



**Slovenske železnice**

**Slovenian Railways–Passenger transport, Ltd**

**QUALITY REPORT  
FOR 2017  
(Passenger Rights Regulation 1371/2007)**

**Ljubljana, July 2018**

## **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 been developing own mobile phone application for Android and iOS, 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, seasonal tickets are available online
- At the moment there is project for renovation of ticketing system in the process, which will introduce web and mobile sale of all tickets;
- SZ have been working on project to develop wifi on train, which is basis for railway card/ticket validation system.

### **2. Punctuality**

- In 2017, passenger trains were averagely delayed 4 minutes on 100 kilometres; punctuality is worse than previous year due to maintenance on infrastructure and other traffic disruptions, outside responsibility of passenger transport.

### 3. Service cancellations

- In 2017, 15 passengers trains were cancelled, which represent 0,008% 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 2017 online survey was published on SZ web page from 13<sup>th</sup> October till 19<sup>th</sup> November;
- In 2017 the average score of quality service elements is 2,84, considering 1 –completely unsatisfied and 5-completely satisfied; according to respondents quality of all measured elements of passenger service has decreased;
- Train speed has been estimated with the lowest scores (2,29) and staff appearance with the highest score (3,93)

<b>Service quality elements</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>Time table</b>	3,31	3,29	2,79
<b>Train punctuality</b>	3,08	3,51	2,43
<b>Train speed</b>	2,68	2,88	2,29
<b>Cleanliness of train</b>	3,31	3,15	2,71
<b>Comfort on the train</b>	3,35	3,33	2,78
<b>Appearance of the staff</b>	4,13	4,11	3,93
<b>Helpfulness of the staff</b>	3,97	3,98	3,66
<b>Cleanliness of the stations</b>	2,97	2,99	2,52
<b>Service on the stations</b>	2,95	3,00	2,47
<b>TOTAL</b>	<b>3,30</b>	<b>3,36</b>	<b>2,84</b>

## 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 2017 we have received 1.311 claims, all of them were processed according to regulations
- 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 2017, 101 persons with reduced mobility were transferred with international trains and 188 with urban or suburban trains.