

# Improving Bus Transportation Services in Indian Cities

A project by

- Charan Shetty
- Balmukund Agarwal
- Soumit Das
- Dnyanesh Joshi

in the Software Engineering course, 2<sup>nd</sup> semester, M. Tech. (IT), IIITB  
under the guidance of Prof. Bidisha Chaudhary

# Requirement Gathering Survey

A survey was done to seek passengers' feedback about the existing BMTC bus service and to gather their requirements and expectations from it.

An analysis of the data obtained from the survey is presented in the subsequent slides.

# Analysis of Survey Results

Classification of results based on passenger gender and age

## Gender

- Male : 75%
- Female : 25%

## Age (years)

- < 23 : 13%
- 23 – 48 : 83%
- > 48 : 4%

# Analysis of Survey Results

## Classification of results based on passengers' education

### Education

• 10 <sup>th</sup>	: 2.08%
• B.A.	: 6.25%
• B.Com.	: 10.42%
• M.Com.	: 4.17%
• B.Sc.	: 4.17%
• M.Sc.	: 2.08%
• M.C.A.	: 2.08%
• B.E./B.Tech.	: 56.25%
• M.E./M.Tech.	: 8.33%
• B.B.A.	: 2.08%
• M.B.A.	: 2.08%

# Analysis of Survey Results

## Classification of results based on passengers' profession

### Profession

· IT employees	: 39.58%
· Journalists	: 2.08%
· Business persons	: 4.17%
· Clerks	: 2.08%
· Students	: 29.17%
· Chefs	: 2.08%
· Restaurent managers	: 2.08%
· Bank employees	: 2.08%
· Shop workers	: 2.08%
· Job seekers	: 2.08%
· Service	: 8.33%
· Civil Engineers	: 2.08%
· Editors	: 2.08%

# **Analysis of Survey Results (contd.)**

**Classification of results based on passengers' requirements and expectations related to the bus service**

**Real-time bus location information: 79%**

**Traffic information: 44%**

**Timing information: 81%**

**Connecting service information: 33%**

## **Mode of access to information**

- Mobile phone: 77%
- Website: 21%
- Bus stop: 23%

## **The phone feature to use if the mode is mobile phone**

- SMS: 30%
- Application: 95%
- Phone call: 5%

# Conclusion of Survey Results

A mobile phone application, preferably an Android application, should be developed. The application should have the following key features:

- Real-time bus locations on routes of interest
- Estimated time of arrival of buses
- Traffic updates

**THANK YOU**