

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 2017**

1. Information and tickets

- **Provision of travel information en route:** *We have an on-board dynamic passenger information system installed into almost all GYSEV rail vehicles, which has been developed by the company itself. Therefore, on board of our Inter City trains and passenger trains that run with these cars, 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 more than half of the stations and stops we operate a dynamic and loud passenger information system.*
- **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.*
- **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 % 5,34 %**
- **Delays on arrival in %**
 - **delays less than 60 min. in % 5,75 %**
 - **delays between 60-119 min. in % 0.12%**
 - **delays of or more than 120 min. in % 0.02%**
- **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 have an operational control system in use, with which we can ensure services according to schedule and appropriate information provision for 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 2017 was 57, which makes up about 0.06 % 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 the 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. External washing of the vehicles is carried out during the frost-free months every second week on average or on a monthly basis. 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 the cleaning of toilets, too. 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 from 7th June to 28th August 2017 among more than 3600 passengers we can say that – just like in previous years – the passengers are most satisfied with the service level and manners of the crew as well as with the ticket purchase options, while satisfaction with train traffic (timetable) and connection options has improved compared to the previous years.

Our passengers were also asked about their satisfaction with the different types of rail car and MU trains where the FLIRT multiple unit has received the most excellent ratings.

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. (Complaints received from social networking sites are not regarded as officially submitted complaints.)*
- **Number of complaints and their result**
 - **complaint categories**
 - personnel: 9 %
 - timetable structure 2 %
 - adherence to timetable: 8 %
 - passenger information 7%
 - tariffs 9 %
 - vehicle 39 %
 - other 26 %
 - **complaints submitted** *we had 704 complaints within and in connection with the Hungarian service area of GYSEV*
 - **complaints processed** *all complaints were processed*
 - **average response time** *17 days*
 - **possible measures to improve quality** *based on all kinds of requests from passengers in relation to the development of services, (complaints, suggestions, requests, social networking sites 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:** 228, *from this 193 were accepted involving reimbursement in 100 cases*

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 430 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. GYSEV is also in regular contact with such organisations.*