NEED FINDING ASSIGNMENT

John Paul C. Villanueva

Raymond Anthony A. Villaflores II

Bus Arrival Interval / Waiting time

**Introduction**

The general populace in Manila travel from place to place using public transportation, such as jeepney, busses, tricycle, taxi cabs or motorcycles. One of the busiest areas that most of these public transportations use is the EDSA. EDSA is prominently the busiest avenue with a lot of commuters. Commuters use bus terminals and bus stops to ride and alight in different points along EDSA. A typical bus arrives around 10-15 mins depending on the traffic flow, and commuters will have to wait that long. Time is essential for everyone, as it cannot be taken back.

**Statement of the Problem**

Commuters tend to arrive early on a bus stop or terminal to allow an easy and comfortable ride. However, commuters’ also have to wait for the bus and would take up their time for possibly something else along the way to the stop.

**Observation**

During the interviewers’ observation, they provided 4 simple questions for commuters to answer which stresses on waiting time and their activities

1. How long do you usually wait for a bus to arrive, rush hour and off-peak?

2. How long do you take reaching the nearest bus stop or terminal by walking?

3. Would you like to reach the bus stop or terminal with a bus already waiting or ready for loading? Why?

4. do you often have anything else you wanted to do while waiting for the bus? example, buy food or drinks, you forgot something at home/office

Commuter #1 – Male, Student

1. Rush hour is 20 minutes tops. Peak/Off would be 15 – 20 minutes.
2. 2 minutes.
3. Yes, because I could get a seat for my own.
4. Foods and drinks

Commuter #2 – Female, Working

1. 30 mins to 1 hour during rush hour. Off peak is 30 mins
2. From Pasay Tramo to LRT Buendia, around 15 minutes walking
3. No, I just wait in the highway until the bus comes
4. Just checking my bag if I got everything I need

Commuter #3 – Male, Working

1. 30 mins to 45 mins.
2. 1 hour.
3. I would like the bus stop with the bus already waiting so that I can have a seat, whenever it will be waiting for its time to depart the station.
4. No, there is none.

**User Needs**

With the following statements and answers coming from commuters, we assumed that the waiting time could not be changed, or the bus arrival time could not be directly manipulated. Instead, on the third question, where it asks: *“Would you like to reach the bus stop or terminal with a bus already waiting or ready for loading? Why?”* gives the most promising need­­—the need for the bus to be there when they arrive at the bus stop. Although, 1 out of the 3 commuter stated that he’d rather wait for the bus along the highway than to have the bus already waiting at the bus stop, the other 2 would like to have a proper seat.

The assumption is that commuters need to arrive at the bus stop with a bus already there for loading, as this is the best and ideal scenario for them; no time wasted.

**Point of View**

* Time eats away as we wait for the bus, better go and do something else while waiting.
* Arriving on a bus stop as the bus waits leads to comfortable ride.
* Early to arrive takes away time, but arriving on time makes good use of time.

**Needfinding Talk**

1. What activity did you choose to examine?
2. How did you examine it? What methods did you use?
3. What major insights, or breakdowns, did you discover?
4. What promising unmet needs were identified as a result?