

NSB AS Service Quality Performance Report for 2013

Passenger Rights regulation 1371/2007

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1) Information and Ticket Sales

Our conditions of carriage are available to the customer both on train stations, on nsb.no, and on our NSB mobile app for Android, iOS and Windows Phone.

In the same channels the customer also finds our train timetables.

Information on ticket terms, conditions and prices, and on-board facilities are always available via nsb.no, on our NSB mobile app, and can also be obtained from our ticket offices and contact center (call center - +47 81500888).

Information on accessibility, access conditions, assistance at stations, and availability of on-board facilities for disabled people and people with reduced mobility is available at request from all ticket offices, our contact center, and via nsb.no.

Information on accessibility and access conditions for bicycles is available on request from all ticket offices, via our contact center, and via nsb.no.

Real time traffic information for the customers chosen travel distance, and updated traffic information on our different lines is available on nsb.no, ticket vending machines, and via our NSB mobil app.

The customer may also obtain information via our ticket offices and our contact center.

When services are severely disrupted, in addition to give information in the above mention channels, we aim to issue information through newsletters and media (newspapers, radio and television).

Procedures for whom to contact, and in general for reclaiming lost luggage is available for customers via nsb.no. The customer may also contact our call center and ticket offices.

All our trains have clear signage above the internal doors at the end of each coach, giving information about the location and availability of onboard toilets. Information on on-board facilities are announced by the on-board Train Manager.

Information regarding the next station will be announced on-board by our Train Manager, or via voicemail.

In the case of delays the Train Manager on board will announce information at appropriate intervals.

The Train Manager on board will also make announcements about main connecting services.

Safety guideline leaflets can be found on board next to each luggage rack section, and the Train Manager also make announcements of the leaflet shortly after departure station. Train staff can also be contacted at all times onboard. Information about platforms is provided on information tables at stations, and also via nsb.no, NSB mobile app, TVM (Ticket Vending Machines), ticket offices and our contact center. Train staff gives information about arrival platform side in good time before arriving next stations.

Information about our stations is available to the customer on nsb.no. Here we provide information about opening hours, ticket vending machines and validators available, waiting room, travel connections, parking facilities, luggage trolleys, bicycle-rack, menu (café/bar/kiosk), luggage lockers and WC, lifts, and train connections from the station.

Customers can buy tickets for travel anytime within 3 month in advance by visiting nsb.no, using the NSB mobil app, by ticket vending machines, by calling our contact center, or by visiting one of our ticket offices.

Refunds of unused or partly used tickets are made either through our manned stations or NSB call center, or via automatic self-service (NSB app and nsb.no). This depending on product type, and if the purchased ticket is refundable or not.

If the customer has already taken part of a ticketed journey and is requesting a refund as a result of a delay, the refund is made by our NSB Service Center. The form lies at nsb.no, and may be applied both as direct apply or downloaded as PDF for delivery to NSB by post. Such refunds will be made within one month. To make it simple for the costumers the same form may also be used for all kinds of complaints.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes for the planned journey, customers will be entitled to either a full refund or to postpone their journey to a later date. To claim the refund or change the booking customers simply need to contact our manned stations or contact our call centre and refere to the details of the original ticket (reference number etc).

2) Punctuality of services, and general principles to cope with disruption to services

NSB has high standards of train punctuality and make every effort to get passengers to their destination on time. Our target is to ensure:

- 90 % of trains arrive within 5 minutes of their scheduled arrival time for long distance trains
- 90 % of trains arrive within 3 minutes of their scheduled arrival time for all other trains

Results:

Category of service:	2013	2012	2011
Overall punctuality	91 %	89,1 %	87,1 %
Domestic long-distance trains	80 %	83 %	79 %
Regional trains	83 %	84 %	80 %
Urban/suburban trains (Oslo-area)	91 %	91 %	88 %
Other areas	78 – 98 %	78 – 97 %	81 – 98 %
Boarder-crossing trains (NSB do not operate trains international trains outside Norway)	87 %	83 %	74 %

Source for punctuality data is JBV (Jernbaneverket). NSBs punctuality is not satisfying.

General principles to cope with punctuality and disruption to services:

NSB's conditions of carriage

§7 Delays

A. Delay here means late arrival at a destination station relative to NSB's timetable. Significant delay refers to all NSB trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø which are more than 60 minutes late and to other NSB trains which are more than 30 minutes late.

B. In the event of a significant delay, the passenger may submit a claim for compensation of documented, direct expenses, limited to a maximum of 2/10ths of the Norwegian National Insurance scheme's base amount, for example.

1. Costs for the most reasonable alternative means of transport to the destination station if NSB has not established alternative transport for the route within a reasonable time.

2. Necessary telephone costs.

3. Board and lodging where this proves necessary and where NSB does not provide this at no charge to the customer.

C. Compensation may however not be claimed if the passenger, in spite of the delay, has sufficient time to make the departure of onward transport. The passenger has a duty to limit any potential loss by leaving reasonable time between arrival at the destination station and the onward means of transport. See § 7 A.

D. However, compensation may not be claimed if the passenger has not allowed for the margin of 60 minutes on all NSB trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø and 30 minutes on all other trains. This also applies to train arrivals at airports and flight check-in times. Specifically, 60/30 minutes' extra time must be allowed for arrival at airports in addition to the airline's check-in time.

E. Compensation may not be claimed if the customer was informed of the delay, the missed connection or train cancellation, before or during purchase of the ticket, or if the passenger, in spite of the delay, or after rebooking, has arrived at the destination station on time or with a delay of no more than 60 minutes.

F. Compensation may not be claimed if the delay or train cancellation is due to circumstances beyond the control of NSB or the National Rail Administration, such as extraordinary weather or acts of God, statutory orders and prohibitions, strikes, lockouts etc. The passenger may however be entitled to claim a refund of the ticket price in accordance with § 7 H and § 7 J.

G. If a journey involves a change of trains, the transfer time is a minimum of 60 minutes for NSB's Regiontog (inter-city trains) between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø. For other trains, the transfer time is a minimum of 30 minutes. For journeys where a shorter transfer time is selected, a claim cannot be made for alternative transport in the event of a delay or stoppage.

H. When it can reasonably be expected that a train will arrive with more than 60 minutes' delay at the final destination relative to the contract of carriage, the passenger shall immediately have the choice between:

1. refund of the ticket in its entirety under the same conditions as when it was purchased for the part or parts of the journey that have not been undertaken, and for the part or parts which have already been undertaken if the journey is no longer of interest

in relation to the passenger's original travel plan, as well as a return journey to the original place of departure where relevant,

2. continuation or rearrangement of the journey under equivalent conditions of carriage to the final destination at the first opportunity or,

3. continuation or rearrangement of the journey under equivalent conditions of carriage to the final destination at a later time in accordance with the passenger's wishes.

I. In the event of delays of more than 60 minutes, passengers shall be offered the following free of charge:

1. meals and refreshments which are reasonable in relation to the waiting time, if these are available on board the train or at the railway station, or if they can be supplied under reasonable conditions,

2. hotel or other accommodation and transport between the railway station and the place of accommodation if a stay of one or more nights is necessary, or if further stays are necessary to the extent that this is physically possible,

3. transport from the train to the railway station, to an alternative departure point or to the final destination for the train connection if the train is left standing on the track and if this is physically possible. On request from the passenger, NSB shall confirm on the ticket that the train has been delayed and that the delay may have led to a missed connection or that the train has been cancelled.

J. Passengers who are delayed at their arrival station may claim a refund of 50% of the ticket price in the event of:

1. A delay of more than 60 minutes on NSB's trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø.

2. A delay of more than 30 minutes on all other trains. Season ticket holders are issued refunds on the ticket price in accordance with the above principles but divided by the number of days the season ticket is valid for. The maximum total refund for a season ticket is limited to 50% of the ticket's purchase price.

3) Cancellation of services

Regularity of services as part of all services:

	2013	2012	2011
Total regularity:	95,1 %	94,9 %	94,7 %
Operator depending regularity:	99,5 %	99,5 %	99,4 %

Source for regularity is NSB, and it is calculated on bases of data from JBV.

The figures takes into account cancellation of both fully and partially cancelled trains.

4) Cleanliness of Rolling Stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc)

In our customer satisfaction survey (conducted twice a year) we measure customer satisfaction with comfort on board and cleanliness and maintaining of rail cars. We also measure conditions at stations.

5) Customer Satisfaction survey

Customer satisfaction survey - Long distance trains

NSBs Customer satisfaction survey is conducted by TNS Gallup. It takes place twice a year over a two week period in March and September. The questionnaire is distributed to a representative sample of all our passengers on board the trains. The sample size per year is 13000.

These self-completion surveys includes a wide range of aspects such as:

Booking/ticket sales

Purpose of journey

Conditions at stations

Facilities for car parking

Punctuality

Frequency

General information before and during the journey

Information in case of delay

Comfort on board

Cleanliness and maintenance of rail cars

Catering

Lounges

Staff on board

As customer satisfaction has become more and more important in recent years the findings from the surveys are given high priority. Customer satisfaction index is a KPI for NSB.

6) Complaints handling refunds and compensation for non-compliance with service quality standards

Our conditions of carriage are adapted to the rights and obligations under Regulation 1371/2007. The conditions of carriage are available to the customer both on train stations, on nsb.no, and on our NSB mobile app for Android, iOS and Windows Phone. When contacted on social media – facebook, twitter we inform the customer.

NSB Service Center is responsible for handling refunds and compensation for non-compliance with service quality standards, and all other customer complaints. Information on how to submit a complaint regarding our services is available at nsb.no, facebook and twitter, and at train stations. A special feedback-form for the customer to fill out is available at nsb.no, and at train stations. This form may be applied direct from the website or downloaded as PDF for sending by post together with enclosed documentation. Customers may also forward claims to servicesenter@nsb.no. Appropriate compensation will be considered on a case by case basis. We will use the customer's preferred contact method when responding to a complaint.

NSB Service Center aims to operate to the following standards:

- Letters will be replied to within 2 weeks
- Emails will be replied to within 1-3 working days

Handling passenger claims	2013	2012	2011
Total number of received complaints (out of 25 233 cases)	27 579 (99 % domestic)	22 320 (99 % domestic)	25 278 (99 % domestic)
Total number of complaints where compensation is paid	18 150	11 271	13 995
Number of complaints on punctuality	11529	6 571	11 795
Number of complaints on punctuality and cancelling of trains with customer claim for compensation	4 641	3 494	6 422
Number of complaints on punctuality and cancelling of trains where compensation is paid	4 736	3 170	4 343
Number of complaints on punctuality with customer claim for compensation (30/60 minutes) (4 641 – 205)	4 436	3 272	5 722
Number of complaints where customer demand compensation due to cancellation of trains	205	222	700

NSB Service center only keep records of delays or non-delays, not specifically within standards defined in NSBs conditions of carriage. NSB operates with 30 minutes / 60 minutes, and it is not possible to measure related complaints to abandonment of travel, re-routing, alternative mode of transport, and overnight stay.

For a list over improvement points registered as a result of complaints – and changes implemented as a result of this, see Annex 1.

7) Assistance provided to disabled persons and persons with reduced mobility

According to railway passenger rights regulations (in Norway regulated in “Jernbanepassasjerrettighetsforskriften”) the national railway infrastructure manager (in Norway “Jernbaneverket”) is responsible for providing assistance at the stations, while NSB as the train operator is responsible for assistance in boarding, disembarking, and on board the train. New scheme for clarifying responsibilities were implemented in Januar 2012.

For boarding, disembarking, and on board trains NSB has defined responsibility for assistance free of charge to disabled persons and persons with reduced mobility as follows:

NSB Train staff shall offer assistance upon entry and exit by:

- Use wheelchair ramps / rails or lift for entry and exit for wheelchair
- Help others with mobility problems (strollers, visually impaired, elderly, etc.)
- Show / follow to the right place in the train

NSB Train staff will offer assistance on board by:

- Provide secure of wheelchair
- Offer food and drink at the place of customers who are unable to get to the NSB Automat or NSB Menu compartment on board.
- Provide assistance to the toilet

The staff do not provide assistance with personal care such as helping with toileting, feeding or medication.

NSB collaborated in 2011 with the infrastructure manager Jernbaneverket (JBV) to establish the the best possible and most seamless assistance ordering system for customers who are disabled or have reduced mobility. In addition order can be made directly to Jernbaneverket customer service center, customers may also order assistance via NSB Call center while booking the ticket. Electronic form for ordering assistance, and information about the scheme are available both on nsb.no and jernbaneverket.no.

Assistance at stations must be ordered no later than 24 hours before departure. The service is free.

If the customer just wants assistance in boarding and disembarking from the train it is not required to book in advance, but NSB recommends on our website that the customer contacts NSB Call center so that the train crew can be notified in advance. In cases where the customer does not book ahead we will endeavour to do our best to assist on an ad hoc basis.

Assistance scheme are established on the following 5 train stations:

Oslo S	Lillehammer	Bergen
Gardermoen	Trondheim	

At these five stations it is for the period 01.01.2013 – 31.12.2013 performed a total of 1368 assistance projects (information received from Jernbaneverket 08.05.2014).

When acquiring new trains and undertaking major modernisation of old ones universal design is a priority, and NSB fulfill the requirements in TSI PRM (2008/164/EF - Persons of Reduced Mobility Technical Specification for Interoperability). The Infrastructure Manager Jernbaneverket (JBV) in Norway is responsible for accessibility to stations and platforms for persons with reduced mobility.

Annex 1

Improvement points registered as a result of complaints in 2012 and 2013	Changes implemented in 2013
Need for better punctuality/reliability/rolling stock/capacity	Phasing in of new NSB trains (66 local and regional trains during 2013) Revolutionary new timetables (9 December) gives more departures and expanded capacity in the Oslo area.
Need for better information on planned and emerged deviation	Improved real time information (throughout 2013)
Customers generally want easier ways to purchase and refund train tickets	Introduction of new services on NSB app (mobile ticket): - Option for customers to purchase season tickets for travel by train, bus, subway etc across county boundaries in the Oslo area (Hedmark, Østfold, Buskerud, Telemark)
Inability to move season tickets between ticket medias	Possibility to move season tickets between mobile (app) and travel card (Mai)
Possibility to choose seat (not only a reservation) when booking a journey on long distance trains	Completed for all long distance trains in Norway with introduction of Rørosbanen as the latest stretch (Mars)
Better routines for Lost and Found	New better routines implemented (June)
Customers want to be able to pay with travel card - pay-as-you-go credit on board trains	Mobile Terminals configured to accept travel card – pay-as-you-go credit as payment method on board trains (August)
Poor accessibility to customer service regarding use of nsb.no	Introduced chat as a new service for customers using nsb.no. Service open 08.00 – 23.00 mon-fri (Mars)
NSB app is not adapted to the deaf or people hard of hearing	Deaf people or people hard of hearing can now use the VoiceOver feature in iPhone with iOS7 to buy tickets
Improvement points registered as a result of complaints in 2012 and 2013	Changes implemented in 2013
Customers complaints on the ticket vending machine user interface	Introduction of a new customer oriented user interface on the ticket vending machines (February). The solution was quality assured through dialog with different groups of customers (older, visually impaired, youths, adults)