



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

ENERQI – An Intelligent Energy Project



The challenge

- Investment decisions are made without fully taking into account the needs and expectations of customers.
- Most quality monitoring systems capture customers' perception of quality only indirectly or infrequently.
- Little use of the internet, monitoring software, databases and innovative customer involvement techniques.



The mission

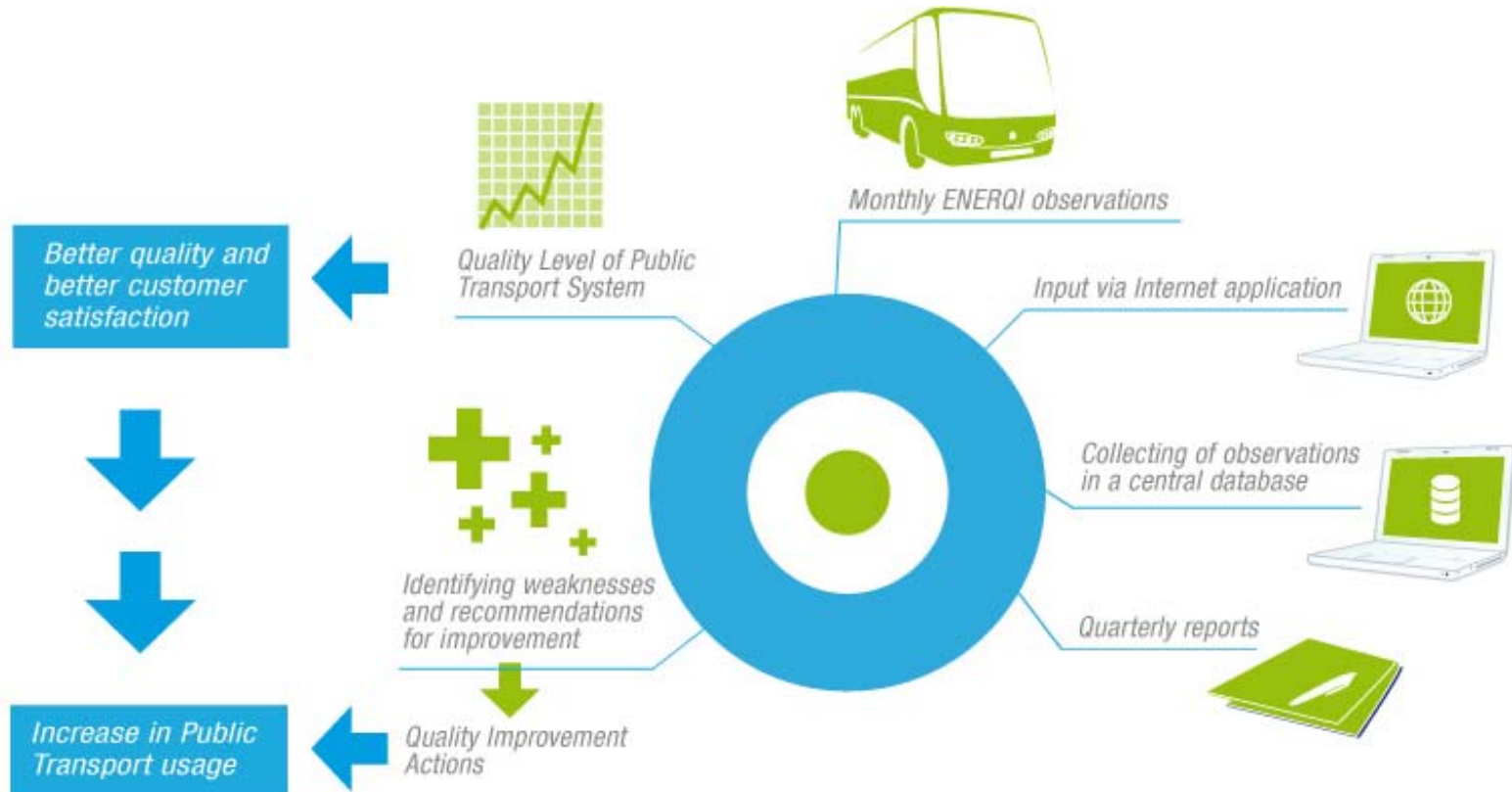
- increase the number of public transport users by focusing on customer needs
- remove barriers
- change the citizens' attitude towards public transport
- embed striving for customer satisfaction and needs in daily public transport management
- improve the quality of public transport
- save energy



The approach

- innovative quality management system: a pool of passengers act as quality scouts
- they answer questionnaires on a wide range of quality related issues regarding the public transport lines that they are using
- this is done on a continuous basis
- and the results are used to increase the hospitality and quality of the public transport service





The ENERQI Quality Loop

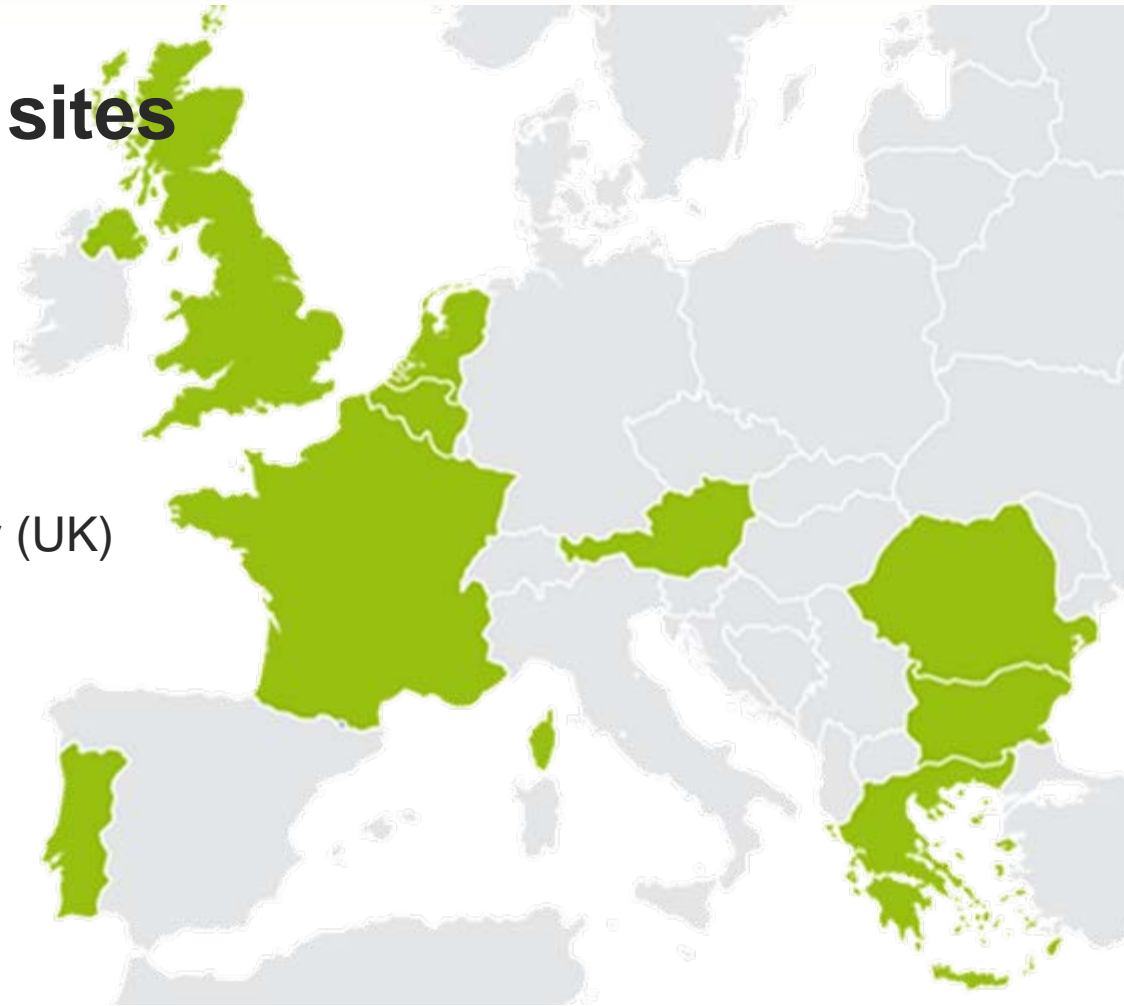
The outcome

- Record 96,000 observations by 4,000 users.
- Implement and evaluate 64 public transport improvements.
- Increase the number of passengers by 1% per year.
- Develop information material, guidelines and instructions for followers.
- Establish ENERQI as a standard for quality monitoring in public transport.



ENERQI test sites

- Alba Iulia (Ro)
- Athens (GR)
- Breda (Ned)
- Graz (AT)
- Lancashire County (UK)
- Lisboa (PT)
- Plovdiv (BG)
- Toulouse (FR)



Partners

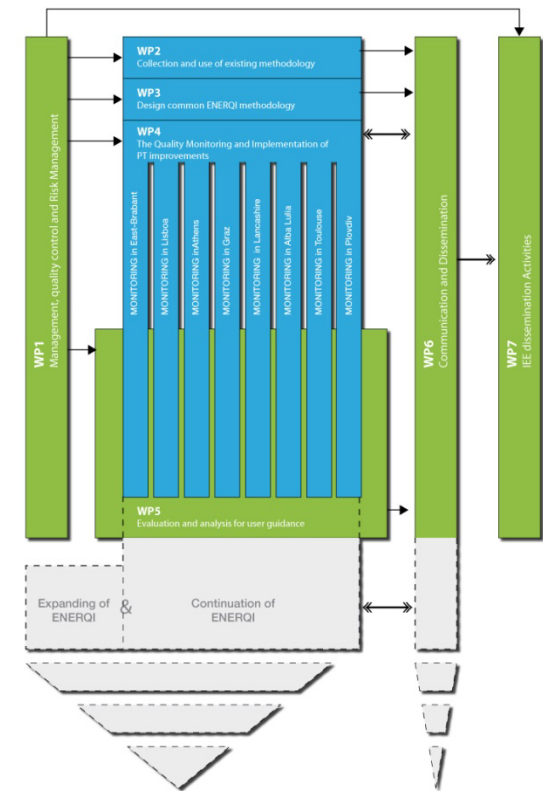
Coordinator:	
DTV Consultants (NL)	
Partners:	
CARRIS (PT)	POLIS (BE)
CRES (GR)	STP, Alba Iulia (Ro)
Energy Agency of Plovdiv EAP (BG)	TIS (PT)
FGM-AMOR (AT)	TISSEO (FR)
GVB Graz (AT)	TISSEO-SMTC (FR)
Lancashire County Council LCC (UK)	URTP (Ro)

The ENERQI Timescale *29th of May 2010 - 28th of May 2013*



Project Structure

- **WP 1:** Management, Quality Control and Risk management
- **WP 2:** Collection and use of existing methodologies
- **WP 3:** Design common ENERQI Methodology
- **WP 4:** The Quality Monitoring and Implementation of PT improvements
- **WP 5:** Evaluation and analysis for user guidance
- **WP 6/7:** Communication and Dissemination / IEE Dissemination Activities



The ENERQI Timescale

ENERQI at a glance

- Use customer observations to improve the quality of public transport.
- **13 partners from 9 countries**, 4 of them public transport operators
- **Co-funded by the Intelligent Energy Europe (IEE)**
- Duration is **June 2010** until **May 2013**



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