

CITY NAME

TRANSPORT  
4 A ♿ ♿  
DIGITAL  
INNOVATION  
CHALLENGE

As India unlocks, what can we do  
to make **Public Transport better?**

**We want to hear  
from you!**

LINK TO SURVEY  
IN DESCRIPTION



TRANSPORT 4 A ♿ ♿

# How to conduct the survey for **Bus staff / Informal Public Transport (IPT) Drivers**

Guidance for cities to ensure  
maximum participation from the  
**bus staff and IPT drivers**

# Stage 1 roadmap:

1



## Form the Transport4All Task Force

with NGOs and other govt. agencies

2



## Conduct citizen survey

to understand issues faced by passengers

3



## Conduct bus staff & IPT drivers survey

to understand issues of operators

*We are here!*

4



## Conduct bus staff & IPT drivers consultations

to get qualitative insights

5



## Analyse results and identify problem statements

For stage 1 submission

STAGE 1

# T4A Task Force should

**form a working group (3-4 members)**

**to coordinate on the challenge activities**

## Working group members



**Smart City and/or  
Municipal  
Corporation**



**Representatives  
STUs/ Bus SPVs**



**Nodal officer\***



**NGOs /  
Academic  
Institute**

*\*The nodal officer must ensure that the surveys are rolled out.*

# Surveys and Consultations

to identify critical problems with public transport



**Citizen Survey**



**For Bus Staff**



**For IPT Drivers**

**Covered in Workshop 1 & 2 !**

**Surveys will be covered in this guideline!**

# Formal and informal public transport in the city



## Formal Public transport

Buses, trains, metro etc.  
that are owned or managed  
by the Govt.



## Informal (or Semiformal) Public transport

Share autos, minibuses,  
e-rickshaws that are privately  
owned and operated

# Types of **formal and informal** public transport

GOVERNMENT OWNED  
AND OPERATED  
(STUS)



GOVERNMENT  
MANAGED PRIVATE  
OPERATIONS (GCC)



PRIVATE OPERATOR  
UNDER ROUTE  
LICENSE (NCC)



PRIVATE OPERATOR  
UNREGULATED AND  
INFORMAL



# Types of Surveys

1

Do you have any problems with the bus? (Select all that apply) / क्या आपको बस से कोई समस्या है? \*

- Poorly maintained bus and frequent breakdown / खराब बस या ...
- No protection from heat, cold or rain / गर्मी, सर्दी या बारिश की परेशा...
- Bad seating / खराब सीट
- Poorly designed buses -- बस का खराब डिजाइन
- Other / अन्य
- No / नहीं

Do you have any problems with scheduling? (Select all that apply) / क्या आपको शेड्यूलिंग से कोई समस्या है? \*

**Bus Staff**

2

3. What is your biggest concern? -- आपकी सबसे बड़ी समस्या क्या है? \*

- Permit- license related / परमिट-लाइसेंस सम्बंधित
- Competition for passengers / सवारी की होड़
- Traffic Jam and Pollution / जाम और प्रदुषण
- No safe parking / सुरक्षित पार्किंग सुविधा ना होना
- Others / अन्य
- No problems -- कोई समस्या नहीं

4. Do you get enough passengers? (select all that apply) / क्या आपको प्रयाप्त सवारी मिलती है? (लागु होने वाले सभी विकल्पों को चुनें) \*

**IPT drivers**

1

# Bus staff survey

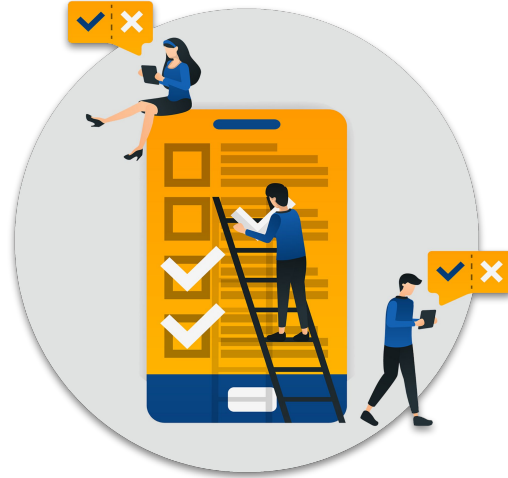




# Who do you reach out to for the **Bus Staff** survey?



**Working group  
of TTF**



**Rolls out the survey  
with volunteers**



**With City Bus  
STU/SPV**

**Collect at least 250 samples each** from drivers and conductors of your city

2

# IPT drivers survey



Source - Thenewsminute

# Who do you reach out to for the **IPT** survey?

*Identify shared modes of IPT in your city!*



**Share-Autos**

*Image Source:  
Livechennai*



**E Rickshaw**

*Image Source:  
The Guardian*



**Tata Magic**

*Image Source:  
Daily Thanthi*



**Mini Buses**

*Image Source:  
Brettlephotography*



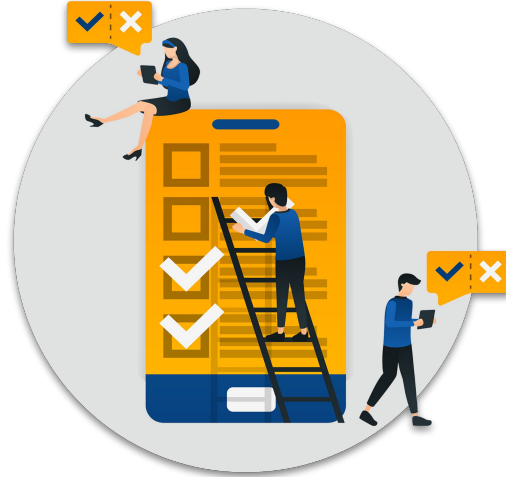
**Any other**

Capture voices from **each of the shared IPT modes**

# Who do you reach out to for the **IPT drivers** survey?



**Working group  
of TTF**



**Rolls out the survey  
with volunteers**



**With shared modes  
of IPT Unions**

Collect **at least 500 samples distributed equally**  
among all the shared IPT modes



Complete the surveys with the Bus staff/IPT drivers  
**by 15th September 2021 !**

# Steps for conducting a successful survey for Bus staff/IPT drivers

(Click on the colour tab to go the respective section)

## 1. Customize the Survey form

- Make a copy of the survey form
- Translate the form in local language
- Create the form link.

## 2. Sampling

- Who do you reach out for Bus staff and IPT survey
- What are the ways to conduct surveys
- Collecting diverse data

## 3. Conducting In-person Survey

- Assigning code to the surveyor
- Creating ID badge for surveyor
- Instructions for surveyor

**01**

# **Customize the Form**

## 1. CUSTOMISE THE FORM

# A. Make a copy

On clicking the link you will be prompted to make a copy of the form.

Click on **'Make a copy'**

[Click here to get your copy of the PT survey](#)

[Click here to get your copy of the IPT survey](#)

Google Drive

## Copy document

Would you like to make a copy of **City\_T4A\_Survey for Bus drivers and conductors** — बस ड्राइवर और कंडक्टर सर्वे?

Make a copy



## Copy document

Would you like to make a copy of **City\_T4A\_Survey for Informal Public Transport Drivers** — असंगठित सार्वजनिक परिवहन सर्वेक्षण?

Make a copy





## 1. CUSTOMISE THE FORM

## B. Update CITY NAME

Update the city name:

1. In the form title

2. In the form introduction section

**DO NOT CHANGE**

- **The questions & options**
- **The order of the questions & options**

**1.**

City\_T4A\_Survey for IPT Drivers

Questions Responses

Section 1 of 5

**2.** City\_T4A\_Survey for Informal Public Transport Drivers — असंगठित सार्वजनिक परिवहन सर्वेक्षण

We are participating in the Transport4All Digital Innovation Challenge - an initiative of the Government of India to develop solutions that improve public transport to better serve the mobility needs of all citizens.

Through this survey, we'd like to understand your transport needs. Your responses are important and will help us make public transport safe, affordable, and more reliable. We assure you that your responses are completely anonymous.

Thank you for your time.

हमारा शहर, भारत सरकार की ट्रांसपोर्ट फॉर आल चैलेंज में भाग ले रहा है, जिसके माध्यम से हम शहरवासियों की यातायात समस्या को समझते हुए उसका निदान करने का प्रयास करेंगे। इस सर्वेक्षण से हम आपकी परिवहन की जरूरतों को समझना चाहेंगे। आपके सुझाव सार्वजनिक परिवहन को सुरक्षित, किफायती और अधिक विश्वसनीय बनाने में हमारी मदद करेंगे। आपके जवाब पूरी तरह से गोपनीय रहेंगे।

धन्यवाद

1. Age — उम्र \*

## 1. CUSTOMISE THE FORM

# C. Translate in the local language

Start translating the form in local language.

**Step 1:** Please do not replace the em dash (—) with anything else while editing

**Step 2:** Translate all the questions and options

**Step 2:** Translate all the questions and options

### DO NOT CHANGE

- The questions & options
- The order of the questions & options

The screenshot shows a survey form titled "City\_T4A Survey for Bus drivers and conductors — बस ड्राइवर और कंडक्टर सर्वे". The form is in Hindi and includes an introduction, a thank you message, and a list of bus-related problems. Red boxes and arrows highlight specific elements for translation:

- Step 1:** A red box highlights the em dash (—) in the title, with an arrow pointing to the instruction "Please do not replace the em dash (—) with anything else while editing".
- Step 2:** A red box highlights the introductory paragraph in Hindi, with an arrow pointing to the instruction "Translate all the questions and options".
- Step 3:** A red box highlights the question "Do you have any problems with the bus? (Select all that apply) — क्या आपको बस से कोई समस्या है? \*" and its options, with an arrow pointing to the instruction "Translate all the questions and options".

The form content includes:

City\_T4A Survey for Bus drivers and conductors — बस ड्राइवर और कंडक्टर सर्वे

We are participating in the Transport4All Digital Innovation Challenge - an initiative of the Government of India to develop solutions that improve public transport to better serve the mobility needs of all citizens.

Through this survey, we'd like to understand your concerns with bus operations. Your responses are important and will help us make public transport experience better for all. We assure you that your responses are completely anonymous.

Thank you for your time.

हमारा शहर, भारत सरकार की ट्रांसपोर्ट फॉर आल चैलेंज में भाग ले रहा है, जिसके माध्यम से हम शहरवासियों की यातायात समस्या को समझते हुए उसका निदान करने का प्रयास करेंगे। इस सर्वे से हम आपकी परिवहन की जरूरतों को समझना चाहेंगे। आपके सुझाव सार्वजनिक परिवहन को सुरक्षित, किफायती और अधिक विश्वसनीय बनाने में हमारी मदद करेंगे। आपके जवाब पूरी तरह से गोपनीय रहेंगे।

धन्यवाद

Do you have any problems with the bus? (Select all that apply) — क्या आपको बस से कोई समस्या है? \*

- Poorly maintained bus and frequent breakdown — खराब बस या अक्सर ब्रेकडाउन
- No protection from heat, cold or rain — गर्मी, सर्दी या बारिश की परेशानी
- Bad seating — खराब सीट
- Poorly designed buses — बस का खराब डिजाइन
- Other — अन्य

## 1. CUSTOMISE THE FORM

# D. Driver-Conductor Survey

For the 4<sup>th</sup> question in the **Driver-Conductor survey** form,

**Step 1:** Please replace the text “name of STU/SPV” with the actual name of the STU/SPV in your respective city.

### DO NOT CHANGE

- The questions & options
- The order of the questions & options

## Step 1

4. You are... — आप \*

- Staff of <name of STU/SPV> — <एसटीयू/एसपीवी का नाम> के कर्मचारी है
- On temporary contract with <name of STU/SPV> — <एसटीयू/एसपीवी का नाम> के साथ कॉन्ट्रैक्ट अनुबंध पर है
- On contract with private bus operator — निजी बस ऑपरेटर के साथ कॉन्ट्रैक्ट पर है

5. Average working hours — औसत काम के घंटे \*

- Up to 8 hours — 8 घंटे तक
- 8-10
- 10-12
- More than 12 hours — 12 से अधिक

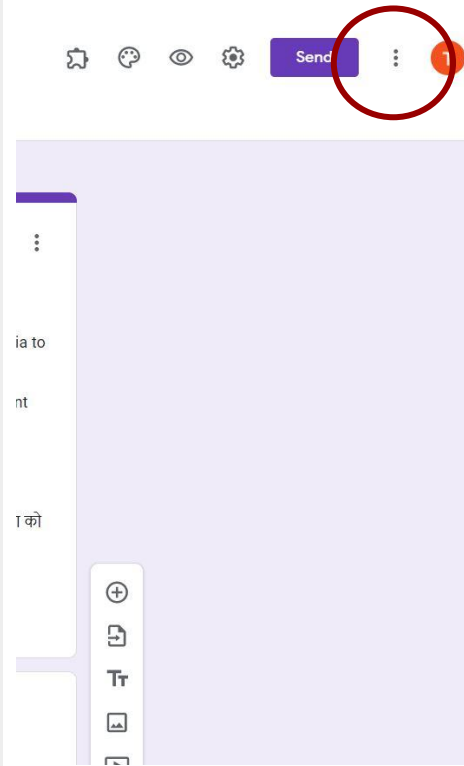
## 1. CUSTOMISE THE FORM

## E. Add T4A team as a Collaborator

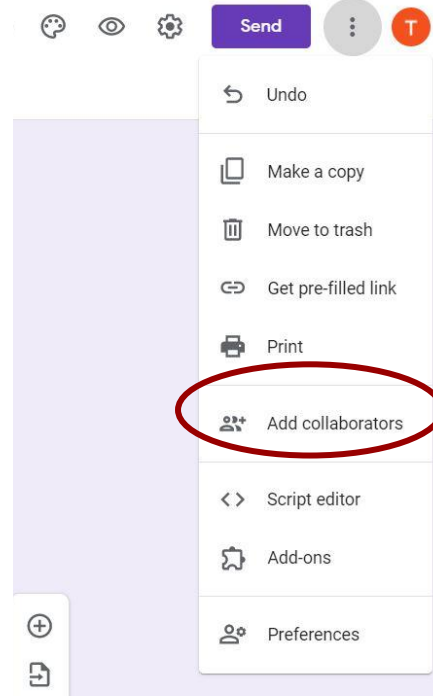
**Step 1:** Click on the **Three dots**

**Step 2:** Go to **Add Collaborators**

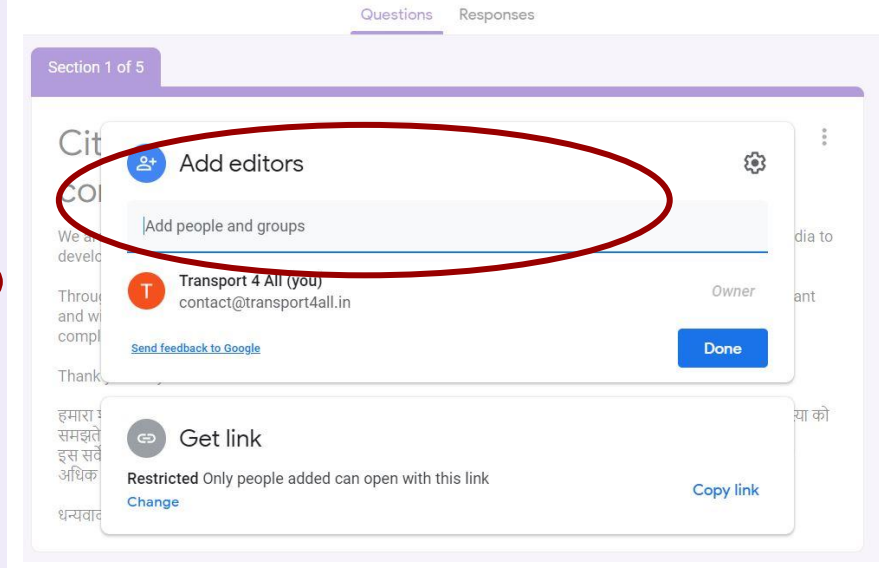
Step 3: Add [contact@transport4all.in](mailto:contact@transport4all.in) and click done



**Step 1**



**Step 2**



**Step 3**

## 1. CUSTOMISE THE FORM

## F. Get the LINK to collect responses

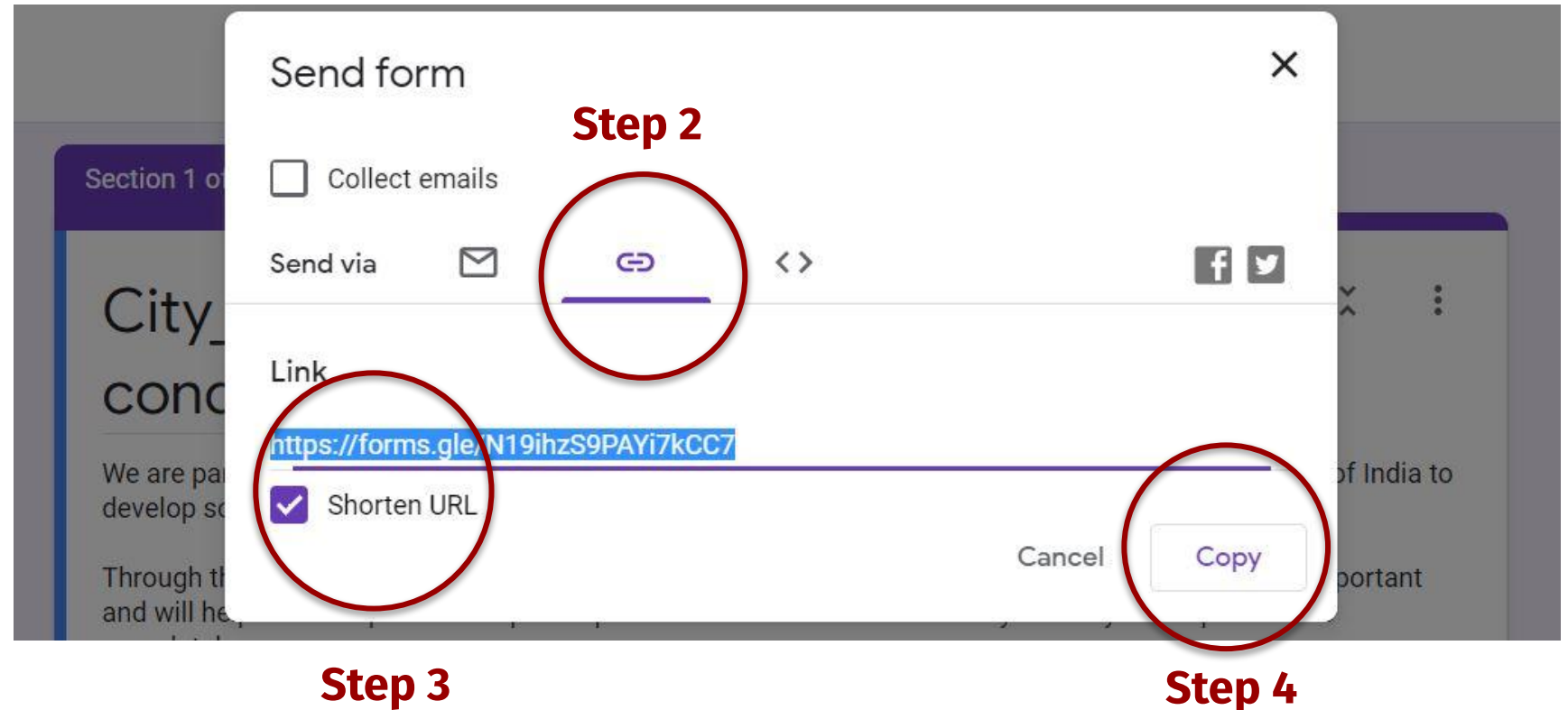
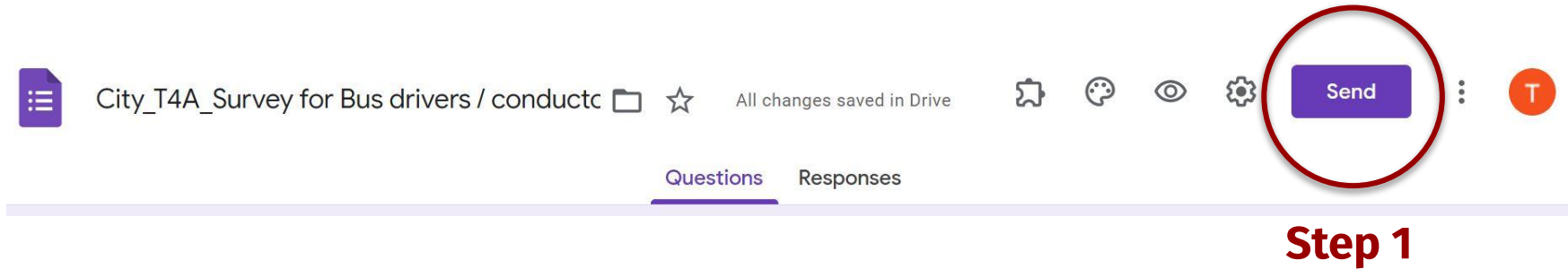
**Step 1:** Click on **Send** in the top right corner of the form

**Step 2:** Click on the **'Link icon'** in the pop up box

**Step 3:** Check the box that says **'Shorten URL'**

**Step 4:** Click on **'copy link'**

**You are now ready to start collecting responses for the Citizen Feedback Survey!**



02

# Sampling

**Cities can use the same mechanism they are using for citizen surveys to conduct the Bus staff / IPT drivers survey**

1

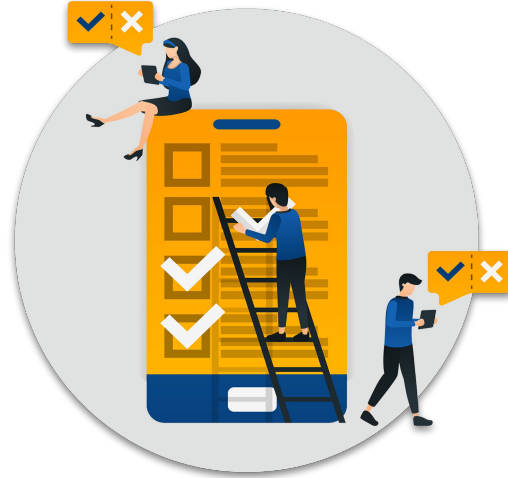
# Bus staff survey



# How do you conduct the **Bus Staff** survey?



**Working group  
of TTF**



**Rolls out the survey  
with volunteers**

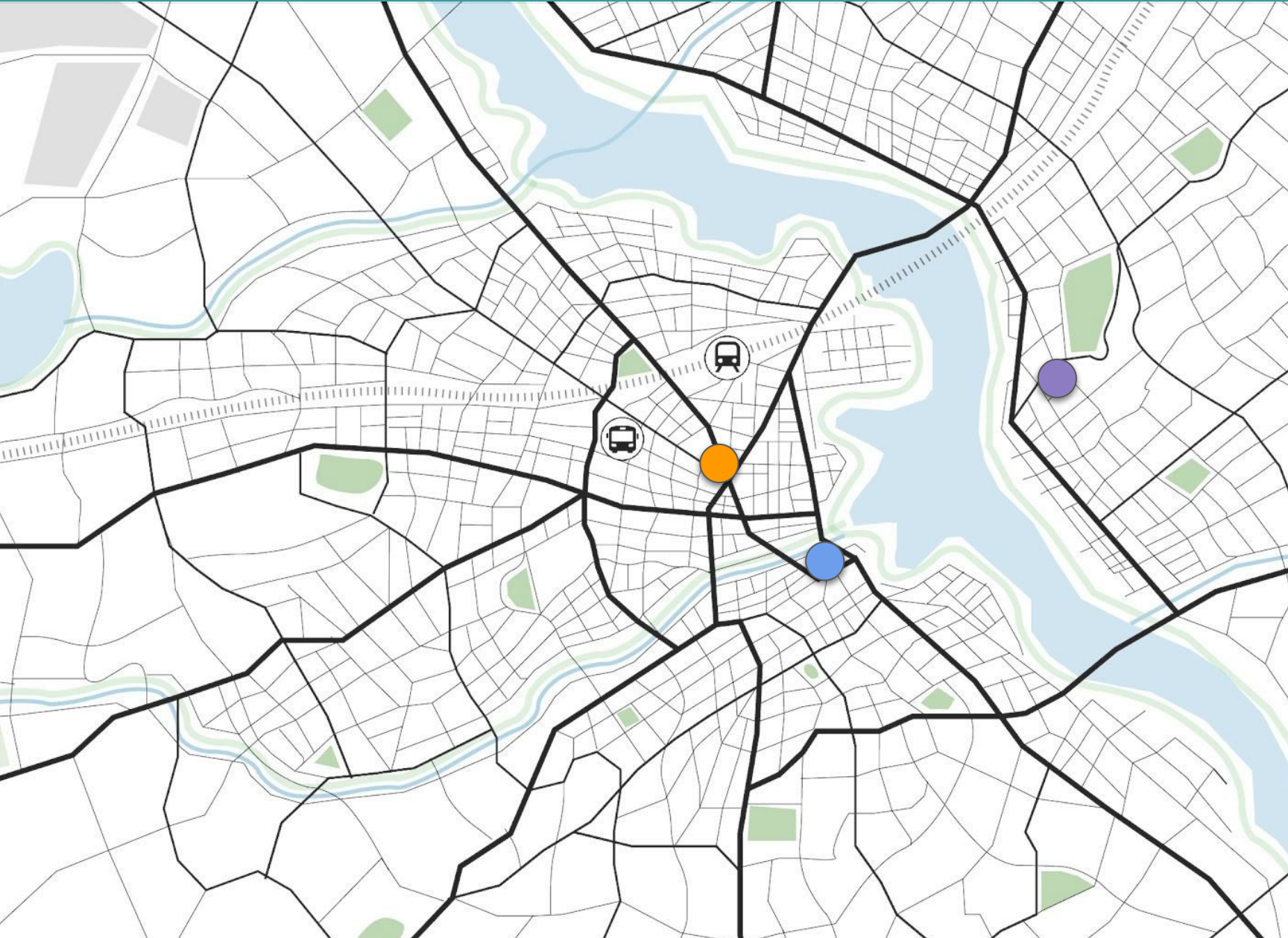


**With City Bus  
STU/SPV**

**Collect at least 250 samples each** from drivers and conductors of your city



# Collect data from multiple bus depots



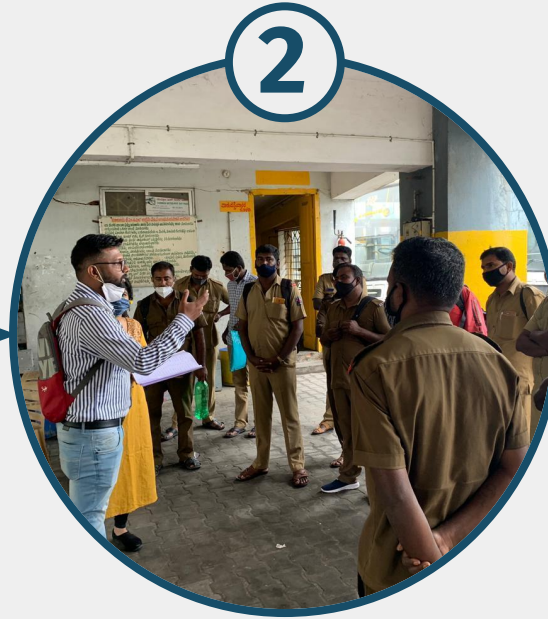
**Identify multiple bus depots/terminal within the city for the surveyors.**

*For example, different bus depots can be selected based on their location (core/periphery).*

# What are the ways to conduct on-ground surveys?



*Send surveyors to a bus depot/terminal to conduct the survey for the bus drivers and conductors*



*Coordinate with the depot/branch manager to schedule an appropriate time to conduct the surveys with the bus drivers/conductors*



*Surveyors should brief the bus drivers/conductors about the challenge before starting the survey*

**\*Please DO NOT use printed forms for the survey!**

2

## Informal Public Transport (IPT) drivers survey

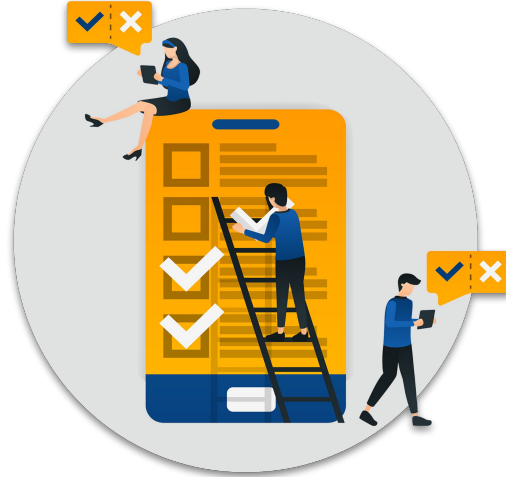


Source - Thenewsminute

# How do you conduct the **IPT drivers** survey?



**Working group  
of TTF**



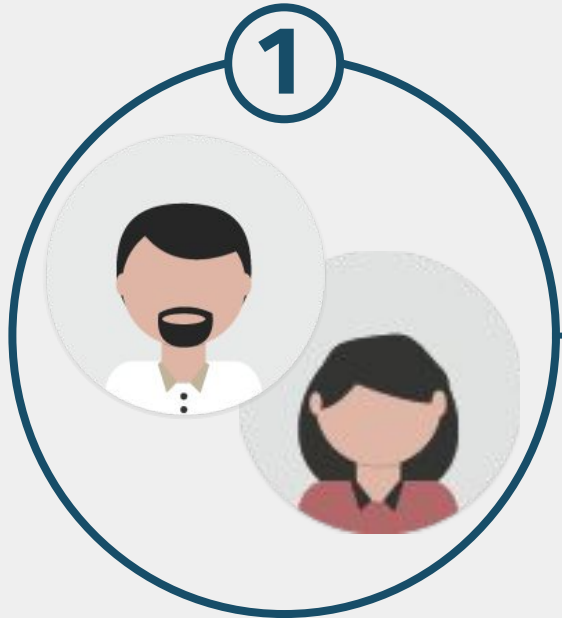
**Rolls out the survey  
with volunteers**



**With shared modes**

Collect **at least 500 samples distributed equally**  
among all the shared IPT modes

# What are the ways to conduct surveys?



*Hiring surveyors and survey coordinators to monitor the survey data*



*Choose the major transit hubs within the city to survey the IPT drivers of various modes. (For ex. - Railway stations, Bus terminals)*



*Surveyors should brief the bus drivers/conductors about the challenge before starting the survey*

**\*Please DO NOT use printed forms for the survey!**

## 2. WHAT ARE THE WAYS TO CONDUCT SURVEYS?

### B. Collect diverse data

Make sure to get responses from:



**Women bus drivers/conductors**



**Women IPT drivers**

---

Appoint a **survey coordinator**  
Consider **paying the surveyors**

**03**

# **Conducting in-person survey**

### 3. CONDUCTING IN-PERSON SURVEYS

## A: Assigning code to the Surveyors

City can give unique code to identify each surveyors for conducting in-person survey.

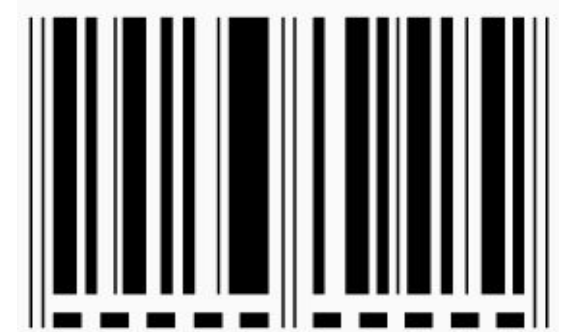
Starting the serial number from 101

### Why?



- To keep track of surveys conducted by surveyors
- Easier to cross check entries.

### How?



- Keep a record of all the surveyors involved in surveys.
- Give **serial numbers** to surveyor.

*Ex: 101 for surveyor number 1.*

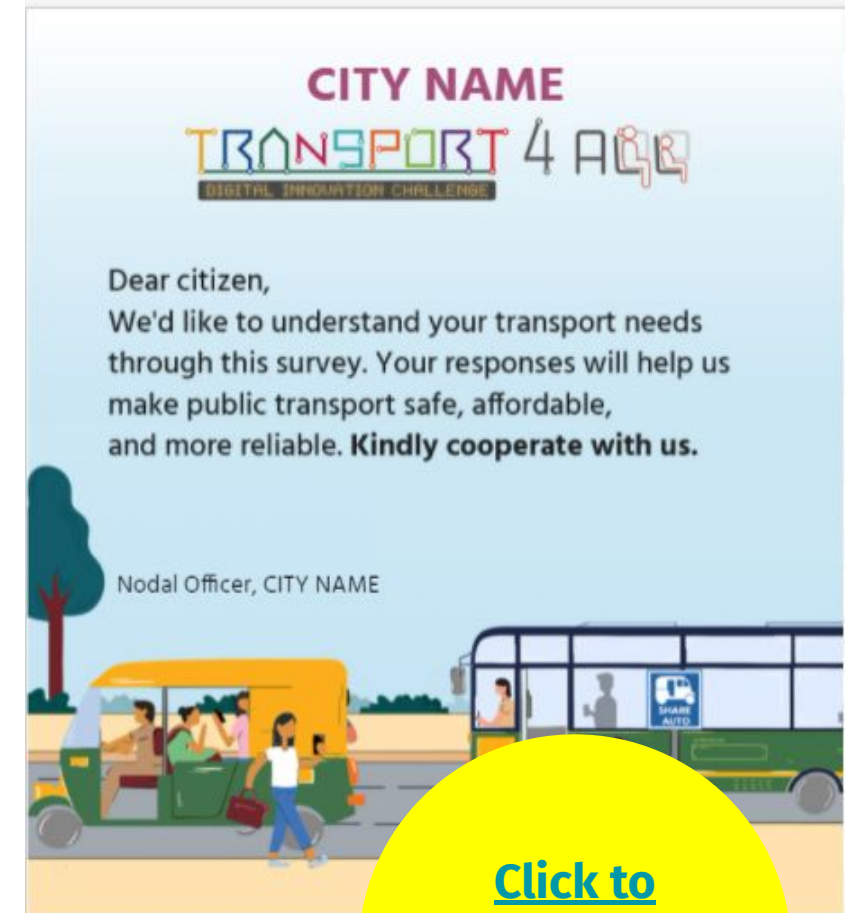
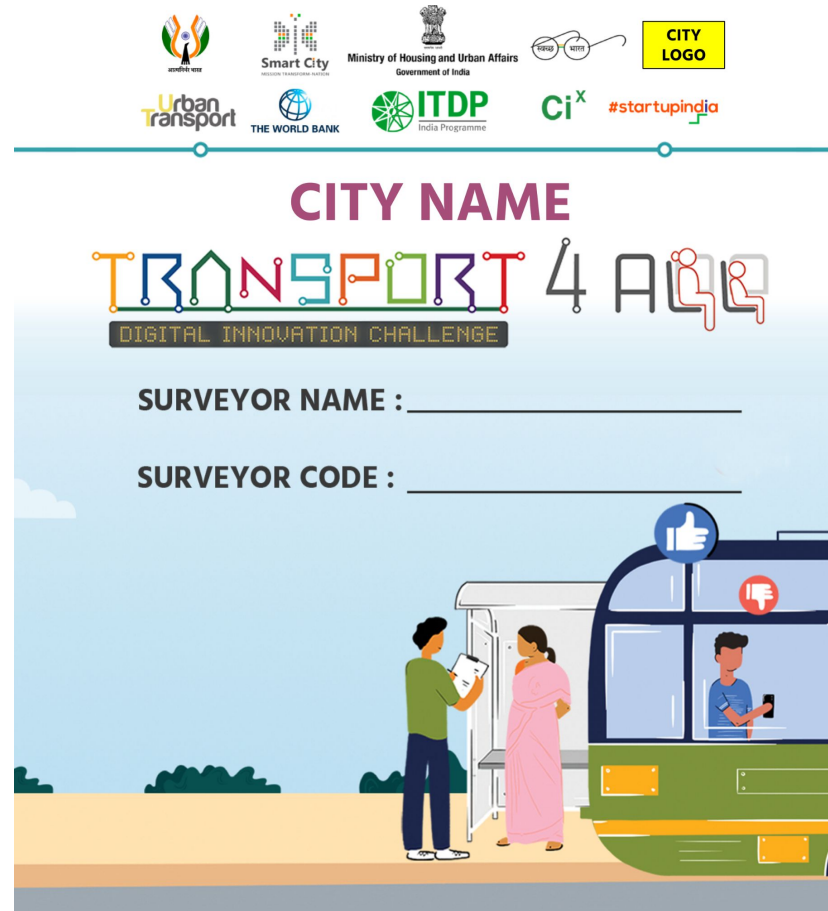


### 3. CONDUCTING IN-PERSON SURVEYS

## B: ID badge for surveyors

City can give ID badge to the surveyors engaged in in-person surveys.

1. Download the template and change city name and city logo.
2. Get it printed on 250 GSM paper.
3. Fill in the details of the surveyors in the badge.
4. Commissioner/CEO/ Nodal Officers can sign the back of badge



[Click to download the ID badge](#)

### 3. CONDUCTING IN-PERSON SURVEYS

## C: Instructions for conducting In-person surveys

The surveyor should read out the description to the respondents.

**Step 1:** Enter the **surveyor code** and click next.

**Surveyor can continue conducting surveys and record the responses.**

Section 1 of 6

### City\_T4A Survey for Bus drivers and conductors — बस ड्राइवर और कंडक्टर सर्वे

We are participating in the Transport4All Digital Innovation Challenge - an initiative of the Government of India to develop solutions that improve public transport to better serve the mobility needs of all citizens.

Through this survey, we'd like to understand your concerns with bus operations. Your responses are important and will help us make public transport experience better for all. We assure you that your responses are completely anonymous.

Thank you for your time.

हमारा शहर, भारत सरकार की ट्रांसपोर्ट फॉर आल चैलेंज में भाग ले रहा है, जिसके माध्यम से हम शहर वासियों की यातायात समस्या को समझते हुए उसका निदान करने का प्रयास करेंगे। इस सर्वे से हम आपकी परिवहन की जरूरतों को समझना चाहेंगे। आपके सुझाव सार्वजनिक परिवहन को सुरक्षित, किफायती और अधिक विश्वसनीय बनाने में हमारी मदद करेंगे। आपके जवाब पूरी तरह से गोपनीय रहेंगे।

धन्यवाद

Please enter surveyor code — कृपया सर्वेक्षक कोड दर्ज करें \*

Short answer text

**Step 1**



Complete the surveys with the Bus staff/IPT drivers  
**by 15th September 2021 !**



# TRANSPORT 4 ALL

[www.transport4all.in](http://www.transport4all.in)

[contact@transport4all.in](mailto:contact@transport4all.in) for any queries