

# IMPROVING DATA COLLECTION AND MODELLING OF PERCEIVED QUALITY IN PUBLIC TRANSPORT SYSTEMS

Eneko Echaniz

Department of transport, University of Cantabria

Supervisors: Luigi dell'Olio and Angel Ibeas



# Contents

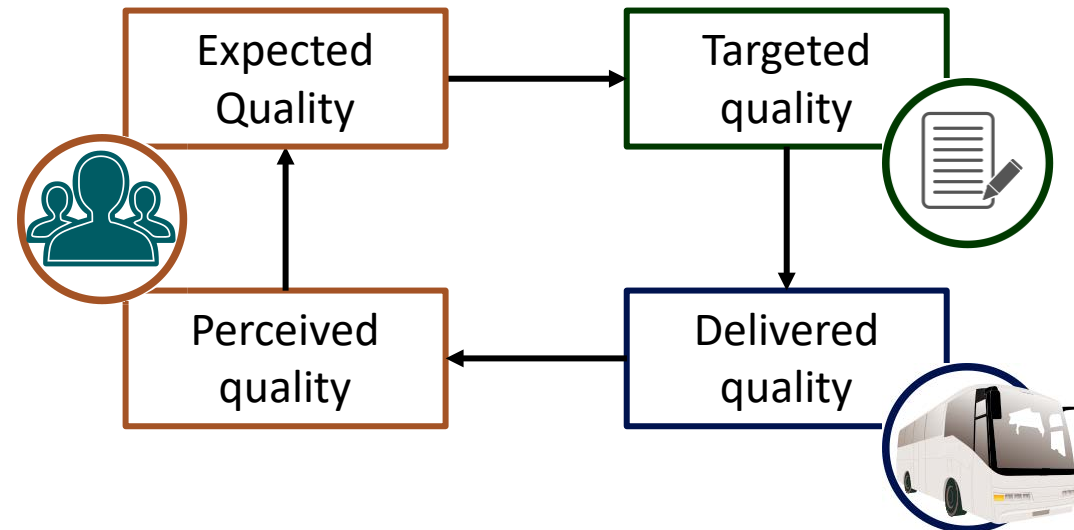
- Introduction and objectives
- The evolution of the PhD
- Conclusions

# Introduction and Objectives

- Main Objective (Initial):
  - Plan and apply a methodology that will allow the perceived and delivered quality in public transport services to be measured in real time. Therefore, service performance and user perception will be tracked continuously. The collected information will be used in service contracts to create an incentive/penalty plan to improve the service.
- Real objective:
  - Publish enough papers (3) to get the Phd done.

# Introduction and Objectives

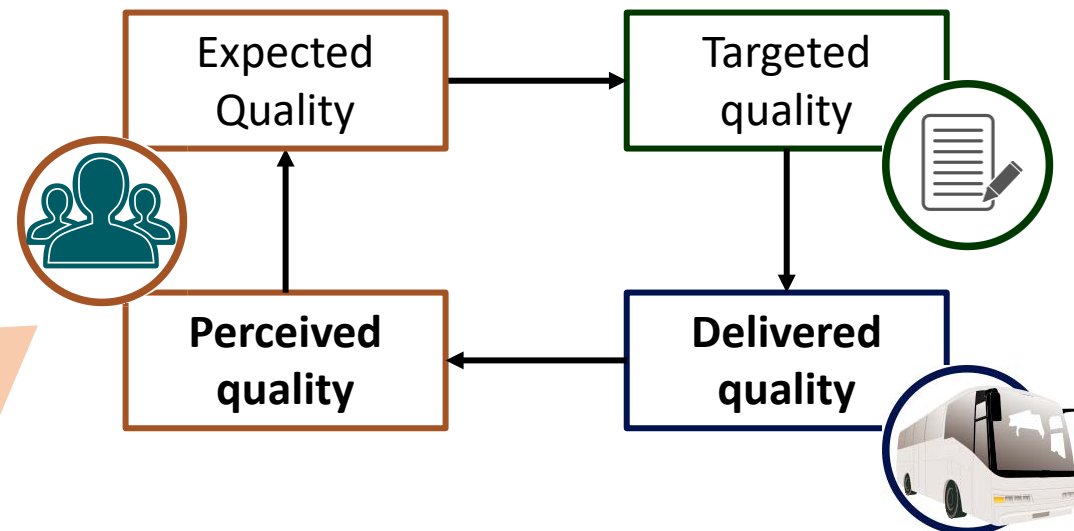
UNE EN-13816



# Introduction and Objectives

## UNE EN-13816

**Perceived quality** is the final level of quality perceived by the user. The difference between perceived and expected quality shows the level of satisfaction with the service. It is established by carrying out satisfaction surveys.



- Main objectives (final):
  - Make faster surveys.
  - Improve modelling and analysis.

# The evolution of the Phd



# The evolution of the Phd



- Master's thesis: Perceived quality model using weighted variables.

# The evolution of the Phd

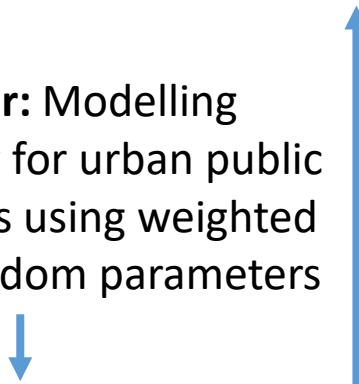
- Improve and summarise Master's thesis



Universitat Politècnica de València  
XII Congreso de Ingeniería del Transporte Valencia

**Conference paper:** Modelling perceived quality for urban public transport systems using weighted variables and random parameters

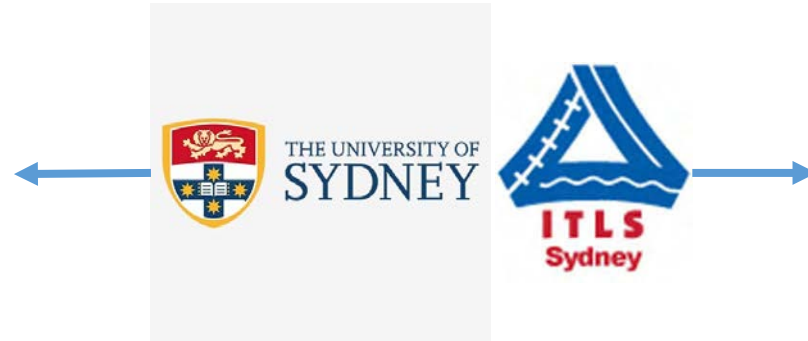
**Journal paper**





# The evolution of the Phd

**Old survey:**  
erase half of the information and obtain the same results.



**New survey:**  
Try a new surveying method based on Best-Worst scaling

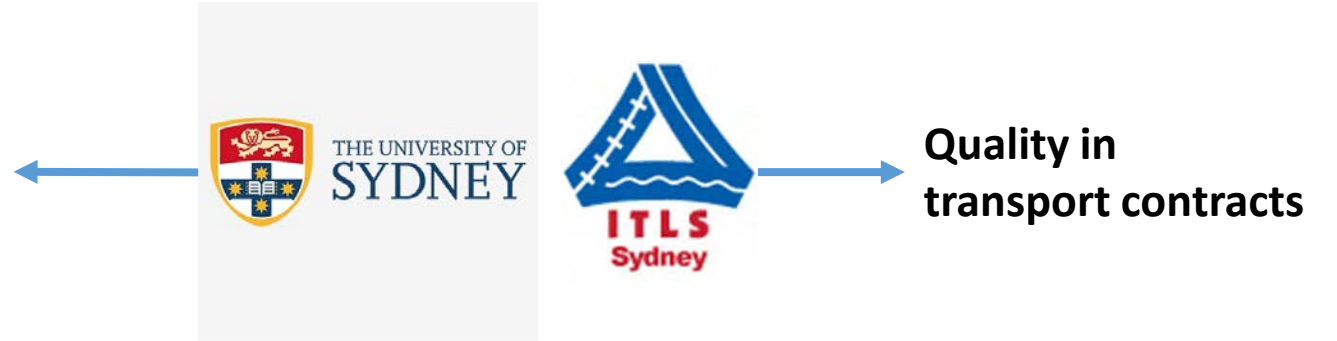


**Paper draft:** Modelling user satisfaction in public transport systems considering missing information

- Surveys are too long
  - Gather less information
  - Change analysis and modelling technique

# The evolution of the Phd

**New Survey – Journal paper:**  
Comparing Best- Worst and Ordered Logit approaches for user satisfaction in transit services. (sent in early 2019)



**Conference paper:** Modelización de la satisfacción en los sistemas de transporte público con datos faltantes

**Journal paper:** Modelling user satisfaction in public transport systems considering missing information (sent in August)

Paper draft



# The evolution of the Phd



- Wait

Published: 28 March 2019

## Modelling user satisfaction in public transport systems considering missing information

Eneko Echaniz , Chinh Ho, Andres Rodriguez & Luigi dell'Olio

[Transportation](#) (2019) | [Cite this article](#)

248 Accesses | 2 Citations | 0 Altmetric | [Metrics](#)



## Transportation Research Part A: Policy and Practice

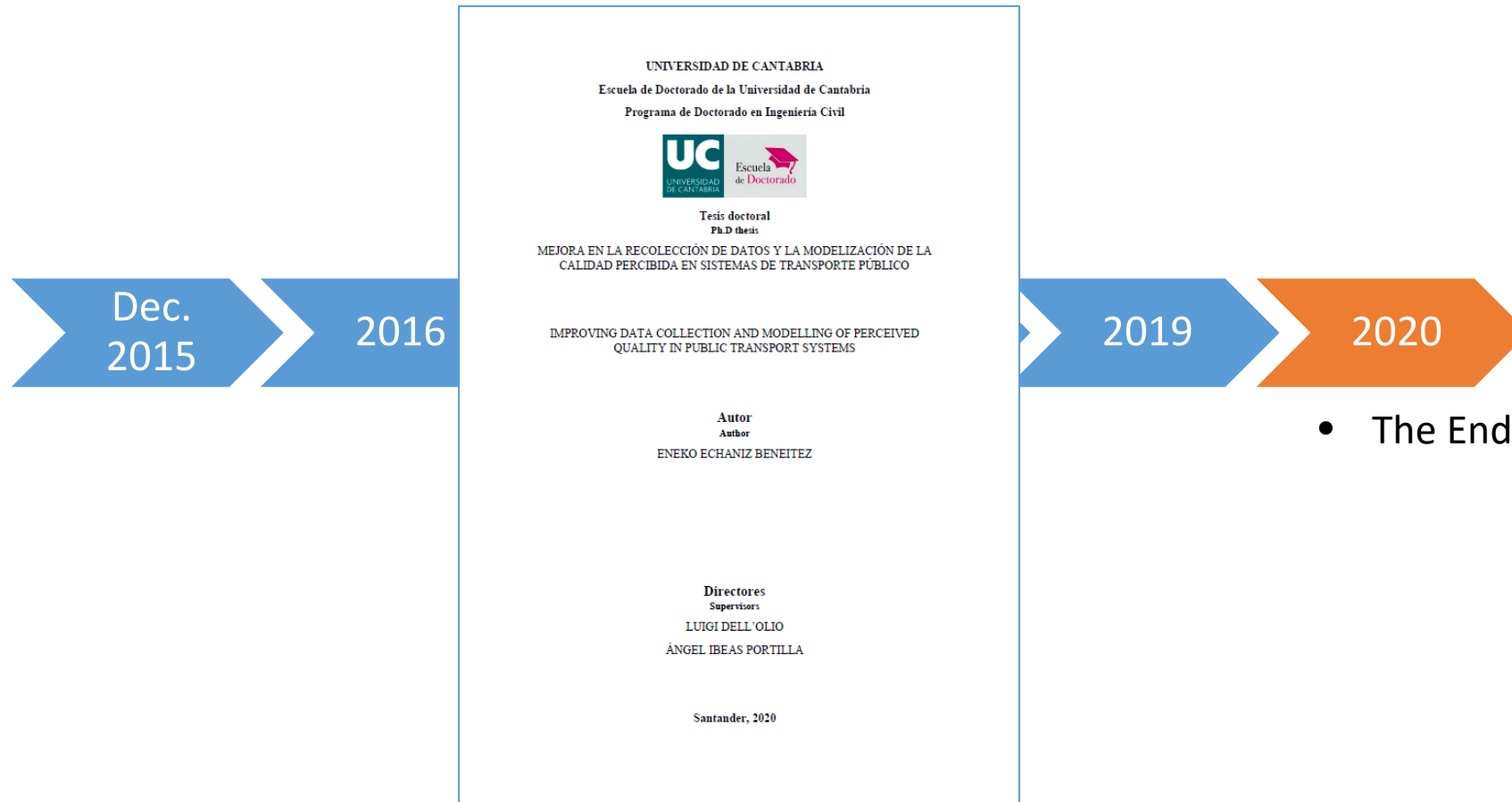
Volume 130, December 2019, Pages 752-769



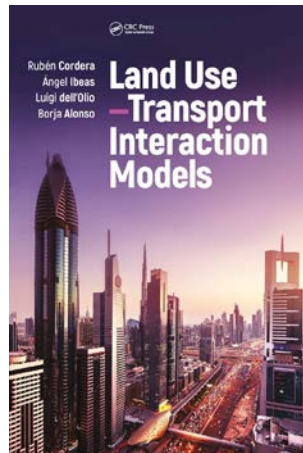
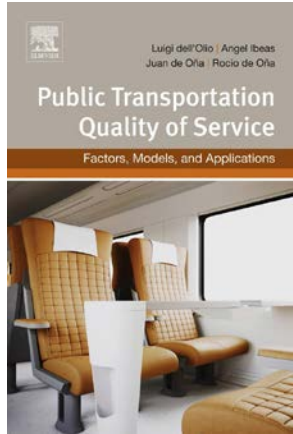
## Comparing best-worst and ordered logit approaches for user satisfaction in transit services

Eneko Echaniz <sup>a</sup> , Chinh Q. Ho <sup>b</sup> , Andres Rodriguez <sup>a</sup> , Luigi dell'Olio <sup>a</sup> 

# The evolution of the Phd



# The evolution of the Phd



Open Access Article

**Addressing the Importance of Service Attributes in Railways**

by Roberto Sañudo, Eneko Echaniz, Borja Alonso and Rubén Cordera

Department of Transportation, University of Cantabria, Av. de Los Castros 44, 39005 Santander, Cantabria, Spain

\* Author to whom correspondence should be addressed.

Sustainability 2019, 11(12), 3411; <https://doi.org/10.3390/su11123411>

Received: 16 May 2019 / Revised: 17 June 2019 / Accepted: 19 June 2019 / Published: 21 June 2019

Open Access Article

**Effects of the COVID-19 Lockdown on Urban Mobility: Empirical Evidence from the City of Santander (Spain)**

by Alfredo Aloí<sup>1,2</sup>, Borja Alonso<sup>3,\*</sup>, Juan Benavente<sup>3</sup>, Rubén Cordera<sup>4</sup>, Eneko Echániz<sup>4</sup>, Felipe González<sup>5</sup>, Claudio Ladisa<sup>1,6</sup>, Raquel Lezama-Romanelli<sup>1</sup>, Álvaro López-Parra<sup>1</sup>, Vittorio Mazzei<sup>1,2</sup>, Lucía Perrucci<sup>1,6</sup>, Darío Prieto-Quintana<sup>1</sup>, Andrés Rodríguez<sup>3</sup> and Roberto Sañudo<sup>4</sup>

# Conclusions

- Contributions have exceeded the required minimums:
  - 5 Journal papers published (4 included in the thesis)
  - 4 Conference papers
  - 2 international stays
  - 1 book chapter
- There is nothing else to do but defend the thesis.

# THANK YOU

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Eneko Echaniz

Doctorando, GIST, Universidad de Cantabria

Directores: Luigi dell'Olio y Angel Ibeas

