State Government Role in City Bus Improvement
The Delivery Chain - Lessons from BRT

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What is needed for effective delivery of bus operations?

The “delivery chain” links the roles, providing the path from strategic vision to effective service delivery.

The effectiveness of a system depends on both the roles and the links:
(a) clarity on each role’s responsibilities;
(b) effective links along the chain.
Case Study – Lagos BRT Lite

2003
- State Government **recognized transport as a most pressing issue** facing its citizens
- State Governor Tinubu directed the development of a multi-modal mass transport system to better serve the people

2006
- LAMATA established to provide **co-ordination, regulatory functions and oversight** to see delivery of Governor’s vision
- Concept for BRT system presented to Governor
- Enabled momentum for new State Governor to negotiate with the NURTW and progress to implementation

2008
- BRT-Lite commences operation, within a period of less than two years from planning to operation
- First BRT Co-operative formed by NURTW to **deliver day-today bus operations**
Ahmedabad BRT

2003

• Gujarat State Government identified need for improved transport linkage and was considering Metro rail between Ahmedabad and Gandhinagar. Affordability considerations led to the proposal of BRT as an affordable means of delivering mass transit

• Strong support from the Municipal Commissioner and also the Chief Minister of State who played an active role in project development

• Technical expertise in planning by CEPT University

2006

• Construction of first phase of 12 km approved and commitment to finance follow-on phases too reach 58 km of BRT system

2009

• Creation of Ahmedabad Janmarg Limited to complete implementation and to contract for and oversee operations

• Phase 1 opened in October 2009, with bus services operated by Charter Speed Private Ltd under 7 year gross cost contract
An Effective Delivery Chain for Quality Public Transport

• Political mandate to serve the needs of the people
• Accountability for strategic decisions
• Clear links to political, financial and administrative structures

• Enables consistent political support for the system manager to deliver policy ‘on the ground’

• Strong technical capacity to perform system management functions
• Clearly defined performance led service requirements/contracts with operators and other contractors

• Enables operators to focus on daily delivery of service

‘System Owner’ – Strategic Focus/political ownership

‘System Manager’ - Network Planning, Regulation and Management

Bus Operator(s) – Service delivery

• Concentrate on the day-to-day delivery of high quality bus operations
• Demonstrating success of system vision
• Enables further strategic development
Supporting urban bus services

• Review the delivery chain – where are the areas of weakness in service delivery?
• Is there a need for greater clarity in the defining of roles in any parts of the chain?
• Does each actor in the chain have the necessary support (political, financial, legislative, resourcing) to enable effective fulfilment of their role?
• Is there accountability for shortcomings in performance?
THANK YOU

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