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

ENERQI – An Intelligent Energy Project

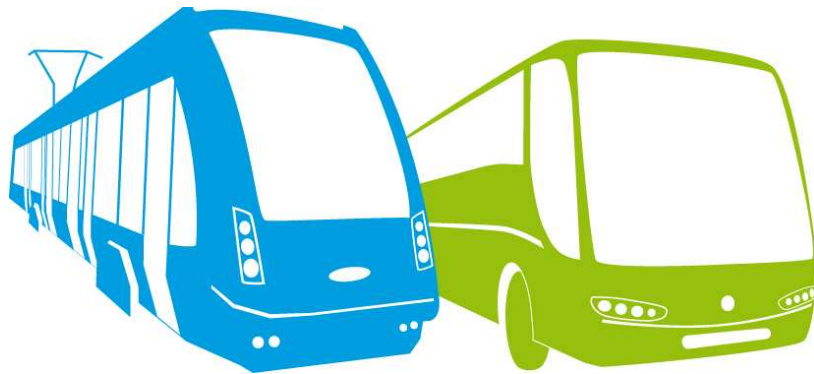


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The challenge

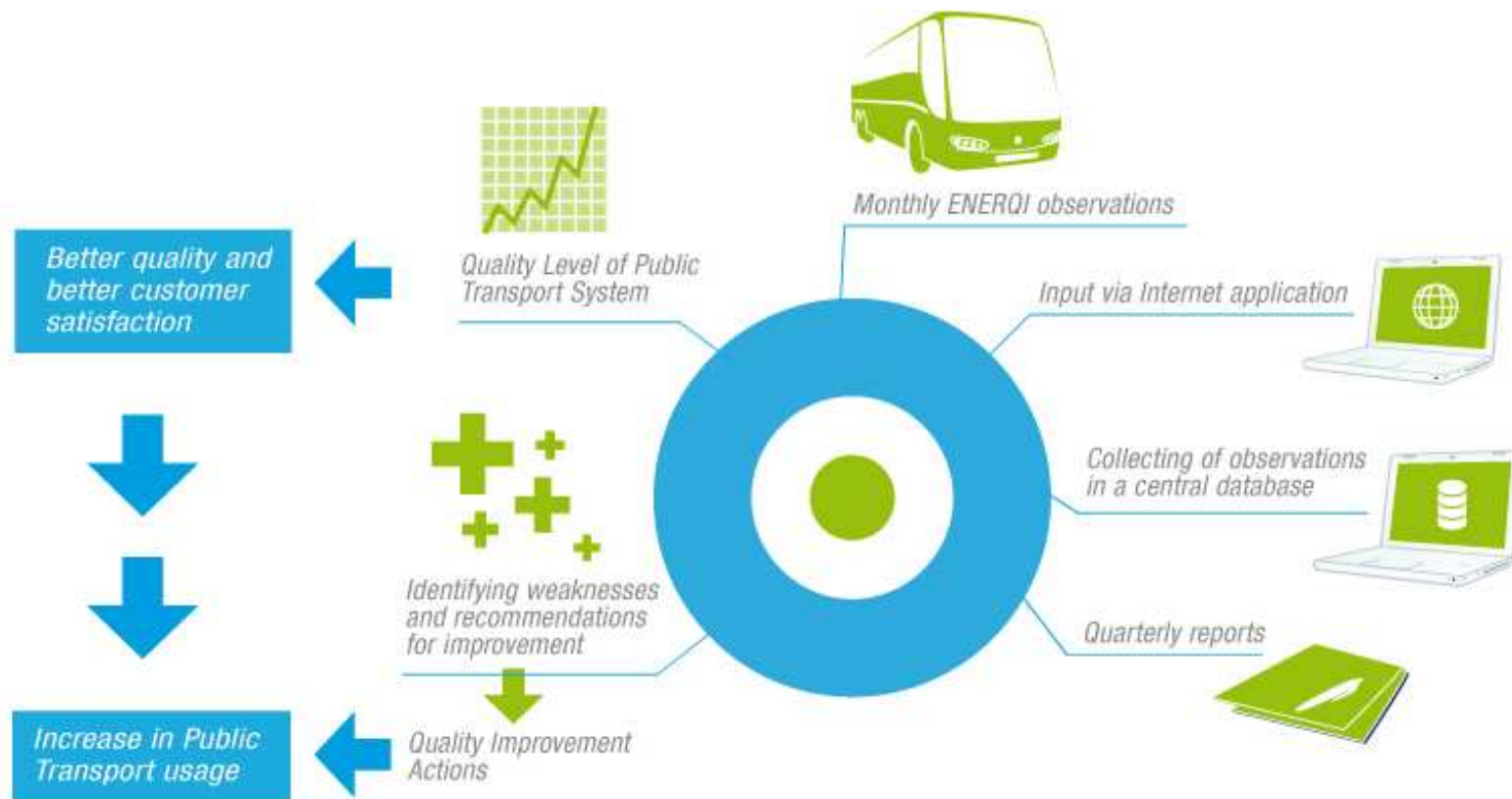
- the needs and expectations of the customers are not always taken into account fully
- most quality monitoring systems capture the quality perceived by the customers only indirectly or in large intervals
- the use of new technologies, like internet, monitoring software, databases and innovative customer involvement techniques is hardly taking place



The approach

- innovative quality management system: a pool of passengers act as quality observers
- 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

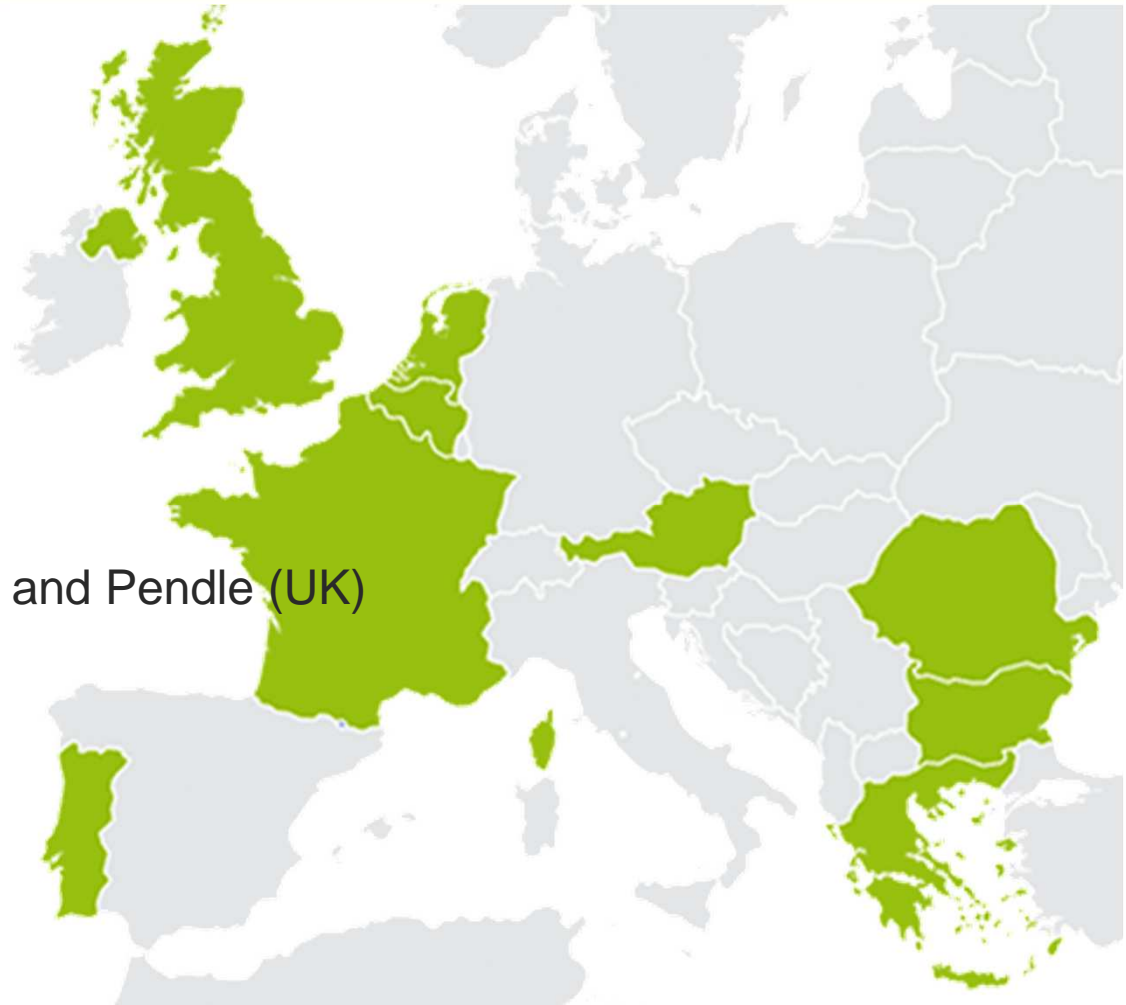
The outcome

- More than 90,000 observations done by 4,000 observers
- 64 improvement actions with evaluated results
- Information about the 8 test sites where the ENERQI-approach has been implemented
- Information material, guidelines and instructions for new operators
- ENERQI as a standard for quality monitoring in public transport
- A competitive quality management software for the public transport market



ENERQI test sites

- Lisbon: CARRIS (PT)
- Athens: OASA (GR)
- Plovdiv: Hebros Bus (BG)
- Graz: Grazer Linien (AT)
- Lancashire: Transdev Burnley and Pendle (UK)
- Alba Iulia: STP (Ro)
- Toulouse: TISSEO (FR)
- Brabant: Arriva, Veolia (NL)



STATUS EU a European approach

- Common methodology & common questionnaire (base on DIN EN 13816 norm) developed May 2011
- A competitive public transport quality management software
 - Multi-lingual (all EU languages can be used)
 - Management of large panels from 30 up to 5000 observers
 - Integrated a large public transport questions catalogue
 - Possibility to create new and share questions
 - Flexible survey design, including dynamic surveys questioning
 - Real time feedback on quality level at network and line level
 - Possible cross-site evaluation

ENERQI a local approach

“Kwaliteitsverkenners” in (Brabant/ NL)



Kwaliteitsverkenner



Wanted
Local Observers

Do you use Burnley and Pendle Travel's bus services? If you do we need your help.

Observers are needed to help monitor the quality of bus services in the area, to take part email: enerqiproject@lancashire.gov.uk or visit www.enerqi-online.eu



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ЕНЕРГИЙНА АГЕНЦИЯ ПЛОВДИВ



ENERGY AGENCY OF PLOVDIV



ΟΡΓΑΝΙΣΜΟΣ ΑΣΤΙΚΩΝ ΣΥΓΚΟΙΝΩΝΙΩΝ ΑΘΗΝΩΝ

Όροι Χρήσης

Εταιρικό Προφίλ Δράσεις Μετακίνηση Για τον Επιβάτη Εισιτήρια - Κάρτες ΑΜΕΑ Νέα Προκρύ



ΒΕΛΤΙΩΣΤΕ ΤΑ ΜΜΜ ΠΟΥ ΧΡΗΣΙΜΟΠΟΙΕΙΤΕ! Η ΓΝΩΜΗ ΣΑΣ ΜΕΤΡΑΕΙ!

1 | 2 | 3 | 4 | 5 | 6 | 7

WERDEN SIE GRAZ LINIEN-TESTERIN!

KONTAKT:
GIERAUF
www.enerqi-online.eu

WERDEN SIE GRAZ LINIEN-TESTERIN!

ENERQI:
www.enerqi-online.eu

WÖLLEN SIE UNS DABEI UNTERSTÜTZEN DIE SERVICEQUALITÄT WEITER ZU VERBESSERN. DAMIT MACHEN SIE MIT!

WIE KÖNNEN SIE UNS UNTERSTÜTZEN?

WAS HÄSSEN SIE DARON?

WERDEN SIE GRAZ LINIEN-TESTERIN!

- “Correspondant Tisseo” (Toulouse/ France)



ENERQI a new group of operators join

- From September 2012 on, 8 new public transport networks are being integrated in the group
- Confirmed participation, and discussions/ negotiations are started with operators in France, UK, Romania, Portugal, Belgium
- Still place for 3 more public transport operators

Site		Local operators	Main top objectives of quality monitoring	Targeted services	Surveys		Targeted customer groups	Observers
					Timing	Format		
NL	Noord-Brabant	Arriva West Brabant	Increase the PT usage, improving perception of quality by customers	All bus lines	monthly	internet	all customers of Veolia and Arriva	250
FR	Toulouse	TISSEO	Annual customer satisfaction and certification of lines	Bus, Metro, Tram	Monthly	Internet	All customers	1500
PT	Lisbon	Carris	Increase costumers, Evaluation of actions	All services (bus, tram)	monthly	Phone, Internet	All costumers (with bias for internet users)	1500 (phone) 200 (online)
AT	Graz	Holding Graz Linien	increase quality of service	All services (bus, tram)	ongoing	Paper, Internet	All costumers (with bias for internet users)	418

Site	Local operators	Main top objectives of quality monitoring	Targeted services	Surveys		Targeted customer groups	Observers Number recruited	
				Timing	Format			
UK	Lancashire	Transdev Burnley, Pendle	Information regarding customers perception of quality of PT service/network in area	All Transdev B & P bus services.	Individual responses as frequent as possible	Internet	All customers of Transdev B&P	169
RO	Alba Iulia	STP	Evaluate the clients' satisfaction Increase customers	All lines (bus)	monthly	Mostly paper	All customers	360
BG	Plovdiv	Hebros Bus	Improving quality, Introducing customer-oriented monitoring	Urban bus service	monthly	Internet, Paper	All types (students, retired, workers)	160

You are here: [Edit questions](#)

Edit questions

Questions which are in use cannot be changed.
If you edit one of your questions, all translation made so far will be deleted.

Question filter:

Clear



Question locked



Question unlocked

Show Enerqi Questions

Transport Operator ▲	Locked ◆	Question ◆	Topic ◆	Question type ◆	Validation type ◆	Form	◆
Arriva/Veolia		Take in mind the last time you saw a wheelchair user make a bustrip. Did the driver help this traveller with unfolding the ramp at the middle door?	Any other information	Radio button (Single select)	Required	Basic	Preview Translate
Arriva/Veolia		Bus drivers can communicate with each other via a so called 27 MC-band. When they use this, does this bother you (e.g language, music)?	Staff service	Radio button (Single select)	None	Basic	Preview Translate
Arriva/Veolia		Beantwoord deze vraag alleen als er sprake was van te weinig zitplaatsen in de bus. Tussen welke haltes moesten medepassagiers blijven staan?	Level of crowding	Text box (Single row)	None	Basic	Preview Translate
Arriva/Veolia		Was there a specific reason that it was so crowded?	Level of crowding	Check box (Multiple select)	None	Basic	Preview Translate

> Information générale / *General information*

Dans le tableau ci-dessous, vous trouverez les principaux indicateurs de suivi du panel des « Correspondants Tisséo ».

In the tables beneath the general results for this reporting period are given, mostly consisting of statistics on the individual quality items in comparison with previous periods plus the number of observations done.

	Mai 2012 <i>/ May 2012</i>	Juin 2012 <i>/ June 2012</i>	Juillet 2012 <i>/ July 2012</i>
Nombre de missions <i>/ Number of assignments</i>	1	1	1
Nombre de questionnaires exploitables <i>/ Number of observations done this period</i>	178	233	349
Nombre de Correspondants Tisséo <i>/ Number of existing volunteers by the end of the period</i>	439	377	424
Nombre de nouveaux inscrits <i>/ Number of new volunteers this period</i>	5	3	48

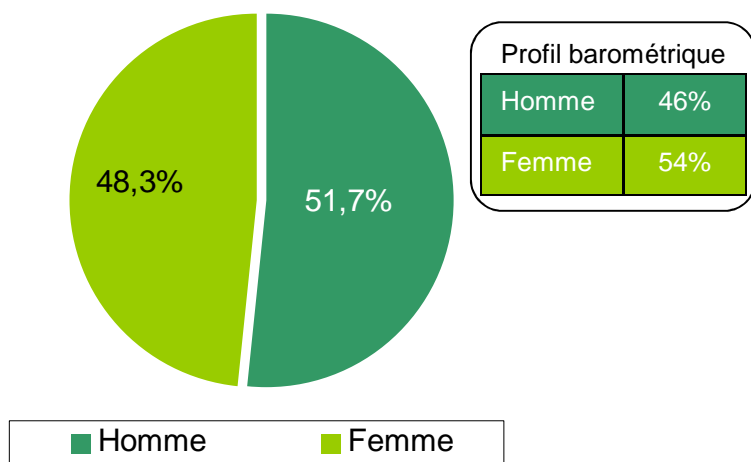


(+) Différence significative positive à 5% observée par rapport à la vague précédente.
(-) Différence significative négative à 5% observée par rapport à la vague précédente.

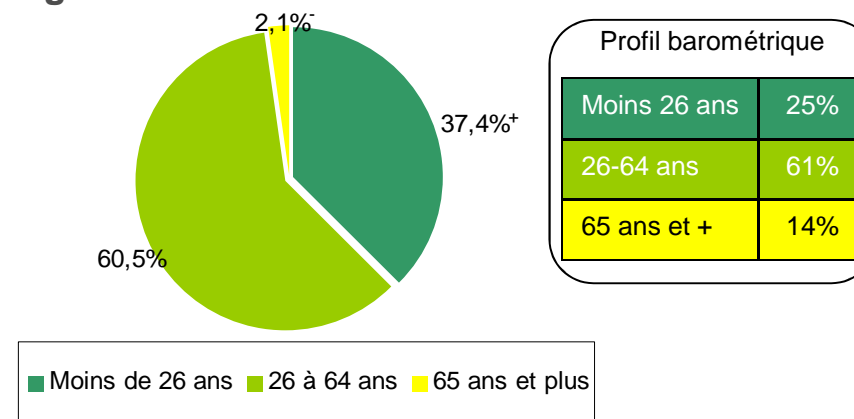
Par convention, dans l'analyse des données, la vague 2 correspondant aux résultats des missions 3, 4 et 5 sera notée « v.2 » et la vague 1 correspondant aux missions 1 et 2 sera notée « v.1 ».

> Profil des Correspondants Tisséo ayant répondu (292 panélistes)

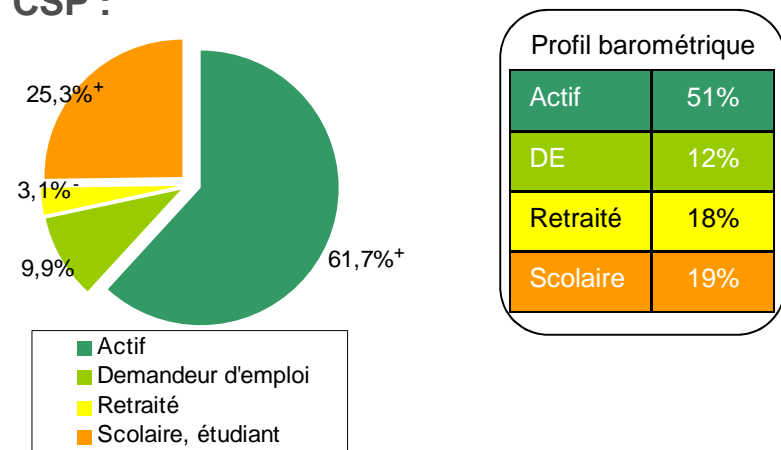
Sexe :



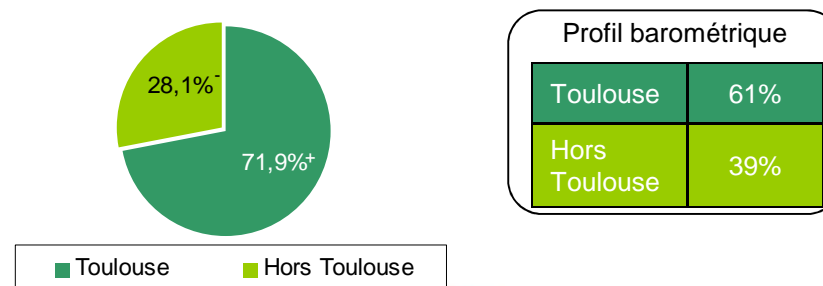
Age :



CSP :



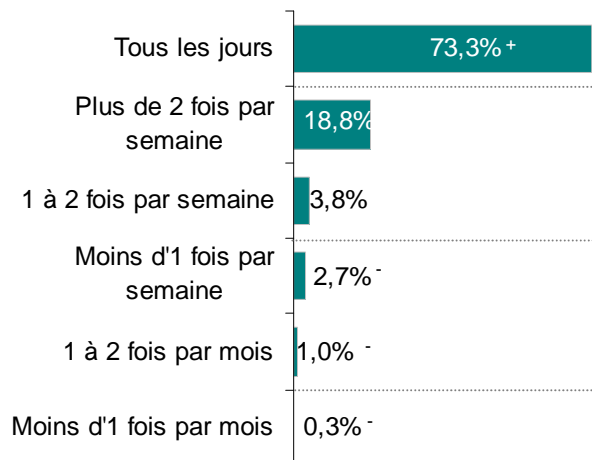
Zone résidence :



(+) Différence significative positive à 5% observée par rapport au profil barométrique.
(-) Différence significative négative à 5% observée par rapport au profil barométrique.

> Profil des Correspondants Tisséo ayant répondu (292 panélistes)

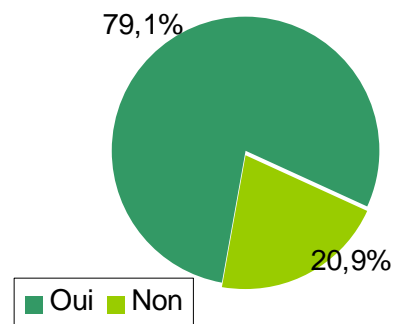
Fréquence :



Profil barométrique

Tous les jours	36%
Moins souvent mais au moins une fois par semaine	26%
1 à 3 fois par mois	26%
Moins souvent	12%

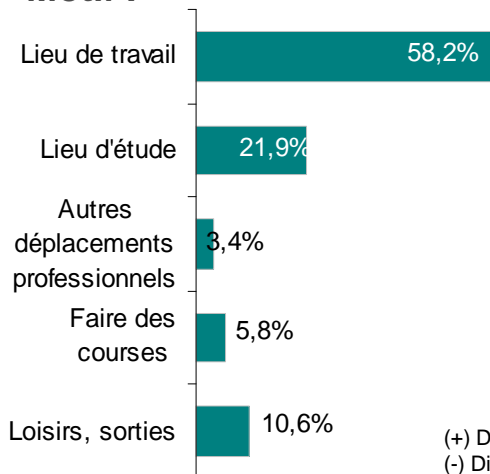
Permis voiture :



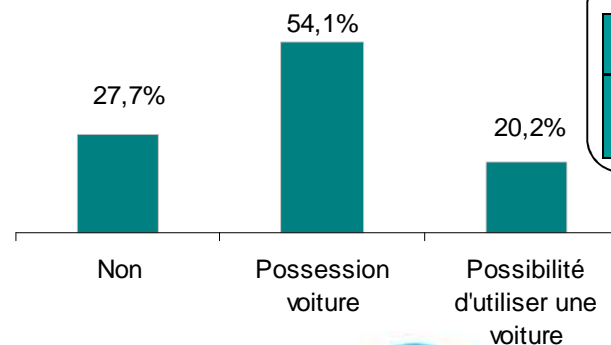
Profil barométrique

Oui	78%
Non	22%

Motif :



Possession voiture :



Profil barométrique

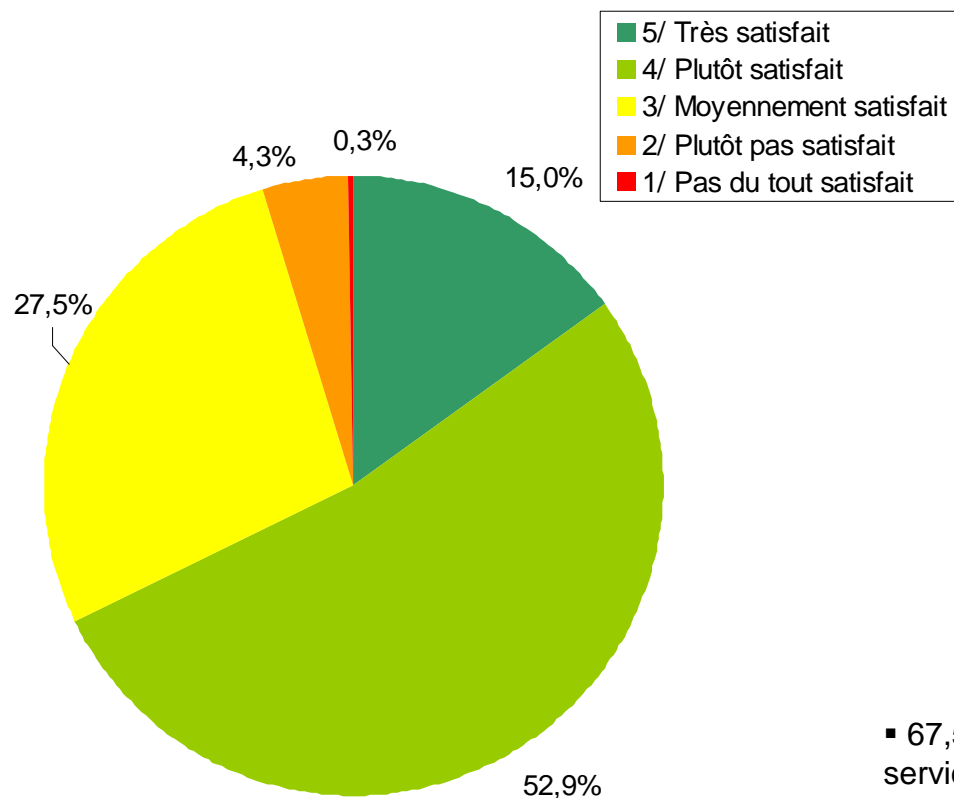
Non	30%
Possession voiture	70%

(+) Différence significative positive à 5% observée par rapport au profil barométrique.
(-) Différence significative négative à 5% observée par rapport au profil barométrique.

5 - Comment jugez-vous le rapport qualité/prix de services de transport en commun de Tisséo ?

How do you judge the value for money (price/ quality) of this service?

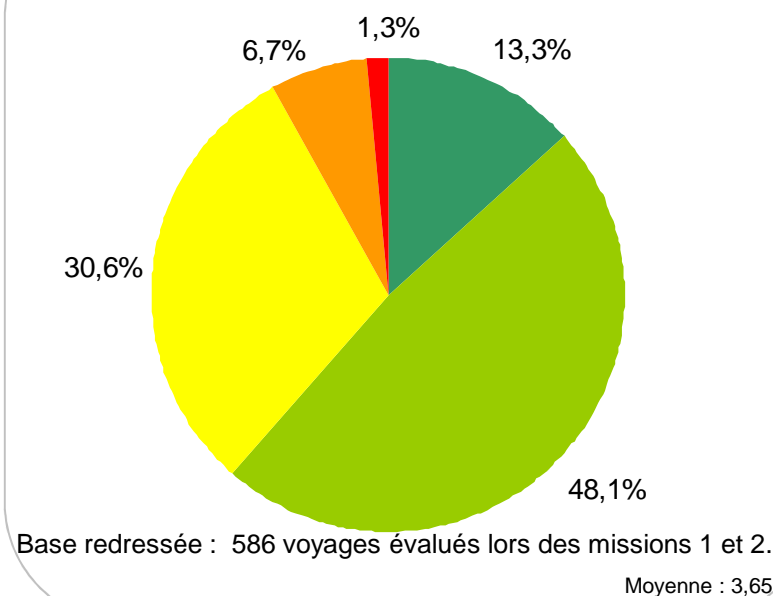
Missions 3-4-5 (vague 2)



Base redressée : 582 voyages évalués lors des missions 4 et 5.

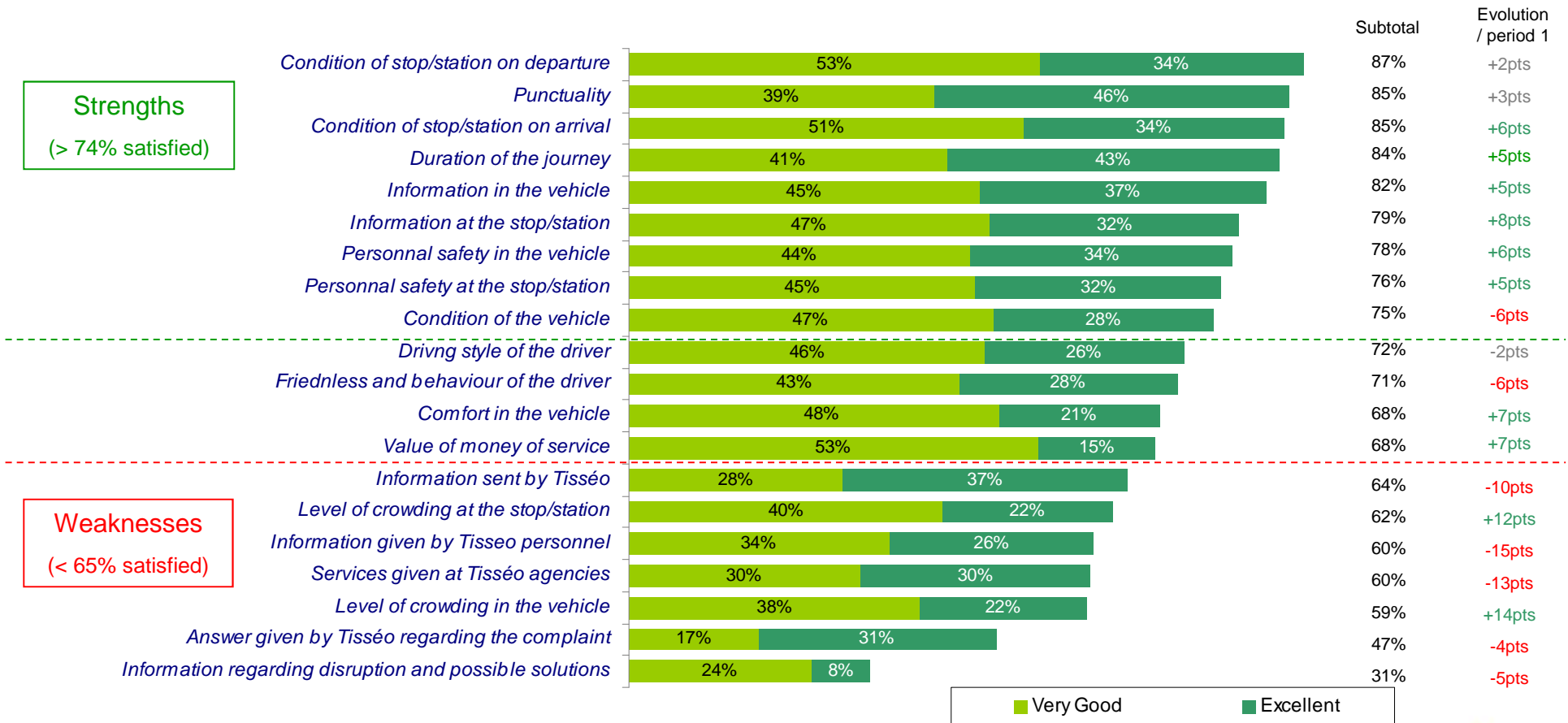
Moyenne : 3,78

Missions 1-2 (vague 1)



▪ 67,5% des répondants sont satisfaits du rapport qualité/prix des services de transport en commun de Tisséo (+6,1pts).

> Management summary (1/2)



Significantly positive evolution regarding precedent measure
Significantly negative evolution regarding precedent measure



Site	ENERQI Quality Rating	Life Quality in countries
Noord Brabant, NL	3.57	2.44
Toulouse, FR	3.77	1.96
Lisbon, PT	3.63	1.45
Graz, AT	3.74	2.03
Athens, GR	3.10	1.55
Lancashire, UK		2.23
Alba Iulia, RO	4.22	1.37
Plovdiv, BG	4.34	1.15

Join us! If you want to know more:

www.enerqi-online.eu

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