

UTM BUS SURVEY ANALYSIS

Overview

To gather information and conduct a survey, we created a google form with the following questions and distributed among our service users or UTM students. Firstly, students were told to mention their year of study and the residential college they live in. Then we asked them the questions we asked below--

Q1. How often do you use UTM Fleet (Bus System)?

Q2. Which bus do you take often?

Q3. Do the buses cover a lot of destinations / is there any blind locations in UTM where buses don't cover?

Q4. How convenient do you think the schedules are? (on scale of 1 to 10)

Q5. Have you ever missed a bus?

Q6. Have you ever been late to class due to missing buses?

Q7. Do bus drivers ever left you behind?

Q8. Did the driver ever drive the bus dangerously fast to catch up with schedules?

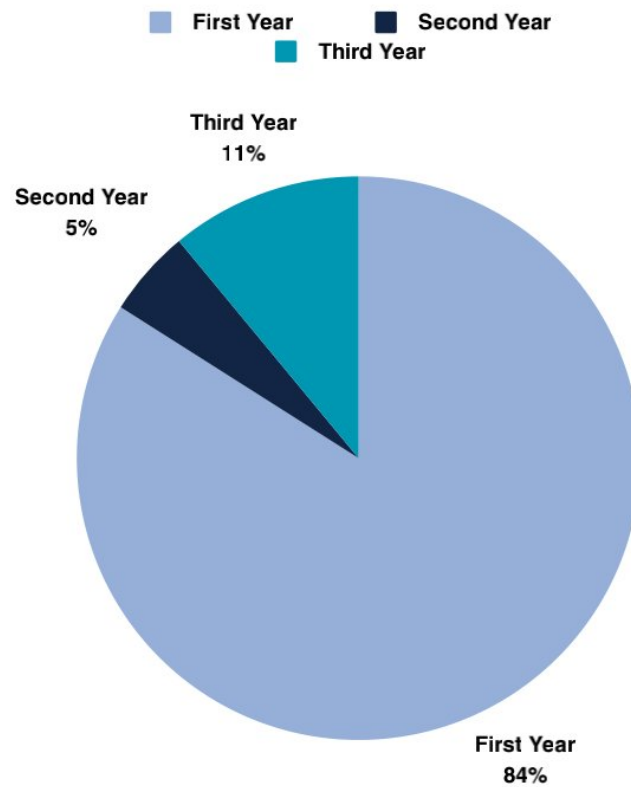
Q9. When do you think the bus is most crowded?

Q10. Do you think having an app to track real time locations of UTM Fleet buses would significantly improve your journey schedule?

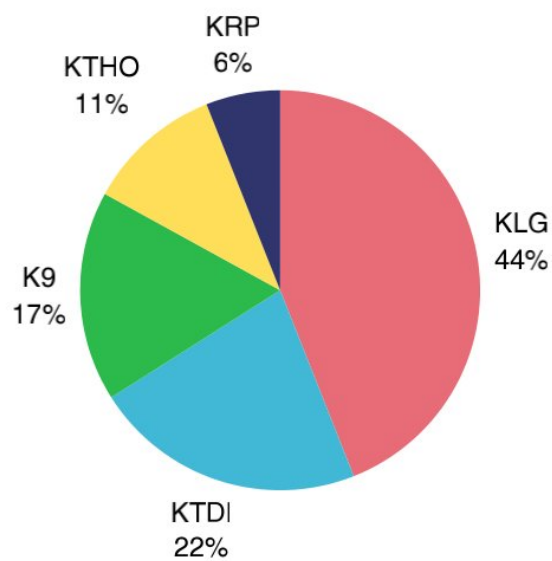
Q11. Do you have any thoughts / suggestions on the UTM bus fleet system?

Survey Findings

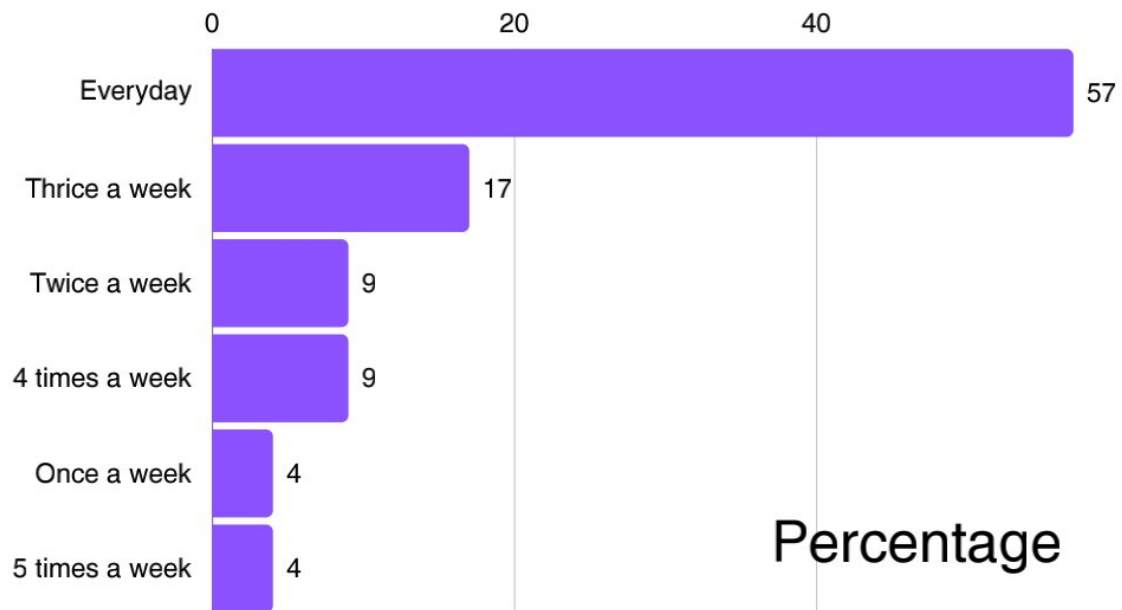
- Year of Study of Every Respondents



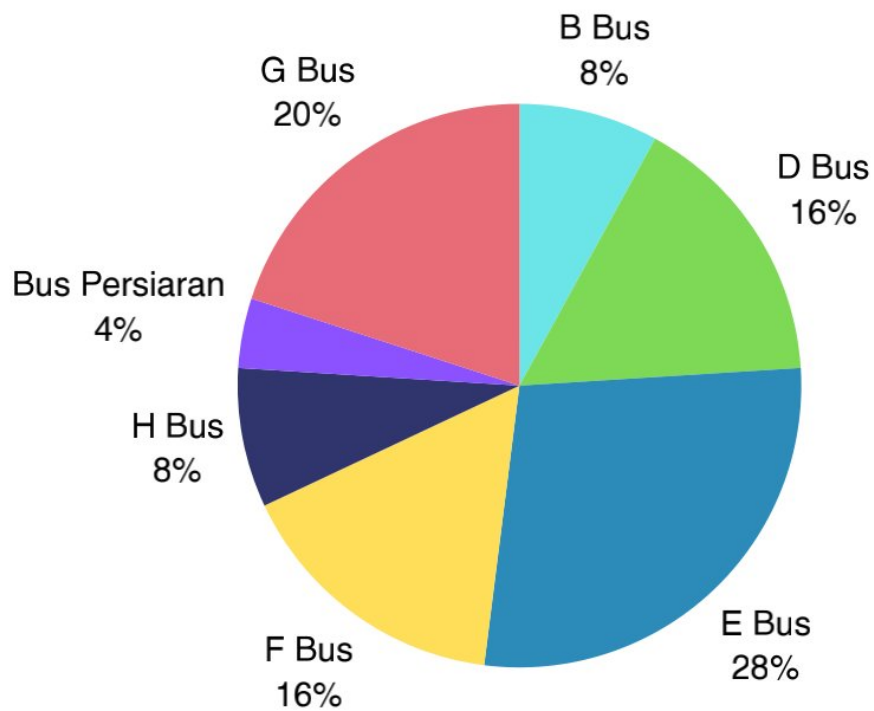
- Residential Colleges Respondents live in



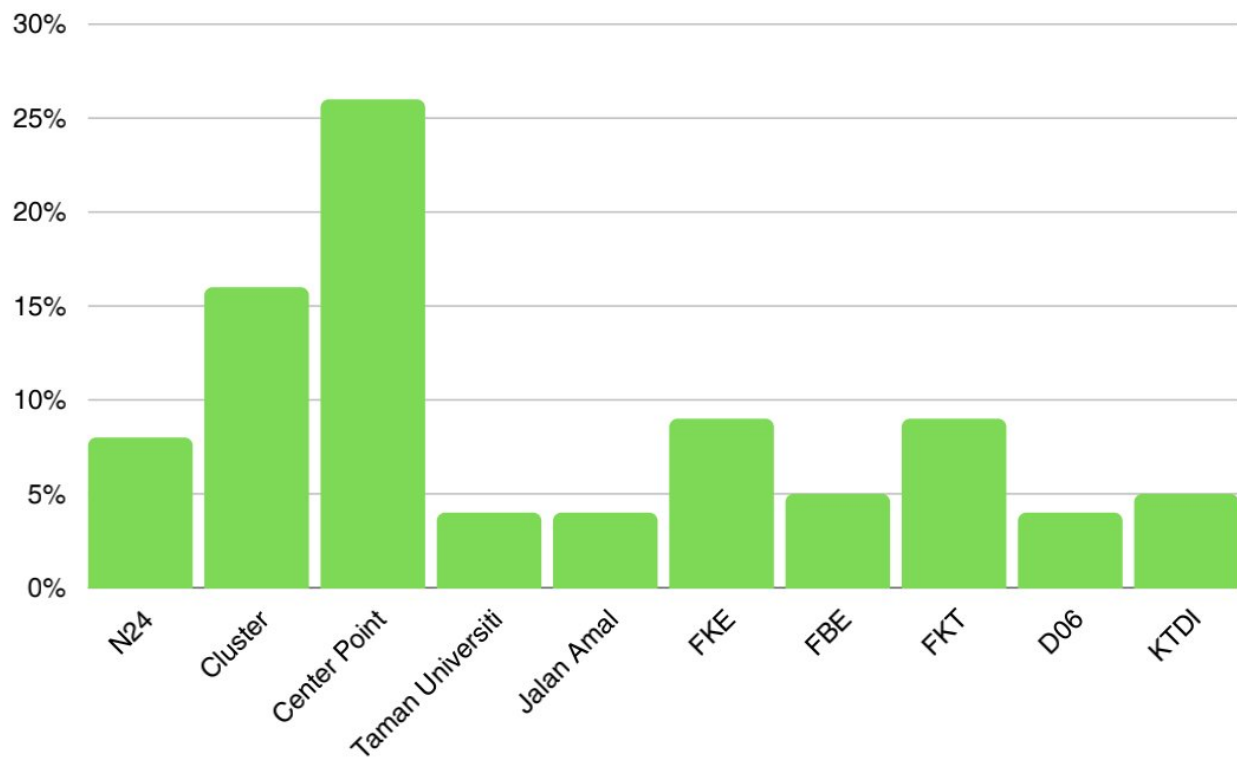
- **Number of Times Respondents use UTM Fleet**



- **The Bus Often used by the Respondents**



- **Most Frequent Destinations of Students using UTM Fleet**

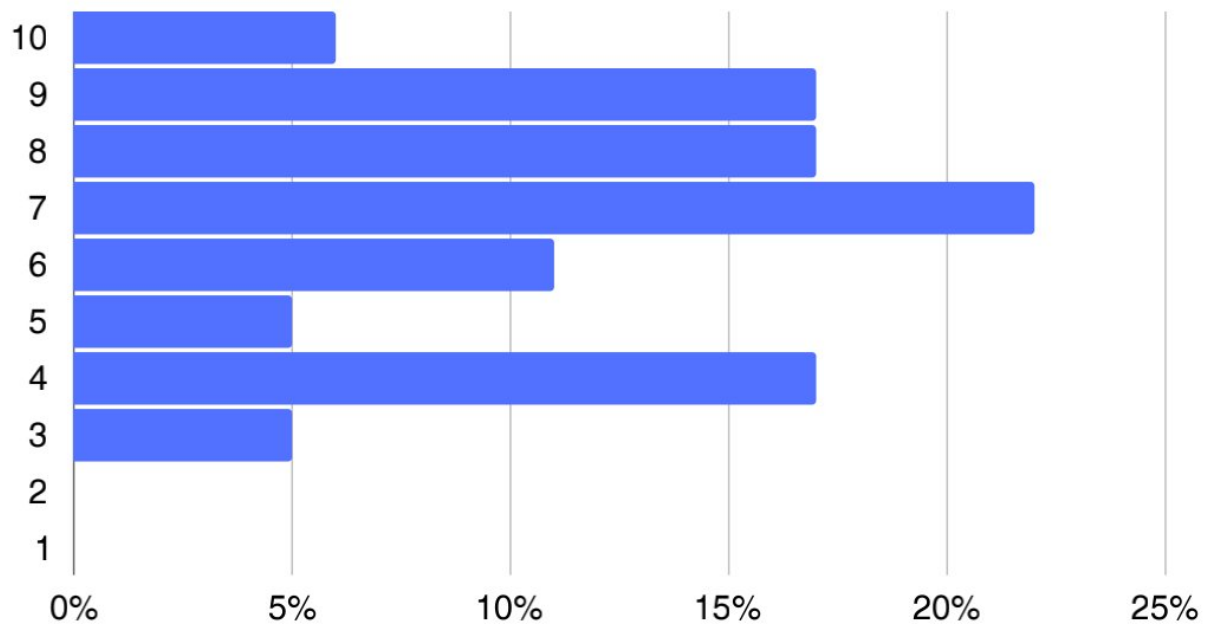


- **Blind Locations in UTM where the Buses don't go**

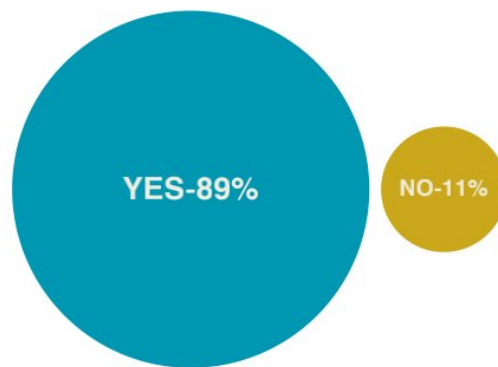
1. SRAD
2. Masjid Sultan Ismail
3. AEON Taman Universiti

But 82% of the total respondents think that UTM Fleet covers a lot of spaces and there is no blind spot at all in UTM campus

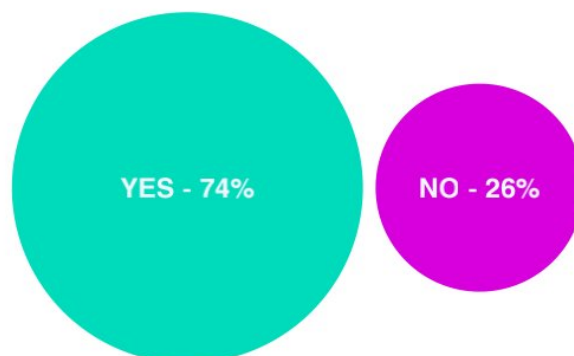
- **Convenience Rating of UTM Fleet in a scale of 1 to 10**



- **How many Respondents ever missed the Bus?**



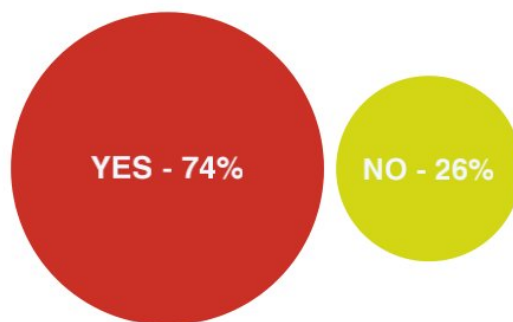
- **How many Respondents ever been late for the Bus?**



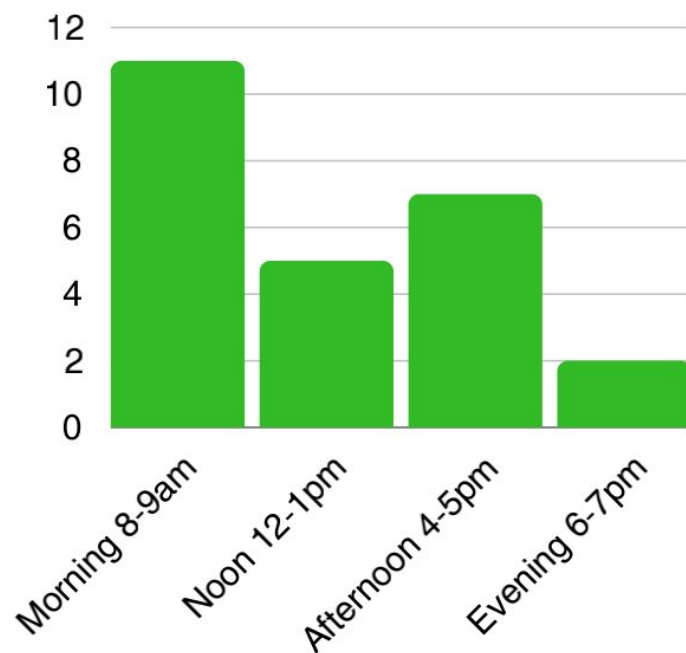
- **Did the Bus Driver ever left any of the Respondents behind?**



- Did the bus drivers ever drive dangerously to catch up the schedule?



- According to the Respondents when is the Bus mostly crowded?



- **How many Respondents think having an app to track real time locations of UTM Fleet buses would significantly improve your journey schedule?**



- **Suggestion Respondents have for UTM Fleet**

1. To be more punctual, specially after the driver's break time. Because most of the time they do not stay true to the schedule in UTMsmart app
2. More buses should be added to the morning schedules
3. Have G and E bus on 10-11am because many students have class on 11am
4. To track live location of the buses
5. A button to let the Driver know where Students want to get off
6. More buses should be added during the weekends

INTERVIEW

With Mr. Amirul, UTM Bus Driver

Overview

From our project, UTM BTS, we have interviewed one of the UTM bus drivers with a view to gathering information and analyzing the problem with the existing UTM Fleet system from the driver's point of view.



Question & Answers

Q1. Is UTM Fleet Schedule Convenient for you?

=> Although the schedule is convenient, it is fixed and offers more trips during peak hours. So, there are times when I am behind the schedule and miss a trip to catch up.

Q2. When does the bus get crowded most ?

=> Morning (when the class starts) and Afternoon (when the classes breaks out)

Q3. Have you ever accidentally left any students behind ?

=> Yes, as human it is normal for us to be late.

Q4. Have you ever been behind the schedule ?

=> Yes. Sometimes, to catch up the original schedule, I would have to skip a trip so that I could be at the bus stops I needed to be.

Q5. Do you think the UTM Fleet schedule is packed for you?

=> The schedule is understandably packed. We have to rush sometimes when we are late or behind the schedule. But as long as we follow the schedule given, the UTM Fleet schedule does not seem much packed at all.

Q6. What are the problems you find during your work-time ?

=>Some of the students have very low common sense. There are times when I will stop the bus during break hours and students would come and shake the bus, thinking that I am not doing my job properly and complain to my boss. But we, bus drivers can not just slack off during work as our boss can monitor us through GPS. But students do not know that and they'll complain. As a result, we, bus drivers have to take responsibility although it's not our fault.

Other notes:

- Once the engine of the bus is on, the GPS will immediately turn on as well.
- The boss can monitor the bus's movements through the GPS. that's why bus cannot drive into different route than they're assigned to.
- Bus's management is handled solely by the bus drivers e.g. the cleanliness and comfort of the bus using their own basic salary.
- Bus drivers basic salary, RM80 per day, is barely enough for them to survive, even as a single person.