

USER SATISFACTION WITH MELBOURNE'S BUS SYSTEM

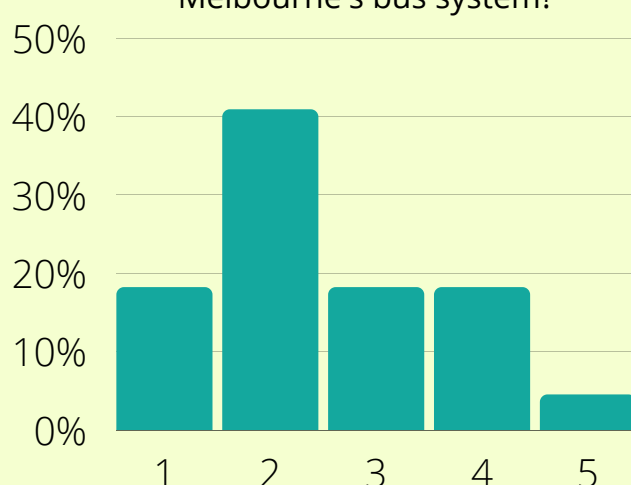


We surveyed bus riders throughout Greater Melbourne to gain a better understanding of citizens' experiences with the city's bus system.

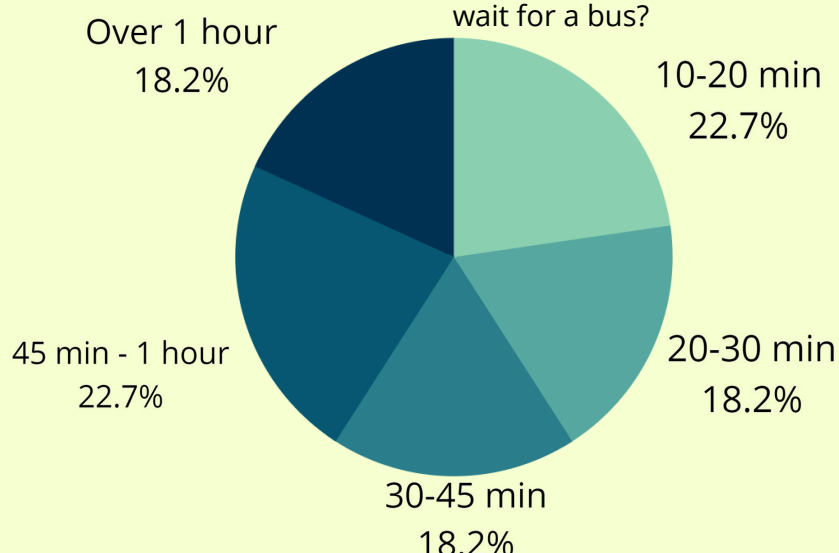
GENERAL DISSATISFACTION

Overall, **59.1%** of participants are not satisfied with Melbourne's current bus system.

On scale of 1 to 5, how satisfied are you with Melbourne's bus system?



What is the longest time you have ever had to wait for a bus?



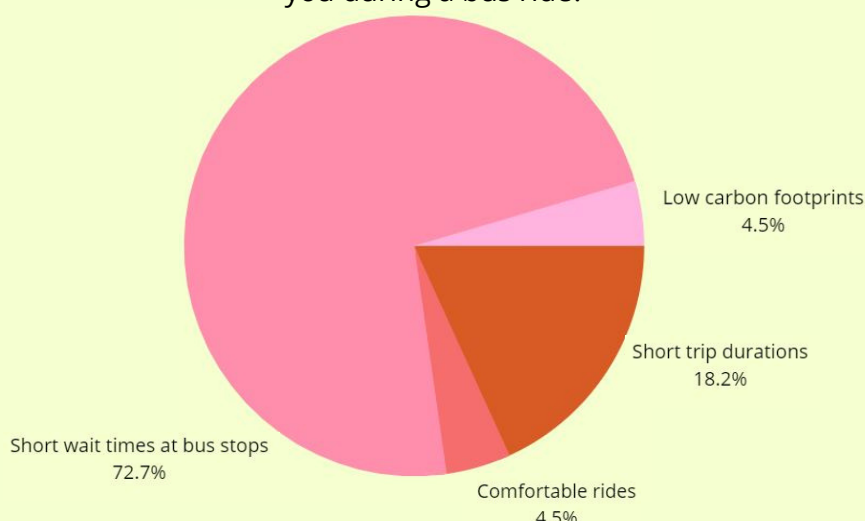
LONG WAIT TIMES

59% of participants have waited over 30 minutes for a bus before.

SHORTER WAIT TIMES ARE VALUED

The most important feature of a bus trip is having short wait times at the bus stop, according to **72.7%** of participants.

Which of the following is the most important to you during a bus ride?



CONCLUSIONS

Bus riders are generally dissatisfied with Melbourne's current bus system, and optimizing route frequency and minimizing wait times at bus stops will lead to significant improvements.

