
5.0 Conclusion

This new process of dispatching has been introduced to private sector buses, which did not have a proper dispatching process. Therefore when new bus dispatching process has been introduced to several routes in the Western Province, it has improved the performance of buses and the quality of the service. In every route passengers and regulating bodies were satisfied but owners and crew did not like new schedule except in few routes.

The new dispatching process only considers about dispatching buses on a single route. However in practice there are overlaps of bus routes. Therefore when this new process is introduced there are adverse effects on other routes. The effects of overlapping routes should be considered in future studies to improve the dispatching of buses.

Since average headway for the day is calculated using this process, scheduler should be an experienced person to decide headways at any given period of time. Therefore this process should develop a method to calculate not only the average headway but also headways at any given time period.

Finally, when considering the overall performance of this new dispatching process it has improved the service in which this process has introduced and it has to be further developed.