



					Km of path side
					Km of cyclist line
Availability	The transportation system is scarce both in terms of service coverage and service provision, many citizens have difficulties to access it and arrive the specific destination.	Bryceson et al. (2003), Diaz Olvera et al. (2013), Behrens et al. (2015)		Service accessibility	Number of transport with ramps for wheelchairs
					Average number of places reserved for the elderly and disables for transport mode
					Bus frequency
					Average bus system frequency
					Bus capacity per capita
					Frequency of public transport
					Number of lines per transport
					Number of stops per line
					Public transport trips [number]
					Load Failure = Number of transport modes from POI to POI
					Number of unexpected changes in routes in time
					Reliability
	Excessive waiting time at PT stop				
	Number of POIs accessible within a specific time interval from a specific area or point of the city				
	Crowd at POI				
	Routes	Number of transport per ticket			
	Integration and Coordination	Price	Number of digital payments		
		Number of traditional payments			
		Variability of price on equal distances			
	Operator		Number of operators		
		Number of operators per transport type			
Economic Affordability	The transportation system is unaffordable for part of the population.	Fouracre et al. (2006), Diaz Olvera et al. (2008)	Affordability	Affordability	Average fare/trip (Rail)
					Average fare/trip (Bus)
					Average fare/trip (Minibus)
					Annual PT fare/GDP per capita (Rail)
					Annual PT fare/GDP per capita (Bus)
					Annual PT fare/GDP per capita (minibus)
					Average % household income spent on PT
					Fare for disadvantaged people / Normal fare
					Fare for students / Normal fare
Overcrowding	Collective transport in SSA carry more people than those allowed, leading to strong level of saturation of the vehicle which makes the trip very uncomfortable and dangerous.	Cervero & Golub (2007), Godard (2013)		Quality	Comfort
					Average daily load factors (per transport)
					PT spaces / 1000 people
					Crowding during peak hours
					Ratio of standing passengers to total passengers at buses
					Volume / Capacity
					Public transportation peak hour load factor
					Public transportation hour l load factor
					Percentage of public transportation passengers
Rude behaviour of personnel	The personnel often behave rudely with its passengers, lack of information provided and rude manners to answer the question.	Behrens et al. (2015)		Level of service	Customer service
					Complaints handling and effective resolution
					Average time to process claims
					Percentage of complaints total
					Behaviour of drivers/conductors
Financial Sustainability	Operators have difficulties in self financing their business and economically survive.		Financial sustainability	Revenues	
				Fare revenue	
				Investments	
				Public transport expenditure in % of GDP	
				Road network expenditure in % of GDP	
				Cost	
				Cost of travel	
Private cost of transport (private transport companies)					
					Public cost of transport (governmental)
					Cost per passenger for urban public transport system
					Cost of public transportation / private one
Lack of proper Education and Communication	Personnel lack the necessary competencies and the awareness of population regardig important thematic is missing		Education and Communication	Education	
				Number of Trainings	
				Frequency of training	
				Percentage of participation to the trainings	
					Number of communication campaign about sexual harrasment
					Number of communication campaign about sustainable mobility
Justice	Corruption and inequalities undermine a proper development of transportation companies		Justice	Working Equality	
				Percentage of female drivers	
					Percentage of female collectors
Fragmentation	The system is strongly fragmentated in a wide number of operators. In particular, paratransit are charcterized by a consistent number of individual business.	Sohail et al. (2006), Bruun & Behrens (2016), Klopp et al. (2019)		Bribery	
				Number of anonymous reports for bribes	