



Abstract

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

Airport limousine buses are operating for Incheon International Airport and Gimpo International Airport in Gyeonggi-Do. There are 347 limousine buses running on 50 routes with the schedule of 969 times in a day in Gyeonggi-Do.

The licenses of 25 airport limousine routes among them have been issued as a intercity license by the related authority from limited bus licenses in 2018. After that, the operation system of the limousine airport buses has been changed. That is why this study to evaluate and improve services of the limousine airport buses on their passengers has been requested.

The purpose of this study is to improve the service of airport buses running at the Korean international airports. Therefore, a survey was conducted for 600 passengers to evaluate the service level of limousine buses on passengers in 2020. And then, the service level on bus passengers including driver's kindness, their violations against traffic laws, fare system, operating conditions of the buses has been analyzed based on related data.

This study shows that there are some problems in the service system of the airport limousine buses. The passengers wanted to more routes of airport buses to use more frequently in a day. According to the results of the survey, the level of driver's service on passengers has been evaluated lower. Therefore, their services on passengers should be advanced.

This study suggests that the companies operating airport buses should try to provide improved services to their customers. Moreover, lots of educations related to driver kindness on passengers should be frequently conducted to make their customers

be comfortable.

This study also suggests that more routes of airport buses in new towns should be supplied for convenient boarding with the consideration of bus demand. Service amenities at bus stops should be more installed for passengers to take airport buses comfortably. On the other hand, a fare raise should be considered for increasing their profitability because lower level of fare rate can cause some deficits in operating airport buses. And then, the transportation authority should evaluate the level of service on limousine bus passengers frequently.

Keyword Airport Bus, Bus Service, Bus Evaluation, Gyeonggi-Do Limousine Bus