

NSB GJØVIKBANEN AS

# Service Quality Performance Report 2015

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Passenger Rights Regulation 1371/2007

## 1. NSB Gjøvikbanen AS

NSB Gjøvikbanen AS is a subsidiary in the NSB Group. The company is 100 % owned by NSB AS. As an independent operator between Oslo and Gjøvik, a distance of 123 kilometers, the company operates in accordance with a separate agreement with the Ministry of Transportation and Communications. The contract is valid for ten (10) years and was effectuated on 10. June 2006. Option is released, and the contract is extended to December 2017. The company comprises approximately ninety (90) employees and ten (10) trains. NSB Gjøvikbanen AS is a lean organization, basing its daily operations for large parts on both internal and external service providers.

## 2. Information and Tickets Sale

Our conditions of carriage are available to the customer both on train stations, on nsb.no, on our mobile portal m.nsb.no, and on our NSB mobile app for Android and iPhone. In the same channels the customer also finds our timetables.

Information on ticket terms, conditions and prices, and on-board facilities are always available via nsb.no, on m.nsb.no, on our NSB mobile App, and can also be obtained from our ticket offices and contact center (call center +47 815 00 888).

Information on accessibility, access conditions, assistance at stations, and availability of on-board facilities for disabled customers and customers with reduced mobility is available on request from all ticket offices (Oslo Central Station), 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.

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Realtime traffic information for the customers chosen travel distance, and updated traffic information on our different lines is available on nsb.no, our mobile portal m.nsb.no, 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, 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 customers is available via nsb.no. The customer may also contact our callcenter 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 is announced by the on-board Train Manager.

Information regarding the next station will be announced on-board by our Train Manager. 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 guidelines information can be found on the inside of the windows of the train. Train staff can also be contacted at all times onboard.

Information about platforms is provided on information tables at stations, and also via NSB mobile app, ticket offices and our contact centre. Train staff gives information about platform side before arriving next stations.

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

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

Refunds of unused tickets are made through our manned stations or NSB call centre provided the ticket purchased is refundable.

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 is available to the customers at nsb.no, and may be applied both as direct apply or downloaded as PDF for sending by post. Such refunds will be made within one month. 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 center with details of the original ticket.

### 3. Punctuality of Services and general principles to cope with disruption to services

NSB Gjøvikbanen AS has high standards of train punctuality and makes every effort possible to ensure a timely arrival of the train. Our punctuality target is that **90 % of the trains shall arrive within 4 minutes of their scheduled arrival time.**

Category of service:	2015	2014	2013
Overall punctuality	84 %	89 %	89 %

The drop in punctuality is due to extensive work related to improvement of the infrastructure.

General principles to cope with punctuality and disruption to services:

#### §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 coverage of documented foreseeable direct expenses, limited to a maximum of two-tenths of the Norwegian National Insurance Basic Amount, e.g.:

1. Expenses on the cheapest available alternative form of transport to the destination station if NSB has not within reasonable time established an alternative means of transport for the route in question
2. Essential telephone expenses
3. Board and lodging where this is essential and where NSB does not arrange this free of charge for 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 means of transport. The passenger has a duty to limit any potential loss by allowing reasonable time between arrival at the destination station and the onward means of transport. Cf. § 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 the airport in addition to the airline's check-in time.

E. Compensation may not be claimed if the passenger was notified of the delay, the missed connection or cancelled train prior to or at the time the ticket was purchased, or if the passenger in spite of the delay, or following rebooking, 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 NSB's or the Norwegian National Rail Administration's control, such as extraordinary weather or acts of God, statutory orders and prohibitions, strikes, lockouts etc.

G. If a journey entails changing trains, the transfer time is at least 60 mins for NSB 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 at least 30 mins. For journeys where a shorter transfer time has been selected, no claim may be made for alternative transport in the event of delays or disruptions to services.

H. In cases where it is reasonable to expect a train to arrive at the final destination with a delay of more than 60 minutes in relation to the conditions of carriage, the passenger shall immediately be given a choice between:

1. Refund of the entire fare on the same terms and conditions as when it was purchased for the part/parts of the journey that was/were not completed and for the part/parts that has/have already been completed if the journey is no longer of interest

- in relation to the passenger's original itinerary, together with a return ticket to the original place of departure where this is relevant;
2. continuation or rescheduling of the journey on equivalent conditions of carriage to the final destination at the first opportunity, or
  3. continuation or rescheduling of the journey on equivalent conditions of carriage to the final destination at a later time if so requested by the passenger.
- I. In the event of delays of more than 60 minutes, passengers will be offered the following free of charge:
1. Meals and refreshments in reasonable proportion to the waiting time provided that such gratuities are available on board the train or at the train station or can be supplied on reasonable terms,
  2. hotel or other accommodation and transportation between the train station and place of accommodation if a stop of one or more nights is required or if a further extended stop is required, if and when this is physically possible,
  3. transportation from the train to the train station to an alternative place of departure, or to the final destination for the train connection if the train remains standing on the tracks, and if this is physically possible.
- At the request of the passenger, NSB will make an annotation on the ticket to indicate that the train has been delayed and that the delay may have resulted in a missed connection or the cancellation of the train.
- J. Passengers who are delayed at their arrival station may claim a refund of 50% of the ticket cost 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 cost 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 in 2015 (the figures include both fully and partially cancelled trains):

	2015	2014	2013
<b>Total regularity</b>	93 %	95 %	96%
<b>Operator depending regularity</b>	99,7 %	99,0 %	99,5%

The drop in total regularity is due to extensive work related to improvement of the infrastructure.

## **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 on comfort on board and cleanliness and maintenance of rail cars. We also measure conditions at stations.

## **6. Customer Satisfaction Survey**

NSB Gjøvikbanen AS' 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 1300.

This self-completion survey 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 Gjøvikbanen AS.

## **7. Handling of complaints, refunds and compensation for non-compliance with service quality standards**

Our conditions of carriage are adapted to the rights and obligations under Regulation 1371/07. The conditions of carriage are available to the customer both on train stations, on nsb.no, on our mobile portal m.nsb.no, and on our NSB mobile app for Android and iPhone.

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. An own form for the customer to fill out lies at nsb.no and are also available at train stations. This form may be applied both as direct apply or downloaded as PDF for sending by post together with enclosed documentation. Appropriate compensation will be considered on a case by case basis.

NSB Service Center aims to operate in accordance with the following standards:

- Letters will be replied to within 5 working weeks
- Emails will be replied to within 1-3 working days
- Will use the customer's preferred contact method when responding to a complaint.

Handling passenger claims	2015	2014	2013
Total number of received complaints	679	406	242
Total complaints compensated	245	185	n/a
Complaints about punctuality	207	177	100
Complaints on punctuality and cancellations with claims for compensation	235	137	n/a
Complaints on punctuality and cancellations with claims for compensation, where compensation is paid	138	104	23
Complaints on punctuality with claims for compensation (30/60 minutes)	179	113	21
Complaints with compensation claim due to cancellations	96	24	2

The increase in complaints is due to a change in the report system.

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.

## 8. Assistance provided to disabled customers and customers with reduced mobility

According to railway passenger rights regulations (in Norway regulated in "Jernbanepassasjerrettighets-forskriften") the National Railway Administration (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.

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

NSB Gjøvikbanen AS' 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 Gjøvikbanen AS' 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
- Provide assistance to the toilet

The staff does not generally provide assistance with personal care such as helping with toileting, feeding and medication.

NSB Gjøvikbanen AS purchases the assistance services from NSB AS and the serviced provided by the National Rail Administration (Jernbaneverket) is a natural part of the infrastructure.

The trains that NSB Gjøvikbanen AS are renting from NSB AS have facilities like wheelchair lift and –ramps, and toilets for disabled customers and customers with reduced mobility.

## **9. Actions to reduce complaints and improve customer satisfaction**

NSB Gjøvikbanen AS is a highly customer centered organization. All value chains, with no exceptions, are established, organized, managed and monitored with the objective to contribute to the customer perception of the company and NSB Gjøvikbanen AS as a brand.

The company promises the customer that all measures will be taken to insure that the train ride between Oslo and Gjøvik will be a pleasant journey. In order to achieve this, specific actions have been undertaken, such as:

- Annual customer service program for all employees
- Specified customer service tasks are described in the personnel handbook
- All personnel are given the authority to spend up to NOK 5000,- in cases where the expected service is not delivered to the customer, in order to meet the customer expectations
- Separate and detailed performance goals are established for the trains together with the mechanics in order to ensure dedication, motivation and hence a high and stabile operational level of the trains
- Monthly meeting with the local authorities of the National Norwegian Rail Administration, responsible for the availability of the infrastructure, in order to ensure a rapid and correct response to infrastructure failures