

CHAPTER 4

METHODOLOGY

As per the Literature Survey, different types of Transport Key Performance Indicators are used in different countries to evaluate the performance of sub sectors based on their transport databases. This research focuses the Land Passenger Transport Sector with the special emphasis on bus and rail sectors. As well this research study identifies and classifies different types of KPIs based on Literature Survey. As per the above classifications, this study evaluates performance of land passenger transport sector in Sri Lanka in last few years. With consider to the existing issues in Land Passenger Transport, following aspects of performance indicators are evaluated.

- Quality
- Efficiency
- Fare
- Safety
- Convenience & Comfort
- Infrastructure



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Figure 4.1, 4.2 and 4.3 shows the selected KPIs to evaluate the performance of Land Passenger Transport in Sri Lanka. This selection based on importance and availability of respective data.

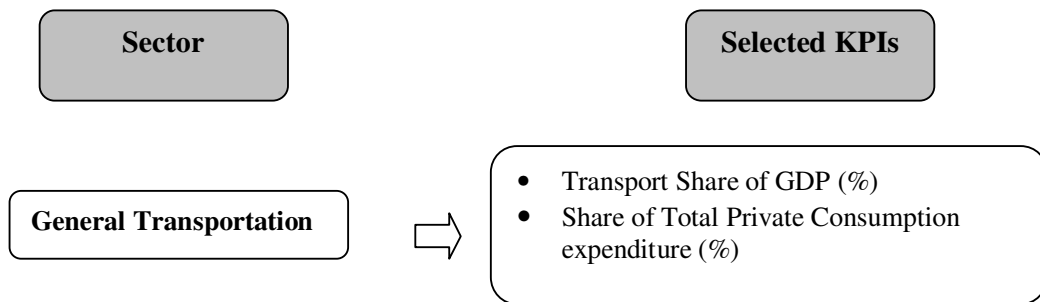


Figure 4.1: Selected KPI s in General Transportation

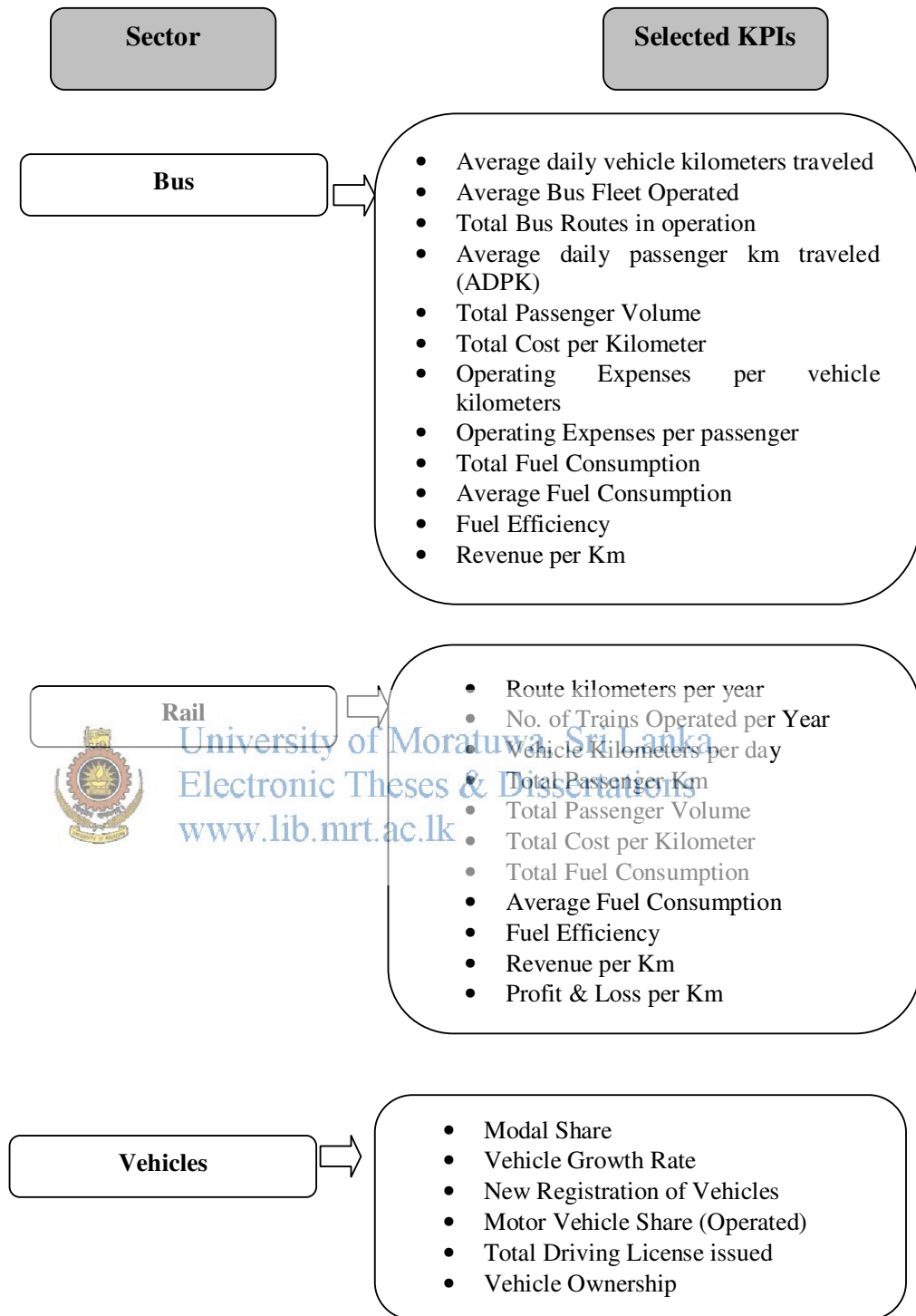


Figure 4.2: Selected KPI s in Land Passenger Transport

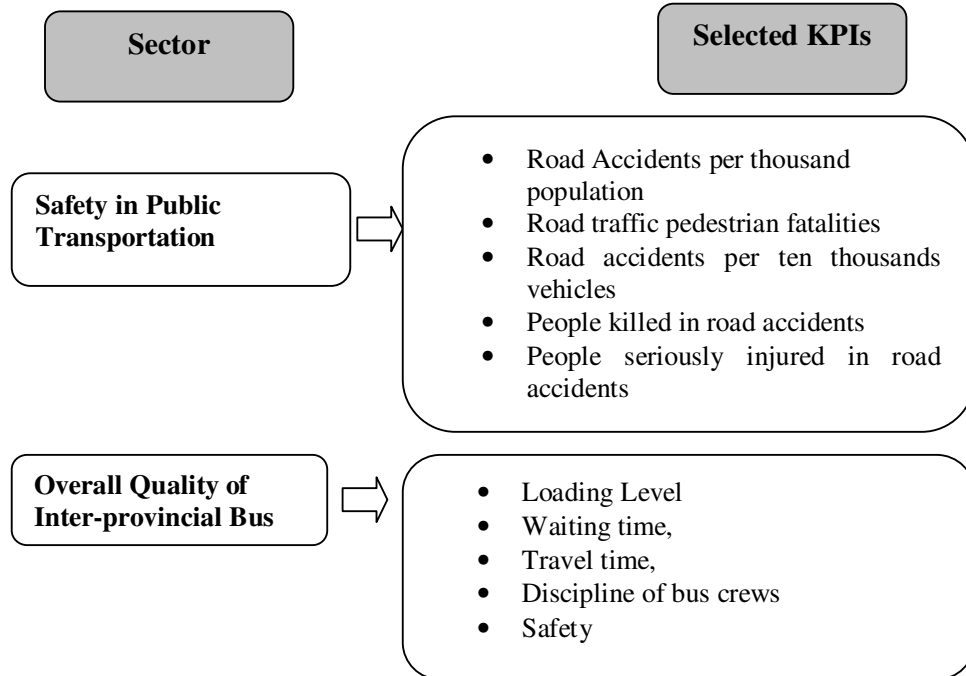


Figure 4.3: Selected Safety and Quality KPI s in Land Passenger Transport

Necessary transport data to formulate above KPIs were collected manually from following agencies.

- Ministry of Transport
- National Transport Commission
- Sri Lanka Transport Board
- Passenger Transport Authorities
- Sri Lanka Railways
- Department of Registration of Motor Vehicles
- National Transport Medical Institute
- Central Bank of Sri Lanka
- Ministry of Finance
- Census & Statistical Department
- Traffic Police Head Quarters

In addition survey data conducted by the National Transport Commission and statistics captured from statistical websites and manuals were used for the performance evaluation.