

Curriculum of Laura Eboli

Department of Civil Engineering

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Summary

Laura Eboli was born in Paola (CS) on 8 April 1977. Laura Eboli is Associate Professor at the University of Calabria. In September 2018 she received the national qualification as Full Professor. She received her doctorate in "Environmental planning and technologies" in 2008 from the University of Calabria, Italy. She holds a master's degree in transport systems management from the University of Calabria. She graduated in Environmental Engineering in 2002 from University of Calabria. Since 2004 she has cooperated to the didactic and research activities in the Department of Land Use Planning and the Department of Civil Engineering of the University of Calabria.

She teaches management of transportation systems and traffic theory at the Department of Civil Engineering of the University of Calabria. She is author of over 100 papers, edited in Italian and international literature. Areas of research in the interest are about transit system with particular interest in the measure of service quality based on users' perceptions, analysis of travel behaviour, analysis of behaviour and driving style of car drivers with the aim of improving road safety, soft mobility. The major part of the research has focused on transit service quality, which was also the subject of her PhD thesis. Her articles on service quality and customer satisfaction measure has been published in such journals as Transportation Research Part A, Transportation Research Part C, Transportation Research Part F, Transportmetrica, Transport Policy, Transportation Planning and Technology, International Journal of Sustainable Transportation, Journal of Public Transportation, Accident Analysis and Prevention. For these journals and many others she makes activity as reviewer. In 2008 Laura Eboli was the coordinator of a research project for young researchers about the study of the land-use and transport interactions at the Department of Land Use Planning of the University of Calabria. Laura Eboli participates in many national and European research projects regarding transportation systems.

Education

- 2008 PhD in “Environmental planning and technologies” received in 2008 at the University of Calabria.
- 2004 Master of II level in “Management of Transportation Systems” received 2004 at the University of Calabria.
- 2002 Degree in Environmental Engineering received in 2002 at the University of Calabria.

Teaching

- 2011-2020 *Professor of “Management of Transportation System”, Civil Engineering, University of Calabria.*
- 2010-2013 *Professor of “Traffic Theory”, Civil Engineering, University of Calabria.*
- 2010-2019 Assistant at the course of “*Fundamentals of Transportation*”, *Civil Engineering, University of Calabria.*
- 2004-2010 Assistant at the course of “*Urban and Metropolitan Transportation Systems*”, *Civil Engineering, University of Calabria.*
- 2005-2010 Assistant at the course of “*Transportation Planning*”, *Civil Engineering, University of Calabria.*
- 2007-2010 Assistant at the course of “*Traffic Theory*”, *Civil Engineering, University of Calabria.*

Scientific Projects

Scientific Projects (as Coordinator)

- 2010-2013 Scientific Research Project sponsored by University of Calabria (ex M.U.R.S.T. 60%): “Metodologie per la misura della qualità dei servizi di trasporto collettivo: l'utilizzo di indicatori oggettivi e soggettivi”.
- 2008-2009 Scientific Research Project sponsored by University of Calabria “Giovani Ricercatori” by title “Interazioni trasporti-territorio nella pianificazione urbanistica: modelli di simulazione delle scelte di localizzazione delle attività residenziali ed economiche”.

International Scientific Project (as Member)

- 2016-2019 Scientific Research Project sponsored by Spanish Ministry of Economy and Competitiveness, Plan Nacional I+D+I (2013-2016) TRA2015-66235-R “Public transport evaluation techniques from users' perspective: Comparative analysis for service management implementation”
- 2015-2017 Scientific Research Project sponsored by S.A.CAL. (Società Aeroportuale Calabrese) S.p.A. “Valutazione della qualità dei servizi di assistenza ai passeggeri dell'aeroporto di Lamezia Terme (CZ)”
- 2013-2015 Scientific Research Project sponsored by Agencia de Obras Publicas de Andalucía (Spain) “Mejora de la calidad del TP para fomentar la movilidad sostenible. Aplicacion al Metro de Sevilla”.
- 2013-2015 Scientific Research Project sponsored by University of Calabria (ARUE Program, PO CALABRIA FSE 2007-2013) “Accessibilità e Trasporti Sostenibili (ATras)”.
- 2013-2015 Scientific Research Project sponsored by China Scholarships Council (CSC) “Transportation of Passengers and Service Quality Assessment for Rail Transport”.

- 2004- 2006 Community Program 2000/06 “Interreg IIIB Mediterraneo occidentale”, Project “REMOMED: Réseau européen intermodal pour un développement intégré des espaces de la Méditerranée occidentale”.
- 2003-2004 Community Program 2000/06 “Interreg IIIB Mediterraneo occidentale”, Project “Accessibilità e Intermodalità: la coesione del bacino del Mediterraneo attraverso la gestione dei sistemi di trasporto regionali, nazionali e transfrontalieri per garantire l’intermodalità e l’accessibilità ai servizi e ai poli attrattivi regionali dei flussi passeggeri e merci”.

National Scientific Project (as Member)

- 2015 Scientific Research Project “Freight Transportation Sharing” sponsored by Calabria Region.
- 2014-2015 Scientific Research Project EPICA, sponsored by FINCALABRA S.p.A. POR FESR CALABRIA 2007-2013, ASSE I “ADATTABILITÀ”, Linea di Intervento 1.1.3.2 “Realizzazione dei Piani di Innovazione Aziendali ed Interaziendali previsti dai Pacchetti Integrati di Agevolazioni e dai Contratti di Investimento”, Linea di Intervento 7.1.4.1 “Pacchetti Integrati di Agevolazioni per sostenere la competitività delle imprese esistenti”.
- 2011-2013 National Program 01_01541 “M2M-Mobile to Mobility: the use of smartphones in the implementation of a cooperative road traffic safety information system”.
- 2011-2012 Scientific Research Project sponsored by the Transit Agency “Autoservizi Preite”: “Rilevamento della qualità dei servizi eserciti dall’Azienda Autoservizi Preite finalizzato all’analisi delle percezioni dei passeggeri sui sistemi innovativi di bigliettazione automatica”
- 2007-2010 Scientific Research Project INLOCO “Innovazione Logistica Coordinata”, sponsored by R&D.LOG (Logistica Ricerca e Sviluppo).
- 2002- 2004 Scientific Research Programs funded by Italian Ministry for Education, Universities and Research (PRIN 2002) “Sistemi di trasporto non convenzionali; campi applicativi e analisi di fattibilità”.

PhD Supervisor

- november 2017- today Maria Grazia Bellizzi, Ph.D. Thesis “La qualità dei servizi di trasporto aereo. Tecniche e modelli di valutazione”, Ph.D. Course in “Ingegneria Civile e Industriale”, University of Calabria, Italy.
- november 2017-may 2018 Jaime Allen Monge, Ph.D. Thesis “Modelación de la satisfacción percibida por los usuarios en sistemas de transporte público”, Ph.D. Course in “Ciencias de la Ingeniería, Área Industrial y Transportes”, Pontificia Universidad Católica de Chile, Chile.
- september 2017- september 2018 Yanbing Fu, Research Project “Transportation of Passengers and Service Quality Assessment for Rail Transport” sponsored by China Scholarships Council (CSC) for a position of Academic Visitor of the Central South University (China), School of Traffic and Transportation of Engineering.
- july 2012-december 2012 Rocio de Oña Lopez, Ph.D. Thesis “Análisis de la calidad del servicio percibida por los usuarios del transporte público metropolitano en autobús mediante Árboles de Decisión”, Research Project “Q-METROBUS – Quality of service indicator for METROpolitan public BUS transport services”, founded by Junta de Andalucía (proy. Excelencia-08) P08-TEP-03819. Ph.D. Course in “Seguridad, calidad y optimización de recursos en infraestructuras y su relación medioambiental (242.99.2)”, University of Granada, Spain

Selected Papers on scientific journals

- 2020 [A.1]Allen J., Bellizzi M.G., Eboli L., Forciniti C., Mazzulla G. (2020), Service quality in a mid-sized air terminal: A SEM-MIMIC ordinal probit accounting for travel, sociodemographic, and user-type heterogeneity, *Journal of Air Transport Management* 84, 101780, pp. 1-13, Elsevier, Oxford, UK (ISSN 0965-8564). DOI: 10.1016/j.jairtraman.2020.101780. SCOPUS ID: 2-s2.0-85078719742.
- [A.2]Bellizzi M.G., dell'Olio L., Eboli L., Mazzulla G. Heterogeneity in desired bus service quality from users' and potential users' perspective. *Transportation Research Part A*, 132, pp. 365-377, Elsevier Ltd, Oxford, UK (ISSN 0965-8564). DOI: 10.1016/j.tra.2019.11.029.
- 2019 [A.3]Bellizzi M.G., Eboli L., Forciniti C. (2019) Segregation vs interaction in the walkways: An analysis of pedestrians' perceptions. *Research in Transportation Business and Management*, Elsevier Ltd, Oxford, UK (ISSN: 2210-5395). DOI: 10.1016/j.rtbm.2019.100410.
- [A.4]Allen J., Eboli L., Forciniti C., Mazzulla G., Ortuzar J. de D. (2019) The Role of Critical Incidents and Involvement in Transit Satisfaction and Loyalty. *Transport Policy*, 75, pp. 57-69, Elsevier Ltd, Oxford, UK (ISSN 0967-070X). DOI: 10.1016/j.tranpol.2019.01.005. WOS: 000462106600008 SCOPUS ID: 2-s2.0-85060910693
- [A.5]Calvo F., Eboli L., Forciniti C., Mazzulla G. (2019), Factors influencing trip generation on metro system in Madrid (Spain). *Transportation Research Part D*, 67, pp. 156-172, Elsevier Ltd, Oxford, UK (ISSN 1361-9209). DOI: 10.1016/j.trd.2018.11.021. WOS: 000464890900012 SCOPUS ID: 2-s2.0-85057782613
- 2018 [A.6]Allen J., Eboli L., Mazzulla G., Ortuzar J. de D. (2018) Effect of critical incidents on public transport satisfaction and loyalty: an Ordinal Probit SEM-MIMIC approach. *Transportation*, Springer New York LLC (ISSN: 0049-4488). DOI: 10.1007/s11116-018-9921-4. SCOPUS ID: 2-s2.0-85053524049
- [A.7] Eboli L., Forciniti C., Mazzulla G. (2018), Spatial variation of the perceived transit service quality at rail stations. *Transportation Research Part A*, 114, pp. 67-83, Elsevier Ltd, Oxford, UK (ISSN 0965-8564). DOI: 10.1016/j.tra.2018.01.032. WOS: 000452692200007 SCOPUS ID: 2-s2.0-85041128089
- [A.8]Eboli L., Forciniti C., Mazzulla G., (2018), Formative and Reflective Measurement Models for Analysing Transit Service Quality. *Public Transport, Planning and Operations*, 10(1), pp. 107-127, Springer, (p-ISSN 1866-749X, e-ISSN 1613-7159). DOI 10.1007/s12469-017-0168-9. WOS: 000444906300005 SCOPUS ID: 2-s2.0-85046881766
- 2017 [A.9]Eboli L., Mazzulla G., Pungillo G. (2017), How to define the accident risk level of car drivers by combining objective and subjective measures of driving style. *Transportation Research Part F*, 49, pp. 29-38, Elsevier B.V., Oxford, UK (ISSN 1369-8478, e-ISSN 1873-5517), DOI 10.1016/j.trf.2017.06.004. WOS: 000407980200003 SCOPUS ID: 2-s2.0-85020926969
- [A.10]Eboli L., Mazzulla G., Pungillo G. (2017), The influence of psychophysical factors on driving style of car drivers: a survey design. *Travel Behaviour and Society*, 7, pp. 43-51, Elsevier B.V., Oxford, UK (ISSN 2214-367X). DOI: 10.1016/j.tbs.2017.02.001. WOS: 000405848500005 SCOPUS ID:2-s2.0-85013466517
- 2016 [A.11]de Oña J., de Oña R., Diez F.J., Eboli L., Mazzulla G. (2016), The gap between the users' point of view and the service operators' point of view: a composite index for evaluating transit service quality across different user profiles. *Journal of Public Transportation*, 19(2), pp. 128-153, Center for Urban Transportation Research (CUTR), Tampa, Florida (ISSN 1077-291X). DOI: <http://dx.doi.org/10.5038/2375-0901.19.2.8> SCOPUS ID: 2-s2.0-84973338704
- [A.12]de Oña J., de Oña R., Eboli L., Forciniti C., Mazzulla G. (2016), Transit passengers' behavioural intentions: the influence of service quality and customer satisfaction,

Transportmetrica A 12(5), pp. 385-412, Taylor&Francis Group, London, UK (p-ISSN 2324-9935,e-ISSN 2324-9943). DOI: 10.1080/23249935.2016.1146365. WOS: 000372092500001 SCOPUS ID: 2-s2.0-84959186723

[A.13]Eboli L., Mazzulla G., Pungillo G. (2016), Combining speed and acceleration for defining car users' safe or unsafe driving behaviour. Transportation Research Part C 68, pp. 113-125, Elsevier B.V., Oxford, UK (ISSN 0968-090X). DOI: 10.1016/j.trc.2016.04.002. WOS: 000379280500008 SCOPUS ID: 2-s2.0-84962729893

[A.14]Machado J.L., de Oña J., de Oña R., Eboli L., Mazzulla G. (2016), Socio-economic and driving experience factors affecting drivers' perceptions of traffic crash risk. Transportation Research Part F, 37, pp. 41-51, Elsevier B.V., Oxford, UK (ISSN 1369-8478). DOI: 10.1016/j.trf.2015.11.010. WOS: 000370089300004 SCOPUS ID:2-s2.0-84952802021

[A.15]de Oña J., de Oña R., Eboli L., Mazzulla G. (2016), Index numbers for monitoring Transit Service Quality, Transportation Research Part A 84, pp. 18-30 Elsevier B.V., Oxford, UK (ISSN 0965-8564). DOI: 10.1016/j.tra.2015.05.018. WOS: 000370089100003 SCOPUS ID: 2-s2.0-84955396173

2015 [A.16]de Oña J., de Oña R., Eboli L., Mazzulla G. (2015), Heterogeneity in perceptions of service quality among groups of railway passengers, International Journal of Sustainable Transportation 9(8), pp. 612-626, Taylor&Francis Group, London, UK. (p-ISSN 1556-8318, e-ISSN 1556-8334), DOI 10.1080/15568318.2013.849318 WOS:000351581700008 SCOPUS ID:2-s2.0-84926288080

[A.17]Eboli L., Mazzulla G. (2015), Relationships between rail passengers' satisfaction and service quality: a framework for identifying the key service factors, Public Transport, Planning and Operations, 7(2), pp. 185-201, Springer, (p-ISSN 1866-749X, e-ISSN 1613-7159), DOI 10.1007/s12469-014-0096-x. SCOPUS ID:2-s2.0-84937933952

2014 [A.18]Eboli L., Mazzulla G. (2014), Investigating heterogeneity of bus users' preferences through discrete choice modeling, Transportation Planning and Technology, 37(8), pp. 695-710, Taylor & Francis, London, UK (ISSN 0308-1060), DOI 0.1080/03081060.2014.959353. WOS:000344474100003 SCOPUS ID:2-s2.0-84922240172

[A.19]de Oña J., de Oña R., Eboli L., Forciniti C., Mazzulla G. (2014), How to identify the key factors that affect driver perception of accident risk. A comparison between Italian and Spanish driver behavior, Accident Analysis and Prevention, 73 (1), pp. 225-235, Elsevier B.V., Oxford, UK (ISSN 0001-4575). DOI: <http://dx.doi.org/10.1016/j.aap.2014.09.020> WOS:000346453600027 SCOPUS ID:2-s2.0-84907440405 **Prodotto con classe di merito B (Elevato), esercizio VQR 2011-2014**

[A.20]de Oña J., de Oña R., Eboli L., Mazzulla G. (2013), Perceived Service Quality in bus transit service. A structural Equation Approach, Transport Policy, 29, pp. 219-226, Elsevier B.V., Oxford, UK (ISSN 0967-070X). DOI: <http://dx.doi.org/10.1016/j.tranpol.2013.07.001>. WOS:000325238500025 SCOPUS ID:2-s2.0-84882600126.

2012 [A.21]Eboli L., Mazzulla G. (2012), Performance indicators for an objective measure of public transport service quality, European Transport, International Journal of Transport Economics, Engineering and Law, 51, pp. 1-21, Institute for the Study of Transport within the European Economic Integration (ISTIEE), Trieste (ISSN 1825-3997). SCOPUS ID:2-s2.0-84876687960

2011 [A.22]Cirillo C., Eboli L., Mazzulla G. (2011), On the Asymmetric User Perception of Transit Service Quality, International Journal of Sustainable Transportation, 5(4), pp.216-232, Taylor & Francis Group, London, UK (ISSN 1556-8318). DOI: <http://dx.doi.org/10.1080/15568318.2010.494231> WOS:000288668100002 SCOPUS ID: 2-s2.0-79952733062.

[A.23]Eboli L., Mazzulla G. (2011), A methodology for evaluating transit service quality based on subjective and objective measures from the passenger's point of view, Transport Policy, 18(1), pp. 172-181, Elsevier, Amsterdam (ISSN 0967-070X). DOI:

<http://dx.doi.org/10.1016/j.tranpol.2010.07.007> WOS:000285450100020 SCOPUS ID: 2-s2.0-78349310162.

- 2010 [A.24]Eboli L., Mazzulla G. (2010), How to capture the passengers' point of view on a transit service through rating and choice options, *Transport Reviews*, 30(4), pp. 435-450, Taylor & Francis, London, UK (ISSN 0144-1647). DOI: <http://dx.doi.org/10.1080/01441640903068441> WOS:000279457600002 SCOPUS ID:2-s2.0-77954268378.
- 2009 [A.25]Eboli L., Mazzulla G. (2009), A new customer satisfaction index for evaluating transit service quality, *Journal of Public Transportation*, 12(3), pp. 21-37, Center for Urban Transportation Research (CUTR), Tampa, Florida (ISSN 1077-291X).
- 2008 [A.26]Eboli L., Mazzulla G. (2008), An SP Experiment for Measuring Service Quality in Public Transport, *Transportation Planning and Technology*, 31(5), pp. 509-523, Taylor & Francis, London, UK (ISSN 0308-1060). DOI: <http://dx.doi.org/10.1080/03081060802364471>. WOS:000259239800002 SCOPUS ID:2-s2.0-52349119083.
- 2007 [A.27]Eboli L., Mazzulla G. (2007), Service Quality Attributes Affecting Customer Satisfaction for Bus Transit, *Journal of Public Transportation*, 10(3), pp. 21-34, Center for Urban Transportation Research (CUTR), Tampa, Florida (ISSN 1077-291X).

Rende, February 26th 2020

Signature (prof. Laura Eboli)

