



May, 2015

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 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 trains

2. Punctuality

In 2014 passenger trains were averagely delayed 4.8 minutes on 100 kilometres; delays have increased compare to 2013 due to eliminating the effects of extreme weather conditions in February 2014, when almost complete line from Ljubljana to Koper has been damaged.



3. Cancellations of services

- In 2014, 49 passengers trains were cancelled, which represent 0,026% of all service; trains were cancelled mainly because of extreme weather conditions as mentioned before

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*		
	2013	2014	Index
Time table	3,50	3,48	99,4
Trains			
Punctuality	3,79	3,51	92,6
Speed	3,33	3,26	97,9
Cleanliness of train	3,44	3,49	101,5
Comfort	3,47	3,51	101,2
Staff			
Appearance	4,39	4,37	99,5
Helpfulness	4,31	4,27	99,1
Stations			
Cleanliness	3,32	3,36	101,2
Service	3,57	3,52	98,6
TOTAL	3,68	3,64	98,9

* Marks from 1 (unsatisfactory and 5 excellent)

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 2014 we have received 1.886 claims, all of them were processed according to regulations
- 136 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 <http://www.slo-zeleznice.si/en/passengers/useful-information/passenger-info/people-with-limited-mobility>
- In 2014, 128 persons with reduced mobility were transferred with international trains and 285 with urban or suburban trains.