

Activity Report of IRG-21-2013

IRG Code	IRG-21-2013
Name of IRG	Comparative Study on Quality Management for Public Transport Systems in Asian Cities (QM4PTA)
Status	Continuation
Representative Member	Dr. Eng. Vu Anh Tuan, Vietnamese-German University, Vietnam
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1. Activity of IRG in 2013-2014

Since IRG-21 has been organized in September 2013, achievements of the group would be limited to the creation of the IRG (particularly the interactive communications among the selected members) and the improvement of the ICRA research proposal. Despite of the fact that the majority of the members are at scholars at earlier career, their track records have demonstrated skills, high emotion and sufficient capacity to significantly contribute to the successful implementation of this research project (see below). The first step of the research undertaking will start at around the end of 2014 with the funding support from ICRA-EASTS.

2. Self-evaluation in 2013-2014

2.1 Achievement

• Paper (Title, Authors, Year, Name of the Journal, etc.)

A number of publications and conference papers within the IRG scope as listed below:

- An Minh Ngoc and Vu Anh Tuan (2015), Towards the Development of Quality Standards for Public Transport Services in Developing Countries: Analysis of Public Transport Users' Behaviour in Hanoi City, Vietnam, accepted to present at CODATU Conference, February 2-6, 2015, Istanbul, Turkey.
- An Minh Ngoc and Vu Anh Tuan (2014), A study on behavior of public transport users – case study of Hanoi, International Conference on Urban Transport Issues and Solutions in Developing Countries, September 4th, 2014, University of Transport and Communication, Hanoi, Vietnam.
- Vu Anh Tuan (2014), Possibilities of Modal Shift to Public Transport in Developing Asian Cities – An empirical examination in Hanoi City, Proceedings of the 7th ATRANS Symposium: Young Researcher's Forum 2014, August 22nd, 2014, Imperial Queen's Park Hotel, Bangkok, Thailand, pp. 173-184.
- Vu Anh Tuan and Iderlina B. Mateo-Babiano, Motorcycle Taxi Service in Vietnam – Its Socioeconomic Impacts and Policy Considerations, Journal of the Eastern Asia Society for Transportation Studies, Vol. 10, 2014.
- An Minh Ngoc and Vu Anh Tuan (2014), Comparative analysis of public transport costs in Developing Asian cities, International Conference on Transport Cost, March 28th, 2014, Ministry of Transport Vietnam, Hanoi, Vietnam.
- Abdul Azeez Kadar Hamsa (2013), Measurement of performance service indicators of KLIA transit, Selected Proceedings of the WCTR 2013, Rio de Janeiro, Brazil, July 15-18, 2013.
- Vu Anh Tuan (2013), Long-term Urban Transport Strategies for Asian Cities: Travel Behavior Analysis and Policy Evaluation in Hanoi City, ITPS Transport Policy Studies' Review, Vol. 15, No. 4, 2013 Winter, pp. 97-101, 2013 (in Japanese).
- Iderlina B. Mateo-Babiano, Vu Anh Tuan, YusakO.Susilo, Tri BasukiJoewono, Marie Danielle Guillen (2013), Perception to Climate Change and Indigenous Transport in Developing Asia: A Comparison of Transport Users' Perspectives, Proceedings of 10th Conference of the Eastern Asia Society for Transportation Studies, September 9-12, 2013, Taipei, Taiwan.
- Vu Anh Tuan (2012), Long-term strategies for motorcycle management in Asian Cities, ITPS Transport Policy Studies' Review, Vol. 14, No. 4, 2012 Winter, pp. 72-80, 2012 (in Japanese).
- An Minh Ngoc (2012), Quality assessment criteria for public transport in Motorcycle Dependent Cities, International Doctoral Seminar organised by Technology University of Darmstadt, December 9th, 2012,

Darmstadt/Kleinwalsertal, Germany/Austria.

- An Minh Ngoc (2011), Quality management for public transport in Motorcycle Dependent Cities, International Doctoral Seminar organised by Vietnamese-German University, December 9th, 2011, Hochiminh City, Vietnam.
- Behara, Krishna Nikhil Sumanth, Arkatkar, Shriniwas S., and Sarkar, Ashoke Kumar (2012), Estimation of Extra Burden Perceived by Public Transport Users while Walking to and from Bus Stops in Jaipur, Proceedings of the TSE Silver Jubilee International Conference -10th TPMDC, 12-14 December, 2012, IIT Bombay.
- Umashankar S, Shalini Kanuganti, Arkatkar, Shriniwas S. and Sarkar, Ashoke Kumar (2012), Assessment of Level-of-Service of City Buses in Jaipur Using Fuzzy Set Theory, Proceedings of the TSE Silver Jubilee International Conference -10th TPMDC, 12-14 December, 2012, IIT Bombay.
- Shalini K. Umasankar, Shriniwas S Arkatkar, Ajit Pratap Singh and Ashoke Kumar Sarkar (2013), Quantification of Level-of-Service Index for Bus Routes in Developing Countries: A Case Study in India, Proceedings of the Eastern Asia Society for Transportation Studies, Vol. 9, 2013.
- Behara, Krishna Nikhil Sumanth, Arkatkar, Shriniwas S., and Sarkar, Ashoke Kumar (2013), A Composite Index to Measure the Perceived Inadequacy of Public Transportation, Urban Transport Journal, August 1st, 2013.
- N. Nasrullah, M. I. Ramli, N. Ali, H., Parung (2013), Vehicle Operation Cost and Load Factor of Inter-City Micro-Bus Transit in Mamminasata Metropolitan Area, Presented in the EASTS Conference 2013 in Taipei, Taiwan.
- N. Ali, M.I. Ramli (2012), A Study on the Public Transport in Indonesia: The Para Transit's Performances in Makassar, Proceeding of The 15th FSTPT International Symposium, November 23-24, 2012.
- S.H Aly, M.I Ramli (2010), Ability and willingness to pay of Mikrolet-type public transport users in the city of makassar, Proceedings of the First Makassar International Conference on Civil Engineering (MICCE2010), pp. 879-885.
- Kim Jong-Hak (2010), A Quantitative Measurement of Automobile User Value from Intuitively Evaluated Value of Automobile and Transit Service, EAST Journal 2010.
- Kim Jong-Hak (2010), The evaluation of transport service quality by SERVQUAL method, Journal of KRIHS, 2010.
- Abdul Azeez Kadar Hamsa (2011), Evaluating the effects of exclusive bus lanes on passenger ridership and travel time in Kuala Lumpur city roads, Journal of Eastern Asia Society for Transportation Studies, Vol.9, pp. 986-999, 2011.
- Abdul Azeez Kadar Hamsa (2012), A Theoretical Review on Sustainable Transportation Strategies: The Role of Park and Ride Facility as a Generator of Public Transport Mode Shift, 23rd EAROPH World Congress; Green City for Human Betterment, 17-19 October 2012, Daegu, South Korea.
- Abdul Azeez Kadar Hamsa (2009), Causes, trends and implications of motorization in Malaysia, Proceedings of the 8th International Conference of Eastern Asia Society for Transportation Studies, 16-19 November 2009, Surabaya, Indonesia.
- Li, A., Nishii, K., and Sasaki, K. (2013), Study on the transportation and development policy of the new towns in China: The case of the suburban new towns in Shanghai (in Japanese), Journal of the City Planning Institute of Japan, City Planning Institute of Japan, ISSN 0916-0647, Vol.48, No.3.
- Upala, Prapatpong, Narupiti, Sorawit and Batley, Richard (2007), Valuing Passenger Van Service in Bangkok based on Stated Preference Surveying Techniques, Proceedings of the 7th Eastern Asia Society for Transportation Studies, Dalian CHINA, September 24-27, 2007.
- Upala, Prapatpong (2007), The Development of Service Quality Index (SQI) for Passenger Vans in Bangkok, Proceedings of the 13th International Student Seminar on Transport Research (ISSOT) Symposium, Chiba, Japan, November 20-22, 2007, pp. 21-29.
- Upala, Prapatpong (2009), Applications of Discrete Choice Modelling for Public-Private Partnership Projects in Developing Countries, Proceedings of the International Workshop on Public-Private Partnerships in the Road Sector, Osaka, Japan, October 13-14, 2009.
- Upala, Prapatpong. and Narupiti S. (2009), Public-Private Partnerships in Thailand: Transportation Practices, Proceedings of the 8th Eastern Asia Society for Transportation Studies, Surabaya Indonesia, November 16-19, 2009.
- Upala, Prapatpong (2009), Guideline for Integration of Bicycle and Public Transport in Bangkok, Proceedings of the 4th International Symposium on Architecture and Culture in Suvarnabhumi (ISACS) , Chiang Mai, December 2-4, 2009

• Report and book

A Guideline for Setting and Managing Public Transport Quality in Vietnamese Cities, A Report submitted to Ministry of Transport, Vietnam on September 2nd, 2014.

• Seminar, symposium and special session: (Title, Date, Venue & abstract)

As an initial initiative, the IRG organized an International Symposium on “*The future of public transport*” on March 5th, 2010, hosted by Vietnamese-German Transport Research Centre (the Vietnamese-German University), Hochiminh City, Vietnam.

The objectives of the symposium were three-fold as follows:

- To review the state-of-the-art in the planning, operation and technological choices for urban public transport in developed countries (focusing on Germany and Japan);
- To assess the current practices of public transport development and operation in developing Asian countries, including Vietnam; and
- To discuss the possibilities to apply international experiences in improving public transport quality in Vietnam and other Asian countries.

The symposium attracted more than 100 professors, scholars, and experts from universities, research institutes, Ministry of Transport, Departments of Transport in Hanoi and Hochiminh City, plus international agencies in Vietnam, such as Almec Corporation (Japan), the World Bank, and KfW (Germany). International professors and company managers presented plentiful experience in planning, management, and operation of public transport services.

Vietnamese scientists and authorities presented the current situation and related issues. Then, the symposium discussed the possibility to apply the good lessons to improve the existing services and to develop new urban mass transit systems in the future. International experts could also learn from the Vietnamese attempts in developing standard public transport services in the context of motorcycle-dominated cities.

• Group meeting: (Date, Venue & abstract)

Since the establishment of the IRG in September 2013, the members have further discussed on improvement of the proposal, task arrangement, and implementation plans through email correspondences and online teleconferences. For instances:

- 5 November 2013: First IRG meeting was to discuss about the scope and structure of the study. Members had also identified administrative issues, such as time zone difference and ways to properly manage the commutations.
- 15 February 2014: Second meeting was to refine the issues to be investigated and prepared for the application for ICRA-EASTS.
- 6 June 2014: Third meeting was to discuss additional aspects of implementing the project.

• Result of application for the research grants:(Name & result)

At the present, the team is also applying for local funding (e.g., Research Fund from Hochiminh City’s Department of Science and Technology), and bilateral funding (e.g., Joint Funding between Federal Ministry of Education and Research, Germany and Ministry of Science and Technology, Vietnam) to contribute further to the overall budget for financing data collection and activities, and ensuring a quality research.

• Promotional activities of your IRG: (Homepage, Newsletter, Mailing list etc.)

Plans are underway to develop a homepage for the theme and formulate and activate mailing list among the members to better manage the communications and coordinate tasks while implementing the project.

2.2 Shortage point

Due to budget limitation, activities such as data collection, surveys, and workshops/symposiums are still limitedly conducted. The study seeks to apply for ICRA-A (ICRA for incubating research) with an aim to support the implementation of the activities.

3. Activity plan in 2014-2015

In the period of 2014-2015, the study plans to conduct the following activities:

- Collecting relevant data from the studied cities and worldwide cities, if available.
- Building database on service performance and quality management tools for the studied cities.
- Identifying stakeholders who participate in planning, implementing and operating phases across groups of cities that are classified by the levels of economic and public transport developments.
- Conducting structured interview surveys on both present and potential customers to understand and compare their expectations across a number of selected cities.
- Holding a Stakeholder Workshop at EASTS Conference in 2015.
- Defining the goals, quality objectives and quality criteria for public transport by group of cities.

4. Special instruction (additional member etc.)

N.A

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