ANNEXURE - D

QUESTIONNAIRE - 1

Demographic Profile:
1. Name:
2. Gender: Male  I I Female  I I
3. Age:  __________  Years
4. Income (Per Month) : (Please tick)
   5000 □  5001-10,000 □  10,001-15,000 □  
   15,001-20,000 □  Above 20,000 □
5. Residential Place : 
6. Occupation : Student  □
   Government Employee  □
   Self Employed (Business)  □
   Agriculture  □
   Private Companies  □
   Others  □

Service Usage Pattern - Public Transport (NWKRTC Buses):
7. How many times do you travel by NWKRTC bus to the following destination (Yearly)?
   Hubli ↔ Bangalore  □
   Hubli ↔ Belgaum  □
   Hubli ↔ Dharwad  □
   Dharwad ↔ Belgaum  □
7.1 How many times in a year do you travel by NWKRTC buses to other places?
   __________  Times
8. NWKRTC Bus service is
   Very Good □
   Good □
   Average □
   Poor □
   Very Poor □

   Note: 1 – Strongly Agree, 2 – Agree, 3 – Disagree,
         4 – Strongly Disagree, 5 – No Response
9. NWKRTC staffs take good care of senior citizens who travel by the bus
10. Ladies feel safe and comfortable while traveling alone by NWKRTC buses
11. NWKRTC Buses are clean and safe
12. NWKRTC staffs are helpful to passengers.
13. Traveling by NWKRTC buses is a good experience [Yes] [No]

14. If traveling by NWKRTC is a bad experience, give reason ____________________________________________

15. If traveling by NWKRTC is a good experience, give reason ____________________________________________

16. Public transport is an ideal mode of transportation for the people in the middle income group

17. NWKRTC should provide value added services like:
   1. Fix Pickup and Drop Points other than the bus stand /bus stops.
   2. Buses should have music/video facility
   3. Provide prepaid auto facility
   4. Reintroduce courier facility
   5. Provide efficient Internet / Tele booking of tickets
   6. Provide automated information system
   7. Provide security inside the bus
   8. Provide telephone facility inside the bus

18. Should NWKRTC introduce alternate route rather than having one fixed specific route

19. Prior Information about the Bus route, Time taken to reach the destination, Important stops, helps in planning the journey better.

20. Graphical presentation of the bus route and important points is easy to understand compared to oral presentation

21. NWKRTC should charge different tariffs /rates for the front seats, middle seats and back seats.

22. If you feel that NWKRTC needs to improve, give suggestions ____________________________________________
Service Usage Pattern- Private Transport:

23. Private transport Bus service is

<table>
<thead>
<tr>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
</table>

24. Private transport staffs take good care of senior citizens who travel by the bus

25. Ladies feel safe and comfortable while traveling alone by private transport buses.

26. Private buses are clean and safe.

27. Private transport staffs are helpful to passengers in general.

28. Private transporter should charge different tariffs /rates for the front seats, middle seats and back seats.

29. Traveling by private transport buses is a good experience. Yes  No

30. If traveling by private transport buses is a bad experience give reason ____________________________

31. If traveling by private transport buses is a good experience, give reasons ____________________________

32. I travel by private transport bus because __________________________________________

33. Do you feel Private transport needs to improve, give suggestions ____________________________

287