

Title of Paper: Examining the Factors Leading to the Submission of Public Complaints in Public Transportation: A Case Study of Jerusalem

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In July 2024, I had the opportunity to participate and lecture at the NECTAR 2024 conference held in Brussels, Belgium. My travel expenses were covered by a scholarship from the Israeli Smart Transportation Research Center, for which I'm grateful.

This was my first time attending NECTAR, and it was an engaging experience. The conference featured a diverse array of presentations, workshops, and speeches that covered a broad spectrum of topics related to transportation. Especially, I found the following lectures interesting and relevant to my research:

- J. Jaewon, "Rural Footprints of Leisure Choice – Exploring Spatial Complementarities in 'Happy Feet' and 'Green Beauty' Tourism"
- O. Dilian, "When There's No Way Left to Go: A Qualitative Examination of Public Transport Use Cessation Among Older Adults"
- K. Martens, "Understanding People's Ease of Movement Based on GPS-Based Travel Behavior Surveys"

These three lectures contained valuable information for my research regarding equity and public transportation. In Prof. Jaewon's lecture, the lack of public transportation to the national parks surrounding Las Vegas was shown to somewhat harm tourism in these areas. Mr. Dilian's lecture highlighted the mobility difficulties of older adults, even when using public transportation. Prof. Martens' lecture revealed an alarmingly strong and positive correlation between car ownership and mobility, as seen in the Israeli National Household Travel Survey, demonstrating the importance of public transportation.

I had the honor of presenting my research on the factors leading to the submission of public complaints in public transportation, with a case study of Jerusalem. I received constructive comments and new directions to develop my research.

Overall, my experience at NECTAR 2024 was enriching and inspiring. The opportunity to present my research, interact with leading experts, and learn about the latest advancements in the field was valuable. I am thankful for the financial support from the ISTRC, which enabled my travel and participation in the conference.