



**The Chartered  
Institute of Logistics  
and Transport**

## **INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT**

### **PASSENGER TRANSPORT OPERATIONS**

**03-L3**

**JUNE 2025 EXAMINATION**

#### **Note to Candidates**

Candidates are advised to spend no more than 40 minutes on each question

#### **Instructions to Candidates**

- Duration of examination: **2.30 hours**.
  - **Answer FIVE questions.**
  - Questions may be answered in any order.
  - Mark allocation is indicated along each question.
  - Credit will be given for citing relevant examples.
  - Write legibly.
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#### **QUESTION 1**

- a) Define passenger transport planning. **(4 marks)**
- b) List and explain four (4) key aspects of passenger transport planning.  
**(8 marks)**
- c) List and explain the Benefits of Effective Passenger Transport Planning.  
**(8 marks)**

## **QUESTION 2**

- a) Define market segmentation in relation to the passenger transport industry.

**(8 marks)**

- b) Identify and explain the key aspects of market segmentation in passenger transport.

**(12 marks)**

## **QUESTION 3**

Explain in detail the impact of passenger transport on the environment and how this can be managed.

**(20 marks)**

## **QUESTION 4**

- a) Identify and explain three (3) funding sources of passenger transport.

**(6 marks)**

- b) Identify and account for any five (5) operational costs incurred by Passenger Transport Operators.

**(14 marks)**

## **QUESTION 5**

Explain the costs of congestion and highlight ways that cities can mitigate congestion costs.

**(20 marks)**

## **QUESTION 6**

Describe the benefits of using ICT in modern passenger transport operations.

**(20 marks)**