

QUALITY REPORT  
FOR 2016  
(Passenger Rights Regulation 1371/2007)



Ljubljana, July 2017

## 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 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 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
- Also new web page will be available from 2018

### 2. Punctuality

- In 2016, passenger trains were averagely delayed 2.3 minutes on 100 kilometres; punctuality is better than previous year; cause for delays were maintenance on infrastructure.



### 3. Service cancellations

- In 2016, 31 passengers trains were cancelled, which represent 0,02% 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 – in previous years it was conducted on the passengers trains, but from 2015 customers were able to measure service quality with online survey; in 2016 online survey was published from 18<sup>th</sup> October till 21<sup>th</sup> November;
- Since methodology of collecting data was changed, comparability with previous years is not possible
- In 2016 the average score of quality service elements is 3,36, considering 1 –completely unsatisfied and 5-completely satisfied; average score increased due to better estimation of punctuality and speed of trains and quality of stations;
- Nevertheless users still evaluated train speed with the lowest scores (2,88) and with the highest scores staff appearance (4,11)

Service quality elements	2014	2015 (web survey)	2016 (web survey)
Time table	3,48	3,31	3,29
Train punctuality	3,51	3,08	3,51
Train speed	3,26	2,68	2,88
Cleanliness of train	3,49	3,31	3,15
Comfort on the train	3,51	3,35	3,33
Appearance of the staff	4,37	4,13	4,11
Helpfulness of the staff	4,27	3,97	3,98
Cleanliness of the stations	3,36	2,97	2,99
Service on the stations	3,52	2,95	3,00
<b>TOTAL</b>	<b>3,64</b>	<b>3,30</b>	<b>3,36</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 2016 we have received 1.475 claims, all of them were processed according to regulations
- 275 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 2016, 177 persons with reduced mobility were transferred with international trains and 404 with urban or suburban trains, which is more than previous year.