

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 2020**

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, personally at our ticket offices, at the Passenger Centre of Sopron railway station 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 service disruptions

a) Delays

- **Delays in per cent:**
 - **Delays on departure:** 3.20 %
 - **Delays on arrival**
 - **delays less than 60 min.** 3.34%
 - **delays between 60-119 min.** 0.10 %
 - **delays of or more than 120 min.** 0.02 %
- **Missed connections to other railways in %** *no such summary has been compiled*

b) Incidents

- **Plans for the handling of unforeseen events and emergencies and 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. Cancellations

- **The rate of cancelled services compared to the total number of services in %:** the number of trains missed and not replaced in 2020 was 26, which makes up about 0.02 % of all trains.

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

- **Cleaning intervals:** *The coaches of passenger 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 hour at the most and at least every week). In view of the corona pandemic, the cleanings are carried out with special antiviral agents. If an infection is suspected, a trained and equipped disinfection team is available. The vehicles and premises are also cleaned with an ozone generator.

- **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 hour at the most and at least every week). During the pandemic, greatest attention is paid to cleaning with disinfectants and equipping hand wash facilities with disinfectants.*

5. Survey of passenger satisfaction:

In view of the pandemic situation, we carried out an online passenger satisfaction survey in 2020. The questionnaire was completed by 598 people. We asked our passengers why they choose to travel by train. The most frequent responses mentioned were comfort and the key words convenient, safe, fast and high quality (it was possible to give more than one answer).

The passengers had the opportunity to rate their satisfaction with our services on a 4-point scale. It can be stated that most of the positive assessments were given to the professionalism, helpfulness and behaviour of the train crew, the accessibility of the stations and passenger information. In 2020, there were relatively more passengers who were rather / mostly satisfied with the services of rail (timetable, connections). With regard to the question of satisfaction with wagon types and railcars, we can say that the FLIRT railcars received the best ratings again this year.

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: 8 %
 - timetable structure: 5 %
 - adherence to timetable: 14 %
 - passenger information: 6 %
 - tariffs: 41 %
 - vehicle: 9 %

- other: 17 %

- **complaints submitted** *we had 687 complaints within or in connection with the Hungarian service area of GYSEV*

- **complaints processed** *all complaints were processed*

- **average response time** *14 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:** *251, from this 198 were accepted involving reimbursement in 145 cases.*

7. Assistance to 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 151 cases in which disabled people or people with reduced mobility asked for travel assistance in rail travel on domestic trains. There were several disabled passengers who used our services on a weekly basis. It is also important to mention that GYSEV is in regular contact with the relevant organisations.

