

# Security and safety management at interchanges through users' feedback



Security and safety management at interchanges through user feedback consists of collecting information in terms of the quality and safety/security perceived at interchanges directly from interchange users as a tool for supporting decisions for interchange managers.

This methodological tool makes it possible to collect feedback directly from users crossing an interchange location, by a regular survey about the safety and security perceived at the interchange (lighting, available staff, etc.).

This feedback can be collected with the help of regular surveys answered by volunteer users (or any user in the framework of a complaint) through an internet platform, webpage, mobile application or social media.

It can be implemented, in particular in important interchanges, in view of user waiting times (usually longer in major interchanges) at the interchange for connecting to another transport mode or if there is low frequency of public transport services.

In this context, the interchange becomes more lively and attractive, with people able to optimise their time when waiting for someone or for the next train, next bus, etc.

Such surveys can be measured through different indicators, including security and safety, as well as for comfort, information, etc.

This tool is complex to implement, notably when recruiting and managing volunteer users. It can take up to 6 months to implement at one interchange.

## Good practice

“Enerqi” European project link

ENERQI aimed to improve public transport by using the observations of customers about quality. Between 2010 and 2013, ENERQI implemented an innovative quality monitoring system for public transport in at least 8 towns, cities and regions across Europe. Uniquely, ENERQI involved voluntary observers to monitor the quality of bus, tram and metro lines. These volunteers are regular public transport users who have agreed to answer questionnaires on a regular basis about their experiences.

## Potential interchange performance improvement

Managing security and safety through interchange users' feedback contributes to the overall performance of the interchange providing a higher quality of service to users by:

- increasing safety and security within the interchange area
- increasing the interchange liveability (perceived security/comfort)
- increasing interchange user satisfaction level by taking their needs and expectations into account
- increasing the interchange manager's revenue, generated by higher use of services by interchange users
- increasing patronage and frequency of use
- enhancing accessibility, integration and intermodality
- increasing economic viability and cost efficiency

## Resources

The costs relating to the management of security and safety at the interchange through user feedback depend on:

- distribution of the costs between stakeholders: one stakeholder responsible for all the costs to be borne or each stakeholder contributing to the costs
- the manager's capacity to produce the survey internally or having to pay a subcontractor (including management of volunteer users)
- the frequency of the survey (bi-monthly, monthly, annual, etc.)
- the questionnaire administration (telephone, face-to-face, website, etc.)

## References

<http://enerqi-online.eu/>

<http://enerqi-online.eu/index.php?id=7&ID1=7>

[http://enerqi-online.eu/docs/47/D3\\_1\\_ENERQI\\_Common\\_Methodology\\_Final.pdf](http://enerqi-online.eu/docs/47/D3_1_ENERQI_Common_Methodology_Final.pdf)

<b>NODES strategic objective</b>	<b>Contribution</b>
Enhance accessibility and integration	+
Enhance intermodality	+
Enhance liveability	+
Increase safety and security conditions	+
Increase economic viability and costs efficiency	+
Stimulate local economy	0
Increase environmental efficiency	0
Increase energy efficiency	0