



#RoadTransportEU

**Efficient, fair and clean road
transport for Europe**

General Questionnaire for the open public consultation on the review of Regulation 1073/2009 on common rules for access to the international market for coach and bus services

Fields marked with * are mandatory.

1 Introduction

This questionnaire is targeted at members of the general public and non-experts. There is a separate specialised questionnaire for key stakeholders and experts.

You can skip questions that you do not feel comfortable responding to. However, replies to questions marked with an asterisk are compulsory. You can also pause at any time and continue later. Once you have submitted your answers, you will be able to download a copy of your completed questionnaire and to upload a written contribution.

2 Information about the respondent

The questions in section aim at collecting general information about the identity of the respondent.

*1. You are welcome to answer the questionnaire in any of the [24 official languages](#) of the EU. Please let us know in which language you are replying:

- ☐ Bulgarian
- ☐ Croatian
- ☐ Czech
- ☐ Danish
- ☐ Dutch
- ☐ English
- ☐ Estonian
- ☐ Finnish
- ☐ French
- ☐ Gaelic
- ☐ German
- ☐ Greek
- ☐ Hungarian
- ☐ Italian
- ☐ Latvian
- ☐ Lithuanian
- ☐ Maltese
- ☐ Polish
- ☐ Portuguese
- ☐ Romanian
- ☐ Slovak
- ☐ Slovenian
- ☐ Spanish
- ☐ Swedish

*2. You are replying as/on behalf of:

- ☐ A citizen/consumer
- ☐ A road passenger transport worker (e.g. driver)
- ☐ A non-governmental authority (e.g. NGO)
- ☐ An academic
- ☐ A company
- ☐ Other

*3. Please provide your full name:

*4. Are you applying on behalf of an entity?

- ☐ Yes
☐ No

4.1 Please provide the name of the entity:

4.2 Is the entity on whose behalf you are replying registered in the EU Transparency Register?

If your organisation is not registered, we invite you to [register](#), although it is not compulsory to be registered to reply to this consultation. [Why a transparency register?](#)

- ☐ Yes
☐ No

*5. Please give your email address in case we have questions about your reply and need to ask for clarifications. If you do not have an email address, please write "Not available".

*6 Please select your country of residence:

- ☐ Austria
- ☐ Belgium
- ☐ Bulgaria
- ☐ Croatia
- ☐ Cyprus
- ☐ Czech Republic
- ☐ Denmark
- ☐ Estonia
- ☐ Finland
- ☐ France
- ☐ Germany
- ☐ Greece
- ☐ Hungary
- ☐ Ireland
- ☐ Italy
- ☐ Latvia
- ☐ Lithuania
- ☐ Luxembourg
- ☐ Malta
- ☐ Netherlands
- ☐ Poland
- ☐ Portugal
- ☐ Romania
- ☐ Slovak Republic
- ☐ Slovenia
- ☐ Spain
- ☐ Sweden
- ☐ United Kingdom
- ☐ Other European non-EU
- ☐ Non-European

*7. Do you consent to the Commission publishing your replies?

Note that, whatever option chosen, your answers may be subject to a request for public access to documents under [Regulation \(EC\) N° 1049/2001](#)

- ☐ **Yes** (*I consent to the publication of all information in my contribution in whole or in part including my name or my organisation's name, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication*).
- ☐ **Only anonymously** (*I consent to the publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that it is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent the publication*).
- ☐ **No** (I do not consent to any contribution being published but it may be used internally within the Commission).

3 Your views and experience on road passenger transport by coach and bus and the potential shortcomings

The questions in this section aim at identifying or confirming the main problems affecting coach and bus services and assessing their relative importance.

*****Please note for the purpose of this questionnaire coach services means all bus and coach services other than urban coach services*****

*8. How often do you use coach services?

- ☐ Several times per week
- ☐ Several times per month
- ☐ Several times per year
- ☐ Once per year or less
- ☐ Never
- ☐ I don't know

*9. Have you travelled to another EU Country in the past year using coach services?

- ☐ Yes
- ☐ No
- ☐ I don't know

10. Do the following deter you from using coach services?

	Yes	No	No opinion
*High fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Low frequency of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Poor punctuality and reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Low level of comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Poor availability of information on routes, timetables and fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Difficulty buying tickets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of availability of through tickets (i.e. one ticket for several segments of one whole journey)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Difficult and inaccessible complaint handling mechanism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Poor cleanliness or maintenance of coaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Poor cleanliness or maintenance of terminal facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of personal safety in terminals or at stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of connections with other transport modes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of assistance or information for persons with reduced mobility at stops/terminals/in the coach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Risk of road accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*CO2 emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please comment on what you consider presents the greatest deterrent when you consider travelling by coach

3000 character(s) maximum

*12. Have coach services changed where you live in the last 5 years?

- ☐ Yes, improved
- ☐ No, they are the same
- ☐ No, they have deteriorated
- ☐ No opinion/Not sure

12.1 Please comment on the reasons for the change

3000 character(s) maximum

*13. Do you think that coach connections are sufficient for your needs where you live?

- ☐ Yes
- ☐ No
- ☐ No opinion/I don't know

13.1 Please comment on why you think coach services are not sufficient for your needs

3000 character(s) maximum

14. How important do you consider coach services are for the overall economic development of your region?

- ☐ Very important
- ☐ Important
- ☐ Neutral
- ☐ Somewhat important
- ☐ Not important
- ☐ No opinion/I don't know

Please comment

3000 character(s) maximum

15. How important do you consider coach services are for growth and jobs?

- ☐ Very important
- ☐ important
- ☐ Neutral
- ☐ Somewhat important
- ☐ Not important
- ☐ No opinion/I don't know

Please comment

16. Please indicate how often you travel to another EU Member State for each mode of transport.

	Several times per week	Several times per month	Several times per year	Once per year or less	Never	I don't know
*Coach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Car (private)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Car (ride- sharing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Airplane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Boat or Ship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment on the factors that would influence you to use coach services for international journeys in the future.

3000 character(s) maximum

16.1 Please comment on the reasons why you opted to travel by coach and what would influence you to travel by coach more frequently in the future.

3000 character(s) maximum

4 Subsidiarity and EU added value

In any policy initiative, the Commission must consider whether there is added value in EU intervention i.e. whether certain issues should be regulated at EU level or should be left for possible regulation at the Member State level.

Please note however that any amendments to existing European Union legislation can only be made by the European Union itself, not by individual Member States.

17. How can the following objectives be most effectively achieved in the EU road passenger transport sector?

	Primarily by EU legislation	Primarily by national legislation	No opinion
*Improve competitiveness of coach sector vis-à-vis other modes of transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ensure a level playing field for operators in access to terminals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you wish, you may expand on your replies to the previous question.

3000 character(s) maximum

5 Other issues and further information

18. Please provide details of any other issues with the operation of the current Regulation to which you would like to draw the attention of the Commission or which you consider should be addressed.

3000 character(s) maximum

19. Please provide references to any studies or documents that you think are relevant for this consultation. If possible, please provide links.

3000 character(s) maximum

20. Please provide information on any successful initiatives at regional, national or international level related to coach services that could support the Commission in the impact assessment exercise.

3000 character(s) maximum

21. Please upload any additional documents (e.g. position papers) to support your contribution to the consultation.