

# **NSB AS Service Quality Performance Report for 2012**

## **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, 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 give information about opening hours, 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. 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 sending 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 with details of the original ticket.

## 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:

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

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 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.

### **3) Cancellation of services**

Regularity of services as part of all services:

	<b>2012</b>	<b>2011</b>
Total regularity:	94,9 %	94,7 %
Operator depending regularity:	99,5 %	99,4 %

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.

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 to the following standards:

- Letters will be replied to within 2 weeks
- Emails will be replied to within 1-3 working days
- We will use the customer's preferred contact method when responding to a complaint.

<b>Handling passenger claims</b>	<b>2012</b>	<b>2011</b>
Total number of received complaints (out of 19 534 cases)	22 320 (99 domestic)	25 278 (99 domestic)
Total number of complaints where compensation is paid	11 271	13 995
Number of complaints on punctuality	6 571	11 795
Number of complaints on punctuality and cancelling of trains with customer claim for compensation	3 494	6 422
Number of complaints on punctuality and cancelling of trains where compensation is paid	3 170	4 343
Number of complaints on punctuality with customer claim for compensation (30/60 minutes) (3 494 – 222)	3 272	5 722
Number of complaints where customer demand compensation due to cancellation of trains	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.

A list over improvement points registered as a result of complaints – and changes implemented as a result of this are enclosed as 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 most seamless assistance ordering system for customers who are disabled or have reduced mobility. In addition to that order can be made directly to Jernbaneverket customer service center, customers can 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.

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

At the four stations where it is established assistance scheme it is in the period 01.01.2012 – 31.12.2012 performed a total of 1278 assistance projects (information received from Jernbaneverket 12.04.2013).

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 2011 and 2012	Changes implemented in 2012
Customers generally want easier ways to purchase train tickets	Introduction of single ticket sales by mobile phone using NSB app (Android, IOS) on all trains in Norway. Option also to renew electronic season tickets for travel cards (February)
Better information and equal practice of companion scheme	Clarification of regulations, better information on nsb.no, equal practice on board trains (March)
Option for customers to choose own seats in trains	Introduction of option for customers to choose their own seats on Dovre Railway Line - "Dovrebanen" (March)
Customers want to use the mobile as ticket carrier for season tickets	NSB introduces the opportunity to download season tickets bought on nsb.no to the mobile through NSB app (April)
Placement of animals onboard trains with seat reservation	More seats reserved for animals/pets (8 in each train) Introduction of "Animal-free zone", a limited number of seats in the train where no animals are permitted (April)
Customers want to buy season tickets on their mobile	Introduction of the possibility to purchase season tickets on NSB app (June)
Better interoperability for ticket purchase between NSB AS and Ruter in the Oslo area	Introduction of service in the NSB app where customers have access to the Ruter stops (bus, tram, metro and boat) as well as train stations to purchase single or season tickets in the Oslo and Akershus area (June)
Season ticket customers want the possibility to purchase NSB Komfort in combination with season ticket valid for shorter period than 30 days	Introduction of 7-days season ticket with NSB Komfort for customer category "Adult" (October)
Customers want easier rules for the refund of train tickets	Introduction of new reimbursement rules and fees for NSB tickets (October)
Windows Phone owners cannot use the NSB app	Introduction of NSB app for Windows Phone (November)
Customers want to buy the discount card "NSB Kundekort" in a self-service sales channel	Introduction of the purchase of "NSB Kundekort" via nsb.no (November)
Customers generally want easier ways to purchase and refund train tickets, and better travel information and real time information on platform numbers and delays	<p>Introduction of new services on NSB app (November):</p> <ul style="list-style-type: none"> <li>- Notification of when season ticket and credit card expires</li> <li>- Ability to use multiple credit cards</li> <li>- Status for train departure/delays (Train on time)</li> <li>- Self-service for refund of tickets</li> </ul> <p>Introduction of new services on nsb.no (November):</p> <ul style="list-style-type: none"> <li>- Possibility to reserve seats for big animals(dogs), small animals, Animal-free zone, and prams/pushchairs</li> <li>- Self-service for refund of tickets</li> </ul>
Customers feel that NSB's procedure for complaining about penalty fares issued on trains is too long-winded	Introduction of simple procedure for lodging a complaint using a special form at nsb.no (September)

Improvement points registered as a result of complaints in 2011 and 2012	Changes implemented in 2012
Customers want seat reservation on the Hamar – Røros Railway Line	Introduction of seat reservation in all trains on the Rørosbanen Railway Line (9 Desember), starting with reservations from 7 September
Punctuality/reliability/rolling stock/capacity	Phasing in of new NSB trains (Starting Spring 2012) New timetables (9 Desember) Improved real time information (throughout 2012)