

Efficient and Sustainable City Bus Services Project (ESCBSP)

Mira Bhayander User Survey Analysis

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4 September 2017, New Delhi



Mira Bhayandar

Mira Bhayandar is one of the sub region of Mumbai Metropolitan Region

Mira Bhayandar Municipal Transport Undertaking- MBMTU is responsible for city bus operations

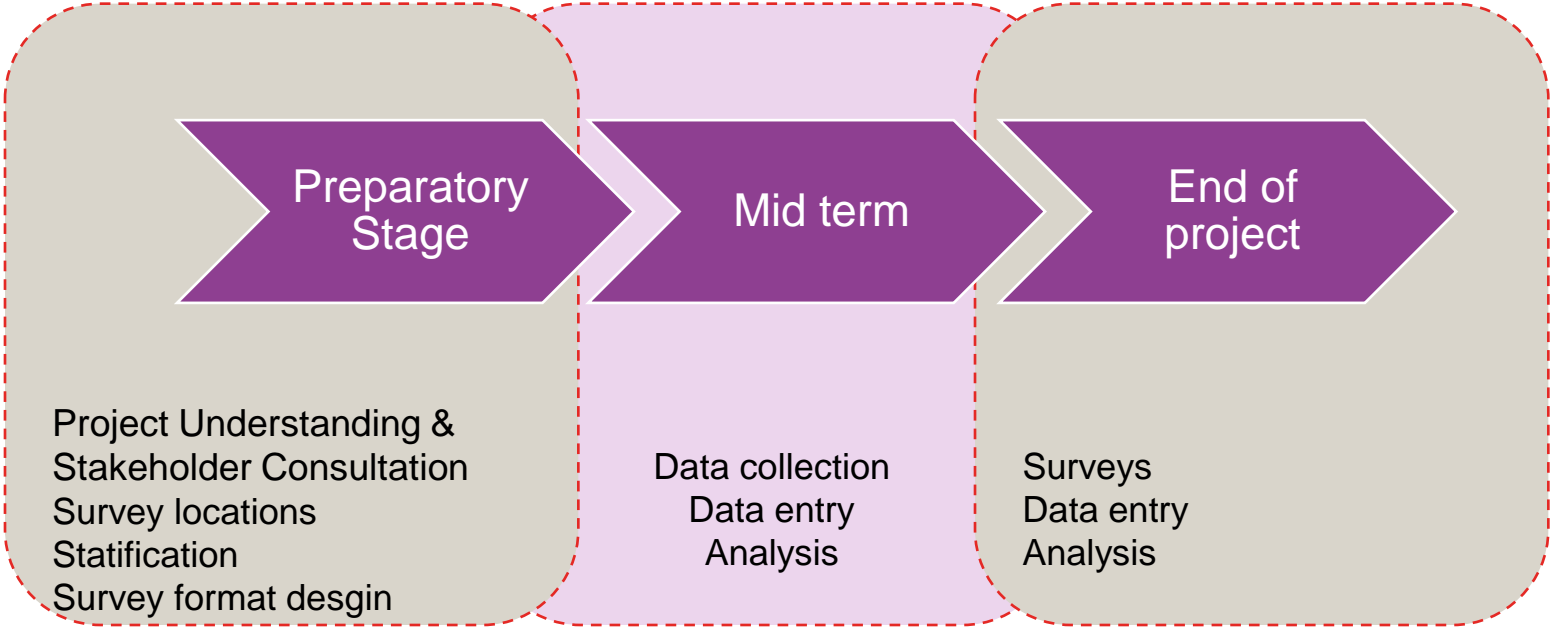
Carries about 0.07 million passengers/day

Population (2011)
• 809,378

Mode share
• Buses 15.4%
(internal to Internal)

Buses in operation
• 63

Monitoring & Evaluation



User & Non user surveys

- Survey covered different categories of user and mode
 - Users and Non-Users of Public transport
 - Sample included 1007 Bus users, 503 non-users
- Comprehensive survey
 - Gathered personal data, travel patterns
 - Measured satisfaction level of a range of factors



RESPONDENT PROFILE

Age
Occupation
Education
Income level
Vehicle ownership

TRAVEL DETAILS

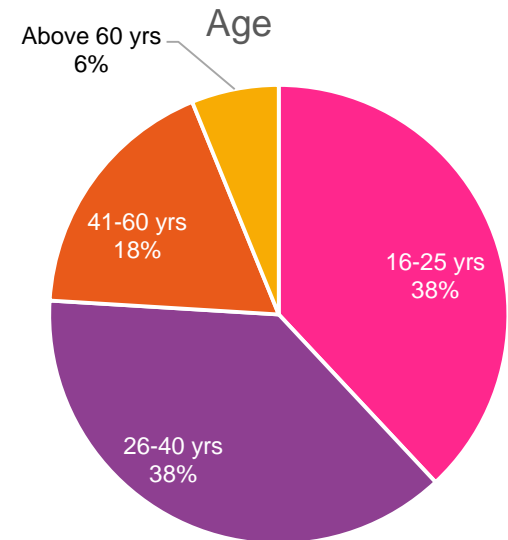
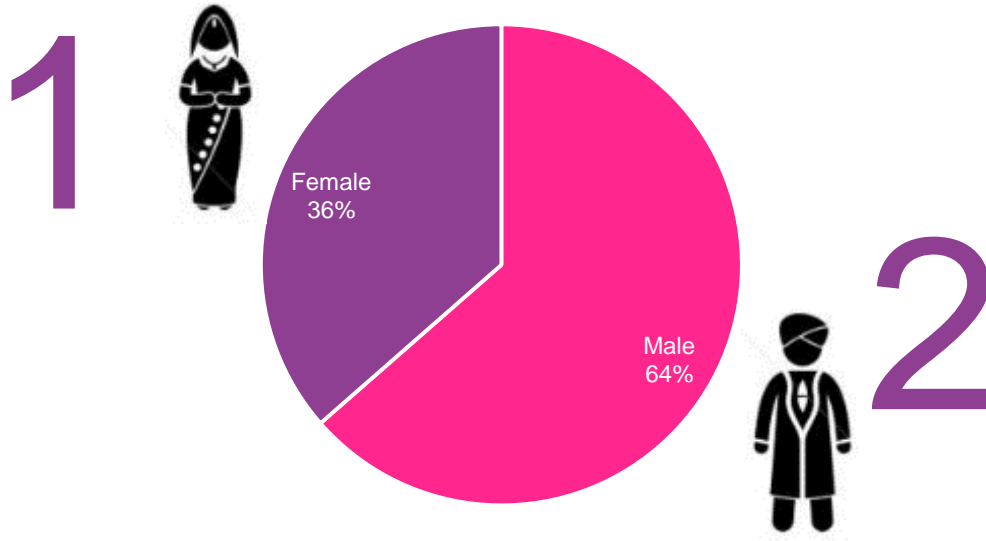
Purpose of travel
Frequency of travel
Distance travelled
Time spent in travel
Reason for using city
bus services
Type of bus preferred

OPINION SURVEY

Satisfaction level with
Bus stops
Bus services
Geographical coverage
Fare
Comfort, convenience &
accessibility of city bus
service
Staff behaviour
Safety
Security

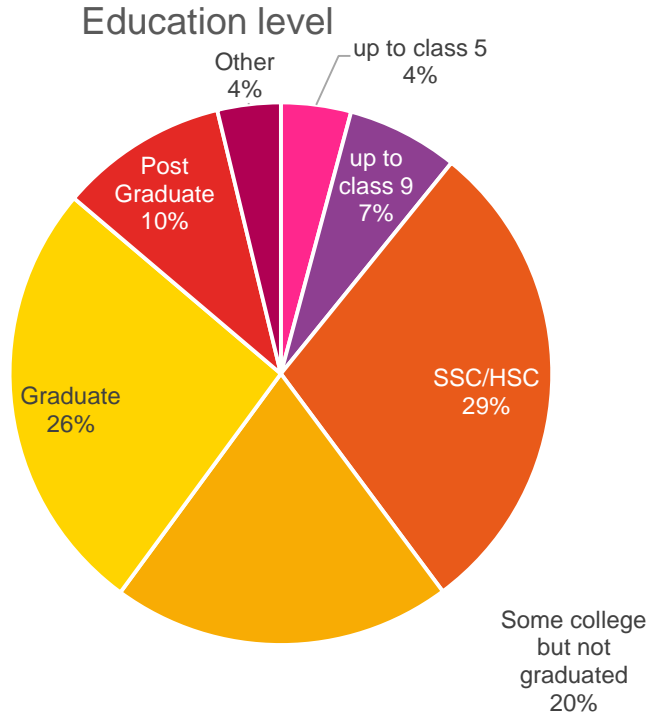
Bus User profile

Gender

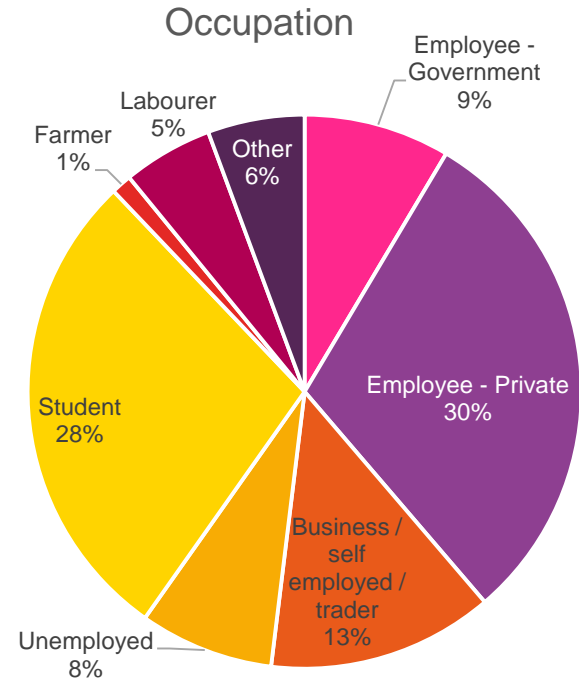


Bus User profile

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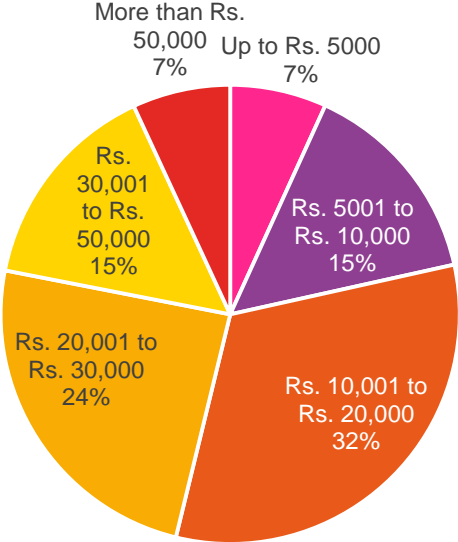
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Bus User profile

Monthly Household Income.

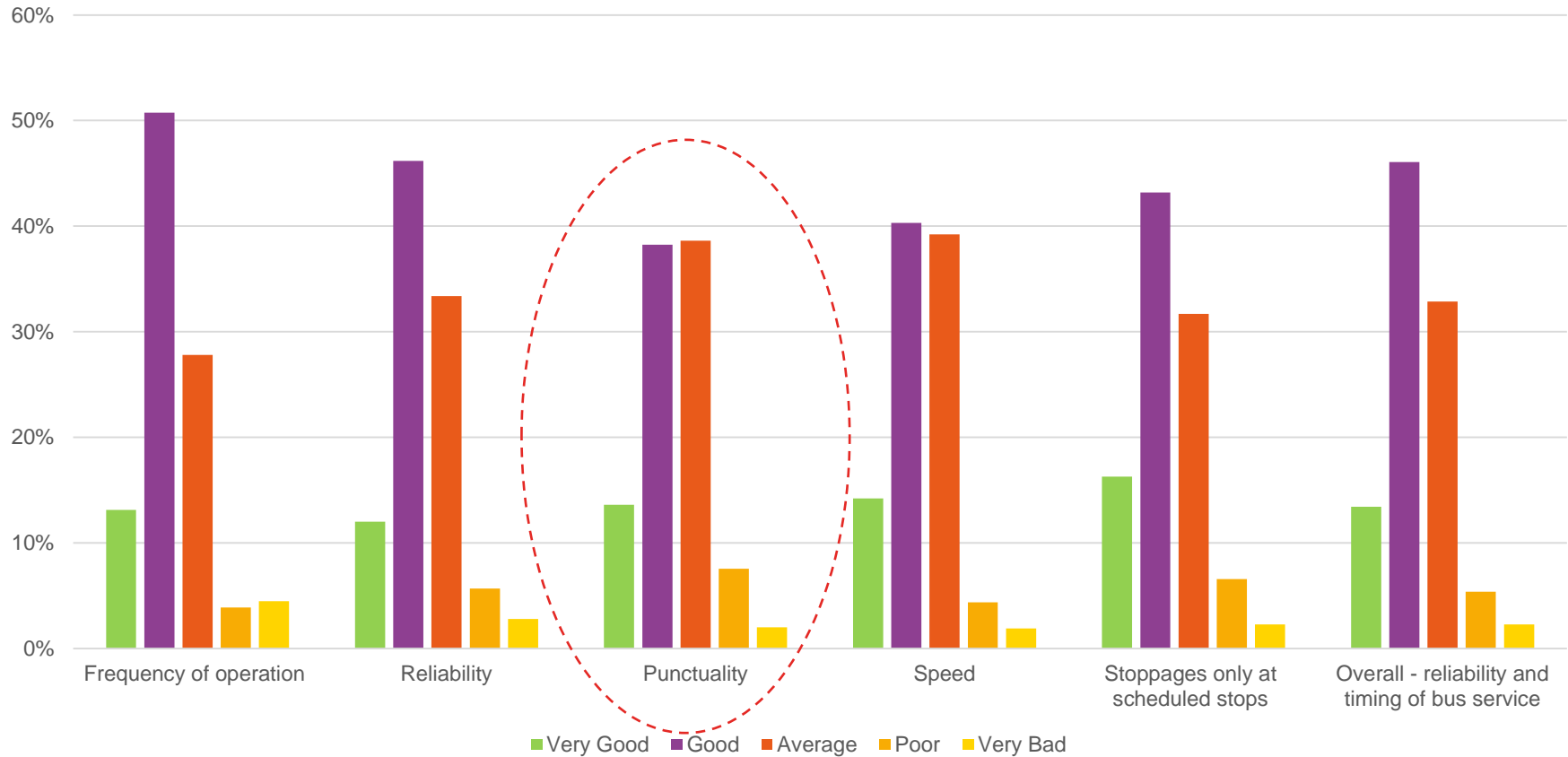
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Do you have disability that hinders use of public transport?	Percentage
No	98%
Yes	2%

Satisfaction with Bus Services



Suggestions to improve bus services

1

Improve frequency & reliability

2

Improve punctuality

3

Provide new & short routes

4

Prepare schedules & adhere

5

GPS tracker on buses

6

Buses to stop at all stops



7

Add more buses

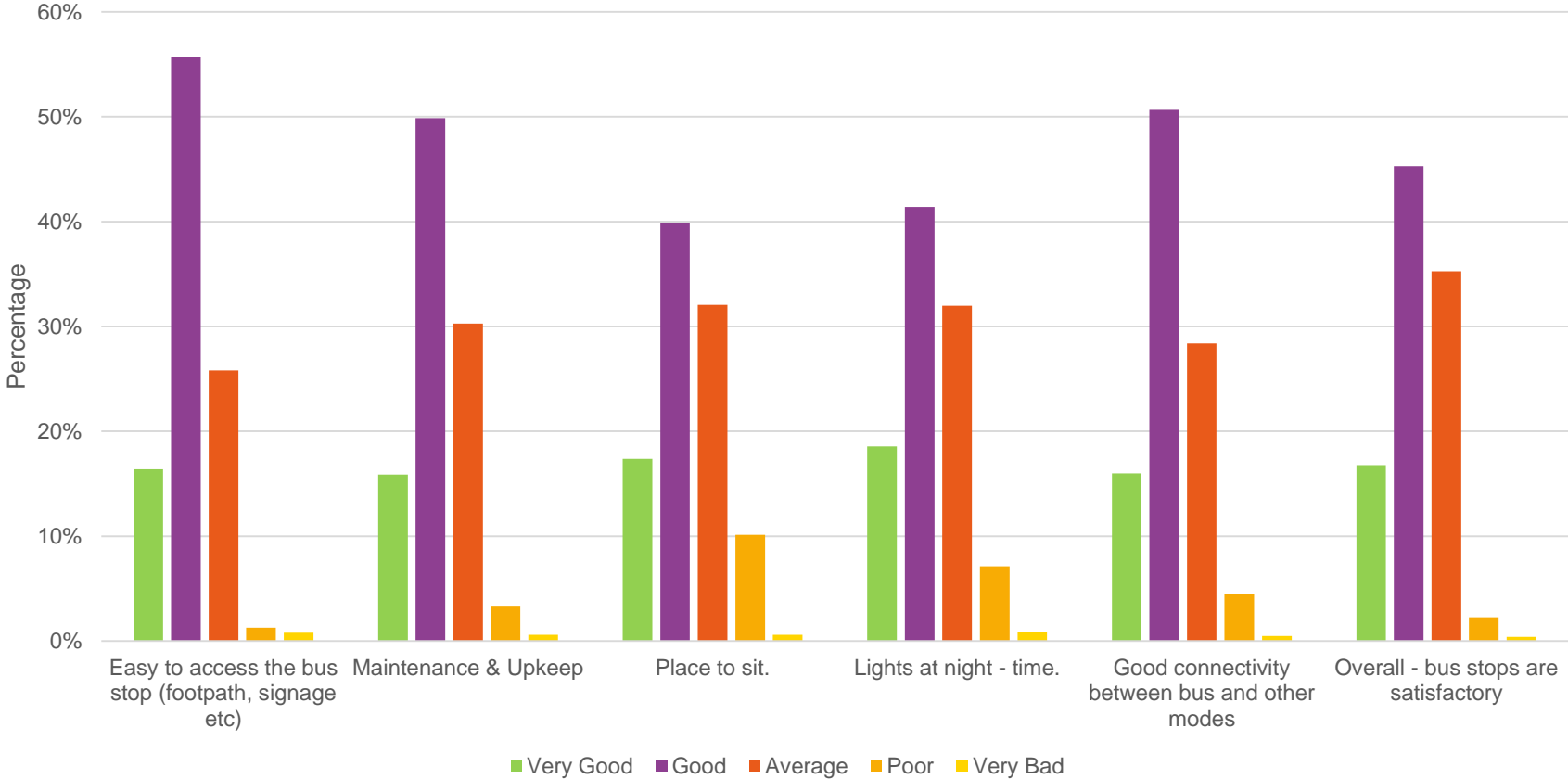


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Provide bus stop arrival information



Satisfaction with Bus Stops facilities



Suggestions to improve bus stop related facilities

1

Provide display board at bus stop regarding bus arrival & route detail

2

Wifi on bus stop & buses

3

Bus stop maintenance to be improved

4

CCTV at bus stop

5

Clean buses & bus stop on daily basis

6

Improve lighting

7

Increase frequency of buses

8

Increase bus stop area

9

Provide Toilet at bus stop

10

Provide drinking water facility at stop

Suggestions to improve Fare & ticketing

1

Smart Cards and Passes



2

Improvement in fare structure

3

E ticket facility



Book Online

Home | Our Services | Contact Us

Search & Book Tickets

From: Enter at least 3 letters	Depart on 16/06/2015
To: Enter at least 3 letters	Return on (optional) DDMM/YYYY €

4

Provide rewards for regular users

Award credit points for e-payment



Suggestions to improve sense of security

(related to loss of belongings / harassment etc)

Female

- CCTV / Camera on buses that too properly location on bus
- Working CCTV
- Helpline and GPS tracking with emergency button for immediate help
- Well lit bus stop



Male

- CCTV
- Helpline number



Conclusions

1. Smart generation with smart technology want smarter facilities – such as Wifi, GPS on buses, display boards on stops & buses, CCTV, smart cards
2. Reliability of buses an issue with maximum users
3. Want clean buses & stops
4. Users want geographical coverage to be improved including connectivity to remote areas
5. Buses to adhere to bus schedule
6. New and shorter routes requested

Improvements thus required for bus operations

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graph TD; A[Improvements thus required for bus operations] --> B[Route rationalisation]; A --> C[MIS/ ITS]; A --> D[Maintenance]; A --> E[Driver training];
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Route rationalisation

MIS/ ITS

Maintenance

Driver training

Thank You

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