

**First-/last-mile experience matters: the influence of the built environment on satisfaction and loyalty among public transit riders**

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Transport policy

2021; 112:32-42

**ARTICLE IDENTIFIERS**

DOI: 10.1016/j.tranpol.2021.08.003

PMID: unavailable

PMCID: not available

**JOURNAL IDENTIFIERS**

LCCN: 94640687

pISSN: 0967-070X

eISSN: 1879-310X

OCLC ID: 29485010

CONS ID: not available

US National Library of Medicine ID: not available

This article was identified from a query of the SafetyLit database.