

ABUJA URBAN MASS TRANSIT COMPANY OPERATIONS IMPACT ON PASSENGERS' MOVEMENT WITHIN ABUJA METROPOLIS

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ABSTRACT

Abuja Urban Mass Transit is faced with various challenges such as long queue of passengers, long waiting time, stampeding, loss of valuables as a result of struggling for buses and lateness to work. This paper examines the impact of Abuja Urban Mass Transport Company (AUMTCO) on passenger movement. Primary and Secondary sources were major source of data collection, data collected were on the commuters waiting time at the bus stops, their level of satisfaction, reasons for patronizing AUMTCO as well as records from Abuja Urban Mass Transit were used. The research reveals that the bus stops were not adequate, the buses are inadequate and the few available ones are over-loaded resulting to commuters standing, thereby leading to poor services rendered. The study further reveals that there are no dedicated lanes for buses, long waiting time, poor reliability, not comfortable while in the vehicle, low efficiency and also long-down time of vehicles due to lack of proper maintenance. The study finally recommends that more buses and bus stop should be provided, dedicated lanes should be marked for the buses and the organization should abide with good culture of maintaining the buses.