

THE MECHANICS OF ORGANISING AUTHORITIES

INTRODUCTION

1.300 members

Operators, Authorities, Policy decision-makers, Research institutes, the public transport supply and service industry.



ADVANCING PUBLIC TRANSPORT

is working to enhance quality of life and economic well-being by supporting and promoting sustainable transport in urban areas worldwide.

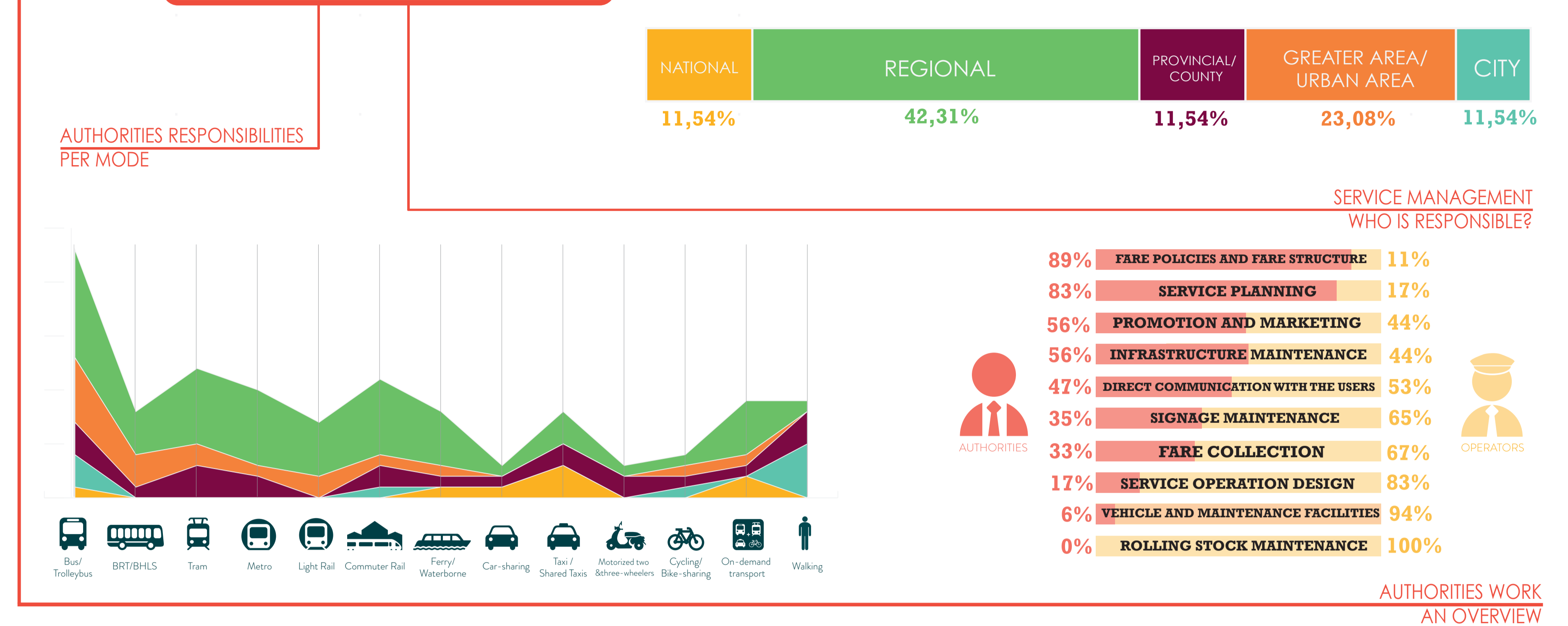
200 Authorities

are members worldwide.

Survey sent in 2014 by the UITP Organising Authorities Committee to all UITP Authorities members, aiming at establishing a first benchmarking of Authorities and their practices, notably in terms of responsibilities, contracting and quality monitoring. Results are based on about 25 replies.

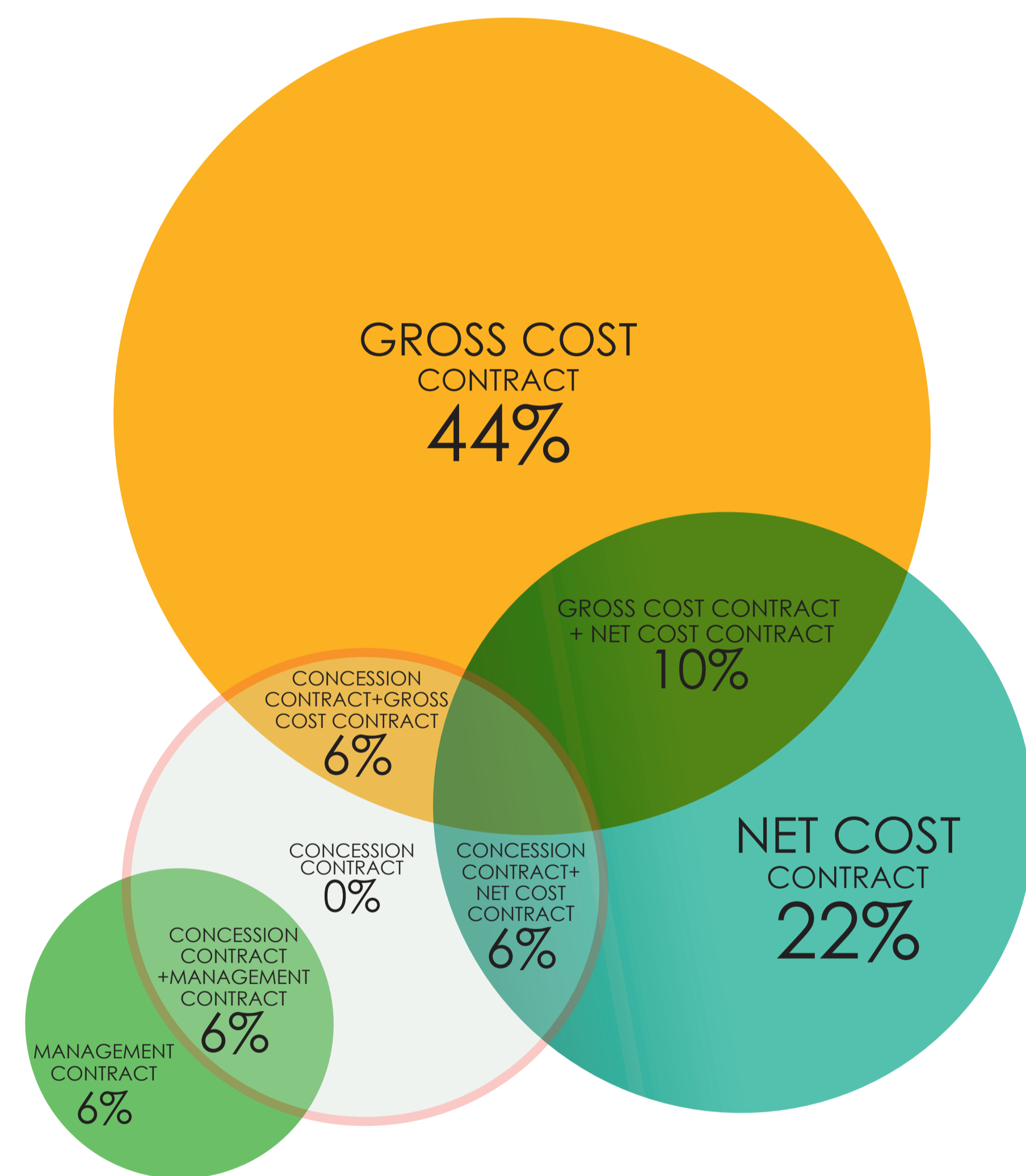
1. AUTHORITIES COMPETENCES AN OVERVIEW

REPLIES RECEIVED TO THE SURVEY SPLIT PER AREA COVERED



2. SERVICE CONTRACTS BETWEEN AUTHORITIES AND OPERATORS

TYPES OF CONTRACTS USED BY AUTHORITIES

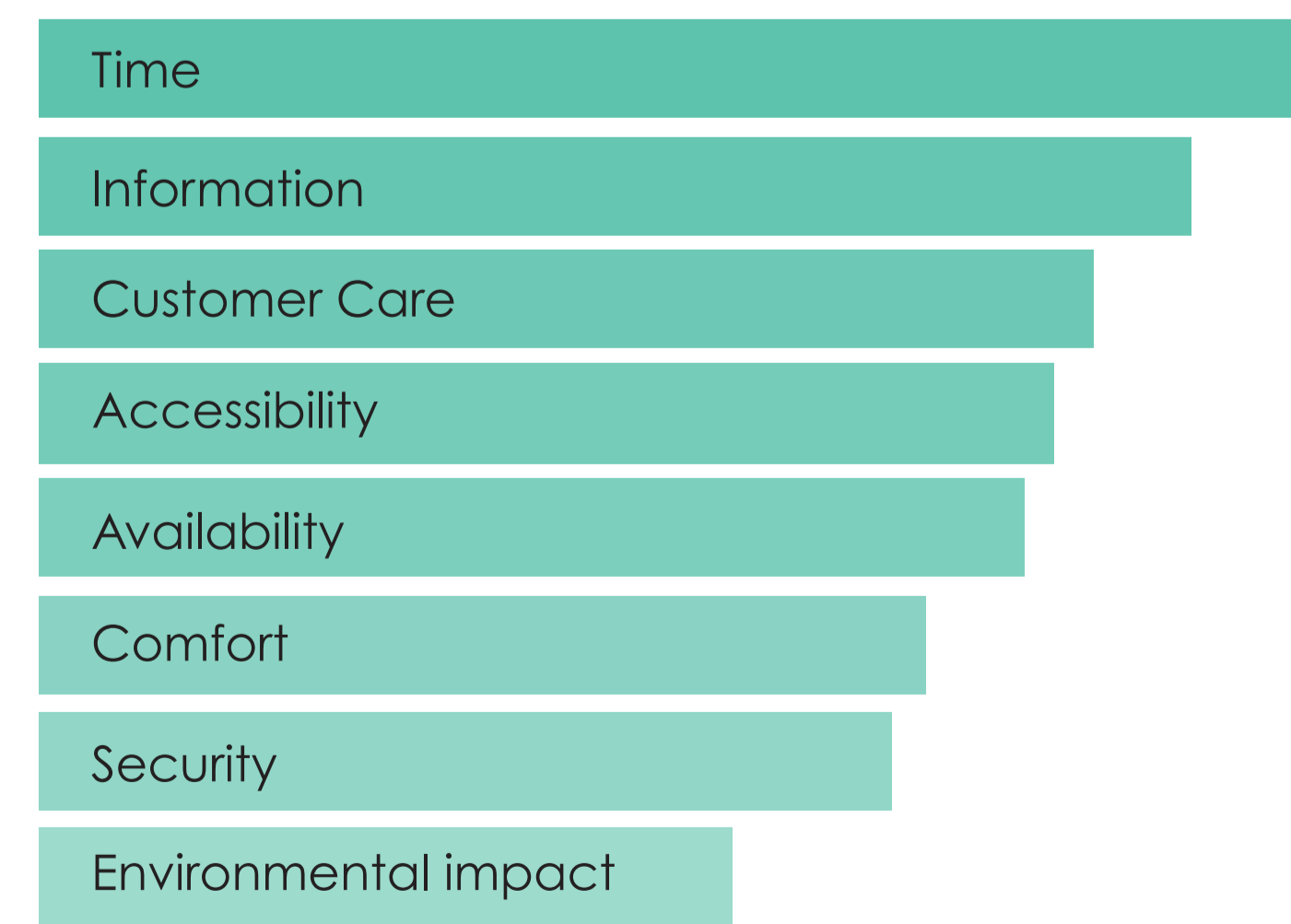


QUALITY INDICATORS LINKED TO THE IMPLEMENTED BONUS/MALUS SYSTEM (IF APPLICABLE)

NUMBER OF TIMES AUTHORITIES QUOTED THE INDICATOR



INDICATORS RATED AS MOST IMPORTANT BY AUTHORITIES

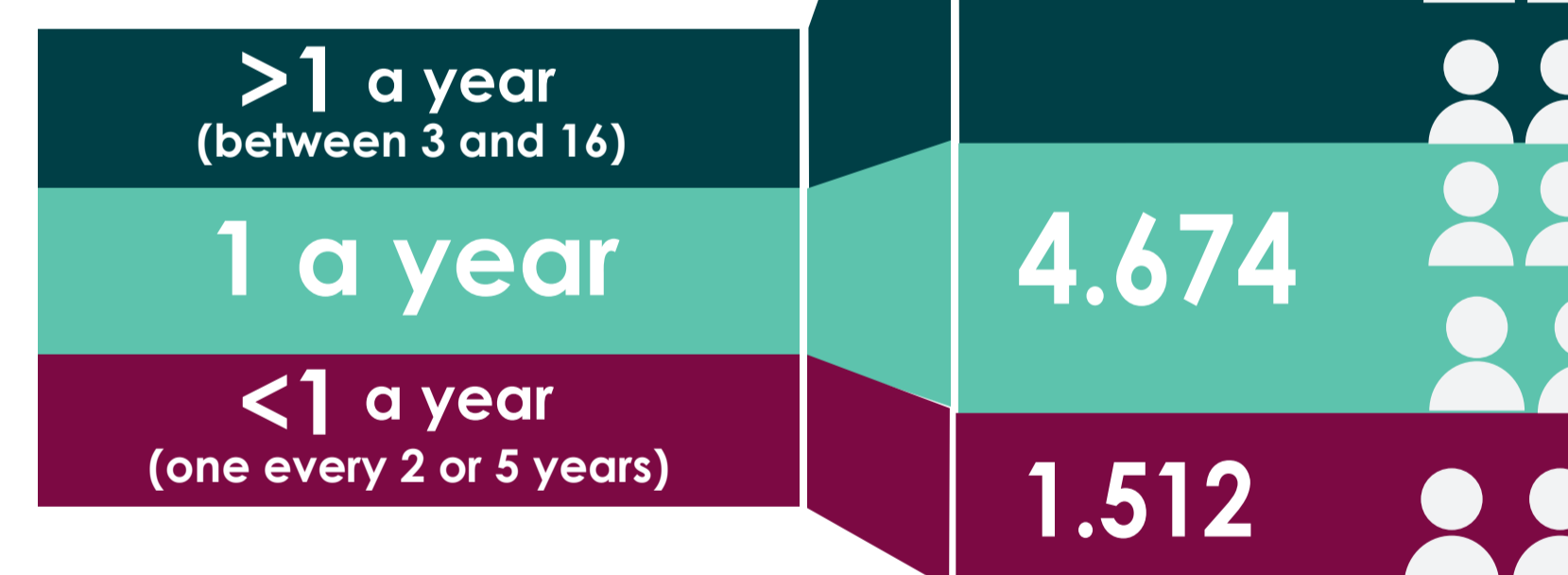


3. MONITORING PUBLIC TRANSPORT QUALITY

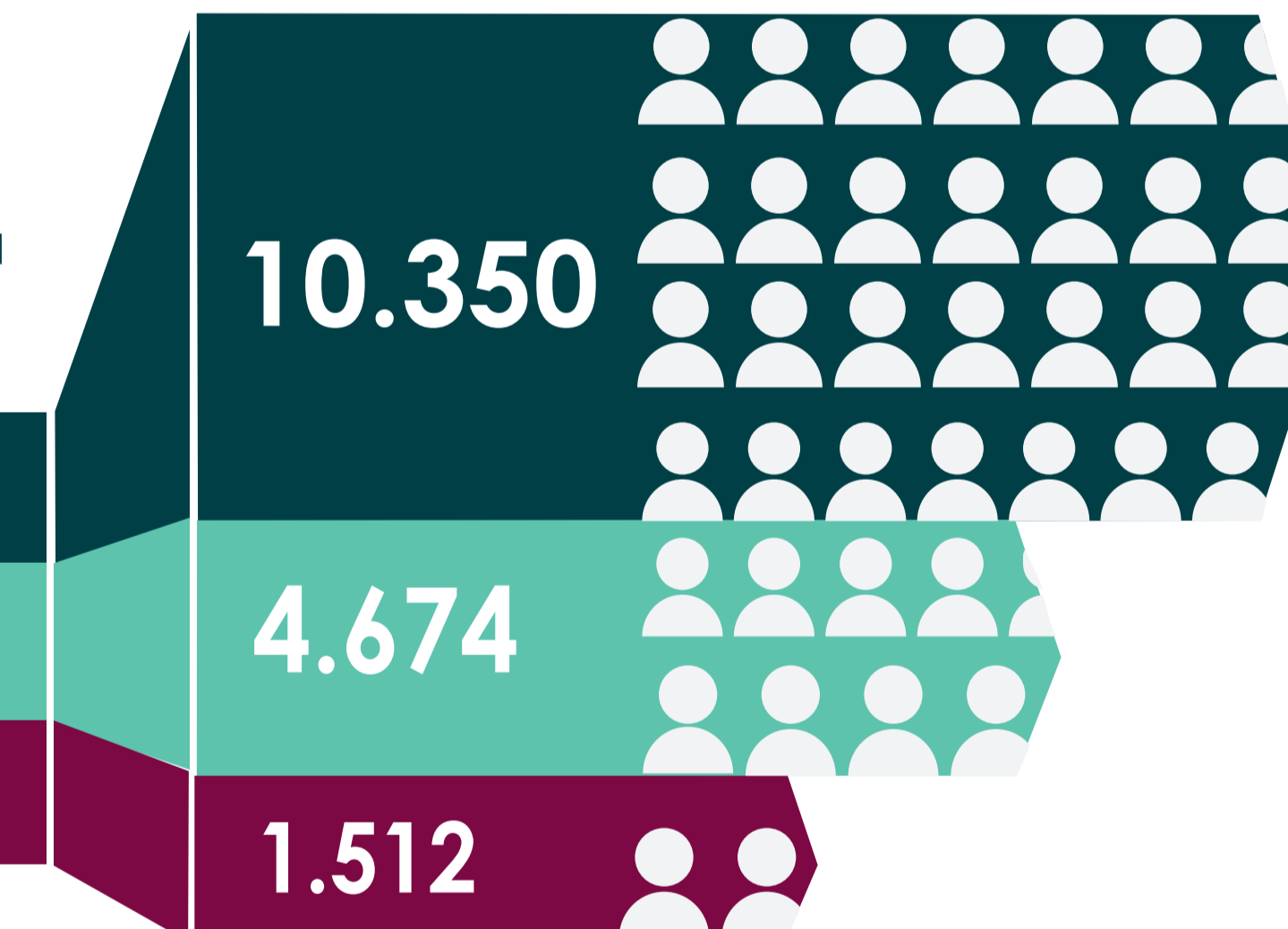
SATISFACTION SURVEYS SURVEYED CRITERIA

SATISFACTION SURVEYS FREQUENCY & NUMBER OF INTERVIEWS

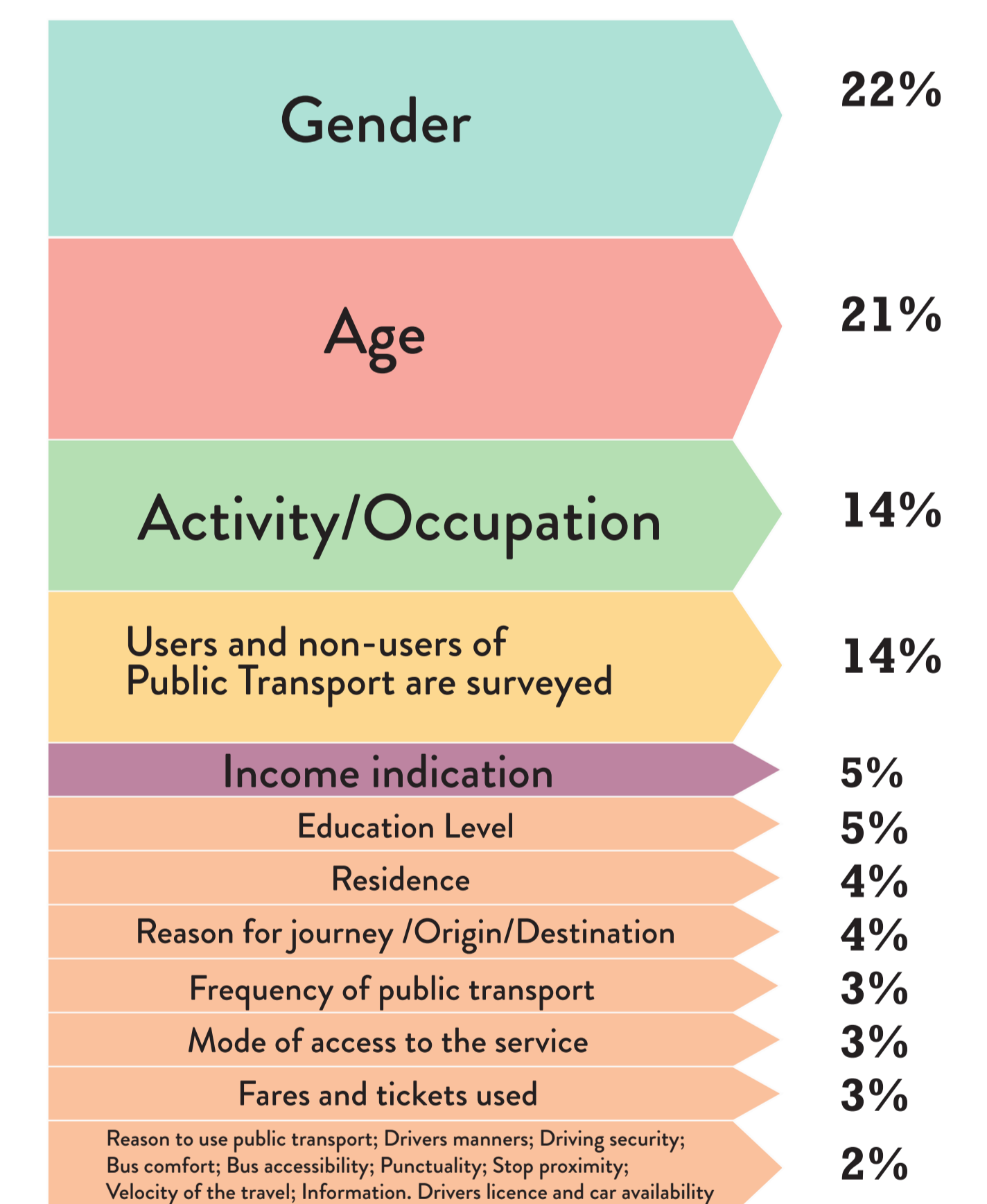
NUMBER OF USERS SATISFACTION SURVEYS REALISED PER YEAR



AVERAGE NUMBER OF INTERVIEWS PER SURVEY

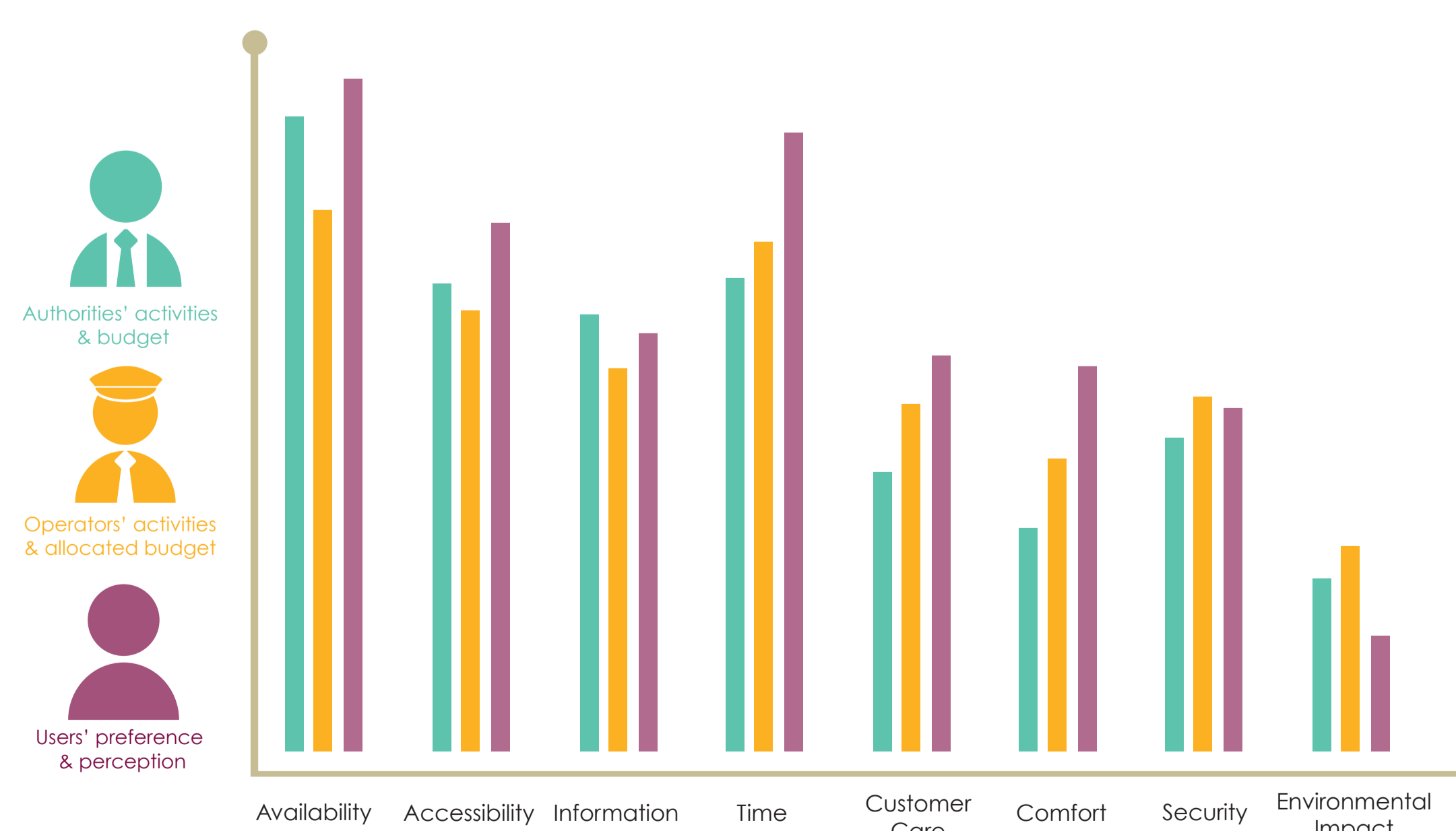


COST vs QUALITY



QUALITY IN PUBLIC TRANSPORT

MOST IMPORTANT CRITERIA FOR STAKEHOLDERS FROM THEIR ACTIVITIES, ALLOCATED BUDGET OR PERCEPTION



THE COSTS OF PUBLIC TRANSPORT ARE OUR MAIN CONCERN
Empowering or supporting services in extent and frequencies has now priority over service quality.



THE QUALITY OF PUBLIC TRANSPORT IS OUR MAIN CONCERN
Increasing quality comes before any strict management of contractual costs.