Questions:

1. Background of the Company
   1. How the company was created and formulated through the years?
   2. How is the business going so far?
2. Problems encountered by the Company
   1. Has the company encountered problems regarding its drivers? Its routes?
   2. During peak seasons, do you do special trips? Or change routes especially when the demand is high for a specific route?
   3. Do you encounter financial problems? Shortage or the exact amount that comes in and out of the company?
3. Business Flow
   1. What are the processes that revolved around the system?
   2. In each processes, who handles which process?
   3. How do you screen the drivers and the routes they take?
   4. Do you have fixed fare for each municipality in the area in which the van services travelled upon?
   5. How do you calculate the fares for each possible drop-off point?
   6. How are the drivers monitored?