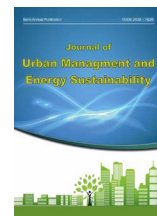


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ORIGINAL RESEARCH PAPER

Comparative Evaluation of Inter-Provincial Passenger Terminals (Case: Sofeh & Kaveh Terminals, Isfahan City)

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ABSTRACT

Today, with the growth of the population of cities, the expansion of activities and the consequent increase in the number of urban trips, the public transportation system has gained an undeniable importance. One of the most important infrastructures of the mentioned system is the Inter-Provincial Passenger terminals, which are considered the pole of the urban transportation system and connect the inner city and suburban roads. Inter-provincial terminals of the city of Isfahan such as Kaveh and Sofeh are among the terminals having a significant role in the transportation of the goods and passengers due to their location on the main corridors of the country; therefore, they may need to be investigated as well. Accordingly, the present study purpose to evaluation Kaveh and Sofeh terminals as the inter-provincial passenger terminals in the city of Isfahan. In order to achieve the above purpose, descriptive-analytical research method was used and data collection was done through library and field method (observation and questionnaire type). Then data analysis was done through Analytic Hierarchy Process (AHP) method. The results indicate that the Kaveh and Sofeh terminals had ideal conditions at the time of construction. But they are currently considered to be in a relatively desirable condition given the total environmental, economic, physical and social indicators related to the inter-provincial terminals. Also these terminals are not in sync with the population growth and physical expansion of the city of Isfahan. This decline is more severe for Kaveh terminal with a total score of 63 out of 100 in terms of the mentioned indicators to Sofeh terminal with a total score of 77 out of 100.

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1. Introduction

Nowadays, due to the growth of the population of cities and the expansion of economic and social activities, the amount of intra-urban and suburban travel of citizens has increased. Despite such an increase, it is not possible to pursue the widening and quantitative growth of roads especially in metropolitan cities due to several reasons, including the high cost of creating and constructing the road, legal problems, etc. Therefore, the increase in public transportation is considered as one of the few ways out of the problems caused by the increase in trips (Ceder, 2016; Kala et al., 2019). One of the most important components of the urban transportation system is terminals. Terminals are the vital connecting points of the urban transport system, which link the inter-urban and suburban passages to one another. Therefore, the quantitative and qualitative upgrades of terminals can have a profound impact on the quality and efficiency of the public transport system, both inside and outside the city, and will reduce the problems such as air pollution, waste of time and energy, and many other urban problems (Amin et al., 2019, Weerawardana, 2011). At the same time, terminals can be categorized into two general categories, urban and suburban terminals. Intra-city (or intra-provincial) terminals that have a micro-scale and consequently have relatively limited effects, and out-of-town terminals (ultra-provincial) that operate on a large scale, and have large effects on the city, are therefore of particular importance. Among the terminals that due to their location on the main corridors of the country have a significant role in moving goods and passengers and, therefore, need to be investigated, the extant provincial terminals of the city of Isfahan include the Sofeh and Kaveh terminals. In fact, the existence of numerous industrial, educational, and military centers and activities in Isfahan province, which has led to a large number of student trips and transfers of human resources, have made it very sensitive to the outskirts of Isfahan (the General Directorate of Shipping and Transportation of Isfahan Province, 2017). Despite such sensitivity, in recent decades, the focus has been on improving the outskirts of the city of Isfahan, including the Sofeh and Kaveh terminals, which have started their activities since the beginning of 1991 and more than two decades

of activity. They go along with the growth of the population and the physical development and activities of the city and the regions of Isfahan has not developed and is still being exploited.

Therefore, considering the necessity of the above-mentioned evaluation of the Inter-provincial passenger terminals in the city of Isfahan and considering the lack of a comprehensive study on the evaluation of their current status for problem solving, the purpose of this paper is to evaluate the terminals Sofeh and Kaveh as the passenger terminals of the city of Isfahan, by referring to national and international indicators in different aspects and comparing them with each other.

In line with the above objective, reviewing literature related to general evaluation and assessment of urban projects, in particular, indicates that due to the wide application of evaluation, there are various and many definitions in this area.

However, despite the diversity in definitions and disagreements about it, there is a consensus in this field that the main goal of evaluation studies is to measure the effects and consequences of various human activities in social, economic and environmental dimensions (Hadi Zadeh Zargar, 2012: 24; Mohammadi, 2012: 32; Lehtonen, 2014; Zidane et al., 2015). Therefore, from this point of view, the evaluation can facilitate the achievement of the goals of the programs while helping to maintain the characteristics of the social, economic and environmental dimensions.




However, there is no specific agreement on how to evaluate and how to apply for assessment, and different thinkers and theorists have presented different categories of indicators in the assessment, which are due to the type of dominant approach in evaluation being your own research (Amin et al., 2019). But in spite of this disparity, the indicators are always the most important element in the evaluation. Because orientation of the indicators can lead to the orientation of the results and conceal the truth of the effects (Chasemi Rad, 2010: 34; Rossi, 2004; Tahrizi et al., 2021). Therefore, in this study, in order to achieve the indicators for evaluating the outposts of Sofeh and Kaveh terminals in the city of Isfahan, firstly, theoretical literature related to the evaluation of the general concept in the form of "Table 1", and the introduction of general indicators

Table 1: General indicators for evaluation

Indicators	Explanation
<ul style="list-style-type: none"> • Need for the program • How the program process <ul style="list-style-type: none"> • How social impacts • How is economic impact • How to influence the environment • How to influence the physical and operational <ul style="list-style-type: none"> • Program Effectiveness • The degree of realization of program goals and strategies 	<ul style="list-style-type: none"> • Do you essentially need to do the program? • How does the process of the program, from studies to operation, and based on what? • Determine citizens' satisfaction and welfare towards the plan <ul style="list-style-type: none"> • Is the program economically viable? • What impact will it have on the economies of interest and disadvantaged? • What are the environmental impacts of the program and the level of environmental pollution? <ul style="list-style-type: none"> • What is the physical and operational impact of the program on the physical and functional form of the city? • Has the project objectives been met in terms of cost, and the desired result has been achieved? • Are the proposals proposed in terms of expertise? • What are the obstacles and limitations on how to achieve it?

(Ariana and Salehi Najafabadi 2015, Qaraxlo 1986, Oliveira & Pinho 2010, Zidane et al., 2015, Rossi et al 2003)

Table 2: Review of empirical literature about Inter-provincial passenger terminals

	New York City Terminal	Terminal of Rome	Tehran southern Terminal
History and geographical location	<ul style="list-style-type: none"> • Year of construction: 1950 • Last restoration: 2013- • Location: Between 40th streets and 8th and 9th streets and 41st street 	<ul style="list-style-type: none"> • Construction year: 1937- • The last restoration: 2009- • Location: in the central part of Rome 	<ul style="list-style-type: none"> • Year of construction: 1974 • The last restoration: 2002 • Location: in the northern section of Besat Highway
The merits of terminal	<ul style="list-style-type: none"> • Use of non-level intersections and tunnels • Abundant welfare facilities • Use of advanced lighting technology • Suitable customer service- • Large displacement of passengers 	<ul style="list-style-type: none"> • Proximity to the main arteries • Easy access to public transportation services • Climate-based design- • The existence of shopping and support shopping centers 	<ul style="list-style-type: none"> • Proximity to the main arteries • Easy access to public transportation services • There are shopping and support shopping centers
Disadvantages of the Terminal	<ul style="list-style-type: none"> • Placing the Terminals within the Urban Texture • Create traffic nodes around the terminal • Non-conformity of the facade with the user 	<ul style="list-style-type: none"> • The placement of the terminal within the urban fabric • Be busy • High traffic volume around the terminal • An old terminal body- • Not enough parking space- 	<ul style="list-style-type: none"> • Placing the terminals within the urban fabric • Inappropriate separation of sidewalks with bus routes • Lack of visibility from the waiting room to the buses • Lack of a regulated place for passengers to rest • Lack of sufficient parking-
The corresponding image			
Source	The Port Authority of New York & New Jersey, 2007	Group Ferrovie Dello Stato Italiane, 2017	Tehran Municipality Terminals and Park Ranges, 2016

of evaluation. Then, by referring to empirical literature (including the Terminus of New York City, Rome and the Southern Terminal of Tehran), in the form of “Table 2”, the specific indicators for evaluating the corresponding projects have been extracted.

In the following, according to the aforementioned theoretical and empirical literature, the dimensions, components, and indicators for evaluating the outskirts of the Isfahan city in the form of “Table 3” were identified as the conceptual framework of the research.

Table 3: Conceptual Framework for Research

Dimension	Components	Indicators	Source
Economical	Effects of Economic	Number of Direct Jobs	Ariana and Salehi, 1986 Oliveira & Pinho, 2010 Zidane et al., 2015; Kala et al., 2019; Tuloli et al, 2019
		Benefits of passengers from service devices	Ariana and Salehi, 2015 The Port Authority of New York & New Jersey, 2007; Oliveira & Pinho, 2010; Zidane et al., 2015; Kala et al., 2019; Sedayu, 2019
Satisfaction of passengers	Quality status of public transport		
	How to treat the staff with passengers		
Social	Security	Night Lighting	Tehran Municipality Terminals and Park Rangers, 2016 The Port Authority of New York & New Jersey, 2007; Tahrizi et al., 2021; Sedayu, 2019
		Status of the police station at the terminal	
		Abnormal Social Attraction	
Environmental	Environmental effects	Green Spaces for Pollution Capture	Gharagezlo, 1986 Ariana and Salehi 2015 Tehran Municipality Terminals and Park Rangers, 2016 Oliveira & Pinho, 2010 Zidane et al., 2015; Tahrizi et al., 2021
		The image of the city and urban landscape	Implementation of Modern Designs inside the Terminal Building
Physical	Safety		Condition of coordinating materials used
		Cleaning and Sanitation	the Tehran Municipality Terminals and Park Riders Station, 2016 The Port Authority of New York & New Jersey, 2007; Kala et al., 2019; Sedayu, 2019; Tuloli et al, 2019
	Location	separation of pedestrian and cavalry routes at the terminal	
		Entrance status for pedestrians	
		The status of traffic lights	
Functional	Functional	Location of pedestrian crossings	of the Organization of Terminals and Park Municipalities of Tehran, 2016 The Port Authority of New York & New Jersey, 2007 Group Ferrovie Dello Stato Italiane, 2017 Gharagezlo, 1986 Ariana and Salehi, 2015 Organization of terminals and park masters of Tehran municipality, 2016 Oliveira & Pinho, 2010 Zidane et al., 2015 Group Ferrovie Dello Stato Italiane, 2017; Tuloli et al, 2019
		The traffic situation in the vicinity of the terminal	
		Terminal Access to the Main Streets	
		Terminal position relative to urban texture	
		Distance between terminals from medical and therapeutic centers	
		status of the waiting room	
		Parking situation	
Resorts status for travelers			
Health care status			
Input status for vehicles			
The amount of access to the bus and taxi terminals			
The amount of access to an air bridge or underpass for pedestrians			

2. Material and Methods

The research method of the current study is descriptive-analytic and the method of data collection is both documentary (using existing documents of the project) and field (view type and

questionnaire). After determining the indicators for evaluating the metropolitan terminals of the city of Isfahan, through the review of theoretical and empirical research (documentary study), the data needed to measure the component of “economic

Table 4: Scoring indicator scales

Components	Indicators	Component of measurements Scoring criteria				
		Unsuitable	Relatively unsuitable	Modest	Relatively Suitable	Suitable
		1	2	3	4	5
Effects of Economic	Number of Direct Jobs	1 to 20 people	21 to 50 people	51 to 150 people	151 to 200 people	201 and more
	Benefits of passengers from service devices	Bad access and quality	Good access and bad quality	access and quality of medium	access and quality of relatively reasonable	access and quality of good
Satisfaction of passengers	Quality status of public transport	Bad access and quality	Good access and bad quality	access and quality of medium	access and quality of relatively reasonable	access and quality of good
	How to treat the staff with passengers	Meeting the passengers' problems	Timely response and addressing the problems of passengers	Answering and solving problems to a reasonable extent	Answering and solving problems to a fairly	Good Answering and solving problems
	Night Lighting	Delayed response to passengers	Lighting distance of lights 30 meters and less	Distance of electric lights 31 to 40 meters	Distance of electric lights 41 to 50 meters	Distance of electric lights 51 to 60 meters
Security	Status of the police station at the terminal	Bad access and quality	Good access and bad quality	access and quality of medium	access and quality of relatively reasonable	access and quality of good
	Abnormal Social Attraction	Absorption of large numbers throughout the day and night	The attraction of a number of visible overday	Attraction of a number of visible in daylight hours	Attraction of a small number of hours per day	Absorbing large numbers per day
Environmental effects	Green Spaces for Pollution Capture	0 to 5% of the terminal area	6 to 10% of the terminal area	11 to 20% of the terminal area	21 to 30% of the terminal area	31% of the terminal area and more
	Implementation of Modern Designs inside the Terminal Building	Implementation of the new project over the past 9 years	Implementation of the new project over the past 7-8 years	Implementation of the new plan in the past 5-6 years	New project implementation in the last 2-4 years	Construction of the terminal Implementation of plans for one year
The image of the city and urban landscape	Condition of coordinating materials used	Coordination in the color of non-harmony in the color and type of materials	Coordination in the type of consistency and lack of	Coordination in the color	Properly coordinated in color and type of materials	Proper coordination in color and type of materials
	Cleaning and Sanitation	Contaminated environment, air and water	Contaminated environment	Clean Environment	Clean air and environment	Clean environment, air and water
Safety	Separation of pedestrian and cavalry routes at the terminal	Interference between cavalry and pedestrian inactivity	Interference between cavalry and pedestrian	Visibility of pedestrian routes	Non-interference of the cabin and pedestrian	Non-interference of the cavalry and pedestrian and visibility of pedestrian routes
	Entrance status for pedestrians	Insufficient visibility and interference between the sidewalk and the entrance	Inadequate visibility and interference between small and small cabs	Visible	Visible and large	No crossover and pedestrian interference at visible and large
	The status of traffic lights	Inappropriate placement and quality	Good placement and inappropriate quality	The average quality and placement	Relatively good quality and placement	Good quality and placement

Continued Table 4: Scoring indicator scales

Components	Indicators	Component of measurements Scoring criteria				
		Unsuitable	Relatively unsuitable	Modest	Relatively Suitable	Suitable
		1	2	3	4	5
Location	Location of pedestrian crossings	Inappropriate placement and quality	Good placement and inappropriate quality	The average quality and placement	Relatively good quality and placement	Good quality and placement
	The traffic situation in the vicinity of the terminal	Mental impairment, high travel time	The low flow of motion	Flow in low time	Move of motion	The move of motion in low time
	Terminal Access to the Main Streets	Access at high availability time Problem, time and distance	Long time access	Short distance access	In time access and distance Low access	Easy access, in time and distance Low access
	Terminal position relative to urban texture	To 100 meters	101 to 200 meters	201 to 300 meters	301 to 500 meters	501 meters and more
	Distance between terminals from medical and therapeutic centers	0 to 250 meters	251 to 500 meters	501 to 1000 meters	1001 to 2000 meters	2001 meters and more
	Status of the waiting room	The quality of proper inadequate access and size	The quality of proper and inadequate access	Good quality	Access and quality inappropriate access and inadequate quality	Availability, size and quality of access
Functional	Parking situation	The quality of proper inadequate access and size	The quality of proper and inadequate access	The quality of the right quality	Access and quality inappropriate access and inadequate quality	Availability, size and quality of access
	Resorts status for travelers	Bad access and quality	Good access and bad quality	Access and quality of medium	Access and quality of relatively reasonable	Access and quality of good
	Health care status	The quality of proper inadequate access and size	The quality of proper and inadequate access	The quality of the right quality	Access and quality inappropriate access and inadequate quality	Availability, size and quality of access
	Input status for vehicles	Insufficient visibility and interference between the sidewalk and the entrance	Inadequate visibility and interference between small and small cabs	Visible	Visible and large	No crossover and pedestrian interference at visible and large
	The amount of access to the bus and taxi terminals	Inexistency of quick and easy access and visible	Inexistency of quick and easy access	Visible access	Easy access	Visible access, quick and easy access
	The amount of access to an air bridge or underpass for pedestrians	Inexistency of quick and easy access and visible	Inexistency of quick and easy access	Visible access	Easy access	Visible access, quick and easy access

Table 5: General information of the Sofeh and Kaveh terminals

Terminal	Area of the premises (m2)	Area of waiting rooms	Number of platforms	Green spaces (m ²)	Number of sanitary services	Number of service employees
sofeh	55,000	12,00	56	7,588	42	16
kaveh	100,000	30,000	43	16,093	97	33

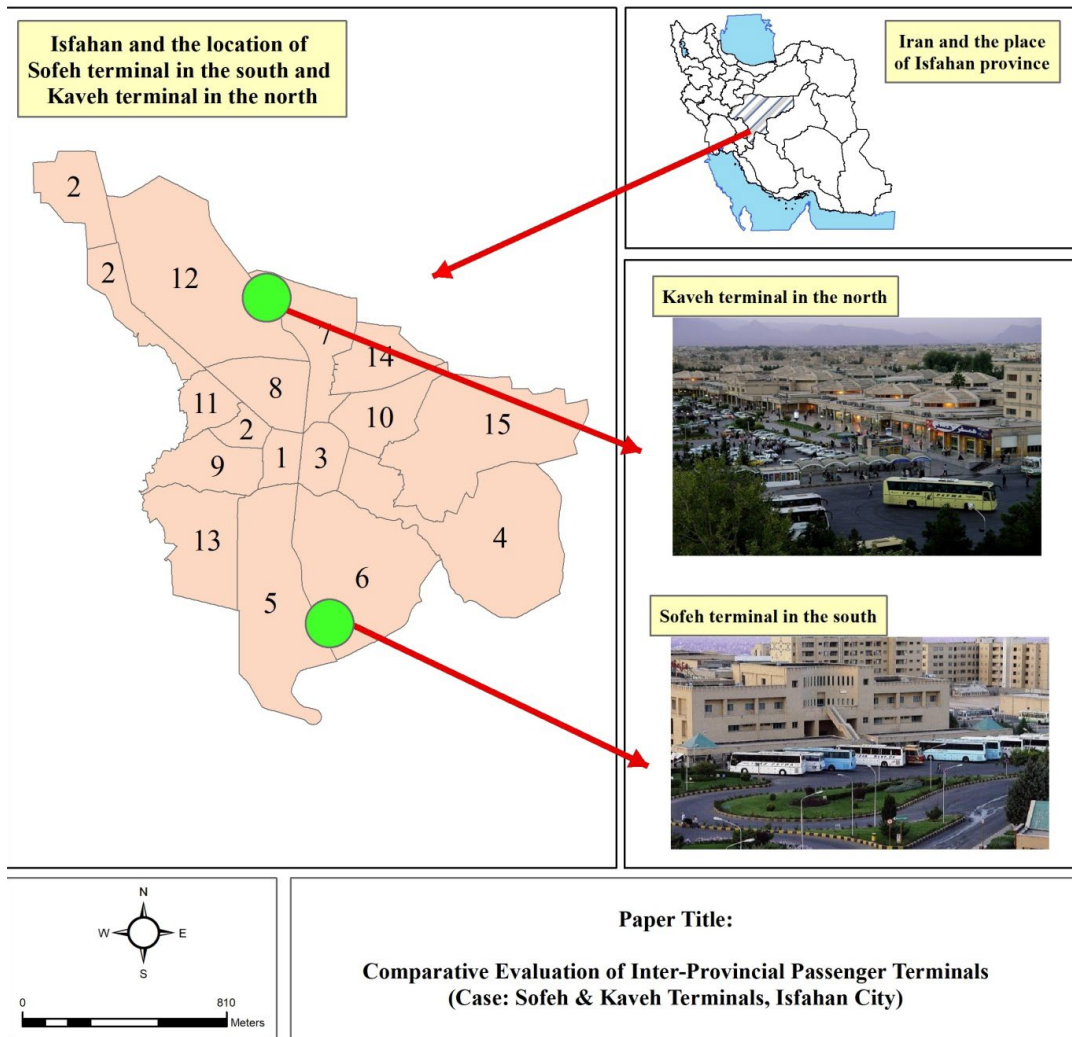


Fig. 1: Position of Kaveh and Sofeh terminals in Isfahan city









effects” by referring to the project documents (documentary study). And for the measurements of the “Satisfaction of travelers” component through a field study, a questionnaire¹ and for indicators of other components were collected through a field study of observation type. Meanwhile, using the five-point Likert scale (according to Table 4), individual scales were used for scoring. In the end, due to its simplicity, flexibility, the possibility

1. A total of 50 questionnaires were completed at the terminals of the document and 50 questionnaires completed at the terminal of Kaveh by employees and travelers at 9 to 14, and the mean of responses was considered for determining the status of the indicators

of organizing the hierarchy of the elements of a system, the possibility of using quantitative and qualitative criteria simultaneously, the ability to control the logical adaptation of the judgments used in determining the priorities from the methodology of the analytical process AHP) and Expert Choice software were used to determine the weights of each indicator, and ultimately the overall analysis and conclusion.

In relation to research cases, the city of Isfahan, as one of the city centers located on the northern and southern corridors, as well as the eastern and western parts of the country, has always been of















Table 6: Valuation of indicators at the terminals of Sofeh and Kaveh in Effects of Economic, Satisfaction of passengers, Security and Environmental effects components

indicators	Description	The score		the picture of the gauge at the terminal	
		Sofeh	Kaveh	Sofeh	Kaveh
Number of Direct Jobs	The number of direct jobs created directly at the terminus of 186 and at the Kaveh terminal is 195. So, according to the criteria at both terminals, the indicator is fairly reasonable	4	4		
Benefits of passengers from service devices	The condition of the benefit of the passengers of the facility Mingbang Services. The score of the questionnaire information at both terminals is 3/6. Therefore, this indicator is medium in both terminals	3/6	3/1		
Quality status of public transport	The score obtained from the questionnaire information at both terminals is 3/9. Therefore, this indicator is average for both terminals	3/9	3/8		
How to treat the staff with passengers	The score obtained from the questionnaire information is at the terminus 3/3 (relatively good) and at the Kaveh terminal 4/3 (average)	4/3	3/3		
Night Lighting	The amount of light at night at 50 meters of the lights at both terminals is average in both terminals	3	3		
Status of the police station at the terminal	Due to the existence of a police station and its fairly adequate access and performance at both terminals, the status of the police station is relatively good	4	4		
Attraction of socially abnormal people	Due to the attraction of a number of visible maladaptors in both terminals, we can say that the average score is average	3	3		
Green Spaces for Pollution Capture	The amount of green space to absorb contaminants is 60% of the area of the roof terminals and 16% of the area of Kaveh green space, so the green space is appropriate in the text and in the middle of Kaveh	5	3		

special importance in the movement of goods and passengers. Therefore, with the expansion of the city of Isfahan in the 1960s, the idea of setting up modern passenger terminals in Isfahan was established and pursued. Eventually, at the beginning of the 1990's, two large terminals in the north and south were respectively called Kaveh and Sofeh Launched.

The 200,304 service provided a total of 1,966,909 people in 2005, with a direct passenger turnover of 16 servicemen, 27 stores, 15 cooperative offices, emergency social police, hotels, taxi service, repair shops, the fuel seat of insurance offices, tourism and so on. On the other hand, Kaveh terminal also has a total of 168,643 service out of 294,168 people in 2005, and this service has generated direct

Table 7: Valuation of indicators at the terminals of Sofeh and Kaveh in the image of the city and urban landscape and Safety components

Indicators	Description	The score		The picture of the gauge at the terminal	
		Sofeh	Kaveh	Sofeh	Kaveh
Implementation of Modern Designs inside the Terminal Building	The terminal building of the plans implemented in the last two years and Kaveh plans for the past five years. Therefore, the position of the scale in the line is relatively good and in Kaveh is average	4	3		
Condition of coordinating materials used	According to the age of 25 years of both terminals and the materials used. The coordination of materials in the text is relatively good and in the middle of Kaveh	4	3		
Cleaning and Sanitation	Considering the presence of trash bins, staffing and cleanliness of the environment and air, it can be said that the condition of cleaning at both terminals is relatively good	4	4		
Separation of pedestrian and cavalry routes at the terminal	The separation of the pedestrian and cavalry paths at the foot of the pedestrian terminal is wide and visible, so it is appropriate. The pedestrian path in Kaveh is moderate due to pedestrian and cavalry interference in some places	5	3		
Entrance status for pedestrians	Entrance status for pedestrians. In terms of pedestrian and vehicle park versus input, the entry status is average for both terminals	3	3		
The status of traffic lights	The position of the traffic lights and the positioning of the lights in the proper text and the average performance of the traffic signal is ,therefore, relatively good. In Kaveh, the semblance and function are modest	4	3		
Location of pedestrian crossings	The position of pedestrian crossings at both terminals is not standardized, so the position of the gauge at both ends is inappropriate	1	1		
Traffic situation in the vicinity of the terminal	Traffic Situation at busy hours in the vicinity of both semi-heavy terminals is therefore inadequate	2	2		

employment of 33 servicemen, 30 stores, 16 offices, police, social emergency, hotel, taxi Service, repair shops, fuel stations, insurance offices, tourism and so on. In addition, it has created a wide range of

indirect employment, especially in jobs related to spare parts for cars, mechanics, car trade shows, buses, subways and so on. ([Organization of passenger terminals in Isfahan, 2006](#)).

Table 8: Valuation of indicators at the terminals of Sofeh and Kaveh in Location and Functional components





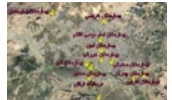








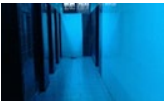






Indicators	Description	The score		The picture of the gauge at the terminal	
		Sofeh	Kaveh	Sofeh	Kaveh
Terminal Access to the Main Streets	The availability of terminal access to the main streets of the Phoebe Terminal has access to the main road, main road and main roads, so it is appropriate. Kaveh terminal has high access and low distance access, so it is moderate	5	3		
Terminal position relative to urban texture	Urban distance between both the Sofeh and Kaveh terminals is less than 100 meters. So, the position of the meter is inappropriate	1	1		
Distance between terminals from medical and therapeutic centers	Medical center is more than 2000 meters. Kaveh distance to the treatment center is between 501 and 1000 m, so it is moderate	5	3		
Status of the waiting room	The status of the Hall of Exit access to the quality and size of the hall in the proper terminus is fairly convenient at the Kaveh terminal	5	4		
Parking situation	The capacity and quality of parking at the right terminal are inappropriate at the Kaveh terminal	5	1		
Resorts status for travelers	The accessibility and quality of the resorts in the equatorial terminal is relatively good and at the Kaveh terminal is average	4	3		
Health care status	The status of health services, availability, capacity and quality of health services at the appropriate terminus and at the Kaveh terminal is relatively convenient	5	4		
Input status for vehicles	The entry status for the entry vehicles is large and moves slowly, so it is relatively convenient. Kaveh input size is average and visible, so it is moderate	4	3		
The amount of access to the bus and taxi terminals	Easy and visible access to the taxi. Kaveh has easy access to the bus and taxi and both have no access to the subway. Therefore, the position of the scale in the line is relatively good and in Kaveh is average	4	3		
The amount of access to an air bridge or underpass for pedestrians	The access rate to the air bridge or underpass for pedestrians is not accessible to the air bridge and Kaveh. Therefore, the position of the meter in both terminals is moderate	3	3		

Table 9: Final valuation of Sofeh and Kaveh terminals

Components	Weight Components	Sofeh			Kaveh		
		Sum of rating of components indicators	normalized score indicators of component	Final score	Sum of rating of component indicators	Normalized score indicators of component	Final score
Effects of Economic	0/342	4 of 5	0/8	0/27	4 of 5	0/8	0/27
Satisfaction of passengers	0/043	11/8 of 15	0/786	0/03	10/2 of 15	0/68	0/03
security	0/087	10 of 15	0/666	0/06	10 of 15	0/666	0/06
Environmental effects	0/138	5 of 5	1	0/13	3 of 5	0/6	0/08
Mien and Urban Landscape	0/034	12 of 15	0/8	0/03	10 of 15	0/666	0/02
Safety	0/106	15 of 25	0/6	0/06	12 of 25	0/48	0/05
Location	0/18	11 of 15	0/733	0/13	7 of 15	0/466	0/08
Functional	0/069	30 of 35	0/857	0/06	21 of 35	0/6	0/04
Total	1			0/77			0/63

3. Results and discussion

Considering the dimensions, the components and indicators introduced in the conceptual framework of the research, and in the light of the recognition of the documentary and field study (type of interview), the terminals of Sofeh and Kaveh can be terminated as suburban terminals of the city of Isfahan as the following table has been rated.

4. Conclusion

The purpose of this study was to evaluate Kaveh and Sofeh terminals as the inter-provincial passenger terminals in the city of Isfahan. To achieve this purpose, firstly, the empirical and theoretical literature related to the inter-provincial passenger terminals were explained and then the indicators related to the evaluation were identified and checked in these terminals. Next, in order to achieve an integrated result, the Analytic Hierarchy Process (AHP) method was used. Then, the extracted weights were obtained according to the score obtained from the aggregate score of the indicators related to each of the components, the final value of each of the components, as well as the final value of each terminal in accordance with Table 7. Moreover, it was found that in general, the terminus of the record (with a total score of 0.77 out of 1) is in a better position than the Kaveh terminal (with a total score of 0.63 out of 1)

Furthermore, according to the above table, it was revealed that although the total of the terminals of the syllable relative to the Kaveh terminus in the components of “passenger satisfaction”, “environmental effects”, “illumination”, “safety”, “location” and “Functional”, but both of these terminals have major issues, especially in terms of “safety”.and.”passenger satisfaction”, which are mainly due to the lack of synchronization of these terminals with population growth and physical expansion of the city and the region Isfahan. In other words, the Sofeh and Kaveh terminals, both of which were desirable at the time of their construction, were downgraded to relatively favorable terminals in the present time due to the lack of updating of the terminals. Therefore, it is suggested that according to the following, these terminals will be improved as soon as possible, in order to improve their service capabilities, with priority being given to the Kaveh terminal.

- Improving the quality of the Kaveh terminal environment by improving and strengthening the green space and preventing the interference of cars and pedestrians in some places and improving the car parking situation
- Improving the quality of the Sofeh terminal environment by adjusting the entrances for facilitate pedestrian access
- Improving the quality and accessibility of the service facilities of the terminals, especially hotels,

stores and restaurants in both terminals

– Optimizing traffic in both terminals, especially by reducing the delay in the movement of vehicles and replacing old buses and taxis with new one.

– Increasing passengers' satisfaction with the staff's behavior with passengers through training especially in Kaveh terminal

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