



# A complete methodology for the quality control of passenger services in the public transport business

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## Abstract

The quality of the services provided to the passengers is synonymous with a wide range of characteristics of the transportation system, such as safety, on-time performance, accessibility, efficiency, and many others. Today, more and more public transport operators and associated bodies (e.g. ministries and supervising organizations) worldwide invest in quality control programs in order to assess and improve the services provided to the passengers. The paper provides an overview of the Methodology developed by the Hellenic Institute of Transport to assess the levels of quality and performance of public transport services. Key results from the application of this Methodology to the major public transport organization in Greece (OASA) are provided as a case study.

*Keywords: passenger transport, public transport, service quality, customer satisfaction*

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## 1. Introduction

Among the prime goals of all actors involved in the public transport business is the creation of a well-organized transit system, within which citizens can find a sufficient level of mobility and satisfy their important need for the efficient movement under safe and comfortable conditions. This overall principle entails many significant quality characteristics of the public transport system, such as safety, on-time performance, accessibility, efficiency, information provision and many others.

The quality in public transport stems from the ability of the respective operators to manage and to further develop their services. Even more and more relevant operators and associated bodies (e.g. ministries and supervising organizations) worldwide employ *quality control programs* in order to assess and improve the services provided to the passengers (PORTAL, 2003) (QUATTRO, 1998) (EQUIP, 2000). The backbone of these programs is a variety of quality attributes and indices that assess the levels of the services provided to passengers and the performance of the transportation system

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