



Overview of recent studies on transport user representation and passenger treatment

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**5th EPF Annual Meeting in Munich
10 March 2007**

EU-Service Guarantees (EUSG)

Full title: *Evaluation and monitoring of trends with regard to passenger needs on the level of service and treatment of passengers*

Commissioned by: DG TREN Unit A5

Duration: 01-12/2006.

Scope: All 25 EU Member States, all modes of transport:

- Rail (short and long distance)
- Local public transport
- Maritime transport
- Air transport
- Bus and coach transport (excluding charter/tours)



EU-SG: content

Steps of the study:

1. **Quantitative** research on main instruments of consumer protection schemes provided by European transport operators:
 - ▶ customer charters
 - ▶ service guarantees
 - ▶ complaints handling standards

2. **Qualitative** research in each member state for an assessment of the instruments and standards found:
 - associations of passenger representation
 - mediation boards
 - umbrella organisations of operators
 - general consumer associations
 - infrastructure operators

EU-SG: volume of data and tasks

- ▶ Survey of more than **500 transport operators** (phase 1) and **115 provider/consumer** organisations (phase 2)
- ▶ Qualitative content analysis of more than **300 charters and service guarantees**
- ▶ Ranking of customer service schemes
- ▶ Conformity check with existing EU law
- ▶ Overall assessment and ranking of standard of passenger treatment in each country
- ▶ Identification of new trends and development of recommendations

EU-SG: Basis of overall ranking:

1. Coverage and content (“performance”) of charters
 2. Coverage and content (“performance”) of service guarantees
 3. Complaints handling standards
 4. Perception of charters, guarantees and their implementation by stakeholders in country
 5. Users’/user organisations’ overall perception of passenger treatment
- ▶ 0 ... 3 points for each criterion

EU-SG: Results of overall ranking:

1. United Kingdom (12.5 pts)

Reasons: Good diffusion of charters and service guarantees; good “performance” of those schemes; well developed complaints handling standards and good user representation

2. Sweden (11.5 pts.)

3. France (10.5 pts.)

4. Germany (10 pts.)

Last five:

Austria (5 pts.)

Czech Republic and Latvia (4.5 pts)

Slovakia and Malta (4 pts.)



BUSREP

Full title: *The situation of passengers in urban public transport: Strategies for Better USer REPresentation*

Sponsored by the Volvo Foundation

Duration: 2003 to 2007



Main questions:

How good (or poor) is user involvement in urban public transport?

More customers through more participation?

Review of standards and instruments in 7 EU countries

Interviews held with transport operators, PTAs, passenger organisations and other stakeholders involved in public transport

BUSREP

Main Output so far:

- Articles and conference presentations
- Symposium in “More customers through more participation?”
29-30 September 2005 in Berlin
- Website www.busrep.de / www.busrep.net launched in 2006
- Book to be published by mid-2007
- Participation in further seminars planned
(e.g. Luxemburg 20 April 2007)
- Experience available for other follow-on activities on request!

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