

Iwona Wróbel: Standards and Quality of Transport Services in Public Transport

The article describes a project carried out at the Railway Track and Operation Department of the Railway Research Institute, regarding the performance indicators of rail transport services in public transport. The draft includes provisions of EU and Polish legal acts regulating the ensuring of a defined level of requirements and standards of rail transport services as well as provisions included in public service contracts (Polish and European examples), in terms of requirements and parameters (measures) of passenger transport qualitative implementation. The result of the work and analyses carried out in the project was a proposal to monitor the quality of services, taking into consideration a set of indicators in the following areas: accessibility to transport services for people with disabilities, rolling stock, implementation of the transport process, service standard and quality of passenger service.

Keywords: quality of transport services, railway passenger transport, public transport