

ENERqi in a nutshell

Aim: to use daily customers' observations to improve the quality of public transport.

Duration: June 2010 until May 2013

Partners: 13 partners from 9 countries across Europe. 4 public transport operators and test sites in each country.

Co-funded under the IEE 2009 call - IEE/09/718/SI2.558241

Budget: approximately 1.6 Million Euros

ENERqi stands for „Energy efficiency by using daily customers quality observations to improve public transport “and will implement an innovative quality monitoring system for public transport.

The idea is to involve volunteer observers who are both public transport users and non users, to answer questionnaires on a wide range of quality related issues regarding the bus services they are using.

This will be carried out on a continuous basis and used to increase the quality of the public transport services in the area.

www.enerqi-online.eu

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Partner:

DTV Consultants

Netherlands (Breda)

TISSEO-SMTC

France (Toulouse)

TIS

Portugal (Lisbon)

Austrian Mobility Research FGM-AMOR

Austria (Graz)

CREG

Greece (Athens)

Lancashire Country Council

United Kingdom (Preston)

URTP

Romania (Bucharest)

STP, Alba Iulia

Romania (Bucharest)

Energy Agency of Plovdiv

Bulgaria (Plovdiv)

CARRIS

Portugal (Lisbon)

Holding Graz Linien

Austria (Graz)

Polis

Belgium (Brussels)

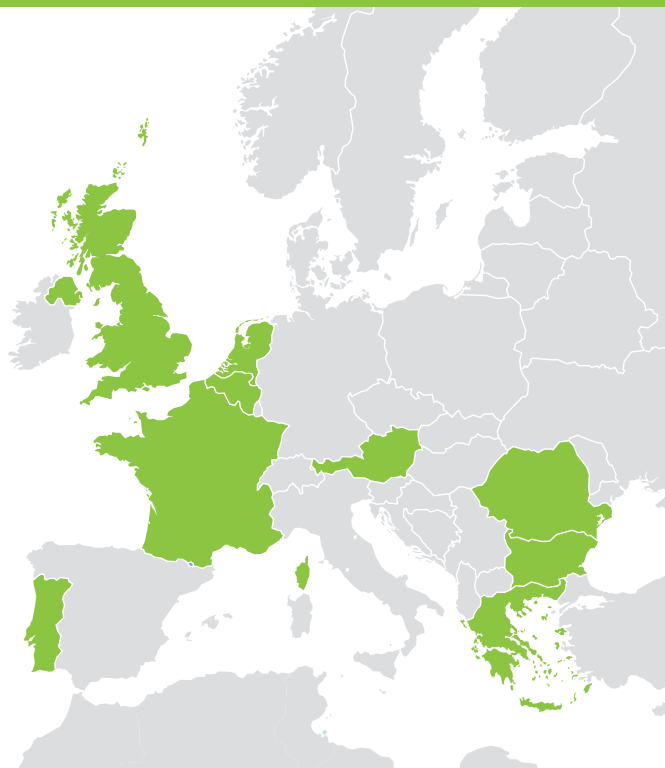
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Energy efficiency by using daily customers' quality observations to improve public transport



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ENERQI's goal is to learn how best to monitor the quality of public transport and implement the results from this monitoring scheme by exchanging experiences and ideas between partners.

It will monitor experiences, needs and expectations of customers, and will also involve public transport operators, authorities, passenger organisations and energy agencies.

The consortium consists of 13 partners from 9 countries, 4 of them are public transport operators.

The ENERQI Approach

Groups of customers and potential customers or 'non-customers' (i.e. car-users) will observe pre-defined quality aspects on a regular basis.

The ENERQI approach is in fact a new step in the process of involving the passenger in the developments and improvement of the public transport system. Observers will monitor on a regular basis a number of quality aspects such as: punctuality, the professional attitude and performance of the driver, the overall quality of the bus itself and the quality of the bus stop and its environment.

It will also possible to measure the effects of marketing and communication campaigns on both customers and non-customers and to gain a view about how they perceive the services.

The questionnaire data is gathered by the passengers and added to an online database.

Reports are generated giving feedback to public transport operators and local authorities and will allow for more effective planning and design of quality improvement for the future.



The Implementation

The implementation of the quality improvement actions can be measured giving further feedback on the effectiveness and their impact.

Finally, an increase in customer satisfaction is expected which will lead to an increase in public transport usage in the demonstration areas.

By asking observers to assess the level of quality of a public transport system, the correct quality improvement actions can be taken. Experience in the Netherlands shows that this demand-driven approach will lead to a significantly improved perception of public transport.

Let your customers improve your quality – a comprehensive approach to quality management

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ENERqi

