



Ljubljana, April 2013

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 2 minutes on 100 kilometres



3. Cancellations of services

- In 2012 34 passengers trains were cancelled, which is 0,019% of all service, mainly because of extreme weather conditions; all cancelled trains would be 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's satisfaction

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



Quality Service elements ::	AVERAGE MARK		
	2011	2012	Index
Time table	3,51	3,54	100,9
Trains			
Punctuality	3,93	3,91	99,5
Speed	3,36	3,36	100,0
Cleanliness of train	3,50	3,41	97,4
Comfort	3,51	3,46	98,6
Staff			
Appearance	4,39	4,39	100,0
Helpfulness	4,27	4,26	99,8
Stations			
Cleanliness	3,30	3,29	99,7
Service	3,58	3,54	98,9
TOTAL	3,71	3,69	99,5

6. Complaint handling refunds and compensation

- Passengers can get to know of their rights and obligations under regulation 1371/2007 on railway web page <http://www.slo-zeleznice.si/en/passengers/useful-information/passenger-info/passengers-rights>; summary of regulation is available on the trains and on the stations
- In 2011 we have received 1.632 claims and all of them were processed
- 136 complaints were due to delay of trains, of which 100 for international 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 <http://www.slo-zeleznice.si/en/passengers/useful-information/passenger-info/people-with-limited-mobility>
- In 2012 41 persons with reduced mobility were transferred with international trains and 177 with urban or suburban trains. 9 persons with reduced mobility are our regular passengers and travel with train at least once per week from Ljubljana to Maribor.