

# Contents

<i>List of Figures</i>	<i>ix</i>
<i>List of Tables</i>	<i>xi</i>
<i>List of Abbreviations</i>	<i>xiii</i>
<i>About the Authors</i>	<i>xxi</i>
<i>Preface</i>	<i>xxv</i>
Introduction	1
<i>Hans-Liudger Dienel</i>	
1 Passenger Interests in Public Transport	5
<i>Martin Schiefelbusch</i>	
1.1 The Institutional Context of Public Transport Provision	5
1.2 Dimensions of User Interests	8
2 Consumer Protection in Public Transport	19
2.1 Passengers' Rights and More	19
<i>Martin Schiefelbusch</i>	
2.2 The Role and Concept of Customer Feedback	19
<i>Uwe Böhme</i>	
2.3 Complaint Management in Practice – Models of Argumentation and Customer Expectations for Complaints	30
<i>Uwe Böhme</i>	
2.4 Service Guarantees and Customer Satisfaction – Application and Experience in Germany	35
<i>Nancy Neugebauer</i>	
2.5 Neutral Alternative Dispute Settlement – Concepts for Ombudspersons and Arbitration Boards	53
<i>Martin Schiefelbusch</i>	
2.6 Passenger Rights – Principles of Legislation in Europe	71
<i>Mihael Pohar</i>	
2.7 Conclusion: Taking the Customer Seriously	80
<i>Martin Schiefelbusch</i>	
3 Customer Perspective in Quality Management	85
3.1 Quality Management in Public Transport	85
<i>Hartwig Meier</i>	
3.2 Fundamental Terms in Quality Management and their Meaning in LPT	87
<i>Hartwig Meier</i>	

3.3	Service Quality in Public Transport: EN 13816 <i>Hartwig Meier</i>	89
3.4	Quality Management and Satisfaction Measurement Practices <i>Hartwig Meier and Nancy Neugebauer</i>	94
3.5	Users and User Organizations in Quality Management <i>Martin Schiefelbusch, Uwe Böhme and Hans-Peter Faas</i>	98
3.6	Quality Management between Experience and Science <i>Martin Schiefelbusch</i>	113
4	User Participation in Public Transport	117
4.1	Introduction: Starting Points for Participation <i>Christian Bodensteiner</i>	117
4.2	Participation on the Political Level <i>Martin Schiefelbusch</i>	117
4.3	Participation in Planning <i>Christian Bodensteiner and Nancy Neugebauer</i>	123
4.4	Practices for Formal Citizen Participation in Public Transport <i>Uwe Böhme, Martin Schiefelbusch and Christian Bodensteiner</i>	135
4.5	Informal Participatory Practices <i>Jenny Schmithals</i>	145
4.6	Interest Representation Institutions – Who Speaks for the Passengers? <i>Holger Jansen, Martin Schiefelbusch, Trevor Garrod, Huibert Verdoold, John Cartledge</i>	154
4.7	Conditions for Success and Limitations for Participation <i>Christian Bodensteiner</i>	180
5	Planning Public Transport, Customer Representation and Passenger Rights in Europe	185
5.1	Austria <i>Holger Jansen</i>	185
5.2	The Czech Republic <i>Holger Jansen</i>	201
5.3	Sweden <i>Holger Jansen</i>	211
5.4	The Netherlands <i>Holger Jansen</i>	221
5.5	France <i>Uwe Böhme</i>	228
5.6	Italy <i>Martin Schiefelbusch</i>	237

5.7	United Kingdom	248
	<i>Anthony D. Smale and Martin Schiefelbusch</i>	
5.8	Germany	260
	<i>Martin Schiefelbusch</i>	
5.9	Outlook: Different Solutions for Similar Problems	272
	<i>Holger Jansen</i>	
6	The Future of Passengers' Rights and Passenger Participation	275
	<i>Hans-Liudger Dienel</i>	
	<i>Bibliography</i>	281
	<i>Index</i>	301