



**PROJECT WORK:**

Title of Proposal – “How should public transport companies improve the quality of their services in Aktobe city, so that it becomes convenient to citizens?”

**The author:**

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Number of words: 3600 words

## **Authenticity Declaration**

I declare that the work in this research project is my own and is authentic. All resources and sources are acknowledged and cited, where sources and resources of other people have been used.

AKTOBE, 2024

## **ABSTRACT**

There is a thing in the world that directly affects the economy of any country. This is public transport. Every day, it transports millions of people to study, work, and is the main system of any modern city. But there are many problems in this area, such as overcrowding of buses, poor routes, poor navigation, and generally low level of service. This problem is especially relevant in my city. I aim to solve this problem, and in my research I have studied a lot of information: the experience of other cities in solving these problems, such as Moscow, research by various companies, as well as a survey of residents of Aktobe. A lot of work has been done, and conclusions have been drawn with the solution of these problems.

## **АНДАТПА**

Әлемде кез-келген елдің экономикасына тікелей әсер ететін нәрсе бар. Бұл қоғамдық келік. Күн сайын ол миллиондаған адамдарды оқуға, жұмысқа апарды және кез-келген заманауи қаланың негізгі жүйесі болып табылады. Бірақ бұл салада автобустардың толып кетуі, нашар маршруттар, нашар навигация және жалпы техникалық қызмет көрсетудің төмендігі сияқты көптеген мәселелер бар. Бұл мәселе әсіресе менің қаламда өзекті. Мен

бұл мәселені шешуге тырысамын және өз зерттеуімде көптеген ақпаратты зерттедім: Мәскеу сияқты осы мәселелерді шешудегі басқа қалалардың тәжірибесі, әртүрлі компаниялардың зерттеулері, сондай-ақ Ақтөбе тұрғындарының сауалнамасы. Үлкен жұмыс атқарылды және осы мәселелерді шешу бойынша қорытындылар жасалды.

## АБСТРАКТ

В мире есть вещь, которая напрямую влияет на экономику любой страны. Это общественный транспорт. Каждый день он доставляет миллионы людей на учебу, работу и является основной системой любого современного города. Но в этой области существует множество проблем, таких как переполненность автобусов, плохие маршруты, плохая навигация и в целом низкий уровень обслуживания. Эта проблема особенно актуальна в моем городе. Я стремлюсь решить эту проблему, и в своем исследовании я изучил много информации: опыт других городов в решении этих проблем, таких как Москва, исследования различных компаний, а также опрос жителей Актөбе. Была проделана большая работа, и были сделаны выводы по решению этих проблем.

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## **Introduction**

There is one thing, that controls the economics of whole world. This thing is used everyday by billions of people. Named – public transport (buses) Bus transport is the undisputed leader in transporting people around the world. Billions of people use buses every day, very big part of economics, work by bus transport. The vast majority of employees in each sphere of economics, use buses in a purpose of going to the work. Buses are the motor of economics. But this does not mean there are no problems in this area. At the moment, problems in the field of bus transport are very relevant. One of the main problems is that transport companies provide low-quality services, which reduces the comfort and speed of movement of passengers. The purpose of my project work is to solve this problem and improve the passenger transportation process.

Background of the study.

Research is taking place in Aktobe city, Kazakhstan. Interviews and surveys will be taken from hundreds of passengers of the buses in Aktobe. Also, people who responsible for organization of work of buses may be participated on our interviews. From researches of VPS Logistics & Packaging, Sustainable Cities Collective, McKinsey & Company and others I know the main points how to make a better bus system. Improving public transportation systems involves a combination of strategies aimed at enhancing accessibility, efficiency, reliability, and sustainability. Several steps that can be taken are implementing common sense measures, by breaking long routes, reducing delays, optimizing stops, providing accurate information and

trying to prioritize eco friendly transit system. The most important thing is continuously evaluating and adapting the system through data analysis, passenger feedback or different surveys. In other words trying to meet passengers's expectations and needs of the community. (Read literature review to . full analysis)

Statement of the problem.

Transport companies provide low-quality services. Old buses, not convenient routes, not regulated period of coming bus and old bus stops. It reduces the comfort and speed of movement of passengers. This leads to a decrease in economic development, because the slow movement of people delays work and leads to expenses. In addition, the general discontent of the people is increasing. Also, people are trying to master and use a personal car, which leads to increased traffic congestion, as well as increases the amount of harmful emissions into the atmosphere and harms the environment.

The problem or gap that public transportation faces nowadays are the key problems or challenges such as poor funding, issues of design and the overall look. In consequences all of this things negatively affect the economics, including big financial expenses, the passengers' convenience, and ecology.

Relevance and importance of the topic.

This research is very important for future researchers in the field of public transport, as well as for residents and management of the entire city of Aktobe. Future researchers in the field of public transport will follow our example of collecting and analyzing information, and in this way we can contribute to facilitating the improvement of public transport systems in other cities. If we can realize our plan, the citizens of Aktobe will use much more convenient buses, and their everyday life will be more comfortable and easier. The management of the city will get a fully-done study and plan how to improve the bus system, it can solve their big problem, and increase their popularity level. The practical effect of my study will affect to the bus system of city of Aktobe. In my study, we will create a plan, according to the information and observation that we did. Plan how to improve problems of the bus system. For example, schemes of the new, more convenient routes, way how to use buses more productively, and create a new rules and principles. It will be good for people in our city, and may be good for citizens of the cities in whole world.

#### Motivation Factors.

Years of using terrible buses, with hours of waiting the bus in the cold bus stop, trip inside of the small, old, very loud bus, with no space to move and painful smell. Everyday me, my friends and thousands of citizens in my city faced and facing it. I'm bored. And I will do this study and project, to change something in this terrible system.

## **Literature review**

Public transport is the undisputed leader in transporting people around the world. Billions of people use buses every day, but this does not mean there are no problems in this area. At the moment, problems in the field of public transport are very relevant. One of the main problems is that transport companies provide low-quality services, which reduces the comfort and speed of movement of passengers. This leads to a decrease in economic development, because the slow movement of people delays work and leads to expenses. In addition, the general discontent of the people is increasing. Also, people are trying to master and use a personal highway, which leads to increased traffic congestion, as well as increases the amount of harmful emissions into the atmosphere and harms the environment.

The problem or gap that public transportation faces nowadays are the key problems or challenges such as poor funding, issues of design and the overall look. In consequences all of this things affect the speed, reliability and also the passengers' convenience.

The first research describes that making improvements in public transportation would be an effective strategy for serving communities in a better way for sure by making the system more efficient. The studies analyze data from the United States Census Bureau, which reveals that 46.3% of individuals utilizing public transportation for work rely on buses, it becomes evident that buses play a crucial role in providing access to jobs and other essential services for a significant portion of the community. By enhancing bus systems by heavily focusing on environment communities improve mobility, inclusivity, and environmental health, benefiting residents and the environment alike. Because transportation is that one thing that is provided by the community to its members in order for them to get from one place to another.

The second research states that implementing common sense measures can significantly improve bus service, addressing key issues of reliability, speed, and convenience. Despite buses being the most used mode of public transportation in the USA, they often face challenges due to low funding, some image problems and operational difficulties. However Initiatives like BNIP demonstrated the strategic approach that can lead to a successful change of the transit system. By breaking long routes, reducing delays, optimizing stops, and providing accurate information, buses become more predictable and efficient. In consequence of it all, all this work leads to the increase of ridership, costs that are highly affordable, improved fleet utilization, better roads, lower traffic which means a good quality of public transportation in general.

The point of the third research is that public transportation shapes the design and functionality of cities, at the same. Time influencing aspects such as cities' economy, accessibility and quality of residents' lives. The research shows an evolution of the transportation system by demonstrating the omnibus in 1826 and then the modern transit systems like subways, buses. The studies shows that public transportation serves as a catalyst for urban development, influencing land use patterns, infrastructure investment, and community engagement. By working on the transit system's accessibility, efficiency and design, cities can foster economic growth, minimize environmental pollution and impact, and improve the overall level of residents' lives.

The main idea of the fourth research is that successful public transportation is crucial for any emissions reduction strategy within the transportation sector, because it serves with multiple good benefits such as the efficiency of the transport, pollution reduction and economic growth for communities. The studies made a research in cities like Vancouver and Stockholm, their experience exemplifies the positive outcomes of prioritizing eco friendly public transport systems. These benefits include improved transportation efficiency, and economic and social advantages. The focus on reliable, fast, comfortable, accessible, convenient, affordable, and safe services not only make public transport an everyday choice for people, but at the same time improves travel for everyone. The research emphasizes the importance of investing in public



transport systems to make it flexible for the needs of the community and especially more attractive, proving that this approach brings positive changes in society.

The fifth research is about the positive changes in travel efficiency and accessibility of implementing special lanes for buses and utilizing digital technology. Cities like London, Madrid, and Paris demonstrated the effectiveness of focusing on well-built roads, special lanes and some mobility services. The statistics of cities like Beijing, Madrid, and Moscow show that spending on metro and train lines makes public transport more efficient. Also, focusing on better roads, bike lanes, and walkways helps make transportation easier for different types of travelers. So mainly it is about the importance of strategies like special lanes, digital tech, and broader urban plans, that create a transportation system that is accessible for everyone.

In conclusion, improving public transportation systems involves a combination of strategies aimed at enhancing accessibility, efficiency, reliability, and sustainability. Several steps that can be taken are implementing common sense measures, by breaking long routes, reducing delays, optimizing stops, providing accurate information and trying to prioritize eco friendly transit system. The most important thing is continuously evaluating and adapting the system through data analysis, passenger feedback or different surveys. In other words trying to meet passengers' expectations and needs of the community. Collaborating with government agencies, community organizations and even the cities' representatives. Most importantly ensure that public transportation systems are safe and secure for the community, by digital technologies, cameras, special lanes. By implementing these strategies, cities can create more efficient, accessible and sustainable transit systems that benefit residents, cities and even the environment.

## **Methods**

In this relation, the decision was made to focus on the analysis of the condition of the bus system in Aktobe City; therefore, the quantitative method was used. The goal has been to evaluate the quality and relevance of the services provided to the city by transport companies and the level of satisfaction of the public. To this end, a series of surveys have been carried out to obtain qualitative data regarding the Aktobe City Bus transportation from the users' perspective.

At that point, there were numerous problems in the Aktobe City bus system, one them being inadequate non-traction services offered by transport companies. Due to this reason, passengers had been experiencing discomfort and inefficiencies due to poor quality of service provided in the previous research. The major goal of the project therefore, had been to Mitigate these challenges to enhance the comfort of residents while using the bus.

First of all, the quickly provided literature search included analysis of articles namely VPS Logistics & Packaging (2022), Remix (2020), C40 Cities (2021), McKinsey & Company (2021) and Sustainable Cities Collective (n. D. ). All these sources had been helpful in pointing out the

best ways through which growth of public transportation could be boosted and also had been useful in passing across the message of the importance of public transportation in enhancing the economic growth of the society.

Primary data on passengers' experience level and their sentiments on bus transportation in Aktobe City was collected through a constructed survey. The questions had been developed from the research questions of the literature review in order to test issues including service offering, delivery, and interface.

This paper adopted the survey methodology in the decision making process since it affords an opportunity to capture a large sample size, hence, people's experiences with the bus system can be well understood. Also, it found that surveys had been cheap and easy to conduct which made it perfect for the research project.

However, the work had been useful in highlighting why surveys could not always provide accurate data. One of the threats that may have been evident in the study is the response bias which has a capability of influencing respondents to give out wrong or one-sided information. To

address this, measures had been put in place that provided anonymity regarding the participants, and random sampling had been used.

Also, surveys may have failed to capture some specific details that could have only been observed through conducts of some other research techniques like conducting interviews or conducting focus group research. However, due to lack of time and limited financial resources, the survey had covered a huge amount of information that gave an insight of the problems affecting the bus system in Aktobe City.

All in all, although the surveys provided were not without limitations, they have provided invaluable information pertaining to the challenges faced by the public transportation system in Aktobe City. In this way, the strategies derived from the quantitative outcomes in the survey were salutary for the policymakers and transport authorities in order to increase the quality of the bus system and, in this way, contribute for the development of the city and taking into account the unsatisfied public regarding public transport.

## **Results**

Regarding the transport situation in Aktobe City, there is some issue about the buses more than any other vehicle. These issues make the commutation through the buses to become unpleasant and undesirable to those that depend on the means of transport. This research will include taking a brief on the current status of the bus system in Aktobe to establish the perception that people have towards the system and their level of satisfaction.

## **Methodology**

First, three big books and almost the same number of articles about the development of public transport were studied. Next, we conducted a brief questionnaire among Aktobe residents concerning their experience of using buses. The reason why we selected the survey is because it is cheaper and can target the views of a large number of people.

## Survey Results

From the 66 participants of the survey that was conducted, majority of those who responded were students. Of the respondents, 35 of them stated that they often use buses, proving that bus is a vital mode of transport within city. Finally, when people were asked to rate on the convenience of bus routes most have replied with an average of 3. Some routes such as the first one received higher scores of 4 while other such as the fourth got the lowest scores of 2.

In terms of the quality of buses, most of the respondents rated the quality as moderate and this has been illustrated in the figure below, 3. Such as the fact that there are new buses one can pay remotely online, but on the downside some of the buses are old, disease ridden and uncomfortable. Better accesses in order of the people's opinion included routes numbers 51, 15, and 46. They also pointed out that the routes that posed the most significant challenges were 39, 40, and 24.

## Advantages and Disadvantages

Some claimed that, "Aktobe buses are well equipped, new ones, online payments in the buses, competition between the bus companies." At the same time, they pointed out issues, including the presence of old buses, overcrowded buses, absence of clear signs of bus routes, uncomfortable seats, as well as, long intervals between buses. These problems need fixing.

### Recommendations for Improvement

As you know, there are many things that people mentioned to improve things. They continued that one requires a new system in which there can be many different types of routes to meet different needs. They also stated that we should verify the current paths and also update the current paths if necessary. Other ideas included acquiring new buses to replace old ones and increasing bus frequencies. Another reason liked by people was the desire for improved signs so that they comprehend where the bus is heading.

## Conclusion

In conclusion, the presented survey reveals certain limitations of the bus system in Aktobe, although it is important to consider several strengths and possible improvements to the system. In accordance with the data gathered by this study, by taking into account the residents' feedback and by making appropriate changes regarding the Aktobe's bus system, transportation authorities should be able to create a basis for an improved bus system which encompasses efficiency, convenience and importance of passengers. Identifying and understanding the challenges faced in Aktobe transportation and implementation of various suitable travel measures and supports, Aktobe can improve its transportation standards to the optimum convenience level for all the people in the city.

The findings from the surveys presented in this paper provide the prescription and the challenges that affect the bus system of Aktobe that require collective effort to be made towards the improvement. In the final section of this paper, this writer will further elaborate the suggested plan that aims to overcome these challenges and improve the transportation system of the city.



It is crucial that we develop a specific plan for the hard of hearing, which has to be presented to the city government and bus companies. If it is possible to make this plan qualitative, and they stick to this plan, it is possible to make much better bus system in Aktobe, or at least convenient for people. Work is purposed to solve the problmes, that citizens said in the my survey Plan (short):Work is purposed to solve the problmes, that citizens said in the my survey Plan (short):

1) Route Refinement:

Analyse demand on routes, investigate the new districts, link them with city. Introduce new routes and make good navigation for them.

2) Fleet modernization

Make speical programs of credits, that can make possible full replace of old buses.

Prioritize the procurement of buses featuring things like air conditioning and comfortable seating to enhance passenger comfort.

3) Service Enhancement

Make better systems of online payment, track and add new fuctions.

- 4) Updates of infrastructure: bus lines, better bus stops, and more.

We can make bus system in Aktobe better. All problems are known, and plan is ready.

### **Conclusion**

This work helps us to identify the main problem areas of Aktobe's transportation system and call for systemic improvements necessary to make this sector more effective in serving the population. This paper affirms that there is a high dependency on buses by the residents, thus pointing to their relevance in hauling people. Despite this, the samples raised concerns in the current transport channels, including route accessibility, traffic, and space congestions as major issues.

Thus, to overcome such challenges, a complex treatment is possible. First of all, further elaboration of the routes is significant to address the current requirements in the utilization of the resource. This includes the matter of scrutinizing consumer demand and recognizing previously untapped markets in order to extend the reach of transportation networks. With efficient routes booked, passengers are also likely to have an easier time when navigating the transport systems.

On the same note, efforts at modernizing transport fleets will result in advancements in quality of transport services. Thus by investing and prioritizing the customer needs for procurement of new buses for its people, which are air conditioned and comfortable seaters can be arranged. Loan solicitation programs can help to facilitate acquisitions for the purchase of new buses, creating the opportunity for full replacement of old vehicles and disuse of less efficient ones.

In addition, strategic improvement can be made in services, where it is possible to implement new options from an airplane ticket, such as online check and payment systems as well as opportunities of real-time tracking of boarding. These technological implements are set to améliorer the transport system to make it as up to date with recent transport infrastructure.

However, it is also equally important that there should be concrete facilities such as the bus lanes and bus stops which should also be improved to contribute much towards the experience of the passenger. Through improving the patterns of constructed bus shelters, and also on the proper arrangement of the bus routes and lines, the waiting times should be minimized alongside with unnecessary passenger congestion.

As noted in the conclusions, it becomes clear that there is a definite need for further enhancements in transport networks in Aktobe. When it comes to strategy for the city, there are four major points for considerations, which include route adjustments, the development of a new fleet, the improvement of existing services, and the expansion of infrastructures all for the purpose of offering better public transportation services. They plan to overcome the current problems and also there will be a better mode of transport in the long run doing so.

It can be useful for policymakers and transport authorities of Aktobe City in the processes of the continued transportation system reinvention and further needs of residents. However, it needs to be acknowledged that the presented results indicate that additional improvements are still possible and cannot be achieved without the constant cooperation of the stakeholders and the timely implementation of the proposed measures.

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## **Appendix A**

Purpose of the survey

## **Appendix B**

Questions of the survey

Surv  
city

12:15

4G 55%



docs.google.com/form



3



В

И



The bus system in Aktobe



Отправить



Вопросы

Ответы 66

Настройки

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Цель :

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Ответ

автобу

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еще.

Ақтөбедегі автобустардың сапасын (үлкен/кіші, жаңа/ескі, ыңғайлы немесе ыңғайлы емес) 1-ден (ең төменгі) 5-ке дейін (ең жоғары) бағалаңыз.

Rate the quality of the buses (big/small, new/old, comfortable or not) in Aktobe from 1 (the lowest) to 5 (the highest)

Оцените качество автобусов (большой/маленький, новый/старый, комфортабельный или нет) в Актобе от 1 (самый низкий) до 5 (самый высокий).

1

2

3

4

5



Ақтөбедегі автобус жүйесінің артықшылықтарын жазыңыз

Please write advantages of bus system in Aktobe

Пожалуйста, напишите о преимуществах автобусной системы в Актобе

Развернутый ответ

Ақтөбедегі автобус жүйесінің кемшіліктерін жазыңыз (сіз кездескен мәселелер)

Please write disadvantages of bus system in Aktobe (problems that you faced)

Пожалуйста, напишите о недостатках автобусной системы в Актобе (проблемы, с которыми вы столкнулись)

Развернутый ответ



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## Ақтөбедегі автобус жүйесінің сапасын қалай жақсартуға болады? Ұсыныстарыңызды жазыңыз.



How can we improve the quality of the bus system in Aktobe? Please write your recommendations.

Как мы можем улучшить качество автобусной системы в Актобе? Пожалуйста, напишите свои рекомендации.

Развернутый ответ



### PLEASE WRITE TOP 3 BEST BUS ROUTES.

Rate routes by this criterias and just write rating.

- 1) Convenience of the route
- 2) Quality of the bus (new/old, big/small)
- 3) Interval of the buses
- 4) Popularity of the route (if popular - that is good)

Пожалуйста, напишите ТОП-3 лучших автобусных маршрутов.

Оцените маршруты по этому критерию и просто напишите рейтинг

- 1) Удобство маршрута
- 2) Качество автобуса (новый/старый, большой/маленький)
- 3) Интервал движения автобусов
- 4) Популярность маршрута (если популярный - это хорошо)

**B** *I* U ↻ ✕

Краткий ответ

## Appendix C

Results (Answers) (Not

of the survey

full)

### Ең нашар 3 автобус бағытын жазыңыз.

Маршруттарды осы критерийлер бойынша бағалаңыз және жай ғана рейтинг жазыңыз.

- 1) Маршруттың ыңғайлылығы
- 2) Автобустың сапасы (жаңа/ескі, үлкен/кіші)
- 3) Автобустардың аралығы (интервал)
- 4) Маршруттың танымалдылығы (егер танымал болса - бұл жақсы)

Please write TOP 3 worst bus routes



Приглашенные респонденты

Электронная почта

- sherek338@gmail.com
- abilmansur.kaskin@gmail.com
- alimania7002@gmail.com
- islambek.280507@gmail.com
- tiger.aksunkarov@gmail.com
- sherkhanzhaksybaev@gmail.com
- aldanaeva07@gmail.com
- mukhitovramazan@gmail.com

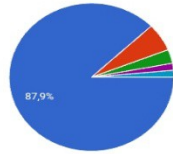
Сіздің мәртебеңізді көрсетіңіз:

Копировать

Indicate your status:

Укажите свой статус:

66 ответов



- Оқушы/Student/Студент
- Жұмысшы/Employed/Работающий
- Жұмыссыз/Unemployed/Безработный
- Зейнеткер/Retired/Пенсионер
- Студент + Работающий
- Қыпшақ мәңгерушісі

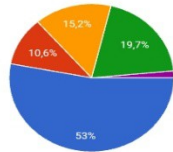
Қоғамдық автобустарды қаншалықты жиі пайдаланасыз?

Копировать

How often do you use public buses?

Как часто вы пользуетесь общественными автобусами?

66 ответов



- Өте жиі (аптасына 4 реттен астам)
- Жиі (аптасына 2-3 рет)
- Кейде (аптасына 1 рет)
- Сирек (айына 2-3 рет)
- Редко (2-3 рет в месяц)
- Пайдаланбаймын/И don't use/Не использую

Ақтөбедегі автобус маршруттарының ыңғайлылығын 1-ден (ең төменгі) 5-ке дейін (ең жоғары) бағалаңыз.

Копировать

Rate the convenience of the bus routes in Aktobe from 1 (the lowest) to 5 (the highest)

Оцените удобство автобусных маршрутов в Актобе от 1 (самый низкий) до 5 (самый высокий)

Ақтөбедегі автобус жүйесінің кемшіліктерін жазыңыз (сіз кездескен мәселелер)

Please write disadvantages of bus system in Aktobe (problems that you faced)

Пожалуйста, напишите о недостатках автобусной системы в Актобе (проблемы, с которыми вы столкнулись)

66 ответов

старые автобусы автопарка и табыс актобе

Бывают маршруты не едущие в прямиком на пункт назначения из-за чего приходится ехать пересадками , что увеличивает время поездки. мне так в школу надо каждый день идти и приходит оттуда:( Несмотря на увеличение кол-во автобусов интервал между ними может быть продолжительным

Ең жақсы 3 автобус бағытын жазыңыз.

Маршруттарды осы критерийлер бойынша бағалаңыз және жай ғана рейтинг жазыңыз.

- 1) Маршруттың ыңғайлылығы
- 2) Автобустың сапасы (жаңа/ескі, үлкен/кіші)
- 3) Автобустардың аралығы (интервал)
- 4) Маршруттың танымалдылығы (егер танымал болса - бұл жақсы)

Please write TOP 3 best bus routes. Rate routes by this criterias and just write rating.

- 1) Convenience of the route
- 2) Quality of the bus (new/old, big/small)
- 3) Interval of the buses
- 4) Popularity of the route (if popular - that is good)

Пожалуйста, напишите ТОП-3 лучших автобусных маршрутов. Оцените маршруты по этому критерию и просто напишите рейтинг.

- 1) Удобство маршрута
- 2) Качество автобуса (новый/старый, большой/маленький)
- 3) Интервал движения автобусов
- 4) Популярность маршрута (если популярный - это хорошо)

66 ответов

126

25 3/4 46 2/4 21 3/4

A

2,1

46,48

5, 15, 2

25 26 15



Ең нашар 3 автобус бағытын жазыңыз.

Маршруттарды осы критерийлер бойынша бағалаңыз және жай ғана рейтинг жазыңыз.

- 1) Маршруттың ыңғайлылығы
- 2) Автобустың сапасы (жаңа/ескі, үлкен/кіші)
- 3) Автобустардың аралығы (интервал)
- 4) Маршруттың танымалдылығы (егер танымал болса - бұл жақсы)

Please write TOP 3 worst bus routes.

Rate routes by this criterias and just write rating.

- 1) Convenience of the route
- 2) Quality of the bus (new/old, big/small)
- 3) Interval of the buses
- 4) Popularity of the route (if popular - that is good)

Пожалуйста, напишите ТОП-3 худших автобусных маршрута.

Оцените маршруты по этому критерию и просто напишите рейтинг.

- 1) Удобство маршрута
- 2) Качество автобуса (новый/старый, большой/маленький)
- 3) Интервал движения автобусов
- 4) Популярность маршрута (если популярный - это хорошо)

66 ответов

15

15 24 26

Sa

20,28

7 25 1

16 2 7

Ақтөбедегі автобус жүйесінің сапасын қалай жақсартуға болады? Ұсыныстарыңызды жазыңыз.

How can we improve the quality of the bus system in Aktoobe? Please write your recommendations.

Как мы можем улучшить качество автобусной системы в Актобе? Пожалуйста, напишите свои рекомендации.

66 ответов

Автобустарды жаңарту

Увеличить автопарк и сойти со старых моделей автобусов

Ga

Сделать новый 26 автобус

Автобустарды кең қылу

