KSCSTE - NATPAC



KSCSTE - National Transportation Planning and Research Centre (NATPAC), functioning under Kerala State Council for Science, Technology and Environment (KSCSTE) is a premier R & D institution in the country which works on multi – modal system of transportation covering road, rail, water, air etc.

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TransPedia Research Talk # 37

Service Quality Evaluation of Shared Micro-Mobility Services

ABOUT THE TALK SERIES

NATPAC has been conducting a series of technical talks 'TransTech Talk Series', since February 2023, where industry experts and eminent researchers come together to discuss the latest advancements, challenges, and innovations in the field of transportation.

TransPedia Research Talk Series is yet another unprecedented and distinctive endeavor from NATPAC, envisioned to promote research for shared benefits, by disseminating knowledge on diverse topics from cutting-edge technologies to sustainable solutions. Desirably this also brings out a platform for young researchers across the globe to connect and interact to better shape the future of research and development in transportation.

ABOUT THE TALK # 37

The talk will focus on evaluating the service quality of shared micro-mobility services, particularly bicycle-sharing and e-bike-sharing systems in India. It will discuss user perceptions of service quality, the prioritization of key service attributes, and the development of user-centric Level of Service (LOS) scales. Drawing on survey data from Indian cities, the talk will highlight how quantitative and qualitative assessment methods can help identify service gaps, benchmark system performance, and guide targeted improvements to make shared micro-mobility services more accessible, reliable, and user-friendly.

Dr. Nidhi Kathait



Former Research Associate, IIT Delhi
Former Post Doctoral Fellow, National Cheng Kung University, Taiwan

Dr. Nidhi Kathait completed her PhD titled "Evolution of Shared Micro-Mobility in India: User Acceptance and Service Quality Evaluation" from IIT Roorkee in 2025 under the guidance of Prof. (Dr.) Amit Agarwal. Her research area includes urban transportation planning, active mobility, emerging mobility services and travel behavior analysis.

JOIN US:

30.10.2026, 3:00 PM IST

https://tinyurl.com/transpedia37

Attendees

Transportation Professionals, Engineers, Urban Planners, Researchers, Industry Experts, Policymakers, Students, and anyone enthusiastic about the future of transportation.

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Don't miss out on this opportunity to delve into the realm of transportation innovation. Join us for insightful conversations, connect with fellow industry professionals, and be part of shaping the future of transportation.