

Advisory Service on Intercity Bus Regulatory Improvement

Client: Transport Co. Ltd. (TCL)

Period of Appointment: 2011



AMP Consultants Ltd. was commissioned by the Transport Co. Ltd. (TCL) to prepare Guidelines for Improving the Rules of Supervision of the Department of Land Transport. The Guidelines required approval from the TCL Board before submission to the Central Land Transport Supervision Committee. The need for the Guidelines arose from changes to Department of Land Transport policy in 2011 requiring TCL to increase the number of private bus concessionaires within their responsibility. The Guidelines are intended to improve the role of TCL in regulating its private bus concessionaires in order to ensure a more efficient service, to support its competitiveness and to increase passenger satisfaction and security.

The tasks were (i) to study TCL's rules and regulations for supervision; (ii) to carry out a passenger satisfaction survey; (iii) to assess the impact of potential changes to rules and regulations on the efficiency of bus management; (iv) to propose guidelines for improving rules and regulations; and (v) preparing guidelines to improve the rules and regulations.

