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INLAND TRANSPORT COMMITTEE

Working Party on Transport Trends and Economics
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**COHERENT EUROPEAN SYSTEM OF INTERNATIONAL
TRANSPORT INFRASTRUCTURES**

Quality-of-service concept

Submitted by the Government of the Republic of Belarus

Quality of service questionnaire

Indicator	Definition	Values - your reply
1. Legal and operational indicators		
Degree of competition	Degree of competition between the various operators. Rate: monopoly = 0, moderate competition = 1, strict competition = 2	Monopoly
Public transport passenger trips	Percentage of public-transport trips to total trips (pedestrian, bicycles, public transport, private cars) in the operational area [%]	Total trips - 2,767.7 million pass.; public-transport trips - 2,139.0 (2,393.1) million pass. Percentage - 77% (excluding services operated by individual entrepreneurs) Percentage - 86% (including services operated by individual entrepreneurs)
Normal fare [Euro]	Normal fare (Euro) for a month of public transport use	One mode of transport (bus, trolleybus, tram, metro) - €4.27 (Rbl 11,250) Two modes of transport, plus express buses - €5.7 (Rbl 15,000) Three modes of transport - €6.65 (Rbl 17,500) €1 = Rbl 2,629
Receipts from public sector for investments in infrastructure and rolling stock	Percentage of public receipts for investments in public transport infrastructure and rolling stock related to total investments [%]	Investment in fixed capital in the transport sector - Rbl 717,940 million (61% in road transport) Percentage of total - 64% (excluding pipelines)
2. Safety and security indicators		
Traffic safety	Ratio of passenger injuries by 10 ⁶ passenger km [number/10 ⁶ pass. km]	-
Employee safety	Percentage of injuries by number of employees; percentage of criminal attacks on employees [%]	-
Driver training	Number of in-service training hours per total number of drivers a year [training hours/total number of drivers]	Driver training is not monitored

Indicator	Definition	Values - your reply
Security at stops and stations/freight terminals and transfer points	Measure of passengers'/users sense of security at the stops and stations/freight terminals and transfer points. Rate 1 = poor to 6 = excellent	Excellent
Security in vehicles	Measure of passengers'/users sense of security in passenger and freight vehicles. Rate 1 = poor to 6 = excellent	Average
3. Environmental impacts		
Quality of vehicles	Number of vehicles failed in emission test per 100 tested vehicles [number/100 tested vehicles]	No information is available for this indicator. In response to changes in the law, the State unitary enterprise Beltekhosmotry is currently establishing a new database.
Emissions	Emissions of CO ₂ , non-methane volatile organic compound (NMVOC) and nitrogen oxide (NO _x) per 10 ⁶ vehicle km [tonnes/10 ⁶ vehicle km]	-
Noise levels	Percentage of population exposed to road traffic noise levels above 55 Ldn dB; and percentage of population exposed to rail noise above 5 LAeq dB	-
Land take	Land take by roads and railways as percentage of country surface [%]	Land take by roads - 245 km/1,000 km ² of territory. Land take by railways - from 27 km/1,000 km ² of territory.
Exposure	Exposure of urban population to daily mean SO ₂ concentrations of more than 125 mg/m ³ [in number of residents]	-
