



A Study on the Service Improvement of Double-Decker Buses in Gyeonggi-Do

The purpose of this study is to evaluate the service level of double-decker buses in Gyeonggi-Do. The double-decker buses are operating on 15 routes with 33 buses in 2017.

The survey was conducted on the 15 route's buses to evaluate the level of service for passengers. There was a mystery survey to evaluate the service related with driver's kindness, cleanliness, comfortableness, safety of the double-decker buses and so on.

The result of this study shows that the total level of service on the double-decker buses is somewhat better than those of the general buses in Seoul metropolitan areas. However, the bus drivers were unfriendly with passengers.

This study suggests that the evaluation on the double-decker buses should be regularly conducted. According to the results of the evaluation, the bus drivers should be educated to drive buses safely and kindly. On the other hand, the frequency of operating the double-decker buses should be increased during off-peak period.

Key Word double-decker, bus evaluation, Gyeonggi bus