**Questionnaire Method**

Public transportation systems are critical for urban mobility because they provide economical and convenient travel options. However, in our city, the bus transit system has been suffering several issues, particularly in terms of lateness and the lack of a specific schedule. To further understand these difficulties from the passengers' perspective, a detailed questionnaire-based study was done. This essay delves into the outcomes of the study and makes recommendations based on passenger comments.   
The questionnaire was created to collect extensive information about passengers' experiences using the bus system. It asked on the frequency of delays, communication about schedules, and suggestions for improvements. The questionnaire was distributed both at significant bus stations and online to ensure a varied sample of responses.

The responses showed several important difficulties. Many passengers experienced numerous delays. This irregularity in bus arrivals created frustration and difficulty, interfering with their daily routines and trust in the public transit system. Many passengers also reported being unaware of schedule changes or delays, indicating a lack of effective communication from bus service providers. Overall, satisfaction was low. The majority of students (60%) believe that the public bus schedule is not always correct; yet 53% believe that the bus system's information is easily accessible, but it is not always accurate.

The effects of these difficulties on passengers are significant.   
The unpredictability of bus services wastes time and adds stress, especially for people who rely on them to get to university or school. More than half of the students used public buses on a daily basis. Lack of communication exacerbates these issues, leaving travelers unsure and unable to plan their trips properly. Furthermore, 40% of respondents stated they waited 15-20 minutes, while 26% said they waited 20-30 minutes, and 13% waited around an hour. This has an impact not only on individual passengers, but also on the overall perceived reliability of the public transit system.

Based on the questionnaire results, various recommendations can be made to solve these difficulties, as proposed by students who took the survey.

First, establishing real-time tracking systems on all buses would enable passengers to receive real-time updates via a smartphone app and digital displays at bus stops. This would greatly increase transparency and eliminate ambiguity.

Second, improving schedule adherence through better route design and traffic control tactics may help reduce delays. Adding dedicated bus lanes in high-traffic regions may also improve efficiency.  
Improving communication channels is critical. Establishing clear communication rules and routinely informing passengers of any changes or delays will increase trust and improve the overall passenger experience.  
Finally, increasing the frequency of preventative maintenance and providing drivers with further training on efficient boarding techniques and customer service would aid in resolving operating concerns and improving service quality.