



## **Special Eurobarometer 420**

# **PASSENGER RIGHTS**

## **REPORT**

Fieldwork: September 2014

Publication: December 2014

This survey has been requested by the European Commission, Directorate-General for Mobility and Transport and co-ordinated by the Directorate-General for Communication.

[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

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

**Special Eurobarometer 420 / Wave EB82.1 – TNS Opinion & Social**

## **Special Eurobarometer 420**

# **Passenger Rights**

Conducted by TNS Opinion & Social at the request of  
Directorate-General for Mobility and Transport

Survey co-ordinated by Directorate-General Communication  
(DG COMM "Strategy, Corporate Communication Actions and  
Eurobarometer" Unit)

**Project title** Special Eurobarometer 420  
"Passenger Rights"

**Linguistic Version** EN

**Catalogue Number** MI-05-14-099-EN-N

**ISBN** 978-92-79-43863-9

**DOI** 10.2832/89495

© European Union, 2014

## TABLE OF CONTENTS

<b>INTRODUCTION.....</b>	<b>3</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>6</b>
<b>I. USE OF TRANSPORT SERVICES AND AWARENESS OF PASSENGER RIGHTS ...</b>	<b>9</b>
<b>1. USE OF TRANSPORT SERVICES.....</b>	<b>9</b>
<b>2. AWARENESS OF TRANSPORT SERVICE CONTRACTS.....</b>	<b>19</b>
<b>3. AWARENESS OF AND INFORMATION ABOUT PASSENGER RIGHTS.....</b>	<b>22</b>
<b>4. SOURCES OF INFORMATION ON PASSENGER RIGHTS .....</b>	<b>25</b>
<b>II. PROVISION OF INFORMATION ON PASSENGER RIGHTS FOR DIFFERENT TRANSPORT MODES.....</b>	<b>28</b>
<b>1. AIR TRANSPORT.....</b>	<b>28</b>
<b>2. INTERNATIONAL RAILWAY TRANSPORT.....</b>	<b>33</b>
<b>3. SHIP OR FERRY TRANSPORT .....</b>	<b>37</b>
<b>4. LONG-DISTANCE COACH TRANSPORT.....</b>	<b>41</b>
<b>III. DISRUPTION OF TRANSPORT SERVICES .....</b>	<b>45</b>
<b>1. PERSONAL EXPERIENCE OF TRAVEL DISRUPTIONS.....</b>	<b>45</b>
<b>2. SATISFACTION WITH THE APPLICATION OF RIGHTS IN THE EVENT OF DISRUPTION.....</b>	<b>51</b>
<b>3. WHO TO CONTACT IN THE EVENT OF TRANSPORT CANCELLATION OR DELAY .....</b>	<b>53</b>
<b>IV. COMPLAINTS IN THE EVENT OF DISRUPTION .....</b>	<b>55</b>
<b>1. INCIDENCE OF COMPLAINTS IN THE EVENT OF DISRUPTION .....</b>	<b>55</b>
<b>2. SATISFACTION WITH THE SETTLEMENT OF COMPLAINTS IN THE EVENT OF DISRUPTION.....</b>	<b>57</b>
<b>3. REASONS FOR NOT COMPLAINING IN THE EVENT OF DISRUPTION .....</b>	<b>58</b>
<b>V. TRANSPORT ASSISTANCE FOR PEOPLE WITH DISABILITIES OR REDUCED MOBILITY .....</b>	<b>60</b>
<b>1. REQUESTS FOR ASSISTANCE IN THE CASE OF DISABILITY OR REDUCED MOBILITY.....</b>	<b>60</b>
<b>2. SATISFACTION WITH ASSISTANCE.....</b>	<b>63</b>

<b>VI.</b>	<b>MULTIMODAL TRANSPORT .....</b>	<b>64</b>
<b>1.</b>	<b>USE OF MULTIMODAL TRANSPORT .....</b>	<b>64</b>
<b>2.</b>	<b>SATISFACTION WITH MULTIMODAL TRANSPORT .....</b>	<b>66</b>
<b>VII.</b>	<b>TRANSPORT NOISE .....</b>	<b>67</b>
<b>1.</b>	<b>INCIDENCE OF TRANSPORT NOISE DISTURBANCE.....</b>	<b>67</b>
<b>2.</b>	<b>SOURCES OF TRANSPORT NOISE DISTURBANCE .....</b>	<b>69</b>
<b>3.</b>	<b>FINANCING ADDITIONAL MEASURES TO REDUCE TRANSPORT NOISE.....</b>	<b>72</b>
	<b>CONCLUSIONS.....</b>	<b>76</b>

## **ANNEXES**

**Technical specifications**  
**Questionnaire**  
**Tables**

## INTRODUCTION

For millions of citizens in the European Union, travel is now an aspect of daily life, whether they are visiting friends and relatives, commuting, or taking more distant trips on holiday and for work. Passengers in Europe benefit from a common set of rights when using different forms of transport, so that they are protected when something goes wrong with their journey, whether it takes place within a single Member State or across Member States.

Starting with air transport in 2005, the EU has now introduced legislation to protect passenger rights for users of air<sup>1</sup>, rail<sup>2</sup>, ship or ferry<sup>3</sup> and coach transport<sup>4</sup> services.

Along with this ongoing strengthening of passenger rights great emphasis has been placed on ensuring that passengers are informed about their rights so that they can take full advantage of them, by requesting their implementation and enforcement where necessary. To publicise passenger rights across all 28 Member States, in 2013, the European Commission launched a new Passenger Rights campaign for 2013-2015 with the headline message "Your Passenger Rights at Hand"<sup>5</sup>.

There have been two previous Eurobarometer surveys assessing public awareness of the issue: the Special Eurobarometer 228 conducted in 2005<sup>6</sup> (in the then 25 EU Member States) and the Special Eurobarometer 319 conducted in 2009<sup>7</sup> (in the then 27 EU Member States). Both surveys were limited to air passenger rights.

This new survey aims, inter alia, to measure awareness of passenger rights in the current 28 Member States, distinguishing between the different transport services (air, train, ship and ferry and long-distance coach), and addressing additional topics that were not tackled in the previous Special Eurobarometer surveys of 2005 and 2009, such as assistance for persons with disabilities or reduced mobility and transport noise disturbance. Although the questionnaire has changed since the 2009 survey, certain elements remain constant and the results of some questions may be compared.

---

<sup>1</sup> [http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index\\_en.htm](http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_en.htm)

<sup>2</sup> [http://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index\\_en.htm](http://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm)

<sup>3</sup> [http://europa.eu/youreurope/citizens/travel/passenger-rights/ship/index\\_en.htm](http://europa.eu/youreurope/citizens/travel/passenger-rights/ship/index_en.htm)

<sup>4</sup> [http://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach/index\\_en.htm](http://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach/index_en.htm)

<sup>5</sup> [http://ec.europa.eu/transport/themes/passengers/campaign/campaign2013\\_en.htm](http://ec.europa.eu/transport/themes/passengers/campaign/campaign2013_en.htm)

<sup>6</sup> Special Eurobarometer 228: [http://ec.europa.eu/consumers/archive/topics/eurobarometer\\_passrights\\_en.pdf](http://ec.europa.eu/consumers/archive/topics/eurobarometer_passrights_en.pdf)

<sup>7</sup> Special Eurobarometer 319:

[http://ec.europa.eu/transport/themes/passengers/air/doc/2009\\_12\\_passengersrights\\_report\\_en.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/2009_12_passengersrights_report_en.pdf)

The report covers the following areas:

1. Use of different passenger transport services and awareness of passenger rights
2. Provision of information on passenger rights for different transport services
3. Disruption of transport services (experience of and satisfaction with the application of passenger rights)
4. Complaints in the event of disruption
5. Assistance for persons with disabilities or reduced mobility
6. Multimodal transport
7. Transport noise

The analysis conducted at the European Union (EU) and socio-demographic levels are based on the average of the 28 Member States. This average is weighted to account for the population of each Member State.

This survey was carried out by TNS Opinion & Social network in the 28 Member States of the European Union between 13 and 22 September 2014. Some 28,050 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of the Directorate-General for Mobility and Transport. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)<sup>8</sup>. A technical note on the manner in which interviews were conducted by the institutes within the TNS Opinion & Social network is appended to this report. Also included are the interview methods and confidence intervals<sup>9</sup>.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

#### ABBREVIATIONS

BE	Belgium	LV	Latvia
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
HR	Croatia	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
CY	Republic of Cyprus*	SE	Sweden
LT	Lithuania	UK	The United Kingdom
		EU28	European Union – 28 Member States

\* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

\* \* \* \* \*

*We wish to thank the respondents throughout the European Union who have given their time to take part in this survey. Without their active participation, this study would not have been possible.*

<sup>8</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

<sup>9</sup> The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.



## EXECUTIVE SUMMARY

- In the last 12 months 78% of respondents have used transport services: the most used transport service was local urban transport (including trams, buses, metro, commuter trains, etc.) (59%), followed by national rail transport (34%), air transport (28%) and long-distance coach transport (14%). The highest use of transport services was recorded in Sweden (95%) and the lowest in Cyprus (57%).
- Compared with a similar Eurobarometer survey conducted in 2009, there has been a 6-percentage point increase in transport services use.
- Close to a third of respondents were aware of their rights and obligations linked to a transport contract (31%). 59 % of EU citizens said that they were not. This shows that the level of awareness has remained relatively stable since the first survey in 2009 (-3 percentage points, down from 34%).
- Close to three respondents in ten (29%) were aware of passenger rights before the survey and 23% had read, seen or heard information about these passenger rights.
- Awareness of these passenger rights varies from 48% among respondents in Austria to 17% in France. In all Member States less than 40% of respondents had read, heard or seen information about these passenger rights previously.
- For respondents who had come across information on passenger rights, the most common source was TV or radio (47%), newspapers or magazines (36%) and websites (27%).
- In the case of **air transport**, 37% of respondents thought that passengers were well informed by the airline company about their rights as passengers (vs. 37% who disagreed); more respondents agreed that passengers received correct, complete and transparent information about the full ticket price (45% vs. 30%) and that passengers were properly informed by the airline company about the details of their flights (54% vs. 21%).
- For **international railway transport**, a minority of respondents agreed that passengers were well informed by the railway transport company about their rights as passengers (29% vs. 37% who disagreed); more respondents agreed, however, that passengers received correct, complete and transparent information about the full ticket price (44% vs. 23%), and that passengers were well informed by the railway transport company about the details of their journey (43% vs. 24%).

- As regards waterborne transport, around a quarter of respondents – this proportion forming a majority – agreed that passengers were well informed by the **ship or ferry** transport company about their rights as passengers (26% vs. 22% who disagree); more respondents agreed that passengers received correct, complete and transparent information about the full ticket price (35% vs. 15%) and that passengers were well informed by the ship or ferry transport company about the details of their journey (36% vs. 14%).
- For **long-distance coach transport**, there was also limited agreement that passengers were properly informed by the long-distance coach company about their rights as passengers (34%); there was somewhat more agreement that passengers received correct, complete and transparent information about the full ticket price (46%) and that passengers were informed by the long-distance coach company about the details of their journey (44%).
- Three transport users in ten (30%) had faced disruption in the last 12 months, most frequently during a train journey (17%), but also when travelling by air (12%), and more rarely by long-distance coach (3%) or by ship or ferry (1%). The most common forms of disruption in the last 12 months were long delays (69%), baggage-related disruptions – delayed, damaged or lost baggage – (18%), or cancellation (15%).
- Of those respondents who had experienced disrupted travel, a majority were dissatisfied with how this was handled, whether in terms of the general information received about the disruption (57% dissatisfied), assistance (48% vs. 33% satisfied) or financial compensation (55%).
- The operating company would be the first organisation that respondents would contact if they experienced a cancellation or delay (68%). A consumer association (23%), a national authority responsible for passenger rights (11%) or a lawyer in view of court proceedings (10%) were mentioned less.
- Over a third of respondents who had experienced travel disruption in the last 12 months had complained once or more often (35%). Half of these respondents were satisfied with the way their complaints were dealt with (51%). However, 47% were not satisfied.
- Around two-thirds of respondents who had experienced travel disruption in the last 12 months had not complained (65%), usually because they considered it useless (52%). Other reasons for not complaining included the views that the amount involved was too small (22%), the complaint process was too cumbersome (19%) or respondents did not know how or where to complain (9%).
- Disabled persons and persons with reduced mobility have specific rights when travelling. 7% of respondents had requested assistance for themselves or another person. Of these, 56% gave advance notice of their needs for assistance (pre-notification), most frequently more than 48 hours before departure (42%).

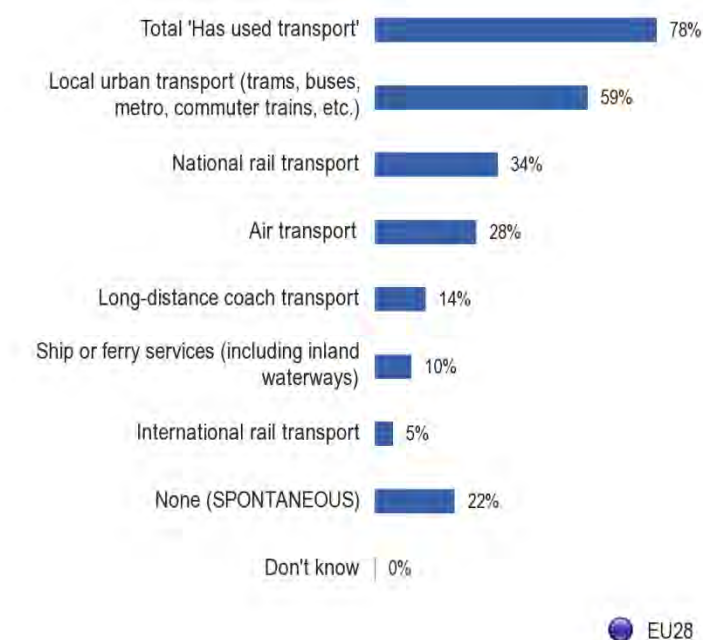
- An overwhelming majority of beneficiaries of assistance were satisfied with the help they received (81%), including 41% who were "very satisfied".
- Close to one respondent in ten had made one or more journeys using a single ticket across several modes of transport in the last 12 months (9%). Nearly three-quarters of them said that their last multimodal journey went smoothly (74%), though 16% had almost missed their connection and 5% had actually done so.
- Over half of respondents were disturbed by transport noise in their daily life: 9% "very often", 20% "sometimes" and 23% "rarely". The most common causes were urban transport (motorbikes, cars, buses, metro, trams) (66%) and non-urban road transport (motorbikes, cars, buses and trucks) (35%). Noise disturbances related to airplanes (14%) and trains (13%) were less frequently mentioned.
- The majority of respondents believed that public authorities (45%) should finance additional measures to reduce transport noise in their area, ahead of transport companies (39%), transport users (12%) and citizens in general (e.g. through taxes) (7%).

## I. USE OF TRANSPORT SERVICES AND AWARENESS OF PASSENGER RIGHTS

### 1. USE OF TRANSPORT SERVICES

The survey first looked at the use of different transport services in the EU. Respondents were asked to select from a list the different transport services they had used, if any, in the last 12 months<sup>10</sup>. **Across the Member States, 78% had used at least one of the transport services considered in the last 12 months.**

QA1. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



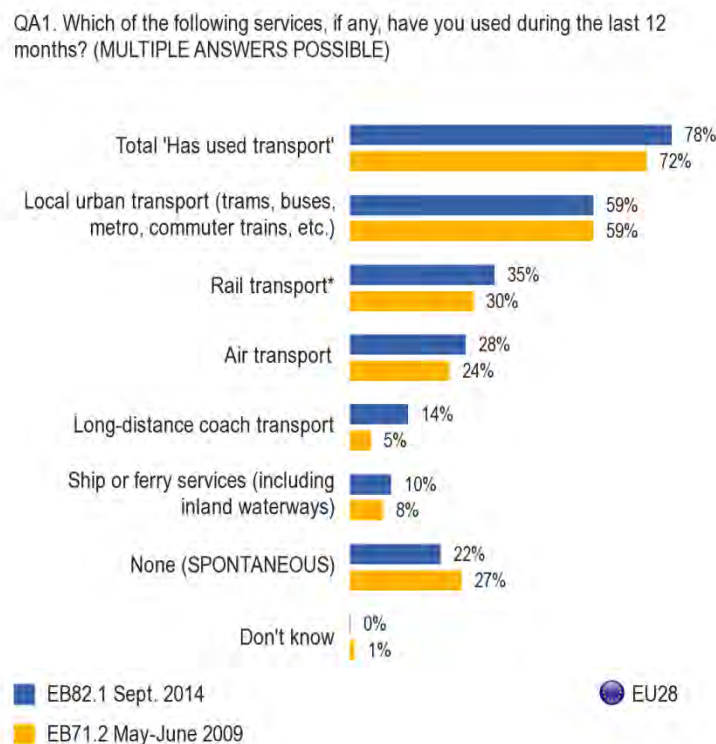
**Local urban transport** services were the most widely used, with 59% of respondents having used trams, buses, metro, commuter trains and other modes in the past twelve months. **National rail transport** (34%) and **air transport** (28%) were also widely used although by smaller proportions.

Respondents were less likely to have used **long-distance coach transport**<sup>11</sup> (14%), **ship or ferry services** (10%) and **international rail transport** (5%) in the last 12 months. In addition, more than a fifth of respondents answered *spontaneously* that they had not used any of these services in the last year (22%).

<sup>10</sup> QA1. Which of the following services, if any, have you used during the last 12 months?

<sup>11</sup> Long-distance coach transport services are services covering distances of 250 km or more.

A similar question was asked in the previous Eurobarometer on Air Passengers' Rights, in 2009<sup>12</sup>. Since then the proportion of EU citizens using these transport services has risen slightly, from 72% to 78% in 2014.



\*In EB82.1 the answer "Rail transport" represents the combination of "National rail transport" and "International rail transport"  
In EB71.2 the item was "Inter-city rail transport"

In the Special Eurobarometer on Air Passengers' Rights conducted in 2009, respondents were asked only if they had used "Inter-city rail transport"<sup>13</sup>, while in this 2014 survey, they were asked separately whether they had used **national** and **international rail** in the last 12 months.

As a result, comparisons between the two surveys are made by aggregating the results of these two items so they can be compared with the 2009 survey. In 2009, the item "long-distance coach" appeared as "international bus transport", and this change may explain the large increase of +9 percentage points. **Overall, the graphic above can be used to compare the results of the two surveys**, but does not provide an exact like-for-like comparison between them.

The use of local urban transport has remained stable at 59%, while there have been modest increases in the use of rail transport (+5 percentage points), air transport (+4) and ship or ferry transport (+2).

<sup>12</sup> Special Eurobarometer 319 Air Passengers' Rights (December, 2009), conducted among the then 27 Member States. Some of the items were worded slightly differently: *Local urban transport (Trams, Buses, Metro, etc.)*; *Inter-city rail transport*; *International bus transport*; *Ferry services*. Therefore *Inter-city rail transport* (EB71.2) is compared with the combined result for *National rail transport* and *International rail transport*.






























<sup>13</sup> QG1. Which of the following services, if any, have you used during the last 12 months? Inter-city rail transport.

Since the 2009 Eurobarometer survey there has been a marked increase in the use of transport services among respondents in Italy (+17 percentage points), Austria (+16), Romania (+15), Hungary (+11) and Poland (+11). Overall, the use of transport services has risen in 24 Member States. The only significant decrease since the 2009 survey in the proportion of respondents who used transport services in the last 12 months was observed in Spain (-6).

**At national level** respondents from Sweden, Luxembourg and the Czech Republic were the most likely to use the above mentioned transport services: 95% of respondents in Sweden, 89% in Luxembourg and 88% in the Czech Republic had used such services in the last 12 months.

Over 70% of respondents had used these services in the last 12 months in 22 other Member States; however they were less used in a small number of Member States: 64% of respondents in France, 63% in Slovenia and 57% in Cyprus had used at least one of these services in the last 12 months.

QA1. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

	Total 'Has used transport'	Local urban transport (trams, buses, metro, commuter trains, etc.)	National rail transport	Air transport	Long- distance coach transport	Ship or ferry services (including inland waterways)	International rail transport	None (SPONTA- NEOUS)	Don't know
 EU28	78%	59%	34%	28%	14%	10%	5%	22%	0%
 SE	95%	85%	57%	61%	24%	47%	12%	5%	0%
 LU	89%	67%	37%	55%	15%	15%	33%	10%	2%
 CZ	88%	76%	38%	22%	27%	5%	5%	12%	0%
 DK	87%	64%	44%	52%	9%	32%	9%	13%	0%
 MT	87%	53%	10%	42%	16%	54%	10%	13%	0%
 RO	86%	77%	19%	11%	18%	3%	2%	13%	0%
 LV	85%	69%	30%	20%	29%	11%	4%	14%	1%
 NL	85%	58%	62%	44%	10%	27%	14%	15%	0%
 AT	85%	69%	41%	37%	8%	7%	12%	14%	0%
 FI	85%	61%	43%	37%	26%	40%	12%	14%	1%
 UK	85%	67%	45%	41%	10%	15%	8%	15%	0%
 EE	84%	62%	25%	26%	40%	38%	7%	16%	0%
 EL	84%	67%	13%	18%	30%	36%	2%	16%	0%
 IE	83%	53%	31%	51%	12%	8%	8%	17%	0%
 SK	83%	64%	38%	19%	30%	3%	7%	16%	1%
 HR	82%	57%	23%	8%	32%	12%	6%	17%	0%
 HU	81%	46%	39%	7%	50%	6%	5%	19%	0%
 BG	80%	59%	21%	9%	41%	1%	1%	20%	0%
 ES	78%	67%	22%	23%	14%	6%	2%	22%	0%
 BE	77%	54%	42%	35%	7%	7%	10%	22%	0%
 PL	76%	65%	23%	11%	14%	4%	2%	23%	1%
 DE	75%	55%	37%	33%	8%	9%	4%	24%	1%
 LT	75%	65%	15%	18%	15%	7%	2%	24%	1%
 IT	74%	46%	29%	26%	13%	7%	2%	26%	0%
 PT	71%	63%	21%	13%	9%	5%	1%	29%	0%
 FR	64%	45%	35%	25%	5%	7%	5%	35%	1%
 SI	63%	39%	19%	15%	16%	11%	4%	36%	1%
 CY	57%	15%	4%	45%	15%	11%	7%	43%	0%

Highest percentage per country






























Lowest percentage per country

Highest percentage per item

Lowest percentage per item

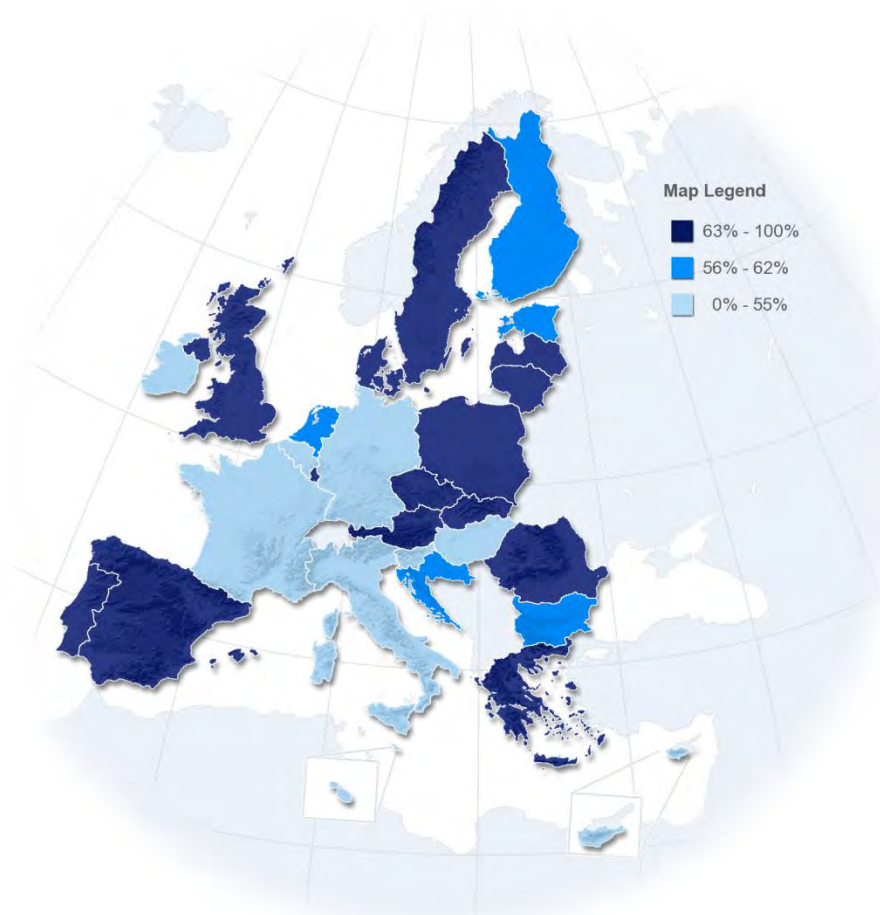
## A national analysis by type of transport services reveals some important differences between Member States.

**Local urban transport** represents the most used service in the last 12 months in the majority of Member States, particularly in Sweden (85%), Romania (77%) and the Czech Republic (76%).

 SE	85%
 RO	77%
 CZ	76%
 AT	69%
 LV	69%
 UK	67%
 EL	67%
 LU	67%
 ES	67%
 LT	65%
 PL	65%
 SK	64%
 DK	64%
 PT	63%
 EE	62%
 FI	61%
 BG	59%
 EU28	59%
 NL	58%
 HR	57%
 DE	55%
 BE	54%
 MT	53%
 IE	53%
 IT	46%
 HU	46%
 FR	45%
 SI	39%
 CY	15%

Question: QA1. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

Answers: Local urban transport (trams, buses, metro, commuter trains, etc.)



In just four Member States other modes of transport were used proportionately more: the Netherlands (where 62% of respondents had used national rail services and 58% local urban transport); Hungary (50% for long-distance coach travel and 46% for local urban transport); Malta (54% for ship or ferry services and 53% for local urban transport services); and Cyprus (45% for air transport and 15% for local urban transport services). The low rate of use of local urban transport by respondents in Malta and Cyprus may reflect that these services are less developed in these countries.



The lowest rate of use of local urban transport services in the last year was recorded in Cyprus (15%), followed by Slovenia (39%), France (45%), and Italy and Hungary (both at 46%).

In a number of Member States there were significant increases in the proportion of respondents who had used local urban transport services compared with the survey conducted in 2009: Italy (+12 percentage points), Romania (+12), Austria (+11), Sweden (+6) and Portugal (+6). Conversely, in some other Member States there has been a decline since the 2009 survey: Hungary (-18), Slovakia (-11), Bulgaria (-9), Malta (-7) and Spain (-6).

**National rail transport services** have been used most in the last 12 months by respondents in the Netherlands (62%) and Sweden (57%). National rail services have also been widely used in the last year in the United Kingdom (45%), Denmark (44%), Finland (43%), Belgium (42%) and Austria (41%), while the lowest levels of use were recorded in Lithuania (15%), Greece (13%), Malta (10%) and Cyprus (4%). As there is no railway infrastructure in Cyprus and Malta, it is likely that the use recorded represents journeys made by these respondents when travelling outside their own country.

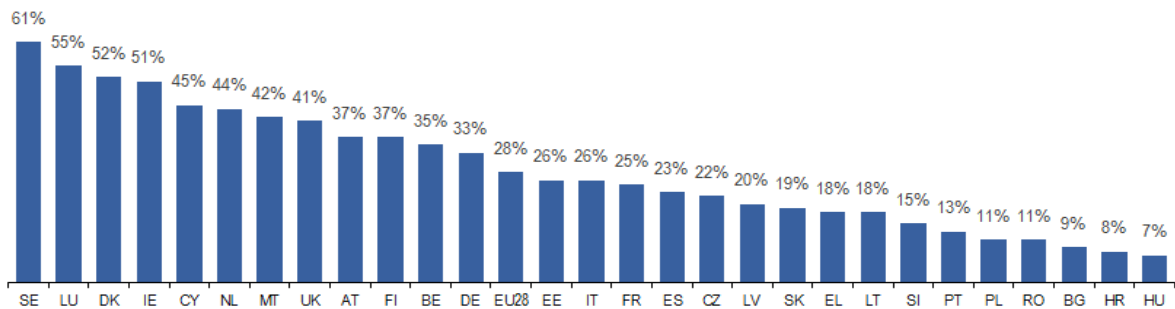
The comparison between rail transport services in the 2009 and 2014 surveys is based on aggregating the results for national and international rail transport, as these items were not differentiated in the 2009 survey.

While the different sets of results should be treated cautiously, there nevertheless appear to have been some significant increases in rail service use over the last 5 years in Hungary (+28 percentage points), Austria (+21), Malta (+17), the United Kingdom (+15), the Netherlands (+13), Slovakia (+13) and Belgium (+12). Conversely, the most significant declines have been observed in Spain (-15) and Greece (-10); this may be due to the economic crisis in these countries.

**Air transport services** have been used frequently in the last 12 months in island Member States where international travel is often most conveniently and cost effectively carried out by air, these being Ireland (51%), Cyprus (45%) and Malta (42%). Air transport has also been much used in the last 12 months by respondents in the following Member States: Sweden (61%), Luxembourg (55%), Denmark (52%) and the Netherlands (44%).

Air transport has been used less often in the last year by respondents in Slovenia (15%), Portugal (13%), Romania (11%), Poland (11%), Bulgaria (9%), Croatia (8%) and Hungary (7%).

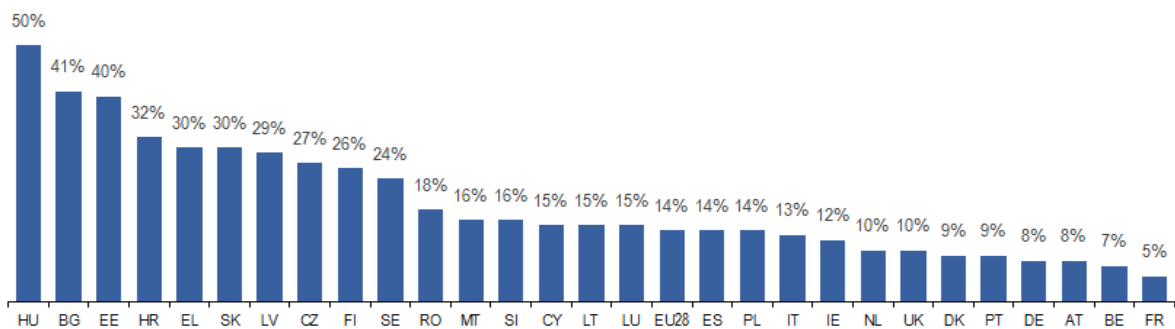
QA1.4. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)  
Answer: 'Air transport'



Since the 2009 Special Eurobarometer, significant increases in air transport use have been recorded in Luxembourg (+13 percentage points), the Czech Republic (+9), Austria (+8), Estonia (+8), Italy (+8) and Sweden (+8). Conversely, it has declined since 2009 in Spain (-8) and Ireland (-7).

**Long-distance coach transport** was mostly used in the last 12 months by respondents in Hungary (50%), Bulgaria (41%), Estonia (40%) and Croatia (32%). Long-distance coach travel was less common in the Netherlands, the United Kingdom, Denmark, Portugal, Germany, Austria, Belgium and France where no more than 10% of respondents had used this service in the last 12 months.

QA1.5. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)  
Answer: 'Long-distance coach transport'



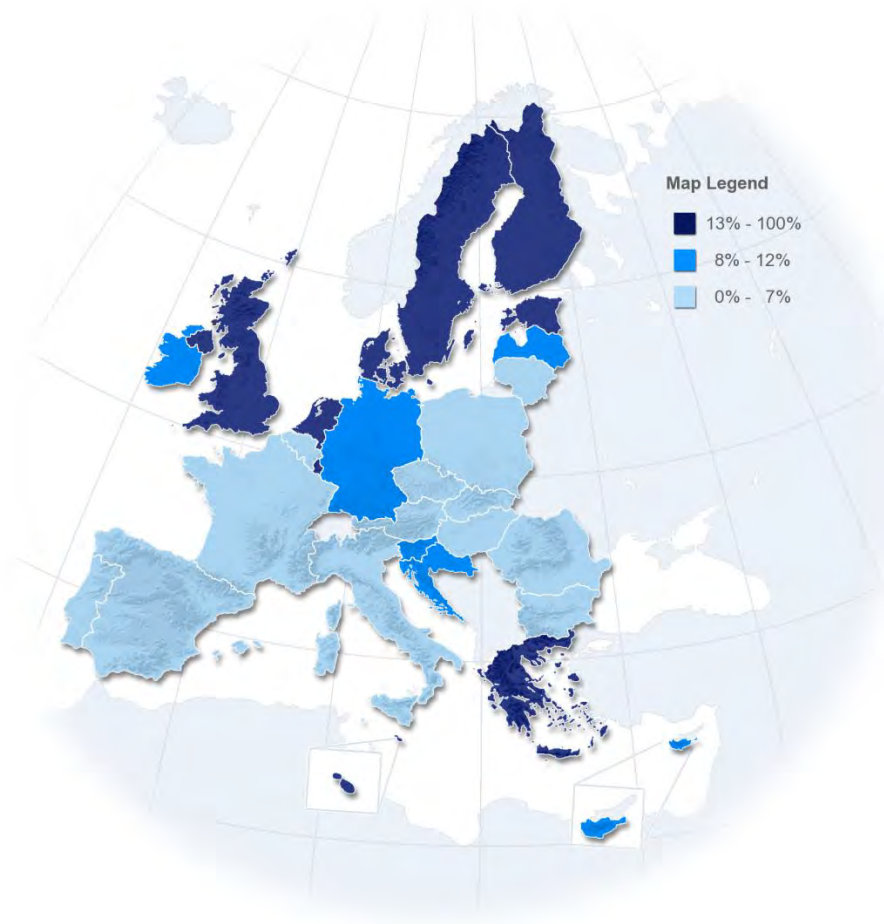
As explained previously, comparisons with the 2009 survey are difficult to make with any accuracy because of the change in the wording of the item.

**Ship and ferry transport** was used most by respondents in the Mediterranean island of Malta (54%) and in coastal EU Member States in the Baltic region - Sweden (47%), Finland (40%) and Estonia (38%). Respondents in other coastal Member States with shipping traditions were also fairly likely to have used ship and ferry transport in the last 12 months: Greece (36%), Denmark (32%) and the Netherlands (27%).

 MT	54%
 SE	47%
 FI	40%
 EE	38%
 EL	36%
 DK	32%
 NL	27%
 LU	15%
 UK	15%
 HR	12%
 CY	11%
 LV	11%
 SI	11%
 EU28	10%
 DE	9%
 IE	8%
 BE	7%
 IT	7%
 AT	7%
 LT	7%
 FR	7%
 ES	6%
 HU	6%
 PT	5%
 CZ	5%
 PL	4%
 RO	3%
 SK	3%
 BG	1%

Question: QA1. Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

Answers: Ship or ferry services (including inland waterways)



Interestingly, respondents in Cyprus (11%) and Ireland (8%) had used ship and ferry services relatively little in the last 12 months, perhaps because these Member States are distant from continental Europe and air travel is more efficient. A surprisingly high percentage of respondents in Luxembourg (15%) had used ship or ferry services in the last 12 months. This might be due to use by respondents when they were travelling in other countries, but may also reflect the use of inland waterways.

A comparison of ship and ferry transport with the 2009 Special Eurobarometer reveals some significant increases in use in Estonia (+14 percentage points), Finland (+9), Luxembourg (+8) and Malta (+8), while the most significant declines were recorded in Denmark (-5) and Ireland (-5).

**International rail transport** was used most in the last 12 months by respondents in Luxembourg (33%), followed by those in the Netherlands (14%), Austria (12%), Finland (12%) and Sweden (12%).

International rail transport data were not collected separately from national rail data in the 2009 Special Eurobarometer survey and hence the trends can only be determined for rail transport generally, as previously described.

**The socio-demographic analysis reveals some differences:** 15-24 year olds were more likely to use public transport (91%) than the other age groups. Similarly, 95% of students had used public transport in the last 12 months, compared with 76% of manual workers and 79% of unemployed respondents. All forms of public transport were more likely to be used in the last 12 months by respondents living in large towns (92%) than in rural areas (68%).

**Local urban transport** was used more by 15-24 year olds (79%) and less by 40-54 year olds (54%) and those aged 55 and over (53%). Students were most likely to use local urban transport (85%) while the self-employed were least likely to do so (48%).

Respondents in the 15-24 age group (46%) were more likely to use **national rail transport** than those in other age groups: 25-39 year olds (37%), 40-54 (34%) and 55+ (26%). National rail was most likely to be used by students (51%) and managers (48%); the least likely to use this form of transport were retired people (25%) and house persons (23%).

**Air transport** was used at comparable levels in most age groups: 25-39 (35%), 15-24 (32%), 40-54 (31%), but was used much less by the 55+ group (20%). While transport use was generally relatively little influenced by the ability to pay bills at the end of the month, this is not true for air transport: respondents with "difficulties paying bills most of the time" had used air transport less in the last 12 months (14%) than respondents who "never or almost never" have such difficulties (32%).

**Long-distance coach travel** was used by 15-24 year olds (22%) most, and was less common in other age groups: 25-39 (13%), 40-54 (11%) and 55+ (12%). **Ship or ferry services** and **international rail transport** recorded low levels of use generally, and socio-demographic factors reveal few striking differences.

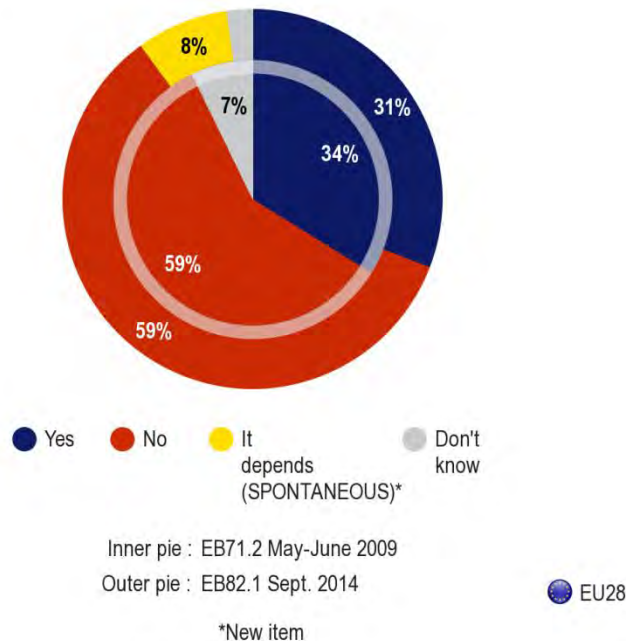
QA1 Which of the following services, if any, have you used during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

	Total 'Has used transport'	Local urban transport (trams, buses, metro, commuter trains, etc.)	National rail transport	Air transport	Long-distance coach transport	Ship or ferry services (including inland waterways)	International rail transport	None (SPONTANEOUS)
EU28	78%	59%	34%	28%	14%	10%	5%	22%
<b>Age</b>								
15-24	91%	79%	46%	32%	22%	11%	7%	9%
25-39	82%	62%	37%	35%	13%	11%	6%	18%
40-54	77%	54%	34%	31%	11%	11%	5%	22%
55 +	70%	53%	26%	20%	12%	9%	3%	29%
<b>Socio-professional category</b>								
Self-employed	74%	48%	34%	38%	14%	15%	8%	25%
Managers	88%	64%	48%	52%	12%	18%	9%	12%
Other white collars	83%	60%	39%	35%	14%	11%	6%	16%
Manual workers	76%	55%	30%	24%	11%	9%	4%	24%
House persons	71%	54%	23%	17%	11%	7%	2%	29%
Unemployed	79%	63%	30%	19%	14%	7%	4%	21%
Retired	69%	53%	25%	17%	12%	8%	3%	30%
Students	95%	85%	51%	34%	25%	13%	7%	4%
<b>Difficulties paying bills</b>								
Most of the time	74%	58%	26%	14%	14%	7%	3%	26%
From time to time	77%	58%	30%	22%	15%	8%	4%	23%
Almost never/ Never	78%	59%	36%	32%	13%	12%	6%	21%
<b>Subjective urbanisation</b>								
Rural village	68%	46%	27%	21%	12%	8%	3%	31%
Small/ mid size town	76%	54%	34%	27%	13%	10%	4%	24%
Large town	92%	83%	41%	37%	16%	14%	8%	8%

## 2. AWARENESS OF TRANSPORT SERVICE CONTRACTS

Respondents were asked whether they were aware of the contractual rights and obligations that result from the purchase of a ticket from a transport company<sup>14</sup>. **A majority of EU citizens said that they were not (59%), whereas 31% were aware of the rights and obligations linked to this contract.**

QA2. When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?



The same question was asked in the 2009 Eurobarometer survey<sup>15</sup>, when the same proportion of respondents (59%) said they were unaware of their rights and obligations. At that time a slightly higher proportion (34%) said they were aware of their rights and obligations, and 7% could not answer. The current survey added an additional *spontaneous* item: "it depends".

The addition of this new item has not changed the responses significantly (its main impact was on the "don't know" rate). Therefore, results from the two different surveys are comparable.

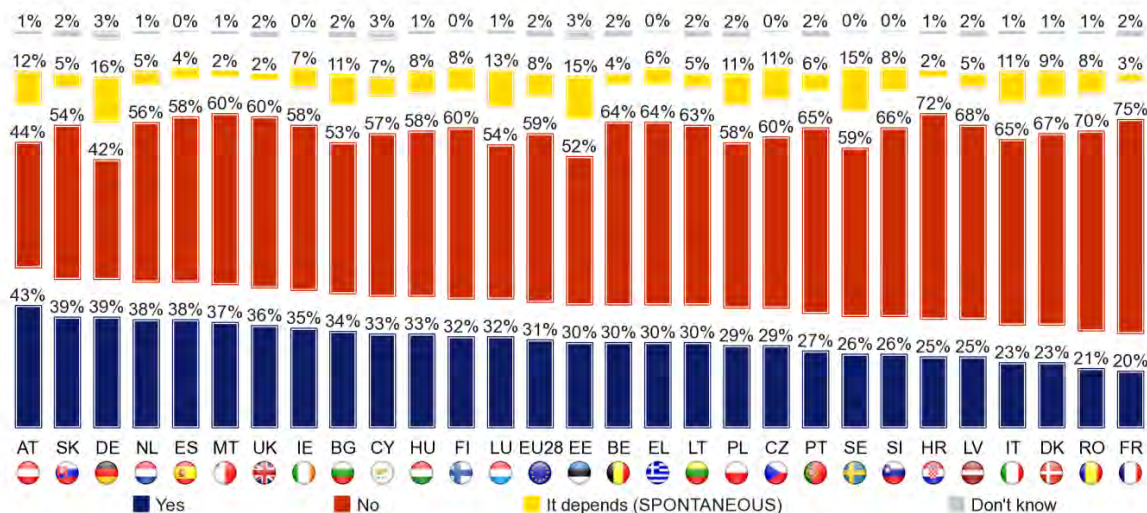
The results show that awareness levels over the years have remained relatively stable with about a third of respondents who are aware of their rights. In 2009, only air passenger rights were covered by the survey whereas in 2014, awareness on passenger rights in all four modes of transport was surveyed.

<sup>14</sup> QA2. When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?

<sup>15</sup> QG2. When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?

**A national analysis** reveals some variations across the different Member States. Respondents were most likely to be aware of the rights and obligations linked to the contract with the transport company in Austria (43%), Slovakia (39%), Germany (39%), the Netherlands (38%) and Spain (38%); they were least likely to be so in Italy (23%), Denmark (23%), Romania (21%) and France (20%).

QA2. When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?



Since 2009, awareness levels have improved most in Belgium (+6 percentage points), Romania (+6) and Austria (+5). Elsewhere increases have been more limited. However, there have been some dramatic declines in awareness in Sweden (-19), Latvia (-13), Finland (-12), Cyprus (-11) and Estonia (-11).


**The socio-demographic analysis reveals some differences, notably reflecting the respondents' level of education:** the highest levels of awareness of the rights and obligations linked to the contract with the transport company were found among those who were in education until of the age of 20 or later (37%) and those still studying (34%), while respondents whose education ended at the age of 15 or younger (22%) or between 16-19 years of age (30%) were least likely to be aware of these rights and obligations.

Users of **international rail transport** (44%) and **air transport** (41%) were the most likely to say they were aware of the rights and obligations linked to this contract. Users of local urban transport were less likely to be aware (34%).

**Respondents who had heard of passenger rights** were more likely to be aware of the rights and obligations they have when they purchase a ticket from a transport company (58%). Conversely, those who had not heard of passenger rights were less likely to be aware (20%).

QA2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?

	Yes	No	It depends (SPONTANEOUS)	Don't know
EU28	31%	59%	8%	2%

 Education (End of)				
15-	22%	70%	6%	2%
16-19	30%	60%	8%	2%
20+	37%	53%	9%	1%
Still studying	34%	56%	8%	2%

Has used transport				
Total 'Yes'	34%	56%	9%	1%
Local urban transport	34%	56%	9%	1%
National rail transport	37%	52%	10%	1%
International rail transport	44%	47%	9%	0%
Air transport	41%	47%	11%	1%
Long-distance coach transport	38%	53%	8%	1%
Ship or ferry services	39%	51%	10%	0%
No	19%	71%	6%	4%

Heard of the passenger rights				
Yes	58%	30%	11%	1%
No	20%	72%	6%	2%



### 3. AWARENESS OF AND INFORMATION ABOUT PASSENGER RIGHTS

All respondents were then told that the EU had strengthened the rights of passengers in all modes of transport<sup>16</sup>, and asked if they had heard about passenger rights before the interview<sup>17</sup>. **Close to three respondents in ten (29%) said that they had heard about these passenger rights previously**; 68% said they had not and 3% were unable to answer ("don't know").

QA3. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...?



Yes



No



Don't know

 EU28

Respondents were also asked if they had read, seen or heard information about these passenger rights by some means (e.g. on a poster or a brochure)<sup>18</sup>. **A smaller proportion (23%) said that they had seen such material, while 74% said they had not done so.**

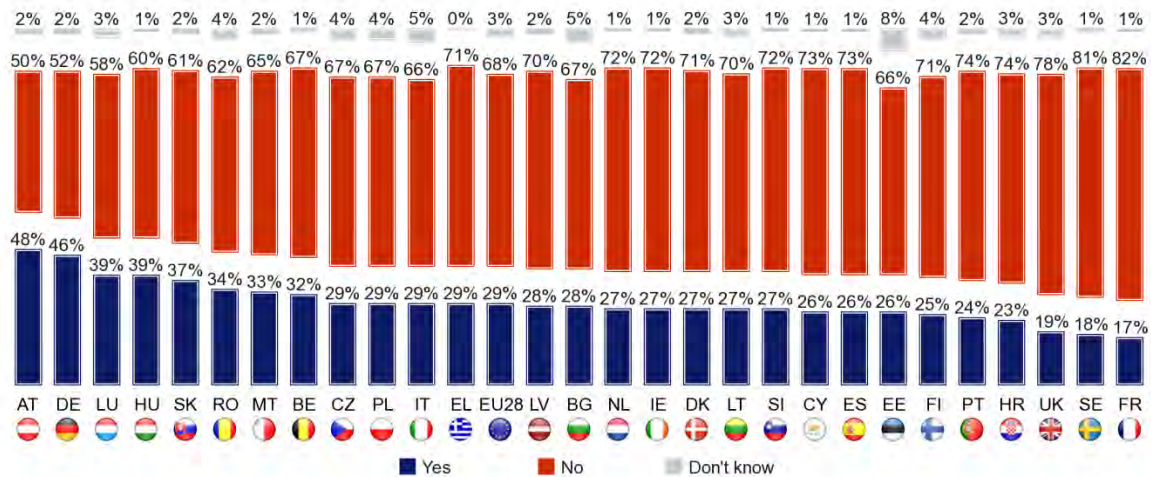
<sup>16</sup> QA3. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you ...?

<sup>17</sup> QA3.1. Heard of these passenger rights before this interview?

<sup>18</sup> QA3.2. Read or seen information about these passenger rights (e.g. on a poster or in a brochure)?

The national analysis reveals some differences between Member States, but in all countries awareness of passenger rights stood below 50%. Respondents in Austria (48%), Germany (46%), Luxembourg (39%) and Hungary (39%) were most aware, while respondents in the United Kingdom (19%), Sweden (18%) and France (17%) had the lowest levels of awareness.

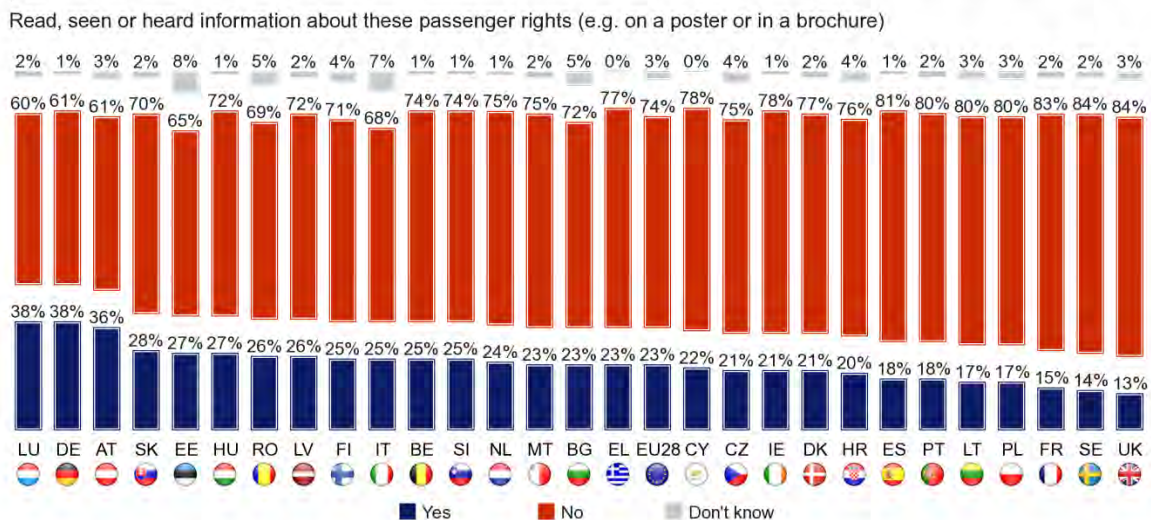
QA3.1. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...? Heard of these passenger rights before this interview



In the majority of Member States less than 30% of respondents had read, seen or heard information about passenger rights: in only three Member States had more than a third of respondents come across information relating to passenger rights: Germany (38%), Luxembourg (38%) and Austria (36%).

The fewest respondents had come across this information in France (15%), Sweden (14%) and the United Kingdom (13%)

QA3.2. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...? Read, seen or heard information about these passenger rights (e.g. on a poster or in a brochure)





The socio-demographic analysis reveals some differences, especially between respondents with differing levels of education: those who had remained in education until the age of 20+ were most likely to **have heard of passenger rights before the interview** (36%), compared with 20% of those who left education at the age of 15 or before.

A similar picture emerges in the case of respondents who **had read, seen or heard information about these passenger rights**: 29% of those in education at the age of 20 or later had come across this information, compared with 15% of those who left school at 15 years of age or earlier.

Respondents who had used air transport in the last year were more likely to **have heard of passenger rights** than users of any other form of transport (41%), while users of local urban transport were the least likely to have done so (31%). A similar picture emerges in the case of who **had read, seen or heard information about these passenger rights**: 34% of those who had used air transport and international rail had come across this information, compared with 25% of local urban transport users.

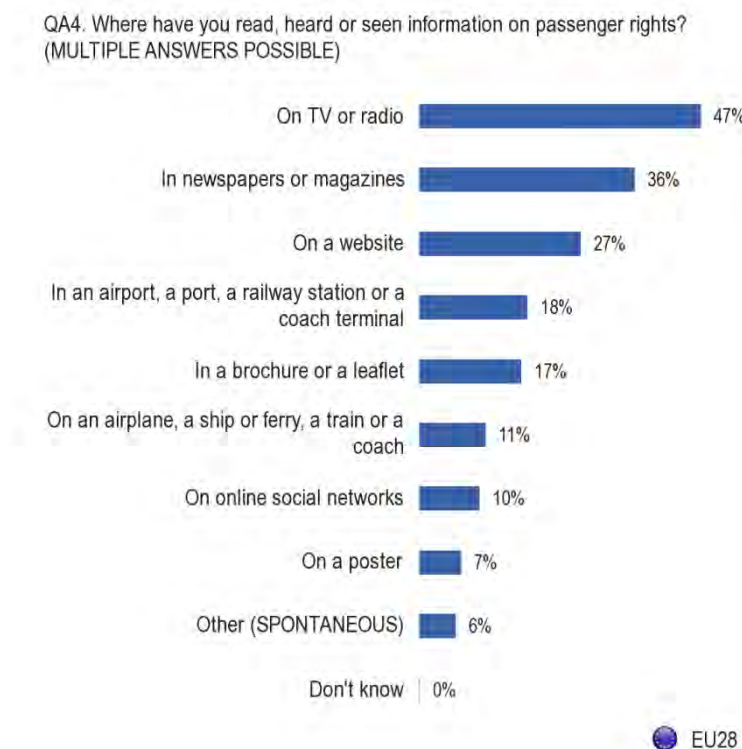
**QA3 The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...?**

	% of Yes	
	Heard of these passenger rights before this interview	Read, seen or heard information about these passenger rights (e.g. on a poster or in a brochure)
EU28	29%	23%
 <b>Gender</b>		
Man	32%	24%
Woman	26%	21%
 <b>Education (End of)</b>		
15-	20%	15%
16-19	29%	22%
20+	36%	29%
Still studying	29%	24%
<b>Has used transport</b>		
Total 'Yes'	32%	26%
Local urban transport	31%	25%
National rail transport	34%	29%
International rail transport	39%	34%
Air transport	41%	34%
Long-distance coach transport	34%	28%
Ship or ferry services	33%	29%
No	19%	13%

#### 4. SOURCES OF INFORMATION ON PASSENGER RIGHTS

The 23% of respondents who had said that they had read, heard or seen information relating to passenger rights were then asked where they had come across this information<sup>19</sup>. **A majority of these respondents (47%) said that they had heard or seen information relating to passenger rights on the TV or radio**, 36% had read about passenger rights in **newspapers or magazines** and 27% had found information on a **website**.

Less than a fifth of respondents had seen information relating to passenger rights while travelling: in an airport, port, station or coach terminal (18%), or on the airplane, ship, train or coach itself (11%). Less common sources of information were brochures or leaflets (17%), online social networks (10%) and posters (7%).



*Base: respondents who had read, seen or heard information about passenger rights (N=6,417)*

<sup>19</sup> QA4. Where have you read, heard or seen information on passenger rights?

There was a great deal of variation between Member States in the sources of the information read, heard or seen by respondents. Respondents were most likely to come across information about passenger rights primarily on the TV or radio in Germany (68%), Bulgaria (63%), Romania (56%), Hungary (54%) and Slovakia (53%).

Respondents in Cyprus (27%), Greece (26%) and the United Kingdom (22%) were least likely to come across this information on the TV or radio. Overall, TV or radio was the most common source of this kind of information in 19 Member States, perhaps because TV is by far the most widely used medium in the EU<sup>20</sup>.

Information was most likely to be found in **newspapers and magazines** in Germany (60%), Austria (50%), the Netherlands (48%) and Sweden (46%) and least so in Bulgaria (17%), Cyprus (16%) and Latvia (14%). Respondents were most likely to see this information on a **website** in the Czech Republic (44%, same score as for TV or radio), Italy (42%) and Finland (42%), and least likely to do so in Spain (18%), Germany (16%) and Bulgaria (14%).






























Respondents in Estonia were most likely to come across information on passenger rights while in **an airport, port, station or terminal** (36%); they were also most likely to read **a brochure or leaflet** (27%, same score as in the Czech Republic) or to come across information on **an airplane, ship, ferry, train or coach** (30%).

Respondents in Cyprus (30%) and Greece (29%) were most likely to see information on **online social networks**, while respondents in the United Kingdom were most likely to have come across information about passenger rights on **a poster** (16%).

---

<sup>20</sup> See Eurobarometer Standard report: media use in the EU.  
[http://ec.europa.eu/public\\_opinion/archives/eb/eb80/eb80\\_media\\_en.pdf](http://ec.europa.eu/public_opinion/archives/eb/eb80/eb80_media_en.pdf)

QA4. Where have you read, heard or seen information on passenger rights? (MULTIPLE ANSWERS POSSIBLE)

	On TV or radio	In newspapers or magazines	On a website	In an airport, a port, a railway station or a coach terminal	In a brochure or a leaflet	On an airplane, a ship or ferry, a train or a coach	On online social networks	On a poster	Other (SPONTANEOUS)	Don't know
 EU28	47%	36%	27%	18%	17%	11%	10%	7%	6%	0%
 BE	44%	40%	26%	17%	19%	10%	8%	8%	7%	1%
 BG	63%	17%	14%	19%	22%	12%	13%	12%	2%	1%
 CZ	44%	30%	44%	24%	27%	18%	9%	10%	4%	0%
 DK	47%	31%	26%	19%	10%	5%	12%	10%	8%	1%
 DE	68%	60%	16%	12%	15%	6%	11%	3%	5%	0%
 EE	38%	32%	37%	36%	27%	30%	16%	13%	4%	2%
 IE	36%	35%	31%	16%	17%	13%	12%	12%	3%	3%
 EL	26%	18%	31%	22%	22%	17%	29%	12%	11%	0%
 ES	42%	25%	18%	23%	19%	9%	9%	4%	10%	0%
 FR	49%	20%	34%	17%	13%	3%	5%	9%	10%	1%
 HR	40%	26%	35%	27%	17%	18%	14%	9%	1%	0%
 IT	28%	28%	42%	31%	21%	23%	10%	7%	4%	0%
 CY	27%	16%	19%	21%	19%	8%	30%	8%	15%	0%
 LV	41%	14%	40%	20%	7%	18%	20%	11%	7%	0%
 LT	41%	23%	37%	23%	12%	19%	13%	8%	8%	2%
 LU	47%	36%	29%	23%	23%	11%	8%	15%	9%	0%
 HU	54%	27%	24%	21%	12%	18%	11%	9%	8%	0%
 MT	37%	35%	38%	20%	20%	10%	13%	4%	6%	1%
 NL	39%	48%	37%	18%	15%	10%	11%	3%	7%	0%
 AT	49%	50%	19%	21%	26%	15%	16%	4%	11%	0%
 PL	35%	18%	30%	15%	12%	13%	7%	11%	10%	0%
 PT	37%	26%	22%	15%	13%	14%	7%	15%	10%	1%
 RO	56%	21%	22%	14%	24%	7%	11%	10%	4%	0%
 SI	45%	25%	35%	13%	14%	9%	17%	8%	15%	1%
 SK	53%	33%	30%	21%	17%	10%	11%	15%	3%	0%
 FI	29%	35%	42%	25%	19%	11%	13%	10%	8%	1%
 SE	38%	46%	31%	22%	19%	10%	18%	8%	12%	0%
 UK	22%	19%	37%	14%	20%	15%	7%	16%	2%	1%

<b>Highest percentage per country</b>	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

Base: respondents who had read, seen or heard information about passenger rights (N=6,417)

## II. PROVISION OF INFORMATION ON PASSENGER RIGHTS FOR DIFFERENT TRANSPORT MODES

In the second section of the survey the questions focused on four different transport modes: air transport, international railway transport, long-distance coach transport and ship or ferry services. For each of these modes, respondents were shown three statements about passenger information.

These were: ***Passengers are well-informed about their rights as passengers;*** ***Passengers receive correct, complete and transparent information about the full ticket price*** and ***Passengers are well-informed by the transport company about the details of their journey.*** All respondents were then asked how far they agreed or disagreed with these three statements<sup>21</sup>.

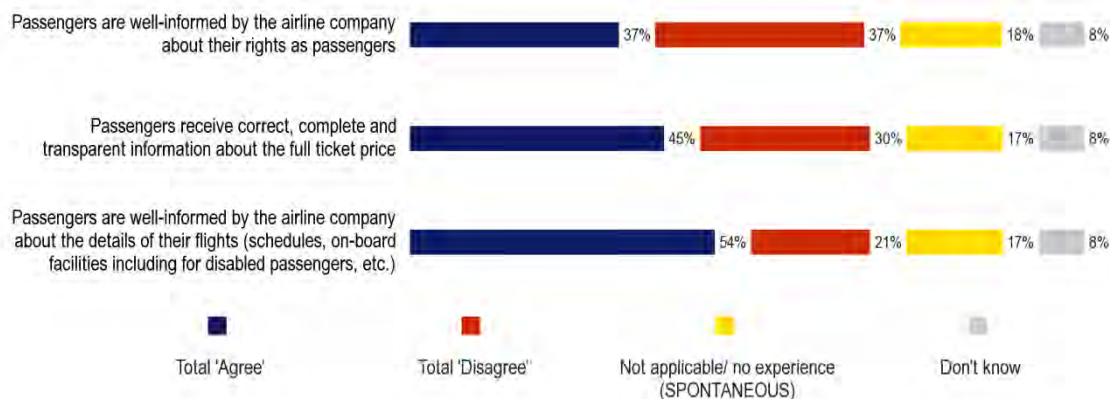
### 1. AIR TRANSPORT

Respondents were evenly divided on the matter of passenger rights: 37% agreed that **passengers were well-informed by the airline company about their rights as passengers**, vs. 37% who disagreed.

A majority of respondents agreed that **passengers received correct, complete and transparent information about the full ticket price** (45%), but a relatively high percentage (30%) disagreed with this statement.

There was most agreement with the statement that **passengers were well-informed by the airline company about the details of their flights**: 54% agreed with the statement and only a minority of 21% disagreed.

QA5. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.



EU28

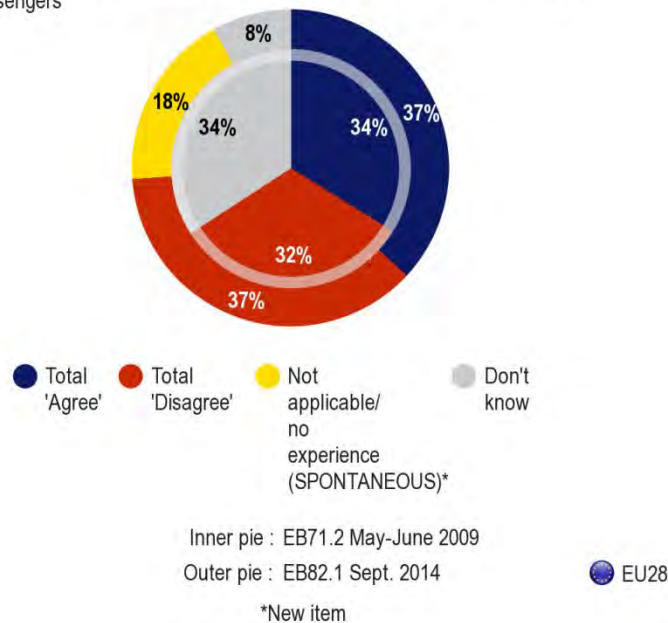
<sup>21</sup> QA5-QA8. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services/ international (i.e. cross-border) railway transport services/ ship or ferry transport services /long-distance coach services.

In the 2009 Special Eurobarometer on Air Passengers' Rights a similar question was asked about the provision of information on passenger rights, specifically in relation to air transport services<sup>22</sup>. At the time of that survey (when the EU was composed of 27 Member States), 34% agreed with the statement while 32% disagreed: the proportion of those in agreement has increased by three percentage points, while the proportion of those who disagreed has increased by five points.

It should be noted that in the 2009 survey, respondents who did neither "agree" nor "disagree" were only given the option of answering "don't know". In this survey, an additional item was added but was not suggested to the respondent: "not applicable or no experience (SPONTANEOUS)". The addition of this new item did not change the responses significantly (its main impact was on the "don't know" rate) and the results of the two surveys are comparable.

QA5.1. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers are well-informed by the airline company about their rights as passengers



<sup>22</sup> Special Eurobarometer 319 Air Passengers' Rights (December, 2009): QG4.1. For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree? You are informed as a passenger about your rights by the air transport companies.



**At national level,** there was wide variation between individual Member States.

For the statement that **passengers are well-informed by the airline company about their rights as passengers**, the highest levels of agreement were recorded in Croatia (51% vs. 15% who disagreed), Sweden (51% vs. 33%) and Finland (49% vs. 24%). Overall, a majority of respondents agreed in 19 Member States. In the United Kingdom (39% vs. 39%) and Belgium (38% vs. 38%), respondents were evenly divided.






























In seven Member States a majority of respondents disagreed with the statement, most strikingly in Spain (54% who disagreed, vs. 26% who agreed) and in Cyprus (54% vs. 38%). Majorities also disagreed in France, Germany, Italy, the Netherlands and Denmark.

There was also variation between Member States in the case of the statement that **passengers receive correct, complete and transparent information about the full ticket price**: the highest levels of agreement were observed among respondents in Cyprus (74% vs. 19% who disagreed), Sweden (72% vs. 17%), Greece (61% vs. 26%) and Malta (60% vs. 19%).

Agreement was lowest among respondents in Estonia (38% vs. 14%) and Hungary (30% vs. 12%). Spain stood out as the only Member State where a slight majority of respondents disagreed that passengers received correct, complete and transparent information about the full ticket price (43% disagreed, vs. 38% who agreed).

Respondents were most likely to agree that **passengers were well-informed by the airline company about the details of their flights** in Luxembourg (74% vs. 9% who disagreed), Cyprus (72% vs. 20%), Austria (71% vs. 14%), Denmark (70% vs. 12%) and Sweden (70% vs. 13%). Majorities agreed with this statement in all Member States. The lowest levels of agreement were recorded in Poland (42% vs. 14%), Portugal (41% vs. 22%) and Hungary (29% vs. 11% who disagreed).

QA5. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

		Passengers are well-informed by the airline company about their rights as passengers				Passengers receive correct, complete and transparent information about the full ticket price				Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)			
		Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know
 EU28		37%	37%	18%	8%	45%	30%	17%	8%	54%	21%	17%	8%
 BE		38%	38%	19%	5%	47%	30%	18%	5%	58%	20%	18%	4%
 BG		43%	15%	29%	13%	54%	9%	27%	10%	47%	10%	30%	13%
 CZ		47%	20%	32%	1%	53%	15%	31%	1%	54%	14%	31%	1%
 DK		37%	43%	13%	7%	48%	34%	13%	5%	70%	12%	13%	5%
 DE		35%	43%	14%	8%	45%	34%	13%	8%	62%	20%	12%	6%
 EE		34%	19%	34%	13%	38%	14%	33%	15%	43%	11%	33%	13%
 IE		46%	44%	3%	7%	56%	34%	3%	7%	67%	22%	3%	8%
 EL		45%	40%	14%	1%	61%	26%	13%	0%	59%	27%	13%	1%
 ES		26%	54%	13%	7%	38%	43%	12%	7%	47%	33%	12%	8%
 FR		29%	43%	16%	12%	40%	33%	15%	12%	51%	22%	15%	12%
 HR		51%	15%	20%	14%	57%	12%	20%	11%	55%	12%	20%	13%
 IT		39%	47%	9%	5%	46%	43%	8%	3%	50%	38%	8%	4%
 CY		38%	54%	7%	1%	74%	19%	6%	1%	72%	20%	7%	1%
 LV		44%	19%	32%	5%	46%	19%	31%	4%	53%	10%	32%	5%
 LT		42%	17%	29%	12%	44%	16%	28%	12%	48%	10%	29%	13%
 LU		46%	36%	12%	6%	58%	25%	12%	5%	74%	9%	12%	5%
 HU		25%	12%	53%	10%	30%	12%	49%	9%	29%	11%	51%	9%
 MT		47%	32%	8%	13%	60%	19%	7%	14%	66%	13%	7%	14%
 NL		34%	41%	12%	13%	42%	37%	10%	11%	56%	23%	11%	10%
 AT		41%	40%	11%	8%	55%	29%	9%	7%	71%	14%	9%	6%
 PL		38%	17%	41%	4%	43%	15%	38%	4%	42%	14%	40%	4%
 PT		33%	29%	31%	7%	41%	22%	30%	7%	41%	22%	30%	7%
 RO		41%	19%	20%	20%	41%	18%	20%	21%	44%	15%	21%	20%
 SI		40%	20%	30%	10%	47%	13%	30%	10%	49%	12%	30%	9%
 SK		42%	19%	35%	4%	48%	13%	35%	4%	50%	11%	35%	4%
 FI		49%	24%	18%	9%	52%	23%	17%	8%	61%	13%	18%	8%
 SE		51%	33%	5%	11%	72%	17%	4%	7%	70%	13%	5%	12%
 UK		39%	39%	14%	8%	46%	32%	14%	8%	64%	15%	14%	7%

A **cross-analysis** of these results by transport use in the last 12 months reveals some interesting findings: 49% of air transport users agreed that **passengers were well-informed by the airline company about their rights as passengers**, compared with 37% of all respondents. However, 48% of air transport users found that they were not well-informed about their passenger rights compared to 37% overall.

Air transport users were also more likely to agree that **passengers received correct, complete and transparent information about the full ticket price** (62%, compared with 45%), and were even more likely to say that **passengers were well-informed by the airline company about the details of their flights** (77%, compared with 54%).

QA5 Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

	Passengers are well-informed by the airline company about their rights as passengers		Passengers receive correct, complete and transparent information about the full ticket price		Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)	
	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'
EU28	37%	37%	45%	30%	54%	21%
<b>Has used transport</b>						
Total 'Yes'	39%	39%	48%	31%	58%	21%
Local urban transport	39%	37%	47%	31%	57%	20%
National rail transport	40%	42%	49%	34%	62%	21%
International rail transport	44%	44%	55%	36%	70%	19%
<b>Air transport</b>	<b>49%</b>	<b>48%</b>	<b>62%</b>	<b>35%</b>	<b>77%</b>	<b>21%</b>
Long-distance coach transport	42%	34%	50%	29%	58%	20%
Ship or ferry services	44%	43%	55%	34%	68%	20%
No	28%	33%	34%	29%	41%	22%

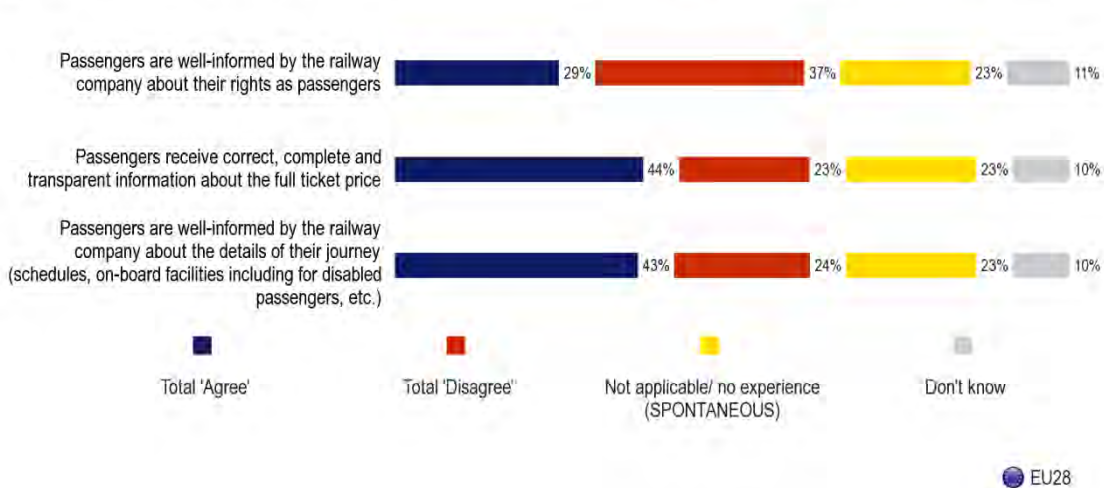
## 2. INTERNATIONAL RAILWAY TRANSPORT

Only 29% of all respondents agreed that **passengers were well-informed by the railway company about their rights as passengers**. A higher proportion (37%) disagreed with this statement.

Respondents broadly agreed that **passengers received correct, complete and transparent information about the full ticket price** (44%). However, a significant proportion (23%) disagreed with the statement, indicating that there is a wide spread of experiences across the Member States.

Almost identical proportions agreed that **passengers were well-informed by the railway company about the details of their journey**, with 43% in agreement overall. Again, a significant proportion (24%) disagreed with the statement, suggesting that there is also a wide spread of experiences on this issue.

QA6. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.



**At national level,** there was wide variation between Member States for these three statements.

Respondents were most likely to agree that **passengers were well-informed by the railway company about their rights as passengers** in Slovakia (45% vs. 25% who disagreed), Croatia (45% vs. 31%), the Czech Republic (41% vs. 29%) and Slovenia (39% vs. 22%).






























Overall, a majority of respondents agreed in 15 Member States. In Bulgaria (33% vs. 33%) respondents were evenly divided.

In 12 Member States a majority of respondents disagreed with the statement, most strikingly in Germany (56% disagreed, vs. 26% who agreed) and Italy (50% vs. 33%) but also in Greece, the Netherlands, France, Spain, Austria, Denmark, Cyprus, Belgium, Sweden and the United Kingdom.

In all Member States, a majority of respondents agreed that **passengers received correct, complete and transparent information about the full ticket price,** although to widely differing extents: respondents were most likely to agree in Croatia (62% vs. 17%), Austria (60% vs. 22%), Slovakia (58% vs. 13%), Greece (58% vs. 24%) and Sweden (57% vs. 6% who disagree), and least likely to do so in France (34% vs. 25%), Spain (32% vs. 18%), Malta (31% vs. 10%) and Estonia (27% vs. 10%).

Respondents were most likely to agree that **passengers were well-informed by the railway company about the details of their journey** in Austria (65% vs. 19% who disagreed), Germany (56% vs. 28%), Croatia (55% vs. 24%) and Luxembourg (54% vs. 12%). Majorities agree with this statement in 26 Member States; however opinion was evenly divided in Italy (42% vs. 42%) and Greece (40% vs. 40%).

QA6 Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

	Passengers are well-informed by the railway company about their rights as passengers				Passengers receive correct, complete and transparent information about the full ticket price				Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)			
	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know
 EU28	29%	37%	23%	11%	44%	23%	23%	10%	43%	24%	23%	10%
 BE	29%	32%	31%	8%	48%	16%	30%	6%	44%	20%	31%	5%
 BG	33%	33%	20%	14%	56%	16%	18%	10%	39%	28%	20%	13%
 CZ	41%	29%	29%	1%	55%	18%	27%	0%	49%	23%	27%	1%
 DK	19%	25%	38%	18%	36%	12%	37%	15%	38%	9%	37%	16%
 DE	26%	56%	11%	7%	46%	35%	12%	7%	56%	28%	11%	5%
 EE	23%	13%	48%	16%	27%	10%	47%	16%	28%	10%	47%	15%
 IE	32%	26%	18%	24%	46%	15%	18%	21%	44%	15%	18%	23%
 EL	32%	48%	19%	1%	58%	24%	18%	0%	40%	40%	19%	1%
 ES	20%	29%	39%	12%	32%	18%	38%	12%	31%	19%	38%	12%
 FR	22%	34%	26%	18%	34%	25%	25%	16%	40%	18%	25%	17%
 HR	45%	31%	13%	11%	62%	17%	12%	9%	55%	24%	12%	9%
 IT	33%	50%	13%	4%	46%	39%	11%	4%	42%	42%	12%	4%
 CY	19%	24%	54%	3%	39%	8%	50%	3%	33%	12%	52%	3%
 LV	35%	17%	41%	7%	45%	11%	39%	5%	46%	9%	39%	6%
 LT	36%	10%	37%	17%	39%	9%	36%	16%	40%	7%	36%	17%
 LU	35%	28%	24%	13%	51%	15%	24%	10%	54%	12%	24%	10%
 HU	38%	31%	25%	6%	53%	18%	23%	6%	44%	27%	24%	5%
 MT	18%	17%	31%	34%	31%	10%	30%	29%	30%	9%	30%	31%
 NL	20%	32%	26%	22%	40%	17%	24%	19%	39%	19%	24%	18%
 AT	36%	44%	12%	8%	60%	22%	11%	7%	65%	19%	10%	6%
 PL	38%	26%	31%	5%	50%	18%	29%	3%	42%	25%	29%	4%
 PT	30%	27%	37%	6%	41%	17%	37%	5%	37%	20%	38%	5%
 RO	33%	27%	20%	20%	43%	19%	19%	19%	36%	24%	20%	20%
 SI	39%	22%	26%	13%	49%	15%	25%	11%	47%	17%	25%	11%
 SK	45%	25%	26%	4%	58%	13%	26%	3%	51%	19%	26%	4%
 FI	31%	16%	35%	18%	42%	10%	34%	14%	43%	8%	35%	14%
 SE	28%	30%	19%	23%	57%	6%	19%	18%	44%	15%	19%	22%
 UK	28%	30%	27%	15%	41%	19%	27%	13%	46%	15%	27%	12%

As in the case of air transport, international railway transport users were much more likely to agree with all three statements.

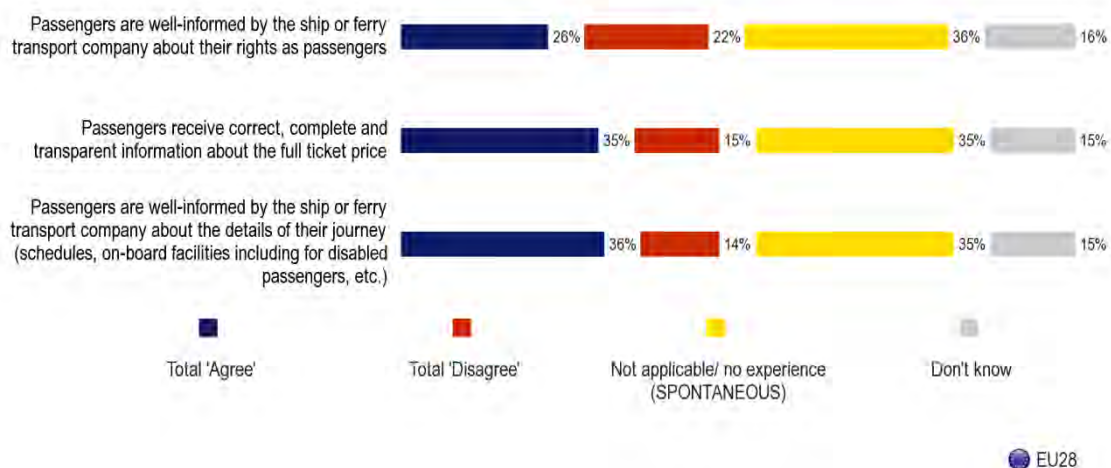
QA6 Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

	Passengers are well-informed by the railway company about their rights as passengers		Passengers receive correct, complete and transparent information about the full ticket price		Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	
	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'
EU28	29%	37%	44%	23%	43%	24%
<b>Has used transport</b>						
Total 'Yes'	31%	38%	47%	24%	47%	24%
Local urban transport	31%	37%	48%	22%	49%	22%
National rail transport	33%	44%	53%	26%	55%	24%
<b>International rail transport</b>	<b>40%</b>	<b>51%</b>	<b>68%</b>	<b>27%</b>	<b>68%</b>	<b>26%</b>
Air transport	29%	42%	48%	25%	50%	23%
Long-distance coach transport	35%	37%	53%	23%	51%	25%
Ship or ferry services	30%	38%	49%	23%	51%	21%
No	22%	34%	34%	24%	32%	25%

### 3. SHIP OR FERRY TRANSPORT

In the case of **ship or ferry transport services**, respondents were less likely to agree with the three statements than for air and railway transport services. The reason for this is that approximately half of the respondents neither agreed nor disagreed, but instead *spontaneously* answered "not applicable or no experience" or "don't know".

QA7. And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.



Respondents who expressed an opinion were fairly evenly divided over the statement that **passengers are well-informed by the ship or ferry company about their rights as passengers**: over a quarter of respondents agreed (26%) while 22% disagreed with this statement.

Of the respondents who expressed a clear opinion, a majority (35%) agreed that **passengers received correct, complete and transparent information about the full ticket price** while just 15% disagreed.

Similarly, a majority of the respondents who gave a clear answer agreed that **passengers were well-informed by the ship or ferry company about the details of their journey** (36%); 14% disagreed with the statement.



**At national level,** there was wide variation between Member States for the different statements:

Respondents were most likely to agree that **passengers were well-informed by the ship or ferry transport company about their rights as passengers** in Finland (55% vs. 17% who disagreed), Croatia (47% vs. 21%), Malta (43% but with significant disagreement at 35%) and Sweden (40% vs. 23%). Overall, majorities agreed with the statement in 24 Member States.






























In four Member States a majority either disagreed or were evenly divided by the statement, with the highest levels of disagreement observed in Greece, where respondents were evenly divided (45% vs. 45%), but also in Italy (40% disagreed, vs. 34% who agreed) and Spain (27% vs. 16%).

Generally there was more agreement that **passengers received correct, complete and transparent information about the full ticket price**, although answers varied widely between Member States: the highest levels of agreement were recorded in Greece (70% vs. 22% who disagreed), Malta (67% vs. 14%), Cyprus (66% vs. 10%), Sweden (64% vs. 6%) and Finland (64% vs. 10%).

The lowest levels of agreement were observed in Luxembourg (26% vs. 6%), Belgium (26% vs. 8%), Romania (26% vs. 10%), France (26% vs. 14%) and Hungary (21% vs. 8%). Overall, a majority of the respondents who expressed an opinion agreed with the statement in all EU Member States.

A majority of respondents agreed that **passengers were well-informed by the ship or ferry company about the details of their journey** in every Member State, led by Finland (66% vs. 8% who disagreed), Malta (62% vs. 17%), Sweden (61% vs. 6%) and Cyprus (60% vs. 15%). Conversely, lowest levels of agreement were seen in Belgium (25% vs. 9%), Romania (25% vs. 10%) and Hungary (19% vs. 10%).

QA7 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

	Passengers are well-informed by the ship or ferry transport company about their rights as passengers				Passengers receive correct, complete and transparent information about the full ticket price				Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)			
	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know
 EU28	26%	22%	36%	16%	35%	15%	35%	15%	36%	14%	35%	15%
 BE	18%	15%	52%	15%	26%	8%	52%	14%	25%	9%	52%	14%
 BG	25%	5%	44%	26%	31%	4%	43%	22%	26%	4%	45%	25%
 CZ	24%	10%	65%	1%	29%	8%	62%	1%	27%	9%	63%	1%
 DK	34%	26%	25%	15%	52%	11%	25%	12%	57%	8%	24%	11%
 DE	26%	24%	34%	16%	37%	17%	32%	14%	42%	12%	33%	13%
 EE	38%	20%	27%	15%	45%	15%	27%	13%	48%	12%	27%	13%
 IE	30%	16%	23%	31%	36%	10%	23%	31%	38%	8%	23%	31%
 EL	45%	45%	9%	1%	70%	22%	8%	0%	53%	37%	9%	1%
 ES	16%	27%	41%	16%	28%	17%	39%	16%	28%	17%	39%	16%
 FR	20%	19%	36%	25%	26%	14%	35%	25%	30%	10%	35%	25%
 HR	47%	21%	18%	14%	56%	13%	18%	13%	52%	16%	18%	14%
 IT	34%	40%	19%	7%	40%	37%	17%	6%	42%	34%	18%	6%
 CY	39%	35%	24%	2%	66%	10%	23%	1%	60%	15%	24%	1%
 LV	35%	10%	48%	7%	37%	9%	47%	7%	40%	6%	47%	7%
 LT	28%	8%	46%	18%	30%	6%	46%	18%	32%	4%	45%	19%
 LU	18%	11%	57%	14%	26%	6%	56%	12%	28%	3%	57%	12%
 HU	17%	11%	61%	11%	21%	8%	60%	11%	19%	10%	60%	11%
 MT	43%	35%	6%	16%	67%	14%	6%	13%	62%	17%	6%	15%
 NL	20%	21%	30%	29%	37%	9%	28%	26%	37%	8%	29%	26%
 AT	29%	20%	34%	17%	39%	13%	32%	16%	41%	10%	33%	16%
 PL	27%	6%	60%	7%	27%	8%	59%	6%	29%	6%	59%	6%
 PT	22%	20%	46%	12%	30%	14%	45%	11%	27%	16%	46%	11%
 RO	22%	13%	31%	34%	26%	10%	31%	33%	25%	10%	31%	34%
 SI	29%	15%	41%	15%	36%	9%	41%	14%	35%	10%	41%	14%
 SK	23%	13%	58%	6%	30%	8%	56%	6%	27%	10%	57%	6%
 FI	55%	17%	18%	10%	64%	10%	18%	8%	66%	8%	18%	8%
 SE	40%	23%	13%	24%	64%	6%	12%	18%	61%	6%	13%	20%
 UK	29%	18%	36%	17%	35%	12%	37%	16%	40%	8%	37%	15%

The **cross-analysis** shows that respondents who had used ship or ferry transport services in the last 12 months were much more likely to agree with all three statements.

QA7 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

	Passengers are well-informed by the ship or ferry transport company about their rights as passengers		Passengers receive correct, complete and transparent information about the full ticket price		Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	
	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'
EU28	26%	22%	35%	15%	36%	14%
<b>Has used transport</b>						
Total 'Yes'	28%	22%	37%	16%	39%	14%
Local urban transport	28%	21%	36%	15%	38%	12%
National rail transport	29%	22%	38%	15%	40%	12%
International rail transport	32%	26%	43%	17%	47%	14%
Air transport	32%	25%	43%	17%	45%	14%
Long-distance coach transport	33%	22%	41%	15%	42%	15%
<b>Ship or ferry services</b>	<b>50%</b>	<b>39%</b>	<b>71%</b>	<b>20%</b>	<b>73%</b>	<b>19%</b>
No	19%	21%	26%	17%	27%	15%

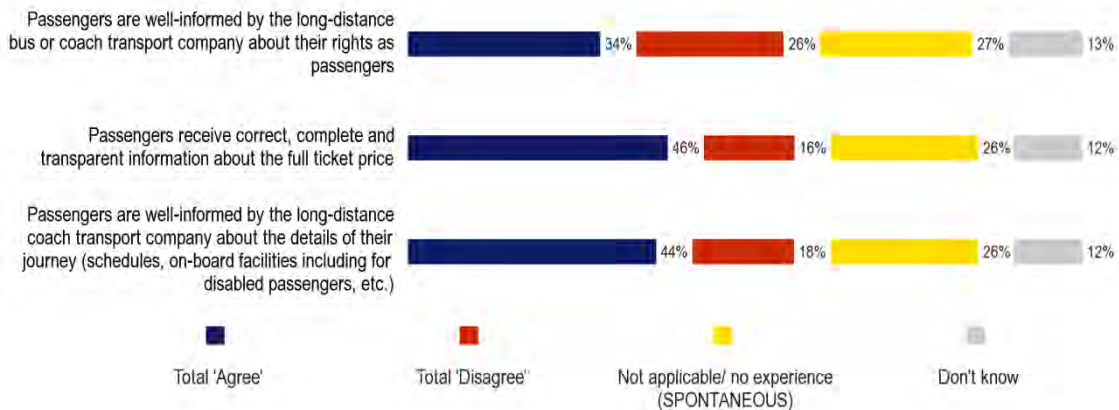
#### 4. LONG-DISTANCE COACH TRANSPORT

Once again, a significant proportion of respondents spontaneously answered "not applicable or no experience", when these same statements were considered in relation to **long-distance coach services**.

There was a mixed response to the statement that **passengers are well informed by the long-distance coach transport company about their rights as passengers**, with 34% in agreement and 26% disagreeing with the statement.

Respondents were relatively likely to agree that **passengers received correct, complete and transparent information about the full ticket price** (46%) while a smaller proportion disagreed (16%). They also broadly agreed that **passengers were well-informed by the long-distance coach transport company about the details of their journey**, with 44% in agreement overall and a smaller proportion (18%) disagreeing with the statement.

QA8. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.



EU28






























**At national level**, there was wide variation between Member States for the different statements.

Respondents were most likely to agree that **passengers were well-informed by the long-distance coach company about their rights as passengers** in Slovakia (55% vs. 25% who disagreed), Czech Republic (54% vs. 24% who disagreed), Croatia (54% vs. 34%) and Poland (52% vs. 18%). Overall, a majority of respondents agreed in 25 Member States. In three Member States a majority of respondents disagreed with the statement: Greece (46% vs. 45% who agreed), Italy (45% vs. 38%) and Spain (41% vs. 29%).

In all Member States, a majority of respondents agreed with the statement that **passengers receive correct, complete and transparent information about the full ticket price**, although to varying degrees: the highest levels of agreement were recorded in Greece (73% vs. 20% who disagreed), Croatia (71% vs. 17%), Bulgaria (71% vs. 20%) and Slovakia (68% vs. 12%), and the lowest levels in Luxembourg (31% vs. 5%), France (29% vs. 11%) and the Netherlands (28% vs. 9%).

The Member States in which respondents were most likely to agree that **passengers were well-informed by the long-distance coach transport company about the details of their journey** were Croatia (64% vs. 23% who disagreed) and the Czech Republic (62% vs. 17%). Majorities agreed in all Member States; however the lowest levels of agreement were recorded in Luxembourg (32% vs. 5%), France (30% vs. 9%) and the Netherlands (28% vs. 9%).

QA8 And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

	Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers				Passengers receive correct, complete and transparent information about the full ticket price				Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)			
	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know	Total 'Agree'	Total 'Disagree'	Not applicable/ no experience (SPONTANEOUS)	Don't know
 EU28	34%	26%	27%	13%	46%	16%	26%	12%	44%	18%	26%	12%
 BE	30%	16%	46%	8%	37%	10%	46%	7%	35%	12%	46%	7%
 BG	49%	39%	6%	6%	71%	20%	5%	4%	54%	31%	7%	8%
 CZ	54%	24%	21%	1%	64%	16%	19%	1%	62%	17%	20%	1%
 DK	22%	18%	44%	16%	35%	6%	44%	15%	35%	7%	44%	14%
 DE	26%	25%	34%	15%	40%	15%	31%	14%	44%	12%	30%	14%
 EE	35%	24%	24%	17%	47%	16%	23%	14%	45%	16%	23%	16%
 IE	34%	21%	19%	26%	44%	11%	19%	26%	41%	13%	19%	27%
 EL	45%	46%	8%	1%	73%	20%	7%	0%	51%	40%	8%	1%
 ES	29%	41%	19%	11%	52%	20%	19%	9%	45%	26%	19%	10%
 FR	20%	18%	37%	25%	29%	11%	36%	24%	30%	9%	37%	24%
 HR	54%	34%	3%	9%	71%	17%	3%	9%	64%	23%	4%	9%
 IT	38%	45%	12%	5%	52%	34%	10%	4%	47%	38%	11%	4%
 CY	34%	33%	31%	2%	62%	7%	29%	2%	48%	18%	32%	2%
 LV	45%	23%	26%	6%	58%	12%	25%	5%	57%	12%	26%	5%
 LT	37%	13%	34%	16%	42%	8%	34%	16%	43%	8%	33%	16%
 LU	25%	11%	53%	11%	31%	5%	53%	11%	32%	5%	53%	10%
 HU	43%	35%	17%	5%	57%	22%	16%	5%	51%	26%	17%	6%
 MT	27%	22%	25%	26%	41%	11%	24%	24%	36%	14%	25%	25%
 NL	21%	16%	38%	25%	28%	9%	38%	25%	28%	9%	38%	25%
 AT	33%	26%	28%	13%	48%	13%	27%	12%	51%	10%	27%	12%
 PL	52%	18%	25%	5%	61%	11%	24%	4%	56%	14%	25%	5%
 PT	40%	30%	24%	6%	55%	17%	24%	4%	50%	21%	24%	5%
 RO	47%	26%	12%	15%	57%	18%	11%	14%	49%	25%	12%	14%
 SI	51%	22%	17%	10%	59%	17%	16%	8%	56%	19%	17%	8%
 SK	55%	25%	16%	4%	68%	12%	16%	4%	53%	16%	22%	9%
 FI	39%	17%	26%	18%	50%	10%	26%	14%	48%	11%	26%	15%
 SE	36%	17%	25%	22%	57%	1%	24%	18%	49%	6%	24%	21%
 UK	32%	16%	37%	15%	38%	11%	36%	15%	41%	9%	35%	15%

As in the case of the three other transport services analysed, respondents who had used long-distance coach transport in the last 12 months were more likely to agree with all three statements.

QA8 And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

	Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers		Passengers receive correct, complete and transparent information about the full ticket price		Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	
	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'
EU28	34%	26%	46%	16%	44%	18%
<b>Has used transport</b>						
Total 'Yes'	36%	27%	49%	16%	47%	17%
Local urban transport	37%	26%	51%	15%	48%	17%
National rail transport	35%	26%	47%	14%	45%	16%
International rail transport	35%	22%	46%	14%	44%	15%
Air transport	31%	26%	45%	14%	44%	15%
<b>Long-distance coach transport</b>	<b>57%</b>	<b>37%</b>	<b>76%</b>	<b>19%</b>	<b>72%</b>	<b>22%</b>
Ship or ferry services	32%	26%	47%	13%	43%	16%
No	26%	26%	37%	17%	35%	18%

\* \* \*

**In summary**, responses to the three passenger statements from respondents who either "agreed" or "disagreed" (and excluding "not applicable or no experience" and "don't know" answers) suggest that satisfaction with the information provided about the full ticket price was higher in long-distance coach services, and that air transport services generally provided better information about the details of the journey. However, according to citizens' replies, none of the different transport modes was outstanding in terms of keeping passengers informed about their passenger rights.

At national level the picture was quite varied. Overall, respondents were most likely to agree that **passengers were well informed about their rights as passengers** in Sweden, Croatia and Finland, while they were generally least likely to do so in Greece, Spain and Italy.

Respondents were most likely overall to agree that **passengers received correct complete and transparent information about the full ticket price** in Greece, Sweden and Croatia and generally least likely to do so in France and Hungary.

Respondents were most likely overall to believe that **passengers were well-informed by the transport company about the details of their journey** in Austria, Croatia, Cyprus and Sweden, and generally least likely to do so in Hungary.

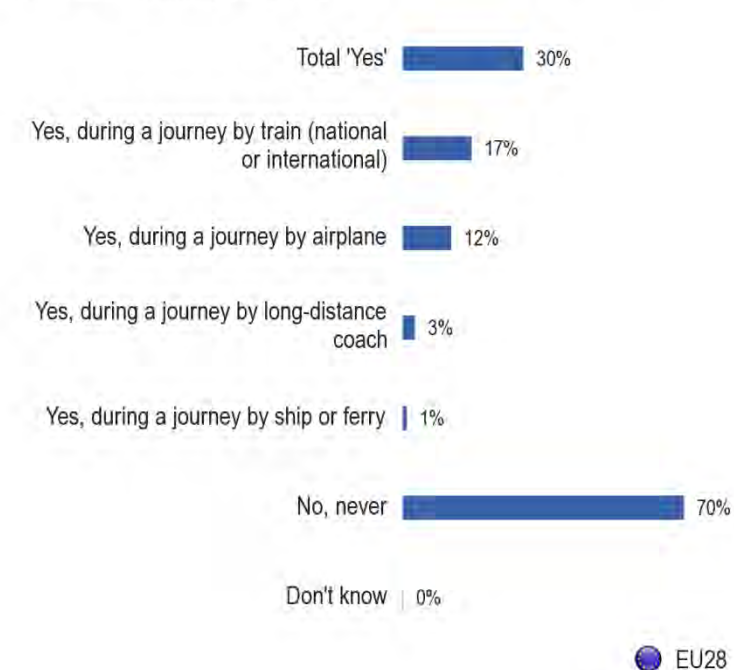
### III. DISRUPTION OF TRANSPORT SERVICES

#### 1. PERSONAL EXPERIENCE OF TRAVEL DISRUPTIONS

All respondents who had used transport services during the last 12 months were asked whether they had ever personally experienced travel disruptions<sup>23</sup>, which were described as 'any kind of issues that might have affected a journey, such as denied boarding, cancellation, long delay, loss of, or damage to your baggage, delayed baggage or service failures, etc.'.

Of those respondents who had used transport services in the last 12 months<sup>24</sup>, 70% had not experienced any disruption to transport. Of those who had, 17% were travelling by train (national or international) and 12% by airplane when the disruption occurred. The least disruption was experienced by respondents travelling by long-distance coach (3%) or ship and ferry (1%). **Overall, 30% of transport users had experienced disrupted travel in the last 12 months.**

QA9. Have you encountered travel disruptions during the last 12 months?  
(MULTIPLE ANSWERS POSSIBLE)



Base: respondents who had used these transport services during the last 12 months (N=15,471)

<sup>23</sup> QA9. Have you encountered travel disruptions during the last 12 months?






























<sup>24</sup> Respondents who had used national rail transport, international rail transport, air transport, long-distance coach transport or ship or ferry services the last 12 months. Those using only local urban transport were not included in this sub-sample. For the sake of convenience, these respondents will be referred to as "transport users" in the rest of the report.



**National analysis** reveals that there are some substantial variations between Member States. Respondents were most likely to experience some form of travel disruption in Sweden (60%), the Netherlands (46%) and France (40%), while they were least likely to do so in Estonia (13%), Portugal (12%) and Malta (11%).

The national analysis also shows that **train disruption was most likely to be** experienced by respondents in Sweden (43%), the Netherlands (35%) and France (28%). Most **air travel disruption** was experienced by respondents in Sweden (29%), Luxemburg (20%), Denmark (17%), the Netherlands and Ireland (16%). Respondents in Hungary (16%), Romania (11%) and Croatia (10%) were most likely to have experienced **long-distance coach travel disruption**. **Ship or ferry travel** was least disrupted overall; disruption was most likely to be reported in Greece, Estonia and Italy (3% each).

QA9 Have you encountered travel disruptions during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

	Total Yes'	Yes, during a journey by train (national or international)	Yes, during a journey by airplane	Yes, during a journey by long-distance coach	Yes, during a journey by ship or ferry	No, never
 EU28	30%	17%	12%	3%	1%	70%
 SE	60%	<b>43%</b>	<b>29%</b>	4%	1%	39%
 NL	46%	<b>35%</b>	16%	2%	1%	54%
 FR	40%	<b>28%</b>	15%	2%	1%	60%
 UK	32%	<b>18%</b>	15%	2%	2%	68%
 LU	31%	11%	<b>20%</b>	3%	1%	69%
 BE	29%	<b>16%</b>	13%	2%	<b>0%</b>	71%
 IT	29%	<b>13%</b>	<b>13%</b>	2%	<b>3%</b>	71%
 DE	28%	<b>21%</b>	8%	1%	<b>0%</b>	72%
 HU	28%	14%	<b>2%</b>	<b>16%</b>	<b>0%</b>	72%
 AT	28%	<b>14%</b>	<b>14%</b>	2%	1%	72%
 CZ	26%	<b>14%</b>	7%	8%	<b>0%</b>	74%
 DK	26%	10%	<b>17%</b>	1%	2%	74%
 RO	25%	<b>14%</b>	7%	11%	1%	74%
 HR	24%	<b>12%</b>	3%	10%	1%	76%
 PL	24%	<b>14%</b>	6%	6%	<b>0%</b>	75%
 IE	23%	5%	<b>16%</b>	3%	1%	77%
 SK	23%	<b>14%</b>	5%	7%	<b>0%</b>	76%
 ES	21%	4%	<b>14%</b>	3%	<b>0%</b>	79%
 FI	21%	<b>10%</b>	<b>10%</b>	3%	2%	79%
 CY	18%	1%	<b>15%</b>	2%	1%	82%
 LV	17%	5%	<b>6%</b>	<b>6%</b>	1%	83%
 SI	17%	8%	6%	5%	1%	83%
 LT	15%	2%	<b>8%</b>	4%	1%	85%
 BG	14%	6%	<b>2%</b>	<b>7%</b>	<b>0%</b>	85%
 EL	14%	3%	<b>6%</b>	3%	<b>3%</b>	86%
 EE	13%	2%	<b>5%</b>	4%	<b>3%</b>	86%
 PT	12%	6%	<b>7%</b>	1%	<b>0%</b>	87%
 MT	11%	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>	89%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: respondents who had used these transport services during the last 12 months (N=15,471)

The table below shows the different modes of transport where disruption was experienced, analysed by the means of transport used in the last 12 months. Of the respondents who had used international rail transport in the last 12 months, 33% had experienced travel disruption during a journey by train (compared with 17% for all transport users).

Among air transport users, 22% had experienced disruption when travelling by air (12% for all transport users). For users of long-distance coach travel in the last year, 11% had experienced disruption during a long-distance coach journey (3% for all transport users). Finally, 5% of respondents travelling by ship or ferry in the last 12 months had experienced disruption while doing so (just 1% for all transport users).

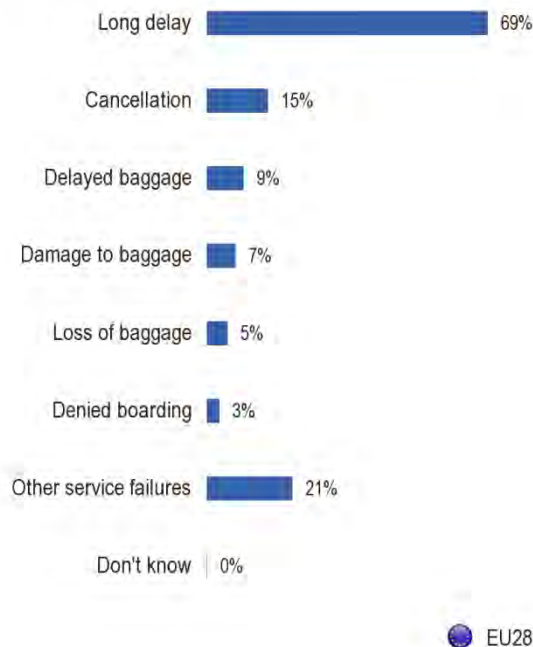
QA9 Have you encountered travel disruptions during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

	Total 'Yes'	Yes, during a journey by train (national or international)	Yes, during a journey by airplane	Yes, during a journey by long-distance coach	Yes, during a journey by ship or ferry	No, never
EU28	30%	17%	12%	3%	1%	70%
<b>Has used transport</b>						
Total 'Yes'	30%	17%	12%	3%	1%	70%
Local urban transport	34%	21%	12%	4%	1%	66%
National rail transport	36%	27%	11%	3%	1%	64%
International rail transport	47%	33%	19%	4%	2%	53%
Air transport	35%	16%	22%	2%	1%	65%
Long-distance coach transport	28%	14%	7%	11%	1%	72%
Ship or ferry services	36%	19%	16%	3%	5%	64%

Base: respondents who had used these transport services during the last 12 months (N=15,471)

Respondents who had experienced travel disruption in the last 12 months were then asked what types of disruption they had went through<sup>25</sup>.

QA10. Please tell me what kind of travel disruptions you experienced during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



*Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)*

By far the most common form of disruption was **a long delay** (69%). Other types of disruption were more marginal: **cancellation** (15%), **delayed baggage** (9%), **damage to baggage** (7%) or **loss of baggage** (5%) – making an aggregate figure of baggage – related disruption of 18%. Finally, **denied boarding** was mentioned by only 3% of the respondents who had experienced travel disruption during the last 12 months. In addition, a variety of other service failures (21%) accounted for a significant proportion of disruption.

**The national analysis should be treated with caution as the number of respondents who had experienced disruption is small in some Member States<sup>26</sup>.**

Generally, in all Member States, **long delays** are the most commonly experienced type of disruption. Respondents recorded the greatest proportion of long delays in Sweden, followed by Slovakia and the Czech Republic.

<sup>25</sup> QA10. Please tell me what kind of travel disruptions you experienced during the last 12 months?

<sup>26</sup> In several Member States, fewer than 100 respondents were asked this question (and other questions in this survey). On these questions, no national figures are reported.

There are generally few variations in terms of the kind of travel disruptions respondents had experienced across the different modes of transport used in the last year. However, air transport users were more likely than other transport users to experience baggage-related disruption (27%). By comparison, ship or ferry users experienced baggage-related disruption proportionately less (21%) and for all other modes of transport the figure was 18% or below. Long-distance coach travellers were least likely to face baggage related-disruption (15%).

QA10 Please tell me what kind of travel disruptions you experienced during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

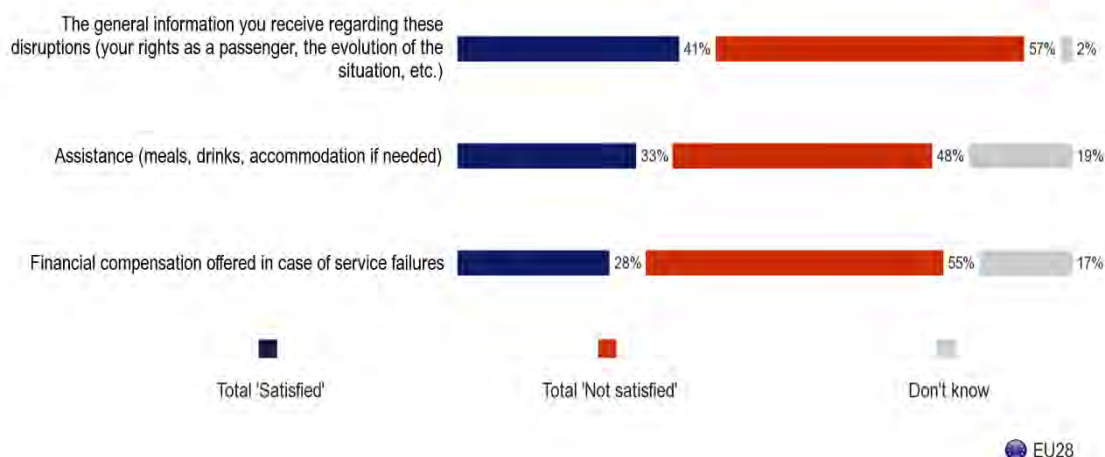
	Long delay	Cancellation	Delayed baggage	Damage to baggage	Loss of baggage	Denied boarding	Other service failures	Total 'Baggage-related disruptions'
EU28	69%	15%	9%	7%	5%	3%	21%	18%
<b>Has used transport</b>								
Total 'Yes'	69%	15%	9%	7%	5%	3%	21%	18%
Local urban transport	71%	17%	8%	6%	5%	3%	21%	17%
National rail transport	73%	17%	8%	5%	4%	3%	21%	16%
International rail transport	70%	19%	9%	8%	5%	3%	24%	18%
Air transport	67%	15%	14%	9%	8%	4%	18%	27%
Long-distance coach transport	69%	19%	6%	7%	5%	4%	24%	15%
Ship or ferry services	70%	18%	10%	7%	6%	5%	25%	21%

*Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)*

## 2. SATISFACTION WITH THE APPLICATION OF RIGHTS IN THE EVENT OF DISRUPTION

We asked respondents who had experienced travel disruption whether or not they were satisfied with the application of their passenger rights<sup>27</sup>. Respondents were asked to rate their satisfaction with three aspects: **the general information received regarding these disruptions; assistance provided to them;** and **the financial compensation offered in the case of service failures.**

QA11. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.



Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)

Respondents who had experienced disruption **were generally dissatisfied** with all three aspects. **The general information they received regarding these disruptions** (passenger rights, the evolution of the situation, etc.) left 57% "not satisfied" and 41% "satisfied". In the case of **assistance** (meals, drinks, accommodation if needed), 48% were "not satisfied" compared with 33% who were "satisfied", while 55% were "not satisfied" and 28% "satisfied" with the **financial compensation offered in the case of service failures.**

**The national analysis should be treated with caution as the number of respondents who had experienced disruption is small in some Member States.**

At national level respondents were most likely to be satisfied with the **general information they received regarding these disruptions** in Slovenia, Finland and Cyprus. The lowest levels of satisfaction were recorded in Spain and Croatia.

Respondents were most likely to be satisfied with **assistance** in Slovenia, Luxembourg and Cyprus, while the lowest levels of satisfaction were again recorded in Spain and Croatia.

<sup>27</sup> QA11. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application?

The highest levels of satisfaction with the **financial compensation** offered were recorded in Slovenia, Luxembourg, Cyprus and Finland, while the lowest satisfaction levels were observed in Malta, Bulgaria, Greece and Spain.

These results were then analysed in the light of respondents' awareness of passenger rights and their experience of disruption on different forms of transport. **Satisfaction levels were generally higher among those who were aware of their passenger rights:** 47% of this group were satisfied with the general information they received about travel disruptions (compared with 38% of the respondents who had not heard of these rights); 36% were satisfied with the assistance they were offered in the event of disruption (vs. 31%); and 32% of those who had heard of passenger rights were satisfied with the financial compensation offered in the case of service failures (vs. 24%).

In terms of type of transport mode, those who experienced disruption during air travel were more satisfied than others with the general information they received (46%) and the assistance they were offered (44%), especially in comparison with respondents travelling by train (among whom 39% were satisfied with information and 27% with assistance) and long-distance coach (32% satisfied with information and 29% with assistance).

**QA11** For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

	The general information you receive regarding these disruptions (your rights as a passenger, the evolution of the situation, etc.)		Assistance (meals, drinks, accommodation if needed)		Financial compensation offered in case of service failures	
	Total 'Satisfied'	Total 'Not satisfied'	Total 'Satisfied'	Total 'Not satisfied'	Total 'Satisfied'	Total 'Not satisfied'
EU28	41%	57%	33%	48%	28%	55%
<b>Heard of the passenger rights</b>						
Yes	47%	52%	36%	46%	32%	54%
No	38%	60%	31%	50%	24%	57%
<b>Encountered travel disruptions</b>						
Total 'Yes'	41%	57%	33%	48%	28%	55%
Airplane	46%	52%	44%	41%	29%	53%
Train	39%	59%	27%	52%	27%	57%
Ship or ferry	44%	52%	37%	48%	25%	57%
Long-distance coach	32%	63%	29%	53%	24%	59%

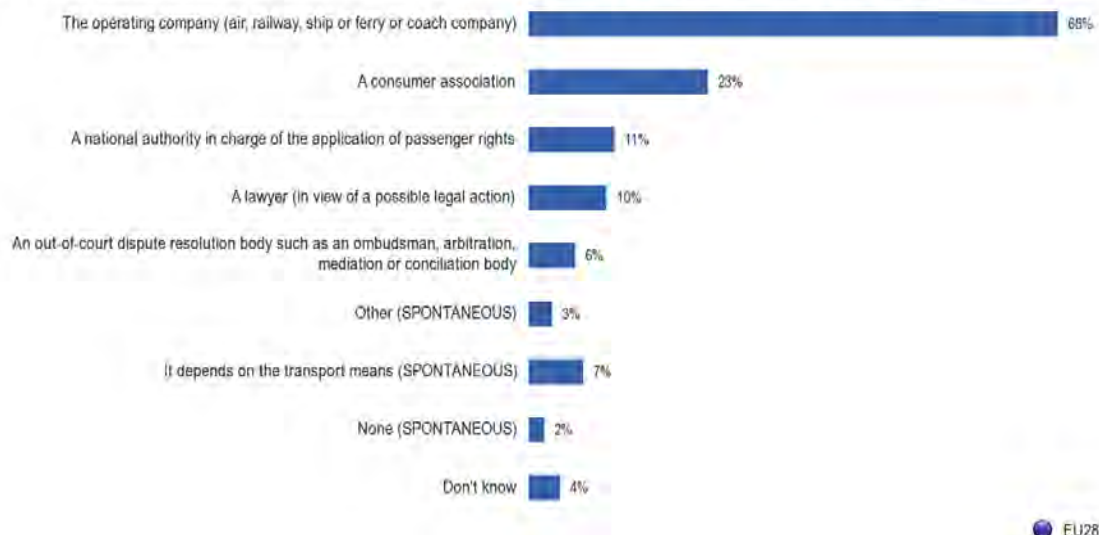
*Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)*

### 3. WHO TO CONTACT IN THE EVENT OF TRANSPORT CANCELLATION OR DELAY

All the respondents interviewed were asked who they would contact in the event of transport cancellation or delay<sup>28</sup>. The **operating company** was selected as the most appropriate organisation to contact by a majority of respondents (68%). Respondents were less likely to contact other bodies such as **a consumer association** (23%), **a national authority in charge of the application of passenger rights** (11%) or **a lawyer** (10%).

It turns out from this that most respondents seem to know that they should first contact the operating company in the event of cancellation or delay, and only turn to other relevant bodies, such as consumer associations, public authorities or lawyers, if their complaint could not be resolved.

QA12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights? (MAX. 2 ANSWERS)

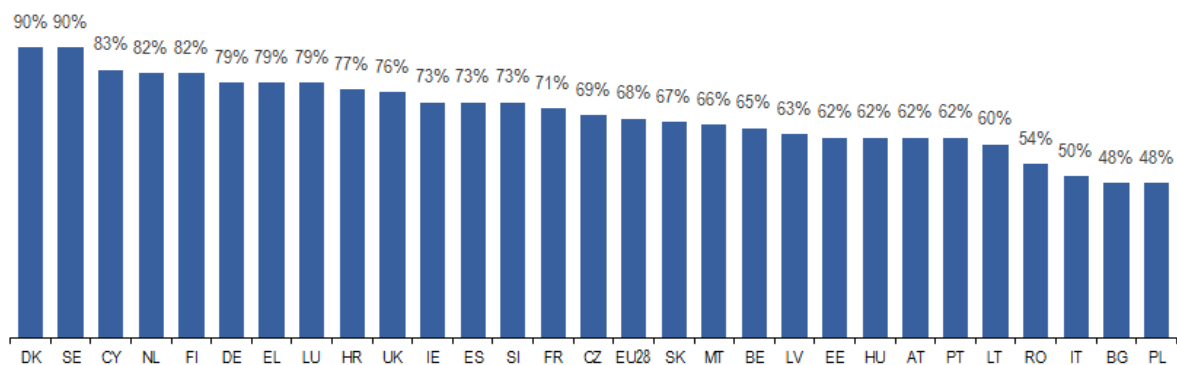


<sup>28</sup> QA12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights?



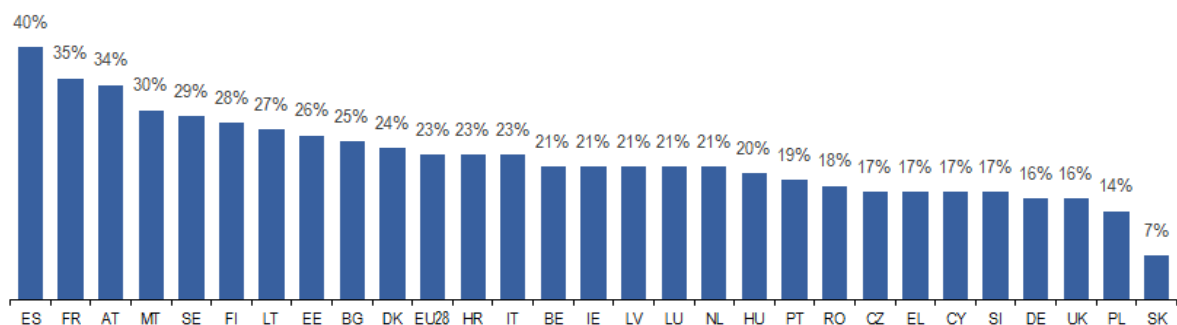
**At national level**, respondents were most likely to mention the **operating company** in Denmark (90%), Sweden (90%), Cyprus (83%), the Netherlands (82%) and Finland (82%). In a few countries the operating company was regarded as less relevant, with scores of 50% or less in Italy (50%), Bulgaria (48%) and Poland (48%). **In all Member States, the operating company was the most mentioned option.**

Q12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights? (MAX. 2 ANSWERS)  
Answer: 'The operating company (air, railway, ship or ferry or coach company)'



**Consumer associations** were most likely to be mentioned in Spain (40%), France (35%) and Austria (34%), but were least likely to be chosen in Germany (16%), the United Kingdom (16%), Poland (14%) and Slovakia (7%).

QA12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights? (ROTATE – MAX. 2 ANSWERS)  
Answer: 'A consumer association'

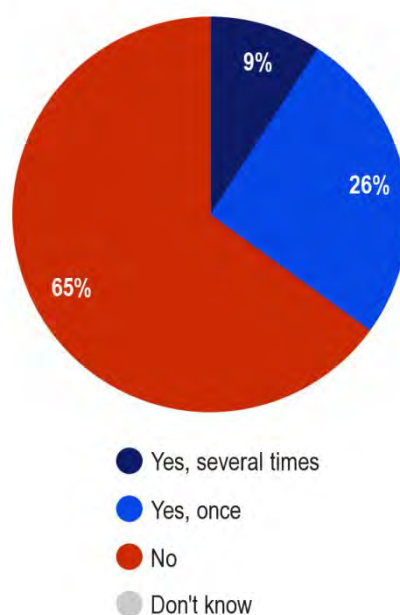


## IV. COMPLAINTS IN THE EVENT OF DISRUPTION

Respondents in all EU Member States **who had experienced travel disruption in the last 12 months** were asked if they had lodged a complaint about this disruption<sup>29</sup>. A majority of these respondents (65%) had not complained, 26% had complained once and 9% had complained several times. **Overall this means that more than a third of respondents who had experienced travel disruption in the last 12 months had complained about it** at least once (35%).

### 1. INCIDENCE OF COMPLAINTS IN THE EVENT OF DISRUPTION

QA13a. Have you already complained about this disruption?



 EU28

*Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)*

**The national analysis needs to be treated with caution, as only small numbers of respondents answered the question in some Member States.**

**At national level,** more than half of respondents who had experienced disruption in the last 12 months had also complained about it in five Member States: Spain, Italy, Malta, Greece and Austria. In all the other Member States proportionately fewer respondents lodged complaints, the lowest levels being recorded in Slovakia, Latvia and Bulgaria.

<sup>29</sup> QA13a. Have you already complained about this disruption?

The following table shows that several factors influenced the incidence of complaints in the event of travel disruption. Firstly, the fact of having heard of passenger rights: respondents who were aware of their passenger rights were more likely to complain (42% vs. 31% of those who were unaware of these passenger rights).

This influence was slightly stronger among respondents who had come across information about their rights (44% of this group had complained, compared with 31% of respondents who had not read, seen or heard any information about passenger rights).

An analysis by mode of transport reveals that respondents were more likely to have complained when they experienced air travel disruption (41%) than any other mode of transport; ship or ferry (36%), train (32%) and long-distance coach (31%).

Finally, the likelihood that respondents would complain depended on the kind of disruption experienced: they were much more likely to complain about **damage to baggage** (68%), **loss of baggage** (60%) and, to a lesser extent, **delayed baggage** (49%). Fewer complaints were made about **denied boarding** (44%), **cancellation** (39%), **other service failures** (35%) and **long delay** (32%).

#### QA13a Have you already complained about this disruption?

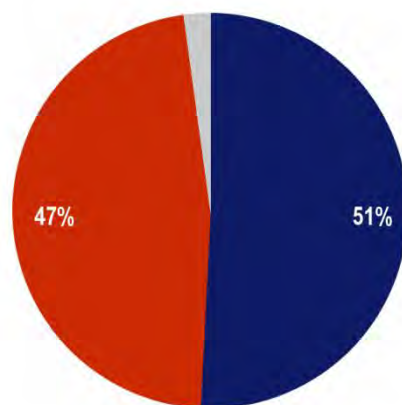
	Total 'Yes'	Yes, several times	Yes, once	No
EU28	35%	9%	26%	65%
<b>Heard of the passenger rights</b>				
Yes	42%	12%	30%	58%
No	31%	7%	24%	69%
<b>Read, seen or heard info. about passenger rights</b>				
Yes	44%	14%	30%	56%
No	31%	7%	24%	69%
<b>Encountered travel disruptions</b>				
Total 'Yes'	35%	9%	26%	65%
Airplane	41%	13%	28%	59%
Train	32%	7%	25%	68%
Ship or ferry	36%	5%	31%	64%
Long-distance coach	31%	9%	22%	69%
<b>Types of travel disruptions experienced</b>				
Cancellation	39%	10%	29%	61%
Denied boarding	44%	10%	34%	56%
Long delay	32%	8%	24%	68%
Delayed baggage	49%	17%	32%	51%
Damage to baggage	68%	28%	40%	32%
Loss of baggage	60%	30%	30%	40%
Other service failures	35%	10%	25%	65%

Base: respondents who had experienced disrupted travel during the last 12 months (N=4,609)

## 2. SATISFACTION WITH THE SETTLEMENT OF COMPLAINTS IN THE EVENT OF DISRUPTION

Respondents who had complained about disrupted travel in the last 12 months were then asked how their complaint was dealt with<sup>30</sup>. Overall, **just over half (51%) said that their complaint had been dealt with "well" and a slightly lower proportion (47%) reported that their complaint had been dealt with "badly"**.

QA13c. Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?



- Total 'Well'
- Total 'Badly'
- Don't know

 EU28

*Base: respondents who had complained about disrupted travel (N=1,616)*

**No national analysis can be carried out conclusively as only small numbers of respondents answered the question in most Member States.**

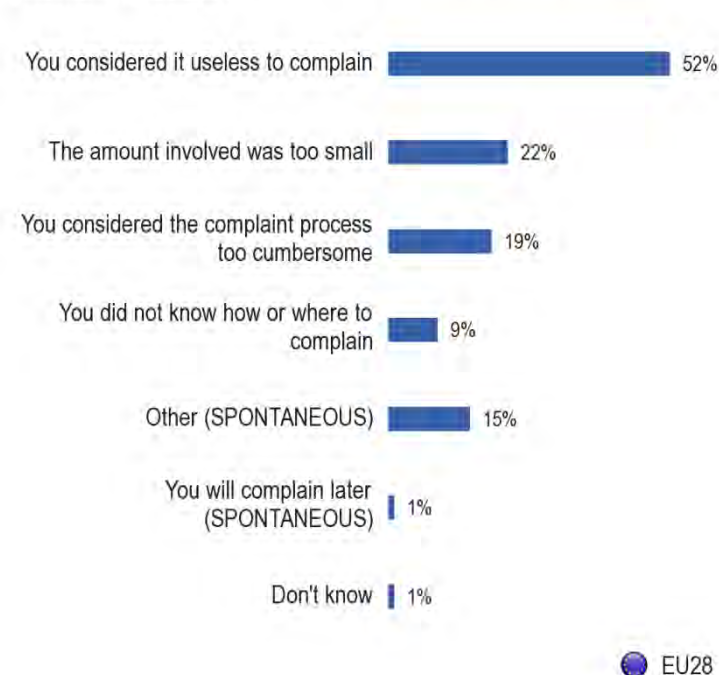
<sup>30</sup> QA13c. Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

### 3. REASONS FOR NOT COMPLAINING IN THE EVENT OF DISRUPTION

The respondents who had experienced travel disruption in the last 12 months but had not lodged a complaint (65% of those who had experienced disruption) were asked why they had not done so<sup>31</sup>. The main reason was that they **considered it useless to complain (52%)**, followed by the belief that **the amount involved was too small (22%)**, and that they **thought the complaint process was too cumbersome (19%)**.

A few respondents said that they **did not know how or where to complain (9%)**, while 15% *spontaneously* gave **another** response, and just 1% spontaneously said that they **would complain later**.

QA13b. Why did you not complain about this disruption? (MULTIPLE ANSWERS POSSIBLE)



*Base: respondents who had not complained about disrupted travel (N=2,992)*

**No national analysis can be carried out conclusively as only small numbers of respondents answered the question in most Member States.**

<sup>31</sup> QA13b. Why did you not complain about this disruption?

The table below analyses the different reasons respondents gave for not lodging a complaint for each type of disruption experienced. The first reason was that they **considered it useless to complain**, regardless of the type of disruption concerned. However, this reason was least common in the case of baggage delays (36%).

The fact that the **amount involved was too small** was the most common response from respondents whose baggage was damaged (29%) or delayed (28%), but, logically, it was mentioned least by those whose baggage was lost (12%). Respondents were most likely to say that the **complaint process was too cumbersome** in the case of denied boarding (37%) and damage to baggage (34%).

QA13b Why did you not complain about this disruption? (MULTIPLE ANSWERS POSSIBLE)

	You considered it useless to complain	The amount involved was too small	You considered the complaint process too cumbersome	You did not know how or where to complain	Other (SPONTA-NEOUS)	You will complain later (SPONTA-NEOUS)	Don't know
EU28	52%	22%	19%	9%	15%	1%	1%
<b>Types of travel disruptions experienced</b>							
Cancellation	51%	24%	25%	12%	12%	1%	0%
Denied boarding	55%	14%	37%	10%	15%	1%	0%
Long delay	56%	21%	18%	9%	14%	1%	1%
Delayed baggage	36%	28%	25%	12%	22%	1%	2%
Damage to baggage	50%	29%	34%	8%	17%	0%	0%
Loss of baggage	49%	12%	19%	8%	27%	1%	1%
Other service failures	54%	22%	16%	7%	19%	3%	2%

Base: respondents who had not complained about disrupted travel (N=2,992)

## V. TRANSPORT ASSISTANCE FOR PEOPLE WITH DISABILITIES OR REDUCED MOBILITY

The survey turns now to another topic: assistance for persons with disabilities or reduced mobility when travelling. All respondents were first given brief information about the rights of disabled people in relation to transport: *"Disabled persons and persons with reduced mobility have specific rights when travelling on all modes of transport (right to non-discrimination, free-of-charge assistance, handling of mobility equipment)."*

### 1. REQUESTS FOR ASSISTANCE IN THE CASE OF DISABILITY OR REDUCED MOBILITY

Respondents were then asked if they had ever requested assistance for themselves or another person for reasons relating to disability or reduced mobility when travelling<sup>32</sup>. A small minority (7%) responded "yes" to this question. Of these respondents, 3% had asked for assistance during a journey by airplane, 3% during a journey by train (national or international) and 1% during a journey by long-distance coach. More than nine in ten EU citizens had never requested such assistance (93%).

QA14. Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling?  
(MULTIPLE ANSWERS POSSIBLE)
































**At national level**, respondents in Ireland (15%), Denmark (14%) and the Netherlands (14%) were most likely to have sought assistance across all modes of transport. Respondents in the Czech Republic (2%), Lithuania (2%) and Portugal (2%) were least likely to have done so.

<sup>32</sup> QA14. Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling?

Respondents in Ireland were most likely to have sought assistance during a journey by airplane (12%), while respondents in Denmark and France were most likely to have asked for assistance during a train journey (5%) and respondents from Hungary were most likely to have done so when travelling by long-distance coach (6%).

QA14 Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling? (MULTIPLE ANSWERS POSSIBLE)

	Total 'Yes'	Yes, during a journey by airplane	Yes, during a journey by train (national or international)	Yes, during a journey by long-distance coach	Yes, during a journey by ship or ferry	No	Don't know
 EU28	7%	3%	3%	1%	0%	93%	1%
 IE	15%	12%	2%	1%	1%	85%	1%
 DK	14%	9%	5%	1%	2%	86%	0%
 NL	14%	9%	4%	2%	1%	86%	0%
 LU	12%	8%	2%	1%	1%	88%	0%
 UK	12%	7%	4%	1%	2%	88%	0%
 BE	10%	5%	4%	1%	0%	90%	0%
 HU	10%	1%	4%	6%	0%	90%	1%
 FR	9%	3%	5%	1%	0%	90%	1%
 CY	9%	8%	0%	0%	1%	88%	2%
 FI	9%	2%	4%	4%	2%	90%	0%
 SE	9%	7%	3%	1%	1%	90%	0%
 EL	8%	3%	1%	3%	2%	92%	0%
 EE	7%	2%	1%	3%	2%	90%	3%
 ES	7%	4%	3%	1%	0%	93%	0%
 SI	7%	1%	1%	4%	1%	93%	0%
 LV	6%	1%	1%	3%	0%	94%	0%
 AT	6%	2%	3%	1%	0%	94%	0%
 DE	4%	1%	3%	0%	0%	96%	0%
 HR	4%	1%	1%	2%	0%	96%	0%
 IT	4%	2%	1%	1%	0%	96%	1%
 MT	4%	3%	0%	1%	1%	95%	0%
 PL	4%	0%	2%	2%	0%	95%	1%
 RO	4%	0%	1%	3%	0%	94%	1%
 SK	4%	0%	2%	3%	0%	95%	0%
 BG	3%	0%	0%	2%	0%	94%	3%
 CZ	2%	0%	1%	1%	0%	98%	0%
 LT	2%	0%	0%	2%	0%	96%	2%
 PT	2%	1%	0%	1%	0%	97%	1%

**Highest percentage per country**

*Lowest percentage per country*

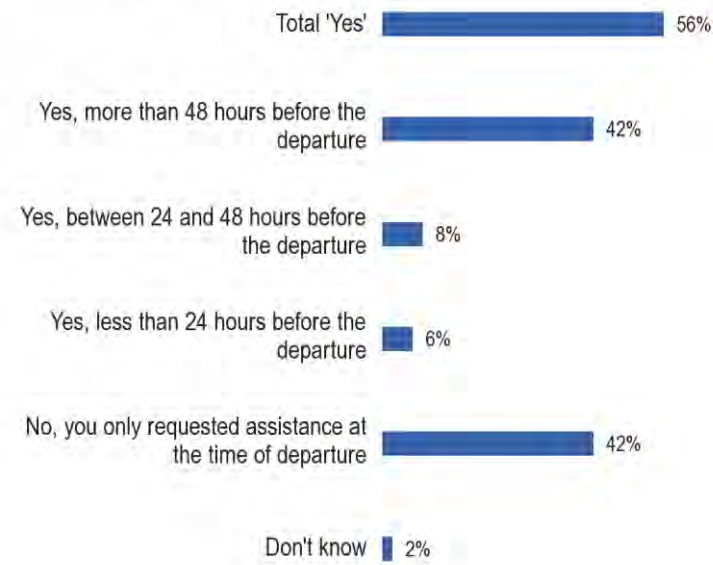
Highest percentage per item

Lowest percentage per item



**Respondents who had requested assistance for themselves or another person** for reasons of disability or mobility were then asked if they had given **advance notice of their assistance needs (pre-notification)**<sup>33</sup>. A majority of those who had requested assistance had given advance notice (56%: 42% more than 48 hours before departure, 8% between 24 and 48 hours before departure, and 6% less than 24 hours before departure), while 42% had only requested assistance at the time of departure.

QA16. Did you give advance notice of the assistance needs for you or another person to the transport company (pre-notification)?



EU28

*Base: respondents who had requested assistance for themselves or another person when travelling due to disability or reduced mobility (N=1,899)*

**No national analysis can be carried out conclusively as only small numbers of respondents answered the question in most Member States.**

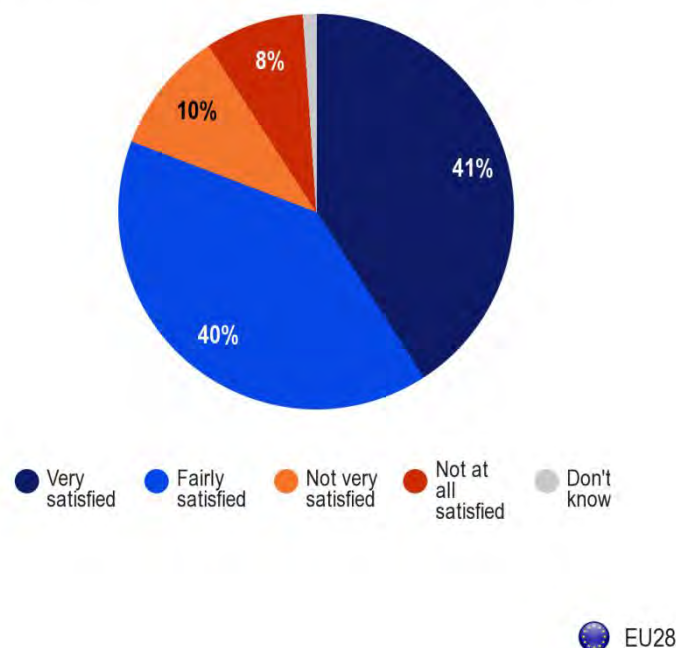
<sup>33</sup> QA16. Did you give advance notice of the assistance needs for you or another person to the transport company (pre-notification)?

## 2. SATISFACTION WITH ASSISTANCE

The respondents who had asked for assistance (7% of the total sample) were then asked how satisfied they had been with that assistance<sup>34</sup>. **The level of satisfaction about the way their request for assistance was dealt with was very high: 41% said they were "very satisfied" and 40% said they were "fairly satisfied". So all in all, 81% of these respondents were satisfied.**

Only 8% were "not at all satisfied" and 10% "not very satisfied".

QA15. Overall, to what extent were you satisfied or not with the way your request(s) for assistance was(were) dealt with by the transport company?



*Base: respondents who had requested assistance for themselves or another person when travelling due to disability or reduced mobility (N=1,899)*

**No national analysis can be carried out conclusively as only small numbers of respondents have answered the question in most Member States.**

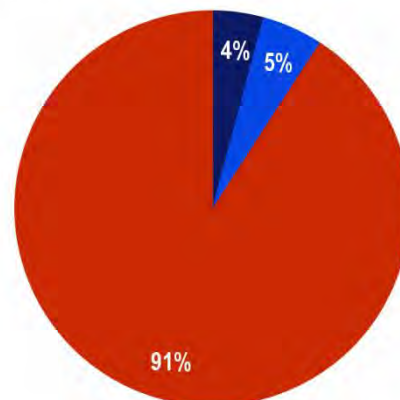
<sup>34</sup> QA15. Overall, to what extent were you satisfied or not with the way your request(s) for assistance was (were) dealt with by the transport company?

## VI. MULTIMODAL TRANSPORT

### 1. USE OF MULTIMODAL TRANSPORT

The use of multimodal transport (journeys including different modes of transport) is increasing. Multimodal transport can be problematic as any disruption experienced on one transport service might have repercussions on the other mode(s) involved. Respondents were asked whether they had used a single ticket combining different modes of transport in the last 12 months<sup>35</sup>. **Close to one respondent in ten had used a single ticket combining different modes of transport (9%),** either once (5%) or several times (4%) in the last 12 months.

QA17. In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?



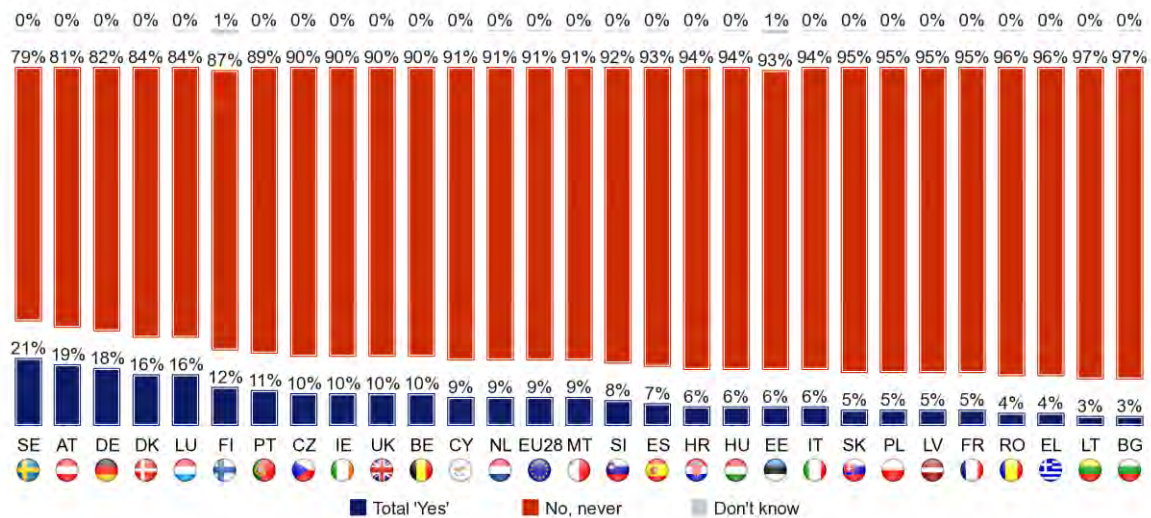
- Yes, several times
- Yes, once
- No, never
- Don't know

 EU28

<sup>35</sup> QA17. In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?

**At national level**, respondents were most likely to have used a single ticket combining different modes of transport during the last 12 months in Sweden (21%), Austria (19%) and Germany (18%). The use of transport services in general in the last 12 months<sup>36</sup> is the most widespread in Sweden (95%), is high in Austria (85%), and lies just below the EU average (78%) in Germany (75%), possibly indicating that multimodal transport forms a higher proportion of all transport use in Germany. Less than 5% of respondents in Romania (4%), Greece (4%), Lithuania (3%) and Bulgaria (3%) had used this type of ticket in the last 12 months.

QA17. In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?



**The socio-demographic analysis** reveals that the young (15% of 15-24 year olds), students (17%) and managers (15%) have been the greatest users of multimodal transport in the last 12 months.

<sup>36</sup> See results for QA1, Part I of this report.

## 2. SATISFACTION WITH MULTIMODAL TRANSPORT

Respondents who had used a single ticket combining different modes of transport in the last year were asked how satisfied they were with their experience<sup>37</sup>.

Almost three-quarters of these respondents had had a good experience: 74% answered that **everything went smoothly, they had no problems at all**, while 16% gave a more qualified answer, saying that **things went relatively well, but they almost missed their connection**. However, 10% answered that they had some kind of problem including 5% who **had problems because of a delay and missed their connection**, and 5% who had other kinds of problems.



*Base: respondents who had used a single ticket combining different modes of transport (N=2,571)*

**No national analysis can be carried out conclusively as only small numbers of respondents answered the question in most Member States.**

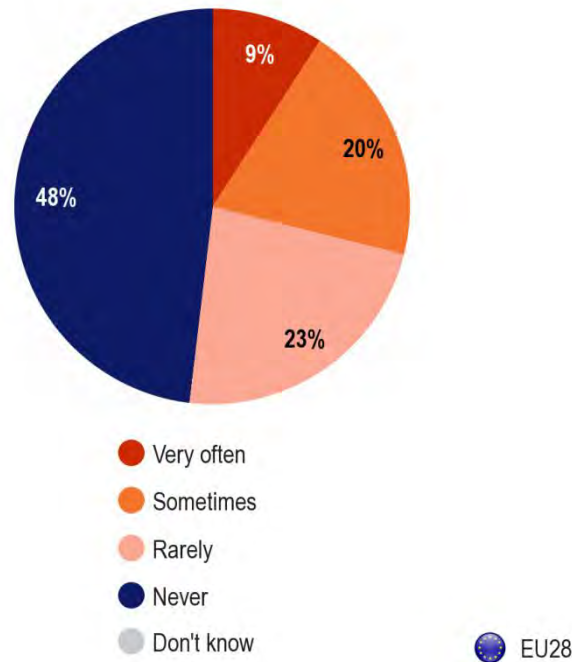
<sup>37</sup> QA18. Thinking of the last time you used a single ticket combining different modes of transport, which of the following best describes your experience?

## VII. TRANSPORT NOISE

### 1. INCIDENCE OF TRANSPORT NOISE DISTURBANCE

Over half of respondents were disturbed by noise caused by transport in their daily life to some degree<sup>38</sup>: 9% **"very often"**, 20% **"sometimes"** and 23% **"rarely"**. 48% of respondents were never disturbed by transport noise in their daily life.

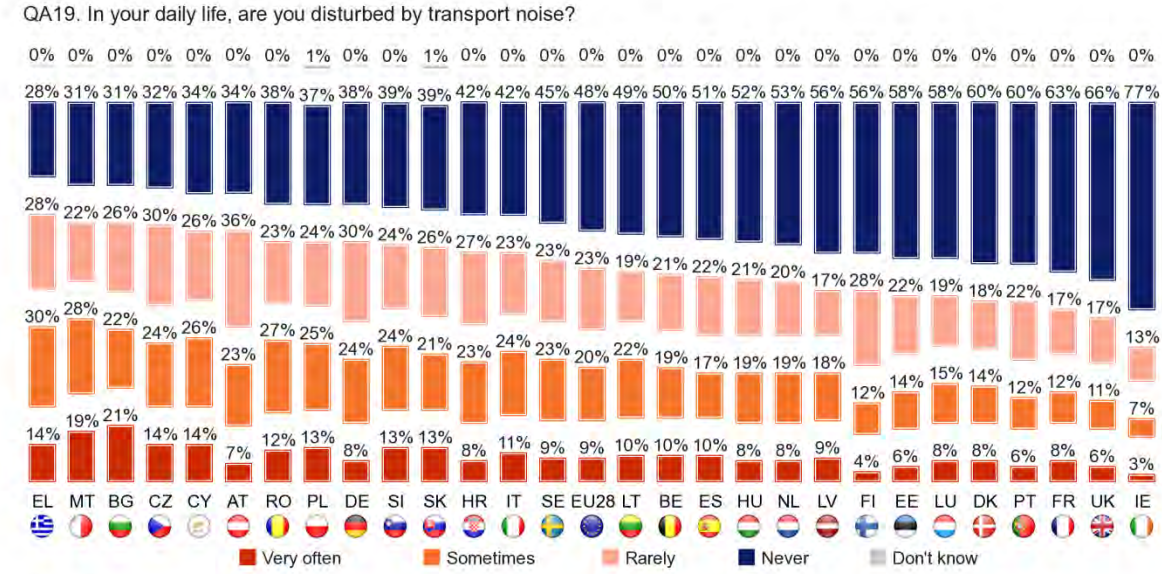
QA19. In your daily life, are you disturbed by transport noise?



**National analysis** reveals important variations between Member States: in six countries, at least two-thirds of respondents were disturbed to some degree (very often, sometimes, or rarely) by transport noise in their daily life: Greece (72%), Malta (69%), Bulgaria (69%), the Czech Republic (68%), Austria (66%) and Cyprus (66%). Conversely, the proportion of respondents who were disturbed by transport noise in their daily life was much lower in France (37%), the United Kingdom (34%) and Ireland (23%).

A closer look at the detail reveals that a greater proportion of respondents from Bulgaria (21%) and Malta (19%) said they were disturbed by transport noise **"very often"**.

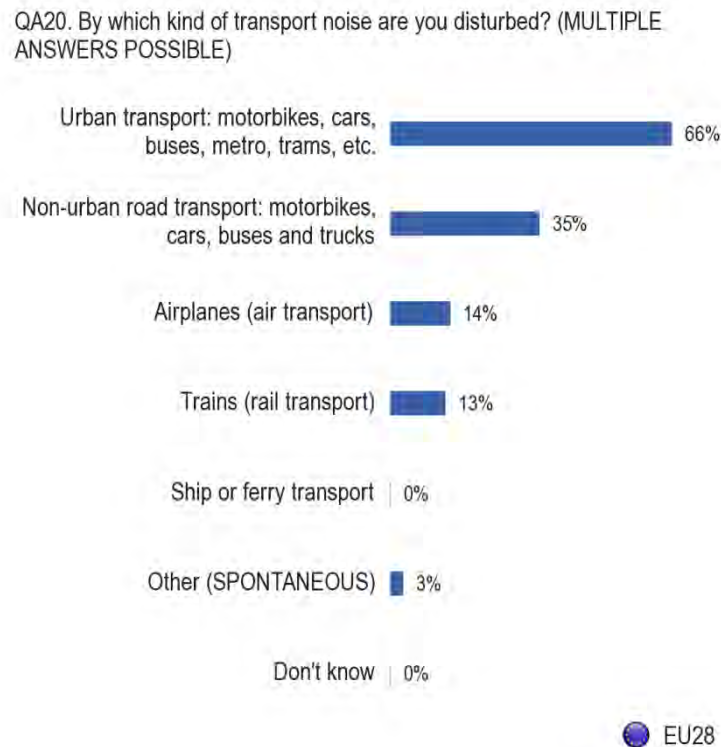
<sup>38</sup> QA19. In your daily life, are you disturbed by transport noise?



Predictably, **the extent of disturbance was related to the urbanisation of the place where respondents live**: 60% of respondents living in big cities were disturbed to some extent by transport noise (including 12% “very often”), and they were disturbed more often than those living in small or mid-size towns (52% were disturbed, including 9% “very often”), or rural villages (44% were disturbed including 8% “very often”).

## 2. SOURCES OF TRANSPORT NOISE DISTURBANCE

Respondents who said that they were disturbed "very often" or "sometimes" by transport noise in their daily life were then asked to identify the source of this transport noise<sup>39</sup>. Respondents who experienced transport noise "rarely" were not asked this question to ensure that only the most common transport noise disturbances are recorded, rather than more unusual events (most likely to be reported by those who are "rarely" disturbed).



*Base: respondents who were very often or sometimes disturbed by transport noise in their daily lives (N=8,014)*

<sup>39</sup> QA20. By which kind of transport noise are you disturbed?
































The most frequent source of noise disturbance was **urban transport** (including motorbikes, cars, buses, metro, trams etc.), mentioned by two-thirds of the respondents who were disturbed by transport noise in their daily life (66%). **Non-urban road transport** (including motorbikes, cars, buses, trucks) was a source of noise disturbance for more than a third of respondents (35%), ahead of **airplanes** (14%), and **trains** (13%).

At national level, **urban transport** was the most frequent source of noise disturbance in 24 Member States. Respondents in Bulgaria (89%), Lithuania (77%) and Poland (74%) were most likely to have been disturbed by urban transport, while this source of noise disturbance was less frequently mentioned in, the Netherlands (45%), Ireland (35%) and Luxembourg (28%).

**Non-urban road transport** was the most frequently mentioned cause in Greece (64%), Malta (56%) and Ireland (36%). **Airplane** noise disturbance was frequently given as a source of disturbance in Luxembourg (50%), where it was the most common answer. **Train** noise was most likely to be mentioned as a cause of disturbance by respondents in the Netherlands (22%), Denmark (20%) and Ireland (20%).

**The socio-demographic analysis** understandably shows a strong correlation between the source of transport noise disturbance and the place of residence of respondents: non-urban road transport was a much greater source of noise disturbance for respondents living in rural areas (54%, compared with 32% for small or mid-size towns, and 24% for large towns). Conversely, urban transport caused much more noise disturbance in large towns (81%) than in small or mid-size towns (65%) or in rural villages (48%).

## QA20 By which kind of transport noise are you disturbed? (MULTIPLE ANSWERS POSSIBLE)

	Urban transport: motorbikes, cars, buses, metro, trams, etc.	Non-urban road transport: motorbikes, cars, buses and trucks	Airplanes (air transport)	Trains (rail transport)	Ship or ferry transport	Other (SPONTANEOUS)	Don't know
 EU28	66%	35%	14%	13%	0%	3%	0%
 BE	50%	41%	23%	17%	1%	4%	0%
 BG	89%	18%	8%	2%	0%	2%	0%
 CZ	71%	36%	8%	15%	0%	1%	0%
 DK	71%	27%	19%	20%	1%	2%	0%
 DE	66%	34%	15%	15%	0%	4%	0%
 EE	65%	30%	14%	9%	0%	5%	0%
 IE	35%	36%	34%	20%	0%	3%	0%
 EL	62%	64%	11%	6%	0%	0%	0%
 ES	72%	25%	9%	5%	0%	4%	0%
 FR	59%	33%	24%	13%	0%	1%	0%
 HR	69%	44%	2%	8%	0%	1%	0%
 IT	72%	33%	11%	16%	0%	1%	0%
 CY	67%	44%	5%	0%	0%	2%	0%
 LV	70%	22%	9%	18%	0%	3%	0%
 LT	77%	26%	6%	7%	0%	1%	1%
 LU	28%	31%	50%	8%	0%	6%	0%
 HU	64%	38%	7%	13%	0%	3%	0%
 MT	52%	56%	8%	0%	0%	4%	0%
 NL	45%	35%	35%	22%	1%	5%	0%
 AT	58%	43%	21%	19%	0%	3%	0%
 PL	74%	37%	5%	10%	0%	2%	0%
 PT	58%	39%	21%	13%	0%	4%	0%
 RO	58%	49%	6%	16%	0%	3%	0%
 SI	58%	39%	10%	19%	1%	4%	0%
 SK	64%	48%	8%	15%	0%	3%	0%
 FI	59%	27%	15%	8%	0%	5%	1%
 SE	73%	13%	31%	14%	2%	4%	0%
 UK	58%	29%	14%	14%	1%	2%	1%

<b>Highest percentage per country</b>	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

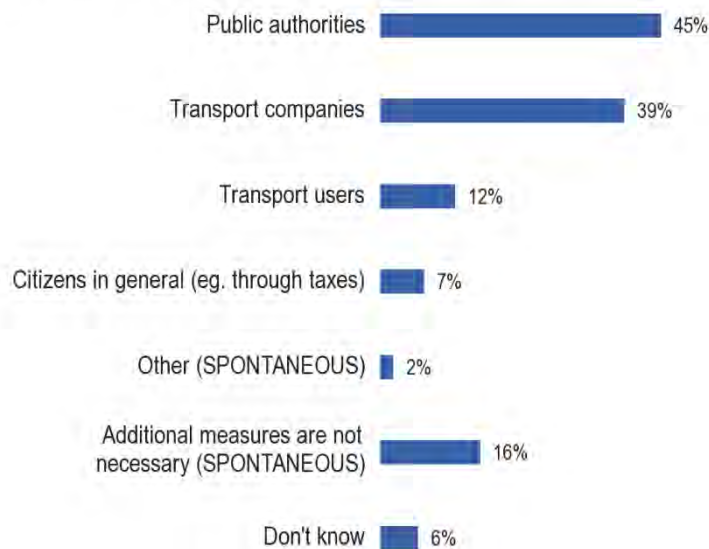
Base: respondents who were very often or sometimes disturbed by transport noise in their daily lives (N=8,014)

### 3. FINANCING ADDITIONAL MEASURES TO REDUCE TRANSPORT NOISE

Respondents were finally asked who, in their opinion, should finance additional measures to reduce the transport noise in the area in which they live<sup>40</sup>. A large proportion (45%) believed that the **public authorities** should finance these additional measures and a further significant proportion believed that **transport companies** should finance these measures (39%).

Fewer respondents believed that **transport users** (12%), or **citizens in general (through taxes)** (7%) should finance such additional measures to reduce transport noise in the area they live. Finally, 16% of respondents answered *spontaneously* that **additional measures are not necessary**.

QA21. Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live?  
(MAX. 2 ANSWERS)



EU28

<sup>40</sup> QA21. Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live?






























**The national analysis** reveals substantial variations between Member States: **public authorities** are most frequently identified as the organisation that should finance additional measures in Cyprus (63%), Croatia (59%) and Slovenia (57%), but are mentioned least often in Portugal (32%), Latvia (32%) and Finland (25%).

Overall, public authorities are the first item mentioned by respondents in 22 Member States, with the same score as transport companies in three of them: the Czech Republic (49%), Sweden (42%) and Italy (40%). Respondents are most likely to identify **transport companies** as the actor that should finance additional measures to reduce the transport noise in Spain (51%), France (50%) and the Czech Republic (49%) and least likely to do so in Estonia (21%), Denmark (21%) and Slovenia (19%).

**Transport users** are mentioned most frequently by respondents in Greece (24%), Cyprus (20%) and Finland (20%) and least often by respondents in Estonia (7%), Denmark (8%), Spain (8%), France (8%) and Luxembourg (8%). **Citizens in general** are mentioned most frequently by respondents in Finland (20%), Sweden (15%) and Austria (13%) and least often by respondents in Latvia (4%), Spain (4%), Ireland (4%) and Portugal (3%).

Finally, in five countries, at least three respondents in ten answered *spontaneously* that **additional measures were not necessary**: Denmark (37%), Estonia (36%), Ireland (34%), Portugal (31%) and Luxembourg (30%). In all these Member States, an overall majority of respondents had previously said that they were "never" disturbed by transport noise in their daily life.

QA21 Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live? (MAX. 2 ANSWERS)

		Public authorities	Transport companies	Transport users	Citizens in general (eg. through taxes)	Other (SPONTANEOUS)	Additional measures are not necessary (SPONTANEOUS)	Don't know
	EU28	45%	39%	12%	7%	2%	16%	6%
	BE	51%	42%	14%	8%	2%	13%	3%
	BG	38%	45%	11%	6%	1%	15%	11%
	CZ	49%	49%	15%	8%	2%	10%	3%
	DK	45%	21%	8%	9%	2%	37%	1%
	DE	44%	25%	13%	10%	2%	27%	6%
	EE	37%	21%	7%	5%	2%	36%	8%
	IE	37%	29%	9%	4%	2%	34%	5%
	EL	49%	40%	24%	6%	1%	17%	1%
	ES	53%	51%	8%	4%	1%	13%	2%
	FR	46%	50%	8%	7%	3%	15%	7%
	HR	59%	38%	10%	6%	3%	8%	2%
	IT	40%	40%	16%	6%	5%	14%	5%
	CY	63%	25%	20%	6%	3%	16%	1%
	LV	32%	35%	16%	4%	5%	21%	5%
	LT	48%	25%	16%	6%	2%	20%	6%
	LU	37%	34%	8%	6%	5%	30%	3%
	HU	38%	48%	18%	6%	5%	15%	2%
	MT	42%	40%	11%	10%	3%	10%	6%
	NL	53%	41%	12%	6%	2%	23%	1%
	AT	37%	32%	17%	13%	5%	23%	4%
	PL	49%	33%	16%	5%	2%	9%	10%
	PT	32%	41%	11%	3%	1%	31%	4%
	RO	54%	37%	13%	7%	1%	13%	2%
	SI	57%	19%	9%	7%	7%	18%	4%
	SK	46%	47%	16%	5%	2%	10%	5%
	FI	25%	23%	20%	20%	4%	28%	3%
	SE	42%	42%	12%	15%	4%	21%	2%
	UK	43%	39%	9%	7%	2%	7%	14%

**Highest percentage per country**

*Lowest percentage per country*


Highest percentage per item

Lowest percentage per item

**The socio-demographic analysis** reveals some variations: as previously stated, the majority opinion was that public authorities should fund additional measures to reduce the transport noise in the area where respondents live. However, a significant proportion of respondents also mentioned transport companies, in particular those who studied until the age of 20 or later (43%) compared to just 31% of those who left school at the age of 15 or before.

Interestingly, the more respondents were disturbed in their daily lives by transport noise, the more likely they were to think that public authorities should pay for additional measures to reduce transport noise ("very often" 65%, "sometimes" 55% and "rarely" 45%).

QA21 Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live? (MAX. 2 ANSWERS)

	Public authorities	Transport companies	Transport users	Citizens in general (eg. through taxes)	Other (SPONTANEOUS)	Additional measures are not necessary (SPONTANEOUS)	Don't know
EU28	45%	39%	12%	7%	2%	16%	6%
 Education (End of)							
15-	44%	31%	11%	5%	2%	21%	8%
16-19	45%	39%	13%	6%	3%	16%	6%
20+	48%	43%	12%	9%	2%	14%	4%
Still studying	42%	40%	10%	9%	3%	16%	8%
<b>Disturbed by transport noise</b>							
Very often	65%	46%	17%	9%	4%	1%	2%
Sometimes	55%	43%	18%	9%	3%	5%	5%
Rarely	45%	43%	14%	7%	3%	15%	5%
Never	38%	34%	9%	6%	2%	25%	8%

## CONCLUSIONS

One of the main aims of this Eurobarometer survey was to measure the awareness and knowledge European citizens have of their rights as passengers on different transport services. Some of the questions were previously asked in a Special Eurobarometer survey conducted in 2009 on the topic of Air Passengers' Rights, allowing us to make some comparisons.

This Eurobarometer survey reveals that use of **public transport in the EU has risen** slightly since 2009: in the last 12 months 78% of respondents have used transport services (compared with 72% in 2009). **The most used transport service was local urban transport** (including trams, buses, metro, commuter trains, etc.) (59%), followed by national rail transport (34%), air transport (28%) and long-distance coach transport (14%).

**A key finding of this new Eurobarometer survey is that whilst a majority of respondents still seem to be unaware of their rights and obligations when buying a ticket, awareness levels have been maintained since the last survey on air passenger rights in 2009** (59% of respondents stated that they were unaware of their rights, vs. 31% who were aware of these rights and obligations when buying a ticket).

Overall, knowledge about passenger rights information (29%), and visibility of this information (23%) could still be improved. More and more targeted work needs to be done to achieve greater awareness of passenger rights among European citizens.

The research considered three service parameters for different modes of transport. There was generally limited agreement that **passengers were well informed by the transport company about their rights as passengers**: respondents were quite divided on this topic, with significant levels of disagreement.

More positively, a higher proportion agreed that **passengers received correct, complete and transparent information about the full ticket price**, with a higher level of agreement than disagreement for air, ship or ferry and, especially, for international railway and long-distance coach transport services.

Similarly, a majority of respondents agreed that **passengers were well informed by the transport company about the details of their journey**, the highest level being recorded for air transport.

**Three respondents in ten had experienced travel disruption** in the last 12 months, with the highest proportion experiencing disruption on train journeys. **The most common form of disruption was long delays**, which were experienced much more often than delayed, damaged or lost baggage, or cancellations. Those experiencing disruption were generally dissatisfied with the information they received about the disruption.

For more than two-thirds of respondents , **the most appropriate organisation to contact in the event of cancellation or delay was the operating company** (which is in general the proper course of action); other organisations were mentioned by less than a quarter of respondents.

**Only 35% of the respondents who had experienced disruption said that they had complained once or more.** Of those who had complained, half were satisfied with the way the complaint was dealt with, but a significant minority (47%) remained dissatisfied.

An analysis of the reasons why 65% did not complain reveals that **many respondents believed that their complaint would be pointless**: over half of them considered it useless to complain, and around one in five thought that the complaint process would be "too cumbersome".

This survey also addressed the specific rights of disabled persons and persons with reduced mobility when travelling: 7% of respondents have at some time requested assistance for themselves or others for reasons of disability or reduced mobility. **It is notable that the passenger experience was very good for these users: 81% reported that they were satisfied with the assistance provided.** A high proportion of respondents were even **"very satisfied"** with the assistance they had been given (41%).

Less than one in ten respondents had used multimodal travel in the last 12 months, that is to say journeys made on different modes of transport using a single ticket. **Nearly three-quarters of those who had done so were satisfied that their last multimodal journey had gone smoothly.**

Lastly, **this Eurobarometer survey suggests that noise disturbance is a fairly widespread problem in the European Union.** More than half of respondents said they were disturbed by transport noise to some extent, either "very often", "sometimes", or "rarely".

For those who were impacted "very often" or "sometimes" by noise disturbance, the most common cause was urban transport (including motorbikes, cars, buses, metro and trams etc.), mentioned by two-thirds of respondents. Non-urban road transport, airplanes or trains were less frequent causes of disturbance.

When asked who should finance additional measures to reduce transport noise in their area, **most believed that this should be public authorities** (45%) followed by transport companies (39%).



## **ANNEXES**

## **TECHNICAL SPECIFICATIONS**

## SPECIAL EUROBAROMETER 420

### Passenger Rights

### TECHNICAL SPECIFICATIONS

Between the 13<sup>th</sup> and the 22<sup>nd</sup> of September 2014, TNS Opinion & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 82.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" unit.

The special Eurobarometer 420 is part of wave 82.1 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.

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 below.

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>Statistical Margins due to the sampling process</b>											
<b>(at the 95% level of confidence)</b>											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
<b>N=50</b>	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	<b>N=50</b>
<b>N=500</b>	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	<b>N=500</b>
<b>N=1000</b>	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	<b>N=1000</b>
<b>N=1500</b>	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	<b>N=1500</b>
<b>N=2000</b>	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	<b>N=2000</b>
<b>N=3000</b>	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	<b>N=3000</b>
<b>N=4000</b>	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	<b>N=4000</b>
<b>N=5000</b>	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	<b>N=5000</b>
<b>N=6000</b>	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	<b>N=6000</b>
<b>N=7000</b>	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	<b>N=7000</b>
<b>N=7500</b>	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	<b>N=7500</b>
<b>N=8000</b>	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	<b>N=8000</b>
<b>N=9000</b>	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	<b>N=9000</b>
<b>N=10000</b>	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	<b>N=10000</b>
<b>N=11000</b>	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	<b>N=11000</b>
<b>N=12000</b>	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	<b>N=12000</b>
<b>N=13000</b>	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	<b>N=13000</b>
<b>N=14000</b>	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	<b>N=14000</b>
<b>N=15000</b>	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	<b>N=15000</b>
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES		POPULATION 15+	PROPORTION EU28
				FIELDWORK			
BE	Belgium	TNS Dimarso	1.003	13/09/14	22/09/14	9.263.570	2,18%
BG	Bulgaria	TNS BBSS	1.028	13/09/14	22/09/14	6.294.563	1,48%
CZ	Czech Rep.	TNS Aisa	1.019	13/09/14	22/09/14	8.955.829	2,11%
DK	Denmark	TNS Gallup DK	1.020	13/09/14	22/09/14	4.625.032	1,09%
DE	Germany	TNS Infratest	1.533	13/09/14	22/09/14	71.283.580	16,79%
EE	Estonia	TNS Emor	1.002	13/09/14	22/09/14	1.113.355	0,26%
IE	Ireland	Behaviour & Attitudes	1.037	13/09/14	22/09/14	3.586.829	0,84%
EL	Greece	TNS ICAP	1.018	13/09/14	22/09/14	8.791.499	2,07%
ES	Spain	TNS Spain	1.032	13/09/14	22/09/14	39.506.853	9,31%
FR	France	TNS Sofres	1.026	13/09/14	22/09/14	51.668.700	12,17%
HR	Croatia	HENDAL	1.100	13/09/14	22/09/14	3.625.601	0,85%
IT	Italy	TNS Italia	1.020	13/09/14	22/09/14	51.336.889	12,09%
CY	Rep. Of Cyprus	CYMAR	503	13/09/14	22/09/14	724.084	0,17%
LV	Latvia	TNS Latvia	1.048	13/09/14	22/09/14	1.731.509	0,41%
LT	Lithuania	TNS LT	1.002	13/09/14	22/09/14	2.535.329	0,60%
LU	Luxembourg	TNS ILReS	502	13/09/14	22/09/14	445.806	0,11%
HU	Hungary	TNS Hoffmann	1.044	13/09/14	22/09/14	8.477.933	2,00%
MT	Malta	MISCO	505	13/09/14	22/09/14	360.045	0,08%
NL	Netherlands	TNS NIPO	1.002	13/09/14	22/09/14	13.901.653	3,27%
AT	Austria	ipr Umfrageforschung	1.015	13/09/14	22/09/14	7.232.497	1,70%
PL	Poland	TNS Polska	1.089	13/09/14	22/09/14	32.736.685	7,71%
PT	Portugal	TNS Portugal	1.016	13/09/14	22/09/14	8.512.269	2,01%
RO	Romania	TNS CSOP	1.050	13/09/14	22/09/14	16.880.465	3,98%
SI	Slovenia	RM PLUS	1.047	13/09/14	22/09/14	1.760.726	0,41%
SK	Slovakia	TNS Slovakia	1.007	13/09/14	22/09/14	4.580.260	1,08%
FI	Finland	TNS Gallup Oy	1.028	13/09/14	22/09/14	4.511.446	1,06%
SE	Sweden	TNS Sifo	1.011	13/09/14	22/09/14	7.944.034	1,87%
UK	United Kingdom	TNS UK	1.343	13/09/14	22/09/14	52.104.731	12,27%
<b>TOTAL EU28</b>			<b>28.050</b>	<b>13/09/14</b>	<b>22/09/14</b>	<b>424.491.772</b>	<b>100%*</b>

\* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

## QUESTIONNAIRE

**A. PASSENGER RIGHTS**

QA1: CODE 7 IS EXCLUSIVE

QA1: CODE 8 IS EXCLUSIVE

**QA1 Which of the following services, if any, have you used during the last 12 months?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

Local urban transport (trams, buses, metro, commuter trains, etc.)	1,
National rail transport	2,
International rail transport	3,
Air transport	4,
Long-distance coach transport	5,
Ship or ferry services (including inland waterways)	6,
None (SP.)	7
DK	8

NEW (BASED ON EB71.2 QG1)

**QA2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?***(ONE ANSWER ONLY)*

Yes	1
No	2
It depends (SP.) (N)	3
DK	4

EB71.2 QG2 TREND MODIFIED

**QA3 The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...?***(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Yes	No	DK
1	Heard of these passenger rights before this interview	1	2	3
2	Read, seen or heard information about these passenger rights (e.g. on a poster or in a brochure)	1	2	3

NEW (BASED ON EB71.2 QG3)

**ASK QA4 IF "HAS ALREADY READ, SEEN OR READ INFORMATION ABOUT PASSENGER RIGHTS", CODE 1 IN QA3.2 – OTHERS GO TO QA5**

QA4: ROTATE CODES 1 TO 8

QA4: CODE 10 IS EXCLUSIVE

**QA4 Where have you read, heard or seen information on passenger rights?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

On a poster	1,
In a brochure or a leaflet	2,
In an airport, a port, a railway station or a coach terminal	3,
On an airplane, a ship or ferry, a train or a coach	4,
On a website	5,
On online social networks	6,
In newspapers or magazines	7,
On TV or radio	8,
Other (SP.)	9,
DK	10

NEW

## ASK ALL

The following questions are about different transport services. Regardless of whether or not you have used these transport services recently, please answer according to what you know about them.

**QA5 Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applic./no exper. (SP.)	DK
1	Passengers are well-informed by the airline company about their rights as passengers	1	2	3	4	5	6
2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
3	Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW (BASED ON EB71.2 QG4)

**QA6 Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applic./no exper. (SP.)	DK
1	Passengers are well-informed by the railway company about their rights as passengers	1	2	3	4	5	6
2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
3	Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW

**QA7 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applic./no exper. (SP.)	DK
1	Passengers are well-informed by the ship or ferry transport company about their rights as passengers	1	2	3	4	5	6
2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
3	Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW

**QA8 And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applic./no exper. (SP.)	DK
1	Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers	1	2	3	4	5	6
2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
3	Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW



**ASK QA9 TO QA11 IF "HAS USED TRANSPORT SERVICES DURING THE LAST 12 MONTHS", CODE 2 TO 6 IN QA1 – OTHERS GO TO QA12**

By travel disruption, we refer to any kind of issues that might have affected a journey, such as denied boarding, cancellation, long delay, loss of, or damage to your baggage, delayed baggage or service failures, etc.

QA9: CODE 5 IS EXCLUSIVE

QA9: CODE 6 IS EXCLUSIVE

**QA9 Have you encountered travel disruptions during the last 12 months?**

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yes, during a journey by airplane	1,
Yes, during a journey by train (national or international)	2,
Yes, during a journey by ship or ferry	3,
Yes, during a journey by long-distance coach	4,
No, never	5
DK	6

NEW

**ASK QA10 AND QA11 IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9 – OTHERS GO TO QA12**

QA10: ROTATE CODES 1 TO 6

QA10: CODE 8 IS EXCLUSIVE

**QA10 Please tell me what kind of travel disruptions you experienced during the last 12 months?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Cancellation	1,
Denied boarding	2,
Long delay	3,
Delayed baggage	4,
Damage to baggage	5,
Loss of baggage	6,
Other service failures	7,
DK	8

NEW

**QA11 For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.**

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK
1	The general information you receive regarding these disruptions (your rights as a passenger, the evolution of the situation, etc.)	1	2	3	4	5
2	Assistance (meals, drinks, accommodation if needed)	1	2	3	4	5
3	Financial compensation offered in case of service failures	1	2	3	4	5

NEW

**ASK ALL**

QA12: ROTATE CODES 1 TO 5

QA12: MAX. 2 ANSWERS

QA12: CODE 7 IS EXCLUSIVE

QA12: CODE 8 IS EXCLUSIVE

QA12: CODE 9 IS EXCLUSIVE

**QA12 Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights?***(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)*

The operating company (air, railway, ship or ferry or coach company)	1,
A national authority in charge of the application of passenger rights	2,
A consumer association	3,
A lawyer (in view of a possible legal action)	4,
An out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body	5,
Other (SP.)	6,
It depends on the transport means (SP.)	7
None (SP.)	8
DK	9

NEW (BASED ON EB71.2 QG6)

**ASK QA13a TO QA13c IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9 – OTHERS GO TO QA14**

Let's now think about the most recent travel disruption you experienced...

**QA13a Have you already complained about this disruption?***(READ OUT – ONE ANSWER ONLY) (IF SEVERAL DISRUPTIONS REFER TO THE MOST RECENT ONE)*

Yes, several times	1
Yes, once	2
No	3
DK	4

NEW (BASED ON EB71.2 QG7b)

**ASK QA13b IF "HAS NOT YET COMPLAINED", CODE 3 IN QA13a – OTHERS GO TO QA13c**

QA13b: CODE 6 IS EXCLUSIVE

QA13b: CODE 7 IS EXCLUSIVE

**QA13b Why did you not complain about this disruption?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

You did not know how or where to complain	1,
You considered the complaint process too cumbersome	2,
You considered it useless to complain	3,
The amount involved was too small	4,
Other (SP.)	5,
You will complain later (SP.)	6
DK	7

NEW

**ASK QA13c IF "HAS ALREADY COMPLAINED", CODE 1 OR 2 IN QA13a – OTHERS GO TO QA14**

**QA13c Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?***(ONE ANSWER ONLY)*

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

NEW (BASED ON EB71.2 QG7c)

**ASK ALL**

QA14: CODE 5 IS EXCLUSIVE

QA14: CODE 6 IS EXCLUSIVE

**Disabled persons and persons with reduced mobility have specific rights when travelling on all modes of transport (right to non-discrimination, assistance free-of-charge, handling of mobility equipment).**

**QA14 Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling?**

*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

Yes, during a journey by airplane	1,
Yes, during a journey by train (national or international)	2,
Yes, during a journey by ship or ferry	3,
Yes, during a journey by long-distance coach	4,
No	5
DK	6
NEW	

**ASK QA15 AND QA16 IF "HAS ALREADY REQUESTED ASSISTANCE", CODE 1 TO 4 IN QA14 – OTHERS GO TO QA17**

**QA15 Overall, to what extent were you satisfied or not with the way your request(s) for assistance was(were) dealt with by the transport company?**

*(READ OUT – ONE ANSWER ONLY)*

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5
NEW	

**QA16 Did you give advance notice of the assistance needs for you or another person to the transport company (pre-notification)?**

*(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)*

Yes, more than 48 hours before the departure	1
Yes, between 24 and 48 hours before the departure	2
Yes, less than 24 hours before the departure	3
No, you only requested assistance at the time of departure	4
DK	5
NEW	

**ASK ALL**

**QA17 In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?**

*(READ OUT – ONE ANSWER ONLY)*

Yes, several times	1
Yes, once	2
No, never	3
DK	4
NEW	

**ASK QA18 IF "HAS USED A SINGLE TICKET COMBINING DIFFERENT MODES OF TRANSPORT", CODE 1 OR 2 IN QA17 – OTHERS GO TO QA19**

**QA18 Thinking of the last time you used a single ticket combining different modes of transport, which of the following best describes your experience?**

*(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)*

Everything went smoothly, you had no problems at all	1
Things went relatively well, but you almost missed your connection	2
You had problems because of a delay and missed your connection	3
You had other kinds of problems	4
DK	5
NEW	

**ASK ALL****QA19 In your daily life, are you disturbed by transport noise?***(READ OUT – ONE ANSWER ONLY)*

Very often	1
Sometimes	2
Rarely	3
Never	4
DK	5
NEW	

**ASK QA20 IF "DISTURBED BY TRANSPORT NOISE", CODE 1 OR 2 IN QA19 – OTHERS GO TO QA21***QA20: CODE 7 IS EXCLUSIVE***QA20 By which kind of transport noise are you disturbed?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

Airplanes (air transport)	1,
Trains (rail transport)	2,
Non-urban road transports: motorbikes, cars, buses and trucks	3,
Urban road transports: motorbikes, cars, buses, metro, trams, etc.	4,
Ship or ferry transport	5,
Other (SP.)	6,
DK	7
NEW	

**ASK ALL***QA21: ROTATE CODES 1 TO 4**QA21: MAX. 2 ANSWERS**QA21: CODE 6 IS EXCLUSIVE**QA21: CODE 7 IS EXCLUSIVE***QA21 Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live?***(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)*






























Public authorities	1,
Transport users	2,
Citizens in general (eg. through taxes)	3,
Transport companies	4,
Other (SP.)	5,
Additional measures are not necessary (SP.)	6
DK	7
NEW	

## **TABLES**

QA1. Parmi les services suivants, lesquels, s'il y en a, avez vous utilisés lors des 12 derniers mois ?  
(PLUSIEURS REPONSES POSSIBLES)

QA1. Which of the following services, if any, have you used during the last 12 months?  
(MULTIPLE ANSWERS POSSIBLE)

QA1. Welche der folgenden Verkehrsmittel haben Sie, wenn überhaupt, in den letzten 12 Monaten genutzt?  
(MEHRFACHNENNUNGEN MÖGLICH)

	%	Les transports urbains locaux (trams, bus, métro, trains de banlieue, etc.)		Le transport ferroviaire national		Le transport ferroviaire international		Le transport ferroviaire*	
		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
 EU 28		<b>59</b>	0	<b>34</b>		<b>5</b>		<b>35</b>	5
 BE		<b>54</b>	0	<b>42</b>		<b>10</b>		<b>44</b>	12
 BG		<b>59</b>	-9	<b>21</b>		<b>1</b>		<b>22</b>	-7
 CZ		<b>76</b>	3	<b>38</b>		<b>5</b>		<b>39</b>	8
 DK		<b>64</b>	-3	<b>44</b>		<b>9</b>		<b>45</b>	-4
 DE		<b>55</b>	-5	<b>37</b>		<b>4</b>		<b>38</b>	5
 EE		<b>62</b>	1	<b>25</b>		<b>7</b>		<b>29</b>	9
 IE		<b>53</b>	-2	<b>31</b>		<b>8</b>		<b>34</b>	4
 EL		<b>67</b>	-3	<b>13</b>		<b>2</b>		<b>14</b>	-10
 ES		<b>67</b>	-6	<b>22</b>		<b>2</b>		<b>22</b>	-15
 FR		<b>45</b>	1	<b>35</b>		<b>5</b>		<b>37</b>	8
 HR		<b>57</b>		<b>23</b>		<b>6</b>		<b>27</b>	
 IT		<b>46</b>	12	<b>29</b>		<b>2</b>		<b>30</b>	1
 CY		<b>15</b>	-3	<b>4</b>		<b>7</b>		<b>10</b>	10
 LV		<b>69</b>	-5	<b>30</b>		<b>4</b>		<b>31</b>	2
 LT		<b>65</b>	3	<b>15</b>		<b>2</b>		<b>15</b>	3
 LU		<b>67</b>	0	<b>37</b>		<b>33</b>		<b>51</b>	9
 HU		<b>46</b>	-18	<b>39</b>		<b>5</b>		<b>41</b>	28
 MT		<b>53</b>	-7	<b>10</b>		<b>10</b>		<b>17</b>	17
 NL		<b>58</b>	0	<b>62</b>		<b>14</b>		<b>64</b>	13
 AT		<b>69</b>	11	<b>41</b>		<b>12</b>		<b>43</b>	21
 PL		<b>65</b>	5	<b>23</b>		<b>2</b>		<b>24</b>	7
 PT		<b>63</b>	6	<b>21</b>		<b>1</b>		<b>22</b>	-4
 RO		<b>77</b>	12	<b>19</b>		<b>2</b>		<b>20</b>	-1
 SI		<b>39</b>	-3	<b>19</b>		<b>4</b>		<b>21</b>	-3
 SK		<b>64</b>	-11	<b>38</b>		<b>7</b>		<b>39</b>	13
 FI		<b>61</b>	2	<b>43</b>		<b>12</b>		<b>46</b>	6
 SE		<b>85</b>	6	<b>57</b>		<b>12</b>		<b>59</b>	-1
 UK		<b>67</b>	-5	<b>45</b>		<b>8</b>		<b>46</b>	15

\*Dans EB82.1 la réponse «Le transport ferroviaire» représente la combinaison des réponses «Le transport ferroviaire national» et «Le transport ferroviaire international». Dans EB71.2 l'item exact était «Le transport ferroviaire interurbain»






























\*In EB82.1 the answer "Rail transport" represents the combination of "National rail transport" and "International rail transport". In EB71.2 the item was "Inter-city rail transport"

\*Im EB82.1 steht die Antwort „Schienenverkehr“ für eine Kombination aus „Nationaler Schienenverkehr“ und „Internationaler Schienenverkehr“. Im EB71.2 lautete die Antwortmöglichkeit „Schienenfernverkehr“

QA1. Parmi les services suivants, lesquels, s'il y en a, avez vous utilisés lors des 12 derniers mois ?  
(PLUSIEURS REPONSES POSSIBLES)

QA1. Which of the following services, if any, have you used during the last 12 months?  
(MULTIPLE ANSWERS POSSIBLE)

QA1. Welche der folgenden Verkehrsmittel haben Sie, wenn überhaupt, in den letzten 12 Monaten genutzt?  
(MEHRFACHNENNUNGEN MÖGLICH)

		Le transport aérien		Le transport longue distance en autocar		Les services de transport par bateau ou ferry (y compris sur les voies navigables intérieures)	
		Air transport		Long-distance coach transport		Ship or ferry services (including inland waterways)	
		Flugreisen		Fernbus		Schiffs- oder Fährverkehr (einschließlich Binnenwasserstraßen)	
%		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
 EU 28		<b>28</b>	4	<b>14</b>	9	<b>10</b>	2
 BE		<b>35</b>	7	<b>7</b>	1	<b>7</b>	4
 BG		<b>9</b>	4	<b>41</b>	35	<b>1</b>	0
 CZ		<b>22</b>	9	<b>27</b>	20	<b>5</b>	3
 DK		<b>52</b>	3	<b>9</b>	-1	<b>32</b>	-5
 DE		<b>33</b>	5	<b>8</b>	4	<b>9</b>	1
 EE		<b>26</b>	8	<b>40</b>	26	<b>38</b>	14
 IE		<b>51</b>	-7	<b>12</b>	2	<b>8</b>	-5
 EL		<b>18</b>	-3	<b>30</b>	23	<b>36</b>	4
 ES		<b>23</b>	-8	<b>14</b>	7	<b>6</b>	2
 FR		<b>25</b>	3	<b>5</b>	1	<b>7</b>	3
 HR		<b>8</b>		<b>32</b>		<b>12</b>	
 IT		<b>26</b>	8	<b>13</b>	11	<b>7</b>	3
 CY		<b>45</b>	-1	<b>15</b>	15	<b>11</b>	0
 LV		<b>20</b>	5	<b>29</b>	11	<b>11</b>	5
 LT		<b>18</b>	5	<b>15</b>	4	<b>7</b>	-1
 LU		<b>55</b>	13	<b>15</b>	-2	<b>15</b>	8
 HU		<b>7</b>	4	<b>50</b>	47	<b>6</b>	1
 MT		<b>42</b>	4	<b>16</b>	-2	<b>54</b>	8
 NL		<b>44</b>	7	<b>10</b>	2	<b>27</b>	3
 AT		<b>37</b>	8	<b>8</b>	3	<b>7</b>	3
 PL		<b>11</b>	1	<b>14</b>	10	<b>4</b>	1
 PT		<b>13</b>	1	<b>9</b>	6	<b>5</b>	-2
 RO		<b>11</b>	4	<b>18</b>	13	<b>3</b>	2
 SI		<b>15</b>	-6	<b>16</b>	5	<b>11</b>	-3
 SK		<b>19</b>	5	<b>30</b>	16	<b>3</b>	1
 FI		<b>37</b>	-4	<b>26</b>	15	<b>40</b>	9
 SE		<b>61</b>	8	<b>24</b>	11	<b>47</b>	2
 UK		<b>41</b>	6	<b>10</b>	4	<b>15</b>	3

\*Dans EB82.1 la réponse «Le transport ferroviaire» représente la combinaison des réponses «Le transport ferroviaire national» et «Le transport ferroviaire international». Dans EB71.2 l'item exact était «Le transport ferroviaire interurbain»






























\*In EB82.1 the answer "Rail transport" represents the combination of "National rail transport" and "International rail transport". In EB71.2 the item was "Inter-city rail transport"

\*Im EB82.1 steht die Antwort „Schienenverkehr“ für eine Kombination aus „Nationaler Schienenverkehr“ und „Internationaler Schienenverkehr“. Im EB71.2 lautete die Antwortmöglichkeit „Schienenfernverkehr“

QA1. Parmi les services suivants, lesquels, s'il y en a, avez vous utilisés lors des 12 derniers mois ?  
(PLUSIEURS REPONSES POSSIBLES)

QA1. Which of the following services, if any, have you used during the last 12 months?  
(MULTIPLE ANSWERS POSSIBLE)

QA1. Welche der folgenden Verkehrsmittel haben Sie, wenn überhaupt, in den letzten 12 Monaten genutzt?  
(MEHRFACHNENNUNGEN MÖGLICH)

		Aucun (SP.)		NSP		Total 'A utilisé transport'	
		None (SP.)		DK		Total 'Has used transport'	
		Nichts davon (SP.)		WN		Gesamt 'Hat Verkehrsmittel genutzt'	
%		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
	EU 28	<b>22</b>	-5	<b>0</b>	-1	<b>78</b>	6
	BE	<b>22</b>	-8	<b>0</b>	0	<b>77</b>	7
	BG	<b>20</b>	-5	<b>0</b>	-1	<b>80</b>	6
	CZ	<b>12</b>	-8	<b>0</b>	0	<b>88</b>	8
	DK	<b>13</b>	-1	<b>0</b>	0	<b>87</b>	1
	DE	<b>24</b>	-2	<b>1</b>	1	<b>75</b>	1
	EE	<b>16</b>	-4	<b>0</b>	-4	<b>84</b>	9
	IE	<b>17</b>	-2	<b>0</b>	-1	<b>83</b>	2
	EL	<b>16</b>	-4	<b>0</b>	0	<b>84</b>	4
	ES	<b>22</b>	6	<b>0</b>	0	<b>78</b>	-6
	FR	<b>35</b>	-4	<b>1</b>	0	<b>64</b>	4
	HR	<b>17</b>		<b>0</b>		<b>82</b>	
	IT	<b>26</b>	-14	<b>0</b>	-3	<b>74</b>	17
	CY	<b>43</b>	2	<b>0</b>	-1	<b>57</b>	-1
	LV	<b>14</b>	-3	<b>1</b>	0	<b>85</b>	2
	LT	<b>24</b>	-2	<b>1</b>	-1	<b>75</b>	3
	LU	<b>10</b>	-4	<b>2</b>	2	<b>89</b>	3
	HU	<b>19</b>	-11	<b>0</b>	0	<b>81</b>	11
	MT	<b>13</b>	-2	<b>0</b>	0	<b>87</b>	2
	NL	<b>15</b>	-4	<b>0</b>	0	<b>85</b>	5
	AT	<b>14</b>	-17	<b>0</b>	-1	<b>85</b>	16
	PL	<b>23</b>	-12	<b>1</b>	0	<b>76</b>	11
	PT	<b>29</b>	-3	<b>0</b>	-1	<b>71</b>	4
	RO	<b>13</b>	-13	<b>0</b>	-3	<b>86</b>	15
	SI	<b>36</b>	-4	<b>1</b>	1	<b>63</b>	3
	SK	<b>16</b>	-2	<b>1</b>	1	<b>83</b>	1
	FI	<b>14</b>	-4	<b>1</b>	1	<b>85</b>	3
	SE	<b>5</b>	-3	<b>0</b>	0	<b>95</b>	3
	UK	<b>15</b>	0	<b>0</b>	0	<b>85</b>	0

\*Dans EB82.1 la réponse «Le transport ferroviaire» représente la combinaison des réponses «Le transport ferroviaire national» et «Le transport ferroviaire international». Dans EB71.2 l'item exact était «Le transport ferroviaire interurbain»

\*In EB82.1 the answer "Rail transport" represents the combination of "National rail transport" and "International rail transport". In EB71.2 the item was "Inter-city rail transport"

\*Im EB82.1 steht die Antwort „Schienenverkehr“ für eine Kombination aus „Nationaler Schienenverkehr“ und „Internationaler Schienenverkehr“. Im EB71.2 lautete die Antwortmöglichkeit „Schienenfernverkehr“



QA2. Quand vous achetez un billet auprès d'une entreprise de transport, vous êtes lié(e) par un contrat à cette entreprise.






























Etes-vous au courant des droits et obligations liés à ce contrat ?

QA2. When buying a ticket from a transport company, you have a contract with this company.

Are you aware of the rights and obligations linked to this contract?

QA2. Wenn Sie eine Fahrkarte von einem Transportunternehmen kaufen, haben Sie einen Vertrag mit diesem Unternehmen geschlossen.

Sind Sie sich über Rechte und Pflichten, die mit diesem Vertrag verbunden sind, im Klaren?

	%	Oui		Non		Cela dépend (SP.)*		NSP	
		Yes		No		It depends (SP.)*		DK	
		Ja		Nein		Es kommt darauf an (SP.)*		WN	
		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
 EU 28		<b>31</b>	-3	<b>59</b>	0	<b>8</b>		<b>2</b>	-5
 BE		<b>30</b>	6	<b>64</b>	-9	<b>4</b>		<b>2</b>	-1
 BG		<b>34</b>	0	<b>53</b>	6	<b>11</b>		<b>2</b>	-17
 CZ		<b>29</b>	-6	<b>60</b>	-1	<b>11</b>		<b>0</b>	-4
 DK		<b>23</b>	-5	<b>67</b>	-3	<b>9</b>		<b>1</b>	-1
 DE		<b>39</b>	-5	<b>42</b>	-7	<b>16</b>		<b>3</b>	-4
 EE		<b>30</b>	-11	<b>52</b>	-3	<b>15</b>		<b>3</b>	-1
 IE		<b>35</b>	-8	<b>58</b>	9	<b>7</b>		<b>0</b>	-8
 EL		<b>30</b>	3	<b>64</b>	-8	<b>6</b>		<b>0</b>	-1
 ES		<b>38</b>	-6	<b>58</b>	6	<b>4</b>		<b>0</b>	-4
 FR		<b>20</b>	-6	<b>75</b>	3	<b>3</b>		<b>2</b>	0
 HR		<b>25</b>		<b>72</b>		<b>2</b>		<b>1</b>	
 IT		<b>23</b>	0	<b>65</b>	4	<b>11</b>		<b>1</b>	-15
 CY		<b>33</b>	-11	<b>57</b>	8	<b>7</b>		<b>3</b>	-4
 LV		<b>25</b>	-13	<b>68</b>	13	<b>5</b>		<b>2</b>	-5
 LT		<b>30</b>	1	<b>63</b>	2	<b>5</b>		<b>2</b>	-8
 LU		<b>32</b>	-5	<b>54</b>	1	<b>13</b>		<b>1</b>	-9
 HU		<b>33</b>	-3	<b>58</b>	0	<b>8</b>		<b>1</b>	-5
 MT		<b>37</b>	-7	<b>60</b>	15	<b>2</b>		<b>1</b>	-10
 NL		<b>38</b>	-6	<b>56</b>	3	<b>5</b>		<b>1</b>	-2
 AT		<b>43</b>	5	<b>44</b>	-8	<b>12</b>		<b>1</b>	-9
 PL		<b>29</b>	1	<b>58</b>	-4	<b>11</b>		<b>2</b>	-8
 PT		<b>27</b>	-3	<b>65</b>	6	<b>6</b>		<b>2</b>	-9
 RO		<b>21</b>	6	<b>70</b>	7	<b>8</b>		<b>1</b>	-21
 SI		<b>26</b>	-9	<b>66</b>	10	<b>8</b>		<b>0</b>	-9
 SK		<b>39</b>	-3	<b>54</b>	2	<b>5</b>		<b>2</b>	-4
 FI		<b>32</b>	-12	<b>60</b>	7	<b>8</b>		<b>0</b>	-3
 SE		<b>26</b>	-19	<b>59</b>	6	<b>15</b>		<b>0</b>	-2
 UK		<b>36</b>	0	<b>60</b>	-2	<b>2</b>		<b>2</b>	0

\*Dans EB71.2 cette réponse n'était pas dans la liste

\*In EB71.2 this answer was not included in the list

\*Im EB71.2 war diese Antwortmöglichkeit nicht gegeben

QA3.1. L'UE a renforcé les droits des passagers dans tous les modes de transport, qu'il s'agisse du transport aérien, ferroviaire, par bateau ou ferry ou par autocar. Avez-vous déjà ... ?

Entendu parler de ces droits des passagers avant cet entretien






























QA3.1. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach.

Have you...?

Heard of these passenger rights before this interview

QA3.1. Die EU hat die Rechte von Reisenden in allen Verkehrsmitteln gestärkt, d. h. von Flug-, Bahn-, Schiffs-, Fähr- und Busreisenden. Haben Sie ...?

Vor dieser Umfrage etwas von den Rechten von Reisenden gewusst

		Oui Yes Ja	Non No Nein	NSP DK WN
	%	EB 82.1	EB 82.1	EB 82.1
 EU 28		<b>29</b>	<b>68</b>	<b>3</b>
 BE		<b>32</b>	<b>67</b>	<b>1</b>
 BG		<b>28</b>	<b>67</b>	<b>5</b>
 CZ		<b>29</b>	<b>67</b>	<b>4</b>
 DK		<b>27</b>	<b>71</b>	<b>2</b>
 DE		<b>46</b>	<b>52</b>	<b>2</b>
 EE		<b>26</b>	<b>66</b>	<b>8</b>
 IE		<b>27</b>	<b>72</b>	<b>1</b>
 EL		<b>29</b>	<b>71</b>	<b>0</b>
 ES		<b>26</b>	<b>73</b>	<b>1</b>
 FR		<b>17</b>	<b>82</b>	<b>1</b>
 HR		<b>23</b>	<b>74</b>	<b>3</b>
 IT		<b>29</b>	<b>66</b>	<b>5</b>
 CY		<b>26</b>	<b>73</b>	<b>1</b>
 LV		<b>28</b>	<b>70</b>	<b>2</b>
 LT		<b>27</b>	<b>70</b>	<b>3</b>
 LU		<b>39</b>	<b>58</b>	<b>3</b>
 HU		<b>39</b>	<b>60</b>	<b>1</b>
 MT		<b>33</b>	<b>65</b>	<b>2</b>
 NL		<b>27</b>	<b>72</b>	<b>1</b>
 AT		<b>48</b>	<b>50</b>	<b>2</b>
 PL		<b>29</b>	<b>67</b>	<b>4</b>
 PT		<b>24</b>	<b>74</b>	<b>2</b>
 RO		<b>34</b>	<b>62</b>	<b>4</b>
 SI		<b>27</b>	<b>72</b>	<b>1</b>
 SK		<b>37</b>	<b>61</b>	<b>2</b>
 FI		<b>25</b>	<b>71</b>	<b>4</b>
 SE		<b>18</b>	<b>81</b>	<b>1</b>
 UK		<b>19</b>	<b>78</b>	<b>3</b>

QA3.2. L'UE a renforcé les droits des passagers dans tous les modes de transport, qu'il s'agisse du transport aérien, ferroviaire, par bateau ou ferry ou par autocar. Avez-vous déjà ... ?

Lu, vu ou entendu des informations sur ces droits des passagers (par ex. sur une affiche ou dans une brochure)






























QA3.2. The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach.

Have you...?

Read, seen or heard information about these passenger rights (e.g. on a poster or in a brochure)

QA3.2. Die EU hat die Rechte von Reisenden in allen Verkehrsmitteln gestärkt, d. h. von Flug-, Bahn-, Schiffs-, Fähr- und Busreisenden. Haben Sie ...?

Informationen zu diesen Rechten von Reisenden gelesen, gesehen oder gehört (z. B. auf einem Poster oder in einer Broschüre)

		Oui Yes Ja	Non No Nein	NSP DK WN
	%	EB 82.1	EB 82.1	EB 82.1
 EU 28		<b>23</b>	<b>74</b>	<b>3</b>
 BE		<b>25</b>	<b>74</b>	<b>1</b>
 BG		<b>23</b>	<b>72</b>	<b>5</b>
 CZ		<b>21</b>	<b>75</b>	<b>4</b>
 DK		<b>21</b>	<b>77</b>	<b>2</b>
 DE		<b>38</b>	<b>61</b>	<b>1</b>
 EE		<b>27</b>	<b>65</b>	<b>8</b>
 IE		<b>21</b>	<b>78</b>	<b>1</b>
 EL		<b>23</b>	<b>77</b>	<b>0</b>
 ES		<b>18</b>	<b>81</b>	<b>1</b>
 FR		<b>15</b>	<b>83</b>	<b>2</b>
 HR		<b>20</b>	<b>76</b>	<b>4</b>
 IT		<b>25</b>	<b>68</b>	<b>7</b>
 CY		<b>22</b>	<b>78</b>	<b>0</b>
 LV		<b>26</b>	<b>72</b>	<b>2</b>
 LT		<b>17</b>	<b>80</b>	<b>3</b>
 LU		<b>38</b>	<b>60</b>	<b>2</b>
 HU		<b>27</b>	<b>72</b>	<b>1</b>
 MT		<b>23</b>	<b>75</b>	<b>2</b>
 NL		<b>24</b>	<b>75</b>	<b>1</b>
 AT		<b>36</b>	<b>61</b>	<b>3</b>
 PL		<b>17</b>	<b>80</b>	<b>3</b>
 PT		<b>18</b>	<b>80</b>	<b>2</b>
 RO		<b>26</b>	<b>69</b>	<b>5</b>
 SI		<b>25</b>	<b>74</b>	<b>1</b>
 SK		<b>28</b>	<b>70</b>	<b>2</b>
 FI		<b>25</b>	<b>71</b>	<b>4</b>
 SE		<b>14</b>	<b>84</b>	<b>2</b>
 UK		<b>13</b>	<b>84</b>	<b>3</b>

QA4. Où avez-vous lu, entendu ou vu des informations sur les droits des passagers ?

(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA4. Where have you read, heard or seen information on passenger rights?

(ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA4. Wo haben Sie Informationen zu den Rechten von Reisenden gelesen, gehört oder gesehen?

(ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

SI "A DEJA LU OU VU DES INFORMATIONS SUR LES DROITS DES PASSAGERS", CODE 1 EN QA3.2

IF "HAS ALREADY READ OR SEEN INFORMATION ABOUT PASSENGER RIGHTS", CODE 1 IN QA3.2

FALLS "HAT SCHON EINMAL INFORMATIONEN ZU RECHTEN VON REISENDEN GELESEN ODER GESEHEN", CODE 1 IN QA3.2

	Sur une affiche	Dans une brochure ou un dépliant	Dans un aéroport, un port, une gare ou une gare routière	Dans un avion, un bateau ou ferry, un train ou un autocar	Sur un site Internet
	On a poster	In a brochure or a leaflet	In an airport, a port, a railway station or a coach terminal	On an airplane, a ship or ferry, a train or a coach	On a website
	Auf einem Poster	In einer Broschüre oder einem Faltblatt	An einem Flughafen, einem Hafen, einem Bahnhof oder einem Busbahnhof	In einem Flugzeug, auf einem Schiff oder einer Fähre, in einem Zug oder einem Reisebus	Auf einer Webseite
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>7</b>	<b>17</b>	<b>18</b>	<b>11</b>	<b>27</b>
 BE	<b>8</b>	<b>19</b>	<b>17</b>	<b>10</b>	<b>26</b>
 BG	<b>12</b>	<b>22</b>	<b>19</b>	<b>12</b>	<b>14</b>
 CZ	<b>10</b>	<b>27</b>	<b>24</b>	<b>18</b>	<b>44</b>
 DK	<b>10</b>	<b>10</b>	<b>19</b>	<b>5</b>	<b>26</b>
 DE	<b>3</b>	<b>15</b>	<b>12</b>	<b>6</b>	<b>16</b>
 EE	<b>13</b>	<b>27</b>	<b>36</b>	<b>30</b>	<b>37</b>
 IE	<b>12</b>	<b>17</b>	<b>16</b>	<b>13</b>	<b>31</b>
 EL	<b>12</b>	<b>22</b>	<b>22</b>	<b>17</b>	<b>31</b>
 ES	<b>4</b>	<b>19</b>	<b>23</b>	<b>9</b>	<b>18</b>
 FR	<b>9</b>	<b>13</b>	<b>17</b>	<b>3</b>	<b>34</b>
 HR	<b>9</b>	<b>17</b>	<b>27</b>	<b>18</b>	<b>35</b>
 IT	<b>7</b>	<b>21</b>	<b>31</b>	<b>23</b>	<b>42</b>
 CY	<b>8</b>	<b>19</b>	<b>21</b>	<b>8</b>	<b>19</b>
 LV	<b>11</b>	<b>7</b>	<b>20</b>	<b>18</b>	<b>40</b>
 LT	<b>8</b>	<b>12</b>	<b>23</b>	<b>19</b>	<b>37</b>
 LU	<b>15</b>	<b>23</b>	<b>23</b>	<b>11</b>	<b>29</b>
 HU	<b>9</b>	<b>12</b>	<b>21</b>	<b>18</b>	<b>24</b>
 MT	<b>4</b>	<b>20</b>	<b>20</b>	<b>10</b>	<b>38</b>
 NL	<b>3</b>	<b>15</b>	<b>18</b>	<b>10</b>	<b>37</b>
 AT	<b>4</b>	<b>26</b>	<b>21</b>	<b>15</b>	<b>19</b>
 PL	<b>11</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>30</b>
 PT	<b>15</b>	<b>13</b>	<b>15</b>	<b>14</b>	<b>22</b>
 RO	<b>10</b>	<b>24</b>	<b>14</b>	<b>7</b>	<b>22</b>
 SI	<b>8</b>	<b>14</b>	<b>13</b>	<b>9</b>	<b>35</b>
 SK	<b>15</b>	<b>17</b>	<b>21</b>	<b>10</b>	<b>30</b>
 FI	<b>10</b>	<b>19</b>	<b>25</b>	<b>11</b>	<b>42</b>
 SE	<b>8</b>	<b>19</b>	<b>22</b>	<b>10</b>	<b>31</b>
 UK	<b>16</b>	<b>20</b>	<b>14</b>	<b>15</b>	<b>37</b>

QA4. Où avez-vous lu, entendu ou vu des informations sur les droits des passagers ?  
(ROTATION – PLUSIEURS REPONSES POSSIBLES)






























QA4. Where have you read, heard or seen information on passenger rights?  
(ROTATE – MULTIPLE ANSWERS POSSIBLE)

QA4. Wo haben Sie Informationen zu den Rechten von Reisenden gelesen, gehört oder gesehen?  
(ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

SI "A DEJA LU OU VU DES INFORMATIONS SUR LES DROITS DES PASSAGERS", CODE 1 EN QA3.2

IF "HAS ALREADY READ OR SEEN INFORMATION ABOUT PASSENGER RIGHTS", CODE 1 IN QA3.2

FALLS "HAT SCHON EINMAL INFORMATIONEN ZU RECHTEN VON REISENDEN GELESEN ODER GESEHEN", CODE 1 IN QA3.2

	Sur les réseaux sociaux en ligne	Dans un journal ou un magazine	A la télévision ou à la radio	Autre (SP.)	NSP
	On online social networks	In newspapers or magazines	On TV or radio	Other (SP.)	DK
	In sozialen Netzwerken im Internet	In Zeitungen oder Zeitschriften	Im Fernsehen oder Radio	Sonstige (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>10</b>	<b>36</b>	<b>47</b>	<b>6</b>	<b>0</b>
 BE	<b>8</b>	<b>40</b>	<b>44</b>	<b>7</b>	<b>1</b>
 BG	<b>13</b>	<b>17</b>	<b>63</b>	<b>2</b>	<b>1</b>
 CZ	<b>9</b>	<b>30</b>	<b>44</b>	<b>4</b>	<b>0</b>
 DK	<b>12</b>	<b>31</b>	<b>47</b>	<b>8</b>	<b>1</b>
 DE	<b>11</b>	<b>60</b>	<b>68</b>	<b>5</b>	<b>0</b>
 EE	<b>16</b>	<b>32</b>	<b>38</b>	<b>4</b>	<b>2</b>
 IE	<b>12</b>	<b>35</b>	<b>36</b>	<b>3</b>	<b>3</b>
 EL	<b>29</b>	<b>18</b>	<b>26</b>	<b>11</b>	<b>0</b>
 ES	<b>9</b>	<b>25</b>	<b>42</b>	<b>10</b>	<b>0</b>
 FR	<b>5</b>	<b>20</b>	<b>49</b>	<b>10</b>	<b>1</b>
 HR	<b>14</b>	<b>26</b>	<b>40</b>	<b>1</b>	<b>0</b>
 IT	<b>10</b>	<b>28</b>	<b>28</b>	<b>4</b>	<b>0</b>
 CY	<b>30</b>	<b>16</b>	<b>27</b>	<b>15</b>	<b>0</b>
 LV	<b>20</b>	<b>14</b>	<b>41</b>	<b>7</b>	<b>0</b>
 LT	<b>13</b>	<b>23</b>	<b>41</b>	<b>8</b>	<b>2</b>
 LU	<b>8</b>	<b>36</b>	<b>47</b>	<b>9</b>	<b>0</b>
 HU	<b>11</b>	<b>27</b>	<b>54</b>	<b>8</b>	<b>0</b>
 MT	<b>13</b>	<b>35</b>	<b>37</b>	<b>6</b>	<b>1</b>
 NL	<b>11</b>	<b>48</b>	<b>39</b>	<b>7</b>	<b>0</b>
 AT	<b>16</b>	<b>50</b>	<b>49</b>	<b>11</b>	<b>0</b>
 PL	<b>7</b>	<b>18</b>	<b>35</b>	<b>10</b>	<b>0</b>
 PT	<b>7</b>	<b>26</b>	<b>37</b>	<b>10</b>	<b>1</b>
 RO	<b>11</b>	<b>21</b>	<b>56</b>	<b>4</b>	<b>0</b>
 SI	<b>17</b>	<b>25</b>	<b>45</b>	<b>15</b>	<b>1</b>
 SK	<b>11</b>	<b>33</b>	<b>53</b>	<b>3</b>	<b>0</b>
 FI	<b>13</b>	<b>35</b>	<b>29</b>	<b>8</b>	<b>1</b>
 SE	<b>18</b>	<b>46</b>	<b>38</b>	<b>12</b>	<b>0</b>
 UK	<b>7</b>	<b>19</b>	<b>22</b>	<b>2</b>	<b>1</b>

QA5.1. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers sont bien informés par la compagnie aérienne de leurs droits en tant que passagers

QA5.1. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers are well-informed by the airline company about their rights as passengers

QA5.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende werden von der Fluggesellschaft genau über ihre Fluggastrechte informiert

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable\ pas d'expérience (SP.)*		NSP	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable\ no experience (SP.)*		DK	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Nicht zutreffend\ Keine Erfahrung (SP.)		WN	
		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
 EU 28		8	-2	29	5	24	5	13	0	18		8	-26
 BE		6	-2	32	5	26	-2	12	-5	19		5	-15
 BG		22	17	21	12	8	3	7	-12	29		13	-49
 CZ		13	11	34	22	18	-8	2	-43	32		1	-14
 DK		9	-3	28	6	27	1	16	-6	13		7	-11
 DE		7	-5	28	1	30	13	13	3	14		8	-26
 EE		11	-1	23	0	14	-1	5	0	34		13	-32
 IE		11	-2	35	9	25	-2	19	8	3		7	-16
 EL		14	2	31	8	23	-5	17	-7	14		1	-12
 ES		4	-5	22	-6	23	-4	31	21	13		7	-19
 FR		5	0	24	2	28	4	15	-2	16		12	-20
 HR		11		40		10		5		20		14	
 IT		5	-4	34	2	30	12	17	10	9		5	-29
 CY		12	-1	26	6	26	0	28	0	7		1	-12
 LV		11	-2	33	6	15	5	4	2	32		5	-43
 LT		11	2	31	14	12	4	5	-2	29		12	-47
 LU		10	-6	36	11	24	5	12	-1	12		6	-21
 HU		8	-9	17	-3	6	0	6	3	53		10	-44
 MT		12	-18	35	8	20	4	12	4	8		13	-6
 NL		7	-10	27	9	27	17	14	-9	12		13	-19
 AT		10	5	31	6	26	-6	14	3	11		8	-19
 PL		8	3	30	13	13	3	4	-3	41		4	-57
 PT		4	-1	29	6	19	-2	10	-12	31		7	-22
 RO		15	4	26	11	12	8	7	-4	20		20	-39
 SI		14	-15	26	2	14	6	6	1	30		10	-24
 SK		10	-5	32	0	13	-1	6	2	35		4	-31
 FI		11	3	38	7	19	-12	5	-4	18		9	-12
 SE		11	-6	40	9	20	-2	13	-3	5		11	-3
 UK		9	-3	30	5	29	9	10	-4	14		8	-21

\*Dans EB71.2 cette réponse n'était pas dans la liste

\*In EB71.2 this answer was not included in the list

\*Im EB71.2 war diese Antwortmöglichkeit nicht gegeben

QA5.1. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers sont bien informés par la compagnie aérienne de leurs droits en tant que passagers

QA5.1. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers are well-informed by the airline company about their rights as passengers

QA5.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende werden von der Fluggesellschaft genau über ihre Fluggastrechte informiert

	%	Total 'D'accord'		Total 'Pas d'accord'	
		EB 82.1	Diff. EB 71.2	EB 82.1	Diff. EB 71.2
		Total 'Agree'		Total 'Disagree'	
		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
 EU 28		<b>37</b>	3	<b>37</b>	5
 BE		<b>38</b>	3	<b>38</b>	-7
 BG		<b>43</b>	29	<b>15</b>	-9
 CZ		<b>47</b>	33	<b>20</b>	-51
 DK		<b>37</b>	3	<b>43</b>	-5
 DE		<b>35</b>	-4	<b>43</b>	16
 EE		<b>34</b>	-1	<b>19</b>	-1
 IE		<b>46</b>	7	<b>44</b>	6
 EL		<b>45</b>	10	<b>40</b>	-12
 ES		<b>26</b>	-11	<b>54</b>	17
 FR		<b>29</b>	2	<b>43</b>	2
 HR		<b>51</b>		<b>15</b>	
 IT		<b>39</b>	-2	<b>47</b>	22
 CY		<b>38</b>	5	<b>54</b>	0
 LV		<b>44</b>	4	<b>19</b>	7
 LT		<b>42</b>	16	<b>17</b>	2
 LU		<b>46</b>	5	<b>36</b>	4
 HU		<b>25</b>	-12	<b>12</b>	3
 MT		<b>47</b>	-10	<b>32</b>	8
 NL		<b>34</b>	-1	<b>41</b>	8
 AT		<b>41</b>	11	<b>40</b>	-3
 PL		<b>38</b>	16	<b>17</b>	0
 PT		<b>33</b>	5	<b>29</b>	-14
 RO		<b>41</b>	15	<b>19</b>	4
 SI		<b>40</b>	-13	<b>20</b>	7
 SK		<b>42</b>	-5	<b>19</b>	1
 FI		<b>49</b>	10	<b>24</b>	-16
 SE		<b>51</b>	3	<b>33</b>	-5
 UK		<b>39</b>	2	<b>39</b>	5

\*Dans EB71.2 cette réponse n'était pas dans la liste

\*In EB71.2 this answer was not included in the list

\*Im EB71.2 war diese Antwortmöglichkeit nicht gegeben

QA5.2. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA5.2. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA5.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Flugpreis

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>14</b>	<b>31</b>	<b>20</b>	<b>10</b>	<b>17</b>	<b>8</b>
	BE	<b>13</b>	<b>34</b>	<b>20</b>	<b>10</b>	<b>18</b>	<b>5</b>
	BG	<b>34</b>	<b>20</b>	<b>4</b>	<b>5</b>	<b>27</b>	<b>10</b>
	CZ	<b>19</b>	<b>34</b>	<b>13</b>	<b>2</b>	<b>31</b>	<b>1</b>
	DK	<b>20</b>	<b>28</b>	<b>24</b>	<b>10</b>	<b>13</b>	<b>5</b>
	DE	<b>13</b>	<b>32</b>	<b>25</b>	<b>9</b>	<b>13</b>	<b>8</b>
	EE	<b>14</b>	<b>24</b>	<b>10</b>	<b>4</b>	<b>33</b>	<b>15</b>
	IE	<b>17</b>	<b>39</b>	<b>20</b>	<b>14</b>	<b>3</b>	<b>7</b>
	EL	<b>27</b>	<b>34</b>	<b>17</b>	<b>9</b>	<b>13</b>	<b>0</b>
	ES	<b>11</b>	<b>27</b>	<b>21</b>	<b>22</b>	<b>12</b>	<b>7</b>
	FR	<b>10</b>	<b>30</b>	<b>21</b>	<b>12</b>	<b>15</b>	<b>12</b>
	HR	<b>17</b>	<b>40</b>	<b>10</b>	<b>2</b>	<b>20</b>	<b>11</b>
	IT	<b>10</b>	<b>36</b>	<b>28</b>	<b>15</b>	<b>8</b>	<b>3</b>
	CY	<b>47</b>	<b>27</b>	<b>13</b>	<b>6</b>	<b>6</b>	<b>1</b>
	LV	<b>15</b>	<b>31</b>	<b>14</b>	<b>5</b>	<b>31</b>	<b>4</b>
	LT	<b>13</b>	<b>31</b>	<b>11</b>	<b>5</b>	<b>28</b>	<b>12</b>
	LU	<b>21</b>	<b>37</b>	<b>17</b>	<b>8</b>	<b>12</b>	<b>5</b>
	HU	<b>13</b>	<b>17</b>	<b>8</b>	<b>4</b>	<b>49</b>	<b>9</b>
	MT	<b>17</b>	<b>43</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>14</b>
	NL	<b>15</b>	<b>27</b>	<b>23</b>	<b>14</b>	<b>10</b>	<b>11</b>
	AT	<b>19</b>	<b>36</b>	<b>20</b>	<b>9</b>	<b>9</b>	<b>7</b>
	PL	<b>14</b>	<b>29</b>	<b>12</b>	<b>3</b>	<b>38</b>	<b>4</b>
	PT	<b>10</b>	<b>31</b>	<b>15</b>	<b>7</b>	<b>30</b>	<b>7</b>
	RO	<b>17</b>	<b>24</b>	<b>11</b>	<b>7</b>	<b>20</b>	<b>21</b>
	SI	<b>18</b>	<b>29</b>	<b>9</b>	<b>4</b>	<b>30</b>	<b>10</b>
	SK	<b>14</b>	<b>34</b>	<b>9</b>	<b>4</b>	<b>35</b>	<b>4</b>
	FI	<b>15</b>	<b>37</b>	<b>17</b>	<b>6</b>	<b>17</b>	<b>8</b>
	SE	<b>39</b>	<b>33</b>	<b>14</b>	<b>3</b>	<b>4</b>	<b>7</b>
	UK	<b>12</b>	<b>34</b>	<b>23</b>	<b>9</b>	<b>14</b>	<b>8</b>



QA5.2. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA5.2. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA5.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Flugpreis

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>45</b>	<b>30</b>
	BE	<b>47</b>	<b>30</b>
	BG	<b>54</b>	<b>9</b>
	CZ	<b>53</b>	<b>15</b>
	DK	<b>48</b>	<b>34</b>
	DE	<b>45</b>	<b>34</b>
	EE	<b>38</b>	<b>14</b>
	IE	<b>56</b>	<b>34</b>
	EL	<b>61</b>	<b>26</b>
	ES	<b>38</b>	<b>43</b>
	FR	<b>40</b>	<b>33</b>
	HR	<b>57</b>	<b>12</b>
	IT	<b>46</b>	<b>43</b>
	CY	<b>74</b>	<b>19</b>
	LV	<b>46</b>	<b>19</b>
	LT	<b>44</b>	<b>16</b>
	LU	<b>58</b>	<b>25</b>
	HU	<b>30</b>	<b>12</b>
	MT	<b>60</b>	<b>19</b>
	NL	<b>42</b>	<b>37</b>
	AT	<b>55</b>	<b>29</b>
	PL	<b>43</b>	<b>15</b>
	PT	<b>41</b>	<b>22</b>
	RO	<b>41</b>	<b>18</b>
	SI	<b>47</b>	<b>13</b>
	SK	<b>48</b>	<b>13</b>
	FI	<b>52</b>	<b>23</b>
	SE	<b>72</b>	<b>17</b>
	UK	<b>46</b>	<b>32</b>

QA5.3. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers sont bien informés par la compagnie aérienne des détails de leur vol (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA5.3. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)

QA5.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende werden von der Fluggesellschaft genau über die Einzelheiten ihres Fluges informiert (Abflug- und Ankunftszeiten, Einrichtungen an Bord des Flugzeugs, auch für Menschen mit Behinderungen etc.)

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>18</b>	<b>36</b>	<b>15</b>	<b>6</b>	<b>17</b>	<b>8</b>
	BE	<b>15</b>	<b>43</b>	<b>15</b>	<b>5</b>	<b>18</b>	<b>4</b>
	BG	<b>27</b>	<b>20</b>	<b>5</b>	<b>5</b>	<b>30</b>	<b>13</b>
	CZ	<b>20</b>	<b>34</b>	<b>11</b>	<b>3</b>	<b>31</b>	<b>1</b>
	DK	<b>34</b>	<b>36</b>	<b>9</b>	<b>3</b>	<b>13</b>	<b>5</b>
	DE	<b>26</b>	<b>36</b>	<b>16</b>	<b>4</b>	<b>12</b>	<b>6</b>
	EE	<b>16</b>	<b>27</b>	<b>7</b>	<b>4</b>	<b>33</b>	<b>13</b>
	IE	<b>25</b>	<b>42</b>	<b>12</b>	<b>10</b>	<b>3</b>	<b>8</b>
	EL	<b>21</b>	<b>38</b>	<b>16</b>	<b>11</b>	<b>13</b>	<b>1</b>
	ES	<b>12</b>	<b>35</b>	<b>16</b>	<b>17</b>	<b>12</b>	<b>8</b>
	FR	<b>13</b>	<b>38</b>	<b>17</b>	<b>5</b>	<b>15</b>	<b>12</b>
	HR	<b>16</b>	<b>39</b>	<b>10</b>	<b>2</b>	<b>20</b>	<b>13</b>
	IT	<b>10</b>	<b>40</b>	<b>26</b>	<b>12</b>	<b>8</b>	<b>4</b>
	CY	<b>37</b>	<b>35</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>1</b>
	LV	<b>20</b>	<b>33</b>	<b>7</b>	<b>3</b>	<b>32</b>	<b>5</b>
	LT	<b>15</b>	<b>33</b>	<b>7</b>	<b>3</b>	<b>29</b>	<b>13</b>
	LU	<b>31</b>	<b>43</b>	<b>7</b>	<b>2</b>	<b>12</b>	<b>5</b>
	HU	<b>12</b>	<b>17</b>	<b>8</b>	<b>3</b>	<b>51</b>	<b>9</b>
	MT	<b>26</b>	<b>40</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>14</b>
	NL	<b>22</b>	<b>34</b>	<b>16</b>	<b>7</b>	<b>11</b>	<b>10</b>
	AT	<b>32</b>	<b>39</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>6</b>
	PL	<b>12</b>	<b>30</b>	<b>11</b>	<b>3</b>	<b>40</b>	<b>4</b>
	PT	<b>11</b>	<b>30</b>	<b>15</b>	<b>7</b>	<b>30</b>	<b>7</b>
	RO	<b>18</b>	<b>26</b>	<b>10</b>	<b>5</b>	<b>21</b>	<b>20</b>
	SI	<b>22</b>	<b>27</b>	<b>8</b>	<b>4</b>	<b>30</b>	<b>9</b>
	SK	<b>17</b>	<b>33</b>	<b>8</b>	<b>3</b>	<b>35</b>	<b>4</b>
	FI	<b>20</b>	<b>41</b>	<b>11</b>	<b>2</b>	<b>18</b>	<b>8</b>
	SE	<b>35</b>	<b>35</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>12</b>
	UK	<b>24</b>	<b>40</b>	<b>12</b>	<b>3</b>	<b>14</b>	<b>7</b>

QA5.3. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport aérien.






























Les passagers sont bien informés par la compagnie aérienne des détails de leur vol (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA5.3. Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)

QA5.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Flugreisen zustimmen oder nicht zustimmen.

Reisende werden von der Fluggesellschaft genau über die Einzelheiten ihres Fluges informiert (Abflug- und Ankunftszeiten, Einrichtungen an Bord des Flugzeugs, auch für Menschen mit Behinderungen etc.)

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
	%	EB 82.1	EB 82.1
	EU 28	<b>54</b>	<b>21</b>
	BE	<b>58</b>	<b>20</b>
	BG	<b>47</b>	<b>10</b>
	CZ	<b>54</b>	<b>14</b>
	DK	<b>70</b>	<b>12</b>
	DE	<b>62</b>	<b>20</b>
	EE	<b>43</b>	<b>11</b>
	IE	<b>67</b>	<b>22</b>
	EL	<b>59</b>	<b>27</b>
	ES	<b>47</b>	<b>33</b>
	FR	<b>51</b>	<b>22</b>
	HR	<b>55</b>	<b>12</b>
	IT	<b>50</b>	<b>38</b>
	CY	<b>72</b>	<b>20</b>
	LV	<b>53</b>	<b>10</b>
	LT	<b>48</b>	<b>10</b>
	LU	<b>74</b>	<b>9</b>
	HU	<b>29</b>	<b>11</b>
	MT	<b>66</b>	<b>13</b>
	NL	<b>56</b>	<b>23</b>
	AT	<b>71</b>	<b>14</b>
	PL	<b>42</b>	<b>14</b>
	PT	<b>41</b>	<b>22</b>
	RO	<b>44</b>	<b>15</b>
	SI	<b>49</b>	<b>12</b>
	SK	<b>50</b>	<b>11</b>
	FI	<b>61</b>	<b>13</b>
	SE	<b>70</b>	<b>13</b>
	UK	<b>64</b>	<b>15</b>

QA6.1. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers).






























Les passagers sont bien informés par la compagnie ferroviaire sur leurs droits en tant que passagers

QA6.1. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers are well-informed by the railway company about their rights as passengers

QA6.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Eisenbahnunternehmen genau über ihre Fahrgastrechte informiert

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
	Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>6</b>	<b>23</b>	<b>24</b>	<b>13</b>	<b>23</b>	<b>11</b>
 BE	<b>4</b>	<b>25</b>	<b>22</b>	<b>10</b>	<b>31</b>	<b>8</b>
 BG	<b>12</b>	<b>21</b>	<b>15</b>	<b>18</b>	<b>20</b>	<b>14</b>
 CZ	<b>9</b>	<b>32</b>	<b>24</b>	<b>5</b>	<b>29</b>	<b>1</b>
 DK	<b>3</b>	<b>16</b>	<b>16</b>	<b>9</b>	<b>38</b>	<b>18</b>
 DE	<b>5</b>	<b>21</b>	<b>34</b>	<b>22</b>	<b>11</b>	<b>7</b>
 EE	<b>6</b>	<b>17</b>	<b>8</b>	<b>5</b>	<b>48</b>	<b>16</b>
 IE	<b>8</b>	<b>24</b>	<b>16</b>	<b>10</b>	<b>18</b>	<b>24</b>
 EL	<b>7</b>	<b>25</b>	<b>29</b>	<b>19</b>	<b>19</b>	<b>1</b>
 ES	<b>3</b>	<b>17</b>	<b>14</b>	<b>15</b>	<b>39</b>	<b>12</b>
 FR	<b>3</b>	<b>19</b>	<b>24</b>	<b>10</b>	<b>26</b>	<b>18</b>
 HR	<b>8</b>	<b>37</b>	<b>20</b>	<b>11</b>	<b>13</b>	<b>11</b>
 IT	<b>4</b>	<b>29</b>	<b>30</b>	<b>20</b>	<b>13</b>	<b>4</b>
 CY	<b>6</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>54</b>	<b>3</b>
 LV	<b>8</b>	<b>27</b>	<b>11</b>	<b>6</b>	<b>41</b>	<b>7</b>
 LT	<b>9</b>	<b>27</b>	<b>7</b>	<b>3</b>	<b>37</b>	<b>17</b>
 LU	<b>7</b>	<b>28</b>	<b>20</b>	<b>8</b>	<b>24</b>	<b>13</b>
 HU	<b>11</b>	<b>27</b>	<b>15</b>	<b>16</b>	<b>25</b>	<b>6</b>
 MT	<b>3</b>	<b>15</b>	<b>7</b>	<b>10</b>	<b>31</b>	<b>34</b>
 NL	<b>6</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>22</b>
 AT	<b>9</b>	<b>27</b>	<b>27</b>	<b>17</b>	<b>12</b>	<b>8</b>
 PL	<b>6</b>	<b>32</b>	<b>20</b>	<b>6</b>	<b>31</b>	<b>5</b>
 PT	<b>3</b>	<b>27</b>	<b>19</b>	<b>8</b>	<b>37</b>	<b>6</b>
 RO	<b>10</b>	<b>23</b>	<b>16</b>	<b>11</b>	<b>20</b>	<b>20</b>
 SI	<b>12</b>	<b>27</b>	<b>12</b>	<b>10</b>	<b>26</b>	<b>13</b>
 SK	<b>8</b>	<b>37</b>	<b>18</b>	<b>7</b>	<b>26</b>	<b>4</b>
 FI	<b>7</b>	<b>24</b>	<b>12</b>	<b>4</b>	<b>35</b>	<b>18</b>
 SE	<b>6</b>	<b>22</b>	<b>18</b>	<b>12</b>	<b>19</b>	<b>23</b>
 UK	<b>6</b>	<b>22</b>	<b>24</b>	<b>6</b>	<b>27</b>	<b>15</b>

QA6.1. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers).






























Les passagers sont bien informés par la compagnie ferroviaire sur leurs droits en tant que passagers

QA6.1. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers are well-informed by the railway company about their rights as passengers

QA6.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Eisenbahnunternehmen genau über ihre Fahrgastrechte informiert

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
	%	EB 82.1	EB 82.1
	EU 28	<b>29</b>	<b>37</b>
	BE	<b>29</b>	<b>32</b>
	BG	<b>33</b>	<b>33</b>
	CZ	<b>41</b>	<b>29</b>
	DK	<b>19</b>	<b>25</b>
	DE	<b>26</b>	<b>56</b>
	EE	<b>23</b>	<b>13</b>
	IE	<b>32</b>	<b>26</b>
	EL	<b>32</b>	<b>48</b>
	ES	<b>20</b>	<b>29</b>
	FR	<b>22</b>	<b>34</b>
	HR	<b>45</b>	<b>31</b>
	IT	<b>33</b>	<b>50</b>
	CY	<b>19</b>	<b>24</b>
	LV	<b>35</b>	<b>17</b>
	LT	<b>36</b>	<b>10</b>
	LU	<b>35</b>	<b>28</b>
	HU	<b>38</b>	<b>31</b>
	MT	<b>18</b>	<b>17</b>
	NL	<b>20</b>	<b>32</b>
	AT	<b>36</b>	<b>44</b>
	PL	<b>38</b>	<b>26</b>
	PT	<b>30</b>	<b>27</b>
	RO	<b>33</b>	<b>27</b>
	SI	<b>39</b>	<b>22</b>
	SK	<b>45</b>	<b>25</b>
	FI	<b>31</b>	<b>16</b>
	SE	<b>28</b>	<b>30</b>
	UK	<b>28</b>	<b>30</b>

QA6.2. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers).






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA6.2. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA6.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>13</b>	<b>31</b>	<b>15</b>	<b>8</b>	<b>23</b>	<b>10</b>
	BE	<b>12</b>	<b>36</b>	<b>11</b>	<b>5</b>	<b>30</b>	<b>6</b>
	BG	<b>32</b>	<b>24</b>	<b>8</b>	<b>8</b>	<b>18</b>	<b>10</b>
	CZ	<b>19</b>	<b>36</b>	<b>14</b>	<b>4</b>	<b>27</b>	<b>0</b>
	DK	<b>16</b>	<b>20</b>	<b>8</b>	<b>4</b>	<b>37</b>	<b>15</b>
	DE	<b>16</b>	<b>30</b>	<b>23</b>	<b>12</b>	<b>12</b>	<b>7</b>
	EE	<b>11</b>	<b>16</b>	<b>6</b>	<b>4</b>	<b>47</b>	<b>16</b>
	IE	<b>14</b>	<b>32</b>	<b>10</b>	<b>5</b>	<b>18</b>	<b>21</b>
	EL	<b>21</b>	<b>37</b>	<b>15</b>	<b>9</b>	<b>18</b>	<b>0</b>
	ES	<b>9</b>	<b>23</b>	<b>9</b>	<b>9</b>	<b>38</b>	<b>12</b>
	FR	<b>6</b>	<b>28</b>	<b>16</b>	<b>9</b>	<b>25</b>	<b>16</b>
	HR	<b>17</b>	<b>45</b>	<b>13</b>	<b>4</b>	<b>12</b>	<b>9</b>
	IT	<b>7</b>	<b>39</b>	<b>22</b>	<b>17</b>	<b>11</b>	<b>4</b>
	CY	<b>25</b>	<b>14</b>	<b>3</b>	<b>5</b>	<b>50</b>	<b>3</b>
	LV	<b>19</b>	<b>26</b>	<b>8</b>	<b>3</b>	<b>39</b>	<b>5</b>
	LT	<b>12</b>	<b>27</b>	<b>6</b>	<b>3</b>	<b>36</b>	<b>16</b>
	LU	<b>19</b>	<b>32</b>	<b>11</b>	<b>4</b>	<b>24</b>	<b>10</b>
	HU	<b>24</b>	<b>29</b>	<b>10</b>	<b>8</b>	<b>23</b>	<b>6</b>
	MT	<b>10</b>	<b>21</b>	<b>6</b>	<b>4</b>	<b>30</b>	<b>29</b>
	NL	<b>18</b>	<b>22</b>	<b>11</b>	<b>6</b>	<b>24</b>	<b>19</b>
	AT	<b>25</b>	<b>35</b>	<b>15</b>	<b>7</b>	<b>11</b>	<b>7</b>
	PL	<b>13</b>	<b>37</b>	<b>14</b>	<b>4</b>	<b>29</b>	<b>3</b>
	PT	<b>10</b>	<b>31</b>	<b>12</b>	<b>5</b>	<b>37</b>	<b>5</b>
	RO	<b>15</b>	<b>28</b>	<b>12</b>	<b>7</b>	<b>19</b>	<b>19</b>
	SI	<b>17</b>	<b>32</b>	<b>9</b>	<b>6</b>	<b>25</b>	<b>11</b>
	SK	<b>16</b>	<b>42</b>	<b>9</b>	<b>4</b>	<b>26</b>	<b>3</b>
	FI	<b>14</b>	<b>28</b>	<b>7</b>	<b>3</b>	<b>34</b>	<b>14</b>
	SE	<b>38</b>	<b>19</b>	<b>4</b>	<b>2</b>	<b>19</b>	<b>18</b>
	UK	<b>12</b>	<b>29</b>	<b>15</b>	<b>4</b>	<b>27</b>	<b>13</b>

QA6.2. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers).






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA6.2. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA6.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>44</b>	<b>23</b>
	BE	<b>48</b>	<b>16</b>
	BG	<b>56</b>	<b>16</b>
	CZ	<b>55</b>	<b>18</b>
	DK	<b>36</b>	<b>12</b>
	DE	<b>46</b>	<b>35</b>
	EE	<b>27</b>	<b>10</b>
	IE	<b>46</b>	<b>15</b>
	EL	<b>58</b>	<b>24</b>
	ES	<b>32</b>	<b>18</b>
	FR	<b>34</b>	<b>25</b>
	HR	<b>62</b>	<b>17</b>
	IT	<b>46</b>	<b>39</b>
	CY	<b>39</b>	<b>8</b>
	LV	<b>45</b>	<b>11</b>
	LT	<b>39</b>	<b>9</b>
	LU	<b>51</b>	<b>15</b>
	HU	<b>53</b>	<b>18</b>
	MT	<b>31</b>	<b>10</b>
	NL	<b>40</b>	<b>17</b>
	AT	<b>60</b>	<b>22</b>
	PL	<b>50</b>	<b>18</b>
	PT	<b>41</b>	<b>17</b>
	RO	<b>43</b>	<b>19</b>
	SI	<b>49</b>	<b>15</b>
	SK	<b>58</b>	<b>13</b>
	FI	<b>42</b>	<b>10</b>
	SE	<b>57</b>	<b>6</b>
	UK	<b>41</b>	<b>19</b>






























QA6.3. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers). Les passagers sont bien informés par la compagnie ferroviaire des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA6.3. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA6.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Eisenbahnunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord des Zuges, auch für Menschen mit Behinderungen etc.)

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
	Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>12</b>	<b>31</b>	<b>16</b>	<b>8</b>	<b>23</b>	<b>10</b>
 BE	<b>10</b>	<b>34</b>	<b>14</b>	<b>6</b>	<b>31</b>	<b>5</b>
 BG	<b>16</b>	<b>23</b>	<b>14</b>	<b>14</b>	<b>20</b>	<b>13</b>
 CZ	<b>13</b>	<b>36</b>	<b>18</b>	<b>5</b>	<b>27</b>	<b>1</b>
 DK	<b>14</b>	<b>24</b>	<b>6</b>	<b>3</b>	<b>37</b>	<b>16</b>
 DE	<b>18</b>	<b>38</b>	<b>19</b>	<b>9</b>	<b>11</b>	<b>5</b>
 EE	<b>11</b>	<b>17</b>	<b>6</b>	<b>4</b>	<b>47</b>	<b>15</b>
 IE	<b>15</b>	<b>29</b>	<b>10</b>	<b>5</b>	<b>18</b>	<b>23</b>
 EL	<b>11</b>	<b>29</b>	<b>24</b>	<b>16</b>	<b>19</b>	<b>1</b>
 ES	<b>8</b>	<b>23</b>	<b>10</b>	<b>9</b>	<b>38</b>	<b>12</b>
 FR	<b>9</b>	<b>31</b>	<b>12</b>	<b>6</b>	<b>25</b>	<b>17</b>
 HR	<b>12</b>	<b>43</b>	<b>17</b>	<b>7</b>	<b>12</b>	<b>9</b>
 IT	<b>7</b>	<b>35</b>	<b>26</b>	<b>16</b>	<b>12</b>	<b>4</b>
 CY	<b>17</b>	<b>16</b>	<b>7</b>	<b>5</b>	<b>52</b>	<b>3</b>
 LV	<b>17</b>	<b>29</b>	<b>6</b>	<b>3</b>	<b>39</b>	<b>6</b>
 LT	<b>13</b>	<b>27</b>	<b>6</b>	<b>1</b>	<b>36</b>	<b>17</b>
 LU	<b>18</b>	<b>36</b>	<b>8</b>	<b>4</b>	<b>24</b>	<b>10</b>
 HU	<b>17</b>	<b>27</b>	<b>15</b>	<b>12</b>	<b>24</b>	<b>5</b>
 MT	<b>11</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>30</b>	<b>31</b>
 NL	<b>15</b>	<b>24</b>	<b>12</b>	<b>7</b>	<b>24</b>	<b>18</b>
 AT	<b>29</b>	<b>36</b>	<b>14</b>	<b>5</b>	<b>10</b>	<b>6</b>
 PL	<b>9</b>	<b>33</b>	<b>19</b>	<b>6</b>	<b>29</b>	<b>4</b>
 PT	<b>8</b>	<b>29</b>	<b>15</b>	<b>5</b>	<b>38</b>	<b>5</b>
 RO	<b>12</b>	<b>24</b>	<b>15</b>	<b>9</b>	<b>20</b>	<b>20</b>
 SI	<b>17</b>	<b>30</b>	<b>11</b>	<b>6</b>	<b>25</b>	<b>11</b>
 SK	<b>13</b>	<b>38</b>	<b>15</b>	<b>4</b>	<b>26</b>	<b>4</b>
 FI	<b>14</b>	<b>29</b>	<b>6</b>	<b>2</b>	<b>35</b>	<b>14</b>
 SE	<b>21</b>	<b>23</b>	<b>11</b>	<b>4</b>	<b>19</b>	<b>22</b>
 UK	<b>13</b>	<b>33</b>	<b>13</b>	<b>2</b>	<b>27</b>	<b>12</b>
































QA6.3. Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes liées aux services de transport ferroviaire international (c'est-à-dire transfrontaliers). Les passagers sont bien informés par la compagnie ferroviaire des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA6.3. Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.

Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA6.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu internationalen (d. h. grenzüberschreitenden) Bahnreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Eisenbahnunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord des Zuges, auch für Menschen mit Behinderungen etc.)

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>43</b>	<b>24</b>
	BE	<b>44</b>	<b>20</b>
	BG	<b>39</b>	<b>28</b>
	CZ	<b>49</b>	<b>23</b>
	DK	<b>38</b>	<b>9</b>
	DE	<b>56</b>	<b>28</b>
	EE	<b>28</b>	<b>10</b>
	IE	<b>44</b>	<b>15</b>
	EL	<b>40</b>	<b>40</b>
	ES	<b>31</b>	<b>19</b>
	FR	<b>40</b>	<b>18</b>
	HR	<b>55</b>	<b>24</b>
	IT	<b>42</b>	<b>42</b>
	CY	<b>33</b>	<b>12</b>
	LV	<b>46</b>	<b>9</b>
	LT	<b>40</b>	<b>7</b>
	LU	<b>54</b>	<b>12</b>
	HU	<b>44</b>	<b>27</b>
	MT	<b>30</b>	<b>9</b>
	NL	<b>39</b>	<b>19</b>
	AT	<b>65</b>	<b>19</b>
	PL	<b>42</b>	<b>25</b>
	PT	<b>37</b>	<b>20</b>
	RO	<b>36</b>	<b>24</b>
	SI	<b>47</b>	<b>17</b>
	SK	<b>51</b>	<b>19</b>
	FI	<b>43</b>	<b>8</b>
	SE	<b>44</b>	<b>15</b>
	UK	<b>46</b>	<b>15</b>

QA7.1. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers sont bien informés par la compagnie de transport par bateau ou ferry de leurs droits en tant que passagers

QA7.1. And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers are well-informed by the ship or ferry transport company about their rights as passengers

QA7.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende werden von dem Schiffs- oder Fährunternehmen genau über ihre Fahrgastrechte informiert

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
	Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>6</b>	<b>20</b>	<b>15</b>	<b>7</b>	<b>36</b>	<b>16</b>
 BE	<b>4</b>	<b>14</b>	<b>10</b>	<b>5</b>	<b>52</b>	<b>15</b>
 BG	<b>13</b>	<b>12</b>	<b>3</b>	<b>2</b>	<b>44</b>	<b>26</b>
 CZ	<b>6</b>	<b>18</b>	<b>7</b>	<b>3</b>	<b>65</b>	<b>1</b>
 DK	<b>9</b>	<b>25</b>	<b>16</b>	<b>10</b>	<b>25</b>	<b>15</b>
 DE	<b>6</b>	<b>20</b>	<b>16</b>	<b>8</b>	<b>34</b>	<b>16</b>
 EE	<b>12</b>	<b>26</b>	<b>13</b>	<b>7</b>	<b>27</b>	<b>15</b>
 IE	<b>9</b>	<b>21</b>	<b>11</b>	<b>5</b>	<b>23</b>	<b>31</b>
 EL	<b>12</b>	<b>33</b>	<b>27</b>	<b>18</b>	<b>9</b>	<b>1</b>
 ES	<b>3</b>	<b>13</b>	<b>15</b>	<b>12</b>	<b>41</b>	<b>16</b>
 FR	<b>4</b>	<b>16</b>	<b>14</b>	<b>5</b>	<b>36</b>	<b>25</b>
 HR	<b>9</b>	<b>38</b>	<b>12</b>	<b>9</b>	<b>18</b>	<b>14</b>
 IT	<b>4</b>	<b>30</b>	<b>25</b>	<b>15</b>	<b>19</b>	<b>7</b>
 CY	<b>14</b>	<b>25</b>	<b>19</b>	<b>16</b>	<b>24</b>	<b>2</b>
 LV	<b>9</b>	<b>26</b>	<b>7</b>	<b>3</b>	<b>48</b>	<b>7</b>
 LT	<b>6</b>	<b>22</b>	<b>6</b>	<b>2</b>	<b>46</b>	<b>18</b>
 LU	<b>4</b>	<b>14</b>	<b>8</b>	<b>3</b>	<b>57</b>	<b>14</b>
 HU	<b>4</b>	<b>13</b>	<b>5</b>	<b>6</b>	<b>61</b>	<b>11</b>
 MT	<b>12</b>	<b>31</b>	<b>20</b>	<b>15</b>	<b>6</b>	<b>16</b>
 NL	<b>6</b>	<b>14</b>	<b>13</b>	<b>8</b>	<b>30</b>	<b>29</b>
 AT	<b>6</b>	<b>23</b>	<b>13</b>	<b>7</b>	<b>34</b>	<b>17</b>
 PL	<b>4</b>	<b>23</b>	<b>5</b>	<b>1</b>	<b>60</b>	<b>7</b>
 PT	<b>2</b>	<b>20</b>	<b>15</b>	<b>5</b>	<b>46</b>	<b>12</b>
 RO	<b>8</b>	<b>14</b>	<b>9</b>	<b>4</b>	<b>31</b>	<b>34</b>
 SI	<b>9</b>	<b>20</b>	<b>9</b>	<b>6</b>	<b>41</b>	<b>15</b>
 SK	<b>3</b>	<b>20</b>	<b>10</b>	<b>3</b>	<b>58</b>	<b>6</b>
 FI	<b>14</b>	<b>41</b>	<b>14</b>	<b>3</b>	<b>18</b>	<b>10</b>
 SE	<b>13</b>	<b>27</b>	<b>15</b>	<b>8</b>	<b>13</b>	<b>24</b>
 UK	<b>7</b>	<b>22</b>	<b>15</b>	<b>3</b>	<b>36</b>	<b>17</b>

QA7.1. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers sont bien informés par la compagnie de transport par bateau ou ferry de leurs droits en tant que passagers

QA7.1. And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers are well-informed by the ship or ferry transport company about their rights as passengers

QA7.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende werden von dem Schiffs- oder Fährunternehmen genau über ihre Fahrgastrechte informiert

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>26</b>	<b>22</b>
	BE	<b>18</b>	<b>15</b>
	BG	<b>25</b>	<b>5</b>
	CZ	<b>24</b>	<b>10</b>
	DK	<b>34</b>	<b>26</b>
	DE	<b>26</b>	<b>24</b>
	EE	<b>38</b>	<b>20</b>
	IE	<b>30</b>	<b>16</b>
	EL	<b>45</b>	<b>45</b>
	ES	<b>16</b>	<b>27</b>
	FR	<b>20</b>	<b>19</b>
	HR	<b>47</b>	<b>21</b>
	IT	<b>34</b>	<b>40</b>
	CY	<b>39</b>	<b>35</b>
	LV	<b>35</b>	<b>10</b>
	LT	<b>28</b>	<b>8</b>
	LU	<b>18</b>	<b>11</b>
	HU	<b>17</b>	<b>11</b>
	MT	<b>43</b>	<b>35</b>
	NL	<b>20</b>	<b>21</b>
	AT	<b>29</b>	<b>20</b>
	PL	<b>27</b>	<b>6</b>
	PT	<b>22</b>	<b>20</b>
	RO	<b>22</b>	<b>13</b>
	SI	<b>29</b>	<b>15</b>
	SK	<b>23</b>	<b>13</b>
	FI	<b>55</b>	<b>17</b>
	SE	<b>40</b>	<b>23</b>
	UK	<b>29</b>	<b>18</b>

QA7.2. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA7.2. And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA7.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>11</b>	<b>24</b>	<b>10</b>	<b>5</b>	<b>35</b>	<b>15</b>
	BE	<b>7</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>52</b>	<b>14</b>
	BG	<b>18</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>43</b>	<b>22</b>
	CZ	<b>10</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>62</b>	<b>1</b>
	DK	<b>25</b>	<b>27</b>	<b>8</b>	<b>3</b>	<b>25</b>	<b>12</b>
	DE	<b>12</b>	<b>25</b>	<b>13</b>	<b>4</b>	<b>32</b>	<b>14</b>
	EE	<b>18</b>	<b>27</b>	<b>10</b>	<b>5</b>	<b>27</b>	<b>13</b>
	IE	<b>12</b>	<b>24</b>	<b>7</b>	<b>3</b>	<b>23</b>	<b>31</b>
	EL	<b>31</b>	<b>39</b>	<b>13</b>	<b>9</b>	<b>8</b>	<b>0</b>
	ES	<b>8</b>	<b>20</b>	<b>9</b>	<b>8</b>	<b>39</b>	<b>16</b>
	FR	<b>6</b>	<b>20</b>	<b>10</b>	<b>4</b>	<b>35</b>	<b>25</b>
	HR	<b>15</b>	<b>41</b>	<b>10</b>	<b>3</b>	<b>18</b>	<b>13</b>
	IT	<b>6</b>	<b>34</b>	<b>24</b>	<b>13</b>	<b>17</b>	<b>6</b>
	CY	<b>39</b>	<b>27</b>	<b>6</b>	<b>4</b>	<b>23</b>	<b>1</b>
	LV	<b>13</b>	<b>24</b>	<b>7</b>	<b>2</b>	<b>47</b>	<b>7</b>
	LT	<b>8</b>	<b>22</b>	<b>4</b>	<b>2</b>	<b>46</b>	<b>18</b>
	LU	<b>8</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>56</b>	<b>12</b>
	HU	<b>9</b>	<b>12</b>	<b>5</b>	<b>3</b>	<b>60</b>	<b>11</b>
	MT	<b>25</b>	<b>42</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>13</b>
	NL	<b>15</b>	<b>22</b>	<b>6</b>	<b>3</b>	<b>28</b>	<b>26</b>
	AT	<b>13</b>	<b>26</b>	<b>9</b>	<b>4</b>	<b>32</b>	<b>16</b>
	PL	<b>8</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>59</b>	<b>6</b>
	PT	<b>6</b>	<b>24</b>	<b>11</b>	<b>3</b>	<b>45</b>	<b>11</b>
	RO	<b>10</b>	<b>16</b>	<b>7</b>	<b>3</b>	<b>31</b>	<b>33</b>
	SI	<b>12</b>	<b>24</b>	<b>6</b>	<b>3</b>	<b>41</b>	<b>14</b>
	SK	<b>7</b>	<b>23</b>	<b>6</b>	<b>2</b>	<b>56</b>	<b>6</b>
	FI	<b>22</b>	<b>42</b>	<b>8</b>	<b>2</b>	<b>18</b>	<b>8</b>
	SE	<b>43</b>	<b>21</b>	<b>4</b>	<b>2</b>	<b>12</b>	<b>18</b>
	UK	<b>11</b>	<b>24</b>	<b>9</b>	<b>3</b>	<b>37</b>	<b>16</b>

QA7.2 Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA7.2 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers receive correct, complete and transparent information about the full ticket price

QA7.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>35</b>	<b>15</b>
	BE	<b>26</b>	<b>8</b>
	BG	<b>31</b>	<b>4</b>
	CZ	<b>29</b>	<b>8</b>
	DK	<b>52</b>	<b>11</b>
	DE	<b>37</b>	<b>17</b>
	EE	<b>45</b>	<b>15</b>
	IE	<b>36</b>	<b>10</b>
	EL	<b>70</b>	<b>22</b>
	ES	<b>28</b>	<b>17</b>
	FR	<b>26</b>	<b>14</b>
	HR	<b>56</b>	<b>13</b>
	IT	<b>40</b>	<b>37</b>
	CY	<b>66</b>	<b>10</b>
	LV	<b>37</b>	<b>9</b>
	LT	<b>30</b>	<b>6</b>
	LU	<b>26</b>	<b>6</b>
	HU	<b>21</b>	<b>8</b>
	MT	<b>67</b>	<b>14</b>
	NL	<b>37</b>	<b>9</b>
	AT	<b>39</b>	<b>13</b>
	PL	<b>27</b>	<b>8</b>
	PT	<b>30</b>	<b>14</b>
	RO	<b>26</b>	<b>10</b>
	SI	<b>36</b>	<b>9</b>
	SK	<b>30</b>	<b>8</b>
	FI	<b>64</b>	<b>10</b>
	SE	<b>64</b>	<b>6</b>
	UK	<b>35</b>	<b>12</b>

QA7.3 Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers sont bien informés par la compagnie de transport par bateau ou ferry des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA7.3 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA7.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende werden von dem Schiffs- oder Fährunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord, auch für Menschen mit Behinderungen etc.)

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>11</b>	<b>25</b>	<b>10</b>	<b>4</b>	<b>35</b>	<b>15</b>
	BE	<b>7</b>	<b>18</b>	<b>7</b>	<b>2</b>	<b>52</b>	<b>14</b>
	BG	<b>14</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>45</b>	<b>25</b>
	CZ	<b>8</b>	<b>19</b>	<b>7</b>	<b>2</b>	<b>63</b>	<b>1</b>
	DK	<b>29</b>	<b>28</b>	<b>6</b>	<b>2</b>	<b>24</b>	<b>11</b>
	DE	<b>17</b>	<b>25</b>	<b>10</b>	<b>2</b>	<b>33</b>	<b>13</b>
	EE	<b>19</b>	<b>29</b>	<b>8</b>	<b>4</b>	<b>27</b>	<b>13</b>
	IE	<b>12</b>	<b>26</b>	<b>6</b>	<b>2</b>	<b>23</b>	<b>31</b>
	EL	<b>16</b>	<b>37</b>	<b>24</b>	<b>13</b>	<b>9</b>	<b>1</b>
	ES	<b>7</b>	<b>21</b>	<b>9</b>	<b>8</b>	<b>39</b>	<b>16</b>
	FR	<b>8</b>	<b>22</b>	<b>8</b>	<b>2</b>	<b>35</b>	<b>25</b>
	HR	<b>12</b>	<b>40</b>	<b>13</b>	<b>3</b>	<b>18</b>	<b>14</b>
	IT	<b>7</b>	<b>35</b>	<b>24</b>	<b>10</b>	<b>18</b>	<b>6</b>
	CY	<b>28</b>	<b>32</b>	<b>8</b>	<b>7</b>	<b>24</b>	<b>1</b>
	LV	<b>14</b>	<b>26</b>	<b>4</b>	<b>2</b>	<b>47</b>	<b>7</b>
	LT	<b>9</b>	<b>23</b>	<b>3</b>	<b>1</b>	<b>45</b>	<b>19</b>
	LU	<b>10</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>57</b>	<b>12</b>
	HU	<b>7</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>60</b>	<b>11</b>
	MT	<b>25</b>	<b>37</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>15</b>
	NL	<b>15</b>	<b>22</b>	<b>5</b>	<b>3</b>	<b>29</b>	<b>26</b>
	AT	<b>16</b>	<b>25</b>	<b>6</b>	<b>4</b>	<b>33</b>	<b>16</b>
	PL	<b>6</b>	<b>23</b>	<b>5</b>	<b>1</b>	<b>59</b>	<b>6</b>
	PT	<b>7</b>	<b>20</b>	<b>12</b>	<b>4</b>	<b>46</b>	<b>11</b>
	RO	<b>10</b>	<b>15</b>	<b>7</b>	<b>3</b>	<b>31</b>	<b>34</b>
	SI	<b>12</b>	<b>23</b>	<b>7</b>	<b>3</b>	<b>41</b>	<b>14</b>
	SK	<b>5</b>	<b>22</b>	<b>8</b>	<b>2</b>	<b>57</b>	<b>6</b>
	FI	<b>24</b>	<b>42</b>	<b>7</b>	<b>1</b>	<b>18</b>	<b>8</b>
	SE	<b>31</b>	<b>30</b>	<b>5</b>	<b>1</b>	<b>13</b>	<b>20</b>
	UK	<b>14</b>	<b>26</b>	<b>7</b>	<b>1</b>	<b>37</b>	<b>15</b>

QA7.3 Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport par bateau ou ferry.






























Les passagers sont bien informés par la compagnie de transport par bateau ou ferry des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA7.3 And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.

Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA7.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Schiff- oder Fährfahrten zustimmen.

Reisende werden von dem Schiffs- oder Fährunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord, auch für Menschen mit Behinderungen etc.)

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>36</b>	<b>14</b>
	BE	<b>25</b>	<b>9</b>
	BG	<b>26</b>	<b>4</b>
	CZ	<b>27</b>	<b>9</b>
	DK	<b>57</b>	<b>8</b>
	DE	<b>42</b>	<b>12</b>
	EE	<b>48</b>	<b>12</b>
	IE	<b>38</b>	<b>8</b>
	EL	<b>53</b>	<b>37</b>
	ES	<b>28</b>	<b>17</b>
	FR	<b>30</b>	<b>10</b>
	HR	<b>52</b>	<b>16</b>
	IT	<b>42</b>	<b>34</b>
	CY	<b>60</b>	<b>15</b>
	LV	<b>40</b>	<b>6</b>
	LT	<b>32</b>	<b>4</b>
	LU	<b>28</b>	<b>3</b>
	HU	<b>19</b>	<b>10</b>
	MT	<b>62</b>	<b>17</b>
	NL	<b>37</b>	<b>8</b>
	AT	<b>41</b>	<b>10</b>
	PL	<b>29</b>	<b>6</b>
	PT	<b>27</b>	<b>16</b>
	RO	<b>25</b>	<b>10</b>
	SI	<b>35</b>	<b>10</b>
	SK	<b>27</b>	<b>10</b>
	FI	<b>66</b>	<b>8</b>
	SE	<b>61</b>	<b>6</b>
	UK	<b>40</b>	<b>8</b>

QA8.1. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers sont bien informés par la compagnie de transport longue distance par autocar de leurs droits en tant que passagers

QA8.1. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers

QA8.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Fernbusunternehmen genau über ihre Fahrgastrechte informiert

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
	Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>8</b>	<b>26</b>	<b>17</b>	<b>9</b>	<b>27</b>	<b>13</b>
 BE	<b>6</b>	<b>24</b>	<b>11</b>	<b>5</b>	<b>46</b>	<b>8</b>
 BG	<b>20</b>	<b>29</b>	<b>19</b>	<b>20</b>	<b>6</b>	<b>6</b>
 CZ	<b>14</b>	<b>40</b>	<b>19</b>	<b>5</b>	<b>21</b>	<b>1</b>
 DK	<b>7</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>44</b>	<b>16</b>
 DE	<b>6</b>	<b>20</b>	<b>17</b>	<b>8</b>	<b>34</b>	<b>15</b>
 EE	<b>11</b>	<b>24</b>	<b>14</b>	<b>10</b>	<b>24</b>	<b>17</b>
 IE	<b>10</b>	<b>24</b>	<b>13</b>	<b>8</b>	<b>19</b>	<b>26</b>
 EL	<b>15</b>	<b>30</b>	<b>27</b>	<b>19</b>	<b>8</b>	<b>1</b>
 ES	<b>6</b>	<b>23</b>	<b>21</b>	<b>20</b>	<b>19</b>	<b>11</b>
 FR	<b>4</b>	<b>16</b>	<b>12</b>	<b>6</b>	<b>37</b>	<b>25</b>
 HR	<b>12</b>	<b>42</b>	<b>22</b>	<b>12</b>	<b>3</b>	<b>9</b>
 IT	<b>5</b>	<b>33</b>	<b>28</b>	<b>17</b>	<b>12</b>	<b>5</b>
 CY	<b>13</b>	<b>21</b>	<b>15</b>	<b>18</b>	<b>31</b>	<b>2</b>
 LV	<b>12</b>	<b>33</b>	<b>15</b>	<b>8</b>	<b>26</b>	<b>6</b>
 LT	<b>10</b>	<b>27</b>	<b>8</b>	<b>5</b>	<b>34</b>	<b>16</b>
 LU	<b>7</b>	<b>18</b>	<b>7</b>	<b>4</b>	<b>53</b>	<b>11</b>
 HU	<b>15</b>	<b>28</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>5</b>
 MT	<b>6</b>	<b>21</b>	<b>11</b>	<b>11</b>	<b>25</b>	<b>26</b>
 NL	<b>7</b>	<b>14</b>	<b>11</b>	<b>5</b>	<b>38</b>	<b>25</b>
 AT	<b>8</b>	<b>25</b>	<b>17</b>	<b>9</b>	<b>28</b>	<b>13</b>
 PL	<b>11</b>	<b>41</b>	<b>15</b>	<b>3</b>	<b>25</b>	<b>5</b>
 PT	<b>5</b>	<b>35</b>	<b>21</b>	<b>9</b>	<b>24</b>	<b>6</b>
 RO	<b>17</b>	<b>30</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>15</b>
 SI	<b>17</b>	<b>34</b>	<b>13</b>	<b>9</b>	<b>17</b>	<b>10</b>
 SK	<b>13</b>	<b>42</b>	<b>18</b>	<b>7</b>	<b>16</b>	<b>4</b>
 FI	<b>13</b>	<b>26</b>	<b>14</b>	<b>3</b>	<b>26</b>	<b>18</b>
 SE	<b>15</b>	<b>21</b>	<b>11</b>	<b>6</b>	<b>25</b>	<b>22</b>
 UK	<b>7</b>	<b>25</b>	<b>13</b>	<b>3</b>	<b>37</b>	<b>15</b>



QA8.1. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers sont bien informés par la compagnie de transport longue distance par autocar de leurs droits en tant que passagers

QA8.1. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers

QA8.1. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Fernbusunternehmen genau über ihre Fahrgastrechte informiert

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>34</b>	<b>26</b>
	BE	<b>30</b>	<b>16</b>
	BG	<b>49</b>	<b>39</b>
	CZ	<b>54</b>	<b>24</b>
	DK	<b>22</b>	<b>18</b>
	DE	<b>26</b>	<b>25</b>
	EE	<b>35</b>	<b>24</b>
	IE	<b>34</b>	<b>21</b>
	EL	<b>45</b>	<b>46</b>
	ES	<b>29</b>	<b>41</b>
	FR	<b>20</b>	<b>18</b>
	HR	<b>54</b>	<b>34</b>
	IT	<b>38</b>	<b>45</b>
	CY	<b>34</b>	<b>33</b>
	LV	<b>45</b>	<b>23</b>
	LT	<b>37</b>	<b>13</b>
	LU	<b>25</b>	<b>11</b>
	HU	<b>43</b>	<b>35</b>
	MT	<b>27</b>	<b>22</b>
	NL	<b>21</b>	<b>16</b>
	AT	<b>33</b>	<b>26</b>
	PL	<b>52</b>	<b>18</b>
	PT	<b>40</b>	<b>30</b>
	RO	<b>47</b>	<b>26</b>
	SI	<b>51</b>	<b>22</b>
	SK	<b>55</b>	<b>25</b>
	FI	<b>39</b>	<b>17</b>
	SE	<b>36</b>	<b>17</b>
	UK	<b>32</b>	<b>16</b>

QA8.2. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA8.2. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers receive correct, complete and transparent information about the full ticket price

QA8.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>15</b>	<b>31</b>	<b>10</b>	<b>6</b>	<b>26</b>	<b>12</b>
	BE	<b>9</b>	<b>28</b>	<b>6</b>	<b>4</b>	<b>46</b>	<b>7</b>
	BG	<b>45</b>	<b>26</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>4</b>
	CZ	<b>24</b>	<b>40</b>	<b>13</b>	<b>3</b>	<b>19</b>	<b>1</b>
	DK	<b>17</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>44</b>	<b>15</b>
	DE	<b>15</b>	<b>25</b>	<b>11</b>	<b>4</b>	<b>31</b>	<b>14</b>
	EE	<b>20</b>	<b>27</b>	<b>9</b>	<b>7</b>	<b>23</b>	<b>14</b>
	IE	<b>14</b>	<b>30</b>	<b>7</b>	<b>4</b>	<b>19</b>	<b>26</b>
	EL	<b>33</b>	<b>40</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>0</b>
	ES	<b>15</b>	<b>37</b>	<b>10</b>	<b>10</b>	<b>19</b>	<b>9</b>
	FR	<b>5</b>	<b>24</b>	<b>7</b>	<b>4</b>	<b>36</b>	<b>24</b>
	HR	<b>21</b>	<b>50</b>	<b>13</b>	<b>4</b>	<b>3</b>	<b>9</b>
	IT	<b>10</b>	<b>42</b>	<b>19</b>	<b>15</b>	<b>10</b>	<b>4</b>
	CY	<b>41</b>	<b>21</b>	<b>3</b>	<b>4</b>	<b>29</b>	<b>2</b>
	LV	<b>25</b>	<b>33</b>	<b>8</b>	<b>4</b>	<b>25</b>	<b>5</b>
	LT	<b>13</b>	<b>29</b>	<b>5</b>	<b>3</b>	<b>34</b>	<b>16</b>
	LU	<b>9</b>	<b>22</b>	<b>4</b>	<b>1</b>	<b>53</b>	<b>11</b>
	HU	<b>27</b>	<b>30</b>	<b>13</b>	<b>9</b>	<b>16</b>	<b>5</b>
	MT	<b>14</b>	<b>27</b>	<b>6</b>	<b>5</b>	<b>24</b>	<b>24</b>
	NL	<b>11</b>	<b>17</b>	<b>6</b>	<b>3</b>	<b>38</b>	<b>25</b>
	AT	<b>18</b>	<b>30</b>	<b>8</b>	<b>5</b>	<b>27</b>	<b>12</b>
	PL	<b>20</b>	<b>41</b>	<b>9</b>	<b>2</b>	<b>24</b>	<b>4</b>
	PT	<b>15</b>	<b>40</b>	<b>12</b>	<b>5</b>	<b>24</b>	<b>4</b>
	RO	<b>23</b>	<b>34</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>14</b>
	SI	<b>23</b>	<b>36</b>	<b>11</b>	<b>6</b>	<b>16</b>	<b>8</b>
	SK	<b>20</b>	<b>48</b>	<b>9</b>	<b>3</b>	<b>16</b>	<b>4</b>
	FI	<b>23</b>	<b>27</b>	<b>8</b>	<b>2</b>	<b>26</b>	<b>14</b>
	SE	<b>42</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>24</b>	<b>18</b>
	UK	<b>12</b>	<b>26</b>	<b>9</b>	<b>2</b>	<b>36</b>	<b>15</b>

QA8.2. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers reçoivent des informations correctes, complètes et transparentes sur le prix total du billet

QA8.2. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers receive correct, complete and transparent information about the full ticket price

QA8.2. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende erhalten richtige, vollständige und transparente Informationen zum vollen Fahrpreis

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		EB	EB
%		82.1	82.1
	EU 28	<b>46</b>	<b>16</b>
	BE	<b>37</b>	<b>10</b>
	BG	<b>71</b>	<b>20</b>
	CZ	<b>64</b>	<b>16</b>
	DK	<b>35</b>	<b>6</b>
	DE	<b>40</b>	<b>15</b>
	EE	<b>47</b>	<b>16</b>
	IE	<b>44</b>	<b>11</b>
	EL	<b>73</b>	<b>20</b>
	ES	<b>52</b>	<b>20</b>
	FR	<b>29</b>	<b>11</b>
	HR	<b>71</b>	<b>17</b>
	IT	<b>52</b>	<b>34</b>
	CY	<b>62</b>	<b>7</b>
	LV	<b>58</b>	<b>12</b>
	LT	<b>42</b>	<b>8</b>
	LU	<b>31</b>	<b>5</b>
	HU	<b>57</b>	<b>22</b>
	MT	<b>41</b>	<b>11</b>
	NL	<b>28</b>	<b>9</b>
	AT	<b>48</b>	<b>13</b>
	PL	<b>61</b>	<b>11</b>
	PT	<b>55</b>	<b>17</b>
	RO	<b>57</b>	<b>18</b>
	SI	<b>59</b>	<b>17</b>
	SK	<b>68</b>	<b>12</b>
	FI	<b>50</b>	<b>10</b>
	SE	<b>57</b>	<b>1</b>
	UK	<b>38</b>	<b>11</b>

QA8.3. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers sont bien informés par la compagnie de transport longue distance par autocar des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA8.3. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA8.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Fernbusunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord, auch für Menschen mit Behinderungen etc.)

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable/ pas d'expérience (SP.)	NSP
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable/ no experience (SP.)	DK
	Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Nicht zutreffend/ Keine Erfahrung (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>13</b>	<b>31</b>	<b>12</b>	<b>6</b>	<b>26</b>	<b>12</b>
 BE	<b>9</b>	<b>26</b>	<b>8</b>	<b>4</b>	<b>46</b>	<b>7</b>
 BG	<b>23</b>	<b>31</b>	<b>16</b>	<b>15</b>	<b>7</b>	<b>8</b>
 CZ	<b>20</b>	<b>42</b>	<b>13</b>	<b>4</b>	<b>20</b>	<b>1</b>
 DK	<b>16</b>	<b>19</b>	<b>5</b>	<b>2</b>	<b>44</b>	<b>14</b>
 DE	<b>16</b>	<b>28</b>	<b>9</b>	<b>3</b>	<b>30</b>	<b>14</b>
 EE	<b>17</b>	<b>28</b>	<b>10</b>	<b>6</b>	<b>23</b>	<b>16</b>
 IE	<b>14</b>	<b>27</b>	<b>9</b>	<b>4</b>	<b>19</b>	<b>27</b>
 EL	<b>19</b>	<b>32</b>	<b>23</b>	<b>17</b>	<b>8</b>	<b>1</b>
 ES	<b>13</b>	<b>32</b>	<b>15</b>	<b>11</b>	<b>19</b>	<b>10</b>
 FR	<b>6</b>	<b>24</b>	<b>6</b>	<b>3</b>	<b>37</b>	<b>24</b>
 HR	<b>16</b>	<b>48</b>	<b>16</b>	<b>7</b>	<b>4</b>	<b>9</b>
 IT	<b>8</b>	<b>39</b>	<b>26</b>	<b>12</b>	<b>11</b>	<b>4</b>
 CY	<b>24</b>	<b>24</b>	<b>12</b>	<b>6</b>	<b>32</b>	<b>2</b>
 LV	<b>20</b>	<b>37</b>	<b>8</b>	<b>4</b>	<b>26</b>	<b>5</b>
 LT	<b>13</b>	<b>30</b>	<b>5</b>	<b>3</b>	<b>33</b>	<b>16</b>
 LU	<b>10</b>	<b>22</b>	<b>4</b>	<b>1</b>	<b>53</b>	<b>10</b>
 HU	<b>20</b>	<b>31</b>	<b>13</b>	<b>13</b>	<b>17</b>	<b>6</b>
 MT	<b>13</b>	<b>23</b>	<b>7</b>	<b>7</b>	<b>25</b>	<b>25</b>
 NL	<b>12</b>	<b>16</b>	<b>6</b>	<b>3</b>	<b>38</b>	<b>25</b>
 AT	<b>21</b>	<b>30</b>	<b>7</b>	<b>3</b>	<b>27</b>	<b>12</b>
 PL	<b>14</b>	<b>42</b>	<b>12</b>	<b>2</b>	<b>25</b>	<b>5</b>
 PT	<b>14</b>	<b>36</b>	<b>15</b>	<b>6</b>	<b>24</b>	<b>5</b>
 RO	<b>19</b>	<b>30</b>	<b>16</b>	<b>9</b>	<b>12</b>	<b>14</b>
 SI	<b>21</b>	<b>35</b>	<b>12</b>	<b>7</b>	<b>17</b>	<b>8</b>
 SK	<b>14</b>	<b>39</b>	<b>12</b>	<b>4</b>	<b>22</b>	<b>9</b>
 FI	<b>22</b>	<b>26</b>	<b>8</b>	<b>3</b>	<b>26</b>	<b>15</b>
 SE	<b>30</b>	<b>19</b>	<b>4</b>	<b>2</b>	<b>24</b>	<b>21</b>
 UK	<b>13</b>	<b>28</b>	<b>8</b>	<b>1</b>	<b>35</b>	<b>15</b>

QA8.3. Et dans quelle mesure vous êtes d'accord ou pas d'accord avec les propositions suivantes en ce qui concerne les services de transport longue distance par autocar.






























Les passagers sont bien informés par la compagnie de transport longue distance par autocar des détails de leur voyage (horaires, équipements à bord, y compris pour les personnes handicapées, etc.)

QA8.3. And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.

Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)

QA8.3. Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zu Fernbusreisen zustimmen oder nicht zustimmen.

Reisende werden von dem Fernbusunternehmen genau über die Einzelheiten ihrer Reise informiert (Abfahrts- und Ankunftszeiten, Einrichtungen an Bord, auch für Menschen mit Behinderungen etc.)

		Total 'D'accord'	Total 'Pas d'accord'
		Total 'Agree'	Total 'Disagree'
		Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.1	EB 82.1
	EU 28	<b>44</b>	<b>18</b>
	BE	<b>35</b>	<b>12</b>
	BG	<b>54</b>	<b>31</b>
	CZ	<b>62</b>	<b>17</b>
	DK	<b>35</b>	<b>7</b>
	DE	<b>44</b>	<b>12</b>
	EE	<b>45</b>	<b>16</b>
	IE	<b>41</b>	<b>13</b>
	EL	<b>51</b>	<b>40</b>
	ES	<b>45</b>	<b>26</b>
	FR	<b>30</b>	<b>9</b>
	HR	<b>64</b>	<b>23</b>
	IT	<b>47</b>	<b>38</b>
	CY	<b>48</b>	<b>18</b>
	LV	<b>57</b>	<b>12</b>
	LT	<b>43</b>	<b>8</b>
	LU	<b>32</b>	<b>5</b>
	HU	<b>51</b>	<b>26</b>
	MT	<b>36</b>	<b>14</b>
	NL	<b>28</b>	<b>9</b>
	AT	<b>51</b>	<b>10</b>
	PL	<b>56</b>	<b>14</b>
	PT	<b>50</b>	<b>21</b>
	RO	<b>49</b>	<b>25</b>
	SI	<b>56</b>	<b>19</b>
	SK	<b>53</b>	<b>16</b>
	FI	<b>48</b>	<b>11</b>
	SE	<b>49</b>	<b>6</b>
	UK	<b>41</b>	<b>9</b>

Par perturbation dans les transports, nous entendons tout type de problème qui peut s'être posé pendant un trajet, comme un refus d'embarquement, une annulation, un long retard, une perte de bagage ou un bagage endommagé, un retard de bagages ou des défauts de service, etc.

QA9. Avez-vous rencontré des perturbations lors d'un voyage au cours des 12 derniers mois ?  
(PLUSIEURS REPONSES POSSIBLES)






























By travel disruption, we refer to any kind of issues that might have affected a journey, such as denied boarding, cancellation, long delay, loss of, or damage to your baggage, delayed baggage or service failures, etc.

QA9. Have you encountered travel disruptions during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

Mit Reisebehinderungen meinen wir alle Arten von Problemen, die eine Reise beeinträchtigt haben könnten, wie z. B. Nichtbeförderung, Annullierung bzw. Ausfall, große Verspätungen, Verlust oder Beschädigung Ihres Gepäcks, verspätetes Gepäck oder Servicemängel etc.

QA9. Haben Sie in den letzten 12 Monaten Reisebehinderungen erlebt? (MEHRFACHNENNUNGEN MÖGLICH)

SI "A UTILISE DES SERVICES DE TRANSPORT AU COURS DES 12 DERNIERS MOIS", CODE 2 A 6 EN QA1 - LES AUTRES ALLER EN QA12  
IF "HAS USED TRANSPORT SERVICES DURING THE LAST 12 MONTHS", CODE 2 TO 6 IN QA1  
FALLS "HAT IN DEN LETZTEN 12 MONATEN VERKEHRSMITTEL GENUTZT", CODE 2 BIS 6 IN QA1

		Oui, lors d'un voyage en avion Yes, during a journey by airplane Ja, bei einer Flugreise	Oui, lors d'un voyage en train (national ou international) Yes, during a journey by train (national or international) Ja, bei einer Zugfahrt (national oder international)	Oui, lors d'un voyage en bateau ou ferry Yes, during a journey by ship or ferry Ja, bei einer Fahrt mit einem Schiff oder einer Fähre	Oui, lors d'un voyage longue distance en autocar Yes, during a journey by long-distance coach Ja, bei einer Fahrt mit einem Fernbus	Non, jamais No, never Nein, nie
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>12</b>	<b>17</b>	<b>1</b>	<b>3</b>	<b>70</b>
	BE	<b>13</b>	<b>16</b>	<b>0</b>	<b>2</b>	<b>71</b>
	BG	<b>2</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>85</b>
	CZ	<b>7</b>	<b>14</b>	<b>0</b>	<b>8</b>	<b>74</b>
	DK	<b>17</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>74</b>
	DE	<b>8</b>	<b>21</b>	<b>0</b>	<b>1</b>	<b>72</b>
	EE	<b>5</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>86</b>
	IE	<b>16</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>77</b>
	EL	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>86</b>
	ES	<b>14</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>79</b>
	FR	<b>15</b>	<b>28</b>	<b>1</b>	<b>2</b>	<b>60</b>
	HR	<b>3</b>	<b>12</b>	<b>1</b>	<b>10</b>	<b>76</b>
	IT	<b>13</b>	<b>13</b>	<b>3</b>	<b>2</b>	<b>71</b>
	CY	<b>15</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>82</b>
	LV	<b>6</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>83</b>
	LT	<b>8</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>85</b>
	LU	<b>20</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>69</b>
	HU	<b>2</b>	<b>14</b>	<b>0</b>	<b>16</b>	<b>72</b>
	MT	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>89</b>
	NL	<b>16</b>	<b>35</b>	<b>1</b>	<b>2</b>	<b>54</b>
	AT	<b>14</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>72</b>
	PL	<b>6</b>	<b>14</b>	<b>0</b>	<b>6</b>	<b>75</b>
	PT	<b>7</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>87</b>
	RO	<b>7</b>	<b>14</b>	<b>1</b>	<b>11</b>	<b>74</b>
	SI	<b>6</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>83</b>
	SK	<b>5</b>	<b>14</b>	<b>0</b>	<b>7</b>	<b>76</b>
	FI	<b>10</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>79</b>
	SE	<b>29</b>	<b>43</b>	<b>1</b>	<b>4</b>	<b>39</b>
	UK	<b>15</b>	<b>18</b>	<b>2</b>	<b>2</b>	<b>68</b>

Par perturbation dans les transports, nous entendons tout type de problème qui peut s'être posé pendant un trajet, comme un refus d'embarquement, une annulation, un long retard, une perte de bagage ou un bagage endommagé, un retard de bagages ou des défauts de service, etc.

QA9. Avez-vous rencontré des perturbations lors d'un voyage au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)






























By travel disruption, we refer to any kind of issues that might have affected a journey, such as denied boarding, cancellation, long delay, loss of, or damage to your baggage, delayed baggage or service failures, etc.

QA9. Have you encountered travel disruptions during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

Mit Reisebehinderungen meinen wir alle Arten von Problemen, die eine Reise beeinträchtigt haben könnten, wie z. B. Nichtbeförderung, Annullierung bzw. Ausfall, große Verspätungen, Verlust oder Beschädigung Ihres Gepäcks, verspätetes Gepäck oder Servicemängel etc.

QA9. Haben Sie in den letzten 12 Monaten Reisebehinderungen erlebt? (MEHRFACHNENNUNGEN MÖGLICH)

SI "A UTILISE DES SERVICES DE TRANSPORT AU COURS DES 12 DERNIERS MOIS", CODE 2 A 6 EN QA1 - LES AUTRES  
IF "HAS USED TRANSPORT SERVICES DURING THE LAST 12 MONTHS", CODE 2 TO 6 IN QA1  
FALLS "HAT IN DEN LETZTEN 12 MONATEN VERKEHRSMITTEL GENUTZT", CODE 2 BIS 6 IN QA1






























		NSP	Total 'Oui'
		DK	Total 'Yes'
		WN	Gesamt 'Ja'
	%	EB 82.1	EB 82.1
	EU 28	<b>0</b>	<b>30</b>
	BE	<b>0</b>	<b>29</b>
	BG	<b>1</b>	<b>14</b>
	CZ	<b>0</b>	<b>26</b>
	DK	<b>0</b>	<b>26</b>
	DE	<b>0</b>	<b>28</b>
	EE	<b>1</b>	<b>13</b>
	IE	<b>0</b>	<b>23</b>
	EL	<b>0</b>	<b>14</b>
	ES	<b>0</b>	<b>21</b>
	FR	<b>0</b>	<b>40</b>
	HR	<b>0</b>	<b>24</b>
	IT	<b>0</b>	<b>29</b>
	CY	<b>0</b>	<b>18</b>
	LV	<b>0</b>	<b>17</b>
	LT	<b>0</b>	<b>15</b>
	LU	<b>0</b>	<b>31</b>
	HU	<b>0</b>	<b>28</b>
	MT	<b>0</b>	<b>11</b>
	NL	<b>0</b>	<b>46</b>
	AT	<b>0</b>	<b>28</b>
	PL	<b>1</b>	<b>24</b>
	PT	<b>0</b>	<b>12</b>
	RO	<b>0</b>	<b>25</b>
	SI	<b>0</b>	<b>17</b>
	SK	<b>1</b>	<b>23</b>
	FI	<b>0</b>	<b>21</b>
	SE	<b>0</b>	<b>60</b>
	UK	<b>0</b>	<b>32</b>

QA10. Veuillez me dire quel type de perturbations dans les transports vous avez rencontré au cours des 12 derniers mois.  
(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA10. Please tell me what kind of travel disruptions you experienced during the last 12 months?  
(ROTATE – MULTIPLE ANSWERS POSSIBLE)

QA10. Bitte sagen Sie mir, welche Reisebehinderungen Sie in den letzten 12 Monaten erlebt haben.  
(ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9  
IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9  
FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Une annulation	Un refus d'embarquement	Un long retard	Un retard de bagages	Un bagage endommagé	Une perte de bagages	D'autres défauts de services
		Cancellation	Denied boarding	Long delay	Delayed baggage	Damage to baggage	Loss of baggage	Other service failures
		Annullierung/Ausfall	Nichtbeförderung	Große Verspätung	Verspätung des Gepäcks	Beschädigung des Gepäcks	Verlust des Gepäcks	Andere Servicemängel
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>15</b>	<b>3</b>	<b>69</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>21</b>
	BE	<b>18</b>	<b>5</b>	<b>61</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>26</b>
	BG	<b>3</b>	<b>1</b>	<b>62</b>	<b>4</b>	<b>3</b>	<b>11</b>	<b>29</b>
	CZ	<b>7</b>	<b>3</b>	<b>79</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>13</b>
	DK	<b>18</b>	<b>4</b>	<b>56</b>	<b>27</b>	<b>13</b>	<b>8</b>	<b>19</b>
	DE	<b>17</b>	<b>4</b>	<b>61</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>32</b>
	EE	<b>18</b>	<b>4</b>	<b>37</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>37</b>
	IE	<b>10</b>	<b>2</b>	<b>69</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>16</b>
	EL	<b>6</b>	<b>1</b>	<b>69</b>	<b>12</b>	<b>4</b>	<b>9</b>	<b>19</b>
	ES	<b>8</b>	<b>3</b>	<b>54</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>21</b>
	FR	<b>17</b>	<b>2</b>	<b>77</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>18</b>
	HR	<b>18</b>	<b>1</b>	<b>78</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>17</b>
	IT	<b>9</b>	<b>1</b>	<b>68</b>	<b>12</b>	<b>10</b>	<b>11</b>	<b>11</b>
	CY	<b>2</b>	<b>7</b>	<b>57</b>	<b>10</b>	<b>5</b>	<b>13</b>	<b>29</b>
	LV	<b>16</b>	<b>10</b>	<b>47</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>23</b>
	LT	<b>2</b>	<b>1</b>	<b>60</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>25</b>
	LU	<b>14</b>	<b>2</b>	<b>54</b>	<b>20</b>	<b>4</b>	<b>5</b>	<b>24</b>
	HU	<b>29</b>	<b>10</b>	<b>74</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>18</b>
	MT	<b>1</b>	<b>1</b>	<b>58</b>	<b>12</b>	<b>42</b>	<b>4</b>	<b>11</b>
	NL	<b>12</b>	<b>10</b>	<b>78</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>25</b>
	AT	<b>16</b>	<b>4</b>	<b>64</b>	<b>20</b>	<b>11</b>	<b>7</b>	<b>13</b>
	PL	<b>12</b>	<b>4</b>	<b>73</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>13</b>
	PT	<b>6</b>	<b>2</b>	<b>62</b>	<b>16</b>	<b>6</b>	<b>7</b>	<b>27</b>
	RO	<b>11</b>	<b>5</b>	<b>65</b>	<b>5</b>	<b>25</b>	<b>8</b>	<b>29</b>
	SI	<b>6</b>	<b>3</b>	<b>68</b>	<b>4</b>	<b>13</b>	<b>3</b>	<b>20</b>
	SK	<b>7</b>	<b>1</b>	<b>79</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>15</b>
	FI	<b>10</b>	<b>2</b>	<b>69</b>	<b>17</b>	<b>6</b>	<b>5</b>	<b>17</b>
	SE	<b>20</b>	<b>2</b>	<b>80</b>	<b>11</b>	<b>6</b>	<b>3</b>	<b>18</b>
	UK	<b>21</b>	<b>3</b>	<b>69</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>20</b>



QA10. Veuillez me dire quel type de perturbations dans les transports vous avez rencontré au cours des 12 derniers mois.

(ROTATION – PLUSIEURS REPONSES POSSIBLES)






























QA10. Please tell me what kind of travel disruptions you experienced during the last 12 months?

(ROTATE – MULTIPLE ANSWERS POSSIBLE)

QA10. Bitte sagen Sie mir, welche Reisebehinderungen Sie in den letzten 12 Monaten erlebt haben.

(ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9  
IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9  
FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		NSP	Total 'Perturbations liées aux bagages'
		DK	Total 'Baggage-related disruptions'
		WN	Gesamt 'Gepäck-bezogene Störungen'
	%	EB 82.1	EB 82.1
	EU 28	<b>0</b>	<b>18</b>
	BE	<b>1</b>	<b>21</b>
	BG	<b>0</b>	<b>18</b>
	CZ	<b>0</b>	<b>15</b>
	DK	<b>1</b>	<b>38</b>
	DE	<b>0</b>	<b>11</b>
	EE	<b>3</b>	<b>20</b>
	IE	<b>0</b>	<b>20</b>
	EL	<b>0</b>	<b>22</b>
	ES	<b>0</b>	<b>33</b>
	FR	<b>0</b>	<b>14</b>
	HR	<b>0</b>	<b>12</b>
	IT	<b>0</b>	<b>30</b>
	CY	<b>0</b>	<b>25</b>
	LV	<b>4</b>	<b>20</b>
	LT	<b>4</b>	<b>12</b>
	LU	<b>2</b>	<b>26</b>
	HU	<b>1</b>	<b>7</b>
	MT	<b>1</b>	<b>52</b>
	NL	<b>1</b>	<b>9</b>
	AT	<b>1</b>	<b>34</b>
	PL	<b>0</b>	<b>12</b>
	PT	<b>0</b>	<b>22</b>
	RO	<b>0</b>	<b>29</b>
	SI	<b>0</b>	<b>18</b>
	SK	<b>0</b>	<b>12</b>
	FI	<b>0</b>	<b>23</b>
	SE	<b>1</b>	<b>18</b>
	UK	<b>0</b>	<b>19</b>

QA11.1. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.

Les informations générales que vous recevez au sujet de ces perturbations (vos droits en tant que passager, l'évolution de la situation, etc.)






























QA11.1. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

The general information you receive regarding these disruptions (your rights as a passenger, the evolution of the situation, etc.)

QA11.1. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.

Die allgemeinen Informationen, die Sie zu diesen Behinderungen erhalten (Ihre Rechte als Reisender, die Entwicklung der Situation etc.)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9  
IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9  
FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)	NSP
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden	WN
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>5</b>	<b>36</b>	<b>39</b>	<b>18</b>	<b>2</b>
	BE	<b>8</b>	<b>31</b>	<b>39</b>	<b>20</b>	<b>2</b>
	BG	<b>5</b>	<b>28</b>	<b>30</b>	<b>34</b>	<b>3</b>
	CZ	<b>7</b>	<b>37</b>	<b>39</b>	<b>14</b>	<b>3</b>
	DK	<b>12</b>	<b>40</b>	<b>30</b>	<b>16</b>	<b>2</b>
	DE	<b>4</b>	<b>37</b>	<b>40</b>	<b>17</b>	<b>2</b>
	EE	<b>5</b>	<b>40</b>	<b>26</b>	<b>24</b>	<b>5</b>
	IE	<b>13</b>	<b>38</b>	<b>29</b>	<b>20</b>	<b>0</b>
	EL	<b>5</b>	<b>35</b>	<b>36</b>	<b>23</b>	<b>1</b>
	ES	<b>4</b>	<b>24</b>	<b>34</b>	<b>38</b>	<b>0</b>
	FR	<b>3</b>	<b>33</b>	<b>37</b>	<b>25</b>	<b>2</b>
	HR	<b>3</b>	<b>18</b>	<b>59</b>	<b>18</b>	<b>2</b>
	IT	<b>0</b>	<b>32</b>	<b>48</b>	<b>19</b>	<b>1</b>
	CY	<b>15</b>	<b>42</b>	<b>26</b>	<b>17</b>	<b>0</b>
	LV	<b>5</b>	<b>36</b>	<b>40</b>	<b>12</b>	<b>7</b>
	LT	<b>10</b>	<b>28</b>	<b>36</b>	<b>23</b>	<b>3</b>
	LU	<b>10</b>	<b>37</b>	<b>32</b>	<b>21</b>	<b>0</b>
	HU	<b>5</b>	<b>36</b>	<b>32</b>	<b>24</b>	<b>3</b>
	MT	<b>4</b>	<b>25</b>	<b>26</b>	<b>44</b>	<b>1</b>
	NL	<b>11</b>	<b>33</b>	<b>30</b>	<b>17</b>	<b>9</b>
	AT	<b>8</b>	<b>33</b>	<b>40</b>	<b>18</b>	<b>1</b>
	PL	<b>2</b>	<b>44</b>	<b>39</b>	<b>11</b>	<b>4</b>
	PT	<b>4</b>	<b>43</b>	<b>43</b>	<b>10</b>	<b>0</b>
	RO	<b>3</b>	<b>33</b>	<b>45</b>	<b>15</b>	<b>4</b>
	SI	<b>16</b>	<b>42</b>	<b>30</b>	<b>9</b>	<b>3</b>
	SK	<b>6</b>	<b>42</b>	<b>33</b>	<b>13</b>	<b>6</b>
	FI	<b>11</b>	<b>47</b>	<b>32</b>	<b>7</b>	<b>3</b>
	SE	<b>8</b>	<b>36</b>	<b>41</b>	<b>12</b>	<b>3</b>
	UK	<b>9</b>	<b>41</b>	<b>38</b>	<b>11</b>	<b>1</b>






























QA11.1. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.  
Les informations générales que vous recevez au sujet de ces perturbations (vos droits en tant que passager, l'évolution de la situation, etc.)

QA11.1. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

The general information you receive regarding these disruptions (your rights as a passenger, the evolution of the situation, etc.)

QA11.1. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.  
Die allgemeinen Informationen, die Sie zu diesen Behinderungen erhalten (Ihre Rechte als Reisender, die Entwicklung der Situation etc.)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9  
IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9  
FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

	Total 'Satisfait(e)'	Total 'Pas satisfait(e)'
	Total 'Satisfied'	Total 'Not satisfied'
	Gesamt 'Zufrieden'	Gesamt 'Nicht zufrieden'
%	EB 82.1	EB 82.1
 EU 28	<b>41</b>	<b>57</b>
 BE	<b>39</b>	<b>59</b>
 BG	<b>33</b>	<b>64</b>
 CZ	<b>44</b>	<b>53</b>
 DK	<b>52</b>	<b>46</b>
 DE	<b>41</b>	<b>57</b>
 EE	<b>45</b>	<b>50</b>
 IE	<b>51</b>	<b>49</b>
 EL	<b>40</b>	<b>59</b>
 ES	<b>28</b>	<b>72</b>
 FR	<b>36</b>	<b>62</b>
 HR	<b>21</b>	<b>77</b>
 IT	<b>32</b>	<b>67</b>
 CY	<b>57</b>	<b>43</b>
 LV	<b>41</b>	<b>52</b>
 LT	<b>38</b>	<b>59</b>
 LU	<b>47</b>	<b>53</b>
 HU	<b>41</b>	<b>56</b>
 MT	<b>29</b>	<b>70</b>
 NL	<b>44</b>	<b>47</b>
 AT	<b>41</b>	<b>58</b>
 PL	<b>46</b>	<b>50</b>
 PT	<b>47</b>	<b>53</b>
 RO	<b>36</b>	<b>60</b>
 SI	<b>58</b>	<b>39</b>
 SK	<b>48</b>	<b>46</b>
 FI	<b>58</b>	<b>39</b>
 SE	<b>44</b>	<b>53</b>
 UK	<b>50</b>	<b>49</b>

QA11.2. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.

L'assistance (repas, boissons, hébergement si nécessaire)

QA11.2. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

Assistance (meals, drinks, accommodation if needed)






























QA11.2. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.

Betreuung (Essen, Getränke, ggf. Unterkunft)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9

IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9

FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)	NSP
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden	WN
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>7</b>	<b>26</b>	<b>27</b>	<b>21</b>	<b>19</b>
	BE	<b>9</b>	<b>24</b>	<b>26</b>	<b>20</b>	<b>21</b>
	BG	<b>7</b>	<b>25</b>	<b>13</b>	<b>38</b>	<b>17</b>
	CZ	<b>5</b>	<b>25</b>	<b>27</b>	<b>20</b>	<b>23</b>
	DK	<b>18</b>	<b>22</b>	<b>20</b>	<b>21</b>	<b>19</b>
	DE	<b>5</b>	<b>28</b>	<b>25</b>	<b>23</b>	<b>19</b>
	EE	<b>8</b>	<b>27</b>	<b>21</b>	<b>17</b>	<b>27</b>
	IE	<b>10</b>	<b>30</b>	<b>30</b>	<b>19</b>	<b>11</b>
	EL	<b>7</b>	<b>27</b>	<b>34</b>	<b>25</b>	<b>7</b>
	ES	<b>5</b>	<b>18</b>	<b>23</b>	<b>31</b>	<b>23</b>
	FR	<b>4</b>	<b>27</b>	<b>26</b>	<b>26</b>	<b>17</b>
	HR	<b>1</b>	<b>16</b>	<b>44</b>	<b>32</b>	<b>7</b>
	IT	<b>3</b>	<b>21</b>	<b>40</b>	<b>21</b>	<b>15</b>
	CY	<b>26</b>	<b>20</b>	<b>20</b>	<b>27</b>	<b>7</b>
	LV	<b>7</b>	<b>27</b>	<b>20</b>	<b>6</b>	<b>40</b>
	LT	<b>5</b>	<b>25</b>	<b>15</b>	<b>19</b>	<b>36</b>
	LU	<b>14</b>	<b>33</b>	<b>18</b>	<b>16</b>	<b>19</b>
	HU	<b>4</b>	<b>21</b>	<b>29</b>	<b>27</b>	<b>19</b>
	MT	<b>14</b>	<b>23</b>	<b>31</b>	<b>17</b>	<b>15</b>
	NL	<b>8</b>	<b>23</b>	<b>20</b>	<b>13</b>	<b>36</b>
	AT	<b>11</b>	<b>31</b>	<b>25</b>	<b>12</b>	<b>21</b>
	PL	<b>8</b>	<b>33</b>	<b>34</b>	<b>15</b>	<b>10</b>
	PT	<b>6</b>	<b>34</b>	<b>23</b>	<b>23</b>	<b>14</b>
	RO	<b>3</b>	<b>24</b>	<b>34</b>	<b>23</b>	<b>16</b>
	SI	<b>17</b>	<b>31</b>	<b>17</b>	<b>11</b>	<b>24</b>
	SK	<b>8</b>	<b>29</b>	<b>23</b>	<b>17</b>	<b>23</b>
	FI	<b>10</b>	<b>32</b>	<b>26</b>	<b>8</b>	<b>24</b>
	SE	<b>6</b>	<b>28</b>	<b>23</b>	<b>12</b>	<b>31</b>
	UK	<b>12</b>	<b>31</b>	<b>27</b>	<b>20</b>	<b>10</b>

QA11.2. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.

L'assistance (repas, boissons, hébergement si nécessaire)

QA11.2. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

Assistance (meals, drinks, accommodation if needed)






























QA11.2. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.

Betreuung (Essen, Getränke, ggf. Unterkunft)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9

IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9

FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Total 'Satisfait(e)'	Total 'Pas satisfait(e)'
		Total 'Satisfied'	Total 'Not satisfied'
		Gesamt 'Zufrieden'	Gesamt 'Nicht zufrieden'
%		EB 82.1	EB 82.1
	EU 28	<b>33</b>	<b>48</b>
	BE	<b>33</b>	<b>46</b>
	BG	<b>32</b>	<b>51</b>
	CZ	<b>30</b>	<b>47</b>
	DK	<b>40</b>	<b>41</b>
	DE	<b>33</b>	<b>48</b>
	EE	<b>35</b>	<b>38</b>
	IE	<b>40</b>	<b>49</b>
	EL	<b>34</b>	<b>59</b>
	ES	<b>23</b>	<b>54</b>
	FR	<b>31</b>	<b>52</b>
	HR	<b>17</b>	<b>76</b>
	IT	<b>24</b>	<b>61</b>
	CY	<b>46</b>	<b>47</b>
	LV	<b>34</b>	<b>26</b>
	LT	<b>30</b>	<b>34</b>
	LU	<b>47</b>	<b>34</b>
	HU	<b>25</b>	<b>56</b>
	MT	<b>37</b>	<b>48</b>
	NL	<b>31</b>	<b>33</b>
	AT	<b>42</b>	<b>37</b>
	PL	<b>41</b>	<b>49</b>
	PT	<b>40</b>	<b>46</b>
	RO	<b>27</b>	<b>57</b>
	SI	<b>48</b>	<b>28</b>
	SK	<b>37</b>	<b>40</b>
	FI	<b>42</b>	<b>34</b>
	SE	<b>34</b>	<b>35</b>
	UK	<b>43</b>	<b>47</b>

QA11.3. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.

La compensation financière proposée en cas de défauts de service

QA11.3. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

Financial compensation offered in case of service failures






























QA11.3. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.

Die angebotene finanzielle Entschädigung im Fall von Servicemängeln

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9

IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9

FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)	NSP
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden	WN
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>6</b>	<b>22</b>	<b>26</b>	<b>29</b>	<b>17</b>
	BE	<b>4</b>	<b>21</b>	<b>27</b>	<b>25</b>	<b>23</b>
	BG	<b>2</b>	<b>13</b>	<b>16</b>	<b>62</b>	<b>7</b>
	CZ	<b>6</b>	<b>15</b>	<b>24</b>	<b>32</b>	<b>23</b>
	DK	<b>14</b>	<b>17</b>	<b>20</b>	<b>25</b>	<b>24</b>
	DE	<b>5</b>	<b>20</b>	<b>23</b>	<b>32</b>	<b>20</b>
	EE	<b>6</b>	<b>21</b>	<b>17</b>	<b>32</b>	<b>24</b>
	IE	<b>4</b>	<b>23</b>	<b>27</b>	<b>28</b>	<b>18</b>
	EL	<b>0</b>	<b>13</b>	<b>40</b>	<b>37</b>	<b>10</b>
	ES	<b>8</b>	<b>3</b>	<b>27</b>	<b>42</b>	<b>20</b>
	FR	<b>3</b>	<b>28</b>	<b>25</b>	<b>31</b>	<b>13</b>
	HR	<b>2</b>	<b>14</b>	<b>40</b>	<b>37</b>	<b>7</b>
	IT	<b>2</b>	<b>24</b>	<b>38</b>	<b>31</b>	<b>5</b>
	CY	<b>20</b>	<b>16</b>	<b>11</b>	<b>42</b>	<b>11</b>
	LV	<b>4</b>	<b>28</b>	<b>17</b>	<b>16</b>	<b>35</b>
	LT	<b>9</b>	<b>8</b>	<b>25</b>	<b>35</b>	<b>23</b>
	LU	<b>12</b>	<b>25</b>	<b>18</b>	<b>24</b>	<b>21</b>
	HU	<b>2</b>	<b>19</b>	<b>25</b>	<b>39</b>	<b>15</b>
	MT	<b>6</b>	<b>9</b>	<b>17</b>	<b>44</b>	<b>24</b>
	NL	<b>7</b>	<b>18</b>	<b>20</b>	<b>20</b>	<b>35</b>
	AT	<b>9</b>	<b>24</b>	<b>25</b>	<b>28</b>	<b>14</b>
	PL	<b>6</b>	<b>24</b>	<b>32</b>	<b>26</b>	<b>12</b>
	PT	<b>8</b>	<b>22</b>	<b>19</b>	<b>30</b>	<b>21</b>
	RO	<b>2</b>	<b>24</b>	<b>27</b>	<b>30</b>	<b>17</b>
	SI	<b>6</b>	<b>33</b>	<b>21</b>	<b>13</b>	<b>27</b>
	SK	<b>7</b>	<b>24</b>	<b>25</b>	<b>29</b>	<b>15</b>
	FI	<b>6</b>	<b>30</b>	<b>29</b>	<b>10</b>	<b>25</b>
	SE	<b>8</b>	<b>26</b>	<b>23</b>	<b>16</b>	<b>27</b>
	UK	<b>9</b>	<b>22</b>	<b>27</b>	<b>28</b>	<b>14</b>

QA11.3. Pour chacun des droits suivants auxquels vous pouvez prétendre en cas de perturbation dans les transports, veuillez me dire dans quelle mesure vous êtes satisfait(e) ou pas de leur application en général.

La compensation financière proposée en cas de défauts de service

QA11.3. For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.

Financial compensation offered in case of service failures






























QA11.3. Bitte sagen Sie mir zu jedem der folgenden Rechte, auf das Sie im Falle von Reisebehinderungen eventuell Anspruch haben, wie zufrieden oder unzufrieden Sie mit dessen Anwendung sind.

Die angebotene finanzielle Entschädigung im Fall von Servicemängeln

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE", CODE 1 A 4 EN QA9

IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9






























FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Total 'Satisfait(e)'	Total 'Pas satisfait(e)'
		Total 'Satisfied'	Total 'Not satisfied'
		Gesamt 'Zufrieden'	Gesamt 'Nicht zufrieden'
%		EB 82.1	EB 82.1
	EU 28	<b>28</b>	<b>55</b>
	BE	<b>25</b>	<b>52</b>
	BG	<b>15</b>	<b>78</b>
	CZ	<b>21</b>	<b>56</b>
	DK	<b>31</b>	<b>45</b>
	DE	<b>25</b>	<b>55</b>
	EE	<b>27</b>	<b>49</b>
	IE	<b>27</b>	<b>55</b>
	EL	<b>13</b>	<b>77</b>
	ES	<b>11</b>	<b>69</b>
	FR	<b>31</b>	<b>56</b>
	HR	<b>16</b>	<b>77</b>
	IT	<b>26</b>	<b>69</b>
	CY	<b>36</b>	<b>53</b>
	LV	<b>32</b>	<b>33</b>
	LT	<b>17</b>	<b>60</b>
	LU	<b>37</b>	<b>42</b>
	HU	<b>21</b>	<b>64</b>
	MT	<b>15</b>	<b>61</b>
	NL	<b>25</b>	<b>40</b>
	AT	<b>33</b>	<b>53</b>
	PL	<b>30</b>	<b>58</b>
	PT	<b>30</b>	<b>49</b>
	RO	<b>26</b>	<b>57</b>
	SI	<b>39</b>	<b>34</b>
	SK	<b>31</b>	<b>54</b>
	FI	<b>36</b>	<b>39</b>
	SE	<b>34</b>	<b>39</b>
	UK	<b>31</b>	<b>55</b>

QA12. Dans la liste suivante, à qui vous adresseriez-vous en priorité en cas de problèmes d'annulation ou de retard de votre voyage pour obtenir l'application de vos droits ? (ROTATION – MAX. 2 REPONSES)

QA12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights? (ROTATE – MAX. 2 ANSWERS)

QA12. Welche der folgenden Stellen würden Sie im Falle einer Annullierung/eines Ausfalls oder einer Verspätung Ihrer Reise kontaktieren, um Ihre Rechte geltend zu machen? (ROTIEREN – MAX. 2 NENNUNGEN)






























		A l'exploitant (compagnie aérienne, entreprise ferroviaire, exploitant de bateau ou ferry, compagnie d'autocar)	A une autorité nationale en charge de l'application des droits des passagers	A une association de consommateurs	A un avocat (en vue d'éventuelles poursuites judiciaires)
		The operating company (air, railway, ship or ferry or coach company)	A national authority in charge of the application of passenger rights	A consumer association	A lawyer (in view of a possible legal action)
		Das Beförderungsunternehmen (Fluggesellschaft, Bahn-, Schiffs-, Fähr- oder Busunternehmen)	Eine nationale Behörde, die für die Durchsetzung der Rechte von Reisenden zuständig ist	Eine Verbrauchervereinigung	Einen Anwalt (vor dem Hintergrund möglicher juristischer Schritte)
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>68</b>	<b>11</b>	<b>23</b>	<b>10</b>
	BE	<b>65</b>	<b>12</b>	<b>21</b>	<b>7</b>
	BG	<b>48</b>	<b>15</b>	<b>25</b>	<b>6</b>
	CZ	<b>69</b>	<b>17</b>	<b>17</b>	<b>8</b>
	DK	<b>90</b>	<b>11</b>	<b>24</b>	<b>5</b>
	DE	<b>79</b>	<b>7</b>	<b>16</b>	<b>16</b>
	EE	<b>62</b>	<b>9</b>	<b>26</b>	<b>4</b>
	IE	<b>73</b>	<b>11</b>	<b>21</b>	<b>3</b>
	EL	<b>79</b>	<b>17</b>	<b>17</b>	<b>10</b>
	ES	<b>73</b>	<b>10</b>	<b>40</b>	<b>10</b>
	FR	<b>71</b>	<b>9</b>	<b>35</b>	<b>9</b>
	HR	<b>77</b>	<b>9</b>	<b>23</b>	<b>5</b>
	IT	<b>50</b>	<b>15</b>	<b>23</b>	<b>21</b>
	CY	<b>83</b>	<b>21</b>	<b>17</b>	<b>11</b>
	LV	<b>63</b>	<b>5</b>	<b>21</b>	<b>3</b>
	LT	<b>60</b>	<b>11</b>	<b>27</b>	<b>6</b>
	LU	<b>79</b>	<b>7</b>	<b>21</b>	<b>7</b>
	HU	<b>62</b>	<b>13</b>	<b>20</b>	<b>6</b>
	MT	<b>66</b>	<b>14</b>	<b>30</b>	<b>5</b>
	NL	<b>82</b>	<b>7</b>	<b>21</b>	<b>6</b>
	AT	<b>62</b>	<b>12</b>	<b>34</b>	<b>16</b>
	PL	<b>48</b>	<b>11</b>	<b>14</b>	<b>6</b>
	PT	<b>62</b>	<b>26</b>	<b>19</b>	<b>6</b>
	RO	<b>54</b>	<b>16</b>	<b>18</b>	<b>6</b>
	SI	<b>73</b>	<b>6</b>	<b>17</b>	<b>3</b>
	SK	<b>67</b>	<b>10</b>	<b>7</b>	<b>6</b>
	FI	<b>82</b>	<b>8</b>	<b>28</b>	<b>2</b>
	SE	<b>90</b>	<b>8</b>	<b>29</b>	<b>3</b>
	UK	<b>76</b>	<b>13</b>	<b>16</b>	<b>4</b>



QA12. Dans la liste suivante, à qui vous adresseriez-vous en priorité en cas de problèmes d'annulation ou de retard de votre voyage pour obtenir l'application de vos droits ? (ROTATION – MAX. 2 REPONSES)

QA12. Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights? (ROTATE – MAX. 2 ANSWERS)

QA12. Welche der folgenden Stellen würden Sie im Falle einer Annullierung/eines Ausfalls oder einer Verspätung Ihrer Reise kontaktieren, um Ihre Rechte geltend zu machen? (ROTIEREN – MAX. 2 NENNUNGEN)

	A un organisme de résolution extrajudiciaire des litiges tel qu'un médiateur, un organisme d'arbitrage, de médiation ou de	Autre (SP.)	Cela dépend du moyen de transport (SP.)	Aucun (SP.)	NSP
	An out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body	Other (SP.)	It depends on the transport means (SP.)	None (SP.)	DK
	Eine Stelle zur außergerichtlichen Streitbeilegung, z. B. einen Bürgerbeauftragten, eine Schlichtungs-	Sonstige (SP.)	Das hängt vom Verkehrsmittel ab (SP.)	Keine (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>6</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>4</b>
 BE	<b>18</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>
 BG	<b>2</b>	<b>1</b>	<b>12</b>	<b>4</b>	<b>13</b>
 CZ	<b>5</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>
 DK	<b>2</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>
 DE	<b>7</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>3</b>
 EE	<b>1</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>9</b>
 IE	<b>2</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>2</b>
 EL	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>
 ES	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>
 FR	<b>7</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>4</b>
 HR	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>
 IT	<b>7</b>	<b>2</b>	<b>12</b>	<b>1</b>	<b>3</b>
 CY	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>
 LV	<b>1</b>	<b>6</b>	<b>12</b>	<b>5</b>	<b>3</b>
 LT	<b>2</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>7</b>
 LU	<b>5</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>
 HU	<b>4</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>2</b>
 MT	<b>4</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>5</b>
 NL	<b>15</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>1</b>
 AT	<b>8</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>2</b>
 PL	<b>4</b>	<b>1</b>	<b>16</b>	<b>4</b>	<b>11</b>
 PT	<b>6</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>4</b>
 RO	<b>2</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>3</b>
 SI	<b>4</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>2</b>
 SK	<b>3</b>	<b>2</b>	<b>12</b>	<b>3</b>	<b>5</b>
 FI	<b>1</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>3</b>
 SE	<b>3</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>1</b>
 UK	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>7</b>






























QA13.a. Avez-vous déjà formulé une plainte à propos de cette perturbation ?  
(SI PLUSIEURS PERTURBATIONS FAIRE REFERENCE A LA PLUS RECENTE)

QA13.a. Have you already complained about this disruption?  
(IF SEVERAL DISRUPTIONS REFER TO THE MOST RECENT ONE)

QA13.a. Haben Sie sich über diese Reisebehinderung bereits beschwert?  
(FALLS MEHRERE BEHINDERUNGEN ERLEBT WURDEN, BITTE AUF DIE LETZTE BEZIEHEN)

SI "A RENCONTRE DES PERTURBATIONS LORS D'UN VOYAGE AU COURS DES 12 DERNIERS MOIS", CODE 1 A 4 EN QA9  
IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9

FALLS "HAT IN DEN LETZTEN 12 MONATEN REISEBEHINDERUNGEN ERLEBT", CODE 1 BIS 4 IN QA9

		Oui, plusieurs fois	Oui, une fois	Non	NSP	Total 'Oui'
		Yes, several times	Yes, once	No	DK	Total 'Yes'
		Ja, mehrmals	Ja, einmal	Nein	WN	Gesamt 'Ja'
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28		<b>9</b>	<b>26</b>	<b>65</b>	<b>0</b>	<b>35</b>
 BE		<b>4</b>	<b>13</b>	<b>83</b>	<b>0</b>	<b>17</b>
 BG		<b>0</b>	<b>12</b>	<b>88</b>	<b>0</b>	<b>12</b>
 CZ		<b>6</b>	<b>29</b>	<b>64</b>	<b>1</b>	<b>35</b>
 DK		<b>10</b>	<b>31</b>	<b>59</b>	<b>0</b>	<b>41</b>
 DE		<b>11</b>	<b>29</b>	<b>60</b>	<b>0</b>	<b>40</b>
 EE		<b>2</b>	<b>19</b>	<b>78</b>	<b>1</b>	<b>21</b>
 IE		<b>4</b>	<b>31</b>	<b>65</b>	<b>0</b>	<b>35</b>
 EL		<b>10</b>	<b>43</b>	<b>47</b>	<b>0</b>	<b>53</b>
 ES		<b>20</b>	<b>44</b>	<b>36</b>	<b>0</b>	<b>64</b>
 FR		<b>5</b>	<b>18</b>	<b>77</b>	<b>0</b>	<b>23</b>
 HR		<b>9</b>	<b>24</b>	<b>67</b>	<b>0</b>	<b>33</b>
 IT		<b>16</b>	<b>41</b>	<b>43</b>	<b>0</b>	<b>57</b>
 CY		<b>16</b>	<b>21</b>	<b>63</b>	<b>0</b>	<b>37</b>
 LV		<b>3</b>	<b>10</b>	<b>87</b>	<b>0</b>	<b>13</b>
 LT		<b>2</b>	<b>16</b>	<b>82</b>	<b>0</b>	<b>18</b>
 LU		<b>12</b>	<b>9</b>	<b>79</b>	<b>0</b>	<b>21</b>
 HU		<b>4</b>	<b>14</b>	<b>82</b>	<b>0</b>	<b>18</b>
 MT		<b>13</b>	<b>42</b>	<b>45</b>	<b>0</b>	<b>55</b>
 NL		<b>7</b>	<b>17</b>	<b>76</b>	<b>0</b>	<b>24</b>
 AT		<b>18</b>	<b>35</b>	<b>46</b>	<b>1</b>	<b>53</b>
 PL		<b>3</b>	<b>13</b>	<b>84</b>	<b>0</b>	<b>16</b>
 PT		<b>4</b>	<b>15</b>	<b>81</b>	<b>0</b>	<b>19</b>
 RO		<b>8</b>	<b>26</b>	<b>66</b>	<b>0</b>	<b>34</b>
 SI		<b>3</b>	<b>19</b>	<b>78</b>	<b>0</b>	<b>22</b>
 SK		<b>3</b>	<b>11</b>	<b>86</b>	<b>0</b>	<b>14</b>
 FI		<b>9</b>	<b>28</b>	<b>63</b>	<b>0</b>	<b>37</b>
 SE		<b>7</b>	<b>34</b>	<b>59</b>	<b>0</b>	<b>41</b>
 UK		<b>7</b>	<b>22</b>	<b>71</b>	<b>0</b>	<b>29</b>

QA13.b. Pourquoi n'avez-vous pas formulé de plainte au sujet de cette perturbation ?  
(PLUSIEURS REPONSES POSSIBLES)






























QA13.b. Why did you not complain about this disruption?  
(MULTIPLE ANSWERS POSSIBLE)

QA13.b. Warum haben Sie sich nicht über diese Reisebehinderung beschwert?  
(MEHRFACHNENNUNGEN MÖGLICH)

SI "N'A PAS ENCORE FORMULE DE PLAINTE", CODE 3 EN QA13.a.

IF "HAS NOT YET COMPLAINED", CODE 3 IN QA13.a.

FALLS "HAT SICH NOCH NICHT BESCHWERT", CODE 3 IN QA13.a.

		Vous ne saviez comment et où vous plaindre	Vous avez jugé le processus de plainte trop lourd	Vous avez estimé qu'il était inutile de formuler une plainte	Le montant concerné était trop faible	Autre (SP.)	Vous formulerez une plainte plus tard (SP.)	NSP
		You did not know how or where to complain	You considered the complaint process too cumbersome	You considered it useless to complain	The amount involved was too small	Other (SP.)	You will complain later (SP.)	DK
		Sie wussten nicht, wo oder wie Sie sich beschweren sollten	Sie waren der Meinung, dass das Beschwerdeverfahren zu umständlich ist	Sie waren der Meinung, dass es zwecklos ist, sich zu beschweren	Der Betrag, um den es ging, war zu gering	Sonstige (SP.)	Sie werden sich später beschweren (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>9</b>	<b>19</b>	<b>52</b>	<b>22</b>	<b>15</b>	<b>1</b>	<b>1</b>
	BE	<b>7</b>	<b>18</b>	<b>67</b>	<b>17</b>	<b>6</b>	<b>1</b>	<b>2</b>
	BG	<b>18</b>	<b>26</b>	<b>58</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>5</b>
	CZ	<b>10</b>	<b>27</b>	<b>73</b>	<b>9</b>	<b>8</b>	<b>0</b>	<b>1</b>
	DK	<b>12</b>	<b>13</b>	<b>46</b>	<b>34</b>	<b>25</b>	<b>1</b>	<b>1</b>
	DE	<b>8</b>	<b>17</b>	<b>42</b>	<b>28</b>	<b>21</b>	<b>0</b>	<b>2</b>
	EE	<b>8</b>	<b>29</b>	<b>30</b>	<b>17</b>	<b>22</b>	<b>3</b>	<b>3</b>
	IE	<b>5</b>	<b>19</b>	<b>43</b>	<b>33</b>	<b>11</b>	<b>0</b>	<b>0</b>
	EL	<b>20</b>	<b>35</b>	<b>52</b>	<b>9</b>	<b>15</b>	<b>0</b>	<b>0</b>
	ES	<b>3</b>	<b>15</b>	<b>48</b>	<b>17</b>	<b>25</b>	<b>3</b>	<b>3</b>
	FR	<b>12</b>	<b>21</b>	<b>61</b>	<b>14</b>	<b>13</b>	<b>0</b>	<b>0</b>
	HR	<b>7</b>	<b>15</b>	<b>79</b>	<b>5</b>	<b>14</b>	<b>0</b>	<b>0</b>
	IT	<b>11</b>	<b>34</b>	<b>53</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>6</b>
	CY	<b>6</b>	<b>16</b>	<b>46</b>	<b>7</b>	<b>26</b>	<b>0</b>	<b>3</b>
	LV	<b>8</b>	<b>14</b>	<b>56</b>	<b>12</b>	<b>16</b>	<b>2</b>	<b>2</b>
	LT	<b>1</b>	<b>40</b>	<b>59</b>	<b>12</b>	<b>14</b>	<b>0</b>	<b>1</b>
	LU	<b>4</b>	<b>16</b>	<b>57</b>	<b>19</b>	<b>14</b>	<b>0</b>	<b>5</b>
	HU	<b>8</b>	<b>20</b>	<b>64</b>	<b>16</b>	<b>13</b>	<b>3</b>	<b>1</b>
	MT	<b>17</b>	<b>0</b>	<b>46</b>	<b>33</b>	<b>12</b>	<b>7</b>	<b>0</b>
	NL	<b>5</b>	<b>17</b>	<b>62</b>	<b>20</b>	<b>24</b>	<b>0</b>	<b>0</b>
	AT	<b>6</b>	<b>20</b>	<b>35</b>	<b>37</b>	<b>12</b>	<b>5</b>	<b>1</b>
	PL	<b>12</b>	<b>27</b>	<b>54</b>	<b>13</b>	<b>12</b>	<b>2</b>	<b>0</b>
	PT	<b>21</b>	<b>9</b>	<b>64</b>	<b>11</b>	<b>14</b>	<b>2</b>	<b>0</b>
	RO	<b>13</b>	<b>27</b>	<b>62</b>	<b>10</b>	<b>6</b>	<b>3</b>	<b>1</b>
	SI	<b>5</b>	<b>11</b>	<b>60</b>	<b>10</b>	<b>30</b>	<b>0</b>	<b>1</b>
	SK	<b>13</b>	<b>30</b>	<b>60</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>0</b>
	FI	<b>6</b>	<b>19</b>	<b>50</b>	<b>31</b>	<b>12</b>	<b>1</b>	<b>0</b>
	SE	<b>3</b>	<b>14</b>	<b>61</b>	<b>23</b>	<b>20</b>	<b>1</b>	<b>0</b>
	UK	<b>6</b>	<b>11</b>	<b>34</b>	<b>38</b>	<b>16</b>	<b>3</b>	<b>2</b>

QA13.c. Diriez-vous que votre plainte a été très bien, assez bien, assez mal ou très mal gérée ?






























QA13.c. Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

QA13.c. Würden Sie sagen, dass mit Ihrer Beschwerde sehr gut, eher gut, eher schlecht oder sehr schlecht umgegangen wurde?

SI "A DEJA FORMULE UNE PLAINTÉ", CODE 1 OU 2 EN QA13.a.

IF "HAS ALREADY COMPLAINED", CODE 1 OR 2 IN QA13.a.

FALLS "HAT SICH BEREITS BESCHWERT", CODE 1 ODER 2 IN QA13.a.

		Très bien	Plutôt bien	Plutôt mal	Très mal	NSP	Total 'Bien'	Total 'Mal'
		Very well	Rather well	Rather badly	Very badly	DK	Total 'Well'	Total 'Badly'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	WN	Gesamt 'Gut'	Gesamt 'Schlecht'
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28		<b>10</b>	<b>41</b>	<b>32</b>	<b>15</b>	<b>2</b>	<b>51</b>	<b>47</b>
 BE		<b>8</b>	<b>34</b>	<b>24</b>	<b>29</b>	<b>5</b>	<b>42</b>	<b>53</b>
 BG		<b>9</b>	<b>71</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>80</b>	<b>20</b>
 CZ		<b>7</b>	<b>33</b>	<b>29</b>	<b>29</b>	<b>2</b>	<b>40</b>	<b>58</b>
 DK		<b>24</b>	<b>31</b>	<b>17</b>	<b>23</b>	<b>5</b>	<b>55</b>	<b>40</b>
 DE		<b>6</b>	<b>41</b>	<b>39</b>	<b>11</b>	<b>3</b>	<b>47</b>	<b>50</b>
 EE		<b>0</b>	<b>55</b>	<b>17</b>	<b>20</b>	<b>8</b>	<b>55</b>	<b>37</b>
 IE		<b>14</b>	<b>42</b>	<b>25</b>	<b>19</b>	<b>0</b>	<b>56</b>	<b>44</b>
 EL		<b>18</b>	<b>27</b>	<b>31</b>	<b>24</b>	<b>0</b>	<b>45</b>	<b>55</b>
 ES		<b>8</b>	<b>43</b>	<b>25</b>	<b>20</b>	<b>4</b>	<b>51</b>	<b>45</b>
 FR		<b>7</b>	<b>35</b>	<b>28</b>	<b>26</b>	<b>4</b>	<b>42</b>	<b>54</b>
 HR		<b>4</b>	<b>30</b>	<b>41</b>	<b>25</b>	<b>0</b>	<b>34</b>	<b>66</b>
 IT		<b>5</b>	<b>45</b>	<b>40</b>	<b>10</b>	<b>0</b>	<b>50</b>	<b>50</b>
 CY		<b>24</b>	<b>30</b>	<b>16</b>	<b>30</b>	<b>0</b>	<b>54</b>	<b>46</b>
 LV		<b>0</b>	<b>20</b>	<b>56</b>	<b>19</b>	<b>5</b>	<b>20</b>	<b>75</b>
 LT		<b>24</b>	<b>10</b>	<b>47</b>	<b>19</b>	<b>0</b>	<b>34</b>	<b>66</b>
 LU		<b>23</b>	<b>15</b>	<b>41</b>	<b>19</b>	<b>2</b>	<b>38</b>	<b>60</b>
 HU		<b>6</b>	<b>29</b>	<b>52</b>	<b>13</b>	<b>0</b>	<b>35</b>	<b>65</b>
 MT		<b>9</b>	<b>32</b>	<b>35</b>	<b>24</b>	<b>0</b>	<b>41</b>	<b>59</b>
 NL		<b>16</b>	<b>37</b>	<b>27</b>	<b>17</b>	<b>3</b>	<b>53</b>	<b>44</b>
 AT		<b>8</b>	<b>41</b>	<b>38</b>	<b>13</b>	<b>0</b>	<b>49</b>	<b>51</b>
 PL		<b>29</b>	<b>45</b>	<b>16</b>	<b>10</b>	<b>0</b>	<b>74</b>	<b>26</b>
 PT		<b>0</b>	<b>78</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>78</b>	<b>22</b>
 RO		<b>3</b>	<b>49</b>	<b>35</b>	<b>9</b>	<b>4</b>	<b>52</b>	<b>44</b>
 SI		<b>21</b>	<b>32</b>	<b>26</b>	<b>21</b>	<b>0</b>	<b>53</b>	<b>47</b>
 SK		<b>9</b>	<b>54</b>	<b>16</b>	<b>10</b>	<b>11</b>	<b>63</b>	<b>26</b>
 FI		<b>26</b>	<b>35</b>	<b>38</b>	<b>1</b>	<b>0</b>	<b>61</b>	<b>39</b>
 SE		<b>16</b>	<b>50</b>	<b>23</b>	<b>10</b>	<b>1</b>	<b>66</b>	<b>33</b>
 UK		<b>14</b>	<b>41</b>	<b>29</b>	<b>15</b>	<b>1</b>	<b>55</b>	<b>44</b>

Les personnes handicapées et les personnes à mobilité réduite ont des droits spécifiques lorsqu'elles voyagent, quel que soit le mode de transport (droit à la non-discrimination, aide gratuite, prise en charge de l'équipement de mobilité).






























QA14. Avez-vous déjà demandé de l'aide pour vous-même ou pour une autre personne en cas de handicap ou de mobilité réduite lors d'un voyage ? (PLUSIEURS REPONSES POSSIBLES)

Disabled persons and persons with reduced mobility have specific rights when travelling on all modes of transport (right to non-discrimination, assistance free-of-charge, handling of mobility equipment).

QA14. Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling? (MULTIPLE ANSWERS POSSIBLE)

Personen mit einer Behinderung und Personen mit eingeschränkter Mobilität haben bei der Nutzung aller Verkehrsmittel bestimmte Rechte (Recht auf Nichtdiskriminierung, unentgeltliche Hilfestellung, Abfertigung/Transport von Mobilitätshilfen).

QA14. Haben Sie bei Reisen jemals für sich selbst oder für eine andere Person mit einer Behinderung oder mit eingeschränkter Mobilität Hilfe beantragt? (MEHRFACHNENNUNGEN MÖGLICH)

		Oui, lors d'un voyage en avion	Oui, lors d'un voyage en train (national ou international)	Oui, lors d'un transport par bateau ou ferry	Oui, lors d'un transport longue distance en autocar	Non	NSP	Total 'Oui'
		Yes, during a journey by airplane	Yes, during a journey by train (national or international)	Yes, during a journey by ship or ferry	Yes, during a journey by long-distance coach	No	DK	Total 'Yes'
		Ja, bei einer Flugreise	Ja, bei einer Zugfahrt (national oder international)	Ja, bei einer Fahrt mit einem Schiff oder einer Fähre	Ja, bei einer Fahrt mit einem Fernbus	Nein	WN	Gesamt 'Ja'
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>93</b>	<b>1</b>	<b>7</b>
	BE	<b>5</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>90</b>	<b>0</b>	<b>10</b>
	BG	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>94</b>	<b>3</b>	<b>3</b>
	CZ	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>98</b>	<b>0</b>	<b>2</b>
	DK	<b>9</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>86</b>	<b>0</b>	<b>14</b>
	DE	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>96</b>	<b>0</b>	<b>4</b>
	EE	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>90</b>	<b>3</b>	<b>7</b>
	IE	<b>12</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>85</b>	<b>1</b>	<b>15</b>
	EL	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>92</b>	<b>0</b>	<b>8</b>
	ES	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>93</b>	<b>0</b>	<b>7</b>
	FR	<b>3</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>90</b>	<b>1</b>	<b>9</b>
	HR	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>96</b>	<b>0</b>	<b>4</b>
	IT	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>96</b>	<b>1</b>	<b>4</b>
	CY	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>88</b>	<b>2</b>	<b>9</b>
	LV	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>94</b>	<b>0</b>	<b>6</b>
	LT	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>96</b>	<b>2</b>	<b>2</b>
	LU	<b>8</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>88</b>	<b>0</b>	<b>12</b>
	HU	<b>1</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>90</b>	<b>1</b>	<b>10</b>
	MT	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>95</b>	<b>0</b>	<b>4</b>
	NL	<b>9</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>86</b>	<b>0</b>	<b>14</b>
	AT	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>94</b>	<b>0</b>	<b>6</b>
	PL	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>95</b>	<b>1</b>	<b>4</b>
	PT	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>97</b>	<b>1</b>	<b>2</b>
	RO	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>94</b>	<b>1</b>	<b>4</b>
	SI	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>93</b>	<b>0</b>	<b>7</b>
	SK	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>95</b>	<b>0</b>	<b>4</b>
	FI	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>90</b>	<b>0</b>	<b>9</b>
	SE	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>90</b>	<b>0</b>	<b>9</b>
	UK	<b>7</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>88</b>	<b>0</b>	<b>12</b>

QA15. Globalement, dans quelle mesure êtes-vous satisfait(e) ou pas satisfait(e) de la manière dont votre(vos) demande(s) d'aide a(ont) été gérée(s) par la compagnie de transport ?






























QA15. Overall, to what extent were you satisfied or not with the way your request(s) for assistance was(were) dealt with by the transport company?

QA15. Wie zufrieden oder unzufrieden waren Sie insgesamt mit der Art und Weise, wie das Verkehrsunternehmen mit Ihrem Antrag/Ihren Anträgen auf Hilfestellung umgegangen ist?

SI "A DEJA FORMULE UNE PLAINTÉ", CODE 1 OU 2 EN QA13.a.

IF "HAS ALREADY COMPLAINED", CODE 1 OR 2 IN QA13.a.






























FALLS "HAT SICH BEREITS BESCHWERT", CODE 1 ODER 2 IN QA13.a.

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)	NSP	Total 'Satisfait(e)'	Total 'Pas satisfait(e)'
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK	Total 'Satisfied'	Total 'Not satisfied'
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden	WN	Gesamt 'Zufrieden'	Gesamt 'Nicht zufrieden'
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>41</b>	<b>40</b>	<b>10</b>	<b>8</b>	<b>1</b>	<b>81</b>	<b>18</b>
	BE	<b>39</b>	<b>49</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>88</b>	<b>10</b>
	BG	<b>17</b>	<b>35</b>	<b>15</b>	<b>33</b>	<b>0</b>	<b>52</b>	<b>48</b>
	CZ	<b>22</b>	<b>67</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>89</b>	<b>11</b>
	DK	<b>65</b>	<b>22</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>87</b>	<b>10</b>
	DE	<b>30</b>	<b>47</b>	<b>16</b>	<b>4</b>	<b>3</b>	<b>77</b>	<b>20</b>
	EE	<b>22</b>	<b>60</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>82</b>	<b>17</b>
	IE	<b>71</b>	<b>19</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>90</b>	<b>10</b>
	EL	<b>46</b>	<b>38</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>84</b>	<b>16</b>
	ES	<b>52</b>	<b>34</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>86</b>	<b>14</b>
	FR	<b>29</b>	<b>43</b>	<b>15</b>	<b>13</b>	<b>0</b>	<b>72</b>	<b>28</b>
	HR	<b>31</b>	<b>49</b>	<b>12</b>	<b>8</b>	<b>0</b>	<b>80</b>	<b>20</b>
	IT	<b>5</b>	<b>67</b>	<b>15</b>	<b>13</b>	<b>0</b>	<b>72</b>	<b>28</b>
	CY	<b>83</b>	<b>11</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>94</b>	<b>6</b>
	LV	<b>27</b>	<b>59</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>86</b>	<b>14</b>
	LT	<b>42</b>	<b>49</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>9</b>
	LU	<b>50</b>	<b>30</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>80</b>	<b>20</b>
	HU	<b>20</b>	<b>61</b>	<b>13</b>	<b>6</b>	<b>0</b>	<b>81</b>	<b>19</b>
	MT	<b>61</b>	<b>30</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>91</b>	<b>9</b>
	NL	<b>58</b>	<b>25</b>	<b>10</b>	<b>7</b>	<b>0</b>	<b>83</b>	<b>17</b>
	AT	<b>34</b>	<b>39</b>	<b>23</b>	<b>4</b>	<b>0</b>	<b>73</b>	<b>27</b>
	PL	<b>34</b>	<b>52</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>86</b>	<b>10</b>
	PT	<b>25</b>	<b>49</b>	<b>23</b>	<b>3</b>	<b>0</b>	<b>74</b>	<b>26</b>
	RO	<b>9</b>	<b>61</b>	<b>23</b>	<b>7</b>	<b>0</b>	<b>70</b>	<b>30</b>
	SI	<b>41</b>	<b>44</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>85</b>	<b>15</b>
	SK	<b>33</b>	<b>45</b>	<b>13</b>	<b>4</b>	<b>5</b>	<b>78</b>	<b>17</b>
	FI	<b>50</b>	<b>38</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>88</b>	<b>11</b>
	SE	<b>50</b>	<b>38</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>88</b>	<b>12</b>
	UK	<b>60</b>	<b>29</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>89</b>	<b>11</b>

QA16. Avez-vous informé au préalable la compagnie de transport que vous ou une autre personne auriez besoin d'aide (notification préalable) ?

QA16. Did you give advance notice of the assistance needs for you or another person to the transport company (pre-notification)?






























QA16. Haben Sie das Verkehrsunternehmen im Vorfeld über den Bedarf an Hilfestellung für sich oder die andere Person informiert (Vor Anmeldung)?

	Oui, plus de 48 heures avant le départ	Oui, entre 24 et 48 heures avant le départ	Oui, moins de 24 heures avant le départ	Non, vous avez demandé de l'aide uniquement au moment du départ	NSP	Total 'Oui'
	Yes, more than 48 hours before the departure	Yes, between 24 and 48 hours before the departure	Yes, less than 24 hours before the departure	No, you only requested assistance at the time of departure	DK	Total 'Yes'
	Ja, mehr als 48 Stunden vor Abreise	Ja, zwischen 24 und 48 vor Abreise	Ja, weniger als 24 Stunden vor Abreise	Nein, Sie haben erst zum Zeitpunkt der Abreise um Hilfe gebeten	WN	Gesamt 'Ja'
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>42</b>	<b>8</b>	<b>6</b>	<b>42</b>	<b>2</b>	<b>56</b>
 BE	<b>41</b>	<b>13</b>	<b>2</b>	<b>38</b>	<b>6</b>	<b>56</b>
 BG	<b>6</b>	<b>6</b>	<b>9</b>	<b>79</b>	<b>0</b>	<b>21</b>
 CZ	<b>33</b>	<b>14</b>	<b>5</b>	<b>48</b>	<b>0</b>	<b>52</b>
 DK	<b>44</b>	<b>5</b>	<b>6</b>	<b>43</b>	<b>2</b>	<b>55</b>
 DE	<b>50</b>	<b>11</b>	<b>5</b>	<b>32</b>	<b>2</b>	<b>66</b>
 EE	<b>19</b>	<b>3</b>	<b>13</b>	<b>59</b>	<b>6</b>	<b>35</b>
 IE	<b>59</b>	<b>9</b>	<b>5</b>	<b>27</b>	<b>0</b>	<b>73</b>
 EL	<b>28</b>	<b>10</b>	<b>6</b>	<b>56</b>	<b>0</b>	<b>44</b>
 ES	<b>48</b>	<b>6</b>	<b>6</b>	<b>40</b>	<b>0</b>	<b>60</b>
 FR	<b>39</b>	<b>9</b>	<b>2</b>	<b>45</b>	<b>5</b>	<b>50</b>
 HR	<b>13</b>	<b>10</b>	<b>17</b>	<b>60</b>	<b>0</b>	<b>40</b>
 IT	<b>37</b>	<b>10</b>	<b>3</b>	<b>50</b>	<b>0</b>	<b>50</b>
 CY	<b>56</b>	<b>6</b>	<b>7</b>	<b>31</b>	<b>0</b>	<b>69</b>
 LV	<b>8</b>	<b>15</b>	<b>8</b>	<b>69</b>	<b>0</b>	<b>31</b>
 LT	<b>7</b>	<b>8</b>	<b>0</b>	<b>85</b>	<b>0</b>	<b>15</b>
 LU	<b>39</b>	<b>9</b>	<b>11</b>	<b>39</b>	<b>2</b>	<b>59</b>
 HU	<b>9</b>	<b>12</b>	<b>6</b>	<b>72</b>	<b>1</b>	<b>27</b>
 MT	<b>56</b>	<b>3</b>	<b>0</b>	<b>41</b>	<b>0</b>	<b>59</b>
 NL	<b>53</b>	<b>6</b>	<b>6</b>	<b>35</b>	<b>0</b>	<b>65</b>
 AT	<b>37</b>	<b>14</b>	<b>14</b>	<b>35</b>	<b>0</b>	<b>65</b>
 PL	<b>16</b>	<b>10</b>	<b>15</b>	<b>56</b>	<b>3</b>	<b>41</b>
 PT	<b>21</b>	<b>3</b>	<b>23</b>	<b>53</b>	<b>0</b>	<b>47</b>
 RO	<b>15</b>	<b>11</b>	<b>7</b>	<b>65</b>	<b>2</b>	<b>33</b>
 SI	<b>14</b>	<b>3</b>	<b>10</b>	<b>72</b>	<b>1</b>	<b>27</b>
 SK	<b>14</b>	<b>7</b>	<b>16</b>	<b>62</b>	<b>1</b>	<b>37</b>
 FI	<b>24</b>	<b>8</b>	<b>12</b>	<b>55</b>	<b>1</b>	<b>44</b>
 SE	<b>70</b>	<b>6</b>	<b>7</b>	<b>16</b>	<b>1</b>	<b>83</b>
 UK	<b>52</b>	<b>8</b>	<b>6</b>	<b>33</b>	<b>1</b>	<b>66</b>

QA17. Au cours des 12 derniers mois, vous est-il arrivé d'utiliser un billet unique combinant différents modes de transport (par ex. un billet combiné avion et train, ou bateau et train, etc.) ?

QA17. In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?

QA17. Haben Sie in den letzten 12 Monaten eine einzelne Fahrkarte für die kombinierte Nutzung verschiedener Verkehrsmittel genutzt (z. B. eine Fahrkarte für die kombinierte Nutzung von Flugzeug und Zug oder eine Fahrkarte für die kombinierte Nutzung von Schiff und Zug etc.)?






























		Oui, plusieurs fois	Oui, une fois	Non, jamais	NSP	Total 'Oui'
		Yes, several times	Yes, once	No, never	DK	Total 'Yes'
		Ja, mehrmals	Ja, einmal	Nein, nie	WN	Gesamt 'Ja'
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28		<b>4</b>	<b>5</b>	<b>91</b>	<b>0</b>	<b>9</b>
 BE		<b>4</b>	<b>6</b>	<b>90</b>	<b>0</b>	<b>10</b>
 BG		<b>1</b>	<b>2</b>	<b>97</b>	<b>0</b>	<b>3</b>
 CZ		<b>5</b>	<b>5</b>	<b>90</b>	<b>0</b>	<b>10</b>
 DK		<b>8</b>	<b>8</b>	<b>84</b>	<b>0</b>	<b>16</b>
 DE		<b>7</b>	<b>11</b>	<b>82</b>	<b>0</b>	<b>18</b>
 EE		<b>4</b>	<b>2</b>	<b>93</b>	<b>1</b>	<b>6</b>
 IE		<b>5</b>	<b>5</b>	<b>90</b>	<b>0</b>	<b>10</b>
 EL		<b>2</b>	<b>2</b>	<b>96</b>	<b>0</b>	<b>4</b>
 ES		<b>4</b>	<b>3</b>	<b>93</b>	<b>0</b>	<b>7</b>
 FR		<b>2</b>	<b>3</b>	<b>95</b>	<b>0</b>	<b>5</b>
 HR		<b>2</b>	<b>4</b>	<b>94</b>	<b>0</b>	<b>6</b>
 IT		<b>1</b>	<b>5</b>	<b>94</b>	<b>0</b>	<b>6</b>
 CY		<b>2</b>	<b>7</b>	<b>91</b>	<b>0</b>	<b>9</b>
 LV		<b>3</b>	<b>2</b>	<b>95</b>	<b>0</b>	<b>5</b>
 LT		<b>1</b>	<b>2</b>	<b>97</b>	<b>0</b>	<b>3</b>
 LU		<b>7</b>	<b>9</b>	<b>84</b>	<b>0</b>	<b>16</b>
 HU		<b>3</b>	<b>3</b>	<b>94</b>	<b>0</b>	<b>6</b>
 MT		<b>1</b>	<b>8</b>	<b>91</b>	<b>0</b>	<b>9</b>
 NL		<b>4</b>	<b>5</b>	<b>91</b>	<b>0</b>	<b>9</b>
 AT		<b>10</b>	<b>9</b>	<b>81</b>	<b>0</b>	<b>19</b>
 PL		<b>2</b>	<b>3</b>	<b>95</b>	<b>0</b>	<b>5</b>
 PT		<b>8</b>	<b>3</b>	<b>89</b>	<b>0</b>	<b>11</b>
 RO		<b>1</b>	<b>3</b>	<b>96</b>	<b>0</b>	<b>4</b>
 SI		<b>4</b>	<b>4</b>	<b>92</b>	<b>0</b>	<b>8</b>
 SK		<b>2</b>	<b>3</b>	<b>95</b>	<b>0</b>	<b>5</b>
 FI		<b>5</b>	<b>7</b>	<b>87</b>	<b>1</b>	<b>12</b>
 SE		<b>10</b>	<b>11</b>	<b>79</b>	<b>0</b>	<b>21</b>
 UK		<b>4</b>	<b>6</b>	<b>90</b>	<b>0</b>	<b>10</b>



QA18. En pensant à la dernière fois que vous avez utilisé un billet unique combinant différents modes de transport, parmi les phrases suivantes, laquelle décrit le mieux ce que vous avez vécu ?

QA18. Thinking of the last time you used a single ticket combining different modes of transport, which of the following best describes your experience?






























QA18. Denken Sie jetzt bitte an das letzte Mal, als Sie eine einzelne Fahrkarte für die kombinierte Nutzung verschiedener Verkehrsmittel genutzt haben, und sagen Sie mir, welche der folgenden Aussagen Ihre Erfahrungen am besten beschreibt.

		Tout s'est bien passé, vous n'avez rencontré aucun problème	Cela s'est relativement bien passé, mais vous avez failli rater votre correspondance	Vous avez eu des problèmes en raison d'un retard et vous avez raté votre correspondance	Vous avez rencontré d'autres types de problèmes	NSP
		Everything went smoothly, you had no problems at all	Things went relatively well, but you almost missed your connection	You had problems because of a delay and missed your connection	You had other kinds of problems	DK
		Alles lief reibungslos, Sie hatten keinerlei Probleme	Es lief relativ gut, allerdings hätten Sie fast Ihren Anschluss verpasst	Sie hatten Probleme aufgrund einer Verspätung und haben Ihren Anschluss verpasst	Sie hatten andere Probleme	WN
	%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>74</b>	<b>16</b>	<b>5</b>	<b>5</b>	<b>0</b>
	BE	<b>85</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>0</b>
	BG	<b>80</b>	<b>13</b>	<b>3</b>	<b>4</b>	<b>0</b>
	CZ	<b>79</b>	<b>15</b>	<b>3</b>	<b>2</b>	<b>1</b>
	DK	<b>84</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>0</b>
	DE	<b>71</b>	<b>19</b>	<b>6</b>	<b>4</b>	<b>0</b>
	EE	<b>80</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>0</b>
	IE	<b>76</b>	<b>15</b>	<b>4</b>	<b>5</b>	<b>0</b>
	EL	<b>88</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>0</b>
	ES	<b>77</b>	<b>8</b>	<b>3</b>	<b>12</b>	<b>0</b>
	FR	<b>89</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>0</b>
	HR	<b>65</b>	<b>23</b>	<b>5</b>	<b>7</b>	<b>0</b>
	IT	<b>45</b>	<b>33</b>	<b>14</b>	<b>8</b>	<b>0</b>
	CY	<b>77</b>	<b>6</b>	<b>4</b>	<b>12</b>	<b>1</b>
	LV	<b>88</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>0</b>
	LT	<b>83</b>	<b>13</b>	<b>0</b>	<b>4</b>	<b>0</b>
	LU	<b>79</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>0</b>
	HU	<b>67</b>	<b>24</b>	<b>9</b>	<b>0</b>	<b>0</b>
	MT	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	NL	<b>73</b>	<b>15</b>	<b>5</b>	<b>7</b>	<b>0</b>
	AT	<b>77</b>	<b>14</b>	<b>4</b>	<b>5</b>	<b>0</b>
	PL	<b>76</b>	<b>15</b>	<b>3</b>	<b>6</b>	<b>0</b>
	PT	<b>83</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>0</b>
	RO	<b>52</b>	<b>37</b>	<b>2</b>	<b>9</b>	<b>0</b>
	SI	<b>79</b>	<b>11</b>	<b>7</b>	<b>3</b>	<b>0</b>
	SK	<b>63</b>	<b>21</b>	<b>16</b>	<b>0</b>	<b>0</b>
	FI	<b>92</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>
	SE	<b>77</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>0</b>
	UK	<b>83</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>1</b>

QA19. Dans votre vie quotidienne, êtes-vous gêné(e) par le bruit des transports ?

QA19. In your daily life, are you disturbed by transport noise?






























QA19. Fühlen Sie sich in Ihrem Alltag durch Verkehrslärm gestört?

		Très souvent	Parfois	Rarement	Jamais	NSP	Total 'Très souvent/ Parfois'	Total 'Rarement/ Jamais'
		Very often	Sometimes	Rarely	Never	DK	Total 'Very often/ Sometimes'	Total 'Rarely/ Never'
		Oft	Manchmal	Selten	Niemals	WN	Gesamt 'Oft/ Manchmal'	Gesamt 'Selten/ Niemals'
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>9</b>	<b>20</b>	<b>23</b>	<b>48</b>	<b>0</b>	<b>29</b>	<b>71</b>
	BE	<b>10</b>	<b>19</b>	<b>21</b>	<b>50</b>	<b>0</b>	<b>29</b>	<b>71</b>
	BG	<b>21</b>	<b>22</b>	<b>26</b>	<b>31</b>	<b>0</b>	<b>43</b>	<b>57</b>
	CZ	<b>14</b>	<b>24</b>	<b>30</b>	<b>32</b>	<b>0</b>	<b>38</b>	<b>62</b>
	DK	<b>8</b>	<b>14</b>	<b>18</b>	<b>60</b>	<b>0</b>	<b>22</b>	<b>78</b>
	DE	<b>8</b>	<b>24</b>	<b>30</b>	<b>38</b>	<b>0</b>	<b>32</b>	<b>68</b>
	EE	<b>6</b>	<b>14</b>	<b>22</b>	<b>58</b>	<b>0</b>	<b>20</b>	<b>80</b>
	IE	<b>3</b>	<b>7</b>	<b>13</b>	<b>77</b>	<b>0</b>	<b>10</b>	<b>90</b>
	EL	<b>14</b>	<b>30</b>	<b>28</b>	<b>28</b>	<b>0</b>	<b>44</b>	<b>56</b>
	ES	<b>10</b>	<b>17</b>	<b>22</b>	<b>51</b>	<b>0</b>	<b>27</b>	<b>73</b>
	FR	<b>8</b>	<b>12</b>	<b>17</b>	<b>63</b>	<b>0</b>	<b>20</b>	<b>80</b>
	HR	<b>8</b>	<b>23</b>	<b>27</b>	<b>42</b>	<b>0</b>	<b>31</b>	<b>69</b>
	IT	<b>11</b>	<b>24</b>	<b>23</b>	<b>42</b>	<b>0</b>	<b>35</b>	<b>65</b>
	CY	<b>14</b>	<b>26</b>	<b>26</b>	<b>34</b>	<b>0</b>	<b>40</b>	<b>60</b>
	LV	<b>9</b>	<b>18</b>	<b>17</b>	<b>56</b>	<b>0</b>	<b>27</b>	<b>73</b>
	LT	<b>10</b>	<b>22</b>	<b>19</b>	<b>49</b>	<b>0</b>	<b>32</b>	<b>68</b>
	LU	<b>8</b>	<b>15</b>	<b>19</b>	<b>58</b>	<b>0</b>	<b>23</b>	<b>77</b>
	HU	<b>8</b>	<b>19</b>	<b>21</b>	<b>52</b>	<b>0</b>	<b>27</b>	<b>73</b>
	MT	<b>19</b>	<b>28</b>	<b>22</b>	<b>31</b>	<b>0</b>	<b>47</b>	<b>53</b>
	NL	<b>8</b>	<b>19</b>	<b>20</b>	<b>53</b>	<b>0</b>	<b>27</b>	<b>73</b>
	AT	<b>7</b>	<b>23</b>	<b>36</b>	<b>34</b>	<b>0</b>	<b>30</b>	<b>70</b>
	PL	<b>13</b>	<b>25</b>	<b>24</b>	<b>37</b>	<b>1</b>	<b>38</b>	<b>61</b>
	PT	<b>6</b>	<b>12</b>	<b>22</b>	<b>60</b>	<b>0</b>	<b>18</b>	<b>82</b>
	RO	<b>12</b>	<b>27</b>	<b>23</b>	<b>38</b>	<b>0</b>	<b>39</b>	<b>61</b>
	SI	<b>13</b>	<b>24</b>	<b>24</b>	<b>39</b>	<b>0</b>	<b>37</b>	<b>63</b>
	SK	<b>13</b>	<b>21</b>	<b>26</b>	<b>39</b>	<b>1</b>	<b>34</b>	<b>65</b>
	FI	<b>4</b>	<b>12</b>	<b>28</b>	<b>56</b>	<b>0</b>	<b>16</b>	<b>84</b>
	SE	<b>9</b>	<b>23</b>	<b>23</b>	<b>45</b>	<b>0</b>	<b>32</b>	<b>68</b>
	UK	<b>6</b>	<b>11</b>	<b>17</b>	<b>66</b>	<b>0</b>	<b>17</b>	<b>83</b>

QA20. Par quel(s) type(s) de bruit des transports êtes-vous gêné(e) ? (PLUSIEURS REPONSES POSSIBLES)

QA20. By which kind of transport noise are you disturbed? (MULTIPLE ANSWERS POSSIBLE)






























QA20. Von welcher Art von Verkehrslärm fühlen Sie sich gestört? (MEHRFACHNENNUNGEN MÖGLICH)

		Les avions (transport aérien)	Les trains (transport ferroviaire)	Les transports routiers non- urbains : les motos, les voitures, les bus et les camions	Les transports routiers urbains : les motos, les voitures, les bus, le métro, les trams, etc.	Le transport par bateau ou ferry	Autre (SP.)	NSP
		Airplanes (air transport)	Trains (rail transport)	Non-urban road transport: motorbikes, cars, buses and trucks	Urban road transports: motorbikes, cars, buses, metro, trams, etc.	Ship or ferry transport	Other (SP.)	DK
		Flugzeuge (Luftverkehr)	Züge (Schienen- verkehr)	Außerstädtische Straßenverkehrs- mittel: Motorräder, Autos, Busse und Lkw	Städtische Straßenverkehrs-mittel: Motorräder, Autos, Busse, U-Bahn, Straßenbahnen etc.	Schiffs- oder Fährverkehr	Sonstige (SP.)	WN
%		EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
	EU 28	<b>14</b>	<b>13</b>	<b>35</b>	<b>66</b>	<b>0</b>	<b>3</b>	<b>0</b>
	BE	<b>23</b>	<b>17</b>	<b>41</b>	<b>50</b>	<b>1</b>	<b>4</b>	<b>0</b>
	BG	<b>8</b>	<b>2</b>	<b>18</b>	<b>89</b>	<b>0</b>	<b>2</b>	<b>0</b>
	CZ	<b>8</b>	<b>15</b>	<b>36</b>	<b>71</b>	<b>0</b>	<b>1</b>	<b>0</b>
	DK	<b>19</b>	<b>20</b>	<b>27</b>	<b>71</b>	<b>1</b>	<b>2</b>	<b>0</b>
	DE	<b>15</b>	<b>15</b>	<b>34</b>	<b>66</b>	<b>0</b>	<b>4</b>	<b>0</b>
	EE	<b>14</b>	<b>9</b>	<b>30</b>	<b>65</b>	<b>0</b>	<b>5</b>	<b>0</b>
	IE	<b>34</b>	<b>20</b>	<b>36</b>	<b>35</b>	<b>0</b>	<b>3</b>	<b>0</b>
	EL	<b>11</b>	<b>6</b>	<b>64</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>0</b>
	ES	<b>9</b>	<b>5</b>	<b>25</b>	<b>72</b>	<b>0</b>	<b>4</b>	<b>0</b>
	FR	<b>24</b>	<b>13</b>	<b>33</b>	<b>59</b>	<b>0</b>	<b>1</b>	<b>0</b>
	HR	<b>2</b>	<b>8</b>	<b>44</b>	<b>69</b>	<b>0</b>	<b>1</b>	<b>0</b>
	IT	<b>11</b>	<b>16</b>	<b>33</b>	<b>72</b>	<b>0</b>	<b>1</b>	<b>0</b>
	CY	<b>5</b>	<b>0</b>	<b>44</b>	<b>67</b>	<b>0</b>	<b>2</b>	<b>0</b>
	LV	<b>9</b>	<b>18</b>	<b>22</b>	<b>70</b>	<b>0</b>	<b>3</b>	<b>0</b>
	LT	<b>6</b>	<b>7</b>	<b>26</b>	<b>77</b>	<b>0</b>	<b>1</b>	<b>1</b>
	LU	<b>50</b>	<b>8</b>	<b>31</b>	<b>28</b>	<b>0</b>	<b>6</b>	<b>0</b>
	HU	<b>7</b>	<b>13</b>	<b>38</b>	<b>64</b>	<b>0</b>	<b>3</b>	<b>0</b>
	MT	<b>8</b>	<b>0</b>	<b>56</b>	<b>52</b>	<b>0</b>	<b>4</b>	<b>0</b>
	NL	<b>35</b>	<b>22</b>	<b>35</b>	<b>45</b>	<b>1</b>	<b>5</b>	<b>0</b>
	AT	<b>21</b>	<b>19</b>	<b>43</b>	<b>58</b>	<b>0</b>	<b>3</b>	<b>0</b>
	PL	<b>5</b>	<b>10</b>	<b>37</b>	<b>74</b>	<b>0</b>	<b>2</b>	<b>0</b>
	PT	<b>21</b>	<b>13</b>	<b>39</b>	<b>58</b>	<b>0</b>	<b>4</b>	<b>0</b>
	RO	<b>6</b>	<b>16</b>	<b>49</b>	<b>58</b>	<b>0</b>	<b>3</b>	<b>0</b>
	SI	<b>10</b>	<b>19</b>	<b>39</b>	<b>58</b>	<b>1</b>	<b>4</b>	<b>0</b>
	SK	<b>8</b>	<b>15</b>	<b>48</b>	<b>64</b>	<b>0</b>	<b>3</b>	<b>0</b>
	FI	<b>15</b>	<b>8</b>	<b>27</b>	<b>59</b>	<b>0</b>	<b>5</b>	<b>1</b>
	SE	<b>31</b>	<b>14</b>	<b>13</b>	<b>73</b>	<b>2</b>	<b>4</b>	<b>0</b>
	UK	<b>14</b>	<b>14</b>	<b>29</b>	<b>58</b>	<b>1</b>	<b>2</b>	<b>1</b>

QA21. Selon vous, lesquels des acteurs suivants devraient financer de nouvelles mesures dans le but de réduire le bruit des transports là où vous vivez ? (ROTATION – MAX. 2 REPONSES)

QA21. Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live? (ROTATE – MAX. 2 ANSWERS)

QA21. Wer sollte Ihrer Meinung nach zusätzliche Maßnahmen zur Reduzierung des Verkehrslärms in Ihrer Wohngegend finanzieren? (ROTIEREN – MAX. 2 NENNUNGEN)

	Les autorités publiques	Les utilisateurs des transports	Les citoyens en général (par exemple, par le biais des impôts)	Les compagnies de transport	Autre (SP.)	Des mesures supplémentaires ne sont pas nécessaires (SP.)	NSP
	Public authorities	Transport users	Citizens in general (eg. through taxes)	Transport companies	Other (SP.)	Additional measures are not necessary (SP.)	DK
	Behörden	Nutzer von Verkehrsmitteln	Bürger im Allgemeinen (z. B. durch Steuern)	Verkehrsunternehmen	Sonstige (SP.)	Zusätzliche Maßnahmen sind nicht notwendig (SP.)	WN
%	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1	EB 82.1
 EU 28	<b>45</b>	<b>12</b>	<b>7</b>	<b>39</b>	<b>2</b>	<b>16</b>	<b>6</b>
 BE	<b>51</b>	<b>14</b>	<b>8</b>	<b>42</b>	<b>2</b>	<b>13</b>	<b>3</b>
 BG	<b>38</b>	<b>11</b>	<b>6</b>	<b>45</b>	<b>1</b>	<b>15</b>	<b>11</b>
 CZ	<b>49</b>	<b>15</b>	<b>8</b>	<b>49</b>	<b>2</b>	<b>10</b>	<b>3</b>
 DK	<b>45</b>	<b>8</b>	<b>9</b>	<b>21</b>	<b>2</b>	<b>37</b>	<b>1</b>
 DE	<b>44</b>	<b>13</b>	<b>10</b>	<b>25</b>	<b>2</b>	<b>27</b>	<b>6</b>
 EE	<b>37</b>	<b>7</b>	<b>5</b>	<b>21</b>	<b>2</b>	<b>36</b>	<b>8</b>
 IE	<b>37</b>	<b>9</b>	<b>4</b>	<b>29</b>	<b>2</b>	<b>34</b>	<b>5</b>
 EL	<b>49</b>	<b>24</b>	<b>6</b>	<b>40</b>	<b>1</b>	<b>17</b>	<b>1</b>
 ES	<b>53</b>	<b>8</b>	<b>4</b>	<b>51</b>	<b>1</b>	<b>13</b>	<b>2</b>
 FR	<b>46</b>	<b>8</b>	<b>7</b>	<b>50</b>	<b>3</b>	<b>15</b>	<b>7</b>
 HR	<b>59</b>	<b>10</b>	<b>6</b>	<b>38</b>	<b>3</b>	<b>8</b>	<b>2</b>
 IT	<b>40</b>	<b>16</b>	<b>6</b>	<b>40</b>	<b>5</b>	<b>14</b>	<b>5</b>
 CY	<b>63</b>	<b>20</b>	<b>6</b>	<b>25</b>	<b>3</b>	<b>16</b>	<b>1</b>
 LV	<b>32</b>	<b>16</b>	<b>4</b>	<b>35</b>	<b>5</b>	<b>21</b>	<b>5</b>
 LT	<b>48</b>	<b>16</b>	<b>6</b>	<b>25</b>	<b>2</b>	<b>20</b>	<b>6</b>
 LU	<b>37</b>	<b>8</b>	<b>6</b>	<b>34</b>	<b>5</b>	<b>30</b>	<b>3</b>
 HU	<b>38</b>	<b>18</b>	<b>6</b>	<b>48</b>	<b>5</b>	<b>15</b>	<b>2</b>
 MT	<b>42</b>	<b>11</b>	<b>10</b>	<b>40</b>	<b>3</b>	<b>10</b>	<b>6</b>
 NL	<b>53</b>	<b>12</b>	<b>6</b>	<b>41</b>	<b>2</b>	<b>23</b>	<b>1</b>
 AT	<b>37</b>	<b>17</b>	<b>13</b>	<b>32</b>	<b>5</b>	<b>23</b>	<b>4</b>
 PL	<b>49</b>	<b>16</b>	<b>5</b>	<b>33</b>	<b>2</b>	<b>9</b>	<b>10</b>
 PT	<b>32</b>	<b>11</b>	<b>3</b>	<b>41</b>	<b>1</b>	<b>31</b>	<b>4</b>
 RO	<b>54</b>	<b>13</b>	<b>7</b>	<b>37</b>	<b>1</b>	<b>13</b>	<b>2</b>
 SI	<b>57</b>	<b>9</b>	<b>7</b>	<b>19</b>	<b>7</b>	<b>18</b>	<b>4</b>
 SK	<b>46</b>	<b>16</b>	<b>5</b>	<b>47</b>	<b>2</b>	<b>10</b>	<b>5</b>
 FI	<b>25</b>	<b>20</b>	<b>20</b>	<b>23</b>	<b>4</b>	<b>28</b>	<b>3</b>
 SE	<b>42</b>	<b>12</b>	<b>15</b>	<b>42</b>	<b>4</b>	<b>21</b>	<b>2</b>
 UK	<b>43</b>	<b>9</b>	<b>7</b>	<b>39</b>	<b>2</b>	<b>7</b>	<b>14</b>