

Abstract

The study was carried out with the aim of identifying attributes that passengers consider important in evaluation of services offered by rift valley railways consortium. It was also to assess the extent to which passengers are satisfied with quality of services provided by rift valley railways consortium, and to determine how well rift valley railways consortium has performed on various attributes of service quality. In order to achieve this, a questionnaire containing open and closed- ended questions was used to collect primary data. The data was collected through interviews by using the questionnaire as guide. A sample of 40 passengers was selected. There was a response rate of 100%. The analysis showed that attributes considered important by passengers in judging quality of services in rift valley railways consortium were: courtesy and friendliness of the staff, security of the premises, good driving expertise, accessibility of the staff, and maintenance of trains and railway lines