

QUALITY REPORT  
FOR 2018  
(Passenger Rights Regulation 1371/2007)



Ljubljana, October 2019

## Quality Report according to Passenger Rights Regulation 1371/2007 Art. 28:

### 1. Information and tickets



- Information about transport service is available on web page [www.slo-zeleznice.si](http://www.slo-zeleznice.si), on train stations and trains, in call centre
- SZ has also developed own mobile phone application for Android, which provides passengers with information about timetable, possible delays and traffic disruptions
- Tickets are sold at the counter on train stations and on the trains; from November 2018 web tickets and a few months later

mobile app tickets were developed, currently only for regular price tickets;

- Project for renovation and upgrading of ticketing system is still on going, therefore we plan to introduce web and mobile app sell for other tickets in 2020.

### 2. Punctuality

- In 2018, passenger trains were averagely delayed 4,5 minutes on 100 kilometres; cause for delays were maintenance on infrastructure, therefore train delays didn't occur due to passenger transport operator



### 3. Service cancellations

- In 2018, 11 passenger trains were cancelled, which represent 0,009% of all service;

### 4. Cleanliness of rolling stock

- Cleaning of trains is conducted daily, on most frequent trains even few times per day
- Technical measurements of air quality are according to standards
- Toilets are available on all trains and on majority trains also for disabled persons

### 5. Customer's satisfaction

- Customer's satisfaction is measured with yearly survey – from 2015 customers were able to measure service quality with online survey; in 2018 online survey was published from 30<sup>th</sup> November 2018 till 20<sup>th</sup> January 2019;
- In 2016 the average score of quality service elements is 3,20, considering 1 –completely unsatisfied and 5-completely satisfied; average score increased (compared to previous year) due to better estimation of every quality service element;
- Nevertheless users still evaluated train speed and services on stations with the lowest scores (2,72) and with the highest scores staff appearance (4,03)

<b>Service quality elements</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>Time table</b>	3,29	2,79	3,26
<b>Train punctuality</b>	3,51	2,43	3,13
<b>Train speed</b>	2,88	2,29	2,72
<b>Cleanliness of train</b>	3,50	2,71	3,05
<b>Comfort on the train</b>	3,33	2,78	3,16
<b>Appearance of the staff</b>	4,11	3,93	4,03
<b>Helpfulness of the staff</b>	3,98	3,66	3,90
<b>Cleanliness of the stations</b>	2,99	2,52	2,86
<b>Service on the stations</b>	3,00	2,47	2,72
<b>TOTAL</b>	3,40	2,84	3,20

## 6. Complaint handling refunds and compensation

- Passengers can get to know of their rights and obligations under regulation 1371/2007 on railway web page <https://www.slo-zeleznice.si/en/passenger-transport/useful-information/passengers-rights> ; summary of regulation is available on the trains and on the stations
- In 2018 we have received 1.340 claims, all of them were processed according to regulations
- 146 complaints were due to delay of trains
- All complaints were processed within regulated deadline

## 7. Assistance provided to disabled persons and persons with reduced mobility



- Assistance procedure for disabled persons and persons with reduced mobility is presented on web page <https://www.slo-zeleznice.si/en/passenger-transport/useful-information/general-terms-and-conditions/people-with-limited-mobility>
- In 2018, 129 persons with reduced mobility were transferred with international trains and 225 with urban or suburban trains.