Changes in passenger perception following bus service improvement over time

ABSTRACT

This paper aims to understand the change in users' perception of bus services following the implementation of several major improvements at the Saint-Michel station. Significant positive saving on travel and waiting times have been observed, which are also confirmed by user's perception. The improvement strategies are suggested to maintain these gains over time.

INTRODUCTION

Several T-tests are conducted to test the change in waiting and travel time estimations over surveys.

DESCRIPTION OF SURVEYS ANSWERS

CONCLUSION

This paper aims to understand the change in user's perception of bus services following the implementation of several major improvements at the Saint-Michel station. Significant positive saving on travel and waiting times have been observed, which are also confirmed by user's perception. The improvement strategies are suggested to maintain these gains over time.

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