



## Public Transport and its Users

The Passenger's Perspective in Planning and Customer Care

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Public transport is essential to the quality of life of its passengers, both as a means to move around but also to achieve a sustainable environment. However, the passenger's position as a customer is weakened by the dominance of monopolies, regulation and political influence in our public transport systems.

This book is one of the first to examine strategies for the representation of user interests in public transport from a variety of perspectives. The authors review approaches to integrating the passengers' views in the planning process and to protecting their interests in operations and customer care across a range of European countries, including Austria, Czech Republic, France, Germany, Italy, the Netherlands, Sweden, Switzerland, the UK and EU policies. The book presents the conclusions of this research and examples of good practice. In this respect it will provide useful guidance for policy makers, stakeholder organizations and planners, as well as transport researchers.

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### Contents

Preface; Introduction, Hans-Liudger Diemel; Passenger interests in public transport; Consumer protection in public transport; Customer perspective in quality management; User participation in public transport; Planning public transport, customer representation and passenger rights in Europe; The future of passengers' rights and passenger participation; Bibliography; Index.

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### About the Editor

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