

STUDY OF BUS CREW BEHAVIOR AND USER COMPLAINTS

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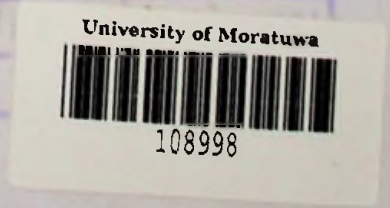
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
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Declaration

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Abstract

Efficiency, public acceptance and user satisfaction of bus service is largely dependent on the behavior of bus crew. Hence, it is the responsibility of the authorities to identify deficiencies and take necessary action to improve the situation. This study focus on analyzing data collected by National Transport Commission on bus crew behavior by Monitoring and Enforcement, Investigation and public complaint handling units. Information available was divided into two categories as violations and complaints. Violations are the detection taken by the flying squads of National transport Commission and provincial authorities. Complaints are made by the general public about the crew behavior and bus operation.

It is identified violations can be categorized into 31 different offences and there are 08 different categories of complaints. It is found that on average long distance buses (route lengths over 50 km) are more responsible for violations as well as complaints as compared to short distance (route length less than 50 km). Employing unregistered crew is the most frequent violation that amount to nearly 30% of the total. Discourtesy towards passengers and charging higher fair are the two main complaints received that contribute to nearly 86% of the complaints.

It is also found that majority of the detected buses have less than 2 violations during a given year but there are few buses that have received over 5 violations during a given year. Violations and complaints are also analyses according to the service type, bus route and corridor of operation. It is found that highest numbers of both permit condition violations and public complaints are reported from bus route no.02 of Colombo – Galle, Matara.

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Table of Contents

Declaration	i
Abstract	ii
Acknowledgement.....	iii
Table of Contents	iv
List of Tables.....	vi
List of Figures	vi
Chapter One	1
INTRODUCTION.....	1
1.1. Background of the study	1
1.2. Introduction to Public Complaint Handling Unit.....	2
1.3. Introduction to Monitoring and Enforcement Unit	2
1.4. Introduction to Investigation Unit.....	3
1.5. Problem Statement	3
1.6. Objective of the study	4
1.7 Methodology	4
Chapter Two.....	6
LITERATURE REVIEW.....	6
2.1. Developing a Performance Importance Matrix for a public sector bus transport company.....	6
2.2. PIM and Radar chart	7
Chapter Three.....	9
SAMPLE AND DATA COLLECTION	9
3.1. Data collection procedure of permit condition violations	9
3.2. Data collection of public complaints.....	10
3.3. Limitations	11
3.4. Categorization of Offences.....	12
3.5. Very Serious Offences	12
3.6. Serious Offences	13
3.7. Major Offences.....	14
3.8. Minor Offences	16

Chapter Four.....	17
DATA ANALYSIS.....	17
4.1 Analysis of Performance of Flying Squad in year 2010	17
4.2. Monthly Performance.....	18
4.3. Daily Performance	20
4.4. Recognize the person responsible for violations.....	21
4.5. Frequency of Violation of permit conditions and Public complains.....	23
4.6. Amounts of offence – categories.....	25
4.7. Analysis under Service Types	28
4.8. Analysis of route wise.....	31
Chapter Five.....	38
OBSERVATIONS	38
5.1 Performance of Flying squad	38
5.2. Recognize the person responsible for violations.....	38
5.3. Amounts of Various Offences.....	39
5.4. Frequency of Violation of permit conditions and Public complains.....	40
5.6. Route wise Observations.....	45
Chapter Six.....	47
RECOMMENDATIONS	47
6.1. Recommendations for Institutional Administration	47
REFERENCES.....	49
APPENDIX	Error! Bookmark not defined.
Appendix – A Permit Conditions	52
Appendix – B Bus Passenger’s Rights.....	56
Appendix – C Offences.....	57

List of Tables

Table 1: Number of Inspection days in corridors in year 2010	17
Table 2: No of buses detected monthly from inspections in corridors in year 2010.....	18
Table 03: Total No of Buses Inspected and Total No of buses Detected per month	19
Table 4: Number of hours spent for inspection activities.....	20
Table 05: Responsible party for offences	22
Table 6: Frequency of Violation of permit conditions	24
Table 7: Frequency of Public Complaints	25
Table 8: Offence Categories of Violation of permit conditions.....	26
Table 9: Offence Categories of Violation of permit conditions excluding MJ07.....	27
Table 10: Offence Categories reported by Public Complaints	28
Table 11: Average No of offences per bus	29
Table 12: No of offences recorded in some highly offended routes	33
Table 13: No of bus operate in each route, service type and No of offences recorded under Permit Condition Violations.....	35
Table 14: No of bus operate in each route and service type and No of offences recorded under Public Complaints	37
Table 15: Registration and training of bus crew by the NTC	41

List of Figures

Figure 1: Total No of Buses Inspected and Total No of buses Detected per month.....	20
Figure 2: Number of hours worked in inspection activities.....	21
Figure 3: Offence Categories of Violation of permit conditions	26
Figure 4: Offence Categories of Violation of permit conditions excluding MJ07	27
Figure 5: Offence Categories reported by Public Complaints	28
Figure 6: No of buses offered under each Service Type by NTC	29
Figure 7: Average No of offences per bus in Permit Condition Violations	30
Figure 8: Average No of offences per bus in Public Complaints	30
Figure 9: Average offences in long and short distance routes	31
Figure 10: Average complaints in long and short distance routes	32
Figure 11: Highly offended routes in year 2010	33
Figure 12: Frequencies of Public Complaints and Permit Condition Violations.....	40