



**Economic and Social  
Council**

Distr.  
GENERAL

TRANS/WP.5/2004/10  
3 June 2004

ENGLISH  
Original: RUSSIAN

---

**ECONOMIC COMMISSION FOR EUROPE**

**INLAND TRANSPORT COMMITTEE**

Working Party on Transport Trends and Economics  
(Seventeenth session, 20-21 September 2004,  
agenda item 10 (b))

**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 <sup>6</sup> passenger km [number/10 <sup>6</sup> 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 <sub>2</sub> , non-methane volatile organic compound (NMVOC) and nitrogen oxide (NO <sub>x</sub> ) per 10 <sup>6</sup> vehicle km [tonnes/10 <sup>6</sup> 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 <sup>2</sup> of territory.  Land take by railways - from 27 km/1,000 km <sup>2</sup> of territory.
Exposure	Exposure of urban population to daily mean SO <sub>2</sub> concentrations of more than 125 mg/m <sup>3</sup> [in number of residents]	-

-----