QUALITY REPORT
FOR 2018
(Passenger Rights Regulation 1371/2007)

Ljubljana, October 2019
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; from November 2018 web tickets and a few months later mobile app tickets were developed, currently only for regular price tickets;
   - Project for renovation and upgrading of ticketing system is still on going, therefore we plan to introduce web and mobile app sell for other tickets in 2020.

2. **Punctuality**

   - In 2018, passenger trains were averagely delayed 4.5 minutes on 100 kilometres; cause for delays were maintenance on infrastructure, therefore train delays didn’t occur due to passenger transport operator
3. **Service cancellations**

- In 2018, 11 passengers trains were cancelled, which represent 0.009% 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 2018 online survey was published from 30\textsuperscript{th} November 2018 till 20\textsuperscript{th} January 2019;
- In 2016 the average score of quality service elements is 3.20, considering 1 –completely unsatisfied and 5-completely satisfied; average score increased (compared to previous year) due to better estimation of every quality service element;
- Nevertheless users still evaluated train speed and services on stations with the lowest scores (2.72) and with the highest scores staff appearance (4.03)
<table>
<thead>
<tr>
<th>Service quality elements</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time table</td>
<td>3.29</td>
<td>2.79</td>
<td>3.26</td>
</tr>
<tr>
<td>Train punctuality</td>
<td>3.51</td>
<td>2.43</td>
<td>3.13</td>
</tr>
<tr>
<td>Train speed</td>
<td>2.88</td>
<td>2.29</td>
<td>2.72</td>
</tr>
<tr>
<td>Cleanliness of train</td>
<td>3.50</td>
<td>2.71</td>
<td>3.05</td>
</tr>
<tr>
<td>Comfort on the train</td>
<td>3.33</td>
<td>2.78</td>
<td>3.16</td>
</tr>
<tr>
<td>Appearance of the staff</td>
<td>4.11</td>
<td>3.93</td>
<td>4.03</td>
</tr>
<tr>
<td>Helpfulness of the staff</td>
<td>3.98</td>
<td>3.66</td>
<td>3.90</td>
</tr>
<tr>
<td>Cleanliness of the stations</td>
<td>2.99</td>
<td>2.52</td>
<td>2.86</td>
</tr>
<tr>
<td>Service on the stations</td>
<td>3.00</td>
<td>2.47</td>
<td>2.72</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3.40</td>
<td>2.84</td>
<td>3.20</td>
</tr>
</tbody>
</table>
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://www.slo-zeleznice.si/en/passenger-transport/useful-information/passengers-rights](https://www.slo-zeleznice.si/en/passenger-transport/useful-information/passengers-rights); summary of regulation is available on the trains and on the stations
- In 2018 we have received 1,340 claims, all of them were processed according to regulations
- 146 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

- In 2018, 129 persons with reduced mobility were transferred with international trains and 225 with urban or suburban trains.