Name

Age

Gender

Educational qualification:

Occupation:

Purpose of Travel:

1. Use:

How often do you use BMTC buses?

|  |
| --- |
|  |
|  |
| 1. Daily 2. Several times a week 3. Weekly 4. Several times a month 5. Others (Please specify) 6. Timing:   What time of the day do you usually travel?   1. 7-10 2. 10-5 3. 5-9 4. other (please specify) 5. Payment:   How much do pay per travel?  How do pay?   1. Monthly pass (amount) 2. Daily pass (amount) 3. Tickets as per trip |
|  |
|  |

1. Routes and Travel Time:

Do you travel on a specific route mostly? Y/N

* 1. If yes, what is your average travel time?
  2. Does it take approximately the same time on a regular basis? Y/N
  3. If no, how much it varies?

1. Connectivity:

Do you usually get a direct bus to your destination? Y/N

If no, how many times you change buses?

1. Schedule:

Is there a fixed schedule of buses? Y/N

If yes, how do you access this schedule?

If yes, is the schedule reliable? Y/N

1. Overall Services:

How will you rate the BMTC services in terms of?

1. Frequency: very low; low; average; high; very high
2. Predictability: not predictable; moderately predictable; quite predictable
3. Connectivity: not satisfactory, satisfactory, well connected
4. Pricing: affordable; moderate, very high
5. Crowding: not crowded; moderately crowded, very crowded
6. Quality of buses: poor; good; very good
7. Information about services:

Would you like to have access to more accurate information on the bus services? Y/N

1. If yes, what kind of information would you require the most?

* Timing
* Connecting Services
* Seat availability
* Others (Please specify)

1. How would you like to access this information?

* On your mobile phone
* On BMTC website
* On the bus stop

1. If on the phone, the mode of communication:

Through SMS

Through Phone calls

Through Mobile Apps