

**Comfort Indices for Public Passenger Road Transport Services
and Customer Assessment
(in the City of Tambov)**

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Key words and phrases: comfort indices; generalized (integral) indicator; quality of service; variance.

Abstract: The paper examines methods to assess the quality of services. The technique of measuring the quality of public passenger road transport on the basis of the identified comfort indices has been proposed and applied; its generalized (integral) indicator has been determined.
