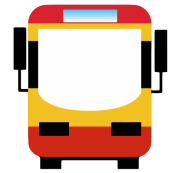


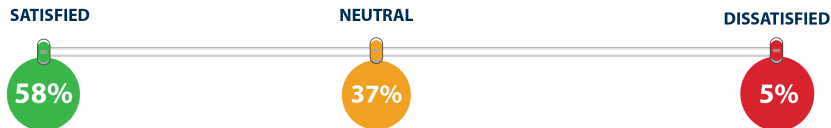
26% IN HANOI

13% IN HO CHI MINH CITY



USED PUBLIC TRANSPORTATION IN THE PAST 3 MONTHS

Q: HOW SATISFIED ARE YOU WITH THE EXPERIENCE? N=59



## 5 REASONS MAKING PEOPLE NOT USE PUBLIC TRANSPORTATION

51%



35%



25%



15%



13%



N=189

## WHAT NEEDS TO BE IMPROVED ?

42%

DRIVERS SHOULD DRIVE MORE CAREFULLY

Specifically in Ho Chi Minh City where 49% of the respondents consider this should be improved

40%

VEHICLES SHOULD BE CLEANER

39%

MORE SUITABLE TRAVEL ROUTES & BUS STOPS SHOULD BE CREATED

20%

EQUIPMENT SHOULD BE REVIEWED

Especially in Hanoi where the number of seats is considered as insufficient