

Based on §28 of the directive No. 1371/2007/EC of the European Parliament and of the Council from 23rd October 2007, about rail passengers rights and obligations, GYSEV Zrt. gives the following report in respect of its passenger transport services:

**Defining regulations on service quality –
Minimum contents of service quality regulations at GYSEV Zrt. in 2014**

1. Information and tickets

- **Provision of travel information en route:** *On board of our Inter City trains and of passenger multiple unit trains, we provide information about the train's schedules, transfer opportunities and the upcoming station en route. Upon request, our conductors provide information on all of our trains about the upcoming station, the transfers and connections, travel conditions and possibilities as well as about arrangements for further travel, if necessary. At all stations having a ticket counter and at the stations and stops of the railway line Sopron-Szombathely-Szentgotthárd, we operate dynamic and loud passenger information systems. Most of our stations are fitted with audible passenger information systems (loud-speaker), the installation of such systems at remaining stations is under process. The timetables of the stations and stops of the railway line Sopron-Győr can be downloaded with a smart phone using the QR code and they are also available on our homepage, by means of a self-developed virtual passenger information system. We have developed and installed on-board dynamic passenger information systems into all GYSEV IC cars, multiple units and into about half of our passenger cars.*
- **How is request for information handled at stations?** *At stations with personnel, the staff is available during the operation of the trains. At stations and stops without personnel of the Sopron-Szombathely-Szentgotthárd railway line, we have installed alarm and emergency systems. Station announcements include also our central information phone number.*
- **How is information about the times of trains, ticket prices and platforms provided?** *Information about the times of trains and ticket prices is available prior to the start of the journey from our website, from the timetables of partner companies, in form of notices at all our stations as well as on the phone and personally from our passenger ticket offices as well as from our conductors on board the trains. Information about platforms is given through timetables at stations as well as through loud-speakers at the stations and our virtual passenger information system.*
- **Ticket purchase options:** *at the ticket offices of our stations and on the trains from conductors or from our partner companies as distributors, even on-line. For those trains that require a surcharge or a seat reservation, these can be booked also in advance on the phone and taken over at the ticket offices of our stations out of turn.*
- **Availability of personnel at stations for information and ticket selling purposes:** *our ticket offices are open during the running times of the trains in frequented periods and information about the availability of our staff on the phone is provided via notices at the stations.*

- **How is information given for disabled persons and persons with reduced mobility:** *for our disabled passengers and passengers with reduced mobility, relevant general information is given on our homepage and in the notices that can be found at our stations and stops.*

2. Punctuality of services and general principles for the handling of disturbances of services

a) Delays

- **Delays in per cent:**
- **Delays on departure in %** 7,56 %
- **Delays on arrival in %**
 - **delays less than 60 min. in %** 7,82 %
 - **delays between 60-119 min. in %** 0,18%
 - **delays of or more than 120 min. in %** 0,03%
- **Missed connections to other railways in %** *no such summary has been compiled*

b) Disturbances

- **Plans for the handling of unforeseen events and emergencies, their short description** *if the scheduled times of our trains are at risk and the situation cannot be resolved, passengers are transported to their destinations either by the next suitable train, or by buses replacing trains or by taxi – subject to the availability. To handle foreseeable emergencies or such events that are likely to persist, we operate a crisis on-call system and re-schedule the daily work if required, by which we can ensure services according to schedule and the adequate information of our passengers.*

3. Cancelling of routes

- **The rate of cancelled services compared to the total number of services in %:** the number of trains missed and not replaced in 2014 was 46, which makes up about 0,04 % of all trains.

4. Cleanliness of rolling stock and station facilities (for instance air quality in coaches, hygiene of sanitary equipment etc.)

- **Cleaning intervals** *coaches of passengers trains are cleaned several times a day. Trains depart from most of our stations with scheduled operations in a clean state, for this end, we carry out/have different cleaning activities performed prior to departure, depending on the available time. Furthermore, passenger coaches undergo a complete daily and monthly cleaning. In frost-free months, external washing of the vehicles is carried out every second week on average or not more than every month. Stations are cleaned depending on the volume of passenger traffic and with various frequency (every hours at the most and at least every week).*
- **Measuring air quality** *such measurements were not carried out.*
- **Usability of toilets** *cleanings done before the departure of the passenger trains include – depending on the available time – the cleaning of toilets, too. Additionally, the daily cleaning of passenger coaches encompasses the complete cleaning of toilets. All stations with personnel have toilet facilities, these are cleaned depending on the volume of passenger traffic and with various frequency. (Every hours at the most and at least every week).*

5. Survey of passenger satisfaction: *Based on the result of the satisfaction survey carried out between 5th May – 18th May 2014 among more than 650 passengers, we can say that our passengers are most satisfied with the readiness and politeness of the ticket inspectors, with passenger information, payment options and with the safety of travelling, whilst they have higher expectations regarding frequency of traffic, connections, station accessibility and parking facilities for cars and bicycles in the first place. Most of the complaints refer to the cleanliness of toilets and railway cars and the delays.*

6. Handling of complaints, refunds and compensation for non-compliance of service quality standards

- **Applied procedure** *Each and every written complaint was investigated in a traceable manner and – if investigations had been closed by then – a written reply was sent within 30 days of receipt. If the investigations had not finished within 30 days, a written notice was sent about this as well as the expected date of the final response.*
- **Number of complaints and their result**
 - **complaint categories**
 - personnel: 22 %
 - timetable structure 9 %
 - adherence to timetable: 15 %
 - passenger information 7%
 - tariffs 6 %
 - vehicle 12%
 - other 29 %
 - **complaints submitted** *we had 411 complaints within and in connection with the Hungarian service area of GYSEV*
 - **complaints processed** *all complaints were processed*
 - **average response time** *15 days*
 - **possible measures to improve quality** *based on all kinds of requests from passengers in relation to the development of services, (complaints, suggestions, requests etc.) measures for the improvement of quality have been defined and successively incorporated into our daily operational activities.*
 - **How is information about passenger rights and obligations provided during ticket purchase?** *All documents (general terms and conditions, tariffs, fare table, business policy preferences) containing all the rights and obligations relevant to rail travel have been made available at all our ticket offices and ticket vendor partners. In addition, we have put up notices at all our stations (including those without personnel) that contain a resume of the above documents. Of course, these documents are available on our homepage, too.*
- **Number of compensations and refunds: 614, from this 590 were accepted**

7. Helping disabled people or people with reduced mobility

- **Applied procedure of assistance** *if time allows and also physically possible, each and every disabled passenger or passenger with reduced mobility is transported to his/her destination – even if the request for transport was received after the prescribed deadline.*



- **Number of assistance provided, according to categories (international / domestic)** *there were approximately 149 cases in which disabled people or people with reduced mobility asked for travel assistance in rail travel on domestic trains.* Furthermore, several passengers and student groups with different disabilities took advantage of our services on a weekly basis.