

ABSTRACT

Nowadays, with the increasement of the traffic congestion in the roads many passengers have faced to the inconvenience when they travel. As a solution for this situations government of Sri Lanka has planned to implement the Light rail transit system for the Colombo city area. Light rail transit system is a system that use electric power to operate and it can runs in a street level in different lanes avoiding the regular traffic of the roads. It will solve the passengers' major problem of the transportation service. Not only is that quality of this light rail transit system much higher than the normal public transportation and in modern society passengers are highly sensitive with the quality services more than all other necessaries.

Main objective of this research is identifying the services that expecting by the passengers from the system like this and finding the willingness to use of this system in Sri Lanka. For identify the factors that affecting to passengers willingness to use light rail transit system observed previous researchers that conducted by other countries and identified punctuality, communication, connectivity, comfortability and accessibility as the main services that expecting by the passengers. For obtain the data from passengers used online questionnaire survey method by using google form and also distributed hard copies of the questionnaire among the passengers that using public transportations for their travel purposes. After collecting the data used Descriptive Statistics, Co – relation & Regression analysis, Diagnostic Test, Independent sample T- Test and One way annova to analyze the data and to answer to the research questions.

Key words: Light rail transit system, passengers' willingness

