

Evaluating Accessibility to Bangkok Mass Transit System: Case Study of Saphan Taksin Bangkok Mass Transit System Station

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Abstract : Thailand facing the transportation issue because of the rapid economic development. The big issue is the traffic jam, especially in Bangkok. However, recently years Bangkok has operated urban mass transit system for solved transportation problem. The Bangkok Mass Transit System (BTS) skytrain is being operated by the BTS Company Limited under the Bangkok Metropolitan Administration. The passenger satisfaction is a major cause for concern due to the commercial nature. The focus of this paper is to evaluate the passenger satisfaction at the mass transit node by questionnaires survey. The survey was to find out the passenger attitudes. The result shows several important factors that influence the passenger choice of using the BTS as a public transportation mode and the passenger's opinion.

Keywords : urban transportation, user satisfaction, accessibility, Bangkok mass transit

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