

Passenger feedback on the design of the RateIT app

Forest Coach Lines is partnering with the University of Sydney to create an app to improve your passenger experience. The RateIT app will be accessible through your mobile phone and other internet devices. We would like your feedback on which elements should be on the app, and how you think the app might benefit you.

The questionnaire should take less than a quarter of an hour to complete: please hand it to our researcher as you leave the bus.

Being in this study is completely voluntary and you do not have to take part. Your decision whether to participate will not affect your current or future relationship with the researchers or anyone else at the University of Sydney.

Do you regularly use any of these mobile devices while travelling on our Forest bus? (Tick all that apply)

- ☐ iPhone
 ☐ iPad with internet
 ☐ Other internet enabled device
☐ Android phone
 ☐ Tablet device with internet

The aim of the RateIT app is to share information that helps both passengers and Forest. The following examples are some ways RateIT could be used by passengers. Please rate each example in terms of its usefulness and importance to you.

		Strongly disagree	Disagree	Neither	Agree	Strongly agree
Information about crowding on the bus						
Knowing how full the bus is before I get to the bus stop.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing which bus services tend to be the most crowded.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about on-time running						
Being able to see how often a particular bus service runs on-time.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To know ahead of time what traffic delays are affecting my bus being on-time.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To alert other passengers of issues that are delaying the bus (e.g. passenger needing help, or a traffic jam).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Strongly disagree	Disagree	Neither	Agree	Strongly agree
Information about the vehicle						
Knowing ahead of time the vehicle type (e.g. low-floor bus or double-decker).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing ahead of time that the air-conditioning on the bus is at a comfortable temperature.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing how other passengers have rated the cleanliness of the bus today.	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to alert Forest easily about an issue with the bus vehicle (good or bad).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about driver performance						
Knowing how other passengers have rated the driver (e.g. driving, professionalism, helpfulness).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to rate how I found the driver's performance (e.g. driving, professionalism, helpfulness).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to alert easily Forest about an issue with the driver (good or bad).	Useful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you provided feedback about our bus services using any of the following? (Tick all that apply)

- ☐ Another passenger satisfaction survey
 ☐ Feedback to Forest by email, phone or online
 ☐ Feedback to 131500 / Transport Info by email, phone or online
- ☐ Twitter / Facebook
 ☐ Media (e.g. newspaper)
 ☐

What age group are you in?

- ☐ Under 19
 ☐ 30-39
 ☐ 50-59
 ☐ 70 and over
- ☐ 20-29
 ☐ 40-49
 ☐ 60-69

And finally, what sex are you?

- ☐ Male
 ☐ Female

**Thank you very much for your help.
Please hand this questionnaire to our
researcher as you leave the bus.**