Four clusters were chosen where in each cluster, the organizations argued for or against establishing an EU-wide level playing field to protect passenger rights on bus and coach operations. Four clusters were chosen instead of five clusters. Going from four to five clusters would not result in any new argument. The themes prevalent in cluster five are already captured by cluster four including the top ten documents.

Cluster 1: Consisted of organizations strongly supporting the interests of passengers.

Cluster 2: Supported passenger rights regulation, but should be limited only at the international level. Focused particularly on establishing liability in case of death or injury on bus and coach operations.

Cluster 3: Supported regulation of passenger services, but believed that member states should have autonomy within their borders for establishing internal regulations.

Cluster 4: Some of the organizations believed that there should be a minimum standard across EU for passenger rights. A majority of the organizations feel there is enough regulation, and more regulation would be burdensome financially for bus and coach operators. Focused specifically on establishing regulation for mobility.