

TRANSPORT 4 ALL

DIGITAL INNOVATION CHALLENGE

WORKSHOP 1

MG Road
ETA - 2min

F 34 Route

| | |
|--------------|----------|
| MG Road | 11:31 AM |
| Ashok Pillar | 11:35 AM |
| Airport | 11:43 AM |

| BUS ARRIVALS | | ETA |
|-----------------|----------------|-----------|
| Bus/Destination | | |
| B12 | Airport -Parry | 2 Minutes |
| F05 | | 4 Minutes |

The wheelchair ramp of bus no. 8564 is not functioning.

We apologise for the inconvenience. Track next scheduled bus [HERE](#).

TAP TO PAY

DIGITAL BUS PASS

SCAN TO PAY

Thank you for your payment of Rs.15 for shared rickshaw ride. We value your feedback.

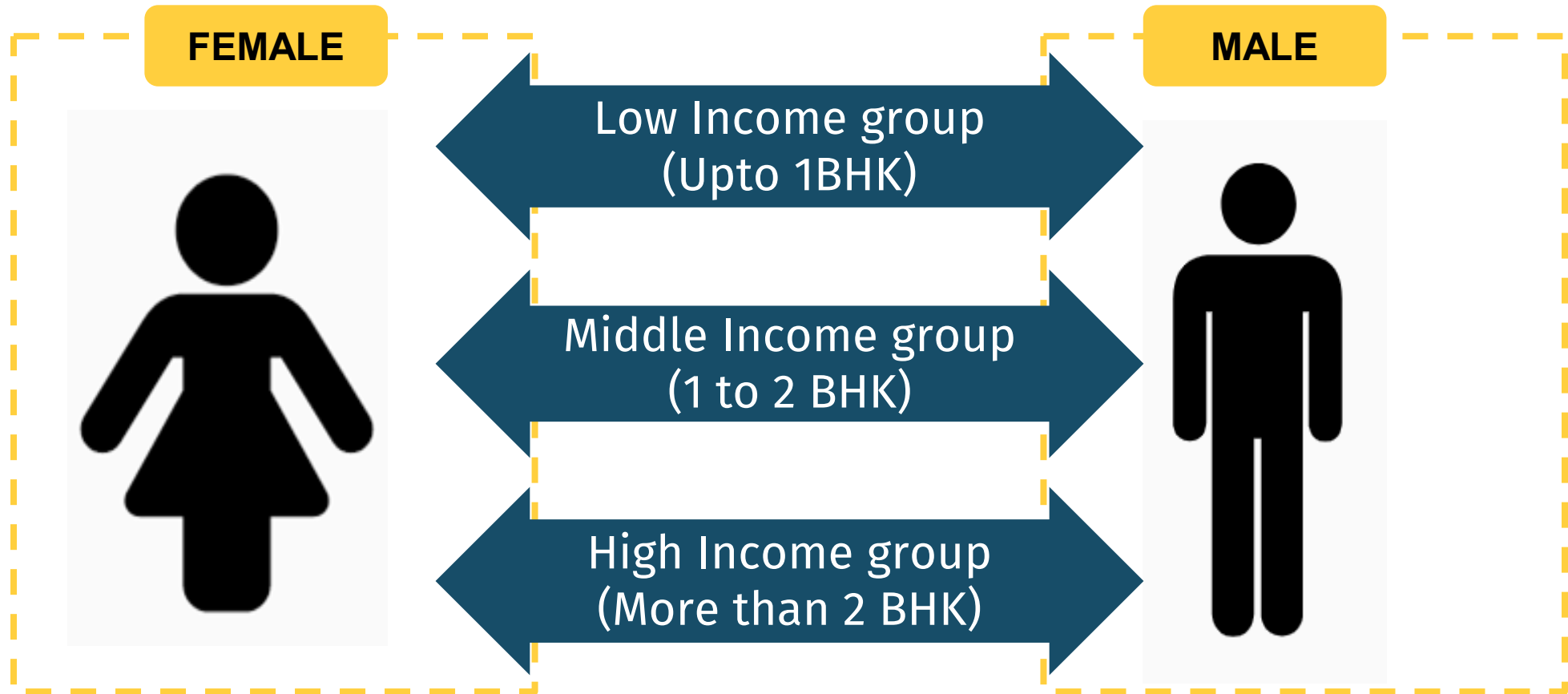
Capture voices of the citizens through surveys*

***The challenge team will provide the survey forms**

Why?

**To understand the problems citizens face
with public transport i.e bus, rail, metro,
shared-auto, e-rickshaws etc**

Who should the city survey?



Collect **at least 1000 samples** from each of the 3 income categories—
half women and half men, and of different ages

What are the ways to conduct surveys?

In-Person Surveys



Capture voices of people who do not have access to technology

Online Surveys



Target people with access to technology
(Young, middle and high income)

*Target to survey **3000 respondents** through in-person and **1000 respondents** through online surveys

In-person outreach methods

Conduct **on ground survey** at high footfall locations



Face-to-face interactions in different income neighbourhoods



Telephonic interviews - database from NGOs, PMAY, etc



Image Source:
povertyactionlab.org

Collect **diverse** data

Make sure to get responses from:



All age groups



Women



**Persons with
disabilities**



**Economically
weaker sections**



Across the city

*Translate survey into **local language**
Appoint a **survey coordinator**
Consider **paying the volunteer surveyors***

Online Surveys

How do you travel?

6. Presently, which of the following do you use most frequently? (Select one) *

- Public transport (Bus/Metro/Train/S
- Company bus or Company cab
- Individual auto, Taxi, Ola or Uber
- Two-wheeler
- Car
- Cycle
- Walk

7. Before COVID-19 hit, which of the following do you use most frequently? (Select one) *

- Public transport (Bus/Metro/Train/S
- Company bus or Company cab
- Individual auto, Taxi, Ola or Uber
- Two-wheeler
- Car

Travel experience on public transport (bus, local train, metro, or shared auto)

10. Does the journey feel INCONVENIENT? (Select all that apply) *

- No
- Yes, can't find station or stop location
- Yes, station or stop is far or difficult to reach
- Yes, waiting time is long
- Yes, journey takes too much time
- Yes, because of no direct services to my destination or transfer is difficult
- Yes, because of no electronic payment
- Other: _____

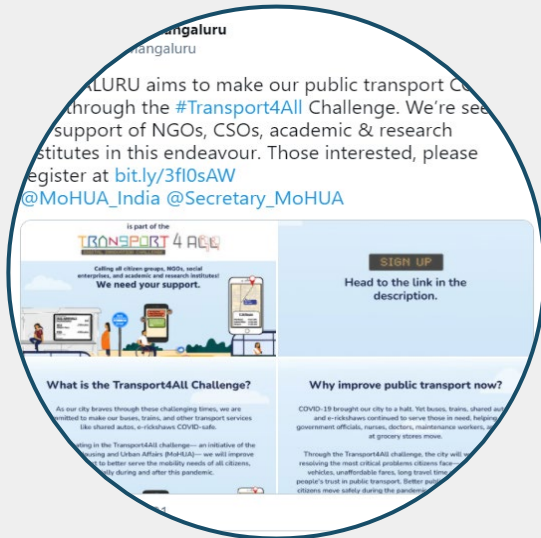
11. Does the journey feel UNCOMFORTABLE? (Select all that apply) *

- No
- Yes, vehicles are too crowded
- Yes, stations or stops are dirty
- Yes, vehicles are dirty
- Yes, vehicles are hard to climb into
- Yes, harsh climate (heat or cold or rain)

Share the survey **online** to get large number and wide range of responses

Online outreach methods

Share the survey link through **print and social media pages**



Send **emails and SMS** to citizen groups and govt database



Image source:
Citizen Matters

Share the link through **RWA Whatsapp database**



Collaborate with NGOs to maximise responses



Image source:
Citizen Matters

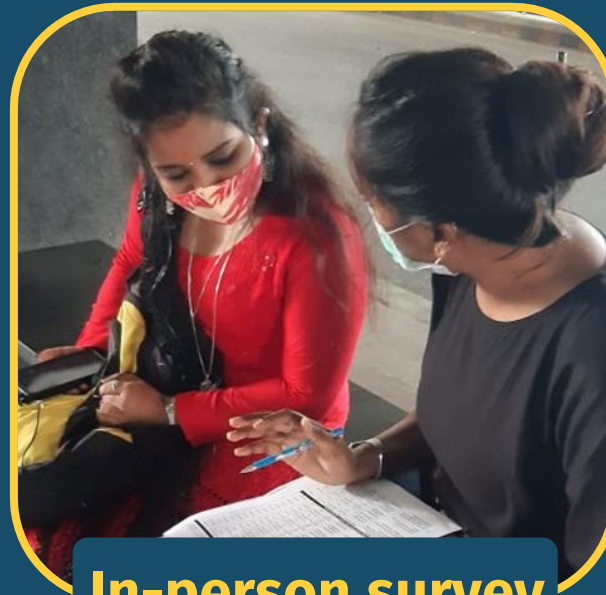
NEXT STEPS

[Download the survey form and guideline](#)

Cities from each state should **collaborate to translate the form** into their local language

Share the translated form with the T4A team by **9th July**

Complete surveys by the **2nd week of August!**



In-person survey

Conduct survey with the support of NGOs and academic institutes



ONLINE survey

Spread the word through print and social media, messages, emails etc

Workshop 2

Surveys and consultations with bus and IPT operators

Before Workshop 2

Cities should:

- Form the Transport4All Task Force
- Conduct the T4A Task Force kick-off meeting
- Initiate citizen surveys

T4A team will share:

- Citizen survey form template
- Guideline to conduct surveys
- Press note about citizen surveys
- Poster templates for outreach

Stage 1 timeline

Stage 1: Identify problems faced by citizens and public transport operators

30th Jun '21: Cities form a Transport4All Task Force and Workshop 1

3rd week of Jul '21: Workshop on bus and IPT operator surveys

5th week of Jul '21: Workshop on peer-to-peer learnings about surveys

By 15th Aug '21: Consultations and surveys completed

By 31 Aug '21: Cities submit problem statements to MoHUA

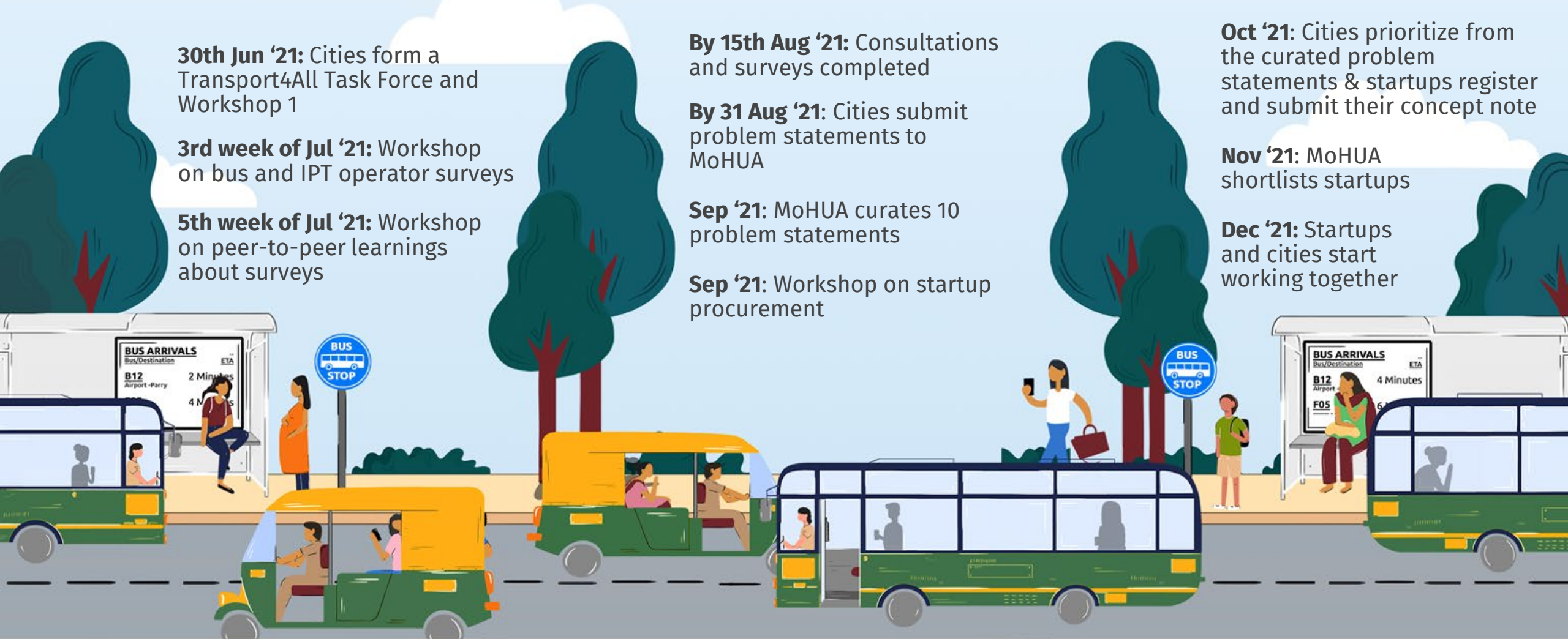
Sep '21: MoHUA curates 10 problem statements

Sep '21: Workshop on startup procurement

Oct '21: Cities prioritize from the curated problem statements & startups register and submit their concept note

Nov '21: MoHUA shortlists startups

Dec '21: Startups and cities start working together





TRANSPORT 4 ALL

www.transport4all.in

contact@transport4all.in for any queries