



METPEX

Deliverable 2.4

Consolidation of user requirements, definition of variables to be measured by the METPEX tool

Publishable summary

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WEBSITE

WWW.METPEX.EU

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Fact sheet

- Contributors: InteCo, INTR, ZHAW, KTH, RSM, JAREKS (Smart Continent)
- Effort: 18 persons-month
- Time schedule: 01/04/2013 – 30/10/2013

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Objectives of the deliverable

- Synthesize the results of Task 2.1 - Task 2.3 to ensure that the measurement instruments will include questions to measure appropriate variables in relation to journey type, traveller, critical journey stages, and passenger experiences
- Clearly define and structure the variables, by specifying the correlations, correspondence and interdependencies between them to provide a conceptual model that will form the foundation for the design of METPEX in WP3
- Classification of the variables considering political, organisational, functional, environmental, technological and social aspects

Deliverables support

D2.1 - Presentation of current methods and best practice in measuring the quality of the passenger experience

D2.2 - Specification of journey types and critical stages where service quality may be an issue

D2.3 - User requirements concerning definition of the variables to be measured by the METPEX tool

Variables related to journey

Variables related to journey to be considered by the METPEX tool are related to:

- Time components
- Journey elements
- Purposes of the journey
- Movement modalities
- Journey quality characteristics
- Passenger information
- Traveller information technologies

Variables on passenger experience

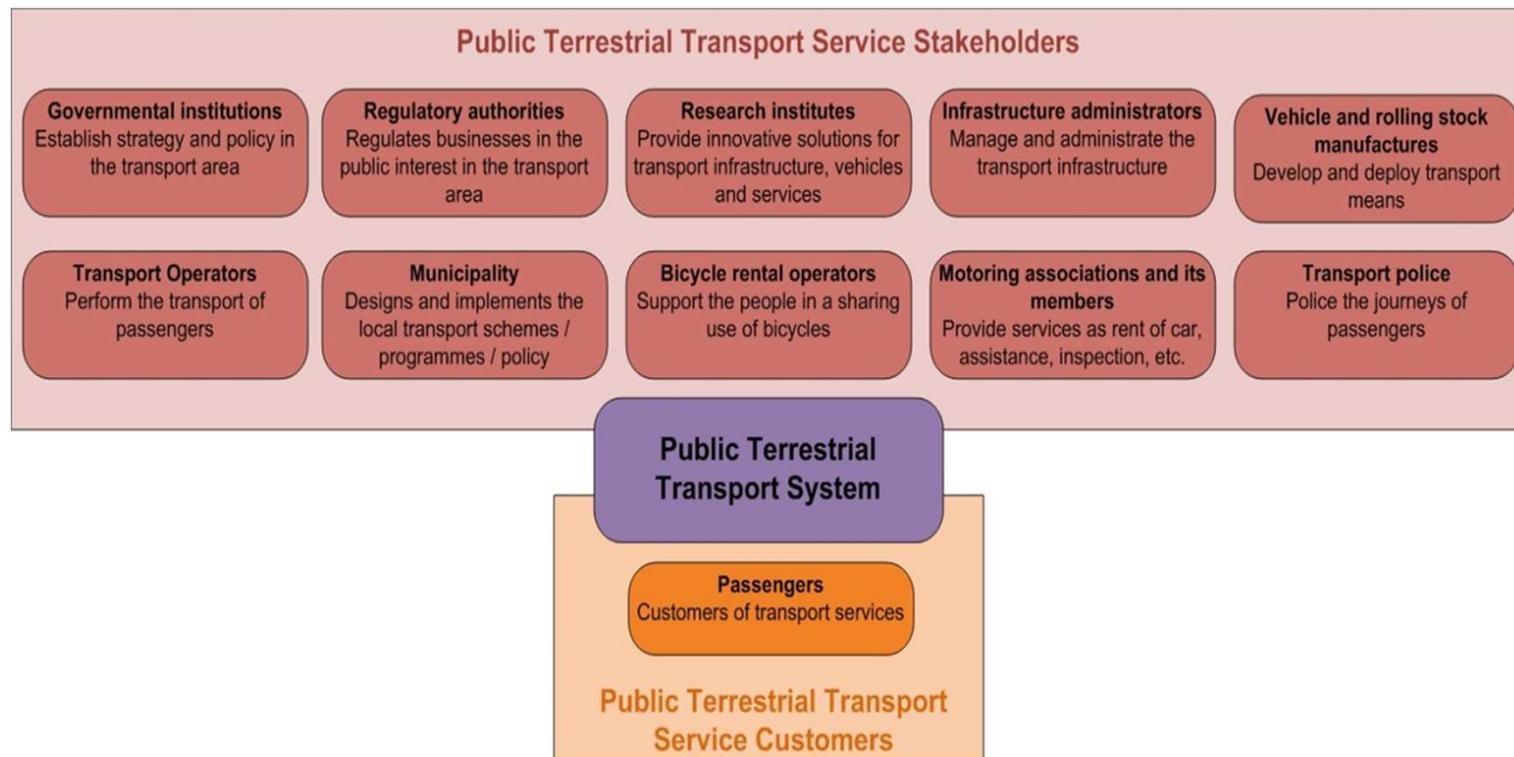
Variables related to passenger experience to be considered by the METPEX tool are related to:

- Accessibility --- Attractiveness --- Passengers' care --- Comfort
- Feedback --- Flexibility --- Frequency --- Information
- Integration / connectivity --- Reliability --- Speed
- Safety and security --- passenger right protection
- Reasons for choosing a certain transport mode
- Environmental impact
- Information for persons with disabilities
- Individual characteristics --- Contextual aspects

Relevant stakeholder / actors - 1

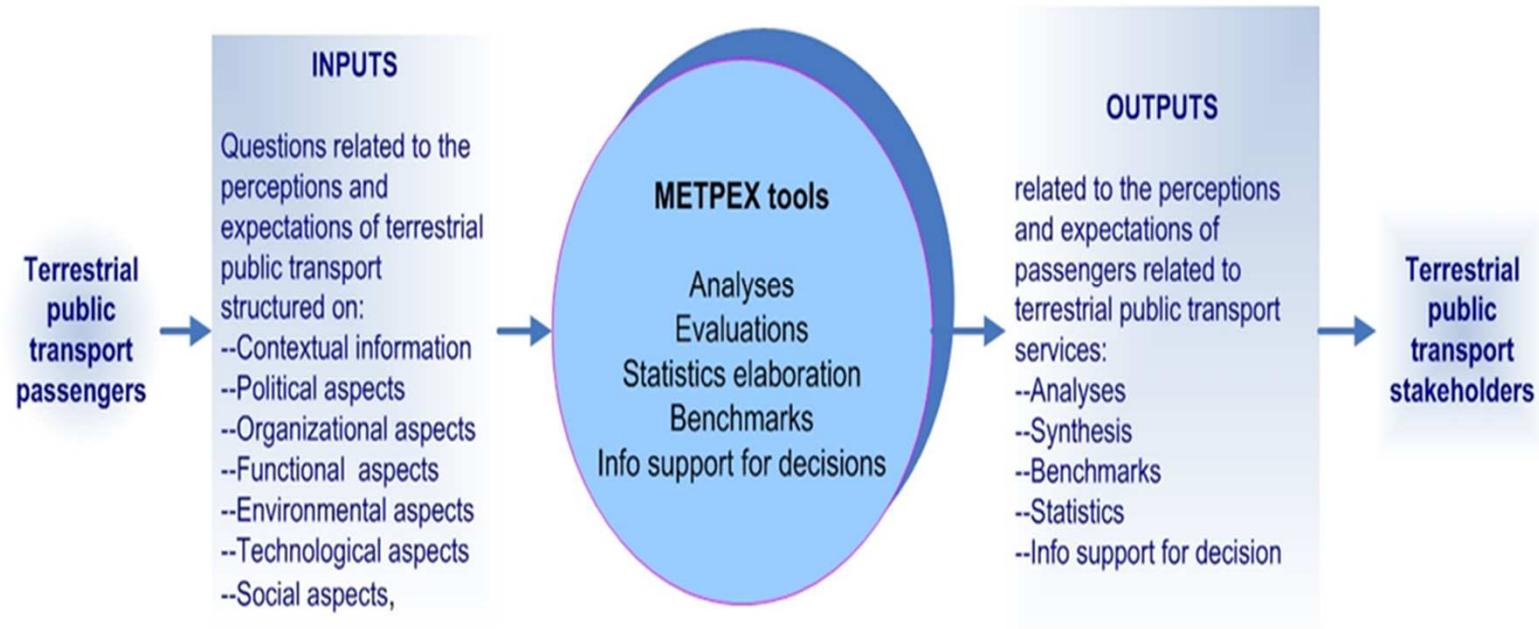
- Governmental institutions in transport area
- Regulatory authorities
- Research institutes
- Infrastructure administrators
- Vehicle and rolling stock manufactures
- Transport operators
- Municipality
- Bicycle rental operators
- Motoring associations
- Transport police

Relevant stakeholder / actors - 2



Conceptual model for METPEX tool

METPEX TOOL - Conceptual model for processing the passengers' experience variables



METPEX variables

The variables was structured in the following categories taking into account different aspects of terrestrial public transport and various types of stakeholders involved:

- Variables related to political aspects
- Variables related to organisational aspects
- Variables related to functional aspects
- Variables related to environmental aspects
- Variables related to technological aspects
- Variables related to social aspects
- Variables related to contextual aspects

Variables on the political aspects

These variables refer to:

- General appreciation of terrestrial public transport
- Importance of quality of public transport services
- Clarity of the information provided by the transport operators
- Importance related to the fairness of fare structure
- Types of tickets preferred for journeys
- Protection of passenger rights
- Choosing of public transport services
- Movement modalities preferred for journeys
- Safety perception
- Others elements identified by the questionnaire

Variables on the organisational aspects

These variables refer to:

- Main purposes of the trip --- Location
- Accessibility --- Ticketing, cost, reservation
- Stations / stops --- Vehicle
- Staff behavior --- Connectivity, interconnections, transfers
- Comfort --- Safety and security
- Reliability --- Additional facilities
- Frequency of travelling by public transport
- Time spend in travelling using public transport
- Preferences when travelling
- Others elements identified by the questionnaire

Variables on the functional aspects

These variables refer to:

- Transport mode available --- Runway quality --- Travelling
- Transfers --- Ticketing, cost --- Comfort and accessibility
- Safety --- Security
- Modalities to provide visual information for persons with disabilities
- Modalities to provide audible information for persons with disabilities
- Modalities to provide tactile information for persons with disabilities
- Others elements identified by the questionnaire.

Variables on the environmental aspects

These variables refer to:

- Pollution
- Infrastructure
- Others elements identified by the questionnaire

Variables on the technological aspects

These variables refer to:

- Pre-trip formation
- Information provided at stations / stops
- Information provided in vehicle
- Information on roadway
- Traffic information
- Ticketing, cost
- Comfort
- Safety and security
- Others aspects that could be identified by the questionnaire

Variables on the social aspects

These variables refer to:

- Gender
- Age
- Occupation
- Monthly annual household income before taxes
- Academic qualification
- Disabilities
- Living environment
- Own driving license
- Car availability within the household
- Public transport season ticket.

Variables on the contextual aspects

These variables refer to:

- Temporal references
- Weather conditions
- Trip purpose
- Subjective well-being
- Scheduling constraints

Conclusions

The conceptual model of the METPEX tool:

- is intended to factors involved in public land transport with different and complementary roles and responsibilities in providing transportation services for citizens, to know and to assess the passenger experience;
- provides a set of coherent and correlated variables which include existing experience in the field and develops it through a systemic and holistic approach of all elements that characterize the public transport system in terms of its structure and quality of service provided in different contexts and stages of the journey.