

**SPUTNIC – Fourth Working Group meeting,  
9/10 October 2008, Prague**

**Market Organisation Questionnaire**

***Please answer the following questions with respect to your own city/region.***

*We recommend reading the background paper before answering the questions.*

***Public Service Contract***

1. Is there a PSC in place?

- Yes                       No

2. If yes, what is the duration of the contract? (please refer the contracted transport mode)

.....

3. If yes, what is the type of the contract?

- Management contract  
 Gross cost contract  
 Net cost contract

4. What are the main advantages of a PSC in your point of view?

.....

5. In which manner was/were the PSC awarded ?

- In-house  
 Directly awarded  
 Tendered

6. In case a contract exists, what are the main problems experienced with the contract?  
In case no contract exists, what are the main barriers for implementing a PSC?

1 .....

2 .....

3 .....

**Incentives**

7. What kind of incentives (for patronage or for quality) are included in the contract?

.....  
.....

8. Are these incentives considered to be relevant and to be working well?

Yes                       No

9. Do you believe that the measurements of the outcomes, on which the incentives are based, are reliable?

Yes                       No

10. Has ridership or quality increased or improved as a consequence of the introduction of the incentive?

Yes                       No

11. In case there are incentives, what are the 3 most pressing problems experienced with these incentives?

In case there are no incentives, what are the main barriers for implementing them?

1 .....

2 .....

3 .....

**Monitoring**

12. Is there a monitoring system to control the fulfillment of the contract?

Yes                       No

13. If yes, is it (partly) based on the CEN standard EN 13816 on service quality?

Yes                       No

14. If yes, what indicators are measured within this monitoring system and how?

Example: indicator: percentage of services that are late more than 5 min.  
 target value: less than 5%  
 measuring method: operator's own statistics

Indicator	Target value	measuring method
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

15. If yes, what are the main problems experienced with this form of monitoring system?  
 If no, what are the main barriers for implementing a monitoring system?

- 1 .....
- 2 .....
- 3 .....

16. Are the data of the monitoring also used for a **benchmarking** between different operators?

Yes       No

17. If yes, what indicators are included in the benchmarking?

- .....
- .....
- .....
- .....
- .....
- .....
- .....

