

# Public Bus Experience

Hi everyone, thank you so much for taking the time to fill in this form.

For this section, please share your experience and problems faced taking the public bus. You can still fill in even if you only used to take bus and not anymore now.

I appreciate your effort to aid me in completing my project.

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\* Indicates required question

1. Age \*

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2. Gender \*

*Mark only one oval.*

☐ Male

☐ Female

3. Ethnicity \*

*Mark only one oval.*

☐ Chinese

☐ Indian

☐ Malay

☐ Other: 

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4. Main purpose of taking public bus? \*

*Mark only one oval.*

- ☐ To school
- ☐ To work
- ☐ To travel around the city since you don't have a license or car and Grab is expensive
- ☐ To travel around the city although you have license/car so you can save money
- ☐ To travel around the city just because you like taking bus
- ☐ Other: \_\_\_\_\_

5. How often do you take bus in a week? \*

Mark only one oval.

- ☐ 0-1 times a week
- ☐ 2-4 times a week
- ☐ 5-7 times a week

6. How often do you have to wait for more than 30 minutes at bus stop? \*

Mark only one oval.

1 2 3 4 5

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Never ☐ ☐ ☐ ☐ ☐ Always

7. How often does the bus not stop for you? \*

Mark only one oval.

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

8. How often are you having trouble to find money changes (RM1, 50/20/10 cents) to pay for the bus ticket. (E.g. you forgot to take from your parents or you really don't have changes, so you have to borrow from your friends or strangers)

Mark only one oval.

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

9. How often do you pay for your bus ticket with different prices each time you board on the bus from the same bus stop although your destination is the same as before? \*

Mark only one oval.

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

10. How often do you stop the wrong bus? \*

Mark only one oval.

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

11. How often do you board the wrong bus? \*

*Mark only one oval.*

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

12. How often are you not informed early to the changes/updates made to the bus or the bus routes? \*

*Mark only one oval.*

	1	2	3	4	5	
<hr/>						
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always
<hr/>						

## Public Bus Improvement

I assume your experience with public bus isn't too great, it's okay I feel you



For this section, I need your opinion on the best way to improve the system and also the improvement you want to see the most.

13. How much do you wish that there is an app for you to see the live-location of the bus you want to board all the time? \*

This includes:

1. Departure time of the bus.
2. Estimated Time of Arrival to your bus stop based on bus' live-location (like how you use waze).
3. The traffic condition of the route the bus is taking.

*Mark only one oval.*

1   2   3   4   5

No I ☐ ☐ ☐ ☐ ☐ Yes lah

14. How much do you wish that there is an app for you to book a pick up point for the bus you want to board? \*

(Pick up point similar to how you book Grab or Kumpool)

This includes:

1. You don't have to wave your hand to stop your bus anymore, the bus will stop at the bus stop you booked.
2. Won't have to wave just to stop the wrong bus or to be ignored by your bus.
3. Penalty will be applied to the bus drivers if they ignore the pick up point you booked and skip the bus stop.
4. Penalty fee will be charged to the users if they fail to show up when the bus arrives at the bus stop.

*Mark only one oval.*

1   2   3   4   5

No I ☐ ☐ ☐ ☐ ☐ Yes lah

15. How much do you wish that there is an app for you to pay bus tickets by just scanning a QR code when you board on the bus (check-in) and get off the bus (check-out). (Similar to how train stations work) \*

This includes:

1. The system decides on the tickets fare instead of the driver.
2. Money is deducted based on the distance you traveled.
3. The app requires you to link your E-wallet (e.g TNG) or bank account for payment.
4. You don't have to keep carrying money changes around anymore to board a bus. (RM1 and 50/20/10 cents)
5. Anyone can board the bus by just registering on the app, saves the inconvenience having to apply for bus cards and top-up.

*Mark only one oval.*

1    2    3    4    5

No I ☐ ☐ ☐ ☐ ☐ Yes lah

16. How much do you wish that there is an app that will notify you of changes/updates made to the bus/bus routes you have bookmarked/favorited? \*

This includes:

1. You can bookmark/favorite your bus to be always notified of information you need to know.
2. Prevent you from being confused if the bus changes appearance, number, routes etc.
3. Newest, latest and up-to-date information about all public bus 24/7.

*Mark only one oval.*

1    2    3    4    5

No I ☐ ☐ ☐ ☐ ☐ Yes lah