

## Annex VIII - Questionnaire to consumers' associations

### Questionnaire

*Please fill in the questionnaire electronically. Feel free to change the size of the tables according to your needs. You may wish provide additional comments under each answer. In case of non-availability of the requested data, use the abbreviation "n/a". Please mention in your answers the relevant references. Thank you in advance for your cooperation.*

Reply of [insert the name of your institution, company, organisation] at [insert the date]

[Please indicate which EU Member State(s) your organisation covers]

1. Please indicate whether, how and to what extent consumers' organisations are involved in the adoption of public transport service contracts. If so, please specify in your answer the contracts and the competent authorities. Please mention whether and to what extent consumers organisations' involvement has changed since 3 December 2009.

2. Can you report satisfaction measures from 1 (low satisfaction) to 10 (high satisfaction) on quality (including timeliness) and price of public transport service for the main public service transport operators in the EU Member States?

3. What are in your opinion the weaknesses of or gaps in the current national regulatory framework, if any? Please specify your answer for each EU Member State.

4. Which measures would you suggest to improve the situation?

5. Should you have any other comment on the implementation of Regulation 1370/2007, please feel free to indicate it hereafter.