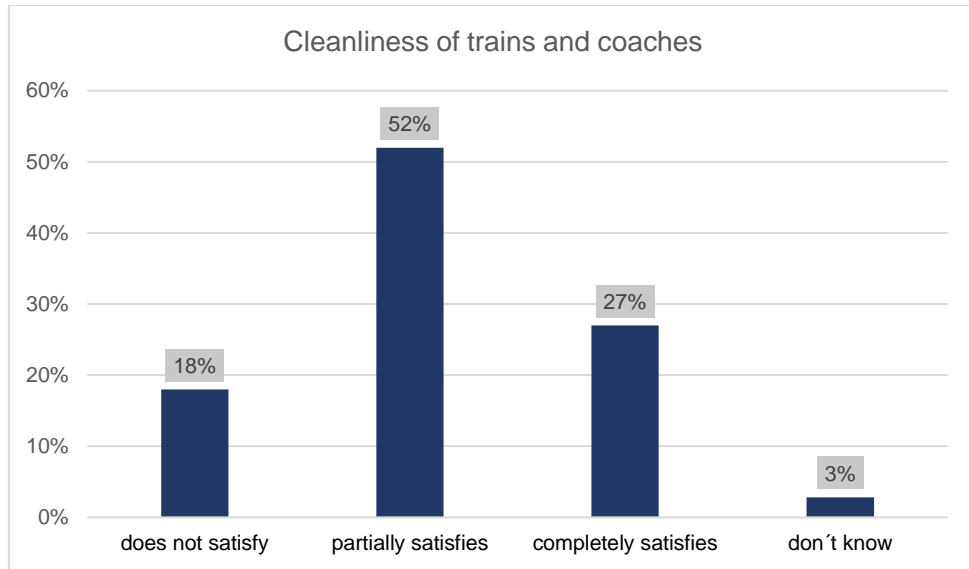
44% of respondents are partially satisfied with the punctuality of trains, 33% of respondents are not satisfied, and 21% of respondents are completely satisfied.



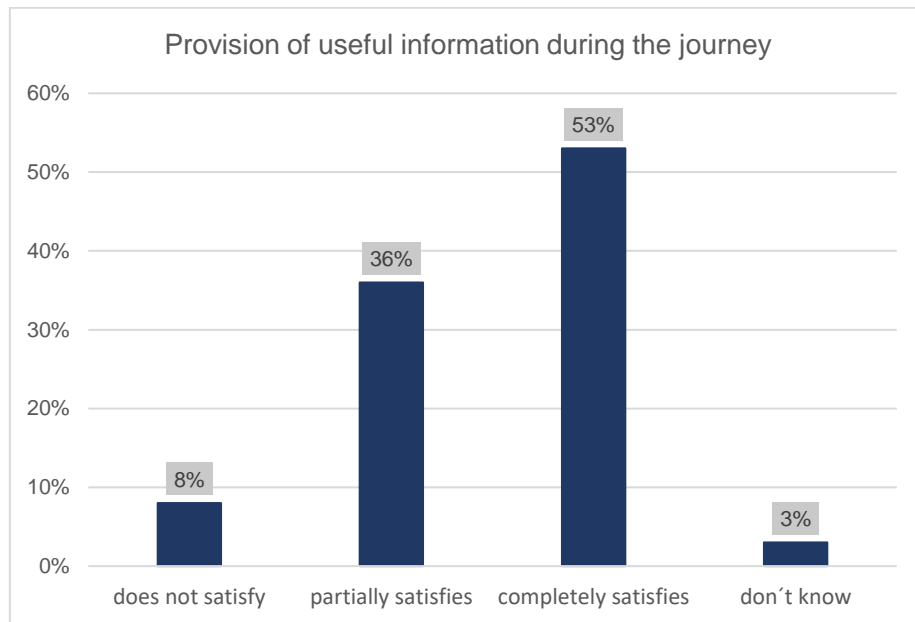
41% of respondents are partially satisfied with the accuracy and availability of information on train timetable / platforms. 29% of respondents are completely satisfied, and 29% of respondents are not satisfied.



52% of respondents are partially satisfied with the cleanliness of train interiors, 27% of respondents are completely satisfied, and 18% of respondents are not satisfied.



53% of respondents are completely satisfied with the provision of useful information during the entire journey, 36% of respondents are partially satisfied, and 8% of respondents are not satisfied.



6. Complaint handling, refunds and compensation for non-compliance with service quality standards

The procedure regarding complaints, refunds and compensations for non-compliance with service quality standards is published on the website of HŽPP (<http://www.hzpp.hr/prava-putnika>) in the section – Submission and handling of complaints and claims for compensation as well as in the section Compensation for delays – where the User Guide can also be downloaded. In addition, a request for the exercise of the rights of passengers regarding train delays can also be downloaded from the section – Compensation for delays. The above is also available at ticket offices of HŽ Putnički prijevoz as well as at stations and stops, where there are adequate sites available for displaying information to passengers.

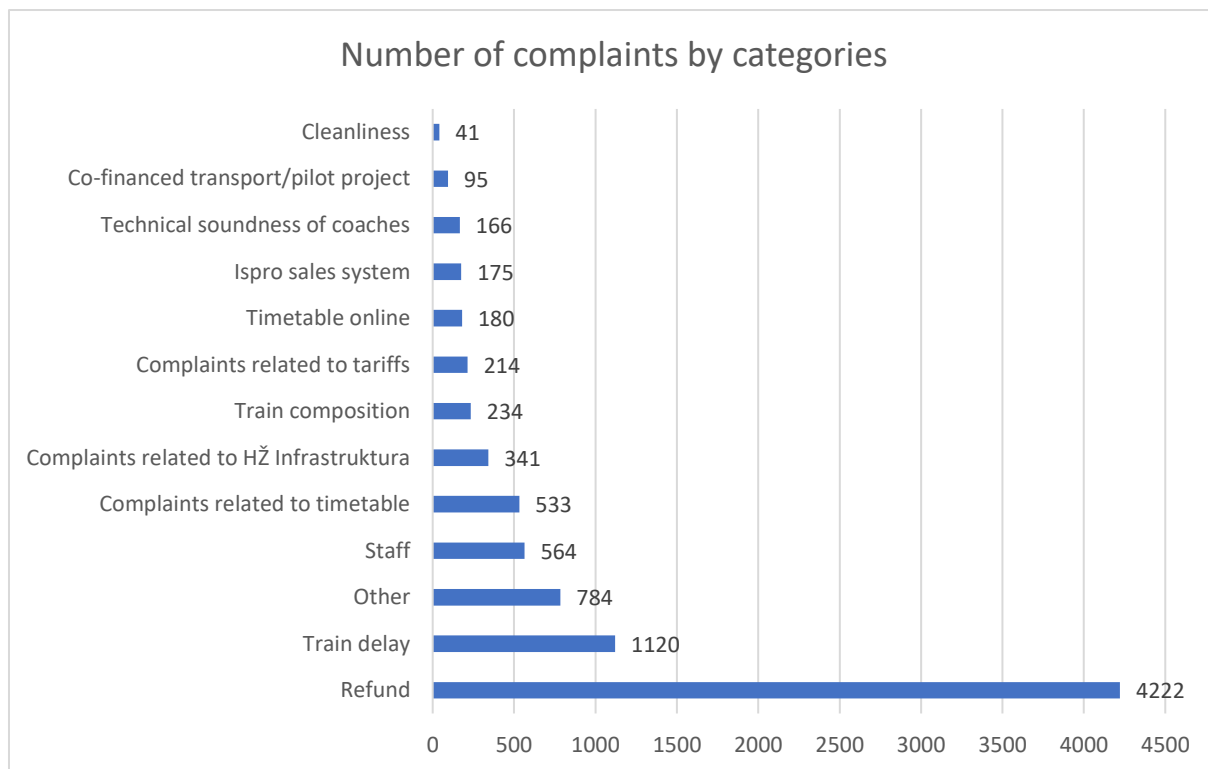
Passengers are entitled to submit a complaint in writing to protect their rights, which are governed under the Regulation (EU) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations and other regulations governing passengers' rights. The passenger is entitled to submit a complaint in writing within 30 days from the day on which the passenger became aware of the action, procedure or omission of the action due to which the passenger believes that his/her rights have been violated. Railway carrier is obliged to submit a reasoned decision in writing on the complaint within 30 days from the date of receipt of the complaint, along with instruction on further action.

In justified cases, railway carrier may submit a reasoned decision within three (3) months from the date of receipt of the complaint, with the obligation to notify the passenger in advance within 30 days from the date of receipt of the complaint.

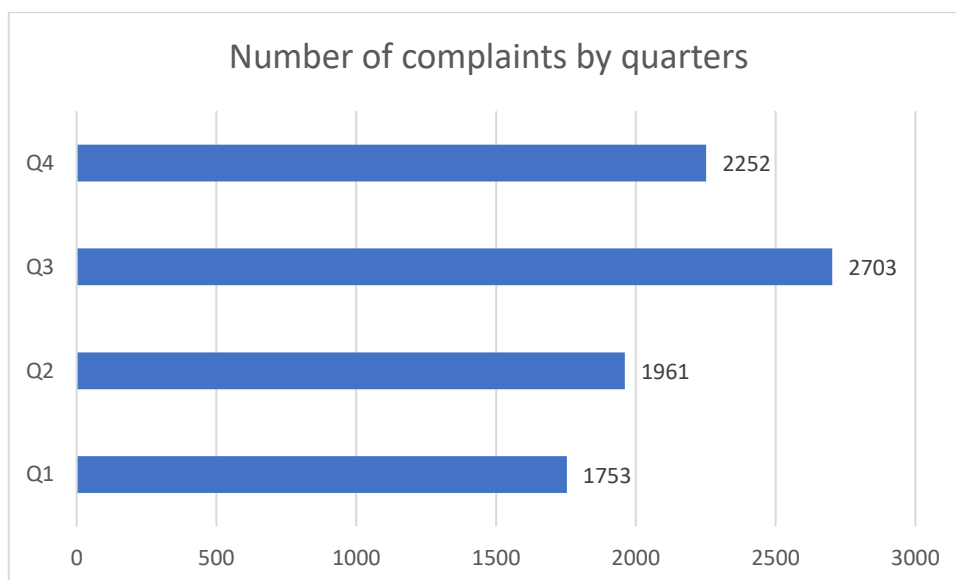
The complaint is to be submitted:

- in writing to the following address: HŽ Putnički prijevoz, Zagreb, Strojarska cesta 11 or relevant regional unit (a list of addresses of organizational units is shown in Annex II to the User Guide)
- by electronic means at reklamacije@hzpp.hr
- via Complaints Record Book kept at ticket office (a list of stations/stops where the Complaints Record Book is available is shown Annex I to the User Guide).

The complaint shall include the basic information about the applicant (first and last name, contact details) as well as the essential elements required for complaint handling (reason for the submission of complaint, date and travel route, train no.). The applicant shall provide a copy of the ticket and other relevant evidence.



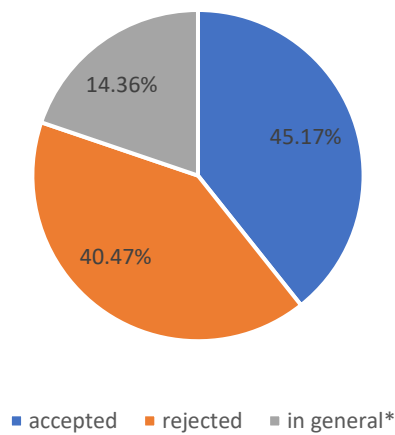
In 2023, HŽ Putnički prijevoz received 8,669 complaints via email reklamacije@hzpp.hr and regional units of HŽPP.



Number of complaints by quarter

HŽ Putnički prijevoz responds to passengers' complaints about the quality of service on a daily basis. Complaints are mostly answered within 14 days and passengers are instructed on potential further action pursuant to Art. 30 of the Act on the Regulation of Railway Services Market and the Protection Passenger Rights in Rail Transport.

Passengers complaints - results



* Complaints which do not require handling:

- they are not within the competence of HŽ Putnički prijevoz
- they are intended for infrastructure manager (HŽ Infrastruktura)
- they are intended for telecommunication operators
- they are intended for other companies or referred for further action
- complaints about cleanliness, technical soundness of railway vehicles and staff

7. Assistance provided to persons with disabilities and persons with reduced mobility

The following railway stations have platform lifts available: Zagreb Central Station, Vinkovci, Osijek, Slavonski Brod, Koprivnica, Varaždin, Rijeka, Split, and Split Predgrađe.

HŽ Putnički prijevoz or HŽ Infrastruktura is to be notified of the person's need for such assistance and support when travelling by rail at least 24 hours before the intended journey.

In the event that the person does not notify the railway carrier of his/her journey, all reasonable measures shall be taken at the stations and during the entire journey to provide the person with assistance.

Persons with disabilities are to announce their journey at ticket office, by phone, or email:

- information by phone (every day from 5:00am to 11:00pm): 060 333 444 (landline calling rate 0.23 EUR/min (1.74 HRK/min), mobile calling rate 0.39 EUR/min (2.96 HRK/min) HT d.d.), +385 1 4724 026
- email: informacije@hzpp.hr

For more information and request for assistance during train journey, please visit <http://www.hzpp.hr/osobe-s-invaliditetom>.

In 2023, 110 requests for assistance to persons with disabilities were received:

- 18 in international traffic
- 92 in regional traffic.

