

ANNOTATION

Vaira Gromule's promotional work: Monitoring System of the Quality of Passenger Terminal Services and the Realization of the Passenger Logistics Centre within a Multi-modal Transport System.

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This promotional work presents the results of research regarding the improved adaptability and management of a passenger terminal, based on the example of the Riga International Coach Terminal, in ensuring the improved quality of the offered services and introducing new instruments to support decision making on the terminal information system (IS) base.

A systemization of the factors which allow the introduction of the logistics centre concept to the passenger terminals is undertaken in this work. The broadened functionality of the terminal's IS is particularly accented with the goal to further develop the passenger logistic centre, so as to integrate it into the multi-modal passenger transport network and to create a virtual logistics centre („virtual coach terminal”) and expanding the logistics service systems.

This work reviews different ways to evaluate the quality of passenger services and offers a quality monitoring system for the services offered by the terminal, which is based on objective as well as subjective data. This work also offers a methodology for a reliability analysis which is based upon the calculation and analysis of the punctuality index for the coach service.

A methodology for a survey and questionnaire has been developed, in order to obtain subjective data about the evaluation of the services' quality. This work has developed a Discrete Choice Model for determination the factors which influence the choice of transportation mode by the client within a multi-modal transport system, if an alternative exists. An algorithm for constructing the integral quality indicator (IQI) for the services offered by the passenger terminal has been developed. The option of how to use the developed approach for determining the factors which crucially influence the quality of services has been demonstrated.

The developed models and methodology have been tested on the real terminal data at the Riga International Coach Terminal. Upon the basis of the undertaken analysis, the critical factors for the quality of services in the passenger terminal have been determined and a methodology for the analysis and planning of the passenger terminal's development, using a simulation modelling which is in the project stage, has been developed.