Title: **Delivering Targeted Service Quality to Light-rail Transport Passengers**

***Subtitle****: Balancing Multi-actors Targeted and Delivered Service Quality with Passengers Perceived Service Quality in Addis-Ababa Light-Rail Transport*

Limited resources require a frugal approach to enable the amount spent on light-rail infrastructure to be optimally productive. However, while using a frugal approach, service quality should not be compromised. This article focuses on two gap dimensions of the service quality loop for light-rail transport, with specific emphasis on pricing and infrastructural innovations, using a frugal approach, in the Addis-Ababa Light-Rail Transport (LRT). These are targeted and delivered service quality from multi-actors, and perceived service quality from passengers, which provides a societal relevance for policy makers and stakeholders to tailor their policies towards bridging or avoiding these service quality gaps between both parties. It is possible for the multi-actors to measure and deliver adequate service quality for the high numbers of passengers, especially to the low-medium income earners in the society, so that they can make use of cheap and comfortable LRT. To a high-level, an extent of above 70%, the quality of 12 out of 15 light-rail services that were delivered by the multi-actors were perceived as satisfactory or comfortable, despite some of the perceived problems, such as the inability to use automated tickets, overcrowding during peak hours and fare evasion. Except for comfortability during peak hours, air-conditioning inside LRT and the time it takes to reach the platforms, which were perceived as unsatisfactory. Applying a balance between delivered service quality and being able to have satisfied passengers is a benefit to the existing literature and has a scientific significance to foster sustainable public transport.