INTEGRATIONS’ ISSUES IN THE PASSENGER TRANSPORT

SUMMARY

One of the principles of the EU transport policy is the improvement of service quality in order to guarantee the satisfaction of mobility needs of people and goods. Customer requirements for the transport services are no longer limited to the mere fact of transfer from the starting point to the destination point but also impose some requirements concerning the quality of the services offered. Care to ensure punctuality, reliability, speed, security or information is a prerequisite for the provision of a reliable transport service. The present requirements, however, go towards providing passengers with the service that is comprehensive and integrated. For this to take place, various modes of transport need to cooperate with one another in the development of basic services. What is more, transport needs to cooperate with other out-of-transport entities to enrich its offer by additional services to accompany the journey. This article presents examples of integration in a journey chain that increase the availability and attractiveness of passenger services operation, while addressing environmental issues as its integral part.

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