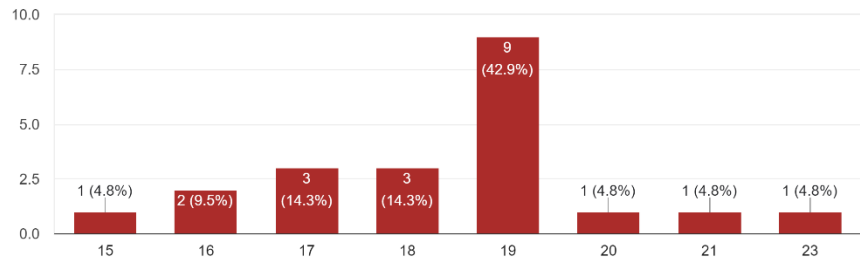


Descriptive Analysis of Public Bus Experience Survey (21 responses):

1. Demographic Overview:

Age

(21 条回复)

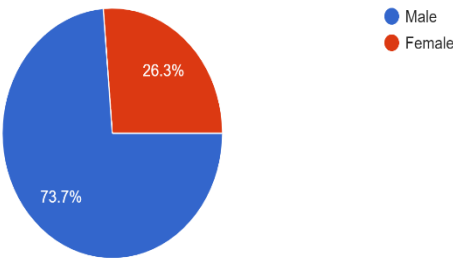


Age: Participants in the survey span from 15 to 23 years old. The majority (42.9%) fall within the 19-year-old category.

Gender: The respondents are predominantly female, constituting 26.3% of the participants.

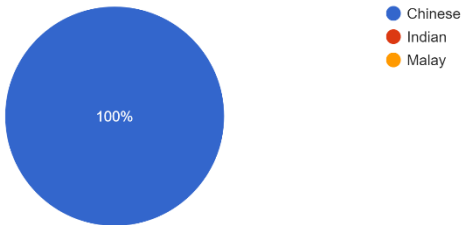
Gender

(19 条回复)



Ethnicity

(21 条回复)

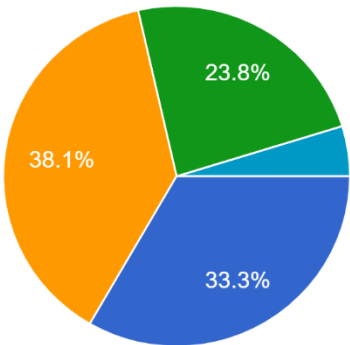


Ethnicity: All survey participants identify as Chinese.

2. Bus Usage Patterns:

Main purpose of taking public bus?

(21 条回复)



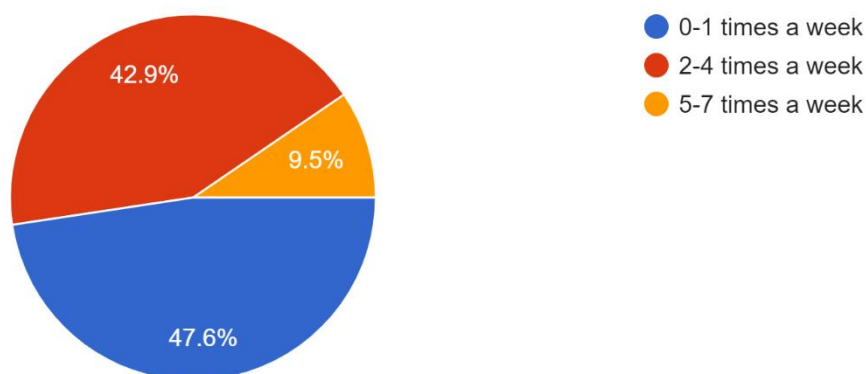
- To school
- To work
- To travel around the city since you don't have a license or car and Grab is expensive
- To travel around the city although you have license/car so you can save money
- To travel around the city just because you like taking bus
- Travel from states to states

Main Purpose:

- 38.1% of respondents use the bus for city travel due to the absence of a driving license.
- 33.3% use the bus for school commuting.
- 23.8% utilize the bus for city travel despite having a driving license.
- 4.8% use the bus for inter-state travel.

How often do you take bus in a week?

(21 条回复)

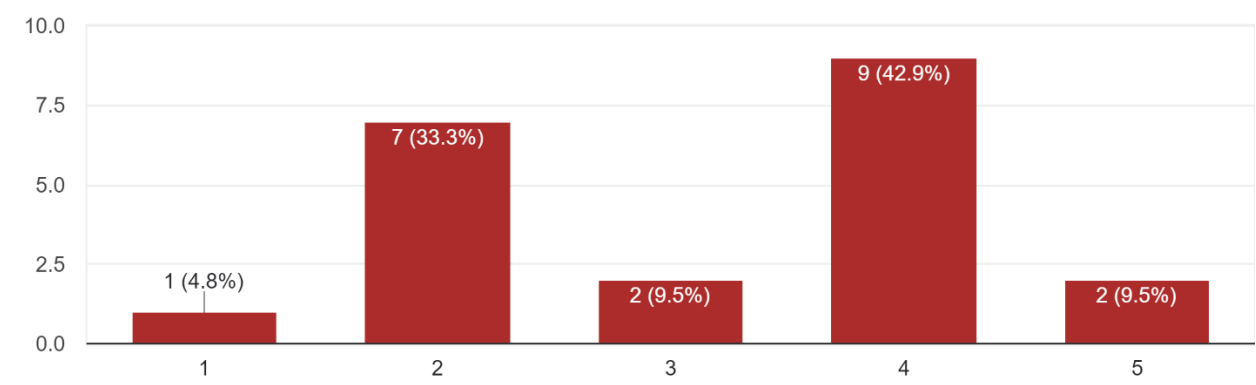


Frequency:

- 47.6% of participants use the bus 0-1 times a week.
- 42.9% of the participants use the bus 2-4 times a week.
- 9.5% of the participants use the bus 5-6 times a week

3. Challenges Faced:

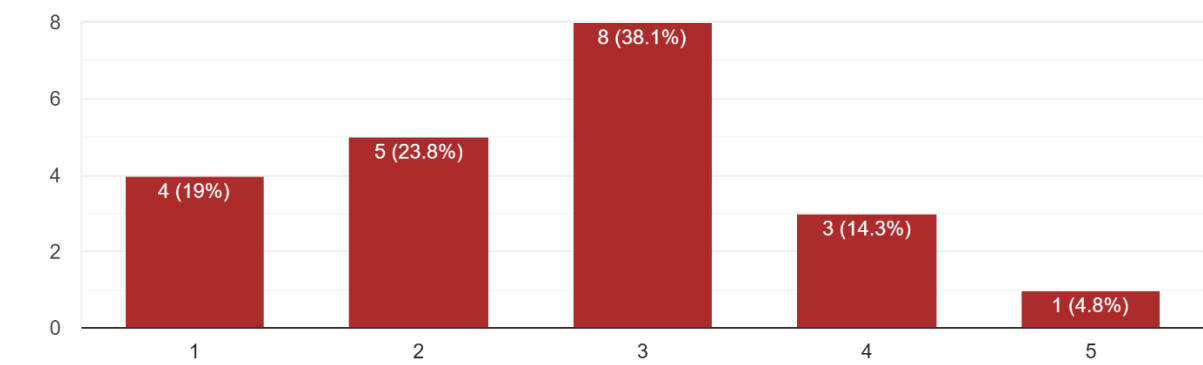
How often do you have to wait for more than 30 minutes at bus stop?
(21 条回复)



Waiting Time:

- 42.9% of respondents frequently experience waiting for more than 30 minutes at the bus stop.
- Only one of respondents never experience waiting for more than 30 minutes at the bus stop

How often does the bus not stop for you?
(21 条回复)

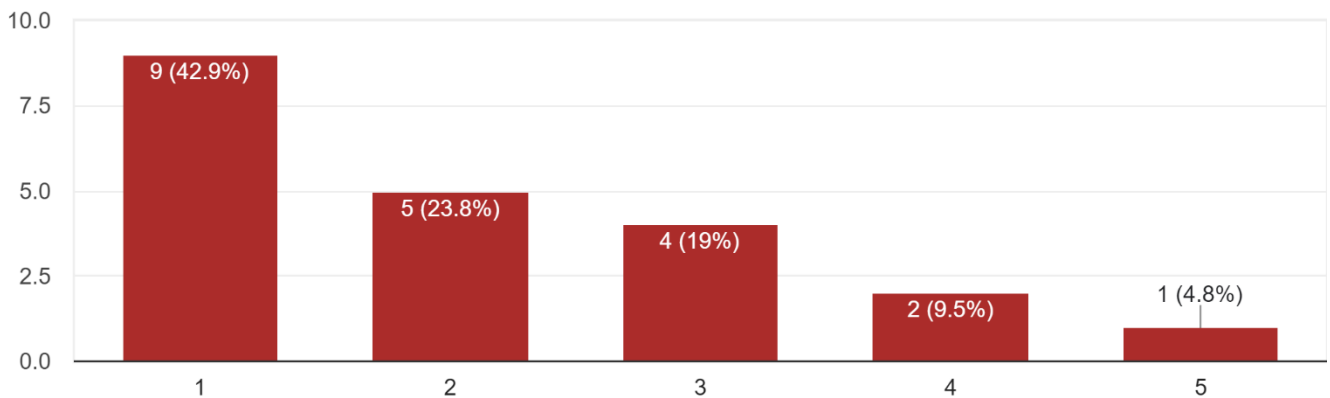


Bus Stops:

- 38.1% occasionally encounter buses not stopping for them.
- However, there is only 4.8% of respondents always encounter buses not stopping for them

- While there are 4 respondents never experience bus not stopping for them

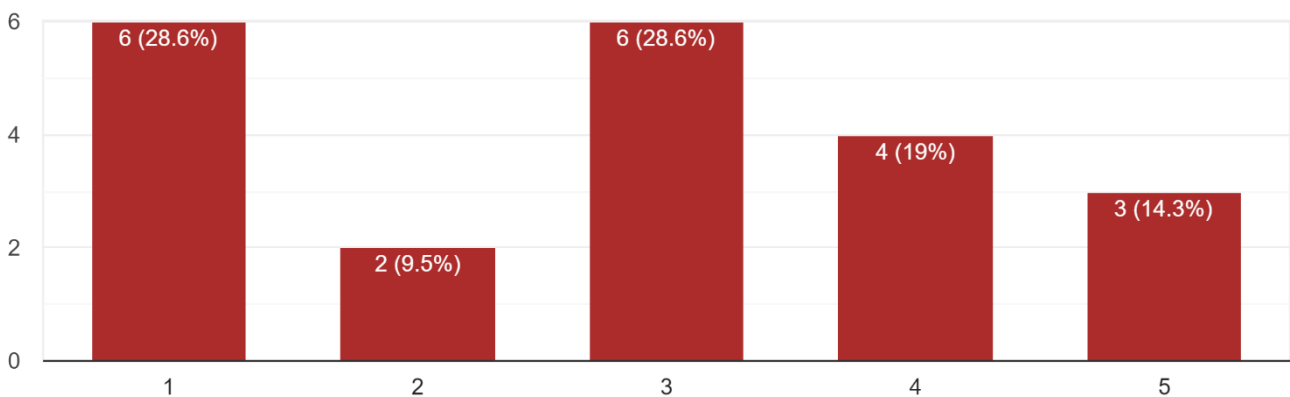
How often are you having trouble to find money changes (RM1, 50/20/10 cents) to pay for the bus ticket. (E.g. you forgot to take from your parents o... you have to borrow from your friends or strangers)
(21 条回复)



Fare Issues:

- 42.9% of participants never face trouble finding change for the bus ticket.
- 4.8% of participants frequently face trouble finding change for the bus ticket.

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?
(21 条回复)

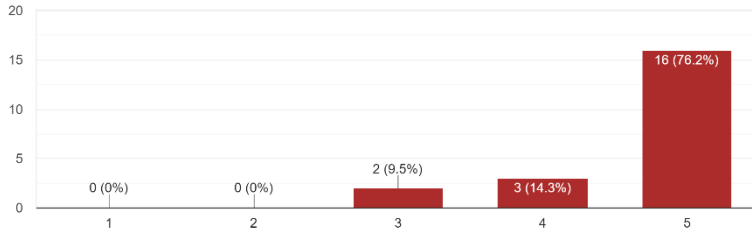


Irregular Fare:

- 28.6% of participants occasionally encounter the alter of price although the distance travelled by bus is same as before.
- 14.3% of participants always pay with different price for their bus ticket although the distance travelled by the bus as similar as before.

4. Improvement Suggestions:

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...The traffic condition of the route the bus is taking.
(21 条回复)



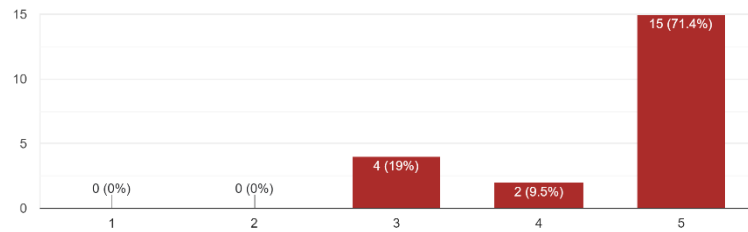
Live-Location App:

- 76.2% express a high wish for an app displaying live bus locations, departure times, estimated arrival, and traffic conditions.

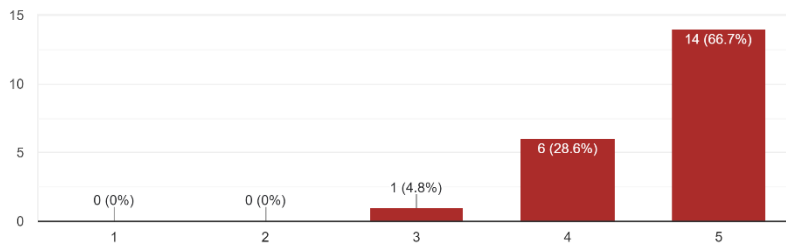
Pick-Up Point Booking App:

- 71.4% highly wish for an app allowing them to book pick-up points, eliminating the need to wave for buses.

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 ...il to show up when the bus arrives at the bus stop.
(21 条回复)



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 t...venience having to apply for bus cards and top-up.
(21 条回复)



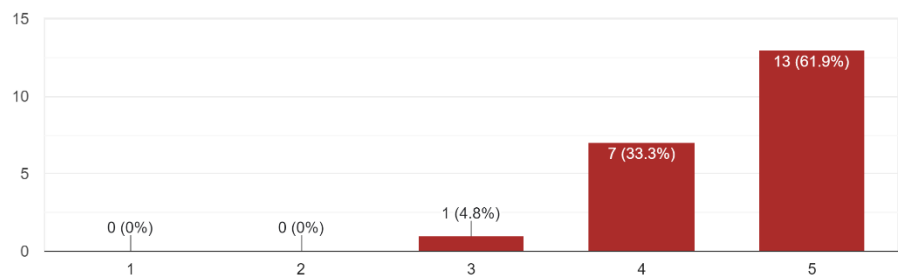
QR Code Payment App:

- 66.7% highly wish for an app enabling QR code payments for bus tickets, reducing the reliance on cash.

Bus Updates Notification App:

- 61.9% highly wish for an app providing notifications on changes to bookmarked/favourited bus routes.

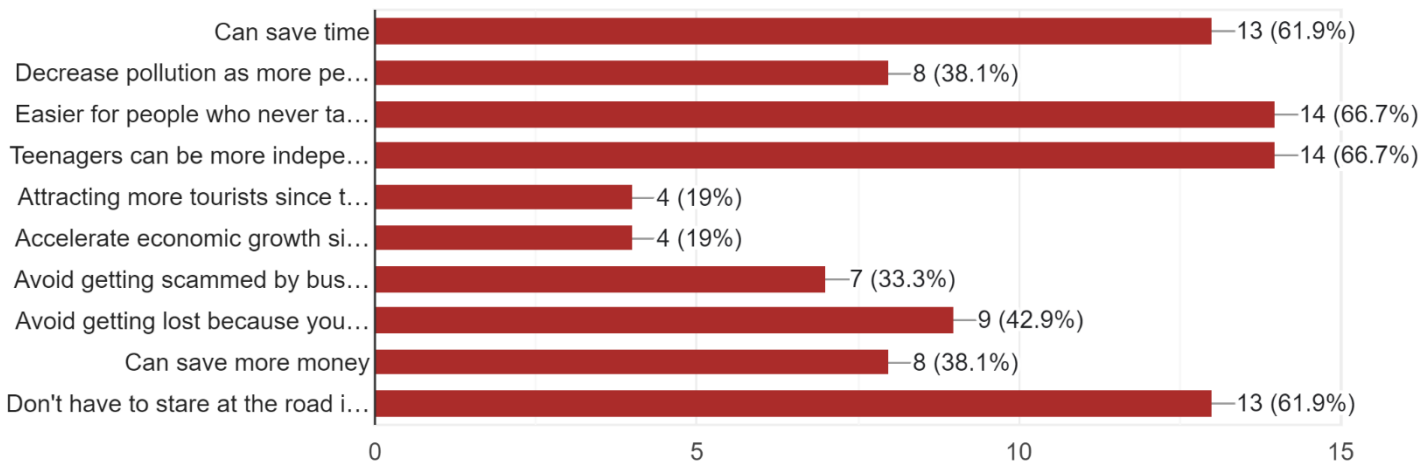
How much do you wish that there is an app that will notify you of changes/updates made to the bus/bus routes you have bookmarked/favorited? Thi...up-to-date information about all public bus 24/7.
(21 条回复)



5. Anticipated Benefits:

In your opinion, which are the main benefits can be gained if the improvements stated above are implemented?

(21 条回复)



The participants anticipate various benefits from suggested improvements, including time savings (61.9%), increased public transport usage (38.1%), enhanced accessibility (66.7%), teenager independence (66.7%), tourism attraction (19%), economic growth (19%), fraud prevention (33.3%), avoiding wrong buses (42.9%), cost savings (38.1%), and stress reduction (61.9%).

This descriptive analysis provides a detailed breakdown of participant demographics, bus usage patterns, challenges faced, improvement suggestions, and anticipated benefits. The findings underscore the significance of technological solutions in addressing key concerns related to the public bus experience.