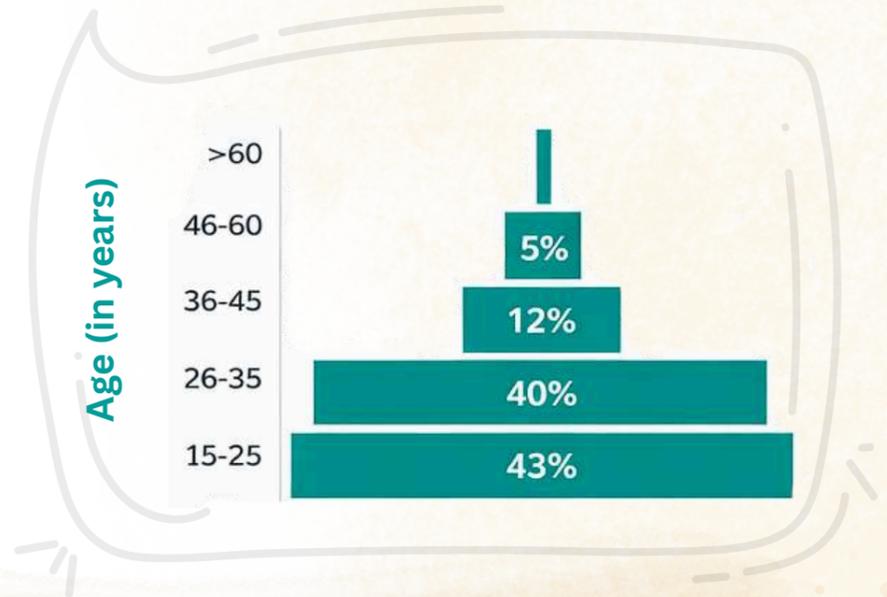
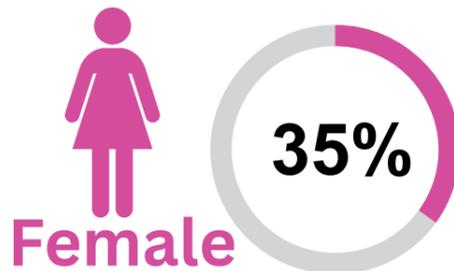
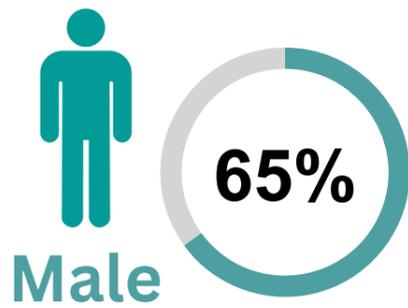


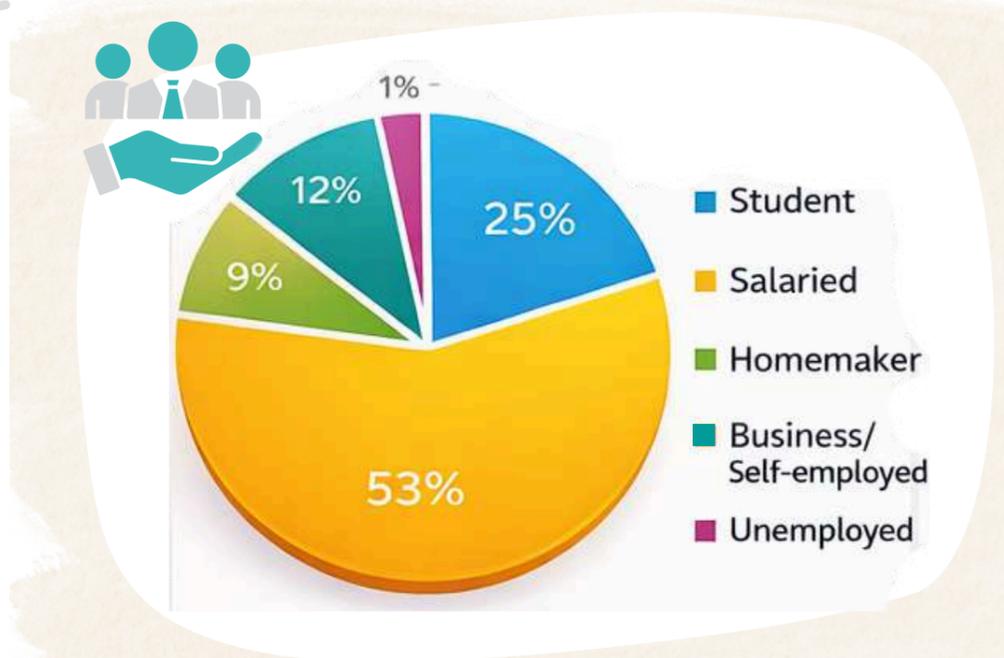
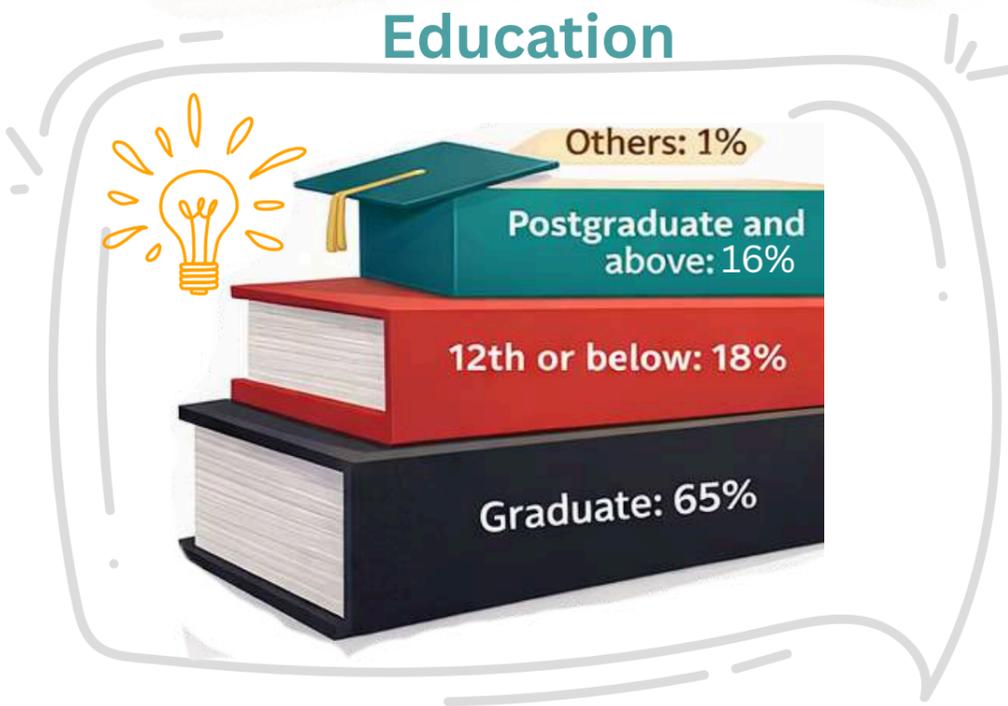


Enroute to Net Zero: Electrifying Intercity Journeys

Socio-Demographic Characteristics of Commuters



Education





Routes Surveyed



“
As per respondents
**Top 3 reasons
of Choosing
NueGo**”



1 Better Ride Experience



2 Air Conditioned



3 No Tailpipe Pollution



1 | Bengaluru

62%

Trips dominated by **personal activities** (leisure, vacation, religious, visiting family/relatives, etc.)



Dominant previous modes of commute



Diesel/CNG buses (**37%**) indicating environmental benefits to the city due to no tailpipe emissions from electric bus



Private cars & taxis (**36%**), two-wheelers (**11%**) indicating shift from personal mobility to mass mobility



Average satisfaction was higher than average importance for parameters



Location of pickup point



Real-time info



Seating comfort



Ride comfort.

Provision for lounges: Given that operations in Bengaluru are expanding, lounges have not been established. Therefore, the passengers faced issues with exact locations of pick and drop points, and demanded better communication.

2 | Delhi



70%

Dominated by personal activities

(leisure, vacation, religious, visiting family/relatives, etc.)



Identify Strategic Locations to Expand Lounges



1

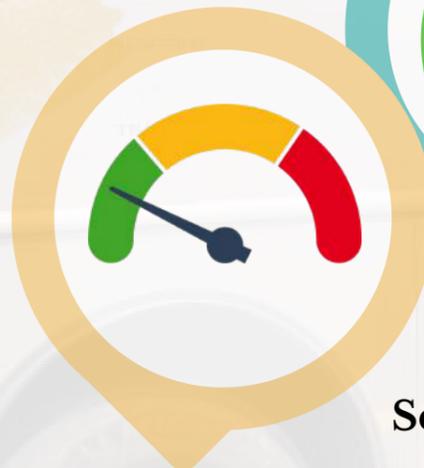
Attract commuters from other modes

2

Increase customer retention of the expanded user base



- Noiseless
- Extra Legroom
- Timely Departure



Highest satisfaction level
Customer service



Score of service being better than other bus services



Least satisfaction level
Waiting time for recharging during the journey



3

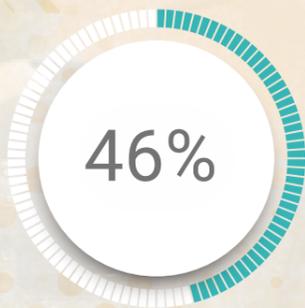
Indore



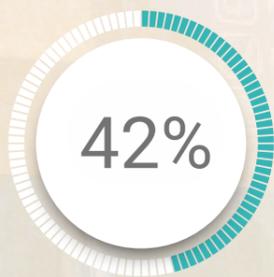
of respondents suggested that their households own at least one vehicle out of which 42% own more than two vehicles. Even with high vehicle ownership the intercity e-bus service between Indore and Bhopal has patronage among the commuters



Dominant Trip Purpose



Personal Activities



Work

With a higher share of work-based trips, the share of repeat commuters is higher as compared to Bengaluru and Delhi.

Areas of high commuter satisfaction



Hygiene & maintenance



Staff behavior



Lounge comfort



Average Likelihood of Respondents

Use NeuGo e-buses again

4.5 / 5

Recommend the service to peers

4.6 / 5



Areas of Improvement

More accessible pickup points at Radisson Blu and Star Square on the Indore–Bhopal route to improve first-mile connectivity.



Scan the QR code to learn more about TERI's work in sustainable mobility



<https://www.teriin.org/transport>