



**Service Quality  
Annual Report  
2021  
HŽ Putnički prijevoz**

According to Art. 28 – Service Quality Standards – of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations, HŽ Putnički prijevoz is publishing the Annual Report on Service Quality Performance for the year 2021, which covers the elements listed in Annex III of the Regulation.

## 1. Information and tickets

Travel information and tickets are available at all stations and stops intended for admission and dispatch of passengers, where possible, in accordance with the technical conditions, on the website and on board a train.

During the journey, information is provided by train staff, who also issue train tickets. At stations and stops intended for admission and dispatch of passengers, where ticket sale is provided, information prior to journey is provided by HZPP employees at ticket offices. At stations and stops, where there is no ticket sale provided, information is provided by infrastructure manager in case the station or stop is occupied.

At stations and stops for admission and dispatch of passengers, the following information is displayed: information on working hours, fares for frequent routes, regular information on discounts and other information to passengers, excerpt from a timetable, User guide – procedures for submission and handling complaints, information on ticket purchase options and information on the carriage of persons with disabilities.

### Stations&Stops

Regional Unit	Stations	Stops	Total
Zagreb	43	56	99
Vinkovci	43	88	131
Varaždin	38	83	121
Rijeka	37	36	73
Split	27	38	65
<b>Total</b>	<b>188</b>	<b>301</b>	<b>489</b>

### Ticket offices

Regional unit	Ticket office - station	Ticket office - stop	Ticket office - occasionally
Zagreb	21	11	
Vinkovci	13	1	
Varaždin	12	2	4
Rijeka	5	0	
Split	4	0	
<b>Total</b>	<b>55</b>	<b>14</b>	<b>4</b>
	<b>73</b>		

## Public Address System

Regional unit	Public Address System - Station	Public Address System - Stop
Zagreb	24	6
Vinkovci	21	0
Varaždin	18	7
Rijeka	15	0
Split	11	0
<b>Total</b>	<b>89</b>	<b>13</b>
	<b>102</b>	

The label „The Protection of Rail Passengers’ Rights” is clearly visible on trainsets and coaches. The updated General Conditions of Carriage are available at ticket offices. They are to be presented for inspection on passenger’s request.

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

Traffic information is published on the website of HŽPP (<http://www.hzpp.hr/stanje-u-prometu-2>). Traffic information is also available at the Call Centre every day from 5:00am to 11:00pm at 060 333 444, 00385 1 378 2583, via email [informacije@hzpp.hr](mailto:informacije@hzpp.hr) or on board a train.

In 2021, 70% of passenger trains were running according to timetable without delay or with a delay of up to 5 minutes. 47.5% of long-distance trains (international and domestic express and IC trains) and 74.3% of local trains (passenger, regional express and urban/suburban trains) had a delay of up to 5 minutes.

Passengers are entitled to submit a written complaint to protect their rights, which are governed under the Act on the Regulation of Railway Services Market and the Protection of Rail Passengers’ Rights (Official Gazette No 104/17) and other regulations governing passengers’ rights.

## 3. Cancellation of services

The track overhaul, which is planned on the major part of HŽ network, particularly on sections with higher passengers’ frequency such as state border Savski Marof – Zagreb Central Station, Zaprešić – Zabok, Dugo Selo – Novska, state border Botovo – Dugo Selo and Koprivnica –

Osijek, during which a rail replacement bus service is introduced, considerably affect the quality of service and result in a decrease in the number of passengers.

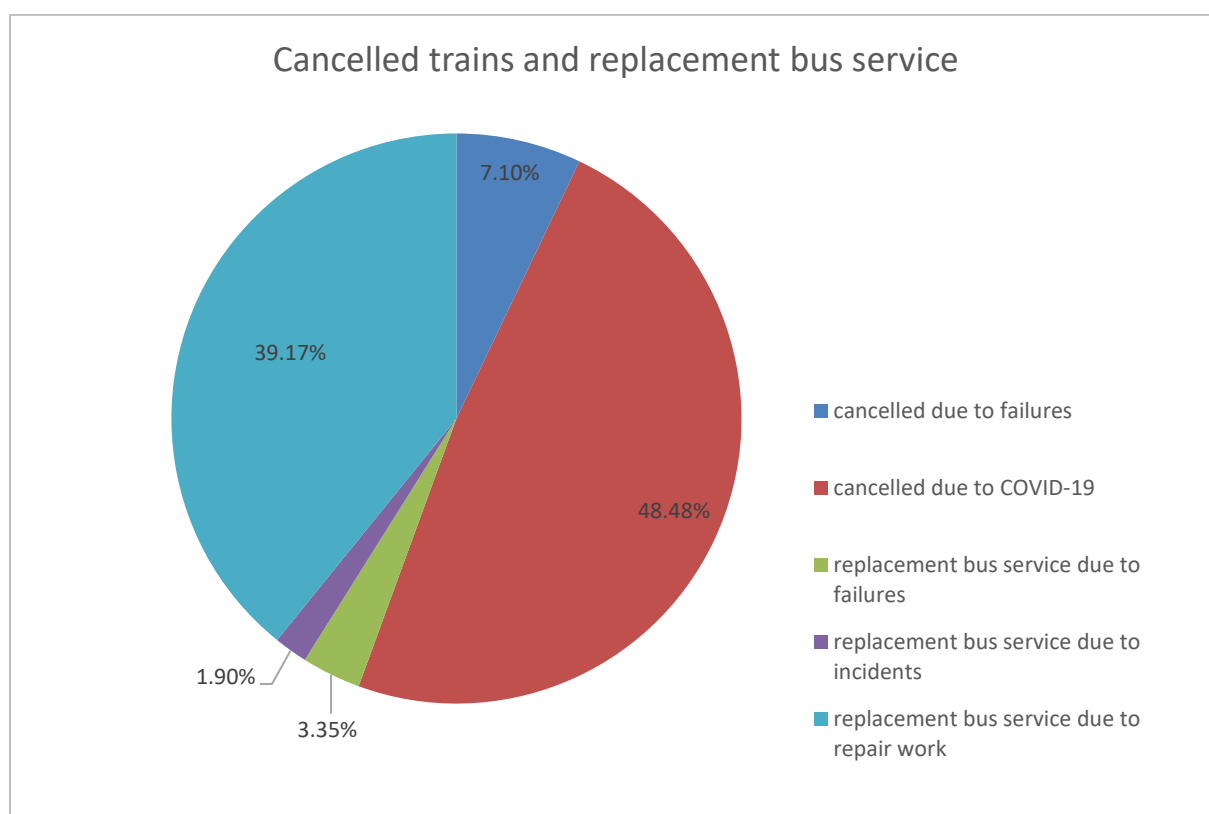
In addition, there are occasionally incidents, over which HŽ Putnički prijevoz has no control such as failures in the railroad infrastructure (overhead line breakdown, failures in signalling& safety, and telecommunication devices, freight trains´ defects, landslides/trees falling onto the tracks, collisions at level crossings, etc.).

Chart 1 shows shares of fully cancelled trains and trains replaced by buses due to the COVID-19 pandemic, defects on vehicles, infrastructure and incidents.

In 2021, 48.48% of fully cancelled services/trains referred to fully cancelled trains without rail replacement bus service due to the Covid-19 pandemic spread and partial reduction in transport services due to the situation in the transport market.

Additionally, 7.10% of trains were fully cancelled due to defects on vehicles, infrastructure and incidents.

A portion of cancelled services/trains were replaced by buses: 3.35% of trains due to defects on vehicles, 1.90% due to incidents and 39.17% due to repair work on railway infrastructure.



#### **4. Cleanliness of rolling stock and station facilities (air quality in coaches, hygiene of sanitary facilities, etc.)**

HŽ Putnički prijevoz performs daily cleaning of railway vehicles, depending on the category and type of cleaning. Cleaning of railway vehicles is defined by the following categories of cleaning:

- clean coach daily
- clean coach daily (exterior coach cleaning not included)
- coach maintained daily
- incidental cleaning
- making beds in WI- and BC-coaches
- external washing of locomotives
- basic cleaning of driver's cabs
- regular cleaning of driver's cabs

Daily status of the cleansed coach implies internal and external cleaning of passenger coaches and trainsets.

The staff involved in the preparation of railway vehicles for the inclusion in passenger trains and train staff monitor the cleanliness of railway vehicles resp. passenger trains.

#### **5. Customer satisfaction survey**

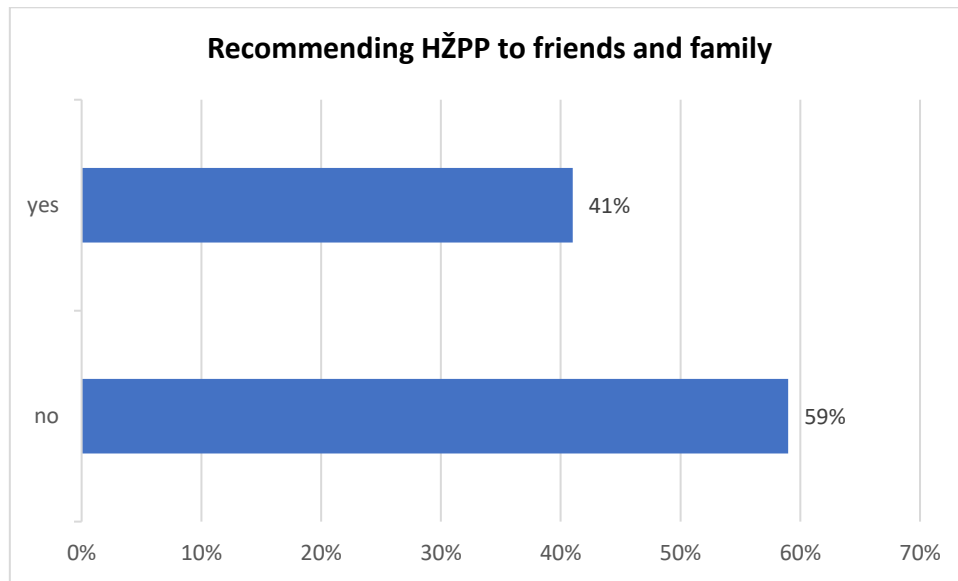
For a continuous follow-up regarding customer satisfaction with service provision, HŽ Putnički prijevoz continuously publishes online surveys on its website [www.hzpp.hr](http://www.hzpp.hr) and thus collects data on satisfaction with the service.

Most respondents are from the City of Zagreb (21%) and Zagrebačka County (17%). The number of respondents from other counties is considerably lower, i.e. 7% from Krapinsko-zagorska, Osječko-baranjska and Koprivničko-križevačka counties, and 6% from Sisačko-moslavačka and Vukovarsko-srijemska counties.

As to the age structure of the respondents, 52% of respondents are aged 15 to 24 years, 47% of respondents 25 to 64 years, whereas those over 65 are represented in the remaining 1%.

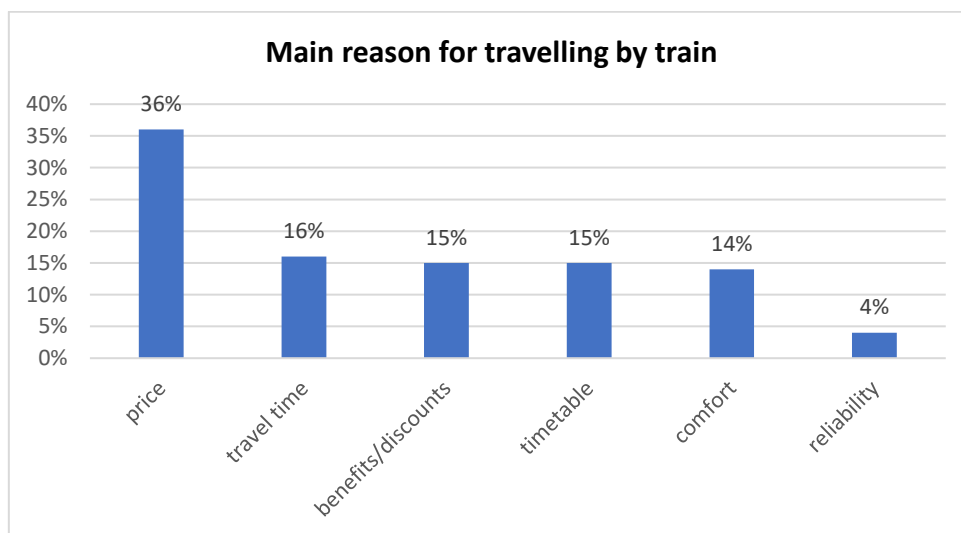
Of the total number of surveyed passengers, 51% are pupils/students, 43% are employed, 3% unemployed and 3% retired.

When asked if they are satisfied with the service and whether they would recommend travelling with HZPP to their acquaintances and friends, 41% of them stated that they were satisfied with the service, while 59% of respondents could be considered dissatisfied with the service and would not recommend it.



When asked what type of transportation they use for their daily journeys, 35% of surveyed passengers responded that they use a combination of train and tram and/or bus, and 27% responded that, in addition to train, they use car/motorcycle.

Among the main reasons for choosing a train, respondents cite price (36%), travel time (16%) and benefits and discounts (15%).

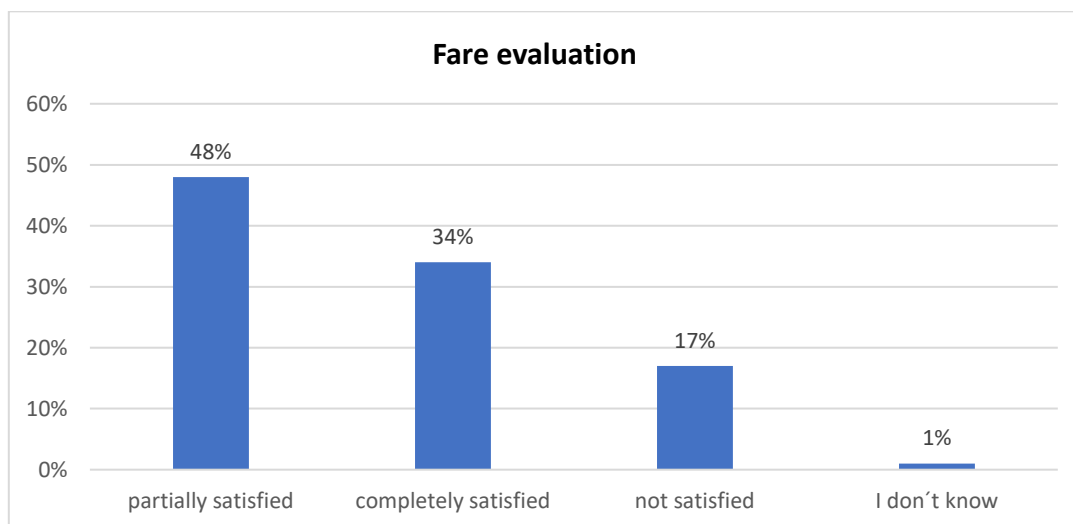


Respondents cite the punctuality (36%) and travel time (35%) as major shortcomings of train journey.

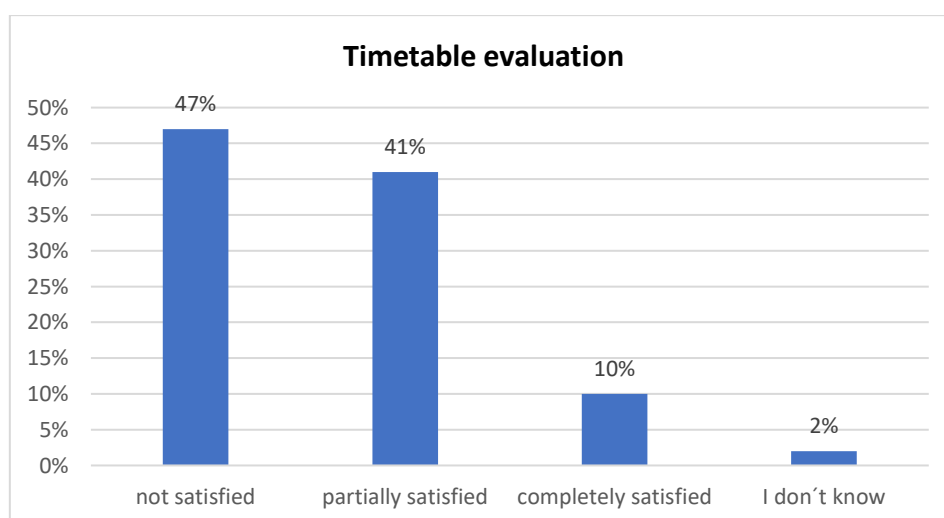
The survey also showed that the majority of respondents cite travel time (32%), reliability (22%) and new trains (17%) as motives for more frequent train travel.

When assessing the reliability of transport, 46% of respondents are not satisfied with the reliability of transport, 39% are partially satisfied and 14% are completely satisfied.

48% of respondents are partially satisfied with fares, 34% are completely satisfied and 17% are not satisfied with fares.

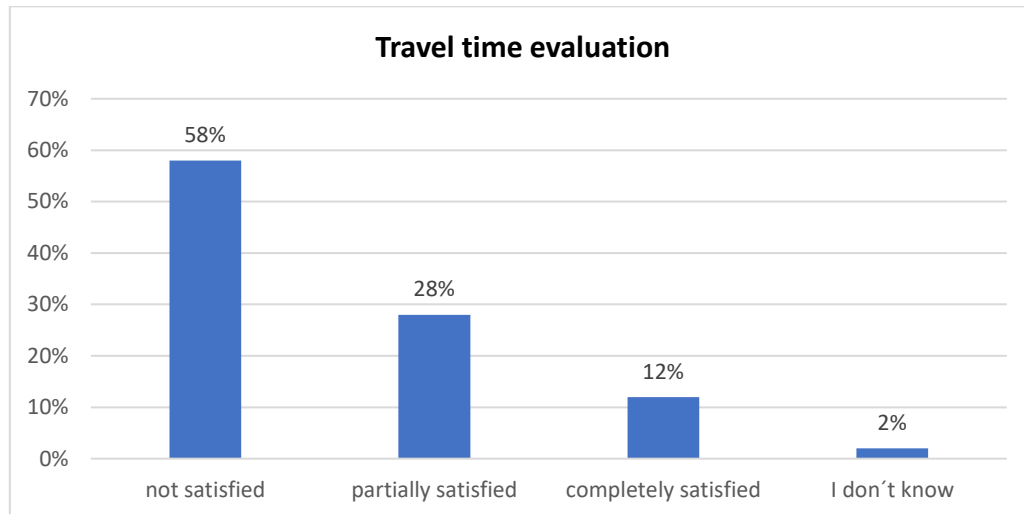


47% of respondents are not satisfied with the timetable, 41% are partially satisfied and 10% are completely satisfied.



49% of respondents are partially satisfied with comfort, 26% are not satisfied and 24% are completely satisfied.

58% of respondents are not satisfied with travel time, 28% are partially satisfied and 12% are completely satisfied.



46% of respondents are partially satisfied with the availability of information, 30% are not satisfied and 23% are completely satisfied.

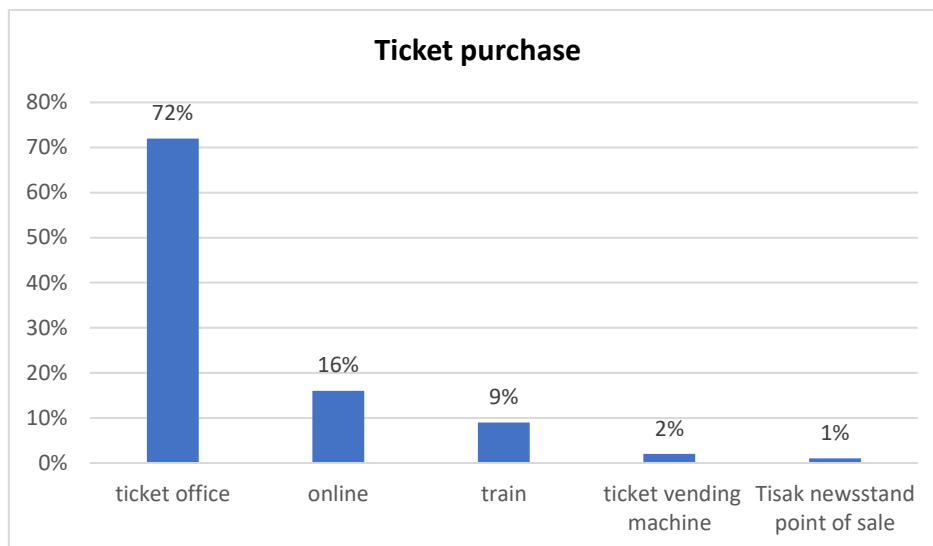
42% of respondents are partially satisfied with the services provided by staff at points of sale, 35% are completely satisfied and 21% are not satisfied.

43% of respondents are completely satisfied with the services provided by train staff, 41% are partially satisfied and 14% are not satisfied.

44% of respondents are partially satisfied with tidiness and cleanliness of trains, 36% are not satisfied and 18% are completely satisfied.

72% of the total number of respondents buy tickets at ticket offices, 16% online, 9 % on board a train, 2% at ticket vending machines and 1% at Tisak newsstands.





## 6. Complaint handling, refunds and compensation for non-compliance with service quality standards

The procedure regarding complaints, refunds and compensations for non-compliance with service quality standards is published on the website of HŽPP (<http://www.hzpp.hr/prava-putnika>) in the section – Submission and handling of complaints and claims for compensation and in the section Compensation for delays – where the User guide can also be downloaded. In addition, a request for the exercise of the rights of passengers can also be downloaded from the section – Compensation for delays. The above is also available at ticket offices of HŽ Putnički prijevoz, as well as at stations and stops, where there are adequate sites available for displaying information to passengers.

Passengers are entitled to submit a complaint in writing to protect their rights, which are governed under the Regulation (EU) No 1371/2007, the Act on the Regulation of Railway Services Market and the Protection of Rail Passengers' Rights (Official Gazette No 104/17) and other regulations governing passengers' rights.

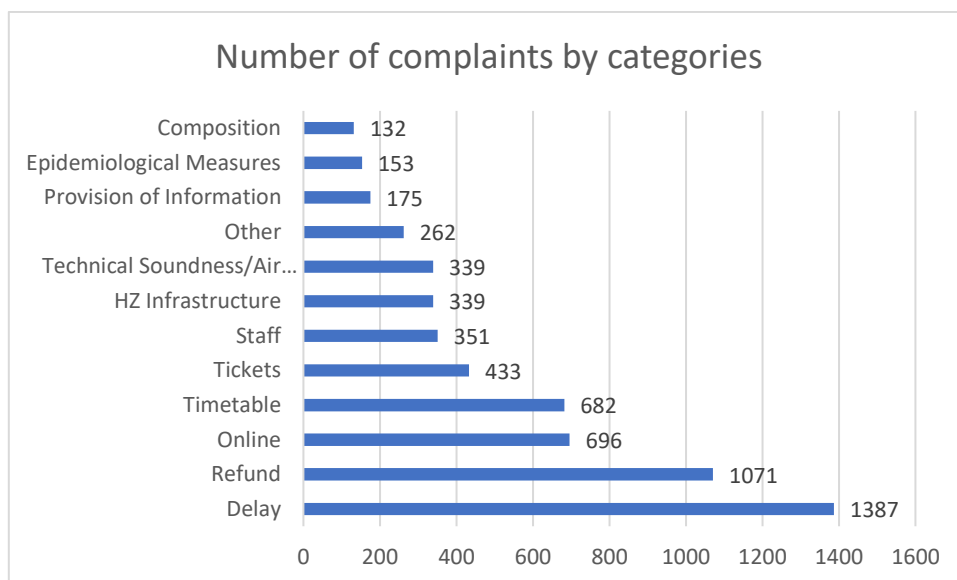
The passenger is entitled to submit a complaint in writing within 30 days from the day of learning about the action, procedure or omission of the action due to which the passenger believes that his/her rights have been violated. Railway carrier is obliged to submit a reasoned decision in writing on the complaint within 30 days from the date of receipt of the complaint, along with instruction on further action. In justified cases, railway carrier may submit a reasoned decision with three months from the date of receipt of the complaint, with the obligation to inform the passenger in advance within 30 days from the date of receipt of the complaint.

The complaint is to be submitted:

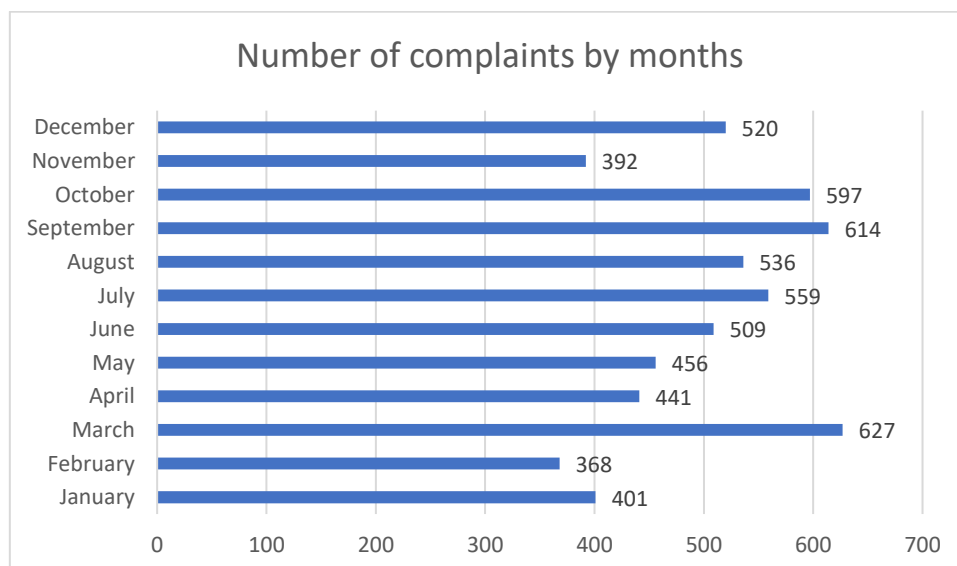
- in writing to the following address: HŽ Putnički prijevoz, Zagreb, Strojarska cesta 11 or relevant regional unit (the list of addresses of regional units is set out in Annex II to this Guide)
- by electronic means at [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr)

- in a Complaints Book kept at ticket office (the list of stations/stops where the Complaints Book is available is set out in Annex I to this Guide).

The complaint shall include the basic information about the applicant (first name, last name, contact details) and the essential elements required for complaint handling (reason for the submission of complaint, date and travel route, train no.) and provide a copy of the ticket and other relevant evidence.



In 2021, HŽ Putnički prijevoz received 6.020 complaints via email [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr) and regional units of HŽPP.



HŽ Putnički prijevoz responds to passengers' complaints about the quality of service on a daily basis. Complaints are answered mainly within 14 days and passengers are instructed on possible further action in accordance with Art. 30 of the Act on the Regulation of Railway Services Market and the Protection of Rail Passengers' Rights.



**\* complaints which do not require handling:**

- they are not within the competence of HŽ Putnički prijevoz
- they are intended for infrastructure manager (HŽ Infrastruktura)
- they are intended for telecommunication operators
- they are intended for other companies

**or complaints which are referred to further action:**

- complaints about cleanliness, technical soundness of railway vehicles and staff.

## **7. Assistance provided to persons with disabilities and persons with reduced mobility**

The following railway stations have platform lifts available: Zagreb Central Station, Vinkovci, Osijek, Slavonski Brod, Koprivnica, Varaždin, Rijeka, Split, Split predgrađe and Sisak.

HŽ Putnički prijevoz or HŽ Infrastruktura is to be notified of the person's need for such assistance and support at least 48 hours before the intended journey.

In the event that they do not notify the railway carrier of their journey in a timely manner, all reasonable measures will be taken at the stations and during the journey to provide them with assistance.

Persons with disabilities are to announce their journey at ticket office, by phone or email:

- information by phone (every day from 5:00am to 11:00pm): 060 333 444 (landline calling rate - 1.74 HRK/min, mobile calling rate 2.96 HRK/min, HT d.d.), 00385 1 378 2583
- email address: [informacije@hzpp.hr](mailto:informacije@hzpp.hr)

For more information and request for assistance during train journey, visit <http://www.hzpp.hr/osobe-s-invaliditetom>.

In 2021, 73 requests for assistance to persons with disabilities were received:

- 4 in international traffic
- 69 in regional traffic.

