

## CHAPTER 05

### CONCLUSIONS AND RECOMMENDATIONS

#### Conclusions

The most effective public transport management model to improve the quality of long distance bus passenger transport service in Sri Lanka is creating omnibus operating companies. But it doesn't mean that this model is very effective or extremely very effective, and it only means that this model is more effective than the others. The proposed franchising model may not be able to improve quality of the service if the NTC does not make suitable policies, rules and regulations to overcome problems. Strong monitoring and performance measuring systems are mandatory to gain expected benefits from the new franchising system. The NTC should be an independent and strong regulatory body, and otherwise the existing problems of stakeholders will be existed even within the franchising system.

Although creating omnibus operating companies has been the best option in order to improve the quality of the service, this option will not be a feasible strategy when a poor regulatory body has been established. The regulator must play its role without making bias policies which cause to break smooth functions of bus industry. Decisions must be made based on actual data, and political intervention should be taken when it is necessary.

The most important factor on total quality of (all service types as a one) the service of bus transport service is passenger loading level of the buses, and the second, third and fourth factors are safety when traveling, reliability of service and service frequency, respectively. But important level of quality factors is different on each service type.

## **Recommendation**

Creating of omnibus operating companies should be done under the regulation of independent, strong, skilled and very capable regulatory body. If the regulator is weak, it will not be a feasible option to improve the quality of the service of long distance bus service in Sri Lanka.

This study has made a path to recognize suitable franchising system to improve the quality of the service, and another study could be done on strategies to improve applicability of selected franchising system (creating omnibus management companies).



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