**Need Finding Activity**

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Course: SF181-NS181

**Activity: PNR Commuters**

Commuting has been a part of the daily life of every Filipino – from students to teachers, workers, etc. Rest assure that most Filipinos have experienced commuting at least a few times in their life, and some of those experience may be something they don’t want to experience anymore – it could from any public transportation that is available in the country.

There are various ways to commute but for this specific activity, the observers will focus with the Philippine National Railway (PNR) commuters as their subject.

**Questions**

1. How often do you ride the train?
2. Why ride it other than the other public transportations available in our disposal?
3. Give us any suggestions that you think can help PNR improve and make it a more effective public transportation in the future.

**Interviewees**

John Inspire Manalang || 17 years old || Student

1. Every day, when I go to school.
2. I find it cheaper and efficient than the others.
3. Proper maintenance of the railways, shorter interval of train arrivals.

Angelica Mendoza || 28 years old || Programmer

1. Once a month
2. Riding the PNR is much efficient because there’s no traffic and you can reach many destinations in just one ride, not like when you ride other transportations where you need to transfer from one vehicle to another in other to reach your destination. Also, the fare is not that high compared to the total amount you will spend when you ride the other public transportation.
3. The train may improve their air conditioning units so that even if there are many people inside it, it will still be convenient for the passengers. Also, they may impose stricter rules when it comes to the process of loading and unloading of passengers as some find it hard to go down when there are many people waiting outside the train.

Zenaida Luz Chavez || 20 years old || Student

1. Occasionally
2. Trains are much faster and has less hassle.
3. More train trams for more people to enjoy the PNR.

Rommel Ormita || 20 years old || Student

1. Every other day
2. I consider riding jeepneys and buses but it is always full loaded and PNR is the fastest way to FTI.
3. Build a CR on every stations. Have more trains in order to have more timeslots. Integrate the beep card system just like in MRT3 and LRT. Innovate the trains because most of the PNR trains (excluding the Deltra trains) look old.

**User Needs**

1. Maintenance of the railways and train.
2. Improvement of the air condition.
3. More train trams.
4. Have more trains to have timeslots.
5. Less waiting in lines.
6. Rules of unloading and loading.
7. Interval of the train schedule.
8. Crowd control.
9. Faster buying of ticket.
10. Gap of the flat form in the train.

**Point of view**

Commuting in the PNR needs to be more organized and convenient that is why we made an app that can be solve the problems of passenger where they can easily save their time when riding PNR.