



REPUBLIC OF SLOVENIA
MINISTRY OF THE ENVIRONMENT, CLIMATE AND ENERGY

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Subject: Report about passenger rights for years 2023 and 2024

With regard to article 29 Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004, the Ministry of the Environment, Climate and Energy notifies published report as follows:

1. Information and statistics on complaints handling by NEB

Year	Number of Complaints	Reason for complaint	Comments (if any)
2023	0	/	/
2024	219	Legend in 3.1	/

2. Complaints 2023

2.1 Complaints received NEB:

Reason for complaint	Number	%
/	/	/

NEB did not receive any complaints as appeal body and did not impose any sanction in 2023.

2.2 Complaints carriers received:

Legend/Reason for Complaint	Number	%
A	76	3,50
B	290	13,34
C	47	2,16
D	47	2,16
E	52	2,39
F	135	6,21
G	1.215	55,89
H	60	2,76
I	252	11,59
Total	2.174	100%

All above passenger complaints were submitted to the carriers, and they were solved directly by the carriers. Passengers in Slovenia are generally aware of their rights.

A: quality of visual and auditory information,
B: arrangement of personnel,
C: comfort and cleanliness,
D: service offerings,
E: pricing,
F: capacity,
G: compliance schedules,
H: technical deficiencies,
I: others.

The Ministry of the Environment, Climate and Energy did not take any other actions (dissemination of information about passenger's rights, inspections, or meeting with stakeholders) in 2023.

3. Complaints 2024

3.1 Complaints received NEB (Public Transport Management Company DUJPP*):

Legend/Reason for Complaint	Number	%
A	0	0
B	8	3,65
C	0	0
D	19	8,68
E	10	4,57
F	30	13,70
G	151	68,95
H	0	0
I	1	0,45
Total	219	100%

DUJPP received 219 complaints as appeal body and did not impose any sanction in 2024.

*As of January 1, 2024, DUJPP, d.o.o. has taken over the responsibility for handling complaints and coordinating passenger rights in intercity line passenger transport. If a passenger is not satisfied with the handling of their claim or complaint by the carrier, or if the carrier does not respond within the prescribed timeframe, the passenger can file a complaint to DUJPP: pohvale-pritozbe@dujpp.si. Passenger Rights in Bus Transport are described here: www.dujpp.si/avtobusi.html.

- A: quality of visual and auditory information,
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- H: technical deficiencies,
- I: others.

3.2 Complaints carriers received:

Legend/Reason for Complaint	Number	%
A	154	3,28
B	478	10,19
C	14	0,30
D	673	14,35
E	87	1,85
F	359	7,65
G	2.431	51,82
H	111	2,37
I	384	8,19
Total	4.697	100%

All above passenger complaints were submitted to the carriers, and they were solved directly by the carriers. Passengers in Slovenia are generally aware of their rights.

In 2024 the responsibility for handling complaints and coordinating passenger rights in intercity line passenger transport were taken over by newly established company in Republic of Slovenia that is Public Transport Management Company DUJPP, d.o.o.

Public Transport Management Company DUJPP, d.o.o., has taken all actions in dissemination of information about passenger's rights, inspections and meetings with stakeholders in 2024.

New bus timetables were designed in 2024 to attract more residents to use public transport with an enriched offer of interval and direct routes, morning, afternoon, and evening services, fast routes with shorter travel times, and routes that also consider railway passenger timetables.

Due to implementing the new summertime timetables on July 1, 2024, aligned with the new regulation, passengers filed complaints twice as much as in previous years. This was expected, due to human nature of coping with change that new timetables brought.

We also expected a second wave of complaints with implementing new bus timetables at the beginning of new school year on September 1, 2024. With the start of the new school year contractors were not prepared as they should be, complaints on timetables and capacities were entitled. All problems with timetables were sorted out within a couple of weeks.

Reports of carriers were published by month following the legend above. MOPE registered 2.174 complaints in 2023 and DUJPP registered all together (by carriers and DUJPP, d.o.o.) 4.916 complaints in 2024. The majority of complaints relate to compliance schedules (more than 50% in case of carriers and in case of DUJPP, d.o.o.) which is understandable in situation where new concession contract is taken place.

With reference to what was mentioned above, also the table of the sanctions is enclosed, as follows:

Year	Number of Sanctions imposed	Type of Sanctions imposed (in case of fines what was the sum imposed)	Reason for imposing sanction (which provision of the Regulation was breached)
2023	0	/	/
2024	2	In cooperation with the inspectorate for public passenger transport in the amount of 2.400 EUR	Non-implementation of timetables

4. Actions taken to implement and monitoring the Regulation

On April 6, 2022, the National Assembly of the Republic of Slovenia adopted the Public Passenger Transport Management Act (ZUJPP), which provided the basis for the establishment of Public Transport Management Company DUJPP, d.o.o. (www.dujpp.si). Since then, the company was periodically taking over responsibilities for managing public passenger transport in the Republic of Slovenia.

In 2025 and 2026 DUJPP will monitor passenger complaints to ensure higher quality of road transport services and appropriate action following Passenger Rights Regulation EU 181/2011, with a goal of reducing passenger complaints by 10% annually compared to the year before and reporting to the Ministry of Environment, Climate, and Energy (MOPE) on passenger complaints annually at the end of December.

Turning points in passenger rights for years 2023 and 2024

In 2023, the Ministry of Environment, Climate, and Energy completed a public tender for awarding concessions for the implementation of the public service obligation for intercity public line passenger transport in domestic road transport. These concessions were awarded for a period of five years, starting on July 1, 2024, with the possibility of extension. The contracts have been transferred to DUJPP, which thereby assumes the management of domestic passenger transport.

As of January 1, 2024, DUJPP, d.o.o., has taken over the responsibility for handling complaints and coordinating passenger rights in intercity line passenger transport. If a passenger is not satisfied with the handling of their claim or complaint by the carrier, or if the carrier does not respond within the prescribed timeframe, the passenger can file a complaint to DUJPP: pohvale-pritozbe@dujpp.si. Passenger Rights in Bus Transport are described here: www.dujpp.si/avtobusi.html.

Slovenia needed a new timetable regime

The establishment of a new timetable regime was necessary to ensure accessibility standards for public transport for all residents of Slovenia. The state of public transport in Slovenia was significantly underdeveloped. In addition to poor coverage of accessibility standards, the most notable issue is also the lack of investment in modern IT solutions. Furthermore, the management system has not been upgraded or improved for three decades, and the overhaul was also necessary in line with European Union guidelines.

With the establishment of the Public Transport Management Company (DUJPP) in 2022, we systematically regulated the field in Slovenia. The state, local communities, passengers, and concession operators now have a single point of contact in one legal entity, following the model of Western European countries.

In accordance with the requirements of the European Union, which mandates member states to conduct a competitive public procedure for the provision of intercity public bus transport, we first systematically regulated the management of the field with the establishment of DUJPP. The management is now three-tiered. We then conducted the public procedure in accordance with

EU requirements and completed it in the spring of 2023. Previously, the state signed concessions with carriers directly, which was somewhat less transparent.

Creating the new timetables

The new timetables, routes, and departure frequencies, including the number of buses, were coordinated with bus transport concessionaires based on their inputs and experiences, considering past good practices and traditions. They were upgraded and improved based on traffic flows, aiming to increase departure frequencies and public transport coverage, coordinating with railway timetables, and considering passenger needs and population density. These improvements have brought a higher standard of accessibility, although some passengers were inconvenienced by the introduction of increased accessibility, as some routes were improved with stops at more stations and interregional transfers.

Guidelines in preparing the new timetables

The guidelines aimed to maintain and merely upgrade and expand the existing good timetables. Thus, with the new timetables, the concessionaires contractually committed to ensuring a 20% increase in rides across Slovenia from July 1, 2024, onwards. The goal of the improvements is to attract more residents to use public transport with an enriched offer of interval and direct routes, morning, afternoon, and evening services, fast routes with shorter travel times, and routes that also consider railway passenger timetables.

Passenger rights for people with disabilities in public transport

In 2023, under the project "Spatial Data Support for Public Passenger Transport Management – People with Disabilities in Public Transport," a pilot project for on-demand transport for people with reduced mobility was launched. DUJPP is implementing this project in collaboration with the Ministry of Environment, Climate, and Energy, while the transport services are provided by the National Council of Disability Organizations of Slovenia (in partnership with the Slovenian Muscular Dystrophy Association, the Slovenian Multiple Sclerosis Association, and the Slovenian Association of Disabled Students). On-demand transport allows passengers to travel from the starting point to the destination, provided both points are within the transport gravity area covered by the call centres, and the destination is no more than 50 km from the starting point. If the passenger's journey extends beyond this area, the service enables transport to the nearest accessible public transport station, allowing passengers to continue their journey using other forms of public transport. The first phase of the pilot project will conclude in February 2025, and DUJPP has already issued a new public tender for the second phase of the pilot. This phase will expand the on-demand transport coverage beyond Maribor and Ljubljana to include Celje, Novo Mesto, Nova Gorica, Kranj, and Koper.

In 2024, DUJPP, d.o.o. in cooperation with MOPE, also initiated a renovation of the platforming system. As part of this effort, the final systemic solutions aim to include incentives to improve the accessibility of bus stations and stops for people with disabilities. However, it is important to note that the ownership structure of these facilities must be considered, as the majority are not owned by the Republic of Slovenia but by concessionaires (private ownership).

With Regards,

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