



NSB AS

Service Quality Performance Report

2014

Passenger Rights Regulation 1371/2007

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1) NSB AS

NSB is a transport group with activity in Norway and other Nordic countries. The parent company, NSB AS, is owned by the Norwegian State represented by the Ministry of Transport and Communication. The Group's headquarter is in Oslo.

The Groups business as stated in the articles of association:

- *The social mission of the Company is to ensure efficient, accessible, safe and environment friendly conveyance of persons and goods*
- *The Company shall conduct passenger traffic by rail in Norway, the conveyance of persons and goods in Norway and other Nordic countries as well as activities naturally related thereto*
- *The business may be operated by the Company itself, by wholly owned subsidiaries or through other companies in which the Company holds ownership stakes or with which it collaborates. The Company may conduct business activities in other Nordic countries insofar as this contributes to the strengthening of the Company's competitiveness on the Norwegian market and/or contributes to the strengthening of the Company's ability to solve the social functions that underlie the ownership of the Company by the Norwegian State*

NSB AS is a state-owned limited company. This is a type of limited company where the State owns 100 % of the shares.

The NSB Group's passenger train business consists of NSB AS, and the subsidiaries NSB Gjøvikbanen AS and AB Svenska Tågkompaniet.

The aim for the NSB Group's passenger train operations is for people using public transport to travel efficiently to and from work, kindergarten, school and leisure activities. By reducing the amount the car is used contributes to less traffic congestion, fewer accidents, and lower energy consumption, CO2 emissions and air pollution.

NSB's inter-city and commuter train services cover many of Norway's most important traffic arteries. The inter-city trains are tailored to our customers' journeys through a variety of services, such as KOMFORT (comfort class, specially designed for passengers wishing to work during their journey), SOVE (sleeper service, comfortable compartments with good mattresses, duvets and pillows), FAMILIE (family coaches for those travelling with children) and MENY (café or kiosk services, with a varied selection of food and drinks). Local and commuter services are tailored to passengers travelling locally, with many seats, ample space, large windows and air conditioning. The latest local trains are better equipped for disabled passengers and have electronic information systems. Toilets on board are designed for wheelchair users.

NSB is currently acquiring and modernising trains to the value of NOK 6 billion. These acquisitions will provide NSB with 14,000 more seats (the Passenger Train Division currently has 52,213 seats), representing a significant increase in capacity. In combination with the construction of a new infrastructure in the Østland region over the last years, NSB's new rolling stock and timetables now offers customers a significantly enhanced service, with frequent and regular departures and faster journey times.

In Norway, passenger train operations generate turnover of NOK 6,577 million (2014). 63,3 million journeys are made per year on NSB trains in Norway.

2) 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. Points of contact are Oslo Central Station, Trondheim, Bergen or Stavanger's Lost Property Office. 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 or voicemail 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 or voicemail on board 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, elevators, ATMs, 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).

3) 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:	2014	2013	2012	2011
Overall punctuality	92 %	91 %	89,1 %	87,1 %
Domestic long-distance trains	86 %	80 %	83 %	79 %
Regional trains	86 %	83 %	84 %	80 %
Urban/suburban trains (Oslo-area)	92 %	91 %	91 %	88 %
Other areas	82 – 98 %	78 – 98 %	78 – 97 %	81 – 98 %
Boarder-crossing trains (NSB do not operate trains international trains outside Norway)	84 %	87 %	83 %	74 %

Source for punctuality data is JBV (Jernbaneverket). Punctuality are strongly focused within NSB.

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.

4) Cancellation of services

Regularity of services as part of all services:

	2014	2013	2012	2011
Total regularity:	91,6	95,1 %	94,9 %	94,7 %
Operator depending regularity:	98,8	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.

5) 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.

6) 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.

Overall customer satisfaction – pass. train (index 0-100) was 70 (autumn poll) and 72 (spring poll) in 2014 (69 in 2013).

The results from the customer satisfaction survey show that a reliable train service is the most important driver of customer satisfaction. The greatest area of improvement to achieve a reliable train service is the infrastructure. Maintenance and renewal of the railway network are therefore more important than ever as population grows and the need for travel increases.

7) 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.

Handling passenger claims	2014	2013	2012	2011
Total number of received complaints (out of 32 758 cases)	23 168 (99 % domestic)	27 579 (99 % domestic)	22 320 (99 % domestic)	25 278 (99 % domestic)
Total number of complaints where compensation is paid	14 549	18 150	11 271	13 995
Number of complaints on punctuality	8 545	11 529	6 571	11 795
Number of complaints on punctuality and cancelling of trains with customer claim for compensation	3516	4 641	3 494	6 422
Number of complaints on punctuality and cancelling of trains where compensation is paid	4592	4 736	3 170	4 343
Number of complaints on punctuality with customer claim for compensation (30/60 minutes) (3 516 – 214)	3302	4 436	3 272	5 722
Number of complaints where customer demand compensation due to cancellation of trains	214	205	222	700

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

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.

8) 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 the five stations where it is established assistance scheme it is for the period 01.01.2014 – 31.12.2014 performed a total of 1469 assistance projects (information received from Jernbaneverket 22.4.2014).

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.

After starting i January 2012 it is not recorded the number of assistance projects in the requested categories international/domestic, regional and urban/suburban trains.

Annex 1

Improvement points registered as a result of complaints in 2013 and 2014	Changes implemented in 2014
Need for better punctuality/reliability/rolling stock/capacity	Phasing in of new NSB trains (15 local and regional trains during 2014) New basicroute model for Eastern Norway, providing a 10% increase in seating capacity. Simultaneously new services are being offered around Trondheim and on the South Coast Railway
Need for better information on planned and emerged deviation	Improved real time information (ongoing throughout 2014)
Customers generally want easier ways to purchase train tickets	Launched Homeprint on nsb.no. This means that customers do not need to retrieve their tickets from ticket machines or at the ticket counter before travelling, but are able to bring their own printed ticket or to display only the electronic image of the print
Need for easier accessible information on nsb.no	Implemented new and better information base on nsb.no regarding stations and stations facilities
Lack of correct signs in the NSB Silence compartments leads to misunderstandings between passengers	New signposting in train compartments aboard trains with silence compartments "NSB Stille"
Overbooked trains on Flåm-Myrdal railway "Flåmsbana"	Developed and implemented YM (yield management) to prevent overbooking
Customer have problems with internet access on board trains. (NSB offer free WiFi on most trains)	Implemented new Internet Portal with SMS verification, rules for data capacity management, and responsive design
Not optimal solution for temporary storage of lost luggage	New proprietary special containers in use