

Academic Year 2023-2024
BEST Bus Survey Response Sheet

Name of the Researcher: _____

Class-Division-Roll Number: _____

PRN: _____

UID No.: _____

ABC ID: _____

Age of the Respondents:

Age	No. of the Responses
Below 18	
18-25	
25-40	
40-60	
Above 60	

Gender of the Respondents:

Gender	No. of the Responses
Male	
Female	
Transgender	

Profession of the Respondents:

Profession	No. of the Responses
Homemaker and Caregiver	
Private Sector Employed	
Public Sector Employed	
Self Employed	
Unemployed	

How long have you been residing in Mumbai?

Years of Residence	No. of the Responses
Less than 1 year	
1-5 years	
5-10 years	
More than 10 years	
More than 20 years	

Do you use Public Transport?

Yes	
No	
May be	

Which is the preferred Mode of Public Transportation for you in Mumbai?

Type of Transport	Most Likely	Likely	Neutral	Unlikely	Most likely
Autorickshaws					
BEST Buses					
Metro					
Mumbai Local Trains					
Taxis					

Which is your most preferred mode of transportation for different types of commute in Mumbai?

Reasons to Travel	Autorickshaws	BEST Buses	Metro	Mumbai Local Trains	Taxis	Walking	Private transport
Travelling to School							
Travelling to College							
Travelling with Family							
Social commute with Friends							
Short distance travels							
Long distance travels							
Travelling with luggage							

Reasons to Travel	Autorickshaws	BEST Buses	Metro	Mumbai Local Trains	Taxis	Walking	Private transport
Travelling alone							
Roaming around the city at night							
Roaming around the city in morning							
Travelling during festivals							
Travelling during holidays							

Why do you use BEST Bus Transportation System to commute in Mumbai?

Reasons for Commute	No. of Responses
Accessibility	
Affordability	
Convenience	
Environmentally friendly	
I don't use BEST bus Transportation at all	

How do you usually travel on BEST Bus?

Nature of Travel	No. of Responses
Individually	
With family	
With friends	
With colleagues	
I don't use BEST bus Transportation at all	

How frequently do you use BEST Bus transportation system?

Frequency	No. of Responses
Daily	
2-3 times a week	
Once a week	
Rarely	
Never	

How important is BEST Bus transportation system in our daily life?

Nature of Importance	No. of Responses
Very important	
Important	
Neutral	

Not important	
Very Unimportant	

Which of the following BEST bus transportation routes have you used? (you may choose more than one option)

Types of Routes	No. of Responses
Regular Bus routes within Mumbai	
Express Bus routes within Mumbai	
Bus routes connecting Mumbai to towns	
AC Bus routes within Mumbai	
I don't use BEST Bus Transportation Service at all	

Kindly rate the services provided by the BEST Bus in Mumbai as per your personal experience/opinion.

BEST Bus Services	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Coverage Best Bus across Mumbai					
Quality of service by BEST Bus in Mumbai					
Frequency of the Best Bus in your locality					
Fare structure of BEST Bus					

BEST Bus Services	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Safety while travelling with BEST Bus					
Free Travel Facility					
Concessional Fare					
Reservation of seats					
Passenger refund Claims					
Bus Pass					
Bus operator/ Traffic control Helpline					
Complaint Redressal					
Chalo- Live Bus tracking or BEST Prawas (Mobile Application)					

Answer the following questions based on the role of BEST Bus of Mumbai City in general.

Perspective about BEST Bus	Extremely Important	Moderately Important	Neutral	Slightly Important	Not at all Important
Quick Mobility of People					
Reducing Traffic					
Connecting different points of the city					
Promotion of Tourism					
Employment Generation					

Perspective about BEST Bus	Extremely Important	Moderately Important	Neutral	Slightly Important	Not at all Important
Decreasing Pollution Levels					
Economic Development					

What are the issues people face while using BEST Bus Transport System? (you may choose more than one option)

Issues with BEST Bus	No. of Responses
Behavioural issues of staff	
Behavioural issues with co- passengers	
Delayed travelling/ Not sticking to Bus Schedule	
Flat Tires and breakdown of Buses	
Long Commuting Hours	
No real time Bus information	
Overcrowding	
Technical issues with mobile application	
Rash Driving	
Unawareness about bus schedule	
I don't use Best Bus service at all	
Other	

Which of the following factors influence your decision to use BEST Bus transportation system over **Private transportation?** (you may choose more than one option)

Particulars	No. of Responses
Cost	
Convenience	
Safety	
Availability of Routes	
Accessibility and Ease of Travel	
Time	
Other	

How satisfied are you with fare structure of BEST bus transportation system compared to **Private transportation services** in Mumbai?

Particulars	No. of Responses
Much more satisfied with BEST fare structure	
More satisfied with private transportation service fare structure	
Neutral	
Not satisfied with both public and private transportation fare	
Not Very satisfied with both public and private transportation fare	

How satisfied are you with the quality of service provided by BEST Bus compared to **Private Transportation Services** in Mumbai?

Particulars	No. of Responses
Very satisfied	
Satisfied	
Neutral	
Dissatisfied	
Very dissatisfied	

In your opinion, which transportation option is more cost-effective in the long run- the BEST bus or private bus services in Mumbai?

Particulars	No. of Responses
BEST bus transportation system	
Private Transportation system	
Both are equally cost- effective	
I don't have an idea about the same	

From 2019, BEST Bus Service Transportation System is making various changes kindly give your opinion about the same.

Features of BEST Bus post 2019	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Decrease in Fare					
Maintenance of Buses					

Features of BEST Bus post 2019	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Connecting different locations in the City					
Electrification of Buses					
Safety and Protection					
Frequency of AC Buses					
Adaption of Technology					

What improvements do you think can be made to BEST public transportation system to make it more efficient and effective?

Particulars	No. of Responses
Better Infrastructure	
Effective Technological changes	
Better maintenance of vehicles	
Enhanced safety measures	
Better frequency of Buses	
Other:	

As the curtains draw on the iconic double decker buses, we just want to know have you ever travelled by the double decker buses in Mumbai.

Particulars	No. of Responses
Yes	
No	
Don't remember	
