

ECA audits and evaluation techniques – EU Passenger rights

Evaluation and audit, evaluation techniques, resources and a practical example

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Chamber II**



EUROPEAN
COURT
OF AUDITORS

Agenda – chamber II input

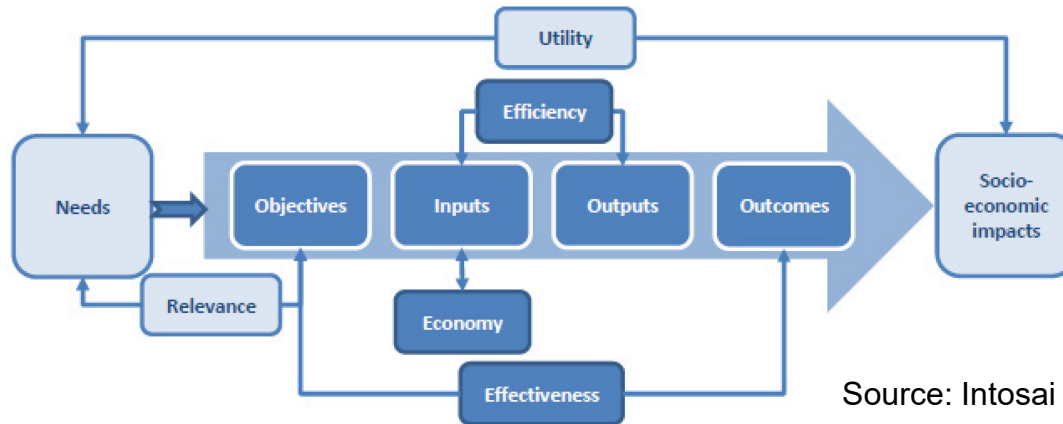
- Evaluation and audit
- Resources
- EU passenger rights:
 - Audit scope and approach
 - The main conclusion of the audit work
 - Challenges in organising a survey
 - Insight to the survey results and methodology involved

Evaluation and audit

- INTOSAI
 - ISSAIs 300 and 3000 – Audit
 - ‘...It does not question the intentions and decisions of the legislature, depending on the SAI’s mandate, but examines whether any shortcomings of the laws and regulations or their implementation have prevented the specified audit objectives from being achieved.’
Para 31/ISSAI 3000
 - GOV 9400 – Evaluation
 - ‘In a nutshell, evaluation of public policies should not limit itself to pre-established goals and reserves the right to call into question the objectives set out in legislation. The main issue of its examination should be to assess the utility of a policy as much as the effectiveness of its instruments’ – section 2.2.

Evaluation and audit

- Audit and evaluation are not the same discipline, but they overlap in their coverage :



Source: Intosai Gov 9400

Similarities	Differences
Evidence based enquiries	Performance audits are part of an accountability framework
Examination of policy design, implementation processes and to an assessment of economy, efficiency and effectiveness of an entity or activity	Performance audits are carried out by independent auditors
Require similar knowledge, skills and experience and involve similar methods for collecting and analysing data	Management deliver comprehensive evaluations of EU activities
Share methods for collecting and analysing data	Evaluations can have a wider scope

Evaluation techniques used, benefits and challenges when obtaining information

- One of the similarities are the examination techniques which are used in performance audit such as:
 - Case studies; Focus groups; Expert panels; Interviews; Surveys
- Access to information;
 - Managing authorities; Audit authorities; or Other.
- Is information available?
 - Financial information; Output indicators; Result indicators; and Impact indicators.
- Efficiency in auditing – challenges in getting information
 - Few questions; Right questions; Replies are difficult to obtain; Questions and replies sometimes lost in translation;
 - More information than we ever report about

EU Passenger rights

An audit using evaluation techniques scope and approach

- Missions to 10 Member States have been carried out;
 - Czech Republic, Germany, Ireland, Greece, Spain, France, Italy, the Netherlands, Poland and Finland
- We have engaged with numerous stakeholders (carriers, industry associations, claim agencies, passenger unions); and
- We have carried out two surveys:
 - A statistically relevant survey of 10 000 people from 10 Member States
 - An open survey on the ECA website

The main conclusion of our work

The name of our report:

EU passenger rights are comprehensive but passengers still need to fight for them

The main conclusion:

The main modes of public transport are covered by the passenger rights regulations, which makes the framework unique in a global context. However, passengers are not sufficiently aware of their rights and frequently do not obtain them due to problems with enforcement of the regulations.

Challenges in organising a survey

- Defining potential partners;
- Public procurement;
- Providing sufficient replies to the contractor's questions;
- Defining the questions which would provide the information that will one day become useful;
- Raising awareness about the existence of the survey; and
- Interpreting the results.

What did we include to the survey?

DENIED BOARDING? CANCELLED?
DELAYED FOR A LONG TIME?
Airlines have a legal obligation to inform you about
YOUR RIGHTS
AND WHERE TO COMPLAIN

Experience

Awareness

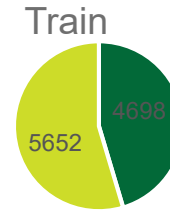
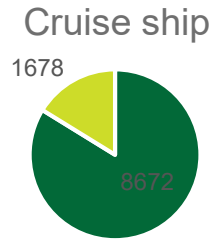
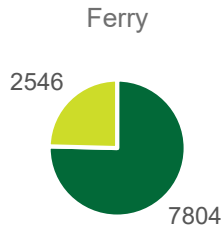
Passenger
rights

Knowledge

Opinions



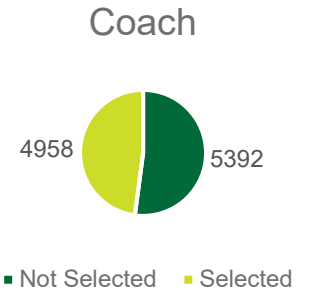
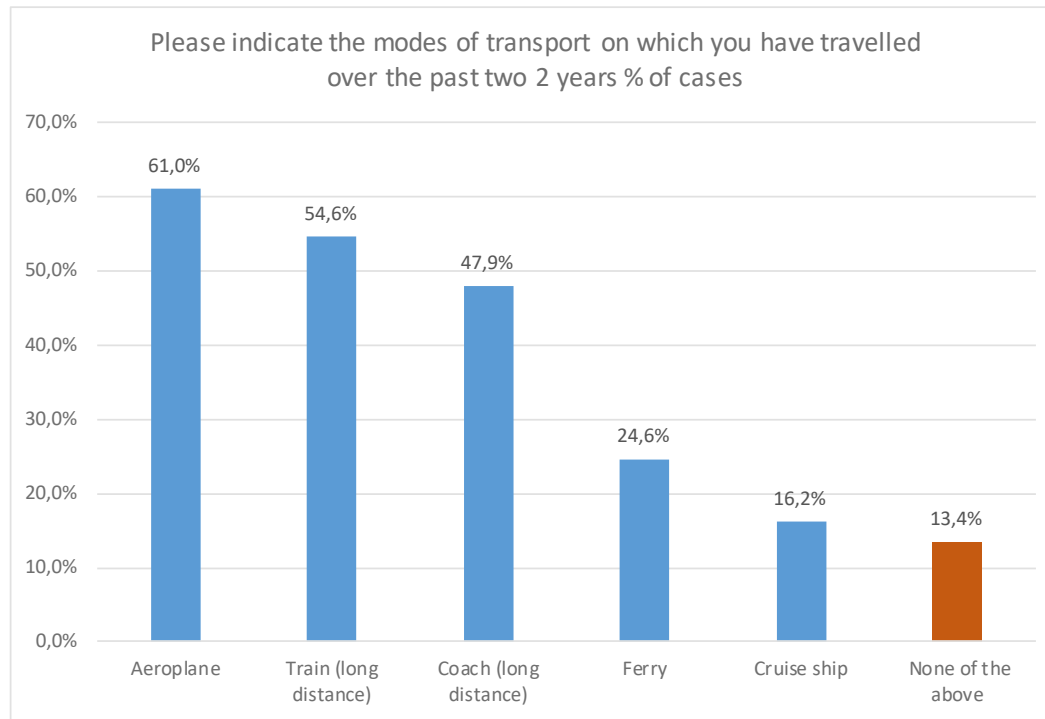
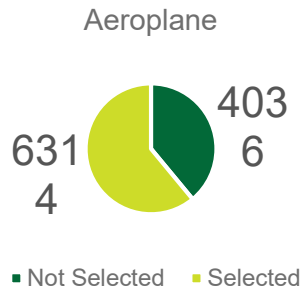
Q2. Please indicate the modes of transport on which you have travelled over the past two 2 years:



■ Not Selected ■ Selected

■ Not Selected ■ Selected

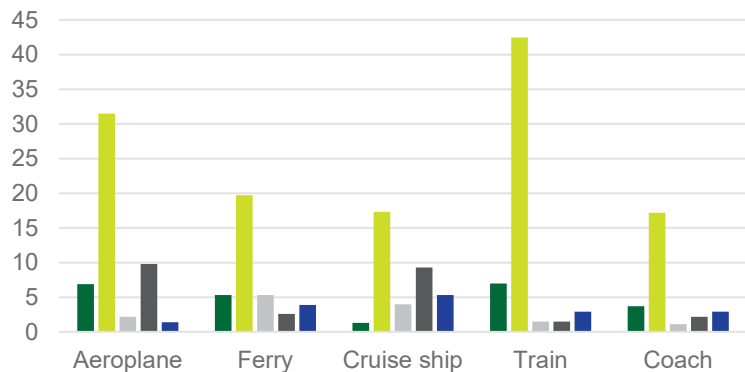
■ Not Selected ■ Selected



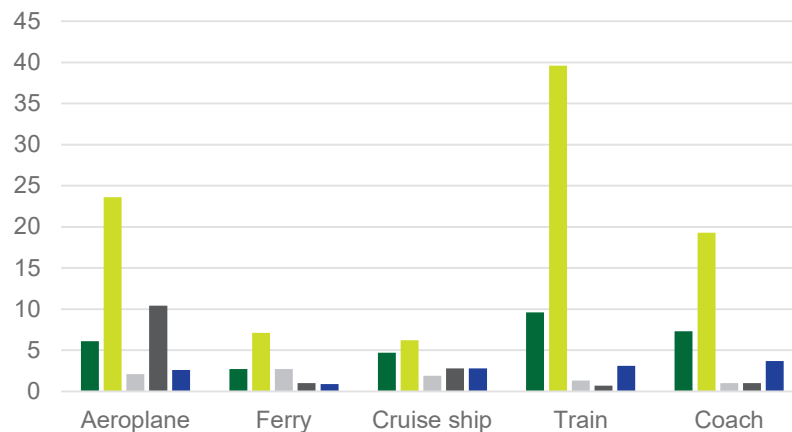
8961 have travelled
1389 have not travelled

Disruption types by mode of transport: country comparison

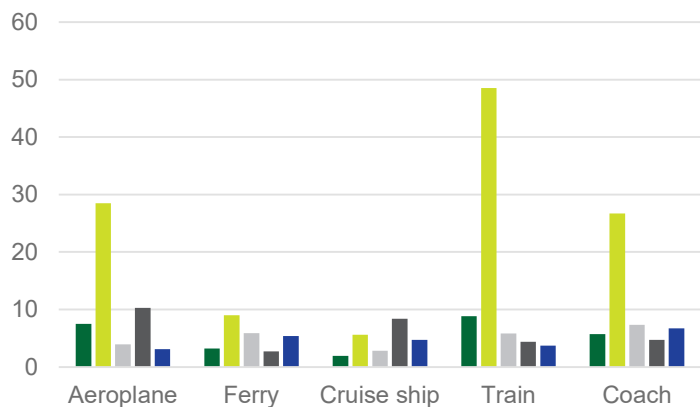
France



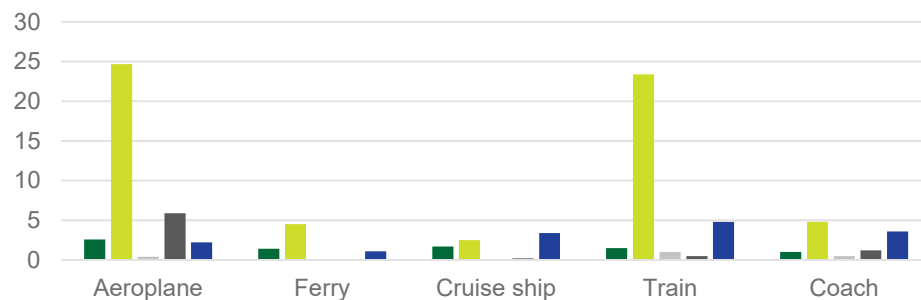
Czech Republic



Germany



Finland

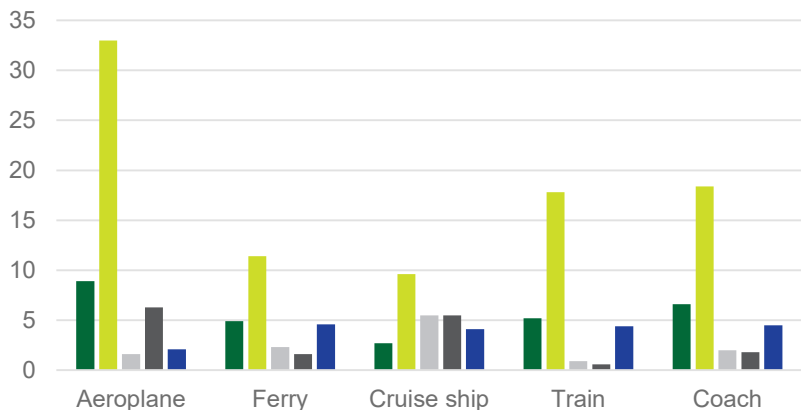


- Cancellation
- Delay
- Denied boarding
- Loss of or significant damage to luggage
- Other problem

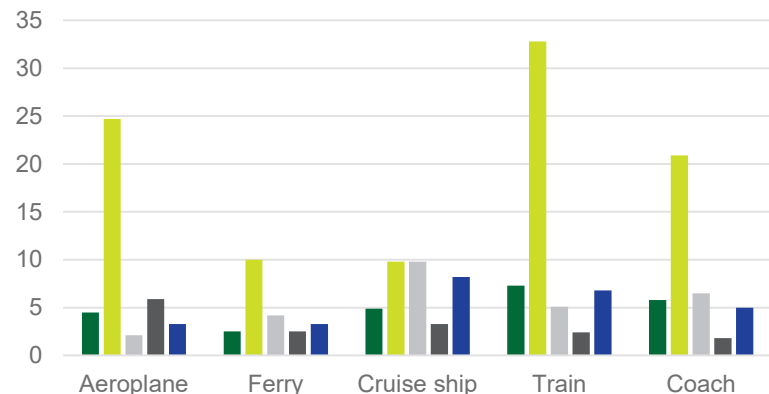


Disruption types by mode of transport: country comparison

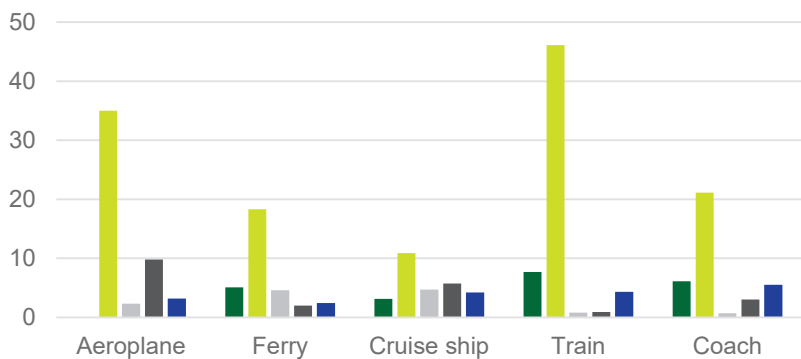
Ireland



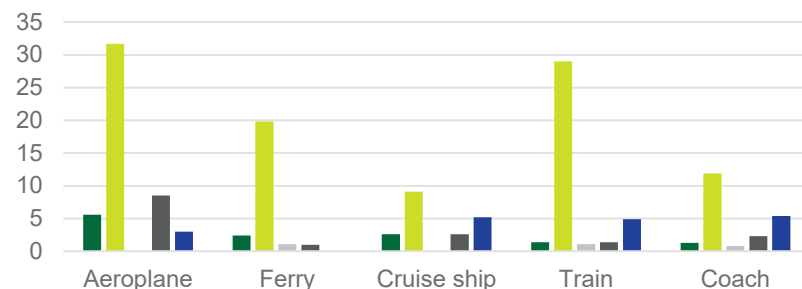
Netherlands



Italy



Greece

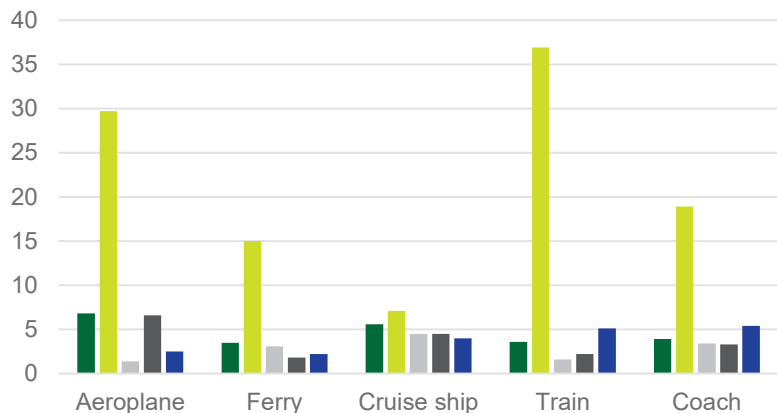


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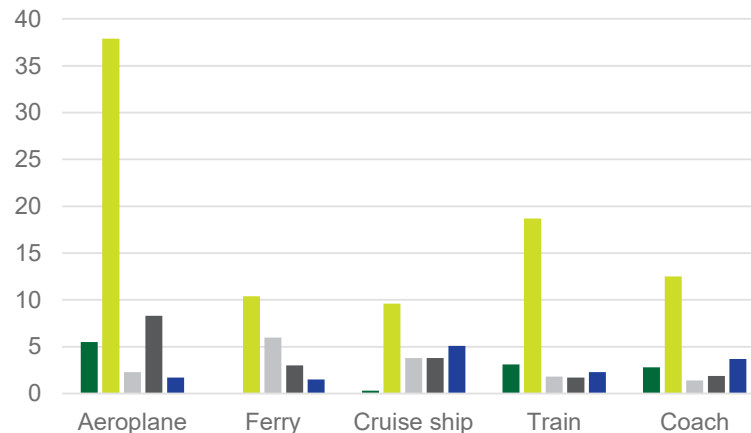


Disruption types by mode of transport: country comparison

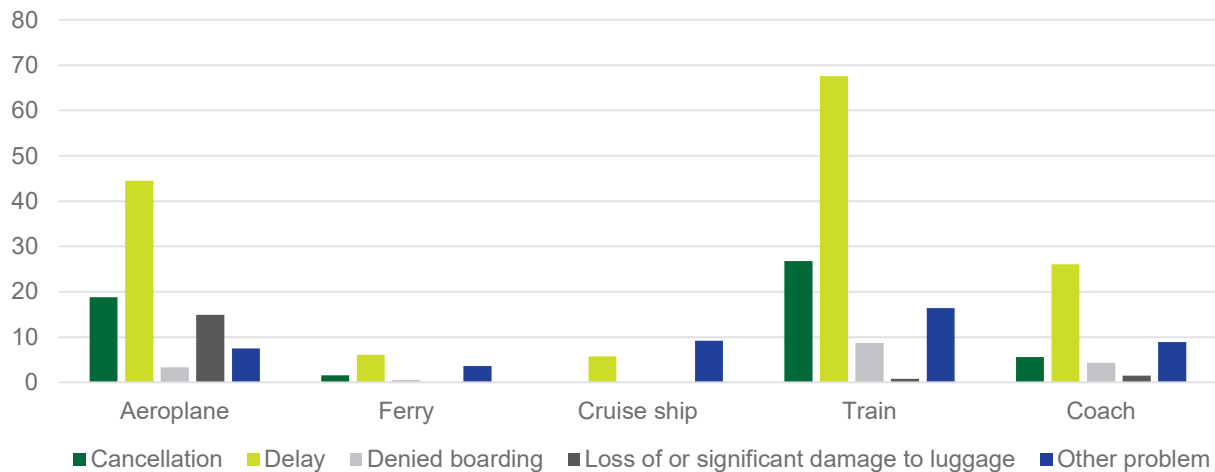
Poland



Spain



EcaSurvey



Did you take any of the following action?

		I made my own onward travel arrangements	I contacted the company and sought compensation	I selected a third party to submit a claim for me	I submitted a complaint to a governmental body	I accepted the assistance/alternatives provided by the carrier	I was inconvenienced and not provided with assistance but took no action	Other	Total
I made my own onward travel arrangements	n	1099	261	58	61	173	0	14	1099
	%	24,8%	5,9%	1,3%	1,3%	3,9%	0,0%	0,3%	24,8%
I contacted the company and sought compensation	n	261	1419	76	24	339	0	7	1419
	%	5,9%	32,0%	1,7%	2,7%	7,6%	0,0%	0,2%	32,0%
I selected a third party to submit a claim for me	n	58	76	197	24	36	0	4	197
	%	1,3%	1,7%	4,4%	0,5%	0,8%	0,0%	1,0%	4,4%
I submitted a complaint to a governmental body	n	61	119	24	238	57	0	1	238
	%	1,4%	2,7%	0,5%	5,4%	1,3%	0,0%	0,0%	5,4%
I accepted the assistance/alternatives provided by the carrier	n	173	339	36	57	1335	0	8	1335
	%	3,9%	7,6%	0,8%	1,3%	30,1%	0,0%	0,2%	30,1%
I was inconvenienced and not provided with assistance but took no action	n	0	0	0	0	0	902	0	902
	%	0,0%	0,0%	0,0%	0,0%	0,0%	20,3%	0,0%	20,3%
Other	n	14	7	4	1	8	0	237	237
	%	0,3%	0,2%	0,1%	0,0%	0,2%	0,0%	5,3%	5,3%
total	n	1099	1419	197	238	1335	902	237	4437
	%	24,8%	32,0%	4,4%	5,4%	30,1%	20,3%	5,3%	100,0%

Active and angry

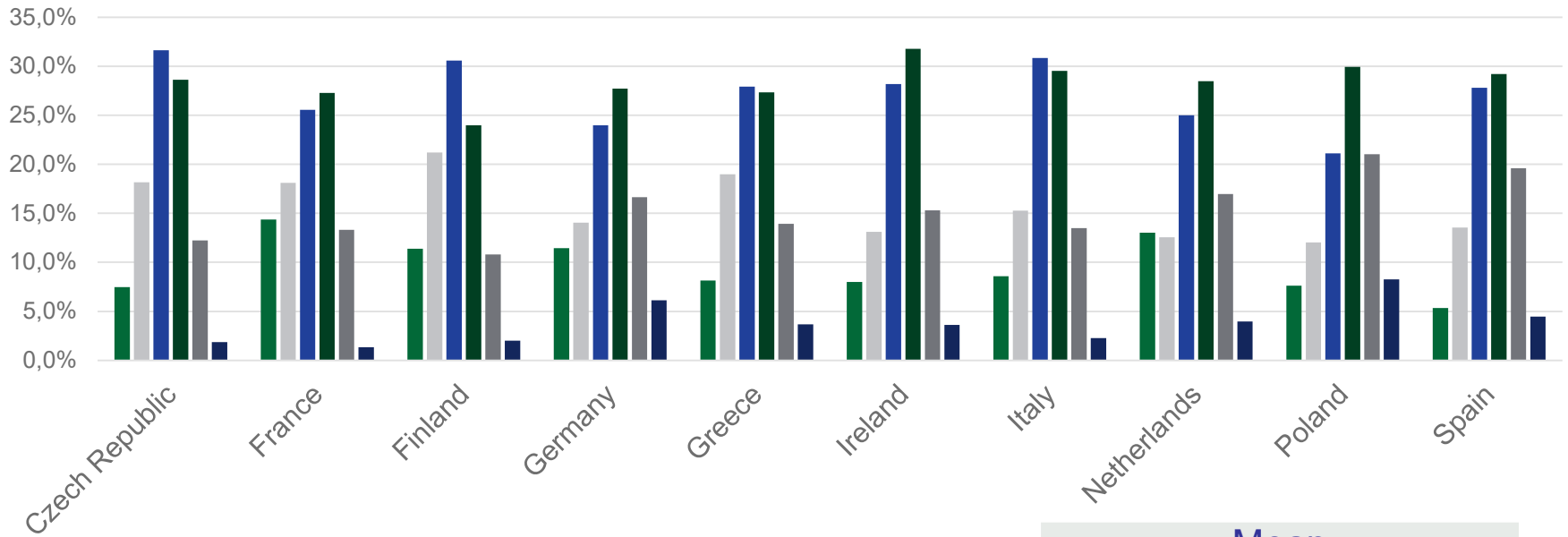
Active, angry but resigned

money seeker

Very angry but hasty

Passive but money seeker

True/False Test: number of correct options selected 0-5



■ 0 ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

	Frequency	Percent	Cumulative Percent
0	990	9,6	9,6
1	1621	15,7	25,2
2	2818	27,2	52,5
3	2940	28,4	80,9
4	1590	15,4	96,2
5	391	3,8	100,0
Total	10350	100,0	

*902 cases of people who took no action after disruption:
Mean 2,22

	Mean
Poland	2,6958
Spain	2,5752
Ireland	2,4410
Germany	2,4251
Netherlands	2,3575
Greece	2,3091
Italy	2,3085
Czech Republic	2,2553
France	2,1111
Finland	2,0760
<i>EcaSurvey</i>	2,58

Which rights do passengers think are the most important?

ECA OPEN SURVEY	N	% of Cases	SSI SURVEY	n	% of Cases
Right to receive alternative transport in the event of long delays, cancellations or denied boarding	828	65,4 %	Right to receive alternative transport in the event of long delays, cancellations or denied boarding	4321	41,7%
Right to compensation in the event of long delays, cancellations or denied boarding	640	50,5 %	Right to compensation in the event of long delays, cancellations or denied boarding	4095	39,6%
Right to access to information in the event of travel disruption	560	44,2 %	Right to care (food, assistance) in the event of long delays	3732	36,1%
Right to a refund from the carrier in the event of disruption	398	31,4 %	Right to compensation in the event of damage to your luggage	3691	35,7%
Right to care (food, assistance) in the event of long delays	365	28,7 %	Right to a refund from the carrier in the event of disruption	3595	34,7%
Right to protection against discrimination based on nationality, residence or disability when you use public transport	263	20,8 %	Right to protection against discrimination based on nationality, residence or disability when you use public transport	3235	31,3%
Right to assistance at no cost for passengers with reduced mobility	230	18,2 %	Right to access to information in the event of travel disruption	3096	29,9%
Right to compensation in the event of damage to your luggage	197	15,5 %	Right to assistance at no cost for passengers with reduced mobility	2990	28,9%
Right to proper implementation of the regulations by public authorities	189	14,9 %	Right to lodge a complaint with a carrier if you are dissatisfied with their service	1001	9,7%
Right to lodge a complaint with a carrier if you are dissatisfied with their service	74	5,8 %	Right to proper implementation of the regulations by public authorities	744	7,2%



**Thank you
for your attention!**

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