

Slovenian Railways – Passenger transport Ltd.

QUALITY REPORT 2011

(according to Passenger Rights Regulation 1371/2007)



Ljubljana. 30.4.2012

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, on mobile phones, on train stations and trains, in call centre
- Tickets are sold at the counter on train stations and on trains

2. Punctuality

- In 2011 passenger trains were averagely delayed 1,9 minutes on 100 kilometres

3. Cancellations of services

- In 2011 21 passengers trains were cancelled, which is 0,0001% of all service; all were running on urban or suburban transport



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 satisfaction survey

- Customer satisfaction is measured with yearly survey, which is conducted on all passengers trains



Service elements :	AVERAGE MARK		
	2010	2011	Index
Time table	3,43	3,51	102,3
Trains			
Punctuality	3,66	3,93	107,4
Speed	3,26	3,36	103,1
Cleanliness of train	3,37	3,50	103,9
Comfort	3,39	3,51	103,5
Staff			
Appearance	4,34	4,39	101,2
Helpfulness	4,20	4,27	101,7
Stations			
Cleanliness	3,21	3,30	102,8
Service	3,47	3,58	103,2
TOTAL	3,59	3,71	103,3

6. Complaint handling refunds and compensation

- Passengers are informed of their rights and obligations under regulation 1371/2007 on web page <http://www.slo-zeleznice.si/en/passengers/useful-information/passenger-info/passengers-rights>
- In 2011 we have received 1.109 complaints, all of them were processed
- 90 complaints were due to delay of trains
- All complaints were processed within 10 days

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 <http://www.slo-zeleznice.si/en/passengers/useful-information/passenger-info/people-with-limited-mobility>
- In 2011 37 persons with reduced mobility were transferred with international trains and 71 with urban or suburban trains. 12 persons with reduced mobility are our regular passengers and travel with train at least 1 per week from Ljubljana to Maribor.