



*Special Eurobarometer*



European  
Commission

# Passengers' Rights

Fieldwork : February - March 2005

Publication : July 2005

## Summary

Special Eurobarometer 228 / Wave 63.2 – TNS Opinion & Social

This survey was requested by Directorate General SANCO and coordinated by Directorate General Press and Communication

This document does not represent the point of view of the European Commission.  
The interpretations and opinions contained in it are solely those of the authors.

## Table of contents

<b>PRESENTATION .....</b>	<b>2</b>
<b>1. European citizens and transport services.....</b>	<b>3</b>
1.1. Main types of transport services used.....	3
1.2. Attractiveness of the offer of transport services .....	6
<b>2. Awareness of passengers' rights .....</b>	<b>9</b>
2.1. Existence of a contract with the transport company.....	9
2.2. Knowledge of contractual rights and obligations.....	10
<b>3. Overview of the perception and satisfaction of transport services.....</b>	<b>12</b>
3.1. Information on prices and terms.....	12
3.2. Care of people with reduced mobility.....	13
3.3. Improvement through suggestions or filing of complaints.....	14
3.4. Satisfactory treatment when things do not go as scheduled.....	15
3.5. Overview of the satisfaction with transport services.....	16
<b>4. Air Transport.....</b>	<b>17</b>
4.1. Perceptions.....	17
4.2. Satisfaction .....	18
4.3. Suggestions or filing a complaint .....	19
4.4. Complaints and their handling.....	20
4.5. Awareness of Air passenger rights in the European Union.....	21
4.6. Price indications of air fares .....	22
<b>5. Travelling within the European Union .....</b>	<b>23</b>
5.1. Easiness of travelling across borders .....	23
5.2. What are the difficulties of travelling within the EU? .....	24
5.3. Planning an international journey.....	25
5.4. Purchasing tickets .....	26
5.5. Willingness to purchase services from a transport company established in another EU country.....	27
5.6. Single ticket for combined travelling.....	28
5.7. Single enquiry service for information.....	29
<b>CONCLUSION .....</b>	<b>30</b>
<b>ANNEXES</b>	
<b>Technical note</b>	
<b>Questionnaire</b>	

## PRESENTATION

Over the last thirty years, we have witnessed an important increase in mobility in Europe, with passenger travel doubling since 1970. For millions of Europeans travel has become a reality, indeed a right, be it by plane, train, bus or ferry. This phenomenon is due to a number of factors, but above all economic growth, lower travel costs and progress towards a European area without internal frontiers.

The air transport sector has seen a number of significant changes: the emergence of low cost airlines, the restructuring of other airlines, the opening up of new routes. Progress in the railway sector has led to an increase in intra-community travel, and the opening up of maritime transport markets has led to a wider range of destinations on offer at ever lower prices. Planning of travels and the purchasing of tickets has also evolved in recent years with the availability of information and tickets on the internet as well as a general reduction in fares.

However, the removal of borders and the growth in travel have not always been accompanied by sufficient measures to protect passengers' rights. Along with punctuality and safety, protection of passenger's rights is a key factor determining a passenger's choice of a particular mode of transport. Passengers must sometimes face difficult situations such as cancellations, overbooking, loss of luggage, delays, etc.

Another issue concerns the access of such transport services for persons with reduced mobility, including persons with physical disabilities but also the elderly, parents with children and persons with heavy luggage. Given the significance of this population it is important that transport policy give much higher priority to the needs and interests of persons with reduced mobility

In this context, the Directorate General SANCO together with Directorate General TREN (which has the competence when it comes to legislation for transport users) wished to analyse the perception of European public opinion on these specific issues and to measure the level of awareness of citizens' rights as passengers. How Europeans rate the different transport services and how they view travelling across borders in the European Union in general are also aspects the Commission wished to study.

From the 9<sup>th</sup> of February to the 20<sup>th</sup> of March 2005 the TNS Opinion & Social network conducted a survey among over 24,000 citizens aged 15 years and above. Interviews were conducted face-to-face in people's homes in their national language. The countries surveyed include the twenty-five Member States of the European Union as of May 2004. The methodology used is that of the Standard Eurobarometer polls managed by the Directorate-General Press and Communication (unit "Opinion polls, press reviews, Europe Direct"). In the annex, a technical note details the interview techniques used by the institutes of the TNS Opinion & Social network as well as levels of confidence.

The main objective of this study is to assess Europeans' general attitudes towards their rights as passengers and their assessment of the different types of transport services in the European Union. The following points will be analysed in this summary:

- The usage of transport services among Europeans
- Citizens and their awareness of passengers' rights
- Assessment of the different transport services
- Travelling within the European Union

## 1. European citizens and transport services

In this first part of the summary we will see to what extent Europeans have used different types of transport services within the last year. Then we will look at whether these services are attractive enough to encourage citizens to use their car less.

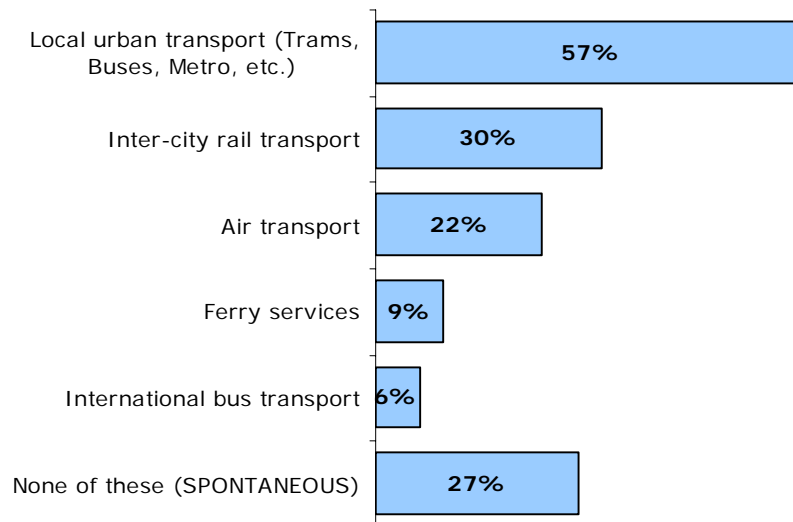
### 1.1. Main types of transport services used

Source questionnaire: Q.1

*- More than half of the citizens in the EU have used local urban transport in the last year -*

Respondents were asked to indicate among a range of transport services which ones they have used during the last twelve months. Respondents were able to give several answers.

**Which of the following services, if any, have you used during the last twelve months?  
(MULTIPLE ANSWERS POSSIBLE) % EU 25**



Results show us that over one in two citizens (57%) has used **local urban transport** during the last year. This is by far the transport service, which has been most commonly used by Europeans.

Close to one third (30%) also indicate having used **inter-city rail transport** during this time period.

**Air transport** comes in third place with 22% of European citizens having used this transport service in the last twelve months.

**Ferry services** (9%) and **international bus transport** (6%) are ranked at the bottom of the scale with far lower rates of usage.

Finally, we can note that just over one fourth of European citizens (27%) claim not having used any of the mentioned transport services within the last year.

The map illustration (see next page) shows us that Latvians are the EU citizens who have used **local urban transport services** the most in the last twelve months, at a rate of 80%. This rate is 23 percentage points above the EU25 average. The Czechs (75%), the Lithuanians (74%) and the Slovaks (74%) follow with similar rates.

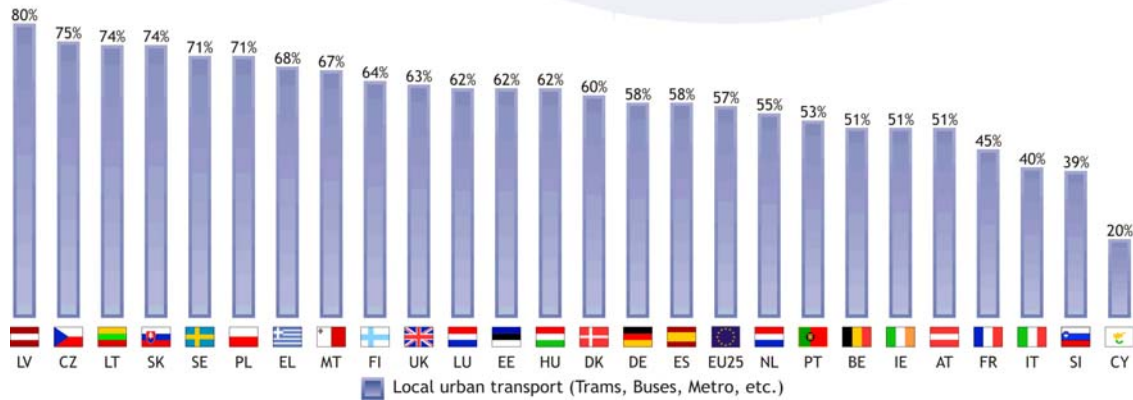
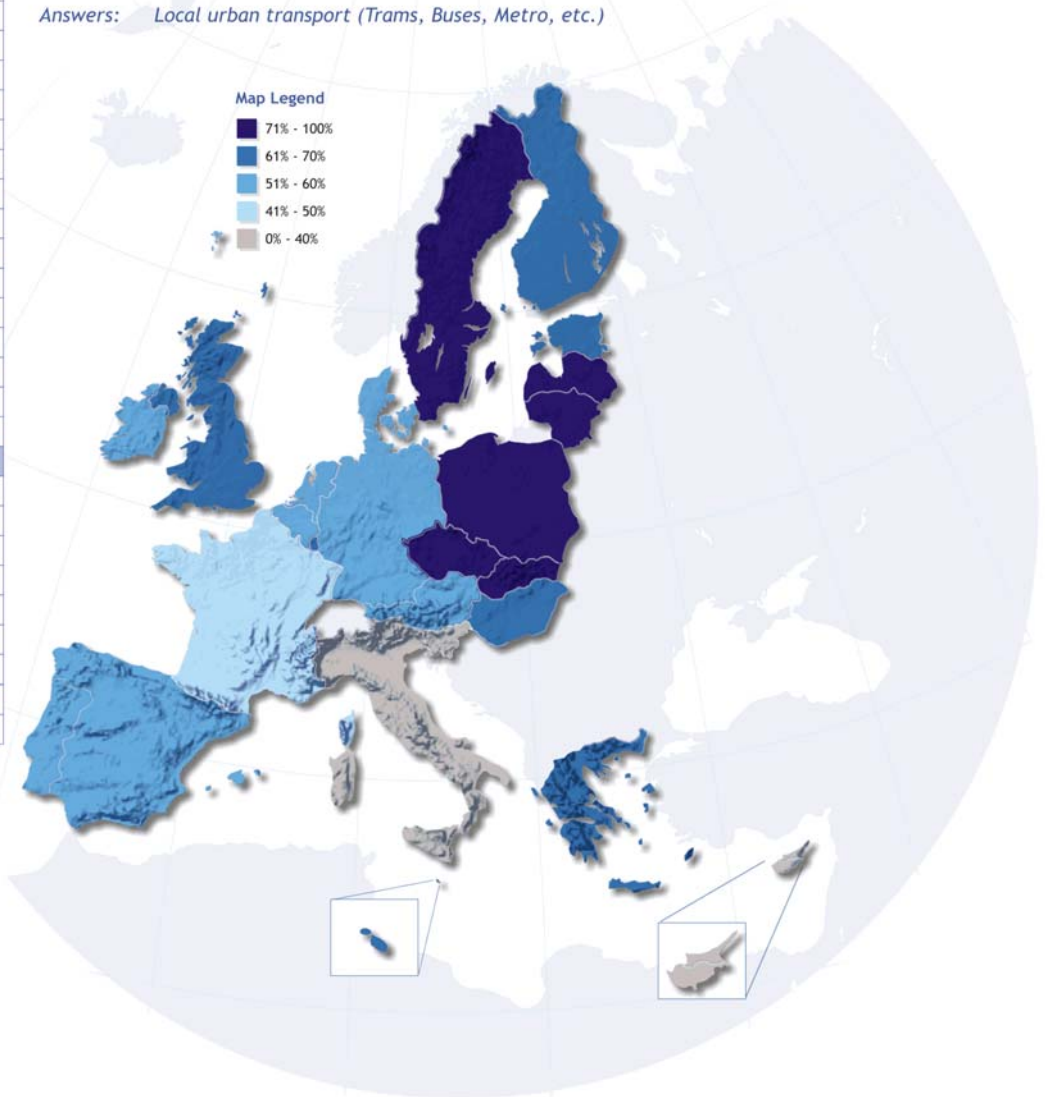
On the contrary, Cypriots have the lowest rates with only 20% having used such services. This can perhaps be explained by the fact that such local urban transport is only made up of bus services which are mostly run by privately owned companies, as there is no public owned transportation company. Furthermore, citizens in Cyprus much prefer to use their cars for travelling on a local basis.

In general, however, we can say that citizens in the new Member States tend to use local urban transport services more frequently than those living in the 15 "old" Member States. As we can see in the table, the five top rankings for the usage of local urban transport services are all found in new Member States. Only Sweden, with 71%, has a similar rate of usage in the last year.

Country Results	
 Latvia	80%
 Czech Republic	75%
 Lithuania	74%
 Slovakia	74%
 Sweden	71%
 Poland	71%
 Greece	68%
 Malta	67%
 Finland	64%
 United Kingdom	63%
 Luxembourg	62%
 Estonia	62%
 Hungary	62%
 Denmark	60%
 Germany	58%
 Spain	58%
 European Union (25)	57%
 The Netherlands	55%
 Portugal	53%
 Belgium	51%
 Ireland	51%
 Austria	51%
 France	45%
 Italy	40%
 Slovenia	39%
 Cyprus	20%

Question: 1.1. Which of the following services, if any, have you used during the last twelve months?  
(MULTIPLE ANSWERS POSSIBLE)

Answers: Local urban transport (Trams, Buses, Metro, etc.)

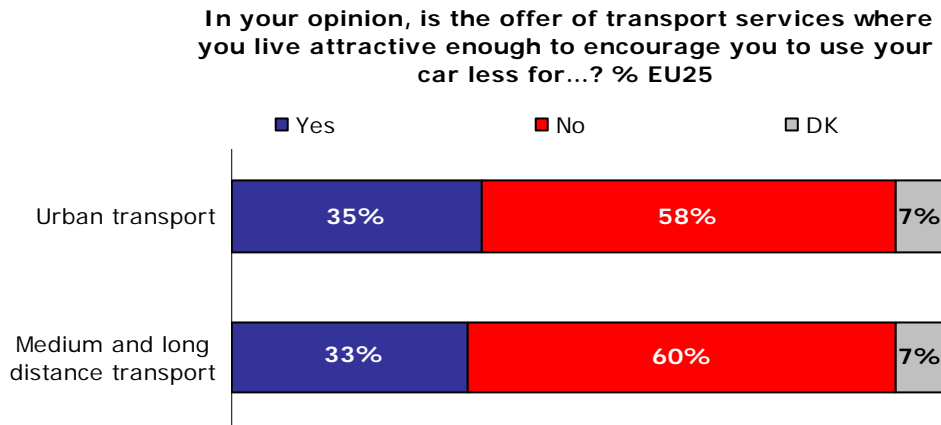


## 1.2. Attractiveness of the offer of transport services

Source questionnaire: Q.6

*- The offer of transport services is not attractive enough  
in the opinion of a majority of Europeans -*

Respondents were asked to indicate whether in their opinion the offer of transport services in the area they live is attractive enough to encourage them to use their car less.



Results for the average of the 25 European Union countries show us that a majority of European citizens do not feel encouraged to use their car less thanks to the offer of transport service where they live. This is both the case for urban transport (58%) and for medium and long distance transport (60%) for which Europeans make almost no distinction.

The car remains an essential means of transportation for Europeans. Transport services need therefore to make important efforts in order to become more attractive in the eyes of European citizens so as to encourage them to use their cars less for their transport needs.

The map below illustrates the rates of respondents in each country who are not encouraged to use their car less for **urban transport** thanks to the attractiveness of the offer of transport services where they live.

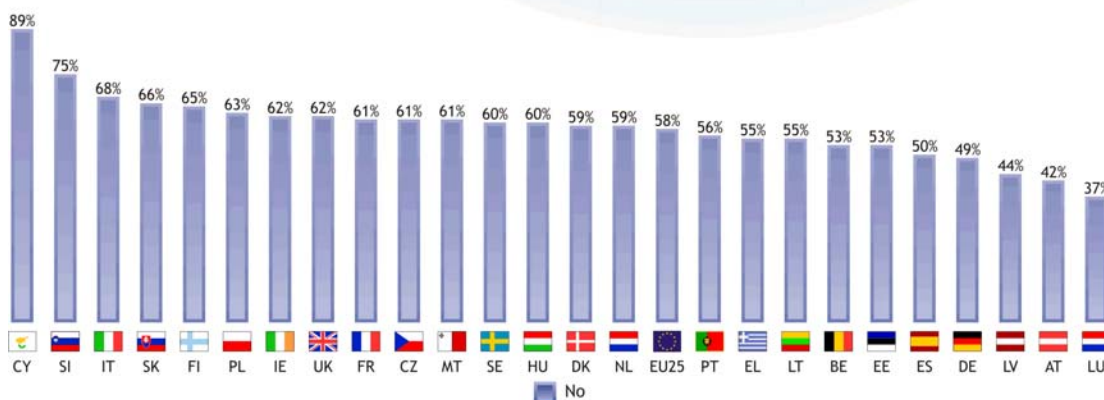
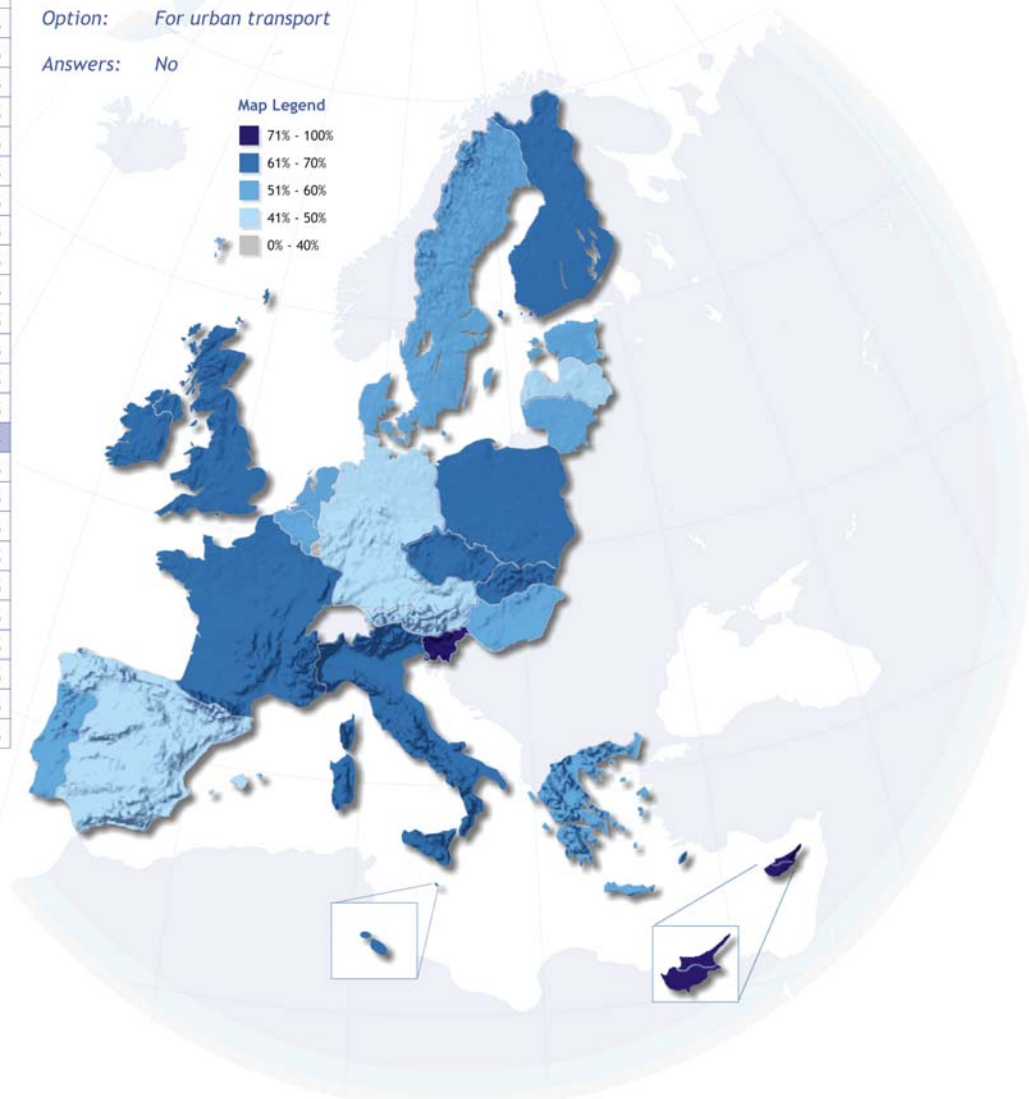
Cypriots are by far those who are the most numerous to respond negatively, with 89% claiming they would not feel encouraged to use their car less. Slovenia follows with a rate of 75%. On the other hand, we can see that respondents in Luxembourg are far less pessimistic since only 37% indicate that they would not feel encouraged. Austria, Latvia and Germany also have rates below the 50% mark.

Country Results	
Cyprus	89%
Slovenia	75%
Italy	68%
Slovakia	66%
Finland	65%
Poland	63%
Ireland	62%
United Kingdom	62%
France	61%
Czech Republic	61%
Malta	61%
Sweden	60%
Hungary	60%
Denmark	59%
The Netherlands	59%
European Union (25)	58%
Portugal	56%
Greece	55%
Lithuania	55%
Belgium	53%
Estonia	53%
Spain	50%
Germany	49%
Latvia	44%
Austria	42%
Luxembourg	37%

Question: 6.1. In your opinion, is the offer of transport services where you live attractive enough to encourage you to use your car less...?

Option: For urban transport

Answers: No



As for **medium and long distance transport**, country results show us a similar pattern as seen above for urban transport. Once again, we find Cyprus at the top of the ranking with an extremely high rate of 'No' responses (94%). This rate is 34 percentage points above the EU25 average. Again Slovenia follows, with a rate of 78%.

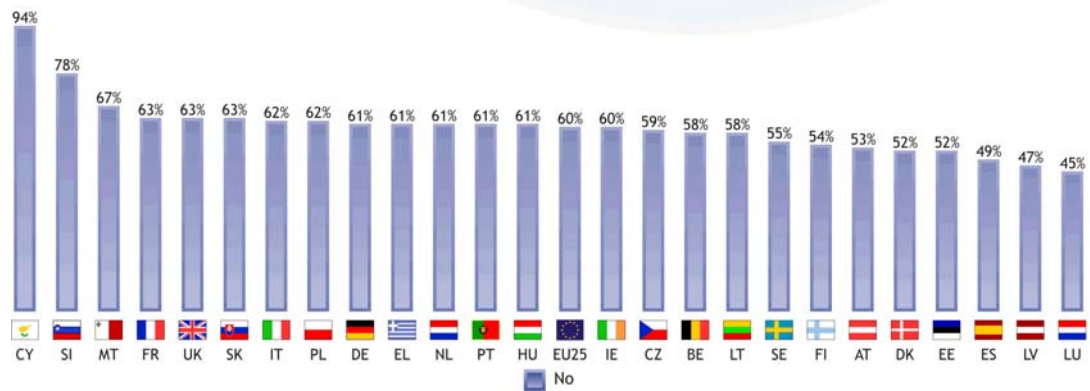
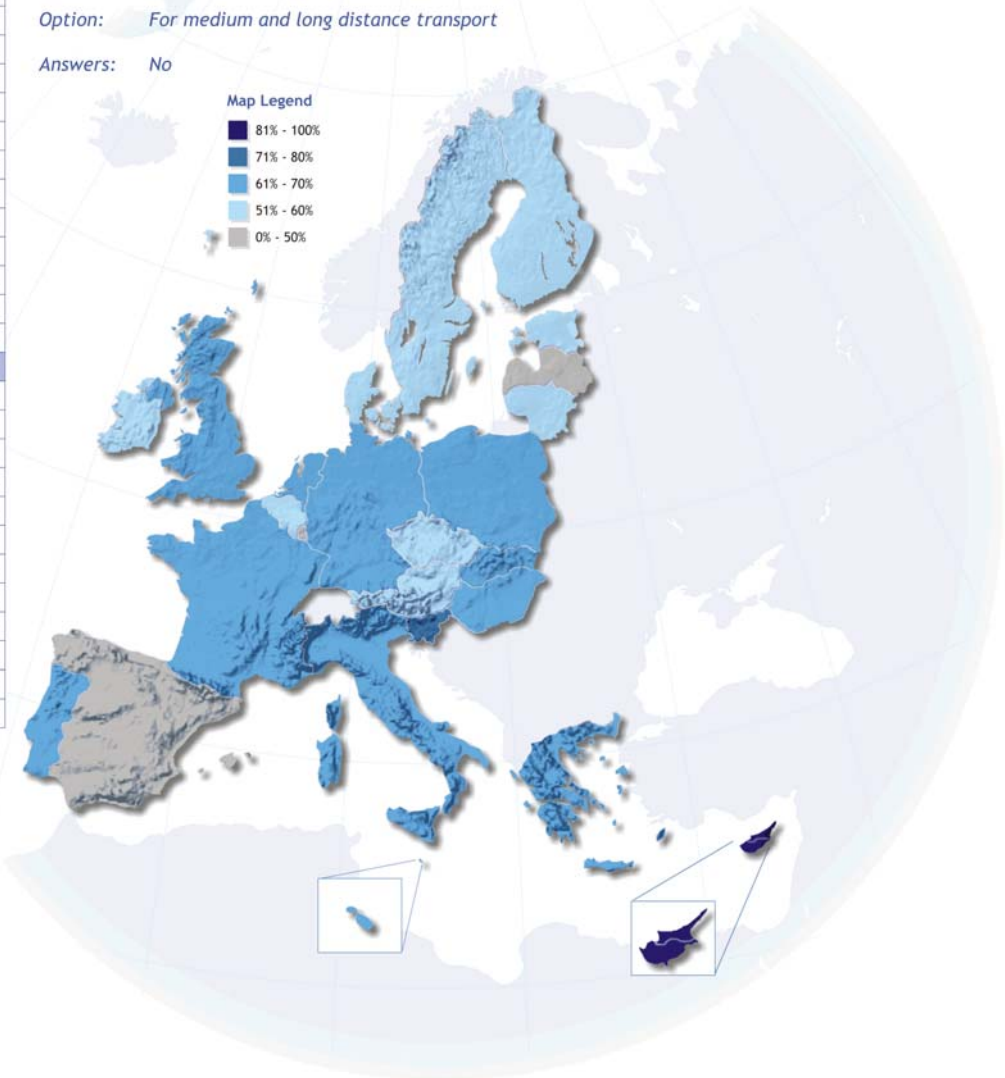
The country that seems to be the most willing to use transport services instead of the car for medium and long distance travels is once again Luxembourg. In this country, only 45% say they do not feel encouraged to do so. Latvia and Spain also have rates below the 50% mark.

Country Results		
Cyprus	94%	
Slovenia	78%	
Malta	67%	
France	63%	
United Kingdom	63%	
Slovakia	63%	
Italy	62%	
Poland	62%	
Germany	61%	
Greece	61%	
The Netherlands	61%	
Portugal	61%	
Hungary	61%	
European Union (25)	60%	
Ireland	60%	
Czech Republic	59%	
Belgium	58%	
Lithuania	58%	
Sweden	55%	
Finland	54%	
Austria	53%	
Denmark	52%	
Estonia	52%	
Spain	49%	
Latvia	47%	
Luxembourg	45%	

Question: 6.2. In your opinion, is the offer of transport services where you live attractive enough to encourage you to use your car less...?

Option: For medium and long distance transport

Answers: No



## 2. Awareness of passengers' rights

In this second part of the summary we will look at how well European citizens are informed about the existence of rights as a passenger of a transport company.

First we will see whether they are aware of the actual existence of a contract between the transport company and themselves, and whether they are aware of the rights and obligations linked to this contract.

Then, in a second chapter, we will look more closely at citizens' awareness of air passenger rights and if they have ever requested the implementation of these rights.

### 2.1. Existence of a contract with the transport company

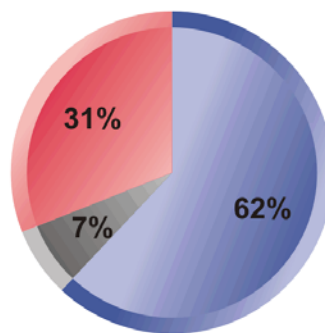
Source questionnaire: Q.3

*-A clear majority of Europeans is aware of the existence of such a contract –*

As we can see in the pie chart below, close to two thirds of citizens of the European Union (62%) are aware that they have a contract with a transport company when they buy a ticket from them.

Nevertheless, we should not neglect that that over a third of respondents either indicate that such a contract does not exist or that they do not know whether or not it exists.

Question: 3. When buying a ticket would you say that you have a contract with a transport company or not?



## 2.2. Knowledge of contractual rights and obligations

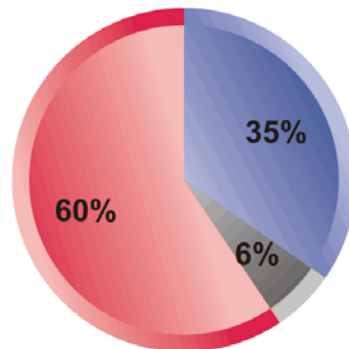
Source questionnaire: Q.4

*- Only a minority of citizens in the EU actually knows about the rights and obligations linked to the contract with a transport company -*

Although a majority of European citizens is aware of the existence of a contract between them and a transport company when they purchase a ticket (as seen earlier), we can note that only a minority of them (35%) know what rights and obligations are actually linked to this contract. At the EU 25 average a clear majority of 60% indicates that they are not aware of the contractual rights and obligations.

However, we should note that over one third of citizens (35%) claim on the contrary that they do know about these rights and obligations.

Question: 4. When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?



Yes  
No  
DK  
EU25

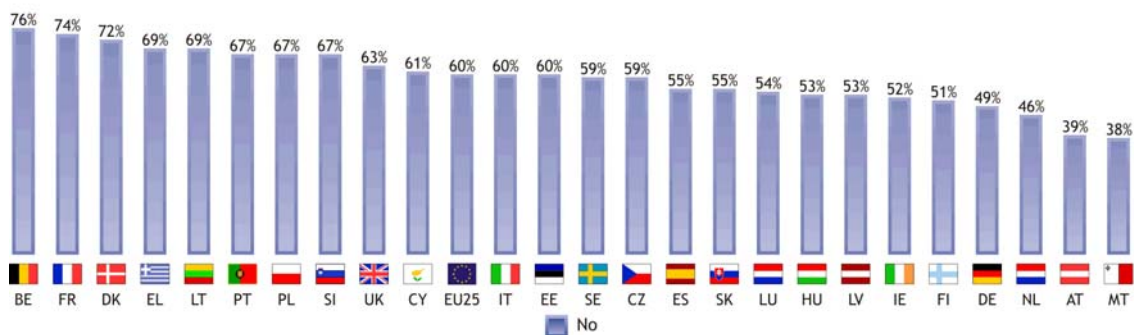
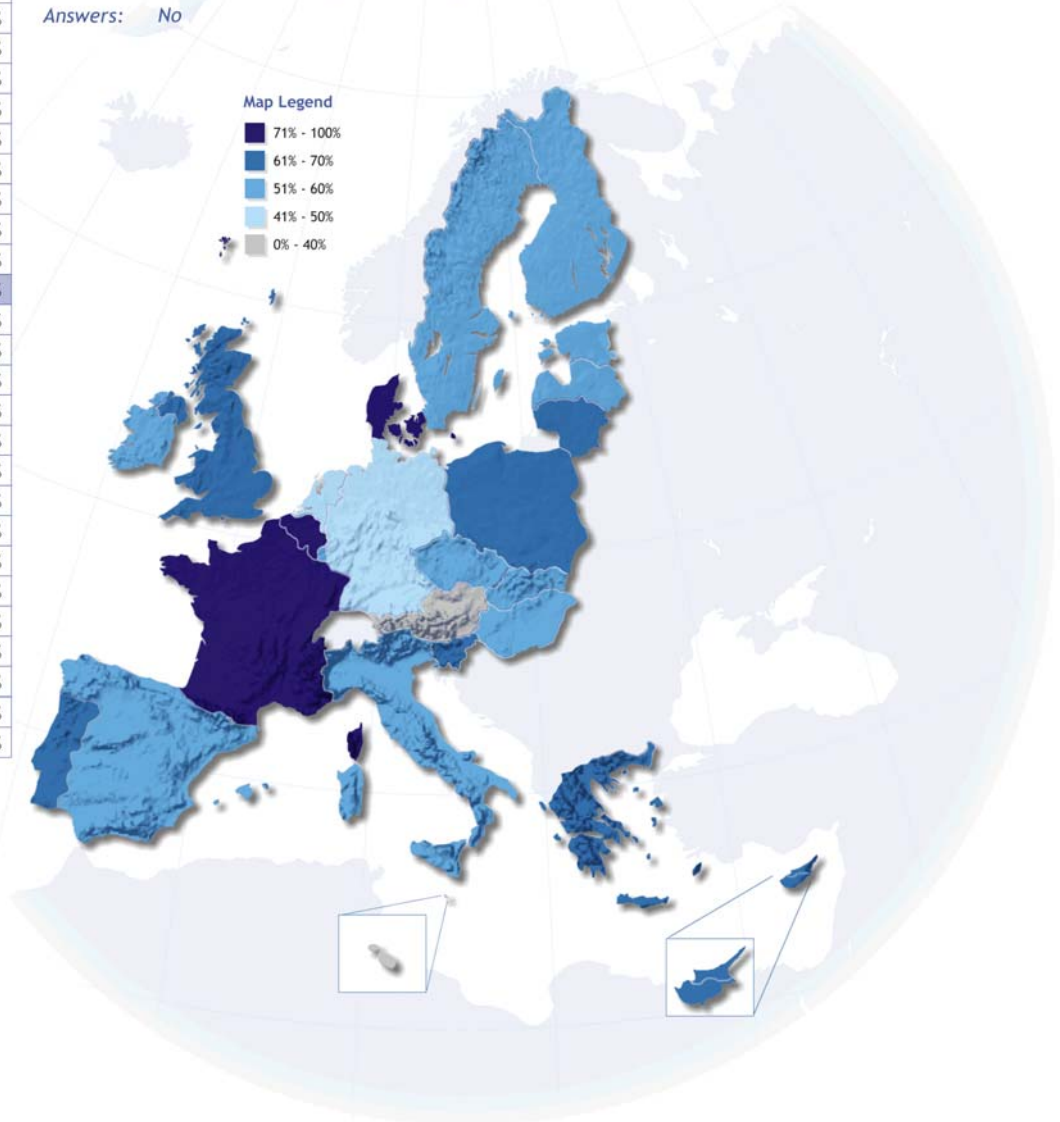
When we look at the country results, we can see that the Belgians (76%), the French (74%) and the Danes (72%) are the most numerous to be unaware of the rights and obligations linked to this contract.

On the opposite, citizens in Malta (38%) and Austria (39%) seem to be far less ignorant about these aspects. The Netherlands and Germany also have rates below the 50% mark.

Country Results	
Belgium	76%
France	74%
Denmark	72%
Greece	69%
Lithuania	69%
Portugal	67%
Poland	67%
Slovenia	67%
United Kingdom	63%
Cyprus	61%
European Union (25)	60%
Italy	60%
Estonia	60%
Sweden	59%
Czech Republic	59%
Spain	55%
Slovakia	55%
Luxembourg	54%
Hungary	53%
Latvia	53%
Ireland	52%
Finland	51%
Germany	49%
The Netherlands	46%
Austria	39%
Malta	38%

Question: 4. When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

Answers: No



### 3. Overview of the perception and satisfaction of transport services

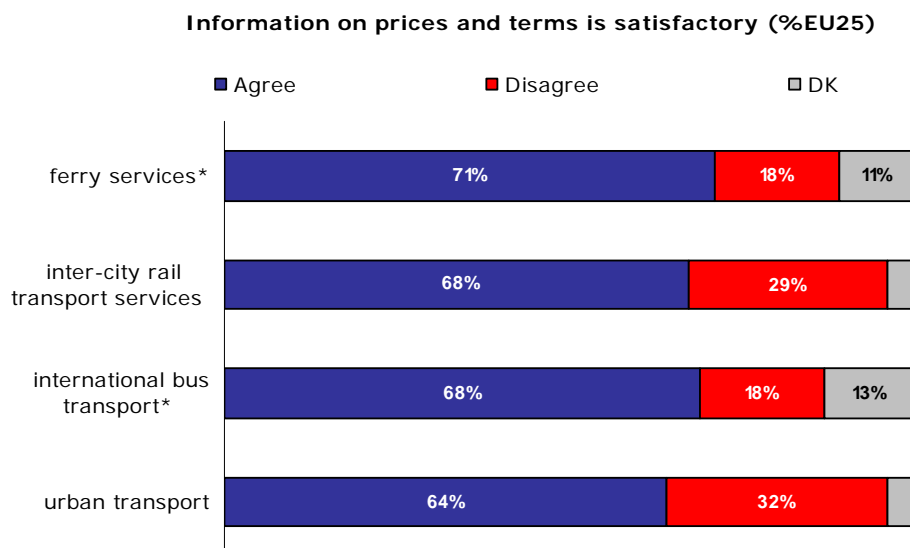
Source questionnaire: Q7, Q10, Q13, Q18, Q19

In this chapter we will try to give a horizontal perspective of the opinions of Europeans on the different transport services, namely local urban transport, inter-city rail transport, air transport, ferry services and international bus transport. We will compare, where possible, the different perceptions we have analysed above for each transport service. Then, we will look at how satisfied European citizens are with these transport services.

#### 3.1. Information on prices and terms

*- Most Europeans satisfied with information on prices and terms -*

When we compare results of the different transport services for the information on prices and terms, we can note that in general a majority of Europeans considers this information to be satisfactory or comprehensive for each service.



\* For ferry services and international bus services the item wording differs somewhat:  
"Information on prices and terms of ... is comprehensive"

Passengers of ferry services seem to be the most numerous to agree that information on prices and terms for this service is satisfactory, with a rate of 71%.

Inter-city rail transport services and international bus transport follow with 68%.

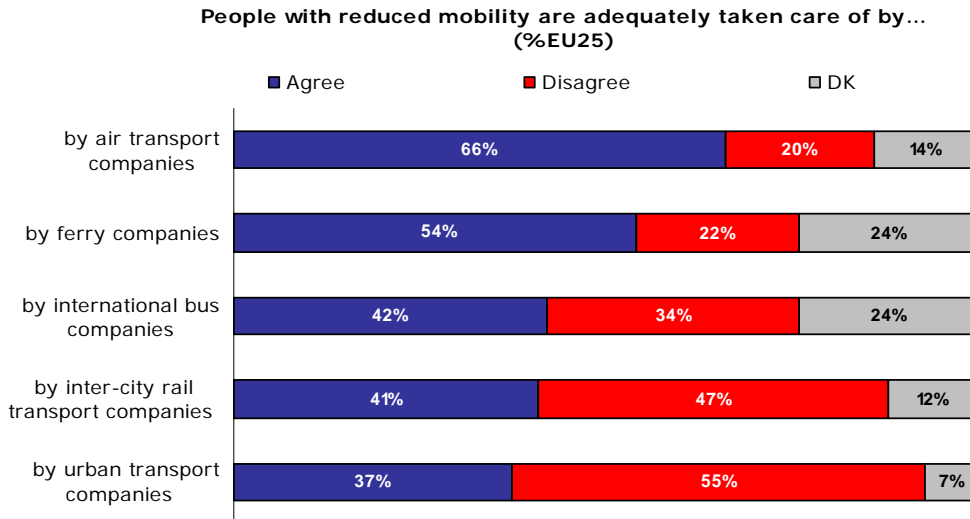
Finally, urban transport reaches a rate of 64%. Nevertheless, it is important to note here that one third (32%) of citizens disagree with this statement and do not find this information satisfactory. A similar remark can be made for inter-city rail transport.

This item was not suggested for air transport services. However, as we will see further on in this summary, Europeans are divided on whether or not air fares are indicated unambiguously. This allows us to assume that for this transport service, the information on prices and terms is less satisfactory.

### 3.2. Care of people with reduced mobility

- *Inter-city rail transport and urban transport have a negative image when it comes to the care given to persons with reduced mobility -*

When comparing results between the different transport services for the statement that people with reduced mobility are adequately taken care of, we can note that there are several important discrepancies of opinion.



The highest rate of agreement can be found for air transport companies with a rate of 66% among persons having already used air transport services in the last twelve months.

The care given by ferry companies to people with reduced mobility is also acknowledged by a majority of persons having used this service (54%).

However, for the other three transport services, citizens seem divided:

42% of respondents agree that international bus companies take adequately care of people with reduced mobility, against 34% who disagree and 24% who don't know.

As for inter-city rail transport companies, the rates are 41% agreeing against 47% disagreeing.

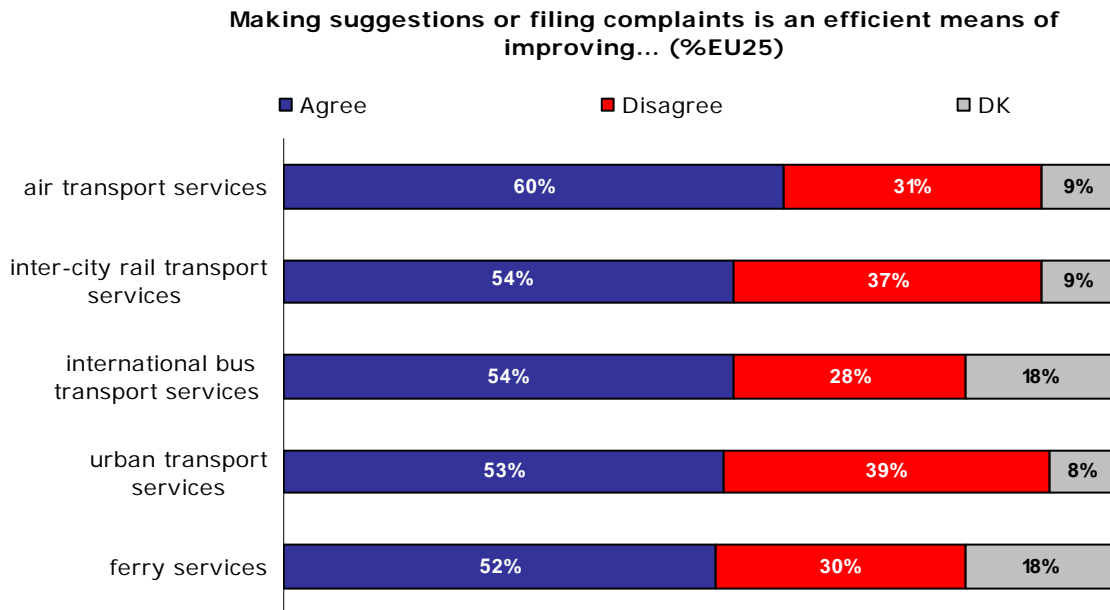
Finally, the results for urban transport companies shows us that only a minority of 37% agree with this statement against 55% who disagree that people with reduced mobility are adequately taken care of by these companies.

We can conclude that urban transport companies and inter-city rail transport companies have a more negative image when it comes to the care of people with reduced mobility.

### 3.3. Improvement through suggestions or filing of complaints

- A majority agrees with the efficiency of improving transport services through suggestions or filing of complaints -

The comparison of the views as to the efficiency of improving transport services by making suggestions or filing complaints shows us that throughout all the different services a majority of Europeans agree.



Nevertheless, this agreement rate is somewhat higher for air transport services, at a rate of 60%.

Inter-city rail transport services (54%), international bus transport services (54%), urban transport services (53%) and ferry services (52%) all score similar rates above the 50% mark.

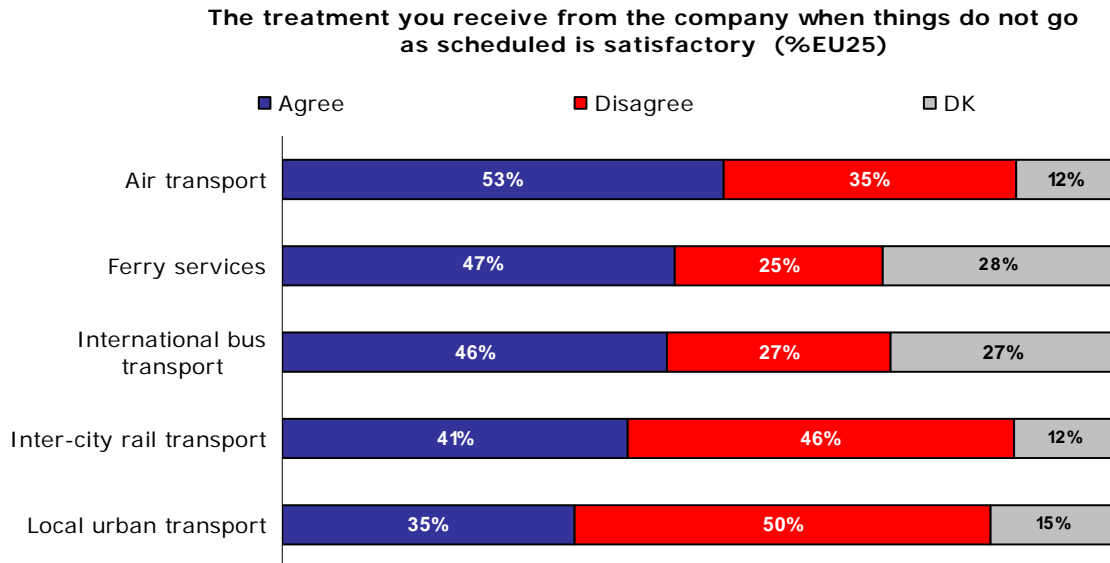
We should however note the somewhat higher levels of disagreement to this statement for urban transport services and inter-city rail transport services, with rates of respectively 39% and 37%. Again, these two services have a somewhat more negative image among EU citizens.

It is important to keep in mind that the respondent's perception of the "efficiency" of making suggestions or filing complaints in order to improve transport services remains somewhat relative here: For the most part, these opinions are simply based on the principle of undertaking such actions, and far less on the respondent's actual experience of having done so in the past.

### 3.4. Satisfactory treatment when things do not go as scheduled

- Strong divisions of opinion as to the satisfactory treatment -

When we compare answers to the statement **"the treatment you receive from the company when things do not go as scheduled is satisfactory"**, we can observe strong differences of opinion for the different transport services.



Once again, air transport appears at the top of the graph with the highest rate of agreement. Indeed, this is the only transport service where a majority of Europeans (53%) agrees that the treatment in such specific cases is satisfactory. We should however emphasize the fact that 35% of respondents also disagree.

For ferry services (47%) and international bus transport (46%) only a relative majority of citizens agrees with this statement. Indeed, we should note the rather high levels of persons who did not know or refused to answer, at respectively 28% and 27%.

As for inter-city rail transport, people seem much divided on whether or not the treatment they receive when things don't go as scheduled is satisfactory, with 41% agreeing and 46% disagreeing.

Finally, for local urban transport, we can distinguish a real dissatisfaction among a majority of citizens with the treatment they receive from the company when things do not go as scheduled. Indeed, while only 35% agree with the above statement, another 50% disagree.

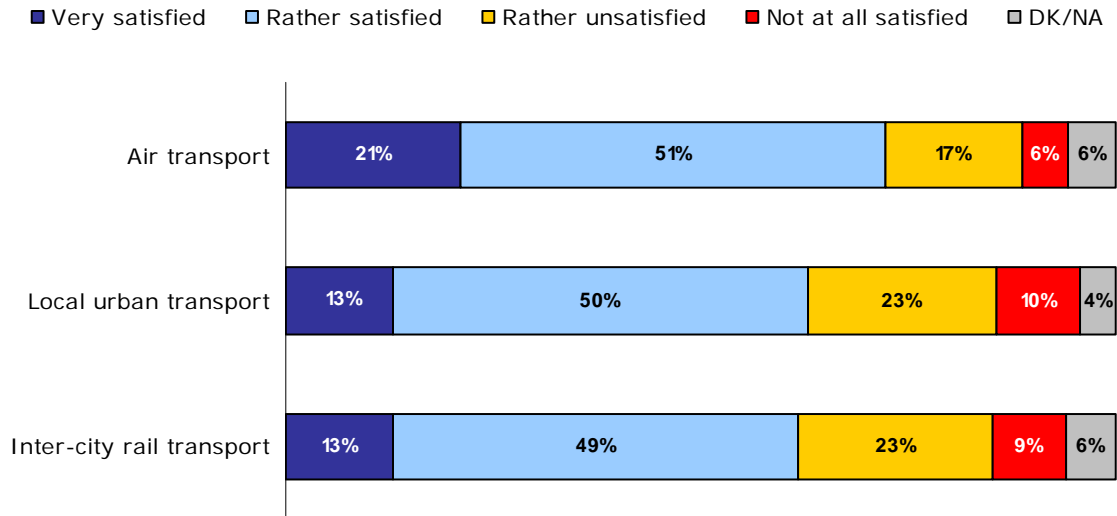
The more negative image of these last two services prevails here as well.

### 3.5. Overview of the satisfaction with transport services

- Air transport services provide the highest level of satisfaction -

In order to compare the satisfaction rates between the different transport services studied in this report, we calculated the average of all the elements<sup>1</sup> suggested to respondents linked to their satisfaction with transport services.

Average satisfaction with transport services (%EU25)



Ferry services and international bus transport are not analysed here as the question of satisfaction was not proposed for these services.

In general we can say that Europeans are a majority to be satisfied for the three transport services analysed here.

The comparison shows that **air transport** receives a somewhat higher level of satisfaction, at a rate of 72% satisfied. We should note that among these 72%, 21% even consider themselves 'very satisfied'. Only 23% of citizens express the opposite opinion.

As for **local urban transport**, we can see that 63% of respondents show satisfaction (of which 13% are 'very satisfied'). The rate of persons unsatisfied is significantly higher than for air transport, with 33% showing this opinion.

Similarly, **inter-city rail transport** receives an average rate of satisfaction of 62% against 32% unsatisfied.

<sup>1</sup> Please note that the elements analysed for each transport service are not always identical and relate to the specificity of each transport service.

## 4. Air Transport

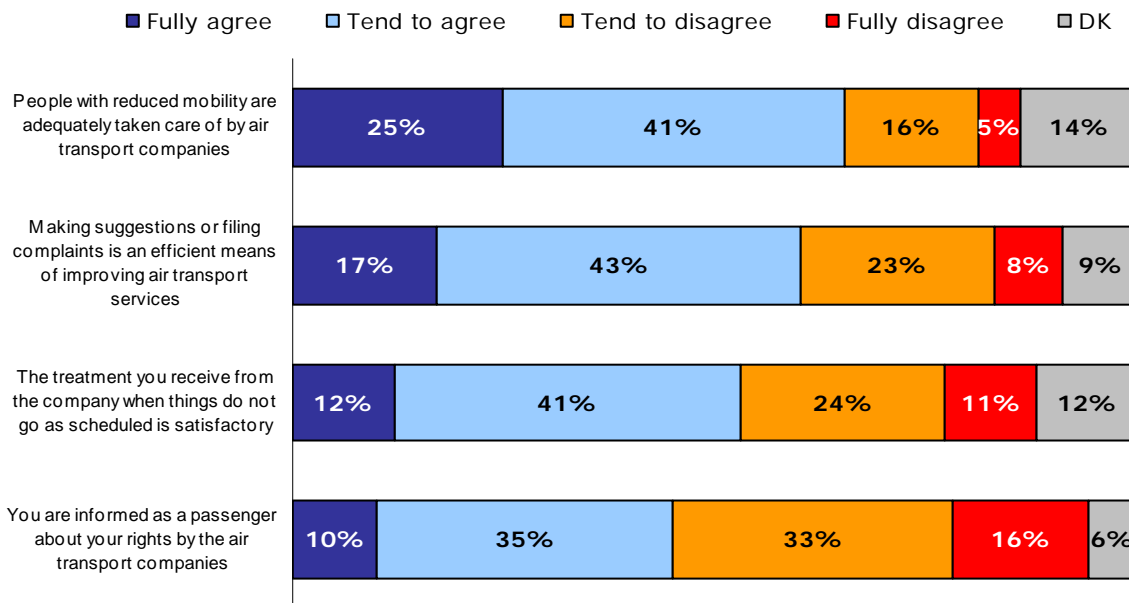
In this part we will look more closely at air transport services and what opinions Europeans have on different aspects concerning this means of transport.

We will begin by analyzing citizen's perception of air transport and then observe their level of satisfaction towards various elements in relation with this service. Then, we will see where citizens turn to in order to make suggestion or file complaints. Finally we will look at European's awareness of air passenger rights as well as how they perceive price indications of air fares.

### 4.1. Perceptions

Source questionnaire: Q.13

**For the following statement related to air transport services, could you please tell me to what extent you agree or disagree?  
(%EU25)**



(base: persons having used air transport services in the past twelve months)

If we look at the European Union average for each of the statements concerning the perception of air transport services, we can note that Europeans having used air transport services in the past mostly agree on the different aspects.

Only for the statement "**You are informed as a passenger about your rights by the air transport companies**" do we have a clear division of opinion among these respondents, with 45% agreeing and 49% disagreeing.

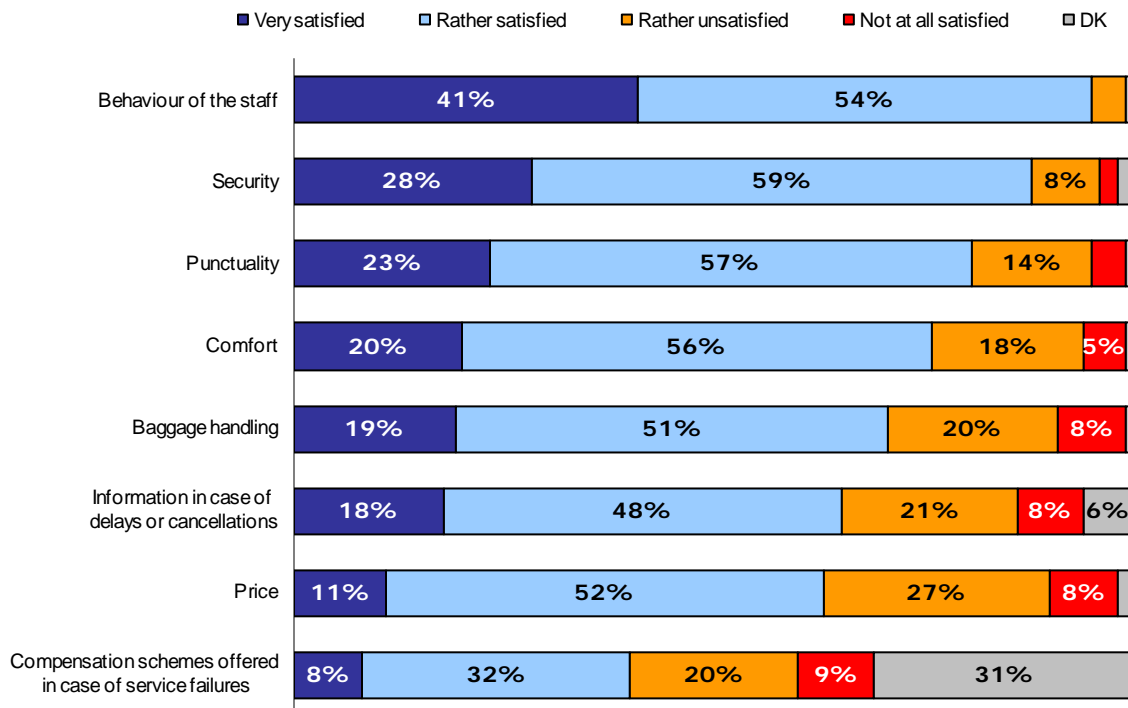
We should also note that approximately one third of respondents disagree with the statement that "**making suggestions or filing complaints is an efficient means of improving air transport**". This is also the case for "**the treatment you receive from the company when things do not go as scheduled is satisfactory**".

## 4.2. Satisfaction

Source questionnaire: Q.15

- *Widespread satisfaction for most aspects concerning air transport services -*

**For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it? (%EU25)**



(base: persons having used air transport services in the past twelve months)

As we can observe in the graph above, a majority of Europeans are satisfied with the different aspects concerning air transport. The highest satisfaction concerns the **behaviour of the staff**, with a rate of 95% of Europeans answering that they are satisfied. The aspect of **security** also receives a very high rate with 87% indicating this opinion.

The only exception is found for the aspect of **compensation schemes offered in case of service failures**. Here, Europeans seem divided, but most importantly, many Europeans respond that they don't know about any compensation schemes offered in such cases by air transport companies.

We should note that one in four citizens complains about **baggage handling** and **information about delays and cancellations**. Another one in three is dissatisfied about the **prices** of air transport services.

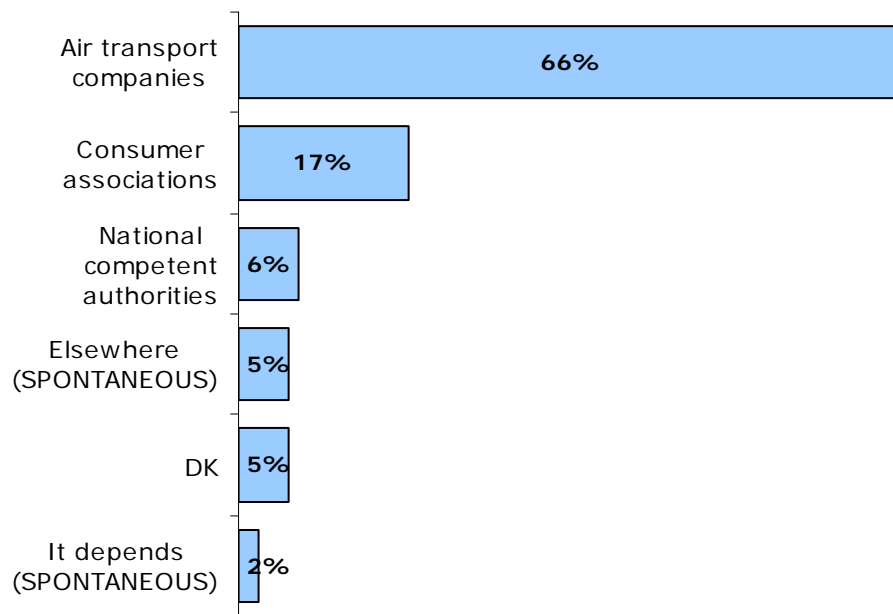
### 4.3. Suggestions or filing a complaint

Source questionnaire: Q.14

- Most respondents would turn to air transport companies -

Respondents were asked to indicate among a list where they would turn to in order to make suggestions or to file a complaint concerning air transport services.

#### Where would you turn to in order to make suggestions or to file a complaint concerning air transport services?



(base: persons having used air transport services in the past twelve months)

Results show us that an overwhelming majority of Europeans, namely 66%, indicate that they would turn to **air transport companies** in order to make such suggestions or file such complaints.

**Consumer organisations** come in second place with 17% of respondents indicating this.

**National competent authorities** only receive 6% of responses, as does the response "elsewhere".

### 4.4. Complaints and their handling

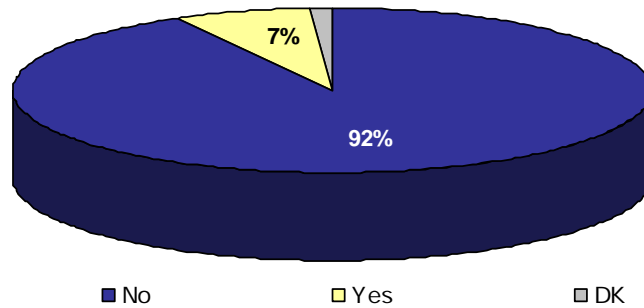
Source questionnaire: Q.16, Q.17

*- Only very few citizens have filed a complaint with air transport services -*

Then, respondents were asked to indicate whether they had, in the last twelve months, personally made a complaint about the quality of air transport services either to a complaint-handling body or to the air transport company itself.

As we can see in the pie chart below, only a very small proportion of citizens having used air transport services in the past, have actually made such a complaint in the last twelve months (namely 7%).

In the last twelve months, have you personally made a complaint about the quality of air transport services, either to a complaint-handling body or to the air transport company itself?

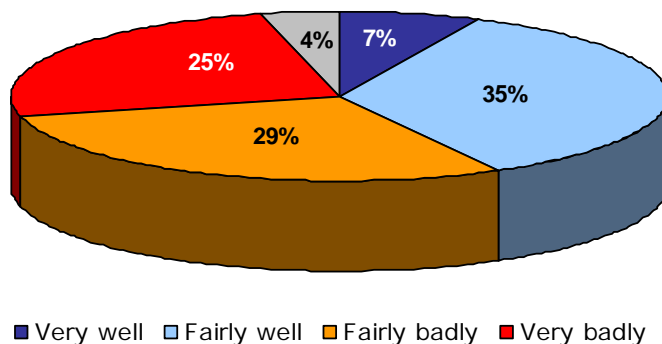


(base: persons having used air transport services in the past twelve months)

Those persons who had actually made such a complaint were then asked to rate the way their complaint was dealt with. Results show us that 42% of European citizens having made a complaint, indicate that their complaint was dealt with well, of which 7% say it was dealt with 'very well' and 35% 'fairly well'.

On the contrary, 54% indicate that their complaint was dealt with badly, of which 29% say that it was dealt with 'fairly badly' and 25% 'very badly'.

**Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?**  
(% persons having made a complaint)



(base: persons having used air transport services and having made a complaint about the quality of air transport services in the past twelve months)

#### 4.5. Awareness of Air passenger rights in the European Union

Source questionnaire: Q.5

- Close to two thirds of European citizens unaware of air passenger rights -

Respondents were asked whether they have already heard of rights of air transport passengers. Results at the EU average show us that few citizens throughout the European Union have actually heard of these rights. Indeed, close to two thirds of respondents (64%) answer negatively. We can conclude that European citizens have not yet been sufficiently informed on the recent reinforcement of the rights of air passengers as of February 17<sup>th</sup> 2005, and further information needs to be transmitted to the public in order to boost this awareness.

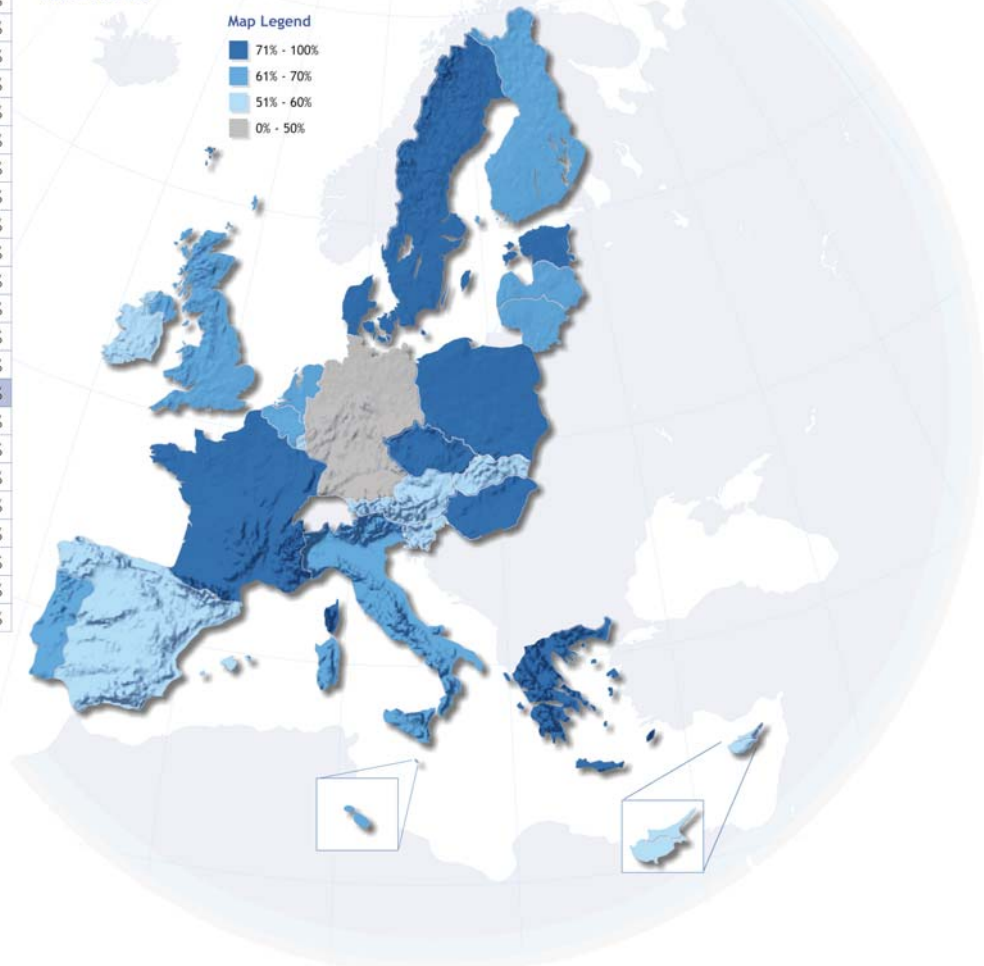
If we look at the country results we can note that in almost all of the EU Member States a majority of citizens indicates not having heard of these rights. The lack of awareness is highest in Greece where over three fourths of citizens (78%) indicate not having heard of these rights. Greece's result is 14 percentage points above the EU average. The Czech Republic follows with a rate of 75% answering "no". On the bottom of the table we can see that Germany is the only country where less than a majority is unaware of these rights. Indeed, only 49% claim to never have heard of these.

Country Results		
 Greece	78%	
 Czech Republic	75%	
 Denmark	74%	
 Sweden	74%	
 Hungary	74%	
 France	72%	
 Estonia	72%	
 Poland	71%	
 Latvia	70%	
 Belgium	69%	
 Lithuania	68%	
 Italy	67%	
 Finland	67%	
 United Kingdom	67%	
 The Netherlands	66%	
 Portugal	65%	
 Malta	65%	
 European Union (25)	64%	
 Cyprus	60%	
 Slovakia	60%	
 Slovenia	60%	
 Spain	56%	
 Ireland	56%	
 Luxembourg	56%	
 Austria	52%	
 Germany	49%	

Q5 The European Union has reinforced the rights of air transport passengers. Have you already...?

Options: Heard of these rights

Answers: No



#### 4.6. Price indications of air fares

Finally, concerning air transport services, respondents were asked whether in their opinion they think that prices are indicated unambiguously for air transport.

Results for the EU average show that Europeans are very divided on this question. While 39% answer that prices are not indicated unambiguously, 32% answer on the contrary that they are, and another 29% answer that they don't know.

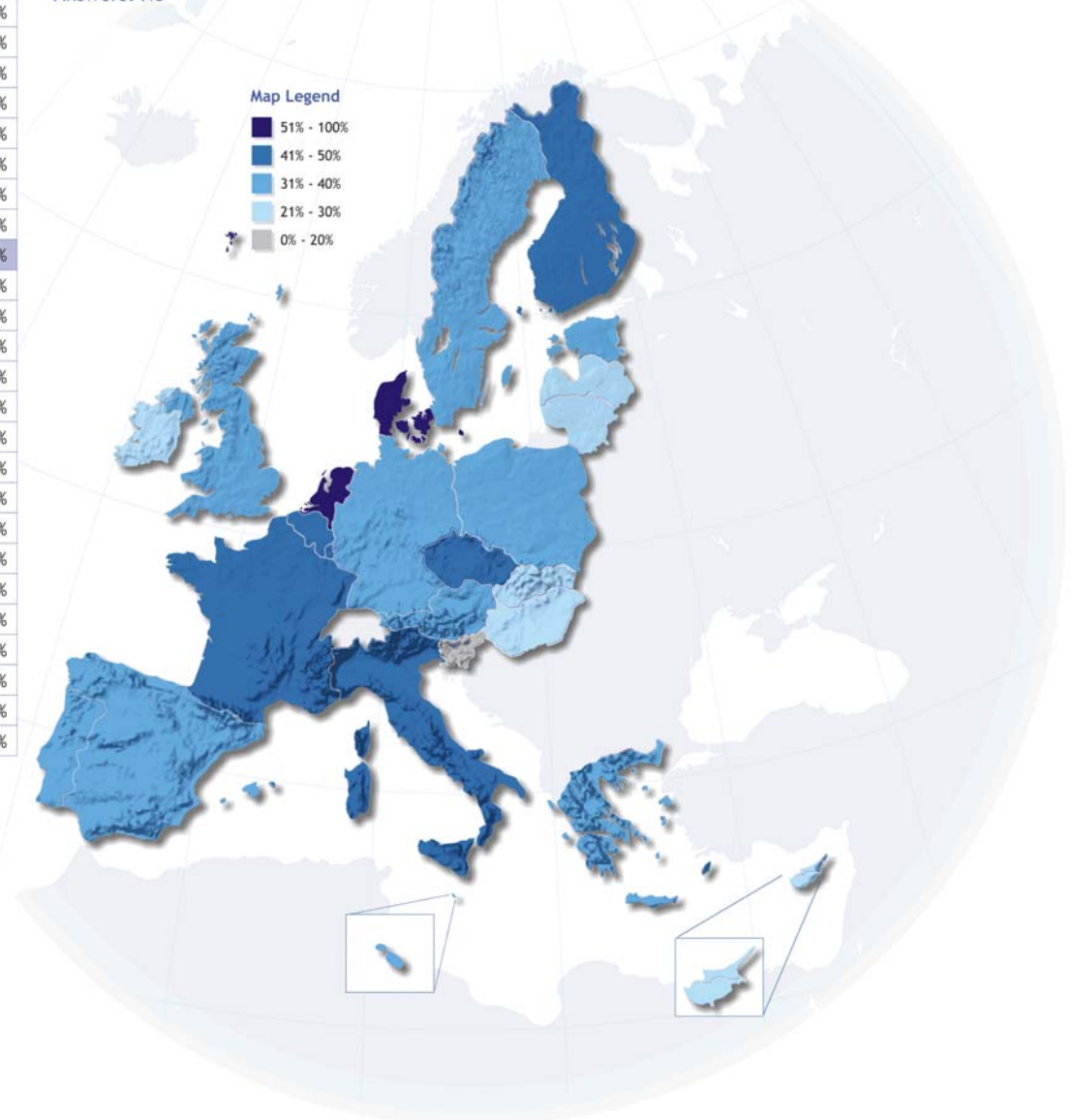
Country results show us that the Dutch are the most numerous to think that prices are indicated ambiguously, at a rate of 62%. The Danes (58%) and the Czechs (50%) follow with rates above the 50% mark. It is also interesting to see that the citizens who, on the contrary, are the least numerous to think that prices are indicated ambiguously are mostly found in Slovenia (18%).

The map below illustrates these results of citizens in the European Union indicating that in their opinion, air transport prices are not indicated unambiguously. Strong disparities of opinion appear.

Country Results		
 The Netherlands	62%	
 Denmark	58%	
 Czech Republic	50%	
 Belgium	48%	
 France	42%	
 Italy	42%	
 Luxembourg	42%	
 Finland	41%	
 Spain	40%	
 European Union (25)	39%	
 Poland	39%	
 United Kingdom	37%	
 Estonia	37%	
 Greece	36%	
 Germany	35%	
 Austria	33%	
 Sweden	33%	
 Portugal	31%	
 Malta	31%	
 Cyprus	29%	
 Ireland	28%	
 Latvia	28%	
 Hungary	27%	
 Slovakia	24%	
 Lithuania	22%	
 Slovenia	18%	

Q25 Do you think prices are indicated unambiguously for air transport?

Answers: No



## 5. Travelling within the European Union



















Source questionnaire: Q.20, Q.21, Q.24

In this fifth part of the summary we will analyse the opinions of European citizens on travelling within the European Union. First we will see whether or not Europeans find travelling across borders easy, and then distinguish what the main difficulties are. Furthermore, we will look at their opinions on the easiness of planning trips and the purchasing of tickets. Then it will be interesting to see whether citizens are willing to purchase services from a transport company established in another EU country. Finally, we will see how Europeans rate the idea of a single ticket for combined travelling and whether they would use a single enquiry service for information on travels.

### 5.1. Easiness of travelling across borders

*- Most Europeans agree that travelling across borders is easy -*

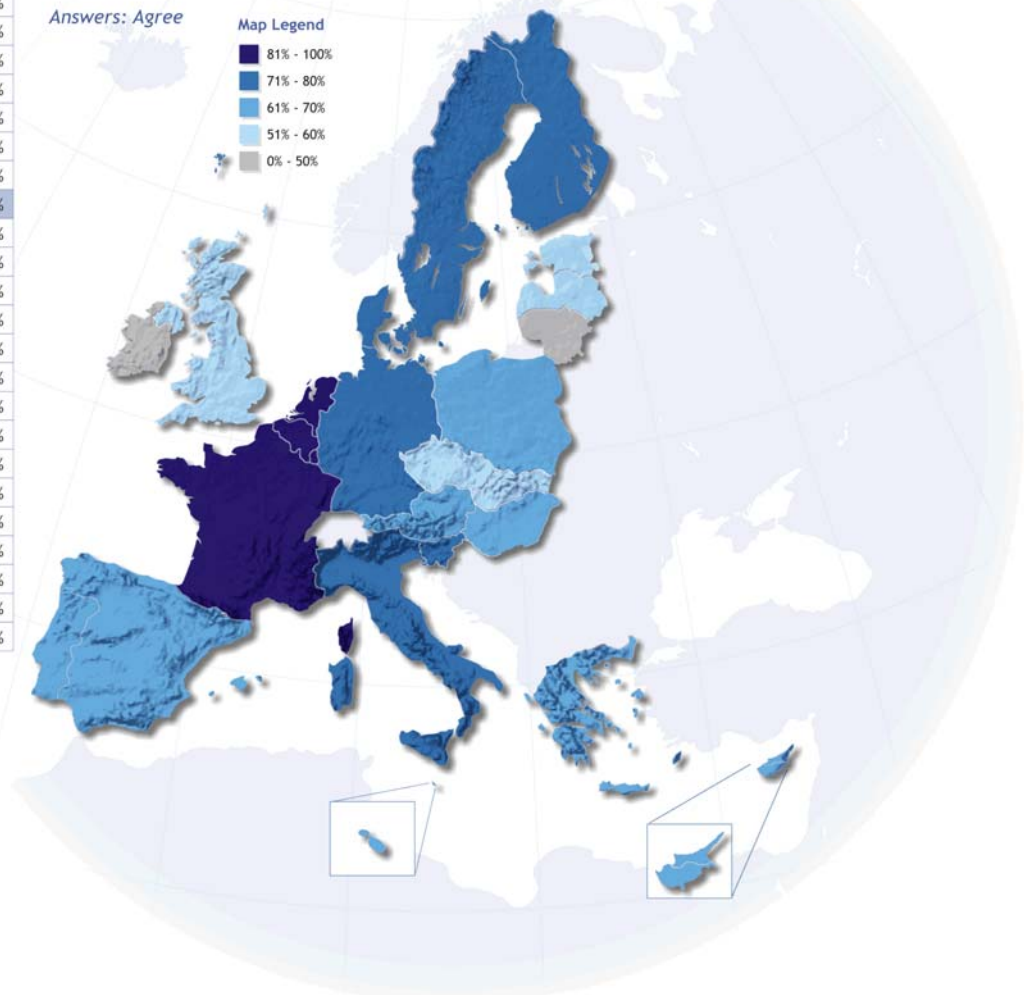
Respondents were asked to indicate whether in their opinion travelling across a border in the European Union is as easy as travelling within their own country. Results illustrated in the map below show us that a clear majority of Europeans agree with this statement, with 69% of this opinion at the EU25 average.

Country Results		
 The Netherlands	84%	
 France	82%	
 Luxembourg	82%	
 Belgium	81%	
 Denmark	78%	
 Germany	78%	
 Italy	74%	
 Slovenia	73%	
 Finland	71%	
 Sweden	71%	
 European Union (25)	69%	
 Spain	66%	
 Portugal	66%	
 Hungary	65%	
 Greece	64%	
 Austria	64%	
 Poland	62%	
 Cyprus	61%	
 Malta	61%	
 Estonia	59%	
 Slovakia	54%	
 United Kingdom	52%	
 Czech Republic	52%	
 Latvia	52%	
 Ireland	50%	
 Lithuania	47%	

Q20.1 For each of the following statements related to travel within the European Union, could you please tell me to what extent you agree or disagree.

*Option: In the European Union, travelling across a border is as easy as travelling within (OUR COUNTRY)*

Answers: Agree



Country results show us that the Netherlands has the highest rate of citizens agreeing, with a rate of 84%. The other BENELUX countries, namely Luxembourg (82%) and Belgium (81%) follow, along with France (82%).

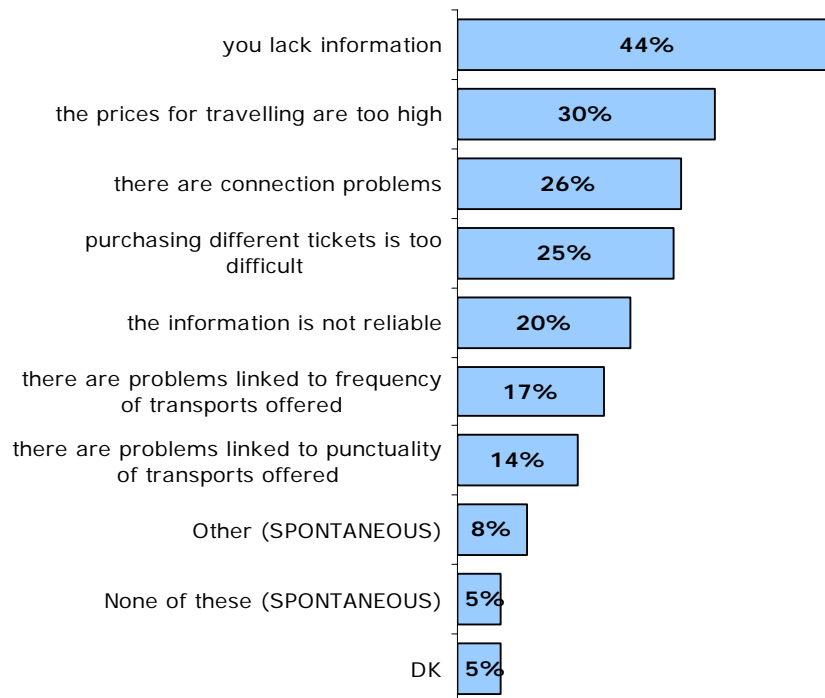
This is however far less the case in Latvia where only 47% of its citizens find travelling within the EU as easy as travelling in their country. Ireland also shows a low rate of 50% agreeing with this statement.

## 5.2. What are the difficulties of travelling within the EU?

*- Lack of information main reason for difficulty travelling across EU borders -*

Respondents who answered that it is not as easy travelling across borders in the European Union as within their own country were then asked to indicate for what reasons they find such travel more difficult. Interviewees were able to indicate several answers.

**Why do you think that travel involving crossing a border in the European Union is more difficult than travelling within (YOUR COUNTRY)? Is it because...? (MULTIPLE ANSWERS POSSIBLE)**



Base: Respondents indicating that it is not as easy travelling across borders in the EU as travelling within their own country

The main reason why these respondents find such travel involving crossing a border more difficult is the fact that **they lack information**. Indeed, 44% of these respondents indicate this reason. The second most cited reason is the fact that **prices** for travelling are too high, with a rate of 30%

'**Connection problems**' and '**the difficulty of purchasing different tickets**' follow with respectively 26% and 25%.

'**Information is not reliable**' (20%), '**problems linked to frequency of transport**' (17%) and '**problems linked to punctuality of transports offered**' (14%) are somewhat less mentioned.

### 5.3. Planning an international journey

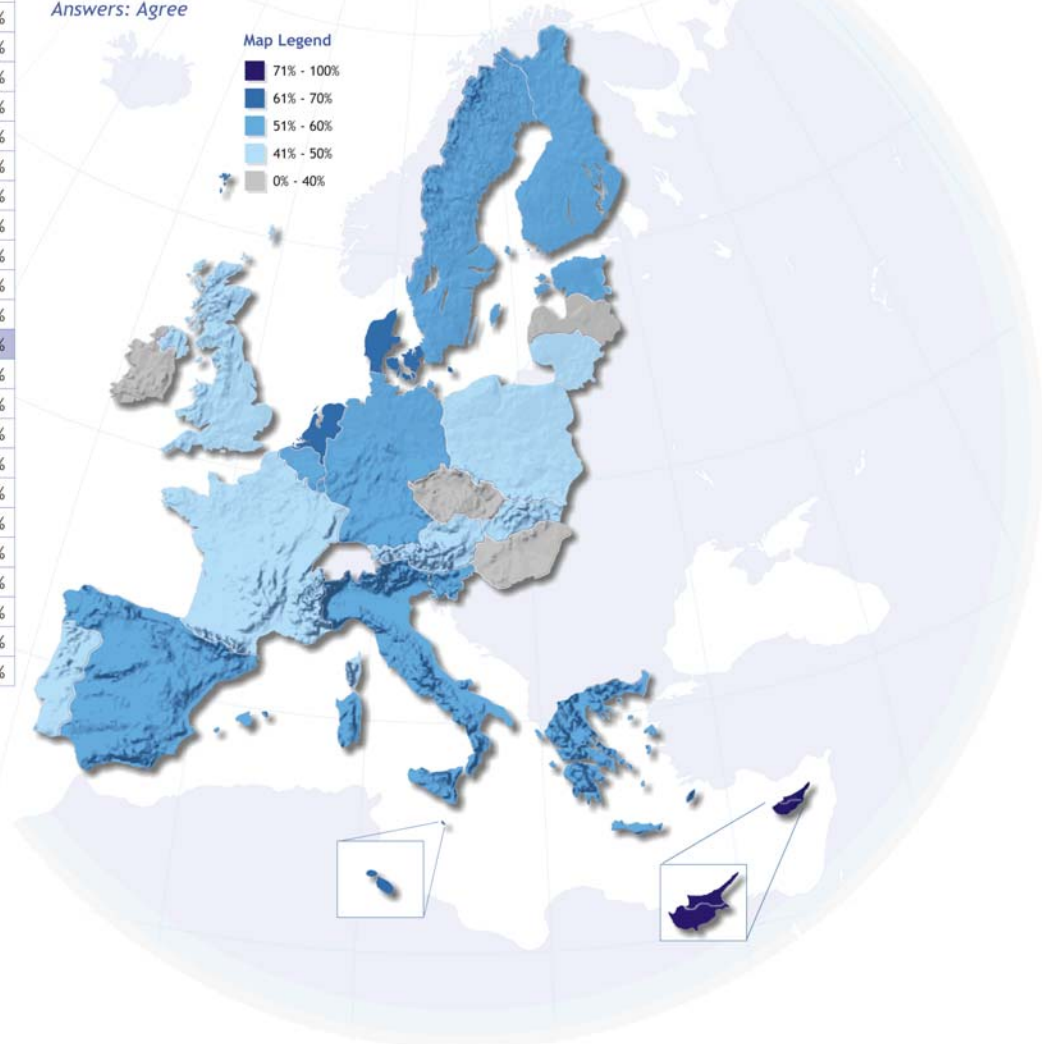
In order to further analyse how Europeans perceive travelling within the European Union, respondents were asked to indicate whether in their opinion they found that planning an international journey using several modes of transport in the EU is easy. Results show that European citizens are split on this issue with only one in two agreeing.

Country Results	
 Cyprus	72%
 Denmark	63%
 Malta	62%
 The Netherlands	61%
 Sweden	60%
 Slovenia	60%
 Luxembourg	59%
 Greece	57%
 Finland	57%
 Germany	55%
 Italy	55%
 Estonia	54%
 Belgium	52%
 Spain	51%
 European Union (25)	50%
 Austria	49%
 Portugal	49%
 France	48%
 Poland	45%
 Slovakia	43%
 United Kingdom	42%
 Lithuania	42%
 Hungary	39%
 Ireland	38%
 Latvia	38%
 Czech Republic	30%

Q20.2 For each of the following statements related to travel within the European Union, could you please tell me to what extent you agree or disagree.

Option: Planning an international journey using several modes of transport is easy

Answers: Agree



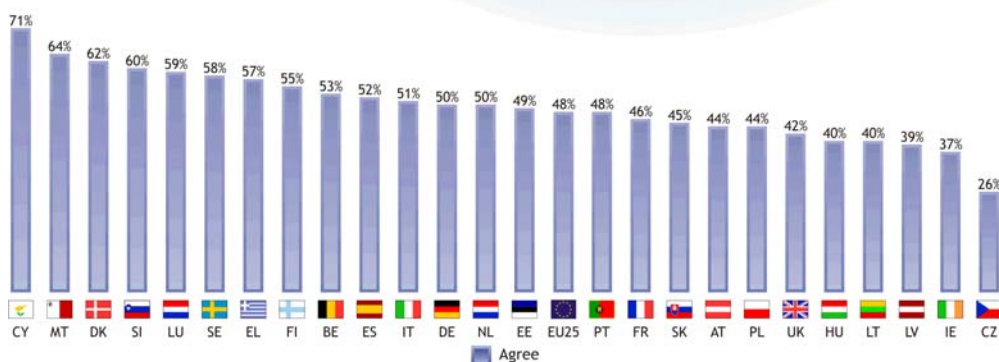
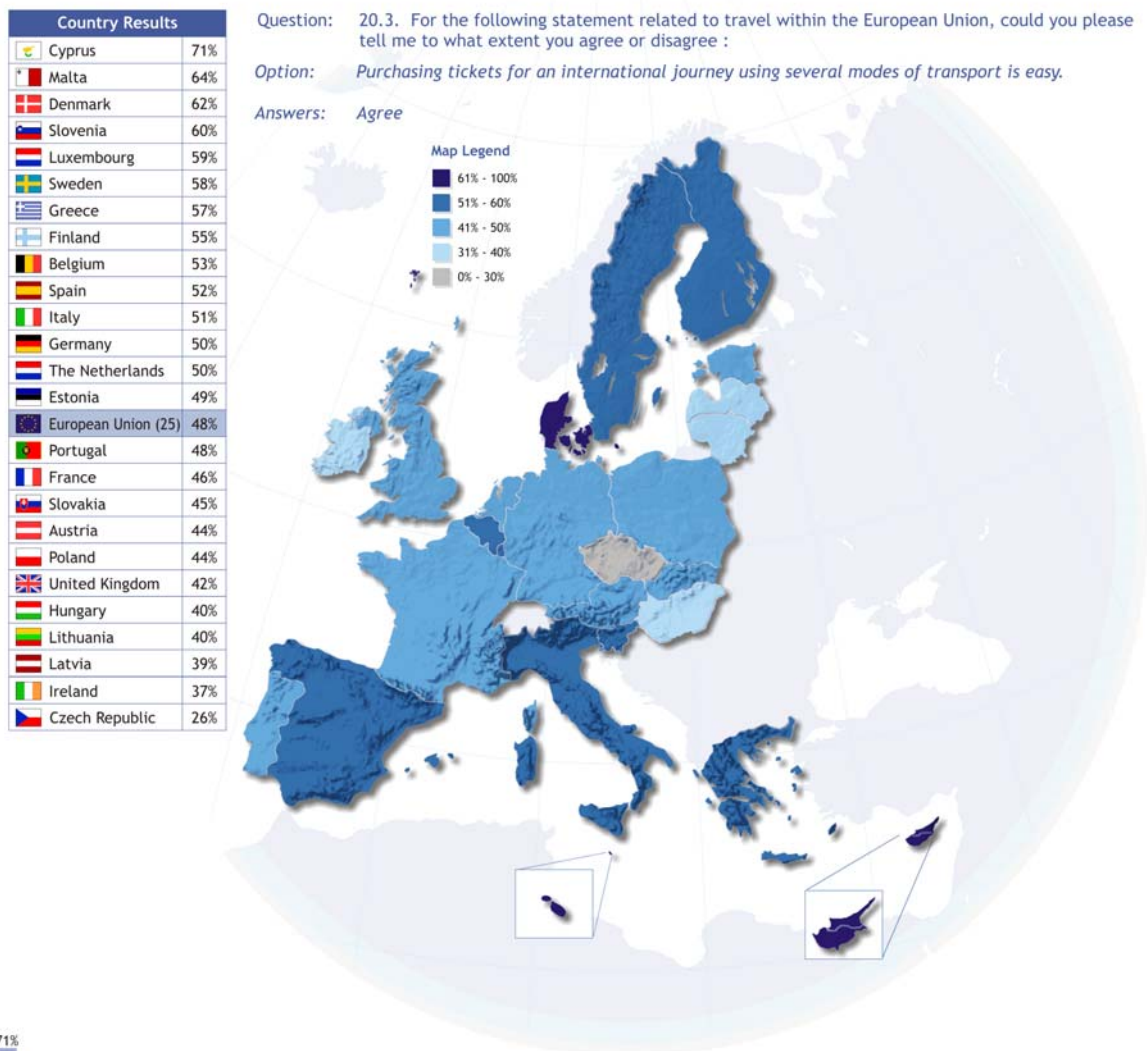
As we can see in the map above, there are strong divergences between the different country results. Cyprus has by far the highest rate of agreement with 72%. Denmark (63%), Malta (62%) and the Netherlands (61%) also find such planning easy.

On the other hand, we can note that certain countries, above all the Czech Republic, find such planning much less easy, since only 30% agree with this statement. Latvia (38%), Ireland (38%) and Hungary (39%) also have rates below the 40% mark.

### 5.4. Purchasing tickets

Citizens were also asked whether they find it easy to purchase tickets for an international journey using several modes of transport. In this specific case, Europeans appear again somewhat divided. Less than half of respondents (48%) agree, while 27% indicate that they disagree and another 25% that they don't know.

Country results show large differences between the individual results. Again, Cyprus tops the ranking with 71% admitting that they find such purchasing easy, followed by Malta (64%) and Denmark (62%). On the bottom of the table we find the Czech Republic with only one fourth (26%) of its citizens indicating that they find the purchasing of tickets involving several modes of transport easy. This rate is 22 percentage points below the EU average. Ireland (37%) and Latvia (39%) also have lower results of agreement.





























## 5.5. Willingness to purchase services from a transport company established in another EU country

Source questionnaire: Q.2

Now we will see to what extent European citizens are willing to purchase services from a transport company established in another European Union country. In order to facilitate the reading of the results, the answer categories were regrouped into "Yes" ('Certainly' + 'Probably') and "No" ('Probably not'+ 'Certainly not'). The map below illustrates the rates of persons responding that they would indeed be willing.

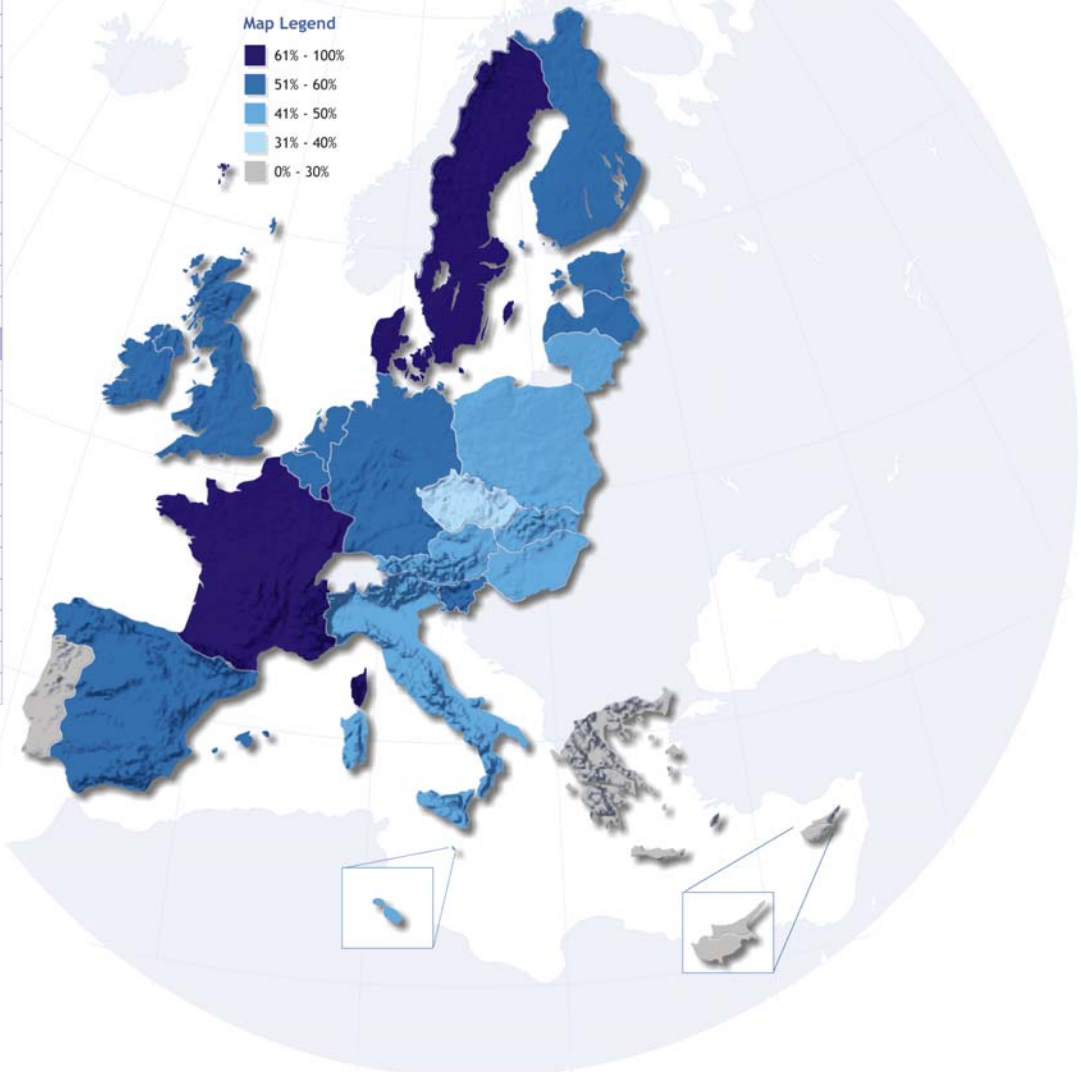
At the European Union average we can note that only one out of two EU citizens (53%) indicates that they would indeed be willing to purchase such services from another EU country.

Country results show that the two Scandinavian countries Denmark (73%) and Sweden (71%) have significantly higher rates than the other two countries. The contrary can be said for Greece (23%), Cyprus (25%) and Portugal (26%).

Country Results		
 Denmark	73%	
 Sweden	71%	
 France	63%	
 Luxembourg	61%	
 Estonia	60%	
 Belgium	59%	
 Ireland	59%	
 Spain	58%	
 The Netherlands	58%	
 Germany	56%	
 Slovenia	56%	
 Finland	55%	
 United Kingdom	55%	
 Latvia	54%	
 European Union (25)	53%	
 Hungary	49%	
 Malta	49%	
 Italy	47%	
 Poland	46%	
 Slovakia	46%	
 Austria	45%	
 Lithuania	43%	
 Czech Republic	39%	
 Portugal	26%	
 Cyprus	25%	
 Greece	23%	

Q2 Would you be willing to purchase services from a transport company established in another European Union Country (e.g. by using the Internet or telephone)?

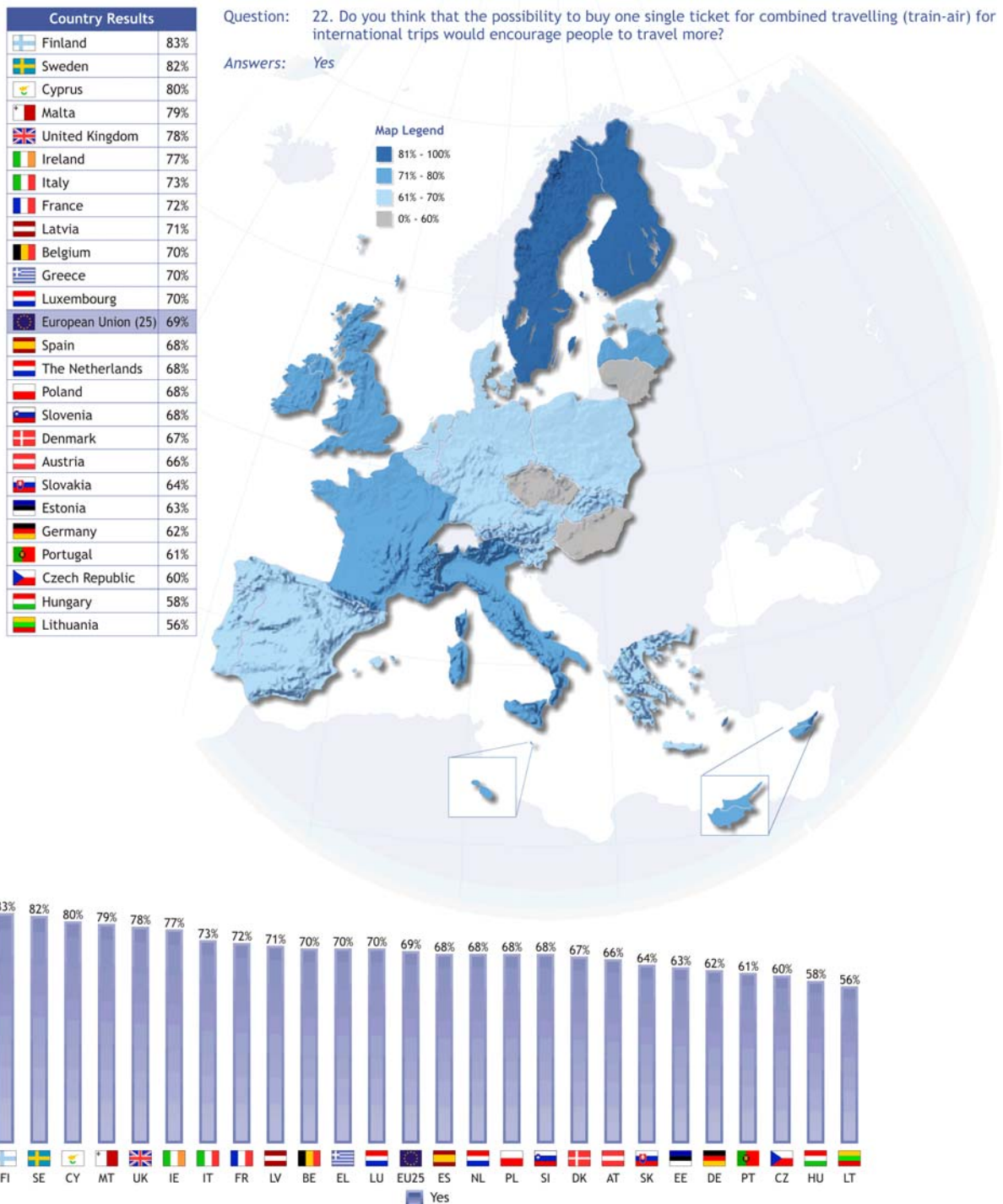
Answers: Yes



### 5.6. Single ticket for combined travelling

Source questionnaire: Q.22

In the opinion of a clear majority of European citizens, the possibility of buying one single ticket for combined travelling for international trips would indeed encourage people to travel more. At the EU average, 69% of citizens are of this opinion. In all countries we find a majority agreeing that such a single ticket would encourage people to travel more. The most enthusiastic are the Finns and the Swedes, with respectively 83% and 82% agreeing. Lithuanians (56%) and Hungarians (58%) seem somewhat less convinced.



## 5.7. Single enquiry service for information

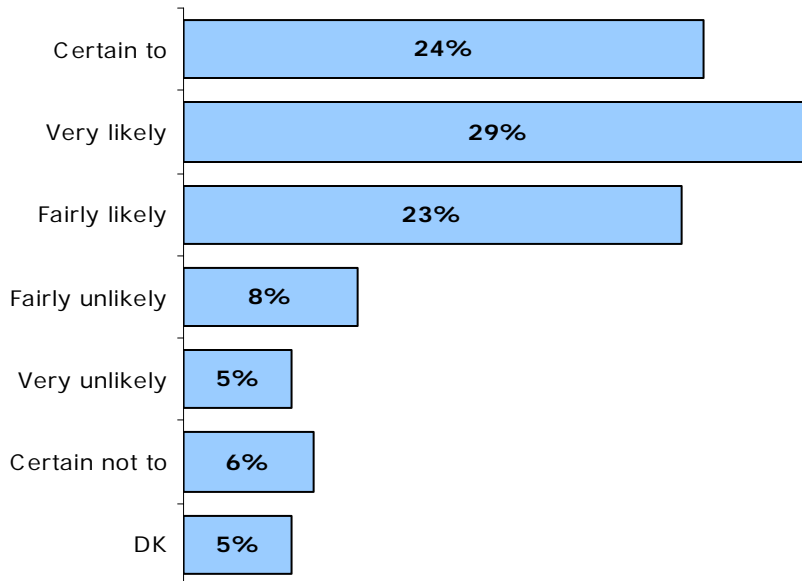
Source questionnaire: Q.23

*- Europeans enthusiastic about a possible single enquiry service -*

Finally, in order to further analyse European citizen's perception of travelling within the European Union, respondents were asked how likely they would be to use a single enquiry service giving information about all possible means, schedules and costs of travelling, if this actually existed.

Results show that such a single enquiry service would definitely be welcomed by a large majority of Europeans. Indeed, 24% say they would be certain of using it, 29% that they would be very likely to use it and another 23% that they would be fairly likely to use it. Only a small minority indicates the contrary.

**If there were a single enquiry service giving information about all possible means, schedules and costs of travelling, how likely would you be to use it to decide how best to travel? (% EU25)**



## CONCLUSION

This summary has allowed us to understand the European citizens' perceptions of different types of transport services as well as their views on travelling within the European Union and their awareness of their rights as passengers.

The most used type of transport among all of the European Union Member States is local urban transport, which more than half of EU citizens claim to have used during the past year. Inter-city rail transport as well as air transport are the next most used transport services in the EU.

One of the main conclusions of this report is the fact that the offer of transport, both urban and for medium and long distances, still seems to be insufficient to encourage Europeans to use their cars less. Public opinion shows that these transport services need to become more attractive in the areas where people live.

We have also seen that even if a majority of citizens is aware of the existence of a contract with a transport company when purchasing a ticket, results show however that almost four out of ten citizens are not aware of its existence. Furthermore, even though the awareness of a contract with a transport company is high, we can see that a majority of citizens does not know about the rights and obligations contained in this 'travel' contract.

When it comes to the different types of transport services, we can note that, for a large part of public opinion the two means of transport most used, namely local urban transport and inter-city rail transport are nevertheless those which have a more negative image. This is especially the case for the treatment passengers receive when things do not go as scheduled and for the way people with reduced mobility are taken care of.

A clear majority of Europeans agrees that making suggestions or filing complaints is an efficient means of improving the different transport services in question. Nevertheless, a considerable percentage is currently not convinced of the efficiency of complaints specifically relating to urban transport and inter-city rail transport.

It is important to note that this is based more on the perception and expectation of how their complaint would be handled rather than how it was handled. Only a very small percentage of Europeans have actually made a complaint, although the majority of those who did complain considered that their complaint was dealt with badly.

If we look more specifically at the perception citizens have of air transport we can conclude that this transport service has a positive image among most Europeans and the rates of satisfaction are high for most elements linked to this service. Nevertheless, we have seen that when it comes to compensation schemes offered in case of service failures, Europeans show far less satisfaction. A significant number of people also indicate that they are not satisfied with the prices of air transport.

The report also brings up the fact that even with the recent reinforcement of air passengers' rights as of February 17<sup>th</sup> 2005, the information of such rights seems to be lacking considerably among the public. Results show that only one third of citizens are actually aware of air passenger rights.

Concerning the indication of prices for air travel, Europeans seem to be divided on whether these are indicated unambiguously or not. A relative majority admits that such prices are in fact indicated in an ambiguous manner. There is however a lack of knowledge on this issue in general, since close to one third of citizens do not know.

Finally, when we look at the aspect of travelling within the European Union, results show that over two out of three citizens believe such travelling, which consists in crossing a border within the EU is as easy as travelling within their own country. Among those who do find it difficult, the main reasons for this are mainly the lack of information. Other reasons include the high prices for travelling, connection problems and the difficulty to purchase tickets.

Indeed, only one in two European citizens in the 25 Member States finds it easy to plan a journey where several transport modes are involved, and even fewer find the purchasing of tickets for such international journeys easy. Furthermore, Europeans are divided on their willingness to purchase services from a transport company established in another European Union country, with just over one in two citizens indicating such willingness.

Finally, in the opinion of over two thirds of citizens, the possibility to buy one single ticket for combined travelling for international trips would definitely encourage people to travel more. Also, if a single and unique enquiry service giving information about all elements of travel within Europe were to exist, a vast majority of Europeans indicate that they would be likely or certain to use it. This last result clearly shows us that Europeans request more information when it comes to international travels within the European Union. Such measures would promote free mobility of citizens and contribute to a true European area without internal frontiers.

# **TECHNICAL NOTE**

## SPECIAL EUROBAROMETER N° 228

### « Passengers' Rights »

### TECHNICAL SPECIFICATIONS

Between the 9<sup>th</sup> of February and the 20<sup>th</sup> of March 2005, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 63.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°228 is part of wave 63.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.032	15/02/05	9/03/05	8.598.982
DK	Denmark	TNS Gallup DK	1.030	15/02/05	20/03/05	4.380.063
DE	Germany	TNS Infratest	1.532	9/02/05	8/03/05	64.174.295
EL	Greece	TNS ICAP	1.000	21/02/05	10/03/05	8.674.230
ES	Spain	TNS Demoscopia	1.002	17/02/05	14/03/05	35.882.820
FR	France	TNS Sofres	1.013	18/02/05	12/03/05	44.010.619
IE	Ireland	TNS MRBI	997	18/02/05	11/03/05	3.089.775
IT	Italy	TNS Abacus	1.024	22/02/05	14/03/05	49.208.000
LU	Luxembourg	TNS ILReS	508	15/02/05	10/03/05	367.199
NL	Netherlands	TNS NIPO	1.030	22/02/05	13/03/05	13.242.328
AT	Austria	Österreichisches Gallup-Institut	1.062	22/02/05	9/03/05	6.679.444
PT	Portugal	TNS EUROTESTE	991	22/02/05	15/03/05	8.080.915
FI	Finland	TNS Gallup Oy	1.002	15/02/05	14/03/05	4.279.286
SE	Sweden	TNS GALLUP	1.048	15/02/05	9/03/05	7.376.680
UK	United Kingdom	TNS UK	1.322	10/02/05	11/03/05	47.685.578
CY	Rep. of Cyprus	Synovate	502	14/02/05	7/03/05	552.213
CZ	Czech Rep.	TNS Aisa	1.028	18/02/05	7/03/05	8.571.710
EE	Estonia	Emor	995	18/02/05	14/03/05	887.094
HU	Hungary	TNS Hungary	998	24/02/05	9/03/05	8.503.379
LV	Latvia	TNS Baltic Data House	1.023	18/02/05	13/03/05	1.394.351
LT	Lithuania	TNS Gallup Lithuania	1.002	20/02/05	9/03/05	2.803.661
MT	Malta	MISCO	500	14/02/05	9/03/05	322.917
PL	Poland	TNS OBOP	1.000	18/02/05	12/03/05	31.610.437
SK	Slovakia	TNS AISA SK	1.042	18/02/05	7/03/05	4.316.438
SI	Slovenia	RM PLUS	1.025	16/02/05	13/03/05	1.663.869
TOTAL			24.708	9/02/05	20/03/05	366.356.283

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

<b>Observed percentages</b>	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
<b>Confidence limits</b>	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

# **QUESTIONNAIRE**

A | your survey number

--	--	--	--	--

EB63.1 A

B | country code

--	--

EB63.1 B

C | our survey number

6	3	2
---	---	---

EB63.1 C

D | Interview number

--	--	--	--	--	--

EB63.1 D

Q1	What is your nationality? Please tell me the country(ies) that applies(y).
----	--

(MULTIPLE ANSWERS POSSIBLE)
-----------------------------

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Other countries	26,
DK	27,

EB63.1 Q1
-----------

Now, moving on another topic.

DO NOT ASK ITEM 2 in MT and CY

QB1 Which of the following services, if any, have you used during the last twelve months?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Local urban transport (Trams, Buses, Metro, etc.)	1,
Inter-city rail transport	2,
Air transport	3,
International bus transport	4,
Ferry services	5,
None of these (SPONTANEOUS)	6,
DK	7,

EB63.2 NEW

ASK ALL

QB2 Would you be willing to purchase services from a transport company established in another European Union Country (e.g. by using the Internet or telephone)?

(READ OUT – ONE ANSWER ONLY)

Certainly	1
Probably	2
Probably not	3
Certainly not	4
DK	5

EB63.2 NEW

QB3 When buying a ticket would you say that you have a contract with a transport company or not?

Yes	1
No	2
DK	3

EB63.2 NEW

QB4 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

Yes	1
No	2
DK	3

EB63.2 NEW

QB5 The European Union has reinforced the rights of air transport passengers. Have you already...?

	(READ OUT)	Yes	No	DK
--	------------	-----	----	----

1	heard of these rights	1	2	3
2	seen the list of those rights in an airport (Charter of Air Passenger Rights)	1	2	3
3	requested the implementation of these rights	1	2	3

EB63.2 NEW

--

QB6	In your opinion, is the offer of transport services where you live attractive enough to encourage you to use your car less...?
-----	--

--

(READ OUT)	Yes	No	DK
------------	-----	----	----

1	for urban transport	1	2	3
2	for medium and long distance transport	1	2	3

EB63.2 NEW
------------

IF "USE LOCAL URBAN TRANSPORT", CODE 1 in QB1 then ASK QB7 to QB9
---

--

QB7	For each of the following statements related to urban transport services, could you please tell me to what extent you agree or disagree.
-----	--

(SHOW CARD – ONE ANSWER PER LINE)
-----------------------------------

(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
------------	-------------	---------------	------------------	----------------	----

1	Information on prices and terms of urban transport is satisfactory	1	2	3	4	5
2	People with reduced mobility are adequately taken care of by urban transport companies	1	2	3	4	5
3	Making suggestions or filing complaints is an efficient means of improving urban transport services	1	2	3	4	5
4	The treatment received from the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 NEW
------------

--

QB8	Do you know where to make suggestions or to file a complaint concerning urban transport services you use?
-----	---

--

Yes	1
No	2
DK	3

EB63.2 NEW
------------

--

QB9	For each of the following elements regarding urban transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with it?
-----	--

(SHOW CARD – ONE ANSWER PER LINE)
-----------------------------------

	(READ OUT)	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK
--	------------	----------------	------------------	--------------------	----------------------	----

1	Routes	1	2	3	4	5
2	Frequency	1	2	3	4	5
3	Speed	1	2	3	4	5
4	Punctuality	1	2	3	4	5
5	Comfort	1	2	3	4	5
6	Behaviour of the staff	1	2	3	4	5
7	Information on delays and unforeseen circumstances	1	2	3	4	5
8	Price	1	2	3	4	5
9	Service hours	1	2	3	4	5
10	Security	1	2	3	4	5

EB63.2 NEW
------------

DO NOT ASK QB10, QB11 and QB12 in MT and CY

IF "USE INTER-CITY RAIL TRANSPORT", CODE 2 in QB1 then ASK QB10 to QB12

QB10 For each of the following statements related to inter-city rail transport services, could you please tell me to what extent you agree or disagree.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

1	Information on prices and terms of inter-city rail transport services is satisfactory	1	2	3	4	5
2	People with reduced mobility are adequately taken care of by inter-city rail transport companies	1	2	3	4	5
3	Making suggestions or filing complaints is an efficient means of improving inter-city rail transport services	1	2	3	4	5
4	The treatment received from the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 NEW

QB11 Do you know where to make suggestions or to file a complaint concerning inter-city rail transport services you use?

Yes	1
No	2
DK	3

EB63.2 NEW

--

QB12	For each of the following elements regarding inter-city rail services, would you say that you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with it?
------	---

(SHOW CARD – ONE ANSWER PER LINE)
-----------------------------------

	(READ OUT)	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK
--	------------	----------------	------------------	--------------------	----------------------	----

1	Speed	1	2	3	4	5
2	Punctuality	1	2	3	4	5
3	Comfort	1	2	3	4	5
4	Behaviour of the staff	1	2	3	4	5
5	Information in case of service failures	1	2	3	4	5
6	Compensation schemes offered in case of service failures	1	2	3	4	5
7	Price	1	2	3	4	5
8	Frequency	1	2	3	4	5
9	Security	1	2	3	4	5

EB63.2 NEW
------------

IF "USE AIR TRANSPORT", CODE 3 in QB1 then ASK QB13 to QB17

QB13 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

1	People with reduced mobility are adequately taken care of by air transport companies	1	2	3	4	5
2	You are informed as a passenger about your rights by the air transport companies	1	2	3	4	5
3	Making suggestions or filing complaints is an efficient means of improving air transport services	1	2	3	4	5
4	The treatment you receive from the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 NEW

QB14 Where would you turn to in order to make suggestions or to file a complaint concerning air transport services?

(READ OUT - ONE ANSWER ONLY)

Air transport companies	1
National competent authorities	2
Consumer associations	3
Elsewhere (SPONTANEOUS)	4
It depends (SPONTANEOUS)	5
DK	6

EB63.2 NEW

--

QB15	For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with it?
------	--

(SHOW CARD – ONE ANSWER PER LINE)
-----------------------------------

	(READ OUT)	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK
--	------------	----------------	------------------	--------------------	----------------------	----

1	Punctuality	1	2	3	4	5
2	Comfort	1	2	3	4	5
3	Behaviour of the staff	1	2	3	4	5
4	Information in case of delays or cancellations	1	2	3	4	5
5	Baggage handling	1	2	3	4	5
6	Compensation schemes offered in case of service failures	1	2	3	4	5
7	Price	1	2	3	4	5
8	Security	1	2	3	4	5

EB63.2 NEW
------------

--

QB16	In the last twelve months, have you personally made a complaint about the quality of air transport services, either to a complaint-handling body or to the air transport company itself?
------	--

--

Yes	1
No	2
DK	3

EB63.2 NEW
------------

IF "YES", CODE 1 in QB16

QB17 Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

(READ OUT – ONE ANSWER ONLY)

Very well	1
Fairly well	2
Fairly badly	3
Very badly	4
DK	5

EB63.2 NEW

IF "USE FERRY SERVICES", CODE 5 in QB1

QB18 For each of the following statements related to ferries, could you please tell me to what extent you agree or disagree.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	NSP
--	------------	-------------	---------------	------------------	----------------	-----

1	Information on prices and terms of ferry services is comprehensive	1	2	3	4	5
2	People with reduced mobility are adequately taken care of by ferry companies	1	2	3	4	5
3	You are informed as a passenger about your rights by the ferry companies	1	2	3	4	5
4	Making suggestions or filing complaints is an efficient means of improving ferry services	1	2	3	4	5
5	The treatment you receive by the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 NEW

IF "USE INTERNATIONAL BUS SERVICES", CODE 4 in QB1

QB19 For each of the following statements related to international bus services, could you please tell me to what extent you agree or disagree.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

1	Information on prices and terms is comprehensive	1	2	3	4	5
2	People with reduced mobility are adequately taken care of by international bus companies	1	2	3	4	5
3	You are informed as a passenger about your rights by the bus companies	1	2	3	4	5
4	Making suggestions or filing complaints is an efficient means of improving service	1	2	3	4	5
5	The treatment you receive by the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 NEW

ASK ALL

QB20 For each of the following statements related to travel within the European Union, could you please tell me to what extent you agree or disagree.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

1	In the European Union, travelling across a border is as easy as travelling within (OUR COUNTRY)	1	2	3	4	5
2	Planning an international journey using several modes of transport is easy	1	2	3	4	5
3	Purchasing tickets for an international journey using several modes of transport is easy	1	2	3	4	5

EB63.2 NEW

IF "TRAVELLING ACROSS BORDER IN THE EUROPEAN UNION IS NOT AS EASY AS TRAVELLING IN (OUR COUNTRY)", CODE 3 or 4 in QB20 ITEM 1

QB21 Why do you think that travel involving crossing a border in the European Union is more difficult than travelling within (OUR COUNTRY)? Is it because...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

you lack information	1,
the information is not reliable	2,
purchasing different tickets is too difficult	3,
the prices for travelling are too high	4,
there are problems linked to frequency of transports offered	5,
there are problems linked to punctuality of transports offered	6,
there are connection problems	7,
None of these (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
DK	10,

EB63.2 NEW

ASK ALL

QB22 Do you think that the possibility to buy one single ticket for combined travelling (train-air) for international trips would encourage people to travel more?

(READ OUT – ONE ANSWER ONLY)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

EB63.2 NEW

--

QB23	If there were a single enquiry service giving information about all possible means, schedules and costs of travelling, how likely would you be to use it to decide how best to travel?
------	--

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
--

Certain to	1
Very likely	2
Fairly likely	3
Fairly unlikely	4
Very unlikely	5
Certain not to	6
DK	7

EB63.2 NEW
------------

--

QB24	When you are planning a journey, do you find it difficult to decide which means of transport is the best (car, bus, coach, train, ferry, and plane)?
------	--

--

Yes	1
No	2
It depends (SPONTANEOUS)	3
DK	4

EB63.2 NEW
------------

--

QB25	Do you think prices are indicated unambiguously for air transport?
------	--

--

Yes	1
No	2
DK	3

EB63.2 NEW
------------

DEMOGRAPHICS

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT					RIGHT				
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK 12

EB63.1 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married	1
Remarried	2
Unmarried currently living with partner	3
Unmarried having never lived with a partner	4
Unmarried having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB63.1 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')

EB63.1 D8

NO QUESTION D9

D10 Gender.

Male	1
Female	2

EB63.1 D10

D11 How old are you?

--	--

EB63.1 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	D15a CURRENT OCCUPATION	D15b LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK		19

EB63.1 D15a D15b

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

rural area or village	1
small or middle sized town	2
large town	3
DK	4

EB63.1 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

--	--

EB63.1 D40a

D40b Could you tell me how many children less than 10 years old live in your household

(INT.: READ OUT - WRITE DOWN - IF "NONE" PLEASE CODE '00')

--	--

EB63.1 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN - IF "NONE", PLEASE CODE '00')

--	--

EB63.1 D40c

D41 You personally, were you born...?

SHOW CARD - READ OUT - ONE ANSWER ONLY)

in (OUR COUNTRY)	1
in another member State of the European Union	2
in Europe, but not in a member State of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB63.1 D41

D42 Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Your mother and your father were born in (OUR COUNTRY)	1
One of your parents was born in (OUR COUNTRY) and the other was born in another member State of the European Union	2
Your mother and your father were born in another member State of the European Union	3
At least one of your parents was born outside of the European Union	4
DK/Refusal (SPONTANEOUS)	5

EB63.1 D42

D43a Fixed telephone available in the household?

D43b Mobile telephone available in the household?

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB63.1 D43a D43b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

DAY   MONTH

EB63.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

HOUR   MINUTES

EB63.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

MINUTES

EB63.1 P3

P4 Number of persons present during the interview, including interviewer

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB63.1 P4

P5 Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

EB63.1 P5

P6 Size of locality

(LOCAL CODES)

EB63.1 P6

P7 Region

(LOCAL CODES)

--	--

EB63.1 P7

P8 Postal code

--	--	--	--	--	--	--	--	--

EB63.1 P8

P9 Sample point number

--	--	--	--	--	--	--	--	--

EB63.1 P9

P10 Interviewer number

--	--	--	--	--	--	--	--	--

EB63.1 P10

P11 Weighting factor

x	x	.	x	x	x	x	x
---	---	---	---	---	---	---	---

EB63.1 P11

ASK ONLY in LU, BE, ES, FI, EE, LV and MT

P13 Language of interview

Language 1	1
Language 2	2
Language 3	3

EB63.1 P13