**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 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 fully loaded and PNR is the fastest way to FTI.
3. Build a CR on every station. 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. Commuters need the proper maintenance of the railways and the train itself to avoid inconvenience.
2. Commuters need a way to ride the train comfortably.
3. Commuters need to be able to avoid long waiting lines.
4. Commuters need a way to load and unload the trains more efficiently.
5. Commuters need a way to not worry about the train interval schedule.
6. Commuters need a way to avoid the huge crowd in train stations.
7. Commuters need to be able to have their tickets in advance.
8. Commuters, specifically for PWD’s, needs to fix the gap of the platform that connects the train and standing area.

**Point of view**

Proper organization and developing more effective and efficient ways can greatly impact everyday travel of train commuters.