



# CUSTOMER PARTICIPATION IN PUBLIC TRANSPORT PLANNING: CONCEPTUAL ISSUES AND EXPERIENCES

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## Structure

1. The dilemma of user representation in public transport
2. Dimensions of user interests
3. The range of participatory approaches and planning issues
4. Study „Evaluation and monitoring of trends with regard to passenger needs“
5. Outlook

# The context of participatory transport planning

## The special relationship between users and providers in public transport

### **1. Monopolies**

- also on privatised / deregulated markets!

### **2. Political influence**

- direct and indirect

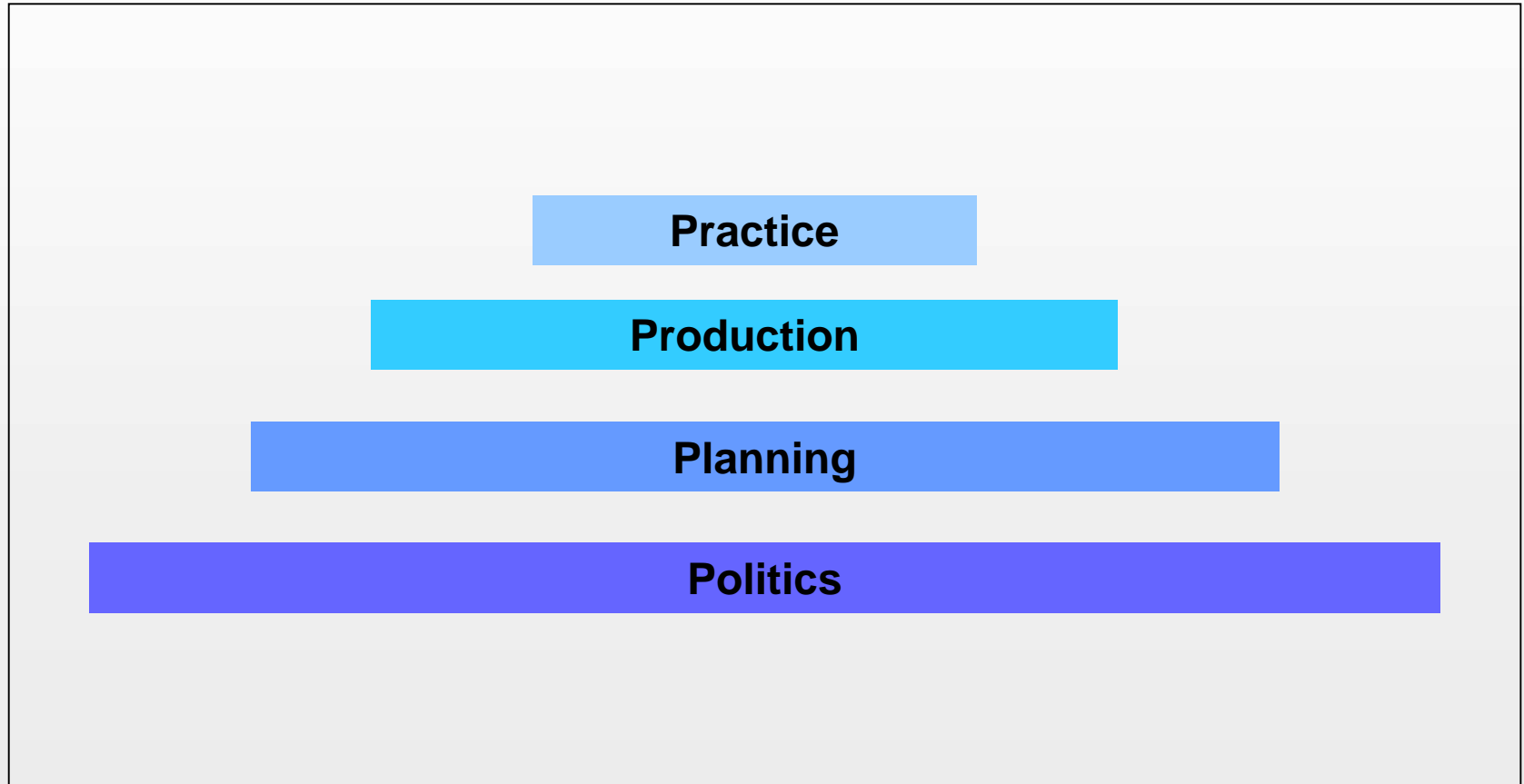
### **3. Legal framework**

- obligation but no liability?

### **4. Importance of public transport for environment and regional development**

- the risk of the “exit option”

## 4 levels of user interests



## Political level

- ▶ Competitive framework, strategic decisions
  - Political climate “pro public transport”
  - Consider neighbouring policy fields and balance between modes
  - Strategic decisions on the service level
  - Targeted at legislative

Examples:           Urban planning and land-use guidelines  
                          Parking schemes  
                          Introduction / withdrawal of urban rail services

## Planning level

- ▶ Development of services which suit the users' needs
  - Knowledge and prioritisation of user needs
  - Targeted at administration, executive and operators
  - Overlaps with political issues

Examples:            Routing of services  
                          Timetables  
                          Fare regulations  
                          Vehicle design

## Production level

- ▶ Implementation of services “as advertised”
  - Timetable as the foundation of users’ travel plans
  - Information on real service quality
  - Remember prerequisites for reliable services
  - Contingency plans?

Examples:           Quality standards in service contracts  
                          Standard of information  
                          Operational reserves

## Practical level

### ▶ Handling problems and irregularities

- Reducing the impacts of service malfunctions
- Feeling “responsible”
- Uncomplicated complaints handling
- Adequate redress / compensation

Examples:            Guaranteed service  
                         Charters, bonuses, complimentary tickets  
                         Complaints management  
                         Modification of the legal framework

## Service Guarantees

New study about passengers' rights:

**“Evaluation and monitoring of trends with regard to passenger needs on the level of service and treatment of passengers.”**

- All modes of transport (rail, public transport, bus, air, maritime)
- Contractor: EU commission, DG TREN, client: nexus.
- Three phases:
  - Analyse the current situation
  - Focus on new trends
  - Ranking
- complaints handling
- redress/compensation

## Service Guarantees

**Please contact us on details of any guarantee in your country (all modes of transport)**

- **Martin Schiefelbusch +49 30 3180 5472**  
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**[www.busrep.net](http://www.busrep.net) (in English)**  
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- **Complete the form about service guarantees**

**Thanks for your attention !**