

**Transforming public bus transport operations into an optimum system: The case of Dar es Salaam City**

**Erick Charles Madinda**

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**University of Dar es salaam, College of Engineering and Technology, 2020**

About 81% of currently licensed and operating commuter buses in Dar es salaam city are informal minibuses popularly known as “daladala” the daladala service provision is dysfunctional, characterized by the poor quality of service and safety. The daladala operation has become unmanageable, largely due to its fragmented nature (individual ownership) and its operation outside proper management structures. The authorities regulating public transport has been taking some short-term measures to reduce the daladala inefficiencies with no substantial success. One of the major long-term approaches in improving the public transport system is through the selection of an optimal operational mode from a range of operational alternatives based on competitive tendering for service provision. A keen appreciation of the requirements and priorities of the stakeholders is essential in developing optimal and context-relevant strategies for service improvement. This thesis has analyzed the bus public transport stakeholders’ service priorities as an important input in transforming the bus industry. The methodology involved the identification of four groups of Dar es Salaam public transport industry stakeholders, namely; bus transport users (passengers), operators (services providers) the community (affected minibus users and non-users) and regulators. Key informants, individual operators, and passengers were interviewed to identify the required priorities/attributes by each stakeholder group. It has been observed that generally, stakeholders in Dar es salaam City consider cost, sustainability, and level of services attributes, in descending order, to be of priority. The public transport reform alternatives that are based on the formal competition to operate the public transport service (for-the-market) showed the highest potential for improving public transport in Dar Es Salaam City.