



**The Chartered
Institute of Logistics
and Transport**

**INTERNATIONAL INTRODUCTORY
CERTIFICATE IN LOGISTICS AND TRANSPORT**

**Introduction to Planning and Operating Passenger Transport
INTRO-06**

June 2023

Note to Candidates

Candidates are advised to spend NOT more than 60 minutes in Section A and not more than 40 minutes on each question in Section B.

Instructions to Candidates

- Duration of examination: **2.30 hours**.
- **Answer ALL Questions in Section A Multiple Choice and any THREE questions in Section B.**
- Questions may be answered in any order.
- Allocation of marks is indicated along each question.
- Credit will be given for citing relevant examples.
- Write legibly.

SECTION A

Compulsory

(20 marks)

1. Standards to maintain passenger transport includes _____
 - A. Safety
 - B. Timetable
 - C. Tickets
 - D. People handling

2. Passenger transport may be defined as the mass movement of people by professionally _____
- A. Cars
 - B. Indeed walking
 - C. Provided services
 - D. Cycles
3. Many forms of transport that we are familiar with today started their evolution some _____
- A. 2000 years ago
 - B. 150 years ago
 - C. 25 years ago
 - D. D100 years ago
4. Characteristics of passenger transport includes three of the following except _____
- A. The way
 - B. The terminal
 - C. The means of propulsion
 - D. Mode of transport
5. Passenger transport has been disadvantaged by the widespread availability of _____
- A. Public transport
 - B. Bicycles
 - C. Private cars
 - D. Trains
6. Passenger transport types can be categorized as follows with the exception of _____
- A. Long distance travelers
 - B. Hikers
 - C. Travel to and from school or educational establishment during term times
 - D. Travel to and from business on the normal core Monday to Friday working week.

7. A minority of bus services are operated under public subsidy to meet a range of _____ as determined by the central or local government.
- A. Social requirements
 - B. Maximize revenue
 - C. Essential bus link
 - D. Do not know
8. There are two types of services contracts awarded following a competitive bidding between potential operators of a service _____.
- A. Gradual and fixed price
 - B. Fixed price and revenue support
 - C. Fares and revenue support
 - D. Subsidy and fixed price
9. Turn and go is a transport service where _____.
- A. We look for a timetable
 - B. We may be restricted to a specific group of people
 - C. The passenger transport vehicle will be there waiting for you
 - D. Has a waiting time
10. Acronym BSOG means _____
- A. Bus service operator group
 - B. Bus service operations global
 - C. Bus service operator grant
 - D. Bus service operator garage
11. A great deal of passenger transport planning has been based on local understanding of people's requirements and looking for _____
- A. Gaps in the market
 - B. Users of public transport
 - C. Operators servicing an area
 - D. Passengers in the market
12. Transport is perishable at the point of _____
- A. A given date
 - B. Delivery
 - C. Origin
 - D. Destination

13. Yield management can be easily applied where access to the network can be _____

- A. Stored
- B. Sold at a later date
- C. Controlled
- D. Delivered

14. Yield management is also known as _____

- A. Control demand
- B. Maximize revenue
- C. Revenue management
- D. None of the above

15. Demand management is about providing the right vehicles for the _____

- A. Trip
- B. Right occasion
- C. Managing congestion
- D. Peak times

16. Scheduled services operate on _____

- A. Regular basis
- B. Once of requirement
- C. Infinity
- D. As and when available

17. Two categories of planning of routes are _____

- A. Local frequency and low frequency
- B. High frequency and long frequency
- C. High frequency and low frequency
- D. Medium frequency and high frequency

18. Route branding is pursued by some operators to make it easier for new customers to understand the _____

- A. Timetable
- B. Travelling patterns
- C. Increased frequencies
- D. Network

19. Low frequency is _____

- A. Generally operating along the main routes into a town or city centre
- B. To be in co-operation with the local authorities
- C. Where there is an advertised timetable and serving less populated areas
- D. Branded vehicles with the route they are working on

20. What are the key limitations on Park and Ride in Harare _____

- A. Sufficient network of operators
- B. Cars
- C. Sufficient land to provide the car parks
- D. Getting planning permission

21. The key points to note for the success of Park and Ride are except:

- A. Always ensure that a bus is waiting at the car park and in the city centre
- B. Secure parking and well signposted from highways approaching the town
- C. The contract for the provision of the services must involve high quality vehicles and high standards
- D. Intending customers communicating with a control centre and provide details of their journey requirements.

22. What else should the operator do apart from delivering good, reliable services

- A. Have a good bus
- B. Follow timetables
- C. Reduce the waiting time
- D. Have easy to understand publicity and information

23. An interchange must be located at a point where passengers transport routes

- A. Can easily converge
- B. Can by pass
- C. Can be controlled
- D. Can be viewed

24. Travel sales are mostly undertaken as follows: _____

- A. Reduction in cost of travel
- B. Discount tickets for buying travel in advance
- C. Payment at point of travel
- D. Payment at home

25. Variable costs can be _____

- A. Depreciation
- B. Maintenance of vehicles
- C. Head office staff
- D. Wages

26. Semi variable costs can be _____

- A. Publicity and advertising expenditure
- B. Lubricants
- C. Head office staff
- D. None of the above

27. Fixed costs can be _____

- A. Insurance
- B. Buildings and garage premises
- C. Ticket machines
- D. Leasing costs of the vehicle

28. IT is applicable in _____

- A. Gross profit
- B. Route management
- C. Revenue protection
- D. Transport availability

29. All operators will prepare budgets based on _____ and _____ along with any subsidy provided by the government.

- A. Cost and an estimate of revenue
- B. Profit and revenue
- C. Expenses and costs
- D. Costs subsidies

30. The first and primary reason for regulation is _____

- A. Transport rules
- B. Operator permit
- C. Safety
- D. Controlling

31. Transport plays a major _____ in any civilisation.

- A. Way
- B. Role
- C. Bridge
- D. None of the above

32. Methods of Regulation _____

- A. Quality and quantity
- B. Quality and availability
- C. Quantity and service
- D. Quality and quality assurance

33. Quality covers _____

- A. Number of services that might be provided
- B. Legacy of quality control
- C. Fares and payments
- D. Covers the vehicle, their design and construction

34. Quantity covers _____

- The actual number of services that might be provided
- Concern over the environment
- Punctuality and reliability
- Capability of management

35. A passenger transport operator must be aware of the following excluding _____
- A. Commercial
 - B. Engineering
 - C. Personnel
 - D. Running costs
36. Traffic Commissioners do _____
- A. License transport operators
 - B. Testing and enforcement
 - C. Stop commercial vehicles for vehicle and drivers compliance
 - D. Promote road safety
37. The driver and vehicle licensing Agency is responsible for _____
- A. Driver compliance
 - B. Testing
 - C. Driver licensing
 - D. Bus service registration
38. Enforcement is delivered by the civil police authorities working in conjunction with _____
- A. CVR
 - B. Ministry of Transport and Road Infrastructure
 - C. VID
 - D. Municipal Police
39. Office of Fair Trading (UK) is responsible for _____
- A. Making markets work consumers
 - B. Fares
 - C. Wide area publicity
 - D. Reduces charges
40. Competition Commission ensures that _____
- A. Markets work for consumers
 - B. Monopolies do not occur
 - C. Trade barriers do not occur
 - D. Allows good governance

SECTION B

(60 marks)

Answer any THREE questions only

Question 1

List any service types that you know.

(10 marks)

Give the characteristics of passenger transport.

(4 marks)

Describe bus and rail passenger transport.

(6 marks)

Question 2

Explain the nature of demand for passenger transport.

(20 marks)

Question 3

Summarise the measures that can be applied to measure demand in passenger transport.

(20 marks)

Question 4

Explain the difference between scheduled and non-scheduled services. **(20 marks)**