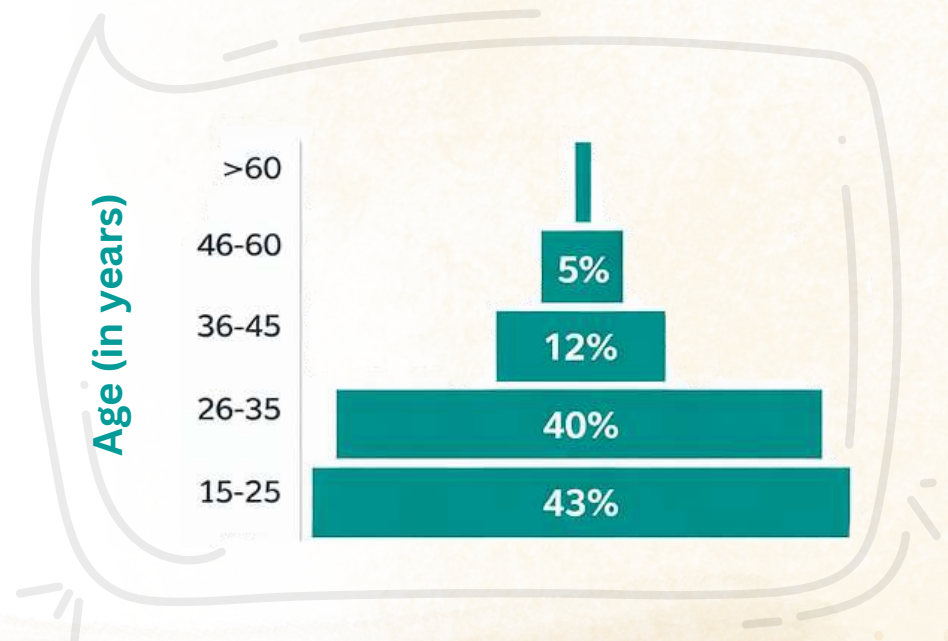
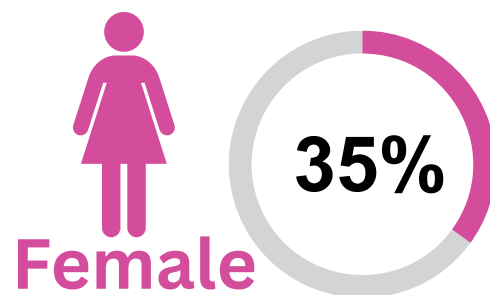
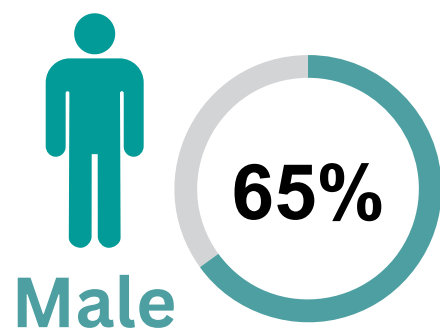


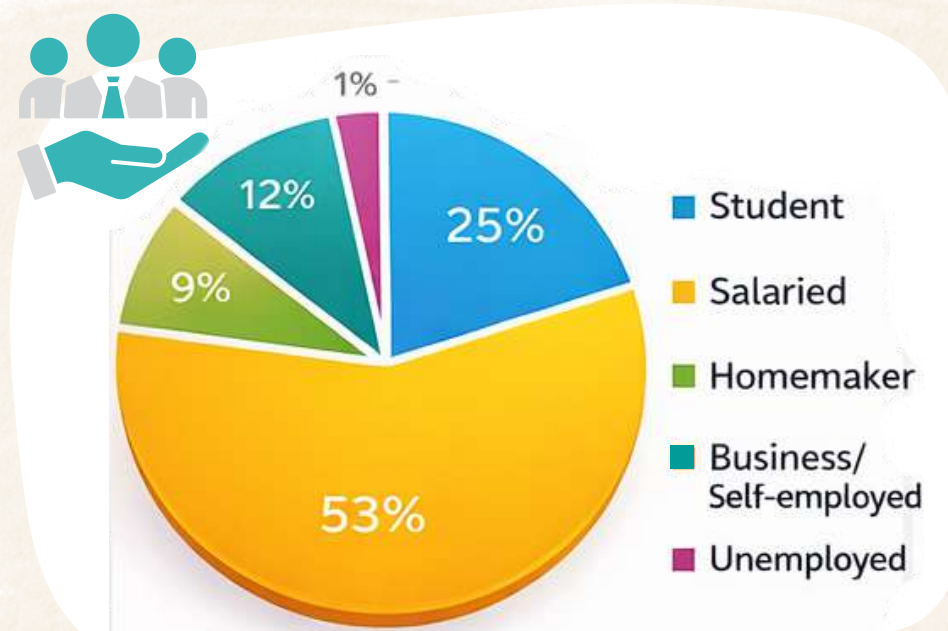
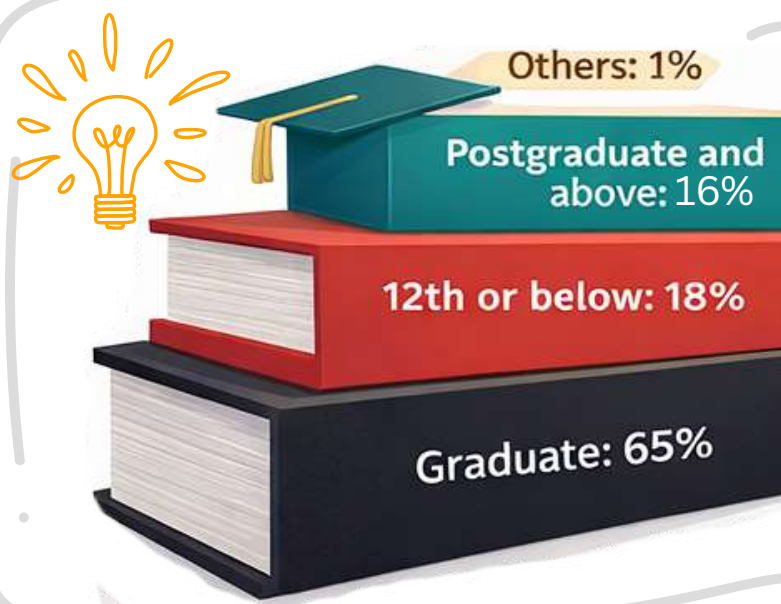


Enroute to Net Zero: Electrifying Intercity Journeys

Socio-Demographic Characteristics of Commuters

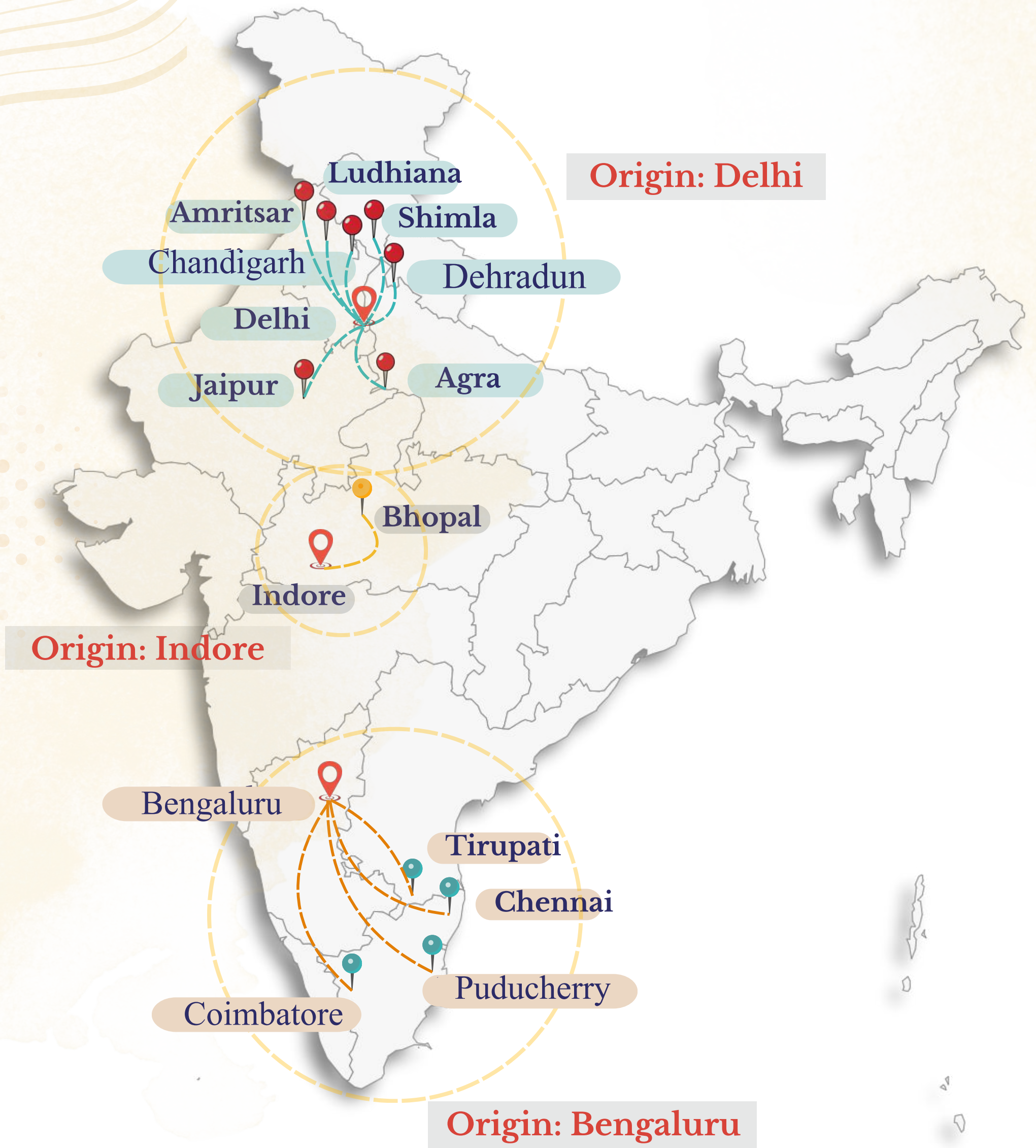


Education





Routes Surveyed



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



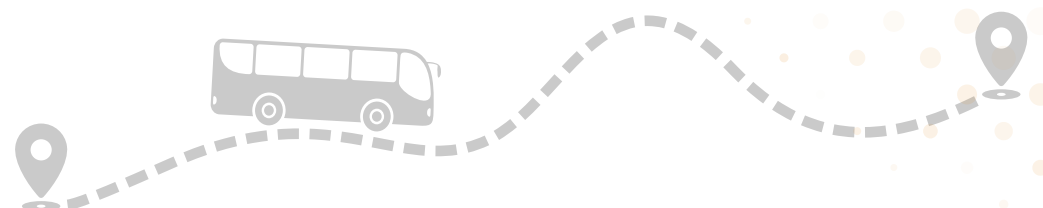
1 Better Ride Experience



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



Noiseless
Extra Legroom
Timely Departure

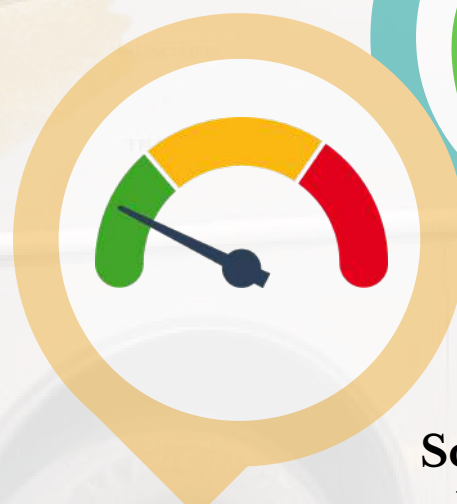


1

Attract commuters from other modes

2

Increase customer retention of the expanded user base



Highest satisfaction level
Customer service



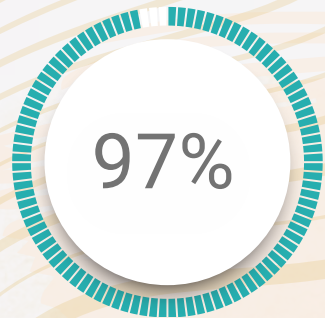
Score of service being better than other bus services



Least satisfaction level
Waiting time for recharging during the journey

3

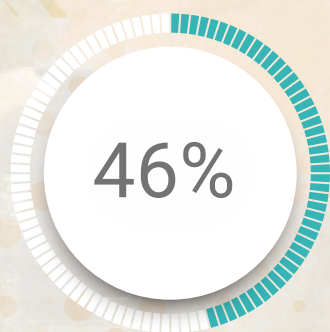
Indore



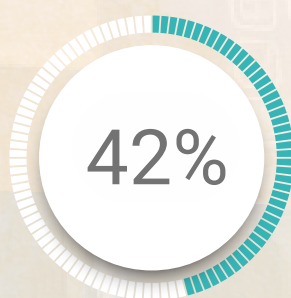
of respondents suggested that their households own at least one vehicle out of which **42%** own more than two vehicles. Even with high vehicle ownership the intercity e-bus service between Indore and Bhopal has patronage among the commuters



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>