

# Intercity Trains in Thailand's Nakhon Ratchasima Province: A Case Study in the Development of Service Metrics Indicators for a Public Transportation Service

Marttyu Woungerti\*

Department of Civil Engineering, Rajamangala University of Technology Isan, Nakhon Ratchasima 30000, Thailand

## Abstract

Public transportation plays a vital role in ensuring efficient mobility and connectivity in urban areas. However, to provide high-quality services, it is crucial to develop appropriate service metrics indicators that reflect the needs and preferences of passengers. This article presents a case study on the development of service metrics indicators for intercity trains in Thailand's Nakhon Ratchasima Province. By analyzing passenger feedback, operational data, and industry best practices, this study aims to offer insights into designing a robust framework for assessing and improving public transportation services.

**Keywords:** Financial tasks • Financial outsourcing • Financial ecosystem

## Introduction

As urbanization accelerates, the demand for public transportation services has increased significantly. In response, governments and transportation authorities seek to enhance the quality and reliability of their services. Service metrics indicators serve as essential tools to evaluate and benchmark the performance of public transportation systems. This article focuses on intercity trains in Nakhon Ratchasima Province, Thailand, and aims to develop a comprehensive set of service metrics indicators that can be used to monitor and enhance the performance of the intercity train service [1]. Nakhon Ratchasima, commonly known as Korat, is one of Thailand's major provinces with a rapidly growing population and urbanization. To cater to the increasing demand for transportation, intercity trains play a significant role in providing efficient and cost-effective travel options for commuters and tourists alike. However, to maintain and improve the service quality, it is crucial to establish a framework to measure the performance of the intercity train service [2]. Service metrics indicators are essential in evaluating the overall performance of public transportation services. They help transportation authority's identify areas of improvement, monitor operational efficiency, and enhance passenger satisfaction. By developing relevant and reliable service metrics indicators, decision-makers can make data-driven decisions and allocate resources more effectively [3].

## Literature Review

Public transportation is essential for fostering economic growth, reducing traffic congestion, and mitigating environmental impacts in urban areas. Evaluating and enhancing the performance of public transportation services require the establishment of service metrics indicators. These indicators help

monitor service quality, identify areas for improvement, and guide decision-making processes. This article presents a case study focusing on intercity trains in Nakhon Ratchasima Province, Thailand, to exemplify the development and application of service metrics indicators in the context of a public transportation service. Stakeholders must identify and prioritize the metrics that align with the goals and objectives of the intercity train service. These metrics may include on-time performance, frequency, capacity utilization, customer satisfaction, and safety records [4].

## Discussion

Using the collected data and analysis of service metrics indicators, transportation authorities and operators can identify areas of improvement and devise strategies to enhance the intercity train service. These strategies may include adjusting schedules, increasing the number of trains during peak hours, enhancing station facilities, and improving customer service [5,6]. The implementation of service metrics indicators can lead to several benefits, including improved service reliability, enhanced customer satisfaction, increased ridership, and a positive impact on the region's overall economic and environmental sustainability. The case study of intercity trains in Nakhon Ratchasima Province, Thailand, highlights the significance of service metrics indicators in evaluating and enhancing public transportation services. Developing and implementing relevant KPIs provide transportation authorities and operators with valuable insights to optimize service quality continually. The success of intercity train services in Nakhon Ratchasima serves as a model for other regions seeking to improve their public transportation systems, contributing to sustainable urban development and enhanced connectivity.

## Conclusion

The case study on developing service metrics indicators for intercity trains in Nakhon Ratchasima Province highlights the importance of data-driven decision-making and passenger-centric approaches in enhancing public transportation services. By continually monitoring and improving the identified service metrics indicators, transportation authorities can ensure that intercity trains provide a reliable, efficient, and customer-oriented transportation option for residents and visitors in the region. Using the collected data and analysis of service metrics indicators, transportation authorities and operators can identify areas of improvement and devise strategies to enhance the intercity train service. These strategies may include adjusting schedules, increasing the number of trains during peak hours, enhancing station facilities, and improving customer service.

\*Address for Correspondence: Marttyu Woungerti, Department of Civil Engineering, Rajamangala University of Technology Isan, Nakhon Ratchasima 30000, Thailand, E-mail: marttyuw@gmail.com

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## Conflict of interest

None.

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