SAMPLE DRIVER QUESTIONNAIRE

PROBLEMS AND SOLUTIONS

Getting drivers on Board- 1. Co-operative model

2. Focusing on up-liftment of workers

3. Including cycle rickshaws also

4. Data transparency

5. Benefits- accident insurance, vehicle insurance and other insurance cost

6. Other benefits- festival bonus

7. Fixed amount of subscription

8. Short term and long term subscription plans also- weekly, 15 days, and monthly basis

9. Some share of total subscription amount distributed to the drivers as a benefits or needs

10. Including dealers and associations also

Engaging commuters - 1**.** Share and earn option

2. Option to share the ride details (tracking) to someone so he/she can track- safety

3. Ride fare decides according to the range (Bargaining option) and by talk between drivers and commuters

4. Using Google map for navigation

5. User friendly interface of app

6. Feedback and review option for users

Regular- office going and school children – 1. Tracking option for Parents and family members in the app

2. Payment through online mode to their sawari wallet

People don't understand the use of mobile devices and technology- 1. App in Hindi and English language

2. Only mobile no. and OTP needed for registration

3. Using Google map for navigation

4. User friendly interface of app

Access to smart devices - 1. Providing NFC/RFID cards to people who don't have mobile phone

Token system in metro stations

2. Token system in metro stations

3. QR code to drivers and on their vehicles

Gaps and issues-

Smart Devices- Access to

Getting people on Board-

Vehicle operation- Type of vehicle, Urban, Semi-Urban and rural

Commuter-

Regular- office going and school children

Metro rides- last mile connectivity

Engaging commuters

The major issues that need to be address

Most People don't have mobile phone

Many people don't have smart phones also

People don't know the use of mobile phones

Most of the people are between 35-75 age group

Advantage and Plus point of our idea-

Co-operative model

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Share and earn option

Option to share the ride details (tracking) to someone so he/she can track- safety

Ride fare decides according to the range (Bargaining option) and by talk between drivers and commuters

Less interference from company

Mechanic of respective dealers for vehicle maintenance

Advertisement of dealers on autos that registered with us

QR code on vehicles

Improvements in app (suggestions by drivers and dealers)

Microphone for writing text (voice to text)

Aadhar verification should not needed

Location and ride charges should show before booking the ride

The ride charges should in the app after final discussion with commuter

Other changes they are expecting by the comparison to other apps (ola/uber)

Ride cancellation charges

Sawari wallet

Commuter can write the pickup and drop location also in app (difficult to pin the exact location)

Driver rating option should visible in app for driver

Tracking option of concerned driver should visible to registered dealer only

Dealer registration option should be there

Dealers list should be shown separately

Shop names (dealer information) should be listed on app