

Based on § 29 of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29th April 2021 on 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 2022**

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. 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 about the upcoming stations, transfers and connections, travel conditions and options and can also help with the arrangements for further travel, if needed. 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 ticket counters, GYSEV staff is available during the opening hours of the counter. At stations and stops without personnel of the Sopron-Szombathely-Szentgotthárd railway line, we have installed an alarm and emergency system. Station announcements indicate 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 on our website, in timetables, in announcements at all our stations and stops and are also provided on the phone and in our ticket counters resp. at the Passenger Centre of Sopron and Szombathely railway stations as well as by our conductors on board the trains. Information about platforms is given through timetables at the stations as well as through station loud-speakers and our virtual passenger information system.
- **Ticket purchase options:** Ticket offices/counters of our stations, on board the train from conductors and on-line via apps.
- **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:** 8.63 %
 - **Delays on arrival**
 - **delays less than 60 min.** 8.67 %
 - **delays between 60-119 min.** 0.14 %
 - **delays of or more than 120 min.** 0.03 %
- **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 or taxi replacing the trains— 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 2022 was 20, 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 order different cleaning activities performed prior to departure, depending on the available time. In addition, those surfaces of passenger cars that are touched by the passengers are completely cleaned (also by a third party) daily, and at least once a month



all interior surfaces that are accessible without dismantling. 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).

- **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.

5. Survey of passenger satisfaction:

In 2022, a total of 404 responses to the questions asked in the passenger satisfaction questionnaire were received. We asked our passengers why they choose to travel by train and, similar to previous years, the most common answer was “comfortable and fast”. (It was possible to give more than one answer to the questions.) Our passengers could rate their satisfaction with our services on a 4-point scale. In conclusion, the best ratings were given to the conduct and professionalism of the conductors, as well as the accessibility and orderliness of the stations. Relatively more people were only more/predominantly satisfied with the punctuality of the trains this year. When asked about satisfaction with the ticket counter services, the behaviour of the cashiers, their professionalism and the usefulness of the information received, as well as the accessibility and design of the counters were rated excellent by an outstanding number of people.

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: 6 %
 - Timetable structure: 3 %
 - Adherence to timetable: 21 %



- Passenger information: 4 %
- Tariffs: 22 %
- Vehicle: 16 %
- Other: 29 %
- **Complaints submitted:** We had 832 complaints within or in connection with the Hungarian service area of GYSEV
- **Complaints processed:** All complaints were processed
- **Average response time:** 18 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 stops without personnel) that contain a resume of the above documents. Of course, these documents are available on our homepage, too.
- **Number of lump sum compensations:** 132, from this 88 were accepted involving reimbursement in 75 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 276 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.

