

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

Authors : Rungpansa Noichan, Bart Julien Dewancker

Abstract : Access to the mass transit system, including rapid elevated and underground transport has become an outstanding issue for many cities. The mass transit access development should focus on behavioral responses of the different passenger groups. Moreover, it should consider about the appearance of intent-oriented action related accessibility that was explored from user's satisfaction and attitudes related to services quality. This study aims to evaluate mass transit accessibility from passenger's satisfaction, therefore, understanding the passenger's attitudes about mass transit accessibility. The study area of this research is Bangkok Mass Transit system (BTS Skytrain) at Saphan Taksin station. 200 passengers at Saphan Taksin station were asked to rate the questionnaires survey that considers accessibility aspects of convenience, safety, feeder connectivity, and other dimensions. The survey was to find out the passenger attitudes and satisfaction for access to the BTS station, and the result shows several factors that influence the passenger choice of using the BTS as a public transportation mode and passenger's opinion that needs to concern for the development mass transit system and accessibility performance.

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

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