



**Service Quality
Annual Report
2024
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 2024, 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 on board 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 ticket 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 – procedure 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	43	81	124
Rijeka	37	36	73
Split	27	39	66
Total	191	297	488

Ticket Offices

Regional Unit	Ticket Office – Station	Ticket Office – Stop
Zagreb	19	10
Vinkovci	11	1
Varaždin	15	0
Rijeka	5	0
Split	4	0
Total	54	11
65		

Public Address System

Regional Unit	Public Address System – Station	Public Address System – Stop
Zagreb	21	6
Vinkovci	21	1
Varaždin	17	7
Rijeka	18	0
Split	10	3
Total	87	17
	104	

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 at 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 as well as weather and natural disasters.

At HŽPP, train delay or cancellation is confirmed:

- on board a train: by train staff
- at station: cashier and information desk staff.

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

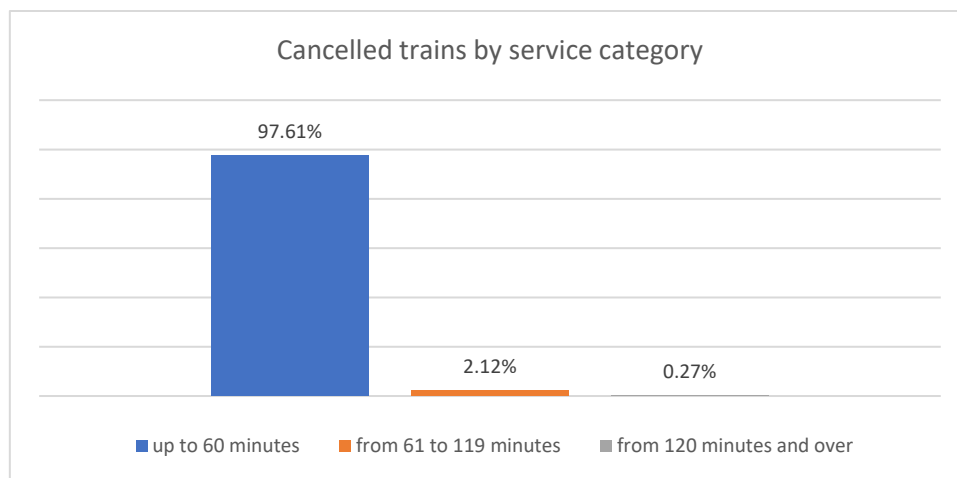
In 2024, of the total number of services provided (trains) from the departure stations trains were delayed for several reasons (incidents, trainset turnaround, etc.):

- long-distance (Euro City, Inter City, express train, agency) 45.28%,
- regional (fast, direct) 24.59%,
- urban/suburban (passenger, suburban) 24.36%.

The total average service delay (train delay) at destination station by service category was as follows:

- long-distance (Euro City, Inter City, express train, agency) 90.23%,
- regional (fast, direct) 75.42%,
- urban/suburban (passenger, suburban) 53.47%.

In Chart 1, a division of the total number of delayed services provided (trains) at destination station is shown.



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 4.42%.

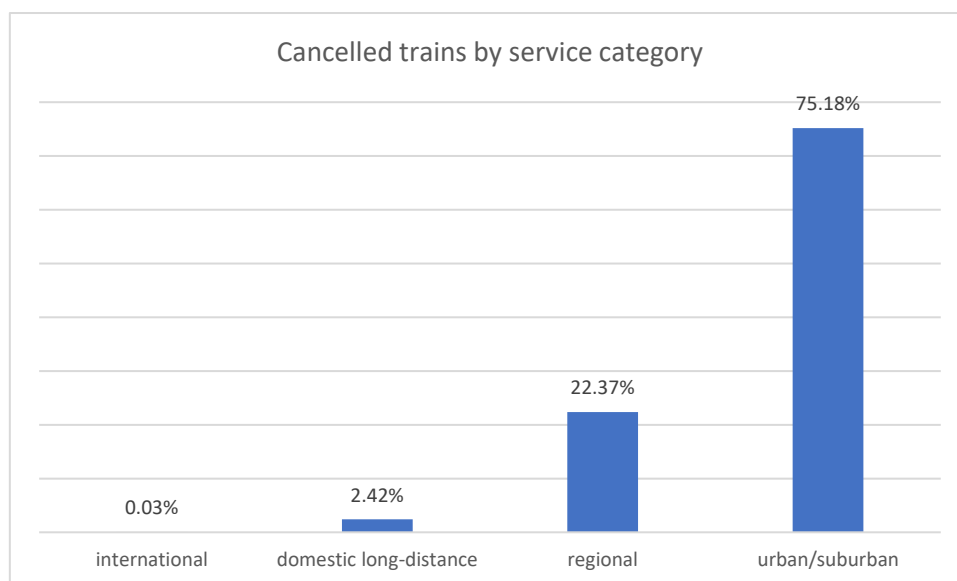
3. Cancellation of services

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

In the event of service cancellation, passengers are entitled to submit a complaint in writing to protect their rights, which are governed under the Act on the Regulation of Rail Service Market and the Protection of Passenger Rights in Rail Transport (Official Gazette No 104/17) and other regulations governing passengers' rights. For more information, please visit www.hzpp.hr/prava-putnika.

Services (trains) that were completely cancelled in 2024 (with no rail replacement service provided) are divided as follows: 6.40% due to failures on means of transportation, 5.36% on services cancelled due to incidents and 88.24% due to repair work on railway infrastructure.

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



Source: Author

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

- international 0.02%,
- domestic long-distance 10.46%,
- regional 44.18%,
- urban/suburban 45.34%.

Cancelled services (trains) replaced by substitute bus transportation are divided as follows: 23.96% due to failures on means of transportation, 17.43% due to incidents and 58.61% 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 WI-coaches 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.

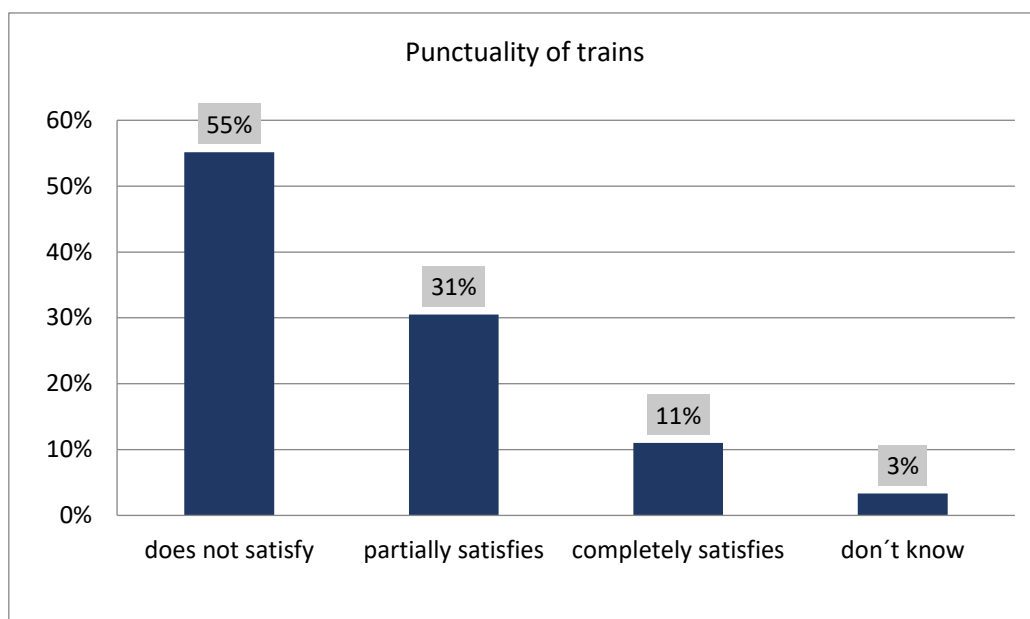
Air temperature control in coaches is performed automatically, depending on external and internal air temperature, fittings and the type of equipment for air processing, which is integrated into railway vehicle.

The staff involved in the preparation of railway vehicles for the inclusion in passenger trains as well as 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.

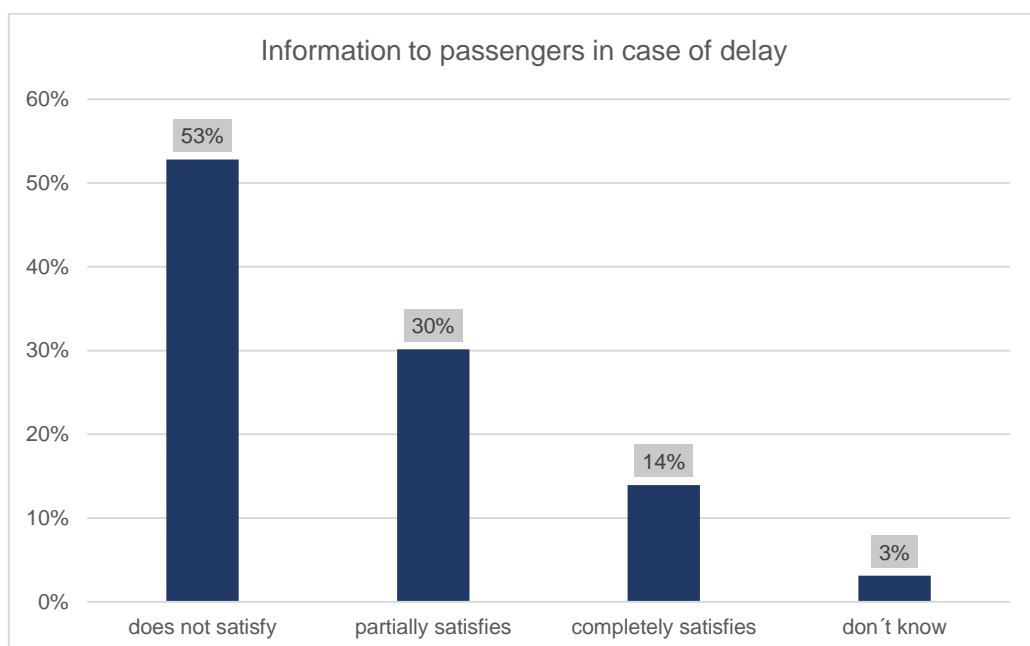
5. Customer satisfaction survey

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.

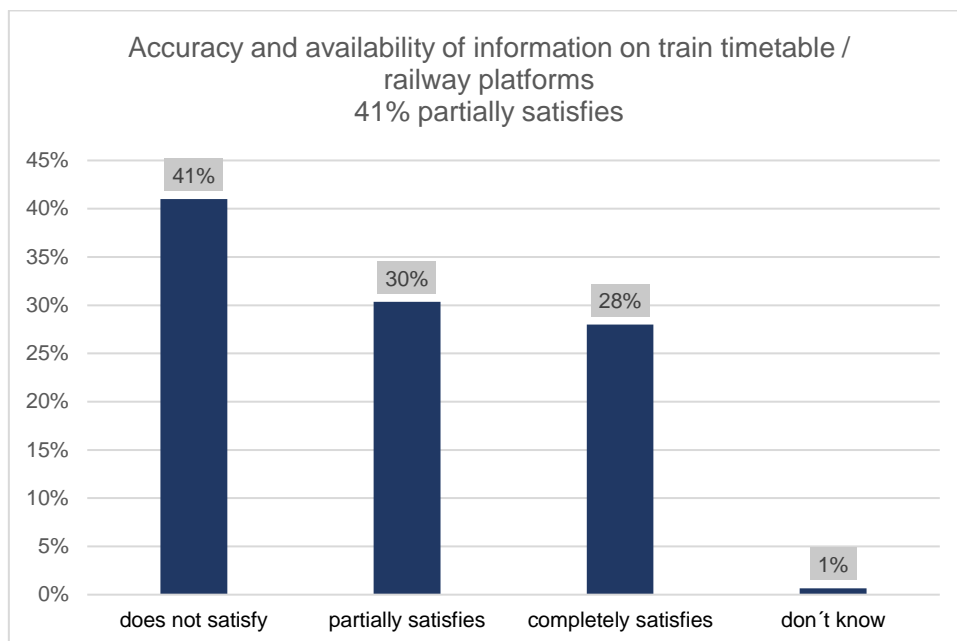
55% of respondents are not satisfied with the punctuality of trains, 31% of respondents are partially satisfied, whereas 11% of respondents are completely satisfied.



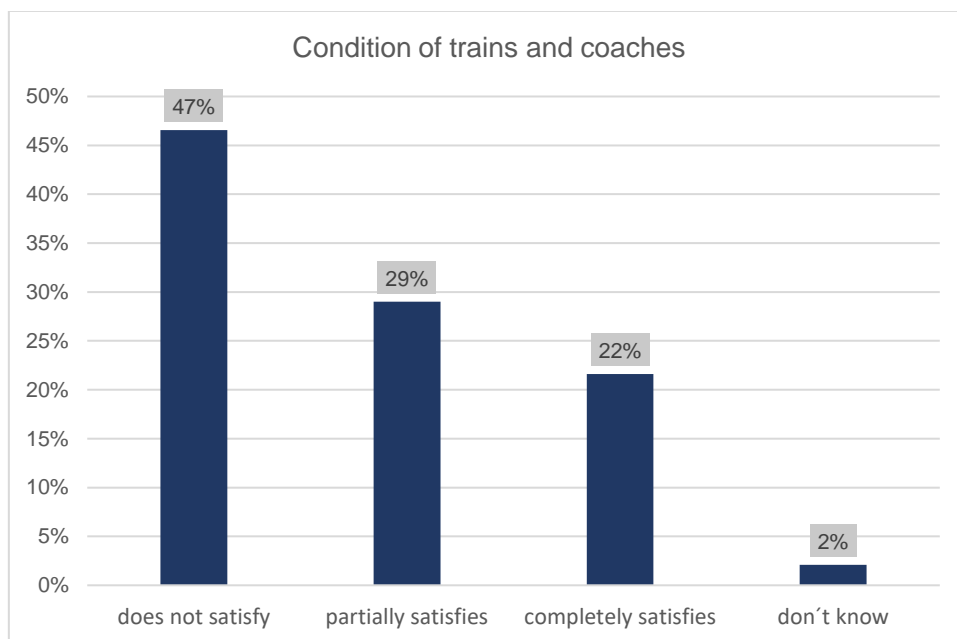
53% of respondents are not satisfied with information provided to passengers in case of delay, 30% of respondents are partially satisfied, whereas 14% of respondents are completely satisfied.



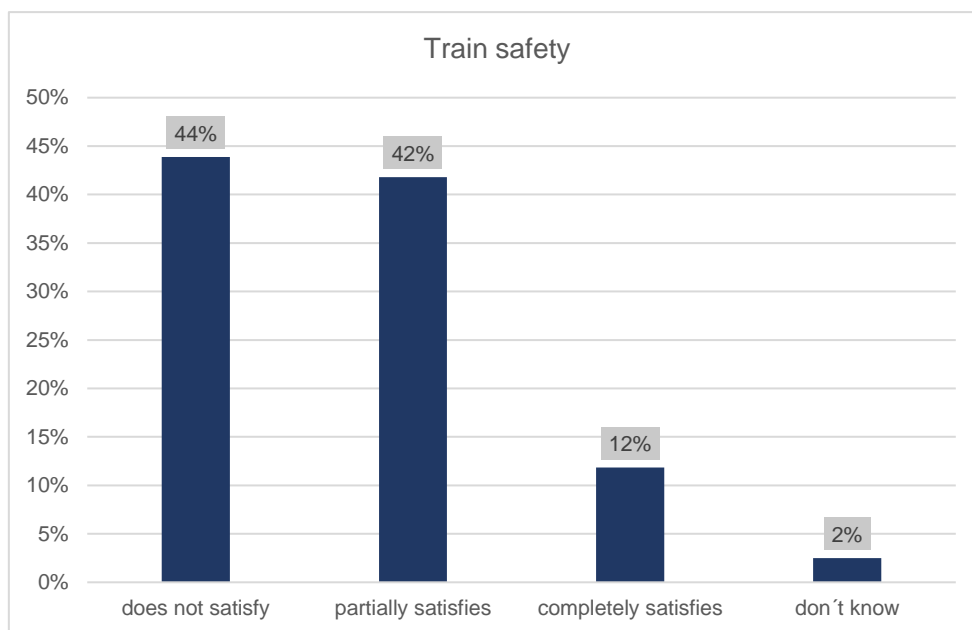
41% of respondents are partially satisfied with the accuracy and availability of information on train timetable / railway platforms, 30% of respondents are not satisfied, whereas 28% of respondents are completely satisfied.



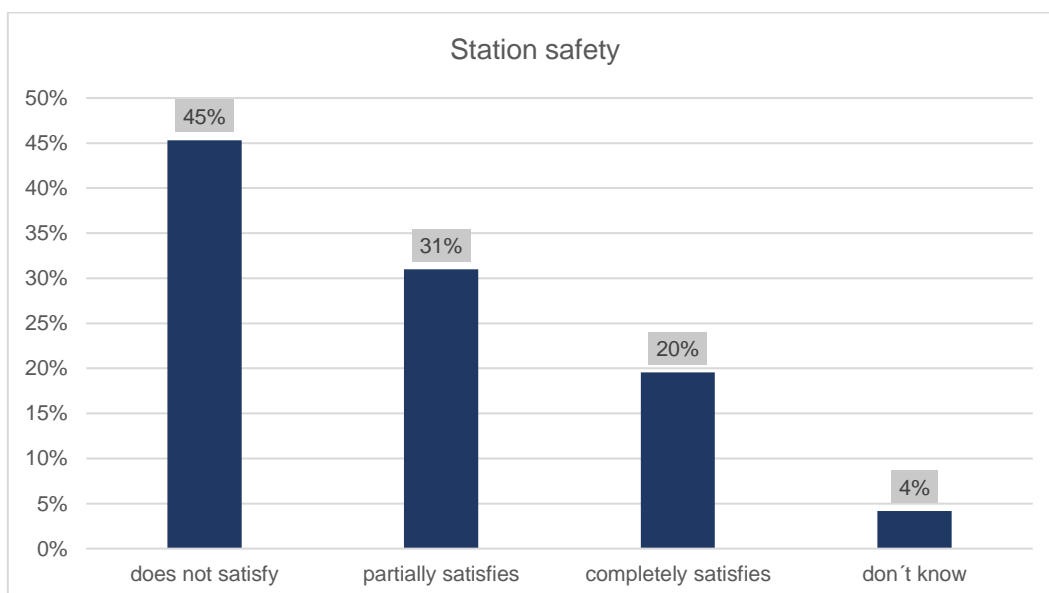
47% of respondents are partially satisfied with the condition of trains and coaches, 29% of respondents are not satisfied, whereas 22% of respondents are completely satisfied.



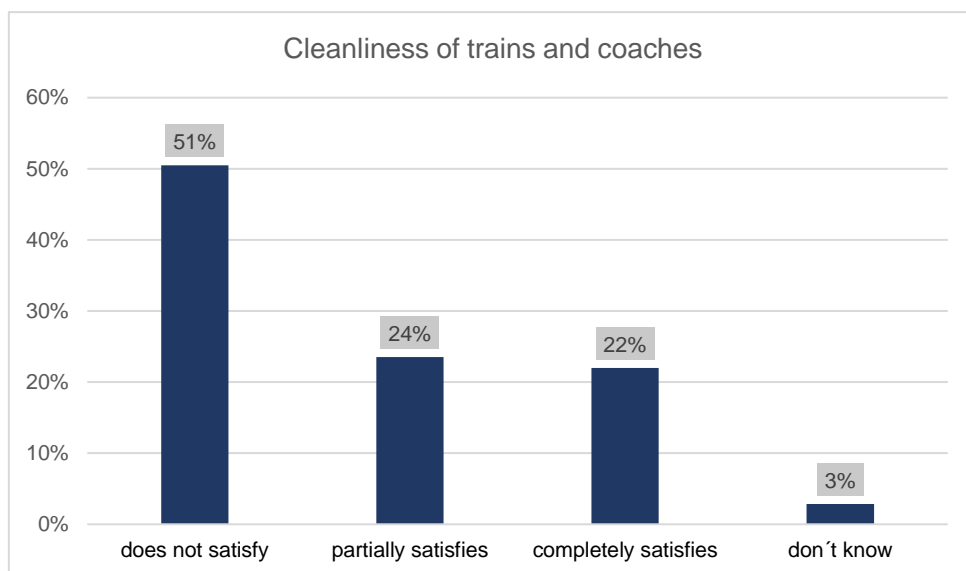
44% of respondents are partially satisfied with train safety, 42% of respondents are completely satisfied, whereas 12% of respondents are not satisfied.



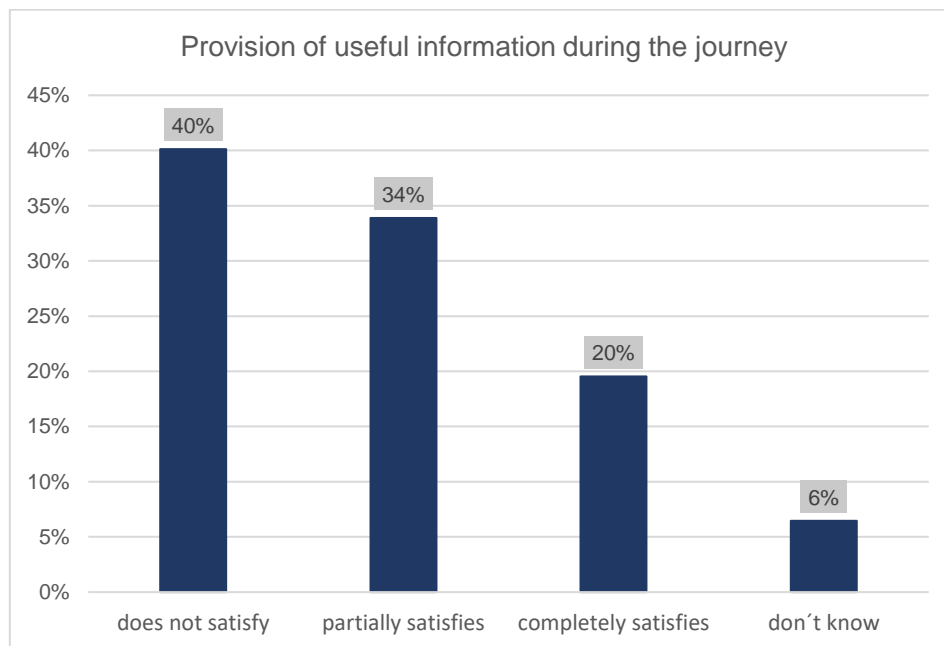
45% of respondents are partially satisfied with station safety, 31% of respondents are completely satisfied, whereas 20% of respondents are not satisfied.



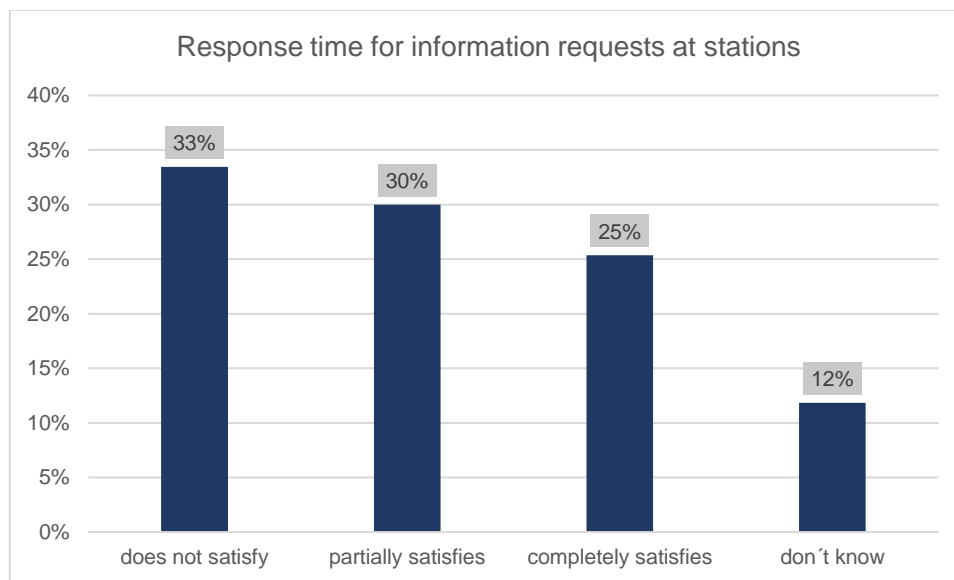
51% of respondents are partially satisfied with the cleanliness of trains and coaches, 24% of respondents are completely satisfied, whereas 22% of respondents are not satisfied.



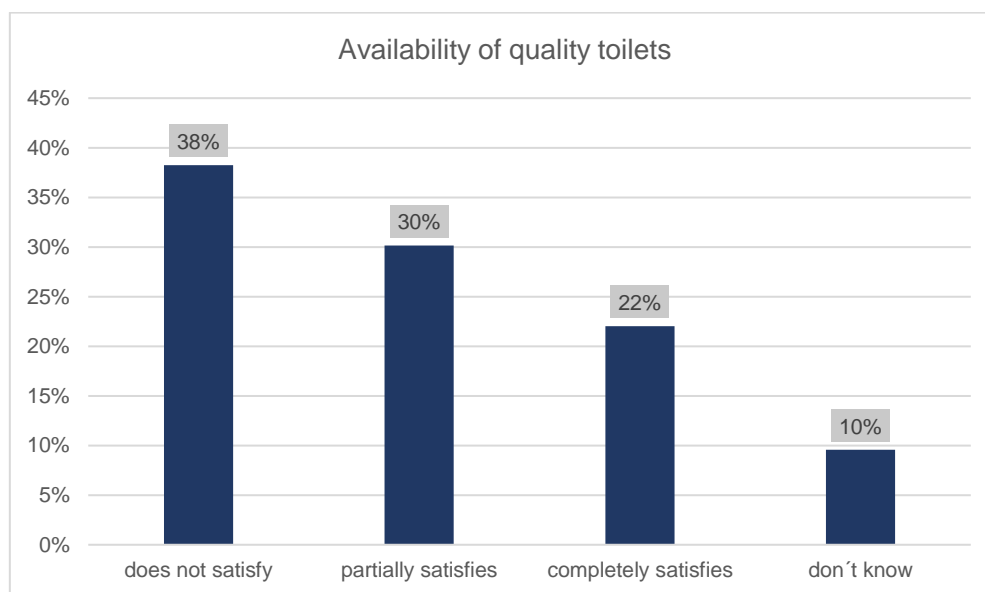
40% of respondents are not satisfied with the provision of useful information during the journey, 34% of respondents are partially satisfied, whereas 20% of respondents are completely satisfied.



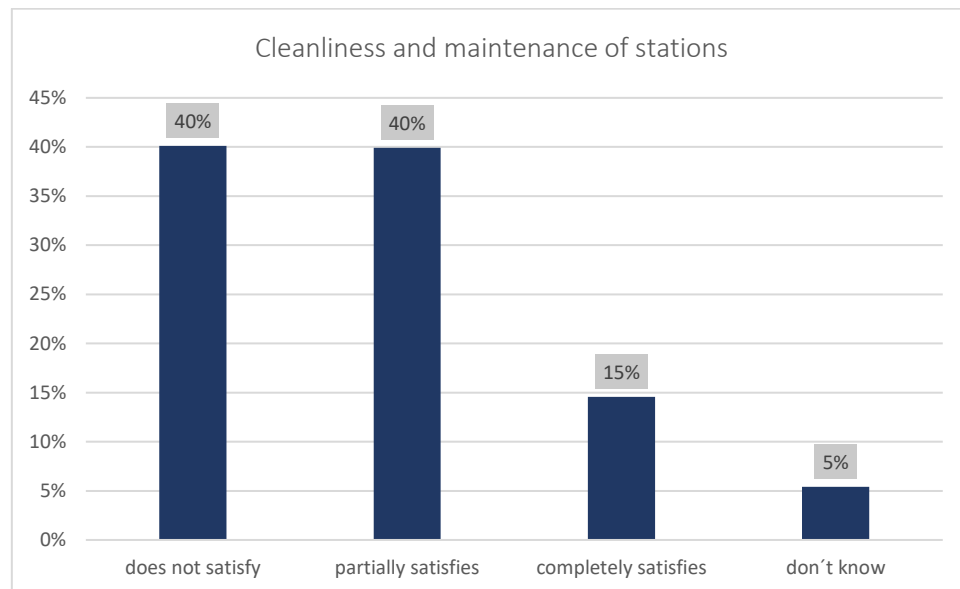
33% of respondents are partially satisfied with response time for information requests at stations, 30% of respondents are completely satisfied, whereas 25% of respondents are not satisfied.



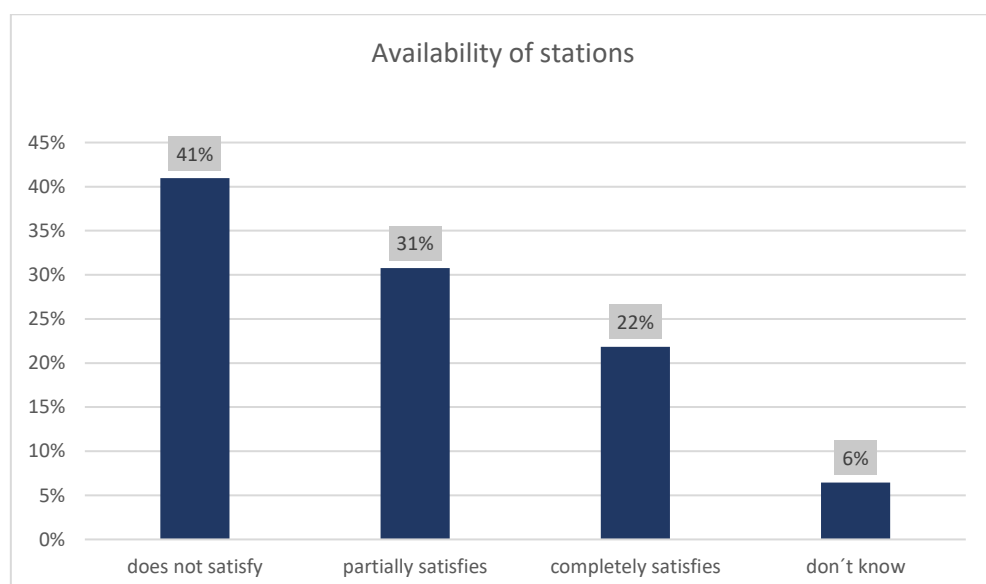
38% of respondents are partially satisfied with the availability of quality toilets on train, 30% of respondents are not satisfied, whereas 22% of respondents are completely satisfied.



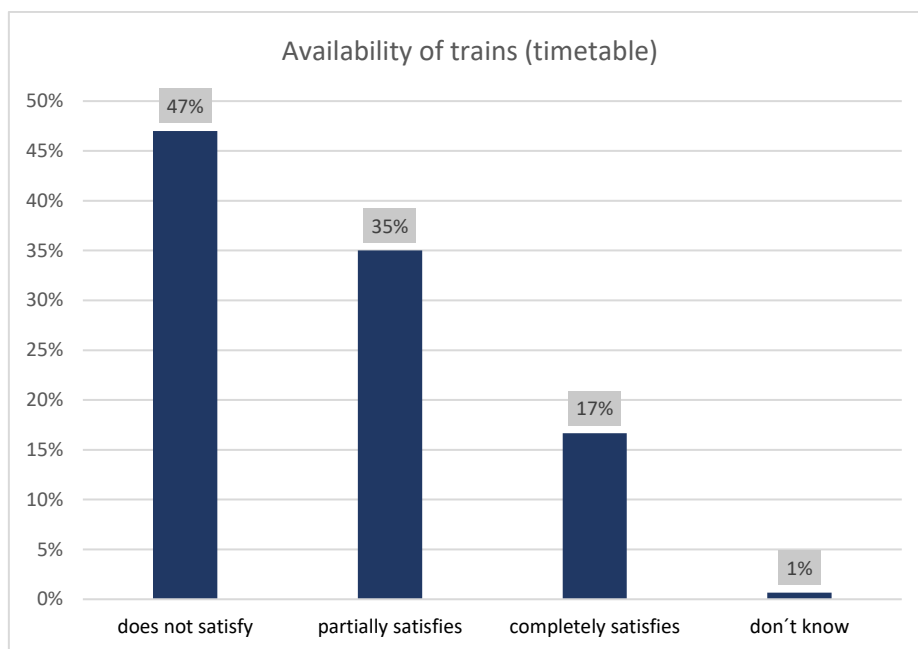
40% of respondents are partially satisfied with the cleanliness and maintenance of stations, the same percentage (40%) of respondents are not satisfied, whereas 15% of respondents are completely satisfied.



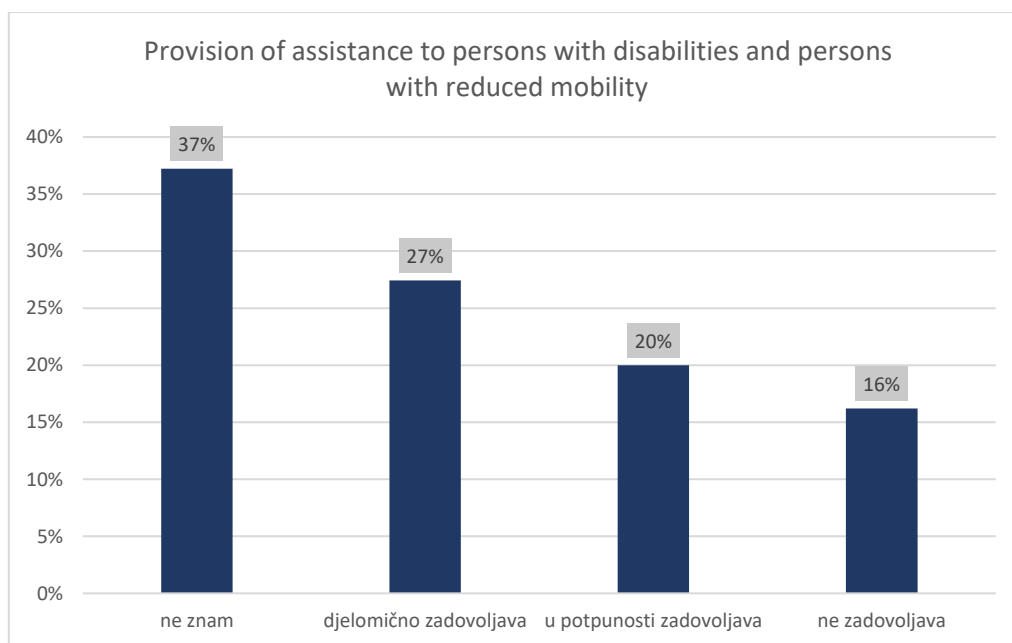
41% of respondents are partially satisfied with the availability of stations, 31% of respondents are completely satisfied, whereas 22% of respondents are not satisfied.



47% of respondents are partially satisfied with the availability of trains, 35% of respondents are not satisfied, whereas 17% of respondents are completely satisfied.



37% of respondents cannot evaluate the provision of assistance to persons with disabilities and persons with reduced mobility, 27% of respondents are partially satisfied, 20% are completely satisfied, whereas 16% 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 quality standards is published on the website of HŽPP (<https://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 office of HŽ Putnički prijevoz as well as at stations and stops, where suitable sites are in place for displaying information to passengers.

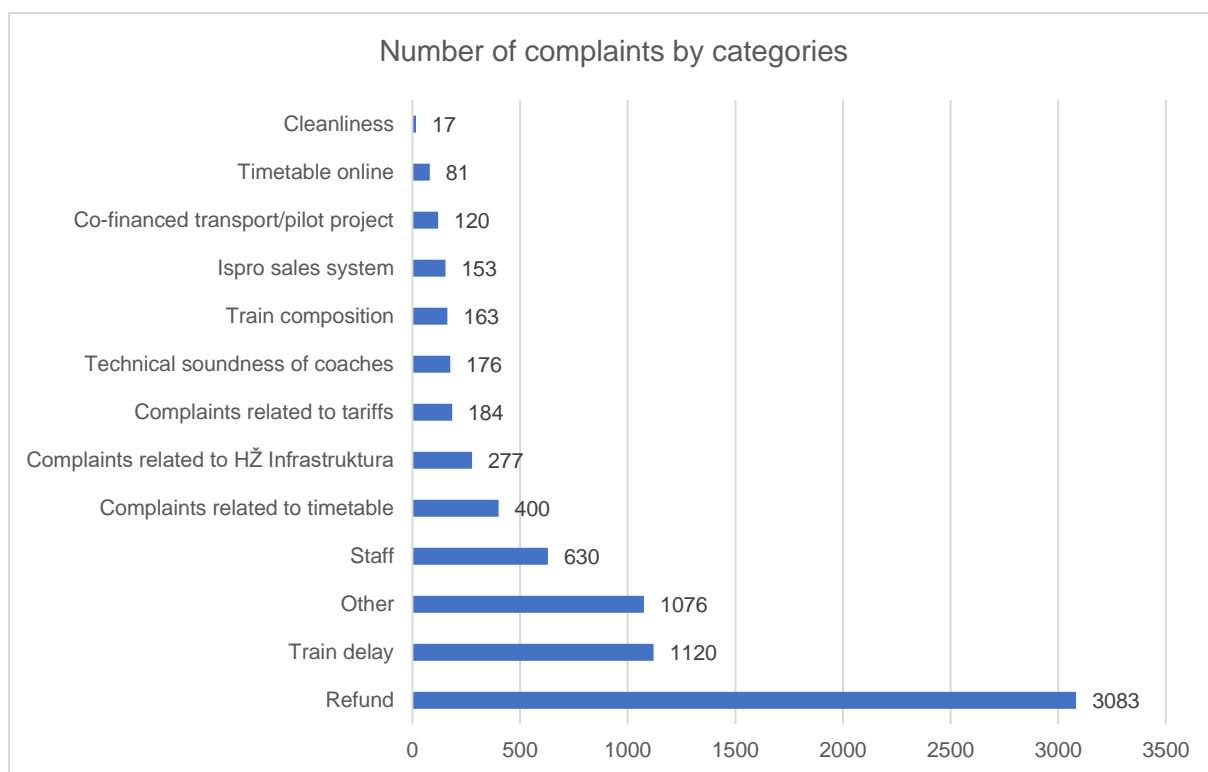
Passengers are entitled to submit a complaint in writing to protect their rights provided for under the Regulation (EU) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations and other regulations governing passengers' rights. The passenger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

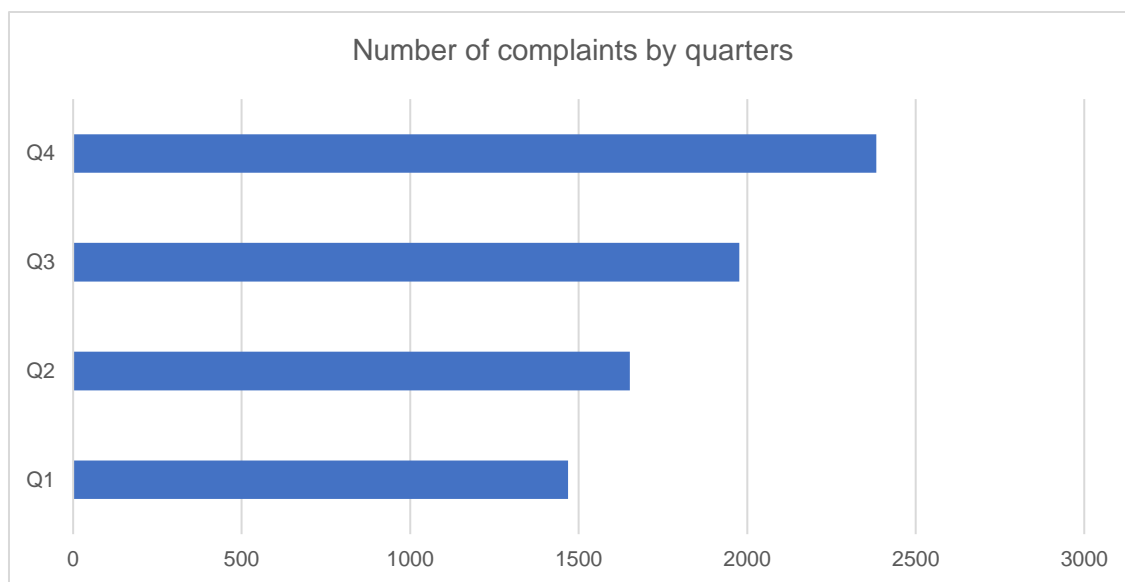
The complaint is to be submitted:

- 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 in Annex I to the User Guide).

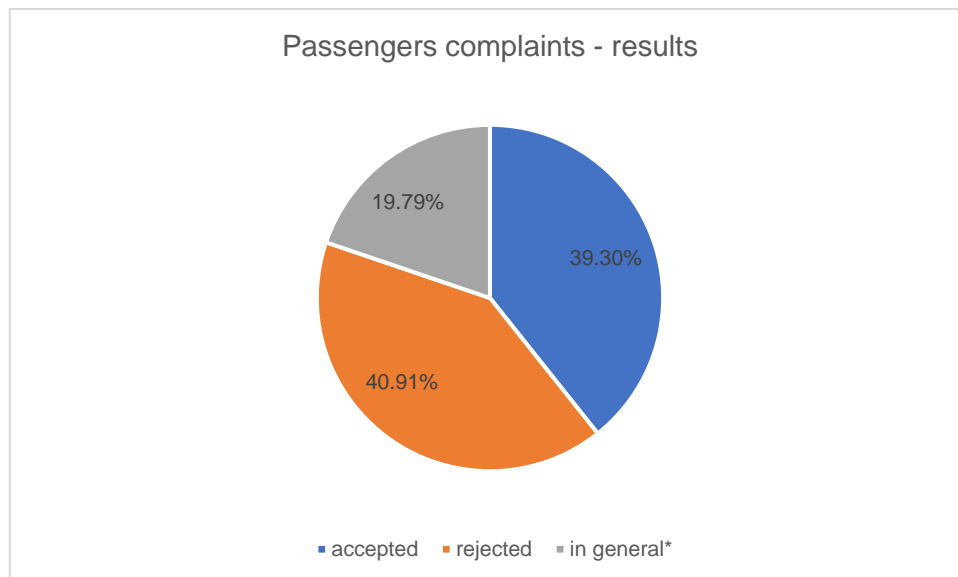
The complaint shall include the basic information about the applicant (first and last name and contact details) as well as the essential elements required for complaint handling (reason for the submission of complaint, travel date and route, train number). The applicant shall provide a copy of the ticket and other relevant evidence.



In 2024, HŽ Putnički prijevoz received 7,480 complaints via email reklamacije@hzpp.hr and regional units of HŽPP.



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



* Complaints not requiring 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 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 (daily from 5:00am to 11:00pm) 060 333 444 (landline calling rate 0.23 EUR/min, mobile calling rate 0.39 EUR/min, HT d.d.), +385 1 4724 026
- email: informacije@hzpp.hr

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

In 2024, 182 requests for assistance to persons with disabilities were received:

- 30 in international traffic
- 92 in domestic traffic.

