

A survey on:

FYE



BRIHANMUMBAI ELECTRICITY SUPPLY AND TRANSPORT

FYBCOM-E

628 DAKSH HOSATTIMATH

636 HEMANGI KAKRECHA

645 NANDINI KUMAR

651 CHARMI MEHTA

652 DHRUV MEHTA

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15/03/23

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Brihanmumbai Electricity Supply and Transport

INTRODUCTION :

The Brihanmumbai Electricity Supply and Transport Undertaking (BEST) is a civic transport and electricity provider public body based in Mumbai, Maharashtra, India. It was originally set up in 1873 as a tramway company called "Bombay Tramway Company Limited". The company set up a captive thermal power station at the Wadi bunder in November 1905 to generate electricity for its trams and positioned it to also supply electricity to the city and re-branded itself to "Bombay Electric Supply & Tramways (BEST)" Company. In 1926, BEST also became an operator of motor buses. In 1947, the BEST became an undertaking of the Municipal Corporation and rebranded itself to "Bombay Electric Supply & Transport (BEST)". In 1995 the organization was renamed to "Brihanmumbai Electric Supply & Transport (BEST)" alongside Mumbai. It now operates as an autonomous body under the Municipal Corporation. BEST operates one of India's largest fleets of buses. The bus transport service covers the entire city and also extends its operations outside city limits into neighboring urban areas. In addition to buses, it also operates a ferry service in the northern reaches of the city. The electricity division of the organization is also one of the few electricity departments in India to garner an annual gross profit.

RECENT DEVELOPMENTS:

With the renaming of the city from Bombay to Mumbai in 1995, the organization was renamed to "Brihanmumbai Electric Supply & Transport (BEST)". Following a Supreme Court directive, the company gradually phased out old buses and introduced new buses which complied with the Euro III pollution control standards.[9] On 19 November 2004, route SPL-8 travelling from Churchgate to the World Trade Centre had started accepting cashless smart cards for automatic fare collection in BEST buses. BEST currently has over 3000 buses in its fleet and plans to increase the number of buses.

After the 9/11 bombings, BEST had installed an audio-visual surveillance system (CCTV) on each of its buses to monitor suspicious behavior on-board its vehicles but it is no longer done. Almost all buses had two LCD TVs per bus which showed BEST TV but it was discontinued. BEST had introduced A/C services on certain routes but due to high maintenance it got discontinued.

The A/C bus "AS-4" from Oshiwara Depot to Back bay Depot was the route with the highest revenue for BEST. A new era for BEST began in 2019 when it revised its fare and increased bus fleet by inducting non-AC and AC buses on wet lease. Passenger numbers which were all-time low started to increase and in 2020 it achieved its passenger numbers which it had in 2012. Since 2019, BEST revenue has also improved, however it is still not in profit.

In this project we are only dealing with the bus service of BEST.

Brihanmumbai Electricity Supply and Transport

ROUTES, FARE AND FEATURES:

Currently the BEST (Brihanmumbai Electricity Supply & Transport) has **356 Bus routes** in Mumbai with 3757 Bus stops. Their Bus routes cover an area from the Bhati Village stop to the Dr. D.Y.Patil College (Nerul L.P.) stop and from the Bhayander Railway Station (E) stop to the R.C.Church stop.

The BEST (Brihanmumbai Electricity Supply & Transport) has Bus routes operating across Mumbai including: Mulund, Jogeshwari East, Goregaon, Wadala, Charkop, Colaba, Sion Koliwada, Andheri West, Andheri East, Bhandup West.

The longest line from the BEST (Brihanmumbai Electricity Supply & Transport) is: 526LTD. This Bus route starts from Khodadad Circle (Dadar T.T.) (Wadala) and ends at Kharghar JalvayuVihar (Panvel). It covers over 36 km and has 85 stops.

The shortest line is: 100. This Bus line begins from Yashwantrao Chavan Pratishthan (Mantralaya) and finishes at K.C.College (Colaba). It runs through 1 km with 2 stops.

The most popular lines for BEST (Brihanmumbai Electricity Supply & Transport) are 15, 83, 103, 213, 9.

The fare prices of BEST range from Rs 5/- to Rs 20/- for regular buses and Rs 6/- to Rs 25/- for A/c buses. It depends and varies upon the K/m range of travel

BEST coverage area map:

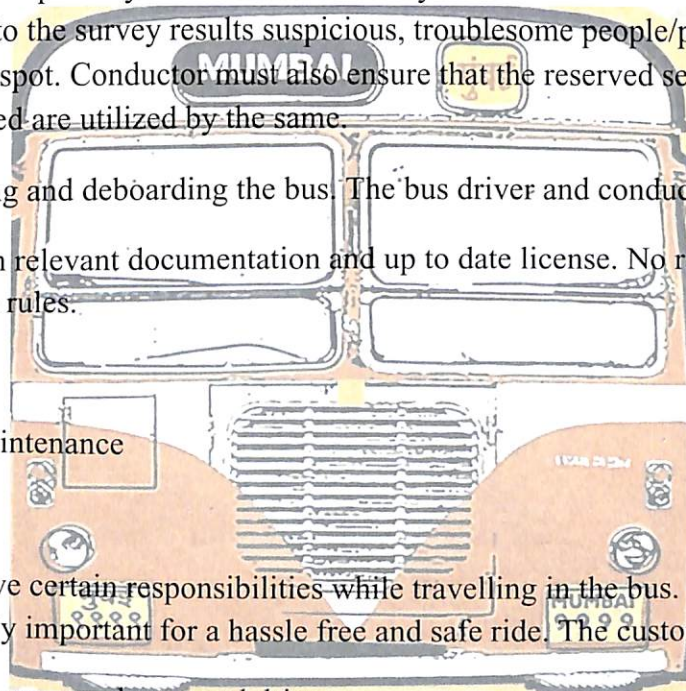


Expectations of customers from BEST:

Customer satisfaction is the primary objective of any organization whether public or private. BEST being a public body aims at serving its passengers in the best way. Customers expect certain things from BEST. Most of the customers expectations are fulfilled by the organization as studied from the survey conducted by us.

The customer expectations are based on the following criteria-

- 1) Punctuality of the bus. Increasing frequency to decrease wait time
- 2) Safety inside the bus especially for women. Generally the bus conductors ensure that this criteria is fulfilled. According to the survey results suspicious, troublesome people/person are asked to deboard the bus on the spot. Conductor must also ensure that the reserved seats for women, senior citizens and handicapped are utilized by the same.
- 3) Safety while boarding and deboarding the bus. The bus driver and conductor should ensure this.
- 4) Safe bus drivers with relevant documentation and up to date license. No rash driving and following all the traffic rules.
- 5) Fair ticket prices
- 6) Bus and bus stop maintenance



The passengers too, have certain responsibilities while travelling in the bus. Co ordination of the passengers is also highly important for a hassle free and safe ride. The customers should:

- 1) respect other passengers, conductor and driver
- 2) not to disturb the driver while he is driving
- 3) always buy the ticket.
- 4) do not push people while on the bus or while boarding/deboarding
- 5) co ordinate with everyone and ensure the safety of everyone along with own

Brihanmumbai Electricity Supply and Transport

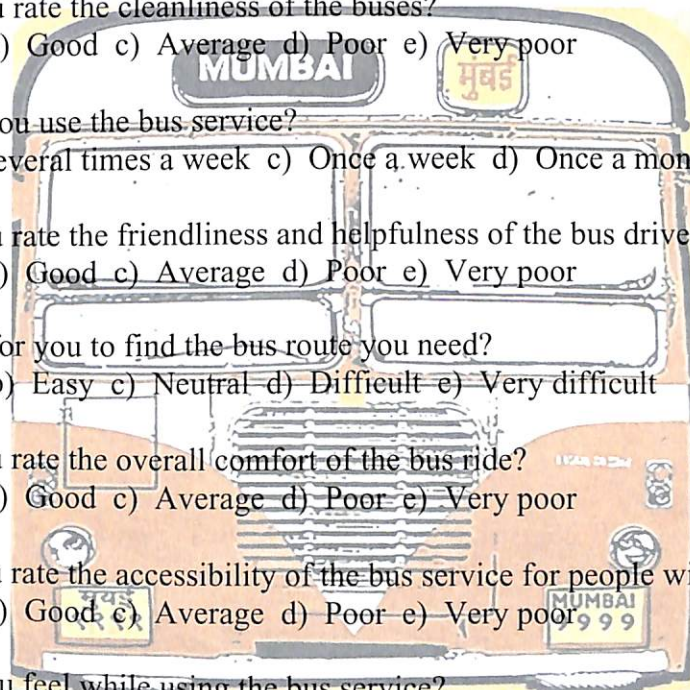
SAMPLE QUESTIONAIRRE FOR USERS OF BEST:

NAME : _____

GENDER : _____

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

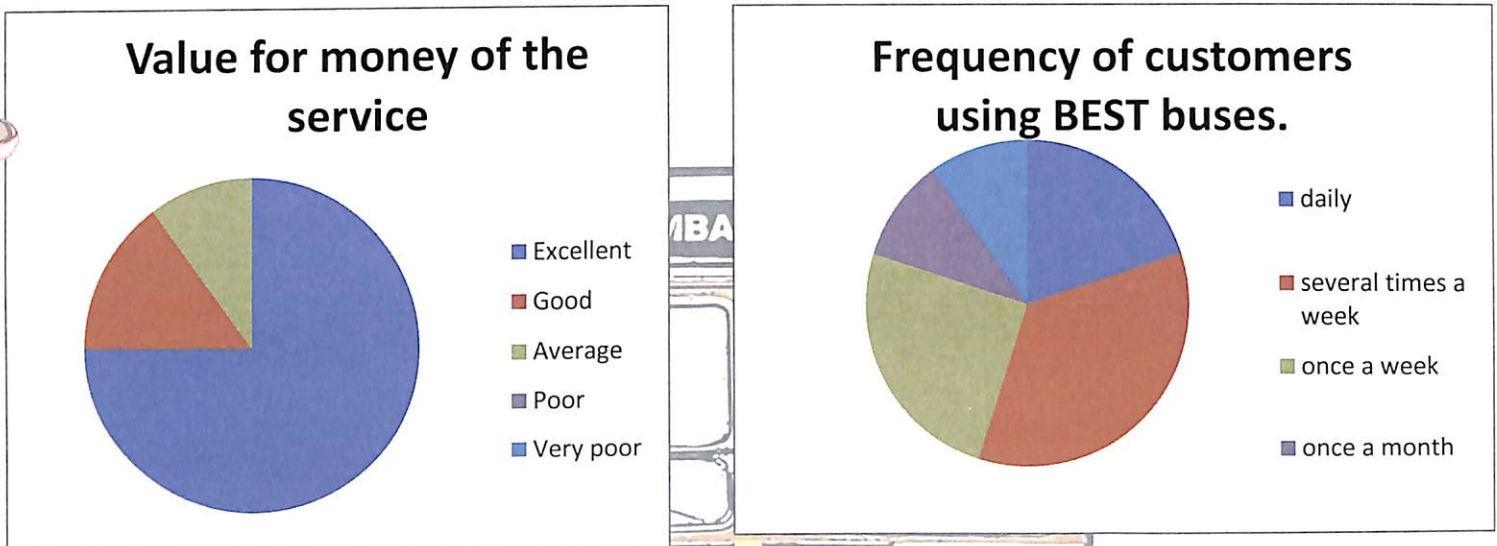
- How satisfied are you with the punctuality of the bus service?
a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied
- How would you rate the cleanliness of the buses?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How often do you use the bus service?
a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely
- How would you rate the friendliness and helpfulness of the bus drivers?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How easy is it for you to find the bus route you need?
a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult
- How would you rate the overall comfort of the bus ride?
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- How would you rate the accessibility of the bus service for people with disabilities?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How safe do you feel while using the bus service?
a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe
- How would you rate the value for money of the bus service?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How likely are you to recommend the bus service to a friend or family member?
a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely



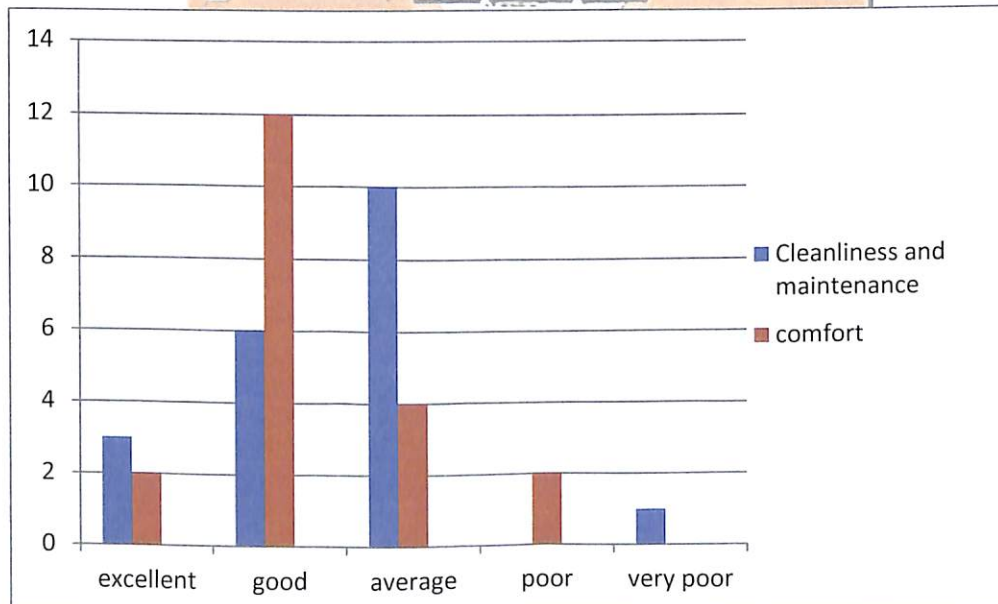
Brihanmumbai Electricity Supply and Transport

REFERENCES OF CUSTOMERS BASED ON OUR SURVEY:

We conducted a survey of 20 customers/users of BEST bus of different age groups to know more about their opinion and preferences of the same. Out of the 20 customers 11 customers were female, 9 male and 0 others. Customers majorly in the age group of 21-40 yrs and 0-20 yrs were seen (7/20 and 6/20 resp.) Age group of 61-80 yrs constituted 2/20 people and age group of 51-60 yrs with 5/20 people. We have represented the results graphically as follow:

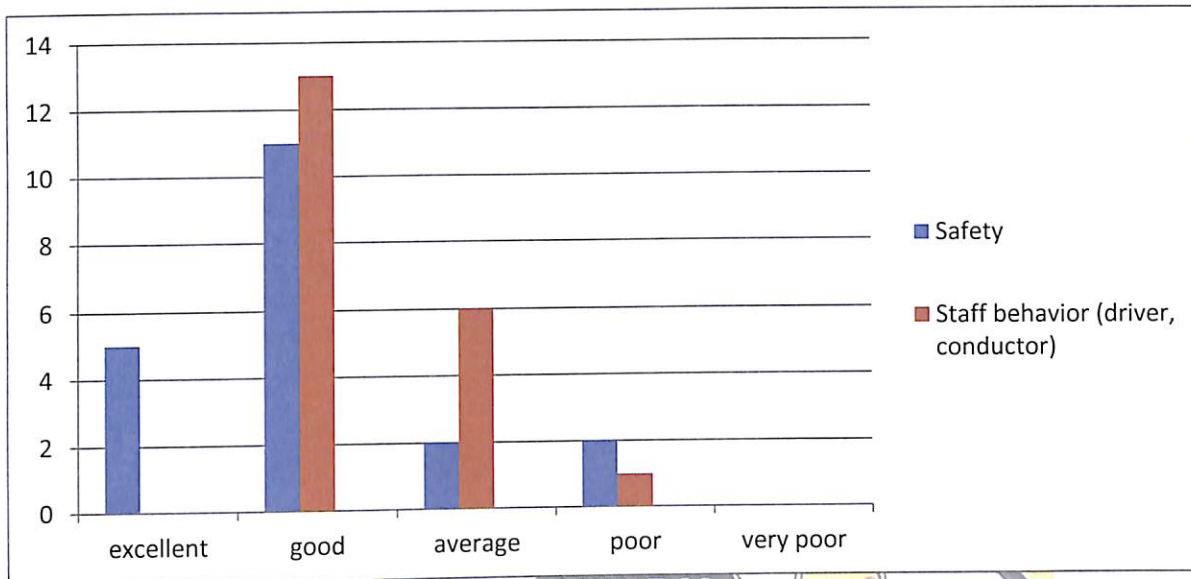


- ❖ 15/20 customers find BEST very cost effective.
- ❖ 7/20 customers use BEST bus more than once a week.

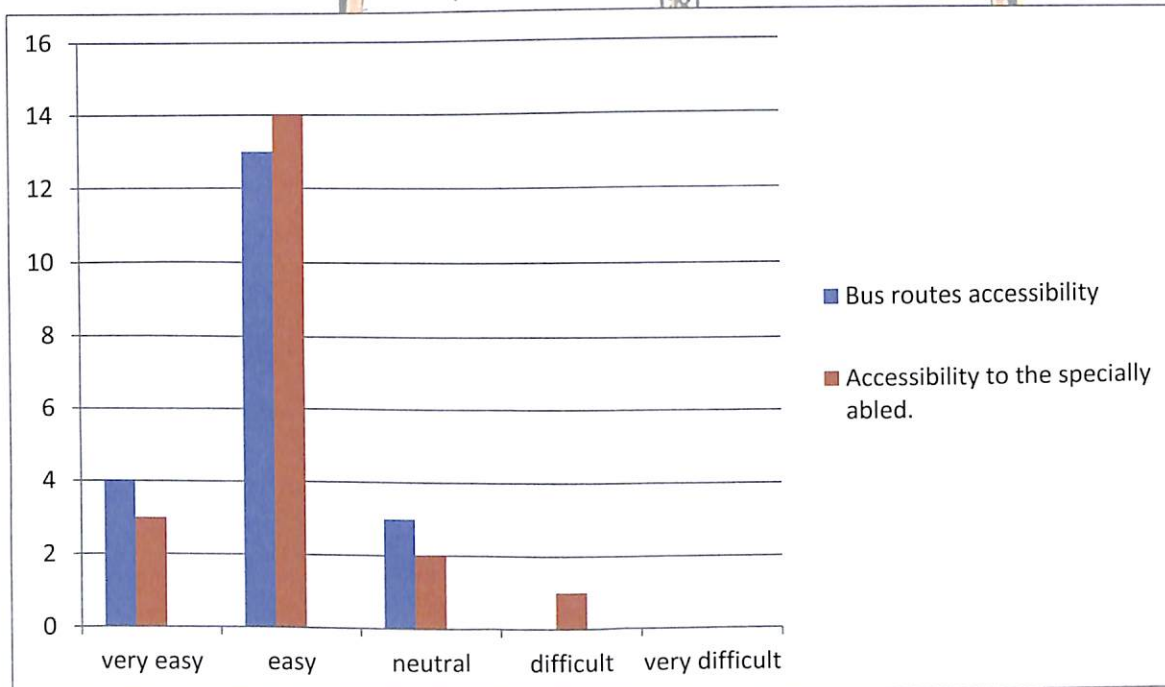


- ❖ 12/20 customers find BEST buses comfort good.
- ❖ 10/20 customers find the cleanliness of the buses average.

Brihanmumbai Electricity Supply and Transport



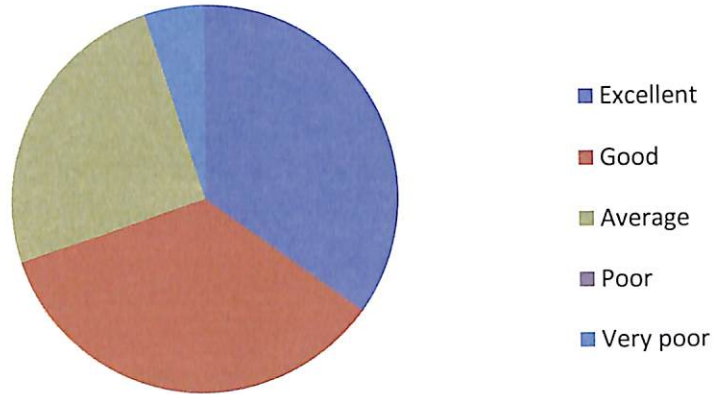
- ❖ 11/20 people find BEST bus safe.
- ❖ 13/20 people find the staff behavior good.



- ❖ 13/20 people find the accessibility of routes BEST bus easy.
- ❖ 14/20 people find the accessibility of BEST buses to the specially abled easy.

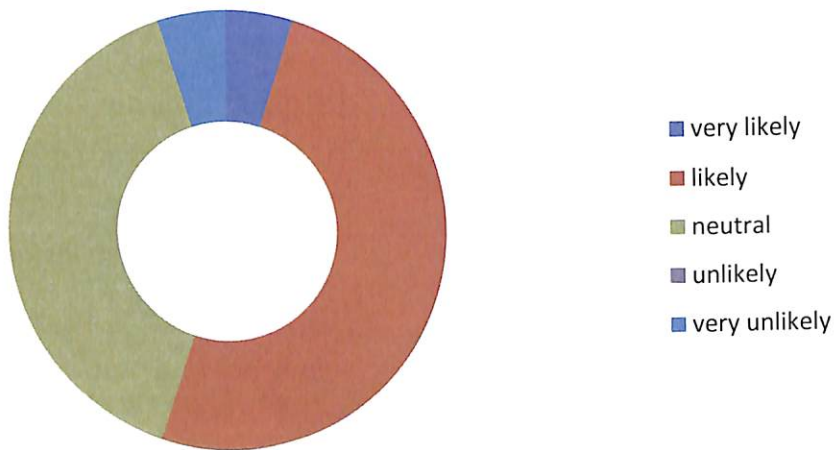
Brihanmumbai Electricity Supply and Transport

Punctuality of BEST buses.



❖ 7/20 customers find the punctuality of the buses excellent.

How likely to recommend BEST to other people



❖ 10/20 are likely to recommend BEST to their family, friends and other people.

Brihanmumbai Electricity Supply and Transport

Future prospects and innovations of BEST:

In a major environment-friendly move, the BEST management announced that it will henceforth purchase or procure on wet lease only electric AC buses. It said 45% of its fleet will be electric by the end of 2023. It has also decided to convert all the 250 diesel buses owned by BEST to CNG to reduce air pollution.

In the Electric Vehicle Policy for the state unveiled by Thackeray, there is a mention of public transport undertakings maintaining a 15% fleet of electric vehicles by 2025.

At present, BEST has charging stations at four bus depots, but it will soon bring the facility to all 27 depots. The four depots where the buses go for charging are Kala Killa (Dharavi), Backbay, Shivaji Nagar and Malvani.

Electronic vehicles, or EV, are the immediate future of transport, and The Brihanmumbai Electric Supply & Transport Undertaking of the Brihanmumbai Mahanagarpalika, or BEST, has been taking significant strides in that direction. The current number of electric buses expected to enter service is up to 3,200. Only 20 of the single-decker ones have entered service as of yet.

In 2019, the Brihanmumbai Electric Supply and Transport (BEST) buses were on their deathbed. Once known for buses that never broke down, it was going through a particularly rough phase. Daily ridership had halved in the previous decade, down from 42 lakh to 25 lakh. Higher ticket fares, discontinuation of the AC Super Routes, rising competition and a workers' strike in January meant it was losing crores by the month.

Things took a turn for the better in the latter half, when the Brihanmumbai Municipal Corporation (BMC) promised monthly financial aid of Rs 100 crore to tide them over. But this came with conditions: slash prices, increase the bus fleet, and clear off all debts.

The current year is crucial for BEST. No new vehicles for another two months will cost them a loss of at least another 100 buses, considering the rate at which buses are being scrapped. The Undertaking has an aged fleet of which the Bharat Stage 3 CNG Buses will be phased out by 2025. The Force Traveller operator MP Group's failure to manage the buses and payment of crew has resulted in the discontinuation of AC Buses in Colaba, Worli, Bandra, Kurla and Vikhroli depots. Nearly half of the AC minibus fleet is off the roads, its routes managed by buses from other depots. After three buses caught fire this year, 400 more CNG buses operated by Mateshwari Urban Transport have been taken off the road to investigate the issue.

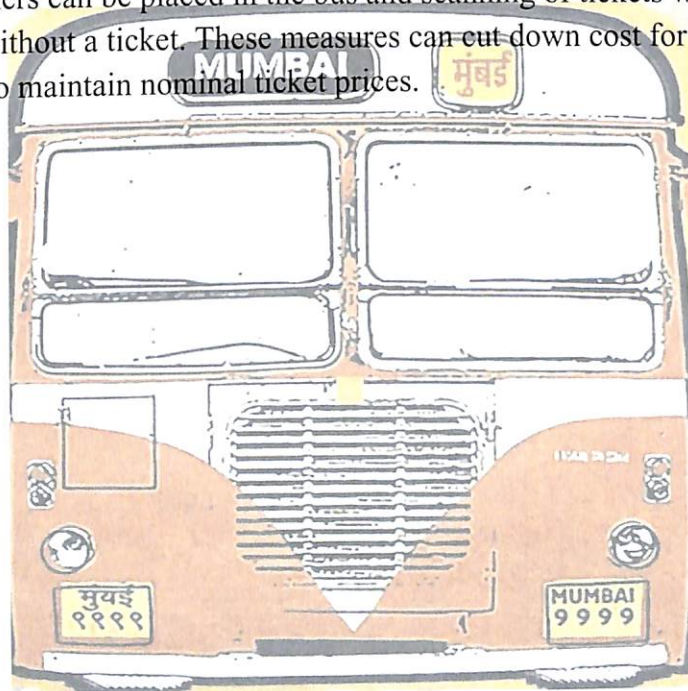
In 2021, The 'Chalo mobile app' and 'BEST Chalo' tap-to-pay digital smart card (in compliance with National Common Mobility Card or NCMC) was launched by Maharashtra Tourism and Environment Minister Aditya Thackeray. Chalo, an India-based bus transport technology company,

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which provides live bus tracking services and contactless payment solutions, recently, launched its eponymous app in Mumbai in collaboration with Brihanmumbai Electric Supply & Transport (BEST) Undertaking.

It has made travelling in BEST bus very convenient for its passengers. The live tracking is pretty much accurate and the online payment options such as chalo card, chalo wallet etc has decreased the hassle of carrying exact change. This app promotes cashless economy. A few more advancements in this app as more and more public becomes familiar with its usage can develop this service very efficiently.

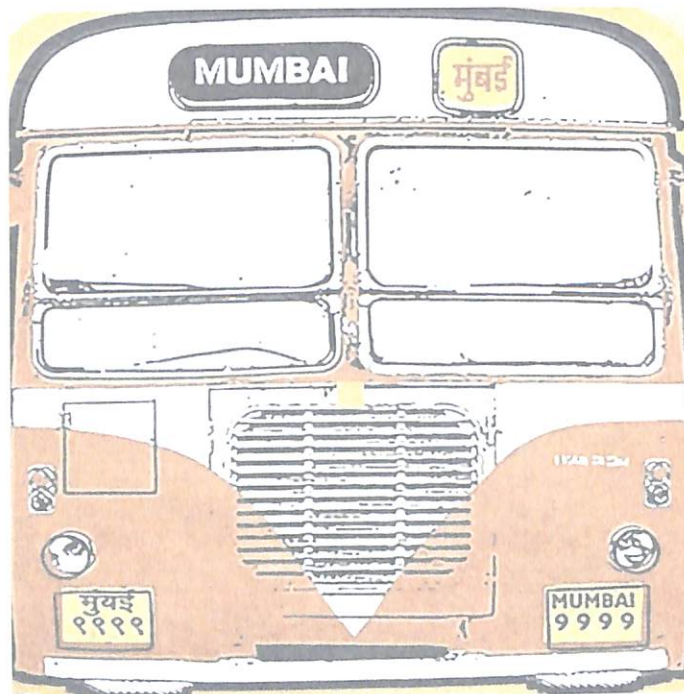
Ticket generation can be done via the app or small kiosks can be installed in the buses for the same. An option to send ticket via sms can promote a paperless environment. This will make the service more self reliant. Scanners can be placed in the bus and scanning of tickets while deboarding will ensure no one travels without a ticket. These measures can cut-down cost for the government and hence it will be easier to maintain nominal ticket prices.



Brihanmumbai Electricity Supply and Transport

CONCLUSION:

The service sector is the most growing sector in the world right now. Just like any industry its aim is to provide utmost customer satisfaction. BEST being an autonomous body under the BMC can implement a few changes to increase its reach and quality of service. As per our survey, BEST is successful in receiving customer satisfaction in most of its areas. Areas like accessibility of routes, accessibility to the disabled, safety, staff behavior, comfort and cost effectiveness have a positive response. Majority of people found punctuality and cleanliness of the buses average. However owing to the inevitability and unpredictability of Mumbai traffic, it's a bit difficult for the buses to excel in its punctuality parameter.



NAME : Kamlesh Dilip Tankar

GENDER : Male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

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➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Shreya Tawde

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

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NAME : Hitansh Kavi

GENDER : Male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

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NAME: Pauanshi Kavi

GENDER: Female

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NAME : Dipikaben Bajariya

GENDER : Female

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NAME : Usha Bharatbhai Dave

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80e) 81-100

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NAME : Lata B. Dabee

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) ~~61-80~~ e) 81-100

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NAME : Chandrakant Sanghavi

GENDER : Male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

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NAME : Ranjan . C . Sanghavi

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

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NAME : Sakshi S. Pawar

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Neem

GENDER : male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

- How satisfied are you with the punctuality of the bus service?
a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

- How would you rate the cleanliness of the buses?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How often do you use the bus service?
a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

- How would you rate the friendliness and helpfulness of the bus drivers?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How easy is it for you to find the bus route you need?
a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

- How would you rate the overall comfort of the bus ride?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How would you rate the accessibility of the bus service for people with disabilities?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How safe do you feel while using the bus service?
a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

- How would you rate the value for money of the bus service?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How likely are you to recommend the bus service to a friend or family member?
a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Yash

GENDER : Male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

- How satisfied are you with the punctuality of the bus service?
a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

- How would you rate the cleanliness of the buses?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How often do you use the bus service?
a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

- How would you rate the friendliness and helpfulness of the bus drivers?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How easy is it for you to find the bus route you need?
a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

- How would you rate the overall comfort of the bus ride?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How would you rate the accessibility of the bus service for people with disabilities?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How safe do you feel while using the bus service?
a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

- How would you rate the value for money of the bus service?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How likely are you to recommend the bus service to a friend or family member?
a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Priya

GENDER : female

AGE GROUP: a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Tiea

GENDER : female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

- How satisfied are you with the punctuality of the bus service?
a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied
- How would you rate the cleanliness of the buses?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How often do you use the bus service?
a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely
- How would you rate the friendliness and helpfulness of the bus drivers?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How easy is it for you to find the bus route you need?
a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult
- How would you rate the overall comfort of the bus ride?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How would you rate the accessibility of the bus service for people with disabilities?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How safe do you feel while using the bus service?
a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe
- How would you rate the value for money of the bus service?
a) Excellent b) Good c) Average d) Poor e) Very poor
- How likely are you to recommend the bus service to a friend or family member?
a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Shahid

GENDER : male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Dhruv Vyas

GENDER : Male

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Jhil Mehta

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 d) 61-80 e) 81-100

➤ How satisfied are you with the punctuality of the bus service?

a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

➤ How would you rate the cleanliness of the buses?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How often do you use the bus service?

a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

➤ How would you rate the friendliness and helpfulness of the bus drivers?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How easy is it for you to find the bus route you need?

a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

➤ How would you rate the overall comfort of the bus ride?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How would you rate the accessibility of the bus service for people with disabilities?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How safe do you feel while using the bus service?

a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

➤ How would you rate the value for money of the bus service?

a) Excellent b) Good c) Average d) Poor e) Very poor

➤ How likely are you to recommend the bus service to a friend or family member?

a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Mukesh Kumar

GENDER : male

AGE GROUP : 0-20 21-40 41-60 61-80 81-100

- How satisfied are you with the punctuality of the bus service?
 a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied
- How would you rate the cleanliness of the buses?
 a) Excellent b) Good c) Average d) Poor e) Very poor
- How often do you use the bus service?
 a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely
- How would you rate the friendliness and helpfulness of the bus drivers?
 a) Excellent b) Good c) Average d) Poor e) Very poor
- How easy is it for you to find the bus route you need?
 a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult
- How would you rate the overall comfort of the bus ride?
 a) Excellent b) Good c) Average d) Poor e) Very poor
- How would you rate the accessibility of the bus service for people with disabilities?
 a) Excellent b) Good c) Average d) Poor e) Very poor
- How safe do you feel while using the bus service?
 a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe
- How would you rate the value for money of the bus service?
 a) Excellent b) Good c) Average d) Poor e) Very poor
- How likely are you to recommend the bus service to a friend or family member?
 a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely

NAME : Becna - Kavi

GENDER : Female

AGE GROUP : a) 0-20 b) 21-40 c) 41-60 ~~d) 61-80~~ e) 81-100

- How satisfied are you with the punctuality of the bus service?
a) Very satisfied b) Satisfied c) Neutral d) Dissatisfied e) Very dissatisfied

- How would you rate the cleanliness of the buses?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How often do you use the bus service?
a) Daily b) Several times a week c) Once a week d) Once a month e) Rarely

- How would you rate the friendliness and helpfulness of the bus drivers?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How easy is it for you to find the bus route you need?
a) Very easy b) Easy c) Neutral d) Difficult e) Very difficult

- How would you rate the overall comfort of the bus ride?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How would you rate the accessibility of the bus service for people with disabilities?
a) Excellent b) Good c) Average d) Poor e) Very poor

- How safe do you feel while using the bus service?
a) Very safe b) Safe c) Neutral d) Unsafe e) Very unsafe

- How would you rate the value for money of the bus service?
 a) Excellent b) Good c) Average d) Poor e) Very poor

- How likely are you to recommend the bus service to a friend or family member?
a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely