

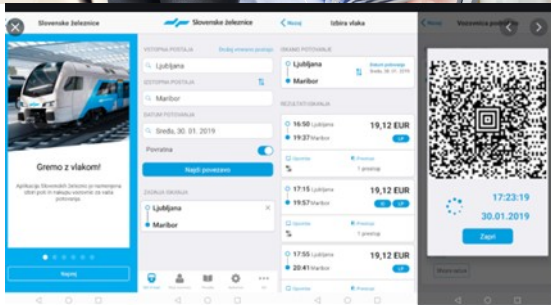
QUALITY REPORT FOR 2020 (Passenger Rights Regulation 1371/2007)



Ljubljana, July 2021

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.potniski.sz.si, on train stations and trains, in call centre and on Facebook and Twitter
- Information and tickets are also available on 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; and from November 2018 via web and mobile app;
- There is underway a project to introduce ticket vending machines to exonerate sell of the tickets at the counters. Vending machines will be introduced presumably towards the end of the next year.

2. Punctuality

- In 2020, passenger trains were averagely delayed 2,7 minutes on 100 kilometres; which is slightly worse than previous year. Trains were delayed due to maintenance on infrastructure, train failure and bad weather conditions; train delays didn't occur due to passenger transport operator.



3. Service cancellations

- In 2020, 9 passengers trains were cancelled, which represent 0,007% of all service;

4. Cleanliness of rolling stock

- Last year all public service operator were faced with providing strict regime of handling with epidemic Covid-19 situation. Trains were disinfected regularly. All train units were equipped with disinfectants and appropriate distance between seats were arranged
- 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
- In 2020 5 new diesel train motor units started to run. The project of purchasing new rolling stock is ongoing with a mission to replace old vehicles and to provide better availability of service. All of new

vehicles will be equipped for PRM usages. This will increase quality service of passenger transport in Slovenia

5. Customer's satisfaction

- Customer's satisfaction is measured with online survey on SŽ web page. In the last analysis (in 2020) answers from the online questionnaires from 13th October 2020 to 13th of December 2020 were taking into account and the results are as follows:

Service quality elements	2018	2019	2020
Time table	3,26	3,61	3,20
Train punctuality	3,13	3,76	3,33
Train speed	2,72	3,15	2,67
Cleanliness of train	3,05	3,38	3,09
Comfort on the train	3,16	3,41	3,10
Appearance of the staff	4,03	4,28	4,06
Helpfulness of the staff	3,90	4,20	3,81
Cleanliness of the stations	2,86	3,25	2,84
Service on the stations	2,72	3,18	2,62
TOTAL	3,20	3,58	3,19

- The average score of quality service elements is 3,19, considering scores from 1 –completely unsatisfied and 5-completely satisfied. Average score decreased (compared to previous year) due to lower satisfaction with every quality service elements. Users evaluated staff appearance (4,06) with the highest scores, and train speed (2,67) and services on stations (2,62) with the lowest scores.

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://potniski.sz.si/en/passengers-rights/>; summary of regulation is available on the trains and on the stations
- In 2020 we have received 1.096 claims, all of them were processed according to regulations; 47 complaints were due to delay of trains;
- SŽ also received from users 193 appraisals about passenger service;
- 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://potniski.sz.si/en/people-with-limited-mobility/>
- In 2020, 10 persons with reduced mobility were transferred with international trains and 53 with urban or suburban trains.