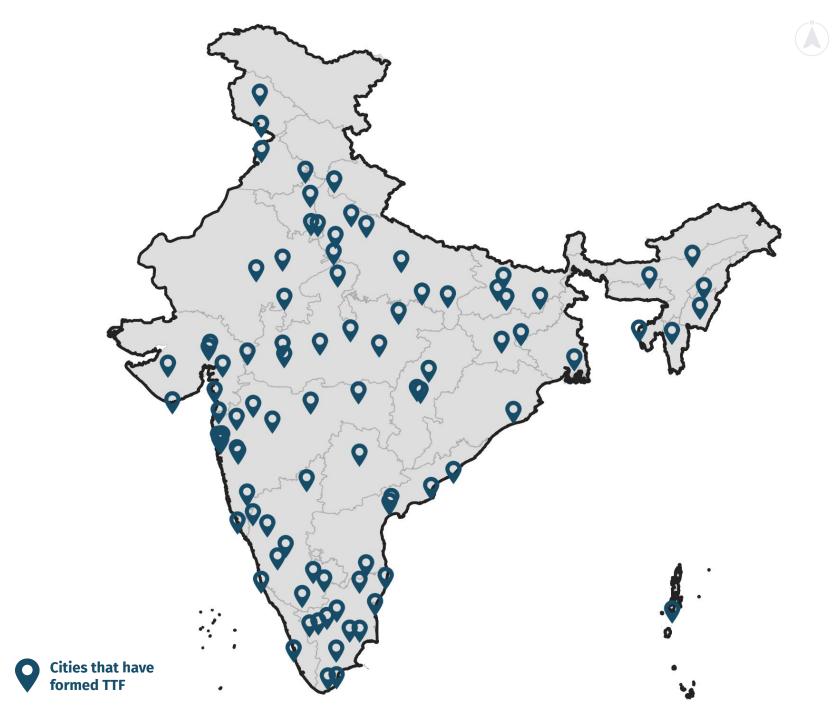






have formed the Transport4All Task Force (TTF)





have completed the citizen, IPT drivers and bus drivers and conductor surveys



#### टांसपोर्ट ऑल चैलेंज के लिए शुरू हुआ सर्वे भोषाल। भोषाल प्रयार्ट विष्टी डेटलावरीट

कोईरेशन दिसीयेह १९४२ में प्रतिनंक टांगदेरं शहेर यति सर्वजनिक परिएहन सेवा को और बेततर बनाने और उनमें लोगों का वित्रकत जनाने के लिए वाम करेगा। इसके अंतर्गत अर्जनार्थन व अण्डिलाइन को के म्लाहन से नगरिकों से परिवान को सुदृढ़ बनाने के रितर जुडाव निवे जाएते। जुडावे के अभार पर साईजीव वर्तवहर स्वतरन में मुखर के लिए कार्व किये जागरे। DOM STATE BY PRIVILE HERICS मंचनव, भारत सरकार में 100 स्पर्ड Devanagere Smart City Limited धिवागित हरते हम के

Ve you an NOOs, CSOs, academic & research satitute interested in helping your city's able transport services recover from the 0VID-19 crisis? If yes, you have a crucial le to play in the #Transport4A8 Challenge since vanagere Smart City Limited has pledged for e, convenient and affordable public transport all the residents of Davanagere. later here to lend your support. \$104.5/2104AW





ముందుగా నగరంలో ప్రశా రవాడా గురించి పర్యే చేపట్టనున్నట్లు 30పారు. ప్రజలు రవాదా కనం ఎందువంటున్న మార్గాణ, పెర్కిశ్యన్న లద్ద వాహనాం దుయాగం వర్గ పెరుగుతున్న రాతావరణ కాలున్నం అంశాలపై నర్వే చేయను ర్పట్ల రెప్పాడ. పర్వీలి కర్నిక ంరిప్రాయాలు లైడికరింది ప్రశారవాదాలో ఎదురపుతున్న సమ స్యం పరిప్పారావికి రర్యణ చేపదరామన్నారు. ర్లజారవాడా ఎందుకావడం ద్వారా ఇచ్చ తోగిం టికిచదంతోపాటు ధర్ధనతో పాడిన ప్రయాణం రేయవర్చని, పాతాపరణాన్ని కాలుష్య రహితంగా ఉంచవచ్చని విష్పతంగా అవగాపార్ కర్యించను 2000 2020

#### ऑनलाइन सर्वे से सुधारेंगे दैनिक जागरण शहर की परिवहन व्यवस्था पत्रिका न्यूत नेटवर्क SATNA SMART CITY सतना, आवास एवं शहरी कार्य 0 9 मंत्रालय भारत सरकार द्वारा And a restriction which care one do संचलित ट्रांसचेट फॉर आल चेलेज We want to hear अंतर्गत सहर के सार्वजनिक fram your. परिवहन को विकसित करने स्मार्ट सिटी की सीईओ तन्वी हुइड़ा के



लिया है। परिवहन व्यवस्था भीडभाट को करा -----हरिभूमि

> だいか भी स्वेवेट दरे, अप्रेवर्ग (Her accur per per first 6 555 female हसीटिव अस्प्राम | सी संसमान से मीन वसी हुई है। ten met et

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RHOPAL

बनाने की प्रतिस्पर्धा, शुरू हुआ सर्वे अवरूप रहं शहरी कार्य मंत्रालय ने 100 रनाई हिटी को डिया फैलेज

09 Jul 2021 .

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पब्लिक ट्रांसपोर्ट ऑल चैलेंज के लिए शुरू हुआ सर्वे

#### हरिश्वीय स्ट्राप्रभा मोदाल

दिया चैलेंज

141 75 480

निर्देश पर नगर निगम प्रशासन ने

शहर को जनता से परिवहन व्यवस्था

पर ऑनलाइन सर्वे कराने का निर्णय

patrika.com

क्वल स्पर्ट विमी जन्म में चीवनक टांगणेट विंग यानि मार्चजनिक परिवारि मेच को और ब्रांस बन्दने और उसमें लोगों का विश्वास आगने (हिला) काम करेगा। इसके लाहन अर्डवालाइन च फल्टान सर्वे के संभवन से लोगों को परिवारन মানাৰা কৰাই & নিয় মহাৰে নিয় আইই। काले के आधार पर सहयेजीनक परिवाल

 अध्यासन एवं शहरी कार्य शहराय, केंद्र सरकार ने प्रसिन्ध ट्रांसपेर्ट कारने 100 und facts at fea bits

भगवरभग्र में मुख्यर के लिए कार्य किये उडाएरें। हरआयत् आवस्यन एवं शहरी कार्य मंत्रालय भारत मारकार में 100 मनाई प्रियोग के लिय टांसफेर आन फेलेज जुरू किया है। भोयान स्वत विक्री स्टेर्डजे अहरित्व जिंह ने बाहण्ड कि

स्मार्ट सिटीः पब्लिक ट्रांसपोर्ट ऑल चैलेंज के लिए शुरू हुआ सर्वे

भोपाल(आरएनएन)। भोपाल स्वार्ट सिटी डेकलपमेंट कॉपॉरेशन लिमिटेड शहर में प्रधनक ट्रांसपोर्ट सविस यानि सहवंजनिक परिवाल सेख को और बेहतर बनाने और उसमें लोगों का विरखस जवाने के लिए काम करेंगा। इसके अंतर्गत ऑगलाइन व ऑकलाइन सर्वे ह माध्यम से रहेगां से परिवान को भेठतर बनाने के शिर सुझाव शिर आएंपे। यही सुझायों के

आधार पर सार्वजीनक परिवहन वरवस्था में सुधार के लिए भारत सरकार ने কাৰ্য কিন্তু আহেঁ। पब्लिक ट्रांसपोर्ट

दरअसल आवासन एवं राहरी कार्य मंत्रालय, भारत सरकार ने 100 स्वार्ट सिस्टीज के लिए ट्रांसफेट ओल फेलेज हितर करने 100 सुरू किया है। भोगाल स्पार्ट विस्टी सीईओ आदित्य सिंह ने बताया कि सार्वजीनक परिवाल को विकसित करने के लिए मार्ट सिटीज को शहर के हर वर्ग को जोड़ा जाएगा। यह कार्य ऑन्स्वाईन ख फील्ड सर्वे के प्राध्यम से होगा। इस फेलेज में परिवाल विष्णम् खतायत पुलिसः शैवणिक संस्थाः अपनेन म खरवहन

भार्त्रजीहरू, पहिचाहर को विकसितन करने के लिय मार के हर वर्ष को जोता आएगा। यह काय भीतान्द्रात् य फील्ट साथे के माध्यम से होना। इस फेरेज में चरिकार क्रियर, चाराचा पुरिमा shaften utent, and afters, furt un attitute, for arrands abane safe all more of

पब्लिक ट्रांसपोर्ट को बेहतर बनाने नागरिकों के सुझाव लेगी स्मार्ट सिटी कंपनी

भोपाल। स्मार्ट सिटी डेक्लपमेंट कविरेशन लिपिटेड शहर में पीमलक ट्रीसपोर्ट सविंस को चेततर बनाने और जमाने लोगों का विजयास जगाने के लिए काम करेगा। इसके अंतर्गत ऑनलाइन और ऑफलाइन सर्वे के माण्यम से ज्यारिकों से परिवहन व्यवस्था को सुदृढ़ चनाने के लिए सझाव लिए जाएंगे।

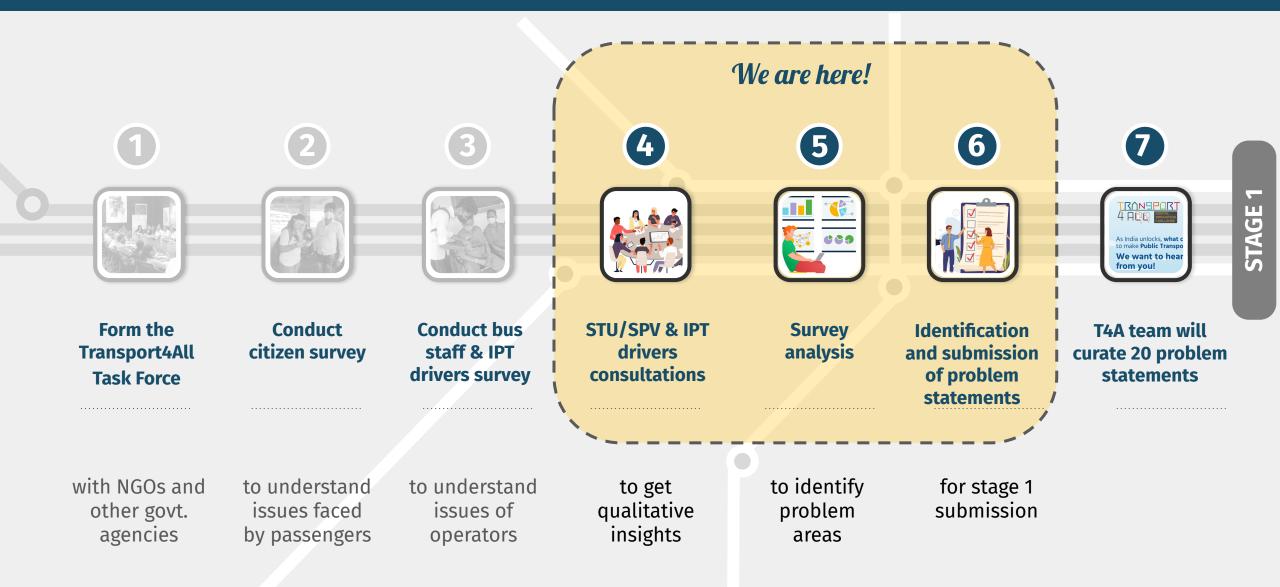
इन सुझावों के आधार पर परिवारन व्यवस्था में सुधार के लिए कार्य किए जादेवे। दरअसल, आवास एवं शहरी कार्य मंत्रालय ने 100 रमार्ट सिटीज के लिर 'ट्रांसचेर अलि चेलेज' गुरू किया है। भोजल स्मार्ट सिटी कंपनी के सीईओ आदित्य सिंह ने बताया कि सार्वजनिक परिवारन को विकसित करने के लिए शहर के हर वर्ष को जोड़ा जाएगा। यह कार्य आंतलाइन और फोल्ड सर्वे के



11-17

Next steps

## **Stage 1 roadmap:**



## **Upcoming Tasks:**



Bus STU/SPV & IPT drivers consultations



Analysing survey results



Identification of Problem Statements

\*Detailed guidance will be provided on all the three tasks in today's workshop

## 1 Conduct Bus STU/SPV & IPT drivers consultations

<u>Click here to download the guidance</u> <u>documents and guestionnaires</u> TRANSPORT 4 AGG

Informal Public Transport (IPT) Drivers One-on-One consultations



#### Steps for conducting a successful IPT driver consultations

Identify various IPT modes and their respective stands across the city

2

Allocate volunteers to interview minimum 5 drivers from each of the IPT modes

3

Conduct one-on-one interviews with the IPT drivers



Send the interview report to the T4A team

## Identification of shared modes of IPT across the City











Share-Autos (Vikram)

> Image Source: Livechennai

Electric Rickshaws

> Image Source: The Guardian

Tata Magic feeders

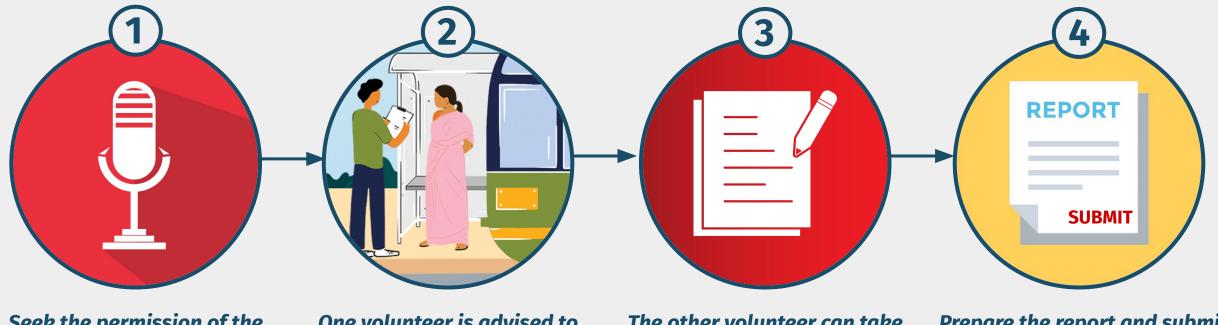
> Image Source: Daily Thanthi

Mini Bus services

Image Source: Brettcolephotography Any other

**Conduct interviews with 5 drivers** minimum per IPT mode (for example if a city has 3 IPT modes, total number of interviews would be 3X5=15)

## Steps for the Volunteers while taking interviews



Seek the permission of the IPT drivers to voice record the session One volunteer is advised to ask questions from the

<u>one-on-one interview</u> <u>questionnaire deck</u> The other volunteer can take the necessary notes and record the whole session Prepare the report and submit it to the T4A team along with the voice recording.

Download the format from here

Volunteers are advised to go as a team of **02** members



#### TRANSPORT 4 ANG

## City Bus STU/SPV Staff Consultation

#### Steps for conducting a successful **Bus - STU/SPV** consultation



Cities should approach the staff of city-bus STU/SPV with a few options for time, date and venue



Cities should share the STU/SPV questionnaire PDF with the participants 2-3 days prior to the discussion



Conduct the discussions with the STU/SPV staff



Send the interview report to the T4A team

## **City Bus STU/SPV Questionnaire PDF**

TRONSPORT 4 ABB
The second
or city operations, Operation
Staff of STU or SPV (GM/CFO of city operation If applicable: With SPV staff (in case it is present in the city) Private operator (in case it is NCC/GCC contract)
cont: uning the buses on?
1. Management:         What kind of contract model are you running the buses on?         (if applicable) How do you monitor the performance of private operators?         (if applicable) How do you monitor the performance of private operators contracted under either GCC or         What challenges do you face with private operators contracted under either GCC or         NCC?
What che NCC?
<ul> <li>What challenges do you we NCC?</li> <li>Operations:         <ul> <li>What are the challenges you face in route planning? What can be done to streamline it?</li> <li>What are the challenges you face in the scheduling of buses and driver/conductor duty? (How do you manage when buses are available but staff is not and vice versal duty? (How do you manage when buses are available for the scheduling of under either GCC or what can be done to streamline it?</li> <li>What can be done to streamline it?</li> </ul> </li> </ul>
What can be done to streaming with private operators com
What callenges do you face with p         What challenges do you face with p         NCC?         What are the challenges you face in getting ridership? What can be out         What are the challenges you face in day-to-day monitoring of bus services?         What are the challenges you face in day-to-day monitoring of bus services?         What are the challenges you face in day-to-day monitoring of bus services?         What are the challenges you face in day-to-day monitoring of bus services?         What has your experience been with technological solutions to monitor bus services?
What has your experiment What has your experiment

<u>1. Download the Bus STU/SPV</u> <u>questionnaire PDF</u>

- Share the document with the participants of PT consultation
   2-3 days prior to the discussion
- **3. Print** the document during the Discussion

4. Share the findings in a report with the T4A team (Download the report format here)

**T4A Task Force should** 

#### invite staff from City Bus STU/SPV (3-4 members)

#### for conducting the consultation

#### Audience of STU/SPV consultation



\*The city can also invite any other people from STU/SPV who can help answer the questions



# Analyse Consultation & Survey Results

<u>Click here to download the guide and the</u> <u>toolkits</u>

(\*Please download all 3 toolkits for analyzing Citizen, Bus staff and IPT driver surveys)

## How will the survey analysis help the city?



Understand the mobility problems citizens and operators face



Use the findings to improve public transport and for future mobility planning decisions



Get solutions developed for the problems from startups by developing problem statements



Evaluate the success of the initiatives by comparing the results of the surveys in the future

## Follow these steps to effectively analyse the survey results



Summarize the key findings from the consultations and validate them through quantitative survey results. Use the <u>survey</u> <u>analysis toolkit</u> to generate the necessary charts Check where the majority of the survey responses are for each question Segregate the data based on gender, age, ability and mode and note down if the results are different from the overall results

Identify the top 5 problem areas from each of the surveys (Citizen, Bus staff & IPT drivers) and convert them into problem statements using the guide

#### For Example : Journey feels unsafe (Q.12 - Citizen survey)





#### Women

90 % of the women fear of theft/ sexual Harassment inside buses



Men

30% of men have fear of theft inside buses

#### **Biggest concern overall:**

40% of the people have fear of theft/harassment inside the bus

#### **CITIZEN SURVEY QUESTIONS**

#### **POSSIBLE PROBLEM AREAS / INTENT**

#### **POSSIBLE PROBLEM STATEMENTS**

Q.12 - Journey feels unsafe

Harassment or theft on the way to or at the station/stop	<ul> <li>Poor lighting</li> <li>Dead streets</li> <li>Poor patrolling</li> </ul>	
Rude staff or rash driving	<ul> <li>Lack of tools for monitoring</li> <li>Lack of training of drivers/conductors</li> <li>Lack of adequate number of people in the staff</li> </ul>	ABC city runs 200 buses on 50 routes from 7am to 11pm. The city needs to find out where the buses are overcrowding and provide better management of the existing fleet in the peak hours. The city also needs a mechanism to monitor the operations (i.e routes, crowd behaviour, gps tracking) of all buses to make them safer for women. Through the mechanism, more than 90% of the women should feel safe while travelling in buses.
Harassment/theft inside public transport vehicles	<ul> <li>Overcrowding</li> <li>Lack of training of drivers/conductors</li> <li>Unregulated informal transport operations</li> <li>No segregated space for women</li> <li>Lack of citizen sensitization</li> <li>Lack of tools to notify harassment/theft etc</li> <li>Lack of grievance redressal system</li> </ul>	
Fear of Covid	<ul> <li>Public transport are perceived as unsafe</li> <li>Proper COVID-19 norms not being followed by the public transport staff</li> </ul>	



# Identification of the problem statements

**<u>Click here to download the guidance document</u>** 

### How to identify problem statements?

Identify 15 priority problem areas in total from all the survey forms:

1. Citizens (5)

2. IPT drivers (5)

3. **Bus Staff (5)** 

Convert the identified problem areas to problem statements using the guidance document

2

Identify the overlapping problem areas and prioritize them first

3

If a city is not able to identify 05 overlapping problem areas, then look into the non-overlapping problem areas

Finalize up to 05 problem statements across various sectors with the T4A Task Force

5

#### Send upto **5 problem statements** to the T4A Team

\*Kindly reach out to T4A team if your city is struggling to identify 5 problem statements

#### How to PRIORITIZE problem statements?

#### **Example :**

Citizen Survey	ABC city runs 200 buses on 50 routes from 7am to 11pm. The city needs to find out where the buses are overcrowding and provide better management of the fleet in the peak hours. The city also needs a mechanism to monitor the operations (i.e routes, crowd behaviour, gps tracking) of all buses to make them safer for women. Through the mechanism, more than 90% of the women should feel safe while travelling in buses.	
IPT Drivers Survey	No overlapping areas	
Bus Staff Survey	ABC city runs 200 buses on 50 routes from 7am to 11pm. The bus operator is procuring 50 buses, but needs to find out on which routes to run these buses.	
0	•••••••••••••••••••••••••••••••••••••••	
Prioritized problem	ABC city runs 200 buses on 50 routes from 7am to 11pm. The city needs to find out where the buses are overcrowding and create a plan to deploy 50 new buses on these routes to manage	

statement

ABC city runs 200 buses on 50 routes from 7am to 11pm. The city needs to find out where the buses are overcrowding and create a plan to deploy 50 new buses on these routes to manage overcrowding. The city also needs a mechanism to monitor the operations (i.e routes, crowd behaviour, gps tracking) of all buses to make them safer for women. Through the mechanism, more than 90% of the women should feel safe while travelling in buses.

## Cities should complete by 31st January:



Bus STU/SPV & IPT drivers consultations



<u>Analysing survey</u> <u>results</u>



Identification of Problem Statements

\*For detailed guidance on each step click on the links above



## Send the T4A team upto 5 problem statements by 31<sup>st</sup> January 2022











Ministry of Housing and Urban Affairs Government of India

# TRANSPORT 4 AUG

www.transport4all.in

contact@transport4all.in for any queries