

# **TERMS OF REFERENCE (TOR)**

## **Selection of Agencies for Undertaking Traffic and Travel Surveys**

**May, 2025**

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**Delhi Integrated Multi Modal Transit System Limited (DIMTS)**

(A Joint Venture of Govt. of NCT of Delhi)

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## TENDER RELATED INFORMATION

S. No.	Description	Date/Details
1	Tender Release Date	May 22, 2025
2	Tender Submission Date	May 27, 2025 by 4:00 PM in DIMTS office
3	Tender Opening Date	May 27, 2025 at 4:30 PM in DIMTS office
4	Contact Person	Mr. Umang Jain Contact: 011 – 43090254 <a href="mailto:umang.jain@dimts.in">umang.jain@dimts.in</a>
5	Physical Submission of Tender	Physical submission is required (only in sealed envelope)

## Request for Proposal

### Carrying out Transport Surveys in Jabalpur Region- Package 1

Delhi Integrated Multi-Modal Transit System (DIMTS) Ltd. seeks to engage a qualified vendor to conduct traffic and travel surveys in Jabalpur Region(**Jabalpur district, Katni district, Mandla district and Dindori district**). The vendor should have relevant experience and capacity to complete the required services within the specified timeframe.

#### 1. Scope of Work

The vendor will be responsible for conducting the following surveys across all relevant locations and coding the data in MS Excel for the study area. Following are the surveys that are required to be conducted –

- a. **Classified Traffic Volume Count (CTVC) Survey:** Videography survey for 16 hrs(on 1 weekday) to capture private modes of transport and Intermediate Public Transport(IPT) modes hourly flow, variation in peak and off-peak flow.
- b. **Turning Movement Count Survey(TMC):** Videography survey for 16 hrs(on 1 weekday) at important intersections to capture private modes of transport and Intermediate Public Transport modes hourly turning movement, directional flows and number of pedestrians going along and across at each arm of the intersection.
- c. **Roadside OD survey:** Personal Interview based survey to capture Trip and Travel characteristics of Passengers and IPT Vehicles, user opinion and willingness to shift to public transport modes. Survey to be carried out for 16 hrs on 1 weekday.
- d. **IPT Surveys:** Conduct surveys of IPT (Autos, Shared Autos, Taxis, Commander etc.) at major IPT stands/halts/ railway stations, bus terminals, user opinion and willingness to shift to public transport modes. Survey to be carried out for 12 hrs on 1 weekday.
- e. **Public Transport Passenger OD and Opinion Survey at Bus Terminals:** Survey to be carried out at Bus Terminals to capture passenger travel and trip characteristics of bus users. Survey to be carried out for 12 hrs on 1 weekday.

Interested parties are invited to submit their price quotes and credentials exhibiting above-stated requirements, for similar services. The same should be submitted in hard copy in a sealed envelope no later than **16:00 hrs on May 27, 2025**.

Table 1 provides further details on the survey locations and specific requirements for conducting the surveys.

*Table 1. Details of the Surveys to be conducted*

S. No	Survey Type	Method	Duration	Tentative number of locations	Manpower Requirement	No. of Days
1.	Classified Traffic Volume Count at Outer Cordons	Videography	16 Hours	25	NA	1
2.	Turning Movement Count Survey – 3arm junctions	Videography	16 Hours	8	NA	1

S. No	Survey Type	Method	Duration	Tentative number of locations	Manpower Requirement	No. of Days
3.	Turning Movement Count Survey – 4 arm junctions	Videography	16 Hours	2	NA	1
4.	Road Side -OD survey (passenger and IPT vehicles)	Personal Interview	16 Hours	40	4 enumerators per location	1
5.	IPT survey	Personal Interview	12 hours	37	1 enumerator per location	1
6.	Public Transport Passenger OD and Opinion Survey at Bus Terminals- With high footfall	Personal Interview	12 hours	4	2 enumerators per location	1
7.	Public Transport Passenger OD and Opinion Survey at Bus Terminals- With low footfall	Personal Interview	12 hours	18	1 enumerator per location	1

The type of surveys and the quantities mentioned are subject to change based on the Client's requirements. The exact survey locations will be provided to the successful vendor upon the issuance of Work Order. The formats for each of the surveys outlined in Table 1 are provided in Annexure 1 for reference.

## 2. Time Period for Completion of Work

This section outlines the timeline and deadlines for the completion of the surveys and associated tasks.

- The tentative date of commencement of surveys shall be **02 June, 2025** and are expected to be completed within **two weeks** from the date of initiation of the surveys. Data coding and entry in MS Excel must be conducted for all surveys by the vendor in English and submitted to DIMTS via email within **four weeks of date of initiation of surveys**. All scanned copies of the surveys should be submitted on a hard disk.
- Vendors are required to submit a detailed work plan for conducting each survey.
- Data coding and entry should occur simultaneously with the surveys. Soft copies of the survey data must be submitted to DIMTS within four days of completion of survey at each location for that specific day (for example, if a survey is conducted at a specific location on Day 1, the coded data must be submitted by no later than Day 5.)
- Any suggestions or corrections must be incorporated and resubmitted by the vendor to DIMTS within three days of receiving the suggestions/ corrections.

### 3. Terms and Conditions

This section outlines the key requirements and responsibilities for conducting transport surveys in Jabalpur Region.

#### 3.1. Survey Management and Personnel

##### 3.1.1. Supervision and Training

- a. A trained and experienced supervisor must be present at all survey locations at all times.
- b. The enumerators carrying out surveys that involve personal interviews should be familiar with local language (Hindi).
- c. All traffic survey enumerators and supervisors should be well-trained before each survey begins. The minimum age requirement for enumerators must comply with local laws.

##### 3.1.2. Manpower Deployment

- a. Manpower deployment must align with the survey requirement.

#### 3.2. Permissions

- a. The vendor must secure all permissions and arrange ID cards for survey enumerators conducting surveys prior to the survey's commencement.
- b. Valid ID proof, including photographs and Aadhar cards of all survey enumerators, must be provided to issue entry passes for conducting on-board surveys or surveys at transport nodes.

#### 3.3. Survey Materials and Infrastructure

- a. **Survey Forms and Stationery:** The vendor is responsible for procuring all hard copy survey formats and necessary stationery items (e.g., pens, pads, etc.). DIMTS will provide the soft copy of the survey formats.
- b. **Infrastructure Provision:** The vendor must supply all necessary infrastructure for the smooth conduct of surveys, including safety jackets, lighting (for night-time or low-light conditions), temporary seating, tents, traffic cones, batons, etc., and maintain this equipment throughout the survey duration.

#### 3.4. Data Collection and Submission

- a. **Data Management:** Data coding and entry in MS Excel must be conducted for all surveys by the vendor in English and submitted to DIMTS via email within **four weeks of date of initiation of surveys**. All scanned copies of the surveys should be submitted on a hard disk.

#### 3.5. Quality Assurance and Costs

- a. **Quality Assurance:** If DIMTS is unsatisfied with the quality of the data, the specific survey may need to be repeated on the same day of the week, with costs covered by the vendor.
- b. **Cost Responsibilities:** The vendor is responsible for covering all costs- Train/ air/ bus/ cab travel, local transportation costs (to and from survey locations), food, and any other daily allowances for supervisors and enumerators.

### 3.6. Communication & Compliance

#### 3.6.1. Communication

- a. The survey schedule and team contact details must be shared with DIMTS at least 48 hours before the survey starts. Any changes must be communicated immediately.
- b. Regular updates on survey progress, issues, and delays should be provided through agreed channels (email, phone).
- c. In emergencies or deviations from the plan, prompt notification is required.

#### 3.6.2. Compliance

- a. The survey team must follow the checklist provided in the work order and all outlined guidelines.
- b. Daily compliance summaries should be sent to DIMTS, highlighting activities and any incidents.

Compliance with these provisions outlined in Section 3 is essential for ensuring the success of the project.

### 4. Pre-Qualification Criteria

S. No.	Parameter	Criteria	Documents Required
1	Company Profile	<p>The Bidder should be a COMPANY registered under the provisions of the Indian Companies Act, 2013 / Companies Act, 1956 or a PARTNERSHIP FIRM registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008 or a SOCIETY (as per the Indian Societies Registration Act, 1860) or a TRUST (as per The Indian Trusts Act, 1882) or a proprietorship firm.</p> <p>Registered with the Income Tax Authorities.</p> <p>Registered with GST Network.</p>	<p>Copy of certificate of incorporation/ registration under the Company's Act; Partnership deed; Society's Act; or any other certificate as per provisions of Govt. of India.</p> <p>Copy of PAN Card</p> <p>Copy of GST Registration Certificate</p> <p>Documents supporting name change (if any) should also be submitted.</p>

If the above-mentioned Pre-qualification Criteria are not satisfied, then the Technical Proposal will not be further evaluated.

## 5. Technical Evaluation Criteria for selection of bidder

S. No.	Description	Maximum Marks								
1.	UNDERSTANDING OF ASSIGNMENT									
A.	<p><b>Approach and Methodology</b></p> <p>The Approach and Methodology should reflect the detailed field deployment plan including daily/weekly plan for completion of surveys and data punching by the Bidder for the said Scope of Work.</p> <p>As part of the technical evaluation, the Bidder will be required to make a presentation on the proposed Approach, Methodology and Work Plan to the Client.</p>	40								
2.	FIRM CREDENTIALS									
A.	<p>The Bidder, in its last 5 years of experience, should have completed similar/ relevant projects/ assignments</p> <p>‘Similar/ relevant projects/ assignments’ include conduction of traffic and travel surveys for rural roads(NH/SH/MDR/ODR) in preparation of DPR, feasibility studies etc/ comprehensive mobility plans/comprehensive traffic and transportation surveys/ public transport studies etc.</p> <p>The marks will be awarded as under:</p> <table><tr><th>Number of projects</th><th>Marks</th></tr><tr><td>Upto 10projects</td><td>40</td></tr><tr><td>10-15 projects</td><td>50</td></tr><tr><td>&gt;15 projects</td><td>60</td></tr></table> <p><b>Supporting documents required –</b></p> <ul style="list-style-type: none"><li>a. Copy of Contract/ Work Order (including Scope of Work)</li><li>b. Completion Certificate from Client with relevant information like name of the assignment, date of start, date of completion, contract amount and total payment received, etc.</li><li>c. Client testimonials/ satisfaction certificates</li></ul>	Number of projects	Marks	Upto 10projects	40	10-15 projects	50	>15 projects	60	60
Number of projects	Marks									
Upto 10projects	40									
10-15 projects	50									
>15 projects	60									
	TOTAL TECHNICAL PROPOSAL SCORE	100*								

**\*Minimum qualifying score for a Technical Proposal is 70.**

In response to this RFP, the vendor shall have to submit appropriate documents to demonstrate the following aspects:

- Vendor with prior experience in conducting classified traffic volume count surveys and turning movement count surveys using digital methods like Video cameras, Tablets, etc. would be given preference.
- Vendor with prior experience of conducting surveys in Madhya Pradesh and having survey enumerators with proficiency in Hindi language will be preferred.

3. Demonstratable Capability to mobilise at least 10 supervisors to conduct surveys simultaneously at any given point in time.
4. The vendor should have proven fast counting processing methods(preferably automated) for classifying vehicles from the videos captured.

## 6. Financial Quote

The financial quote shall be submitted under the major headings provided in Table 2, detailing the rates for each item and the total amount in Indian currency.

*Table 2. Survey Quotation summary with fee rates and Quantity*

S. No	Survey Type	Tentative No. of Locations	No. of Days	Manpower Requirements	Duration	Unit Cost (INR)	Total Cost (INR)
1.	Classified Traffic Volume Count at Outer Cordons	25	1	NA	16 Hours		
2.	Turning Movement Count Survey – 3arm junctions	8	1	NA	16 Hours		
3	Turning Movement Count Survey – 4 arm junctions	2	1	NA	16 Hours		
4	Road Side -OD survey (passenger and IPT vehicles) –	40	1	4 enumerators per location	16 Hours		
5	IPT surveys	37	1	1 enumerator per location	12 hours		
6	Public Transport Passenger OD and Opinion Survey at Bus Terminals- With high footfall	4	1	2 enumerators per location	12 hours		
7	Public Transport	18	1	1 enumerator per location	12 hours		



S. No	Survey Type	Tentative No. of Locations	No. of Days	Manpower Requirements	Duration	Unit Cost INR)	Total Cost (INR)
	Passenger OD and Opinion Survey at Bus Terminals- With low footfall						
	Total Amount in INR (in Figures):						
	Applicable Taxes in INR(in Figures) (GST)						
	Total Amount in INR (in Figures)( inclusive of taxes):						

The bidders are requested to submit their proposals in hard copy in 3 separate envelopes as per details below:

- **Envelope 1** to be marked as **Technical Proposal for Carrying out Transport surveys in Jabalpur Region – Package 1**  
Please note technical proposal should not contain any financial details.
- **Envelope 2** to be marked as **Financial Proposal for Carrying out Transport surveys in Jabalpur Region – Package 1**
- **Envelope 3:** to be marked as **Proposal for Carrying out Transport surveys in Jabalpur Region – Package 1. Envelope 3 should contain Envelope 1 and Envelope 2.**

## 7. Additional Scope of Work

Any additional surveys, including variations in quantities, duration or type beyond those outlined in the scope of work, will be compensated on a pro-rata basis. The payment for such surveys will be calculated according to the rates specified in the table above.

### Note:

1. The unit cost specified above includes all miscellaneous expenses, such as camera equipment, power backups, and stationery.
2. In the event of service termination, DIMTS will not be held liable for any associated costs or claims.

## 8. Payment Schedule

Payments to the vendor will be made in Indian Rupees (INR) as per the following schedule upon invoice submission:

1. **20%** mobilization fee upon commencement of work.
2. **30%** upon submission of all data for 2 districts in both soft and hard copies, incorporating any corrections or suggestions.
3. **30%** upon submission of all data for other 2 districts in both soft and hard copies, incorporating any corrections or suggestions.
4. **20%** upon final clearance from the end client on the quality/ completion of the data collection exercise.

**Please note that the data/videos shall be delivered in hard disk.**

## **9. Selection Criteria**

The method of selection is **Quality cum Cost Based Selection (QCBS)**.

The Technical Proposals of the qualified bidder shall be evaluated as per the predefined criteria. Only the bidder who gets an overall technical score of 70 or more will qualify for the opening of their financial bids. Failing to secure minimum marks shall lead to technical disqualification of the Bid. The total score obtained by technically qualified bidder will be based on **70:30** ratio where **70%** weightage will be given to the technical evaluation and **30%** to the financial evaluation. The bidder with the highest overall score will be awarded the assignment.

The highest evaluated Technical Proposal ( $T_m$ ) is given the maximum technical score ( $S_t$ ) of 100.

The formula for determining the Technical scores ( $S_t$ ) of all other Proposals is calculated as following:

$S_t = 100 \times T/T_m$ , in which " $S_t$ " is the technical score, " $T_m$ " is the highest technical score, and " $T$ " the score of the Proposal under consideration.

The lowest evaluated Financial Proposal ( $F_m$ ) is given the maximum financial score ( $S_f$ ) of 100.

The formula for determining the financial scores ( $S_f$ ) of all other Proposals is calculated as following:

$S_f = 100 \times F_m/F$ , in which " $S_f$ " is the financial score, " $F_m$ " is the lowest price, and " $F$ " the price of the Proposal under consideration.

The weights given to the Technical (T) and Financial (F) Proposals are:  $T = 70$ ,

And  $F = 30$ .

Proposals are ranked according to their combined technical ( $S_t$ ) and financial ( $S_f$ ) scores using the weights ( $T$  = the weight given to the technical Proposal;  $F$  = the weight given to the Financial Proposal;  $T + F = 1$ ) as following:  $S = S_t \times T\% + S_f \times F\%$ .

The top-ranking bidders will be awarded the package according to their score. In the event a bidder is eligible for both packages, DIMTS reserves the right to allocate work to ensure adherence to timelines.

## **10. Penalty**

If the work is not completed within the stipulated time frame, except in cases of force majeure or other circumstances beyond the vendor's control, a penalty of 1% of the total contract value will be imposed for each day of delay. The cumulative penalty shall not exceed 10% of the total contract value.

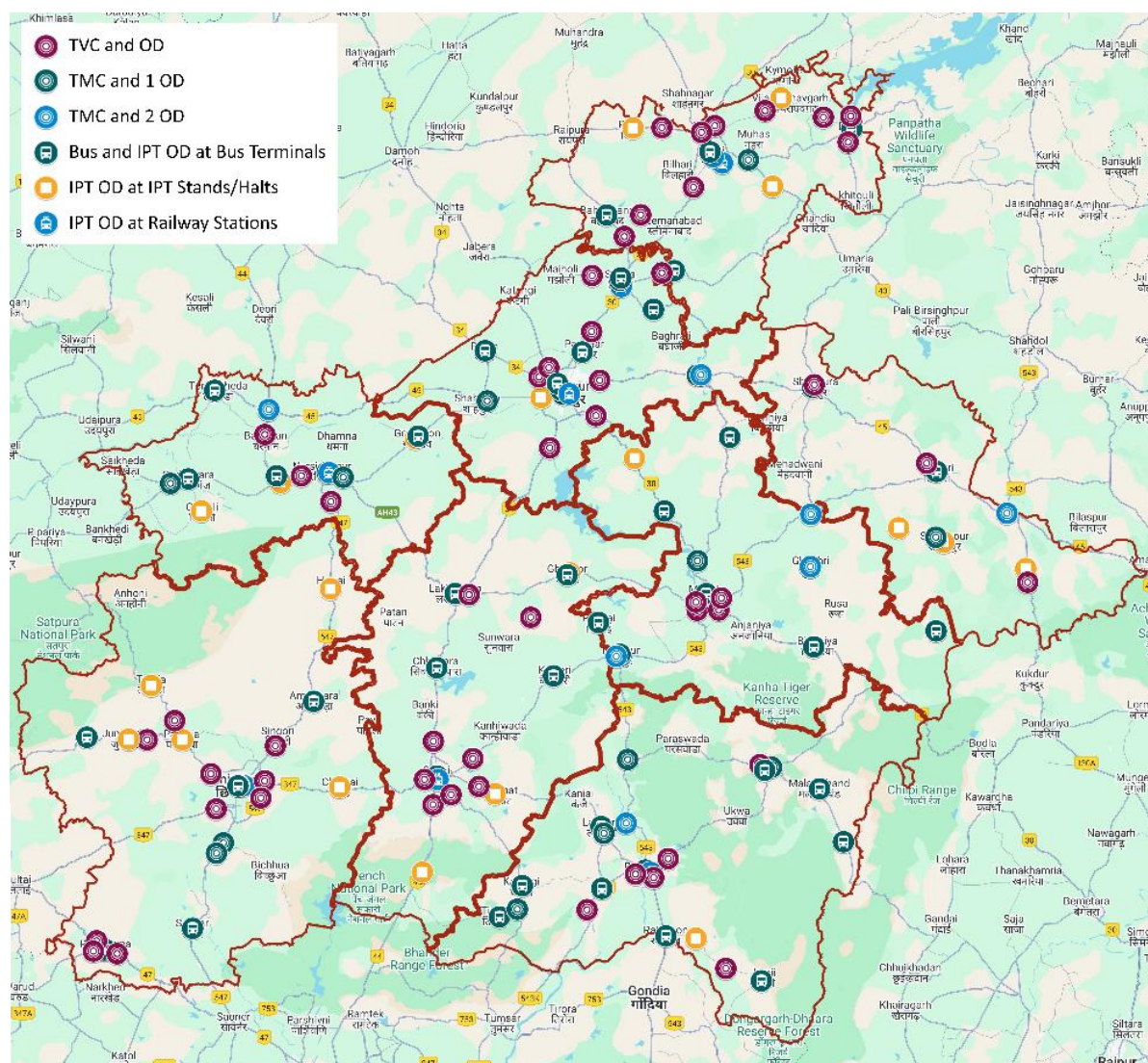
## **11. Checklist**

The following checklist outlines essential guidelines for survey supervisors and enumerators to ensure the effective and accurate execution of surveys –

- ✓ **Reflective Safety Gear:** All survey supervisors and enumerators present on-site must wear reflective jackets as a safety precaution.
  - ✓ **Vehicle Identification Training:** Enumerators should be thoroughly briefed and tested on the identification and classification of buses and para-transit modes they are interviewing during the OD survey.
  - ✓ **Mock Survey:** A mock survey lasting a minimum of 30 minutes must be conducted at all locations at the start of each day.
  - ✓ **Survey Location Setup:** Survey locations should be established as per the below:
    - **Classified Traffic Volume Count Survey:** Video camera to be setup to cover the traffic movement at the identified location.
    - **Turning Movement Count Survey:** Video camera to be setup to cover incoming and out-going traffic at each arm along with the turning movement of vehicles from one arm to another based on the intersection's geometry.
    - **Roadside OD:** Enumerators to be stationed at suitable locations near the identified survey locations, covering both the sides of traffic movement.
    - **IPT Surveys:** Enumerators should conduct surveys at IPT halts/ bus terminals/ railway terminals etc.
    - **Public Transport Passenger OD and Opinion Survey at Bus Terminals:** Enumerators should be stationed at various points within the Public Transport terminal, including boarding areas and exits
- Note:** The enumerator will be expected to move around in the vicinity of their designated survey point to cover a larger area.
- ✓ **Shift Change Protocol:** Enumerators scheduled for a shift change on the first day must arrive at least one hour prior to their shift, where they will be briefed and tested.
  - ✓ **Use of Relievers:** Surveys must be conducted with designated relievers (already accounted for in the manpower requirements) present at all locations to cover breaks and shift changes.
  - ✓ **Break Management:** Enumerators may only take breaks for food or rest when relievers are available to take their place.
  - ✓ **Continuous Supervision:** Surveys must be continuously and thoroughly supervised to ensure compliance with procedures.
  - ✓ **Weather Precautions:** Proper precautions should be taken to anticipate adverse weather conditions, such as rain, to prevent disruptions to the survey progress.
  - ✓ **Frequent Monitoring:** Regular checks should be conducted to ensure that enumerators are fully aware of the surveys they are conducting.
  - ✓ **Data Recording Language:** Responses for the OD survey should be recorded primarily in English. Coded and punched data must also be submitted in English only.

## 12. Survey Locations

Tentative survey locations can be viewed in the map below:



## 13. Annexures 1 – Survey Formats

The tentative survey formats are attached in the section below, however, the final survey formats, exact locations of conducting the primary surveys, and the survey sample to be collected at each location/ward shall be shared along with the Work Order, only to the successful vendor.



# Technical Consultancy Services for DPR Preparation and Implementation Plan for Bus Operations for Jabalpur Region in the State of Madhya Pradesh



## Roadside Origin-Destination Survey

Date:	Location:	Enumerator Name:
Time:	Direction: to	Weather (Sunny/Cloudy/Rainy):

### PERSONAL INFORMATION:

Name:	Number of persons in family:
Village/City:	Tehsil:
	Number of persons making regional trips:

### TRIP INFORMATION:

Vehicle Registration Number:				Occupancy:		
Gender (Tick)	Origin (Initial origin when starting the trip)	Destination (Ultimate destination where trip is ending)	Frequency (Tick)	Vehicle Type (Tick)	Purpose (Tick)	Occupation (Tick)
1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. 2 Wheeler 2. Car / Taxi 3. Auto, Toofan, Magic, Eeco etc. 4. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
Age (yrs)	Travel Time (min)	Waiting Time (min)	Travel Cost/Fare (₹)			

### WILLINGNESS TO SHIFT:

IN CASE OF PRIVATE VEHICLE	IN CASE OF IPT
<p><b>A. Are you aware of existing bus services plying on this route?</b></p> <p>a. Yes <input type="checkbox"/></p> <p>b. No <input type="checkbox"/></p> <p><b>B. If yes, why don't you use the bus? (Select up to 2)</b></p> <p>a. Buses are infrequent <input type="checkbox"/> b. Takes more time <input type="checkbox"/></p> <p>c. Buses are uncomfortable <input type="checkbox"/> d. I make multiple stops <input type="checkbox"/></p> <p>e. Stops too far to access <input type="checkbox"/> f. Parking is not an issue <input type="checkbox"/></p> <p>g. Travelling during late evening/early morning <input type="checkbox"/> h. I prefer privacy of my own vehicle <input type="checkbox"/></p> <p>i. Other: _____</p> <p><b>C. Would you consider switching to a bus if it becomes more:</b></p> <p>a. Frequent <input type="checkbox"/> b. Cheaper <input type="checkbox"/></p> <p>c. Comfortable <input type="checkbox"/> d. Reliable <input type="checkbox"/></p> <p>e. Faster <input type="checkbox"/> f. Accessible <input type="checkbox"/></p> <p>g. Cleaner <input type="checkbox"/> h. Safer <input type="checkbox"/></p> <p><b>D. What is the main reason you might consider switching to bus?</b></p> <p>a. Lower relative cost <input type="checkbox"/> b. Avoiding traffic <input type="checkbox"/></p> <p>c. Predictable schedule <input type="checkbox"/> d. Lack of parking <input type="checkbox"/></p> <p>e. Sustainability <input type="checkbox"/> f. None <input type="checkbox"/></p> <p><b>E. If a bus service offers comparable travel time along with reasonable comfort and fare savings, would you switch?</b></p> <p>a. Yes <input type="checkbox"/></p> <p>b. No <input type="checkbox"/></p> <p>c. Maybe <input type="checkbox"/></p> <p><b>F. Would you be willing to walk 5–10 minutes to reach a bus stop if overall bus service is improved?</b></p> <p>a. Yes <input type="checkbox"/></p> <p>b. No <input type="checkbox"/></p> <p>c. Maybe <input type="checkbox"/></p> <p><b>G. Which factor would have the most influence on your decision to shift to the bus service:</b></p> <p>a. Shorter total travel time <input type="checkbox"/></p> <p>b. Cost savings <input type="checkbox"/></p> <p>c. AC and clean buses <input type="checkbox"/></p> <p>d. Frequent service <input type="checkbox"/></p> <p>e. Guaranteed seating <input type="checkbox"/></p> <p>f. Integration with other modes (eg. Auto) <input type="checkbox"/></p> <p>g. Safety and security <input type="checkbox"/></p> <p>h. Nothing would convince me <input type="checkbox"/></p>	<p><b>A. Are you aware of existing bus services plying on this route?</b></p> <p>c. Yes <input type="checkbox"/></p> <p>d. No <input type="checkbox"/></p> <p><b>B. If yes, why don't you use the bus? (Select up to 2)</b></p> <p>a. Buses are infrequent <input type="checkbox"/> b. Takes more time <input type="checkbox"/></p> <p>c. Bus is uncomfortable <input type="checkbox"/> d. Higher fare <input type="checkbox"/></p> <p>e. Too far to access <input type="checkbox"/> f. Lack of flexibility <input type="checkbox"/></p> <p>g. Travelling during late evening/early morning <input type="checkbox"/> h. Other: _____</p> <p><b>C. Would you consider switching to a bus if it becomes more:</b></p> <p>a. Frequent <input type="checkbox"/> b. Cheaper <input type="checkbox"/></p> <p>c. Comfortable <input type="checkbox"/> d. Reliable <input type="checkbox"/></p> <p>e. Faster <input type="checkbox"/> f. Accessible <input type="checkbox"/></p> <p>g. Cleaner <input type="checkbox"/> h. Safer <input type="checkbox"/></p> <p><b>D. What is the main reason you might consider switching to bus?</b></p> <p>a. Lower fare <input type="checkbox"/> b. Fixed schedule <input type="checkbox"/></p> <p>c. Better comfort <input type="checkbox"/> d. Faster journey <input type="checkbox"/></p> <p>e. Less crowding <input type="checkbox"/> f. None <input type="checkbox"/></p> <p><b>E. If a bus service with better comfort and same fare as IPT is available, would you switch?</b></p> <p>a. Yes <input type="checkbox"/></p> <p>b. No <input type="checkbox"/></p> <p>c. Maybe <input type="checkbox"/></p> <p><b>F. Would you walk 5–10 minutes to reach a bus stop if the bus is more accessible and reliable?</b></p> <p>a. Yes <input type="checkbox"/></p> <p>b. No <input type="checkbox"/></p> <p>c. Maybe <input type="checkbox"/></p>

## Visual Bus Occupancy Survey To Be Conducted Along With Roadside O-D Survey

[illegible]





# Technical Consultancy Services for DPR Preparation and Implementation Plan for Bus Operations for Jabalpur Region in the State of Madhya Pradesh



## Origin-Destination Survey at Bus Terminal

Date: Time:	Terminal Name:	Terminal Location:	Enumerator Name:
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### PERSONAL INFORMATION:

Name:	Number of persons in family:	
Village/City:	Tehsil:	Number of persons making regional trips:

### HOUSEHOLD REGIONAL TRIP INFORMATION:

SN	Gender (Tick)	Origin (Initial origin when starting the trip)	Destination (Ultimate destination where trip is ending)	Frequency (Tick)	Predominant Mode of Travel (Tick)	Purpose (Tick)	Occupation (Tick)
1	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Cycle 2. 2 Wheeler 3. Car / Taxi 4. Bus 5. Auto, Toofan, Magic, Eeco etc. 6. Rail 7. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			
2	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Cycle 2. 2 Wheeler 3. Car / Taxi 4. Bus 5. Auto, Toofan, Magic, Eeco etc. 6. Rail 7. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			
3	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Cycle 2. 2 Wheeler 3. Car / Taxi 4. Bus 5. Auto, Toofan, Magic, Eeco etc. 6. Rail 7. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			
4	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Cycle 2. 2 Wheeler 3. Car / Taxi 4. Bus 5. Auto, Toofan, Magic, Eeco etc. 6. Rail 7. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			
5	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Cycle 2. 2 Wheeler 3. Car / Taxi 4. Bus 5. Auto, Toofan, Magic, Eeco etc. 6. Rail 7. Other	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			

### PASSENGER FEEDBACK:

A. Are you willing to pay more for better service? (Yes/No): \_\_\_\_\_

B. Rate your experience of using Buses on scale of 1 to 5 on each of the following parameters:  
(1 being the lowest and 5 being the highest)

a. Comfort	
b. Reliability	
c. Safety & Security	
d. Accessibility	
e. Affordability	

C. Suggestions for Improving the bus service  
(Can tick multiple)

- |   |  |
|---|--|
| a. Increase frequency in peak hours         |  |
| b. Improve Punctuality                      |  |
| c. Enhance Seat Comfort and Cleanliness     |  |
| d. Improve Safety at Bus Stops and on Buses |  |
| e. Provide Real-time Bus Tracking           |  |
| f. Extend Routes to Underserved Areas       |  |
| g. Reduce Overcrowding During Peak Hours    |  |
| h. Improve Driver and Staff Courtesy        |  |



# Technical Consultancy Services for DPR Preparation and Implementation Plan for Bus Operations for Jabalpur Region in the State of Madhya Pradesh



## Origin-Destination Survey at IPT Halts

Date:

Time:

Halt Location:

Enumerator Name:

### PERSONAL INFORMATION:

Name:

Number of persons in family:

Village/City:

Tehsil:

Number of persons making regional trips:

### TRIP INFORMATION:

SN	Gender (Tick)	Origin (of IPT trip)	Destination (of IPT trip)	Frequency (Tick)	IPT Mode of Travel (Tick)	Purpose (Tick)	Occupation (Tick)
1	1. Male 2. Female 3. Other	Village/Town/City:  Tehsil:	Village/Town/City:  Tehsil:	Daily Weekly Monthly Occasionally	1. Shared auto 2. Toofan 3. Commander 4. Marshall 5. Eeco 6. Magic 7. Other (Specify):	1. Work 2. Education 3. Shopping 4. Tourism 5. Religious 6. Health 7. Other (Specify):	1. Student 2. Job/Service 3. Own Business 4. Homemaker 5. Daily Labour 6. Agricultural Labour 7. Other
	Age (yrs)	Travel Time (min)	Waiting Time (min)	Fare (₹)			

### PASSENGER FEEDBACK:

A. Are you aware of existing bus services plying on this route?

- a. Yes  
b. No

☐  
☐

B. If yes, why don't you use the bus? (Select up to 2)

- i. Buses are infrequent  
k. Bus is uncomfortable  
m. Too far to access  
o. Travelling during late evening/early morning

☐  
☐  
☐  
☐

- j. Takes more time  
l. Higher fare  
n. Lack of flexibility  
p. Other: \_\_\_\_\_

☐  
☐  
☐

### WILLINGNESS TO SHIFT:

A. Would you consider switching to a bus if it becomes more:

- a. Frequent  
c. Comfortable  
e. Faster  
g. Cleaner

☐  
☐  
☐  
☐

- b. Cheaper  
d. Reliable  
f. Accessible  
h. Safer

☐  
☐  
☐  
☐

B. What is the main reason you might consider switching to a bus?

- a. Lower fare  
c. Better comfort  
e. Less crowding  
g. None

☐  
☐  
☐  
☐

- b. Fixed schedule  
d. Faster journey  
f. Better access

☐  
☐  
☐

C. If a bus service with better comfort and same fare as IPT is available, would you switch?

- a. Yes  
b. No  
c. Maybe

☐  
☐  
☐

D. Would you walk 5–10 minutes to reach a bus stop if the bus is more reliable?

- a. Yes  
b. No  
c. Maybe

☐  
☐  
☐



## Classified Traffic Volume Count Survey

**Date:** \_\_\_\_\_ **Day:** \_\_\_\_\_ **Road Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Enumerator Name:** \_\_\_\_\_ **Direction:** \_\_\_\_\_ **to** \_\_\_\_\_

[illegible]