

THE ANALYSIS OF SELECTED QUALITY CRITERIA OF SUBURBAN BUS TRANSPORT

Hana Jurkovičová¹

Introduction

Currently more and more it talks about quality and quality improvement. With the quality of travel is closely related to the quality of the stops. In Slovakia the suburban bus stops are largely neglected and don't offer sufficient quality for passengers. In many cases is the missing stopsign on the stops, access to the bus stops and timetable.

The analysis of equipment the suburban bus stops

In analyzing the equipment of the suburban bus stops was equipment of stops evaluated according to several criteria. Monitoring was carried out at 245-five stops in region of Žilina.

In the checking were evaluated the following criteria [1]:

1. Timetable

- is or is not at the stop
- if it is at the bus stop, so if it is:
 - actual
 - damaged
 - unreadable
 - wrong situated

2. Marker – is or is not at the stop, if it is, is passed or failed

3. Logo of the carrier – is or is not at the stop, if it is, is passed or failed

4. Stop name – the name of the stop is not the name given at stop timetable, the name of the station is only a single name, for example board with name of stop directly at shelter, possibly at the logo or other way of designating.

5. Shelter

- is or is not at the stop
- if it is at the bus stop, so if it is:

¹ Ing. Hana Jurkovičová, Ministerstvo dopravy, výstavby a regionálneho rozvoja Slovenskej republiky, Námestie slobody č. 6, P. O. BOX 100, 810 05 Bratislava, e-mail: hana.jurkovicova@mindop.sk

- damaged, if it is damaged, it should indicate with the numbers the part of shelter that is damaged:
 - 1 – roof of shelter
 - 2 – left side of shelter
 - 3 – right side of shelter
 - 4 – back wall of shelter
- dirty
- covered with posters

6. Bench

- if it is, so is writing:
 - number of benches, for 1 bench is considered bench with 1 meter lengths (that is if it is bench at the bus stop 2 meter length, as the number of benches indicate the number 2)
 - if it is damaged
 - if it is dirty

7. Basket – basket belonging to the stop, for the basket is not considered the container in the village, which is placed in the vicinity of the stop

8. Purity of the stop

- it should indicate with number the level of purity of stop space:
 - 1 – pure stop
 - 2 – pollution caused by the daily use and movement of passengers
 - 3 – pollution caused by permanent neglect cleaning stop, long-term pollution

9. Lighting stop

10. Access to the stop – indicate if there is a sidewalk near the stop

11. Stop lane

12. Street curb

The analysis of results of control selected quality criteria of bus transport

Monitoring of selected quality criteria was performed on the 245 stops. The inspection results were graphically processed.

Timetable on bus stops

In the checking it was found that from the total number of controlled stops the timetable located at 152 stops, which represents 62 %. Valid timetable was on 148 bus stops, which is 60.4 % of controlled stops. On 11 stops was timetable damaged and on three stops unreadable. Approximately 1 % of the stops had wrong placed the timetable. Graphical representation of percentages of the stops with timetables is in Fig. 1.

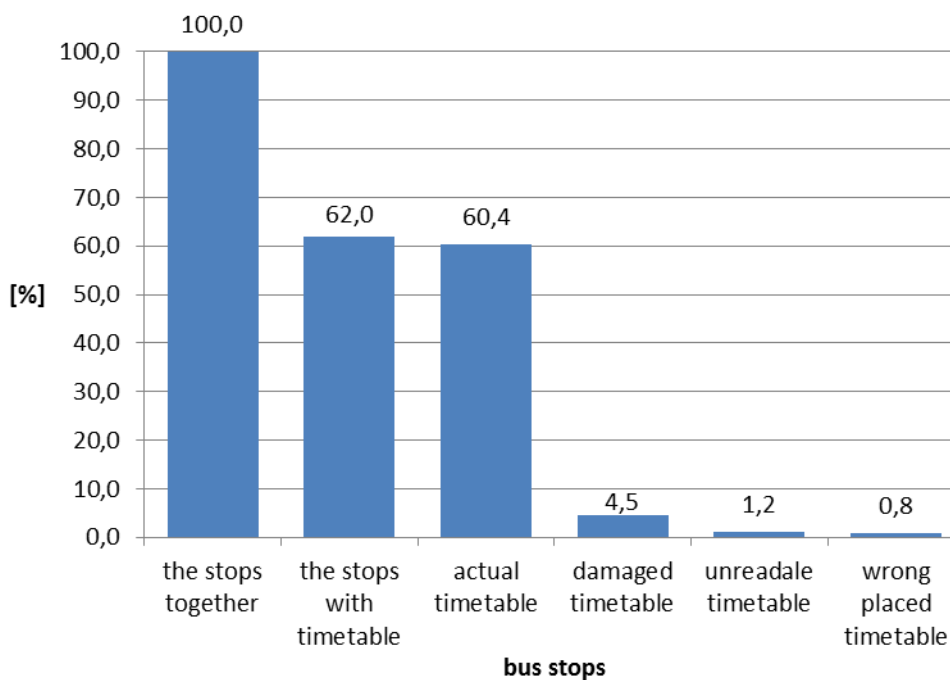


Fig. 1 Timetable on bus stops (source: author)

Stop name and logo of the carrier

As the name of the stop was only a separate designation the name, for example the board with name of the stop directly on the shelter or near the shelter, the name placed on the logo of the carrier (Fig.2) or other way of designating.



Fig. 2 The name of the stop placed on the logo of carrier (source: author)

In the checking it was found that the name of the stop had only 23 stops, which representing 9.4 % of the total number of the checked stops. The logo was at 115 stops, which represents 46.9 % of the total number of controlled stops. From this was at 13 stops inconvenient logo. Graphical representation of stops with the logo and name is in Fig. 3

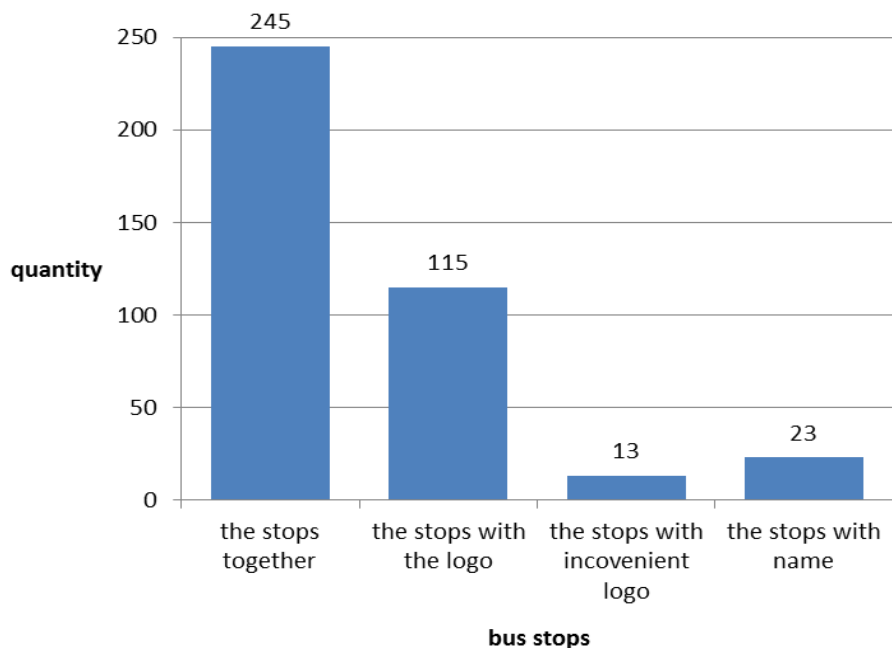


Fig. 3 The logo and the name on the stops (source: author)

Other selected quality criteria

Other quality criteria which are processed in the article are the basket at the stops, lighting of stops, access on stop, stop lane and street curb. For street curb is considered a curb or increased ascending border of sidewalk. With the basket was equipped 81 stops, which represents 33.1 % of the total number of controlled stops. Lighted was 137 stops, which is 55.9 %. Only 61 of stops fulfilled the conditions of accessibility, so near the stop is located sidewalk. On the 95 stops was the bus stop lane, which represents 38.8 % of the total number of controlled stops. Only 50 of stops had street curb which representing 20.4 % of the total number of controlled stops. Graphical representation other quality criteria on stops is shown in Fig. 4.

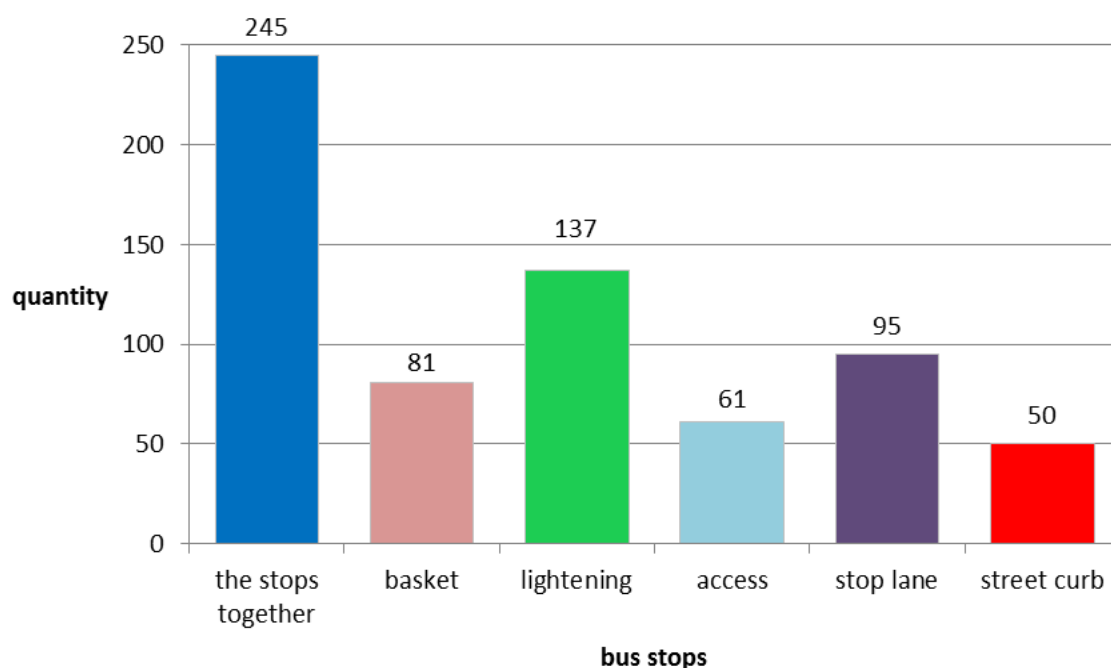


Fig. 4 Other equipment of suburban bus stops (source: author)

The analysis shows that the Slovak Republic is in equipment of stops at very low level. Timetable and the stop name should be located at each stop. At the stops is not at all ensured wheelchair access and some stops are even completely inaccessible.

Conclusion

The quality of the stops and its equipment is currently very actual problematic. In Slovak Republic is the stops, when compared with other countries, on a very low level often

do not fulfill basic equipment. It is missing designation of the stops, timetables, access to the stop. It is also a lot of stops for persons with disabilities and persons with reduced mobility inaccessible.

References:

- [1] JURKOVIČOVÁ, H. *Vybrané problémy v zvyšovaní kvality verejnej hromadnej osobnej dopravy*. In: CMDTUR 2012: zborník príspevkov a posterov: 6. medzinárodná vedecká konferencia: Žilina - Stráža, Slovakia, 19.04.-20.04.2012. - Žilina: Žilinská univerzita v Žiline v EDIS, 2012. - ISBN 978-80-554-0512-4. - S. I-140-I-147.

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