



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex VI

GRIMALDI | STUDIO
LEGALE



Valdani Vicari & Associati
ECONOMICS & POLICY

WAVESTONE

Written by Simona Frazzani, Igor Taranic, Martin Jensen, Alessandro Zamboni, Kletia Noti, Martina Piantoni.

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Contact: Isabelle Vandoorne

E-mail: Isabelle.VANDOORNE@ec.europa.eu

*European Commission
B-1049 Brussels*

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Passengers' panel questionnaire

The proposed online panel questionnaire is mainly directed at collecting qualitative information about the passengers' experience on the issue of integrated ticketing. The questionnaire, which is presented below, also intends to gather information about the passengers' future expectations. It includes the main purpose and scope of the questionnaire (introduction), the identification of the panellists (registration), and questions on their experience with the transport services they are using (main questionnaire). Terms and definitions of the questionnaire are in line with the ones used in the recent open public consultation published by DG MOVE on a possible initiative at EU level in the field of passengers' rights in multimodal transport¹.

Introduction

The purpose of this questionnaire is to assess your experience as a passenger of multi-modal transport of integrated ticketing systems and understand your needs and expectations in this matter. In this survey, we define multimodal travel as a journey that involves more than one mean of transportation used to reach your destination.

We would appreciate it if you could complete the survey by the 6th of July 2018. The survey takes around 10 minutes to complete.

For more information on how we handle your data, please read our specific privacy statement before answering the survey.

Should you have any technical queries about the online questionnaire or questions concerning its purpose or the phrasing used, please contact Wavestone on (+352)691321210 or email ps_research@wavestone.com.

Registration

Name (optional):	<input type="text"/>
Phone number:	<input type="text"/>
Email address:	<input type="text"/>

a. Gender:

- ☐ Male
- ☐ Female

b. Age category:

- ☐ Below 20
- ☐ Between 20 and 34
- ☐ Between 35 and 54

¹ <https://ec.europa.eu/transport/sites/transport/files/2017-publ-consult-pax-rights-multimodal-transport.pdf>

☐ Between 55 and 74

☐ Above 75

c. Please indicate your country of residence

☐ Austria

☐ Belgium

☐ Bulgaria

☐ Croatia

☐ Cyprus

☐ Czech Republic

☐ Denmark

☐ Estonia

☐ EU

☐ Finland

☐ France

☐ FYROM

☐ Germany

☐ Greece

☐ Hungary

☐ Iceland

☐ Ireland

☐ Italy

☐ Latvia

☐

☐ Lithuania

☐ Luxembourg

☐ Malta

☐ Netherlands

Liechtenstein

☐ Norway

☐ Poland

☐ Portugal

☐ Romania

☐ Slovakia

☐ Slovenia

☐ Spain

☐ Sweden

☐ Switzerland

☐ Turkey

☐ United Kingdom

Main Questionnaire

1. Based on the list below, which transport services have you used at least once in the last 12 months?
Please tick all that apply.

☐ Planes (flight operated by commercial air carriers)

☐ Rail (interurban domestic or cross-border services - excluding urban or regional services)

☐ Coach (interurban domestic or cross-border services - excluding urban or regional services))

☐ Ship (ferries, cruise, inland water transport)

☐ City bike

☐ Car (rented cars, car sharing, car pooling)

☐ None of the above

[If none of the above selected] End of the survey.

2. How frequently do your journeys involve the combination of different modes of transport services?

☐ Very Frequently

☐ Frequently

☐ Occasionally

☐ Rarely

☐ Very Rarely

3. Please rank which combinations of modes of transport you have used the most during your journeys in the past? Please refer to Q1 for the definitions of the different transport modes. *[Participants can rank up to 5 transport combinations]*

☐ Rail/Plane

☐ Rail/Coach

☐ Plane/Coach

☐ Rail/Ship

☐ Coach/Ship

☐ Plane/Ship

☐ Rail/City Cycle

☐ Coach/City Cycle

☐ Ship/City Cycle

☐ Plane/Car

☐ Rail/Car

☐ Ship/Car

☐ Coach/Car

☐ Other, please specify:

☐ None of the above

4. In which context have you predominantly used the combination of modes of transport services?

☐ Personal context

☐ Professional context

☐ I have used these types of service in both contexts

☐ Don't know/ No opinion

5. For each of the journey types, please specify whether you are normally able to purchase a single integrated ticket covering your entire journey.

Integrated ticketing allows a person to make a journey that involves transfers within or between different transport modes with a single ticket that is valid for the complete journey, modes being buses, trains,

subways, ferries, etc.

Possibility to purchase an integrated ticket	Almost Always	Often	Sometimes	Seldom	Never	Don't know
Travelling internationally within the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travelling in the region of a country within the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travelling in a city within the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. [If selected 'Almost always' or 'Often'] In which country and for which transport combinations were you able to purchase a single integrated ticket?

7. What was the format in which the single ticket was released?

- ☐ Hard copy ticket
☐ Electronic ticket
☐ Mobile ticket
☐ Other, please specify:

8. How did you pay for the single ticket?

- ☐ Cash
☐ Credit/debit card
☐ Cheque
☐ Bank transfer
☐ Online payment services
☐ Other, please specify:

9. During the purchase of the ticket for your multi-modal journey, were you suggested the single integrated ticket option?

- ☐ Almost always
☐ Often
☐ Sometimes
☐ Seldom
☐ Never
☐ Don't know/ No opinion

10. [If other than 'Never' selected in Q5] Based on your experience, what were the benefits of using a single integrated ticket for your journey? Please select the top three.

- ☐ Availability of reliable (real-time) transport information
☐ Lower prices and promotions
☐ Ease of booking
☐ Possibility to manage changes (due to delays or cancellations along the journey route)
☐ Faster journey times
☐ Insured journey connections
☐ Fewer queues
☐ Other, please specify:

11. [If 'Never' selected in Q5] In your opinion, what would be the main benefits of using a single integrated ticket for your multi-modal journey?

- ☐ Availability of reliable (real-time) transport information
☐ Lower prices and promotions
☐ Ease of booking
☐ Possibility to manage changes (due to delays or cancellations along the journey route)
☐ Faster journey times
☐ Fewer queues
☐ Other, please specify:

12. When travelling, how do you normally book your travel tickets? Please rank the options.

- ☐ Station
☐ Website

- ☐ Telephone
☐ Travel Agent
☐ Through a tour operator
☐ Other, please specify:

13. *[If other than 'Never' selected in Q5]* When purchasing a single integrated ticket, to what extent are you confident that you are provided with reliable and complete information about the multi-modal travel journey?
- ☐ Almost always
☐ Often
☐ Sometimes
☐ Seldom
☐ Never
☐ Don't know/ No opinion
14. *[If 'Never' selected in Q5]* If you could always obtain a single integrated journey ticket, would you feel confident about being provided with reliable and complete information about the multi-modal travel journey?
- ☐ Yes
☐ No
☐ Don't Know/ No Opinion
15. *[If other than 'Never' selected in Q5]* When purchasing an integrated travel ticket, to what extent do you think that you could be provided with a broader choice of transport services (e.g. alternative combinations) when planning your trips?
- ☐ Almost always
☐ Often
☐ Sometimes
☐ Seldom
☐ Never
☐ Don't know/ No opinion
16. *[If 'Never' selected in Q5]* If you could always obtain a single integrated ticket, would you think that you could be provided with a broader choice of transport services (e.g. alternative combinations) when planning your trips?
- ☐ Yes
☐ No
☐ Don't know/ No Opinion
17. In general, how would you rate your multi-modal travelling experience so far?
- ☐ Very good
☐ Good
☐ Average
☐ Poor
☐ Very Poor
18. To what extent are you satisfied with the multi-modal service you have used? *Please rate your satisfaction with the following items from 0 to 10 (0 being very dissatisfied and 10 being very satisfied)*

Level of satisfaction with the service	0	1	2	3	4	5	6	7	8	9	10	Don't know/ No opinion
Overall quality of the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct, complete and transparent ticket price information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear passenger rights information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practical information about the journey (e.g. schedule, transfer time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about changes to the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

journey cancelled (e.g. routes, delays)												
Time saving due to using an integrated ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel options changes in real-time depending on real-time conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – Please comment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. In case there is one action that would make your whole multi-modal journey booking experience better, what would it be?

Specific Privacy Statement for conducting the consumer panel

Specific Privacy Statement

With regard to the questionnaire (further referred to as "consumer panel")

To be carried out in accordance with the study on "Remaining Challenges for EU-Wide Integrated Ticketing and Payment System" mandated by the European Commission

1. Objective

The objective of this consumer panel is to assess passenger experience of integrated ticketing and assess the availability of existing integrated ticketing schemes. The results of the panel may potentially be included in the final report in relation to the initiative "Remaining Challenges for EU-Wide Integrated Ticketing and Payment System", under the responsibility of unit B4. Sustainable & Intelligent Transport, Directorate-General for Mobility and Transport (DG MOVE).

DG MOVE mandated WAVESTONE to perform this consultation, therefore WAVESTONE is considered to be the Processor of the data collected, acting on behalf of and under the responsibility of DG MOVE, which is considered as the Controller.

As this online service collects and further processes personal data, Regulation (EC) 45/2001, of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, is applicable.

2. What personal information do we collect and through which technical means?

Identification Data

The personal data collected and further processed is data necessary for the participation in the consultation, i.e. name, surname, organisation, job title, e-mail addresses and phone number, of the contributors, including their views on the topics concerned. This data may be used for further contact in case more details regarding collected data are needed.

The processing operations on personal data linked to the organisation and management of this consultation are necessary for the management and functioning of the Commission, as mandated by the Treaties, and more specifically in Article 5 of TEU, Article 13 TEU and Articles 244-250 TFEU, and in accordance with Article 1 and Article 11 of TEU.

Technical information

The data collection and processing is done using the SurveyGizmo® software. The system uses:

- This software uses session "cookies" in order to ensure communication between the client and the server. Therefore, your browser must be configured to accept "cookies". For additional information, please reach out to SurveyGizmo® website. SurveyGizmo® does not have access to the collected data.
- Local storage to save copies of the inputs of a participant to a survey in order to have a backup if the server is not available during submission or the user's computer is switched off accidentally or any other cause. The local storage contains the IDs of the questions and the draft answers. Once a participant has submitted one's answers successfully to the server or has successfully saved a draft on the server, the data is removed from the local storage. There is a checkbox above the survey to disable the feature (useful if the participant uses a public computer).

3. Who has access to your information and to whom is it disclosed?

The access to all personal data as well as all information collected in the context of this consultation is only granted through User ID/Password to a defined population of users, without prejudice to a possible transmission to the bodies in Specific Privacy Statement charge of a monitoring or inspection task in accordance with Union legislation. The users concerned are members of DG MOVE organising the consultation and responsible for the study contract, DG MOVE officials concerned by the topic and WAVESTONE, the contractor.

No personal data is transmitted to parties which are outside the recipients and the legal framework mentioned.

DG MOVE, and WAVESTONE will not share personal data with third parties for direct marketing purposes.

4. How do we protect and safeguard your information?

The collected personal data and all information related to the above-mentioned consultation is stored on a computer of the external contractor, acting as processor, who has to guarantee the data protection and confidentiality required by the Regulation (EC) 45/2001.

The collected personal data and all information related to the above-mentioned consultation is stored on a computer of WAVESTONE, which has to guarantee the security and confidentiality of the collected information. Received contributions will also be recorded in a secured and protected database hosted by the Data Centre of the European Commission, the operations of which abide by the Commission's security decisions and provisions established by the Directorate of Security for this kind of servers and services.

The database is not accessible from outside the Commission. Inside the Commission, the database can be accessed using a UserID/Password.

5. How can you verify, modify or delete your information?

In case you want to verify which personal data is stored on your behalf by the responsible Controller, have it modified, corrected or deleted, please contact the Controller by using the Contact Information below and by explicitly specifying your request.

6. How long do we keep your data?

Your personal data will remain in the Commission database until the results of the consultation have been completely analysed and usefully exploited. Personal data will be deleted, at the latest, 1 year after the last action in relation to the evaluation/study in the framework of which the consultation activity was conducted.

The collected personal data and all information related to the evaluation/study will be erased by the Contractor at the latest six months after the end of the contract.

7. Contact Information

If you have any questions related to this consumer survey, please contact the support team, under the responsibility of the Controller, using the following email address: barbora.kudzmanaite@wavestone.com.

8. Recourse

Complaints, in case of conflict, can be addressed to the [European Data Protection Supervisor](#).

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- at the following standard number: +32 22999696, or
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