



METPEX

aims to develop and evaluate an inclusive passenger experience measurement tool for European transport providers, passenger groups and municipalities, validated through use across 8 cities (Bucharest, Coventry, Dublin, Grevena, Rome, Stockholm, Valencia, Vilnius) of varying transport complexity.



The METPEX consortium is coordinated by Coventry University and brings together 16 European partners, from 12 countries



A MEasurement Tool to determine the quality of the Passenger EXperience



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Why METPEX?

European cities increasingly face problems caused by transport and traffic.

The development of an inclusive, validated passenger experience measurement instrument is the first step in creating high quality, user-centred, integrated, accessible public transport services, which are capable of attracting and retaining public transport users whilst meeting sustainability targets.



The METPEX project objectives

Specific objectives of METPEX include:

- Development of an integrated approach to the measurement of passenger experience of the whole journey that takes into account human socioeconomic, cultural, geographic and environmental factors.
- Assessment of the costs of 'inaccessible transport' for different sectors of society, such as those from low income groups, rural communities, the elderly, disabled and those with lower levels of literacy.
- Assessment of the extent to which the measurement of the passenger experience can be used to drive innovation and attention to transport quality from the customer's perspective.
- Evaluation of the passenger experience from different regions of Europe to support to the integration of regional transport networks into a European transport network.
- Facilitation of the harmonisation of travel behaviour research and analysis across European Union Member States.

Expected Results

Improvement in the quality of life for EU citizens through the identification of factors which inhibit travel on public transport.

Improving accessibility and inclusivity for EU citizens. Supporting EU sustainability policy with respect to carbon reduction, more effective and accessible mobility, and reductions in congestion. Transportation design which considers the needs



of all citizens, e.g. in terms of more accessible vehicles, better trained staff through to the design of integrated multi modal services.

Efficient Land use policy. The early identification of trends in passenger behavior, expectations and use of transport matched to quality of life, socioeconomic and cultural trends, to lead to differently organised cities.

This three - year Metpex FP7 research project began on 1 November 2012 and will finish on 31 October 2015.