
Abstract

This study carries related system examination, case review, complaints about no-stopping, present condition analysis, and problem analysis through stakeholder surveys. Through this process, improvement plans to discreate no-stopping problem for bus users, administrative organizations, bus operators and bus drivers.

Passenger Vehicle Transport ACT Article 26 bans bus drivers to start before finishing passengers' getting in or off a bus or passing without stopping even when passengers are waiting at a bus stop. Still, complaints about no-stopping bus takes 40.4% among all the complains about violation of law, which is the highest. Although half of bus users have experienced no-stopping bus, report rate is very low. Bus users criticize the opaqueness and complexity of administration process and as problems in the process of reporting.

Bus users point out followings as reasons of no-stopping; when crowdedness inside bus leaves no space for an additional passenger, when a bus driver is not sure whether people at a bus stop would want his/her bus, when a passenger forces unreasonable demand to get in or off. Bus drivers indicate followings as reasons of no-stopping; passenger's phone use, illegal parkings at bus stop, and too many bus lines to stop at a same bus stop without division for each bus line. Bus drives comment followings as passengers' unreasonable demand of getting in or off; demand to get off without pressing a stop bell, demand to open the bus door with chasing bus, demand to stop at no bus stop zone, and blocking bus.

Although many cities publicize no-stopping standard and implement improvement orders, facility improvements which needs cooperation with other departments in a city are not yet satisfactory. Enactment of law, establishment of guidelines and facility improvement plans are needed instead of one time publicity.

In detail, followings are needed; advertisement on Gbus TV and bus stops about safe use of bus, 'Full Seat(No boarding possible)' sign on variable information display panel in front of bus which enables bus drivers to communicate with passengers. Additionally followings are essentials; setting a comprehensive plan to prohibit no-stopping based on legislation and guidelines, educations for bus drivers to deal with no-stopping issues, and relocation/facility improvement of bus stops and bus beys.

Keyword Bus, No-stopping, Complaints of civil