

Performance Monitoring system for Daily Operations

AICTSL, Indore

SUT Workshop, 29.07.09



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Transport

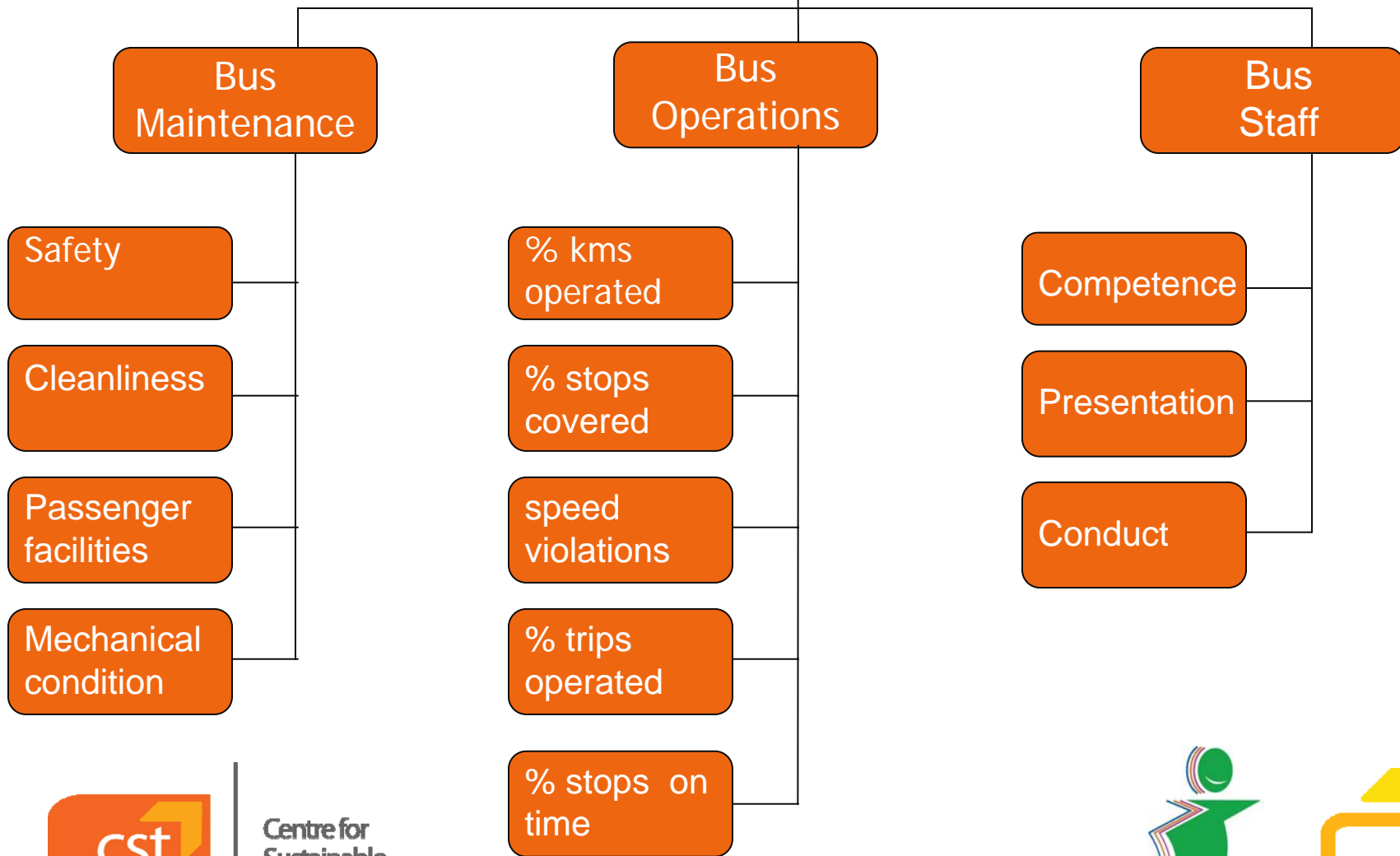


Why Performance Monitoring System?

- Integral component of a good bus service
- Co-ordination and management of a large bus fleet
- Daily measure of operations for planning and improvement



Performance Monitoring System



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Monitoring Methods – Agency

Database	Data Generating Component	Database Administrator
Daily GPS Summary	GPS Unit On-Board Bus	Arya Omnitalk
Daily Bus Inspection	ICTSL Monitors	AICTSL
User Satisfaction Survey	On-board Feedback Box	AICTSL
User Feedback	Telephone, Internet	AICTSL



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Indore City Transport Services Limited



User Satisfaction Survey

Date: _____ Time: _____ Bus Number: _____ Route Number: _____

Please rate your satisfaction level with each of the following statements.

- 1 = very satisfied
- 2 = somewhat satisfied
- 3 = dissatisfied

Bus Operations	1	2	3
1. How satisfied are you with this bus route?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with this bus schedule ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Are you satisfied with the punctuality of the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with the number of passengers in this bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

Bus Staff

5. How satisfied are you with the quality of driving?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Are you satisfied with the professional conduct of the bus staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How satisfied are you with your personal interaction with bus staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

Bus Facilities

8. Are you satisfied with the cleanliness of the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Are you satisfied with the safety & comfort provisions in the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Are you satisfied with the bus shelters?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

11. Overall, how satisfied are you with the bus service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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12. How can ICTSL further improve your travel experience?

Thank you for taking the User Satisfaction Survey.

For additional comments or suggestions, send us an email to info@citybusindore.com
 20, Beaknery Area, A. D. Road, Opp. M. G. M. College, Indore, 462007 Phone: +91-731-2492000 Website: www.citybusindore.com



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Daily Bus Inspection Chart

Bus No.	Route	Operator	Broken Glass			External Damage			Internal Damage		Not Clean		Staff	
			Front	Back	Sides	Lights	Body Damage	Grills	Handle Bars	Seats	Outside	Inside	Uniform	ID Card
587	11	DNL				1					1	1		
575	18	DNL			1						1	1		
530	13	DNL						1			1	1		
565	6	DNL				1					1	1		
597	2	DNL			1	1					1	1		
539	12	DNL									1	1		
534	18	DNL									1	1		
541	2	DNL				1					1	1		
570	7	DNL									1	1		
559	23	KT				1			1		1	1	1	
569	24	KT	1						1		1	1	1	
552	19	KT							1		1	1	1	
551	19	KT							1		1	1	1	
531	16	PTS	1						1		1	1		
562	5	RJT							1		1	1		
515	4	RJT							1		1	1		
549	5	RJT				1	1		1		1	1		
522	5	RJT					1		1		1	1		
1903	1	RJT									1	1		
557	22	RJT			1				1		1	1		



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Performance Rating Classes

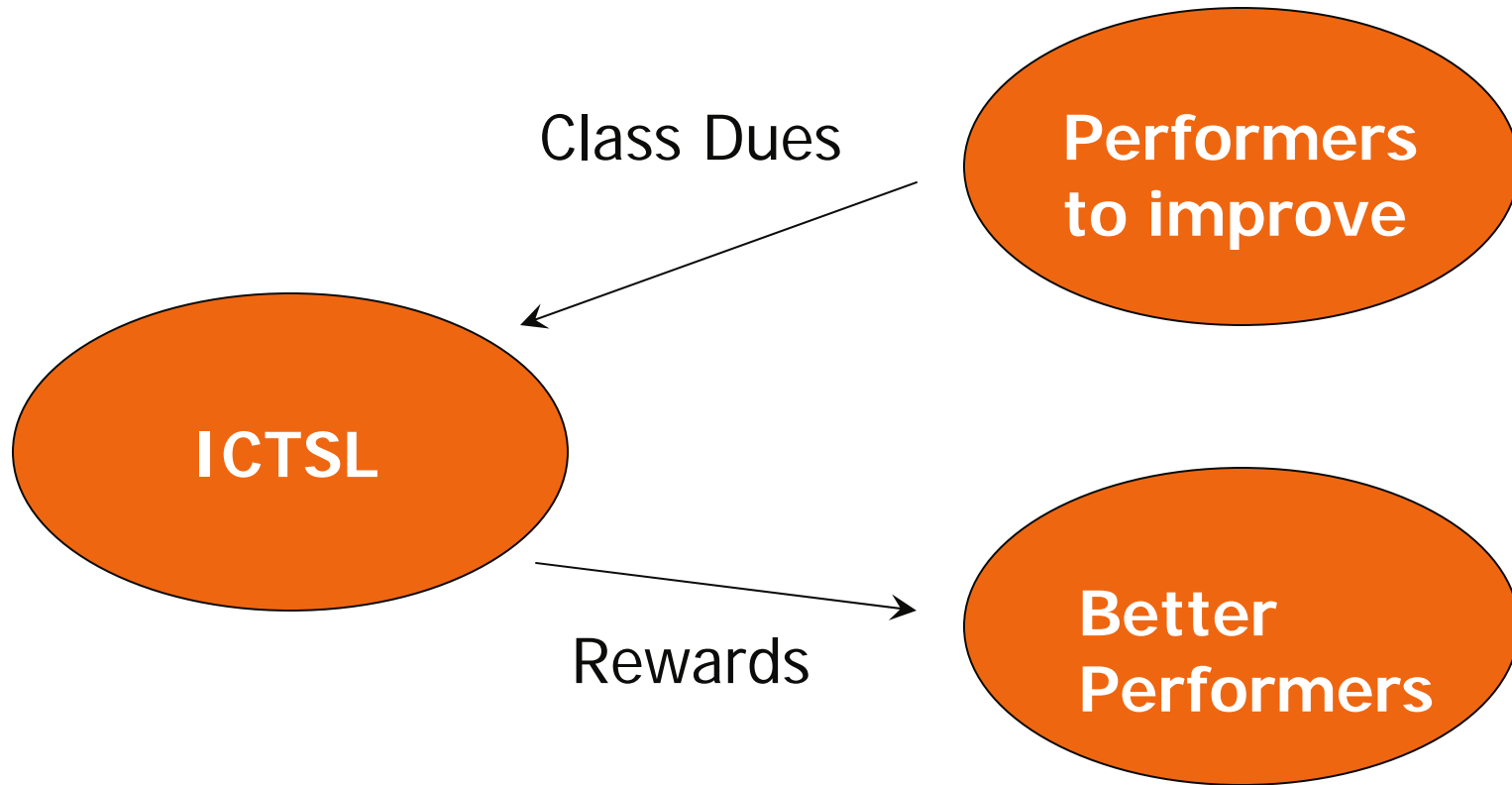
Performance Class	Class I	Class II	Class III	Class IV
Score for each Parameter	Over 95	75 to 95	50 to 75	Under 50
Penalty Amount	Rs. 0/-	Rs. 100/-	Rs. 200/-	Rs. 300/-



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Dues and Rewards

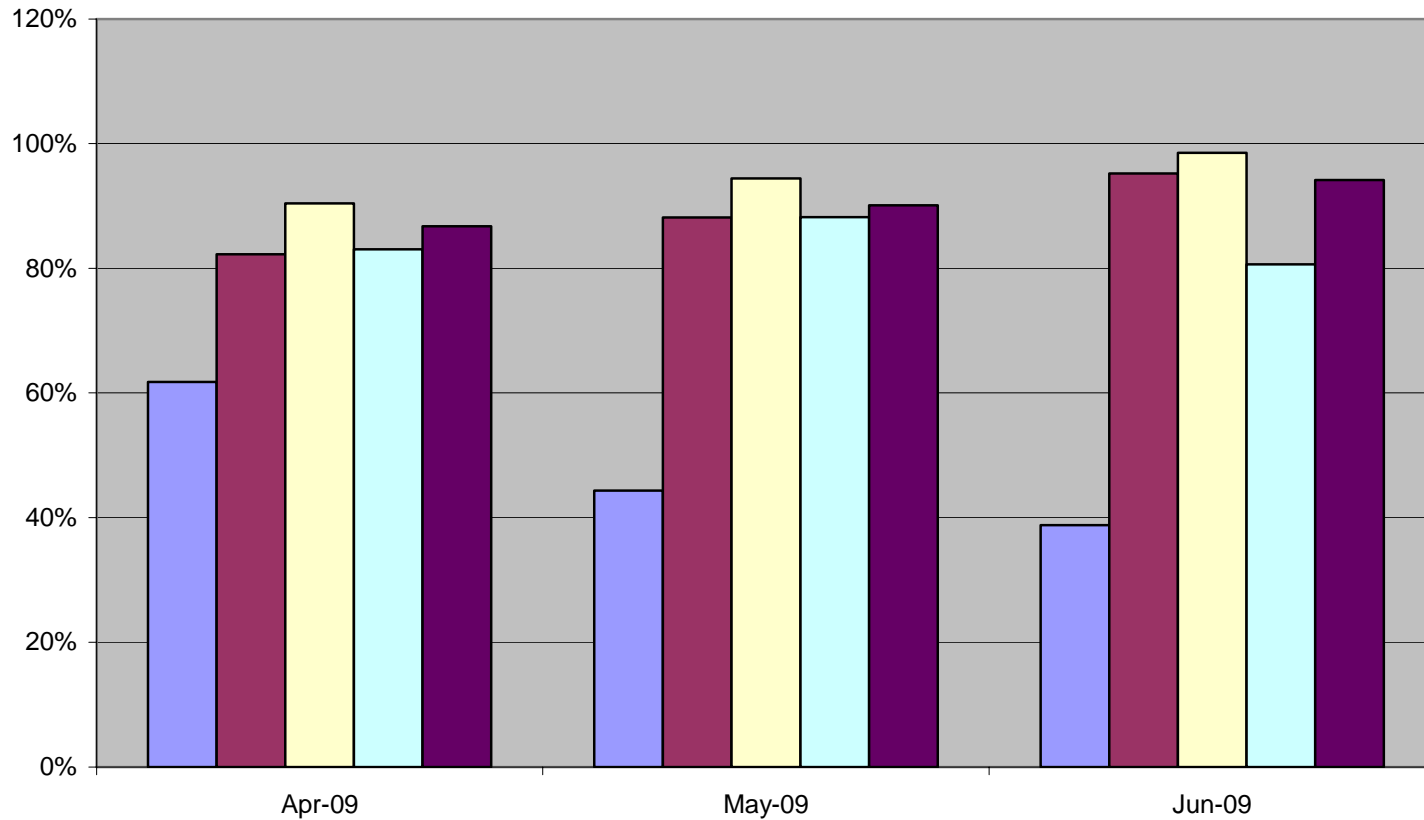


- Best Performing Route
- Best Performing Bus
- Most Reliable Route
- Best Consistent Bus
- Most Improved Bus



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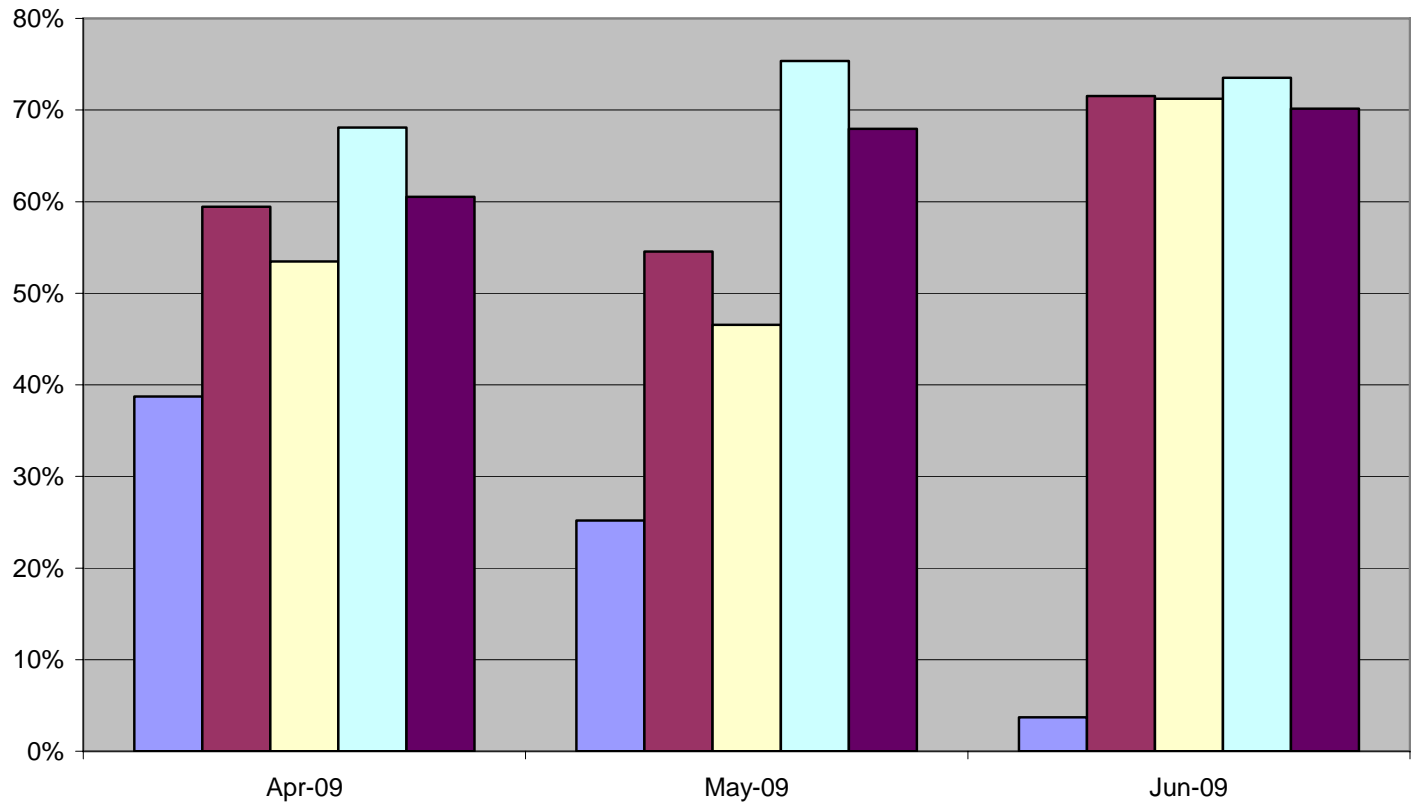
	Apr-09	May-09	Jun-09
Anam Travels	62%	44%	39%
Dayajeet Nimay Logistics	82%	88%	95%
Kaya Transit	90%	94%	99%
Priyadarshani Travels	83%	88%	81%
Rama Jyoti Travels	87%	90%	94%



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% KM actually operated





	Apr-09	May-09	Jun-09
Anam Travels	39%	25%	4%
Dayajeet Nimay Logistics	59%	55%	72%
Kaya Transit	53%	47%	71%
Priyadarshani Travels	68%	75%	74%
Rama Jyoti Travels	61%	68%	70%



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% Trips actually operated



Best Performing Routes for June

Route No.	Operator	Rating	Class
23	Kaya Transit	84	II
10	Rama Jyoti Travels	81	II
19	Kaya Transit	79	II
13	Dayajeet Nimay Logistics	79	II
6	Dayajeet Nimay Logistics	79	II



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